



Call Pilot User Guide

Voicemail Access

To access voicemail Internally, dial **3880** or press Inbox Key on your phone
To access voicemail Externally, dial **872-3880**

Express Messaging: Internally, **3881**; Externally **872-3881**

Logging in to Your Voice Mailbox

To log in

- 1) Dial the Messaging Access number 3880, or press the **Inbox Key** on your phone.
- 2) Enter your mailbox number, then press **#**; or at your own phone, just press **#**.
- 3) Enter your password, and then press **#**.
 - Note: The initial voice mail default password is "12" followed by your 4-digit extension. You will be prompted to change the default password when you login to voice mail the first time.

Changing your password

- 1) While logged in to your mailbox, press **84**.
- 2) Enter your current password, and then press **#**.
- 3) Enter your new password, and then press **#**.
- 4) Enter your new password again, and then press **#**.

To record a personal verification

- 1) While logged in to your mailbox, press **82**.
- 2) Press **9** for personal verification. - *NOT MESSAGE, JUST NAME*
- 3) *You hear your current personal verification if there is one.*
- 4) Press **5** to record. Wait for the tone, and then record your name.
- 5) Press **#** to end the recording.
- 6) Press **4** to exit to your voice mailbox.

Recording greetings

- 1) While logged in to your mailbox, press **82**.
- 2) Press **1** for external greeting, **2** for internal greeting, or **3** for temporary greeting.
- 3) Press **5** to record. Wait for the tone, then record.
- 4) Press **#** to end your recording.
- 5) To play your greeting, press **2**.
- 6) Press **4** to return to your messages.

To set the expiry date for your temporary greeting

- 1) While at your temporary greeting, press **9** to set the expiry date.
- 2) Enter the month, day, and time, pressing **#** after each entry.
 - ▶ For the current month or day, press **#** only.
 - ▶ For a time setting of 9:00, press **900#**. For a.m., press **1**; for p.m., press **2**.
 - ▶ For the standard expiry time of one minute after midnight on the date you specified, press **#** for time.
 - ▶ For no expiry, press **###**.

If you do not set an expiry date, or if you press # for month, day, and time, your temporary greeting will remain in effect until you delete it.

Composing messages

This feature is used for sending messages to other voicemail users. Please press **75** and follow the prompts. For further information, read the following.

- 1) While logged in to your mailbox, press **75**.
- 2) Enter the first address, and then press **#**.
You can address to mailbox numbers, distribution list numbers, network users, open network users, Internet users, external telephone numbers, and spelled names.
- 3) Continue to enter addresses followed by **#**.
(To cancel an address, 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.

Playing your messages

To play your 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**; to go to the previous message, press **4**.
- ▶ To go to a specific message, press **86**, enter the message number, and 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, 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.

***Transferring a call to a mailbox

While on the call, press the TRANS button, dial the Express Messaging number 3881, when Express Messaging answers there will be a prompt to enter the mailbox number (of the person you are transferring the call to) followed by the #, press TRANS again to complete the transfer. Hang up.

*FIRST TIME VOICEMAIL PASS IS
12 plus extension
CANT START W/O OR CONSECUTIVE*





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TO PLACE A CALL:

Internal: Lift Handset and dial 4-digit extension

Local Calls: Lift Handset, dial 9, then 7 digit number.

Long Distance: Lift Handset, dial 9, then 1 plus Area Code and 7 digit number.

PHONE FEATURES

HANDSFREE

To make a speaker call, select a free DN without lifting the handset. Dial the call as normal. If on an existing call, press the **HANDSFREE** button and hang up the handset. Lifting the handset will turn off the speaker.

MUTE

To activate Mute: While on an active call, press the **MUTE** button. You will notice the red indicator light will turn on indicating **MUTE** has been activated.

To deactivate Mute: Press the **MUTE** button again. The red indicator light will turn off.

TRANSFER To Transfer a Call, press the **TRANS** key, dial the 4-digit extension number; Press the **TRANS** key to complete the transfer.

To go back to the original call if the transfer does not complete, press the Line key with the flashing icon to return to your original call.

FORWARD directs your calls to ring on another line or number. Press **FORWARD**, the previously stored forwarding number appears, if one exists; if desired, enter a new number. Press **FORWARD** key to activate the Call Forwarding.

To cancel forwarding, press the **FORWARD** key;

To forward your phone to voicemail, forward your phone to 3880.

CONFERENCE *After* making or receiving a call on your extension, Press **CONF**, dial the 4-digit extension or 9 plus number; Press **CONF** and all parties will be joined. (Repeat to add up to six total parties)

PARK To park a call, while having the caller on the line, press the **PARK** button; (check the display to see where the call is parked); Press **PARK**.

To retrieve a parked call, go to any other phone in the system, lift handset and dial parking space number and you will be connected with the caller.

CALL PICKUP Allows you to pickup a ringing phone in your pickup group. When you hear a phone ringing in your group, lift handset and press **PICKUP** key, and you will be connected with the caller.

LAST NUMBER REDIAL Press your extension number key twiceThe last number will be automatically redialed

AUTODIAL User programmable buttons. To program, keep handset in cradle, press **AUTODIAL** button. Enter number to be programmed on this key (remember to put a "9" in front of the number if it is an external call). When you complete entering the number, press **AUTODIAL** button again.

To use **AUTODIAL** feature, pick up the handset, or press an extension on the phone, and then press **AUTODIAL**. The system will dial the number programmed on the key.

Personalizing your phone:

By Using the Telephone Options Menu you can customize certain characteristics of your phone:

Contrast Adjustment (so that display can be seen easier)
Ring Type There are 5 different ring types to choose from



TO ADD NAMES & EXTENSION NUMBERS TO THE NORTEL PHONE DISPLAY PAD

1. Dial the person's extension to determine where they are located on the AutoDial phone pad
2. Hang up phone
3. Press Services
4. Select Telephone Options (will already be highlighted)
5. Scroll down to Change Feature Key Label using the navigation keys
6. Highlight and press Select
7. Press Select again
8. Press the AutoDial button for the person you want to add the name/ext. # to (will say busy/forward)
9. Press Clear
10. Type in their name and/or extension number using phone keypad
 - Must press all the number keys 4 times to select the numbers except for the 7 and the 9 which you will have to press 5 times
 - To get the number 1, press #1 eight times
 - To get a dash, press the number 1 two times
11. Select and either Quit or select Change Feature Key Label to add another name or ext. #

AUTO DIAL

1. Press the auto dial key
2. Put in the phone #
3. Press the auto dial key again
4. If you want to list their name, scroll to the Change Feature Key Label and follow the above instructions starting with #5

TO CHANGE RING TYPE

1. Services
2. Telephone Options
3. Ring Type
4. Select
5. Scroll through and select different sounds by hitting play/stop

