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CallPilot Mini

Reference Guide

NORTEL NETWORKS™

CallPilot Mini Reference Guide

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Chapter 1
Using CallPilot

How CallPilot works

CallPilot works with the telephone system to provide an automated receptionist service. CallPilot answers incoming calls, routes them to extensions and mailboxes in the system, and provides message taking capability.

This guide gives you detailed information about using CallPilot features on a Meridian system. For more information about using CallPilot, ask your System Administrator.

CallPilot voice prompts

CallPilot uses voice prompts on your telephone to announce options. You make selections using the dialpad.

Voice prompts announce which dialpad button to press to use CallPilot options. The voice prompt plays immediately. If you do not choose an option after ten seconds, the voice prompt replays the options. If you do not choose an option after another ten seconds, CallPilot ends the session.

Interrupting a voice prompt

You do not need to wait for a voice prompt to end before you can select an option. You can interrupt a voice prompt and make your selection immediately. You can interrupt a voice prompt by selecting any option on the dialpad.

Using the dialpad

The buttons on your display telephone dialpad act as both numbers and letters. Each button represents a number and letters of the alphabet. If you are a new CallPilot user, make sure you are familiar with how to operate your telephone. Refer to the User Card for your telephone.

Numbers and letters on the dialpad

1 1 ' -	2 A B C 2 a b c	3 D E F 3 d e f
4 G H I 4 g h i	5 J K L 5 j k l	6 M N O 6 m n o
7 P Q R S 7 p q r s	8 T U V 8 t u v	9 W X Y Z 9 w x y z
* Quit	0 Q Z Zero q z	# Accepts displayed letter and, (comma)

Automated Attendant

The Automated Attendant acts as a receptionist for incoming calls. When it is enabled, the Automated Attendant answers your company's incoming telephone lines depending on the time of day. If callers know which option they want, they can interrupt the Automated Attendant by entering their selection on the dialpad of any tone-dial telephone.

The Automated Attendant provides callers with the voice prompts for:

- entering a mailbox number
- entering an extension
- using the Company Directory
- leaving a message
- reaching the Operator
- selecting an Alternate Language* (there is no voice prompt for this option)

* If CallPilot is installed with bilingual capabilities, callers can press 9 to hear voice prompts in the other language.

When a caller selects an option, the Automated Attendant responds to the command either by routing the call to an extension or mailbox within your company, or by directing the caller to the Company Directory or the Operator.

Alternate extensions

You can have up to two Alternate extensions for your mailbox.

If a caller dials the main extension (an extension that has Alternate extensions assigned), the call rings only at the main extension. If the call is not answered and the caller leaves a message, a message indicator appears at the main extension and any Alternate extensions. You can access the message from Alternate extensions the same way that you access messages from your main extension telephone. Only an extension without a mailbox assigned to it can be used as an Alternate extension.

If an Alternate extension is assigned to a telephone with Caller ID (CLID) and Call Display is enabled, CLID information appears on the display. If the call is not answered, the call goes to CallPilot and an audible tone occurs at all telephones.

Chapter 2
Setting up your mailbox

This chapter describes how to set up your mailbox and explains:

- Initializing your mailbox
- Opening your mailbox
- Changing your mailbox password
- Recording your name in the Company Directory
- Assigning a Target Attendant

Initializing your mailbox

Initializing your mailbox prepares your mailbox to receive messages. Your mailbox cannot receive and store messages until it is initialized.

Initializing your mailbox involves:

- choosing a password from four to eight digits long that does not start with zero
- changing your temporary password to your password
- recording your name in the Company Directory

To initialize your mailbox

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press #.
2. Enter the temporary password, then press #. The temporary password is 0 0 0 0.
3. Enter a new password from four to eight digits long that does not start with zero, and press #.
4. Reenter your new mailbox password and press #.
5. At the tone, record your name in the Company Directory.
   Include your mailbox number in the recording, For example, “Pat Smith, mailbox 5813.”

   Press # to end the recording.
6. Press # to accept the recording
   or
   press 1 to listen to the recording
   or
   press 2 to re-record your name.
7. Hang up to end the session.

After you initialize your mailbox, record your mailbox greetings. Refer to “Recording a Primary or Alternate mailbox greeting” on page 17 for more information. If you do not record a Personal greeting, your Company Directory name plays to callers who reach your mailbox.

Opening your mailbox

After you initialize your mailbox you can open it from:

- your own extension
- another extension
- an outside tone dial telephone

To open an initialized mailbox



Note: To make logging on quicker, you can program the CallPilot Messaging access number to a speed dial button on your telephone. Refer to your telephone user card for how to do this.

1 Dial the CallPilot Messaging access number, then enter your mailbox number and press #. Your mailbox number is usually the same as your extension.

2 Enter your mailbox password and press #.

Opening your mailbox remotely

To open your CallPilot mailbox from an outside tone dial telephone

1 Press * * during your greeting or the Automated Attendant to open your mailbox. If you are in Europe or Australia press 8 8.

2 Follow the voice prompts to enter your mailbox number and password.

About Auto-Login

Auto-Login is an option that makes logging on easier because you don’t have to enter your mailbox number and password. When you use Auto-Login, you dial the CallPilot Messaging access number and are immediately logged onto your mailbox. You do not have to enter your mailbox number. Your System Administrator sets up Auto-Login for your mailbox. Ask your System Administrator whether you have Auto-Login capability.

To log on using Auto-Login

To access your mailbox if you have Auto-Login capability:

1 Dial the CallPilot Messaging access number, then enter your mailbox password and press #.

Changing your mailbox password

You can change your mailbox password at any time. A password must be from four to eight digits long and cannot start with zero. It is recommended that you change your password every 30 days.

Keep your mailbox secure by choosing an uncommon password, not a predictable password like 1234 or 1111. Avoid giving your password to your co-workers. If someone else knows your password, they can access your mailbox and listen to or delete your messages.

To change your password

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press #.
2. Enter your mailbox password and press #.
3. Press 8 4 to open the Mailbox Password menu.
4. Enter your new mailbox password and press #.
5. Re-enter your new mailbox password and press #.
6. Hang up to end the session.

Password lock-out

For security reasons, the System Administrator can assign each mailbox a maximum number of incorrect password attempts. If the number is reached, you are locked out. You cannot access your mailbox until the password is reset. Ask your System Administrator to reset the password.

Password expiry

Mailboxes can be assigned a maximum number of days that a password remains active. If you open your mailbox after your password expires, you hear the message *"Your current password has expired.You must change your password. Please enter your new password, then press #."*

Recording your name in the Company Directory

The Company Directory is a list of mailbox users on the CallPilot system. Before you can use your mailbox to receive messages, you must record your spoken name in the Company Directory. It is a good idea to include your mailbox number in your Company Directory recording. For example "*Pat Smith, mailbox 5813*". This establishes your "voice" name in a directory that is used by other CallPilot users and outside callers who use the Company Directory.

This feature is also called "Personal Verification name."

If you do not want your name in the Company Directory, tell your System Administrator. The Company Directory feature can be disabled by the System Administrator. If you do not know whether you have this feature, ask your System Administrator.

You can change or re-record your name in the Company Directory at any time.

To record your name in the Company Directory

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press #.
2. Enter your mailbox password and press #.
3. Press 8 2 9 to open the Company Directory.
4. At the tone, record your name.
   Press # to end the recording.
5. Press # to accept the recording
   or
   press 1 to listen to the recording
   or
   press 2 to re-record your name.
6. Hang up to end the session.

Assigning a Target Attendant

You can assign a Target Attendant to answer calls transferred from your mailbox. The default Target Attendant for your mailbox is the CallPilot Operator. The Target Attendant can be assigned to any valid extension.

After you assign your Target Attendant, a caller who reaches your mailbox can press 0 to speak with the Target Attendant.

Remember to tell callers in your greetings that if they need assistance they can press 0 to speak to the Target Attendant. For example, *"Please press 0 to speak to my assistant."*

To assign a personal Target Attendant

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press #.
2. Enter your mailbox password and press #.
3. Press 8 0 to open the Company Directory.
4. Press 1 to open the Target Attendant menu.
5. Press 1 to change the Target Attendant.
6. Enter the extension number of the new Target Attendant
   or
   press 0 to change the Target Attendant to the CallPilot Operator.
7. Hang up to end the session.

CallPilot mailbox options

Mailbox option	Dialpad buttons	Description	Page
Greetings	8 2	Record and select personal mailbox greetings.	17
Password Change	8 4	Change your mailbox password.	10
Message Notification	8 5 2	Set up Message Notification parameters for messages left in your mailbox.	45
Goto Message	8 6	Enter a specific message number and go to that message: • Press 1 to go to the first message in your mailbox. • Press 9 9 to go to the last message in your mailbox.	
Personal Verification	8 2 9	Record your name in the Company Directory.	11
Target Attendant	8 0 1	Assign a Target Attendant to answer calls transferred from your mailbox.	12
Outbound Transfer	8 0 9	Set up Outbound Transfer to transfer callers from your mailbox to an internal extension or an external telephone number.	39

Chapter 3
Greetings

This chapter describes mailbox greetings and how to record them.

This chapter includes:

- Types of mailbox greetings
- Recording a Primary or Alternate mailbox greeting
- Recording a Personalized mailbox greeting
- Deleting a Personalized mailbox greeting

Types of mailbox greetings

Mailbox greetings play to callers who reach your mailbox. Greetings inform callers that they have reached the correct mailbox and give callers any necessary information or instructions. You can change the greetings at any time.

After you initialize your mailbox, you can record greetings. If you do not record any greetings, your Company Directory name plays to callers who reach your mailbox. Refer to "Recording your name in the Company Directory" on page 11".

There are three types of mailbox greetings: Primary, Alternate and Personalized.

Primary mailbox greeting

Record your Primary mailbox greeting for everyday use. In this greeting include your name and a brief message explaining to callers that you are unable to answer their calls.

For example, *Hi. This is Pat Smith. I'm not able to take your call right now. Please leave me a message at the tone and I will return your call as soon as possible."*

If you are a new mailbox owner, record your Primary mailbox greeting immediately.

Alternate mailbox greeting

The Alternate mailbox greeting is normally used for special circumstances.

For example, *"Hi. This is Pat Smith. I am out of the office until Thursday, the 17th of December. Although I am out of the office, I do check my mailbox daily. Please leave me a message at the tone and I will return your call as soon as possible. Thank you."*

After you record your greetings, you must choose which greeting you want CallPilot to play. You can change the selection at any time.

Personalized mailbox greeting

Personalized mailbox greetings are available only if your company subscribes to Caller ID (CLID) service from your local telephone company. For more information about CLID, ask your System Administrator.

A Personalized mailbox greeting plays to callers based on the caller's telephone number. CallPilot recognizes the assigned incoming telephone number and plays the Personalized mailbox greeting.

For example, *"Hi Susan. I may have missed your call, but I don't want to miss meeting you for lunch. See you at noon."*

Recording technique for mailbox greetings

When you record your mailbox greetings, speak clearly and at a pace that is easy to understand. After you record a greeting, you can replay it before you accept it.

If you are away from the office, you can record a greeting from any tone dial telephone. When you record a greeting, do not use the Handsfree feature. You get better results if you speak directly into the handset.

Recording a Primary or Alternate mailbox greeting

Only a Primary mailbox greeting is necessary, but you can record an Alternate mailbox greeting for times when you are out of the office, such as vacations. If you do not record any mailbox greetings, your Company Directory name recording plays to callers who reach your mailbox.

If you record both Primary and Alternate mailbox greetings, you must choose which greeting plays. If you do not choose a greeting, the Primary mailbox greeting automatically plays. For information on how to choose a greeting, refer to "Choosing a Primary or Alternate mailbox greeting" on page 18".

To record a Primary or Alternate mailbox greeting

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press [#].
2. Enter your mailbox password and press [#].
3. Press [8] [2] to open the Greetings Options menu.
4. Press [1].
5. Press [1] to record the Primary greeting
   or
   press [2] to record the Alternate greeting.
   If you are changing a greeting, the current greeting starts to play.
6. Press [1] and record your greeting at the tone.
7. Press [#] to end the recording.
8. Press [#] to accept the recording
   or
   press [1] to listen to the greeting
   or
   press [2] to rerecord the greeting.
9. Hang up to end the session.

Choosing a Primary or Alternate mailbox greeting

If you record a Primary and an Alternate mailbox greeting, you must choose which greeting plays. If you do not choose a greeting, the Primary mailbox greeting plays automatically.

If you choose the Alternate mailbox greeting, you must set whether the mailbox accepts messages. If you choose Yes your mailbox receives messages in the normal way.

If you choose No:

- Messages cannot be left in the mailbox.
- The Alternate mailbox greeting takes precedence over all other greetings.
- If a caller presses a button to fast forward the message, they hear a voice prompt that says this is a special greeting.
- If a caller presses a button to send a fax, the fax goes to the General Delivery Mailbox, not your personal mailbox.

If you choose the Alternate mailbox greeting, remember to change back to the Primary mailbox greeting at the appropriate time.

To choose a Primary or Alternate mailbox greeting

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press #.
2. Enter your mailbox password and press #.
3. Press 8 2 to open the Greetings Options menu.
4. Press 2 to select a greeting.
5. Press 1 to select the Primary mailbox greeting and
   go to step 7
   or
   press 2 to select the Alternate mailbox greeting and
   go to step 6.
6. If you choose the Alternate mailbox greeting, you are asked whether the mailbox can accept messages.
   Press 1 to toggle from yes to no
   or
   press # to accept.
7. Hang up to end the session.



Note: If you choose a greeting that is not yet recorded, you are transferred back to the Greeting Options menu to record the greeting.

Recording a Personalized mailbox greeting

If your company subscribes to a CLID service, you can record a Personalized mailbox greeting. For more information about CLID, ask your System Administrator. A Personalized mailbox greeting plays only to a person who is calling from the telephone number that you designate. For the Personalized mailbox greeting to play, the telephone number you enter must match the caller's telephone number exactly.

You can record up to three Personalized mailbox greetings, but you can assign each greeting to only one telephone number.

If you record a Personalized greeting, program your mailbox to receive messages and choose an Alternate mailbox greeting, the Personalized greeting takes precedence over any other greetings. If you program your mailbox not to receive messages and choose an Alternate mailbox greeting, the Alternate mailbox greeting takes precedence over any other greeting, including Personalized mailbox greetings.

To record a Personalized mailbox greeting

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press [#].
2. Enter your mailbox password and press [#].
3. Press [8] [2] to open the Greetings Options menu.
4. Press [1].
5. Press [3] to record a Personalized mailbox greeting.
6. Enter a Personalized greeting number of 1, 2, or 3.
7. Press [1].
8. Enter the telephone number that you are assigning the Personalized mailbox greeting to. Press [#] to accept the telephone number.
9. At the tone, record the greeting and press [#] to end the recording.
10. Press [#] to accept the recording
    or
    press [1] to listen to the greeting
    or
    press [2] to rerecord the greeting.
11. Hang up to end the session.

Deleting a Personalized mailbox greeting

If you no longer need a Personalized mailbox greeting, you can delete it.

To delete a Personalized mailbox greeting

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press #.
2. Enter your mailbox password and press #.
3. Press 8 2 to open the Greetings Options menu.
4. Press 1.
5. Press 3 to choose a Personalized mailbox greeting.
6. Enter the Personalized greeting number (1, 2, or 3) that you want to delete.
7. Press 2 to delete the greeting.
8. Hang up to end the session.

Chapter 4
Accessing your messages

This chapter describes how to access your messages and explains:

- Receiving calls
- Never Full mailbox feature
- Playing your messages
- Retrieving erased messages
- After you play your erased message, you can restore it. If you end the current session without restoring the erased message, it is permanently erased from CallPilot.

Receiving calls

CallPilot can be used by outside callers and other mailbox owners in your company. When you are away from the office, you can use CallPilot with any tone dial telephone. When you are at the office, you can use CallPilot from any telephone connected to your company's CallPilot system.

Even outside callers who use a rotary dial telephone can use CallPilot. If a caller uses CallPilot from a rotary dial telephone, the system transfers the call to your company receptionist or the Operator. If the receptionist or Operator is not available to answer the call, the call transfers to the General Delivery Mailbox.

Never Full mailbox feature

The Never Full mailbox feature lets external callers leave a message in your mailbox, even if the mailbox is technically "full". The message is stored in your mailbox, but you cannot access it until you delete at least one existing message to allow space for the new message. If you attempt to listen to any new messages before deleting an existing message, you hear this voice announcement:

"Your mailbox is full. You must erase some messages before you can listen to new messages."

If your mailbox is full, you cannot leave a message in another mailbox, create a new message, copy, send, or reply to a message until you delete at least one existing message.

The Never Full mailbox feature is not available to internal callers. Internal callers cannot leave messages in mailboxes that are technically "full".

Playing your messages

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press #.
2. Enter your mailbox password and press #.
   A voice prompt announces the number of new and saved messages that you have.
3. You can play any message that you want to listen to.
   Press 2 to play the current message.
   For other message commands, refer to the table "Playing your messages".
4. Hang up to end the session.

The table "Playing your messages" shows the message options that are available to you during and after playing messages.

Playing your messages

Option	Button	Available during and after playing	Description
Skip Back	1		Rewinds the message five seconds and resumes playing it at that point.
Skip Forward	3		Advances the message five seconds and continues playing from that point.
Previous Message	4	✓	Stops playing the current message and plays the previous message.
Next Message	6	✓	Plays the next message in the skillset mailbox. If you use this while a message is playing, it stops playing the current message and plays the next message in your mailbox.
Call Sender	9		Places a call to the sender of a message.
Help	*	✓	Offers a Help menu.
Reply	7 1	✓	Replies to a message.
Envelope	7 2	✓	Plays the information in the message envelope. Envelope information includes the date and time the message was sent and, if the message is internal, the directory name of the sender.
Forward Message	7 3	✓	Forwards the message to one or more mailboxes. You can record an introduction to the forwarded message.
Reply All	7 4	✓	Replies to a message and all other recipients of the message. (Refer to Note 3 on page 23.)
Delete	7 6	✓	Deletes the current message. Deleted messages remain in your mailbox until the session ends. (Refer to Notes1 and 2 on page 23.)

Notes:

1. Because your mailbox has limited message storage space, delete any messages you no longer need. After a certain time period, your saved messages are erased automatically. Ask your System Administrator about this.
2. You can retrieve a deleted message only if you have not quit the session in which you deleted it. For information about retrieving deleted messages refer to “Retrieving erased messages” on page 24”.
3. Applies only if the Reply feature is enabled.
4. You can reply to an outside caller by dialing them back if your company subscribes to Caller ID (CLID) service. For further information about replying to an outside caller refer to “Replying to an external caller” on page 32.

Retrieving erased messages

You can retrieve an erased message if you are still in the CallPilot session. An erased message remains in your mailbox until you end the current CallPilot session.

After you play your messages and exit CallPilot, any messages that you do not erase are saved. Since message storage space is limited, we recommend that you erase messages that you no longer need.

To retrieve an erased message

You can retrieve a deleted message. A deleted message remains in your mailbox until you end the current CallPilot session. Locate the deleted message. Press 7 6 to restore the message.

After you play your erased message, you can restore it. If you end the current session without restoring the erased message, it is permanently erased from CallPilot.

Chapter 5
Sending messages

This chapter describes how to send messages and explains:

- Recording and sending messages
- Searching the Company Directory
- Assigning message delivery options
- Sending a message to more than one recipient
- Replying to messages
- Placing a call with Thru-Dial

Recording and sending messages

The messages you record must be longer than three seconds. The system times out after five seconds of silence.

When you record and send messages you can:

- search the Company Directory
  refer to "Searching the Company Directory" on page 27
- assign message delivery options
  refer to "Assigning message delivery options" on page 28
- send a message to more than one recipient
  refer to "Sending a message to more than one recipient" on page 30

To record and send a message

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press #.
2. Enter your mailbox password and press #.
3. Press 7 5 to enter the Compose Message option.
4. Enter the mailbox number or Group List address
   and press #
   or
   press 1 1 to search the Company Directory and go to step 7.
   The default to search the Company Directory is 1 1. The System Administrator can change this number. For more information about searching the Company Directory, refer to "Searching the Company Directory" on page 27.
5. Press OK or # to accept the address.
6. Press # when you are finished entering addresses.
7. Press 5 and record your message at the tone.
8. Press # to end your recording.

9 Press 2 to listen to your message
or
press 7 9 to send the message now with the Normal delivery option
or
press 5 to erase and re-record the message.

10 If you want to assign delivery options see "To assign message delivery options" on page 28
or
hang up to end the session.

Searching the Company Directory

If you know the name but not the mailbox number of someone you want to send a message to, you can search the Company Directory. You can find any initialized mailbox by searching the Company Directory. By default, you can press 1 1 to search the Company Directory, but the System Administrator can change the dialpad buttons.

If the Company Directory is not enabled:

- you do not hear a the voice prompt that announces the dialpad buttons to press for the Company Directory

To search the Company Directory

You can search the Company Directory while you are recording a message. For information on recording a message refer to "Recording and sending messages" on page 25.

1. While you are composing a message, Press 1 1 to search the Company Directory.
2. Use the dialpad buttons associated with the first three or four letters of the mailbox owner's name to locate and select the person's mailbox.
   Enter the last name, first name or both names depending on how your system is set up.
3. The name of the mailbox owner is announced. To accept the mailbox owner, press #
   or
   if you do not want the person who is shown, press 1 to see the next matching name.
4. The greeting of the mailbox owner plays. If the mailbox owner you select does not have a Personal greeting recorded and selected, you hear their Company Directory recording.

Assigning message delivery options

Option	Dialpad button	Description
Normal	7 9	Sends a message with a Normal delivery option.
Urgent	1	Plays messages marked Urgent before other messages in the mailbox. Urgent messages are preceded by the voice prompt, "*This message is urgent*".
Private	4	Private messages cannot be forwarded to another mailbox.
Acknowledge	5	Sends you notification that your message has been received and played.
Timed	6	Lets you assign a delivery time to the message.

The Certified/Acknowledge and Timed delivery options are available only if you call from a telephone that has a mailbox associated with it. Messages sent with the Timed delivery option are delivered at the time that you specify.

If you use the Timed delivery option, you first enter the time, including a.m. or p.m. You are then prompted to accept or change the date, which defaults to today or tomorrow, and you can accept the date that corresponds to the next occurrence of the specified time. Dates are shown by month and day, and the year is inferred. If the month and day are earlier than the current date, the next year is assumed. When the specified time and date occurs, the message is sent. You cannot cancel the message prior to delivery.

To assign message delivery options

1. Record your message using "To record and send a message" on page 25.
2. Press 7 0 for message options.
3. Press 1 for Urgent delivery and go to step 8
   or
   press 4 for Private delivery and go to step 8
   or
   press 5 for Acknowledged delivery and go to step 8
   or
   press 6 for Timed delivery.
4. Enter the time that you want to send a message using the Timed delivery option.
   You must enter four digits. Any single-digit hour or minute must be preceded by a zero. For example, enter 0800 for eight o'clock.
5. Press 1 for AM
   or
   press 2 for PM.
6. Press # to accept the time you entered or press * to change the time.

7 Press 1 to change the delivery date to a different date
or
press # to accept the date that is announced.

8 Press 7 9 to send this message now
or
press 2 to review the message
or
press 5 to rerecord the message
or
press 7 0 to cancel all delivery options.

9 Hang up to end the session.

Sending a message to more than one recipient

Sending a message to a Group List

A Group List is a list of mailbox owners. If you have a group of people that you frequently send messages to, you can send the message to a Group List. When you send a message to a Group List, each mailbox owner in the Group List receives the same message. If you are a member of the group you are addressing, you do not receive a copy of the message.

If you need a Group List, ask your System Administrator to create one for you. Tell the System Administrator:

- the mailbox owners' names
- a list of the mailbox numbers
- the Group List name

Your System Administrator can publish a list of the mailboxes in each Group List.

If you know the number of the Group List:

- Enter the Group List number instead of a mailbox number when you are prompted to enter a mailbox number.

If you know the name of the Group List:

- Use the Company Directory to find the number of the Group List.

Forwarding a copy of a message to one or more recipients

You can forward a copy of a message during or after playing the message. When you forward a copy of a message to a mailbox, you can record an introduction to the message. Your introduction must be at least three seconds long.

After you record an introduction to the message and enter the mailbox number, your introduction and a copy of the message are automatically sent to the mailbox you selected. You can then send an additional copy of the introduction and the message to another mailbox, or quit and return to the Listen to Messages menu. You can forward copies to as many mailboxes as you want.



Note: You cannot forward Private messages.

For more information on playing your messages, refer to "Playing your messages" on page 22.

Replying to messages

You can reply to internal and external callers. You can reply to a message from an external caller if your company subscribes to CLID.

Replying to an internal caller

If you want to	press
reply to the caller's extension	9 to transfer to the internal caller's extension.
leave a message in the caller's mailbox	7 1 to record and send a reply to the internal caller's mailbox.

To reply to an internal caller

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press #.
2. Enter your mailbox password and press #.
3. A mailbox summary is announced.
   While you are in your message list, you can play any message.
4. Press 2 to play the current message.
5. Press 9 to call the caller
   or
   press 7 1 to record and send a reply.

Replying to an external caller

You can reply to a message from an external caller if your company subscribes to CLID. Before using the Reply option you must play the message.

To reply to an external caller

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press #.
2. Enter your mailbox password and press #.
3. A mailbox summary is announced.
   While you are in the message list you can play any message.
4. Press 2 to play the current message.
5. Press 9 to call the caller.
   CallPilot dials the external number directly.

Placing a call with Thru-Dial

With Thru-Dial you can call another number while you are logged on to your mailbox, or if you call someone's extension and reach their voicemail.

When to use Thru-Dial

When you are making a call, you can make a second call without hanging up and dialing a second number by using Thru-Dial. This is especially useful if you are at a pay telephone.

Use Thru-Dial if you want callers to be able to dial another number to reach your Target Attendant, (which you can change to be an out-of-office number) or maybe another contact person if you're not available.

When you are making calls from a hotel you can avoid toll charges by using Thru-Dial to call other extensions from one call.

Examples of using Thru-Dial

- Pat calls her mailbox from a pay telephone and hears an urgent message from Joe. Without hanging up, Pat can Thru-Dial Joe’s number and doesn't have to pay for another call.
- Pat is away from the office and needs to leave messages for Jill and Bob in the office. Pat can call Jill's mailbox, leave a message, then Thru-Dial to Bob and leave a message.
- Pat calls Doris and gets her voicemail. Pat knows that Andy can provide the information she needs, so Pat Thru-Dials to Andy from Doris' mailbox.

To place a Thru-Dial call

1 Open your mailbox:

- If you are calling remotely press * * during your greeting to open your mailbox. If you are in Europe or Australia press 8 8. Follow the voice prompts to enter your mailbox number and password.
- If you are calling from your telephone, dial the CallPilot Messaging access number, or press the message key on your telephone.
  Follow the voice prompts to open your mailbox.

2 Press 0, followed immediately by the telephone number you want to call.
Do not pause for more than two seconds while you are entering the number.

To search the Company Directory while placing a Thru-Dial call

If you enter a name instead of a number with Thru-Dial, You can enter up to four letters. After four letters CallPilot tells you what the matches are and you can select one. If the name you are searching for has fewer than four letters, or you wish to enter fewer than four letters, enter the letters and press [#]. CallPilot tells you what the matches are and you can select one.

1. Dial the CallPilot Messaging access number.
2. Press [0], followed immediately by [1] [1] to search the Company Directory. This is the default Company Directory number. The System Administrator can change the Company Directory number. If you don't know the number, press [*].
3. Enter the last name, then the first, until your call is placed.
   For instructions on entering the name, refer to "Searching the Company Directory" on page 27.

To use Thru-Dial to reach your Target Attendant

Your Target Attendant is the number of the person your callers reach when they press zero.

1. Open your mailbox:
   - If you are calling remotely press [*] [*] during your greeting to open your mailbox.
     If you are in Europe or Australia press [8] [8].
     Follow the voice prompts to enter your mailbox number and password.
   - If you are calling from your telephone, dial the CallPilot Messaging access number, or press the message key on your telephone.
     Follow the voice prompts to open your mailbox.
2. Press [0], then wait for the call to be answered by your Target Attendant.
   For information on setting up a Target Attendant refer to "Assigning a Target Attendant" on page 12.

Call Forwarding your calls

You can call forward your calls if you do want your calls to go to CallPilot immediately, without ringing at your extension. For example, you can set up Call Forwarding if you are not going to be in the office and you do not want your ringing telephone to disturb your colleagues, or if you do not want to take calls while you are working. While Call Forward is on, callers can leave a message for you without having to wait for the telephone to ring several times.

Call Forwarding your calls to your mailbox

To forward incoming calls to your mailbox:

1. Press the Call Fwd. button.
2. Enter the CallPilot Messaging access number.

To cancel Call Forward:

3. press Call Fwd. button.

Chapter 6
Outbound Transfer

This chapter explains:

- About Outbound Transfer
- Setting up Outbound Transfer
- Adding special characters to a destination number
- Setting up Outbound Transfer
- Turning Outbound Transfer on or off

About Outbound Transfer

You can set up Outbound Transfer to transfer a caller who reaches your mailbox to a number that you assign. A caller can use Outbound Transfer from any tone dial telephone, and you can direct your Outbound Transfer calls to any telephone.

You can tell callers about this feature in your personal greeting. If you inform callers of this feature in your mailbox greeting, you must tell callers to press 9.

For example:

"Hi. This is Brenda Whately. I'm away from the office today. Please leave me a message after the tone and I will return your call as soon as possible. If you need to reach me before tomorrow, press 9 and you will be transferred to my cell phone. Thanks."



Note: The restrictions that apply to your telephone line also apply to Outbound Transfer numbers. For example, if you cannot dial long distance telephone numbers from your telephone, you cannot have a long distance Outbound Transfer destination. If your mailbox is restricted to extension destinations for Outbound Transfer, see your System Administrator.

For Outbound Transfer to function properly, you must have a greeting recorded.

When you set up Outbound Transfer, you can add special characters to the destination number. Refer to "Adding special characters to a destination number" on page 38 for more information.

Adding special characters to a destination number

Special characters are pauses or other dialing instructions that you can add if they are required to access the network or a destination number.

Follow the voice prompts or press ADD to add special characters to a destination telephone number (or a destination pager number if you are setting up a destination pager number in Remote Message Notification.) A destination telephone or pager number cannot be longer than 30 characters.

Note: If you are adding special characters, do not press the dialpad buttons # to enter a #, or * to enter a *. Listen to the voice prompts for how to enter these characters.

Adding special characters to a destination number	
Press	**Description**
2	to resume adding digits to the destination telephone number
3	to enter a timed pause. Pauses are four seconds long.
4	to recognize dial tone (behind PBX).
5	to enter a #
6	to enter a *
*	to cancel and retry

Setting up Outbound Transfer

To set up Outbound Transfer to a telephone number

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press #.
2. Enter your mailbox password and press #.
3. Press 8 0 to open the Mailbox Options.
4. Press 9.
5. Press 1 to set up Outbound Transfer.
6. Press 1 to select an external telephone as the destination
   or
   if you have already set up an Outbound Transfer destination, press 1 and then press 1.
7. Enter the destination telephone number and press #.
8. Press # to accept the destination number
   or
   to review the number press 1
   or
   press 2 to add special characters. For information, refer to "Adding special characters to a destination number" on page 38.
   After you add special characters, press # to accept the destination number.
9. Press 1 to turn Outbound Transfer on if it is off.
10. Hang up to end the session.

To set up Outbound Transfer to an extension

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press #.
2. Enter your mailbox password and press #.
3. Press 8 0 to open the Mailbox Options.
4. Press 9.
5. Press 1 to set up Outbound Transfer.
6. Press 2 to set up an extension as a destination
   or
   if you have already set up an Outbound Transfer destination, press 1 and then press 2.
7. Enter the destination extension and press #.
8. Press # to accept the number.
9. Press 1 to turn Outbound Transfer on if it is off.
10. Hang up to end the session.

Turning Outbound Transfer on or off

You can turn Outbound Transfer on or off at any time after you set it up. Turning Outbound Transfer off does not affect any of its assigned parameters.

To turn Outbound Transfer on or off

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press #.
2. Enter your mailbox password and press #.
3. Press 8 0 to open the Mailbox Options.
4. Press 9.
5. Press 2 to access Outbound Transfer.
6. Press 1 to turn Outbound Transfer on if it is off
   or
   press 1 to turn Outbound Transfer off if it is on.
7. Hang up to end the session.

Chapter 7
Message Notification

This chapter describes how to set up and change Message Notification and explains:

- About Message Notification
- Setting up Message Notification
- Changing Remote Message Notification
- Deleting a destination number
- Adding a destination number
- Turning Message Notification on or off

About Message Notification

You can program CallPilot to call you at a telephone number, an extension, or a pager when you have a message. Your System Administrator enables Message Notification.

If you program CallPilot to call you at a telephone, you are prompted to enter your password before you can listen to your messages.

You can receive notification of a message at a maximum of five different destination numbers. When the number of retry attempts is reached for each destination number, the next number in the series is called. For example, CallPilot can contact your car telephone number first to let you know you have a message. If there is no answer, the call rings at your home number. If there is still no answer, the call rings at your pager number, and so on. The number of retry attempts is assigned by your System Administrator.

If the destination type is Phone, you must assign start and stop times. The start and stop times apply to all five notification numbers.

Message Notification begins at the start time. Set the start time for the time you are at the destination telephone number, so you are there to receive your calls.

A person who receives a Message Notification call can cancel Message Notification to their destination number. This is useful if a destination is incorrectly programmed and the wrong person receives the calls.

The recipient of a Message Notification call hears the following voice prompt: "*Message for (name of mailbox owner). To log on press* 1. *If you have received this call by mistake, please press* 2.

Message Notification parameters

You can set up the parameters for Message Notification from any tone dial telephone.

The parameters are:

- destination type (telephone, extension or pager)
- destination number (telephone, extension or pager)
- time range for receiving calls at telephone numbers or extensions. Pagers are notified any time there is a qualifying message.
- types of message you want to receive (all new messages or just urgent messages)



Note: The restrictions that apply to your telephone line also apply to Remote Message Notification numbers. For example, if you cannot dial long distance telephone numbers from your telephone, you cannot have a long distance Message Notification destination number.

Setting up Message Notification

Follow these instructions if you are setting up Message Notification for the first time. If you have already set up Message Notification, refer to the section "Changing Remote Message Notification" on page 52.

To set up Message Notification to	refer to
a telephone number	page 45
an extension	page 48
a pager	page 48

To set up Message Notification to a telephone number

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press #.
2. Enter your mailbox password and press #.
3. Press 8 5 2 to open the Message Notification menu.
4. Press 1 to set up Message Notification.
5. Press 1 to choose a telephone number destination.
6. Enter the destination telephone number and press #. The destination telephone number is a maximum of 30 digits.
7. Press # to accept the destination telephone number
   or
   press 1 to review the number
   or
   press * to cancel and reenter the number
   or
   press 2 to add special characters and use your dialpad or follow the voice prompts to add characters. After you add special characters, press # to accept the destination number.
8. Enter the start time for Message Notification. This is a four-digit field. You must precede a single-digit hour and minute with a zero.
9. Press 1 for AM
   or
   press 2 for PM.
10. Press # to accept the start time.
11. Enter the time when Message Notification is to stop. This is a four digit field. You must precede a single-digit hour and minute with a zero.
12. Press 1 for AM
    or
    press 2 for PM.
13. Press # to accept the stop time.

14 Press 1 if you want to change the destination number
or
press # if you do not want to set up another destination number.

15 Press # to accept the start time that you entered
or
press 1 to change the start time.

16 Press # to accept the stop time that you entered
or
press 1 to change the stop time.

17 Press # if you want to be notified when you receive a new message
or
press 1 if you want to be notified only when you receive an urgent message.

18 Hang up to end the session.

To set up Message Notification to an extension

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press [#].
2. Enter your mailbox password and press [#].
3. Press [8] [5] [2] to open the Message Notification menu.
4. Press [1] to set up Message Notification.
5. Press [2] to choose an extension as the destination.
6. Enter the destination number and press [#].
7. Press [#] to accept the destination extension.
8. Enter the start time for Message Notification. This is a four-digit field. Any single-digit hour and minute must be preceded by zero.
9. Press [1] for AM
   or
   press [2] for PM.
10. Press [#] to accept the start time.
11. Enter the time when Message Notification is to stop. This is a four digit field. You must precede a single-digit hour and minute with a zero.
12. Press [1] for AM
    or
    [2] for PM.
13. Press [#] to accept the stop time.
14. Press [1] if you want to set up another destination number
    or
    press [#] if you do not want to set up another destination number.
15. Press [#] to accept the start time that you entered
    or
    press [1] to change the start time.
16. Press [#] to accept the stop time that you entered
    or
    press [1] to change the stop time.
17. Press [#] if you want to be notified when you receive a new message
    or
    press [1] if you want to be notified only when you receive an urgent message.
18. Hang up to end the session.

Setting up Message Notification to a pager number

Example of a destination pager number

If you are assigning a pager destination number from behind a PBX, remember to insert a 9 (depending on your system) before the # to access an outside line.

There is a combined limit of 30 characters for the pager telephone number and the pager message.

For example, to reach your pager, enter:

4 2 5 5 5 1 2 3 4 # 3

where:

- # specifies the next digits are special characters
- 4 recognizes dial tone
- 2 specifies that the next digits are the numbers to be dialed
- 5 5 5 1 2 3 4 is the pager telephone number dialed
- 3 inserts a timed pause

Depending on the company supplying your paging service, the programming sequence can vary. For more information about setting the destination telephone number parameters for your pager, contact your pager company.

To set up Message Notification to a pager

1 Dial the CallPilot Messaging access number, then enter your mailbox number and press #.

2 Enter your mailbox password and press #.

3 Press 8 5 2 to open the Message Notification menu.

4 Press 1 to set up Message Notification.

5 Press 3 to select a pager number destination.

6 Enter the destination pager number and press #.

7 Press # to accept the destination pager number
or
press 2 to add special characters and use your dialpad or follow the voice prompts to add characters.

After you add special characters, press #.

8 Press # to accept the default pager message. The default pager message that CallPilot sends is the CallPilot extension. This is the sequence of digits that is sent after the pager service is dialed, to notify you of who is paging you
or
press 1 to change the pager message.
The combined limit is 30 characters for the pager telephone number and the pager message.

9 Press 1 if you want to set up another destination number
or
press # if you do not want to set up another destination number.

10 Press # to be notified when you receive a new message
or
press 1 to change the message type to be notified only when you receive an urgent message.

11 Hang up to end the session.

To set up Message Notification to more than one destination

You can receive notification of a message at a maximum of five different destination numbers. The following steps show you how to enter a telephone number destination and then add a pager destination for the first time.

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press #.
2. Enter your password and press #.
3. Press 8 5 2 to open the Message Notification menu.
4. Press 1 to set up Message Notification.
5. Press 1 to choose a destination telephone number.
6. Enter the destination telephone number and press #. The destination telephone number cannot be longer than 30 digits.
7. Press # to accept the destination telephone number
   or
   press 2 to add special characters and use your dialpad or follow the voice prompts to add characters.
8. Enter the start time for Message Notification. This is a four-digit field. You must precede a single-digit hour and minute with a zero.
9. Press 1 for AM
   or
   2 for PM.
10. Press # to accept the start time.
11. Enter the time when Message Notification is to stop. This is a four digit field. You must precede a single-digit hour and minute with a zero.
12. Press 1 for AM
    or
    2 for PM.
13. Press # to accept the stop time.
14. Press 1 to set up another destination number.
15. Press 3 to select a pager number destination.
16. Enter the destination pager number and press #.
17. Press # to accept the destination pager number
    or
    press 2 to add special characters and use your dialpad or follow the voice prompts to add characters.

    After you add special characters, press #.
18. Press # to accept the default pager message. The default pager message that CallPilot sends is the CallPilot extension. This is the sequence of digits that is sent after the pager service is

dialed, to notify you of who is paging you
or
press 1 to change the pager message.
The combined limit is 30 characters for the pager telephone number and the pager message.

19 Press # to continue.

20 Press # to accept the start time that you entered
or
press 1 to change the start time.

21 Press # to accept the stop time that you entered
or
press 1 to change the stop time.

22 Press # to be notified when you receive a new message
or
press 1 to be notified only when you receive an urgent message.

23 Hang up to end the session.

Changing Remote Message Notification

You can change the parameters and destinations for Message Notification. Refer to "Message Notification parameters" on page 44 for more information about parameters.

If you want to change the time or message type parameters, use the procedure "To change the time range or type of message parameters" on page 52

If you want to change the destination type refer to the procedure for the destination type.

To change the destination type	refer to
from a telephone to an extension, pager or another telephone number	page 53
from a pager to an extension or telephone	page 54
from a telephone or extension to a pager	page 55

To change the time range or type of message parameters

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press #.
2. Enter your mailbox password and press #.
3. Press 8 5 2 to open the Message Notification menu.
4. Press 1 to set up Message Notification.
5. Press # to continue until the prompt announces the start time.
   If you want to change the destination type refer to "To change the destination type" on page 52 for the appropriate procedure.
6. Press 1 to change the start time
   or
   press # to accept the start time.
7. Press 1 to change the stop time
   or
   press # to accept the stop time.
8. Press 1 to change the message type
   or
   press # to accept the message type. You can choose to be notified of all new messages or urgent messages only.
   Change the message type to urgent to be notified only when you receive an urgent message.
9. Hang up to end the session.

To change the destination from telephone to another destination

1 Dial the CallPilot Messaging access number, then enter your mailbox number and press [#].

2 Enter your mailbox password and press [#].

3 Press [8] [5] [2] to open the Message Notification menu.

4 Press [1] to set up Message Notification.

5 Press [1] to change the destination.

6 Press [1] to choose another telephone number destination
or
press [2] to choose an extension destination
or
press [3] to choose a pager number destination.

7 Enter the destination number and press [#].
The destination telephone number cannot be longer than 30 digits.

8 Press [#] to accept the destination number
or
press [*] to re-enter the destination number.

9 Press [#] to continue
or
press [1] to change the destination, and repeat steps 6 through 8.

10 Press [1] if you want to set up another destination number
or
press [#] if you do not want to set up another destination number.

11 Press [1] to change the start time
or
press [#] to accept the start time.

12 Press [1] to change the stop time
or
press [#] to accept the stop time.

13 If you want to change message notification,
press [1] if you want to be notified only when you receive an urgent message.
Press [#].

14 Hang up to end the session.

To change the destination from pager to telephone or extension

1 Dial the CallPilot Messaging access number, then enter your mailbox number and press [#].

2 Enter your mailbox password and press [#].

3 Press [8] [5] [2] to open the Message Notification menu.

4 Press [1] to change Message Notification.

5 Press [1] to change the destination type and the destination number.

6 Choose the type of destination number:
press [1] to choose a telephone number destination
or
press [2] to choose an extension destination.

7 Enter the destination number you want to set up Message Notification for.

8 Press [#] to accept the destination number
or
press [*] to re-enter the number.

9 Press [#] to continue.

10 Press [1] if you want to set up another destination, and repeat steps 7 through 9
or
press [#] if you do not want to set up another destination.

11 Press [1] to change the start time
or
press [#] to accept the start time.

12 Press [1] to change the stop time
or
press [#] to accept the stop time.

13 If you want to change message notification,
press [1] if you want to be notified only when you receive an urgent message.
Press [#].

14 Hang up to end the session.

To change the destination from telephone or extension to pager

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press #.
2. Enter your mailbox password and press #.
3. Press 8 5 2 to open the Message Notification menu.
4. Press 1 to change Message Notification.
5. Press 1 to change the destination type and the destination number.
6. Press 3 to choose a pager number destination.
7. Enter the pager number and press # to continue.
8. Press # to accept the destination pager number
   or
   press 2 to add special characters and use your dialpad or follow the voice prompts to add characters.

   After you add special characters, press #.
9. Press # to accept the default pager message. The default pager message that CallPilot sends is the CallPilot extension. This is the sequence of digits that is sent after the pager service is dialed, to notify you of who is paging you
   or
   press 1 to change the pager message.
   The combined limit is 30 characters for the pager telephone number and the pager message.
10. Press # to continue.
11. Press 1 if you want to set up another destination
    or
    press # if you do not want to set up another destination.
12. Press # if you want to be notified when you receive a new message
    or
    press 1 if you want to be notified only when you receive an urgent message.
13. Hang up to end the session.

Deleting a destination number

If you have more than one destination number for Message Notification, you can delete a destination.

To delete a destination number

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press #.
2. Enter your mailbox password and press #.
3. Press 8 5 2 to open the Message Notification menu.
4. Press 1 to set up Message Notification.
5. The prompts announce the telephone numbers you have set up for Message Notification. When the prompt plays the number you want to delete, press 2.
6. Hang up to end the session.

Adding a destination number

Use this procedure if you have set up Message Notification and you want to add another destination number. You can have up to five destination numbers.

To add a destination number

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press #.
2. Enter your mailbox password and press #.
3. Press 8 5 2 to open the Message Notification menu.
4. Press 1 to set up Message Notification.
5. Press # to continue until the voice prompt announces that the Notification Destination has not been set up.
6. Press 1 to set up another destination number and follow the steps in "To set up Message Notification to a telephone number" on page 45
   or
   "To set up Message Notification to an extension" on page 47
   or
   "To set up Message Notification to a pager" on page 48.

Turning Message Notification on or off

You can turn Message Notification on or off at any time. If you turn Message Notification off, you do not affect any of the assigned parameters.

To turn Message Notification on or off

1. Dial the CallPilot Messaging access number, then enter your mailbox number and press #.
2. Enter your mailbox password and press #.
3. Press 8 5 2 to open the Message Notification menu.
4. Press 1 to activate or deactivate Message Notification
   or
   press 2 to enter the time.
5. Hang up to end the session.

Chapter 8
Broadcast and Information messages

About Broadcast messages

You can ask the System Administrator to send a Broadcast message if you need to send a message to every initialized mailbox on your telephone system. You can ask the System Administrator to send a Broadcast message to announce meetings, special company events, and reminders. Sending a Broadcast message eliminates recording and sending the same message several times.

Broadcast messages play on all mailboxes initialized with CallPilot.



Note: Broadcast messages are not sent to Information or General Delivery mailboxes.

Information mailbox greetings

Your business or department can use Information mailboxes to provide callers with messages and announcements. You can record and update greetings for an Information mailbox.

You can use Information mailbox greetings to:

- announce sales
- provide product lists
- announce special events

Make it easy for callers to access Information mailbox greetings by mentioning the Information mailbox in the Automated Attendant, or by asking the operator to route enquiries to the Information mailbox. Ask your System Administrator for details.

Callers cannot leave messages in an Information mailbox. Callers automatically disconnect after they listen to an Information mailbox greeting.

Recording an Information mailbox greeting

Before you record an Information mailbox greeting, you must determine what the greeting includes. Be sure to include important times and dates.

For example: *"Paddy's Dance Studio proudly presents an extravaganza of dance. The entertainment begins at 8:00 pm on the fourth of July. Toddlers tap is in the White Room. Folk dance is in the Green Room. Classical ballet is in the Pink Room. Contemporary jazz is in the Blue Room. The studio and recital rooms are located at 222 Main Street."*

Write the greeting down and practice reading it aloud. When you are confident the greeting includes everything you want it to, record the greeting. If you are using a telephone system with bilingual capability, you must record the Information mailbox greeting in both languages.

An Information mailbox greeting can be either a Primary or an Alternate mailbox greeting.

To record an Information mailbox greeting

1. Dial the CallPilot Messaging access number, then enter the Information mailbox number and press [#].
2. Enter the Information mailbox number and password, then press [#].
   The System Administrator creates the password when they initialize the mailbox. Ask the System Administrator for the Information mailbox password.
3. Press [1].
4. At the sound of the tone, record the Information mailbox greeting.
   Press [#] when you are done.
5. Press [#] to accept the recording
   or
   press [1] to listen to the greeting
   or
   press [2] to rerecord the greeting.
6. Press [#] to end the session.

Chapter 9
CallPilot tips

This chapter contains tips on how to optimize your use of CallPilot.

Listen to your messages frequently. Answer your messages promptly to encourage callers to use CallPilot and reassure them that it is as reliable as speaking with you personally.

You do not have to be at your desk to play your messages. When you are away from your desk, you can play your messages from any tone dial telephone.

Clean up your mailbox. There is limited storage in your mailbox and within CallPilot. Do not save messages unless you need to listen to them again. When you are finished with a message, erase it to create storage space.

Keep a record of your password in a secure place. Treat your CallPilot password as a secret code. Write down your password and keep it in a safe place. Do not keep your password near your telephone. If you let someone else have temporary access to your mailbox, change your password afterwards. If you forget your password, the System Administrator can reset it to the default password 0000. You can then enter a new password.

When sending messages, make them brief and to the point. More than 75% of the time spent on a normal business telephone call consists of making small talk, pleasantries and other socializing. Sending a message rather than making a call can save you time. Try to avoid sounding hurried or rude while restricting your messages to the essentials.

Change your Primary greeting frequently. It is a good idea to change your Primary greeting on a regular basis. Change your greeting to indicate that you listen to your messages and maintain your mailbox on a regular basis. Change your Primary greeting to provide a personal touch that frequent callers appreciate.

Make your Alternate greeting specific. Choosing an Alternate greeting usually means you are away from the office. If you are out of the office, indicate in your Alternate greeting when you expect to return. If you will be checking your mailbox while you are out of the office, include that in your message. If callers can reach you at another telephone number, ensure that your message includes the telephone number and the time period of the temporary arrangement. If you are going to be out of the office, remember to forward your telephone to CallPilot.

Use an Extended Absence Greeting. Begin this greeting by announcing your vacation or travel plans. This gets the attention of the caller. For example, *"Vacation alert! Hi, this is Marshall. I will be on vacation starting on the 5th, and I will be returning to work on the 12th. If you care to do so, please leave a message and I will return your call when I return from vacation. For immediate assistance, please press zero."*

Record your greetings and messages clearly. For a better quality recording, speak directly into the handset. Do not use the Handsfree feature. Remember to speak clearly in a pleasant voice at a pace that is easy to understand. Do not speak too softly or loudly or make the greeting or message too lengthy. After you record a greeting or message play it back. Make sure that your greeting or message sounds the way you want it to before you accept it.

Do not forget to use the Copy and Reply features. You can use CallPilot to send copies of messages to other mailboxes and reply to messages with a message of your own. When you send copies of messages to other people, ensure that your introduction explains:

- why you are forwarding a copy of the message
- whether the copy is for information only
- whether the message is meant for the person you are forwarding it to
- who is responsible for the action on the message

Use Group Lists for multiple copies of messages. If you find that you regularly send the same message to several people, ask the System Administrator to create a Group List for you. With a Group List, you can send the same message to all the mailboxes in the Group List.

Encourage CallPilot use. Old habits are sometimes hard to break, and some people have difficulty accepting or trying new technologies. Use your Personal mailbox and other CallPilot features, and encourage your co-workers and frequent callers to use them too.

Report problems promptly. If you encounter problems using CallPilot, report the trouble to the System Administrator as soon as possible.

Chapter 10
Troubleshooting

This chapter describes some problems that can occur when you use CallPilot. Some typical problems are listed and what to do if they occur.

The Automated Attendant transfers some callers to the General Delivery Mailbox

CallPilot requires a tone signal and a minimum voice level. If CallPilot does not receive a response, the caller is automatically transferred by the Automated Attendant to the CallPilot operator. If the operator is not available, the call transfers to the General Delivery Mailbox.

Possibly the extension called does not have a mailbox assigned to it. Ask your System Administrator to verify that the mailbox is assigned to the extension.

I cannot forward my telephone to CallPilot

If you try to forward your extension to CallPilot and you hear a fast busy signal, you can be forwarding to the wrong extension number. Dial the CallPilot Messaging access number to verify you are calling the correct CallPilot Messaging access number. If you don't know the CallPilot extension number ask your System Administrator.

My mailbox is not accepting messages

Make sure your mailbox is initialized. A mailbox cannot receive messages until it is initialized by the owner. Refer to "Initializing your mailbox" on page 7.

Make sure your mailbox is not full. Refer to "My mailbox is full" on page 64.

If you are using an Alternate greeting, check if you have set up your mailbox to accept messages. Refer to "Recording a Primary or Alternate mailbox greeting" on page 17.

My name does not play in the Company Directory

Check to ensure that your mailbox is initialized. If it is not initialized, your name does not play in the Company Directory and your mailbox cannot receive any messages. If you have recorded your Company Directory name, ask your System Administrator to ensure that the Company Directory is available.

I forgot my mailbox password

A forgotten password cannot be recovered. Your old password must be reset to the default password of four zeroes (0000). After the System Administrator resets your password, you must open your mailbox and change the default password.

My mailbox is locked

Your mailbox is locked if you attempt to access your mailbox and you hear the recording: *"This mailbox has been locked to prevent unauthorized access. Please contact your administrator for assistance."* Your mailbox is assigned a maximum number of incorrect password attempts. CallPilot records the number of incorrect attempts from the last time your mailbox was successfully accessed. If the number is exceeded you are locked out. You cannot open your mailbox until the System Administrator resets the password.

CallPilot Timeout

The Timeout feature allows ten seconds for you to choose an option. If CallPilot does not detect a selection, it replays the option list. If an option is still not selected, CallPilot ends the session.

CallPilot has minimum voice level detection. If you do not choose an option after ten seconds, the voice prompt replays the options. If you do not choose an option after another ten seconds, CallPilot ends the session.

Messages are cut off

If people need to leave long messages in your mailbox (up to 10 minutes), you can ask the System Administrator to give you more message recording storage space.

My mailbox is full

You know that your mailbox is full if you attempt to listen to your messages and you hear the message, *"Your mailbox is full. You must erase some messages before you can listen to new messages."*

Your mailbox is equipped with the Never Full Mailbox feature, which lets a caller leave a message in your mailbox, even if the mailbox is "full". The message is stored, but you cannot access it until you delete at least one saved message. If you find that you need more message time in your mailbox, ask your System Administrator to give you more storage space.

Outbound Transfer does not work

Ensure that you have recorded the correct instructions for callers in your personal greeting. In your greeting, tell callers to press 9 to reach you. Refer to "About Outbound Transfer" on page 37 for information.

Ensure that the destination number you enter is not restricted. For example, if you cannot call long distance numbers from your telephone, you cannot set up Outbound Transfer to a long distance number.

Check to see if Outbound Transfer is turned on. Refer to "Turning Outbound Transfer on or off" on page 41 for more information.

Remote Notification does not work

If Remote Notification does not work, ask the System Administrator to check the Remote Notification parameters. Also, ask the System Administrator to check whether you are allowed to have Remote Notification. Ensure that the destination telephone number and time parameters are correct.

Ensure that the destination numbers that you enter are not restricted. For example, if you cannot call long distance numbers from your telephone, you cannot set up Remote Notification to a long distance number.

Check to see if Remote Notification is turned on. Refer to "Turning Message Notification on or off" on page 57 for more information.

Glossary

Administration

The tasks involved in maintaining CallPilot mailboxes, greetings and set up configuration.

Alternate greeting

A greeting recorded for a Personal mailbox and played on occasions such as absence, illness, or vacation.

Automated Attendant

The CallPilot answering service that answers incoming calls with a Company greeting, plays a list of CallPilot options to a caller and performs call routing functions in response to a caller's dialpad selections.

Broadcast Message

A message that can be sent only by the System Administrator. This type of message plays in all initialized Subscriber mailboxes.

Class of Service

A predetermined number designation that specifies the CallPilot options for a mailbox.

Company Directory

A voice list that contains the names of users with initialized mailboxes that are designated to appear in the Company Directory.

Default

The parameters preset in CallPilot.

Designated Operator

A person who is assigned to answer the CallPilot Operator Request option.

DTMF

Dual-Tone MultiFrequency. The type of audio signals that are generated when you press the buttons on a touch-tone telephone.

Envelope information

A date and time stamp that appears on messages left in a mailbox. If the message is left by another mailbox owner, envelope information includes the names of the sender and other recipients.

Extension

A two-digit to seven-digit number used to reach a designated telephone. An internal telephone is also referred to as an extension.

Greetings

There are three types of CallPilot greetings:

- Company greetings are played by the Automated Attendant to incoming callers.
- Personal mailbox greetings are played to callers who want to leave a message in a mailbox. These greetings include your Primary, Alternate and Personalized greetings.
- Information mailbox greetings are played to describe goods or services available to callers.

Group Lists

A collection of mailbox numbers assigned to a special group name and number by the System Administrator. If a message is sent to a Group List, each mailbox in the list receives the same message.

Guest mailbox

A mailbox assigned to a user who does not have an extension.

Information mailbox

A mailbox that plays a message describing goods or services available from your company.

Initializing a mailbox

Preparing a mailbox to receive messages, which includes changing a mailbox default password and recording a Company Directory name.

Mailbox

A storage place for voice messages on the CallPilot system.

Mailbox number length

The number of digits allowed in a mailbox number.

Message delivery options

Message sending options for a message. A message delivery option can be assigned to a message after it is recorded.
Message delivery options are:

- Normal
- Certified/Acknowledge
- Urgent
- Private
- Timed

Message Waiting Notification

A display prompt that informs a mailbox owner when a message is left in a mailbox. This feature is controlled by the Class of Service for your mailbox.

Never Full mailbox

CallPilot mailboxes have a Never Full mailbox feature that lets callers leave a message in your mailbox, even if your mailbox is “full”. You cannot access the message until you delete at least one saved message.

Option

CallPilot choices that are announced through voice prompts.

Password

A four- to eight-digit number that you enter on your dialpad. You enter your password to open your mailbox.

Pause

You use pauses when you set up pager notification. Each pause character that you enter makes the system wait four seconds before sending out the tones for the digits that follow. For voice pagers, enter pauses after the pager number to delay the start of the CallPilot voice prompt that activates the pager. For alphanumeric pagers, enter pauses after the pager number.

Personal mailboxes

Mailboxes assigned to subscribers as a place to store messages.

Primary greeting

The main greeting played in a Personal mailbox.

Recognize dial tone

After accepting an Outbound Transfer or Message Notification destination telephone number, entering 4 adds a D to the digit string. CallPilot uses this to recognize dial tone when an access code is required.

Message Notification

The CallPilot feature that calls destination numbers that you set up, when you have a new or urgent message. Message Notification is controlled by the Class of Service for your mailbox.

Resetting passwords

A System Administrator task that changes a mailbox password from its current setting back to the CallPilot default setting 0000 (four zeros).

System Administrator

The person who configures, updates and maintains the CallPilot system.

Touch tone telephone

A push-button telephone that emits DTMF tones.

Voice prompts

The voice instructions that play when you access CallPilot features and options.

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