

# NRAO GREEN BANK

## Call Pilot Voicemail User Guide

(Rev B) --- Page 1

### ENTERING THE SYSTEM

From your phone or another phone on the system:

- ( Lift handset and listen for dial tone
- ( If message light is lit or you have a broken dial tone, call the internal messaging system extension at 2355
- OR--
- ( Press the **MESSAGE** key
- ( Upon hearing "Nortel Call Pilot, Mailbox?"
- ( Enter your mailbox number \_\_\_\_\_ [#]
- ( Enter your mailbox password \_\_\_\_\_ [#]

**Note:** Mailbox Number = Extension Number  
Temporary Password = 12 + **Extension Number**

From an outside location:

- ( Call the messaging system number 304.456.2355
- ( Upon hearing "Nortel Call Pilot, Mailbox?"
- ( Enter your mailbox number \_\_\_\_\_ [#]
- ( Enter your mailbox password \_\_\_\_\_ [#]

<b>Special Characters:</b>	*	<b>Help</b>
	#	<b>Stop</b>

### SETTING UP YOUR MAILBOX:

After you have logged in to the voicemail system the first time, you will need to set up a new password and record a personal mailbox greeting. The following steps are also used anytime you wish to change either the password or the greeting in the future.

To Change Password:

- ( Dial **84**
- ( Enter **old password** (4 digits) followed by the # sign
- ( Repeat step 2
- ( Enter **new password** followed by the # sign

To Record Personal Greeting:

- ( Dial **82**
- ( Choose External Greeting by pressing **1**, Internal Greeting by pressing **2**
- ( Press **5** and begin talking at the beep
- ( Press # sign to stop recording
- ( You may press **2** to replay your greeting and/or press **76** to delete and **5** to re-record. Press **83** when you are satisfied with your recorded greeting

**Note:** If you record **only** your External Greeting it plays for both call types. Include information in your greeting about dialing **0** to reach the operator.

To Record Personal Verification:

- ( Dial **89**
- ( Press **5** and speak **your name** at the beep
- ( Press # sign to stop recording

### REVIEWING MESSAGES:

- ( **Log in** to your mailbox
- ( After the message summary is played, the first message is played
- ( To **Delete** the message, press **76**
- ( To **Skip** the message, press **6**

### Playback Controls

- 1 Rewind
- [2][3] Play Faster
- [2][1] Play Slower
- 3 Fast Forward
- 4 Record
- 5 No Function
- 6 Next Message
- 7 Message Commands
- 8 Mailbox Commands
- 9 Call Sender
- \* Cancel Message Playback & Return to the Main Menu
- # Pause (press **2** to continue playback)



### COMPOSING A MESSAGE

- ( **Log in** to your mailbox
- ( Press **75**
- ( Enter **mailbox number** to receive message followed by # sign
- ( Repeat step 3 until all mailbox numbers have been entered
- ( Press # sign to end list (2 consecutive # signs)
- ( Press **5** and begin speaking at the beep
- ( Press # sign to stop recording
- ( Press **79** to send the message

### EXPRESS MESSAGING (Access Code 2356)

Express Messaging is a fast method of leaving a message in another mailbox without ringing the set.

- ( Dial Express Messaging 2356
- ( At the prompt, dial the **extension number** then the # sign
- ( Press **5** to record the message
- ( Press the # sign to end the recording

### TRANSFERRING CALLERS INTO A PERSON'S MAILBOX

You can utilize this option if you have received a call meant for another person and they are not available to take the call.

- ( With a caller on the line, press the **TRANSFER** key
- ( Dial Express Messaging 2356
- ( At the prompt, dial the **extension number** then the # sign
- ( Press the **TRANSFER** key again and hang up

### Forwarding to Voice Mail:

You may forward all your calls immediately to voicemail

- ( Press the **FORWARD** key on your telephone
- ( Dial **2356**
- ( Press the **FORWARD** key on your telephone

### FORWARDING MESSAGES

- ( After listening to the message or after playing the message, press **73**
- ( Enter the number or numbers of the persons you are forwarding the message to separating each number with #
- ( When you have finished entering addresses, press # to end the list
- ( Press **5** to record an introduction
- ( Press # to end recording
- ( Press **79** to send the message

**CREATING A PERSONAL DISTRIBUTION LIST:**

You can create up to 99 personal distribution lists that can contain up to 200 entries. The personal distribution list saves time when sending messages to the same group of people

To create a personal distribution list:

- ( Dial **85**
- ( Enter a number from **1** to **99** followed by the **#** sign
- ( Press **9** to record a name to help you identify the list. Press **5** to begin recording and the press **#**
- ( Press **5** to start entering addresses in the list, separating each extension by pressing **#**
- ( When the list is complete, press **#**

To play, edit or delete a personal distribution list:

- ( Dial **85**
- ( Enter the distribution list number followed by **#**
- ( Press **2** to play the contents of the list
- ( Press **5** to add to the list
- ( Press **76** to delete an entire list

To Record Personal Verification:

- ( Dial **89**
- ( Press **5** and speak **your name** at the beep
- ( Press **#** sign to stop recording

**HELPFUL HINTS:**

- ( While listening to a person's greeting, you can stop the greeting by pressing **#** and recording your message
- ( While listening to a person's greeting, you can press **0** to be transferred to the attendant
- ( While listening to someone's greeting, you can be transferred to another extension by pressing **0 + extension number + #**
- ( When you record a message in another person's mailbox, you can play it, delete it or rerecord it just as you do when you compose a message

**NOTES**

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**VOICEMAIL PARAMETERS**

Minimum Length of Password:	6 digits
Retention of Read Messages:	30 days
Maximum invalid logon attempts:	3
Password expiration:	Never