Avaya CallPilot® Desktop Messaging User Guide for Internet Clients

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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 CallPilot Desktop Messaging for Internet clients

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 Internet e-mail client. 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.
- Add voice, fax, or text file attachments to messages.
- 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, refer to 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 Internet 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 for each e-mail application.

The CallPilot Player also includes online Help, available through the Help menu.

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

- Outlook Express 6.0, Outlook 2002 (XP) (Internet Mail Mode), Outlook 2003 (Internet Mail mode), Outlook 2007 (Internet Mail Mode), or Vista Windows Mail

- 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 Windows.

    - For Macintosh: Safari 1.3.2 for Macintosh OS X

    - For Linux: Mozilla 1.7.x, Firefox 2.0

    For updates on the latest supported versions, contact your CallPilot administrator.

     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 to CallPilot

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

1. Open your Internet e-mail.

   A log on dialog box appears.

2. If required, type your VPIM network shortcut and mailbox number.

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

4. Click OK.

    Note:

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

To change your password the first time you log on

Your administrator can give you a password and tell you to change the password, before you log on through your Internet e-mail. To do this, log on to CallPilot from the telephone or log on to My CallPilot on your computer.

After the first time you log on, you can change your password from the CallPilot Player. See

To log off

When you exit your e-mail application, you automatically log off from the CallPilot Desktop Messaging client as well.

Remote login

You can log on to your mailbox from any computer that has 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 your inbox. You can open, move, copy, delete, forward, and reply to CallPilot messages, and compose new CallPilot messages, in the same way as your e-mail messages.

To open a message

To open a CallPilot message, double-click anywhere on the message line, and then double-click the voice or fax icon to open the attachment. See Playing voice messages on page 11, and Viewing fax messages on page 12.

To delete a message

Delete CallPilot messages the same way as your e-mail messages. You can delete a CallPilot message in your inbox or in an open message.

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. In your inbox, 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 Mark as Unread or Mark as Read.

   These options are also available from the Edit menu.

   Note:
   The wording of these options could differ on your Internet client.

Playing voice messages

You can choose to play your voice messages from your telephone or your computer.

To select your telephone or computer to play voice messages

To change the setting, or to change the telephone number that CallPilot dials, see Changing audio settings on page 35. You can also click the Telephone or Computer icon on the CallPilot Player to change the setting (see the following illustration of the CallPilot Player).

To play a voice message

1. Double-click the message in your inbox, and then double-click the Voice icon in the open message, as shown here:

The CallPilot Player appears.
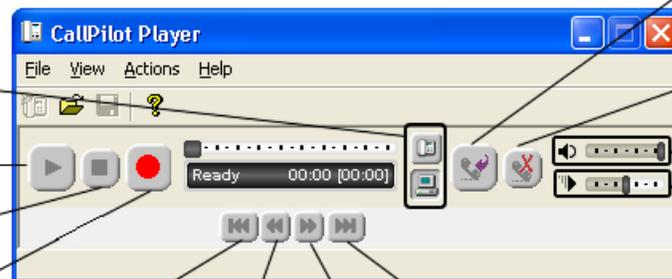
2. If you selected the telephone for playback, answer your telephone when it rings.

3. Use the buttons on the CallPilot Player to play or stop the message, and to go backward and forward. You can call the sender from your telephone.

4. You can print, delete, save, forward, and reply, as you would with an e-mail message.

5. When you are finished, hang up the telephone if you used it, close the CallPilot Player, and close the open message.

To save a voice message as a file to use later

1. In an open message, right-click the Voice icon, and then click Save as.

2. In the File name box, type a name for the file, select a folder to keep the file in, and then click Save.

Viewing fax messages

To view faxes, you can use the fax viewing software included with the Windows operating system, or install your own software.

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 inbox, and then double-click the fax attachment.

2. While viewing the fax, you can enlarge or reduce the image, rotate or move it, print, delete, save, forward, and reply to the fax.

3. When you are finished, close the message.

Composing voice messages

To compose and send a CallPilot voice message, you record a message, save it as a file, and then attach the file to a new message and send it. You can also save the file to send later.

To record a voice message and save the message as a file

1. From the Windows Start menu, click Programs > Avaya > CallPilot Desktop Messaging > Audio Player.

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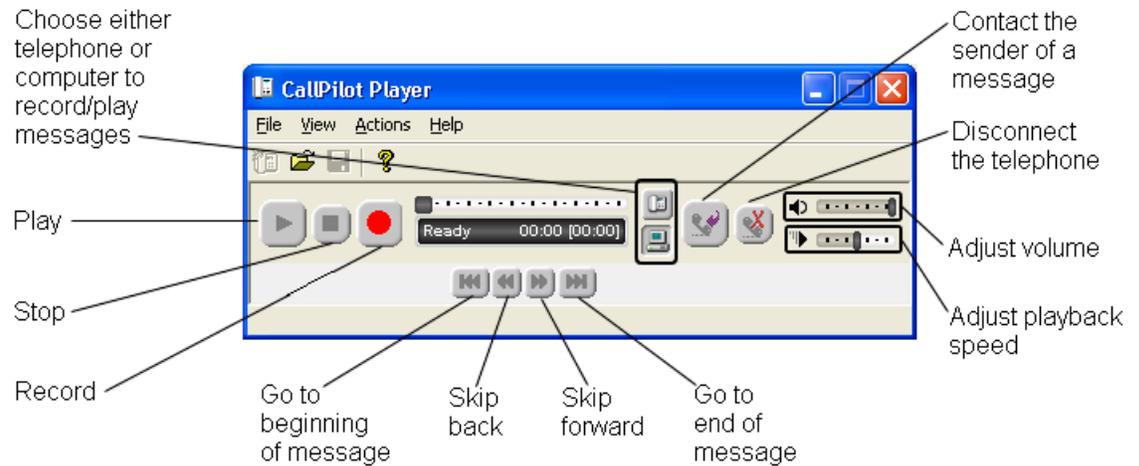
2. Choose how you want to record the voice message: On the CallPilot Player panel, click either the telephone or computer icon.

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, and 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 are finished, hang up the telephone.

5. On the CallPilot Player File menu, click Save As, and type a name for the file. Save the file as a VBK file.

6. Click Save.

To send a voice message

1. From your e-mail inbox, open a new message form.

2. Add the voice file you recorded as an attachment. You can also add text to the message.

3. Address and send the message the same way as an e-mail.

   ✳ **Note:**

   Ensure that plain text format is selected in your e-mail client. If rich text format (RTF) is selected, the message delivery may fail.

Composing fax and text messages

To create a fax, your CallPilot mailbox must have fax capability, and your computer must have Desktop Messaging installed. CallPilot recipients of your fax must also have fax capability to view the fax on their computer. E-mail recipients do not require specific fax capability. 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.

To create and save a fax file

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, from the File menu, select 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 OK or Print, or whichever option sends the file to the printer you selected.

   The Compose Fax dialog box appears.
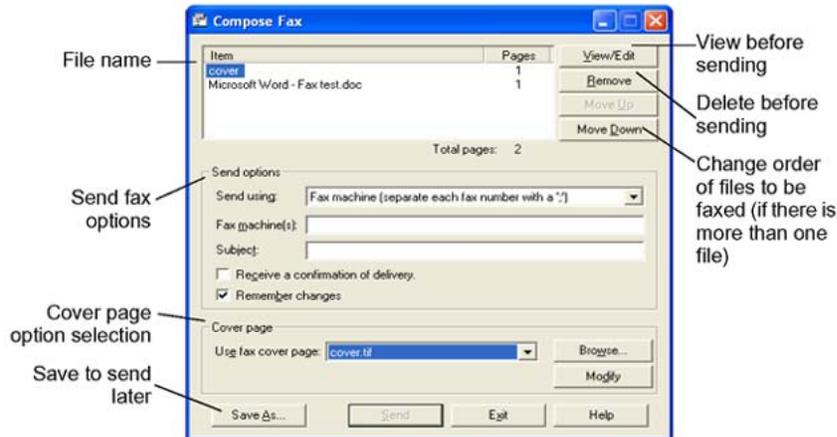
5. If you want to include a cover page with the fax, choose one from the Use fax cover page list, or click the Browse button to navigate to a different one.

   For more information, see [Using fax cover pages](#) on page 22

6. Click Save As.

7. Type a name for the file and browse to select a folder to save the file in. Save the file as a TIF file.

8. Click OK.

9. To close the Compose Fax dialog box, click Exit.

To send a single fax or text message

1. From your e-mail inbox, open a new message form.

2. Add a fax file as an attachment, or type text. Fax files must be in TIF format.

3. Address and send the message the same way as an e-mail.

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. Note that 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.

Accessing and modifying the sample 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 subtract 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 opens 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. Note that the ToFax text box is the only mandatory field for CallPilot.

The following parameters and characters are supported in the ToFax text 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 supported.

- Common phone number symbols, such as left and right parentheses and the dash, are 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 is delivered on a schedule defined by the CallPilot server for Economy delivery. Note that messages sent to CallPilot mailboxes is not affected by the Economy designation and is sent as Normal messages. Transmission of messages tagged as Normal or Urgent is gin immediately. Urgent messages display the Urgent icon when displayed 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; 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.

Accessing and modifying the sample 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.
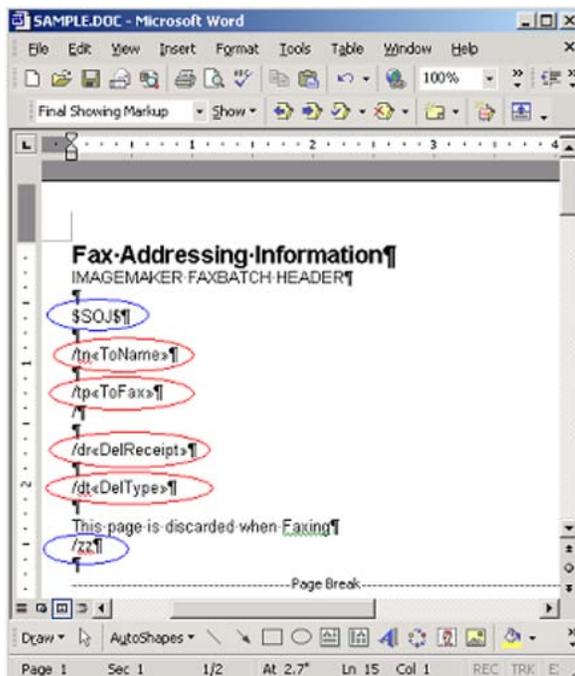
The purpose of this page is to provide a location to map information in the data source to each customized fax document. To signal CallPilot that this as a Fax Batch file, and to prevent this

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 Desktop software retrieves the Fax Number from the first page of the document. Additionally, CallPilot Desktop 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. Also, the Delivery Receipt column header (that is, <<DelReceipt>>) can be inserted after the /dr control, the Name of Recipient text box (that is, <<ToName>>) can be inserted after the /tn control, and the Delivery Type text box (that is, <<DelType>>) can be inserted after the /dt control.

Note:

All fax batch controls are case sensitive.

As an advanced fax addressing feature, you 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 begin to customize your fax.

> ✱ **Note:**
> The page must be equal to, or less than 8.5 inches in width.

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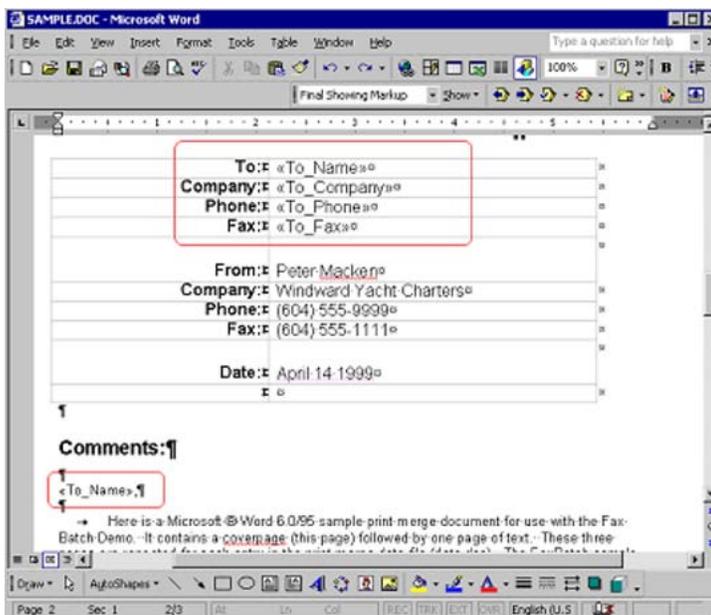
In this example, the document is customized for each recipient. Data source column headers are inserted into the document using the Microsoft Word Mail Merge utility Insert function. After the main document is customized, the document is ready to be merged with the information in the Data.doc file. Consult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

Merging data from the data source 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 Office XP, select Tools > Letters and Mailings > Mail Merge Wizard.

b. In Office 2000, select Tools > Mail Merge.

c. In the 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 Desktop software addresses and transfers the fax files to the server. The CallPilot server sends the fax to the recipients.

After the process starts, the Print Status dialog box 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 continues 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:

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 non-delivery 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 press Cancel in this dialog box before the job is completed, another dialog box appears, asking you to confirm the cancellation. If you select Yes, all temporary files are deleted, and the process ends. However, all faxes that are already transferred to the CallPilot server are sent.

If a problem occurs while transferring the fax, a dialog box similar to the following appears:
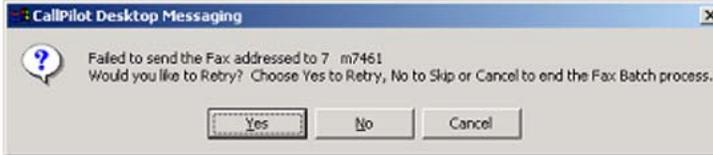
If you select Yes, an attempt is made to resend the fax to the server. If you select No, the current fax is skipped, and processing begins on the next fax in the list. The skipped fax is not sent. If you select Cancel, another dialog box appears, asking you to confirm the cancellation. If you choose 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 appears again, allowing you to make a different choice.

A confirmation dialog box appears once all faxes have been submitted to the server.

Using 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

Avaya Fax printer driver form

You can select a cover page in the Compose Fax dialog box when you are using the Avaya Fax printer driver to create a fax (for step-by-step procedures, see To create and save a fax file on page 14).
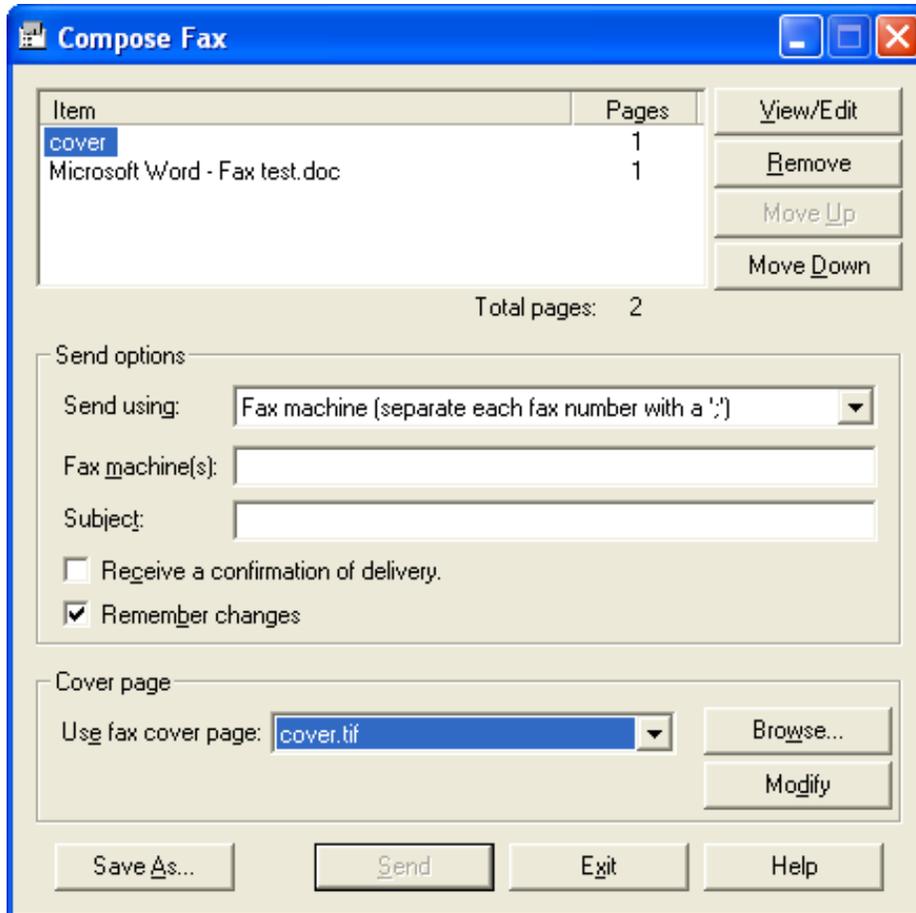
If you choose to send your fax to a specific destination (for example, a fax machine), you can then select a cover page from the Use fax cover page list. You can then modify the cover page contents (see the following section). If you do not want a cover page, select No cover page from the list.

Modifying and previewing fax cover pages

You can preview the current cover page and modify its contents by clicking the Modify button in the Avaya Fax Printer driver window.

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 on Preview to view the current state of the cover page.

You can make changes to the cover page fields; however, the Fax text box is always read-only. CallPilot populates the Fax text box using address information from the Fax driver forms. The Memo section displays information from the Modify cover page form.

Note:

The maximum length of the Memo text box is 2500 characters. The maximum length of the other cover page text boxes is 30 characters.

Addressing messages

To address a message from an address book

You can address a CallPilot message from the CallPilot Address Book on the server, or from the e-mail address book on your computer or on the server. Address CallPilot messages the same way as your e-mail messages.

- The CallPilot Address Book on the server is maintained by your organization, and contains the addresses of the CallPilot users and distribution lists that you are allowed to use. You cannot edit this list.

- If you maintain a personal address book of e-mail addresses, you can add CallPilot addresses to this list.

To add CallPilot addresses to your personal address book

If you have an e-mail personal address book on your computer, you can add CallPilot addresses and distribution lists to it. Add CallPilot addresses the same way as e-mail addresses. You may want to distinguish between CallPilot and e-mail addresses by adding CallPilot after the recipient's name.

To address a message manually

You can type an address directly into the To text box of a new message. If you choose to do this, use the following format guidelines:

Required format for a CallPilot e-mail address

XXXXYYYY@ZZZZ

XXXX   = VPIM network shortcut

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 network shortcut 1905555 contains mailbox 1212, the CallPilot address for that mailbox would be:

[19055551212@na12345.us.avaya.com]

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.

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 using either My CallPilot or the telephone (option 8-5-1).

For information about configuring and enabling a message forwarding rule, see the Desktop Messaging User Guide for My CallPilot (NN44200-109).

IMAP clients

You can access your IMAP client from a Windows, Macintosh or Linux computer. You can access CallPilot messages directly by connecting to a CallPilot server or to a third party e-mail server. Windows and Macintosh users have the option of installing the CallPilot player and receiving their messages in VBK format. Forwarded CallPilot messages appear in the standard e-mail form for the e-mail client, and they display with standard e-mail icons.

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.

CallPilot MWI Configuration

General

Server:	CallPilot1234
VPIM network shortcut:	1506
Mailbox:	4723
Password:	

☐ Remember password

Change password...   Advanced...

My CallPilot URL: http://myserver/MyCallPilot

☑ Notify me of My CallPilot URL changes

MWI Icon

☑ Show MWI Icon on taskbar

☑ Display pop-up balloon for 5 seconds

OK   Cancel   Apply
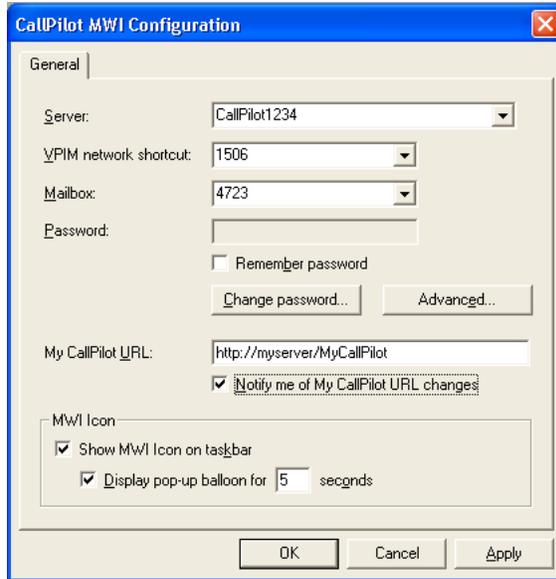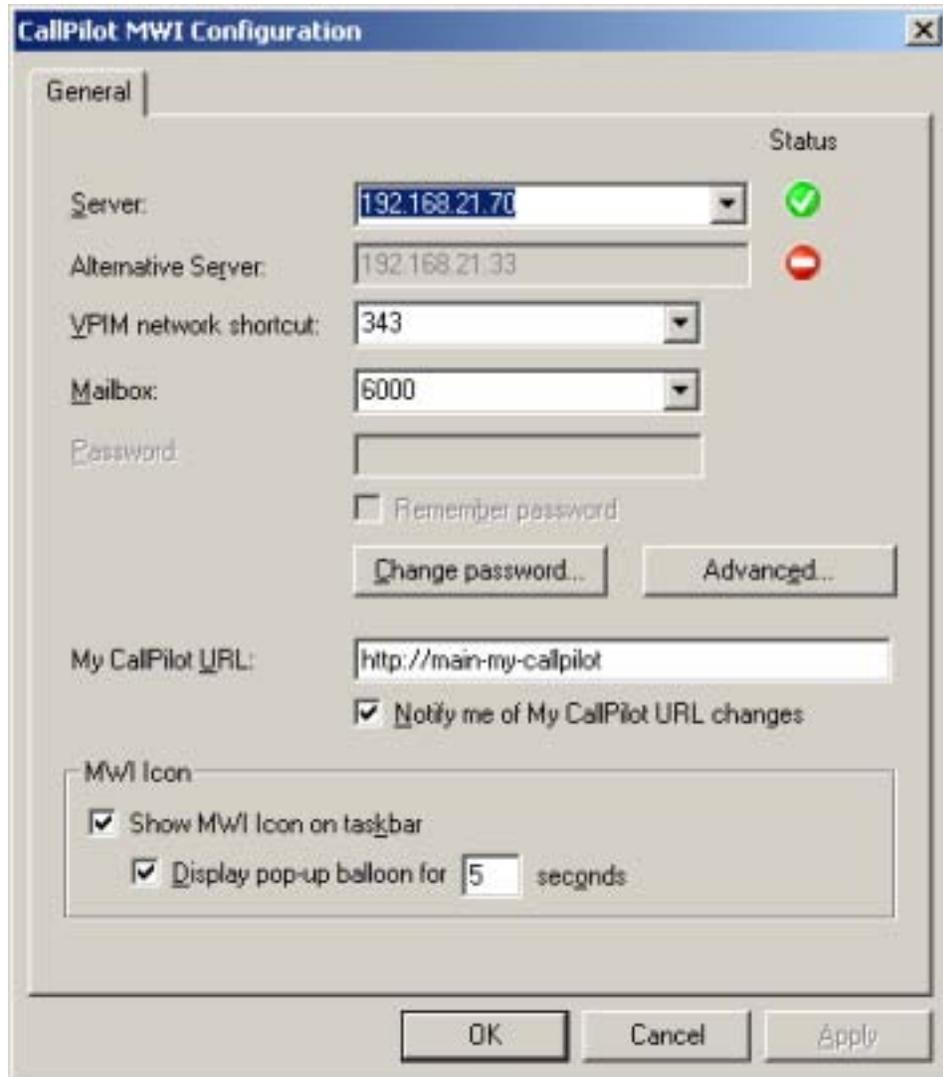
Note:

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 Message Waiting Indicator 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 the 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 it, right-click the Message Waiting Indicator icon, and then click CallPilot MWI Configuration.

> ✳ **Note:**
>
> If you are using Internet Explorer 6, a new browser session might start each time you double-click the Message Waiting Indicator to read a new message. You can change this behavior as follows: From the Internet Explorer Tools menu, click Internet Options. Click the Advanced tab, and then in the Browsing options, ensure the Reuse windows for launching shortcuts option is selected.

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 34.

Your administrator enters the default CallPilot access information for you. You can change these settings if required.

To view or change your CallPilot access settings

1. Open the CallPilot Player: From the Windows Start menu, click Programs > Avaya > CallPilot Desktop Messaging > Audio Player.

2. On the CallPilot Player, select View > Configuration.

3. Click the General tab to display your current access settings.
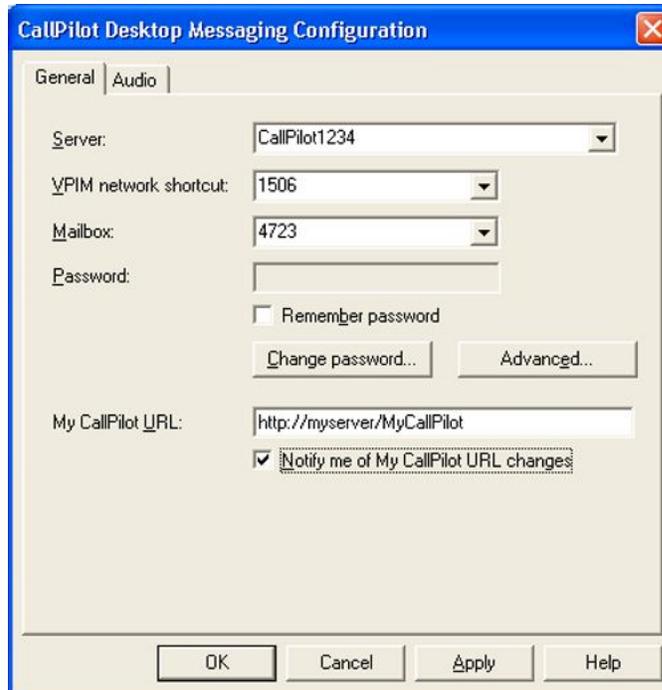
4. Make any changes required.

   For information about the fields on this tab, click the Help button.

   ⚙ **Note:**
   To change the IMAP port or specify SSL, click Advanced.

5. When you are finished, click OK.

To change your CallPilot password

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

1. Repeat steps 1 to 3 in the previous procedure to open the General tab.

2. Click Change Password.

3. In the Old password box, type your current password.

4. In the New password box, type your new password.

5. In the Retype new box, type your new password again.

6. Click OK to save the change.

7. 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 34.
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 audio settings

You can choose either your telephone or your computer for playing and recording messages, and you can adjust volume settings.

To change the audio device and volume

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

1. Open the CallPilot Player: From the Windows Start menu, click Programs > Avaya > CallPilot Desktop Messaging > Audio Player.

2. On the CallPilot Player, select View > Configuration.

3. Click the Audio tab to display the current Audio settings.

4. In the Device settings, 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 speakers and microphone.

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

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

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

> ⊛ **Note:**
> The option to Download file before playing does not affect Desktop Messaging for Internet Clients because all messages are automatically downloaded before playing.

7. Click OK.

Using My CallPilot

If the Web-based resources of My CallPilot are available for your mailbox, your administrator provides you with the URL. For more information about My CallPilot, see the Desktop Messaging User Guide for My CallPilot (NN44200-109).

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.

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