

CALLPILOT VOICEMAIL USER GUIDE

SETTING UP YOUR MAILBOX

- **First-Time Login**
 - Dial **7002**, the CallPilot voice mail access number
 - Enter your **MAILBOX NUMBER** then press **#**
 - Enter your temporary password, **(32 + Mailbox Number)** then press **#**
- **Change Your Password**
 - Press **84**
 - Enter your old password, **(32 + Mailbox Number) _____**, then press **#**
 - Enter your **new password** (4-16 digits), **_____**, then press **#**
 - Enter your **new password** again, then press **#**

***NOTE:** Passwords cannot be trivial. Example: 1212 or 12345 are trivial passwords*

- **Record Your Name and Extension number**
 - Press **82**
 - Press **9**
 - Press **5** to record
 - Press **#** to end the recording
 - Press **4** to return to your messages
- **Record Your Greeting**
 - Press **82**
 - Press **1** to select your **external greeting** (2 for internal, 3 for temporary)
 - Press **5** to record
 - Press **#** to end the recording
 - Press **2** to play the greeting
 - To re-record, press **76** to delete, then **5** to record
 - Press **4** to return to your messages

***NOTE:** It is not necessary or recommended to record the internal Greeting. The External Greeting will play for all callers.*

- **Logging Off of Voicemail**

1. Always press **83**

ACCESSING YOUR MAILBOX

- **From A District Telephone**
 - Dial **7002**, the voice mail access number
 - Enter your **MAILBOX NUMBER** (your extension number), then press **#**
 - Enter your **PASSWORD**, then press **#**
- **From an Outside Line**
 - Dial **303-326-2002**
 - Enter your **MAILBOX NUMBER** then press **#**
 - Enter your **PASSWORD**, then press **#**

PLAYING YOUR MESSAGES

After logging in you will hear the mailbox summary, you may listen to the summary or begin to play your messages.

- Press **2** to **PLAY** the message
- Press **76** to **DELETE** the message
- Press **76** again to **RESTORE** a deleted message
- Press **6** to go to the **NEXT** message
- Press **4** to go to the **PREVIOUS** message
- Press **1** to **SKIP BACKWARD** while listening to the message
- Press **3** to **SKIP FORWARD** while listening to the message
- Press **#** to **PAUSE**, and **2** to **RESUME** playing the message
- Press **86**, **MESSAGE NUMBER**, and **#** to go to a specific message
- Press **72** to play the **MESSAGE ENVELOPE** (time and date)
- Press **23** to **SPEED UP** message playback
- Press **21** to **SLOW DOWN** message playback

FORWARD A MESSAGE

From your mailbox to another mailbox.

- Press **73** after listening to the message
- Enter the **MAILBOX NUMBER** or distribution list number where the message is to be forwarded, then press **#**
- Enter other mailbox or distribution list numbers followed by **#**
- After you have entered all numbers, **end** with **#**
- Press **5** to record an **introduction**
- Press **#** to end your recording
- Press **79** to **send** the message
- Press **83** to log off

REPLY TO THE SENDER- In-District Voice Mail Only

From your mailbox to the sender's mailbox.

- Press **71** after listening to the message
- Press **5** to **record**
- Press **#** to end your recording
- Press **79** to **send** the message
- Press **83** to log off

CALL THE SENDER

From your mailbox to the sender's phone

- Press **9** to **call** the sender's telephone immediately after listening to the message
- **SPEAK** to the sender
- **HANG UP** when finished

COMPOSING MESSAGES

Send a message directly to a mailbox without ringing the telephone

- Press **75** while logged into your mailbox
- Enter the **MAILBOX NUMBER** or distribution list number, then press **#**
- Enter other mailbox or distribution list numbers followed by **#**
- After you have entered all numbers, end with **#**
- Press **5** to **record**
- Press **#** to end your recording
- Press **79** to **send** the message
- Press **83** to log off

MESSAGE TAGGING

Use Message Tagging before pressing 79 to send

- Press **701** for **URGENT** delivery (Urgent messages play back first.)
- Press **704** for **PRIVATE** delivery (Messages cannot be forwarded.)
- Press **705** for **ACKNOWLEDGMENT** (Receive notification that your message has been played.)
- Press **706** for **TIMED DELIVERY** (Record a message today for future delivery.)
- Press **701, 704, 705, or 706** to **REMOVE** a tag before sending
- Press **79** to **send** the message

TO BYPASS A PERSONAL GREETING

- Press **#** while listening to the greeting
- After the tone, leave your message

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** to **record** a name for the list
2. Press **5**, record the **LIST NAME**
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

NAME ADDRESSING

You may use name addressing whenever Call Pilot prompts for a mailbox number.

- Enter **11** when prompted for a mailbox number
- Spell the **last name**, then the **first** (Q = 7, Z = 9)
- Press **#** when finished spelling, or **STOP** as soon as the system announces a match
- If you don't know the complete spelling, enter the first few letters, then press **#**

EXPRESS MESSAGING

Leave a message directly in a mailbox without logging into your own mailbox.

- Dial the Express Messaging Access Number, **7003** (internal), or 303-326-2003 (external)
- Enter the **MAILBOX NUMBER** where you wish to leave a message
- Press **#**
- Wait for tone, then **record** your message
- **Hang up**

TRANSFER AN OUTSIDE CALLER DIRECTLY TO VOICEMAIL

- Press **TRANSFER**
- Dial the **Express Messaging Access Number, 7003**
- Enter the **mailbox number** where the call is to be transferred
- Press **#**
- Press **TRANSFER** to complete the transfer