

# Avaya CallPilot® Unified Messaging

## Quick Reference Card Release 4.0 or later



Login → Message List Commands

1 Skip Back	2 Play	3 Skip Forward
4 Previous Message	5 Record	6 Next Message
7 Message Commands	8 Mailbox Commands	9 Call Sender
* Help	0 Attendant/ Thru-Dial	# Stop

Greetings

1 External Greeting	2 Internal Greeting	3 Temporary Greeting
4	5	6
7	8	9 Personal Verification
* Greeting Help	0	# Cancel/ Exit

Message Commands

1 Reply	2 Play Envelope	3 Forward
4 Reply All	5 Compose	6 Delete/ Restore
7 Print	8	9 Send
* Message Help	0 Message Options	# Cancel/ Exit

Mailbox Commands

1 Login	2 Greetings	3 Disconnect
4 Password Change	5 CallPilot Tools	6 Go to a Message
7	8	9 Change List
* Mailbox Help	0 Mailbox Options	# Cancel/ Exit

CallPilot Tools

1 Message Forwarding	2 Remote Notification	3
4 Return to Speech	5 Distribution Lists	6
7	8	9
* Tools Help	0	#

Message Options

1 Urgent On/Off	2	3 Economy On/Off
4 Private On/Off	5 Acknowledge On/Off	6 Timed Delivery
7 Add Attachment	8	9
* Options Help	0	# Cancel/ Exit

Mailbox Options

1 Custom Operator	2	3 Fax Options
4 Autologin On/Off	5	6
7 Block Messages	8	9
* Options Help	0	# Cancel/ Exit

Fax Options

1 Autoprint On/Off	2 Default Printer	3
4	5	6
7 Separator Page On/Off	8	9
* Fax Help	0	# Cancel/ Exit

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



Use your telephone keypad to enter messages and mailbox commands.

## Logging on to your mailbox

- 1 Dial the Avaya 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

After you log on 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 After Avaya CallPilot confirms your selection, press #.

To print at the faxphone you're calling from:

- 1 Log on 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

Check for new e-mail messages, then listen to or print the text content of an e-mail.

- 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. After 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 or compose e-mails, you must log on through your computer. If you change your e-mail password, you must update it on the CallPilot Features page in My CallPilot.

## Thru-dialing

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

## Composing messages

Address, record, and send messages. Messages are addressed 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 #. Enter the next address followed by #. (To cancel an address, press **0 #**.)
- 3 After 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:** If your user class has permission, enter a list of addresses after recording your message.

## Name Dialing

When addressing a message, 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

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

Use the standard CallPilot commands to access all features:

Message commands begin with **7**; Mailbox commands begin with **8**.

Playing and recording commands:

Skip back **1**; Play **2**; Skip forward **3**; Previous message **4**; Record **5**; Next message **6**.

## 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.



## 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, create a unique and easy-to-remember password by combining letters and numbers on your telephone keypad.

## Recording greetings and name

Record external, internal, and temporary greetings. Callers from outside your organization hear your external greeting while callers within your organization hear your internal greeting. If you don't record an internal greeting, all callers hear your external greeting. If you record a temporary greeting, all callers hear your temporary greeting.

- 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. Set the month, day, and time for the greeting to expire. If you do not set an expiry date, the temporary greeting stays in effect until you delete it.

## Assigning a custom operator

In your greeting, 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

Temporarily prevent callers from leaving messages in your mailbox. As a courtesy to your callers, record a temporary greeting that provides details of your absence and their options.

- 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 direct callers to the custom operator you assigned, press **1**.
  - ▶ To disconnect callers after your greeting, press **2**.

## Turning Autologin on or off

Turn on Autologin to log on 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.

## Creating distribution lists

Create up to 99 unique personal distribution lists. Each personal distribution list can contain up to 200 addresses of the same types as 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 **9**.
- 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.

## Turning Message Forwarding on or off (CallPilot 5.0 or later)

Forward your messages to another CallPilot mailbox or to an external e-mail address if a Message Forwarding Rule is configured for your mailbox.

- 1 While logged in to your mailbox, press **8 5** for CallPilot Tools, then **1** for Message Forwarding.
- 2 Respond to the prompts to enable or disable Message Forwarding.

## Remote Notification

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

- 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 on 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 speech commands to change your password, record greetings, use distribution lists, and set remote notification and fax options. To switch to keypad commands, 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 must wait for the tone after saying each digit.

## Using custom commands

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

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

## 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.

# Desktop Messaging



In Desktop Messaging, you receive and send CallPilot messages with your e-mail. Log on with your CallPilot mailbox number and password and then play and record voice messages, view and send fax messages, delete, reply, forward, contact the sender of a voice or an e-mail message, compose new messages, create distribution lists, and change your password. Use your computer headset or your telephone to play and record voice messages. You can also initiate an instant messaging session from a voice message, and forward messages to an e-mail server with the Message Forwarding Rule.

## My CallPilot

Use Web-based My CallPilot to receive and send messages, set features and options, get CallPilot information, and access your e-mail. Log on to My CallPilot with your browser.



## CallPilot Messages

Receive and send your CallPilot messages. You can play voice messages, view fax messages, delete, reply, forward, contact the sender, and compose new messages.

## CallPilot Features

Set telephone, fax, and e-mail options for your mailbox, record greetings, set up message notification and distribution lists, change your password, and change preferences for My CallPilot.

## Useful Information

View user information specific to your mailbox, and view or print CallPilot online user guides.

## Access to e-mail

Receive e-mail messages from one or more of your e-mail accounts. On some e-mail systems, you can also forward and reply to e-mails, and send new e-mails.

## Remote text notification

Receive text notification of new CallPilot messages on a wireless e-mail device. Set up the device and configure My CallPilot.