

My CallPilot FAQ

Why would I use My CallPilot?

You would use My CallPilot as a place to manage all your mailbox settings and check your messages. Rather than having to involve the CallPilot administrator you can setup many of your own settings. You can also check your messages, which comes in handy if there is a problem with your desktop messaging or if you don't want to start-up your email application, you can simply login to My CallPilot.

Is the URL for My CallPilot the same for everyone?

No.

Every organisation will have a different URL. Your company administrator provides you with your specific URL for My CallPilot.

Can I access My CallPilot from any web-browser?

Yes.

My CallPilot can even be used on Unix or a MAC.

Do I need an audio player?

Yes.

You will need an audio player to play and record voice messages. The first time you log in to My CallPilot, it checks to see if you have an audio player already installed. If one is not installed, it will prompt you to install one.

Does My CallPilot still give me access to view all my emails, faxes, and voice messages?

Yes.

My CallPilot is just another method you can choose to access your CallPilot message store. You can obtain your messages through My CallPilot, dialling in or via the desktop messaging client.

Does My CallPilot synchronise with CallPilot on my desktop and phone?

Yes.

Whatever actions you perform within My CallPilot will synchronise with your desktop and phone. For example, if you read a message in My CallPilot it will synchronise with your desktop and phone and this message will show as "read" on the desktop and when you dial into your voice mail.

Can I view fax messages with My CallPilot?

Yes.

To view fax messages on your computer, you must have imaging software installed on your computer and your CallPilot administrator must enable fax capability for your mailbox.

Can I compose voice, fax and text messages with My CallPilot?

Yes.

You can compose a message that is any combination of voice, fax or text. To record voice messages, use the embedded or the downloaded CallPilot Player.

Your CallPilot recipients must have fax capability to view your fax on their computer. If your recipients access their messages from their telephone, they can view the fax only by printing it. You can also send your fax to a fax machine.

Can I send attachments with my messages?

Yes.

You can attach a voice, fax or text file to your message. Voice files can be .vbk or .wav format for CallPilot recipients. My Callpilot automatically converts .vbk files to .wav files when sending to non-CallPilot users. Fax files must be .tif format and text files must be .txt format.

Can My CallPilot notify me of new messages when I am away from the office?

Yes.

Your CallPilot administrator defines whether this service is available to you.

You can receive notification of new messages at an email device or a remote telephone or pager.

You can also specify which type of messages you wish to be called for, and define a calling schedule.

Can I set personal distribution lists?

Yes.

You can create up to 99 personal distribution lists. Each personal distribution list can contain up to 200 entries. You can create personal distribution lists in My CallPilot or on your telephone. These lists are stored for you in the Local Address Book on the CallPilot server. You can access these lists from My CallPilot, Desktop Messaging and your telephone.

Can I access my emails by phone?

Yes.

My CallPilot allows you to have text content of email messages read to you over the telephone when you log in using the telephone.

What about security issues?

Because My CallPilot is a web based product, it is important to take precautions to protect the security of your mailbox. If your administrator has enabled SSL encryption, you can use the Secure Login feature for greater security.

When you have finished using My CallPilot, always log out. If you do not log out then this can make your My CallPilot information vulnerable to hackers.

You can set CallPilot to log out automatically after a short time

If you are using a public or shared workstation, avoid using the "Remember Password" option when you log in. You should also empty the browser cache after each session.

Can I change my password with My CallPilot?

Yes.

This is the same password that you use to log in to CallPilot from your telephone. In fact it is easier to change your password through My CallPilot than by dialling in and using your telephone keypad.