

Part No. P0941757 01.1

# **CallPilot**

## **Programming Record**

**NORTEL**  
**NETWORKS™**



# About the CallPilot Programming Record

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Use this guide to record how you program your CallPilot 100/150 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 100/150 and Business Communications Manager 2.5

<b>For these programming tasks</b>	<b>refer to</b>
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 hours for each day of the week</li> </ul>	<a href="#">“Greeting Tables” on page 7</a>
Assign business hours to the Greeting Tables	<a href="#">“Business hours for Greeting Tables” on page 8</a>
Assign lines answered by CallPilot	<a href="#">“CallPilot line answering” on page 9</a>
Enter custom Class of Service values	<a href="#">“Class of Service” on page 10</a>
Record Mailbox values	<a href="#">“Mailboxes” on page 11</a>
Create Group Lists	<a href="#">“Voice Group Lists” on page 12</a>
Create a Caller ID Routing Table	<a href="#">“Caller ID Routing Table” on page 13</a>
Design CCR Tree nodes	<a href="#">“CCR Trees” on page 14</a>
Create CCR Trees	<a href="#">“CCR Tree programming template” on page 15</a>
Set Dialing Translation parameters	<a href="#">“Dialing Translation parameters” on page 16</a>
Record Dialing Translation Table entries	<a href="#">“Dialing Translation Table” on page 17</a>
Assign return to Automated Attendant setting	<a href="#">“Automated Attendant settings” on page 18</a>
Assign CallPilot system settings	<a href="#">“CallPilot system settings” on page 18</a>
Assign Operator settings and Business Status	<a href="#">“Operator and Business Status” on page 18</a>

<b>For these CallPilot Message Networking tasks</b>	<b>refer to</b>
Create Digital Networking sites	<a href="#">“Digital Networking site table” on page 19</a>
Create AMIS sites	<a href="#">“AMIS site table” on page 20</a>
Set up AMIS Call Blocking periods	<a href="#">“AMIS Call Blocking periods” on page 21</a>
Create Network Site Mailboxes	<a href="#">“Network Site Mailboxes” on page 22</a>
Create Network AMIS mailboxes	<a href="#">“Network AMIS mailboxes” on page 23</a>

<b>For these CallPilot Fax tasks</b>	<b>refer to</b>
Create Fax Overflow mailboxes	<a href="#">“Fax Overflow mailboxes” on page 24</a>
Create Fax On Demand mailboxes	<a href="#">“Fax On Demand mailboxes” on page 25</a>
Create Fax Group Lists	<a href="#">“Fax Group Lists” on page 26</a>

<b>For these CallPilot defaults</b>	<b>refer to</b>
Class of Service	<a href="#">“Class of Service default values” on page 27</a>
CallPilot system properties	<a href="#">“System properties” on page 28</a> <a href="#">“Feature codes” on page 28</a> <a href="#">“Line answering” on page 28</a> <a href="#">“Greeting Tables” on page 29</a> <a href="#">“Automated Attendant” on page 29</a> <a href="#">“Operator and Business Status” on page 29</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>	

# CallPilot Greetings

Greeting number (1-40)	Recorded Greeting (For example, "Good morning. Thank you for calling Shelbourne Consulting.")

## Greeting Tables

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

Custom Automated Attendant Menu	
Primary Language prompt	
Alternate Language prompt	

Greeting used	
Morning	<b>1</b>
Afternoon	<b>2</b>
Evening	<b>3</b>
Non-business	<b>4</b>

Table options	
Language preference	<b>PRI</b> ALT
Target Attendant extension	
CCR Tree	1   2   3   4   5   6   7   8 <b>none</b>

**Note:** For more information about CCR programming, refer to [“CCR Trees” on page 14](#) and [“CCR Tree programming template” on page 15](#).

## Business hours for Greeting Tables

Greeting Table number:								
Day	Morning	CCR Tree	Afternoon	CCR Tree	Evening	CCR Tree	Non-business	CCR Tree
Mon	__:__ am pm		__:__ am pm		__:__ am pm		__:__ am pm	
Tue	__:__ am pm		__:__ am pm		__:__ am pm		__:__ am pm	
Wed	__:__ am pm		__:__ am pm		__:__ am pm		__:__ am pm	
Thu	__:__ am pm		__:__ am pm		__:__ am pm		__:__ am pm	
Fri	__:__ am pm		__:__ am pm		__:__ am pm		__:__ am pm	
Sat	__:__ am pm		__:__ am pm		__:__ am pm		__:__ am pm	
Sun	__:__ 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.

Greeting Table number:								
Day	Morning	CCR Tree	Afternoon	CCR Tree	Evening	CCR Tree	Non-business	CCR Tree
Mon	__:__ am pm		__:__ am pm		__:__ am pm		__:__ am pm	
Tue	__:__ am pm		__:__ am pm		__:__ am pm		__:__ am pm	
Wed	__:__ am pm		__:__ am pm		__:__ am pm		__:__ am pm	
Thu	__:__ am pm		__:__ am pm		__:__ am pm		__:__ am pm	
Fri	__:__ am pm		__:__ am pm		__:__ am pm		__:__ am pm	
Sat	__:__ am pm		__:__ am pm		__:__ am pm		__:__ am pm	
Sun	__:__ am pm		__:__ am pm		__:__ am pm		__:__ am pm	











# Caller ID Routing Table

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**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>  Menu  Information	Primary message											
	Alternate message											
<b>Fax On Demand</b>  (available if you have the CallPilot Fax option 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 Menu, 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 15 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 Translate	Y      N





## Automated Attendant settings

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

## CallPilot system settings

Bilingual operation	Enabled	Y	N
	Primary language		
	Alternate language		
Group List leading digit			
Voicemail	Enabled	Y	N
Company Directory	Enabled	Y	N
	Match	First name	Last name      Both names
Outdialing	Enabled	Y	N
	Line number		
	Pool number		
	Route code		
General Delivery Mailbox	Enabled	Y	N
External mailbox initialization	Enabled	Y	N

## 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	

## 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 Pool number 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 Pool number 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 Pool number 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.

## Fax Group Lists

Group List leading digit* (901 to 999)	
Spoken name	
Display name (1 - 16 characters)	

### Group List members

Name	Fax machine telephone number (1 - 30 digits)	Route

\*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
Prompt language	P	A	P	A	P	A	P	A
Mailbox message time (in minutes)	15	15	15	15	5	5	20	20
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
Greeting length (in minutes)	1	1	1	1	1	1	10	10
Off-premise Message Notification	Y	Y	Y	Y	N	N	Y	Y
Retry intervals (in minutes)	5	5	10	10	n/a	n/a	30	30
Number of attempts	3	3	5	5	n/a	n/a	9	9
Outbound Transfer	Y	Y	Y	Y	N	N	Y	Y
Incorrect pswd attempts	9	9	9	9	6	6	4	4
Password expiry (in days)	90	90	90	90	60	60	30	30
Networking*	Y	Y	Y	Y	N	N	Y	Y
Target Attendant	Y	Y	Y	Y	N	N	Y	Y
Call Record	N	N	N	N	N	N	N	N
Mailbox UI	The interface selected from the Installation Wizard as the primary interface.							
Class of Service	9	10	11	12	13	14	15	16
Prompt language	P	A	P	A	P	A	P	A
Mailbox message time (in minutes)	10	10	30	30	120	120	120	120
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
Greeting length (in minutes)	1	1	2	2	3	3	5	5
Off-premise Message Notification	Y	Y	N	N	Y	Y	Y	Y
Retry intervals (in minutes)	5	5	n/a	n/a	15	15	30	30
Number of attempts	3	3	n/a	n/a	7	7	9	9
Outbound Transfer	Y	Y	N	N	Y	Y	Y	Y
Incorrect pswd attempts	9	9	9	9	6	6	4	4
Password expiry (in days)	90	90	90	90	60	60	30	30
Networking*	Y	Y	N	N	Y	Y	Y	Y
Target Attendant	Y	Y	N	N	Y	Y	Y	Y
Call Record	N	N	N	N	N	N	N	N
Mailbox UI	The interface selected from the Installation Wizard as the primary interface.							

\* 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	Enabled
Bilingual operation	Not enabled
Primary language	No default
Alternate language	No default
Canadian Pronunciation	Not enabled
Search Company Directory By	Last name
CallPilot Express	Not enabled
Name Prefix	11
Special Prefix	19
Primary UI	Norstar Voice Mail

## Feature codes

Leave Message	<input type="checkbox"/> 980
Open Mailbox	<input type="checkbox"/> 981
Operator Status	<input type="checkbox"/> 982
System Programming	<input type="checkbox"/> 983
Call forward to CallPilot	<input type="checkbox"/> 984 (not available on CallPilot 100/150)
CallPilot extension	<input type="checkbox"/> 985
Transfer	<input type="checkbox"/> 986
Interrupt	<input type="checkbox"/> 987
Call Record	<input type="checkbox"/> 989

## Line answering

Queue 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

