



# **Avaya CallPilot® Speech Activated Messaging User Guide**

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## Downloading Documentation

For the most current versions of Documentation, see the Avaya Support Web site: <http://support.avaya.com>.

## Contact Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your Product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://support.avaya.com>.

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# Chapter 1: Customer service

Visit the Avaya Web site to access the complete range of services and support that Avaya provides. Go to [www.avaya.com](http://www.avaya.com) or go to one of the pages listed in the following sections.

## Navigation

- [Getting technical documentation](#) on page 5
- [Getting product training](#) on page 5
- [Getting help from a distributor or reseller](#) on page 5
- [Getting technical support from the Avaya Web site](#) on page 6

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## Getting technical documentation

To download and print selected technical publications and release notes directly from the Internet, go to [www.avaya.com/support](http://www.avaya.com/support).

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## Getting product training

Ongoing product training is available. For more information or to register, you can access the Web site at [www.avaya.com/support](http://www.avaya.com/support). From this Web site, you can locate the Training contacts link on the left-hand navigation pane.

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## Getting help from a distributor or reseller

If you purchased a service contract for your Avaya product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller for assistance.

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## Getting technical support from the Avaya Web site

The easiest and most effective way to get technical support for Avaya products is from the Avaya Technical Support Web site at [www.avaya.com/support](http://www.avaya.com/support).

# Chapter 2: Welcome to Avaya CallPilot®

Avaya CallPilot is an advanced business communications system that offers exceptional flexibility for managing your messaging needs.

You can work with CallPilot from your telephone or your computer. With speech activated messaging, you speak simple commands into your telephone handset. You can switch between speech and keypad commands at any time.

Here are some of the many CallPilot features you can use to receive and send messages with speech activated messaging:

- Play your messages.
- Forward and reply to messages.
- Compose, edit, and send messages.
- Place calls.
- Receive, print, and send fax messages.
- Listen to your e-mail messages.

Some features, such as fax messaging and listening to e-mail, are options. Ask your administrator if these features are available to you.

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## Working with CallPilot

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### How to use this guide

This guide explains how to work with CallPilot using speech activated messaging. You should already know how to use CallPilot keypad commands.

## CallPilot terms

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## Access numbers

Your administrator gives you the access numbers you need for CallPilot. Keep a handy record of these numbers in [Your CallPilot numbers](#) on page 22.

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## Mailbox

Your CallPilot mailbox stores your messages, recorded greetings, distribution lists, and other personal settings.

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## Password

Your personal password provides security for your mailbox and its contents. All of your interaction with CallPilot is confidential; no one else can access your mailbox.

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## Help sources

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## Voice prompts

On your telephone, CallPilot guides you with voice prompts at each step. You can interrupt a prompt by saying the command for the next step.

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## Context-sensitive help

On your telephone, you can say Help at any time to hear available options.

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## My CallPilot

On your computer, Web-based My CallPilot provides a Useful Information page specific to the mailbox options, features, and services that are available to you.

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## Printed help

In addition to this user guide, a printed Quick Reference Card and a printed Wallet Card are available. Keep them near your telephone or take them with you when you travel.

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## Using speech activated messaging

If you are using speech activated messaging in noisy conditions, speak directly into the handset or use a headset. You also have the options of switching to keypad commands, using paced speech entry, or recording custom commands.

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## 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. The pause is the equivalent of pressing the number key (#) to end a keypad command.

---

## Switching to and from keypad commands

You can easily switch to keypad commands if you are in a noisy environment, or when you need to use features that are not available with speech commands, such as changing your password, recording greetings, distribution lists, remote notification, and fax options.

1. To switch to keypad commands, simply enter the required keypad command instead of the speech command, then wait for the prompts.
2. To return to speech commands, press 8 5, then 4.

 **Note:**

If you press the star key (\*) or the number key (#) while in speech activated messaging, you are not switched to keypad commands. The keypad command \* is the same as saying Help. The keypad command # is the same as waiting for the prompt.

---

## Using paced speech entry

CallPilot may ask you to confirm a number that was not heard clearly. If you speak too quickly or in a noisy environment, CallPilot asks you to repeat the commands. After several attempts, CallPilot switches you to paced speech entry so that you can say a series of digits one by one, waiting for the tone after each digit. For example,

### Example

Normal commands: "One, Two, Three" Paced speech: "One"<pause, tone>"Two" <pause, tone> "Three" <pause, tone>

If you find paced speech entry easier, ask your administrator for the access number.

---

## Using custom commands

The custom commands option allows you to train CallPilot to recognize your way of saying the standard commands. It is recommended that frequently used commands be trained for optimum recognition. Record your commands in the environment where you usually use speech activated messaging, such as from your cellular phone, or from your car.

Use the training option to record the entire list of standard commands, or use the testing option to record just a few commands. See [Using standard speech commands](#) on page 11.

To record custom commands, ask your administrator for the access number for your preferred language, and follow the prompts. You can record commands in more than one language by calling the custom commands access number for each language.

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## Using standard speech commands

CallPilot recognizes specific words as speech commands. You can substitute another word for a standard command using the custom commands feature.

Speech commands are familiar words. For example, instead of pressing 2 on your touchtone telephone, just say Play. Here is the list of words you can use:

Call; Call the sender;	Call; Call the sender;
Call another number	Call another number
Cancel	Cancel a call or address
Change list	Switch to and from your e-mail message list
Compose	Address and record a message
Continue	Continue playback or recording
Continue recording	Continue recording
Delete	Delete a message or command
Forward	Forward an incoming message
Good-bye CallPilot	Disconnect/log out of CallPilot
Help	Access context-sensitive Help
Next message	Go to next message
No	Response to system question
Play	Play a message or recording
Play envelope	Play the envelope of a message
Previous message	Go to previous message
Print	Print a fax message
Record	Record a message
Reply to all	Record a reply to all recipients of a message
Reply to the sender	Record a reply to an incoming message
Re-record	Record a message over the existing one
Restore/Undelete	Restore a deleted message or command

Return to messages	Return to your message list after some functions
Send	Send a recorded message
Skip back	Skip back five seconds in a message
Skip forward	Skip forward five seconds in a message
Slow down	Decrease speed of this message to normal
Speed up	Increase speed of this message to maximum
Stop	Stop playback; end address list
Yes	Response to system question
One, Two, Three, Four, Five, Six, Seven, Eight, Nine, Zero/Oh	(When speaking the number 0, you can say either Zero or Oh)

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## Logging in to your mailbox

To log in to your CallPilot mailbox, you need the speech activated messaging access number and your own mailbox number and password. You can switch between speech commands and keypad commands at any time.

Your administrator gives you these numbers and any other numbers you need for CallPilot features and services. Keep a handy record of these numbers in [Your CallPilot numbers](#) on page 22.

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## To log in for the first time

The first time you log in to CallPilot, you must use keypad commands to change your password and record your greetings. Log in with the multimedia messaging access number. From then on, you can log in using the speech activated messaging access number at any time.

---

## To log in

You can log in to CallPilot using speech activated messaging from any telephone. When you are at your own telephone, you may be able to press a message key instead of dialing the access number. You may also be able to press # instead of entering or saying your mailbox number.

1. Dial the CallPilot speech activated messaging access number.
2. Say your mailbox number, then wait for the prompt. (Or enter digits, then press #.)
3. Say your password, then wait for the prompt. (Or enter digits, then press #.)

You are now in your mailbox and can use all the message list commands.

---

## Login options

Ask your administrator if the following login methods are available to you.

You can program the speed dial keys on your telephone with your access number and mailbox number to help you log in faster.

Autologin is an option that makes login easier because you don't have to enter your mailbox number and password. Your administrator can allow secure numbers such as your office or home telephone for Autologin. To access your mailbox when Autologin is turned on, dial the speech activated messaging access number, or press the message key at one of your specified Autologin numbers. To turn Autologin on or off, press 8 0, then 4 on your touchtone telephone, and follow the prompts.

---

## To disconnect

When you have finished your CallPilot session, say Good-bye CallPilot, or just hang up.

---

## Changing your expired password

The only time you can change your password with speech commands is when your password has expired. At other times, you must change your password using keypad commands. To change your password using keypad commands, press 8 4 on your touchtone telephone and follow the prompts.

---

## To change your expired password during login

1. While you are logging in to CallPilot using speech commands, wait for the expired password prompt.
2. Say your current password, then wait for the prompt.
3. Say your new password, then wait for the prompt.
4. Say your new password again, then wait for the prompt.

CallPilot confirms your password change.

If you forget your password, your administrator can assign you a temporary password. Log in with the temporary password, then change it immediately.

---

## Playing your messages (Play)

CallPilot lets you know when you have new messages. Your telephone may have a message waiting light, or you may hear a special dial tone when you pick up the handset. Messages can be voice, fax, or voice and fax.

When you log in to CallPilot, your mailbox summary tells you the number of new messages in your message list and if any of them are urgent. The summary also tells you if any recorded messages are unsent and if fax messages have not been printed.

Each message header tells you the sender's name and the date and time of the message. Faxes have an ID and a print status.

---

## To play your messages

After logging in to your mailbox, you hear your mailbox summary, then the header for your first new message. (If Autoplay is enabled, your messages play automatically.)

1. While you are in your message list, you can say these commands:
  - To play the current message, say Play.
  - To go to the next message, say Next message; to go to the previous message, say Previous message.
2. When you have played your messages, say Good-bye CallPilot, or just hang up.

---

## To review and respond to your messages

Before, during, or after playing a message, you can say these commands:

- To play the message envelope to hear message details, say Play envelope.
- To mark the message for deletion and move to the next message, say Delete. To restore the deleted message before hanging up, return to the message and say Restore or Undelete. See [Deleting and restoring messages \(Delete\) \(Restore\)](#) on page 15.
- To print a fax message, say Print. See [Printing fax messages \(Print\)](#) on page 16.
- To reply to the message, say Reply to the sender or Reply to all. See [Replying to messages \(Reply to the sender\) \(Reply to all\)](#) on page 18.
- To forward a message, say Forward. See [Forwarding messages \(Forward\)](#) on page 18.
- To call the sender of the message or to call another number, say Call. See [Calling the sender \(Call\)](#) on page 21, and [Calling another number \(Call\)](#) on page 21.
- To hear all your options, say Help.

While you are playing a message, you can say these commands:

- To skip back five seconds in the message, say Skip back; to skip forward five seconds, say Skip forward.
- To speed up a message, say Speed up; to slow it down, say Slow down. You can increase speed three times above normal, and decrease it two times below normal.
- To stop playback, say Stop; to continue, say Continue or Play.

---

## Deleting and restoring messages (Delete) (Restore)

CallPilot allows you to delete and restore (undelete) a message before, during, or after playing the message. Deleted messages are removed from your mailbox at the end of your CallPilot session. You cannot restore a message after you hang up.

---

## To delete a message

While at a message or its header, say Delete to mark it for deletion and move to the next message.

---

## To restore (undelete) a message

Before hanging up, go to the message that is marked for deletion by saying Previous message or Next Message, and say Restore or Undelete to restore the message.

---

## Message storage

Your played messages are automatically deleted on a schedule set by your administrator. You can review auto-deleted messages and restore them. To restore an auto-deleted message when prompted, say Restore or Undelete. Ask your administrator if this feature is available to you.

---

## Printing fax messages (Print)

In CallPilot, you can receive a fax message in your mailbox and print the fax at a specified default fax number or another number that you select during that session. A fax message may be a fax only, or a fax attached to a voice message. Ask your administrator if the fax option is available to you.

You must use keypad commands to specify a default fax number and to turn autoprinting on or off. To change fax options, press 8 0, then 3 on your touchtone telephone, and follow the prompts.

---

## To print a fax

Say Print at the fax message you want to print.

If autoprinting is turned on, any fax messages that arrive in your mailbox are automatically printed at the default fax number you specified.

---

## Listening to your e-mail messages (Change list)

While you are logged in to CallPilot, you can check to see if you have any new e-mail messages. You can quickly scan through your e-mail list to hear the sender and subject of each e-mail. You can listen to the text content of an e-mail, and you can print the e-mail at a fax machine. Ask your administrator if this feature is available to you.

---

## To review your e-mail messages

1. While logged in to CallPilot, say Change list to switch from your voice message list to your e-mail message list. CallPilot starts to retrieve any new e-mail messages in your Inbox.
2. While you wait, you can say Change list to return to your voice messages. When your e-mail messages are ready, CallPilot tells you how many new e-mail messages you have. Say Change list again to switch to your e-mail messages.
3. Listen to the header information of your first new e-mail. You hear the sender's name, the subject, the date and time, and if there are any attachments. You can listen to the message or say Next message to go to the next new e-mail.
4. Say Play to listen to the text content of the message.
  - Use the standard playback commands to pause, skip back or forward, and change speed. See [Playing your messages \(Play\)](#) on page 14.
  - To mark the message for deletion when you log out, say Delete.
  - To print an e-mail message at a fax machine, say Print. See [Printing fax messages \(Print\)](#) on page 16.
5. When you have finished reviewing your e-mail, say Change list to return to your voice messages.

 **Note:**

To forward or reply to your e-mail messages, and compose new e-mail messages, you must log in to your e-mail application from your computer, or access your e-mail from My CallPilot.

---

## To change your e-mail account settings for CallPilot

You tell CallPilot how to handle your e-mail messages by changing the settings on the Features page in My CallPilot. Whenever you change your e-mail password, you must update it in My CallPilot. You can select a male or female voice to read your messages.

---

## Replying to messages (Reply to the sender) (Reply to all)

You can record a reply to the sender of a message, or to the sender and all the recipients of a message, if CallPilot can address them. If you want to hear the list of recipients, say Play envelope.

---

## To record a reply to the sender, or to the sender and all recipients

1. After listening to the message or while it is playing, say Reply to the sender or Reply to all.

Your reply is addressed automatically. You do not have to enter names or numbers.

2. Say Record to record your reply. Wait for the prompt, then begin recording.
3. When you have finished recording your reply, remain silent for a few seconds and wait for the prompt. If there is background noise, cover the handset or press #.

To play the message you recorded, say Play. To edit the message, see [Checking and editing recorded messages](#) on page 20.

4. Say Send.

---

## Forwarding messages (Forward)

You can forward a message to another mailbox, to a distribution list, or to a telephone number. You can also record an introduction to the original message. You cannot forward a message marked Private.

You can forward a fax the same way that you forward a voice message, including recording an introduction. The recipients must have the fax option at their mailbox to receive a fax message. CallPilot tells you if your fax message was not delivered.

---

## To forward a message

1. After listening to the message or while it is playing, say Forward.
2. Address the forwarded message the same way that you address a composed message. See [Composing messages \(Compose\)](#) on page 19.
3. Say Record to record your introduction. Wait for the prompt, then begin recording.
4. When you have finished recording your introduction, remain silent for a few seconds and wait for the prompt. If there is background noise, cover the handset or press #.

To play the message you recorded, say Play. To edit the message, see [Checking and editing recorded messages](#) on page 20.

5. Say Send.

The message is forwarded with your introduction, if you recorded one. If you send a fax, CallPilot sends a fax forward header page showing the new recipient and your name or number as the sender.

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## Composing messages (Compose)

To compose a message, you address it first, then record your message and send it. You can address the message to one or more people or distribution lists. Before you send a message, you can play it and edit it.

---

## To address, record, and send a message

1. While logged in to CallPilot, say Compose.
2. Say the mailbox number, distribution list number, or telephone number to which you want to send the message, then wait for the prompt. Repeat this step for each additional number to which you want to send the message.

If you want to cancel the number you just entered, say Cancel.

3. When you have finished addressing, say Stop, then wait for the prompt.

4. Say Record. Wait for the prompt, then begin recording.
5. When you have finished recording, remain silent for a few seconds and wait for the prompt. If there is background noise, cover the handset or press #.

To review the message you recorded, say Play. To edit the message, see [Checking and editing recorded messages](#) on page 20.

6. Say Send.

---

## To address using keypad commands

To enter long addresses, or to address by name, switch to keypad commands. Enter each address followed by #, and end by pressing # again. You are still in speech activated messaging, and can return to step 4 above to record your message.

---

## To add options and attachments using keypad commands

If you want to add message options and attach other messages to your new message, switch to keypad commands. To add options and attachments using keypad commands, press 7 0 on your touchtone telephone and follow the prompts. When you have finished, press 7 9 to send the message.

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## Checking and editing recorded messages

After recording a message in Reply, Forward, or Compose, you can review and edit your message before sending it.

---

## To check and edit your recorded message

After you have recorded your message, you can review it and change it.

- To skip back five seconds in the message, say Skip back; to skip forward five seconds, say Skip forward.
- To speed up the message, say Speed up; to slow it down, say Slow down.
- To stop playback, say Stop; to continue, say Continue or Play.

- To play the message envelope to hear message details, say Play envelope.
- To mark the message for deletion and move to the next one, say Delete. To restore the deleted message before hanging up, return to the deleted message and say Restore or Undelete. See [Deleting and restoring messages \(Delete\) \(Restore\)](#) on page 15.
- To re-record the message, say Re-record. To add to the end of it, or re-record part of it, say Record or Continue at the point in the message where you want to start. When you have finished, remain silent for a few seconds.

---

## Calling the sender (Call)

While logged in to CallPilot, you can automatically place a call to the sender of a message in your message list, if CallPilot can address the sender.

---

### To call the sender

1. After listening to a message or while it is playing, say Call.
2. At the prompt, say The sender.

CallPilot confirms the number. To cancel the call at this time, say Cancel.

3. When CallPilot places the call, speak to the sender or leave a message.
4. When you have finished your call, hang up.

---

## Calling another number (Call)

While logged in to CallPilot, you can call a local extension number by saying the number. You may also be able to call an external telephone number.

---

### To place a call to another number

1. While listening to your messages, say Call.
2. At the prompt, say Another number.

3. At the prompt, say the number you want to call.

CallPilot confirms the number. To cancel the call at this time, say Cancel.

4. When CallPilot places the call, speak to the person or leave a message.
5. When you have finished your call, hang up.

---

## Your CallPilot numbers

Keep a record of your CallPilot user numbers here. Do not show your password.

Mailbox number \_\_\_\_\_

---

## Login numbers

Multimedia Messaging access number \_\_\_\_\_

Multimedia Messaging faxphone access number \_\_\_\_\_

Speech Activated Messaging access number  
\_\_\_\_\_

\_\_\_\_\_

---

## Service numbers

Express Messaging number \_\_\_\_\_

Express Fax Messaging number \_\_\_\_\_

Custom commands number \_\_\_\_\_

\_\_\_\_\_

---

## Addressing prefixes

Name Dialing/Name Addressing prefix \_\_\_\_\_

Open network prefix \_\_\_\_\_

Telephone addressing prefix \_\_\_\_\_

Prefixes for other network sites \_\_\_\_\_

\_\_\_\_\_

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