Nortel Networks
CallPilot 2.0

Increases enterprise productivity by providing worldwide access to unified messaging—including e-mail, voicemail, and faxes

Features and benefits

- *Provides access to e-mail, faxes, and voicemail from any touchtone phone*
- *Enables personnel to retrieve voicemail, faxes, and e-mail from any browser-enabled PC*
- *Does not impact e-mail servers or generate high volumes of LAN or WAN traffic*
- *Supports mobility with text-to-speech (TTS) and speech-activated messaging (SAM)*
- *Reduces or eliminates training by providing a simple, streamlined user interface*

Maximizing the effectiveness of your workforce is a constant challenge. In the enterprise environment, it's crucial to stay on top of new technologies that can help you accelerate business success. By combining voice, fax, and e-mail into a single mailbox that can be accessed either locally or from any remote location, over the Web, or by phone, CallPilot* 2.0 ends the lost time and productivity from constantly checking different voicemail and e-mail accounts.

CallPilot 2.0 delivers powerful new mobility solutions that are designed to enhance the efficiency of your employees. Imagine the convenience of being able to check your e-mail from any touchtone phone— including your cell phone! Or being able to access voicemail, e-mail, and even

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Platform compatibility

CallPilot 2.0 is supported by a wide range of platforms, including:

- *Meridian 1* Option 11C Mini*
- *Meridian 1 Option 11C*
- *Meridian 1 Option 51C*
- *Meridian 1 Option 61C*
- *Meridian 1 Option 81C*
- *Meridian SL-100[†]*
- *Succession* Communication Server for Enterprise 1000*
- *Succession Communication Server for Enterprise MX[†]*

[†] Platform support available in the near future.

incoming faxes from a single screen on any Web-enabled multimedia PC. Advanced text-to-speech capabilities make it possible, and best of all, this next-generation solution has no impact on your e-mail server and will not flood your network with data. The net effect? A significant increase in the ability to compete in global markets, enhanced user productivity, and reduced costs for the enterprise.

Unified messaging solutions that deliver voice/fax/e-mail support

CallPilot 2.0 gives you two powerful ways to maximize the effectiveness of your work-force worldwide: 1) Access to e-mail, fax, and voicemail by phone; and 2) Access to e-mail, voicemail, and fax messages from any browser-enabled PC. These advanced capabilities will help your employees work more efficiently, both as individuals and as members of workgroups, and are designed to help your business compete more effec-tively in the global marketplace.
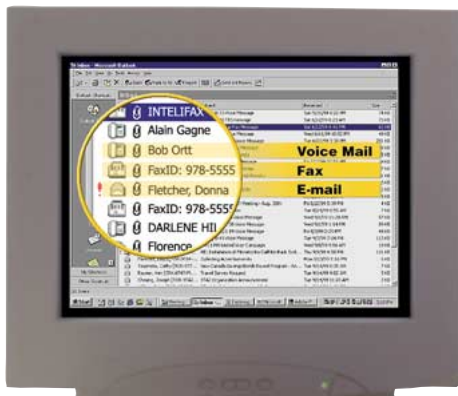

Figure 1: Unified messaging boosts productivity by eliminating the hassle of multiple e-mail and voice-mail accounts. All messages, including incoming faxes, are clearly displayed in a single window.

Access by phone

With CallPilot 2.0, retrieving voice and e-mail messages from any touchtone phone is as easy as speaking the word "Play." Now users can review their e-mail by phone by using the powerful CallPilot text-to-speech (TTS) feature, which is capable of reading e-mail aloud in six different languages!

Just pick up any touchtone phone—including a cell phone—and you'll be able to listen to your e-mail or print it out on any fax machine or printer. And, of course, users can easily scan, play back, save, or forward their regular voicemail messages. This cutting-edge technology gives your employees a key advantage over the competition, and can make the difference between missed opportunities and creating successful business relationships.

Empowering users to retrieve e-mail by phone can also deliver very real gains in productivity. Ideal for employees working in the field, CallPilot 2.0 eliminates the need to have a computer available to check e-mail. Faxes can also be directed to any printer (network or local) or to other fax machines by using either spoken commands or the telephone dial pad.

Access by PC

CallPilot 2.0 gives your employees unified access to their messages—including voice-mail, faxes, and e-mail—over the Internet from any browser-enabled PC. Instead of simply seeing an envelope icon onscreen that represents e-mail, users will also see telephone and fax machine icons that represent voicemail and incoming faxes. Users can control their mailbox preferences from remote locations and can access end-user documentation and other useful information online via the MyCallPilot browser interface.

- *Voice messages* can be accessed and replied to at the click of a mouse. Messages can be played back and recorded using PC speakers and a microphone, a headset, or the user's desktop phone, and then sent to other voicemail users or as an attachment via e-mail.

- *Incoming faxes* can be received directly into the user's voice mailbox, and either printed locally on a desktop or network printer, printed out on another fax machine, or forwarded to another user. In addition, an e-mail or voicemail can be sent in response to a fax.

- *E-mail* can be accessed and replied to quickly and easily, whether the user is in their office at the corporate site or halfway around the world. Supported e-mail servers include MS Exchange, Lotus Notes, and Novell GroupWise.

Symposium integration

Companies that have implemented a Nortel Networks Symposium* contact center can also take advantage of powerful new voice services offered by the synergy delivered by the integration of CallPilot 2.0 and Symposium 4.2.

- Callers who are waiting to speak with an agent can briefly leave the queue, leave a voice message, and then re-enter the queue without losing their place in line

- Broadcast announcements can be played informing callers of special promotions, with up to 50 callers supported by a single CallPilot port

- Saves money by eliminating the need for Meridian Mail* in contact centers, and facilitates a quick migration from Meridian Mail by importing existing scripts

- Open voice sessions prompt callers for information and supply expected wait times

Network enhancements

CallPilot 2.0 delivers several key upgrades from the previous version, including:

- Compatibility with Meridian Mail location-specific and network-wide broadcasts

- Enables a single CallPilot server to meet the needs of enterprise networks spanning multiple time zones, resulting in reduced equipment costs and simplified system management

- Supports "Names Across the Network" name dialing, name addressing, and spoken name verification via IP-based VPIM networking. This advanced technology improves network transparency to users and reduces the potential for misdelivered messages

Platform enhancements

CallPilot 2.0 is available in three configurations:

- Model 201i CallPilot 2.0 (single IPE card) has been expanded from 24 to 40 channels, and from 200 to 350 hours of voice message storage. Supports 2,200 unified messaging clients per server and up to 2,500 voice users

- Model 702t CallPilot 2.0 (PC server, tower configuration) supports 5,800 unified messaging clients per server and up to 7,000 voice users

- Model 1002rp CallPilot 2.0 (PC server, rack-mount configuration) supports 7,000 unified messaging clients per server and up to 7,000 voice users
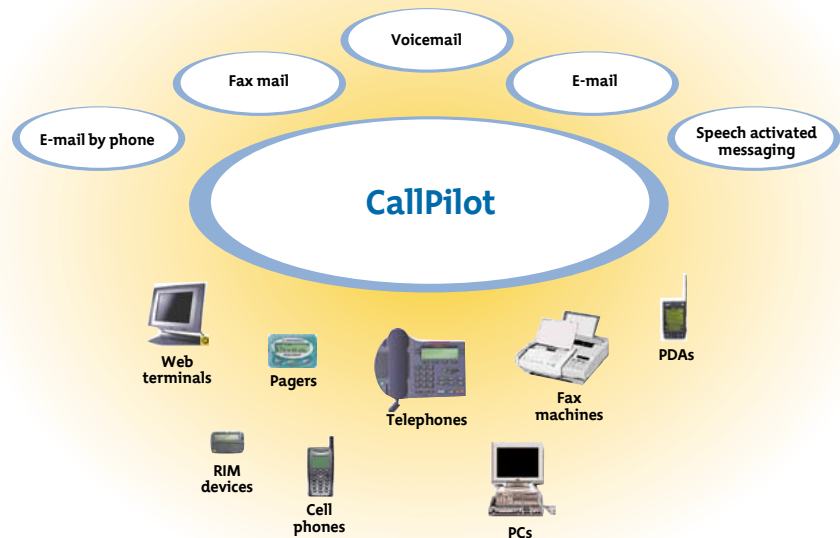
Figure 2: A powerful blend of hardware and software, CallPilot 2.0 unites a wide range of communications technologies into a single business tool designed to maximize personal productivity.

Security enhancements

CallPilot 2.0 also introduces several key security enhancements, including strong authentication options as well as message encryption options. CRAM-MD5 Challenge-Response verifies that users and servers are who they claim to be, decreasing the likelihood of a hacker being able to "spoof" a user or messaging server. In addition, Secure Sockets Layer (SSL) encryption increases unified messaging security.

Web-based network management

CallPilot Manager provides Web-based administration, reporting, and configuration capabilities from any location. By enabling the network to be managed either from the central site or from a remote location, this innovative Web-based solution increases the effectiveness of key administrative personnel, reducing the total cost of network ownership. The CallPilot Manager application can be accessed from any browser-enabled PC, eliminating the need to install client software on the remote workstations. Four major management capabilities are provided through the browser-based interface:

- Routine system management
- Report generation on operation and performance of the CallPilot system

- Wizard-based setup or update for CallPilot system configurations, typically after an initial install or upgrade of the server
- CallPilot documentation

One key differentiator of CallPilot 2.0 from products offered by third-party vendors is traffic management over the network. Unlike other products that flood the network with traffic, CallPilot 2.0 does not interfere with e-mail servers. Only message header information is put onto the LAN, ensuring that network performance is not degraded. Messages are made available for playback on an as-needed basis, through the PC or using Telset under a simple-to-operate GUI player. And to ensure that the office environment is not disrupted, the network administrator can set parameters that prevent voice messages from being played back on PC speakers.

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Nortel Networks is an industry leader and innovator focused on transforming how the world communicates and exchanges information. The company is supplying its service provider and enterprise customers with communications technology and infrastructure to enable value-added IP data, voice and multimedia services spanning Metro and Enterprise Networks, Wireless Networks, and Optical Long Haul Networks. As a global company, Nortel Networks does business in more than 150 countries. More information about Nortel Networks can be found on the web at:

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