

Part No. P0941757 04

CallPilot

Programming Record



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	"CallPilot Greetings" on page 6
Set up the Greeting Tables: • record custom Automated Attendant Menu prompt or use default • assign Greetings • assign Greeting Table features • assign business hours for each day of the week	"Greeting Tables" on page 7
Assign lines answered by CallPilot	"CallPilot line answering" on page 8
Enter custom Class of Service values	"Class of Service" on page 9
Record Mailbox values	"Mailboxes" on page 10
Create Group Lists	"Voice Group Lists" on page 11
Create a Caller ID Routing Table	"Caller ID Routing Table" on page 12
Design CCR Tree nodes	"CCR Trees" on page 13
Create CCR Trees	"CCR Tree programming template" on page 14
Set Dialing Translation parameters	"Dialing Translation parameters" on page 15
Record Dialing Translation Table entries	"Dialing Translation Table" on page 15
Record Restrictions and Permissions (CallPilot Mini only)	"Restriction Permission List" on page 16
Assign return to Automated Attendant setting	"Automated Attendant settings" on page 17
Assign CallPilot system settings	"CallPilot system settings" on page 17
Assign Operator settings and Business Status	"Operator and Business Status" on page 17

For these CallPilot Message Networking tasks	refer to
Create Digital Networking sites	“Digital Networking site table” on page 18
Create AMIS sites	“AMIS site table” on page 19
Set up AMIS Call Blocking periods	“AMIS Call Blocking periods” on page 20
Create Network Site Mailboxes	“Network Site Mailboxes” on page 21
Create Network AMIS mailboxes	“Network AMIS mailboxes” on page 22

For these CallPilot Fax tasks	refer to
Create Fax Overflow mailboxes	“Fax Overflow mailboxes” on page 23
Create Fax On Demand mailboxes	“Fax On Demand mailboxes” on page 24
Create Fax Group Lists	“Fax Group Lists” on page 25

For these CallPilot defaults	refer to
Class of Service	“Class of Service default values” on page 26
CallPilot system properties	“System properties” on page 27 “Feature codes” on page 27 “Line answering” on page 27 “Greeting Tables” on page 28 “Automated Attendant” on page 28 “Operator and Business Status” on page 28



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

Customer/Company:	Installation date:
Address:	Notes:
Telephone:	
System Administrator:	

Pre-installation

Number of mailboxes to be installed	
Number of external lines to be answered	

Unit Address and Identification

IP Address	
Subnet Mask	
Primary DNS	
Secondary DNS	
Default Gateway	

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

[illegible]

Greeting Tables

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

	Morning	Afternoon	Evening	Non-business
Greeting Used				
CCR Tree				
Business hours				
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	Primary 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
Home node type Menu Information	Primary message										
	Alternate message										
Fax On Demand (available if you have the CallPilot Fax option enabled)	Primary message										
	Alternate message										
	Call method: one two								Line or pool number		
Mailbox number											
Transfer	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

Dialing Translation parameters

Long Distance Access Code	
Area Code	
Access Code	
Reply Translation	Y N

Dialing Translation Table

For each Dialing Translation Table entry enter an Input value and an Output value.

The Input value can be a maximum of 14 digits. The Output value can be a maximum of 15 digits.

Note: CallPilot sorts the entries in ascending numerical order.

Longer, more specific entries appear before shorter, more generic entries.

[illegible]

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 OPERATOR (67372867)		
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 Pool number Route code
Site name	
Site prefix	
Site name recorded	Y N
Destination site phone number	
Outdial route	Line number Pool number Route code
Site name	
Site prefix	
Site name recorded	Y N
Destination site phone number	
Outdial route	Line number Pool number Route code
Site name	
Site prefix	
Site name recorded	Y N
Destination site phone number	
Outdial route	Line number Pool number 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 Pool number 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 Pool number 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 Pool number 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

Mailbox number								
Mailbox name								
Class of Service								
Display in Directory	Y	N						
Spoken name								
Outdial type	Line number Pool number Route code							
Fax retries								
Fax interval								
Delivery method	One-call		Two-call					
Maximum number of faxes*	1	2	3	4	5	6	7	8
Mailbox number								
Mailbox name								
Class of Service								
Display in Directory	Y	N						
Spoken name								
Outdial type	Line number Pool number Route code							
Fax retries								
Fax interval								
Delivery method	One-call		Two-call					
Maximum number of faxes*	1	2	3	4	5	6	7	8
Mailbox number								
Mailbox name								
Class of Service								
Display in Directory	Y	N						
Spoken name								
Outdial type	Line number Pool number Route code							
Fax retries								
Fax interval								
Delivery method	One-call		Two-call					
Maximum number of faxes*	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) Afternoon 12:00 pm (noon) Evening 6:00 pm Non-business 6:00 pm

Automated Attendant

Return to Automated Attendant	N
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Operator and Business Status

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