Callpilot Voicemail

Quick Reference Guide

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Initial Setup & advice for your Mailbox

The first time you log into your Voice Mail mailbox, you will be forced by the system to change your default password. You will not be able to do anything (listen to messages, record greetings, etc.) until this has been done.

**Your default password is: 12 + your 4 digit extension number.**

You must change your password to another number. The password range is 6 to 16 digits.

The system will not allow you to use a password that it considers too easy to guess. Examples:
- 123456
- 222222
- Or your extension number.

Choose a password that is easy for you to remember, but difficult for someone to guess.

At first login, you may also want to record your greetings. Callers will hear your personally recorded greetings rather than default greetings. For full instructions on setting up your greeting messages see section below.

| Record an Internal Greeting                      | only internal callers will hear this greeting |
| Record an External Greeting                      | any caller on an outside line will hear this greeting |
| Record your Personal Verification Greeting       | greeting is played if someone sends you a message using Express Messaging |

**Accessing your voicemail**

<table>
<thead>
<tr>
<th>Internally, dial</th>
<th>Externally, dial</th>
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<tbody>
<tr>
<td>7000</td>
<td>020 7612 6010</td>
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</table>

**Logging into your voicemail**

1. Dial the Voice Mail access number.

2. Enter your voicemail mailbox: This is your extension number followed by “#”.
   
   **NOTE:** If you are logging in from your own phone, you can simply press “#” instead of entering your full extension number.

3. Enter your password followed by “#”.
   (Entering your password is always required)
How to record greetings

1. Login to your mailbox

2. Type into your phone **8 2** - this will take you to the greetings menu

3. To create or update your **External greeting**, which is played only to External Callers press **1**

4. To create or update your **Internal greeting**, which is only played to Internal Extension numbers press **2**

5. To create or update your **Temporary greeting**, which is used when you are going on holiday or will be away for a period of time – this message will be played to both Internal and External callers press **3**

6. To create or update your **Personal Verification** greeting press **9**

Options available while recording
- Press **5** to start recording
- # to stop recording
- **2** to listen to what you’ve recorded
- **76** to delete your recorded greeting.

Your personal verification should be just your name, or your name and extension number. (Example: Professor John Smyth, extension 6000)

**Note:** A temporary greeting is recorded for periods of absence from the office, such as vacations. When you record a temporary greeting, you can set an expiry date and time. At the expiry date and time, your regular greetings will begin playing to callers again.

How to change your password
Passwords will automatically expire after **90 days** but should you wish to change it before this follow the below instructions

1. Login to your mailbox

2. Type into your phone **8 4** - this will take you to the password menu

3. To authorise the password change enter your **OLD** password followed by the # key

4. Enter your **NEW** password followed by the # key

5. To confirm the change enter your **NEW** password again followed by the # key
Playing voicemail messages
After logging in, the system tells you the number of new unread messages. Beginning with the first new message, the system tells you where the call came from whether it is internal or external, as well as the time of day it was received. This can be skipped by pressing 2 to play the message.

Commands available:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>2</td>
<td>Play the message</td>
</tr>
<tr>
<td>6</td>
<td>Go to the next message</td>
</tr>
<tr>
<td>4</td>
<td>Go to the previous message</td>
</tr>
<tr>
<td>3</td>
<td>Skip forward 5 seconds</td>
</tr>
<tr>
<td>#</td>
<td>Pause during playback</td>
</tr>
<tr>
<td>1</td>
<td>Skip backward 5 seconds</td>
</tr>
<tr>
<td>72</td>
<td>Play message envelope</td>
</tr>
<tr>
<td>76</td>
<td>Delete the message</td>
</tr>
<tr>
<td>21 or 23</td>
<td>Slow down or speed up message</td>
</tr>
<tr>
<td>24 or 26</td>
<td>Lower or raise volume level</td>
</tr>
<tr>
<td>9</td>
<td>Call Sender (internal callers only)</td>
</tr>
<tr>
<td>83</td>
<td>Disconnect from Voicemail</td>
</tr>
</tbody>
</table>

Express Messaging
This is a quick way to leave a message in someone’s mailbox.

Express messaging number 7002

1. Dial the express messaging number, enter the mailbox followed by “#” You will hear the personal verification for the mailbox.

Transferring a caller to a voice mailbox using Express Messaging

1. Record your message and hang up, or press “#” and enter any Message Tagging option.

2. While you are on the call, Transfer the call (by pressing the TRANS on your phone) to the express messaging number 7002, enter the mailbox number (extension) of the person you wish to transfer them to followed by “#”, and complete the transfer.

The caller will hear the user’s greeting and be able to leave a message.

Need Help

- Pressing * will give you a list of commands available.

- Contact the Computer Helpdesk for further help and advice
  - Internally: 6696
  - Externally: 020 7612 6696
  - Email: computerhelpdesk@ioe.ac.uk