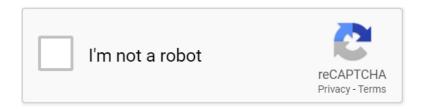
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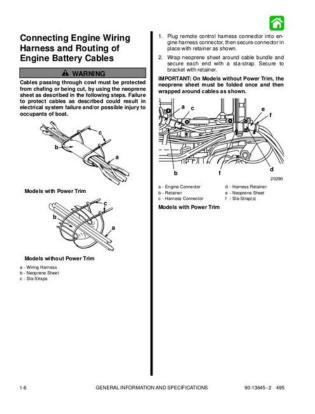
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All other trademarks are the property of their owners. Information in Nortel Networks assumes no responsibility for any All other trademarks are the property of their owners. Information in this document is subject to change without notice. No applications server at branch sites translates into huge cost savings. CallPilot 100, offers pricesensitive small businesses a costeffective nextgeneration voice messaging solution. This option targets smaller businesses that have advanced application requirements but a fewer number of employees. These integrated capabilities are demonstrated by a simple and easytouse interface displayed in visual prompts on the telephone set, which guide the user to activate messaging commands and functions by using the soft keys just below the telephone LCD window. When enabled, CallPilot's Automated Attendant answers incoming calls and routes the calls to extensions and mailboxes within the system. CallPilot 150 can have a maximum of 300 mailboxes and CallPilot 100 can have a maximum of 40 mailboxes. The system coordinator assigns Personal Mailboxes, which mailbox owners then maintain. It provides a list of singledigit options to a caller. After listening to the Home Menu, a caller selects an option by pressing a number on any tone dial telephone. This interface can be selected on a systemwide basis or on a per mailbox basis. CallPilot 100 businesses should be those that require no more than four ports, nine hours of storage or 40 mailboxes. CallPilot 100 delivers a common user interface across multiple platforms, including Norstar, BCM and Meridian 1, thereby reducing training requirements. Access to system programming is as easy as making a dialup Internet connection and accessing the remote CallPilot system's IP. When the customer enters these two codes into the Keycode Retrieval System KRS, the applicable keycode is generated to enable the purchased option.http://auxerretv.com/content/public/digital-performer-7 24-manual.xml

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The ability to generate keycodes through the KRS ensures immediate access without the need to place calls to Nortel Networks support. System administrators can also perform administration through a T7316E telephone set. Administrators can initialize CallPilot using either CallPilot Manager or a twoline display telephone. CallPilot Manager comes enabled on the CallPilot platform. Enter the password in the Password box. 3. Click the Submit button. The CallPilot Manager Main Menu appears. Figure 2 CallPilot Manager Main Menu. Generating a Report To generate a report 1. Click the Report heading. 2. Click the link for the report you want to generate. The report will appear in a new window. 3. Table 2 Directory Report Heading Description Subscriber The mailbox owner's name. The mailbox number. Type The type of mailbox. The extension number. Indicates whether the mailbox owner has recorded their name in the Name Recorded company directory. To reduce the number of report output lines, a mailbox setting or condition is only reported if it differs from the default setting or normal condition. Possible tags include Table 4 Mailbox Information Tags. The last full day of activity represents the starting point of this report. For example, if the full day of activity is Tuesday, the report will begin on Tuesday and goes back seven days to the previous Wednesday. Usually the Home node Path is 0, although callers do not need to press a key to reach the Home node. Below each day is listed how many times callers accessed the node, not including any reprompting. Table 7 System Configuration Report Heading Description Describes systemwide attributes and Auto Attendant properties such as System Options Return to AA and Touchtone Gate. Installed Voicemail Lists the optional features enabled at your site. The AMIS option allows the messaging community at one Norstar location to send and receive messages from other messaging communities that support the AMIS

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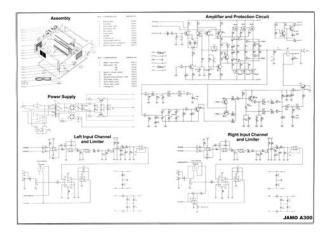
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CaliPlict Telephone Administration Guide

These parameters include the telephone number of the destination site and the destination mailbox number. Network Delivery Mailbox The Network Delivery Mailbox stores the parameters required to reach the destination mailbox, including the telephone number of the destination site, which line or pool number is used to make. CallPilot is connected via the onboard Ethernet port to the local computer network, and the Desktop Messaging software runs on CallPilot and communicates with client software installed on each user's PC. Upon installation of Desktop Messaging on a user's PC, a new mailbox called "Nortel CallPilot Message Store" will be added to the set of mailboxes. But, people work within broad groups, both inside and outside their company; thus, networking is becoming an essential technology. With digital networking technology, the sound quality of the sender's voice is not diminished by the quality or bandwidth of the transmitting circuit as it typically is with analog networking, like Audio Messaging Interchange Specification AMIS. When the mailbox owner designates that they want to see caller information Users can work uninterrupted Caller Display Call Screening displayed at their telephone when required but still take support on Call Forward set, the display will show the. Very Company Greetings greetings to a specific greeting efficient at routing internal. Norstar Voice Saves time and improves Reply based on CLID Mail will dial CLID with efficiency. Lets the system coordinator assign up to 100 unique telephone numbers to the Calling Line ID table. The default status for the General Delivery Mailbox is enabled. The General Delivery Mailbox can be disabled or enabled as required by the company. Greetings greetings. Users can move quickly through mailbox messages Lets a user revisit a previously deleted Recovering Deleted without the risk of message during a mailbox session and Messages accidentally deleting a.

When addressing the messages to multiple message message, the subscriber can choose to add recipients. The message can be delayed up to the number of days specified in the message retention class of service parameter Subscribers have more Timed delivery of for a given mailbox. Provides the greeting table from which the CCR tree is currently referenced and a sevenday rolling. If the Centrex Transfer feature is enabled, the extension does not have to be located on the Norstar switch. When the number of unsuccessful attempts exceeds a threshold, the mailbox will be "locked out" Incorrect Password Detection and cannot be opened, even Provides additional security. We are providing handson practical training to both individuals as well as corporate professionals. We are

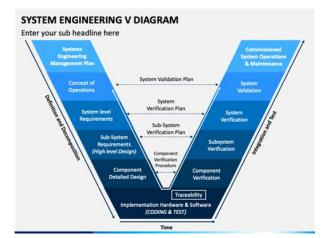
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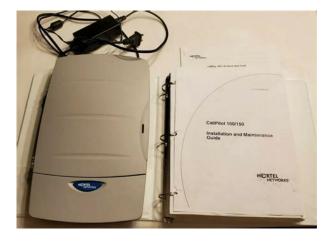
0 Norstar Voice Mail Reference Guide Contents Chapter 1 How to use this guide 1 Introduction 1 Conventions and symbols used in this guide 2 Reload to refresh your session. Reload to refresh your session. If you are the registrant of this domain name, please contact your registration service provider to renew it. The Sponsored Listings displayed above are served automatically by a third party. Neither the service provider nor the domain owner maintain any relationship with the advertisers. In case of trademark issues please contact the domain owner directly contact information can be found in whois. You may have to register before you can post click the register link above to proceed. To start viewing messages, select the forum that you want to visit from the selection below. Please choose a different delivery location.Our payment security system encrypts your information during transmission. We don't share your credit card details with thirdparty sellers, and we don't sell your information to others. Please try again. Please try again. No Questions Asked. 30 Days Money Back GuaranteeSCP Short Circuit output Protection PKPower AC adapters manufactured with the highest guality materials and include safeguard features against incorrect voltage, short circuit, internal overheating. 100% compatibility with the original. In order to navigate out of this carousel please use your heading shortcut key to navigate to the next or previous heading. In order to navigate out of this carousel please use your heading shortcut key to navigate to the next or previous heading. Register a free business account Please try your search again later.For your own interests and safety, if there is any abnormal condition when using the product, please stop using it immediately and contact with our customer service center. How to contact us You can contact us directly from Your Account. We would be glad to solve any problem for you within 24 hours.

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Contact your vendor if you want to trial or purchase a software authorization code. CallPilot options

are Message Networking Message Networking links the CallPilot system with other voic systems and allows the exchange of voice messages between users at different sites. CallPilot supports Digital networking and Audio Messaging Interchange Specification AMIS networking. For information about Message Networking refer to the CallPilot Message Networking Set Up and Operation Guide. Call Center CallPilot is an application that handles incoming calls as efficiently and economically as possible. Call Center answers calls, then routes the calls to agents in a skillset that most closely matches the needs of the caller. Calls can be routed based on the origin of the call, the destination of the call, or the information entered by the caller. Callers can be given high or low priorities. Callers can overflow to different groups or skillsets of agents, transfer out of the system, leave a message, and hear announcements or informative messages. For information about Call Center refer to the Nortel Networks Call Center Set Up and Operation Guide. Desktop Messaging With Desktop Messaging subscribers can access their CallPilot mailbox from their personal computer. Subscribers can manage all of their voice messages from one graphical interface. P Subscribers at your office can use CallPilot from any display telephone that is connected to your telephone system. Subscribers outside your office can use CallPilot from any tone dial telephone. Incoming calls from a rotary dial telephone are transferred to your company receptionist or designated operator. If an operator is not available, the call transfers to the General Delivery Mailbox. System timeout If you pause longer than 2 minutes when you program CallPilot, the system times out and ends the session. This is a safety feature that prevents unauthorized use of the system.

For example, if the system times out before you enter all the settings for a mailbox, you must use the procedures in Changing a mailbox on page 32 to finish setting up the mailbox. Using CallPilot with a two line display telephone You cannot use a single line display telephone to set up and administer CallPilot. You must use a two line display telephone. Two line display phones show CallPilot commands and options. A two line display can show up to three display options at once. In some instances, an option does not have a corresponding display button, and you must select the option by pressing buttons on the diapad. While you program CallPilot, at any time, you can press to go back to the previous selections. Each button represents a number and letters of the alphabet. To enter a character To accept a character To delete a character press the dialpad button that represents the letter or number. Press the button again to see the next letter or number. When you press another button, the cursor advances and the display shows the first character on the new button. Whether the prompt remains on the display depends on the type of prompt that is displayed. P s wd OTHR RETRY Name RETRY BKSP This is an example of a display with fewer than 16 characters, where the command line prompt remains on the display. This display shows the Name command line prompt. P RETRY BKSP PARTRIDGE RETRY BKSP When you begin to enter the last name, the Name command line prompt disappears. For example, if you enter the name Partridge, you press the pad for P, and the display drops the Name prompt. Although the name is only nine characters long, the command line prompt is not shown on the display after you enter the entire name.

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The prompt disappears for these command line prompts Name Log Dest ph P Convention Example Used for Word is in a special font in the top line of the display Underlined word in capital letters on the bottom line of a two line display telephone Pswd PLAY Command line prompts on display telephones. Display option. Available on two line display telephones. Press the button directly below the option on the display to proceed. Dialpad buttons Buttons you press on the dialpad to select a particular option. About telephone buttons This table shows the Nortel Networks Business Series Terminal buttons. Use the buttons that pertain to the type of telephone you use. You can have no more than two active calls The T7100 works differently from other telephones on your system because it does not have line buttons. Where other telephones require that you select a line button to answer a call, on the T7100 terminal you pick up the handset. Your active call is put on at one time. The software authorization code enables the number of mailboxes that you can add to CallPilot. On CallPilot 150 you can have a maximum of 300 subscriber mailboxes. On CallPilot 100 you can have a maximum of 40 subscriber mailboxes. Refer to Enabling a software authorization code on page 103 for information on how to enable software authorization codes. System Administrator Mailbox The System Administrator Mailbox is reserved for the System Administrator is created automatically when the system is initialized for the first time is where you send Broadcast Messages from Only the System Administrator can access the System Administrator password as soon as possible to minimize the risk of unauthorized activity. Default System Administrator Mailbox number and password combinations For a mailbox number length of.Mailbox password is.For information on changing the Class of Service, refer to Changing a mailbox on page 32.

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It is created automatically when the system is initialized for the first time. The General Delivery Mailbox stores messages from callers when the Operator is not available, from callers who use a rotary dial telephone, and when a mailbox is full. Usually the receptionist or designated Operator checks for messages in the General Delivery Mailbox. Warning Change the General Delivery Mailbox password as soon as possible to minimize the risk of unauthorized activity. Default General Delivery Mailbox number and password combinations For a mailbox number length of.Mailbox password is.For information on changing the Class of Service, refer to Changing a mailbox on page 32. The General Delivery Mailbox can receive messages before it is initialized, but you must initialize it before you can retrieve messages from it. For information about initializing mailboxes, refer to Initializing a mailbox on page 24. Subscriber mailboxes Create a Subscriber mailbox for each person in your organization who needs to be able to receive messages. A Subscriber mailbox must be initialized by the mailbox owner before it can receive voice messages. Until a mailbox is initialized, it cannot receive voice messages, it does not appear in the Company Directory, and any calls that are directed to it are rerouted to the General Delivery Mailbox. Tell subscribers to change their mailbox password as soon as they initialize their mailbox. P A Guest mailbox must be initialized by the mailbox owner before it can receive messages. When you create Guest mailboxes, assign mailbox numbers that begin with the same digit. This identifies the mailbox type. Create Guest mailbox numbers that begin with a digit that is different than the Subscriber mailbox numbers. For example, if Subscriber mailbox numbers start with two, Guest mailboxes can start with the number four.

When to use Guest mailboxes Guest mailboxes can provide a temporary employee with CallPilot services, give clients access to internal messaging and call routing, and let customers leave telephone orders. You can use Guest mailboxes to take personal catalog shopping orders list classes or seminars and let callers register by telephone give frequent customers access to CallPilot services Using a Guest mailbox for telephone registration This example shows how to set up a Guest mailbox with announcement and ordertaking capabilities. When you provide services that let a customer call into a mailbox, include the mailbox number in the greeting. This lets a caller transfer directly to the mailbox. To use a Guest mailbox to provide telephone registration, you must first determine a mailbox number. Make sure that the Guest mailbox number is unique and is not assigned to any display telephone extension. Next, record the mailbox greeting. For example This month we are pleased to provide the following courses Jazz Dancing Made Easy, Intermediate Jazz Dancing, Warming Up for that Big Performance, and Beginner Ballet. If you are interested in any of these courses, please leave your name and telephone number after the tone. One of our instructors will contact you with more information. You can include the time and date the classes are being offered. This example is applicable to Guest mailboxes that are used for taking orders. After you record the announcement, record a Company Greeting that tells callers about the mailbox is available. For

example Good Morning. This is On Your Toes Dance School. To reach the dance studio, press register for our fall classes, press. To reach our receptionist, press. If you must use the same leading digit, ensure the Guest mailbox numbers are outofrange extension numbers. To test if an extension is outofrange, dial it from another extension. If the number is outofrange, the display shows Invalid number.

If the number is not outofrange but does not have a set plugged into the corresponding port, the display shows Not in service. You must assign a Class of Service to the Guest mailbox. When you assign a Class of Service to a Guest mailbox used as an order mailbox, choose a Class of Service that has the maximum mailbox greeting and message time available. Refer to Mailbox Class of Service on page 19. Information mailboxes Information mailboxes play an informative message to callers who access it. An Information mailbox must be initialized before it can play an information message. Callers cannot leave messages in Information mailboxes. Information mailboxes do not have operating extensions. For more information about Information messages refer to Information mailbox messages on page 87. Information mailboxes are maintained by the System Administrator or a mailbox owner. You can use Information mailboxes to announce sales provide product lists announce special events A caller is disconnected automatically after listening to an Information mailbox. Information mailbox Greetings can be recorded by you or by the person assigned the Information mailbox. To let callers know about your company s Information mailboxes Advertise the Automated Attendant main number, and record a Company Greeting that mentions the Information mailbox services. Provide a list of your company s Information mailboxes in brochures and telephone directory advertising. Mention the Information mailboxes in the Company Greeting if your company has a small number of Information mailboxes, such as three or four. Use Custom Call Routing CCR if you have a large number of Information mailboxes. Assign the Operator as the transfer point for all Information mailbox inquiries. Record a statement in the Company Greeting that tells callers to press zero to reach company information. For example, Good Afternoon. This is On Your Toes Dance Studio. To reach our studio, press fl.

To listen to one of our special announcements, press to reach the Operator. When a caller presses zero, have the Operator provide a list of the Information mailboxes and transfer the caller accordingly. P Instead of entering values for several features, you can select the COS appropriate for a mailbox. You enter the COS when you add the mailbox and the system uses the associated values. The COS tables, shown in Class of Service values on page 20 have preset values. If you use the webbased CallPilot Manager you can change individual COS values to meet the needs of your company. For more information about using CallPilot Manager to edit Classes of Service, refer to the CallPilot Manager Set Up and Operation Guide. Class of Service features Prompt language Mailbox message time If you select bilingual operation, Classes of Service 1, 3, 5, 7, 9, 11, 13, 15 use the Primary Language, and Classes of Service 2, 4, 6, 8, 10, 12, 14, 16 use the Alternate Language. The total message time available to a mailbox. The maximum message time is 180 minutes. Mailboxes have a Never Full feature that lets a caller leave a message in a full mailbox. The message is stored in the mailbox, but cannot be played, copied or saved until a saved message is deleted. Message length The maximum length of an incoming message. Message length is from 1 to 30 minutes. Message retention period Greeting length Offpremise Message Notification Retry intervals Number of attempts Outbound Transfer Incorrect password attempts Password Expiry Networking Target Attendant Call Record User Interface The number of days messages are saved in a mailbox. The maximum length of a mailbox greeting. Greeting length is from 1 to 30 minutes. Redirects messages to another extension, telephone number or pager. Dialing restrictions that apply to outdial lines apply to Offpremise Message Notification. For Offpremise Message Notification, the minutes between attempts to notify the recipient of a new or urgent message.

The retry interval is from 1 to 120 minutes. For Offpremise Message Notification, the number of

attempts the system makes to notify the recipient of a new or urgent message. The number of attempts is from 1 to 20. Lets a caller who reaches a mailbox transfer to an external telephone number or an extension. The maximum number of incorrect password attempts before a mailbox owner is locked out of their mailbox. The incorrect password attempts are from 4 to 20. The maximum length of time a mailbox password is active. If the Message Networking option is installed, lets callers send messages to mailboxes at various sites on a communication network. Lets subscribers set up a Personal Target Attendant. Otherwise, callers are directed to the Target Attendant specified in the Greeting Table. Lets subscribers use the Call Record feature. The recorded message is placed in the subscriber s mailbox. The user interface used for the mailbox. There are two mailbox UI choices Norstar Voice Mail NVM and CallPilot CP.When you add a mailbox, you can change these options without changing the Class of Service. Company Directory The Company Directory is an internal list that contains the names of mailbox owners with initialized mailboxes who are assigned to the directory. When you add a mailbox, you determine whether the mailbox appears in the Company Directory. Even if you do not include a mailbox in the Company Directory the mailbox owner must still record their name when they initialize their mailbox. Message Waiting Notification Message Waiting Notification gives subscribers a visual indication on their telephone display that they have new messages. Message Waiting Notification displays Message for you on a subscriber s display telephone when they have a message. Message Waiting Notification is enabled by default. When you create Guest Mailboxes, do not enable Message Waiting Notification. Guest Mailboxes do not have an operating extension.

Outdial route The Outdial route determines which line or line pool the system uses when a subscriber uses the Reply feature to reply to a message left by an external caller Offpremise Message Notification Outbound Transfer The default for Outdial route is None. The values available are None, Line, Pool or Route. Until you assign a line or line pool as the Outdial route for a mailbox, the mailbox owner can use the Reply feature to reply to calls from internal extensions only, Offpremise Message Notification for internal extensions only and Outbound Transfer for internal extensions only. When you assign an Outdial route, the dialing is done by the extension the system is connected to, not by the display telephone. For more information on restricting outdialing refer to Restricting outdialing on page 23. If you set the Outdial route to anything but None, there is a potential for unauthorized longdistance dialing. You can prevent this by creating outdialing restrictions. Alternate extensions You can assign up to two alternate extensions to each Subscriber Mailbox. If a caller dials the main extension the mailbox that has alternate extensions assigned, the call rings at the main extension only. Note The exception to this is if alternate extensions are assigned an Answer DN for the main extension. Answer DNs are assigned to extensions in system programming. For more information refer to your system documentation. Only extensions that do not have a mailbox assigned can be used as an alternate extension. There are no default alternate extensions for Subscriber mailboxes. Alternate extensions receive the same Message Waiting Indication and Caller Display information as the primary extension. Express Messaging Line When you create a Subscriber mailbox, you can assign an Express Messaging Line to it. Instead of assigning an extension number to the Subscriber mailbox, assign an Express Messaging Line.

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