

CallPilot Unified Messaging Quick Reference Card

Release 4.0

NORTEL

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Mailbox number _____

Multimedia Messaging access _____ Custom Commands access _____ Name Dialing/Addressing prefix _____

Speech Activated Messaging access _____ Faxphone access _____ Telephone addressing prefix _____

My CallPilot URL _____ Express Messaging _____ Prefixes for other sites _____



Multimedia Messaging

In Multimedia Messaging, you use your telephone keypad to enter message and mailbox commands.

Logging in to your mailbox

- 1 Dial the CallPilot Multimedia Messaging access number, or press the message key.
- 2 Enter your mailbox number, then press #; or at your own telephone, just press #.
- 3 Enter your password, then press #.

Playing your messages

When you log in to your mailbox, you are at your first new message. Messages can be voice, fax, or voice and fax. E-mail messages are in a separate list.

- 1 Press 2 to play the current message.
- 2 Press 6 to go to the next message; or press 4 to go to the previous message.
- 3 To disconnect, press 8 3, or hang up.

While playing a message:

- ▶ To skip back five seconds, press 1; to skip forward five seconds, press 3.
- ▶ To play the message slower, press 2 1; to play the message faster, press 2 3.
- ▶ To play the message softer, press 2 4; to play the message louder, press 2 6.
- ▶ To pause, press #; to continue, press 2.

Deleting and restoring messages

Before, during, or after playing a message, press 7 6 to delete it. To restore a deleted message, including a message that has been auto-deleted by the system, return to the message and press 7 6.

Responding to messages

Before, during, or after playing a message:

- ▶ **Contact Sender** To contact the sender, press 9. Speak to the person or leave a message, then hang up.
- ▶ **Reply** To reply to a message, press 7 1, record a reply, then press 7 9 to send it.
- ▶ **Reply All** To reply to the sender and all recipients of a message, press 7 4, record a reply, then press 7 9 to send it.
- ▶ **Forward** To forward a message, press 7 3. Address the message, then press 7 9 to send it. You can record an introduction before sending the message.
- ▶ To play the message envelope, press 7 2.

To record a reply or introduction, see *Composing messages*.

* Printing fax messages

- 1 While at a message that is a fax or has a fax attachment, press 7 7. Press 1 to print this fax, press 2 to print all unprinted faxes, or press 3 to print all faxes in your mailbox.

- 2 Enter a fax number for printing, then press #.

Or, to print at the default fax number that you set in Fax Options, press #.

- 3 When CallPilot confirms your selection, press #.

To print at the faxphone you're calling from:

- 1 Log in from a faxphone using the faxphone access number.

2 Play your messages before printing faxes. CallPilot disconnects when printing starts.

- 3 While at a fax message, press 7 7. Then press 1 to print this fax, press 2 to print all unprinted faxes, or press 3 to print all faxes in your mailbox.

- 4 Press 0 # when prompted to enter the fax number.

- 5 Press **Send** or **Start** on the faxphone.

* Listening to your e-mail messages

You can check to see if you have any new e-mails, then listen to the text content of an e-mail, or print it.

- 1 While logged in to your mailbox, press 8 9. CallPilot starts to retrieve any new e-mails in your Inbox.

- 2 While you wait, you can press 8 9 to return to your voice messages. When CallPilot tells you your e-mail messages are ready, press 8 9 again.

- 3 Listen to the header details of your first new e-mail, then listen to it or press 6 to go to the next new e-mail.

- 4 Press 2 to listen to the text content of the message.

- ▶ Use the standard playback commands to pause, skip back or forward, and change speed and volume. See *Playing your messages*.

- ▶ To mark the e-mail for deletion, press 7 6.

- ▶ To print an e-mail at a fax machine, press 7 7. See *Printing fax messages*.

- 5 Press 8 9 to return to your voice messages.

Note: To reply to your e-mail or compose new e-mails, you must log in to your e-mail through your computer. If you change your e-mail password, you must update it on the CallPilot Features page in My CallPilot.

Thru-dialing

While logged in to your mailbox, you can place a call without hanging up. Press 0, followed immediately by the telephone number you want to call, then press #. Do not pause between numbers.

Composing messages

To compose a message, you address it, record a message, then send it. You can address a message to mailbox numbers, distribution list numbers, users on other networks, external telephone numbers, faxphones, and spelled names.

- 1 While logged in to your mailbox, press 7 5.

- 2 Enter the first address, then press #. You can enter more addresses followed by #. (To cancel an address, press 0 #.)

- 3 When you have finished, press # again.

- 4 Press 5. At the tone, record your message, then press #.

- ▶ To play the message, press 2.

- ▶ To add options and attachments, press 7 0, then Urgent 1, Private 4, Acknowledge 5, Timed Delivery 6, and Add Attachment 7.

- 5 Press 7 9 to send the message.

Note: You can enter a list of addresses after you record your message, depending on your user class.

Name Dialing

When addressing a message, you can enter the address by spelling the person's name.

- 1 At the address prompt, enter the Name Dialing prefix, or press *.

- 2 Spell the last name, then the first name.

- 3 Stop when the system finds the name.

Express Messaging

You can send a message to another mailbox without logging in to your own mailbox.

- 1 Dial the Express Messaging number.

- 2 Enter the mailbox number of the person for whom you are leaving the message, then press #.

- 3 At the tone, record your message, then hang up.

Using standard commands

CallPilot has standard commands that are common to all features, so you don't need a main menu. If you learn these standard commands, you can use all the CallPilot features without memorizing every step.

Playing and recording commands:

Skip back 1; Play 2; Skip forward 3;

Previous message 4; Record 5; Next message 6.

Two main families of commands:

Message commands begin with 7;

Mailbox commands begin with 8.

Need help?

Press * at any time for Help prompts.

For detailed information, refer to the online *Multimedia Messaging User Guide* on the Useful Information page in My CallPilot.

Multimedia Messaging (continued)



Changing your password

- 1 While logged in to your mailbox, press **8 4**.
- 2 Enter your current password, then press #.
- 3 Enter your new password, then press #.
- 4 Enter your new password again, then press #.
- If your password expires, follow the steps above.

CallPilot* prevents you from using some passwords if they are too short or too simple, or if you have used the same one recently. Also, CallPilot requires that you change your password on a regular schedule set by your administrator.

Keep your mailbox secure by choosing passwords that are not easily discovered. Decide on a system for choosing passwords that is easy for you to remember but hard for anyone else to guess. For example, you can create a unique and easy-to-remember password by combining letters and numbers on your telephone keypad.

Recording greetings and name

You can record external, internal, and temporary greetings. Callers from outside your organization hear your external greeting, callers within your organization hear your internal greeting. If you don't record an internal greeting, all callers hear your external greeting. All callers hear your temporary greeting if you record one.

Your recorded name (Personal Verification) is used in your greetings and addressed messages, and in Express Messaging, Name Dialing, and Remote Notification announcements.

- 1 While logged in to your mailbox, press **8 2**.
- 2 Press **1** for External Greeting, **2** for Internal Greeting, **3** for Temporary Greeting, or **9** for Personal Verification.

3 Press **5** to record. Wait for the tone, then record your greeting or name.

4 Press # to end your recording.

► To review your recording, press **2**.

► To delete a greeting, press **7 6**.

5 Press **4** to return to your messages.

When you record a temporary greeting, tell your callers the times or dates of your absence, and when you will retrieve your messages. You can set the month, day, and time for the greeting to expire. If you don't set an expiry date, the temporary greeting will stay in effect until you delete it.

Assigning a custom operator

In your greeting, you can offer your callers the option of leaving a message or speaking to one of your assistants or colleagues. Tell callers to press zero if they wish to speak to this person in your absence.

- 1 While logged in to your mailbox, press **8 0** for Mailbox Options, then **1** to review the current custom operator number.

- 2 Enter a new custom operator number.

Blocking messages

You can temporarily prevent your callers from leaving messages in your mailbox. As a courtesy to your callers, you should record a temporary greeting that provides details of your absence and tells callers what to do.

- 1 While logged in to your mailbox, press **8 0** for Mailbox Options, then **7** for Block Messages.

- 2 Turn message blocking on or off:

- To turn it on all the time, press **1**.
- To turn it off, press **2**.

- To block your messages only when a temporary greeting is in effect, press **3**.

- 3 Decide how to handle callers:

- To allow callers to speak to the custom operator you assigned, press **1**.

- To have callers disconnected after your greeting, press **2**.

Turning Autologin on or off

With Autologin, you can log in to CallPilot from numbers allowed by your administrator without entering your mailbox number and password.

- 1 While logged in to your mailbox, press **8 0** for Mailbox Options, then **4** for Autologin.

- 2 Press **1** to turn Autologin on, or press **2** to turn it off.

Setting fax options

To receive and send fax messages, your mailbox and your recipient's mailbox must have fax capability.

- 1 While logged in to your mailbox, press **8 0** for Mailbox Options, then **3** for Fax Options.

- 2 To print all faxes at the same number, press **1** for Autoprint, then press **1** to turn it on or **2** to turn it off.

- 3 To set a default number for printing faxes, press **2**, enter the fax number, then press #.

- 4 To print a separator page between faxes, press **7**, then press **1** to turn this option on, or **2** to turn it off.

- 5 Press # to return to your messages.

Distribution lists

You can create up to 99 personal distribution lists, and record a name to identify each list. Each personal distribution list can contain up to 200 entries.

You can enter all of the same types of addresses to which you can send a composed message, except other personal distribution lists.

- 1 While logged in to your mailbox, press **8 5** for CallPilot Tools, then **5** for Distribution Lists.

- To play a summary of all your lists, press *.

- 2 Enter a number from **1** to **99**, then press #.

- 3 Press **9** if you want to record a name to help you identify this list in the future. At the prompt, press **5**, record the list name, then press #.

- 4 Press **5** to start entering addresses into the list.

- 5 Enter the first address, then press # in the same way you address a message.

- 6 Continue to enter addresses, pressing # after each one.

- To cancel the last number you entered, press **0** #.

- 7 When the list is complete, press #.

- 8 Press **4** to return to your messages.

* Remote Notification

CallPilot can notify you of new messages at a remote telephone or pager.

To turn Remote Notification on and off:

- 1 While logged in to your mailbox, press **8 5** for CallPilot Tools, then **2** for Remote Notification.

- 2 Press **1** to turn it on; press **2** to turn it off.

- 3 Press **4** to return to your messages.

To change your telephone or pager number, message notification type, notification days, and notification times:

- 1 In Remote Notification, press **5** to review your settings.

- 2 Press **5** again to change the first setting.

- 3 At each setting, change it if required, or press # to leave the setting without change. Press **3** to go to the next setting, or press **1** to go to the previous setting.

- 4 Press **6** to exit setup change.

- 5 Press **4** to return to your messages.

CallPilot can notify you of new messages through e-mail with *Remote text notification*.

Need help?

Press * at any time for Help prompts.

For detailed information, refer to the online *Multimedia Messaging User Guide* on the Useful Information page in My CallPilot.

* Speech Activated Messaging



In Speech Activated Messaging, you receive and send CallPilot messages by speaking commands into your telephone handset. You can switch to keypad commands at any time.

Logging in to your mailbox

Dial the CallPilot Speech Activated Messaging access number, say your mailbox number and wait for the prompt, then say your password and wait for the prompt. To ensure privacy or clarity, you can choose to enter your mailbox number and password using keypad commands.

Controlling sound quality

Try to use speech activated messaging in low-noise conditions. In noisy conditions, speak directly into the handset or use a headset.

Speaking numbers

When saying a series of numbers, speak naturally and do not pause between digits. To end a number, simply pause and wait for the next prompt.

Using keypad commands

Use keypad commands to change your password and record greetings, and to use distribution lists, remote notification, and fax options. To switch to keypad commands, simply enter the required keypad command instead of the speech command, then wait for the prompts. If you press * or #, you are not switched to keypad commands. To return to speech commands, press **8 5**, then **4**.

Using paced speech entry

If your spoken numbers cannot be heard clearly, CallPilot switches you to paced speech entry so that you wait for the tone after saying each digit.

Using custom commands

You can train CallPilot to recognize your way of saying the standard commands. Use the training option to record the entire list of standard commands, or use the testing option to record just a few commands.

Speech commands

Call	Print
Call the sender	Record, Re-record
Call another number	Reply to all
Cancel	Reply to the sender
Change list	Restore/Undelete
Compose	Return to messages
Continue	Send
Continue recording	Skip back
Delete	Skip forward
Forward	Slow down
Good-bye CallPilot	Speed up
Help	Stop
Next message	Yes
No	One, Two, Three, Four, Five, Six, Seven, Eight, Nine, Zero/Oh
Play	
Play envelope	
Previous message	

Need more information?

For detailed information about CallPilot features, refer to the online user guides available in My CallPilot. Features with an asterisk (*) are options. Ask your administrator if you can use them.

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CallPilot 4.0 Document issue: Standard 1.02 December 2005
N0029405