

My CallPilot FAQ's

Revised 6/2/09

[How is My CallPilot different from CallPilot?](#)

[Can I access my voicemail messages from a web portal?](#)

[Can I access My Call Pilot from home or off campus?](#)

[What features are available on My CallPilot?](#)

[Where can I find information on all available features for My CallPilot?](#)

[How do I log in to My CallPilot?](#)

[What if I can't download the CallPilot player?](#)

[What is a .vbk file?](#)

[Are my messages synchronized when I access voicemail from my phone and from the web \(My CallPilot\)?](#)

[How do I change my personal verification \(spoken name\)?](#)

[How do I change my revert \("0" out option\) number in my mailbox?](#)

[Why isn't my message waiting indicator working?](#)

[Can I be notified of new messages when I am away from the office?](#)

[Can I forward a copy of my voice messages to my email address?](#)

[How do I hide my name and number in the CallPilot address books?](#)

[What happens when I hide my name and number in all CallPilot address books?](#)

[If I have Caller ID blocked, will my phone number appear in my message?](#)

[I made changes in My CallPilot and they didn't change?](#)

How is My CallPilot different from CallPilot?

CallPilot uses telephone prompts to access messages and make changes to your mailbox. My CallPilot uses the web portal to access messages and make changes to your mailbox.

Can I access my voicemail messages from a web portal?

Yes, My CallPilot provides easy web access to your voicemail messages. You can also make changes to your password, greetings, revert extension (“0” out of mailbox), and distribution lists. You can 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.

To access My CallPilot: <https://vmail.purdue.edu/mycallpilot>

Can I access My CallPilot from home or off campus?

Access to My CallPilot from home or off campus requires a VPN (Virtual Private Network) connection. For more information on VPN: <http://www.itap.purdue.edu/connections/vpn/index.cfm>

My CallPilot access: <https://vmail.purdue.edu/mycallpilot>

[Back to top](#)

What features are available on My CallPilot?

The My CallPilot web portal has 3 tabs:

- [Useful Information](#) – parameters for mailbox (storage, when messages are deleted etc), help info, user guides
- [Features](#) – change password, message notification, message forwarding, change revert (0 out of mailbox)
- [Messages](#) – ability to click on voicemail messages and play them etc.

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

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

My CallPilot User Guide can be found on the Telecom website at:

<http://www.itap.purdue.edu/telephone/>

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

If you would like a printed copy, please email us at telephones@purdue.edu or call 63003. [Back to top](#)

How do I log in to My CallPilot?

Access My CallPilot web portal <https://vmail.purdue.edu/mycallpilot>

On the Welcome page, enter your Mailbox number and Password. Click Login

What if I can't download the CallPilot player?

The CallPilot player is used to play and record messages in the .vbk format. If you cannot download the player due to restrictions on your pc, you will still be able to access Features (change password, message notification, message forwarding, change revert ("0" out of mailbox) and Useful Information (parameters for mailbox, help info, user guides). You may be able to play your messages with an existing media player. Contact your technical support staff for assistance.

What is a .vbk file?

CallPilot stores messages in a proprietary format called **.vbk**. In order to record greetings and messages, you will need to download the CallPilot player. If you are unable to download the player, please contact your technical support staff.

[Back to top](#)

Are my messages synchronized when I access voicemail from my phone and from the web (My CallPilot)?

Yes, if you delete a message from either your phone or from My CallPilot, it will be deleted in both locations.

[Back to top](#)

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

From My CallPilot, after logging in, click CallPilot Features tab, Greetings, scroll to bottom for Personal Verification. For detailed instructions on recording see My CallPilot User Guide under the Useful Information tab.

How do I change my revert (“0” out option) number in my mailbox?

Under the My CallPilot Features tab, Telephone Options, Custom Operator Number – enter the number of the person you want your callers to reach when they press 0. Click save.

Remember - in your greeting ask your callers to “Press “0” to reach assistance”.

[Back to top](#)

Why isn't my message waiting indicator working?

Under the My CallPilot Features tab, Telephone Options, Message Waiting Indicator at telephone, make sure all Numbers in the list have a check under Enabled. Click save.

Can I be notified of new messages when I am away from the office?

Yes, you can set up remote notification through My CallPilot <https://vmail.purdue.edu/mycallpilot> : by clicking on the CallPilot Features tab, Messaging Notification. There are options to receive notification as an email, page, or phone call.

For detailed instructions: see My CallPilot User Guide under the Useful Information tab

Can I forward a copy of my voice messages to my email address?

Yes, you can set up a forwarding rule through My CallPilot <https://vmail.purdue.edu/mycallpilot> by clicking on the CallPilot Features tab, Message Forwarding Rule. You have the option to send the files as proprietary .vbk (requires CallPilot player to listen to) or standard .wav files.

NOTE: If you delete the message in email, it will not delete the message on the voicemail system.

[Back to top](#)

How do I hide my name and number in the CallPilot address books?

Under the CallPilot Features tab, Telephone Options, Address Book – check the box for Hide my name and number in all CallPilot address books, including Name Dial. Click save.

What happens when I hide my name and number in all CallPilot address books?

If you hide your name and number in all CallPilot address books, your name/number will not show up in the directory when composing, replying, forwarding to messages. However your name/number WILL appear in the message header if you leave a message in someone's mailbox.

To Hide your name and number in CallPilot address books, under CallPilot Features tab, Telephone Options, Address Book, click next to Hide my name and number in all CallPilot address books, including Name Dial. Save.

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.

I made changes in My CallPilot and they didn't change?

You must remember to Save your changes either at top or bottom of page.

[Back to top](#)