Introduction
This is for CallPilot 100/150 and Business Communications Manager 2.5 users with display telephones that use the Norstar Voice Mail 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 \[9\] \[0\] \[9\] \[0\] on your display telephone.
2. Press \[\#\] \[0\] \[0\] \[0\] \[0\] (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 \[\#\] to end the recording. Press \[\#\] to accept the recording.
7. Press \[\#\] to end the session.

Note: If you do not record any 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 (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.

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.

Recording Tips
- Use your handset, not the Handsfree feature.
- Speak clearly and at a pace that is easy to understand.

Mailbox commands
From an outside tone dial telephone, dial your company’s telephone number. When CallPilot answers, press \[\#\] \[0\] \[0\] and follow the voice prompts to open your mailbox.

From your display telephone enter \[9\] \[0\] \[9\] \[0\]. Follow the voice prompts or the button options on your display telephone to open your mailbox.

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

On one line display telephones:
- The 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.
- Press \[\#\] on the dialpad to interrupt a voice prompt.
- Press \[\#\] to return to the previous display 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.
- Press \[\#\] on the dialpad to interrupt a voice prompt.
- If you do not choose an option after five seconds, the voice prompt replays the options.

Example of a two line display
Make sure you are familiar with how to operate display telephones. Refer to your Telephone User Card.
Play messages

From your display telephone enter [2] [8] [8] [1].
Follow the voice prompts or the button options on your display telephone to open your mailbox.

From an outside tone dial telephone, dial your company’s telephone number.
When CallPilot answers, press [4] and follow the voice prompts to open your mailbox.

Listen to New Messages
Record Message
Listen to Saved Messages
Mailbox Administration

Pause/Continue
Skip Forward
Previous Message
Forward
Copy
Next Message
Message
Envelope
Delete Message
Reply to Message
Save Message
Return to Main Menu

* Applies only when message is playing.

Retrieving 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.

After you delete a message, the number of new or saved messages shown on the display decreases by one.

If the display shows 0 new 0 saved, you can play and retrieve your deleted message. Press [PLAY] or [¥] to listen to your deleted messages.

When you play your deleted message, you have the option to save it. If you end the current session without saving the deleted message, it is permanently deleted from your mailbox.

Send messages

From your display telephone enter [2] [8] [8] [1].
Follow the voice prompts or the button options on your display telephone to open your mailbox.

From an outside tone dial telephone, dial your company’s telephone number.
When CallPilot answers, press [4] and follow the voice prompts to open your mailbox.

Listen to New Messages
Record Message
Listen to Saved Messages
Mailbox Administration

Pause/Continue
Skip Forward
Previous Message
Forward
Copy
Next Message
Message
Envelope
Delete Message
Reply to Message
Save Message
Return to Main Menu

Bear in mind, if your current CallPilot session.

Add 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.

If you delete a message, the number of new or saved messages shown on the display decreases by one.

If the display shows 0 new 0 saved, you can play and retrieve your deleted message. Press [PLAY] or [¥] to listen to your deleted messages.

When you play your deleted message, you have the option to save it. If you end the current session without saving the deleted message, it is permanently deleted from your mailbox.

Leave a Message

Default code
Custom code

Press [6] [8] [8] [7] 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 [6] [8] [8] [4] on your display telephone to access your mailbox menus. Refer to the Mailbox commands illustration in this card to review your mailbox menus.

Call Forward

Default code
Custom code

Press [6] [8] [8] [4] on your display telephone to forward calls directly to your mailbox.

To set up Call Forward remotely:
1. Use a tone dial telephone to call your company’s telephone number. Wait for CallPilot to answer.
2. While your greeting plays press [4].
3. Enter your mailbox number and password, then press [4].
7. Replace the handset to end the session.

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