



# CallPilot Message Networking Set Up and Operation Guide

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## BCM50 2.0

### CallPilot

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# Chapter 1

## Getting started

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### About this Guide

The *CallPilot Message Networking Set Up and Operation Guide* describes how to set up Message Networking on a Business Communications Manager (BCM) or CallPilot 100/150 system.

### About CallPilot Message Networking

Message Networking links your voice mail system with voice mail systems at different locations. Message Networking uses Digital Networking and Audio Message Interchange Specification (AMIS) to let subscribers exchange messages with subscribers at other locations.

You must apply the Message Networking keycode before your system can receive or send network messages. Contact your vendor to purchase or trial a keycode for Message Networking.

### Requirements for setting up Message Networking

To use Message Networking you need to know:

- how to use the telephones on your system. If you use Nortel Business Series Terminals see the *CallPilot Reference Guide*, *CallPilot Manager Set Up and Operation Guide* or the *CallPilot Quick Reference Cards*.
- if you use BCM, which mailbox interface you use.  
See the *CallPilot Reference Guide* for information on how to check which interface you use.
- how to start CallPilot Manager and use the CallPilot Manager interface.  
For information see “Starting CallPilot Manager” and “About the CallPilot Manager interface” in Chapter 2 of the *CallPilot Manager Set Up and Operation Guide*.
- if you use a BCM system, how to start Element Manager and use the Element Manager Interface.  
Refer to the *BCM Administration Guide*.
- specific addressing information about CallPilot and other voice messaging sites on your network. It is recommend that you work with the Network Administrator when you set up Message Networking.

### Digital and AMIS networking

Message Networking uses two types of networking:

- **Digital Networking** — transfers messages using an Internet or intranet connection using Voice Profile for Internet Mail (VPIM) to support interconnection to equipment from Nortel and other vendors
- **AMIS** — supports an analog transfer protocol that does not require any formal data networking arrangements

## About Digital Networking

Digital Networking links CallPilot and other voice mail systems at different locations. Digital Networking lets users at different sites exchange voice messages on a network connected by Transmission Control Protocol/Internet Protocol (TCP/IP). Digital Networking uses Simple Mail Transfer Protocol (SMTP) to exchange the messages.

BCM Fax is not available on CallPilot 100/150.



**Note:** Any voice message that you send over the Internet using Digital Networking can be subject to interception by unauthorized parties.

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## How Digital Networking works

Digital Networking provides voice messaging to mailboxes at different sites on a network. Each CallPilot site on the network must have Digital Networking installed to send, receive or reply to network messages.

Network voice messaging occurs between mailboxes at different sites. For example, a message recorded at an office in Miami, Florida can be transferred directly to the appropriate mailbox in Vancouver, British Columbia.

Each site on a network is assigned a unique Fully Qualified Domain Name (FQDN). The FQDN distinguishes a site from every other site on the network. An FQDN is the full name of the site, including all subdomain and domain names, separated by periods. For example, *arabians.horse.com* is an FQDN.

If you use Digital Networking and you do not use DNS to resolve domain names, you can configure your system and client computers to use an IP address only. How to do this is explained in Chapter 2.



**Note:** CallPilot for BCM will accept network wide and site specific VPIM broadcast messages from M1 CallPilot. Upon acceptance, CallPilot for BCM delivers the network wide broadcast message to all local recipients as if the administrator had used F981, compose and send, to send the message.

CallPilot also accepts site specific VPIM broadcast messages for delivery, if the VPIM prefix in the message address matches the local mailbox prefix (defined in CallPilot Manager Digital Networking Properties Page).

You cannot send network wide or site specific VPIM broadcast messages.

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## Setting up BCM and M1CallPilot for VPIM broadcast messages

To set up the BCM so remote M1 Callpilot broadcast messages are accepted and delivered to BCM's local subscribers:

- Enable Network Receive. If not enabled, the remote M1 site will receive a Service Not Available (SMTP reply 421) nondelivery notification upon attempting to send a broadcast message to the BCM.
- Add the M1 site to the site list on the BCM. You need to know the FQDN of the M1 site, and its site prefix in the network. If you do not add the M1 site to the BCM, the remote M1 site will receive a Service Not Available (SMTP reply 421) nondelivery notification when attempting to send a broadcast message to the BCM. Also, the BCM can only receive G726 voice encoded messages from M1 CallPilot.

To set up M1 CallPilot to send network and site specific broadcast messages:

- Ensure you have M1 Callpilot version 2.0 or above. Versions prior to 2.0 do not support network wide and site specific broadcast to BCMs. For additional information, see the *CallPilot Network Planning Guide (555-7101-102)*.

## About AMIS

Audio Messaging Interchange Specification (AMIS) provides voice messaging to mailboxes at different sites on a communication network. A network is a collection of offices, locations or sites connected by telecommunication links. Each site on the network must have AMIS to send, receive and reply to network messages. Direct AMIS addressing lets local subscribers send a voice message to any subscriber inside or outside the company who has an AMIS voice mail address.

Network voice messaging occurs between mailboxes at different sites. For example, a message recorded at an office in Cleveland, Ohio can be transferred directly to the appropriate mailbox at an office in Toronto, Ontario.

AMIS networking uses ordinary telephone lines to exchange voice messages. An AMIS address consists of a telephone number and a mailbox number.



**Note:** AMIS calls can incur long distance charges.

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## Ways of sending network messages

With Message Networking subscribers can send network messages to any supported site on the network. Sites must have Network Receive enabled to receive network messages.

Subscribers can send network messages using:

- Site-Based Addressing
- Network Delivery Mailboxes

- Direct Addressing



**Note:** For information about sending messages using Site-Based Addressing, Network Delivery Mailboxes or Direct Addressing see the *CallPilot Message Networking User Guide*.

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## Site-Based Addressing

Use site-based addressing to set up a formal network of sites. Site-Based Addressing lets callers send a message to other locations. Local subscribers can send messages to subscribers at a remote site using an address that is the same as the recipient's phone number. Your site-based addressing can match your organization's telephone network addressing.

## Network Delivery Mailboxes

Network Delivery Mailboxes let local subscribers send a voice message to another subscriber using what appears to be a local mailbox. Each Network Delivery Mailbox has a local mailbox number and the destination site subscriber's name appears in the local company directory.

When callers send a message to Network Delivery Mailboxes, they record a message and select the Network Delivery Mailbox number. CallPilot sends the message to the specified network address and mailbox.

For example, you can set up mailbox 5656 as a Network Delivery Mailbox. You add the Network Delivery Mailbox to your CallPilot system and specify the site prefix and destination mailbox 450 at the destination site. Each time a CallPilot subscriber accesses mailbox 5656 at your site, CallPilot knows it is a message intended for mailbox 450 at another location and automatically delivers it.

Network Delivery Mailboxes can also appear in the Company Directory, although only a subscriber can select a Network Delivery Mailbox. Callers who are not subscribers on your CallPilot system cannot access Network Delivery Mailboxes.

## Direct Addressing

With Direct Addressing subscribers can send a voice message to a mailbox at a different location on a network. To use Direct Addressing you must know the destination site's phone number and the mailbox number of the person you want to send a message to. Direct Addressing is available for AMIS only.

## Assigning Message Networking to subscribers

You assign Message Networking to subscribers through the mailbox Class of Service. Any subscriber with an initialized mailbox, and the appropriate Class of Service, can use Message Networking. For information on Class of Service values see the *CallPilot Manager Set Up and Operation Guide*.

## Audience

This guide is for system administrators you maintain and configure CallPilot on a Business Communications Manager or CallPilot 100/150 system. To use this guide you must be an authorized system administrator.

## Acronyms

The following is a list of acronyms used in this guide.

**Table 1**

<b>Acronym</b>	<b>Description</b>
AMIS	Audio Messaging Interchange Specification
BCM	Business Communications Manager
CCR	Custom Call Routing
DNS	Domain Name System
FQDN	Fully Qualified Domain Name
SMTP	Simple Mail Transfer Protocol
VPIM	Voice Profile Internet Mail

## Symbols and text conventions

These symbols are used to Highlight critical information for the BCM system:



**Caution:** Alerts you to conditions where you can damage the equipment.

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**Danger:** Alerts you to conditions where you can get an electrical shock.

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**Warning:** Alerts you to conditions where you can cause the system to fail or work improperly.

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**Note:** A Note alerts you to important information.

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**Tip:** Alerts you to additional information that can help you perform a task.

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**Security note:** Indicates a point of system security where a default should be changed, or where the administrator needs to make a decision about the level of security required for the system.

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**Warning:** Alerts you to ground yourself with an antistatic grounding strap before performing the maintenance procedure.

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**Warning:** Alerts you to remove the BCM main unit and expansion unit power cords from the ac outlet before performing any maintenance procedure.

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These conventions and symbols are used to represent the Business Series Terminal display and dialpad.

Convention	Example	Used for
Word in a special font (shown in the top line of the display)	<b>Pswd:</b>	Command line prompts on display telephones.
Underlined word in capital letters (shown in the bottom line of a two line display telephone)	<u>PLAY</u>	Display button 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.

These text conventions are used in this guide to indicate the information described.

Convention	Description
<b>bold Courier text</b>	Indicates command names and options and text that you need to enter. Example: Use the <b>info</b> command. Example: Enter <b>show ip {alerts   routes}</b> .
<i>italic text</i>	Indicates book titles
plain Courier text	Indicates command syntax and system output (for example, prompts and system messages). Example: Set Trap Monitor Filters
<b>FEATURE HOLD RELEASE</b>	Indicates that you press the button with the coordinating icon on whichever set you are using.

## Related Publications

This section provides a list of additional documents referred to in this guide.

*CallPilot Manager Set Up and Operation Guide (NN40090-300)*

*CallPilot Reference Guide (NN40090-100)*

*CallPilot Message Networking User Guide (NN40090-101)*

*CallPilot Quick Reference Card - CP Interface (NN40090-102)*

*CallPilot Quick Reference Card - NVM Interface (NN40090-103)*

*CallPilot Quick Reference Card - Remote Users (CP Interface) (NN40090-104)*

*CallPilot Quick Reference Card - Remote Users (NVM Interface) (NN40090-105)*

## How to get Help

This section explains how to get help for Nortel products and services.

### Getting Help from the Nortel Web site

The best way to get technical support for Nortel products is from the Nortel Technical Support Web site:

<http://www.nortel.com/support>

This site provides quick access to software, documentation, bulletins, and tools to address issues with Nortel products. More specifically, the site enables you to:

- download software, documentation, and product bulletins
- search the Technical Support Web site and the Nortel Knowledge Base for answers to technical issues
- sign up for automatic notification of new software and documentation for Nortel equipment
- open and manage technical support cases

### Getting Help over the phone from a Nortel Solutions Center

If you don't find the information you require on the Nortel Technical Support Web site, and have a Nortel support contract, you can also get help over the phone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside North America, go to the following Web site to obtain the phone number for your region:

<http://www.nortel.com/callus>

### Getting Help from a specialist by using an Express Routing Code

To access some Nortel Technical Solutions Centers, you can use an Express Routing Code (ERC) to quickly route your call to a specialist in your Nortel product or service. To locate the ERC for your product or service, go to:

<http://www.nortel.com/erc>

### Getting Help through a Nortel distributor or reseller

If you purchased a service contract for your Nortel product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller.



















































































































































