



Voice Mail Quick Reference Guide

Use this guide to set up your voice mail account for the first time

Step 1: Initial Log In

(You will enter the new Call Pilot system using a default password and then change your password)

- Dial extension 3800 (or from off campus call 859-985-3800)
- Enter your mailbox number (*this is your extension number*) and press #
- Enter your initial password (which is 12 followed by your mailbox number) and press #
- You will be prompted to change your password (see step 2 below)

Step 2: Change Your Password

(You will use this password each time you log into the Call Pilot voice mail system)

- Log into your mailbox (see step 1)
- Enter 84
- Enter your current password and press #
- Enter your new password and press #
- Enter your new password again and press #

Step 3: Record External Greeting

(External greeting will play for all calls received from off campus)

- Log into your mailbox (see step 1)
- Enter 82
- Press 1
- Press 5 and record greeting at the tone
- Press # to end recording
- Press 2 to listen to your recording or 76 to delete the recording and 5 to record again

Step 4: Record Internal Greeting

(Internal greeting will play for all calls received from on-campus)

- Log into your mailbox (see step 1)
- Enter 82
- Press 2
- Press 5 and record greeting at the tone
- Press # to end recording
- Press 2 to listen to your recording or 76 to delete the recording and 5 to record again

Step 5: Record Personal Verification

(Your personal verification is attached to your voice messages to identify the caller)

- Log into your mailbox (see step 1)
- Enter 829
- Press 5 and record your name and extension number.
Note: Do not record your greeting here.
- Press # to end recording
- To delete and rerecord, press 5

You are now ready to use the new Call Pilot Voice Mail System
Refer to the full reference guide to assist you in using all system features

Step 6: Review and Delete All Old Voicemail in the Octel System

(You have until May 10 to review and delete voice mail from the old Octel system)

- Dial 7000 from any campus extension.
- You can listen to and delete voice mail from the old system but you cannot transfer or forwarded voice mail from the old system to the new system.