

Logging in to your mailbox

To log in to your CallPilot mailbox, you need the CallPilot multimedia messaging access number (4000), and your own mailbox number and password.

To log in for the first time

Your administrator will give you a temporary password that you change the first time you log in (1 + your mailbox number).

- 1 Decide on a new password. See *Changing your password*, page 14.
- 2 Follow the login steps below, using your temporary password.
- 3 When you are asked to enter a new password, follow the prompts. See *Changing your password*, page 14.

To log in

You can log in to your mailbox from any touchtone telephone. When logging in from your own telephone, you may be able to press a message key instead of dialing the access number.

- 1 Dial 4000, or press the message key on your telephone.
- 2 Enter your mailbox number, then press #. Or, at your own telephone, just press #.
- 3 Enter your password, then press #.
You are now in your mailbox and can use all the message list commands.

To log in using Autologin

Autologin is an option that makes login easier because you don't have to enter your mailbox and password. Your administrator can allow secure numbers such as your office or home telephone for Autologin. See *Turning Autologin on or off*, page 16.

To access your mailbox when Autologin is turned on, dial 4000 or press the message key at one of your specified Autologin numbers.

To disconnect

When you have finished your CallPilot session, press **8 3** to disconnect, or hang up.

Changing your password



When you log in for the first time, you must change your password from the one you were first assigned. After that, you can change your password as often as required. Your administrator sets the minimum length for a password.

To change your password

- 1 While logged in to your mailbox, press **8 4**.
- 2 Enter your current password, then press #.
- 3 You may see dashes instead of numbers if you have a display phone.
- 4 Enter your new password, then press #.
- 5 Enter your new password again, then press #.

If your password expires, follow the steps for changing a password.

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

Choosing a secure password

CallPilot prevents you from using some passwords if they are too short or too simple, or if you have used the same one recently. Also, CallPilot requires that you change your password on a regular schedule set by your administrator.

Keep your mailbox secure by choosing passwords that are not easily discovered. Decide on a system for choosing passwords that is easy for you to remember but hard for anyone else to guess. For example, you can create a unique and easy-to-remember password by combining letters and numbers on your telephone keypad.

Recording your name



Your personal verification is used in your greetings and addressed messages, and in express messaging, name dialing, and remote notification announcements.

To record a personal verification

- 1 While logged in to your mailbox, press **8 2** for Greetings, then **9** to record your name.
You hear your current recorded name, if there is one.
- 2 Press **5** to record. Wait for the tone, then record your name.
- 3 Press # to end the recording.

To play, delete, or re-record your personal verification

You can play, delete, or re-record your personal verification the same way as your greetings. See *Recording greetings*, page 15. If you delete your personal verification, your callers hear just your mailbox number or your name spelled one letter at a time.

To return to your messages

When you have finished recording your personal verification, press **4**.

Recording greetings



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

You can record a temporary greeting to tell your callers that you are away from the office. All callers hear your temporary greeting if you record one. Tell your callers the times or dates of your absence, and when you will retrieve your messages. You can set up your mailbox to refuse messages while you are away. See *Blocking messages*, page 16.

Keep your greetings brief and informative, and speak clearly. Check your greetings by calling your number from external and internal telephones.

To record your greeting

- 1 While logged in to your mailbox, press **8 2**.
- 2 Press **1** for external greeting, **2** for internal greeting, or **3** for temporary greeting.
- 3 Press **5** to record. Wait for the tone, then record your greeting.
- 4 Press **#** to end the recording.

To play, delete, or re-record your greeting

While at your greeting, you can play, delete, or re-record it.

- ▶ To play your greeting, press **2**.
- ▶ To delete your greeting, press **7 6**.
- ▶ To re-record your greeting or add to it, press **5** at the point in the greeting where you want to start. Record the new greeting, then press **#**.

To set the expiry date for your temporary greeting

You can set an expiry month, day, and time for your temporary greeting. When the temporary greeting expires, your callers will hear your external or internal greeting.

- 1 While at your temporary greeting, press **9** to set the expiry date.
- 2 Enter the month, day, and time, pressing **#** after each entry.
 - ▶ For the current month or day, press **#** only.
 - ▶ For a time setting of 9:00, press **9 0 0 #**. For a.m., press **1**; for p.m., press **2**. Expiry time will be 9:00 in the time zone at your mailbox location.
 - ▶ For the standard expiry time of one minute after midnight on the date you specified, press **#** for time.
 - ▶ For no expiry, press **###**.

If you do not set an expiry date, or if you press # for month, day, and time, your temporary greeting will remain in effect until you delete it.

To return to your messages

When you have finished recording your greetings, press **4**.

Assigning a custom operator



You can offer your callers the option of leaving a message or speaking to one of your assistants or colleagues. In your greeting, tell callers to press zero if they wish to speak to this person in your absence. The custom operator number is the number your callers reach when they press zero. Ask your administrator if this feature is available to you.

To review and assign your custom operator number

- 1 While logged in to your mailbox, press **8 0** for mailbox options, then **1** to review the custom operator number.
A prompt tells you the current custom operator number.
- 2 Enter the new custom operator number.

Blocking messages



You can temporarily prevent your callers from leaving messages in your mailbox. You can choose to transfer callers to an operator, or disconnect them. As a courtesy to your callers while message blocking is turned on, you should record a temporary greeting that provides details of your absence and tells callers what to do. Ask your administrator if message blocking is available to you.

To block your messages and set options

- 1 Press **8 0** for mailbox options, then **7** for message blocking.
- 2 Turn message blocking on or off:
 - ▶ To turn message blocking on at all times, press **1**.
 - ▶ To turn message blocking off, press **2**.
 - ▶ To block your messages only when a temporary greeting is in effect, press **3**.
- 3 To allow callers to speak to the custom operator you assigned, press **1**.
Or, to have callers disconnected after your greeting, press **2**.

Turning Autologin on or off



Ask your administrator if Autologin is available to you. See *To log in using Autologin*, page 13.

- 1 While logged in to your mailbox, press **8 0** for mailbox options, then **4** for Autologin.
- 2 Press **1** to turn Autologin on, or press **2** to turn it off.



Playing your messages

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

Your mailbox summary tells you the number of new voice and fax messages in your message list and if any of them are urgent. The summary also tells you if any recorded messages are unsent and if fax messages have been printed.

Each message header tells you the sender's name, and the date and time that the message was received at your mailbox. Faxes have an ID and a print status.

To play your messages

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

- 1** While you are in your message list, you can go to any message and play it.
 - ▶ To play the current message, press **2**.
 - ▶ To go to the next message, press **6**; to go to the previous message, press **4**.
 - ▶ To go to a specific message, press **8 6**, enter the message number, then press **#**.
 - ▶ To start over at the first message from the end of your message list, press **6**.
- 2** When you have played your messages, press **8 3** to disconnect from CallPilot, or hang up. Or, you can remain logged in to use other messaging features.

To review and respond to your messages

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

- ▶ To skip back five seconds in the message, press **1**; to skip forward five seconds in the message, press **3**.
- ▶ To pause, press **#**; to continue, press **2**.
- ▶ To slow down a message, press **2 1**; to speed it up, press **2 3**. You can increase the speed three times above normal, and decrease it two times below normal.
- ▶ To play your messages softer, press **2 4**; to play your messages louder, press **2 6**. You can increase the volume three times above normal, and decrease it two times below normal. The next time you log in, message volume will be normal.

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

- ▶ To play the message envelope, press **7 2**.
- ▶ To delete the message and move to the next message, press **7 6**. To restore the deleted message (before disconnecting), return to the message and press **7 6**.
- ▶ To print a fax message, press **7 7**. See *Printing fax messages*, page 19.
- ▶ To respond to the message, see *Calling the sender*, page 21, *Replying to the sender*, page 21, *Replying to the sender and all recipients*, page 21, and *Forwarding a message*, page 23.
- ▶ Press **7 *** for Help on message commands.

Changing message speed



You can change the speed of a message while playing it. For example, if your caller spoke very fast, you can slow down the message.

To play a message slower or faster

While you are playing a message, press **2 1** to slow it down, or press **2 3** to speed it up. You can increase the speed three times above normal, and decrease it two times below normal.

Changing message volume



You can change the volume of a message while playing it. For example, if you are playing your messages in a noisy environment, you can increase the volume to hear better. While you are logged in to CallPilot, all your messages play at the volume you set unless you change the setting. The next time you log in, message volume will be normal.

To play a message softer or louder

While you are playing a message, press **2 4** to play it softer, or press **2 6** to play it louder. You can increase the volume three times above normal, and decrease it two times below normal.

Deleting and restoring messages



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

To delete a message

While at a message, press **7 6** to delete it and move to the next message.

To restore a message

Before disconnecting, return to the deleted message and press **7 6** to restore it.

Message storage

Your played messages are automatically deleted on a schedule set by your administrator. You can review auto-deleted messages and restore them. To restore an auto-deleted message when prompted, press **7 6**. Ask your administrator if this feature is available to you.