



**Avaya**  
**CallPilot 100/150 Rels 3.1**  
**31.10.37.22 Release Notes**

Issue 31.10.37.22

Nov 30, 2011

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**ABSTRACT**

This document provides a status update of the CallPilot 100/150 current S/W release. The release discussed herein is 3.1. The S/W load released is Build 31.10.37.22

The overall purpose of the document is to provide insight into the existing issues, limitations and/or restrictions, which existed at the time of this S/W release. This document is intended for support of this S/W.

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# Table of contents

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<b>1</b>	<b><i>Introduction.....</i></b>	<b>4</b>
1.1	Intended Audience .....	4
1.2	Timeline for Software Upgrade .....	4
1.3	CallPilot 100/150 Keycode Upgrade .....	4
1.4	Software Release Information.....	4
1.5	Voicemail General Information .....	4
1.6	Call Center General Information .....	5
<b>2</b>	<b><i>CRs Fixed .....</i></b>	<b>6</b>
2.1	Voicemail.....	6
2.1.1	CRs fixed in 3.1 .....	6
2.2	Call Center .....	10
2.3	CCRSAppServer .....	13
<b>3</b>	<b><i>Known Issues &amp; Workarounds.....</i></b>	<b>13</b>
3.1	Known issues with the build 31.10.37.22 .....	13
3.2	Voicemail.....	13
3.3	Call Center .....	14
3.3.1	Silent Monitor .....	15
3.4	Reporting for Call Center (RCC).....	16
<b>4</b>	<b><i>Operations, Administration and Maintenance (OAM) .....</i></b>	<b>17</b>
4.1	Software Upgrade Procedures.....	17
4.1.1	Bootloader Upgrade .....	17
4.1.2	CallPilot 100/150 R2.1Software Upgrade from ATA Flash Card.....	17
4.2	Changing Hardware Parameters .....	17
<b>5</b>	<b><i>Utilities.....</i></b>	<b>19</b>
5.1	CP System Backup-Restore Procedure .....	19
5.2	CPModemSecure Tool.....	19
5.3	Language Configuration Tool.....	20
<b>6</b>	<b><i>CP Unified Messaging .....</i></b>	<b>21</b>
6.1	Installing Unified Messaging Desktop Client.....	21
6.2	Unified Messaging Desktop Client Versions.....	22
<b>7</b>	<b><i>Supported Software.....</i></b>	<b>23</b>
7.1	Operating Systems .....	23
7.2	Internet Mail Clients .....	23
7.3	Groupware Email Clients.....	23
7.4	Web Browsers .....	24
<b>8</b>	<b><i>Upgrading from Release 1.5 to Release 3.1 .....</i></b>	<b>25</b>
<b>9</b>	<b><i>Accessing Software and Utility Upgrades via the web .....</i></b>	<b>26</b>

# 1 Introduction

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## 1.1 *Intended Audience*

This document contains notes on the software build specified above. The intent of the document is for support of CallPilot 100/150 R 3.1 software.

## 1.2 *Timeline for Software Upgrade*

- Upgrade for CallPilot 100/150 R3.1 s/w, the estimated time is 10 – 15 minutes.
- For CallPilot 100/150 system to bootup, the estimated time is 3 – 5 minutes.
- For addition of each mailbox, the estimated time is less than 30 seconds.
- For enabling a keycode, the estimated time is less than 30 seconds

## 1.3 *CallPilot 100/150 Keycode Upgrade*

- For CallPilot 100/150 systems, Keycodes can be retrieved from the Avaya Keycode Retrieval website.
- CP 150 Voicemail system is enabled with 20 mailboxes by default. CP 100 Voicemail system is enabled with 10 mailboxes by default.

## 1.4 *Software Release Information*

R3.1 S/W release: 31.10.37.22

Bootloader release: 1.5.21

DSP release: 1.50.51.A8

Desktop Client 1.07: 1.07.11.30 (see section 0 for languages supported)

Desktop Client 2.01: 2.01.27.14(see section 0 for languages supported)

Desktop Client 2.50: 2.50.06.27(see section 0 for languages supported)

Desktop Client 4.04: 4.04.04.38 (see section 0 for languages supported)

CCRSAppServer : 31.10.36.16

IPView Softboard: 2.3.000

Call Center Reporting Client: 2.45.105

CP Utilities:

BRU tool: **31.00.59**

Language Configuration Tool: **30.00.57**

CPModemSecure Tool: **30.00.57**

Software Packages available for CallPilot 100/150 R3.1 (North America):

English (North American) & French (Canadian)

English (North American) & Spanish (Latin American)

Other software packages

English (North American) & Cantonese

English (North American) & Mandarin (Taiwanese)

English (Australian) & English (UK)

## 1.5 *Voicemail General Information*

- Connections to CallPilot Manager can be made by just specifying the IP address (eg. <http://{IP address}/172.17.3.39>)
- The system is only capable of supporting two languages. Refer to section 6.2 for the list of supported languages.

- Routing codes must be used to dial external extensions with the telset player from desktop or CallPilot Manager.
- For CallPilot 100/150, Feature 983 supports ACD administration.
- Code has been added to keep track of the number of open file handles. From the CallPilot prompt, type "filehandle" to display the current number of open file handles.
- The wav file import feature can import file format of ".vbk". The .vbk files are generated by recording using the Call Pilot player that is distributed using Desktop messaging.
- To turn on/off Disconnect Supervision feature, Login to the CallPilot 100/150 using Telnet/Terminal emulation package and type the following command.
  - To turn on Disconnect Supervision  
Telnet+> **dsp cptd on**
  - To turn off Disconnect Supervision  
Telnet+> **dsp cptd off**

## **1.6 Call Center General Information**

- If you enable the "Call Center Reporting" keycode you must change the MIS Server Address (found under Call Center: General Properties) to a valid address. This can be any valid host name address (but ideally, should be the actual address of the MIS Server). If you leave this value empty you will see the following message repeatedly: "aomrts.c: gethostbyname (scg) failed rc=1"
- Enhanced Call Center comes standard with 10 agent licenses. (Please note that information in the Call Center Set Up and Operation guide is incorrect).

## 2 CRs Fixed

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To enter CR's against the CP R2.0 voicemail product, please fill in the following fields:

Product:

NORSTAR\_CP100\_SSA-CC  
NORSTAR\_CP100\_SSA-VM  
NORSTAR\_CP100\_SSA-MIS  
NORSTAR\_CP100SsaCcmis

### 2.1 Voicemail

#### 2.1.1 CRs fixed in 3.1

**Note:** Notes below for CRs are in the following format:

[CR\_ID] <tab> [CR\_Title] OR [Clearcase Activity Name] (Activity)

##### [31.10.37.22]

[Q02153258] - Rebrandiing: CP 100/150 prompts referring to Nortel must be changed or removed

##### [31.10.36.22]

No deliveries

##### [31.10.35.22]

[Q01856613] - GrubbEllis/CallPilot150/Sw31/CP player icon changes to a notepad

##### [31.10.34.22]

No deliveries

##### [31.10.33.22]

No deliveries

##### [31.10.32.22]

No deliveries

##### [31.10.31.22]

[Q01773886] - Callpilot locks up Intermittently and drops the calls directed to AA/call centre.  
[Q01841951] - F986 fails on outgoing PRI calls

##### [31.10.30.22]

No deliveries

##### [31.10.29.22]

No deliveries

##### [31.10.28.22]

[Q01685182] - Telus Quebec: CallPilot 100 3.1: CallPilot uses to crash

[Q01716068] - CallPilot 3.1, Desktop 4.0 - using Telset to record msg + Vista Mail = CP crash  
[Q01716074] - CallPilot 3.1, Desktop 4.0, Vista Mail = messages recorded with D.T. are garbled  
[Q01716072] - CP 3.1, Desktop 4.0 - Fax drivers are installed with DT 4.0, when CP has no fax  
[Q01694673] - CallPilot 3.1, Desktop Messaging - 20 minute+ msgs not received.  
[Q01718707] - CallPilot 3.1, Desktop 4.0 - VBK recorded with DT 4.0 can't be imported to CP

### **[31.10.27.22]**

[Q01668755] - CallPilot150 3.1/Desktop Messaging issue

### **[31.10.26.22]**

No deliveries

### **[31.10.25.22]**

No deliveries

### **[31.10.24.22]**

No deliveries

### **[31.10.23.22]**

[Q01520835] - CallPilot 150 3.1 Can't import a .vbk file.

### **[31.10.22.22]**

[Q01489354] - Debug load for CallPilot150 3.1/Desktop Messaging issue.

### **[31.10.21.22]**

No deliveries

### **[31.10.20.22]**

[Q01402394] - MapleLeaf - Quebec, QB ; CP3.11 /Wrong time shows when listening to messages.

### **[31.10.19.22]**

[Q01406955] - Call Pilot 150 Rls 3.1 - F5/30 Cant record greetings from web gui

### **[31.10.18.22]**

[Q01245956] - CallPilot 150 30.00.75.22 Unified Messaging shows wrong attachment type  
[Q01158768-03] - CCC: Final peg need to be done when agent press RLS key to release call and F907  
[Q01217439] - CCC: CP100/150 CC F983: digit cutoff with SS# greater than 9 on line 100 or more

### **[31.10.17.22]**

[Q00979252-05] - CCC: Activity Code: Handle activity code for Acd call back  
[Q01302322] - CCC: Newton Welsley Orthopedic:CP 150 /Agent shows they are log in for too long  
[Q01312862-02] - CCC: BCM 3.7 - Calls Stuck in Queue - Allied Liquor NZ

### **[31.10.16.22]**

[Q01245956] - CallPilot 150 30.00.75.22 Unified Messaging shows wrong attachment type  
[Q01313681] - CPSecureModem utility has no warning regarding channel usage when modem is active

### **[31.10.15.22]**

[Q01245956-01] - Debug load for "Unified Messaging shows wrong attachment type".

### **[31.10.14.22]**

[Q01232209] - Call Center textprompt in F983 is incorrect for several languages

### **[31.10.13.22]**

[Q01227084] - Submitting new help files CPM3.1 4\_7 GA Help  
[Q01226369] - Remove debug statements that we included during development  
[Q01220346] - CPTD support for Bahrain country

### **[31.10.12.22]**

[Q01193530] - CP 100/150, 3.1: Arabic park and page prompt appears incorrect  
[Q01082108-02] - BCM - Calls from auto attendant to stn DN's x88x go to voicemail instead  
[ Q00681853] - Callers presented with login prompt when entering 88 during name dialing

### **[31.10.11.22]**

[Q01124134-01]- CallPilot 150: Some Call Center prompts in F983 are lost in translation  
[Q01204206-02] - CC: Activity Code # disappears if you use invalid characters

### **[31.10.06.22]**

No deliveries

### **[31.10.04.22]**

No deliveries

### **[31.10.02.22]**

No deliveries.

### **[31.00.96.22]**

Q01156584 - CP100 2.1/MICS 6.1: Holiday schedules get erased – Possible DUP of CR  
Q01137784  
Q01153162 - Call Pilot 150 3.0 :should have prompts in French  
Q01171809 - CP 150 3.0, Bug Report, Feature Request

### **[31.00.94.22]**

[Q01180138 ] To update Voiceprompts for Arabic, Finnish and PRC Mandain.  
[Q01160622-01] 050606-79721/Dimeo Schneider - Chicago, IL ; CallPilot 150 v3.0 - DTMF rec from

### **[31.00.90.22]**

[Q01169929]CP 100/150, 3.1 - CP UI: cannot use remote CFWD function in F981

### **[31.00.87.22]**



[Q01168078] CP 100/150, 3.1 - calls to fax extension fail IF DN block is on.

**[31.00.86.22]**

[Q01165857] Logging Holiday schedule information in STLOG.OUT

[Q01165539] CP 100/150, build 3.1 - "one moment please" not heard in F987 scenario

**[31.00.85.22]**

[Q01163334] Removing Extra files from ClearCase toll under images folder

**[31.00.79.22]**

[Q01151641] CP builds for the CP 3.1 program versioning should be 31.xx.xx.xx

[Q01151022] To add new Desktop client version 2.50.06.27

[Q01067518-01] 3x8 DR5.1 disconnect callers when using F986 from CallPilot150

[Q01152795] BRU utilities version to match with the build version of 31.xx.xx.xx

[Q01154570] Provision to enable/disable CPTD through Hyperterminal

**[30.00.77.22]**

[Q01146483] BRU: Time Optimization for Backup and Restore Operations

[Q01147509] Extra Character in CPTDEFS.DAT file.

**[30.00.76.22]**

[Q00687697-01] Call Pilot 100/150 fails to detect APAC disconnect busy tone

[Q00997833-01] CP 100/150 - GroupWise 6.5 Telset Playback wont stop when user hang-up.

**[30.00.75.22]**

[Q01116784] concern with excessive initial CallPilot 3.0 boot time

[Q01098282] Call Pilot 150\3.0\ Log analysis needed

**[30.00.74.22]**

[Q00976403] Dix Performance: Edmonton AB: Callpilot 150: Calls stuck in skillset

## 2.2 Call Center

The latest Call Center software version is 31.10.36.16

**Note:** Notes below for CRs are in the following format:

[CR\_ID] <tab> [CR\_Title] OR [Clearcase Activity Name] (Activity)

### **[31.10.36.22]**

[Q02121467] - RCC download stops (Bad XML)

### **[31.10.35.22]**

No deliveries

### **[31.10.34.22]**

[Q01693848-04] - CCC: BCM 400 v.4.0/Unread Skillset Message appearing in RT after listening to VM

### **[31.10.33.22]**

[Q01928579] - 080912-61096/CallPilot 150/3.1/Operational Problems

[Q01693848-04] - CCC: BCM 400 v.4.0/Unread Skillset Message appearing in RT after listening to VM

### **[31.10.32.22]**

[Q01915035] - CallPilot 150 3.1/Calls get Stuck in Skillset

### **[31.10.31.22]**

No deliveries

### **[31.10.30.22]**

[Q01791948] - CallPilot 150/3.1/RCC is receiving Malformed xml

### **[31.10.29.22]**

[Q01794458]- CP 150 build 3.1: Intermittent issue - Enabling a skillset cause Access Error

[Q01790610]- CP 150 build 3.1: Intermittent issue - Disabling a skillset cause Access Error

### **[ 31.10.28c.22]**

[Q01754397] - CCC: CallPilot 150/3.1/Realtime and Historical Stops Working

### **[ 31.10.28b.22]**

[Q01770139] - CP 150/ RCC build 357 RT and RPT data stop working

### **[ 31.10.28a.22]**

[Q01754397] - CCC: CallPilot 150/3.1/Realtime and Historical Stops Working

### **[31.10.28.22]**

No deliveries

**[31.10.27.22]**

[Q01574443] -CCC: CP 150 3.1/Cant download historical reports or view realtime

[Q01665254] -CCC: Call statistics are not displayed on System Wallboards

**[31.10.26.22]**

[Q01400606] -CCC: XML port back from M50R2 to CPL150.

**[31.10.25.22]**

[Q01538395-01] - CCC: CPL - Microsoft pulled MSDE support in Vista - CCRS not Vista Compatible

[Q01574957-01] - CCC: CCRSAppServer config contains 'historical' spelling mistake Spelling correction

[Q01583290] - CCC: CallPilot 31.10.24.22 - Import Activity Codes doesn't work  
Repaired Import functionality

**[31.10.24.22]**

[Q01464455] - CCC: RCC disconnecting on regular basis

**[31.10.23.22]**

[Q01464455] - CCC: RCC disconnecting on regular basis

[Q01520835] - CCC:CallPilot 150 3.1 :Can't import a .vbk file

**[31.10.22.22]**

No deliveries

**[31.10.21.22]**

[Q01446183] - Callpilot150/ARS/The rcc the calls abandoned are way off /Q01446183.

**[31.10.20.22]**

[Q01395912] CCC: Norstar Callpilot 150 - Call Center report SW not transferring data to RCC.

**[31.10.19.22]**

[Q01403410] - Mesa Garage Doors Santa Ana , CA / Callpilot 150 3.1.0.14.22 / Reporting issues. [Q01366248] - CCC: CP150 3.1 Realtime stops reporting. Connection down.

**[31.10.14.22]**

No deliveries

**[31.10.13.22]**

No deliveries

**[31.10.12.22]**

No deliveries

**[31.10.11.22]**

No deliveries

**[31.10.06.22]**

**Q01150521-03** - RCC:Get latest Call Center data displays 'Cannot establish connection to CC'

**Q01205028-02** - CC Same Activity Code can be entered twice

**[31.10.04.22]**

**Q01207007-01: CP 100 SQL DB on the appserver is not getting historical data from the CP**

**[31.00.87.22]**

No deliveries

**[31.00.86.22]**

No deliveries

**[31.00.85.22]**

No deliveries

**[31.00.84.22]**

No deliveries

**[31.00.83.22]**

[Q01149449-03] - Datasharp (Axis Europe) - BCM 3.6 - RCC incorrect Agent Detail Real time DE2183 (activity bkroeker\_DE2183)

**[31.00.82.22]**

No deliveries

**[31.00.81.22]**

No deliveries

**[31.00.80.22]**

No deliveries

**[31.00.79.22]**

No deliveries

**[30.00.77.22]**

[Q01098470] - Pop up dialog box to ensure KSU time is set before configuring CC

[Q01098470-02] - Pop up dialog box to ensure KSU time is set before configuring CC

**[30.00.76.22]**

[Q01046564-03] - CC: EURODATACAR - Errors in XML

**[30.00.75.22]**

[Q01116784] - Avaya: Brampton ON: concern with excessive initial CallPilot 3.0 boot time

[Q01116354-01] - H&R Block Calgary: Invalid characters in CLID node in Report xml

**[30.00.74.22]**

**No Deliveries**

### [30.00.73.22]

[Q01051963-01] - Real Time skillset stats are read in reversed order on reboot

[Q01047077-02] - BCM 3.6 RCC Agent Audit Report incorrect

[Q01057007-01] - TGS: Activity codes entered at the same time get total time not divided time

[Q01025319-03] - RCC | Get Unknown Server Error viewing realtime stats

## 2.3 CCRSAppServer

The latest CCRSAppServer software version is 31.10.37.16

**Note:** Notes below for CRs are in the following format:

[CR\_ID] <tab> [CR\_Title] OR [Clearcase Activity Name] (Activity)

### [31.10.37.16]

[wi00936913 ] - RCC receiving BAD XML errors

### [31.10.36.16]

[Q02121467] - RCC download stops (Bad XML)

### [31.10.33.22]

[Q01857287] - CallPilot 150/3.1/RCC reporting Invalid Data Detected

## 3 Known Issues & Workarounds

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### 3.1 Known issues with the build 31.10.37.22

CR Id	Priority	Product	Where found	Title
<a href="#">Q00939296</a>	3	CP100_SS A-VM	Product Verification	CP 3.0, Downloadable WAV files - Access Error if Telset is in use during download
<a href="#">Q00959693</a>	3	CP100_SS A-VM	Alpha Trial	AAToD feature does not play personal greetings of the assocaited mailbox
<a href="#">Q00977639</a>	3	CP100_SS A-VM	Product Verification	CP 3.0, CP Player - application can be closed and lose unsaved file
<a href="#">Q00940430</a>	4	CP100_SS A-VM	Product Verification	CP 3.0 - Desktop Mssging - Outlook 2003 lets you change pword to start with zero
<a href="#">Q00977640</a>	4	CP100_SS A-VM	Product Verification	CP 3.0, Voice Prompt window - only VBK files should be shown in dropdown...
<a href="#">Q00939301</a>	4	CP100_SS A-VM	Product Verification	CP 3.0, downloadable WAV files: help on downloading WAV files is wrong

### 3.2 Voicemail

- [Q01732081] – CallPilot 100/150 fails to import a VBK file recorded using Desktop Client 4.0 if the client is not connected to CallPilot 100/150 at least once.  
Workaround: Desktop Client 4.0 should be connected to CallPilot 100/150 at least once.

- [Q00875287] CP 100/150, CVM: mbox passwords visible and retrievable from remote sets  
Impact: The mailbox password can be retrieved if someone does a F5 on the set where the user had accessed his mailbox remotely  
Workaround: User must be aware it. User can dial few digits to erase the last redial list.
- [Q00447612] Voice Record Window fails with 'real world' remote phone numbers.  
Impact: This impacts administrators only in situations where only a single trunk is available.
- [Q00746412] CP150: 4-10 Second Delay on message playback using Unified Messaging  
Impacts:  
Workaround: User must be aware.
- Problem: A problem with using Microsoft Internet Explorer build 5.00.3105.0106CO has been discovered. Odd behavior (abnormal page loading, etc) has been observed on CallPilot Manager using this version of Internet Explorer.  
Workaround: This is a "non-mainstream" version (this IE is the base version with win 98 plus Service Pack 1, and 128 bit encryption) of the application, and should not be used for CallPilot Manager testing.
- Problem: When the user logouts of the CallPilot Manager manually, as long as you are within the 10 minute password timeout period, you can use the "Back" button in the web browser to go back to the previous pages.
- To retrieving keycodes for new hardware due to Out-of-box or Early life failures, please refer to ITAS – TIP 296 NA document.
- Problem: CP 100/150 system does NOT support AMIS and Park & Page features when connected to 3x8 Norstar KSU.  
Workaround: None at this time.
- There is no feedback from Voice Review/Record window (eg: no error message if phone is not answered, no warning messaging when trying to play but greeting has not been recorded yet, etc)
- When using Voice Review/Record page, and user presses the "Play" button and a set is called, often the user must press the "Play" button again to hear the recording because it may have stopped during the call to the set.

### **3.3 Call Center**

- ACD Lines should NOT be assigned to agent sets. If ACD lines are assigned to agent sets, the agents can accidentally poach Call Center calls by answering the ringing line before the call has been presented to Call Center. This configuration has also been known to cause incorrect states in Call Center Reporting.  
Workaround: Use routes or pools to give agents access to these lines for outgoing calls.
- Issue to be aware of when using BST sets with Automatic Answer. The reason the docs recommend not using automatic answer with BST sets is that we can't guarantee the call will always be delivered to the headset. On the BST, you must initialize the headset to receive calls by pressing the headset button and then pressing release. If the previous call was not taken on the headset, the next call will not go to the headset. After a period of inactivity on the set, it will default back to handsfree (time limit is unknown). If the KSU

is rebooted, it will default back to handsfree.

Workaround: User to be aware. Documentation states that BST sets should not be used with Automatic Answer.

- [Q00119331] User has to exit agent display before placing call  
Problem: Agent display overrides outgoing call  
User also has to exit the display for the following features, before making an outgoing call:
  - F909 Skillset Status
  - F981 Open Mbox
  - F982 Operator
  - F983 Sys AdminWorkaround: User to be aware.
- [Q00119540] Internal Calls not allowed in skillsets  
Workaround: User to be aware.
- [Q00527732] CC: transfer to invalid extension disconnects call  
Workaround: Advice the Call Center Admin to verify with the Administrator if the extension is valid before programming as there are no error messages since, currently, there is no check for invalid extensions.
- [Q00640394] Calls with same priority not answered in order sent  
Problem: If a higher priority call or longest waiting is in a forced greeting step at the time an agent comes available, they will "miss their turn;" however, they will retain their top place in the queue for the next agent.  
  
Solution: This will be addressed when the Next Generation of Call Center Reporting is capable of displaying more information about call status.
- [Q00703342] Skillset language controls AutoAttendant greeting table language  
Problem: If the originating Skillset language is Primary and the AutoAttendant table language is Secondary, the Primary language will be used.  
Workaround: None – user to be aware.
- [Q00572075] Request for Beep verses a Ringback tone given for forced answer calls in CC.  
Details: Currently no Beep tone available. To be implemented as either playing hold tone or dialtone for a short period.

### 3.3.1 Silent Monitor

- You cannot monitor an agent who is:
  - on a conference call
  - on a held call
  - logged on to an ISDN set
  - logged on to a Companion set
- Silent monitoring is supported with the North America Norstar load only.
- [Q00700900] Super cannot view agents logged into skillset that super has been assigned to but is not logged into.  
Problem: Supervisor should be able to enter the ID number of an agent who is logged into a skillset that the supervisor belongs to but is NOT logged into.  
Workaround: None. Supervisor can only monitor agents logged into skillsets the supervisor is logged into.

### **3.4 Reporting for Call Center (RCC)**

- [Q00228348] Available time is inaccurate for agents in multiple skillsets  
Problem: When the agent is on a call/break time for one skillset, they get available time for the other skillsets during that time period.  
Workaround: None. This is a calculated value.
- [Q00561486] GOS for each hour starts at 0%  
Workaround: None
- [Q00571423-03] Agent on ACD call and an outgoing call is not logged correctly  
Problem: Agent on an incoming ACD call makes an outgoing call on a line assigned to a SS is not logged correctly in the reports  
Workaround: None
- [Q00173670] & [Q00173670-01] Peak reset, Yearly on: doesn't state if reset occurs on first or last day.  
Workaround: No current workaround. It is documented in the SUOG.
- [Q00118812] When wallboard title is selected or deselected, params return to default  
Workaround: No current workaround.
- [Q00118775] Agent Login/Available time doesn't always show up in hourly or daily stats  
Workaround: Ensure the agents log out at the end of every shift. Entire time will be logged into the hour/day the agent logs out.
- [Q00552892] A CC call is displayed as waiting during delay answer period  
Workaround: None. Design intent.



## 4 Operations, Administration and Maintenance (OAM)

### 4.1 Software Upgrade Procedures

#### 4.1.1 Bootloader Upgrade

To verify the Boot Loader version the CallPilot 100/150 must be connected via serial cable to a Personal Computer running a terminal emulation package.

CP 100/150 s/w version	Bootloader shipped with s/w version	Minimum Bootloader version
CP R31.10.31.22	1.5.21 **	1.5.19

\*\* The 1.5.21 version of the bootloader contains a fix to activate the Ethernet LEDs during bootup. It is not necessary to upgrade to the 1.5.21 bootloader unless this fix is required for the aforementioned CallPilot s/w versions.

#### 4.1.2 CallPilot 100/150 R2.1 Software Upgrade from ATA Flash Card

**Note:** When upgrading software within the CallPilot 2.1 Stream, it is not necessary to utilize a serial connection. If for any reason it becomes necessary to view the upgrade messaging use the serial connection setup shown here.

The software upgrade procedures are described in CallPilot 100/150 Release 2.0 Software Upgrade Addendum (Document # P0607091). For instructions in French, please refer to CallPilot 100/150 Version 2.0 Addenda sur la mise à niveau logicielle (Document # P0607092).

### 4.2 Changing Hardware Parameters

It is not normally necessary to modify the hardware parameters via the CallPilot serial port. If it is required to change the hardware parameters via the serial port then please

```
CallPilot 150 Boot Loader V1.5.21
(C) 2001 Avaya

-----
NETWORK INTERFACE PARAMETERS:
  IP address on LAN is 192.168.110.10
  LAN interface's subnet mask is 0xfffff00
HARDWARE PARAMETERS:
  Serial channels will use a baud rate of 9600
  This board's ethernet address is 0:60:38:BF:0:AA
CALLPILOT BOOTLOADER PARAMETERS:
  Execution Mode: Load CallPilot
  Source File System Parameters:
    Device: ATA Disk
    Source File List Name: filelst.lst
  Destination File System Parameters:
    Device: ATA Disk
    File List Name: filelst.lst
    Format Target Device: Y
    Boot File Name: CallPilot.bin
  After board is reset, start-up code will wait 2 seconds
-----
To change any of this, press any key within 2 seconds
```

- After power is applied press any key when the prompt "To change any of this, press any key within 2 seconds" is displayed to enter the change hardware parameters dialog.
- For each option press enter to accept the default value, otherwise enter the new value and press enter

Press c to continue (boot) when prompted to do so

## 5 Utilities

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### 5.1 CP System Backup-Restore Procedure

- Copy the executable file, CallPilotBRU.exe, from CP Utilities zip file to a location on your local PC.
- Select the Backup/Restore item under Operations in CallPilot Manager. Close the browser window. The CallPilot system will reboot automatically into safe mode.
- Create a directory on your PC to hold the files if performing a backup or getting logfiles.
- Run the Backup/Restore utility
- Callpilot is automatically reboots after backup/restore is completed.
- Restoring a release 1.5 backup file to a system running release 3.1 software is not supported. Instead, to maintain the data when migrating software, perform a software upgrade.

For specific instructions, please refer to Avaya documentation *CallPilot 100/150 Installation and Maintenance Guide (P0604218)*.

### 5.2 CPModemSecure Tool

To activate the modem, follow the steps described in CallPilot Modem Access.ppt document. This should only be done during non business hours.

- You must configure the modem password and login into the system administrator's mailbox using the modem password rather than the system administrator's password. Once the modem password has been accepted you will hear "one moment please".
- "one moment please" is played repeatedly while the system attempts to acquire the resources to enable the modem. If the resources can be acquired you will hear a countdown "5", "4", "3", "2", "1". This is your queue to transfer the call to your modem. If resources cannot be acquired you will hear "one moment please" repeated 5 times followed by "exiting the system, goodbye".
- User must be on an external line for the modem resources to be acquired. If user is on an internal line the call will be dropped with "exiting the system, goodbye" after the modem password is accepted.

### **5.3 Language Configuration Tool**

Please see the associated document for details: CallPilot Language Configuration Utility.doc under Language Configuration/ folder in the CP Utilities zip file. (See section 9 for information on how to access these utilities).

#### **CALLPILOT 100/150 R3.1 Supported Languages:**

English (North American)	German
French (Canadian)	Italian
Spanish (Latin American)	Mandarin (Taiwanese)
Arabic	Mandarin (PRC)
Cantonese	Norwegian
Danish	Portuguese
Dutch	Russian
English (Australian)	Spanish (European)
English (UK)	Swedish
French (European)	Finnish
English (Irish)	

## 6 CP Unified Messaging

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### 6.1 Installing Unified Messaging Desktop Client

To use Unified Messaging the Desktop keycodes must be installed/entered. Presently, there are two streams of Desktop Client software; the correct one to choose depends upon the language being installed. Please see section 6.2 for the Desktop client software versions).

To install the desktop client, the "Desktop Client.zip" file needs to be downloaded to a local directory. (See section 0 to determine which version of the Desktop Client supports specific languages).

After the download, extract this file to a temporary local location.R

- Run the "setup.exe" to start the installation process.
- Respond to the dialogue box questions.
- Enter your mailbox #. This mailbox # will also be the extension being called if you are using the telset player.
- Enter the server name.
- Enter the the SMTP/VPIM prefix if it exists on your current system.
- The search base should ALWAYS be: ou=users,ou=callpilot

Voicemail by default uses only 1 VOICE channel for outgoing calls. If you wish to use more than 1 telset Player session at a time, you must increase the number of outcalling channels. This can be done under Configuration->System Properties->Max outcalling channels. Increase it to approximately 50% of the TOTAL number of voice channels you have. (if the system is 8 ports, set this to 4).

Refer to the Avaya documentation, *CallPilot 100/150 Installation and Maintenance Guide (P0604218)*.

## 6.2 Unified Messaging Desktop Client Versions

The following depicts which Desktop Client software is needed depending upon which language is being installed.

Language	Call Pilot 2.1 (Desktop Client 1.07 + 2.0)	Call Pilot 3.1 (Desktop Client 2.0 & 2.5)	Call Pilot 3.1 (Desktop Client 4.0)
English	Supported	Supported	Supported
Chinese (Traditional)	Supported	Not Supported	Supported
Chinese (Simplified)	Not Supported	Supported	Supported
Japanese	Not Supported	Supported	Supported
Dutch	Supported	Supported	Supported
German	Supported	Supported	Supported
French	Supported	Supported	Supported
Italian	Supported	Supported	Supported
Spanish	Supported	Supported	Supported
Danish	Supported	Not Supported	Not Supported
Norwegian	Supported	Not Supported	Not Supported
Swedish	Supported	Not Supported	Not Supported
Brazilian Portuguese	Supported	Not Supported	Not Supported

## **7 Supported Software**

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### **7.1 Operating Systems**

The following OS are supported by CallPilot 100/150 R3.1:

Windows 98 SE  
Windows 2000 Professional  
Windows XP Professional  
Win NT 4.0 SP6a  
Windows Vista Business

### **7.2 Internet Mail Clients**

Microsoft Outlook Express - 5.0  
Microsoft Outlook Express - 6.0  
Microsoft Outlook 98 (Internet Mail Mode)  
Microsoft Outlook 2000 (Internet Mail Mode)  
Microsoft Outlook 2002 (XP) (Internet Mail Mode)  
Microsoft Outlook 2003 (Internet Mail Mode)  
Microsoft Outlook 2007 (Internet Mail Mode)  
Windows Vista Mail  
Netscape - 6.2x  
Netscape - 7.0, 7.1, 7.2  
Qualcomm Eudora Pro - 5.x  
Qualcomm Eudora Pro - 6.0  
Qualcomm Eudora Pro - 6.1

### **7.3 Groupware Email Clients**

Microsoft Outlook 98  
Microsoft Outlook 2000  
Microsoft Outlook 2002 (XP)  
Microsoft Outlook 2003\*  
Microsoft Outlook 2007  
Lotus Notes - 5.0  
Lotus Notes - 6.0  
Lotus Notes - 6.5\*  
Lotus Notes - 7.0 (Build 250 to 259)  
GroupWise - 6.0  
GroupWise - 6.5  
GroupWise - 7.0, 7.0.1

\*Note: Only the CallPilot 2.5 Desktop Messaging client (version 2.50.06.04 and later) supports Outlook 2003 and Lotus Notes 6.5. Any previous versions of the client are not supported in these environments.

## **7.4 Web Browsers**

Microsoft Internet Explorer 4.0  
Microsoft Internet Explorer 5.0  
Microsoft Internet Explorer 5.5  
Microsoft Internet Explorer 6.0  
Netscape 4.0  
Netscape 4.5  
Netscape 4.7  
Netscape 6.0  
Netscape 6.1  
Netscape 6.2  
Netscape 7.0



## 8 Upgrading from Release 1.5 to Release 3.1

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Before upgrading to CallPilot 100/150 3.1 from releases prior to release 2.1, please run "\*\*\*XFTEST" utility to set the correct Feature Codes. Failure to run this utility will cause inactive Feature Codes.

NOTE: This procedure has to be performed only once on a system.

1. Power down the CallPilot 100/150 system. Press "Feature" button on the telset keypad.
2. Enter "\*\*\*XFTEST" as feature code.
3. Enter "CONFIG" as password.
4. Select "FIRST" softkey to begin scanning the various features codes available for the system.
5. Remove the following feature codes for CallPilot 150 Voicemail:

F980  
F981  
F982  
F983  
F984  
F985  
F986  
F987  
F988  
F989

### Removing Feature Codes:

- i) When the Feature code is displayed, press on the "TEST" softkey.
- ii) The Status of the Feature Code is displayed. The feature codes listed above must be inactive to remove it.
- iii) Select "Remove" softkey to proceed. The status of the feature code is displayed again. Please ensure that the status is "Removed".
- iv) Select "Next" to continue with the other feature codes.

When all the feature codes listed above have been removed. Exit from the tool.

Power up the system.

- v) Verify that the following F98x has the following feature codes:

F980 - 564F594C  
F981 - 564F5953  
F982 - 564F5941  
F983 - 564F5944  
F984 - 564F5957  
F985 - 564F5958  
F986 - 564F594B  
F987 - 564F5954  
F988 - 564F5955  
F989 - 564F5956

6. Verify that all the F98x features are active.

## **9 Accessing Software and Utility Upgrades via the web**

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Software/Utilities Download website

- <https://support.avaya.com>
- Select "Products" and enter " Avaya Norstar CallPilot 100/150"
- Now click on "Downloads"
- Please note that you must register to obtain a login and password to access this information. This may also be done at this web location.