

Part No. P0941757 04

# **CallPilot**

## **Programming Record**

**NORTEL**  
**NETWORKS™**



# About the CallPilot Programming Record

Use this guide to record how you program your CallPilot Mini, CallPilot 150 or Business Communications Manager 2.5 system. You can also use this guide as a reference when you make changes to CallPilot programming.

This guide includes:

- a list of programming tasks for setting up your CallPilot system
- tables you can use to record CallPilot programming
- tables you can use to record CallPilot Fax and Message Networking programming, if you have these options installed. To record Call Center programming use the *Nortel Networks Call Center Set Up and Operation Guide*
- system defaults for CallPilot Mini, CallPilot 150 and Business Communications Manager 2.5

| For these programming tasks                                                                                                                                                                                                                                                  | refer to                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|
| Record Greetings                                                                                                                                                                                                                                                             | <a href="#">"CallPilot Greetings" on page 6</a>             |
| Set up the Greeting Tables: <ul style="list-style-type: none"> <li>• record custom Automated Attendant Menu prompt or use default</li> <li>• assign Greetings</li> <li>• assign Greeting Table features</li> <li>• assign business hours for each day of the week</li> </ul> | <a href="#">"Greeting Tables" on page 7</a>                 |
| Assign lines answered by CallPilot                                                                                                                                                                                                                                           | <a href="#">"CallPilot line answering" on page 8</a>        |
| Enter custom Class of Service values                                                                                                                                                                                                                                         | <a href="#">"Class of Service" on page 9</a>                |
| Record Mailbox values                                                                                                                                                                                                                                                        | <a href="#">"Mailboxes" on page 10</a>                      |
| Create Group Lists                                                                                                                                                                                                                                                           | <a href="#">"Voice Group Lists" on page 11</a>              |
| Create a Caller ID Routing Table                                                                                                                                                                                                                                             | <a href="#">"Caller ID Routing Table" on page 12</a>        |
| Design CCR Tree nodes                                                                                                                                                                                                                                                        | <a href="#">"CCR Trees" on page 13</a>                      |
| Create CCR Trees                                                                                                                                                                                                                                                             | <a href="#">"CCR Tree programming template" on page 14</a>  |
| Set Dialing Translation parameters                                                                                                                                                                                                                                           | <a href="#">"Dialing Translation parameters" on page 15</a> |
| Record Dialing Translation Table entries                                                                                                                                                                                                                                     | <a href="#">"Dialing Translation Table" on page 15</a>      |
| Record Restrictions and Permissions (CallPilot Mini only)                                                                                                                                                                                                                    | <a href="#">"Restriction Permission List" on page 16</a>    |
| Assign return to Automated Attendant setting                                                                                                                                                                                                                                 | <a href="#">"Automated Attendant settings" on page 17</a>   |
| Assign CallPilot system settings                                                                                                                                                                                                                                             | <a href="#">"CallPilot system settings" on page 17</a>      |
| Assign Operator settings and Business Status                                                                                                                                                                                                                                 | <a href="#">"Operator and Business Status" on page 17</a>   |

| For these CallPilot Message Networking tasks | refer to                                                   |
|----------------------------------------------|------------------------------------------------------------|
| Create Digital Networking sites              | <a href="#">“Digital Networking site table” on page 18</a> |
| Create AMIS sites                            | <a href="#">“AMIS site table” on page 19</a>               |
| Set up AMIS Call Blocking periods            | <a href="#">“AMIS Call Blocking periods” on page 20</a>    |
| Create Network Site Mailboxes                | <a href="#">“Network Site Mailboxes” on page 21</a>        |
| Create Network AMIS mailboxes                | <a href="#">“Network AMIS mailboxes” on page 22</a>        |

| For these CallPilot Fax tasks  | refer to                                             |
|--------------------------------|------------------------------------------------------|
| Create Fax Overflow mailboxes  | <a href="#">“Fax Overflow mailboxes” on page 23</a>  |
| Create Fax On Demand mailboxes | <a href="#">“Fax On Demand mailboxes” on page 24</a> |
| Create Fax Group Lists         | <a href="#">“Fax Group Lists” on page 25</a>         |

| For these CallPilot defaults | refer to                                                                                                                                                                                                                                                                                                     |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Class of Service             | <a href="#">“Class of Service default values” on page 26</a>                                                                                                                                                                                                                                                 |
| CallPilot system properties  | <a href="#">“System properties” on page 27</a><br><a href="#">“Feature codes” on page 27</a><br><a href="#">“Line answering” on page 27</a><br><a href="#">“Greeting Tables” on page 28</a><br><a href="#">“Automated Attendant” on page 28</a><br><a href="#">“Operator and Business Status” on page 28</a> |



**Note:** Make copies of the pages as required.

Use these tables to assist you with CallPilot programming.  
To use these tables:

- Determine which options apply to your system.
- Refer to the task and page number shown on page 3.
- Decide if you want to change or keep a default setting. The defaults are shown in **bold**.
- If you change the default, write information in the space provided, or circle an option.

## Customer information

|                              |                           |
|------------------------------|---------------------------|
| <b>Customer/Company:</b>     | <b>Installation date:</b> |
| <b>Address:</b>              | <b>Notes:</b>             |
|                              |                           |
|                              |                           |
|                              |                           |
| <b>Telephone:</b>            |                           |
| <b>System Administrator:</b> |                           |

## Pre-installation

|                                                |  |
|------------------------------------------------|--|
| <b>Number of mailboxes to be installed</b>     |  |
| <b>Number of external lines to be answered</b> |  |

## Unit Address and Identification

|                        |  |
|------------------------|--|
| <b>IP Address</b>      |  |
| <b>Subnet Mask</b>     |  |
| <b>Primary DNS</b>     |  |
| <b>Secondary DNS</b>   |  |
| <b>Default Gateway</b> |  |

**Note:** This table does not apply to a Business Communications Manager system.

## CallPilot Greetings

[illegible]

# Greeting Tables

|                        |   |   |   |   |
|------------------------|---|---|---|---|
| Greeting Table number: | 1 | 2 | 3 | 4 |
|------------------------|---|---|---|---|

|                       | Morning         | Afternoon       | Evening         | Non-business    |
|-----------------------|-----------------|-----------------|-----------------|-----------------|
| Greeting Used         |                 |                 |                 |                 |
| CCR Tree              |                 |                 |                 |                 |
| <b>Business hours</b> |                 |                 |                 |                 |
| Monday                | ____:____ am pm | ____:____ am pm | ____:____ am pm | ____:____ am pm |
| Tuesday               | ____:____ am pm | ____:____ am pm | ____:____ am pm | ____:____ am pm |
| Wednesday             | ____:____ am pm | ____:____ am pm | ____:____ am pm | ____:____ am pm |
| Thursday              | ____:____ am pm | ____:____ am pm | ____:____ am pm | ____:____ am pm |
| Friday                | ____:____ am pm | ____:____ am pm | ____:____ am pm | ____:____ am pm |
| Saturday              | ____:____ am pm | ____:____ am pm | ____:____ am pm | ____:____ am pm |
| Sunday                | ____:____ am pm | ____:____ am pm | ____:____ am pm | ____:____ am pm |

**Note:** Enter times in hh:mm format.  
Circle a.m. or p.m. if you use a 12-hr clock.

| Custom Automated Attendant Menu |  |
|---------------------------------|--|
| Primary Language prompt         |  |
| Alternate Language prompt       |  |

| Table options              |                          |
|----------------------------|--------------------------|
| Target Attendant extension |                          |
| Language preference        | <b>Primary</b> Alternate |
| Menu Repeat Key            |                          |

**Note:** For more information about CCR programming, refer to [“CCR Trees” on page 13](#) and [“CCR Tree programming template” on page 14](#).

[illegible]



## Class of Service

You can edit Class of Service values if you use CallPilot Manager. Use this table to record Class of Service values. For the default Class of Service values refer to [“Class of Service default values” on page 26](#).

| Class of Service                        | 1 | 2  | 3  | 4  | 5  | 6  | 7  | 8  |
|-----------------------------------------|---|----|----|----|----|----|----|----|
| Name                                    |   |    |    |    |    |    |    |    |
| Max Mailbox Message time (in minutes)   |   |    |    |    |    |    |    |    |
| Max Message Length (in minutes)         |   |    |    |    |    |    |    |    |
| Message Retention Period (in days)      |   |    |    |    |    |    |    |    |
| Max Greeting Length (in minutes)        |   |    |    |    |    |    |    |    |
| Enable Off-premise Message Notification |   |    |    |    |    |    |    |    |
| Retry Intervals (in minutes)            |   |    |    |    |    |    |    |    |
| Max Number of Attempts                  |   |    |    |    |    |    |    |    |
| Enable Outbound Transfer                |   |    |    |    |    |    |    |    |
| Max Incorrect Password Attempts         |   |    |    |    |    |    |    |    |
| Password Expiry (in days)               |   |    |    |    |    |    |    |    |
| Enable Networking*                      |   |    |    |    |    |    |    |    |
| Enable Personal Target Attendant        |   |    |    |    |    |    |    |    |
| Enable Call Record                      |   |    |    |    |    |    |    |    |
| Prompt Language                         |   |    |    |    |    |    |    |    |
| User Interface Style                    |   |    |    |    |    |    |    |    |
| Restriction Permission List             |   |    |    |    |    |    |    |    |
| Class of Service                        | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| Name                                    |   |    |    |    |    |    |    |    |
| Max Mailbox Message time (in minutes)   |   |    |    |    |    |    |    |    |
| Max Message Length (in minutes)         |   |    |    |    |    |    |    |    |
| Message Retention Period (in days)      |   |    |    |    |    |    |    |    |
| Max Greeting Length (in minutes)        |   |    |    |    |    |    |    |    |
| Enable Off-premise Message Notification |   |    |    |    |    |    |    |    |
| Retry Intervals (in minutes)            |   |    |    |    |    |    |    |    |
| Max Number of Attempts                  |   |    |    |    |    |    |    |    |
| Enable Outbound Transfer                |   |    |    |    |    |    |    |    |
| Max Incorrect Password Attempts         |   |    |    |    |    |    |    |    |
| Password Expiry (in days)               |   |    |    |    |    |    |    |    |
| Enable Networking*                      |   |    |    |    |    |    |    |    |
| Enable Personal Target Attendant        |   |    |    |    |    |    |    |    |
| Enable Call Record                      |   |    |    |    |    |    |    |    |
| Prompt Language                         |   |    |    |    |    |    |    |    |
| User Interface Style                    |   |    |    |    |    |    |    |    |
| Restriction Permission List             |   |    |    |    |    |    |    |    |



|                                   |  |
|-----------------------------------|--|
| Group List number* (901 to 999)   |  |
| Spoken name                       |  |
| Display name (maximum 16 letters) |  |

[illegible]

\* The Group List leading digit can be changed from the default of 9. This can be done during initialization or by the System Administrator.

Caller ID Routing Table

| Telephone number |                |          |
|------------------|----------------|----------|
| Destination type | Greeting Table |          |
|                  | Extension      |          |
|                  | Mailbox        |          |
|                  | CCR            | CCR Tree |
|                  |                | Path     |

| Telephone number |                |          |
|------------------|----------------|----------|
| Destination type | Greeting Table |          |
|                  | Extension      |          |
|                  | Mailbox        |          |
|                  | CCR            | CCR Tree |
|                  |                | Path     |

| Telephone number |                |          |
|------------------|----------------|----------|
| Destination type | Greeting Table |          |
|                  | Extension      |          |
|                  | Mailbox        |          |
|                  | CCR            | CCR Tree |
|                  |                | Path     |

| Telephone number |                |          |
|------------------|----------------|----------|
| Destination type | Greeting Table |          |
|                  | Extension      |          |
|                  | Mailbox        |          |
|                  | CCR            | CCR Tree |
|                  |                | Path     |

| Telephone number |                |          |
|------------------|----------------|----------|
| Destination type | Greeting Table |          |
|                  | Extension      |          |
|                  | Mailbox        |          |
|                  | CCR            | CCR Tree |
|                  |                | Path     |

# CCR Trees

| CCR Tree number                                                                            | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8                   | Enabled: | Y | N |
|--------------------------------------------------------------------------------------------|----------------------|---|---|---|---|---|---|---------------------|----------|---|---|
| <b>Home node type</b><br><br>Menu<br><br>Information                                       | Primary message      |   |   |   |   |   |   |                     |          |   |   |
|                                                                                            | Alternate message    |   |   |   |   |   |   |                     |          |   |   |
| <b>Fax On Demand</b><br><br>(available if you have the<br>CallPilot Fax option<br>enabled) | Primary message      |   |   |   |   |   |   |                     |          |   |   |
|                                                                                            | Alternate message    |   |   |   |   |   |   |                     |          |   |   |
|                                                                                            | Call method: one two |   |   |   |   |   |   | Line or pool number |          |   |   |
| <b>Mailbox number</b>                                                                      |                      |   |   |   |   |   |   |                     |          |   |   |
| <b>Transfer</b>                                                                            | Internal             |   |   |   |   |   |   | Extension #         |          |   |   |
|                                                                                            | External             |   |   |   |   |   |   | Line or pool #      |          |   |   |
|                                                                                            |                      |   |   |   |   |   |   | Telephone #         |          |   |   |

**Destination** applies to Mailbox and Information nodes

Previous

Home

Disconnect

# CCR Tree programming template

Use this template to design CCR Trees. Each box represents a node on the CCR Tree. To use this template:

- in the boxes record the Path number, node type and Greeting. Node can be Menus, Information, Mailbox or Transfer
- for Menu and Information nodes, record a description in the box
- draw lines between the boxes to form the Paths
- Use the table "CCR Tree programming template" on page 14 to record the details for each node

| CCR Tree number | Home Menu |
|-----------------|-----------|
|                 |           |

| Path      |
|-----------|
| Node type |
|           |

| Path      |
|-----------|
| Node type |
|           |

| Path      |
|-----------|
| Node type |
|           |

| Path      |
|-----------|
| Node type |
|           |

| Path      |
|-----------|
| Node type |
|           |

| Path      |
|-----------|
| Node type |
|           |

| Path      |
|-----------|
| Node type |
|           |

| Path      |
|-----------|
| Node type |
|           |

| Path      |
|-----------|
| Node type |
|           |

| Path      |
|-----------|
| Node type |
|           |

| Path      |
|-----------|
| Node type |
|           |

| Path      |
|-----------|
| Node type |
|           |



## Restriction Permission List

The Restriction Permission List is available for CallPilot Mini only.

A list can have up to 100 Restrictions and 100 Permissions. A Restriction or Permission can be a maximum of 26 digits.

[illegible]



## Automated Attendant settings

|                               |      |          |              |
|-------------------------------|------|----------|--------------|
| Return to Automated Attendant | Y    | N        |              |
| Touchtone Gate                | None | Standard | Custom _____ |

## CallPilot system settings

|                                 |            |   |           |   |      |   |   |   |   |
|---------------------------------|------------|---|-----------|---|------|---|---|---|---|
| Max Outcalling Channels         | 1          | 2 | 3         | 4 | 5    | 6 | 7 | 8 |   |
| Enable Voicemail                | Y          | N |           |   |      |   |   |   |   |
| Enable Group List               | Y          | N |           |   |      |   |   |   |   |
| Group List Leading Digit        | 1          | 2 | 3         | 4 | 5    | 6 | 7 | 8 | 9 |
| Enable External Initialization  | Y          | N |           |   |      |   |   |   |   |
| Make Directory Available        | Y          | N |           |   |      |   |   |   |   |
| Enable General Delivery Mailbox | Y          | N |           |   |      |   |   |   |   |
| Enable Bilingual                | Y          | N |           |   |      |   |   |   |   |
| Primary Language                |            |   |           |   |      |   |   |   |   |
| Secondary Language              |            |   |           |   |      |   |   |   |   |
| Canadian Pronunciation          | Y          | N |           |   |      |   |   |   |   |
| Directory Search By             | First name |   | Last name |   | Both |   |   |   |   |
| Enable Outdialing               | Y          | N |           |   |      |   |   |   |   |
| Line number                     |            |   |           |   |      |   |   |   |   |
| Pool number                     |            |   |           |   |      |   |   |   |   |
| Route code                      |            |   |           |   |      |   |   |   |   |
| Enable CallPilot User Interface | Y          | N |           |   |      |   |   |   |   |
| Name Prefix                     |            |   |           |   |      |   |   |   |   |
| Special Prefix                  |            |   |           |   |      |   |   |   |   |
| Country                         |            |   |           |   |      |   |   |   |   |
| Companding Law                  | M-Law      |   | A-Law     |   |      |   |   |   |   |
| Time Zone                       |            |   |           |   |      |   |   |   |   |

## Operator and Business Status

|                                     |                          |
|-------------------------------------|--------------------------|
| Password <b>OPERATOR (67372867)</b> |                          |
| Answer lines                        | Y                      N |
| Receptionist or Operator extension  |                          |

\*\* These settings are usually changed by the receptionist or Operator on a daily basis.

# CallPilot options

## Digital Networking site table

Use this table to record the properties for the Digital Networking sites you create.

|                    |          |
|--------------------|----------|
| Site name          |          |
| Site prefix        |          |
| Host name (FQDN)   |          |
| Mailbox prefix     |          |
| Site name recorded | Y      N |
| Site name          |          |
| Site prefix        |          |
| Host name (FQDN)   |          |
| Mailbox prefix     |          |
| Site name recorded | Y      N |
| Site name          |          |
| Site prefix        |          |
| Host name (FQDN)   |          |
| Mailbox prefix     |          |
| Site name recorded | Y      N |
| Site name          |          |
| Site prefix        |          |
| Host name (FQDN)   |          |
| Mailbox prefix     |          |
| Site name recorded | Y      N |
| Site name          |          |
| Site prefix        |          |
| Host name (FQDN)   |          |
| Mailbox prefix     |          |
| Site name recorded | Y      N |

## AMIS site table

Use this table to record the properties for the AMIS sites you create.

|                               |                                          |
|-------------------------------|------------------------------------------|
| Site name                     |                                          |
| Site prefix                   |                                          |
| Site name recorded            | Y      N                                 |
| Destination site phone number |                                          |
| Outdial route                 | Line number<br>Pool number<br>Route code |
| Site name                     |                                          |
| Site prefix                   |                                          |
| Site name recorded            | Y      N                                 |
| Destination site phone number |                                          |
| Outdial route                 | Line number<br>Pool number<br>Route code |
| Site name                     |                                          |
| Site prefix                   |                                          |
| Site name recorded            | Y      N                                 |
| Destination site phone number |                                          |
| Outdial route                 | Line number<br>Pool number<br>Route code |
| Site name                     |                                          |
| Site prefix                   |                                          |
| Site name recorded            | Y      N                                 |
| Destination site phone number |                                          |
| Outdial route                 | Line number<br>Pool number<br>Route code |

# AMIS Call Blocking periods

Use this table to record your AMIS Call Blocking periods.

| Day       | Period | Call Blocking time from | Call Blocking time to |
|-----------|--------|-------------------------|-----------------------|
| Monday    | 1      |                         |                       |
|           | 2      |                         |                       |
|           | 3      |                         |                       |
|           | 4      |                         |                       |
| Tuesday   | 1      |                         |                       |
|           | 2      |                         |                       |
|           | 3      |                         |                       |
|           | 4      |                         |                       |
| Wednesday | 1      |                         |                       |
|           | 2      |                         |                       |
|           | 3      |                         |                       |
|           | 4      |                         |                       |
| Thursday  | 1      |                         |                       |
|           | 2      |                         |                       |
|           | 3      |                         |                       |
|           | 4      |                         |                       |
| Friday    | 1      |                         |                       |
|           | 2      |                         |                       |
|           | 3      |                         |                       |
|           | 4      |                         |                       |
| Saturday  | 1      |                         |                       |
|           | 2      |                         |                       |
|           | 3      |                         |                       |
|           | 4      |                         |                       |
| Sunday    | 1      |                         |                       |
|           | 2      |                         |                       |
|           | 3      |                         |                       |
|           | 4      |                         |                       |

## Network Site Mailboxes

Use this table to record the details of the Network Site Mailboxes you create.

|                                   |     |
|-----------------------------------|-----|
| Network Site Mailbox number       |     |
| Network Site Mailbox name         |     |
| Include in Directory              | Y N |
| Mailbox Name recorded             | Y N |
| Destination Site Prefix           |     |
| Destination Remote Mailbox number |     |
| Network Site Mailbox number       |     |
| Network Site Mailbox name         |     |
| Include in Directory              | Y N |
| Mailbox Name recorded             | Y N |
| Destination Site Prefix           |     |
| Destination Remote Mailbox number |     |
| Network Site Mailbox number       |     |
| Network Site Mailbox name         |     |
| Include in Directory              | Y N |
| Mailbox Name recorded             | Y N |
| Destination Site Prefix           |     |
| Destination Remote Mailbox number |     |
| Network Site Mailbox number       |     |
| Network Site Mailbox name         |     |
| Include in Directory              | Y N |
| Mailbox Name recorded             | Y N |
| Destination Site Prefix           |     |
| Destination Remote Mailbox number |     |

## Network AMIS mailboxes

Use this table to record the details of the Network AMIS mailboxes you create.

|                               |                                          |
|-------------------------------|------------------------------------------|
| Network AMIS mailbox number   |                                          |
| Network AMIS mailbox name     |                                          |
| Include in Directory          | Y N                                      |
| Mailbox name recorded         | Y N                                      |
| Outdial*                      | Line number<br>Pool number<br>Route code |
| Destination site phone number |                                          |
| Network AMIS mailbox number   |                                          |
| Network AMIS mailbox name     |                                          |
| Include in Directory          | Y N                                      |
| Mailbox name recorded         | Y N                                      |
| Outdial*                      | Line number<br>Pool number<br>Route code |
| Destination site phone number |                                          |
| Network AMIS mailbox number   |                                          |
| Network AMIS mailbox name     |                                          |
| Include in Directory          | Y N                                      |
| Mailbox name recorded         | Y N                                      |
| Outdial*                      | Line number<br>Pool number<br>Route code |
| Destination site phone number |                                          |

\* does not apply to CallPilot Mini

## Fax Overflow mailboxes

|                              |  |
|------------------------------|--|
| Mailbox number               |  |
| Fax machine extension number |  |
| Mailbox name                 |  |
| Spoken name                  |  |
| Fax retries (1-99)           |  |
| Fax interval (1-60 min)      |  |
| Mailbox number               |  |
| Fax machine extension number |  |
| Mailbox name                 |  |
| Spoken name                  |  |
| Fax retries (1-99)           |  |
| Fax interval (1-60 min)      |  |
| Mailbox number               |  |
| Fax machine extension number |  |
| Mailbox name                 |  |
| Spoken name                  |  |
| Fax retries (1-99)           |  |
| Fax interval (1-60 min)      |  |
| Mailbox number               |  |
| Fax machine extension number |  |
| Mailbox name                 |  |
| Spoken name                  |  |
| Fax retries (1-99)           |  |
| Fax interval (1-60 min)      |  |
| Mailbox number               |  |
| Fax machine extension number |  |
| Mailbox name                 |  |
| Spoken name                  |  |
| Fax retries (1-99)           |  |
| Fax interval (1-60 min)      |  |

## Fax On Demand mailboxes

|                                 |                                          |   |          |   |   |   |   |   |
|---------------------------------|------------------------------------------|---|----------|---|---|---|---|---|
| <b>Mailbox number</b>           |                                          |   |          |   |   |   |   |   |
| <b>Mailbox name</b>             |                                          |   |          |   |   |   |   |   |
| <b>Class of Service</b>         |                                          |   |          |   |   |   |   |   |
| <b>Display in Directory</b>     | Y                                        | N |          |   |   |   |   |   |
| <b>Spoken name</b>              |                                          |   |          |   |   |   |   |   |
| <b>Outdial type</b>             | Line number<br>Pool number<br>Route code |   |          |   |   |   |   |   |
| <b>Fax retries</b>              |                                          |   |          |   |   |   |   |   |
| <b>Fax interval</b>             |                                          |   |          |   |   |   |   |   |
| <b>Delivery method</b>          | One-call                                 |   | Two-call |   |   |   |   |   |
| <b>Maximum number of faxes*</b> | 1                                        | 2 | 3        | 4 | 5 | 6 | 7 | 8 |
| <b>Mailbox number</b>           |                                          |   |          |   |   |   |   |   |
| <b>Mailbox name</b>             |                                          |   |          |   |   |   |   |   |
| <b>Class of Service</b>         |                                          |   |          |   |   |   |   |   |
| <b>Display in Directory</b>     | Y                                        | N |          |   |   |   |   |   |
| <b>Spoken name</b>              |                                          |   |          |   |   |   |   |   |
| <b>Outdial type</b>             | Line number<br>Pool number<br>Route code |   |          |   |   |   |   |   |
| <b>Fax retries</b>              |                                          |   |          |   |   |   |   |   |
| <b>Fax interval</b>             |                                          |   |          |   |   |   |   |   |
| <b>Delivery method</b>          | One-call                                 |   | Two-call |   |   |   |   |   |
| <b>Maximum number of faxes*</b> | 1                                        | 2 | 3        | 4 | 5 | 6 | 7 | 8 |
| <b>Mailbox number</b>           |                                          |   |          |   |   |   |   |   |
| <b>Mailbox name</b>             |                                          |   |          |   |   |   |   |   |
| <b>Class of Service</b>         |                                          |   |          |   |   |   |   |   |
| <b>Display in Directory</b>     | Y                                        | N |          |   |   |   |   |   |
| <b>Spoken name</b>              |                                          |   |          |   |   |   |   |   |
| <b>Outdial type</b>             | Line number<br>Pool number<br>Route code |   |          |   |   |   |   |   |
| <b>Fax retries</b>              |                                          |   |          |   |   |   |   |   |
| <b>Fax interval</b>             |                                          |   |          |   |   |   |   |   |
| <b>Delivery method</b>          | One-call                                 |   | Two-call |   |   |   |   |   |
| <b>Maximum number of faxes*</b> | 1                                        | 2 | 3        | 4 | 5 | 6 | 7 | 8 |

\* A caller can request a maximum of 8 faxes. A mailbox can store as many faxes as space permits.



## Group List members

\*The Group List leading digit can be changed from the default of 9. This can be done during initialization or by the System Administrator.

# CallPilot defaults

## Class of Service default values

| Class of Service                                  | 1                                                                             | 2   | 3  | 4  | 5   | 6   | 7   | 8   |
|---------------------------------------------------|-------------------------------------------------------------------------------|-----|----|----|-----|-----|-----|-----|
| Maximum Mailbox Message time (in minutes)         | 15                                                                            | 15  | 15 | 15 | 5   | 5   | 20  | 20  |
| Maximum Message Length (in minutes)               | 3                                                                             | 3   | 7  | 7  | 3   | 3   | 2   | 2   |
| Message Retention Period (in days)                | 30                                                                            | 30  | 0  | 0  | 7   | 7   | 15  | 15  |
| Maximum Greeting Length (in minutes)              | 1                                                                             | 1   | 1  | 1  | 1   | 1   | 10  | 10  |
| Enable Off-premise Message Notification           | Y                                                                             | Y   | Y  | Y  | N   | N   | Y   | Y   |
| Retry Intervals (in minutes)                      | 5                                                                             | 5   | 10 | 10 | 15  | 15  | 30  | 30  |
| Maximum Number of Attempts                        | 3                                                                             | 3   | 5  | 5  | 7   | 7   | 9   | 9   |
| Enable Outbound Transfer                          | Y                                                                             | Y   | Y  | Y  | N   | N   | Y   | Y   |
| Maximum Incorrect Password Attempts               | 9                                                                             | 9   | 9  | 9  | 6   | 6   | 4   | 4   |
| Password expiry (in days)                         | 90                                                                            | 90  | 90 | 90 | 60  | 60  | 30  | 30  |
| Enable Networking*                                | Y                                                                             | Y   | Y  | Y  | N   | N   | Y   | Y   |
| Enable Personal Target Attendant                  | Y                                                                             | Y   | Y  | Y  | N   | N   | Y   | Y   |
| Enable Call Record                                | N                                                                             | N   | N  | N  | N   | N   | N   | N   |
| Prompt language                                   | P                                                                             | A   | P  | A  | P   | A   | P   | A   |
| User Interface Style                              | The interface selected from the Installation Wizard as the primary interface. |     |    |    |     |     |     |     |
| Restriction Permission List (CallPilot Mini only) |                                                                               |     |    |    |     |     |     |     |
| Class of Service                                  | 9                                                                             | 10  | 11 | 12 | 13  | 14  | 15  | 16  |
| Maximum Mailbox Message time (in minutes)         | 10                                                                            | 10  | 30 | 30 | 120 | 120 | 120 | 120 |
| Maximum Message Length (in minutes)               | 3                                                                             | 3   | 7  | 7  | 10  | 10  | 2   | 2   |
| Message Retention Period (in days)                | 365                                                                           | 365 | 60 | 60 | 90  | 90  | 45  | 45  |
| Maximum Greeting Length (in minutes)              | 1                                                                             | 1   | 2  | 2  | 3   | 3   | 5   | 5   |
| Enable Off-premise Message Notification           | Y                                                                             | Y   | N  | N  | Y   | Y   | Y   | Y   |
| Retry Intervals (in minutes)                      | 5                                                                             | 5   | 10 | 10 | 15  | 15  | 30  | 30  |
| Maximum Number of Attempts                        | 3                                                                             | 3   | 5  | 5  | 7   | 7   | 9   | 9   |
| Enable Outbound Transfer                          | Y                                                                             | Y   | N  | N  | Y   | Y   | Y   | Y   |
| Maximum Incorrect Password Attempts               | 9                                                                             | 9   | 9  | 9  | 6   | 6   | 4   | 4   |
| Password expiry (in days)                         | 90                                                                            | 90  | 90 | 90 | 60  | 60  | 30  | 30  |
| Enable Networking*                                | Y                                                                             | Y   | N  | N  | Y   | Y   | Y   | Y   |
| Enable Personal Target Attendant                  | Y                                                                             | Y   | N  | N  | Y   | Y   | Y   | Y   |
| Enable Call Record                                | N                                                                             | N   | N  | N  | N   | N   | N   | N   |
| Prompt language                                   | P                                                                             | A   | P  | A  | P   | A   | P   | A   |
| User Interface Style                              | The interface selected from the Installation Wizard as the primary interface. |     |    |    |     |     |     |     |
| Restriction Permission List (CallPilot Mini only) |                                                                               |     |    |    |     |     |     |     |

\* If the Message Networking option is installed. 0 = indefinite; never expire, P = Primary Language, A = Alternate Language

# CallPilot system defaults

## System properties

|                                                             |                     |
|-------------------------------------------------------------|---------------------|
| Maximum number of outcalling channels                       | No default          |
| Voicemail                                                   | Enabled             |
| Group Lists                                                 | Enabled             |
| Group List leading digit                                    | 9                   |
| External initialization                                     | Not enabled         |
| Company Directory                                           | Enabled             |
| General Delivery Mailbox                                    | Enabled             |
| Redirect DN (not available for CallPilot Mini)              | Enabled             |
| Bilingual operation                                         | Not enabled         |
| Primary language                                            | No default          |
| Alternate language                                          | No default          |
| Canadian Pronunciation                                      | Not enabled         |
| Search Company Directory By                                 | Last name           |
| CallPilot User Interface (not available for CallPilot Mini) | Not enabled         |
| Name Prefix                                                 | 11                  |
| Special Prefix                                              | 19                  |
| Primary UI (not available for CallPilot Mini)               |                     |
| Country (not available on BCM)                              | Depends on location |
| Companding Type (CallPilot Mini only)                       | Depends on location |
| Timezone (not available on BCM)                             | Mini, 150           |
| Daylight Savings Time (not available on BCM)                | Not enabled         |

## Feature codes

|                           |                                                                                         |
|---------------------------|-----------------------------------------------------------------------------------------|
| Leave Message             |  980 |
| Open Mailbox              |  981 |
| Operator Status           |  982 |
| System Programming        |  983 |
| Call forward to CallPilot |  984 |
| CallPilot extension       |  985 |
| Transfer                  |  986 |
| Interrupt                 |  987 |
| Call Record               |  989 |

## Line answering

|                       |   |
|-----------------------|---|
| Skillset number       | 0 |
| Answered by CallPilot | N |
| Greeting Table number | 1 |
| Number of rings       | 0 |

## Greeting Tables

|                                 |                                                                                                     |
|---------------------------------|-----------------------------------------------------------------------------------------------------|
| Return to Automated Attendant   | N                                                                                                   |
| Automated Attendant Menu Prompt | Y                                                                                                   |
| Morning Greeting                | 1                                                                                                   |
| Afternoon Greeting              | 2                                                                                                   |
| Evening Greeting                | 3                                                                                                   |
| Non-business Greeting           | 4                                                                                                   |
| Language Preference             | PRI                                                                                                 |
| Attendant extension             | No default                                                                                          |
| CCR Tree                        | None                                                                                                |
| Business Hour start times       | Morning 12:00 am (midnight)<br>Afternoon 12:00 pm (noon)<br>Evening 6:00 pm<br>Non-business 6:00 pm |

## Automated Attendant

|                               |   |
|-------------------------------|---|
| Return to Automated Attendant | N |
|-------------------------------|---|

## Operator and Business Status

|                                    |            |
|------------------------------------|------------|
| Receptionist or Operator available | N          |
| Business open                      | Y          |
| Answer lines                       | Y          |
| Receptionist or Operator extension | No default |