

## **CallPilot UM (Unified Messaging)**

Information Technology Services is pleased to announce the implementation of CallPilot unified messaging. Unified messaging is a convergence of technologies that delivers voice mail messages and faxes to your Outlook mailbox.

The benefit of this service includes:

- A single location for all your messages.
- Ability to access them all from your office Outlook.
- Access from any computer connected to the college network or the internet.
- Processing email, voice mail and faxes uniformly to review, forward, delete or store these messages.

With CallPilot UM, there will be new folders created in your Outlook Folder List. A folder labeled "my cabinet" and sub folders labeled "voicemail" and "fax" (where applicable). CallPilot UM will automatically forward all your voice messages and incoming faxes to these folders. Fax messages will be made available as a departmental resource. Messages are automatically deleted from your CallPilot voice mailbox 48 hours after they have been opened in Outlook. Messages are retained in Outlook as long as you need them.

### **Getting started:**

After you have been notified, please dial into the CallPilot system and record a greeting using following information.

### **To access your new CallPilot UN Voice Mailbox:**

- From your office phone, Dial 6330, or off campus 704-330-6330
- When the system answers you will hear, "Nortel CallPilot, Mailbox?"
- Enter your extension/mailbox number and press # (Example: 6666 #)
- The system will ask for your password, New CallPilot UM users enter the password, "2006 #".

**Tech Tip:** You only need to record an external greeting; both internal and external Callers will hear this greeting.

### **Record a Greeting:**

- To record a greeting, log on to your mailbox and press 82
- The system will say, for your external greeting press 1, for your internal greeting press 2, for your temporary greeting press 3.
- Press 1 for your external greeting then press 5 to start recording (wait for the tone before you start to speak) press # to end the recording. To play the greeting you recorded, press 2, if you need to rerecord the greeting press 76 to delete the greeting. DO NOT just press 5 to record, as this will add to what you have already recorded.
- Press 83 to exit the mailbox

**Note:** You are encouraged to change this pass code at your convenience.

After 5 invalid attempts the mailbox will have to be reset by the system administrator.

If the system administrator needs to reset your mailbox the default password will be used.

### **Phone Set Command Summary:**

Log-on	6330	
Log-off	83	
Change Password	84	
Record personal greeting	82	(1 for external, 2 for internal)
Record personal verification	89	
Play message	2	
Skip to next message	6	
Skip to previous message	4	
Skip forward within message (5 sec)	3	
Skip backward within message (5sec)	1	
Pause during message	#	
Continue after pause	2	
Delete/restore message	76	
Call Message sender	9	
Thru-dial to extension	0 + ext. + #	
Redirect/Forward message	73	
Compose message	75	
Reply to message	71	
Send message	79	(74 = reply to all)
General help	*	
Administrative help	8*	
Message help	7*	
Tag Messages	70	1 - Urgent 4 - Private 5 - Acknowledge Delivery 6 - Timed Delivery

**\*In voice mail, whenever you are recording, you will use the following commands:**

To Record	5
To Stop Recording	#
To Play Recorded Messages	2
To Delete	76