Call Pilot, Biola's voice messaging system, allows callers to leave a message if the person they wish to speak to is not available to take their call. To establish a mailbox for an employee or for help with identifying a "lost" password, contact the IT Helpdesk.

**Access Call Pilot (Log On)**
- From your own phone, dial **4700** (or use “Message” key on multi-line phone). Press # key; enter password and # key
- From any off-campus phone, dial **(562) 903-4700**. Enter mailbox number (extension) + # key; enter password + # key

**Exit Call Pilot (Log Off)**
- Press **83**

**Change a Password**
Passwords are the key to security within Call Pilot. We ask all new employees to change their password as soon as they begin in their new job. Occasionally changing a password will increase security protection.
- Log on to Call Pilot
- Press **84**
- Enter the new password, followed by the # key. (Your password must be at least four digits in length.)
- Enter new password again, followed by #
- Enter your old password, followed by # key
- Press 4 to go to another activity within Call Pilot, or
- Press **83** to exit the system

**Record Internal, External, & Temporary Greetings**
- Log on to Call Pilot
- Press **82**
- Press 1 for external greeting (e.g., "Hello, this is Bob Smith at Biola University's Accounting Department. Please leave a message and your call will be returned as soon as possible")
- Press 2 for internal greeting (e.g., "Hi, this is Bob in Accounting. Leave a message and I'll return your call")
- Press 3 for temporary greeting (e.g., "Hello, this is Bob Smith in Biola University's Accounting Department. I will be on vacation from January 18-22, but Judy Jones will be checking my messages while I'm out. If you need immediate assistance please contact her at extension 5678. Thank you, and I will return your call when I get back")
- Press 5 to record greeting
- Press the # key immediately after you have finished recording
- Press 2 to listen to your new greeting
- Press 9 to set the expiry date for your temporary greeting. Listen carefully to the prompts as you go
• For the current month or day, press the # key only. For the standard expiry date of 12:01 a.m. with any future date, press the # key when you hear the prompt for "time"

• To set any other expiration date and time, follow these instructions:
  1. First, enter the month (e.g., the number 1 followed by the # key will set it to January)
  2. Enter the day (e.g., the number 25 followed by the # key will set it to the 25th of the month). Enter the time (e.g., the number 830 followed by the # key will set the time to 8:30), then press 1 for a.m. and 2 for p.m. Thus, your temporary greeting would expire January 25, at 8:30 a.m. or p.m., depending on which you chose
  3. If you do not set an expiry date or if you only press the # key for all three settings, your temporary greeting will remain in effect until you delete it. In which case, callers will hear your temporary greeting instead of your "external" or "internal" greeting

Change a Greeting While Logged Into "Greetings"
(See "Recording Internal and External Greetings" above.)

• Press 76 to delete the greeting
• Press 5 to record
• Press the # key immediately after you have finished recording
• Press 2 to listen to your new greeting
• Press 4 to go to another activity within Call Pilot, or
• Press 83 to exit the system (log off)

Record Personal Verification
A recording of your voice saying your name replaces the computerized recording of your extension. It is used to identify your mailbox to callers and to personalize the name-dialing feature.

• Log on to Call Pilot (see "Access Call Pilot")
• Press 829 (to hear what the current Personal Verification is)
• Press 5
• After the tone, identify yourself (e.g., Bob Smith; Bob Smith, Accounting; or Bob Smith, Extension 4321)
• Press the # key immediately after you have finished recording
• Press 4 to go to another activity within Call Pilot, or
• Press 83 to exit the system (log off)

Express Messaging
This feature allows you to send a message to a Call Pilot box without first ringing the extension.

• From a campus phone, dial 4799
• From off campus, dial (562) 903-4799
• Dial extension where you wish to leave a message
• After the tone, record your message
• Hang up
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**Call Sender**

You can automatically ring the extension of the message sender by pressing 9, while listening to their message or immediately after their message. If your call was short, you may get back into voicemail using the following instructions. Otherwise, log on again for other messages.

**Multi-Line Phone**

Press flashing line key

**Single-Line Phone**

Wait to be reconnected to voicemail

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**Reply to a Message**

Leave a message for someone who has left a message for you.

- After hearing a message, press 71
- Press 5 to record message
- Press # immediately after recording
- Press 79

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**Forward a Message**

Forward a message from your voicemail to another's.

- After hearing a message, press 73
- Enter desired extensions, separated by #
- End your list of extensions by pressing #
- Press 5 to record a message
- Press # immediately after recording
- Press 79

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**After Logging Onto Call Pilot**

- Skip backward (3 seconds at a time): press 1
- Skip forward (3 seconds at a time): press 3
- Skip to next message: press 6
- Back to previous message: press 4
- Stop playback: press #
- Play: press 2
- Play a message faster: press 23
- Play a message slower: press 21

**Note:** if you delay pressing the 1 or 3 longer than 1½ seconds after pressing 2, you skip back or forward, instead of changing speed. The action has to be quick and consecutive (e.g., 21 not 2 . . . 1; 23 not 2 . . . 3). You can increase the message speed to the maximum, then decrease it to normal speed. (You cannot play a message slower than normal speed.)

- Go to a specific message: press 86
- Call sender: press 9
- Delete a message: press 76
Note: once you listen to a message, it will remain in your mailbox for one week and then be automatically deleted, unless you delete it first.

Compose a Message
If you want to send a message to a distribution list or take advantage of message options:
- Log on to Call Pilot
- Press 75
- Enter a list of mailboxes (or distribution list numbers), separated by #, ending the list with #
- Press 5 to record message
- Press # immediately after recording
- Press 70 for message options (see below)
- Press 79 to send the message

Message Options
- Urgent: press 1 (recipient will hear “Message 2 is urgent”)
- Private: press 4 (can’t forward message to another mailbox)
- Acknowledge: press 5 (you are notified when messages is heard)
- Timed delivery: press 6 (you choose when message appears)

Creating a Distribution List
You may group several voicemail boxes together, which will enable you to send a message to several people at once. First create the list, then enter the list number, rather than an extension, when creating a message.
- Log on to Call Pilot
- Press 85
- Enter a number from 1-9 as distribution list name, followed by #
- Press 5 to compose the list
- Enter desired extensions, separated by #
- End your list of extensions by pressing #
- To review the list, press 2

Transfer a Caller to Voicemail
Use the "transfer" and "express messaging" features to connect a caller directly through to someone's voicemail box.

From a Multi-Line Phone
- Press the transfer button
- Dial 4799
- Dial extension of voicemail box to be transferred to
- Press #
- Immediately press the transfer button
From a Single-Line Phone

- Press L
- Dial 4799
- Dial extension of voicemail box to be transferred to
- Press#
- Immediately hang up