

# **CALLPILOT MANAGER ADMINISTRATION GUIDE**





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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

RTEL NETWORKS	· Hone · Hap
	Administration Login
	Password:
	Submit Cancel

4. Once you are logged in, you are now able to make changes to mailboxes and to the auto attendant.

<u>Note</u>: 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.

<u>Note</u>: 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

🚖 💠 🌈 CallPilot Manager: M	ain Menu
	• Main • Logout • Halp
	Main Menu
Mailbox Administration •	Add Mailbox Change/Delete Mailbox
Auto-Attendant •	Group List Administration System Properties
Custom Call Routing •	Operator Settings Logout
Networking •	
Call Center •	
Reports •	
Configuration •	
Operations •	

- 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 <u>Note:</u> leave blank if it is a phantom or guest box

	- Main - Logout - Heip
Subscriber	Mailbox 233
Extension:	
Last Name:	
First Name:	
Class of Service:	
Display In Directory:	
Enable Message Waitin	g: 🔽
Enable Auto-Login:	
Outdial Type:	None (Line/Pool #)
Alternate Ext 1:	
Alternate Ext 2:	
Enable Call Screening:	
Express Messaging Line	

- 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

r 💠 🌈 CallPilot Manager: Mail	box List							
NØRTEL								
NETWORKS								
		• Main	Logout	• Help				
	Mailbox L	ist						
Mailbox Administration •	Name	Number	Туре		С	omma	nds	
Add Mailbox •	GENERAL_DELIVERY,MB	100	General Delivery	<u>Change</u>		Activity	Reset Password	
Change/Delete Mailbox Add Many Mailboxes •	SYSTEM_MANAGER,MB	102	Administrator	<u>Change</u>		Activity	Reset Password	
Group Lists	JIMBO	222	Subscriber	Change	Delete	Activity	Reset Password	
Class of Service •	Krystal Queue	252	Subscriber	<u>Change</u>		Activity	Reset Password	
	test	266	Information	<u>Change</u>	<u>Delete</u>		Reset Password	
Auto-Attendant								
Custom Call Routing •								
Networking •								
Call Center •								
Reports •								
Configuration •								
Operations •								

- 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

NETWORKS		• Main	- Logout	• Help			
	Mailbox L	.ist			-		
Mailbox Administration	Name	Number	Туре		С	omma	nds
Add Mailbox •	GENERAL_DELIVERY,MB	100	General Delivery	Change		Activity	Reset Pas
Change/Delete Mailbox	SYSTEM_MANAGER,MB	102	Administrator	Change		Activity	Reset Par
Add Many Maiboxes • Group Liete •	JIMBO	222	Subscriber	Change	Delete	Activity	Reset Pas
Class of Service •	Krystal Queue	252	Subscriber	Change		Activity	Reset Pas
	test	266	Information	Change	Delete		Reset Pas
Auto-Attendant • Custom Call Routing •							
Networking •				_			
Call Center •							
Reports •							
Configuration •							

- 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
- Click on CHANGE beside the appropriate line number <u>Note</u>: Make sure Answer Mode says: <u>Auto Attendant</u>

CallPilot Manager: Lines Administration								
			• Main • Lo	ogout	• Нетр			
	Lin	es Adm	ninistrat	tion				
Mailbox Administration •	Line	Answer Mode	Table/Skillset	Rings	Command			
	1	No		0	Change			
Auto-Attendant •	2	No		0	Change			
General Properties •	3	No		0	Change			
Lines Administration	4	No		0	Change			
CLID Routing Table •	5	Auto-Attendant	Table 1	8	Change <			
Greeting Tables •	6	No		0	Change			
Company Greetings ·	7	No		0	Change			
Custom Call Pouting	8	No		0	Change			
custom can routing	9	No		0	Change			
Networking •	10	No		0	Change			
Metworking	11	No		0	Change			
Call Center •	12	No		0	Change			
	13	No		0	Change			
Reports •	14	No		0	Change			
	15	No		0	Change			
Configuration •	16	No		0	Change			
	17	No		0	Change			
Operations •	18	No		0	Change			
	19	No		0	Change			
	00				01			

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

* *	CallPilot Manager: Line Properties	
NØ	RTEL NETWORKS Line Prop Line Number: Answer Mode: Table/Skillset Numb	twe topot twe Perties 5 Auto-Attendant ▼ er: 1
	Number of Rings:	8 V Cancel
	NATG	North American Telecommunications Group For Service: 604-856-9155 / service@natgtelecom.com

#### CHANGING BUSINESS HOURS AND GREETING NUMBERS

1. Click on AUTO ATTENDANT

🚖 🔅 🏀 CallPilot Manager: I	Main Menu
NCRTEL	
	- Main - Logout - Help
	Main Menu
Mailbox Administration •	Add Mailbox Change Delete Mailbox
Auto-Attendant •	Group List Administration
Custom Call Routing •	Operator Settings
Networking •	Logout
Call Center •	
Reports •	
Configuration •	
Operations •	

2. Click on GREETING TABLES

CallPilot Manager: Line	es Administr	ation			
NORTEL					
NETWORKS			• Main • L	ogout	• Help
	Lin	es Adm	ninistrat	tion	
	Line	Answer Mede	Table/Skillsot	Dinge	Commany
Mailbox Administration •	Line	Answer mode	Table/ Skillset	Kings	Command
Auto Attendant a	2	No		0	Change
General Properties	2	NO		0	Change
Lines Administration	5	NO		0	Change
Change Many Lines •	4	NO		0	Change
CLID Routing Table	5	Auto-Attendant	Lable 1	8	Change
Company Greetings •	6	No		0	Change
	7	No		0	Change
Custom Call Routing	8	No		0	<u>Change</u>
-	9	No		0	Change
Networking •	10	No		0	Change
	11	No		0	Change
Call Center •	12	No		0	Change
	13	No		0	Change
Reports •	14	No		0	Change
Reports	15	No		0	Change
Configuration •	16	No		0	Change
comgaration	17	No		0	Change
Operations •	18	No		0	Change
operations	19	No		0	Change
					21

3. Click on CHANGE beside Table 1

		• Mali	1 · Logout · H	leip
	Greetin	g Tabl	es	
Mailbox Administration •	Greeting Table	Command		
	1	Change		
Auto-Attendant •	2	Change		
General Properties •	3	Change		
Change Many Lines •	4	Change		
CLID Routing Table •				
Greeting Tables				
Company Greetings •				
Custom Call Routing •				
Networking •				
Call Center •				
Reports •				
Configuration •				



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

-					•			_
* *	CallPilot Manager: Gree	sting Table Setup						
				• Main • Lo	- Help			_
		Creati			C . 4			
		Greet	ng ra	Die 1	Setup			
					- ·	Non		
			Morning	Afternoon	Evening	Business		
		Greeting:	1 💌	2 💌	3 💌	4 🕶		
		CCR Tree:	None 🚩	None 💌	None 🚩	None ¥		
							1	
		Monday:	12:00 AM	12:00 PM	6:00 PM	6:00 PM	(eg 12:00 AM)	
		Tuesday:	12:00 AM	12:00 PM	6:00 PM	6:00 PM	(eg 12:00 AM)	
		Wednesday:	12:00 AM	12:00 PM	6:00 PM	6:00 PM	(eg 12:00 AM) 🤜	
		Thursday:	12:00 AM	12:00 PM	6:00 PM	6:00 PM	(eg 12:00 AM) ◀	
		Friday:	12:00 AM	12:00 PM	6:00 PM	6:00 PM	(eg 12:00 AM) ◄	-
		Saturday:	12:00 AM	12:00 PM	6:00 PM	6:00 PM	(eg 12:00 AM) ◀	-
		Sunday:	12:00 AM	12:00 PM	6:00 PM	6:00 PM	(eg 12:00 AM) 🚄	
		Attendant Ex	tension:	221				
		Language Pr	eference:	Primary V	1			
		Menu Repea	t Key:	None 💌	_			
		Custom Auto	Attendant N	lenu Prompt	5			
		Enable:						
		Primary Pron	npt:	Not Record	ed	Voice	)	
		Alternate Pro	mpt:	Not Record	ed	Voice	ן	

- 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. <u>Note</u>: 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"

🔶 🤞	CallPilot Manager: Gree	eting Table Setup					
				• Main • Lo	- Help		
		Greeti	ng Ta	ble 1	Setun		
		oreen	ing ru		octup		
			Morning	Afternoon	Evening	Non Business	
		Greeting:	1 💌	2 💌	3 💌	4 🛩	
		CCR Tree:	None 🛩	None 🔽	None 💌	None 💌	
				1		1	1
		Monday:	12:00 AM	12:00 PM	6:00 PM	6:00 PM	(eg 12:00 AM)
		Tuesday:	12:00 AM	12:00 PM	6:00 PM	6:00 PM	(eg 12:00 AM)
		Wednesday:	12:00 AM	12:00 PM	6:00 PM	6:00 PM	(eg 12:00 AM)
		Thursday:	12:00 AM	12:00 PM	6:00 PM	6:00 PM	(eg 12:00 AM)
		Friday:	12:00 AM	12:00 PM	6:00 PM	6:00 PM	(eg 12:00 AM)
		Saturday:	12:00 AM	12:00 PM	6:00 PM	6:00 PM	(eg 12:00 AM)
		Sunday:	12:00 AM	12:00 PM	6:00 PM	6:00 PM	(eg 12:00 AM)
		Attendant Ex	tension:	221			
		Language Pr	eference:	Primary 🛛	•		
		Menu Repea	t Key:	None 🛩			
		Custom Auto	Attendant N	lenu Prompt			
		Enable:					
		Primary Pron	npt:	Not Record	ed	Voice	)
		Alternate Pro	mpt:	Not Record	ed	Voice	]

- 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**



1. Click on AUTO ATTENDANT; then COMPANY GREETINGS

Mailbox Administrat Auto-Attend Custom Call Rout		NORTEL					(		
Mailbox Administrat Auto-Attend Custom Call Rout	- Main - Lopout - Hep	Lines Administratio							
Mailbox Administra Auto-Attend Custom Call Rout	🔸 Main Menu		Line	Angung Mode	Table/Skillent	Bloor	Command		
Mailbox Administra Auto-Attend Custom Call Rout		Mailbox Administration *	Line	Juniver mode	Tabler Skinset	rungs	Chance		
Auto-Attend Custom Call Rout	n • Add Mailbox	Auto Attendent *		No.			Channe		
Auto-Attend	<u>Change/Delete Mailbox</u>	General Properties *		Ne	1000		Channe		
Custom Call Rout	nt   Group List Administration	Lines Administration	4	No			Change		
Custom Call Rou	System Properties	Change Many Lines *	5	Auto-Attendant	Table 1	8	Chance		
	<ul> <li>Operator Settings</li> </ul>	Greeting Tables *		No	-	0	Change		
	Logout	Company Greatings ·	7	No	1.000	0	Change		
Network	a •			No	-	0	Change		
	2	Custom Call Routing •		No		0	Change		
Call Car	NF .	Notworking *	10	No	-	0	Change		
Call Cel		networking -	11	No		0	Change		
		Coll Center *	12	No	1.000	0	Change		
керс	5		13	No		0	Change		
		Reports *	14	No		0	Change		
Configurat	n •		15	No		0	Change		
		Configuration *	16	No		0	Change		
Operatio	s *		17	No		0	Shange		
	-	Operations *	18	100		0	Change		

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

-	Com			
	Com	pany	Greeting	s
Mailbox Administration *	Company Greeting	Status	Command	
Auto-Attendant *	1	Not Recorded	Voice	
General Properties •	2	Not Recorded	Yeise	
Lines Administration •	3	Not Recorded	Vaice	
Change Many Lines ·	4	Nat Recorded	Voice	
Greeting Tables .	5	Not Recorded	Voice	
Company Greetings	4	Not Recorded	Voice	
	7	Not Recorded	Voice	
Custom Call Routing *	8	Not Recorded	Voice	
	9	Not Recorded	Veloe	
Networking *	10	Nat Recorded	Voice	
	11	Not Recorded	Voice	
Call Center *	12	Not Recorded	Voice	
	13	Not Recorded	Voice	
Reports *	14	Net Recorded	Velce	
100 100 100 100	15	Not Recorded	Veice	
Configuration *	16	Not Recorded	Voice	
			station.	
	17	Not Recorded	Voice	

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

	nanu Craatinne			Bortel Networks: Review/Edit Voice - Windows Internet Explorer
Carrot Hanayer, Cor	pany arearys			nttp://216.251.141.78/Voicemail-cgi-bin/F983Wul.exe?SecConveryRm3KRgG2Gk-v650Gmic5
PRTEL NETWORKS	Com	pany	Gree	Company Greeting 1
Nailbox Administration *	Company Greeting	Status	Comman	Play Stop
Auto-Attendant *	1	Not Recorded	Veice	Record Save
General Properties *	2	Net Recorded	Vaice	
Lines Administration •	3	Not Recorded	Voice	
CLD Routes Table •	4	Net Recorded	Vaice	Changes to the recording are appled ONLY when the SAVE before is extended REFORE backing up
CLD Routing Table * Greeting Tables *	5	Net Recorded	Veice	ole an at conton is pressed berone nanying op.
Company Greetings	6	Not Recorded	Voice	To view the updated recording status, press the
	7	Not Recorded	Voice	refresh button on the parent page.
Custom Call Routing *	8	Not Recorded	Voice	
100	9	Not Recorded	Voice	Close Help
Networking *	10	Not Recorded	Voice	
200322	11	Not Recorded	Voice	
Call Center *	12	Not Recorded	Voice	
1000	12	Not Recorded	Voice	
Reports *	14	Not Recorded	Voice	
100000000000000000000000000000000000000	15	tiot Recorded	Vore	
Configuration *	18	Not Becorded	Veira	
	17	Net Bacordad	Voire	
Operations *		The recorded	ALCON.	

- 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

NØRTEL										
NETWORKS	Main Manu		Lines Administration							
	Main Menu	Mailbox Administration *	Line	Answer Mode	Table/Skillset	Rings	Comman			
	Add Mailhor		1	No	( 1000 )	0	Change			
box Administration	Change Dalata Mailhan	Auto-Attendant *	2	No		0	Change			
	Change Delete Mailoox	General Properties *	3	No		0	Change			
Auto-Attendant	Group List Administration	Chappe Vary Lines +	4	No	-	0	Change			
	System Properties	CLO Routing Table •	5	Auto-Attendant	Table 1	8	Change			
ustom Call Routing •	Operator Settings	Greating Tables -	6	No	-	0	Change			
	Logout	Congany Greetings •	7	No		0	Change			
Networking •		Custom Call Routing		No	-	0	Change			
		Custom can Rodding -	9	No		٥	Change			
Call Center •		Networking •	10	No	-	0	Change			
Can Center			11	No		0	Change			
Poporte •		Call Center *	12	No		0	Change			
Reports -			13	No		0	Change			
		Reports *	14	No		0	Change			
Configuration •			15	No		0	Change			
		Configuration *	16	No		0	Chance			
Operations •			17	No		0	Shange			
		Operations *	18	No	1.000	0	Change			
			19	510			Chance			

2. Click on CHANGE beside table 1

		- M	ain - Logout - Help
	Greeting	g Tabl	les
Mailbox Administration •	Greeting Table	Command	
	1	Change .	
Auto-Attendant •	2	Change	
General Properties •	3	Change	
Change Many Lines •	4	Change	
CLID Routing Table •			
Company Greetings •			
Custom Call Routing •			
Networking •			
call Center •			
Reporte			
Reports -			
Configuration •			
comgaration			

3. Under Custom Auto-Attendant click on **ENABLE**  $\sqrt{}$ , then where it says Primary Prompt: press **Voice** 

DRKS'						
			- Marcine - Ka	and they		
	Greet	ing Ta	ble 1 S	Setup		
		Morning	Afternoon	Evening	Non	
	Greeting:	1 M	2 🗙	3 💌	4 v	
	CCR Tree:	None M	None M	None M	None M	
		12-00-0.14	12-00 D M	C-00 PM	C-00 PM	
	monuay.	12.00 A M	12.00 P.M	0.00 PM	C.00 PM	(eg (200 AM)
	Tuesday:	12.00 AM	12.00 P M	COD PM	COD PM	(eg (2.00 ANI)
	wednesday:	12.00 A.M	12.00 P M	0.00 PM	0.00 PM	(eg (2.00 Avr)
	Thursday:	12:00 AM	12:00 P M	C OD PIN	COD PM	(eg 12:00 AM)
	Friday:	12:00 AM	12:00 P M	0.00 PM	COD PM	(eg 12:00 AM)
	Saturday:	12:00 AM	12:00 P M	0.00 PM	0.00 PM	(eg 12:00 AM)
	Sunday:	12:00 A M	12:00 P M	6:00 PW	6:00 PW	(eg 12:00 AM)
	Attendant Ex	tension:	221			
	Language Pr	eference:	Primary N			
	Menu Repeat	t Key:	None M			
	Custom Auto-	Attendant Me	enu Prompts			
	Enable:		•			
	Primary Pron	npt	Not Recorde	ed	Voice	
	Alternate Pro	mpt:	Not Recorde	ed	Voice	
		Sub	omit Can	icel		



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**

CallPilot Manager: Greeting Ta	able Setup				
RTEL					
ETWORKS		-Van - 120	gout (Help		
	_		-	-	
Greet	ing Ta	ble 1	Setup		
	Morning	Afternoon	Evening	Non Business	
Greeting:	1 💌	1 💌	3 💌	4 🛩	
CCR Tree:	None M	None M	None M	None M	
Monday:	12:00 AM	12:00 P M	6:00 PM	6:00 PM	(en 1200 AM
Tuesday	12:00 A M	12:00 P.M	6:00 PM	6:00 PM	(eg 1200 AM
Wednesday:	12:00 AM	12:00 P M	6:00 PM	6:00 PM	(eq 12:00 AM
Thursday	12:00 AM	12-00 P M	6:00 PM	6:00 PM	(eq 12:00 AM
Friday:	12:00 AM	12:00 P M	6:00 PM	6:00 PM	(eg 12:00 AM
Saturday:	12:00 AM	12:00 P M	6:00 PM	6:00 PM	(eg 12:00 AM
unday:	12:00 A.M	12:00 P M	6:00 PM	6:00 PM	(eg 12:00 AM
Attendant Ex	tension:	221			
Language Pr	eference:	Primary	<ul> <li></li> </ul>		
lenu Repea	t Key:	None 🚩			
Custom Auto	Attendant M	enu Prompts			
Enable:					
Primary Pror	npt:	Not Recorde	ed .	Voice	
Alternate Pro	mpt	Not Recorde	bd	Voice	
	Sul	omit Car	icel		

**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:

- <u>Menu:</u> further list of options
- <u>Transfer</u>. sending calls to a specific extension or off premise to a specific telephone number
- <u>Mailbox</u>: to transfer a call to a specific mailbox
- <u>Information</u>: provide specific information in the form of a recording



#### MAKING CHANGES TO A CCR TREE

1. Click on Auto Attendant; then GREETING TABLES;

NORTEL		NETWORKS	NETWORKS							
NETWORKS	- Mile - Lengt				- 1040 - 12	agest	- Hale			
	Main Menu		Lines Administration							
		Mailbox Administration *	Line	Answer Mode	Table/Skillset	Rings	Comman			
	Add Mailhox		1	No	1.000	0	Chance			
Ibox Administration	Change Dalata Mailhan	Auto-Attendant *	2	No		0	Change			
	Change/Delete Mailbox	Ganaral Properties *	3	No		0	Change			
Auto-Attendant •	Group List Administration	Chappe Vany Lines +	4	No	-	0	Change			
	System Properties	CLO Routing Table •	5	Auto-Attendant	Table 1	8	Change			
Custom Call Routing •	Operator Settings	Greeting Tables *	6	No	-	0	Change			
	Logout	Condany Greenige *	7	No		0	Change			
Networking		Custom Call Bouting *	. 0	710		0	Change			
-			9	No		٥	Change			
Call Center •		Networking *	10	No	-	0	Change			
			11	No		0	Change			
Reports •		Call Center *	12	110		0	Change			
Acporta			13	No	-	0	Change			
Configuration •		Reports *	14	No		0	Change			
comgutation -		Sector Approximate	15	No		0	Chaose			
0		Configuration *	16	No		0	Change			
operations •		the second se	17	nio.	-	0	Shange			
		Operations *	18	100		0	Change			
			18	. ND .	100		Ghange			

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** 

2RTEL NETWORKS		- NETWORKS			-			
	- Main - Logout - Help	Gi	reetin	g Tal	ble 1 S	Setup		
	Greeting Tables			Morning	Afternoon	Evening	Non Business	
		Gree	eting: 1		2 .	3 🖌	4 💌	
ailbox Administration •	Greeting Table Command	CCR	Tree	Vone 💌	None M	None M	None M	
Auto-Attendant •	2 Change	Mon	iday:	2:00 A M	12:00 P M	8:00 PM	6:00 PM	(Ng 12:00,44
General Properties	3 Change	Tue	sday: 1	2:00 A M	12:00 P M	6.00 PM	6:00 PM	(eg 12:00 At
Lines Administration •	4 Change	Wed	inesday: 1	2-00 A M	12:00 P M	6.00 PM	6:00 PM	(ag 1200 A)
CLID Routing Table •		Thu	rsday: [t	2 00 A M	12:00 P M	6:00 PM	6.00 PM	(80 12:00 At
Greeting Tables		Frid	ay: 1	2:00AM	12:00 P M	6:00 PM	6:00 PM	(eg 1200 A/
company Greetings -		Satu	rday: 1	2:00 A M	12:00 P M	6.00 PM	6.00 PM	(ag 12:00 At
Custom Call Routing •		Sun	day:	2:00 A M	12:00 P M	6.00 PM	6:00 PM	(eg 12:00 A)
Networking •		Atte	odant Exter	naiors	221			
Networking		Lan	ouage Pres	erencer	Panary A	2		
Call Center •		Mer	Nu Repeat K	ey:	None w			
Reports •		Cus	tom Auto-A	ttendant	Aenu Promp	ts		
		Enat	blet					
Configuration •		Prim	nary Promp	7t	Not Record	ed	Voice_	1
		A104	coats Deam		BarDesser		Males	

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

NORTEL NETWORKS			NC2RTEL NETWORKS								
	Greetin	g Tables		C	c:	R Tr	ee Ad	ministratio			
Mailbox Administration *	Greeting Table	Command									
	1	Change	Mailbox Administration •	Т	ree	Status	Command				
General Properties •	2	Change			1	ок	Change Delete				
Lines Administration •	4	Change	Auto-Attendant *		2	Not defined	Create				
CLID Routing Table •			Custom Call Routing		3	Not defined	Create				
Greeting Tables					-	Not defined	Create				
CONDENT OFFECTIVE .			Networking •		6	Not defined	Create				
Custom Call Routing *					7	Not defined	Create				
			Call Center •		8	Not defined	Create				
Networking *			Down to A								
Call Center			Reports								
			Configuration •								
Reports *											
Configuration .			Operations •								
comparation											
Operations •											



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

RTEL			N(2RTEL NETWORKS								
NETWORKS	Main Menu	sin - Logout - Halp		Lin	les Adm	ninistra	tion	- 14410			
			Mailbox Administration *	Line	Answer Mode	Table/Skillset	Rings	Command			
	A 44 X 6-10			1	No		0	Chance			
lailbox Administration •	Add Mallbox		Auto-Attendant *	2	No		0	Change			
	Change/Delete Mailbox		General Properties •	3	No		0	Change			
Auto-Attendant •	Auto-Attendant • Group List Administration System Properties istom Call Routing • Operator Settings		Lines Administration	4	No	-	0	Change			
			CLO Routing Table -	5	Auto-Attendant	Table 1	8	Change			
Custom Call Routing •			Greeting Tables *	6	No		0	Change			
-	Logout		Company Greethos *	7	No	12 000	0	Change			
Networking •			Courters Call Product 1		No	-	0	Change			
			custom can kodung -	9	No		0	Change			
Call Center			Habuarking *	10	No	-	0	Change			
Can Center				11	No	-	0	Change			
			Coll Center *	12	No		0	Change			
Reports •				13	No		0	Change			
			Reports *	14	No		0	Change			
Configuration •				15	No		0	Change			
			Configuration *	16	No		0	Change			
Operations •				17	No		0	Shanse			
			Operations *	18	110		0	Change			
				19	No		0	Change			

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

$\rightarrow$	Greetir	ng Tal	ble 1 S	etup			
		Morning	Afternoon	Evening	Non		
	Greeting:	1	2	3 🕶	4 🛩		
0	CCR Tree:	None 💌	None 🛩	None 💌	None 💌		
	/londay:	12:00 A M	12:00 P M	6:00 PM	6:00 PM	(eg 12:00 AM)	
- I 1	luesday:	12:00 A M	12:00 P M	6:00 PM	6:00 PM	(eg 12:00 AM)	
v	Vednesday:	12:00 A M	12:00 P M	6:00 PM	6:00 PM	(eg 12:00 AM)	
1	fhursday:	12:00 A M	12:00 P M	6:00 PM	6:00 PM	(eg 12:00 AM)	
F	riday:	12:00 A M	12:00 P M	6:00 PM	6:00 PM	(eg 12:00 AM)	
	Saturday:	12:00 A M	12:00 P M	6:00 PM	6:00 PM	(eg 12:00 AM)	
5	Sunday:	12:00 A M	12:00 P M	6:00 PM	6:00 PM	(eg 12:00 AM)	
			22.1				
	Language Preference: Menu Repeat Key:		Primary V None V				
c	Custom Auto	Attendant	Aenu Promp	ts			
E	Enable: Primary Prompt Alternate Prompt		Not Recorded Not Recorded				
F					Voice	1	
1					Voice	j	
		Sub	mit Can	cel			



# NORTH AMERICAN TELECOMMUNICATIONS GROUP

# Abbotsford Head Office

1919 Sumas way Abbotsford, BC V2S 4L5 Phone: 604.856.9155 / 604.853.6699 Toll Free: 877-856-9155 Fax: 604.856.9246 / 604.853.6342 Email: <u>service@natgtelecom.com</u>

# Vancouver Office

9-1585 Cliveden Avenue New Westminister, BC V3M 6M1 Phone: 604.526.2129 Toll Free: 877-856-9155 Fax: 604.526.5972 Email: service@natgtelecom.com

# Victoria Office

Phone: 250.361.4696 Toll Free: 877-856-9155 Fax: 604.853.6342 Email: <u>service@natgtelecom.com</u>

