



NORTEL
NETWORKS™

CallPilot.™

Release 2.0

Desktop Messaging User Guide
for Microsoft Outlook



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Welcome to CallPilot

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

You can work with CallPilot from your telephone or your computer. Desktop Messaging gives you access to your CallPilot mailbox through your Microsoft Outlook 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.
- Forward and reply to voice and fax messages.
- Call 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 describes how to use CallPilot with your Microsoft Outlook 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's operating system, the version of Outlook you are using, and the features available for your CallPilot mailbox.

For further assistance in using CallPilot, refer to the Desktop Messaging online Help.

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:

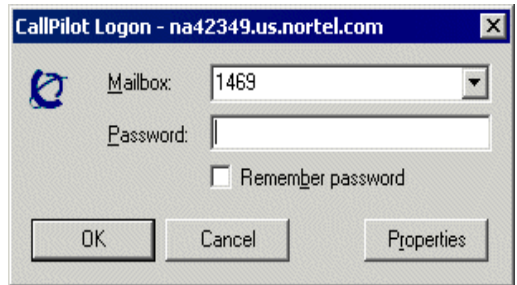
- CallPilot Player to play and record voice messages
- Microsoft Imaging for Windows or other imaging software to view faxes
- Nortel Fax Driver to create faxes
- Microsoft Outlook 98 or 2000 (SR-2) in corporate mode, or Microsoft Outlook 2002 (SR-1) groupware e-mail clients
- Windows 95 B, Windows 98 SE, Windows 2000 Professional, Windows XP, Windows NT4 SP6a
- 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
- A microphone connected to your computer, or a telephone situated near your computer, for recording voice messages
- A LAN (Ethernet) connection to the CallPilot server
- ISDN, ADSL, or dial-up modem connection for accessing CallPilot messages
- Internet Explorer 5.x and 6.x, or Netscape 6.2x and above, to access My CallPilot

Logging in

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

To log in from Microsoft Outlook

- 1 Open your Microsoft Outlook e-mail. The CallPilot Logon dialog box appears.
- 2 In Mailbox, type or select your mailbox number.
- 3 In Password, type your CallPilot password.
- 4 Check Remember password if you want CallPilot to log in automatically.
- 5 Click OK.



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

To log out

When you exit Microsoft Outlook, you automatically log out from CallPilot.

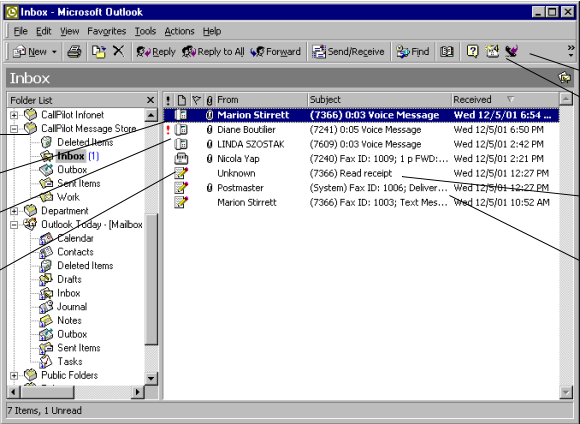
Remote login

You can log in 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 the CallPilot Message Store. The Message Store contains folders for your CallPilot Inbox, Outbox, Sent Items, and Deleted Items.

Your CallPilot Inbox



Call the sender

Compose new message

Message was opened by the recipient

Message was received

CallPilot Message Store

New message

Urgent message

Attached files voice, fax, text

From	Subject	Received
Marion Stirrett	(7366) 0:03 Voice Message	Wed 12/5/01 6:54 AM
Diane Boullier	(7241) 0:05 Voice Message	Wed 12/5/01 6:50 PM
LINDA SZOSTAK	(7609) 0:03 Voice Message	Wed 12/5/01 2:42 PM
Nicola Yap	(7240) Fax ID: 1009; 1 p FWD:...	Wed 12/5/01 2:21 PM
Unknown	(7366) Read receipt	Wed 12/5/01 12:27 PM
Postmaster	(System) Fax ID: 1006; Deliver...	Wed 12/5/01 12:27 PM
Marion Stirrett	(7366) Fax ID: 1003; Text Mes...	Wed 12/5/01 10:52 AM

To check for new messages



The CallPilot message waiting indicator on your screen turns red when you have a new message. To turn the indicator on or off, see *Changing mail delivery settings*, page 16. New messages appear in bold.

To open a message

To open a CallPilot message, double-click anywhere on the message line. See *Playing voice messages*, page 7, and *Viewing fax messages*, page 8.

To delete a message



To delete a CallPilot message in your Inbox, click on the message to select it, then click the Delete icon on the toolbar. You can also click the Delete icon in an open CallPilot message. The deleted message moves to the Deleted Items folder. When you log out or click Exit from Outlook, your CallPilot messages in the Deleted Items folder are immediately deleted without confirmation.

To organize your messages

To organize your messages, you can create new CallPilot folders in the CallPilot Message Store, and move or copy your messages to these folders. You can access these message when you log in by telephone or through My CallPilot.

Playing voice messages



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

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*, page 18. 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 your telephone is selected for playback, double-click the message in your CallPilot Inbox and answer your telephone when it rings.
- 2 Use the buttons on the CallPilot Player to play or stop the message, go backward and forward, and call the sender.
- 3 When you are finished, hang up and close the message.

To play a message from your computer

- 1 To play a voice message when your computer is selected for playback, double-click the message in your CallPilot Inbox. The message plays through your computer's 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 are finished, close the message.

The screenshot shows the CallPilot Player window titled "CallPilot Player - (7241) 0:05 Voice Message". The interface includes a menu bar (File, Edit, View, Actions, Help), a toolbar with icons for file operations and playback, and a message header with fields for From (Diane Boutlier), To (Marion Stirrett), Cc, Subject ((7241) 0:05 Voice Message), Delivery (Urgent), Sensitivity (Public), and Date/Time (12/5/2001 6:50 PM). The Nortel Networks logo is visible. Below the header is a progress bar labeled "Position in message" with a playhead and a timer showing 00:03 / 00:05. The playback controls include buttons for Play/Re-play, Stop, Go to start/Skip back, Go to end/Skip forward, and Adjust speed. At the bottom, there are icons for "Play messages from telephone" and "Play messages from computer", a volume slider, and "Disconnect" and "Call the sender" buttons. Labels on the right side of the image point to: Close message, Open next or previous message, Forward Reply to All Reply, Delete message, Status, Disconnect, and Call the sender. Labels on the left side point to: Position in message, Play/Re-play, Stop, Play messages from telephone, and Play messages from computer. Labels at the bottom point to: Adjust volume, Go to start/Skip back, Go to end/Skip forward, and Adjust speed.

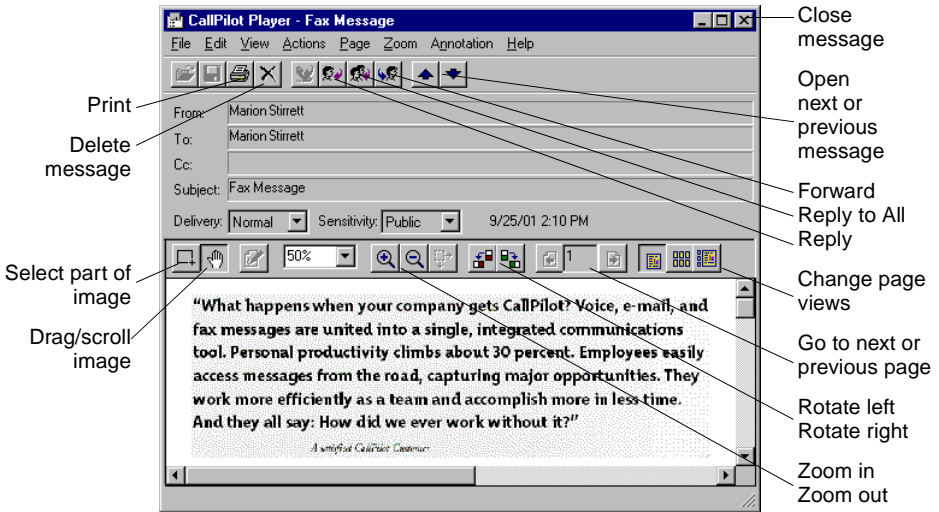
Viewing fax messages



To view faxes on your computer, you must have Imaging for Windows or other imaging software installed on your computer. In addition, 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 right away. 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, add a voice annotation to the saved file, forward it and reply to it.
- 3 When you are finished, close the message.




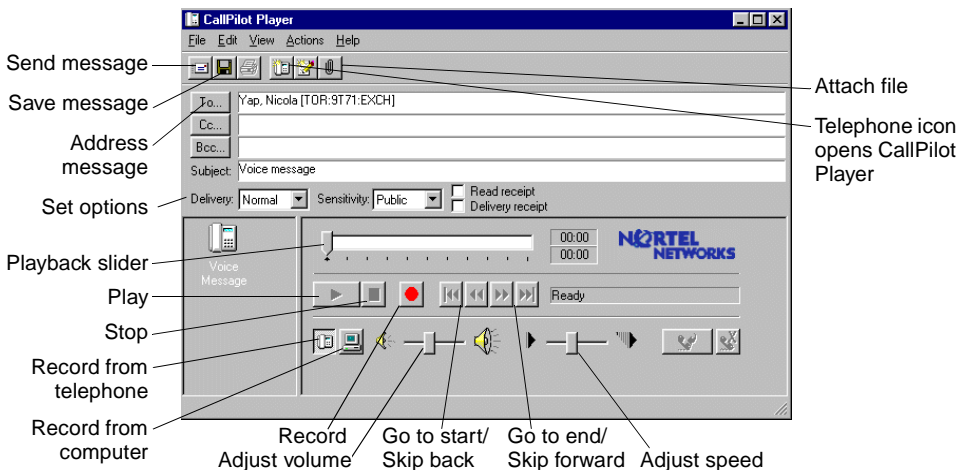
Note: If you are using imaging software other than Microsoft Imaging for Windows as your default viewer, the appearance of the fax message may differ from this one, and you may not be able to use some of the controls shown here, such as Zoom in and Zoom out.

Composing voice messages

You can record a voice message from the computer or the telephone, then address and send it 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 .
- 2 On the new message form, click the Telephone icon in the toolbar to open the CallPilot Player.
- 3 On the CallPilot Player, click the red Record button to start recording.
- 4
 - ▶ 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 it rings. At the tone, record your message. Click Stop to end the recording. Click Play to review it. To add to the recording or re-record it, move the playback slider to the desired position, click Record, speak again, then click Stop. Hang up the telephone.
- 5 Click To... to address from the CallPilot, e-mail, or Personal Address Book. See *Addressing messages*, page 13. Or type a formatted address in the To... field.
- 6 Add attachments and options if required. See *Adding attachments to messages*, page 12, and *Setting message options*, page 12.
- 7 On the toolbar, click the Send Message icon.



To save a newly created voice message as a file

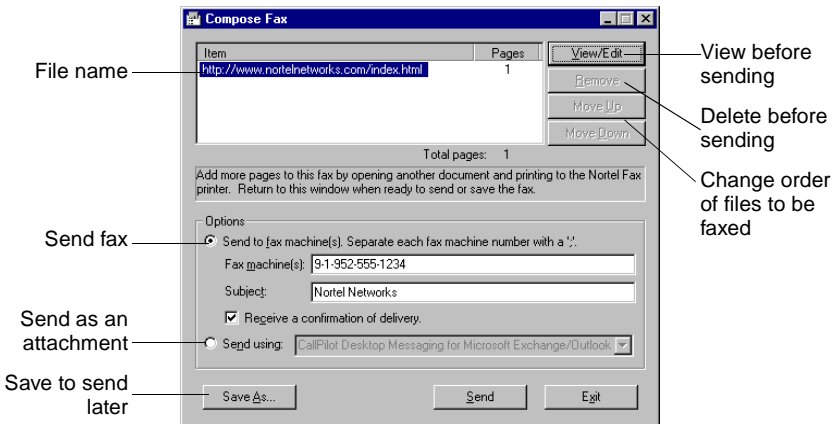
- 1 On a new message form, record a message, and on the File menu, click Save as... .
- 2 In the File name box, type a name for the file, select a folder to keep the file in, then click Save. Save voice files as .vbk files; CallPilot can automatically convert .vbk files to .wav files when sending to non-CallPilot users. See *Changing mail delivery settings*, page 16.

Composing fax and text messages

To create and send a 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 Open the document that you want to fax. It must be 8.5 in. (21.5 cm) wide or less.
- 2 On the File menu, click Print.
- 3 From the list of printers, select Nortel Fax, then click Print or OK.
- 4 The Compose Fax dialog box appears. Before sending the fax, you can add more documents, including a cover page, by repeating steps 1 to 3. You can also view the fax, and save it as a file.
- 5 Select a Send option.
 - ▶ To send a simple fax, type the fax machine number(s) or CallPilot mailbox number ('m' plus number, e.g. m7366), type a subject, then click Send.
 - ▶ To send your fax as an attachment to a new CallPilot message, select Send using... , then click Send.



- 6 If you selected Send using..., a new message form opens with your fax file attached. Address the message from the CallPilot, e-mail, or Personal Address Book. See *Addressing messages*, page 13. Or type the formatted address in the To... field.
- 7 Add attachments and options if required. See *Adding attachments to messages*, page 12, and *Setting message options*, page 12.
- 8 Click Send.

To create and send a text message

To create a text message, open a new CallPilot message form and type or paste plain text into it, then click the Send Message icon.

Calling the sender of a message

You can respond to a message with a telephone call instead of a recorded message.

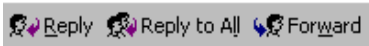
- 1 In an open message, click Call Sender .
- 2 Answer the telephone when it rings. CallPilot immediately calls the sender of the message.
- 3 When you finish the call, hang up the telephone or click Disconnect .

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.

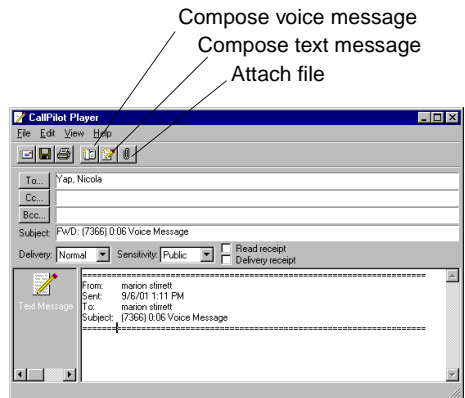
To forward or reply to a message

- 1 In an open message, click Forward, Reply, or Reply to All.



- 2 On the new message form, compose a voice, fax, or text message.
- 3 Address forwarded messages the same way as a new message. Replies are addressed automatically.
- 4 Add attachments, set options, and change the subject line if required.
- 5 Click the Send Message icon.

Note: Your administrator may block messages forwarded to external e-mail addresses.

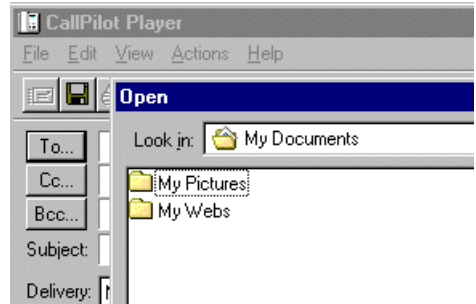


Adding attachments to messages

Before sending a message, you can attach a voice, fax, or text file 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*, page 16. Fax files must be .tif 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, select or type the name of the file that you want to attach.
- 3 Click Open to attach the file 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, and Receipt options, as required.



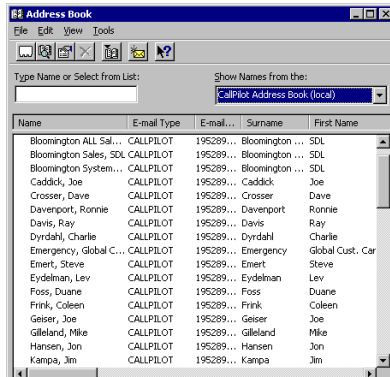
- ▶ For Delivery, select Urgent, or leave the setting as Normal.
 - ▶ For Sensitivity, select Private, or leave the setting as Public.
Be aware that messages you send marked Private can be forwarded by the recipient. Also, recipients in non-CallPilot systems may not be informed of Private settings. In 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 your recipient received the message.
- 2 Continue to compose, address, and send the message as usual.

Addressing messages

To address a message from an Address Book

You can address a CallPilot message from the Address Book on the server, or you can select addresses from your Personal Address Book.

- 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. You can download the Address Book to your computer so that you can work in offline mode. See *Changing your address book settings*, page 17.
- Your Personal Address Book is the list of e-mail addresses that you maintain on your computer. You can add CallPilot addresses to this list.



- 1 In a new CallPilot message, click To...
- 2 In the Show names list, select CallPilot Address Book or Personal Address Book.
- 3 Select the name of the recipient or distribution list.
- 4 Click To -. You can select one or more addresses, clicking To -> after each one.
- 5 Click OK to return to the new CallPilot message.

To add CallPilot addresses to your Personal Address Book

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

- 1 Double-click a name in the server Address Book.
- 2 In Properties, click Add to Personal Address Book.

Or, you can create an address manually and add it to your Personal Address Book. Refer to the online Help for the correct addressing formats.

To address a message manually

You can type an address directly into the To field of a new message. Enclose the address in square brackets. Refer to the online Help for the correct addressing formats.

Personal distribution lists

You can create CallPilot personal distribution lists in Outlook, in My CallPilot, or from your telephone.

To use existing CallPilot personal distribution lists

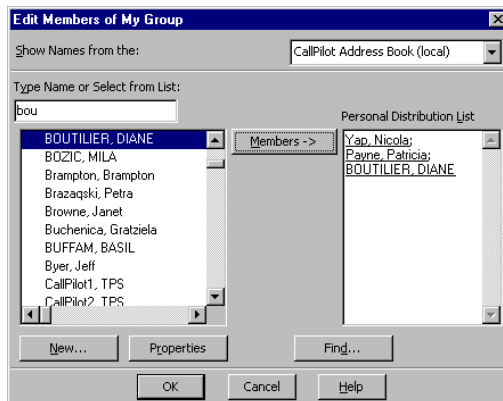
You can address messages using CallPilot personal distribution lists that you created in My CallPilot or on your telephone. In Outlook, select these lists from the CallPilot Address Book or add them to your personal Address Book.

To create a personal distribution list in Outlook

You create a CallPilot personal distribution list in Outlook the same way that you create an e-mail personal distribution list. After you create a list, it appears in your e-mail Personal Address Book so that you can select the list to address a message. You cannot access a list created in Outlook from your telephone or from My CallPilot.

- 1 In your Inbox, on the Tools menu, click Address Book.
- 2 Select Personal Address Book, and on the File menu, click New Entry.
- 3 Select Personal Distribution List, and click OK.
- 4 In New Personal Distribution List Properties, in Name, type a list name.
- 5 Click Add/Remove Members... to display Edit New Personal Distribution List Members.
- 6 Scroll to CallPilot Address Book and select it. Select names to add to the Distribution List, clicking Members -> after each name.
- 7 Click OK when you have finished entering names.
- 8 Click OK after viewing the list.

You can add or delete names for this list at any time.

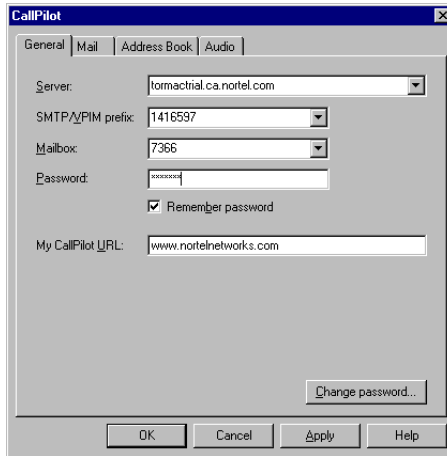


Changing your mailbox settings

To view or change your CallPilot access settings

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

- 1 In your e-mail Inbox, on the Tools menu, click Services (or E-mail accounts if you are using XP), and open CallPilot Desktop Messaging configuration. (Or, on the CallPilot Player, select View > Options.)
- 2 Click the General tab to display your current access settings.
- 3 Make any changes required, then click OK.



To change your CallPilot password

This is the same password that you use from the telephone.

- 1 Repeat steps 1 and 2 above, then click Change Password.
- 2 In Old password, type your current password.
- 3 In New password, type your new password.
- 4 In Validate password, type your new password again.
- 5 Click OK to save the change.
- 6 Click OK to exit the General settings.

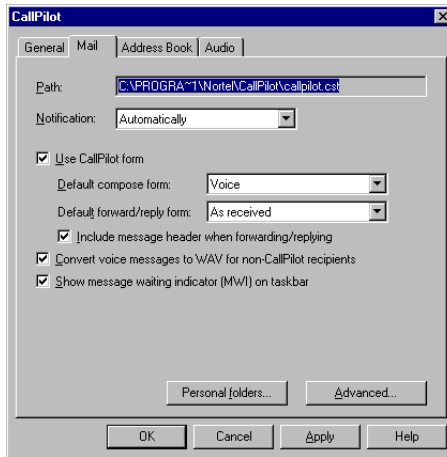


Changing mail delivery settings

To view or change your mail settings

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

- 1 In your e-mail Inbox, on the Tools menu, click Services (or E-mail accounts if you are using XP), and open CallPilot Desktop Messaging configuration.
- 2 Click the Mail tab to display the current mail settings.



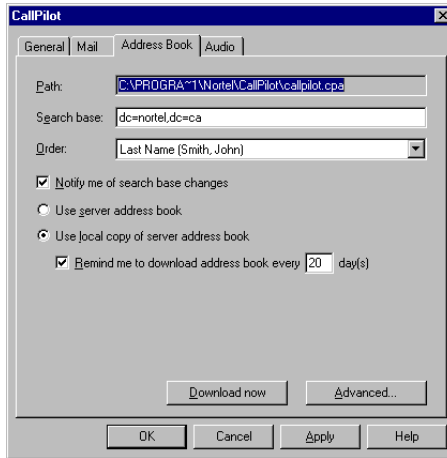
- 3 The default settings shown here are recommended for most users.
 - ▶ Notification - You can set CallPilot to update your message list automatically, manually, or at intervals such as every 5 minutes. (Choose Manually to save costs on long distance or ISDN connections.)
 - ▶ Use CallPilot form - Your CallPilot messages appear on a CallPilot form instead of an e-mail form.
 - ▶ Convert voice messages to WAV for non-CallPilot users - Your recorded messages are automatically converted from .vbk to .wav files when you send them to non-CallPilot users.
 - ▶ Show message waiting indicator (MWI) on taskbar - The CallPilot telephone icon on the Windows taskbar turns red when you have a new message.
- 4 Make any changes required, then click OK.

Changing your address book settings

To view or change your Address Book settings

Your administrator enters the default Address Book settings for you. You can change them if required. Refer to the online Help for a detailed explanation.

- 1 In your e-mail Inbox, on the Tools menu, click Services (or E-mail accounts if you are using XP), and open CallPilot Desktop Messaging configuration.
- 2 Click the Address Book tab to display the current Address Book settings.
- 3 Make any changes required, then click OK.



To download the Address Book to your computer

You can download the CallPilot address book from the server to your computer, and tell CallPilot to go to this list so that you can work offline.

- 1 Select the Address Book tab as described above.
- 2 Click Download now. The server address book downloads to your computer.
- 3 Select Use local address book. From now on, when you click To... in a CallPilot message, whether working online or offline, you go to the address book that you downloaded to your computer.
- 4 Check Remind me... to remember to update this list by downloading it from the server occasionally. Set the number of days between reminders.
- 5 Click OK.

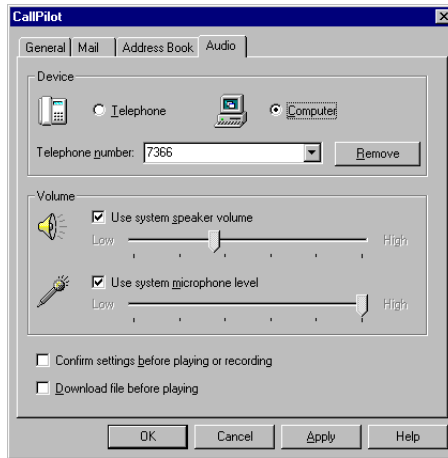
Whenever you want to address directly from the server again, reselect Use server address book.

Changing audio settings

To change the audio device and volume

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

- 1 In your e-mail Inbox, on the Tools menu, click Services (or E-mail accounts if you are using XP), and open CallPilot Desktop Messaging configuration. (Or, on the CallPilot Player, select View > Options.)
- 2 Click the Audio tab to display the current Audio settings.



- 3 In Device, 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 Volume, check the two Volume 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... .
- 6 If you want to download voice messages to your computer before playing them, check Download file... . 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. To view or change the URL for My CallPilot, see *Changing your mailbox settings*, page 15. For more information on My CallPilot, refer to the *My CallPilot User Guide*.

- 1 In your e-mail Inbox, on the Tools menu, click CallPilot Desktop Messaging Tools > My CallPilot.
- 2 Select one of the tabs.

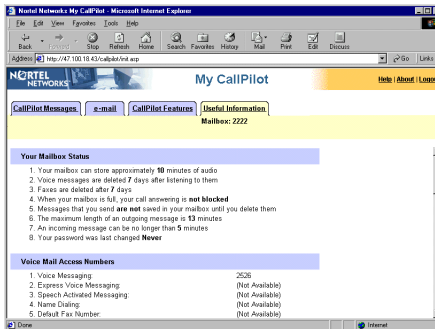
To view or change your CallPilot feature settings

- 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 go into 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.



Working offline

To work offline, you need 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 may want to download your CallPilot messages to the computer that you will use offline. Log in to your e-mail and CallPilot, and on the Tools menu, click CallPilot Desktop Messaging, then click Download all CallPilot Messages. When your messages are downloaded, log out.
- 2 (Optional) You may want to download the server Address Book to your computer. See *Changing your address book settings*, page 17.
- 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's speakers and microphone to play and record messages offline; you cannot use a telephone for offline access.

CallPilot stores your recorded messages in your Outbox and sends them the next time you log in to the CallPilot server.

Message security in offline mode

If you share your computer with others, you should password-protect your messages in Outlook. Since Outlook automatically sends messages stored in the Outbox when you reconnect to the network, another user who has access to your Outlook profile can send messages in offline mode that will be transmitted without your knowledge. To protect your mailbox, assign a password to your Outlook .cst file. For details, refer to the Desktop Messaging online Help.

CallPilot Desktop Messaging User Guide for Microsoft Outlook

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