Call Pilot Information

Call Pilot is the name of our new voice messaging system.

How to get Help:

Call Pilot gives voice prompts to guide you through what you are doing…just stay on the line and it will eventually tell you what response it expects.
You can press * for context sensitive help at any time while you are logged into your mailbox.

Setting up Call Pilot & Logging in for the First Time

(Experience has shown that users are more successful in doing this if they read through this section of the directions and make sure they understand before beginning.)

- When asked for **"mailbox"** by Call Pilot, respond with your 4 digit extension number.
- **"Password"** is not a word, but a series of numbers. In Call Pilot, you have a temporary password and are required to change it to a password of your choosing the first time you log in.
- Call Pilot uses the term "number sign" rather than "pound sign" for #.

Before you begin, think of a series of numbers you would like to use for your password and write it down. The password must be a minimum of 4 digits. (If the system thinks the one you choose is not secure it will tell you. For example, we know that 1111 and 1234 are not acceptable.)
The *password* I am choosing is _____.

Your *temporary* password is 12 followed by your 4 digit extension number.
My *temporary* password is 12_____.

- Dial 4700
- You will hear "mailbox?" Put in your extension number, followed by #.
- You will hear "password?" Put in your *temporary* password (written above), followed by #.

- Then <u>follow directions</u>. When you are asked for "old password", use the same temporary one you just used.
- "New Password" is the one you chose yourself and wrote down above.
- If you get rattled, just hang up and try again.

Recording Greetings

Call Pilot allows 3 kinds of greetings. To record a greeting that will be heard by all callers, from within USM and from outside, you should record an "external greeting" which is choice number one.
While logged into your mailbox, press 82, and follow directions for "external greeting".

Logging in to check messages

- Dial 4700

- Follow prompts, remembering that your "mailbox" is your 4 digit extension.
- Follow directions to listen to your messages and manage them.
- While you are listening to messages….
  - To delete the message at any time, press 76.
  - Go to the next message, press 6 – this saves the message current message.
  - Go to the previous message, press 4.
  - Skip back five seconds in the message, press 1.
  - Skip forward five seconds in the message, press 3.
  - To speed up the message playback, press 23 (You may increase the speed up to three times)
  - To slow it down again, press 21.
  - To pause, press #; to continue, press 2.

Express Messaging

Express Messaging is a feature of Call Pilot. It allows you to send a voicemail message to another person without logging into your own mailbox. The other person's telephone does not ring.
Dial 4900.
Follow directions and enter the 4 digit extension plus the number sign (#).
Leave your message.