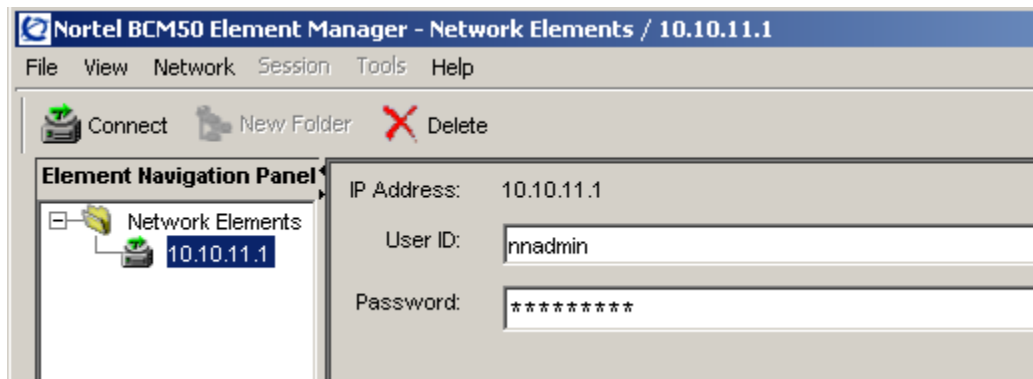# BCM ADMINISTRATION
Element Manager

Element Manager is the web-based navigation tool which provides access to all operations and maintenance programming of the BCM50 system.
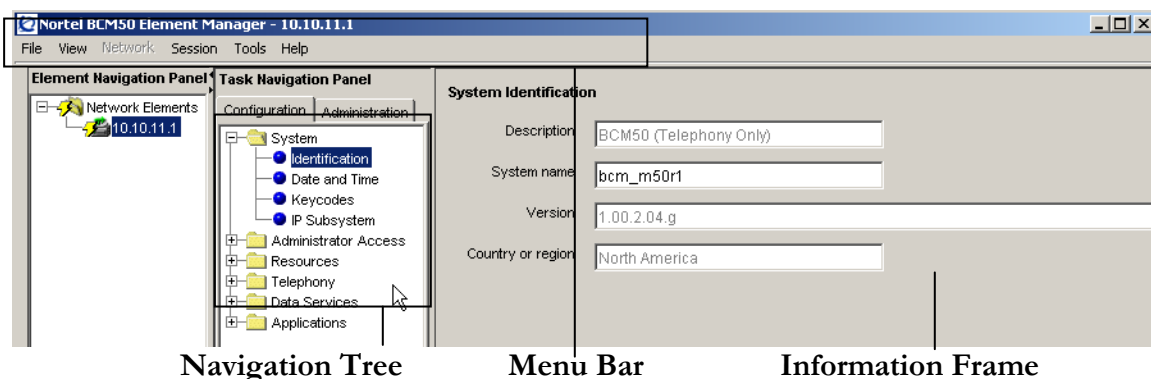
To Login Element Manager

1. Select **Programs>Nortel> Element Manager**

2. Select the IP address for BCM Element Manager

3. Enter your User ID: _____ (The default User ID is **nnadmin**)

4. Enter your Password: _____ (The default Password is **PlsChgMe!**)

5. Press **Enter**

Element Manager Main Menu

    Navigation Tree   **Menu Bar**   **Information Frame**

The Menu Bar contains configuration management options. The Navigation Tree contains folders that allow you to access specific areas of the BCM50 system. The plus sign beside each heading indicates the folder can be expanded to show sub-headings. As you select headings in the navigation tree, the BCM50 displays the appropriate Information Frame.

To Logout

1. Select **File>Exit** from the menu bar.
2. Close the browser window.

Setting the Time and Date

1. Select the **System** folder within the navigation tree.
2. Click the **Date and Time** sub-heading.

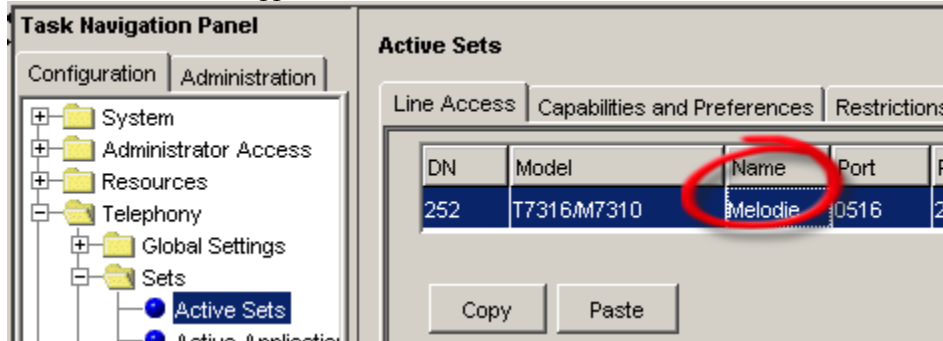The Date and Time screen appears.

3. Enter the correct Date and Time within the fields provided.

Changing Set Names

1. Select the **Telephony** folder within the navigation tree.
2. Select the **Sets** folder.
3. Click the **Active Sets** sub-heading.

The Active Sets screen appears.

4. Select the *Name* of the **DN** you want to change (for example, DN 252)
5. Type the correct Name (up to 7 characters including spaces).
6. Press **Enter**.

Call Forward No Answer

1. Select the **Telephony** folder within the navigation tree.
2. Select the **Sets** folder.
3. Click the **Active Sets** sub-heading.
4. Select the **DN** you want to change (for example, DN 252)
5. Make changes as necessary:
   Fwd No Answer
   Fwd Delay
   Fwd Busy
   Fwd All Calls
6. Press **Enter**.

> **To find out the Voice Mail's DN, from any BCM50 telephone, press Feature 985. The display of the telephone will show the Voice Mail DN.**

Setting Up Additional Capabilities

1. Select the **Telephony** folder within the navigation tree.
2. Select the **Sets** folder.
3. Click the **Active Sets** sub-heading.

The Active Sets screen appears.

4. Select the **DN** you want to change (for example, DN 252)
5. Select the **Capabilities and Preferences** tab within the Information Frame
6. Make changes as necessary:
   - **DND on busy**
   - **Handsfree**
   - **HF answerback**
   - **Pickup group**
   - **Page zone**
   - **Paging**
   - **Direct dial**
   - **Priority call**
   - **Auto hold**
   - **Aux ringer**
   - **Allow redirect**
   - **Redirect ring**
   - **Receive short tones**
   - **SM supervisor**
   - **Auto hold for incoming page**
7. Press **Enter**.

Line Appearances

1. Select the **Telephony** folder within the navigation tree.
2. Select the **Sets** folder.
3. Click the **Active Sets** sub-heading.

The Active Sets screen appears.

1. Select the **DN** you want to change (for example, DN 252)
2. Select the **Line Assignment** tab within the Information Frame
3. Make changes as necessary:
   - **Appearance type**
   - **Appearances**
   - **Caller ID set**
   - **Vmsg set**
4. Press **Enter**.

System Speed Dial

To Add a System Speed Dial

1. Select the **Telephony** folder within the navigation tree.
2. Select the **Global Settings** folder.
3. Click the **System Speed Dial** sub-heading.

The Speed dial screen appears.

4. Click the **Speed dial #** you want to add.
5. Enter the telephone number (including access code if applicable).
6. Press **Enter**.
7. Make changes as necessary:
    - **Facility**
    - **Display**
    - **Name**
    - **Bypass restrictions**
8. Press **Enter**.

> ■ **The Name is available only if "Display" is set to Name**

To Modify a System Speed Dial

1. Select the **Telephony** folder within the navigation tree.
2. Select the **Global Settings** folder.
3. Click the **System Speed Dial** sub-heading.

The Speed dial screen appears.

4. Click the **Speed dial #** you want to change.
5. Make changes as necessary:
    - **External Number**
    - **Facility**
    - **Display**
    - **Name**
    - **Bypass restrictions**
6. Press **Enter**.

> ■ **The Name is available only if "Display" is set to Name**

Voice Mail Administration
Call Pilot Manager

To Login

1. Select the **Applications** folder within the navigation tree.

2. Click the **Voice Messaging/Call Center** sub-heading.

The Voice Messaging/Call Center screen appears.

3. Click **Launch CallPilot Manager**

4. Click **OK**.

Main Menu

Toolbar
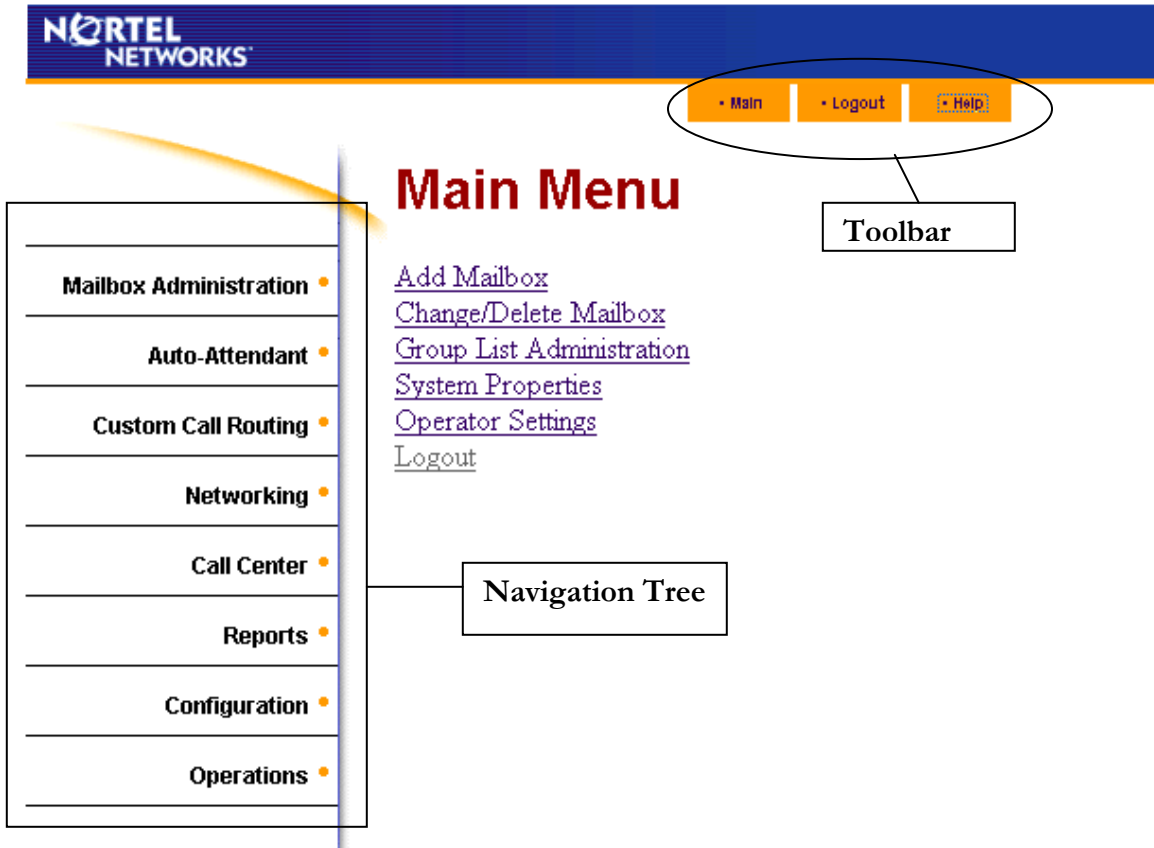
Navigation Tree

The Navigation Tree contains headings that allow you to access specific areas of CallPilot Manager. Click any Heading to view additional sub-headings.
Use the Toolbar to access context-sensitive Help, return to the Main Menu or to Logout from administration.

To Logout

1. From the toolbar, select **Logout**
2. Close the browser window

Mailbox Maintenance

Adding a Subscriber Mailbox

1. Click the **Mailbox Administration** heading.
2. Click the **Add Mailbox** link.
    The Add Mailbox page appears.
3. In the **Mailbox** box, type the mailbox number.
4. From the **Mailbox Type** list box, select **Subscriber**.
5. Click the **Submit** button.
    The Subscriber Mailbox page appears for the mailbox.
6. In the **Extension** box, type the extension.
7. In the **Last Name** and the **First Name** boxes, type the mailbox owner's last and first names. Do not create a name that starts with the number 1, for example "1Smith".
8. From the **Class Of Service** list box, select a Class of Service.
9. Clear the **Display in Directory** check box if you do not want the mailbox owner's name to appear in the Company Directory.
10. Clear the **Enable Message Waiting** check box if you do not want message notification to appear on the mailbox owner's telephone display.
11. From the **Outdial Type** list box:
    __ select **Line** and type the specific outgoing line you want to assign for outdialing
    __ select **Pool** and type the Line Pool number you want to assign for outdialing
    __ select **Route** to assign a route code for outdialing
    __ click **None** if you do not want to assign outdialing capabilities.
12. Select the **Enable Auto-Login** box if you want to assign Auto-Login to the subscriber.
13. In the **Alternate Ext 1** box, type the Alternate extension. If you do not require an alternate extension leave this box empty.
14. In the **Alternate Ext 2** box, type the second Alternate extension. If you do not require a second alternate extension leave this box empty.
15. Select the **Enable Call Screening** check box to assign screened transfers to the mailbox owner or clear the Call Screening check box to assign blind transfers to the mailbox owner.
16. If you want to assign an Express Messaging Line to the mailbox, in the **Express Messaging Line** box type the line number.
17. Click the **Submit** button.

Resetting a Mailbox Password

1. Click on **Mailbox Administration** heading
2. From the mailbox list, click on **RESET PASSWORD** link for the appropriate mailbox
3. Click **OK**

NOTE: This process will reset the mailbox password to the default password of 0-0-0-0

Other Subscriber Mailbox Changes

1. Click the **Mailbox Administration** heading.
2. From the Mailbox List, click the **Change** link next to the appropriate mailbox
3. Make changes as necessary:
   - In the **Extension** box, type the extension.
   - In the **Last Name** and the **First Name** boxes, type the mailbox owner's last and first names. Do not create a name that starts with the number 1, for example "1Smith".
   - From the **Class Of Service** list box, select a Class of Service.
   - Clear the **Display in Directory** check box if you do not want the mailbox owner's name to appear in the Company Directory.
   - Clear the **Enable Message Waiting** check box if you do not want message notification to appear on the mailbox owner's telephone display.
   - From the **Outdial Type** list box:
   - select **Line** and type the specific outgoing line you want to assign for outdialing
   - select **Pool** and type the Line Pool number you want to assign for outdialing
   - select **Route** to assign a route code for outdialing
   - click **None** if you do not want to assign outdialing capabilities.
   - Select the **Enable Auto-Login** box if you want to assign Auto-Login to the subscriber.
   - In the **Alternate Ext 1** box, type the Alternate extension. If you do not require an alternate extension leave this box empty.
   - In the **Alternate Ext 2** box, type the second Alternate extension. If you do not require a second alternate extension leave this box empty.
   - Select the **Enable Call Screening** check box to assign screened transfers to the mailbox owner or clear the Call Screening check box to assign blind transfers to the mailbox owner.
   - If you want to assign an Express Messaging Line to the mailbox, in the **Express Messaging Line** box type the line number.
4. Click the **Submit** button.

Deleting a Subscriber Mailbox

1. Click the **Mailbox Administration** heading.
2. From the Mailbox List, click the **Delete** link next to the appropriate mailbox
3. Click the **OK** button

   ▪ **Before deleting a mailbox, you should retrieve any remaining messages**.

Group List Maintenance

You can create a maximum of 99 Group Lists on your system. Each Group List can contain a maximum of 300 mailboxes. Group Lists allow users to send a message to multiple mailbox users at the same time. When you build a group list, the system will assign a Group List Number. This 3-digit number, starting with 901 will be the mailbox number used to send messages to the group.

Build a Group List

1. Click the **Mailbox Administration** heading.
2. Click the **Group Lists** link.

The Group Lists page appears.
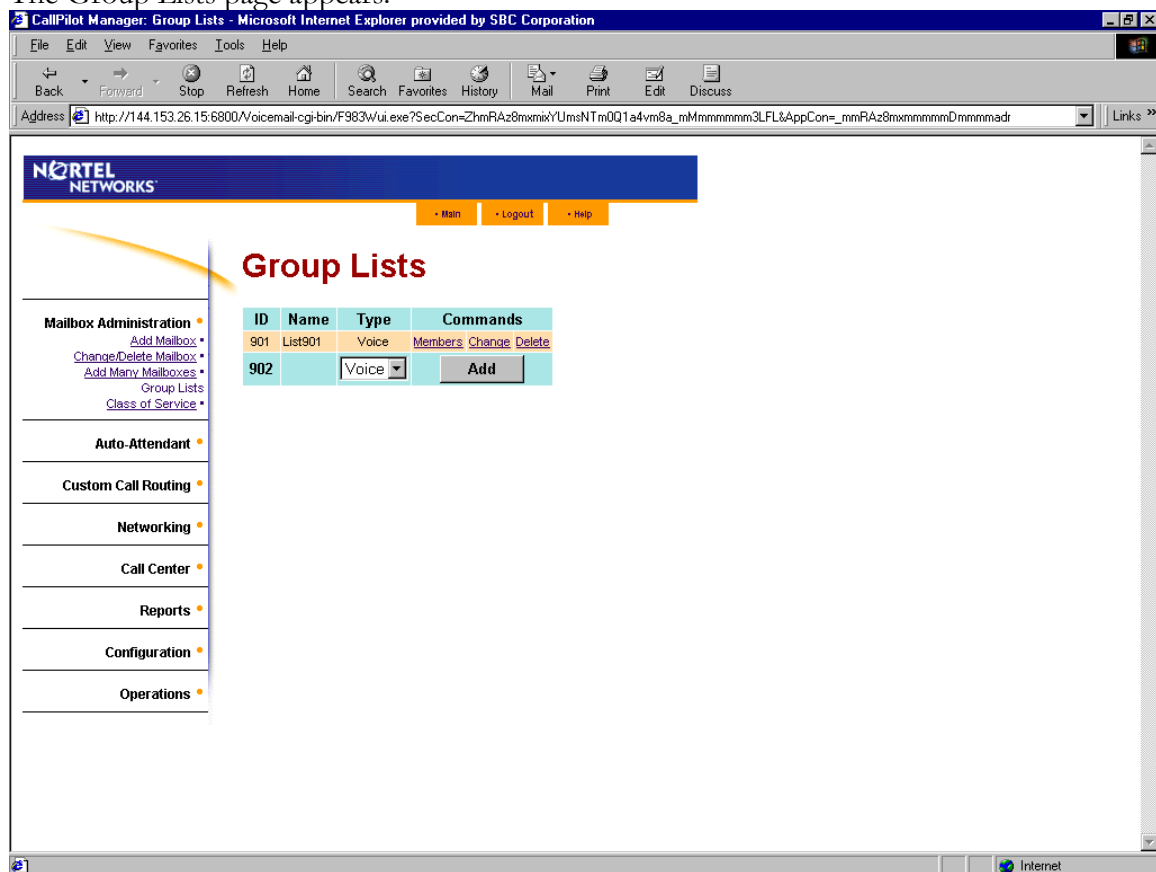
3. Click the **Add** link.

The Group List page appears with the new Group List shown.

4. Click the **Change** link.

The Group List Properties page appears.

5. Click the **Voice** button and follow the prompts to record a name for the list.
6. In the **Display Name** box, type the new Group List name. Do not create a name that starts with the number 1, for example "1Group". The name can be a maximum of 16 characters and cannot contain quotation marks (").
7. Click the **Submit** button.

The Group Lists page appears with the new Group List added.

Adding Members to a Group List

1. Click the **Mailbox Administration** heading.
2. Click the **Group Lists** link.
3. Click the **Members** link.

The Members List page appears.

4. Click the **Add** button.

The Add Members page appears.

5. Select each mailbox that you want to add to the Group List.
6. Click the **Submit** button.

The Members List page appears, showing the mailboxes you selected.

7. Click the **Close** button.

Record a Message Using Group Lists

1. Press ⬚ 9 8 0
2. Enter the Group List number
3. Press **#**
4. At the tone, record your message.
5. Press **#** to end the recording.
6. Press **#** to send the message.

Delete a Group List

1. Click the **Mailbox Administration** heading.
2. Click the **Group Lists** link.
3. Click the **Delete** link.
4. Click the **OK** button.

Auto-Attendant Maintenance

The Auto Attendant answers your company's incoming phone lines with a prerecorded greeting selected from the Greeting Table, according to the time of day.

You can record and assign different greetings to the Greeting Table. You can specify which greetings play for particular lines. For example, you can program the system so that callers hear one greeting when they call the sales line and a different greeting when they call the customer support line.

You can record a total of 100 Company Greetings, but only four greetings can be assigned to a Greeting Table at any one time. You can assign the same four greetings to each table, or you can assign unique greetings for each table.
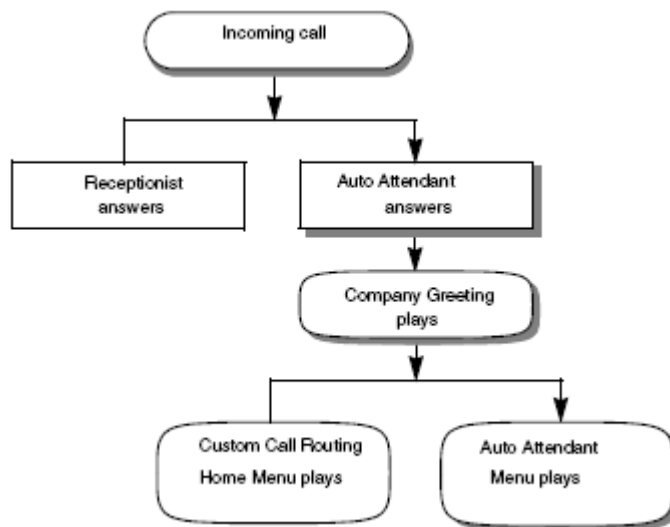
Recording a Company Greeting

1. Click the **Auto Attendant** heading.
2. Click the **Company Greetings** link.

The Company Greetings page appears.
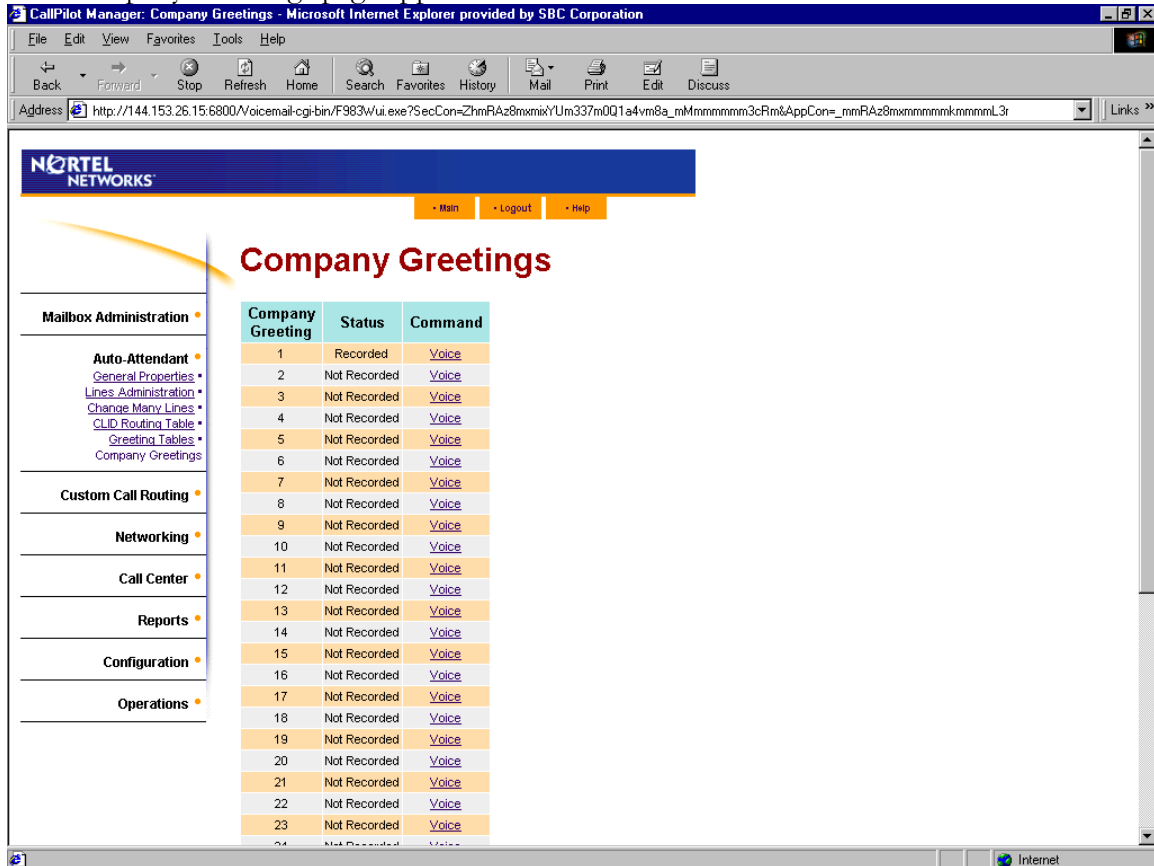
3. Click the **Voice** button next to the appropriate Greeting.
   - Connect to: (Type in telephone DN where you will be recording)
   - Click **Record** (the telephone will ring)
   - Pick up receiver and record greeting at the tone
   - Click **Stop** when finished
   - Click **Play** to listen to recording
   - Click the **Save** button
4. Click the **Submit** button.

Recording a Company Greeting Remotely

1. Dial the main company number
2. When the system answers, press *** *** on your touch tone dial pad
3. Enter the System Administrator Mailbox number and password.
   Your System Administrator Mailbox and Password combination _____
4. Press **#**
5. Press **99** to access Remote Administration
6. Press **2** to access Company Greetings
7. Enter the greeting number you want to record (1 – 100)
8. Press **1**
9. At the tone, record your greeting.
10. Press **#** to end the recording.
11. Press # to accept the greeting.

Setting up a Greeting Table

Greeting Type & Default Start Times	Table 1	Table 2	Table 3	Table 4
Morning 12:00 am	1	5	9	13
Afternoon 12:00 pm	2	6	10	14
Evening 6:00 pm	3	7	11	15
Non-business 6:00 pm	4	8	12	16

* If the default hours are used, the Evening Greeting is not played.

1. Click the **Auto Attendant** heading.
2. Click the **Greeting Tables** link.

The Greeting Tables page appears.
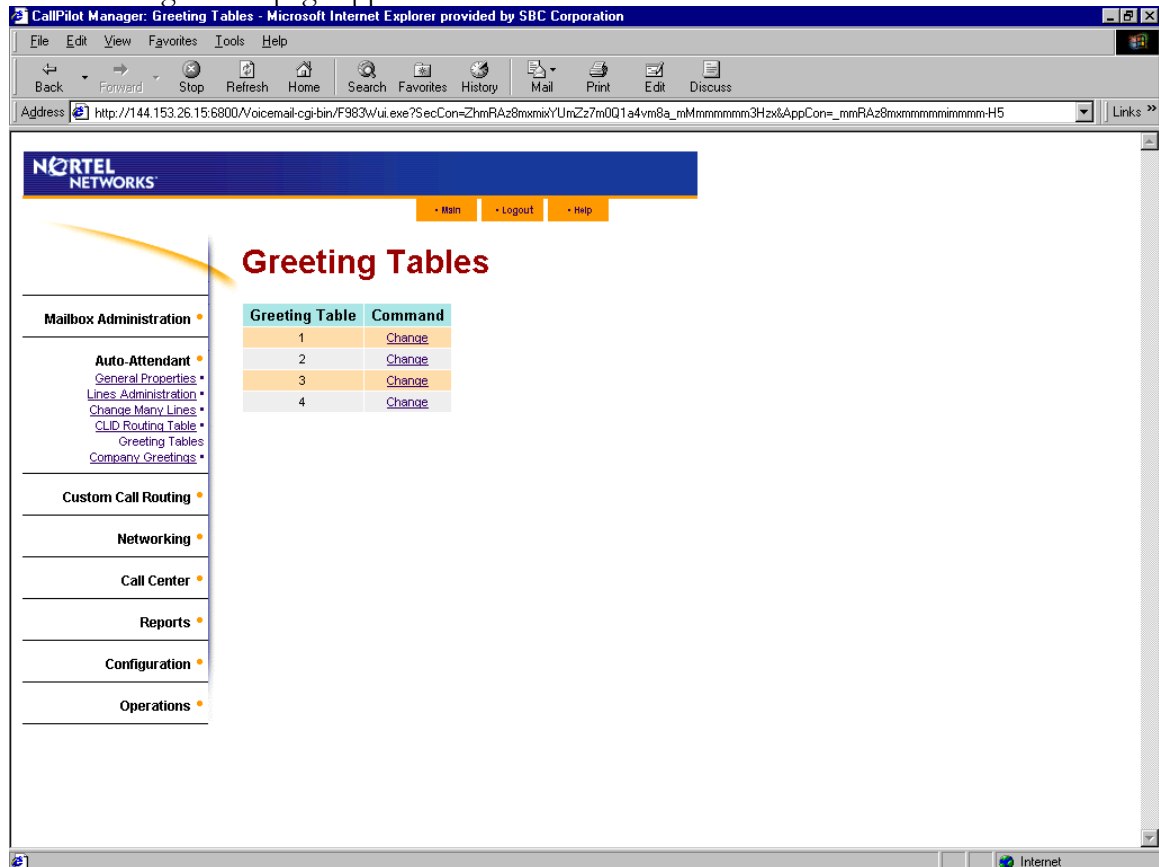
3. Click the **Change** link next to the appropriate Greeting Table
4. Make changes as necessary:
   - Assign Greetings/CCR for Morning, Afternoon, Evening, & Non-business
   - Define Business Hours for each day of the week
   - Assign Attendant Extension
   - Assign Language Preference
   - Record Custom Auto Attendant Menu Prompt
5. Click the **Submit** button.

Lines Administration

1. Click the **Auto Attendant** heading.
2. Click the **Lines Administration** link.

The Lines Administration page appears.

3. Click the **Change** link next to the appropriate Line
4. Make changes as necessary:
    - Define Answer Mode (No, Auto Attendant, or Call Center)
    - Assign Table/Skillset
    - Define Number of Rings
5. Click the **Submit** button.

CCR Tree Maintenance

With Custom Call Routing (CCR), callers can route their calls according to the options created within a CCR Tree. Except for the Home Menu, each node is accessed by the caller pressing the node number associated with the appropriate option. The CallPilot Voicemail system has five types of nodes: Menu, Transfer, Leave Message, Information and Park & Page Nodes.

You can create and assign multiple CCR Trees to each Greeting Table. You can specify which CCR Tree is available according to the time of day. For example, you can program the system so that callers hear one CCR Tree during business hours and a different CCR Tree when the business is closed. You can create a total of 8 CCR Trees, but only four can be assigned to a Greeting Table at any one time.
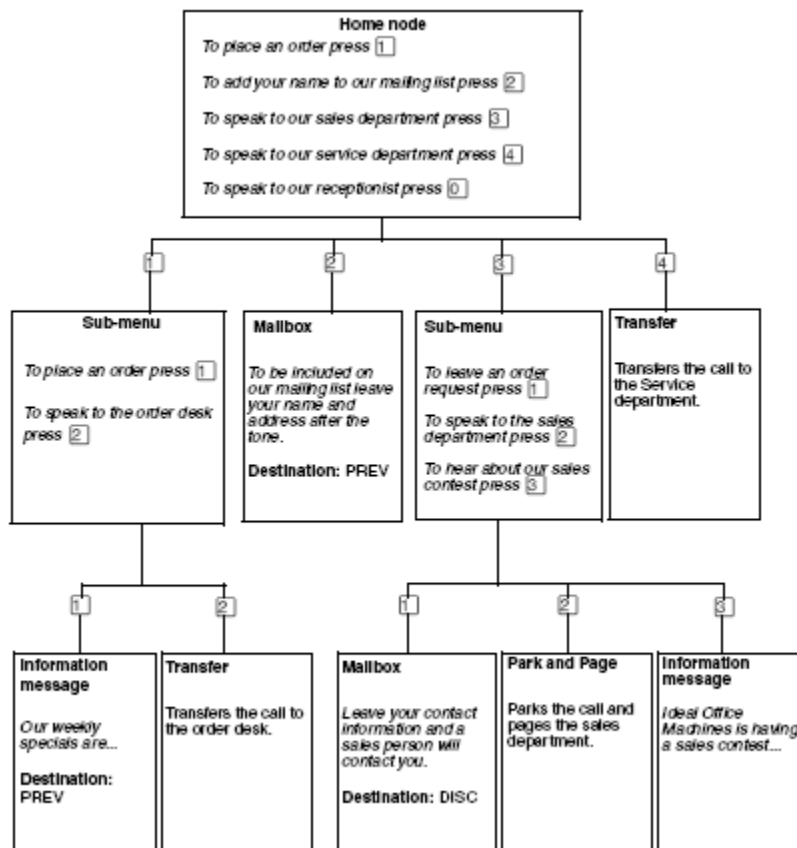
Types of Nodes

The CallPilot Voicemail system has five types of nodes: Menu, Transfer, Leave Message, Information and Park & Page Nodes. Except for the Home Menu, each node is accessed by the caller pressing the node number associated with the appropriate option.

Menu Nodes – Menu Nodes provide callers with a recorded menu of one-touch options (nodes) to route his/her call. The Home Menu (Node 0) is the first menu that a caller hears once the CCR Tree is enabled. You can also have sub menus, which are one-touch choices off of another menu to give the caller more options. Each menu can offer a maximum of 8 options.

Transfer Nodes –Transfer Nodes are one-touch options that transfer the caller either to an internal extension or an outside telephone number.

Leave Message Nodes –Leave Message Nodes are one-touch options that transfer the caller directly into either a subscriber mailbox or an information mailbox.

Information Nodes –Information Nodes are one-touch options that transfer the caller to a specific information recording (i.e. directions to your building).

Park & Page Nodes –Park & Page Nodes are one-touch options that parks a call and announces it to a paging zone and/or overhead paging system.

It is important that once you begin making changes to a CCR Tree that you do not stop. After a period of time of no activity, the administration will log you off automatically.

Disabling the CCR Tree

Before you make any changes to the CCR Tree, you must disable it. The tree will be deactivated until you are finished and re-enable the tree.

1. Click the **Auto-Attendant** heading.
2. Click the **Greeting Tables** link.
3. Click the **Change** link for the Greeting Table that uses the CCR Tree that you want to disable.

The Greeting Table Setup page appears.

4. For each time of day, remove the CCR Tree you want to disable
5. Click the **Submit** button.

Creating a Home Menu Node

1. Click the **Custom Call Routing** heading.
The CCR Tree Administration page appears.
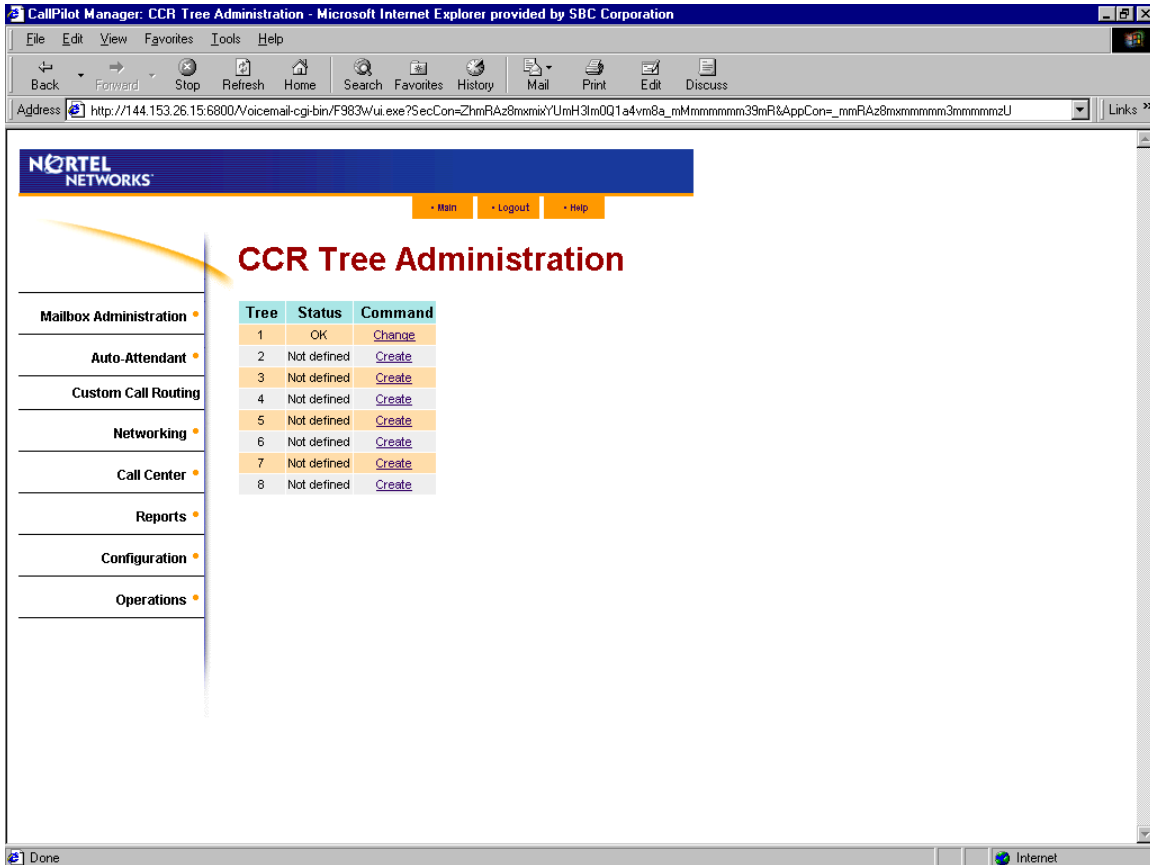
2. Click the **Create** link for the CCR Tree you want to create.
The New CCR Tree page appears.
3. From the **Create Options** option, select **Home Menu Node**.
4. Click the **Submit** button.
The CCR Tree Properties page shows the new CCR Tree.
5. Click the **Change** link for the CCR Tree.
The CCR Menu Node Properties page appears.
6. In the **Caption** box, type a caption name, such as *List of options*, if the Home node is a menu.
7. To record the Home node primary prompts , click the **Voice** button.
   - Connect to: (Type in telephone DN where you will be recording)
   - Click **Record** (the telephone will ring)
   - Pick up receiver and record prompt at the tone
   - Click **Stop** when finished
   - Click **Play** to listen to recording
   - Click the **Save** button
8. Click the **Submit** button.

Adding a Menu Node

1. Click the **Custom Call Routing** heading.
The CCR Tree Administration page appears.
2. Click the **Change** link for the CCR Tree that you want to add a Menu node to.
The CCR Tree Properties page appears.
3. Click the **Menu** link.
The new Menu node appears on the CCR Tree Properties page.
4. Click the **Change** link for the Menu node.
The CCR Menu Node Properties page appears.
5. In the **Caption** box type a caption for the node.
6. To record the Primary prompt, click the **Voice** button.
   - Connect to: (Type in telephone DN where you will be recording)
   - Click **Record** (the telephone will ring)
   - Pick up receiver and record prompt at the tone
   - Click **Stop** when finished
   - Click **Play** to listen to recording
   - Click the **Save** button
7. Click the **Submit** button.

Adding an Information Node

1. Click the **Custom Call Routing** heading.
The CCR Tree Administration page appears.
2. Click the **Change** link for the CCR Tree that you want to add an Information node to.
The CCR Tree Properties page appears.
3. Click the **Information** link.
The new Information node appears on the CCR Tree Properties page.
4. Click the **Change** link for the Information node.
The CCR Information Node Properties page appears.
5. In the **Caption** box type a caption that describes the information, for example, *Store Location and Hours*.
6. From the **Destination** list box, select a destination:
   - **Previous**: returns to the Previous menu node
   - **Home**: returns the call to the Home node prompt
   - **Disconnect**: disconnects the call
7. To record the Primary prompt, click the **Voice** button.
   - Connect to: (Type in telephone DN where you will be recording)
   - Click **Record** (the telephone will ring)
   - Pick up receiver and record prompt at the tone
   - Click **Stop** when finished
   - Click **Play** to listen to recording
   - Click the **Save** button
8. Click the **Submit** button.

Adding a Mailbox Node

1. Click the **Custom Call Routing** heading.
The CCR Tree Administration page appears.
2. Click the **Change** link for the CCR Tree that you want to add a Mailbox node to.
The CCR Tree Properties page appears.
3. Click the **Mailbox** link.
The new Mailbox node appears on the CCR Tree Properties page.
4. Click the **Change** link for the Mailbox node.
The CCR Mailbox Node page appears.
5. In the **Mailbox Number** box type the mailbox number of the Subscriber, Information, or Fax on Demand mailbox you want the call to transfer to.
6. From the **Destination** list box, select a destination:
    - **Previous**: returns to the Previous menu
    - **Home**: returns the call to the Home node prompt
    - **Disconnect**: disconnects the call
7. Click the **Submit** button.

Adding a Transfer Node

1. Click the **Custom Call Routing** heading.
The CCR Tree Administration page appears.
2. Click the **Change** link for the CCR Tree that you want to add a Transfer node to.
The CCR Tree Properties page appears.
3. Click the **Transfer** link.
The new Transfer node appears on the CCR Tree Properties page.
4. Click the **Change** link for the Transfer node.
The CCR Transfer Node page appears.
5. In the **Caption** box type where you are transferring the caller to, for example *Support Hotline*.
6. From the **Outdial Method** list box select an outdial method:
    - Select **Line** to use an external line to transfer the caller to an external telephone number
    - Select **Pool** to use a line pool to transfer the caller to an external telephone number
    - Select **Route** to use a Routing Code to transfer the caller to an external telephone number.
    - Select **Intercom** to transfer the caller to an extension.
7. In the **Phone Number** box, type the extension or external telephone number.
8. Click the **Submit** button.

Adding a Park and Page Node

1. Click the **Custom Call Routing** heading.

The CCR Tree Administration page appears.

2. Click the **Change** link for the CCR Tree.

The CCR Tree Properties page appears.

3. Click the **Park &Page** link.

The new Park&Page node appears on the CCR Tree Properties page.

4. Click the **Change** link for the Park and Page node.

The CCR Park and Page Node Properties page appears.

5. In the **Caption** box type a name for where you are paging the caller to, for example *Support Hotline*. The caption can be a maximum of 50 characters.

6. In the **Transfer DN** box:

   - type the extension you want to transfer the call to. If the call is not answered at this extension it returns to the CCR Tree and a Park and Page is performed.
   - If you leave this box clear the call is immediately parked and paged.

   √ **Select the Transfer Before Page check box if you want to transfer the call to the extension you specify in the Transfer DN box before it is parked and paged.**

   √ **If you define a Transfer DN but do not select the Transfer before page check box, the call is parked, and is transferred to the DN after all of the page retries are tried.**

7. From the **Page Type** list, select the page type you want to use: internal zone, overhead paging or both.

8. From the **Paging Zone** list, select a number from 1 to 6, or All.

9. From the **Page Retries** list, select a number from 1 to 5 that is the number of times the system will try to page to the paging zone.

10. In the **Retry Interval** box, type the number of seconds between paging retries. The range is 5-300 seconds.

11. To record the Primary prompt, click the **Voice** button.

    - Connect to: (Type in telephone DN where you will be recording)
    - Click **Record** (the telephone will ring)
    - Pick up receiver and record prompt at the tone
    - Click **Stop** when finished
    - Click **Play** to listen to recording
    - Click the **Save** button

12. Click the **Submit** button.

Changing a Node

1. Click the **Custom Call Routing** heading.

The CCR Tree Administration page appears.

2. Click the **Change** link of the CCR Tree that contains the node you want to change.

The node properties page appears.

3. Click the **Change** link for the node you want to change, and change the properties of the node.
4. Click the **Submit** button.

Deleting a Node

1. Click the **Custom Call Routing** heading.
2. Click the **Change** link for the CCR Tree that has the node you want to delete.

The CCR Tree Properties page appears.

3. Click the **Delete** link for the node you want to delete.

A message appears that asks you to confirm the deletion.

4. Click the **OK** button.

Assigning a CCR Tree to a Greeting Table

1. Click the **Auto-Attendant** heading.
2. Click the **Greeting Tables** link**.**

The Greeting Tables page appears.

3. Click the **Change** link for the Greeting Table you want to assign a CCR Tree to.

The Greeting Table Setup page appears.

4. Select from each **CCR Tree** list box the CCR Tree you want calls to route to for each time of day. If you do not want calls to route to a CCR Tree select **None**.
5. Click the **Submit** button.

CallPilot User Quick Reference

Message Notification

*"**Message for you**"* will appear in the LCD window display when there are new messages in your mailbox. The message waiting light at the top of your telephone set will also illuminate red.

Accessing Your Mailbox

▸ **From Your Extension:**
1. Press ⌨ 9 8 1
2. When prompted, enter *your password* then press **#**

▸ **Guest Mailbox, Information Mailbox, or From Another Extension**
1. Press ⌨ 9 8 1
2. Press ***** or **OTHR**
3. When the display shows "**Log:**", enter your *mailbox number* and *password* then press **#**

▸ **From An Outside Line:**
1. Dial *Main Company Number*
2. When the system answers, press *** ***
3. Enter your *mailbox number* and *password* then press **#**

Playing Messages

After you have logged in your mailbox:

♦ To play a message, press **PLAY** or **2**
♦ To delete a message, press **ERASE** or **8**
♦ To save a message, press **7 7**
♦ To play the current message again, press **<< < << <** or **1 1**
♦ To back up nine seconds within the message, press **<< <** or **1**
♦ To skip forward nine seconds within the message, press **> >>** or **3**
♦ To skip to the end of the message, press **> >> > >>** or **3 3** or **#**
♦ To play the previous message, press **4**
♦ To skip to the next message, press **NEXT** or **6** or **#**
♦ To pause, press **STOP** or **2**, to continue, press **PLAY** or **2**
♦ To listen to the message time/date stamp, press **7**

To Reply To The Message Sender

1. After listening to the message, press **REPLY** or **9**
2. Press **MSG** or **1**
3. Record reply then press **OK** or **#**
4. To accept the recording press **OK** or **#**
5. Press **SEND** or **#** to deliver the message

To Forward A Message

1. To forward a copy of the message, press **COPY** or **5**
2. Press **YES** or **1** to record an introduction
3. Press **OK** or **#** to end the recording
4. Press **SEND** or **#** to accept the recording
5. Enter the mailbox number of the person to which you want to forward the message
6. Press **SEND** or **#** to deliver the message

To Record A Message

1. While logged in, press **REC** or **3** to record a message
2. Press **OK** or **#** to end the recording
3. Press **OK** or **#** to accept the recording
4. Enter the mailbox number of the person to which you want to deliver the message
5. Press **SEND** or **#** to deliver the message

Message Delivery Options

*This option must be used before pressing **SEND** to deliver a message! After recording a message:*

- ♦ For **Certified** delivery, press **3 1**
- ♦ For **Urgent** delivery, press **3 2**
- ♦ For **Private** delivery, press **3 3**
- ♦ For **Timed** Delivery, press **3 4**

Leave Message

1. Press 🕭 9 8 0
2. Enter the mailbox number of the person to which you want to deliver the message
3. Press **OK** or **#** to accept the mailbox number
4. Press **OK** or **#** to end the recording
5. Press **SEND** or **#** to deliver the message

Transfer To Voicemail

1. With the caller on the line, press ☎ 9 8 6
2. Dial the intercom/mailbox number of the person you wish to transfer the caller to

Voicemail Interrupt

1. Press ☎ 9 8 7
2. Begin speaking with caller

To Record A Mailbox Greeting

After you have logged in your mailbox:

1. While logged in, press **ADMIN** or **8** key.
2. Press **GREET** or **2** key.
3. Press **REC** or **1** key. (press **2** to **CHOOSE**)
4. Press **PRIME** or **1** key. (press **2** for **ALT**, or **3** for **PERS**)
5. Press **YES** or **1** key to record your greeting.
6. At the tone, record your greeting.
7. Press **OK** or **#** to end your recording.
8. Press **OK** or **#** to accept your recording.

To Record Your Name

1. While logged in, press **ADMIN** or **8** key.
2. Press **1** to record your name.
3. At the tone, record your name.
4. Press **OK** or **#** to end your recording.
5. Press **OK** or **#** to accept your recording.

To Change Your Mailbox Password

1. While logged in, press **ADMIN** or **8** key.
2. Press **PSWD** or **4** key.
3. Enter your *new password*.
Note: A password must be between four to eight digits in length and cannot start with the digit zero.
4. Press **OK** or **#** to end your password.
5. Re-enter your *new password* again, then press **#**.

Setting up Target Attendant

1. While logged in, press **ADMIN** or **8** key.
2. Press **5** to open the Target Attendant Menu.
3. Press **CHNG** or **1** to change the Target Attendant.
4. Enter the *extension number* of the new Target Attendant.

Setting up Outbound Transfer

1. While logged in, press **ADMIN** or **8** key.
2. Press **8** to open the Outbound Transfer Menu.
3. Press **ADMIN** or **1** to set up Outbound Transfer
4. Press **PHONE** to select an external phone as the destination.
5. Enter the *telephone number* .
6. Press **OK** or **#** when you have finished entering the number.
7. Press **OK** or **#** to accept the destination.
8. Press **CHNG** or **1** to activate Outbound Transfer.
9. Press **QUIT** or ***** when finished.

Setting up Off-premise Message Notification to a Phone

1. While logged in, press **ADMIN** or **8** key.
2. 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 select an external phone as the destination.
5. Enter the *telephone number* .
6. Press **OK** or **#** when you have finished entering the number.
7. Press **OK** or **#** to accept the destination.
8. Enter the start time (hh:mm) for notification
9. Select **AM** or **1**, or **PM** or **2**
10. Enter the stop time (hh:mm) for notification
11. Select **AM** or **1**, or **PM** or **2**
12. Press **YES** or **1** to set-up additional destinations, or **NO** or **2** when finished entering destinations.
13. Press **NEXT** or **#** to accept the start time
14. Press **NEXT** or **#** to accept the stop time.
15. Press **OK** or **#** to be notified of new messages, or **CHNG** or **1** to be notified of urgent messages.
16. Press **SELECT** or **2** to set up Off-premise Message Notification.
17. Press **CHNG** or **1** to toggle notification on or off.
18. Press **OK** or ***** to accept.

Setting up Off-premise Message Notification to a Pager

1. While logged in, press **ADMIN** or **8** key.
2. Press **6** to open the Off-premise Message Notification Menu.
3. Press **ADMIN** or **1** to set up Off-premise Message Notification
4. Press **PAGER** or **3** to select a pager as the destination.
5. Enter the *telephone number*.
6. Press **OK** or **#** when you have finished entering the number.
7. Press **OK** or **#** to accept the destination, or press **ADD** or **2** to include special characters such as a Pause.
8. Press **NEXT** or **#** to accept the default pager message of the CallPilot extension number, or press **CHNG** or **1** to modify the pager message.
9. Press **YES** or **1** to set-up additional destinations, or **NO** or **#** when finished entering destinations.
10. Press **OK** or **#** to be notified of new messages, or **CHNG** or **1** to be notified of urgent messages.
11. Press **SELECT** or **2** to set up Off-premise Message Notification.
12. Press **CHNG** or **1** to toggle notification on or off.
13. Press **OK** or *** to accept.