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CallPilot

What's New Guide

Product release 2.5

Standard 1.0

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NORTEL
NETWORKS™

CallPilot

What's New Guide

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Standard 1.0 of the *CallPilot What's New Guide* is issued for general release.

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A Brief Look at What's New in CallPilot 2.5

This *What's New Guide* contains important information about the product changes and new features in CallPilot Release 2.5. It also describes how CallPilot 2.5 documentation has changed to describe the release.

This guide is organized as follows:

- **“New Features in CallPilot Release 2.5”** (on page 12) lists and describes the benefits introduced in CallPilot Release 2.5.
- Also, the table in **“New features at a glance”** (on page 31) maps features to relevant documents.
- **“Documentation for CallPilot Release 2.5”** (on page 34) gives information about all the guides and cards that are applicable to Release 2.5.

New Features in CallPilot Release 2.5

In this section

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Major changes in CallPilot 2.5

CallPilot Release 2.5 offers 15 new features and enhancements. The content of CallPilot Release 2.5 focuses on two customer values:

- connectivity with new switches
- enhancements to Unified Messaging capabilities

New connectivities to support new switches

You can now integrate CallPilot messaging across a mix of switches:

- Use T1/SMDI connectivity to integrate a CallPilot 1001rp or 1002rp rackmount server with SL-100, DMS-100 or Multimedia Communication Server (MCS) 5100 switches.
- Use DSE connectivity to integrate a CallPilot 703t tower server with Rolm 8000, 9000, or 9751 switches.

Note: This release of server software does not work with Meridian 1 or Succession CSE switches, and does not support Symposium or Network Message Service (NMS).

Unified Messaging features and enhancements

Unified Messaging enhancements provide:

- improved integration with Lotus Notes
- support for new environments with the Macintosh OS “MyCallPilot” web client and support for Citrix “thin client”
- address book improvements
- fax improvements
- the ability to call the sender of an e-mail with a single click in a Microsoft Outlook mail client

The new 2.5 Unified Messaging client and My CallPilot releases also work with CallPilot Release 2.0 messaging servers. This means that customers with vintage 2.0x servers can take advantage of new CallPilot 2.5 Unified Messaging capabilities without upgrading server software.

New connectivities

T1/SMDI (T1 / Simplified Message Desk Interface)

CallPilot features (messaging services, Application Builder services, and network messaging) are now available to users on SL-100, DMS-100 and Multimedia Communication Server (MCS) 5100 switches.

The T1/SMDI connectivity that provides these features is available on the:

- 1001rp platform (with an upgrade path from CallPilot 1.07 to CallPilot 2.5)
- 1002rp platform (with a fresh installation)

A maximum of 96 channels is supported, using two T1 cards and two MPB16 media processing cards.

In T1/SMDI connection between a CallPilot server and a switch:

- call control signals are provided by 48 channel Intel ISA T1 cards
- call information and MWI control is provided by a BellCore standard SMDI RS232 serial link
- a media path between the switch and server is provided by T1 links

SL-100

Connection with the Meridian SL-100 switch requires only an SMDI link and T1 connection.

DMS-100

Connection with a DMS-100 switch requires a T1 channel bank. Guidelines for selection of an appropriate channel bank are available in: *CallPilot Installation and Configuration Part 3: T1/SMDI and CallPilot Server Configuration (555-7101-224)*.

MCS 5100

MCS 5100 connectivity requires AudioCodes Mediant 2000 T1 CAS gateways and the iTouch Terminal Servers (SMDI).

Additional information

For more information on T1/SMDI connectivity, refer to the following documents:

- *Installation and Configuration Planner*
- *Planning and Engineering Guide (555-7101-101)*
- *CallPilot Installation and Configuration Part 1: Installation and Maintenance Overview (555-7101-210)*
- *CallPilot Installation and Configuration Part 3: T1/SMDI and CallPilot Server Configuration (555-7101-224)*
- *CallPilot Installation and Configuration Part 4: Software Installation and Maintenance (555-7101-202)*
- *CallPilot Upgrade Guide*
- *CallPilot Installation and Configuration Part 2: 1001rp Server Hardware Installation (555-7101-217)*
- *CallPilot Installation and Configuration Part 5: 1001rp Server Maintenance and Diagnostics (555-7101-218)*
- *CallPilot Installation and Configuration Part 2: 1002rp Server Hardware Installation (555-7101-205)*
- *CallPilot Installation and Configuration Part 5: 1002rp Server Maintenance and Diagnostics (555-7101-206)*

DSE (Digital Set Emulation)

CallPilot features (messaging services, Application Builder services, and network messaging) are now available to users on Rolm 8000, 9000, or 9751 switches.

The DSE connectivity that provides these feature is available only with a fresh installation on the 703t tower server platform.

A maximum of 64 channels is supported, using four DSE boards and one MPB96 board.

In DSE connection between the CallPilot 703t server and the switch:

- call and MWI control is performed by Intel PCI-16 DSE board
- media processing is performed by the Nortel MPB96 card
- a media path between the switch and server is supplied by a standard telco cable

Additional information

For more information on DSE connectivity, refer to the following documents:

- *Installation and Configuration Planner*
- *Planning and Engineering Guide (555-7101-101)*
- *CallPilot Installation and Configuration Part 1: Installation and Maintenance Overview (555-7101-210)*
- *CallPilot Installation and Configuration Part 3: DSE and CallPilot Server Configuration (555-7101-223)*
- *CallPilot Installation and Configuration Part 4: Software Installation and Maintenance (555-7101-202)*
- *CallPilot Installation and Configuration Part 2: 703t Server Hardware Installation (555-7101-226)*
- *CallPilot Installation and Configuration Part 5: 703t Server Maintenance and Diagnostics (555-7101-227)*

New in Unified Messaging

New for messaging users

FAX batch

Users can send a single fax to multiple recipients, customizing each fax for a specific recipient by using the Microsoft Word Mail Merge feature.

All that users need is

- a main document (the file that will be sent to recipients)
- a data source document (a file containing recipient information such as names and fax numbers)

The feature is available only to CallPilot Desktop and Web users who install the Nortel Fax Batch Print Driver. The feature is not supported on the Macintosh.

For more information, refer to “Creating and sending fax batch messages” in the *Desktop Messaging User Guide* for a specific mail client

Custom FAX cover sheets

Users can choose customized fax cover sheets from a list of templates when composing a CallPilot message, and enable or disable the feature from a desktop configuration dialog. Cover sheet fields are populated automatically and can be previewed before they are sent.

Administrators can use any digital image to create and then distribute additional customized cover sheet templates. One basic cover page is installed with the Desktop Messaging client. Inisetup.exe can be modified to distribute cover sheets to all users.

The feature is not supported on the Macintosh.

For more information, refer to “Using custom fax cover pages” in the *Desktop Messaging User Guide* for a specific mail client.

New for Microsoft Outlook users

Microsoft Outlook Call e-mail sender

Users of Microsoft Outlook can now call the sender of an e-mail message with a click of a button.

When multiple numbers are located, a user will be prompted to verify the number before it is used. The CallPilot Desktop client will attempt to remember any changes made.

It is up to the system administrator of the global address book to ensure valid telephone information is available for users.

For more information, refer to “*Calling the sender of a message*” in the *Desktop Messaging User Guide for Microsoft Outlook*.

Microsoft Outlook Address Book enhancements

Microsoft Outlook users can send CallPilot messages to any voice or FAX recipients in their existing Outlook Contacts. (Formerly, users had to create a separate address in a special format.)

If multiple addresses are found, the user will be asked to choose the correct address.

The CallPilot server will still check to determine whether the sender has the necessary permissions to send the message to the telephone or fax number.

For more information, refer to “*Addressing messages*” in the *Desktop Messaging User Guide for Microsoft Outlook*.

New for Lotus Notes users

Lotus Notes dynamic Address Book

Lotus Notes users can query and retrieve addresses dynamically from the CallPilot address book at any time. They will not need to download the CallPilot address book into a Personal or Public Lotus Address Book.

When a Lotus Notes user logs on to a CallPilot server, the CallPilot server address book will automatically appear in the list of available address books.

Users will still be able to download CallPilot address information to their Personal Address Book to address messages in online and offline mode.

No user or administrator configuration required.

Lotus Notes automatic refresh

Lotus Notes users will have the ability to enable or disable Lotus Notes Auto Refresh, which automatically adds CallPilot messages to their Lotus Notes CallPilot view.

For more information, refer to “*Changing mail delivery settings*” in the *Lotus Notes User Guide*.

Lotus Notes multiple database support

Lotus Notes users can now change their mail database views on the fly (either at startup or during an active session), without any interruption in CallPilot services. The CallPilot 2.5 desktop client for Lotus Notes will detect and synchronize with the new mail database.

For more information, refer to “*Multiple Lotus Notes mail database support*” in the *Lotus Notes User Guide*.

Lotus Notes Address Book enhancements

Lotus Notes users can send CallPilot messages to CallPilot messages to any voice or FAX recipients in their existing Personal Address Book. (Formerly, users had to create a separate address in a special format.)

When multiple addresses are found, the user will be asked to choose the correct address.

The CallPilot server will still check to determine whether the sender has the necessary permissions to send the message to the telephone or fax number.

For more information, refer to “Addressing messages” in the *Lotus Notes User Guide*.

New for Macintosh users

MyCallPilot for Macintosh

MyCallPilot is now available for Mac OS 9.0 and 9.1 web clients with the same browser support as it offers for Windows. It requires:

- AppleScript version 1.3
- PowerPC G3 processor (or newer)
- Any MacOS-supported speakers
- Any MacOS-supported microphone

All Windows My CallPilot functionality is supported on the Macintosh with the exception of:

- embedded audio player
- auto-download of the audio player
- audio streaming

There is no difference in server configuration between Windows and Macintosh.

Notes:

1. My CallPilot version 2.0 (SU 2) offers partial support for Macintosh My CallPilot users (.wav support only and no fax driver capability).
2. My CallPilot is not supported by BCM or CallPilot 150.
3. Mac X is supported in a limited fashion (.wav support only and no fax driver capability).

For more information, refer to “*Installing My CallPilot for the Macintosh*” in the *CallPilot Desktop Messaging and My CallPilot Installation Guide*.

New for Administrators

MyCallPilot voice block

This feature allows the system administrator to control distribution of CallPilot voice messages outside the company. If this feature is enabled, the My CallPilot users will not be able to save a voice message to the local PC or forward to non-CallPilot addresses.

Users will still be able to forward voice messages to CallPilot addresses.

The administrator controls this feature from a check-box in the security settings of My CallPilot Administration Utility.

Note: Outlook, Lotus Notes and GroupWise clients already support the Voice Block feature.

Note: This feature does not block the user from forwarding messages to an external e-mail account if they are using Internet IMAP clients (for example, Outlook Express, Eudora, or Netscape Messenger).

For more information, refer to “*My CallPilot Voice Block*” in the *CallPilot Desktop Messaging and My CallPilot Administration Guide*.

Citrix thin client

Administrators can support multiple users by installing one instance of the Unified Messaging client on a terminal server. This eliminates the need to install a client for every Microsoft Windows user but still provides those users with access to all features of the CallPilot Desktop Messaging Client and My CallPilot.

Services are provided to Citrix thin-client terminals by a Microsoft terminal server running Citrix software.

The Windows terminal server must be one of:

- Windows 2000 Server
- Windows 2000 Advanced Server

- Windows 2000 Datacenter Server running Citrix Metaframe 1.8 or Citrix Metaframe XP

The OS of the Citrix thin clients must be one of:

- Windows 98
- Windows 98SE
- Windows 2000
- Windows XP

This feature is not supported on the Macintosh.

For more information, refer to:

- *“Installing Desktop Messaging in a Citrix Thin Client environment”* in the *CallPilot Desktop Messaging and My CallPilot Installation Guide*.
- *“Section D: Configuring Citrix Thin Clients”* in the *CallPilot Desktop Messaging and My CallPilot Administration Guide*.

IniSetup enhancements

Administrators benefit from IniSetup enhancements that provide additional flexibility to customize CallPilot Desktop Messaging installations. End-user installations are made easier by pre-filling many required fields.

Administrators can:

- “force install” the CallPilot Desktop Client, regardless of which e-mail client is actually present
- enable or disable cover pages for a client when a FAX message is forwarded
- point all end-users to a shared network folder that contains cover pages for use by clients
- control security features for desktop installations
- override the default ports for connecting to the CallPilot Server

This dialog also allows the system administrator to control:

- installation of the fax printer driver
- installation of the fax batch driver for Mail Merge
- update of default mail profile
- update of Lotus Notes mail database
- update of Lotus Notes Personal Address Book
- the Auto Refresh option
- whether users will be able to modify the settings established by the IniSetup wizard.

For more information, refer to “*Section D: Using the IniSetup Wizard*” in the *CallPilot Desktop Messaging and My CallPilot Installation Guide*.

Miscellaneous

FAX messaging controls

Integrated Fax Messaging Controls replace Microsoft Imaging for Windows, and provide improved support for Windows XP.

Windows Imaging need no longer be installed.

The controls are used to display/rotate/zoom/annotate fax images, as well as to merge fax documents from the fax driver. The user interface for the control remained unchanged.

This feature is supported only by the Outlook, Lotus Notes and GroupWise custom form and the fax driver.

The feature is not supported by the Macintosh, Web or IMAP clients. For these clients, users must use the standalone application associated with .tif files.

For more information, refer to “*ImageMaker Cover Page Designer and Generator*” in the *CallPilot Desktop Messaging and My CallPilot Administration Guide*.

Support matrices

The following sections indicate how releases of CallPilot Unified Messaging support various client, O/S and web server software packages.

GroupWare clients

Groupware Email Clients	1.07x	2.0x	2.5
Microsoft Exchange - 4.x	X		
Microsoft Exchange - 5.x	X		
Microsoft Outlook 97	X		
Microsoft Outlook 98 (Corporate Mode)	X	X	X
Microsoft Outlook 2000	X	X	X
Microsoft Outlook 2002 (XP)	X ¹	X	X
Lotus Notes - 4.5x	X		
Lotus Notes - 4.6x	X	X	
Lotus Notes - 5.0x	X	X	X
Lotus Notes - 6.0		X ²	X
GroupWise - 5.5x	X	X	
GroupWise - 6.0x	X	X	X
GroupWise - 6.5			X

1. Only release 1.07.11.24 of the Desktop Messaging Client supports Microsoft XP Professional.
2. Only the CallPilot 2.02 Desktop Messaging Client supports Lotus Notes 6.0. Any prior releases of the 2.0 Desktop Messaging Client are not compatible with Lotus Notes 6.0.

Internet mail clients

Internet Mail Clients:	1.07x	2.0x	2.5
Microsoft Outlook Express (Internet Explorer 4.0) - 4.x	X		
Microsoft Outlook Express - 5.x	X	X	X
Microsoft Outlook Express - 6.x		X	X
Microsoft Outlook 98 (Internet Mail Mode)	X	X	X
Microsoft Outlook 2000 (Internet Mail Mode)	X	X	X
Microsoft Outlook 2002 (XP) (Internet Mail Mode)	X	X	X
Netscape Messenger (Netscape Communicator) - 4.5	X		
Netscape Messenger (Netscape Communicator) - 4.6	X		
Netscape Messenger (Netscape Communicator) - 4.7x	X		
Netscape - 6.2x		X	X
Netscape - 7.x			X
Qualcomm Eudora Pro - 4.02	X		
Qualcomm Eudora Pro - 4.2	X		
Qualcomm Eudora Pro - 5.x	X	X	X

Web clients

Web Clients (My CallPilot):	1.07x	2.0x	2.5
Netscape Navigator - 4.0x	X		
Netscape Communicator- 4.5	X		
Netscape Communicator- 4.6	X		
Netscape Communicator- 4.7x	X		
Netscape - 6.2x		X	X
Netscape - 7.x			X
Microsoft Internet Explorer - 4.x	X		
Microsoft Internet Explorer - 5.x	X	X	X
Microsoft Internet Explorer - 6.x	X	X	X

Operating Systems

Operating Systems:	1.07x	2.0x	2.5
Windows 95A	X		
Windows 95B	X	X	
Windows 98	X		
Windows 98 SE	X	X	X
Windows ME	X		
Windows 2000 Professional	X	X	X
Windows XP Professional	X	X	X
Win NT 4.0 SP1	X		
Win NT 4.0 SP2	X		
Win NT 4.0 SP3	X		
Win NT 4.0 SP4	X		
Win NT 4.0 SP5	X		
Win NT 4.0 SP6a	X	X	X
Macintosh OS 9.0, 9.1		X ¹	X ²

1. CallPilot 2.02 provided read/listen only functionality with no CallPilot player or fax driver.
2. Macintosh OS 9.0 and 9.1 support Web Messaging only when My CallPilot is accessed through Internet Explorer or Netscape. There is currently no support for Macintosh via the Desktop Messaging Client.

Web server

Web Server:	1.07x	2.0x	2.5
Microsoft Internet Information Server 4 on Windows NT Server 4.0 SP6a	X	X	X
Microsoft Internet Information Server 5 on Windows 2000 Server SP1 and above	X	X	X

Thin clients

Thin clients:	1.07x	2.0x	2.5
Citrix® Metaframe 1.8 on Windows 2000 Server, Windows 2000 Advanced Server or Windows 2000 Datacenter Server			X
Citrix® MetaFrame XP (Standard, Enterprise or Advanced Editions) on Windows 2000 Server, Windows 2000 Advanced Server or Windows 2000 Datacenter Server			X

New features at a glance

New feature, capability or enhancement	Related documents
T1/SMDI connectivity	<p><i>Installation and Configuration Planner Planning and Engineering Guide (555-7101-101)</i></p> <p><i>CallPilot Installation and Configuration Part 1: Installation and Maintenance Overview (555-7101-210)</i></p> <p><i>CallPilot Installation and Configuration Part 3: T1/SMDI and CallPilot Server Configuration (555-7101-224)</i></p> <p><i>CallPilot Installation and Configuration Part 4: Software Installation and Maintenance (555-7101-202)</i></p> <p><i>CallPilot Upgrade Guide</i></p> <p><i>CallPilot Installation and Configuration Part 2: 1001rp Server Hardware Installation (555-7101-217)</i></p> <p><i>CallPilot Installation and Configuration Part 5: 1001rp Server Maintenance and Diagnostics (555-7101-218)</i></p> <p><i>CallPilot Installation and Configuration Part 2: 1002rp Server Hardware Installation (555-7101-205)</i></p> <p><i>CallPilot Installation and Configuration Part 5: 1002rp Server Maintenance and Diagnostics (555-7101-206)</i></p>

New feature, capability or enhancement	Related documents
DSE connectivity	<p><i>Installation and Configuration Planner Planning and Engineering Guide (555-7101-101)</i></p> <p><i>CallPilot Installation and Configuration Part 1: Installation and Maintenance Overview (555-7101-210)</i></p> <p><i>CallPilot Installation and Configuration Part 3: DSE and CallPilot Server Configuration (555-7101-223)</i></p> <p><i>CallPilot Installation and Configuration Part 4: Software Installation and Maintenance (555-7101-202)</i></p> <p><i>CallPilot Installation and Configuration Part 2: 703t Server Hardware Installation (555-7101-226)</i></p> <p><i>CallPilot Installation and Configuration Part 5: 703t Server Maintenance and Diagnostics (555-7101-227)</i></p>
FAX batch	<i>Desktop Messaging User Guide (for a specific mail client)</i>
Custom FAX cover sheets	<i>Desktop Messaging User Guide (for a specific mail client)</i>
Microsoft Outlook Call e-mail sender	<i>Desktop Messaging User Guide for Microsoft Outlook</i>
Microsoft Outlook Address Book enhancements	<i>Desktop Messaging User Guide for Microsoft Outlook</i>
Lotus Notes dynamic Address Book	<i>Lotus Notes User Guide</i>
Lotus Notes automatic refresh	<i>Lotus Notes User Guide</i>

New feature, capability or enhancement	Related documents
Lotus Notes multiple database support	<i>Lotus Notes User Guide</i>
Lotus Notes Address Book enhancements	<i>Lotus Notes User Guide</i>
MyCallPilot for Macintosh	<i>CallPilot Desktop Messaging and My CallPilot Installation Guide (555-7101-505)</i>
MyCallPilot voice block	<i>CallPilot Desktop Messaging and My CallPilot Administration Guide (555-7101-503)</i>
Citrix thin client	<i>CallPilot Desktop Messaging and My CallPilot Installation Guide (555-7101-505)</i> <i>CallPilot Desktop Messaging and My CallPilot Administration Guide (555-7101-503)</i>
IniSetup enhancements	<i>CallPilot Desktop Messaging and My CallPilot Installation Guide (555-7101-505)</i>
FAX messaging controls	<i>CallPilot Desktop Messaging and My CallPilot Administration Guide (555-7101-503)</i>

Documentation for CallPilot Release 2.5

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How to get Release 2.5 documentation

Note: “Related information products” on page 37 lists the documents applicable to Release 2.5, and the media in which they are available.

Documentation on CD

The Helmsman electronic document delivery application was developed by Nortel Networks to make documentation available on a CD. Helmsman allows you to search, browse and view documents to locate the information you need.

The Helmsman CD shipped with Release 2.5 software includes:

- standard versions of all guides and user cards which apply to CallPilot Release 2.5
- the CallPilot help files built into Release 2.5 CallPilot systems, supplied in standalone versions
- the Helmsman application that you need to install on a PC in order to view documents on a Helmsman CD
- the *Helmsman 4.2 Windows Client User Guide* (publication number P6322)

The Helmsman electronic document delivery application replaces the interface on the documentation CD supplied with previous CallPilot releases.



CAUTION

Risk of data loss or equipment damage

Do not install Helmsman software on a CallPilot server.

Documentation on the web

The latest CallPilot documentation is always available on the Nortel Networks Helmsman Express website at:

<http://www.nortelnetworks.com/documentation>

If you are a Nortel Networks partner or distributor, you can access all guides and user cards at this address for free after you register for a password.

Corrections and clarifications to the documentation are made available at this site as Release Notes.

Some guides may have had information added to them since the product release. This information is compiled in the General Release Bulletin (GRB) and is available in on the Nortel Networks Partner Information Center (PIC) web site at:

<http://my.nortelnetworks.com>

Documentation on product

CallPilot help files built into Release 2.5 system interfaces provide information on:

- Desktop Messaging
- MyCallPilot
- Application Builder
- Reporter
- Event Codes
- CallPilot Manager

Related information products

Tables in the following sections list all the guides and cards that are applicable to Release 2.5, with publication numbers (where applicable) and a brief description of their contents.

“Status” columns indicate whether a document is new, revised, or unchanged from a previous release:

- New: guides that are new for CallPilot Release 2.5
- Revised: guides that were revised for CallPilot Release 2.5
- N/C: guides that are unchanged from Release 2.0 or 2.02

“Format” columns indicate the media in which a document is available:

- PM = printed manual
- CD = PDF format on Helmsman documentation CD
- Web = PDF format on the Nortel Networks and Partner Information Center web sites

Documents are listed by category, as follows:

- **“Planning guides”** (on page 38)
- **“Installation and configuration guides”** (on page 39)
- **“Administration guides”** (on page 42)
- **“Desktop messaging guides”** (on page 43)
- **“Network guides”** (on page 44)
- **“End-user cards”** (on page 46)
- **“End user guides”** (on page 47)
- **“Miscellaneous guides”** (on page 48)

Planning guides

Name	Description	Media	Status
<i>What's New Guide</i> (555-7101-901)	A brief overview of all the new features incorporated in CallPilot Release 2.5.	CD, Web	New
<i>Installation and Configuration Planner</i>	High-level task flows with: <ul style="list-style-type: none"> • instructions for planning and performing installations and upgrades • specific references to more detailed information for each task 	CD, Web	Revised
<i>Planning and Engineering Guide</i> (555-7101-101)	Descriptive information and instructions for selecting and planning your CallPilot system	CD, Web	Revised

Installation and configuration guides

Name	Description	Media	Status
<i>CallPilot Installation and Configuration Part 1: Installation and Maintenance Overview (555-7101-210)</i>	Provides: <ul style="list-style-type: none"> • safety information • overview of procedures • checklists • worksheets (Common to all servers and switches)	CD, Web	Revised
<i>CallPilot Installation and Configuration Part 3: DSE and CallPilot Server Configuration (555-7101-223)</i>	Instructions for connecting and configuring your CallPilot server and a DSE switch (Rolm)	CD, Web	New
<i>CallPilot Installation and Configuration Part 3: T1/SMDI and CallPilot Server Configuration (555-7101-224)</i>	Instructions for connecting and configuring your CallPilot server and a T1/SMDI switch (SL-100, DMS-100, MCS 5100)	CD, Web	New
<i>CallPilot Installation and Configuration Part 4: Software Installation and Maintenance (555-7101-202)</i>	Procedures for: <ul style="list-style-type: none"> • maintaining CallPilot software • installing Product Enhancement Packages (PEPs) (Common to all servers and switches)	CD, Web	Revised

Name	Description	Media	Status
<i>CallPilot Installation and Configuration Part 2: 703t Server Hardware Installation (555-7101-226)</i>	Instructions for installing your 703t CallPilot server hardware	CD, Web	Revised
<i>CallPilot Installation and Configuration Part 5: 703t Server Maintenance and Diagnostics (555-7101-227)</i>	Instructions for: <ul style="list-style-type: none"> • performing hardware diagnostic tests on your 703t server • replacing and adding 703t server hardware components 	CD, Web	Revised
<i>CallPilot Installation and Configuration Part 2: 1001rp Server Hardware Installation (555-7101-217)</i>	Instructions for installing your 1001rp CallPilot server hardware	CD, Web	Revised
<i>CallPilot Installation and Configuration Part 5: 1001rp Server Maintenance and Diagnostics (555-7101-218)</i>	Instructions for: <ul style="list-style-type: none"> • performing hardware diagnostic tests on your 1001rp server • replacing and adding 1001rp server hardware components 	CD, Web	Revised

Name	Description	Media	Status
<i>CallPilot Installation and Configuration Part 2: 1002rp Server Hardware Installation (555-7101-205)</i>	Instructions for installing your 1002rp CallPilot server hardware	CD, Web	Revised
<i>CallPilot Installation and Configuration Part 5: 1002rp Server Maintenance and Diagnostics (555-7101-206)</i>	Instructions for: <ul style="list-style-type: none">• performing hardware diagnostic tests on your 1002rp server• replacing and adding 1002rp server hardware components	CD, Web	Revised

Administration guides

Name	Description	Media	Status
<i>Administrator's Guide</i> (555-7101-301)	Instructions for: <ul style="list-style-type: none"> • setting up user and messaging administration • performing frequent or routine administrative tasks • extending the functionality of a CallPilot system • monitoring the system • collecting troubleshooting information 	CD, Web	Revised
<i>Reporter Guide</i> (555-7101-310)	Instructions for: <ul style="list-style-type: none"> • generating reports • analyzing and interpreting report and alert data 	CD, Web	N/C
<i>Application Builder Guide</i> (555-7101-325)	Instructions for planning, designing, managing, implementing, and troubleshooting CallPilot applications.	CD, Web	N/C
<i>Meridian Mail to CallPilot Migration utility Guide</i> (555-7101-801)	Instructions for: <ul style="list-style-type: none"> • performing a data collection from Meridian Mail • migrating the data collection to CallPilot 	CD, Web	Revised

Desktop messaging guides

Name	Description	Media	Status
<i>Desktop Messaging and My CallPilot Administration Guide (555-7101-503)</i>	Instructions for: <ul style="list-style-type: none"> • configuring desktop messaging e-mail clients • configuring servers for desktop messaging and My CallPilot • troubleshooting 	CD, Web	Revised
<i>Desktop Messaging and My CallPilot Installation Guide (555-7101-505)</i>	Instructions for: <ul style="list-style-type: none"> • installing My CallPilot • troubleshooting 	CD, Web	Revised
<i>Desktop End-User Installation Readme</i>	Instructions for: <ul style="list-style-type: none"> • installing desktop messaging • configuring supported Internet mail clients (Outlook Express, Netscape Mail, Eudora) 	CD, Web	N/C

Network guides

Name	Description	Media	Status
<i>Networking Planning Guide (555-7101-100)</i>	Overview of: <ul style="list-style-type: none"> • key concepts and terminology necessary to implement a messaging network • all of the networking solutions offered with CallPilot • specific feature interactions • process to follow when implementing one or more networking solutions 	CD, Web	Revised
<i>AMIS Networking Implementation and Administration Guide (555-7101-303)</i>	Information and procedures required to implement the Audio Messaging Interchange Specification (AMIS) Networking.	CD, Web	Revised
<i>Enterprise Networking Implementation and Administration Guide (555-7101-304)</i>	Information and procedures required to implement Enterprise Networking.	CD, Web	Revised
<i>Integrated AMIS Networking Implementation and Administration Guide (555-7101-305)</i>	Information and procedures required to implement the Integrated Audio Messaging Interchange Specification (AMIS) Networking.	CD, Web	Revised

Name	Description	Media	Status
<i>VPIM Networking Implementation and Administration Guide (555-7101-306)</i>	Detailed instructions for implementing Voice Profile for Internet Mail (VPIM) Networking.	CD, Web	Revised
<i>Networking Enhancements Guide (555-7101-507)</i>	Brief description of the features and capabilities that are available for use in CallPilot networking solutions.	CD, Web	Revised

End-user cards

Name	Description	Media	Status
<i>Unified Messaging Quick Reference Card</i>	Quick reference card for unified messaging.	CD, Web	Revised
<i>Unified Messaging Wallet Card</i>	Portable quick reference card for unified messaging.	CD, Web	N/C
<i>Unified Messaging What's New Card</i>	Reference card for what is new in Unified Messaging.	CD, Web	N/C
<i>Command Comparison Card (A)</i>	Reference for command comparison.	CD, Web	N/C
<i>Command Comparison Card (S)</i>	Reference for command comparison.	CD, Web	N/C
<i>Menu Interface Quick Reference Card</i>	Reference for the menu interface.	CD, Web	N/C
<i>Alternative Command Interface Quick Reference Card</i>	Reference for the alternate commands for the interface.	CD, Web	N/C

End user guides

Name	Description	Media	Status
Multimedia Messaging User Guide	Information and procedures about using the telephone and PC for multimedia messaging.	CD, Web	N/C
Speech Activated Messaging User Guide	Information and procedures on using speech activated messaging.	CD, Web	N/C
Desktop Messaging User Guide for Microsoft Outlook	Information and procedures about using Microsoft Outlook on a PC.	CD, Web	Revised
Desktop Messaging User Guide for Internet Clients	Information and procedures about using Internet Clients on a PC.	CD, Web	Revised
Lotus Notes User Guide	Information and procedures about using Lotus Notes on a PC.	CD, Web	Revised
Desktop Messaging User Guide for Novell GroupWise	Information and procedures about using Novell Groupwise on a PC.	CD, Web	Revised
My CallPilot User Guide	Information and procedures about using My CallPilot.	CD, Web	Revised

Miscellaneous guides

Name	Description	Media	Status
Troubleshooting Reference	Reference for CallPilot troubleshooting information.	PM, CD, Web	Revised
Upgrade Guide (555-7101-203)	Instructions for upgrading a CallPilot 1001rp server from CallPilot Release 1.07 to CallPilot Release 2.5.	PM, CD, Web	Revised
CP2.5 Offline Help	<p>Help files built into CallPilot systems are also supplied in standalone versions on the Helmsman CD. These include:</p> <ul style="list-style-type: none"> • CallPilot Manager Help • Application Builder Help • Reporter Help • Event Code Help • Desktop Messaging Help • MyCallPilot Help 	CD	New

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CallPilot

What's New Guide

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