

## Changing a mailbox

After you add a mailbox, you can change the mailbox:

- password
- extension
- Class of Service
- display name
- appearance in the Company Directory
- Message Waiting Notification
- outdial route
- Alternate extension
- Express Messaging Line
- Call Screening



**Note:** Reset a password only if the mailbox owner forgets it or is “locked-out”. The password for a reset mailbox is 0000. Mailbox owners cannot access their messages until they change the default password. After you reset a mailbox password, tell the mailbox owner to change the default password as soon as possible. While the mailbox has the default password, the mailbox is vulnerable to unauthorized access.

### To change a mailbox

```
Log:
QUIT  RETRY  OK
```

- 1** Press     .  
Enter the System Administrator mailbox number and password, and then press OK.

```
Admin
MBOX  AA  OTHR
```

- 2** Press MBOX.

```
Mailbox Admin
ADD  DEL  CHNG
```

- 3** Press CHNG.

```
Mbox:
DIR  QUIT
```

- 4** Enter the mailbox number or press DIR to use the Company Directory.

```
Password
RESET  NEXT
```

- 5** If you want to change the password press RESET  
or  
press NEXT to change other mailbox settings and go to step 8.

```
Password reset.
```

- 6** The password is reset.

```
Password
RESET  NEXT
```

- 7** Press NEXT to change other mailbox settings  
or  
press  to end the session.

- |                 |      |
|-----------------|------|
| Ext: xx<br>CHNG | NEXT |
|-----------------|------|
- 8** If you want to change the extension number, press CHNG or press NEXT and go to step 10.
- |                  |      |
|------------------|------|
| Ext: xx<br>RETRY | QUIT |
|------------------|------|
- 9** Enter the new extension number and press NEXT.
- |                          |      |
|--------------------------|------|
| Service class: x<br>CHNG | NEXT |
|--------------------------|------|
- 10** If you want to change the Class of Service, press CHNG or press NEXT and go to step 12.
- |                           |    |
|---------------------------|----|
| Service class: x<br>RETRY | OK |
|---------------------------|----|
- 11** Enter a Class of Service from 1 to 16 and press NEXT.
- |                            |      |
|----------------------------|------|
| <inbox owner name><br>CHNG | NEXT |
|----------------------------|------|
- 12** If you want to change the mailbox owner's display name press CHNG or press NEXT and go to step 15.
- |                     |      |    |
|---------------------|------|----|
| xxxxxx, xx<br>RETRY | BKSP | OK |
|---------------------|------|----|
- 13** Enter the mailbox owner's last name, press # #, enter the mailbox owner's first name or initial, and then press OK. For information on entering names using the telephone dialpad, refer to [“Using the dialpad” on page 12](#).
- |                    |      |
|--------------------|------|
| xxxxxx, xx<br>CHNG | NEXT |
|--------------------|------|
- 14** Press NEXT.
- |                      |      |
|----------------------|------|
| Directory: Y<br>CHNG | NEXT |
|----------------------|------|
- 15** If you want to change whether the mailbox owner's name is included in the Company Directory, press CHNG or press NEXT and go to step 17.
- |      |      |
|------|------|
| CHNG | NEXT |
|------|------|
- 16** Press NEXT.
- |                        |      |
|------------------------|------|
| Msg waiting: Y<br>CHNG | NEXT |
|------------------------|------|
- 17** If you want to change message waiting notification for the mailbox press CHNG or press NEXT.
- |                         |      |
|-------------------------|------|
| Outdial: <xxxx><br>CHNG | NEXT |
|-------------------------|------|
- 18** Press CHNG if you want to change the outdial method or press NEXT and go to step 27.
- |                         |      |
|-------------------------|------|
| Outdial: <xxxx><br>CHNG | NEXT |
|-------------------------|------|
- 19** Press NEXT if you want to use the outdial method shown on the display or press CHNG if you want choose another outdial method.

- |       |       |    |
|-------|-------|----|
| xxxx: | RETRY | OK |
|-------|-------|----|
- 20** Enter the Line or Pool number and press OK.  
Line numbers must be between 1 and 500. Although line pools have a letter such as A, B or C, CallPilot accepts only numbers. If you enter a line pool use 1 for A, 2 for B, 3 for C, and so on.
- |           |       |    |
|-----------|-------|----|
| Accept: x | RETRY | OK |
|-----------|-------|----|
- 21** Press OK.  
Steps 22 through 26 appear only if the mailbox has Alternate extensions. If not, go to step 27.
- |              |      |      |
|--------------|------|------|
| Alt1 ext: xx | CHNG | NEXT |
|--------------|------|------|
- 22** If you want to change or delete the first Alternate extension press CHNG  
or  
if you want to change the second Alternate extension press NEXT and go to step 25.
- |           |       |    |
|-----------|-------|----|
| Alt1 ext: | RETRY | OK |
|-----------|-------|----|
- 23** If you want to delete the first Alternate extension, press #  
or  
if you want to change the Alternate extension, enter the new extension number and press OK.
- |              |      |      |
|--------------|------|------|
| Alt1 ext: xx | CHNG | NEXT |
|--------------|------|------|
- 24** Press CHNG to change the second Alternate extension.
- |               |       |    |
|---------------|-------|----|
| Alt2 ext: xxx | RETRY | OK |
|---------------|-------|----|
- 25** If you want to delete the second Alternate extension, press #.  
The display shows: Alt2 ext: (none )  
or  
if you want to change the second Alternate extension number enter the new extension number and press OK.  
Alt2 ext appears only if Alternate extension 1 is assigned.
- |               |       |    |
|---------------|-------|----|
| Alt2 ext: xxx | RETRY | OK |
|---------------|-------|----|
- 26** Press NEXT.
- |               |      |      |
|---------------|------|------|
| Ms9 line: xxx | CHNG | NEXT |
|---------------|------|------|
- 27** Press CHNG to change or assign an Express Messaging Line  
or  
press NEXT and go to step 29.
- |           |       |    |
|-----------|-------|----|
| Ms9 line: | RETRY | OK |
|-----------|-------|----|
- 28** Enter an Express Messaging Line number between 1 and 500 and press OK.
- |              |      |      |
|--------------|------|------|
| Ms9 line: xx | CHNG | NEXT |
|--------------|------|------|
- 29** Press NEXT.
- |              |      |      |
|--------------|------|------|
| Xfers: blind | CHNG | NEXT |
|--------------|------|------|
- 30** Press CHNG if you want to change the call screening status  
or  
press NEXT and go to step 30.
- |                 |      |      |
|-----------------|------|------|
| Xfers: screened | CHNG | NEXT |
|-----------------|------|------|
- 31** Press NEXT.
- |               |     |     |      |
|---------------|-----|-----|------|
| Mailbox Admin | ADD | DEL | CHNG |
|---------------|-----|-----|------|
- 32** Press ☎ to end the session.