Meridian 1 CallPilot Mini

Introducing the first cost-effective unified messaging solution for small- to medium-sized businesses.

Features and benefits

- Delivers the industry's first converged voicemail/e-mail messaging solution for small businesses using Meridian 1* Options 11C and 11C Mini PBX phone systems

- Offers a choice between voice messaging only, or unified messaging with on-screen access to both voicemail and e-mail

- Supports up to 200 voice mailboxes and up to 100 unified messaging desktops

- Ensures continuous access to your business for customers and business partners

- Enables users to retrieve voice messages from any touchtone phone worldwide

- Contains costs by eliminating the need to pay for unused features or excess system capacity

- Supports keycode-driven activation of optional features, eliminating the need to load additional software

- Offers connectivity to other AMIS- and VPIM-compliant messaging systems via optional software activation

In order to gain a strategic advantage in today's competitive business environment, small- to medium-sized businesses need access to the same productivity tools used by their larger competitors. Until now, key business tools such as unified messaging and auto attendants have been financially out of reach for smaller firms using Meridian 1 Option 11C and Option 11C Mini PBX phone systems.

With the introduction of Nortel Networks CallPilot* Mini, your firm can

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choose between simply offering employees voicemail, or providing the additional benefits of unified messaging. By consolidating voicemail and e-mail into a single desktop PC window, new levels of flexibility and productivity can be realized at a price point that represents a breakthrough in the voice messaging industry.

Unified messaging

Unified messaging maximizes the efficiency of your workforce by empowering them to manage voice messages and e-mail directly from any multimedia Windows PC. Now you can listen to voicemail, save or forward messages, forward them as e-mail, or even use Caller ID to go straight to the message you've been waiting for. These enhanced voice-processing capabilities are an incredible timesaver and will dramatically simplify your company's message management.

With unified messaging, your employees will be able to access and manage their voicemail either from any touchtone phone, or from their desktop PC on the corporate LAN. Using the onscreen CallPilot Player software, users can easily open and review voice messages directly from their e-mail inbox. Voice messages can be played back and recorded using either PC speakers and a microphone, or the desktop phone, and can also be forwarded over the network to individual voicemail users or a comprehensive workgroup list. In addition, voice messages can be pasted into any document, and forwarded as an e-mail message.

Nortel Networks offers an innovative try-before-buy program that enables your company to try unified messaging on a risk-free basis. The software you need is

pre-loaded on the CallPilot Mini system and is activated simply by entering a keycode. Customers are welcome to try unified messaging without charge for 60 days, at which time a license must be purchased and a second keycode entered. A maximum of 100 desktop clients are supported.[1]

Voice messaging

Voicemail has emerged as an essential tool in the modern business environment. CallPilot Mini delivers advanced voice messaging features that can increase the effectiveness of your workforce, helping you compete with larger companies. The compact, economical, self-contained system supports from 20 to 200 voice mailboxes, making it an ideal choice for growing small- to medium-sized businesses. A wide range of voicemail features are offered, including:

- Auto answer with personal greeting (primary and alternate)
- Pre-recorded greetings (4)
- Broadcast messages
- Delivery options (private, urgent, etc.)
- Guest mailboxes (for users without a personal extension)
- Information mailboxes
- Message waiting notification
- Never-full mailboxes
- Reply based on calling line ID (CLID)
- Outbound transfer from mailbox (transfers from mailbox to a cell phone)
- Recovery of deleted message
- Reports
- Timed delivery of messages

Auto Attendant

In today's competitive environment, a busy signal or a lost written message can be the difference between business success and a missed opportunity. With Auto Attendant on board, your customers and business partners will have direct access to all of your employees from any touchtone phone worldwide, even if the call comes in after hours.

Auto Attendant eliminates the need for valuable personnel to constantly field phone calls and relay messages, freeing people to do their jobs more efficiently. Employees can retrieve their calls from their desktop or from any touchtone phone across the globe, a key strategic advantage for your business. And if a caller prefers to speak to a live operator, they simply press the "O" key and Auto Attendant automatically transfers the call. Key features include:

- Call transfer
- Calling name display
- CCR[2] (voice menu) levels (max. 10 steps in a call path/tree)
- CCR[2] (voice menu) trees (max. 4 paths)
- Dial extension from CCR
- Flexible line rings before answer
- Flexible business hour settings for each weekday
- Multiple operators
- Remotely record greeting
- Remotely set business open/closed
- Reports
- Transfer to CCR[2] tree

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[1] If no keycode is entered at the end of the trial period, the service is automatically terminated. For full details of the try-before-buy program, please call 1-800-4-Nortel, or contact your Nortel Networks reseller.

[2] Callers can quickly navigate to employee voice mailboxes, special announcements, and other CallPilot Mini resources from their touchtone phones, using CCR (Customer Controlled Routing, a.k.a. voice menus).

Web-based management

CallPilot Mini includes CallPilot Manager, a powerful management application that enables the device to be configured and maintained from any browser-enabled workstation at the click of a mouse. The intuitive interface simplifies the process of adding users, building the voice prompt menus, and configuring the auto attendant to provide 24 x 7 access to your business. To protect against disruptions to the system, users can easily back up all settings and voice prompts, simplifying the process of performing a full system restore. A single dial-up modem connection is also supported for remote management.

CallPilot Manager provides system administrators with a full range of reporting capabilities, including system configuration, port usage and call handling, CCR tree usage, system-wide and individual mailbox activity, and an event log. In addition, users can modify their mailbox settings from a PC by using the Personal Mailbox Manager tool.

Figure 1: Compact and affordable, CallPilot Mini for Meridian delivers advanced messaging capabilities to small businesses using Meridian 1 Option 11C and Option 11C Mini PBX systems.

Optional inter-system networking

For businesses that need to link messaging systems at multiple sites, CallPilot Mini supports both of the industry-standard interworking protocols: VPIM, which supports digital message exchange between two devices on a local or wide area network, and AMIS, which can use any analog phone line to exchange messages between two messaging systems.

- VPIM is a next-generation, IP-based digital technology that offers several distinct advantages. Voice signals are not converted back to the analog format after they are digitized and stored by the CallPilot Mini, enabling messages to be forwarded over your local or wide area network. This approach provides faster message forwarding and eliminates the need to pay for analog phone calls between the messaging systems. VPIM is supported by Nortel Networks CallPilot and Meridian Mail*, as well as third-party systems from other vendors.

- In environments where VPIM is not supported, CallPilot Mini offers full support for AMIS, the protocol used to forward messages over analog phone lines. By providing support for legacy systems and protocols, CallPilot Mini ensures the viability of existing equipment that has not yet been updated. This implementation of AMIS offers time-of-day blocking to minimize toll charges.

Additional benefits

- By offloading voice messaging services to a stand-alone unit, CallPilot Mini restores the availability of slot 10 in a Nortel Networks Meridian 1 Option 11C and Option 11C Mini PBX phone system. This enables companies to add additional voice ports or trunks, increasing overall system capacity by up to 10 percent.

- Keycode activation of pre-loaded software eliminates the hassle of loading new applications, and simplifies the installation process for technicians. Three different keycode upgrades are currently offered:

  - Purchase of additional voicemail accounts, in increments of 5 or 20 users
  - Purchase of additional unified messaging accounts, in increments of 5 or 20 users
  - Activation of VPIM and AMIS messaging system interworking

- CallPilot Mini features a standard voice recording capacity of 59 hours, which can be upgraded to 82 hours with the purchase of an optional expanded memory card.

- Desktop messaging support is offered for the following clients:

  IMAP clients
  - Outlook Express 5.0 or higher
  - Netscape Communicator 6.2x
  - Qualcomm Eudora 5.x
  - Outlook 98, Outlook 2000, and Outlook XP (in Internet mail mode)

  MAPI clients
  - Outlook 98, Outlook 2000, Outlook XP
  - Lotus Notes 4.6, 5.x
  - Novell Groupwise 6.x

- Language support is provided for 16 different languages, including North American English, Canadian French, UK English, Euro French, German, Italian, Euro Spanish (Castillian), Dutch, Danish, Swedish, Norwegian (Bokmal), Australian English, Taiwan Mandarin, Cantonese, Latin American Spanish, and Brazilian Portuguese.

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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 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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