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# **CallPilot Mini**

## **Message Networking User Guide**

**NORTEL**  
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# CallPilot Mini Message Networking User Guide

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# CallPilot Mini 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 messages between users at different sites on a network.



**Note:** Any voice message that you 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 to a someone at another site is as easy as sending a local message. There are three ways to send a network message.

You can use:

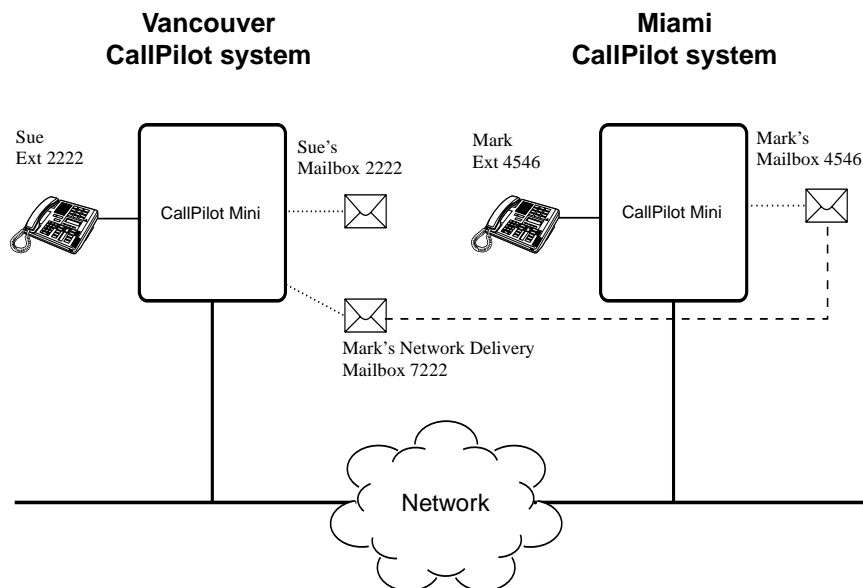
- a Network Delivery Mailbox
- Site-Based Addressing
- Direct Addressing (available for AMIS only)



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

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## Sending a network message



This diagram 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. 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 someone at your site.

If Mark wants to send Sue a message, he must use Site-Based Addressing. That is because 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 gives 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.

## **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
- retrieve messages.

For information about using CallPilot features, refer to the *CallPilot Mini Quick Reference Guide* or the *CallPilot Mini Reference Guide*.

## 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 to a recipient at another site as easy as sending a local message. 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 name of the subscriber at the destination site appears in the local 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

- 1 Dial the CallPilot Messaging access number, then enter your mailbox number and press **#**.
- 2 Enter your mailbox password and press **#**.
- 3 Press **7 5** to open the Compose Message menu.
- 4 Enter the Network Delivery Mailbox number and press **# # #**.
- 5 Press **5** to begin recording.
- 6 Press **#** when you are done.
- 7 Press **7 9** to send the message.
- 8 Hang up to end the session.

## 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

- 1 Dial the CallPilot Messaging access number, then enter your mailbox number and press **#**.
- 2 Enter your mailbox password and press **#**.
- 3 Press **7 5** to open the Compose Message option.
- 4 Enter the site prefix and the mailbox number and press **#**.
- 5 You can enter another address or press **#** if you are finished entering addresses.
- 6 Press **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.
- 7 Press **#** to end your recording or press **5** to erase and re-record your message.
- 8 Press **7 9** to send the message.
- 9 Hang up to end the session.

## 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

- 1 Dial the CallPilot Messaging access number, then enter your mailbox number and press **#**.
- 2 Enter your mailbox password and press **#**.
- 3 Press **7 5** to open the Compose Message menu.
- 4 Press **1 9**.
- 5 Enter the phone number of the remote site and press **#**.
- 6 Press **#** to continue  
or  
press **2** to add special characters:
  - for a timed pause press **3**
  - to recognize dial tone press **4**
  - for a number sign (#) press **5**
  - for a star (\*) press **6**Press **#** when you are done adding special characters.
- 7 Enter the mailbox number at the remote site.
- 8 Press **#** to accept the mailbox number.
- 9 You can enter another address, or press **#** if you are finished adding addresses.
- 10 Press **5** to record your message.  
The message you record must be longer than three seconds. The system times out after five seconds of silence.
- 11 Press **#** when you are done recording  
or  
press **5** to rerecord your message.
- 12 Press **7 9** to send the message.
- 13 Hang up to end the session.



## Replying to network messages

If your site has Network Reply enabled you can reply to a network message. Ask your System Administrator whether your site has Network Reply enabled. Replying to a network message is like replying to a regular message.

### To reply to a network message

- 1 Dial the CallPilot Messaging access number, then enter your mailbox number and press **#**.
- 2 Enter your mailbox password and press **#**.
- 3 Press **2** to play your new messages  
or  
press **6** to listen to your saved messages.
- 4 While the message is playing, or after you listen to the message, press **7 1** to reply.
- 5 Press **5** to record your reply.  
The message you record must be longer than three seconds. The system times out after five seconds of silence.
- 6 Press **#** when you are done recording.
- 7 Press **7 9** to send the message.
- 8 Hang up to end the session.

