



## **Avaya CallPilot® 5.0 Library Listing**

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NN44200-117, 01.04  
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# Chapter 1: Library Listing

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

For a list of all Avaya CallPilot 5.0 documents, see the [Reference Documents](#).

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
High Availability: Installation and Configuration		NN44200-311
Geographic Redundancy Application Guide		NN44200-322
600r Server Hardware Installation Guide	555-7101-229	NN44200-307
600r Maintenance and Diagnostics	555-7101-513	NN44200-703
Voice Forms Transcriber Guide	555-7101-514	NN44200-110
1005r Server Hardware 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
202i Server Hardware Installation		NN44200-317
703t Server Hardware Installation	555-7101-226	NN44200-304
1002rp Server Hardware Installation	555-7101-205	NN44200-300
1006r Server Hardware Installation		NN44200-320
201i Server Maintenance and Diagnostics	555-7101-119	NN44200-705
202i Server Maintenance and Diagnostics		NN44200-708
703t Server Maintenance and Diagnostics	555-7101-227	NN44200-702
1002rp Server Maintenance and Diagnostics	555-7101-206	NN44200-701
1006r Server Maintenance and Diagnostics		NN44200-709

Library Listing

<b>Document Title</b>	<b>Old CallPilot number</b>	<b>New CallPilot number</b>
Desktop Messaging and My CallPilot Installation and Administration Guide	555-7101-505 and 555-7101-503	NN44200-305
Avaya 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 Avaya 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 Avaya CallPilot® Server Configuration	555-7101-222	NN44200-302
T1/SMDI and Avaya CallPilot® Server Configuration	555-7101-224	NN44200-303
Avaya Communication Server 1000 and Avaya 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
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

Document Title	Old CallPilot number	New CallPilot number
Installer Roadmap (201i)	555-7101-902	NN44200-314
Installer Roadmap (202i)		NN44200-319
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

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## Customer Documentation Map

The following diagram shows the overall organization and content of the CallPilot documentation suite.

**Table 1: CallPilot Customer Documentation Map**

<p>Fundamentals</p> <ul style="list-style-type: none"> <li>Avaya CallPilot® Fundamentals Guide (NN44200-100)</li> <li>Avaya CallPilot® Library Listing (NN44200-117)</li> </ul> <p>Planning and Engineering</p> <ul style="list-style-type: none"> <li>Avaya CallPilot® Planning and Engineering Guide (NN44200-200)</li> <li>Avaya CallPilot® Network Planning Guide (NN44200-201)</li> <li>Avaya Communication Server 1000 Converging the Data Network with VoIP Fundamentals (NN43001-260)</li> <li>Solution Integration Guide for Avaya Communication Server 1000/CallPilot®/NES Contact Center/Telephony Manager (NN49000-300)</li> </ul> <p>Installation and Configuration</p> <ul style="list-style-type: none"> <li>Avaya CallPilot® Upgrade and Platform Migration Guide (NN44200-400)</li> <li>Avaya CallPilot® High Availability: Installation and Configuration (NN44200-311)</li> <li>Avaya CallPilot® Geographic Redundancy Application Guide (NN44200-322)</li> <li>Avaya CallPilot® Installation and Configuration Task List Guide (NN44200-306)</li> <li>Avaya CallPilot® Quickstart Guide (NN44200-313)</li> <li>Avaya CallPilot® Installer Roadmap (NN44200-314)</li> </ul> <p>Server Installation Guides</p> <ul style="list-style-type: none"> <li>Avaya CallPilot® 201i Server Hardware Installation Guide (NN44200-301)</li> <li>Avaya CallPilot® 202i Server Hardware Installation Guide (NN44200-317)</li> </ul>
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Avaya CallPilot® 202i Installer Roadmap (NN44200-319)  
Avaya CallPilot® 703t Server Hardware Installation Guide (NN44200-304)  
Avaya CallPilot® 1002rp Server Hardware Installation Guide (NN44200-300)  
Avaya CallPilot® 1002rp System Evaluation (NN44200-318)  
Avaya CallPilot® 1005r Server Hardware Installation Guide (NN44200-308)  
Avaya CallPilot® 1005r System Evaluation (NN44200-316)  
Avaya CallPilot® 1006r Server Hardware Installation Guide (NN44200-320)  
Avaya CallPilot® 600r Server Hardware Installation Guide (NN44200-307)  
Avaya CallPilot® 600r System Evaluation (NN44200-315)

#### Configuration and Testing Guides

Avaya Meridian 1 and Avaya CallPilot® Server Configuration Guide (NN44200-302)  
Avaya T1/SMDI and Avaya CallPilot® Server Configuration Guide (NN44200-303)  
Avaya Communication Server 1000 System and Avaya CallPilot® Server Configuration Guide (NN44200-312)

#### Unified Messaging Software Installation

Avaya CallPilot® Desktop Messaging and My CallPilot Installation and Administration Guide (NN44200-305)

#### Administration

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

#### Maintenance

Avaya CallPilot® Troubleshooting Reference Guide (NN44200-700)  
Avaya CallPilot® Preventative Maintenance Guide (NN44200-505)

#### Server Maintenance and Diagnostics

Avaya CallPilot® 201i Server Maintenance and Diagnostics Guide (NN44200-705)  
Avaya CallPilot® 202i Server Maintenance and Diagnostics Guide (NN44200-708)

Avaya CallPilot® 703t Server Maintenance and Diagnostics Guide  
(NN44200-702)

Avaya CallPilot® 1002rp Server Maintenance and Diagnostics Guide  
(NN44200-701)

Avaya CallPilot® 1005r Server Maintenance and Diagnostics Guide  
(NN44200-704)

Avaya CallPilot® 1006r Server Maintenance and Diagnostics Guide  
(NN44200-709)

Avaya CallPilot® 600r Server Maintenance and Diagnostics Guide  
(NN44200-703)

Avaya NES Contact Center Manager Communication Server 1000/  
Meridian 1 & Voice Processing Guide (297-2183-931)

## End User Information

### End User Cards

Avaya CallPilot® Unified Messaging Quick Reference Card  
(NN44200-111)

Avaya CallPilot® Unified Messaging Wallet Card (NN44200-112)

Avaya CallPilot® A-Style Command Comparison Card (NN44200-113)

Avaya CallPilot® S-Style Command Comparison Card (NN44200-114)

Avaya CallPilot® Menu Interface Quick Reference Card (NN44200-115)

Avaya CallPilot® Alternate Command Interface Quick Reference Card  
(NN44200-116)

Avaya CallPilot® Multimedia Messaging User Guide (NN44200-106)

Avaya CallPilot® Speech Activated Messaging User Guide  
(NN44200-107)

Avaya CallPilot® Desktop Messaging User Guide for Microsoft Outlook  
(NN44200-103)

Avaya CallPilot® Desktop Messaging User Guide for Lotus Notes  
(NN44200-104)

Avaya CallPilot® Desktop Messaging User Guide for Novell Groupwise  
(NN44200-105)

Avaya CallPilot® Desktop Messaging User Guide for Internet Clients  
(NN44200-108)

Avaya CallPilot® Desktop Messaging User Guide for My CallPilot  
(NN44200-109)

Avaya CallPilot® Voice Forms Transcriber User Guide (NN44200-110)

The Map was created to facilitate navigation through the suite by showing the main task groups and the documents contained in each category. It appears near the beginning of each guide, showing that guide's location within the suite.

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## Fundamentals

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

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## 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.

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## 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

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## 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

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## Converging the Data Network for VoIP Guide

Audience: Installers

Topics

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

- 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

---

## Geographic Redundancy Application Guide

Audience: Administrators

Topics

Purpose: Configuring Geographic Redundancy

- configuration and administration
- configuration of a Geographic Redundancy pair
- maintaining Geographic Redundancy
- configuring campus redundant, independent, and Geographic Redundant CS1000 switches for CallPilot Geographic Redundancy
- Desktop Messaging
- My CallPilot
- Reporter
- troubleshooting

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## Server installation guides

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

---

### 201i or 202i Server Hardware Installation Guide

Audience: Installers

Topics

Purpose: Installing the 201i or 202i server

- installation
- connecting peripheral devices

---

### 703t Server Hardware Installation Guide

Audience: Installers

Topics

Purpose: Installing the 703t server

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

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## 1002rp Server Hardware Installation Guide

Audience: Installers

Topics

Purpose: Installing the 1002rp server

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

---

## 1005r Server Hardware Installation Guide

Audience: Installers

Topics

Purpose: Installing the 1005r server

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

---

## 1006r Server Hardware Installation Guide

Audience: Installers

Topics

Purpose: Installing the 1006r server

- pre-installation requirements
- installing the server

- connecting peripheral devices
- EMC emission level protection

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## 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

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## Installer Roadmap

Audience: Installers

Purpose: Checklist and roadmap for installing a server

Topics

- pre-installation requirements
- pre-installation checklist

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## 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

Topics

Purpose: Configuring the CallPilot server with a Meridian 1 system

- 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 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 Avaya Server Subnet (NS Subnet)
- configuring the CallPilot server

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## 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

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## 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

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## Meridian Mail to CallPilot Migration Utility Guide

Audience: Administrators

Purpose: Migrating a Meridian Mail system to a CallPilot system

Topics

- system migration
- troubleshooting

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## 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

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## 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

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## Preventative Maintenance Guide

Audience: Maintenance personnel

Topics

Purpose: Routine maintenance guidelines and procedures for the CallPilot system

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

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## 201i or 202i Server Maintenance and Diagnostics Guide

Audience: Maintenance personnel

Topics

Purpose: Troubleshooting and maintaining the 201i or 202i server

- CallPilot troubleshooting
- diagnostics tools
- hardware maintenance

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## 703t Server Maintenance and Diagnostics

Audience: Maintenance personnel

Topics

Purpose: Troubleshooting and maintaining the 703t server

- CallPilot troubleshooting
- diagnostics tools
- hardware maintenance

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## 1002rp Server Maintenance and Diagnostics

Audience: Maintenance personnel

Topics

Purpose: Troubleshooting and maintaining the 1002rp server

- CallPilot troubleshooting
- diagnostics tools
- hardware maintenance

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## 1005r Server Maintenance and Diagnostics

Audience: Maintenance personnel

Purpose: Troubleshooting and maintaining the 1005r server

Topics

- CallPilot troubleshooting
- diagnostics tools
- hardware maintenance

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## 1006r Server Maintenance and Diagnostics

Audience: Maintenance personnel

Purpose: Troubleshooting and maintaining the 1006r 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

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

Audience: Maintenance personnel

Topics

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

- 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

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## 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

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## 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

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## 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

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## 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

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## 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

## Library Listing

- 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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