CallPilot 4.0 Library Listing

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Release 4.0

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Library Listing

This chapter is a list of all CallPilot Release 4.0 documents. For each document, the audience, purpose of the guide, and topics covered are listed.

Fundamentals

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 4.0
- safety guidelines
- personnel roles in implementation planning
- server hardware
- software
- networking

Planning and engineering

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

Data Networking for Voice over IP 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

Installation and configuration

Upgrade and Platform Migration Guide

Audience: Installers

Purpose: Upgrading or migrating the CallPilot system to CallPilot 4.0

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

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 1002rt 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

Installer's Roadmap

Audience: Installers

Purpose: Checklist and roadmap for installing a server

Topics

- pre-installation requirements
- pre-installation checklist

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

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

Succession 1000 System and CallPilot Server Configuration Guide

Audience: Installers

Purpose: Configuring the CallPilot server with a Succession 1000 system

Topics

- configuring the Succession 1000 system for correct operation with CallPilot
- connecting the CallPilot system to the Succession 1000 system and the Nortel Server Subnet (NS Subnet)
- configuring the CallPilot server

Unified Messaging software installation

Desktop Messaging and MyCallPilot Installation Guide

Audience: Installers

Purpose: Installing the Desktop Messaging and My CallPilot software

Topics

- Desktop Messaging and My CallPilot installation

Administration

Administrator's 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 MyCallPilot Administration Guide

Audience: Administrators

Purpose: Configuring servers and e-mail clients for Desktop Messaging and My CallPilot

Topics

- configuring Desktop Messaging e-mail clients
- configuring servers for Desktop Messaging and My CallPilot after installation
- troubleshooting information

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

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

Server Maintenance and Diagnostics

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

Symposium, M1/Succession 1000, and Voice Processing Guide

Audience: Maintenance personnel

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

Topics

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

End user information

End user cards

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

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 MyCallPilot

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

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 email

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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