



# CallPilot Programming Record

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## **BCM 4.0**

### CallPilot

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# Chapter 1

## Getting started

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### About this guide

The *CallPilot Programming Record* includes:

- a list of programming tasks for setting up your CallPilot system
- tables you can use to record CallPilot programming
- tables you can use to record CallPilot Fax and Message Networking programming, if you have these options installed. To record Contact Center programming, refer to the *Contact Center Set Up and Operation Guide*
- system defaults for CallPilot 100/150, Business Communications Manager and BCM50.

Use this guide to record how you program your Business Communications Manager or CallPilot 100/150 system. You can also use this guide as a reference when you make changes to CallPilot programming.



**Note:** Make copies of the pages in this guide as required.

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### Audience

This guide is for CallPilot system administrators.

### Using this guide

Use the tables in this guide to assist you with CallPilot programming. To use the programming record tables:

- 1 Determine which options apply to your system.
- 2 Refer to the task and page number shown in the table below.
- 3 Decide whether you want to change or keep a default setting. The defaults are shown in **bold**.
- 4 If you change the default, write information in the space provided, or circle an option.

The following table lists which programming record table to use for each programming task.

For these programming tasks	Refer to
Record Greetings	<a href="#">"CallPilot Greetings" on page 11</a>

Set up the Greeting Tables: <ul style="list-style-type: none"> <li>record custom Auto Attendant Menu prompt or use default</li> <li>assign Greetings</li> <li>assign Greeting Table features</li> <li>assign business hours for each day of the week</li> </ul>	<a href="#">"Greeting Tables" on page 12</a>
Assign lines answered by CallPilot	<a href="#">"CallPilot line answering" on page 14</a>
Enter custom Class of Service values	<a href="#">"Class of Service" on page 15</a>
Record mailbox values	<a href="#">"Mailboxes" on page 17</a>
Create Group Lists	<a href="#">"Voice Group Lists" on page 18</a>
Create a Caller ID Routing Table	<a href="#">"Caller ID Routing Table" on page 19</a>
Design CCR Tree nodes	<a href="#">"CCR Trees Home Nodes" on page 20</a>
Create CCR Trees	<a href="#">"CCR Trees Home Nodes" on page 20</a>
Set Dialing Translation parameters	<a href="#">"Dialing Translation parameters" on page 22</a>
Record Dialing Translation Table entries	<a href="#">"Dialing Translation Table" on page 23</a>
Assign return to Auto Attendant setting	<a href="#">"Auto Attendant settings" on page 24</a>
Assign CallPilot system settings	<a href="#">"CallPilot system settings" on page 25</a>
Assign Operator settings and Business Status	<a href="#">"Operator and Business Status" on page 26</a>

<b>For these CallPilot Message Networking tasks</b>	<b>Refer to</b>
Create Digital Networking sites	<a href="#">"Digital Networking site table" on page 28</a>
Create AMIS sites	<a href="#">"AMIS site table" on page 29</a>
Set up AMIS Call Blocking periods	<a href="#">"AMIS Call Blocking periods" on page 30</a>
Create Network Site mailboxes	<a href="#">"Network Site Mailboxes" on page 31</a>
Create Network AMIS mailboxes	<a href="#">"Network AMIS mailboxes" on page 32</a>

<b>For these CallPilot Fax tasks</b>	<b>Refer to</b>
Create Fax Overflow mailboxes	<a href="#">"Fax Overflow mailboxes" on page 33</a>
Create Fax On Demand mailboxes	<a href="#">"Fax On Demand mailboxes" on page 34</a>
Create Fax Group Lists	<a href="#">"Fax Group Lists" on page 36</a>

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<b>For these CallPilot defaults</b>	<b>refer to</b>
Class of Service	<a href="#">“Class of Service default values” on page 38</a>
CallPilot system properties	<a href="#">“System properties” on page 39</a> <a href="#">“Feature codes” on page 39</a> <a href="#">“Line answering” on page 40</a> <a href="#">“Greeting Tables” on page 40</a> <a href="#">“Auto Attendant” on page 40</a> <a href="#">“Operator and Business Status” on page 40</a> <a href="#">“Holiday Schedule” on page 41</a>

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# Chapter 2

## CallPilot programming

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This section contains the following tables:

- "Customer information" on page 10
- "Pre-installation" on page 10
- "Unit address and identification" on page 10
- "CallPilot Greetings" on page 11
- "Greeting Tables" on page 12
- "CallPilot line answering" on page 14
- "Class of Service" on page 15
- "Park and Page settings" on page 16
- "Mailboxes" on page 17
- "Voice Group Lists" on page 18
- "Caller ID Routing Table" on page 19
- "CCR Trees Home Nodes" on page 20
- "CCR Tree programming template" on page 21
- "Dialing Translation parameters" on page 22
- "Dialing Translation Table" on page 23
- "Auto Attendant settings" on page 24
- "CallPilot system settings" on page 25
- "Operator and Business Status" on page 26

## Customer information

<b>Customer/Company:</b>	<b>Installation date:</b>
<b>Address:</b>	<b>Notes:</b>
<b>Telephone:</b>	
<b>System Administrator:</b>	

## Pre-installation

<b>Number of mailboxes to be installed</b>	
<b>Number of external lines to be answered</b>	

## Unit address and identification

<b>IP Address</b>	
<b>Subnet Mask</b>	
<b>Primary DNS</b>	
<b>Secondary DNS</b>	
<b>Default Gateway</b>	

**Note:** This table applies to CallPilot 100/150 only.

## CallPilot Greetings

Greeting number	Caption: AM Greeting Recorded Greeting: Good morning. Thank you for calling Shelbourne Consulting.

## Greeting Tables

<b>Greeting Table number:</b>	1 to 99
-------------------------------	---------

	<b>Morning</b>	<b>Afternoon</b>	<b>Evening</b>	<b>Non-business</b>
Greeting Used				
CCR Tree				
DN Dialing	Enabled / Disabled	Enabled / Disabled	Enabled / Disabled	Enabled / Disabled
<b>Business hours</b>				
Monday	__:__ am pm	__:__ am pm	__:__ am pm	__:__ am pm
Tuesday	__:__ am pm	__:__ am pm	__:__ am pm	__:__ am pm
Wednesday	__:__ am pm	__:__ am pm	__:__ am pm	__:__ am pm
Thursday	__:__ am pm	__:__ am pm	__:__ am pm	__:__ am pm
Friday	__:__ am pm	__:__ am pm	__:__ am pm	__:__ am pm
Saturday	__:__ am pm	__:__ am pm	__:__ am pm	__:__ am pm
Sunday	__:__ am pm	__:__ am pm	__:__ am pm	__:__ am pm

**Note:** Enter times in hh:mm format. Circle a.m. or p.m. if you use a 12-hr clock.

<b>Custom Auto Attendant Menu</b>		Enabled Y / N
Primary Language prompt		
Alternate Language prompt		

<b>Table options</b>	
Target Attendant extension	
Language preference	<b>Primary</b> Alternate
Menu Repeat Key	

**Note:** For more information about CCR programming, refer to [“CCR Trees Home Nodes” on page 20](#) and [“CCR Trees Home Nodes” on page 20](#).



## Class of Service

You can edit Class of Service values if you use CallPilot Manager. Use this table to record Class of Service values. For the default Class of Service values, refer to [“Class of Service default values” on page 38](#).

<b>Class of Service</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
Name								
Max Mailbox Message Time (in minutes)								
Max Message Length (in minutes)								
Message Retention Period (in days)								
Max Greeting Length (in minutes)								
Enable Off-premise Message Notification								
Retry Intervals (in minutes)								
Max Number of Attempts								
Enable Outbound Transfer								
Max Incorrect Password Attempts								
Password Expiry (in days)								
Enable Networking*								
Enable Personal Target Attendant								
Enable Call Record								
Prompt Language								
User Interface Style								
<b>Class of Service</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>
Name								
Max Mailbox Message Time (in minutes)								
Max Message Length (in minutes)								
Message Retention Period (in days)								
Max Greeting Length (in minutes)								
Enable Off-premise Message Notification								
Retry Intervals (in minutes)								
Max Number of Attempts								
Enable Outbound Transfer								
Max Incorrect Password Attempts								

<b>Class of Service</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
Password Expiry (in days)								
Enable Networking*								
Enable Personal Target Attendant								
Enable Call Record								
Prompt Language								
User Interface Style								

## Park and Page settings

<b>Page Type</b>	None <b>Internal Zone</b> Overhead Paging   Both
<b>Page Zone</b>	All   1   2   3   4   5   6
<b>Page Retries</b>	0   1   2   3   4   5
<b>Retry Interval</b>	Range: 5-300 seconds.   Default: <b>15</b> seconds



# Mailboxes

Mailbox #	Ext #	Class of Service * (1 to 16)	Name (1 -16 letters)	Type Information Subscriber Guest Network AMIS** Network Site** Fax On Demand** Fax Overflow**	Alt Ext 1 #†	Alt Ext 2 #†	Express Messaging Line #†	Fax Only Enabled FO = Fax Only FV = Fax and Voice	In Company Directory	Message Waiting Notification	Auto Login	Call Screening	Outdial Route L = line R = route P = pool None = default
								FO FV	Y N	Y N	Y N	Y N	L P R None
								FO FV	Y N	Y N	Y N	Y N	L P R None
								FO FV	Y N	Y N	Y N	Y N	L P R None
								FO FV	Y N	Y N	Y N	Y N	L P R None
								FO FV	Y N	Y N	Y N	Y N	L P R None
								FO FV	Y N	Y N	Y N	Y N	L P R None
								FO FV	Y N	Y N	Y N	Y N	L P R None
								FO FV	Y N	Y N	Y N	Y N	L P R None
								FO FV	Y N	Y N	Y N	Y N	L P R None
								FO FV	Y N	Y N	Y N	Y N	L P R None
								FO FV	Y N	Y N	Y N	Y N	L P R None
								FO FV	Y N	Y N	Y N	Y N	L P R None
								FO FV	Y N	Y N	Y N	Y N	L P R None
								FO FV	Y N	Y N	Y N	Y N	L P R None
								FO FV	Y N	Y N	Y N	Y N	L P R None
								FO FV	Y N	Y N	Y N	Y N	L P R None
								FO FV	Y N	Y N	Y N	Y N	L P R None
								FO FV	Y N	Y N	Y N	Y N	L P R None
								FO FV	Y N	Y N	Y N	Y N	L P R None
								FO FV	Y N	Y N	Y N	Y N	L P R None

\* For more information see page 15 and page 38.

\*\* If this CallPilot option is enabled on your system.

Subscriber mailboxes only.

## Voice Group Lists

Use this table to record voice Group Lists. You can create fax Group Lists if you have the Fax option enabled. To record fax Group Lists use the table “[Fax Group Lists](#)” on page 36.

Group List number* (901 to 999)	
Spoken name	
Display name (maximum 16 letters)	

### Group List members

Name	Mailbox number

\* The Group List leading digit can be changed from the default of 9. This can be done during initialization or by the System Administrator.

## Caller ID Routing Table

Telephone number			
Transfer To:	Greeting Table		
	Extension		
	Mailbox		
	CCR	CCR Tree	
Path			
Telephone number			
Destination type	Greeting Table		
	Extension		
	Mailbox		
	CCR	CCR Tree	
Path			
Telephone number			
Destination type	Greeting Table		
	Extension		
	Mailbox		
	CCR	CCR Tree	
Path			
Telephone number			
Destination type	Greeting Table		
	Extension		
	Mailbox		
	CCR	CCR Tree	
Path			
Telephone number			
Destination type	Greeting Table		
	Extension		
	Mailbox		
	CCR	CCR Tree	
Path			

## CCR Trees Home Nodes

<b>CCR Tree number</b>	1 to 99	Enabled: Y N
<b>Home node type</b> Menu Information	Primary message	
	Alternate message	
<b>Mailbox</b>	Mailbox #	
<b>Transfer</b>	Internal	Extension #
	External	Line, pool, route, or intercom #
		Telephone #

**Destination** applies to Mailbox and Information nodes

Previous  
Disconnect

Home

---

## CCR Tree programming template

Use this template to design CCR Trees. Each box represents a node on the CCR Tree. To use this template:

- In the boxes, record the Path number, node type and Greeting. Node can be Menu, Information, Mailbox or Transfer.
- For Menu and Information nodes, record a description in the box.
- Draw lines between the boxes to form the Paths.

	<b>CCR Tree</b>	<b>Home</b>	

<b>Path</b>	<b>Node type</b>	<b>Path</b>	<b>Node type</b>

<b>Path</b>	<b>Node type</b>	<b>Path</b>	<b>Node type</b>

<b>Path</b>	<b>Node type</b>	<b>Path</b>	<b>Node type</b>

## Dialing Translation parameters

Long Distance Access Code	
Area Code	
Access Code	
Reply Translation	Y      N



## Auto Attendant settings

<b>Return to Auto Attendant</b>	Y    N
<b>Use Customized Digits</b>	Y    N
<b>Touchtone Gate</b>	None                      Standard                      Custom _____



## CallPilot system settings

<b>Max Outcalling Channels</b>	
<b>Enable Voicemail</b>	Y N
<b>Enable Group List</b>	Y N
<b>Enable Trivial Password Checking</b>	Y N
<b>Group List Leading Digit</b>	1 2 3 4 5 6 7 8 9
<b>Enable External Initialization</b>	Y N
<b>Make Directory Available</b>	Y N
<b>Enable General Delivery Mailbox</b>	Y N
<b>Minimum Message Length</b>	3000 seconds (default)
<b>Enable Redirect DN</b>	Y N
<b>Enable Network Transfers</b>	Y N
<b>Enable Bilingual</b>	Y N
<b>Primary Language</b>	
<b>Alternate Language</b>	
<b>Canadian Pronunciation</b>	Y N
<b>Directory Search By</b>	First name <b>Last name</b> Both
<b>Primary UI Style</b>	Norstar Voicemail CallPilot
<b>CallPilot User Interface</b>	Y N
<b>Name Prefix</b>	
<b>Special Prefix</b>	
<b>Country</b> (CallPilot 100/150 only)	
<b>Time Zone</b> (CallPilot 100/150 only)	
<b>Daylight Savings Time</b> (CallPilot 100/150 only)	Y N

## Operator and Business Status

<input type="text" value="982"/> Password <b>OPERATOR</b> <b>(67372867)</b>	
Answer lines	Y            N
Attendant Available	Y            N
Receptionist or Operator extension	

# Chapter 3

## CallPilot options

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This section contains the following tables:

- "Digital Networking site table" on page 28
- "AMIS site table" on page 29
- "AMIS Call Blocking periods" on page 30
- "Network Site Mailboxes" on page 31
- "Network AMIS mailboxes" on page 32
- "Fax Overflow mailboxes" on page 33
- "Fax On Demand mailboxes" on page 34
- "Fax Group Lists" on page 36

## Digital Networking site table

Use this table to record the properties for the Digital Networking sites you create.

Site name	
Site prefix	
Host name (FQDN)	
Mailbox prefix	
Site name recorded	Y N
Site name	
Site prefix	
Host name (FQDN)	
Mailbox prefix	
Site name recorded	Y N
Site name	
Site prefix	
Host name (FQDN)	
Mailbox prefix	
Site name recorded	Y N
Site name	
Site prefix	
Host name (FQDN)	
Mailbox prefix	
Site name recorded	Y N
Site name	
Site prefix	
Host name (FQDN)	
Mailbox prefix	
Site name recorded	Y N

## AMIS site table

Use this table to record the properties for the AMIS sites you create.

Site name	
Site prefix	
Site name recorded	Y    N
Destination site phone number	
Outdial route	Line number Pool number Route code
Site name	
Site prefix	
Site name recorded	Y    N
Destination site phone number	
Outdial route	Line number Pool number Route code
Site name	
Site prefix	
Site name recorded	Y    N
Destination site phone number	
Outdial route	Line number Pool number Route code
Site name	
Site prefix	
Site name recorded	Y    N
Destination site phone number	
Outdial route	Line number Pool number Route code

## AMIS Call Blocking periods

Use this table to record your AMIS Call Blocking periods.

Day	Period	Call Blocking time from	Call Blocking time to
Monday	1		
	2		
	3		
	4		
Tuesday	1		
	2		
	3		
	4		
Wednesday	1		
	2		
	3		
	4		
Thursday	1		
	2		
	3		
	4		
Friday	1		
	2		
	3		
	4		
Saturday	1		
	2		
	3		
	4		
Sunday	1		
	2		
	3		
	4		

## Network Site Mailboxes

Use this table to record the details of the Network Site Mailboxes you create.

Network Site Mailbox number	
Network Site Mailbox name	
Include in Directory	Y N
Mailbox Name recorded	Y N
Destination Site Prefix	
Destination Remote Mailbox number	
Network Site Mailbox number	
Network Site Mailbox name	
Include in Directory	Y N
Mailbox Name recorded	Y N
Destination Site Prefix	
Destination Remote Mailbox number	
Network Site Mailbox number	
Network Site Mailbox name	
Include in Directory	Y N
Mailbox Name recorded	Y N
Destination Site Prefix	
Destination Remote Mailbox number	
Network Site Mailbox number	
Network Site Mailbox name	
Include in Directory	Y N
Mailbox Name recorded	Y N
Destination Site Prefix	
Destination Remote Mailbox number	

## Network AMIS mailboxes

Use this table to record the details of the Network AMIS mailboxes you create.

Network AMIS mailbox number	
Network AMIS mailbox name	
Include in Directory	Y N
Mailbox name recorded	Y N
Outdial	Line number Pool number Route code
Destination site phone number	
Network AMIS mailbox number	
Network AMIS mailbox name	
Include in Directory	Y N
Mailbox name recorded	Y N
Outdial	Line number Pool number Route code
Destination site phone number	
Network AMIS mailbox number	
Network AMIS mailbox name	
Include in Directory	Y N
Mailbox name recorded	Y N
Outdial	Line number Pool number Route code
Destination site phone number	



## Fax Overflow mailboxes

Mailbox number	
Fax machine extension number	
Mailbox name	
Spoken name	
Fax retries (1-99)	
Fax interval (1-60 min)	
Mailbox number	
Fax machine extension number	
Mailbox name	
Spoken name	
Fax retries (1-99)	
Fax interval (1-60 min)	
Mailbox number	
Fax machine extension number	
Mailbox name	
Spoken name	
Fax retries (1-99)	
Fax interval (1-60 min)	
Mailbox number	
Fax machine extension number	
Mailbox name	
Spoken name	
Fax retries (1-99)	
Fax interval (1-60 min)	
Mailbox number	
Fax machine extension number	
Mailbox name	
Spoken name	
Fax retries (1-99)	
Fax interval (1-60 min)	

## Fax On Demand mailboxes

<b>Mailbox number</b>	
<b>Mailbox name</b>	
<b>Class of Service</b>	
<b>Display in Directory</b>	Y N
<b>Spoken name</b>	
<b>Outdial type</b>	Line number Pool number Route code
<b>Fax retries</b>	
<b>Fax interval</b>	
<b>Delivery method</b>	One-call Two-call
<b>Maximum number of faxes*</b>	1 2 3 4 5 6 7 8
<b>Mailbox number</b>	
<b>Mailbox name</b>	
<b>Class of Service</b>	
<b>Display in Directory</b>	Y N
<b>Spoken name</b>	
<b>Outdial type</b>	Line number Pool number Route code
<b>Fax retries</b>	
<b>Fax interval</b>	
<b>Delivery method</b>	One-call Two-call
<b>Maximum number of faxes*</b>	1 2 3 4 5 6 7 8
<b>Mailbox number</b>	
<b>Mailbox name</b>	
<b>Class of Service</b>	
<b>Display in Directory</b>	Y N
<b>Spoken name</b>	
<b>Outdial type</b>	Line number Pool number Route code
<b>Fax retries</b>	
<b>Fax interval</b>	

---

Delivery method	One-call		Two-call					
Maximum number of faxes*	1	2	3	4	5	6	7	8

\* A caller can request a maximum of 8 faxes. A mailbox can store as many faxes as space permits.

## Fax Group Lists

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

### Group List members

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

\*The Group List leading digit can be changed from the default of 9. This can be done during initialization or by the System Administrator.

# Chapter 4

## CallPilot defaults

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This section contains the following tables:

- ["Class of Service default values" on page 38](#)
- ["CallPilot system defaults" on page 39](#)
- ["Holiday Schedule" on page 41](#)

## Class of Service default values

Class of Service	1	2	3	4	5	6	7	8
Maximum Mailbox Message Time (in minutes)	15	15	15	15	5	5	20	20
Maximum Message Length (in minutes)	3	3	7	7	3	3	2	2
Message Retention Period (in days)	30	30	0	0	7	7	15	15
Maximum Greeting Length (in minutes)	1	1	1	1	1	1	10	10
Enable Off-premise Message Notification	Y	Y	Y	Y	N	N	Y	Y
Retry Intervals (in minutes)	5	5	10	10	15	15	30	30
Maximum Number of Attempts	3	3	5	5	7	7	9	9
Enable Outbound Transfer	Y	Y	Y	Y	N	N	Y	Y
Maximum Incorrect Password Attempts	9	9	9	9	6	6	4	4
Password expiry (in days)	90	90	90	90	60	60	30	30
Enable Networking*	Y	Y	Y	Y	N	N	Y	Y
Enable Personal Target Attendant	Y	Y	Y	Y	N	N	Y	Y
Enable Call Record	N	N	N	N	N	N	N	N
Prompt language	P	A	P	A	P	A	P	A
User Interface Style	The interface selected from the Installation Wizard as the primary interface.							
Class of Service	9	10	11	12	13	14	15	16
Maximum Mailbox Message Time (in minutes)	10	10	30	30	120	120	120	120
Maximum Message Length (in minutes)	3	3	7	7	10	10	2	2
Message Retention Period (in days)	365	365	60	60	90	90	45	45
Maximum Greeting Length (in minutes)	1	1	2	2	3	3	5	5
Enable Off-premise Message Notification	Y	Y	N	N	Y	Y	Y	Y
Retry Intervals (in minutes)	5	5	10	10	15	15	30	30
Maximum Number of Attempts	3	3	5	5	7	7	9	9
Enable Outbound Transfer	Y	Y	N	N	Y	Y	Y	Y
Maximum Incorrect Password Attempts	9	9	9	9	6	6	4	4
Password expiry (in days)	90	90	90	90	60	60	30	30
Enable Networking*	Y	Y	N	N	Y	Y	Y	Y
Enable Personal Target Attendant	Y	Y	N	N	Y	Y	Y	Y
Enable Call Record	N	N	N	N	N	N	N	N
Prompt language	P	A	P	A	P	A	P	A
User Interface Style	The interface selected from the Installation Wizard as the primary interface.							

\* If the Message Networking option is installed. 0 = indefinite; never expire, P = Primary Language, A = Alternate Language


## CallPilot system defaults

### System properties

Maximum number of outcalling channels	1
Voicemail	Enabled
Group Lists	Enabled
Enable Trivial Password Checking	Not enabled
Group List leading digit	9
External initialization	Not enabled
Company Directory	Enabled
General Delivery Mailbox	Enabled
Redirect DN	Not enabled
Enable Network Transfers	Not enabled
Bilingual operation	Not enabled
Primary language	As Selected in Quick Install Wizard
Alternate language	No default
Canadian Pronunciation	Not enabled
Search Company Directory By	Last name
CallPilot User Interface	Enabled
Name Prefix	11
Special Prefix	19
Primary UI	As Selected in Quick Install Wizard
Country (CallPilot 100/150 only)	Depends on location
Time zone (CallPilot 100/150 only)	100/150
Daylight Savings Time (CallPilot 100/150 only)	Not enabled

### Feature codes

Leave Message	<input type="text" value="980"/>
Open Mailbox	<input type="text" value="981"/>
Operator Status	<input type="text" value="982"/>
System Programming	<input type="text" value="983"/>
Call forward to CallPilot	<input type="text" value="984"/>
CallPilot extension	<input type="text" value="985"/>
Transfer	<input type="text" value="986"/>
Interrupt	<input type="text" value="987"/>

Call Record	 989
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### Line answering

Table / Skillset Number	1
Answer Mode	None
Greeting Table number	1
Number of rings	0

### Greeting Tables

Custom Auto Attendant Menu Prompt	Enabled <b>Disabled</b>
Morning Greeting	1
Afternoon Greeting	2
Evening Greeting	3
Non-business Greeting	4
Language Preference	PRI
Attendant extension	No default
CCR Tree	None
Business Hour start times	Morning 12:00 am (midnight) Afternoon 12:00 pm (noon) Evening 6:00 pm Non-business 6:00 pm

### Auto Attendant

Return to Auto Attendant	Disabled
Touchtone Gate	None
Use Customized Digits	Disabled

### Operator and Business Status

Receptionist or Operator available	N
Business open	Y
Answer lines	Y
Receptionist or Operator extension	No default



## Holiday Schedule

Holiday Name (maximum of 63 characters)	Date	<b>Repeating or Non Repeating</b> R= Repeating NR= Non Repeating

