
Changing CCR Home Menu Greeting on a BCM using Call Pilot Manager

Log in to Element Manager

Click on Applications Folder / Voice Messaging-Contact Center

Click on Launch CallPilot Manager button to right of screen. This will open up Call Pilot Manager.

From Call Pilot manager

Click on Custom Call Routing link on Left side Menu

At CCR Tree Administration Press Change next to CCR Tree X

Click on Change on the Home Key at the very top.

Press the Voice Button next to Primary Recording

At Connect To: enter your extension number and press Dial.

When your phone rings answer it.

At this point you will use four buttons, Play, Stop, Record and Save to complete the recording from your phone.

It is always a good habit to press Play first so that you are sure that you are at the correct recording unless this is a new Tree. If it is a new tree there will be no recording there.

Press Record to record the new greeting; You will hear a beep over your phone and then start your recording.

When you are finished with your recording press Stop. Then you will press Play again to hear your recording over the phone.

If it sounds good press Save. If you wish to re-record, press Record again.

When you are all done and have pressed Save you can close the window.