BCM Rls 6.0

Message Networking

Task Based Guide

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Message Networking

Overview

Message Networking links CallPilot or other voicemail systems at different locations. Message Networking uses Digital Networking and/or Audio Message Interchange Specification (AMIS) to let subscribers exchange messages with subscribers at other locations.

Note: You must apply the Message Networking Software Authorisation Code before your system can receive or send network messages. This applies to all networked sites.

Using Message Networking, local subscribers can send messages to mailbox owners at remote sites as if they were on the local site. Message Networking also has the facility to allow subscribers to reply to messages sent from remote sites.

Note: Before commencing Digital Networking configuration, you should ensure that your system has been configured with the correct networking settings (e.g. DNS settings, Gateways etc.) as required.

Required Information

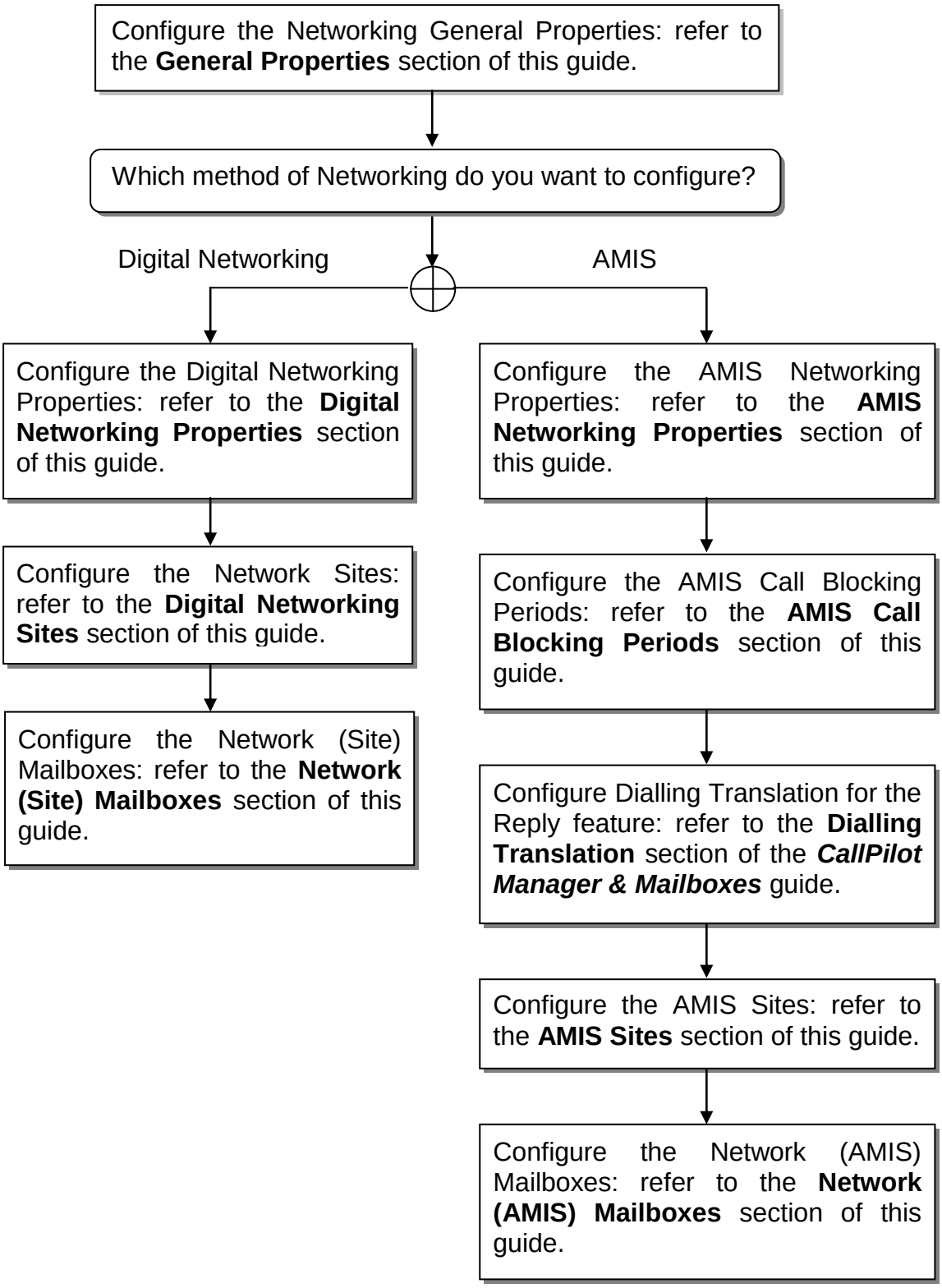
Before commencing with Message Networking configuration, it would be useful to obtain/plan the following information:

- AMIS
  - Remote site Auto-Attendant number
  - Local site telephone number
  - Logical site prefixes for all sites to be networked
  - Mailbox numbers on all remote sites

- Digital Networking
  - Fully Qualified Domain Name OR IP Address of each site
  - Remote site prefix (this should be the same as the remote site mailbox prefix)
  - Local SMTP Proxy (if relevant)
  - Local site prefix
  - Mailbox numbers on all remote sites

Flow Chart

Use the flow chart below to determine which sections of the guide to use.

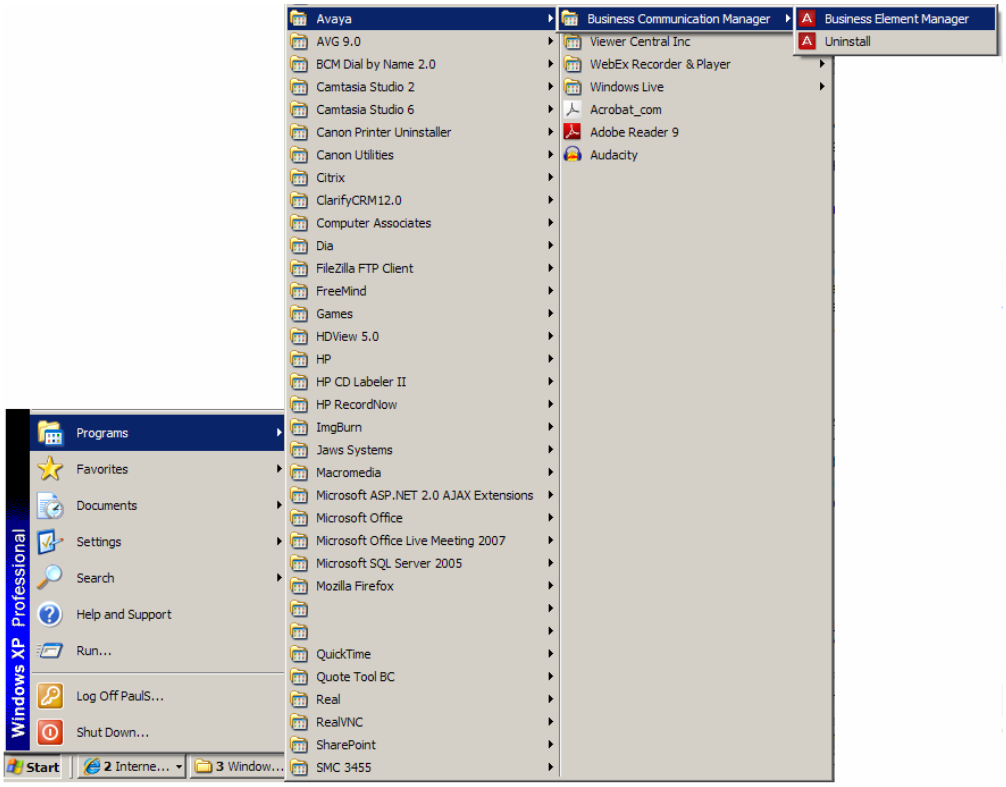


Accessing CallPilot Manager

CallPilot Manager is used to configure Message Networking, and can be accessed using various methods.

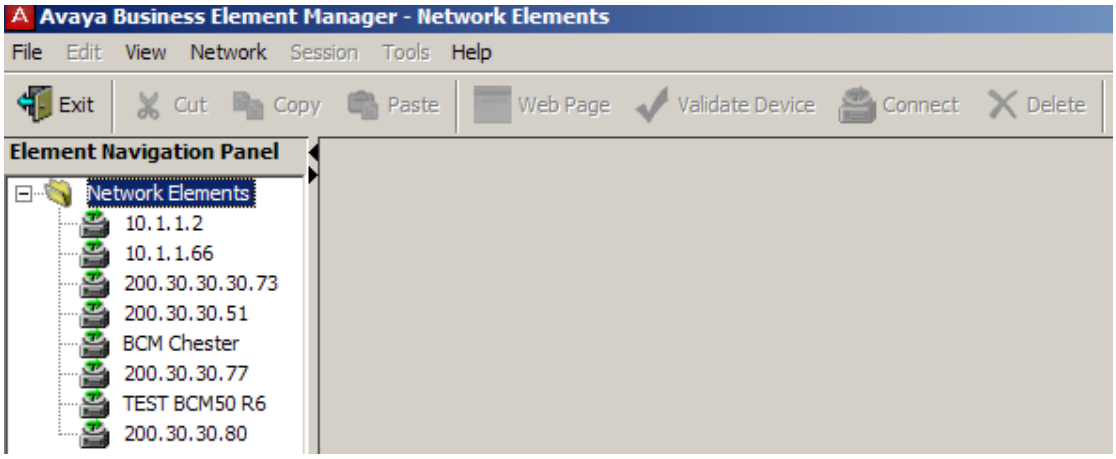
Accessing CallPilot Manager from Element Manager

1. To access the Business Element Manager application from the Start Menu, navigate to **Start**, **Programs**, **Avaya**, **Business Communications Manager**, **Business Element Manager**.

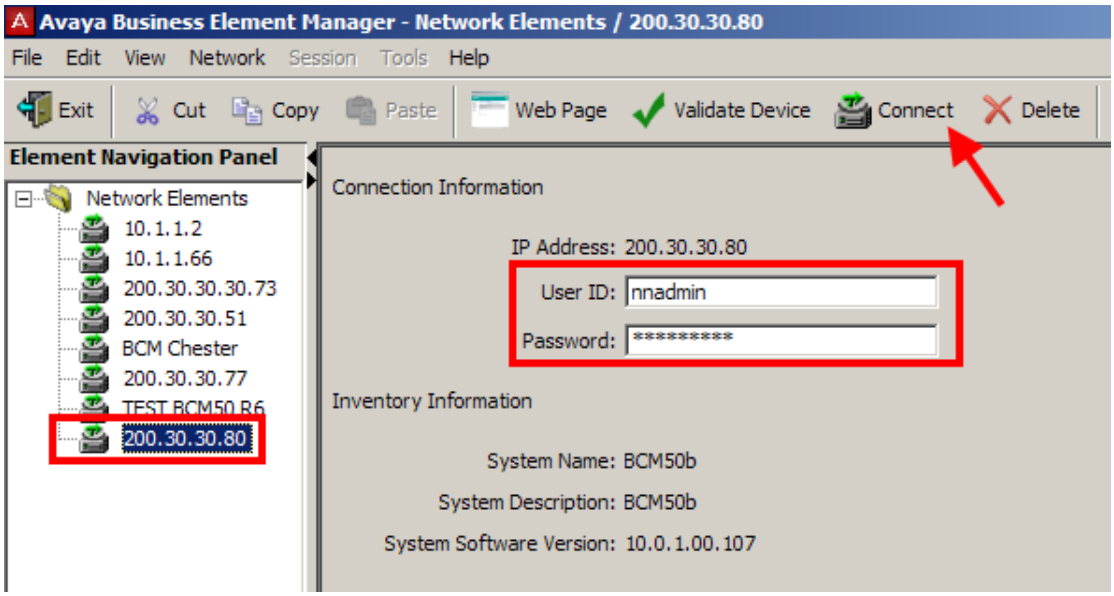


2. Alternatively, double-click on the **Business Element Manager** desktop icon.

3. You will be presented with the **Element Manager** interface.

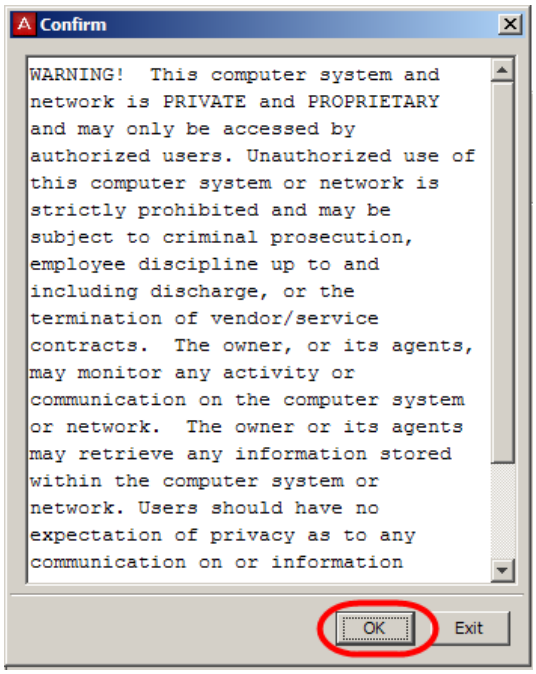


4. Open the **Network Elements** folder and select the IP Address of the BCM.

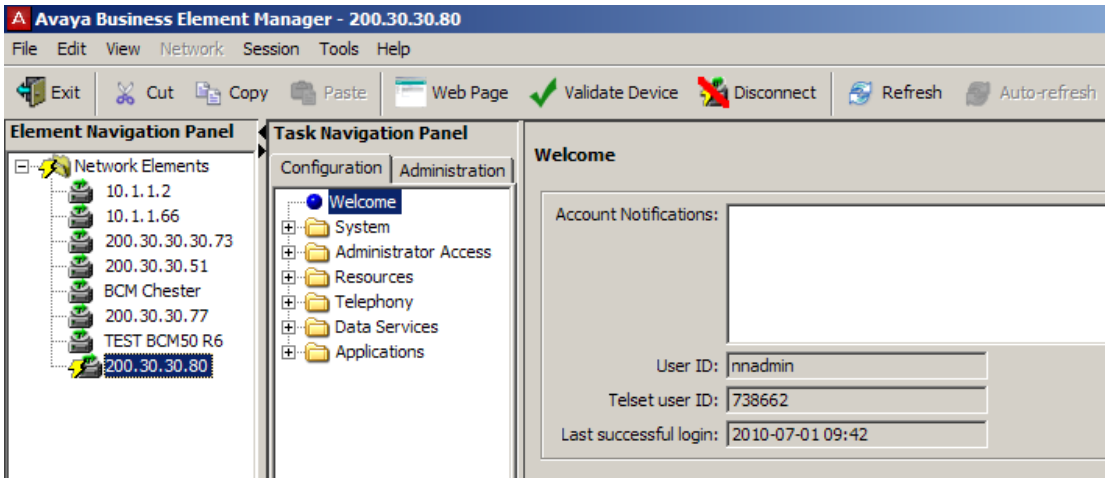


5. Enter the User Name of the BCM in the User Name field, by default this is **nnadmin**. Then enter the Password in the Password field, by default the password is **PlsChgMe!**. Click the **Connect** button.

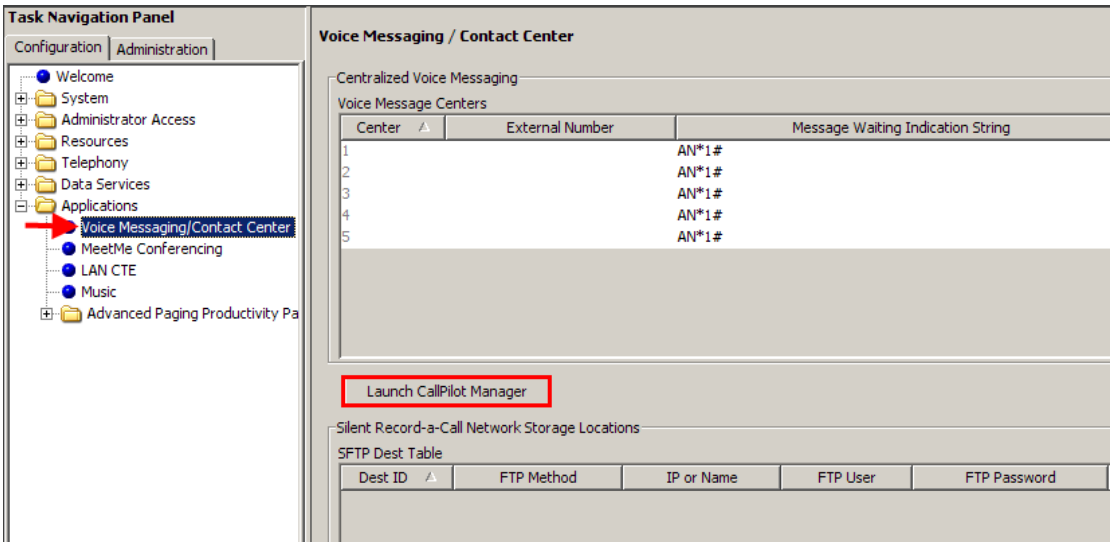
6. A warning screen will appear, read the warning and click **OK**.



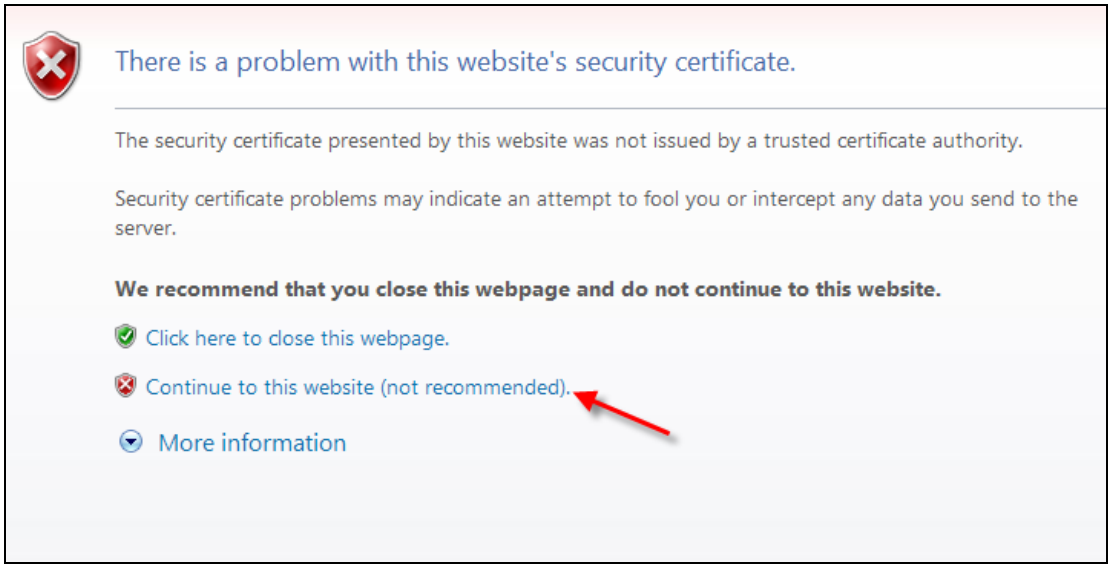
7. You will be presented with the Element Manager interface.



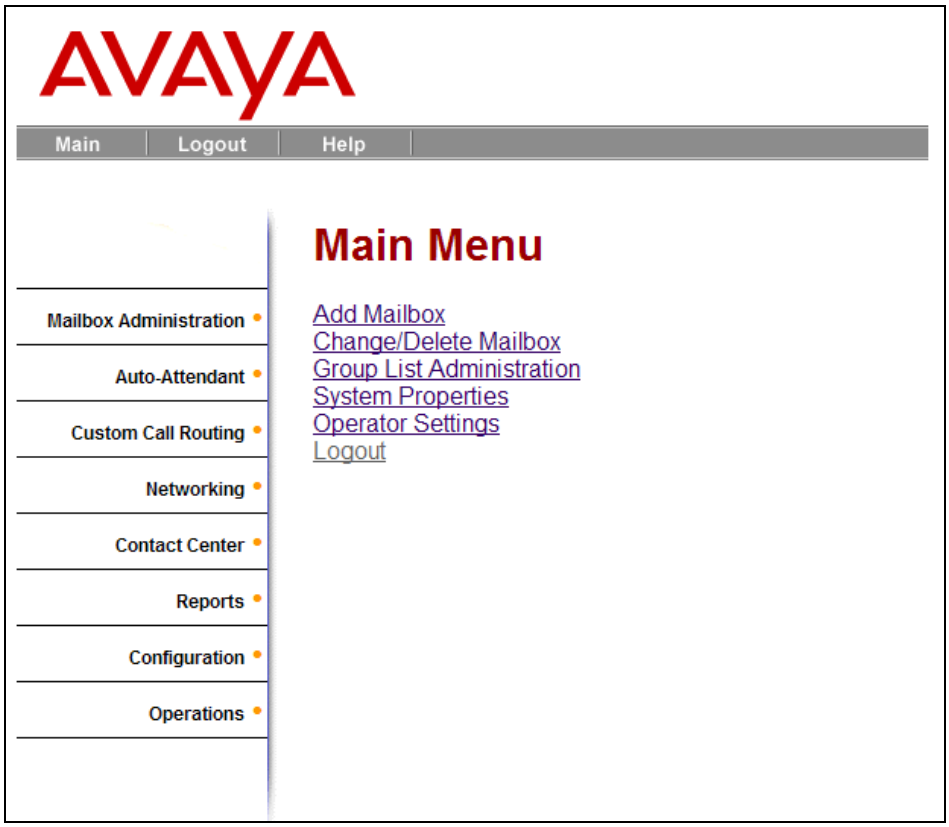
8. To access CallPilot Manager: Select the **Configuration** tab, open the **Applications** folder, select the **Voice Messaging / Contact Center** link, and then click to **Launch CallPilot Manager**.



9. You will be presented with a **Security Alert** Screen. Read the alert and click **Continue to this website** to continue.



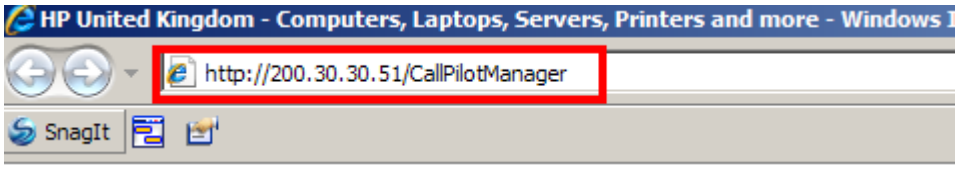
10. The Main Menu of CallPilot Manager will be launched.



Accessing CallPilot Manager from Internet Explorer

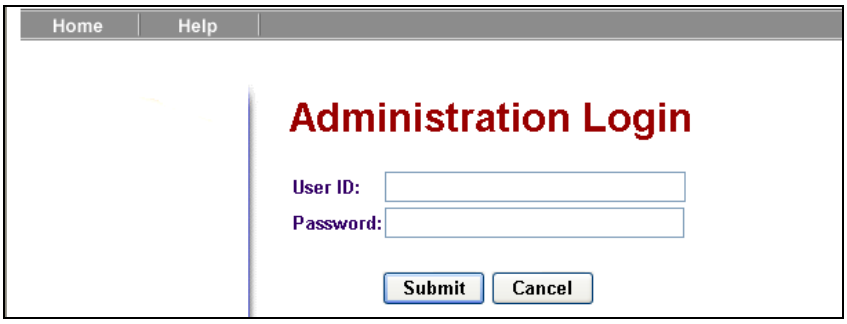
CallPilot Manager can also be accessed directly from Internet Explorer. This method of access is an alternative if you cannot gain access via Element Manager.

1. Open Internet Explorer. In the address bar enter **http://<IP Address of BCM>/CallPilotManager**.

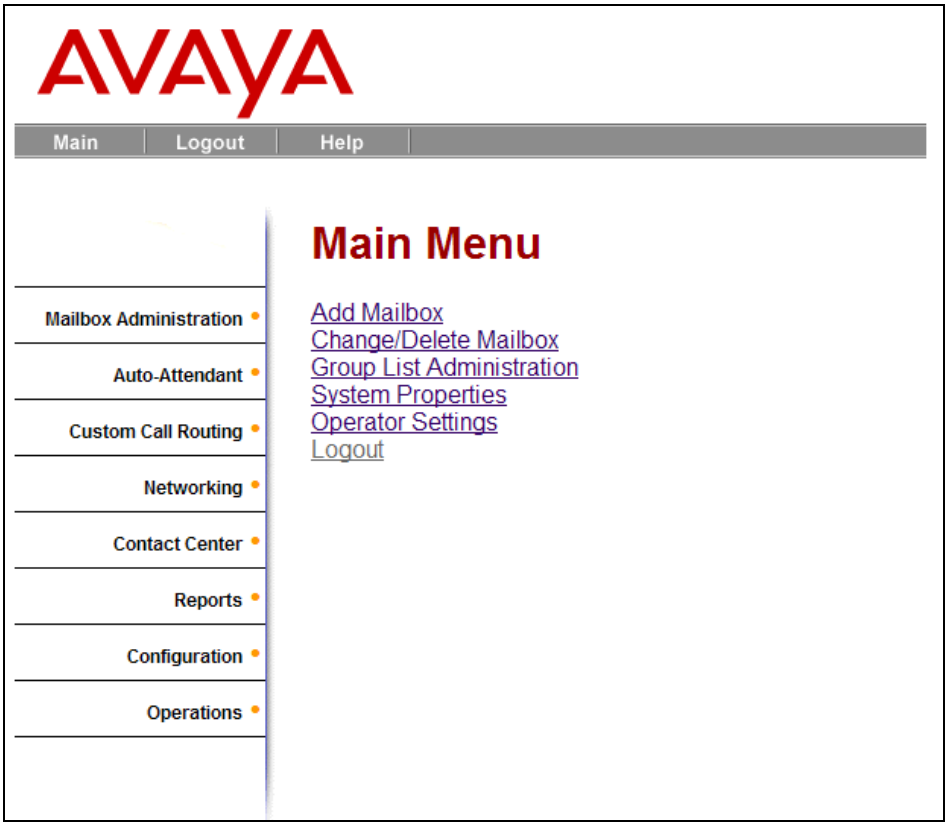


2. If you are presented with the **Certificate Error** window, click **Continue to this website (not recommended)**.

3. You will be presented with **Administration Login** screen. Enter the user ID and password. By default the User ID is **nnadmin** and the Password is **PlsChgMe!**.



4. Click the **Submit** button. The Main Menu of CallPilot Manager will be displayed.



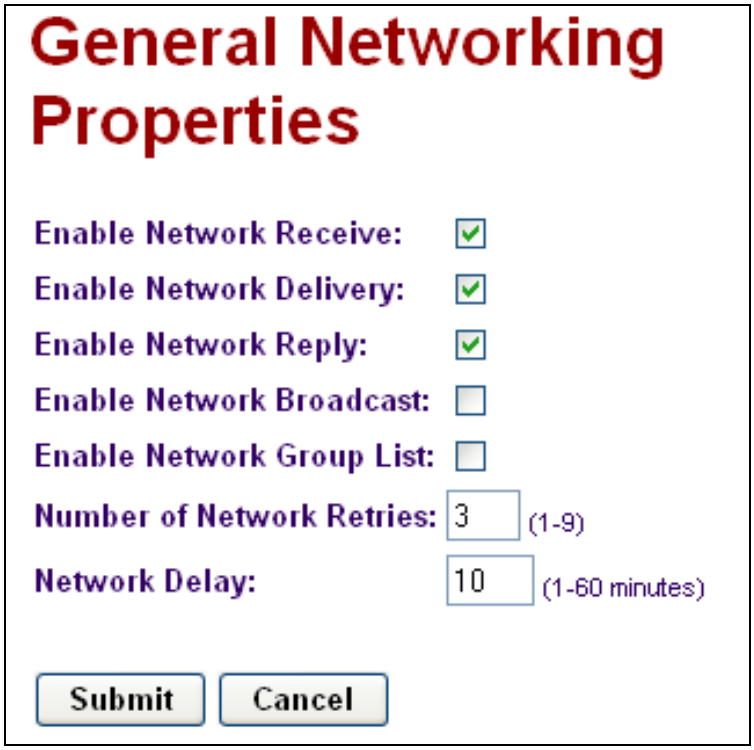
General Properties

The General Properties section applies to both Digital and AMIS Networking.

Configuring General Properties

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

4. Set the **General Networking Properties** as required, and click **Submit**.



General Networking Properties Settings

Attribute	Description
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.

Digital Networking Configuration

This section applies to Digital Networking only.

Digital Networking links CallPilot and other voicemail systems at different locations. Digital Networking lets users at different sites exchange voice 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.

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 London can be transferred directly to the appropriate mailbox at Manchester.

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 sub domain and domain names, separated by periods. For example, arabians.horse.com is an FQDN.

The configuration required to enable Digital Networking functionality involves:

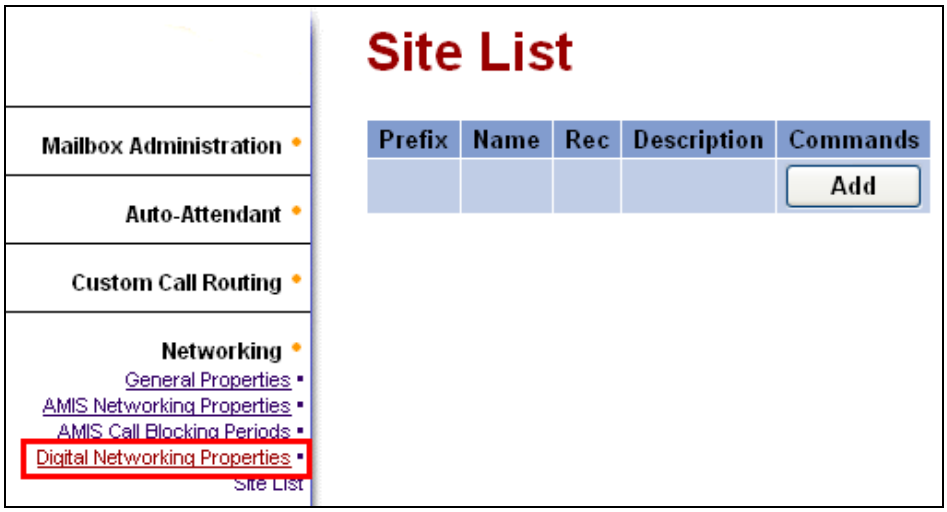
- Configuring Digital Networking Properties
- Configuring Network Sites
- Configuring Network (site) Mailboxes

Digital Networking Properties

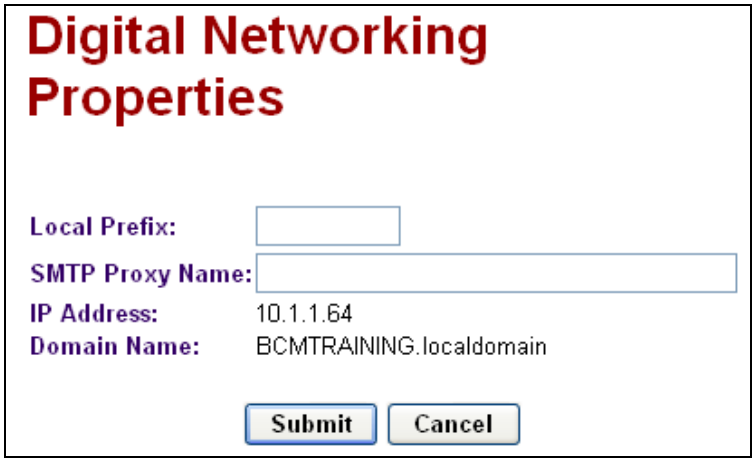
The details entered in this section should be made available to the CallPilot Administrators on the other networked sites.

1. Access CallPilot Manager.

2. Click the **Networking** heading.



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



4. Configure as required and then click **Submit**.

Digital Networking Properties Settings

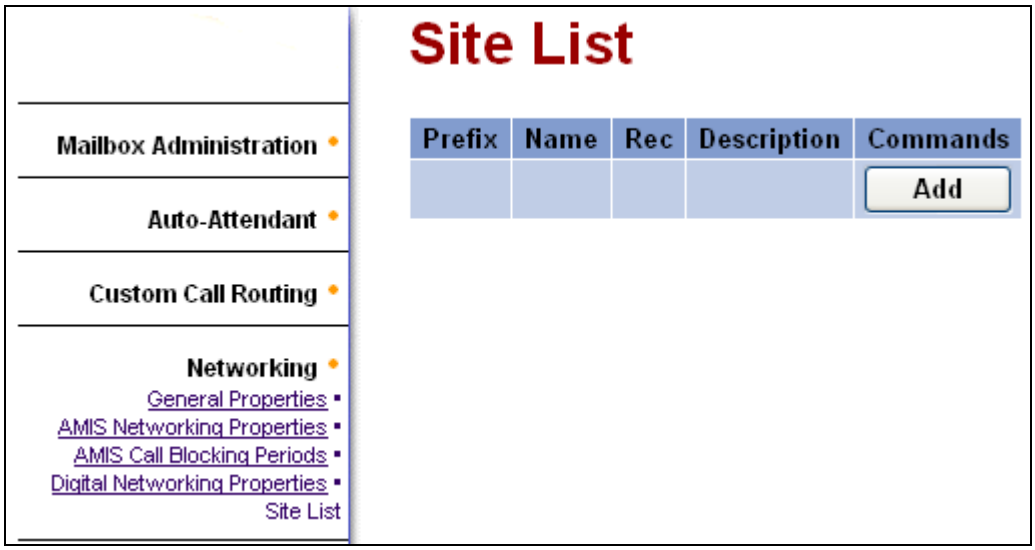
Attribute	Description
Local Prefix	Before your site can receive messages from other sites, you must enter a local prefix for your site. The local prefix is the sequence of digits that must be prefixed to local mailbox numbers to make them unique across your network. The prefix is usually the same at 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.
SMTP Proxy Name (if relevant)	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. Contact your Network Administrator for more information. 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.
IP Address (read-only)	Displays the IP Address of your system. This displays only if DNS is not used on your system.
Domain Name (read-only)	If you use a DNS your system displays the domain name. If you do not use a DNS the IP address is displayed.
* The FQDN is the domain name used for referring to your site and is added to all outgoing messages. For example Avaya.com is a domain name.	

Digital Networking Sites

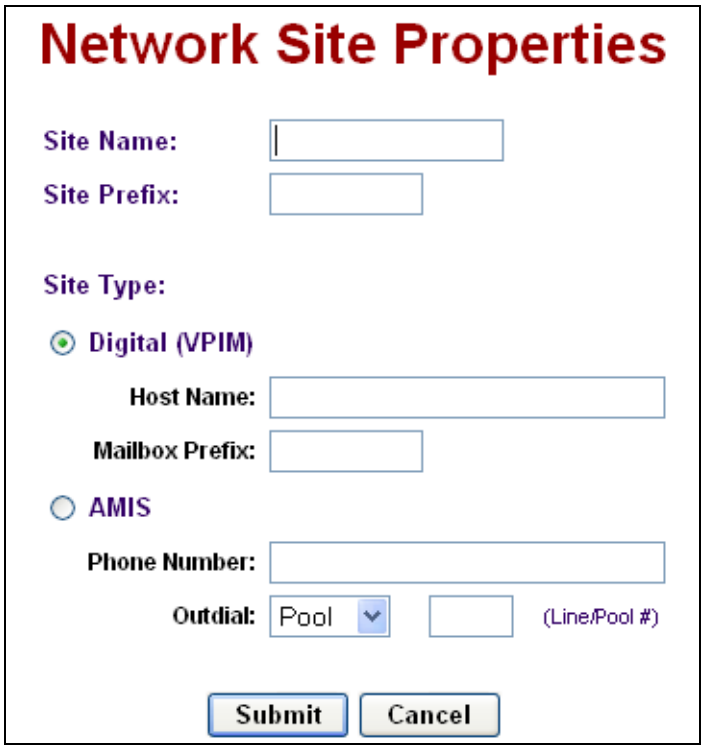
This section applies to sites created for Digital Networking only.

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

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



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



4. Select the **Digital (VPIM)** site type and configure as required. Click **Submit** when finished.

Network Site Properties Settings

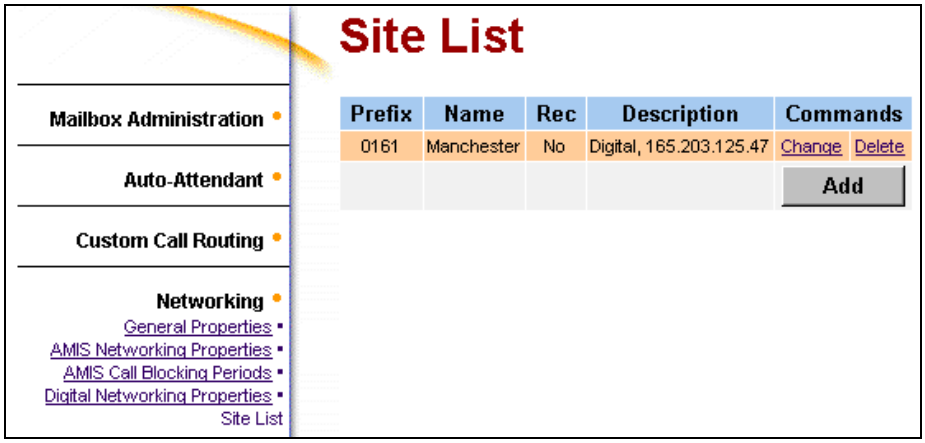
Attribute	Description
Site name	The Site Name is a text name for the site that can be up to 16 characters. This name is shown to local subscribers when they address a message or review message envelope information. The site name is optional but recommended.
Site prefix	The Site Prefix is a number one 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 (for digital networking sites only)	The Host Name is the text name (FQDN) for the host site. It can be up to 128 characters long. If DNS is not used, enter the destination site IP Address.
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.
Phone number (for AMIS sites only)	Do not use this setting for Digital Networking.
Outdial	Do not use this settings for Digital Networking

Recording the Site Name

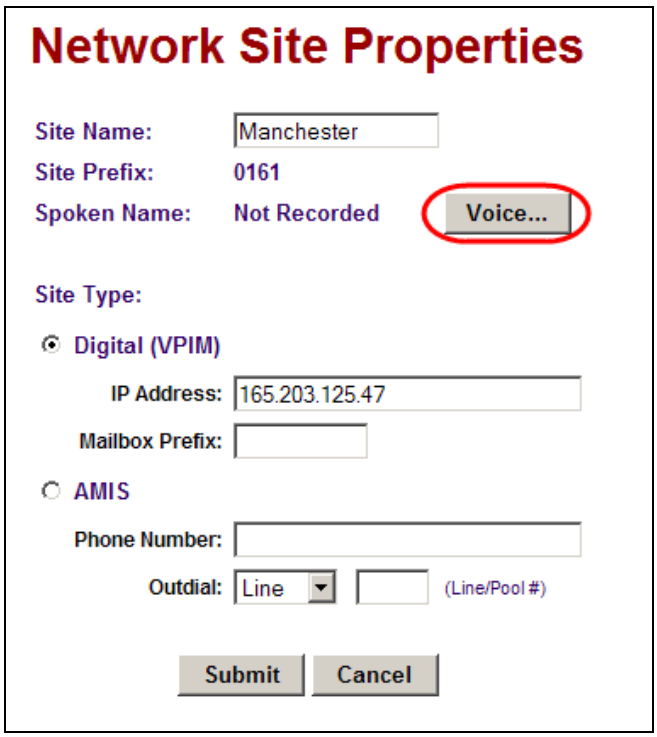
After the site has been created, you should record the site name.

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** link. The Network Site Properties page appears for the site you select.

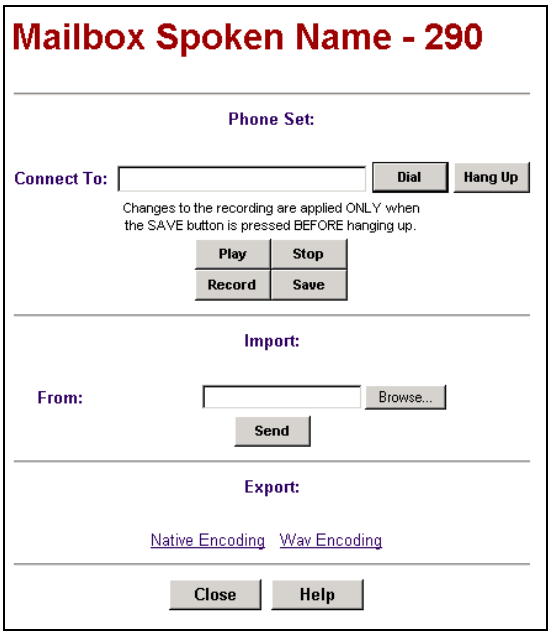


4. Click on the **Voice** button and follow the steps in the **Recording Prompts** section of this guide.

Recording Prompts

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

1. When displayed, click the **Voice** link. The page you can record greetings and prompts from appears.



2. 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.

3. Click the **Dial** button.

4. The telephone rings.

5. Pick up the handset. Do not use Handsfree.

6. Click **Record**. After the tone, record your prompt.

7. After you finish recording your prompt, click the **Stop** button.

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

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

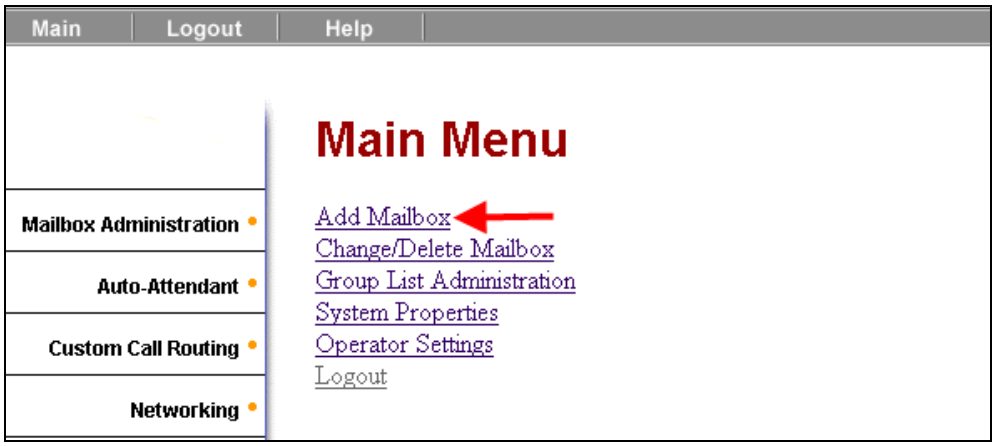
Network (Site) Mailboxes

From a user perspective, the easiest method of sending a message to a remote site is via Network Delivery Mailboxes. This requires the least input from the user.

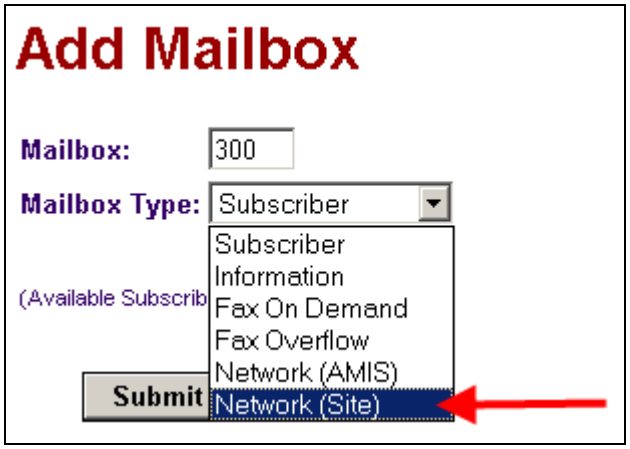
This section details the steps required to create mailboxes for use with Digital Networking.

1. Access CallPilot Manager.

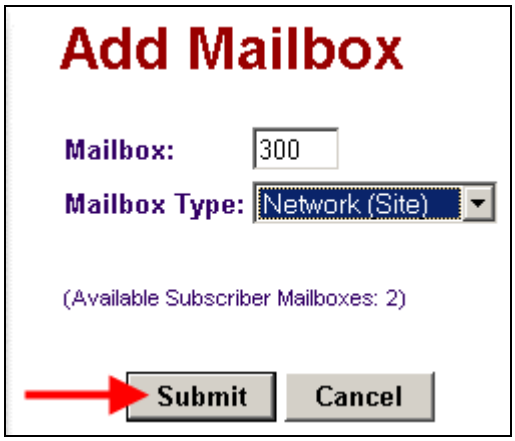
2. Click the **Add Mailbox** link.



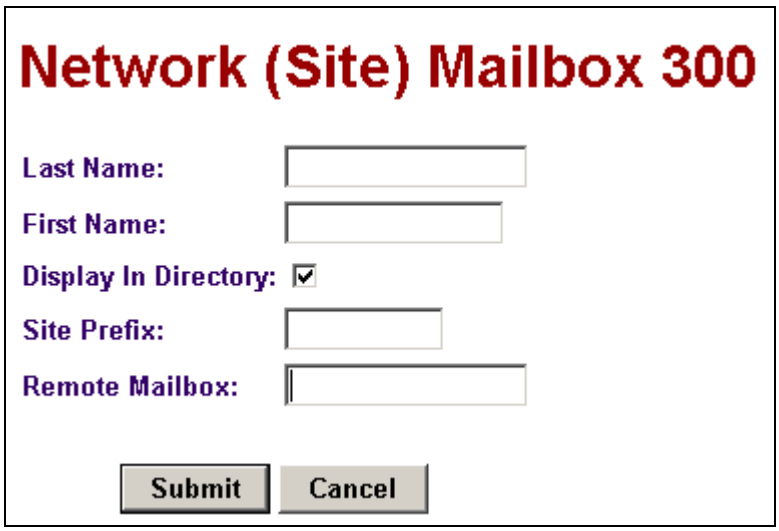
3. The **Add Mailbox** page appears. Enter a M**ailbox** number, and select **Network (Site)** from the **Mailbox Type** option list.



4. Click the **Submit** button.



5. The mailbox can now be configured.



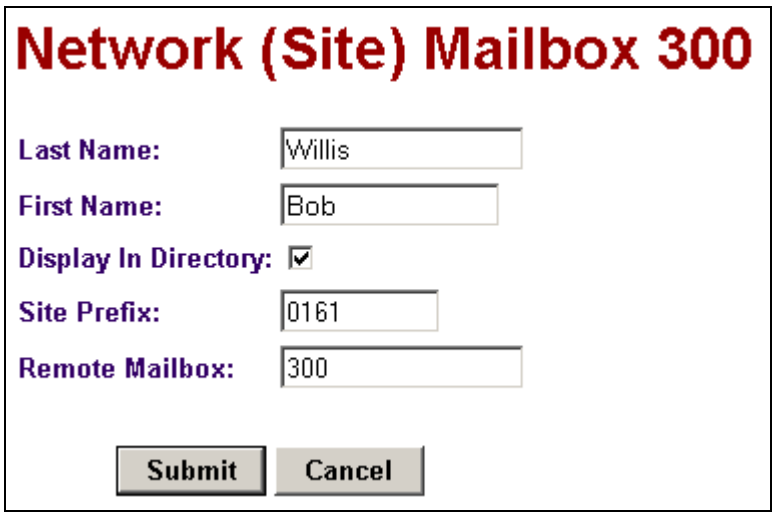
6. Enter:

    a. The name of the mailbox owner in the **Last Name** and **First Name** fields.

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

    c. Enter the **Site Prefix** relating to the site where this mailbox is located (refer to the **Network (Site)** list for the relevant site information).

    d. Enter the **Remote Mailbox** number. This is the actual mailbox number on the remote site.



7. Click the **Submit** button.

Recording a Network (Site) Mailbox Name

The Mailbox Name can be recorded at this stage, or during mailbox initialisation.

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

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

3. Click the **Voice** button to record a mailbox name. The Mailbox Spoken Name window appears for the mailbox. Follow the steps in the **Recording Prompts** section of this guide.

AMIS Configuration

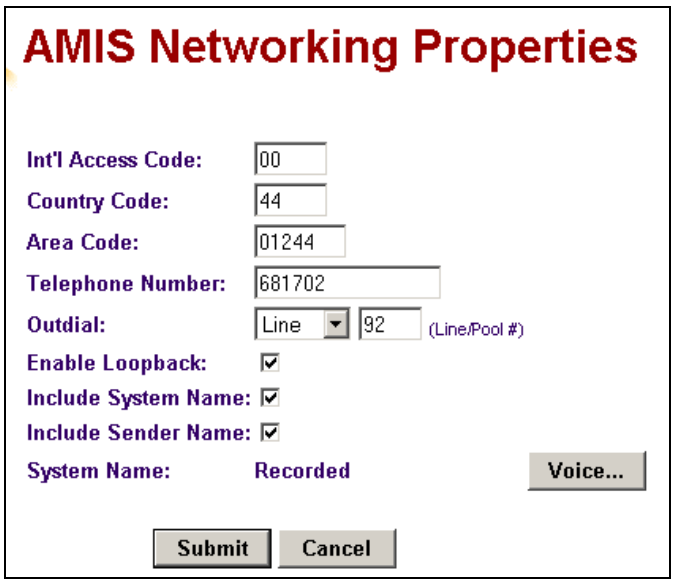
This section refers to AMIS only.

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. No formal network interconnection is required. AMIS networking uses ordinary telephone lines to exchange voice messages. An AMIS address consists of a telephone number and a mailbox number.

AMIS Networking Properties

Use the following procedure to configure the AMIS Networking Properties.

1. Access CallPilot Manager.
2. Open the **Networking** menu and click on the **AMIS Networking Properties** link. The **AMIS Networking Properties** page appears.
3. Configure the AMIS properties as required and click the **Submit** button.



AMIS Networking Properties Settings

Field	Description
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

Field	Description
	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 Automated 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.
Include 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. To record the System Name, click on the **Voice** link and follow the steps in the **Recording Prompts** section of this guide.
Include 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.

AMIS Call Blocking Periods

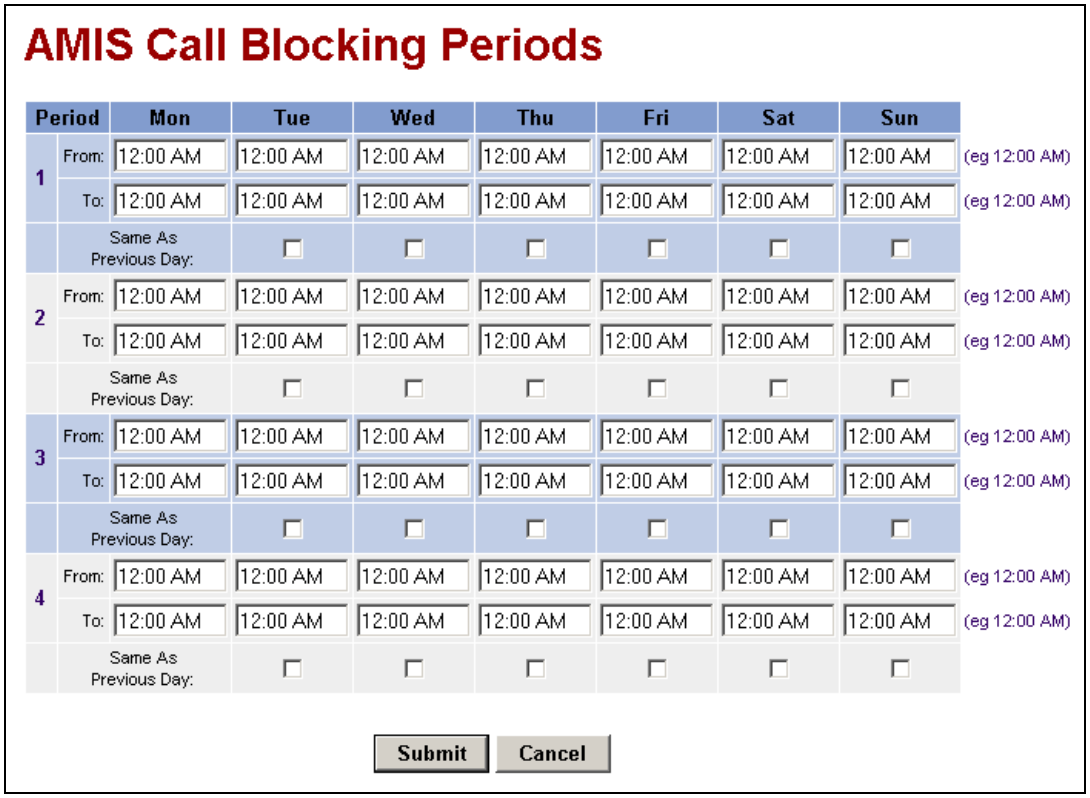
After you create AMIS sites you can set up call blocking. Call Blocking establishes times when AMIS Network Delivery Messages are prohibited. You can limit non-urgent calls during peak periods or when long distance rates are highest. You can establish Call Blocking for every day of the week.

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.

1. Access 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**.

Note: 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**.

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.

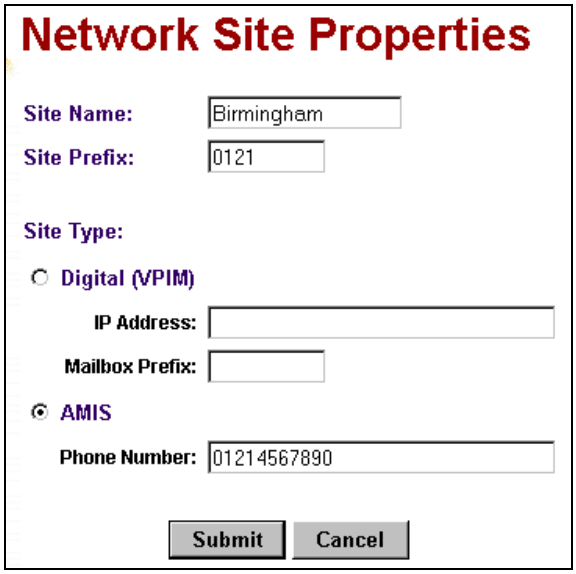
AMIS Sites

This section applies to sites created for AMIS only. Before local subscribers can send messages to another site using Site-Based Addressing, you must add the site to your network.

1. Access CallPilot Manager.

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

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



4. Select the **AMIS** site type and configure as required. Click **Submit** when finished.

5. You should now record the site name. Follow the steps detailed in the **Recording the Site Name** section of this guide.

AMIS Site Properties Settings

Attribute	Description
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.

Attribute	Description
IP Address & Mailbox prefix	Do not use these settings for AMIS.
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)	Do not use this setting for Digital Networking.

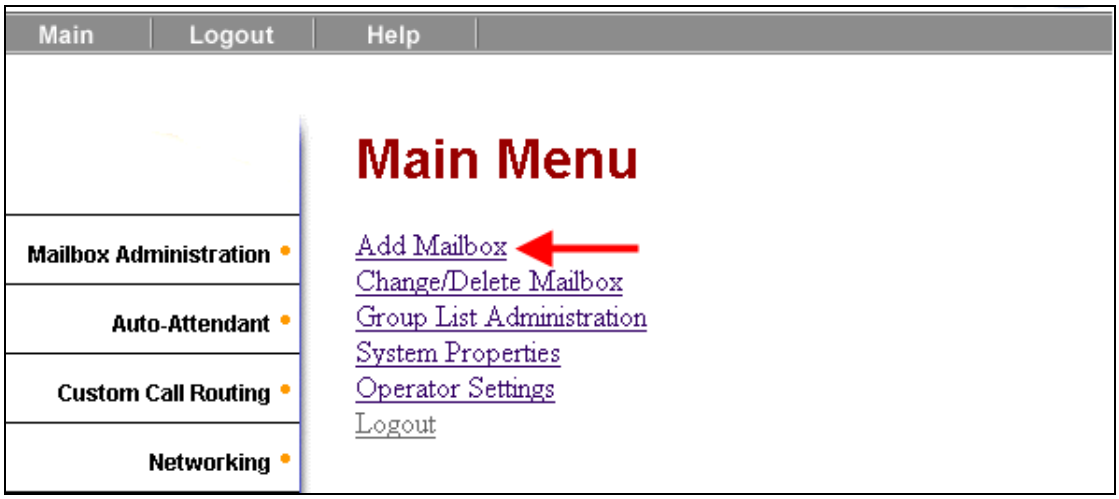
Network (AMIS) Mailboxes

From a user perspective, the easiest method of sending a message to a remote site is via Network Delivery Mailboxes. This requires the least input from the user.

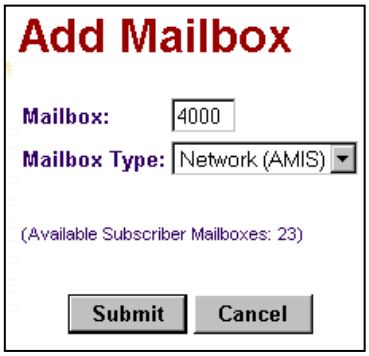
This section details the steps required to create mailboxes for use with AMIS Networking.

1. Access CallPilot Manager.

2. From the **Main Menu** click the **Add Mailbox** link.



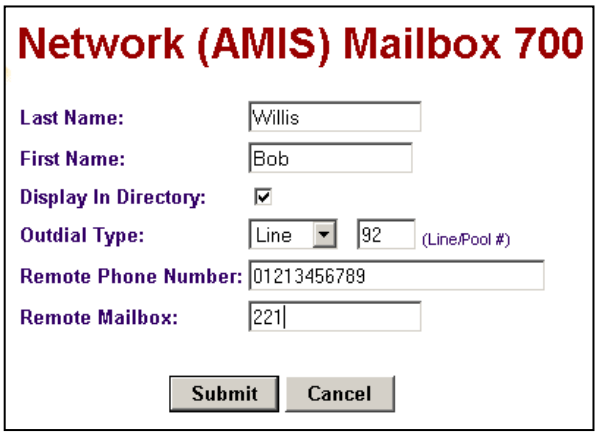
3. The Add Mailbox page appears.



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.

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

9. Select the **Outdial Type** required. If using a **Line** or **Pool** enter the required Line or Pool (pools must be entered in number format, e.g. A = 1, B = 2 etc.).

Note: If using **Route** as the Outdial Type, you should enter the routing digits (e.g. 9) before the Remote Phone Number.

10. In the **Remote Phone Number** box type the remote phone number which is answered by the Auto-Attendant at the remote site.

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

12. Click the **Submit** button.

Recording a Network (AMIS) Mailbox Name

The Mailbox Name can be recorded at this stage, or during mailbox initialisation.

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

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

3. Click the **Voice** button to record a mailbox name. The Mailbox Spoken Name window appears for the mailbox. Follow the steps in the **Recording Prompts** section of this guide.

Sending Messages

There are three methods for sending network messages:

1. Using a Network Delivery Mailbox (Digital Networking & AMIS) – This is the simplest method for the user to send a message. The only information required by the user is the recipient's network mailbox number.

2. Using Site-Based Addressing (Digital Networking & AMIS) – The user will need to know the target site prefix and the remote mailbox number.

3. Using Direct Addressing (AMIS Only) – The user will need to know the target site telephone number answered by the Auto-Attendant, and the remote mailbox number.

Sending a Message Using a Network Delivery Mailbox

This method is for Digital Networking and AMIS.

Norstar Voice Mail Interface (NVM)

1. Open your mailbox using **Feature 981**. Follow the voice prompts or the display button options to open your mailbox.

2. Press **REC** or **3**.

3. At the tone, record your message

4. Press **OK** or # to end the recording.

5. Press **OK** or # to accept the recording.

6. Enter the Network Delivery Mailbox number.

7. Press **SEND** to send the message
   or
   press **OPTS** to assign message Delivery Options Certified, Urgent or Timed Delivery, or Private (for VPIM destinations only)
   or
   press **CC** to send the message to another recipient.

8. Press the **Release** key to end the session.

CallPilot Interface (CP)

1. Open your mailbox using **Feature 981**. Follow the voice prompts or the display button options to open your mailbox.

2. Press **COMP** or **75** to open the Compose Message menu.

3. Enter the Network Delivery Mailbox number and press **DONE** or #.

4. Press **REC** or **5** to begin recording.

5. Press **OK** or # when you are done. You can press **70** to add message options.

6. Press **SEND** or **79** to send the message.

7. Press the **Release** key to end the session.

Sending a Message Using Site-Based Addressing

This method is for Digital Networking and AMIS.

Norstar Voice Mail Interface (NVM)

1. Open your mailbox using **Feature 981**. Follow the voice prompts or the display button options to open your mailbox.

2. Press **REC** or **3**.

3. At the tone, record your message. The message you record must be longer than three seconds. The system times out after five seconds of silence.

4. Press **OK** or # to end the recording.

5. Press **OK** or # to accept the recording.

6. Press ##.

7. Press **NETW** .

8. Enter the destination site prefix and mailbox number, press **OK** or #.

9. Press **SEND** to send the message as it is
   or
   press **OPTS** to assign message Delivery Options Certified, Urgent or Timed Delivery, or Private (for VPIM messages only)
   or
   press **CC** to send the message to another recipient.

10. Press **SEND** to transmit the message.

11. Press the **Release** key to end the session.

CallPilot Interface (CP)

1. Open your mailbox using **Feature 981**. Follow the voice prompts or the display button options to open your mailbox.

2. Press **COMP** or **75** to open the Compose Message option.

3. Enter the site prefix and the mailbox number and press **OK** or #.

4. The display shows the destination mailbox name and mailbox number.

5. You can enter another address or press **DONE** or # if you are finished entering addresses.

6. Press **REC** or **5** and record your message at the tone. The message you record must be longer than three seconds. The system times out after five seconds of silence.

7. Press **OK** or # to end your recording or press **REREC** to erase and re-record your message. You can press **70** to add message options.

8. Press **SEND** or **79** to send the message.

9. Press the **Release** key to end the session.

Sending a Message Using Direct Addressing

This method is for AMIS only.

Norstar Voice Mail Interface (NVM)

1. Press **Feature 981**. Follow the voice prompts or the display button options to open your mailbox.
2. Enter your mailbox password and press **OK** or #.
3. Press **REC** or **3**.
4. At the tone, record your message. The message you record must be longer than three seconds. The system times out after five seconds of silence.
5. Press **OK** or # to end the recording.
6. Press **OK** or # to accept the recording.
7. Press ##.
8. Press **AMIS**.
9. Enter the destination site phone number and press **OK**.
10. Press **OK** or # to continue or press **ADD** or **2** to add special characters. Press **OK** or # when you are done adding special characters.
11. Enter the destination mailbox number and press **OK**.
12. Press **OTHR** to review or send the message
    or
    press **OPTS** to assign message Certified, or Urgent.
    or
    press **CC** to send the message to another recipient.
13. Press **SEND** to transmit the message.
14. Press the **Release** key to end the session.

CallPilot Interface (CP)

1. Open your mailbox using **Feature 981**. Follow the voice prompts or the display button options to open your mailbox.

2. Press **COMP** or **75** to open the Compose Message menu.

3. Press **SPEC** or **19**. This is the default number for special addressing and can be changed in the **System Properties** section of **CallPilot Manager**.

4. Enter the phone number of the remote site and press **OK** or #.

5. Press **OK** or # to continue, or press **ADD** or **2** to add special characters. Press **OK** or # when you are done adding special characters.

6. Enter the mailbox number at the remote site.

7. Press **OK** or # to accept the mailbox number.

8. You can enter another address, or press **DONE** or # if you are finished adding addresses.

9. Press **REC** or **5** to record your message. The message you record must be longer than three seconds. The system times out after five seconds of silence.

10. Press # when you are done recording or press **REREC** or **5** to rerecord your message.

11. Press **SEND** or **79** to send the message.

12. Press the **Release** key to end the session.

Avaya Documentation Links

- CallPilot Message Networking Set Up and Operation Guide
- CallPilot Message Networking User Guide