

RONCO COMMUNICATIONS CALL PILOT USER GUIDE

TO LOG INTO YOUR MAILBOX

FROM INSIDE THE BUILDING

- Dial Ext. **64100**
- Enter Mailbox number, then press **#**
- Enter your password, then press **#**

FROM OUTSIDE THE BUILDING:

- Dial main number **286-4100**
- Enter mailbox number, then press **#**
- Enter your password, then press **#**

FIRST TIME LOG IN

- Dial Ext.64100
- Enter Mailbox Number, then press **#**
- Enter your **temporary password**, then press **#**

Temporary password is 0595

You will hear "The temporary password assigned by your Administrator must be changed. To access your mailbox, please press "84" and change your password."

CHANGE YOUR PASSWORD:

- Press **84**
- Enter your temporary password (**0595**), then press **#**
- Enter your new password, then press **#**
- Enter your new password again, then press **#**

NOTE: Trivial passwords are not permitted; i.e. 1111, 1234, or your Telephone Extension Number.

PERSONAL VERIFICATION/RECORD NAME

LOG INTO YOUR MAILBOX

- Press **82**
- Press **9**
- Press **5** and wait for tone
- Record your name, then press **#**
- To hear your recording, press **2**
- To re-record, press **5**, then press **#**

CHANGE YOUR PASSWORD

LOG INTO YOUR MAILBOX

- Press **84**
- Enter your old password, then press **#**
- Enter your new password, then press **#**
- Enter your new password again, then press **#**

TO RECORD YOUR PERSONAL GREETING

LOG INTO YOUR MAILBOX

- Press **82**
 - Press **1** to record your External greeting
 - Press **3** to record your Temporary greeting
- Press **5** to begin recording
- Press **#** immediately after you have finished recording
- To hear your greeting, press **2**
- If you wish to delete your greeting and re-record, press **76**, press **5**, re-record greeting, then press **#**
- Press **4** to exit

EXTERNAL GREETING SAMPLE (Required)

Hello, this is [your name]. I am not available right now, but if you leave your name, phone number and a short message, I will return your call as soon as possible. If you wish to speak to someone immediately, please dial **0** and [name] will be glad to help you.

TEMPORARY GREETINGS DETAILS (Vacation)

A temporary greeting can be used for situations where normal work routine is interrupted for a period of time.

Once a temporary greeting is recorded you can set an expiry date. If you do not set one, the temporary greeting will remain in effect until you delete it.

- To set the expiry date, press **9**.
- Enter the month, day and time, press **#** after each entry.
- For the current month or day, simply press **#**
- Press **###** to set "no expiry".

EXPRESS MESSAGING

To simply leave a message or transfer a caller to Voicemail.

- Dial Ext. **64101**(Express Mail)
- Call Pilot will ask you "to Mailbox?"
- Enter the mailbox number of the person to whom you want to leave the message, then press **#**. You will hear either the person's name or mailbox number. Leave your message and hang up.

PLAYING MESSAGES

LOG INTO YOUR MAILBOX

- Press **2** to play messages
- Press **76** to delete messages. Once you have documented the important information from that message you must delete it or the message will automatically save.

OTHER PLAY OPTIONS:

- Press **1**: Skip back
- Press **2**: Play
- Press **3**: Skip forward
- Press **4**: Play previous
- Press **6**: Next message
- Press **71**: Reply to message
- Press **72**: Play Message Envelope
- Press **73**: Forward message
- Press *****: Help Menu
- Press **#**: Pause message

COMPOSE AND SEND A MESSAGE TO ONE OR MORE MAILBOXES

LOG INTO YOUR MAILBOX

- Press **75**
- Enter the mailbox number/distribution list of the person/list to whom you are sending the message, then press **#**
- Enter each mailbox number/list, then press **#**
- When the list is complete, press **#**
- Press **5** and record your message, then press **#**
- Press **2** to review your message
- Press **70** to tag your message (optional)

TAG OPTIONS:

- Press **1** for urgent delivery
- Press **4** for private delivery
- Press **5** for acknowledgement
- Press **6** for timed delivery
- Press **79** to send your message

DISTRIBUTION LIST

LOG INTO YOUR MAILBOX

- Press **85**
(to play a summary of all your lists, press *****)
- Enter a number from 1 to 9 to identify this list, then press **#**
- Press **9** to record a name to help identify this list in the future, at prompt press **5**, record list name, then press **#**
- Press **5** to create list
- Enter each mailbox number, then press **#**
- When list is complete press **#**

To delete a number or name after you enter it, press **0 #**

NOTE: You can create up to **9** lists with up to **99** entries in each list.

LOG OFF

- Press **83** to log off before hanging up.

RONCO COMMUNICATIONS 8004/SINGLELINE TELEPHONE

PLACING A CALL

Internal:

- Lift handset, hear dial tone
- Dial **5** digit extension number

External:

- Lift handset, hear dial tone
- Dial **9** (no change in dial tone) and number

HOLD

To place a call on hold:

- Ask the party to hold
- Press **Flash** button
- Hear special dial tone
- Press **#**, then dial **4**
- Hang up

To retrieve held call:

- Lift handset
- You are reconnected to your call

NOTE: When you hang up with a call on hold, you will hear intermittent reminder ring after 30 seconds. If you do not hang up, there is no ring.

TRANSFER (Internal Only)

To transfer a call to another extension:

- Ask party to hold
- Press the **Flash** button
- Hear special dial tone,
- Dial Extension number
- When party answers, announce call
- Hang up

If extension is busy or does not answer:

- Press **Flash** button
- You are reconnected to the call

CONSULTATION HOLD

To make a second call while you are on a call:

- Ask party to hold
- Press the **Flash** button
- Hear special dial tone
- Dial the extension or outside number
- When your second call hangs up, the system automatically returns to your original caller

CONFERENCE

To add an additional party to an existing call:

- Ask party to hold
- Press the **Flash** button
- Hear special dial tone
- Dial the extension or outside number
- When party answers, press the **Flash**
- All parties are connected

If number is busy or does not answer:

- Press the **Flash** button
- You are reconnected to the call

CALL FORWARD ALL CALLS (INTERNAL Only)

Temporarily redirects your incoming calls to another extension. Outgoing calls can still be made when call forward is active. Your phone will not ring while call forward is active unless the extension that is receiving your calls, calls you.

To activate:

- Lift handset, hear dial tone
- Press **#**, then dial **1**
- Hear regular dial tone
- Enter extension number that is to receive your calls
- Hang up (your calls will be forwarded)
- Forward tone will be active

To cancel:

- Lift handset
- Press **#**, then dial **1**
- Hear special dial tone
- Hang up

To reactivate forward to the last number:

- Lift handset
- Press **#**, then dial **1**

NOTE: Always notify the person your calls will be forwarded to. Call forward tone will be heard when you lift your handset if call forward is active.

** FIXED FEATURE BUTTONS **

8004 TELEPHONE ONLY

Volume Control - Ringers

- There are 2 volume control bars on the right side of the telephone. The top control adjusts the ring volume. The bottom control adjusts the voice volume

Flash Button

- Press the **Flash** button to activate such features as *Transfer* or *Conference*.

Mute Button

- To mute a call, press and hold down the mute button.
- To continue your conversation, release the mute button.

Redial

- Dials the last number

Message Waiting

- A red indicator will light to notify you when a voice mail message has been received. To retrieve messages, dial extension of voice mail.