Introduction

Overview

Purpose This introduction contains general information and tips for using your Avaya CD-ROM.

Features This offer is designed for all users who want the ease of accessing documentation electronically. Features include:

- Full-text search capability within and among documents
- Hypertext links allowing instant access to different parts of the offer
- Convenient handling (one CD-ROM replaces thousands of printed pages)

Prerequisites Users should know how to use their operating system and file-access features such as commands, windows, toolbars, and pulldown menus.

Contents This CD contains documents for the following information categories that support Avaya Communication Manager, Avaya DEFINITY® Servers and Avaya S8100 Media Server users:

- General and Reference
- Administration
- Installation and Maintenance
- Avaya R300 Remote Office

- BCS/GuestWorks
- Avaya S8100 Media Servers
- Call Center
- IP and Networking
- Telephone, Console and Data Module
- Extension to Cellular
- Documents available on the Support Web Site

Support   For technical support, call **1 800 288-5327**.

Conventions   Secondary menu items are indicated with a right-angle mark (for example, "Choose **Help > Acrobat/Reader Guide**").

Organization

Parts of this offer

☐ = = = = = =
☐ MAIN MENU
☐ MASTER INDEX
☐ GLOSSARY
☐ = = = = = =

- The main menu provides access to all parts of this offer
  (use MAIN MENU bookmark)
- The master index allows you to locate an item in any document
  (use MASTER INDEX bookmark)
- The glossary includes abbreviations and acronyms
  (use GLOSSARY bookmark)
- The How to search and Problems buttons are shortcuts to other parts of this Introduction file
  (use How to search or Problems button on the main menu)

Navigation

Among documents
- Double-click the CD icon or open **mainmenu.pdf** in the Acrobat viewer, then:
  - Select a document to view *or*
  - Use the Index button (if present) to locate an item in a document.
- Choose **Edit > Search > Query** to locate words in any document.
- From any document displayed in the Acrobat window, use the MAIN MENU bookmark to return to the main menu, then select another document to view

Within a document
- Use bookmarks to access chapters and major headings *or*
- Click the Table of Contents bookmark to access any section listed in the document's table of contents *or*
- Use the Index bookmark to locate an item in that document *or*
- Use any of the methods built into the Acrobat viewer. Choose **Help > Acrobat/Reader Guide**, then click "Viewing PDF documents" for details on finding words and navigating pages.

By hypertext links
- In the main menu, click either the button or the adjacent text to access another part of the offer.
- In a document, position the cursor over blue underlined text so that the cursor image changes to a pointing finger, then click the primary mouse button.

Tips

Acrobat help   In the Adobe Acrobat viewer window, choose **Help > Acrobat/Reader Guide** for detailed information including:

- Setting preferences and display options
- Printing documents or portions of documents

Acrobat Search feature   The Adobe Acrobat Search feature provides enhanced search options including wildcards, Boolean expressions, and the ability to search across the entire library.

To use the Search feature:

1. Double-click the offer icon or open **mainmenu.pdf** in the Acrobat viewer.
2. Choose **Edit > Search > Query** or click on the search button.
3. In the Adobe Acrobat Search window, enter the text to search for, then press Enter or click **Search**
4. A list of documents that contains that item appears. Double-click the document you wish to view.
5. To find the next or previous occurrence of the item, click the **Next** or **Previous** buttons on the toolbar, or use one of the **Edit > Search** menu options.
6. To refine the search (search only the documents that are listed in the Search Results window):
   - In the Adobe Acrobat Search window, type a new term to search for.
   - Hold down the Control key and click Refine (formerly the Search button).

Help for Search For details on using the Search feature, in the Adobe Acrobat viewer window choose **Help > Acrobat/Reader Guide** and click on **Searching Catalog Indexes**

See Troubleshooting for tips on solving index or document search problems.

Components

Glossary The master glossary (if present) appears as a separate file. If you print a document and want to include the glossary, use the GLOSSARY bookmark or button on the main menu to access the master glossary, then print it separately.

Page numbers Each page of an online document is numbered on the screen as it is in the printed version. When you print an online document, however, the page numbers in the Print dialog box reflect the pages in the PDF file, which may not correspond to the page numbers shown in the document header on your screen.

Example. The Print dialog box may show a page range of 1 to 250, but the pages you want to print may be numbered 2-32 to 2-35 in the document. To print these four pages, use the page numbers listed at the bottom of your Acrobat viewer window (for example, print pages 55 to 59 as shown in the viewer window).

Per-document Information Each document contains its own legal information on the back of its title page. For unique information including trademarks, style conventions, and intended audience, see the About This Document bookmark in individual documents.

Troubleshooting

Acrobat Search does not list results

If the Search button is grayed out in the Adobe Acrobat Search window, or if the search fails to list any documents, you may need to add the Search index for this library (a .pdx file in the same directory as the **mainmenu.pdf** file).

To add the correct index:

1 In the Acrobat viewer window, choose **Edit > Search > Select Indexes**

2 In the Index Selection window, click **Add** to add the .pdx file for your offer.

For details on adding or removing indexes, see Help for Search.

No Search over web

The Search feature does *not* work for Acrobat documents opened using a web browser. Instead choose **Edit > Find**, or click on the find button 🔍 , to find items in a PDF document opened through a web browser.

Search help menu bug

When you choose **Help > Plug-In Help > Using Acrobat Search**, Acrobat Reader returns "Error opening this document. This path does not exist". For details on using the Search feature, choose **Help > Acrobat/Reader Guide** and click on **Searching Catalog Indexes**.

Document not found

Some systems may not allow you to view documents displayed in the Search Results window (see Step 4 under Acrobat Search feature).

To work around this problem:

1 Copy the document files from the CD to your system disk. Copy the entire directory tree that starts with "avayadoc", including all of its subdirectories, exactly as it appears so that the hypertext links will work properly.

2 Launch the Acrobat viewer again, but this time open the **mainmenu.pdf** file from your system disk. Try the search again.

3 If the search still fails, make a note of the listed documents. You can search for the desired item in each document individually using the Acrobat viewer Find feature (choose the **Edit > Find** option).

Index not available

The Acrobat viewer displays an "index not available" message if it cannot locate a Search-feature index, or if the Acrobat viewer cannot read the current indexes.

To correct this problem, either:

• In the Acrobat viewer window, choose **Edit > Search > Indexes**, then remove the index that is no longer available *or*

• Copy the documents from the CD to your system disk (see the Document not found section).

Text appears as horizontal lines Sometimes text on the screen appears as horizontal lines instead of words. To correct this problem:

1 In the Acrobat viewer window, choose **File > Preferences > General**

2 In the General Preferences window, clear the checkbox labeled "Use Greek Text below..."

3 Click **OK**

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