



CallPilot Quick Reference Card

Avaya Norstar Voice Mail interface



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Introduction

This card is for subscribers with display telephones that use the Avaya Norstar Voice Mail interface.

Mailbox initialization

You must initialize your mailbox to receive and store messages.

To initialize and open your mailbox for the first time:

1. Press **9 8 1** on your display telephone.
2. Press **0 0 0 0** (default password) and press **OK** or **#**.
3. Choose a password from four to eight digits long that does not start with zero. Enter your new mailbox password and press **OK** or **#**.
4. Enter your new mailbox password again and press **OK** or **#**.
5. At the tone, record your name in the Company Directory.
6. Press **#** to end the recording. Press **#** to accept the recording.
7. Press **End** to end the session.

Now you are ready to record your personal mailbox greetings and to use the CallPilot features described in this card.

Note: If you do not record any personal greetings, your Company Directory name plays to callers who reach your mailbox.

Mailbox greetings

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

Primary mailbox greeting

This is your everyday mailbox greeting. In this greeting include your name, mailbox number and a brief message explaining to callers that you are unable to answer their calls.

Alternate mailbox greeting

This is a special greeting for times when you are away from the office or on vacation.

Personalized mailbox greeting

Up to three Personalized mailbox greetings are available when your company subscribes to Caller ID (CLID) services from your local telephone company.

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.

Use the *Mailbox commands* illustration as a guide when you record your greetings.

Recording Tips

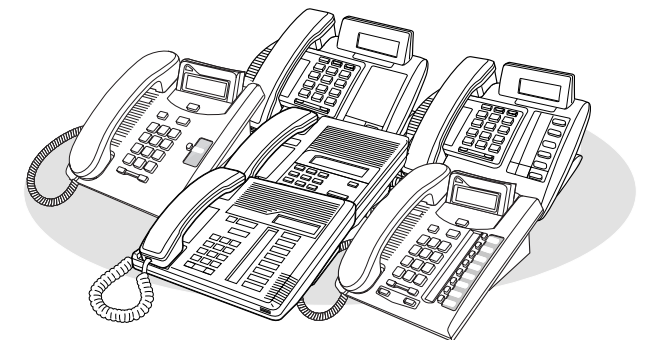
- Use your handset, not the Handsfree feature.
- Speak clearly and at a pace that is easy to understand.

CallPilot voice prompts

CallPilot voice prompts tell you which dialpad button to press for CallPilot options.

On one line display telephones:

- The voice prompt plays immediately.
- Use the dialpad only to enter a command.
- If you know the corresponding dialpad number for the option you want, you can press it any time during the voice prompt.
- Press **#** on the dialpad to interrupt a voice prompt.
- Press ***** to return to the previous display prompt.
- If you do not choose an option after five seconds, the voice prompt replays the options.
- If you do not choose an option within five seconds, the CallPilot session ends.



On two line display telephones:

- Use the display button or the dialpad to enter a command.
- The voice prompt plays after a five second delay.
- When there are more than three options, or you do not know what the options are, wait for the voice prompt to state the options.
- Press **#** on the dialpad to interrupt a voice prompt.
- If you do not choose an option after five seconds, the voice prompt plays the options. If you do not choose an option, the session ends after another five seconds passes.



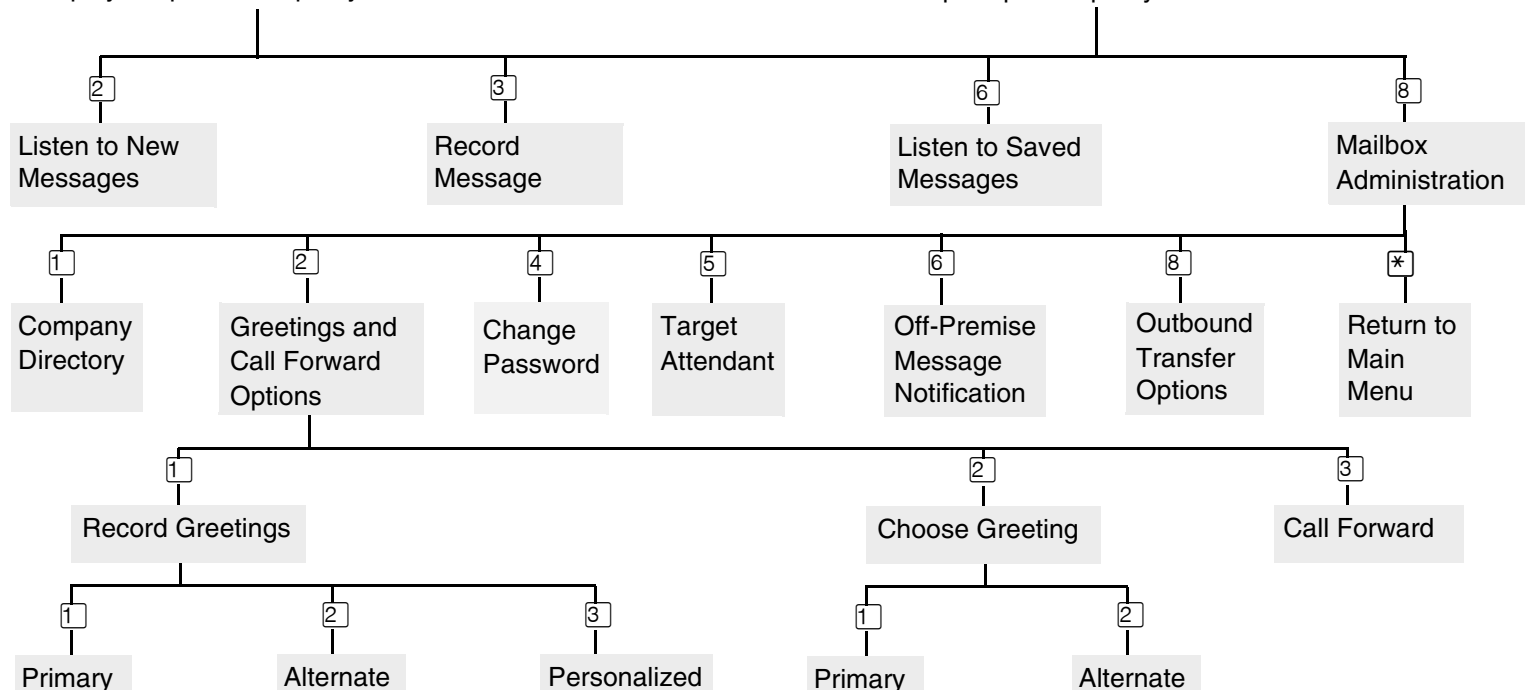
Mailbox commands

From your display telephone enter **9 8 1**.

Follow the voice prompts or the button options on your display telephone to open your mailbox.

From an outside tone dial telephone, dial your company's telephone number.

When CallPilot answers, press *** *** and follow the voice prompts to open your mailbox.



Select a mailbox greeting

After you record Primary and Alternate greetings, you must select a greeting to play. If you do not select a greeting, the Primary greeting plays automatically.

If you choose the Alternate mailbox greeting, you are asked whether the mailbox accepts messages. If you choose **Y** (yes) your mailbox receives messages in the usual way.

If you choose **N** (no):

- Messages cannot be left in your mailbox.
- The Alternate mailbox greeting takes precedence over all other greetings.

Personalized greetings will be played for up to three specific external telephone numbers instead of the Primary or Alternate greetings.

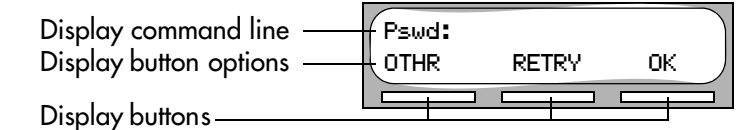
Use the *Mailbox commands* illustration as a guide when you choose a greeting.

About your mailbox password

Change your mailbox password every 30 days. Your mailbox password keeps your voice messages private and confidential. Choose an uncommon password (not 1111 or 1234) that is from four to eight digits long and does not start with zero.

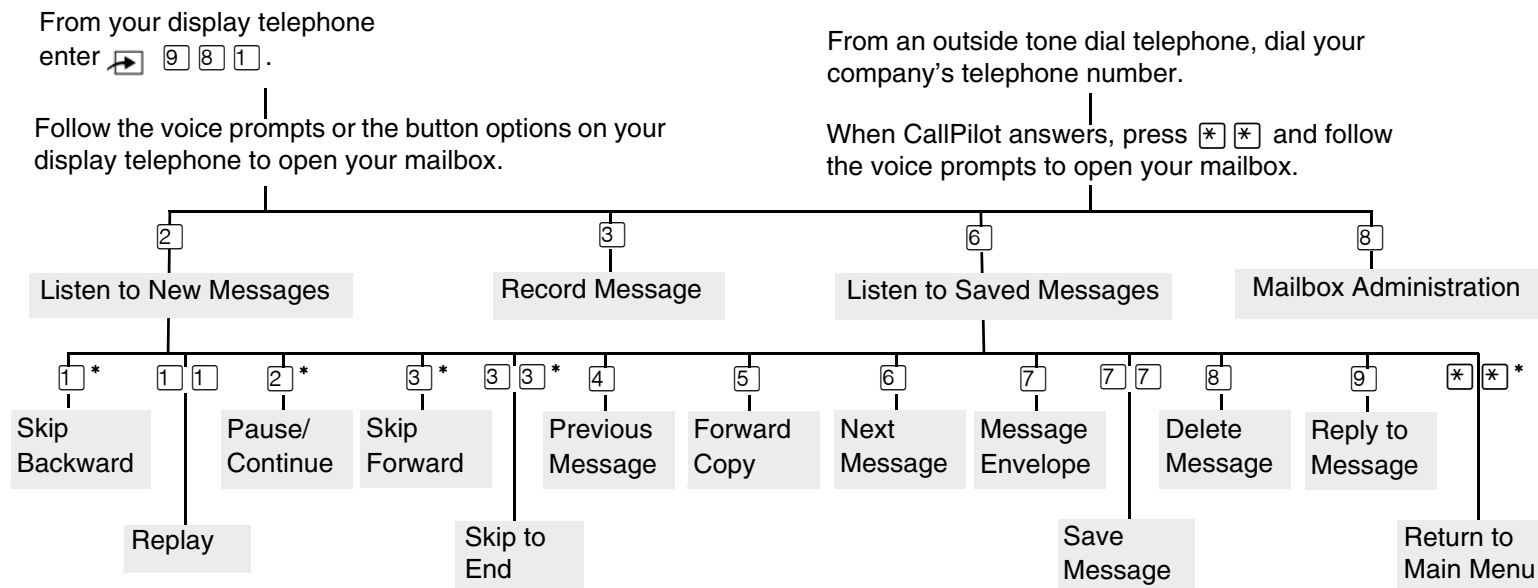
Use the *Mailbox commands* illustration as a guide when you change your password.

Example of a two line display



Make sure you are familiar with how to operate display telephones. Refer to your Telephone User Card.

Play messages



* Applies only when message is playing.

Retrieving a deleted message

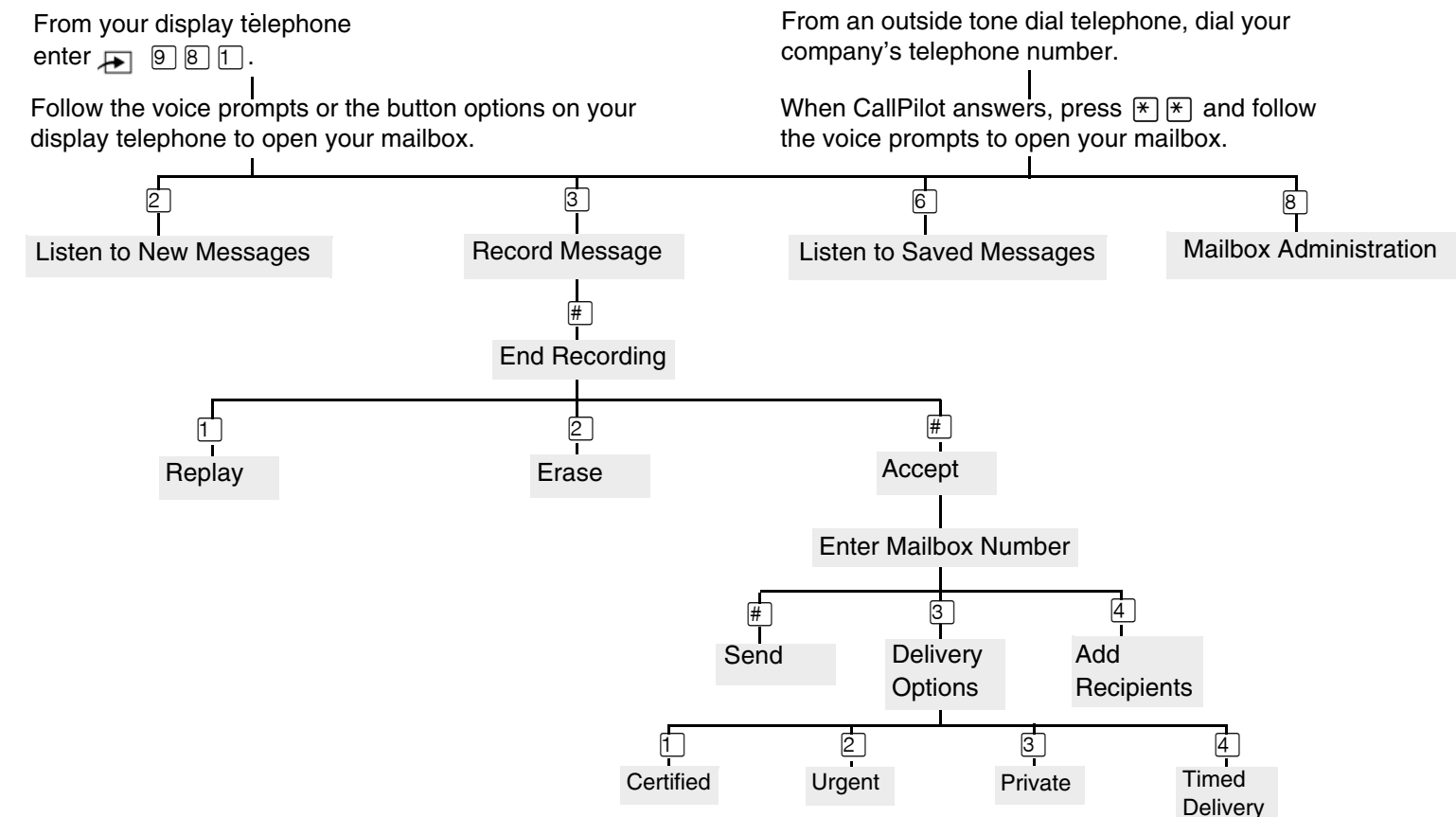
You can retrieve a deleted message if you are still in a CallPilot session. A deleted message remains in your mailbox until you end your current CallPilot session.

After you delete a message, the number of new or saved messages shown on the display decreases by one.

Press **PLAY** or **2** to listen to your deleted messages.

When you play your deleted message, you have the option to save it. If you end the current session without saving the deleted message, it is permanently deleted from your mailbox.

Send messages



Leave a Message

Default code

9 8 0

Custom code*

9 _ _

Press **9 8 0** on your display telephone to record and send a message directly to a mailbox without calling the extension number.

Open Mailbox

Default code

9 8 1

Custom code*

9 _ _

Press **9 8 1** on your display telephone to access your mailbox menus.

Refer to the *Mailbox commands* illustration in this card to review your mailbox menus.

Call Forward

Default code

9 8 4

Custom code*

9 _ _

Press **9 8 4** on your display telephone to forward calls directly to your mailbox.

To set up Call Forward remotely:

1. Use a tone dial telephone to call your company's telephone number. Wait for CallPilot to answer.
2. While your greeting plays press *** ***.
3. Enter your mailbox number and password, then press **#**.
4. Press **8 2** and then press **3**.
5. Press **1** to enable or disable Call Forward.
6. Press **1** to enable or disable Call Display.
7. Replace the handset to end the session.

Transfer

Default code

9 8 6

Custom code*

9 _ _

Transfer a call from your display telephone directly to a mailbox.

To transfer a call to a mailbox from your telephone:

1. Press **9 8 6**.
2. Enter the mailbox number.
3. Wait until the display shows **Call transferred** before you use other features.

Interrupt

Default code

9 8 7

Custom code*

9 _ _

Intercept a caller who is listening to your mailbox greeting or leaving a message.

You can program a feature code to a memory button with an indicator on your display telephone.

If you program the Interrupt feature to a memory button:

- While a caller is listening to your mailbox greeting or leaving a message, the indicator (▶ or ▲) flashes for the Interrupt button.

Press the Interrupt button to retrieve the call.

To program a memory button for the Interrupt feature:

1. Press *** 3**.
2. The display shows **Program Features**.
3. Press a memory button with an LCD indicator.
4. Press **▶** and then enter the feature code that you want to program.
Feature 987 is the default code for the interrupt feature.
5. The display shows **Programmed**, then ends the session.

Record A Call

Default code

9 8 9

Custom code*

9 _ _

Record a telephone call and store the recorded call in your mailbox. Before you activate the Record A Call feature, ask the parties on the call for permission to record it.

The System Administrator must enable the Call Record feature. In some areas Record A Call is not available as it contravenes local laws.

Other features

For more information about all the CallPilot features, refer to the *CallPilot Reference Guide*. This guide explains in detail:

- Automated Attendant
- Alternate extensions
- Alternate language
- Call Screening
- Company Directory
- Message options
- Off-premise Message Notification
- Mailbox Manager – access Mailbox Manager at <http://<BCMIPaddressOrHostName>/MailboxManager>
- Outbound Transfer
- Replying to a message
- Target Attendant
- Transferring calls
- Mailbox Park and Page
- Express Line Messaging

* If custom codes are available for your system