Multimedia Messaging

Use your telephone keypad to enter messages and mailbox commands.

Logging on to your mailbox
1 Dial the Avaya CallPilot® Multimedia Messaging access number, or press the message key.
2 Enter your mailbox number, then press #; or at your own telephone, just press #.
3 Enter your password, then press #.

Playing your messages
After you log on to your mailbox, you are at your first new message. Messages can be voice, fax, or voice and fax. E-mail messages are in a separate list.
1 Press 2 to play the current message.
2 Press 6 to go to the next message; or press 4 to go to the previous message.
3 To disconnect, press 8 3, or hang up.
While playing a message:
  › To skip back five seconds, press 1; to skip forward five seconds, press 3.
  › To play the message slower, press 2 1; to play the message faster, press 2 3.
  › To play the message softer, press 2 4; to play the message louder, press 2 6.
  › To pause, press #: to continue, press 2.

Deleting and restoring messages
Before, during, or after playing a message, press 7 6 to delete it. To restore a deleted message, including a message that has been auto-deleted by the system, return to the message and press 7 6.

Responding to messages
Before, during, or after playing a message:
  › Contact Sender To contact the sender, press 9. Speak to the person or leave a message, then hang up.
  › Reply To reply to a message, press 7 1, record a reply, then press 7 9 to send it.
  › Reply All To reply to the sender and all recipients of a message, press 7 4, record a reply, then press 7 9 to send it.
  › Forward To forward a message, press 7 3. Address the message, then press 7 9 to send it. You can record an introduction before sending the message.
  › To play the message envelope, press 7 2.
To record a reply or introduction, see Composing messages.

Printing fax messages
1 While at a message that is a fax or has a fax attachment, press 7 7. Press 1 to print this fax, press 2 to print all unprinted faxes, or press 3 to print all faxes in your mailbox.
2 Enter a fax number for printing, then press #.
3 After Avaya CallPilot confirms your selection, press #.
To print at the faxphone you're calling from:
1 Log on from a faxphone using the faxphone access number.
2 Play your messages before printing faxes.
3 While at a fax message, press 7 7. Then press 1 to print this fax, press 2 to print all unprinted faxes, or press 3 to print all faxes in your mailbox.
4 Press 0 # when prompted to enter the fax number.
5 Press Send or Start on the faxphone.

Listening to your e-mail messages
Check for new e-mail messages, then listen to or print the text content of an e-mail.
1 While logged in to your mailbox, press 8 9. CallPilot starts to retrieve any new e-mails in your Inbox.
2 While you wait, you can press 8 9 to return to your voice messages. After CallPilot tells you your e-mail messages are ready, press 8 9 again.
3 Listen to the header details of your first new e-mail, then listen to it or press 6 to go to the next new e-mail.
4 Press 2 to listen to the text content of the message.
  › Use the standard playback commands to pause, skip back or forward, and change speed and volume. See Playing your messages.
  › To mark the e-mail for deletion, press 7 6.
  › To print an e-mail at a fax machine, press 7 7. See Printing fax messages.
5 Press 8 9 to return to your voice messages.

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

Composing messages
Address, record, and send messages. Messages are addressed to mailbox numbers, distribution list numbers, users on other networks, external telephone numbers, faxphones, and spelled names.
1 While logged in to your mailbox, press 7 5.
2 Enter the first address, then press #. Enter the next address followed by #. (To cancel an address, press 0 #.)
3 After you have finished, press # again.
4 Press 5. At the tone, record your message, then press #.
  › To play the message, press 2.
  › To add options and attachments, press 7 0, then Urgent 1, Private 4, Acknowledge 5, Timed Delivery 6, and Add Attachment 7.
5 Press 7 9 to send the message.

Name Dialing
When addressing a message, enter the address by spelling the person's name.
1 At the address prompt, enter the Name Dialing prefix, or press *.
2 Spell the last name, then the first name.
3 Stop when the system finds the name.

Express Messaging
Send a message to another mailbox without logging in to your own mailbox.
1 Dial the Express Messaging number.
2 Enter the mailbox number of the person for whom you are leaving the message, then press #.
3 At the tone, record your message, then hang up.

Using standard commands
Use the standard CallPilot commands to access all features:
Message commands begin with 7; Mailbox commands begin with 8.

Playing and recording commands:
Skip back 1; Play 2; Skip forward 3; Previous message 4; Record 5; Next message 6.

Note: Press * at any time for Help prompts.
For detailed information, refer to the online Multimedia Messaging User Guide on the Useful Information page in My CallPilot.
Multimedia Messaging (continued)

**Changing your password**
1. While logged in to your mailbox, press 8 4.
2. Enter your current password, then press #.
3. Enter your new password, then press #.
4. Enter your new password again, then press #.

To change your password, you must enter your current password, then enter your new password twice.

**Blocking messages**
Temporarily prevent callers from leaving messages in your mailbox. As a courtesy to your callers, record a temporary greeting that provides details of your absence and their options.
1. While logged in to your mailbox, press 8 0 for Mailbox Options, then 1 to review the current custom operator number.
2. Enter a new custom operator number.

**Recording greetings and name**
Record external, internal, and temporary greetings. Tell callers to press zero if they wish to speak to this person in your absence.
1. While logged in to your mailbox, press 8 0 for Mailbox Options, then 3 to set a default number for printing faxes.
2. Press 2 for Autoprint, then press # to start printing.
3. To review the list, press 3.
4. To change the list, press 4.
5. To return to your messages, press 5.

**Assigning a custom operator**
In your greeting, offer your callers the option of leaving a message or speaking to one of your assistants or colleagues. Tell callers to press zero if they wish to speak to this person in your absence.
1. While logged in to your mailbox, press 8 0 for Mailbox Options, then 1 to review the current custom operator number.
2. Enter a new custom operator number.

**Turning Message Forwarding on or off**
Forward your messages to another CallPilot mailbox or to an external e-mail address if a Message Forwarding Rule is configured for your mailbox.
1. While logged in to your mailbox, press 8 5 for CallPilot Tools, then 1 for Message Forwarding.
2. Respond to the prompts to enable or disable Message Forwarding.

**Remote Notification**
CallPilot can notify you of new messages at a remote telephone or pager.
1. While logged in to your mailbox, press 8 5 for CallPilot Tools, then 2 for Remote Notification.
2. Press 1 to turn it on; press 2 to turn it off.
3. Press 4 to return to your messages.
4. Press 5 to start exiting addresses into the list.
5. Enter the first address, then press # in the same way you address a message.
6. Continue to enter addresses, pressing # after each one.
7. When the list is complete, press #.
8. Press 4 to return to your messages.

**Creating distribution lists**
Create up to 99 unique personal distribution lists. Each personal distribution list can contain up to 200 addresses of the same types as a composed message, except other personal distribution lists.
1. While logged in to your mailbox, press 8 5 for CallPilot Tools, then 5 for Distribution Lists.

**Need help?**
Press * at any time for prompts.
For detailed information, refer to the online Multimedia Messaging User Guide on the Useful Information page in My CallPilot.
Speech Activated Messaging

In Speech Activated Messaging, you receive and send CallPilot messages by speaking commands into your telephone handset. You can switch to keypad commands at any time.

Logging on to your mailbox
Dial the CallPilot Speech Activated Messaging access number, say your mailbox number and password to the prompt, then say your password and wait for the prompt. To ensure privacy or clarity, you can choose to enter your mailbox number and password using keypad commands.

Controlling sound quality
Try to use speech activated messaging in low-noise conditions. In noisy conditions, speak directly into the handset or use a headset.

Speaking numbers
When saying a series of numbers, speak naturally and do not pause between digits. To end a number, simply pause and wait for the next prompt.

Using keypad commands
Use keypad commands to change your password, record greetings, use distribution lists, and set remote notification and fax options. To switch to keypad commands, enter the required keypad command instead of the speech command, then wait for the prompts. If you press * or #, you are not switched to keypad commands. To return to speech commands, press 8 5, then 4.

Using paced speech entry
If your spoken numbers cannot be heard clearly, CallPilot switches you to paced speech entry so that you must wait for the tone after saying each digit.

Using custom commands
Train CallPilot to recognize your way of saying the standard commands. Use the training option to record the entire list of standard commands, or use the testing option to record just a few commands.

Speech commands

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

Need more information?
For detailed information about CallPilot features, refer to the online user guides available in My CallPilot. Features with an asterisk (*) are options. Ask your administrator if you can use them.

Desktop Messaging

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

My CallPilot

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

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

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

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

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

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