Introduction

This card is for CallPilot 100/150 and Business Communications Manager 2.5 users 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 01 on your display telephone.
2. Enter your mailbox number, enter 00 00 00 (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. Press ® to end the recording. Press •• to accept the recording.
6. Press 05 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.

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.

Personalized mailbox greeting

Up to three Personalized mailbox greetings are available when your company subscribes to Caller ID (CID) 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.

Use the Mailbox commands illustration as a guide when you record your greetings.

Recording Tips

- Use your handset, not the Handsfree feature.
- Speak clearly and at a pace that is easy to understand.
- 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 Y (yes) your mailbox receives messages in the normal way. If you choose N (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.

Use the Mailbox commands illustration as a guide when you choose a greeting.

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.

Use the Mailbox commands illustration as a guide when you change your password.
### CallPilot Features

**Play messages**

From your display telephone enter \[0x0\] Default code Custom code

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

When CallPilot answers, press \[0x0\] and follow the voice prompts to open your mailbox.

**Open Mailbox**

Default code Custom code

Press \[0x0\] on your display telephone to access your mailbox menus.

**Send messages**

From your display telephone enter \[0x0\] Default code Custom code

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

When CallPilot answers, press \[0x0\] and follow the voice prompts to open your mailbox.

**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 \[0x0\] to restore the message.

**Leave a Message**

Default code Custom code

Press \[0x0\] on your display telephone to record and send a message directly to a mailbox without calling the extension number.

**Open Mailbox**

Default code Custom code

Press \[0x0\] on your display telephone to access your mailbox menus.

**Transfer**

Default code Custom code

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

To transfer a call to a mailbox from your telephone:

1. Press \[0x0\].
2. Enter the mailbox number.
3. Wait until the display shows Call transferred before you attempt to use any other feature.

**Interrupt**

Default code Custom code

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 \[0x0\] or \[0x0\] flashes for the Interrupt button.
- Press the Interrupt button to retrieve the call.

To program a memory button with a feature code:

1. Press \[0x0\].
2. The display shows Program Features.
3. Press a memory button with an LCD indicator.
4. Press \[0x0\] and then enter the feature code that you want to program.
5. The display shows Programmed, then ends the session.