



Oberlin College

Call Pilot Quick Reference

Voice Mail Numbers to Remember:

Voice mail system: 56600

Express Messaging: 58888

To log into your Call Pilot Mail system:

- Dial Call Pilot extension number (56600) or press the “Message” key
- Enter your mailbox number and then press #
(if at your own phone, just press the # sign)
- Enter the **default** password (11+5 digit extension number) and then press #

As a first time user to this new mailbox you will be forced to change your password. Follow the instructions and have ready a NEW 6 digit password that will remain until you choose to change it. There will be a forced password change every 365 days-you must use a least two different passwords before one can be repeated.

1. To Change Your Password: (must be at least 6 digits)

- Dial “84” for password change
- Enter old password followed by #
- Enter new password followed by #
- Enter new password again, followed by #

2. To Record Your Greeting:

- Dial “82” for greetings
- Dial “1” to record your external greeting, or Dial “2” to record your internal greeting, or Dial “3” to record your temporary greeting
- Dial “5” to start recording your greeting
- Press # to stop recording
- Dial “2” to playback your greeting
- Dial “76” to delete your greeting (if needed) and then press “5” to re-record your greeting and # to stop
- If recording temporary greeting, press 9 to set expiry date and time
- Dial 4 to exit

3. To Record Your Personal Verification:

- Dial “82” for personal verification, pause 1 second then press “9”
- Dial “5” to record, then record your name and, if you wish, your title or extension number
- Press # to end the recording



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4. **Playing Your Messages:**

- After logging into your mailbox listen to the message announcement
- To play the message, press “2”
- To delete the message press “76”
- Additional message commands:
 - Skip backward (5 seconds) “1” - Reply to Message “71”
 - Skip forward (5 seconds) “3” - Compose Message “75”
 - Go to previous message “4” - Forward Message “73”
 - Go to next message “6” - Call Sender “9”
 - Pause “#” - Play Message Faster “23”
 - Play Message Slower “21”

5. **Forwarding a Message:**

- While listening to a message or while it is playing, press **73** to forward
- Enter the number you are forwarding the message to, then press **#**
Repeat this step for each additional number
- When finished entering addresses, press **#** again to end the list
- Press **5** if you want to record an introduction. Wait for the tone then begin recording
- Press **#** to end recording your introduction
- Press **79** to send the message. You will receive confirmation, “Message sent”

6. **Express Messaging:** (external **440-775-8888** or internal **58888**)

- Dial the express messaging access number
- Enter the mailbox number of the person you wish to message, then press **#**, record your message and hang up

7. **To transfer out of Call Pilot:**

- If you are transferred into someone’s voice mail box and wish to transfer out to try another extension, press “0” plus the new extension number followed by the **#** sign and you will be transferred to the new extension
- To change Custom Operator for your mailbox: press 80, listen for the prompt, then press 1, enter the extension number of the operator for your mailbox, then press **#**





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8. **Bypass a greeting when you reach a mailbox:**
 - If you are listening to a greeting and wish to skip it and leave your message, press “5” to begin recording immediately

9. **To log off your Nortel Call Pilot Mail system:**
 - Dial “83” and hear the system say “Good bye”

Sample Voice Mail Greetings

1. This is (your name) of (your company name). I am unable to take your call at this time.
Please leave a detailed message after the tone and I will return your call.
Thank You.

2. You have reached the voice mailbox of (your name). Today is (day/date)
I plan to be:
 a: in a meeting until _____
 b: out of the office until _____

I will check my messages at _____, and will return your call as soon as possible. If you need immediate assistance, please dial “0” and your call will be redirected.

3. If you are going away and will not be checking messages you should record a **Temporary Greeting** advising callers of your status, for example:

Vacation Alert! This is (your name), I will be on vacation from _____ to _____ and will not be checking my voice mail. You may leave a message and I will return your call when I am back in the office. Thank you.





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Quick Reference Information

Keypad Commands

Skip Backwards	1	
Play	2	
Play Message Faster	23	
Play Message Slower	21	
Skip Forward		3
Previous Message	4	
Record	5	
Next Message	6	
Message Commands	7	
Mailbox Commands		8
Call Sender	9	
Attendant/Thru-Dial	0	
Stop/Exit	#	
Help	*	

Message Commands

Reply	71
Play Envelope	72
Forward	73
Reply All	74
Compose	75
Delete/Restore	76
Send	79
Message Options	70
Cancel/Exit	7#
Message Help	7*

Mailbox Commands

Log In	81
Greetings	82
Log Off	83
Password Change	84
Distribution Lists	85
Go To A Message	86
Personal Verification	82, pause 1 second then 9
Mailbox Options	80
Cancel/Exit	8#
Mailbox Help	8*