TO LOG ON TO CALL PILOT

A. From your extension: {# Password #}

1. Lift handset, or press extension
2. Dial 7000 or press message key
3. Press # - when prompted for your mailbox number.
4. Enter your default password and #.  
   (Your default password is 44 and your 4-digit extension)

   **Note:** When you first log on, the system will say that your password has expired, it will then prompt you to change your password. Passwords expire every 365 days.

B. From another extension: {Extension # - Password #}  
   **Guest Mailboxes:** {Mailbox # - Password #}

1. Lift handset, or press extension
2. Dial 7000 or press message key
3. Enter your extension and # - this is your mailbox I.D.
4. Enter your password and #.

C. From an external touch-tone phone: {Extension # or Mailbox # and Password #}

1. Dial the main number for the department. Press * from the departmental menu.
   Microbiology (517) 355-6463
   Physics Astronomy (517) 355-9200
   Physiology (517) 355-6475
   Library (517) 432-4900

   There is no menu for ULAR, please call (517) 353-0634. When the call is answered ask to be transferred to voice mail. If no one answers you will then be prompted to leave a message, simply press *.

2. Follow instructions in B.3 and B.4

TO CHANGE YOUR PASSWORD
Initially your password is 44 and your 4-digit extension. Once you have logged on to Call Pilot, you can change it. Passwords expire every 365 days.

1. Log on to voice mail
2. Dial 84
3. Enter old password and #.
4. Enter new password (a minimum of 4 digits) and #.
5. Enter new password again and #.

Customer Education Department
TO RECORD YOUR PERSONAL GREETINGS

There are three greetings: (1) External   (2) Internal  (3) Temporary. If you record only the external greeting, it will play for both the internal and external calls. The temporary greeting requires you to enter an expiry date and time.

1. Log on to voice mail. Dial 7000 or press MESSAGE button.
2. Dial 82
3. For External Greeting, dial 1
4. Press 5 to record, # to end recording
5. Press 2 to replay
6. Press 76 to delete
7. Press 4 to exit from greetings

Shortcut: When leaving a message press # to bypass greeting and immediately start recording message.

TO RECORD YOUR PERSONAL VERIFICATION

1. Log-on to voice mail.
2. Dial 89
3. Press 5 to record and # to end recording.
   Record your first and last name.
4. Press 2 to play.
5. Press 76 to delete.

TO LISTEN TO YOUR MESSAGES

While in the office you may want to use the Voice Messaging Controls on the 3903 & 3904 instead of the following dial pad commands. Voice Messaging Controls will appear on the Softkeys when the Message button is pressed.

1. Log on to voice mail
2. Press 2 to listen/replay messages
3. Press 3 to skip forward (5 seconds)
4. Press 1 to skip back (5 seconds)
5. Press 23 to play the message faster
6. Press 21 to play the message slower
7. To retrieve a message just deleted by pressing 76, press 76 a second time
8. Press 6 to go to next message
9. Press 4 to go to a previous message
10. Press 86 to go to a specific message
11. Press 83 to hang up
12.
Messages are “auto-saved” if not deleted

Customer Education Department
TO SEND A MESSAGE WITHOUT RINGING AN EXTENSION
When leaving a message, press # to bypass the greeting and immediately start recording your message.

1. To access Express Messaging, dial 7001.
2. Dial the extension where you want to leave a message and #.
3. Leave message at tone.
4. Hang up immediately!

TO TRANSFER A PERSON INTO CALL PILOT USING EXPRESS MESSAGING
Provides no interruptions to the called party and allows you to send a message to another mailbox without logging in to your own mailbox.

3903 and 3904 phone instructions

1. Press Transfer.
2. Dial 7001 (Express Messaging Extension).
3. Enter the extension where you want to leave a message followed by the #.
4. Press Connect immediately!

3902 phone instructions

1. Press Transfer.
2. Dial 7001 (Express Messaging Extension).
3. Enter the extension where you want to leave a message followed by the #.
4. Press Transfer immediately!

3901 phone instructions

1. Press Features key.
2. Press 4 on your dial pad.
3. Dial an internal building number.
4. Press Features
5. Press 4 again key again. Hang Up

TO SYSTEM FORWARD ALL CALLS INTO CALL PILOT

3903 and 3904 phone instructions

1. Press Forward key.
2. Enter 7000 (Call Pilot Extension).
3. Press Done.
3902 phone instructions

1. Press **Features**
2. Dial 7000
3. Enter the extension where you want to leave a message followed by the #.
4. Press **Forward** again.

3901 phone instructions

1. Press **Features** key and dial 3
2. Dial 7000
3. Enter the extension where you want to leave a message followed by the #.
4. Press **Features** key and dial 3 again.

CALLING THE SENDER

1. Press 9 to call the sender after listening to the message.
2. Speak to the sender or leave a message.

REPLYING TO MESSAGES

1. Press 71 after listening to the message
2. Press 5 to record your reply. Press # to end recording.
3. Press 79 to send the message

FORWARDING MESSAGES

1. Press 73 to forward, after hearing the message
2. Enter a mailbox number or distribution list
   *(You may enter one or more numbers)*
3. Press # after each number
4. Press # to end
5. Press 5 to record an introduction (you may skip this step)
6. Press # to end the recording Press 79 to send the message

COMPOSING MESSAGES

1. Press 75
2. Enter a mailbox number(s) or distribution list number
   *(You may enter one or more numbers as an address)*
3. Press # after every number
4. Press # again to finish
5. Press 5 to record
6. Press # to end recording Press 79 to send

Note: To cancel the last mailbox number of distribution list number you entered, press 0 #.
MICHIGAN STATE UNIVERSITY
CALL PILOT-VOICE MAIL

TAGGING MESSAGES

Messages can be tagged before pressing 79 to send them. You can use one or more tags per message. To remove a tag, press 70. To retag a message; Press 2 to change an urgent tag to standard, press 4 to remove a private, press 5 to remove acknowledge, and press 6 to remove a timed delivery. When entering multiple tags, enter one after another.

1. Press 701 for urgent delivery
2. Press 704 for private delivery
3. Press 705 for acknowledgement
4. Press 706 for timed delivery
5. Press 79 to send

Shortcut: When you call and leave a message, only urgent and private tags are available.

DISTRIBUTION LISTS

A distribution list contains frequently used mailbox numbers. Use the list to save time instead of entering a series of mailbox numbers. You can create up to nine personal distribution lists, each containing up to 99 entries. To delete a number or name after you enter it, press 0 #.

1. Press 85 while logged in to Meridian Mail.
2. Enter a number from 1 to 9, then press #.
3. Press 5 to create a list.
4. Enter mailbox numbers, then press #.
5. When the list is complete, press #.

MAILBOX COMMANDS

The following commands are used to perform Call Pilot voice messaging capabilities.

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