

# St. Joseph's Healthcare, Hamilton

## Call Pilot Voicemail Features Quick Reference Sheet

**\*\* To initialize mailbox, do steps 1,2 and 3.**

### LOG ON

#### INTERNAL LOG ON

- > *Dial 32100* from your desk or from another phone
- > The system will say: "*Call Pilot from Nortel Networks--Mailbox?*"
- > Key in your mailbox/extension number followed by # , or at your own phone press #
- > The system will say: "*Password?*"
- > Enter password, followed by #

### EXTERNAL LOG ON

- > Dial 522-1155
- > When you hear the auto attendant *dial 32100*
- > The system will say: "*Call Pilot from Nortel Network--Mailbox?*"
- > Key in your mailbox number followed by #
- > The system will say: "*Password?*"
- > Enter password, followed by #

### LOG OFF

#### WHILE IN CALL PILOT

- > Press **83**
- > The system will say: "*Good-bye.*"

*Note: Log off every time you enter the system to ensure the access lines are free.*

### 1. CHANGE PASSWORD

#### FOLLOW LOG ON - PROCEDURE

- > Press **84**
- The system will say:
  - "*Enter new password followed by #.*"
  - "*Enter new password again followed by #.*"
  - "*Enter old password followed by #.*"
  - "*Your password has been changed.*"
- > Press **83** - to log off
- >

### 2. PERSONAL VERIFICATION

#### FOLLOW LOG ON - PROCEDURE

- > Press **82**
- > Press **9** - to record your personal verification
- > The system will say: "*There is no name for Personal Verification of Mailbox (ext.).*"
- > Press **5** - to record. After the tone, record your name and extension only (not a greeting)
- > Press # - when finished recording
- > The system will play the name back - "*The Personal Verification is (Name).*"
- > Press **83** - to log off

### 3. RECORDING PERSONAL GREETING

#### FOLLOW LOG ON - PROCEDURE

- > Press **82**
- > Press **1** - to record external greeting heard by all callers from outside hospital; **2** to record internal greeting for callers inside hospital if different from your external greetings; or **3** for temporary greeting when you are away (use words such "Out of the Office Alert -you have reached .... And I am away until ....."
- > Press **5** - to record. After the tone, record greeting
- > Press # - when finished recording
- > *At this time the system will allow you to:*
  - > Press **2** - to replay greeting
  - > Press **76** - to delete greeting
  - > Press **4** - to return to messages
  - > Press **83** - to log off
- >

### PLAYING YOUR MESSAGES

#### FOLLOW LOG ON - PROCEDURE

- > Press **2** - to play messages
- > *At this time the system will allow you to:*
  - > Press # - to pause during playback
  - > Press **2** - to continue
  - > Press **1** - to skip backwards 5 seconds
  - > Press **3** - to go forward 5 seconds
  - > Press **4** - to go to previous message
  - > Press **6** - to go to next message
  - > Press **76** - to delete/restore message
  - > Press **23**- to increase message speed
  - > Press **21**- to decrease message speed
  - > Press **26**- to increase message volume
  - > Press **24**- to decrease message volume
  - > Press **86**, message number (e.g. 3), then # to skip to a specific message
  - > Press **83** - to log off

*Delete messages daily to conserve valuable space.*

### COMPOSE A MESSAGE

#### FOLLOW LOG ON - PROCEDURE

- > Press **75**
- > Enter each mailbox/extension number followed by # (to cancel an entry, press 0#)
- > Press # - again (after entering the last mailbox number)
- > Press **5** - to record. After the tone, record message
- > Press # - when finished recording
- > Press **2**- to play the message
- > Press **70** - for more options
- > Press **79** - to send message
- > Press **83** - to log off

### REPLY TO MESSAGES

#### FOLLOW LOG ON - PROCEDURE

*To reply to sender of a message when sent from an internal user, after listening to that message:*

- > Press **9** to reach caller on your system and speak to them for up to 2 minutes or leave them a message if they are unavailable and then continue listening to your messages

*or*

- > Press **71** - to reply (via voice mail)
- > Press **5** - to record. After the tone, record reply
- > Press # - when finished recording
- > Press **79** - to send message
- > Press **83** - to log off

### FORWARD A MESSAGE

#### FOLLOW LOG ON - PROCEDURE

*To forward a message that you have received:*

*After listening to the message -*

- > Press **73**
- > Enter mailbox number(s) of person(s) you are forwarding message to followed by #.
- > Press # again, (to complete list)
- > Press **5** to record additional information prior to sending message
- > Press # when finished recording
- > Press **79** to send message
- > Press **83** to log off

*Note: Call Forward your telephone to extension 32100 when away from your desk. This allows a caller to be forwarded to your voicemail box immediately so that your phone will not ring.*