CallPilot Reference Guide

BCM 4.0
CallPilot

Document Status:**Standard**

Document Version: **02**

Part Code: **N0060617**

Date: **June 2006**

NORTEL

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Task List

Getting started 9

Using CallPilot 13

Setting up your mailbox 21
To initialize your mailbox 22
To check which mailbox interface you use 23
To open an initialized mailbox - Norstar Voice Mail 24
To open an initialized mailbox - CallPilot 24
To open your mailbox using Auto-Login 24
To open your mailbox remotely 25
To change your password 26
To record your name in the Company Directory 27
To assign a personal Target Attendant 28

Feature codes and mailbox options 29

Greetings 35
To record a Primary or Alternate mailbox greeting 38
To choose a Primary or Alternate mailbox greeting 40
To record a Personalized mailbox greeting 41
To delete a Personalized mailbox greeting 43

Accessing your messages 45
To play your messages - Norstar Voice Mail 46
To play your messages - CallPilot 48
To retrieve an erased message - Norstar Voice Mail 50
To retrieve an erased message - CallPilot 50
To use Call Screening 51
To interrupt a caller 51

Sending messages 53
To record and send a message using the Open Mailbox feature - Norstar Voice Mail .54
To record and send a message using the Open Mailbox feature - CallPilot 55
To record and send a message using the Leave Message feature - Norstar Voice Mail56
To record and send a message using the Leave Message feature - CallPilot 56
To search the Company Directory 58
To assign message delivery options - Norstar Voice Mail 60
To assign message delivery options - CallPilot 62
To reply to an internal caller - Norstar Voice Mail 65
To reply to an internal caller - CallPilot 65
To reply to an external caller - Norstar Voice Mail 66
To reply to an external caller - CallPilot 66
To place a Thru-Dial call 67
To search the Company Directory while placing a Thru-Dial call 68
To use Thru-Dial to reach your Target Attendant 68

Call Forwarding your calls 69
To set up Call Forward remotely 69
To turn Call Forward with CLID on or off 71

Transferring calls 73
To transfer a call to a mailbox from your telephone 73
To transfer a mailbox owner's call to their mailbox....74
To transfer a call to a CCR Tree....74
To set up Outbound Transfer to a phone number 77
To set up Outbound Transfer to an extension 78
To turn Outbound Transfer on or off....79

Off-premise Message Notification 81
To set up Off-premise Message Notification to a phone number 82
To set up Off-premise Message Notification to an extension 85
To set up Off-premise Message Notification to a pager 87
To set up Off-premise Message Notification to more than one destination....89
To change the time range or type of message parameters....91
To change the destination from phone to another destination 93
To change the destination from pager to phone or extension 95
To change the destination from phone or extension to pager 96
To delete a destination number....98
To add a destination number....100
To turn Off-premise Message Notification on or off....101

Recording a call 103
To record a call....103

Broadcast and Information messages 105
To record an Information mailbox greeting....106

CallPilot tips 107

Troubleshooting 109

Contents

Chapter 1
Getting started 9

About this guide 9
Audience 9
Acronyms 9
Symbols and text conventions 10

Chapter 2
Using CallPilot 13

How CallPilot works 13
About display phones 13
About telephone buttons 14
Alternate extensions 14
Using CallPilot with an analog terminal adapter or an analog station module 15
Using the dialpad 15
CallPilot voice prompts 16
Auto Attendant 18
Mailbox Park and Page 18
Types of mailboxes 19
Subscriber mailbox 19
Guest mailbox 19
Information mailbox 19
Special mailboxes 20

Chapter 3
Setting up your mailbox 21

Initializing your mailbox 21
Trivial Passwords 21
Checking which mailbox interface you use 22
Opening your mailbox 24
Changing your mailbox password 25
Recording your name in the Company Directory 26
Assigning a Target Attendant 27

Chapter 4
Feature codes and mailbox options 29

Feature codes 29
Programming a memory button with a feature code 30
Norstar Voice Mail mailbox options 31

Mailbox commands 31
Playing messages 31
Sending messages 32
Other Norstar Voice Mail options 32
CallPilot mailbox options 33
Mailbox commands 33
Playing messages 33
Sending messages 34
Other CallPilot mailbox options 34

Chapter 5
Greetings 35

Types of mailbox greetings 35
Recording a Primary or Alternate mailbox greeting 37
Choosing a Primary or Alternate mailbox greeting 38
Recording a Personalized mailbox greeting 40
Deleting a Personalized mailbox greeting 43

Chapter 6
Accessing your messages 45

Receiving calls 45
Never Full mailbox feature 45
Playing your messages 46
Retrieving erased messages 50
Screening your calls 50
Interrupting a caller 51

Chapter 7
Sending messages. 53

Recording and sending messages 53
Searching the Company Directory 57
Assigning message delivery options 58
Message delivery options 59
Sending a message to more than one recipient 63
Replying to messages 64
Replying to an internal caller 65
Replying to an external caller 66
Placing a call with Thru-Dial 67
When to use Thru-Dial 67

Chapter 8
Call Forwarding your calls 69

Call Forwarding your calls to your mailbox 69

Setting up Call Forward remotely 69
Call Forward with Caller ID 70

Chapter 9
Transferring calls 73

Transferring calls to a CallPilot mailbox 73
Transferring a mailbox owner's call to their mailbox 74
Transferring a call to Custom Call Routing (CCR) 74
About Outbound Transfer 75
Adding special characters to a destination number 75
Setting up Outbound Transfer 77
Turning Outbound Transfer on or off 79
Optimizing Outbound Transfer 80
Programming Outbound Transfer when CallPilot is behind a PBX 80

Chapter 10
Off-premise Message Notification 81

About Off-premise Message Notification 81
Off-premise Message Notification parameters 82
Setting up Off-premise Message Notification 82
Setting up Off-premise Message Notification to a pager number 87
Changing Off-premise Message Notification 91
Deleting a destination number 98
Adding a destination number 99
Turning Off-premise Message Notification on or off 100

Chapter 11
Recording a call 103

About Call Record 103
Using Call Record 103

Chapter 12
Broadcast and Information messages 105

About Broadcast messages 105
Information mailbox greetings 105
Recording an Information mailbox greeting 106

Chapter 13
CallPilot tips 107

Chapter 14
Troubleshooting. 109

Glossary 113

Index 117

Chapter 1
Getting started

About this guide

The *CallPilot Reference Guide* provides information on how to use CallPilot features on Business Communications Manager (BCM) and CallPilot 100/150 systems.

To use this guide, you must determine which phone interface you use, and follow the procedures for that interface. For information about determining which interface you use, refer to "Checking which mailbox interface you use" on page 22. Some procedures apply to both interfaces.

If you are a new CallPilot user, make sure you are familiar with how to operate your display telephone. Refer to the User Card for your telephone.

For more information about using CallPilot, ask your System Administrator.

Audience

This guide is for system administrators and CallPilot users.

Acronyms

The following is a list of acronyms used in this guide.

Table 1

Acronym	Description
ASM	Analog Station Module
ATM	Analog Terminal Adapter
BCM	Business Communications Manager
CCR	Custom Call Routing
CFAC	Call Forward All Calls
CFB	Call Forward on Busy
CFNA	Call Forward No Answer
CLID	Calling Line Identification
COS	Class of Service
DTMF	Dual-Tone Multifrequency
NVM	Norstar Voice Mail

Symbols and text conventions

These symbols are used to Highlight critical information for the BCM system:

Caution: Alerts you to conditions where you can damage the equipment.

Danger: Alerts you to conditions where you can get an electrical shock.

Warning: Alerts you to conditions where you can cause the system to fail or work improperly.

Note: A Note alerts you to important information.

Tip: Alerts you to additional information that can help you perform a task.

Security note: Indicates a point of system security where a default should be changed, or where the administrator needs to make a decision about the level of security required for the system.

Warning: Alerts you to ground yourself with an antistatic grounding strap before performing the maintenance procedure.

Warning: Alerts you to remove the BCM main unit and expansion unit power cords from the ac outlet before performing any maintenance procedure.

These conventions and symbols are used to represent the Business Series Terminal display and dialpad.

Convention	Example	Used for
Word in a special font (shown in the top line of the display)	Pswd:	Command line prompts on display telephones.
Underlined word in capital letters (shown in the bottom line of a two line display telephone)	PLAY	Displaybutton option. Available on two line display telephones. Press the button directly below the option on the display to proceed.
Dialpad buttons	#	Buttons you press on the dialpad to select a particular option.

These text conventions are used in this guide to indicate the information described.

Convention	Description
bold Courier text	Indicates command names and options and text that you need to enter. Example: Use the **info** command. Example: Enter **show ip** {**alerts**|**routes**}.
italic text	Indicates book titles
plain Courier text	Indicates command syntax and system output (for example, prompts and system messages). Example: Set Trap Monitor Filters
FEATURE HOLD RELEASE	Indicates that you press the button with the coordinating icon on whichever set you are using.

How to get Help

This section explains how to get help for Nortel products and services.

Getting Help from the Nortel Web site

The best way to get technical support for Nortel products is from the Nortel Technical Support Web site:

http://www.nortel.com/support

This site provides quick access to software, documentation, bulletins, and tools to address issues with Nortel products. More specifically, the site enables you to:

- download software, documentation, and product bulletins

- search the Technical Support Web site and the Nortel Knowledge Base for answers to technical issues
- sign up for automatic notification of new software and documentation for Nortel equipment
- open and manage technical support cases

Getting Help over the phone from a Nortel Solutions Center

If you don't find the information you require on the Nortel Technical Support Web site, and have a Nortel support contract, you can also get help over the phone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside North America, go to the following Web site to obtain the phone number for your region:

http://www.nortel.com/callus

Getting Help from a specialist by using an Express Routing Code

To access some Nortel Technical Solutions Centers, you can use an Express Routing Code (ERC) to quickly route your call to a specialist in your Nortel product or service. To locate the ERC for your product or service, go to:

http://www.nortel.com/erc

Getting Help through a Nortel distributor or reseller

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

Chapter 2
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.

About display phones

One line display phones

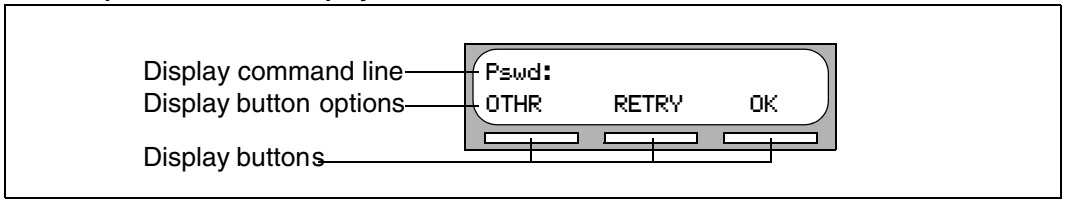
You can use one line display phones for most CallPilot sessions. If you use a one line display phone, the display shows the CallPilot display command line. A one line display phone does not show display button options.

On one line display phones, the options are announced by voice prompts. You make selections using the dialpad. You do not need to wait for the voice prompt to end before you can select an option. You can interrupt the voice prompt and make your selection immediately.

Two line display phones

Two line display phones show CallPilot commands and options. A two line display can show up to three display button options at once. In cases where there are more options, wait for the voice prompt to state the other available options. If you know the corresponding dialpad number for the option you want, you can press it any time during the voice prompt.

An example of a two line display



Chapter 4
Feature codes and mailbox options

Feature codes

Feature code name	Dialpad buttons	Description
Leave Message	✆ 9 8 0	Leaves a message in a mailbox. No password is required.
Open Mailbox	✆ 9 8 1	Opens your mailbox to play your messages and to access mailbox options.
Call Forward	✆ 9 8 4	Forwards incoming calls to your mailbox.
CallPilot extension	✆ 9 8 5	Displays the CallPilot extension number on your phone.
Transfer	✆ 9 8 6	Transfers calls to a mailbox on the CallPilot system.
Interrupt	✆ 9 8 7	Intercepts a caller who is listening to your mailbox greeting or leaving a message.
Name Dialing	✆ 9 8 8	Lets you dial calls by searching the Company Directory.
Call Record	✆ 9 8 9	Records a call and stores it in your mailbox.

Ask your System Administrator about additional feature codes that may be available.

For information on programing a feature code onto a memory button of a display phone, refer to "Programming a memory button with a feature code" on page 30.

Programming a memory button with a feature code

Each CallPilot feature code can be programmed to a single memory button.

1 Press [✆] [*] [3].
Do not lift your handset.

```
Program Features
```

2 The display shows `Program Features`.

```
Press a button
QUIT
```

3 Press a memory button with an LCD indicator.

```
Feature Code:
QUIT
```

4 Press [✆].

```
F_
QUIT    CLEAR
```

5 Enter the feature code number that you want to program. For example, enter [9] [8] [0] to program the Leave Message feature code. See the table "Feature codes" on page 29 for the feature codes.

Repeat steps 1 through 5 for each feature code you want to program.

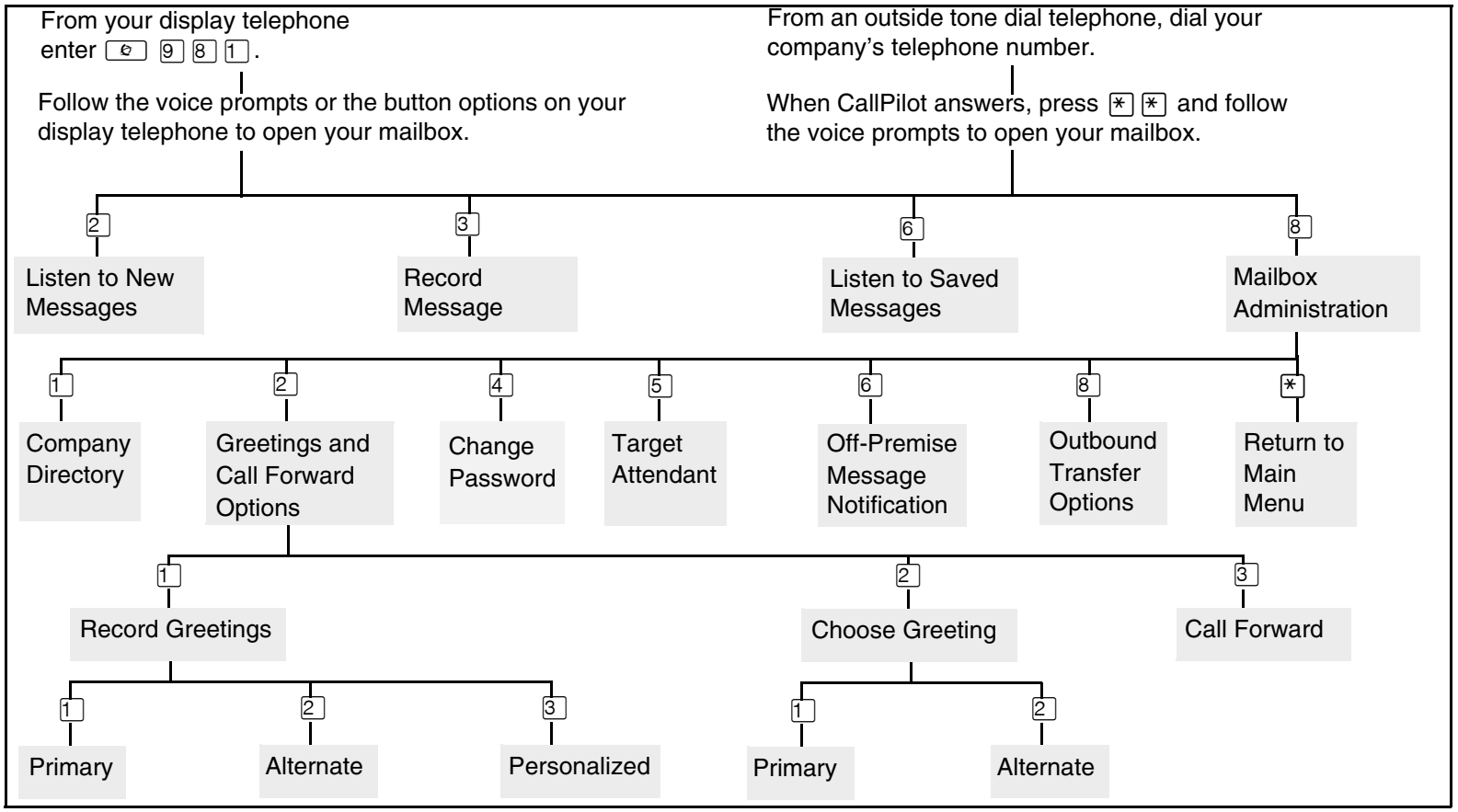
```
Programmed
```

6 The display shows that the button is programmed, and then ends the session.

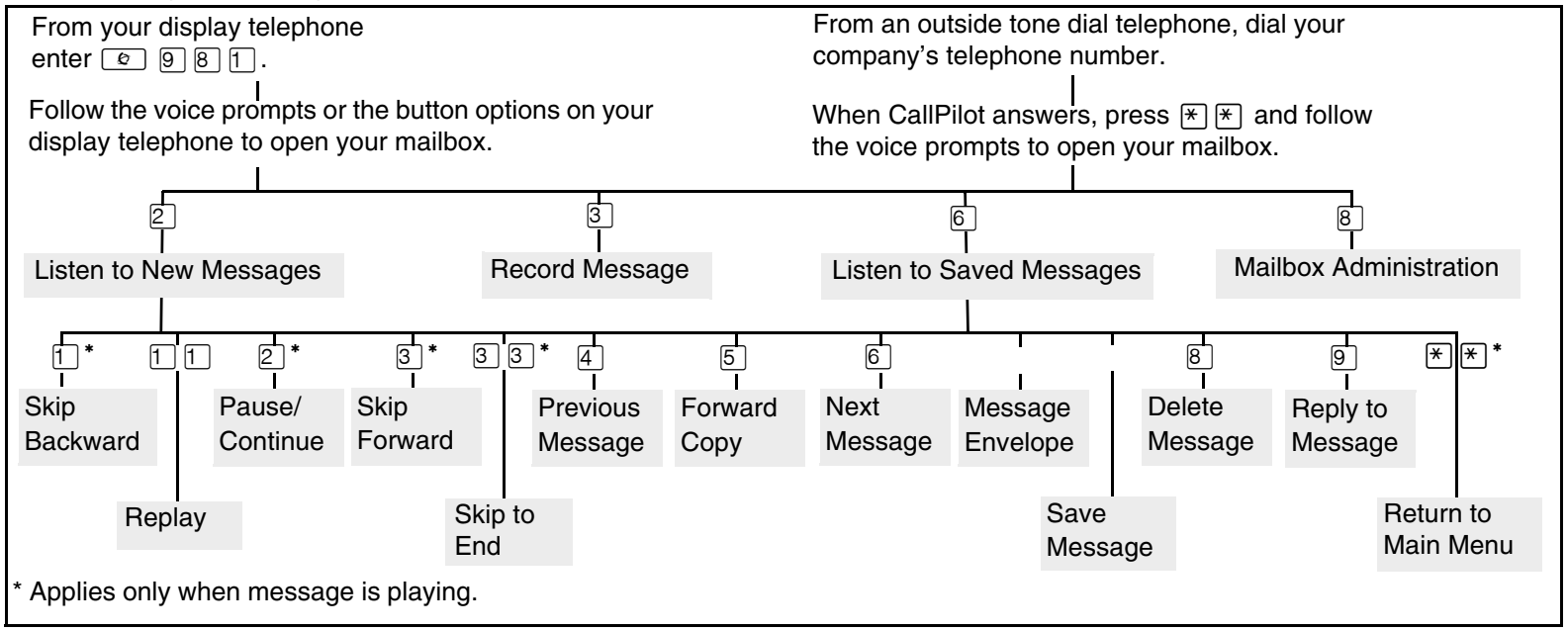
Use the paper labels that come with your telephone to identify the programmed button. To use the feature, press the labeled button.

Norstar Voice Mail mailbox options

Mailbox commands

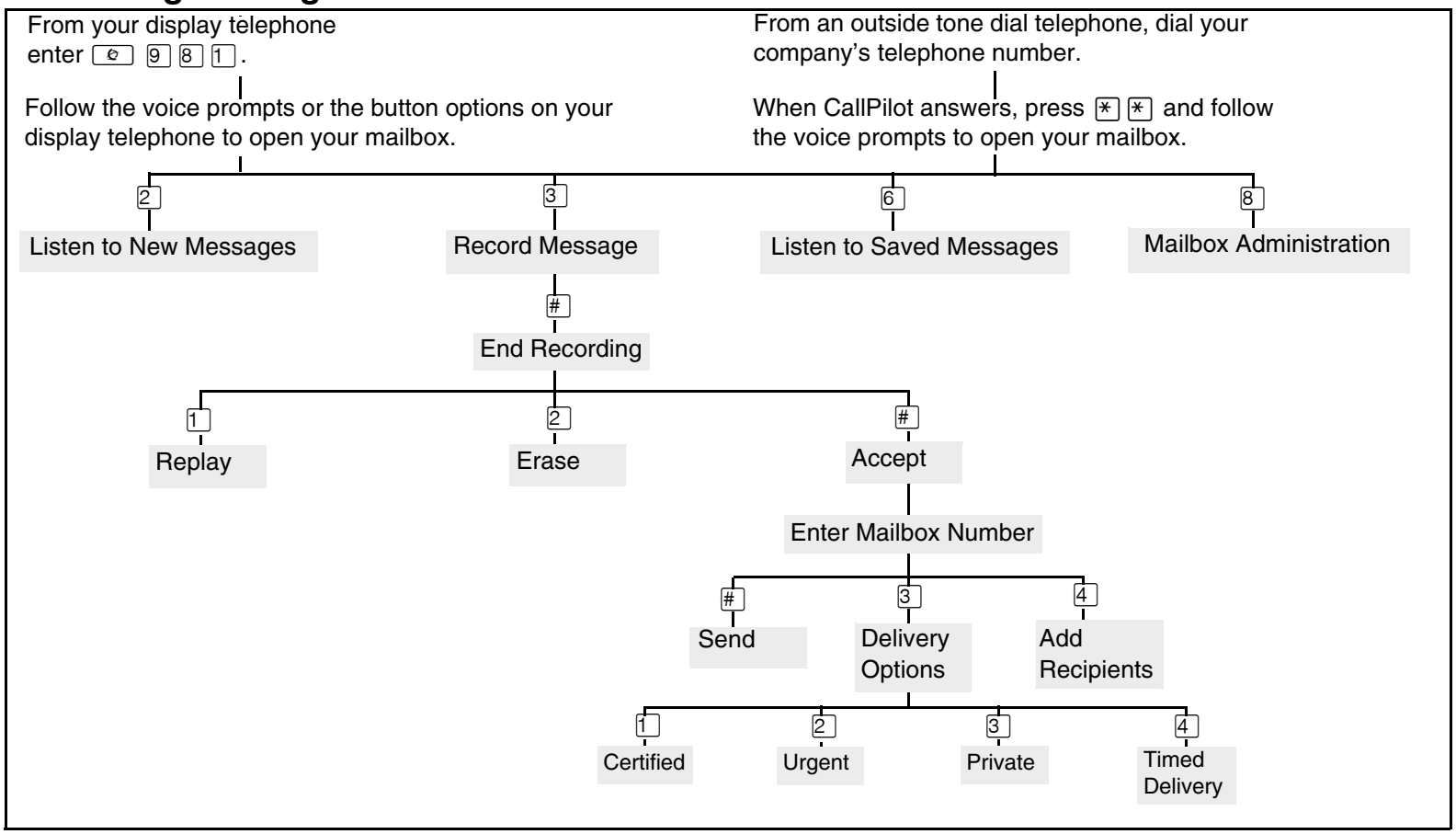


Playing messages



* Applies only when message is playing.

Sending messages

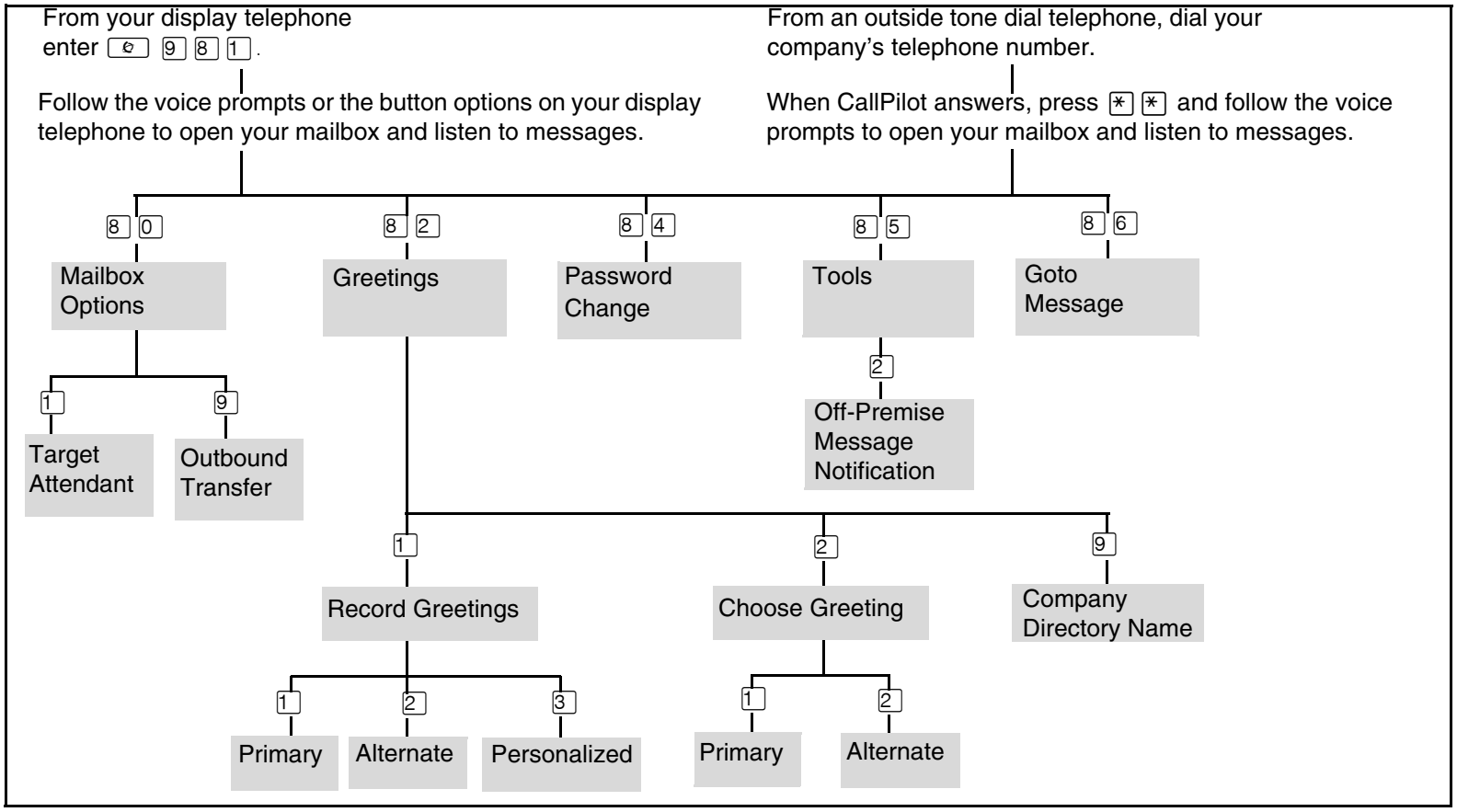


Other Norstar Voice Mail options

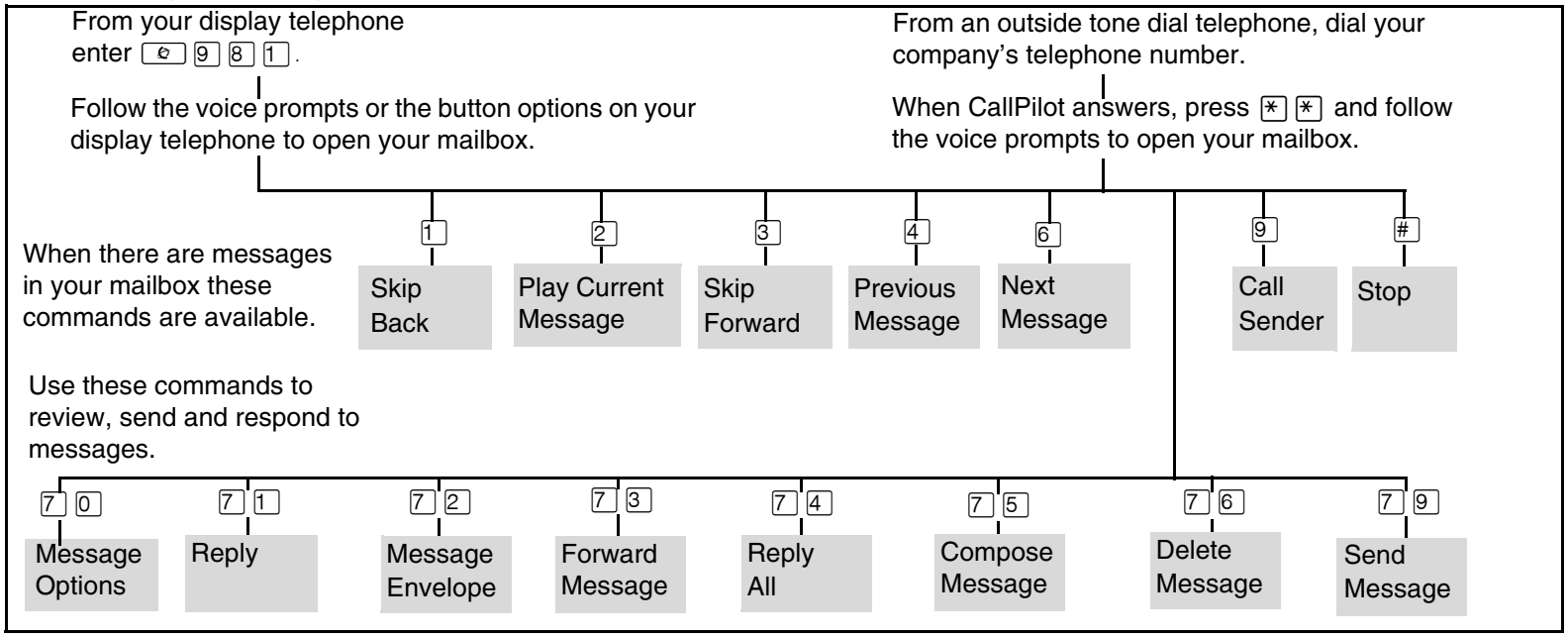
Mailbox option	**Description**	Page
Greetings and Call Forward	Record and select Personal mailbox greetings. Forward calls directly to your mailbox.	40 69
Off-premise Notification	Set up Off-premise Notification parameters for messages left in your mailbox.	82
Record message	Record and send a message.	53
Auto Attendant	Go to the Auto Attendant Menu options.	--
Company Directory	Record your name in the Company Directory.	26
Listen to new messages	Play any new messages in your mailbox.	46
Change Password	Change your mailbox password.	25
Target Attendant	Assign a Target Attendant to answer calls transferred from your mailbox.	27
Outbound Transfer	Set up Outbound Transfer to transfer callers from your mailbox to an internal extension or to an external telephone number.	75

CallPilot mailbox options

Mailbox commands



Playing messages



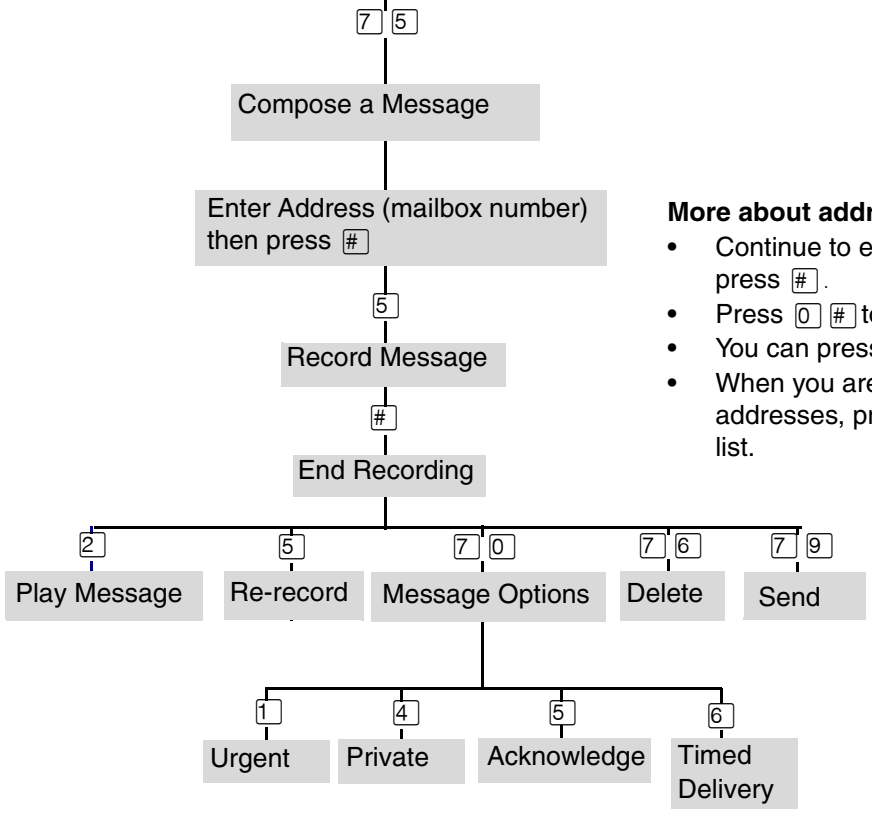
Sending messages

From your display telephone enter [phone] 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.



More about addresses:

- Continue to enter addresses and then press #.
- Press 0 # to cancel an address.
- You can press 1 1 to dial by name.
- When you are finished entering addresses, press # again to end the list.

Other CallPilot mailbox options

Mailbox option	Description	Page
Greetings	Record and select personal mailbox greetings.	40
Password Change	Change your mailbox password.	25
Off-premise Notification	Set up Off-premise Notification parameters for messages left in your mailbox.	82
Goto Message	Enter a specific message number and go to that message: • Press FIRST or 1 to go to the first message in your mailbox. • Press LAST or 2 to go to the last message in your mailbox.	
Personal Verification	Record your name in the Company Directory.	27
Target Attendant	Assign a Target Attendant to answer calls transferred from your mailbox.	27
Outbound Transfer	Set up Outbound Transfer to transfer callers from your mailbox to an internal extension or an external telephone number.	75

Chapter 5
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 "To record your name in the Company Directory" on page 27.

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.

Note: If you have Park and Page enabled for your mailbox, you must let callers know that they can page you as part of your mailbox greeting, for example, "*I'm not at my desk. To have me paged, press 6, otherwise leave a message at the tone.*"

Ask your System Administrator whether you have Park and Page enabled for your mailbox.
For information about Park and Page, see "Mailbox Park and Page" on page 18.

Alternate mailbox greeting

The Alternate mailbox greeting is usually 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."*

Note: A Personalized greeting takes precedence over an Alternate greeting if the Alternate greeting is accepting messages. This means that if you have a Personalized greeting, and you record an Alternate greeting such as a vacation alert, the Personalized greeting will continue to play for the appropriate Caller ID, and those callers will hear your Personalized greeting, rather than the Alternate one. If the Accepting Messages option is set to No, the caller will hear the Alternate greeting.

Recording technique for mailbox greetings

When you record your mailbox greetings, remember to speak clearly and at a pace that is easy to understand. After you record a greeting, you can replay it before you accept it. You can record or change a greeting from any display telephone.

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.

Note: Recorded greetings count towards the storage capacity of a mailbox. Avoid recording long greetings if possible. If recorded greetings are long, there will be less storage time in the mailbox for messages.

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 38".

Note: Recorded greetings count towards the storage capacity of a mailbox. Avoid recording long greetings if possible. If recorded greetings are long, there will be less storage time in the mailbox for messages.

To record a Primary or Alternate mailbox greeting

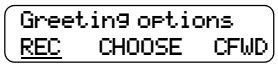
1 Press [✆] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

2 If you use the CallPilot interface:

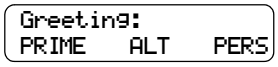
- Press [8] [2] to open the Greetings Options menu
- Go to step 3

If you use the Norstar Voice Mail interface:

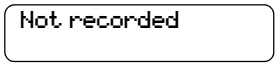
- Press ADMIN or [8]
- Press GREET or [2]
- Go to step 3



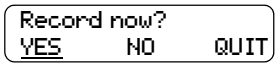
3 Press REC or [1].



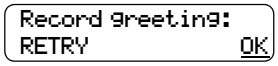
4 Press PRIME or [1] to record the Primary greeting
or
press ALT or [2] to record the Alternate greeting.
If you are changing a greeting, the current greeting starts to play.



5 If this is the first time you are recording a greeting, this display appears briefly.



6 Press YES or [1] and record your greeting at the tone.



7 Press OK or [#] to end the recording.

8 Press OK or [#] to accept the recording
or
press PLAY or [1] to listen to the greeting
or
press RETRY or [2] to rerecord the greeting.

9 Press [☎] 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 usual 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

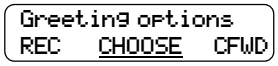
1 Press [ ] 9 8 1.
Follow the voice prompts or the display button options on your telephone to open your mailbox.

2 If you use the CallPilot interface:

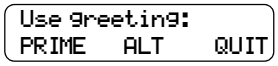
- Press 8 2 to open the Greetings Options menu
- Go to step 3

If you use the Norstar Voice Mail interface:

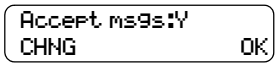
- Press ADMIN or 8
- Press GREET or 2
- Go to step 3



3 Press CHOOSE or 2 to select a greeting.



4 Press PRIME or 1 to select the Primary mailbox greeting and
go to step 6
or
press ALT or 2 to select the Alternate mailbox greeting and
go to step 5.



5 If you choose the Alternate mailbox greeting, you are asked whether the mailbox can accept messages.
Press CHNG or 1 to toggle from yes to no
or
press OK or # to accept.

6 Press [ ] 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 for a person 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 phone 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.

Note: Recorded greetings count towards the storage capacity of a mailbox. Avoid recording long greetings if possible. If recorded greetings are long, there will be less storage time in the mailbox for messages.

To record a Personalized mailbox greeting

1 Press [9] [8] [1].
Follow the voice prompts or the display button options on your telephone to open your mailbox.

2 If you use the CallPilot interface:

- Press [8] [2] to open the Greetings Options menu
- Go to step 3

If you use the Norstar Voice Mail interface:

- Press ADMIN or [8]
- Press GREET or [2]
- Go to step 3

```
Greeting options
REC   CHOOSE   CFWD
```

3 Press REC or [1].

```
Greeting:
PRIME    ALT    PERS
```

4 Press PERS or [3] to record a Personalized mailbox greeting.

```
Greeting:
RETRY            OK
```

5 Enter a Personalized greeting number of 1, 2, or 3.

```
Ph:<none>
CHNG             OK
```

6 Press CHNG or [1].

```
Ph:
RETRY            OK
```

7 Enter the phone number (maximum 10 digits) that you are assigning the Personalized mailbox greeting to.
Press OK or [#] to accept the phone number. You must always include the area code with the telephone number.

```
Record greeting:
RETRY            OK
```

8 At the tone, record the greeting and press OK or [#] to end the recording.

9 Press OK or # to accept the recording
or
press PLAY or 1 to listen to the greeting
or
press RETRY or 2 to rerecord the greeting.

10 Press ☎ 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

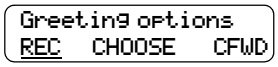
1 Press [ ] 9 8 1.
Follow the voice prompts or the display button options on your telephone to open your mailbox.

2 If you use the CallPilot interface:

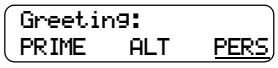
- Press 8 2 to open the Greetings Options menu
- Go to step 3

If you use the Norstar Voice Mail interface:

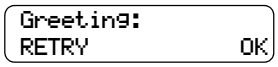
- Press ADMIN or 8
- Press GREET or 2
- Go to step 3



3 Press REC or 1.



4 Press PERS or 3 to choose a Personalized mailbox greeting.



5 Enter the Personalized greeting number (1, 2, or 3) that you want to delete.

6 Press DEL or 2 to delete the greeting.

7 Press [ ] to end the session.

Chapter 6
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
- Screening your calls
- Interrupting a caller

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. Callers can leave messages that are the minimum message length that is configured for your system. The minimum message length can be between 0.5 to 3 seconds long. The maximum message length depends on your mailbox settings. Callers can leave messages that are greater in length than the minimum message length and up the maximum message length that is configured for your system. Ask your System Administrator what your minimum and maximum message lengths are.

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

Use the procedure for playing your messages that corresponds to the interface you use:

- "To play your messages - Norstar Voice Mail" on page 46
- "To play your messages - CallPilot" on page 48

To play your messages - Norstar Voice Mail

Use this procedure if you use the Norstar Voice Mail interface.

1 Press [ ] 9 8 1.
Follow the voice prompts or the display button options on your telephone to open your mailbox.

2 Press PLAY or 2 to listen to your messages.
For other options, refer to the table "Playing your messages - Norstar Voice Mail" on page 46.

3 Press [ ] to end the session.

The table "Playing your messages - Norstar Voice Mail" shows the message options available to you during and after playing messages.

Playing your messages - Norstar Voice Mail

Option	Button	Available while playing	Available after playing	Description
Back up	1 or <<	✓		Rewinds the message nine seconds and resumes playing it.
Copy	5 or COPY	✓	✓	Sends a copy of the message to one or more mailboxes. If you record an introduction, it must longer than three seconds.
End of Message	3 3 or >> >>	✓		Goes to the end of the message.
Envelope	7	✓	✓	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.
Erase	8 or ERASE	✓	✓	Deletes the message currently playing. If no messages are playing, deletes the last message played. Deleted messages remain in your mailbox until the session is ended. (Refer to Notes 1 and 2 on page 48.)

Playing your messages - Norstar Voice Mail				
Option	**Button**	**Available while playing**	**Available after playing**	**Description**
Skip forward	3 or > >>	✓		Advances the message nine seconds and continues playing from that point. A message can be forwarded as many times as required.
Next	6 or # #	✓	✓	Plays the next message in the mailbox. If you use this while a message is playing, it stops playing the current message and plays the next message in your mailbox.
Pause/ Continue	2 or STOP/ PLAY	✓		Temporarily stops a message. When you stop the message, you can play the previous message, continue playing the current message, or skip to the next message.
Previous	4	✓	✓	Stops playing the current message and plays the previous message.
Quit	*		✓	Stops playing the message and plays the Mailbox main menu options.
Replay	1 1 or < << < <<	✓		Replays the message from the beginning.
Replay	1		✓	Replays the last message.
Reply	9 or REPLY	✓	✓	Replies to a message. (Refer to Note 3 on page 48.) The reply can be either: - a message to an internal sender's mailbox - a telephone call to an internal or external party (Refer to Note 4 on page 48.)
Save Message	7 7 or SAVE	✓		Saves the message being played. (If you do not delete a message, it is automatically saved.) This option is not shown on the display unless you erase a message. If you erase a message and try to play the message again, you can press SAVE on a two line display telephone. (Refer to Note 2 on page 48.)
Volume Control	*	✓		Adjusts the volume of the message that is playing. The volume increases each time you press *. After four presses, the volume returns to the lowest level.

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 50."

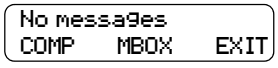
3 You can always use the Reply feature to reply to an internal caller. The Reply feature can be disabled by your System Administrator for external and network messages.

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 66.

To play your messages - CallPilot

1 Press [ ] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

A voice prompt announces the number of new and saved messages that you have.



2 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 - CallPilot".

3 Press [ ] to end the session.

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

Playing your messages - CallPilot

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.

Playing your messages - CallPilot			
Option	**Button**	**Available during and after playing**	**Description**
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 48.)
Delete	7 6	✓	Deletes the current message. Deleted messages remain in your mailbox until the session ends. (Refer to Notes1 and 2 on page 48.)

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 - Norstar Voice Mail

After you erase a new or saved message, the number of new or saved messages shown on the display is decreased by one. Even though the display shows 0 new 0 saved, you can still play and retrieve your erased messages. Press PLAY or 2 to listen to your erased message, then press 7 7 to restore the message to your mailbox.

To retrieve an erased message - CallPilot

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.

Screening your calls

With Call Screening you can determine who is calling before you accept the call. Call Screening applies only to external calls transferred from the Auto Attendant or from Custom Call Routing (CCR). See your System Administrator for information on CCR.

You can use Call Screening if:

- Caller ID (CLID) is not available
- Caller ID is not a reliable indication of the caller identity
- your telephone does not have display capabilities

If Call Screening is enabled, CallPilot asks the caller to record their name after the tone. (If the caller presses * when they are asked to record their name, the call goes back to the Auto Attendant.) The caller hears a hold tone while they wait. If you do not answer, the call transfers to your mailbox.

Since some callers do not like to record their name and wait for service, use this feature with discretion.

To use Call Screening

1 You receive an external call that is transferred from the Auto Attendant or from Custom Call Routing (CCR).

2 CallPilot announces the caller's name to you.
If the caller does not record their name, the voice prompt says, *"Unknown caller."*

3 You can answer the call or let the caller leave a message in your mailbox:

- press ANS or 1 to answer the call
- press QUIT or * to transfer the call to your mailbox.

Interrupting a caller

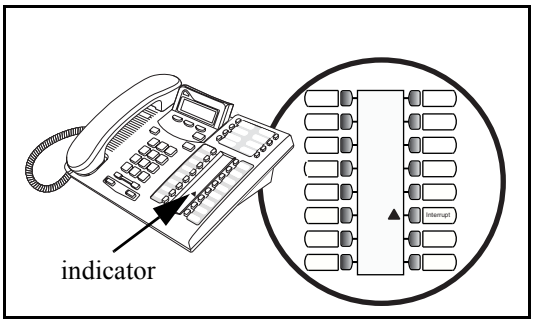
With the Interrupt feature (9 8 7) you can intercept a caller who is listening to your mailbox greeting or leaving a message. You can program the Interrupt feature to a memory button with an indicator on your Nortel telephone. For more information about programming a feature to a memory button, refer to "Programming a memory button with a feature code" on page 30.

When you interrupt a caller who is leaving a message in your mailbox, any part of the message that was recorded remains in your mailbox. Remember to delete this message from your mailbox.

To interrupt a caller

1 While a caller is listening to your mailbox greeting or leaving a message, the indicator (▷ or ▲) flashes on your telephone.

2 Press the Interrupt button or press 9 8 7 to speak with the caller.



Note: The indicator flashes quickly if the caller is listening to your greeting

The indicator flashes slowly if the caller is leaving a message.

The flashing indicator is only present if one of the buttons next to the LCD display is programmed as the 987 key.

Chapter 7
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.

You can record and send messages using:

- the Open Mailbox feature [✆] [9] [8] [1]
- the Leave Message feature [✆] [9] [8] [0]

When you use the Open Mailbox feature, you open your personal mailbox and enter your password. Then you record your message and enter the mailbox number of the message recipient.

When you use the Leave Message feature, you enter the extension of the message recipient immediately. Then you record your message. You do not enter your password or open a mailbox.

When you record and send messages you can:

- search the Company Directory
  refer to "Searching the Company Directory" on page 57
- assign message delivery options
  refer to "Message delivery options" on page 59
- send a message to more than one recipient
  refer to "Sending a message to more than one recipient" on page 63

Use the procedures that apply to your interface:

- "To record and send a message using the Open Mailbox feature - Norstar Voice Mail" on page 54
- "To record and send a message using the Open Mailbox feature - CallPilot" on page 55
- "To record and send a message using the Leave Message feature - Norstar Voice Mail" on page 56
- "To record and send a message using the Leave Message feature - CallPilot" on page 56

To record and send a message using the Open Mailbox feature - Norstar Voice Mail

1 Press [ ] [9] [8] [1].
Follow the voice prompts or the display button options on your telephone to open your mailbox.

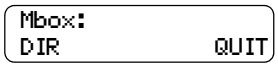
2 Press REC or [3] and record your message at the tone.

3 Record your message.

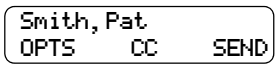
Press PAUSE or [2] to pause your message.
When you wish to resume recording, press CONT or [2] to continue recording your message.

Press OK or [#] to end your recording
or
press RETRY to erase and re-record your message.

4 Press OK or [#] to accept your message
or
press PLAY or [1] to listen to your message
or
press RETRY or [2] to erase and re-record your message.



5 Enter the mailbox number or the Group List number
or
press DIR or [#] to search the Company Directory.



6 Press SEND or [#] to send the message now with the Normal delivery option
or
press CC or [4] to send this message to more than one mailbox owner, with one set of delivery options applied to all recipients.
The display shows the name of the mailbox owner or Group, in this example, mailbox owner Pat Smith.

7 If you want to assign delivery options, see "To assign message delivery options - Norstar Voice Mail" on page 60
or
press [ ] to end the session.

To record and send a message using the Open Mailbox feature - CallPilot

1 Press [✆] [9] [8] [1].
Follow the voice prompts or display options to open your mailbox.

2 Press COMP or [7] [5] to enter the Compose Message option.

```
To:
NAME    SPEC    DONE
```

3 Enter the mailbox number or Group List address and press [#]
or
press NAME or [1] [1] to search the Company Directory and go to step 5.
(The default to search the Company Directory is [1] [1]. The System Administrator can change this number.)

```
To: XXXX
RETRY           OK
```

4 Press OK or [#] to accept the address
or
press RETRY to enter a new mailbox address and go to step 3.

```
To:
NAME    SPEC    DONE
```

5 Press DONE or [#] when you are finished entering addresses.

```
EMPTY
                REC
```

6 Press REC or [5] and record your message at the tone.

```
Recording....
REREC           OK
```

7 Press OK or [#] to end your recording
or
press REREC to erase and re-record your message.

```
Rec stopped
PLAY    DEL     SEND
```

8 Press PLAY or [2] to listen to your message
or
press SEND or [7] [9] to send the message now with the Normal delivery option
or
press DEL or [7] [6] and press [5] to erase and re-record the message.

9 If you want to assign delivery options see "To assign message delivery options - CallPilot" on page 62
or
press [☎] to end the session.

To record and send a message using the Leave Message feature - Norstar Voice Mail

1 Press [Transfer] 9 8 0.

```
Mbox
DIR              QUIT
```

2 Enter the mailbox number or Group List number. If you do not know the mailbox number, press DIR or # to use the Company Directory.

```
Record message:
RETRY   PAUSE    OK
```

3 When you hear the tone, record your message.
You can press PAUSE or 2 to stop your recording and press CONT or 2 to continue recording your message
or
press RETRY to erase and re-record your message.

```
Record message:
RETRY   PAUSE    OK
```

4 Press OK or # to end your recording.

```
Message options:
RETRY   PLAY   SEND
```

5 Press SEND or # or replace the handset to send the message using the Normal delivery option
or
press PLAY or 1 to listen to your message
or
press RETRY or 2 to erase and re-record your message
or
press 3 to change the delivery options.

To record and send a message using the Leave Message feature - CallPilot

1 Press [Transfer] 9 8 0.

```
To:
NAME             DONE
```

2 Enter the mailbox address or Group List address.
Press NAME or 1 1 to use the Company Directory.

```
To: XXXX
RETRY            OK
```

3 Press OK or # to accept the address.
Press RETRY to enter a new mailbox address.

```
<xxxx>
```

4 Record your message at the tone.

```
Recording....
REREC            OK
```

5 Press OK or # to end your recording
or
press REREC to erase and re-record your message.

6 Press PLAY or 2 to listen to your message
or
press SEND or 7 9 to send the message now with the Normal delivery option
or
press DEL or 7 6 to erase and re-record your message.

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.

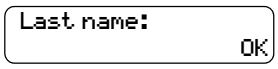
If the Company Directory is not enabled:

- the DIR display option does not appear on the display
- you do not hear a the voice prompt that announces the dialpad buttons to press for the Company Directory

To search the Company Directory

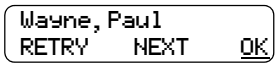
1 Press [ ] 9 8 0 .

2 Press DIR or # to search the Company Directory.

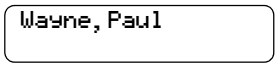


3 Use the dialpad buttons associated with the first three or four letters of the mailbox owner's name to locate and select the person's mailbox.
Enter the last name, first name or both names depending on how your system is set up.

This display shows an example of a prompt for a mailbox owner's last name. For example, to enter the letters "Wayn" enter 9 2 9 6 .



4 In this example, the name of the mailbox owner, Paul Wayne appears on the display and is announced. To accept the mailbox owner, press OK or #
or
if you do not want the person who is shown, press NEXT or 1 to see the next matching name.



5 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

Use the procedure for the interface you use:

- "To assign message delivery options - Norstar Voice Mail" on page 60
- "To assign message delivery options - CallPilot" on page 62

Message delivery options

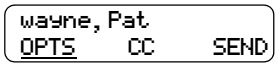
Option	Display button	Norstar Voice Mail dialpad button	CallPilot dialpad button	Description
Normal	SEND	#	7 9	Sends a message with a Normal delivery option.
Certified/ Acknowledge	CERT or ACK	1	5	Sends you notification that your message has been received and played.
Urgent	URGENT or URG	2	1	Plays messages marked Urgent before other messages in the mailbox. Urgent messages are preceded by the voice prompt, "*This message is urgent*."
Other	OTHR			Accesses the Private and Timed delivery options. If PRIV or ACK appears instead of OTHR, the Timed delivery option is not available.
Private	PRIV	3	4	Private messages cannot be forwarded to another mailbox.
Timed	TIME or TIMED	4	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.

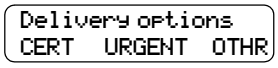
If you use the Timed delivery option, you first enter the time, including a.m. or p.m. You are then prompted to accept or change the date, which defaults to today or tomorrow, and you can accept the date that corresponds to the next occurrence of the specified time. Dates are shown by month and day, 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 - Norstar Voice Mail

1 Record your message using
"To record and send a message using the Open Mailbox feature - Norstar Voice Mail" on page 54
or
"To record and send a message using the Leave Message feature - Norstar Voice Mail" on page 56.

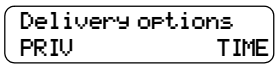


2 Press OPTS for delivery options.

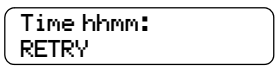


3 Press CERT for Certified delivery and go to step 9
or
press URGENT for Urgent delivery and go to step 9
or
press OTHR for Timed or Private delivery and go to step 4.
If PRIV appears on the third display button, the Timed delivery option is not available.

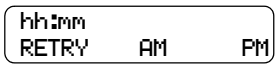
If you are using a one line display phone, press 3 for Private delivery or press 4 for Timed delivery.



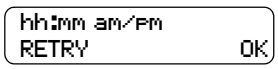
4 Press PRIV or 3 to send a message with a Private delivery option and go to step 9
or
press TIME or 4 to set up a delivery time for the message.



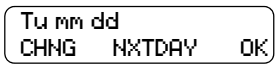
5 Enter the time that you want to send a message using the Timed delivery option.
This is a four-digit field. Any single-digit hour or minute must be preceded by a zero. For example, enter 0800 for eight o'clock.



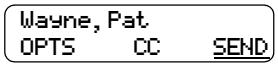
6 Press AM or 1
or
PM or 2.



7 Press OK or # to accept the time you entered or press RETRY or * to change the time.



8 Press CHNG or 1 to change the date shown to a different date.
Press NXTDAY to change the date to the next day (the day after the date that is shown).
Press OK or # to accept the date shown, which defaults to today or tomorrow, and select the one that corresponds to the next occurrence of the specified time.



9 Press SEND or # to send the message now
or
press * to cancel all delivery options.

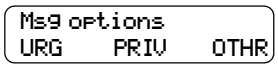
10 Press ☎ to end the session.

For more information about the message delivery refer to "Message delivery options" on page 59.

To assign message delivery options - CallPilot

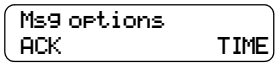
1 Record your message using
"To record and send a message using the Open Mailbox feature - CallPilot" on page 55
or
"To record and send a message using the Leave Message feature - CallPilot" on page 56.

2 Press 7 0 for message options.
This is a voice prompt option and does not appear as a display button option.

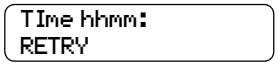


3 Press URG or 1 for Urgent delivery and go to step 9
or
press PRIV or 4 for Private delivery and go to step 9
or
press OTHR for Acknowledged or Timed delivery and go to step 4. If ACK appears on the third display button, the Timed delivery option is not available.

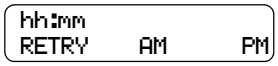
If you are using a one line display phone, press 5 for Private delivery or press 6 for Timed delivery.



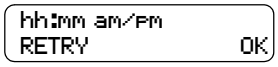
4 Press ACK or 5 to send a message with a Private delivery option and go to step 9
or
press TIME or 6 to set up a delivery time for the message.



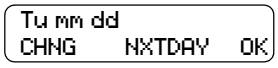
5 Enter the time that you want to send a message using the Timed delivery option.
This is a four-digit field. Any single-digit hour or minute must be preceded by a zero. For example, enter 0800 for eight o'clock.



6 Press AM or 1
or
Press PM or 2.



7 Press OK or # to accept the time you entered or press RETRY or * to change the time.



8 Press CHNG or 1 to change the date shown to a different date.
Press NXTDAY to change the date to the next day (the day after the date that is shown).
Press OK or # to accept the date shown, which defaults to today or tomorrow, and select the one that corresponds to the next occurrence of the specified time.

9 Press 7 9 to send this message now
or
press 7 0 to cancel all delivery options.

10 Press ☎ 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:

- and you use the Norstar Voice Mail interface, you can enter the Group List number instead of a mailbox number at the Mbox: prompt
- and you use the CallPilot interface, you can enter the Group List number instead of a mailbox number at the To: prompt

If you know the name of the Group List:

- and you use the Norstar Voice Mail interface, enter the name of the Group List in the Company Directory at the DIR prompt
- and you use the CallPilot interface, enter the name of the Group List in the Company Directory at the NAME prompt

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. If you use the Norstar Voice Mail interface, 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 like.

Note: You cannot forward Private messages.

For more information on forwarding your messages, refer to "Norstar Voice Mail mailbox options" on page 31 and "CallPilot mailbox options" on page 33.

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.

Use the procedure for replying to messages that applies to the interface you use:

- "To reply to an internal caller - Norstar Voice Mail" on page 65
- "To reply to an internal caller - CallPilot" on page 65

Replying to an internal caller

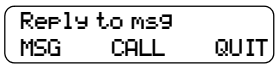
If you use	and you want to	press
Norstar Voice Mail	reply to the caller's extension	CALL to transfer to the internal caller's extension.
	leave a message in the caller's mailbox	MSG to record and send a reply to the internal caller's mailbox.
CallPilot	reply to the caller's extension	Call Sender 9 to transfer to the internal caller's extension.
	leave a message in the caller's mailbox	Reply 7 1 to record and send a reply to the internal caller's mailbox.

To reply to an internal caller - Norstar Voice Mail

1 Press ✆ 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

2 Press PLAY or 2.

3 After you listen to the message, press REPLY or 9.



4 Press CALL or 2 to call the caller
or
press MSG or 1 to record and send a reply.

To reply to an internal caller - CallPilot

1 Press ✆ 9 8 1
Follow the voice prompts or the display button options on your telephone to open your mailbox.

2 A mailbox summary is announced.
While you are in your message list, you can play any message.

3 Press 2 to play the current message.

4 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 use the Reply feature, it must be set up for your telephone. If you cannot use the Reply feature, contact your System Administrator.

Use the procedure that applies to the interface you use:

- "To reply to an external caller - Norstar Voice Mail" on page 66
- "To reply to an external caller - CallPilot" on page 66

To reply to an external caller - Norstar Voice Mail

1 Press ✆ 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

2 Press PLAY or 2.

3 After you listen to the message, press REPLY or 9.
CallPilot dials the external number directly.

To reply to an external caller - CallPilot

1 Press ✆ 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

2 A mailbox summary is announced.
While you are in the message list you can play any message.

3 Press 2 to play the current message.

4 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.

Note: The System Administrator can restrict the numbers that you can dial, so ask your System Administrator if you can use Thru-Dial.

Thru-Dial can only be used to call internal numbers.

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 phone.

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 phone 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 Nortel phone, press ✆ 9 8 1. Follow the voice prompts or the display buttons to open your mailbox.

2 Press 0, followed immediately by the extension 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, CallPilot places the call as soon as it finds a match for the name.

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 Nortel phone, press ↩ 9 8 1.
  Follow the voice prompts or the display buttons to open your mailbox.

2 If you use the CallPilot interface:
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 *.

If you use the Norstar Voice Mail interface:
Press 0, followed immediately by # to search the Company Directory.

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 57.

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 Nortel phone, press ↩ 9 8 1.
  Follow the voice prompts or the display buttons 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 27.

Chapter 8
Call Forwarding your calls

You can call forward your calls if you 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 phone 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 phone to ring several times.

This chapter explains the following ways you can forward your calls:

- Call Forwarding your calls to your mailbox
- Setting up Call Forward remotely
- Call Forward with Caller ID

Call Forwarding your calls to your mailbox

To forward incoming calls to your mailbox, press [↩] 9 8 4.

To cancel Call Forward, do one of the following:

- press [↩] 9 8 4 again
- press [Call Fwd.]
- press [↩] # 4
- press CANCEL

Setting up Call Forward remotely

When you are away from the office you can forward your calls to your mailbox by using the dialpad of any tone dial telephone.

Note: You can set up Call Forward remotely only if you use the Norstar Voice Mail interface. You cannot set up Call Forward remotely if you use the CallPilot interface.

To set up Call Forward remotely

1. Call the Automated Attendant or your business telephone from any tone dial telephone.
2. While the greeting plays enter the CallPilot extension number or press * *
   If you are in Europe or Australia enter the CallPilot extension number or press 8 8.
3. Follow the voice prompts to open your mailbox.
4. Press 8 2.
5. Press 3 to open the Call Forward menu.

6 Press 1 to turn Call Forward on or off.

- If Call Forward is on, the voice prompt says
  "Calls will be answered immediately."
  All calls to your telephone are now answered by CallPilot.
- If Call Forward is off, the voice prompt says
  "Calls will ring at your set."

7 Press 1 to turn Call Display on or off.

- If Call Display is on, the voice prompt says
  "Caller information will be displayed at your set."
- If Call Display is off, the voice prompt says
  "Caller information will not be displayed."

8 Replace the handset to end the session.

Call Forward with Caller ID

The Call Forward with Caller ID (CLID) feature is available only if your company subscribes to a CLID service. If you are not sure whether your company subscribes to a CLID service, ask your System Administrator. CLID does not appear if the caller has a private or unknown telephone number.

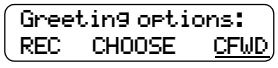
You can set up Call Forward with CLID to screen calls forwarded to your mailbox. If the feature is enabled, you hear an Alert tone and the CLID information appears on the telephone display.

To talk to a caller who is forwarded to your mailbox, press ✆ 9 8 7 to interrupt the call.

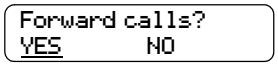
To turn Call Forward with CLID on or off

1 Press [e] [9] [8] [1].
Follow the voice prompts or the display button options on your telephone to open your mailbox.

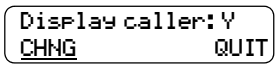
2 Press ADMIN or [8].
Press GREET or [2].



3 Press CFWD or [3].



4 Press YES or [1] to have your calls go to CallPilot without ringing at your phone
or
press NO or [2] to have calls ring at your set.



5 Press CHNG or [1] to turn Call Display on or off.

6 Press [☎] to end the session.

Call Forward on Busy overrides CLID

If your display telephone is assigned Call Forward on Busy, CLID information does not appear on the display. Call Forward on Busy is a feature that forwards your calls to another designated telephone or extension if your telephone is busy. Call Forward on Busy is assigned by the System Administrator.

Chapter 9
Transferring calls

This chapter describes transferring calls and explains:

- Transferring calls to a CallPilot mailbox
- Transferring a mailbox owner's call to their mailbox
- Transferring a call to Custom Call Routing (CCR)
- About Outbound Transfer
- Setting up Outbound Transfer
- Adding special characters to a destination number
- Turning Outbound Transfer on or off
- Optimizing Outbound Transfer

Transferring calls to a CallPilot mailbox

With the Transfer feature [↻] [9] [8] [6] you can transfer a call from your business telephone directly to a mailbox on the CallPilot system.

Transferring calls to a CallPilot mailbox has these advantages:

- If you transfer a call to a mailbox instead of another telephone, the call does not come back to you. If you transfer a call to another telephone and the call is not answered, the call comes back to you.
- The call is immediately transferred to the mailbox, which saves time.

[↻] [9] [8] [6] is not available on the Companion Wireless telephone.

To transfer a call to a mailbox from your telephone

1. Press [↻] [9] [8] [6].
   Do not press Hold because the call is put on hold automatically.
2. Enter the mailbox number or search the Company Directory. To search the Company Directory press the DIR display option.
3. Wait until the display shows `Call transferred` before you attempt any other CallPilot functions. The call automatically transfers and the CallPilot session ends.

Transferring a mailbox owner's call to their mailbox

You can transfer a mailbox owner's call to their CallPilot mailbox so that they can change their greetings or retrieve their messages.

To transfer a mailbox owner's call to their mailbox

1 Press [transfer] 9 8 6.
Do not press Hold because the call is put on hold automatically.

2 Enter the mailbox owner's mailbox number.

3 Wait until the display shows `Call transferred` before you attempt any other telephone features.

Note: Do not use [transfer] 7 0 to transfer a mailbox owner's call. This feature transfers the call to their telephone and it is possible that the call can return to you.

[transfer] 9 8 6 is not available on a Companion Wireless telephone.

4 After a mailbox owner's call transfers to their mailbox, the mailbox owner must:

a Press * * while their mailbox greeting plays.

b Follow the voice prompts to open their mailbox.

Transferring a call to Custom Call Routing (CCR)

CCR is a single-digit application that provides callers with a more sophisticated menu and a wider range of options than the Automated Attendant.

Callers can use CCR to:

- listen to the Home menu and make a selection
- listen to a pre-recorded CCR Information message
- leave a message in a mailbox
- transfer to another extension or an external number

For more information about CCR, ask your System Administrator.

You can transfer a call to the beginning of a CCR Tree.

To transfer a call to a CCR Tree

1 Press [transfer] 9 8 6.
Do not press Hold [hold] because the call is put on hold automatically.

2 Choose a CCR Tree by entering a digit from 1 to 8 and pressing #.

3 Wait until the display shows `Call transferred` before you attempt any other features.

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 them what number to press to transfer:

- If you use the Norstar Voice Mail interface, tell callers to press 7
- If you use the CallPilot interface, 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 7 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 75 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 Off-premise 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 *. Press the button directly below the option on a two line display telephone, or listen to the voice prompts.

Adding special characters to a destination number	
Press	**Description**
2 or DIGS	to resume adding digits to the destination phone number
3 or PAUS	to enter a timed pause that appears as P on the display. Pauses are four seconds long.

Adding special characters to a destination number	
Press	**Description**
4 or TONE	to recognize dial tone (behind PBX). The Recognize Dial Tone special character appears as D on the display.
5 or OTHR #	to enter a #
6 or OTHR *	to enter a *
*	to cancel and retry

Setting up Outbound Transfer

To set up Outbound Transfer to a phone number

1 Press [ ] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

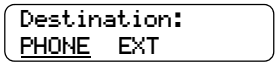
2 If you use the CallPilot interface:

- Press [8] [0] to open the Mailbox Options
- Press [9] to open the Outbound Transfer menu
- Go to step 3

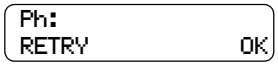
If you use the Norstar Voice Mail interface:

- Press ADMIN or [8]
- Press [8] to open the Outbound Transfer menu
- Go to step 3

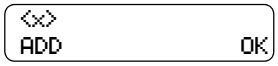
3 Press ADMIN or [1] to set up Outbound Transfer
or
if you have previously set up Outbound Transfer press CHNG.



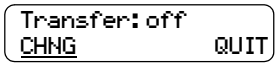
4 Press PHONE to select an external phone as the destination.



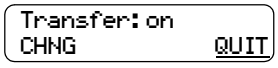
5 Enter the destination phone number and press OK or [#].



6 Press OK or [#] to accept the destination number, represented by <x>
or
press ADD or [2] to add special characters. For information, refer to "Adding special characters to a destination number" on page 75.
After you add special characters, press OK or [#] to accept the destination number.



7 Press CHNG or [1] to turn Outbound Transfer on.



8 Press QUIT or [*].

9 Press [ ] to end the session.

To set up Outbound Transfer to an extension

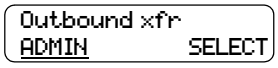
1 Press [✆] [9] [8] [1].
Follow the voice prompts or the display button options on your telephone to open your mailbox.

2 If you use the CallPilot interface:

- Press [8] [0] to open the Mailbox Options
- Press [9] to open the Outbound Transfer menu
- Go to step 3

If you use the Norstar Voice Mail interface:

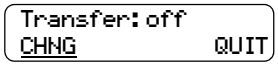
- Press ADMIN or [8]
- Press [8] to open the Outbound Transfer menu
- Go to step 3



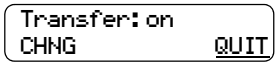
3 Press ADMIN or [1] to set up Outbound Transfer.

4 Enter the destination extension and press OK or [#].

5 Press OK or [#] to accept the number.
The <x> represents the extension.



6 Press CHNG or [1] to turn Outbound Transfer on.



7 Press QUIT or [*].

8 Press [✆] 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

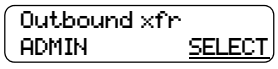
1 Press [Feature] [9] [8] [1].
Follow the voice prompts or the display button options on your telephone to open your mailbox.

2 If you use the CallPilot interface:

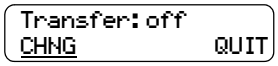
- Press [8] [0] to open the Mailbox Options
- Press [9]
- Go to step 3

If you use the Norstar Voice Mail interface:

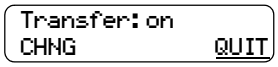
- Press ADMIN or [8]
- Press [8] to open the Outbound Transfer menu
- Go to step 3



3 Press SELECT or [2] to access Outbound Transfer.



4 Press CHNG or [1] to turn Outbound Transfer on.
Press CHNG again to turn Outbound Transfer off.



5 Press QUIT or [*].

6 Press [End] to end the session.

Optimizing Outbound Transfer

When CallPilot transfers a call to an external telephone number using Outbound Transfer, two lines are used. An incoming line connects a caller to a mailbox and an outgoing line transfers a caller to an Outbound Transfer telephone number. Both lines remain in use while the caller connects to the Outbound Transfer telephone number.

To optimize the use of CallPilot lines, the Outbound Transfer call to an external telephone number can transfer to the incoming line to make the outgoing call. This type of transfer is called a Link transfer.

Note: You can perform a Link transfer only if the CallPilot line is equipped with Link transfer capability. The most common type of line that supports Link transfer is a Centrex line. If Link transfer is programmed for an Outbound Transfer and your CallPilot lines do not support this feature, the caller is disconnected. Ask your System Administrator before programming a Link transfer.

To perform a Link transfer with Outbound Transfer you must add # before the Outbound Transfer telephone number.

For example, the telephone number looks like:

5 5 5 1 2 3 4

where:

- # instructs CallPilot to use the incoming line to perform the transfer
- 5 5 5 1 2 3 4 is the telephone number dialed

Programming Outbound Transfer when CallPilot is behind a PBX

If you have CallPilot installed behind a PBX and you want to access an outside line and recognize dial tone, enter:

9 # 4 2 5 5 5 1 2 3 4

where:

- 9 accesses an outside line
- # 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 telephone number dialed

After you enter this dialing sequence, the display shows:

```
9D5551234
ADD              OK
```

Chapter 10
Off-premise Message Notification

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

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

About Off-premise Message Notification

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

If you program CallPilot to call you at a phone, 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 phone 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 a telephone or extension, you must assign start and stop times. The start and stop times apply to all five notification numbers. You do not assign start and stop times if the destination is a pager.

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

A person who receives an Off-premise Message Notification call can cancel Off-premise 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 an Off-premise 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."

Off-premise Message Notification parameters

You can set up the parameters for Off-premise Message Notification from any tone dial phone.

The parameters are:

- destination type (phone, extension or pager)
- destination number (phone, extension or pager)
- time range for receiving calls at phone 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 phone line also apply to Off-premise Message Notification numbers. For example, if you cannot dial long distance phone numbers from your phone, you cannot have a long distance Off-premise Message Notification destination number.

Setting up Off-premise Message Notification

Follow these instructions if you are setting up Off-premise Message Notification for the first time. If you have already set up Off-premise Message Notification, refer to the section "Changing Off-premise Message Notification" on page 91.

To set up Off-premise Message Notification to	refer to
a phone number	page 82
an extension	page 85
a pager	page 87

To set up Off-premise Message Notification to a phone number

1 Press ✆ 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

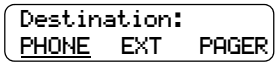
2 If you use the CallPilot interface:

- Press 8 5 to open the Mailbox Tools
- Press NOTIF or 2 to open the Off-premise Message Notification menu
- Go to step 3

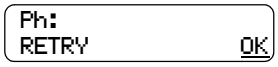
If you use the Norstar Voice Mail interface:

- Press ADMIN or 8
- Press 6 to open the Off-premise Message Notification menu
- Go to step 3

3 Press ADMIN or 1 to set up Off-premise Message Notification.

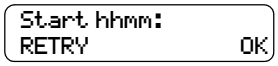


4 Press PHONE or 1 to choose a phone number destination.

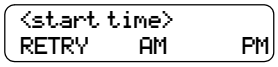


5 Enter the destination phone number and press OK or #. The destination phone number is a maximum of 30 digits.

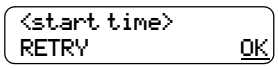
6 Press OK or # to accept the destination phone number represented by <x>
or
press ADD or 2 to add special characters and use your dialpad or follow the voice prompts to add characters.
See "Adding special characters to a destination number" on page 75.
After you add special characters, press OK or # to accept the destination number.



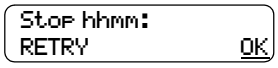
7 Enter the start time for Off-premise Message Notification. This is a four-digit field. You must precede a single-digit hour and minute with a zero.



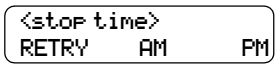
8 Press AM or 1
or
PressPM or 2.



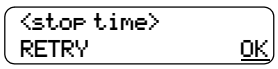
9 Press OK or # to accept the start time.



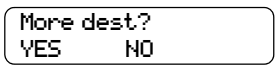
10 Enter the time when Off-premise Message Notification is to stop. This is a four-digit field. You must precede a single-digit hour and minute with a zero.



11 Press AM or 1
or
Press PM or 2.

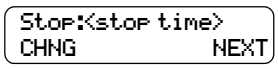


12 Press OK or # to accept the stop time.

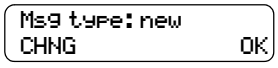


13 Press YES or 1 if you want to set up another destination number
or
press NO or # if you do not want to set up another destination number.

14 Press NEXT or # to accept the start time that you entered
or
press CHNG or 1 to change the start time.



15 Press NEXT or # to accept the stop time that you entered
or
press CHNG or 1 to change the stop time.



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

17 Press ☎ to end the session.

To set up Off-premise Message Notification to an extension

1 Press [✆] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

2 If you use the CallPilot interface:

- Press [8] [5] to open the Mailbox Tools
- Press NOTIF or [2] to open the Off-premise Message Notification menu
- Go to step 3

If you use the Norstar Voice Mail interface:

- Press ADMIN or [8]
- Press [6] to open the Off-premise Message Notification menu
- Go to step 3

```
Msg notify
ADMIN          SELECT
```

3 Press ADMIN or [1] to set up Off-premise Message Notification.

```
Destination:
PHONE  EXT  PAGER
```

4 Press EXT or [2] to choose an extension as the destination.

```
Ext:
RETRY          OK
```

5 Enter the destination number and press OK or [#].

```
Accept:<x>
RETRY          OK
```

6 Press OK or [#] to accept the destination extension.
The <x> represents the extension.

```
Start hhmm:
RETRY          OK
```

7 Enter the start time for Off-premise Message Notification. This is a four-digit field. Any single-digit hour and minute must be preceded by zero.

```
<start time>
RETRY   AM     PM
```

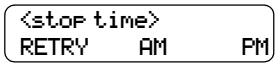
8 Press AM or [1]
or
Press PM or [2].

```
<start time>
RETRY          OK
```

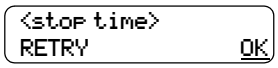
9 Press OK or [#] to accept the start time.

```
Stop hhmm:
RETRY          OK
```

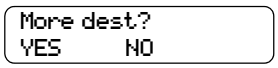
10 Enter the time when Off-premise Message Notification is to stop. This is a four-digit field. You must precede a single-digit hour and minute with a zero.



11 Press AM or 1
or
Press PM or 2.

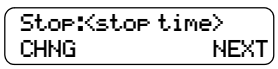


12 Press OK or # to accept the stop time.

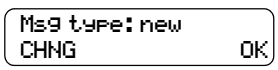


13 Press YES or 1 if you want to set up another destination number
or
press NO or # if you do not want to set up another destination number.

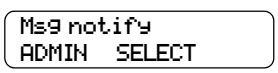
14 Press NEXT or # to accept the start time that you entered
or
press CHNG or 1 to change the start time.



15 Press NEXT or # to accept the stop time that you entered
or
press CHNG or 1 to change the stop time.



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



17 Press ☎ to end the session.

Setting up Off-premise 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 phone 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 phone 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 phone number parameters for your pager, contact your pager company.

To set up Off-premise Message Notification to a pager

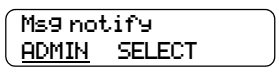
1 Press 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

2 If you use the CallPilot interface:

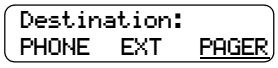
- Press 8 5 to open the Mailbox Tools
- Press NOTIF or 2 to open the Off-premise Message Notification menu
- Go to step 3

If you use the Norstar Voice Mail interface:

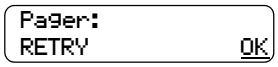
- Press ADMIN or 8
- Press 6 to open the Off-premise Message Notification menu
- Go to step 3



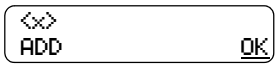
3 Press ADMIN or 1 to set up Off-premise Message Notification.



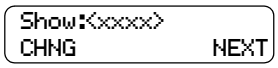
4 Press PAGER or 3 to select a pager number destination.



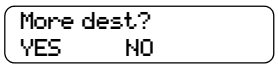
5 Enter the destination pager number and press OK or #.



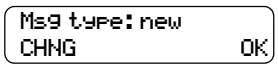
6 Press OK or # to accept the destination pager number represented by <x>
or
press ADD or 2 to add special characters and use your dialpad or follow the voice prompts to add characters.
See "Adding special characters to a destination number" on page 75.
After you add special characters, press OK or #.



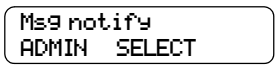
7 Press NEXT or # to accept the default pager message represented by <xxxx>. The default pager message that CallPilot sends is the CallPilot extension. This is the sequence of digits that is sent after the pager service is dialed, to notify you of who is paging you
or
press CHNG or 1 to change the pager message.
The combined limit is 30 characters for the pager phone number and the pager message.



8 Press YES or 1 if you want to set up another destination number
or
press NO or # if you do not want to set up another destination number.



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



10 Press ☎ to end the session.

To set up Off-premise 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 phone number destination and then add a pager destination for the first time.

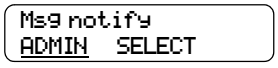
1 Press [✆] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

2 If you use the CallPilot interface:

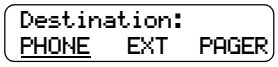
- Press [8] [5] to open the Mailbox Tools
- Press NOTIF or [2] to open the Off-premise Message Notification menu
- Go to step 3

If you use the Norstar Voice Mail interface:

- Press ADMIN or [8]
- Press [6] to open the Off-premise Message Notification menu
- Go to step 3

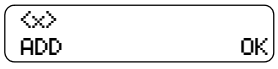


3 Press ADMIN or [1] to set up Off-premise Message Notification.

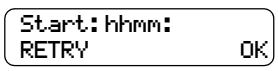


4 Press PHONE or [1] to choose a destination phone number.

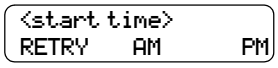
5 Enter the destination phone number and press OK or [#]. The destination phone number cannot be longer than 30 digits.



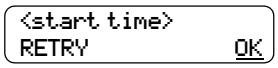
6 Press OK or [#] to accept the destination phone number, represented by <x>
or
press ADD or [2] to add special characters and use your dialpad or follow the voice prompts to add characters. See "Adding special characters to a destination number" on page 75.



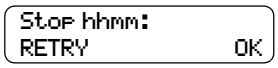
7 Enter the start time for Off-premise Message Notification. This is a four-digit field. You must precede a single-digit hour and minute with a zero.



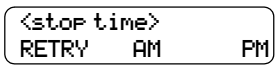
8 Press AM or 1
or
Press PM or 2.



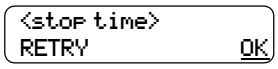
9 Press OK or # to accept the start time.



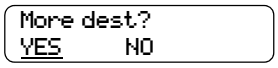
10 Enter the time when Off-premise Message Notification is to stop. This is a four-digit field. You must precede a single-digit hour and minute with a zero.



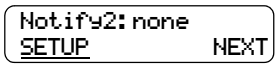
11 Press AM or 1
or
Press PM or 2.



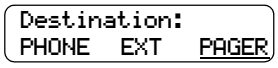
12 Press OK or # to accept the stop time.



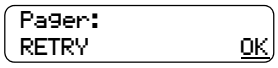
13 Press YES or 1 to set up another destination number.



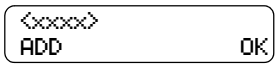
14 Press SETUP to set up another destination number.



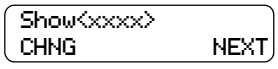
15 Press PAGER or 3 to select a pager number destination.



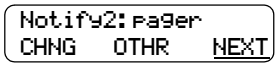
16 Enter the destination pager number and press OK or #.



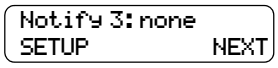
17 Press OK or # to accept the destination pager number represented by <x>
or
press ADD or 2 to add special characters and use your dialpad or follow the voice prompts to add characters. See "Adding special characters to a destination number" on page 75.
After you add special characters, press OK or #.



18 Press NEXT or # to accept the default pager message represented by <xxxx>. 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 CHNG or 1 to change the pager message.
The combined limit is 30 characters for the pager phone number and the pager message.

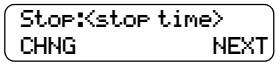


19 The display shows that the second destination is a pager. Press NEXT or # to continue.

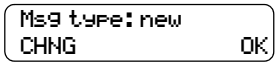


20 Press NEXT or # to continue.

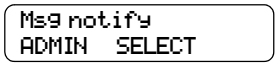
21 Press NEXT or # to accept the start time that you entered
or
press CHNG or 1 to change the start time.



22 Press NEXT or # to accept the stop time that you entered
or
press CHNG or 1 to change the stop time.



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



24 Press ☎ to end the session.

Changing Off-premise Message Notification

You can change the parameters and destinations for Off-Premise Message Notification. Refer to "Off-premise Message Notification parameters" on page 82 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 91

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 phone to an extension, pager or another phone number	page 93
from a pager to an extension or phone	page 95
from a phone or extension to a pager	page 96

To change the time range or type of message parameters

1 Press ✆ 9 8 1.
Follow the voice prompts or the display button options on your telephone to open your mailbox.

2 If you use the CallPilot interface:

- Press 8 5 to open the Mailbox Tools
- Press NOTIF or 2 to open the Off-premise Message Notification menu
- Go to step 3

If you use the Norstar Voice Mail interface:

- Press ADMIN or 8
- Press 6 to open the Off-premise Message Notification menu
- Go to step 3

```
Msg notify
ADMIN   SELECT
```

3 Press ADMIN or 1 to set up Off-premise Message Notification.

```
Notify:<x>
CHNG          NEXT
```

4 Press NEXT.
If you want to change the destination type refer to "To change the destination type" on page 91 for the appropriate procedure.

```
More dest?
YES     NO
```

5 Press NO or # to continue.

```
Start:<start time>
CHNG          NEXT
```

6 Press CHNG or 1 to change the start time
or
press NEXT or # to accept the start time.

```
Stop:<stop time>
CHNG          NEXT
```

7 Press CHNG or 1 to change the stop time
or
press NEXT or # to accept the stop time.

```
Msg type: new
CHNG          OK
```

8 Press CHNG or 1 to change the message type to urgent.
Press OK or # to accept the new default message. 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.

```
Msg notify
ADMIN   SELECT
```

9 Press ☎ to end the session.

To change the destination from phone to another destination

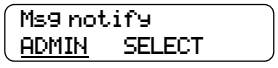
1 Press [✆] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

2 If you use the CallPilot interface:

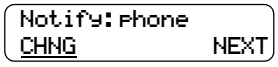
- Press [8] [5] to open the Mailbox Tools
- Press NOTIF or [2] to open the Off-premise Message Notification menu
- Go to step 3

If you use the Norstar Voice Mail interface:

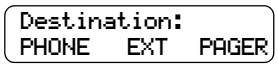
- Press ADMIN or [8]
- Press [6] to open the Off-premise Message Notification menu
- Go to step 3



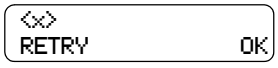
3 Press ADMIN or [1] to set up Off-premise Message Notification.



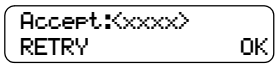
4 Press CHNG or [1] to change the destination.



5 Press PHONE or [1] to choose another phone number destination
or
press EXT or [2] to choose an extension destination
or
press PAGER or [3] to choose a pager number destination.



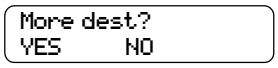
6 Enter the destination number and press OK or [#].
The destination phone number cannot be longer than 30 digits.



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

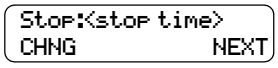
8 Press NEXT or # to continue
or
press CHNG or 1 to change the destination, and repeat steps 6 through 8.

NOTE: If you changed the destination to pager, go to step 13.

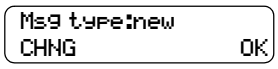


9 Press YES or 1 if you want to set up another destination number
or
press NO or # if you do not want to set up another destination number.

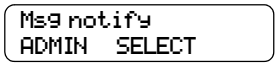
10 Press CHNG or 1 to change the start time
or
press NEXT or # to accept the start time.



11 Press CHNG or 1 to change the stop time
or
press NEXT or # to accept the stop time.



12 If you want to change message notification, press CHNG or 1 if you want to be notified only when you receive an urgent message.
Press OK or # .



13 Press ☎ to end the session.

To change the destination from pager to phone or extension

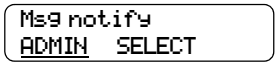
1 Press [✆] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

2 If you use the CallPilot interface:

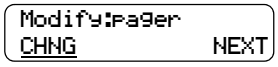
- Press [8] [5] to open the Mailbox Tools
- Press NOTIF or [2] to open the Off-premise Message Notification menu
- Go to step 3

If you use the Norstar Voice Mail interface:

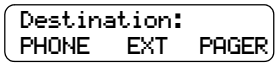
- Press ADMIN or [8]
- Press [6] to open the Off-premise Message Notification menu
- Go to step 3



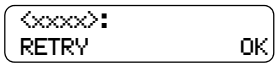
3 Press ADMIN or [1] to change Off-premise Message Notification. The display is a review of the first destination type and destination number.



4 Press CHNG or [1] to change the destination type and the destination number.

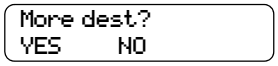


5 Choose the type of destination number:
press PHONE or [1] to choose a phone number destination
or
press EXT or [2] to choose an extension destination.



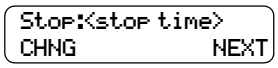
6 Enter the destination number you want to set up Off-Premise Message Notification for.
<x> represents the destination number.
Press OK or [#] to accept the destination number
or
press RETRY or [*] to re-enter the number.

7 Press NEXT or [#] to continue.



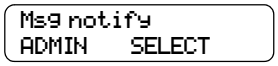
8 Press YES or [1] if you want to set up another destination, and repeat steps 6 through 8
or
press NO or [#] if you do not want to set up another destination.

9 Press CHNG or 1 to change the start time
or
press NEXT or # to accept the start time.



10 Press CHNG or 1 to change the stop time
or
press NEXT or # to accept the stop time.

11 If you want to change message notification, press CHNG or 1 if you want to be notified only when you receive an urgent message.
Press OK or #.



12 Press ☎ to end the session.

To change the destination from phone or extension to pager

1 Press ✆ 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

2 If you use the CallPilot interface:

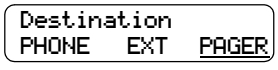
- Press 8 5 to open the Mailbox Tools
- Press NOTIF or 2 to open the Off-premise Message Notification menu
- Go to step 3

If you use the Norstar Voice Mail interface:

- Press ADMIN or 8
- Press 6 to open the Off-premise Message Notification menu
- Go to step 3

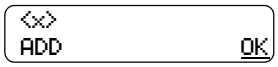
3 Press ADMIN or 1 to change Off-premise Message Notification. The displays show a review of the first destination type and destination number.

4 Press CHNG or 1 to change the destination type and the destination number.
<x> represents the type of destination (phone or extension).

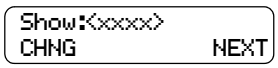


5 Press PAGER or 3 to choose a pager number destination.

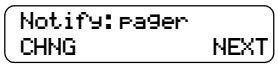
6 Enter the pager number and press OK or # to continue.



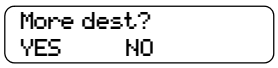
7 Press OK or # to accept the destination pager number represented by <x>
or
press ADD or 2 to add special characters and use your dialpad or follow the voice prompts to add characters.
See "Adding special characters to a destination number" on page 75.
After you add special characters, press OK or #.



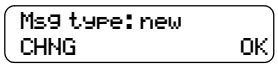
8 Press NEXT or # to accept the default pager message represented by <xxxx>. The default pager message that CallPilot sends is the CallPilot extension. This is the sequence of digits that is sent after the pager service is dialed, to notify you of who is paging you
or
press CHNG or 1 to change the pager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



9 The display shows notification is set up to a pager.
Press NEXT or # to continue.



10 Press YES if you want to set up another destination number
or
press NO if you do not want to set up another destination number.



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

12 Press ☎ to end the session.

Deleting a destination number

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

To delete a destination number

1 Press [ ] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

2 If you use the CallPilot interface:

- Press [8] [5] to open the Mailbox Tools
- Press NOTIF or [2] to open the Off-premise Message Notification menu
- Go to step 3

If you use the Norstar Voice Mail interface:

- Press ADMIN or [8]
- Press [6] to open the Off-premise Message Notification menu
- Go to step 3

```
Msg notify
ADMIN  SELECT
```

3 Press ADMIN or [1] to set up Off-premise Message Notification.

```
Notify1:<x>
CHNG   OTHR   NEXT
```

4 Press OTHR if you want to delete the first destination
or
press NEXT or [#] to view the other destinations until you find the destination that you want to delete. When you find the destination that you want to delete, press OTHR.

```
Notify 1:<x>
DEL    INS    QUIT
```

5 Press DEL to delete the first destination number.

```
Notify1:<x>
CHNG   OTHR   NEXT
```

6 The first destination number is deleted. The Notify 2 destination changes to become the Notify 1 destination number.
To delete more destination numbers, press OTHR and repeat steps 4 and 5.

```
Msg notify
ADMIN  SELECT
```

7 Press [ ] to end the session.

Adding a destination number

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

To add a destination number

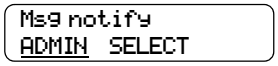
1 Press [✆] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

2 If you use the CallPilot interface:

- Press [8] [5] to open the Mailbox Tools
- Press NOTIF or [2] to open the Off-premise Message Notification menu
- Go to step 3

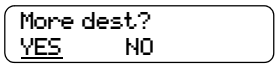
If you use the Norstar Voice Mail interface:

- Press ADMIN or [8]
- Press [6] to open the Off-premise Message Notification menu
- Go to step 3

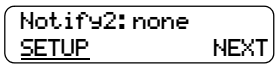


3 Press ADMIN or [1] to set up Off-premise Message Notification.

4 Press NEXT or [#] to continue.



5 Press YES or [1] to set up another destination number.



6 Press SETUP or [1] to set up another destination number and follow the steps in "To set up Off-premise Message Notification to a phone number" on page 82
or
"To set up Off-premise Message Notification to an extension" on page 85
or
"To set up Off-premise Message Notification to a pager" on page 87.

Turning Off-premise Message Notification on or off

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

To turn Off-premise Message Notification on or off

1 Press [✆] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

2 If you use the CallPilot interface:

- Press [8] [5] to open the Mailbox Tools
- Press NOTIF or [2] to open the Off-premise Message Notification menu
- Go to step 3

If you use the Norstar Voice Mail interface:

- Press ADMIN or [8]
- Press [6] to open the Off-premise Message Notification menu
- Go to step 3

```
Msg notify
ADMIN  SELECT
```

3 Press SELECT or [2] to set up Off-premise Message Notification.

```
Notify on
CHNG    TIME      OK
```

4 Press CHNG or [1] to turn Off-premise Message Notification off if it is on (as shown).

```
Notify off
CHNG    TIME      OK
```

5 Press OK or [*]
or
press TIME to review the start and stop time parameters.

```
Mailbox admin
GREET   PSWD   QUIT
```

6 Press [☎] to end the session.

Chapter 11
Recording a call

About Call Record

With Call Record [✆] [9] [8] [9] you can record an active telephone call and put the resulting message in your mailbox. Before you activate Call Record, ask the parties on the call for permission to record the call.

The maximum length of the Call Record message is determined by the Class of Service setting for your incoming message length. If the mailbox message length is reached, you hear the voice prompt *"Recording stopped. The recording limit has been reached"* and the recording ends. After Call Record stops, you can re-activate [✆] [9] [8] [9] to start another record call session. The call is recorded in two separate messages if you do this. Ask your System Administrator for the message length that is assigned to your mailbox.

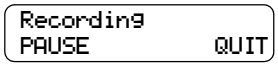
Note: Call Record is not enabled by default. The System Administrator must enable this feature by assigning you a Class of Service that includes Call Record. In some areas Call Record is not available as it contravenes local laws. Ask your System Administrator about the availability of Call Record in your area.

Using Call Record

If you use record a call, CallPilot puts the recorded call in your mailbox. You can forward the recorded call to other mailboxes.

To record a call

1 While you are on an active call, press [✆] [9] [8] [9]. Before recording begins, all parties on the call hear the prompt *"This call is being recorded"* and a recording tone.



2 Press QUIT to end recording
or
press PAUSE to suspend recording.
Press RESUME to continue recording or press QUIT to end recording.

3 When you stop recording, all the parties on the call hear the prompt *"Recording stopped."*

4 The display will briefly show “Message Left”. Press ☎ to end the call.

Chapter 12
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 phone 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.

Recording an Information mailbox greeting

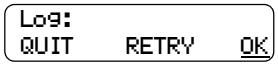
Before you record an Information mailbox greeting, you must determine what the greeting includes. Be sure to include important times and dates.

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 phone 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 Press [Mute] [9] [8] [1].
Press OTHR
Enter the mailbox number and password, then press OK or [#].

The System Administrator creates the password when they initialize the mailbox. Ask the System Administrator for the Information mailbox password.

2 Press REC or [1].

3 At the sound of the tone, record the Information mailbox greeting.
Press OK or [#] when you are done.

4 Press OK or [#] to accept the recording
or
press PLAY or [1] to listen to the greeting
or
press RETRY or [2] to rerecord the greeting.

5 Press QUIT or [#] to end the session.

Chapter 13
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 phone.

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 phone. 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 phone 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 phone number, ensure that your message includes the phone number and the time period of the temporary arrangement. If you are going to be out of the office, remember to press Call Forward [ ] 9 8 4 to forward incoming calls to your mailbox.

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 14
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 Auto 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 Auto 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 a mailbox is assigned to the extension.

Feature 981 produces a LOG prompt on my phone display

Possible causes of the Log prompt:

- The extension you are using does not have an operating mailbox. If the extension does not have a mailbox, CallPilot requests both a mailbox number and a password.
- The extension is a Guest mailbox, which usually does not have an assigned extension. Ask your System Administrator to verify that your extension is properly assigned to your mailbox.

I cannot forward my phone to CallPilot

If you try to forward your extension to CallPilot and the display shows `Not in service` you can be forwarding to the wrong extension number. Use [↩] [9] [8] [5] to verify you are calling the correct CallPilot extension number.

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 21.

Make sure your mailbox is not full. Refer to "My mailbox is full" on page 110.

If you are using an Alternate greeting, check if you have set up your mailbox to accept messages. Refer to "Choosing a Primary or Alternate mailbox greeting" on page 38.

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 five 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 CallPilot does not detect an audio signal, it requests the caller to speak louder and provides the option to re-record. If no voice level is detected after the prompt, CallPilot ends the session.

Messages are cut off

If people need to leave long messages in your mailbox, 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 external callers 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.

The wrong prompt language appears on the display of my phone

If the wrong language appears on the display of your phone, notify the System Administrator.

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 7 if you use the Norstar Voice Mail interface, or 9 if you use the CallPilot interface, to reach you. Refer to "About Outbound Transfer" on page 75 for information.

Ensure that the destination number you enter is not restricted. For example, if you cannot call long distance numbers from your phone, 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 79 for more information.

Off-premise Message Notification does not work

If Off-premise Message Notification does not work, ask the System Administrator to check the Off-premise Message Notification parameters. Also, ask the System Administrator to check whether you are allowed to have Off-premise Message Notification. Ensure that the destination phone 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 phone, you cannot set up Off-premise Message Notification to a long distance number.

Check to see if Off-premise Message Notification is turned on. Refer to "Turning Off-premise Message Notification on or off" on page 100 for more information.

I cannot use the Reply feature

If you cannot use the Reply feature to reply to an external or network message, contact your System Administrator. The Reply feature is always available for internal calls.

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.

Attendant sign On/Off

The task performed by a company receptionist or Operator that indicates to CallPilot when an Operator is available to answer calls.

ATA 2

A Nortel product that lets you connect an analog device, such as a single line telephone or a fax machine, to your telephone system.

Auto 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.

Business Status

A CallPilot setting that tells CallPilot whether a company is closed or open for business.

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.

Conventions

The way certain information is described. For example, using underlined text to represent second-line display prompt information.

Default

The parameters preset in CallPilot.

Designated Operator

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

Display

A one line or two line screen on a display telephone that shows CallPilot commands and options.

Display buttons

The three buttons on a two line display telephone. Users press these buttons to select the specified CallPilot option.

Display options

The choices available to a user that appear on a two line display telephone. Options shown on the display can be selected using the display or dialpad buttons

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.

Feature code

A unique three-digit code used to access CallPilot features and options.

General Delivery Mailbox

One of the two Special mailboxes used to store messages for people who do not have a Subscriber mailbox.

Greetings

There are three types of CallPilot greetings: Company greetings, Personal mailbox greetings and Information greetings. Company greetings are played by the Auto Attendant to incoming callers. Personal mailbox greetings are played to callers who want to leave a message in a selected mailbox. 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 provides a caller with 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.

Leave Message

The feature code used to leave messages in CallPilot mailboxes.

Mailbox

A storage place for voice messages on the CallPilot system.

Mailbox number length

The number of digits allowed in a mailbox number.

Mailbox properties

Mailbox properties are optional parameters in addition to the Class of Service values. The mailbox properties are: Include in Company Directory, Alternate Extensions, Express Messaging Line, Call Screening, Message Waiting Notification and Outdial route.

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 mailboxes

Your CallPilot mailbox is equipped with the Never Full mailbox feature, which lets an external 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.

Off-premise Message Notification

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

Operator Status

The CallPilot indicator that determines if a company’s receptionist or Designated Operator is available.

Option

A CallPilot choice that is given to a user through voice or display prompts.

Password

A four- to eight-digit number that is entered on the dialpad. A password is used to open mailboxes or perform configuration tasks.

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 and before the digits that appear on the pager display.

Personal mailboxes

Mailboxes assigned to users as a place to store messages.

Primary greeting

The main greeting played in a Personal mailbox.

Programmable memory buttons

On display telephones, buttons that can store feature codes and numbers.

Recognize dial tone

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

Resetting passwords

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

Special mailboxes

The two mailboxes used by the System Administrator and designated CallPilot Operator. The two Special mailboxes are the System Administrator Mailbox and the General Delivery Mailbox.

System Administrator

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

System Administrator Mailbox

One of the two Special mailboxes. This mailbox is used by the System Administrator for sending Broadcast Messages. This is also the System Administrator's Personal mailbox.

Touch tone phone

A push-button telephone that emits DTMF tones.

Voice prompts

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

Index

A

Alert tone 70
Alternate greeting 36, 107
Alternate Language 18
Analog station module (ASM) 15
Analog terminal adapter (ATA) 15
Attendant, Target 27
Auto Attendant 50, 109
Auto-Login 24

B

Broadcast message
  about 105
  recording 105

C

Call Forward
  canceling 69
  remote, setting up 69
  setting up 69
  with CLID, setting up 70
Call Forward on Busy, overrides Caller ID 71
Call Record 51
Call Screening 50
Caller ID 36, 40, 48, 50, 70, 71
  interaction with Call Forward on Busy 71
CallPilot
  default password 21
  how callers reach 45
  Mailbox commands 33
  Mailbox options 33
  Other mail options 34
  Playing messages 33
  Sending messages 34
  using with rotary dial telephone 45
  using with touch tone telephone 45
Calls
  interrupting 70
  transferring
    to General Delivery mailbox 45
    to Operator 45
    to receptionist 45
CCR Information message 74
Certified Acknowledge Message Delivery option 59
Character limit
  for Off-premise Message Notification
    destination pager number and message 87
  for Off-premise Message Notification destination
    number 88, 90, 97
  for Outbound Transfer
    destination telephone number 75
Company Directory 18, 109
  recording name in 21
  removing name from 27
Company Directory name 35, 37
Copying a message 46
copyright 2

D

Default password 21
Deleted messages, retrieving 48, 50
Deleting messages 46, 49
Destination number
  character limit 88, 90, 97
  for pagers 87
  when CallPilot is behind PBX or Centrex 87
Destination pager number, character limit 87
Destination telephone number, character limit 75
Display telephone
  entering characters 16
  using 13

E

Erased messages, retrieving 50
Erasing messages 46, 49

F

Feature 986 74
Feature 987 70
Feature codes 29
Forwarded messages, recording an introduction for 64
Forwarding a message 49
Full mailbox 45

G

General Delivery mailbox 45

purpose 20
Greetings 22
Alternate 36, 107
example 36
purpose 36
personal 22
Personalized 36
assigning 40
available with Caller ID 36
deleting 43
recording 40
Primary 35, 107
example 35
purpose 35
recording
Alternate 37
Primary 37
recording technique 36
Group List name 63
Guest mailboxes 19
no operating extension for 19

H

Hold tone 50
Home menu 74

I

Information mailbox greeting, recording 105
Information message, CCR 74
Initializing your mailbox 21
Internal messages, replying to 65
Interrupting a caller 51
Interrupting calls 70
Interrupting voice prompts 13, 17

L

Language, Alternate 18
Leave Message feature 15
Listening to your messages. see Playing your mailbox messages

M

Mail options
CallPilot 34
Norstar Voice Mail 32
Mailbox
full 45
initializing 21
setting up 35
Mailbox greetings, see Greetings
Mailbox options
CallPilot 33
Norstar Voice Mail 31
Mailbox password, changing 25
Mailboxes
General Delivery
purpose 20
Guest 19
Information 19
Special 20
Subscriber 19
Making selections using the dialpad, with a one line display telephone 13
Menu, Home (CCR) 74
Message Delivery options
Certified Acknowledge 59
Normal 59
Private 59
Timed 59
Urgent 59
Messages
copying 46
cut off 110
deleted, retrieving 48
deleting 46, 49
erasing 46, 49
forwarding 49
listening to, see Messages, playing
minimum recording length 53
playing 46
pausing 47
rewinding 46, 48
skipping forward 47, 48
skipping to end 46
the envelope 46, 49
playing the next 47, 49
playing the previous 47, 48
Private, cannot copy 64
quitting 47
replaying 47
replying to 47, 49
saving 47
silence timeout 53

N

Name
recording in Company Directory 21
removing from Company Directory 27
Never Full mailbox feature 45

Normal Message Delivery option 59
Norstar Voice Mail
  Mailbox commands 31
  Mailbox options 31
  Other mail options 32
  Playing messages 31
  Sending messages 32

O

Off-premise Message Notification 81
  changing parameters 91
  destination number
    character limit 88, 90, 97
  destination pager number and message
    character limit 87
  feature restrictions 82
  not working 111
  setting up
    to a pager number 87
    to a telephone number 82
    to an extension number 85
  to wrong destination 81
Off-premise Message Notification parameters
  destination telephone number 82
  destination type 82
  time range 82
  types of message 82
Open Mailbox feature 15
Opening your mailbox
  Auto-Login 24
  from your extension 24
  remotely 25
Operator 18
Optimizing Outbound Transfer 77
Outbound Transfer
  activating 79
  canceling 79
  destination telephone number
    character limit 75
  setting up
    to a phone number 77
    to an extension 78

P

Park and Page 18, 35
Password 109
  “locked-out” 110
  changing 25
  default 21
Pausing a message 47
Personal greetings, example 27
Personalized greeting 36
  assigning 40
  deleting 43
  recording 40
Playing the message envelope 46, 49
Playing your mailbox messages 46
Primary greeting 35, 107
Private Message Delivery option 59
  no forwarding with 59
Private messages
  cannot copy 64
  not forwarded 59
Prompt language, wrong 110

R

Recording
  Alternate greeting 37
  messages 53
  Personalized greeting 40
  Primary greeting 37
Recording a call 51
Recording technique, Greetings 36
regulatory information 2
Replaying messages 47
Replying
  to an external message sender 66
  to an internal message sender 65
  to messages 47, 49
Retrieving deleted messages 48
Rewinding messages 46, 48

S

Saving messages 47
Sending messages, CallPilot 34
Sending messages, Norstar Voice Mail 32
Setting up
  Off-premise Message Notification
    to a pager number 87
    to a telephone number 82
    to an extension number 85
  Outbound Transfer
    to a phone number 77
    to an extension 78
  your mailbox 35
Skipping forward in messages 47, 48
Skipping forward to end of messages 46

Special mailboxes
General Delivery 20
System Administrator 20
Subscriber mailbox 19
Guest 19

T

Target Attendant 27
Timed Message Delivery option 59
Timeout 110
trademarks 2
Transfer 74
Transferring calls
to General Delivery mailbox 45
to Operator 45
to receptionist 45

U

Urgent Message Delivery option 59

V

Voice prompts 15, 59, 70
interrupting 13, 17
on a one line display telephone 17