

Quick Reference Guide For CallPilot R1.5 – Setup Parameters

Configuration (Initial setup)

- 1 – Feature 983
- 2 – **Pswd** = 266344
- 3 – **App:voicemail** = **NEXT** or **CHNG** to **CallCenter**
- 4 – **Bilingual** = **YES** or **NO**
- 5 – **Primary lang** = **Eng** or **Fre**
- 6 – **Group lists:** = **Y** or **N**
- 7 – **Leading digit:9** = **OK** or **CHNG** to different leading digit
- 8 – **Primary UI:NVM** = **NEXT** or **CHNG** to CP (NVM = standard voice prompts, CP = CallPilot voice prompts)
- 9 – **System config** = **OK** or **RETRY** to re-enter configuration data
- 10 – **Configuring . . .** = Wait about 10 seconds for configuration to complete

Business Status

- 1 – Feature 982
- 2 – **Pswd:** OPERATOR (67372867)
- 3 – **Atdt avail:** **Y** or **N** if live attendant is available for dial '0' from auto attendant.
- 4 – **Business open:** **Y** or **N** (If **N** then the Business closed greeting plays.)
- 5 – **Answer lines:** **Y** or **N** (Auto attendant answering status.)
- 6 – **Atdt:** Press **CHNG** to change attendant DN (dial '0' from auto attendant)

Time and Date

CallPilot uses the MICS or CICS system time and date

CallPilot Software Version

- 1 – Feature 983
- 2 – **Log:** 1020000 (3-digit DNs) or 120000 (2-digit DNs)
- 3 – Dial 9. Software version is displayed.

Change name match in company directory

- 1 – Feature 983
- 2 – **Log:** 1020000 (3-digit DNs) or 120000 (2-digit DNs)
- 3 – Dial 4
- 4 – **Voice Mail:Y** Press **NEXT**
- 5 – **Dir avail:Y** Press **NEXT**
- 6 – **Match: Lastname** Press **CHNG** for **Both** or **Firstname**

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Activate CallPilot modem

- 1 – Feature 983
- 2 – **Log:** 1020000 (3-digit DNs) or 120000 (2-digit DNs)
- 3 – Dial 4
- 4 – **Voice Mail:Y** Press **NEXT**
- 5 – **Dir avail:Y** Press **NEXT**
- 6 – **Match: Lastname** Press **NEXT**
- 7 – **Modem access:N** Press **CHNG**
- 8 – **Pswd:** Enter a password between 4-8 digits long
- 9 – **Again:** Reenter password
- 10 – Password OK

Determining CallPilot System ID

- 1 – Feature 983
- 2 – **Log:** 1020000 (3-digit DNs) or 120000 (2-digit DNs)
- 3 – Dial 44
- 4 – **Option admin:** Press **ADD**
- 5 – Serial number is displayed

Adding an upgrade keycode

- 1 – Feature 983
- 2 – **Log:** 1020000 (3-digit DNs) or 120000 (2-digit DNs)
- 3 – Dial 44
- 4 – **Option admin:** Press **ADD**
- 5 – Serial number is displayed. Press **OK**
- 6 – **Key1:** enter first 8 digits of keycode. Press **OK**
- 7 – **Key2:** enter second 8 digits of keycode. Press **OK**
- 8 – **Key3:** enter last 8 digits of keycode. Press **OK**

Check the amount of active mailboxes

- 1 – Feature 983
- 2 – **Log:** 1020000 (3-digit DNs) or 120000 (2-digit DNs)
- 3 – Dial 44
- 4 – **Option admin:** Press **VIEW**
- 5 – Voicemail Press **NEXT**
- 6 – Appliance Press **NEXT**
- 7 – Amount of active mailboxes is displayed

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Reset System Manager Password

- 1 – Feature 985
- 2 – The CallPilot DN is displayed. Dial 9.
- 3 – **Pswd:** = RESETSMPSWD (73738767793)
- 4 – **Reset pswd?** Press **YES**. Login will be changed to default (1020000 or 120000)

Reset Operator Password (If Operator password has been lost)

- 1 – Feature 985
- 2 – The CallPilot DN is displayed. Dial 7.
- 3 – **Pswd:** = RESETOPERPSWD (7373867377793)
- 4 – **Reset pswd?** Press **YES**. Operator password is changed back to default OPERATOR (67372867).

Reconfigure CallPilot Parameters

- 1 – Feature 983
- 2 – **Log:** Dial 1020000 (3-digit DNs) or 120000 (2-digit DNs)
- 3 – Press 2
- 4 – **Bilingual:** Y CHNG or NEXT
- 5 – **Prim lang:** NAEng CHNG or NEXT
- 6 – **Group lists:** Y CHNG or NEXT
- 7 – **Leading digit:** 9 CHNG or NEXT
- 8 – **CallPilot UI:** Y CHNG or NEXT
- 9 – **Name prefix:** 11 CHNG or NEXT
- 10 – **Spec prefix:** 19 CHNG or NEXT
- 11 – **Primary UI:** NVM CHNG or NEXT
- 12 – **System config** Press **OK** to accept changes or **RETRY** to return to step 4

Reset CallPilot to factory defaults

- 1 – Feature 983
- 2 – **Log:** Dial 1020000 (3-digit DNs) or 120000 (2-digit DNs)
- 3 – Press 1
- 4 – **Pswd:** dial REINSTALL (734678255) Press **OK**
- 5 – **Reset database?** Press **YES** (press **NO** to cancel)
- 6 – **Resetting . . .** Allow about 3 minutes. Time and date will appear when reset is complete

Quick Reference Guide For CallPilot R1.5 - Mailboxes

Mailbox Administration

Adding Subscriber Mailboxes

- 1 – Feature 983
- 2 – **Log:** = 1020000 (3-digit DNs) or 120000 (2-digit DNs)
- 3 – Press **MBOX**
- 4 – Press **ADD**
- 5 – **Mbox:** enter mailbox number to be added
- 6 – **Type:subscriber** Press **OK**
- 7 – **Ext:** Dial station number
- 8 – **Service class:** Dial class of service (1-16) per chart in installer guide
- 9 – **Name:** Enter name (last name, first name) per letters on keypad. Press # to enter each letter. Press # to enter a comma between last name and first name.
- 10 – **Directory?:** YES or NO
- 11 – **Msg waiting:** YES or NO (to enable “Message for you” display on phone)
- 12 – **Outdial:** <none> or press **CHNG** to assign a **route, line** or **pool**
- 13 – **Alt1 ext:** <none> or press **CHNG** to assign an alternate extension
- 14 – **Alt2 ext:** <none> or press **CHNG** to assign another alternate extension
- 15 – **Auto logon:**N or press **CHNG** to Y (not recommended for security reasons)
- 16 – **Msg line:** <none> or press **CHNG** to assign an express messaging line
- 17 – **Xfers:blind** or press **CHNG** for **screened** transfers

Adding Information Mailboxes

- 1 – Feature 983
- 2 – **Log:** = 1020000 (3-digit DNs) or 120000 (2-digit DNs)
- 3 – Press **MBOX**
- 4 – Press **ADD**
- 5 – **Mbox:** enter mailbox number to be added
- 6 – **Type:subscriber** Press **NEXT.**
- 7 – **Type:information** Press **OK.**
- 8 – **Service class:** Dial class of service (1-16) per chart in installer guide
- 9 – **Name:** Enter name (last name, first name) per letters on keypad. Press # to enter each letter. Press # to enter a comma between last name and first name.
- 10 – **Directory?:** YES or NO

Deleting Mailboxes

- 1 – Feature 983
- 2 – Press **MBOX**
- 3 – **Mbox:** Dial mailbox number to be deleted
- 4 – Mailbox owner’s name is displayed: Press **DEL**, or **QUIT** to cancel

Quick Reference Guide For CallPilot R1.5 - Mailboxes

Changing Mailboxes

- 1 – Feature 983
- 2 – **Log:** = 1020000 (3-digit DNs) or 120000 (2-digit DNs)
- 3 – Press **Mbox**
- 4 – Press **CHNG**
- 5 – **Mbox:** Dial mailbox number to be changed.
- 6 – **Password:** Press **RESET** to default password to 0000, or **NEXT** to continue.
- 7 – **Ext:** Press **CHNG** to change the station assigned to this mailbox, or **NEXT** to continue.
- 8 – **Service class:** Press **CHNG** to change class of service, or **NEXT** to continue.
- 9 – Mailbox name is displayed. Press **CHNG** to change the mailbox owner's name, or **NEXT** to continue.
- 10 – **Directory:** Press **CHNG** to add or delete from company directory, or **NEXT** to continue.
- 11 – **Msg waiting:** Press **CHNG** to add or delete message waiting display, or **NEXT** to continue.
- 12 – **Outdial:** Press **CHNG** to change outdialing options, or **NEXT** to continue.
- 13 – **Alt1 ext:** Press **CHNG** to change alternate extension, or **NEXT** to continue.
- 14 – **Alt2 ext:** Press **CHNG** to change alternate 2 extension, or **NEXT** to continue.
- 15 – **Auto logon:** Press **CHNG** to change logon option, or **NEXT** to continue.
- 16 – **Msg line:** Press **CHNG** to change express messaging line, or **NEXT** to continue.
- 17 – **Xfers:** Press **CHNG** to change transfer type, or **NEXT** to complete.

Enable or Disable General Delivery Mailbox

- 1 – Feature 983
- 2 – **Log:** = 1020000 (3-digit DNs) or 120000 (2-digit DNs)
- 3 – Press 6
- 4 – **Gen delivery:Y** Press **CHNG** to toggle on or off.

Quick Reference Guide For CallPilot R1.5 - Auto Attendant

Answer Lines

- 1 – Feature 983
- 2 – **Log:** Dial 1020000 (3-digit DN) or 120000 (2-digit DN)
- 3 – Press **AA**
- 4 – Press **LINES**
- 5 – **Line number:** Dial line number (001-xxx).
- 6 – **Line:xxx Ans:No** Press **CHNG** to **AA** if auto attendant will always answer the line. If a Night Service key will be used to activate auto attendant answering, leave **Ans:** at **No**.
- 7 – If line has been changed to **Ans:AA**, press * then press **TABLE**.
- 8 – If **Table:1** is OK press **RINGS**. (Table 1 is the default greeting table. Change to a different table (1-4) if alternate answering is required on the line being programmed.)
- 9 – **Rings:0** – Press **CHNG**, dial number of rings before auto attendant answers the line, or leave at 0 for immediate answering. Allow at least 2 rings if CLID is in use.
- 10 – Repeat for each line to be programmed.

Notes For Night Service Mode Auto Attendant Answering

If the auto attendant will only answer lines in night service mode, line answering should be set to **No** as per step 6 above. Using night service will cause the AA to answer lines immediately.

A night service key is programmed at the control set for the lines to be answered by the auto attendant. The default control set for all lines is the attendant phone (21 or 221).

Night service is programmed in the MICS or CICS system in **Services**. Control sets are assigned in **Services – Common settings**.

If a line should not be answered in night mode by the auto attendant, unassign that line from the control set.

On a MICS or CICS a **Ringling group** will be programmed, with the CallPilot DN assigned to the **Ringling group** being used for night service.

The feature code for night service is Feature 871 on a MICS or CICS (Service mode 1 is the night service mode for the MICS or CICS.)

See your Norstar manuals for more details on Service modes programming.

Quick Reference Guide For CallPilot R1.5 - Greetings

Company Greetings

- 1 – Feature 983
- 2 – **Log:** Dial 1020000 (3-digit DNs) or 120000 (2-digit DNs)
- 3 – Press **AA**
- 4 – Press **GRTG**
- 5 – Press **GRTG**
- 6 – **Greeting:** Dial greeting number (1-4).
(Greetings 1-4 are assigned to all 4 greeting tables by default. 1 = Morning, 2 = Afternoon, 3 = Evening, 4 = Business closed. All 40 greetings can be recorded, but only 4 greetings at a time can be assigned to a greeting table.)
- 7 – **REC:** Record greeting after the tone

Notes about greetings:

When the auto attendant answers a call, the company greeting plays first, followed immediately (if used) by the CCR home menu prompt.

The greetings played will depend on the greeting table assigned to a line, which allows a different company greeting to be played when a line is answered. This is useful when more than one company is sharing a Norstar phone system, or when special use lines should be answered with a different greeting.

There is a default customer greeting in the CallPilot. When customized greetings are recorded be sure to tell callers that they can dial # to use the company directory.

Quick Reference Guide For CallPilot R1.5 - Usage Tips

Transfer Callers To A Mailbox

- 1 – While the caller is on the line dial Feature 986, or press a programmed feature key.
- 2 – At the **Mbox:** prompt, dial the mailbox number.

Checking Messages From Outside The Office

- 1 – If the auto attendant answers, dial * *. You will be prompted to dial your mailbox number and password, followed by #.
- 2 – If a person answers, ask to be transferred to the Startalk DN. You will be prompted for your mailbox number and password, followed by #.

Forwarding Calls To Voice Mail

1 – If a call has been transferred to an extension by the auto attendant, the call will be forwarded to that extension's mailbox after the transfer return interval (4 rings). If no mailbox is assigned to an extension, the call will be forwarded to the general delivery mailbox.

2 – **Call forward-no answer**, and /or **call forward-busy** can be used to forward all calls for an extension to its personal mailbox. This includes intercom calls, and any outside lines programmed to ring at that extension. **Call forward-busy** can be activated by turning on **Do Not Disturb** at the extension. The call forward extension is the CallPilot DN. Call forward is programmed in the MICS or CICS under **Terminals & Sets - Capabilities**

Logging In To A Mailbox From Your Own Extension

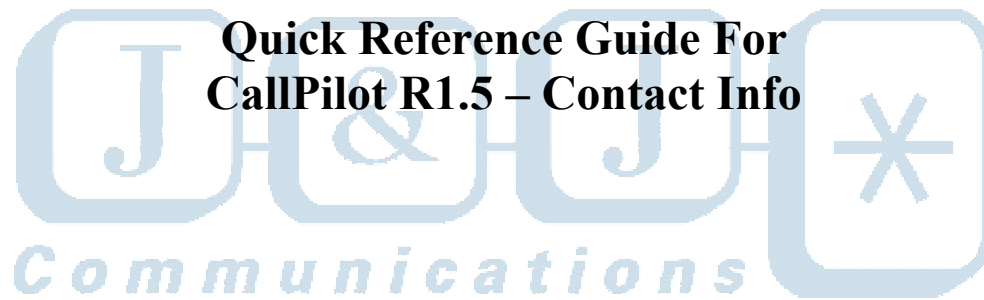
- 1 – Feature 981
- 2 – **Pswd:** Dial 4-digit password (if Auto Logon has been allowed for an extension, dialing F981 will automatically login to your mailbox. Not recommended!)

Logging In To A Mailbox From Another's Extension

- 1 – Feature 981
- 2 – **Pswd:** Dial * to get a **Log:** prompt
- 3 – **Log:** Dial mailbox number and password

Special Use Mailboxes

- 1 – Mailbox 100 (3-digit DNs) or 10 (2-digit DNs) is the General Delivery mailbox
- 2 – Mailbox 102 (3-digit DNs) or 12 (2-digit DNs) is the System Coordinator mailbox
- 3 – **Guest Mailboxes** can be set up for temporary use, or for people who work outside the office. Assign mailbox numbers that will not conflict with working extension numbers. An extension does not need to be assigned to a mailbox. When adding **guest mailboxes**, press the * key at the **Ext:** prompt to assign no extension to the mailbox.



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