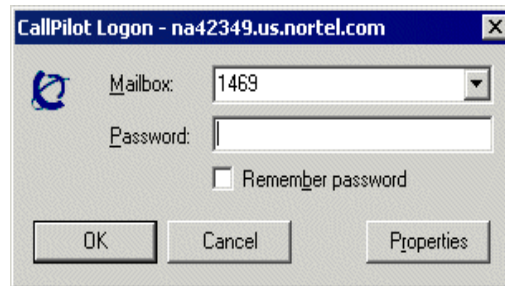


Logging in

When you log in to your e-mail, you can log in to CallPilot at the same time.

To log in from Microsoft Outlook

- 1 Open your Microsoft Outlook e-mail. The **CallPilot Logon** dialog box appears.
- 2 In **Mailbox**, type or select your mailbox number.
- 3 In **Password**, type your CallPilot password.
- 4 Check **Remember password** if you want CallPilot to log in automatically.
- 5 Click **OK**.



Note: Do not leave the Remember password box checked on a shared computer.

To log out

When you exit Microsoft Outlook, you automatically log out from CallPilot.

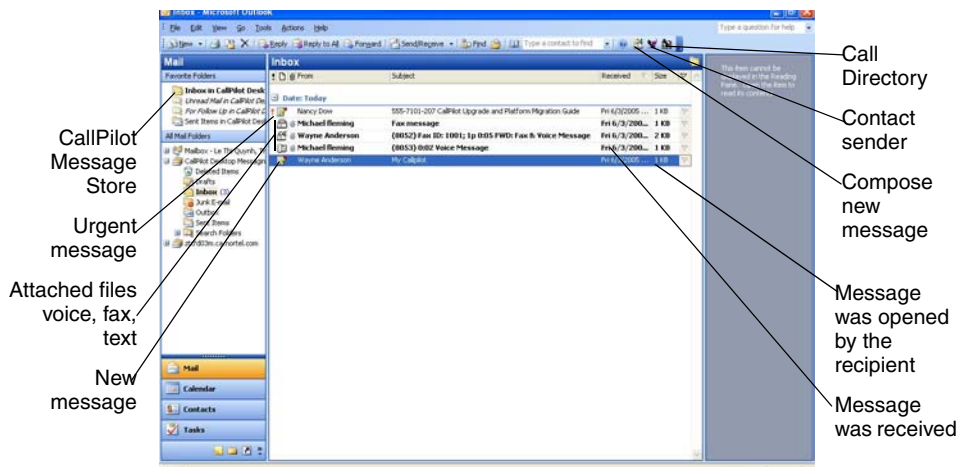
Remote login

You can log in to your mailbox from any computer that has CallPilot installed and configured in the same way as your office computer. For example, you can use a computer set up for guest access, or your home computer with a dial-up connection to the server.

Working with your CallPilot messages

When you open your e-mail with CallPilot installed, your CallPilot messages appear in the CallPilot Message Store. The Message Store contains folders for your CallPilot Inbox, Outbox, Sent Items, and Deleted Items.

Your CallPilot Inbox



To check for new messages



The CallPilot message waiting indicator in the notification area of your taskbar turns red when you have a new message. New messages appear in bold.

To open a message

To open a CallPilot message, double-click anywhere on the message line. See *Playing voice messages*, page 13, and *Viewing fax messages*, page 15.

To delete a message



To delete a CallPilot message in your Inbox, click on the message to select it, then click the Delete icon on the toolbar. You can also click the Delete icon in an open CallPilot message. The deleted message moves to the Deleted Items folder. When you log out, or click Exit from Outlook, your CallPilot messages in the Deleted Items folder are immediately deleted without confirmation.

To organize your messages

To organize your messages, you can create new CallPilot folders in the CallPilot Message Store, and move your messages to these folders. You can access these message when you log in by telephone or through My CallPilot.

Playing voice messages



When you open a voice-only message, the CallPilot Player appears. In mixed voice, fax, or text messages, click the Voice icon to open the CallPilot Player.

To select your telephone or computer to play voice messages

You can choose to play your voice messages from your telephone or your computer. To change from one to the other, click the Telephone or Computer icon on the CallPilot Player to change the setting.

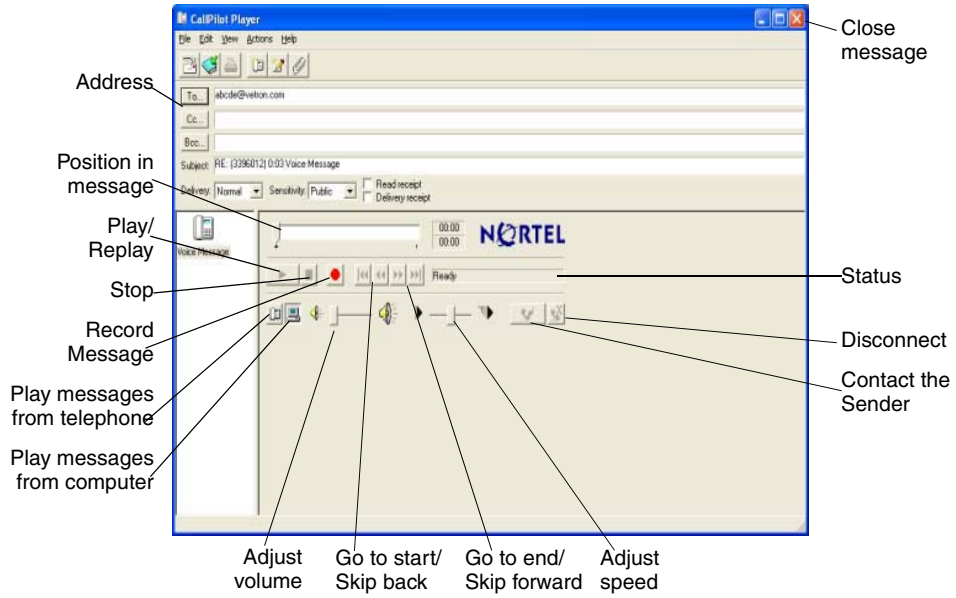
To play a message from your telephone

- 1 To play a voice message when your telephone is selected for playback, double-click the message in your CallPilot Inbox, and answer your telephone when the telephone rings.
- 2 Use the buttons on the CallPilot Player to play or stop the message, go backward and forward, and contact the sender.
- 3 When you are finished, hang up, and close the message.

To play a message from your computer

- 1 To play a voice message when your computer is selected for playback, double-click the message in your CallPilot Inbox. The message plays through your computer speakers or your headphones.
- 2 Use the buttons on the CallPilot Player to play or stop the message, go backward and forward, adjust the volume and speed, and contact the sender.

3 When you are finished, close the message.



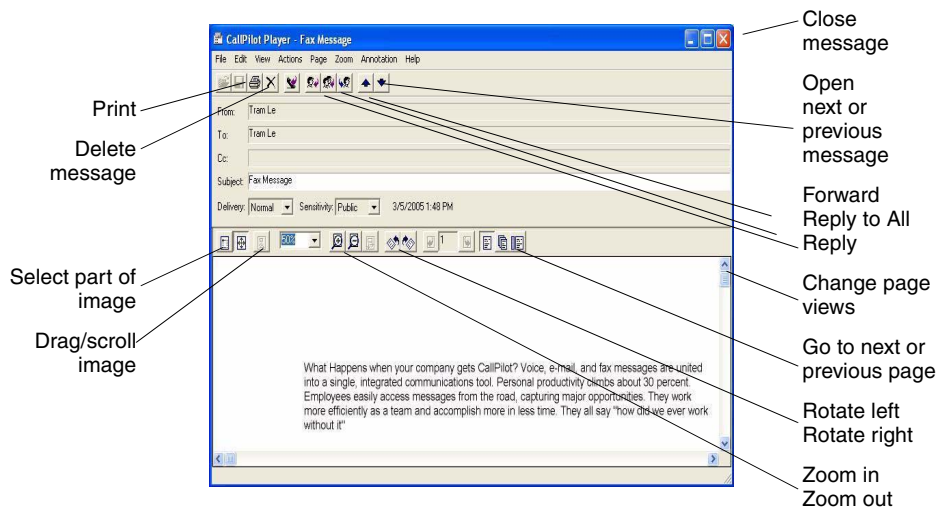
Viewing fax messages



Note: In order to receive faxes, your CallPilot administrator must enable fax capability for your mailbox.

To view a fax message


- 1 Double-click a fax message in your CallPilot Inbox. When you open a fax-only message, the fax image appears right away. In mixed voice, fax or text messages, click the **Fax** icon to view the fax.
- 2 While viewing the fax, you can enlarge or reduce the image, rotate or move the fax, print the fax, delete the fax, save the fax, add a voice annotation to the saved file, forward the fax, and reply to the fax.
- 3 When you are finished, close the message.



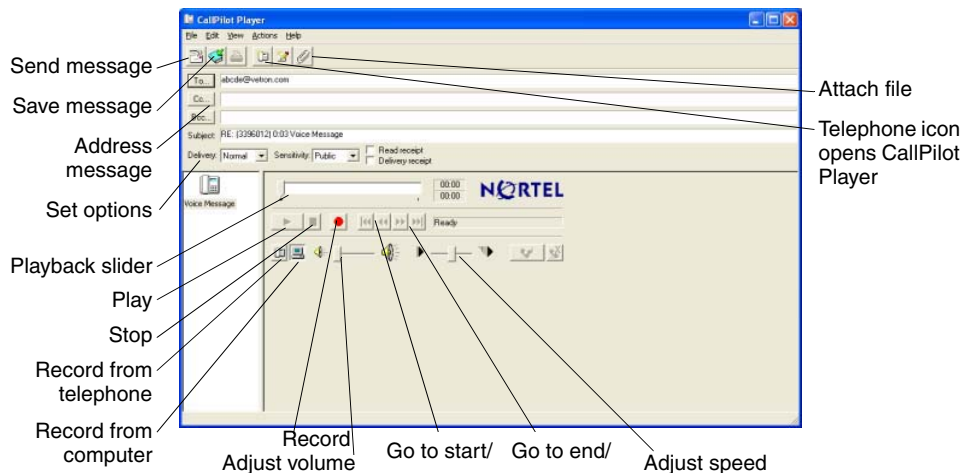
Composing voice messages

You can record a voice message from the computer or the telephone, then address and send the voice message, the same way as an e-mail message.

To record and send a voice message

- 1 In your CallPilot Inbox, click the **New CallPilot Message** icon .
- 2 On the new message form, click the **Telephone** icon in the toolbar to open the CallPilot Player, if the CallPilot Player is not already open.
- 3 On the CallPilot Player, click the red **Record** button to start recording.
- 4
 - ▶ If you are recording from the computer, record your message into the microphone. Click **Stop** to end the recording. Click **Play** to review it. To add to the recording, click **Record**, speak again, then click **Stop**.
 - ▶ If you are recording from the telephone, answer when the telephone rings. At the tone, record your message. Click **Stop** to end the recording. Click **Play** to review it.
- 5 Click **To...** to address from the CallPilot, e-mail, or any Address Boo, or type a formatted address in the **To...** text box.
- 6 Add attachments and options if required.
- 7 On the toolbar, click the **Send Message** icon.

Note: Insure that rich text format (RTF) format is selected in your e-mail client, if plain text is selected the message delivery may fail.



To save a newly created voice message as a file

- 1 On a new message form, record a message, and on the File menu, click **Save as...**
- 2 In the File name box, type a name for the file, select a folder in which to keep the file, then click **Save**. Save voice files as .vbk files. Note: CallPilot automatically

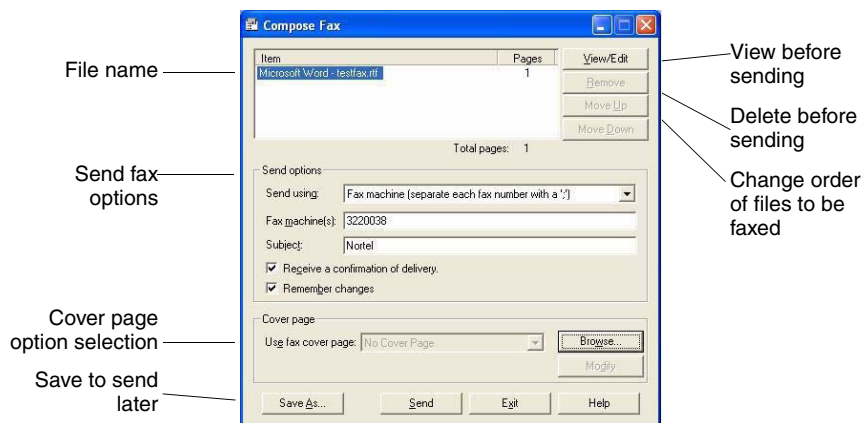
converts .vbk files to .wav files, when sending to non-CallPilot users.

Composing fax and text messages

To create and send a single fax message

To create a fax, your CallPilot mailbox must have the fax capability enabled. The CallPilot recipients of your fax must also have fax capability to view the fax on their computer. If your recipients access their messages from their telephone, they can view the fax only by printing it. You can also send your fax to a fax machine.

- 1 Open the document that you want to fax. The document must be no greater than 8.5 in. (21.5 cm) in width.
- 2 On the File menu, select **Print**.
- 3 From the list of printers, select **Nortel Fax**, then click **Print** or **OK**.
- 4 The Compose Fax dialog box appears. Before sending the fax, you can add more documents by repeating steps 1 to 3. You can also choose to include a cover page, view the fax, and save the fax as a file for later transmission.
- 5 Select an appropriate **Send using...** option.
 - ▶ To send a simple fax, type the fax machine numbers, or CallPilot mailbox number (append the letter "m" to the CallPilot mailbox number, for example, m7366), in the **Fax machine(s)** text box, type a subject in the **Subject** text box, then click **Send**.
 - ▶ To send your fax as an attachment to a new CallPilot message, select **CallPilot Desktop Messaging for Microsoft Outlook** under **Send using**, then click **Send**.



A new message form opens with your fax file attached. Address the message from CallPilot, e-mail, or any Address Book.

Or type the formatted address in the **To...** text box.

- 6 Add attachments and options if required.
- 7 Click **Send Message**.

To create and send a text message

To create a text message:

- 1 Open a new CallPilot message form.
- 2 Click the **Text** icon in the toolbar.
- 3 Type or paste plain text into the message.
- 4 Address the message.
- 5 Click the **Send Message** icon.