

City of Tulsa

CallPilot Voicemail Quick Reference Guide

VOICE MESSAGING # 65699

EXPRESS MESSAGING # 65698

FIRST TIME SET UP OF VOICE MAIL

LOGGING IN *Used with all voice mail transactions*

- » From Outside - dial the CallPilot number **576-5699**
- » From Inside - dial **65699** or Press Msg/Inbox key
- » Enter your 5-digit ext number followed by # sign
- » Enter default password (100 plus 5-digit ext number) followed by # sign

CHANGING YOUR PASSWORD *As a first time user to this mailbox you will be forced to change your password. Your new 6 digit password will remain until you choose to change it.*

NOTE: If you are unsuccessful logging in after 2 attempts, hang up and start another session. After 3 attempts in one session your mailbox will be disabled.

Log on or while already logged on

- » **Dial 84**
- » Enter old password (which will be the **100+5 digit** mailbox) followed by # sign
- » Enter new Password (6 to 16 digits) follow by # sign
Please note you may not use trivial passwords such as 1111, 1234 or your extension number. Please use a unique 6-digit password.
- » Enter new Password again, followed by # sign

RECORDING YOUR PERSONAL VERIFICATION

Attaches your recorded name upon delivery of your message, also used to verify correct mailbox via Express Messaging and in Distribution Lists.

Log on or while already logged on

- » **Dial 82 Option 9**
- » Press 5 to record your first and/or last name
- » Press # sign to stop recording

RECORDING YOUR GREETING- *What the callers hear*

Log on or while already logged on

- » Dial 82
- » Press 1 or 2 or 3
 - 1= external
 - 2= internal
 - 3= temporary (For vacation or other absences. Overrides permanent external and internal greetings while temp recording in place.)

TIP: *If you choose greeting 1- it defaults for both internal and external*

- » Press 5 to begin recording
- » Press # sign to stop recording
- » Press 2 to playback the greeting you recorded
If recording is not to your liking, Press 76 to delete and Press 5 to re-record)
- » Press 4 to exit Greetings

COMMANDS:

Delete a message	76
Log out / Good-bye	83
Greetings	82
Password change	84
Personal Verification	80 Option 9
Forward a message	73
Help – anytime during session	*
Pause when playing messages	#
Compose a message	75
Reply to a message	71
Reverse play of message	1
Play message	2
Fast Forward play of message	3
Go to previous message	4
Go to next message	6
Call sender of message	9
Play envelope of message	72
Through Dial	0 + ext. # + #
Distribution Lists	85
Go to a specific message	86
Operator Assistance #	80 Option 1
Auto Logon Enable/Disable	
Remote Notification Schedule	

CallPilot Unified Messaging Quick Reference Card

Release 4.0 or later



Login → Message List Commands?

1 Skip Back	2 Play	3 Skip Forward
4 Previous Message	5 Record	6 Next Message
7 Message Commands	8 Mailbox Commands	9 Call Sender
* Help	0 Attendant/Thru-Dial	# Stop

Greetings

1 External Greeting	2 Internal Greeting	3 Temporary Greeting
4	5	6
7	8	9 Personal Verification
* Greeting Help	0	# Cancel/Exit

Message Commands

1 Reply	2 Play Envelope	3 Forward
4 Reply All	5 Compose	6 Delete/Restore
7 Print	8	9 Send
* Message Help	0 Message Options	# Cancel/Exit

Mailbox Commands

1 Login	2 Greetings	3 Disconnect
4 Password Change	5 CallPilot Tools	6 Go to a Message
7	8	9 Change List
* Mailbox Help	0 Mailbox Options	# Cancel/Exit

CallPilot Tools

1 Message Forwarding	2 Remote Notification	3
4 Return to Speech	5 Distribution Lists	6
7	8	9
* Tools Help	0	#

Message Options?

1 Urgent On/Off	2	3 Economy On/Off
4 Private On/Off	5 Acknowledge On/Off	6 Timed Delivery
7 Add Attachment	8	9
* Options Help	0	# Cancel/Exit

Mailbox Options

1 Custom Operator	2	3 Fax Options
4 Autologin On/Off	5	6
7 Block Messages	8	9
* Options Help	0	# Cancel/Exit

Fax Options

1 Autoprint On/Off	2 Default Printer	3
4	5	6
7 Separator Page On/Off	8	9
* Fax Help	0	# Cancel/Exit

Mailbox number _____

Multimedia Messaging access _____ Custom Commands access _____ Name Dialing/Addressing prefix _____

Speech Activated Messaging access _____ Faxphone access _____ Telephone addressing prefix _____

My CallPilot URL _____ Express Messaging _____ Prefixes for other sites _____