# Nortel CallPilot Voice Mail System: Quick Reference

## Logging On
### From Your Phone
1. Dial Ext. 4300
2. Press #
3. Enter your password
4. Press #

### From Another Phone
1. Dial Ext. 4300
2. Enter YOUR mailbox number
3. Enter your password
4. Press #

## Basic Command Uses

### Listen / Send Messages
**Log On**
1. Press 2

**Reply**
1. Press 71
2. Press 5 (record)
3. Press #
4. Press 79 (send)

**Delete**
1. Press 76

**Forward**
1. Press 73

**Compose & Send Message**
1. Press 75
2. Enter DESTINATION mailbox
3. Press #
4. Repeat steps 2 and 3 for each additional message recipient
5. Press # to end list
6. Press 5 (record message)
7. Press #
8. Press 79 (sends)

## Basic Commands
1 = Skip Backwards
2 = Play/Listen/Resume
3 = Skip Forward
4 = Previous Message
5 = Record
6 = Next Message
9 = Call Sender

*: Help

#: Stop/End/Enter/Pause

70 = Options/Tagging
71 = Reply
72 = Date and Time
73 = Forward
74 = Reply to All
75 = Compose
76 = Delete/Restore
79 = Send
80 = Custom Operator
802 = Pager Notification

## Getting Started

### Change Password
1. Log on
2. Press 84
3. Enter OLD password (First Time: _______XXXX)
4. Press #
5. Enter NEW password
6. Press #
7. Enter NEW password
8. Press #

### Personal Name Verification
1. Log on – Press 89
2. Press 5 to record – Say name – Press # to end
3. Press 2 to listen
4. To re-record – do step 2 again
5. Press 4 to exit

## Record Greetings

### External Greeting
1. Log On
2. Press 82
3. Press 1
4. Press 5
5. Record Greeting
6. Press #

### Internal Greeting
1. Log On
2. Press 82
3. Press 5
4. Press 5
5. Record Greeting
6. Press #

### Temporary Greeting
1. Log On
2. Press 82
3. Press 5
4. Press 5
5. Record Greeting
6. Press #

## Voice Mail Numbers
| From Inside | 4300 |
| From Brenham | (979) 830-4300 |
| From Bryan | (979) 209-7575 |
| From Schulenburg | (979) 743-5252 |
| Express Messaging | 4301 |
| From Outside | (979) 830-4301 |

***Note:*** For your first time login, your password is: _______ plus MAILBOX NUMBER

## Logging Out
1. Press 83
Always log off before Hanging up from CallPilot

## Transfer to Voice Mail
1. Have caller on phone
2. Press TRANSFER
3. Key in 4301 (Express Mail)
4. When prompted, enter in destination mailbox number, then hit #
5. Immediately press CONNECT

## Distribution Lists
1. Log On
2. Press 85
3. Enter list number (from 1-99)
4. Press 5 to compose list
5. Enter mailbox number, followed by # (repeat for each person)
6. Press # to end list