

Installing new software onto the CallPilot 100/150 Feature Cartridge

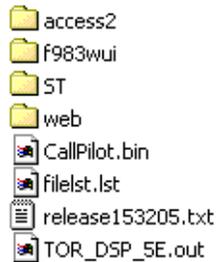
Prerequisites

- a laptop or desktop computer that can accept a PCMCIA Compact Flash card
- a SanDisk 64MB PCMCIA Compact Flash card for software upgrade (Norstar CallPilot 100/150 Upgrade Kit, NTAB9927/A0523125)
or
a SanDisk 256MB PCMCIA Compact flash card for feature cartridge upgrade (Norstar CallPilot 100/150 Replacement Kit, NTAB9940/A0539950)
- a terminal or a computer with a terminal emulation program (COM settings: 9600 8N1)
- a serial cable to connect the terminal to the CallPilot 100/150
- the bootloader firmware version 1.5.19 or later on the CallPilot 100/150
To determine the bootloader firmware version, connect a terminal to the serial port on the CallPilot 100/150 and boot it. The bootloader firmware version appears on the terminal display. For information about how to upgrade the firmware, refer to [“Upgrading the CallPilot 100/150 Bootloader firmware” on page 3.](#)

To upgrade the software on the Feature Cartridge

- 1 On the Nortel Networks web site, www.nortelnetworks.com, navigate to the Norstar Support page.
- 2 Click the www.nortelnetworks.com/support link and download the new software for the CallPilot 100 or CallPilot 150 onto your computer.
- 3 Use the CallPilot Backup and Restore Utility (BRU) to make a backup of the CallPilot 100/150 customer configuration and voicemail data. Save the backup in a folder on your computer or on a mapped network drive or server.
NOTE: The backup also saves the CallPilot 100/150 keycodes and mailboxes on the system.
- 4 Put on an anti-static strap and connect it to a grounded metal object.
- 5 Insert the blank PCMCIA Compact Flash card that comes with the upgrade kit into the appropriate PCMCIA slot in your computer.
- 6 Unzip the new software file you downloaded from the Norstar Support page onto the PCMCIA card:
 - a Right-click the software file and click **Extract to**.
 - b Select the drive letter of the PCMCIA card and click the **Extract** button.
- 7 Check that the new software has been successfully unzipped to the PCMCIA card:
 - a In Windows Explorer, double-click the drive letter of the PCMCIA card.

- b** Confirm that these folders and files are on the PCMCIA card.
The version number shown in the .txt file can be different, depending on the CallPilot software release.



- 8** Use the PCMCIA controller in your computer's system tray to stop the PCMCIA card.
IMPORTANT: You must stop the PCMCIA card before you remove it from your computer. If you remove the PCMCIA card before stopping it, you could corrupt the new software.
- 9** Eject the PCMCIA card from your computer.
- 10** Remove the power connector from the CallPilot 100/150.
- 11** Insert the PCMCIA card that has the new software into the top PCMCIA slot of the CallPilot 100/150.
NOTE: The original Feature Cartridge must be in the bottom PCMCIA slot of the CallPilot 100/150.
- 12** Connect a terminal, or a computer running a terminal emulation program, to the serial port of the CallPilot 100/150.
- 13** Connect the power cable to the CallPilot 100/150.
The CallPilot 100/150 boots up and starts upgrading the original feature cartridge, which contains the customer configuration and voice mailboxes. After approximately 5 minutes, CallPilot loads the new application software from the original cartridge. During the upgrade only the CallPilot software application files are updated.
- 14** Wait until the message **Voicemail CORE ready...** appears on the terminal screen.
- 15** Remove the power cable from the CallPilot 100/150.
- 16** Press the eject button on the top PCMCIA slot to remove the PCMCIA card from the top slot.
NOTE: As you remove the PCMCIA card, be careful not to dislodge the feature cartridge in the bottom slot. If you dislodge the feature cartridge, make sure it is fully inserted before you restore power.
- 17** Connect the power cable to the CallPilot 100/150.
- 18** Wait until the message **Voicemail CORE ready...** appears on the terminal screen.
- 19** After the CallPilot 100/150 finishes starting up, use Feature 983 on an extension on the system check that CallPilot is operating.

NOTE: None of the original CallPilot 100/150 programming information should be lost during the upgrade. However, if some of the programming has been lost, use BRU to restore the previous programming, mailboxes and software keycodes to the CallPilot 100/150.

NOTE: If after approximately five minutes the message Inactive feature appears on the telephone display when you press Feature 983, use Feature ****XFTEST** to test and remove any feature codes that are listed as Inactive. After you finish removing the inactive feature codes, reboot the CallPilot 100/150.

Upgrading the CallPilot 100/150 Bootloader firmware

IMPORTANT: Perform this bootloader upgrade only if you are a CallPilot release 1.0 customer. Otherwise, do not do this procedure.

- 1** Determine the bootloader firmware version: connect a terminal to the serial port on the CallPilot 100/150 and boot the CallPilot 100/150. The bootloader firmware version appears on the terminal display. If the release is earlier than 1.5.19, proceed to upgrade the bootloader firmware.
- 2** On the Nortel Networks web site, www.nortelnetworks.com, navigate to the Norstar Support page.
- 3** Click the www.nortelnetworks.com/support link and download the new bootloader firmware for the CallPilot 100 or CallPilot 150 into a folder on your computer.
- 4** Put on an anti-static strap and connect it to a grounded metal object.
- 5** Insert the blank PCMCIA Compact Flash card that comes with the upgrade kit into the appropriate PCMCIA slot in your computer.
- 6** Unzip the bootloader firmware file you downloaded from the Norstar Support page onto the empty PCMCIA card.
 - a** Right-click the software file and click **Extract to**.
 - b** Select the drive letter of the PCMCIA card and click the **Extract** button.
- 7** Check that the new bootloader firmware has been successfully unzipped to the PCMCIA card:
 - a** In Windows Explorer, double-click the drive letter of the PCMCIA card.
 - b** Confirm that the files CallPilot.bin and bootRom.elf are on the PCMCIA card.
- 8** Use the PCMCIA controller icon in your computer's system tray to stop the PCMCIA card.

IMPORTANT: You must stop the PCMCIA card before you remove it from your computer. If you remove the PCMCIA card before stopping it, you could corrupt the new software.
- 9** Eject the PCMCIA card from your computer.
- 10** Remove the power cable from the CallPilot 100/150.
- 11** Remove the Feature Cartridge from the bottom PCMCIA slot of the CallPilot.
- 12** Insert the bootloader PCMCIA card into the bottom PCMCIA slot of the CallPilot 100/150.
- 13** Connect a terminal, or a computer running a terminal emulation program, to the serial port of the CallPilot 100/150.
- 14** Connect the power cable to the CallPilot 100/150 and let it boot up.

When the message Boot programming...done appears on the terminal screen, the bootloader upgrade is complete.
- 15** When the bootloader upgrade is complete, remove the power cable from the CallPilot 100/150.
- 16** Remove the bootloader PCMCIA card from the bottom slot.
- 17** Insert the original Feature Cartridge into the bottom slot.
- 18** Connect the power to the CallPilot 100/150.
- 19** When the system boots up, the version number of the new bootloader, for example CallPilot 150 Boot Loader V1.5.19, appears on the terminal screen.

NOTE: Do not attempt to power down the system. Let the system go through the entire boot-up sequence. Go to [“To install new software and a new Feature Cartridge, or upgrade the Feature Cartridge to a larger size” on page 4.](#)

To install new software and a new Feature Cartridge, or upgrade the Feature Cartridge to a larger size

This procedure describes how to upgrade your CallPilot 100/150 with new software on a new Feature Cartridge. You can upgrade the Feature Cartridge on a CallPilot 150 to a larger size compact flash memory feature cartridge, for example from 64 MB or 192 MB to 256 MB. To upgrade the feature cartridge, you must use the formatted Feature Cartridge that comes with the Replacement Kit (NTAB9940) from Nortel Networks. You cannot use PCMCIA Compact Flash cards from other sources as they are not formatted properly for use in the CallPilot 100/150.

NOTE: You can upgrade the Feature Cartridge to a larger size on a CallPilot 150 system only.

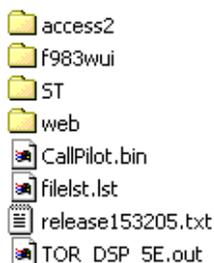
- 1 Determine the size of the PCMCIA card: connect a terminal to the serial port on the CallPilot 150 and boot it. The PCMCIA card size appears on the terminal display.

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Initializing PCMCIA ATA Disk Drives ...SanDisk SDP 5/3 0.6
AtaInit: completed
Done.
Detecting ATA Cards...
Device found in Slot A:
  Model: SanDisk SDCFB-64 → PCMCIA card size
  Serial: 000221B0504N4649
  Rev.: HDX 2.15
Mounted 10.256
Loading 10.256/CallPilot.bin... = |

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- 2 If the size of the PCMCIA card is 256 MB do not continue with this procedure, as upgrading the feature cartridge is not necessary. Otherwise, continue with step 3.
- 3 On the Nortel Networks web site, www.nortelnetworks.com, navigate to the Norstar Support page.
- 4 Click the www.nortelnetworks.com/support link and download the new software to a folder on your computer.
- 5 Use the CallPilot Backup and Restore Utility (BRU) to make a backup of the CallPilot 100/150 customer configuration and voice mailbox data. Save the backup in a folder on your computer or on a mapped network drive or server.
NOTE: The backup also saves the CallPilot 100/150 keycodes and mailboxes on the system.
- 6 Put on an anti-static strap and connect it to a grounded metal object.
- 7 Insert the new Feature Cartridge into the appropriate PCMCIA slot in your computer.
- 8 Unzip the new software file you downloaded from the Norstar Support page onto the new Feature Cartridge:
 - a Right-click the software file and click **Extract to**.
 - b Select the drive letter of the new Feature Cartridge and click the **Extract** button.
- 9 Check that the new software has been successfully unzipped to the new Feature Cartridge:
 - a In Windows Explorer, double-click the drive letter of the new Feature Cartridge.
 - b Confirm that these folders and files are on the new Feature Cartridge.



- 10 Use the PCMCIA controller icon in your computer's system tray to stop the new Feature Cartridge.
IMPORTANT: You must stop the new Feature Cartridge before you remove it from your computer. If you remove the new Feature Cartridge before stopping it, you could corrupt the new software.
- 11 Eject the new Feature Cartridge from your computer.
- 12 Remove the power connector from the CallPilot 100/150.
- 13 Press the eject button on the bottom PCMCIA slot to remove the old Feature Cartridge.
- 14 Insert the new Feature Cartridge into the bottom PCMCIA slot.
- 15 Connect a terminal or a computer running a terminal emulation program to the serial port of the CallPilot 100/150.
- 16 Connect the power cable to the CallPilot 100/150.
- 17 Wait until the message **Voicemail CORE ready...** appears on the terminal screen.
- 18 After the CallPilot finishes starting up, use Feature 983 on an extension on the system check to make sure that CallPilot is operating.
- 19 Use BRU to restore the previous programming, mailboxes and software keycodes to the CallPilot 100/150.

NOTE: If after approximately five minutes the message Inactive feature appears on the telephone display when you press Feature 983, use Feature ****XFTEST** to test and remove any feature codes that are listed as Inactive. After you finish removing the inactive feature codes, reboot the CallPilot 100/150.

