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CallPilot

What's New Guide

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NORTEL NETWORKS™

CallPilot

What's New Guide

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Information about the CallPilot 2.0 documentation

Introduction

This document contains important information about the CallPilot 2.0 documentation and the new features in that documentation.

The *What's New Guide* highlights new features and product changes for this release. It is organized as follows:

- Chapter 1, "A Brief Look at What's New in CallPilot 2.0," includes:
  - Section A "Documentation for CallPilot 2.0" which contains information about the documents, that is, if they are new to CallPilot 2.0 or a revision of previous documentation, a brief description of the document. Also, a table in the "New features at a glance" maps the relevant feature to the appropriate guide.
  - Section B "New Features" which provides descriptions of the new features according to document.

Documentation available for Release 2.0

The *What's New Guide* provides an overview of the documentation changes for Release 2.0. The following table lists the set of documents that is applicable to Release 2.0. As noted in the Status column in the table, the applicable guides fall into two general categories:

- new for CallPilot 2.0 guides
- revised for Release 2.0 guides

All Standard 1.0 versions of all CallPilot 2.0 guides are available in PDF format on the CallPilot documentation CD. You can access some of the online guides (in PDF format) through the Help menu. Online Help is also available through the Help menu.

All the documentation is also available on the Nortel Networks website at http://www.nortelnetworks.com/documentation You can access the PDFs from the web-based Helmsmen Express for free, but you need to register for a password.

Some guides may have had information added to them since the product release. This information is compiled in the General Release Bulletin (GRB) and is available in PDF format on the Nortel Networks and Partner Information Center (PIC) web site at http://my.nortelnetworks.com.

The following table lists each CallPilot guide and, in certain cases, reference cards, provides the publication number (if applicable) and status (new, revised, or a rerelease Release 1.07 guide), and identifies the formats in which each guide or card is available, using these format codes:

- PM = printed manual
- Hlp = PDF format in online Help
- CD = PDF format on Documentation CD
- Web = PDF format on the Nortel Networks and Partner Information Center web sites

A brief description of the guide is also included in the table.

Related information products

Document name	Publication number	Format	Status	Description
What's New Guide	Not applicable	CD, Web	New for Release 2.0	This guide provides the user with a brief overview of all the new features incorporated in CallPilot Release 2.0.
Installation and Configuration Planner	Not applicable	PM, CD, Web	New for Release 2.0	This guide contains high-level task flows to help distributors plan and execute installations and upgrades. It also provides specific references to more detailed information for each task.
Planning and Engineering Guide	555-7101-101	CD, Web	Revised for Release 2.0	This guide provides descriptive information and instructions for selecting and planning your CallPilot system.
Meridian Mail to CallPilot Migration Utility Guide	555-7101-801	PM, CD, Web	Release 1.07 and revised for Release 2.0	This guide instructs qualified personnel on how to perform a data collection from Meridian Mail, and then migrate it to CallPilot.

Document name	Publication number	Format	Status	Description
Administrator's Guide	555-7101-301	PM, CD, Web, Hlp	Revised for Release 2.0	This guide provides the information you need to set up user and messaging administration of a CallPilot 2.0 system perform frequent or routine administrative tasks extend the functionality of a CallPilot 2.0 system monitor the system and collect troubleshooting information
Desktop Messaging and My CallPilot Administration Guide	555-7101-503	PM, CD, Web, Hlp	Revised for Release 2.0	This guide provides instructions for configuring desktop messaging e-mail clients, configuring servers for desktop messaging and My CallPilot after installation, and troubleshooting information.
Desktop Messaging and My CallPilot Installation Guide	555-7101-505	PM, CD, Web, Hlp	New for Release 2.0	This guide provides instructions for installing My CallPilot and troubleshooting information.

Document name	Publication number	Format	Status	Description
Installation and Configuration Guide for your server model This is a binder that contains the following five documents: *Part 1: Installation and Maintenance Overview* *Part 2: <Server model> Server Hardware Installation* *Part 3: <Switch name> and CallPilot Server Configuration* *Part 4: Software Installation and Maintenance* *Part 5: <Server model> Server Maintenance and Diagnostics*	Refer to your binder for your NTP numbers.	PM, CD, Web, Hlp	Revised for Release 2.0 (except for Parts 2 and 5 of the 1002rp, and Part 3: Succession CSE 1000 which are new)	These guides provide installation and Configuration for the following platforms: 200i 201i 702t 1001rp 1002rp the switches: Meridian 1 Succession CSE 1000
Networking Enhancements Guide	555-7101-507	PM, CD, Web, Hlp	New for Release 2.0	This guide provides a brief description of the features and capabilities that have been added to the networking solutions for CallPilot 2.0.

Document name	Publication number	Format	Status	Description
Networking Planning Guide *NMS Implementation and Administration Guide* *AMIS Networking Implementation and Administration Guide* *Enterprise Networking Implementation and Administration Guide* *Integrated AMIS Networking Implementation and Administration Guide*	555-7101-100 555-7101-302 555-7101-303 555-7101-304 555-7101-305	PM, CD, Web, Hlp	All networking guides are unchanged from Release 1.0	These guides provide information on all the variations of networking used by CallPilot, the switches and the servers.
Unified Messaging What's New Card	Not applicable	CD	New for Release 2.0	This is a reference card for what is new in Unified Messaging.
Unified Messaging Quick Reference Card	Not applicable	PM, CD	Revised for Release 2.0	This is a quick reference card for unified messaging.
Unified Messaging Wallet Card	Not applicable	PM, CD	Revised for Release 2.0	This is a smaller and more portable quick reference card for unified messaging.

Document name	Publication number	Format	Status	Description
Menu Interface Quick Reference Card	Not applicable	CD	Revised for Release 2.0	A reference for the menu interface.
Alternate Command Interface Quick Reference Card	Not applicable	CD	Revised for Release 2.0	A reference for the alternate commands for the interface.
Command Comparison Cards	Not applicable	CD	Revised for Release 2.0	A reference for command comparison.
Multimedia Messaging User Guide	Not applicable	CD	Revised for Release 2.0	This guide provides the user with information and procedures about using the telephone and PC for multimedia messaging.
Speech Activated Messaging User Guide	Not applicable	CD	Revised for Release 2.0	This guide provides the user with information and procedures on using speech activated messaging.

Document name	Publication number	Format	Status	Description
Desktop Messaging User Guides	Not applicable	PM, CD	Revised for Release 2.0	These guides provide the user with information and procedures about using: Microsoft Outlook Lotus Notes Novell Groupwise Internet Clients on your PC.
My CallPilot User Guide	Not applicable	PM, CD	New for Release 2.0	This guide provides the user with information and procedures about using My CallPilot.

New features at a glance

New Feature or feature type	Related documents
CallPilot administration over the Web	*Administrator's Guide* *Planning and Engineering Guide*
Encryption	*Network Enhancements guide*
SMTP security	*Network Enhancements guide*
E-mails and mobile phones	*Administrator's Guide*
E-mail By Phone	*Administrator's Guide*
My CallPilot (installation)	*CallPilot Desktop Messaging and My CallPilot Installation Guide*
My CallPilot (administration)	*CallPilot Desktop Messaging and My CallPilot Administration Guide*
Remote text notification	*CallPilot Desktop Messaging and My CallPilot Administration Guide* *CallPilot Unified Messaging What's New Card*
1002 Rackmount server	*Part 2 - 1002rp Server Hardware Installation (Installation and Configuration binder)* *Part 5 - 1002rp Server Maintenance and Diagnostics (Installation and Configuration binder)* *Planning and Engineering Guide*
Succession CSE 1000 switch	*Part 3 - Succession CSE 1000 and CallPilot Server Configuration (Installation and Configuration binder)* *Planning and Engineering Guide*

New Feature or feature type	Related documents
Symposium Call Center Server prompts migration	*Meridian Mail to CallPilot Migration Utility Guide*
Selective migration	*Meridian Mail to CallPilot Migration Utility Guide*
Enhanced backup and restore	*Administrator's Guide*
Defining administrators	*Administrator's Guide*
CallPilot Manager	*Administrator's Guide*
NMS in multiple timezones	*Network Enhancements Guide*
Names Across the Network (NAN)	*Network Enhancements Guide*
Profiles (in Reporter)	*Reporter Guide*
Call Sender	*Desktop Messaging*
Restriction of audio device	*Desktop Messaging*
View distribution lists in the CallPilot Address Book	*Desktop Messaging*
Addressing messages to distribution lists	*Desktop Messaging*
Accessing address books	*Desktop Messaging*
send CallPilot messages to external e-mail addresses	*Desktop Messaging for Lotus Notes*
automatically convert CallPilot voice messages to WAV format	*Desktop Messaging for Lotus Notes*
change your CallPilot password	*Desktop Messaging for GroupWise*
Windows 2000 server	*Planning and Engineering Guide*

New Feature or feature type	Related documents
Windows XP	*Planning and Engineering Guide*
PEP service update utility	*Part 4 - Software Installation and Maintenance (Installation and Configuration binder)*

Section B: New Features

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New features in CallPilot 2.0

Introduction

CallPilot 2.0 is a major release with 41 new features and enhancements. The content of CallPilot 2.0 focuses on two customer values – User Productivity and Cost of Ownership.

This section provides a brief overview of new CallPilot features.

Major changes in CallPilot

- CallPilot administration over the Web
- Enhanced management of the messaging network
- Enhanced mailbox use from a mobile phoneset
- Enhanced mailbox use from a personal computer
- Enhanced backup and restore capabilities
- Easier delegation of administrative tasks
- Expanded search functionality
- Ease of use with other messaging solutions
- Enhanced addressing capability
- Succession CSE 1000 switch connectivity
- Symposium Voice Services Support

Web-based features

With CallPilot 2.0, you no longer need to install CallPilot Administration Client software. You can administer the CallPilot Server from any PC equipped with a web browser, such as Internet Explorer or Netscape, using CallPilot Manager.

CallPilot Reporter is also web-based for CallPilot 2.0.

Switches supported in CallPilot 2.0

The Succession CSE 1000 system is now supported along with the Meridian 1 switch, which has been the standard switch used throughout CallPilot.

Hardware platforms supported in CallPilot 2.0

The 1002rp Rackmount platform has been added to the list of platforms that are supported by CallPilot 2.0.

New in migration

What's new in migration

This section provides information that is new to migration utility. The following topics are covered: and

- Symposium Call Center Server prompts from Meridian Mail to a CallPilot 2.0 system
- migration to CallPilot systems

Note: If you want to migrate your Meridian Mail system to CallPilot, ensure that you have the Meridian Mail to CallPilot Migration Tape (NTHY09AA).

Symposium Call Center Server prompts migration

You can migrate Symposium Call Center Server prompts from Meridian Mail to only CallPilot 2.0. Symposium Call Center Server prompts are not supported on CallPilot 1.07.

On Meridian Mail, the Symposium Call Center Server prompts are stored in a file (which looks like a message) in a mailbox. During the migration, the CallPilot 2.0 migration utility automatically creates the Application Builder applications. You then use Application Builder to maintain the prompts.

Migration to CallPilot systems

You can perform a migration from Meridian Mail to either CallPilot 1.07 or CallPilot 2.0. There are no changes to the CallPilot 1.07 migration utility.

The CallPilot 2.0 migration utility allows you to migrate all information from Meridian Mail to CallPilot, or to perform a selective migration. In a selective migration, you can choose to migrate each of the following data sets individually:

- messages only

- Symposium Call Center Server prompts only
- messages and Symposium Call Center Server prompts
- system data (includes system and customer profiles, networking data, restriction/permission lists [RPLs], and Classes of Service [COS])
- users
- Application Builder services (voice menus, voice services, and announcements)
- system distribution lists (SDLs)
- personal distribution lists (PDLs)

New in administration

What's new in administration

This section provides information on the new features in the administration of CallPilot 2.0.

CallPilot administration over the Web

With CallPilot 2.0, the need for a particular administrative PC to:

- administer a CallPilot server
- generate reports about the CallPilot server

is replaced with a web-based administrative interface.

The implementation of the web application CallPilot Manager on the PCs replaces the Windows-based CallPilot Administration client used in prior versions of CallPilot.

Also, CallPilot Reporter has been converted to a Web application.

You can use any Windows personal computer running the web browsers:

- Internet Explorer 5.0 or later
- Netscape 6.2 or later

Note: Application Builder remains a Windows-based application. Administrators can use CallPilot Manager to download Application Builder and the CallPilot Player to a personal computer.

You use a web browser to	For detailed information, see
Monitor the CallPilot server.	the *Administrator's Guide*, Part 6, "Monitoring the CallPilot system"

You use a web browser to	For detailed information, see
Generate Operational Measurement (OM) reports.	the *Administrator's Guide*, "Running system reports"
Configure a CallPilot server.	Part 1 of the *CallPilot Installation and Configuration* binder, Chapter 2 "Installing, configuring, and maintaining CallPilot".
Grant full or specific administrative privileges to others without defining access classes.	the *Administrator's Guide* "About CallPilot Administration" and Chapter 4, "Delegating administrative tasks".
Create and maintain a messaging network.	The CallPilot Manager online Help book Creating a messaging network.
Set security options for CallPilot Manager sessions.	The CallPilot Manager online Help topic Getting started → "Setting security options for CallPilot Manager sessions".

Enhanced management of the messaging network

CallPilot 2.0 allows the CallPilot administrator to:

- configure extensive network security enhancements
- configure network broadcast capability for mailbox class members
- automatically add a permanent remote user and record a spoken name on the user's behalf
- configure time and date stamps on messages and voice prompts to be indicated in the user's time zone, instead of in the time zone of the CallPilot server

Network security enhancements

Network security enhancements include

- encryption of message traffic using transport layer security (TLS)
- authentication of desktop messaging users and remote voice mail servers submitting messages to CallPilot
- monitoring of suspect SMTP network activity

For more information, see "Network security" on page 41.

Network broadcast capability

If networking or NMS is installed, you can permit selected mailbox owners to send location broadcasts or network broadcasts. For more information, see "Network and location-specific broadcast" on page 43.

Network Message Service in multiple time zones

All switch locations can be located in the same time zone, or in different time zones from the CallPilot server (local site). For more information, see "Network Message Service in multiple time zones" on page 44.

Names Across the Network

Names Across the Network (NAN) is a feature that allows the spoken names of message senders to be reproduced at recipient sites. For more information, see "Names Across the Network" on page 43.

Enhanced backup and restore capabilities

CallPilot Manager provides enhanced backup and restore capabilities as well as simplified processes. Both significantly reduce the workload for CallPilot administrators.

Dynamic user archives

When you add or delete mailboxes, administrators, or directory entries, you do not have to manually redefine the archive to reflect the changes before you back up mailbox information to the archive. This is because the user archive backup process uses CallPilot Manager search functions to automatically update the archive as you back up information.

Simplified processes

CallPilot 2.0 provides streamlined backup and restore processes.

You can	For detailed information, see
Back up the entire CallPilot system to a tape drive or to a remote disk drive on your LAN.	■ "Scheduling backups to tape or disk" of the *Administrator's Guide* ■ "Performing an immediate backup to tape or disk" of the *Administrator's Guide*
Use the same process to back up ■ system configuration information ■ mailbox information ■ custom system prompts ■ custom applications and services	■ "Scheduling backups to tape or disk" of the *Administrator's Guide* ■ "Performing an immediate backup to tape or disk" of the *Administrator's Guide*
Use CallPilot Manager to ■ Monitor the status of a backup or restore operation. ■ Review the details of a prior backup or restore operation.	"Monitoring the status of a backup or restore operation" of the *Administrator's Guide*
Define a user archive around any of the user search criteria.	"Using mailbox (user) archives" of the *Administrator's Guide*
Restore information archived for all deleted mailboxes only.	"Using mailbox (user) archives" of the *Administrator's Guide*

Easier delegation of administrative tasks

CallPilot 2.0 administrators can immediately define any or all of the following types of administrator:

- **full administrator without mailbox:** A CallPilot Manager user without mailbox privileges. Typically, an offsite support technician.

- **global administrator:** A mailbox owner who has been granted access to all CallPilot Manager functionality.
- **specialized administrator:** A mailbox owner who has been granted access to specified CallPilot Manager functions.

New in Reporter

What's new in Reporter

Reporter has the following new features for CallPilot 2.0:

- **New web-based interface**—A customer-supplied Microsoft Internet Information Server (IIS) web server is required for CallPilot Reporter. In the case where you are just running CallPilot Manager, My CallPilot, or both, CallPilot can be used as the web server. The interface makes Reporter easier to use, and report generation is faster.
- **Increased accessibility**—You no longer need to schedule and download data to your computer to generate reports. Data remains on your web server and is available at all times.
- **Personalized settings**—Reporter can save your custom reports, settings, and log for future sessions. This saved information is called a profile. For more information about profiles, see "Reporter profiles" in the *Reporter Guide*.
- **Event logging**—The Reporter Log tracks changes that you perform. The log is a part of your Reporter profile.
- **New reports**—Reporter includes an Administration Action report to track changes made by administrators.

New in Application Builder

What's new in Application Builder

Application Builder has the following new features for CallPilot 2.0:

- **CallPilot Manager** is a new web-based interface for administration. You can launch Application Builder from CallPilot Manager, or from Windows using the Start menu.
- **Mode option**: you have the option to run Application Builder in stand-alone mode or from CallPilot Manager.
- **Diagnostics and logs**: You can enable program diagnostics and specify how much detail to include in Application Builder log files. This helps you to identify the source of problems and troubleshoot them.

New in Desktop Messaging

What's new in Desktop Messaging

This section provides information on the new features in Desktop Messaging

Feature enhancements

In CallPilot 2.0 desktop messaging, feature enhancements enable desktop messaging users to:

- respond to voice messages with a telephone call
- disconnect a call from the computer (CallPilot Player)
- annotate faxes sent with Nortel Fax in the CallPilot message form
- directly access My CallPilot from desktop messaging
- insert pauses and the pound key in telephone and fax numbers
- access a dynamic CallPilot address book from the CallPilot server
- access shared, broadcast, and personal distribution list addresses in the CallPilot address book
- send broadcast messages to all CallPilot users in specific locations or in all locations
- access the CallPilot address book from a third-party server
- **desktop messaging for Lotus Notes**
  - send CallPilot messages to external e-mail addresses
  - automatically convert CallPilot voice messages to WAV format
- **desktop messaging for GroupWise**
  - change your CallPilot password

CallPilot administrators can restrict recording and playback of voice messages to a single device (computer or telephone). This feature is used to save network bandwidth.

CallPilot 2.0 provides support for Business Communications Manager (BCM) and CallPilot 150 servers.

Enhanced mailbox use from a personal computer

Desktop messaging enhancements include

- mailbox use and management via My CallPilot from any personal computer running either Internet Explorer 5.0 or later, or Netscape 6.2 or later
- remote text notification of new or urgent messages

My CallPilot

The CallPilot desktop messaging license also permits each desktop messaging user to access My CallPilot.

My CallPilot is a suite of web-based applications for CallPilot mailbox owners. It provides a central graphical interface for managing messages, mailbox and messaging options.

My CallPilot includes:

- **CallPilot Messages (also known as web messaging):** A section in the My CallPilot application for managing CallPilot and e-mail messages. It lets mailbox owners access their messages anywhere Internet access is available.
- **CallPilot Features:** A section in the My CallPilot application that enables mailbox owners to select and modify mailbox and messaging options.
- **Useful Information:** A section in the My CallPilot application that includes reference information and online guides for CallPilot mailbox owners.

The applications and features in My CallPilot that are available to mailbox owners is determined by the software installed on the system and privileges assigned by the CallPilot administrator.

For detailed information, refer to:

- *CallPilot Desktop Messaging and My CallPilot Installation Guide*
- *CallPilot Desktop Messaging and My CallPilot Administration Guide*

Remote text notification

Remote text notification of new or urgent messages is provided with the basic CallPilot product. This allows message notification to either SMS-enabled mobile phones or e-mail devices such as the RIM Blackberry. You set up and schedule these devices in the Message Notification option in My CallPilot Features.

Note: When a CallPilot 1.07 system is upgraded to CallPilot 2.0, mailbox owners with remote notification capability are automatically given remote text notification capability.

Messaging server compatibility

Overview

CallPilot 2.0 desktop messaging clients work with the following messaging servers:

- CallPilot 2.0
- CallPilot 1.07
- Business Communications Manager (BCM)
- CallPilot 150

The availability of some features depends on the messaging server you use. If you have a BCM or CallPilot 150 server, refer to your messaging server documentation to find out if desktop messaging supports your specific server release.

Feature availability

The following feature limitations apply when using desktop messaging with CallPilot 1.07, CallPilot 150, and BCM servers:

Feature	Availability
Fax and text messaging	CallPilot 1.07, CallPilot 2.0, and BCM only.
Read receipts	CallPilot 1.07 or CallPilot 2.0 only
Trivial password rejection	CallPilot 1.07 or CallPilot 2.0 only Trivial passwords are composed of simple character strings, such as 1111 or 88888. Since they can be easy to guess, CallPilot 1.07 and 2.0 servers reject trivial passwords. CallPilot 150 and BCM servers accept trivial passwords. Nortel Networks recommends that users avoid defining trivial passwords.
Password length	Passwords for CallPilot 1.07 and 2.0 servers can contain up to 16 characters. Passwords for CallPilot 150 and BCM servers can contain up to 8 characters.
New message notification	By default, CallPilot 1.07 and 2.0 servers automatically notify users of new messages as soon as they arrive. CallPilot 150 and BCM servers do not support immediate message notification. The minimum new message checking interval for these servers is 1 minute.
My CallPilot	CallPilot 2.0 only My CallPilot is only available for CallPilot 2.0 servers.

Feature	Availability
Call Sender	CallPilot 2.0 only
Restriction of audio device	CallPilot 2.0 only The CallPilot 2.0 server enables administrators to restrict playback and recording to a single audio device (computer-only or telephone-only). This restriction is not available for the other messaging servers.
View distribution lists in the CallPilot Address Book	CallPilot 2.0 only
Addressing messages to distribution lists	CallPilot 2.0 only
Time zone information	CallPilot 2.0 servers include time zone information in messages if NMS is installed. The other messaging servers do not include time zone information. For these servers, the sent time and received time are both set to the time that you received the message.

Voice format

Different voice formats are used for each messaging server:

Voice format	Messaging server
VBK	CallPilot 2.0 and CallPilot 1.07
G723.1	CallPilot 150
G711	Business Communications Manager

All formats include the CallPilot VBK header. This header provides message information such as Subject, From, Date, and Length.

Windows users can save voice messages in either VBK or WAV format, regardless of the server from which the file originated.

New in networking

What's new in networking

This section provides a brief description of the features and capabilities that have been added to the networking solutions for CallPilot 2.0.

Network security

The following information on network security is provided:

- SMTP authentication
- monitoring suspicious SMTP activity
- encryption

SMTP authentication

You can secure your messaging network by authenticating SMTP connections between the following:

- desktop or web messaging users and the CallPilot server
- the CallPilot server and voice messaging systems at remote sites (applicable to VPIM Networking only)

SMTP authentication prevents hackers from connecting to your CallPilot server, thereby reducing the risk of junk e-mail proliferation or denial of service.

For information about SMTP authentication and desktop or web messaging users, refer to the CallPilot Manager online Help

For detailed information, refer to the following CallPilot Manager online Help books:

- Creating a messaging network → SMTP security

and the following documents:

- *Desktop Messaging and My CallPilot Installation Guide* (NTP 555-7101-505)
- *Desktop Messaging and My CallPilot Administration Guide* (NTP 555-7101-503)

Monitoring suspicious SMTP activity

You can use one of the following to monitor suspicious SMTP and VPIM Networking activity:

- the event log (automatic monitoring)

  If you choose to use the event log as your monitoring method, no action is required from you to initiate SMTP/VPIM monitoring.
- the Security Administration page in CallPilot Manager (manual monitoring)

  You can manually monitor activity based on the following:
  - host name of the remote messaging server or desktop or web messaging client attempting to connect
  - IP address of the remote messaging server or desktop or web messaging client attempting to connect
  - authenticating user ID

Encryption

You can guarantee the privacy of messages transmitted over the network by encrypting connections between the following:

- desktop or web messaging users and the CallPilot server
- the CallPilot server and voice messaging systems at remote sites (applicable to VPIM Networking only)

Encryption prevents others from listening to or viewing the contents of messages while they are in transit.

Note: This guide focuses on encryption between voice messaging systems only. For information about encryption and desktop or web messaging users, refer to the CallPilot Manager online Help

- Creating a messaging network → Encryption

and the following documents:

- *Desktop Messaging and My CallPilot Installation Guide* (NTP 555-7101-505)
- *Desktop Messaging and My CallPilot Administration Guide* (NTP 555-7101-503)

Network and location-specific broadcast

Mailbox owners can send broadcast messages to other users

- at a specific remote site (location broadcast)
- a specific Network Message Service (NMS) location at the local or remote site (location broadcast)
- all sites and locations (network broadcast)

Prior to CallPilot 2.0, mailbox owners could only send broadcast messages to mailbox owners at the local site (local broadcast).

Note: All NMS locations associated with the local site also received the local broadcast.

For detailed information, refer to the following CallPilot Manager online Help books:

- Creating a messaging network → Network and location broadcasts
- Creating a messaging network → Message delivery options

Names Across the Network

Names Across the Network (NAN) is a feature that allows the spoken names of message senders to be reproduced at recipient sites. If a sender does not exist at the recipient site as a remote user, a temporary remote user is added to the site with the sender's text name and spoken name.

Names Across the Network eliminates the need for a system administrator to manually add a permanent remote user and record a spoken name on the user's behalf.

Names Across the Network is now supported by VPIM Networking. Previously, only Enterprise Networking supported it.

Notes:

- You must coordinate with the network administrator of each remote site with which you want to enable NAN. NAN only works with remote sites that use Enterprise or VPIM Networking, and must be enabled on both the local messaging server and the remote servers.
- If you are using VPIM Networking, the NAN feature works even when the option is disabled.

For instructions on enabling Names Across the Network, refer to the CallPilot Manager online Help.

Network Message Service in multiple time zones

You can specify the time zone setting for each NMS satellite switch location that is associated with the local server. When the time zone for a satellite switch location is different from the time zone on the local server, time information is presented to the location's mailbox owners in the location's time zone.

Prior to CallPilot 2.0, time information for mailbox owners who were located in a different time zone from the CallPilot server were indicated in the CallPilot server's time zone.

Notes:

- Time information is presented in the form of message envelope information and CallPilot voice prompts.
- The prime switch location inherits its time zone setting from the local server. You cannot change it.

Network administration

The administration interface for CallPilot 2.0 and online Help for messaging network administration have been enhanced. Administration is now web-based, and requires the CallPilot Manager web server software. This guide provides a brief description of how to use CallPilot Manager to administer the messaging network. For more details, refer to the CallPilot Manager online Help.

Other new features

New for end users

E-Mail by Phone

The E-mail by Phone feature enables mailbox owners to listen to e-mail messages over a telephone in much the same way as they listen to voice messages.

If the new keycoded feature E-mail By Phone (Text To Speech) is installed, you can provide mailbox class members with the ability to use voice commands to listen to their e-mail messages over a mobile phoneset in any of 10 languages.

See "Permitting mailbox class members to listen to e-mail messages over a phoneset" in the *Administrator's Guide.*

Speech activated messaging

Speech activated messaging is a voice messaging service that is enabled by speech recognition technology. It can be used as an alternative to DTMF commands.

Speech activated messaging enables mailbox owners to speak commands for mailbox navigation, as well as playing, recording, composing and sending messages.

If speech activated messaging is installed, selected mailbox owners can use voice commands instead of key commands to use their CallPilot mailboxes.

CallPilot 2.0 speech activated messaging enhancements provide

- the "Goodbye, CallPilot" voice command
- easy switching between voice commands (speech activated messaging) and DTMF commands
- access to e-mail messages from a mobile phoneset

Mailbox owners can use the new voice command "Goodbye, CallPilot" to easily close their mailboxes when they are using a mobile phoneset.

No special configuration is required.

Mailbox owners using speech activated messaging can simply press a key to switch to DTMF commands and back again. Refer mailbox owners to the *CallPilot Speech Activated Messaging User Guide.*

No special configuration is required.

For more information, look for speech activated messaging in the CallPilot *Administrator's Guide* and in the Online Help.

Alternate phoneset interface

CallPilot can be configured to permit use of an alternate phoneset interface that is similar to a widely-used command-based or a widely-used menu-based phoneset interface. Use of either of these alternate interfaces means that you do not have to force mailbox owners who are accustomed to a different interface to learn unfamiliar phoneset commands.

Support for new switches

CallPilot Release 2.0 provides switch connectivity to the Succession Communication Server for Enterprise (CSE) 1000 switch and the Meridian 1 Internet Enabled (IE) switch.

The Meridian 1 switch has IP capabilities provided by ITG lines and trunks.

The Succession CSE 1000, Nortel Networks' new IP switch, consists of the CSE 1000 Call Server, Succession Media Gateways, and i2004 IP phones and i2050 softphones. The Succession Media Gateways provide interfaces to analog trunks, digital trunks, or analog sets (including conventional fax machines and modems). They also provide DSP functionality for support of these interfaces and conferencing services.

Note: Release 1.1 of the Succession CSE 1000 switch supports networking only over ISDN trunks.

Support for Pentium II and III

CallPilot runs on a Pentium II or a Pentium III platform.

Simplified installation

CallPilot 2.0 provides a new installation procedure. This new installation procedure separates the installation process into three phases:

- software installation
- database installation
- software and database configuration

One of the advantages of the three-phase installation is that you can restart each phase if a problem is encountered. In Release 1.07, if there is a problem with the CallPilot installation, you must restart the entire process from the beginning. In Release 2.0, if there is a problem with the CallPilot 2.0 installation, you only have to restart the phase that failed. An additional advantage of the three-phase installation is that you can do the first two phases in advance of the server arriving at the client site.

Improved Product Enhancement Package/Service Update management

CallPilot Release 2.0 provides a consolidated Product Enhancement Package/Service Update utility. This enhanced utility offers improved installation and management. Additionally, you can now remove all Product Enhancement Packages (PEPs) and Service Updates (SUs) in a single process.

Support for Windows XP on the client PC

You can install and run the CallPilot Client application on a PC running Windows XP.

Note: Windows XP is only supported on Revision 5 of the Client CD.

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