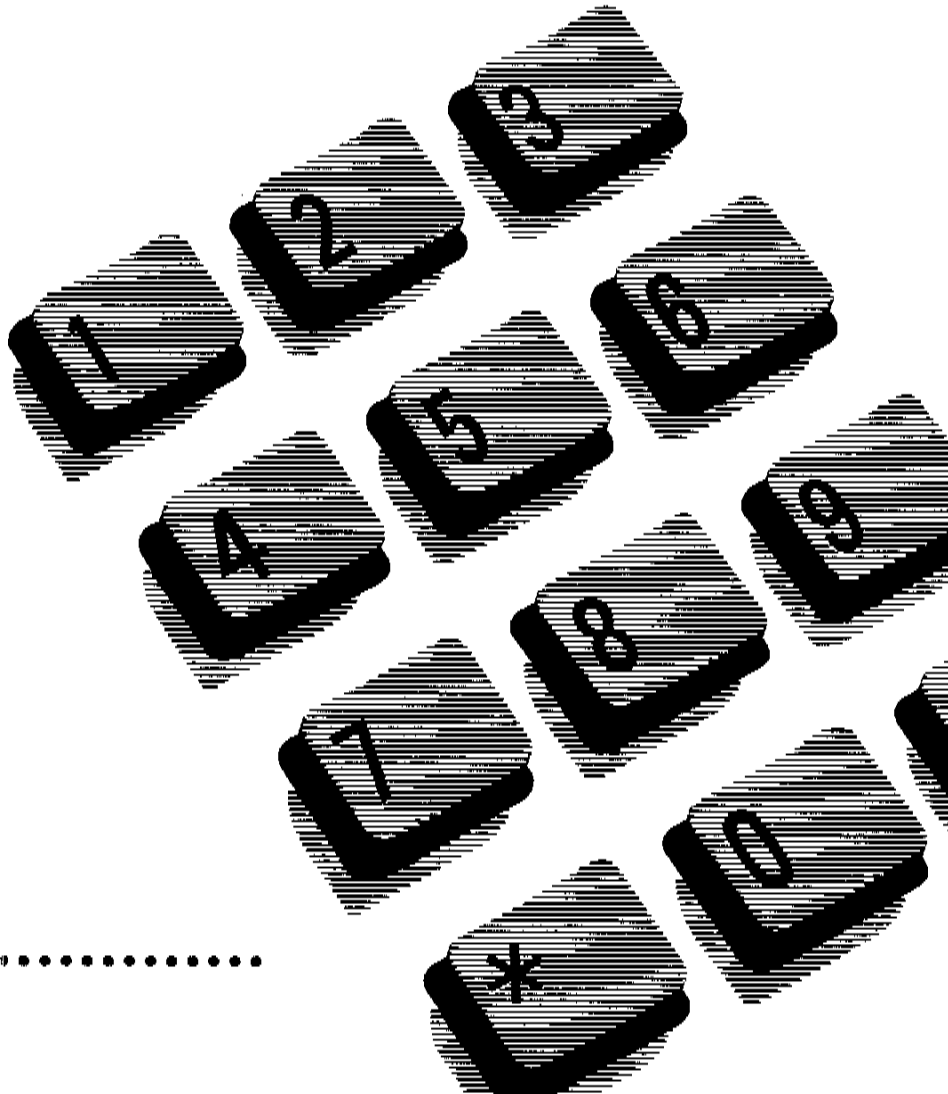

NORTEL NORSTAR

.....
Modular ICS
Telephone Feature Card




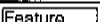






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About this card










Use this card as a quick reference for accessing the features of your telephone. Your system administrator will inform you if any of these features are not available for your telephone.

Buttons

This card uses the Business Series Terminals button icons. The table below shows which buttons to use on the different types of Nortel Networks telephones.

Button Name	T7000, T7100, T7208, T7316	M7100, M7208, M7310, M7324
Feature		
Hold		
Volume Control		
Release		

Telephone features

Background Music		Cancel 
	Listen to music (provided by your office) through your telephone speaker when you are not on a call.	
Button Inquiry		
	Check what is programmed on any button. Use when labeling buttons.	
Call Duration Timer		
	Briefly display the approximate length of your current or most recent call.	
Call Forward		Cancel 
	Send your calls to another telephone in your system.	
Call Park		
	Put a call on hold so that it can be picked up from any telephone in your system. The display shows a three-digit retrieval code. To retrieve a parked call from a telephone, press an intercom button and dial the retrieval code. On the T7100/M7100 telephone, just lift the handset and dial the retrieval code.	
Call Pickup - directed		
	Answer any ringing telephone. Press  and dial the extension number for the ringing telephone.	

Call Pickup - group	<input type="button" value="6"/> <input type="button" value="7"/> <input type="button" value="5"/> Answer a call that is ringing at another telephone in your pickup group. The external call that has been ringing longest is answered first.
Call Queuing	<input type="button" value="6"/> <input type="button" value="8"/> <input type="button" value="0"/> <input type="button" value="1"/> Answer the next call. If more than one call is waiting, priority is given to incoming external calls over callback, camped, or transferred calls.
Camp-on	<input type="button" value="6"/> <input type="button" value="8"/> <input type="button" value="2"/> Re-route a call to another telephone even if all its lines are busy. Press <input type="button" value="6"/> <input type="button" value="8"/> <input type="button" value="2"/> , then dial the extension number of the receiving telephone.
Class of service password	<input type="button" value="6"/> <input type="button" value="6"/> <input type="button" value="8"/> Change the dialing filters on a line or telephone, or gain external access to your system. Dialing filters determine which numbers you can dial. Press <input type="button" value="6"/> <input type="button" value="6"/> <input type="button" value="8"/> and enter a password provided by your system coordinator to change your class of service.
Conference	<input type="button" value="6"/> <input type="button" value="3"/> Establish a conference call between yourself and two other parties. <ol style="list-style-type: none"> 1. Make or answer the first call. 2. Put the first call on hold. 3. Make or answer the second call. 4. After the second call is connected, press <input type="button" value="6"/> <input type="button" value="3"/> . 5. Press the line or intercom button of the first held call (not required on the T7100/M7100 telephone). 6. Press <input type="button" value="6"/> <input type="button" value="3"/> to end the conference call. <p>To remove yourself from a conference permanently (unsupervised conference): Press <input type="button" value="6"/> <input type="button" value="7"/> <input type="button" value="0"/> . The other two callers remain connected. (Some external lines may not support this feature. See your system coordinator.)</p> <p>To put a conference on hold: Press <input type="button" value="6"/> <input type="button" value="3"/> . The other two callers can still talk to each other.</p> <p>To split a conference: Press the line or intercom button of one caller to consult privately while the other caller is on hold. To re-establish the conference, press <input type="button" value="6"/> <input type="button" value="3"/> .</p> <p>To disconnect one party: Press the line or intercom button of the caller you want to disconnect, then press <input type="button" value="6"/> <input type="button" value="3"/> . Press the line or intercom button of the remaining caller to resume your conversation.</p> <p>To independently hold two calls: Press the line or intercom button of the first caller, then press <input type="button" value="6"/> <input type="button" value="3"/> . The second caller is automatically put on hold. To re-establish the conference, retrieve one call from hold, press <input type="button" value="6"/> <input type="button" value="3"/> , then retrieve the second call from hold.</p>

Contrast adjustment **[*] 7**
Adjust the contrast of your display.
Press **[*] 7**, then press a number from **1** to **9** (depending on your telephone). Press **[]** to set your choice.

Dialing modes **[*] 8 2**
Choose one of three methods of dialing.
1. Press **[*] 8 2**.
2. Press **#** to select the mode.
3. Press **[]** to store the mode.
Standard Dial: Select a line, then dial the number. (Standard Dial is always available, even when another dialing mode is selected.)
Automatic Dial: Dial the number without choosing a line button first. Your prime line is automatically selected for the call.
Pre-Dial: Dial the number, then press a line button to place the call. Edit the number by pressing **[]** before placing the call.

Do Not Disturb **[*] 8 5** **Cancel [*] # 8 5**
When you are not on a call prevent all incoming calls, except priority calls, from ringing at your telephone. When you are on a call, block an incoming priority call.

Group Listening **[*] 8 0 2** **Cancel [*] # 8 0 2**
Use both the handset and speaker while you are on a call. To avoid electronic feedback, keep the handset away from the speaker during the call, and press **[*]** to hang up.

Hold **[]**
Temporarily suspend a call.
To retrieve a held call, press the line button for the held call.
(Press **[]** on the T7100/M7100 telephone.)
Exclusive Hold
[*] 7 9 or **[*] []**
Temporarily suspend a call and prevent other telephones from picking it up.

Language Choice **[*] 5 0 1** Select Primary Language for the telephone display.
[*] 5 0 2 Select Alternate Language for the telephone display.
[*] 5 0 3 Select Alternate Language 2 for the telephone display.
[*] 5 0 4 Select Alternate Language 3 for the telephone display.

Last Number Redial **[*] 5**
Automatically redial the last external telephone number that you dialed.

Line pools **[*] 6 4**
With a line pool, telephones can share several lines for making calls.
1. Press **[*] 6 4** or an intercom button.
2. Enter a line pool access code. (See your system coordinator for a list.)

Line Redirection	[*] 8 4	Cancel [*] # 8 4
	Send calls arriving on an external line to another telephone outside your system. (Some external lines may not support this feature. See your system coordinator.) This feature is not available on the T7100/M7100 telephone.	
Link	[*] 7 1	
	Generate a Link signal [*] to access a PBX or other host exchange.	
Long Tones	[*] 8 0 8	
	Generate a tone for as long as you hold down a button. This is used to communicate with devices like fax or answering machines. Long tones are in effect only for your current call.	
Messages	[*] 1	Cancel [*] # 1
	Send a message to another telephone within your system.	
	To view and reply to your messages:	
	1. Press [*] 6 5 .	
	2. Press * and # to view your message list.	
	3. Press 0 to call the person who left you the message.	
	To erase a message:	
	1. Press [*] while viewing a message.	
Moving line buttons	[*] * 8 1	
	Change the position of your line or hunt group buttons.	
	1. Press [*] * 8 1 .	
	2. Press the line button that you want to move.	
	3. Press the button that you want to move the line to.	
	4. Press [*] . The two buttons are exchanged.	
	5. Update the button label strip on your telephone.	
	Line buttons cannot be exchanged with intercom, answer or Handsfree buttons.	
Name and number blocking	[*] 8 1 9	
	Block the outgoing name and/or number on a per-call basis.	
	1. Press [*] 8 1 9 .	
Page	[*] 6 0 and code (1 to 3) and zone (0 to 6)	
	Make a page announcement through either the internal (code 1) or external (code 2) speakers, or both (code 3). Zone 0 pages all zones. Page announcements are programmed to timeout after a pre-selected amount of time which is set by your system coordinator.	
	Internal page	
	[*] 6 1 and zone (0 to 6)	
	Make a page announcement to all, or to a specific group of telephones, through the telephone speakers. Zone 0 pages all zones.	

External page

[*] 6 2

Make a page announcement through an external loudspeaker system.

Internal and external page

[*] 6 3 and zone (0 to 6)

Make a page announcement through both your telephone speakers and an external loudspeaker system. Zone 0 pages all zones.

Pause

[*] 7 8

Program in an external autodial sequence to insert a 1.5 second delay **[*]**. For pulse dialing: **[*]** also inserts a 1.5 second delay.

Priority Call

[*] 6 9

Interrupt a person who is on a call.

A person on another call can press **[*] 8 5** (Do Not Disturb) to block priority calls.

Privacy

[*] 8 3

Change the privacy setting for an external line. If a line normally has privacy, this permits another telephone that shares the line to join your call by selecting the line while you are using it. If a line normally has privacy disabled, this prevents another telephone that shares the line from joining your call by selecting the line while you are using it. The privacy setting is re-established once you end your call or when you enter the Privacy feature code again.

Ring Again

[*] 2

Cancel **[*] # 2**

Monitor a busy or unanswered telephone, or a busy line pool within your system. Ring Again signals you to call back when the telephone or line pool becomes available.

Ring type

[*] * 6

Select a distinctive ring to help differentiate between your telephone and others nearby.

1. Press **[*] * 6**.
2. Enter the ring type number (**1** to **4**).
3. Press **[*]**.

Ring volume

[*] * 8 0

Make your telephone ring so that you can adjust the volume. You can also adjust the volume any time your telephone rings.

Run/Stop

[*] * 9

Store more than one autodial number or external carrier feature code on one memory button by inserting a break point **[*]** between numbers or codes. The first press of the button dials the first number or code; the next press dials the next number or code. You can program up to four numbers or codes separated by break points.

Saved Number Redial

Save a number to redial later. Enter the code while you are on a call that you have dialed to save the number. Enter the code when you are not on a call to redial the saved number.

Service Schedules Show service schedules

Display the modes that have been turned on at a designated control set.

Ringing service

Cancel

Turn on one of six schedules for alternative ringing/call answering arrangements from a designated control telephone.

Restriction services

Cancel

Turn on one of six services for restrictions on particular lines or telephones from a designated control telephone. You will be required to enter a password.

Routing services

Cancel

Turn on one of six services for routing on particular lines or telephones from a designated control telephone. You will be required to enter a password.

Speed Dial

Dial an external telephone number using a three-digit code. There are two types of speed dial codes: system (001 to 255) and user (256 to 279).

System speed dial codes can be used from any display telephone in the system. They are assigned by your system coordinator. User speed dial codes are used exclusively at your telephone.

To make a call using a speed dial code:

1. Press .
2. Enter the three-digit code for the number.

To program user speed dial numbers:

1. Press .
2. Enter a three-digit code from 256 to 279.
3. Specify an external line by pressing a line button, a line pool button, or the intercom button. If you do not specify the line, the system automatically chooses a line for the call.
4. Dial the telephone number you want to program (up to 24 digits).
5. Press .

6. Record the code and number you have just programmed. You cannot program user speed dial numbers while someone else is programming your system. Codes you enter can be overridden by your system administrator.

Static time and date	[*] 8 0 6	Cancel [*] # 8 0 6
	Change the first line of the display to the current time and date.	
Time	[*] 8 0 3	
	Briefly display the time and date while you are on a call.	
Transfer	[*] 7 0	
	Send a call to another telephone within your system, or to an external telephone. You may not be able to transfer a call on an external line to an external telephone, depending on the capabilities of the lines.	
	<ol style="list-style-type: none"> 1. Make or answer a call. 2. Press [*] 7 0. 3. Call the person you want to transfer the call to. 4. Stay on the line if you wish to speak to the person first. 5. Press [*] to complete the transfer. 	
	If an external call is transferred to a busy internal or network extension, or is not answered after a few rings, the call automatically rings you back.	
Trunk Answer	[*] 8 0 0	
	Answer an external call that is ringing on a line that has been placed into a Ringing Service schedule from any telephone in your system. This feature does not work for a private line.	
Voice call	[*] 6 6	
	Make a voice announcement or begin a conversation through the speaker of another telephone without first making the other telephone ring.	
Voice call deny	[*] 6 6	Cancel [*] # 8 8
	Prevent your telephone from receiving voice calls.	
	Do Not Disturb ([*] 8 5) also prevents your telephone from receiving voice calls.	
Wait for dial tone	[*] 8 0 4	
	Program in an external autodial number to cause the system to wait to receive dial tone ■ from another system before proceeding with the dialing sequence.	

Call Display Services

The following features are available only if you subscribe to Call Display services or to special line services from your local telephone company.

Autobumping	[*] 8 1 5	Cancel [*] # 8 1 5
	Have the system automatically delete the oldest log item from a full Call Log, so that a new log item can be stored.	
Call Information	[*] 8 1 1	
	Display the name, number or line name of a ringing or held call. Press [#] to move through the information displays.	
Call Log	[*] 8 1 2	
	Call Log displays use the following special characters: <u>1</u> (underline) identifies a new item 1 identifies answered calls 8 identifies long distance calls / identifies that the information has been shortened	
	To view your Call Log: 1. Press [*] to view old items. Press [#] to view new items. Press [0] to return to the last viewed item. 2. Press [#] and [*] to move through your items. 3. Press [*]—[*] to view more information on an item.	
	To erase a Call Log entry: Press [*] while viewing an item.	
	To return a call from your Call Log: 1. Display the desired number on your telephone. 2. Edit the number, if required. You can add numbers for long distance dialing or line pool access or remove numbers using [*]—[*] . 3. Press a line button. 4. Lift the handset.	
Call Log options	[*] * 8 4	
	Select the type of calls that will automatically be stored in your Call Log. Press [#] to see the next setting. Press [*] to select the displayed setting.	
Call Log password	[*] * 8 5	
	Program a four-digit password for your Call Log. To remove a forgotten password, see your system coordinator.	
Logit	[*] 8 1 3	
	Store caller information for your current call in your Call Log.	
Malicious Caller ID (MCID)	[*] 8 9 7	
	Store caller information on the service provider system for last external call. This feature only works if your system uses ETSI ISDN lines. Check with your system administrator. The code must be invoked within 30 seconds after the caller hangs up, and before you hang up.	

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NORTEL/NORSTAR QUICK REFERENCE GUIDE

To make an outgoing call

1. Press **SPEAKER** key or lift **HANDSET**.
2. Dial trunk access code **9**.

NOTE: Depending on how system is programmed, trunk access code **8** can be used.

Intercom call

1. Press **SPEAKER** key or lift **HANDSET**.
2. Dial internal extension number.

Putting calls on HOLD

1. While on the incoming call, Press the **HOLD** key.

Retrieve the call from HOLD

1. Press the blinking **INTERCOM** key.

How to TRANSFER a call

1. While on the call, press the **TRANSFER** key.
2. Dial the extension number or press the one touch extension button.
3. Announce the call (optional)
4. Press **RLS** (release) key or hang up to complete transfer function.

To TRANSFER a call directly into voicemail

1. While on the call, Press **FEATURE** key and 986 or **XFER VOICEMAIL** button.
2. Dial extension or mailbox number.
3. Then hang up to complete function

Using CALL PARK - Allow users to **PARK** and **RETRIEVE** incoming calls from any station.

1. While on the call, press the **CALL PARK** key, or Call Park feature code (feature 74).
2. Your display will briefly display the first available park zone: (Example 101).
3. Let the internal party know their call is parked on: (Example 101).

NOTE: Call Park zones range from 101 to 125.

Retrieve calls from CALL PARK - To pickup the call from any station

1. Lift handset, press **INTERCOM** key or Lift handset.
2. Then dial the 3 digit **PARK** zones (101 thru 125).

NOTE: Your phone can be programmed as one touch access for most used features.

How to program a FEATURE on your phone

1. Press **FEATURE** key.
2. ***3**
3. Press the memory button to program
4. Press **FEATURE**, and enter feature code.

EXAMPLE: To program the last number redial as a one touch the feature code would be 5.

NOTE: For more features, please refer to your telephone feature card.

How to program frequently dialed numbers, which are called **AUTO DIALS**:

1. Press **FEATURE** key.
2. ***1 (Example: External auto dial feature code)**
3. Press the **AUTODIAL** key to program.
4. Enter the telephone number, press ok to confirm.

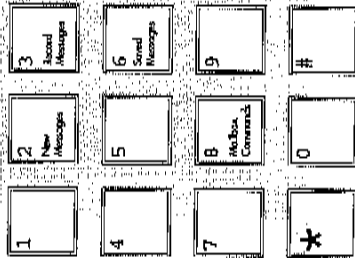
- ALSO -

1. Press **FEATURE** key.
2. ***2 (Example: Internal auto dial feature code)**
3. Press the **AUTODIAL** key to program.
4. Enter the extension number

NOTE: Feature *1 external auto dial - to store external numbers for one touch access.
Feature *2 internal auto dial - to store internal numbers for one touch access.

CallPilot Quick Reference Card

Norstar Voice Mail interface



Introduction

This card is for subscribers 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 **[2]** **[8]** **[1]** on your display telephone.
2. Press **[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.

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 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.

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 will 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.

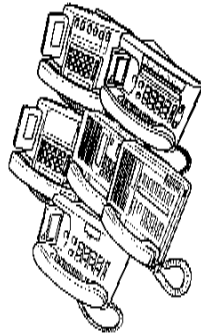
Use the *Mailbox commands* illustration as a guide when you change your password.

CallPilot voice prompts

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

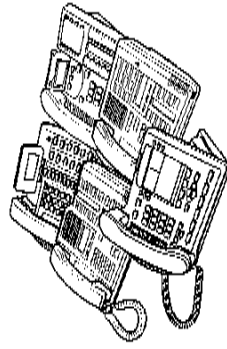
On one line display telephones:

- 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.

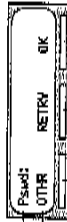


On two line display telephones:

- 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

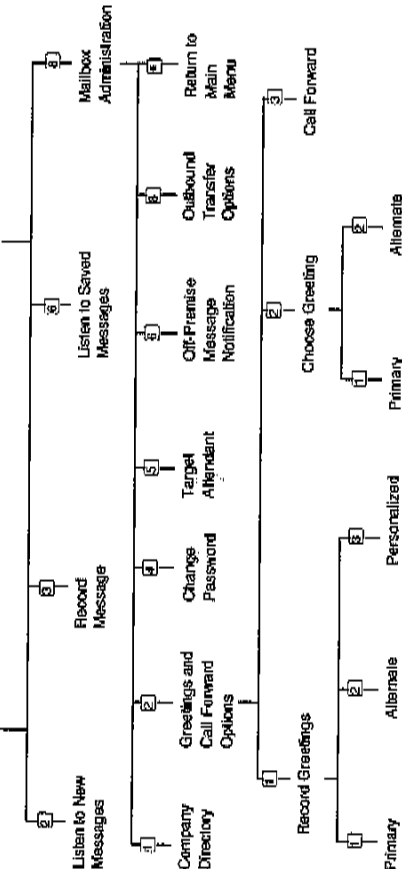


Make sure you are familiar with how to operate display telephones. Refer to your Telephone User Card.

Mailbox commands

From your display telephone enter **[2]** **[8]** **[1]**.

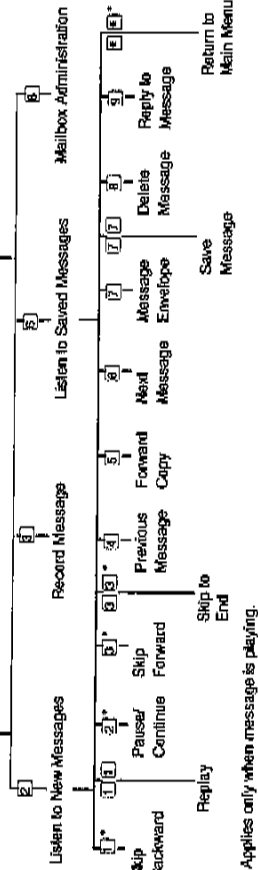
Follow the voice prompts or the button options on your display telephone to open your mailbox.



Play messages

From your display telephone enter **[*] 0 [9] 8 [1]**.

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



* 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 call your current CallPilot session.

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

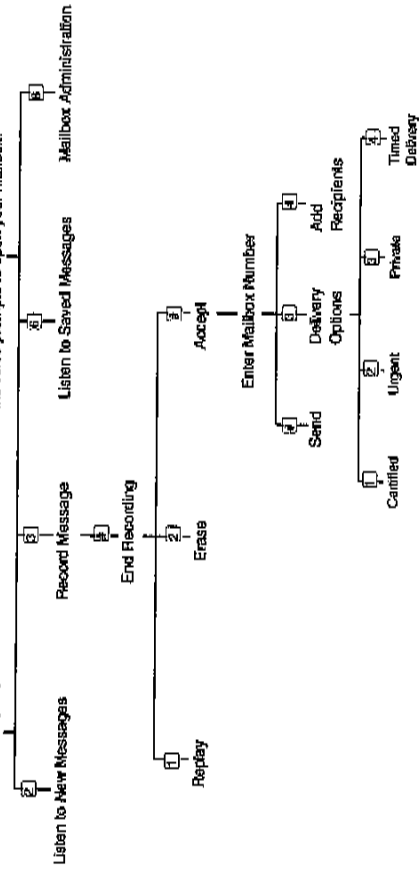
Press **PLAY** or **[2]** to listen to your deleted messages.

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 **[*] 0 [9] 8 [1]**.

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



Leave a Message

Default code

[*] 0 [9] 8 [2]

Custom code

[*] 0 [9] 8 [3]

Press **[*] 0 [9] 8 [2]** on your display telephone to record and send a message directly to a mailbox without calling the extension number.

Open Mailbox

Default code

[*] 0 [9] 8 [1]

Custom code

[*] 0 [9] 8 [2]

Press **[*] 0 [9] 8 [1]** 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

[*] 0 [9] 8 [4]

Custom code

[*] 0 [9] 8 [5]

Press **[*] 0 [9] 8 [4]** on your display telephone to forward calls directly to your mailbox.

To set up Call Forward remotely:

- Use a tone dial telephone to call your company's telephone number. Wait for CallPilot to answer.
- While your greeting plays press **[*] 4**.
- Enter your mailbox number and password, then press **[*]**.
- Press **[*] 2** and then press **[3]**.
- Press **[*]** to enable or disable Call Forward.
- Press **[*]** to enable or disable Call Display.
- Replace the handset to end the session.

Transfer

Default code

[*] 0 [9] 8 [5]

Custom code

[*] 0 [9] 8 [6]

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

To transfer a call to a mailbox from your telephone:

- Press **[*] 0 [9] 8 [5]**.
- Enter the mailbox number.
- Wait until the display shows **Call transferred** before you use other features.

Interrupt

Default code

[*] 0 [9] 8 [7]

Custom code

[*] 0 [9] 8 [8]

Interrupts 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 for the interrupt feature:

- Press **[*] 0 [9] 8 [7]**.
- The display shows **Program Features**.
- Press a memory button with an LCD indicator.
- Press **[*]** and then enter the feature code that you want to program.
- The display shows **Programmed**, then ends the session.

Call Record

Default code

[*] 0 [9] 8 [8]

Custom code

[*] 0 [9] 8 [9]

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.

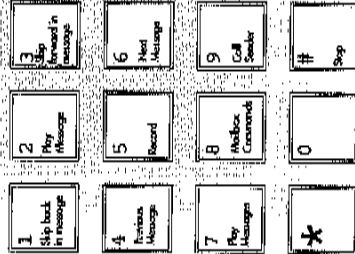
The System Administrator must enable the Call Record feature. In some areas Call Record is not available as it contravenes local laws.

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

CallPilot Quick Reference Card
CallPilot interface



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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 **[2]** **[8]** **[0]** **[1]** on your display telephone.
2. Enter your mailbox number, enter **[0]** **[0]** **[0]** (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 **[#]** 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 greeting, 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.

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 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.

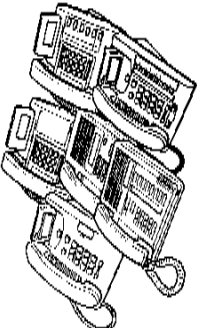
Use the *Mailbox commands* illustration as a guide when you change your password.

CallPilot voice prompts

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

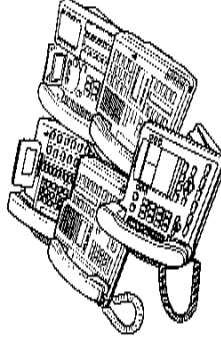
On one line display telephones:

- 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.

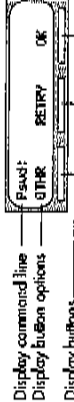


On two line display telephones:

- 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

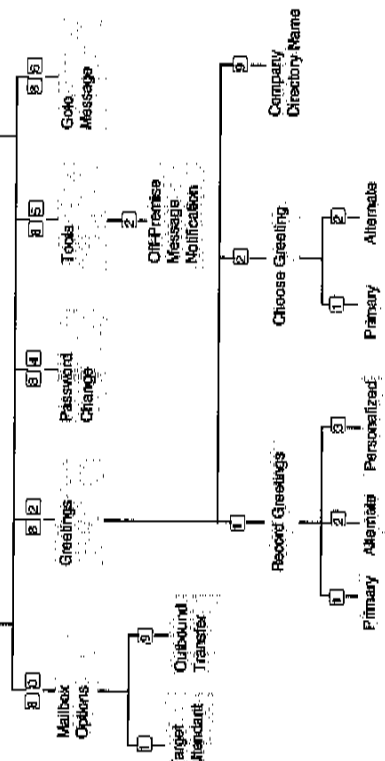


Make sure you are familiar with how to operate display telephones. Refer to your Telephone User Card.

Mailbox commands

From your display telephone enter **[2]** **[8]** **[0]** **[1]**

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



From an outside tone dial telephone, dial your company's telephone number.

When CallPilot answers, press **[2]** **[8]** **[0]** **[1]** and follow the voice prompts to open your mailbox and listen to messages.

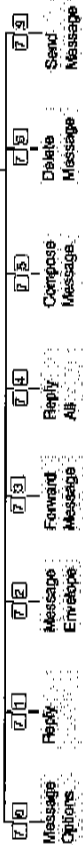
Play Messages

From your display telephone enter **[2][8][1]**.

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.



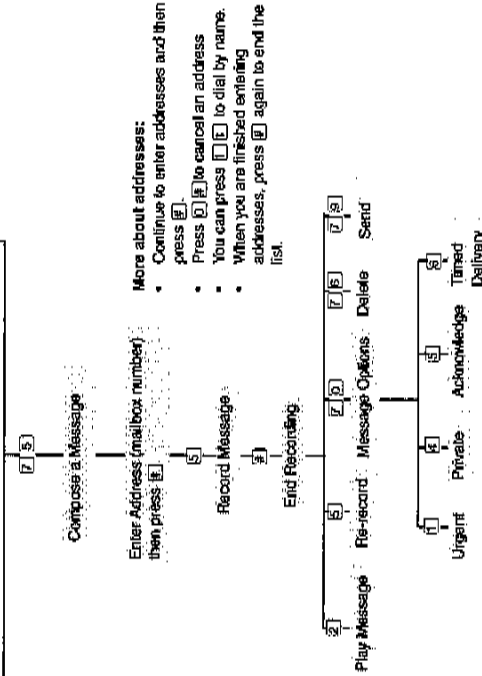
Retrieving a deleted message

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. Return to your deleted message and press **[7][5]** to restore the message.

Send Messages

From your display telephone enter **[2][8][1]**.

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



Leave a Message

Default code **[2][9][8][0]** **Custom code** **[2][8]---**

Press **[2][9][8][0]** on your display telephone to record and send a message directly to a mailbox without calling the extension number.

Open Mailbox

Default code **[2][8][8][1]** **Custom code** **[2][8]---**

Press **[2][8][8][1]** on your display telephone to access your mailbox inbox.

Press **[2][8][8][2]** on your display telephone to forward calls directly to your mailbox.

Tools

Default code **[2][8][8][5]** **Custom code** **[2][8]---**

Transfer a call from your display telephone directly to a mailbox. **To transfer a call to a mailbox from your telephone:**

1. Press **[2][8][8][5]**.
2. Enter the mailbox number.
3. Wait until the display shows **Call transferred** before you attempt to use any other feature.

Interrupt

Default code **[2][8][8][7]** **Custom code** **[2][8]---**

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 **[2][8][8][7]**.
 2. The display shows **Program Features**.
 3. Press a memory button with an LCD indicator.
 4. Press **[E]** and then enter the feature code that you want to program.
 5. The display shows **Programmed**, then ends the session.

Call Record

Default code **[2][8][8][9]** **Custom code** **[2][8]---**

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 **[2][8][8][4]** **Custom code** **[2][8]---**

Press **[2][8][8][4]** 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