

EXTENSION: _____
MAILBOX: _____
TEMPORARY PASSWORD: _3+MAILBOX #

CALL PILOT VOICE MAIL TRAINING SESSION - USER - INSTRUCTIONS

TO LOG-ON FROM YOUR OWN EXTENSION:

- * Dial _8224_ or press "Message"
- * Press #
- * Enter your password
- * Press #

TO LOG-ON FROM OUTSIDE :

- * Dial : 717-560-8224
- * Enter your 4 digit mailbox number when prompted.
- * Press #
- * Enter your password.
- * Press #

TO CHANGE YOUR PASSWORD

- * Log-on using the appropriate log-on instructions
- * Press "84"
- * To authorize the change please enter your OLD (Temporary for first time.) password followed by # sign.
- * Please enter your new 4-16 digit password followed by the # sign.
- * Enter your new 4-16 digit password again followed by the # sign.

TO LOG-OFF

- * Press "83" Note: log-off command can be given at any time

TO RECORD YOUR PERSONALIZED GREETING

- * Log-on using the appropriate log-on instructions
- * Press "82"
- * Select the greeting you wish to record – Internal, External, Temporary Absence or Personal Verification.
 - To select recording of your External Greeting Press "1"
 - To select recording of your Internal Greeting Press "2"
 - To select recording of your Temporary Absence Greeting Press "3" (SEE NOTE)
 - To select recording of your Personal Verification (Name Only), Press "9".

* Press "5" to record. Suggested greetings are below.

* Press "#" to stop recording

* Press "2" if you would like to review the recorded greeting

* Press "76" to delete. Repeat above steps to re-record

NOTE: Press "9" & follow prompts to set expiration date after recording your temporary absence greeting

➤ You must record at least an External Greeting

Personal Greetings:

"Hello, this is _____ [Use your first and last name]. I am in the office, but either away from my desk or on another call. Please leave me a message, including your name and telephone number.. If you need immediate assistance, press zero now."

Extended Absence Greetings :

This greeting temporarily overrides your personal greeting. This allows you to notify callers that you are unavailable for an extended period of time. This message cannot be interrupted if the caller presses #.

"Hello, this is _____. I will be out of the office today, Monday, December 13, but I will be checking my mailbox for messages. Please leave me a message, with your name and telephone number, and I will return your call on Tuesday. If you require immediate assistance, press zero now."

Note: Be clear as to whether you will or will not be returning calls during extended absences.

TO RETRIEVE A MESSAGE FROM YOUR MAILBOX

- * Log-on using the appropriate log-on instructions
- * Call Pilot will announce the first message in your mailbox. Press "2" to hear that message.
- * WHEN THE MESSAGE HAS PLAYED, YOU MAY-
 - Press "6" to save the current message and hear the next message announcement OR
 - Press "2" to play the message just described OR
 - Press "76" to delete the message OR
 - Press "9" to automatically dial the person's extension that left the message (internal calls only) OR
 - Press "71" to call the person's mailbox and leave a message, Press 79 to send message
 - Press "73" to forward the message to another user, Press 79 to send message
 - Press "76" to restore a deleted message

TO MOVE FORWARD/BACKWARD WITHIN A MESSAGE

- * WHEN LISTENING TO THE MESSAGE
 - Press "3" to move forward 5 seconds (fast-forward) OR
 - Press "1" to move backward 5 seconds (rewind) OR
 - Press "4" to move backwards to the previous message.

TO CALL ANOTHER MAILBOX / EXTENSION (THRU-DIAL)

- * At any time while using Call Pilot, you can make a call to another mailbox or extension.
- * Press "0" IMMEDIATELY followed by the desired number
- * Press #. You will ring to the desired party.

TO SEND AN "EXPRESS" MESSAGE

- * Enter the Voice Mail Express messaging telephone number: 8252
- * Enter the Mailbox Number of the person you wish to have receive the message, Press "#" OR
- * Press "11" and enter the persons last name followed by their first name or enter the first few letters of the person's name followed by the "#". Call Pilot will announce the name or listings as soon as a match is found. *Leave your message as you normally would.

TO ASSIGN THE CUSTOM OPERATOR NUMBER

- * Log-on using the appropriate log-on instructions
- * Press 80
- * To change the Custom Operator number, press "1"
- * "The current number is "XXXX"
- * Enter the NEW Custom Operator number.
- * Press #

NOTES:

- * Press "*" at any time for Help prompts