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## **Voicemail Programming**

**IP Address:** 10.10.20.12

**Password:** 8888

All Voicemail programming is done through Call Pilot.

### **To open Call Pilot:**

1. Open the internet Browser
2. Enter the IP Address for your telephone system
3. Press Call Pilot
4. Enter your password
5. Press Ok

### **This guide will help you:**

- Reset Mailbox Password
- Add a Mailbox
- Initialize a Mailbox
- Delete a Mailbox
- Add a Group List
- Auto Attendant

# Mailboxes

## About mailbox passwords

Each mailbox is protected by a password established by the mailbox owner. When you add a mailbox to CallPilot Manager, the password 0000 is assigned. This is the default password. To use a mailbox, a mailbox owner must change the default password. The new password must be four to eight digits in length and cannot start with a zero.

If a mailbox owner cannot remember the password, you can reset the password to the default password 0000.

## **To reset a mailbox password**

**1** Click the **Mailbox Admin** heading.

The Mailbox List page appears.

**2** Click the **Reset Password** link for the mailbox you want to reset the password for. A message appears that asks you to confirm your request to change the password.

**3** Click the **OK** button.

**Note:** Reset a password only if the mailbox owner forgets it or is “locked-out”. The password for the reset mailbox is 0000. Mailbox owners cannot access their messages until they change the default password. After you reset a mailbox password, tell the mailbox owner to change the default password as soon as possible. While the mailbox has the default password, the mailbox is vulnerable to unauthorized access.

## Adding a Subscriber mailbox

### **To add a Subscriber mailbox**

**1** Click the **Mailbox Administration** heading.

**2** Click the **Add Mailbox** link.  
The Add Mailbox page appears.

**3** In the **Mailbox** box, type the mailbox number.

**4** From the **Mailbox Type** list box, select **Subscriber**.

**5** Click the **Submit** button.

The Subscriber Mailbox page appears for the mailbox.

**6** In the **Extension** box, type the extension.

**7** In the **Last Name** and the **First Name** boxes, type the mailbox owner's last and first names. Do not create a name that starts with the number 1, for example "1Smith".

**8** From the **Class Of Service** list box, select a Class of Service.

**9** Clear the **Display in Directory** check box if you do not want the mailbox owner's name to appear in the [Company Directory](#).

**10** Clear the **Enable Message Waiting** check box if you do not want [Message Waiting Notification](#) to appear on the mailbox owner's telephone display.

**11** From the [Outdial type](#) list box:  
select **Line** and type the specific outgoing line you want to assign for outdialing  
or  
select **Pool** and type the Line Pool number you want to assign for outdialing  
or  
select **Route** to assign a route code for outdialing  
or  
click **None** if you do not want to assign outdialing capabilities.

**12** Select the **Enable Auto-Login** box if you want to assign [Auto-Login](#) to the subscriber.

**13** In the **Alternate Ext 1** box, type the [Alternate extension](#).  
If you do not require an alternate extension leave this box empty.

**14** In the **Alternate Ext 2** box, type the second Alternate extension.  
If you do not require a second alternate extension leave this box empty.

**15** Select the **Enable Call Screening** check box to assign screened transfers to the mailbox owner  
or clear the [Call Screening](#) check box to assign blind transfers to the mailbox owner.

**16** If you want to assign an [Express Messaging Line](#) to the mailbox, in the **Express Messaging Line** box type the line number.

**17** If you want to assign [Park and Page](#) to the mailbox:  
**a** from the **Page Type** box select Internal Zone, Overhead Paging, Both or None. The default is none.  
**b** from the **Paging Zone** box select 1, 2, 3, 4, 5, 6 or All. The default is 1. If the paging type is overhead paging this setting is ignored.  
**c** from the **Page Retries** box select 0, 1, 2, 3, 4 and 5. The default is 1.  
**d** in the **Retry Interval** box enter the number of seconds between paging retries. The range is 5-300 seconds. The default is 15 seconds.

**18** Click the **Submit** button.

## Initializing a mailbox

Initializing a mailbox prepares your mailbox to receive messages. A mailbox cannot receive and store messages until it is initialized.

Initializing a mailbox involves:

- choosing a password from four to eight digits long that does not start with zero
- changing the CallPilot default password to the new password
- recording the mailbox owner's name in the Company Directory

Follow the procedure that pertains to the type of telephone interface you use.

### To initialize a mailbox

1 Press    .

2 Log on by following the voice prompts.

3 Enter the default password    .

Must change Pswd

4 This display appears briefly to indicate that you must change your password.

Pswd:  
RETRY

5 Enter a new password from four to eight digits long that does not start with zero.  
Press  or .

Again:  
RETRY

6 Reenter the new mailbox password and press  or .

Record name:  
RETRY

7 At the tone, record the name in the Company Directory.  
Include the mailbox number in the recording, For example, "Pat Smith, mailbox 5813."  
Press  or  to end the recording.

Accept name?  
RETRY PLAY

8 Press  or  to accept the recording  
or  
press  or  to listen to the recording  
or  
press  or  to re-record your name.

9 Press  to end the session.

## Deleting a mailbox

Before you delete a mailbox, ensure the mailbox owner has listened to all their messages. When a mailbox is deleted, all messages stored in that mailbox are deleted and the mailbox is deleted automatically from the Company Directory and all Group Lists.

You cannot delete a mailbox if:

- it is currently in use
- it is a target in the CLID table or a CCR Tree
- it is used as a skillset mailbox
- it is the System Administrator or the General Delivery Mailbox

## **To delete a mailbox**

**1** Click the **Mailbox Administration** heading.

The Mailbox List page appears.

**2** Click the **Delete** link for the mailbox you want to delete.

A message appears that asks you to confirm the deletion.

**3** Click the **OK** button.

## About Group Lists

With Group Lists you can send messages to multiple recipients. You can create a maximum of 99 Group Lists on your system. Each Group List can contain a maximum of 300 mailboxes. Before you add Group Lists, prepare a group mailbox member list. This list must contain:

- the Group List name – maximum 16 characters long; cannot include quotation marks ( “ ” )
- the mailbox numbers to include in the group

After you create a Group List, you can change the mailboxes included in the list, record a new list name, view the Group List, or delete the Group List.

### **To add a Group List**

**1** Click the **Mailbox Administration** heading.

**2** Click the **Group Lists** link.  
The Group Lists page appears.

**3** If the Fax option is installed, select either **Fax** or **Voice** as the type of Group List you are adding. Fax is not available on CallPilot 100/150.

**4** Click the **Add** button.  
The Group List page appears with the new Group List shown.

**5** Click the **Change** link.  
The Group List Properties page appears.

**6** Click the **Voice** button and follow the steps in [“Recording greetings, prompts and names” on page 49](#) to record a spoken Group List name from your computer or follow the steps in [“Importing greetings, prompts or names” on page 54](#) to select a previously recorded Group List name.

**7** In the **Display Name** box, type the new Group List name. Do not create a name that starts with the number 1, for example “1Group”. The name can be a maximum of 16 characters and cannot contain quotation marks ( “ ” ).

**8** Click the **Submit** button.  
The Group Lists page appears with the new Group List added.

**9** Click the **Members** link.  
The Members List page appears.

**10** Click the **Add** button.  
The Add Members page appears.

**11** Select each mailbox that you want to add to the Group List.

**12** Click the **Submit** button.  
The Members List page appears, showing the mailboxes you selected.

**13** Click the **Close** button.

## To change a Group List

**1** Click the **Mailbox Administration** heading.

**2** Click the **Group Lists** link.  
The Group Lists page appears.

**3** If you want to change the Group List recording:

- Click the **Change** link
- Follow the steps in [“Recording greetings, prompts and names”](#) on page 49

**4** If you want to change the Group List display name:

- Click the **Change** link
- In the **Display Name** box type the new Group List name. Do not create a name that starts with the number 1, for example “1Group”. The name can be a maximum of 16 characters and cannot contain quotation marks ( “ ” ).

**5** If you want to change the Group List members:

- Click the **Members** link.
- Click the **Add** button.
- Select the members you want to add.
- Click the **Submit** button.
- Click the **Close** button.

**6** If you want to delete the Group List members:

- Click the **Delete** link.

A message appears that asks you to confirm the deletion.

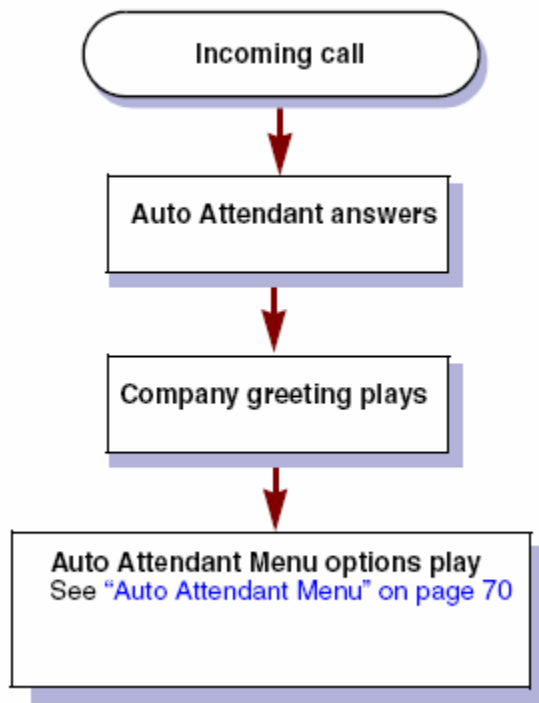
- Click the **OK** button.

## **About the Auto Attendant**

The Auto Attendant can answer your company's incoming telephone calls from an external user. The Auto Attendant plays a prerecorded greeting selected from the Greeting Table, according to the time of day.

You can record and assign different greetings to the Greeting Table. The Greeting Table parameters control the Auto Attendant. Greeting Table parameters include custom prompts, and whether outside callers hear the Auto Attendant menu or a Custom Call Routing menu. You can specify which greetings play for particular calls. For example, you can program the system so that callers hear one greeting when they call the sales number, and a different greeting when they call the customer support number.

### **Auto Attendant overview**



## **Greeting Tables**

A Greeting Table stores the recordings played by the Auto Attendant to the incoming callers. CallPilot100/150 and Business Communications Manager have four greeting tables which can be assigned to individual incoming lines.

You can store a total of 100 Company Greetings, but only four greetings can be assigned to a Greeting Table at any one time. If you use CallPilot 100/150 or Business Communications Manager, you can assign the same four greetings to each table, or you can assign unique greetings for each table.

## About Company Greetings

Before you record your Company Greetings, decide what type of greetings you want to use for the incoming calls, and what you want the greetings to say. There are four greeting times that reflect the Morning, Afternoon, Evening and Non-business hours. You can prepare four greetings, or you can use the same greeting for each time of day. As you record the greetings, number them from 1 to 4.

An example greeting for each time of day:

- 1** Morning Greeting: *“Good morning. You have reached Touchstone Marketing.”*
- 2** Afternoon Greeting: *“Good afternoon. You have reached Touchstone Marketing.”*
- 3** Evening Greeting: *“Good evening. You have reached Touchstone Marketing.”*
- 4** Non-business Greeting: *“You have reached Touchstone Marketing. Our business hours are Monday to Friday from 8:00 a.m. to 5:00 p.m. Please stay on the line and leave a message. Thank you for calling.”*

## To record a Company Greeting

**1** Click the **Auto-Attendant** heading.

**2** Click the **Company Greetings** link.

The Company Greetings screen appears.

**3** Click the **Voice** link for the greeting you want to record

**4** In the **Connect to** box, type the extension number or telephone number you are using to record the greeting or prompt.

For a local extension, just type the extension number. For a telephone number that is not a local extension, type the sequence of digits that dial the telephone number from the voicemail system. For example, you might need to dial 9, the area code, and then the telephone number. For a telephone number that is not a local extension, the number you dial must use a destination code.

**5** Click the **Dial** button. The telephone rings.

**6** Pick up the handset or use a headset. Do not use Handsfree. Click the **Record** button. After the tone, record your greeting or prompt.

**7** After you finish recording, click the **Stop** button.

**8** To listen to the recording, click the **Play** button

Or to save the recording, click the **Save** button. Your recording will not be saved if you hang up the telephone before you click the Save button.

**9** Click the **Close** button and replace your telephone handset.

The next time you play or record, the phone number shown in the Connect to box is dialed. You do not need to hang up each time. The connection remains for several minutes, even if you close the window. You can access another greeting or prompt without having to re-answer your telephone. The connection disconnects after several minutes of inactivity, or if you log off CallPilot Manager.

**10** To listen to the prompt, click the **Play** button

Or to save the recording, click the **Save** button.

The recording replaces the original prompt or greeting.

**11** Click the **Close** button and replace the telephone handset.

You return to the Company Greetings page.

## **Assigning greetings to Greeting Tables**

In a Greeting Table you can assign what greeting plays and what CCR Tree calls route to, depending on the time of day. You do not have to assign a CCR Tree to a Greeting Table, but if you want to assign a CCR Tree to a Greeting Table you must build it first.

If you do not assign a CCR Tree to a Greeting Table, the caller hears the greeting you assign, then hears the Auto Attendant menu prompt. If you assign a greeting and a CCR Tree to a Greeting Table, the caller hears the greeting you assign and then is routed to a CCR Tree.

### **To assign greetings to a Greeting Table**

**1** Click the **Auto-Attendant** heading.

**2** Click the **Greeting Tables** link.

The Greeting Tables page appears.

**3** Click the **Change** link of the Greeting Table you want to set up.

**4** From the **Morning**, **Afternoon**, **Evening** and **Non-business** list boxes, select the greeting numbers you want to use.

**5** From the **CCR Tree** list boxes, select the CCR Tree you want calls to route to for each time of day. If you do not want calls to route to a CCR Tree, select **None**.

## **Auto Attendant Menu Prompt**

The Auto Attendant Menu plays after the Company Greeting, and when an internal mailbox owner with a one line display telephone accesses the Auto Attendant.

The default Auto Attendant Menu prompt is: *“Using the dialpad, please enter the extension you wish to call. To use the directory, press £. To leave a message, press •. To reach an Operator, press ,.”*

## To record a Custom Menu prompt

**1** Click the **Auto-Attendant** heading.

**2** Click the **Greeting Tables** link.

The Greeting Tables page appears.

**3** Click the **Change** link of the Greeting Table you want to set up.

**4** At the **Custom Auto-Attendant Menu Prompts** option, select the **Enable** check box.

**5** Click the **Voice** link for the AA Menu Prompt you want to record

**6** In the **Connect to** box, type the extension number or telephone number you are using to record the greeting or prompt.

For a local extension, just type the extension number. For a telephone number that is not a local extension, type the sequence of digits that dial the telephone number from the voicemail system. For example, you might need to dial 9, the area code, and then the telephone number. For a telephone number that is not a local extension, the number you dial must use a destination code.

**7** Click the **Dial** button. The telephone rings.

**8** Pick up the handset or use a headset. Do not use Handsfree. Click the **Record** button. After the tone, record your greeting or prompt.

**9** After you finish recording, click the **Stop** button.

**10** To listen to the recording, click the **Play** button

Or to save the recording, click the **Save** button. Your recording will not be saved if you hang up the telephone before you click the Save button.

**11** Click the **Close** button and replace your telephone handset.

The next time you play or record, the phone number shown in the Connect to box is dialed. You do not need to hang up each time. The connection remains for several minutes, even if you close the window. You can access another greeting or prompt without having to re-answer your telephone. The connection disconnects after several minutes of inactivity, or if you log off CallPilot Manager.

**12** To listen to the prompt, click the **Play** button

Or to save the recording, click the **Save** button.

The recording replaces the original prompt or greeting.

**13** Click the **Close** button and replace the telephone handset.

