NØRTEL
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CallPilot 100/150 Quick Start Guide

Regulatory information for CallPilot 100/150

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Regulatory Requirements

CallPilot 100/150 meets the CSPR22 Class A regulatory requirements.

FCC Regulations

This equipment complies with Federal Communications Commission Rules and Regulations Part 68 when connected to a Norstar switch. This equipment does not connect directly to the public switched telephone network.

DOC Regulations

This equipment complies with the Canadian Department of Commerce CS-03 Rules and Regulations for connection to Norstar switches.

Radio Frequency Interference

This equipment generates, uses and can radiate radio frequency energy and if not installed and used in accordance with the instruction manual may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Part 15 of the FCC Rules and CSDA specification C108.8, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference, in which case users will be required, at their own expense, to take whatever measures are necessary to correct the interference.

This apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations by the Canadian Department of Commerce.

CallPilot 100/150 contains fragile electronic parts. Do not drop or bump it.

警告使用者：
這是甲類的資訊產品，在居住的環境中使用時，
可能會造成射頻干擾，在這種情況下，使用者會
被要求採取某些適當的對策。

About CallPilot 100/150

CallPilot 100/150 is a voice messaging product suited for small to medium sized businesses. It combines the voicemail and call processing features of a large business system into a compact, easy to use system.

For information about installing two CallPilot 150 units on one KSU, refer to the *CallPilot 100/ 150 Installation and Maintenance Guide*.

CallPilot 100/150 offers

- connection to a compatible Norstar telephone system
- voicemail with a choice of a CallPilot or Norstar Voice Mail interface
- four voice channels on CallPilot 100 and up to eight voice channels on CallPilot 150
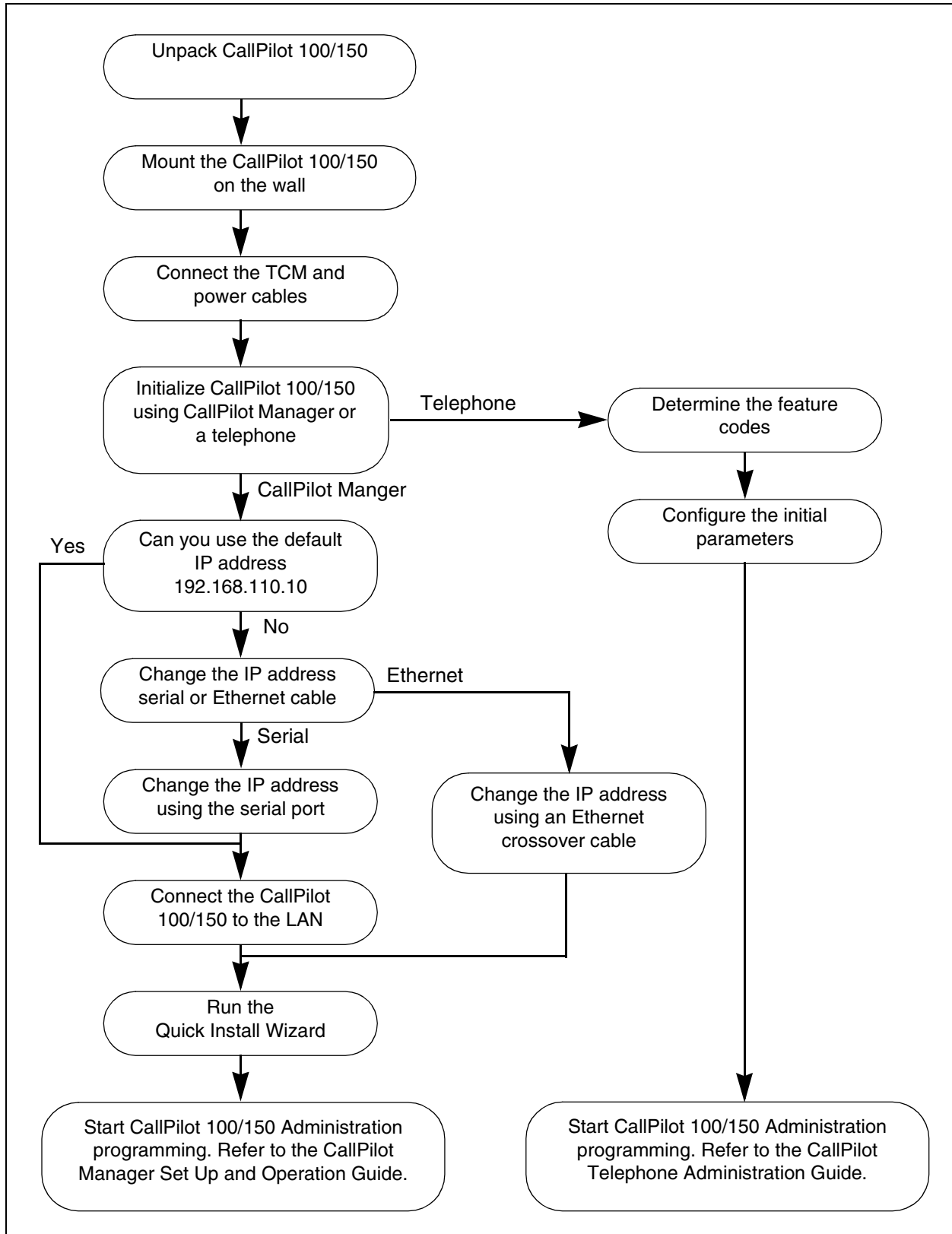- Call Center functionality

CallPilot features

Table 1   CallPilot features

Feature	CallPilot 100	CallPilot 150
Number of voice channels	4	8
Storage (hours)	9	82
Number of subscriber mailboxes	Default: 10 Maximum: 40	Default: 20 Maximum: 300
Basic voicemail	Included	Included
Outbound transfer	Included	Included
Call recording, call interrupt	Included	Included
Auto-Attendant and Custom Call Routing (CCR)	Included	Included
Networking (digital, AMIS)	Optional	Optional
Desktop (Unified) Messaging	Optional, depending on your region	Optional, depending on your region
Basic Call Center	Optional, depending on your region	Optional, depending on your region
Call Center Reporting	Optional	Optional

→   **Note:** If you are using the Auto-Attendant, only 200 mailboxes are supported.

Installing the CallPilot 100/150

Unpack CallPilot 100/150

↓

Mount the CallPilot 100/150 on the wall

↓

Connect the TCM and power cables

↓

Initialize CallPilot 100/150 using CallPilot Manager or a telephone

→ Telephone → Determine the feature codes

↓ Configure the initial parameters

↓ CallPilot Manger

Can you use the default IP address 192.168.110.10

Yes →

No ↓

Change the IP address serial or Ethernet cable → Ethernet →

Serial ↓

Change the IP address using the serial port

Change the IP address using an Ethernet crossover cable

↓

Connect the CallPilot 100/150 to the LAN

↓

Run the Quick Install Wizard

↓

Start CallPilot 100/150 Administration programming. Refer to the CallPilot Manager Set Up and Operation Guide.

Start CallPilot 100/150 Administration programming. Refer to the CallPilot Telephone Administration Guide.

Mounting the CallPilot 100/150 on the wall

1 Attach the wall mount bracket to a secure surface by the two inner holes. Use anchors, as necessary.

2 Slip the slot on the back (near the top) of the CallPilot 100/150 onto the bracket.

3 Secure the CallPilot 100/150 using a screw in the lower screw hole.

> ➡ **Note:** If you are upgrading from a previous voice messaging system (for example, FlashTalk) to CallPilot 100/150, you must remove the existing Feature Codes for the old voice messaging system before you install the CallPilot 100/150. For information about how to remove the existing Feature Codes, refer to **CallPilot 150 Feature Codes are inactive**, in the *CallPilot 100/150 Installation and Maintenance Guide*.

Connecting the CallPilot 100/150

1 Open the CallPilot 100/150 by inserting a flat screwdriver into the slot on the right-hand side of the door and pressing the tab out of the way.

2 Connect a TCM cable to Port A and to Port B.
Table 2 shows the pin out of Port A and Port B.

Table 2   Port A and Port B Pinouts

	CallPilot 100		CallPilot 150	
Pin number	**Port A**	**Port B**	**Port A**	**Port B**
1	no connection	no connection	no connection	no connection
2	no connection	no connection	TCM 3	TCM 4
3	TCM 1	TCM 2	TCM 1	TCM 2
4	TCM 1	TCM 2	TCM 1	TCM 2
5	no connection	no connection	TCM 3	TCM 4
6	no connection	no connection	no connection	no connection

> ➡ **Note:** On the CallPilot 100, only TCM 1 and TCM 2 are available for use.

> ➡ **Note:** It is very important that you ensure that the Feature Cartridge is inserted into the bottom PCMCIA slot before you power up the CallPilot unit.

3 Insert the feature cartridge into the bottom PCMCIA slot of the CallPilot 100/150.

4 Connect the other end of the TCM cables to station ports on your Norstar KSU.

> ➡ **Note:** Do not connect the Ethernet cable for your LAN to the Ethernet port until you initialize the CallPilot 100/150.

5 Connect the power cable to the CallPilot 100/150 and the wall socket.

6 Run all the cables through the cable trough at the top of the CallPilot 100/150.

7 Close the lid.

Initializing the CallPilot 100/150

Initializing the CallPilot 100/150 sets the system parameters to their default settings and sets some global parameters. When the initialization is completed, the CallPilot 100/150 is operational and ready for you to begin administration programming. You can initialize CallPilot 100/150 using CallPilot Manager or a telephone.

Initializing CallPilot 100/150 using CallPilot Manager

Whenever possible, use CallPilot Manager to initialize CallPilot 100/150. CallPilot Manager provides access to administration programming not available from a telephone.

To use CallPilot Manager, you must have a network connection to the CallPilot 100/150 or an Ethernet crossover cable. If you do not have a network connection or an Ethernet crossover cable, you can initialize the CallPilot 100/150 using a two-line display telephone.

To initialize CallPilot 100/150 using CallPilot Manager you need to:

• determine if your computer meets the CallPilot Manager requirements
• connect to the CallPilot 100/150
• run the Quick Install Wizard

Computer requirements for CallPilot Manager

You access CallPilot Manager using a web browser on a computer that is connected to the CallPilot 100/150.

• The computer you use to access CallPilot Manager must be compatible with Microsoft® Windows® and capable of running your web browser.
• To use CallPilot Manager, you must have one of the following browsers:
  — Netscape Communicator[1] 4.5 or later
  — Microsoft Internet Explorer[2] 4.0 or later

→ **Note:** CallPilot Manager does not support Netscape 6.0.

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1 Netscape is a registered trademark and Communicator is a trademark of Netscape Communications Corporation.

2 Microsoft and Windows are registered trademarks and Internet Explorer is a trademark of Microsoft Corporation.

Connecting to the CallPilot 100/150

To connect to the CallPilot 100/150, you need the IP address of the CallPilot 100/150 and a connection to the network that the CallPilot 100/150 is on.

The default IP address for CallPilot 100/150 is 192.168.110.10.

If you can use the default IP address

If the default IP address is compatible with your network, connect the LAN cable to the Ethernet port on the CallPilot 100/150 and proceed to .

If you cannot use the default IP address

If the default IP address is not compatible, you must change the IP address before you connect the CallPilot 100/150 to the network. You can change the IP address using a serial cable or an Ethernet crossover cable (direct PC connection).

> **Note:** If you are unsure if the default IP address is compatible, contact your network administrator.

Changing the IP address using a serial cable

If you are going to change the IP address using a serial cable, you need a:

*   serial cable
*   VT100-compatible terminal or a computer that has a VT100 compatible terminal emulation program such as HyperTerminal

> **Note:** The serial port is intended for temporary connections only. After you have finished changing the IP address, remove the serial cable and close the CallPilot 100/150 door. Failure to remove the serial cable may result in a non-compliant EMC configuration.

Configuring the terminal

The terminal or terminal emulation program you use must be VT100 compatible and must support the ASCII Character set. If the terminal does not support the ASCII Character set, the text displays incorrectly.

You must configure your terminal to the following communications parameters:

*   9600 bits per second
*   8 data bits
*   no parity
*   1 stop bit
*   no flow control

For information about how to set these parameters, refer to the documentation for your terminal or terminal emulation program.

Changing the IP address using the terminal

1   Attach the serial cable to the serial port on the CallPilot 100/150.

2   Attach the other end of the cable to the serial port on the terminal or computer.

3   Ensure that your terminal or computer is powered up.

4   If you are using a computer, start your terminal emulation program.

5   Remove power from the CallPilot 100/150.

> **Note:** Steps 5 and 6 are used to force the CallPilot 100/150 to reboot. You can change the IP address only while the CallPilot 100/150 is booting up.

6   Reconnect power to the CallPilot 100/150.
The prompt `To change any of this, press any key within 5 seconds` appears.

> **Note:** It will take approximately one minute for this prompt to appear.

7   Press the **Enter** key.
The prompt `(M)odify any of this or (C)ontinue?` appears.

> **Note:** If you do not press a key within 5 seconds of this prompt appearing, repeat steps 5 and 6.

8   Press the **M** key and press the **Enter** key.
The prompt `Do you want a LAN interface?` appears.

9   Press the **Y** key and press the **Enter** key.
The prompt `This board's LAN IP Address (0.0.0.0 = RARP)` appears.

10 Type the IP address for the CallPilot 100/150 in a valid dotted format and press the **Enter** key.
The prompt `Subnet mask for LAN (0 for none)` appears.

11 Type the Subnet Mask for the CallPilot 100/150 in a valid dotted format and press the **Enter** key.
The prompt `Should there be a default gateway for packet routing?` appears.

12 If the CallPilot 100/150 needs a next hop router, press the **Y** key and press the **Enter** key.
If the CallPilot 100/150 does not need a next hop router, press the **N** key, press the **Enter** key and go to step 15.
The prompt `IP address of default gateway?` appears.

13 Type the IP address of the next hop router in a valid dotted format and press the **Enter** key.

14 Press the **Enter** key until the following prompt appears:
`(M)odify any of this or (C)ontinue?`

15 Press the **C** key and press the **Enter** key.

16 Connect the LAN cable to the Ethernet port on the CallPilot 100/150.

You can now initialize the CallPilot parameters. For information about how to initialize the CallPilot, refer to "Running the Quick Install Wizard" on page 9.

Changing the IP address using an Ethernet crossover cable

Using an Ethernet crossover cable, you can connect the CallPilot 100/150 to your computer. With this connection, you can use CallPilot Manager to change the CallPilot 100/150 IP address before you connect it to the network.

> ➡ **Note:** If you do not have access to the CallPilot 100/150 through the network, you can use an Ethernet crossover cable to configure all of the CallPilot 100/150 parameters.

To use an Ethernet crossover cable, your computer must be equipped with a 10/100 BaseT Ethernet card and support TCP/IP protocol.

Connecting the Ethernet crossover cable

1 Shut down the computer.

2 Attach one end of the Ethernet crossover cable to the Ethernet port on the CallPilot 100/150.

3 Connect the other end of the cable to the network interface card on your computer.

4 Start the computer.

5 Use the Quick Install Wizard to initialize the CallPilot 100/150.

For information about how to use the Quick Install Wizard, refer to "Running the Quick Install Wizard" on page 9.

Running the Quick Install Wizard

The Quick Install Wizard appears the first time you startup CallPilot Manager. The Quick Install Wizard is a single page that gathers enough information to set up a working system. It then applies the information and restarts the system.

You can reach CallPilot Manager from another computer through a LAN connection, WAN/ Internet connection or an Ethernet crossover cable. All of these methods create an IP connection that allows you to run CallPilot Manager.

Use the following procedure to run the Quick Install Wizard:

1 Launch your browser.

2   In the URL address box, type the CallPilot 100/150 IP address.
For example: **HTTP://192.168.110.10**

> ➡   **Note:** You must include **HTTP://** to access CallPilot Manager.

The Quick Install Wizard screen appears. Depending on your system, this can take several minutes.

3   Configure the Quick Install parameters for a CallPilot 100/150 according to following table.

Table 3   Quick Install Wizard parameters for a CallPilot 100/150

Field name	Description
IP Address	Enter the IP Address or Fully Qualified Domain Name (FQDN) for the CallPilot 100/150. If you do not know the IP Address or FQDN, contact your network administrator.
	This is the IP Address FQDN you will use to access the CallPilot 100/150 using CallPilot Manager.
	Changes to the IP Address take effect when you reboot the CallPilot 100/150.
	If this is a re-install, the IP Address shows the current settings, not the factory default.
	⚠ **Warning:** If you enter an FQDN in the **IP Address** box, you must ensure that the FQDN for the CallPilot 100/150 is in the same subnet as is specified by the Subnet Mask and the Default Gateway IP address. If you enter an FQDN that is not in the same subnet, you may cause the CallPilot 100/150 to continuously reboot. To correct this problem, use the serial interface to change the IP address of the CallPilot 100/150. For more information, refer to "Changing the IP address using a serial cable" on page 7.
Subnet Mask	Enter the Subnet Mask for the CallPilot 100/150. If you do not know the Subnet Mask, contact your network administrator.
	Changes to the Subnet Mask take effect when you reboot the CallPilot 100/150.
	If this is a re-install, the Subnet Mask shows the current settings, not the factory default.
Primary DNS	Enter the IP Address of the Primary DNS server that CallPilot 100/150 uses. If you do not know the IP Address, contact your network administrator.
	The Primary DNS server allows you to use domain names, such as www.nortelnetworks.com, instead of IP addresses when accessing a site.
	Note: If you do not use DNS, leave this box blank. CallPilot applications, such as Digital Networking, can use a DNS server even if you leave this box blank.
Secondary DNS	Enter the IP Address of the Secondary DNS server that CallPilot 100/150 uses. If you do not know the IP Address, contact your network administrator.
	CallPilot 100/150 uses the Secondary DNS server if it cannot contact the Primary DNS server or if the domain name is not listed in the Primary DNS server.
	Note: If you do not use DNS, leave this box blank. CallPilot applications, such as Digital Networking, can use a DNS server even if you leave this box blank.
Default Gateway	Enter the IP Address of the default next-hop router. If you do not know the IP Address, contact your network administrator.
	Note: If you do not require a next-hop router, leave this box blank.
Attendant DN	Enter the extension number of the CallPilot attendant.

Table 3   Quick Install Wizard parameters for a CallPilot 100/150

Field name	Description
Primary UI Style	Select the user interface style assigned to the mailboxes. You can select NVM or CallPilot. If you select NVM, the mailbox user interface operates like Norstar Voice Mail and FlashTalk. Users will hear Norstar Voice Mail voice prompts and see Norstar Voice Mail text prompts. If you select CallPilot, the mailbox user interface operates like Meridian 1 CallPilot. Users will hear CallPilot voice prompts and see text prompts for CallPilot. You can change the UI style of individual mailboxes by assigning a different Class of Service to those mailboxes.
Primary Language	Select the default language that is used for voice prompts, text messages, the Auto-Attendant and Feature 983 administration. You can change the language of individual mailboxes by assigning a different Class of Service to those mailboxes.
Country	Select the country in which the CallPilot 100/150 is installed. The country you select determines several country specific settings such as the telephone number length, mailbox login sequence and Call Progress Tone Detection. You must select the country that the CallPilot 100/150 is in to ensure proper operation. The default is North America.
From Line	Enter the line number of the first line in a range of lines that you want the auto-attendant to answer. The auto-attendant answers this line and all of the lines up to the line number you enter in the To Line box.
To Line	Enter the line number of the last line in a range of lines you want the auto-attendant to answer. The line number you enter in this box must be the same or higher than the line number you enter in the From Line box.
Number of rings	Enter the number of rings that CallPilot waits before answering a line.
Mailbox Keycode	If you have purchased additional mailboxes for CallPilot, enter the keycode you received with your mailbox package. If you have not purchased additional mailboxes, leave these boxes empty. Use these boxes only for the keycode for additional mailboxes. Do not enter the keycode that enables the basic voicemail application.
From Extension	Enter the extension number of the first telephone in a range of telephones you want to create a mailbox for. A mailbox is created for this telephone and for all of the telephones up to the extension number you enter in the To Extension box. The mailboxes are named according the set name of the telephone and assigned Class of Service 1.
To Extension	Enter the extension number of the last telephone in a range of telephones you want to create a mailbox for. The extension number you enter in this box must be the same or higher than the extension number you enter in the From Extension box.

Table 3   Quick Install Wizard parameters for a CallPilot 100/150

Field name	Description
Outdial Method	Select the outdial method you want to assign to the mailboxes created using the From Extension and To Extension boxes. You can choose None, Line, Pool or Route.
	If you select **None**, no outdial method is assigned to the mailboxes.
	If you select **Line**, click the Outdial Method text box and enter the line number of the line you want assign to the mailboxes.
	If you select **Pool**, click the Outdial Method text box and enter the line pool number of the line pool you want to assign to the mailboxes. **Note**: Line pool numbers 0 to 15 correspond to the Line Pools A to O on the KSU programming interface.
	If you select **Route**, click the Outdial Method text box and enter the route number of the route you want to assign to the mailboxes.

4   Click the **Install** button.

You can now start programming the CallPilot parameters. For information about how to program CallPilot, refer to the *CallPilot Manager Set Up and Operation Guide*.

> ➡ **Note:** If you have changed any of the IP addresses or the Subnet Mask, you must reboot the CallPilot 100/150 before you start programming the CallPilot 100/150 parameters.

Initializing CallPilot 100/150 using a telephone

To initialize CallPilot 100/150 you need to:

- determine the CallPilot 100/150 Feature Codes
- configure the CallPilot 100/150 initial parameters

Determining CallPilot 100/150 Feature Codes

Default Feature Codes are assigned to CallPilot 100/150 by the Norstar system. These default codes are listed in Table 4. When these default Feature Codes are used by other Norstar applications, the Norstar system assigns Feature Codes between 900 and 999 to CallPilot 100/150. These codes might not be assigned in sequential order. Record the assigned Feature Codes in Table 4.

Table 4   Assigned Feature Codes

Feature Code name	Default	Number	Used By
Agent Login	✆ 9 0 4	✆ 9 ____ ____	Call Center only
Not Ready	✆ 9 0 8	✆ 9 ____ ____	Call Center only
Display Waiting Calls	✆ 9 0 9	✆ 9 ____ ____	Call Center only
Leave Message	✆ 9 8 0	✆ 9 ____ ____	Call Center and Voicemail
Open Mailbox	✆ 9 8 1	✆ 9 ____ ____	Call Center and Voicemail
Operator/Service Control	✆ 9 8 2	✆ 9 ____ ____	Call Center and Voicemail
System Administration	✆ 9 8 3	✆ 9 ____ ____	Call Center and Voicemail
Call Forward to Voicemail	✆ 9 8 4	✆ 9 ____ ____	Call Center and Voicemail
CallPilot DN	✆ 9 8 5	✆ 9 ____ ____	Call Center and Voicemail
Transfer to Voicemail	✆ 9 8 6	✆ 9 ____ ____	Call Center and Voicemail
Interrupt	✆ 9 8 7	✆ 9 ____ ____	Call Center and Voicemail
Name Dial	✆ 9 8 8	✆ 9 ____ ____	Call Center and Voicemail
Record Call	✆ 9 8 9	✆ 9 ____ ____	Call Center and Voicemail

Follow this procedure to determine CallPilot Feature Codes:

1 Press ✆ 9 ✳ 1 on a two-line display telephone.

2 Record the Feature Code for the first feature used by CallPilot in Table 4.

3 Press NEXT to show the next Feature Code used by CallPilot. Record this code in Table 4.

4 Repeat step 3 until you reach the final Feature Code.

5 Press QUIT to end this session.

Configuring the CallPilot 100/150 initial parameters

To configure the CallPilot 100/150 initial parameters:

1. Press ⌨ 9 8 3 .

   This is the default System Administration feature code. If your system does not use the default feature codes, enter the System Administration feature code you determined earlier.

```
Pswd:
RETRY        OK
```

2. Enter 2 6 6 3 4 4 (CONFIG) and press OK.

```
Bilingual?
YES   NO
```

3. Press Y if you want the display and voice prompts to be available in two languages.
   Press N if you want the display and voice prompts to be available in one language.

   When you choose N (No) for the Bilingual option, step 6 is not required and the system automatically goes to step 7.

```
Primary lang?
ENG    FRE
```

4. Press the button for the language you want as the Primary Language.

```
Group lists? Y
CHNG        NEXT
```

5. Press CHNG to toggle the settings between Y for Yes, or N for No.

6. Press NEXT.
   When you choose N (No) for the enable Group List option, steps 9 and 10 are not required and the system automatically goes to step 11.

```
Leading digit: 9
CHNG        NEXT
```

7. Press CHNG to enter a new Group List leading digit.

   The Group List leading digit can be any number from 0 to 9. Special Mailbox numbers automatically begin with 1, so if you select a Group List leading digit of 1, the Special Mailboxes will begin with 2. The Group List Leading Digit cannot be the same as the first number of any mailbox.

8. Press NEXT.

```
CallPilot UI:Y
CHNG        NEXT
```

9. Press CHNG to toggle the settings between Y for Yes, or N for No.

10. Press NEXT.

```
┌─────────────────────┐
│ Primary UI:NVM      │
│ CHNG          NEXT  │
└─────────────────────┘
```

11. Press CHNG to toggle the setting between NVM and CP.

   If you choose NVM, the mailbox users will see and hear Norstar
   Voice Mail prompts when they use their mailboxes.
   If you choose CP, the mailbox users will see and hear CallPilot
   prompts when they use their mailboxes.

12. Press NEXT.

```
┌─────────────────────┐
│ System config       │
│ RETRY           OK  │
└─────────────────────┘
```

13. Press OK.

```
┌─────────────────────┐
│ Configuring...      │
│                     │
└─────────────────────┘
```

   This message appears on the display.

```
┌─────────────────────┐
│ System ready        │
│                     │
└─────────────────────┘
```

   Initialization takes about three seconds. When complete, the display
   shows: System ready and Exit.

```
┌─────────────────────┐
│ Exit                │
│                     │
└─────────────────────┘
```

   After the initialization programming is completed, the display
   automatically returns to the time and date.

Configuring the CallPilot 100/150

After you have initialized the CallPilot 100/150, you can begin configuring the CallPilot features.
For information about how to configure the CallPilot 100/150, refer to the *CallPilot Manager Set
Up and Operation Guide* or the *CallPilot 100/150 Telephone Administration Guide*.

Additional information

For more information about installing the CallPilot 100/150 (such as troubleshooting) or how to
install two CallPilot 150 units on one KSU, refer to the *CallPilot 100/150 Installation and
Maintenance Guide*.