

**Lucent Technologies**  
Bell Labs Innovations



# **PARTNER ACS R3.0**

## **Remote Administration R2.0**

### **Getting Started Guide**

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**PARTNER® ACS R3.0**  
**Remote Administration R2.0**

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	<b>About this Guide</b>	<b>2</b>
	<b>What is PARTNER® ACS Remote Administration?</b>	<b>3</b>
	New Features in this Release	<b>4</b>
<b>1</b>	<b>Installation</b>	<b>5</b>
	What You Need To Run PARTNER Remote Administration	<b>5</b>
	Installing the Software	<b>6</b>
	Solving Installation Errors	<b>7</b>
	Starting PARTNER Remote Administration	<b>7</b>
<b>2</b>	<b>An Overview of System Administration</b>	<b>8</b>
	Basic Remote Administration Tasks	<b>8</b>
	Additional Capabilities	<b>9</b>
<b>3</b>	<b>Connecting to the PARTNER ACS System</b>	<b>10</b>
	Overview	<b>10</b>
	Operator Assisted	<b>11</b>
	Automated Attendant	<b>12</b>
	Direct Dial (Local)	<b>13</b>
	Direct Dial (Remote)	<b>14</b>
	Solving Connection Problems	<b>16</b>
<b>4</b>	<b>Retrieving a System Translation</b>	<b>19</b>
	Back up the System Information	<b>19</b>
	Transfer the Information to Your PC	<b>20</b>
	Disconnect from the PARTNER System	<b>20</b>
<b>5</b>	<b>Making Changes to the System Translation</b>	<b>21</b>
	Exploring the Workspace	<b>21</b>
	Working with Translations	<b>23</b>
<b>6</b>	<b>Activating Your Changes</b>	<b>26</b>
<b>7</b>	<b>Administering Date and Time</b>	<b>27</b>
<b>8</b>	<b>Remote Diagnostics</b>	<b>28</b>
	<b>Where to Get More Information</b>	<b>29</b>

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This guide is your key to PARTNER<sup>®</sup> ACS R3.0 Remote Administration.

Use this guide to learn:

- **What the program can do**
- **How to install the software**
- **How to connect to a PARTNER system**
- **The basics of the administration process**
- **What you can do with Remote Diagnostics**
- **Where to find additional information**

PARTNER® ACS Remote Administration gives you the ability to manage a PARTNER Communications system from your PC. Among the many features it contains are ones that let you:

- **Program the system** (for example, assign outside lines)
- **Program extensions** (for example, program an autodial button on any extension)
- **Back up and restore these and many other settings**

And PARTNER Remote Administration gives you the ability to retrieve diagnostic information from your PARTNER ACS system, allowing you to:

- **View the type of modules installed on the PARTNER system**
- **Retrieve reports on system events such as errors and reboots**
- **Identify the current version of your software**

All these features are accessed through a graphical interface that is easy to learn and use. And though the name says “Remote”, you can also use it to manage a PARTNER system locally. You can even choose to work offline and activate your changes when it’s convenient.

## Please note these important points:

- PARTNER Remote Administration only works with PARTNER Release 3.0 and later.
- If you have PARTNER ACS R3.0 Remote Administration R1.0 or R1.03 on your PC, you must uninstall it before installing this software.
- If you have PassageWay Administration for PARTNER software on your PC, you must uninstall it before installing this software. PARTNER Remote Administration replaces the old software.
- To help ensure the security of the PARTNER system, you cannot create or change the remote administration password with this software. This must be done on the system itself. (See page 17 for instructions on how to do this.)

## NEW FEATURES IN THIS RELEASE

In addition to supporting all system programming and remote administration features already available in Release 1.0 and Release 1.03 on your PC, Release 2.0 supports the following features and capabilities:

- **Windows 98/Windows NT 4.0 Support**

Release 2.0 can run on Windows 95, Windows 98, and Windows NT 4.0.

- **Telephone Template Support**

In previous releases of PARTNER Remote Administration, the button programming interface provided only the PARTNER-34D telephone template. Release 2.0 provides a button layout that more closely follows the telephones available on the target PARTNER system. Release 2.0 provides button layouts for the following types of telephones: PARTNER-34D, PARTNER-18D, PARTNER-18, PARTNER-6, MLS-34D, MLS-18, MLS-12, MLS-6, and MLC-6.

- **Multi-modem Configuration Support**

In previous releases, PARTNER Remote Administration allowed only one modem to be configured for dialup sessions on the host PC. Release 2.0 allows you to choose the modem you want to use when there is more than one modem configured on your PC.

- **Print System Programming Information into a Text File**

Release 2.0 provides the capability to print system programming information into a text file. You can select the type of system information you want to print to the file (for example, extension programming, lines, pools, general system settings, groups and/or lists information). This text file can then be opened by any word-processing application.

- **Interface to Third-Party Label Printing Software**

Release 2.0 provides the capability of launching a third-party label printing software application as long as the label printing application supports the importing of a button information text file generated by PARTNER Remote Administration Release 2.0. Please refer to the Readme file in the PARTNER Remote Administration directory for more information about third-party label printing software applications.

## WHAT YOU NEED TO RUN PARTNER REMOTE ADMINISTRATION

On Your PC	
<b>OPERATING SYSTEM</b>	
<i>Microsoft Windows 95, Windows 98, or Windows NT 4.0</i>	
<b>COMPUTER HARDWARE</b>	
<i>IBM compatible PC with a Pentium processor (100 MHz or faster)</i>	<i>3.5 inch, 1.44 MB high-density floppy disk drive</i>
<i>An internal or external V.34 BIS modem (14.4 or faster)</i>	<i>10 MB of free disk space</i>
<i>16 MB of RAM</i>	<i>Windows-compatible VGA monitor supporting at least 16 colors and 800 x 600 pixel screen resolution</i>
	<i>Windows-compatible pointing device (a mouse, etc.)</i>

On Your PARTNER ACS System	
<i>PARTNER ACS Advanced Communications System R3.0.</i>	<i>PARTNER Remote Access Card, which functions as a modem and a backup/restore card</i>
	<i>PARTNER display phone</i>

## INSTALLING THE SOFTWARE

The PARTNER Remote Administration software includes an installation program that copies the application onto your PC's hard drive.

To install the software:

- 1 Start Windows.**
- 2 Insert *PARTNER ACS R3.0 Remote Administration for PARTNER Disk 1* into the floppy disk drive.**
- 3 Click the *Start* button located on the taskbar and select *Run* from the menu.**

The *Run* dialogue box appears.

- 4 Type *a:\setup* in the command line box and click *OK*.**
- 5 The *PARTNER ACS R3.0 Installation* window appears.**

You respond to a series of standard Windows installation prompts. During the installation you can:

- Confirm or change the file directory where PARTNER Remote Administration will be installed
- Choose to create shortcuts which will allow you to run the application by directly clicking on a title or icon in the Start menu and/or the desktop.

The installation program copies files from the source disks to the destination directory.

- 6 Insert the second disk when prompted.**

When the software is installed successfully, you will see an Installation Completed message.

- 7 Click on the *Next* button.**

Your PARTNER Remote Administration software has now been successfully installed.

- 8 Remove the floppy disks and store them in a safe place.**

## SOLVING INSTALLATION ERRORS

If you receive an error message during the installation process, check whether:

- **PARTNER ACS R3.0 Remote Administration Release 1.0 or 1.03 software is still installed on your PC. If it is, you must uninstall this program:**
    - Select *Programs* from the *Start* menu.
    - Choose *PARTNER ACS R3.0 Remote Administration* and select *Uninstaller for Remote Administration*.
  
  - **You have at least 10 MB of hard disk space available. If there is not:**
    - Free space on the designated hard drive by transferring files to another drive or deleting them from your disk.
- or
- Install PARTNER Remote Administration on another drive which has at least 10 MB of free space.
- 
- **You are using Windows 95, Windows 98, or Windows NT 4.0.**

## STARTING PARTNER REMOTE ADMINISTRATION

PARTNER Remote Administration works like most other Windows programs. To start the program either:

- **Click on the *Start* menu and select *Programs / PARTNER ACS R3.0 Remote Administration / Remote Administration*.**

Note: This is the default location. If you choose to save your files to an alternate location during installation, your path will be different.

- **Or, if you created a desktop short-cut, double-click on the *Remote Administration* icon on the desktop.**

## BASIC REMOTE ADMINISTRATION TASKS

Managing your phone system using PARTNER Remote Administration involves the following tasks:

- **Starting the software** (page 7)
- **Connecting to the PARTNER system** (page 10)
- **Retrieving the system translation** (page 19)
- **Making changes to the information** (page 21)
- **Restoring (that is, activating) the system translation on the system** (page 26)

The file you retrieve from the PARTNER system is called the System Translation. It contains the specific line, extension, button, and other custom settings for the system. You make changes to the translation and then send those changes back to the PARTNER system.

## ADDITIONAL CAPABILITIES

In addition to making changes to the system translation, you can use PARTNER Remote Administration to:

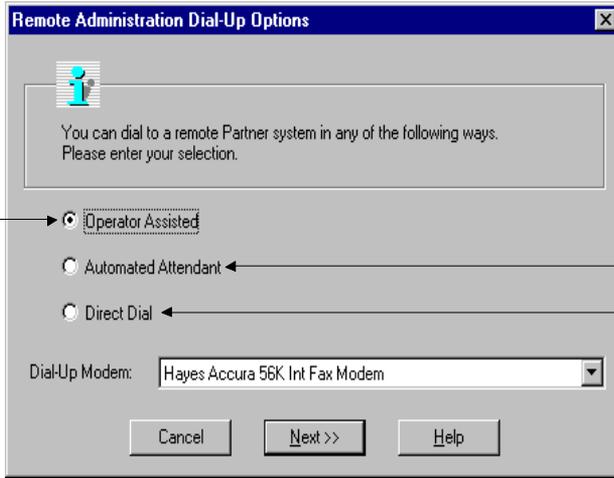
- **Create a new translation** (page 24)
- **Administer the date and time** (page 27)
- **Run diagnostic reports** (page 28)

And while this Remote Administration software is quite powerful, it does have a few limitations. You will not be able to program Automatic Line Selection, perform a Frigid Start, or print a new header on a Call Reporting (or SMDR) report. Of course, these functions can be performed locally at your PARTNER system.

**PARTNER Remote Administration has extensive, context-sensitive help.  
Press *F1* for assistance and information on any feature or screen.**

## OVERVIEW

There are three methods of connecting to a PARTNER system.



<p><b>Operator Assisted</b> Use this method when the PARTNER system does not have an active Automated Attendant system or a dedicated line for the Remote Access card.</p>	<p><b>Automated Attendant</b> Use this method when the PARTNER system has an Automated Attendant system turned on.</p>	<p><b>Direct Dial</b> Use this method when you have established either of the following for the Remote Access card:</p> <ul style="list-style-type: none"> <li>■ An intercom extension (Local Direct Dial)</li> <li>■ A dedicated outside line (Remote Direct Dial)</li> </ul>
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**Regardless of the method you use, you will need a Remote Administration Password before you can connect. (For information on creating a Remote Administration Password, see page 18.)**

## OPERATOR ASSISTED

You manually call the main number for the system. The operator then transfers your call to the Remote Access card.

- 1** On the *File* menu, select *Connect to PARTNER System*.
- 2** Select *Operator Assisted*, and click *Next*.
- 3** From a phone connected to the same line as the PC's modem, dial the main number for the PARTNER system.
- 4** When the operator answers, if necessary, ask for the Remote Administration Password.
- 5** Ask to be transferred to extension 76.
- 6** As soon as you hear the extension ring, click *OK*.
- 7** The extension will ring for about 10 seconds. As soon as you hear the modem connect, hang up the phone.
- 8** When prompted, enter the Remote Administration Password and then click *OK*.

**Note:** If you are having difficulty completing an operator-assisted connection, the problem may be due to a rough hand-off between the voice call and the modem. With certain types of modems, it may be necessary to connect a bridging adapter to your modem to facilitate the hand-off process.

A bridging adapter is a plastic jack extension. It plugs into a single jack and expands this outlet into a two-jack outlet.

- Plug a bridging adapter into the line jack on your modem.
- Connect both the outside line and the phone line into the bridging adapter.

## AUTOMATED ATTENDANT

You connect to the Remote Access card by going through an active automated attendant (such as a voice mail system that automatically answers and routes the call). You can use this method after business hours or anytime the Automated Attendant is active. To use the Automated Attendant method, you must have previously established a Hunt Group for the PARTNER Remote Access card.

- 1** On the *File* menu, select **Connect to PARTNER System**.
- 2** Select **Automated Attendant**, and click **Next**.
- 3** Enter the dial string.
  - phone number
  - seven commas
  - **7 7** and the single-digit Hunt Group number for the Remote Access Card
- 4** Click **OK**.
- 5** When prompted, enter the Remote Administration Password and then click **OK**.

### To create a Hunt Group while at a PARTNER phone:

- 1** From extension 10 or 11, activate System Programming by pressing **Feature 0 0**
- 2** Press the left **Intercom** button twice
- 3** Enter **# 5 0 5**
- 4** At the **GROUP:** prompt, enter a group number (1–6)  
We recommend the number 6.
- 5** The following display appears  
**HUNT GROUP 6**  
**EXTENSION:**
- 6** Enter extension **7 6**  
(This is the pre-established extension number for your PARTNER modem.)
- 7** Exit programming mode by pressing **Feature 0 0**

- For more information about Hunt Groups, refer to the *Programming and Use* manual that comes with your PARTNER system.
- For information about the location of special programming buttons on a PARTNER phone, see Figure 2-3 on page 2-22 of the *Programming and Use* manual.



## DIRECT DIAL (LOCAL)

You call from the same location as the PARTNER system and dial an internal extension.

- 1** On the *File* menu, select *Connect to PARTNER System*.
- 2** Select *Direct Dial*, and click *Next*.
- 3** Enter the intercom number for the Remote Access card (extension 76) and click *OK*.
- 4** When prompted, enter the Remote Administration Password and then click *OK*.

**In order to connect locally to the modem on the Remote Access card, you must establish it as an intercom extension.**

- 1** Plug the line from your PC modem into a spare extension port on your PARTNER ACS system.

**You must now program your PARTNER system to enable your PC to place an intercom call:**

- 2** From extension 10 or 11, activate System Programming by pressing **Feature 0 0**, **System Program**, **System Program**, **Central Tel Program**
- 3** At the *Extension:* prompt, enter the extension number that you connected to in Step 1
- 4** Press **\* \***
- 5** Press the right **Intercom** button  
The display will read "Automatic Line Selection"
- 6** Press **\* \*** to exit Automatic Line Selection
- 7** Enter **Feature 0 0** to exit programming

For information about the location of special programming buttons on a PARTNER phone, see Figure 2-3 on page 2-22 of the Programming and Use Manual.

**DIRECT DIAL (REMOTE)**

You dial an outside line that is assigned to the PARTNER Remote Access card. Use this method only if the system does not have an active voice messaging system. If the system does have its voice messaging activated, use the Automated Attendant method.

- 1** On the *File* menu, select *Connect to PARTNER System*.
- 2** Select *Direct Dial*, and click *Next*.
- 3** Enter the phone number for the **Remote Access** card and click *OK*.
- 4** When prompted, enter the **Remote Administration Password**, and then click *OK*.

See the next page for detailed information on how to set up your PARTNER system to accommodate the Direct Dial (Remote) method.



Before you can directly call a PARTNER phone system from a remote location, you must assign the outside line that you have dedicated to your PARTNER modem to a Hunt Group. This will enable an outside call to bypass the receptionist and ring directly at the PARTNER modem.

### Assign the outside line to a Hunt Group.

- 1 From extension 10 or 11, activate System Programming by pressing **Feature 0 0**, **System Program**, **System Program # 2 0 6**
- 2 At the *GROUP:* prompt, enter a group number (1-6)  
We recommend the number 6.
- 3 At the *Line* prompt, enter the line number that you will be dedicating to use for remote access.

### Now you must program the Hunt Group to ring at the modem.

- 4 Press **# 5 0 5**
- 5 At the *GROUP:* prompt, enter the number you entered in Step 2. A display similar to the following appears:  
**HUNT GROUP #**  
**EXTENSION:**
- 6 Enter **7 6**  
(This is the pre-established extension number for your PARTNER modem.)
- 7 Press **Feature 0 0** to exit programming

### Now you must change the ringing options so this dedicated line does not ring at all your phone extensions.

- 8 From extension 10 or 11, activate Centralized Programming by pressing **Feature 0 0**, **System Program**, **System Program**, **Central Tel Program**
- 9 Enter an extension number  
The green lights next to the line buttons show the current Line Ringing settings:  
**Immediate Ring - steady light; Delayed Ring - slow flash; No Ring - quick flutter**
- 10 Press the line button until the button light is set to *No Ring* (quick flutter)
- 11 Repeat Steps 9 and 10 for all extensions, except 76
- 12 Press **Feature 0 0** to exit programming

For information about the location of special programming buttons on a PARTNER phone, see Figure 2-3 on page 2-22 of the *Programming and Use* manual.

## SOLVING CONNECTION PROBLEMS

PARTNER Remote Administration automatically recognizes your modem, identifying its configuration as well as the port it is connected to. If you encounter problems using your modem or have trouble connecting:

- 1 Check that the modem on your PC is working properly by dialing into another system (such as an online service) that you know you can connect with.**

**Follow the steps that you have used to successfully complete the connection in the past.**

- If the modem call is completed successfully (i.e., you achieve access to the desired system), then you have confirmed that the modem is working properly. However, you should also test your modem by using the “Windows Phone Dialer,” as explained in the next bullet item.

If the modem call is not completed successfully, then the problem could lie with the modem itself. (See #2 below.)

- You can test your modem by using the Windows Phone Dialer.

From the *Start* menu, select *Programs*, select *Accessories*, and then click on *Phone Dialer*.

Enter any telephone number in the dialog box that appears. Click *Dial*.

The computer will try to dial that number. If the computer can access a dial-tone and dial the number, you know that your modem is working properly. (See #3 on the next page.)

- 2 Check your modem configuration in your Windows system.**

- Click on the *My Computer* icon on your desktop, select *Control Panel*, and then double-click on the *Modems* icon.
- A dialogue box will appear with the General tab highlighted.
- Verify that the modem information displayed corresponds to the modem you are using.



**If the modem information is incorrect, you will need to reinstall your modem:**

- From the General tab in the Modem Properties window, remove the modem with the incorrect information. Under the Control Panel, select *Add New Hardware* and follow the prompts. You should also refer to the Installation Instructions that accompanied your modem.
- If the modem information is correct, click on *Properties* and make sure that the port listed is the port your modem is actually connected to.

**3 Check your connection rate.**

**If your connection to the PARTNER system is operating at less than 9600 baud:**

- Click on the *My Computer* icon on your desktop, select *Control Panel*, and then activate the *Modems* application.
- Make sure that the connection rate that appears in the Maximum Speed box is the highest rate that can be used by both your modem and the modem at the PARTNER system.
- Make sure the box entitled Only Connect At the Speed is NOT checked.
- Try your call again.

### Creating a Remote Administration Password

For security purposes, the Remote Administration Password is different from the system Password. The Remote Administration Password can only be created on the PARTNER system and must exist before you can connect.

#### Using a PARTNER display phone:

- 1 From extension 10 or 11, activate System Programming by pressing **Feature** **0** **0**
- 2 Press **System Program**
- 3 Press **System Program** **#** **7** **3** **0**
- 4 Enter a password up to 8 alphanumeric characters in length (there is no default password). Each character is established by entering two digits. (See the Character Code Table (5-3) on page 5-131 of the *Programming and Use* manual for additional details.)
- 5 To save the password, press the **Enter** key. The display shows "Remote Password" confirming that the password was saved. (Warning: If you exit without pressing **Enter**, your new password will not be saved.)

For information about the location of special programming buttons on a PARTNER phone, see Figure 2-3 on page 2-22 of the *Programming and Use* manual.



Before you can modify your system translation, you must retrieve the current system translation from your PARTNER system. This involves the following steps:

- **Backing up the system information**
- **Transferring the system information to your PC**
- **Disconnecting from the PARTNER system (optional)**
- **Print a translation to a text file**

### BACK UP THE SYSTEM INFORMATION

After connecting to the system, you must back up the system information before making any changes.

- 1** On the Administration menu, select *Retrieve System Information*.
- 2** Click *Remote Backup*. If you want to also retrieve this system information, click *Retrieve System Translations*. If you want to also retrieve maintenance information for the PARTNER system, click *Retrieve Maintenance Data*.
- 3** Click *Next*.

The system translation is copied to the Remote Access card on the PARTNER system. (*System translation* is the technical term for the programming information.)

A backup usually takes about fifteen seconds.

## TRANSFER THE INFORMATION TO YOUR PC

You make the changes to the translation on your PC, not on the system itself.

- 1** On the *Administration* menu, select *Retrieve System Information*.
- 2** Click *Retrieve System Translations*. If you want to retrieve the current translations, click *Remote Backup*. If you want to also retrieve maintenance information for the PARTNER system, click *Retrieve Maintenance Data*.
- 3** Click *Next*.

Retrieving the information takes about one minute.

- 4** A dialogue box will appear. Select the file or enter a new name. Click *Save*.
- 5** When the transfer is complete, a dialogue box will appear. Click *OK*.

## DISCONNECT FROM THE PARTNER SYSTEM

After you have retrieved the file, you can disconnect and work offline. You can remain connected if you don't expect your changes to take long to program.

- 1** On the *File* menu, select *Disconnect from PARTNER System*.

A message box appears.

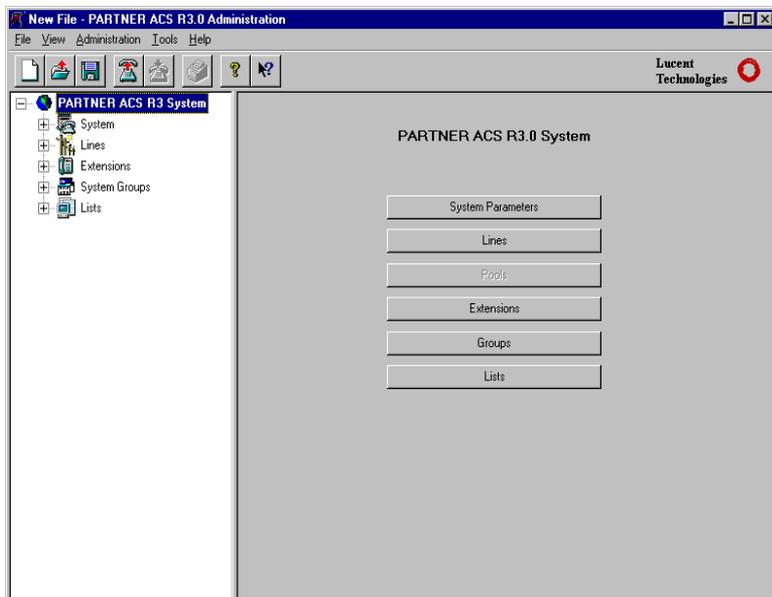
- 2** Click *OK*.



When you first start PARTNER Remote Administration, an untitled file will appear on your PC's screen. This is the workspace where you will perform all your administration actions such as programming and editing existing translations as well as creating new translations.

## EXPLORING THE WORKSPACE

The workspace contains six major windows. Within each window are additional sub-sections where you make changes to specific functions.



You do not need to be connected to the PARTNER system to program the system. After you have transferred system information to your PC, you can disconnect from the PARTNER system and work off-line. If you do this, you will then need to save your changes into another file and reconnect to restore them.

WINDOWS	FUNCTION	SECTIONS/FEATURES
System Window	Global settings	<ul style="list-style-type: none"> <li>• General Parameters</li> <li>• Central Office Parameters</li> <li>• Adjuncts (Accessories you may use with the system)</li> <li>• Automatic System Answer (ASA)</li> <li>• Direct Extension Dial (DXD)</li> </ul>
Lines Window	Administrative procedures for particular lines	<ul style="list-style-type: none"> <li>• Dial Mode</li> <li>• Hold Disconnect</li> <li>• Ring Pattern</li> <li>• Group Call Distribution</li> <li>• Line Coverage Extensions</li> <li>• Voice Mail System (VMS)</li> <li>• Hunt Properties</li> </ul>
Pools Window	Assign lines to or remove lines from pools	<p><b>NOTE:</b> The Pools window is available only when the system is configured for Hybrid mode.</p>
Extensions Window	Settings for specific extensions	<ul style="list-style-type: none"> <li>• General Parameters</li> <li>• Button Programming</li> <li>• Personal Speed Dial List</li> <li>• Restrictions</li> <li>• Group Memberships</li> <li>• Caller ID Information</li> <li>• Auxiliary Equipment</li> <li>• Copy Settings</li> </ul>
System Groups Window	Specify the type of group you want to assign to different extensions and/or lines	<ul style="list-style-type: none"> <li>• Pickup Groups</li> <li>• Calling Groups</li> <li>• Hunt Groups</li> <li>• Night Service Group</li> </ul>
Lists Window	Set up the particular lists and assign to particular extensions	<ul style="list-style-type: none"> <li>• Allowed Lists</li> <li>• Disallowed Lists</li> <li>• Emergency Numbers</li> <li>• Speed Dial Numbers</li> <li>• Forced Account Codes</li> </ul>



## WORKING WITH TRANSLATIONS

Within the workspace environment, you can:

- Edit a translation you have just retrieved
- Edit a translation stored on your PC
- Create a new or custom translation

**The changes you make to a file do not take effect on your PARTNER system until you transfer the information back to the PARTNER system and restore the translation.**

### To edit a translation you have just retrieved

The translation automatically appears in your workspace as a read-only file when the transfer is complete.

- 1** Make your changes.
- 2** After you have completed your changes, save the file with a new name.
- 3** Transfer and restore the translation in the file with the new name to your PARTNER system to activate the changes.

**To edit a translation you already saved**

- 1 On the *File* menu, select *Open*.
- 2 Locate the file and click *Open*.
- 3 Edit and save the file.
- 4 Transfer and restore the translation to your PARTNER system to activate the changes.

**After making changes to a translation, be sure to save them.**

**To create a new translation**

If you are administering a new PARTNER system or several PARTNER systems, you can create a translation to be used on any or all of them.

For example, a travel agency might have programming needs similar to other travel agencies. In such cases, it could be helpful to create files that are templates for such businesses (such as “*Travel.xmg*”). This template could be used as a starting point for other travel agencies, saving you time and providing your customer with a tested and useful profile.

- 1 Open a new workspace.
- 2 Establish the profile by making changes to the untitled workspace.
- 3 Save the changes by saving the file with a unique name.  
Use this translation as a template for other systems with similar requirements.
- 4 Transfer and restore the translation to the PARTNER system(s).

**Each system will have to establish a Remote Administration Password. When you restore a new translation file that you created, the Remote Administration Password is erased. The password must be readministered at the PARTNER system.**



**To print a translation to a text file**

You can print the translations to a text file that you can view and print with any word processing software. By default, the text file is saved in the Administration subdirectory.

- 1** Open the file you want to print.
- 2** On the File menu, select Print to File.
- 3** Enter the name for the text file you want to create, and then click Save.
- 4** Select the system translation information you want to print to the text file.
- 5** Click OK.

**Troubleshooting translation problems**

If you're having problems with a PARTNER system, you can use Remote Administration to replace a problematic translation with a known working translation.

- 1** Select a known working translation (a file previously saved on your PC).
- 2** Transfer it back to the PARTNER system.
- 3** Restore that translation on the system.

You can also use PARTNER Remote Administration to review system problems. See "Remote Diagnostics" on page 28.

After you have made changes to a translation and saved the file, you can send the changes to the PARTNER system and activate them. PARTNER Remote Administration refers to the activation process as a “restore”.

## Transfer your changes to the system

- 1 Be sure you are connected to the PARTNER system.**
  - On the *File* menu, select *Connect to PARTNER System*.
- 2 On the *Administration* menu, select *Send System Information*.**
- 3 Select the file you want to send and click *Open*.**

Sending the information takes about one minute.

## Restore the changes

- 1 On the *Administration* menu, select *Restore System Translations*.**

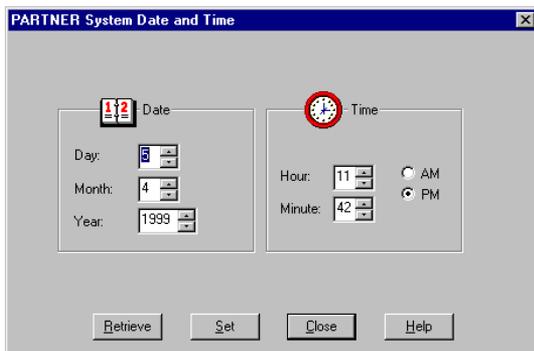
A message box appears. Activating the changes takes about fifteen seconds.

- 2 Click *OK*.**

After the “Restore” process is complete, you will automatically be disconnected from the PARTNER system.

**When you restore the translation, the PARTNER system will be out of service for several seconds. Any calls in progress will be terminated. You may want to restore a translation after business hours.**

With PARTNER Remote Administration, you can change the date and time setting on your PARTNER system. To ensure that you do not inadvertently change these settings, this change can only be made while you are connected to the system. The new date and time will be activated immediately. It does not require you to restore information to the system.



To change the date and time:

- 1** **Connect to the PARTNER system.**
- 2** **On the *Administration* menu, select *Date and Time*.**  
You will see your PC's date and time settings displayed.
- 3** **Click *Retrieve*.**  
The date and time of the PARTNER system will now be displayed.
- 4** **Change the date or time as necessary.**
- 5** **Click *Set*.**  
The new date and time is sent to the PARTNER system.
- 6** **Click *Close*.**
- 7** **Disconnect from the PARTNER system (optional).**

You can also retrieve the system date and time at any point. For troubleshooting purposes, you may need to check this information, but you may not wish to make a change. In this case, follow Steps 1 through 3.

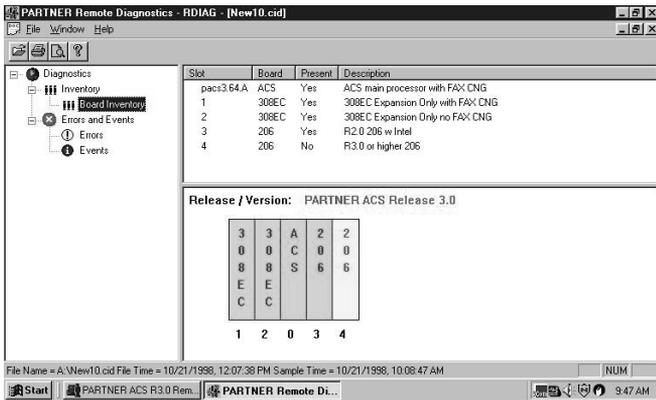
You can retrieve important information about the PARTNER system. After connecting:

- 1 On the *Administration* menu, select *Retrieve System Information*.
- 2 Click *Retrieve Maintenance Data*. If you want to view the retrieved maintenance data, click *View Maintenance Data After Retrieval*.
- 3 Click *Next*.
- 4 Enter a new filename and click *Save* to save the file.

The system retrieves the information. If you selected *View Maintenance Data After Retrieval*, the Remote Diagnostics program launches, showing you:

- An inventory of the system components
- A record of system events
- A record of system errors

If you did not select *View Maintenance Data After Retrieval*, select *Remote Diagnostics* from the *Tools* menu to launch the Remote Diagnostics program. Select the Diagnostics file you want to view.



**Note:** You can print a report of either your system events or system errors by clicking the printer icon on the toolbar.

- PARTNER Remote Administration contains an integrated Help file that can provide you with detailed information on all of the program's features. Press *F1* for context-sensitive help.
- For more documentation on PARTNER administration, you can refer to the PARTNER ACS R3.0 *Programming and Use* manual.
- For additional technical support, you can contact your local Authorized Dealer or you can call Lucent Technical Support at 1 800 628-2888. In the continental U.S., Lucent Technologies provides a toll-free customer hotline 24 hours a day. Consultation charges may apply.

# How Are We Doing?

We welcome your comments. They will help us serve you better in the future.

*PARTNER ACS R3.0 Remote Administration R2.0 Getting Started Guide*, Issue Number 1,  
Publication Date June 1999, #518-456-166, Comcode 108520123

## ***Please check the ways you feel we could improve this document***

Improve the overview	
Improve the table of contents	
Improve the organization	
Include more illustrations	
Add more examples	
Add more detail	
Make it more concise	
Add more step-by-step procedures	
Make it less technical	
Add more/better quick reference aides	

## ***Please check the ways you feel we could improve the software***

Add more features	
Improve the user interface	
Provide "wizards" to assist with the complicated tasks	
Simplify the programming tasks	

## ***Did you experience any problems with***

Installing the software	
Using the basic features	
Connecting to your system	
Programming changes	
Activating changes	

Other suggestions for improvement: \_\_\_\_\_  
\_\_\_\_\_

May we contact you about your comments? If so, please complete the following:

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