



Nortel CallPilot Voicemail

- Tips and Other Shortcuts

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Concordia Telecommunications



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Mission: Concordia Telecommunications (Telecom) was established in July of 1999 and is a division of the IT Department. A separate telecom office was created for the purpose of providing telephone service to students living on our campus and to better serve Concordia's faculty and staff. Our goal is to bring our campus community closer together through the use of reliable communications systems.

We hope that these pages will provide you some useful tips and shortcuts. Please pick from the following topics in the left column. If there is a subject you would like to learn about which is not currently available, please call Kyle Greenhow at ext. 4321.

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Skip Greetings

Explanation

- When you get voicemail for any of the 1300 users on campus, you can simply press # to skip the greeting, and start recording.

Procedure:

- Press # To Skip The Greeting

Exception:

- If you press # and hear, "This is a special greeting....," this means the person you are calling has recorded a temporary greeting and is probably on vacation or out of the office. You should listen to the special greeting, but you can press # a second time to skip the special greeting as well.

Other Related Information:

- If you just want to leave a message for someone, using 4449 skips the rings and the greeting!
- If you create both an external and internal greeting, callers calling from within the campus, can hear a simple, short greeting, "Hello this is John Smith, Leave me a message," while people calling from outside of campus, will hear the long, "Hello this is John Smith, Head of the Blank Dept, Chair Person of the Blank Committee, and Father of Three. I am either away from my...."



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Personal Verification

Explanation:

- Personal verification attaches your spoken name to your voice mailbox.
- When people are dialing your last name in the automated directory (2600), instead of the system slowly spelling out your name, it will simply play your recorded name. (Very important for someone trying to sort through the 7 Smith's or the 7 Johnson's on our campus.)
- When you are listening to your voicemail messages, if the internal sender has Personal verification, the system will play it. (Instead of hearing, "from mailbox, 4321," you will hear, "Kyle Greenhow.")

Procedure:

- Log into your mailbox.
- Press 89
- Press 5, and say your name.
- Press # to stop, 4 to exit back to your messages.

Other Related Information:

- If you want to delete your personal verification, log into your mailbox, press 89, press 76. Then to rerecord, press 5, # to stop, and 4 to return to your messages.



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Pressing Zero in VM

Explanation:

- Every voice mailbox has a “revert.” A revert is the extension your voicemail box will ring to in the event zero is pressed. While this feature is built in, if the caller doesn’t know this is available, they might not even try it.

Procedure:

- Press 0 in any voice mailbox to reach a live person.
- Re-record your external greeting to say something similar to, “... if you need immediate assistance, press zero.”

Exception:

- Obviously, when a person presses zero at 10pm at night, chances are no one is available to answer the call.

Other Related Information:

- Some voice mailboxes ring to a particular extension, while others ring to a priority line, which will ring multiple phones at once. If you are curious where your phone rings to, call Kyle at ext. 4321.
- Pressing 0 is a transfer so it will not return to your voicemail automatically.



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Distribution Lists

Explanation:

- If you would like to send a single voicemail message to a group of people, you can create a distribution list. A distribution list is permanently stored in your voicemail box. You can create up to 99 distribution lists with each containing 200 mailboxes.

Procedure:

- [Click Here to Create a Distribution List](#)
- [Click Here to Send a Message with a Distribution List](#)

Exception:

- If you are only sending voicemail to between 1 and 5 people, you may be better off doing a "Compose." "Compose" allows you to enter a small number of addresses quickly and then create the voicemail message which will be sent to the addresses.

[Click here for help on Compose.](#)

Other Related Information:

- If a message is urgent for either faculty/staff or students to hear, you may call Kyle or Rick in the Telecom Office. As administrators, we can send messages to one or more of the following categories: All, Students, Faculty, Staff, RA's, or RD's.



Distribution Lists - Creating

Procedure:

1. Login to Mailbox.
2. Press 85
3. Enter a List number then press #.
4. Press 5 to compose a distribution list.
5. Enter extensions followed by #.
6. When finished press # again.
7. To review press 2. (optional)
8. Press 9
9. Press 5 (Say a name for list)
10. Press # to finish recording (Note that name will not be heard until you are composing a new message with list.)
11. Press # again.
12. Press 4 (to return to the mail box.)
13. Press 83 to log out.

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Distribution Lists – Creating Cont...

Common Commands when active in a Distribution List.*

"2" - Reviews the distribution list.

"4" - Exit back to messages.

"5" - Create List or Add to List

"6" - find an address**

"76" - Delete Distribution List

*to be active in a list you must have pressed 85, then the list number, then #.

** This command is also used to delete an address. Press 6 to find an address. Dial the address. Then press 76 to delete the address.



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Distribution List – Sending With

Procedure:

1. Login to your voice mail box.
2. Press 75 to compose
3. Press the list number, then #
4. If you want to send to any other addresses you may enter other addresses separated by #.
5. When all addresses have been entered, press # again.
6. Press 5 to begin recording.
7. Press # to end recording.
8. Press 2 to review message,
(note: if you make any mistakes in recording the message, you can press 76, but then you will have to start over again at step 2.)
(note: if you want to add to the message after reviewing press 5.)
9. Press 79 to send.



Compose

Procedure:

1. Login to your voice mail box.
2. Press 75 to compose
3. Enter the list of addresses separated by #. (Instead of an address you may enter a distribution list number.)
4. After the Last Address, press # twice.
5. Press 5 to record.
6. Press # when finished recording.
7. Press 2 to review message,
(note: if you make any mistakes in recording the message, you can press 76, but then you will have to start over again at step 2.)
(note: if you want to add to the message after reviewing press 5.)
8. To send press 79.

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Voice Mail From Off Campus

Explanation:

- If you would like to check your own voicemail box, simply call 262-243-4448. Login by pressing your mailbox number, and your password. All the commands are the same.

[Click here for a list of common commands.](#)

- If you would like to send yourself a note, or someone else a message without ringing the phone, dial 262-243-4449. Dial the mailbox you wish to leave a message in, and press #.

Procedure:

- Dial 1-262-243-(4448 or 4449)
- Follow the prompts.

Exception:

- Be aware that if you are dialing from other areas other than Milwaukee and metro area, the phone from which you call could be assessed long distance charges.

Other Related Information:

- If you would like to check other mailboxes for which you are responsible, you can press 81 and login to the second mailbox.



Common Voice Mail Commands

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1 – Goes Back 5 Seconds During Playback.

2 – Listen to Current Message

21 – Slow Down During Playback

23 – Speed Up During Playback

3 – Forward 5 Seconds During Playback.

4 – Go to the Previous Message

5 – Record

6 – Go to the Next Message

* – Help

– Stop

7_ – Message Commands

71 – Reply to Internal Sender.

73 – Forward Current Message to Another Internal Voicemail Box.

74 – Reply All

75 – Compose a New Message

76 – Delete/Restore Current Message (Restore - Same Session Only.)

79 – Send Current Message

More Common Commands





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Common Voice Mail Commands Cont..

8_ - Mailbox Commands

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Call Sender

Explanation:

- Call Sender allows you to easily call back the internal sender of a voicemail message. By pressing 9 the line which is connected to voicemail is automatically put on hold, and a new line is opened which then automatically dials the sender. When you finish speaking and hang up, you need only press the flashing key which has your voicemail box on hold. If you are finished, you can then press 83. If you want to go to your next message, you can press 6.

Procedure:

- When listening to a voicemail message press 9.

Exception:

- If you are calling from outside of our campus, once you press the 9, you are unable to return to your voicemail box. You would have to call back to continue checking messages or have the internal caller transfer you to 4448.

Other Related Information:

- If you speak to the sender for too long, CallPilot will automatically log you out of your voicemail box. If you wish to continue checking your messages, you will have to re-login.



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Star Zero

Explanation:

- Star – Zero allows you to ring someone's phone from a voicemail box. (Note: *0 behaves differently in Meridian 1, than it does in CallPilot voicemail.) This feature is nice if you are calling from long distance and would like to call multiple on campus people with one phone call. An example: You want to talk to 4 different people about different items. You call the first person and they answer. After you speak to them, they can transfer you to the next person. The next person does not answer and you get sent to voicemail. You leave them a message, and press # to stop recording. Then you press *, 0, XXXX, and #. You will be immediately transferred to person number 3. Person three answers and transfers you person 4, who does not answer and you leave them a voicemail message.

Procedure:

- When in any voicemail box, press *, 0, a 4 digit extension, and #.

Exception:

- You can only call on campus numbers.