Introduction
This card is for subscribers with display telephones that use the CallPilot interface.

Mailbox initialization
You must initialize your mailbox to receive and store messages. To initialize and open your mailbox for the first time:

1. Press 1 to open your mailbox.
2. Enter your mailbox number, enter (the default password) and press OK or £.
3. Choose a password from four to eight digits long that does not start with zero. Enter your new mailbox password and press OK or £.
4. Enter your new mailbox password again and press OK or £.
5. At the tone, record your name in the Company Directory.
6. Press OK to end the recording. Press £ to accept the recording.
7. Press to end the session.

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

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

Recording Tips
- Follow the voice prompts or the button options on your display telephone to open your mailbox and listen to messages.
- Use your handset, not the Handsfree feature.
- Speak clearly and at a pace that is easy to understand.
- Use the display button or the dialpad to enter a command. The voice prompt plays after a five second delay. When there are more than three options, or you do not know what the options are, wait for the voice prompt to state the options.
- If you are unable to answer their calls, the Voice prompt replays the options.
- If you do not choose an option, the CallPilot session ends.

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

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

Alternate mailbox greeting
Is a special greeting for times when you are away from the office or on vacation. CallPilot recognizes the assigned incoming telephone number and plays the Personalized mailbox greeting.

Personalized mailbox greeting
Up to three Personalized mailbox greetings are available when your company subscribes to Caller ID (CLID) services from your local telephone company. A Personalized mailbox greeting plays to callers based on the caller’s telephone number. CallPilot recognizes the assigned incoming telephone number and plays the Personalized mailbox greeting.

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

If you choose the Alternate mailbox greeting, you are asked whether the mailbox accepts messages. If you choose (yes) your mailbox receives messages in the normal way. If you choose (no):
- Messages cannot be left in your mailbox.
- The Alternate mailbox greeting takes precedence over all other greetings.

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

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

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

On one line display telephones:
- Voice prompt plays immediately.
- Use the dialpad only to enter a command.
- If you know the corresponding dialpad number for the option you want, you can press it any time during the voice prompt.
- If you do not choose an option after five seconds, the voice prompt replays the options.
- If you do not choose an option, the CallPilot session ends.

On two line display telephones:
- Use the display button or the dialpad to enter a command.
- The voice prompt plays after a five second delay.
- When there are more than three options, or you do not know what the options are, wait for the voice prompt to state the options.

Example of a two line display
Display command line
Display button options
Display buttons

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

From your display telephone enter \[ \text{C} \text{S} \text{ } \text{S} \text{ } \text{S} \text{ } \text{S} \].

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

When there are messages in your mailbox these commands are available.

Use these commands to review, send and respond to messages.

- **Message Options**
- **Message Envelope**
- **Forward Message**
- **Reply All**
- **Compose Message**
- **Delete Message**
- **Send Message**

**Retrieve a deleted message**

You can retrieve a deleted message if you are still in a CallPilot session. A deleted message remains in your mailbox until you end your current CallPilot session. Return to your deleted message and press \[ \text{F} \text{S} \] to restore the message.

**Send messages**

From your display telephone enter \[ \text{C} \text{S} \text{ } \text{S} \text{ } \text{S} \text{ } \text{S} \].

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

When CallPilot answers, press \[ \text{F} \text{S} \] and follow the voice prompts to open your mailbox.

**More about addresses:**
- **Enter Address** (mailbox number) then press \[ \text{F} \text{S} \]
- **Record Message**
- **End Recording**

**Compose a Message**

**Play Message**

**Re-record**

**Message Options**

**Delete**

**Send**

**Urgent**

**Private**

**Acknowledge**

**Timed Delivery**

**Leave a Message**

Default code \[ \text{C} \text{S} \text{ } \text{S} \text{ } \text{S} \text{ } \text{S} \]

Custom code \[ \text{C} \text{S} \text{ } \text{S} \text{ } \text{S} \text{ } \text{S} \]

Press \[ \text{C} \text{S} \text{ } \text{S} \text{ } \text{S} \text{ } \text{S} \] on your display telephone to record and send a message directly to a mailbox without calling the extension number.

**Open Mailbox**

Default code \[ \text{C} \text{S} \text{ } \text{S} \text{ } \text{S} \text{ } \text{S} \]

Custom code \[ \text{C} \text{S} \text{ } \text{S} \text{ } \text{S} \text{ } \text{S} \]

Press \[ \text{C} \text{S} \text{ } \text{S} \text{ } \text{S} \text{ } \text{S} \] on your display telephone to access your mailbox menus.

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

**Transfer**

Default code \[ \text{C} \text{S} \text{ } \text{S} \text{ } \text{S} \text{ } \text{S} \]

Custom code \[ \text{C} \text{S} \text{ } \text{S} \text{ } \text{S} \text{ } \text{S} \]

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

To transfer a call to a mailbox from your telephone:

1. Press \[ \text{C} \text{S} \text{ } \text{S} \text{ } \text{S} \text{ } \text{S} \].
2. Enter the mailbox number.
3. Wait until the display shows **Call transferred** before you attempt to use any other feature.

**Interrupt**

Default code \[ \text{C} \text{S} \text{ } \text{S} \text{ } \text{S} \text{ } \text{S} \]

Custom code \[ \text{C} \text{S} \text{ } \text{S} \text{ } \text{S} \text{ } \text{S} \]

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

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

If you program the Interrupt feature to a memory button:
- **While a caller is listening to your mailbox greeting or leaving a message, the indicator (↑ or ▲) flashes for the Interrupt button.**
- Press the Interrupt button to retrieve the call.

**To program a memory button with a feature code:**

1. Press \[ \text{C} \text{S} \text{ } \text{S} \text{ } \text{S} \].
2. The display shows **Program Features**.
3. Press a memory button with an LCD indicator.
4. Press \[ \text{S} \text{S} \text{ } \text{S} \] and then enter the feature code that you want to program.
5. The display shows **Programmed**, then ends the session.

**Send messages**

From your display telephone enter \[ \text{C} \text{S} \text{ } \text{S} \text{ } \text{S} \text{ } \text{S} \].

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

When CallPilot answers, press \[ \text{F} \text{S} \] and follow the voice prompts to open your mailbox.

**More about addresses:**
- **Continue to enter addresses and then press \[ \text{F} \text{S} \].**
- **Press \[ \text{F} \text{S} \text{ } \text{S} \text{ } \text{S} \] to cancel an address.**
- **You can press \[ \text{F} \text{S} \text{ } \text{S} \text{ } \text{S} \] to dial by name.**
- **When you are finished entering addresses, press \[ \text{F} \text{S} \text{ } \text{S} \text{ } \text{S} \] again to end the list.**

**Compose a Message**

**Play Message**

**Re-record**

**Message Options**

**Delete**

**Send**

**Urgent**

**Private**

**Acknowledge**

**Timed Delivery**

**Call Record**

Default code \[ \text{C} \text{S} \text{ } \text{S} \text{ } \text{S} \text{ } \text{S} \]

Custom code \[ \text{C} \text{S} \text{ } \text{S} \text{ } \text{S} \text{ } \text{S} \]

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

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

**Call Forward**

Default code \[ \text{C} \text{S} \text{ } \text{S} \text{ } \text{S} \text{ } \text{S} \]

Custom code \[ \text{C} \text{S} \text{ } \text{S} \text{ } \text{S} \text{ } \text{S} \]

Press \[ \text{C} \text{S} \text{ } \text{S} \text{ } \text{S} \text{ } \text{S} \] on your display telephone to forward calls directly to your mailbox.

**Other features**

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

- Automated Attendant
- Alternate extensions
- Alternate language
- Call Screening
- Company Directory
- Message Options
- Outbound Transfer
- Off-premise Message Notification
- Replying to a message
- Target Attendant
- Transferring calls