



# Norstar CallPilot 100

**Feature-rich and affordable**—Delivering scalable sophisticated messaging options to growing small and medium-sized businesses, with 10 to 40 users, that require advanced applications.

Finally, a messaging system you can afford today that actually grows with you as your business needs change. Simple to manage and maintain, scalable with a plethora of applications, all the while enabling you to simply and incrementally add, and pay for, features and mailboxes as you grow—CallPilot\* 100 for Norstar\* is essentially designed to take your business communications into the next decade and beyond!

**NORTEL**  
NETWORKS™

**Risk-free applications trials** allow you to try and buy only the applications you've tested and approved.

**Web-based management** interface makes system administration easier than ever before. Plus, all of the messaging options are already embedded in your CallPilot 100 module and can be activated with a key-code to add mailboxes and applications as your needs expand.

**Outstanding quality** you can count on is evidenced by Norstar's position as the #1 voice solution in the world, chosen by small and medium businesses.

## CallPilot 100—Driving business profitability with easy, advanced messaging

Choosing a telephone system for your business doesn't have to be complicated. It all begins with a Norstar Integrated Communications System, the foundation of your business communications. Next come the right telephones. Then, you can enhance your communications with specialized applications like messaging, and other advanced applications.

CallPilot 100 for Norstar delivers the means to keep your business communications moving efficiently and profitably, and allows you to be accessible to customers and business associates around the clock, wherever you go. You will immediately notice the benefits of enhanced messaging; with each communication, you and your employees will get more work done, helping your business do more business. And your customers will appreciate the difference, too. CallPilot 100 offers the

following key features: advanced integrated applications, including Auto Attendant, Custom Call Routing (CCR), Voice Mail, Call Center Basic, Unified Messaging, VPIM/AMIS Networking, Web-based management, and IP connectivity.

## The messaging platform for your future is affordable today

The ingenious design of CallPilot 100 helps you to make the right messaging decisions for today, while protecting your investment for tomorrow. Unequivocally, it is a cost-effective solution for small to medium-sized businesses that require voice messaging, increased scalability, storage capacity, plus sophisticated applications.

Does your budget require you to start small today and pay as you grow? Do you need a call center and sophisticated applications to stay competitive, which are also easy to use and administer? And how do you decide whether you really want to buy that next messaging application? Are you looking for a name you can count on? CallPilot 100 just made everything easier for you. Discover the advantages of using the next generation in messaging platforms for your Norstar business communications system:

**Cost-effective design saves you money** today by allowing you to pay for mailboxes and applications as you grow

**Sophisticated features** help you to be more competitive by increasing your employee productivity and improving customer satisfaction

- Scalable up to 40 mailboxes, with a migration path to more sophisticated features
- Embedded applications let you easily grow as your business needs change, with simple key-code activation
- IP enabled with 10/100 Ethernet ports supporting Web-based management
- Supported on Norstar Compact and Modular Integrated Communications Systems, as well as all Norstar Telephones and Business Series Terminals



*Figure 1: Compact and affordable, CallPilot 100 for Norstar delivers advanced messaging capabilities to small and medium-sized businesses.*

## Advanced integrated applications

### Auto Attendant

Your own personal receptionist, Auto Attendant answers your telephone and takes messages for everyone in your company—with complete accuracy—24 hours a day, 7 days a week. Custom Call Routing cuts down on “telephone tag” by giving your customers and suppliers direct access to the person they want to reach, allowing them to ask a question or leave information anytime. Auto Attendant includes a long list of standard feature options, including:

- Call transfer
- Calling name display
- CCR levels (10)
- CCR trees (4)
- Dial extension from CCR
- External transfer on Centrex
- Flexible line rings before answer
- Multiple operators
- Remotely record greeting
- Remotely set business open/closed
- Reply based on calling line ID (CLID)
- Reports
- Transfer to CCR tree

### Voice Messaging

*CallPilot 100* activates 10 to 40 mailboxes, and is suited for small to medium-sized businesses that can benefit from advanced voice messaging features. Including a long list of standard options, some of the more popular Voice Mail features include:

- Auto answer with personal greeting
- Broadcast messages
- Delivery options (private, urgent, etc.)
- Express messaging
- Guest mailboxes
- Interrupt caller leaving a message
- Never-full mailboxes
- Outbound transfer from mailbox

- Record a call
- Recovery of deleted message
- Remote call forward to Voice Mail
- Reports

*Call Center Basic* is for businesses that require a small call center with more sophisticated applications. Basic Call Center activates 10 agents and 2 queues, and is scalable as your business grows. A compatible user interface with Meridian\*, Business Communications Manager, and Norstar platforms protects your training investment for future migration or multi-site companies. Additional features include:

- 20 configurable agents
- 5 agent priorities
- 10 announcements
- 15 maximum lines
- Routing steps:
  - 6-day table
  - 6-night table

### Networking

Using Audio Messaging Interchange Specification (AMIS) and Voice Profile for Internet Mail (VPIM), CallPilot Networking links CallPilot 100s and other voice networking systems, increasing network efficiencies. You can send voice mail messages and fax messages as data over your existing data network, to all persons on the network—while saving on your long-distance charges.

### Unified Messaging

CallPilot 100 Unified Messaging provides improved organizational communication and increased levels of productivity. Because users can access all of their messages in one session, either locally or remotely, and prioritize which messages they access, they will spend less time on message management and more time on the aspects of their job, which drive contributions to their organization.

### Holiday Scheduling

The Holiday Scheduling feature provides an administrator with the ability to work with exceptions to the regular week.

The administrator programs a holiday (Christmas Day, New Year’s Day, etc.) by first adding its date to the system. Other parameters are then associated with this date, including four partitioning times, four greeting numbers, and, optionally, four tree numbers. This permits the setting of operating hours and the provisioning of special greetings to correspond to that date; e.g., abbreviated hours and season’s greetings.

## System administration and maintenance

Complete Web-based management with a user-friendly graphical user interface simplifies system administration and maintenance—all you need is a Web browser. An IP-enabled auto-sensing 10/100 Ethernet port makes system administration and management access easier for you or your telco service provider. Plus, all embedded applications are quickly and easily activated with key-codes common to Norstar CallPilot 100, Business Communications Manager, and Meridian CallPilot, making mailbox expansions and application additions a snap.

### Availability

CallPilot 100 for Norstar is available globally in multiple languages.

## The Power of Norstar

**When you're searching for a business communications system, there's a name that appears time and time again—Norstar, from Nortel Networks.\***

In fact, more people buy Norstar than any other voice system in the world. Today, you'll find Norstar telephones on the desks of more than 14 million people, in more than 80 countries around the globe, making Norstar the #1 voice solution in the world. That's because Norstar takes advantage of sophisticated features that are easy to use and give businesses the flexibility to handle future growth and new services, too. Plus, Norstar offers outstanding quality, with one of the highest reliability ratings in the industry. Now that's value that lasts!



*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 Wireline, Wireless Networks, Enterprise Networks, and Optical 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:*

[www.nortelnetworks.com/norstar](http://www.nortelnetworks.com/norstar)

#### In the United States:

Nortel Networks  
35 Davis Drive  
Research Triangle Park,  
North Carolina 27709  
USA

#### In Canada:

Nortel Networks  
8200 Dixie Road,  
Suite 100  
Brampton, Ontario L6T 5P6  
Canada

#### In Caribbean and Latin America:

Nortel Networks  
1500 Concorde Terrace  
Sunrise,  
Florida 33323  
USA

#### In Europe:

Nortel Networks  
Maidenhead Office Park  
Westacott Way  
Maidenhead Berkshire SL6 3QH  
UK

#### In Asia:

Nortel Networks  
6/F Cityplaza 4  
Taikooshing  
12 Taikoo Wan Road  
Hong Kong

For more information, contact your Nortel Networks representative, or call 1-800-4 NORTEL or 1-800-466-7835 from anywhere in North America.

GSA Schedule GS-35F-0140L  
1-888-GSA-NTEL

\*Nortel Networks, the Nortel Networks logo, the globemark design, CallPilot, Meridian, and Norstar are trademarks of Nortel Networks. All other trademarks are the property of their owners.

Copyright © 2003 Nortel Networks. All rights reserved. Information in this document is subject to change without notice. Nortel Networks assumes no responsibility for any errors that may appear in this document.

NN101740-092203