

## BCM 4.0 Admin Training Sheet

### Download Element Manager

- Internet Explorer
- Enter IP address of BCM (ex: <http://192.168.1.1>)
- Enter login admin/admin
- Select Administrative Applications
- Select to download Element Manager
- Download BCM Monitor as part of EM load

### System Speed Dial

- Element Manager
- Configuration
- Telephony
- Global Settings
- System Speed Dial
- Highlight field you wish to change and type change
- Press Tab or click on new field to proceed

### Changes to a phone

- Element Manager
- Configuration
- Telephony
- Sets
- Active Sets

#### Name Change

- Line Access Tab
- Scroll to and highlight extension (DN)
- Select Name field
- Make change (limit 7 characters)
- Press Tab

#### Forwarding

- Line Access Tab
- Scroll to and highlight extension (DN)
- Select Properties Tab at bottom of page
- Enter forward number – Fwd No Answer
- Enter number of rings to before forwarding – Fwd Delay
- Enter forward number – Fwd Busy

#### Outbound Caller ID

- PRI service only
- Line Access Tab
- Scroll to and highlight extension (DN)
- Select Properties Tab at bottom of page
- Public OLI – enter number you wish for this extension to send outbound as caller ID (leave blank if you want company number to be sent for all phones.)

### Assigned Lines

- Highlight extension to change
- At the bottom of page is the Line Assignment tab with Assigned Lines Table
- Click Add button to add a line assignment to phone
- Click on Appearance Type field to choose Ring Only, Ring & Appear or Appear Only
- Check Caller ID Set

### Prime Line and Intercom Keys

- Select Capabilities and Preferences Tab
- Select Properties Tab at bottom of page
- Prime line is the line selected when picking up handset (default is Intercom)
- Select number from drop down box next to Intercom keys

### Handsfree/Pickup Group/Paging

- Select Capabilities and Preferences Tab
- Select Capabilities Tab at bottom of page
- Handsfree – Auto ; HF Answerback – checked
- Pickup – enter pickup group 1-9
- Paging – Check paging box and enter page zone number (1-6)

### Button Programming

- Click on Capabilities and Preferences Tab
- At the bottom of page click on Button Programming Tab
- Click on the button you wish to change and choose from the drop down list

### Target Line Programming

- Element Manager
- Configuration
- Telephony
- Lines
- Target Lines
- Scroll to and highlight target line
- Select Prime Set field and enter prime extension line is assigned to
- Parameters Tab below
- Enter line name – 7 characters
- Choose line type
  - Public – line can be assigned to multiple extensions
  - DN\* - Enter extension to make line private to only one DN
- Enter Public received and Private received number – this is number you receive from Telco provider
- Assigned DN Tab – Verify correct DN line is assigned to

## 4.0 Call Pilot Admin Training Sheet

### To Start an Admin Session

- Launch Element Manager
- Select system and login
- Username: administrator
- Password: admin
- Configuration / Applications
- Voice messaging / Contact Center
- Select launch Call Pilot manager

### To Add a Mailbox

- Click *Mailbox Administration* from left menu
- Click on *Add Mailbox*
- Enter new mailbox number
- Click *Submit*
- Enter in extension number
- Enter last name
- Enter first name
- Press *Submit*

### To Delete Mailbox

- Click *Mailbox Administration* from left menu
- Locate the mailbox to delete
- Press *Delete* next to name to delete mailbox
- Press ok to Delete

### To Change a Mailbox

- Click *Mailbox Administration* from left menu
- Locate the mailbox to change
- Press *Change* next to name to change
- Make any changes to mailbox
- Click *Submit*

### To Record Company Greetings

- Click *Auto Attendant* from left menu
- Click *Company Greetings*
- Choose greeting to record and click *Voice* next to greeting number
- Enter phone extension you want to record from in the *Connect To:* box
- Click *Dial*
- Answer ringing phone
- Press *Record* and record greeting into handset
- Press *Stop* when done recording
- Press *Play* to review recording
- Press *Save* to save recording
- Hang up handset

### To Change Greeting Table

- Click on *Auto Attendant* on left menu
- Click on *Greeting Table*
- Choose table number and click *Change*
- Assign Company Greeting number to each time period, morning, afternoon, evening and non-business
- Set times for each time period for each day
- Enter Operator extension in *Attendant Extension* box (this is the where calls go when you press 0 out of a mailbox or menu)
- Press *Submit*

### To Set Holiday Greetings

- Choose unused company greeting number and record holiday message
- Click on *Holidays*
- Click on *Add*
- Click on *Change* following new unused item
- Enter *Name*
- Enter Date you want holiday greeting to play (If you want the greeting to play on consecutive days, ie Christmas Eve and Christmas Day, then you must build 2 holidays – Christmas Eve and Christmas Day)
- Check box if this *every year on same day*
- Set greeting number to play
- Set CCR tree number to play if needed
- Set Times for greetings to play
- Click *Submit*

### To Build a CCR Tree

- Click *Custom Call Routing* on left menu
- Click *Create* next to tree to build
- Click *Submit* for *Home Menu Node*
- For each menu option click *Add Menu, Transfer, Mailbox*
- For *Transfer* option click *Change*
  - Enter description under *Caption*
  - Choose Intercom for transfer to ext
  - Enter Extension to transfer to under *Phone Number*
- For *Mailbox* option click *Change*
  - Enter mailbox number to transfer to
- For *Menu* option click *Add* plus option

## 4.0 Call Pilot Admin Training Sheet

### **To Record CCR Greeting**

- Click on *Custom Call Routing*
- Click *Change* next to tree number
- Click *Change* next to Home Menu
- Click *Voice* next to primary prompt
- Enter ext to record from in *Connect to:*
- Click *Dial*
- Answer ringing phone
- Press *Record* and record greeting into handset
- Press *Stop* when done recording
- Press *Play* to review recording
- Press *Save* to save recording
- Hang up handset

### **Change Contact Center Skillset**

- Select Contact Center on Left Menu
- Select Skillset List

#### **Disable Skillset**

- Select Disable next to correct skillset

#### **Enable Skillset**

- Select Enable next to correct skillset

#### **Modify Agents**

- Skillset must be disabled to change
- Select Agents next to correct skillset
- Select Assign
- Check agents to add to skillset
- Choose priority and press Submit
  - Lower priority gets call first in a Preferred Method skillset

#### **Change Day Routing**

- Skillset must be disabled to change
- Select Day
- Select Modify next to step to change
- Select Insert to add new step
- Typical routing table
  - Greeting 1, Forced
  - Distribute 30 sec
  - Greeting 2
  - Distribute 30 sec
  - Go to step 3
- Press Close when complete

#### **Record skillset Greetings**

- Select Contact Center on Left Menu
- Select Greetings
- Choose greeting and select Voice
- Same instructions as above to upload or record greeting.

## BCM 4.0 Telset Admin Training

### **\*\*To Start an Admin Session\*\***

- Press Feature \*\*266344 (config)
- At User ID press 23646
- At Password press 23646

### **To Set Time and Date**

- Press Feature \*\*266344 (config)
- At User ID press 23646
- At Password 23646 (admin)
- Press NEXT until you see *Time & Date*
- Press SHOW
- Press CHANGE to change *hour*
- Enter 2 digit hour
- Press CHANGE to select AM/PM
- Press ok
- Press NEXT
- Press CHANGE to change *Minutes*
- Enter 2 digit Minutes
- Press NEXT until you see *Year*
- Press CHANGE to change the year
- Press NEXT until you see *Month*
- Press CHANGE to change the month
- Press NEXT until you see *Day*
- Press CHANGE to change the day
- Press "RLS" when done

### **To Change Name on a Telephone**

- Start your Admin Session
- Press SHOW
- Press SHOW SET: put in ext number
- Press SHOW
- Press NEXT
- Press NEXT
- Press CHANGE
- Use dial pad to enter name (seven characters long)
- Use # to advance letters
- Press NEXT
- Press "RLS" when done

### **Set Relocation**

- Start your admin session
  - Press NEXT to *System Programming*
  - Press SHOW
  - Press NEXT to *Feature Settings*
  - Press SHOW
  - Press NEXT to *Set Relocation*
  - Press CHANGE to Y
  - Press "RLS" when done
- \*\*\*\*Note: Change only 2 phones at a time. After the telephones have been moved, change it back to N...this is very important.

### **To Change Forwarding**

- Start your Admin session
- Press SHOW
- Enter the extension number
- Press SHOW
- Press NEXT until *Capabilities*
- Press SHOW
- At *Fwd no answer* press SHOW
- Press CHANGE
- Enter extension number you want to forward to
- Press NEXT to change your delay
- Press HEADING to go back
- Press NEXT
- At *Fwd on Busy* press SHOW
- Press CHANGE
- Enter extension number you want to forward to when busy
- Press HEADING to go back
- Press "RLS" when done

### **System Speed Dial**

- Start your Admin session
- Press NEXT to *System Speed Dial*
- Press SHOW
- Enter 2 digit Sp Dial Code (01-70)
- Press SHOW
- Press CHANGE
- Enter 9+ number
- Press OK
- Press NEXT to *Display Digits*
- Press CHANGE to N
- Press NEXT
- At Name press CHANGE
- Use dial pad to change name using # to advance letters (Up to 16 characters)
- Press NEXT
- Press "RLS" when done



# Voicemail Admin Cheat Sheet

## \*\*\*To Start an Admin Session\*\*\*

- Press Feature 983
- At *LOG* press 23646
- At Password 23646

## To Add a Mailbox

- Press “MBOX”
- Press “ADD”
- Enter the extension #
- The type is *Subscriber*
- Press “OK”
- Enter the extension # again
- The Service Class is “1”
- Press “OK”
- Enter the name of the person (Last name 1<sup>st</sup> then first initial)
- Use # to advance letters
- Press “OK”
- Choose “YES” or “NO” if you want them in the directory
- Choose “YES” for message waiting
- Press “RLS”

## To Delete a Mailbox

- Press “MBOX”
- Press “DEL”
- Enter the mailbox number (same as the extension number)
- Press “DEL”
- Press “RLS”

## To Reset the Password

- Press “MBOX”
- Press “CHG”
- Enter the mailbox # (same as the extension number)
- 1<sup>st</sup> option on the display is *PASSWORD*
- Press “RESET”
- This resets password back to the default of *0000*

## To Change the Name on the Mailbox

- Press “MBOX”
- Press “CHG”
- Enter the mailbox # (same as the extension number)
- Press “NEXT” until you see *NAME*
- Press “CHG”
- Enter the new name (last name 1<sup>st</sup>, then first initial)
- Use # to advance the letters
- Press “OK”
- Press “RLS”

## To Change the Greetings in the Auto Attendant

- Press “AA”
- Press “GRTG”
- Press “GRTG”
- Enter your greeting #
- Press “OK”
- To review the Greeting press “PLAY”
- To change press “RECORD”. At the tone re-record greeting. **\*\*Don't forget to Review and Accept when done re-recording\*\***

## To Disable the CCR Tree

- Press “AA”
- Press “TABLE”
- Enter table number (usually table 1)
- Press “OK”
- Press “OK”
- Press “NEXT” until you reach CCR Tree Morning
- Press “CHANGE”
- Press “DISABLE”
- Press “NEXT”
- Press “DISABLE” for each of Morning, Afternoon, Evening and Non-Business
- Press “NEXT” until you return to “TABLE”

# Voicemail Admin Cheat Sheet

## To Change CCR Tree

You must disable CCR Tree in Table before making changes

- Press "OTHER"
- Press "CCR"
- Press "ADMIN"
- Enter Tree # and ok
- At Path enter 0-9 to make changes
- Enter Path 0 to change greeting
- Press "CHG"
- Lift handset and press "REC"
- Record greeting at tone and press "OK" when complete
- Press "OK" to accept greeting
- At Alternate Recording press "NO"
- Press "END"
- Press "SAVE"
- At Save Tree as \_\_\_ enter "YES"

You must now go back to table and re-enable CCR Tree you changed

## To Enable CCR Tree

- Press "AA"
- Press "TABLE"
- Enter Table number and press "OK"
- Press "OK"
- Press "NEXT" until you reach CCR Tree Morning
- Press "CHG"
- Enter CCR Tree number (you will see Tree Enabled)
- Press "NEXT" to enable Tree on Afternoon, Evening and Non-Business
- Press "RLS"