



Nortel CallPilot

Library Listing

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4 Publication History

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Library Listing

This chapter is a list of all CallPilot Release 5.0 documents. For each document, the audience, purpose of the guide, and topics covered are listed.

For a list of all CallPilot 5.0 documents, see the "[CallPilot Documentation Map](#)" (page 10).

For the CallPilot 5.0 release, the numbering scheme for the CallPilot documents has changed. The following table lists the old number alongside the new number for comparison purposes.

| Document Title | Old CallPilot number | New CallPilot number |
|---|----------------------|----------------------|
| Installation & Configuration Task List | 555-7101-210 | NN44200-306 |
| Upgrade and Platform Migration Guide | 555-7101-207 | NN44200-400 |
| Administrator Guide | 555-7101-301 | NN44200-601 |
| 600r Server Installation Guide | 555-7101-229 | NN44200-307 |
| 600r Maintenance and Diagnostics | 555-7101-513 | NN44200-703 |
| Voice Forms Transcriber User Guide | 555-7101-514 | NN44200-110 |
| 1005r Installation Guide | 555-7101-228 | NN44200-308 |
| 1005r Maintenance and Diagnostics | 555-7101-512 | NN44200-704 |
| Software Administration and Maintenance | 555-7101-202 | NN44200-600 |
| 201i Server Hardware Installation | 555-7101-220 | NN44200-301 |
| 703t Server Hardware Installation | 555-7101-226 | NN44200-304 |
| 1002rp Server Hardware Installation | 555-7101-205 | NN44200-300 |
| 201i Server Maintenance and Diagnostics | 555-7101-119 | NN44200-705 |
| 703t Server Maintenance and Diagnostics | 555-7101-227 | NN44200-702 |

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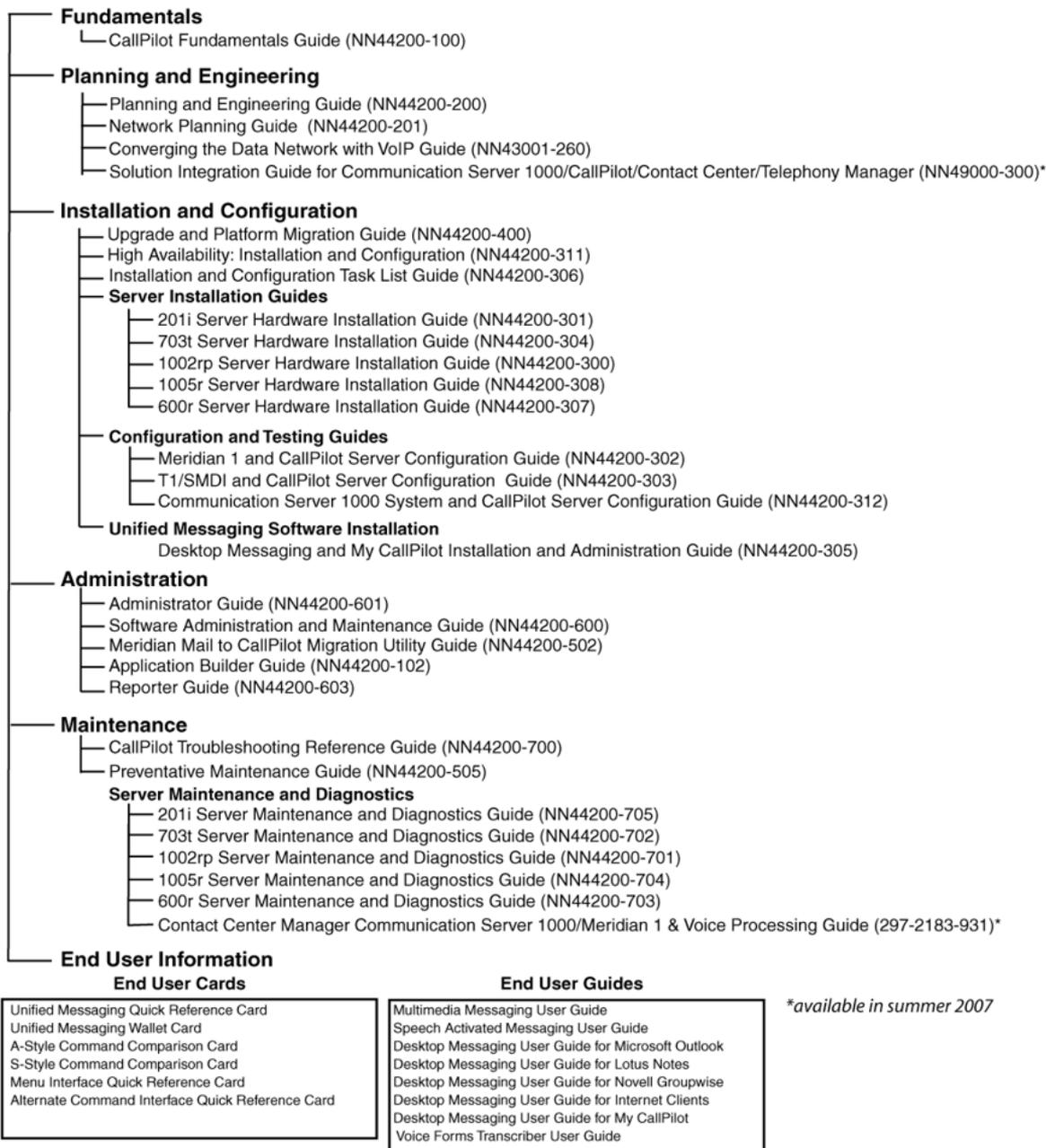
| Document Title | Old CallPilot number | New CallPilot number |
|--|-------------------------------|-----------------------------|
| 1002rp Server Maintenance and Diagnostics | 555-7101-206 | NN44200-701 |
| Desktop Messaging and My CallPilot Installation and Administration Guide | 555-7101-505 and 555-7101-503 | NN44200-305 |
| CallPilot Fundamentals | 555-7101-010 | NN44200-100 |
| Planning and Engineering Guide | 555-7101-101 | NN44200-200 |
| My CallPilot User Guide | 555-7101-426 | NN44200-109 |
| Desktop Messaging User Guide for Microsoft Outlook | 555-7101-422 | NN44200-103 |
| Reporter Guide | 555-7101-310 | NN44200-603 |
| Meridian Mail to CallPilot Migration Utility Guide | 555-7101-801 | NN44200-502 |
| Speech Activated Messaging User Guide | 555-7101-421 | NN44200-107 |
| Desktop Messaging User Guide for Lotus Notes | 555-7101-423 | NN44200-104 |
| Desktop Messaging User Guide for Novell GroupWise | 555-7101-424 | NN44200-105 |
| Desktop Messaging User Guide for Internet Clients | 555-7101-425 | NN44200-108 |
| Multimedia Messaging User Guide | 555-7101-420 | NN44200-106 |
| Application Builder Guide | 555-7101-325 | NN44200-102 |
| Network Planning Guide | 555-7101-102 | NN44200-201 |
| Meridian 1 and CallPilot Server Configuration | 555-7101-222 | NN44200-302 |
| T1/SMDI and CallPilot Server Configuration | 555-7101-224 | NN44200-303 |
| Communication Server 1000 and CallPilot Server Configuration | 555-7101-510 | NN44200-312 |
| Unified Messaging Quick Reference Card | 555-7101-401 | NN44200-111 |
| Unified Messaging Wallet Card | 555-7101-402 | NN44200-112 |
| Command Comparison Card (A) | 555-7101-403 | NN44200-113 |
| Command Comparison Card (S) | 555-7101-404 | NN44200-114 |
| Menu Interface Quick Reference Card | 555-7101-405 | NN44200-115 |

| Document Title | Old CallPilot number | New CallPilot number |
|---|-----------------------------|-----------------------------|
| Alternate Command Interface Quick Reference Card | 555-7101-406 | NN44200-116 |
| Library Listing | 555-7101-903 | NN44200-117 |
| Support Tools Guide – Distributor | 555-7101-330 | NN44200-503 |
| Support Tools Guide – GNTS | 555-7101-331 | NN44200-504 |
| Installer Roadmap | 555-7101-902 | NN44200-314 |
| Contact Center Manager Communication Server 1000/Meridian 1 and Voice Processing Guide | 297-2183-909 | 297-2183-931 |
| Converging the Data Network with VoIP Guide | 553-3001-160 | NN43001-160 |

Reference Documents



CallPilot Customer Documentation Map



*available in summer 2007

Fundamentals

The following section outlines the audience, purpose and topics in the CallPilot Fundamentals Guide.

CallPilot Fundamentals Guide

Audience: Configuration Planners and Managers

Purpose: Understanding CallPilot components, applications, documentation, and new features

Topics

- CallPilot documentation
- what's new in CallPilot 5.0
- safety guidelines
- personnel roles in implementation planning
- server hardware
- software
- networking

Planning and engineering

The following section outlines the audience, purpose and topics in the various CallPilot planning and engineering guides.

Planning and Engineering Guide

Audience: Configuration Planners and Managers

Purpose: Selecting a size, platform, and location for a CallPilot system

Topics

- grounding and power requirements
- system configurations
- system sizes
- servers
- sites

Network Planning Guide

Audience: Configuration Planners and Managers

Purpose: Planning the implementation of a networking solution

Topics

- networking concepts
- CallPilot networking solutions
- dialing plans and networking
- network and location-specific broadcast messages
- VPIM networking

- implementing and configuring CallPilot networking
- security and encryption

Converging the Data Network for VoIP Guide

Audience: Installers

Purpose: Ensuring that the data network has been properly provisioned to support IP Telephony services

Topics

- network design assessment
- QoS mechanisms
- network performance measurement
- server LAN design
- DHCP server configuration
- operating the VoIP network

Solution Integration Guide for Communication Server 1000/CallPilot/Contact Center/Telephony Manager

Audience: Channel Partners (network planners, installers and maintenance personnel)

Purpose: Planning the integration of CallPilot, Contact Center and Telephony Manager with the Communication Server 1000

Topics

- Communication Server 1000 configuration
- Telephony Manager configuration
- Contact Center configuration
- CallPilot configuration

Installation and configuration

The following section outlines the audience, purpose and topics in the various CallPilot installation and configuration guides.

Upgrade and Platform Migration Guide

Audience: Installers

Purpose: Upgrading or migrating the CallPilot system to CallPilot 5.0

Topics

- upgrades
- platform migrations

Installation and Configuration Task List

Audience: Installers

Purpose: Installing CallPilot system hardware and software

Topics

- installation, configuration, and administration
- upgrades
- feature expansion
- platform migration
- testing
- system start-up and shut-down
- troubleshooting
- system failure recovery

High Availability: Installation and Configuration

Audience: Installers

Purpose: Installing CallPilot high availability

Topics

- installation, configuration, and administration
- installation and configuration of a high availability pair
- maintaining high availability
- upgrades and migration
- feature expansion
- troubleshooting

Server installation guides

The following section outlines the audience, purpose and topics in the various CallPilot server installation guides.

201i Server Hardware Installation Guide

Audience: Installers

Purpose: Installing the 201i server

Topics

- installation
- connecting peripheral devices

703t Server Hardware Installation Guide

Audience: Installers

Purpose: Installing the 703t server

Topics

- pre-installation requirements
- installing the server
- connecting peripheral devices

1002rp Server Hardware Installation Guide

Audience: Installers

Purpose: Installing the 1002rp server

Topics

- pre-installation requirements
- installing the server
- connecting peripheral devices
- EMC emission level protection

1005r Server Hardware Installation Guide

Audience: Installers

Purpose: Installing the 1005r server

Topics

- pre-installation requirements
- installing the server
- connecting peripheral devices
- EMC emission level protection

600r Server Hardware Installation Guide

Audience: Installers

Purpose: Installing the 600r server

Topics

- pre-installation requirements
- installing the server
- connecting peripheral devices
- EMC emission level protection

Installer Roadmap

Audience: Installers

Purpose: Checklist and roadmap for installing a server

Topics

- pre-installation requirements
- pre-installation checklist

Configuration and testing guides

The following section outlines the audience, purpose and topics in the various CallPilot configuration and testing guides.

Meridian 1 and CallPilot Server Configuration Guide

Audience: Installers

Purpose: Configuring the CallPilot server with a Meridian 1 system

Topics

- configuring the system switch for correct operation with CallPilot
- connecting the CallPilot system to the system switch and the CLAN
- configuring the CallPilot server software
- testing the CallPilot installation

T1/SMDI and CallPilot Server Configuration Guide

Audience: Installers

Purpose: Setting up a T1/SMDI switch or system and configuring a CallPilot server

Topics

- system and the Customer Local Area Network (CLAN)
- configuring the T1/SMDI switch or system for correct operation with CallPilot
- configuring the CallPilot server

Communication Server 1000 System and CallPilot Server Configuration Guide

Audience: Installers

Purpose: Configuring the CallPilot server with a CS 1000 system

Topics

- configuring the CS 1000 system for correct operation with CallPilot
- connecting the CallPilot system to the CS 1000 system and the Nortel Server Subnet
- configuring the CallPilot server

Administration

The following section outlines the audience, purpose and topics in the CallPilot administrative guides.

Administrator Guide

Audience: Administrators

Purpose: Administering the CallPilot system

Topics

- assigning administrative privileges
- mailbox administration
- setting up user groups and permissions
- security issues
- backing up and restoring CallPilot information
- configuring addressing conventions and messaging service defaults
- configuring CallPilot services
- maintenance and diagnostics

Software Administration and Maintenance Guide

Audience: Administrators

Purpose: Installing, expanding, reinstalling, and repairing CallPilot software

Topics

- expanding and upgrading CallPilot software
- performing server platform migrations
- recovering from system failures
- installing CallPilot administrative software on a stand-alone web server

Desktop Messaging and My CallPilot Installation and Administration Guide

Audience: Installers and Administrators

Purpose: Installing and administering the Desktop Messaging and My CallPilot software

Topics

- Desktop Messaging installation and administration
- My CallPilot installation and administration

Meridian Mail to CallPilot Migration Utility Guide

Audience: Administrators

Purpose: Migrating a Meridian Mail system to a CallPilot system

Topics

- system migration
- troubleshooting

Application Builder Guide

Audience: Administrators

Purpose: Designing, implementing, and managing applications with Application Builder

Topics

- specifying call functions to include in an application, such as menus, announcements, and transfers
- designing the call flow in an application
- integrating applications
- saving applications
- putting applications into service
- troubleshooting

Reporter Guide

Audience: Administrators

Purpose: Using the Reporter application to view, customize, print, or export system statistics reports

Topics

- using reports and alerts
- interpreting reports
- administration tasks

Maintenance

The following section outlines the audience, purpose and topics in the CallPilot maintenance guides.

Troubleshooting Reference Guide

Audience: Maintenance personnel

Purpose: Troubleshooting a CallPilot server (all platforms)

Topics

- hardware troubleshooting
- network troubleshooting
- routing and remote access troubleshooting
- application troubleshooting

- Meridian Mail to CallPilot migration troubleshooting

Preventative Maintenance Guide

Audience: Maintenance personnel

Purpose: Routine maintenance guidelines and procedures for the CallPilot system

Topics

- routine maintenance fundamentals
- software routine maintenance tasks
- hardware routine maintenance tasks

201i Server Maintenance and Diagnostics Guide

Audience: Maintenance personnel

Purpose: Troubleshooting and maintaining the 201i server

Topics

- CallPilot troubleshooting
- diagnostics tools
- hardware maintenance

703t Server Maintenance and Diagnostics

Audience: Maintenance personnel

Purpose: Troubleshooting and maintaining the 703t server

Topics

- CallPilot troubleshooting
- diagnostics tools
- hardware maintenance

1002rp Server Maintenance and Diagnostics

Audience: Maintenance personnel

Purpose: Troubleshooting and maintaining the 1002rp server

Topics

- CallPilot troubleshooting
- diagnostics tools
- hardware maintenance

1005r Server Maintenance and Diagnostics

Audience: Maintenance personnel

Purpose: Troubleshooting and maintaining the 1005r server

Topics

- CallPilot troubleshooting
- diagnostics tools
- hardware maintenance

600r Server Maintenance and Diagnostics

Audience: Maintenance personnel

Purpose: Troubleshooting and maintaining the 600r server

Topics

- CallPilot troubleshooting
- diagnostics tools
- hardware maintenance

Contact Center Manager Communication Server 1000/Meridian 1 and Voice Processing Guide

Audience: Maintenance personnel

Purpose: Setting up and configuring CallPilot and other components for use with Contact Center Server

Topics

- system configuration for Meridian 1 or Communication Server 1000 systems, Meridian Link services, CallPilot or Meridian Mail, or Meridian Integrated RAN
- testing integration with Communication Server 1000 Voice Services on CallPilot
- troubleshooting
- migrating from Meridian Mail to CallPilot

End user information

The following section outlines the audience, purpose and topics in the CallPilot end user cards and end user guides.

End user cards

The following end user cards are available.

- Unified Messaging Quick Reference Card
- Unified Messaging Wallet Card
- Command Comparison Card (A)
- Command Comparison Card (S)

- Menu Interface Quick Reference Card
- Alternate Command Interface Quick Reference Card

Audience: Telephone users

Purpose: Quick reference for common phone functions

End user guides

The following end user guides are available.

Multimedia Messaging User Guide

Audience: Telephone users

Purpose: Using CallPilot through the keypad of your touchtone phone

Topics

- listening to voice messages
- receive, print, and send faxes
- recording and sending voice messages
- forwarding and replying to voice and fax messages
- calling the sender of a message

Speech Activated Messaging User Guide

Audience: Telephone users

Purpose: Using CallPilot with speech commands through your touchtone phone

Topics

- listening to voice messages
- receive, print, and send faxes
- recording and sending voice messages
- forwarding and replying to voice and fax messages
- calling the sender of a message

Desktop Messaging User Guide for My CallPilot

Audience: Computer users

Purpose: Using the web-based My CallPilot application

Topics

- listening to voice messages
- receive, print, and send faxes
- recording and sending voice messages

- forwarding and replying to voice and fax messages
- calling the sender of a message

Voice Forms Transcriber User Guide

Audience: Administrators, transcribers, telephone and computer users

Purpose: Using the CallPilot Voice Forms application

Topics

- using My CallPilot to transcribe
- using the telephone to transcribe

Desktop Messaging User Guides

The following Desktop Messaging User Guides are available.

- Desktop Messaging User Guide for Novell Groupwise
- Desktop Messaging User Guide for Internet Clients
- Desktop Messaging User Guide for Lotus Notes
- Desktop Messaging User Guide for Microsoft Outlook

Audience: Telephone and computer users

Purpose: Using Desktop Messaging to access your CallPilot mailbox through your e-mail

Topics

- listening to voice messages
- viewing and printing faxes
- recording and sending voice messages
- creating and sending faxes, including batch faxes
- forwarding and replying to voice and fax messages
- calling the sender of a message

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