



USING YOUR VOICEMAIL SYSTEM

FACILITIES MANAGEMENT

[bcit.ca/facilitiesmanagement/
services/telecom.shtml](http://bcit.ca/facilitiesmanagement/services/telecom.shtml)



FIRST TIME SETUP

Logging into your mailbox for the first time

1. Dial 6777 or press the **Message** key
2. Enter your mailbox number (same as your extension), followed by #
3. Enter your default password (88 + your 4-digit extension number), followed by #
4. You will be advised that your mailbox password has expired – continue with changing your password

CHANGING YOUR PASSWORD

1. Press **84**
2. Enter your current password (88 + your extension number), followed by #
3. Enter your new password (must be a minimum of 6 digits), followed by #
4. Enter your new password again, followed by #
5. Your password has been changed and you now have access to the message list.

RECORDING YOUR NAME

Your name identifies you as the owner of the mailbox. It will be played to callers using the directory and internally in the message envelope.

1. While logged into your mailbox, press **829**
2. Press 5 to record. You will immediately hear a tone.
3. Speak your first name and last name.
4. Press # to stop recording.
5. The system will play back your recording.
6. Press 5 to re-record, if required.

RECORDING YOUR PERSONAL GREETING

Your personal greeting tells your callers that you are unavailable to take their call.

1. While logged into your mailbox, press **82**
2. Press 1 for your External Greeting
3. Press 5 to record. You will immediately hear a tone
4. Speak your greeting
5. Press # to stop recording
6. Press 2 to listen to your greeting
7. Press 76 to delete the greeting and **5** to re-record, if required

RETRIEVING MESSAGES

1. Dial 6777 or press Message key
2. If calling from your desk phone, press #
3. If calling from off campus 604.451.6777; if calling from your own phone, press #
4. Enter your password, followed by #
5. Press 2 to play message
 - a) Press 3 to skip forward
 - b) Press 6 to next message
 - c) Press 76 to delete or restore message. Please note: Call can't be restored if you hang-up

EXPRESS MESSAGING

1. Press transfer key on your set and dial 7100
2. When the system has answered "Express Messaging to mailbox?" enter the mailbox number followed by #
3. Immediately press transfer again

RECORDING YOUR OUT OF OFFICE OR TEMPORARY GREETING

1. Log in to Call Pilot
2. Press 82 for Greetings
3. Press 3 for Temporary Greeting
4. Press 5 to record your temporary greeting (Note: the recording starts immediately after a quick tone)
5. Press # to stop recording
6. Press 2 to review or 5 to add to your greeting.
7. To set automatic expiry date, press 9 (optional)
8. Press # for current month or enter the month number plus # (example: 3# = March), or you can listen to the prompts
9. To set the date press the number of the day plus# (example: 25# = 25 day of March selected earlier)
10. To set the time press the number equal to the time of day plus # (example: 800# = 8:00), you will be prompted to select 1 for am and 2 for pm (If you do not want the greeting to expire then press the # key 3 times. If you select this option then you must remember to delete your temporary greeting as it will not delete automatically.)
11. To exit press 4 (takes you back to Main Menu)

CALL PILOT KEYPAD COMMANDS

MENU #		MENU #	
1	Skip back		
2	Play	2-1	Decrease speed
		2-3	Increase speed
		2-4	Decrease volume
		2-6	Increase volume
3	Skip forward		
4	Previous message		
5	Record		
6	Next message		
7	Message commands	7-0	Message options
		7-1	Reply
		7-2	Play envelope
		7-3	Forward
		7-4	Reply all
		7-5	Compose
		7-6	Delete/restore
		7-9	Send
8	Mailbox commands	8-0	Mailbox options
		8-2	Greetings
		8-4	Password change
		8-5	Call Pilot tool
		8-6	Go to a message
		8-9	Change list
9	Call sender		
*	Help		
0	Attendant/Thru-Dial		
#	Stop/Pause		

MENU

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- 7-0-1** Urgent on/off
- 7-0-3** Economy on/off
- 7-0-4** Private on/off
- 7-0-5** Acknowledgement on/off
- 7-0-6** Time delivery

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- 8-2-1** External greeting
- 8-2-2** Internal greeting
- 8-2-3** Temporary greeting
- 8-2-9** Record name

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- 8-5-2** Remote notification
- 8-5-5** Distribution list

DELETING YOUR OUT OF OFFICE OR TEMPORARY GREETING:

1. Log in to Call Pilot (if you have a Temporary Greeting the recorded, Call Pilot will inform you “You currently have a Temporary Greeting”)
2. Press 823 for temporary greeting
3. Press 76 to delete
4. To exit press 4 (takes you back to Main Menu)

(Note: if you have set the expiry date and time above Call Pilot will automatically delete the temporary greeting when it expires)

REMOTE NOTIFICATION (ALERTS SENT TO A PAGER OR CELL PHONE WHEN YOU HAVE VOICE MAIL MESSAGES ON LAND LINE)

1. Log in to Call Pilot
2. Press 85 for Mailbox Tools
3. Press 2 for Remote Notification service
4. Press 5 to begin schedule setup
5. Enter the 9 + phone number or pager and # (e.g: 97789282248#)
6. Press 1 for telephone number or 2 for pager
 - a) If pager you have the following selection
 - i) For a tone only pager press 1
 - ii) For a tone and voice pager press 2
 - iii) For a digital or numerical service 3
 - iv) For a paging service press 4, then enter your 3 digit pager identification number
 - v) For alpha numeric press 5
7. Press 3 – Message type – Standard any new messages
 - a) To change message type press 5
 - b) Press 2 to change for urgent messages, press # to return without changing type
8. Press 3 – Notification days (standard M-F)
 - a) To select a different set of days press 5
9. Press 3 – Notification time (standard 9 am and 5 pm on selected days)
 - a) To selected a different time press 5
10. Press 3 – Additional time press 5, to finish and activate press 3
11. To complete notification and turn on press 6
12. Press 4 to return to messages.

TO ACCESS YOUR VOICE MAIL

To access your mail box

Off campus – 604.451.6777

On campus – 6777

- > Always refresh your message
- > Leave a Temporary Absence with a contact reference when you are away for any reason (i.e. LOA or vacation)
- > Leave a contact name and number for your caller

CALL PILOT QUICK REFERENCE

Message List Commands

- 1** Skip Back
- 2** Play
 - 21** Decrease speed
 - 23** Increase speed
 - 24** Decrease volume
 - 26** Increase volume
- 3** Skip Forward
- 4** Previous Message
- 5** Record
- 6** Next Message
- 9** Call Sender
- *** Help
- 0** Attendant/Thru-Dial
- #** Stop/Pause

Message Commands

- 71** Reply
- 72** Play Envelope
- 73** Forward
- 74** Reply All
- 75** Compose
- 76** Delete/Restore
- 79** Send

Mailbox Commands

- 82** Greetings
- 84** Password Change
- 855** Distribution Lists
- 86** Go to a Message
- 829** Personal Verification

BCIT POLICY NO. 7521 STATES:

- > You must state your name and department
- > If you are away (use the extended absence option)
- > “0” option should be offered at the end of your message
- > A call back deadline should be set in your personal message

SETTING UP YOUR VOICE MAIL, HANDLING PROBLEMS AND REPAIRS

Each department has a Communication Coordinator. Please contact your Operations Manager for the contact name.

For any problems with your phones or voice mail, please contact your Communication Coordinator. It is the Coordinator’s responsibility to submit a Facilities Management Work Request to have any and all work done on the phones. Your Coordinator will instruct you on setting up your voice mail and present you with a Quick Reference brochure.

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