Welcome to...

Purdue University's CallPilot Voice Mail System

General Guidelines
For assistance call 44719
1. Your mailbox number is usually the last five digits of your phone number. Your default password to get started is your mailbox number preceded by 49.
2. When finished recording, touch #.
3. To bypass a greeting and leave a message, touch # or 5.
4. Message Waiting - The message light indicates you have a message.
5. To program call forwarding to Voice Mail, use 40553 as the destination number.
6. To transfer a caller directly into a mailbox, use 49944 as the transfer to number, then enter the mailbox number + # at the prompt.
7. To put your name as a label on your mailbox in place of your phone number, record your PERSONAL VERIFICATION

Standard Commands/Settings
Commands - CallPilot has many standard commands common to all features. For example,
- Play is always 2
- Record is always 5
- Help is always *
- Save is # (no prompt)
- Exit system 8 3
- Delete 7 6

If you learn these standard commands, you can use all CallPilot features without memorizing every step.

Settings
- Message Storage — 90 minutes of audio
- Read messages — deleted 15 days after listening to them (Note: you will be notified before messages are deleted, if you log in via telephone)
- Unread messages are never deleted
- When your mailbox is full, call answering is blocked
- Maximum length of an outgoing message — 5 minutes
- Incoming message can be no longer than 5 minutes

Before you log in to setup your CallPilot Mailbox, you should:
- Know your CallPilot Mailbox number. Usually, the mailbox number is the last 5 digits of your phone number.
- Know your temporary CallPilot Mailbox password — your mailbox number preceded by 49.
- Select a personal password (between 5 and 16 digits long).
- Prepare a script to use as your personal greeting.

Mailbox Login
The First Time — Log in to your CallPilot Mailbox to change your password, record your personal verification and your greeting.
- Dial the CallPilot system access number, 40553
- When you hear the prompt, “Mailbox”, press # (if accessing your CallPilot Mailbox from another phone, enter your mailbox number, then press #)
- Then enter your temporary password (49 + mailbox number) and press #
- To change your password, press 8 4
- Enter your new personal password followed by #
- Confirm your new personal password followed by #

Setup your Personal Verification (mailbox identifier)
- Press 8 2 9. You will hear, “There is no name for personal verification of Mailbox number.”
- Press 5 to record or re-record your Personal Verification, then press #. (Personal Verification may be your name, your department, or whatever identifier is associated with the phone number. The system will play back the name verification). Personal verification is used in greetings and outgoing messages, so please don’t forget to do this!

Record your Greeting
CallPilot provides the potential to record three greetings: external, internal, and temporary. Callers outside the Purdue CallPilot community hear the external greeting and callers within the Purdue CallPilot community hear the internal greeting. The temporary greeting can be used to advise callers that you are away from the office.

To record just one greeting for ALL callers, use the external greeting.
Greetings
Log in, then
• 8  2
  • 1 for external greeting (or 2 for internal greeting
    or 3 for temporary greeting)
  • 5 for the tone to begin recording,
    then # to end recording
  • 2 to replay or 5 to re-record
  • 4 to return to main menu
  • 8  3 to exit system

Accessing Your Mailbox
From your own extension:
• Dial 40553, the CallPilot system access number
• When prompted for Mailbox, press #
• Enter your password, then press #

From another extension:
• Dial 40553, the CallPilot system access number
• Enter your Mailbox number, then press #
• Enter your password, then press #

From an Outside Line:
• Dial 49-40553, (use 765 area code if dialing from
  long distance)
• Enter your Mailbox number, then press #
• Enter your password, then press #

Play Messages
After logging in, you will hear the mailbox
summary—you may listen to the summary or
begin to play your messages.
• Play current message 2
• Go to next message 6
• Go to previous message 4
• Go to specific message 8  6
  message number #
• Start over at 1st message at end of message list 6

While Playing Messages:
NEXT message 6
PREVIOUS message 4
SKIP BACKWARD 5 Seconds 1
SKIP FORWARD 5 Seconds 3
PAUSE #
RESUME 2
SPEED UP message playback 2  3
SLOW DOWN 2  1
INCREASE VOLUME 2  6
DECREASE VOLUME 2

Options For Handling Messages:
Delete/Restore Messages
You can delete and restore (undelete) messages
before, during, or after playing the message.
Deleted messages are removed from your mailbox
at the end of your CallPilot session. You cannot
restore a message after you exit Voice Mail.

To Delete
While at a message, press 7  6 to mark it for
deletion at end of session

Undelete (Restore)
Before ending session, return to the message
marked for deletion and press 7  6 to restore it

Reply to Another CallPilot user
After listening to a message or while it is playing, you
may reply to the sender through voice mail.

Reply 7  1
Record Reply 5
End recording #
(Note: Before sending, you can tag the message as Urgent
or Private, Request an acknowledgment, or set a specific time
for message delivery. See Addressing Options under Compose
Messages.)

Send Reply 7  9

Forward to Another CallPilot User
After listening to a message or while it is playing, you
may forward the message to another CallPilot user

Forward 7  3
Enter Mailbox Number(s) to which you want to
forward the message
To end the list #
To record introduction 5
To end introduction #
(Note: Before sending, you can tag the message as Urgent
or Private, Request an acknowledgment, or set a specific time
for message delivery. See Addressing Options under Compose
Messages.)

To send forwarded message 7  9

Compose Sender
Not Applicable

Compose Messages
To compose a message, you address it first, then
record your message and send it. You can address
a message to one or more people or distribution
lists. Before you send a message, you can edit it
and add message options.

Compose After logging in 7  5
Enter the first mailbox number or distribution list
number, then #
Continue to enter mailbox numbers or list
numbers followed by #
End list with #
Record Message 5
End recording #
Addressing Options
Before sending, you can tag the message as Urgent or Private. Request an acknowledgment, or set a specific time for message delivery. Economy tags the message as low priority, so it does not apply in our system.

Urgent 7 0 1
Private 7 0 4
Request Acknowledgment 7 0 5
Timed Delivery 7 0 6 (Follow prompts to enter month, day and time)
Send Message 7 9

User Options
Change Greetings
(Recommended: Use External Greeting as standard greeting and Temporary Greeting when out of office)
Change EXTERNAL Greeting
Log in, then
* 8 2 1
  5 for the tone to begin recording
* # to end recording,
  (2 to replay, or 5 to re-record)
  To return to main menu, 4
  To exit system, 8 3

Change TEMPORARY Greeting
Log in, then
* 8 2 3
  5 for the tone to begin recording.
  # to end recording,
  (2 to replay, or 5 to re-record).
  Set expiry date for temp greeting
  While in temp greeting, press 9
  Enter the month, day, and time, pressing #
  after each entry
  For the current month or day, press # only
  Use a 24 hour clock. For example, for 4:00pm, enter 1600
  Expiry time will be 4:00 in the time zone at
  your mailbox location
  For the standard expiry time of one minute
  after midnight on the date you specified, press #
  For no expiry, press # # #

Change Password
Log in
* 8 4
  Enter your new personal password followed by #
  Note: A password must be between 3 to 16 digits in length
  To confirm, enter new password again followed by #

Change Personal Verification
Log in
* 8 2 9
  Record 5 At the tone say your name.
  End #

Special Options
Custom Operator (Revert)
You can offer your callers the option of leaving a message or speaking to one of your colleagues. In your greeting, tell callers to press 0 if they wish to speak to this person in your absence. The custom operator number is the number your callers reach when they press 0.

To Review and/or Assign Custom Operator Number
Log in, then
8 0 1
At prompt enter the desired number, then #
Note: Once a custom operator number has been designated, the only way to turn off the feature is through MyCallPilot—see tab for CallPilot features, then Telephone Options. Delete the entry in the Custom Operator Number field and click Save.

Distribution Lists
A distribution list saves time when you send messages to a group of mailboxes. You can create up to 99 personal distribution lists and each list can contain up to 200 entries.

Create a Distribution List
Log in, then
8 5 5
Enter a number from 1-99 to identify the list,
followed by #
9 to record a list name
5 for tone to begin recording, then # to end recording
# to return to main menu
5 to enter mailbox numbers for the list, insert #
after each mailbox
# when list is complete

Access Distribution List to Review or Edit
Log in, then
8 5 5
Enter the distribution list number, then #
or press # to hear summary of your distribution lists
7 6 to delete the chosen list
2 to play the contents of the list
6 to search for a mailbox
Enter mailbox number followed by #
5 to add a mailbox
7 6 to delete a mailbox member from list

Remote Notification
CallPilot can notify you of new messages at a remote telephone or pager or wireless e-mail device. See detailed instructions for this feature at the following website: www.purdue.edu/telephones

Message Forwarding
CallPilot messages can be forwarded to a CallPilot mailbox or an e-mail address. The message forwarding rule must first be configured by the user in MyCallPilot or by the system administrator. For security reasons, the user must then enable and disable the rule—either through the telephone or MyCallPilot.

To Enable Message Forwarding from the Telephone
Log in, then
8 5 1
Respond to prompts to either enable or disable message forwarding

Express Messaging
Express messaging allows you to deposit a message in another user’s mailbox without first ringing that phone or logging into your own mailbox to compose a message. Express messaging is also used to transfer a call directly into another user’s mailbox.

To Send an Express Message
 Dial Express Messaging access number: 49944 (from campus) or 494-9944 (from off campus locally) or 765 494-9944 (from long distance)
 At prompt enter mailbox number of the desired destination, then #
 At tone, record your message
 Hang up

To Transfer a Call Directly into Voicemail
 After accessing the Transfer feature,
 Dial Express Messaging 4994
 Enter desired mailbox number, then #
 Complete the transfer feature option

MyCallPilot
MyCallPilot is a web-based method for accessing and managing your voicemail box and associated messages and functions. To use MyCallPilot, log in to the following website: https://vmail.purdue.edu/mycallpilot.