Voice Messaging Overview

The CallPilot Voice Messaging System is available throughout the university. Employees assigned to a specific desk or office area will be provided with a telephone extension. This extension may have a voice mailbox associated with it.

Appropriate handling of voice messages should be discussed with your supervisor and your work group. Ideally, callers should be offered the option to be directed to a live person in your absence instead of a voice mailbox if they so choose.

Mailbox
Your electronic mailbox receives your calls and stores your messages, and also stores your password and recorded greetings. When you log in to Voice Messaging, you are accessing your mailbox so that you can use the features it provides.

Password
Your personally assigned password provides security for your mailbox and its contents. All your interaction with Voice Messaging is private and confidential; no one else has access to your mailbox. When you enter your password, the numbers do not show up on the telephone display on sets equipped with the display feature.

Prompts
Voice Messaging guides you with audible prompts at each step. The prompts tell you what to do next, or what options are available, so that you do not have to remember every step. You can interrupt a prompt by pressing the key for the next step.

Access Number
You activate Voice Messaging features by first dialing in to the system using the access number 3232 (or 294-3232 from off campus.)

Features
CallPilot Voice Messaging offers a variety of call management features. The most commonly used of these are described in the Voice Mail Features document.
**Message Waiting Indication**
Voice Messaging has Message Waiting Indication (MWI) that notifies you when you receive a new message. The message waiting indicator on your phone lights up or flashes, or you hear a special dial tone when you pick up the handset.

**Message Storage**
Messages in your voice mailbox which you play but do not delete will automatically be removed from the system within a short period of time, usually one to three days. The time that messages are held varies based upon volume of messages and system disk space. Messages which you have not picked up will be removed within a month or two, again based upon space and volume of messages. Be sure to record the information you need from voice mailbox messages as they cannot be retrieved once removed from the system.

Messages Sent Directly to a Voice Mailbox (Express Messaging)
Messages may be left in voice mailboxes without actually ringing the call recipient.

*Adapted from Voice Messaging User Guide, Nortel, 1999*