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CallPilot

Message Networking
Set Up and Operation Guide

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CallPilot Message Networking Set Up and Operation Guide

Contents

Chapter 1
About CallPilot Message Networking

This guide leads a System Administrator through setting up Message Networking and is an ongoing reference aid. Use this guide if you have a Business Communications Manager or CallPilot 100/150 system.

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 Networks Business Series Terminals refer to the *CallPilot Reference Guide,* the C*allPilot Manager Set Up and Operation Guide* or the *CallPilot Quick Reference Cards*.
- if you use Business Communications Manager, 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 C*allPilot Manager Set Up and Operation Guide*
- if you use Business Communications Manager, how to start Unified Manager and use the Unified Manager interface.
  Refer to the *Business Communications Manager Programming Operations Guide.*
- specific addressing information about CallPilot and other voice messaging sites on your network. We recommend that you work with the Network Administrator when you set up Message Networking.

About Message Networking

Message Networking links your voicemail system with voicemail 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 Software Authorization Code before your system can receive or send network messages. Contact your vendor to purchase or trial a software authorization code for 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 Networks 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 voicemail systems at different locations. Digital Networking lets users at different sites exchange voice and fax 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.

Fax messages can be sent and received only on Business Communications Manager systems that have the Fax option installed. Fax is not available on CallPilot 100/150.

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

How Digital Networking works

Digital Networking provides voice and fax 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 at 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.

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 voicemail address. 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.

How AMIS works

AMIS provides voice messaging to mailboxes at different sites on a network. A network is a collection of offices, locations or sites connected by telecommunication links. Each site on the network must have AMIS installed and enabled 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 Cleveland, Ohio can be transferred directly to the appropriate mailbox at an office in Toronto, Ontario.

Note: For AMIS to function, you must create a Dialing Translation Table and set the Dialing Translation Parameters. For more information about Dialing Translation, refer to "About Dialing Translation" on page 30.

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 how to send messages using Site-Based Addressing, Network Delivery Mailboxes or Direct Addressing refer to the *CallPilot Message Networking User Guide*.

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 can use Message Networking. For information on Class of Service values see the *CallPilot Manager Set Up and Operation Guide*.

How to get help

USA and Canada

Authorized Distributors - Technical Support

Telephone:
1-800-4NORTEL (1-800-466-7835)
If you already have a PIN Code, you can enter Express Routing Code (ERC) 196#.
If you do not yet have a PIN Code, or for general questions and first line support, you can enter ERC 338#.

Website:
http://www.nortelnetworks.com/support

Presales Support (CSAN)

Telephone:
1-800-4NORTEL (1-800-466-7835)
Use Express Routing Code (ERC) 1063#

EMEA (Europe, Middle East, Africa)

Technical Support

Telephone:
00800 800 89009

Fax:
44-191-555-7980

email:
emeahelp@nortelnetworks.com

CALA (Caribbean & Latin America)

Technical Support

Telephone:
1-954-858-7777

email:
csrmgmt@nortelnetworks.com

APAC (Asia Pacific)

Technical Support

Telephone:
+61 388664627

Fax:
+61 388664644

email:
asia_support@nortelnetworks.com

Chapter 2
Setting up Digital Networking

Setting the Digital Networking properties

Setting up Network properties involves entering your site's:

- SMTP proxy name, if applicable
- local prefix
- Fully Qualified Domain Name (FQDN) or IP address

SMTP proxy name

Before you can use Digital Networking, you must find out from the Network Administrator whether the network has an SMTP proxy. SMTP proxies restrict access to a company's internal network from the Internet. A proxy provides network security and prevents unauthorized access.

If your network has a direct connection to the Internet or Intranet, it does not have an SMTP proxy and you do not have to enter an SMTP proxy name. If your network has an SMTP proxy, you must enter the domain name of the SMTP proxy of your site. The FQDN of the SMTP proxy can be a maximum of 128 alphanumeric characters. The domain name cannot have any spaces or punctuation except for characters such as periods, dashes or underscores that are part of the name. Contact your Network Administrator for more information.

If you are in a non-DNS environment the SMTP Proxy box does not appear

Local prefix

Before your site can receive messages from other sites, you must enter a local prefix for your site.

The local prefix is the sequence of digits that must be prefixed to local mailbox numbers to make them unique across your network. The prefix is usually the same at your site prefix in the network numbering plan.

The local prefix is a number from one to nine digits. This prefix can be the same as your site's area code and three-digit exchange prefix. For example, if customers dial 403-246-xxxx to reach your site, 403246 can be your local prefix.

You must give your local prefix number to the Network Administrator and System Administrator at each digital site. If you change it, give them your new prefix. They can update your local prefix in their Site Tables.

FQDN

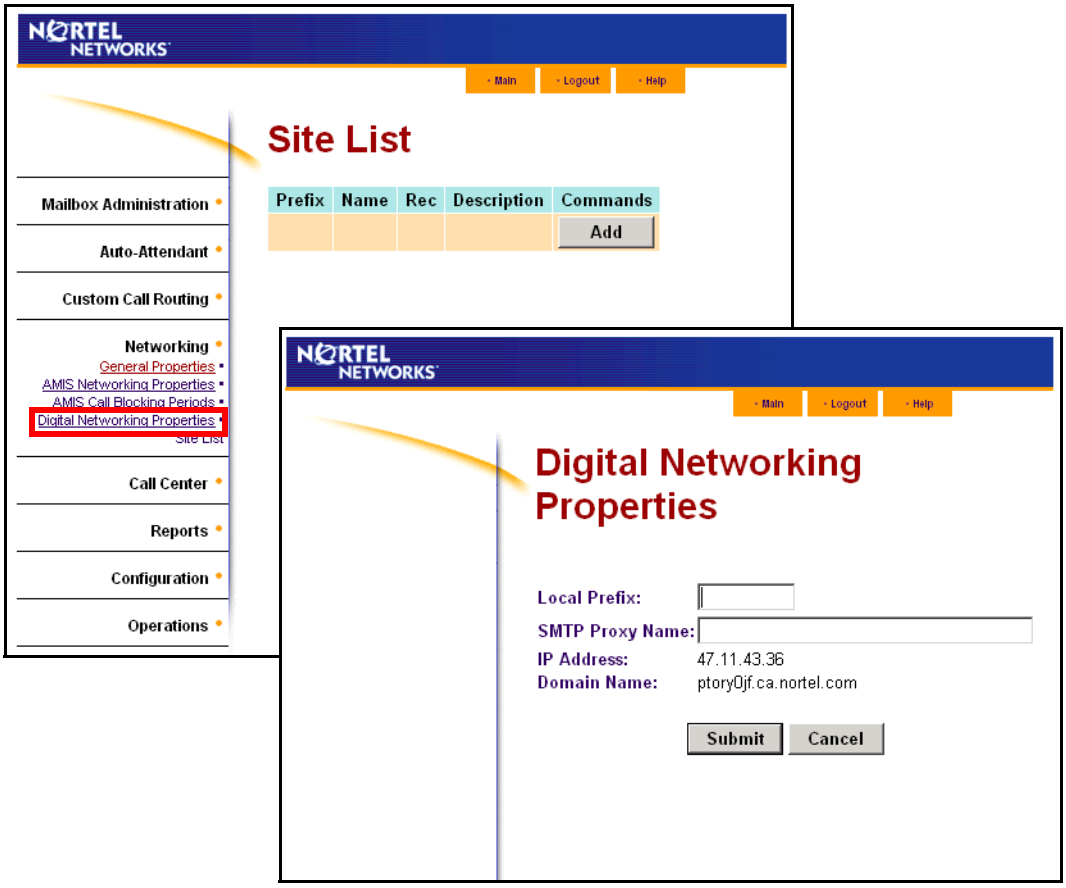
The FQDN is the domain name used for referring to your site, and is added to all outgoing messages. For example, nortel.com is a domain name.

To set the Digital Networking properties

1 Start CallPilot Manager.

2 Click the **Networking** heading.

3 Click the **Digital Networking Properties** link.
The Digital Networking Properties page appears.



4 In the **Local Prefix** box type the local prefix.

5 In the **SMTP Proxy Name** box type the SMTP Proxy Name.

The IP Address and Domain Name are read-only. If you use a DNS your system displays the domain name and an IP address. If you do not use a DNS the IP address is displayed.

6 Click the **Submit** button.

Configuring your system network properties

Configuring your system network properties involves setting up message networking according to whether you use a DNS server, host names or IP addresses.

Note: We recommend that you use a DNS server. If you use a Business Communications Manager system and all of the digital sites in your network use DNS, go to "Creating a network site" on page 45.

If you use a CallPilot system and all of the digital sites in your network use DNS, go to "Configuring DNS on CallPilot 100/150" on page 20, and then go to "Creating a network site" on page 45.

When you send a digital networking message, the internet uses the Domain Name System (DNS) to translate domain names into IP addresses. Domain names, such as www.example.com, are alphabetic, so they are easy for subscribers to remember. However, the internet is based on IP addresses, which are numbers such as 198.105.232.4. Every time you use a domain name, a DNS server translates the name into the corresponding IP address. For example, the domain name www.example.com can translate to 198.105.232.4.

If you do not use domain names, the internet uses IP addresses. If you use IP addresses your system does your name mapping for you. Some businesses do not use DNS servers, for example, if they have a private network.

Configuring your system if you do not use DNS

Digital networking requires consistent name mapping throughout the network of digital sites. The best way to provide name mapping is by using a DNS server. If you do not use a DNS server you can use either a hosts file or IP addresses.

If your network contains only Business Communications Manager or CallPilot 100/150 systems you can use IP addresses and do not have to use hosts files.

If your network contains sites other than Business Communications Manager or CallPilot 100/150 digital sites, you must use hosts files if you do not use a DNS server.

If you use Business Communications Manager as a gateway to an internet service provider and DNS servers cannot provide name resolution for the Business Communications Manager or other digital sites, you must use hosts files to provide consistent name mapping throughout the network.

You must do your system network configuration before you can add network sites. You can test your system's name mapping with ping and nslookup commands. On CallPilot 100/150 you can test your system's name mapping by adding a network site.

If DNS is not available you must do one of the following:

- If your digital network contains sites with sites other than Business Communications Manager and CallPilot 100/150, you must use a hosts file to provide consistent name mapping throughout the VPIM network. If you use CallPilot 100/150, refer to "Creating and installing hosts files on CallPilot 100/150" on page 21.

Note: You can use a hosts file in combination with DNS in situations where DNS is not available in all branch locations.

- If your digital network contains, and will only contain, Business Communications Manager or CallPilot 100/150 sites, you can use IP addresses to create network sites. Refer to "Configuring Business Communications Manager to use IP addresses" on page 16 or "Configuring CallPilot 100/150 to use domain names or IP addresses" on page 19 to create network sites using IP addresses.

Note: The DNS servers must provide constant name mapping throughout the network. Host files can be used to augment DNS if necessary. An instance where both hosts files and DNS may be required is when a Business Communications Manager is used as a gateway between a private network and an ISP.

Configuring Business Communications Manager to use IP addresses

1. Ensure no DNS servers are currently configured. Refer to "Ensuring no DNS servers are configured on your Business Communications Manager" on page 17.
2. Enter the hosts name on the Business Communications Manager system. Refer to "Entering a Host Name on the Business Communications Manager system" on page 18.
3. Configure computers running Message Networking with the IP address of the Business Communications Manager system.

Note: If you are using a BCM50 system, you can view the IP addresses of your system in Element Manager on the IP Subsystem screen under DNS settings.

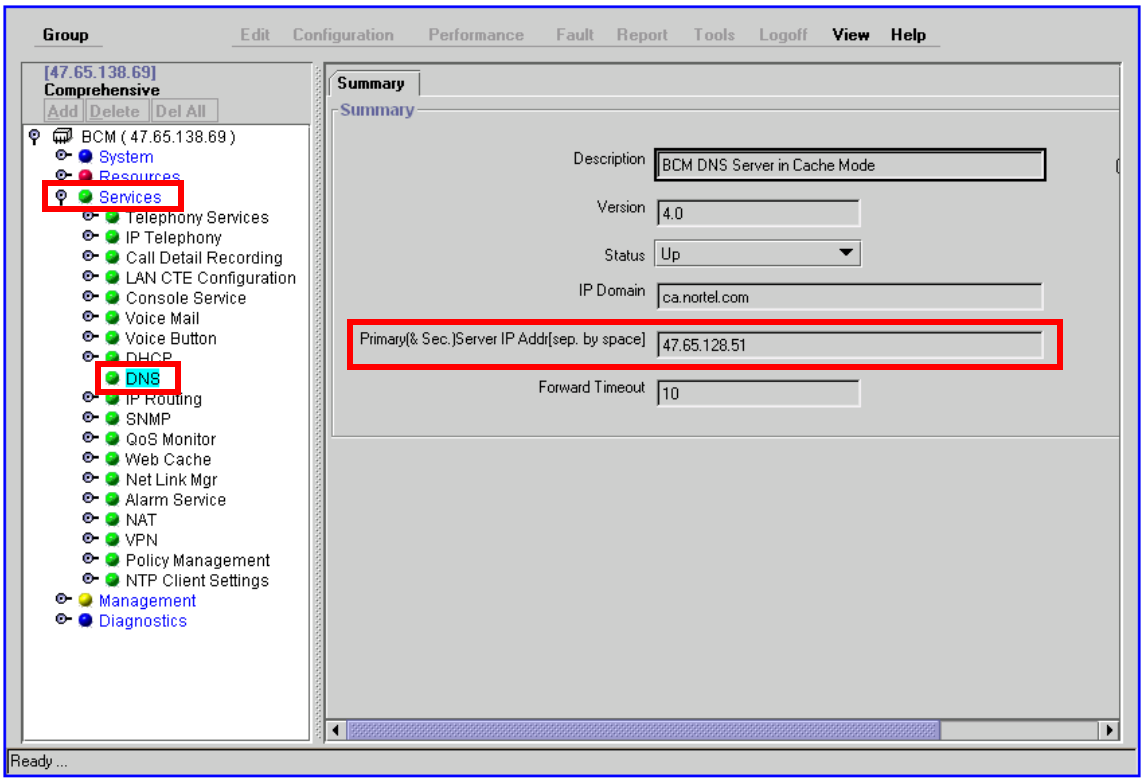
Ensuring no DNS servers are configured on your Business Communications Manager

1 Start Unified Manager.

2 Click the **Services** key.

3 Click the **DNS** heading.

4 Ensure that the **Primary (& Sec.) Server IP Addr** box is empty.
If it is not, delete the entry and press the **Enter** key on your keyboard to save your changes.



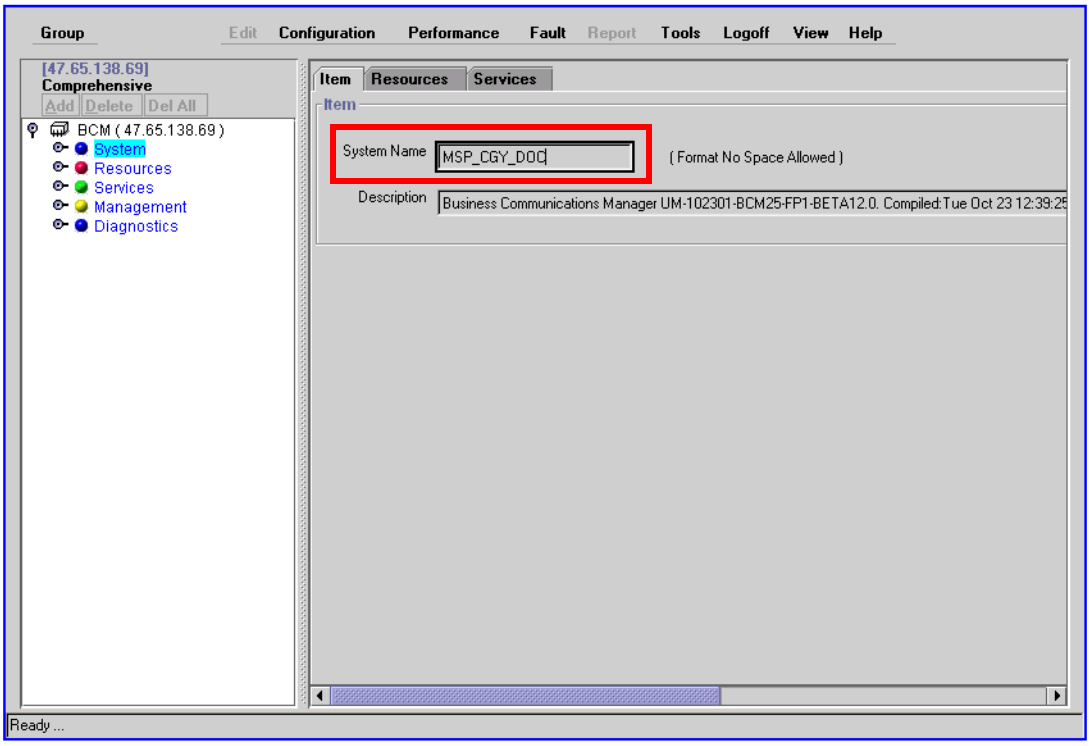
Entering a Host Name on the Business Communications Manager system

The host name is the system text name for the host site. It can be up to 128 characters long.

1 Start Unified Manager.

2 Click the **System** heading.

3 In the **System Name** box enter a host name.
A system name can be any name (for example, myCompany).



4 Press the **Enter** key on your keyboard to save your new system name.

5 You must now configure computers running Message Networking with the IP address of the Business Communications Manager system. Refer to the system documentation for type of message networking you use.

Configuring CallPilot 100/150 to use domain names or IP addresses

If you do not have a DNS you can configure your CallPilot host to recognize the domain names of other CallPilot sites on your system. For example, a bank can create domain names for each branch that has a CallPilot site on their system, with the names “Downtown”, “South Side” and “West End”, so that an employees who wants to send a message to another branch can just use its domain name, and does not have to know the IP addresses of the branch.

To configure CallPilot 100/150 to use IP addresses

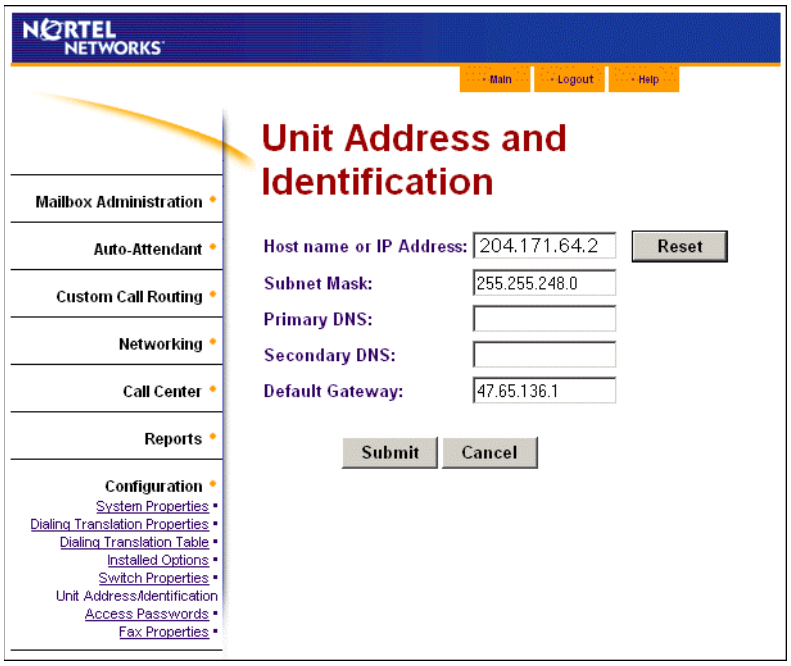
1 Start CallPilot Manager.

2 Click the **Configuration** heading.

3 Click the **Unit Address/Identification** link.
The Unit Address and Identification page appears.

4 In the **Host name or IP Address** box enter your IP address.

5 Leave the **Primary DNS** and **Secondary DNS** boxes empty.



6 Click the **Submit** button.

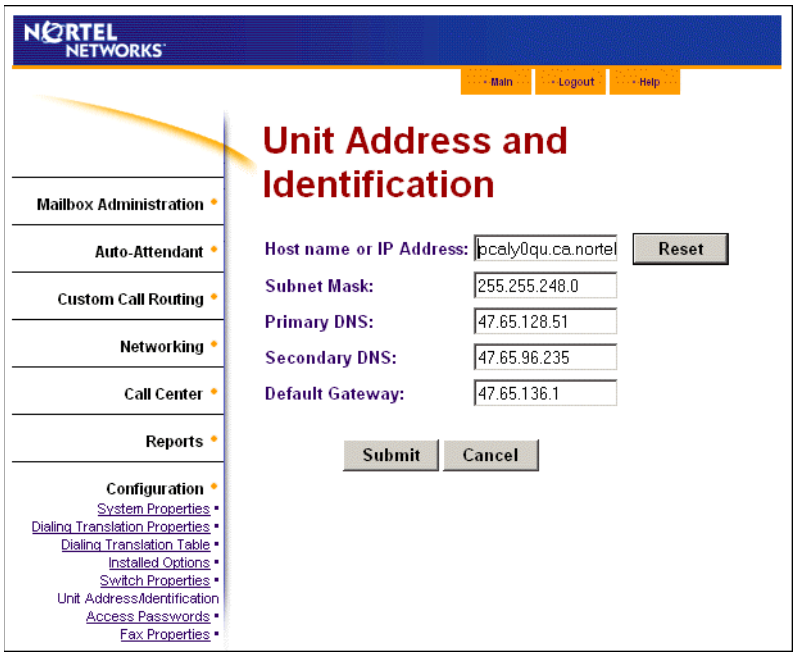
7 You must reboot CallPilot for the new settings to take effect.

Configuring DNS on CallPilot 100/150

1. Start CallPilot Manager.
2. Click the **Configuration** heading.
3. Click the **Unit Address/Identification** link.
   The Unit Address and Identification page appears.
4. In the **Host name or IP Address** box enter your CallPilot's Host name.
   It must be a Fully Qualified Domain Name (FQDN.)

> **Warning:** The FQDN must be in the same subnet that is specified by the Subnet Mask and the Default Gateway IP address. If you enter an FQDN that is not in the same subnet, you can cause the CallPilot to continuously reboot. To correct this problem, use the serial interface to change the IP address of the CallPilot. For more information, refer to "Changing the IP address using a serial cable" in the *CallPilot Installation and Maintenance Guide*.

5. In the **Primary DNS** box enter the IP address of the external DNS server.
6. In the **Secondary DNS** box enter the IP address of secondary DNS server if you use one.

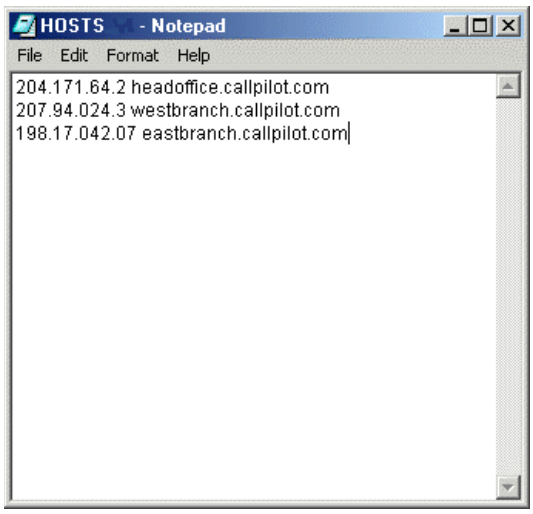


7. Click the **Submit** button.
8. You must reboot CallPilot for the new settings to take effect.

Creating and installing hosts files on CallPilot 100/150

1 In a text editor such as Notepad, create a hosts file that contains the IP address and the hosts name/FQDN of your CallPilot and the other CallPilot sites on your system. Make sure that the name of your local CallPilot system comes first in the list. List the addresses in the form IP address followed by the name/FQDN of the units, and type a line break by pressing the ENTER key after the last entry in the hosts file. Type a single space between the IP address and the hosts name. For example:

2 Name the file HOSTS and save it as a text file with no extension, for example, save the file as "HOSTS" and not "HOSTS.txt". This is an example of a hosts file. The first entry is the main CallPilot unit. The other entries are branches.



3 FTP the HOSTS file to your CallPilot's 7.0/ST directory.

Caution: You must FTP the file using the ASCII format, NOT binary. If you use binary the hosts file will not work.

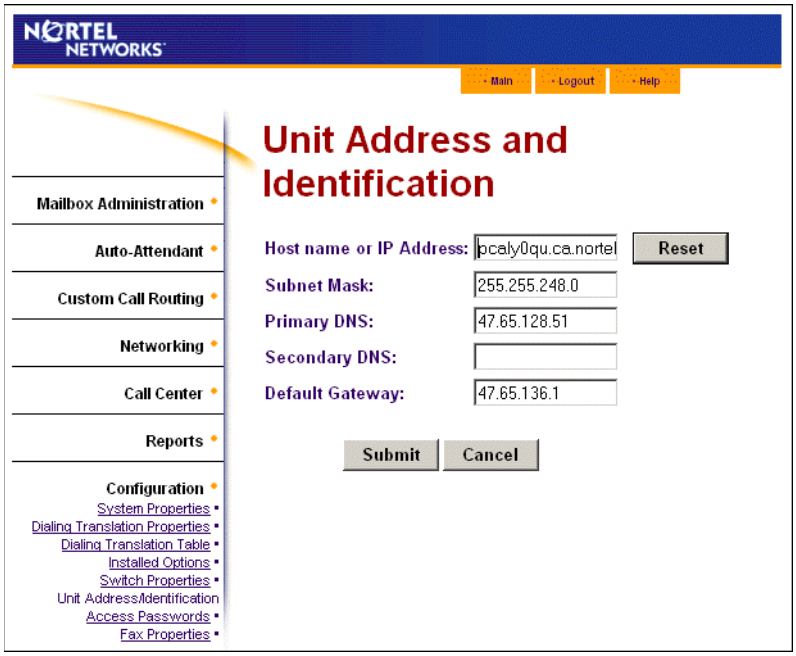
4 Start CallPilot Manager.

5 Click the **Configuration** heading.

6 Click the **Unit Address/Identification** link.
The Unit Address and Identification page appears.

7 In the **Host name or IP Address** box enter your CallPilot's host name.
Your host name must be a Fully Qualified Domain Name (FQDN.)

8 In the **Primary DNS** box enter your CallPilot's IP address.



9 Click the **Submit** button.

10 You must reboot CallPilot for the new settings to take effect.

Changing your local CallPilot Host name or IP address

1 Make the change to the host name or IP address first.

2 Create a hosts file, making sure that the new host name is the first entry in the hosts file.

3 FTP the hosts file to your CallPilot's 7.0/ST directory. You must FTP the file using the ASCII format, NOT binary. If you use binary the hosts file will not work.

4 Reboot CallPilot for the new settings to take effect.

Chapter 3
Setting up AMIS

Setting up AMIS

AMIS provides your site with network voice messaging features. This chapter describes how to set up and test AMIS on your Business Communications Manager or CallPilot 100/150 system.

Note: Make sure that your Company Greetings are 15 seconds or longer. For how to record Company Greetings refer to the *CallPilot Manager Set Up and Operation Guide*.

AMIS Networking properties are not available if you have a CallPilot 100 that is connected to a Compact 3X8 ICS.

AMIS networking properties

AMIS networking properties are:

International Access code	This code identifies the country where your site is. This code allows international calling capability. In Canada and the United States, the International Access code is 011. This number can have a maximum of four digits.
Country code	This code is assigned to the country where your site is located. In Canada and the United States, the Country code is 1. This code can have a maximum of four digits. This information is used to generate the return address of your location.
Area code	This code is assigned to your calling area. For example, the area code for Kansas City is 816 and the area code for Calgary is 403. Each province, state, and, sometimes city has a specific area code. This number can have a maximum of six digits. This information is used to generate the return address of your location.
Telephone number	The system telephone number at your site is the number assigned to the Auto Attendant. This number can have a maximum of 16 digits. This information is used to generate the return address of your location.
Outdial route	The numbers your site uses to access Line, Pool or Route codes. The Outdial route is the Line or Pool number that AMIS uses to make an outgoing call or the Route code used to call a specific site.
Enable Loopback mailbox	You use a Loopback Mailbox to test if two sites are communicating. When a Loopback mailbox receives a message, it sends it back to the originating mailbox. Before you can test network message capability, you must enable the Loopback Mailbox. The Loopback mailbox is not enabled by default. Enable the Loopback mailbox while you set up and test your network. Disable the Loopback mailbox after you know that it is working.

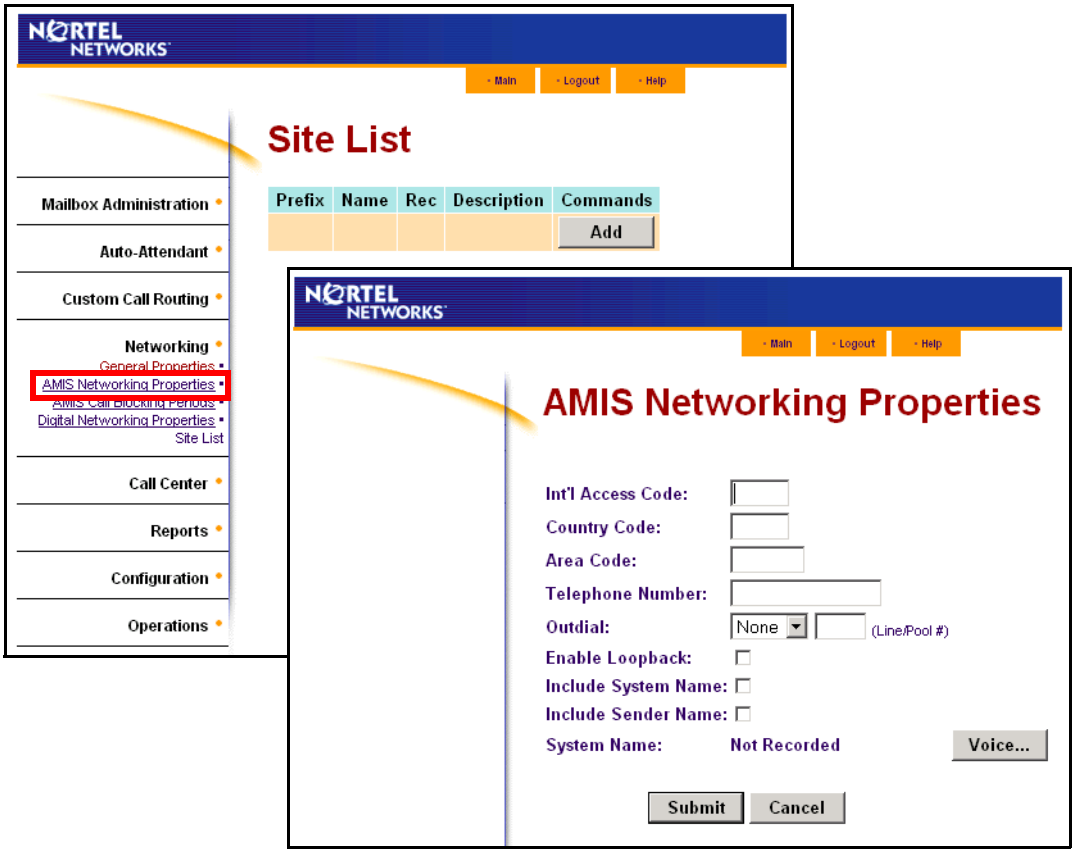
System name	You can record a system name. When you include the system name, the recorded system name is added to all messages sent from your site. The system name plays as part of the recorded message.
Sender name	The sender's recorded name can be attached to each message sent from your site. The sender's name plays as part of the recorded message. The normal default setting is disabled.

To set up AMIS networking properties

1 Start CallPilot Manager.

2 Click the **Networking** heading.

3 Click the **AMIS Networking Properties** link.
The AMIS Networking Properties page appears.



4 In the **Int'l Access Code** box type the International Access code.
The code can have up to four digits. The International Access code for North America is 011.

5 In the **Country Code** box type the Country code.
The code can have up to four digits. The Country code for North America is 1.

6 In the **Area Code** box type the area code for your city, state or province.
The area code can have up to six digits.

7 In the **Telephone Number** box type the system phone number of your site.
This number can have up to 16 digits.

8 From the **Outdial** list box select an Outdial route:
select **Line** to select a specific outgoing line and type the line number in the **Line/Pool #** box
or
select **Pool** for CallPilot to select a line within a line pool and type the pool number in the **Line/Pool #** box
or

select **Route** to outdial using routing codes.
For more information about routing codes refer to the *Business Communications Manager Programming Operations Guide* if you use Business Communications, or your Norstar system documentation if you use CallPilot 100/150.

9 Select the **Enable Loopback** check box if you want to enable the Loopback mailbox.

10 Select the **Include System Name** check box to include the system name in outgoing messages.

11 Select the **Include Sender Name** check box to include the sender name in outgoing messages.

12 Click the **Voice** button to record a system name.
The System Spoken Name appears.

13 In the **Connect to** box, type the extension number or telephone number you are using to record the greeting or prompt.
For a local extension, just type the extension number. For a telephone number that is not a local extension, type the sequence of digits that dial the telephone number from the voicemail system. For example, you might need to dial 9, the area code, and then the telephone number.

14 Click the **Dial** button.
The telephone rings.

15 Pick up the handset. Do not use Handsfree. Click the **Record** button. After the tone, record the system name.

16 After you finish recording, click the **Stop** button.

17 To listen to the recording, click the **Play** button, or to save the recording, click the **Save** button.

18 Click the **Close** button and replace your telephone handset.
The System Spoken Name window closes.

19 On the AMIS Networking Properties page, click the **Submit** button.

About Call Blocking

After you create AMIS sites you can set up call blocking. Call Blocking establishes times when AMIS Network Delivery Messages are prohibited. You can limit non-urgent calls during peak periods or when long distance rates are highest. You can establish Call Blocking for every day of the week.

Note: If you want Call Blocking to continue past midnight, you must create two Call Blocking periods. The first Call Blocking period ends at midnight and the second Call Blocking period begins at midnight of the next day.

Decide the maximum amount of time a non-urgent AMIS message must wait before being delivered during a typical business day. Ensure that no call blocking period exceeds this limit. If a call blocking period is set up for a two hour period, an AMIS message sent during that period will not be sent until the blocking period is over. For example, if a blocking period is set up between 12:00 pm and 2:00 pm, a message sent at 12:01 pm will not be delivered until 2:00 pm at the earliest.Call Blocking periods

There are four Call Blocking periods per day. For example, you can establish a period on Monday from 08:00 to 11:00 a.m., and from noon until 4:00 p.m. The available time for network calls to occur is before 08:00 a.m., between 11:00 a.m. and 12:00 p.m., and any time after 4:00 p.m. The following table shows an example of the Call Blocking periods for Monday.

Example of Call Blocking periods for one day

Day	Period	Call Blocking time from	Call Blocking time to
Monday	1	08:00 a.m.	11:00 a.m.
Monday	2	12:00 p.m.	4:00 p.m.
Monday	3	:	:
Monday	4	:	:

In the table Example of Call Blocking periods for one day, the hours available for network messaging are before 08:00 a.m., between 11:00 a.m. and noon and after 4:00 p.m.

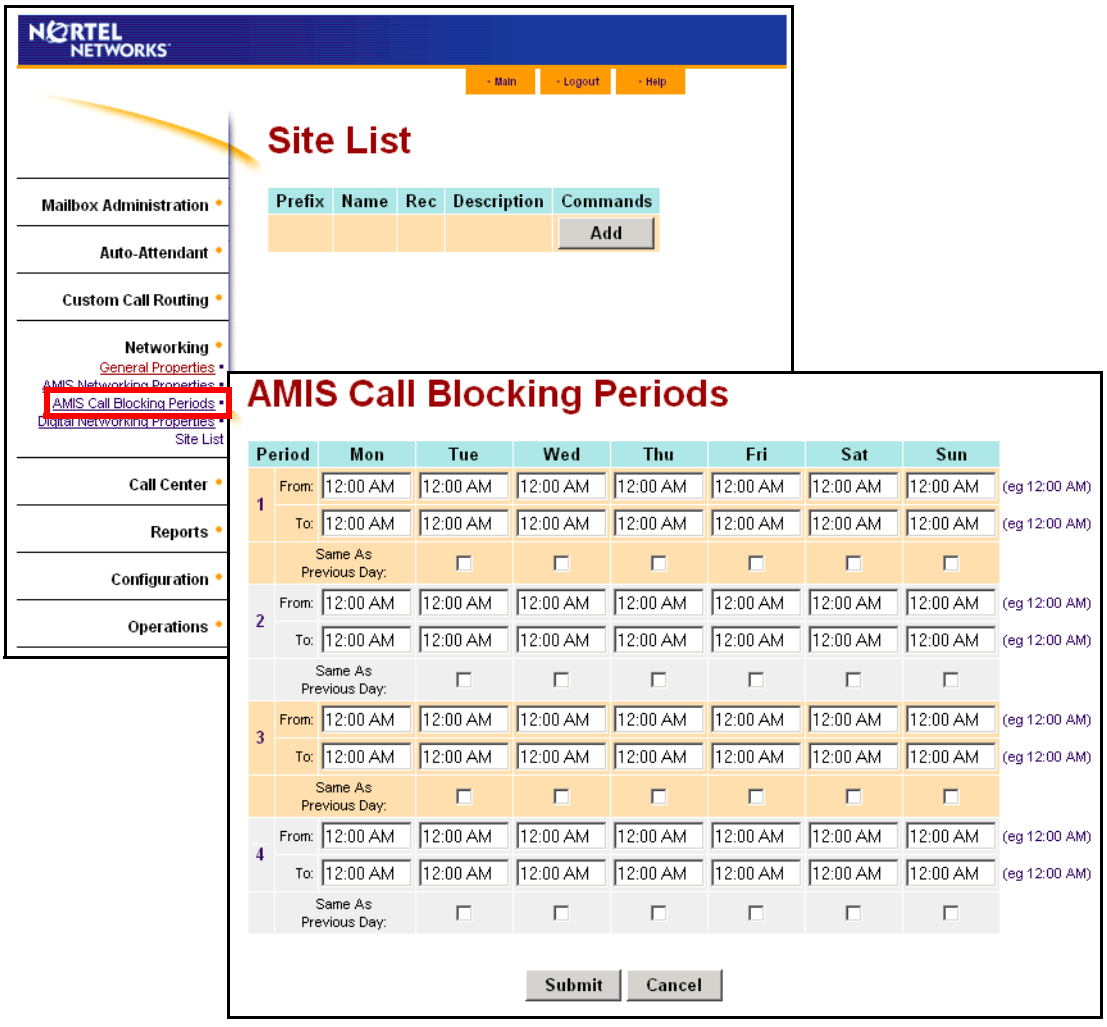
Note: Call Blocking applies to outgoing messages. Incoming messages are received at any time. Call Blocking does not apply to urgent messages.

Setting up Call Blocking times

Set AMIS call blocking periods to block AMIS delivery calls when long-distance rates are expensive or private networks are congested. If network congestion is a concern, set call blocking for the peak traffic times.

To set up AMIS Call Blocking times

1. Start CallPilot Manager.
2. Click the **Networking** heading.
3. Click the **AMIS Call Blocking Periods** link.
   The AMIS Call Blocking Periods page appears.



4. Select the day you want to set up call blocking times for.
5. In the **From** box type the time call blocking begins and select **AM** or **PM.**
   Any single-digit hour or minute must be preceded by a zero. For example, type 8:00 as 08:00.

6 In the **To** box type the time of day call blocking ends and select **AM** or **PM.**
Any single-digit hour or minute must be preceded by a zero. For example, type 8:00 as 08:00.

7 You can select the **Same As Previous Day** check box if you want to use the previous day's settings for the call blocking period.

8 Click the **Submit** button.

Note: If there is an overlap in the call blocking periods established for the same day, AMIS determines the time band from the earliest and latest times of the overlapping time bands and treats the times as one call blocking period.

About Dialing Translation

There are situations when CallPilot generates an outbound call. For example, if a mailbox owner replies to a Calling Line Identification (CLID) message. In this situation, CallPilot generates a phone number to be dialed by the central office (CO).

Another example is when Network Reply or the Loopback mailbox is used. In these cases, the phone number that is replied to is taken from information transmitted with the original message.

In both situations several changes must occur before the number is dialed through the local telephone network. You must set up the Dialing Translation properties and create the Dialing Translation Table to determine these changes.

How the Dialing Translation Table works

A phone number is derived from information attached to an incoming Caller ID message. The number is then searched for in the Dialing Translation Table. If the leading digits of the telephone number match a Dialing Translation Table Input value, the Output value is substituted for the Input value. This change results in a telephone number that can be dialed on the local network. Changing the number usually involves removing an area code or inserting an access code, based on the dialing rules of the local network. For example, if a local number is prefixed with the long distance code 1, it is removed by the Dialing Translation Table.

The Dialing Translation process is immediate so calls do not take any longer to dial. Some telephone numbers do not need to be changed before dialing. CallPilot can function without a Dialing Translation Table except that the Reply feature cannot be used.

Phone number Translation

The Dialing Translation Table must define each possible case where a change is needed to allow the number to be dialed on the local network.

The Dialing Translation Table changes Network extensions into numbers that can be dialed on the local network. The Network extension form of a phone number is the usual form in which the number appears. For example, the phone number 403-555-5050, in its Network extension form, must be translated into a number that can be dialed on the local telephone network. The Dialing Translation Table follows the rules required to make the call.

Examples of Dialing Translation Tables

The following tables are examples of Dialing Translation Tables and how they work. Every Dialing Translation Table entry consists of an Input value column and an Output value column. The values in the Input column represent the leading digits of the Network extensions which, if matched, are replaced by the corresponding value in the Output column. The * after a value signifies any digits in the telephone number that remain to be dialed. CallPilot automatically adds the * after every Input and Output value.

A telephone number either matches or does not match a specific Input value.

A Dialing Translation Table from a site in metropolitan Toronto

INPUT	OUTPUT	Explanation
011*	011*	The Table does not attempt to translate international telephone numbers.
416*	*	The Table removes the 416 area code and dials all calls as 7 digits.
905206* 90527* etc. (135 more entries)	905206* 90527* etc. (135 more entries)	These telephone exchanges can be dialed as local (no long distance charges) 10 digit calls from the 416 area.
905*	1905*	All other 905 numbers not listed in the Input column above are long distance numbers and must be dialed as 11 digit long distance numbers.
*	1*	Any numbers that start with digits other than 011, 416 and 905 are long distance, and have 1 added as a prefix.

A Dialing Translation Table from a site in Mountainview, California

INPUT	OUTPUT	Explanation
		The Dialing Translation Table is empty. The local network in Mountainview supports 10 digit national dialing with recognized long distance charging. In situations like the Mountainview example, there is no need to build a Dialing Translation Table.

A Dialing Translation Table from a site with area code 206 near a border with area code 360

INPUT	OUTPUT	Explanation
011*	011*	The Table does not attempt to translate international telephone numbers.
20644* 206626* etc. (40 more entries)	44* 626* etc. (40 more entries)	Due to the site location, some calls can be dialed as local 7 digit numbers.
206*	1206*	All other 206 numbers require 11 digit long distance dialing.
360224* 360227* 360472*	360224* 360227* 360472*	These 360 numbers can be dialed as 10 digit local numbers...
360*	1360*	... but all other 360 numbers are 11 digit long distance numbers.
*	1*	All numbers starting with other than 011, 206 and 360 are long distance and have 1 added as a prefix.

Network Access

Dialing Table Translation results in a number that can be dialed on the local network. The final step is to prefix any digits required to reach the local network from your Business Communications Manager 3.5 or CallPilot 100/150 system. For systems that are behind a PBX or PABX, typically in North America 9 must be prefixed to the telephone number. For systems attached to Central Office (CO) lines no digits need to be prefixed.

Setting the Dialing Translation properties

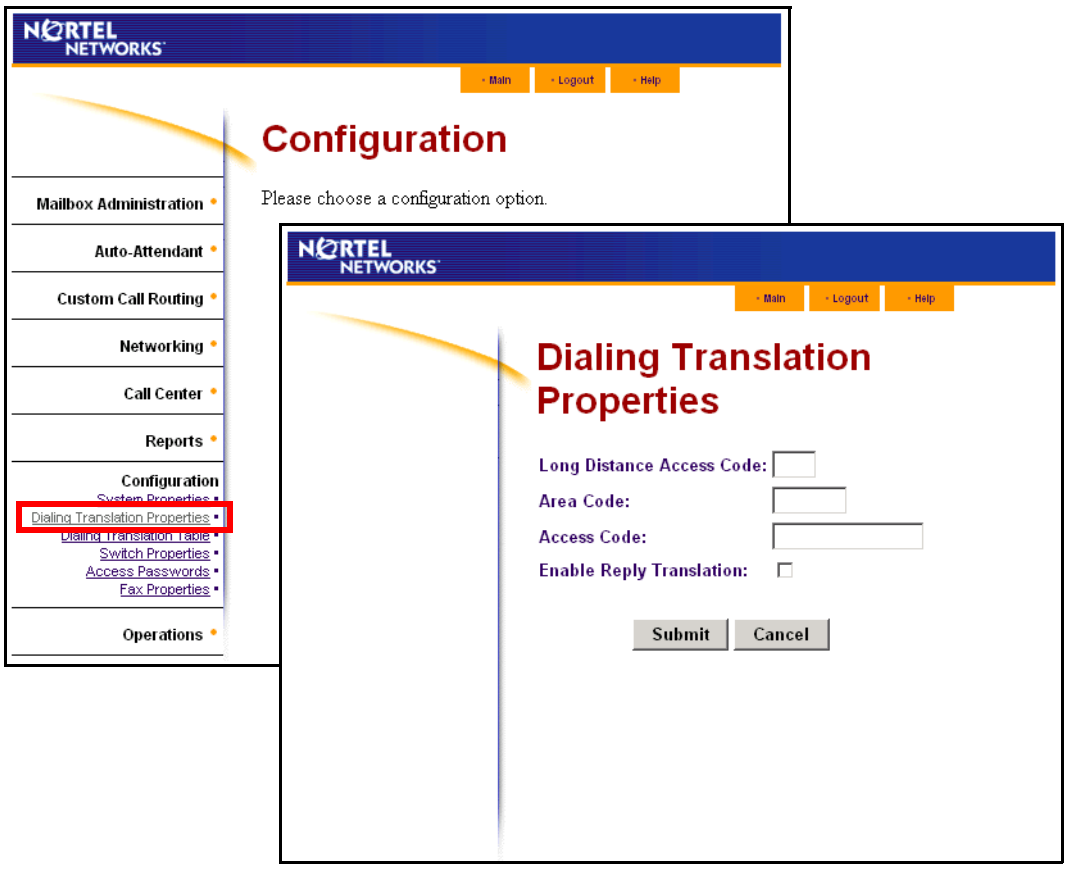
After you set up the AMIS properties, you must set up the Dialing Translation properties and create the Dialing Translation Table. For AMIS to function, you must enter values for the long distance access code, the area code and the access code, and enable reply translation.

To set the Dialing Translation properties

1 Start Call Pilot Manager.

2 Click the **Configuration** heading.

3 Click the **Dialing Translation Properties** link.
The Dialing Translation Properties page appears.



4 Set the Dialing Translation properties:

Long Distance Access Code	This prefix is removed from any numbers that do not require it to make the call. This simplifies creating the Dialing Translation Table. For North America, set the long distance access code to 1. The default for this property is none. The length of this property is a maximum of two digits.
Area Code	The system prefixes an area code to a phone number if the caller who entered the number did not enter an area code. If the addressing information attached to a message is missing an area code, the area code is prefixed to the number. The system considers the area code missing if the number has fewer than 10 digits. The default for this property is none. The maximum length of this property is 6 digits.
Access Code	After Dialing Translation, this number prefixes all numbers, to access the local telephone network. The access code is required if CallPilot is installed behind a PBX. In North America, the access code is usually 9. If CallPilot is connected directly to CO lines, set the Access Code to none. The default for this property is none. The maximum length of this property is 16 digits.
Enable Reply Translation	If you use AMIS, you must enable Reply Translation. The default for this property is not enabled.

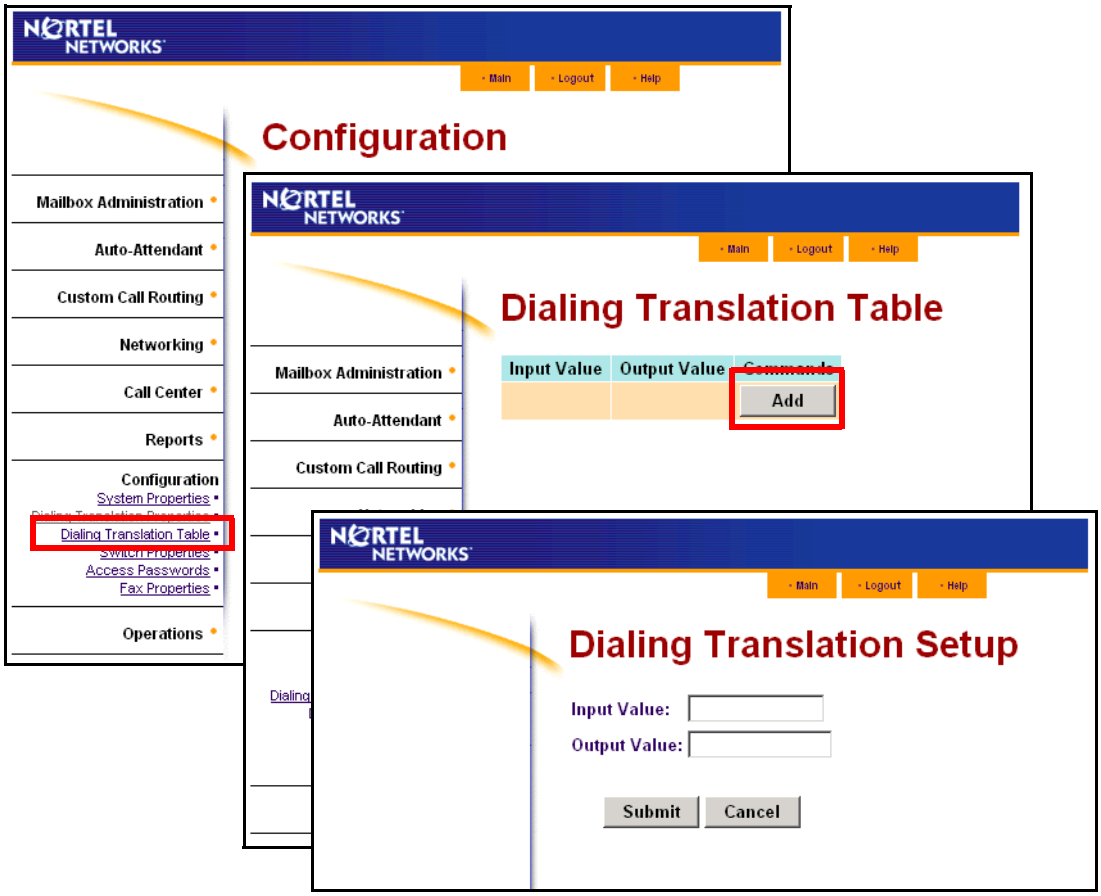
5 Click the **Submit** button.

Building a Dialing Translation Table

To build a Dialing Translation Table, you must enter an Input value and an Output value for each entry. The Input value is the number that the system looks up in the Dialing Translation Table. If the corresponding entry matches, the system substitutes the Output value for the Input value. The resulting number is ready to dial on the local network. Refer to "Examples of Dialing Translation Tables" on page 31 for examples of Dialing Translation Tables.

To build a Dialing Translation Table

1. Start CallPilot Manager.
2. Click the **Configuration** heading.
3. Click the **Dialing Translation Table** link.
   The Dialing Translation Table page appears.
4. Click the **Add** button.
   The Dialing Translation Setup page appears.



5. In the **Input Value** box type the input value.
6. In the **Output Value** box type the output value.
7. Click the **Submit** button.

Reviewing entries in the Dialing Translation Table

You can review the entries in the Dialing Translation Table at any time.

To review Dialing Translation Table entries

1. Start CallPilot Manager.
2. Click the **Configuration** heading.
3. Click the **Dialing Translation Table** link.
   The Dialing Translation Table page appears.
4. After you review the Dialing Translation Table entries, click the **Main** button.

Changing an entry in the Dialing Translation Table

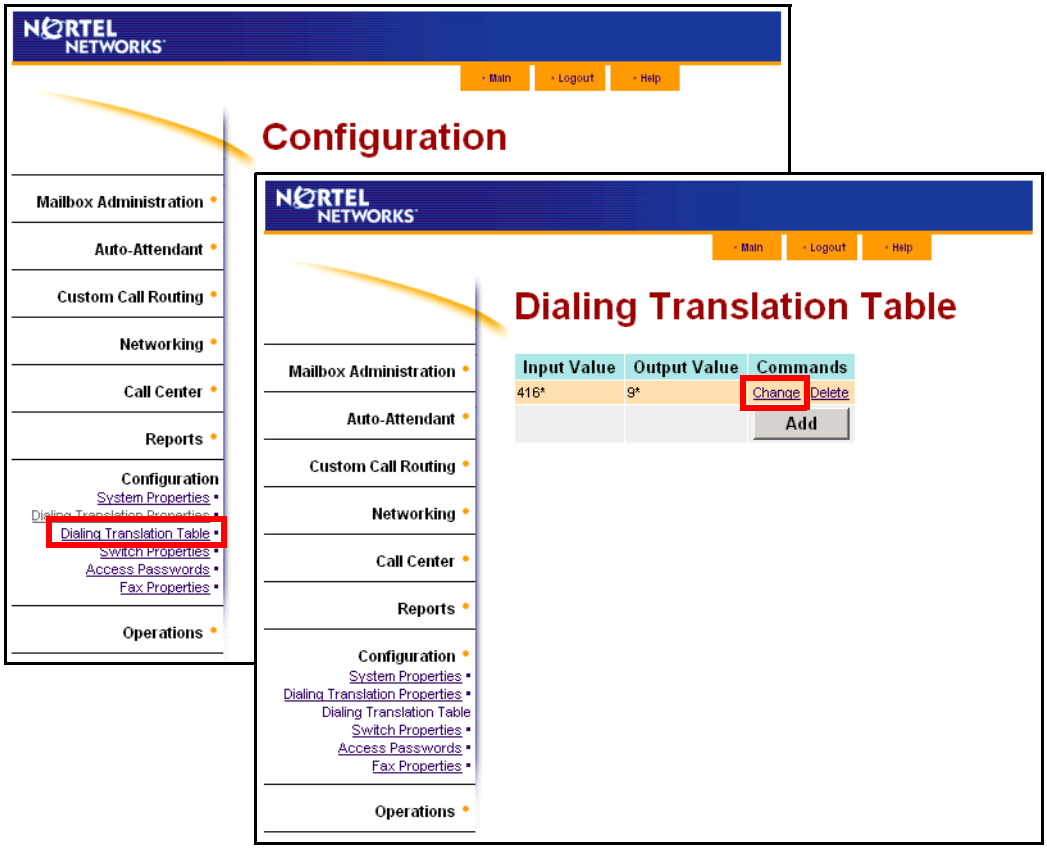
After you build a Dialing Translation Table, you can change the Input and Output values of an entry at any time.

To change an entry in the Dialing Translation Table

1 Start CallPilot Manager.

2 Click the **Configuration** heading.

3 Click the **Dialing Translation Table**.
The Dialing Translation Table page appears.



4 Click the **Change** link for the value you want to change.
The Dialing Translation Setup page appears.

5 In the new value in the **Input Value** or the **Output Value** box.

6 Click the **Submit** button.

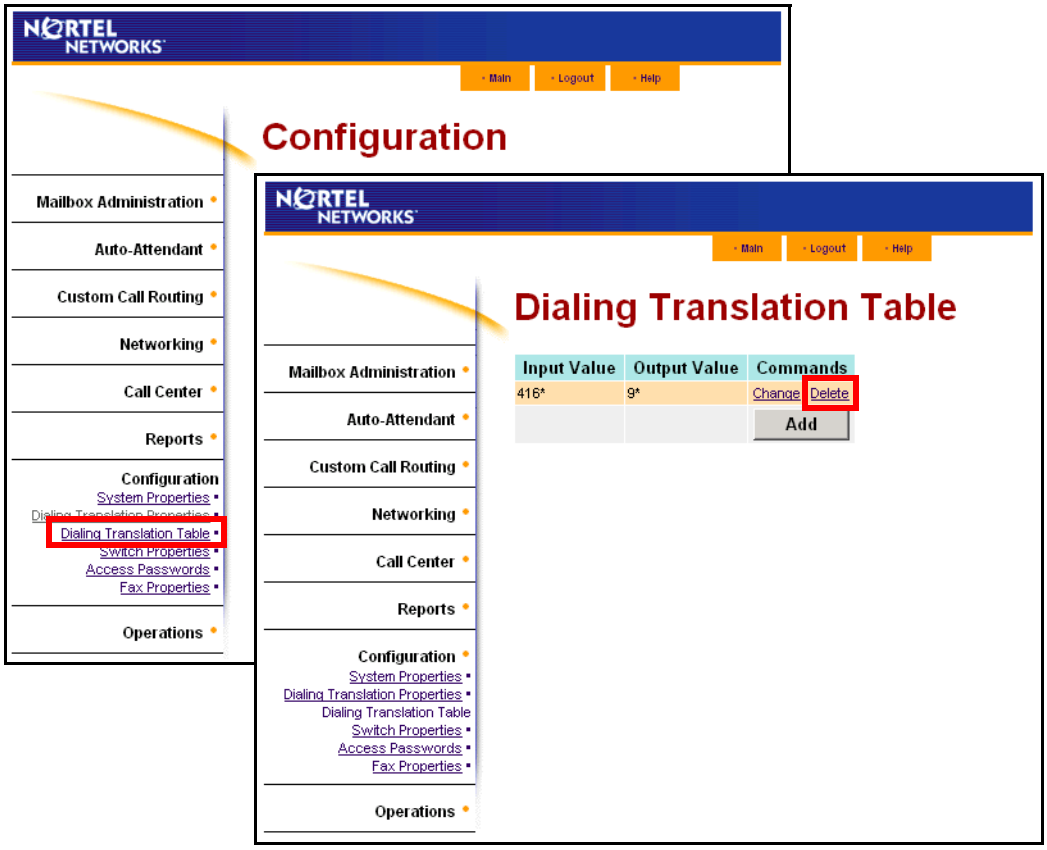
Deleting a Dialing Translation Table entry

To delete an entry in the Dialing Translation Table

1 Start CallPilot Manager.

2 Click the **Configuration** heading.

3 Click the **Dialing Translation Table** link.
The Dialing Translation Table page appears.



4 Click the **Delete** link for the Dialing Translation entry you want to delete.
A message appears that asks you to confirm the deletion.

5 Click the **OK** button.

Testing network message capability

Use the AMIS Loopback Mailbox to test your network message capability. The Loopback Mailbox is a test mailbox that lets you determine whether AMIS messages are being sent over the network. Each site in a network has a Loopback Mailbox.

To test AMIS using the Loopback Mailbox, record a message and send it to the Loopback Mailbox of another site in the network. The Loopback Mailbox sends the message back to the mailbox you use at your location. This lets you see if your site's network identification number is properly set up and if your site can receive messages from other sites in the network.

Before you test network message capability

For your local and destination sites

1. Check that you have Network Delivery, Network Reply and Network Receive enabled in your General Networking settings. For more information refer to "Setting the general networking properties" on page 43.
2. Check that there is no Call Blocking during the time that you want to test the Loopback Mailbox. For more information refer to "Setting up Call Blocking times" on page 28.

For your local sites

Check that the mailbox you use to send the network message from has a Class of Service that has networking enabled. For more information refer to the *CallPilot Manager Set Up and Operation Guide*.

For your destination sites

Make sure that in the destination site's AMIS Network Properties that Loopback is enabled. For more information refer to "To set up AMIS networking properties" on page 25.

Note: The Loopback Mailbox is created automatically when AMIS is installed. If the mailbox number length is 2 digits, the Loopback Mailbox number is 13. If the mailbox number length is 4 digits, the Loopback Mailbox number is 1003. If the Group List leading digit is 1, then the leading digit of the Loopback Mailbox is 2 instead of 1. The following table shows you how to determine your Loopback Mailbox number.

Loopback mailbox numbers

If the mailbox extension length is:	The Loopback mailbox number is:	If the Group List leading digit is 1, the Loopback mailbox number is:
2 digits	13	23
3 digits	103	203
4 digits	1003	2003
5 digits	10003	20003
6 digits	100003	200003
7 digits	1000003	2000003

You cannot open the Loopback mailbox or perform any mailbox functions from it.

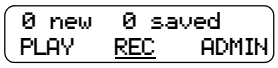
Sending a test network message

To test network message capability you must send a message from your site to the Loopback mailbox at a site on the AMIS network. When the Loopback mailbox at the destination site receives the message, it automatically returns the message to the mailbox used at the originating site. If you use the System Administrator's Mailbox, the test message you record is left as a message in your System Administrator Mailbox. If you receive the message, it indicates Network Messaging is operating properly. If you do not receive the message or if a protocol error occurs, refer to "Troubleshooting Non Delivery Notification messages" on page 65.

Use the procedure that corresponds to your mailbox interface. For information on determining which mailbox interface you use, see the *CallPilot Reference Guide*.

To send a test network message using the AMIS Loopback mailbox - Norstar Voice Mail

1 Press [ ] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

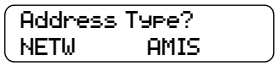


2 Press REC or 3.
After the tone, record a message.

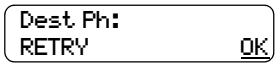
3 Press OK or # to end the recording.

4 Press OK or # to accept the recording.

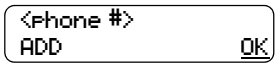
5 Press # #.



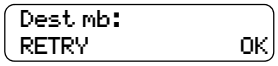
6 Press AMIS.



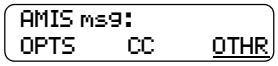
7 Enter the system phone number of the destination site and press OK or #.



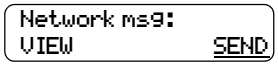
8 Press OK or #.



9 Enter the Loopback mailbox number and press OK or #.



10 Press OTHR or #.

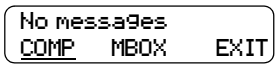


11 Press SEND.

12 Press [ ] to end the programming session.

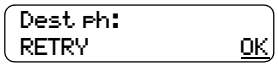
To send a test network message using the AMIS Loopback mailbox - CallPilot

1 Press [ ] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

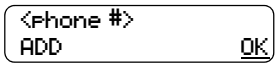


2 Press COMP or [7] [5].

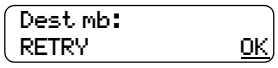
3 Press SPEC or [1] [9].



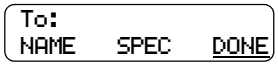
4 Enter the system phone number of the destination site and press OK or [#].



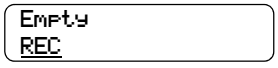
5 Press OK or [#].



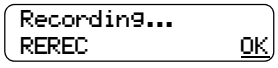
6 Enter the Loopback mailbox number and press OK or [#].



7 Press DONE or [#].



8 Press REC or [5].



9 Record your message and then press OK or [#].

10 Press SEND or [7] [9].

11 Press [ ] to end this programming session.

To determine if Network Messaging is working, open your mailbox. The message you record returns as a message to your mailbox. If the message does not appear in your mailbox after five minutes:

- ensure that the Network Delivery option is enabled.
- ensure that the Call Blocking periods at your site and at the receiving site allow Network Messaging during the time you attempt to test the system. Call Blocking prevents calls being sent during a specific time period.
- consider whether the test message is delayed by the period of the Retry interval. The Retry interval is a Class of Service feature. For more information on Class of Service, refer to the *CallPilot Manager Set Up and Operation Guide.*
- consider whether the test message is subject to line availability at your site or at the receiving site.

Chapter 4
Creating network sites

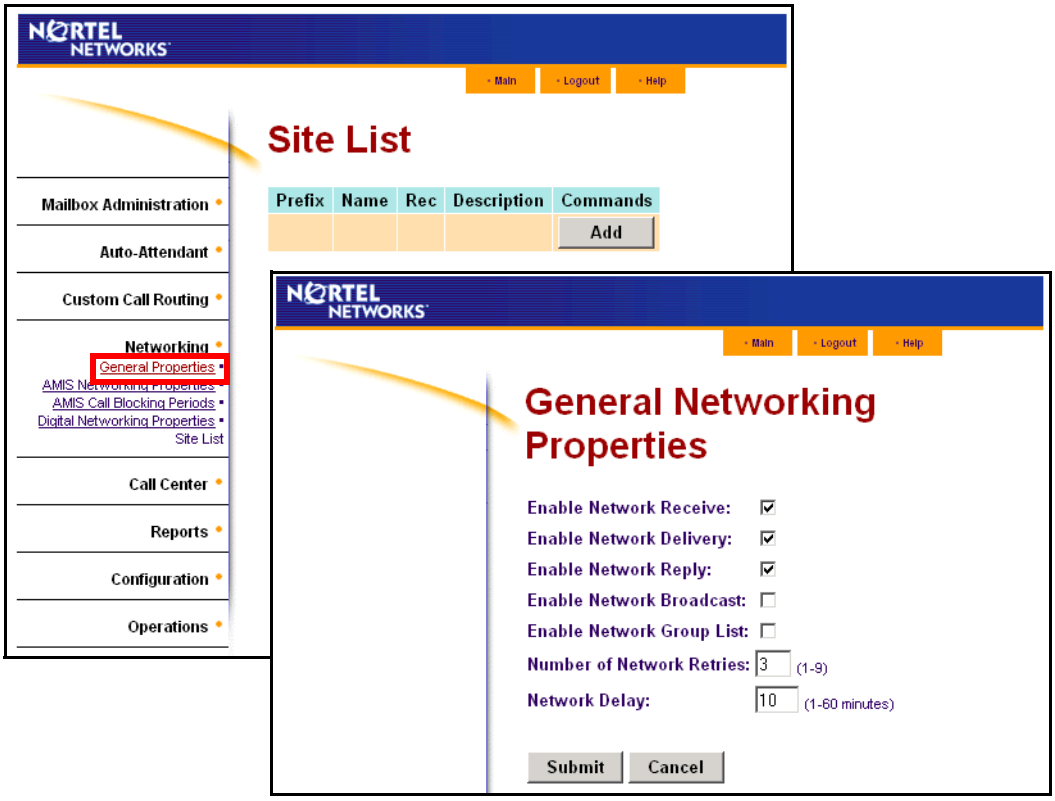
The procedures in this chapter are for Digital and AMIS networking. If you use digital networking you must have configured name mapping by DNS or hosts files on your system before you can add network sites. See "Setting the general networking properties" on page 43 for more information. You can test your system's name mapping with ping and nslookup commands. On CallPilot 100/150 you can test your system's name mapping by adding a network site.

Setting the general networking properties

The general networking properties control how your site interacts with other networking sites. When you install Message Networking all of the properties are enabled except for Network Broadcast Messaging and Network Group List Messaging.

To set the general networking properties

1. Start CallPilot Manager.
2. Click the **Networking** heading.
3. Click **General Properties** link.
   The General Networking Properties page appears.



General Networking properties

Enable Network Receive	Lets your site receive messages from other sites on the network. The default setting is enabled.
Enable Network Delivery	Lets your site send messages to other sites on the network. The default setting is enabled.
Enable Network Reply	Lets your site reply to messages sent from other sites on the network. The default setting is enabled.
Enable Network Broadcast	Lets you send Broadcast Messages to Network Delivery Mailboxes at your site. The default setting is disabled.
Enable Network Group List	Lets you add Network Mailboxes to a Group List. The default setting is disabled. When you send a message to a Group List all of the network delivery mailboxes on the Group List receive it.
Number of Network Retries	1-9, default 3. Sets the maximum number of times the system attempts to send a network message before abandoning it and sending a Non Delivery Notification.
Network Delay	1-60 minutes, default 10. Sets the period between delivery attempts of the same network message.

4 Click the **Submit** button.

Creating a network site

Before local subscribers can send messages to another site using Site-Based Addressing, you must add the site to your network.

To add a site to your network, you must know these parameters:

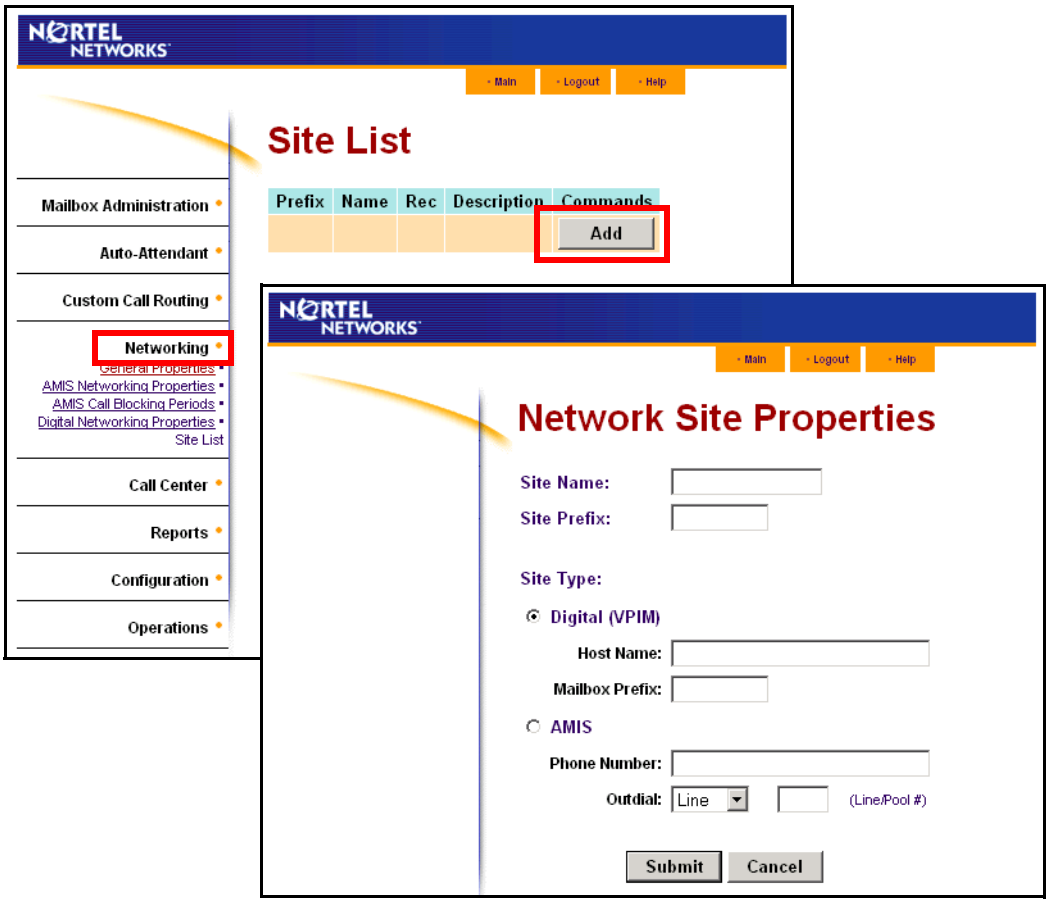
Site name	The Site Name is a text name for the site that can be up to 16 characters. This name is shown to local subscribers when they address a message or review message envelope information. The site name is optional but recommended.
Site prefix	The Site Prefix is a number one to nine digits long that identifies the site on the network. This number must be unique. Make the Site Prefix a number that is easy for users to recognize and remember. The Site Prefix is usually the same as the sequence of digits that local users dial to place a telephone call to the site. For example, if local users dial 403-123-4567 to call someone at the target site, then 403123 is an easily remembered Site Prefix. The Site Prefix cannot overlap any other Site Prefix in your Network Site Table. For example, if you use Site Prefix 403123, it overlaps with prefixes 40312 and 4031234.
Host name/IP address (for digital networking sites only)	If you use a DNS the host name setting appears. The host name is the FQDN text name for the host site. It can be up to 128 characters long. If you do not use a DNS the IP address setting appears.
Mailbox prefix (for digital networking sites only)	The Mailbox Prefix is the Local Mailbox Prefix of the target site. Message Networking ensures that all messages sent to the target site are prefixed with this number. The Mailbox Prefix ensures uniqueness for the receiving proxy or networking equipment. The mailbox prefix can be the same as the remote site prefix.
Phone number (for AMIS sites only)	The phone number is the phone number of the destination site. The phone number can be a maximum of 30 digits.
Outdial route (for AMIS sites only)	The numbers your site uses to access Line, Pool or Route codes. The Outdial route is the Line or Pool number that AMIS uses to make an outgoing call or the Route code used to call a specific site.

To create a network site

1 Start CallPilot Manager.

2 Click the **Networking** heading.
The Site List page appears.

3 Click the **Add** button.
The **Network Site Properties** page appears.



4 In the **Site Name** box type the Site Name.

5 In the **Site Prefix** box type the Site Prefix.

6 Choose the type of site you are adding.

If you want to create a Digital Networking site:

- from **Site Type** select **Digital (VPIM)**
- if you use a DNS server, in the **Host Name** box type the FQDN of the site, or if you do not use a DNS server, in the **IP Address** box type the IP address of the site
- in the **Mailbox Prefix** box type the mailbox prefix of the site
- click the **Submit** button

If you want to create an AMIS site:

- from **Site Type** select **AMIS**
- in the **Phone Number** box type the phone number that is answered by the Auto Attendant at the destination site.
- from the **Outdial** list box select an Outdial route.
- type the Line or Pool number in the **Line/Pool #** box if you select Line or Pool as the Outdial route.
- click the **Submit** button

Note: You must create a site before you can record a site name for it. To record a site name, follow the procedure for "Recording a site name" on page 49.

You can record the parameters of the sites you create in:

- "Network AMIS mailbox table" on page 75
- "AMIS site table" on page 72

Changing the properties of a network site

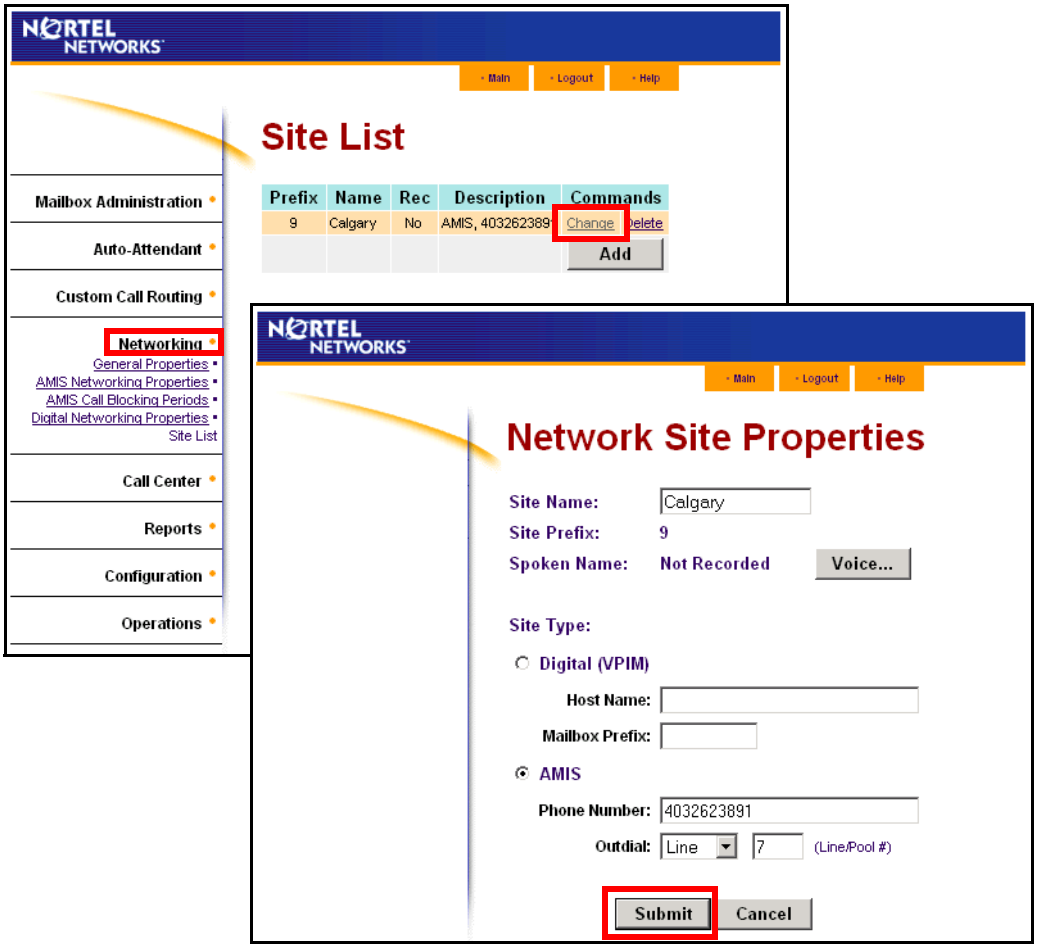
You can change properties of a site, except for the Site Prefix. To change the Site Prefix you must delete the site and create a new site with a new Site Prefix and properties.

To change the properties of a network site

1 Start CallPilot Manager.

2 Click the **Networking** heading.
The Site List page appears.

3 Select the site you want to change and click the **Change** button.
The Network Site Properties page appears for the site you select.



4 Change the site properties and click the **Submit** button.

Recording a site name

The recorded site name is a voice recording of the Site Name. This name plays to local users when they address a message or review message envelope information. If you do not record the site name, the voice prompt says "*Unknown site*".

Note: You must create a site before you can record a site name for the site.

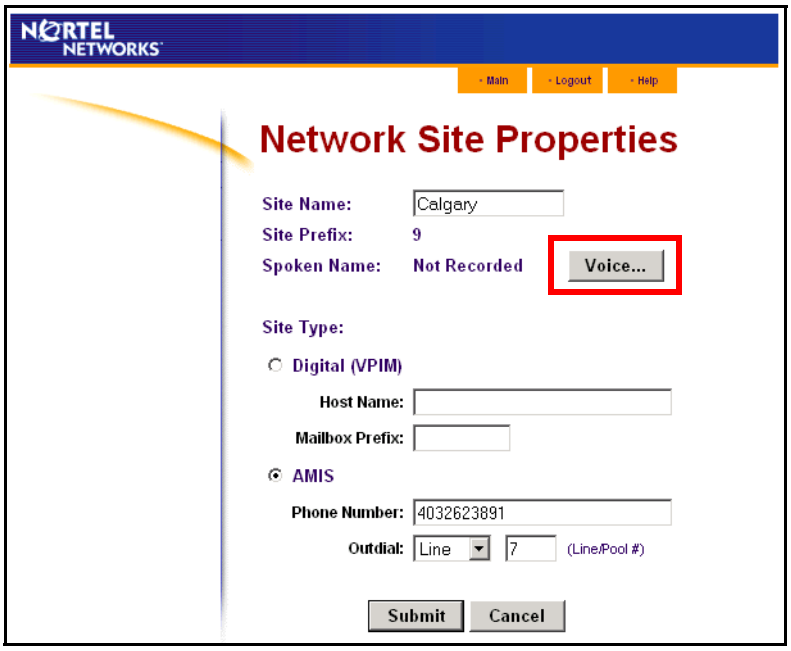
For best results, use a telephone that is attached to the same switch as your voicemail system. Avoid using wireless telephones.

To record a site name

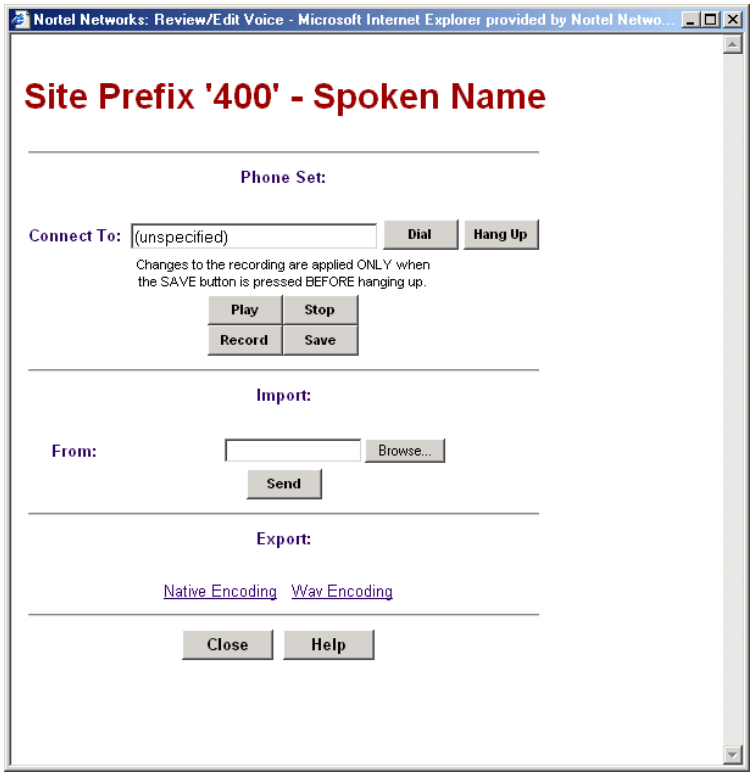
1 Start CallPilot Manager.

2 Click the **Networking** heading.
The Site List page appears.

3 Select the site you want to record a name for and click the **Change** button.
The Network Site Properties page appears for the site you select.



4 Click the **Voice** button.
The page you can record from appears.



5 In the **Connect to** box, type the extension number or telephone number you are using to record the greeting or prompt. For a local extension, just type the extension number. For a telephone number that is not a local extension, type the sequence of digits that dials the telephone number from the voicemail system. For example, you might need to dial 9, the area code, and then the telephone number.

6 Click the **OK** button.

7 Click the **Dial** button.
The telephone rings.

8 Pick up the handset. Do not use Handsfree. Click the **Record** button. After the tone, record the site name.

9 After you finish recording, click the **Stop** button.

10 To listen to the recording, click the **Play** button
or
to save the recording, click the **Save** button. Your recording will not be saved if you hang up the telephone before you click the Save button.

11 Click the **Close** button and replace your telephone handset.

The next time you play or record, the phone number shown in the Connect to box is dialed. You do not need to hang up each time. The connection remains for several minutes, even if you close the window. You can access another greeting or prompt without having to re-answer your telephone. The connection disconnects after several minutes of inactivity, or if you log off CallPilot Manager.

Deleting a site

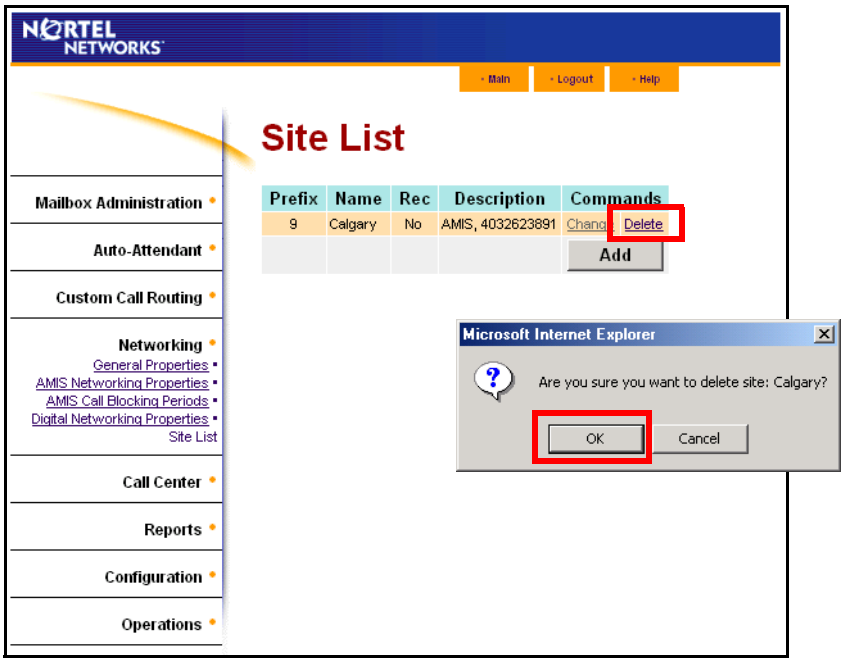
You cannot delete a site if it is in use or if Network Delivery Mailboxes use the Site Prefix. You must delete the Network Delivery Mailboxes that use the Site Prefix before you delete the site.

To delete a site

1 Start CallPilot Manager.

2 Click the **Networking** heading.
The Site List page appears.

3 Click **Delete** link for the site you want to delete.
A message appears asking you to confirm the deletion.



4 Click the **OK** button.
The Site List page appears with the site deleted.

Disabling Network Messaging

Part of administering Network Messaging is ensuring that the network operates smoothly. There can be times when it is necessary to limit network message capabilities. Message Networking lets you specify whether your site can receive, send or reply to network messages.

Sometimes it is necessary to disable Network Messaging. You can disable Message Networking system-wide by:

- disabling Network Receive
- disabling Network Delivery
- disabling Network Reply

You can disable Network Messaging for individual mailboxes through the Class of Service.

Disabling Network Receive

Network Receive lets your site receive messages from other sites on the network. If you do not want your site to receive network messages, disable Network Receive.

Disabling Network Delivery

Network Delivery lets your site send network messages. Sometimes it is necessary to disable this feature. For example, you may want to stop the sending of network messages when your company is closed.

If Network Deliver is disabled, a mailbox owner who tries to send a network message will receive a Non-Delivery Notification message.

Disabling Network Reply

Network Reply lets people at your site reply to network messages left in their mailboxes from other sites.

Note: You disable these properties in the general networking properties. For information about the general networking properties refer to "Setting the general networking properties" on page 43.

Disabling Network Messaging through a Class of Service setting

You can restrict Network Messaging for individual mailboxes. You do this by changing or editing the Class of Service for a mailbox.

Note: For information about changing a mailbox Class of Service, refer to the *CallPilot Manager Set Up and Operation Guide*.

Enabling Broadcast and Group List Messages

Network Messaging involves sending messages across the network from one site to another. Message Networking provides full network messaging capabilities, including Broadcast Messages and Network Group List Messages.

The Broadcast Message feature lets you record Broadcast Messages and send them to all Network Delivery Mailboxes.

For information about recording and sending Broadcast Messages, refer to the *CallPilot Manager Set Up and Operation Guide.*

Enabling Broadcast Messages

Before you can send Broadcast Messages over the network, you must enable the Broadcast Message parameter in the general networking parameters. Refer to "Setting the general networking properties" on page 43 for information on setting the general networking parameters.

Enabling Network Group Lists

Enabling Group Lists lets you add Network Mailboxes to a Group List. Any messages sent to a Group List go to all members, including the Network Mailboxes. You enable the Group Lists parameter in the general networking parameters. Refer to "Setting the general networking properties" on page 43 for information on setting the general networking parameters.

For information about creating a Network Delivery Mailbox, refer to "About Network Delivery Mailboxes" on page 55. For more information about setting up a Group List, refer to the *CallPilot Manager Set Up and Operation Guide*.

Note: If you do not enable Group Lists, messages are not sent to the Network Mailboxes in a Group List.

Chapter 5
Network Delivery Mailboxes

About Network Delivery Mailboxes

A Network Delivery Mailbox makes it convenient for local subscribers to send messages to remote subscribers. The remote subscriber has a local mailbox number and the remote subscriber's name appears in the local directory.

A Network Delivery Mailbox connects to a mailbox at a remote site by using a local mailbox number that you can access from your site. The Network Delivery Mailbox contains all the information necessary to transfer a message to a mailbox at another location. This information includes the destination site prefix and the mailbox number at the destination site.

There are two types of Network Delivery Mailboxes:

- Network Site
- Network AMIS

The number of subscribers on your network and the type of network messaging you use determine how many Network Delivery Mailboxes you need. If you use Business Communications Manager, you can have up to 998 mailboxes on your system. If you use CallPilot 100/150, you can have up to 300 Subscriber mailboxes on your system. The mailboxes can include any combination of Subscriber and Guest mailboxes.

Network Delivery Mailboxes simplify network messaging because mailbox owners must remember only the Network Delivery Mailbox numbers. CallPilot uses the mailbox number to find the destination site address and the mailbox at the destination site that receives the message. CallPilot automatically delivers messages sent through the Network Delivery Mailbox.

For example, a bank has a main office with many branches throughout the city. Sometimes the main office receives messages for people at the branches. The people at the branch offices can receive their messages through their Network Delivery Mailboxes at the main office.

About creating Network Delivery Mailboxes

Before you create a Network Delivery mailbox you must:

- know what leading digit you want to assign to all Network Delivery Mailboxes. This is optional. You can assign the same leading digit to mailboxes to help you to identify the different types of CallPilot mailboxes. For example, all Subscriber mailboxes can start with 4, Guest mailboxes with 5, and Network Delivery Mailboxes with 6.
- know the mailbox length of the mailboxes on your system. The Network Delivery Mailbox length must be the same length as the other mailboxes on the system; if the mailbox length is three digits, the Network Delivery Mailbox must also be three digits.
- know the destination site prefix and the destination mailbox number.
- add the site for which you are creating the Network Delivery Mailbox. For information on creating a site refer to "Creating a network site" on page 45.

Note: After you create a Network Delivery Mailbox you must initialize it.

Take these precautions if you set up a remote Group List as a target for a Network Delivery Mailbox:

- Do not send messages to a group list that includes a Network Delivery Mailbox whose target is the mailbox you sent the message from.
- Make sure that you do not have any Group Lists that send messages to each other through a Network Delivery Mailbox. For example, a Group List that contains a Network Delivery Mailbox that forwards the message to another Group List. This Group List also contains a Network Delivery Mailbox, and this Network Delivery Mailbox forwards the message back to the original Group List.

If you set up a Group List where either situation happens, a loop occurs where a single message can generate many copies of the message.

Creating a Network Site mailbox

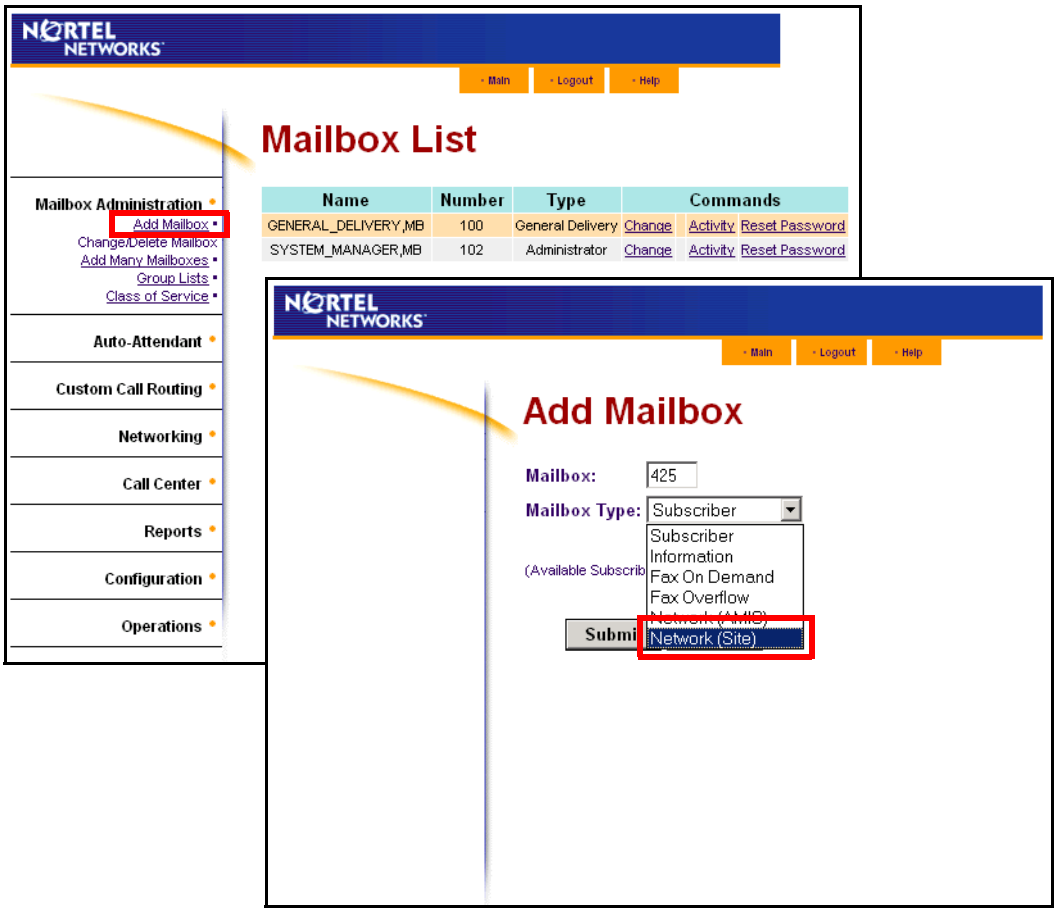
Use the "Network Site Mailbox table" on page 74 to record the details of the Network Site mailboxes you create. You can create a Network Site mailbox for an AMIS or VPIM network site.

To create a Network Site mailbox

1 Start CallPilot Manager.

2 Click the **Mailbox Administration** heading.

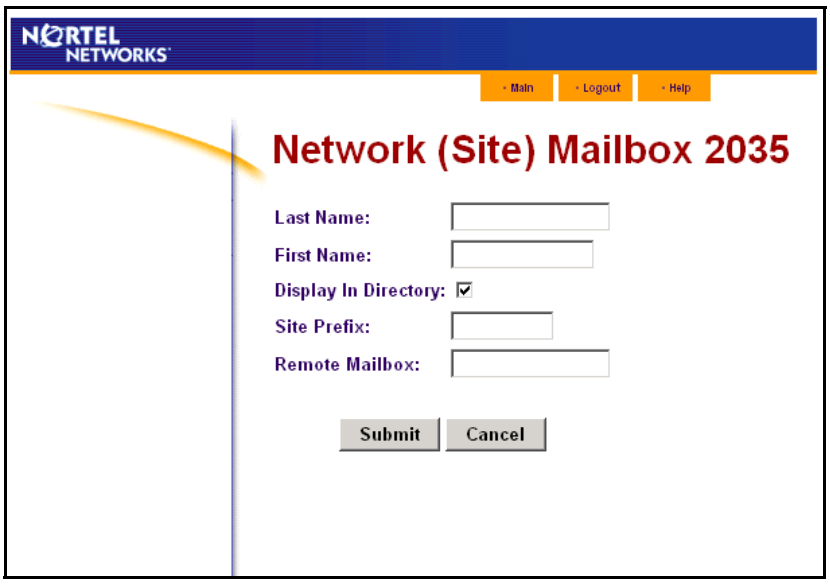
3 Click the **Add Mailbox** link.
The Add Mailbox page appears.



4 In the **Mailbox** box type a valid mailbox number.
Use a mailbox number that does not conflict with existing or potential extensions.
Use the same first digit for all Network Site mailboxes so they are easy to identify.

5 From the **Mailbox Type** list box select **Network (Site)**.

6 Click the **Submit** button.
The Network (Site) Mailbox page appears.



7 In the **Last Name** and **First Name** boxes type the name of the mailbox.
The mailbox name can be the name of the mailbox at the destination site or another name. The mailbox name can be 16 characters long. Do not create a name that starts with 1, for example "1Calgary".

8 Select the **Display in Directory** check box if you want the name of the mailbox to appear in the Company Directory.

Note: Network delivery mailboxes are accessible only to:

- local subscribers who use F981 to record a message
- external callers who log on to their mailbox and record a message.

Network delivery mailboxes are not available:

- to subscribers who record a message using F980
- from the Auto Attendant
- from an external caller who is not logged on to a local mailbox.

9 In the **Site Prefix** box type the Site Prefix.

10 In the **Remote Mailbox** box type the number of the remote mailbox.

11 Click the **Submit** button.

12 Click the **Mailbox Administration** heading.
The Mailbox List page appears.

13 Click the **Change** link for the Network Site mailbox you created.
The page appears for the mailbox.

14 Click the **Voice** button to record a mailbox name.
The Mailbox Spoken Name window appears for the mailbox.

15 In the **Connect to** box, type the extension number or telephone number you are using to record the mailbox name.
For a local extension, just type the extension number. For a telephone number that is not a local extension, type the sequence of digits that dial the telephone number from the voicemail system. For example, you might need to dial 9, the area code, and then the telephone number.

16 Click the **Record** button.
The telephone rings.

17 Pick up the handset. Do not use Handsfree. After the tone, record the Network Site mailbox name.

18 After you finish recording, click the **Stop** button.

19 To listen to the recording, click the **Play** button, or to save the recording, click the **Save** button.

20 Click the **Close** button and replace your telephone handset.

21 On the Network Site Mailbox page, click the **Submit** button.

Creating a Network AMIS mailbox

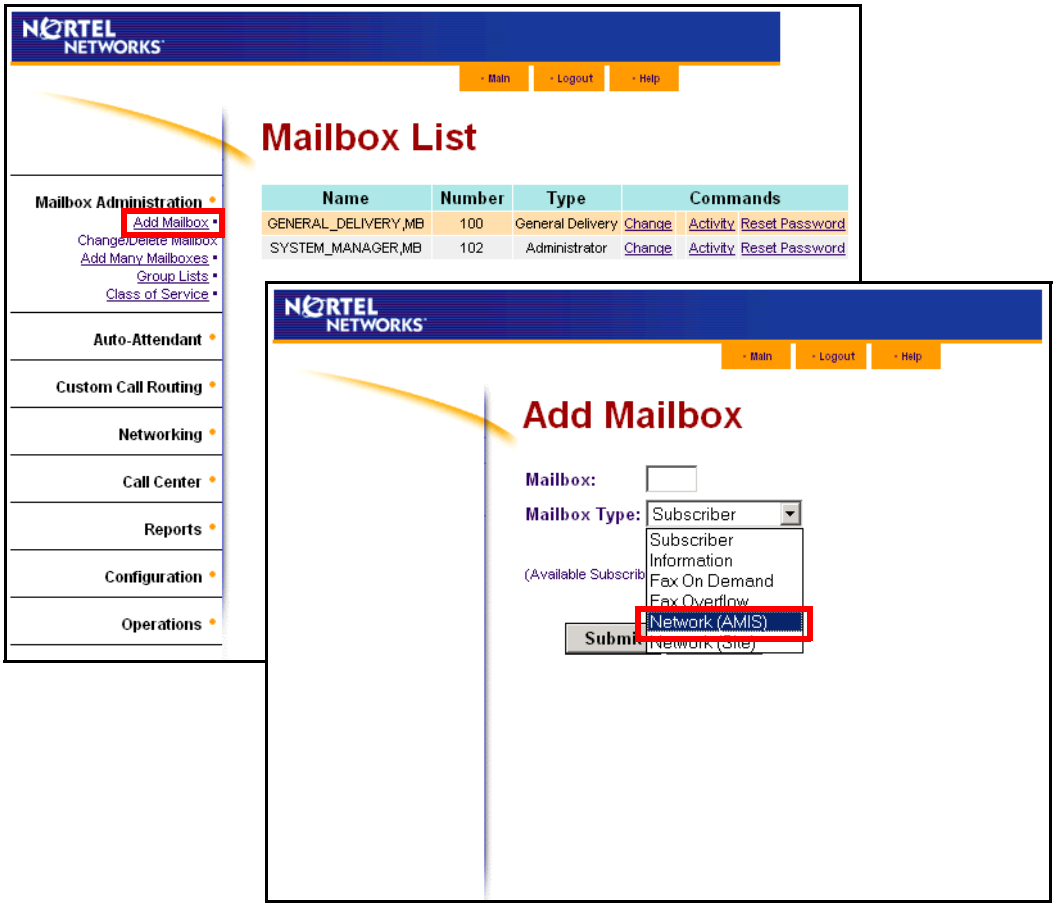
Use the "Network AMIS mailbox table" on page 75 to record the details of the Network AMIS mailboxes you create.

To create a Network AMIS mailbox

1 Start CallPilot Manager.

2 Click the **Mailbox Administration** heading.

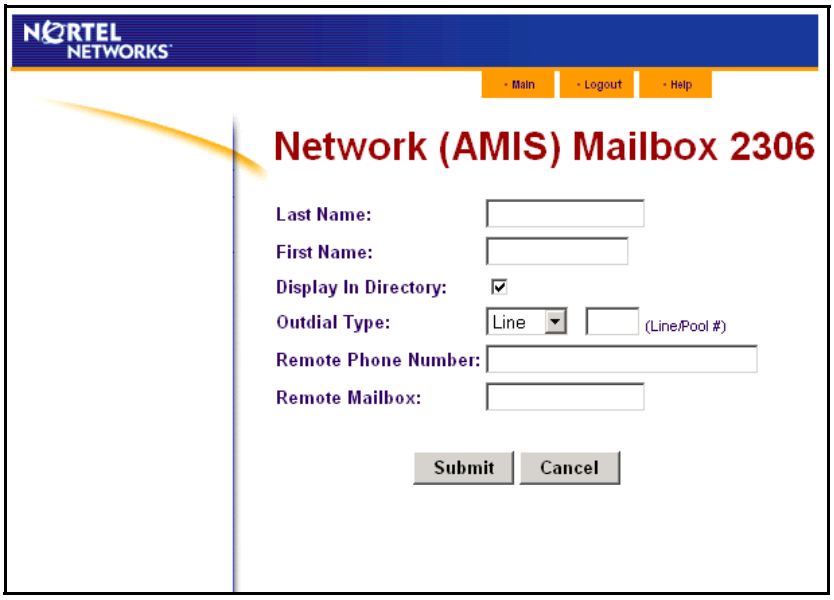
3 Click the **Add Mailbox** link.
The Add Mailbox page appears.



4 In the **Mailbox** box, type a valid mailbox number.
Use a mailbox number that does not conflict with existing or potential extensions.
Use the same first digit for all Network AMIS mailboxes so they are easy to identify.

5 From the **Mailbox Type** list box, select **Network (AMIS)**.

6 Click the **Submit** button.
The Network (AMIS) Mailbox page appears.



7 In the **Last Name** and **First Name** boxes type the name of the mailbox.
The mailbox name can be the name of the mailbox at the destination site or another name. The mailbox name can be 16 characters long. Do not create a name that starts with 1, for example "1Calgary".

8 Select the **Display in Directory** check box if you want the mailbox to be listed in the Company Directory.

Note: Network delivery mailboxes are accessible only to:

- local subscribers who use F981 to record a message
- external callers who log on to their mailbox and record a message.

Network delivery mailboxes are not available:

- to subscribers who record a message using F980
- from the Auto Attendant
- from an external caller who is not logged on to a local mailbox.

9 From the **Outdial** list box select Line, Pool or Route as the outdialing option.

10 If you use a line or pool, enter a number in the **Line/Pool#** box.

11 In the **Remote Phone Number** box type the remote phone number.

12 In the **Remote Mailbox** box type the remote mailbox number.

13 Click the **Submit** button.

14 Click the **Mailbox Administration** heading.
The Mailbox List page appears.

15 Click the **Change** link for the AMIS mailbox.
The Network AMIS page appears for the mailbox.

16 Click the **Voice** button to record a mailbox name.
The Mailbox Spoken Name window appears for the mailbox.

17 In the **Connect to** box, type the extension number or telephone number you are using to record the mailbox name.
For a local extension, just type the extension number. For a telephone number that is not a local extension, type the sequence of digits that dial the telephone number from the voicemail system. For example, you might need to dial 9, the area code, and then the telephone number.

18 Click the **Record** button.
The telephone rings.

19 Pick up the handset. Do not use Handsfree. After the tone, record the Network Site mailbox name.

20 After you finish recording, click the **Stop** button.

21 To listen to the recording, click the **Play** button, or to save the recording, click the **Save** button.

22 Click the **Close** button and replace your telephone handset.

23 On the Network AMIS Mailbox page, click the **Submit** button.

Changing Network Delivery Mailbox parameters

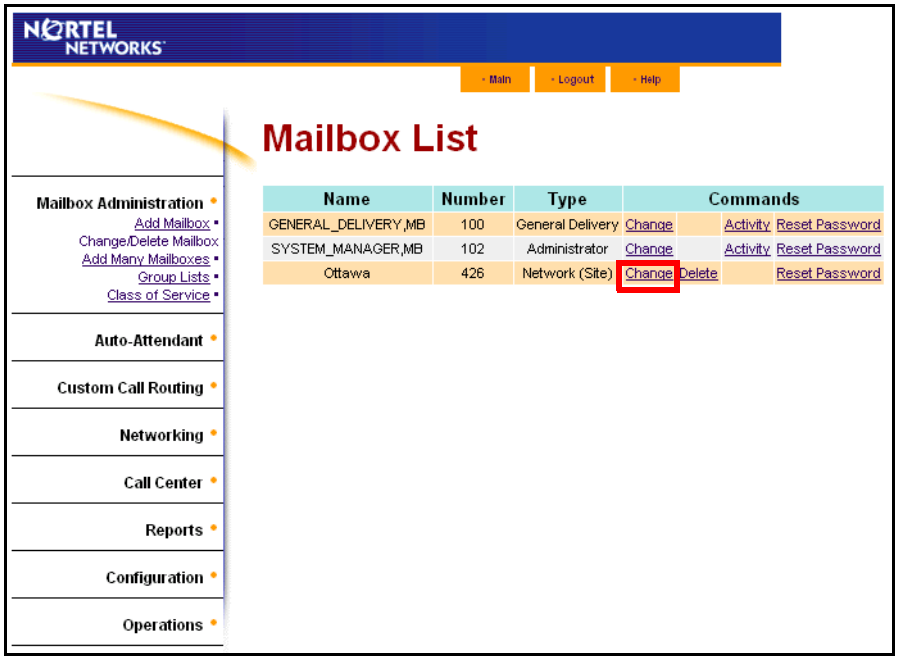
You can change any parameter assigned to a Network Delivery Mailbox except the mailbox number. If you want to change a mailbox number, you must first delete the mailbox and create a new Network Delivery Mailbox. For instructions on creating a Network Delivery Mailbox, refer to "About creating Network Delivery Mailboxes" on page 56. For instructions on deleting a Network Delivery Mailbox, refer to "Deleting a Network Delivery Mailbox" on page 64.

To change Network Delivery Mailbox parameters

1 Start CallPilot Manager.

2 Click the **Mailbox Administration** heading.
The Mailbox List page appears.

3 Click the **Change** link for the Network Delivery Mailbox you want to change.
The page for the mailbox appears.



4 Change the parameters for the mailbox.

5 Click the **Submit** button.

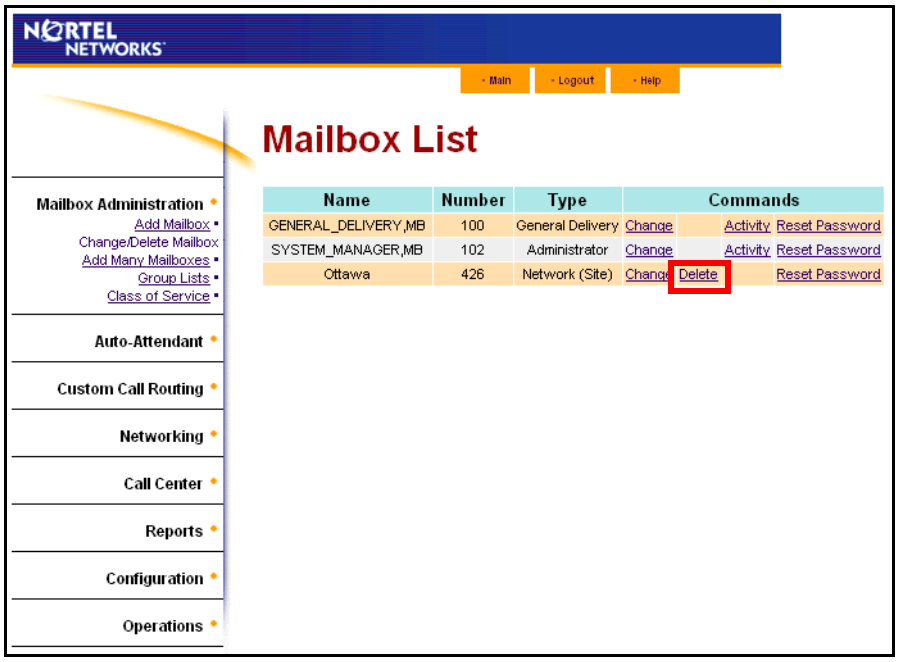
Deleting a Network Delivery Mailbox

You can delete a Network Delivery Mailbox at any time. After you delete a Network Delivery Mailbox, you cannot access it from the Company Directory or deliver network messages to that particular site.

To delete a Network Delivery Mailbox

1 Start CallPilot Manager.

2 Click the **Mailbox Administration** heading.
The Mailbox List page appears.



3 Click the **Delete** link for the Network Delivery Mailbox you want to delete.
A message appears asking you to confirm your deletion.

4 Click the **OK** button.

Chapter 6
Troubleshooting Non Delivery Notification messages

This chapter describes some problems that can occur while using Message Networking. If you think there is a problem with the network, contact your Network Administrator.

Non Delivery Notification messages

If a network message cannot be delivered, the sender receives a Non Delivery Notification voice prompt. This section lists the Digital Networking and AMIS Non Delivery Notification messages, their meanings and possible solutions.

The destination site is not accepting messages

This error can occur if:

- the destination site has not entered your site in their Network Site list
- the destination site does not have Message Networking enabled
- the destination site is busy receiving other messages
- the destination site has the Network Receive feature disabled

The system attempts to resend the message, but is unsuccessful.

Solution:

- Ensure the destination site has entered your site in their Network Site list.
- Ensure the destination site has Message Networking and the Network Receive feature enabled.
- Try resending the message. If you receive the same Non Delivery Notification message, contact your Network Administrator.

The destination mailbox is not accepting messages

This error can occur if the destination mailbox:

- is not initialized
- is programmed not to accept messages when its owner is away from the office

The system does not attempt to resend the message.

Solution:

- Contact the destination site or the Network Administrator

A protocol error occurred while delivering the message

For AMIS, this error can occur if:

- a DTMF tone signals the wrong digits
- someone tries to send an AMIS message that is too long. There is a limit of 8 minutes for AMIS messages. Do not send AMIS messages that are longer than 8 minutes.
- the line disconnects before AMIS sends or receives all the DTMF tones.
  A message can still go through even though not all DTMF tones are sent. In these cases, the protocol error indicates that DTMF signaling was not completed.

Solution:

- Resend the message.
- If this error happens repeatedly, the DTMF setting on your system needs to be adjusted. Contact your customer service representative.

There is a protocol mismatch with the remote site

This error can occur if:

- the destination site is not a Message Networking site (VPIM)
- the remote site is not a Voice Messaging site (AMIS)

The system does not attempt to resend the message

Solution:

- Ensure the destination site is a Message Networking site.
- Contact your Network Administrator.

Message transfer was interrupted

This error can occur if a system processing error takes place at the destination site during message processing. The system does not attempt to resend the message.

Solution:

- Contact your Network Administrator.

The domain name of the remote site is not valid

This error can occur if:

- the domain name of the destination site is incorrect
- the domain name is deleted from the Network Site List
- the HOSTS file or Domain Name Server is not configured with the site's domain name

The system does not attempt to resend the message.

Solution:

- Contact your Network Administrator.

A connection to the remote site could not be established

This error can occur if your site cannot connect to the destination site. The problem is likely a lack of Internet Protocol (IP) connectivity. The system does not attempt to resend the message.

Solution:

- Contact the destination site or the Network Administrator and verify that the site is on the network.

The media is not supported at the destination

This error can occur if you send a fax message to a destination site that does not have the Fax option installed. The Fax option is not available for CallPilot 100/150. The system does not attempt to resend the message.

Solution:

- Contact the destination site and verify that it has the Fax option installed and enabled
- Contact your Network Administrator

The network is experiencing problems

This error can occur if:

- your site is busy sending other network messages and cannot send your message
- a system error has occurred

The system attempts to resend the message:

- If you receive the same Non Delivery Notification voice prompt, contact your Network Administrator

The destination site mailbox is full

This error can occur if the destination site's mailbox is full. The system does not attempt to resend the message.

Solution:

- Contact your Network Administrator.

The destination site mailbox does not exist

This error can occur if:

- the destination mailbox is deleted
- the System Administrator entered the wrong mailbox number while creating the Network Delivery Mailbox
- the Network Delivery Mailbox was deleted before the message was sent
- the mailbox number entered for site-based addressing is incorrect

The system does not attempt to resend the message.

Solution:

- Verify the destination site mailbox number.
- Contact your Network Administrator.

The destination site did not answer the call

This error can occur if:

- the destination site disables the Auto Attendant
- the Auto Attendant did not answer the call
- a busy signal was received at the destination site

Solution:

- Ensure the destination site has the Auto Attendant assigned to answer the Central Office (CO) line designated for network calls. Resend the message. For instructions about assigning the Auto Attendant to answer lines, refer to the *CallPilot Manager Set Up and Operation Guide*.
- AMIS cannot deliver a network message if the destination site does not answer the call using the Auto Attendant.

The destination site could not be reached because an outside line or routing resources were not available

This error can occur if all retry attempts encounter no lines available or access denied.
This can happen if:

- the line is busy
- the line does not exist
- an unexpected dial tone pause occurs
- if you use a Business Communications Manager or CallPilot 100/150 system, you entered an incorrect line or pool number
- the outside line selected is not available
- no dial tone is detected on the selected line
- an unexpected dial tone is received

Solution:

- Ensure that the correct line number is assigned and resend the message.
- Assign a different line for outdialing.
- Contact your customer service representative. If this error occurs frequently because of a busy line, your system's channel configuration needs to be upgraded.

A data transmission error was detected while attempting to deliver the message

A delay between DTMF tones causes this error. The destination site receives the transmit tone and perhaps some other digits, but the pause between the tones is too long.

Solution:

- Resend the message.
- Contact your customer service representative if this happens repeatedly.

Timeout occurred while attempting to deliver the message

This error occurs if:

- the destination site is not enabled to answer the lines. Make sure the destination site is set up to answer the lines.
- the destination site does not receive the first digit in the transmission sequence. A timeout error occurs if the destination site does not receive a transmission signal within 10 seconds.
- the remote site's line is not answered by the Auto Attendant and the number of network retries is exceeded
- the is a long pause in the dialed number, which can be caused by multiple timed pauses, and the number of network retries is exceeded
- the remote site's line is busy and the number of network retries is exceeded

Solution:

- Resend the message
- Contact your customer service representative if this happens repeatedly. The DTMF setting on you system needs to be adjusted.

A Network Delivery Mailbox could not receive your Broadcast Message

This message plays if your site has disabled the Message Delivery Feature, or if the receiving site has the Network Receive Feature disabled.

The following message could not be delivered to (mailbox owner's name or mailbox number)

This message plays if a message cannot be received at a site. This can occur if:

- the destination site cannot answer the call
- the destination site does not accept network messages
- the destination site mailbox does not exist
- the destination site mailbox is full

- an outside line is not available
- a protocol error occurs during transmission
- a data transmission error occurs during transmission
- a timeout error occurs during transmission

The destination telephone number does not appear to be a network site

This message occurs if:

- a person answers a ringing line and presses a key when an AMIS message is coming through on the same line
- an AMIS call is answered by a private answering machine
- an AMIS call is answered by a voicemail prompt, for example a set that is forwarded to voicemail with F984
- an AMIS call is answered by a Home Transfer node or a Home Mailbox node on a CCR Tree

You receive a protocol error for an AMIS message that is longer than 8 minutes

There is a limit of 8 minutes for AMIS messages. Do not send AMIS messages that are longer than 8 minutes.

Callers do not receive Off-Premise Message Notification and when you try to record a greeting, prompt or name using CallPilot Manager your telephone does not ring

If you use AMIS networking, make sure that you have more than one outcalling channel set in CallPilot Manager. For how to set outcalling channels, refer to the *CallPilot Manager Set Up and Operation Guide*. If you have one channel set for outcalling, it is possible that while AMIS calls are in progress, Off-Premise Message Notification does not occur and you cannot use CallPilot Manager for recording greetings, prompts or names.

Chapter 7
Message Networking programming record

Note: You can photocopy these pages.

General Networking Properties

IP address or Host name	Enabled	Disabled
Network Receive	Enabled	Disabled
Network Delivery	Enabled	Disabled
Network Reply	Enabled	Disabled
Network Broadcast	Enabled	Disabled
Network Group List	Enabled	Disabled
Number of Network Retries (1-9)		
Network Delay (1-60 minutes)		

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

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

Call Blocking periods table

Use this table to record your 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 Mailbox table

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 mailbox table

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	

Glossary

Administration

The tasks involved in maintaining CallPilot mailboxes, greetings and set up configuration.

AMIS

Audio Message Interchange Specification, which enables different voice messaging systems to interact.

Area Code

A code assigned to a calling area within an area.

Auto Attendant

The CallPilot answering service that answers incoming calls with a Company Greeting, plays a list of options to a caller, and performs call routing functions in response to a caller's selections.

Broadcast Message

A message that can be sent only by the System Administrator. This type of message plays in all initialized Personal Mailboxes.

Call Blocking Periods

Periods of time you establish when network delivery messaging is prohibited.

Channel configuration

The number of channels on your system that you designate for outdialing.

Class of Service

A predetermined number designation that specifies the options for a mailbox.

Company Directory

An internal voice list that contains the names of subscribers with initialized mailboxes who are in the Company Directory.

Configuring CallPilot Lines

The tasks involved in determining which incoming telephone lines of a business are answered by CallPilot and which Greeting Table is assigned.

Conventions

The way certain information is described. For example, using underlined text to represent the second line of the display prompt information.

Country Code

A code for long distance calling assigned to a country.

Designated Operator

The person in a company who is assigned to answer the CallPilot operator request option.

Direct Addressing

The ability to send a message directly to a remote site by specifying the line, pool or route number, phone number and destination mailbox.

Display

A one or two line screen on a Nortel Networks Business Series Terminal that shows CallPilot commands and options.

Display Buttons

The three buttons on a Nortel Networks Business Series Terminals two line display telephone. When pressed, these buttons select the specified CallPilot option.

Display Options

The choices that appear on Nortel Networks Business Series Terminals two line displays. Callers select display options by pressing the display buttons.

DTMF telephone

A push button telephone that emits DTMF tones.

Fully Qualified Domain Name (FQDN)

An FQDN is the complete domain name for a specific computer on the Internet. Each site on a network has a unique 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, *pvt.nortel.com* is an FQDN.

Group Lists

A collection of mailbox numbers that are assigned a special "Group" number by CallPilot. When a message is sent to a Group List, mailboxes in the List receive the same message. Member mailboxes can be located at the same site or at different locations within a network.

Initialize a mailbox

Preparing a mailbox to receive messages, which includes changing the mailbox default password and recording a Company Directory name.

International Access Code

A code identifying the digits dialed to access international calling.

Long Distance Access Code

The code used to access direct dial long distance calling services in a country.

Loopback mailbox

The mailbox you use to test whether a site can transmit and receive network messages. The Loopback mailbox default number is 103 if the extension length is three digits. Refer to "Loopback mailbox numbers" on page 40 for how to determine the Loopback mailbox number. The length of the Loopback Mailbox number depends on the mailbox number length.

Mailbox

A storage place for messages on the system.

Network Delivery

The feature that, when enabled, lets a site to send messages to other sites within a network.

Network Delivery Mailboxes

Mailboxes you add that allow access to an assigned mailbox at a destination site within a network. Network Delivery Mailboxes can be set up with either a Direct Address or a Site-Based Address.

Network Dialing Parameters

The values that determine how many times the system attempts to contact a destination site within a network. The dialing parameters also include a retry interval.

Network Messaging

The ability to send, receive and reply to messages sent between remote locations within a network.

Network Receive feature

The feature that lets a site receive messages from other locations within a network.

Network Reply feature

The feature that lets a site reply to messages sent from other locations within a network.

Outdial route

The parameter that specifies how an outdial call is routed. The outdial route can be a line, pool number or route code.

Password

A four to eight digit number that is entered on the dialpad. A password is used to open mailboxes or perform configuration tasks.

Personal mailboxes

Mailboxes that are assigned to subscribers as a place to store messages.

Resetting CallPilot

Returning the CallPilot voice module to its original default settings.

Retry interval

The amount of time the system waits before making another attempt to contact a destination site when a failure to connect occurs.

Site-based Addressing

The ability to send a message to a remote site by specifying the destination site's prefix and the mailbox number of the person you want to send the message to.

Special Mailboxes

The two mailboxes used by the System Administrator and designated CallPilot operator: the System Administrator Mailbox and the General Delivery Mailbox.

Subscriber

A mailbox owner.

System Administrator

The person responsible for configuring, updating and maintaining the CallPilot system.

System Administrator Mailbox

The mailbox used by the System Administrator for sending Broadcast Messages. This is the System Administrator's personal mailbox.

Voice prompts

The prerecorded voice messages that are played when accessing the different CallPilot features and options.

VPIM

Voice Profile for Internet Mail. VPIM is based on existing Internet Mail specifications. It wraps encoded voice messages in MIME message parts, and uses SMTP to transport them over TCP/IP networks. The VPIM profile requires that these multi-part messages be formatted and used according to a specific set of Internet conventions and rules, and its predictability enables voice mail servers to automatically and correctly handle messages and their constituent parts.

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