CallPilot 100 Addendum

This addendum provides specific CallPilot 100 features and document revisions not captured in the *Installation and Maintenance Guide*.

Page 17 CallPilot Features

CallPilot 100 feature differences with CallPilot 150 are shown in blue text.

Feature	CallPilot 100	CallPilot 150
Number of voice channels	4	8
Storage (hours)	9	24
Additional storage	No	Yes (to 59 hours)
Maximum number of subscriber mailboxes	40	200
Basic voicemail	Included	Included
Outbound transfer	Included	Included
Call recording, call interrupt	Included	Included
Auto-Attendant and Custom Call Routing (CCR)	Included	Included
Networking (digital, AMIS)	Not available	Optional
Desktop (Unified) Messaging	Not available	Optional
Basic Call Center	Optional	Optional
Call Center Reporting	Optional	Optional
Maximum Skillsets	2	2
Maximum active agents	10	10

Page 18 Data connectors

For CallPilot 100, each RJ-11 jack supports one TCM connection. Each TCM connection supports two voice channels. This gives the CallPilot 100 a total of four voice channels.

Page 20 Voice message storage

The CallPilot 100 provides 9 hours of voice message storage. The optional message storage upgrade is not available for CallPilot 100.

Page 24 Port A and Port B Pinouts

CallPilot 100 pinout differences with CallPilot 150 are shown in blue text.

	CallPilot 100		CallPilot 150	
Pin number	**Port A**	**Port B**	**Port A**	**Port B**
1	no connection	no connection	no connection	no connection
2	no connection	no connection	TCM 3	TCM 4
3	TCM 1	TCM 2	TCM 1	TCM 2
4	TCM 1	TCM 2	TCM 1	TCM 2
5	no connection	no connection	TCM 3	TCM 4
6	no connection	no connection	no connection	no connection

Page 27 CallPilot Mini/CallPilot 150 LEDs

There are only two LEDs on the CallPilot 100. (1 and 2)

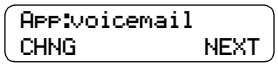
Page 41 Quick Install Wizard parameters

Replace the description for Base Application with the following.

Field Name	Description
Base Application	The default base application is voicemail and should not be changed. The voicemail application will: • enable 10 mailboxes on a CallPilot 100 • enable 20 mailboxes on a CallPilot 150 **Note**: If you change the base application to Call Center, the following will occur: • no mailboxes are enabled • mailbox and lines administration sections are removed from the Quick Install Wizard screen • 20 agents are enabled (10 agents are active)

Page 44 Configuring the CallPilot 150 initial parameters

Replace the description for steps 3 and 4 with the following.



3. This setting should not be changed. The voicemail application will:
   - enable 10 mailboxes on a CallPilot 100
   - enable 20 mailboxes on a CallPilot 150

   Note: If you press CHNG to toggle the base application to CallCenter, the following will occur:
   - no mailboxes are enabled
   - 20 agents are enabled (10 agents are active)

4. Press CHNG.

Page 54 Maximum disk space required to backup CallPilot

CallPilot 100 feature differences with CallPilot 150 are shown in blue text.

Type of CallPilot system	Maximum disk space required
CallPilot 100	40 MB
CallPilot Mini/CallPilot 150	85 MB
CallPilot Mini/CallPilot 150 (with optional message storage upgrade)	180 MB

Page 59 Upgrading the CallPilot software version

On a CallPilot 100, only LEDS 1 and 2 turns on and off during the software upgrade.

Page 60 Upgrading the message storage

You cannot upgrade the message storage on a CallPilot 100.