



## Voicemail Guide for Ohio University Lancaster Campus



### INITIALIZING YOUR MAILBOX

Your first session with Call Pilot will require you to set-up your mailbox with a new password, record your name verification and a personalized greeting.

Your mailbox number is the same as your 3-digit extension number.

Your call pilot internal access number is 300.

#### **Login From Your Extension:**

1. Dial the voicemail access number 300 or press the MESSAGE key.
2. When prompted for a mailbox number, press #.
3. When prompted for a password, enter your temporary password 685+extension# then press #

#### **Change Your Password:**

4. While logged in, press 8 4
  5. Enter your *old password* (685+extension#) then press #
  6. Enter a *new password* then press #
- Note: A password must be between 4 to 16 digits in length.*
7. Re-enter your *new password* then press #

#### **Record Your Name Verification:**

8. While logged in, press 8 2
9. Press 9 for personal verification
10. Press 5 to record
11. At the tone, record your name
12. Press # to end the recording

#### **Record Your Greeting:**

13. While logged in, press 8 2
14. Press 1 for external greeting (2 for internal, or 3 for temporary) note if you do not record an internal your external will be used across the system.
15. Press 5 to record
16. At the tone, record your greeting
17. Press # to end the recording

#### **To Play Your Greeting:**

Press 2

#### **To Re-record Your Greeting:**

Press 7 6 to delete, then 5 to record

**Logoff from Voicemail:** Before hanging-up, press 8 3



### ACCESSING YOUR MAILBOX

#### ▶ **Login From Your Extension:**

1. Dial the voicemail access number 300 or press the MESSAGE key.
2. When prompted for a mailbox number, press #
3. When prompted, enter *your password* then press #

#### ▶ **Login From Another Extension**

1. Dial the voicemail access number 300 or press the MESSAGE key.
2. When prompted, enter *your mailbox number* then press #
3. When prompted, enter *your password* then press #

#### ▶ **Login From An Outside Line:**

1. Dial 654-6711 press 1, then press 300
2. When prompted, enter *your mailbox number* then press #
3. When prompted, enter *your password* then press #

### PLAYING MESSAGES

For those that have analog sets (no light) when you pick the headset up you will hear a tone that tells you there is a voicemail waiting.

DIGITAL SETS ONLY (or with indication light): The red message waiting light at the top of your telephone set will illuminate when you have new messages. After logging in, listen to the mailbox summary. Listen to the first message envelope.

- ◆ To Play the message, press 2
- ◆ To Skip Back (5 seconds), press 1

- ◆ To Skip Forward (5 seconds), press 3
- ◆ To Pause, press #, to Resume, 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 8 6, *message number*, #
- ◆ To Delete a message, press 7 6 while playing
- ◆ To Restore, press 7 6 again (within current session)
- ◆ To play Message Envelope, press 7 2
- ◆ To Speed Up message playback, press 2 3
- ◆ To Slow Down message playback, press 2 1

*Note: All Messages Will Be Saved Unless Deleted With 76.*

### **TO REPLY TO A MESSAGE**

#### **To Reply To The Sender:**

1. After listening to the message, press 7 1 to reply
2. Press 5 to record
3. After the tone, record your response
4. Press # end the recording
5. To send message, press 7 9

### **TO FORWARD A MESSAGE**

1. After hearing the message, press 7 3 to forward
2. Enter the mailbox number or distribution list number to which you want to forward the message, then press #.
3. Repeat for other mailbox numbers or list numbers, end by pressing #
4. To record an introduction, press 5, wait for the tone, then record, end by pressing #
5. To send the message, press 7 9

### **TO COMPOSE A MESSAGE**

#### **To Address And Send A Message:**

1. While logged in, press 7 5 to compose a message

2. Enter the first mailbox number or distribution list number, then press #.
3. Repeat for other mailbox numbers or list numbers, end by pressing #
4. Press 5 to record, wait for the tone, then record, end by pressing #
5. To send the message, press 7 9

### **MESSAGE DELIVERY OPTIONS**

*This option must be used before pressing 79 to deliver a message! After recording a message:*

- ◆ For Urgent delivery, press 7 0 1
- ◆ For Private delivery, press 7 0 4
- ◆ For Acknowledgement, press 7 0 5
- ◆ For Timed Delivery, press 7 0 6
- ◆ To remove a delivery option, press (701, 704, etc.)

### **TO BYPASS A USER'S GREETING**

#### **To Bypass Greeting And Leave A Message:**

1. At the beginning of the greeting, press #
2. Leave your message after the tone

### **EXPRESS MESSAGING**

Express messaging allows you to leave messages in another mailbox without logging in to your mailbox.

#### **To Send An Express Message:**

1. Dial the express messaging access number 310
2. Enter the mailbox number of the person you are leaving a message
3. Press #
4. Wait for tone, then record your message
5. Hang up

#### **To Transfer a Caller Directly To A Mailbox:**

1. Press Transfer
2. Dial the express messaging access number 310
3. Enter the mailbox number of the person you are leaving a message
4. Press #
5. Press Transfer\Connect to complete the transfer.

## Ohio University Tie Lines

These tie lines allow campus personnel to call other Ohio University campuses and Columbus locations toll-free. Please attempt to use these lines when placing a call to other Ohio University campuses.

Campus	Dialing prefix	Example Phone #	Procedure
Athens	85	593-1234 = 85-3-1234 OR 597-1234 = 85-7-1234	Dial 85, (you will hear a dial tone), dial the last five digits in the phone number.
Chillicothe	85 821	774-1234 85-821-234	Dial 85, (you will hear a dial tone), dial 821 (you will hear a dial tone), dial the last three digits.
Eastern	85 828	699-1234 = 85-828-234	Dial 85, (you will hear a dial tone), dial 828 (you will hear a dial tone), dial the last three digits.
Southern	85 825	533-1234 = 85-825-1234	Dial 85, (you will hear a dial tone), dial 825 (you will hear a dial tone), dial the last four digits.
Zanesville	85 822	588-1234 = 85-822-1234	Dial 85, (you will hear a dial tone), dial 822 (you will hear a dial tone), dial the last four digits.

City	Dialing Prefix	Example Phone #	Procedure
Columbus, OH	81	614-759-1234 = 81-759-1234	Dial 81, (you will hear a dial tone), dial the last seven digits.