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**❑ LOG IN** from your desk.

- Press **Message** or dial 5555
- Press #
- Enter your password and #

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**❑ LOG IN** away from your desk.

- Press **Message** or dial 5555
- Enter your mailbox number and #
- Enter your password and #

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**❑ LOG IN** away from the University.

- Dial 254-5555 or 203-254-5555
- Enter your mailbox number and #
- Enter your password and #

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**❑ EXPRESS MESSAGING** allows you to transfer a caller directly to a mailbox without ringing an extension number.

- Press Transfer
- Dial 5588
- Enter mailbox number, then #
- Press Transfer or Connect
- Hang up

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**❑ MESSAGE WAITING** indicates there is at least one new message in your voice mailbox.

- Message waiting light is red
- Press **Message** to retrieve your messages

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**❑ PLAYING YOUR MESSAGES**

After logging in to your mailbox, you hear the mailbox summary, then the header for your first new message.

- |                            | Press |
|----------------------------|-------|
| • Play current message     | 2     |
| • Go to next message       | 6     |
| • Go to previous message   | 4     |
| • Go to a specific message | 86    |
| Enter message number       | #     |

*See Playback Controls for more options.*

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**❑ REPLYING TO MESSAGES**

You can record a reply to the sender of a message if the number is known to Call Pilot. You do not have to enter a name or number.

- |  | Press |
|--|-------|
| • At end of message or while it is playing | 71    |
| • Record your reply                        | 5     |
| • When finished                            | #     |
| • To send                                  | 79    |

*See Delivery Options to add options.*

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**❑ DELETING A MESSAGE**

Please delete messages no longer needed.

- |  | Press |
|--|-------|
| • At end of message  | 76    |
| • To restore a deleted message before disconnecting, return to the message, then | 76    |

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**❑ FORWARDING MESSAGES**

You can forward a message to another mailbox or distribution list.

- |  | Press |
|--|-------|
| • At end of message or while it is playing | 73    |
| • Enter number, then,                      | #     |
| • Repeat for each address, then            | #     |
| • When list is complete                    | #     |
| • Record an introduction                   | 5     |
| • When finished recording                  | #     |
| • To send                                  | 79    |

*See Delivery Options to add options.*

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**PLAYBACK CONTROLS**

- |                              | Press |
|------------------------------|-------|
| To rewind 5 seconds          | 1     |
| To skip forward 5 seconds    | 3     |
| To pause                     | #     |
| To continue                  | 2     |
| To slow playback             | 21    |
| To speed up playback         | 23    |
| To hear envelope information | 72    |
| For help on message commands | 7*    |

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**❑ RECORDING AND SENDING A MESSAGE**

After logging in to your mailbox, you hear the mailbox summary, then the header for your first new message.

- |  | Press       |
|--|-------------|
| • After logging in                                       | 75          |
| • Enter first address, then                              | #           |
| • Repeat for each address, then                          | #           |
| • To cancel last address entered                         | 0 #         |
| • When list is complete                                  | #           |
| • To record the message                                  | 5           |
| • When finished  | #           |
| • To review the message                                  | 2           |
| • To re-record press 1 repeatedly to rewind to beginning | 1 as needed |
| • To re-record   | 5           |
| • When finished  | #           |
| • Add delivery options if desired                        | See below   |
| • To send  | 79          |

*See Playback Controls for more options.*

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**❑ CHANGING YOUR PASSWORD**

You can change your password at any time. Passwords may be 6 - 16 digits long.

- |                                | Press |
|--------------------------------|-------|
| • After logging in             | 84    |
| • Enter current password, then | #     |
| • Enter new password, then     | #     |
| • Enter new password, then     | #     |

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**❑ RECORDING A NAME**

Please record your name and department. You can re-record these at any time.

- |                    | Press |
|--------------------|-------|
| • After logging in | 829   |
| • To record name   | 5     |
| • When finished    | #     |

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**DELIVERY OPTIONS**

Before or after recording a message or an introduction for forwarding you may attach any combination of delivery options.

- |                      | Press |
|----------------------|-------|
| Urgent               | 70, 1 |
| Private              | 70, 4 |
| Message confirmation | 70, 5 |
| Future delivery      | 70, 6 |

## □ RECORDING GREETINGS

You can re-record your greetings at any time.

- |   | Press |
|---|-------|
| • After logging in                                  | 82    |
| • To record an external greeting                    | 1     |
| • To record an internal greeting                    | 2     |
| • To record a temporary greeting                    | 3     |
| • To record greeting                                | 5     |
| • When finished                                     | #     |
| • To review   | 2     |
| • To return to your messages                        | 4     |
| * To set the expiry date for the temporary greeting |       |
| • While at the greeting                             | 9     |
| then follow prompts or                              |       |
| • Enter the month, then                             | #     |
| • Enter the day, then                               | #     |
| • Enter the time, then                              | #     |
| • For a. m.   | 1     |
| • For p. m.   | 2     |
| • For standard expiry of 1 minute                   |       |
| after midnight on date specified                    | #     |
| • For no expiry                                     | ###   |

*(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.)*

- ## □ INITIALIZE MAILBOX
- should be done the first time you log in to Call Pilot. You select a new password and then should record your name and greetings. You may change your password, name or greetings at any time.

- |                                | Press            |
|--------------------------------|------------------|
| When logging in the first time |                  |
| • Enter your mailbox number    | mailbox + #      |
| • Enter your password          | 11 + mailbox + # |
| • Go to change password menu   | 84               |
| • Enter your password          | 11 + mailbox + # |
| • Enter new password, then     | #                |
| • Enter new password, then     | #                |
| Go to Record Name              | 829              |
| Go to Record Greetings         | 82               |

## □ SAMPLE GREETINGS

Hello, this is \_\_\_\_\_ (name) in \_\_\_\_\_ (department). I am unable to take your call at this time. At the tone, please leave your name, number and a detailed message and I will return your call as soon as possible. (If you need immediate assistance, press zero now.) Thank you.

Hello, this is \_\_\_\_\_ (name) in \_\_\_\_\_ (department). Today is \_\_\_\_\_ and I will be out of the office all day. I will / will not be checking my mailbox for messages. At the tone, please leave your name, number and a detailed message and I will return your call as soon as possible. (If you need immediate assistance, press zero now.) Thank you.

## □ TIPS FOR EFFECTIVE VOICE MAIL

1. Identify yourself and the topic first.
2. Address only one or two topics per message.
3. Talk live if the topic is sensitive.
4. Use Urgent delivery with discretion.
5. Erase all messages you no longer need.

## NOTES:

1. When you are listening to a person's greeting, you can stop the greeting at any time by pressing # and then recording your message.
2. If you call a person who has recorded a temporary absence greeting you hear a warning when you try to stop the greeting by pressing #. This allows you to continue listening if you want to, or to start recording.
3. To address a message by name instead of a mailbox number, press \* and follow the prompts.
4. To log in after leaving a message in another person's mailbox, press #, then 81, and follow the usual steps for logging in.

## GREETING NOTES:

1. Callers from outside of the University hear your external greeting.
2. Callers within the University hear your internal greeting.
3. If you don't record an internal greeting, callers hear your external greeting.
4. A temporary greeting overrides the external and / or internal greetings.



**Fairfield**  
UNIVERSITY

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# CALL PILOT VOICE MAIL

Dialing Instructions



**at&t**