Avaya CallPilot®
Command Comparison Card

Welcome to Avaya CallPilot. This card helps you to learn CallPilot by showing you the key differences between CallPilot and your previous messaging system. For example, in CallPilot, you don't need a main menu. When you log in, you are at your first new message right away. To play your messages, compose new messages, or change mailbox settings, you use standard commands that are common to all features. Prompts guide you whenever you pause, and Help is always there when you need it – just press *. For further information, refer to the *Avaya CallPilot® Multimedia Messaging User Guide*.

Features	CallPilot	Previous system

These keypad diagrams show the frequently used message commands in CallPilot and your previous system.

In CallPilot, the following commands are always available:

Help	*
Attendant	0
Thru-dial	0 + digits

CallPilot keypad:

1 Skip Back	2 Play	3 Skip Forward
4 Previous Message	5 Record	6 Next Message
7 Message Commands	8 Mailbox Commands	9 Call Sender
* Help	0 Attendant /Thru-Dial	# Stop

Previous system keypad:

1 Skip Back	2 Pause/ Resume	3 Skip Forward
4 Re-Play	5 Envelope	6 Forward
7 Delete	8 Reply	9 Save
* Exit	0 Help	# Skip Message

Play Messages

Feature	CallPilot		Previous system	
	2	(at any time)	1	(from main menu only)
Pause	#	(during message)	2	(during message)
Slower/Faster	2 1 / 2 3	" "	4 / 6	" "
Softer/Louder	2 4 / 2 6	" "		
Skip Back	1	(before, during, or after message)	1	" "
Skip Forward	3	" "	3	" "
Next Message (Skip)	6	" "	#	" "
Previous Message	4	" "	n/a	
Re-play from Start	2	(after message)	4	(after message)

Respond to Messages

Feature	CallPilot		Previous system	
Save	Automatic		9	(after message)
Delete (Erase)	7 6	(before, during, or after message)	7	" "
Restore (return to message first)	7 6	" "	n/a	
Call Sender	9	" "	8, 8	" "
Reply	7 1	" "	8	" "
Envelope	7 2	" "	5	" "
Forward (Send Copy)	7 3	" "	6	" "
Reply to All Recipients	7 4	" "	n/a	
Print Fax Message	7 7	" "	2	" " **
Listen to E-mail	8 9	" "	n/a	" "

Compose/Send Messages

Feature	CallPilot		Previous system	
	7 5	(at any time)	2	(from main menu only)
Record/Address	Address then 5 to record		Record then address	
Play/Edit/Review	2		1	
Urgent	7 0, 1	(before sending)	2	(after recording)
Economy	7 0, 3	" "	n/a	
Private	7 0, 4	" "	1	" "
Acknowledge (Confirm)	7 0, 5	" "	3	" "
Timed (Future) Delivery	7 0, 6	" "	4	" " **
Add Attachment	7 0, 7	" "	n/a	
Send	7 9		#	

Mailbox Commands

Feature	CallPilot		Previous system	
Greetings	8 2	(at any time)	4, 3	(from main menu only)
Personal Verification (Record Name)	8 2, 9	" "	4, 3, 3	" "
Password Change	8 4	" "	4, 2, 1	" "
Custom Operator	8 0, 1	" "	n/a	
Fax Options	8 0, 3	" "	4, 2, 3	" " **
Block Messages	8 0, 7	" "	n/a	" "
Message Forwarding (CallPilot 5.0 and later)	8 5, 1	" "	n/a	
Remote Notification (Paging)	8 5, 2	" "	4, 1	" " **
Distribution (Group) Lists	8 5, 5	" "	4, 2, 2	" " **
Go to a Message	8 6	" "	n/a	
Login (Restart)	8 1	" "	5	" "
Logoff (Disconnect)	8 3	" "	*	" "

Note: 'Previous System' features that are shown grayed-out ** are not available in the Menu Interface. Log in to CallPilot to use these features.

AVAYA