

Nortel Voicemail Features

Log in from office phone

- 1 Dial extension 45100 (Brody) or 75100 (PCMH), or lift your handset and press the message key on your phone.
- 2 You will hear “Call Pilot. . Mailbox?”
Press #
- 3 Enter your password, then press #
****The first time you log in, your default password will be 9 + extension number (9XXXXX).**

Log in to your mailbox from another phone

1. Dial extension 45100 (Brody) or 75100 (PCMH), or lift your handset and press the message key on that phone.
2. You will hear “Call Pilot. . Mailbox?”
Enter your extension number followed by #
3. Enter your password followed by #

Log in to your mailbox from outside the office

1. Dial 744-5100 (Brody) or 847-5100 (PCMH).
2. You will hear “Call Pilot. . Mailbox?”
Enter your extension number followed by #.
3. Enter your password followed by #.

Changing your password

- 1 While logged in to your mailbox, press **84**.
- 2 Enter your current (default) password, then press #.
- 3 Enter your new password (4 – 16 random digits), then press #.
- 4 Enter your new password again, then press #.

To record a personal verification

1. While logged in to your mailbox, press **82 & 9**.
You hear your current personal verification if there is one.
2. Press **5** to record. Wait for the tone, then record your name.
3. Press **#** to end the recording.

Record a greeting

- 1 While logged in to your mailbox, press **82**.
- 2 Press **1** for external greeting, **2** for internal greeting, or **3** for temporary greeting.
*** If you record a temporary greeting, refer to page 7 in the “Call Pilot Multimedia Messaging User Guide” to establish the expiry date.*
- 3 Press **5** to record. Wait for the tone, then record.
- 4 Press **#** to end your recording.
 - ▶ To play your greeting, press **2**.
 - ▶ To delete and start over, press **76**.
- 5 Press **4** to return to your messages.

Leave a message without dialing the extension number (Express Messaging)

1. Dial extension 45005 (Brody) or 75005 (PCMH).
2. Enter the extension number of the person for whom you are leaving the message, then press #.
3. Wait for the tone, then record your message.
 - ▶ To review your message, see *Checking and editing your message*, page 15.
 - ▶ To add options, see *Adding message options*, page 16 (to send the message urgent, private or future delivery).

Composing messages

1. While logged in to your mailbox, press **75**.
2. Enter the first extension number or distribution list number, then press #.
(You can address to mailbox numbers and distribution list numbers)
3. Continue to enter extension numbers or distribution list numbers followed by #.
(To cancel a number, press **0#**.)
4. When you have finished, press # again.
5. Press **5** to record your message. Wait for the tone, then start recording.
6. Press # to end your recording.
 - ▶ To play the message, press **2**; to add options and attachments, press **70**.
 - ▶ Press **79** to send the message.

Transfer Callers to a Mailbox

1. While you have the caller on the line, press transfer, dial extension 45005 (Brody) or 75005 (PCMH), press Connect (or transfer again)
2. Enter the extension number of the person's mailbox you are trying to reach followed by #

Then hang up or press Goodbye.

Play messages

When you log in to your mailbox, you are in your message list at your first new message.

- ▶ To play the current message, press **2**.
- ▶ To go to the next message, press **6**; go to the previous message, press **4**.
- ▶ To go to a specific message, press **86**, enter the message number, then press #.

To review and respond to your messages

While you are playing a message:

- ▶ To skip back five seconds, press **1**;
to skip forward five seconds, press **3**.
- ▶ To play the message faster, press **23**,
to play the message slower, press **21**.
- ▶ To pause, press #; to continue, press **2**.

Before, during, or after playing a message:

- ▶ To play the message envelope (time and date), press **72**.
- ▶ To delete the message, press **76**. To restore it, return to the message and press **76**.
- ▶ To call the sender, press **9**; to reply to the message, press **71**; to reply to the sender and all recipients, press **74**; to forward the message, press **73**.

To disconnect, press **83**, or hang up.

To create a Personal Distribution List

Log in to your mailbox and press **85**.

Enter a number from **1-99** followed by #.

Press **9** to record a name to identify the list.

Press **5** to record, wait for the tone, record the name and press # to end.

Press **5** to start entering extension numbers into the list.

- Enter the first extension number followed by #
- Continue to enter extensions followed by # (maximum of 200 entries per list)
- When the list is complete, press #

When you are finished, press 4 to return to your messages.

To edit or delete your distribution list, refer to page 18.

To leave a message for your distribution list, refer to "Composing Messages".

To review and assign your custom operator number ("0" out option)

1. While logged in to your mailbox, press **80** for mailbox options, then press **1** to review the custom operator number.

A prompt tells you the current custom operator number.

2. Enter the new custom operator number.

Note: While you are listening to a person's greeting, you can stop the greeting at any time by pressing #. This will bypass the recording and allow you to immediately begin leaving a message.

Note: While you are listening to a person's greeting, you can press 0 to transfer to the customer operator assigned for that mailbox.

Note: While you are listening to a person's greeting, you can also transfer to another extension by pressing 0 followed immediately by the extension number and #. Do not pause for more than 2 seconds without entering the number.