

UB VOICE MAIL QUICK GUIDE

- > CALLPILOT: UB'S VOICE MAIL SYSTEM.
- > MY CALLPILOT: WEB VERSION OF VOICE MAIL. ACCESSED THROUGH MYUB PORTAL.
- > EXPRESS MESSAGING: SERVICE TO LEAVE MESSAGES FOR OTHERS AT UB WITHOUT LOGGING INTO VOICE MAIL.

- > VOICE MAIL NUMBER: 410.837.6900
- > EXPRESS MESSAGING NUMBER: 410.837.6905

Note: You cannot directly access your mailbox from UB's main number.

ACCESSING VOICE MAIL

Initial Setup

1. Press the Message key or dial x6900.
2. Press #.
3. Enter 00 then your extension.
4. Press #.
5. Follow prompts to complete the setup.

Accessing Voice Mail From Another Phone

1. Dial the voice mail number or, if using a campus phone, press the **Msg/Inbox** key.
2. Enter your extension, then press #.
3. Enter your password, then press #.

Express Messaging

Use this as a quick way to send a voice mail message without logging in to your own mailbox.

1. Dial 410.837.6905 or, if on campus, x6905.
2. Enter the person's extension, then press #.
3. Record your message then hang up or press # for more options.

VOICE MAIL BASICS

Record Greetings

1. When in voice mail, press 82.
2. Select the greeting you wish to record: 1 for external, 2 for internal, and 3 for Temporary (Extended/Out of Office). If you record only an external greeting, it will play for internal callers as well.
3. Press 5 to record.
4. Press # to end the recording.
5. Press 2 to review or 76 to delete.

Accessing Voice Mail From Another Phone

1. Dial the voice mail number or, if you're using a campus phone, press the **Msg/Inbox** key.
2. Enter your extension, then press #.
3. Enter your password, then press #.

Change CallPilot Password

1. When in voice mail, press 84.
2. Enter your current password, then press #.
3. Enter a new password, then press #. The new password must be at least 6 digits.
4. Re-enter your new password, then press #.

MESSAGE PLAYBACK CONTROLS

1	Rewind message	2	Resume paused message
3	Skip ahead in message	6	Skip to next message
23	Play message faster	4	Go to previous message
21	Play message slower	72	Play message envelope
24	Decrease message volume	71	Reply to message sender
26	Increase message volume	73	Redirect/forward message
#	Pause	76	Delete message

Note: Unless deleted, a message is saved for 14 days after you listen to it.

SENDING MESSAGES

Compose a Message

1. When in voice mail, press 75.
2. Enter an extension, followed by #. You can enter multiple extensions, separated by # or distribution lists (see below). When finished with the list, press #.
3. Press 5 to record your message.
4. Press # when finished recording.
5. Press 79 to send the message.

Voice Mail Distribution Lists - 200 entries max per list

You can create and save a distribution list for voice mail messages.

1. When in voice mail, press 85 to access tools.
2. Press 5 for distribution lists.
3. Enter a number for your distribution list (1-99), then press #. This is the number you'll use when addressing a message to a list.
4. Press 9 to record a name for the list.
5. Press 5, record the list name, then press #.
6. Add extensions to the distribution list, pressing # after each extension. (If you need to cancel the last extension you entered, press 0 #.)
7. When complete, press # again.
8. Press 4 to return to the main menu.

Message Options

You can add special message options before sending.

1. Press 70 before or after recording the message. Then:
 - 1: urgent option
 - 4: private message—cannot be forwarded
 - 5: acknowledgement—voice mail sends you a message after your message is opened by recipient
 - 6: timed delivery—enter the month, day, and time, pressing # after each entry
2. To confirm your message options, press 72.
3. To cancel an option, press 70 followed by the option number.

OPTIONS WHEN YOU ARE THE CALLER

Skip greeting

0 For certain campus offices, 0 will pass you through to a general office extension. One example is Human Resources.

0 + extension While listening to a person's recording, this option allows you to dial through to another extension.

5 Re-record the message. Press 5 at the point in your message where you want to start. After changes are complete, press # to end the message.

MY CALLPILOT & OTHER FEATURES

My CallPilot is a web-based voice mail access tool. Using My CallPilot, you can listen to, forward, respond to, and delete your messages. My CallPilot is accessible on the MyUB Portal.

By request, My CallPilot can send a copies of your voice mail as .wav files to your UB e-mail account. Contact the OTS Call Center for this option.

There are other features available in CallPilot which are not covered by this guide. Additional features include:

- temporary greetings
- message blocking
- thru-dialing

For information, visit the help section of www.ubalt.edu/phone.