

My CallPilot

Step 1 - Entering the URL

Open a browser to the URL: <https://mycallpilot.delhi.edu>

Tech Note: You will be automatically forwarded to the login page. This is a secure SSL connection, if you receive an error you most likely did not enter the url correctly, verify you are using "https"

Step 2 - Unblocking Pop-up windows (if prompted to do so)



Your browser will be tested to see if Pop-up windows are blocked. If you receive this message, take corrective action for your browser to unblock pop-up windows from <https://mycallpilot.delhi.edu>. You will need to close your browser after unblocking pop-up windows and start again with Step 1.

Tech Note: CIS actually recommends that you unblock pop-up windows from *.delhi.edu so you are not troubled with this error on any SUNY Delhi websites in the future.

Step 3 - Logging In

The screenshot shows the 'Log in to CallPilot' interface. At the top left is the 'NORTEL' logo. The page title is 'My CallPilot'. On the top right are links for 'Help' and 'About'. Below the title bar are language selection buttons for 'Français' and 'Deutsch'. The main heading is 'Welcome!' followed by the text 'Unified messaging lets you access your voicemails, e-mails and faxes from one place.' The login form is titled 'Log in to CallPilot' and includes a 'Configure' button. The form fields are 'Mailbox:' and 'Password:', both with input boxes. Below these is a checkbox labeled 'Remember Password'. A 'Login Securely' button is at the bottom of the form. Three red arrows point from instructional text on the left to the 'Mailbox:' field, the 'Password:' field, and the 'Login Securely' button. A 'Tech Tip' is located on the right side of the form.

Enter your 4 digit mailbox number example: 4000

Enter your numeric mailbox password.

Click the "Login Securely" button

Tech Tip: Keep your passwords safe and at least 6 digits in length. Don't use something others could easily figure out, like your home telephone number.

Enter your mailbox number, which is your 4 digit phone extension. For example, if your phone number is 607.746.4000, then you would enter 4000 as your mailbox number.

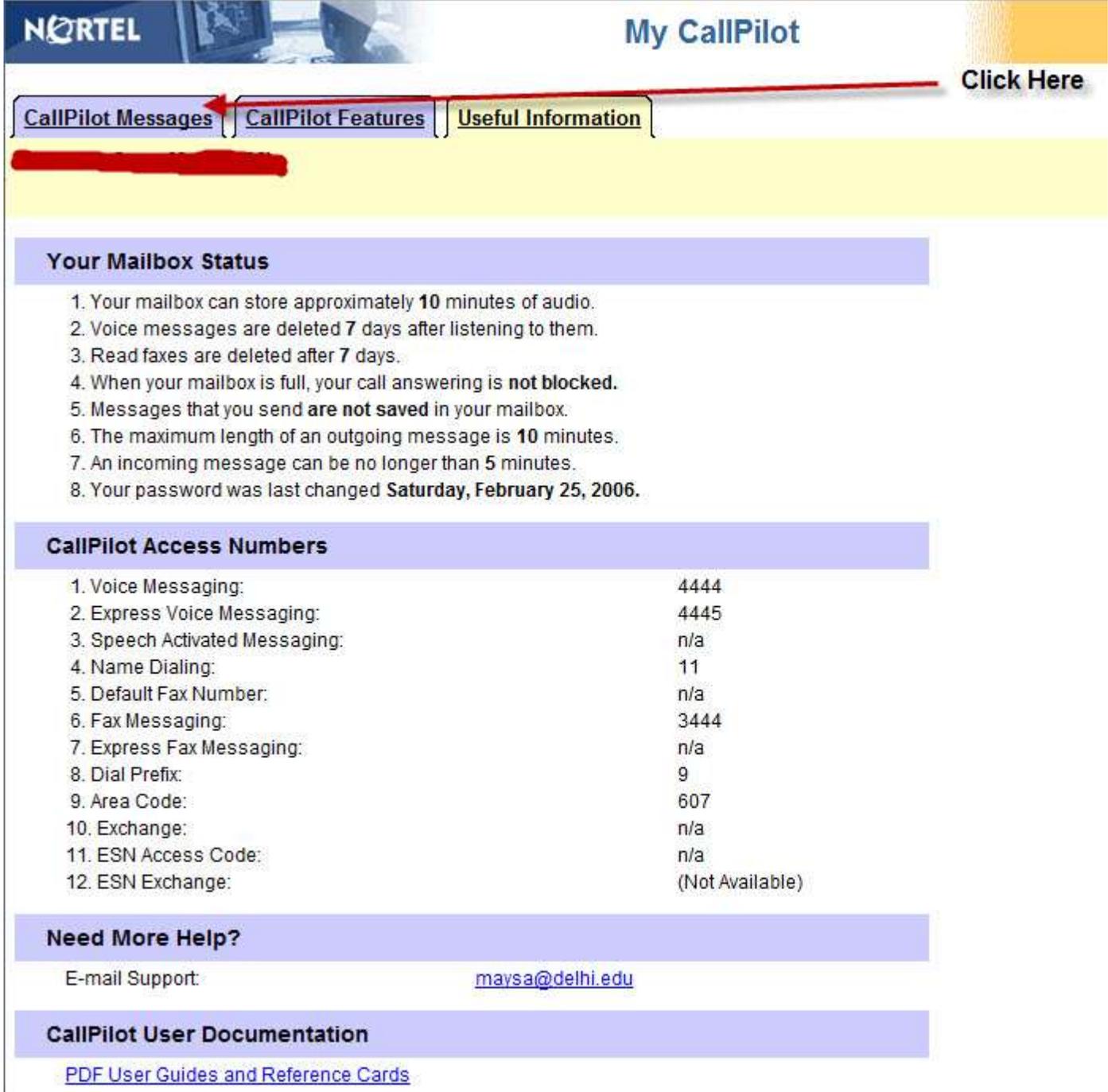
Enter your mailbox password, which is the 6 digit access code you use to access your voicemail via the phone.

Click on the "Login Securely" button.

Tech Note: Want to make sure your mailbox remains private? Want to avoid embarrassing calls to the Help Desk for a password reset? Never have your computer remember your password!

Step 4 - Default View: Call Pilot Message Tab

The first time you login, you will be taken to the Useful Information Tab, click on the Call Pilot Messages tab.



The screenshot shows the 'My CallPilot' web interface. At the top left is the 'NORTEL' logo. To the right is the text 'My CallPilot'. Below this is a navigation bar with three tabs: 'CallPilot Messages', 'CallPilot Features', and 'Useful Information'. The 'CallPilot Messages' tab is highlighted with a red arrow pointing to it from the text 'Click Here' on the right. Below the navigation bar is a yellow banner. The main content area has three sections: 'Your Mailbox Status', 'CallPilot Access Numbers', and 'Need More Help?'. The 'Your Mailbox Status' section contains a list of 8 items. The 'CallPilot Access Numbers' section contains a list of 12 items. The 'Need More Help?' section contains an email address: maysa@delhi.edu. Below this is a section for 'CallPilot User Documentation' with a link to 'PDF User Guides and Reference Cards'.

CallPilot Messages | **CallPilot Features** | **Useful Information** [Click Here](#)

Your Mailbox Status

1. Your mailbox can store approximately **10** minutes of audio.
2. Voice messages are deleted **7** days after listening to them.
3. Read faxes are deleted after **7** days.
4. When your mailbox is full, your call answering is **not blocked**.
5. Messages that you send **are not saved** in your mailbox.
6. The maximum length of an outgoing message is **10** minutes.
7. An incoming message can be no longer than **5** minutes.
8. Your password was last changed **Saturday, February 25, 2006**.

CallPilot Access Numbers

1. Voice Messaging:	4444
2. Express Voice Messaging:	4445
3. Speech Activated Messaging:	n/a
4. Name Dialing:	11
5. Default Fax Number:	n/a
6. Fax Messaging:	3444
7. Express Fax Messaging:	n/a
8. Dial Prefix:	9
9. Area Code:	607
10. Exchange:	n/a
11. ESN Access Code:	n/a
12. ESN Exchange:	(Not Available)

Need More Help?

E-mail Support: maysa@delhi.edu

CallPilot User Documentation

[PDF User Guides and Reference Cards](#)

You can change your default logon page under the CallPilot Features Tab, My CallPilot Home Page setting. You will probably want to change it to CallPilot Messages so when you login, you always see your messages first.

Step 5 - CallPilot Features

There are many customization options available under CallPilot Features. Below are 2 commonly recommended items.

[CallPilot Messages](#) | [CallPilot Features](#) | [Useful Information](#)

CallPilot Tools	Telephone Settings	Web Settings
<p>Greetings Record external, internal and temporary greetings, and your name for personal verification.</p> <p>Message Forwarding Rule Automatically forward incoming CallPilot messages to an e-mail or CallPilot address.</p> <p>Personal Distribution Lists Compose and edit lists of addresses to simplify messaging to groups of people.</p> <p>Change Password</p> <p>Downloads Get CallPilot software.</p>	<p>Telephone Options Review and personalize your telephone interface and options presented to your callers.</p> <p>Fax Printing Set fax numbers and options for printing fax and e-mail messages.</p>	<p>Mailbox Links Create and maintain links to mailboxes on other messaging services.</p> <p>My CallPilot Preferences Set preferences for your message list displays and behaviour, and options for message editing.</p> <p>My CallPilot Home Page Set preferred page to start on after logging on.</p>

My CallPilot Preferences

Change 'Audio:' to 'Standard(WAV)'
Click 'Save'

[CallPilot Messages](#) | [CallPilot Features](#) | [Useful Information](#)

[Save](#) [Cancel](#)

My CallPilot Preferences

Message List

Available Columns: [Empty list]

Displayed Columns: Check Box, Urgent, Private, Message Icon, Attachments

(Audio Player appears with the Attachments column.)

Number of messages per page: 25

If you are using a slow connection, you may wish to limit the number of messages displayed at once.

Environment Settings

Show BCC while composing
 Show Priority, Sensitivity, Read Msg Notification
 Notify me when message is read

Confirm when messages are sent
 Confirm deletions
 Remove Deletable items on logout

Check for new messages every: 10 minutes
Automatically logout after: 60 minutes
Audio: Standard (WAV)
Number to call for telset playback (ie. your phone): 4633

[Save](#) [Cancel](#)

Message Forwarding Rule

To have your messages forwarded to you email, complete the following steps:

Click 'Configure Rule'

[CallPilot Messages](#)

[CallPilot Features](#)

[Useful Information](#)

OK

Message Forwarding Rule

CallPilot messages, which meet defined criteria, can be forwarded to a CallPilot mailbox or an external e-mail address. Contact your administrator for information about your organization's security policies regarding forwarding mail externally.

[Configure Rule](#)

Enable

Recipient

Convert Voice to WAV

Forward

Delete

OK

'Messages to forward:' - 'All Messages'

'Forward to:' Email address: *enter your email

'Convert voice messages to:' - select 'WAV'

Click 'Save'

[CallPilot Messages](#)

[CallPilot Features](#)

[Useful Information](#)

Edit Message Forwarding Rule

Message Forwarding Rule Configuration

Messages to forward:

All Messages

This includes messages marked "private" which cannot normally be forwarded.

Forward to:

E-mail address:

CallPilot address:

beaudejb@delhi.edu

Mark original message as read:

when:

Forwarded by this service

Opened by the recipient*

Then automatically delete original message*

*If read receipts are supported by the recipient's mail service.

Convert voice messages to:

VBK (requires CallPilot audio player)

WAV

Save

Cancel

Step 6 - Understanding the Message View

My CallPilot Help | About | Logout

CallPilot Messages | CallPilot Features | Useful Information

Mailbox: [redacted] 4 Items, 3 New Folder: INBOX

Refresh | Compose | Reply | Reply All | Forward | Delete | Delete Now | Call Sender

<input type="checkbox"/>			From ↓	Subject	Received
<input type="checkbox"/>			Wanda Jones	(4755) 0:23 Voice Message	2008-11-20 15:59
<input type="checkbox"/>			Unknown	(7168776100) 0:42 Voice Message	2008-11-20 14:38
<input type="checkbox"/>			Cheryl Dietzman	(4501) 0:25 Voice Message	2008-11-20 10:31
<input type="checkbox"/>			Unknown	(Unknown) 0:12 Voice Message	2008-11-18 09:03

New Message Indicator.

Message Opened Indicator.

From - Shows Message Sender Name if an on-campus extension, otherwise unknown.

Subject, includes originating number if know, duration of message and message type.

Date and Time Message was received.

Step 7 - Listening to a Message

My CallPilot Help | About | Logout

CallPilot Messages | CallPilot Features | Useful Information

Mailbox: [redacted] 4 Items, 2 New Folder: INBOX

Message List | Compose | Reply | Reply All | Forward | Delete | Delete Now | Call Sender

Received: 2008/11/20 15:59
From: Wanda Jones
To: Scott May
Cc:
Subject: (4755) 0:23 Voice Message

[Save audio file](#)

File Download

Do you want to open or save this file?

Name: message.wav
Type: Wave Sound, 370 KB
From: mycallpilot.delhi.edu

Open | Save | Cancel

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

After Clicking on the Message "From" or "Subject" will open the message. An open message looks like this.

NORTEL My CallPilot [Help](#) | [About](#) | [Logout](#)

[CallPilot Messages](#) | [CallPilot Features](#) | [Useful Information](#)

Mailbox: ██████████ 4 Items, 2 New Folder: INBOX

[Message List](#) | [Compose](#) | [Reply](#) | [Reply All](#) | [Forward](#) | [Delete](#) | [Delete Now](#) | [Call Sender](#)

Received: 2008/11/20 15:59
 From: Wanda Jones
 To: Scott May
 Cc:
 Subject: (4755) 0:23 Voice Message

[Save audio file](#)

You will most likely be prompted if you want to open or save the message. The messages are in Wave (.wav) sound format and can be played with any audio application supporting this file format. We will open this message to listen to it.

File Download

Do you want to open or save this file?

 Name: message.wav
 Type: Wave Sound, 370 KB
 From: mycallpilot.delhi.edu

 While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

NORTEL My CallPilot [Help](#) | [About](#) | [Logout](#)

[CallPilot Messages](#) | [CallPilot Features](#)

Mailbox: Scott May (4666) 4 Items, 2 New

[Message List](#) | [Compose](#) | [Reply](#) | [Reply All](#)

Received: 2008/11/20 15:59
 From: Wanda Jones
 To: Scott May
 Cc:
 Subject: (4755) 0:23 Voice Message

[Save audio file](#)

Your message will play in the audio player, in this case we are using Windows Media Player 10.

Windows Media Player

Now Playing | Library | Rip | Burn | Sync | Guide

Battery: Randomization

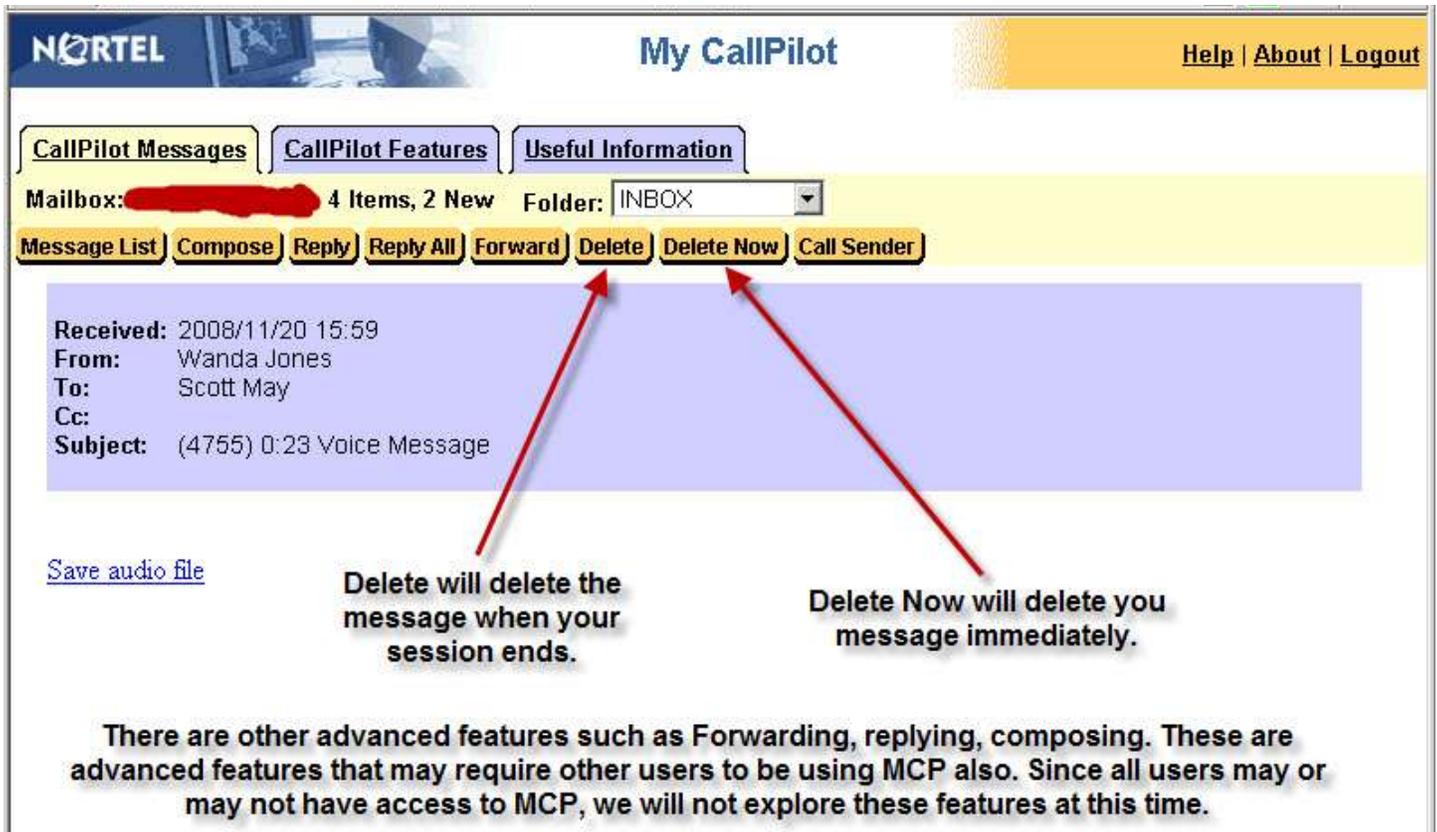
message

message

Ready

See the [Bonus Tip](#) at the end of this documentation for an additional way to access the messages.

Step 8 - Deleting Voice Messages



NORTEL My CallPilot [Help](#) | [About](#) | [Logout](#)

CallPilot Messages | CallPilot Features | Useful Information

Mailbox: [REDACTED] 4 Items, 2 New Folder: INBOX

Message List | Compose | Reply | Reply All | Forward | Delete | Delete Now | Call Sender

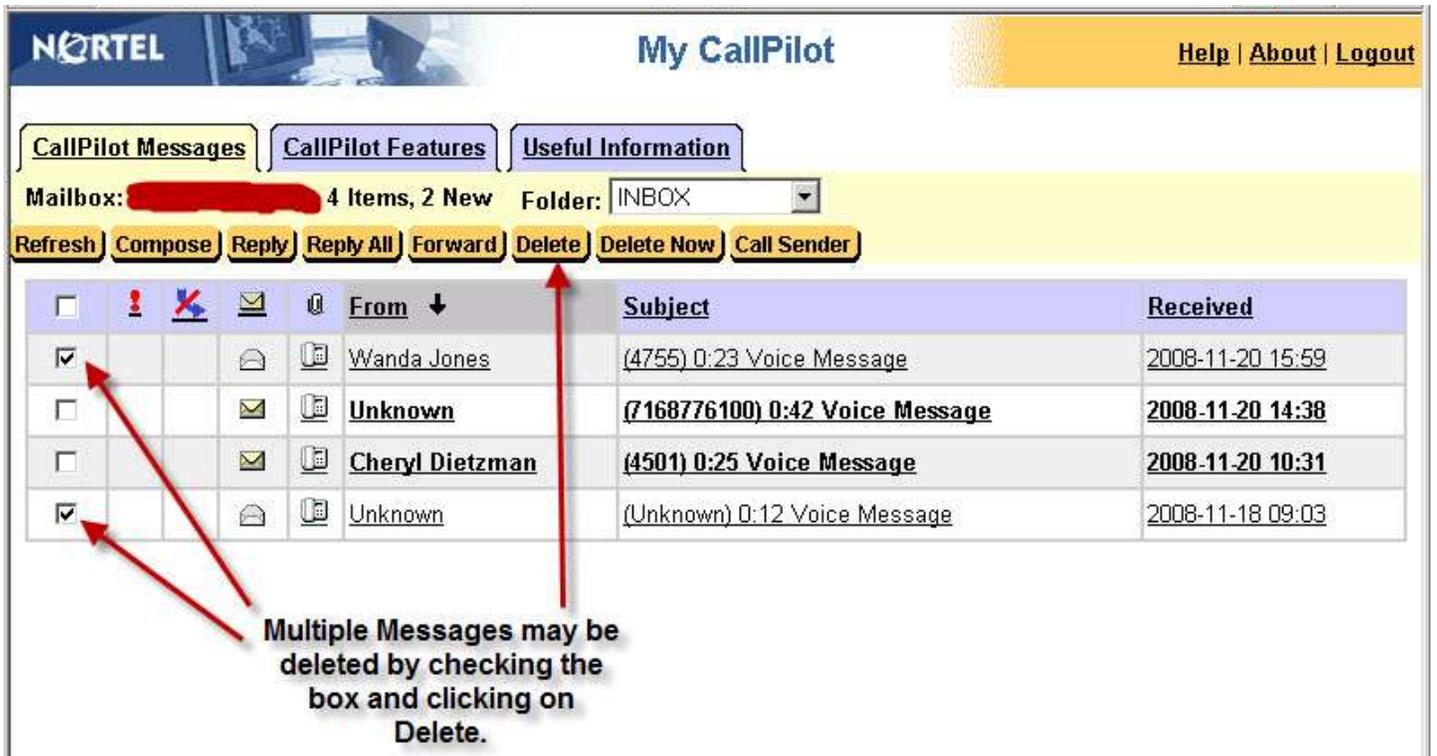
Received: 2008/11/20 15:59
From: Wanda Jones
To: Scott May
Cc:
Subject: (4755) 0:23 Voice Message

[Save audio file](#)

Delete will delete the message when your session ends.

Delete Now will delete your message immediately.

There are other advanced features such as Forwarding, replying, composing. These are advanced features that may require other users to be using MCP also. Since all users may or may not have access to MCP, we will not explore these features at this time.



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CallPilot Messages | CallPilot Features | Useful Information

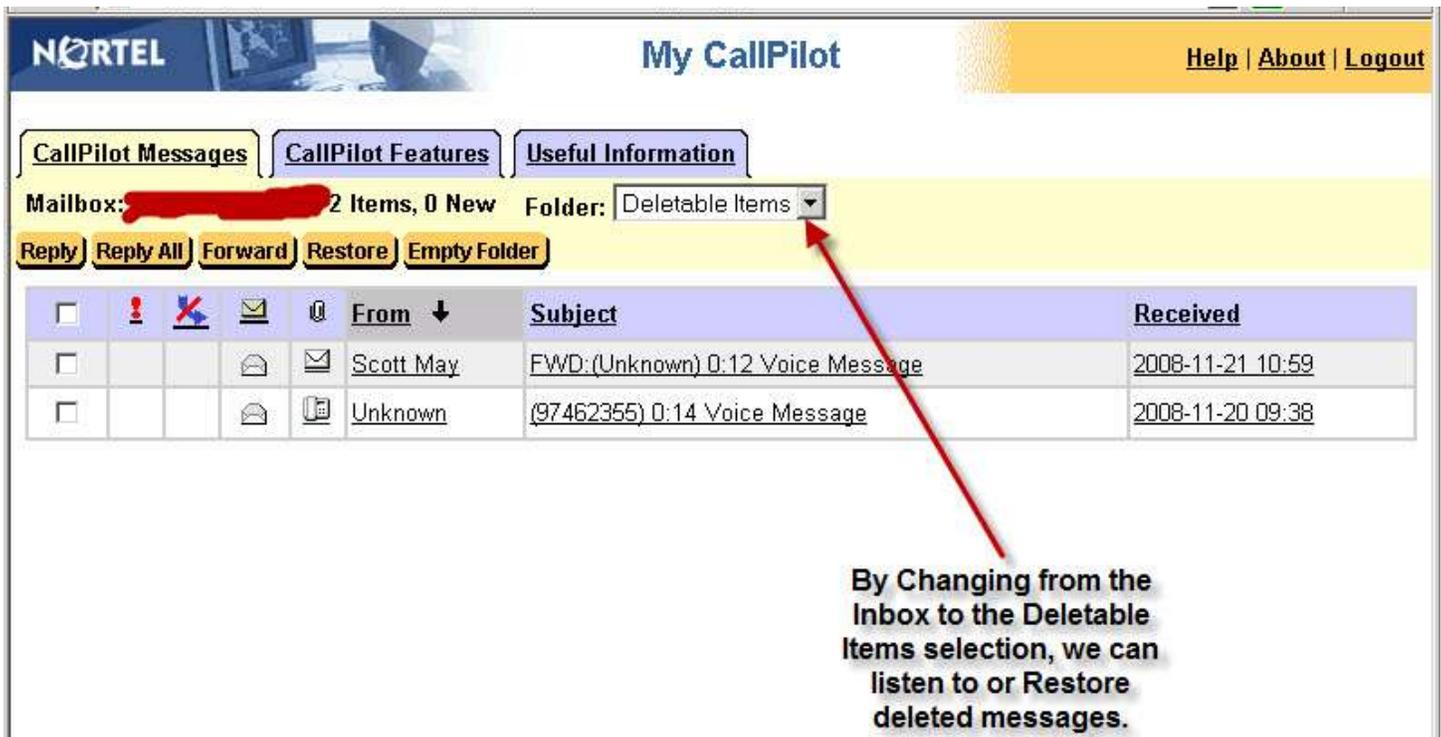
Mailbox: [REDACTED] 4 Items, 2 New Folder: INBOX

Refresh | Compose | Reply | Reply All | Forward | Delete | Delete Now | Call Sender

<input type="checkbox"/>					From ↓	Subject	Received
<input checked="" type="checkbox"/>					Wanda Jones	(4755) 0:23 Voice Message	2008-11-20 15:59
<input type="checkbox"/>					Unknown	(7168776100) 0:42 Voice Message	2008-11-20 14:38
<input type="checkbox"/>					Cheryl Dietzman	(4501) 0:25 Voice Message	2008-11-20 10:31
<input checked="" type="checkbox"/>					Unknown	(Unknown) 0:12 Voice Message	2008-11-18 09:03

Multiple Messages may be deleted by checking the box and clicking on Delete.

Step 9 - Recovering a Deleted Message (does not apply to "Delete Now")



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CallPilot Messages | CallPilot Features | Useful Information

Mailbox: [REDACTED] 2 Items, 0 New Folder: Deletable Items

Reply Reply All Forward Restore Empty Folder

<input type="checkbox"/>					From ↓	Subject	Received
<input type="checkbox"/>					Scott May	FWD:(Unknown) 0:12 Voice Message	2008-11-21 10:59
<input type="checkbox"/>					Unknown	(97462355) 0:14 Voice Message	2008-11-20 09:38

By Changing from the Inbox to the Deletable Items selection, we can listen to or Restore deleted messages.

Tech Note: Once you log out or your session times out, the Deletable Items folder will be emptied and the messages will be permanently deleted.

Bonus Tip

<input type="checkbox"/>					From	Subject	Received
<input type="checkbox"/>					Help Desk	(4835) 0:13 Voice Message	2008-12-17 15:51
<input type="checkbox"/>					Unknown	(6316477406) 0:02 Voice Message	2008-12-17 15:12
<input type="checkbox"/>					Unknown	(92785372) 0:38 Voice Message	2008-12-17 10:48
<input type="checkbox"/>					Unknown	(92871726) 0:44 Voice Message	2008-12-16 17:06
<input type="checkbox"/>					UNIVERSITY POLICE OFFICER	(4705) 0:20 Voice Message	2008-12-15 13:44

You can also listen to voice messages without opening them by clicking on the corresponding telephone icon.