CallPilot Online/Offline Help on the web

Standalone versions of the CallPilot help files built into CallPilot systems are available through the Nortel Networks Helmsman Express web site.

The help files are compressed into a self-extracting zip file named “CP40Help.EXE”.

If you are a Nortel Networks partner or distributor, you can access the zip file as described below for free after you register for a password.

To install CallPilot Online/Offline help on your workstation:

To install and utilize the CallPilot “Offline” Help, perform the following steps:

1 Go to the Nortel Support & Training web site at:

http://www.nortel.com/documentation

2 On the Technical Support Page click on “Product Families.”

Result: A list of Nortel products appears.

3 Select “CallPilot” from the list of products.

Result: The “General Availability” appears.

4 Select “CallPilot - Documentation”

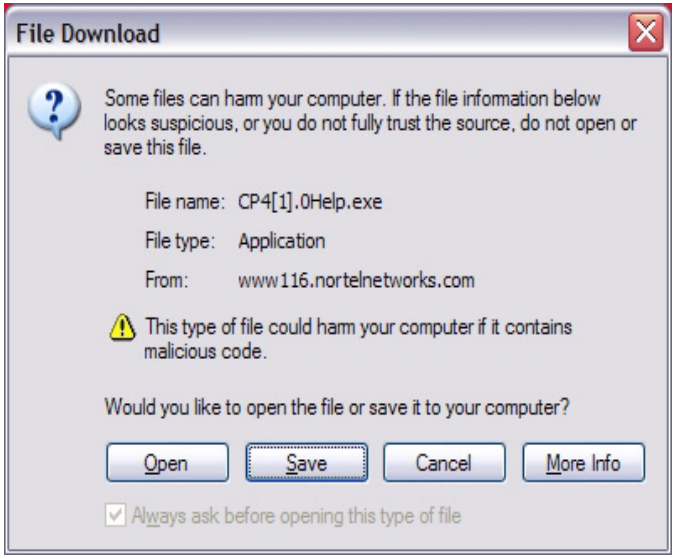
Result: A Documentation tab listing available documents appears.

5 From the Documentation tab, select title “CP4.0Help.exe”.

Note: You will be prompted to log in unless you are already signed on.

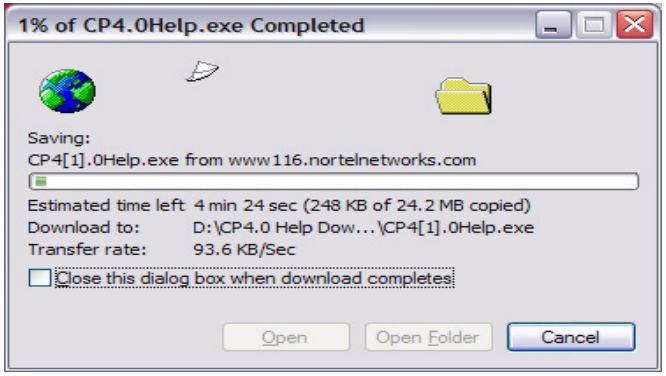
6 Select on CP4.0Help.exe opposite File Download.

Result: A “File Download” window appears.



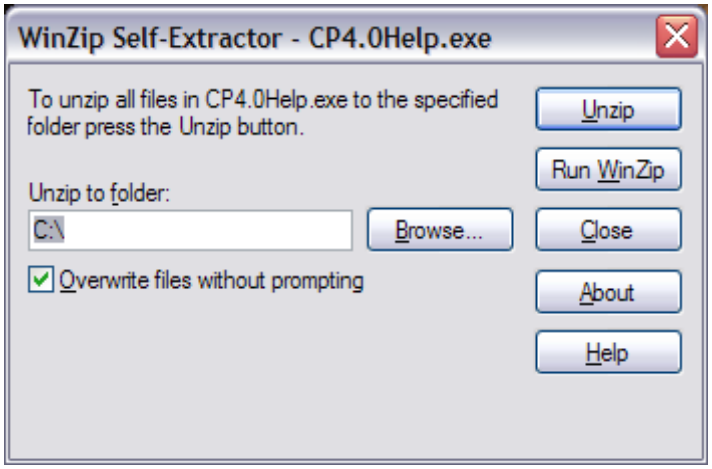
7 In the “File Download” window, click “Save” you will be prompted to select a folder to save the file “CP4.0Help.ZIP” into on your workstation.

Result: Saving File window appears.



8 From an explorer window, navigate to the temporary folder and double-click on “CP4.0Help.exe” to launch the installation.

Result: A WinZip Self-Extractor window appears.



9 In the “Unzip to folder” window, enter the destination folder where you want the files to be installed.

10 Click the Unzip button to continue.

Result: A folder “CP4.0Help” is created automatically which contains the “CP3.0Help START.pdf” file and all other necessary files. A status window appears depicting which files are being extracted. When completed, a summary window appears indicating the total number of files unzipped.

11 Click OK to close the summary window.

12 Click Close to exit the WinZip window.

To launch Online/Offline Help:

1 From the Explorer window, navigate to the folder where you installed the help files. This folder contains a sub-folder entitled “CP4.0Help”.

2 Open this sub-folder and double-click the “CP4.0Help START.pdf” file to launch the menu.

3 Select the help topic of interest by clicking on the appropriate title. The associated help file will be displayed either within a Browser or WinHelp window.

4 For the first item selected, Adobe Acrobat displays a dialog box indicating that it is about to launch the appropriate application to view the files. Select “Do not show this message again” and click the “Open” button..

