

## Setting up a Greeting Table

To set up a Greeting Table you:

- can record a Custom prompt if you want to replace the Automated Attendant Menu
- assign Greetings for each time of day to the Greeting Tables
- assign a language preference if you use bilingual operation
- assign a Greeting Table Attendant
- assign a CCR Tree
- set your company's Business Hours



**Note:** You must build a CCR Tree before you can assign it to a Greeting Table. For information on building a CCR Tree, refer to [“Building a CCR Tree” on page 63](#).

|  |  |
|--|--|
| <p><b>Custom prompts</b></p>           | <p>You can record a Custom prompt to replace the Automated Attendant Menu prompt. We recommend that you record prompts that are at least eight seconds long.</p> <p>In the Custom prompt you can provide the caller with a list of options such as choosing the alternate language, accessing the Company Directory and reaching an operator. You can record a Primary and an Alternate Custom prompt for each Greeting Table.</p>   |
| <p><b>Greeting</b></p>                 | <p>For each Greeting Table you can assign what Greeting plays for each time of day.</p>  |
| <p><b>Language preference</b></p>      | <p>You can set the language preference for each Greeting Table. This setting determines which language the Automated Attendant uses when answering incoming calls. If the CallPilot bilingual option is not enabled, you cannot set up a language preference.</p>  |
| <p><b>Greeting table attendant</b></p> | <p>A Greeting Table Attendant overrides the designated Operator. If the Attendant does not answer, the call goes to the destination mailbox, or the General Delivery Mailbox if not destination mailbox is assigned.</p>   |
| <p><b>CCR Tree</b></p>                 | <p>For each Greeting Table you can assign a CCR Tree for each time of day. Assigning a CCR Tree to a Greeting Table is optional. You must build a CCR Tree before you can assign it to a Greeting Table.</p> <p>If you do not assign a CCR Tree to a Greeting Table the caller hears the greeting you assign and then hears the Auto Attendant menu.</p> <p>If you assign a CCR Tree to a Greeting Table the caller hears the greeting you assign and then hears the CCR Tree menu.</p>  |
| <p><b>Business hours</b></p>           | <p>Setting the Business Hours determines when each greeting is played for each Greeting Table. Business Hours are divided into Morning, Afternoon, Evening, and Non-business categories for each of the seven days of the week for each Greeting Table.</p> <p>To set up the days when your business is not open, set all the start times to 12:00 a.m. This ensures that the Non-business greeting plays throughout the day.</p> <p>The Non-business greeting can also be turned on and off using the Business Status feature. When the Business Status is set to Off, the Non-business greeting continues to play until you set the Business Status to On.</p> |

## To set up a Greeting Table

- |  |  |
|--|--|
| Log:<br>QUIT RETRY <u>OK</u>               | <b>1</b> Press <u>9</u> <u>8</u> <u>3</u> .<br>Enter the System Administrator Mailbox number and password,<br>and then press <u>OK</u> .   |
| Admin<br>MBOX <u>AA</u> OTHR               | <b>2</b> Press <u>AA</u> .   |
| Auto Atdt Admin<br>GRTG <u>TABLE</u> LINES | <b>3</b> Press <u>TABLE</u> .  |
| Grt9 table:<br>RETRY <u>OK</u>             | <b>4</b> Enter a Greeting Table number from 1 to 4 and press <u>OK</u> .   |
| AA menu Prompt: Y<br>CHNG <u>OK</u>        | <b>5</b> Press <u>CHNG</u> .   |
| Prompt: Pri<br>PLAY <u>REC</u> QUIT        | <b>6</b> Press <u>REC</u> .<br>At the tone, record your primary Custom prompt. Speak slowly and<br>clearly, at a pace that is easy to understand.  |
| Record Prompt:<br>RETRY <u>OK</u>          | <b>7</b> Press <u>OK</u> .   |
| Accept Prompt?<br>RETRY PLAY <u>OK</u>     | <b>8</b> To accept the recording, press <u>OK</u><br>or<br>to re-record the prompt press, <u>RETRY</u> .   |
| AA menu Prompt: N<br>CHNG REC <u>OK</u>    | <b>9</b> Press <u>OK</u> .   |
| Morning:1<br>CHNG PLAY NEXT                | <b>10</b> Press <u>CHNG</u> to assign a new greeting number to this Greeting Table<br>or<br>press <u>NEXT</u> to go to step 13, the afternoon greeting.  |
| Greeting:<br>RETRY <u>OK</u>               | <b>11</b> Enter a greeting number from 1 to 40 and press <u>OK</u> .   |
| Morning:<><br>CHNG PLAY NEXT               | <b>12</b> Press <u>NEXT</u> .  |
| Afternoon:2<br>CHNG PLAY NEXT              | <b>13</b> To continue assigning the Afternoon, Evening and Non-business<br>Greetings to the Greeting Table, repeat steps 10 through 12<br>or<br>if you are finished assigning Greetings, press <u>NEXT</u> until you see the<br>display in step 14 that you can assign a language preference from. |
| Evening:3<br>CHNG PLAY NEXT                |  |
| Non-business:4<br>CHNG PLAY NEXT           | If you do not have the bilingual option enabled, the steps for setting<br>a language preference are not available and you go to step 16.   |
| Lang Pref: Pri<br>CHNG NEXT                | <b>14</b> If you want to change the language preference for the Greeting<br>Table, press <u>CHNG</u><br>or<br>if you do not want to change the language preference press <u>NEXT</u> .   |

```
Lang Pref: alt
CHNG      NEXT
```

15 Press NEXT.

```
Atdt: (none)
CHNG      NEXT
```

16 Press CHNG.

```
Ext:
RETRY     QUIT
```

17 Enter the extension of the Greeting Table Attendant.

```
Atdt: <xx>
CHNG      NEXT
```

18 Press NEXT.

To return the Greeting Table Attendant back to `none` after an extension has been entered, you must press CHNG and then `#`.

```
Morn CCR tree:NO
CHNG      NEXT
```

19 Press NEXT.

You must build a CCR Tree before you can assign it to a Greeting Table. For more information, refer to [“Building a CCR Tree” on page 63](#).

```
Aftn CCR tree:NO
CHNG      NEXT
```

20 Press NEXT.

```
Eve CCR tree:NO
CHNG      NEXT
```

21 Press NEXT.

```
NBus CCR tree:NO
CHNG      NEXT
```

22 Press NEXT.

```
Mo morn:12:00 am
CHNG DAY  NEXT
```

23 Press CHNG

or  
press DAY to change the display to the morning of the next day.

```
Enter hhmm:
RETRY AM   PM
```

24 Enter the Monday Morning start time and press AM or PM.

This is a four-digit field. Any single-digit hour must be preceded by a zero.

```
Mo morn:<8:00>am
CHNG DAY  NEXT
```

25 Press NEXT.

```
Mo aftn: 12:00 pm
CHNG DAY  NEXT
```

26 Press CHNG.

```
Enter hhmm:<1201>
RETRY AM   PM
```

27 Enter the Monday Afternoon start time and press AM or PM.

```
Mon aft: 12:01 pm
CHNG DAY  NEXT
```

28 Press NEXT.

```
Mo eve:<06:00>pm
CHNG DAY  NEXT
```

29 Press CHNG.

```
Enter hhmm:<0601>
RETRY AM   PM
```

30 Enter the Monday Evening start time and press AM or PM.

```
Mo eve: <0601>pm
CHNG DAY  NEXT
```

31 Press NEXT.

# 1 800 LA PHONES.COM

Mo nonb: <600> PM  
CHNG DAY NEXT

**32** Press CHNG.

Enter h:mm:<0901>  
RETRY AM PM

**33** Enter the Non-business start time and press AM or PM.

Mo nonb: <09:01> PM  
CHNG DAY NEXT

**34** Press DAY.

Tu morn:<12:00am  
CHNG DAY NEXT

**35** Repeat steps 23 through 34 for each day of the week.

**36** Press  to return to the Auto Atdt Admin display and continue setting up Greeting Tables  
or  
press  to end the session.

## Configuring line answering

CallPilot can answer all of your incoming lines, or just the lines you specify. Before CallPilot can answer an incoming line, you must assign the line and set the Answer status to Yes. Each line you add is answered by Greeting Table 1, unless you specify another table.

### To configure how a line is answered

- |                     |
|---------------------|
| Log:                |
| QUIT    RETRY    OK |

1 Press     .  
Enter the System Administrator Mailbox number and password, and then press OK.
- |                    |
|--------------------|
| Admin              |
| MBOX    AA    OTHR |

2 Press AA.
- |                         |
|-------------------------|
| Auto Atdt Admin         |
| GRTG TABLE <u>LINES</u> |

3 Press LINES.
- |                     |
|---------------------|
| Line number:        |
| RETRY            OK |

4 Enter the number of the line you want to configure and press OK.
- |                        |
|------------------------|
| Line:1    Ans:N        |
| <u>CHNG</u> TABLE NEXT |

5 Press CHNG to toggle the Answer status from N to AA.
- |                        |
|------------------------|
| Line:1    Ans:AA       |
| <u>CHNG</u> TABLE NEXT |

6 Press TABLE.
- |                        |
|------------------------|
| Line:1    Table:1      |
| <u>CHNG</u> RINGS NEXT |

7 Press CHNG.
- |                     |
|---------------------|
| Grtg table:         |
| RETRY            OK |

8 Enter a Greeting Table number from 1 to 4 and press OK.
- |                        |
|------------------------|
| Line:1    Table:1      |
| <u>CHNG</u> RINGS NEXT |

9 If you want to continue adding lines, press NEXT and repeat steps 5 to 9  
or  
press  to end the session.