Nortel Networks

CallPilot Mini 1.6a Service Update

Release Notes

v1.3

Release 16.00.23.22   January 31, 2007

ABSTRACT

This document provides a status update of the CallPilot Mini current S/W release. The release discussed herein is 1.6. The S/W load released is Build 16.00.23.22

The overall purpose of the document is to provide insight into the existing issues, limitations and/or restrictions, which existed at the time of this S/W release. This document is intended for support of this S/W.

(This page is intentionally left blank)

Table of contents

1   Introduction

1.1 Intended Audience

This document contains notes on the software build 1.6a Service Update (16.00.23.22) .. The intent of the document is for support of CallPilot Mini 1.6a software.

1.2 Timeline for Software Upgrade

For upgrade to CallPilot Mini 1.6a s/w, the estimated time is 10 – 15 minutes.
For CallPilot Mini system to boot up, the estimated time is 3 – 5 minutes.
For addition of each mailbox, the estimated time is less than 30 seconds.
For enabling a keycode, the estimated time is less than 30 seconds.

1.3 CallPilot Mini Keycode Upgrade

For CallPilot Mini systems, keycodes can be retrieved from the Nortel Networks Keycode Retrieval website.
The CallPilot Mini Voicemail system is enabled with 20 mailboxes and 20 Unified Messaging seats by default.

1.4 Software Release Information

Software Information	
1.6a S/W release:	16.00.23.22
Boot loader release:	1.5.21
DSP release:	1.50.51.A8
Desktop Client	4.0 (4.04.04.17) See section 5.2 for languages supported

Software Utilities	
BRU tool:	30.00.57
Language Configuration Tool:	31.00.04
CPModemSecure Tool:	30.00.57

Software Packages
English (North American) & French (Canadian)
English (UK) & French (European)
English (Australian) & Cantonese
Spanish (Latin American) & Brazilian Portuguese

CallPilot Mini Documentation
All CallPilot Mini documentation is located on the software and documentation CD shipped with the CallPilot Mini package or on the Nortel Technical Support Portal at http://www.nortelnetworks.com/support.

1.5 General Voicemail Information

Connections to CallPilot Mini CallPilot Manager can be made by specifying the IP address (e.g. http://192.168.110.10)

The system is only capable of supporting two languages. Refer to section 4.3 for the list of supported languages.

Routing codes must be used to dial external extensions with the telset player from desktop or CallPilot Manager.

Code has been added to keep track of the number of open file handles. From the VoiceWizard prompt, type "filehandle" to display the current number of open file handles.

2 Known Issues & Workarounds and CRs Fixed

_____

2.1 Known Issues & Workarounds (Voicemail)

The following are new known issues with the release of 1.6a. All previous known issues are detailed in the CallPilot Mini 1.6 Distributor Technical Reference (DTR) bulletin (DTR-2005-0290-Global Rev1)

[Q01329519] CallPilot Mini and DNS Servers

Problem: When using a FQDN with the CallPilot Mini, it will not work using an Active Directory-integrated DNS server but will work with a Primary/Secondary Standard DNS server. This affects CallPilot Mini release 1.5 and 1.6. This situation can cause a problem with Networking.

Workaround: If using an Active Directory-integrated DNS the client will need to update the HOSTS table located in the Mini in order to setup the translation for any FQDNs, including its own. Otherwise, IP's must be used instead.

For information on steps for updating the HOSTS table, please refer to the CallPilot Mini "CallPilot Message Networking Setup and Operation guide", pages 29 & 30. For assistance with uploading the HOSTS table into the Mini for the client, please contact Nortel Technical Support (NETS).

2.2 CRs Fixed

2.2.1 CRs fixed and incorporated into 1.6a Service Update

CR Id	Priority	Title
Q01116784-01	2	Excessive initial CallPilot boot time
Q01226631	2	ICallPilot Mini calling 911 via thru-dial
Q01408986	3	Support Czech Language.
Q01411905	3	Support Greek Language.
Q01412675	3	Support Thai Language.
Q01413502	3	Support Vietnamese Language.
Q01399175	3	Desktop Messaging Client 4.0 for Mini 1.6a Service Update
Q00681853-03	3	Callers presented with login prompt when entering 88 during name dialing
Q01061820	3	No Help section for Service Directory Number.
Q01082108-03	3	Calls from auto attendant to stn DN's x88x go to voicemail instead
Q01368433	3	CP Manager shows wrong boot loader version in system properties page
Q00839875	4	System Properties don't return to default values after reinstalling
Q01081232	4	RPL, DTT and Site list configurations are not removed after reinstall
Q01232560	4	Permanent fix required for Q00645113 - CallPilot Mini unusable DN's (666x)

2.2.2 Over 50 CRs fixed with the introduction of the 4.0 Desktop Messaging client over release 2.5

Please note that CallPilot Mini does **not** support fax messaging, My CallPilot web interface, Call Sender functionality, Message Forwarding and any feature requiring a CallPilot server.

For details on the most recent functional improvements to the Desktop Messaging client, please refer to the following CallPilot 4.0 user guides located at http://www.nortelnetworks.com/support.

555-7101-422 CallPilot Desktop Messaging User Guide for Microsoft Outlook
555-7101-423 CallPilot Desktop Messaging User Guide for Lotus Notes
555-7101-424 CallPilot Desktop Messaging for GroupWise
555-7101-425 CallPilot Desktop Messaging for Internet Mail Clients

3   Operations, Administration and Maintenance (OAM)

3.1 Software Upgrade Procedures

3.1.1 Bootloader Upgrade

To verify the Bootloader version the CallPilot Mini must be connected via serial cable to a Personal Computer running a terminal emulation package.

CP Mini s/w version	Bootloader shipped with s/w version	Minimum Bootloader version
CP 16.00.23.22	1.5.21 **	1.5.19

** The 1.5.21 version of the bootloader contains a fix to activate the Ethernet LEDs during boot up. It is not necessary to upgrade to the 1.5.21 bootloader unless this fix is required for the aforementioned CallPilot Mini s/w versions.

3.1.2 CallPilot Mini 1.6a Service Update Software Upgrade from ATA Flash Card

Note: When upgrading software within the CallPilot Mini 1.6 stream, it is not necessary to utilize a serial connection. If for any reason it becomes necessary to view the upgrade messaging, use the serial connection setup shown here.

The software upgrade procedures are described in the *CallPilot Mini Installation and Maintenance Guide.*

3.2 Changing Hardware Parameters

It is not normally necessary to modify the hardware parameters via the CallPilot Mini serial port. If it is required to change the hardware parameters via the serial port then please follow the following procedures.

```
CallPilot 150 Boot Loader V1.5.21
(C) 2001 Nortel Networks


-------------------------------------------------------------------------
NETWORK INTERFACE PARAMETERS:
  IP address on LAN is 192.168.110.10
  LAN interface's subnet mask is 0xffffff00
HARDWARE PARAMETERS:
  Serial channels will use a baud rate of 9600
  This board's ethernet address is 0:60:38:BF:0:AA
CALLPILOT BOOTLOADER PARAMETERS:
  Execution Mode: Load CallPilot
  Source File System Parameters:
    Device: ATA Disk
    Source File List Name: filelst.lst
  Destination File System Parameters:
    Device: ATA Disk
    File List Name: filelst.lst
    Format Target Device: Y
    Boot File Name: CallPilot.bin
  After board is reset, start-up code will wait 2 seconds
-------------------------------------------------------------------------
To change any of this, press any key within 2 seconds
```

After power is applied, to enter the change hardware parameters dialog press any key when the prompt "To change any of this, press any key within 2 seconds" is displayed. For each option press Enter to accept the default value; otherwise enter the new value and press Enter.
Press c to continue (boot) when prompted to do so.

4 Utilities

4.1 CP System Backup-Restore Procedure

1. Copy the executable file, CallPilotBRU.exe, from the CP Utilities zip file to a location on your local PC.

2. Select the **Backup/Restore** item under Operations in CallPilot Manager. Close the browser window. The CallPilot system will reboot automatically into safe mode.

3. Create a directory on your PC to hold the files if performing a backup or getting log files.

4. Run the Backup/Restore utility.

5. The CallPilot boots up automatically once Backup/Restore is completed, and returns to its normal state.

For specific instructions, please refer to the *CallPilot Mini Installation and Maintenance Guide.*

4.2 CPModemSecure Tool

To activate the modem, follow the steps described in the CallPilot Modem Access.ppt document.

1. You must configure the modem password and log in to the system administrator's mailbox using the modem password rather than the system administrator's password. Once the modem password has been accepted you will hear "one moment please". "One moment please" is played repeatedly while the system attempts to acquire the resources to enable the modem. If the resources can be acquired you will hear a "5, 4, 3, 2, 1" countdown. This is your cue to transfer the call to your modem.

2. If resources cannot be acquired you will hear "one moment please" repeated 5 times followed by "exiting the system, goodbye".

3. The user must be on an external line for the modem resources to be acquired. If the user is on an internal line the call will be dropped with "exiting the system, goodbye" after the modem password is accepted.

4.3 Language Configuration Tool

Please see the associated document for details: CallPilot Language Configuration Utility.doc in the Language Configuration/ folder in the CP Utilities zip file.

CallPilot Mini 1.6 Supported Voice Prompt Languages:

Note: Bolded languages introduced with 1.6a

Arabic
Cantonese
Czech
Danish
Dutch
English (Australian)
English (Irish)
English (North American)
English (UK)
Finnish
French (Canadian)
French (European)
German
Greek
Italian
Japanese
Mandarin (PRC)
Mandarin (Taiwanese)
Norwegian
Portuguese
Russian
Spanish (European)
Spanish (Latin American)
Swedish
Thai
Vietnamese

5 CallPilot Unified Messaging

5.1 Installing the Desktop Messaging Client

To use Desktop Messaging keycodes must be installed and entered. Presently, there are two streams of the Desktop Messaging client software; the correct one to choose depends upon the language being installed. Please see section 5.2 for the latest Desktop Messaging client software versions and supported languages.

To install the desktop client, the Desktop Client.zip file needs to be downloaded to a local directory.

After the download, extract this file to a temporary local location.

>   Run setup.exe to start the installation process.
>
>   Respond to the dialogue box questions.
>
>   Enter your mailbox #. This mailbox # will also be the extension being called if you are using the telset player.
>
>   Enter the server name.
>
>   Enter the SMTP/VPIM prefix if it exists on your current system.
>
>   The search base should ALWAYS be: ou=users,ou=callpilot

Voicemail by default uses only one VOICE channel for outgoing calls. If you wish to use more than one telset Player session at a time, you must increase the number of outcalling channels. This can be done under Configuration->System Properties->Max outcalling channels. Increase it to approximately 50% of the TOTAL number of voice channels you have. (If the system is 8 ports, set this to 4.)

Refer to the Nortel Networks documentation.
For English, *CallPilot Mini Installation and Maintenance Guide*
For French (Euro), *CallPilot Mini Installation and Maintenance Guide*

All CallPilot Mini documentation is located on the software and documentation CD shipped with the CallPilot Mini package or on the Nortel Technical Support Portal at www.nortelnetworks.com/support.

5.2 Supported Desktop Messaging Client Versions and Language Availability

The following depicts which Desktop Client software is needed depending upon which language is being installed.

Language	Desktop Client 2.01 (2.01.27.14)	Desktop Client 2.5 (2.50.06.17)	Desktop Client 4.0 (4.04.04.17)
English	Not Supported	Supported	Supported
Chinese (Traditional)	Not Supported	Supported	Supported
Chinese (Simplified)	Not Supported	Supported	Supported
Japanese	Not Supported	Supported	Supported
Dutch	Not Supported	Supported	Supported
German	Not Supported	Supported	Supported
French	Not Supported	Supported	Supported
Italian	Not Supported	Supported	Supported
Spanish	Not Supported	Supported	Supported
Danish	Supported	Not Supported	Not Supported
Norwegian	Supported	Not Supported	Not Supported
Swedish	Supported	Not Supported	Not Supported
Brazilian Portuguese	Supported	Not Supported	Not Supported

6 Unified Messaging Compatibility Matrix

The following environments are supported by CallPilot Mini 1.6a.

6.1 Operating Systems

Client Operating Systems:	2.01.27.14	2.50.06.17	4.04.04.17
Windows 95B	✓		
Windows 98 SE	✓	✓	
Windows 2000 Professional	✓	✓	✓
Windows 2000 Server (All Editions)			
Windows XP Professional	✓	✓	✓
Windows 2003 Server (All Editions)			
Win NT 4.0 SP6a	✓	✓	

6.2 Internet Mail Clients

Internet Mail Clients:	2.01.27.14	2.50.06.17	4.04.04.17
Microsoft Outlook Express - 5.x	✓	✓	
Microsoft Outlook Express - 6.x	✓	✓	✓
Microsoft Outlook 98 (Internet Mail Mode)	✓	✓	
Microsoft Outlook 2000 (Internet Mail Mode)	✓	✓	✓
Microsoft Outlook 2002 (XP) (Internet Mail Mode)	✓	✓	✓
Netscape - 6.2x	✓	✓	✓
Netscape - 7.0, 7.1, 7.2		✓	✓
Qualcomm Eudora Pro - 5.x	✓	✓	
Qualcomm Eudora Pro – 6.0, 6.1	✓	✓	✓

6.3 Groupware Email Clients

Groupware Email Clients:	2.01.27.14	2.50.06.17	4.04.04.17
Microsoft Outlook 98 (Corporate Mode)	✓	✓	
Microsoft Outlook 2000	✓	✓	✓
Microsoft Outlook 2002 (XP)	✓	✓	✓
Lotus Notes - 4.6x	✓		
Lotus Notes - 5.0x	✓	✓	
Lotus Notes - 6.0	✓	✓	✓
Lotus Notes – 6.5		✓	✓
Lotus Notes – 7.0			✓
GroupWise - 5.5x	✓		
GroupWise - 6.0x	✓	✓	
GroupWise - 6.5		✓	✓
GroupWise – 7.0			✓

6.4 Citrix Thin Client Servers

Thin Clients	2.01.27.14	2.50.06.17	4.04.04.17
Citrix® Metaframe 1.8 on Windows 2000 Server, Windows 2000 Advanced Server or Windows 2000 Datacenter Server		✓	✓
Citrix® MetaFrame XP (Standard, Enterprise or Advanced Editions) on Windows 2000 and 2003 Servers		✓	✓
Citrix Metaframe Presentation Server 3.0 on Windows 2003 Server (All Editions)			✓