

Net Solution
User's Guide



PassageWay

Solution



Telephony Services

**The shortest distance
between your phone
and your database**



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Issue 1
March 1994

PassageWay™ Net Solution User's Guide

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What is PassageWay Net Solution?

AT&T PassageWay™ Net Solution consists of software applications that run with Microsoft® Windows™ operating system version 3.1 or later. These applications provide you with an interface between your telephone and your IBM®-compatible personal computer on a local area network (LAN) using NetWare® Telephony Services. The PassageWay Net applications that increase your telecommunication capabilities include:

- AT&TCall

AT&TCall is a card file application that enables you to maintain names, addresses, telephone numbers, and other information you desire. With AT&TCall you can place calls directly from your PC.

- Log Viewer

Log Viewer is an application that enables you to access information from the call log, which stores a record of every call you make while using AT&TCall.

PassageWay Net Solution also provides the ability to use Dynamic Data Exchange (DDE) to link PassageWay Net applications with other Windows applications. (Refer to the "Readme.txt" file that is copied to your PC when you install the PassageWay Net software.)

User Responsibilities

Before using any of the PassageWay Net applications, you should be familiar with basic Windows functions and procedures. If not, consult your *Microsoft Windows User's Guide*.

Conventions Used in this Guide

The following conventions are used in this guide:

- Commands and text you should enter appear *in this style of type*.
- Values, instructions, and prompts that appear on the screen are in this style of type.
- Key names that are always located on the keyboard in the same place appear in boxes, as in **[ENTER]**.
- Key combinations (holding down one key while pressing another key) are connected with hyphens; for example: **[SHIFT] - [TAB]**.
- Only active windows are displayed.
- The terms option buttons and radio buttons refer to the same object.

Getting Help

If you have questions about or problems with the PassageWay Net applications that this user's guide does not resolve, call your AT&T Authorized Dealer.

Installing PassageWay Net Solution

2

Overview

This chapter provides the procedures for installing PassageWay Net Solution. Installation consists of installing the PassageWay Net software onto the hard disk of your PC. Before installing the PassageWay Net software, you must know the following information:

- your login ID on the Telephony Server
- your password for the Telephony Server
- the name of your server
- your telephone extension

NOTE:

PassageWay Net applications are not network aware (that is, PassageWay Net applications do not support file sharing). If your workstation has a hard disk, install the PassageWay Net software on the local hard disk. If your workstation does not have a hard disk, install the PassageWay Net software in your private directory on your fileserver.

PassageWay Net Components

PassageWay Net Solution consists of the following components:

- software (one 3.5-inch, 1.44 MB, high-density diskette)
- this user's manual and a quick reference

PassageWay Net Requirements

To use the PassageWay net applications, you must have the following components:

- an IBM-PC compatible or PS/2®-compatible PC with the following hardware:
 - an 80386 or higher processor
 - a minimum of 4 MB of RAM
 - a 3.5-inch, 1.44 MB, high-density drive
 - a hard disk with 2 MB of space available
 - a VGA monitor
 - a Windows-compatible pointing device (a mouse or trackball is recommended)
- Microsoft Windows 3.1 or later release running in enhanced mode (386 mode)

In order for the PassageWay Net applications to operate, your network administrator must perform the following NetWare Telephony Services administration:

- Create a computer telephony integration (CTI) link which is capable of controlling your phone. (You will enter the name of this link in the server field of the Telephony Server Login dialog box when you log into AT&TCall for the first time.)
- Create a NetWare login on the Telephony Server that services the CTI link to which your phone is assigned. (More than likely, you will already be a user of your organization's LAN, and may have a NetWare login on the server that has been designated to be the Telephony Server.) Note that your Telephony Server login and password are the same as your NetWare login and password.
- Add your login to the list of Telephony Services users.
- Add your phone to the list of devices on the Telephony Server.
- Assign you "call control" and "device/device monitoring" permissions for your "device." These are the default permissions provided by the system.

The network administrator can administer your user, device, and permissions via the Quick Add NetWare Telephony Services administration window. Consult your network administrator to determine whether your system meets these requirements.

Installing the PassageWay Net Software

The PassageWay Net software includes an installation program that automatically installs the PassageWay Net applications onto the hard disk of your PC. To install the PassageWay Net software, perform the following steps:

1. Insert the PassageWay Net diskette into the diskette drive of your PC.
2. Access Windows.
3. From Program Manager, select `Run...` in the File menu.

The Run dialog box appears.

4. Depending on the diskette drive in which you inserted the PassageWay Net diskette, perform one of the following steps:
 - If the diskette is in the A: drive, type `a:\setup` in the Command Line box and select the OK button.
 - If the diskette is in the B: drive, type `b:\setup` in the Command Line box and select the OK button.

The PassageWay Installation window appears.

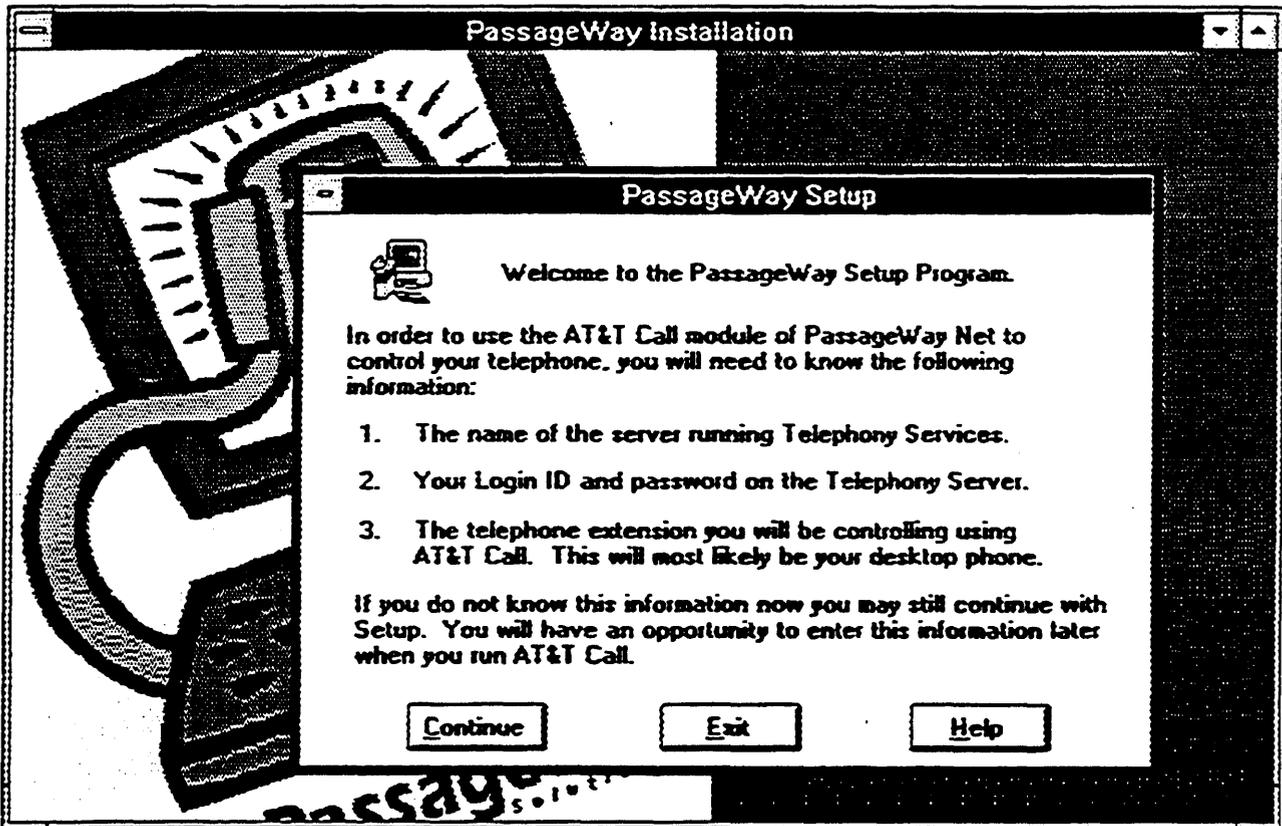


Figure 2-1. PassageWay Installation Window

5. Select the Continue button.

The following AT&T PassageWay Setup dialog box appears.

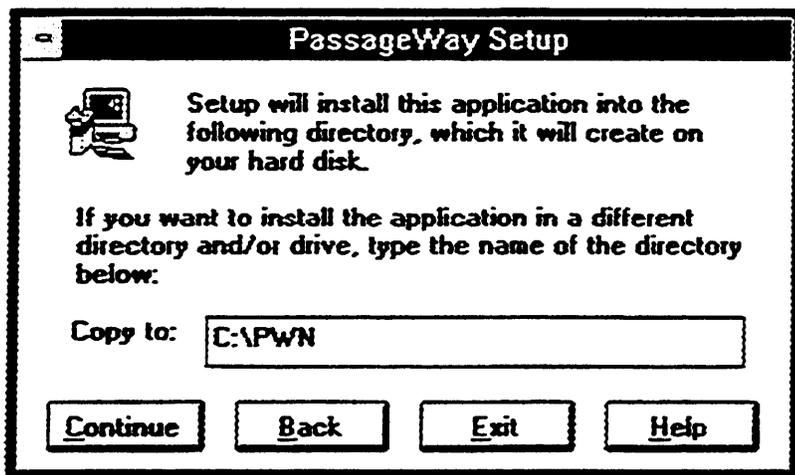


Figure 2-2. PassageWay Setup Dialog Box

This dialog box displays the name of the directory in which the PassageWay Net applications will reside. If you want to change the default directory for these applications, specify the directory where you want to place these applications.

6. Select the Continue button.

The PassageWay Net applications and their associated files are loaded onto the hard disk of your PC. A status message box appears, displaying the status of the software installation.

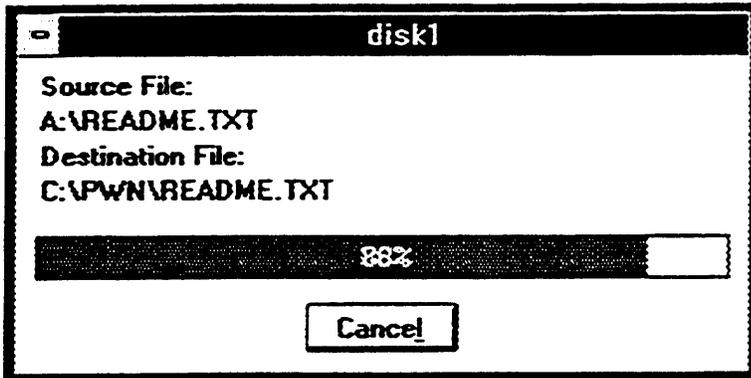


Figure 2-3. Sample Installation Status Message Box

After all of the files are loaded, the following message box appears.



Figure 2-4. Setup Complete Message Box

7. Select the OK button.

The PassageWay installation window closes, and the AT&T PassageWay Net window appears, displaying the AT&TCall and Log Viewer icons.

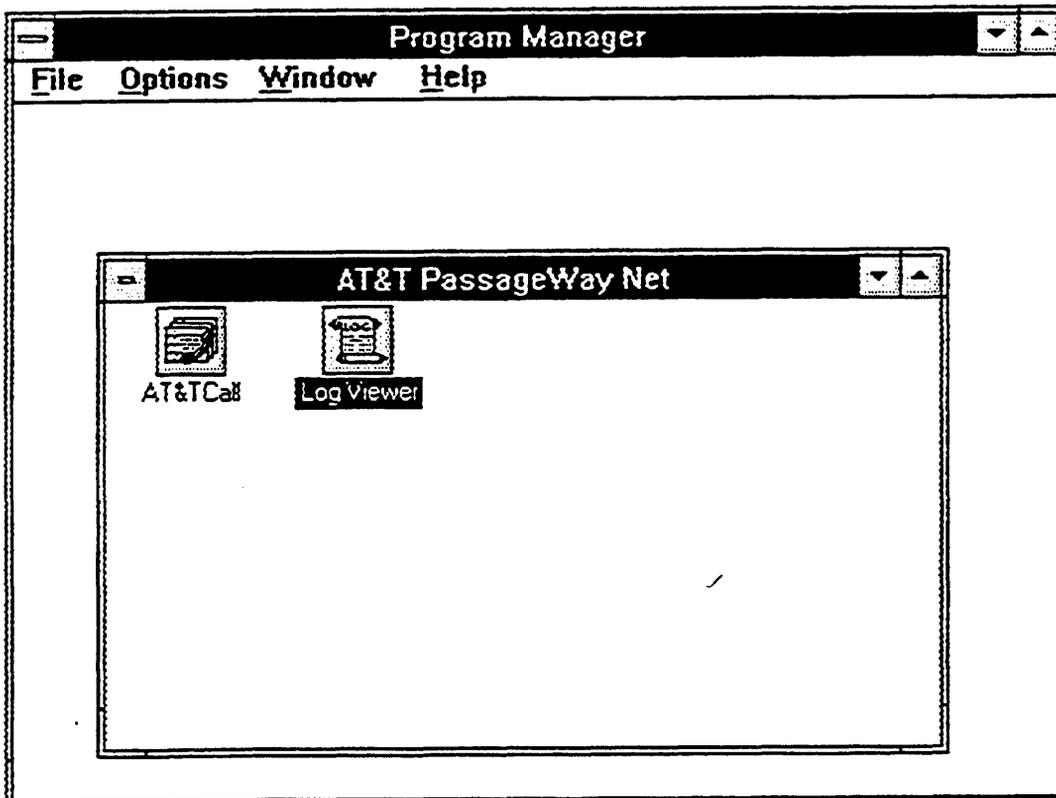


Figure 2-5. AT&T PassageWay Net Window

PassageWay Net Solution is now installed. Refer to Chapters 3 and 4 for information on how to use the PassageWay Net applications.

Overview

AT&TCall is a card file application that enables you to maintain information such as names, addresses, and telephone numbers. You specify the information that you want to store. With AT&TCall, you can place calls directly from your PC and keep a log of calls you make from the application.

This chapter provides the following information:

- a description of AT&TCall
- a tutorial describing how to use AT&TCall
- helpful hints when using AT&TCall
- the procedures for running AT&TCall
- the tasks you will perform regularly while using AT&TCall
- a description of all the AT&TCall menu options

Before using AT&TCall you should consult the following sections of this chapter:

- "What Is AT&TCall?," which describes AT&TCall and provides tasks that you can perform with AT&TCall
- "Getting Started," which is a tutorial that shows you how to use AT&TCall
- "Helpful Hints," which provides some 'inside' tips and shortcuts that maximize your time and effort when using AT&TCall

What Is AT&TCall?

As mentioned previously, AT&TCall is a card file application. To understand how AT&TCall operates, it is helpful to recall how a card file works. A card file is a unit that stores separate index cards, which are sorted according to whatever method you want (usually alphabetical order) and contain specific information you enter. When you obtain a new card file, it is usually empty. You must then enter data on a card and add the card to the card file. Eventually, the card file contains a "bank" of cards. If you want to modify a card in the card file, you must find the card in the card file, remove it, make your changes, and then place it back to its position in the bank. If you want to remove a card, you must locate the card in the card file and remove it (usually, you throw it away).

Each AT&TCall file can be thought of as being a separate card file unit. Each AT&TCall file contains separate data entries, which are referred to as "cards." The collection of these cards is referred to as a "bank." Each AT&TCall file can contain a maximum of 2000 cards in its bank. These cards are sorted in whatever manner you specify (via the Sort option in the View menu) and contain specific information that you enter. Figure 3-1 shows an untitled AT&TCall window displaying a blank card. Figure 3-2 shows the components of an AT&TCall window.

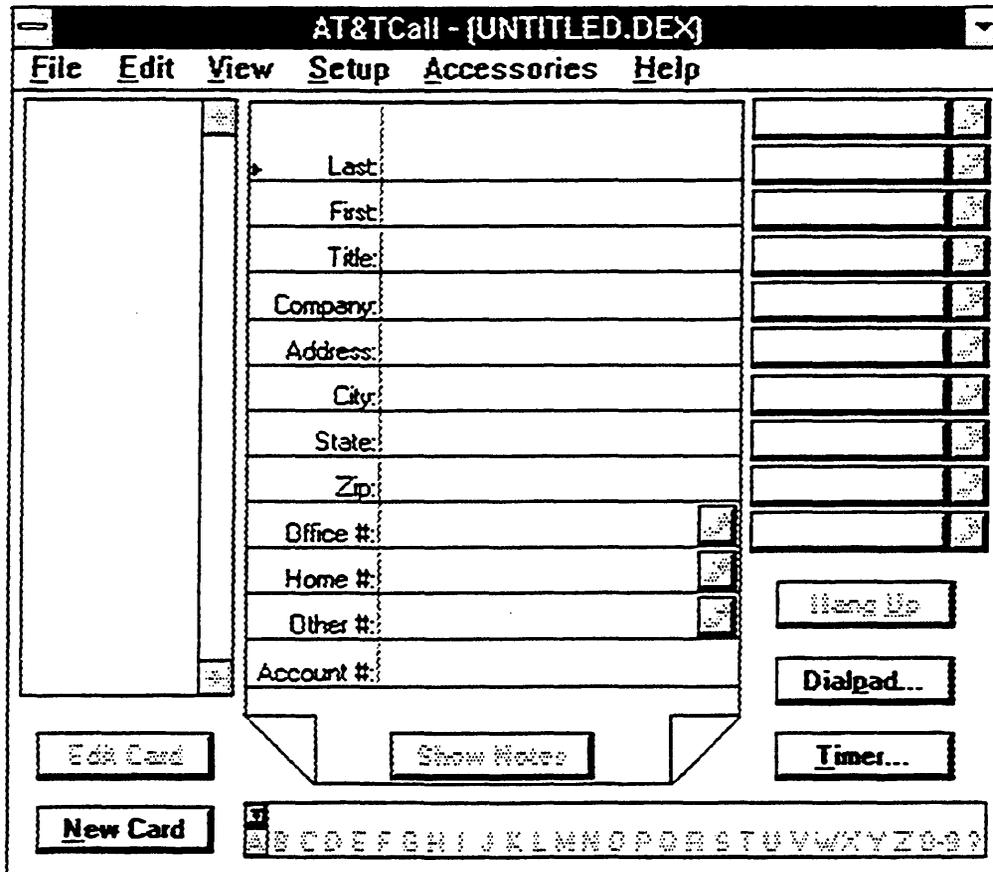


Figure 3-1. Untitled AT&TCall Window

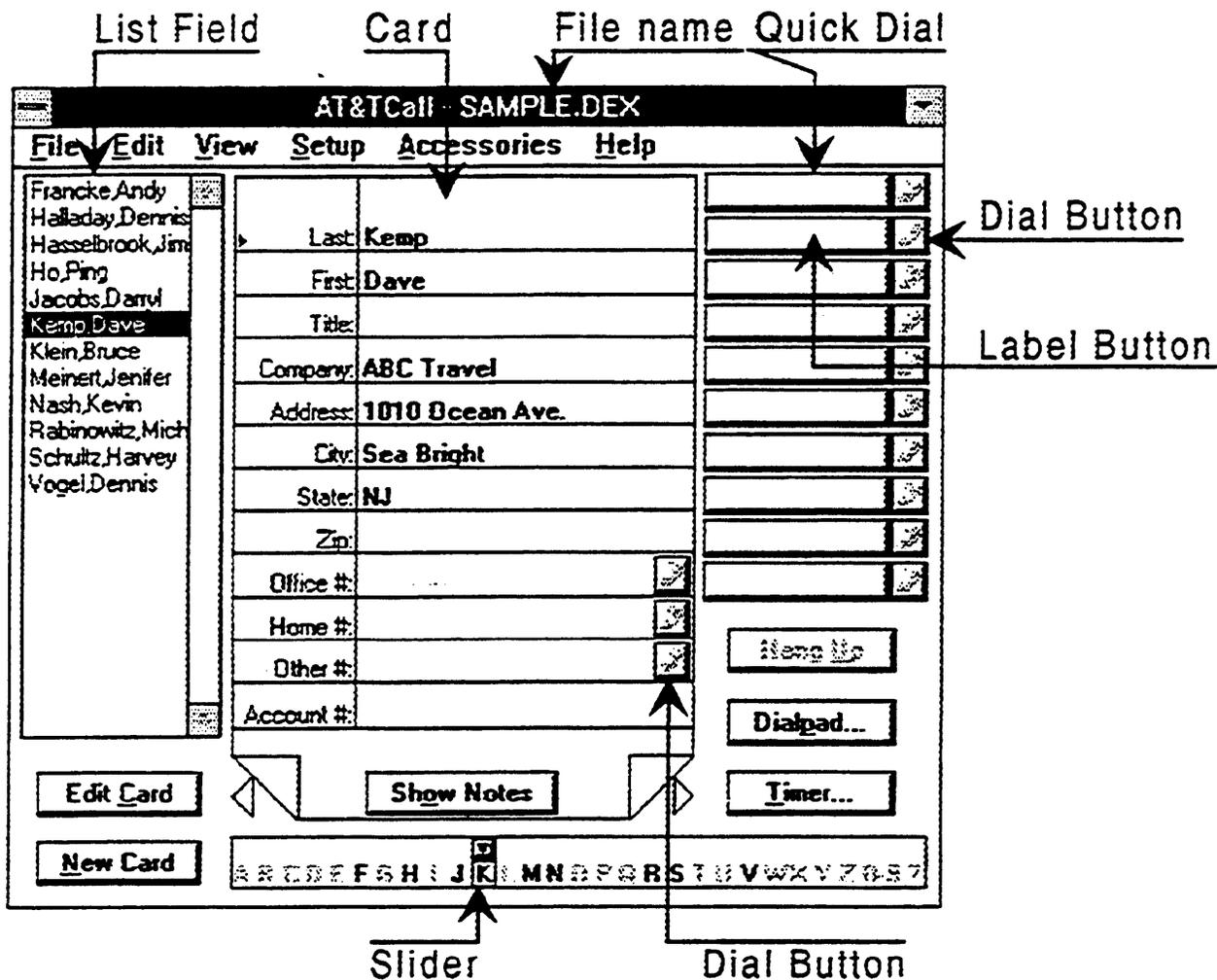


Figure 3-2. Components of an AT&TCall Window

When you create a new AT&TCall file, it does not contain any cards. The List field, which lists the cards present in the file, is empty, and the screen displays a blank card. As with a card file, you must then access a new, blank card (via the New Card button), enter data on the blank card, and add the new card to the bank of the AT&TCall file (via the Add Card button).

If you want to modify a card in the AT&TCall file, you must find the card that you wish to modify, remove it from the card bank, make your changes to the card (via the Edit Card button), and then place it back in the bank (via the Return Card button). If you want to delete a card, you must locate the card in the AT&TCall file and delete it (via the Delete Card option in the Edit menu) from the bank of the AT&TCall file. If you make changes that you want to save, you must save the entire card bank to a file (via the Save or Save As options in the File menu).

Unlike a card file, AT&TCall enables you to perform the following tasks quickly and easily:

- place calls directly from a card
- sort cards in a AT&TCall file anyway you want
- modify the card labels for all the cards in the AT&TCall file
- keep track of all the calls you make
- include notes for each card
- implement passwords to prevent unauthorized use of your AT&TCall files

Each AT&TCall file also provides a "desktop" with Quick Dials, which are similar to autodial buttons on your telephone. AT&TCall provides a maximum of 50 Quick Dials (two sets of 25) per file. However, if you need no more than 20 Quick Dials, you can set AT&TCall to display a maximum of 20 Quick Dials (two sets of 10). AT&TCall also enables you to hide all of the cards in your AT&TCall file. In this situation, only the Quick Dials, Hang Up button, Dialpad button, Timer button, and Quick Shift button (if 50 Quick Dials are used) are displayed.

Depending on the number of Quick Dials you specified and whether the card is hidden, your AT&TCall file desktop can have four different "looks." Figures 3-3, 3-4, 3-5, and 3-6 show these different desktop looks.

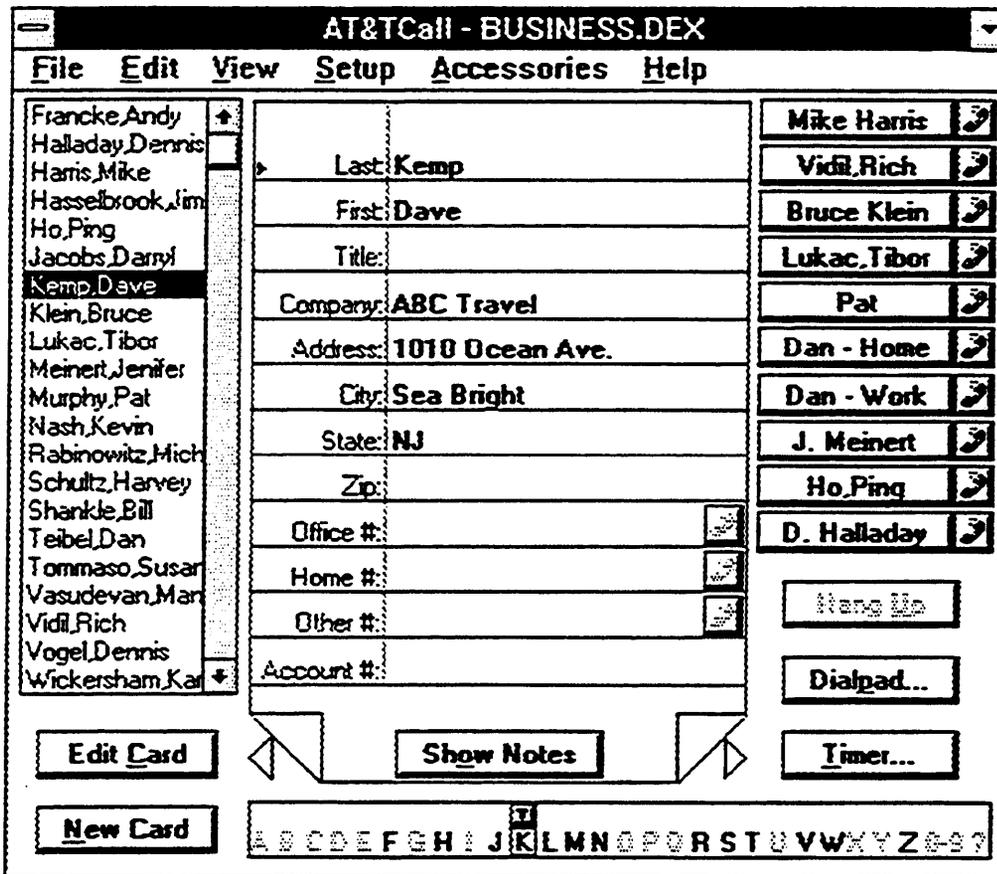


Figure 3-3. Desktop with 10/20 Quick Dials and Card Shown

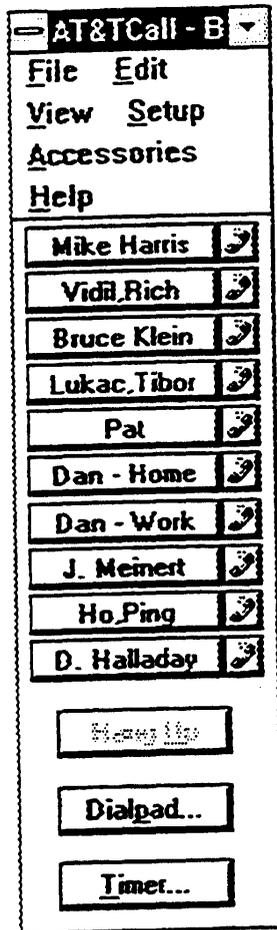


Figure 3-4. Desktop with 10/20 Quick Dials and Card Hidden

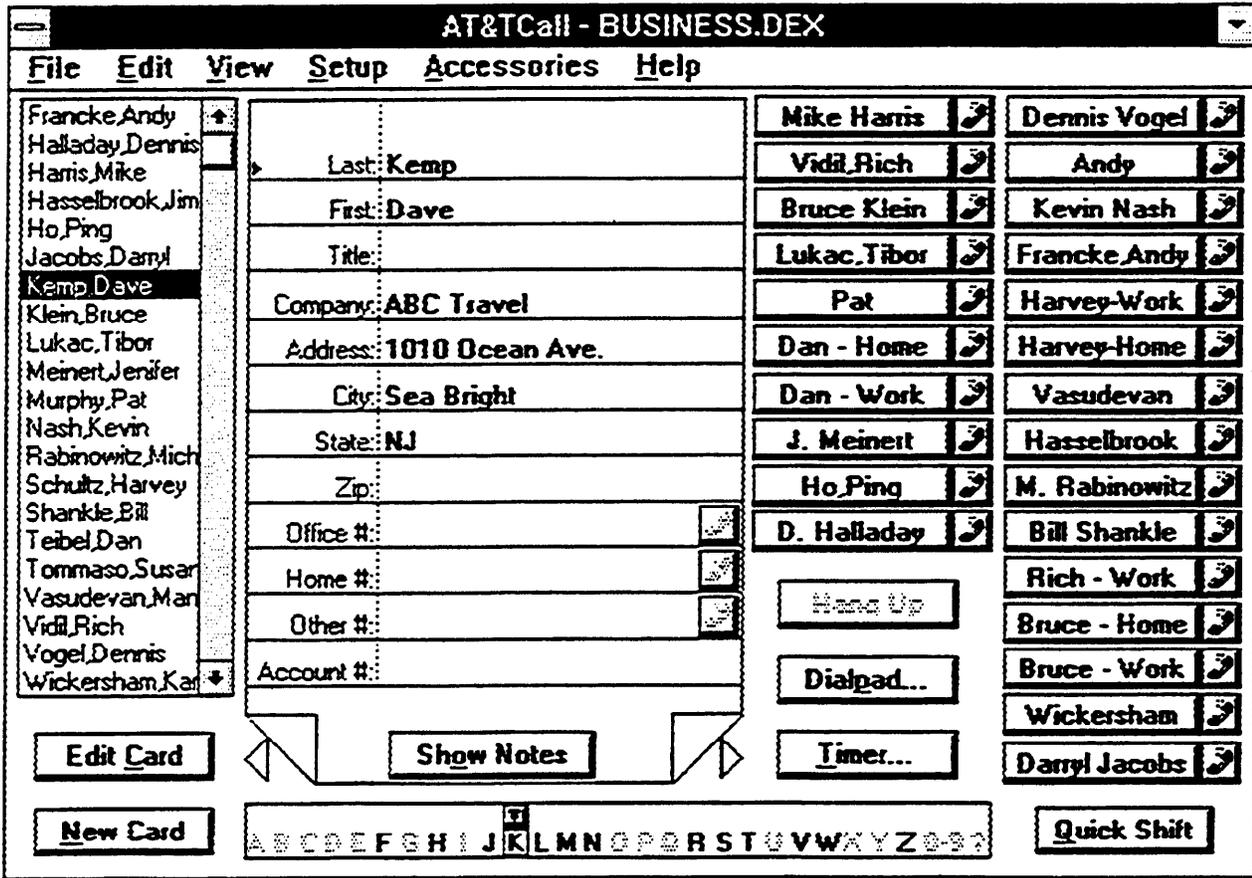


Figure 3-5. Desktop with 25/50 Quick Dials and Card Displayed

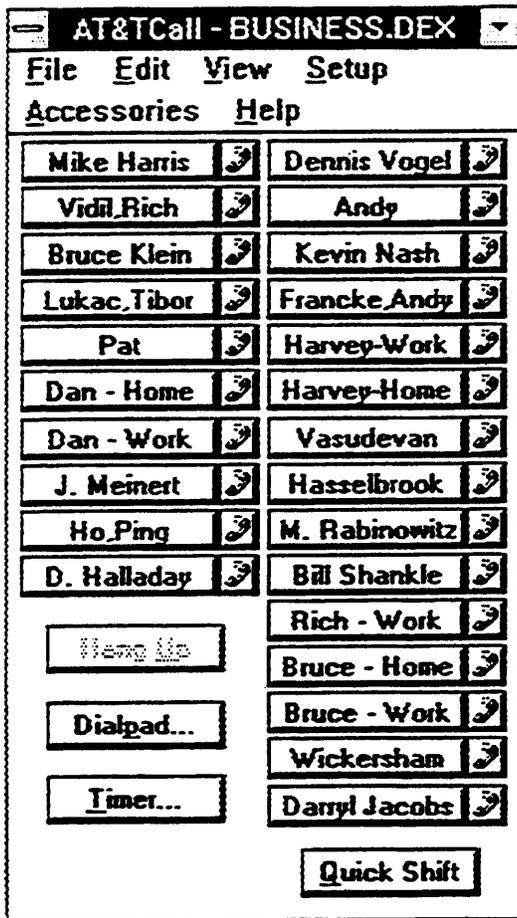


Figure 3-6. Desktop with 25/50 Quick Dials and Card Hidden

Getting Started

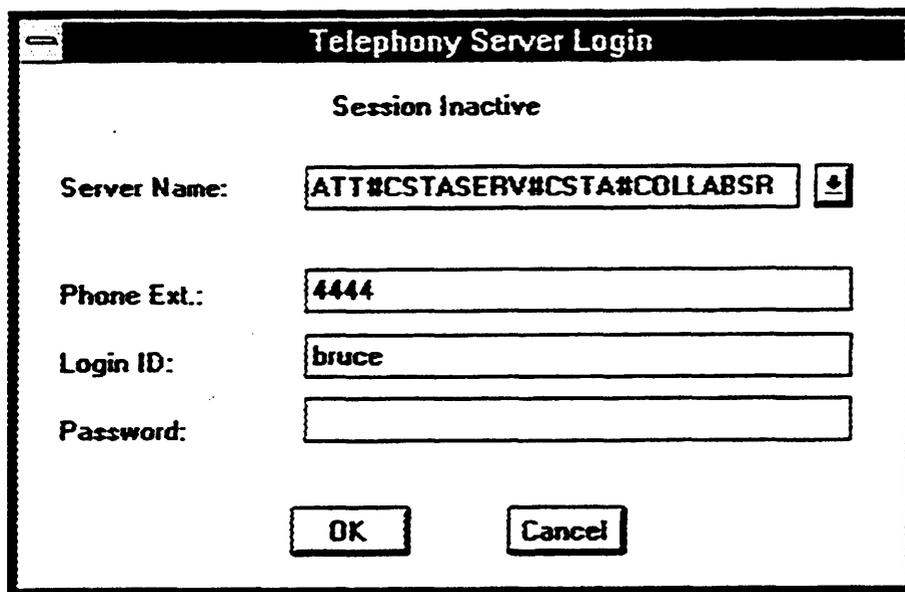
If you are using AT&TCall for the first time, it is a good idea for you to perform the tutorial, which provides the basic procedures for using AT&TCall. This tutorial takes approximately 15 minutes to complete and shows you how to perform the following tasks:

1. Run AT&TCall.
2. Open an existing AT&TCall file.
3. Modify an existing card.
4. Create a new card.
5. Enter notes for a card.
6. Make a telephone call from AT&TCall.
7. Save an existing file.
8. Create a new file.
9. Customize the labels in a file.
10. Assign a telephone number to a Quick Dial.
11. Save a new file.
12. Exit AT&TCall.

After completing this tutorial, you will have performed most of the basic procedures necessary to use AT&TCall.

Step 1: Running AT&TCall

Before you can perform any AT&TCall tasks, you must run AT&TCall. In order to run AT&TCall, you must first access Windows and open the program group that contains the PassageWay Net applications. To run AT&TCall, double-click on the AT&TCall icon. The Telephony Server Login dialog box appears.



The screenshot shows a dialog box titled "Telephony Server Login" with a subtitle "Session Inactive". It contains the following fields and controls:

- Server Name:** A text box containing "ATT#CSTASERV#CSTA#COLLABSR" and a dropdown arrow button.
- Phone Ext.:** A text box containing "4444".
- Login ID:** A text box containing "bruce".
- Password:** An empty text box.
- Buttons:** "OK" and "Cancel" buttons at the bottom.

Figure 3-7. Telephony Server Login Dialog Box

The Telephony Server Login dialog box contains the following information:

- the name of the server
- your telephone extension
- your login ID on the Telephony Server

The first time you run AT&TCall the Telephony Server Login dialog box contains "sample" information for the Server Name, Phone Ext., and Login ID fields (Figure 3-8).

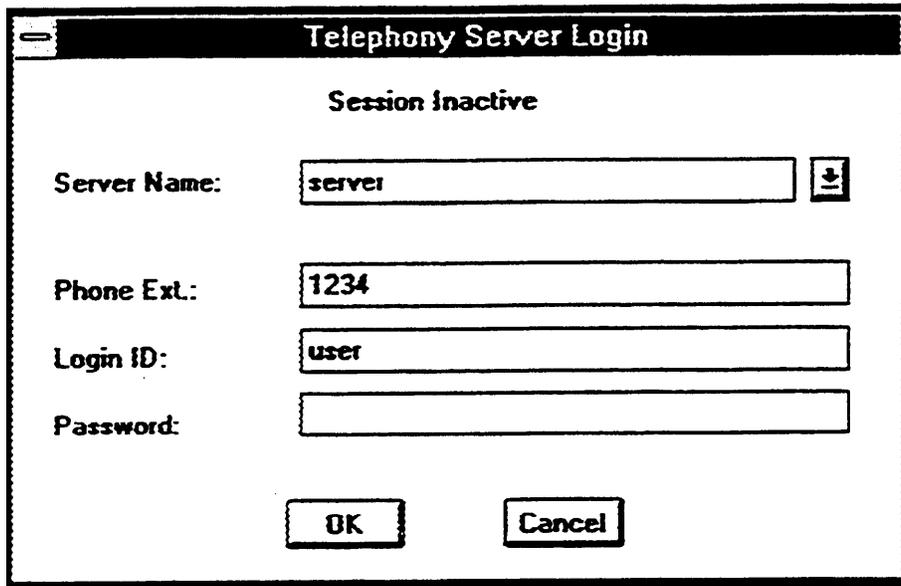


Figure 3-8. Telephony Server Login Dialog Box

Every time you access AT&TCall, you will be prompted to enter your password for the Telephony Server in order to log into the Telephony Server. You can use AT&TCall without logging into the Telephony Server, but you will be unable to make calls using AT&TCall.

If you are running AT&TCall for the first time, perform the following steps:

1. Enter the name of the server or select the name of the server in the Server Name box.
2. Enter your telephone extension in the Phone Ext. box.
3. Enter your login ID on the Telephony Server in the Login ID box.
4. Enter your password in the Password box, and then select the OK button.

If the information you entered in this dialog box is correct, an untitled AT&TCall window appears, displaying a blank card (Figure 3-9). Figure 3-10 shows the components of an AT&TCall window.

If you have run AT&TCall before, enter your password for the Telephony Server and select the OK button. If the information you entered in this dialog box is correct, an untitled AT&TCall window appears, displaying a blank card (Figure 3-9).

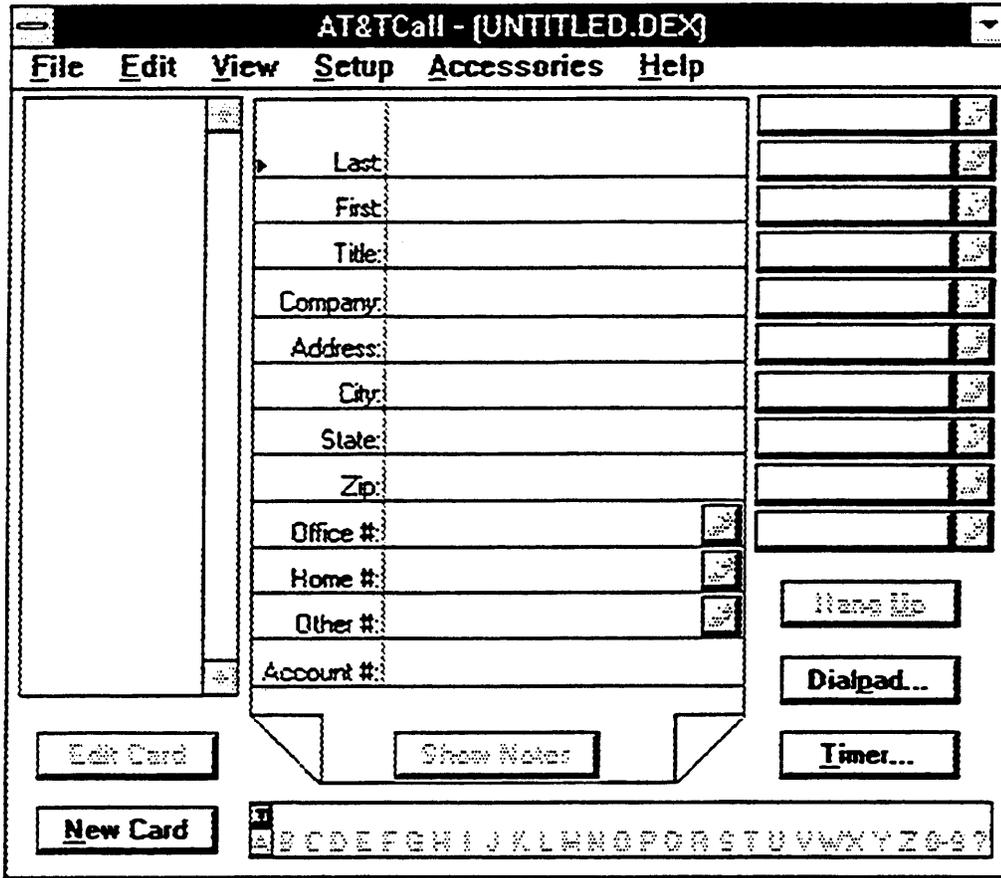


Figure 3-9. Untitled AT&TCall Window

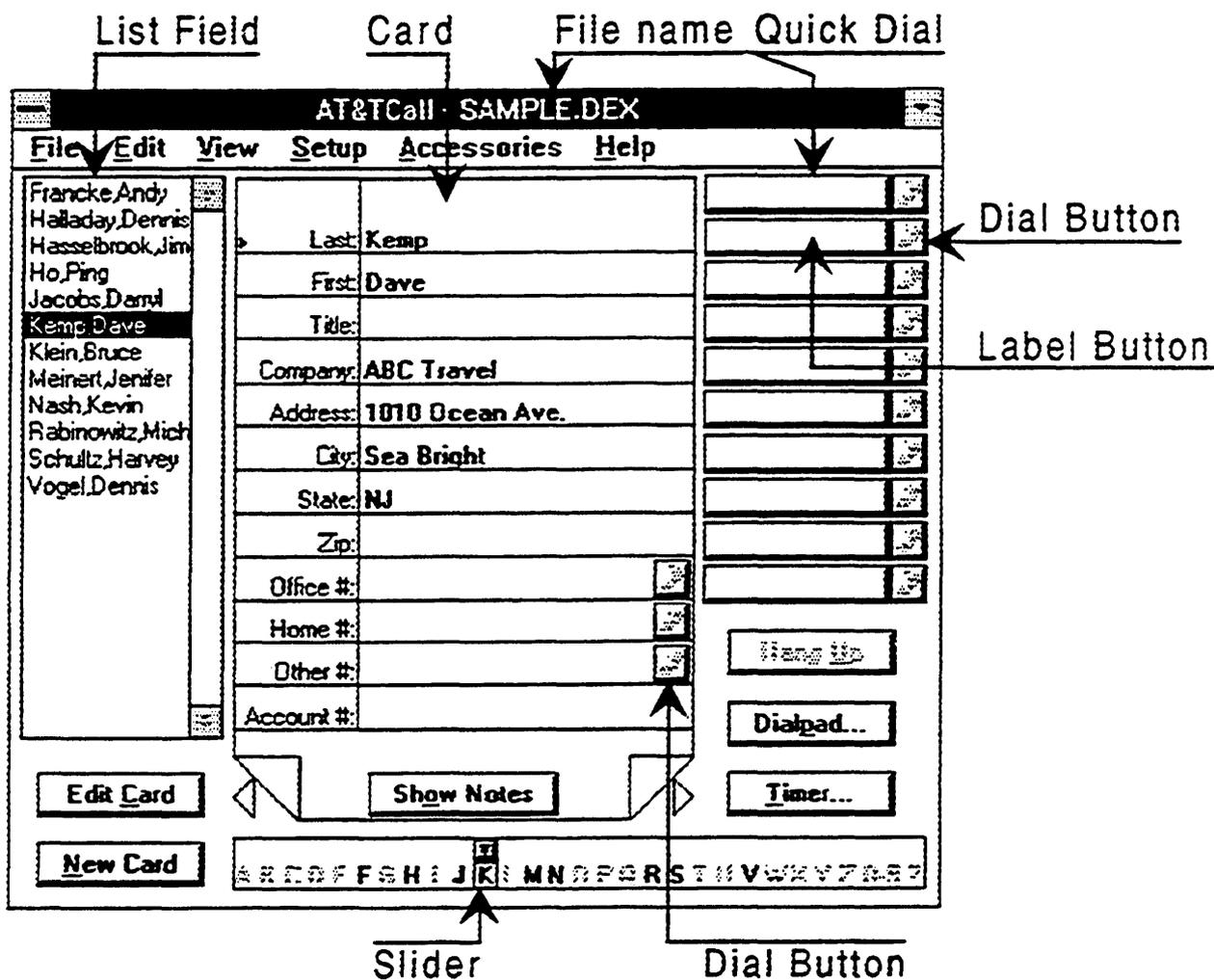


Figure 3-10. Components of an AT&TCall Window

At this point, you can either enter information into this new file (by adding new cards) or open an existing file. For this tutorial, you will open an existing file.

Step 2: Opening an Existing AT&TCall File

In this step, you will learn how to open an existing file by opening the file "sample.dex." This file was copied to your PC when you installed the PassageWay Net applications.

To open an existing AT&TCall file, perform the following steps:

1. Select `Open . . .` from the File menu.

The Open dialog box appears.

2. Select `sample.dex` from the File Name box and select the OK button.

The AT&TCall file titled "SAMPLE.DEX" appears. This file was copied to your hard disk during the installation procedure. AT&TCall displays the last state of the card bank. Whenever you open an existing AT&TCall file, AT&TCall displays the last card that was displayed before you saved and exited that file.

NOTE:

You can only run one instance of AT&TCall at a time.

Step 3: Editing an Existing Card

In this step, you will learn how to modify the information that is present in an existing card (that is, a card that was already created and added to the card bank).

The displayed card information cannot be modified directly. To make any changes to this information, you must "edit" the card. However, before you can edit an existing card, you must first locate the card in the bank. AT&TCall provides several methods for selecting a card:

- clicking on the card in the List field
- clicking on the Next and Previous arrow buttons located on each side of the Show Notes button
- clicking on the appropriate letter in the Slider, located at the bottom of the AT&TCall window. For example, if the name you wanted started with the letter "w," you could click on the "w" on the Slider. The first card that began with the letter "w" would be selected and displayed.

To edit a card, perform the following steps:

1. Select the card "Kemp,Dave" from the card bank using one of the methods described above.

The card for Dave Kemp appears.

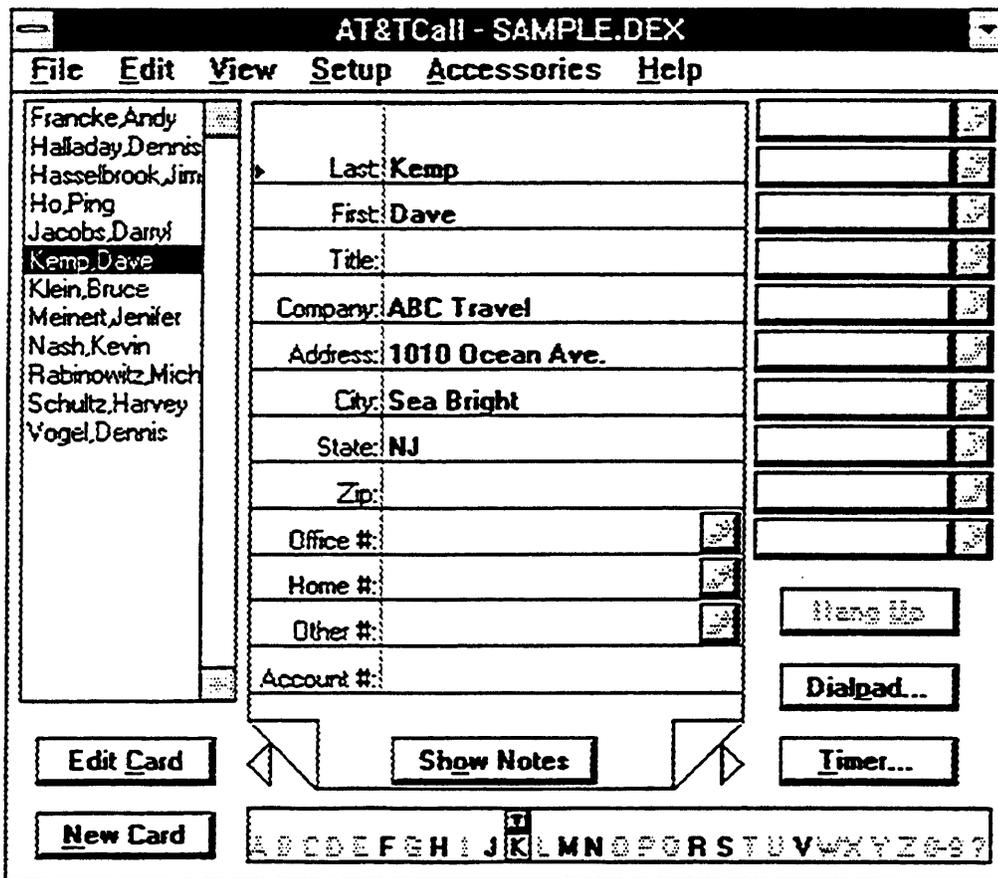


Figure 3-11. Card Display

2. Select the Edit Card button, which is located beneath the List field.

The Edit Card window appears and displays all of the information for the selected card. The cursor is located in the top label field ("Last:"), and the name "Kemp" is highlighted. The Edit Card button removes the card from the card bank, enabling you to modify the card.

NOTE:

In the AT&TCall window, the Edit Card and New Card buttons are "grayed" while you are editing or adding a card. Only one card can be "out" of the card bank of an AT&TCall file at one time.

The image shows a screenshot of a software window titled "Edit Card". The window has a standard Mac OS-style title bar with a close button on the left and a dropdown arrow on the right. Below the title bar is a section labeled "Edit" with a small arrow icon to its left. The main area of the window is a form with several rows, each containing a label and a text field. The labels and their corresponding values are: "Last: Kemp", "First: Dave", "Title:" (empty), "Company: ABC Travel", "Address: 1010 Ocean Ave.", "City: Sea Bright", "State: NJ", "Zip:" (empty), "Office #:" (empty), "Home #:" (empty), "Other #:" (empty), and "Account #:" (empty). At the bottom of the window, there are two buttons: "Return Card" on the left and "Cancel" on the right.

Last:	Kemp
First:	Dave
Title:	
Company:	ABC Travel
Address:	1010 Ocean Ave.
City:	Sea Bright
State:	NJ
Zip:	
Office #:	
Home #:	
Other #:	
Account #:	

Figure 3-12. Edit Card Window

You can move the cursor from field to field in the Edit Card window by performing one of the following actions:

- pressing **[TAB]** or **[ENTER]** to move the cursor to the next field
 - pressing **[SHIFT]-[TAB]** or **[SHIFT]-[ENTER]** to move the cursor to the previous field
 - clicking the mouse on the field you want to select
3. Using one of the methods described above, move the cursor to the "Title:" field, and type *Manager*.
 4. Using one of the methods described above, move the cursor to the "City:" field, delete *Sea Bright*, and type *Asbury Park*.
 5. Select the Return Card button.

The Edit Card window disappears, and the changes you made are displayed. The modified card for Dave Kemp is returned to the bank.

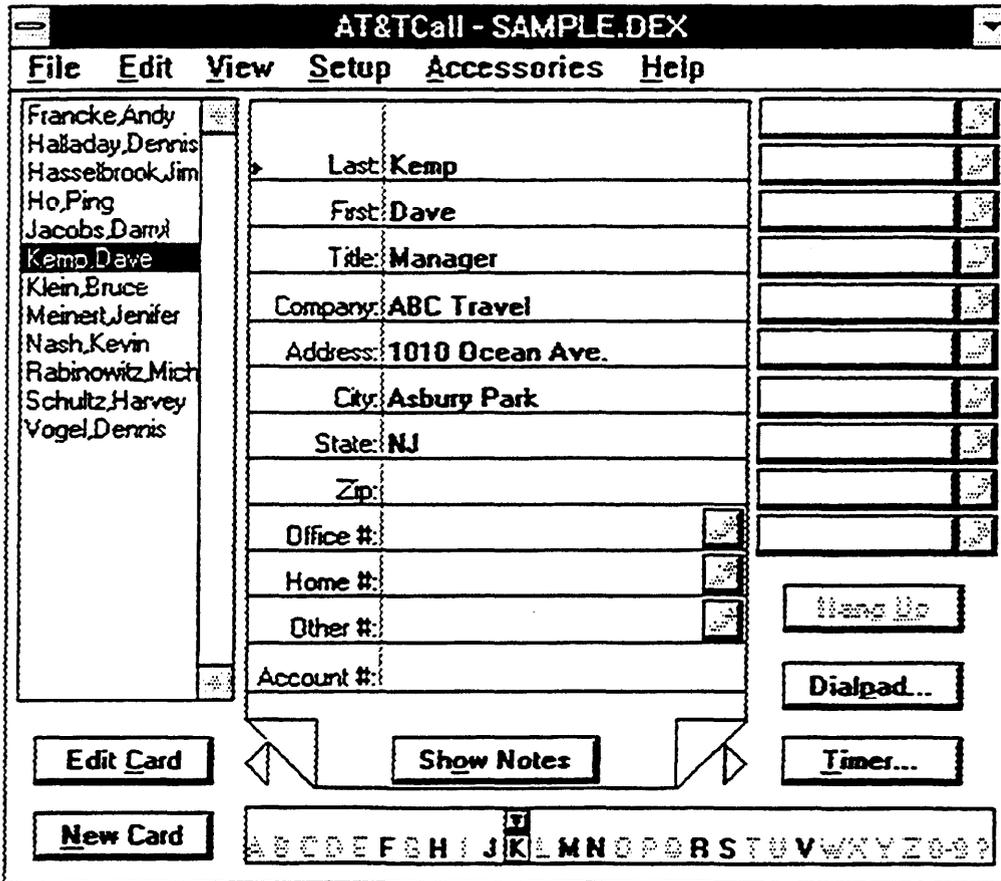


Figure 3-13. Modified Card

Step 4: Creating a New Card

In this step, you will learn how to create a new card, enter information into it, and add the card to the bank.

To add a new card to the card bank, you must get a new, blank card, enter the data in it, and then add the card to the bank. To add a new card to the card bank, perform the following steps:

1. Select the New Card button.

The New Card window appears, and the cursor is located in the "Last:" field. The contents of this window is a new, blank card.

The image shows a window titled "New Card" with a standard Mac OS-style title bar. Below the title bar is a menu bar with the word "Edit" and a small icon on the right. The main area of the window is a form with a vertical dashed line separating the left labels from the input fields. The labels and their corresponding fields are: "Last:", "First:", "Title:", "Company:", "Address:", "City:", "State:", "Zip:", "Office #:", "Home #:", "Other #:", and "Account #:". At the bottom of the window, there are two buttons: "Add Card" and "Cancel".

Figure 3-14 New Card Window

2. Type *Meyer*.
3. Using one of the methods described previously, move the cursor to the "First:" field, and type *Fred*.
4. Select the Add Card button.

The New Card window disappears, the labels for the new card appear in the List field, and information for the new card is displayed. The new card is now part of the card bank.

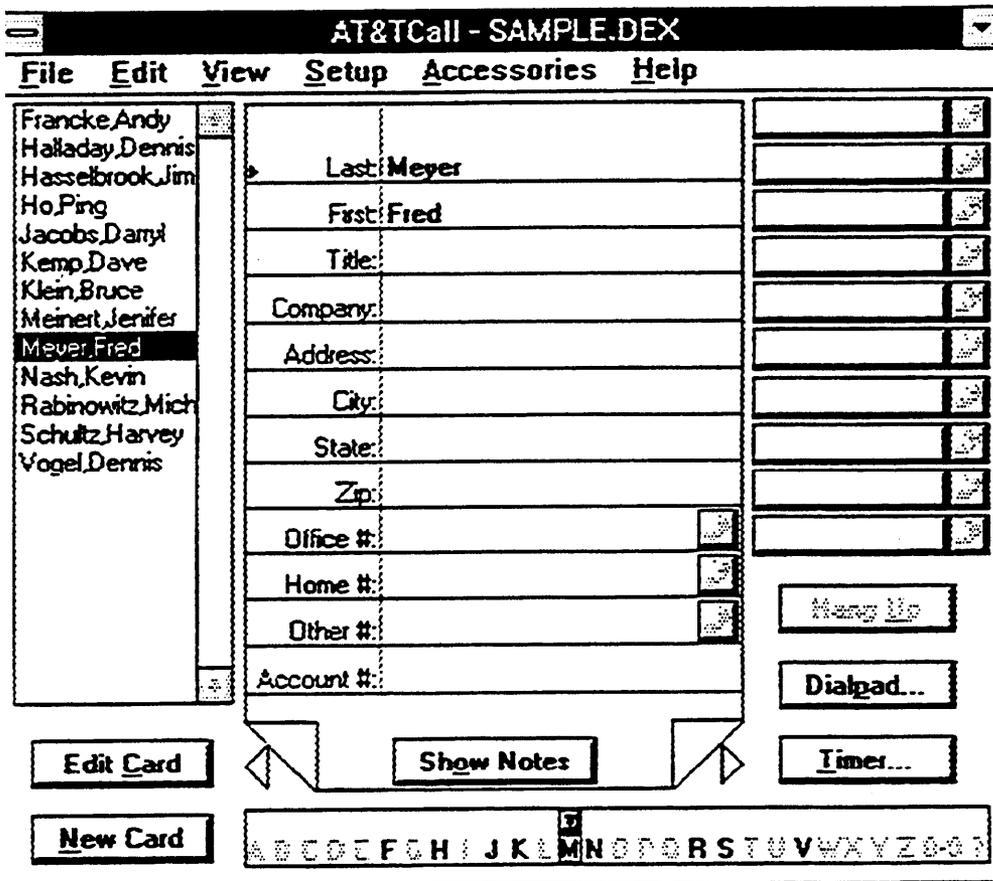


Figure 3-15. New Card

Now, create a new card for someone you know. When entering information in the new card, be sure to include that person's phone number in either the Office # or Home # field. Enter the phone number the same way as you would when you are dialing it from your telephone. For example, if you must enter a "9" before dialing the phone number, include a "9" at the beginning of the phone number in the card. You will use this new card in Step 6. After creating this card, select the card "Meyer,Fred" from the card bank, and proceed to Step 5.

Step 5: Entering Notes for a Card

In this step, you will learn how to enter notes for the card that you created in Step 4.

AT&TCall enables you to enter notes for each card in a card bank. The Notes field can contain up to 32K. When a card contains notes, the Notes icon appears to the left of the Show Notes button. To enter notes for a card, perform the following steps:

1. Select the Show Notes button.

The card display is replaced by a blank "note pad."

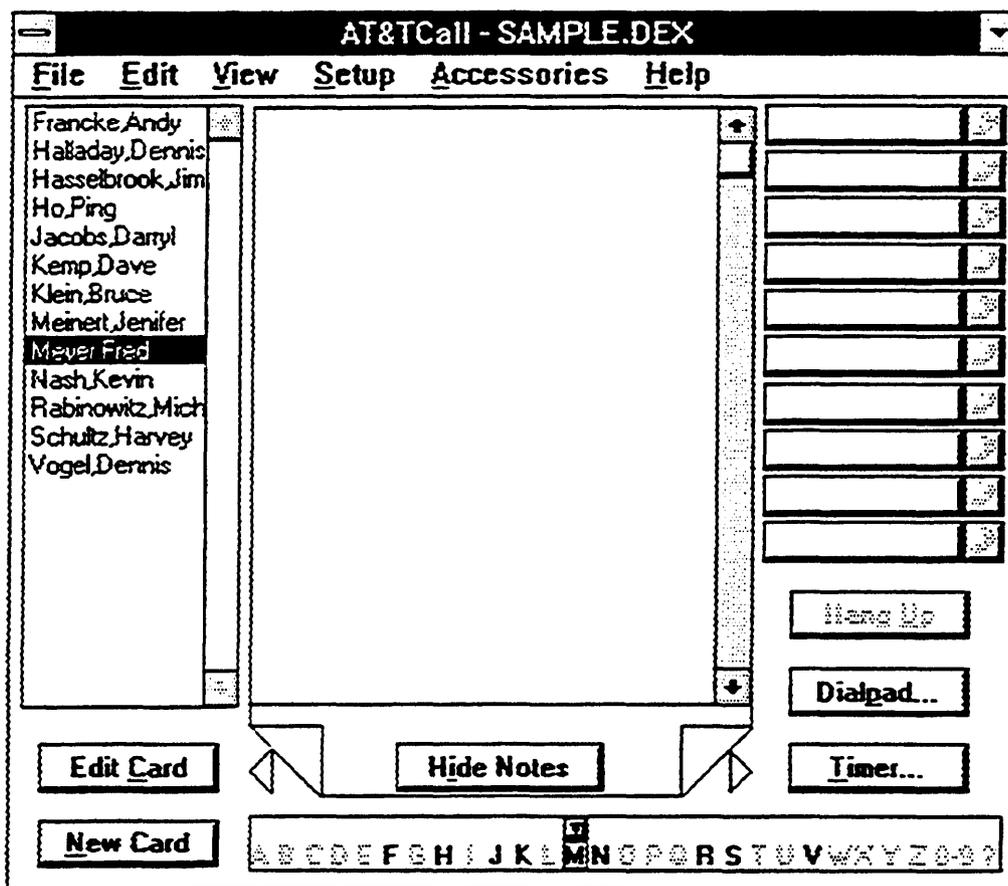


Figure 3-16. Note Pad

2. Select Insert Timestamp from the Edit menu.

The day, date, and time are inserted at the top of the note pad.

3. Type *Must call tomorrow*, and then select the Hide Notes button.

The card display replaces the note pad. The Notes icon appears to the left of the Show Notes button, signifying that notes are present for this card.

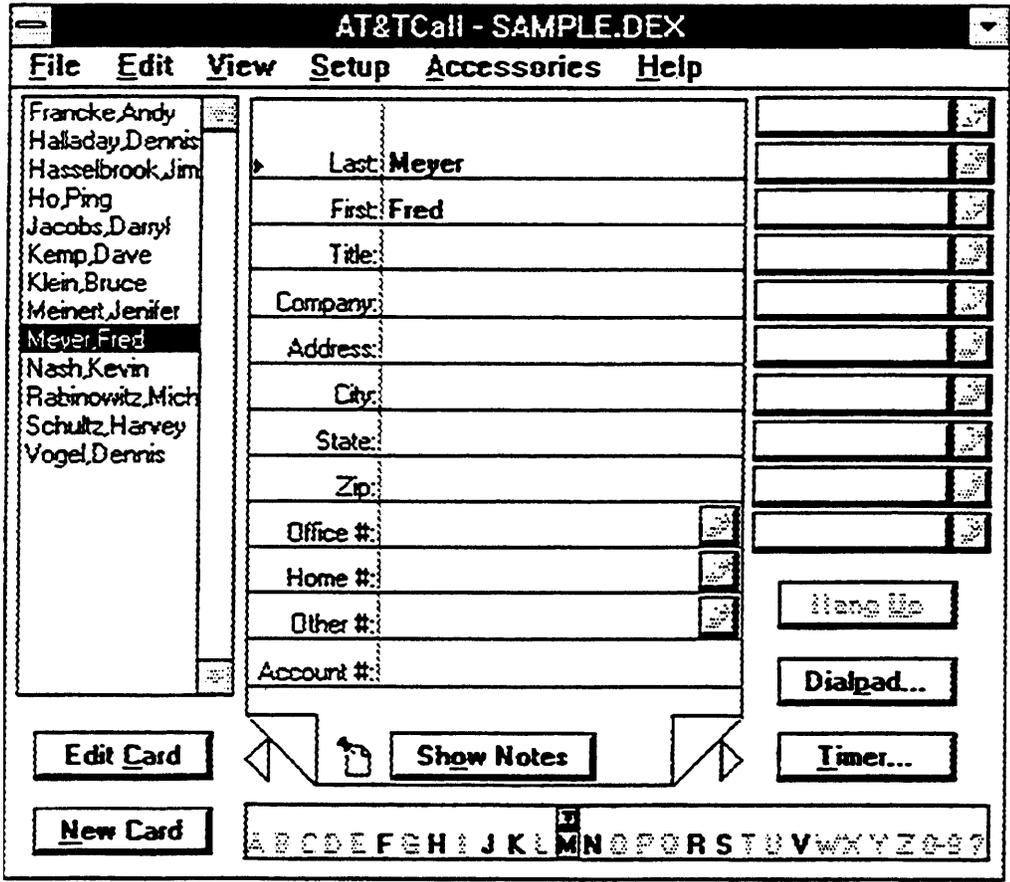


Figure 3-17. Card with Notes Icon

Step 6: Making Calls

In this step, you will learn how to make a call from the card you created in Step 4 for someone you know and also make a call from the Dialpad.

AT&TCall provides the following ways for you to make phone calls while in a file:

- the Dial buttons on each card
- the Quick Dials in the AT&TCall window
- the Dialpad

Making a phone call with a Dial button on a card consists of clicking on the Dial button next to the phone number on the displayed card. To make a call from a card, perform the following steps:

1. Select the card you created in Step 4 for someone you know.

The card appears.

2. Click on the Dial button next to that person's phone number.

If you do not have a speakerphone, pickup the handset. AT&TCall places the call. You have five seconds to go off hook (that is, pick up the handset) after clicking on the Dial button. If you pick up the handset after the five second interval expires, the call is denied. You can also place a call by lifting the handset before clicking on the Dial button.

If you have a speakerphone, your speakerphone activates, you hear dial tone, and AT&TCall places the call.

3. Select the Hang Up button or hang up the handset to disconnect the call.

The Hang Up button is enabled whenever you make an outgoing call via AT&TCall or your telephone while AT&TCall is running. As long as the call you make is active, the Hang Up button remains enabled. For example, if you place the call on hold via your telephone, the Hang Up button is disabled. However, as soon as you return to the call on hold, the Hang Up button is enabled.

Making a phone call with a Quick Dial consists of clicking on the Dial button of a Quick Dial that you have already programmed with a telephone number. (If you do not have a speakerphone, you must pick up the handset.) This procedure is described later in this tutorial.

Making a phone call using the Dialpad feature is similar to dialing a phone number from your telephone.

To make a call from the Dialpad, perform the following steps:

1. Select the Dialpad button.

The Dialpad window appears.

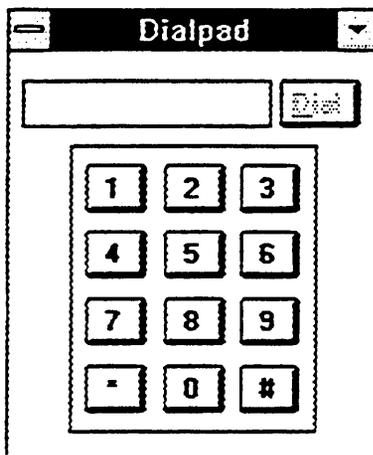


Figure 3-18. Dialpad Window

2. Using your PC keyboard or clicking on buttons in the Dialpad window, enter a phone number.

When entering the telephone number, make sure you enter the number the same way as you would when you are dialing it from your telephone. For example, if you must enter a "9" before dialing a telephone number outside of your telephone system (that is, an outside call), enter a "9" in the beginning of the phone number. At anytime, you can edit the digits that you enter in the Dialpad window.

AT&TCall also enables you to copy telephone numbers to the Windows clipboard. You may then paste the telephone numbers to the Dialpad window.

3. Click on the Dial button.

If you do not have a speakerphone, pickup the handset. AT&TCall places the call, and the Dialpad window closes automatically. You have five seconds to go off hook (that is, pick up the handset) after clicking on the Dial button. If you pickup the handset after the five second interval expires, the call is denied. You can also place a call by lifting the handset before clicking on the Dial button.

If you have a speakerphone, the speakerphone activates, and AT&TCall places the call. The Dialpad window closes automatically.

4. Select the Hang Up button or hangup the handset to disconnect the call.

Step 7: Saving an Existing File

In this step, you will learn how to save to the hard disk of your PC the changes that you made to the existing file.

Now that you are done modifying the cards in the "sample.dex" file, you must save your changes to disk. Select `Save` from the File menu. This procedure saves the changes you made to "sample.dex" to the hard disk of your PC.

Step 8: Creating a New AT&TCall File

In this step, you will create a new AT&TCall file. New files are empty (that is, they have no cards in the bank) and untitled. You will use this new file to learn how to customize the labels of the card display in a file (Step 9).

To create a new AT&TCall file, select `New` from the File menu. An untitled, empty AT&TCall file appears. This file is empty and displays a blank card.

Step 9: Customizing the Labels

In this step, you will learn how to customize the labels of the card display of the new file you created in Step 8.

When you initially access a new AT&TCall file, AT&TCall displays the default labels for the cards (for example, "Last:," "First:," "Title:," and "Company:"). However, you can change these labels at anytime, enabling you to create custom templates for the cards in your AT&TCall files. Whatever changes you make to the labels apply only to the cards in the AT&TCall file in which you are working. As a result, you can have AT&TCall files with different labels on their cards. However, all the cards in the file have the same labels.

To customize the labels, perform the following steps:

1. Select **Edit Labels** . . . from the Setup menu

The Edit Labels dialog box appears.

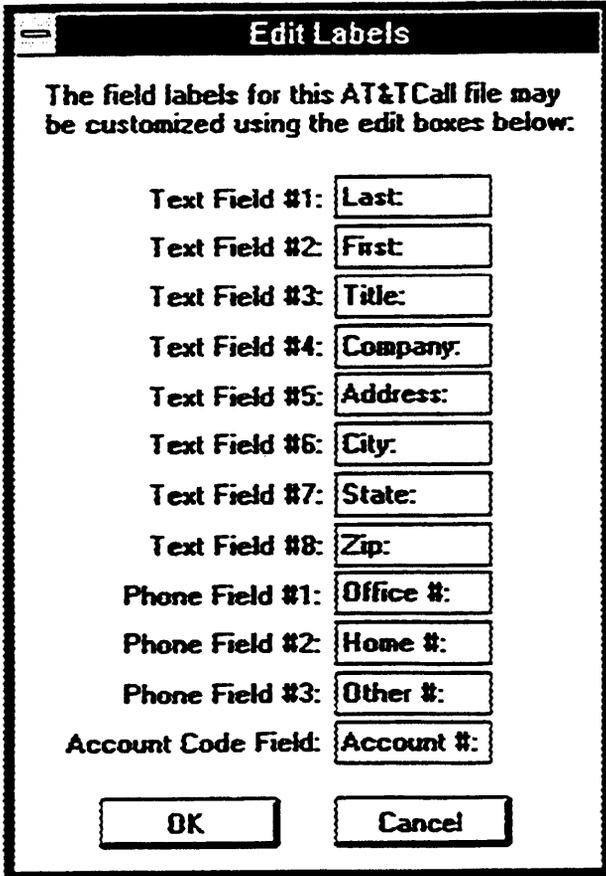


Figure 3-19. Edit Labels Dialog Box

2. Using the methods described previously, move the cursor to Text Field #7.
3. Delete **State:** , and enter **Country:** .

4. Select the OK button.

The Edit Labels dialog box disappears, and the new field label is displayed on the card template.

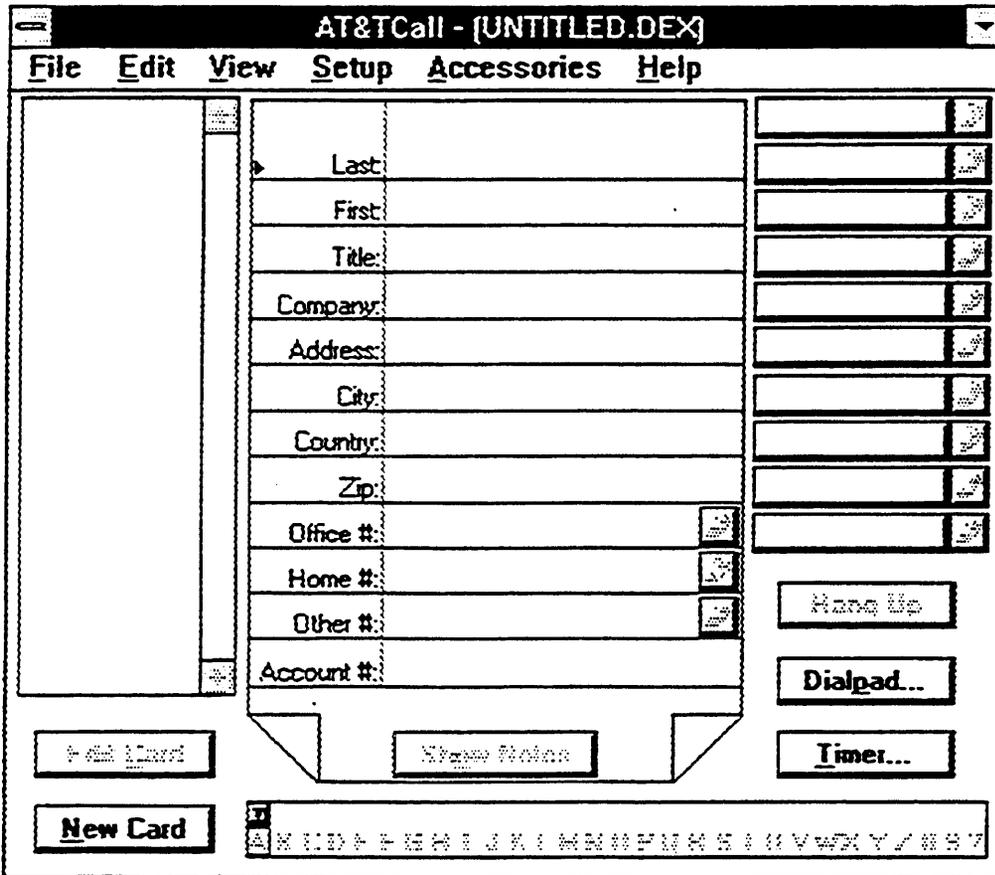


Figure 3-20. Modified Card Labels

Step 10: Programming a Quick Dial

In this step, you will learn how to program a Quick Dial in the new AT&TCall file that you created.

AT&TCall enables you to program Quick Dials for each AT&TCall file. Quick Dials consist of two components: a Label button and a Dial button. The Label button displays information you want to be displayed on the button (for example, the person's name). The Dial button dials the phone number you specified on the related card. AT&TCall Quick Dials act the same way as autodial buttons on your telephone.

The card bank in this new AT&TCall window is empty. Since a Quick Dial dials the phone number from a specified card, you must create a card before you can program a Quick Dial.

To create a card, perform the following steps:

1. Select the New Card button.

The New Card window appears.

2. Fill out the card for someone you know. Make sure you enter a telephone number for the person.

When entering the telephone number, make sure you enter the number the same way as you would when you are dialing it from your telephone. For example, if you must enter a "9" before dialing a telephone number outside of your telephone system (that is, an outside call), enter a "9" in the beginning of the phone number.

3. When finished, select the Add Card button.

The new card is displayed.

After creating a card, you can program the phone number for that card to a Quick Dial.

To program a Quick Dial, perform the following steps:

1. Press and hold down **[SHIFT]** and click on a Label button of a Quick Dial.

The Create Quick Dial dialog box appears, displaying the label that will appear on the Quick Dial Label button and the telephone number that the Quick Dial will dial. You may modify the label to make it more descriptive to you and select the option button of the phone number that you want this Quick Dial to dial (if more than one telephone number is available).

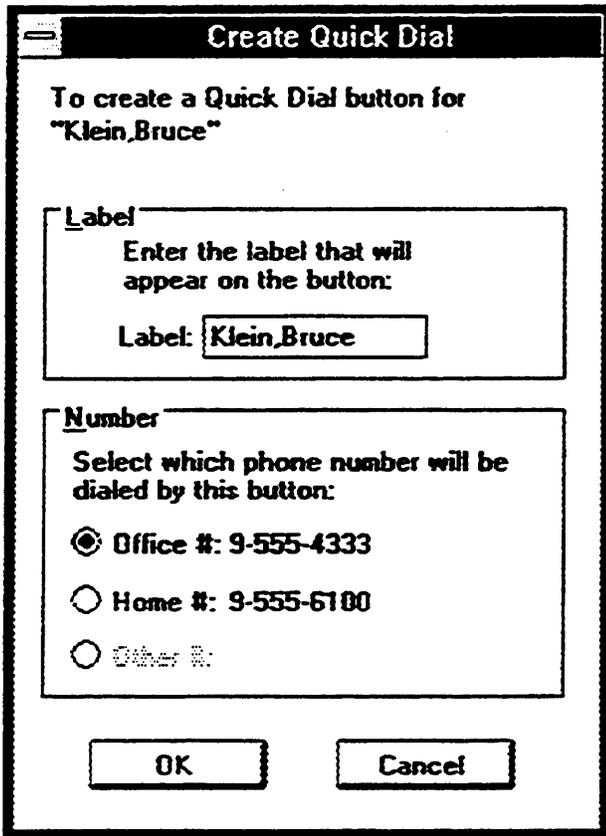


Figure 3-21. Create Quick Dial Dialog Box

When programming Quick Dials, you may want to modify the labels. For example, suppose you want to program a Quick Dial for a friend's office telephone number, and also program a Quick Dial for that person's home telephone number. If you do not modify the Label buttons when programming these Quick Dials, you will have two Quick Dials that have the same labels, but dial different telephone numbers. By looking at the Label buttons of these Quick Dials, you will be unable to determine which Quick Dial dials the office telephone number, and which Quick Dial dials the home telephone number. In this case, it would make sense to include terms such as "Home" or "Office" in the labels to differentiate what each of the Quick Dials will dial.

2. When finished, select the OK button.

The Create Quick Dial dialog box closes, and the label appears on the Label button of the Quick Dial.

To make a call from this Quick Dial, perform the following steps:

1. Click on the Dial button of the Quick Dial that you just programmed.

If you do not have a speakerphone, pickup the handset. AT&TCall places the call. You have five seconds to go off hook (that is, pick up the handset) after clicking on the Dial button. If you pick up the handset after the five second interval expires, the call is denied. You can also place a call by lifting the handset before clicking on the Dial button.

If you have a speakerphone, your speakerphone activates, and AT&TCall places the call.

2. Select the Hang Up button or hang up the handset to disconnect the call.

Step 11: Saving a New File

In this step, you will learn how to save the new file to the hard disk of your PC.

To save this new file to disk, perform the following steps:

1. Select `Save As. . .` from the File menu.

The Save As dialog box appears.

2. Enter *trial* in the File Name box.

NOTE:

AT&TCall automatically adds the ".dex" suffix to the file name you enter. If you prefer, you may enter another suffix. However, it is recommended that you use the ".dex" default to make it easier to identify and load AT&TCall files.

3. Select the OK button.

The Save As dialog box disappears, and "AT&TCall-TRIAL.DEX" appears in the title bar of the AT&TCall window.

Step 12: Exiting AT&TCall

In this step, you will learn how to exit AT&TCall.

Now that you have completed the AT&TCall tutorial, exit AT&TCall. To exit AT&TCall, select `Exit` from the File menu. The AT&TCall window closes.

Helpful Hints

Once you have completed the tutorial, refer to the following hints:

- Keep all AT&TCall files in the same directory.

By default, AT&TCall saves and opens files from the directory in which the PassageWay Net applications are installed. By keeping all the AT&TCall files in the same directory, you can easily access your files.

- Determine whether you need more than 20 Quick Dials.

AT&TCall enables you to program a maximum of 50 Quick Dials (two sets of 25, which are accessed via either the Quick Shift button or the Quick Shift option in the View menu). However, if you need no more than 20 Quick Dials, you can set AT&TCall to display a maximum of 20 Quick Dials (two sets of 10, which are accessed via the Quick Shift option in the View menu). See "Changing the Number of Quick Dials Displayed," described later in this chapter.

- Administer a password for your AT&TCall files.

To prevent unauthorized individuals from accessing your files, administer passwords for your AT&TCall files. See "Protecting an AT&TCall File with a Password," described later in this chapter.

Running AT&TCall

In order to run AT&TCall, you must access Windows and open the program group that contains the PassageWay Net applications. To run AT&TCall, double-click on the AT&TCall icon. The Telephony Server Login dialog box appears.

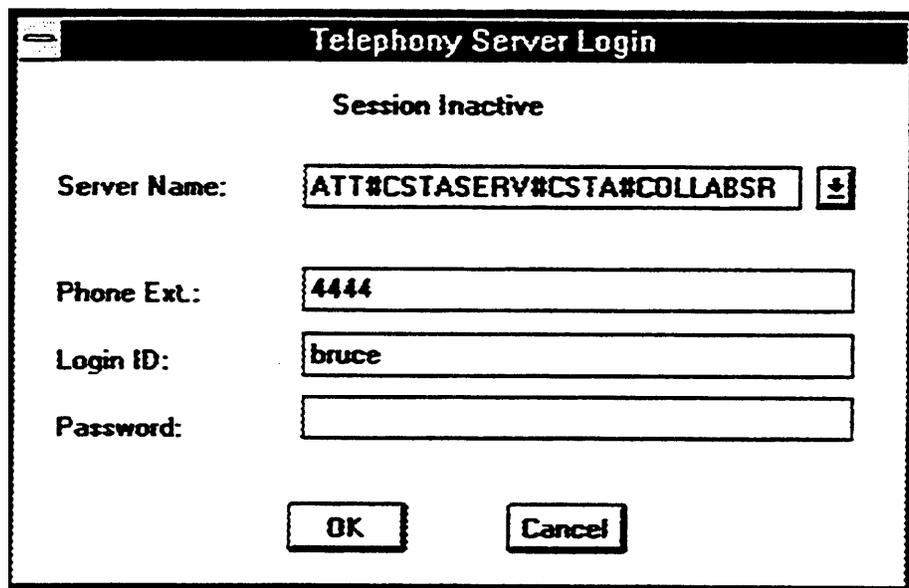


Figure 3-22 Telephony Server Login Dialog Box

The Telephony Server Login dialog box contains the following information:

- the name of the server
- your telephone extension
- your login ID on the Telephony Server

The first time you run AT&TCall the Telephony Server Login dialog box contains "sample" information for the Server Name, Phone Ext., and Login ID fields (Figure 3-23).

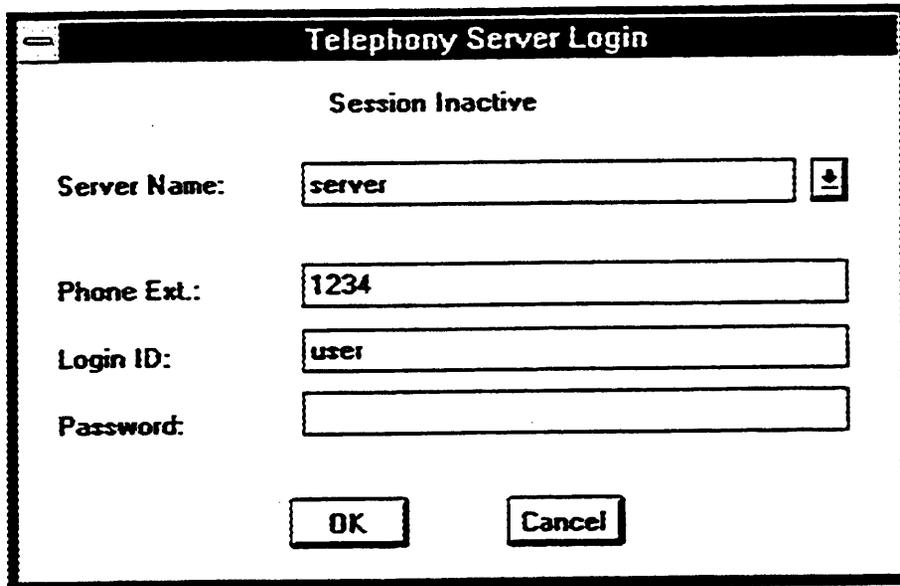


Figure 3-23. Telephony Server Login Dialog Box

Every time you access AT&TCall, you will be prompted to enter your password for the Telephony Server in order to log into the Telephony Server. You can use AT&TCall without logging into the Telephony Server but you will be unable to make calls using AT&TCall.

If you have run AT&TCall before, enter your password for the Telephony Server, and select the OK button.

If you are running AT&TCall for the first time, perform the following steps:

1. Enter the name of the server or select the name of the server in the Server Name box.
2. Enter your telephone extension in the Phone Ext. box.
3. Enter your login ID on the Telephony Server in the Login ID box.
4. Enter your password in the Password box, and then select the OK button.

An untitled AT&TCall file appears. Refer to the following section describing the tasks that you will perform regularly while using AT&TCall.

Tasks

This section provides the tasks that you will perform while using AT&TCall. These tasks are grouped into the following categories:

- file tasks
- card tasks
- Quick Dial tasks

File Tasks

This section describes the tasks that you will perform when working in an AT&TCall file.

Accessing Log Viewer

To access Log Viewer from AT&TCall, select `Call Log` from the Accessories menu. The Log Viewer window appears.

NOTE:

For more information on Log Viewer tasks, refer to Chapter 4.

Changing How Cards are Sorted in an AT&TCall File

AT&TCall enables you to change the order in which cards are organized in the card bank. To change how cards are sorted in your AT&TCall file:

1. Select **Sort . . .** from the View menu.

The Sort dialog box appears.

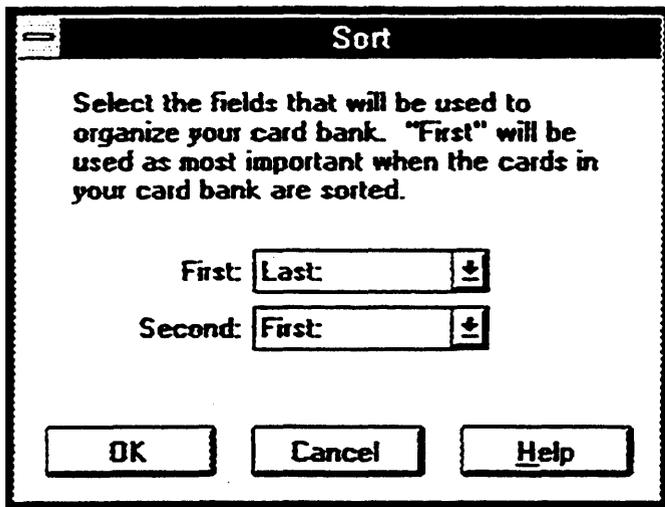


Figure 3-24. Sort Dialog Box

2. Select the First box, and select the label of the field that you want AT&TCall to sort by first.

3. Select the Second box, and select the label of the field that you want AT&TCall to sort by second.
4. Select the OK button.

The Sort dialog box disappears, and the cards are now sorted in the card bank according to your specifications.

Creating a File Template

AT&TCall enables you to create a template for all new AT&TCall files that you open. Once you create a template, all of your new AT&TCall files will have the attributes (for example, specific labels or the number of Quick Dials that you want displayed) that you specified in the template. For example, suppose you want 25 Quick Dials, a card with your home phone number, and the first Quick Dial programmed with your home phone number in every file that you create. If you specify these attributes in your template, every new file that you create will automatically have 25 Quick Dials, a card with your home phone number, and the first Quick Dial programmed with your home phone number. At anytime, you can modify or delete this file.

To create a template:

1. Select New from the File menu.
A new, untitled AT&TCall window appears.
2. Customize the file to your specifications. For example, modify the labels, add any cards that you want to appear in all of your new AT&TCall files, and specify the number of Quick Dials you want in all of your new AT&TCall files.

3. When you are finished, select *Save As . . .* from the File menu.
The Save As dialog box appears.
4. Enter *attcall.tpl* in the Filename box and select the OK button.

The template is now saved. Every new file you open will now contain the attributes that you specified in your template.

Creating a New AT&TCall File

To create a new AT&TCall file:

1. Select *New* from the File menu.
A new, empty AT&TCall file with the title "(UNTITLED.DEX)" appears. When you save this file, AT&TCall will prompt you to name the file.
2. Enter your information in this file.
3. When you are finished working and want to save this file, select *Save As . . .* from the File menu.
AT&TCall prompts you to name this file.
4. Enter the file name in the File Name box, and then select the OK button.

The name of the file appears in the title bar of the window.

Dialing a Phone Number with the Dialpad

To dial a phone number with the Dialpad:

1. Select the Dialpad button.

The Dialpad window appears.

2. Using your PC keyboard or clicking on buttons in the Dialpad window, enter the phone number.

When entering the telephone number, make sure you enter the number the same way as you would when you are dialing it from your telephone. For example, if you must enter a "9" before dialing a telephone number outside of your telephone system (that is, an outside call), enter a "9" in the beginning of the phone number. At anytime, you can edit the digits that you enter in the Dialpad window.

AT&TCall also enables you to copy telephone numbers to the Windows clipboard. You may then paste the telephone numbers to the Dialpad window.

3. Click on the Dial button.

If you do not have a speakerphone, pickup your handset. AT&TCall places the call, and the Dialpad window closes automatically. You have five seconds to go off hook (that is, pick up the handset) after clicking on the Dial button. If you pickup the handset after the five second interval expires, the call is denied. You can also place a call by lifting the handset before clicking on the Dial button.

If you have a speakerphone, the speakerphone activates, and AT&TCall places the call. The Dialpad window closes automatically.

4. When the call is completed, select the Hang Up button or hang up the handset to place your telephone on hook.

Exiting AT&TCall

To exit AT&TCall, select `Exit` from the File menu.

Exporting AT&TCall Information

AT&TCall enables you to export a single card or an entire AT&TCall file to a file in the comma separated values format (".csv"), which can be used in other applications. During the export procedure, AT&TCall takes the 12 fields on a card and the associated Notes field and writes them out in a horizontal line in a ".csv" file. This line of information from a card is referred to as a "record." If you export an AT&TCall file that has 20 cards, the ".csv" file will have 20 records.

To export an AT&TCall file or card:

1. Open the file that has the information you want to export.

The AT&TCall window appears.

NOTE:

If you only want to export one card, select that card in the bank.

2. Select `Export` from the File menu.

A second menu appears.

3. Select `All Cards . . .` if you want to export the entire AT&TCall file, or select `Current Card . . .` if you want to export the currently displayed card.

The Export dialog box appears.

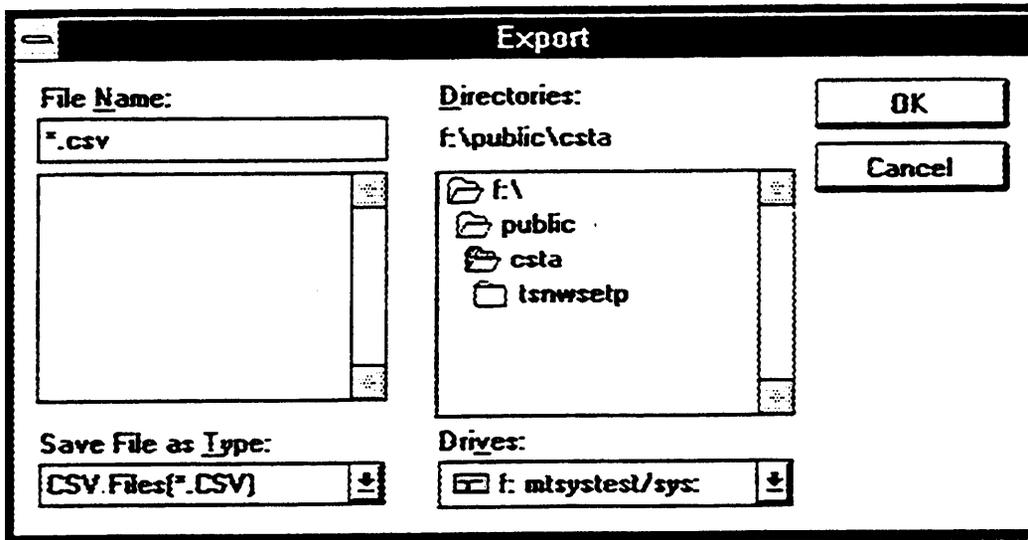


Figure 3-25. Export Dialog Box

4. Enter the name of the file to which you want to save this information and select the OK button.

The Export dialog box closes, and the new file is created.

Importing Files into AT&TCall

AT&TCall enables you to import files that were created in other applications. To be imported by AT&TCall, these files must be in the comma separated values format (".csv"). A ".csv" file consists of "records," which are horizontal fields of data. Each field of data is separated from the next field by a comma (.). Fields containing commas and/or fields consisting of more than one line must be surrounded by quotes (" "). Each record is one group of related data.

The end of each record is signified by a carriage return. A ".csv" file can have numerous fields in a record. However, AT&TCall will only import 13 fields of data from each record in a ".csv" file. Three records in a ".csv" file may look like this:

```
Nolan, Pat, "ABC Travel, Inc."  
Ricker, Lisa, "ABC Travel, Inc."  
Vidil, Rich, "ABC Travel, Inc."
```

AT&TCall imports 13 horizontal data fields from the ".csv" file, and then places the information in the 13 vertical fields of a card in an AT&TCall file (that is, the 12 card fields and the Notes field). If there are more than 13 fields of data in a record, AT&TCall ignores the remaining data in that record and proceeds to the next record. If there are less than 13 fields of data in a record, AT&TCall assumes that the remaining fields in the record are blank and proceeds to the next record. For example, if each record only contained two fields of information, AT&TCall would place the information in the first two fields in a card (for example, the "Last" and "First" label fields) and make the remaining fields in that card blank. It would then proceed to a new card and enter the information for the next record.

During the import procedure, AT&TCall scans the file to be imported, verifying that the file is valid (that is, it is in the correct format) and that only numeric characters will reside in the telephone number fields (that is, the ninth, tenth, and eleventh fields) in a card in an AT&TCall file. The telephone number fields in a card accept all numeric digits, *, #, (,), hyphens, spaces, and commas.

To import a file:

1. Open the AT&TCall file in which you want the imported data to reside.

The AT&TCall file window appears.

NOTE:

If you are importing data into an existing AT&TCall file, the new data will be sorted automatically as it is imported. As a result, this new information will be mixed in with your existing information.

2. Select `Import . . .` from the File menu.

The Import dialog box appears.

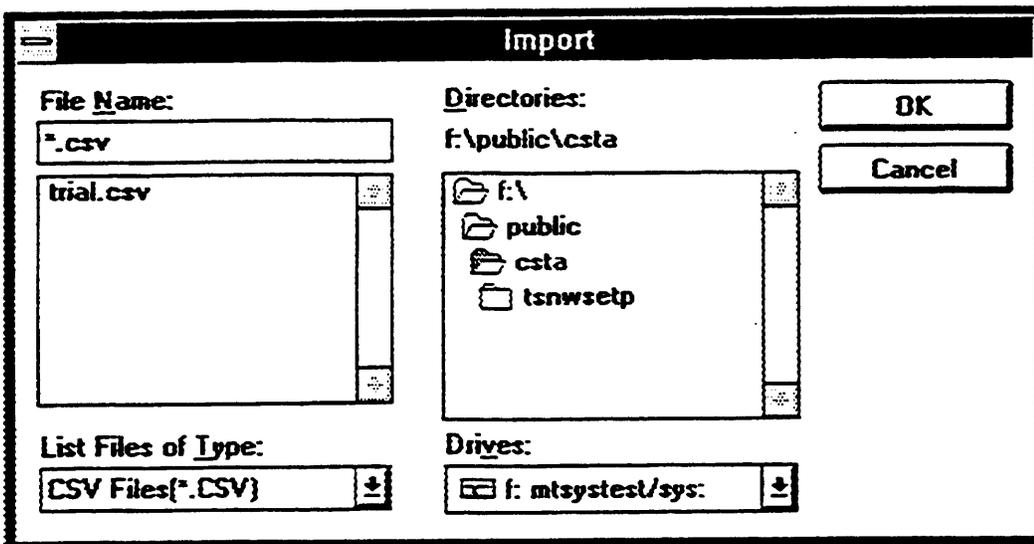


Figure 3-26. Import Dialog Box

3. Select the file that you want to import and select the OK button.
AT&TCall scans the file and then imports the records from the file (if the file is valid). A dialog box appears, stating the number of cards (that is, records) that were imported from the ".csv" file.

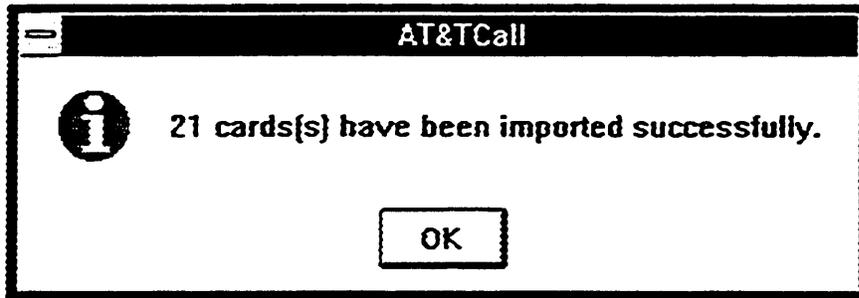


Figure 3-27. AT&TCall Dialog Box

4. Select the OK button.
The dialog box closes, and the new information is displayed in the AT&TCall window.

Modifying the Telephony Server Login Parameters

AT&TCall enables you to modify the following information that you use to log into the Telephony Server:

- your login ID
- your password
- the name of the server
- your telephone extension

If any of this information is incorrect, you will be unable to access the Telephony Server preventing you from making calls using AT&TCall. You cannot change your actual login and password on the Telephony Server using the Telephony Server Login dialog box. This dialog box only enables you to modify the information that AT&TCall sends to the Telephony Server when you attempt to log in.

NOTE:

You cannot modify the Telephony Server Login information while you are logged into the Telephony Server (that is, while you are in an active session).

To modify the login information:

1. Make sure that you are not logged into the Telephony Server. (Refer to "Verifying the Connection with the Telephony Server" to determine whether you are logged in.)

If you are already logged into the Telephony Server, exit AT&TCall and then double-click on the AT&TCall icon. The Telephony Server Login dialog box appears.

If you are not logged into the Telephony Server select `Telephony Server Login . . .` from the Setup menu. The Telephony Server Login dialog box appears.

2. Modify the appropriate information.

3. When you are finished, enter your password for the Telephony Server and select the OK button.

Opening an Existing AT&TCall File

To open an existing AT&TCall file:

1. Select `Open . . .` from the File menu.

The Open dialog box appears, showing a list of the available ".dex" files in the current directory and disk drive.

2. Select the AT&TCall file you want from the File Name box, and select the OK button. You may use the drive and directory controls to switch drives and/or directories.

The file is loaded, and AT&TCall displays the last state of the card bank. Whenever you open an existing AT&TCall file, AT&TCall displays the last card that was displayed before you saved and exited that file.

Printing a Card List

AT&TCall enables you to print a list of the cards in an AT&TCall file. You may specify the labels of the information that you want printed for each card. For example, if you want the list to contain the last name, first name, and office # for each card in the file, you must specify these labels in the Print List dialog box. In this example, one field would contain "Last:," one field would contain "First," one field would contain "Office #:," and the three remaining fields would each contain "(None)." "(None)" signifies that no label was selected and that no information will be printed in this field. You may select up to six labels whose information you want printed.

To print a list of the cards in an AT&TCall file:

1. Select `Print List . . .` from the File menu.

The Print List dialog box appears.

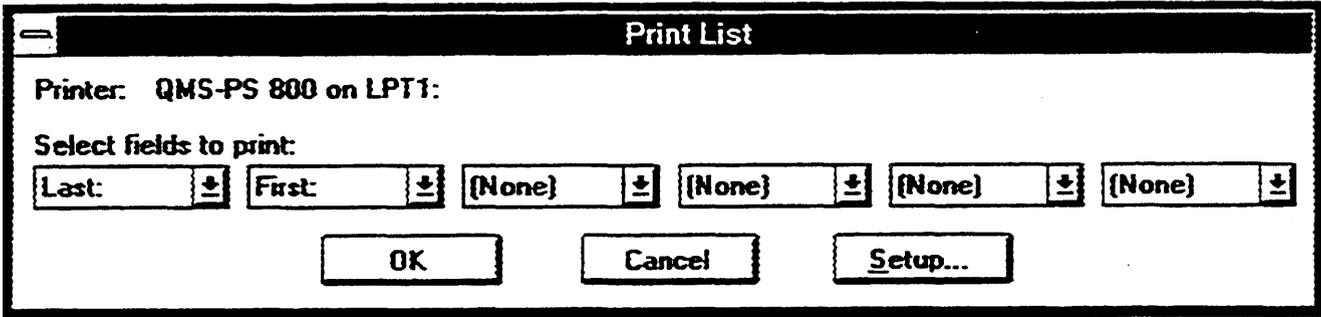


Figure 3-28. Print List Dialog Box

2. In each field, select the label of the information that you want printed for each card.
3. When finished, select the OK button.

Printing begins, and a dialog box is displayed, which enables you to cancel printing.

Printing AT&TCall File or Card

AT&TCall enables you to print either all of the cards in an AT&TCall file or only the card that is currently displayed. When printing a file or card, you may specify whether you want the notes associated with the card(s) displayed. If you specify that you want the notes displayed, AT&TCall will print out each card and its notes on its own page. The top of each page will contain the label for the card, and the bottom of each page will contain the date, page number, and file name.

If you specify that you do not want the notes displayed, AT&TCall will print out four cards on each page. The top of each page will contain the labels for the first and last cards on the page. The bottom of the page will contain the date, page number, and file name. Figure 3-29 shows how the cards look with and without the notes printed.

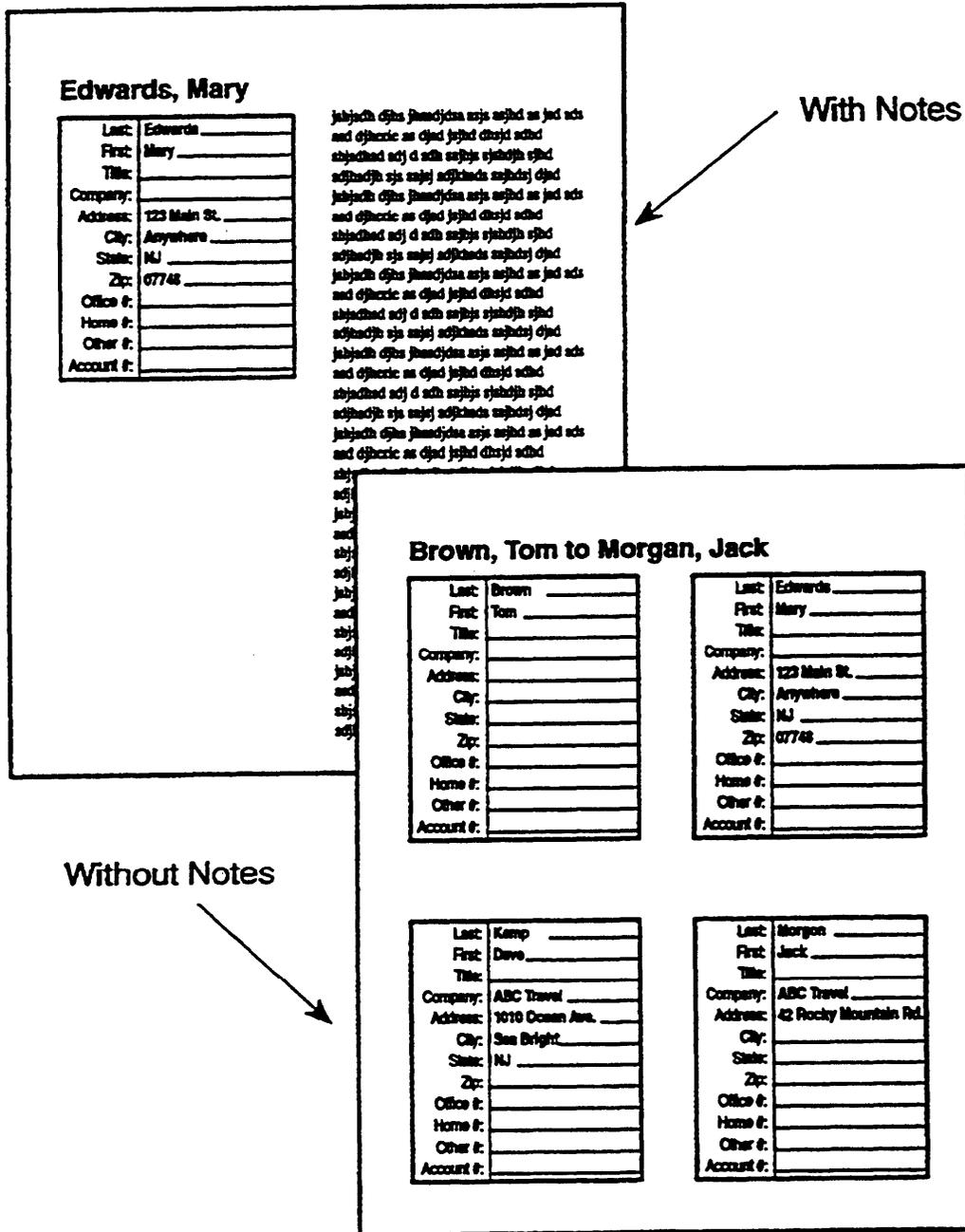


Figure 3-29. Printed Cards With and Without the Notes

To print an AT&TCall file or card:

1. Select `Print Cards...` from the File menu.

The Print Cards dialog box appears.

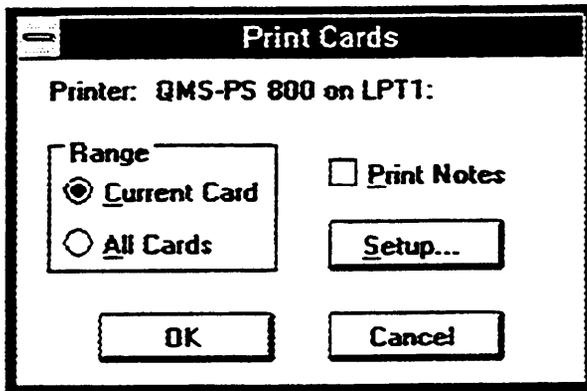


Figure 3-30. Print Cards Dialog Box

2. Perform one of the following steps:
 - If you want to print the card that is displayed currently, select the option button for Current Card.
 - If you want to print all the cards in the file, select the option button for All Cards.
3. Select the Print Notes box if you want to print the notes associated with the card(s).
4. When finished, select the OK button.

Printing begins, and a dialog box is displayed, which enables you to cancel printing.

Protecting an AT&TCall File with a Password

AT&TCall enables you to administer a password for each file, preventing unauthorized people from accessing the file. Passwords may consist of up to eight printable characters (that is, letters, numbers, and punctuation marks) and are case sensitive (that is, AT&TCall can differentiate between capital letters and lowercase letters). After a password is administered for a file, AT&TCall prompts you to enter a password every time you attempt to access that file. You may administer passwords for as many AT&TCall files as you like.

To administer a password for an AT&TCall file:

1. Select *Save As . . .* from the File menu.

The Save As dialog box appears.

2. Select the Password button.

The Password Dialog box appears.

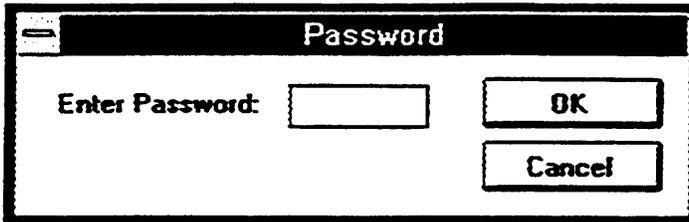


Figure 3-31. Password Dialog Box

3. Enter your password and select the OK button.

The Confirm Password dialog box appears.

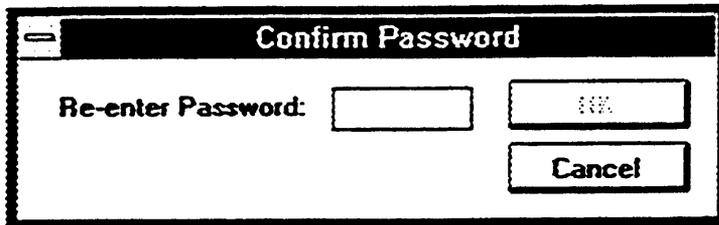


Figure 3-32 Confirm Password Dialog Box

4. Re-enter your password and select the OK button.
5. Select the OK button.

The next time you attempt to open this file, AT&TCall will prompt you for the password.

Removing the Password from an AT&TCall File

To remove the password from an AT&TCall file:

1. Open the AT&TCall file whose password you want to remove.
The file is loaded.
2. Select *Save As...* from the File menu.
The Save As dialog box appears.
3. Select the Password button.
The Password Dialog box appears.
4. Delete the password from the Enter Password field and select the OK button.
5. Select the OK button.

The next time you attempt to open this file, AT&TCall will not prompt you for the password.

Saving an AT&TCall File

To save any changes to an existing AT&TCall file, select `Save` from the File menu. If the file is new, and has not been saved yet, select `Save As . . .` from the File menu.

NOTE:

AT&TCall automatically adds the ".dex" suffix to the file name you enter. If you prefer, you may enter another suffix. However, it is recommended that you use the ".dex" default to make it easier to identify and load AT&TCall files.

Setting the Account Code Options

AT&TCall enables you to automate the process of account code entry if your company uses account codes regularly. If you activate the account code option, AT&TCall will use the contents of the last field (that is, the bottom field) of each card as the default account code for calls made from that card. If no account code is present, or the field contains information other than a valid account code, AT&TCall will prompt you to provide one.

NOTE:

The Account Code Entry Feature Access Code must precede the Account Code.

To set the Account Code options:

1. Select `Account Code Options. . .` from the Setup menu.

The Account Code Options dialog box appears.

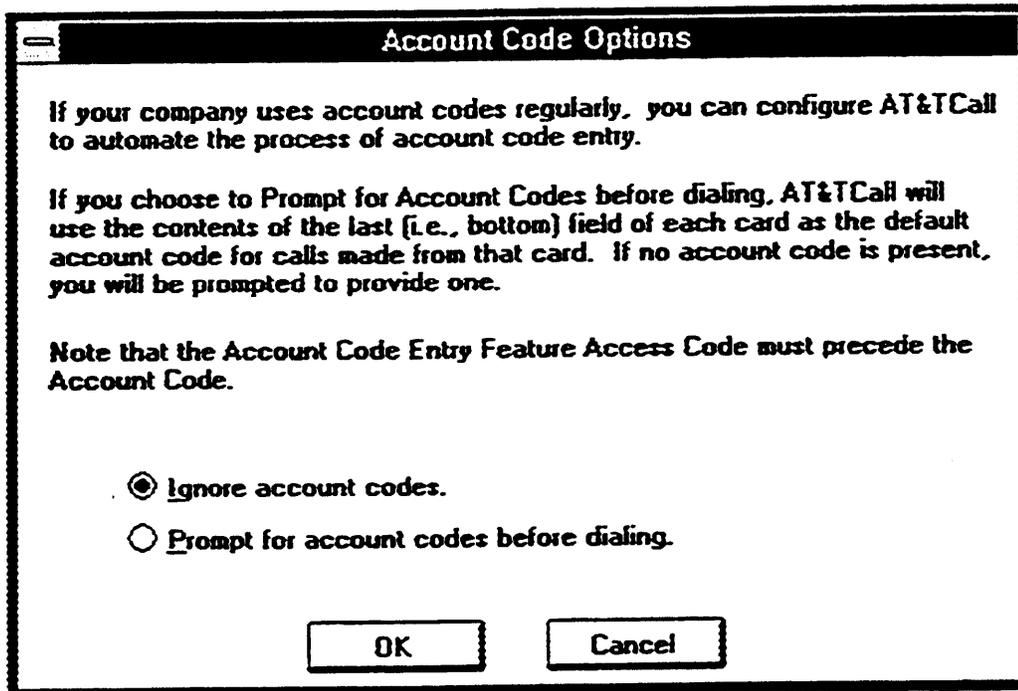


Figure 3-33. Account Code Options Dialog Box

2. Select the appropriate option button.
3. Select the OK button.

Setting the AT&TCall Window To Always Be on Top of Other Windows

AT&TCall enables you to specify that you want the AT&TCall window to be located on top (that is, in front) of all the other open windows, including the active window. This option is especially useful when you are using AT&TCall in the Card Hidden mode and want to keep a set of programmed Quick Dials readily accessible.

To specify that the AT&TCall window is always on top of other windows, select `Always on Top` from the Setup menu. A check mark appears next to the `Always on Top` option, indicating that the option is activated. The AT&TCall window will now remain in front of all the other windows you open, even if it is not the active window.

Setting the Dial Options

AT&TCall enables you to specify a prefix and/or suffix that AT&TCall will add to all telephone numbers dialed via Dial buttons in the associated AT&TCall file. For example, if you must enter a "9" before dialing a telephone number outside of your telephone system (that is, an outside call), you can specify the prefix "9" in the Dial Option dialog box. However, if you specify a Dial Option, the system will use that option for each and every call you initiate from any Dial button in that AT&TCall file. Therefore, if you use Dial Options, make sure all of the telephone numbers in all of the cards in that AT&TCall file require the same Dial Option.

To set Dial Options:

1. Select `Dial Options. . .` from the Setup menu.

The Dial Options dialog box appears.

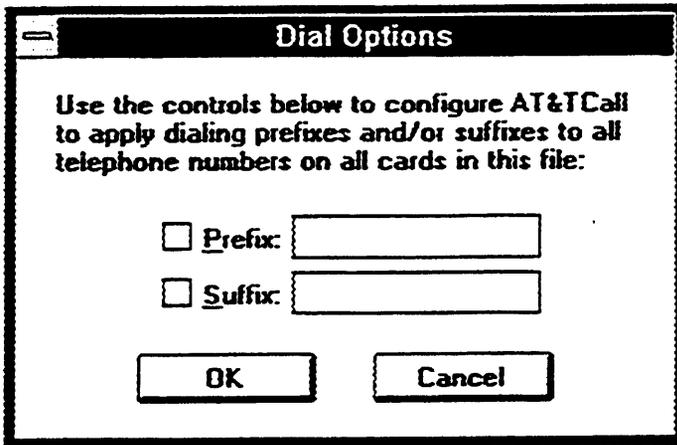


Figure 3-34. Dial Options Dialog Box

2. Select Prefix and/or Suffix, depending on your requirements.
The box next to the option you selected is checked.
3. In the field next to the option you selected, type the prefix or suffix.
4. Select the OK button.
The Dial Options dialog box disappears.

Specifying an AT&TCall File To Be Loaded Automatically

AT&TCall enables you to specify a file that will be loaded automatically every time you access AT&TCall. To specify a file to be loaded automatically:

1. Exit AT&TCall.
2. Locate the AT&T PassageWay Net group window in Program Manager.
3. Select the AT&TCall icon with a single click.
The AT&TCall icon is highlighted.
4. Select `Properties...` from the File menu of Program Manager.
The Program Item Properties dialog box appears.
5. Place the cursor in the Command Line box.
6. Move the cursor to the end of the Command Line box, after `ATTCALL.EXE`.
7. Press the spacebar on your keyboard, and then enter the name and extension of the AT&TCall file that you want to be loaded automatically. If the file does not reside in the same directory as AT&TCall, you must specify the path in front of the file name.

NOTE:

You must include `.dex` at the end of the file name. Otherwise, AT&TCall will be unable to load this file automatically.

Figure 3-35 shows how the Program Item Properties dialog box would look if you set the "sample.dex" file to be loaded automatically.

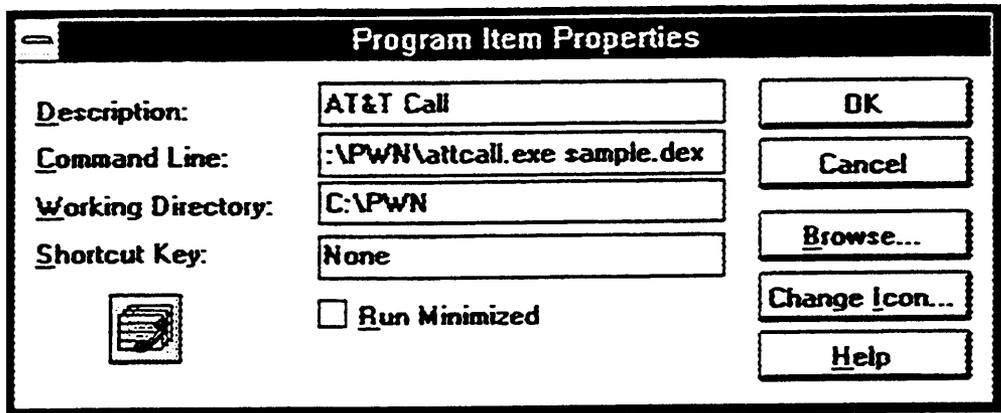


Figure 3-35. Sample File to be Loaded Automatically

8. Select the OK button.

The Program Item Properties dialog box closes. The next time you access AT&TCall, the file you specified will be automatically loaded.

Verifying the Connection with the Telephony Server

To determine whether you are logged into the Telephony Server, select Telephony Server Login. . . from the Setup menu. The Telephony Server Login dialog box appears. The top of the dialog box displays the status of your session.

If you are logged into the Telephony Server, the message `Session Active` is displayed. When the session is active, all of the fields in the Telephony Server Login dialog box are disabled. Figure 3-36 shows a Telephony Server Login dialog box for an active session.

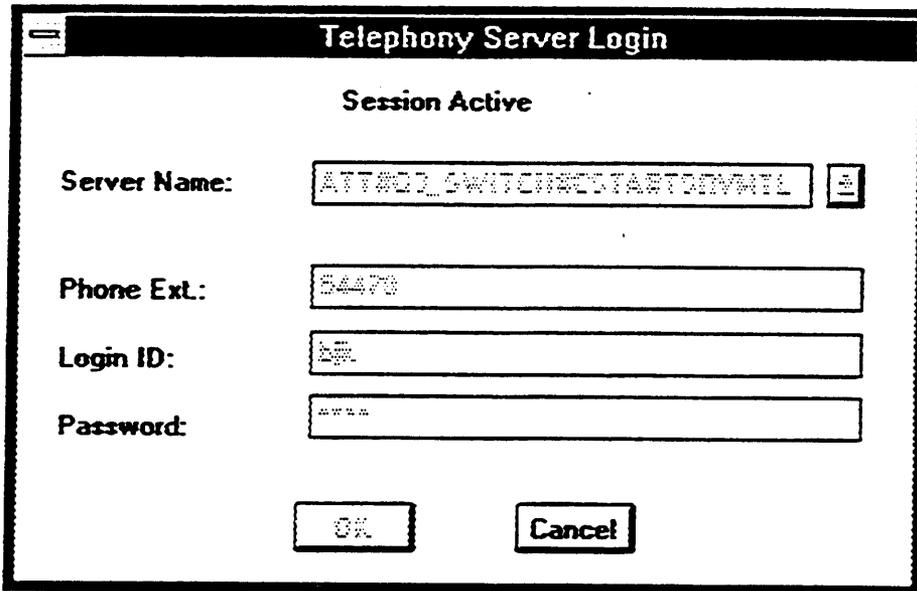


Figure 3-36. Sample Telephony Server Login Dialog Box

Select the Cancel button to close the Telephony Server Login dialog box.

If you are not logged into the Telephony Server, the message `Session Inactive` is displayed. You can then enter your password and select the OK button to log into the Telephony Server. If you do not want to log in, select the Cancel button.

Card Tasks

This section describes the tasks that you will perform when working on cards in an AT&TCall file. These tasks are presented in alphabetical order.

Accessing the Notes Field

AT&TCall enables you to maintain notes for each card. The Notes icon appears to the left of the Notes button when the card has information in the Notes field. The Notes field can contain up to 32K. To access the Notes field for a card:

1. Select the card of which you want to access the Notes field.
The selected card appears.
2. Select the Show Notes button.
The Notes field appears.
3. Enter information in the Notes field or modify the existing information (if any) in the field.
4. When you are finished, select the Hide Notes button.
The card is displayed.

Changing the Field Labels in the Cards

AT&TCall enables you to change the field labels for the cards in the bank. This only applies to the bank you are in. To change the field labels:

1. Select `Edit Labels` . . . from the Setup menu.

The Edit Labels dialog box appears.

2. Make your changes.
3. When you are finished, select the OK button.

The Edit labels dialog box disappears, and your changes are displayed on the card.

Creating a New Card

To create a new card:

1. Select the New Card button.

The New Card window appears, and the cursor is located in the first field.

2. Enter the appropriate information in each field that you use.
3. When you are finished entering information in this card, select the Add Card button.

The New Card window closes, the labels for the new card appear in List field, and the information for the new card is displayed.

Deleting a Card

To delete a card:

NOTE:

When you delete an existing card, all Quick Dials associated with that card are deleted.

1. Select the card you want to delete.
The selected card is displayed.
2. Select `Delete Card` from the Edit menu.
The Delete Card dialog box appears.

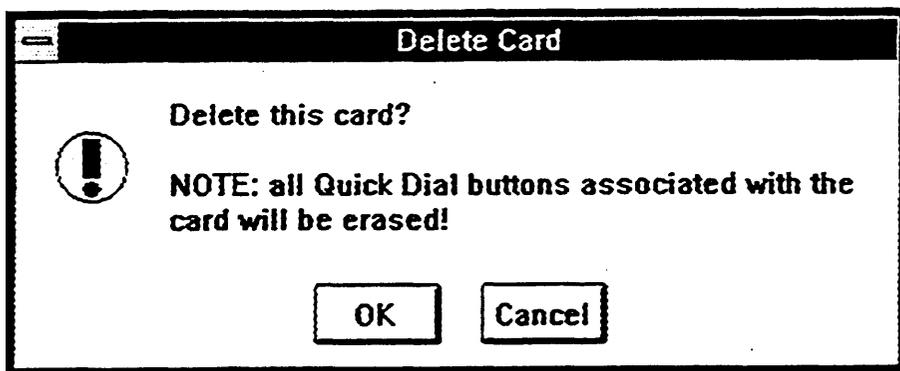


Figure 3-37. Delete Card Dialog Box

3. Select the OK button.
The card is deleted from the bank, and the next card in the bank is displayed.

Dialing a Phone Number from a Card

To dial a phone number from a card:

1. Select the card that contains the phone number you want to dial.

The selected card is displayed.

2. Click on the Dial button located to the right of the phone number that you want to dial.

If you do not have a speakerphone, pickup the handset. AT&TCall places the call. You have five seconds to go off hook (that is, pick up the handset) after clicking on the Dial button. If you pick up the handset after the five second interval expires, the call is denied. You can also place a call by lifting the handset before clicking on the Dial button.

If you have a speakerphone, your speakerphone activates, and AT&TCall places the call.

After the call is completed, select the Hang Up button or hang up your handset to place your telephone on hook.

Editing an Existing Card

To edit an existing card:

1. Select the card you want to edit.

The card is displayed.

2. Select the Edit Card button.

The Edit Card window appears containing the current information for the card.

3. Make your changes to the card.
4. When you are finished, select the Return Card button.
The Edit Card window closes, and the updated card is displayed.

Hiding the Card Display

AT&TCall enables you to hide the card display and view only the Quick Dials, the Hang Up button, the Dialpad button, the Timer button, and the Quick Shift button (if the 25/50 Quick Dial Buttons option is selected). To hide the card display, select `Hide Card` from the View menu.

Selecting a Card

You can select any card in the AT&TCall file by performing one of the following steps:

- clicking on the entry in the List field
- clicking on the Next and Previous arrow buttons that are located on each side of the Show Notes button
- clicking on a letter on the Slider
- using the `Find` and `Find Next` options from the Edit menu, and the `Next Card`, `Prev Card`, `Next Letter`, and `Prev Letter` options from the View menu

Showing the Card Display

To show the card display after hiding it via the Hide Card option in the View menu, select `Show Card` from the View menu.

Using the Timer

AT&TCall provides a stopwatch that enables you to time anything that you want. You can use the Timer to time the length of a call, but you need to manually start and stop the Timer. The Timer is not tied to the call.

To use the Timer:

1. When you want to start the timer, select the Timer button.

The Timer window appears and immediately starts keeping time. The Timer measures time in hours, minutes, and seconds. To reset the timer, select the Reset button. To stop the timer, select the Stop button. To restart the timer after it has been stopped, select the Start button.

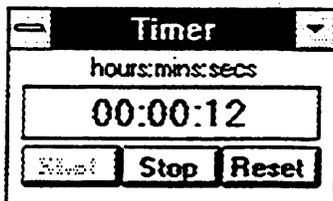


Figure 3-38. Timer Window

2. When you are finished using the timer, select `Close` from the Control-menu box of the Timer window.

Quick Dial Tasks

This section describes the tasks you will perform when using Quick Dials in an AT&TCall file. These tasks are presented in alphabetical order.

Accessing Information for a Quick Dial

To view the information for a Quick Dial:

1. Press and hold down **[SHIFT]** , and then click on the Dial button of the Quick Dial in which you are interested.

The Quick Dial Information dialog box appears. This dialog box presents the label and phone number for this Quick Dial.

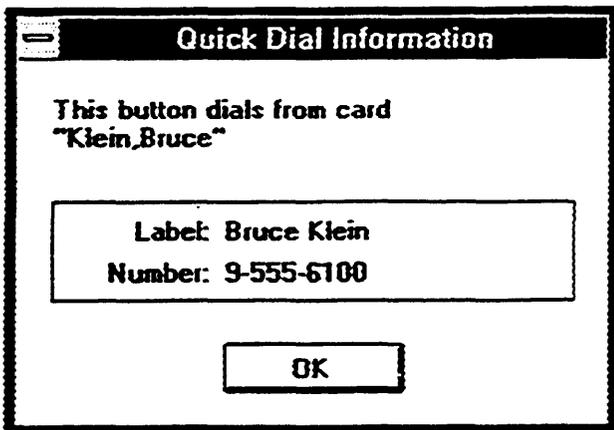


Figure 3-39. Quick Dial Information Dialog Box

2. When you are finished, select the OK button.

If you want to display the card associated with the Quick Dial, click on the Label button of the Quick Dial in which you are interested. The associated card is displayed.

Assigning a Phone Number to a Quick Dial

To assign a phone number to a Quick Dial:

1. Select the card that contains the telephone number that you want to program to a Quick Dial.

The selected card is displayed.

2. Press and hold down **[SHIFT]** , and then click on the Label button of the Quick Dial that you want to program.

The Create Quick Dial dialog box appears. AT&TCall provides a default label.

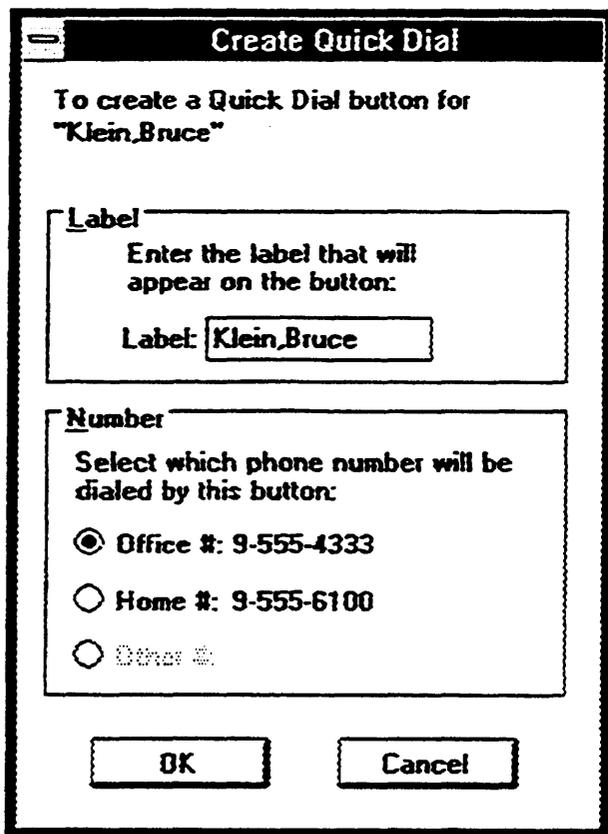


Figure 3-40. Create Quick Dial Dialog Box

3. Enter the label that you want to appear on the Label button of the Quick Dial.
4. Select the option button of the telephone number that you want this Quick Dial to dial.
5. Select the OK button.

The label you entered appears on the Label button of the Quick Dial you selected.

Changing the Number of Quick Dials Displayed

AT&TCall allows you to program a maximum of 50 Quick Dials (two sets of 25, which are accessed via either the Quick Shift button or the Quick Shift option in the View menu). However, if you need no more than 20 Quick Dials, you can set AT&TCall to display a maximum of 20 Quick Dials (two sets of 10, which are accessed via the Quick Shift option in the View menu).

To specify the number of Quick Dials you want to access, select either 10/20 Quick Dial Buttons or 25/50 Quick Dial Buttons from the Setup menu.

Changing the Setup of the Quick Dial Labels

AT&TCall enables you to display the information on the Label buttons of Quick Dials as left-justified or centered. This setting applies to all AT&TCall files. To change the setup of the information on the Label buttons of Quick Dials:

1. Select **Quick Dial Labels. . .** from the Setup menu.

The Quick Dial Label Setup dialog box appears.

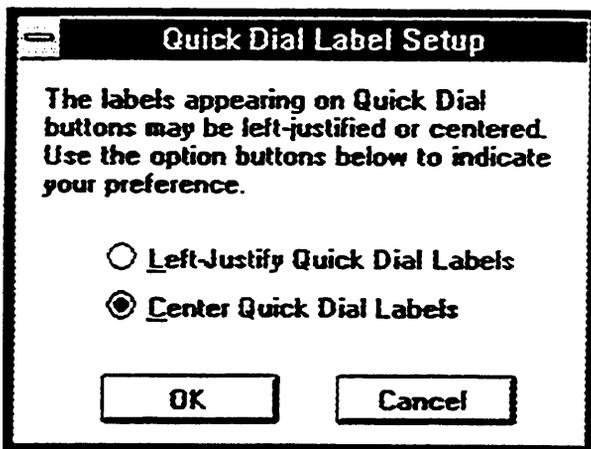


Figure 3-41. Quick Dial Label Setup Dialog Box

2. Select the option button for the setup you want.
3. Select the OK button.

Dialing a Phone Number from a Quick Dial

To dial a phone number from a Quick Dial, click on the Dial button of the Quick Dial in which you are interested.

If you do not have a speakerphone, pickup the handset. AT&TCall places the call. You have five seconds to go off hook (that is, pick up the handset) after clicking on the Dial button. If you pick up the handset after the five second interval expires, the call is denied. You can also place a call by lifting the handset before clicking on the Dial button.

If you have a speakerphone, your speakerphone activates, and AT&TCall places the call.

After the call is completed, select the Hang Up button or hang up your handset to place your phone on hook.

Erasing a Quick Dial

To erase the label and telephone number assigned to a Quick Dial:

1. Press and hold down **[SHIFT]** , and then click on the Label button of the Quick Dial that you want to erase.

The Change Quick Dial dialog box appears.

2. Select the Erase button.

The information for that Quick Dial is erased, and the Label button for the Quick Dial is blank.

Re-Assigning an Existing Quick Dial

To assign a phone number to a Quick Dial that has been assigned previously:

1. Select the card that contains the telephone number that you want to program to the Quick Dial.

The card is displayed.

2. Press and hold down **[SHIFT]** , and then click on the Label button of the Quick Dial that you want to change.

The Change Quick Dial dialog box appears.

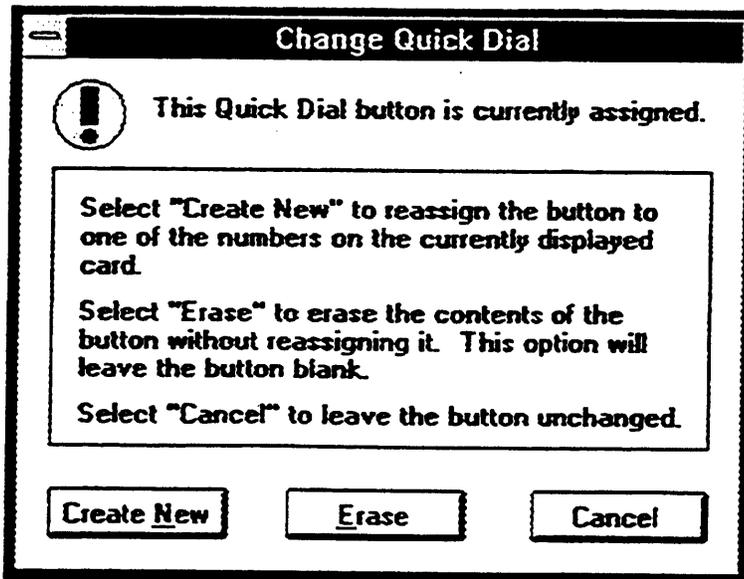


Figure 3-42 Change Quick Dial Dialog Box

3. Select the Create New button.

The Create Quick Dial dialog box appears.

4. Enter the label that you want to appear on the Label button of the Quick Dial.
5. Select the option button of the telephone number that you want this Quick Dial to dial.
6. Select the OK button.

The label you entered appears on the Label button of the Quick Dial you selected.

AT&TCall Menu Bar Options

AT&TCall provides the following options in the menu bar:

- File
- Edit
- View
- Setup
- Accessories
- Help

This section describes the options contained in each AT&TCall menu.

File

The File menu contains the following options:

- New
- Open...
- Save
- Save As...
- Import...
- Export
- Print Setup...
- Print Cards...
- Print List
- Exit

New

Creates a new, empty AT&TCall file. When selected, this option presents a default screen with no entries. The window title displays "AT&TCall-(UNTITLED.DEX)."

Open

Enables you to open an existing AT&TCall file. When selected, this option lists the existing AT&TCall files. You may scroll through the list and select a specific file.

Save

Saves the changes made to the AT&TCall file on which you are working.

Save As...

Prompts you to name the file on which you are working. The default extension for every AT&TCall filename is ".dex."

Import...

Enables you to import files that are in the comma separated values format (.csv).

Export

Enables you to export the current card or all cards in an AT&TCall file to a file that is in the comma separated values format (.csv).

Print Setup...

Displays the Windows printer setup window, allowing you to modify the printer settings (for example, paper size and print orientation).

Print Card...

Enables you to print either all cards in an AT&TCall file or the card displayed currently. When printing the card(s), you may specify whether you want the notes associated with the card(s) printed also.

Print List...

Enables you to print specific label fields for each card in an entire AT&TCall file. You may select a maximum of six labels.

Exit

Exits the AT&TCall application.

Edit

The Edit menu contains the following options:

- Undo
- Cut
- Copy
- Paste
- Insert Timestamp
- Clear Notes
- Edit Card
- New Card
- Delete Card
- Find...
- Find Next

You can use the Undo, Cut, Copy, and Paste options when you are performing one of the following tasks:

- editing an existing card
- adding a new card
- working in the Notes field of a card

Undo

"Undoes" the last editing action you performed in a field. For example, if you change the information in a field and then select "Undo," the field displays its previous information (that is, the information that was changed).

Cut

Deletes information selected from a field and places it in the Windows Clipboard while you are editing a card.

Copy

Copies information selected from a field and places it in the Windows Clipboard while you are editing a card.

Paste

Pastes information from the Windows Clipboard into the current field while you are editing a card.

Insert Timestamp

Places the day, date, and time in the Notes field for the card displayed. This information appears in front of the cursor and can be placed anywhere in the Notes field.

Clear Notes

Erases the contents of the Notes field for the card displayed.

Edit Card

Enables you to edit the card displayed on the screen.

New Card

Enables you to add a new card to the AT&TCall file.

Delete Card

Enables you to delete the card displayed on the screen.

Find...

Enables you to search for specific characters in each specified field or all fields on each card in the AT&TCall file.

Find Next

Enables you to find the next card that matches the criteria you specified for the Find option.

View

The View menu contains the following options:

- Hide Card
- Show Card
- Hide Notes
- Show Notes
- Quick Shift
- Next Card
- Prev Card
- Next Letter
- Prev Letter
- Sort...

Hide Card

Displays only the Quick Dials, the Hang Up button, the Dialpad button, the Timer button, and the Quick Shift button (if the 25/50 Quick Dial Button option is selected).

Show Card

Displays the entire card along with Quick Dials.

Hide Notes

Closes the Notes field associated with the selected card.

Show Notes

Displays the Notes field associated with the selected card.

Quick Shift

Enables you to toggle between the first and second set of Quick Dials.

Next Card

Displays the next card in the AT&TCall file (assorted).

Prev Card

Displays the previous card in the AT&TCall file (assorted).

Next Letter

Enables you to "jump" to the next letter that contains a card in the AT&TCall file.

Prev Letter

Enables you to "jump" to the previous letter that contains a card in the AT&TCall file.

Sort...

Enables you to specify the primary and secondary labels by which the cards in your AT&TCall file are sorted.

Setup

The Setup menu contains the following options:

- Edit Labels...
- Dial Options...
- Account Code Options...
- Telephony Server Login...
- Quick Dial
- 10/20 Quick Dial Buttons
- 25/50 Quick Dial Buttons
- Always on Top

Edit Labels...

Enables you to modify any of the labels in the card template for your AT&TCall file. When selected, this option displays a sample card with the current labels. You may modify any of these labels.

Dial Options...

Enables you to enter a prefix and/or suffix that you want dialed with every number. For example, if your telephone system requires that first you dial a "9" before making a call using an outside line, you can specify "9" in the "Dial Option. . ." prefix. By specifying your prefix, you do not need to include a "9" in front of every phone number on every card.

Account Code Options...

Enables you to administer one of the following account code options:

- **Ignore account codes**, which ignores the account code.
- **Prompt for account codes before dialing**, which prompts you to enter an account code before dialing the number if the card does not contain an account code. Entering an account code is optional. If you do not want to enter an account code, select the Cancel button in the Account Code Options dialog box.

Telephony Server Login...

Enables you to

- determine whether you are logged into the Telephony Server
- change the login parameters
- log into the Telephony Server

Quick Dial Labels...

Enables you to display the Label button information for the Quick Dials as left-justified or centered.

10/20 Quick Dial Buttons

Provides 20 Quick Dials for you to program and use. AT&TCall only displays 10 Quick Dials at a time. To access the second set of 10 Quick Dials, select the Quick Shift option from the View menu.

25/50 Quick Dial Buttons

Provides 50 Quick Dials for you to program and use. When you select this option, AT&TCall only displays 25 Quick Dials at a time. To access the second set of 25 Quick Dials, either select the Quick Shift button in the lower-right corner of the AT&TCall window or select the Quick Shift option from the View menu.

Always on Top

Keeps the AT&TCall window on top of all other open windows, including the active window. This prevents the AT&TCall window from being obscured by other windows.

Accessories

The Accessories menu contains the following options:

- Call Log
- Timer

Call Log

Enables you to access the Call Log, which contains information on all of the calls you made from an AT&TCall file.

Timer

Displays the Timer window, which contains a timer that immediately starts running.

Help

The Help menu contains the following options:

- Contents
- Search for Help on...
- How to Use Help
- About AT&TCall...

Contents

Displays the topics in on-line Help.

Search for Help on...

Opens the Search dialog box for on-line Help. You can look up Help information by entering keywords in the dialog box.

How to Use Help

Describes how to use on-line Help.

About AT&TCall...

Displays the AT&TCall version number, the Microsoft Windows version number, the mode in which Microsoft Windows is operating, the amount of free memory (KB) available on your system, and the size of the largest contiguous block of memory (KB) available.

Using Log Viewer

4

Overview

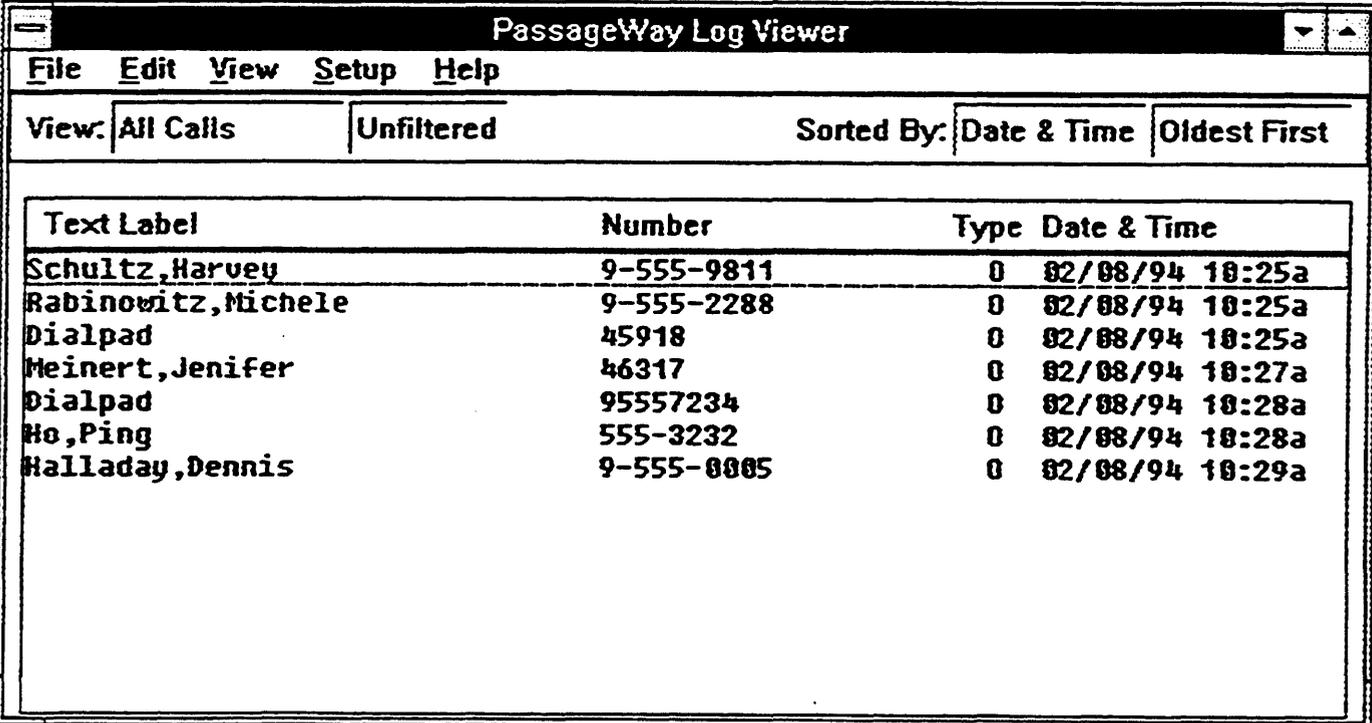
This chapter provides the following information:

- a description of Log Viewer
- helpful hints when using Log Viewer
- the procedures for running Log Viewer
- the tasks you will perform regularly while using Log Viewer
- a description of all the Log Viewer menu options

What is Log Viewer?

Log Viewer is an application that enables you to view entries that are stored in the call log. The call log stores a record entry of every call you make using AT&TCall (including calls you make from the Dialpad window).

Figure 4-1 shows the Log Viewer window.



The screenshot shows the 'PassageWay Log Viewer' window. It has a menu bar with 'File', 'Edit', 'View', 'Setup', and 'Help'. Below the menu bar, there are two dropdown menus: 'View: All Calls' and 'Unfiltered'. To the right, there is a 'Sorted By:' dropdown menu set to 'Date & Time' and another dropdown menu set to 'Oldest First'. The main area of the window contains a table with the following data:

Text Label	Number	Type	Date & Time
Schultz, Harvey	9-555-9811	0	02/08/94 10:25a
Rabinowitz, Michele	9-555-2288	0	02/08/94 10:25a
Dialpad	45918	0	02/08/94 10:25a
Meinert, Jenifer	46317	0	02/08/94 10:27a
Dialpad	95557234	0	02/08/94 10:28a
Ho, Ping	555-3232	0	02/08/94 10:28a
Halladay, Dennis	9-555-0005	0	02/08/94 10:29a

Figure 4-1. Log Viewer Window

The call log can store a maximum of 8,000 entries. When this maximum is reached, the oldest call entry (that is, entry 1) is overwritten by the newest entry (that is, entry 8001). Each call log entry consists of the following components:

- the primary and secondary labels of the card associated with the call
- the account code associated with the call
- the telephone number dialed
- the date and time the telephone number was dialed
- the type of call ("O" for outgoing)

Log Viewer enables you to perform the following tasks with the entries in the call log:

- view selected entries
- sort selected entries
- delete entries
- move entries from the log to a permanent archive file
- print entries

Helpful Hints

When using Log Viewer, keep in mind the following information:

- When the Log Viewer window is open, select the Refresh option from the View menu to make sure you are viewing all of the entries you have specified. If you make a call while the Log Viewer window is open, that entry will not be displayed in the Log Viewer. The Refresh option insures that all relevant entries are displayed.
- The call log stores a maximum of 8,000 calls. Entry 8001 overwrites the oldest entry in the call log.
- By default, the system automatically adds deleted entries to the call log archive file. The call log archive is an ASCII file in which each field of data is separated by a tab. The archive file is called PWLOG.ARC and is located in your Windows directory. This file can be viewed, edited, or modified by any program that can access ASCII files. If you do not wish to keep your call log entries permanently, turn off the "Add auto. deleted entries to archive file" option from the Preferences option in the Setup menu.

Running Log Viewer

To run Log Viewer, you must access Windows and open the program group that contains the AT&T PassageWay Net applications. You can run Log Viewer by itself, or access it from within the AT&TCall application. To run Log Viewer by itself, doubleclick on the Log Viewer icon. The Log Viewer window appears. Refer to the following section describing the tasks that you will perform regularly while using Log Viewer.

Tasks

This section describes the tasks that you will use with the Log Viewer.

Deleting Entries from the Call Log

To delete entries from the call log:

1. Select the entries that you want to delete from the Log Viewer window. If you want to select all of the entries in the Log Viewer, select `Select All` from the Edit menu.

The entries that you selected are highlighted.

2. Perform one the following steps:

- If you want to add these entries to the call log archive file, select `Move to Archive` from the Edit menu.

The PassageWay Log Viewer dialog box appears, displaying the number of entries that will be deleted from the call log.

Select the OK button.

The entries are deleted from the log and added to the archive file.

- If you do not want to add these entries to the call log archive file, select `Delete` from the Edit menu.

The PassageWay Log Viewer dialog box appears, displaying the number of entries that will be deleted from the call log.

Select the OK button.

The entries are deleted.

Printing Log Entries

Log Viewer enables you to print the entries that are displayed in its window. To print log entries:

1. Using the Filter/Sort Options option from the View menu, view the calls that you want to print.

The specified calls are displayed in the Log Viewer window.

2. Select `Print View` from the File menu.

The entries displayed in the Log Viewer window are printed.

Setting the Log Viewer Preferences

You can set Log Viewer to perform the following procedures automatically:

- delete entries after a specified number of days
- add automatically deleted entries to the call log archive file

NOTE:

By default, the call log archive keeps a copy of all entries that are deleted automatically by the program (for example, exceeding the maximum number of entries or deleting entries after a certain number of days). These entries will not be added to the call log if the "Add auto. deleted entries to archive file" option is turned off.

- display a warning when a specified percentage of the call log is filled

To set the preferences:

1. Select Preferences . . . from the Setup menu.

The Preferences dialog box appears.

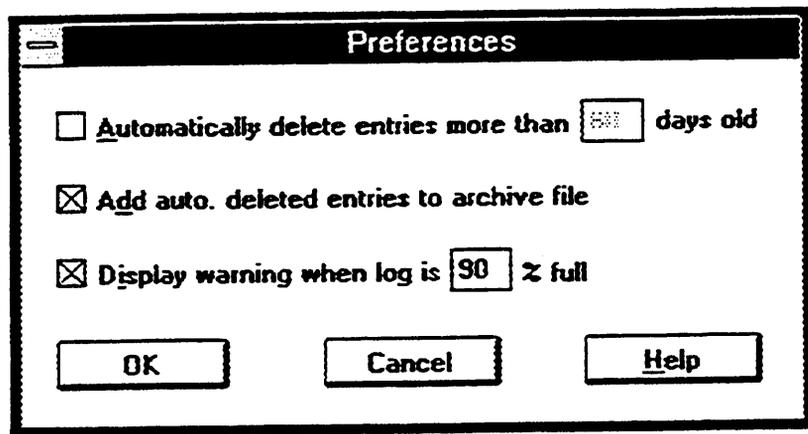


Figure 4-2. Preferences Dialog Box

2. Select the preferences you want.
3. Select the OK button.

Sorting Call Log Entries

Log Viewer enables you to specify the criteria for sorting call log entries and the order in which these sorted entries are displayed. You can sort the displayed entries according to the following criteria:

- text label
- telephone number
- account number
- date and time the telephone number was dialed

Sorted entries can be displayed in the order of oldest first or newest first.

To sort entries in the Log Viewer:

1. Select `Filter/Sort Options...` from the `View` menu.
The `Filter/Sorting options` dialog box appears.

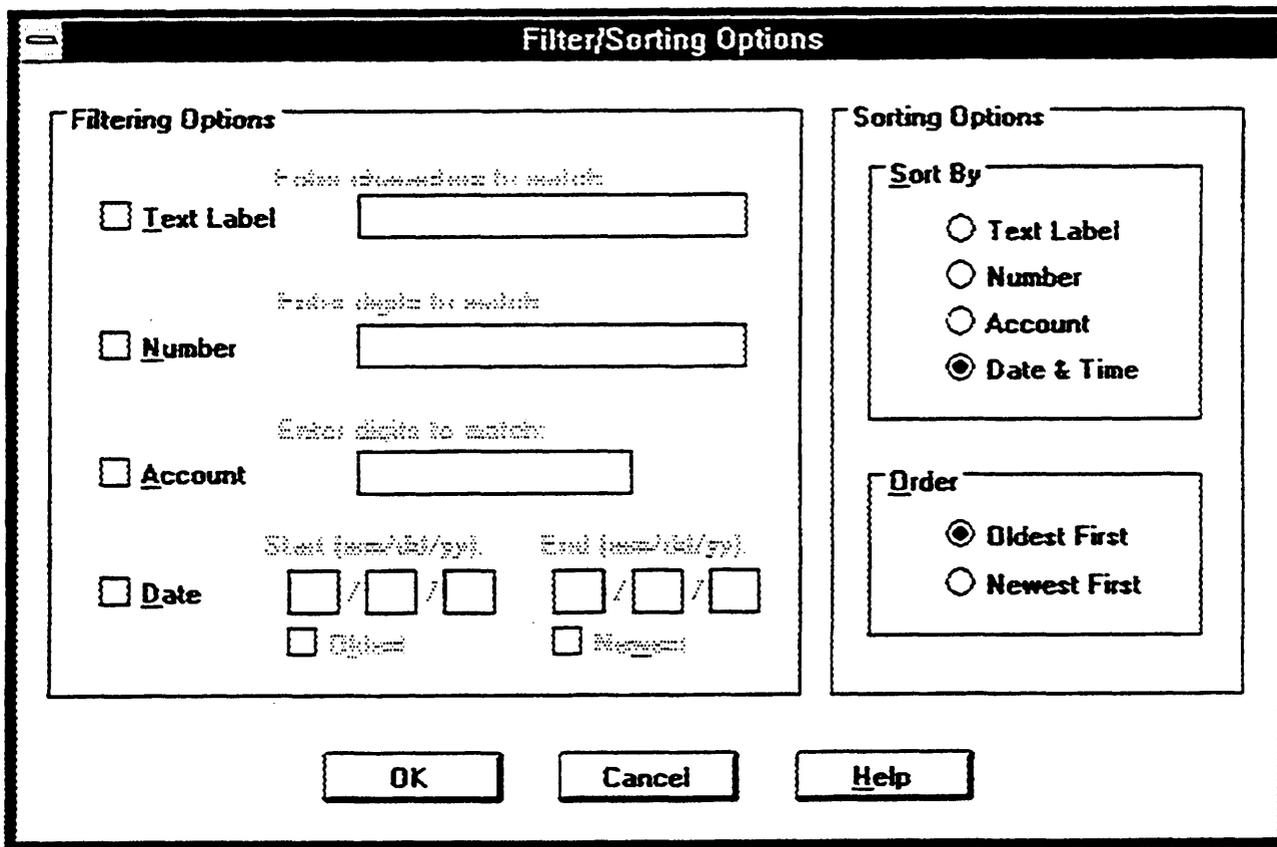


Figure 4-3. Filter/Sorting Options Dialog Box

2. Select the option button of the Sort By option you want.
3. Select the option button of the Order option you want.
4. Select the OK button.

The Log Viewer displays the call log entries in the order in which you requested. The top of the window displays the current sorting options.

Specifying the Calls to be Displayed

Log Viewer enables you to specify which call log entries you want displayed in the Log Viewer window. You can specify entries according to the following criteria:

- text label
- telephone number
- account number
- date

To specify the calls to be displayed:

1. Select `Filter/Sort Options. . .` from the View menu.
The Filter/Sorting Options dialog box appears.

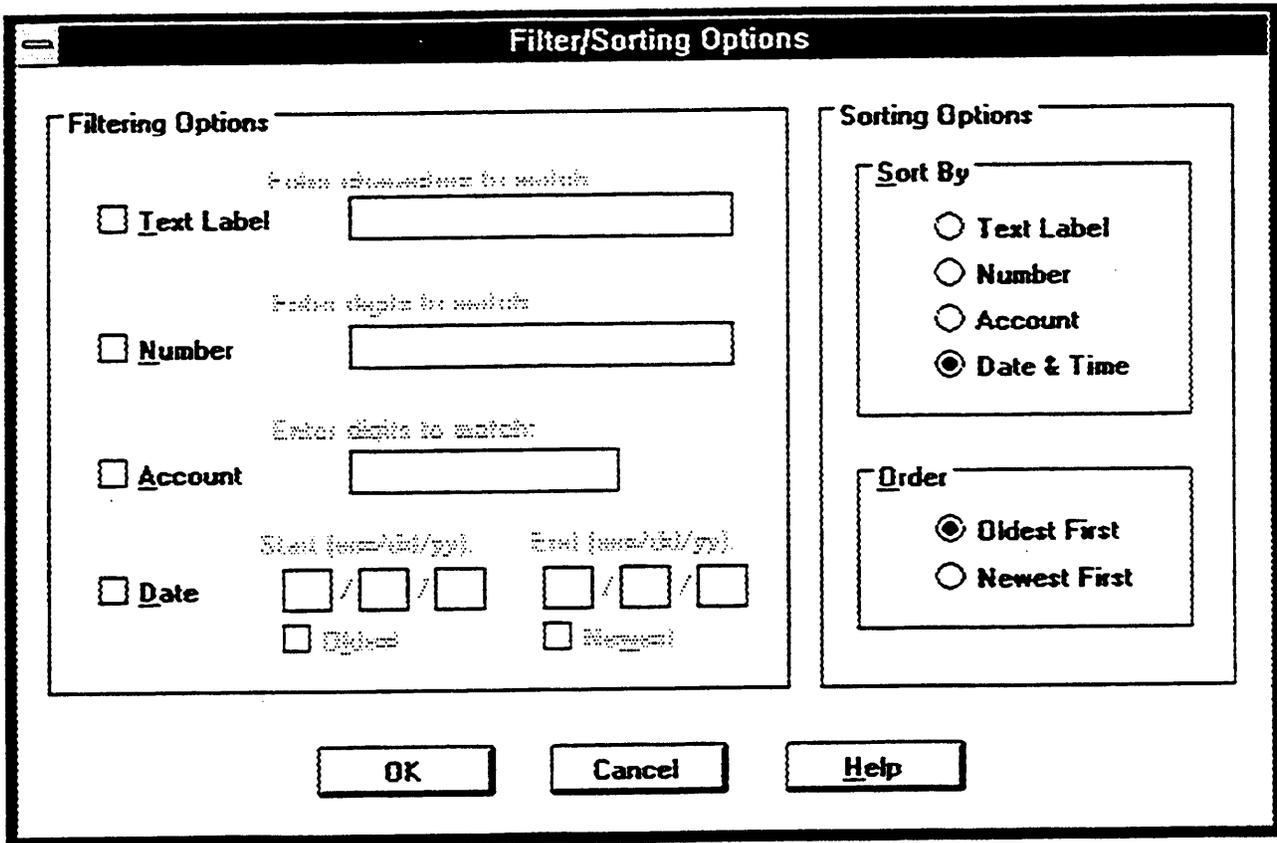


Figure 4-4. Filter/Sorting Options Dialog Box

2. Select the filtering options you want.
3. Select the OK button.

Log Viewer displays the calls that you specified. The top of the window displays the viewing selection.

Log Viewer Menu Bar Options

Log Viewer provides the following options in the menu bar:

- File
- Edit
- View
- Setup
- Help

This section describes the options contained in each Log Viewer menu.

File

The File menu contains the following options:

- Print View
- Print Setup...
- Exit

Print View

Prints the entries that meet the criteria you specified.

Print Setup...

Displays the Windows printer setup window, allowing you to modify the printer settings (for example, paper size and orientation).

Exit

Exits the Log Viewer application.

Edit

The Edit menu contains the following options:

- Copy
- Delete
- Move to Archive
- Select All

Copy

Copies the currently selected information from the Log Viewer window and places it in the Windows Clipboard.

Delete

Deletes the currently selected information from the Log Viewer window. Once deleted, this information is no longer present in the call log.

Move to Archive

Deletes the currently selected information from the Log Viewer window and adds it to the call log archive file.

Select All

Selects all of the entries currently displayed in the Log Viewer window.

View

The View menu contains the following options:

- Filter/Sort Options...
- Refresh
- Hide Account Field

Filter/Sort Options...

Enables you to specify which calls you want displayed in the Log Viewer (that is, filter), and the order in which you want the calls displayed (that is, sort).

Refresh

Updates the information displayed in the Log Viewer.

Hide Account Field

Enables you to either show or hide the account codes associated with the calls displayed in the Log Viewer. A check next to this option indicates that the account codes will not be displayed for each call.

Setup

The Setup menu contains the Preferences option.

Preferences...

Enables you set Log Viewer to perform the following procedures automatically:

- delete entries after a specified number of days
- add automatically deleted entries to an archive file
- display a warning when a specified percentage of the call log is filled

Help

The Help menu contains the following options:

- Contents
- Search for Help on...
- How to Use Help
- About PassageWay Log Viewer...

Contents

Enables you to access the on-line help for Log Viewer.

Search for Help on...

Enables you to access help information on a certain topic.

How to Use Help

Describes how to use the on-line help for Log Viewer.

About PassageWay Log Viewer

Displays the number of entries currently in the view (that is, the number of entries that meet the criteria you specified), the capacity of the call log, and the number of entries in the call log.

Overview

This chapter provides information that can assist you in solving problems that you might encounter with PassageWay Net Solution.

Problems

Problem 1: You are unable to log into the Telephony Server via AT&TCall

This problem may be caused by the following circumstances:

- Information in the Telephony Server Login dialog box is incorrect. Check the information in this dialog box.
- You do not have permission to manipulate your telephone from your PC.

Contact your network administrator to determine if you have permission to manipulate your telephone from your PC.

Problem 2: You are unable to access AT&TCall

You may not have all of the DLLs required to run AT&TCall. Contact your network administrator.

Problem 3: When you attempt to log into the Telephony Server, the Server Name box displays `server` instead of the server name you specified previously

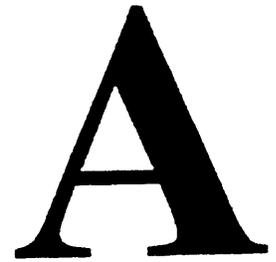
The Telephony Server may be "down." Whenever the Telephony Server is down, its name does not appear in the Server Name box. Select the Cancel button to close the Telephony Server Login dialog box, and then try to log in when the Telephony Server is "up." When the Telephony Server is up, its name appears in the Server Name box.

Problem 4: When you try to make a call, AT&TCall displays a message that you are already active on a call, even though you are not active on a call.

Access the Telephony Server Login dialog box (via the Telephony Server Login option in the Setup menu) to verify the following information:

- the server you are logged into is the Telephony Server on which your phone is administered
- the phone extension specified is the telephone from which you are trying to make the call

Appendix A: Menu Trees



This appendix contains the menu trees for AT&TCall and Log Viewer.

AT&TCall					
File	Edit	View	Setup	Accessories	Help
New	Undo	Hide Card	Edit Labels...	Call Log	Contents
Open...	Cut	Show Card	Dial Options...	Timer	Search for Help on...
Save	Copy	Hide Notes	Account Code Options...		How to Use Help
Save As...	Paste	Show Notes	Telephony Server Login...		About AT&TCall...
Import...	Insert Timestamp	Quick Shift	Quick Dial Labels...		
Export ►	Clear Notes	Next Card	10/20 Quick Dial Buttons		
All Cards...	Edit Card	Prev Card	25/50 Quick Dial Buttons		
Current Card...	New Card	Next Letter	Always on Top		
Print Setup...	Delete Card	Prev Letter			
Print Cards...	Find...	Sort...			
Print List...	Find Next				
Exit					

Figure A-1. AT&TCall Menu Tree

Log Viewer				
File	Edit	View	Setup	Help
Print View	Copy	Filter/Sort Options...	Preferences...	Contents
Print Setup...	Delete	Refresh		Search for Help on...
Exit	Move to Archive	Hide Account Field		How to Use Help
	Select All			About Log Viewer...

Figure A-2. Log Viewer Menu Tree

Glossary

A

AT&TCall

A card file application that enables you to maintain information such as names, addresses, and telephone numbers.

B

bank

The collection of cards in an AT&TCall file.

C

call log

A PassageWay Net file that stores an entry of every call you make using AT&TCall (including calls you make from the Dialpad window).

call log archive file

A file in which you may store call log entries. This is an ASCII file in which each field of data is separated by a tab.

card

A data record in an AT&TCall file. This record contains a maximum of 13 data fields.

comma separated values format

A data file that contains records consisting of horizontal fields of data. Each field of data is separated from the next field by a comma (,).

D

Dialpad window

A window in AT&TCall that functions like the dialpad on your telephone.

L

Log Viewer

An application that enables you to view call entries that are stored in the call log.

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PassageWay™ Net Solution Quick Reference

Log Viewer

Specifying Calls to be Displayed

1. Select **Filter/Sort Options...** from the **View** menu. The **Filter/Sorting Options** dialog box appears.
2. Select the filtering options you want.
3. Select the **OK** button.

Deleting Entries from the Call Log

1. Select the entries that you want to delete from the **Log Viewer** window. The entries that you selected are highlighted.
2. Select **Move to Archive** from the **Edit** menu if you want to save these entries to the **Call Log** archive file, or select **Delete** from the **Edit** menu if you want to delete these entries without adding them to the **Call Log** archive file.

On-Line Help

To access on-line help for any of the PassageWay Net applications, access the **Help** menu or press **[F1]**.

AT&TCall

Making Phone Calls

FROM A CARD...

1. Select the card that contains the phone number you want to dial. The selected card appears.
2. Click on the **Dial** button located to the right of the phone number that you want to dial.

If you do not have a speakerphone, lift the handset of your phone. AT&TCall places the call.

If you have a speakerphone, your speakerphone activates, and AT&TCall places the call.

FROM A QUICK DIAL...

Click on the **Dial** button of the **Quick Dial** in which you are interested.

If you do not have a speakerphone, lift the handset of your phone. AT&TCall places the call.

If you have a speakerphone, your speakerphone activates, and AT&TCall places the call.

FROM THE DIALPAD...

1. Select the **Dialpad** button. The **Dialpad** window appears.
2. Using your PC keyboard or clicking on buttons in the **Dialpad** window, enter the phone number.
3. Click on the **Dial** button.

If you do not have a speakerphone, lift the handset of your phone. AT&TCall places the call.

If you have a speakerphone, the speakerphone activates, and AT&TCall places the call.

Creating a New Card

1. Select the New Card button. The New Card window appears.
2. Enter your information.
3. When you are finished, select the Add Card button.

Editing an Existing Card

1. Select the card you want to edit. The selected card appears.
2. Select the Edit Card button. The Edit Card window appears containing the current information for the card.
3. Make your changes to the card.
4. When you are finished, select the Return Card button.

Entering Notes in a Card

1. Select the card for which you want to enter notes. The selected card appears.
2. Select the Show Notes button. The Notes field appears.
3. Enter information in the Notes field or modify the existing information (if any) in the field.
4. When you are finished, select the Hide Notes button.

Assigning a Phone Number to a Quick Dial

1. Select the card that contains the telephone number that you want to program to a Quick Dial. The selected card appears.
2. Press and hold down **[SHIFT]** , and then click on the Label button of the Quick Dial that you want to program. The Create Quick Dial dialog box appears.
3. Enter the label that you want to appear on the Label button of the Quick Dial.
4. Select the option button of the telephone number that you want this Quick Dial to dial.
5. Select the OK button.

Re-Assigning an Existing Quick Dial

1. Select the card that contains the telephone number that you want to program to a Quick Dial. The selected card appears.
2. Press and hold down **[SHIFT]** , and then click on the Label button of the Quick Dial that you want to change. The Change Quick Dial dialog box appears.
3. Select the Create New button. The Create Quick Dial dialog box appears.
4. Enter the label that you want to appear on the Label button of the Quick Dial.
5. Select the option button of the telephone number that you want this Quick Dial to dial.
6. Select the OK button.

■ NOVELL.

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