Nortel Call Pilot- Greeting Tree Setup

Voicemail Greeting Change

This is for greeting number one that is the first thing callers here when they dial our number – this greeting does not give the extensions. (Called "Custom Call Routing Home menu 0")

1. Feature, 983, log will come up, press 1021234 then press ok

2. Press AA, press GRTG, press GRTG again, then enter greeting number from the keypad which is number 1. Press OK after greeting number 1.

3. Play to listen, record to change.

4. When done recording, press OK

CCR Home Greeting

This part changes the CCR home greeting menu "0" that tells callers what the extensions are.

1. You must disable the custom call routing tree 1 before making any changes. To do this, press feature 983, press AA, press table, enter the greeting table number 1, press OK.

2. Press OK again, press next (6 times) until you see morn CCCR tree 1. Then press change, press disable. Display will then say NO.

3. Press next again, display will show aftn CCR tree 1, press chance, press disable.

4. Press next, display shows eve CCR tree 1, press change, press disable.

5. Press next, display shows Nbus CCR tree 1, press change, press disable.

6. Press Next (approx 10 times) until display shows GRTG table and lines.

7. Press * key, display box will show M box AA and other, press Other.

8. Press CCR, press admin, enter the ccr tree number from the keypad number 1.

9. Press OK, display shows tree 1 change or quit. Select change.

10. Display shows path, enter path number 0.

11. To listen, press rec – this will give you option to play rec or next.

12. When done recording, press OK button approx. 1 sec after you are done recording.

13. Press end, it will then ask you for another path – press END.

14. Display shows tree 1, you must select save.

15. Then save tree 1 again – yes.

Now we need to go back and enable all the trees.

1. Press * then press AA, press table, enter the greeting table 1, press OK, press OK again, press next (6 times) until it says morn CCR tree says NO, press change. Display will show disable; to enable, just press 1 and display will then show enabled.

2. Press next, go to aftrnoon CCR tree 1, press change, press 1 again – now enabled.

3. Press next, evening CCR tree 1, press change, press 1 – now enabled

4. Press next, nonbus ccr tree shows no, press change, press 1, now enabled.

5. Press next (approx 10 times) until you see greeting table or lines, the press release – back to time and date on the system.