Voice Mail

When you are on the phone or not in the office, voice mail is there for you. With this service you will never miss a call; to find out how to use Call Pilot, browse through the basic, and then advanced features, and if this is something you would like to add to your phone, contact your TCO.

Voice Mail Basics

Message Waiting Indicator

Meridian Mail has message waiting indication (MWI or MWT) that notifies you when you receive a new message.

Analog Telephone Set

When you pick up the receiver instead of constant dial tone, you will hear stutter dial tone.

Digital Telephone Set

There will be a MWI or MSG Ind button on your phone, and if there is new mail in your mailbox, the LCD will light up next to that button.

Mailbox Access

You can check your messages anytime, anywhere just follow these simple steps

   1   Dial 784-2000. You hear "Call Pilot from Nortel Networks. Mailbox?"
   2   Enter your 7 digit telephone number, then press #. You hear "Password
   3   Enter your password, then press #. You hear the mailbox summary
   Or if have a Meridian Phone, and your MWT or MSG Ind light is on
   1   Press the line with voicemail on it (Key 1)
   2   Press the MWT or MSG Ind Light

Change Password

Is your password too easy to crack? We recommend you change your password periodically to prevent unauthorized access to your mail box

Changing your password
1. While logged in to Call Pilot, press 84. You hear "Password change. Please enter your new password, followed by number sign (#)".
2. Enter your new password, then press #. You hear "Please enter your new password again, followed by number sign(#)".
3. Your password may be from four to 16 numbers or letters, except the characters # and *
4. Enter the new password again, then press #. You hear "To confirm the change, please enter your old password, followed by number sign(#)".
5. Enter your old password, then press #. You hear "Your password has been changed"

Playing Messages

After logging in, listen to the mailbox summary. The mailbox summary tells you how many new messages you have, and if any of them are urgent. New messages play first, followed by all previously played

messages, in chronological order.

Listen to the first message announcement. You hear the message envelope, with the sender's name and the date and time of the message.

To play the message	Press 2. Message plays
To skip back	Press 1. Message plays 5 seconds earlier
To skip forward	Press 3. Message plays 5 seconds later
To pause	Press # Message playback stops
To continue	Press 2. Message playback resumes
To go to the next message	Press 6. Next message plays
To go to the previous message	Press 4. Previous message plays
To go to a specific message	Press 86 (message number), #. Specified message plays
To delete a message	Press 76 while playing the message or its announcement. You hear "Message deleted"
To restore a deleted message (within the current session only)	Press 76 again. You hear "Message restored"
To replay the message envelope	Press 72. Message envelope plays.

Recording a Greeting

You can record a greeting by:

1. While logged in to Call Pilot, press 82. You hear "For your external greeting, press 1, For your internal greeting, press 2"
2. Press 1 for external greeting.
   If you want to hear the current greeting, press 2. The current greeting plays
3. Press 5 to record. Wait for the tone before you start to speak. Recording begins
   Press # to end the recording. You hear "recording stopped"

When you have finished recording you can play the greeting, re-record it, or delete it. You hear "To replay the greeting, press 2. To re-record it, press 5. To exit, press 4."

Deleting a greeting
1. While logged in to Meridian Mail, press 82. You hear "For your external greeting, press 1, For your internal greeting, press 2"
2. Press 1 for external greeting
3. Press 76 to delete the current greeting. The greeting is deleted

If you choose to record your internal greeting, callers from base will hear that greeting. If you do not record an internal greeting, your external greeting will be used.

Call Pilot offers many features beyond a standard answering machine.

Editing Messages

Before you send a message which you have recorded from your mailbox, you can check it and edit it if required.

Editing your message

1. To play your message, press **2**
2. To skip back, press **1**
3. To skip forward, press **3**
4. To pause, press **#**
   - To continue press **2**
5. To erase the message and re-record, press **5** while at the beginning of the message
   - Wait for the tone, then record. Press **#** to end the recording. The new message records over the old one. You hear "*Recording stopped*"
6. To add to the end of the message, press **5** while at the end of the message
   - Wait for the tone, then record. Press **#** to end the recording. The new message is added. You hear "*Recording stopped*"
7. To re-record part of the message, press **5** while at the place in the message where you want to start
   - Wait for the tone, then record. Press **#** to end the recording. The new message records where you start. You hear "*Recording stopped*"
8. To delete the message entirely, press **76**. You hear "*Message deleted*"
9. To play the message envelope, press **72**. Message envelope plays.

Composing Messages

You can compose a message to one or more people or distribution lists, then edit the message if necessary, and send it when you are ready.

To compose and send a message

1. While logged in to Call Pilot, press **75** to compose a message. You hear "*Compose. Enter a list of mailboxes*"
2. Enter the first mailbox or distribution list number, then press **#**. You hear "*Name or mailbox/list number)*"
   - Continue to enter mailbox or distribution list numbers followed by **#** until you have finished, then press **#** again. You hear "*To begin recording press 5. To end recording press number sign*"
3. Press **5** to record. Wait for the tone, then record your message. Recording begins. End the recording by pressing **#**. You hear "*Recording stopped*"

   - To edit or tag the message before sending it, see Editing Your Messages, and Tagging Messages

4. To send the message, press **79**. You hear "*Message sent*"

Deleting Messages

Your mailbox will go out of service if you have too many messages in your mailbox. So how do you avoid this? Clear them out; its as easy as 1, 2, 3...

Deleting messages

1. Press **76** to delete each message while playing the message or its envelope

2. Deleted messages are removed when you press **81** or hang up.

3. Press **81** to empty your mailbox if you wish to log in again without hanging up

Note: Your played messages may be automatically deleted on a schedule set by your Meridian Mail system

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Replying to Messages

You can record a reply to a message sender, and send your reply to all other recipients of the message, if they are known to Call Pilot

Replying to a message

1. Immediately after listening to the message, press **71** to reply to the sender. You hear "*Reply to (sender's mailbox number or name)*" Meridian Mail automatically addresses your reply to the sender.

2. When you are ready, press **5** to record your reply. Wait for the tone, then begin recording.

3. When you have finished recording, press **#**. You hear "*Recording stopped*".

4. To edit or tag your reply, see Editing your messages, and Tagging messages

5. To send the message, press **79**. You hear "*Message sent*"

Sending a reply to all recipients

1. If you want to play the list of recipients to whom your reply will be sent, press **72** You hear the contents of the message envelope, containing the list of recipients

2. Press **74** to reply to all recipients. You hear "*Reply an To (sender's mailbox number or name)*" Meridian Mail automatically addresses your reply to all recipients

3. To record and send your reply, repeat steps 2 to 4 above

Tagging Messages

Tagging is an indication on how you want your message handled in a special way.

Tagging Messages

1. After recording a message, press **70**. You hear "*Message options*"

- *"For Urgent delivery, press **1**".*
- *"For Standard delivery, press **2**."*
- *"For Economy delivery, press **3**."*
- *"For Private delivery, press **4**."*
- *"For Acknowledgement, press **5**. "*
- *"For Timed delivery, press **6**."*

- *been tagged for (tag option) delivery"*

Get Help

While logged into Call Pilot you can get help at any time by pressing:

* General help
7* Message command help
8* Mailbox command help

Help Desk
If you still are experiencing difficulties; call 784-2500 option 1 and someone will assist you.