

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
CHNG | NEXT |
|-----------------|------|
- 8** If you want to change the extension number, press CHNG or press NEXT and go to step 10.
- | | |
|------------------|------|
| Ext: xx
RETRY | QUIT |
|------------------|------|
- 9** Enter the new extension number and press NEXT.
- | | |
|--------------------------|------|
| Service class: x
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
RETRY | OK |
|---------------------------|----|
- 11** Enter a Class of Service from 1 to 16 and press NEXT.
- | | |
|----------------------------|------|
| <inbox owner name>
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
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
CHNG | NEXT |
|--------------------|------|
- 14** Press NEXT.
- | | |
|----------------------|------|
| Directory: Y
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
CHNG | NEXT |
|------------------------|------|
- 17** If you want to change message waiting notification for the mailbox press CHNG or press NEXT.
- | | |
|-------------------------|------|
| Outdial: <xxxx>
CHNG | NEXT |
|-------------------------|------|
- 18** Press CHNG if you want to change the outdial method or press NEXT and go to step 27.
- | | |
|-------------------------|------|
| Outdial: <xxxx>
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.