



Name: Voice Mail Instructions

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Subject:

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Category:

Voice Mail

CallPilot Messaging System

[How do I change my password?](#)

[How do I change my personal greeting?](#)

[How do I change my recorded name \(different than personal greeting\)?](#)

[How do I listen to my messages?](#)

Hint: It is not necessary to wait for the system instructions referenced in the instructions below before you press the indicated key combination.

How do I change my password?

1. Dial 69995 or 69998. Your CTSS can explain which number works in your building.
2. You will be asked for your mailbox number. (the last 5 digits of your voice mail number). Ex. 65802, 65848, 45876, etc. Press the "#" key after you enter the number.
3. If your password has already been reset to default: When logging onto the system, you will be asked for your password, the default password is "11 plus your mailbox number." You will hear the system prompt, "The password your administrator has assigned must be changed. Press 8-4 to change your password." You will be instructed on how to create your new password at this time. Follow the system prompts. The system will ask for your "old" password to confirm the change. Don't be confused, this is the default password. The system will tell you when your password has been successfully changed.
4. Remember you must press the "#" key after each entry.
5. Please use your employee ID number as your password.

How do I change my personal greeting?

1. After logging in to the voicemail system by putting in your mailbox number and your password, you can press 8-2 to change your personal greeting. You

have now accessed the "Record Greeting" part of the system. The system will prompt you through the steps at this point, or you can follow the instructions listed here.

2. Press 1 to record your External Greeting. When changing your greetings, remember to delete (7-6. the previous greeting before recording a new greeting. If you don't delete before recording, both the old and new recording will be heard.
3. Press 5 and wait for the tone to record. Below is a sample of a greeting.

"Hello, you have reached the voice mail of _____.
Please leave brief message with your name, your child's name,
and a phone number where you can be reached. I will return
your call as soon as possible."

4. Press "#" to stop recording.
5. Press 2 to listen to your message...to re-record press 7-6 to delete, and then 5 to start recording again.
6. When finished press the RLS (release button. or place the receiver on the hook.

How do I change my recorded name?

Your recorded name is different than your personal greeting.

1. After logging in to the voicemail system by putting in your mailbox number and your password, you can also press 8-2 to change your name recording. The name recording is different from your greeting.
2. The system will prompt you through the steps at this point, or you can follow the instructions listed here.
3. Press 9 to record your name.
4. Press 5 and wait for the tone to record. Say just your first and last name.
5. Press "#" to stop recording.
6. Press 2 to listen to your name recording.
7. When finished press the RLS (release button. or place the receiver on the hook.

How do I listen to my messages?

1. There are 2 ways to access your voicemail.
 - a. In any DeKalb building, dial 69995 or 69998, enter your extension (this is the last 5 numbers of your phone number., press #, enter your password, and press #.
 - b. To access your voicemail from any phone away from the office (at home, traveling, etc.. dial (678. 676-9995 or (678. 676-9998. Then dial your extension, press #, dial your password, and press #.

2. The system prompts will tell you how many messages you have, and to press 2 to hear the message.
3. After you have listened to the message, press 7 then 6 to delete the message, or 2 to hear the next message.
4. If there is only one message, press 7 then 6 to delete the message.
5. When you have heard all your messages press 8-3 and then the RLS button or place the receiver on the hook.