Avaya CallPilot® Desktop Messaging User Guide for Novell GroupWise

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Chapter 1: Customer service

Visit the Avaya Web site to access the complete range of services and support that Avaya provides. Go to www.avaya.com or go to one of the pages listed in the following sections.

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Getting technical documentation

To download and print selected technical publications and release notes directly from the Internet, go to www.avaya.com/support.

Getting product training

Ongoing product training is available. For more information or to register, you can access the Web site at www.avaya.com/support. From this Web site, you can locate the Training contacts link on the left-hand navigation pane.

Getting help from a distributor or reseller

If you purchased a service contract for your Avaya product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller for assistance.

Getting technical support from the Avaya Web site

The easiest and most effective way to get technical support for Avaya products is from the Avaya Technical Support Web site at www.avaya.com/support.

Chapter 2: Using Desktop Messaging for Novell GroupWise

Avaya CallPilot® from Avaya is an advanced business communications system that offers exceptional flexibility for managing your messaging needs.

You can work with Avaya CallPilot from your telephone or your computer. Desktop Messaging gives you access to your CallPilot mailbox through your Novell GroupWise e-mail. Here are some of the many ways you can use CallPilot with your e-mail:

- Listen to voice messages.
- View and print fax messages.
- Record and send voice messages.
- Create and send fax messages, including batch faxes.
- Forward and reply to voice and fax messages.
- Contact the sender of a message.
- Add message options such as urgent and private.
- Spell-check messages before you send them.
- Initiate a call using Call Directory.
- Add voice, fax, or text file attachments to messages.
- Address messages to CallPilot users on local and remote servers, as well as to non-CallPilot addresses.
- Create personal distribution lists.
- Change your CallPilot password.
- Access Web-based My CallPilot to view user information and change your feature settings.

Some features mentioned in this guide may not be available for your CallPilot mailbox. For details, see the Feature availability topic in the Desktop Messaging online Help, or ask your administrator.

Getting started

About this guide

This user guide is an overview of how to use CallPilot with your Novell GroupWise e-mail.

The instructions and screen images shown in this guide provide general information for using CallPilot with your e-mail. Specific details may vary depending on your computer operating system and the features available for your CallPilot mailbox.

Desktop Messaging also includes online Help. To access it, from the GroupWise Help menu, point to CallPilot Desktop Messaging, and then click Help Topics.

What you need

Before you start to use CallPilot, your administrator ensures that your e-mail account is correctly configured for CallPilot. Your computer must be set up according to the following requirements:

- CallPilot Player to play and record voice messages

- Avaya Fax Driver to create faxes

- Novell GroupWise 6.5 or 7.0

- Windows 2000 Professional, Windows XP Professional, or Windows Vista

- Monitor with 256-color 800 x 600 capability

- 15 Mbytes of free disk space to install software

- Sound card and speakers for playing voice messages on your computer

- Microphone connected to your computer, or a telephone situated near your computer, for recording voice messages

- LAN (Ethernet), ISDN, ADSL, or dial-up modem connection to the CallPilot server for accessing CallPilot messages

- For My CallPilot access:

    - For Windows: Internet Explorer 6.0, 7.0, 8.0 and 9.0, Firefox 2.0.

    - For Macintosh: Safari 1.3.2 for Macintosh OS X

- For Linux: Mozilla 1.7.x, Firefox 2.0

⊛ **Note:**

Turn on **Compatibility View** for My CallPilot to display pages correctly in Internet Explorer 9.0. To turn on compatibility view:

    i. Open Internet Explorer by clicking the **Start** button. In the **Search** box, type Internet Explorer, and then, in the list of results, click **Internet Explorer**.

    ii. Click the **Compatibility View** button on the Address bar.

Logging on

When you log on to your e-mail, you can log on to CallPilot at the same time.

To log on from Novell GroupWise

1. Open your Novell GroupWise e-mail.

   The CallPilot Logon dialog box appears.

2. In the Mailbox box, type or select your mailbox number.

3. In the Password box, type your CallPilot password.

4. Check Remember password if you want CallPilot to log on automatically.

5. Click OK.

⊛ **Note:**

Do not leave the Remember password box checked on a shared computer.

To log off

When you exit Novell GroupWise, you automatically log off from CallPilot.

Remote login

You can log on to your mailbox from any computer with CallPilot installed and configured in the same way as your office computer. For example, you can use a computer set up for guest access, or your home computer with a dial-up connection to the server.

Working with your CallPilot messages

When you open your e-mail with CallPilot installed, your CallPilot messages appear in the CallPilot Desktop Messaging folder.
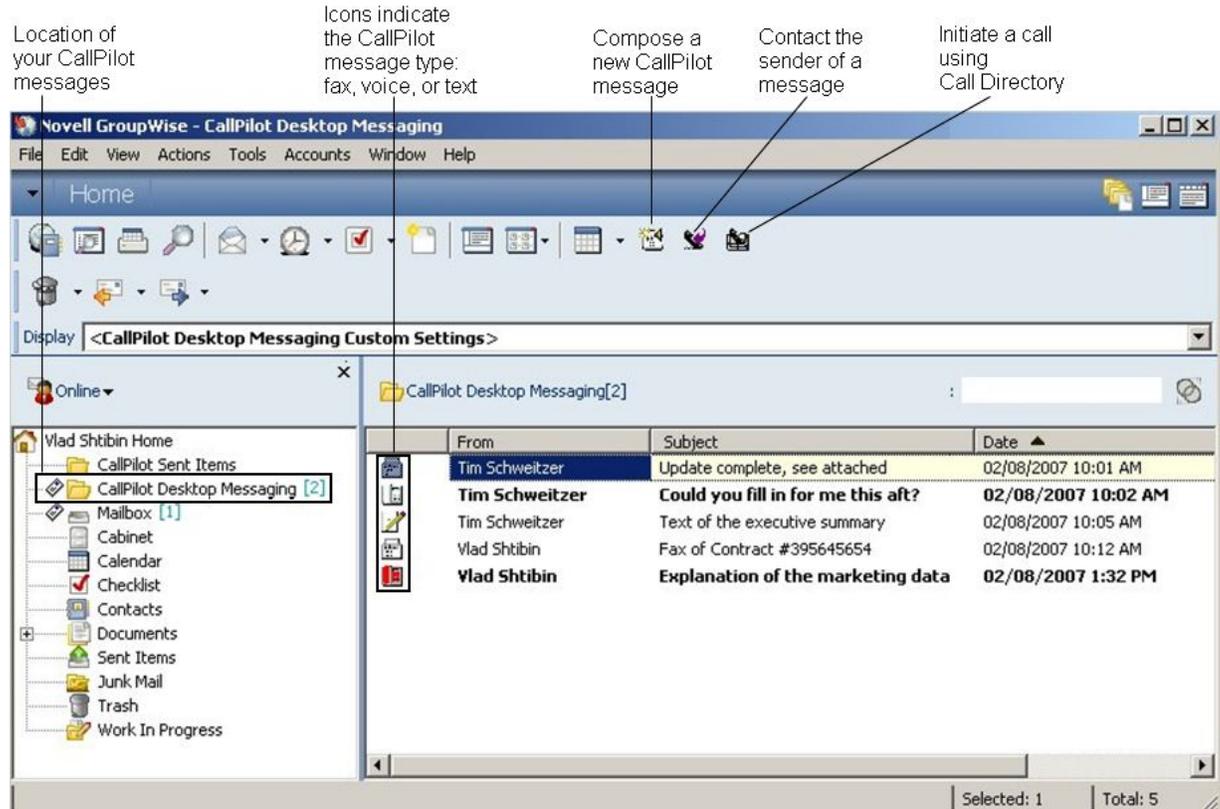
Note:

If necessary, adjust your screen resolution so that the CallPilot New Message icon is visible on the GroupWise toolbar.

To check for new messages

The CallPilot Message Waiting Indicator (MWI) in your taskbar turns red when you have a new message. For more tips on using the Message Waiting Indicator, or to turn it on or off, see Using the Message Waiting Indicator on page 44.

To open a message

To open a CallPilot message, double-click the message line. See Playing voice messages on page 12, and Viewing fax messages on page 13.

To delete a message

To delete a CallPilot message in your inbox:

1. Click the message to select it.

2. From the Edit menu, click Delete.

   If the message is open, you can delete it immediately by clicking the Delete icon.

   Note:
   Due to a GroupWise limitation, you cannot delete a message by right-clicking it, and then clicking Delete and Empty.

To mark CallPilot messages as read or unread

In your inbox, unread messages appear in bold text and read messages appear in plain text. You can change whether a message is marked as read or unread using a shortcut menu. These changes also affect your Message Waiting Indicator. For example, if you have no unread messages, and you then mark one as unread, your Message Waiting Indicator turns back on.

1. Open your inbox, and then select one or more messages (hold down the Ctrl key to select more than one).

2. Right-click the selected message, and then click either Read Later or Mark Read.

   Note:
   From the CallPilot Player, you can change the status of an open message by choosing Edit > Mark as Unread.

Playing voice messages

When you open a voice-only message, the CallPilot Player appears. In mixed voice, fax, or text messages, click the Voice icon to open the CallPilot Player.

The following illustration shows the controls you use on the CallPilot Player to work with voice messages.
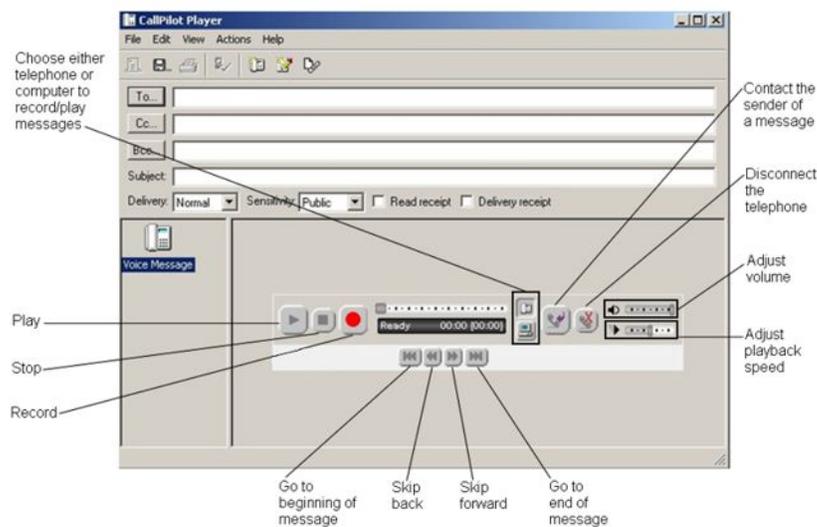
To select your telephone or computer to play voice messages

You can choose to play your voice messages from your telephone or your computer. To change from one to the other, or to change the telephone number that CallPilot dials, see Changing

audio settings on page 55. You can also click the Telephone or Computer icon on the CallPilot Player to change the setting.

To play a message from your telephone

1. To play a voice message when you have selected your telephone for playback, double-click the message in your CallPilot inbox, and answer your telephone when it rings.

2. Use the options on the CallPilot Player to play or stop the message, go backward and forward, and call the sender.

3. When you finish, hang up, and close the message.

To play a message from your computer

1. To play a voice message when you have selected your computer for playback, double-click the message in your CallPilot Inbox. The message plays through your computer speakers or your headphones.

2. Use the buttons on the CallPilot Player to play or stop the message, go backward and forward, adjust the volume and speed, and call the sender.

3. When you finish, close the message.

Viewing fax messages

Note:

In order to receive faxes, your CallPilot administrator must enable fax capability for your mailbox.

To view a fax message

1. Double-click a fax message in your CallPilot inbox. When you open a fax-only message, the fax image appears. In mixed voice and fax or text messages, click the Fax icon to view the fax.
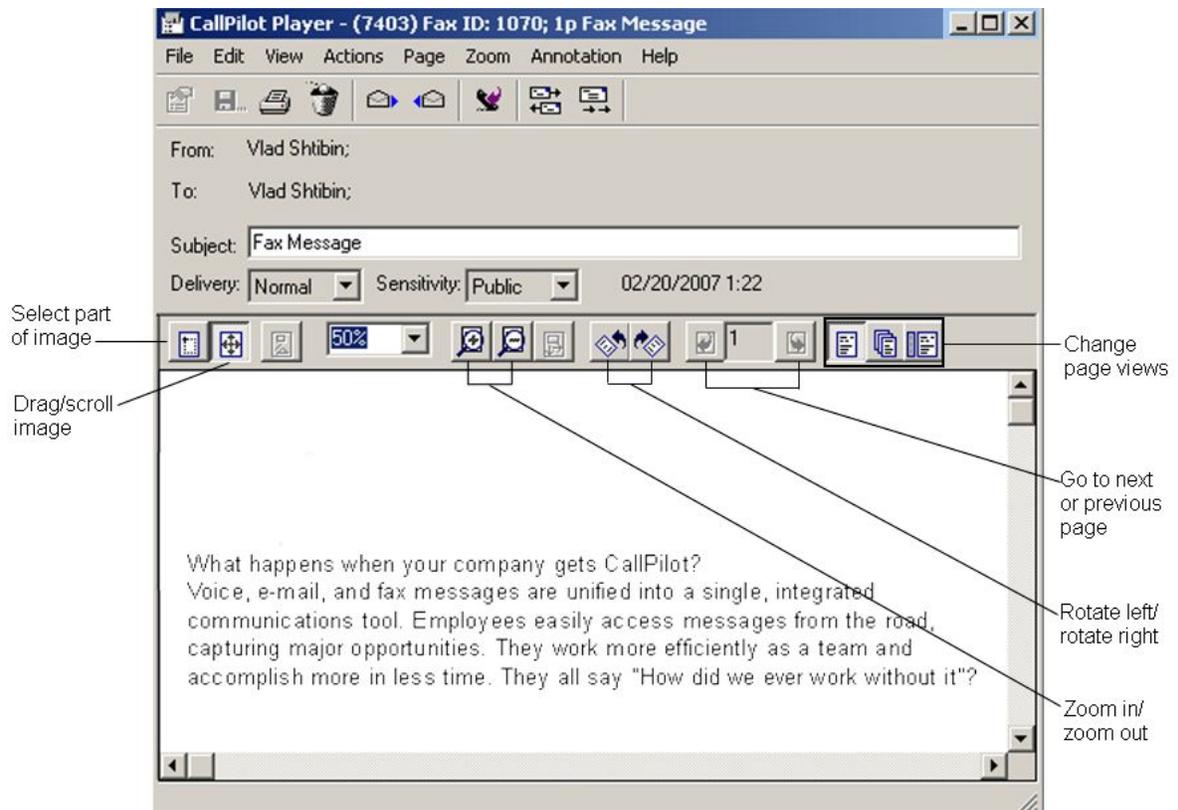
2. While viewing the fax, you can enlarge or reduce the image, rotate or move it, print it, delete it, save it, forward it, and reply to it.

3. When you finish, close the message.

Composing voice messages

You can record a voice message from the computer or the telephone, and then address and send the message the same way as an e-mail message.

To record and send a voice message

1. In your CallPilot inbox, click the New CallPilot Message icon.

    The CallPilot message form with the CallPilot Player appears.
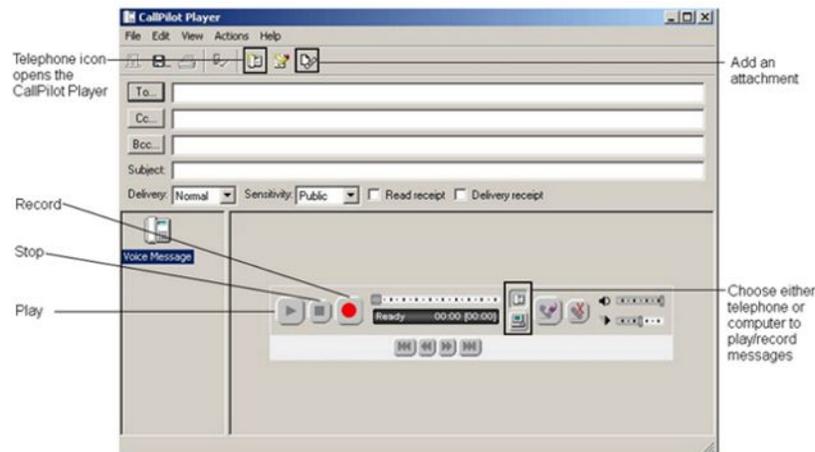
    ⊛ **Note:**

    If the CallPilot Player is not already open, in the new message form, click the Telephone icon in the toolbar to open it.

2. Choose how you want to record the voice message: On the CallPilot Player panel, click either the telephone or computer icon.

3. To start recording, click the red Record button.

4. Do one of the following:

    • If you are recording from the computer, record your message into the microphone. Click Stop to end the recording. Click Play to review it. To add to the recording, click Record, speak again, then click Stop.

    • If you are recording from the telephone, answer when the telephone rings. At the tone, record your message. Click Stop to end the recording. Click Play to review it. When you finish, hang up the telephone.

5. To address the message from the CallPilot or Novell Address Book, click To. Alternatively, type a formatted address in the To box. See Addressing messages on page 37.

6. Add a subject, attachments, and options, if required. See Adding attachments to messages on page 34, and Setting message options on page 34.

7. On the toolbar, click the Send Message icon.

To save a newly created voice message as a file

1. In a new message, record a message

2. On the File menu, click Save as.

3. In the File name box, type a name for the file, and then select a folder in which to keep it.

4. Click Save. Save voice files as VBK files. CallPilot can automatically convert VBK files to WAV files when sending to non-CallPilot users. See Changing mail delivery settings on page 51.

Composing fax and text messages

To create and send a single fax message

To create a fax, your CallPilot mailbox must have fax capability. The CallPilot recipients of your fax must also have fax capability to view the fax on their computer. If your recipients access their messages from their telephone, they can view the fax only by printing it. You can also send your fax to a fax machine.

1. Start the application you want to use to create the fax, for example, Microsoft Word. The document you open or create must be no wider than 8.5 in. (21.5 cm).

   Multiple page documents are allowed.

2. When the document is ready, on the File menu, click Print, or whichever option opens the dialog box to allow you to select a printer.

3. From the list of printers, select Avaya Fax.

4. Click Print or OK, or whichever option sends the file to the printer you selected.

   The Compose Fax dialog box appears.
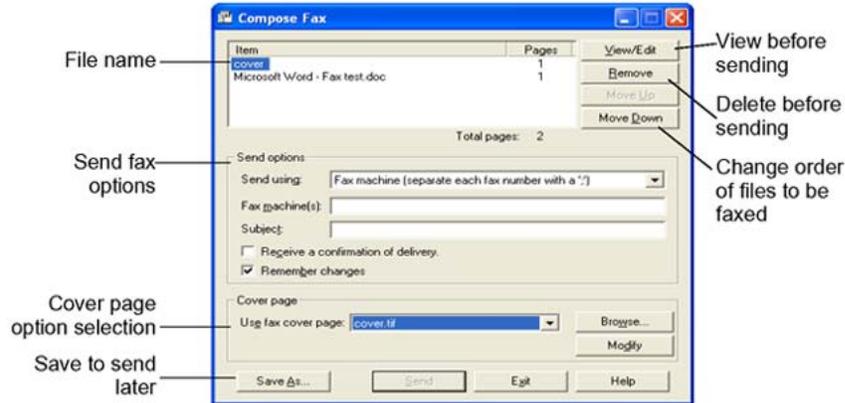
5. Before sending the fax, you can add more documents by repeating steps 1 to 4. You can also choose to include a cover page, view the fax, and save the fax as a file for later transmission.

6. Select an appropriate Send using option:

   • To send a simple fax, type the fax machine numbers or CallPilot mailbox number (append the letter "m" to the CallPilot mailbox number, for example, m7366), in the Fax machine(s) box, type a subject in the Subject box, and then click Send.

   • To send your fax as an attachment to a new CallPilot message, select CallPilot Desktop Messaging for Novell Groupwise under Send using, and then click Send.

   A new message form opens with your fax file attached.

7. Address the message from the CallPilot or Novell Address Book. Alternatively, type the formatted address in the To box. See Addressing messages on page 37.

8. Add a subject line, attachments and options, if required. See Adding attachments to messages on page 34, and Setting message options on page 34.

9. Click the Send Message icon.

To create and send a text message

1. In your CallPilot inbox, click the New CallPilot Message icon.

2. On the toolbar, click the Text icon .

3. Type or paste plain text into the message.

4. Address the message and add a subject.

5. Click the Send Message icon.

Creating and sending fax batch messages

To send customized CallPilot fax messages to multiple recipients you can use Microsoft Word Mail Merge, and send your print job to the Avaya Fax Batch printer. You must be familiar with Microsoft Word Mail Merge functionality to use this feature. Consult your Microsoft Word documentation. The CallPilot Fax Batch feature is only available to CallPilot Desktop and Web users who install the Avaya Fax Batch Print Driver.

To use Mail Merge with CallPilot, you need your main document (the file you want to send to your recipients) and a data source document that contains recipient information such as names and fax numbers.

Your CallPilot Desktop Messaging installation includes a sample Microsoft Word data source named Data.doc and a sample Microsoft Word main document named Sample.doc. Each of these are examined below to explain the batch fax procedure.

Accessing and modifying the example Data source document

The Data.doc file consists of a Microsoft Word table, organized in columns, with one row for each recipient. The following column headers exist in the sample: ToFax, ToName, DelReceipt, DelType, ToCompany, and ToPhone. These column headers can be modified and deleted and new columns can be added. The column header names serve as tags, which can be inserted into the main document, to customize the fax for each recipient, or to direct CallPilot how to handle the fax.

1. Go to \Program Files\Avaya\CallPilot\fax directory and open the Data.doc file.
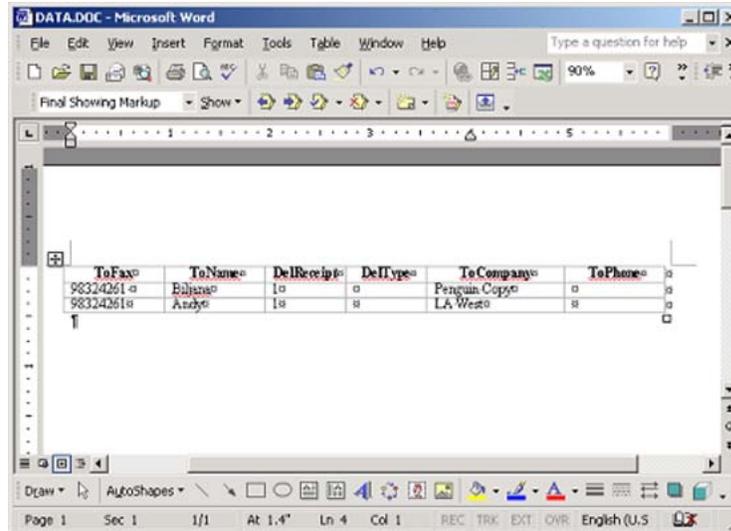
2. Add new columns or remove existing ones, as required. For new columns, chose a meaningful column header name.

3. Add the required data under each column header. The data source can be created by any means available to populate a Microsoft Word table, including importing information from existing files.

   If you edit the recipient list using the Mail Merge utility (that is, click Edit in the Data source section of the Microsoft Mail Merge Helper), the Data Form window appears and lists all the entries from the data source table. You can add, delete, modify and search for records in this window. Any column headers that you added or modified in the data source file automatically appear in this window. The ToFax box is the only mandatory field for CallPilot.

   The following parameters and characters are supported in the ToFax box:

   - Maximum supported length for the fax phone number is 120 characters.

   - Numbers 0 through 9 are supported.

   - Uppercase and lowercase P and the comma is used when a pause is necessary.

   - The pound sign (#) is used by some fax servers, and is supported.

   - Common phone number symbols such as left and right parentheses and the dash, is supported.

   - Spaces are supported.

   - When placed before a CallPilot mailbox number, to designate the mailbox address, the M is not case-sensitive.

The other fields are optional and are used to customize the fax or to direct CallPilot how to handle it. Three specific CallPilot fields and their parameters are:

- ToName: This is the fax recipient's name and can be up to 256 characters in length.

- DelReceipt: You can use this tag to receive a Delivery Receipt in the form of a CallPilot message in your CallPilot mailbox, when the fax is delivered to the recipient. If the DelReceipt text box is set to 1, then a delivery receipt is generated. If DelReceipt is set to 0, a delivery receipt is not generated for that recipient. If the DelReceipt text box is empty, or the field is not in Data.doc, then no delivery receipt is generated.

- DelType: This text box is used to set a delivery priority for each recipient. If the DelType text box is set to 0 or is left empty (or if DelType Text Box is not present in your Data.doc), the message is tagged for Normal delivery. If DelType is set to 1, then the message is tagged for Economy delivery. If DelType is set to 2, then the message is tagged for Urgent delivery. Messages sent to non-CallPilot recipients with the Delivery Type set to Economy are delivered on a schedule defined by the CallPilot server for Economy delivery. Messages sent to CallPilot mailboxes are not affected by the Economy designation and are sent as Normal messages. Transmission of messages tagged as Normal or Urgent is immediate. Urgent messages display the Urgent icon when viewed from My CallPilot or a Desktop Messaging client and a voice prompt identifies the message as Urgent from the CallPilot telephone interface. Messages sent Urgent are treated as Normal when they are sent to non-CallPilot addresses.

4. When you have updated the table, save all changes. You normally supply a unique name for your data file here; however, for the remainder of these procedures, the name Data.doc is used.

5. Close the document. The Data.doc file can now be used as a data source by Microsoft Mail Merge.

To access and modify the example Main document

The Sample.doc file is an example of a Microsoft Word main document.

From the \Program Files\Avaya\CallPilot\fax directory, open Sample.doc in Microsoft Word.

This document contains tagged fields corresponding to those in the example Data.doc file. You can use this as a template for your own fax or for practice purposes. If you modify the column header names in Data.doc, you must modify them in your main document as well.

First page

The first page of the main document is a special page and does not become part of the final fax. Sample.doc is installed with the first page set up correctly.
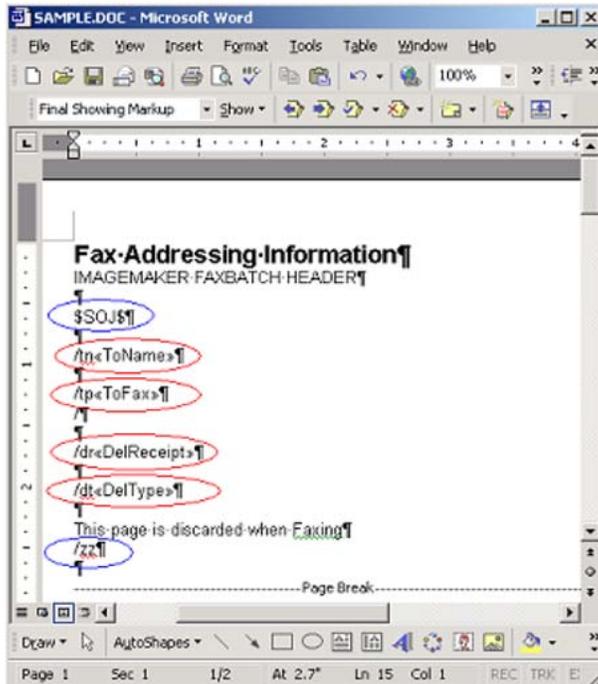
The purpose of this page is to provide a location to map information in the data source to each customized fax document. To signal CallPilot that this as a Fax Batch file, and to prevent this page from becoming part of the fax, two special control codes must be present on the first page:

SOJ	Start of Job, signals the fax driver to start processing, and can be placed anywhere on the first page.
/zz	Start this page, prevents the first page from becoming part of the fax message, and can be placed anywhere on the first page.

The CallPilot software retrieves the Fax Number from the first page of the document. Additionally, the CallPilot software retrieves the Recipient Name, the Delivery Receipt and the Delivery Type, if they exist on the first page.

/tp	Fax Number, is used to address the message. This text box is required.

/dr	Delivery Receipt, is turned on or off for each recipient.This text box is optional.
/tn	Name of Recipient, is used to identify the record in the Avaya Fax Batch Status dialog if the fax number is either missing or invalid. This text box is optional.
/dt	Delivery Type, is used to mark messages for Normal, Economy or Urgent delivery. This text box is optional.

To complete the page, the Fax Number column header (that is, <<ToFax>>) must be inserted after the /tp control using the Mail Merge insert function. Likewise, the Delivery Receipt column header (that is, <<DelReceipt>>) can be inserted after the /dr control, the Name of Recipient field (that is, <<ToName>>) can be inserted after the /tn control, and the Delivery Type field (that is, <<DelType>>) can be inserted after the /dt control.

Note:

All Fax Batch controls are case sensitive.

As an advanced fax addressing feature, users can also modify all data in a single column, without actually modifying the data source file. For example, if an existing data source table contains fax numbers for a large number of recipients, but the external access number "9" is missing, this number can be added to all fax numbers by modifying the control on the first page of the document as follows:

Example

/tp9<<ToFax>>

In this example, a "9" is added to the beginning of each phone number during fax batch processing. The data source remains unchanged, and can be used from a different location that does not require a "9" for external access.

Second page

Once the data source document and the first page of the main document are created, you can customize your fax.

Note:

The page must be equal to or less than 8.5 inches wide.

You can use all of the data source column header tags to customize the document. The following is an example using the Sample.doc file:

In this example, the document is customized for each recipient. Data source column headers are inserted into the document using the Microsoft Word Mail Merge utility Insert function. After the main document is customized, the document is ready to be merged with the information in the Data.doc file. Consult your Microsoft Word Mail Merge Help for more details on inserting data source fields into the document.

To merge data from the data source document into the main document

When you are ready to merge data from the data source file into your main document:

1. Start Mail Merge from the Microsoft Word Tools menu. Depending on which version of Microsoft Word you are using, Mail Merge is under different menu headings.

   a. In the Office XP version, select Tools > Letters and Mailings > Mail Merge Wizard.

   b. In Office 2000 select Tools > Mail Merge.

   c. In Office 2007, select Mailings > Start Mail Merge > Step by Step Mail Merge Wizard.

2. Verify that Sample.doc is currently selected as the main document, and that Data.doc is currently selected as the data source.

3. Select Merge to Printer and then select the Avaya Fax Batch driver from the Print dialog box that appears.

Note:

Ensure that Microsoft Word is not set up to print pages in reverse order.

4. Click OK in the Print dialog box to initiate the batch fax process.

When the document is merged, data values from the data source file are merged into the main document at the appropriate tag positions and a separate fax TIF file for each recipient is created. CallPilot software addresses and transfer the fax files to the server. The CallPilot server is responsible for sending the fax to the recipients.

Once the process starts, the Print Status dialog appears. The page number increases incrementally as each page is converted to a TIF file. Since the first page is skipped, this page is not included in the count. For example, if a three-page fax is sent to ten recipients, the dialog box displays Printing page 1, Printing page 2, and so on up to Printing page 20. Only 20 pages are printed, because the first page of each document is skipped.

Problems that occur while creating the fax images, or with the fax addresses, are displayed in a separate Avaya Fax Batch Status dialog box, such as:

Problems, such as a missing fax address or an unsupported fax address format, are checked. However, problems such as a wrong fax number is not identified, provided the number is in a valid format. A wrong fax number, however, results in the sending of a nondelivery receipt to the user's CallPilot mailbox by the CallPilot server.

When you click OK, the batch process ends, and no faxes are sent. You must fix the fax addresses, and resubmit the job.

If all faxes and addresses are created properly, a dialog box appears while the faxes are being addressed and transferred to the CallPilot Server. The Avaya Fax Batch Status dialog box indicates the status of the batch job. If you click Cancel in this dialog box before the job is completed, another dialog box appears, asking you to confirm the cancellation. If you click Yes, all temporary files are deleted, and the process ends. However, all faxes that are transferred already to the CallPilot server are sent.

If a problem occurs while transferring the fax, a dialog box similar to the following:
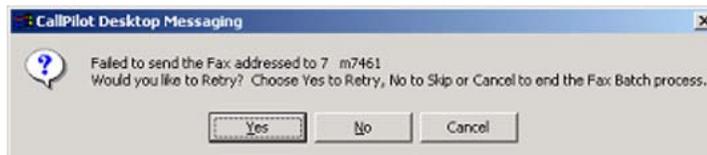
If you select Yes, CallPilot attempts to resend the fax to the server. If you select No, the current fax is skipped, and processing begins on the next fax in the list. The skipped fax is not sent. If you select Cancel, another dialog box appears, asking you to confirm the cancellation. If you choose Yes, all temporary files are deleted, and the process ends. Any faxes already transferred to the CallPilot server are sent. If you choose No, the failure dialog box shown above is displayed again, allowing you to make a different choice.

After all the faxes are transferred successfully to the server, a dialog box confirms this.

Using custom fax cover pages

You can choose to include a cover page with your faxes. The server administrator typically designs and manages these cover pages, but you can choose the desired style of cover page (if more than one is available).

Cover pages created with these tools include the following information:

From Information:	Title	Name	Department	Company
	Phone number		Fax number	
To Information:	Title	Name	Department	Company
	Phone number		Fax number	

Number of Pages

Sent Date & Time

A Cover Sheet Memo section

Including a cover page in a fax message

On the Mail tab of the CallPilot Desktop Messaging Configuration dialog box (go to Tools > CallPilot Desktop Messaging > Configuration), there is an option labeled Include cover page when forwarding fax. By default, this option is cleared.
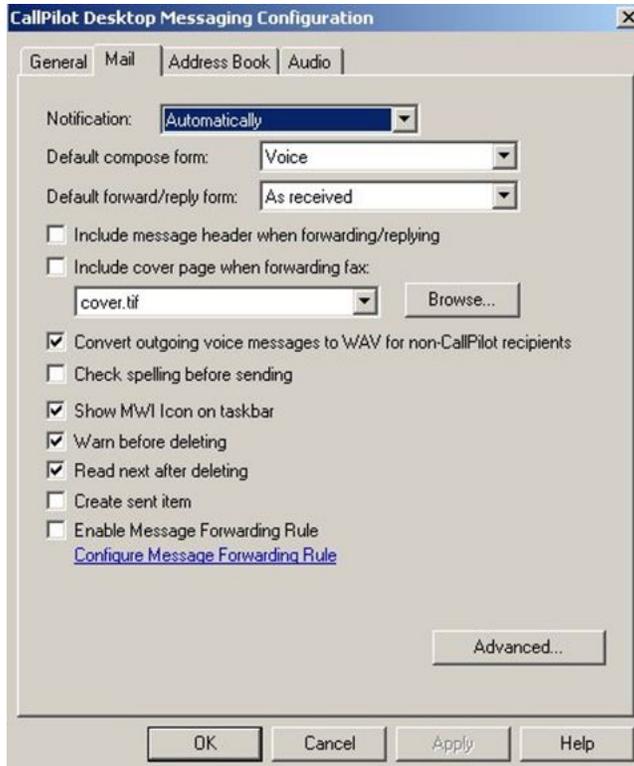
If you select this option, you can then choose and set a default cover page from a list of available cover pages. Use the Browse button to choose the location where the cover pages are stored. The default location is: \Program Files\Avaya\CallPilot\cvrpages.

Selecting the cover page you want to include

In the CallPilot fax message form, when you are sending a fax message, there is a Cover Page menu with options to Add and Modify.
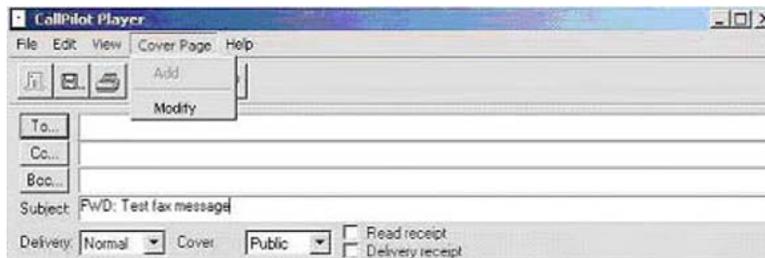
The Add menu displays a list of existing cover pages available to use. Select one, and then click OK.
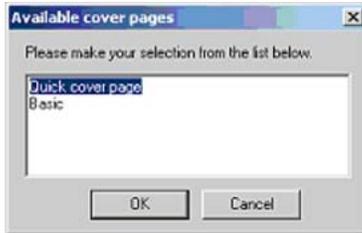
The Modify menu displays the current cover page content and allows you modify it. From the Modify window, you can also preview the current cover page.

If you enable the Include cover page when forwarding fax option, CallPilot adds the selected cover page to the Fax Forward form. The cover page appears as the first attachment on the list of attachments (left pane). The Attachment view (right pane) contains only the Cover Sheet Memo section of the cover page. You can include any additional required information here.
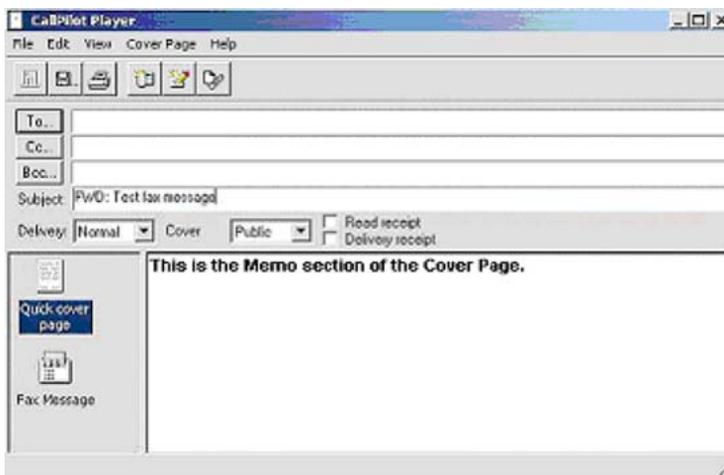
Avaya Fax printer driver form

You can use the Avaya Fax printer driver form to send a fax message, using either a CallPilot Desktop Messaging client (such as GroupWise) or the QuickFax feature. QuickFax allows you to send a fax directly from the Print dialog box. If you choose to send your fax using a CallPilot Desktop Messaging client, the cover page is available from the CallPilot Custom form.
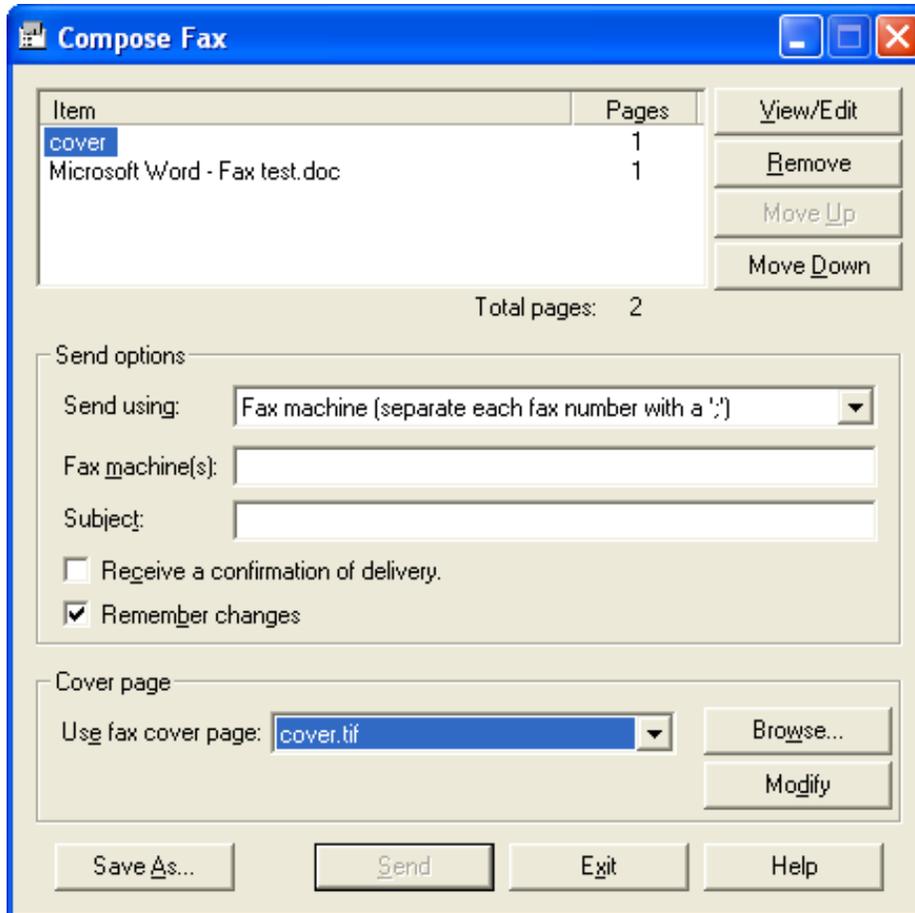
If you choose to send your fax to a specific destination (for example, a fax machine), the Cover page text box becomes active. Choose Browse to browse for a cover page, or you can choose to select one from the drop-down list. You can then modify the cover page contents. The modification of the cover page provides functionality similar to the Custom form. You can also choose not to include a cover page by selecting the No cover page option from the Use fax cover page drop-down list. You can also include a subject line here. The Subject text box information is displayed only in the e-mail portion of the fax; the subject line is not displayed on a hard copy of the fax.

To modify and preview the cover page

You can preview the current cover page and modify its contents from both the CallPilot custom form and the Avaya Fax printer driver application.

Modify Cover Page

To

| Title | Mr | Name: | Jones |

| Company: | Company Name | Department | 445588 |

| Fax: | | Phone: | 9558889421 |

From

| Title | Mr | Name: | Name |

| Company: | Company Name | Department | Z345 |

| Fax: | 505555555 | Phone: | 5055555556 |

| Pages: | 2 (including cover) | Sent: | 5/19/2005 9:19 AM |

Memo

This is the Memo section of the cover page.

Preview   OK   Cancel   Help

Click Preview to view the current state of the cover page.
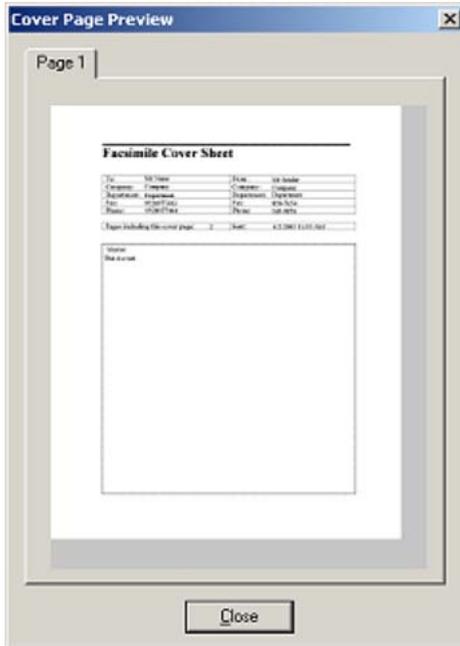
The first time you access this page, CallPilot attempts to fill in the From section using information from the registry. Desktop Messaging remembers the data that you entered into this section, and automatically completes those text boxes the next time you use this page. Although the From information is automatically populated from the registry, you can still change it.

In the To section, one text box is always read-only, the Fax text box. CallPilot populates the Fax text box, using address information from the Custom or Fax Driver forms. The Name text box is read-only if the cover page is filled using the Custom form. In this case, CallPilot automatically fills the Name text box using the recipient's name. If you use the Fax Printer driver, this text box is left empty, and you can complete it.

If a cover page is used from the Fax Printer driver, CallPilot Desktop Messaging computes the number of pages, and enters this information in the Pages text box. When you use the Custom form, the Pages text box is left empty. You can modify this text box in either case.

The Sent text box uses the current time and date by default. This text box is also editable. The Memo section is synchronized with the Memo section of the Custom form.

> ✱ **Note:**
> The maximum length of all cover page text boxes, except the Memo text box, is 30 characters. The maximum length of the Memo text box is 2500 characters.

Initiating a call using Call Directory

Using the Call Directory feature, you can call any person listed in the Novell GroupWise Address Book, Novell Personal Address Books and CallPilot Address Book.

To initiate a call using Call Directory

1. In your inbox, click the Call Directory icon.

   The Address Book dialog box appears. It presents all available address books so that you can select which person to call.

2. Use the appropriate address book to find the person you want to call.

3. Select the person, and then click Call.

   The Contact dialog box appears, listing any telephone numbers contained in the address book entry of the person you selected.

Note:

If CallPilot cannot find any valid telephone numbers, only the person's e-mail address or name appears. Because the e-mail address or name cannot be dialed, you must manually type the person's complete telephone number in the Verify

number box. If you want to save the number you type, select the Remember changes check box.

4. In the Available destinations box, select the number you want to call.

5. Verify that the number is correct, and then click Call.

6. Answer the telephone when it rings. CallPilot immediately calls the sender of the message.

In the preceding procedure, CallPilot attempts to retrieve telephone numbers from the following fields, depending on the address book:

• In the Novell GroupWise Address Book:

Office Phone Number

• In the CallPilot Address Book

Office Phone Number

• In Frequent Contacts:

- Office Phone Number

- Home Phone Number

- Mobile Phone Number

Contacting the sender of a message

You can respond to a CallPilot or a GroupWise e-mail message with a telephone call instead of a recorded message.

1. Select a message in your CallPilot or GroupWise inbox.

2. Click the Contact Sender icon.

The Contact dialog box appears, listing any telephone numbers contained in the address book entry for the sender.
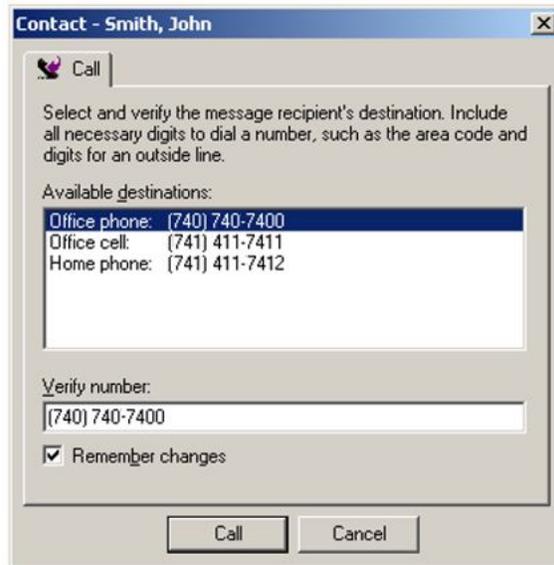
⊛ **Note:**

If CallPilot cannot find any valid telephone numbers, only the person's e-mail address or name appears. Because the e-mail address or name cannot be dialed, you must manually type the person's complete telephone number in the Verify number box. If you want to save the number you type, select the Remember changes check box.

3. In the Available destinations box, select the number you want to call.

4. Verify that the number is correct, and then click Call.

5. Answer the telephone when it rings. CallPilot immediately calls the sender of the message.

In the preceding procedure, CallPilot attempts to retrieve telephone numbers from the following fields, depending on the address book the sender is listed in:

• In the Novell GroupWise Address Book:

  Office Phone Number

• In the CallPilot Address Book

  Office Phone Number

• In Frequent Contacts:

  - Office Phone Number

  - Home Phone Number

  - Mobile Phone Number

Adding attachments to messages

Before you send a message, you can attach one or more voice, fax, or text files to it. Voice files can be VBK or WAV format for CallPilot recipients; CallPilot can automatically convert VBK files to WAV files when sending to non-CallPilot users. See Changing mail delivery settings on page 51. Fax files must be TIFF-F format. Text files must be TXT format.

To attach a file to a message

1. On a new message form, click the Attach File icon.

2. In the Open dialog box, navigate to and select the files that you want to attach.

3. Click Open to attach the files and return to the new CallPilot message.

Setting message options

Before sending a message, you can set options for handling and delivery.

To set message options

1. On a new message form, select Delivery, Sensitivity, Read receipt and Delivery receipt options, as required.

   Delivery: Normal ▼ Sensitivity: Public ▼ ☐ Read receipt ☐ Delivery receipt
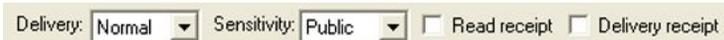
   • For Delivery, select Urgent, or leave the setting as Normal.

   • For Sensitivity, select Private, or leave the setting as Public.

   When you send a message marked Private, recipients may still forward the message to someone else, if they are not CallPilot users. Also, recipients in non-CallPilot systems are not informed of Private settings. In your message, tell the recipient that the message is Private.

- For Receipt acknowledgment, check Read receipt to request acknowledgment that your recipient opened the message. Check Delivery receipt to request acknowledgment that recipients received the message.

2. Continue to compose, address, and send the message as usual.

Forwarding and replying to messages

You can forward a message, and compose an introduction to send with it. You can also compose a reply to the sender of a message, or to the sender and all recipients of a message.

To forward or reply to a message

1. In an open message, click Forward or Reply.

2. If you click Reply, select Reply to Sender, or Reply to All.

3. On the new message form, compose a voice, fax, or text message.

4. Address forwarded messages the same way as a new message. Replies are addressed automatically.

5. Add attachments, set options, and change the subject line if required.

6. Click the Send Message icon.

   ✳ **Note:**
   Your administrator can block messages forwarded to external e-mail addresses.

Setting up message forwarding

You can forward your CallPilot messages to another CallPilot mailbox or to an external e-mail address. To do this, you must create and enable a message forwarding rule, which is a set of criteria defining which messages to forward and where to forward them.

When you enable a message forwarding rule, you can then access all incoming messages that meet the criteria from another location, such as an Internet mailbox or a Personal Digital

Assistant (PDA). Voice messages can be forwarded in the format in which they are received or converted to WAV format.

Either you or your CallPilot administrator can create a message forwarding rule. To create it yourself, you must use My CallPilot; however, you can enable and disable it through Desktop Messaging, My CallPilot, or using your telephone (option 8-5-1).

Notes and limitations for Novell GroupWise users

- Novell GroupWise users receive the forwarded message in their GroupWise inbox. The forwarded message appears as GroupWise e-mail, and honors all rules that apply to GroupWise e-mail messages.

- Novell NetMail users receive the forwarded CallPilot messages as Novell GroupWise e-mail messages in NetMail. The forwarded message honors all rules that apply to NetMail e-mail messages. Forwarded messages appear with NetMail e-mail icons, and the message appears in the standard NetMail e-mail form.

- The CallPilot message forwarding rule supports Novell GroupWise distribution lists if the distribution lists are configured to be accessible from outside of the GroupWise system.

- There are a few limitations when using the Reply/Reply All functionality. You cannot reply to messages from a sender whose address/CLID is not included in the message, because the address is unknown. Also, because the CallPilot server can accept only plain text messages and attachments of type VBK or TIFF-F, you must ensure all outgoing messages addressed to a CallPilot address are composed using these types. If a message is sent to a CallPilot address with a different attachment type, or in a format other than plain text (for example, RTF), you receive a nondelivery notification. Note also that voice messages sent in VBK format play only if the CallPilot Player is installed on the system. Voice messages sent in WAV format require a WAV player capable of playing standard WAV-PCM. Most standard WAV players support this format.

To set up message forwarding

1. In your e-mail inbox, on the Tools menu, choose CallPilot Desktop Messaging > Configuration.

2. Click the Mail tab.

3. To open My CallPilot, click the Configure Message Forwarding Rule item.

4. If the Message Forwarding Rule Configuration page of My CallPilot does not appear automatically:

a. Log on to My CallPilot.

b. Click the CallPilot Features tab, and then click the Message Forwarding Rule item.

5. Configure a message forwarding rule. For step-by-step instructions, see the Desktop Messaging User Guide for My CallPilot (NN44200-109).

To enable or disable a message forwarding rule

A message forwarding rule must be configured before you can enable or disable it. See the preceding procedure if you want to configure it yourself, or ask your CallPilot administrator to configure one for you. For security reasons, you must enable and disable it yourself. You can do this in Desktop Messaging using the following procedure, or you can use the telephone (option 8-5-1).

Note:

If you have the Anonymous Logon option turned on, you cannot enable or disable a message forwarding rule using the Desktop Messaging software. (To check, go to Tools > CallPilot Desktop Messaging > Configuration, click the Address Book tab, and click Advanced).

1. In your e-mail inbox, on the Tools menu, choose CallPilot Desktop Messaging > Configuration.

2. Click the Mail tab.

3. Select or clear the Enable Message Forwarding Rule check box.

Addressing messages

You can address a CallPilot message from the CallPilot Address Book on the server, or you can select addresses from any available address book.

Your organization maintains the CallPilot Address Book on the server. It contains the addresses of the CallPilot users and distribution lists that you are allowed to use. You cannot edit this list. If you work offline (without a connection to the CallPilot server), you can download the CallPilot Address Book to your computer. For more information, see Changing your address book settings on page 53.

Accessing CallPilot addresses from other networked CallPilot servers

If your site has more than one CallPilot server, your CallPilot administrator can expand your CallPilot Address Book to include the addresses of CallPilot users on networked servers, in addition to addresses on your local server. If you do not need this expanded list, you can configure your CallPilot Address Book to include only addresses from your local server. For more information, see Changing your address book settings on page 53.

To address a message from an address book

1. In a new CallPilot message, click To.

2. In the Address Book dialog box, select the CallPilot Address Book tab or any other available address book.

3. Select the name of the recipient or distribution list.

4. Click To. If required, select more addresses, clicking To after each one.

5. Click OK to return to the new CallPilot message.

To address a message manually

In a new CallPilot message, type the address directly into the To box. Enclose the address in square brackets.

Required format for a CallPilot e-mail address

Use the following format when manually entering a CallPilot address:

XXXXYYYY@ZZZZ

XXXX = SMTP/VPIM prefix

YYYY = CallPilot mailbox number

ZZZZ   = CallPilot server FQDN (server and domain)

Example of a CallPilot address entered manually

If a CallPilot server na12345 in the domain us.avaya.com with VPIM/SMTP prefix 1905555 contains mailbox 1212, the CallPilot address for that mailbox would be:

[19055551212@na12345.us.avaya.com]

To add CallPilot addresses to your Novell Personal Address Book

You can add CallPilot addresses and distribution lists to your Personal Address Book. You may want to distinguish between CallPilot and e-mail addresses by adding CallPilot after the recipient's name.

1. In your inbox, on the Tools menu, click Address Book.

2. Select the CallPilot Address Book tab, and then right-click on a name.

3. Click Copy to, and select an address book from the Copy Names between Address Books dialog box.

Alternatively, you can create an address manually and add the address to your Personal Address Book as follows:

1. In the CallPilot Address Book form, click New.

2. Type the name and the address.

3. Select the Add to Novell Personal Address Book check box, and then select an address book on the Select Address Book dialog box.

E-mail addresses versus fax and telephone numbers

When you address messages, CallPilot searches for a CallPilot or e-mail address from Frequent Contacts and other Novell Personal Address Books. If the e-mail address field is empty, CallPilot scans the contact information for telephone and fax numbers.

CallPilot uses the telephone and fax number fields highlighted in the following illustration.
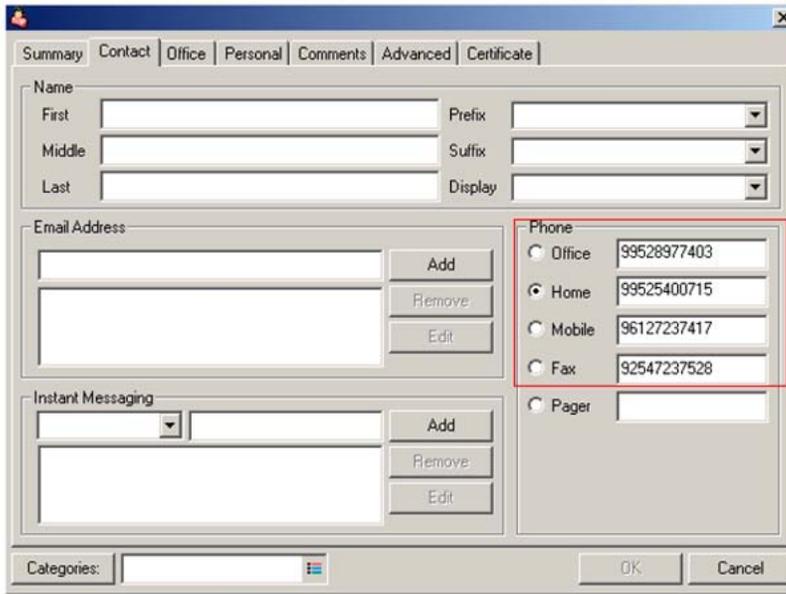
If CallPilot finds telephone and fax numbers, the software prompts you to choose where you want to send the message.

Modify the selected number in the Verify number box to ensure proper delivery. The telephone and fax numbers must be entered as an alphanumeric string. Pause (P, p) and pound (#) characters are supported. Examples of valid fax and telephone numbers are:

1234 or (905) 8p6#2-1234

If you type the recipient directly into the To/CC/BCC text box instead of selecting the address from the address dialog, CallPilot attempts to resolve the recipient against all available address books. If an e-mail address is found, the message is sent to it. If a CallPilot or GroupWise e-mail address cannot be found, the CallPilot attempts to resolve the recipient based on the message data type.

CallPilot sends mixed media messages (voice and text or voice and fax) only to e-mail addresses. If CallPilot cannot find an e-mail address, an error message appears. For voice-only messages, CallPilot scans the address books for entries that only contain telephone numbers (not e-mail addresses). For fax-only messages, CallPilot scans the address books for entries that only contain fax numbers (not e-mail addresses).

If telephone and fax numbers are found, you are prompted to choose the destination. An error message appears if CallPilot fails to resolve recipient.

Personal distribution lists

There are two types of Personal Distribution Lists (PDL) you can use:

- CallPilot PDLs, which you can create using My CallPilot or the telephone.
- Local distribution lists, which you can create from GroupWise in personal address books. This type is not accessible from the telephone.

The name "PDL" is reserved and must not be used as your PDL name, messages will not be sent to the PDL if PDL is used as your Personal Distribution List name.

To use existing CallPilot personal distribution lists

You can address messages using CallPilot personal distribution lists that you created in My CallPilot or on your telephone. In GroupWise, select these lists from the CallPilot Address Book or add them to your Personal Address Book.

To create a personal distribution list in GroupWise

You create a CallPilot personal distribution list in GroupWise the same way that you create an e-mail personal distribution list. You cannot access a list created in GroupWise from your telephone or from My CallPilot.

For information about creating a personal distribution list in GroupWise, see the GroupWise documentation.

Using instant messaging

Using the instant messaging feature, you can start an instant messaging (IM) session through Microsoft Windows/MSN Messenger or the Nortel Multimedia PC Client (MCS 5100) from a CallPilot or e-mail message.

You can initiate an instant messaging connection with other users, provided both parties have a valid account on MCS 5100 (Nortel Multimedia PC Client) or with one of the following services available in Windows/MSN Messenger:

- NET Passport Service (Windows/MSN Messenger)

- SIP Communication Service (Windows Messenger only)

- Exchange Instant Messaging Service (Windows Messenger only)

There are no special requirements to configure these services. You must configure these accounts according to Windows/MSN Messenger requirements. For the SIP Communication Service on MCS 5100 configuration, you need a configured and fully-operational Nortel Multimedia PC Client to use its instant messaging functionality.

To activate instant messaging functionality in CallPilot Desktop Messaging

1. In your e-mail inbox, on the Tools menu, choose CallPilot Desktop Messaging > Configuration.

2. On the General tab, select the instant messaging application you want to use. Your choices are:

   - Use Windows/MSN Messenger

   - Use Nortel Multimedia PC Client

3. Click OK.

4. Close and reopen GroupWise for the changes take effect.

To use instant messaging from an open CallPilot message

You can initiate an instant messaging session when you have a CallPilot message open.

1. In an open CallPilot message, on the toolbar, click the icon representing the instant messaging software you want to use:

 Windows/MSN Messenger

 Nortel Multimedia PC Client

If the message sender is online, an instant message session starts. If not, the Contact dialog box appears.

2. Click the tab for the instant messaging software.

   It displays your Contacts list from Windows/MSN Messenger application, or your Friends list from the Nortel Multimedia PC Client application.

3. Select and verify the instant messaging address, or type the correct sign-in name.

4. Click Send to begin the session.

 Note:

The instant messaging icons on the toolbar are different colors, depending on the online status of the sender:

	Online		Offline		Status or sender Sign In name Unknown to Windows/MSN Messenger
	Online		Offline		Status or sender Sign In name Unknown to Nortel Multimedia PC Client (MCS 5100)

Tool tips for instant messaging buttons show the sender's sign in name and online status, if this information is available.

To use instant messaging from Novell Groupwise

1. From your inbox, select an e-mail message.

2. On the Tools menu, choose CallPilot Desktop Messaging > Contact Sender.

   CallPilot retrieves the message sender's CallPilot address, and then the Contact dialog box appears.

3. Click the tab for the instant messaging software.

   It displays your Contacts list from Windows/MSN Messenger application, or your Friends list from the Nortel Multimedia PC Client application.

4. Select and verify the instant messaging address, or type the correct sign-in name.

5. Click Send to begin the session.

Using the Message Waiting Indicator

Desktop Messaging includes a Message Waiting Indicator (MWI) that appears as a telephone handset icon in the lower-right corner of your screen, in the Windows taskbar or system tray. The Message Waiting Indicator notifies you if you have new messages and provides you with quick access to your inbox.

A red telephone handset icon indicates that you have new messages:

The appearance of the Message Waiting Indicator icon changes to give you additional information about your connection to the server as follows:

 You are not logged on to CallPilot

 You are logged on, but you have no new messages

 There is a communication problem with the server

 Note:

When using a Geographic Redundant pair of servers, your server information is visible by holding your mouse over the Message Waiting Indicator icon. This tells you if you are connected to the main or alternative server, and provides the IP address of the current server.

To configure the Message Waiting Indicator

Use the CallPilot MWI Configuration dialog box to

- show or hide the Message Waiting Indicator
- enable and disable its pop-up balloon text
- control how long the balloon text stays on the screen
    1. In the Windows taskbar, right-click the Message Waiting Indicator icon.
    2. Click CallPilot MWI Configuration.

        The CallPilot MWI Configuration dialog box appears.
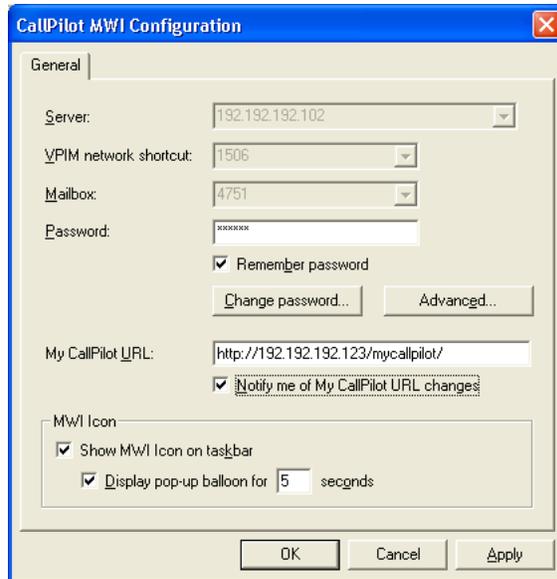
Note:

The first three boxes (Server, VPIM network shortcut, and Mailbox) are for information only and they appear dimmed; if you want to change information in these boxes, you can access them on the General tab at Tools > CallPilot Desktop Messaging > Configuration.

CallPilot MWI Configuration

General

Status

Server: 192.168.21.70 ✓

Alternative Server: 192.168.21.33 ⊖

VPIM network shortcut: 343

Mailbox: 6000

Password:

☐ Remember password

Change password...   Advanced...

My CallPilot URL: http://main-my-callpilot

☑ Notify me of My CallPilot URL changes

MWI Icon
☑ Show MWI Icon on taskbar
☑ Display pop-up balloon for 5 seconds

OK   Cancel   Apply
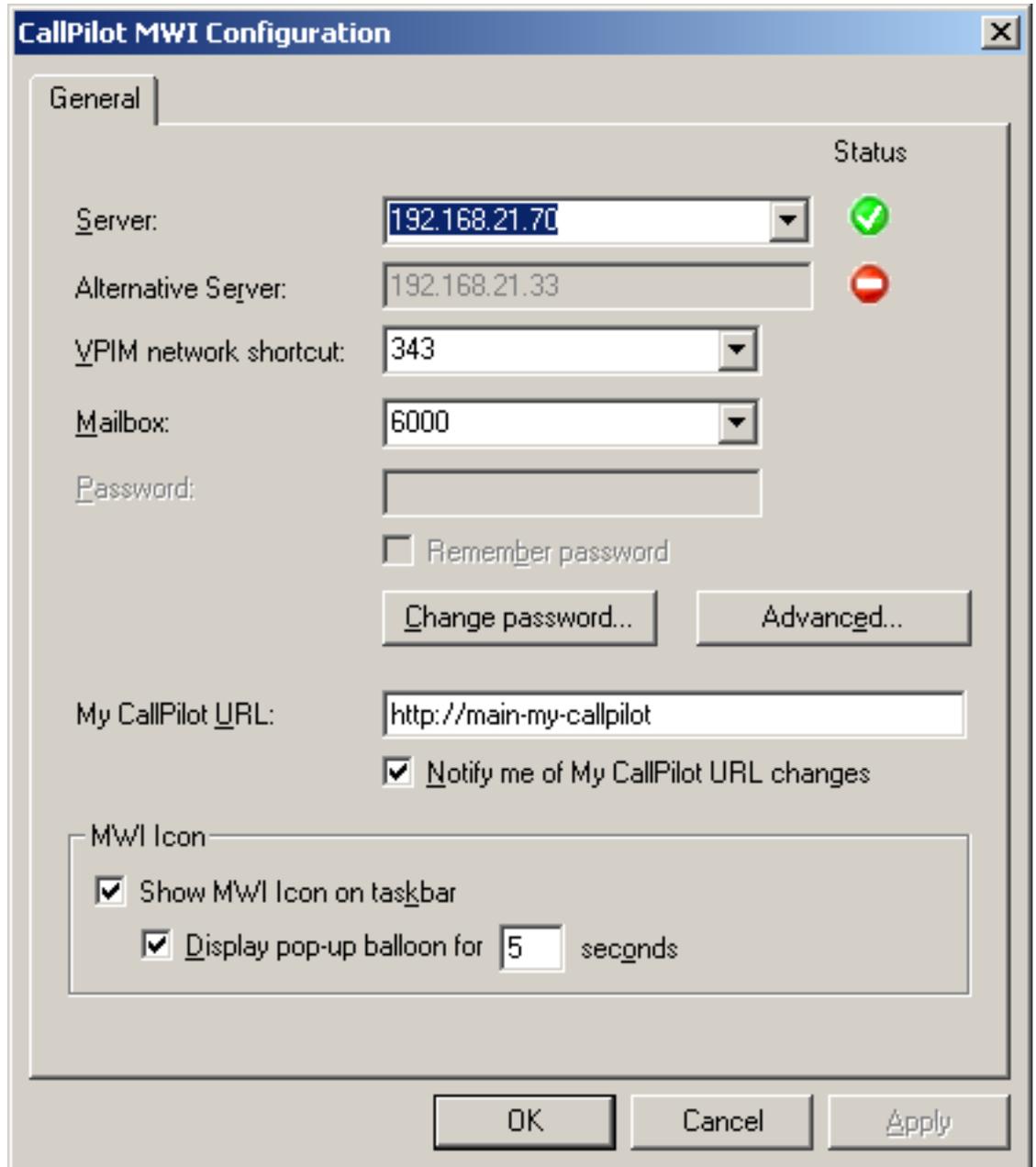
Note:

The first four boxes (Server, Alternative Server, VPIM network shortcut, and Mailbox) are for information only and they appear dimmed; if you want to change information in these boxes, you can access them on the General tab at Tools > CallPilot Desktop Messaging > Configuration.

Note:

The green circle containing a check mark indicates which server is currently active. If neither server is available, then the minus sign appears next to each

server. The client automatically restores connection to the appropriate server when connectivity becomes available.

> ⊛ **Note:**
>
> If an alternative server is configured while you are logged in to CallPilot, your alternative server information will only be visible after you have logged out and logged in again.

3. If you want to open My CallPilot and play your latest message by double-clicking the icon, ensure that the My CallPilot URL box contains the correct URL. You must be connected to a CallPilot 5.0 or later server for this to work.

   Ask your CallPilot administrator for the correct URL. Typically, the URL appears in one of the following formats:

   - http://prefix.hostname.com/mycallpilot/

   - http://IP address/mycallpilot/

4. To show or hide the MWI icon, select or clear the Show MWI Icon on taskbar check box.

> ⊛ **Note:**
>
> If you hide the icon and then decide you want to show it again, from the Windows Start menu, choose Programs > Avaya > CallPilot MWI Icon. The icon reappears in the taskbar.

5. To enable or disable the balloon text, select or clear the Display pop-up balloon for x seconds check box. You can also change the number of seconds the balloon text appears on-screen.

6. To save your changes, click OK.

To use the Message Waiting Indicator

Here are some helpful tips for using the Message Waiting Indicator:

- To display your mailbox number, the address of the server, and the number of messages waiting in your inbox, position the pointer over the icon.

- Right-click the icon to display a shortcut menu with options to:

   - open My CallPilot (if a URL for My CallPilot is defined in the configuration settings for the Message Waiting Indicator)

   - configure the Message Waiting Indicator

   - log on to or off from your CallPilot mailbox

- exit from the Message Waiting Indicator so it no longer appears

- To open your latest CallPilot message in My CallPilot, double-click the Message Waiting Indicator icon.

> ✴ **Note:**
>
> If this does not work, ensure that the My CallPilot URL box contains the correct URL in the CallPilot MWI Configuration dialog box. To open the dialog box, right-click the Message Waiting Indicator icon, and then click CallPilot MWI Configuration.

Changing your mailbox settings

> ✴ **Note:**
>
> You can change a forgotten mailbox password by e-mail or secret question. Contact your administrator for the required link. See Password change service on page 49.

Your administrator enters the default CallPilot access information for you. You can change these settings if required. See the online Help for a detailed explanation.

To view or change your CallPilot access settings

1. In your e-mail inbox, on the Tools menu, click CallPilot Desktop Messaging > Configuration. Alternatively, in the CallPilot Player, click View > Options.

   The General tab displays your current access settings.
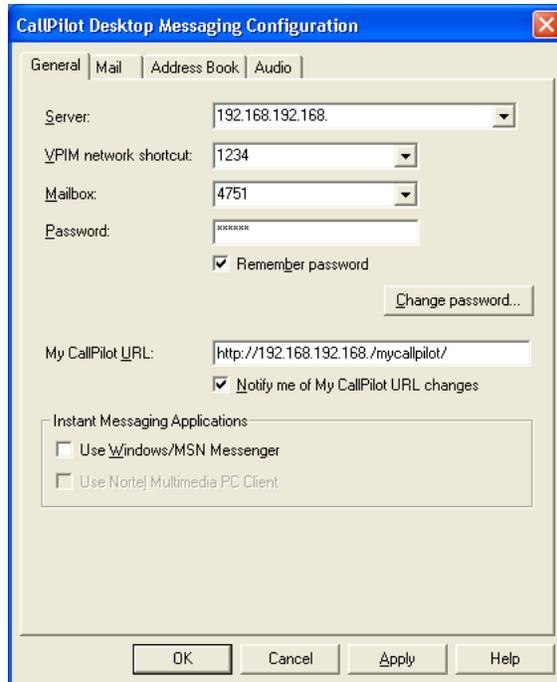
2. Make any changes required, then click OK.

To change your CallPilot password

Your CallPilot password is the same password that you use from the telephone.

1. Repeat step 1 in the previous procedure, and then click Change Password.
2. In the Old password box, type your current password.
3. In the New password box, type your new password.
4. In the Retype new box, type your new password again.
5. Click OK to save the change.
6. Click OK to exit the General settings.

Password change service

The password change service is available for changing your password or changing forgotten passwords.

Connecting to the password change service web page

1. Access the Password Change Service home page using the link provided by your administrator. (https://<web server host name or IP address>/cppwdchange/default.asp).

2. Select a CallPilot server name from the predefined list and enter your mailbox number.

3. Click Next. The Password Change Service home page appears.

Modifying password change service settings

1. From the Password Change Service home page, select Modify Password Settings. The Password Change Service login page appears.

2. Enter your mailbox password and click Login. The Password Change Service page appears.

From the Password Change Service you can perform the following actions:

Field	Description
Change Password	Use this section to immediately change your password. See Changing a password on page 50.
Email	Enter the E-mail address you want Password Change Service to use when sending change password E-mails. Click Save Email settings to save your E-mail address.
Questions and Answers	Enter your secret questions and associated answers. These questions must be answered when changing your password using the Secret Question feature. Click Save Q & A Settings to save your questions and answers.

Changing a password

1. From the Password Change Service page, enter a New Password and Confirm New Password.

2. Click Change Password.

Changing a password by email

This procedure is only available if the Change Password Via Email function has been enabled by your administrator. Use this procedure if you have forgotten your password.

1. Access the Password Change Service home page.

2. Click Change Password Via Email. A message appears informing you that an email has been sent to your assigned E-mail address. The link within the E-mail will remain valid for one hour.

3. Click Close.

4. When you receive the E-mail, click the link provided in the body of the E-mail. The Mailbox Password Change page opens.

5. Enter a New Password and Confirm New Password.

6. Click Save. Your password has been changed.

Changing a password by secret question

This procedure is only available if the Change Password Via Secret Questions function has been enabled by your administrator. Use this procedure if you have forgotten your password.

1. Access the Password Change Service home page.

2. Click Change Password Via Secret Questions. A page opens showing your previously defined questions.

3. Answer both questions and enter a New Password and Confirm New Password.

4. Click Save. If both answers are correct, a pop-up message informs you that your password has been successfully changed.

Changing mail delivery settings

Your administrator enters the default mail settings for you. You can change them if required. See the online Help for a detailed explanation.

To view or change your mail settings

1. In your e-mail Inbox, on the Tools menu, click CallPilot Desktop Messaging > Configuration.

2. Click the Mail tab to display the current mail settings.
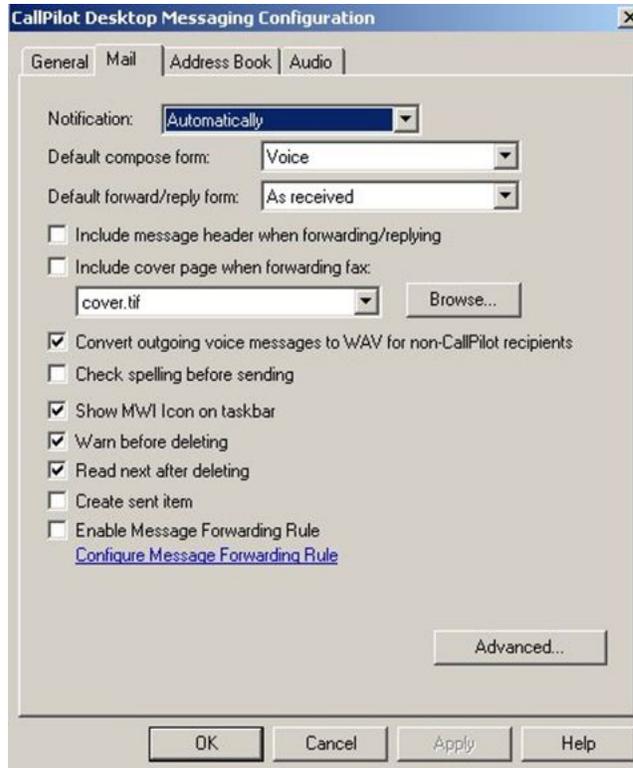
3. The default settings shown here are recommended for most users.

- Notification: You can set CallPilot to update your message list automatically, manually, or at intervals such as every five minutes. (Choose Manually to save costs on long distance or ISDN connections.)

- Default compose form: Select the default form to display when you create a new CallPilot message.

- Default forward/reply form: Select the default form to display when you forward or reply to a CallPilot message.

- Include message header when forwarding/replying: Select this check box if you want text message headers copied into forwarded messages and replies. If you clear this check box, text message headers do not appear.

- Include cover page when forwarding fax: For information about adding and modifying cover pages, see Using custom fax cover pages on page 25.

- Convert outgoing voice messages to WAV for non-CallPilot recipients: Select this check box to automatically convert voice messages to WAV format when you send them to non-CallPilot users.

- Check spelling before sending: Select this check box if you want text messages you create using the CallPilot custom form to be automatically spell-checked when you click Send. If you clear this check box, you can still run the spell checker manually. You must have Microsoft Word installed for the spell checker to work.

- Show MWI Icon on taskbar: Select this check box to display the Message Waiting Indicator (MWI) on the Windows taskbar. The MWI turns red when you receive new messages, and provides status information about your CallPilot mailbox.

- Warn before deleting: Select this check box if you want the software to warn you before deleting a message.

- Read next after deleting: Select this check box if you want the software to open your next message after you delete the current one.

- Create sent item: Select this check box if you want the software to create a copy of any messages that you send in your Sent folder.

- Enable Message Forwarding Rule: Select this check box if you want to enable a message forwarding rule you configured, that is, a rule for forwarding your CallPilot messages to an external e-mail address or a CallPilot inbox. If this check box does not appear, the CallPilot administrator has not granted you privileges to do this, or you have the Anonymous Logon option turned on. If the check box appears dimmed, a message forwarding rule is not configured for you.

- Configure Message Forwarding Rule: Click this link to connect directly to the My CallPilot application and configure settings for forwarding your CallPilot messages to an external e-mail address or a CallPilot inbox. If this link does not appear, the CallPilot administrator has not granted you privileges to do this.

4. After you make your changes, click OK.

  Note:
  Some changes may not take effect until you close GroupWise and then reopen it.

Changing your address book settings

Your administrator enters the default address book settings for you. You can change the address book settings if required.

To view or change your address book settings

1. In your e-mail inbox, on the Tools menu, click CallPilot Desktop Messaging > Configuration.

2. Click the Address Book tab to display the current settings.

3. Make changes to the following options, as required:

   - Path: This is the path of the local CallPilot Address Book.

   - LDAP search base: This is the directory tree root for the part of your company or organization served by the CallPilot server and should match the directory tree root configured on the server. The LDAP search base must be set correctly to download the CallPilot Address Book. If you do not know the LDAP search base to use, check with your CallPilot administrator.

   - Order: Choose whether names in the CallPilot Address Book are organized by first or last name.

   - Notify me of LDAP search base changes: Select this check box if you want to receive notification when the LDAP search base defined on the CallPilot server changes.

   - Search server address book: Select this option to use the CallPilot Address Book on the network. By accessing the CallPilot Address Book on the network, you ensure that your address information is always up-to-date. You must be connected to the network to use this option.

   - Download server address book to the local address book: Select this option to use the copy of the CallPilot Address Book stored on your computer. If you choose this option, you can access the CallPilot Address Book when you are not connected to the network (working offline). To keep the CallPilot Address Book up-to-date, download it regularly.

   - Remind me to download address book every x days: Select this check box to receive a reminder, and then type the number of days between reminders.

   - Use local CallPilot server only: Select this check box if you want to limit your CallPilot Address Book to include only those addresses on your local CallPilot server. If you clear this check box, your CallPilot Address Book includes addresses from all CallPilot servers on your network, or from a Avaya Common Network Directory set up by your system administrator, depending on your site. If this check box appears dimmed, you are limited to the CallPilot Address Book on the local server.

4. After you make your changes, click OK.

To download the CallPilot Address Book to your computer

You can download the CallPilot Address Book from the server to your computer so that you can work offline.

1. In your e-mail inbox, on the Tools menu, choose CallPilot Desktop Messaging > Configuration.

2. Click the Address Book tab.

3. Select Download server address book to the local address book.

4. Click Download now, and then click OK when a message notifies you that the download is complete.

   As a result, when you address a CallPilot message, you access the downloaded CallPilot Address Book, whether you are working online or offline.

5. To ensure you download the CallPilot Address Book regularly, select the Remind me to download address book every check box, and then set the number of days between reminders.

6. Click OK.

7. To ensure your changes take effect, close GroupWise and then reopen it.

   ✳ **Note:**
   Whenever you want to address directly from the server again, change your selection on the Address Book tab back to Search server address book.

Changing audio settings

You can play and record your messages from your telephone or your computer.

To change the audio device and volume

1. In your e-mail inbox, on the Tools menu, click CallPilot Desktop Messaging > Configuration. Alternatively, in the CallPilot Player, click View > Options.

2. Click the Audio tab to display the current audio settings.
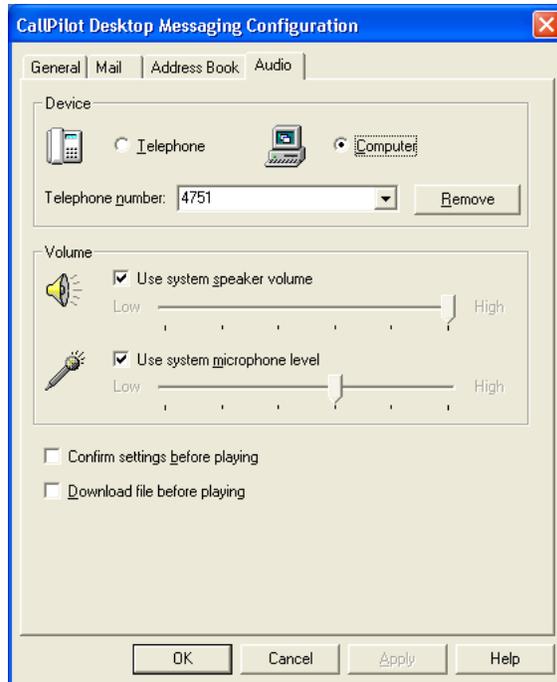
3. In the Device section, click Telephone if you want to play and record your voice messages from your telephone. Make sure the correct telephone number appears. Or, click Computer if you want to play and record your voice messages through your computer's speakers and microphone.

> ⊛ **Note:**
> You can also change your audio device on the CallPilot Player.

4. In the Volume section, check the two check boxes if you want to coordinate your CallPilot volume settings with your computer's speaker and microphone volumes.

5. If you want a reminder to check these settings before playing or recording voice messages, check Confirm settings before playing.

6. If you want to download voice messages to your computer before playing them, check Download file before playing. This option is useful if you are using a modem.

Linking to My CallPilot

Desktop Messaging provides links to the Web-based resources in My CallPilot. You can link to either the home page or the Greetings page. To view or change the URL for My CallPilot,

see [Changing your mailbox settings](#) on page 48. For more information on My CallPilot, see the Desktop Messaging User Guide for My CallPilot (NN44200-109).

In your e-mail inbox, on the Tools menu, click CallPilot Desktop Messaging > My CallPilot, and then click either Home Page or Greetings.

⁂ **Note:**

You can also access My CallPilot from the View menu of the CallPilot Player.

To view or change your CallPilot feature settings

1. In My CallPilot, click the CallPilot Features tab.

2. Select any feature, and make changes to your setup, as required. Any changes you make to a feature take effect immediately, whether you use CallPilot from your computer or from your telephone.

To view user information

In My CallPilot, click the Useful Information tab to view online user information specific to your mailbox.

CallPilot Messages | CallPilot Features | Useful Information

Your Mailbox Status

1. Your mailbox can store approximately **15** minutes of audio.
2. Voice messages are deleted **7** days after listening to them.
3. Read faxes are deleted after **7** days.
4. When your mailbox is full, your call answering is **not blocked.**
5. Messages that you send **are not saved** in your mailbox.
6. The maximum length of an outgoing message is **10** minutes.
7. An incoming message can be no longer than **5** minutes.
8. Your password was last changed **thursday 02 november 2006 at 13:24:57.**
9. Last logon to this mailbox was **friday 22 december 2006 at 01:33:32.**
10. Number of failed logon attempts **0** .

CallPilot Access Numbers

1. Voice Messaging:	4300
2. Express Voice Messaging:	n/a
3. Speech Activated Messaging:	n/a
4. Name Dialing:	(Not Available)
5. Default Fax Number:	n/a
6. Fax Messaging:	n/a
7. Express Fax Messaging:	n/a
8. Dial Prefix:	9
9. Area Code:	506
10. Exchange:	n/a
11. ESN Access Code:	6
12. ESN Exchange:	(Not Available)

Need More Help?

No CallPilot support information has been defined.

CallPilot User Documentation

PDF User Guides and Reference Cards

Working offline

To work offline, you require a computer that has CallPilot installed and configured in the same way as your office computer. You can download your messages and addresses to this computer before working offline.

1. (Optional) You can download your CallPilot messages to the computer that you use offline. To do so, on the Tools menu, click CallPilot Desktop Messaging > Download all Messages. When your messages are downloaded, log off.

2. (Optional) You can download the server address book to your computer. See Changing your address book settings on page 53.

3. Open your e-mail, while not connected to the network, and wait for the CallPilot Logon window to appear. You do not need to enter your password.

4. Click Cancel.

You can then work offline, reviewing your messages, and recording and addressing new messages. You must use your computer speakers and microphone to play and record messages offline; you cannot use a telephone for offline access.

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