

BCM 3.6 / 3.7 Admin Training

To Start a Unified Manager Session

- Open Internet Explorer
- Enter IP address of BCM (ex: 192.168.1.1)
- Press YES at security alert dialog box
- Click on *Configure*
- Enter User name and password

To Change Time and Date

- Open Unified Manager session
- Click on key next to *System*
- Click on *Identification*
- Change Time and Date in display window
- Click on BCM (IP address)
- Press **Logoff** on menu bar and **Logoff**

To Change a Name on a Telephone

- Open Unified Manager session
- Click on key next to *Services*
- Click on key next to *Telephony Services*
- Click on key next to *System DNs*
- Click on key next to *Active Set DNs*
- Click on key next to ext you want to change
- Click on *General*
- Change set name under *Name*
- Click on BCM (IP address)
- Press **Logoff** on menu bar and **Logoff**

To Change Forwarding

- Open Unified Manager session
- Click on key next to *Services*
- Click on key next to *Telephony Services*
- Click on key next to *System DNs*
- Click on key next to *Active Set DNs*
- Click on key next to ext you want to change
- Click on key next to *Capabilities*
- Click on *Call Forward*
- At *Forward No Answer to*: enter extension you want to forward to
- Press Tab on keyboard
- At *Forward No Answer Delay*: enter number of rings before call forwards
- At *Forward on Busy to*: enter extension you want to forward to
- Click on BCM (IP address)
- Press **Logoff** on menu bar and **Logoff**

Set Relocation

- Open Unified Manager session
- Click on key next to *Services*
- Click on key next to *Telephony Services*
- Click on key next to *General Settings*
- Click on *Feature Settings*
- Change *Set Relocation* from N to Y in display window
- Click on BCM (IP address)
- Press **Logoff** on menu bar and **Logoff**

*** Once Set relocation is set to Y, change only 2 phones at a time. After the telephones have been moved, log back into Unified Manager and repeat steps to change *Set Relocation* to N.

System Speed Dial

- Open Unified Manager session
- Click on key next to *Services*
- Click on key next to *Telephony Services*
- Click on key next to *System speed dial*
- Click on Speed dial number to program
- Enter external number to program beginning with a 9
- Press Tab on keyboard
- Change *Display digits* to N
- Press Tab on keyboard
- Rename default name under *Name* to name of speed dial contact
- Click on BCM (IP address)
- Press **Logoff** on menu bar and **Logoff**

BCM 3.6 / 3.7 – Call Pilot Admin Training Sheet

To Start an Admin Session

- Open Internet Explorer
- Enter IP address of BCM (ex:192.168.1.1)
- Click on *Call Pilot* icon
- Enter admin password
- Press *Submit*

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 3.6 / 3.7 – 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

BCM Admin Training

To Start an Admin Session

- Press Feature **797836 (system)
- At Password press 266344 (config)

To Set Time and Date

- Start your Admin Session
- 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

