

## CallPilot FAQ's

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## **Why are we changing voicemail systems?**

The current system was installed in 1996 and is no longer supported. The new system is the CallPilot Unified Messaging system.

## **What changes will I see with the new system?**

The CallPilot Unified Messaging system allows you to manage your voicemail messages via telephone and/or computer through the MyCallPilot web access. Voicemail messages are stored on the CallPilot server and can be accessed from your telephone as you do today. My CallPilot provides easy web access to your voicemail messages, make changes to your password, greetings, revert extension ("0" out of mailbox), and distribution lists. There is also the ability to set Remote Notification which sends a notification to cell phones/blackberrys/pagers when you receive a voicemail message. You can also forward your voicemail messages to your email address as a .wav or proprietary .vbk attachment.

## **When will the change take place?**

The main number for voicemail, 40553, will be directed to the Call Pilot Unified Messaging system at 7am on Tuesday, June 23, 2009. All new messages will be directed to the CallPilot Unified Messaging system.

Messages that you have not retrieved from the old voicemail system can be retrieved until Tuesday, June 30<sup>th</sup>.

Beginning Thursday, June 11, you will have access to the CallPilot Unified Messaging system to personalize your mailbox by calling the interim CallPilot Messaging system number: **69901**. For more information: [www.purdue.edu/telephones](http://www.purdue.edu/telephones)

It is very important to set up your mailbox prior to cutover on June 23. Otherwise your callers will not hear your personalized greeting. They will hear "Mailbox number XXXXX, please leave a message".

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## **What do I need to do before cutover on June 23, 2009?**

There are only 2 things you need to do before cutover on June 23. Record your greeting and personal verification. The Quick Reference sheet provides easy basic information and can be found on our website: [www.purdue.edu](http://www.purdue.edu)

It is very important to record you greeting and personal verification prior to cutover on June 23. Otherwise your callers will not hear your personalized greeting. They will hear "Mailbox number XXXXX, please leave a message".

Tuesday morning, June 23, the main number for voicemail, 40553, will be routed to the new CallPilot Unified Messaging system. You do not have to change any forwarding features on your phone. All new messages will be routed to your new mailbox.

## **What is the easiest way to get started?**

The Quick Reference sheet provides easy basic information on the most commonly used features for CallPilot. Quick Reference sheet can be found on the Telecom website at: [www.purdue.edu/telephones](http://www.purdue.edu/telephones)

User guides are also available on My CallPilot web portal: <https://vmail.purdue.edu/mycallpilot> under Tab USER INFORMATION [\*Back to top\*](#)

## **Where can I find information on all available features for CallPilot?**

The CallPilot User Guide provides information on how to use all features for CallPilot.

CallPilot User Guide can be found on the Telecom website at: [www.purdue.edu/telephones](http://www.purdue.edu/telephones)

User guides are also available on My CallPilot web portal: <https://vmail.purdue.edu/mycallpilot> under Tab USER INFORMATION

## **Why do I need to personalize my mailbox in the new system?**

Beginning Thursday, June 11, you will have access to the CallPilot Unified Messaging system to personalize your mailbox by calling the interim CallPilot number: **69901**. It is very important to set up your mailbox prior to cutover on June 23. Otherwise your callers will not hear your personalized greeting. They will hear "Mailbox number XXXXX, please leave a message".

For more information: [www.purdue.edu/telephones](http://www.purdue.edu/telephones)

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## **Will my password change?**

Yes, you will be accessing a new system. Your new password will be 49 plus your mailbox number (usually the last 5 digits of your phone number). The first time you log in, you will be prompted in CallPilot to change your password. The new password must be 5-16 digits long.

## **What are the standard commands I should know for CallPilot?**

CallPilot has many standard commands that are common to all features: Play is 2, Record is 5, Help is \* (star), Save is # (pound), Discard/Delete is 76, Exit system is 83.

## **How do I log in to the voicemail system the first time?**

Dial the interim CallPilot number 69901 (before June 23) or 40553 (after June 23)

From your phone, you will be prompted for Mailbox Number: Touch #, Password: Touch 49 plus mailbox number [\*Back to top\*](#)

Remember: if you are calling from your phone, the system will recognize your number as your mailbox number (unless you have Caller ID blocked). You always need to Touch # after entering mailbox number and again after entering password.

## **Do I have to put my mailbox number in every time I log in from my phone?**

No, if you are logging in to your mailbox from your station number, after the mailbox prompt you can press # and then key in your password and #. EXCEPTION: if you have Caller ID blocked, you will have to enter your mailbox number every time.

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## **How do I exit the system?**

Touch 8, 3 to exit the system.

## **How do I change my password?**

After logging in from phone: Touch 8, 4, enter new password then #, confirm new password then #.

## **How do I change my personal verification (spoken name)?**

From phone, after logging in, touch 8,2,9, touch 5 (record), then # (save)

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## **How do I change my greeting?**

CallPilot provides the option of 3 different greetings: External greeting is the default and used for callers outside the Purdue telephone community and if no other greeting (internal or temporary) are recorded. Internal greeting is for callers within the Purdue CallPilot user community. Temporary greeting allows you to record a greeting with dates to start and stop (example vacation). If you only want to record one greeting, use the External greeting.

To record greetings:

External greeting: 8, 2, 1, 5 (record), # (save) [Back to top](#)

Temporary greeting: 8, 2, 3, 5 (record), #, 9 (to set expiry date) follow prompts or see CallPilot user guide for detailed information

### **How do I save my greeting, after I record it?**

To record a new greeting, touch 8, 2, 1, 5 (record), # (pound) saves the greeting.

### **I can't get the message to play. What do I do?**

After listening to the date and time stamp, you must touch 2 to play the message.

### **If I have Caller ID blocked, will my phone number appear in my message?**

If you send a message through the telephone (40553), your number will not appear. If you send a message through My CallPilot (web portal), your phone number **WILL** appear as part of the message.

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## **EXPRESS MESSAGING**

### **How do I reach someone's mailbox directly without ringing their phone?**

Express Voice Messaging allows you to call or transfer to a voice mailbox without ringing the phone. Call or transfer to the Express Voice Messaging number 49944. You will be prompted for the mailbox number and #. The caller's personal verification (spoken name) will play. If the mailbox has not been personalized, the mailbox number and greeting will play.

### **How do I transfer a caller directly to someone's mailbox?**

Express Voice Messaging allows you to call or transfer to a voice mailbox without ringing the phone. Call or transfer to the Express Voice Messaging number 49944. You will be prompted for the mailbox

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number and #. The caller's personal verification (spoken name) or will play. If the mailbox has not been personalized, the mailbox number and greeting will play.

## **RECORDING OPTIONS**

### **Can I back up or skip forward in a message?**

Yes, while listening to the message, press 1 to skip back 5 seconds. Press 3 to skip forward 5 seconds.

### **Can I pause during the message?**

Yes, while listening to the message, press #, to continue press 2.

### **Can I interrupt the greeting and leave a message?**

Yes, press # or 5. You will hear the tone to begin recording your message.

### **How do I delete a message I am leaving in someone's voicemail box and start again?**

You can press # to stop recording, 76 to delete the recording. If you don't want to leave a message, hang up. Or touch 5 to start recording again.

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## **DELETING AND RESTORING MESSAGES**

### **If I accidentally delete a message, can I restore it?**

Yes, as long as you haven't hung up and are still in the session. After deleting a message (76), DO NOT hang up. If you are still at the message, press 76 and the message will be restored. If you have moved on to another message, use the 4 (previous) or 6 (next) keys to get back to the message and then press 76 to restore it.

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## **I've accidentally deleted a message and hung up. Can I get it back?**

No, unfortunately once you have hung up from voicemail, the message cannot be retrieved. (See question above on how to restore message while still in the voicemail session).

## **FORWARDING MESSAGES**

### **Can I send a copy of a voicemail message to someone else?**

From your telephone: After listening to the message, press 73, then enter the mailbox(es) you want to send it to separated with #. After the last mailbox, enter ##. Press 5 to record a message (that will attach to the forwarded message), 79 to send it.

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## **REVERT EXTENSION/OPERATOR ASSISTANT- "0" OUT OF MAILBOX**

### **What is a "revert" extension/operator assistant?**

A "revert" extension/operator assistant is the number your caller is transferred to when they press "0" while in your voicemail box. You must have this feature on your voicemail box.

### **How do I change the "revert" extension/operator assistant ("0" out of mailbox) ?**

To change the "revert" extension/operator assistant: after logging in, press 8, 0, 1, at the prompt enter the desired number, then #.

NOTE: In your greeting, remember to ask your callers to "Press "0" to reach assistance.

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