

# Voice Mail



## Setting Up Your Mailbox

### Logging Into Your Mailbox

1. Press **Message** Key or Dial Extension 33333. You will hear "Call Pilot from Nortel Networks, mailbox?"
2. a. If dialing from your District telephone set Press #.  
b. If dialing from another telephone location enter your 5 digit mailbox number followed by #.
3. You will then hear: "Password?"
4. **Enter your temporary password (initial password will be 5 + 5 digit mailbox number), press #.**

**For example, if your mailbox number is now 33788, your temporary password will be 533788**

### Record a Personal Greeting

1. After you are logged in to your mailbox press **82** for Greetings
2. **Select type of Greeting to Record:**
  - 1-External Greeting
  - 2-Internal Greeting
  - 3-Temporary Greeting
5. To **Start** recording, Press **5**
6. To **Stop** recording, Press **#**

**TIP:** You only need to record an External Greeting if you want both internal and external callers to hear the same greeting.

### Record Your Name

*(Personal Verification Name):*

1. After you are logged in to your mailbox Press **829** for Personal Verification
2. To **Start** recording, Press **5**
3. To **Stop** recording, Press **#**

### Change Your Password

1. After you are logged in to your mailbox Press **84** for Password Change
2. Enter your **current password**, press **#**
3. Enter a **new password** (5 to 16 digits), press **#**
4. Enter your new password again, press **#**

### Logging Off

1. Press **83**

### Save a Message

No action is required to save a message. Call Pilot will automatically save your message until you delete the message, or after 7 days the message will automatically be deleted if it has been played (new messages will be saved until they have been listened to).

### Delete a Message

Press **76** (this can be performed at anytime during the message, you do not have to wait until the end of the message to delete).

**Before disconnecting**, return to the deleted message and press **76** to restore it.

## After Initial Setup

### To Access Call Pilot Voice Mail

#### From a District Telephone

1. Press **Message** Key or Dial Extension 33333, you will hear "Call Pilot from Nortel Networks, Mailbox?"
2. **Enter your 5 digit mailbox number**, press **#**, "Password?"
3. **Enter your password**, press **#**; you are now logged into Call Pilot Voice Mail.

**Tip:** If you are dialing from your District telephone set you can press **#** without entering your mailbox number and the system will automatically recognize the extension you are calling from as the mailbox number. You will then hear: "Password?" Enter your password followed by **#** and you will be logged into your mailbox.

#### From OUTSIDE the District

1. Call 720-423-3333, you will hear "Call Pilot from Nortel Networks, Mailbox?"
2. **Enter your mailbox number**, press **#**, "Password?"
3. **Enter your password**, press **#**. You are now logged into Call Pilot Voice Mail.

#### Express Messaging

1. Dial extension 3-3111, you will hear "Express Voice Messaging, to mailbox?"
2. Enter the mailbox number of the person for whom you are leaving the message, and then press **#**.  
After the greeting prompt and beep tone, record your message, hang up when finished.

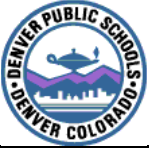
#### Transfer Caller to Voice Mail

1. Press **Transfer** Key and dial 3-3111, you will hear "Express Voice Messaging, to mailbox?"
2. Enter the mailbox number of the person for whom you are leaving the message, and then press **#**.
3. Press **Transfer** or **Connect** Key (depending on phone type). Complete the call transfer quickly to ensure that the calling party hears the entire message greeting.

Online training is available at:

<http://dots.dpsk12.org/training/voicemail>

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# Voice Mail Commands



## Main Menu List of Commands

*(While you are playing a message)*

- 1 Skip Back 5 seconds
- 2 1 Decrease Speed
- 2 3 Increase Speed
- 2 4 Decrease Volume
- 2 6 Increase Volume
- 3 Skip Forward 5 seconds
- 4 Go to Previous Message
- 6 Go to Next Message
- 8 6 Go to a specific message  
*(Enter message number, and then press #)*
- # Pause Message
- 2 Continue to Play Message
- \* Help Command

## 7 - Message Commands

*(While listening to a Message...What you can do with a message)*

- 7 1 Reply
- 7 2 Play Envelope
- 7 3 Forward a Copy of the message to another Mailbox. Enter the mailbox number to which you want to forward the message, and then press #. When you have finished entering addresses, press # again to end the list.
- 5 To record an introduction.
- # To end recording
- 7 9 To send the message.
- 7 4 Reply to All
- 7 5 Compose a new Message

- 7 6 Delete Message
- 7 6 Restore Message  
*(Return to the deleted message to restore)*

**NOTE:** you can delete and restore (undelete) a message before, during or after playing the message. Deleted messages are removed from your mailbox at the end of your login session. You can not restore a message after you disconnect.

- 7 9 Send  
*(After recording a Compose, Reply or Forward message)*

### Message Options:

- 7 0 1 Urgent
- 7 0 4 Private / Confidential
- 7 0 5 Acknowledge
- 7 0 6 Time Delivery  
*(Up to 31 days in advance)*

## 8 - Mailbox Commands

*(Mailbox features, not related to specific messages)*

- 8 1 Login

### Greetings

- 8 2 1 External Greeting
- 8 2 2 Internal Greeting
- 8 2 3 Temporary Greeting\*\*  
**Options:**
  1. Press 5 to record
  2. Press # to end recording
  3. Press 2 to review greeting

4. If you are satisfied with your greeting proceed to step 5, if you are dissatisfied press 76 to delete and repeat steps 1-3
5. Press 4 to return to main menu after recording your greetings

**\*\*Temporary Greeting** - you can set an expiration month, day and time for your temporary greeting. When the temporary greeting expires, your callers will hear your original greeting.

1. Press 9 while at temporary greeting to set expiry date.
2. Enter the month, day and time by pressing # after each entry.

- 8 2 9 Record your First and Last Name
- 8 3 Disconnect (or hang up)
- 8 4 Password Change
- 8 6 Go to a Specific Message

### Call Pilot Voice Mail Tools

- 8 5 5 Distribution List
- \* General help
- 7 \* Help on Message Commands
- 8 \* Help on Mailbox Commands
- # Cancel / Exit to Previous Menu
- # To Stop Playback or Recording
- # To End Data Entry
- # To End Addressing.