NORTEL NETWORKS

CallPilot Mini Quick Start Guide

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Regulatory information for CallPilot Mini

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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.

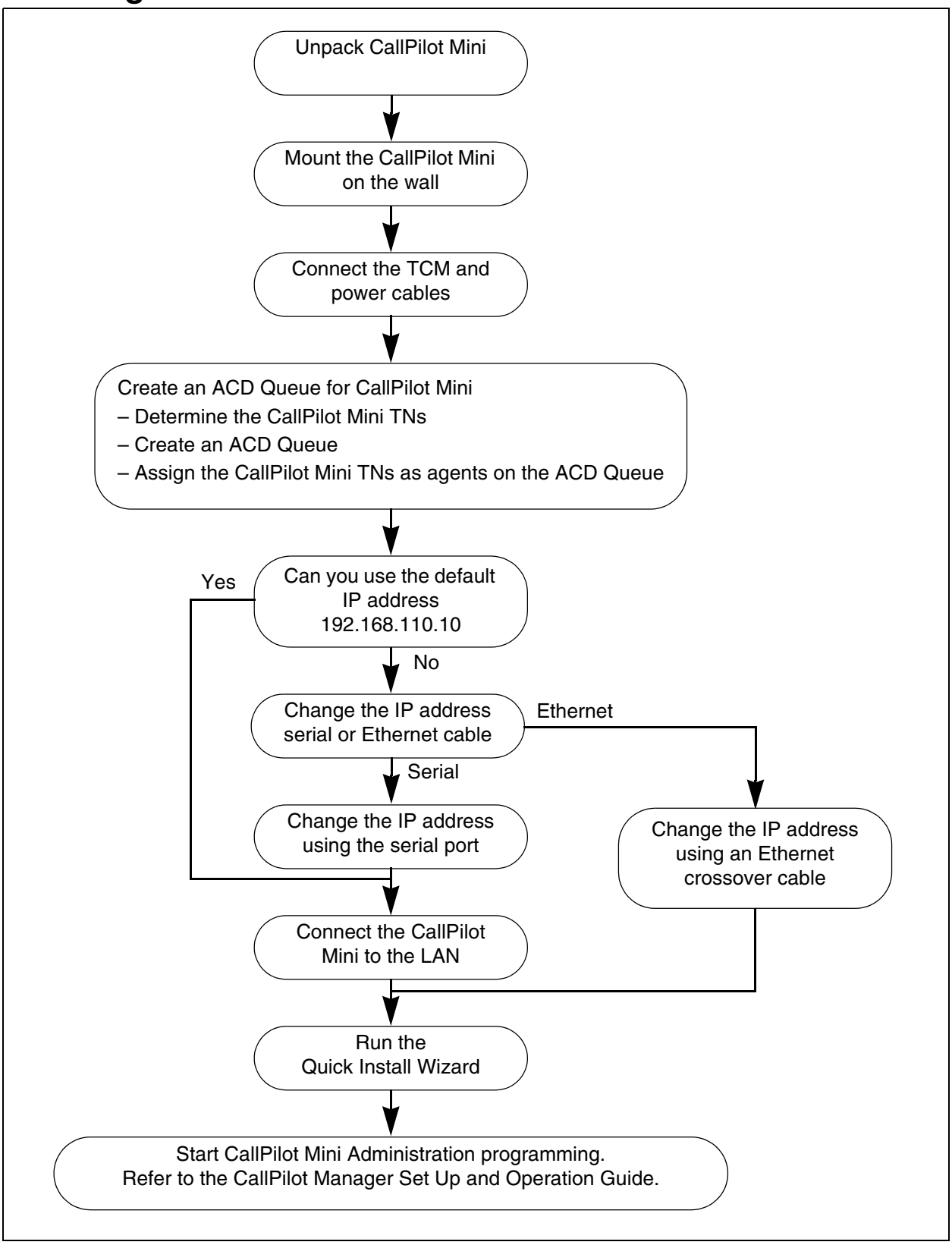
CallPilot Mini contains fragile electronic parts. Do not drop or bump it.

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。

Installing the CallPilot Mini



Mounting the CallPilot Mini on the wall

1. Attach the wall mount bracket to a secure surface by the two inner holes. Use anchors, as necessary.
2. Slip the slot on the back (near the top) of the CallPilot Mini onto the bracket.
3. Secure the CallPilot Mini using a screw in the lower screw hole.

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.
2. Connect a TCM cable to Port A and to Port B.
   Table 1 shows the pin out of Port A and Port B.

Table 1 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 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 9.

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.

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 the Voicemail 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 5.

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 7.

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 2.

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

Table 2 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	
IVR	YES	
ALOG	YES	

3 Respond to the prompts according to Table 3.

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

Table 3 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 4.

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

Table 4 Assigning ACD Agents

Prompt	Response	Comment
REQ	NEW	
TYPE	2616	
TN	4 0	Type one of the Terminals 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 4.

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

Table 5 Assigning ACD Agents

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

Initializing the CallPilot Mini

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.

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

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.

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

Note: CallPilot Manager does not support Netscape 6.0.

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 you can use the default IP address

If the default IP address is compatible with your network, connect the LAN cable to the Ethernet port on the CallPilot Mini and proceed to "Running the Quick Install Wizard" on page 12.

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

If you cannot use the default IP address

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

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.

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.

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

Configuring the terminal

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

You must configure your terminal to the following communications parameters:

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

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

Changing the IP address using the terminal

1. Attach the serial cable to the serial port on the CallPilot Mini.
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 5 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 5 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 12.

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.

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 12.

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 following table.

Table 6 Quick Install Wizard parameters for a CallPilot Mini

Field name	Description
IP Address	Enter the IP Address for the CallPilot Mini. If you do not know the IP Address, contact your network administrator. This is the IP Address 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 10.
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.
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.

Table 6 Quick Install Wizard parameters for a CallPilot Mini

Field name	Description
Mailbox Keycode	If you have purchased additional mailboxes for CallPilot, enter the keycode you received with your mailbox package. If you have not purchased additional mailboxes, leave these boxes empty. Use these boxes only for the keycode for additional mailboxes. Do not enter the keycode that enables the basic voicemail application.
From Extension	Enter the extension number of the first telephone in a range of telephones you want to create a mailbox for. A mailbox is created for this telephone and for all of the telephones up to the extension number you enter in the To Extension box. The mailboxes are named according the set name of the telephone and assigned Class of Service 1.
To Extension	Enter the extension number of the last telephone in a range of telephones you want to create a mailbox for. The extension number you enter in this box must be the same or higher than the extension number you enter in the From Extension box.
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.

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.

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*.

Configuring the CallPilot Mini

After you have initialized the CallPilot Mini, you can begin configuring the CallPilot features. For information about how to configure the CallPilot Mini, refer to the *CallPilot Manager Set Up and Operation Guide*.

Additional information

For more information about installing the CallPilot Mini (such as troubleshooting), refer to the *CallPilot Mini Installation and Maintenance Guide*.