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**CallPilot**

**Message Networking  
User Guide**

**NORTEL**  
**NETWORKS™**

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# CallPilot Message Networking User Guide

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# CallPilot Message Networking User Guide

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## About Message Networking

This guide explains how to use Message Networking with your personal mailbox. Message Networking links CallPilot or other voicemail systems at different locations.

## Digital networking and AMIS

Message Networking uses digital networking and Audio Message Interchange Specification (AMIS) to exchange messages.

### Digital networking

Digital networking uses Transmission Control Protocol/Internet Protocol (TCP/IP) to enable the exchange of voice and Fax messages between users at different sites on a network.



**Note:** Any voice message that you use send over the Internet using digital networking can be subject to interception by unauthorized parties.

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### AMIS

AMIS provides voice messaging to mailboxes at different sites on a communication network. A network is a collection of offices, locations or sites connected by telecommunication links. Each site on the network must have AMIS to send, receive and reply to network messages.

## How Message Networking works

Sending a message across a network is as easy as sending a message down the hall. There are three ways to send a network message.

You can use:

- a Network Delivery Mailbox
- Site-Based Addressing
- Direct Addressing (available for AMIS only)

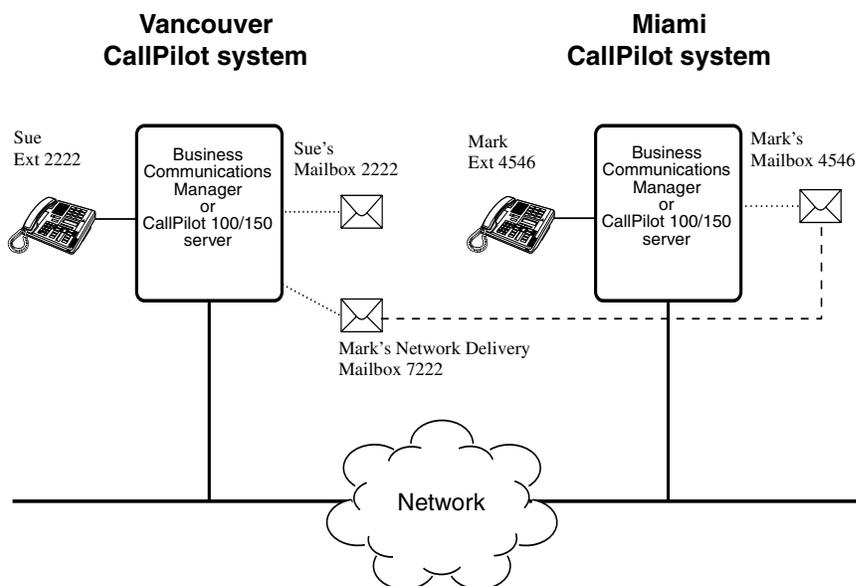


**Note:** Network messages can be composed and sent only from your mailbox.

You cannot send a network message by using the Leave Message feature (   ).

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## Sending a network message



The diagram [Sending a network message](#) shows how messages are sent between different company sites on the same network. In the example, Sue works in the Vancouver office and Mark works in the Miami office.

If Sue wants to send Mark a message, she can send the message using Site-Based Addressing, Direct Addressing, or to Mark's Network Delivery Mailbox. Since Mark has a Network Delivery Mailbox on the local Vancouver system, it is convenient for Sue to send the message to Mark's Network Delivery Mailbox.

Although Mark's Network Delivery Mailbox appears on the Vancouver system the message is automatically delivered to his mailbox in Miami. The network delivery information, such as the site prefix for the Miami site and Mark's mailbox number (4546) in Miami, is added to the Network Delivery Mailbox when you create it.

Sending a message to a Network Delivery Mailbox is as easy as sending a message to anyone at your site.

If Mark wants to send Sue a message, he must use Site-Based Addressing. Sue does not have a Network Delivery Mailbox on the Miami system.

Before Mark can send the message he needs to know the site prefix of the Vancouver site and Sue's mailbox number in Vancouver. The System Administrator can give Mark the Vancouver site prefix. After Mark records the message and enters the network delivery information, the network message is automatically delivered to Sue's mailbox.



**Note:** There is a time limit for the length of AMIS messages. Do not send AMIS messages that are longer than 8 minutes.

## **What you need to know to use Message Networking**

You must know how to use CallPilot to send messages to mailboxes at other sites. This includes knowing how to open your mailbox, record messages, send messages and retrieve messages. For information about using CallPilot features, refer to the *CallPilot Quick Reference Guide* for the interface you use, or the *CallPilot Reference Guide*.

To use this guide, you must determine which phone interface you use, and follow the procedures for that interface. For information about determining which interface you use, refer to [“Checking which mailbox interface you use”](#) on page 6.

## Checking which mailbox interface you use

CallPilot supports the Norstar Voice Mail and CallPilot interfaces.

Use this procedure to check which mailbox interface you use, then follow the procedures that apply to your interface.

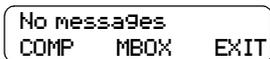
### To check which mailbox interface you use

- 1 Press    .  
Follow the voice prompts or the display button options to open your mailbox.
- 2 Check the display to see which interface you use:



```
0 new 0 saved
PLAY REC ADMIN
```

This is the Norstar Voice Mail interface.



```
No messages
COMP MBOX EXIT
```

This is the CallPilot interface.

- 3 Press  to end the session.

## Sending a message using a Network Delivery Mailbox

Network Delivery Mailboxes make it easy to send messages to a mailbox at a remote location. The Network Delivery Mailbox makes sending a message across the country as easy as sending it down the hall. A Network Delivery Mailbox is a pre-programmed direct address to a mailbox at a different site on the network. Each Network Delivery Mailbox has a local mailbox number. The destination site user's name appears in the company directory.

To send a message using a Network Delivery Mailbox, you need the Network Delivery Mailbox number. Ask your System Administrator to give you a list of Network Delivery Mailboxes or create a Network Delivery Mailbox for you.

The messages you record must be longer than three seconds. The system times out after five seconds of silence.

### To send a message using a Network Delivery Mailbox- Norstar Voice Mail

- 1 Open your mailbox using **[\*] 9 8 1**.  
Follow the voice prompts or the display button options to open your mailbox.
- 2 Enter your mailbox password and press **OK** or **#**.
- 3 Press **REC** or **3**.
- 4 At the tone record your message.
- 5 Press **OK** or **#** to end the recording.
- 6 Press **OK** or **#** to accept the recording.
- 7 Enter the Network Delivery Mailbox number.
- 8 Press **SEND** to send the message  
or  
press **OPTS** to assign message delivery options:
  - for digital destinations, Certified, Urgent, Timed Delivery, or Private.
  - for AMIS destinations, Certified, Urgent, or Timed Delivery, but NOT Private
 or press **CC** to send the message to another recipient.
- 9 Press **[\*]** to end the session.

```
Pswd:
OTHR  RETRY  OK
```

```
0 new  4 saved
PLAY  REC  ADMIN
```

```
Record message:
```

```
Record message:
RETRY  PAUSE  OK
```

```
Accept rec?
RETRY  PLAY  OK
```

```
Mbox:
DIR          QUIT
```

```
Miami,sales
OPTS  CC  SEND
```

```
Will deliver
```

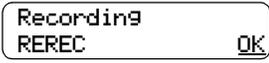
```
0 new  0 saved
PLAY  REC  ADMIN
```

## To send a message using a Network Delivery Mailbox - CallPilot

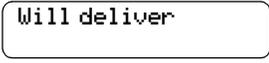
- 1 Open your mailbox using 9 8 1.  
Follow the voice prompts or the display button options to open your mailbox.
- 2 Press COMP or to open the Compose Message menu.  


No messages  
COMP MBOX EXIT
- 3 Enter the Network Delivery Mailbox number and press DONE or . You can enter more than one mailbox number if you want to send the message to several recipients.  


To:  
NAME SPEC DONE
- 4 Press REC or to begin recording.  


Empty  
REC
- 5 Press OK or when you are done.  
You can press to add message options:
  - for digital destinations, Certified, Urgent, Timed Delivery, or Private
  - for AMIS destinations, Certified, Urgent, or Timed Delivery, but NOT Private.

Recording  
REREC OK
- 6 Press SEND or to send the message.  


Rec stopped  
PLAY DEL SEND
- 7 Press to end the session.  


Will deliver

## Sending a message using Site-Based Addressing

Site-Based Addressing lets you send a message to a mailbox at another location on the network. To use Site-Based Addressing to send a message, you must know the network address of the destination site and the mailbox number of the person you want to send the message to.

Ask your System Administrator for a list of destination sites on your network.

### To send a message using Site-Based Addressing - Norstar Voice Mail

- 1 Open your mailbox using 9 8 1. Follow the voice prompts or the display button options to open your mailbox.
- ```
0 new 4 saved
PLAY REC ADMIN
```
- 2 Press REC or .
- ```
Record message:
```
- 3 At the tone, record your message. The message you record must be longer than three seconds. The system times out after five seconds of silence.
- ```
Record message:
RETRY PAUSE OK
```
- 4 Press OK or to end the recording.
- ```
Accept rec?
RETRY PLAY OK
```
- 5 Press OK or to accept the recording.
- ```
Mbox:
DIR QUIT
```
- 6 Press .
- ```
Address type?
NETW AMIS
```
- 7 Press NETW.
- ```
Network:
RETRY OK
```
- 8 Enter the destination site prefix and mailbox number and press OK or .
- ```
<site name>
OPTS CC SEND
```
- 9 Press SEND to send the message as it is or press OPTS to assign message delivery options:
    - for digital destinations, Certified, Urgent, Timed Delivery, or Private.
    - for AMIS destinations, Certified, Urgent, or Timed Delivery, but NOT Private
or press CC to send the message to another recipient.
- ```
Network msg
VIEW SEND
```
- 10 Press SEND to transmit the message.
- ```
0 new 0 saved
PLAY REC ADMIN
```
- 11 Press to end the session.

## To send a message using Site-Based Addressing - CallPilot

- 1 Press **[\*] 9 8 1**.  
Follow the voice prompts or display options to open your mailbox.
- 2 Press **COMP** or **[7] 5** to open the Compose Message option.
- 3 Enter the site prefix and the mailbox number and press **OK** or **#**. You can enter more than one mailbox number if you want to send the message to several recipients.
 

To:  
 NAME    SPEC    DONE
- 4 The display shows the destination mailbox name and mailbox number.
 

Site:<xxxx>

Dest mb:<xxxx>
- 5 You can enter another address or press **DONE** or **#** if you are finished entering addresses.
 

To:  
 NAME    SPEC    DONE
- 6 Press **REC** or **[5]** and record your message at the tone. The message you record must be longer than three seconds. The system times out after five seconds of silence.
 

EMPTY  
 REC
- 7 Press **OK** or **#** to end your recording or press **REREC** to erase and re-record your message. You can press **[7] 0** to add message options of Urgent, Private, Acknowledged or Timed delivery. Private is not available if you use AMIS.
 

Recording....  
 REREC                    OK
- 8 Press **SEND** or **[7] 9** to send the message.
 

Rec stopped  
 PLAY    DEL    SEND

## Sending a message using Direct Addressing

Direct Addressing lets you send a voice message to a mailbox at a different location on a network. To use Direct Addressing you must know the destination site phone number and the mailbox number of the person you want to send a message to. Direct Addressing is available for AMIS only. Ask your System Administrator for the destination site's phone number and mailbox numbers.

### To send a message using Direct Addressing - Norstar Voice Mail

- 1 Press **[6] [9] [8] [1]**.  
Follow the voice prompts or the display button options to open your mailbox.
- Pswd:  
 OTHR RETRY OK
- 2 Enter your mailbox password and press OK or **[#]**.
- 0 new 4 saved  
 PLAY REC ADMIN
- 3 Press REC or **[3]**.
- Record message:
- 4 At the tone, record your message.  
The message you record must be longer than three seconds. The system times out after five seconds of silence.
- Record message:  
 RETRY PAUSE OK
- 5 Press OK or **[#]** to end the recording.
- Accept rec?  
 RETRY PLAY OK
- 6 Press OK or **[#]** to accept the recording.
- Mbox:  
 DIR QUIT
- 7 Press **[#] [#]**.
- Address type?  
 NETW AMIS
- 8 Press AMIS.
- Ph:  
 RETRY OK
- 9 Enter the destination site phone number and press OK.
- <xxxxxxx>  
 ADD OK
- 10 Press OK or **[#]** to continue or press ADD or **[2]** to add special characters. See [“Adding special characters” on page 22](#). Press OK or **[#]** when you are done adding special characters.
- Destmb:  
 RETRY OK
- 11 Enter the destination mailbox number and press OK.
- AMIS msg  
 OPTS CC OTHR
- 12 Press OTHR to review or send the message or press OPTS to assign message delivery options:
    - for digital destinations, Certified, Urgent, Timed Delivery, or Private.
    - for AMIS destinations, Certified, Urgent, or Timed Delivery, but NOT Private
 or press CC to send the message to another recipient.
- Network msg  
 VIEW SEND
- 13 Press SEND to transmit the message.

```

0 new  0 saved
PLAY  REC  ADMIN

```

14 Press to end the session.

## To send a message using Direct Addressing - CallPilot

- 1 Open your mailbox using 9 8 1 .  
Follow the voice prompts or the display button options to open your mailbox.
- 2 Press COMP or to open the Compose Message menu.
- 3 Press SPEC or . This is the default number for special addressing and can be changed by the System Administrator.
- 4 Enter the phone number of the remote site and press OK or .
- 5 Press OK or to continue or press ADD or to add special characters. See [“Adding special characters” on page 22](#). Press OK or when you are done adding special characters.
- 6 Enter the mailbox number at the remote site.
- 7 Press OK or to accept the mailbox number.
- 8 Press DONE or or enter another address to send the message to.
- 9 Press REC or to record your message.  
The message you record must be longer than three seconds. The system times out after five seconds of silence.
- 10 Press OK or when you are done recording or press REREC or to rerecord your message.  
You can press to add message options of Urgent, Acknowledged or Timed delivery.
- 11 Press SEND or to send the message.
- 12 Press to end the session.

```

No messages
COMP  MBOX  EXIT

```

```

To:
NAME  SPEC  CNCL

```

```

Dest.ph:
RETRY          OK

```

```

<xxxxxxx>
ADD          OK

```

```

Dest.mb:
RETRY          OK

```

```

<xxxx>
RETRY          OK

```

```

To:
NAME  SPEC  DONE

```

```

Empty
REC

```

```

Recording...
REREC          OK

```

```

Rec stopped
PLAY  DEL  SEND

```

```

Msg delivered

```

## Replying to network messages

You can reply to a network message using the Reply Feature. You must have the network Reply Feature enabled in order to reply to a message. For more information, ask your System Administrator.

### To reply to a network message - Norstar Voice Mail

- 1 Open your mailbox using **☎ 9 8 1**.  
Follow the voice prompts or the display button options to open your mailbox.
- 2 Press **PLAY** or **2** to play your new messages  
or  
press **6** to listen to your saved messages.
- 3 After you listen to the message, press **REPLY**.
- 4 Press **MSG**.  
If you are replying to a message with more than one recipient, go to step 5.  
If you are replying to a message with one recipient, go to step 6.
- 5 If you are replying to a message that has more than one recipient:  
press **SNDR** to send your reply only to the sender  
or  
press **ALL** to send your reply to all the people that received the message.
- 6 Record your reply message.  
The message you record must be longer than three seconds. The system times out after five seconds of silence.
- 7 Press **OK** to end your recording.
- 8 Press **OK** to accept your recording.  
If you are replying to a digital message, go to step 9.  
If you are replying to an AMIS message, go to step 10.

```
1 new      4 saved
PLAY  REC  ADMIN
```

```
End of message
REPLY  ERASE  NEXT
```

```
Reply network msg
MSG      QUIT
```

```
Reply to:
SNDR      ALL
```

```
Record message:
```

```
Record message:
RETRY  PAUSE  OK
```

```
Accept rec?
RETRY  PLAY  OK
```

Network msg  
OPTS CC SEND

Will deliver

- 9** Press SEND to send the message  
or  
press OPTS to assign message delivery options:
- for digital destinations, Certified, Urgent, Timed Delivery, or Private.
  - for AMIS destinations, Certified, Urgent, or Timed Delivery, but NOT Private
- or press CC to send the message to another recipient.

AMIS msg  
OPTS CC OTHR

- 10** Press OTHR to go to the next display and review or send the message as it is  
or  
press OPTS to assign message delivery options:
- for digital destinations, Certified, Urgent, Timed Delivery, or Private.
  - for AMIS destinations, Certified, Urgent, or Timed Delivery, but NOT Private
- or press CC to send the message to another recipient.

Network msg  
VIEW SEND

- 11** Press SEND to transmit the message.

End of message  
REPLY ERASE NEXT

- 12** Press  to end the session.

## To reply to a network message - CallPilot

End message  
RESP DEL NEXT

Respond by  
REPLY FORW

- 1** Open your mailbox using  9 8 1.  
Follow the voice prompts or the display button options to open your mailbox.
- 2** Press PLAY or  to play your new messages  
or  
press  to listen to your saved messages.
- 3** After you listen to your messages, press RESP or  .  
If you press  , go to step 5.
- 4** Press REPLY or   to reply to the message  
or  
press FORW or   to forward the message  
or  
press   to reply to all the recipients of the message.

Empty  
REC

- 5** Press **REC** or **5** to record a message.  
The message you record must be longer than three seconds. The system times out after five seconds of silence.

Recording...  
REREC OK

- 6** Press **OK** or **#** when you are done recording.  
You can press **7 0** to add message options:
- for digital destinations, Certified, Urgent, Timed Delivery, or Private
  - for AMIS destinations, Certified, Urgent, or Timed Delivery, but NOT Private.

Rec stopped  
PLAY DEL SEND

- 7** Press **7 9** to send the message.
- 8** Press **** to end the session.

## Forwarding a Fax Message using Site-Based Addressing



**Note:** You can send and receive Fax messages only if the Fax option is available for your system. Ask your System Administrator if you can use Fax on your system. If Fax is available, ask your System Administrator for a list of Fax sites on your network.

If the receiving site cannot receive a Fax message, you receive Non Delivery Notification.

You can forward a Fax message that you received to a Site-Based Address and add an introductory voice message. The combined voice and Fax message appears as a Fax message in the destination mailbox.

You can also forward a received Fax message to a Network Delivery Mailbox. Refer to [“Forwarding a Fax Message to a Network Delivery Mailbox” on page 19](#).

When you forward a Fax message, a new cover sheet is added to the original Fax message as part of the new message. However, if the Fax message already has a CallPilot generated Fax cover sheet, it is replaced by a new Fax forward cover sheet.

The cover sheet contains:

- the date and time the Fax is created
- the directory name and telephone number of the sender
- the telephone number of the recipient
- the Fax identification (ID) number
- the number of pages to follow

### To forward a Fax message using Site-Based Addressing - Norstar Voice Mail

- 1 Open your mailbox using **[\*] 9 8 1**.  
Follow the voice prompts or the display button options to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

- 2 Enter your mailbox password and press **OK** or **[\*]**.

```
1 new  4 saved
PLAY  REC  ADMIN
```

- 3 Press **PLAY** or **[2]** to play your new messages or  
press **[6]** to play to your saved messages until you find the Fax message that you want to forward.

```
End of message
COPY  ERASE  NEXT
```

- 4 Press **COPY** or **[5]**.

- |   |   |
|---|---|
| <pre>Copy fax MBOX  OTHR</pre>              | <p><b>5</b> Press <u>MBOX</u> or <u>1</u> to forward the Fax message.</p>   |
| <pre>Record intro? YES   NO</pre>           | <p><b>6</b> Press <u>YES</u> or <u>1</u> to record an introduction to the Fax message or press <u>NO</u> or <u>2</u> if you do not want to record an introduction to the forwarded Fax message, and go to step 9. The message you record must be longer than three seconds. The system times out after five seconds of silence.</p> |
| <pre>Record Message: RETRY  PAUSE  OK</pre> | <p><b>7</b> Press <u>OK</u> to end the recording.</p>   |
| <pre>Accept rec? RETRY  PLAY  OK</pre>      | <p><b>8</b> Press <u>OK</u> to accept the recording.</p>  |
| <pre>Address type? NETW          AMIS</pre> | <p><b>9</b> Press <u>#</u> <u>#</u>.</p> <p><b>10</b> Press <u>NETW</u>. This display appears only if AMIS is enabled. If AMIS is not enabled, the display in step 12 appears.</p>  |
| <pre>Network RETRY          OK</pre>        | <p><b>11</b> Enter the destination site prefix and the destination mailbox number and press <u>OK</u>.</p>  |
| <pre>&lt;site name&gt; OPTS  CC  SEND</pre> | <p><b>12</b> Press <u>SEND</u> to send the message as it is. Press <u>OPTS</u> to assign message delivery options of Certified, Urgent or Timed Delivery. Press <u>CC</u> to send the message to another recipient.</p>   |
| <pre>Network msg OPTS  CC  SEND</pre>       | <p><b>13</b> Press <u>SEND</u> to send the message now.</p>   |

## To forward a Fax message using Site-Based Addressing - CallPilot

- 1 Open your mailbox using **[\*] 9 8 1**.  
Follow the voice prompts or the display button options to open your mailbox.
- 2 Press **[2]** to play the current message  
or  
press **[6]** to play the next message, until you locate the Fax message you want to forward.
- 3 Press **[7] [3]** to forward the message.

To:  
NAME SPEC CNCL

- 4 Enter the destination site prefix and mailbox number and press **OK** or **[#]**.

Site:<xxxx>

- 5 The display shows the destination site name and mailbox number.

Dest mb:<xxxx>

To:  
NAME SPEC **DONE**

- 6 Press **DONE** or **[#]**.

Empty  
**REC**

- 7 Press **REC** or **[5]**.

Recording...  
REREC **OK**

- 8 Press **OK** or **[#]**.

Rec stopped  
PLAY DEL **SEND**

- 9 Press **SEND** or **[7] [9]**.

## Forwarding a Fax Message to a Network Delivery Mailbox



**Note:** You can send and receive Fax messages only on CallPilot or Business Communications Manager systems that have the Fax option installed. Ask your System Administrator for a list of Fax sites on your network.

If the receiving site cannot receive a Fax message, you receive Non Delivery Notification.

You can forward a Fax message that you received to a digital networking Network Delivery Mailbox and add an introductory voice message that becomes part of the new message. The message appears as a Fax message in the destination mailbox.

You can also forward a received Fax message using Site-Based Addressing. For more information, refer to [“Forwarding a Fax Message using Site-Based Addressing” on page 16](#).

A forwarded Fax message has a new cover sheet added to the original Fax message. However, if the Fax message already has a CallPilot-generated Fax cover sheet, it is replaced by the new Fax forward cover sheet.

The new cover sheet shows:

- the date and time the Fax was created
- the directory name and telephone number of the sender
- the telephone number of the recipient
- the Fax identification (ID) number
- the number of pages to follow

### To forward a Fax message to a Network Delivery Mailbox - Norstar Voice Mail

- 1 Open your mailbox using    .  
Follow the voice prompts or the display button options to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

- 2 Enter your mailbox password and press OK or  .

```
1 new    4 saved
PLAY  REC  ADMIN
```

- 3 Press PLAY or  to play your new messages  
or  
press NEXT or  until you find the Fax message you want to forward.

```
End of message
COPY  ERASE  NEXT
```

- 4 Press COPY or  .

```
Copy fax
MBOX      OTHR
```

5 Press MBOX or 1 to forward the Fax message.

```
Record intro?
YES      NO
```

6 Press YES or 1 to record an introduction to the Fax message or press NO or 2 if you do not wish to record an introduction to the forwarded Fax message and go to step 9. The message you record must be longer than three seconds. The system times out after five seconds of silence.

```
Record intro:
RETRY    OK
```

7 Press OK to end the recording.

```
Accept rec?
RETRY    PLAY    OK
```

8 Press OK to accept the recording.

```
Mbox:
DIR      QUIT
```

9 Enter the Network Delivery Mailbox number.

```
Miami,sales
OPTS    CC      SEND
```

10 Press SEND to send the message or press OPTS to assign message delivery options of Certified, Urgent or Timed Delivery or press CC to send the message to another recipient.

Miami,sales is an example. The Network Delivery Mailbox name appears in the display.

## To forward a Fax message to a Network Delivery Mailbox - CallPilot

- 1 Open your mailbox using **[\*] 9 8 1**.  
Follow the voice prompts or the display button options to open your mailbox.
- 2 Press **[2]** to play the current message  
or  
press **[6]** to play the next message, until you locate the Fax message you want to forward.
- 3 Press **[7] [3]** to forward the message.

To:  
NAME SPEC CNCL

- 4 Enter the Network Delivery Mailbox number.

<xxxx>

- 5 The display shows the mailbox name.

To:  
NAME SPEC DONE

- 6 Press DONE or **[#]**.

Empty  
REC

- 7 Press REC or **[5]** to record an introductory voice message.  
The message you record must be longer than three seconds. The system times out after five seconds of silence.

Recording...  
REREC OK

- 8 Press OK or **[#]**.

Rec stopped  
PLAY DEL SEND

- 9 Press SEND or **[7] [9]**.

## Adding special characters

Special characters are pauses or other dialing instructions that you can add if they are required to access the network or a telephone number.

Follow the voice prompts or press **ADD** to add special characters to a telephone number. A telephone number cannot be longer than 30 characters.



**Note:** If you are adding special characters, do not press the dialpad buttons **#** to enter a #, or **\*** to enter a \*. Press the button directly below the option on a two line display telephone, or listen to the voice prompts for how to enter these characters.

Adding special characters to a telephone number	
Press	Description
<b>2</b> or <b>DIGS*</b>	to resume adding digits to the destination phone number
<b>3</b> or <b>PAUS*</b>	to enter a timed pause that appears as <b>P</b> on the display. Pauses are four seconds long.
<b>4</b>	to recognize dial tone (behind PBX). The Recognize Dial Tone special character appears as <b>D</b> on the display.
<b>5</b> (or <b>OTHR #</b> )*	to enter a #
<b>6</b> (or <b>OTHR *</b> )*	to enter a *
<b>TONE*</b>	to recognize dial tone (behind PBX). The Recognize Dial Tone special character appears as <b>D</b> on the display.
<b>*</b>	to cancel and retry

\*These options are for two line display telephones only. If you use a one line display telephone, use the keypad button shown.