WORKSOURCE - KENNEWICK CALLPILOT VOICEMAIL REFERENCE

TO LOG IN FOR THE FIRST TIME:

1. Get dial tone...Press MESSAGE button, or dial **5888**.
2. Enter your **mailbox number** _____, then press #, or at your own phone, just press #.
3. Enter your temporary password: **89xxxx** (xxxx=your ext #), and press #.
4. System will require you to change your password. Press **84** to change password.
5. System will ask you to enter your old password (temporary password), and #.
6. Enter your NEW password,_____(must be at least 6 digits, maximum 16), and press #.
7. Re-enter your NEW password again, and press #.
8. Record Personal Verification and Greeting, press **82**.

LOGGING INTO VOICE MAIL:

1. Get dial tone...Press MESSAGE button, or dial **5888**.
2. Enter your **mailbox number**, and press #.
3. Enter your **password**, and press #.

LOGGING IN AWAY FROM THE OFFICE

1. Dial the Voicemail System number: **509-734-5888**.
2. Enter your **mailbox number**, and press #.
3. Enter your **password** and # key.

MENU

2 - **PLAY YOUR MESSAGES**
75 - **COMPOSE A MESSAGE** (Send messages to other mailboxes)
82 - **RECORD GREETING**
83 - **LOG OFF** (It is important to log off each time you use Voicemail)
84 - **PASSWORD CHANGE**
85 - **CALL PILOT TOOLS** (Remote Notification, Distribution Lists)
80 - **MAILBOX OPTIONS** (Custom Operator, Blocking, Autologin)

82 - RECORD GREETING

1-External, 2-Internal, 3-Temporary
    9-Personal Verification
5-Hear tone - begin recording
#-To end recording
2-To review greeting
76-Delete (if you would like to re-record)
4-when satisfied, returns you to the main menu

2 - PLAY MESSAGE

1-Skip back 5 seconds
3-Skip forward 5 seconds
#-To pause a message, 2-To resume playing a message
21-Plays slower, 23-Plays faster, 24-Softer, 26-Louder
4-Go to previous message
6-Save message and skip to next message
9-Call sender (internal calls only)
71-Reply to sender (internal messages only)
72-Plays message envelope (date and time)
73-Forward a copy of a message to another mailbox(s)
76-Delete a message (will also restore a message)
86-Go to a specific message

75 - COMPOSE A MESSAGE

5-Hear tone and begin recording message
#-To end recording
2-Review message
701-Tag message URGENT
704-Tag message PRIVATE
705-Tag message ACKNOWLEDGEMENT
706-Tag TIMED DELIVERY
79 to send message

TRANSFER A CALLER TO A MAILBOX

With the caller on the line, press TRANSFER
Dial **5887**, hear "EXPRESS MESSAGING TO MAILBOX"
Enter the mailbox number plus the # key
Press TRANSFER again...quickly!!!

MESSAGE DIRECTLY INTO A MAILBOX

Get dial tone...Dial **5887** (Express Messaging)
Enter mailbox number plus the # key
Record message and hang up

TO BYPASS A PERSONAL GREETING PRESS "5"