



CEDARVILLE UNIVERSITY CALLPILOT VOICEMAIL USER GUIDE

INITIALIZING YOUR MAILBOX

Your first session with CallPilot will require you to set-up your mailbox with a **new password**, record your **name verification** and a **personalized greeting**.

Your mailbox number is the same as your 4-digit extension number.

Your CallPilot internal access number is **4100**.

Login From Your Extension:

1. Lift the handset, dial **4100**.
2. When prompted for a mailbox number, press **#**.
3. When prompted for a password, enter your temporary password **4100** then press **#**

Change Your Password:

4. While logged in, press **8 4**
5. Enter your **old password (4100)** then press **#**
6. Enter a **new password** then press **#**

Note: A password must be between 4 to 16 digits in length.

7. Re-enter your **new password** then press **#**

Record Your Name Verification:

8. While logged in, press **8 2**
9. Press **9** for personal verification
10. Press **5** to record
11. At the tone, record your name
12. Press **#** to end the recording

Record Your Greeting:

13. While logged in, press **8 2**
14. Press **1** for external greeting (**2** for internal, or **3** for temporary)
15. Press **5** to record
16. At the tone, record your greeting
17. Press **#** to end the recording

To Play Your Greeting:

Press **2**

To Re-record Your Greeting:

Press **7 6** to delete, then **5** to record

Logoff from Voicemail:

18. Before hanging-up, press **8 3**

ACCESSING YOUR MAILBOX

▶ Login From Your Extension:

1. Lift the handset, dial **4100**
2. When prompted for a mailbox number, press **#**
3. When prompted, enter **your password** then press **#**

▶ Login From Another Extension

1. Lift the handset, dial **4100**
2. When prompted, enter **your mailbox number** then press **#**
3. When prompted, enter **your password** then press **#**

▶ Login From An Outside Line:

1. Dial **(937) 766-4100**
2. When prompted, enter **your mailbox number** then press **#**
3. When prompted, enter **your password** then press **#**

PLAYING MESSAGES

The red message waiting light at the top of your telephone set will illuminate when you have new messages. After logging in, listen to the mailbox summary. Listen to the first message envelope.

▶ To Play the message, press **2**

- To **Skip Back** (5 seconds), press **1**
- To **Skip Forward** (5 seconds), press **3**
- To **Speed Up** message playback, press **2 3**
- To **Slow Down** message playback, press **2 1**
- To **Pause**, press **#**, to **Resume**, press **2**

▶ To Delete a message, press **7 6**

- ▶ To **Restore**, press **7 6** again (within current session)

▶ To go to the **Next Message**, press **6**

- ▶ To go to the **Previous Message**, press **4**

- ▶ To **Go To** a specific message, press **8 6**, **message number**, **#**

▶ To play **Message Envelope**, press **7 2**

Note: All Messages Will Be Saved Unless Deleted With 76.

TO FORWARD A MESSAGE

1. After hearing the message, press **7 3** to forward
2. Enter the mailbox number or distribution list number to which you want to forward the message, then press **#**.
3. Repeat for other mailbox numbers or list numbers, end by pressing **#**
4. To record an introduction, press **5**, wait for the tone, then record, end by pressing **#**
5. To send the message, press **7 9**

TO REPLY TO A MESSAGE

1. After listening to the message, press **7 1** to reply
2. Press **5** to record
3. After the tone, record your response
4. Press **#** end the recording
5. To send message, press **7 9**

TO COMPOSE A MESSAGE

1. While logged in, press **7 5** to compose a message
2. Enter the first mailbox number or distribution list number, then press **#**.
3. Repeat for other mailbox numbers or list numbers, end by pressing **#**
4. Press **5** to record, wait for the tone, then record, end by pressing **#**
5. To send the message, press **7 9**

MESSAGE DELIVERY OPTIONS

This option must be used before pressing 79 to deliver a message! After recording a message:

- ◆ For **Urgent** delivery, press **7 0 1**
- ◆ For **Private** delivery, press **7 0 4**
- ◆ For **Acknowledgement**, press **7 0 5**
- ◆ For **Timed Delivery**, press **7 0 6**
- ◆ To remove a delivery option, press (701, 704, etc.)

NAME ADDRESSING

1. When prompted for a mailbox number, press **1 1**
2. Spell the **last name**, then the **first**
3. Press **#** when finished spelling

Note: If you do not know the complete spelling, enter the first few letters, then press #

CREATING/MODIFYING DISTRIBUTION LISTS

- ▶ **To Access Distribution Lists**
 1. Press **85** while logged into your mailbox
 2. Enter a number from **1-99** to identify the list
 3. Press **#**
- ▶ **To Create a Distribution List**
 1. Press **9** for list name
 2. Press **5**, to record
 3. Press **#** to end your recording
 4. Press **5** to begin adding mailboxes to the list
 5. Enter each **mailbox number** followed by **#**
 6. Press **#** when the list is complete
- ▶ **To Play the Contents of the List**
 1. Press **2**
- ▶ **To Edit a Distribution List**
 1. Press **6** to **search** for a mailbox
 2. Enter the **mailbox number** followed by **#**
 3. Press **5** to **add** a mailbox
 4. Press **76** to **delete** a mailbox
- ▶ **To Delete an Entire List**
 1. Press **76** to **delete** the list

TO BYPASS A USER'S GREETING

1. At the beginning of the greeting, press **#**
2. Leave your message after the tone

EXPRESS MESSAGING

Express messaging allows you to leave messages in another mailbox without logging in to your mailbox.

To Send An Express Message:

1. Dial the express messaging access number **9750**
2. Enter the **mailbox number** of the person you are leaving a message
3. Press **#**
4. Wait for **tone**, then **record** your message
5. Hang up

To Transfer a Caller Directly To Voicemail:

1. Press **TRANSFER** key
2. Dial the Express Messaging access number **9750**
3. Enter the **mailbox number** of the person you are leaving a message
4. Press **#**
5. Press **TRANSFER** key again to complete the transfer.