NORTEL

Nortel CallPilot

Quickstart Guide

NN44200-313

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5.0   19 May 2008

How to get help

This chapter explains how to get help for Nortel products and services.

Getting help from the Nortel Web site

The best way to get technical support for Nortel products is from the Nortel Technical Support Web site:

www.nortel.com/support

This site provides quick access to software, documentation, bulletins, and tools to address issues with Nortel products. From this site, you can:

- download software, documentation, and product bulletins

- search the Technical Support Web site and the Nortel Knowledge Base for answers to technical issues

- sign up for automatic notification of new software and documentation for Nortel equipment

- open and manage technical support cases

Getting help over the phone from a Nortel Solutions Center

If you do not find the information you require on the Nortel Technical Support Web site, and you have a Nortel support contract, you can also get help over the phone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside North America, go to the following Web site to obtain the phone number for your region:

www.nortel.com/callus

Getting help from a specialist by using an Express Routing Code

To access some Nortel Technical Solutions Centers, you can use an Express Routing Code (ERC) to quickly route your call to a specialist in your Nortel product or service. To locate the ERC for your product or service, go to:

www.nortel.com/erc

Getting help through a Nortel distributor or reseller

If you purchase a service contract for your Nortel product from a distributor or authorized reseller, you can contact the technical support staff for that distributor or reseller.

CallPilot 5.0 installation

The *CallPilot 5.0 Quickstart Guide* provides basic instructions on new hardware installation and basic configuration of a CallPilot 5.0 system. After using this guide to set up a basic CallPilot configuration, you should be able to dial a mailbox, leave a message and retrieve a message using the telephone. For more detailed configuration information, see the appropriate technical documentation.

This document is designed to be followed from start to finish and is intended for experienced installers.

Prerequisites to CallPilot 5.0 installation

Before you proceed with installation of a CallPilot 5.0 system using this guide, you should have the following knowledge and skills:

- Understanding of basic programming and provisioning for CallPilot 5.0.

- Understanding of basic programming and provisioning for the Communication Server 1000 (CS 1000) or Meridian 1 (M1) system.

- Knowledge of personal safety precautions to take to minimize risk of injury when installing components.

> **DANGER**
> **Risk of injury by electric shock**
> To minimize risk of injury by electric shock, take care when working with power equipment and connections.

> **DANGER**
> **Risk of injury by laser**
> Never look directly into the end of a fiber cable or use an optical device to look at the end of a fiber cable unless you are certain that the other end of the cable is not connected. The laser traveling through a fiber cable can injure the retina.

- Understanding of electrostatic discharge and how to prevent it. Electrostatic discharge (ESD) is the transfer of charge between bodies at different electrical potentials. ESD can change the electrical characteristics of a semiconductor device and degrade or destroy it. ESD can also disrupt the normal operation of an electronic system by causing equipment malfunction or failure. Follow these guidelines to prevent ESD:

  — To dissipate or neutralize electrostatic charges, use proper grounding and use conductive or dissipative materials.

  — When handling modules, always wear an antistatic wrist strap connected to the same ESD grounding point as the equipment being worked on. Any charge in your body will go to ground rather than transferring to hardware modules.

  — Always set modules on appropriate antistatic material. Proper antistatic packaging effectively shields the product from charge and reduces the generation of charge caused by movement of the product within the container.

- Knowledge of general practices to protect equipment modules from damage. Follow these guidelines to prevent damage to equipment modules:

  — Handle modules by the faceplate. Do not touch pins or electrical connections.

  — Do not leave slots open. All slots must be filled with modules or be covered with slot covers, if empty, in order to maintain safety compliance, proper cooling, and EMI containment in the shelf.

  — Ensure that your environment meets the necessary requirements for temperature, humidity, and cleanliness. Refer to the environmental requirements for your switch and server in the CallPilot server configuration guide for your switch model.

  — Replace the optional air filter regularly (approximately every three months) in order to maintain proper cooling and airflow through the shelf.

  — Do not over-tighten thumb screws or lug nuts. Tighten until snug plus a quarter turn. If you use a power tool to tighten screws, use a low torque setting (2–3 lbs/sq in).

CallPilot 5.0 installation tasks

The following is a list of the CallPilot 5.0 installation tasks covered in this guide, listed in the correct sequence. To link to detailed procedures for each task, click the text.

-

Time requirements

The following table shows the approximate time required to complete each task in the work flow.

Table 1
Time requirements

Task	Time to completion
CS 1000/M1 system status check	15 minutes
CallPilot resource configuration	2 hours
CallPilot server preinstallation	1 hour
CallPilot server installation	1 hour
CallPilot server configuration	2 hours
CallPilot server testing	1.5 hours
Total time to completion =	*7 hours 45 minutes*

CS 1000/M1 system status check

This task describes how to check the Communication Server 1000 (CS 1000) or the Meridian 1 (M1) system status.

To successfully install a basic CallPilot system, you must provision or verify the following parameters on the telephony switch (CS 1000 or M1):

- PBX IP and host name

- VAS ID

- ELAN ID

- system parameters

- ACD

- DFDN

- CDN

- ACD agents

- telephones

CallPilot can be provided only on a per-customer basis on the CS 1000 or M1 system. ELAN messages used for communication between the telephony switch and CallPilot contain a customer number to which CallPilot belongs. In these procedures, ensure that you enter the correct customer number in the overlays.

CS 1000/M1 system status check tasks

The following is a list of tasks you perform to check the status of the CS 1000 or M1 system. To link to detailed procedures for each task, click the text.

• "Checking the status of the ELAN connection to the PBX (LD 48)" (page 15)

Checking the current IP address of the PBX (LD 117)

Perform the following procedure to check the current IP address in the CS 1000 or M1 system.

Step	Action
1	Connect to the PBX.
2	If you have not already done so, log on using the proper account with the following syntax: logi <login name>
3	Press Enter.
4	At the prompt, type the password for the login name and press Enter.
5	Enter **LD 117**.
6	Enter **STAT HOST** to display the IP addresses and host names configured in the CS 1000 or M1 system. *Note:* If there is no IP provisioning completed, see the *CS 1000 System and CallPilot Server Configuration* guide (NN44200-312) for advanced provisioning. When provisioning is complete, return to this guide and continue to the next procedure.
7	To exit the overlay, enter ****.

—End—

Checking the currently configured VAS IDs

Step	Action
1	Connect to the PBX.
2	Enter **LD 22**.
3	At the **REQ** prompt, enter **PRT**.
4	At the **TYPE** prompt, enter **VAS**.
5	If there are some VAS IDs provisioned, take note of the VAS ID information. If there are no VAS IDs provisioned, this guide explains the steps to provision them in the next chapter.

—End—

Checking the ELAN interface status of the PBX (LD 137)

Perform the following procedure to check the ELAN interface status.

Step	Action
1	Connect to the PBX.
2	Enter **LD 137**.
3	Enter **STAT ELNK**. The status of the ELAN interface appears.

  Note: If the ELAN interface is not configured, continue to . If it is configured, continue to .

Step	Action
4	To exit the overlay, enter ********.

—End—

Enabling the ELAN interface of the PBX (LD 137)

Perform the following procedure to enable the ELAN interface. If it is already enabled, skip to the next procedure.

Step	Action
1	Connect to the PBX.
2	Enter **LD 137**.
3	Enter **CHG ELNK ACTIVE *NAME***, where *NAME* is the host name for the primary IP address.
4	To exit the overlay, enter ********.

—End—

Checking the status of the ELAN connection to the PBX (LD 48)

Perform the following procedure to check the status of the ELAN connection to the PBX.

Step	Action
1	Connect to the PBX.
2	Enter **LD 48**.
3	Enter **STAT ELAN** to display a list of current AML links.
	Note: Take note of any enabled and active ELANs. This will be useful when deciding if a new VAS ID and ELAN ID are required.
4	To exit the overlay, enter ********.

—End—

CallPilot resource configuration

This task describes how to configure CallPilot 5.0 resources on the Communication Server 1000 (CS 1000) or Meridian 1 (M1) system.

CallPilot can be provided only on a per-customer basis on the CS 1000 or M1 system. AML messages used for communications between the telephony switch and CallPilot contain a customer number to which CallPilot belongs. In these procedures, ensure that you enter the correct customer number in the overlays.

CallPilot resource configuration tasks

The following is a list of tasks you perform to configure CallPilot 5.0 resources on the CS 1000 or M1 system. To link to detailed procedures for each task, click the text.

- "Configuring a new ELAN ID and VAS ID (LD 17)" (page 18)
- "Configuring system parameters (LD 17)" (page 19)
- "Defining CallPilot in the customer data block (LD 15)" (page 20)
- "Configuring the Route Data Block (LD 16)" (page 22)
- "Configuring Automatic Call Distribution (LD 23)" (page 23)
- "Configuring the DFDN (LD 23)" (page 24)
- "Configuring the CDN queue (LD 23)" (page 25)
- "Configuring ACD agents (LD 11)" (page 26)
- "Provisioning telephones (LD 11)" (page 27)
- "Enabling card slots (LD 32)" (page 29)
- "Saving CS 1000/M1 changes (LD 43)" (page 30)

Configuring a new ELAN ID and VAS ID (LD 17)

Define and configure the ELAN subnet for the AML link and its associated VAS ID in the configuration record. This provides the Ethernet connection over which AML messages are exchanged between the CS 1000 or M1 system and CallPilot. A separate ELAN must be created for CallPilot and Contact Center for the purpose of integration.

Perform this procedure only if there is no VAS ID provisioned or available.

Step	Action
1	Connect to the PBX.
2	Enter **LD 17**.
3	Enter the appropriate values as described in the following table to configure a new ELAN ID. For prompts not listed in the following table, press Enter to accept the default.

Table 2
LD 17 - Configuring the ELAN ID

Prompt	Response	Notes
REQ	CHG	
TYPE	ADAN	
ADAN	NEW ELAN xx	Where xx is the next available number, 16 – 31.
CTYP	ELAN	
DES	a..a	Enter a relevant description (for example, CallPilot).
LCTL	<cr>	

4	Enter the appropriate values as described in the following table to configure a new VAS ID. For prompts not listed in the following table, press Enter to accept the default.

Table 3
LD 17 - Configuring the VAS ID

Prompt	Response	Notes
REQ	CHG	
TYPE	VAS	
VAS	NEW	
VSID	xx	Enter the number entered for the ELAN ID above.

Prompt	Response	Notes
ELAN	xx	Enter the number entered for the ELAN ID above.
SECU	YES	

5 To exit the overlay, enter ********.

Tech tip: To view the new ELAN, enter LD 22. Enter PRT at the REQ prompt, then ADAN. A list of all provisioned IDs appears. Use the capture text function in hyperterminal to save a text file of the output.

—End—

Configuring system parameters (LD 17)

Tech tip: To view a list of all provisioned system parameters, enter LD 22 and enter PRT at the REQ prompt, then CFN. Use the capture text function in hyperterminal to save a text file of the output.

Step	Action
1	Connect to the PBX.
2	Enter **LD 17**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.

Table 4
LD 17 - Configuring system parameters

Prompt	Response	Notes
REQ	CHG	
TYPE	PARM	
NCR	xxx	Enter the number of DS0 channels multiplied by 2 plus the current NCR. For example, if the current NCR is 500 and there are 24 DS0 channels, enter 548.

Prompt	Response	Notes
CSQI	xxx	Enter the number of CallPilot DS0 channels multiplied by 2. For example, if there are 24 DS0 channels, enter 48.
CSQO	xxx	Enter the number of CallPilot DS0 channels multiplied by 2. For example, if there are 24 DS0 channels, enter 48.

4   To exit the overlay, enter ****.

—End—

Defining CallPilot in the customer data block (LD 15)

Tech tip: To view current system parameters, go to LD 21 and enter PRT at the REQ prompt, and then CDB and the appropriate customer number. The result is a list of all the current information in the Customer Data Block. Use the capture text function in hyperterminal to save a text file of the output.

Step	Action
1	Connect to the PBX.
2	Enter **LD 15**.
3	Enter the appropriate values as described in the following table to add Call Park Allowed and Message Center Included. For prompts not listed in the following table, press Enter to accept the default.

Table 5
LD 15 - Configuring Call Park Allowed and Message Center Included

Prompt	Response	Notes
REQ	CHG	
TYPE	ftr	
CUST	xx	Customer number for CallPilot.
OPT	CPA MCI	
IDEF	YES NO	If Call Forward by Call Type (CFCT) is enabled on the CS 1000 or M1 switch, enter YES. Otherwise, enter NO.

4   Enter the appropriate values as described in the following table to define Call Redirection. For prompts not listed in the following table, press Enter to accept the default.

Table 6
LD 15 - Configuring Call Redirection

Prompt	Response	Notes
REQ	CHG	
TYPE	rdr	
CUST	xx	Customer number for CallPilot.
FNAD	xxxx	Enter the FDN for CallPilot.
FNAT	xxxx	Enter the FDN for CallPilot.
FNAL	xxxx	Enter the FDN for CallPilot.
CFNA	4	
CFN0	1-(4)-15	Number of normal ringing cycles for CFNA, Option 0.
CFN1	1-(4)-15	Number of normal ringing cycles for CFNA, Option 1.
CFN2	1-(4)-15	Number of normal ringing cycles for CFNA, Option 2.

5   Enter the appropriate values as described in the following table to define End-to-End Signaling Tone. For prompts not listed in the following table, press Enter to accept the default.

Table 7
LD 15 - Configuring End-to-End Signaling Tone

Prompt	Response	Notes
REQ	CHG	
TYPE	ftr	
CUST	xx	Customer number for CallPilot.
EEST	YES NO	Enter NO if remote sites are set to NO.

6   Enter the appropriate values as described in the following table to define Integrated Services Digital Network. For prompts not listed in the following table, press Enter to accept the default.

Table 8
LD 15 - Configuring Integrated Services Digital Network

Prompt	Response	Notes
REQ	CHG	
TYPE	net	
CUST	xx	Customer number for CallPilot.
ISDN	YES NO	Enter NO if NMS is not installed on the CS 1000 or M1 system.
PNI	xxxxx	Private Network Identifier. Within one network, use the same PNI value in LDs 15 and 16. When you interwork with different networks, enter the PNI of this CS 1000 or M1 system in LD 15, and the PNI of the target or remote CS 1000 or M1 system in LD 16. The default PNI = 0 prevents the operations of features such as NRAG, NACD and NMS.
HLOC	xxxx	Home Location Code defined in LD 90.
LSC	xxxx	Local Steering Code defined in LD 15.

7   To exit the overlay, enter ****.

Tech tip: To view a list of installed packages, enter LD 22 and enter PRT at the REQ prompt, then PKG. Use the capture text function in hyperterminal to save a text file of the output.

—End—

Configuring the Route Data Block (LD 16)

Perform the following procedure to configure the Route Data Block.

Step	Action
1	Connect to the PBX.
2	Enter **LD 16**.

3   Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.

Table 9
LD 16 - Configuring the Route Data Block

Prompt	Response	Notes
REQ	CHG	
TYPE	rdb	
CUST	xx	Customer number for CallPilot.
ROUTE	xxx	Enter the number of the route you wish to modify.
DES	aaa	Description for the route.
IDEF	LOC	
RCLS	EXT	

4   To exit the overlay, enter ****.

        Tech tip: To view all configured routes, enter LD 21. Enter PRT at the REQ prompt, RDB, and then the customer number, and press Enter through the remaining prompts. Use the capture text function in hyperterminal to save a text file of the output.

—End—

Configuring Automatic Call Distribution (LD 23)

Configure only one ACD agent queue to service CallPilot, unless you are enabling the Symposium Voice Services Support feature. This queue holds all the agents that correspond to DS0 channels on the CallPilot server.

Step	Action

1   Connect to the PBX.

2   Enter **LD 23**.

3   Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.

Table 10
LD 23 - Configuring Automatic Call Distribution

Prompt	Response	Notes
REQ	NEW	
TYPE	ACD	
CUST	xx	Customer number for CallPilot.
ACDN	xxxx	This is the ACD DN the agents point at.
MWC	NO	
MAXP	xxxx	Maximum number of agent channels.
CALP	POS	
IVR	YES	
ALOG	YES	

4 To exit the overlay, enter ****.

—End—

Configuring the DFDN (LD 23)

Before you configure the CDN queue, define the default ACD DN to be referenced in the CDN. During normal operation, the CDN is in control mode, and callers are queued to be routed and then answered by CallPilot services. Under error conditions (for example, if the AML link is down), the CDN operates in default mode and calls are routed to the default ACD DN defined for the CDN.

This procedure describes how to set up the default ACD DN so that these calls are handled by the attendant. For the attendant to process incoming calls to CallPilot when the CDN is in default mode, define a dummy ACD DN and set it to night call forward to the attendant.

Step	Action

1 Connect to the PBX.

2 Enter **LD 23**.

3 Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.

Table 11
LD 23 - Configuring DFDN

Prompt	Response	Notes
REQ	NEW	
TYPE	ACD	
CUST	xx	Customer number for CallPilot.
ACDN	xxxx	Enter the DFDN.
MWC	NO	
MAXP	1	Maximum number of agent channels. Enter 1 to make this a DFDN queue.
NCFW	0	

4   To exit the overlay, enter ****.

—End—

Configuring the CDN queue (LD 23)

The control DN is the single point to which the end user calls to access voice mail or use multimedia functions such as fax capabilities.

Perform this procedure to configure the following CDN queues:

- primary CDN for Voice Messaging. This becomes the main CDN queue.

- secondary CDN for Multimedia Messaging, if you want to provide users with fax capability.

Step	Action

1   Connect to the PBX.

2   Enter **LD 23**.

3   Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.

Table 12
LD 23 - Configuring the CDN queue

Prompt	Response	Notes
REQ	NEW	

Prompt	Response	Notes
TYPE	CDN	
CUST	xx	Customer number for CallPilot.
CDN	xxxx	Control DN of the CallPilot system (for example, 4300).
DFDN	xxxx	The default ACD created above, in the procedure "Configuring the DFDN (LD 23)" (page 24).

4   To exit the overlay, enter ****.

—End—

Configuring ACD agents (LD 11)

For CallPilot, you must define channels as ACD agents on M2008 digital sets. All agents are added to the configured ACD queues. Each agent must have the VCE and MMA Class of Service. To get the VCE class of service on the upper 16 units (15 to 31), you must first specify the FLXA Class of Service. Each agent must be provisioned with the following feature keys: ACD, SCN, NRD, MSB, TRN, and AO3.

Tech tip: Each channel maps to the MGATE card slot in the CS 1000 or M1 system that the DS30 or DS30X cable is connected to from the CallPilot. For example, if your MGATE card is in slot 8 and your DS30 or DS30X cable 1-1 is connected, your first channel TN may be 4.0.1.0 for a large system or 0.0.8.0 for a small system. For the purpose of this document, provision at least 2 agent channels. Additional agent channels can be configured later.

Step	Action
1	Connect to the PBX.
2	Enter **LD 11**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.

Table 13
LD 11 - Configuring ACD agents

Prompt	Response	Notes
REQ	NEW	
TYPE	2008	

Prompt	Response	Notes
TN	aaa.bbb.ccc.ddd	Terminal Number, where a = loop, b = shelf, c = MGATE card slot, d = channel for that card (0–31).
DES	dddddd	Description.
CUST	xx	Customer number for CallPilot.
CLS	`WTA UNR VCE MMA FLAX`	
KEY	0 ACD xxxx 0 yyyy	xxxx = the ACD defined above in the procedure "Configuring Automatic Call Distribution (LD 23)" (page 23). yyyy = the position ID of the agent, For example: KEY: 0 ACD 4500 0 4571
KEY	1 SCN xxxx	xxxx = Single Call Non ringing DN
KEY	2 MSB	
KEY	3 NRD	
KEY	4 TRN	
KEY	5 AO3	

Tech tip: Take note of the TN, Key 0 position ID, and Key 1 SCN configured here. These parameters are required later in the CallPilot server configuration.

4   Repeat step 3 for each ACD agent channel required.

5   To exit the overlay, enter ****.

—End—

Provisioning telephones (LD 11)

In the examples in this procedure, an i2004 Model NTDU92 is used. To configure other models, refer to *IP Phones: Description, Installation, and Operation (553-3001-368)* and *Telephones & Consoles: Description, Installation and Operation (553-3001-367)*

Step	Action

1   Connect to the PBX.

> **2**   Enter **LD 11**.
>
> **3**   Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.

Table 14
LD 11 - Provisioning telephones

Prompt	Response	Notes
REQ	NEW	
TYPE	a..a	Telephone type For example: i2004
TN	aaa.bbb.ccc.ddd	Terminal Number, where a = loop, b = shelf, c = card slot, d = card channel (0–31). For example: 66 0 0 10 IP Phones require a VGMC card. The TNs you configure for IP Phones are virtual circuits. Digital and analog telephones require a digital or analog card.
DES	dddddd	Description. For example: johns
CUST	xx	Customer number for CallPilot. For example: 0
ZONE	xx	For example: 0
FDN	xxxx	For example: 4300
CLS	FNA MWA HTA	
HUNT	xxxx	For example: 4300

Prompt	Response	Notes
KEY	0 SCR xxxx	Where xxxx is the line number of the telephone. This is the number dialled or the line selected when the user makes a call from the telephone. For example: 4710
KEY	16 MWK xxxx	Where xxxx is the CDN of the CallPilot system. For example: 4300

4 Repeat step 3 for each telephone to be configured.
Configure at least two telephones for testing purposes.

5 To exit the overlay, enter ****.

6 Connect two telephones to either a phone line or a proper network connection, depending on the telephone type. Refer to the user guides specific to the telephones.

7 Ensure that you have dial tone on both telephones, and check that you can dial one phone from the other.

—End—

Enabling card slots (LD 32)

If the MGATE card slots are not automatically provisioned, perform the following procedure to enable them.

Step	Action
1	Connect to the PBX.
2	Enter **LD 32**.
3	To display the status of the MGATE card, enter **STAT n** (where **n** is the card slot used by the MGATE). For example: STAT 18.
4	If the MGATE card is disabled, enter **ENLC n** (where **n** is the card slot used by the MGATE) to enable it. For example: ENLC 18.
5	Repeat steps 3 and 4 for each required MGATE card.

6 To exit the overlay, enter ****.

—End—

Saving CS 1000/M1 changes (LD 43)

Perform the following procedure to save all configuration changes. If a reboot occurs before you save the system, all your changes could be lost.

Tech tip: The prompt for LD 43 is just a period ".". Entering the command **EDD** will complete a data dump to the on board flash.

Step	Action
1	Connect to the PBX.
2	Enter **LD 43**.
3	At the "." prompt, enter **EDD**.
4	To exit the overlay, enter ****.

—End—

CallPilot server general description

This section describes the hardware components of the CallPilot servers.

For CallPilot Release 5.0, there are two server models: the 600r CallPilot server and the 1005r CallPilot server. The 600r system is a small-capacity system that can handle up to 20,000 mailboxes. The 1005r is a large-capacity system that can handle up to 50,000 mailboxes. Both servers are rack-mounted servers that fit into a standard 19" or 23" rack.

600r CallPilot server

Front panel

Figure 1 "600r CallPilot server - front panel" (page 31) shows the front panel on the 600r. The front panel LEDs and control switches are highlighted in Figure 2 "600r CallPilot server - front panel LEDs" (page 32) and Table 15 "600r CallPilot server - front panel LEDs" (page 32).

Figure 1
600r CallPilot server - front panel
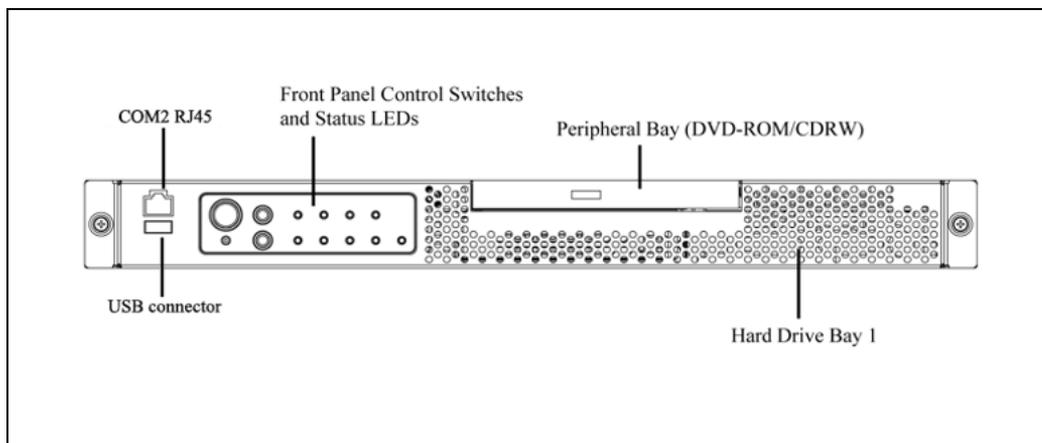
Figure 2
600r CallPilot server - front panel LEDs
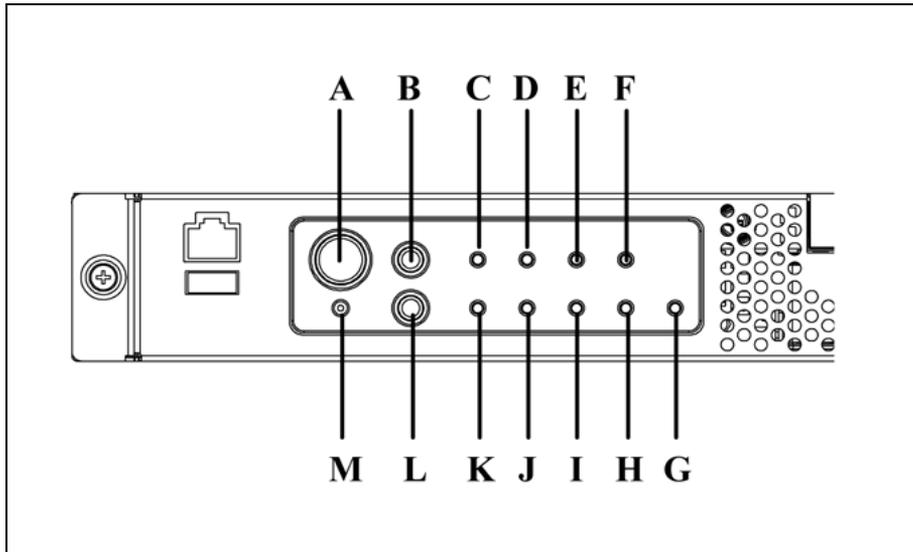
Table 15
600r CallPilot server - front panel LEDs

Label	Description
A	Power button
B	Reset button
C	Critical fault LED
D	Major fault LED
E	Minor fault LED
F	Power LED
G	Disk 0 activity/fault LED (green/amber)
H	Not used
I	Main power LED (green)
J	NIC activity LED (green)
K	System ID LED (white)
L	ID button
M	NMI button (not used)

Back panel

Figure 3 "600r CallPilot server - back panel" (page 33) shows the back panel on the 600r. The back panel controls and features are described in Table 16 "600r CallPilot server - back panel controls and features" (page 33).

Figure 3
600r CallPilot server - back panel
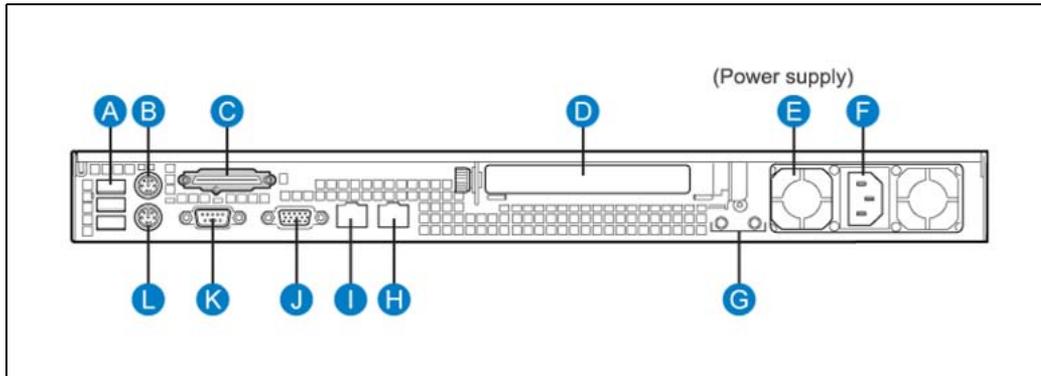
Table 16
600r CallPilot server - back panel controls and features

Label	Description
A	USB 0, USB1, USB2 (bottom to top)
B	PS/2 mouse input
C	SCSI port (requires terminator)
D	MPB96 card
E	Power supply
F	AC power input
G	Ground studs
H	ELAN input
I	Nortel server subnet (CLAN) input
J	Video input
K	COM1 DB-9 serial port
L	PS/2 keyboard input

1005r CallPilot server
Front panel

Figure 4 "1005r CallPilot server - front panel" (page 34) shows the front panel on the 1005r. The front panel LEDs and control switches are described in Table 17 "1005r CallPilot server - front panel LEDs and controls" (page 34).

Figure 4
1005r CallPilot server - front panel
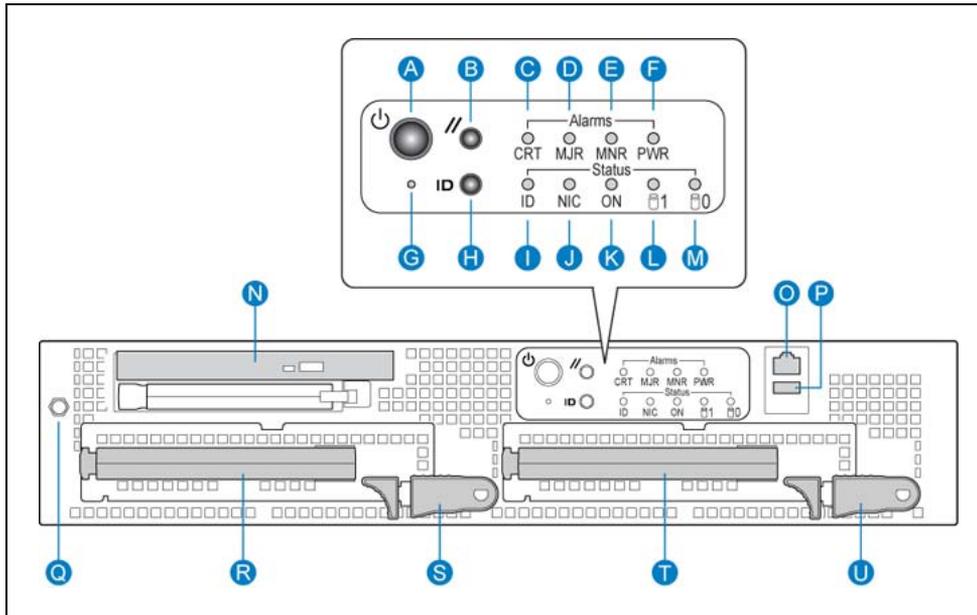
Table 17
1005r CallPilot server - front panel LEDs and controls

Label	Description
A	Power button
B	Reset button
C	Critical alarm LED
D	Major alarm LED
E	Minor alarm LED
F	Power alarm LED
G	NMI switch (not used)
H	ID switch
I	ID LED
J	NIC activity LED
K	Status LED
L	Hard drive 1 activity and status
M	Hard drive 0 activity and status
N	DVD/CD/CD-RW
O	RJ45 COM1 serial port
P	USB 2
Q	ESD connection

Label	Description
R	Hard drive 1 pull handle
S	Hard drive 1 release lever
T	Hard drive 0 pull handle
U	Hard drive 0 release level

Back panel

Figure 5 "1005r CallPilot server - back panel" (page 35) shows the back panel on the 1005r. The back panel controls and features are described in Table 18 "1005r CallPilot server - back panel controls and features" (page 35).

Figure 5
1005r CallPilot server - back panel
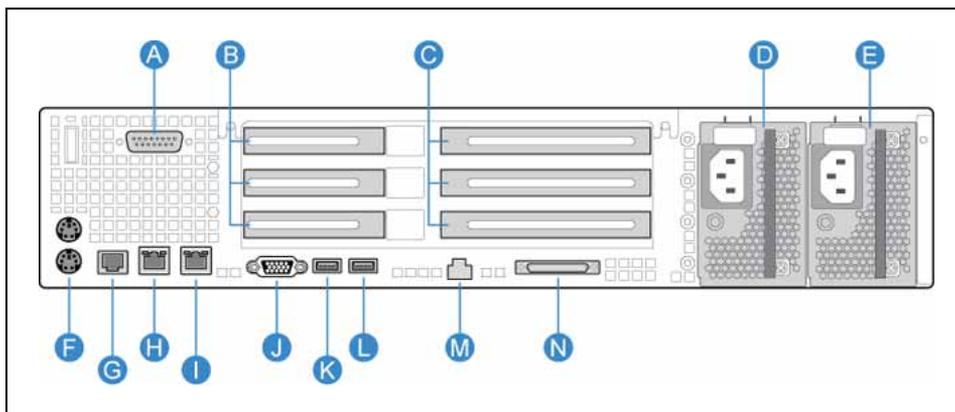
Table 18
1005r CallPilot server - back panel controls and features

Label	Description
A	DB15 Telco alarm connector (not used)
B	PCI low profile cards (1, 2, 3 from bottom to top)
C	MPB 96 cards (1, 2, 3 from bottom to top)
D	Power supply 1
E	Power supply 2
F	PS/2 mouse and keyboard input
G	RJ45 COM2 serial port
H	Nortel server subnet (CLAN) input
I	ELAN input
J	Video input
K	USB 1

Label	Description
L	USB 0 (dongle connects here)
M	Server management LAN port
N	SCSI port (does not require terminator)

CallPilot server preinstallation

This task describes the CallPilot server preinstallation.

Recommended tools

- The following is a list of recommended tools for the job:
  - antistatic ESD wrist strap kit
  - cordless power drill with various Phillips, Robertson, and nut driver bits
  - hand-held Phillips, Robertson and standard screwdrivers in various sizes
  - handheld hex nut drivers
  - needle-nosed pliers
  - tweezers
  - tape measure
  - flashlight
  - cable tie wraps (various lengths, mainly small ones required)
  - side cutters
  - utility knife or box cutter
  - RJ45 crimper with various dyes (if making phone and Ethernet cables)
  - null modem serial cable (for troubleshooting purposes)
  - cable identification labels
  - equipment log, to record system information (for example, model, serial number, and installed options)
  - pen and note pad

CallPilot server preinstallation tasks

The following is a list of tasks you perform to prepare for CallPilot server installation. To link to detailed procedures for each task, click the text.

- "Choosing a location" (page 38)

- "Preparing the site" (page 38)

- "Connecting to the network" (page 39)

- "Unpacking the server" (page 39)

Choosing a location

Choose a site for the CallPilot server by considering following factors:

- The DS30 cables that connect the NTRH40CA MPB96 board on the CallPilot server to the MGate card on the switch can be up to 600 meters (1968 feet) long. This allows you to install the CallPilot server in a different building from the switch.

- The DS30X cable that connects the NTRH40AA MPB96 board on the CallPilot server to the MGATE card on the switch is 20 meters (60 feet) long. The total distance from switch to CallPilot must be taken into consideration. Include rack transitions, cable bends, and any routing necessary in your calculations before you install.

- A monitor, keyboard, and mouse are required to connect to the CallPilot server for local console access. These peripherals should be located in the same rack as the CallPilot server, or at least within visual distance of the server's status LEDs.

- The area must have proper cooling and airflow. Consider installing a shelf with perforated holes for the peripheral devices, above or below the CallPilot server.

Preparing the site

Perform the following procedure to prepare the site for the CallPilot server.

Step	Action
1	Ensure that the site is clean and clear of any debris.
2	Place a table or secure surface near the install location of the CallPilot server for unpacking and inspection. The surface or table should be large enough to accommodate a .9 m X .9 m (3' X 3') box weighing approximately 10.4 kg (23 lbs) for the 600r CallPilot server, or 20 kg (44 lbs) for the 1005r CallPilot server.
3	Place an Electrostatic Discharge (ESD) mat on the unpacking surface.

4   Install the rack, or ensure that a pre-existing rack is properly installed with sufficient space for the CallPilot server and peripheral devices. The 600r is a 1U form factor and the 1005r is a 2U form factor.

5   Ensure that an external analog phone line is available for the USB modem.

6   Ensure that a single-point ground reference is available for all the power outlets serving the CallPilot server and its peripherals.

—End—

Connecting to the network

The CallPilot server has two network connections: the ELAN network interface for the ELAN subnet and the CLAN network interface for the Nortel server subnet.

The ELAN subnet connects the CallPilot server to the CS 1000 or M1 switch. Install the ELAN subnet on the same network as the CS 1000 or M1 switch you are using for the CallPilot system, as a dedicated Ethernet switch or hub segregated from any other network.

The Nortel server subnet is used for the following features: Desktop Messaging, CallPilot Reporter, My CallPilot, CallPilot Manager remote access, and Application Builder.

Both the ELAN subnet and the Nortel server subnet use standard network Ethernet Cat 5e cables. If cables are made on site, ensure that IEEE 802.3 standards are maintained and followed.

Unpacking the server

Perform the following procedure to unpack the CallPilot server.

As you unpack each item, check it off against the packing list.

Step	Action
1	Place the cardboard carton containing the CallPilot server on the floor, close to the secure surface or table.
2	Open the box, carefully remove the server, and place it on the ESD mat on the table or secure surface. Check that the USB dongle with keycode and feature list is included, and for the 600r model, ensure that a SCSI terminator is included.
3	Open the other boxes containing the peripheral devices and check that the following devices are included:

- monitor

- keyboard

- mouse

- USB modem

- Tandberg tape drive

- tapes

- SCSI cable

- power cords

Place the peripheral devices in a safe, secure area near the installation site.

4   Open the software package and check that the following software is included:

- CallPilot image DVD for your system

- CallPilot service Update/PEP CD

- CallPilot Application CD

- CallPilot Desktop CD

- CallPilot My CallPilot CD

- CallPilot Language Prompts CDs (3)

- CallPilot Documentation CD

- printed DTR documentation

Place the software in a safe, secure area near the installation site.

5   Inspect the server and peripheral devices. Do not discard the CallPilot server box in case a return is necessary.

6   Locate the external SCSI terminator (included loose within the server shipping carton). Connect the terminator to the rear SCSI port.

—End—

CallPilot server installation

This task describes the CallPilot server installation.

CallPilot server installation tasks

The following is a list of tasks you perform to install the CallPilot server. To link to detailed procedures for each task, click the text.

- "Rack-mounting the server" (page 41)
- "Installing peripheral devices" (page 42)
- "Installing cables and grounds" (page 43)
- "Performing preboot checks" (page 45)
- "Connecting the server to power and starting it" (page 45)

Rack-mounting the server

Perform the following procedure for four- or two-post rack-mounting.

The CallPilot server includes installation instructions for the 19" and 23" Universal Rack Mount kits. Refer to the those instructions for more details.

Step	Action
1	Attach the inner rail to the chassis on both sides.
2	Attach the front-tab mounting bracket to the chassis on both sides. The bracket is reversible for a flush mount install.
3	Using the four outer studs, assemble the mounting brackets to the outer rail. Insert the four thread covers of the 4 inner studs. For a two-post install, flip the mounting brackets so they are facing in to each other. **Tech tip:** Hand-tighten the nuts at this stage so you can adjust the distance for the server and rack.
4	Install the two outer rail subassemblies. Eight mounting screws are required for a four-post install. For a two-post install, six mounting screws are required.

5 Tighten all the nuts that you previously hand-tightened.

6 Slide the system into the rack.
Check that the inner rail fits together with the outer rail.

7 To secure the server in place, install screws in the front-tab mounting bracket to the rail.
For a two-post install, install four screws through the clearance slots in the side of the outer rail assembly into the inner rail.

—End—

Installing peripheral devices

Perform the following procedure to install the peripheral devices on the CallPilot server.

Step	Action

1 Optionally, install a perforated shelf for the modem and Tandberg tape drive to sit on.
Nortel recommends that you use a perforated shelf rather than placing the modem and tape drive directly on the CallPilot server equipment. The holes in the perforated shelf promote air flow and cooling.

2 Place the modem and tape drive on the perforated shelf or, on an alternative surface.

3 Connect one end of the USB cable into the modem. Connect the other end of the USB cable into the rear panel of the server module: USB 2 for the 600r CallPilot server, or USB 1 for the 1005r CallPilot server.

4 Connect the analog phone line to the RJ-11 jack labeled TELCO on the modem.

5 Connect one end of the SCSI cable to the tape drive. Connect the other end of the SCSI cable to the SCSI port on the rear panel of the CallPilot server.
Ensure that all connectors are tightened.

> *Note:* You must remove the SCSI terminator before you can connect the tape drive. Ensure that there is a terminator installed on the tape drive.
> The 600r hard drive and tape drive are on the same SCSI bus. If a terminator is not installed in the loop, the hard drive may be damaged when the system is powered up.

6 Set the SCSI ID on the tape drive to **6**.

7 Install the monitor, keyboard, and mouse in the same location as the server.
If you are using a KVM-type box, ensure that you have visual contact with the LEDs on the CallPilot server.

8 Plug the keyboard and mouse cables into the PS/2 connectors on the rear panel according to the labels.

9 Plug the monitor into the video connector on the rear panel.
Tighten screws on the connector.

10 Install the USB dongle into USB port 0.
Ensure that the feature key is in place.

—End—

Installing cables and grounds

Perform the following procedure to install cables and grounds for the CallPilot server.

This procedure assumes that the cable and RJ45 are terminated properly according to IEEE 802 Ethernet standards and are of sufficient length. This procedure does not cover Ethernet cables of customized length.

Step	Action

1 Install and connect the ELAN Ethernet cable to the NIC 2 connector labeled on the back of the server from the ELAN hub or Ethernet switch.
Or, use an Ethernet cross-over cable to connect directly to the CS 1000 or M1 switch. If you use this method, no device other than CallPilot can connect to the ELAN subnet.

 Note: Connect the CS 1000 or M1 switch ELAN to the same subnet as the CallPilot server ELAN.

2 Install and connect the Ethernet cable for the Nortel server subnet to the NIC 1 connector labeled on the back of the server from the Nortel server subnet hub or Ethernet switch.
Not all sites require a Nortel server subnet; this subnet is used for the following features: Desktop Messaging, CallPilot Reporter, My CallPilot, CallPilot Manager remote access, and Application Builder.

 Note: Leave the Ethernet cable for the Nortel server subnet unplugged on the server side until antivirus software is installed on the server.

    3   Install the power cords to all devices, but plug them only into the receptacle, not into the end device. The devices requiring power are:

- 1005r server — two power cords, redundant power supplies

- 600r server — one power cord

- monitor — one power cord

- tape drive — one power cord

- ELAN subnet Ethernet switch or hub — one power cord

- Nortel server subnet Ethernet switch or hub — one power cord

    Note: The single-point ground (SPG) required by the system can be an isolated ground (IG) bus or AC equipment ground (ACEG) bus in the service panel or transformer. The system must be connected to a safety ground or protective earth in accordance with NEC requirements. For international use, the system must be connected to safety ground or protective earth in accordance with Paragraph 2.5 of EN60950/IEC950.

    4   Check the version of your MPB96 card or cards before proceeding. The versions are identified as follows:

- The NTRH40CA MPB96 board has three RJ-45 connectors on its faceplate. If you have an NTRH40CA, proceed to step 5.

- The NTRH40AA MPB96 board has a single DB-44 connector on its faceplate. The MPB96 connects to the MGate using a DS30X cable. If you have an NTRH40AA, proceed to step 6.

    5   Install and connect the DS30 cables from the switch MGATE card to the CallPilot MPB96. There is no restriction as to which cable is connected first, as the NTRH40AC MPB96 can get its timing from any of the three RJ-45 ports.

- The RJ-45 connectors in the top MPB96 card are numbered from 1 to 3 starting at the right side of the server's back panel (next to the power supplies) They are cabled to MGate cards 1 to 3 respectively

- If there are three MPB96 cards in your server, the RJ-45 connectors in the middle card are cabled (from right to left) to MGate cards 4 to 6. The bottom MPB96 card is not connected to the switch.

Continue with

6   Install and connect the DS30X cable from the switch MGATE card to the CallPilot MPB96, starting from the switch side. The following are guidelines:

- The 3 connectors of each DS30X cable going to the MGate card are labeled with DS30X-1 to DS30X-3. Connect the DS30X-1 first, the DS30X-2 second, and the DS30X-3 third. This is important for timing off the MGATE card.

- If more then one MPB96 card is installed, first connect the DS30X cable to the topmost MPB96 card, then to the middle card, and then to the bottom card.

- Tighten all connectors. Loose connectors can cause loss of service.

  Tech tip: It is easier to run the DS30X cable in starting from the telephony switch side. Protect the end connector of the cable.

—End—

Performing preboot checks

Perform the following preboot checks on the CallPilot server to ensure a smooth system boot.

Step	Action
1	Check that a single-point ground (SPG) is followed for every device requiring power in the CallPilot system. Check that power cords and UPS devices are plugged into SPGs.
2	Check that all connectors and cables are properly tightened down and connected where applicable.
3	Check that the dongle is plugged into the proper port and the feature key is in it.

—End—

Connecting the server to power and starting it

For 600r servers: when you apply AC power to the 600r server, the server starts automatically. This is part of the BIOS startup sequence. It is important to follow the steps in the order given.

Step	Action
1	Plug the power cords into all peripheral devices, including the monitor, tape drive, and Ethernet switch or hub as applicable to system setup.
2	Turn on all peripheral devices.
3	Plug the power cords into the CallPilot server. Check that the status LEDs on the power supply are lit green.
4	Do one of the following: • For the 1005r server, push the power switch on the front panel to power on the server. • For the 600r server, if the server does not start automatically when you plug in the power cords, push the power switch on the front panel to power on the server.
5	Check that the status LEDs on the power supply are blinking green.
6	Wait while the server configures Windows 2003. After the server automatically restarts several times, the Windows logon screen appears.

—End—

CallPilot server configuration

This task describes the CallPilot server configuration.

CallPilot server configuration tasks

The following is a list of tasks you perform to configure the CallPilot server. To link to detailed procedures for each task, click the text.

- "Logging on to the CallPilot server" (page 47)
- "Completing the Setup Wizard and installing PEPs" (page 47)
- "Running the Configuration Wizard" (page 49)
- "Configuring new mailboxes and additional tasks" (page 52)
- "Backing up the system" (page 53)

Logging on to the CallPilot server

Perform the following procedure to log on to the CallPilot server.

Step	Action
1	From the local console, for the user name, enter **administrator**.
2	From the local console, for the password, enter **Bvw250**.

—End—

Completing the Setup Wizard and installing PEPs

Perform the following procedure to install Service Updates (SU) and PEPs on the CallPilot server.

Step	Action
1	After you log on, the Setup Wizard appears automatically. Click **Next** on the **Welcome** page of the Setup Wizard.
2	Insert the PEP CD into the DVD-ROM drive.

3   In the **Service Update (SU)/PEP Installation** page, select **Yes, I have updates that I want to install now**.

4   Click **Next**.
A message appears, prompting you to install SUs and PEPs.

5   Browse to the PEP CD in the DVD-ROM (Z:) drive. For every PEP or SU to be installed, review the readme file for important steps required for the PEP or SU.

      Tech tip: Ensure you read the readme file; readme files can contain important steps pertaining to specific PEPs or SUs that are not covered in this procedure.

6   To install an SU or PEP, double-click the runme.exe or runme.bat file and click **OK**.

7   In the Service Update (SU)/PEP Installation page, select **SU or PEP to install** and click **Next**.

8   A confirmation message appears. Click **Yes** to continue.

9   If you are prompted to restart the server, do so.

10   Repeat steps 3 to 9 for each PEP or SU to be installed.

      Note: If the system reboots, log back in to the system. If the Setup Wizard does not start automatically, select **Start > Programs > CallPilot > Setup Wizard**.

11   In the Setup Wizard Welcome screen, click **Next**.

12   In the Service Update (SU)/PEP Installation page, select **No, I do not have updates that I want to install now**.

13   Click **Next**.

14   In the Platform Validity page, check that the values listed are correct and marked with green check marks. Click **Next**.

15   In the Telephony Board Validation page, click **Next**.

16   In the Upgrade of CallPilot page, click **No, I do not have data to restore**.

17   Click **Finish**.

—End—

Running the Configuration Wizard

This procedure covers basic provisioning only. You can perform additional provisioning and advanced configuration, such as media allocation, channels, CDNs, and languages, after completing the basic provisioning steps in this procedure. Alternatively, you can run the Configuration Wizard at any time to make configuration changes or add additional information. Additional provisioning and advanced configuration adds time to the installation.

Step	Action
1	If CallPilot Manager is not already open in Internet Explorer, type **http://localhost/cpmgr** in the address bar.
2	Log on to CallPilot Manager using the following default credentials:
	• **Mailbox number**: 000000
	• **Password**: 124578
	• **Server**: localhost
	• **Location**: leave this field blank
3	Click **Login**.
4	When prompted, change the default administrator password for mailbox 000000 as follows:
	a. Type the current password, **124578**.
	b. Type a new password.
	c. Type the new password again.
5	On the **Welcome to CallPilot Manager** page, click **Configuration Wizard**.
6	On the **Configuration Wizard: Welcome** page, click **Next**.
7	On the **Keycode and serial number page**, do the following:
	a. Type the **Serial number** assigned to the USB dongle that is plugged into the CallPilot system.
	b. Type the **Keycode** assigned to the CallPilot register from the dongle.
	c. Click **Next**.
8	On the **Feature Verification** page, review the parameters to ensure they are correct, and then click **Next**.
9	On the **Server Information** page, do the following:

a. Type the **Computer name**.

b. Select the **Time Zone**.

c. Type the **Area Code** and **Country Code**.

d. Type the **LDAP search base**.

e. Click **Next**.

10 On the **Password Information** page, when prompted, change the administrator password for the workstation local login as follows:

a. Type a new password (secure format required).

b. Type the new password again.

c. Click **Next**.

d. If a warning message appears, click **OK**.

11 In the **Multimedia Allocation** page, click **Next**.

12 In the **M1 Switch Information** page, do the following:

a. From the **Switch type** options, select the switch type. Choose **M1** for a large system format and **M1 Option 11** for a small system format.

b. In the **Switch Customer Number** box, type the switch customer number that the CallPilot system uses.

c. In the **Switch IP Address** box, type the IP address of the PBX.

Tech tip: Every channel represents an agent resource that the CallPilot system can use. The channels require provisioning on the telephony switch side first. Two test channels should have already been provisioned. Add the two test channels as follows:

d. From the list of channels, click the **Channel Name** (STI01-001-001 or STI1-001-002).

e. In the **Channel Detail Information** page, type the information for the first provisioned channel. Refer to the TN, position ID, and SCN configured in the procedure "Configuring ACD agents (LD 11)" (page 26).

f. Leave the **Channel Allocation** configured as **Multimedia**.

g. Click **OK**.

h. For the second provisioned channel, repeat steps d to g.

i. Click **Next**.

13 In the **Meridian 1 CND Information** page, click **New**.

14 In the **CND Detail** page, do the following:

    a. In the **CND** box, type the CDN configured in the procedure "Configuring the CDN queue (LD 23)" (page 25).

    b. From the **Application Name** list, select **Voice Messaging**.

    c. Click **OK**.

15   In the **CND Information** page, click **Next**.

16   Insert the CallPilot 5.0 Language CD into the DVD drive.

17   In the **Language Source Directory** page, do the following:

    a. Select the **Install Language** option.

    b. In the **Language CD Location** box, type **Z:**.

    c. Click **Next**.

18   In the **Language Installation** page, do the following:

    a. Select languages and automated speech recognition to be installed.

    b. Select the **Primary** and, optionally, **Secondary** languages to install.

    c. Click **Next**.

19   In the **CallPilot Local Area Network Interface** page, do the following:

    a. For **Equipment LAN network interface card**, select **ELAN**.

    b. For **IP address**, type the IP address assigned to the ELAN NIC.

    c. For **Subnet Mask**, type the network subnet mask assigned to the ELAN NIC.

    d. For **Customer LAN network interface card**, select **CLAN**.

    e. For **IP address**, type the IP address assigned to the CLAN NIC.

    f. For **Subnet Mask**, type the subnet mask assigned to the CLAN NIC.

    g. For **Gateway**, type the gateway assigned to the CLAN NIC.

    h. Click **Next**.

20   In the **Ready to Configure** page, click **Finish**, and then wait for the configuration to be applied.

    Note: With two languages installed, the configuration process takes approximately 20 minutes to complete. Each language prompt installed adds approximately 10 minutes to the configuration process.

21 When the configuration is complete, restart the CallPilot server.

—End—

Configuring new mailboxes and additional tasks

Perform the following procedure to create new mailboxes on the CallPilot server.

In this procedure, you create two test mailboxes. Creating additional mailboxes and other items adds additional time to the installation.

Step	Action

1 Log on to the CallPilot server using the new password you configured in the previous procedure.

2 Log on to CallPilot Manager using the new password you configured in the previous procedure.

3 On the **Welcome to CallPilot Manager** page, click **Add User**.

4 On the **Express User Add** page, do the following:

a. From the **Template Name** list, select **Regular User Template**.

b. In the **First Name** box, type **John**.

c. In the **Last Name** box, type **Smith**.

d. In the **Mailbox Number/Extension DN** box, type the test DN provisioned in the procedure "Provisioning telephones (LD 11)" (page 27).

e. Leave the **Location Name** as is.

f. Click **Add**.

g. In the **User Add Result** page, click **Add Another User**.

h. Repeat steps a through f to create a second mailbox for the second test DN. This time, substitute the name Jane Smith and use the second test DN provisioned in the procedure "Provisioning telephones (LD 11)" (page 27).

5 In the CallPilot Manager toolbar, select **User > Search**.

6 Search for the users you just created, and ensure that they are present with the correct information.

7 In the CallPilot Manager toolbar, select **Maintenance > Channel Monitor**.

8   In the **Channel Monitor** page, under **Channel Status**, check that two channels are shown in dark blue indicating an idle status.

   Tech tip: If a channel status is red, check the DS30 cabling and then check the telephony switch provisioning. A cable may be plugged into the wrong slot or a card may be disabled or not provisioned.

—End—

Backing up the system

   Note: At this point, a backup is recommended but not necessary. It serves as a point to restore from if something should happen during testing. It also serves as a way to test the tape drive to ensure it is in working order. This procedure takes approximately 20 min.

The following procedure describes how to perform a backup to a tape drive.

   Note: For information about the advanced method of backing up to a network device, refer to the *Software Administration and Maintenance* NTP (NN44200-600) or the CallPilot Manager online Help.

Step	Action

1   If the tape drive is not already turned on, turn it on, and then ensure that an SLR 75 tape is inserted.

2   In the CallPilot Manager toolbar, select **System > Backup/Restore**.

3   In the **Backup/Restore** page, do the following:

   a. From the **Select a task** list, select **Review and schedule backups**.

   b. Click **Add Backup**.

4   In the **Add New Backup Schedule** page, do the following:

   a. From the **Select a backup type** list, select **Full System Backup**.

   b. From the **Select a backup device** list, select **PrimaryServer-Tape**.

   c. From **Additional Options**, select **Backup will overwrite any existing data on tape**.

   d. Click **Next**.

5   In the **Add New Backup Schedule** page, do the following:

   a. From the **Select the backup frequency** list, select **One time only**.

b.   In **Select the specific date and time. <your time zone>**, select the current date and time using the 24-hour clock.

c.   In the **Description** box, type a relevant description of the backup.

d.   Click **Next**.

6   In the **Confirm Schedule** page, review the backup information, and then click **Finish**.

7   In the **Backup/Restore** page, select the backup profile you just created and click **Backup Now**.

8   In the message that prompts you to start the backup immediately, click **OK**.

9   When the backup is complete, check the summary log to ensure that no errors occurred.

—End—

CallPilot server testing

This task describes how to test the CallPilot server.

CallPilot server testing tasks

The following is a list of tasks you perform to test the CallPilot server. To link to detailed procedures for each task, click the text.

- "Checking CallPilot connectivity and channels" (page 55)
- "Verifying that you can log on to mailboxes" (page 56)
- "Verifying that you can leave a message" (page 57)
- "Verifying that you can retrieve a message" (page 57)
- "Verifying that each CallPilot channel is functioning correctly" (page 57)
- "Testing pcAnywhere using a remote PC" (page 58)

Checking CallPilot connectivity and channels

Perform the following procedure to check CallPilot connectivity and channels.

Step	Action
1	To check the ELAN connectivity, do the following: a. From the CallPilot server console, select **Start > Run**. b. Type `cmd`, and then click **OK**. The command prompt appears. c. Type `ping [IP address of your PBX]`, and then press Enter. For example, `ping 192.167.100.3` **Tech tip:** You should get ping replies back from the PBX. If you do not, do the following: • Check the ELAN cable connections.

- Check the provisioning, to ensure the PBX is on the same subnet.

- Check the provisioning of the telephony switch.

2 To check the CLAN connectivity, do the following:

a. From the CallPilot server console, click **Start > Run**.

b. Type **cmd**, and then click **OK**.
The command prompt appears.

c. Type **ping [IP address of your Nortel server subnet Gateway]**, and then press **Enter**.
For example, **ping 192.167.249.1**

Tech tip: You should get ping replies back from the Gateway. Sometimes the ping reply may be turned off on the Gateway. If you think that is the case, try another known IP that will reply on the Nortel server subnet. You can also check the following:

- Check the cable for the Nortel server subnet.

- Check your provisioning and ensure that they are on the same subnet.

3 Check that channels are in a state ready to accept calls.

a. In the CallPilot Manager toolbar, select **Maintenance > Channel Monitor**.

b. In the **Channel Monitor** page, check that both provisioned channels are shown in dark blue, indicating that they are in an idle state waiting for a call.

—End—

Verifying that you can log on to mailboxes

Perform the following procedure to check that you can log on to mailboxes.

Note: This will also test to ensure the CallPilot server answers when you dial the voice messaging DN.

Step	Action
1	On a test telephone, dial the CDN that is configured.
2	Ensure that a greeting plays with an automated voice, and that you are prompted for a mailbox in the primary language you installed.

3   Type the test mailbox number for the telephone you are on, followed by the **#** key.

4   Type the password for the mailbox, followed by the **#** key.
The default password is 12 + mailbox number. For example, if the mailbox number is 4500 the password is 124500.

5   When prompted, type a new password, followed by the **#** key.
Re-enter the new password followed by the **#** key to confirm the changed password.

—End—

Verifying that you can leave a message

Perform the following procedure to check that you can leave a message.

Step	Action
1	On a test telephone, dial the DN of that telephone. You are automatically forwarded to CallPilot voice messaging.
2	After the tone, leave a test message.

—End—

Verifying that you can retrieve a message

Perform the following procedure to check that you can retrieve a message.

Step	Action
1	On a test telephone, dial the CallPilot voice messaging CDN.
2	Log on to the mailbox where the message was left in the procedure "Verifying that you can leave a message" (page 57).
3	Press 2 on the telephone to play the message.

—End—

Verifying that each CallPilot channel is functioning correctly

Perform the following procedure to check that CallPilot channels are functioning correctly.

Step	Action
1	Log on to CallPilot Manager on the local console.
2	In the CallPilot Manager toolbar, select **Maintenance > Channel Monitor**.
3	From both test telephones, simultaneously dial the CallPilot voice messaging CDN.
	Call from one test telephone and leave it off the hook while you dial from the other, so that both channels are occupied at the same time. If you have other channels that require testing, stop all other channels except the ones being tested.
4	In CallPilot Manager, observe the channel status of both channels change from dark blue to light blue, indicating the channels are in an active state.
5	Hang up both telephones and observe both channels. The channels change from light blue to dark blue, indicating they are in idle mode waiting for a call.

—End—

Testing pcAnywhere using a remote PC

Perform the following procedure to test pcAnywhere using a remote PC.

This procedure requires a PC with modem, a connected telephone line, and the pcAnywhere client installed. pcAnywhere is preinstalled with one license on the CallPilot server but requires a separate client license and software. Nortel does not include a copy for client installation.

Step	Action
1	Configure your client pcAnywhere using the dialing information of the telephone line connected to the CallPilot server modem.
2	Start pcAnywhere and connect to the CallPilot server through the remote PC.
3	Log on to the CallPilot server.
4	Check that you have full remote control of the system.
5	Disconnect the pcAnywhere client.

—End—

What is next?

For advanced configuration and provisioning information, refer to the following NTPs:

- *Administrator Guide* (NN44200-601) and CallPilot Manager online Help

- *Software Administration and Maintenance* (NN44200-600)

- *Desktop Messaging and My CallPilot Installation and Administration* (NN44200-305)

- *600r Server Hardware Installation* (NN44200-307)

- *600r Server Maintenance and Diagnostics* (NN44200-703)

- *1005r Server Hardware Installation* (NN44200-306)

- *1005r Server Maintenance and Diagnostics* (NN44200-704)

- *Reporter Guide* (NN44200-603)

- *Application Builder Guide* (NN44200-102)

The following is a complete list of CallPilot 5.0 NTPs:

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CallPilot Customer Documentation Map

Fundamentals
- CallPilot Fundamentals Guide (NN44200-100)

Planning and Engineering
- Planning and Engineering Guide (NN44200-200)
- Network Planning Guide (NN44200-201)
- Converging the Data Network with VoIP Guide (NN43001-260)
- Solution Integration Guide for Communication Server 1000/CallPilot/Contact Center/Telephony Manager (NN49000-300)*

Installation and Configuration
- Upgrade and Platform Migration Guide (NN44200-400)
- High Availability: Installation and Configuration (NN44200-311)
- Installation and Configuration Task List Guide (NN44200-306)
- **Server Installation Guides**
  - 201i Server Hardware Installation Guide (NN44200-301)
  - 703t Server Hardware Installation Guide (NN44200-304)
  - 1002rp Server Hardware Installation Guide (NN44200-300)
  - 1005r Server Hardware Installation Guide (NN44200-308)
  - 600r Server Hardware Installation Guide (NN44200-307)
- **Configuration and Testing Guides**
  - Meridian 1 and CallPilot Server Configuration Guide (NN44200-302)
  - T1/SMDI and CallPilot Server Configuration Guide (NN44200-303)
  - Communication Server 1000 System and CallPilot Server Configuration Guide (NN44200-312)
- **Unified Messaging Software Installation**
  - Desktop Messaging and My CallPilot Installation and Administration Guide (NN44200-305)

Administration
- Administrator Guide (NN44200-601)
- Software Administration and Maintenance Guide (NN44200-600)
- Meridian Mail to CallPilot Migration Utility Guide (NN44200-502)
- Application Builder Guide (NN44200-102)
- Reporter Guide (NN44200-603)

Maintenance
- CallPilot Troubleshooting Reference Guide (NN44200-700)
- Preventative Maintenance Guide (NN44200-505)
- **Server Maintenance and Diagnostics**
  - 201i Server Maintenance and Diagnostics Guide (NN44200-705)
  - 703t Server Maintenance and Diagnostics Guide (NN44200-702)
  - 1002rp Server Maintenance and Diagnostics Guide (NN44200-701)
  - 1005r Server Maintenance and Diagnostics Guide (NN44200-704)
  - 600r Server Maintenance and Diagnostics Guide (NN44200-703)
  - Contact Center Manager Communication Server 1000/Meridian 1 & Voice Processing Guide (297-2183-931)*

End User Information

End User Cards
- Unified Messaging Quick Reference Card
- Unified Messaging Wallet Card
- A-Style Command Comparison Card
- S-Style Command Comparison Card
- Menu Interface Quick Reference Card
- Alternate Command Interface Quick Reference Card

End User Guides
- Multimedia Messaging User Guide
- Speech Activated Messaging User Guide
- Desktop Messaging User Guide for Microsoft Outlook
- Desktop Messaging User Guide for Lotus Notes
- Desktop Messaging User Guide for Novell Groupwise
- Desktop Messaging User Guide for Internet Clients
- Desktop Messaging User Guide for My CallPilot
- Voice Forms Transcriber User Guide

available in summer 2007

Appendix
Installing the CallPilot 5.0 image

The CallPilot 5.0 software comes preinstalled from the factory. If the installed image becomes corrupted, perform this procedure to install the CallPilot 5.0 image again.

Installing the CallPilot 5.0 image

Step	Action
1	Insert the CallPilot Image DVD for the platform type you are recovering into the DVD drive.
2	Using the button on the front panel of the server, power the server off, and then power it back on.
3	Select **1. Install CallPilot 5.0 [server model] server image and exit to DOS (recommended)**, and then press **Enter**. A message appears, asking if you are upgrading to CallPilot 5.0 from a previous release.
4	Type **N**. A message appears, asking if you want to continue and overwrite all of the data on the system.
5	Type **Y**. The imaging program automatically installs a fresh image of the operating system, CallPilot software, and additional third-party software on the server. When the installation is complete, a message appears stating that the CallPilot 5.0 image is installed on your server.
6	Remove the DVD.
7	Restart the server by pressing **Ctrl + Alt + Delete**.

The server starts the Windows 2003 configuration. During the Windows 2003 configuration, the server restarts several times. After the last restart sequence, the Windows login dialog appears.

8 Return to "CallPilot server configuration" (page 47).

—End—

Appendix
Configuring phantom DNs

This appendix describes how to configure phantom DNs.

There are two reasons to configure phantom DNs on the switch:

- to create a dialable number for CallPilot services such as Application Builder configurations and voice forms

- to create virtual fax DNs for users who want a separate fax number

Checking for existing phantom loops

Step	Action

A phantom loop must exist before you begin to configure phantom DNs. Use this procedure to identify a phantom loop.

1   Connect to the PBX.

2   Enter **LD 97**.

3   At the **REQ** prompt, enter **PRT**.

4   At the **TYPE** prompt, enter **SUPL**.

5   Use the capture text function in hyperterminal to save a text file of the output.

6   Review the output for a superloop tagged PHANTOM. If a phantom loop does not exist, perform the procedure below to create one.

—End—

Configuring a phantom superloop

Step	Action

1   Connect to the PBX.

2 Enter **LD 97**.

3 At the **REQ** prompt, enter **CHG**.

4 At the **TYPE** prompt, enter **SUPL**.

5 At the **SUPL** prompt, enter **xxxx**, where xxxx is the loop number, prefixed with **N** to designate the loop as a phantom loop, or with **V** to designate a virtual loop.
For Large Systems, xxxx = N0–N156 in multiples of 4.
For Small Systems, xxxx = N96 - N112 in multiples of 4.

6 To exit the overlay, enter ****.

—End—

Creating a phantom DN

Step	Action
1	Connect to the PBX.
2	Enter **LD 10**.
3	Enter the appropriate values as described in the following table to modify the system parameters. For prompts not listed in the following table, press Enter to accept the default.

Table 19
LD 10 - Creating a phantom DN

Prompt	Response	Notes
REQ	NEW	
TYPE	500	
TN	aaa.bbb.ccc.ddd	Terminal number, where aaa = loop, bbb = shelf, ccc = card, and ddd = unit.
CDEN	xx	Card density supported by the loop, where xx = DD for double density, or 4D for quadruple density.
DN	xxxx	DN for CallPilot.

Prompt	Response	Notes
CLS	WTA UNR	
FTR	DCFW nn xxxx ***Note:*** After you type the response and press Enter, the ftr prompt appears again. To continue, press Enter again.	nn = maximum number of digits in the DCFW DN xxxx = the CDN to which this DN forwards For example: DCFW 04 4300

—End—

Nortel CallPilot

Quickstart Guide

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