



BCM RIs 6.0

CallPilot Manager & Mailboxes

Task Based Guide

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CallPilot Manager & Mailboxes

Overview

CallPilot Manager is a web-based application that you use to set up and administer CallPilot applications.

CallPilot standard features include:

- Voicemail
- Automated Attendant
- Custom Call Routing (CCR)
- Fax Answering

CallPilot options include:

- Contact Center
- Fax
- Unified Messaging
- Message Networking

This guide leads you through the basic set up, administration, and operation of CallPilot Manager and the creation of CallPilot Mailboxes (Voicemail). The Fax Answering function is also described in this guide.

There are separate guides for Automated Attendant, Custom Call Routing (CCR), Contact Center, Fax Messaging, Unified Messaging and Message Networking.

Required Information

Before commencing installation it would be useful to determine Voicemail requirements. Useful information would be:

- Number of Subscriber mailboxes required, and which extensions they will be assigned to.
- Number of Guest mailboxes required.
- Number of Information mailboxes required.
- Whether or not the General Delivery mailbox will be used.
- Class of Service requirements for mailboxes users.
- Any viable Group List application.
- Requirement for Fax Answering.

PC Requirements

Computer requirements

The computer you use to run CallPilot Manager must have:

- Windows XP Professional SP3, Windows Vista Business, Ultimate, or Enterprise (32-bit or 64 bit versions), or Windows 7.
- 64 MB RAM, 10 MB disk space minimum.
- screen resolution of 1024 X 768 pixels.

Browser requirements

CallPilot Manager supports these browsers:

- Internet Explorer 6.0, 7.0, and 8.0 (set IE to Check for newer versions: every visit to the page)

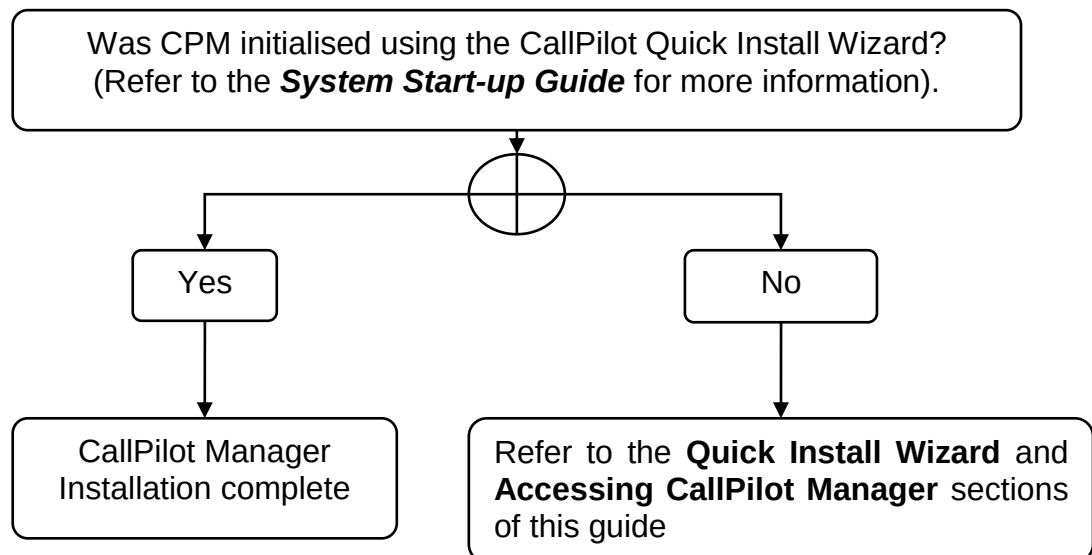
Note: CallPilot Manager is designed specifically for Internet Explorer use. Some formatting may be lost or degraded if using other browsers e.g. Firefox.

Flow Charts

The following flow charts guide the user through the sections of this document.

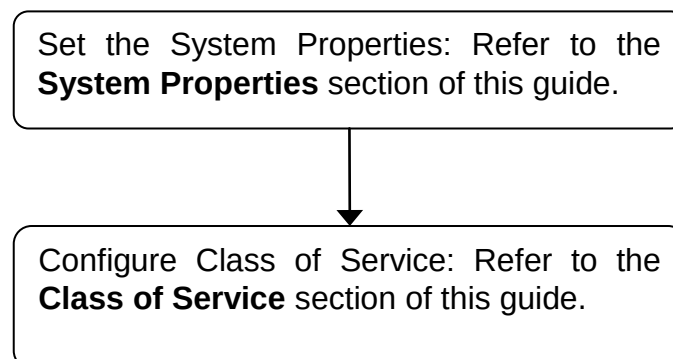
CallPilot Initialisation

Use the following procedure overview to initialise CallPilot Manager (CPM).



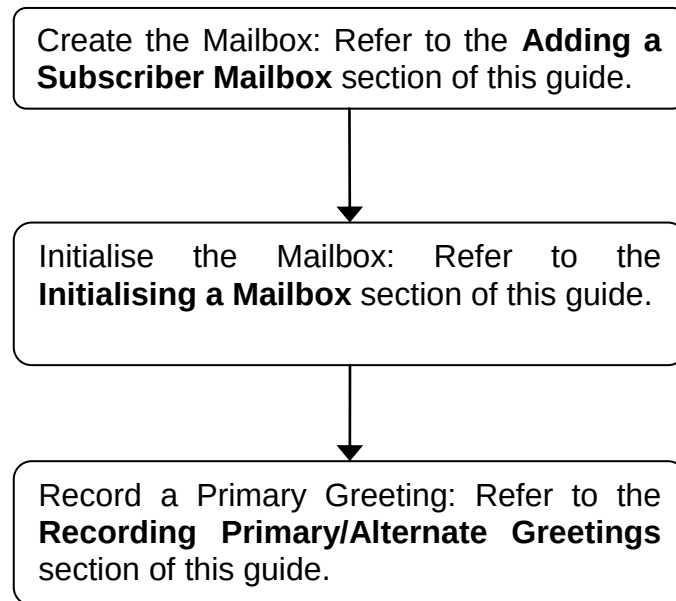
CallPilot Manager System-Wide Settings

Use the following procedure overview to configure the system-wide settings.



Basic Mailbox Set Up

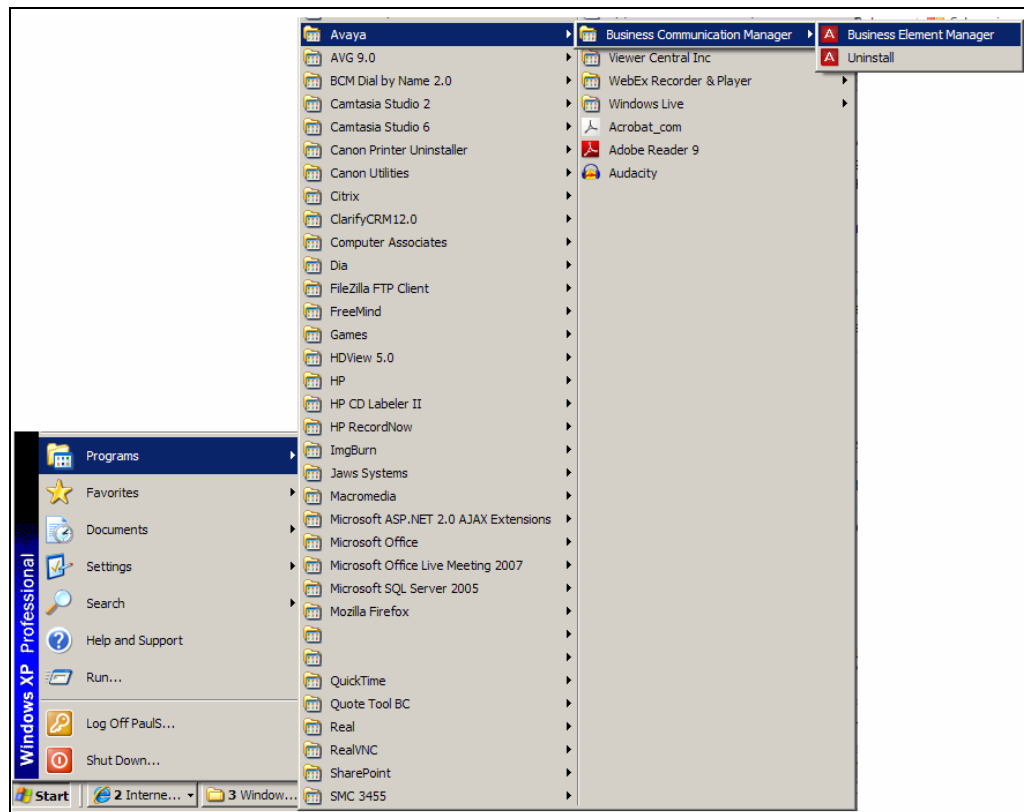
Use the following procedure overview to install a mailbox and perform basic configuration.



Quick Install Wizard

The Quick Install Wizard appears the first time that CallPilot Manager is accessed on the Business Communications Manager (BCM). The primary function of the Quick Install Wizard is to set the region.

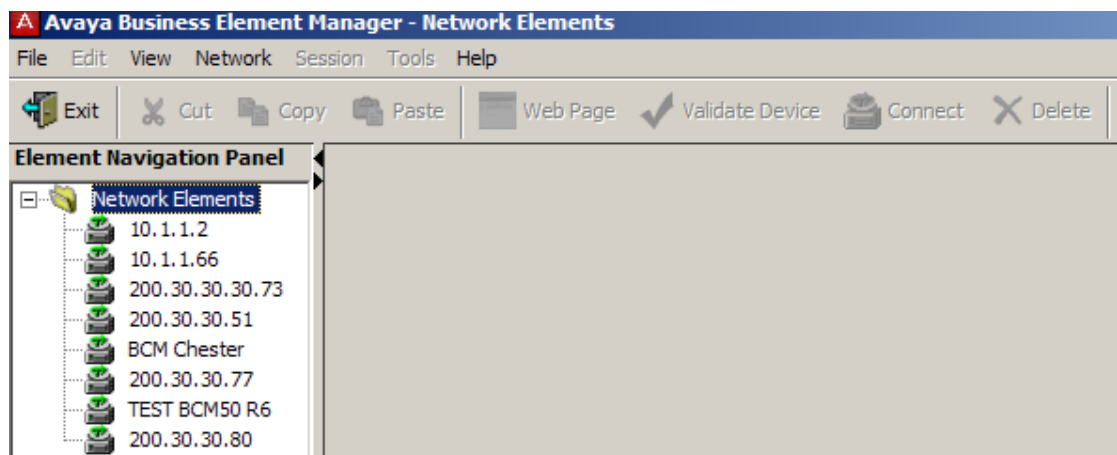
1. To access the Business Element Manager application from the Start Menu, navigate to **Start, Programs, Avaya, Business Communications Manager, Business Element Manager**.



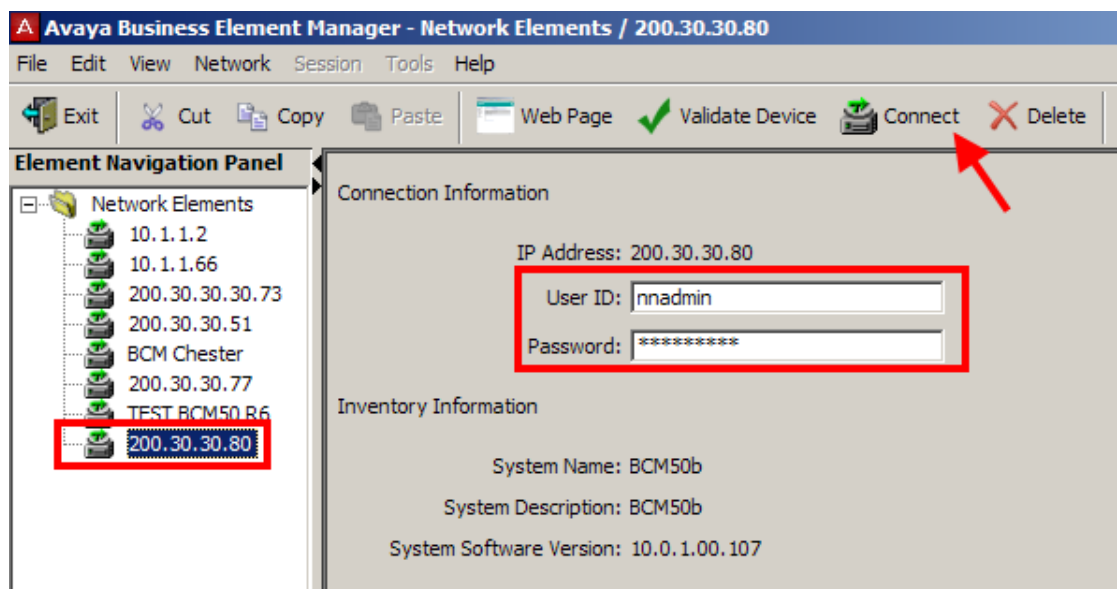
2. Alternatively, double-click on the **Business Element Manager** desktop icon.



3. You will be presented with the **Element Manager** interface.

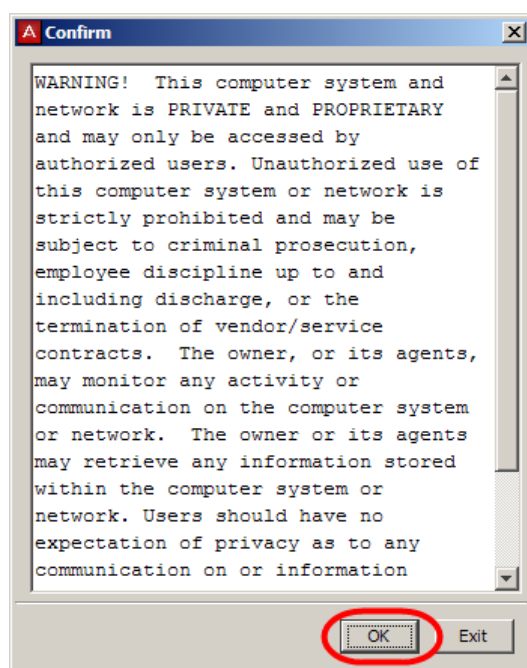


4. Open the **Network Elements** folder and select the IP Address of the BCM.

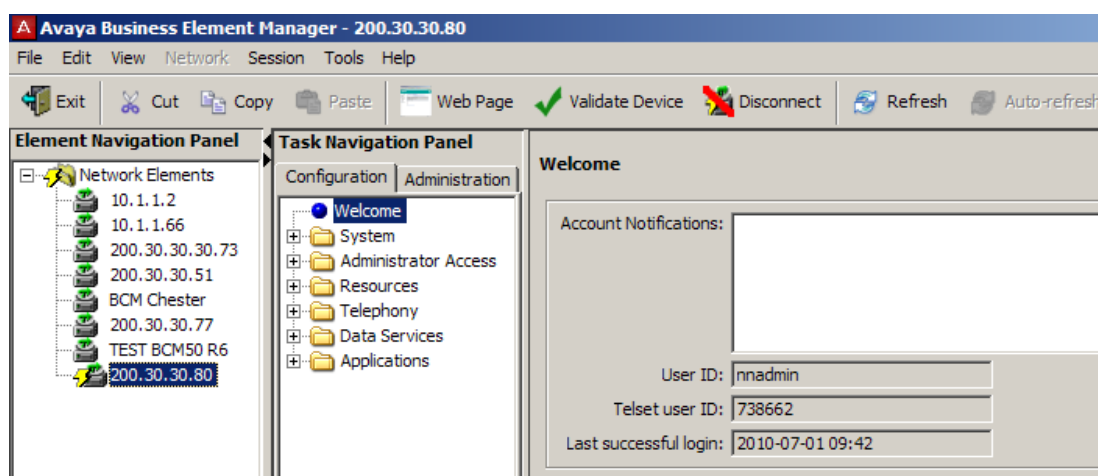


5. Enter the User Name of the BCM in the User Name field, by default this is **nnadmin**. Then enter the Password in the Password field, by default the password is **PlsChgMe!**. Click the **Connect** button.

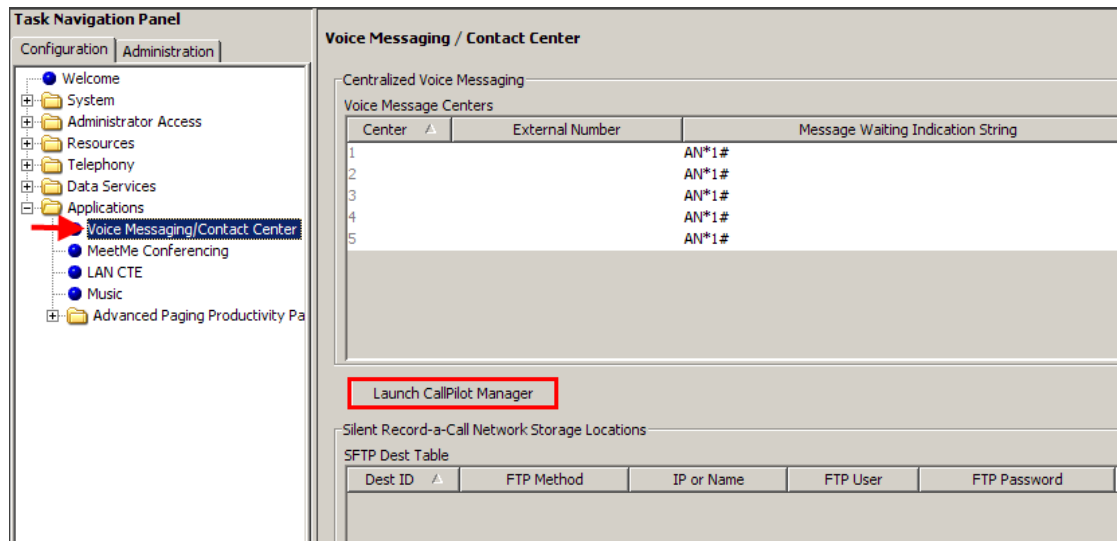
6. A warning screen will appear, read the warning and click **OK**.



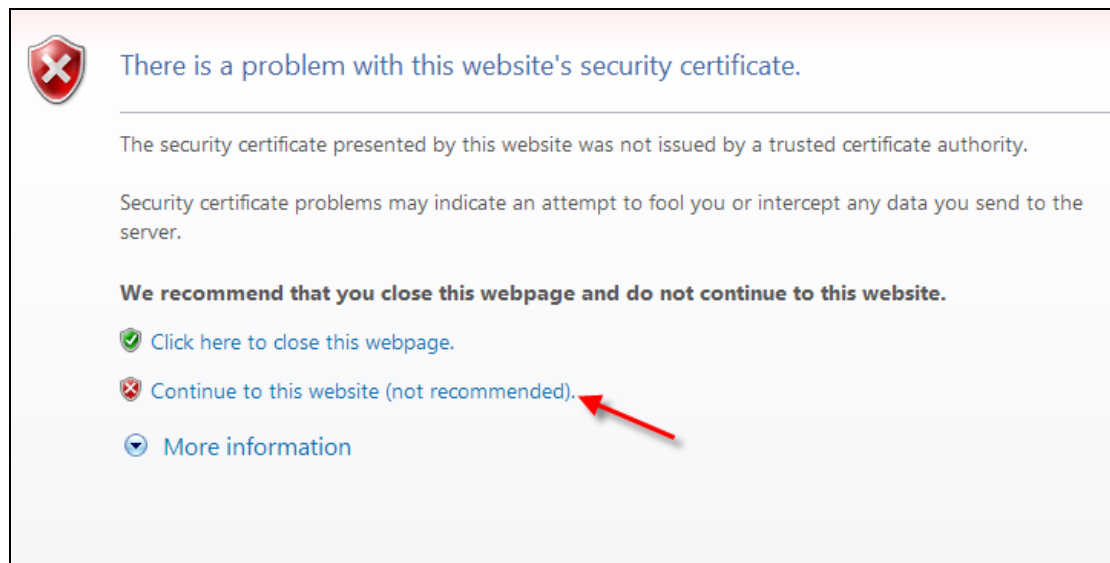
7. You will be presented with the Element Manager interface.



8. To access the Quick Install Wizard for CallPilot Manager: Select the **Configuration** tab, open the **Applications** folder, select the **Voice Messaging Contact Center** link, and then click **Launch CallPilot Manager**.



9. You will be presented with a **Security Alert** Screen. Read the alert and click **Continue to this website** to continue.



10. On Launching CallPilot Manager for the first time through the Element Manager Interface the CallPilot wizard will appear.

11. Once open, configure the settings as required:

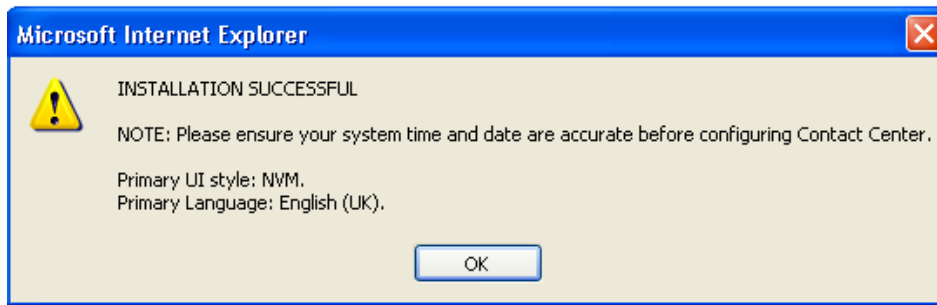
CallPilot Quick Install Settings

Attribute	Description
Attendant DN	The extension number of the Operator or the Attendant assigned to CallPilot
PrimaryUI Style	The mailbox user interface to be displayed on the handsets. If you select NVM, the mailbox user interface uses Norstar Voice Mail voice and text prompts. If you select CallPilot, the mailbox user interface uses CallPilot voice and text prompts.
Primary Language	The language used as the primary language for the mailboxes
From line	The line number of the first line in the range of lines you want Auto Attendant to answer
To Line	The line number of the last line in the range of lines you want Auto Attendant to answer.
Number of rings	The number of rings you want Auto Attendant to wait before answering lines.

Note: It is recommended that you DO NOT assign lines to the Auto-Attendant at this stage. Refer to the ***CallPilot Auto-Attendant Guide*** for instruction on how to configure the Auto-Attendant.

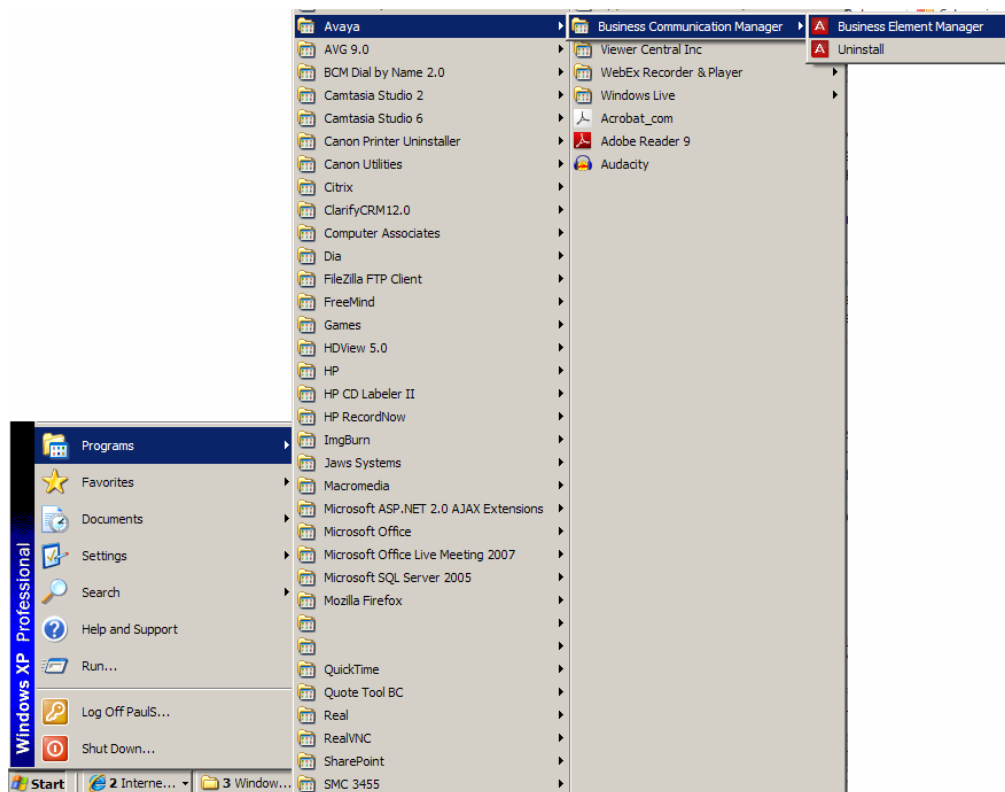
12. Click the **Install** button.

13. The settings you have entered will be verified as illustrated on the next screen, and the log on screen will appear. Click the **OK** button.



Accessing CallPilot Manager via Element Manager

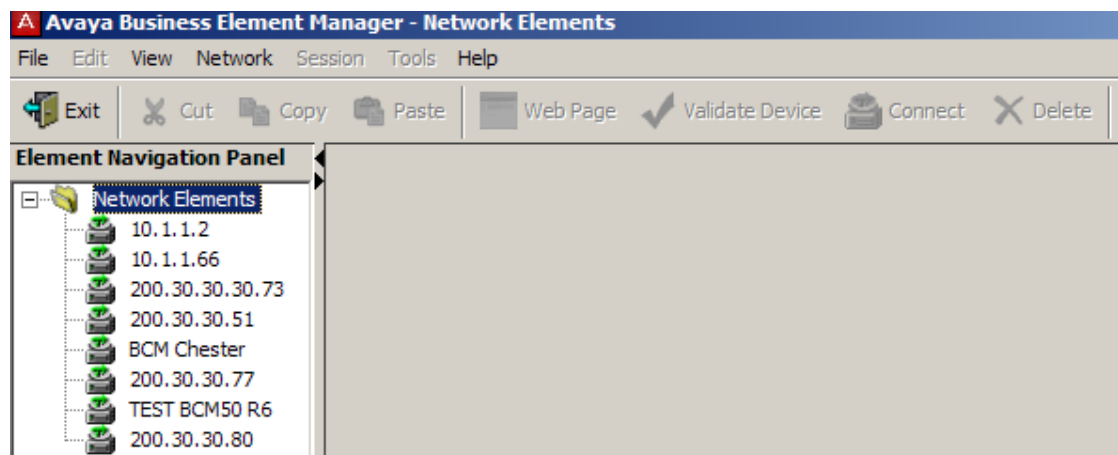
1. To access the Business Element Manager application from the Start Menu, navigate to **Start, Programs, Avaya, Business Communications Manager, Business Element Manager**.



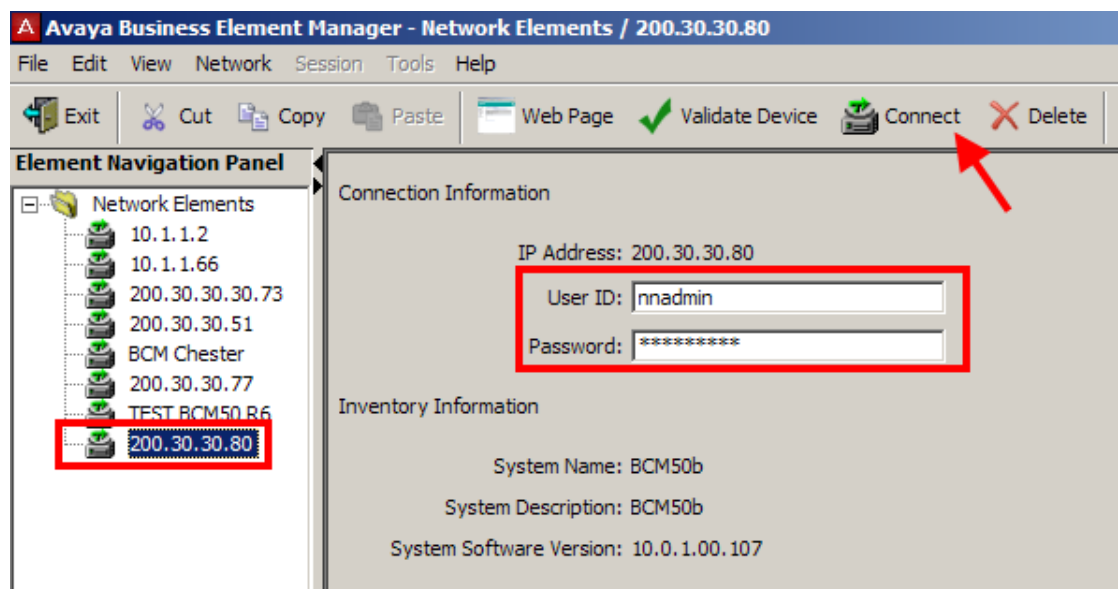
2. Alternatively, double-click on the **Business Element Manager** desktop icon.



3. You will be presented with the **Element Manager** interface.

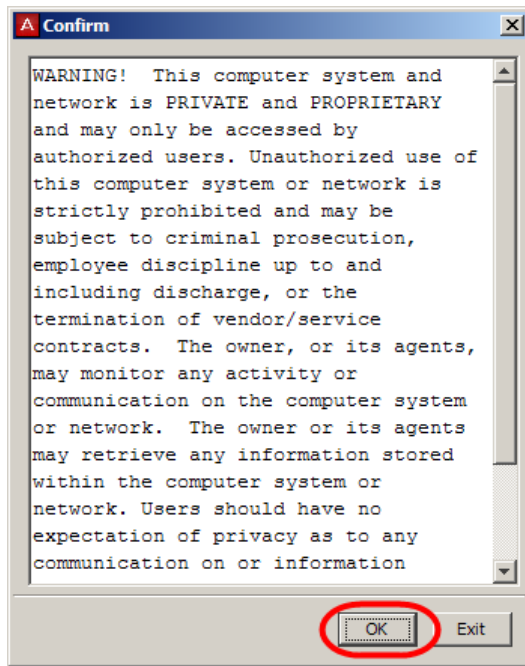


4. Open the **Network Elements** folder and select the IP Address of the BCM.

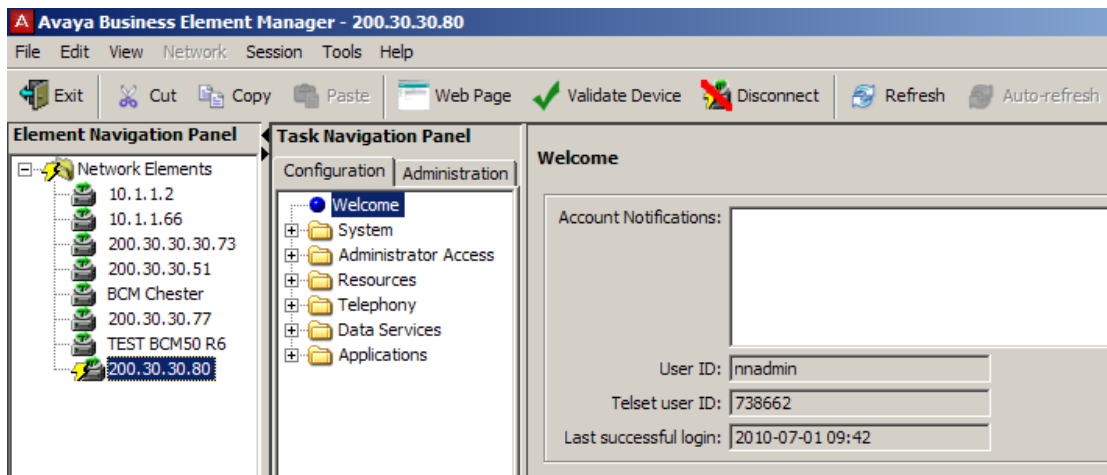


5. Enter the User Name of the BCM in the User Name field, by default this is **nnadmin**. Then enter the Password in the Password field, by default the password is **PlsChgMe!**. Click the **Connect** button.

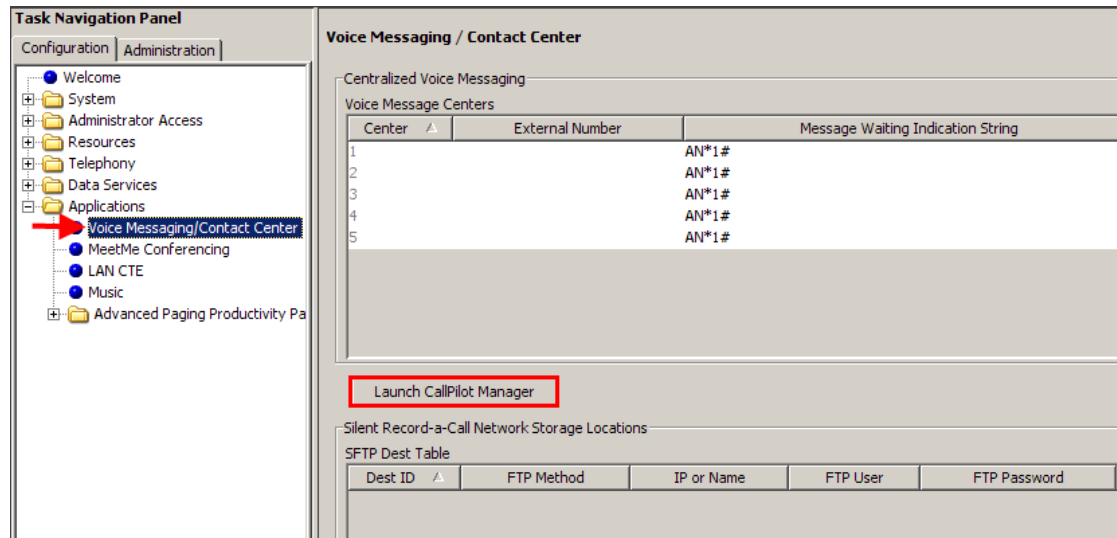
6. A warning screen will appear, read the warning and click **OK**.



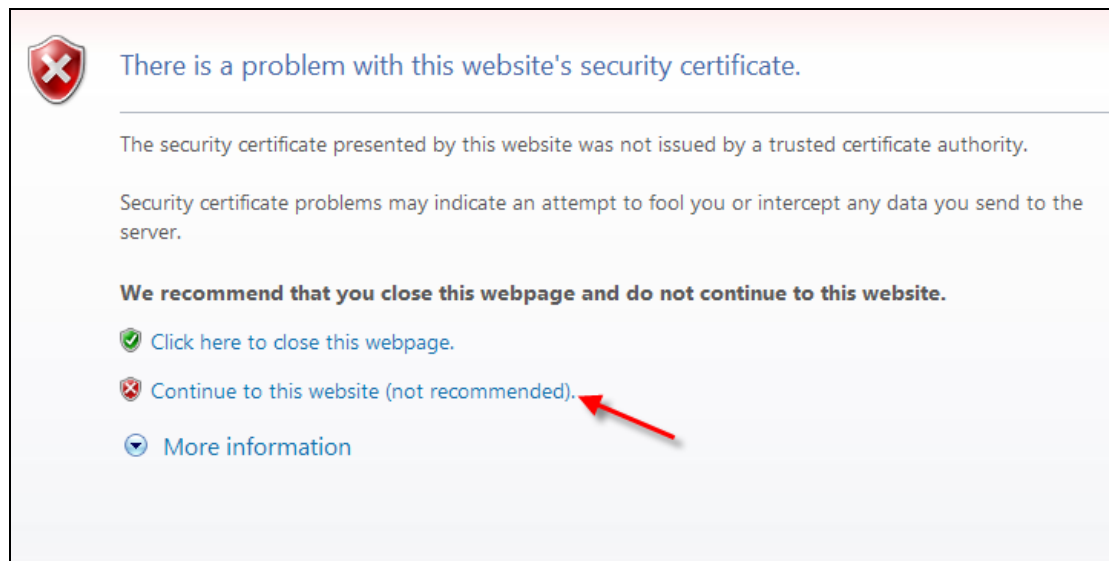
7. You will be presented with the Element Manager interface.



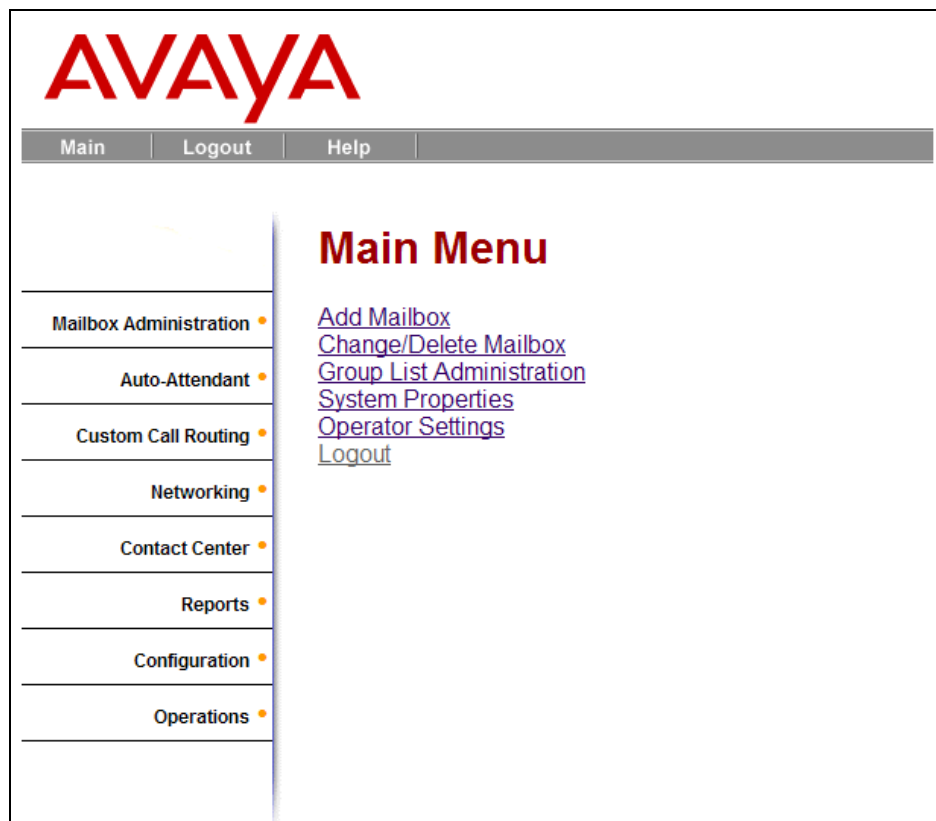
8. To access CallPilot Manager: Select the **Configuration** tab, open the **Applications** folder, select the **Voice Messaging / Contact Center** link, and then click to **Launch CallPilot Manager**.



9. You will be presented with a **Security Alert** Screen. Read the alert and click **Continue to this website** to continue.



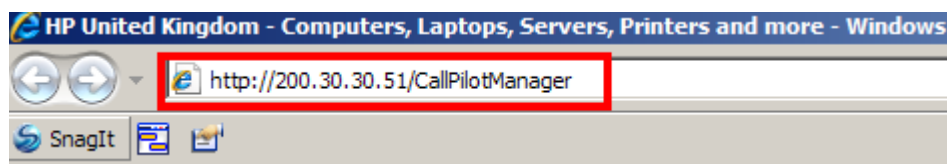
10. The Main Menu of CallPilot Manager will be launched.



Accessing CallPilot Manager from Internet Explorer

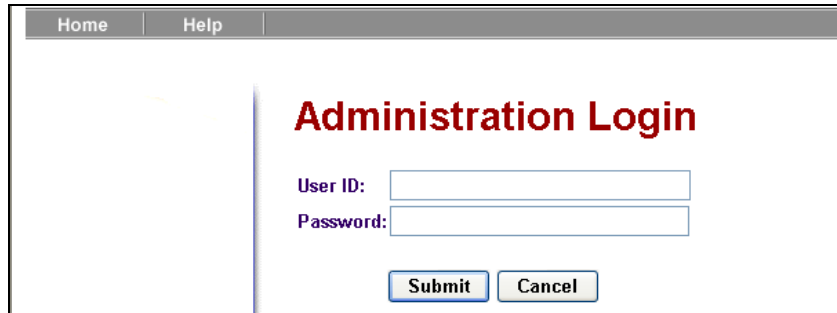
CallPilot Manager can also be accessed directly from Internet Explorer. This method of access is an alternative if you cannot gain access via Element Manager.

1. Open Internet Explorer. In the address bar enter **http://<IP Address of BCM>/CallPilotManager**.



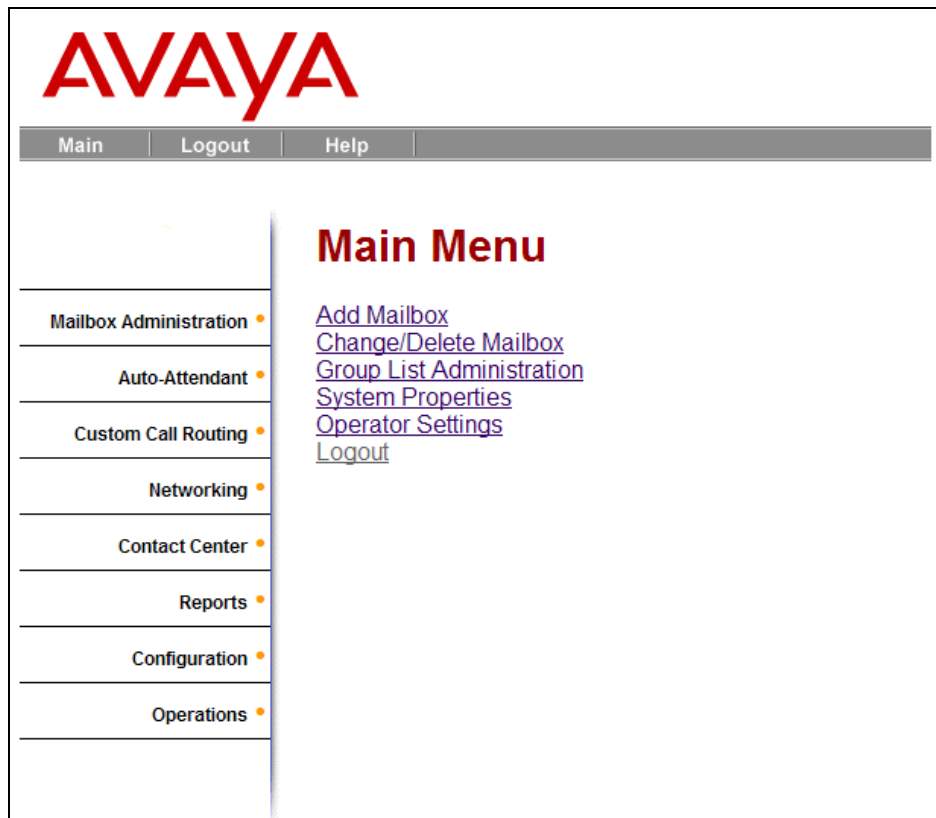
2. If you are presented with the **Certificate Error** window, click **Continue to this website (not recommended)**.

3. You will be presented with **Administration Login** screen. Enter the user ID and password. By default the User ID is **nnadmin** and the Password is **PlsChgMe!**.



The screenshot shows the 'Administration Login' screen. At the top, there is a navigation bar with 'Home' and 'Help' links. The main heading is 'Administration Login' in red. Below the heading, there are two input fields: 'User ID:' and 'Password:'. At the bottom, there are two buttons: 'Submit' and 'Cancel'.

4. Click the **Submit** button. The Main Menu of CallPilot Manager will be displayed.

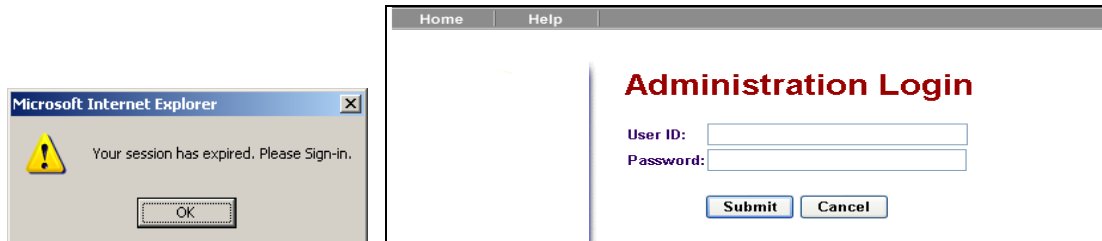


The screenshot shows the 'Main Menu' screen. At the top, there is a navigation bar with 'Main', 'Logout', and 'Help' links. The main heading is 'Main Menu' in red. On the left side, there is a vertical menu with the following items: 'Mailbox Administration', 'Auto-Attendant', 'Custom Call Routing', 'Networking', 'Contact Center', 'Reports', 'Configuration', and 'Operations'. On the right side, there is a list of links: 'Add Mailbox', 'Change/Delete Mailbox', 'Group List Administration', 'System Properties', 'Operator Settings', and 'Logout'.

System timeout

A CallPilot Manager session times out after **10 minutes** of inactivity. This is a security feature that prevents unauthorized access to the system.

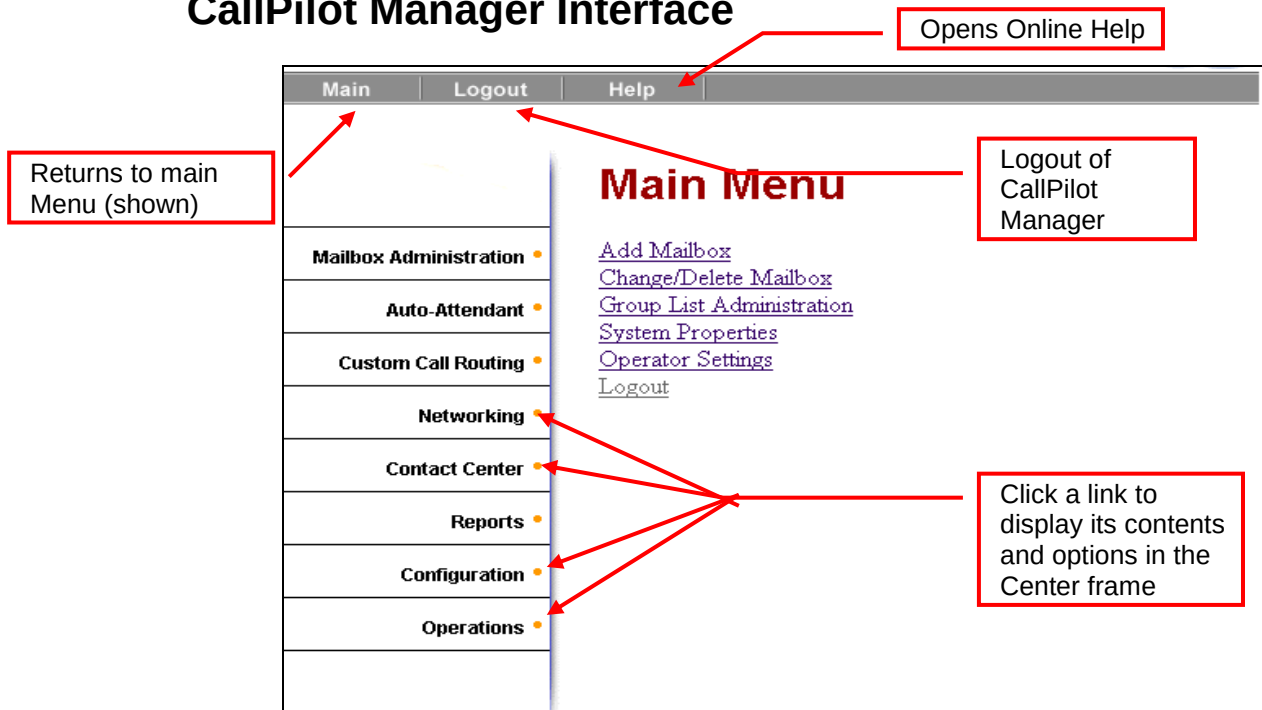
If your session times out, the login page appears and a message that says that the session has timed out. You must log on to continue programming CallPilot.



If the system times out while you are working on a page, any settings that you have not entered on the system by pressing the Submit button are not entered. You must log on to CallPilot Manager and re-enter this programming.

The default CallPilot Managers user id is: **nnadmin** default password **PlsChgMe!**

CallPilot Manager Interface



System Properties

Accessing **System Properties** allows you to set the system-wide CallPilot Voicemail settings.

1. From the Main menu above, click the **System Properties** link. The System Properties page appears. The Voice Mail version is displayed.



2. Configure the **System Properties** as required, and click **Submit**.

System Properties

Voice Mail Version:	50.00.09.22
Max Outcalling Channels:	3
Enable Voice Mail:	☒
Enable Group List:	☒
Enable Trivial Password Checking:	☒
Group List Leading Digit:	9
Minimum message length:	3000 (500-3000 milliseconds)
Enable External Initialization:	☐
Make Directory Available:	☒
Enable General Delivery Mailbox:	☒
Enable Redirect DN:	☐ (This item is used for the Centralized Voice Mail feature only.)
Enable Network Transfers:	☐
Enable Bilingual:	☐
Primary Language:	English (UK)
Alternate Language:	English (North American)
Canadian Pronunciation:	☐ (for North American English only)
Directory Search By:	Last Name
Enable CallPilot User Interface:	☒
Name Prefix:	11
Special Prefix:	19
Primary UI Style:	NVM
Outgoing SMTP Mail/Proxy Server:	
Account Name:	
Password:	
Outgoing SMTP Port:	25
Outgoing SMTP requires encryption(TLS):	☐
Enable Message Forwarding User Administration:	☒
Message Forwarding "From" E-Mail Address:	
Maximum Find Me/Follow Me Sessions:	0 (0 - 24 Sessions)
Disable Find Me/Follow Me FMC user passwords:	☐

System Properties Settings

Attribute	Description
Voice Mail Version	The Voicemail Version of the CallPilot Manager system
Max Outcalling Channels	The maximum number of channels used for calls generated by voicemail, e.g. Off-Premise Notification, Outbound Transfer, & Mailbox Reply feature. Do not type a value that is higher than 50% of your available channels. The limit ensures that there are enough channels to accept incoming calls from outside callers and subscribers. The default number of voice channels assigned for outcalling is 1. If you have Multimedia Contact Center installed on your system, set the Max Outcalling Channels to a value higher than 1. Also, to ensure that the Outcalling Channels do not consume all the available voice ports, set the minimum number of voice ports to a number higher than the Outcalling Channels.
Enable Voice Mail	If you enable voicemail, callers who call an extension that does not answer or is busy transfers directly to the extension's mailbox. If you clear the Enable Voice Mail check box: - External Callers cannot leave messages in mailboxes. Callers are returned to the Automated Attendant to make another choice. - Callers can leave messages through Custom Call Routing, Feature 980, and Feature 986. - Callers can send and receive messages using Feature 981. - Subscribers can record and send messages from their mailbox to other CallPilot mailboxes
Enable Group List	If you clear the Enable Group List check box, you cannot set up Group Lists and need not reserve a digit in your numbering plan for the Group List Leading Digit.
Enable Trivial Password Checking	Select the Enable Trivial Password Checking check box to enable Trivial Password Checking. Trivial password checking prevents unauthorized login to mailboxes. The feature does not allow a mailbox subscriber to have a password that is considered trivial.
Group List Leading Digit	This digit is used as the prefix for Group Lists during addressing. You cannot create mailboxes with numbers that start with this digit. The default setting for the Group List Leading Digit is 9. For example, if you assign as 9 the Group List leading digit, 901 to 999 is your range for Group Lists.
Minimum Message Length	In the Minimum Message Length box type a value between 500-3000 milliseconds (0.5 seconds to 3 seconds) for the shortest allowable message length. The default is 3 seconds (3000 milliseconds).
Enable External Initialisation	The default for this check box is not selected. If you do not enable external initialisation subscribers can initialise their mailboxes only from a local extension. This prevents unauthorized access to mailboxes.
Make Directory Available	If you clear the check box, access to the Company Directory is removed from the Automated Attendant.
Enable General Delivery Mailbox	Default is selected. If you clear the check box, callers who cannot transfer to an attendant are returned to the Auto Attendant or disconnected, according to the Return to AA setting. If you do not regularly check the General Delivery Mailbox, clear the check box.
Enable Redirect DN	If redirect DN is enabled, voicemail uses the original dialled number when it receives a redirected call. A call is redirected if a set that is call forwarded on busy to another location does not answer the call. The call returns to the original site for call answering. Select this check box only on the advice of support personnel.
Enable Network Transfers	The Enable Network Transfers check box is not selected by default. If you do not select this check box CallPilot will transfer only local extensions. If you use a Centralized Auto Attendant on an MCDN network, you can enable network transfers to local and remote extensions on your system. Examples of transfers that are when callers enter an extension while in the Auto Attendant or press 0 during a call answering session

Attribute	Description
Enable Bilingual	If you clear this check box alternate language prompts are not available. Disabling bilingual operation affects: - language designations for Automated Attendant greetings - voice prompt selections for callers who use the Automated Attendant - voice prompt selections for callers who transfer to mailbox greetings
Primary Language	Prompting occurs in this language.
Alternate Language	The alternate language cannot be the same as the primary language.
Canadian Pronunciation	Select the Canadian Pronunciation check box if you want voice prompts that include the letter "z" to be pronounced "zed" instead of "zee". The Canadian Pronunciation check box appears only if North American English is the primary or alternate language.
Directory Search By	Allows Directory searching by select first name , last name or both . The default is last name.
Enable CallPilot User Interface	Select this if you want to let subscribers choose Norstar Voice Mail or CallPilot as their mailbox handset interface. Default is not selected.
Name Prefix	The default is 11. If CallPilot User Interface is enabled, this value must be specified, and cannot conflict with the Group List leading digit. This value is ignored if you do not enable CallPilot User Interface.
Special Prefix	The default is 19. If CallPilot User Interface is enabled, this value must be specified, and cannot conflict with the Group List leading digit. This value is ignored if you do not enable CallPilot User Interface.
Primary UI Style	Select NVM or CallPilot as the primary User Interface (mailbox options) style. Enable CallPilot User Interface must be enabled to allow the CallPilot option to be selected
Outgoing SMTP Mail/Proxy server, Account Name, & Password	Enter the IP address of the Email server on your network (e.g. your Microsoft Exchange Server). Alternatively some Internet Service Providers (ISP's) require you to use specific mail servers with login details (Account Name & Password) when sending outgoing emails. If this is a requirement for your provider, enter the details into these fields. If you are unsure, please check with your ISP.
Outgoing SMTP Port	This defaults to port 25, but you can change this by typing into this field.
Outgoing SMTP requires encryption (TLS)	This option allows a level of security between the entered mail server, and the client (your mobile device). Again, if unsure please check with your network provider for more details.
Enable Message Forwarding User Administration	This option is selected by default. This allows local users to change the email address that the forwarded emails will go to. If you uncheck this box you <u>must</u> enter an email address in the local user's mailbox settings, configured in Mailbox Manager (this cannot be changed by the local user and becomes a read only field).
Message Forwarding "From" email address	This is optional, and blank by default. If required, in the Message Forwarding "From" E-Mail Address box, type your e-mail address for sending outgoing Email. If you have entered your ISP's mail server or proxy server details, you may also have been given a default email address that outgoing mail is sent from. If required, enter that address into this field. If left blank, the service will generate an entry based upon the BCM's extension number and your network domain name. For example, all forwarded email will display a sent address in the format of: <i>225@bcm.example.com</i>
Maximum Find Me/Follow Me Sessions	The Maximum Find Me/Follow Me Sessions affects the amount of Virtual Terminal DNs created within Element Manager. For example, if the value 20 (sessions) is entered in to the Maximum Find Me/Follow Me Sessions field then 20 Virtual Terminal DNs will be created within Element Manager.
Disable Find Me/Follow Me FMC user passwords	

Class of Service

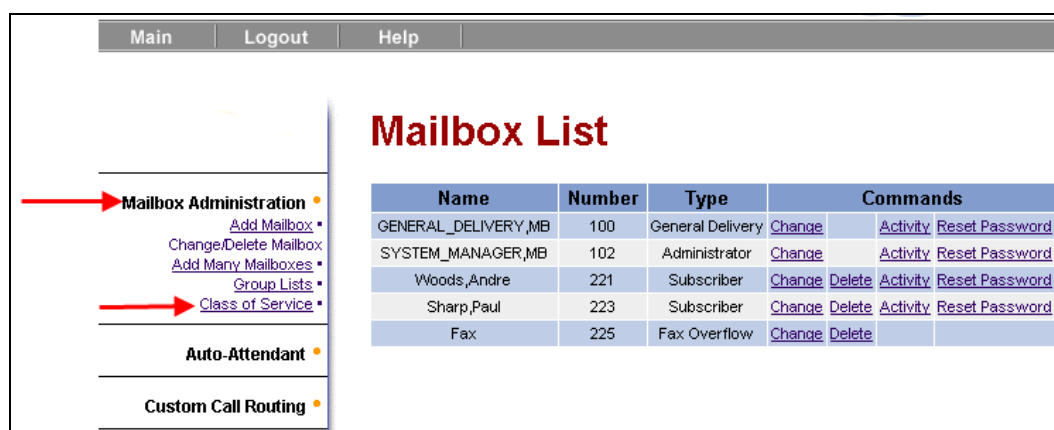
Class of Service (COS) values reduce the amount of programming required when you add a mailbox. Instead of entering values for several features, you can select the COS appropriate for a particular mailbox.

Class of Service settings control the features and functions a mailbox owner has access to. For example, you can define; how long messages remain in mailboxes, whether a mailbox owner can use Outbound Transfer, at what interval mailbox passwords have to be changed.

There are 16 Class of Service templates (1-16) available. These tables have pre-set values, however you can change individual values within these tables to meet the needs of your company. Each mailbox will have a Class of Service template assigned when it is created, which can be changed at any time. Different mailbox users on the same system can have different Class of Service settings.

Editing a Class of Service

1. Click the **Mailbox Administration** heading. Click the **Class of Service** link.



The screenshot shows the 'Mailbox List' interface. On the left is a navigation menu with 'Mailbox Administration' selected, which has a sub-menu containing 'Class of Service'. The main area displays a table of mailboxes.

Name	Number	Type	Commands		
GENERAL_DELIVERY,MB	100	General Delivery	Change	Activity	Reset Password
SYSTEM_MANAGER,MB	102	Administrator	Change	Activity	Reset Password
Woods,Andre	221	Subscriber	Change	Delete	Activity
Sharp,Paul	223	Subscriber	Change	Delete	Activity
Fax	225	Fax Overflow	Change	Delete	

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3. The Class of Service page appears for the Class of Service you selected. Configure the **Class of Service** as required.

Class of Service 1

Name:	
Max Mailbox Msg Time:	15 (1-180 minutes)
Max Message Length:	3 (1-60 minutes)
Message Retention Period :	30 (1-365 days,0=don't purge)
Max Greeting Length:	1 (1-30 minutes)
Enable Off-premise Msg Notification/ Remote Notification:	☒
Retry Intervals:	5 (1-120 minutes)
Max Number of Attempts:	3 (1-20)
Enable Outbound Transfer:	☒
Max Incorrect Password Attempts:	9 (4-20)
Password Expiry:	90 (0-365 days,0=never expire)
Enable Networking:	☒
Enable Personal Target Attendant:	☒
Record-a-call:	Disabled
(Please note that Silent Recording may be illegal in certain jurisdictions - please consult your legal advisor before turning on this feature)	
Recorded Call SFTP Destination:	None
Prompt Language:	Primary
User Interface Style:	CallPilot
Enable Message Forwarding:	☐
Enable Find Me/Follow Me:	☐
Enable Find Me/Follow Me User Configuration:	☒
Max Find Me/Follow Me Calls Per Set:	1

4. Click the **Submit** button.

Class of Service Settings

Attribute	Description
Name	The name of the Class of Service, for example. Admin. The name and the Class of Service number are shown when you select a Class of Service during mailbox administration. The name can be a maximum of 16 alphanumeric characters and cannot contain blank spaces.
Max Mailbox Msg Time	The total message time available to a mailbox. The maximum message time is 180 minutes. Mailboxes have a Never Full mailbox feature that lets a caller leave a message in a "full" mailbox. The message is stored in the mailbox, but cannot be accessed until a saved message is deleted.
Max Message Length	The maximum length of an incoming message. Message length is from 1 to 60 minutes.
Message Retention Period	The number of day's messages is saved in a mailbox. Message retention period is from one to 365 days or 0 = indefinitely.
Max Greeting Length	The maximum length of a mailbox greeting. Greeting length is from 1 to 30 minutes.
Enable Off-premise Message Notification/Remote Notification	Redirects messages to another extension, telephone number or pager. Dialling restrictions that apply to outdial lines apply to Off-premise Message Notification.
Retry Intervals	For Off-premise Message Notification, the minutes between attempts to notify the recipient of a new or urgent message. The retry interval is from 1 to 120 minutes.
Max Number of Attempts	For Off-premise Message Notification, the number of attempts the system makes to notify the recipient of a new or urgent message. The number of attempts is from 1 to 20.
Enable Outbound Transfer	Lets a caller who reaches a mailbox transfer to an external telephone number or an extension.
Max Incorrect Password Attempts	The maximum number of incorrect password attempts before a mailbox owner is locked out of their mailbox. The incorrect password attempts are from 4 to 20.
Password Expiry	The maximum length of time a mailbox password is active. The password expiry is from 1 to 365 days or 0 = never expires.
Enable Networking	If the Message Networking option is installed, lets callers send messages to different mailboxes at various sites on a communication network.
Enable Personal Target Attendant	Lets subscribers set up a Personal Target Attendant. If not, callers are directed to the Target Attendant that is specified in the Greeting Table.
Record-a-call	Lets a subscriber record calls using Record A Call (Feature 989). If your jurisdiction does not permit this feature set this setting to No for all Classes of Service. Records a call and stores it in your mailbox. This feature also stores the message in a network location if one is specified in the Class of Service to which the subscriber mailbox belongs or in the agent's parameters
Recorded Call SFTP Destination	This option appears only if Intelligent Contact Center (ICC) keycode is installed. The administrator can select an SFTP destination previously configured under Voice Messaging
Prompt Language	CallPilot is available in two languages. If you select bilingual operation, Classes of Service 1, 3, 5, 7, 9, 11,

Attribute	Description
	13, 15 use the Primary Language, and Classes of Service 2, 4, 6, 8, 10, 12, 14, 16 use the Alternate Language.
User Interface Style	The user interface used for the mailbox. There are two mailbox UI choices: Norstar Voice Mail (NVM) and CallPilot (CP). This option determines how a mailbox owner navigates their mailbox options.
Enable Message Forwarding	Tick this box to enable the Message Forwarding feature in this
Enable Find Me/Follow Me	Tick this box to enable the Find Me/Follow Me feature in this Class of Service entry.
Enable Find Me/Follow Me User Configuration	This setting, if enabled, allows FM/FM users to configure their FM/FM settings in Mailbox Manager. If disabled, an administrator will have to configure settings in CallPilot Manager.
Max Find Me/Follow Me Calls per set	The quantity of simultaneous calls that the Find Me \Follow Me feature will support from an extension.

Installing Mailboxes

Before installing mailboxes, you must ensure that the required software Keycode(s) have been entered in Element Manager. The software authorization Keycode dictates the number of mailboxes that you can add to CallPilot. On Business Communications Manager you can have a maximum of 1,000 mailboxes. For information concerning enabling software Keycodes, refer to the **System Startup Guide**.

Note: Only Subscriber (& Guest) mailboxes require Keycodes on a per mailbox basis.
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There are three main phases involved in configuring a mailbox:

1. Create the Mailbox. (Accessed via CallPilot Manager).
2. Initialise the Mailbox. (Accessed via F981).
3. Record a Greeting. (Accessed via F981).

Adding a Subscriber Mailbox

Create a Subscriber Mailbox for all users that need to be able to receive messages from their physical telephone extension. It is recommended to make the Mailbox number the same as the extension number it is being assigned to.

Subscriber Mailboxes must be initialised before they can receive messages. Until this is done, calls will be redirected to the General Delivery Mailbox instead (please refer to the **Initialising a Mailbox** section of this guide).

1. Click the **Mailbox Administration** heading.

- Click the **Add Mailbox** link. The Add Mailbox page appears.



- In the **Add Mailbox** box, type the mailbox number.

Two screenshots of the 'Add Mailbox' form. The left screenshot shows the 'Mailbox' field and the 'Mailbox Type' dropdown menu. The 'Mailbox Type' menu is open, showing options: 'Subscriber', 'Information', 'Fax On Demand', 'Fax Overflow', 'Network (AMIS)', and 'Network (Site)'. A red arrow points to the 'Mailbox' field, and another red arrow points to the 'Subscriber' option in the dropdown. The right screenshot shows the 'Mailbox' field and the 'Mailbox Type' dropdown menu. A red arrow points to the 'Mailbox' field. A callout box on the right states: 'Available Mailboxes, are determined by the Keycode purchased and currently created mailboxes'. Below the callout box are 'Submit' and 'Cancel' buttons.

- From the **Mailbox Type** list box, select **Subscriber**. Click the **Submit** button.

A screenshot of the 'Add Mailbox' form. The 'Mailbox' field contains the number '259'. The 'Mailbox Type' dropdown menu is set to 'Subscriber'. Below the dropdown menu, it says '(Available Subscriber Mailboxes: 5)'. At the bottom are 'Submit' and 'Cancel' buttons.

5. The **Subscriber Mailbox** page appears.

Subscriber Mailbox 259

Extension:	
Last Name:	
First Name:	
Class of Service:	1 v
Find Me/Follow Me:	Change...
Display In Directory:	☒
Enable Message Waiting:	☒
Enable Auto-Login:	☐
Outdial Type:	None v (Line/Pool #)
Alternate Ext 1:	
Alternate Ext 2:	
Alternate Ext 3:	
Alternate Ext 4:	
Alternate Ext 5:	
Enable Call Screening:	☐
Express Messaging Line:	☐ (Fax Only)
Enable Mailbox Restrictions:	☐
Page Type:	None v
Paging Zone:	1 v
Page Retries:	1 v
Retry Interval:	15 (5-300 seconds)
Find Me/Follow Me disabled for hunt groups:	☐

6. Configure the **Subscriber Mailbox** properties as required, and click **Submit**.

Subscriber Mailbox Settings

Attribute	Description
Extension	The extension that the mailbox will be assigned to. It is generally good practice to match the mailbox number to the extensions number.
Last Name	Last name of the mailbox owner.
First Name	First name of the mailbox owner.

Attribute	Description
Class Of Service	Class of Service assigned to the mailbox.
Find Me/ Follow Me	Click Change to add/edit any of the Find Me/ Follow Me schedules or external number entries.
Display in Directory	Clear this if you do not want the mailbox owner's name to appear in the Company Directory.
Enable Message Waiting	Clear this if you do not want message notification to appear on the mailbox owner's telephone display.
Enable Auto Login	Auto-Login speeds up the login process for subscribers. With Auto-Login, subscribers can log on from their primary or alternate telephone without having to enter their mailbox number or password.
Outdial Type	This setting provides an external access resource for certain mailbox features. Outdial is required for features such as Reply, Off-Premise Notification, Outbound Transfer etc. • Select None if you do not want to assign outdialing capabilities • Select Line and type the line number. Line numbers must be between 1 - 999 for BCM450 and 1-332 for BCM50. • Select Pool and type the line pool number or letter. • Select Route if, for example routing is used to access a PRI line pool.
Alternate Ext 1,2, 3, 4, 5	Allows the designated extension direct access to the mailbox, in addition to Message Waiting Indication when messages are left in the mailbox. Maximum of 5 Alternate Extension for a single mailbox.
Enable Call Screening	Select this to assign screened transfers (via the Auto-Attendant) to the mailbox owner
Express Messaging Line	Any calls to this line will be immediately transferred to the mailbox. Note that if you enter an Express Messaging Line (e.g. a Target Line), that line cannot appear/ring at any extension. Also, the Voicemail (F985) DN should be set as the Prime set for that line (see Telephony Services, Lines).
(Fax Only)	If the mailbox will use Express Messaging Line, enabling this option stops the greeting being played to calls to the Express Messaging Line, making the fax call quicker.
Enable Mailbox Restrictions	You can control how a subscriber accesses a mailbox. If you select the Enable Mailbox Restrictions check box, a subscriber cannot log in to the mailbox externally. If the subscriber attempts to log in externally, the prompt "You are not allowed to use this feature. Exiting the system, goodbye." is played. The system disconnects the caller. In addition, an internal subscriber cannot administer a restricted mailbox. If the subscriber presses 8, the prompt "You are not allowed to use this feature" plays and the subscriber returns to the main Menu. Mailbox restrictions are applicable only to subscriber mailboxes.
Park & Page	With Park and Page, external callers can press 6 to page a mailbox subscriber while they listen to the subscriber's personal greeting or record a message. When the caller presses 6, the system parks the call and pages to paging zone or overhead paging system, or both and the caller hears "One moment, please." The caller cannot interrupt this prompt by pressing DTMF. The page is repeated based on the mailbox configuration until the parked call is picked up or the park timeout occurs, at which point the caller is returned to the mailbox and hears the subscriber's personal greeting. The call is parked as long as there are not already 25 calls parked. If the call cannot be parked, the caller hears "The person you have called is not available" followed by the subscriber's mailbox greeting. While a call is parked the caller hears a hold tone or music on hold, depending on the system configuration. The call is paged to the appropriate paging zone or overhead speaker system, or both. If the page is unsuccessful because the paging facility is busy with another page, the system waits five seconds and retries the page every five seconds until the paging facility is available or the call park timeout expires, whichever occurs first. If the call park timeout

Attribute	Description
	expires first, the caller hears “The person you have called is not available” followed by the subscriber’s mailbox greeting. If the page is unsuccessful for any other reason, the call is un-parked and the caller hears “The person you have called is not available” followed by the subscriber’s mailbox greeting. While a call is being paged, the system plays the mailbox spoken name and park string, for example “John Doe, 101.” The park string is played in the standard voice prompts, or customized digits, if you recorded them.
Page Type	Select the required paging type facility. The choices are Internal Zone, Overhead Paging, Both or None. The default is none.
Paging Zone	Select the Paging Zone to which the paging announcement will be played. The zones available are zone 1, 2, 3, 4, 5, 6 or All. The default is 1. If the paging type is overhead paging this setting is ignored.
Page Retries	Select the number of page retries to be played to the Page Zone from the box select 0, 1, 2, 3, 4 or 5. The default is 1.
Retry Interval	The retry interval is the number of seconds between paging retries. The range is 5-300 seconds. The default is 15 seconds.
Find Me/Follow Me disabled for Hunt Groups	If a Find Me/Follow Me user is a member of a Hunt Group, enabling this option will stop Hunt Group calls at the FM/FM user’s extension from being forwarded to FM/FM destinations.

7. Click the **Submit** button.
8. The created mailbox will be displayed.

Mailbox Administration •

[Add Mailbox](#) •

[Change/Delete Mailbox](#) •

[Add Many Mailboxes](#) •

[Group Lists](#) •

[Class of Service](#) •

Auto-Attendant •

Custom Call Routing •

Networking •

Contact Center •

Reports •

Configuration •

Operations •

Mailbox List

Name	Number	Type	Commands		
GENERAL_DELIVERY,MB	100	General Delivery	Change	Activity	Reset Password
SYSTEM_MANAGER,MB	102	Administrator	Change	Activity	Reset Password
3,agent	221	Subscriber	Change	Delete	Activity Reset Password
2,agent	222	Subscriber	Change	Delete	Activity Reset Password
info,information	226	Information	Change	Delete	Reset Password
Customer service	231	Subscriber	Change	Activity	Reset Password
Fax	233	Subscriber	Change	Delete	Activity Reset Password
Jenkins,Alan	259	Subscriber	Change	Delete	Activity Reset Password
Sales	300	Subscriber	Change	Activity	Reset Password



9. You can now record the **Spoken (Company) Name** for the mailbox. Click on the **Change** link for the mailbox, to record the spoken name.

Mailbox List

Name	Number	Type	Commands			
GENERAL_DELIVERY,MB	100	General Delivery	Change	Activity	Reset Password	
SYSTEM_MANAGER,MB	102	Administrator	Change	Activity	Reset Password	
3,agent	221	Subscriber	Change	Delete	Activity	Reset Password
2,agent	222	Subscriber	Change	Delete	Activity	Reset Password
info,information	226	Information	Change	Delete		Reset Password
Customer service	231	Subscriber	Change		Activity	Reset Password
Fax	233	Subscriber	Change	Delete	Activity	Reset Password
Jenkins,Alan	259	Subscriber	Change	Delete	Activity	Reset Password
Sales	300	Subscriber	Change		Activity	Reset Password

Note: The spoken (Company) name can also be recorded when initialising a mailbox. Refer to the **Initialising a Mailbox** section of this guide for more information.

10. Click on the **Voice** link and follow the instructions detailed in the **Recording Mailbox Names using CallPilot Manager** section of this guide.

Subscriber Mailbox 259

Extension:
 Last Name:
 First Name:
 Class of Service:
 Find Me/Follow Me:
 Display In Directory: ☒
 Enable Message Waiting: ☒
 Enable Auto-Login: ☐
 Spoken Name: Not Recorded
 Outdial Type: (Line/Pool #)
 Alternate Ext 1:
 Alternate Ext 2:
 Alternate Ext 3:

Recording Mailbox Names using CallPilot Manager

This section describes how to record mailbox Company Directory names, and Group List names using the CallPilot Manager interface on the PC.

For best results, use a telephone that is attached to the same switch as your voicemail system. Avoid using wireless telephones.

1. When displayed, click the **Voice** link. The page you can record greetings and prompts from appears.

https://10.1.1.66 - Review/Edit Voice - Microsoft Internet Explorer

Mailbox Spoken Name - 259

Phone Set:

Connect To:

Changes to the recording are applied ONLY when the SAVE button is pressed BEFORE hanging up.

Play	Stop
Record	Save

Import:

From:

Export:

[Native Encoding](#) [Wav Encoding](#)

Done Internet

2. In the **Connect to** box, type the extension number or telephone number you are using to record the greeting or prompt. For a local extension, just type the extension number. For a telephone number that is not a local extension, type the sequence of digits that dial the telephone number from the voicemail system. For example, you might need to dial 9, the area code, and then the telephone number.
3. Click the **Dial** button.
4. The telephone rings.
5. Pick up the handset. Do not use Handsfree.

6. After the tone, record your prompt.
7. After you finish recording your prompt, click the **Stop** button.
8. To listen to the prompt, click the **Play** button or to save the recording, click the **Save** button.

Note: Do not forget to click **Save** before replacing the receiver, otherwise the recording will be lost.

9. Click the **Close** button and replace your telephone handset.

Adding Many Mailboxes

You can save time by creating multiple mailboxes when you set up CallPilot for the first time, or when you need to add a large number of mailboxes to your system. Adding many mailboxes creates Subscriber mailboxes for the range of extensions that you define. You must use extensions that are not already assigned to mailboxes.

To make the most effective use of adding multiple mailboxes, identify people who need a non-standard Subscriber mailbox. Create these mailboxes individually. Use Add Many Mailboxes to add the remaining mailboxes.

The mailboxes created using Add Many Mailboxes have the following characteristics:

- The mailbox number is the same as the extension number.
- The mailboxes have the same settings for Class of Service, Call Screening, Message Waiting, Outdialing and Display in Directory.
- The mailbox name is taken from the extension names assigned on your system.
- If extension names are not programmed, the mailbox number is used.

Note: A mailbox is not created if:

- A mailbox with the same number already exists.
- The extension is used by another mailbox.
- The extension is identified as a CallPilot voice port.
- There is no phone associated with the extension connected to the system. You must have a phone connected to the system for each mailbox you create.

1. Click the **Mailbox Administration** heading. Click the **Add Many Mailboxes** link. The Add Many Mailboxes screen appears.

Name	Number	Type	Commands		
GENERAL_DELIVERY,MB	100	General Delivery	Change	Activity	Reset Password
SYSTEM_MANAGER,MB	102	Administrator	Change	Activity	Reset Password
Woods,Andre	221	Subscriber	Change	Delete	Activity Reset Password
Sharp,Paul	223	Subscriber	Change	Delete	Activity Reset Password
Fax	225	Fax Overflow	Change	Delete	

2. The Add Many Mailboxes screen appears. Enter the mailboxes ranges to be created and other required parameters and click **Submit**.

Add Many Mailboxes

From Extension:

To Extension:

Class of Service:

Display In Directory: ☒

Enable Message Waiting: ☒

Outdial Type: (Line/Pool #)

Enable Call Screening: ☐

Submit **Cancel**

Add Many Mailboxes Settings

Attribute	Description
From Extension	The first extension that the mailbox will be assigned to.
To Extension	The last extension that the mailbox will be assigned to.
Class Of Service	Class of Service assigned to the mailbox.
Display in Directory	Clear this if you do not want the mailbox owner's name to appear in the Company Directory.
Enable Message Waiting	Clear this if you do not want message notification to appear on the mailbox owner's telephone display.
Outdial Type	Outdial is required for features such as Reply, Off-Premise Notification, Outbound Transfer etc. • select None if you do not want to assign outdialing capabilities • Select Line and type the line number. Line numbers must be between 1-999 for BCM 450 and 1-332 for BCM 50.

Attribute	Description
	- Select Pool and type the line pool number or letter. - Select Route if, for example routing is used to access a PRI line pool.
Enable Call Screening	Select this to assign screened transfers (via the Auto-Attendant) to the mailbox owner

Note: After creating Mailboxes using this method, you may wish to set individual mailbox settings, such as Name, Auto-login, Alt Extension etc.

Initialising a Mailbox

A Subscriber mailbox must be initialised by the mailbox owner before it can receive voice messages. Until a mailbox is initialised, it cannot receive voice messages and any calls that are directed to it are re-routed to the General Delivery Mailbox. Tell subscribers that they will have to change their mailbox password as soon as they initialise their mailbox.

Initialising a mailbox involves:

- Changing the default mailbox Password to a new user Password.
 - Recording the mailbox owner's name in the Company Directory.
1. On a handset, press **F981**.
 2. Log on by following the voice prompts. The default Mailbox password is 0000.
 3. You will be prompted in the display to change your password "**Must change pswd**".
 4. Enter a new password from 4 to 8 digits long that does not start with "0", and press **OK** or #.
 5. Re-enter your new mailbox password and press **OK** or #.
 6. At the tone, record your name in the Company Directory. It is recommended to include your mailbox number in the recording, For example, "Pat Smith, mailbox 5813."
 7. Press **OK** or # to end the recording.
 8. Press **OK** or # to accept the recording or press **PLAY** or **1** to listen to the recording or press **RETRY** or **2** to re-record your name.
 9. Press the **Release** key to end the session.

Recording Primary or Alternate Greetings

Only a Primary mailbox greeting is necessary, but you can record an Alternate mailbox greeting for times when you are out of the office, such as holidays. If you do not record any mailbox greetings, your Company Directory name recording plays to callers who reach your mailbox, followed by the standard system mailbox prompt.

1. On a handset, press **F981**. Follow the voice prompts or the display button options to open your mailbox.
2. Open the Greeting options menu
 - a) If you use the CallPilot interface, press **82**.
 - b) If you use the Norstar Voice Mail interface:
 - i. Press **ADMIN** or **8**.
 - ii. Press **GREET** or **2**.
3. Press **REC** or **1**.
4. Press **PRIME** or **1** to record the Primary greeting or press **ALT** or **2** to record the Alternate greeting.

If you are changing a greeting, the current greeting starts to play. If this is the first time you are recording a greeting, **'Not recorded'** appears briefly.

5. Press **YES** or **1** and record your greeting at the tone.
6. Press **OK** or **#** to end the recording.
7. Press **OK** or **#** to accept the recording or press **PLAY** or **1** to listen to the greeting or press **RETRY** or **2** to re-record the greeting.
8. Press the **Release** key to end the session.

Note: Voicemail initialisation procedures are also outlined in the Voice Messaging Quick Reference cards for both the CallPilot and Norstar interfaces. The reference cards are available from the documentation section of the BCM's Documentation web page, and also the BCM CD.

Viewing and Changing Existing Mailboxes

Once mailboxes have been created they can be viewed and changed in CallPilot Manager by clicking on the **Mailbox Administration** main heading.

From here you can **Change** existing mailbox settings, **Delete** mailboxes, view an **Activity** report for the last 7 days and use the **Reset Password** option.

	Mailbox List			
Mailbox Administration • Add Mailbox • Change/Delete Mailbox • Add Many Mailboxes • Group Lists • Class of Service •	Name	Number	Type	Commands
	GENERAL_DELIVERY,MB	100	General Delivery	Change Activity Reset Password
	SYSTEM_MANAGER,MB	102	Administrator	Change Activity Reset Password
	Drew,David	465	Subscriber	Change Delete Activity Reset Password
	Sharp,Paul	468	Subscriber	Change Delete Activity Reset Password
Auto-Attendant •	Monkhouse,Bob	500	Subscriber	Change Delete Activity Reset Password
Custom Call Routing •	Support,Tech	501	Information	Change Delete Reset Password
	Engineer ,Mobile	502	Subscriber	Change Delete Activity Reset Password

Other Mailbox Types

System Administrator Mailbox

The System Administrator Mailbox:

- is reserved for the System Administrator.
- is created automatically when the system is initialised.
- is where you can send Broadcast Messages from, to all Subscriber mailboxes.

Only the System Administrator can access the System Administrator Mailbox. Remember to check this mailbox for messages.

Default System Administrator Mailbox number and password combinations			
For a mailbox number length of...	the default System Administrator Mailbox number is...	and the default System Administrator Mailbox password is...	so the combined mailbox number and password is...
2	12	0000	120000
3	102	0000	1020000
4	1002	0000	10020000
5	10002	0000	100020000
6	100002	0000	1000020000
7	1000002	0000	10000020000

The default Class of Service for the System Administrator Mailbox is 7. You can change the Class of Service any time.

General Delivery Mailbox

The General Delivery Mailbox is your company mailbox. It is created automatically when the system is initialised for the first time. The General Delivery Mailbox stores messages from callers when the Operator is not available, or from callers who use a rotary dial telephone. Usually the Receptionist or designated Operator checks for messages in the General Delivery Mailbox.

The default Class of Service for the General Delivery Mailbox is 1. You can change the Class of Service any time. The General Delivery Mailbox can receive messages before it is initialised, but you must initialise it before you can retrieve messages from it.

Default General Delivery Mailbox number and password combinations			
For a mailbox number length of...	the default System Administrator Mailbox number is...	and the default System Administrator Mailbox password is...	so the combined mailbox number and password is...
2	10	0000	100000
3	100	0000	1000000
4	1000	0000	10000000
5	10000	0000	100000000
6	100000	0000	1000000000
7	1000000	0000	10000000000

Guest Mailboxes

A Guest mailbox is a Subscriber mailbox without a primary extension. Create Guest mailboxes for people who do not have an operating extension but require a mailbox. A Guest mailbox must be initialised by the mailbox owner before it can receive voice messages.

Guest mailboxes can provide a temporary employee with CallPilot services, give clients access internal messaging and call routing, and let customers leave telephone orders.

When you create Guest mailboxes, assign mailbox numbers that begin with the same digit. This identifies the mailbox type. Create Guest mailbox numbers that begin with a digit that is different from the Subscriber mailbox numbers. For example, if Subscriber mailbox numbers start with two, Guest mailboxes can start with the number four.

Note: To create a Guest Mailbox, follow the same procedure as for Subscriber mailboxes, however you do not need to enter an extension number.
--

Information Mailboxes

Information mailboxes play an informative message to callers who access it. An Information mailbox must be initialised before it can play an information message. Callers cannot leave messages in Information mailboxes.

Information mailboxes do not have operating extensions. They are maintained by the System Administrator or a mailbox owner, who would be responsible for setting the password and maintaining the greeting. The greeting is the message played to callers.

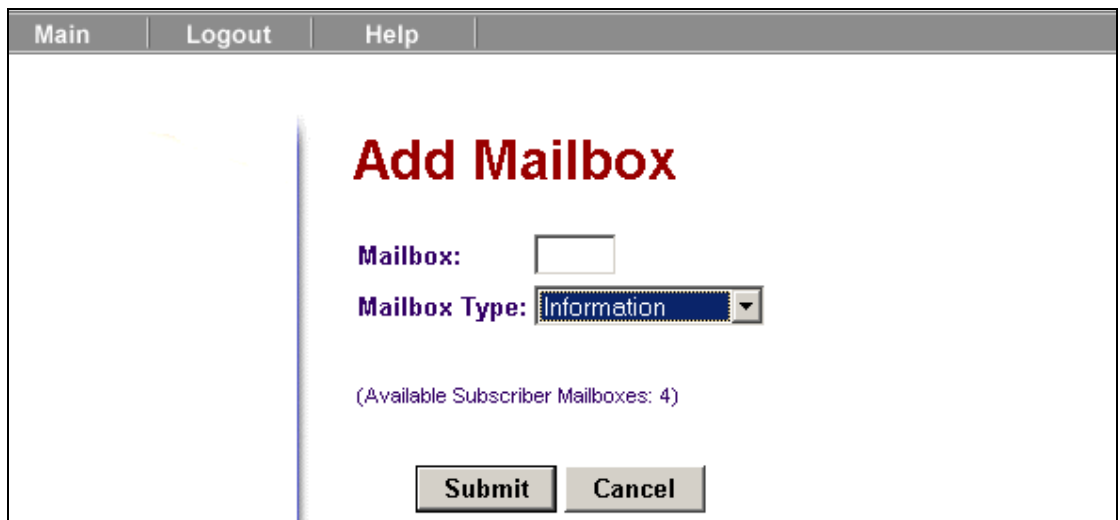
Information Mailboxes can be accessed by callers via a CCR tree, or by transfer from an extension (use F986).

Creating an Information Mailbox

1. Click the **Mailbox Administration** heading.
2. Click the **Add Mailbox** link. The Add Mailbox page appears.

A screenshot of the 'Add Mailbox' form. The title 'Add Mailbox' is in large red font. Below it, there is a label 'Mailbox:' followed by an empty text input box. Below that is a label 'Mailbox Type:' followed by a dropdown menu showing 'Information'. Below the dropdown, it says '(Available Subscriber Mailboxes: 12)'. At the bottom are two buttons: 'Submit' and 'Cancel'.

3. In the **Mailbox** box, type the mailbox number.
4. From the **Mailbox Type** list box, select **Information**. Click the **Submit** button.

A screenshot of the 'Add Mailbox' form within a browser window. The browser window has a menu bar with 'Main', 'Logout', and 'Help'. The form itself is titled 'Add Mailbox' in red. It has a 'Mailbox:' label and an empty text box. Below that is a 'Mailbox Type:' label and a dropdown menu showing 'Information'. Below the dropdown, it says '(Available Subscriber Mailboxes: 4)'. At the bottom are two buttons: 'Submit' and 'Cancel'.

5. The Information mailbox screen appears. Configure the **Information Mailbox** as required (Last/First Name, Class of Service, Display in Directory).

6. Click the **Submit** button.
7. You should now initialise the mailbox (refer to the **Initialising a Mailbox** section of this guide).
8. When you have initialised the mailbox. Logon to the mailbox. Enter **F981** on a telephone handset.
 - a. If the display shows "Log" enter the mailbox number and password and press "ok" or "#".
 - b. If the display states "Pswd" press the * Key, then enter the mailbox number and password then press #.
9. Press **Rec**, and follow the prompts to record the message.

Advanced Mailbox Features

This section details features, functions, and operations that may not be necessary in all situations.

Selecting Primary or Alternate Greetings

If you record a Primary and an Alternate mailbox greeting, you must choose which greeting plays. If you do not choose a greeting, the Primary mailbox greeting plays automatically.

If you choose the Alternate mailbox greeting, you must set whether the mailbox accepts messages. If you choose 'Yes' your mailbox receives messages in the normal way. If you choose No, messages cannot be left in the mailbox.

The Alternate mailbox greeting takes precedence over all other greetings. If a caller presses a button to fast forward the message, they hear a voice prompt that says this is a special greeting. If a caller presses a button to send a fax, the fax goes to the General Delivery Mailbox, not your personal mailbox.

If you choose the Alternate mailbox greeting, remember to change back to the Primary mailbox greeting at the appropriate time.

To choose the Primary or the Alternate greeting to play to callers, use a telephone handset:

1. On a handset, press **F981**. Follow the voice prompts or the display button options on your telephone to open your mailbox.
2. Open the Greeting options menu
 - a) If you use the CallPilot interface, press **82**.
 - b) If you use the Norstar Voice Mail interface:
 - i. Press **ADMIN** or **8**.
 - ii. Press **GREET** or **2**.
3. Press **CHOOSE** or **2** to select a greeting.
4. Press **PRIME** or **1** to select the Primary greeting and go to step 6 or press **ALT** or **2** to select the Alternate mailbox greeting.
5. If you choose the Alternate mailbox greeting, you are asked whether the mailbox can accept messages. Press **CHNG** or **1** to toggle from yes to no or press **OK** or **#** to accept.
6. Press the **Release** key to end the session.

Personal Greetings

If your company subscribes to a CLID service, you can record a Personalised mailbox greeting.

A Personalised mailbox greeting plays only for a person calling from the telephone number that you designate. For the Personalised mailbox greeting to play, the telephone number you enter must match the caller's phone number exactly.

You can record up to three Personalised mailbox greetings, but you can assign each greeting to only one telephone number.

The Personalised greeting would normally take precedence over any other greetings, except where you have chosen to not accept messages when an Alternate greeting is selected. In this case the Alternate greeting takes precedence over any other greeting, including Personalised mailbox greetings.

1. On a handset, press **F981**. Follow the voice prompts or the display button options on your telephone to open your mailbox.
2. Open the Greeting options menu
 - a) If you use the CallPilot interface, press **82**.
 - b) If you use the Norstar Voice Mail interface:
 - i. Press **ADMIN** or **8**.
 - ii. Press **GREET** or **2**.
3. Press **REC** or **1**.
4. Press **PERS** or **3** to record a Personalised mailbox greeting.
5. Enter a Personalised greeting number of **1**, **2**, or **3**.
6. Press **CHNG** or **1**.
7. Enter the phone number (maximum 10 digits) that you are assigning the Personalised mailbox greeting to. Press **OK** or **#** to accept the phone number.
8. At the tone, record the greeting and press **OK** or **#** to end the recording.
9. Press **OK** or **#** to accept the recording or press **PLAY** or **1** to listen to the greeting or press **RETRY** or **2** to rerecord the greeting.
10. Press the **Release** key to end the session.

Assigning a Target Attendant

You can assign a Target Attendant to answer calls transferred from your mailbox. The default Target Attendant for your mailbox is the CallPilot Operator. The Target Attendant can be assigned to any valid extension.

After you assign your Target Attendant, a caller who reaches your mailbox can press 0 to speak with the Target Attendant.

Remember to tell callers in your greetings that if they need assistance they can press 0 to speak to the Operator, for example, *"Please press 0 to speak to my assistant."*

1. On a handset, press **F981**. Follow the voice prompts or the display button options to open your mailbox.
2.
 - a) If you use the CallPilot interface:
 - i) Press **80** to open the Company Directory.
 - ii) Press **ASST** or **1** to open the Target Attendant menu.
 - b) If you use the Norstar Voice Mail interface:
 - i) Press **ADMIN** or **8**.
 - ii) Press **5** to open the Target Attendant menu.
3. Press **CHNG** or **1** to change the Target Attendant. The **Atdt ext: oper** prompt shows that the current attendant is the CallPilot operator.
4. Enter the extension number of the new Target Attendant or press **OPER** or 0 to change the Target Attendant to the CallPilot Operator. The display shows the extension you entered.
5. Press the **Release** key to end the session.

Off-Premise Notification

You can program CallPilot to call you at a phone number, an extension, or a pager when you have a message.

If you program CallPilot to call you at a phone, you are prompted to enter your password before you can listen to your messages.

You can receive notification of a message at a maximum of five different destination numbers.

If the destination type is Phone, you must assign start and stop times so that you are there to receive the call. The start and stop times apply to all five notification numbers.

The recipient of an Off-premise Message Notification call hears the following voice prompt: *"Message for (name of mailbox owner). To log on press 1. If you have received this call by mistake, please press 2."*

NOTE: To enable Off-Premise Notification the following must be checked:

- Outcalling Channels are configured in System Properties (refer to the **System Properties** section of this guide).
- The Mailbox owner is allowed to use this feature, as defined in Class of Service (refer to the **Class of Service** section of this guide).
- Outdial is set up for the Mailbox (refer to the **Adding a Subscriber Mailbox** section of this guide).

To set up Off-premise Message Notification to a phone number:

1. On a handset, press **F981**. Follow the voice prompts or the display button options to open your mailbox.
2.
 - a) If you use the CallPilot interface:
 - i) Press **85** to open the Mailbox Tools.
 - ii) Press **NOTIF** or **2** to open the Off-premise Message Notification menu.
 - b) If you use the Norstar Voice Mail interface:
 - i) Press **ADMIN** or **8**.
 - ii) Press **6** to open the Off-premise Message Notification menu.
3. Press **ADMIN** or **1** to set up Off-premise Message Notification.
4. Press **PHONE** or **1** to choose a phone number destination.
5. Enter the destination phone number and press **OK** or **#**. The destination phone number is a maximum of 30 digits.
6. Press **OK** or **#** to accept the destination phone number. Depending on the Mailbox Outdial type, you may need to enter a digit before the destination phone number. For example, if a PRI pool is accessed by pressing 9 (i.e. by use of Call Routing) then this digit will need to be entered before the destination phone number. This does not apply for regular line pools, as the pool is specified in the Mailbox Outdial settings.

7. Enter the start time for Off-premise Message Notification. This is a four-digit field. You must precede a single-digit hour and minute with a zero.
8. Press **AM** or **1** or **PM** or **2**.
9. Press **OK** or **#** to accept the start time.
10. Enter the time when Off-premise Message Notification is to stop. This is a four digit field. You must precede a single-digit hour and minute with a zero.
11. Press **AM** or **1** or **PM** or **2**.
12. Press **OK** or **#** to accept the stop time.
13. Press **YES** or **1** if you want to set up another destination number or press **NO** or **#** if you do not want to set up another destination number.
14. Press **NEXT** or **#** to accept the start time that you entered or press **CHNG** or **1** to change the start time.
15. Press **NEXT** or **#** to accept the stop time that you entered or press **CHNG** or **1** to change the stop time.
16. Press **OK** or **#** if you want to be notified when you receive a new message or press **CHNG** or **1** if you want to be notified only when you receive an urgent message.
17. Press the **Release** key to end the session.

Outbound Transfer

You can set up Outbound Transfer to transfer a caller who reaches your mailbox to a number that you assign. A caller can use Outbound Transfer from any tone dial telephone, and you can direct your Outbound Transfer calls to any telephone.

You can tell callers about this feature in your greetings. Remember to tell them what number to press to transfer:

- If you use the Norstar Voice Mail interface, tell callers to press 7.
- If you use the CallPilot interface, tell callers to press 9.

Note: To enable Outbound Transfer the following must be checked:

- Outcalling Channels are configured in System Properties (refer to the **System Properties** section of this guide).
- The Mailbox owner is allowed to use this feature, as defined in Class of Service (refer to the **Class of Service** section of this guide).
- Outdial is set up for the Mailbox (refer to the **Adding a Subscriber Mailbox** section of this guide).

1. On a handset, press **F981**. Follow the voice prompts or the display button options to open your mailbox.
2.
 - a) If you use the CallPilot interface:
 - i) Press **80** to open the Mailbox Options.
 - ii) Press **9**.
 - iii) Press **3** to open the Outbound Transfer menu.
 - b) If you use the Norstar Voice Mail interface:
 - i) Press **ADMIN** or **8**.
 - ii) Press **8** to open the Outbound Transfer menu.
3. Press **ADMIN** or **1** to set up Outbound Transfer or if you have previously set up Outbound Transfer press **CHNG**.
4. Press **PHONE** to select an external phone as the destination.
5. Enter the destination phone number and press **OK** or **#**. Depending on the Mailbox Outdial type, you may need to enter a digit before the destination phone number. For example, if a PRI pool is accessed by pressing 9 (i.e. by use of Call Routing) then this digit will need to be entered before the destination phone number. This does not apply for regular line pools, as the pool is specified in the Mailbox Outdial settings.
6. Press **OK** or **#** to accept the destination number.
7. Press **CHNG** or **1** to turn Outbound Transfer on.
8. Press **QUIT** or *****
9. Press the **Release** key to end the session.

Group Lists

Group Lists are lists of Mailboxes assigned to a Group Mailbox number. For example, a Sales department might have all their Mailboxes assigned to Group List 901. If a Mailbox owner wishes to send a message to everyone in "Sales", they will record a message and send it to mailbox 901.

You can create a maximum of 99 Group Lists on your system. Each Group List can contain a maximum of 300 mailboxes and requires:

- The Group List name – maximum 16 characters long.
- The mailbox numbers to include in the group.

After you create a Group List, you can change the mailboxes included in the list, record a new list name, view the Group List, or delete the Group List.

During system installation, a number from 0 to 9 (default 9) is assigned as the Group List leading digit. The default Group List numbers are 901 to 999. If the leading digit is 5, the Group List numbers are 501 to 599. Group List numbers are three digits long.

A mailbox must be initialised before you can add it to a Group List.

1. From the Main CallPilot Manager Main menu, click the **Group Lists** link. The Group Lists page appears.

Name	Number	Type	Commands
GENERAL_DELIVERY,MB	100	General Delivery	Change Activity Reset Password
SYSTEM_MANAGER,MB	102	Administrator	Change Activity Reset Password
Test,Emily	218	Subscriber	Change Delete Activity Reset Password
Sharp,Paul	223	Subscriber	Change Delete Activity Reset Password
Fax	225	Fax Overflow	Change Delete
FaxxxxO	229	Fax Overflow	Change Delete
Mail,Fax	231	Subscriber	Change Delete Activity Reset Password
hhhh	232	Fax On Demand	Change Delete Reset Password
Admin	235	Subscriber	Change Activity Reset Password
250,250	250	Subscriber	Change Delete Activity Reset Password
303,303	303	Subscriber	Change Delete Activity Reset Password
Mc Nicholl,Emily	304	Subscriber	Change Delete Activity Reset Password
Greetin,Greeting	333	Information	Change Delete Reset Password
Sales	400	Subscriber	Change Activity Reset Password

2. If the Fax option is installed, select either **Fax** or **Voice** as the type of Group List you are adding. Click the **Add** button. The created Group List is added to the list.

ID	Name	Type	Commands
901	List901	Voice	Members Change Delete
902		Voice	Add

3. Click on the **Change** link. The Group List Properties page appears.

Group List Properties

Group List ID: 901

Type: Voice

Spoken Name: Not Recorded

Display Name:

4. In the **Display Name** box, type the new Group List name.
5. Click the **Submit** button. The Group Lists page appears.
6. Click the **Members** link. The Members List page appears.

Members List - Voice

Group List 901

Name	Mailbox	Commands
------	---------	----------

- Click the **Add** button. The **Add Members** page appears. Select each mailbox that you want to add to the Group List.

Add Members - Voice

Group List 901

Add	Name	Mailbox
☒	Drew,David	465
☐	Engineer,Mobile	502
☒	Monkhouse,Bob	500
☒	Sharp,Paul	468

- Click the **Submit** button. The Members List page appears, showing the mailboxes you selected.

Members List - Voice

Group List 901

Name	Mailbox	Commands
Drew,David	465	Remove
Monkhouse,Bob	500	Remove
Sharp,Paul	468	Remove

- Click the **Close** button.

Members List - Voice

Group List 901

Name	Mailbox	Commands
Drew,David	465	Remove
Monkhouse,Bob	500	Remove
Sharp,Paul	468	Remove

10. Click the **Change** link followed to view the properties for the Group List.

ID	Name	Type	Commands
901	List901	Voice	Members Change Delete
902		Voice	Add

11. Click the **Voice** button and follow the steps in the **Recording Mailbox Names using CallPilot Manager** section of this guide to record a spoken Group List name from your computer.

Group List Properties

Group List ID: 901

Type: Voice

Spoken Name: Not Recorded

Display Name:

Fax Answering

Fax Answering lets outside callers send faxes to the main site telephone number. Fax Answering is available even if you do not have Fax Keycodes installed on your system.

With Fax Answering enabled, a fax call that is directed to the Auto Attendant or CCR is automatically transferred to a specified extension. The extension is usually a fax machine connected via an Analogue Terminal Adapter (ATA).

To set the Fax properties:

1. Launch CallPilot Manager.

2. Click the Configuration heading. Then select the **Fax Properties** link.

The screenshot shows the 'Configuration' page. The left sidebar has a tree view with the following items: Main, Logout, Help, Mailbox Administration, Auto-Attendant, Custom Call Routing, Networking, Contact Center, Reports, Configuration, and Operations. The 'Configuration' item is expanded, showing sub-items: System Properties, Dialing Translation Properties, Dialing Translation Table, Switch Properties, Fax Properties, and Service Directory Number Table. A red arrow points to the 'Fax Properties' link. The main content area has the heading 'Configuration' and the text 'Please choose a configuration option.'

3. In the **System Extension** field enter the fax extension number. Configure any additional required properties.

The screenshot shows the 'Fax Properties' configuration page. It contains the following fields and options:

- System Extension:** A text input field.
- System Name:** A text input field.
- Number of Retries:** A text input field with the value '3' and a range '(0-99)'.
- Retry Interval:** A text input field with the value '10' and a range '(1-60 minutes)'.
- Cover Page:** A section with three radio buttons:
 - ☐ No Cover Page
 - ☒ Default Cover Page
 - ☐ Custom Cover Page
- Load Custom Cover Page From:** A text input field followed by a 'Browse...' button.
- Submit** and **Cancel** buttons at the bottom.

Note: If the Fax Messaging/ Fax Suite keycode have not been enabled, you will only see the System Extension field.

4. Click the **Submit** button.

Fax Properties Settings

Attribute	Description
System extension	The system fax extension lets callers use the auto send feature on their fax machines to send faxes to the CallPilot system. The Automated Attendant recognizes the fax tone and transfers fax calls to the system extension fax machine for printing. The system extension must be a valid extension. The system extension is not assigned by default. Connect the fax machine to an Analog Telephone port on the system. The system extension is available even if no Fax options are installed at your site. The other properties are available only if you have installed the corresponding fax options.
System Name	Allows you to name the extension if required (i.e. Fax Line) up to 16 characters long.
Number of Retries	Depicts how many retry attempts are acceptable, should the Fax fail to send. The value can be from 0-99 and the default is 3.
Retry Interval	Enter the delay period in between send attempts. This value can be 1-60 minutes, and the default is 10 minutes.
Cover Page	Stipulate whether a cover page is required. The options are: No cover page: does not attach a cover page to Faxes. Default cover page: attaches a generic cover page to any Faxes. Custom cover page: allows you to attach a custom cover page to your faxes.

Dialling Translation

It may be necessary to configure the CallPilot Dialling Translation table to allow a CallPilot user to reply to messages in their mailbox, which have been left by external callers. Dialling Translation relates to the mailbox message Reply feature only.

Note: In order for a mailbox user to be able to reply to a message from an external caller, the mailbox has to be configured with an Outdial method. Refer to the **Subscriber Mailbox Settings** section of this guide for more information concerning Outdial settings.

Note: The Reply feature can only be used to contact external callers if Caller ID has been presented to the BCM (and therefore CallPilot). If the message in the mailbox does not have an attached Caller ID, CallPilot cannot dial the caller.

Examples of Dialling Translation Table Entries

A Dialling Translation Table entry consists of an Input value and a corresponding Output value. It may be necessary to alter the Caller ID number associated to a mailbox message, so that CallPilot can reach the caller.

Example 1 – BCM Uses Call Routing

If the BCM uses Call Routing to access external lines, then CallPilot must be instructed to use the routing digit(s) (destination code(s)) to access the external lines. For example, if the BCM uses the Destination Code “9” to access external lines, this should be entered into the Dialing Translation table as follows:

- Input = 0, Output = 90

The above assumes that all Caller ID numbers are supplied with a preceding 0. This may vary dependant on the Telephony region.

Example 2 – Reply to a Mobile Phone Caller via a Landline

Instead of replying to a mobile phone on their mobile phone, it is possible to instruct CallPilot to dial the caller’s landline. The Dialing Translation table entry could be as follows:

- Input = 0773 256 4312, Output = 0151 426 2580

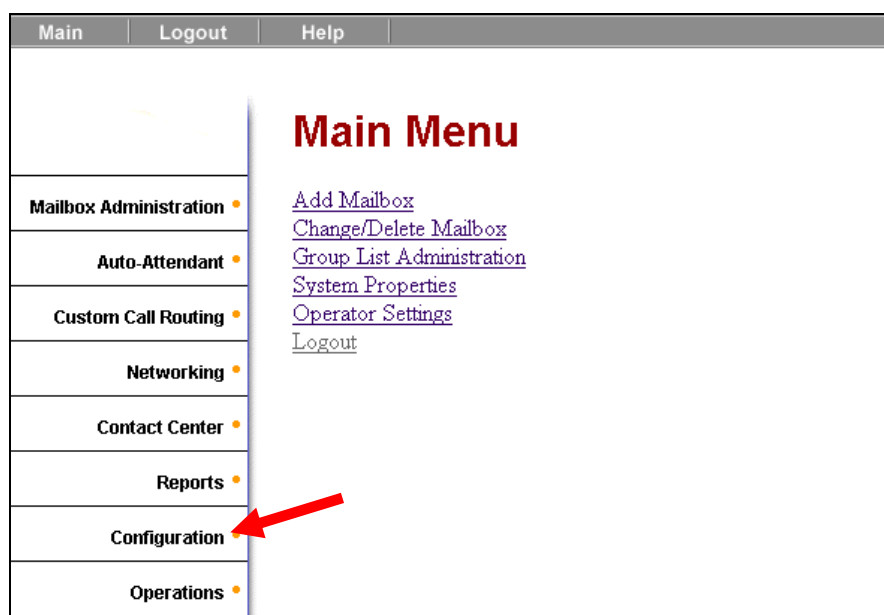
The above example assumes that the mailbox Outdial method is set to Line or Pool, i.e. no routing (Destination Code) digits are required.

Dialing Translation Properties

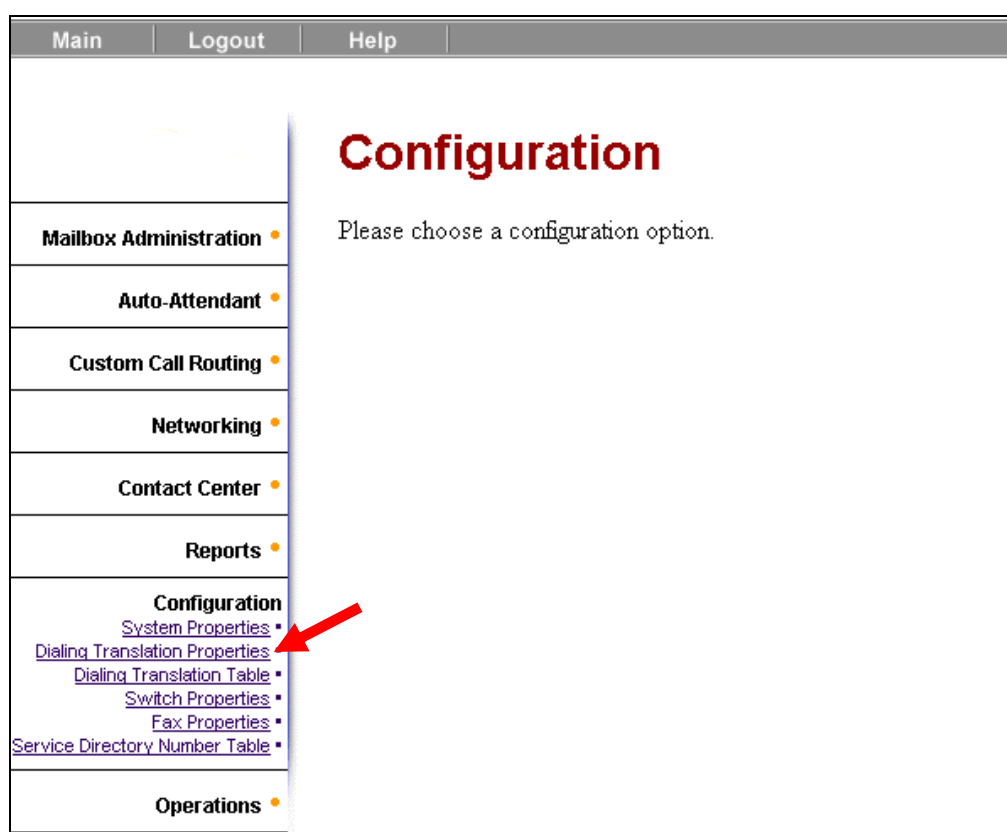
Before configuring the Dialing Translation Table entries, it is necessary to configure the Dialing Translation Properties. At the very least, the Enable Reply Translation feature should be enabled to allow CallPilot to use the Dialing Translation when a mailbox owner replies to a message.

Use the following procedure to set the Dialing Translation Properties.

1. In CallPilot Manager, select the **Configuration** heading.



2. Click on **Dialing Translation Properties**.



3. Configure the Dialling Translation Properties and click **Submit**.

Dialling Translation Properties

Long Distance Access Code:

Area Code:

Access Code:

Enable Reply Translation: ☒

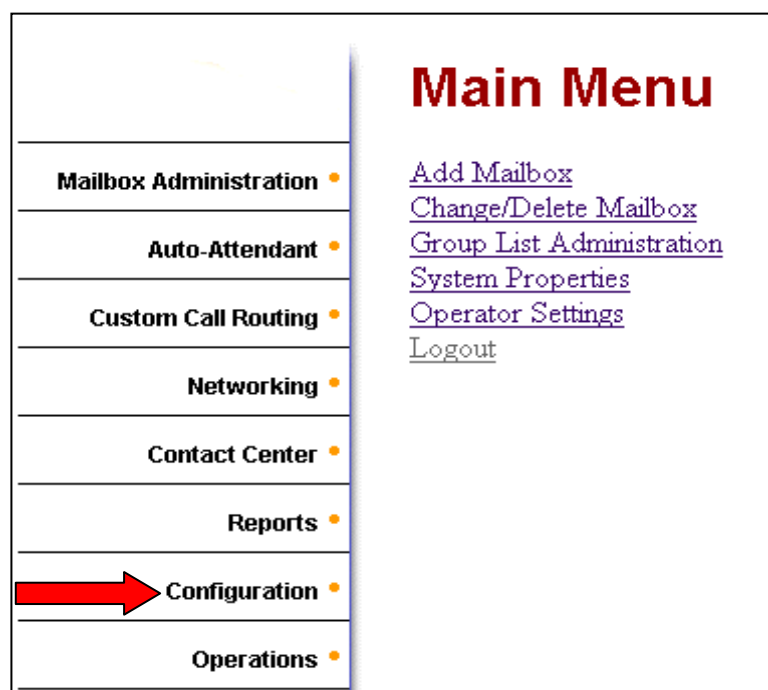
Dialling Translation Properties Settings

Attribute	Description
Long Distance Access Code	This prefix, if specified, is removed from any numbers entered by the subscriber if it is not needed to make the call. This simplifies the creation of the Dialling Translation Table. For North America, set the long distance access code to 1. The default for this parameter is none. The field for this parameter is a maximum of 1 digit.
Area Code	If the phone number entered appears to be missing an area code, an area code is prefixed to the number. The area code is considered missing if the number has fewer than 10 digits. The default for this parameter is none. The field for this parameter is a maximum of 6 digits. If this parameter is set to none, no area code is prefixed to the telephone number.
Access Code	In North America, the access code is usually 9. This number is prefixed to all numbers after Translation to access the local telephone network. If your system is attached directly to CO lines, set the Access Code to none. The default for this parameter is none.
Enable Reply Translation	Enable this to allow CallPilot to use Dialling Translation. If this is not enabled, mailbox owners will have to manually trim the supplied Caller ID number to be able to Reply to the message.

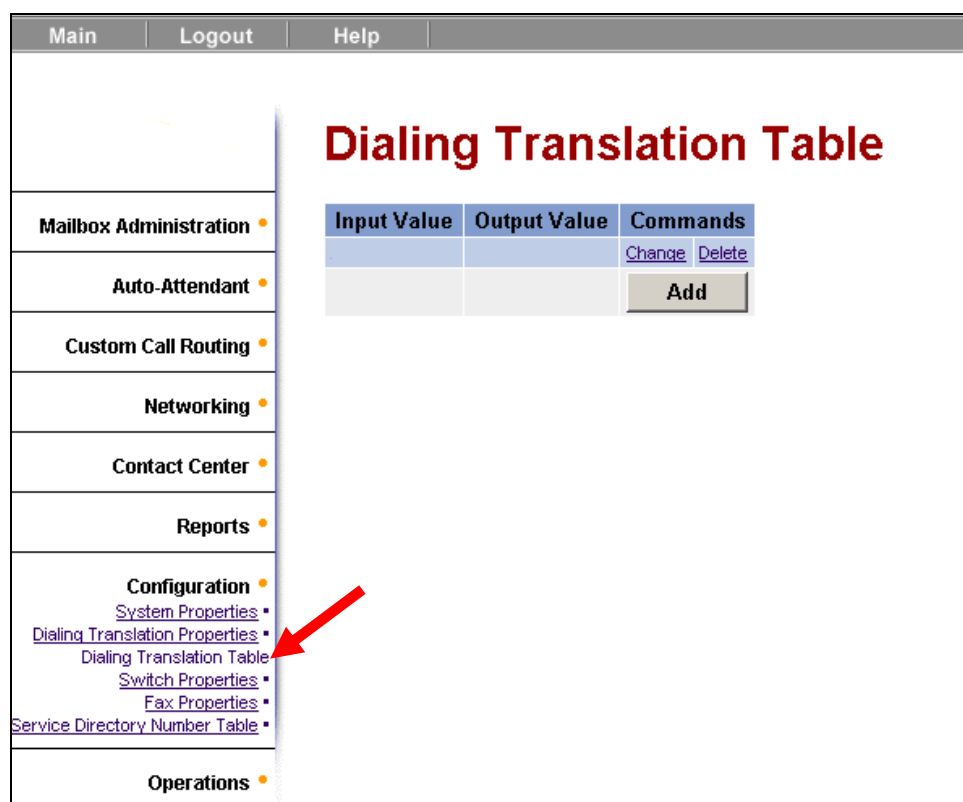
Dialling Translation Table

Use the following procedure to make entries in the Dialling Translation Table.

1. In CallPilot Manager, select the **Configuration** heading.



2. Click on **Dialling Translation Table**.



3. Click on **Add** to make an entry in the table.

Dialing Translation Table

Input Value	Output Value	Commands
		Add

4. Enter an Input value and a corresponding translated Output value, and click **Submit**.

Dialing Translation Setup

Input Value:

Output Value:

5. The entry will appear in the table. Feature Codes.

Dialing Translation Table

Input Value	Output Value	Commands
0*	90*	Change Delete
		Add

Mailbox Manager

Mailbox Manager is a Web based application that can be utilised to manage your CallPilot mailbox online.

You can control Subscriber mailboxes, Information mailboxes, Skillset mailboxes, General Delivery mailbox, and System Administrator mailbox through Mailbox Manager. If you try to access other types of mailboxes, you receive a warning message.

Mailbox Manager can help users manage most of their mailbox functions and settings and it even allows users to select, change and record greetings over the network without having to be at their office.

Once users log in to their mailbox on the network, they are presented with choices for any changes they may wish to make.

The easy-to-use, browser-based interface makes setting up and making changes to features (like Off Premise Message Notification) simple: users just point and click on the options they want and type in the information.

1. Mailbox Manager can be accessed by entering the following in the address bar of your web browser:

- **`https://<BCMIPAddress or Host Name>/MailboxManager`**

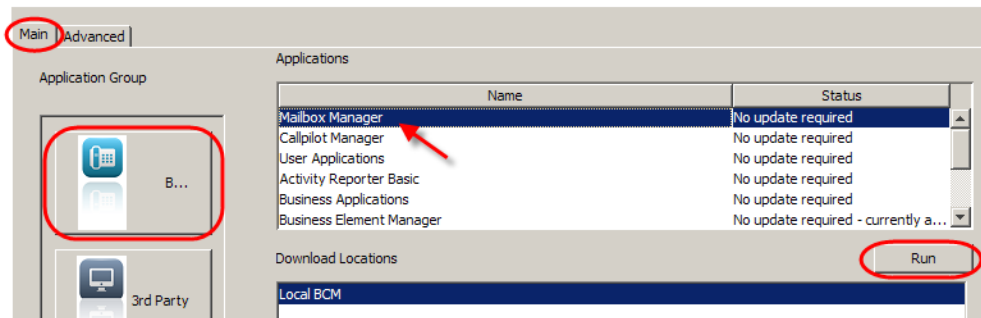


- Alternatively, Mailbox Manager can be launched from Application Launcher. In the **Main** tab, click on the **BCM** button, select **Mailbox Manager** and click on **Run**.

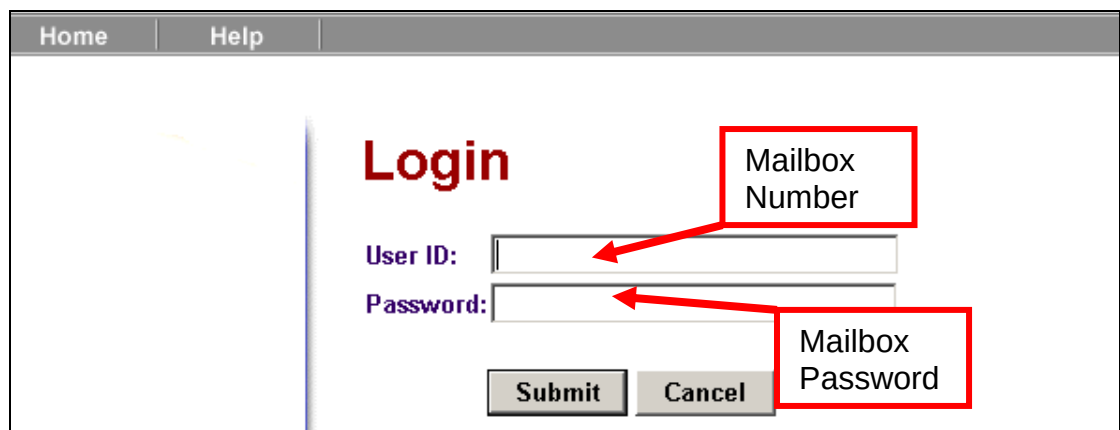
Welcome

to

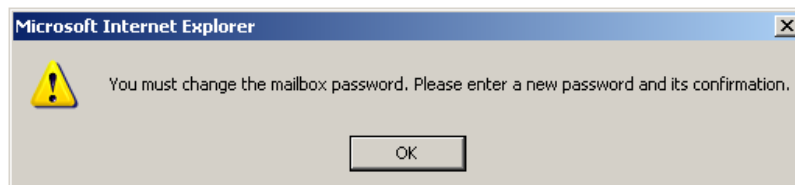
BCM



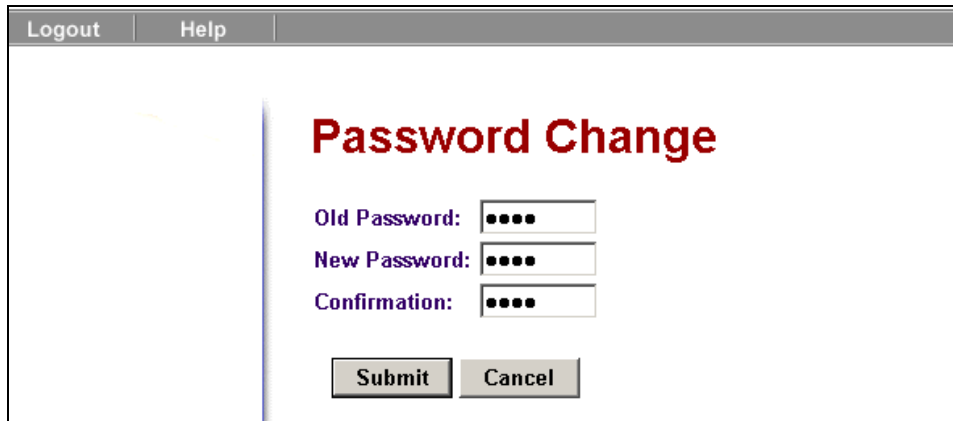
- The Login screen will appear. Enter the mailbox number and password for the mailbox to be configured.



- If the mailbox has not been initialised you will be prompted to enter a new password.

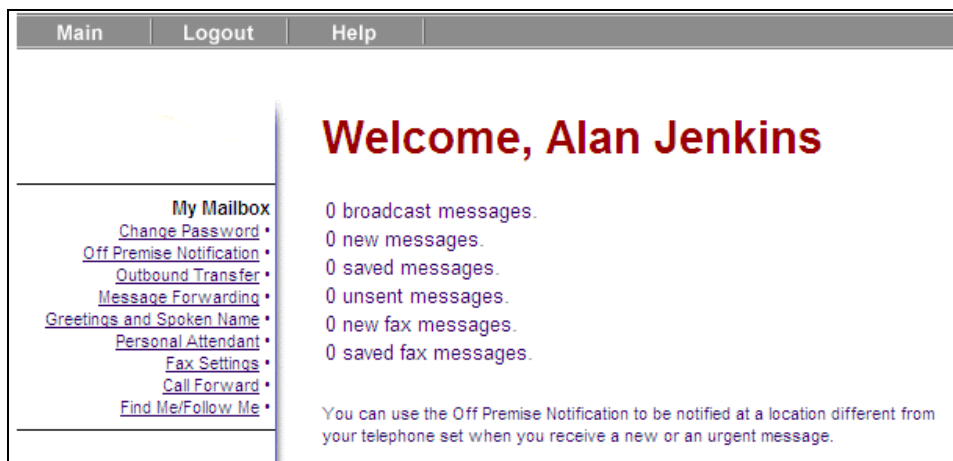


5. Enter the old password. By default the password will be 0000, then enter and confirm the new password. Click **Submit**.



The screenshot shows a web interface with a header bar containing 'Logout' and 'Help' links. The main content area is titled 'Password Change' in large red font. Below the title, there are three input fields: 'Old Password:', 'New Password:', and 'Confirmation:', each followed by a text box with four dots representing masked characters. At the bottom of the form are two buttons: 'Submit' and 'Cancel'.

6. The welcome screen will be displayed for this mailbox.



The screenshot shows a web interface with a header bar containing 'Main', 'Logout', and 'Help' links. The main content area is titled 'Welcome, Alan Jenkins' in large red font. On the left side, there is a sidebar menu titled 'My Mailbox' with several links: 'Change Password', 'Off Premise Notification', 'Outbound Transfer', 'Message Forwarding', 'Greetings and Spoken Name', 'Personal Attendant', 'Fax Settings', 'Call Forward', and 'Find Me/Follow Me'. The main content area displays the following information: '0 broadcast messages.', '0 new messages.', '0 saved messages.', '0 unsent messages.', '0 new fax messages.', and '0 saved fax messages.'. At the bottom, there is a note: 'You can use the Off Premise Notification to be notified at a location different from your telephone set when you receive a new or an urgent message.'

The page also includes the following information about the mailbox:

- The number of broadcast messages. New broadcast messages are in bold characters.
-
- The number of new messages. If one or more are urgent, this is also specified. New messages are in bold characters.
-
- The number of unsent messages for mailboxes using the CallPilot User Interface. Mailboxes using the NVM User Interface do not keep unsent messages.
-
- The number of saved messages.
- The number of new fax messages if the fax keycode was applied. New fax messages are in bold characters.
- The number of saved fax messages if the fax keycode is applied.

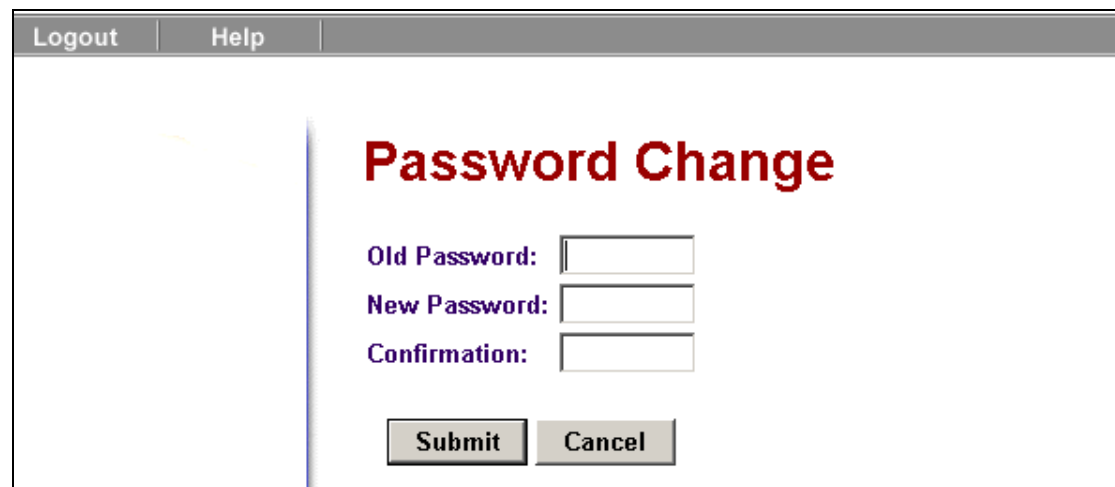
- If an extension is specified for the mailbox, but no telephone set is associated with the extension, a warning message is presented: "There does not appear to be a telephone set associated with your extension. Please contact your system administrator."
- If the telephone is currently forwarded, a warning message is presented: "Your telephone set is currently forwarded."
- If the alternate greeting is selected, you see the message: "Your alternate greeting is currently selected."
- If messages are not accepted (along with the alternate greeting being selected), you see the message: "Messages are NOT being accepted."
- If the mailbox is full, you receive a warning: "Your mailbox is full. Please erase those messages that are not needed."
- If Off Premise Notification is enabled, this message appears: "You can use the Off Premise Notification to be notified at a location different from your telephone set when you receive a new or an urgent message".
- If Outbound Transfer is enabled this message appears: "You can use the Outbound Transfer to allow your callers to reach you at a destination different from your telephone set by the press of a key".

You can change the following features by clicking on the associated link:

The screenshot displays the CallPilot Manager web interface. At the top, there is a navigation bar with links for 'Main', 'Logout', and 'Help'. Below this, a large red heading reads 'Welcome, Alan Jenkins'. To the left, a sidebar menu titled 'My Mailbox' is highlighted with a red box. This menu contains several links: 'Change Password', 'Off Premise Notification', 'Outbound Transfer', 'Message Forwarding', 'Greetings and Spoken Name', 'Personal Attendant', 'Fax Settings', 'Call Forward', and 'Find Me/Follow Me'. The main content area on the right lists message counts: '0 broadcast messages.', '0 new messages.', '0 saved messages.', '0 unsent messages.', '0 new fax messages.', and '0 saved fax messages.'. Below these counts, there are four paragraphs of text, each starting with 'You can use the...' and describing the functionality of 'Off Premise Notification', 'Outbound Transfer', 'Find Me/Follow Me', and 'Message Forwarding' respectively.

Change Password

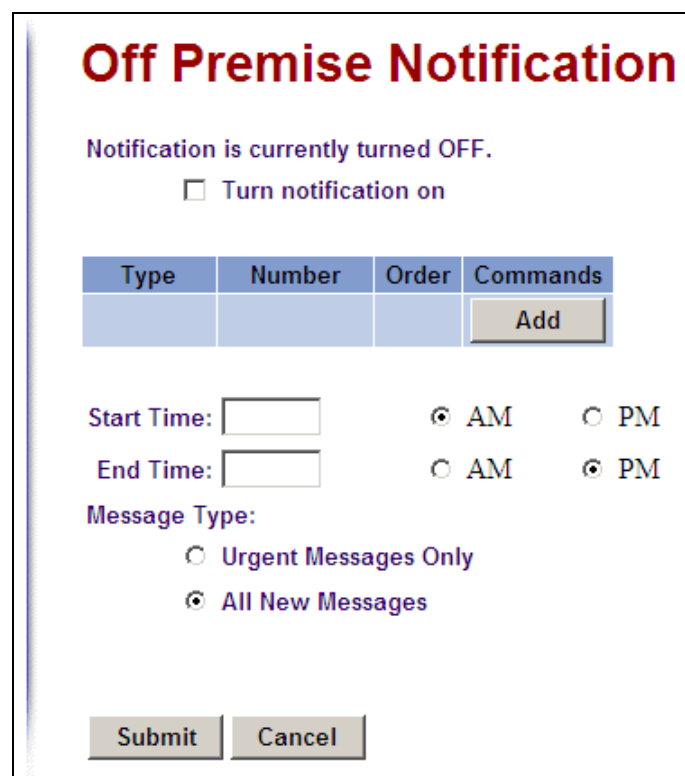
You can change the default mailbox password or change your chosen password.



The screenshot shows a web interface for changing a password. At the top, there is a navigation bar with 'Logout' and 'Help' links. The main heading is 'Password Change' in large red font. Below the heading, there are three input fields labeled 'Old Password:', 'New Password:', and 'Confirmation:'. At the bottom, there are two buttons: 'Submit' and 'Cancel'.

Off Premise Notification

You can set up Off Premise Notification so CallPilot calls you at a phone number, an extension, or a pager when you have a message.



The screenshot shows a web interface for setting up Off Premise Notification. The heading is 'Off Premise Notification' in large red font. Below the heading, it says 'Notification is currently turned OFF.' followed by a checkbox labeled 'Turn notification on'. There is a table with four columns: 'Type', 'Number', 'Order', and 'Commands'. The 'Commands' column has an 'Add' button. Below the table, there are input fields for 'Start Time:' and 'End Time:', each followed by radio buttons for 'AM' and 'PM'. Under 'Start Time:', 'AM' is selected. Under 'End Time:', 'PM' is selected. Below these, there is a section for 'Message Type:' with two radio buttons: 'Urgent Messages Only' and 'All New Messages'. 'All New Messages' is selected. At the bottom, there are two buttons: 'Submit' and 'Cancel'.

Type	Number	Order	Commands
			Add

1. Click **Add** to enter an Off Premise Notification destination.

Type	Number	Order	Commands
			Add

2. Select **Extension**, and enter the extension number in the **Extension** box, or Select **Pager** and enter the pager number in the Pager box.

Note: If you need a telephone number or a pager number to be one of your off premise notification destinations, the mailbox will require an out dialling capability.

3. In the **Pager String** box, enter the pager string. The combined length of the pager number and pager string cannot exceed 29 characters. Alternatively, select **Telephone** to be notified at an external telephone/mobile, and enter the telephone number in the Telephone box.

Note: If you do not have outdialling capabilities for the mailbox to access external lines or routes, the destination must be another extension number. If you have outdialling capabilities, you can choose an extension, a pager, or another telephone as a destination.

Note: When you set up Off Premise Notification, you can add special characters to the destination number. Special characters are pauses or other dialing instructions that you can add if they are required to access the network or a destination number. Two of these characters are “P” (or p) and “D” (or d). A “P” is a four second pause and a “D” is a pause to recognize dial tone and is two seconds in length. For example, 9P5554726. The 9 is for an external number, the P is a four second pause, and 5554726 is the external phone number.

4. Click **Submit**.
5. Select the **Turn notification on** check box.

Type	Number	Order	Commands
Phone	901244865253		Change Delete
			Add

Start Time: ☒ AM ☐ PM

End Time: ☐ AM ☒ PM

Message Type:

☐ Urgent Messages Only

☒ All New Messages

[Submit](#) [Cancel](#)

6. In the **Start Time** box, enter the start time for the Off Premise Notification. Enter the time in the HH:MM format. For example, 06:15. Select either AM or PM. These buttons do not appear if your system uses a 24-hour clock. In the **End Time** box, enter the end time for the Off Premise Notification. Enter the time in the HH:MM format. For example 11:30.

Start Time:

End Time:

7. Select either **Urgent Messages Only** or **All New Messages**.

Message Type:

☐ Urgent Messages Only

☒ All New Messages

8. Click **Submit**. The Off Premise Notification page reloads with the new Off Premise Notification information.

Outbound Transfer

You can set up Outbound Transfer to transfer a caller, who reaches your mailbox, to a telephone number or extension that you assign.

Outbound Transfer

☐ **Extension:**

☐ **Telephone:**

For telephone numbers, you can enter any digits from 0 to 9 as well as * for a star, # for the number sign, P for Timed Pause and D for a pause to recognize Dial Tone.

☐ **Allow Callers to reach you at the Outbound Destination you specified.**

Submit **Cancel**

1. Select **Extension** or select **Telephone**. In the **Extension** box, enter the extension number or in the **Telephone** box, enter the telephone number.

☐ **Extension:**

☐ **Telephone:**

For telephone numbers, you can enter any digits from 0 to 9 as well as * for a star, # for the number sign, P for Timed Pause and D for a pause to recognize Dial Tone.

Note: If callers need to be transferred to an external telephone number, please ensure that out-dialling capability is enabled for the mailbox.

2. Select the **Allow Callers to reach you at the Outbound Destination you specified** check box.

☐ **Allow Callers to reach you at the Outbound Destination you specified.**

3. Click **Submit**.

Message Forwarding

You can configure the system to forward any voicemail messages to an external email address through the message forwarding feature.

Message Forwarding Settings

Attribute	Description
Enable Message Forwarding	You <u>must</u> tick this box to enable the Message Forwarding service.
Email Address	Depending on the CallPilot Manager configuration, users will either see a read only Email address, or a field where they can enter an Email address for forwarding purposes. If available, enter a destination e-mail address for mailbox messages.
Attachment	Select the attachment type(s) you wish to receive in the forwarded message, ensuring that your Email device can play WAV files, or view TIF files as required.
Message Type	Select the type of messages to forward, All New Messages or just the ones flagged as Urgent.
Original Message	None - (default) the original message remains unchanged in your CallPilot mailbox. The Message Waiting Indicator (MWI) on your telephone remains lit (announcing the new message).
	Mark as read when received by the recipient - the original message remains in your CallPilot mailbox. After your e-mail

	server receives the forwarded e-mail message, the MWI on your telephone goes out. This option works only if the e-mail server to which the message is forwarded supports delivery status notifications.
	Mark as read when opened by the recipient - the original message remains in your CallPilot mailbox. After you open the forwarded e-mail message, the MWI on your telephone goes out. This option works only if the e-mail server to which the message is forwarded supports read receipt capability.
	Delete when received by the recipient - after your e-mail server receives the forwarded e-mail message, the original message is deleted from your CallPilot mailbox and the MWI on your telephone goes out. This option works only if the e-mail server to which the message is forwarded supports delivery status notifications.
	Delete when opened by the recipient - after you open the forwarded e-mail message, the original message is deleted from your CallPilot mailbox and the MWI on your telephone goes out. This option works only if the e-mail server to which the message is forwarded supports read receipt capability.
Current Signature	This field displays your e-mail signature, allowing you to automatically attach this to the forwarded e-mail message. When you leave a message (for another Message Forwarding user) your signature is attached to the message that is sent to their e-mail address (as a <i>.Txt file</i>). You could add your contact details to a signature, making it easier for others to get in touch once they have received your message. The default setting is <i>None</i> . You can enter your e-mail signature in the <i>Add Signature Line</i> text box. A signature can be a maximum of 1024 characters long, and spread across several lines of text if required. This is an <u>optional</u> field.
Remove Current Signature	This option only appears if you have previously stored a signature.

For more information on Message Forwarding, please refer to the ***Message Forwarding Guide***.

Greetings and Spoken Name

You can record the mailbox name, primary and alternate greetings, and up to three personalized greetings.

The screenshot shows a web interface titled "Greetings and Spoken Name". At the top are navigation links: "Main", "Logout", and "Help". The main content area includes the following sections:

- Spoken Name:** A status indicator "Recorded" and a "Voice..." button.
- Standard Greetings:**
 - Primary Greeting:** Status "Not Recorded", with a "Voice..." button.
 - Alternate Greeting:** Status "Not Recorded", with a "Voice..." button.
 - A checkbox labeled "Do Not Accept Messages".
- Personalized Greetings:**

A descriptive text: "A personalized greeting plays to callers based on the caller's telephone number. CallPilot recognizes the incoming telephone number and plays the corresponding Personalized greeting. Personalized Greetings are available if your company subscribes to Caller ID from your local telephone company."

 - Greeting 1:** Status "Not Recorded", with a "Voice..." button. Below it is a "Phone Number:" text input field, a checkbox for "Remove Personalized Greeting 1", and a "Voice..." button.
 - Greeting 2:** Status "Not Recorded", with a "Voice..." button. Below it is a "Phone Number:" text input field, a checkbox for "Remove Personalized Greeting 2", and a "Voice..." button.
 - Greeting 3:** Status "Not Recorded", with a "Voice..." button. Below it is a "Phone Number:" text input field, a checkbox for "Remove Personalized Greeting 3", and a "Voice..." button.

At the bottom of the form are "Submit" and "Cancel" buttons.

1. The **Voice** button can be selected against the greeting that you wish to record. From this page the greetings can be recorded or imported.

The screenshot shows a web browser window with the address "https://10.1.1.66 - Nortek: Review/Edit Voice - Microsoft Internet Explorer". The page title is "Mailbox Spoken Name - 259".

The main content area includes the following sections:

- Phone Set:**

Instructions: "Enter the extension number or the telephone number of the phone set you want to use to record, then press **Dial**. When the phone set rings, pick up the handset. Press the **Record** button below. You can start recording after you hear the tone. When you have finished recording, press the **Stop** button. To hear what you have just recorded, press the **Play** button. To save it, press the **Save** button."

A "Connect To:" text input field is followed by "Dial" and "Hang Up" buttons.

A note: "Changes to the recording are applied ONLY when the SAVE button is pressed BEFORE hanging up."

Buttons: "Play", "Stop", "Record", and "Save".
- Import:**

Instructions: "To import a pre-recorded file, enter the name of the file including its path, then press the **Import** button. You can import .wav and 711 files. See help for further details regarding .wav files. You can choose to locate the file using the **Browse** button."

A "From:" text input field is followed by a "Browse..." button.

A "Send" button is located below the input field.

At the bottom of the page are "Close" and "Help" buttons.

2. Enter the extension number or the telephone number of the phone set you want to use to record, then press **Dial**.

Connect To:		Dial	Hang Up
--------------------	----------------------	-------------	----------------

3. When the phone set rings, pick up the handset. Press the **Record** button. You can start recording after you hear the tone.



4. When you have finished recording, press the **Stop** button.



5. To save it, press the **Save** button.



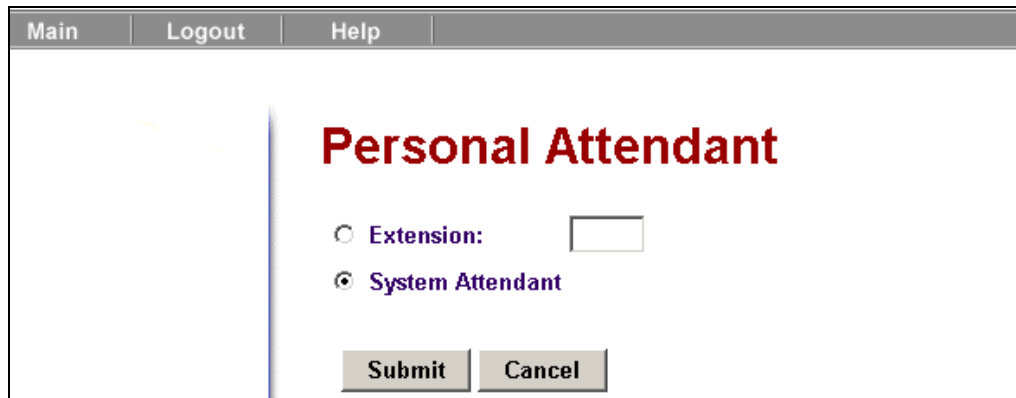
6. To import a pre-recorded file, enter the name of the file including its path (or **Browse** to the file), then press the **Send** button. You can import .wav and 711 files.

From:	C:\Documents and Settings\edwardj\My Documents\prompt	Browse...
Send		

Personal Attendant

You can configure your voice mail to direct calls to the system attendant (default) or personal attendant when a caller is instructed to press 0 from your mailbox greeting.

1. Select **Extension** and enter the extension number or select **System Attendant**. Click **Submit**.



The screenshot shows a web interface with a navigation bar at the top containing 'Main', 'Logout', and 'Help'. The main content area has a title 'Personal Attendant' in large red font. Below the title, there are two radio button options: 'Extension:' followed by a text input field, and 'System Attendant' which is selected. At the bottom, there are two buttons: 'Submit' and 'Cancel'.

Fax

If the fax messaging keycode is applied you can pre-set a destination where your faxes are printed.

1. Select **Extension** and enter the extension number or select **Telephone** and enter the telephone number.



The screenshot shows a web interface with a navigation bar at the top containing 'Main', 'Logout', and 'Help'. The main content area has a title 'Fax Preset Destination' in large red font. Below the title, there are two radio button options: 'Extension:' followed by a text input field, and 'Telephone:' followed by a longer text input field. Below these options, there is a note: 'For telephone numbers, you can enter any digits from 0 to 9 as well as * for a star, # for the number sign, P for Timed Pause and D for a pause to recognize Dial Tone.' At the bottom, there are two buttons: 'Submit' and 'Cancel'.

Note: If you need the fax pre-set destination to be an external telephone number, please ensure that out dialling capability is allowed for the mailbox.

2. Click **Submit**.

Call Forward

You can forward your telephone to automatically direct calls to your mail box.

1. Select the **Forward Calls To Voicemail** check box.

Call Forward

☐ **Forward Calls To Voicemail**

☒ **Display Caller Information**

Select the "Display Caller Information" setting to see the name or number of the person leaving a message in your mailbox on your telephone display screen. To answer the call once the caller has reached your voicemail, you can use the F987 feature.

Submit **Cancel**

2. If you forward your telephone to voice mail, you can have the option to display caller information on your screen when the call goes to voice mail. Select the **Display Caller Information** check box, if required. This allows you to select which calls you want to retrieve with F987.

☐ **Forward Calls To Voicemail**

☒ **Display Caller Information**

3. Click **Submit**.

Find Me/Follow Me

Find Me/Follow Me allows calls received on your desk phone to be broadcast/forwarded to external telephone numbers.

Find Me/Follow Me

Schedule List

ID	Schedule Name	Day	Start Time	End Time	Commands
1					Change
2					Change
3					Change
4					Change
5					Change

External Destination List

ID	Schedule Name	External Destination	Calling Delay Time	Max Ring Time	Commands
1	Always	---	0	30	Change
2	Always	---	0	30	Change
3	Always	---	0	30	Change
4	Always	---	0	30	Change
5	Always	---	0	30	Change

Close **Help**

There are two tables displayed on the Find Me/Follow Me page:

- **Schedule List**; defines the times when the Find Me/Follow Me feature should be active on the BCM.
- **External Destination List**; allows 5 individual destination numbers to be entered, each associated to a specific schedule or the “Always” schedule, whereby the destination number will always be rung when the primary phone is rung.

For more information on this feature, please refer to the ***Find Me/Follow Guide***.

Silent Record a Call

Silent Record a Call enables a mailbox user to enter a feature code (F989) and record the current telephone conversation they are having with another party. The recording can be announced along with a recording tone, or silent recording can be invoked.

Note: Silent Record a Call is a call recording method with distinct configuration and usage procedures to the Professional Call Recording feature. Professional Call Recording is not described in this guide. Please refer to the ***Professional Call Recording Guide*** for more information on this feature.

1. To determine whether silent or non-silent record call is utilised login to Element Manager and select the **Configuration** tab and open the **Telephony** folder followed by **Global Settings** folder and select **Advanced Feature Settings** link. The **Silent Monitor** settings will be displayed on the right of the screen.

The screenshot displays the 'Task Navigation Panel' on the left and the 'Advanced Feature Settings' configuration page on the right. In the navigation panel, the 'Telephony' folder is expanded, and 'Advanced Feature Settings' is selected. The main configuration area is titled 'Advanced Feature Settings' and contains several sections:

- System Wide Call Appearances Control:** Includes a dropdown for 'Auto-associate SWCA key to call:' set to 'Manually - while parked', and checkboxes for 'Invoke SWCA parking by Hold:' and 'Include I/C calls when auto-associating:'.
- ONN Blocking:** Includes dropdowns for 'Tone:', 'Pulse:', and 'BRI:' all set to '141'.
- Silent Monitor:** This section is highlighted with a red box. It contains:
 - 'Monitoring mode:' dropdown set to 'Non silent'.
 - 'Number of SM sets:' text box containing the value '5'.
 - 'SM password:' text box containing '*****'.
- Call Log Space:** Includes a 'Reset Logs' button.

- a. **Silent** - Choose Silent if you the recording to take place without a recording tone to play.
- b. **Non silent** - Choose Non silent if you want the Agent and the Caller to hear a conference tone when recording is due to commence.

Note: This is a global setting that will also affect Hunt Group Monitoring. Refer to the **Telephony Services Guide** for more information.

Within the mailbox Class of Service there are options available for the record call facility. The options include settings that determine whether the recording is **Announced** or **Silent**. If **Announced** is selected the caller and mailbox owner will hear an audible prompt to state that recording will take place. If **Silent** is selected then no recording prompt will be played.

There are also options within Element Manager to determine where the recorded call will be saved. As an alternative to saving the recording in the mailbox itself, the recording can be saved to a centralised SFTP destination. When an SFTP folder is defined as a storage location on the network, these storage locations must be on an SCP server. The BCM supports OpenSSH 3.7.

Silent Record a Call and the Mailbox Class of Service.

1. To view the options for the **Silent Record a Call** facility select the **Class of Service** to which the mailbox will be assigned.
2. Select the **Change** link. In this example Class of Service 1 has been selected.

Main

Logout

Help

Class of Service

Mailbox Administration

Add Mailbox

Change/Delete Mailbox

Add Many Mailboxes

Scope Lists

Class of Service

Auto-Attendant

Custom Call Routing

Networking

Contact Center

Reports

Configuration

Operations

Parameters

COS ID	Name	Max. Msg Time (Min), (1-180)	Max. Msg Length (Min), (1-60)	Msg retention Period (Day), (1-365), Demo purge	Max. Greeting Length (Min), (1-30)	Enable Off-premise Notification / Remote Notification	Retry Intervals (Min), 1-120	Max. Number of Attempts (1-20)	Enable Outbound Transfer	Max. Incorrect Password Attempts	Password Expiry (Days), (0-365), 0=never expire	Enable Networking	Enable Personal Attendant	Record a Call	Recorded Call SFTP Destination	Prompt Language	User Interface Style	Command
1		15	3	30	1	Yes	5	3	Yes	9	90	Yes	Yes	Disabled	None	Primary	NVM	Change
2		15	3	30	1	Yes	5	3	Yes	9	90	Yes	Yes	Disabled	None	Alternate	NVM	Change
3		15	7	0	1	Yes	10	5	Yes	9	90	Yes	Yes	Disabled	None	Primary	NVM	Change
4		15	7	0	1	Yes	10	5	Yes	9	90	Yes	Yes	Disabled	None	Alternate	NVM	Change
5		5	3	7	1	No	15	7	No	6	60	No	No	Disabled	None	Primary	NVM	Change
6		5	3	7	1	No	15	7	No	6	60	No	No	Disabled	None	Alternate	NVM	Change
7		20	2	15	10	Yes	30	9	Yes	4	30	Yes	Yes	Disabled	None	Primary	NVM	Change
8		20	2	15	10	Yes	30	9	Yes	4	30	Yes	Yes	Disabled	None	Alternate	NVM	Change
9		10	3	365	1	Yes	5	3	Yes	9	90	Yes	Yes	Disabled	None	Primary	NVM	Change
10		10	3	365	1	Yes	5	3	Yes	9	90	Yes	Yes	Disabled	None	Alternate	NVM	Change
11		30	7	60	2	No	10	5	No	9	90	No	No	Disabled	None	Primary	NVM	Change
12		30	7	60	2	No	10	5	No	9	90	No	No	Disabled	None	Alternate	NVM	Change
13		120	10	90	3	Yes	15	7	Yes	6	60	Yes	Yes	Disabled	None	Primary	NVM	Change
14		120	10	90	3	Yes	15	7	Yes	6	60	Yes	Yes	Disabled	None	Alternate	NVM	Change
15		120	2	45	5	Yes	30	9	Yes	4	30	Yes	Yes	Disabled	None	Primary	NVM	Change
16		120	2	45	5	Yes	30	9	Yes	4	30	Yes	Yes	Disabled	None	Alternate	NVM	Change

3. The **Class of Service** will be displayed.

Class of Service 1

Name:	
Max Mailbox Msg Time:	15 (1-180 minutes)
Max Message Length:	3 (1-60 minutes)
Message Retention Period :	30 (1-365 days,0=don't purge)
Max Greeting Length:	1 (1-30 minutes)
Enable Off-premise Msg Notification/ Remote Notification:	☒
Retry Intervals:	5 (1-120 minutes)
Max Number of Attempts:	3 (1-20)
Enable Outbound Transfer:	☒
Max Incorrect Password Attempts:	9 (4-20)
Password Expiry:	90 (0-365 days,0=never expire)
Enable Networking:	☒
Enable Personal Target Attendant:	☒
Record-a-call:	Disabled
(Please note that Silent Recording may be illegal in certain jurisdictions - please consult your legal advisor before turning on this feature)	
Recorded Call SFTP Destination:	None
Prompt Language:	Primary
User Interface Style:	CallPilot
Enable Message Forwarding:	☒
Enable Find Me/Follow Me:	☒
Enable Find Me/Follow Me User Configuration:	☒
Max Find Me/Follow Me Calls Per Set:	1

- From the **Record a Call** drop down box select whether the recording will be **Announced** or **Silent**.

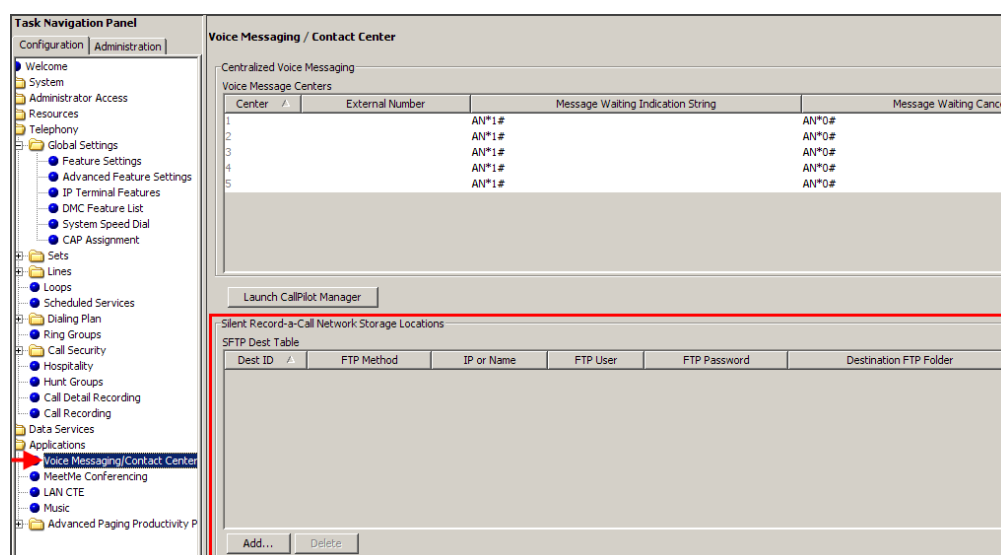
Class of Service 1

Name:	
Max Mailbox Msg Time:	15 (1-180 minutes)
Max Message Length:	3 (1-60 minutes)
Message Retention Period :	30 (1-365 days,0=don't purge)
Max Greeting Length:	1 (1-30 minutes)
Enable Off-premise Msg Notification/ Remote Notification:	☒
Retry Intervals:	5 (1-120 minutes)
Max Number of Attempts:	3 (1-20)
Enable Outbound Transfer:	☒
Max Incorrect Password Attempts:	9 (4-20)
Password Expiry:	90 (0-365 days,0=never expire)
Enable Networking:	☒
Enable Personal Target Attendant:	☒
Record-a-call:	Disabled Disabled Announced Silent None (Please note that Silent Recording may be illegal in some jurisdictions - please consult your legal advisor before turning on this feature)
Recorded Call SFTP Destination:	None
Prompt Language:	Primary
User Interface Style:	CallPilot
Enable Message Forwarding:	☒
Enable Find Me/Follow Me:	☒
Enable Find Me/Follow Me User Configuration:	☒
Max Find Me/Follow Me Calls Per Set:	1

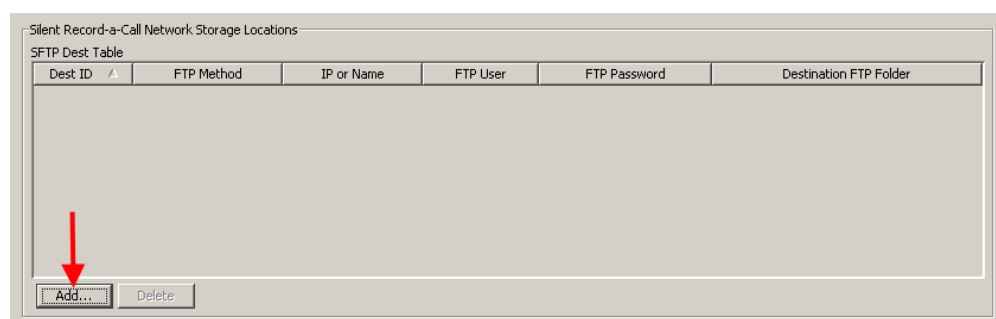
- When Record-a-Call has been enabled, F989 recorded calls will be left in the user's mailbox as a standard message. If SFTP destinations have been configured (refer to the **Adding an External Network Location for the Silent Record-a-Call Facility** section of this guide) they can be selected from the **Recorded Call SFTP Destination** drop-down list. Only the Destination IDs configured will be listed. If an SFTP Destination is selected, calls will also be sent to these destinations as well as in the user's mailbox.
- Click the **Submit** button when finished. Ensure any mailbox owner wishing to use Record-a-Call has the appropriate Class of Service assigned.

Adding an External Network Location for the Silent Record a Call Facility.

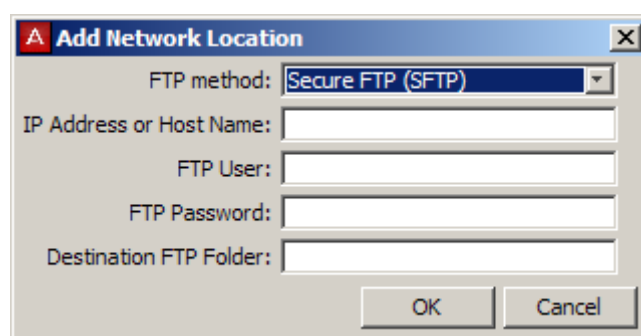
1. From within Element Manager open the **Applications** folder and select the **Voice Messaging/Contact Center** link. The **Silent Record a Call Network Storage Locations** settings will be displayed on the right of the screen.



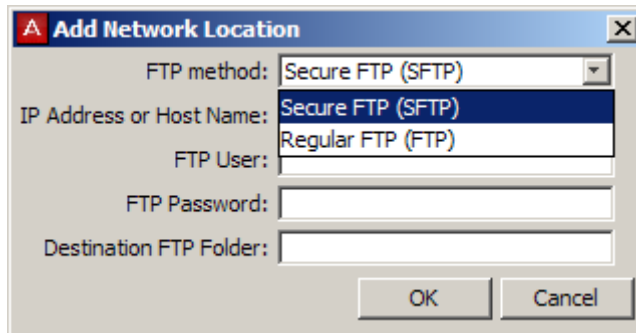
2. Click the **Add** button.



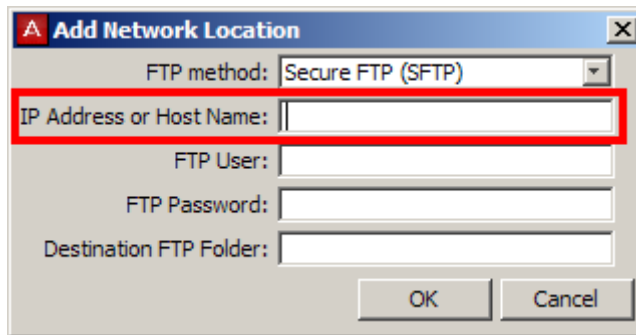
3. The **Add Network Location** dialog box will be displayed.



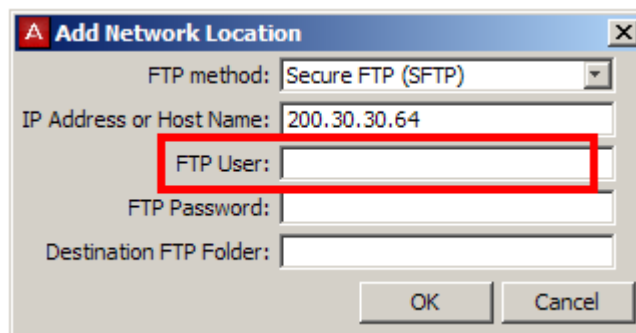
4. From the **FTP Method** drop down box select Secure FTP or regular FTP. The default is Secure FTP (SFTP).



5. In the **IP Address or Host Name** field enter IP Address or valid Host Name of the FTP or SFTP server where the recordings will be transferred (.WAV format).



6. In the **FTP User** field enter the user name that is required to login to the specified FTP or SFTP server.



7. In the **FTP Password** field enter the password required to login to the specified FTP or SFTP server. Note that this setting is not required when using SFTP.

Add Network Location

FTP method: Secure FTP (SFTP)

IP Address or Host Name: 200.30.30.64

FTP User: Brian

FTP Password:

Destination FTP Folder:

OK Cancel

8. You will be prompted to confirm the password you have entered.

Confirm Password

Please type again to confirm the password:

OK Cancel

9. In the **Destination FTP Folder** field enter the folder / directory on the specified FTP or SFTP server where the recorded files will be transferred.

Add Network Location

FTP method: Secure FTP (SFTP)

IP Address or Host Name: 200.30.30.64

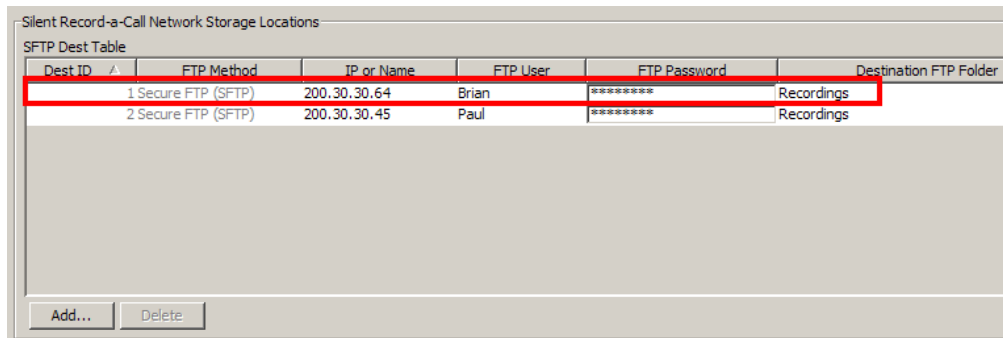
FTP User: Brian

FTP Password: *****

Destination FTP Folder:

OK Cancel

10. The destination will now be added to the SFTP Dest Table as a Destination ID. The Destination ID (e.g. 1 or 2) can be selected when configuring SFTP in Class of Service.



Voicemail Feature Codes

This table shows the Voicemail feature codes that can be used at a handset.

Feature code name	Dialpad buttons	Description
Leave Message	F980	Leaves a message in a mailbox. No password is required.
Open Mailbox	F981	Opens your mailbox to play your messages and to access mailbox options.
Operator Settings	F982	Access to Operator Settings
CallPilot Administration	F983	Access to CallPilot Manager Programming via a handset
Call Forward	F984	Forwards incoming calls to your mailbox
CallPilot extension	F985	Displays the CallPilot extension number on your phone.
Transfer	F986	Transfers calls to a mailbox on the CallPilot system.
Interrupt	F987	Intercepts a caller who is listening to your mailbox greeting or leaving a message.
Name Dialling	F988	Lets you dial calls by searching the Company Directory.
Record a Call	F989	Records a call and stores it in your mailbox.

Avaya Documentation Links

- [CallPilot Manager Set Up and Operation Guide](#)
- [CallPilot Programming Record](#)
- [Quick Reference Card \(NVM interface\)](#)
- [Quick Reference Card \(CP interface\)](#)
- [Quick Reference Card \(NVM interface\) – Remote Users](#)
- [Quick Reference Card \(CP interface\) – Remote Users](#)
- [Find Me/Follow Me – Administration Guide](#)
- [Find Me/Follow Me – User Guide](#)