CALLPILOT VOICE MAIL MAP

Compose a Message (record)
1. While logged in to your mailbox, press 75.
2. Enter the first address, then press #.
   You can address messages to mailbox numbers, distribution list numbers, network users, Internet users, external phone numbers, and spelled names.
3. Enter as many addresses as you need.
4. Follow the last address with #.
   To cancel an address, press 0#.
5. Press 5 to record your message.
6. Wait for the tone, then start speaking.
7. Press # to end the recording.
   To listen to the message before you send it, press 2
   To add options and/or attachments, press 70, then Urgent 1, Private 4, Acknowledgment 5, Timed delivery 6, and Add Attachment 7.
8. Press 79 to send the message.

Transfer Call to Another Mailbox
1. Dial 6767 (Express Voice Messaging)
2. Enter 4 digit phone number, then press #.
3. Press Transfer or Link
4. Hangup

Change Your Password
1. While logged in to your mailbox, press 84.
2. Enter your current password, then press #.
3. Enter your new password, then press #.
4. Enter your new password again, press #.

Call Telecommunication Services at x3600 with any questions or problems using the CallPilot system

Login to Your Mailbox
1. Dial 7444.
2. Enter your mailbox number:
   Your 4 digit phone number and #
   or
   At your own phone, just press #.
3. Enter your password, then press #.

Play Your Messages
When you log in to your mailbox, you are in your message list at your first new message.
- To play the current message, press 2.
- To go to the next message, press 6.
- To go to the previous message, press 4.
- To go to a specific message, press 86, enter the message number, then press #.

Before, during, or after playing a message:
- To play the message envelope, press 72.
- To delete the message, press 76.
- To restore it, return to the message and press 76 again.

Important: Once you delete the message and end the session the message is permanently deleted
- To call the sender, press 9
- To reply to the message, press 71
- To reply to the sender and all recipients, press 74
- To forward the message, press 73.

While you are playing a message:
- To skip back five seconds, press 1.
- To skip forward five seconds, press 3.
- To play the message faster, press 23.
- To play the message slower, press 21.
- To play the message softer, press 24.
- To play the message louder, press 26.
- To pause, press #; to continue, press 2.
- To disconnect, press 83, or hang up.

Record Your Greetings and Name
Callers from outside WWU hear your external greeting; callers within WWU hear your internal greeting. If you don’t record an internal greeting, all callers hear your external greeting. All callers hear your temporary greeting if you record one. Use the temporary greeting for times when you’ll be out of the office, such as vacations. Your recorded name (Personal Verification) is used in your greetings and addressed messages.
1. While logged in to your mailbox, press 82.
2. Press 1 for external greeting, or
   Press 2 for internal greeting, or
   Press 3 for temporary greeting, or
   Press 9 for Personal Verification.
3. Press 5 to record.
4. Wait for the tone, then record your greeting.
5. Press # to end your recording.
   To listen to your greeting, press 2.
6. Press 4 to return to your messages.

Assigning a custom operator
In your greeting, you can offer your callers the option of leaving a message or speaking to one of your assistants or colleagues. Tell callers to press zero if they wish to speak to this person in your absence.
1. While logged in to your mailbox, press 80 for
   Mailbox Options, then 1 to review the current custom operator number.
2. Enter the new custom operator number.

Turning Auto login on or off
1. While logged in to your mailbox, press 80 for Mailbox Options, then 4 for Auto login.
2. Press 1 to turn Auto login on, or press 2 to turn it off.