

CALL PILOT MAZE

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Call Pilot Messaging – Old & New

Special Interest Articles:

- Review of features available to you
- Voicemail shortcuts for when you are traveling
- Free upgrades available when going on vacation.

Call Pilot Numbers

Mailbox number _____

Login Number:

On-campus: x69930

Off-Campus: (802)656-9930

Service Numbers:

Express Messages: x69931

Dial-by-Name: x69933

Addressing prefixes:

Name Dialing/Addressing
*22

Individual Highlights:

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It's hard to believe that a whole year has passed since we published our first Mastering the Maze newsletter one year ago. Call Pilot has seen many changes since then, and we have talked with a lot of faculty and staff who have explored more advanced options relative to their own personal voicemail boxes.

The purpose of this newsletter is to review previously published user information and merge all

information in one newsletter so that it will serve as a resource for new users as well as a tool for those wishing to expand their current voicemail horizons.

Our goal is to provide basic new user information, provide you with features available with Call Pilot, and give specific detailed information on options available for sending and receiving messages, options available to you while you are inside your voicemail

box, as well as advanced features available to those who frequently travel and access their voicemail on the road.

As always, our department wishes to thank you for all of your questions and comments in the past year. You have been instrumental in helping us learn and grow.

We look forward to sharing and talking to more of you in the year to come!

What is Call Pilot Voice Messaging?

Voice Messaging provides the capability to compose, send, receive, and manipulate voice messages from a single mailbox.

Voice Messaging lets users play message header information, compose messages, send messages to other mailboxes, delete messages, reply to a message, forward it, tag messages as urgent, or for timed delivery, or call the

sender of a message.

To compose a voice message, users log in to a mailbox, record a message with the phone set, review the recording, and then send the message to one or more people.

To retrieve a voice message, users log into a mailbox, are informed of new messages, and then listen to messages. At this point, users can reply to or forward messages, or

can "thru-dial," which means calling another mailbox or telephone number.

Call Pilot also provides Call Answering. Call Answering consists of the options and prompts offered to a caller to Call Pilot. Voice Messaging consists of the voice options for the owner of a user mailbox.



Express Voice Messaging

Express Voice Messaging lets callers leave a message directly in a local users mailbox. It provides four uses in one service.

Express Voice Messaging handles four situations:

It provides a shortcut to logging in and composing a message to send to a single user. Express Voice Messaging makes it unnecessary to call a users's

phone first and then be forwarded to the user's mailbox.

It allows users who reach a human attendant to still leave a message for the called party. The attendant conferences in the Express Voice Messaging Service DN (x69931), enters the desired mailbox number, and then drops out of the call.

It allows callers who reach a

voice menu to leave a message in a user's mailbox.

It allows faculty or staff with no phone number to have a guest mailbox on the system. This option allows them to collect messages .

Callers can access Express Voice Messaging and then leave their message directly in the desired mailbox.



“You can even leave an express voice message to someone if you do not know their mailbox number.”

Voicemail/Express Messaging Access Numbers

Your mailbox number:

Usually the last 5-digits of your phone number. For instance, if your phone number is 656-1234, your mailbox number is usually 61234. But, if you have a “guest” mailbox as described in express messaging, your mailbox number will be a “virtual” number beginning with “8”.

Call Pilot Access Numbers:

To retrieve your messages
from on campus: x69930
From off-campus:656-9930

Express Message Number:

To leave a message directly in someone's voicemail box without their phone ringing:
From on-campus: x69931
From off-campus:656-9931
At the prompt: Express messaging to mailbox? Key in the mailbox number,

followed by the pound (#) sign. If you do not know the mailbox number, press *22. You will then be prompted to key in the person's name. Note: if you cannot remember *22, just pressing the star (*) key will get you to the options to key in the person's name. Leave a message after the tone.



New Users -Your Password

You will need a Call Pilot access number (x69930), a mailbox number (see above) and a password to log into your mailbox.

Your administrator will give

you your default password after a new box has been created. Ideally, your new user instructions will be e-mailed to you after you have filled out an on-line application and your new

box has been created. If you do not have e-mail set up, we will fax the default password to you. Once you have that password, you can login to you mailbox and assign yourself a new secure one.



Logging into your VoiceMail for the first time

Dial x69930.

At the prompt Mailbox?
From your own extension, just press the (#) key. If retrieving your messages from another extension, or from off-campus, Key in your mailbox number, followed by the (#) sign.

At the prompt, Password?
Key in your default password followed by #.

You will be prompted to change your password At this prompt, just press 84, and wait.

When prompted to key in your "old" password, key in your default password again,

followed by the (#) sign.

You will then be prompted to put in your "new" password. Put in a 6-digit number or word, followed by the (#) sign.

Key in this new password again.

Recording your greeting:
We suggest that initially you just record an "external" greeting. If only one greeting is recorded, "ALL" callers will hear this greeting. If you record your internal and external greeting, you need to remember to keep them both updated whenever you record a new message. To

record your "external" greeting, while logged into your mailbox, press 82.

Press 1 (for external greeting)

Press 5 (to record). Wait for the tone, then record your greeting

.When finished, press (#).While at your greeting you can play, delete, or re-record it.

To play your greeting, press 2.To delete your greeting, press 76.

To re-record your greeting, press 76 to delete it, then 5 to re-record, followed by (#).



Recording your Personal Verification

Your personal verification is used in your greeting. Addressed messages, express message, call answering, and name dialing.

If no personal verification is recorded, when you leave a message in someone else's voicemail box, your extension number will be stamped in your message header instead of your name. If you do not someone to know your "personal" number, you should record your personal verification. When recording your personal verification, you can record your "name only," or your "name and

extension number."

To record a personal verification:

While logged into your mailbox, press 89.

Press 5 to record.

Wait for the tone, then record your name, or your name and extension number, or name and department number, followed by the (#) sign.

You can play, delete or re-record your personal verification the same way as your greeting.

Press 2 to listen to your

personal verification.

Press 76 to delete it.

To re-record, while listening to your personal verification, press 76 to delete it, then 5 to re-record it, followed by the (#) sign.



*Pressing the * key provides on-line help.*



Playing your Messages

*Press * for help at any time while you are logged into your mailbox. You will hear the options that are available for your next step.*

Call Pilot Messaging lets you know when you have new messages. Your phone may have a message waiting light, or you may hear a broken dial tone when you pick up the handset.

When you log into Call Pilot, your mailbox summary tells you the number of new

messages in your message list, and if any of them are urgent. If your first new message does not start with one (1), it means you have old messages which have not been deleted. So, if you log into your mailbox, and you are told you have three new messages, and the first new message is message number

three, it means you have two "old" messages that have already been read, and your new messages will be numbered three, four, and five. To listen to your old messages, press 4 to scroll backwards. If you do not delete your "old" read messages, the system will delete them in a week or so.

Review, Slow Down, Pause, Speed up Message

Before, during, or after playing a message, you can use these message commands:

To play the message, press 72.

To delete the message and move to the next message,

press 76. To restore the deleted messages (before disconnecting) return to the message and press 76. You will hear the message "Message restored".

While you are playing a message you can use the following commands: To

skip back 5 seconds in the message 1. To skip forward 5 seconds, press 3.

To speed up message playback, press 23. To slow it down, press 21. To pause, press #.

To pause, press #. To continue, press 2.



"If you accidentally 76 a message to delete it, you can restore if you don't hang up. Go back to the message, press 76 to restore message."

Responding to a Message

You can place a call to the sender of a message, or leave a message directly in their voicemail box after listening to a message.

To call the sender: After listening to a message, or while it is playing, press 9. If the person you are calling is available, their phone will

ring. If now, it will probably be forwarded to their voicemail. When finished, just hang up.

To leave a message in the sender's voicemail box, after listening to your message or while it is playing, press 71 to reply to the sender. Your reply is addressed

automatically. You do not have to enter a name or number. Press 5 to record your reply. Wait for the tone, then record your reply. Press (#) when finished record, then press 79 to send the message.



Forwarding a message

You can forward a message to another mailbox. To forward a message: After listening to a message or while it is playing, press 73 to forward the message.

Enter the mailbox number of the person you want to forward the message to. If you do not know their mailbox number, press *22 to enter their name. After entering the mailbox number or name, press #. Repeat this step for

each additional number or name you want to forward the message to. Please note, you can use a combination of mailbox numbers *and* name entries in one session. When you have finished entering addresses, press # again to end the list.

Press 5 if you want to record an introduction. Wait for the tone, then begin recording. Press # to end recording your introduction. Press 79 to send the message. You will then hear the message, "Your message has been sent and deleted."

Once you have heard this message, you will know your message as well as the forwarded voicemail message was sent to the recipient(s). Your original message, however, that was in your box before forwarding it will remain as a "read" message unless you specifically delete that one too.

Please note: if you forget to press 79 to forward the message, it will be returned as an "unsent" message. If this happens, just go to the message and press 79 to send the message.



Composing a message

To compose a message, you first address it, then record your message, then send it. You can address a message to one or more people or distribution lists. Before sending the message, you can listen it and edit it.

To address, record, and send a message:

While logged into your mailbox, press 75.

Enter the first address (either mailbox number, or *22 to address by name), followed by #.

Continue to enter mailbox numbers or names followed

by #. When you have finished entering addresses, press # again to end the list.

Press 5 to record your message. Wait for the tone, then start recording.

Press # to end the recording.

To review your message, press 2. To delete, press 76. To re-record, press 5, record your message, then press #.

Add 79 to send the message.

To Cancel an Address Entry:

You can cancel an address you entered while you entering names or mailbox

numbers before you press your final #. After you have pressed the final # at the end of the list, you cannot cancel any entries. If you cancel a distribution list number, the entire distribution list is deleted from your address list. To cancel an entry:

Press 0# to cancel the last address you entered in the list.

Repeat this step for each address you want to cancel, erasing entries one at a time from the end of the list.

When finished, press your final # before recording.



Did you know that you can access your voicemail messages from home? To access your messages, just dial (802) 656-9930.



“You can request to receive an acknowledgment of a recorded message.”

Adding Message Options

Urgent: When you sent a message marked urgent, the recipient is notified in the mailbox summary and the message header that the message is urgent. Before or after recording a message, press 70 then 1 to add the urgent option.

Private: When you send a

private message, that message cannot be forwarded or attached to another message. Before or after recording a message, press 70 then 4 to add the private option.

To request an **acknowledgment** to your message: Before or after

recording a message, press 70 then 5 .

For **future delivery**, before or after recording a message, press 70 then 6 for timed delivery. Enter the month, day, and time, pressing # after each entry. You will receive on-line help while setting up timed delivery.

VoiceMail help and shortcuts when traveling.

While you are traveling, you can retrieve your voicemail messages and call your office after you are finished without placing a second call.

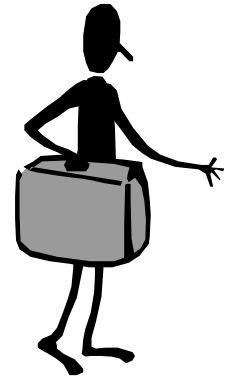
To reach your custom operator number while logged in: Your custom operator number is the number of the person your callers reach when they press

zero. If no extension is set, they will reach the UVM Operator. If you program in another extension of someone in your office, after you retrieve your messages, push “0” and you will be transferred out to that number.

To place a call while logged into your mailbox, press 0, followed immediately by the

extension number you want to call, then press #. Do not pause for more than two seconds while you are entering the number.

To place a call using name dialing, press 0, then enter *22. Enter the last name, then first name until recognized until your call is placed.



Autologin or Remote Notification

AutoLogin

Autologin is an option that makes login easier because you don't have to enter your mailbox and password if calling from your own extension. You can turn auto login on or off in your own mailbox. Permission is granted for autologin on an individual basis. Autologin is popular when you have several people responsible

for retrieving message on a main departmental line, or if you have your own office and no one else has access to your extension. You still need a password if retrieving your messages from another extension or from off-campus.

Remote Notification

Call Pilot can notify your pager when you receive a

new voicemail message.. Permission is granted for outcalling on an individual basis. Outcalling would be helpful for a technician who is away from his desk all day, but needs to know when he receives voicemail messages. The mailbox subscriber has complete control of their outcalling schedule, as well what hours or days it is active.

“Did you know that you can have the option of not needing a password to login to your mailbox from your desk?.”



Call Pilot timesaving tips when you are the caller

When you are calling another person's mailbox, you can use many of the messaging commands used in your own mailbox. You can also tell others outside of UVM how to use these commands.

Interrupting greetings: While you are listening to a person's greeting, you can stop the greeting at any time by pressing # then recording your message. This saves time when you call the same person frequently and don't need to hear the greeting.

Connecting to the custom operator: While you are listening to a person's greeting, you can press) to transfer to the custom operator number assigned for that mailbox.

Thru-Dialing to another number: You may be able to transfer to another person at UVM by dialing the person's extension number. While listening to someone's greeting, press 0, followed immediately by the 5-digit extension number you want to call, then press #. Do not pause for

more than two seconds while you are entering the number.

Editing your recorded messages: When you record a message to leave in another person's mailbox, you can play it, delete it, or re-record it just as you do when you compose a message in CallPilot.

Adding Options to your message: When you record a message in another person's mailbox, you can send as urgent and private.

Message Blocking

Your CallPilot administrator can enable your mailbox to have message blocking capability. Message blocking can be automatically activated for all callers per request of the mailbox owner, or can be configured to block messages "only" when the temporary greeting is

recorded.

Which messages are blocked? All call answering and express messages are blocked from callers on or off the system. Broadcast messages are not blocked.

How does it work?

When a call comes in to a "blocked" mailbox, the caller

hears the mailbox's greeting, and then is informed that the mailbox is not accepting messages at this time. The caller is either disconnected or transferred to the mailbox owner's operator DN, depending on the configuration of the mailbox. For more information, contact your system administrator.



Problems? Unique Situations?

Message waiting light not working correctly? If you have a mailbox on your phone that does not provide message notification, please call one of your system administrators, or report it to the telephone trouble line by dialing 199. If the problem cannot be fixed remotely, it may be necessary to dispatch a technician to your location.

Going on vacation, but afraid your mailbox will be full when you get back? Telecommunications offers a free

temporary upgrade if you are going on vacation and need to have your mail box temporarily increased. To take advantage of this upgrade, send your request at least 1 week prior to your vacation with your mailbox number, leaving date, return date. We will take care of the rest. Send your request to Suzan.Comette@uvm.edu.

Callers getting the message, you have been forwarded to a voicemail system, but that person is not a subscriber?

Call your system administrator. We can remove that message, and the phone will ring uninterrupted.

Locked out of your mailbox? Call your system administrator. Your password needs to be reset.

Callers get a busy signal instead of going to your mailbox?

Your system administrator can fix this problem. If you would rather callers get a busy signal, we can do that also.



UVM TELCOM DEPT

Your Call Pilot
Voicemail
Administrators



Suzan Comette
X63472
Suzan.Comette@uvm.edu

Diana Gosselin
x67752
Diana.Gosselin@uvm.edu

104 Southwick Building
Redstone Campus

We're on the Web!

See us at:

www.telcom.uvm.edu

Forwarding your Extension to Voicemail

Call forward allows you to forward all calls to voicemail. Callers go to voicemail immediately, not after 5 rings. You cannot forward your calls while your telephone is ringing. If your extension is located on a button different than the primary DN, your phone can not be directly forwarded to

voicemail. If you need further clarification, please contact your system administrator.

Phone Type: SL Flash

To Forward: Press #9 69930.
To un-forward: Press ##9.

Phone Types:

M2006 , M2008, M2616

To Forward: Do not lift your

receiver. Press forward. Key in 69930 on your phone. Press forward again. Your phone primary extension is now forwarded to voicemail, and will not ring until you cancel call forwarding. Note: other lines on your phone "will" ring.

To un-forward: Do not pick up your receiver. Press forward twice.

Frequently Used Commands in Call Pilot

Standard:

Play is always 2.
Record is always 5.
Help is always *

Message/Greeting:

| | |
|------------------|----|
| Play | 2 |
| Skip Back | 1 |
| Previous message | 4 |
| Record | 5 |
| Delete | 76 |

| | |
|------------------|----|
| Restore | 76 |
| Help | * |
| Stop playback | # |
| Stop recording | # |
| Cancel selection | # |
| End data entry | # |
| End Addressing | # |
| Slip forward | 3 |
| Next Message | 6 |

Message Options:

After recording your message, push #, then add the following commands:

| | |
|-----------------|------|
| Urgent | 70 1 |
| Private | 70 3 |
| Acknowledge | 70 5 |
| Future Delivery | 70 6 |

Express Changes – When you leave UVM or Change Depts.

If leaving...please send an email giving the actual date you are leaving. We will cancel your voicemail box, calling card, and long distance access code. Your name is attached to your phone number. Your replacement will fill out a new application at www.telcom.uvm.edu. If changing departments...We can "move" your voicemail from your "old" extension to your "new" extension. Please email the information to us, along with the effective date. Your mailbox number will change, but your password and all your messages will be moved to your new extension. If changing departments, cancel old long distance code, apply for new one. If you are leaving or changing depts, please send email to: Suzan.Comette@uvm.edu



On
Campus
Mail

NAME _____

DEPT _____

BUILDING _____