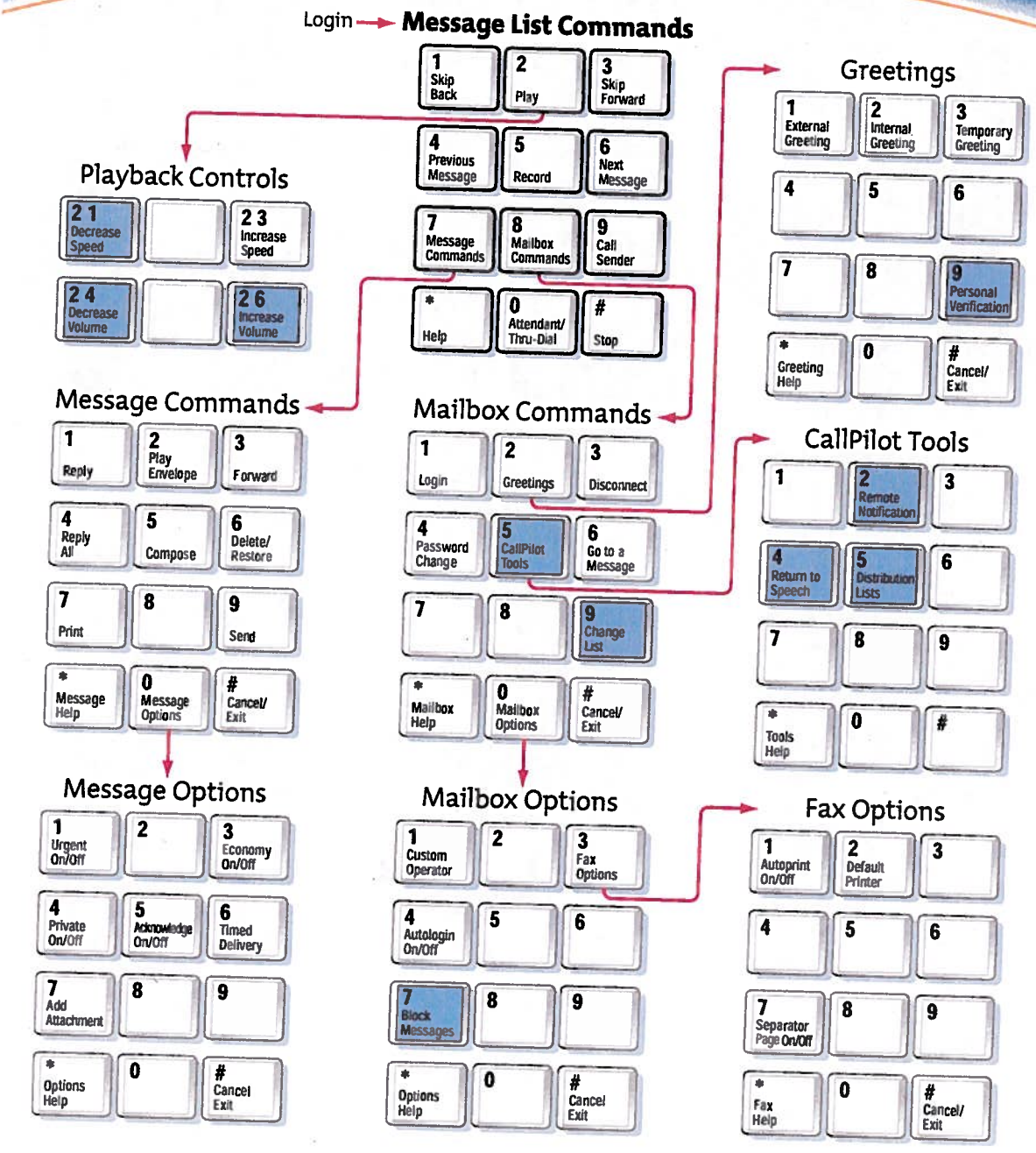
CallPilot **Telephone keypad commands** *What's New in 2.0*

NORTEL NETWORKS



New key commands are shown in blue

CallPilot Unified Messaging *What's New in CallPilot 2.0*

What's New?

CallPilot 2.0 offers vastly expanded resources for your business communications needs. New features enrich and integrate the keypad, speech, and desktop messaging platforms. Web-based My CallPilot gives you access to your messages, to detailed user information and mailbox features, and to your e-mail.

For detailed information, refer to the online user guides available in My CallPilot.

Multimedia Messaging

CallPilot offers these new features for keypad commands:

New commands and key re-assignments

Refer to the keypad diagram on the other side of this card for new key commands.

Speed controls

Now you can decrease message speed two times below normal. As in previous releases, you can increase speed three times above normal.

▸ While playing a message, press **2 1** to slow it down, or press **2 3** to speed it up.

Volume controls

You can increase message volume three times above normal, and decrease it two times below normal. All your messages play at the new volume setting until you log out. The next time you log in, message volume will be normal.

▸ While playing a message, press **2 4** to play it softer, or press **2 6** to play it louder.

Message storage

You can review and restore messages that have been automatically deleted. To restore an auto-deleted message when prompted, press **7 6**.

CallPilot Tools

CallPilot Tools **(8 5)** is a new menu containing the options Remote Notification, Return to Speech Commands, and Distribution Lists.

Return to speech commands

Press **8 5** then **4** to return to speech commands from keypad commands.

Listen to e-mail (Change list)

While logged in to CallPilot on a touchtone telephone, you can check to see if you have any new e-mail messages. You can quickly scan through your e-mail list to hear the sender and subject of each e-mail. At each e-mail, you can listen to some or all of the text content, and you can print the e-mail at a fax machine. Press **8 9** and follow the prompts. You can use all the standard CallPilot playback commands to play and print e-mail messages.

Blocking messages

You can temporarily prevent your callers from leaving messages in your mailbox. When you block your messages, you can choose to transfer callers to an operator, or disconnect them. As a courtesy to your callers, you should record a temporary greeting that plays to callers and provides details of your absence. Press **8 0** then **7** and follow the prompts.

Time zones

Time-related information in features such as temporary greetings, timed delivery messages, remote notification, and desktop messaging refers to the time zone where your mailbox is located. This feature is available only if installed on your system.

CallPilot Unified Messaging What's New Card
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Speech Activated Messaging

CallPilot offers these new features for speech commands:

Return to speech commands

You can switch from speech to keypad commands at any time by entering a key command, then return to speech commands by pressing **8 5** then **4**.

Custom commands

To improve speech recognition, CallPilot may switch you to paced speech entry, or you can use the new custom commands option to train CallPilot to recognize your way of saying the standard CallPilot commands.

To record custom commands, ask your administrator for the access number for your preferred language(s), then follow the prompts. Record your commands in the environment where you usually use speech commands, such as from your cellular phone.

Use the training option to record the entire list of standard commands, or use the testing option to record just a few commands.

New speech commands

Change list, Good-bye CallPilot, Slow down, Speed up, Return to messages

Desktop Messaging

CallPilot offers these new features for desktop access:

▸ You can now place a direct call to the sender of a message (Call Sender), then disconnect. ▸ You can address messages to all types of distribution lists. ▸ You can access web-based My CallPilot. ▸ You have more control over your CallPilot settings for general, mail, address book, and audio options.

There is now an individual online user guide and detailed online Help for each supported e-mail service.

My CallPilot

My CallPilot is your personalized desktop web-based CallPilot resource. Log in with your CallPilot mailbox number and password from most computers with Internet access.

CallPilot Messages

In your CallPilot messages, you can now forward and reply to messages, and compose new messages, using the embedded audio player. Call Sender is now available.

CallPilot Features

View and change settings for your mailbox features such as password change, distribution lists, fax options, remote phone/pager/text (e-mail) notification, telephone options, and preferences. You can set up one or more e-mail accounts for access from My CallPilot.

Useful Information

View user information specific to your mailbox, and view or print the CallPilot user guides.

Access to e-mail

Receive your e-mail messages from one or more of your e-mail accounts. You can also forward and reply to e-mails, and send new e-mails.

Remote text notification

Receive text notification of new CallPilot messages on a wireless e-mail device. Set up the device and configure My CallPilot.