NORTEL

CALLPILOT MANAGER ADMINISTRATION GUIDE

North American Telecommunications Group
For Service: 604-856-9155 / service@natgtelecom.com

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** *Important Note:*

    *The extension and mailbox numbers referenced in this guide are the most commonly used configuration. It does **not** guarantee that your company will use the same extension and mailbox numbers due to each systems **customized** configuration. If you are **unsure** of what numbers were used in your configuration, please call or email the NATG service department.*

Mailbox Administration

LOGGING ON TO NORTEL NETWORKS CALL PILOT MANAGER

1. To access the online Call Pilot program you must enter in your IP Address
2. When it asks for password, enter in _____(Usually it's 1234)
3. Press Submit
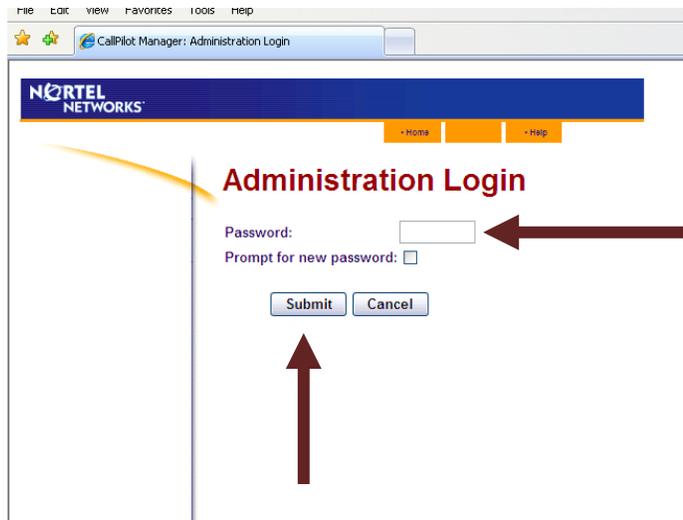
4. Once you are logged in, you are now able to make changes to mailboxes and to the auto attendant.

Note: It is up to *you* to remember *your* IP Address. If you do not know or remember what your IP address is and require NATG to come to site and find this information for you, it will be a **billable** service call.

Note: After 10 minutes of inactivity, the CallPilot Manager will automatically time you out as a security feature to help prevent unauthorized access to the system.
      If the system times you out while you are working on a page but you have *not* pressed the submit button, any changes you have made will *not* be saved. You will have to log back into the CallPilot Manager and re-enter the information.
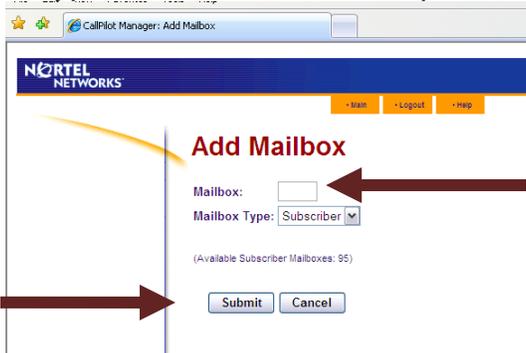
ADD A NEW MAILBOX:

1. Click on **ADD MAILBOX** from main menu
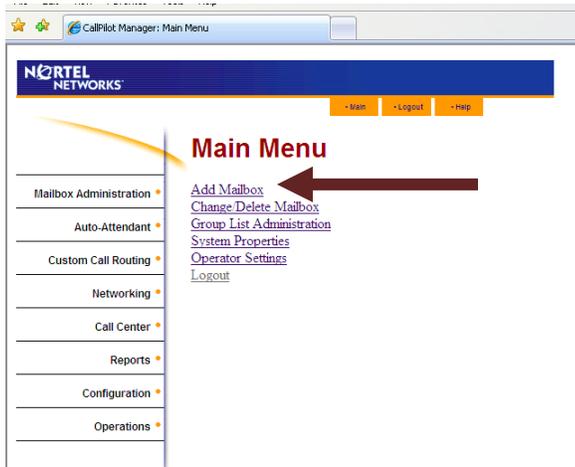
2. Enter the **MAILBOX NUMBER** (usually matches the ext number unless it is a phantom or guest box);
3. mailbox type: leave as Subscriber, press *SUBMIT*

4. Enter the **EXTENSION NUMBER** to *match* the mailbox number
   Note: leave blank if it is a phantom or guest box

5. Fill in name area
6. Class Of Service: leave as **1**
7. Outdial: click on **POOL** and then **1** in box beside pool
8. Press *SUBMIT* when done

CHANGE A MAILBOX OR RESET THE PASSWORD FOR A MAILBOX:
1. click on **CHANGE/DELETE** mailbox from main menu
2. click on the appropriate mailbox from the mailbox list

3. click on **RESET PASSWORD** (this will reset the password to 0000)
   OR click on **CHANGE** if need to make other changes to name etc
4. make necessary changes to the mailbox; press **SUBMIT**

DELETE A MAILBOX:
1. Click on **CHANGE/DELETE** mailbox from main menu
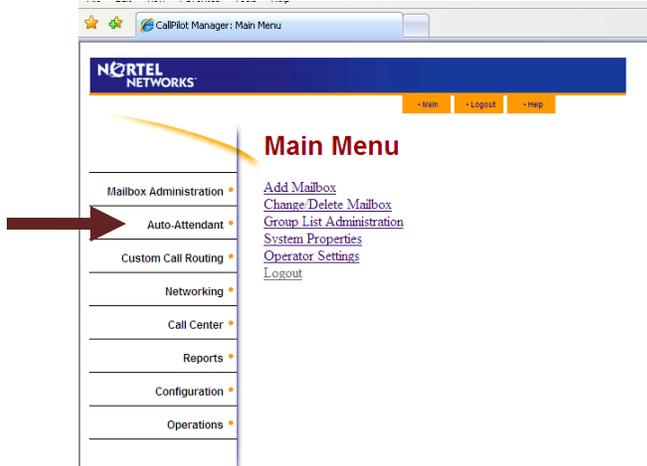2. Click on the appropriate mailbox from the mailbox list

3. Click on **DELETE**
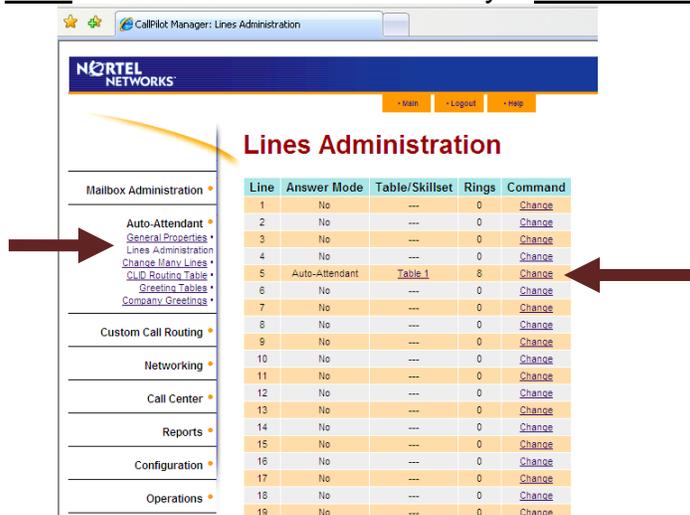4. Click on **OK**

Auto Attendant Administration

CHANGE NUMBER OF RINGS BEFORE THE AUTO ATTENDANT ANSWERS
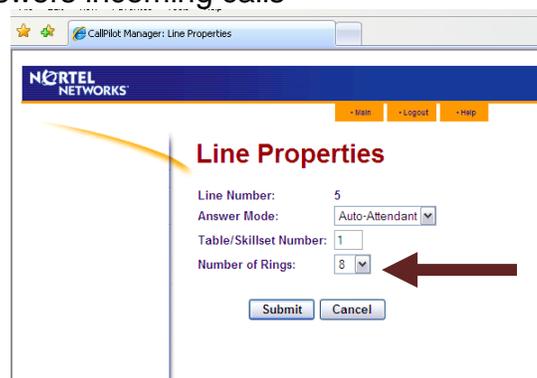
1. Click on **AUTO ATTENDANT**

2. Click on **LINES ADMINISTRATION**
3. Click on **CHANGE** beside the appropriate line number
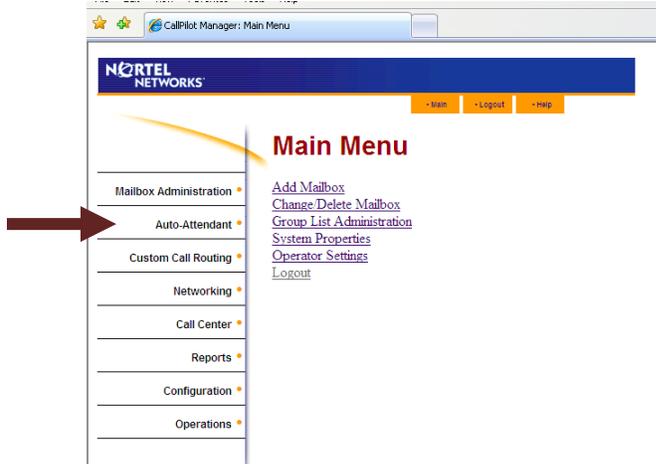   Note: Make sure Answer Mode says: *Auto Attendant*

4. Click on **NUMBER OF RINGS**: enter the number of rings before the auto attendant answers incoming calls
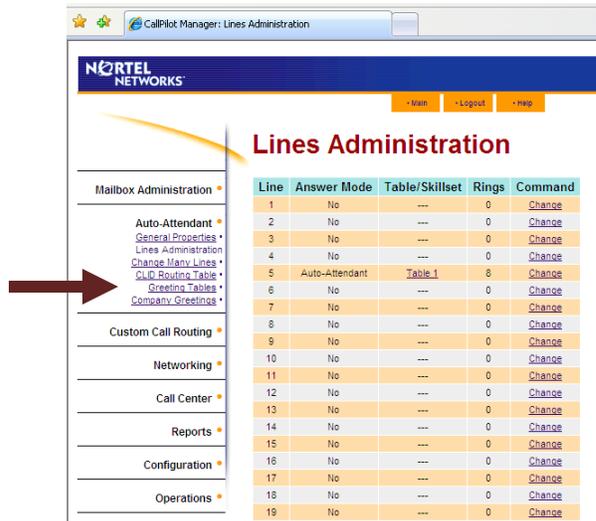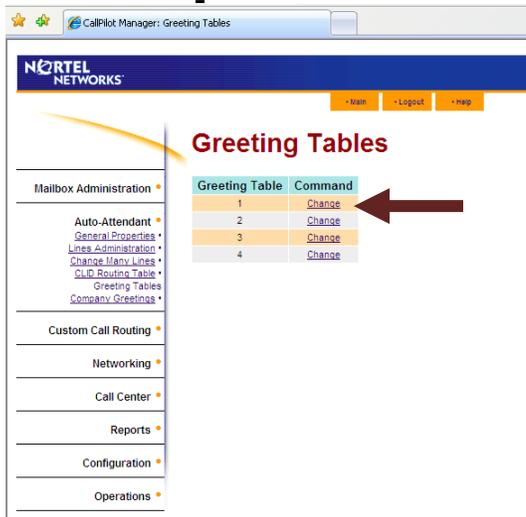

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CHANGING BUSINESS HOURS AND GREETING NUMBERS

1. Click on **AUTO ATTENDANT**

2. Click on **GREETING TABLES**

3. Click on **CHANGE** beside Table 1

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4. From here you can select what greeting you want system to play in the morning, afternoon, evenings and on holidays

5. Select **DISABLE DN** Dialing for the times of day that you want calls to go immediately to voicemail boxes instead of transferring to extensions
6. Enter your **BUSINESS HOURS** so system knows when to play the different greetings.
   Note: the Non-business time needs to be set for 1 minute before the time entered for Evening eg. If evening time is set for 5:00 PM the Non business time needs to be entered as 4:59 PM. IF the business is not open on Saturdays and Sundays then enter the following times for each day: Morning: 12:00AM Afternoon: 12:01AM Evening: 12:03AM Non business: 12:02AM
7. Beside Attendant Extension: fill in the extension number where calls should go if a caller presses "0"
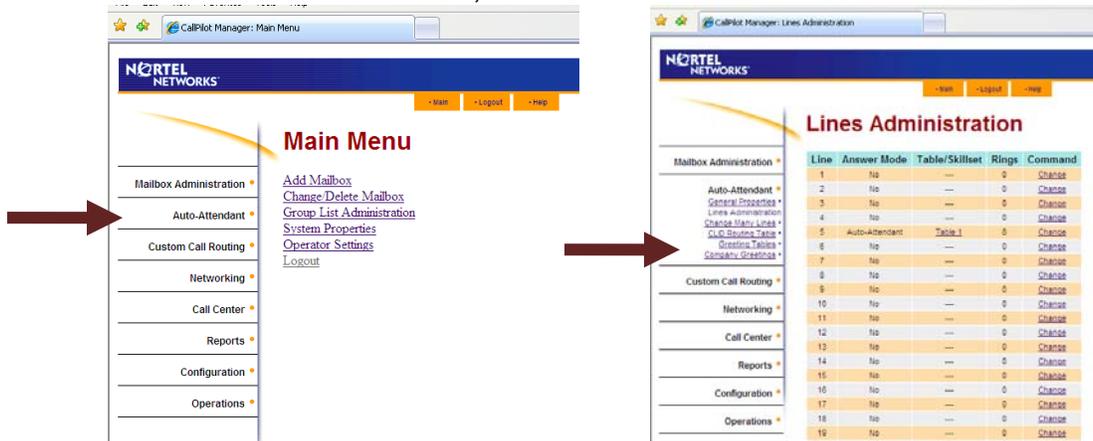

8. Menu repeat key: choose a digit that you can tell callers to press in order to repeat the menu prompt recording
9. Press **SUBMIT**

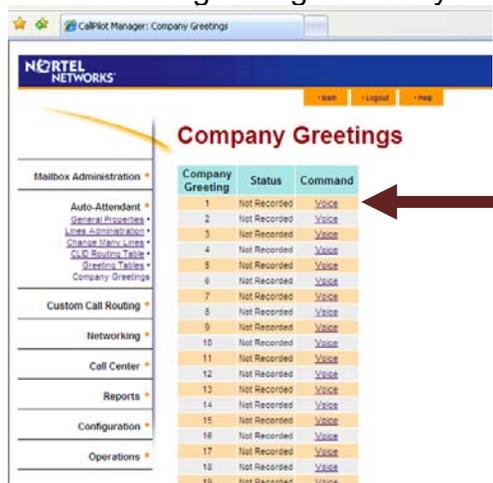## RECORD MAIN AUTO ATTENDANT GREETINGS

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1. Click on **AUTO ATTENDANT**; then **COMPANY GREETINGS**

2. Click on **VOICE** beside the greeting number you wish to record

3. Connect to: enter the extension number to call to record the messages: set will ring: lift handset
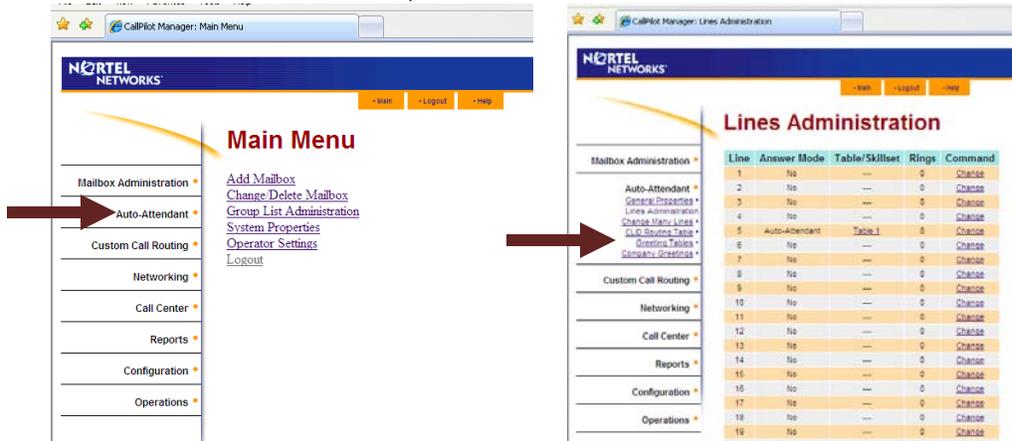

4. Click on **RECORD**: speak after the tone
5. Click on **STOP** when done speaking; press **PLAY** to play back the recording
6. Click on **SAVE** to save the recording
7. Click on **CLOSE** to exit
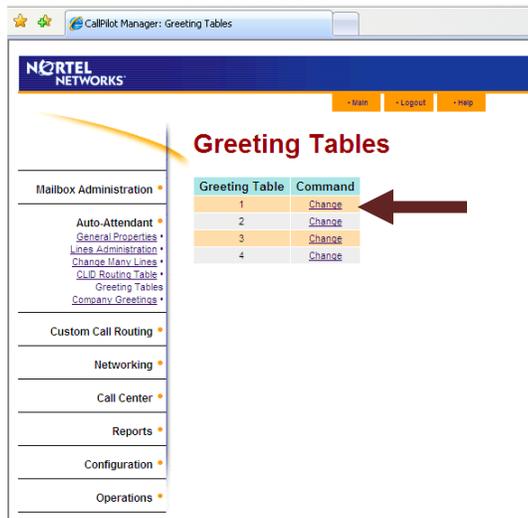8. Repeat for other greetings that need to be recorded

RECORD THE AUTO ATTENDANT MENU PROMPT/INSTRUCTION GREETING
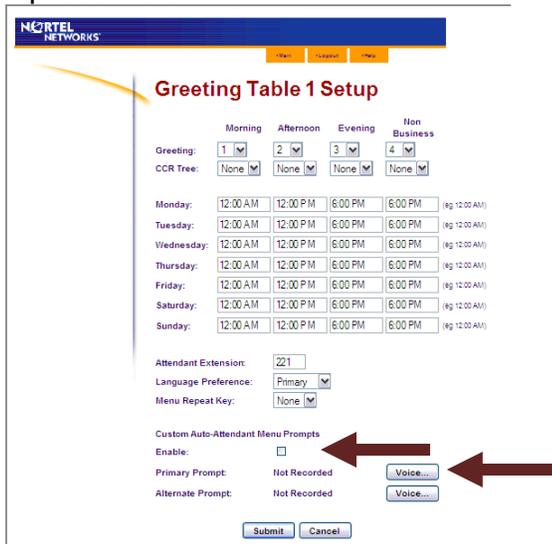
1. Click on **AUTO ATTENDANT**; then **GREETING TABLES**

2. Click on **CHANGE** beside table 1

3. Under Custom Auto-Attendant click on **ENABLE √**, then where it says Primary Prompt: press **VOICE**

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4. Connect to: enter the extension number where recording to be done from; press Dial: ext. will ring; pick up handset
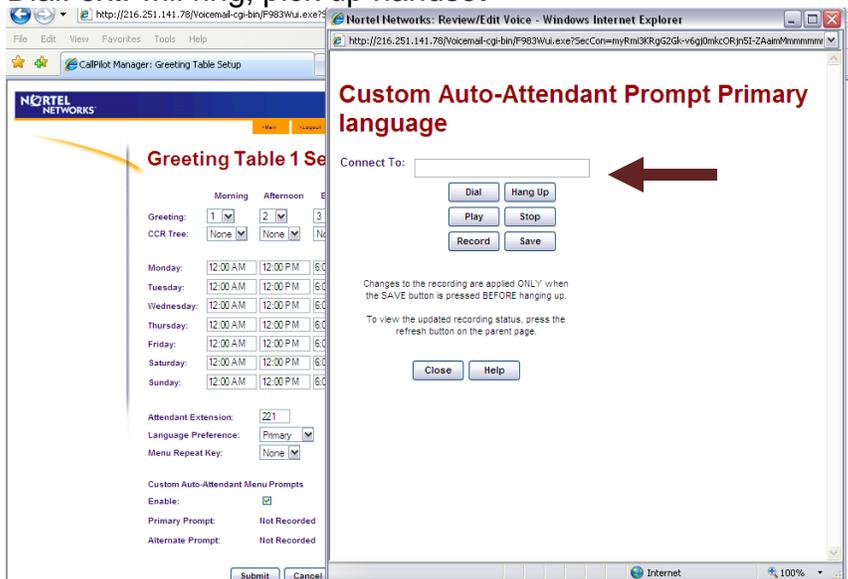
5. Click on **RECORD**; make your recording
6. Click on **STOP** when done speaking; press **PLAY** to play back the recording
7. Click on **SAVE** to save the recording
8. Click on **CLOSE** when done

HOLIDAY GREETING ACTIVATION/DEACTIVATION

1. Follow steps 1 and 2 above
2. Change the greeting numbers for Morning, Afternoon and Evening to be the same as the non-business greeting , then press **SUBMIT**
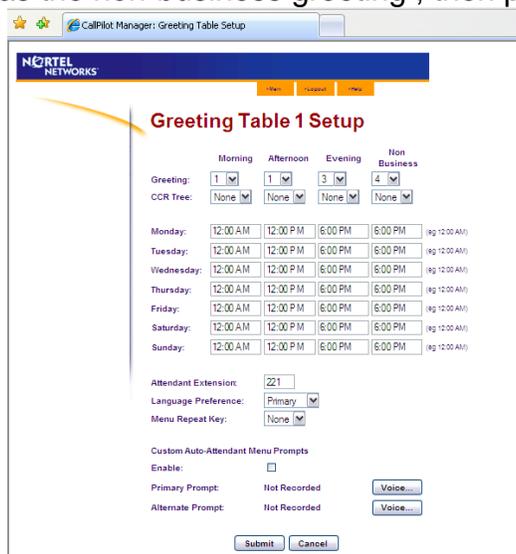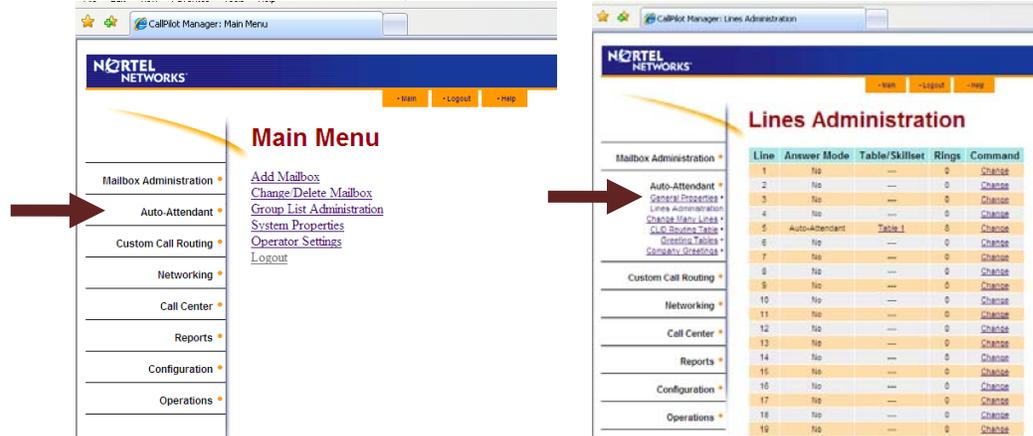

Note: make sure you record the selected holiday greeting *before* the Holiday greeting has been activated (For instructions on recording the greeting, see page 8)
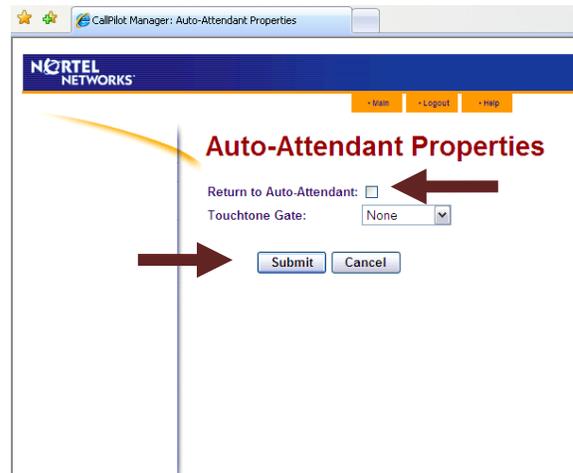
Auto Attendant Properties

To Allow callers to return to the main auto attendant menu prompt after they leave a message in a mailbox
1. Click on **AUTO ATTENDANT,** then click on **GENERAL PROPERTIES**

2. Where it says: **Return To Auto Attendant**: click on the box, then press *SUBMIT*

Custom Call Routing (CCR)

The different path options available when making changes to a CCR Tree are:
- *Menu:* further list of options
- *Transfer:* sending calls to a specific extension or off premise to a specific telephone number
- *Mailbox:* to transfer a call to a specific mailbox
- *Information:* provide specific information in the form of a recording

MAKING CHANGES TO A CCR TREE

1. Click on **AUTO ATTENDANT**; then **GREETING TABLES**;

2. Click on **CHANGE** beside table 1, then beside CCR tree: click on **NONE** for all times of day in order to make any changes to the tree, Press **SUBMIT**

3. Click on **CUSTOM CALL ROUTING,** Click Change beside tree 1

4. Click on **CHANGE** beside the Path you want to change
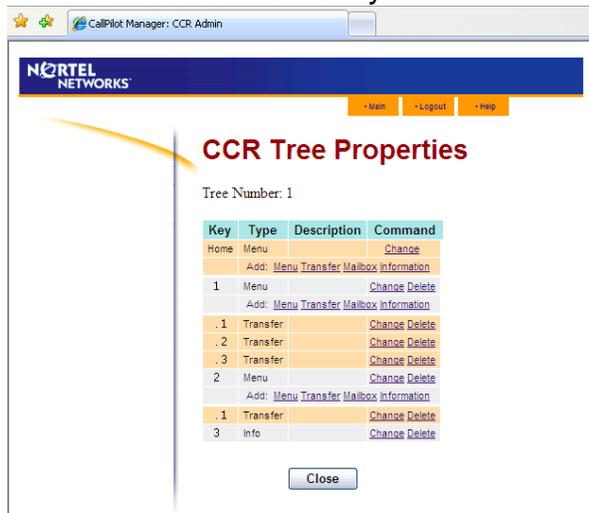
5. Make necessary recording or extension changes
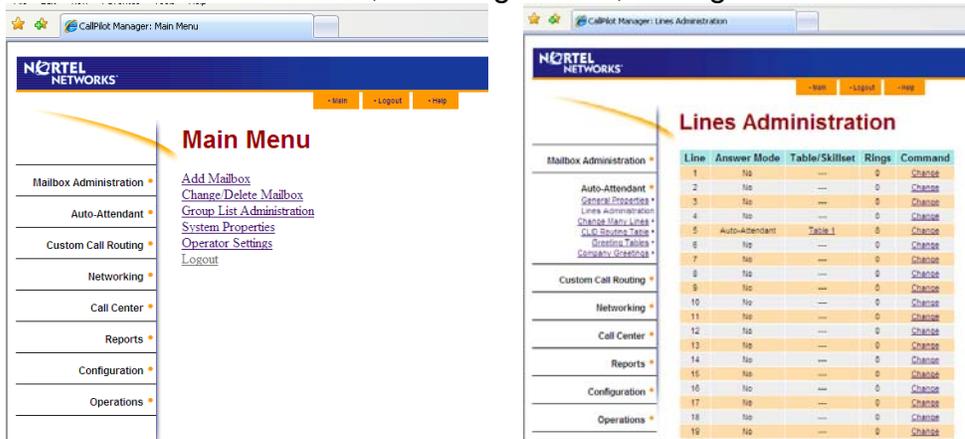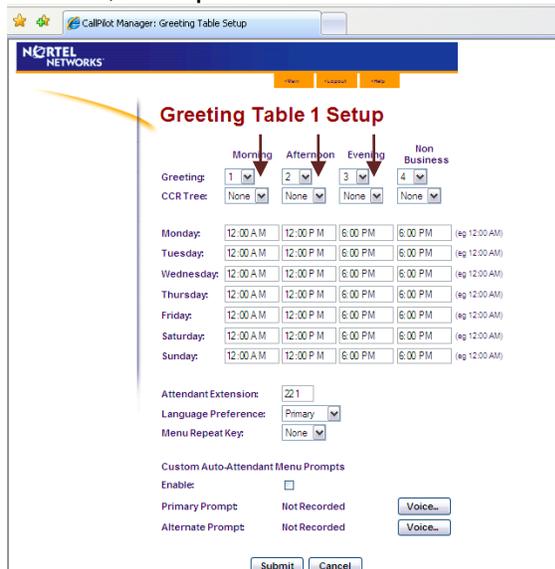6. Press *SUBMIT* when done, then **CLOSE**
7. Click on **AUTO ATTENDANT**; Greeting Tables; Change beside Table 1

8. Beside CCR tree; click on **1** for all the times of day you want the CCR tree options available, then press *SUBMIT*

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