

# ECPS Technology Services

## Voicemail Setup and Features

### ENTERING THE SYSTEM

From your phone or another phone on the system:

- Lift handset and listen for dial tone
- If message light is lit or you have a broken dial tone, call the internal messaging system extension at **2601**  
--OR--
- Press the **MESSAGE** key
- Upon hearing "Nortel Call Pilot, Mailbox?"
- Enter your mailbox number \_\_\_\_\_ [#]
- Enter your mailbox password \_\_\_\_\_ [#]

**Note:** Mailbox Number = Extension Number  
Temporary Password = **1 + Extension Number**

From an outside location:

- Call **YOUR DIRECT NUMBER**
- Upon hearing your greeting
- PRESS 81**
- Enter your mailbox number \_\_\_\_\_ [#]
- Enter your mailbox password \_\_\_\_\_ [#]

**Special Characters:** \* Help  
# Stop

### SETTING UP YOUR MAILBOX:

After you have logged in to the voicemail system the first time, you will need to set up a new password and record a personal mailbox greeting. The following steps are also used anytime you wish to change either the password or the greeting in the future.

To Change Password:

- Dial **84**
- Enter **old password** (4 digits) followed by the # sign
- Repeat step 2
- Enter **new password** followed by the # sign

To Record Personal Greeting:

- Dial **82**
- Choose External Greeting by pressing **1**, Internal Greeting by pressing **2**
- Press **5** and begin talking at the beep
- Press # sign to stop recording
- You may press **2** to replay your greeting and/or press **76** to delete and **5** to re-record. Press **83** when you are satisfied with your recorded greeting

### Important Note:

If you record **only** your External Greeting it plays for both call types. Include information in your greeting about dialing **0** to reach the operator.

### REVIEWING MESSAGES:

- Log in** to your mailbox
- After the message summary is played, the first message is played
- To **Delete** the message, press **76**
- To **Skip** the message, press **6**

### Playback Controls

- 1 Rewind
- [2][3] Play Faster
- [2][1] Play Slower
- 3 Fast Forward
- 4 Record
- 5 No Function
- 6 Next Message
- 7 Message Commands
- 8 Mailbox Commands
- 9 Call Sender
- \* Cancel Message Playback & Return to the Main Menu
- # Pause (press **2** to continue playback)



### TRANSFERRING CALLS

You can utilize this option if you have received a call meant for another person and they are not available to take the call.

- With a caller on the line, press the **TRANSFER** key
- Press the **TRANSFER** key
- Enter your four digit **extension number** that you are transferring the call to
- Press the **TRANSFER** key again and hang up

### Forwarding Calls:

You may forward all your calls immediately to voicemail

- Press the **FORWARD** key on your telephone
- Dial (**Extension you want to forward to**)
- Press the **FORWARD** key on your telephone
- Press **FORWARD** to cancel call forwarding

### FORWARDING MESSAGES

- After listening to the message or after playing the message, press **73**
- Enter the number or numbers of the persons you are forwarding the message to separating each number with #
- When you have finished entering addresses, press # to end the list
- Press **5** to record an introduction
- Press # to end recording
- Press **79** to send the message
- Press **5** to start entering addresses in the list, separating each extension by pressing #
- When the list is complete, press #

### VOICEMAIL PARAMETERS

**Minimum Length of Password:** 4 DIGITS  
**Retention of Read Messages:** 20 DAYS  
**Maximum invalid logon attempts:** 3  
**Password expiration:** NONE



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