Part No. P0604219 03

CallPilot Mini

Installation and Maintenance Guide

NORTEL

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FCC Regulations

This equipment complies with Federal Communications Commission Rules and Regulations Part 68 when connected to a Meridian 1 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 Meridian 1 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, EN55022, CISPR22 and CSA 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.

CallPilot Mini contains fragile electronic parts. Do not drop or bump it.

Warning:
This is a Class A product. In a domestic environment this product may cause radio interference, in which case the user may be required to take adequate measures.

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。

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Preface

The CallPilot Mini 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.

Before you begin

This guide is intended for install technicians. This guide assumes that you have a working knowledge of the telephone system on which you are installing the CallPilot Mini.

Text conventions

This guide uses the following text conventions:

angle brackets (< >)	Indicate that you choose the text to enter based on the description inside the brackets. Do not type the brackets when entering the command. Example: If the command syntax is **ping** <*ip_address*>, you enter **ping 192.32.10.12**
bold Courier text	Indicates command names and options and text that you need to enter. Example: Use the **dinfo** command. Example: Enter **show ip** {**alerts**|**routes**}.
italic text	Indicates book titles. Example: *CallPilot Manager Set Up and Operation Guide*
`plain Courier text`	Indicates command syntax and system output, for example, prompts and system messages. Example: `Set Trap Monitor Filters`
B U T T 0 N S	Indicates the buttons you press on a telephone. Example: ↻ 9 8 3

Related publications

For more information about programming CallPilot Mini, refer to the following publications:

- *CallPilot Manager Set Up and Operation Guide*
  Provides instructions for setting up the CallPilot Mini using CallPilot Manager.
- *CallPilot Programming Record*
  Provides a record of the settings used for the CallPilot Mini.

How to Get Help

USA and Canada

Authorized Distributors - ITAS Technical Support

Telephone:

1-800-4NORTEL (1-800-466-7835)

If you already have a PIN Code, you can enter Express Routing Code (ERC) 196#.
If you do not yet have a PIN Code, or for general questions and first line support, you can enter ERC 338#.

Website:

http://www.nortelnetworks.com/itas/

Presales Support (CSAN)

Telephone:

1-800-4NORTEL (1-800-466-7835)

Use Express Routing Code (ERC) 1063#

EMEA (Europe, Middle East, Africa)

Technical Support - CTAS

Telephone:

00800 800 89009 or 33 4 9296 1341

Fax:

33 49296 1598

email:

emeahelp@nortelnetworks.com

CALA (Caribbean & Latin America)

Technical Support - CTAS

Telephone:

1-954-858-7777

email:

csrmgmt@nortelnetworks.com

APAC (Asia Pacific)

Technical Support - CTAS

Telephone:

+61 388664627

Fax:

+61 388664644

email:

asia_support@nortelnetworks.com

Chapter 1
How to use this guide

This guide explains:

- what CallPilot Mini is
- how to install CallPilot Mini
- how to initialize CallPilot Mini
- how to troubleshoot CallPilot Mini

How to use this guide

Chapter 1, “How to use this guide explains the contents of this guide and the conventions it uses.

Chapter 2, “System overview provides a functional overview of the CallPilot Mini.

Chapter 3, “Preparing to install the CallPilot Mini describes what is required before you install the CallPilot Mini.

Chapter 4, “Installing CallPilot Mini describes how to install the CallPilot Mini.

Chapter 5, “Initializing the CallPilot Mini describes how to program the initial parameters for the CallPilot Mini.

Chapter 6, “Language Configuration Utility describes how to change the languages available on the CallPilot Mini.

Chapter 7, “Password administration describes how to reset the passwords on CallPilot Mini.

Chapter 8, “Backing up and restoring CallPilot describes how to back up and restore CallPilot information.

Chapter 9, “Upgrading CallPilot Mini describes how to upgrade CallPilot Mini.

Chapter 10, “Troubleshooting describes problems, error messages and corrective actions.

Appendix A, “Modem Access describes how to use a modem to access CallPilot Mini.

How the instructions are presented

The tasks in this book are presented as step-by-step instructions, in the order you must carry them out.

Warning and caution symbols

Sometimes you will see symbols warning you to be careful. These symbols include:

Note: alerts you to steps that are complicated or critical.

Caution: alerts you to situations where you may damage the equipment.

Warning: alerts you to situations where there is the possibility of injuring yourself.

Before you begin any task, read all the steps, including **Notes**, **Cautions**, and **Warnings**.

Chapter 2
System overview

About CallPilot Mini

The CallPilot Mini 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.

CallPilot Mini offers

- connection to a compatible Meridian 1 telephone system
- voicemail with a CallPilot interface
- up to eight voice channels

Features of CallPilot

Feature	CallPilot Mini
Number of voice channels	8
Storage (hours)	59
Additional storage	Yes (to 82 hours)
Maximum number of subscriber mailboxes	200
Basic voicemail	Included
Outbound transfer	Included
Call recording, call interrupt	Not available
Auto-Attendant and Custom Call Routing (CCR)	Included
Networking (digital, AMIS)	Optional
Unified Messaging	Optional

Compatibility

The CallPilot Mini can connect to these Meridian 1 telephone systems:

Table 1 Compatible Meridian 1 systems

Meridian 1 system	Compatible software version
Option 11C	X11 release 22 or higher
Option 11C Mini	X11 release 22 or higher

Hardware overview

The CallPilot Mini is a compact device that you can mount on a desk or on the wall.

Figure 1 points out the various parts of the CallPilot hardware.

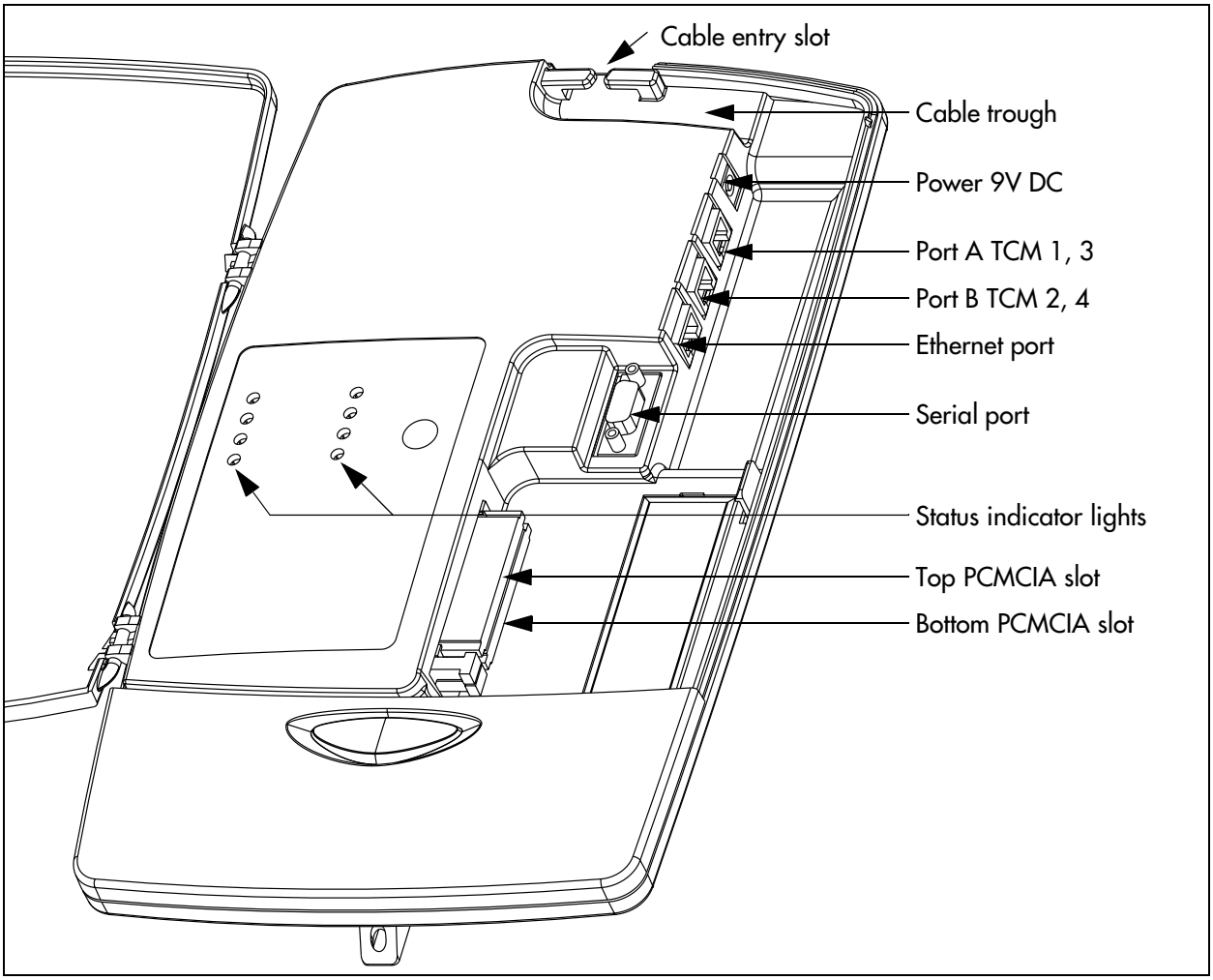
Data connectors

The CallPilot Mini has the following connections:

- one RJ-45 jack for a 10/100 Mbps Ethernet connection to a local network
- one RS-232 port for connecting a terminal which provides alternative access
- two RJ-11 jacks, labeled Port A and Port B, for connections to a Meridian 1 PBX.

  Each RJ-11 jack can support two TCM connections. Each TCM connection can support two voice channels. This gives the CallPilot Mini a total of eight voice channels.

Figure 1 Inside the CallPilot Mini



PCMCIA slots

The CallPilot Mini has two PCMCIA slots.

- The bottom slot is used for the feature cartridge. The feature cartridge is the device that stores the CallPilot software, greetings and voice messages.
- The top slot is used during software upgrades.

For the locations of the PCMCIA slots, refer to Figure 1.

Dimensions

The CallPilot Mini has the following dimensions:

- Height: 33 cm (13 inches)
- Width: 20 cm (8 inches)
- Depth: 4 cm (1.5 inches)

Voice message storage

The voice message storage is the amount of memory that CallPilot Mini has to store greetings and voicemail messages.

The CallPilot Mini provides 59 hours of voice message storage. With the optional message storage upgrade, the CallPilot Mini provides 82 hours of voice message storage.

Power

An external power supply provides 9V DC for the CallPilot Mini. Use only the power supply that is provided with the CallPilot Mini.

Chapter 3
Preparing to install the CallPilot Mini

This chapter explains what you need before you install the CallPilot Mini.

Environment

Make sure the installation area is:

- clean, free of dust, dry and well ventilated
- between 0 and 50 degrees Celsius
- non-condensing relative humidity between 5 percent and 95 percent
- at least 4 m, or 13 ft., from any equipment that could produce electromagnetic, radio frequency and electrostatic interference
- a wall area about 1 m (3 ft.) square
- closer than 15 m, or 50 ft., of cable length from the Meridian 1 PBX
- within 1.5 m, or about 5 ft., of a three-wire grounded electrical outlet
- a minimum of 16 cm, or 6 in., from a corner wall or other component
- a minimum of 46 cm, about 18 in., from the floor, to prevent water damage

Electrical service

Make sure the power is:

- 115/230 VAC nominal; range 100 to 240 V
- 50/60 Hz nominal; range 47 to 63 Hz
- Third-wire ground
- Unswitched

Opening the kit

Open the box and ensure that you have all the pieces, as described below:

- CallPilot Mini
- Power supply and power cord
- Wall Mount Bracket
- Four-wire, two-meter line cord
- Documentation and Client Software CD

Managing the CallPilot system

CallPilot Mini is managed using CallPilot Manager. You require a LAN connection to the CallPilot Mini to use CallPilot Manager.

Using a LAN

CallPilot Mini is managed through a web browser interface called CallPilot Manager.

To use CallPilot Manager, the CallPilot Mini system must have a fixed IP address.

All CallPilot Mini systems are shipped with the default IP address of 192.168.110.10. If this IP address conflicts with your network, you must change the address before connecting the CallPilot Mini to your network. You ca-n change the IP address using a terminal connected to the CallPilot Mini serial port, or through a temporary Ethernet connection using an Ethernet crossover cable to a stand alone computer or laptop.

Detailed instructions for setting the IP address and accessing CallPilot Manager are provided in "Initializing the CallPilot Mini" on page 27.

DNS server

Your LAN does not require a DNS server for CallPilot Mini to operate. However, a DNS server provides an easier interface to accessing the CallPilot Manager URL by providing a language-based name, such as CallPilot01. After this name is added to the DNS server as an alias for the system IP address, users can start CallPilot Manager by entering this name.

Chapter 4
Installing CallPilot Mini

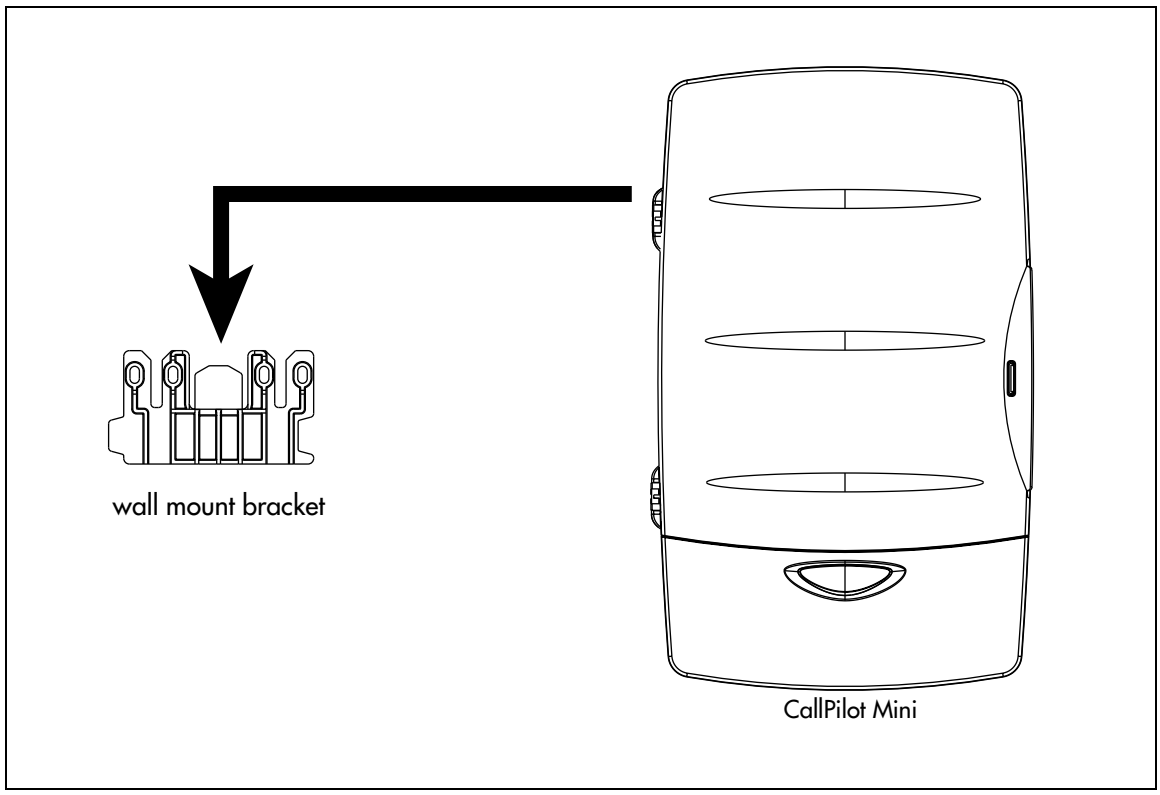
This chapter describes installing the CallPilot Mini on a wall and powering it up.

Wall mounting the CallPilot Mini

Follow this procedure to mount the CallPilot Mini on a 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 Mini onto the bracket.
3. Secure the CallPilot Mini using a screw in the lower screw hole.

Figure 2 Mounting the CallPilot Mini



Connecting the CallPilot Mini

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

Figure 3 shows the inside of the CallPilot housing and points out the cable jacks.

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

Pin number	Port A	Port B
1	no connection	no connection
2	TCM 3	TCM 4
3	TCM 1	TCM 2
4	TCM 1	TCM 2
5	TCM 3	TCM 4
6	no connection	no connection

3 Connect the other end of the TCM cables to station ports on your telephone system.

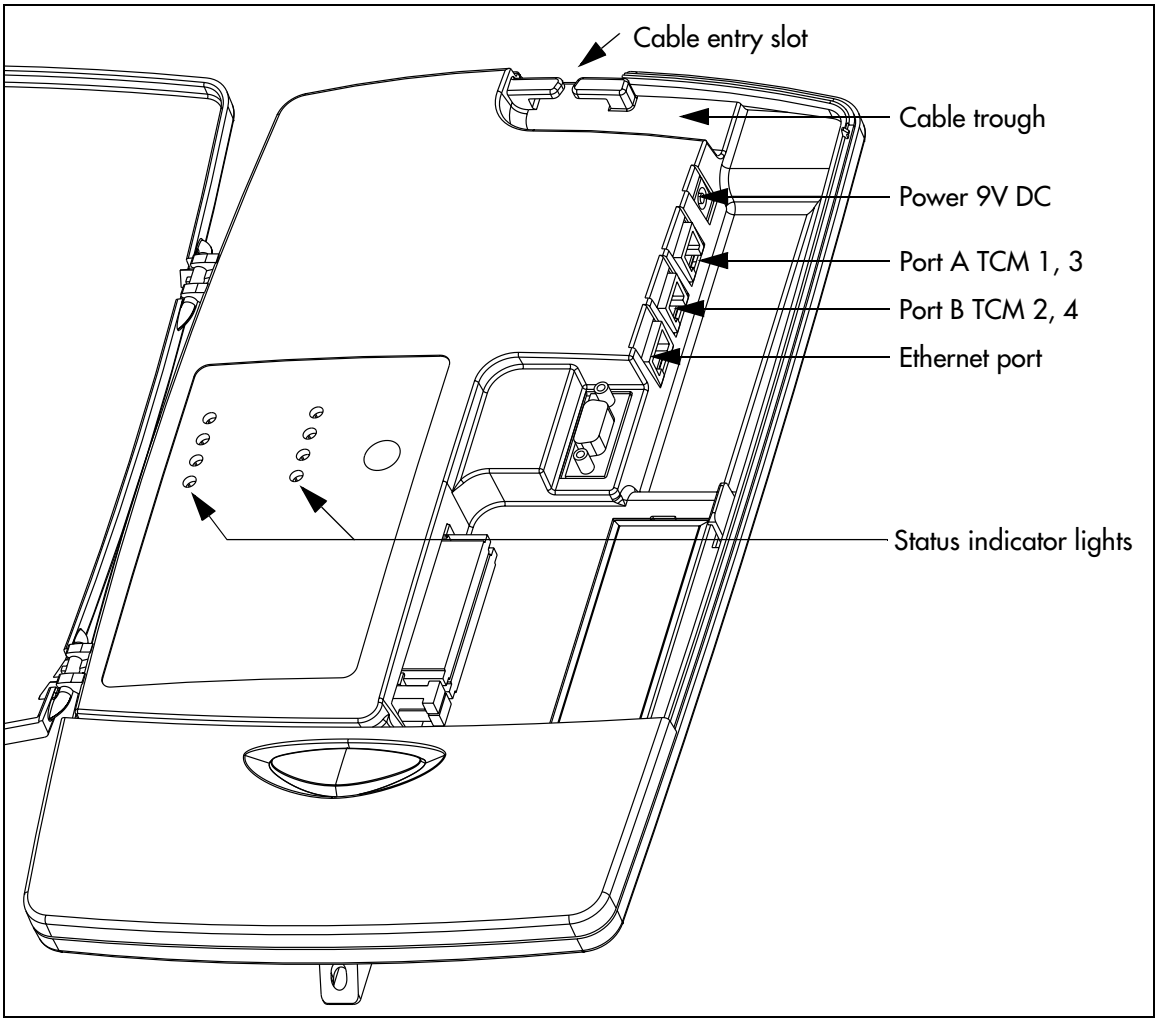
Note: Do not connect the Ethernet cable for your LAN to the Ethernet port until you determine if the CallPilot Mini IP address is compatible with the network. For information about the default CallPilot Mini IP address and how to change the IP address, refer to "Connecting to the CallPilot Mini" on page 37.

4 Connect the power cable to the CallPilot Mini and the wall socket.

5 Run all the cables through the cable trough at the top of the CallPilot Mini.

6 Close the lid.

Figure 3 CallPilot Mini connections



CallPilot Mini LEDs

When the CallPilot Mini starts up, the LEDs change to indicate where the CallPilot Mini is in the start up process. Table 3 shows the order in which the LEDs change and describes what each state indicates.

Table 3 LEDs during startup

LEDs	Description	Indicates
	1, 2, 3 and 4 turn on.	Power is connected to the CallPilot Mini and the RAM test is in progress.
	1, 2, 3 and 4 turn off.	RAM test complete.
	1, 2, 3 and 4 turn on one at a time starting with 1. The LEDs continue to cycle on and off in this order.	The CallPilot Mini is being upgraded. **Note**: This sequence does not appear every time you restart CallPilot Mini.
	1, 2, 3 and 4 turn on in order until all of the LEDs are on. The LEDs then turn off in the same order. The LEDs continue to cycle on and off in this order.	The CallPilot Mini is booting up.
	1, 2, 3 and 4 turn off.	The CallPilot Mini has finished booting up. **Note**: The LEDs then light to indicate TCM connections as described in Table 4.

When the CallPilot Mini is operating, the LEDs indicate the operating status of the CallPilot interfaces. Table 4 describes the purpose of the LEDs.

Table 4 LEDs during operation

LED	Description	LED	Description
4	LED lights when TCM channel 4 is connected to the telephone system.	10/100	LED lights when the Ethernet connection is operating at 100 Mbit/s and blinks with Ethernet activity.
3	LED lights when TCM channel 3 is connected to the telephone system.		LED lights when the CallPilot Mini is operating.
2	LED lights when TCM channel 2 is connected to the telephone system.		LED lights when an Ethernet connection is detected.
1	LED lights when TCM channel 1 is connected to the telephone system.		Not used in this version of CallPilot Mini.

Note: If the LAN interface is disabled when you startup CallPilot Mini, the LED lights immediately, not after the CallPilot Mini is operating.

Chapter 5
Initializing the CallPilot Mini

After you install and power up the CallPilot Mini, you need to initialize it. Initializing the CallPilot Mini sets the system parameters to their default settings and sets some global parameters. When the initialization is completed, the CallPilot Mini is operational and ready for you to begin administration programming. Refer to "Related publications" on page 11 for a list of documents that provide information about administration programming.

You initialize CallPilot Mini using CallPilot Manager.

About CallPilot Manager

CallPilot Manager is an application that you access from a web browser, such as Netscape® Communicator[1] or Microsoft® Internet Explorer[2].

Note: The online Help for CallPilot Manager is best viewed in Internet Explorer. There can be some page format inconsistencies if you use other browsers.

To use CallPilot Manager, you must have a network connection to the CallPilot Mini or an Ethernet crossover cable.

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.

Configuring the Meridian 1 PBX to work with CallPilot Mini

The Meridian 1 PBX uses an ACD Queue to route calls to the CallPilot Mini.

An ACD Queue is a feature that distributes calls to available ACD Agents. For the ACD Queue used with CallPilot Mini, the Directory Number (DN) of the ACD Queue is the Voicemail DN and the CallPilot Mini ports are the ACD Agents. When a user dials theVoicemail DN, the ACD Queue routes the call to the an available CallPilot Mini port.

To add an ACD Queue:

1 Determine the Terminal Numbers (TN) used to connect to the CallPilot Mini.
You can have a maximum of eight TNs used for the CallPilot Mini.

Note: Four of the TNs represent the physical lines that are connected to the CallPilot Mini. The other four TNs are the data channels of the upper TNs (TNs 16-32) that correspond the lower TNs (TNs 0-15) assigned to the CallPilot Mini.

For example, if you assign TN 4 0, TN 4 3, TN 4 5, TN 4 9 to the lines connected to the CallPilot Mini, then you must also assign TN 4 16, TN 4 19, TN 4 21 and TN 4 25 to CallPilot Mini.

2 Create an ACD Queue for the CallPilot Mini.
Alternately, you can use the pre-assigned Meridian Mail ACD Queue. If you to use the Meridian Mail ACD Queue, delete any default ACD Agents assigned to the ACD Queue.
For information about how to create an ACD Queue, refer to "Creating an ACD Queue" on page 29.

3 Assign the Terminal Numbers determined in step 1 as ACD Agents for the CallPilot Mini ACD Queue. Make sure you assign all of the Terminal Numbers that are connected to the CallPilot Mini.
For information about how to assign Agents to the ACD Queue, refer to "Assigning ACD Agents" on page 31.

Configuring the CallPilot Mini for access to the Automated Attendant from an external number

If you are configuring the CallPilot Mini for access to the Automated Attendant from an external location, it is desirable to have the caller hear a Company Greeting before they hear Automated Attendant menu selections. Company Greetings are only played to calls that are classified as external.

To play the Company Greeting to a caller who is accessing the Automated Attendant from a DID Trunk, the ACD Directory Number assigned to CallPilot Mini must be either one of the following:

- The number in the DID Number Range that is to be used for this function.
(For example, the DID Number Range is 2540 to 2549. 2544 is the Main Listed Directory Number for your customer. 2540 - 2543 and 2545 - 2549 are DID numbers to be assigned to stations. Therefore, the ACD DN created for CallPilot Mini should be 2544).

- If a number other than one in the DID Range is selected, then you must set up Incoming DID Digit Conversion to convert the Main Listed Directory Number (e.g. 2544) to the number you have assigned to the CallPilot Mini ACD Queue. (For example, set up Incoming DID Digit Conversion to Convert 2544 to 5666. Allow all other DID numbers to pass as they are dialed.)

To receive the Company Greeting when accessing the Automated Attendant from a CO trunk, you must Auto Terminate the CO Trunk Group. The Auto Terminate DN must be the number you assign to the ACD DN for CallPilot Mini. (For example,ATDN 5666 as per the examples shown in the following procedures.)

Note: Using Meridian 1 Night Service to direct calls to the CallPilot Mini will result in the call being classified as internal, therefore the Company Greeting would not play.

Creating an ACD Queue

All of the steps below are performed on the Meridian 1 PBX using a terminal connection.

1 At the main prompt type, **LD 23**.
The following messages appear:
ACD000
MEM AVAIL: (U/P): 477336 USED: 112487 TOT: 589823
DISK RECS AVAIL: 453
ACD DNS AVAIL: 32744 USED: 23 TOT: 32767

Note: The numbers shown in the above messages are examples only. The numbers that appear on your display may be different.

2 Respond to the prompts according to Table 5.

Note: For any of the prompts not listed in the table below, press the **Enter** key to accept the default value.

Table 5 Creating an ACD Queue, step 1

Prompt	Response	Comment
REQ	NEW	
TYPE	ACD	
CUST	0	
ACDN	5666	Enter the Directory Number for this ACD Queue. In the example shown, 5666 represents the Directory Number of the ACD Queue.
MWC	NO	
MAXP	8	
NCFW	0	

Table 5 Creating an ACD Queue, step 1 (continued)

Prompt	Response	Comment
IVR	YES	
ALOG	YES	

3 Respond to the prompts according to Table 6.

Note: For any of the prompts not listed in the table below, press the **Enter** key to accept the default value.

Table 6 Creating an ACD Queue, step 2

Prompt	Response	Comment
REQ	CHG	
TYPE	ACD	
CUST	0	
ACDN	5666	Enter the Directory Number for this ACD Queue. In the example shown, 5666 represents the Directory Number of the ACD Queue.
MWC	YES	

Note: For more information about how to create and modify ACD Queues, refer to the documentation that came with your Meridian 1 PBX.

Assigning ACD Agents

All of the steps below are performed on the Meridian 1 PBX using a terminal connection.

1 At the main prompt type, **LD 11**.

2 Respond to the prompts according to Table 7.

Note: For any of the prompts not listed in the table below, press the **Enter** key to accept the default value.

Table 7 Assigning ACD Agents

Prompt	Response	Comment
REQ	NEW	
TYPE	2616	
TN	4 0	Type one of theTerminals Numbers (TNs) assigned to CallPilot Mini. The TN shown (4 0) is an example only.
DES	AGENT1	Type a name for this agent. The name shown (AGENT1) is an example only.
CLS	FLXA VCE WTA CNDA DNDD	
KEY 00	ACD 5666 0 5701	Type the ACD Queue number of the ACD Queue assigned to CallPilot Mini. In the example shown, 5666 is the ACD Queue number. Type the Agent Position ID number. You can enter any unique ID number. In the example shown, 5701 is the Agent Position ID number.
KEY 01	SCR 5801	Type the Outbound Dial DN. You can use any unique DN. In the example shown, 5801 is the Outbound Dial DN.
KEY 02	AO3	
KEY 03	TRN	
KEY 04	NRD	
KEY 05	MIK	
KEY 06	MCK	

Note: For more information about how to add agents to an ACD Queue, refer to the documentation that came with your Meridian 1 PBX.

Enabling the Call Forward on Busy message

When a caller dials a CallPilot Mini user that is busy on another call, the caller is forwarded to the user's mailbox. The caller will also hear a message stating that the user is on the phone, if you ensure that the Hunt prompt in LD 95 is set to **B**.

All of the steps below are performed on the Meridian 1 PBX using a terminal connection.

1 At the main prompt type, **LD 95**.

2 Respond to the prompts according to Table 8.

Note: For any of the prompts not listed in the table below, press the **Enter** key to accept the default or current value.

Table 8 Assigning ACD Agents

Prompt	Response	Comment
REQ	NEW	
TYPE	CPND	
HUNT	B	This is the default value for this prompt.

Scheduled Block (SCB)

Do not configure the Scheduled Block feature on the Meridian 1 PBX.

Database requirements for Incoming DID Digit Conversion

The following information replaces the information about the feature Incoming DID Digit Conversion in *NTP Section 553-3001-306 – Software Features Guide*.

Note: The following inputs are samples only; they most likely will differ for your specific configuration.

All of the steps below are performed on the Meridian 1 PBX using a terminal connection.

1 At the main prompt type, **LD 15**.

2 Respond to the prompts according to Table 9.

Table 9 Specify the maximum number of incoming Digit Conversion trees allowed

Prompt	Response	Comment
REQ	CHG	Change
TYPE	CDB FCR_DATA	Customer Data Block New Flexible Code Restrictions Option
CUST	0-99 0-31	Customer number For Option 11C
- NFCR	(NO) YES	(Disable) Enable New Flexible Code Restriction (NFCR)
- MAXT	1-255	Maximum number of NFCR trees
- IDCA	(NO) YES	(Disable) Enable IDC
- DCMX	1-255	Maximum number of IDC tables **Note**: The sum of the values for MAXT and DCMX cannot exceed 255 per customer.

Print Customer Data Block - Overlay 21

REQ prt
TYPE FCR
FCR_DATA
NFCR YES
MAXT 1
OCB1 255
OCB2 255
OCB3 255
IDCA YES
DCMX 1

3 At the main prompt type, **LD 49**.

4 Respond to the prompts according to Table 10.

Table 10 Create IDC tables to convert incoming DID digits by specifying the IDC tree and customer numbers

Prompt	Response	Comment
REQ	NEW	Create tables
TYPE	IDC	IDC tables
CUST	0-99 0-31	Customer number as defined in LD 15 For Option 11C
DCNO	0-254	IDC tree number
IDGT	0-9999 0-9999	DN or range of DNs to be converted Examples: To convert the external DN 3440 to 510, enter: *Prompt* *Response* IDGT 3440 3440 510 To convert the external DNs in the range 3440-3465, enter: *Prompt* *Response* *IDGT* *3440 3465* *3440* *444* *3441* *445* —— —— —— —— —— —— *3465* *469*

Print Incoming DID Digit Conversion Data Block - Overlay 49

REQ prt
TYPE idc
CUST 0
.
DCNO 0
IDGT CDGT
2544 5666

5 At the main prompt type, **LD 16**.

6 Respond to the prompts according to Table 11.

Table 11 Enable digit conversion for required DID trunk routes

Prompt	Response	Comment
REQ	CHG	Change
TYPE	RDB	Route Data Block
CUST	0-99 0-31	Customer number as defined in LD 15 For Option 11C
ROUT	0-511 0-127	Route number For Option 11C
IDC	YES	Use digit conversion for this route
- DCNO	0-254	IDC tree number
- NDNO	0-254	IDC conversion table for Night mode
- DEXT	(NO) YES	(Do not) Allow Digit Display

Print Route Data Block (for DID Route) - Overlay 21

REQ prt
TYPE rdb
CUST 0
ROUT 1

TYPE RDB
CUST 00
DMOD
ROUT 1
DES DMS
TKTP DID
.
.
.
.
IDC YES
DCNO 0
NDNO 0 *
DEXT NO

Initializing CallPilot Mini using CallPilot Manager

To initialize CallPilot Mini using CallPilot Manager you need to:

- determine if your computer meets the CallPilot Manager requirements
- connect to the CallPilot Mini
- 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 Mini.

Computer requirements

The computer you use to access CallPilot Manager must be compatible with Microsoft® Windows® and capable of running your web browser.

Browser requirements

To use CallPilot Manager, you must have one of the following browsers:

- Netscape Communicator 4.5 or later
- Microsoft Internet Explorer 4.0 or later

Note: CallPilot Manager does not support Netscape 6.0.

Connecting to the CallPilot Mini

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

The default IP address for CallPilot Mini is 192.168.110.10.

If the default IP address is compatible with your network, you can connect the LAN cable to the Ethernet port on the CallPilot Mini and proceed to "Running the Quick Install Wizard" on page 41.

If the default IP address is not compatible, you must change the IP address before you connect the CallPilot Mini 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

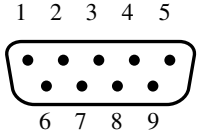
Note: The serial port is intended for temporary connections only. After you have finished changing the IP address, remove the serial cable and close the CallPilot Mini door. Failure to remove the serial cable may result in a non-compliant EMC configuration.

Note: A serial cable is available as a separately available part. For information about obtaining a serial cable, contact your Nortel Networks supplier.

CallPilot Mini serial port

The following table shows the pin out for the CallPilot Mini serial port.

Table 12 CallPilot Miniserial port pinout

	Pin	Signal	Pin	Signal
	1	No connection	6	No connection
	2	Serial data in (RX)	7	No connection
	3	Serial data out (TX)	8	No connection
	4	No connection	9	No connection
	5	Ground		

Note: The location of the transmit (TX) and receive (RX) pins on your terminal can vary. Refer to your terminal or computer documentation to confirm pin locations.

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

To change the IP address:

1. Attach the serial cable to the serial port on the CallPilot Mini. For information about the location of the serial port, refer to Figure 3 on page 25.
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 Mini.

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

6. Reconnect power to the CallPilot Mini.

   The prompt **`To change any of this, press any key within 2 seconds`** appears.

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

7 Press the **Enter** key.

Note: If you do not press a key within 2 seconds of this prompt appearing, repeat steps 5 and 6.

The prompt `(M)odify any of this or (C)ontinue?` appears.

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 Mini 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 Mini 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 Mini needs a next hop router, press the **Y** key and press the **Enter** key.
If the CallPilot Mini 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 Mini.

You can now initialize the CallPilot parameters. For information about how to initialize the CallPilot, refer to "Running the Quick Install Wizard" on page 41.

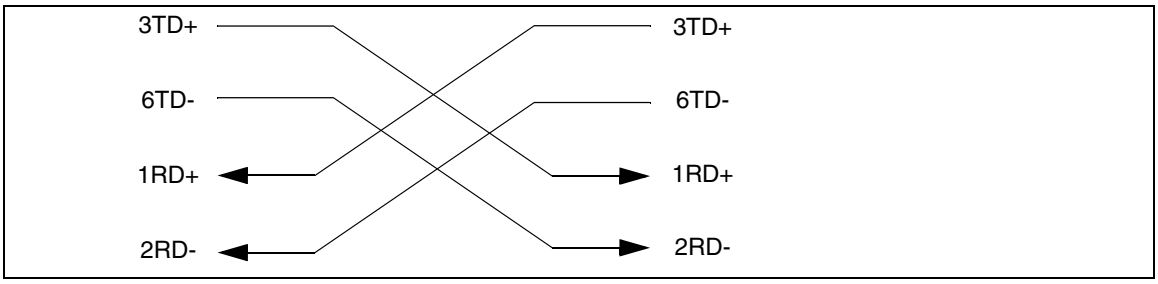
Changing the IP address using an Ethernet crossover cable

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

Note: If you do not have access to the CallPilot Mini through the network, you can use an Ethernet crossover cable to configure all of the CallPilot Mini parameters.

To use an Ethernet crossover cable, your computer must be equipped with a 10/100 BaseT Ethernet card and support TCP/IP protocol. Figure 4 shows the connections required.

Figure 4 Ethernet crossover cable



Note: An Ethernet crossover cable is available as a separately available part. For information about obtaining an Ethernet crossover cable, contact your Nortel Networks supplier.

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 Mini.
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 Mini.

   For information about how to use the Quick Install Wizard, refer to "Running the Quick Install Wizard" on page 41.

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 Mini 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 to appear.

3 Configure the Quick Install parameters for a CallPilot Mini according to Table 13.

Table 13 Quick Install Wizard parameters for a CallPilot Mini

Field name	Description
IP Address	Enter the IP Address or Fully Qualified Domain Name (FQDN) for the CallPilot Mini. If you do not know the IP Address or FQDN, contact your network administrator. This is the IP Address or FQDN you will use to access the CallPilot Mini using CallPilot Manager. Changes to the IP Address take effect when you reboot the CallPilot Mini. 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 Mini 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 Mini to continuously reboot. To correct this problem, use the serial interface to change the IP address of the CallPilot Mini. For more information, refer to "Changing the IP address using a serial cable" on page 37.
Subnet Mask	Enter the Subnet Mask for the CallPilot Mini. If you do not know the Subnet Mask, contact your network administrator. Changes to the Subnet Mask take effect when you reboot the CallPilot Mini. If this is a re-install, the Subnet Mask shows the current settings, not the factory default.

Field name	Description
Primary DNS	Enter the IP Address of the Primary DNS server that CallPilot Mini 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 Mini uses. If you do not know the IP Address, contact your network administrator. CallPilot Mini 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.
Digits per Extension	Select the length of the extension number in digits.
Attendant DN	Enter the directory number of the attendant. You can enter a number from 1 to 7 digits long.
Primary Language	Select the default language that is used for voice prompts, text messages, and the Auto-Attendant. 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 Mini 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 Mini is in to ensure proper operation. The default country is North America.
Companding Type	Select the companding law that is used by your Meridian 1 switch and the public switched telephone network. You can select A-Law or M-Law.
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.

Field name	Description
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.
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 **Route**, a route is assigned as the Outdial Method for the mailboxes.

4 Click the **Install** button.

5 Reboot the CallPilot Mini.

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 Mini before you start programming the CallPilot parameters.

Chapter 6
Language Configuration Utility

The CallPilot Mini has two languages available for text and voice prompts. The Language Configuration Utility allows you to change the two languages that are available.

The computer you use to run the Language Configuration Utility must be compatible with Microsoft® Windows® and have a network connection to the CallPilot Mini.

Changing the languages available

To change the available languages:

1. Load the CallPilot CD in the CD-ROM drive of your computer.
2. Open the CD folder and open the **Optional Software** folder.
3. Open the **Language Utility** folder.
4. Double click the **CallPilotLangConfig.exe** file.
   The CallPilot Language Configuration screen appears.
5. Select the **Server name** option or the **Server IP Address** option.
6. If you selected the **Server name** option, enter the fully qualified domain name for the CallPilot Mini.
   If you selected the **Server IP Address** option, enter the IP address of the CallPilot Mini in standard dotted format.
7. Click the **Next** button.
   The Language Configuration Utility attempts to connect to the CallPilot Mini. If the connection is successful, the Language Selection options appear.
8. Click the **Specify the language to remove** drop list.
   The two languages available on the CallPilot Mini appear.
9. Click the language you want to remove.
10. Click the **Specify the language to install** drop list.
    The languages available to install appear.
11. Click the new language you want to install on the CallPilot Mini.
12. Click the **Browse** button.
    The Save As dialog box appears.
13. Move to the location where the language you want to install is located and click on the language file.
14. Click the **OK** button.
    The Summary information screen appears.

15 Check the information that appears on this screen.
If the information is correct, click the **Finish** button.
If the information is not correct, click the **Back** button and correct the information before proceeding.

A dialog box appears when the language change is completed.

16 Click the **OK** button.

17 If you want to change the second language, repeat steps 4 to 16 for the second language.

18 Reboot the CallPilot Mini by removing the power cable from the CallPilot Mini, waiting 30 seconds and then reconnecting the power cable.

Chapter 7
Password administration

Resetting passwords

This section identifies each type of CallPilot password and how to reset it if the owner forgets it.

Resetting the system administrator password

This is the password the system administrator uses to reach the administrative functions, including resetting other passwords. The default is 0000. The system makes the users reset their passwords the first time they access their mailboxes through the telephone interface.

Use this procedure to reset the system administrator password:

1. Dial in to CallPilot system.
2. Ask the CallPilot Attendant to transfer you, or use the Automated Attendant to transfer yourself, to the General Delivery Mailbox.
3. Log on to the General Delivery Mailbox using the general delivery mailbox number and password.
4. Press 8 0 8.
5. Press 7 3 7 3 8 7 6 7 7 9 3 (R E S E T S M P S W D).

Resetting the Mailbox passwords

The Mailbox password allows users to access their mailbox.

Resetting the password using CallPilot Manager

1. Log on to CallPilot Manager.
2. Click the **Mailbox Administration** heading.
3. Click the **Change/Delete Mailbox** link.
4. Click the **Reset Password** link by the mailbox for which you are resetting the password. A confirmation dialog box appears.
5. Click the **OK** button.

   The password resets to 0000.

Resetting the Modem access password

This password is used to access CallPilot over a dialup connection.

1. Log on to CallPilot Manager.
2. Click the **Configuration** heading.
3. Click the **Access Passwords** link.
4. Enter a new password into the **Modem Access** box.
5. Enter the password again in the **Confirmation** box.
6. Click the **Submit** button.

Note: The Modem access password cannot be the same as the System Administrator password.

Chapter 8
Backing up and restoring CallPilot

Using the CallPilot tools, you can:

- back up CallPilot information
- restore CallPilot information
- retrieve the CallPilot log files

To use these features, you must install the CallPilot Backup and Restore Utility on your computer.

Note: You must have Windows 95 or later installed on your computer to run the CallPilot Backup and Restore Utility.

Installing the CallPilot Backup and Restore Utility

To install the CallPilot Backup and Restore Utility:

1. Load the CallPilot CD in the CD-ROM drive of your computer.
2. Open the CD folder and open the **Optional Software** folder.
3. Open the **BRU Utility** folder.
4. Copy the file **CallPilotBRU.exe** to a folder on your computer.
5. Remove the CallPilot CD from your computer.

Backing up the CallPilot information

Backing up the CallPilot information is a method of protecting your CallPilot programming, voice messages and greetings. When you back up CallPilot, you make a copy the CallPilot information and store it in a directory on your computer. If your CallPilot Mini must be replaced or loses its programming, you can restore this back up information to your CallPilot Mini.

Note: Nortel Networks recommends that you perform a back up after you have completed your initial programming. We also recommend that you back up on a regular basis to save new programming, greetings and voice messages.

You must install the CallPilot Backup and Restore Utility on the computer you are using to back up the CallPilot information.

Before you backup the CallPilot information, make sure you have enough disk space available on the disk you are using to store the backup information. Table 14 shows the maximum amount of disk space required for each backup.

Table 14 Maximum disk space required to backup CallPilot Mini

Type of CallPilot system	Maximum disk space required
CallPilot Mini	85 MB
CallPilot Mini (with optional message storage upgrade)	180 MB

Caution: Do not use CallPilot Manager to perform any administrative tasks while a backup is in progress. If you use CallPilot Manager to make a change during a backup, the CallPilot Mini can become corrupted and inoperable.

To help prevent other people from making changes during a backup, inform anyone with administrative privileges that you are doing a backup and that they should not access CallPilot Manager until the backup is completed.

To back up the CallPilot information:

1. Start your web browser.
2. Log on to CallPilot Manager.
3. Click the **Operations** heading.
4. Click the **Backup/Restore** link.
5. Click the **Proceed** button.

Note: When you click the Proceed button to start a back up, the CallPilot Mini shuts down and drops all of the users accessing CallPilot. This includes users accessing their mailboxes and callers leaving a message.

Make sure that there is no one using the CallPilot Mini before you start the back up.

6. Close your web browser window.

Note: To ensure proper operation, you must close the web browser window .

7. If you have a connection to the CallPilot Modem, make sure you disconnect the modem before starting the CallPilot Backup and Restore Utility.
8. Create a directory on your computer where you want to store the CallPilot information.
9. Start the CallPilot Backup and Restore Utility (CallPilotBRU.exe).
The CallPilot Backup/Restore Utility screen appears.

10 Click the **Backup** option.

11 In the **Local Folder** box, enter the path name of the directory on your computer in which you want to store the CallPilot information.

12 In the **CallPilot Mini hostname or IP addresses** box, enter the host name or IP address of the CallPilot Mini you want to backup.

13 Click the **OK** button.
A confirmation dialog box appears.

14 If the information on the confirmation dialog is correct, click the **Continue** button.
If the information is not correct, click the **Cancel** button and repeat steps 10 to 12.

A dialog box appears when the backup is completed.

15 Click the **Continue** button.

16 Reboot the CallPilot Mini.

Restoring the CallPilot information

If your CallPilot Mini has been replaced or has lost its programming information, you can restore the CallPilot programming, greetings and voice messages from a previous back up.

Note: You must have a back up of the CallPilot information stored on your computer to perform a restore.

You must install the CallPilot Backup and Restore Utility on the computer you are using to restore the CallPilot information.

Caution: Do not use CallPilot Manager to perform any administrative tasks while a restore is in progress. If you use CallPilot Manager to make a change during a restore, the CallPilot Mini can become corrupted and inoperable.

To help prevent other people from making changes during a restore, inform anyone with administrative privileges that you are doing a restore and that they should not access CallPilot Manager until the restore is completed.

Note: Check the Country and Language settings on the CallPilot Mini before starting the Restore. The Country and Language settings must be the same as the backup CallPilot information you are restoring.

If the Country setting is different than the backup, use CallPilot Manager to change the country to match the backup CallPilot information. For information about how to change the Country settings, refer to the *CallPilot Manager Set Up and Operation Guide*.

If the Language settings are different than the backup, use the Language Configuration Utility to change the languages to match the backup CallPilot information. For information about how to use the Language Configuration Utility, refer to "Language Configuration Utility" on page 45.

To restore the CallPilot information:

1. Start your web browser.
2. Log on to CallPilot Manager.
3. Click the **Operations** heading.
4. Click the **Backup/Restore** link.
5. Click the **Proceed** button.

Note: When you click the Proceed button to start a restore, the CallPilot Mini shuts down and drops all of the users accessing CallPilot. This includes users accessing their mailboxes and callers leaving a message.

Make sure that there is no one using the CallPilot Mini before you start the restore.

6. Close your web browser.

Note: To ensure proper operation, you must close the web browser window.

7. If you have a connection to the CallPilot Modem, make sure you disconnect the modem before starting the CallPilot Backup and Restore Utility.
8. Start the CallPilot Backup and Restore Utility (CallPilotBRU.exe).
   The CallPilot Backup/Restore Utility screen appears.
9. Click the **Restore** option.
10. In the **Local Folder** box, enter the path name of the directory on your computer in which the CallPilot backup information is stored.
11. In the **CallPilot Mini hostname or IP addresses** box, enter the host name or IP address of the CallPilot Mini to which you want to restore information.
12. Click the **OK** button.
    A confirmation dialog box appears.

13 If the information on the confirmation dialog is correct, click the **Continue** button.
If the information is not correct, click the **Cancel** button and repeat steps 9 to 11.

A dialog box appears when the restore is completed.

14 Click the **Continue** button.

15 Reboot the CallPilot Mini.

Retrieving the CallPilot log files

The CallPilot log files are a tool used by your Nortel Networks representative to help diagnose a CallPilot problem.

Note: The information in the log files is intended for Nortel Networks service representatives. You will need the assistance of a service representative to interpret the information contained in these files.

You must install the CallPilot Backup and Restore Utility on the computer you are using to retrieve the log files.

To retrieve the CallPilot log files:

1 Create a directory on your computer where you want to store the CallPilot log files.

2 If you have a connection to the CallPilot Modem, make sure you disconnect the modem before starting the CallPilot Backup and Restore Utility.

3 Start the CallPilot Backup and Restore Utility (CallPilotBRU.exe).
The CallPilot Backup/Restore Utility screen appears.

4 Click the **Log Files** option.

5 In the **Local Folder** box, enter the path name of the directory on your computer in which you want to store the CallPilot Log Files.

6 In the **CallPilot Mini hostname or IP addresses** box, enter the host name or IP address of the CallPilot Mini from which you want to retrieve the log files.

7 Click the **OK** button.
A confirmation dialog box appears.

8 If the information on the confirmation dialog is correct, click the **Continue** button.
If the information is not correct, click the **Cancel** button and repeat steps 4 to 7.

A dialog box appears when the Log files have been copied onto your computer. It will take several minutes to copy the CallPilot log files to your computer.

9 Click the **OK** button.

Chapter 9
Upgrading CallPilot Mini

This section describes how to upgrade the CallPilot Mini. You can upgrade:

- the CallPilot software
- the message storage

Upgrading the CallPilot software version

Make sure that there is no one using the CallPilot Mini before you start the upgrade.

1. Nortel Networks recommends that you backup your CallPilot information before you upgrade the CallPilot software. For information about how to backup CallPilot, refer to "Backing up the CallPilot information" on page 49.
2. Put on an anti-static strap and connect it to a grounded metal object.
3. Unplug the power connector from the CallPilot Mini.
4. Insert the upgrade cartridge in the top PCMCIA slot.

   For the location of the PCMCIA slots, refer to Figure 1 on page 18.

   Caution: The upgrade cartridge must be inserted in the top PCMCIA slot. If the upgrade cartridge is inserted in the bottom PCMCIA slot, your current software overwrites the upgrade cartridge and all of your programming is lost. Contact your Nortel Networks Service Representative for assistance.

   Caution: Never install the upgrade cartridge or the feature cartridge in any device other than the CallPilot Mini. These cartridges can be corrupted by inserting them in other devices.

5. Restore power to the unit.

   The CallPilot Mini starts up. During the start up, the LEDs turn on and off in the following sequence:

   - LEDs 1 to 4 light for approximately 20 seconds
   - LEDs 1 to 4 turn off for approximately 25 seconds

6. The CallPilot Mini copies the files from the upgrade cartridge to the feature cartridge. During the upgrade, the LEDs turn on and off in the following sequence:

   - LEDs 1 to 4 cycle on and off, one at a time, for approximately 8 to 10 minutes
   - LEDs 1 to 4 turn off for approximately 40 seconds
   - some or all of the LEDs 1 to 4 may light to indicate TCM connections to the CallPilot on these ports

7. Wait until the LED turns on.

8 Unplug the power connector from the CallPilot Mini.

9 Press the eject button on the top PCMCIA slot to remove the upgrade cartridge.

Note: When removing the upgrade cartridge, be careful not to dislodge the feature cartridge in the bottom slot. If the feature cartridge becomes dislodged, ensure it is fully inserted before you restore power.

10 Restore power to the CallPilot Mini.

The CallPilot Mini will reboot. At this point it begins any necessary conversions.

11 If necessary, you can restore your CallPilot information. For information about how to restore the CallPilot information, refer to "Restoring the CallPilot information" on page 51.

Upgrading the message storage

Message storage is the amount of memory available on your CallPilot system to store greetings and voice mail messages. You can upgrade the message storage on your CallPilot Mini from 59 hours to 82 hours.

To upgrade the message storage, you replace the existing feature cartridge with the expanded memory feature cartridge. Contact your Nortel Networks sales representative for information on how to obtain an expanded memory feature cartridge.

To upgrade the message storage:

1 Backup your CallPilot information. For information about how to backup CallPilot, refer to "Backing up the CallPilot information" on page 49.

2 Put on an anti-static strap and connect it to a grounded metal object.

3 Unplug the power connector from the CallPilot Mini.

4 Press the eject button on the bottom PCMCIA slot to remove the feature cartridge.

5 Insert the new feature cartridge into the bottom PCMCIA slot.

For the location of the PCMCIA slots, refer to Figure 1 on page 18.

6 Connect power to the CallPilot Mini.

The CallPilot Mini will reboot.

Note: A correct reboot of the CallPilot Mini is indicated by the following LED sequence:

- LEDs 1 to 4 light for approximately 20 seconds
- LEDs 1 to 4 turn off for approximately 25 seconds
- LEDs 1 to 4 blink rapidly for approximately 30 seconds
- LEDs 1 to 4 turn off for approximately 50 seconds
- some or all of the LEDs 1 to 4 may light to indicate TCM connections to the CallPilot on these ports
- LED lights to indicate that CallPilot is operating normally

If the CallPilot Mini does not reboot, make sure the feature cartridge is in the bottom PCMCIA slot and is properly seated. If the feature cartridge is not inserted properly, disconnect the power from the CallPilot Mini, insert the feature cartridge in the bottom slot and restore power.

7 Use CallPilot Manager to change the **Country** setting to the country that was selected before the upgrade. For information about how to change the Country settings, refer to the *CallPilot Manager Set Up and Operation Guide*.

8 Use the Language Configuration Utility to change the Languages settings to the languages that were selected before the upgrade. For information about how to use the Language Configuration Utility, refer to "Language Configuration Utility" on page 45.

9 Restore your CallPilot information. For information about how to restore the CallPilot information, refer to "Restoring the CallPilot information" on page 51.

Chapter 10
Troubleshooting

Introduction

Troubleshooting CallPilot Mini problems involves determining the symptoms and diagnosing the cause of the problem.

A problem can be the result of more than one component failure. Diagnosing a CallPilot Mini problem involves isolating the cause, and determining whether the malfunction involves a failed hardware component or the CallPilot Mini software configuration.

Important: After you have determined the cause of the problem, and corrected the problem by replacing a component or changing the software configuration parameters, you must test the CallPilot Mini.

Diagnosing problems

A malfunctioning CallPilot Minican be caused by a faulty component or the CallPilot Mini software configuration. The following sections describe the symptoms that occur when CallPilot Mini malfunctions. The symptoms are described first, followed by the procedures to confirm and correct the problem.

The RS-232 terminal cannot communicate with CallPilot Mini

Communication problems appear as garbled text or a blank screen. You need to determine if the problem is a communication problem, or if CallPilot Mini is not working at all.

1. Ensure the RS-232 terminal communication parameters are set to 9600 baud/ 8 data bits/1 stop bit/no parity/no flow control. For instructions about setting these parameters, refer to the manual supplied with the terminal.
2. Check the RS-232 cable. Ensure it is connected to the serial port on CallPilot Mini and to the serial port on the terminal.
3. Reset the terminal (or terminal emulation software).
4. On the RS-232 cable, use a multi-tester to check the continuity of the pins:
   - pin 2 - pin 2
   - pin 3 - pin 3
   - pin 7 - pin 7

   If any check fails, replace the cable.
5. Use a different terminal.
6. If there is still a problem, reboot the CallPilot Mini system. If there is no improvement call your support line.

CallPilot Mini does not function at all

CallPilot Mini is not functioning when there is no response from the terminal.

1 Check the LEDs.

If LED 1 is blinking quickly, the Bootloader has encountered an error. Check that the Feature Cartridge is installed in the bottom PCMCIA slot.

If LED 1 and LED 2 are blinking quickly, the Power-on Diagnostics have failed. Refer to "The Power-on Diagnostics fail" on page 60.

2 Check to ensure the:

- TCM port is connected to the CallPilot Mini
- Power Indicator light is lit
- power supply cord is plugged into the AC socket
- power supply cord is connected to the CallPilot Mini module
- CallPilot Mini module is getting power from the AC socket

3 Unplug the module and open the front cover. Remove the feature cartridge and then re-insert it. Make sure the feature cartridge is fully inserted in the slot.

4 Close the front cover and plug in the module.

The Power-on Diagnostics fail

When LEDs 1 and 2 blink quickly, it indicates a Power-on Diagnostics fail. For information about other LED error codes, refer to "CallPilot Mini LEDs" on page 26.

One of the following two components could be the cause of the problem: the power supply or the CallPilot Mini. To correct the problem:

1 Measure the power supply voltage. If the voltage is out of specifications, replace the power supply and retest the system.

The power supply provides 9 VDC.

2 If the power supply is within specifications, replace the CallPilot Mini, then reprogram and test the system.

Cannot access CallPilot Manager

If you cannot access CallPilot Manager, do the following:

1 Wait until LED turns on before attempting to access CallPilot Manager. If LED does not turn on, refer to "LED 6 does not turn on after CallPilot Mini has finished starting up" on page 62.

2 Make sure that the IP address, subnet mask and default gateway settings are correct.

3 Make sure another device is not using the CallPilot Mini IP address. To test this, disconnect the CallPilot Mini from the network and use a computer on the network to ping the CallPilot Mini IP address. If another device answers the ping, the CallPilot Mini IP address is being used by another device.

CallPilot Mini fails during a start up

If the CallPilot Mini fails during a start up, do the following:

1 Remove power from the CallPilot Mini.

2 Check that the Software Cartridge is properly seated in the Compact Flash Adapter.

3 Check that the Compact Flash Adapter is properly seated in the CallPilot Mini.

4 Restore power to the CallPilot Mini.

General Delivery Mailbox greeting plays when you dial the Voicemail DN on CallPilot Mini

You must reboot the CallPilot Mini after using the Quick Install Wizard. This ensures the CallPilot Mini is using the correct Voicemail DN.

All of the mailboxes disappear after a software upgrade

If the upgrade cartridge is inserted in the bottom PCMCIA slot, your current software overwrites the upgrade cartridge and all of your programming is lost. Contact your Nortel Networks Service Representative for assistance.

Time on the CallPilot Mini does not match the time on the telephone system

When you change the time on the telephone system, it must be set in the terminal window. Enter the TAS password, or contact ETAS to have it reset. Each time the power is lost from the CallPilot Mini, the time must be reset.

LED error messages

CallPilot Mini uses the LEDs to indicate an error message.

LED 1 is blinking quickly

If LED 1 is blinking quickly, the Bootloader has encountered an error.

1 Make sure the feature cartridge is in the bottom PCMCIA slot and it is seated properly.

LED 1 and LED 2 are blinking quickly

If LED 1 and LED 2 are blinking quickly, the Power-on Diagnostics have failed. Refer to "The Power-on Diagnostics fail" on page 60.

LEDs 1 to 4 turn on at power up but do not briefly turn off during start up

LEDs 1 to 4 turn off briefly during the start up process. If these LEDs do not turn off briefly, the hardware initialization has failed. Refer to "The Power-on Diagnostics fail" on page 60.

One or more of LEDs 1 to 4 do not turn on after CallPilot Mini has finished starting up

LEDs 1 to 4 indicate the lines that are connected to the telephone system. If any of these LEDs are off, the LED number indicates the line number that is not connected to the telephone system. If the lines are supposed to be connected to the telephone system:

1. Check the wiring between the telephone system and the CallPilot Mini.
2. Make sure the wiring between the telephone system and the CallPilot Mini is less than 15 meters (50 feet) long.

LED 6 does not turn on after CallPilot Mini has finished starting up

If LED does not turn on a few minutes after CallPilot Mini has finished starting up, the application has failed to start. Refer to "CallPilot Mini does not function at all" on page 60.

Appendix A
Modem Access

When there is no access to the CallPilot Mini using a LAN connection or the serial port, you can use the modem to access to CallPilot Mini.

Note: Although you can access CallPilot Manager using the modem, Nortel Networks recommends you use a LAN connection or an Ethernet crossover cable to access CallPilot Manager.

Modem access is intended for Nortel Networks support personnel and CallPilot Mini distributors.

Caution: The CallPilot modem uses three voice channels when connected to the support computer. Nortel Networks recommends that you do not use the modem during peak use times.

Do not connect the support computer modem to an internal (extension) line.

Configuring your computer to access the CallPilot modem

To configure your computer to access the CallPilot modem, you must:

- connect a telephone to your computer modem
- create a Dial-Up Networking connection
- install the Nortel Networks Modem Configuration Utility

Connecting a telephone to your computer modem

In order to access the CallPilot modem, you need a telephone connected to your computer modem. You use this telephone to log in to the System Administrator mailbox on the CallPilot system. From this mailbox you can access the CallPilot modem.

Caution: Connect only an analog telephone to your computer modem. Do not connect a Meridian digital telephone to your computer modem.

If your computer has a modem with two telephone cable connectors, connect the telephone to the jack designated for a telephone. If you are unsure which connector is for a telephone, refer to the documentation that came with your modem.

If your computer has a modem with one telephone cable connector, you need to use a telephone line splitter. To connect the line splitter:

1. Disconnect the telephone line for the modem from the wall outlet.
2. Insert the line splitter into the wall outlet.
3. Connect the telephone line for the modem to one of the connectors on the line splitter.
4. Connect the telephone line for the telephone to the other connector on the line splitter.

Creating a Dial-Up Networking connection

You require a Dial-Up Networking connection to access the CallPilot modem. This connection must be configured for Operator assisted or manual dialing.

Note: If Dial-Up Networking is not installed on your computer, you must install it before you can proceed. Refer to the documentation that came with your Windows operating system for instruction on how to install Dial-Up Networking.

Creating a Dial-Up Networking connection on Windows 95 or Windows 98

1. Click the **Start** button and then click **Programs**.
2. Click **Accessories** and then click **Communications**.
3. Click **Dial-Up Networking**.
   The Dial-Up Networking window appears.
4. Double click the **Make New Connection** icon.
5. In the **Type a name for the computer you are dialing** box, enter a name for the CallPilot connection.
6. From the **Select a modem** drop list, click the modem you are going to use for this connection.
7. Click the **Configure** button.
8. Click the **Options** tab.
9. Select the **Operator assisted or manual dialing** option and then click the **OK** button.
10. Click the **Next** button.
11. Enter the telephone number and area code of the CallPilot system.
12. Click the **Finish** button.

Configuring the Dial-Up Networking TCP/IP parameters on Windows 95 or Windows 98

1. Right click the Dial-Up Networking connection you created for the CallPilot system and then click **Properties**.
2. Click the **Server Type** tab.

3 In the **Advanced options** box, select the **Log on to network** option:

4 In the **Advanced options** box, clear the following options:
Enable software compression
Require encrypted password
Require data encryption
Record a log file for this connection

5 In the **Allowed network protocols** box, select the **TCP/IP** option.

6 In the **Allowed network protocols** box, clear the following options:
NetBEUI
IPX/SPC Compatible

7 Click the **TCP/IP Settings** button.

8 Select the **Specify an IP address** option.

9 In the **IP address** box, enter the IP address of CallPilot system, but change the last set of digits to a different number.
For example, if the CallPilot IP address is *192.168.0.1*, enter *192.168.0.10*.

Note: The IP address you enter here is used to identify your computer during the modem connection. It does not affect the LAN configuration of your computer.

10 Clear the following options:
Use IP header compression
Use default gateway on remote network

11 Click the **OK** button.

12 Click the **OK** button.

Creating a Dial-Up Networking connection on Windows NT 4.0

1 Click the **Start** button and then click **Programs**.

2 Click **Accessories** and then click **Dial-Up Networking**.
The Dial-Up Networking dialog box appears.

3 Click the **More** button and then click **Operator assisted or manual dialing**.

4 Click the **New** button.

5 Enter a name for the CallPilot connection.

6 Select the **I know all about dial up connections and would prefer to edit the properties directly** option.
The **Edit Phonebook Entry** dialog box appears.

7 Refer to "Configuring the Dial-Up Networking TCP/IP parameters on Windows NT 4.0" for information about this dialog box.

Configuring the Dial-Up Networking TCP/IP parameters on Windows NT 4.0

1 Click the **Configure** button.

2 Click the **Initial speed** drop list and then click **115200**.

3 Select the **Enable hardware flow control** option.

4 Clear the following options:
Enable modem error control
Enable modem compression

5 Click the **OK** button.

6 Click the **Server** tab.

7 Click the **Dial-Up server type** drop list, and then click the **PPP:Internet, Windows 95/98/NT4** option.

8 Select the following options:
TCP/IP
Enable software compression
Enable PPP LPC extensions

9 Click the **TCP/IP Settings** button.

10 Select the **Use the following IP address** option.

11 Enter the IP address of CallPilot system, but change the last set of digits to a different number. For example, if the CallPilot IP address is *192.168.0.1*, enter *192.168.0.10*.

Note: The IP address you enter here is used to identify your computer during the modem connection. It does not affect the LAN configuration of your computer.

12 Clear the following options:
Use IP header compression
Use default gateway on remote network

13 Click the **OK** button.

14 Click the **Security** tab.

15 Select the **Accept any authentication including clear text** option.

16 Click the **OK** button.

If you want to access the Dial-Up Networking TCP/IP parameters to check or edit the settings, use the following procedure:

1 Click the **Start** button and then click **Programs**.

2 Click **Accessories** and then click **Dial-Up Networking**.
The Dial-Up Networking dialog box appears.

3 Click the **More** button and then click **Edit Entry and modem properties**.

Creating a Dial-Up Networking connection on Windows 2000 or Windows XP

1. Click the **Start** button and then click **Programs**.
2. Click **Accessories** and then click **Communications**.
3. Click **Network and Dial-Up Connections**.
   The Network and Dial-Up Connections dialog box appears.
4. Double click the **Make new Connection** icon.
   The Network Connection Wizard appears.
5. Click the **Next** button.
6. Select the **Dial-up to private network** option.
7. Click the **Next** button.
8. In the **Phone number** box, enter a telephone number.
   It does not matter what telephone number you enter in this box because the number is not used for the connection to the CallPilot system.
9. Click the **Next** button.
10. Ensure the **For All users** option is selected.
11. Click the **Next** button.
12. Enter a name for this connection.
13. Click the **Finish** button.

Configuring the Dial-Up Networking TCP/IP parameters on Windows 2000 or Windows XP

1. The new connection you just created should now be displayed. If it is not displayed, right click on the Dial-Up Networking connection you created for CallPilot and then click **Properties**.
2. Click the **Configure** button.
3. Clear the following options:
   Enable hardware flow control
   Enable modem error control
   Enable modem compression
   Show Terminal window
4. Make sure the **Enable modem speaker** option is selected so that you can hear the modem negotiation.
5. Click the **OK** button.
6. Click the **Security** tab.
7. Select the **Advanced (custom settings)** option.
8. Click the **Settings** button.
9. Ensure that Data encryption is set to **Optional encryption (connect even if no encryption)**.
10. Select the **Allow these protocols** option.

11 Select the **Unencrypted password (PAP)** option and clear the other options.

12 Click the **OK** button.
A warning message appears.

13 Click the **Yes** button.

14 Click the **Networking** tab.

15 In the **Type of dial-up server I am calling** drop list, click **PPP:Windows 95/98/NT4/2000, Internet**.

16 Click the **Settings** button.

17 Ensure the following options are selected:
Enable LCP extensions
Enable software compression
Negotiate multi-link for single link connections

18 Click the **OK** button.

19 Select the **Internet Protocol (TCP/IP)** option.

20 Click the **Internet Protocol (TCP/IP)** heading and then click the **Properties** button.

21 Select the **Use the following IP address** option.

22 Enter an IP address that is on the same network segment as the CallPilot system.
For example, if the CallPilot IP address is *192.168.0.1*, enter *192.168.0.2*.

Note: The IP address you enter here is used to identify your computer during the modem connection. It does not affect the LAN configuration of your computer.

23 Click the **OK** button to close the Internet Protocol (TCP/IP) properties.

24 Click the **OK** button to close the Dialup properties.

Installing the Nortel Networks Modem Configuration Utility

Your modem requires a special configuration to access the CallPilot modem. The Modem Configuration Utility allows you to easily switch between the configuration for the CallPilot modem and the configuration for normal modem use. Each time that you run this application you will need to reboot your PC for the changes to take effect.

To install the Nortel Networks Modem Configuration Utility:

1 Load the CallPilot CD in the CD-ROM drive of your computer.

2 Open the CD folder and open the **Optional Software** folder.

3 Open the **Modem Configuration Utility** folder.

4 Copy the file **CPsecureModem.exe** to a folder on your computer.

5 Remove the CallPilot CD from your computer.

Enabling the CallPilot modem

You must enable the CallPilot modem before you access the system using the modem.

Enabling Modem access using CallPilot Manager

1. Log on to CallPilot Manager.
2. Click the **Configuration** heading.
3. Click the **Access Passwords** link.
4. Enter a password in the **Modem Access** box.
5. Enter the password again in the **Confirmation** box.
6. Click the **Submit** button.

Note: To disable Modem access, clear the **Modem Access** and **Confirmation** boxes and then click the **Submit** button.

Connecting to the CallPilot system

To connect to the CallPilot system you must:

- configure your modem to access the CallPilot modem
- connect to the CallPilot modem

Configuring your modem to access the CallPilot modem

The CallPilot modem requires a special configuration for access. This requirement helps prevent unauthorized access to the CallPilot system.

To configure your modem:

1. Open the folder that contains the Nortel Networks Modem Configuration Utility. (CPsecureModem.exe).
2. Double click **CPsecureModem.exe**.
   The Modem Configuration Utility opens. The current setting of the Modem appears at the bottom of the dialog window.
3. Select the **Configure Modem for Secure Access** option.
4. Click the **OK** button.
5. In you are using Windows NT 4.0, Windows 2000 or Windows XP, restart your computer.

After your computer finishes restarting, the modem is ready to connect to the CallPilot modem.

Note: You need to set the modem back to normal mode if you want to connect to a system other then the CallPilot. For information about how to set the modem back to normal mode, refer to "Configuring your modem for normal modem connections" on page 72.

Connecting to the CallPilot modem

To connect to the CallPilot system:

1. Use the **Start** menu to open the Dial-Up Networking window.
2. From the **Advanced** menu, select **Operator-Assisted Dialing**.
   If a check mark appears beside Operator-Assisted Dialing, this option is already selected.
3. Double click the Dial-Up Networking connection you created for the CallPilot system.
4. Set the User Name to **CallPilot**.
5. Set the Password to **administrator**.
6. If there is a Domain box, set the Domain to the IP address you entered for the Dial-Up Networking TCP/IP parameters of this connection. For example, enter 192.168.0.2.
7. Click the **Dial** button.
   The Operator-Assisted or Manual Dial dialog box appears.
8. Use the telephone connected to your computer modem to dial the CallPilot system you want to access. You must be answered by the CallPilot voicemail.
9. When voicemail answers, log into the administrators mailbox using the Modem Access password. To do this, press [*] [*], the System Administrator mailbox number, the Modem Access password and then [#].
   For example, [*] [*] [1] [0] [0] [2] [1] [1] [1] [1] [#].

   Note: If you are in Europe or Australia, press [8] [8], the System Administrator mailbox number the Modem Access password and then [#].
   For example, [8] [8] [1] [0] [0] [2] [1] [1] [1] [1] [#].

10. If there are enough CallPilot resources to make a modem connection, the system starts counting down from 5.

11 When the system reaches 1, click the **Connect** button and hang up the telephone. A message appears when the connection is established.

Tip

If the prompt **One moment please** plays, the system currently does not have sufficient resources to access the modem. Wait until the count down reaches 1 before you click the Connect button.

If the prompt **One moment please** plays several times and then the prompt **Exiting the system, goodbye** plays, try calling again.

Your computer is now connected to the CallPilot system and you can access the web interface.

Accessing the CallPilot system using the CallPilot console

1 Click the **Start** button and then click **Run**.

2 Enter **Telnet 192.168.0.2** and click **OK**.

Note: The IP address above is an example only. The IP address you enter is the IP address of the CallPilot system plus one.

In the example above, the IP address shown is the default CallPilot IP address (192.168.0.1) plus one (192.168.0.2).

3 Log on to the CallPilot console.

When you are finished with the CallPilot system, end your connection to the CallPilot modem.

Note: After you are finished accessing the CallPilot system, you must reconfigure your modem if you want to use it for normal modem connections.

Accessing the CallPilot system using CallPilot Manager

1 Start your web browser.

2 In the URL field, enter **http://<CallPilot IP Address>**.

3 Log on to CallPilot Manager.

When you are finished with the CallPilot system, end your connection to the CallPilot modem.

Note: After you are finished accessing the CallPilot system, you must reconfigure your modem if you want to use it for normal modem connections. This requires a reboot of your PC.

Configuring your modem for normal modem connections

To configure your modem for normal connections:

1 Open the folder that contains the Nortel Networks Modem Configuration Utility (CPsecureModem.exe).

2 Double click **CPsecureModem.exe**.
The Modem Configuration Utility opens.

3 Select the **Configure Modem for Normal Operation** option.

4 Click the **OK** button.

5 If you are using Windows NT 4.0, Windows 2000 or Windows XP, restart your computer.

After your computer finishes restarting, the modem is ready for normal modem connections.

Glossary

Administration

The tasks involved in maintaining Mailboxes, Greetings and System configuration.

Alarms

Messages sent by CallPilot indicating that something requires the system administrator's attention.

Alternate language

The second language CallPilot can be programmed to operate in.

Baud rate

A unit of measurement of data processing speed. It is approximately equivalent to Bits Per Second (BPS). Typical baud rates are 300, 1200, 2400, 4800, and 9600.

Bit

An abbreviation for binary digit. A bit is the smallest unit of information recognized by the computer. A bit has one of two values (0 or 1) to indicate off or on.

Byte

The amount of space required to store a single character. One byte equals eight bits.

CCR (Custom Call Routing)

Call Paths that let callers select options to direct their calls along paths you create.

Central office line

The telephone lines that connect the Meridian 1 PBX to the Public Switched Telephone Network (PSTN).

CLID

Caller Line Identification.

Company Directory

An internal list containing the names of users with initialized mailboxes designated to appear in the directory.

Configuration

The tasks involved in setting up the different parameters of CallPilot. For example, configuring the telephone lines answered by CallPilot. See also **Administration**.

Cursor

A marker on the monitor screen that indicates where the next input from the keyboard or mouse will appear.

Default

The parameters that are preset within CallPilot.

Disconnect supervision

A feature on central office lines that notifies the Meridian 1 PBX when the party on the other end of the line hangs up.

Display

A one or two-line screen on a Nortel Networks telephone that shows CallPilot commands and options.

DN

Directory Number.

DTMF

Dual Tone Multi Frequency. The sounds the telephone keys make to identify themselves.

Ethernet

A widely used Local Area Network (LAN) protocol that uses coaxial cable or twisted pair wiring for connecting computers.

Feature cartridge

A device inserted into the CallPilot Mini that contains the initial software load or an upgrade.

Feature Code

A unique three-digit code that is used to access CallPilotfeatures and options from a telephone.

Flash Memory

Memory that stores data even when CallPilot Mini is restarted or disconnected from the power supply. Flash memory contains instructions that CallPilot Mini needs to operate. The instructions stored in flash memory cannot be changed and are used by the CallPilot Mini each time it is turned on or restarted.

General Delivery Mailbox

One of the two Special Mailboxes. This mailbox collects messages for individuals in a company who have not been assigned a Personal Mailbox.

Group list

A collection of mailbox numbers that are assigned a special “Group” number by CallPilot. When a message is sent to a Group List, all the mailboxes in the list receive the message.

Hardware

The physical components of a CallPilot Mini.

Hz (hertz)

A unit of measure for indicating frequency in cycles per second.

Initialization

The steps required to prepare hardware or software for operation.

Install

To set up for operation. Hardware is installed by attaching it to the appropriate connectors or sockets.

Keycode

A keycode is a code that allows you to add features to a CallPilot Mini. For example, the Mailbox Keycode allows you to add more mailboxes to the CallPilot Mini.

A keycode consists of 3 eight digit numbers. It is also know as a software authorization code.

Local Area Network (LAN)

A group of computers physically connected in a manner that lets them communicate and interact with each other.

Mailbox

A storage place for messages on CallPilot.

Mbyte

The abbreviation for megabyte. A megabyte is equal to 1,048,576 bytes. Megabyte is also abbreviated as MB.

Meridian 1

A telephone system to which the CallPilot Mini connects.

Modem

A communications device that allows data to be exchanged between computers over telephone lines. The exchange is done by electronic processes called modulation and demodulation. The modem changes (modulates) the data into tones to send to another modem and also converts (demodulates) tones when receiving from another modem.

Option

A CallPilot choice that is given to a user through voice or display prompts.

PBX

Private Branch Exchange, a Meridian 1 business telephone system.

PCMCIA

Personal Computer Memory Card International Association.
A PCMCIA card stores the CallPilot software.

Password

A four to eight digit number that is entered using the dialpad. A password is used to open mailboxes or perform configuration tasks.

Port

A connector on the CallPilot Mini that allows data exchange with other devices, such as an RS-232 terminal.

A port is also a connection to the Meridian 1 PBX. See *TCM port*.

Power cable

A cable that connects the CallPilot Mini to a power source.

RAM (Random Access Memory)

Computer memory that stores data temporarily. RAM stores the data used by the microprocessor as it executes instructions. The contents of RAM are erased each time the CallPilot Mini is turned off or restarted.

RS-232 terminal

A device with a display, such as a computer or a laptop, that you can connect to the serial port of the CallPilot Mini.

Serial cable

A cable that transfers data one bit at a time. This cable connects the CallPilot Mini to an RS232 terminal.

Serial port

A port that sends and receives data one bit at a time. This port is used to connect the CallPilot Mini to an RS-232 terminal.

System administrator

The person who is responsible for setting up and configuring CallPilot.

TCM port

Time Compression Multiplexing port. This is the type of port that you use to connect the CallPilot Mini to the Meridian 1 PBX.

Tone dial telephone

A push button telephone that emits DTMF tones.

Transmission Control Protocol/Internet Protocol (TCP/IP)

A language governing communication among all computers on the Internet.

Voice channel

A communication path that CallPilot uses to send voice messages to and from the Meridian 1 PBX. There are two voice channels on each TCM port.

Voice prompts

The prerecorded voice instructions that play when accessing the different CallPilot features and options. Voice prompts also enable a caller to proceed along the call path of a CCR Tree.

Wide Area Network (WAN)

A collection of computers connected or networked to each other over long distances, typically using common carrier facilities.

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