

BCM 50 Admin Training Sheet

Your BCM IP Address:

Download Element Manager

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

Time & Date

- Element Manager
- Configuration
- System
- Date and Time
- Select Date and Time drop down box and make changes

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
- Line access Tab

Name

- Highlight name field and make change – Max 7 characters
- Press tab or click on new field to proceed

Forwarding

- Highlight Fwd No Answer field and enter extension to forward to
- Press Tab and enter number of rings before forwarding in Fwd Delay field
- Press Tab and enter extension to forward to in Fwd Busy field

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 box

Caller ID Settings

- **Inbound Caller ID** – You must have caller ID services from your telco provider.
- BCM can receive either name or number, but not both
- Select Capabilities and Preferences tab
- Highlight extension line
- Double click First Display field and select name or number
- Press Tab or select Auto Called ID field
- Check Auto Called ID box
- Verify under Line Access tab above and Line Assignment tab below that Caller ID Set is checked on any lines assigned (You will not be able to check this if Appearance Type is Appr Only)
- **Outbound Caller ID**- You must have a PRI circuit from your telco company in order to control this
- Highlight extension line
- Select Line Access Tab
- Select Pub. OLI field
- Enter the number you wish that extension to put out on caller ID. Number must include area code (ex:8042641268)
- Press Tab or click on new field to proceed.

BCM 50 Admin Training Sheet

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

Hunt Group Settings

- Configuration
- Telephony
- Hunt Groups
- Select Hunt Group line to change
- **Add Members** – select Add in lower field under Hunt Group Members
- Enter extension number in DN field and press OK
- Select Appearance Type for extension and choose how you want group to ring on phone - Ring, Appr & Ring, Appr Only
- **Delete Members** – Select member in Member List and press Delete

Move a Telephone

- Element Manager
- Configuration
- Telephony
- Global Settings
- Feature Settings
- Click on box next to Set Relocation
- Swap two phones
- Let both phones come completely up in new location
- Click on box next to Set Relocation to disable feature.

Access Voicemail

- **Access through Element Manager**
- Configuration
- Applications
- Voice Messaging/Call Center
- Click on launch Call Pilot
- Follow Call Pilot training sheets
- **Direct Access through Internet Explorer**
- Open Internet Explorer
- In address field, enter IP address of BCM/callpilotmanager – <http://192.168.1.1/callpilotmanager>
- Follow Call Pilot training sheets

Reboot BCM

- Element Manager
- Administration Tab
- Utilities
- Reset
- Select Reboot BCM50 System..
- **Do Not Select Warm Reset or Cold Reset – This will default your system!**

BCM 50 – Call Pilot Admin Training Sheet

To Start an Admin Session

- Open Internet Explorer
- Enter IP address of BCM/callpilotmanager (ex: http://192.168.1.1/callpilotmanager)
- Enter Username: _____
- Enter Password: _____

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

BCM 50 – 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

BCM50 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 1st 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)
- 1st 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 1st, 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"