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PassageWay™ Solution
For DEFINITY® Communications System
User's Guide

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Introduction

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Introduction

1

What is PassageWay Solution?

AT&T PassageWay™ Solution is a collection of software applications that runs with Microsoft® Windows™ operating system version 3.1 or later. These applications provide you with an interface between your IBM®-compatible personal computer and a DEFINITY Communications System via your AT&T 7400 Series or CALLMASTER® telephone. PassageWay Solution increases your telecommunication capabilities by providing the following applications:

- **AT&TBuzz**

AT&TBuzz is an application that notifies you of incoming calls and enables you to view the calling party number (referred to as *caller ID* in this document), if available. AT&TBuzz enables you to handle incoming calls from your PC.

- **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 calls you make using AT&TCall and receive while AT&TBuzz is running.

- **AT&TConnect**

AT&TConnect is the management software that provides the basis for the other PassageWay software applications, and the diagnostic features to troubleshoot these applications. AT&TCall and AT&TBuzz require AT&TConnect to be running to connect these applications with the DEFINITY system, enabling you to fully use these applications.

PassageWay Solution also provides the following features:

- autodialing using the Hayes® command set, which is the same command set used by most modems
- the ability to use Dynamic Data Exchange (DDE) to link PassageWay applications with other Windows applications

User Responsibilities

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

You also may need to contact your PC vendor for information on configuring your PC to meet PassageWay Solution requirements.

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**].
- The terms *option buttons* and *radio buttons* refer to the same object.
- Throughout this document, the term *DEFINITY* refers to all versions of the following systems:
 - DEFINITY G1, G2, and G3
 - System 75
 - System 85
- Throughout this document, the terms *telephone* and *phone* refer to all 7400 Series and CALLMASTER telephones.

Getting Help

If you have questions about or problems with the PassageWay applications that this user's guide does not resolve, call the AT&T Technical Service Center at 1-800-422-6622 or your AT&T Authorized Dealer.

Installing and Setting Up PassageWay Solution

2

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Installing and Setting Up PassageWay Solution

2

Overview

This chapter provides the procedures for installing PassageWay Solution. Installation of PassageWay Solution consists of the following steps:

1. Installing the PassageWay adapter, which provides an interface between your PC and telephone
2. Installing the PassageWay software onto the hard disk of your PC and setting up AT&TConnect for your system
3. Setting up AT&TBuzz

Before installing PassageWay, make sure you have the PassageWay components and an available serial (COM) port on your PC.

PassageWay Components

PassageWay consists of the following components:

- the PassageWay adapter

The PassageWay adapter provides an interface between your telephone and an available serial (COM) port on your PC by connecting to the following objects:

- the Line jack on your telephone
- the wall jack in your office
- the serial port on your PC

- software (one 3.5-inch, 1.44 MB, high-density diskette)

⇒ **NOTE:**

PassageWay Solution is also available on a 5.25-inch, 1.2 MB diskette. To receive the software on a 5.25-inch diskette, complete the registration card, specify that you want the software on a 5.25-inch diskette, and return the registration card.

- this user's manual and a quick reference
- a 9-pin to 9-pin cord

This cord connects the PassageWay adapter to the serial port on your PC. If your PC has a 25-pin serial port, connect the 9-pin to 9-pin cord to a 9-pin to 25-pin adapter (not supplied).

- a 7-foot, 4-pair, modular phone cord (D8W)

This modular phone cord connects the PassageWay adapter to your telephone.

Figure 2-1 shows the PassageWay Solution components.

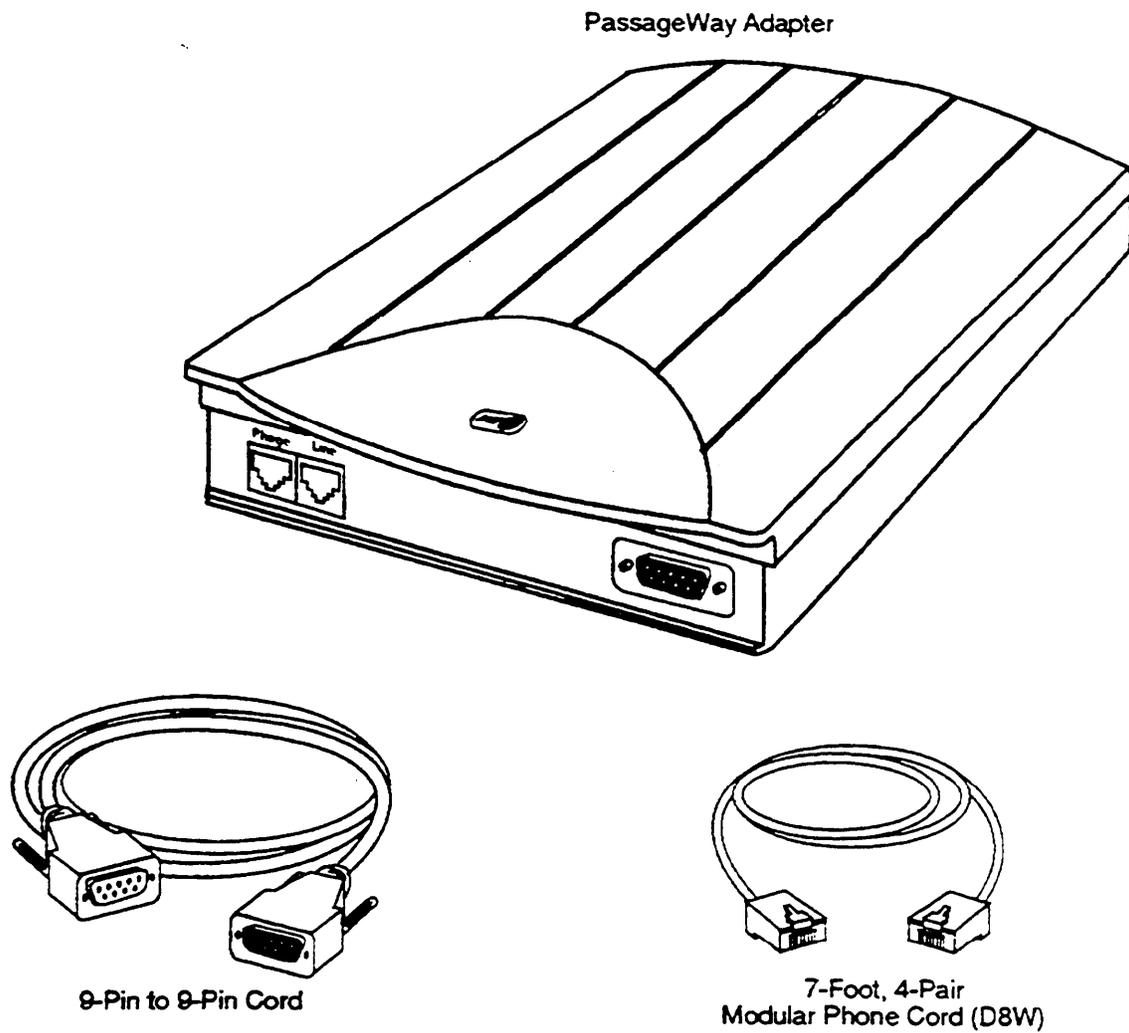


Figure 2-1. PassageWay Solution Components

Figure 2-2 shows the components of the PassageWay adapter.

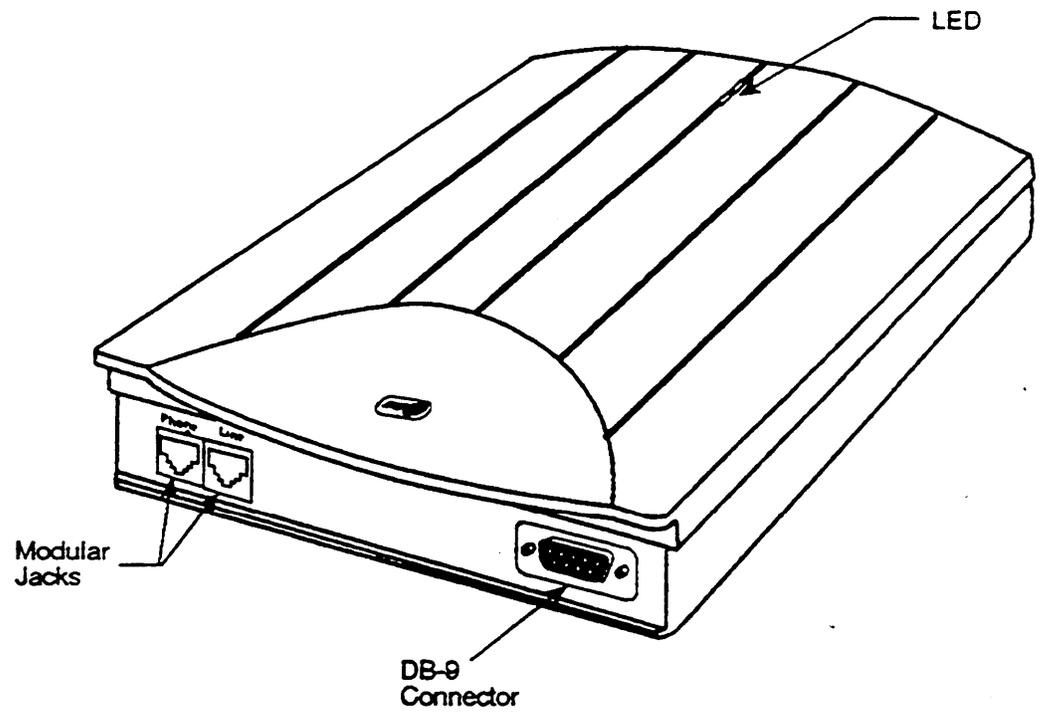


Figure 2-2. Components of the PassageWay Adapter

PassageWay Requirements

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

- an IBM-PC compatible or PS/2[®]-compatible PC with the following hardware:
 - an 80286 or higher processor (an 80386 or higher model number is recommended)
 - an available serial port
 - a minimum of 2 MB of RAM (4 MB is recommended)
 - a 3.5-inch, 1.44 MB, high-density drive. (If you do not have a 3.5-inch drive, you can order PassageWay Solution on a 5.25-inch diskette.)
 - a hard disk with 2 MB of space available
 - a VGA monitor
 - a Windows-compatible pointing device (a mouse or trackball is recommended)

⇒ **NOTE:**

If all the serial ports in your PC are already in use, you may wish to purchase an additional serial port to use with PassageWay Solution. Consult Appendix B for information on choosing a suitable serial port for PassageWay Solution.

- Microsoft Windows 3.1 or later release running in standard or enhanced mode

- an AT&T 7400 Series or CALLMASTER telephone connected to a DEFINITY system that is configured and operating properly.
PassageWay Solution runs on all versions of the following systems:
 - DEFINITY G1, G2, and G3
 - System 75
 - System 85

Throughout this document, the term *DEFINITY* is used to refer to all of the systems listed above.

The PassageWay adapter requires auxiliary power (either from the closet or from an auxiliary power supply). Consult your System Manager to determine whether your telephone has auxiliary power. (The System Manager may be the Telecommunications Manager in your company.)

PassageWay Solution requires a display telephone for caller ID capabilities. However, you can use a nondisplay telephone if your extension is administered as a display telephone by the System Manager. Consult your System Manager.

The functionality of the PassageWay applications depends on the type of telephone you are using. Any differences in functionality are noted throughout this document.

Before installing the PassageWay software, you must know the following information:

- whether your telephone has auxiliary power (either from the closet or from an auxiliary power supply). The PassageWay adapter requires auxiliary power. You can obtain this information from your System Manager.
- the COM port number (that is, COM1, COM2, COM3, or COM4) to which you are connecting the PassageWay adapter.

⇒ **NOTE:**

PassageWay applications can run on a network, but they are not network aware (that is, PassageWay applications do not support file sharing). If you are on a local area network (LAN) and have a workstation with a local hard disk, install the PassageWay software on the local hard disk. If you are on a LAN and have a workstation that does not have a local hard disk, install the PassageWay software in your private directory on your fileserver.

Installing the PassageWay Adapter

The PassageWay adapter provides an interface between your PC and your telephone, enabling you to access the DEFINITY system from your PC. The PassageWay adapter has a DB-9 connector for 9-pin serial ports. If you have a 25-pin serial port on your PC, use a 9-pin to 25-pin adapter to connect the PassageWay adapter to your serial port

- ⇒ **NOTE:**
Do not install the PassageWay adapter while you are active on a call.

To install the PassageWay adapter, perform the following steps:

1. Turn off your PC.
2. Unplug the line cord from your telephone.
3. Connect the line cord to the jack labeled "Line" on the PassageWay adapter (Figure 2-3).

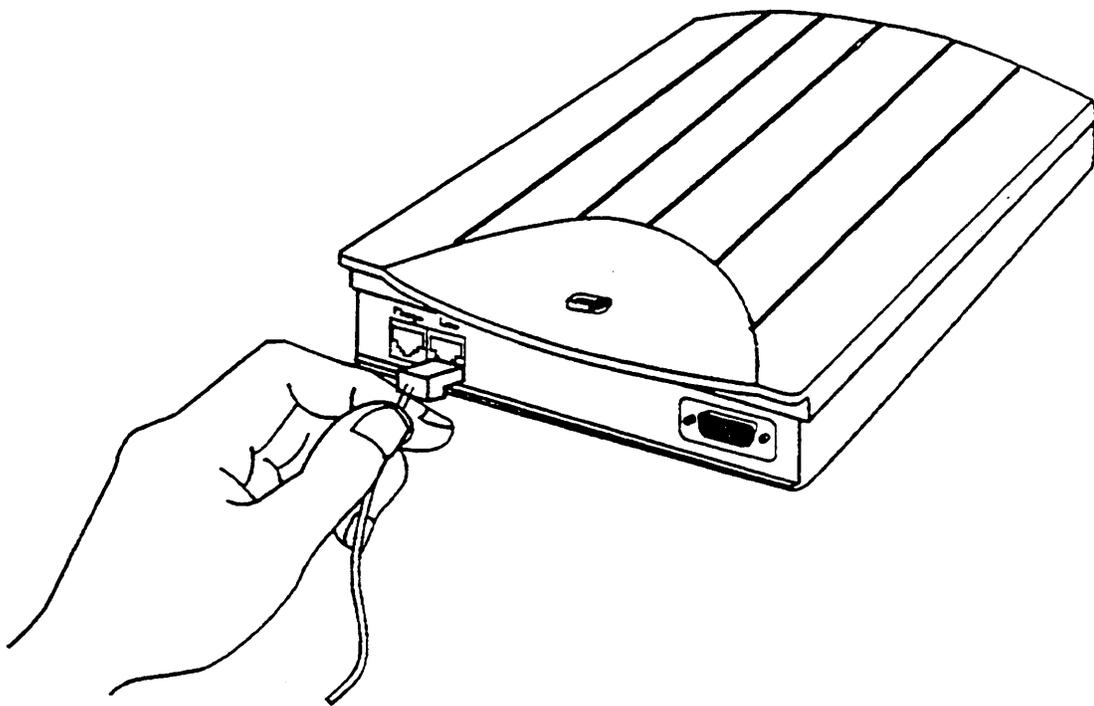


Figure 2-3. Connecting the Line Cord to the PassageWay Adapter

4. Check the LED on the top of the PassageWay adapter.

If the LED is "on," proceed to step 5.

If the LED is "off," proceed to Chapter 8 (Troubleshooting).

5. Connect one end of the 9-pin to 9-pin cord to the DB-9 connector on the PassageWay adapter.
6. Connect the other end of the 9-pin to 9-pin cord to the serial (COM) port on your PC. If your PC has a 25-pin serial (COM) port, connect this cord to a 9-pin to 25-pin adapter, and then connect the 9-pin to 25-pin adapter to the 25-pin serial (COM) port.
7. Connect one end of the 7-foot, 4-pair, modular phone cord (D8W) to the jack labeled "Phone" on the PassageWay adapter (Figure 2-4).

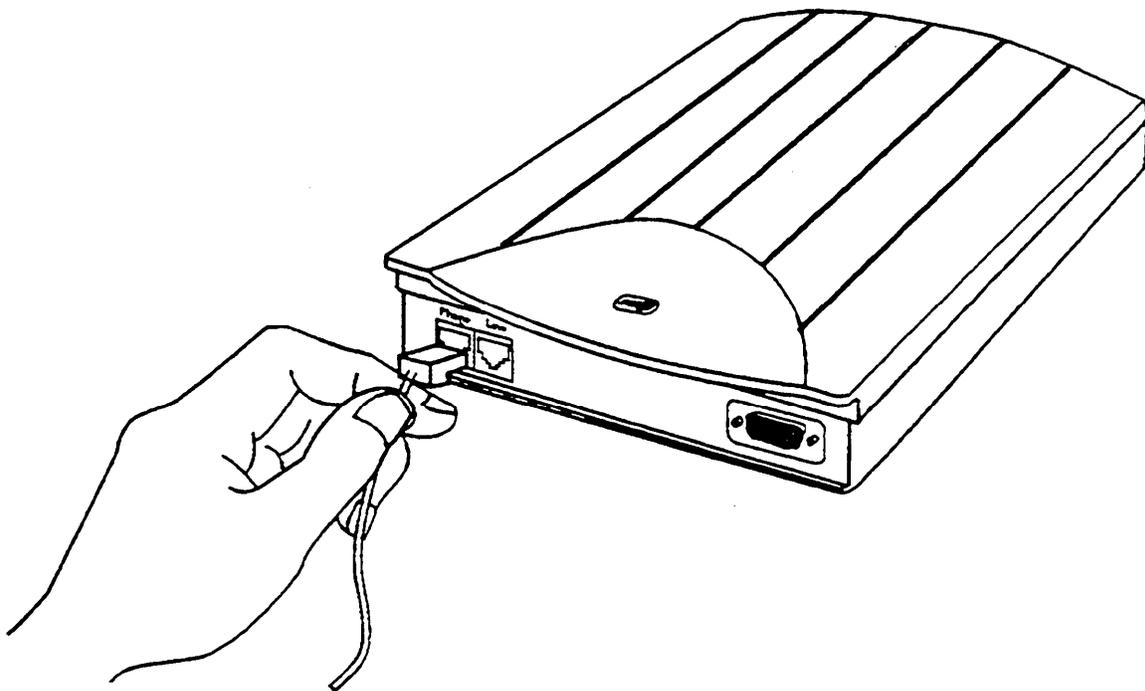


Figure 2-4. Connecting the Modular Phone Cord to the PassageWay Adapter

8. Connect the other end of the 7-foot, 4-pair, modular phone cord (D8W) to the Line jack on your telephone.
9. Turn on your PC.

Installing the PassageWay Software

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

1. Insert the PassageWay 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 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.

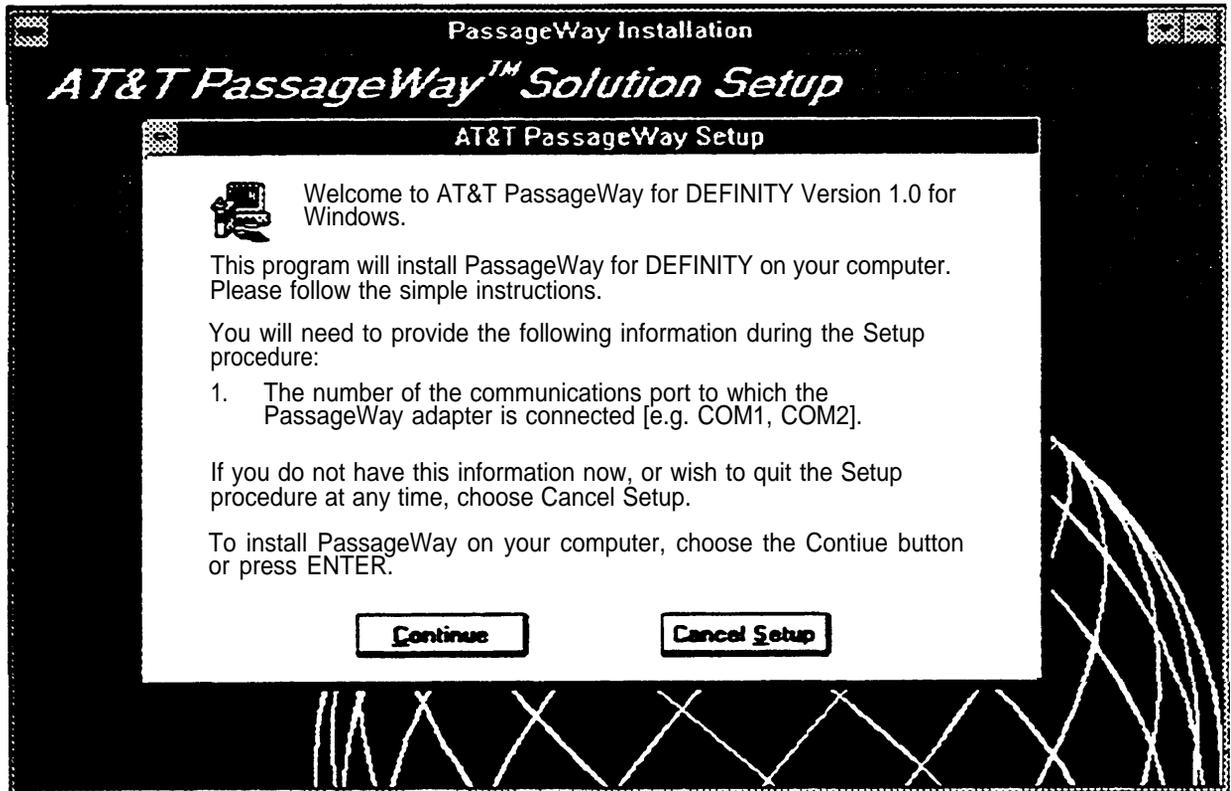


Figure 2-5. PassageWay Installation Window

5. Select the Continue button.

The following AT&T PassageWay Setup dialog box appears.

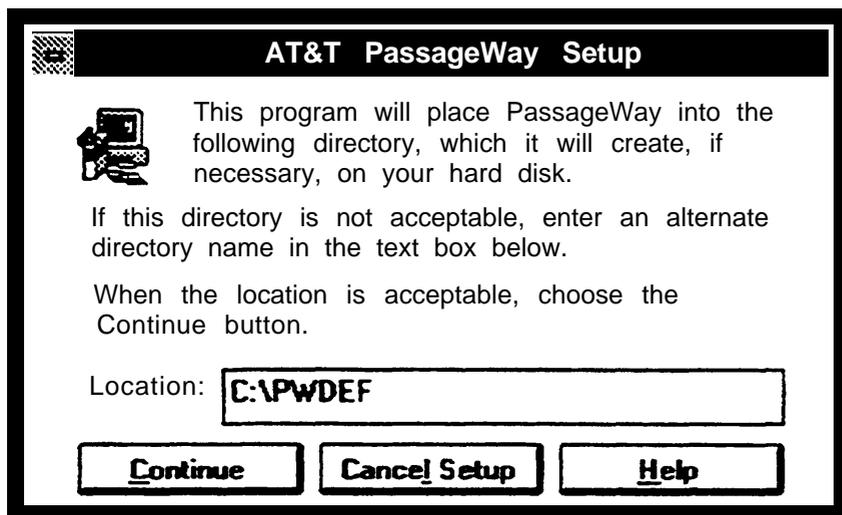


Figure 2-6. AT&T PassageWay Setup Dialog Box

This dialog box displays the name of the directory in which the PassageWay 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 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.

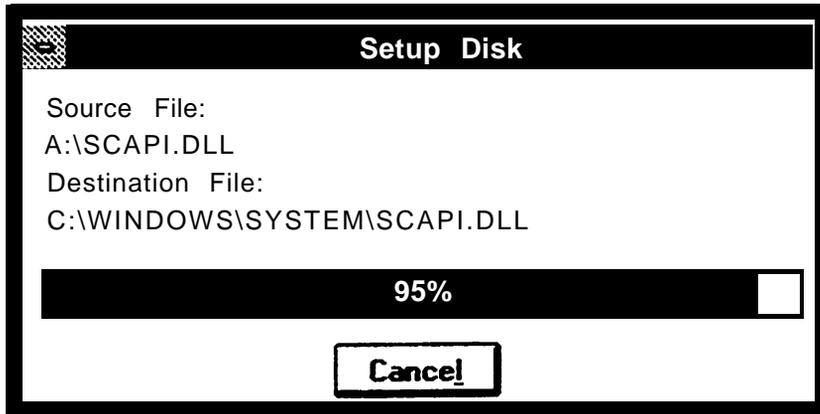


Figure 2-7. Sample Installation Status Message Box

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

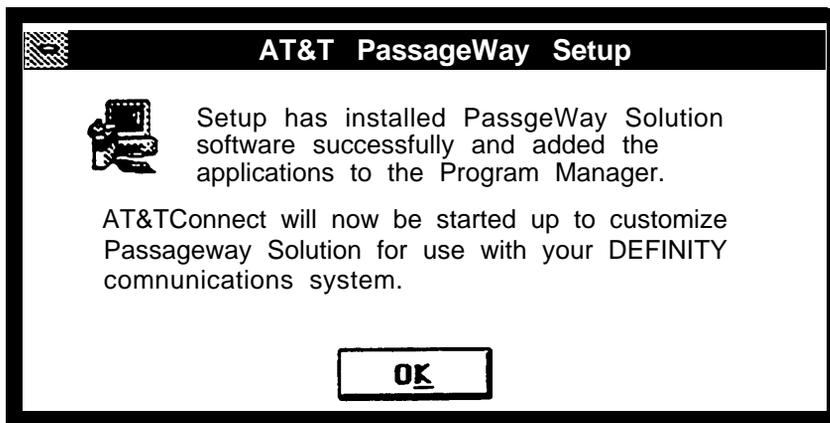


Figure 2-8. Setup Complete Message Box

7. Select the OK button.

The AT&T PassageWay Setup window closes, and the COM Port dialog box appears. The AT&TConnect icon is displayed at the bottom of your screen. You are now setting up AT&TConnect for your system.

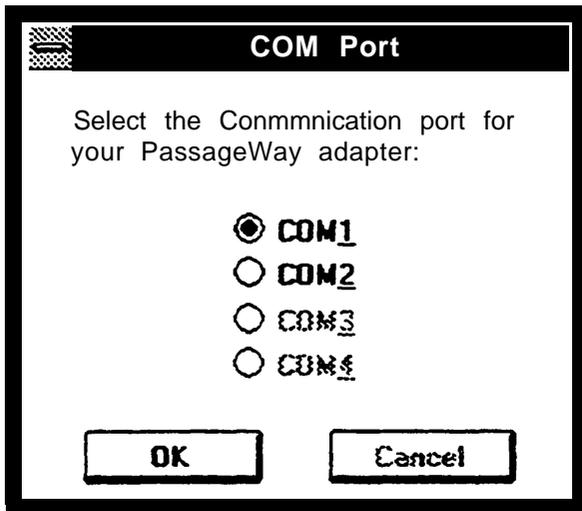


Figure 2-9. COM Port Dialog Box

Only available COM ports can be selected; other choices are "grayed."

8. Select the option button of the COM port to which you connected the PassageWay adapter, and then select the OK button.

The following dialog box appears.

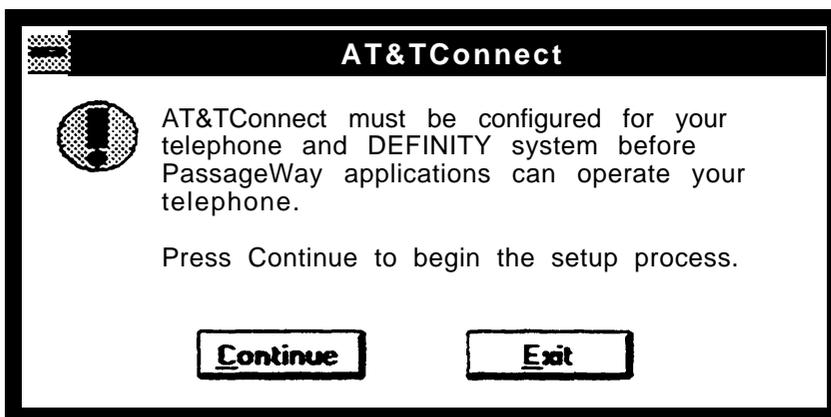


Figure 2-10. AT&TConnect Dialog Box

At this point, you must configure AT&TConnect for use with your telephone and DEFINITY system. Otherwise, the PassageWay applications will be unable to operate your telephone.

9. Select the Continue button.

The AT&TConnect Setup - Telephone dialog box appears. The information displayed in the AT&TConnect Setup - Telephone dialog box depends on the type of telephone you have. AT&TConnect determines the type of telephone and then prompts you to specify one or more of the following options for your telephone:

- telephone model
- the type(s) of expansion adjunct(s) (if any) connected to your telephone
- the type(s) of external voice adjunct(s) (if any) connected to your telephone

Figure 2-11 shows the AT&TConnect Setup - Telephone dialog box for a 7405 telephone, and Figure 2-12 shows this dialog box for a 7444 telephone.

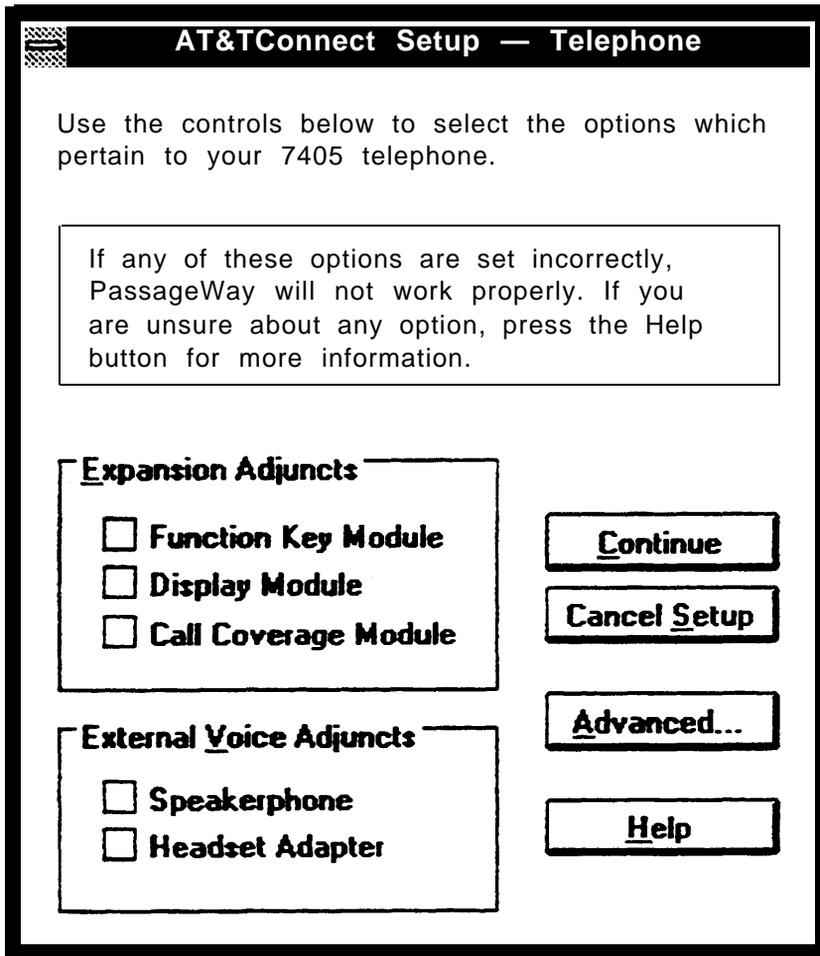


Figure 2-11. AT&TConnect Setup - Telephone Dialog Box for a 7405 Telephone

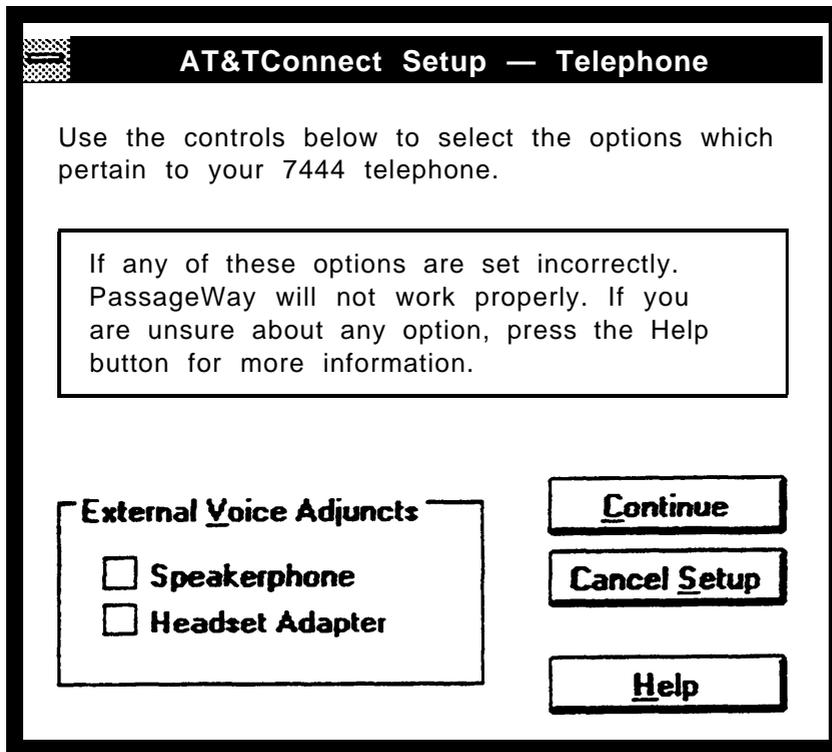


Figure 2-12. AT&TConnect Setup - Telephone Dialog Box for a 7444 Telephone

The dialog box in Figure 2-11 contains the Advanced button, while the dialog box in Figure 2-12 does not. The Advanced button appears in Figure 2-11 because the telephone used in this example (a 7405 telephone) does not have a built-in display. Since the telephone used in Figure 2-12 has a built-in display, the Advance button is not provided.

The Advanced button is provided for telephones that do not have displays and gives you the ability to use display features such as caller ID. By selecting the Advanced button, you can specify that your extension has display capabilities even though you do not have a display telephone. However, in order for your extension to have these display capabilities, your System Manager must administer your extension for display capabilities.

⇒ **NOTE:**

If you use the Advanced button to specify that your non-display telephone has display capabilities, PassageWay Solution considers your telephone to be a display telephone.

10. From the AT&TConnect Setup - Telephone dialog box, select the appropriate option(s) for your telephone. For more information regarding the specific options for your telephone, select the Help button.
11. When you are finished, select the Continue button.

The AT&TConnect Setup - Lines dialog box appears. This dialog box presents a representation of the buttons on your telephone.

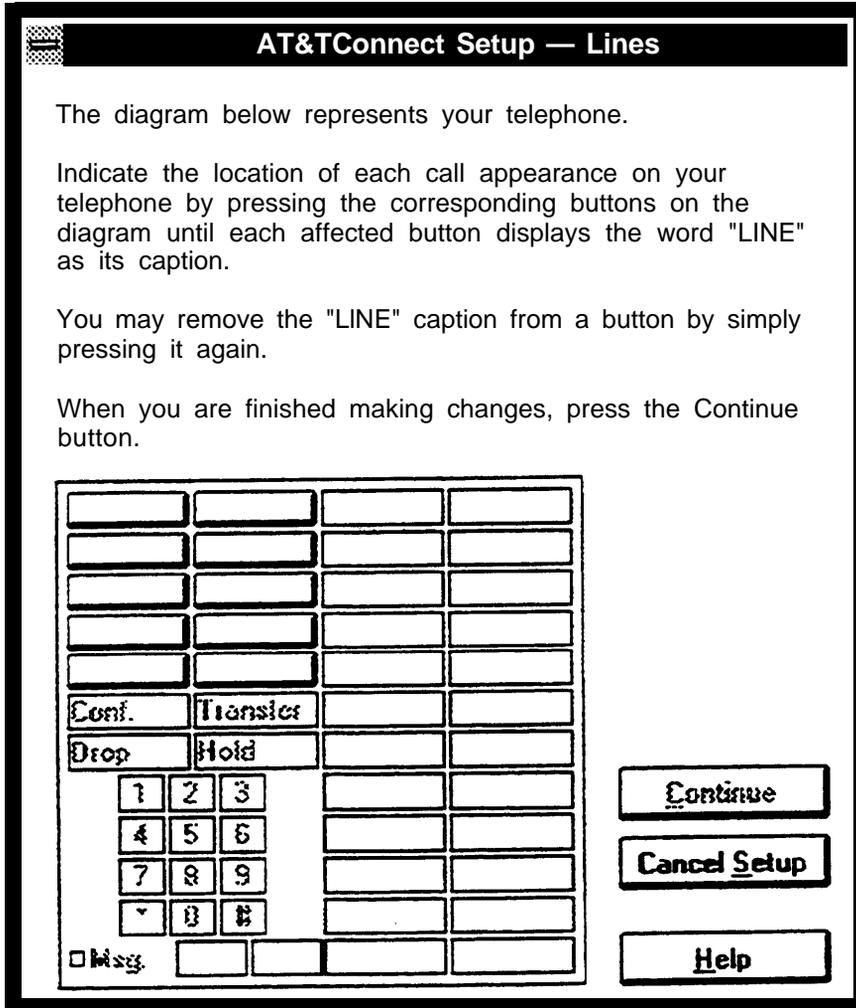


Figure 2-13. AT&TConnect Setup - Lines Dialog Box for a 7405 Telephone with no Display

12. Select the location of each call appearance on your telephone.

The word "LINE" appears on each button you select. If you are not sure where your call appearance buttons are located, lift your handset and then press each button. If you hear dial tone and both the red and green LEDs turn on when you press a button, that button is a call appearance.

⇒ **NOTE :**

As part of the setup procedure, AT&TConnect will "press" the buttons that you specify as call appearances in step 12. If you specify a button that is programmed as a feature, AT&TConnect may activate or de-activate the feature when it presses the button. Be careful to select call appearances only.

13. When you are finished, select the Continue button.

The AT&TConnect Setup - Line Confirmation dialog box appears.

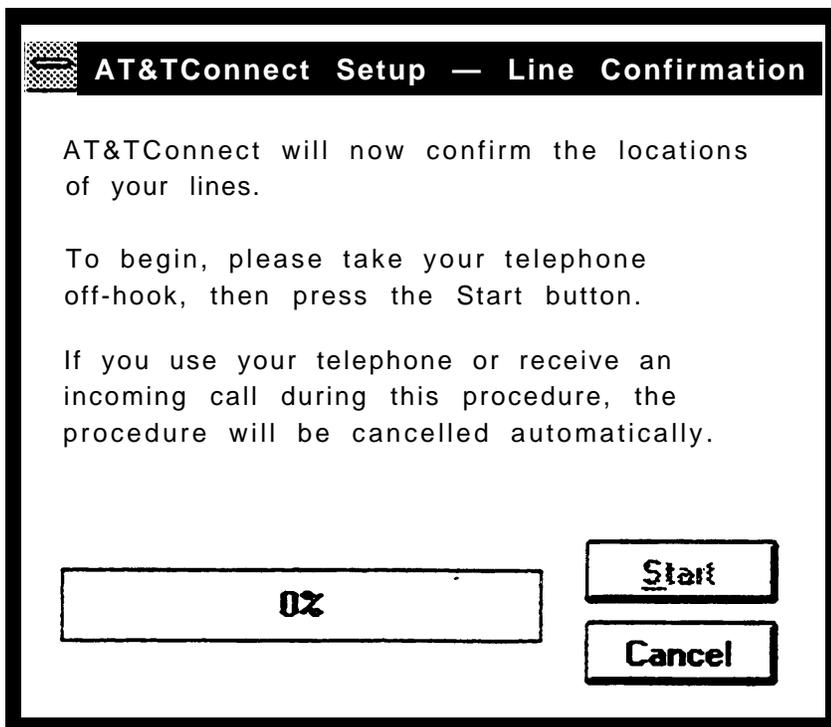


Figure 2-14. AT&TConnect Setup - Line Confirmation Dialog Box

14. Lift the handset of your telephone, and then select the Start button.

AT&TConnect verifies that the buttons you selected are call appearances, and then displays a message box. This message box states the results of the test. Figure 2-15 shows the message box after a successful test, while Figure 2-16 shows the message box after an unsuccessful test.

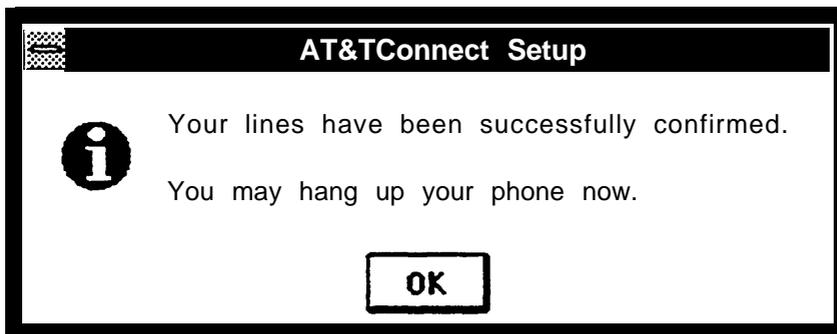


Figure 2-15. AT&TConnect Setup Message Box for a Successful Test

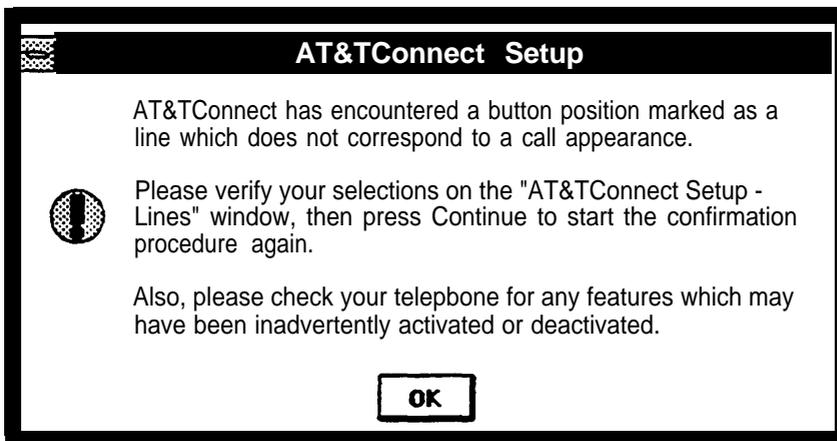


Figure 2-16. AT&TConnect Setup Message Box for an Unsuccessful Test

If the test is successful, hang up your handset, and proceed to step 15.

If the test is unsuccessful, hang up your handset, select the OK button, and repeat steps 12 to 14. The incorrect button(s) that you marked as call appearances will display "(No Line)" and will be grayed.

15. Select the OK button.

The AT&TConnect Setup - Line Labels dialog box appears.

AT&TConnect Setup — Line Labels

PassageWay maintains a text label for each of your telephone's call appearances. PassageWay applications use these labels when referring to specific lines.

Your current line labels are shown below. To change a label, press the corresponding button, then enter a new label.

When you are finished making changes, press the Continue button.

a			
b			
c			
Conf.	Transfer		
Drop	Hold		
1	2	3	
4	5	6	
7	8	9	
*	0	#	
<input type="checkbox"/> Msg.			

Continue

Cancel Setup

Help

Figure 2-17. AT&TConnect Setup - Line Labels Dialog Box for a 7405 Telephone with no Display

PassageWay applications such as AT&TBuzz use the Line Labels to identify where calls are appearing on your telephone. You may customize the labels to something that will be more meaningful to you. These labels should be unique, and cannot be blank.

⇒ **NOTE:**

These labels are specific to PassageWay applications. Your DEFINITY system has its own alphabetic labels that it applies to the call appearance identifiers on the display of your telephone (for example, a=).

16. Perform one of the following steps:

— If you want to customize the Line Labels, perform the following steps:

- a. Select the label that you want to change.

The Edit Line Label dialog box appears.

- b. Enter a new label (up to four characters) and select the OK button.

If you want to customize another label, repeat steps A and B.

When you are finished, proceed to step 17.

— If you do not want to modify the Line Labels, proceed to step 17.

17. Select the Continue button.

The AT&TConnect Setup - Line Labels dialog box closes.

If your telephone does not have a display, you are finished setting up AT&TConnect. The AT&T PassageWay window appears, displaying the AT&TBuzz, AT&TCall, AT&TConnect, and Log Viewer icons (Figure 2-21). The AT&TConnect icon also appears at the bottom of your screen.

If your telephone has a display, the AT&TConnect Setup - Display Features dialog box appears (Figure 2-18).

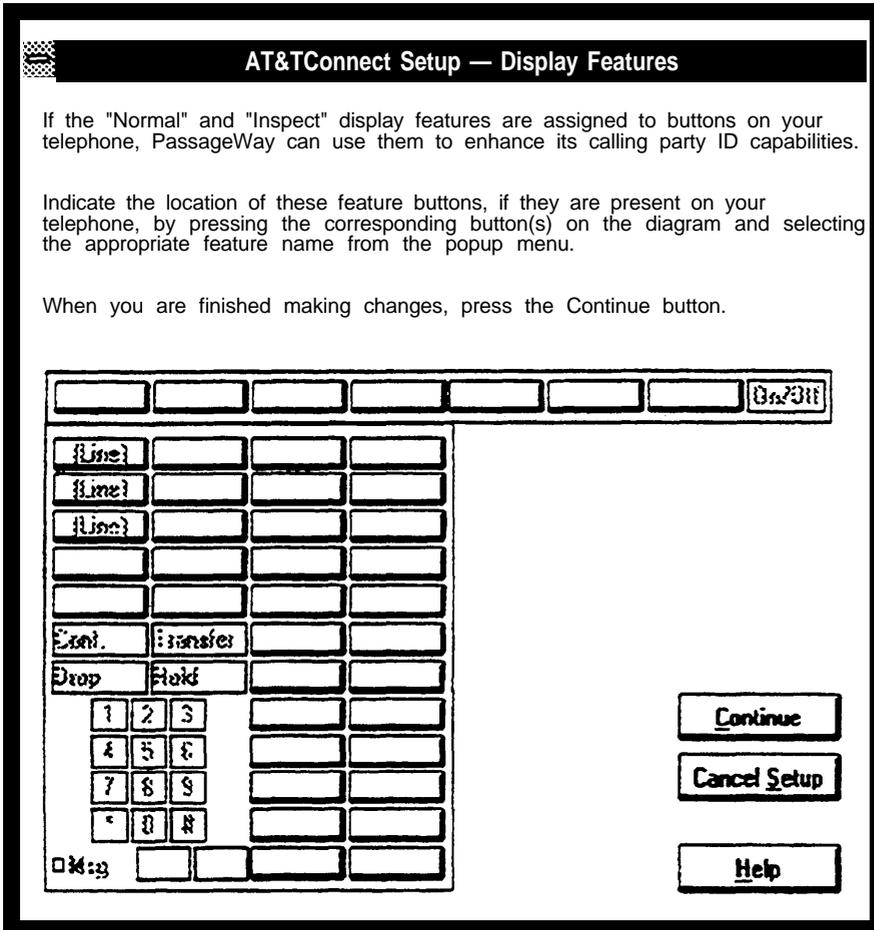


Figure 2-18. AT&TConnect Setup - Display Features Dialog Box for a 7405 Telephone with a Display

The Normal and Inspect display feature buttons enhance the caller ID capabilities of PassageWay Solution.

If your telephone does not have Normal and Inspect display feature buttons, select the Continue button. You are finished setting up AT&TConnect. The AT&T PassageWay window appears (Figure 2-21).

If your telephone has Normal and Inspect display feature buttons programmed, perform the following steps:

- a. Select the location of the Inspect display feature button on your telephone.

A submenu appears displaying "Clear Button," "Normal," and "Inspect."

- b. Select `Inspect`.

"Inspect" appears on the label of the button you selected.

- c. Select the location of the Normal display feature button on your telephone.

A submenu appears displaying "Clear Button," "Normal," and "Inspect."

- d. Select `Normal`.

"Normal" appears on the label of the button you selected.

- e. Select the Continue button.

The AT&TConnect Setup - Normal/Inspect dialog box appears.

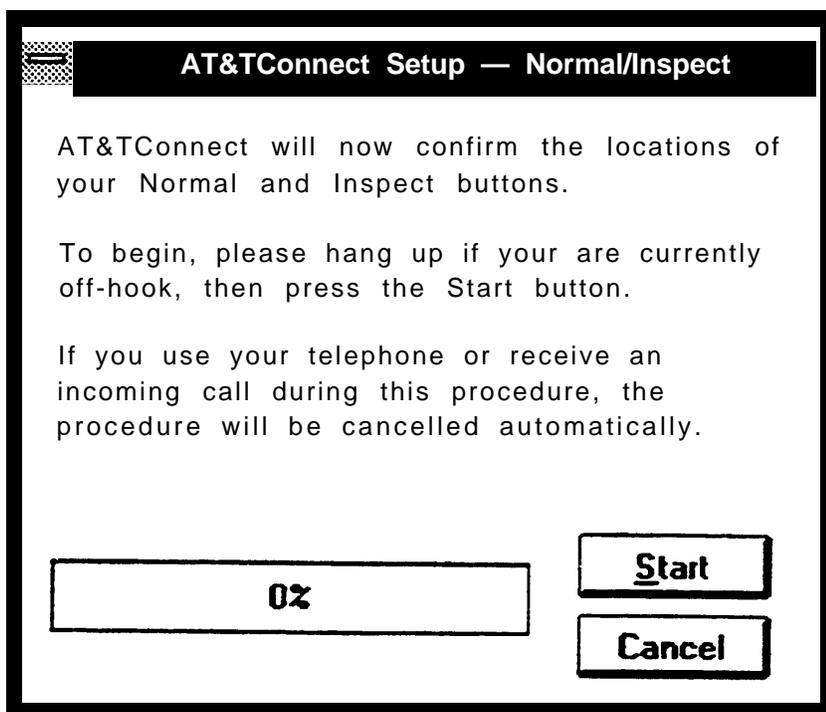


Figure 2-19. AT&TConnect Setup - Normal/Inspect Dialog Box

- f. Make sure your phone is on hook (that is, hang up your handset) and select the Start button.

AT&TConnect verifies the locations you specified for the Normal and Inspect display feature buttons.

If the test is successful, the AT&T PassageWay window appears, displaying the AT&TBuzz, AT&TCall, AT&TConnect, and Log Viewer icons. The AT&TConnect icon also appears at the bottom of your screen (Figure 2-21).

If the test is unsuccessful, the following message box appears.

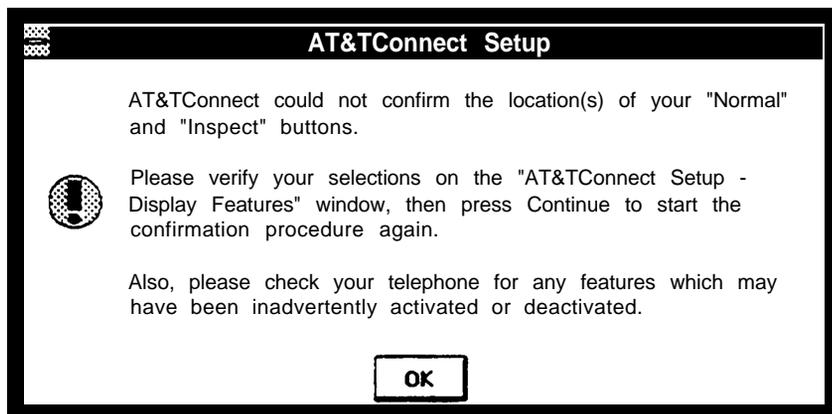


Figure 2-20. AT&TConnect Setup Message Box for an Unsuccessful Test

Select the OK button and then repeat steps A to F.

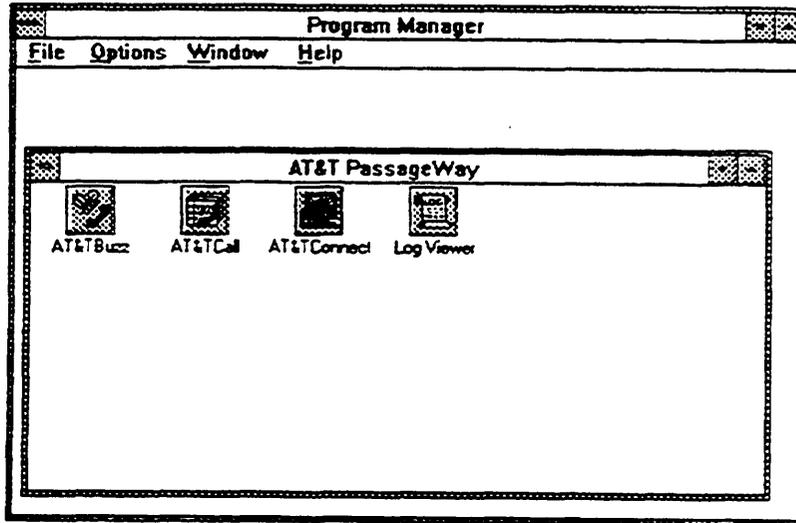


Figure 2-21. AT&T PassageWay Window

The installation program puts the AT&TConnect icon in the StartUp group (if the StartUp group already exists). If the StartUp group does not already exist, PassageWay Solution creates it and places the AT&TConnect icon in it.

If AT&TConnect is in the StartUp group, every time you invoke Windows the AT&TConnect software is automatically loaded, and the AT&TConnect icon appears at the bottom of the screen.

If you do not want AT&TConnect to be loaded automatically every time you invoke Windows, remove the AT&TConnect icon from the StartUp Group window. (See your *Microsoft Windows User's Guide*.) However, if you remove the AT&TConnect icon from the StartUp group window, you must remember to execute AT&TConnect manually before using other PassageWay applications. AT&TConnect provides the communication interface between your PC and your telephone. If AT&TConnect is not running, the other PassageWay applications on your PC are unable to communicate with your telephone.

Now that the PassageWay software is installed, proceed to "Setting Up AT&TBuzz."

Setting Up AT&TBuzz

AT&TBuzz is a software application that enables you to manage incoming calls (answer, hold, or drop) and view the calling party number (when available) for each incoming call appearing at your telephone. (Throughout this document, calling party number is referred to as *caller ID*.) When running, AT&TBuzz monitors your phone for incoming calls. When you receive a call, the AT&TBuzz window appears, notifying you of the call. The AT&TBuzz window displays the state of all incoming calls that are currently present on your telephone. If you want AT&TBuzz to be automatically initiated every time that you enter Windows, add AT&TConnect and AT&TBuzz to your StartUp group.

Before you can start using AT&TBuzz, you must first set up the application. AT&TBuzz provides several options that enable you to tailor AT&TBuzz to your needs. Setting up AT&TBuzz consists of the following procedures:

1. Select the Run Mode option that best suits the way you will use AT&TBuzz.
2. Set the user options.

To set up AT&TBuzz initially, perform the following steps:

1. Double-click on the AT&TBuzz icon.

The AT&TBuzz Initialization dialog box appears.

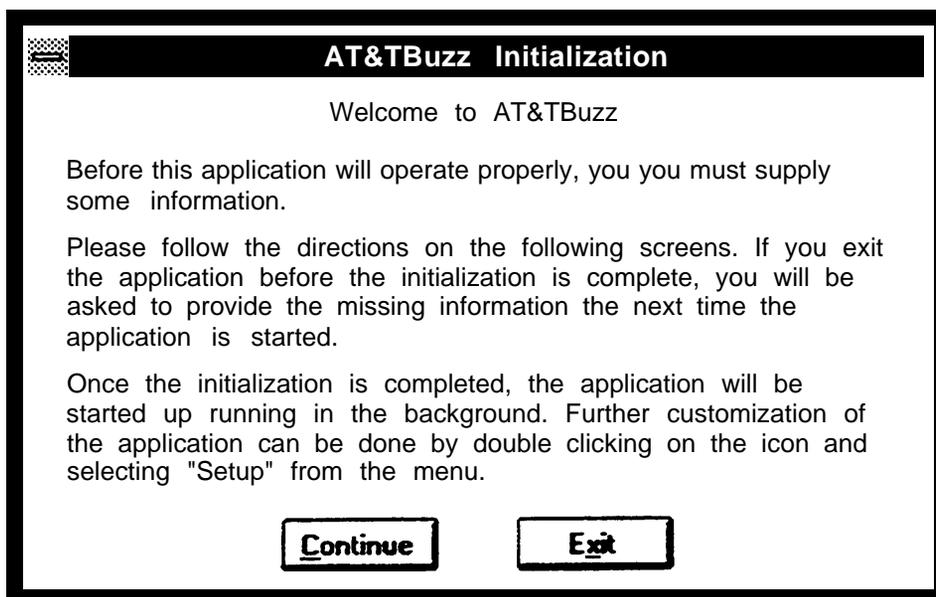


Figure 2-22. AT&TBuzz Initialization Dialog Box

2. Select the Continue button.

The Run Mode dialog box appears.

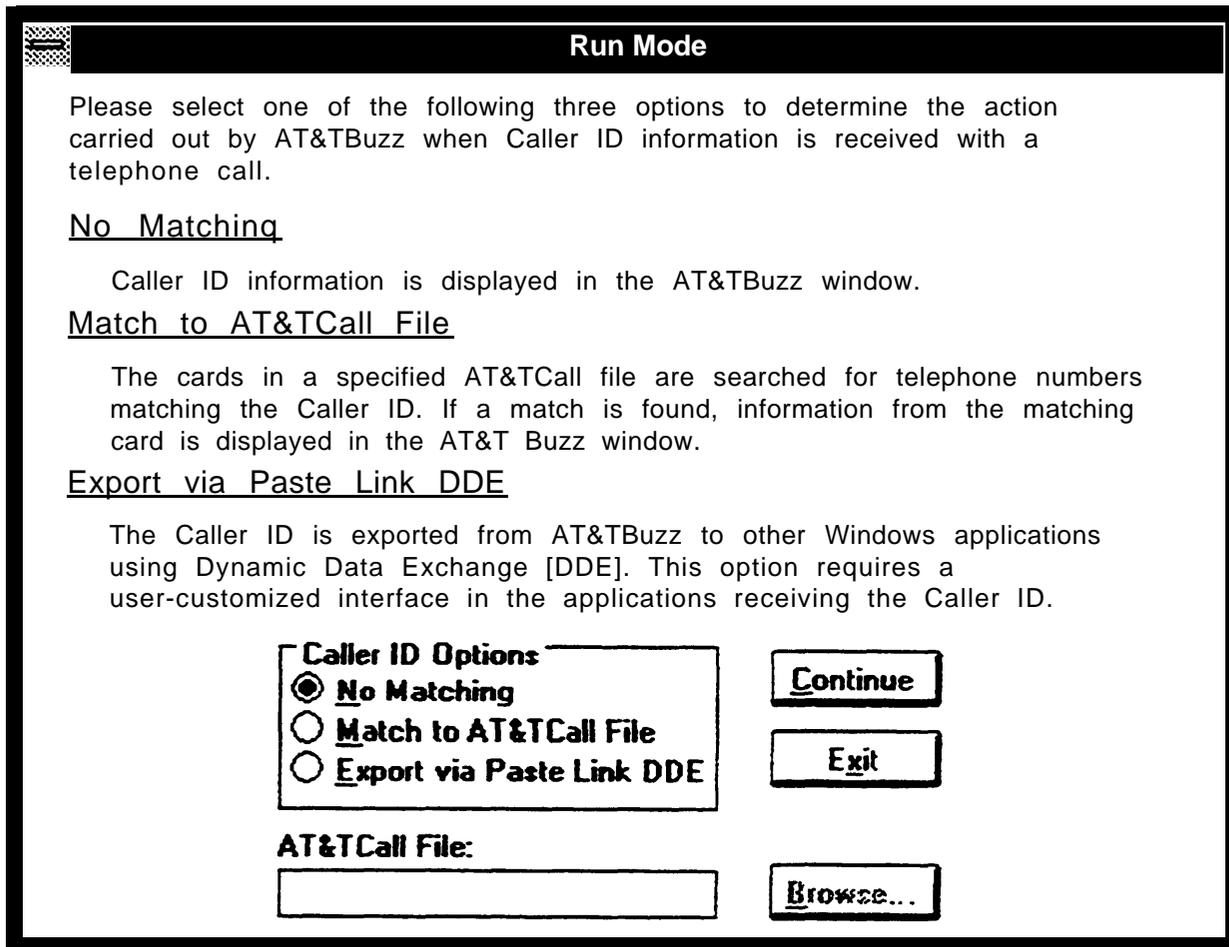


Figure 2-23. Run Mode Dialog Box

3. Proceed to "Setting the Run Mode Option."

Setting the Run Mode Option

AT&TBuzz can run in one of the following modes:

- No Matching
- Match to AT&TCall File
- Export via Paste Link DDE

Review the descriptions of all three modes to determine which mode would best fit your needs.

No Matching Mode

When running in No Matching mode, AT&TBuzz displays on your PC the line, State, and Caller ID (if available) for each incoming call. From the AT&TBuzz window, you can answer, place on hold, or hang up incoming calls. You would probably use this option if you do not plan on using the caller ID information for database look-up.

To configure AT&TBuzz to run in No Matching mode, perform the following steps:

1. Select the No Matching option in the Run Mode dialog box and select the Continue button.

A message box states that the initialization process is complete.

2. Select the OK button.

The AT&TBuzz icon appears at the bottom of your screen.

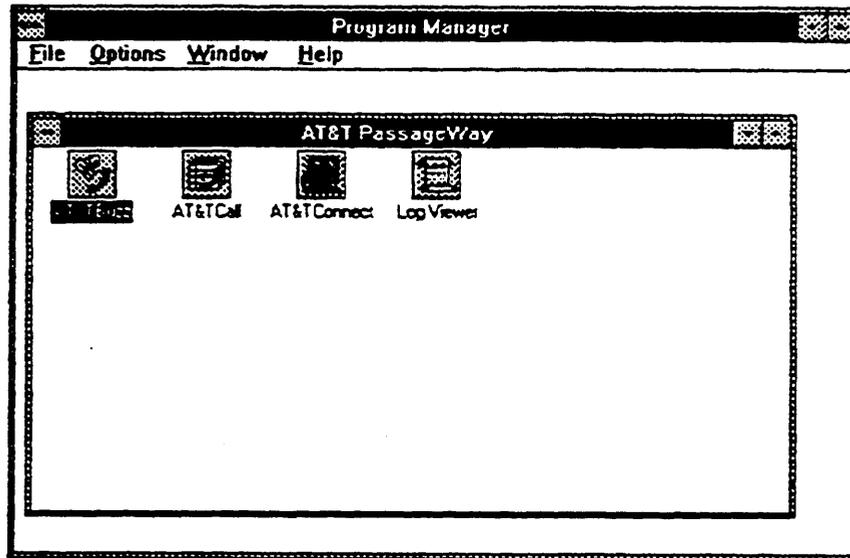


Figure 2-24. AT&TBuzz Running in No Matching Mode

3. Proceed to "Setting User Options."

Match to AT&TCall File Mode

The Match to AT&TCall File mode integrates AT&TBuzz with AT&TCall, giving you a direct link between the caller ID of incoming calls and an AT&TCall file. In this mode, you associate AT&TBuzz with an AT&TCall file. When you receive an incoming call, AT&TBuzz automatically searches the telephone numbers on every card in the AT&TCall file. If the caller ID from the incoming call matches a telephone number in one of the cards in the AT&TCall file, AT&TBuzz displays the text from the primary and secondary sort fields from the card as the Call Label for the call. This gives you the ability to know the identity of the caller before answering the call. For example, if the primary sort field is Last Name, and the secondary sort field is First Name in the associated AT&TCall file, AT&TBuzz displays Last Name, First Name for the Call Label. If a match is found, you can have AT&TCall display the associated card. If a match is not found, you can create a new card for this call and add the new card to the card bank of the associated AT&TCall file.

In this mode, AT&TBuzz displays on your PC the Line, State, Caller ID (if available), and Call Label (if available) for each incoming call. From the AT&TBuzz window, you can answer, place on hold, or hang up incoming calls. You should use this option you want to match the caller ID to an AT&TCall file.

To configure AT&TBuzz to run in Match to AT&TCall File mode, perform the following steps:

1. Select the Match to AT&TCall File option in the Run Mode dialog box.
2. Click the mouse in the AT&TCall File box and type *sample.dex*.

This associates AT&TBuzz with the sample AT&TCall file that was copied to the hard disk of your PC when you installed the PassageWay applications. If you do not want to use "sample.dex," create a new

AT&TCall file, and then associate your new AT&TCall file with AT&TBuzz after you finish setting up AT&TBuzz. Refer to Chapter 4 to create a new AT&TCall file. Refer to Chapter 3 to associate a new AT&TCall file with AT&TBuzz.

3. Select the Continue button.

The Area Code dialog box appears.

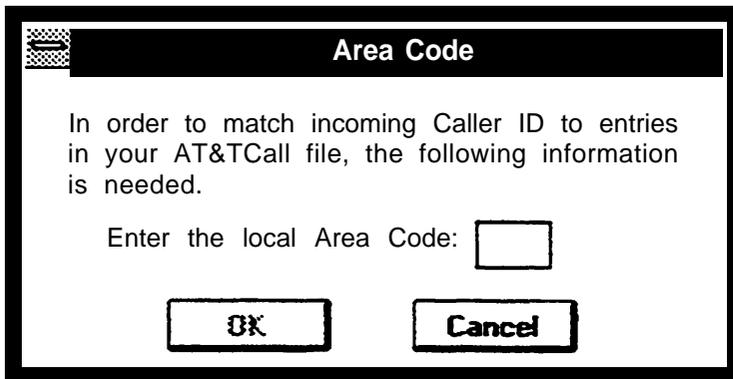


Figure 2-25. Area Code Dialog Box

4. Enter the area code for the local area and select the OK button.

AT&TBuzz displays a message box indicating that the initialization process is complete.

5. Select the OK button.

The AT&TBuzz icon and the icon for the associated AT&TCall file appear.

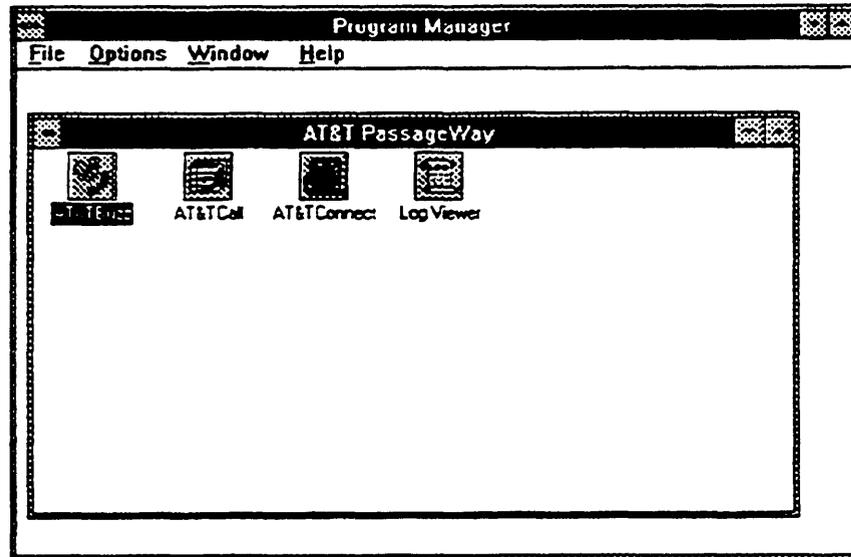


Figure 2-26. AT&TBuzz Running in Match to AT&TCall File Mode

6. Proceed to "Setting User Options."

Export via Paste Link DDE Mode

The Export via Paste Link DDE mode enables AT&TBuzz to export the caller ID, the line label, and the full contents of the display message that arrived with the call to another Windows application that supports Paste Link DDE. In turn, AT&TBuzz may receive a string from that other Windows application and use that string as a Call Label.

To use this option, you must meet the following requirements:

- The application that receives the caller ID must support Paste Link DDE.
- You must have a user-customized interface in the application that receives the caller ID. Examples are provided in the Readme file provided with PassageWay Solution.

For more information on Export via Paste Link DDE mode, refer to Appendix C.

⇒ **NOTE:**

When you configure AT&TBuzz to run in Export via Paste Link DDE mode, the contents of the Windows clipboard are overwritten. Therefore, if you have information on the clipboard that you want to save, go to another application and paste this information into a file before initializing AT&TBuzz to run in Export via Paste Link DDE mode. However, this only occurs when you first configure AT&TBuzz to run in Export via Paste Link DDE mode or select the Initialize Paste Link DDE option from the File menu. The contents of the clipboard are not affected during operation.

To configure AT&TBuzz to run in Export via Paste Link DDE mode, perform the following steps:

1. Select the Export via Paste Link DDE option in the Run Mode dialog box and select the Continue button.

AT&TBuzz displays a message box indicating that the initialization process is complete.

2. Select the OK button.

The following dialog box appears.

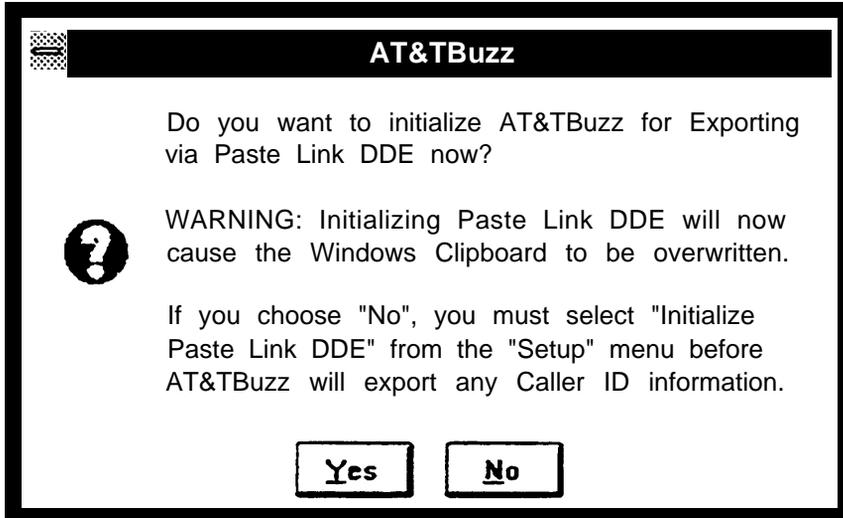


Figure 2-27. AT&TBuzz Initialization Dialog Box

3. Select the Yes button.

The following message box appears.

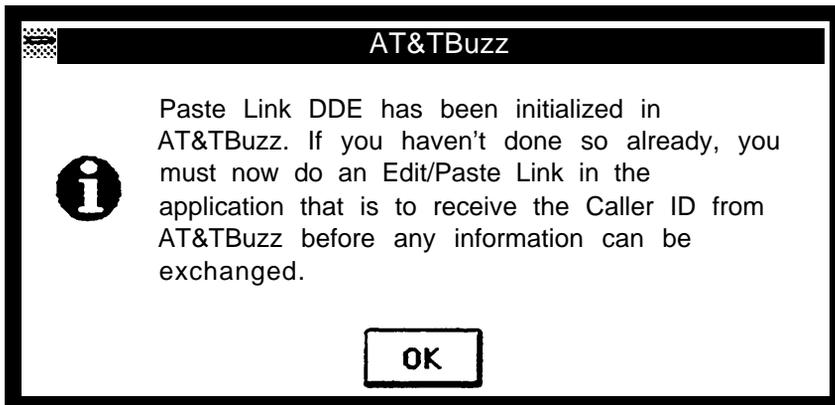


Figure 2-28. AT&TBuzz Message Dialog Box

4. Select the OK button.

The AT&TBuzz icon appears at the bottom of your screen.

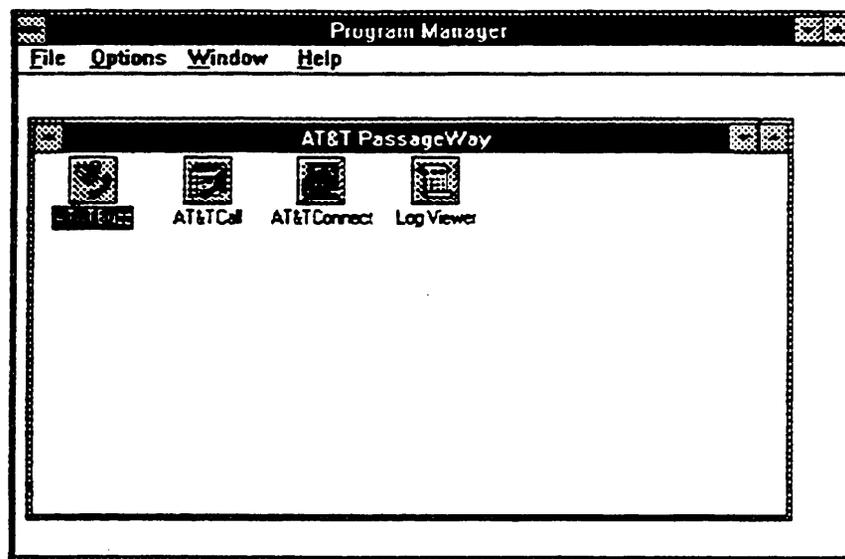


Figure 2-29. AT&TBuzz Running in Export via Paste Link DDE Mode

5. Proceed to "Setting User Options."

Setting User Options

The AT&TBuzz user options enable you to further tailor AT&TBuzz to your needs. You can set the following user options:

- **Show AT&TBuzz on Ringing**
You can set the AT&TBuzz window to appear automatically when a call rings at your telephone. However, if you do not want to be distracted by this window "popping up" every time your phone rings, you can set the AT&TBuzz window to be opened manually (that is, you must double-click on the AT&TBuzz icon when you want to access the AT&TBuzz window and answer a call). By default, the AT&TBuzz window appears automatically when a call rings at your telephone.
- **Show AT&TCall Card**
If you are running AT&TBuzz in Match to AT&TCall File mode, you can set whether you want AT&TBuzz to show automatically the card that is associated with an incoming call. By default, you must select the Show Card button in the AT&TBuzz window to view the associated card. If you want AT&TBuzz to automatically show the associated card, you may specify whether you want the card displayed when the call rings at your telephone, or when you answer the call.
- **Automatic Inspect Mode**
You can specify whether you want AT&TBuzz to automatically inspect every incoming call that rings at your telephone. In Automatic Inspect mode, AT&TBuzz provides the caller ID automatically for every incoming call (if available). To use Automatic Inspect mode, you must have Normal and Inspect display feature buttons programmed on your telephone. By default, Automatic Inspect Mode is disabled.



NOTE:

If you enable Automatic Inspect Mode, you should always answer calls from AT&TBuzz, instead of answering calls directly from the

telephone. This prevents you from interrupting an "inspection" in progress and answering a call other than the one you are expecting to answer.

- **Call Logging**
AT&TBuzz enables you to turn call logging on or off for incoming calls. If you turn on call logging, you have the option of logging all incoming calls (that is, calls that were answered and calls that were unanswered) or only those calls that were answered. Unanswered calls include those calls that were answered at another extension or by voice mail. By default, AT&TBuzz logs all incoming calls.
- **Answering Second Call**
AT&TBuzz enables you to specify what should be done automatically to an active (incoming) call when you attempt to answer another call. By default, AT&TBuzz prompts you to specify what should be done with the active call every time you attempt to answer another call. You can set AT&TBuzz to either automatically place the active call on hold or drop the active call when you attempt to answer another call. For example, if you know that you always want to place the active call on hold and answer the next call, select Auto-Hold First Call. You may want to keep the default setting to determine whether you want to automate this process.

If you are active on an outgoing call and you attempt to answer a second call, AT&TBuzz will always prompt you to drop the active call to answer the second call. If you want to place the active call on hold, you must use the telephone. This operation is not affected by the Answering Second Call option.

- **Local Area Code**
When running in Match to AT&TCall File mode, AT&TBuzz requires the local area code.

To set the user options, perform the following steps:

1. Double-click on the AT&TBuzz icon to open the AT&TBuzz window.

The AT&TBuzz window appears.

2. Select `Options...` from the Setup menu.

The Options dialog box appears. The contents of the Options dialog box depend on whether you are running AT&TBuzz in Match to AT&TCall File mode.

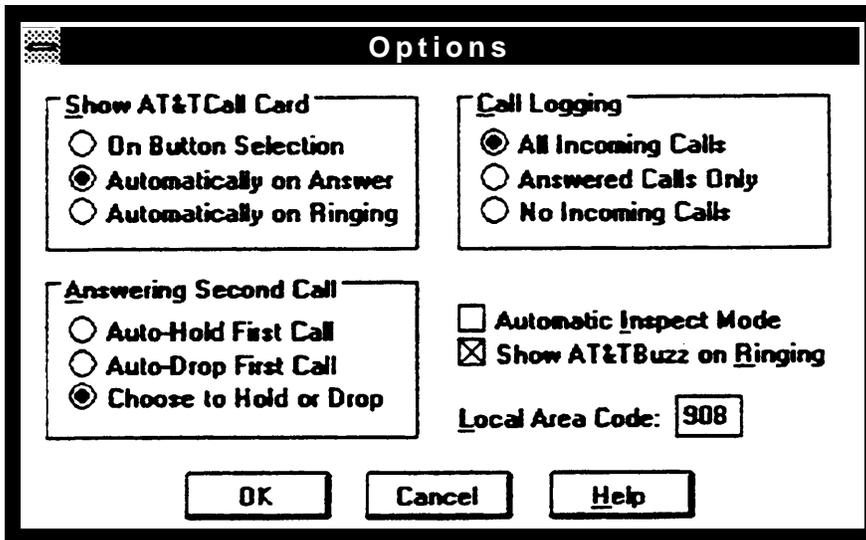


Figure 2-30. Options Dialog Box when AT&TBuzz is Running in Match to AT&TCall File Mode

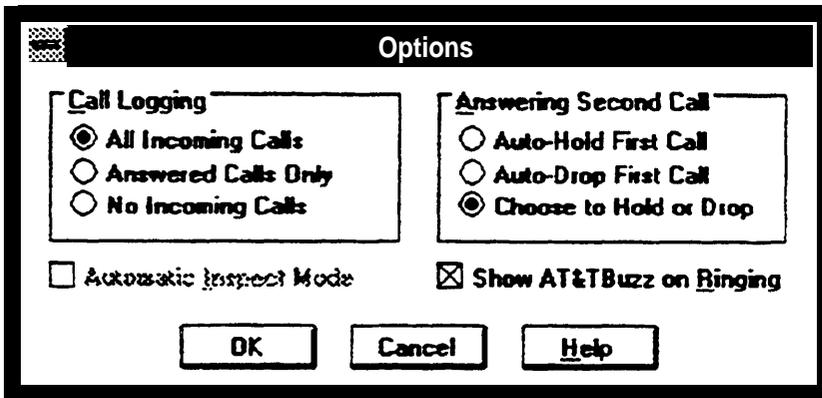


Figure 2-31. Options Dialog Box when AT&TBuzz is Running in No Matching or Export via Paste Link DDE Modes

3. Select the appropriate options.
4. When you are finished, select the OK button.
5. Minimize the AT&TBuzz window.

PassageWay is now installed and configured. Refer to Chapters 3 through 7 for information on how to use the PassageWay applications.

⇒ **NOTE:**

If you set AT&TBuzz to run in Match to AT&TCall File mode, and you do not want to use "sample.dex," create a new AT&TCall file, and then associate your new AT&TCall file with AT&TBuzz. Refer to Chapter 4 to create a new AT&TCall file. Refer to Chapter 3 to associate a new AT&TCall file with AT&TBuzz ("Changing the AT&TCall File Associated with AT&TBuzz").

Using AT&TBuzz

3

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Overview

This chapter provides the following information:

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

What Is AT&TBuzz?

AT&TBuzz is a software application that enables you to manage incoming calls (answer, hold, or drop) and view the calling party number (when available) for each incoming call appearing at your telephone. (Throughout this document, calling party number is referred to as *caller ID*.)

- ⇒ **NOTE:**
If you do not receive caller ID on outside calls, consult your System Manager.

Figure 3-1 shows the AT&TBuzz window running in Match to AT&TCall File mode.

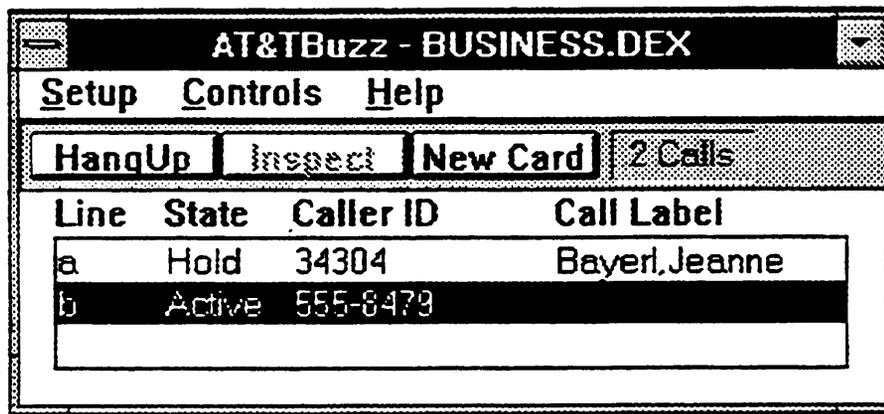


Figure 3-1. Sample AT&TBuzz Window

The AT&TBuzz window consists of the following components:

- Call record list box
- Menu bar
- Tool bar

Figure 3-2 shows the components of the AT&TBuzz window.

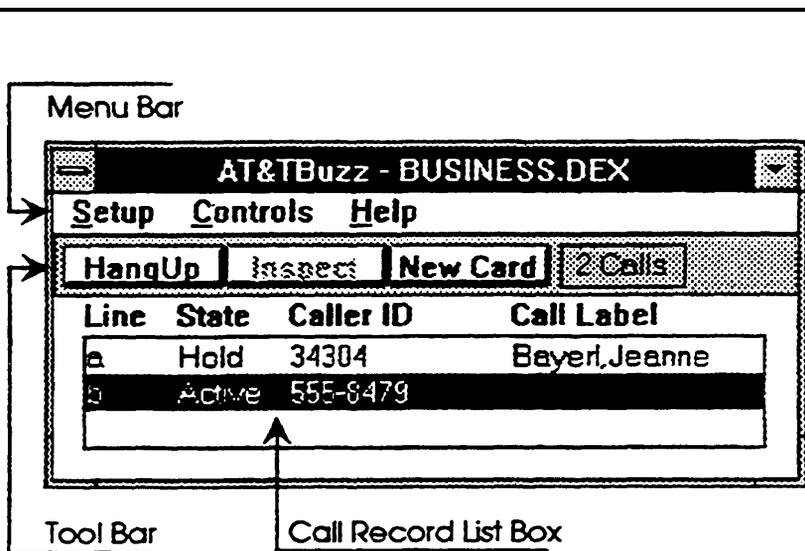


Figure 3-2. Components of the AT&TBuzz Window

The call record list box displays the call records for each incoming call currently appearing at your telephone (that is, calls that are ringing, active, or on hold). A call record consists of the following components:

- Line Label, which indicates the specific line button that the call is on. You can customize these labels in AT&TConnect to identify each line button on your telephone.

- Call State, which indicates the status of the incoming call. Possible call states are Ring, Active, or Hold.
- Caller ID (if available), which is the call origination information that may be delivered with the incoming call. In addition, the following messages may appear in this column:
 - Inspecting
 - Not AvailableIf this column is blank, you may initiate an inspection of the caller ID if you have an inspect button programmed. To perform an inspection, select the record in the list box and select the Inspect button from the Tool bar. (Refer to "Using Caller ID Information" for more information regarding the messages that may appear in the Caller ID column.)
- Call Label (if available), which is present if AT&TBuzz is operating in Match to AT&TCall File mode or Export via Paste Link DDE mode. Depending on the run mode, this field may contain information from an AT&TCall file or another Windows application.

When an incoming call rings at your telephone, the call record for that call appears on the first line of the call record list box and is highlighted (selected). At this point you can select the Answer button from the Tool bar to answer the call. If other calls ring at your telephone while you are active on the first call, AT&TBuzz displays the call records for each call in the order in which they started ringing. The oldest call appears at the top of the call record list box, and the newest call appears at the bottom. These call records will remain in the call record list box as long as they are ringing, active, or held. As soon as you hang up on a call, the record for that call is removed from the call record list box.

When you want to answer a call, hang up a call, or place a call on hold, you must select the related call record in the call record list box (using the mouse or the arrow keys on your keyboard) and then select the appropriate button from the Tool bar. The Tool bar may contain either two or three buttons (depending on the run mode in which AT&TBuzz is operating) and a count of the number of currently active incoming calls. The meanings of these buttons

depend on the call state of the selected call record. Using these buttons, you can answer a ringing or held call, hang up an active call, inspect for caller information for a call, or show the associated AT&TCall card (if available).

You can set AT&TBuzz to run in one of the following three modes:

- **No Matching**

When running in No Matching mode, AT&TBuzz displays the Line, State, and Caller ID for each incoming call. In this mode, the AT&TBuzz window does not display a Call Label for each call.

- **Match to AT&TCall File**

The Match to AT&TCall File mode integrates AT&TBuzz with AT&TCall. In this mode, you associate an AT&TCall file with AT&TBuzz. When you receive an incoming call, AT&TBuzz automatically searches the telephone numbers on every card in the AT&TCall file. If the caller ID from the incoming call matches a telephone number in one of the cards in the AT&TCall file, AT&TBuzz displays the primary and secondary sort fields from the card as the Call Label for the call. For example, if the primary sort field is Last Name, and the secondary sort field is First Name in the associated AT&TCall file, AT&TBuzz displays the text from the Last Name, First Name fields for the Call Label. If a match is found, you can have AT&TCall display the associated card automatically from AT&TBuzz. If a match is not found, you can create a new card for this caller and add the new card to the card bank of the associated AT&TCall file.

When running in Match to AT&TCall File mode, AT&TBuzz enables you to specify how and when the card associated with an incoming call appears. You can select one of the following options for displaying the associated card (via the Options item from the Setup menu):

- **On Button Selection**

Sets AT&TBuzz to display the associated card when you select the Show Card button in the Tool bar or the Show Card option from the Controls menu. If you perform either action, the associated card appears.

- **Automatically on Answer**

Sets AT&TBuzz to display the associated card automatically after you answer the call. As soon as you answer the call, the associated card appears.

- **Automatically on Ringing**

Sets AT&TBuzz to display the associated card automatically while the incoming call rings at your telephone. AT&TBuzz then takes the caller ID, if available, and searches for a match in the associated AT&TCall file. The associated card appears as soon as a match is found.

- **Export via Paste Link DDE**

The Export via Paste Link DDE mode enables AT&TBuzz to export the caller ID and the line label to another Windows application that supports Paste Link DDE. In turn, AT&TBuzz may receive a string from that other Windows application and use that string as a Call Label. Export via Paste Link DDE mode requires that you write a macro in the other application. Refer to Appendix C for more information.

Regardless of the run mode you select AT&TBuzz also enables you to specify whether or not you want to log incoming calls in the call log. This call log is the same one used by AT&TCall. You can set AT&TBuzz to keep a record of either all the incoming calls you receive, only those calls that you answer, or not log any incoming calls. At any time, you can access the Log Viewer via AT&TBuzz to view the call log.

To help you handle your incoming calls more quickly and easily, AT&TBuzz enables you to set the following options:

- what should be done with the active call when you attempt to answer another incoming call. You can manually select to place on hold or drop the active call every time or you can set AT&TBuzz to either drop the active call automatically or place the call on hold automatically.

- whether AT&TBuzz automatically inspects every incoming call that rings at your telephone (that is, try to get caller ID). If you set AT&TBuzz to automatically inspect every incoming call, you should always answer calls directly from AT&TBuzz, instead of answering calls directly from the telephone. If you answer calls directly from the telephone, you may not be connected to the call selected in the AT&TBuzz window. You will always be connected to the selected call when answering calls directly from AT&TBuzz. This prevents you from interrupting an "inspection" in progress and answering a call other than the one you are expecting to answer.
- whether the AT&TBuzz window appears when your phone rings.

Using Caller ID Information

Caller ID is call origination information (that is, the telephone number of the telephone line from which the call is made) that may be delivered with an incoming call. Whether or not an incoming, outside call has caller ID depends on the telephone network. Unfortunately, all parts of the public telephone network do not yet support caller ID. As a result, you may not be able to take advantage of this feature yet. Caller ID is available on incoming, inside calls, but the information provided depends on how your DEFINITY system is administered.

You may receive the following information in the Caller ID field:

- the telephone number of the phone or telephone line from which the call was made.
- the message "-Inspecting-," which indicates that the application is inspecting the line for caller ID. You should not answer any calls directly from the telephone if a call is in this state.

- the message "Not Available," which indicates that the caller ID was inspected successfully, and there is no caller ID information associated with this call. This message could be caused by any of the following circumstances:
 - Caller ID is not available at your extension. This is probably the case if all outside calls display the "Not Available" message. Consult your System Manager.
 - No caller ID was available from the telephone network.

If this column is blank, you may initiate an inspection of the caller ID if you have an Inspect button programmed. To inspect for caller ID, select the record in the list box and select the inspect button from the Tool bar.

If you are using AT&TBuzz in Match to AT&TCall File mode, it is important to realize that the caller ID you receive from a caller does not always match the telephone number that you may dial for that person. For example, suppose you have a friend whose company has a telephone system with more than one outside line. You know that this person's phone number is 555-8888, and you have this information in a card in the associated AT&TCall file. Since this person's company has more than one outside line, the caller ID for calls coming out of that company can be different from the number you would dial to call that company. When this person calls you, the caller ID you receive may not match the number you dial to call this person. For example, this person calls you, and the caller ID is 555-8889 (even though the telephone number you dial for this person is 555-8888). AT&TBuzz will search all of the dialable fields in the AT&TCall file to find a match. Since the caller ID for this call does not match this person's telephone number, AT&TCall will be unable to show this person's call label or card. In this example, you could help prevent this situation from occurring by including this other caller ID in one of the dialable fields in this person's card. This way, when this person calls you again, AT&TCall will be able to find a match.

When running AT&TBuzz in Match to AT&TCall File mode, AT&TBuzz will display "xxxx Matches" (where xxxx is the number of matches) in the Call Label field if a dialable field in more than one card in your AT&TCall file matches the caller ID of the incoming call. In this case, if you select the Show Card button, the Multiple Matches dialog box appears, displaying the text from the primary and secondary sort fields of each card that matches the caller ID. You may then select and view one of these cards or create a new card. The text from the primary and secondary sort fields for the card you selected appears in the Call Label column of the AT&TBuzz window for the remainder of this call.

Running AT&TBuzz

In order to run AT&TBuzz, you must access Windows and open the program group that contains the AT&T PassageWay applications. To run AT&TBuzz, just double-click on the AT&TBuzz icon. The AT&TBuzz icon appears on the bottom of your PC screen.

Helpful Hints

When using AT&TBuzz, keep in mind the following information:

- Answer all incoming calls via the AT&TBuzz window.
- If you run AT&TBuzz in Match to AT&TCall File mode, you must update your area code if it changes.

Tasks

This section provides the tasks that you will perform while using AT&TBuzz.

Accessing the Log Viewer

To access the Log Viewer from AT&TBuzz:

1. Select `Accessories` from the Controls menu.

A submenu appears.

2. Select `Call Log`.

The Log Viewer window appears.

For information on Log Viewer tasks, refer to Chapter 6.

Answering a Call

If you do not have a speakerphone, perform the following steps:

1. Select the call record of the call you want to answer in the call record list box.

The selected call record is highlighted.

2. Select the `Select` button from the Tool bar.

A dialog box appears, instructing you to lift the handset.

3. Lift the handset of your phone.

Shortcut:

1. Double-click on the call record of the call you want to answer.
2. Lift the handset of your phone.

If you have a speakerphone, perform the following steps:

1. Select the call record of the call you want to answer in the call record list box.

The selected call record is highlighted.

2. Select the Answer button from the Tool bar.

Shortcut:

Double-click on the call record of the call you want to answer.

Changing the AT&TCall File Associated with AT&TBuzz

You can change the AT&TCall file that is associated with AT&TBuzz while you are running AT&TBuzz in Match to AT&TCall File mode.

⇒ **NOTE:**

You can only change the AT&TCall file associated with AT&TBuzz when no calls are appearing at the phone.

To change the file:

1. Select `Run Mode . . .` from the Setup menu.

The Run Mode dialog box appears.

2. Click the mouse in the AT&TCall File box and enter the name of the file that you want to associate with AT&TBuzz or use the Browse button to display files.
3. When you are finished, select the OK button.

Creating a New Card in the Associated AT&TCall File

When running in Match to AT&TCall File mode, AT&TBuzz enables you to add a new card to the associated AT&TCall file. You can add a new card using either the New Card button in the Tool bar or the New Card option in the Controls menu. The New Card button is only available when the selected incoming call does not already have an associated card in the AT&TCall file. However, you can use the New Card option in the Controls menu to create a new card at any time.

To add a new card:

1. Select the call for which you want to create a new card in the associated AT&TCall file.

The selected call record is highlighted.

2. Select the New Card button in the Tool bar or New Card from the Control menu.

The AT&TCall New Card window appears. If there is caller ID information in the currently selected call record, that information appears in the bottom telephone number field in the card.

Exiting AT&TBuzz

To exit AT&TBuzz, select `Exit` from the Setup menu.

Resetting the Size of the AT&TBuzz Window

As in other Windows applications, you can resize the AT&TBuzz window. For example, if you want to view more than three call records (which is the default) in the AT&TBuzz window, you can extend the size of the window vertically. If some of the call labels exceed the call record list box and you want to view the entire call label, you can extend the size of the AT&TBuzz window horizontally. If you want the AT&TBuzz window to return to its default size and position, select `Reset Default Window` from the Setup menu.

Selecting a Call Record

In order to handle a call (for example, answer, hang up, or place on hold), you must select the related call record in the call record list box. You can select any call record by performing one of the following procedures:

- clicking on the call record in the call record list box
- using the arrow keys on the keyboard of your PC

The selected call record is highlighted.

Setting AT&TBuzz for Auto-Hold

You can set AT&TBuzz to automatically place on hold the current incoming call and answer another incoming call when you select another call and then select the Answer button. To set Auto-Hold:

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

The Options dialog box appears.

2. Select the Auto-Hold First Call in the Answering Second Call group.
3. Select the OK button.

⇒ **NOTE:**

Auto-Hold only applies if you answer the call from the AT&TBuzz window. If you answer the second call from the telephone, you will drop the first call. Auto-Hold only applies if the first call is incoming. If you place an outgoing call via AT&TCall and then receive an incoming call, Auto-Hold will not apply.

If you want to be prompted for Hold or Drop on each attempt select the Choose to Hold or Drop option in the Answering Second Call group.

Setting AT&TBuzz for Auto-Drop

You can set AT&TBuzz to automatically drop the current incoming call and answer another incoming call when you select another call and then select the Answer button. To set Auto-Drop:

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

The Options dialog box appears.

2. Select the Auto-Drop First Call in the Answering Second Call group.
3. Select the OK button.

If you want to be prompted for Hold or Drop on each attempt, select the Choose to Hold or Drop option in the Answering Second Call group.

Setting AT&TBuzz to Show the Associated AT&TCall Card Automatically

When running in Match to AT&TCall File mode, AT&TBuzz enables you to specify whether you want AT&TBuzz to display automatically the AT&TCall card associated with the caller ID of the incoming call. If you want AT&TBuzz to display the card automatically, you must then specify whether you want the card to appear when the call rings at your telephone or when you answer the call. If you do not want AT&TBuzz to automatically display the card, set the On Button Selection option in the Options dialog box. You can then show the card manually using the Show Card button in the Tool bar or the Show Card option in the Controls menu.

To set when the AT&TCall card is displayed:

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

The Options dialog box appears.

2. Select the appropriate option in the Show AT&TCall Card section of the dialog box.
3. When you are finished, select the OK button.

Setting the AT&TBuzz Window to Appear Automatically

You can set the AT&TBuzz window to be brought to the front or restored from its icon automatically when a call rings. To set the AT&TBuzz window to appear automatically when a call rings:

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

The Options dialog box appears.

2. Click on the Show AT&TBuzz on Ringing check box to enable or disable the automatic appearance of the AT&TBuzz window when your telephone rings. An "x" in the check box indicates that the AT&TBuzz window will automatically appear when your telephone rings.
3. When you are finished, select the OK button.

Setting the Area Code

If you are running AT&TBuzz in Match to AT&TCall File mode, AT&TBuzz requires the local area code. If your area code changes, you must update the area code in AT&TBuzz. To change the area code:

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

The Options dialog box appears.

2. Enter your area code in the Local Area Code field.
3. Select the OK button.

Setting the AT&TBuzz Window to Always be on Top of Other-Windows

AT&TBuzz enables you to specify that you want the AT&TBuzz window to be located on top of all the other open windows, including the active window. To specify that the AT&TBuzz 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&TBuzz window will now remain in front of all the other windows you open, even if it is not the active window.

Setting Automatic Inspect Mode

AT&TBuzz enables you to specify whether you want to enable Automatic Inspect Mode. If you enable Automatic Inspect Mode, AT&TBuzz automatically inspects each call as soon as the call appears at the extension. When Automatic Inspect Mode is disabled (which is the default), AT&TBuzz may only receive caller ID for the first call that starts ringing at your telephone. If another call rings at your telephone, you must select the call record for the call and then select the Inspect button. If you enable Automatic Inspect Mode, you should always answer calls from the application so that you do not interrupt the inspect operation.

⇒ **NOTE:**

Automatic Inspect Mode is disabled if you do not have Normal and Inspect display feature buttons programmed on your telephone.

To enable or disable Automatic Inspect Mode:

1. Select *Options...* from the Setup menu.

The Options dialog box appears.

2. Click on the Automatic Inspect Mode check box to enable or disable Automatic Inspect Mode. An "x" in the check box indicates that Automatic Inspect Mode is enabled.
3. When you are finished, select the OK button.

Setting the Run Mode for AT&TBuzz

You can set AT&TBuzz to operate in one of the following three modes:

- No Matching, where AT&TBuzz displays the caller ID for each call (if available), but does not display an associated Call Label.
- Match to AT&TCall File, which enables you to associate AT&TBuzz with an AT&TCall file.
- Export via Paste Link DDE, which enables AT&TBuzz to export the caller ID and the line label to another Windows application that supports Paste Link DDE. In this mode, AT&TBuzz may receive a string from the other Windows application and use that string as a Call Label.

⇒ **NOTE:**

You can change the run mode only when no calls are in the call record list box.

To set the run mode:

1. Select `Run Mode...` from the Setup menu.

The Run Mode dialog box appears.

2. Select the appropriate Run Mode option.

If you select the Match to AT&TCall File option, you must enter the path and filename of the AT&TCall file that you want to associate with AT&TBuzz.

3. Select the OK button.

When you select the Match to AT&TCall File option for the first time, AT&TBuzz will prompt you to enter your area code.

Setting AT&TBuzz to Log Incoming Calls

AT&TBuzz enables you to specify whether you want incoming calls logged in the Call Log. However, incoming call logging is only done while AT&TBuzz is running. If you want incoming calls logged, you must then specify which calls. You may select one of the following choices:

- **All Incoming Calls**
When this option is selected, every incoming call is logged in the call log.
- **Answered Calls Only**
When this option is selected, only the incoming calls that you answer at your extension are logged in the call log.
- **No Incoming Calls**
When this option is selected, none of the incoming calls are logged in the call log.

To set which incoming calls are logged in the call log:

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

The Options dialog box appears.

2. Select the appropriate option in the Call Logging section of the dialog box.
3. When you are finished, select the OK button.

Showing the Card of an Incoming Call on Demand

When running in Match to AT&TCall File mode, AT&TBuzz enables you to view on demand the associated card of an incoming call. However, you can only perform this procedure if the caller ID for that call matches the contents of a dialable number field of one or more cards in the associated AT&TCall file. You can view the associated card using either the Show Card button in the Tool bar of the AT&TBuzz window or the Show Card option from the Controls menu. Both of these options are active if the caller ID of the incoming call matches one or more cards.

To view the card associated with an incoming call:

1. Select the call record whose card you want to view from the call record list box.

The selected call record is highlighted.

2. Select the Show Card button from the Tool bar.

The associated card appears.

⇒ **NOTE:**

The Show Card button cannot be selected if the call does not match a card in the associated AT&TCall file.

Using the Timer

AT&TBuzz 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. Select `Accessories` from the Controls menu.

A submenu appears.

2. Select `Timer`.

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.

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

AT&TBuzz Menu Bar Options

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

- Setup
- Controls
- Help

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

Setup

The Setup menu contains the following options:

- Run Mode...
- Options...
- Initialize Paste Link DDE (only available when AT&TBuzz is running in Export via Paste Link DDE mode)
- Reset Default Window
- Always on Top
- Exit

Run Mode...

Enables you to specify whether you want AT&TBuzz to display the caller ID for each incoming call, search an associated AT&TCall file for a match, or export the caller ID to another Windows application.

Options...

Enables you to set the following options:

- Show AT&TCall Card (if AT&TBuzz is operating in Match to AT&TCall File mode)
- Answering Second Call
- Call Logging
- Automatic Inspect Mode
- Show AT&TBuzz on Ringing
- Local Area Code (if AT&TBuzz is operating in Match to AT&TCall File mode)

Initialize Paste Link DDE

Initializes AT&TBuzz for exporting via Paste Link DDE. This option overwrites the contents of the clipboard and is only available when AT&TBuzz is operating in Export via Paste Link DDE mode.

Reset Default Window

Restores the AT&TBuzz window to its default size and position.

Always on Top

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

Exit

Closes the AT&TBuzz application.

Controls

The Controls menu contains the following options:

- Answer
- Hang Up
- Hold
- Show Card
- New Card
- Accessories

Answer

Enables you to answer the selected call if it is ringing or on hold.

Hang Up

Enables you to hang up the selected call if it is active on your speakerphone.

Hold

Enables you to place the active call on hold.

Show Card

Enables you to view the associated AT&TCall card (if available) for the selected call if a match exists in the associated AT&TCall file. This option is only available when AT&TBuzz is operating in the Match to AT&TCall File mode.

New Card

Enables you to create a new card in the associated AT&TCall File. This option is only available when AT&TBuzz is operating in the Match to AT&TCall File mode.

Accessories

Enables you to access the Call Log and display the Timer.

Help

The Help menu contains the following options:

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

Contents

Enables you to access the 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&TBuzz...

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

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Using AT&TCall

4

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 delete 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 4-1 shows an untitled AT&TCall window displaying a blank card. Figure 4-2 shows the components of an AT&TCall window.

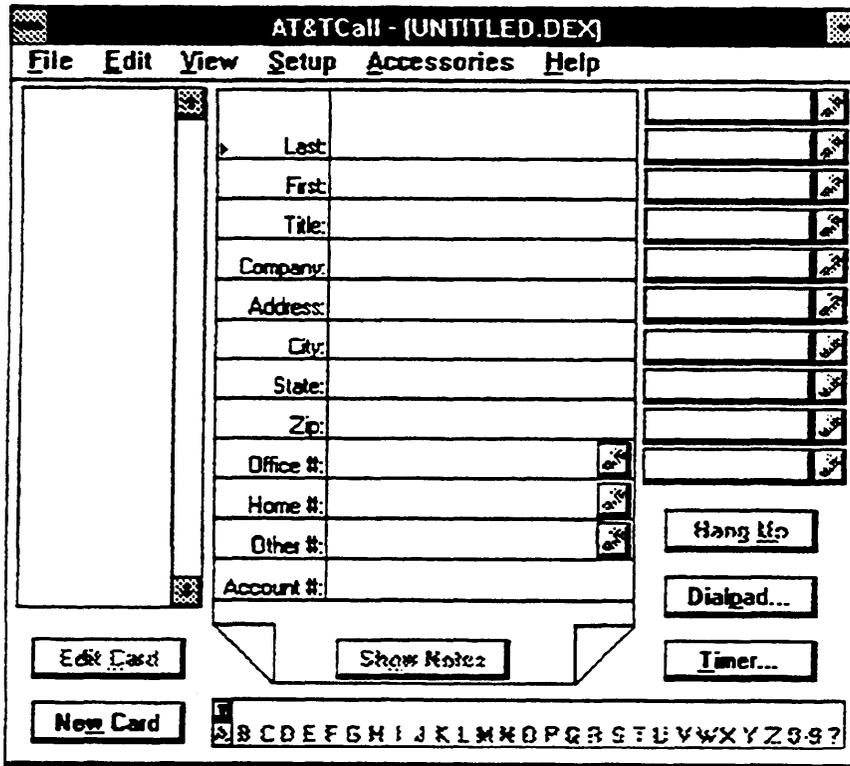


Figure 4-1. Untitled AT&TCall Window

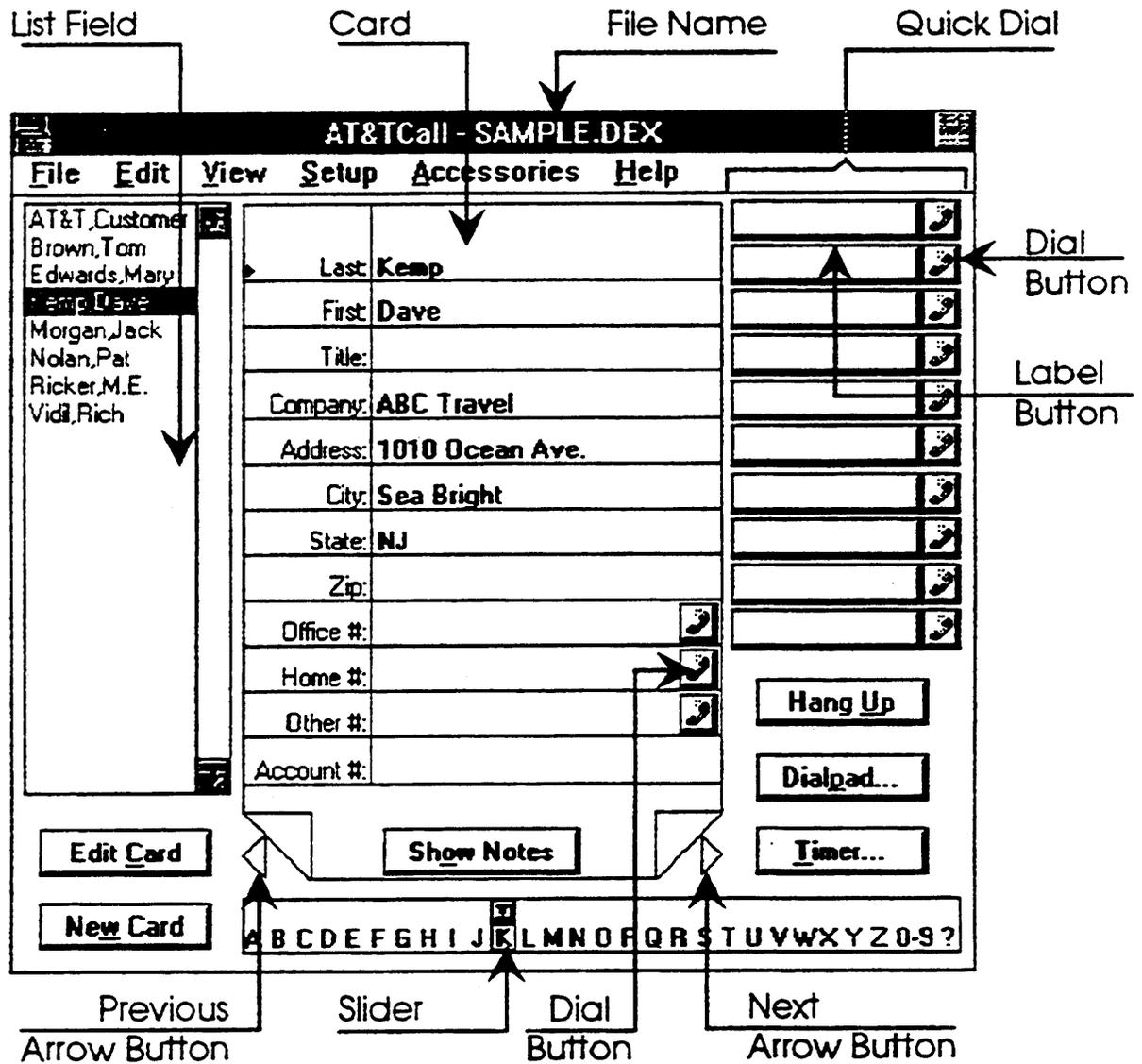


Figure 4-2. Components of an AT&TCall Window

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 any way 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 4-3, 4-4, 4-5, and 4-6 show these different desktop looks.

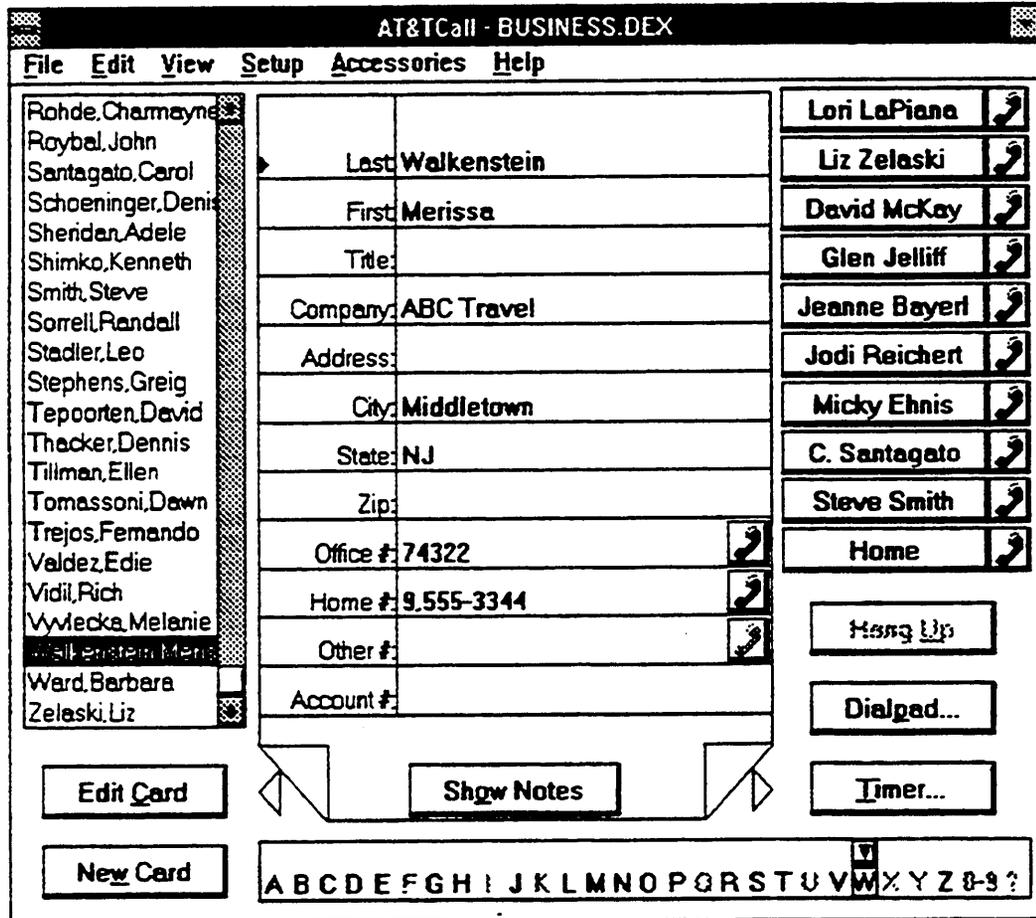


Figure 4-3. Desktop with 10/20 Quick Dials and Card Shown

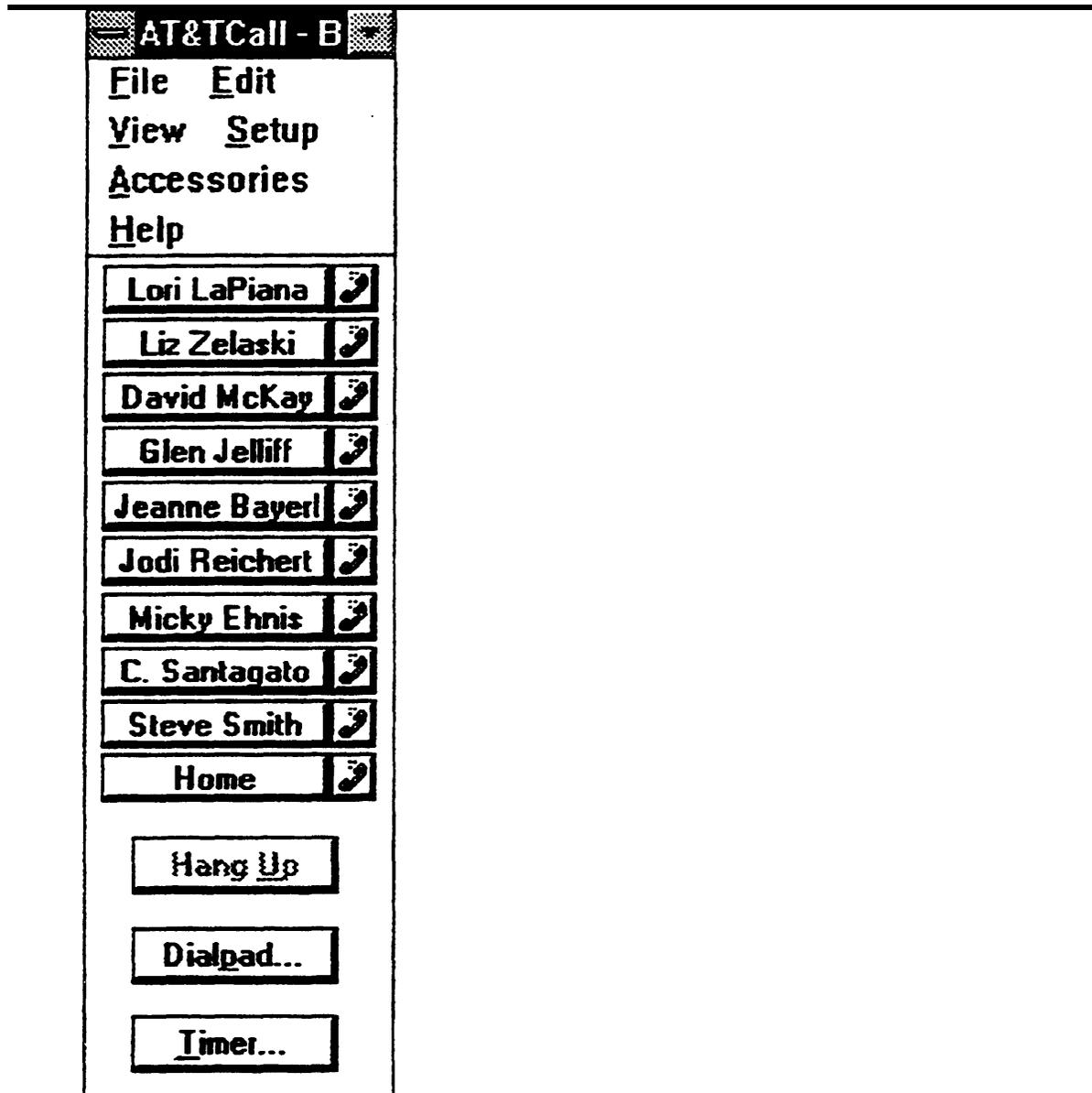


Figure 4-4. Desktop with 10/20 Quick Dials and Card Hidden

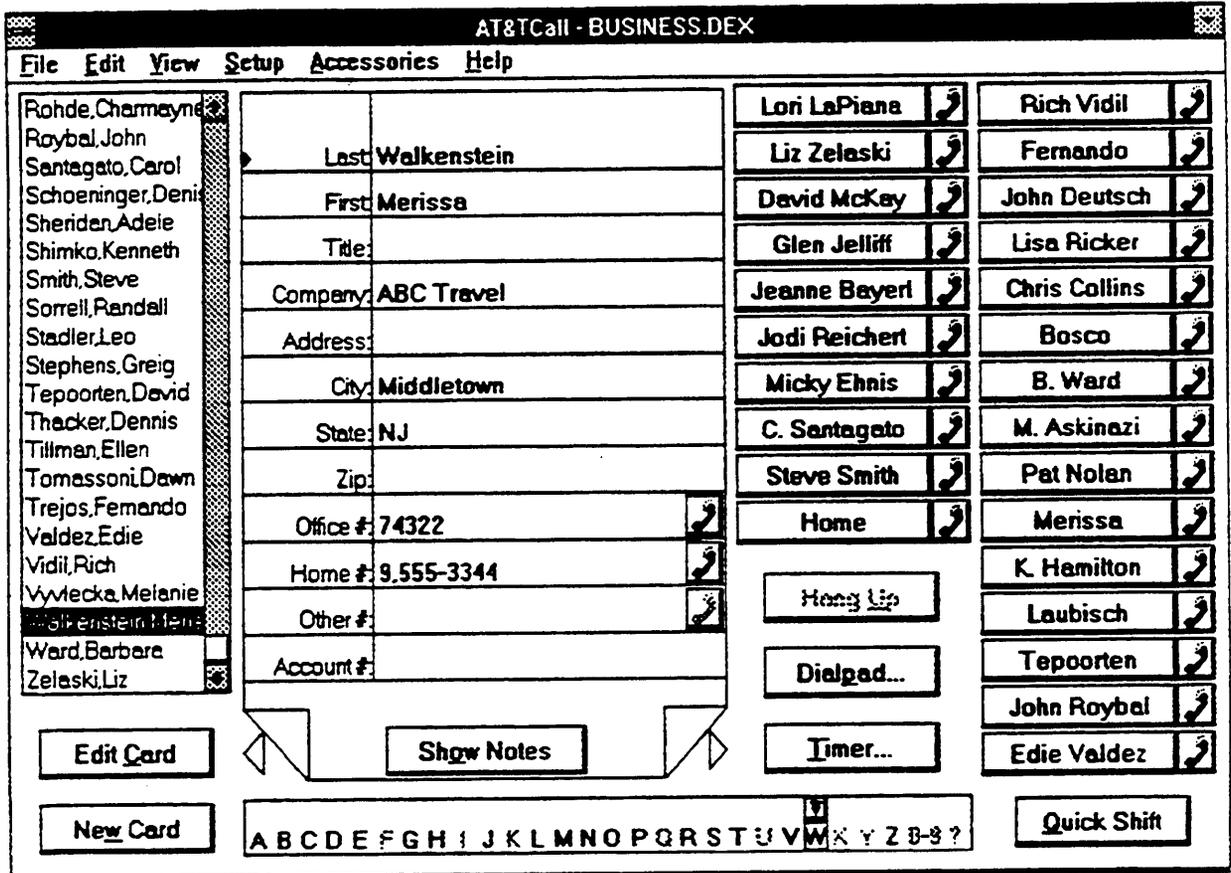


Figure 4-5. Desktop with 25/50 Quick Dials and Card Displayed

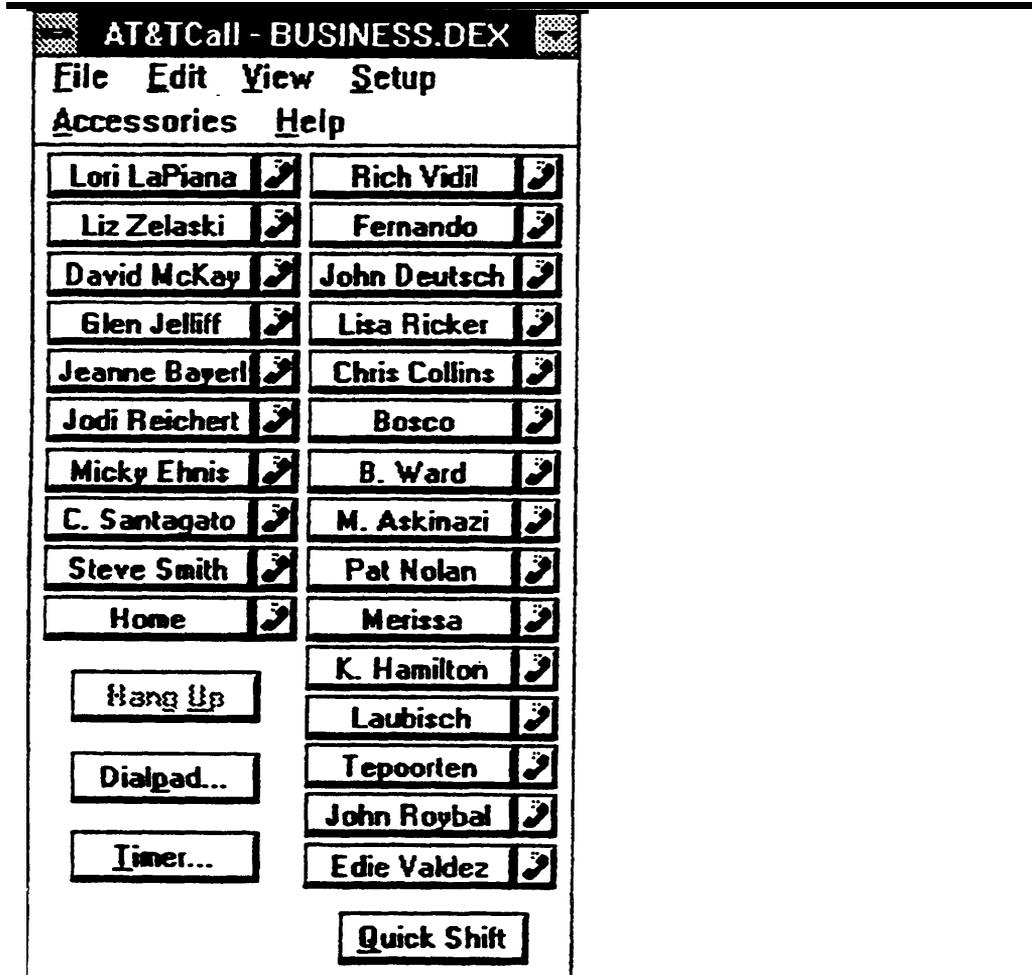


Figure 4-6. Desktop with 25/50 Quick Dials and Card Hidden

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.



NOTE:

Make sure AT&TConnect is running. Otherwise, you will be unable to place outgoing calls.

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 applications. To run AT&TCall, just double-click on the AT&TCall icon. An untitled AT&TCall window appears, displaying a blank card (Figure 4-7). Figure 4-8 shows the components of an AT&TCall window.

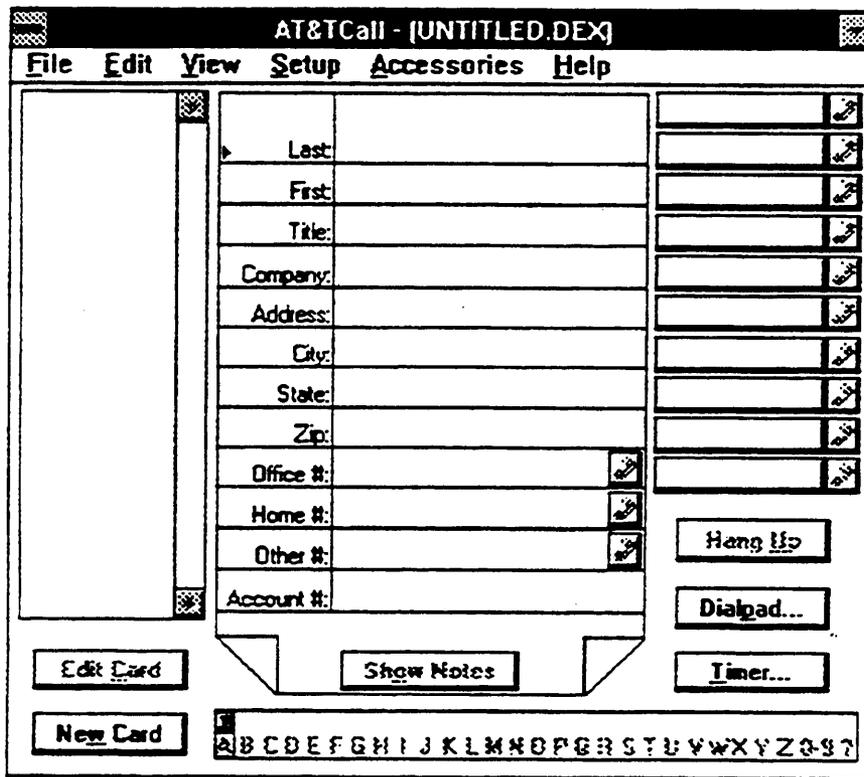


Figure 4-7. Untitled AT&TCall Window

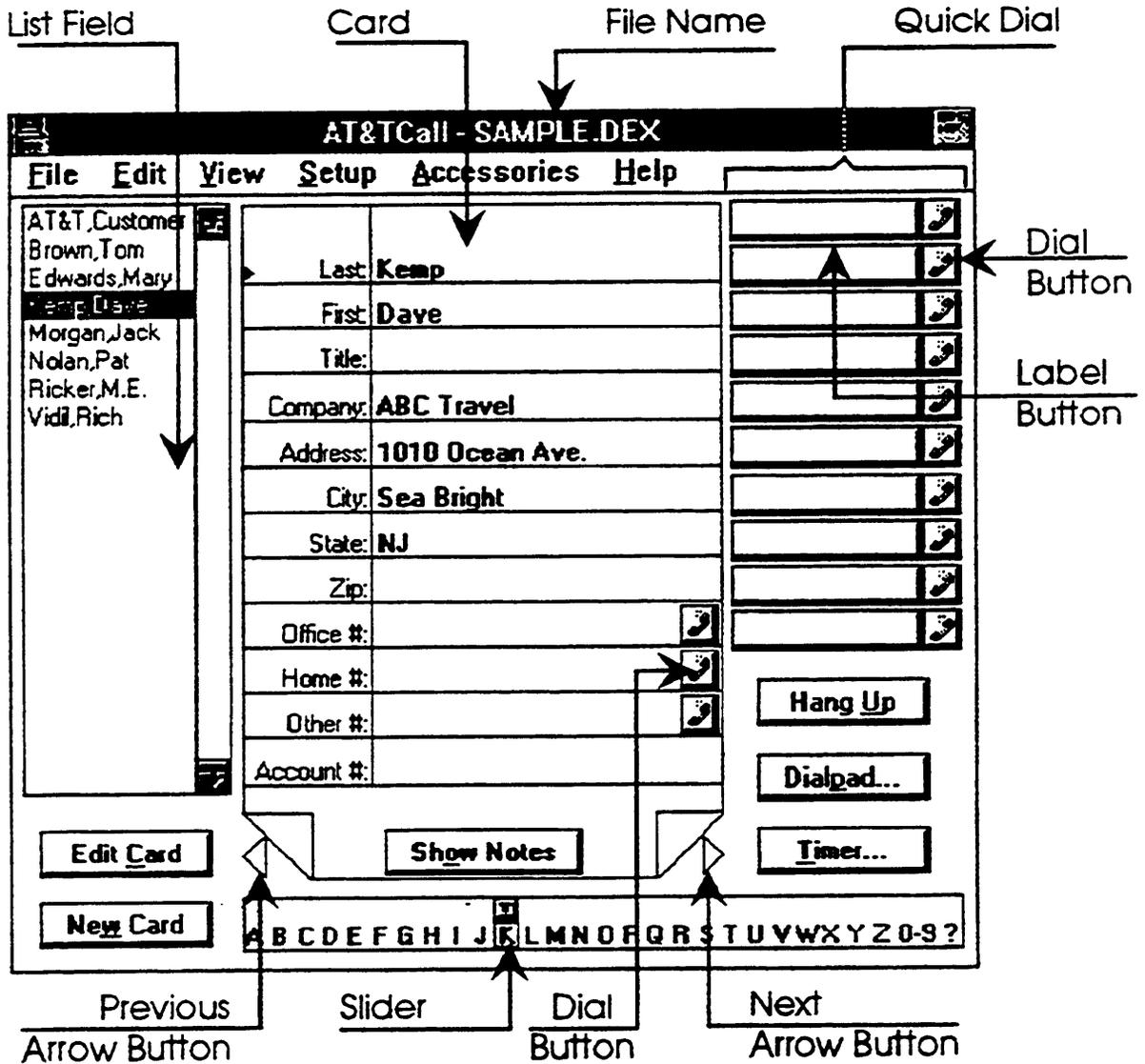


Figure 4-8. Components of an AT&TCall Window

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 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.

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.

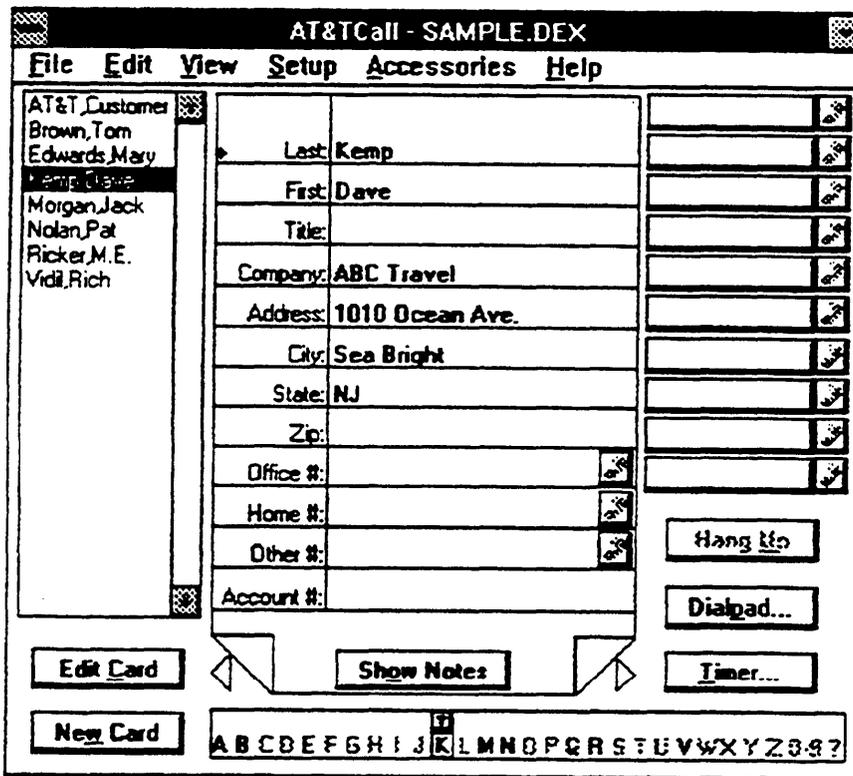


Figure 4-9. Card Display

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 screenshot shows a window titled "Edit Card" with a sub-header "Edit". The window contains a form with the following fields and values:

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

At the bottom of the window are two buttons: "Return Card" and "Cancel".

Figure 4-10. 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

- Using one of the methods described above, move the cursor to the "Title:" field, and type *Manager*.
- Using one of the methods described above, move the cursor to the "Address:" field, delete 1010 Ocean Ave., and type *204 Main Street*.
- Using one of the methods described above, move the cursor to the "City:" field, delete Sea Bright, and type *Asbury Park*.
- 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.

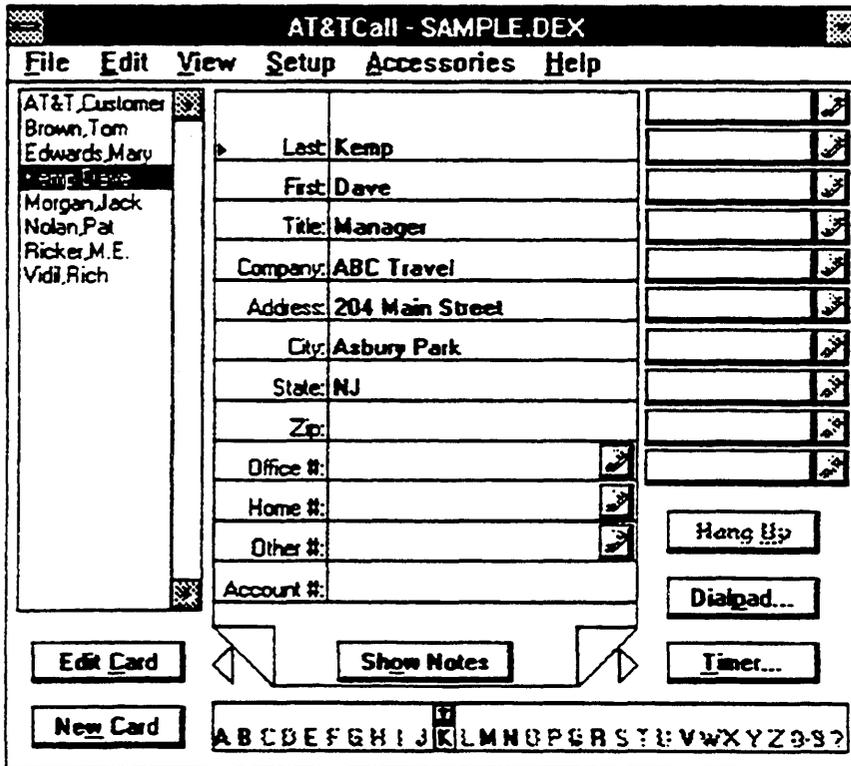


Figure 4-11. Modified Card

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 13 rows of input fields. The labels for these fields are: Last, First, Title, Company, Address, City, State, Zip, Office #, Home #, Other #, and Account #. Each label is positioned to the left of its corresponding input field. At the bottom of the window, there are two buttons: "Add Card" on the left and "Cancel" on the right.

Figure 4-12. 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.

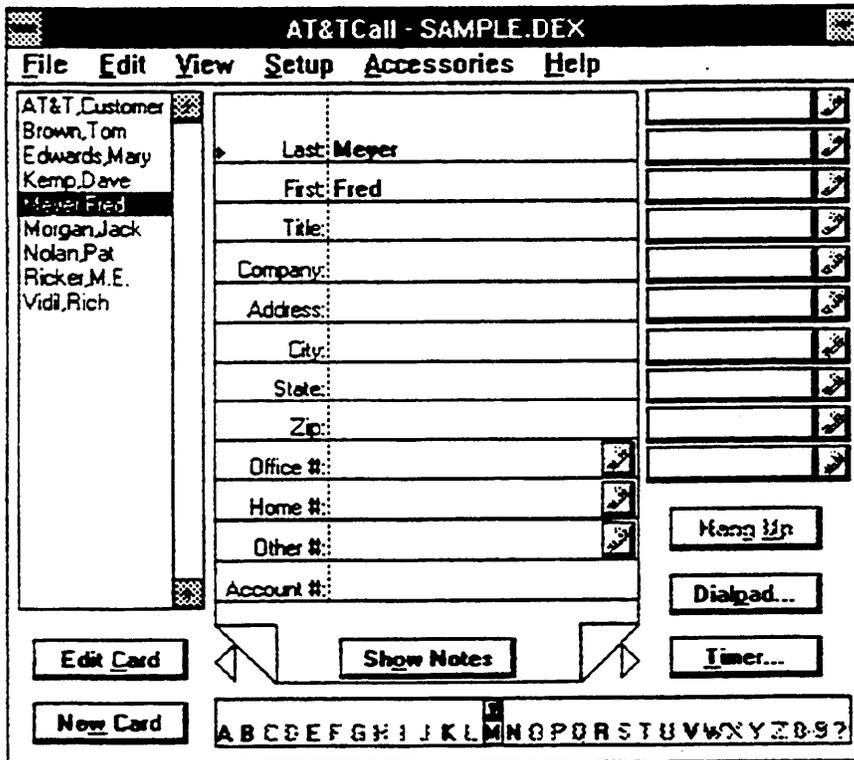


Figure 4-13. New Card

Now, create a new card for someone you know in your office. When entering information in the new card, be sure to include that person's phone number in either the Office #, Home #, or Other # 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.

When entering phone numbers in a card, you can also enter both numbers (for example, 0-9) and alphabetic characters (for example, A-Z). For example,

suppose a restaurant has the phone number 555-RIBS (which is 555-7427). Instead of typing all seven numbers in the phone number field for this card, you can enter 555-RIBS.

You can also enter *, #, (,), hyphens, spaces, commas, and periods in the telephone number fields. A comma in a phone number inserts a 1 second delay during the dialing process. You may want to include a comma after the digit you use to access an outside line. AT&TCall ignores the other special characters when dialing.

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."

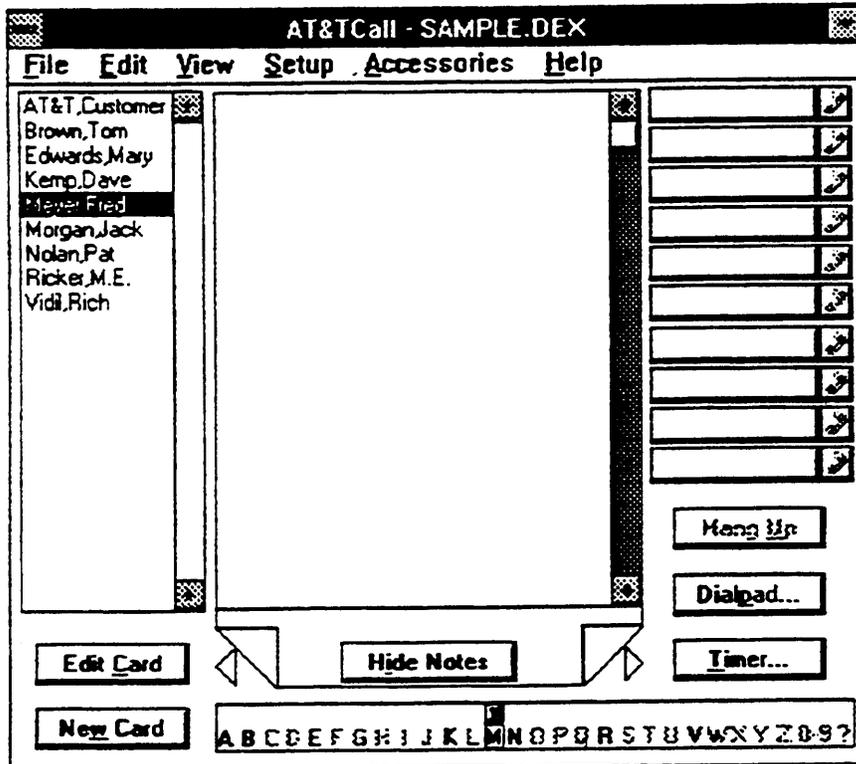


Figure 4-14. Note Pad

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.

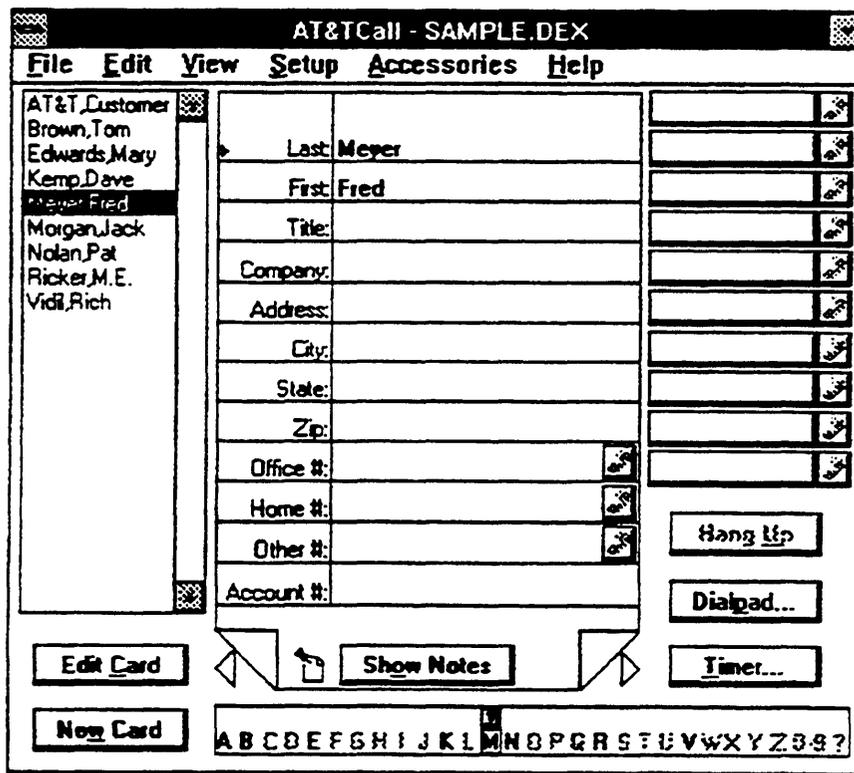


Figure 4-15. Card with Notes Icon

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

⇒ **NOTE:**

If you have a speakerphone, the AT&TCall window contains the Hang Up button, which enables you to place your phone on hook (that is, hang up your phone). If you do not have a speakerphone, the AT&TCall window contains the Stop Dial button, which enables you to abort a call that you are in the process of dialing.

From a Card

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.

The card appears.

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

If you do not have a speakerphone, lift your handset. You hear dial tone, and then AT&TCall places the call. (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.

From a Quick Dial

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 lift your handset.) This procedure is described in Step 10.

From the Dialpad

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.

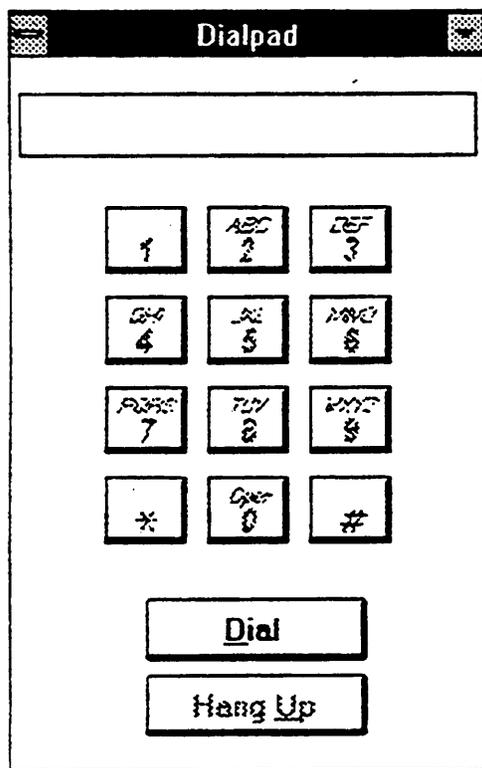


Figure 4-16. Dialpad Window

At this point all of the buttons in the Dialpad window are disabled except the Dial button. The Dialpad buttons become enabled when you select the Dial button or go off hook (that is, lift your handset).

2. Select the Dial button.

If you do not have a speakerphone, lift your handset. You hear dial tone.

If you have a speakerphone, the speakerphone activates, and you hear dial tone.

3. Using your PC keyboard or clicking on buttons in the Dialpad window, enter a telephone 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 DEFINITY system (that is, an outside call), enter a "9" in the beginning of the phone number.

AT&TCall passes each digit of the telephone number to the DEFINITY system and places the call.

4. Select the Hang Up button (if you have a speakerphone) or hang up the handset to disconnect the call.

The telephone number you entered is automatically cleared from the Dialpad display.

5. Close the Dialpad window by selecting close in the Control-menu box of the Dialpad window.

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 any time, 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.

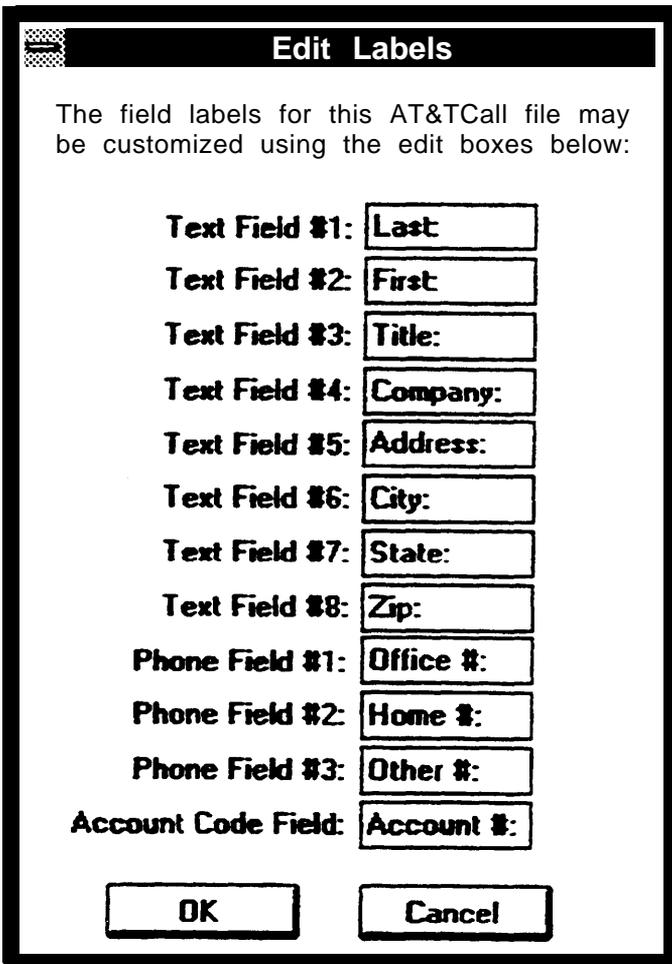


Figure 4-17. Edit Labels Dialog Box

⇒ **NOTE:**

The Account Code field is a text field similar to text fields 1 to 8. The contents of this text field are not associated with the Account Code feature on your DEFINITY system.

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.

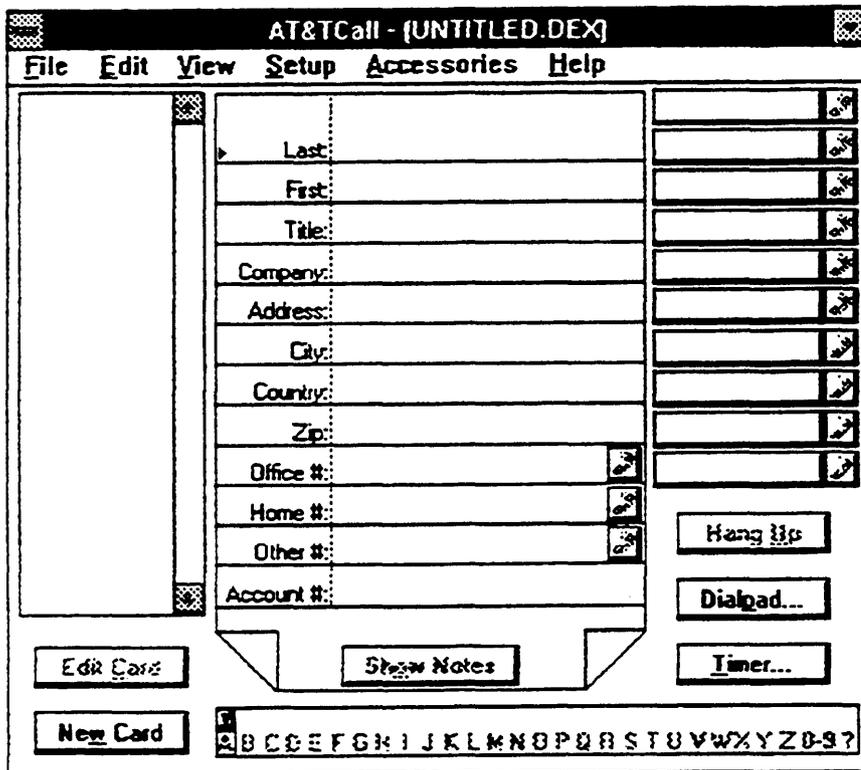


Figure 4-18. Modified Card Labels

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 associated 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 a selected 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 DEFINITY system (that is, an outside call), enter a "9" in the beginning of the telephone 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).

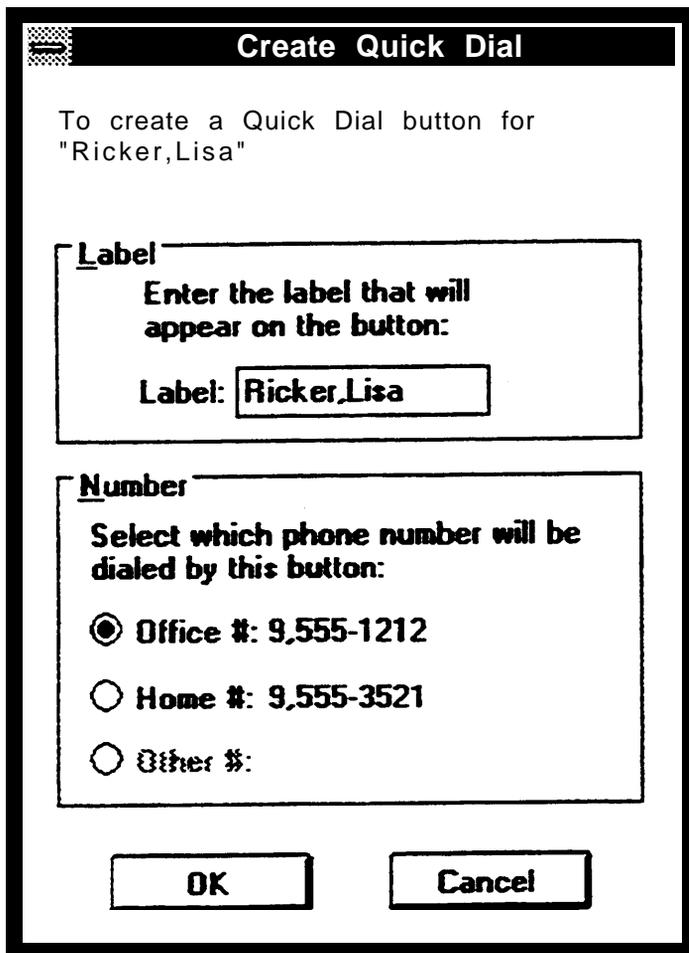


Figure 4-19. Create Quick Dial Dialog Box

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, lift your handset. You hear dial tone, and then AT&TCall places the call. (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.

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

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 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 applications. To run AT&TCall, just double-click on the AT&TCall icon. Either an untitled AT&TCall file appears, or an existing AT&TCall file is automatically loaded. (See "Specifying an AT&TCall File to be Loaded Automatically," described later in this chapter, to set AT&TCall to load a specific file automatically.) 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 the Log Viewer

To access the 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 5.

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.

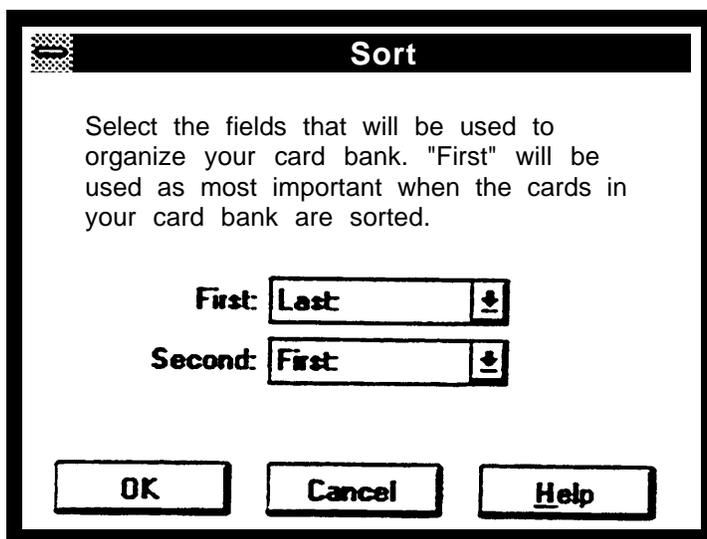


Figure 4-20. Sort Dialog Box

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 any time, 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. Select the Dial button.

If you do not have a speakerphone, lift your handset. You hear dial tone.

If you have a speakerphone, your speakerphone activates, and you hear dial tone.

3. 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 that is outside of your DEFINITY system (that is, an outside call), enter a "9" in the beginning of the telephone number.

AT&TCall passes each digit of the telephone number to the DEFINITY system and places the call.

4. When the call is completed, select the Hang Up button (if you have a speakerphone) or hang up the handset to place your telephone on hook.

The telephone number you entered is cleared from the Dialpad display.

5. Close the Dialpad window by selecting `Close` in the Control-menu box of the Dialpad window.

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.

⇒ **NOTE:**

All alphabetic characters that appear in the telephone number fields are converted to digits.

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 submenu 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.

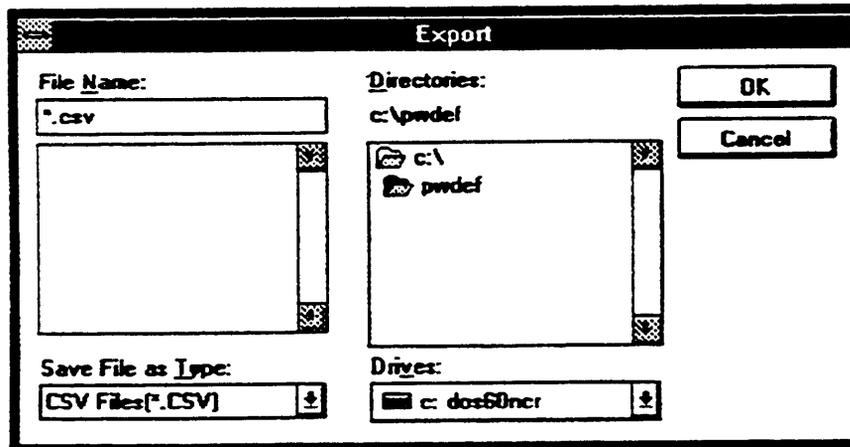


Figure 4-21. Export Dialog Box

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, commas, and periods.

⇒ **NOTE:**

Even though AT&TCall enables you to enter alphabetic characters in the telephone number fields of an AT&TCall card, AT&TCall does not import alphabetic characters into the telephone number fields. In addition, if the contents of a field exceeds the number of characters that can be displayed in the card, the contents of the field will be truncated (that is, the excess data is lost).

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.

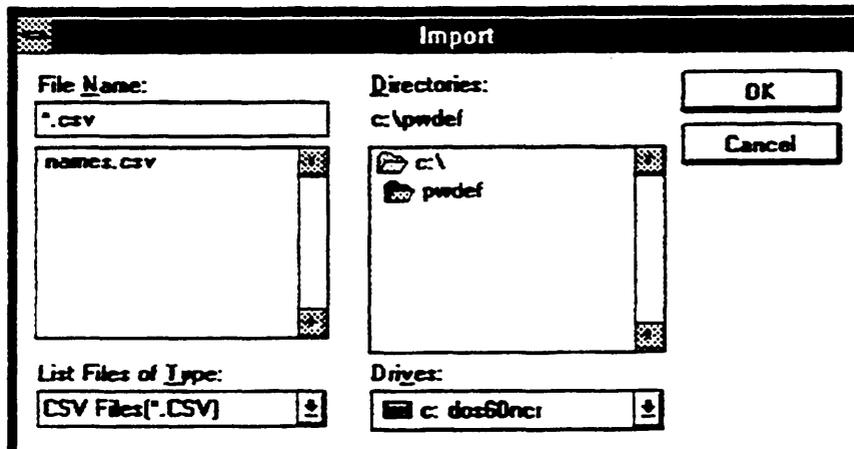


Figure 4-22. Import Dialog Box

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.

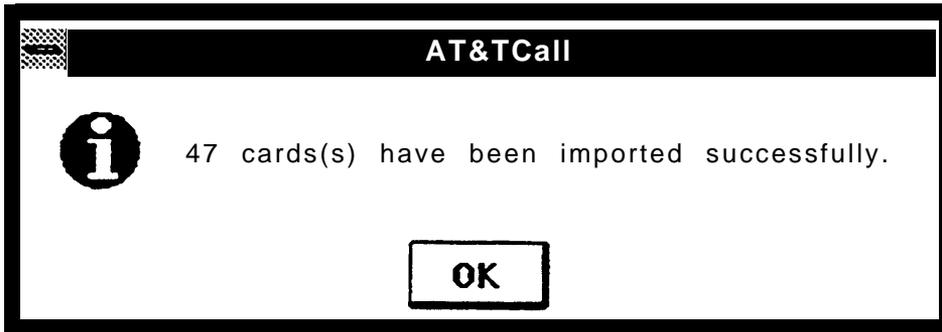


Figure 4-23. AT&TCall Dialog Box

4. Select the OK button.

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

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.

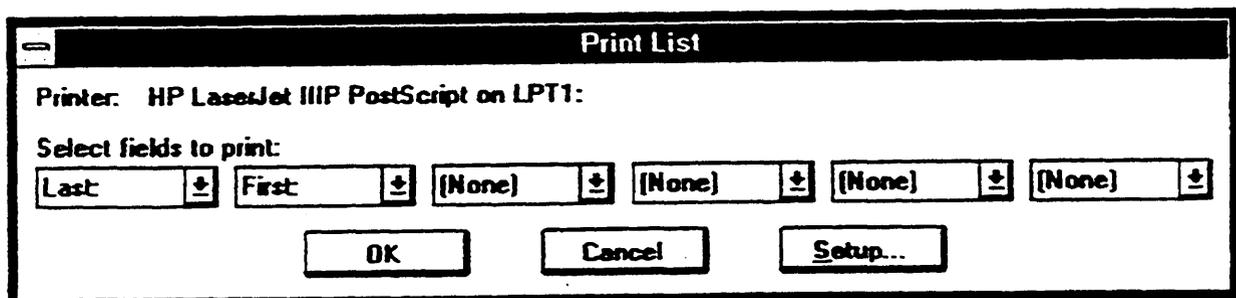


Figure 4-24. Print List Dialog Box

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 an 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 4-25 shows how the cards look with and without the notes printed.

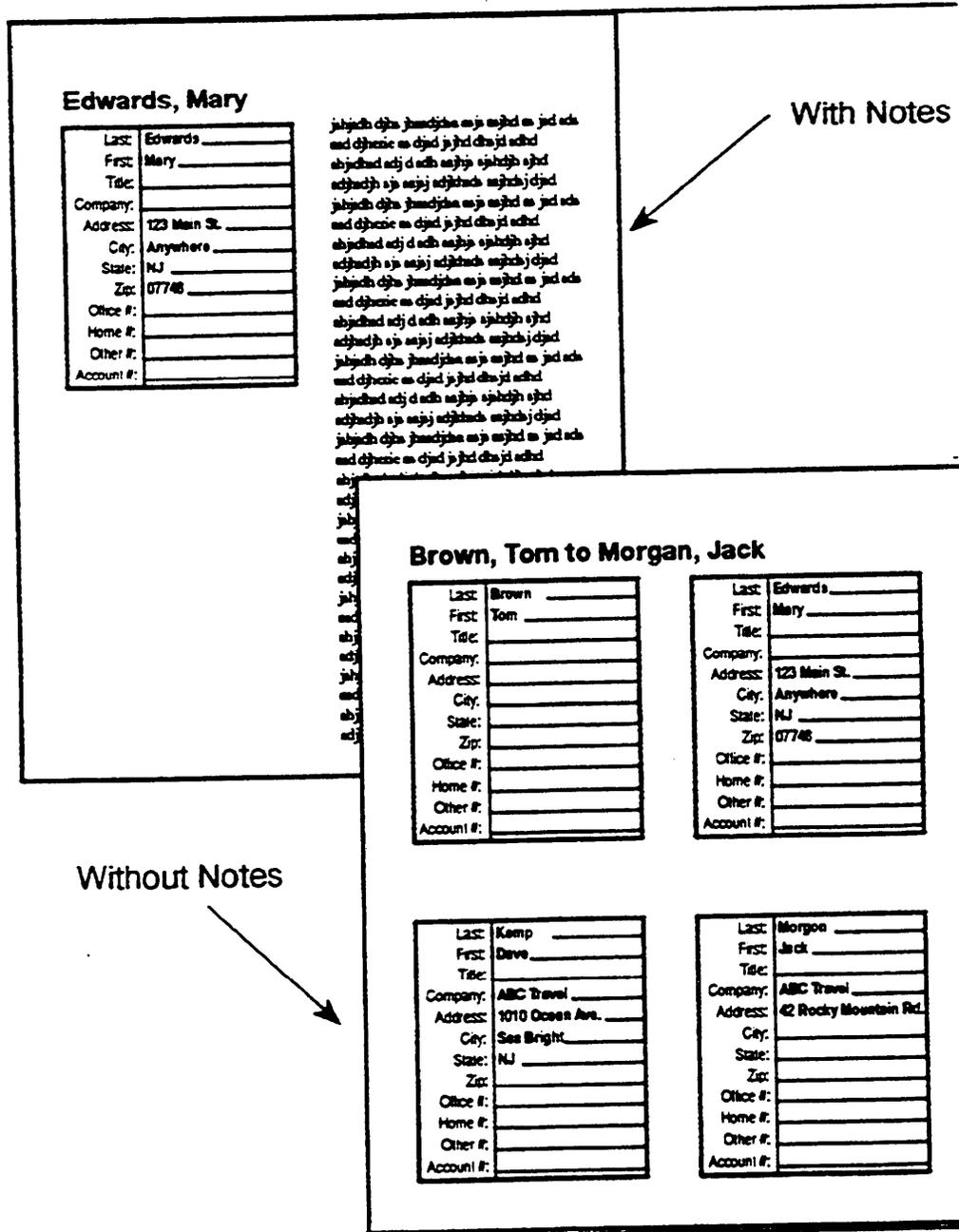


Figure 4-25. Printed Cards With and Without the Notes

To print an AT&TCall file or card:

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

The Print Cards dialog box appears.

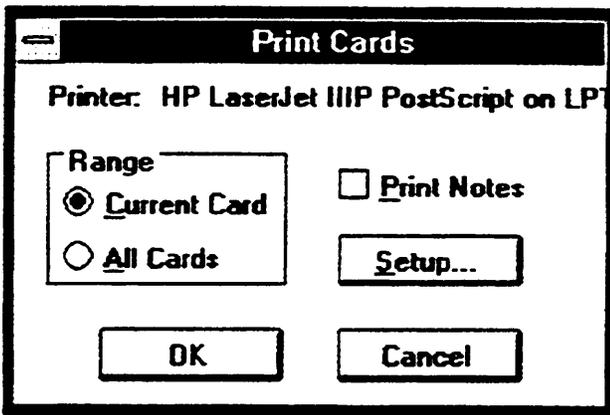


Figure 4-26. Print Cards Dialog Box

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.

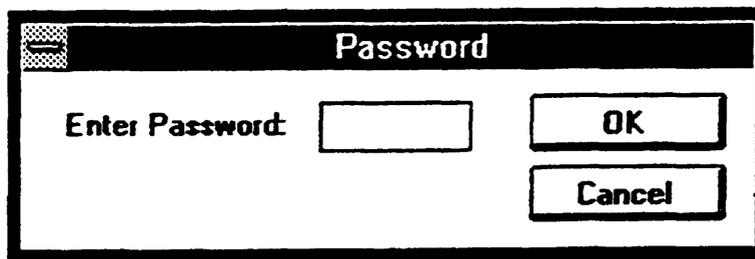


Figure 4-27. Password Dialog Box

3. Enter your password and select the OK button.

The Confirm Password dialog box appears.

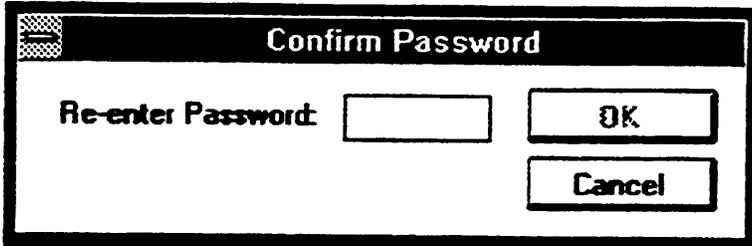


Figure 4-28. Confirm Password Dialog Box

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 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 DEFINITY Communications 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, AT&TCall 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.

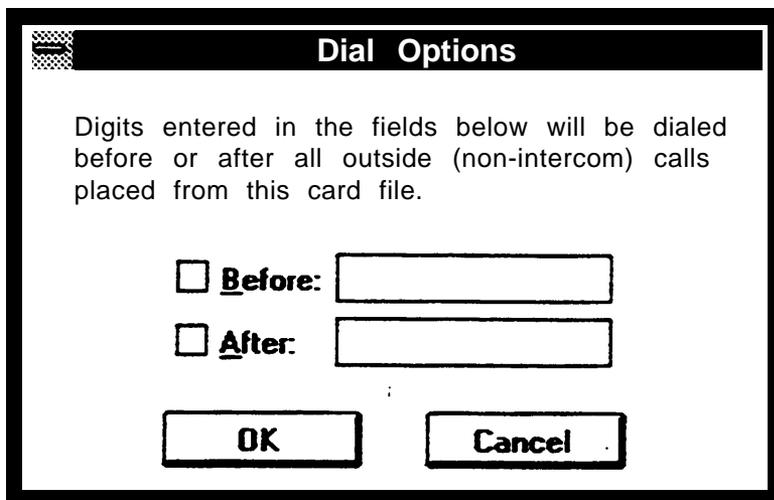


Figure 4-29. Dial Options Dialog Box

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 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 `attpcall.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 4-30 shows how the Program Item Properties dialog box would look if you set the "sample.dex" file to be loaded automatically.

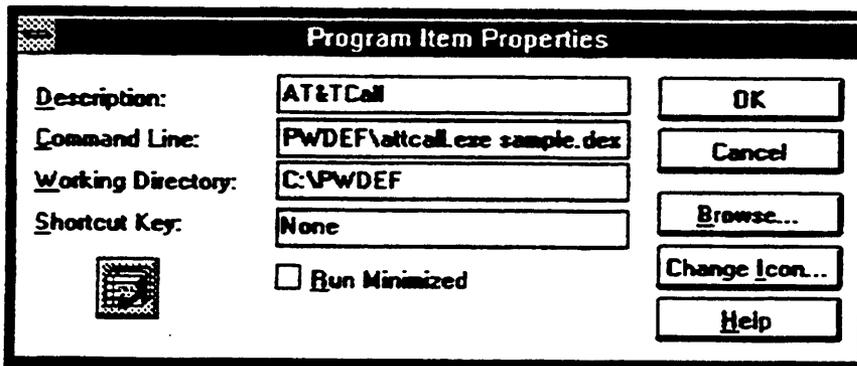


Figure 4-30. Sample File to be Loaded Automatically

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.

Card Tasks

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

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.

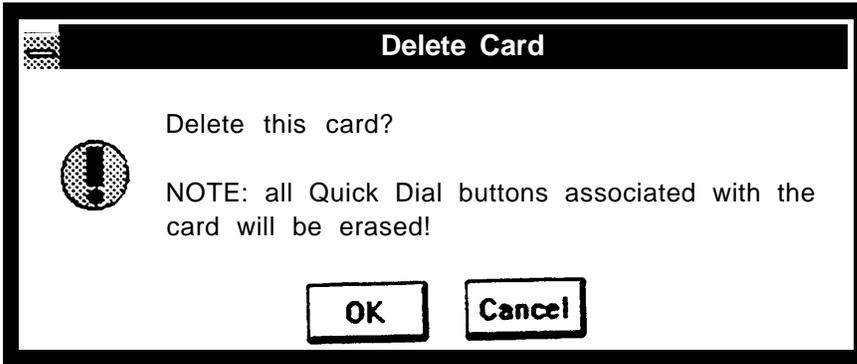


Figure 4-31. Delete Card Dialog Box

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, lift your handset. You hear dial tone, and then AT&TCall places the call. (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.

After the call is completed, select the Hang Up button (if you have a speakerphone) 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.

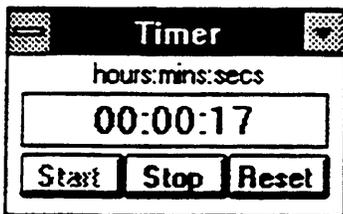


Figure 4-32. Timer Window

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.

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.

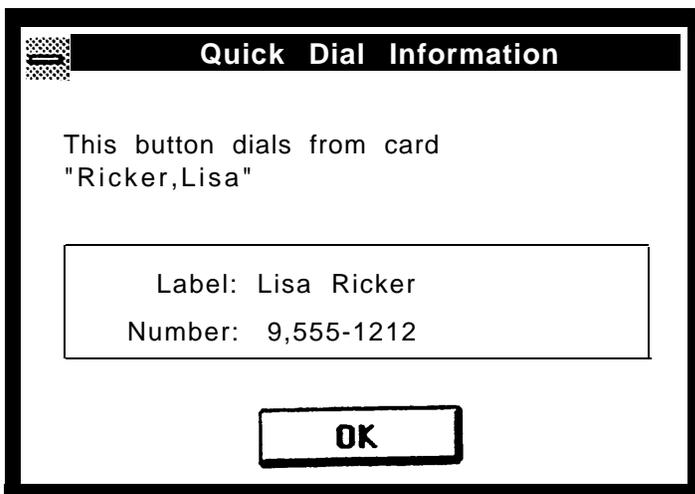


Figure 4-33. Quick Dial Information Dialog Box

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.

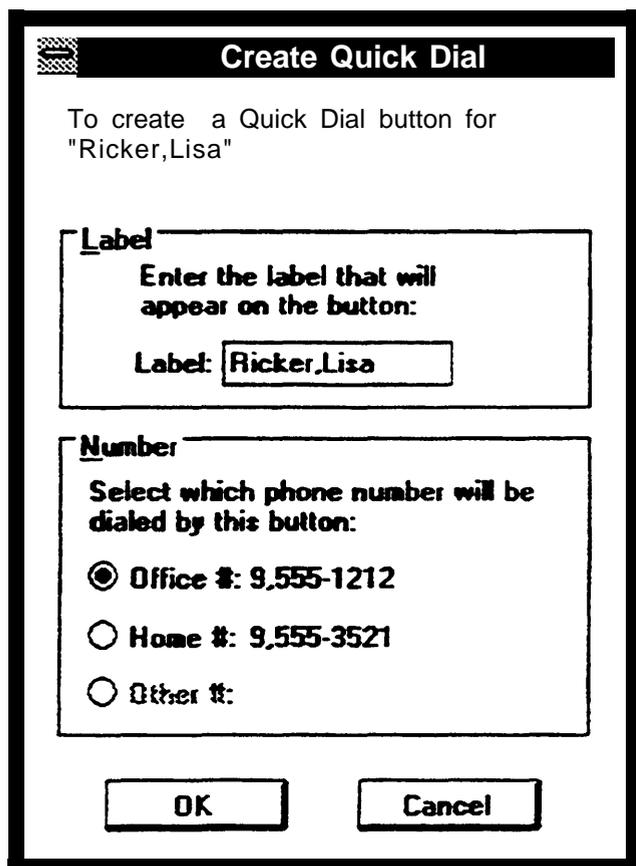


Figure 4-34. Create Quick Dial Dialog Box

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.

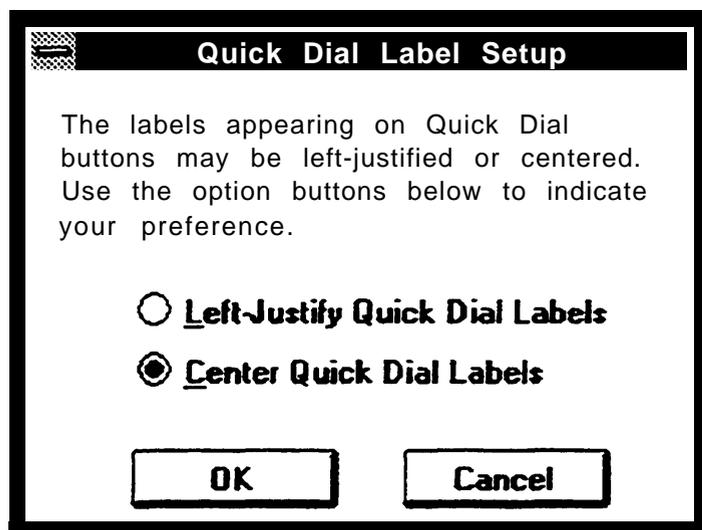


Figure 4-35. Quick Dial Label Setup Dialog Box

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, lift your handset. You hear dial tone, and then AT&TCall places the call. (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.

After the call is completed, select the Hang Up button (if you have a speakerphone) 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.

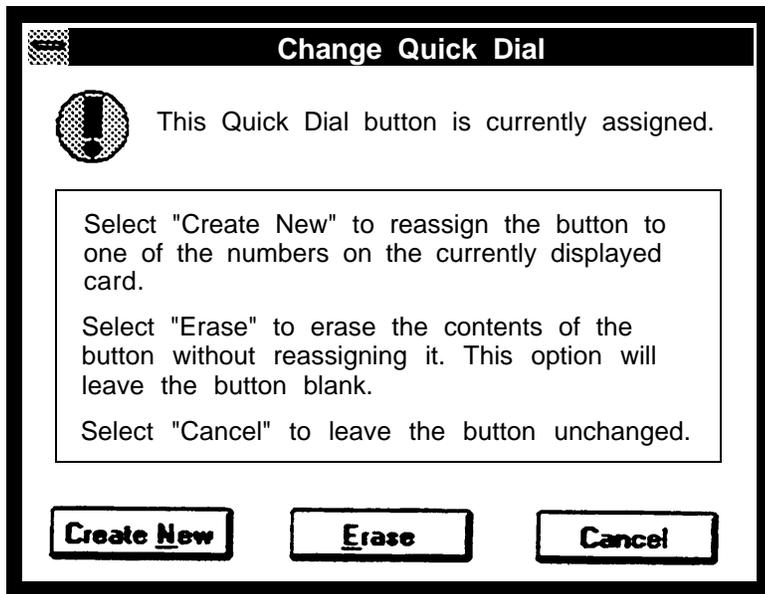


Figure 4-36. Change Quick Dial Dialog Box

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 Cards...

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 (as sorted).

Prev Card

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

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...
- Quick Dial Labels...
- 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 an outside call, 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.

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
- Dialpad
- 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.

Dialpad

Enables you to access the Dialpad window. Using the Dialpad window, you can place calls from the 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 number of cards in the current card bank, the Microsoft Windows version number, the mode in which 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

5

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Using Log Viewer

5

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 PassageWay call log. The call log stores a record entry of the following calls:

- Every call you make from the Dial buttons of a card or Quick Dials in an AT&TCall file. The call log does not store entries of calls you make from your telephone directly or from the Dialpad window in AT&TCall.
- All incoming calls or only the incoming calls you answered (depending on how you set the Call Logging option in the Options dialog box in AT&TBuzz). The call log only stores entries of calls that arrive while AT&TBuzz is running.

Figure 5-1 shows the Log Viewer window.

The screenshot shows a window titled "PassageWay Log Viewer" with a menu bar (File, Edit, View, Setup, Help) and control buttons. Below the menu bar, there are fields for "View: All Calls", "Unfiltered", and "Sorted By: Date & Time Newest First". The main area contains a table with the following data:

Text Label	Number	Type	Date & Time
Irejos, Fernando	9,555-7324	O	12/16/93 03:45p
Bayerl, Jeanne	34384	O	12/16/93 03:42p
Bayerl, Jeanne	34384	I	12/16/93 03:22p
Bosco's,	9,555-RIBS	O	12/15/93 04:43p
	34383	I	12/15/93 04:32p
	34382	U	12/15/93 04:32p
Hamilton, Keith	34381	O	12/15/93 04:30p
Nolan, Pat	36481	I	12/15/93 04:25p
Kemp, Dave	34430	I	12/15/93 04:24p
Vidil, Rich	34482	O	12/15/93 04:22p
Jelliff, Glen	9,555-3388	O	12/15/93 04:21p
Ricker, Lisa	75248	O	12/15/93 04:01p
Kemp, Dave	34430	I	12/11/93 02:30p
	(Not Inspected)	I	12/02/93 12:41p

Figure 5-1. 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. (For incoming calls, you only get this information if AT&TBuzz is running in Match to AT&TCall File mode, and a match exists between the caller ID and an AT&TCall file card.)
- the telephone number associated with the call (that is, the dialed number for outgoing calls and the caller ID, if available, for incoming calls).

If there was no caller ID for an incoming call, one of the following messages may be displayed:

- "Not Available," which indicates that there was no caller ID associated with the call.
- "Not Inspected," which indicates that the call was never inspected for caller ID.

Refer to "Using Caller ID Information" in Chapter 3 for more information about caller ID messages.

- the type of call ("O" for outgoing calls, "I" for incoming calls that were answered, and "U" for incoming calls that were not answered at this extension)
- the date and time the call started (that is, when the outgoing call was dialed or the incoming call started ringing)

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 or receive 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 applications. You can run Log Viewer by itself, or access it from within the AT&TCall or AT&TBuzz applications. To run Log Viewer by itself, double-click 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 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 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.



Figure 5-2. Sample PassageWay Log Viewer Dialog Box

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.

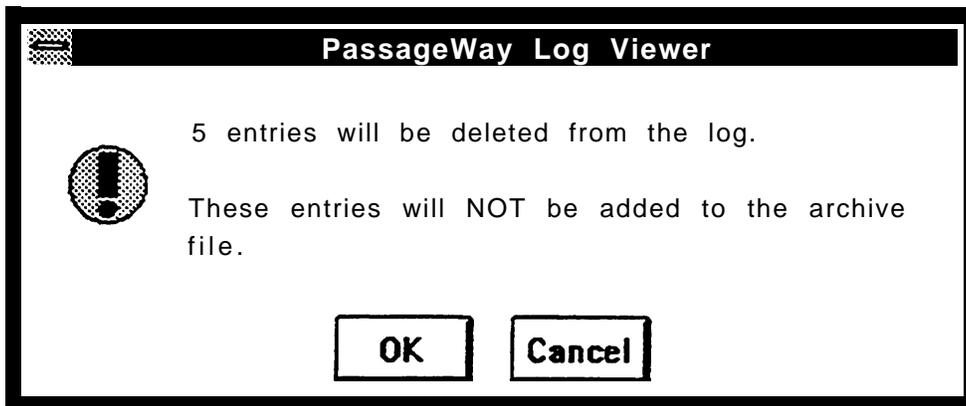


Figure 5-3. Sample PassageWay Log Viewer Dialog Box

Select the OK button.

The entries are deleted from the log.

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.

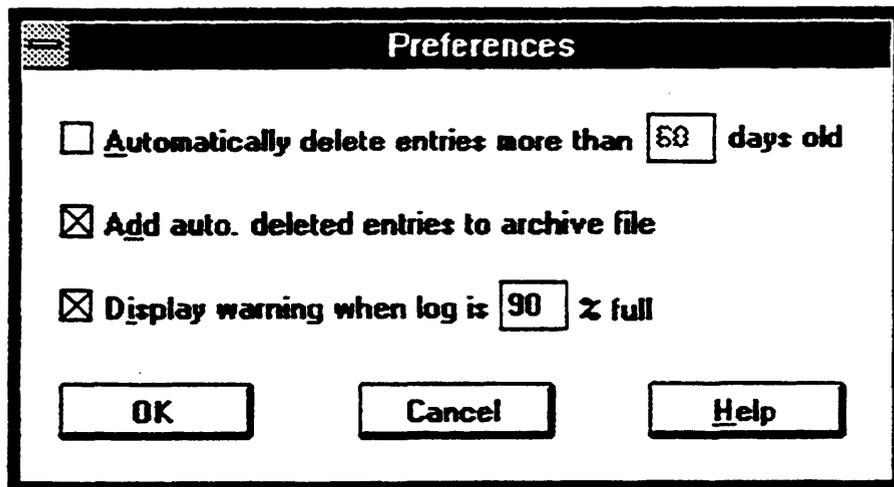


Figure 5-4 Preferences Dialog Box

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
- 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 Log Viewer:

1. Select `Filter/Sort Options...` from the View menu.

The Filter/Sort Options dialog box appears.

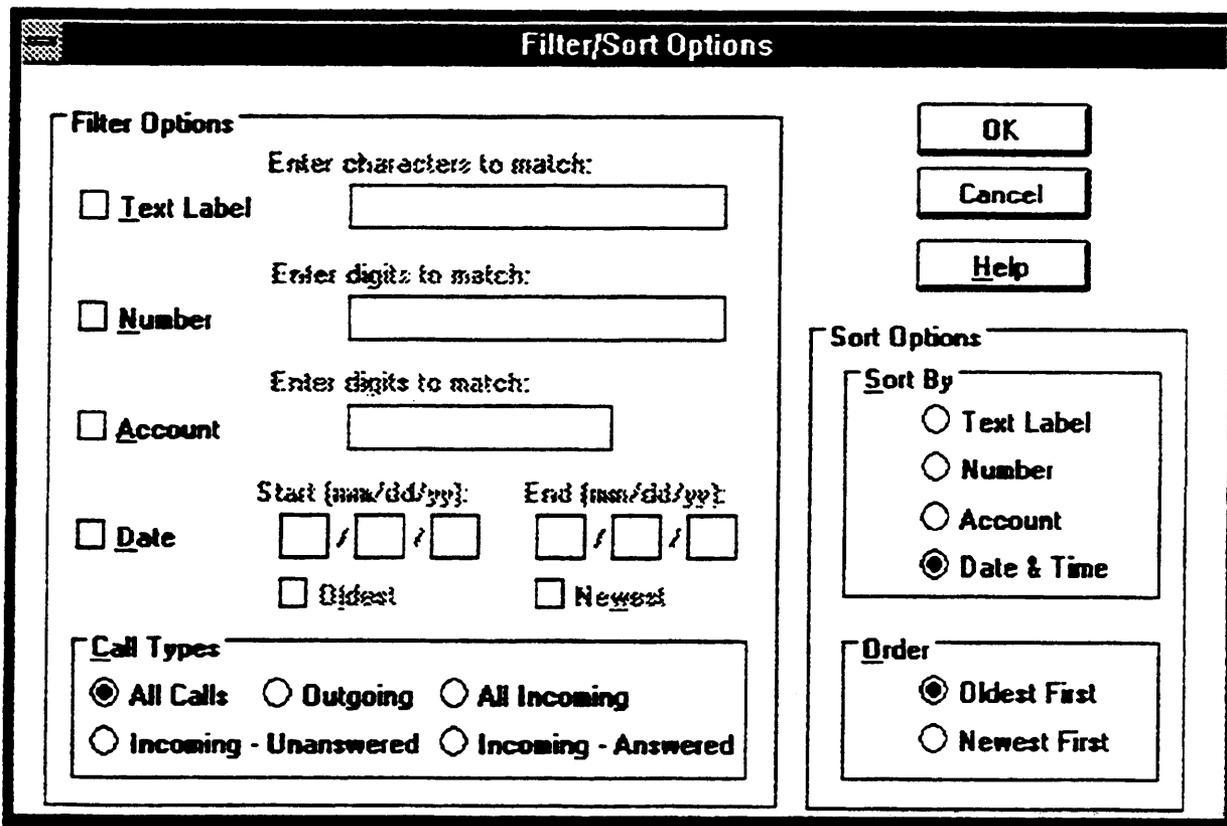


Figure 5-5. Filter/Sort Options Dialog Box

⇒ **NOTE:**

The Account option is unavailable for this system.

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.

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
- date
- call type

To specify the calls to be displayed:

1. Select `Filter/Sort Options...` from the View menu.

The Filter/Sort Options dialog box appears.

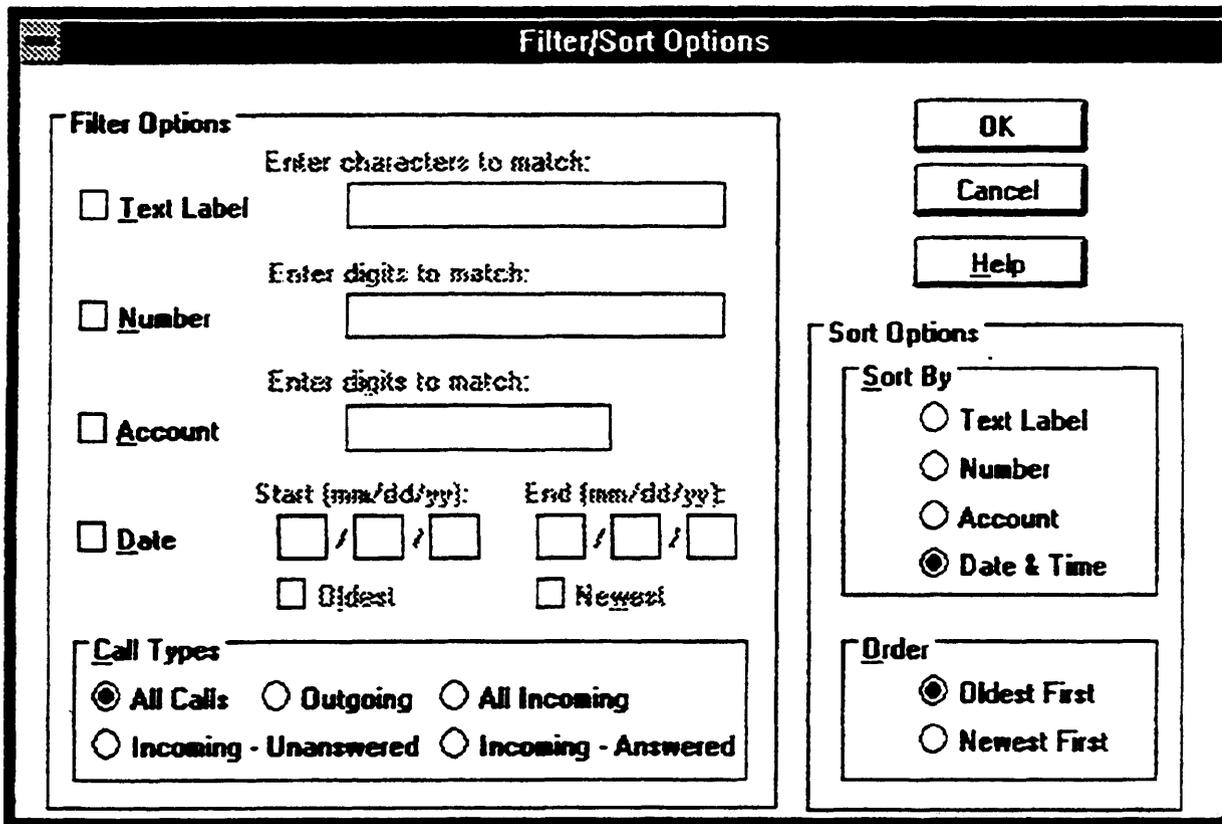


Figure 5-6. Filter/Sort Options Dialog Box

➡ **NOTE:**
The Account option is unavailable for this system.

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

Refresh

Updates the information displayed in Log Viewer.

Hide Account Field

Enables you to either show or hide the account codes associated with the calls displayed in Log Viewer. A check next to this option indicates that the account codes will not be displayed for each call. Since AT&TCall does not support the Account Code feature, you should hide the account codes.

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 Log Viewer version number, 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.

Using AT&TConnect

6

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Using AT&TConnect

6

Overview

This chapter provides the following information:

- a description of AT&TConnect
- how to access AT&TConnect
- tasks you may have to perform with AT&TConnect
- a description of all the AT&TConnect menu options

What Is AT&TConnect?

AT&TConnect is the manager for all the PassageWay applications. Even when a user is not using a PassageWay application, but is using the adapter in Autodial mode (or "Hayes" mode), the AT&TConnect software ensures correct operation of the serial port.

Every time you invoke Windows, AT&TConnect is automatically loaded (unless you removed the AT&TConnect icon from your StartUp group), and its icon appears at the bottom of your screen. If you did not specify a valid COM port when you installed the PassageWay software, the system will prompt you for a COM port when you invoke AT&TConnect. After you specify the COM port, AT&TConnect retains this information and does not prompt you for it again.

Once AT&TConnect has a valid COM port, the software attempts to communicate with the adapter. If AT&TConnect is unable to communicate with the adapter, the system displays a troubleshooting window. When AT&TConnect successfully communicates with the adapter, the AT&TConnect icon appears at the bottom of your screen.

Running AT&TConnect

If AT&TConnect is in your StartUp group, the AT&TConnect icon is displayed automatically at the bottom of your screen when you access Windows. To run AT&TConnect manually, you must first access Windows and open the program group that contains the PassageWay applications. To access AT&TConnect, double-click on the AT&TConnect icon at the bottom of your screen. The AT&TConnect window appears.

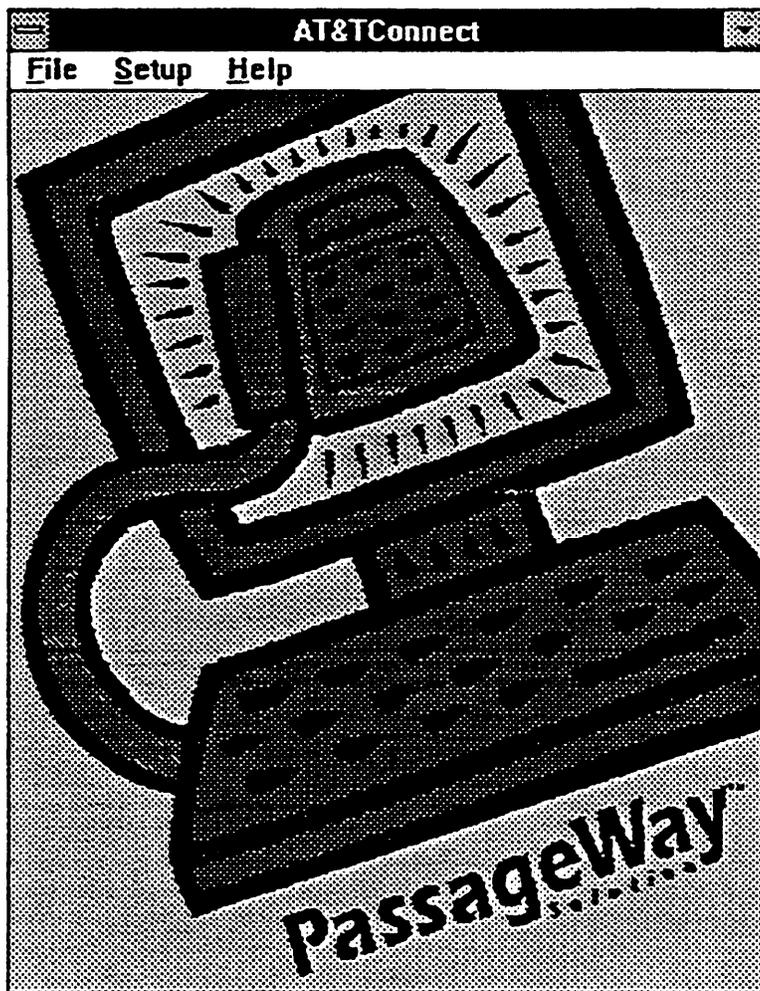


Figure 6-1. AT&TConnect Window

Tasks

This section provides tasks that you may have to perform while using the PassageWay applications.

Accessing the Events Log

If you are having problems with PassageWay and receive support from AT&T, you may be asked to access the Events Log. The Events Log records certain events for information purposes only and is used for diagnosing a problem.

To access the Events Log:

1. Select `Events Log...` from the Setup menu.

The Events Log dialog box appears.

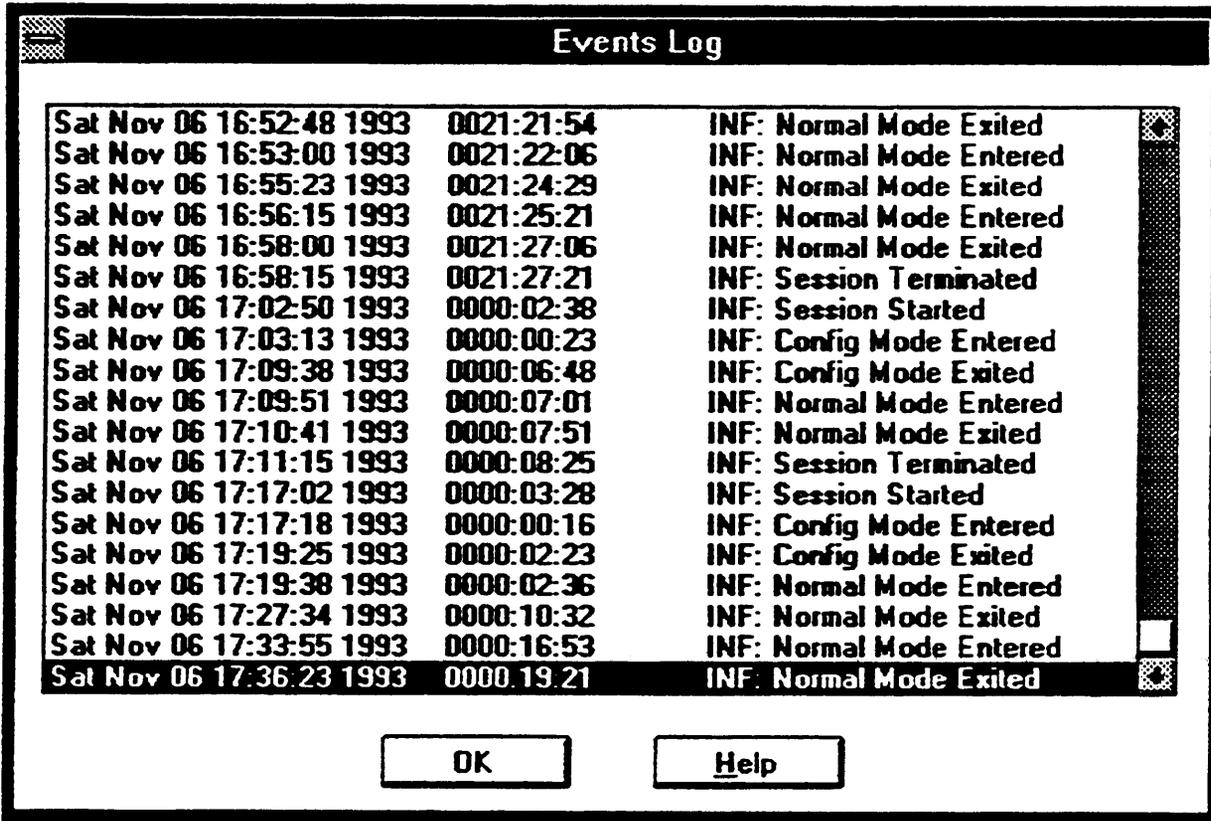


Figure 6-2. Events Log Dialog Box

2. When finished, select the OK button.

Changing the COM Port

If for some reason you connect the PassageWay adapter to a different COM port, perform the following steps:

⇒ **NOTE:**
You cannot select a new COM port for the PassageWay adapter while PassageWay applications other than AT&TConnect are running.

1. Select `COM Port...` from the Setup menu.

The COM Port Dialog Box appears.

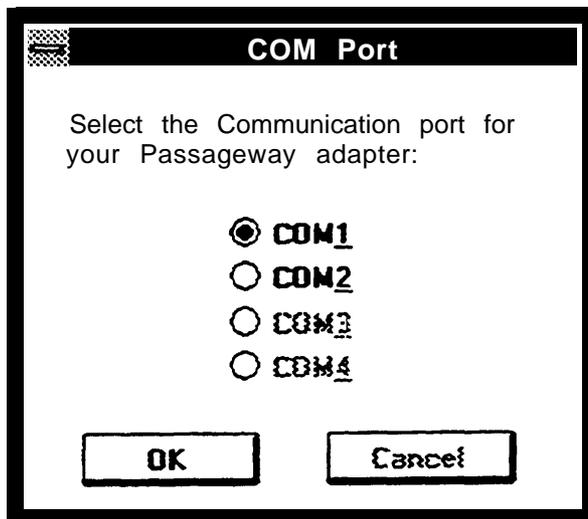


Figure 6-3. Sample COM Port Dialog Box

2. Select the option button of the COM port to which you connected the PassageWay adapter, and then select the OK button.

Changing Your Telephone Configuration

If the configuration of your telephone changes, you must provide the updated information to AT&TConnect. You should perform this procedure if any of the following events occurs:

- You receive a new telephone.
- The Inspect or Normal display feature buttons are added, deleted, or moved.
- The number of call appearances on your telephone changes.
- The Expansion Adjuncts or External Voice Adjuncts for your telephone change.

⇒ **NOTE:**

You cannot change the telephone configuration information while PassageWay applications other than AT&TConnect are running.

To update the telephone configuration:

1. Select `Configure System...` from the Setup menu.

The AT&TConnect Setup - Telephone dialog box appears. The information displayed in the AT&TConnect Setup - Telephone dialog box depends on the type of telephone you have. AT&TConnect determines the type of telephone and then prompts you to specify one or more of the following options for your telephone:

- telephone model
- the type(s) of expansion adjunct(s) (if any) connected to your telephone
- the type(s) of external voice adjunct(s) (if any) connected to your telephone

Figure 6-4 shows the AT&TConnect Setup - Telephone dialog box for a 7405 telephone, and Figure 6-5 shows this dialog box for a 7444 telephone.

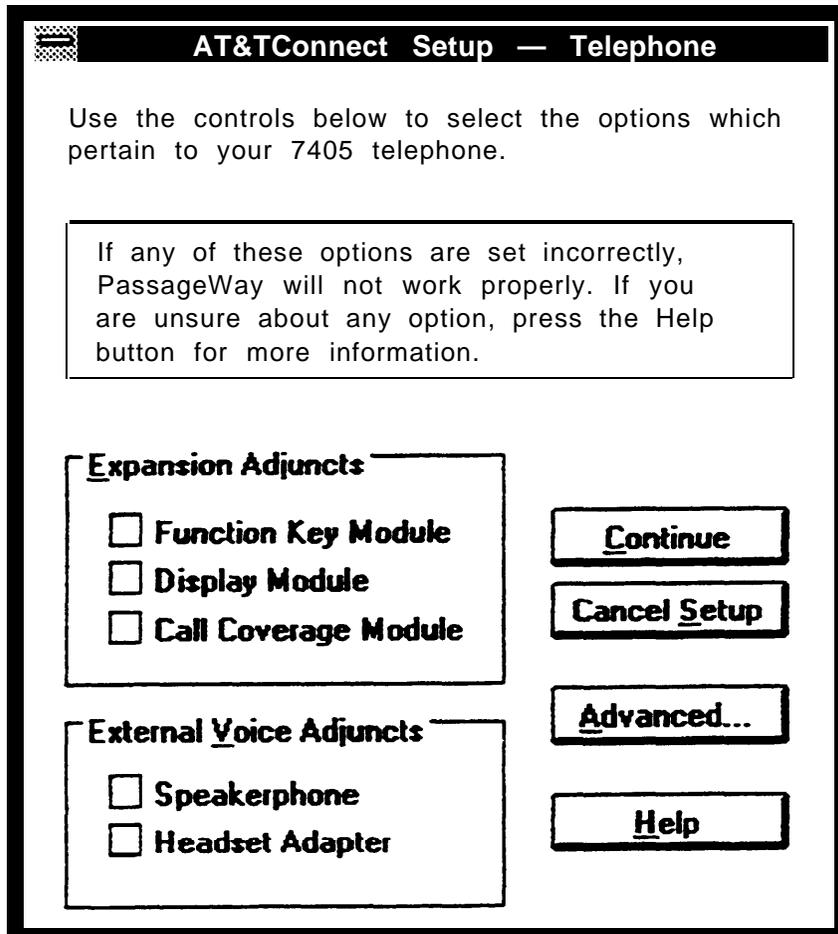


Figure 6-4. AT&TConnect Setup - Telephone Dialog Box for a 7405 Telephone

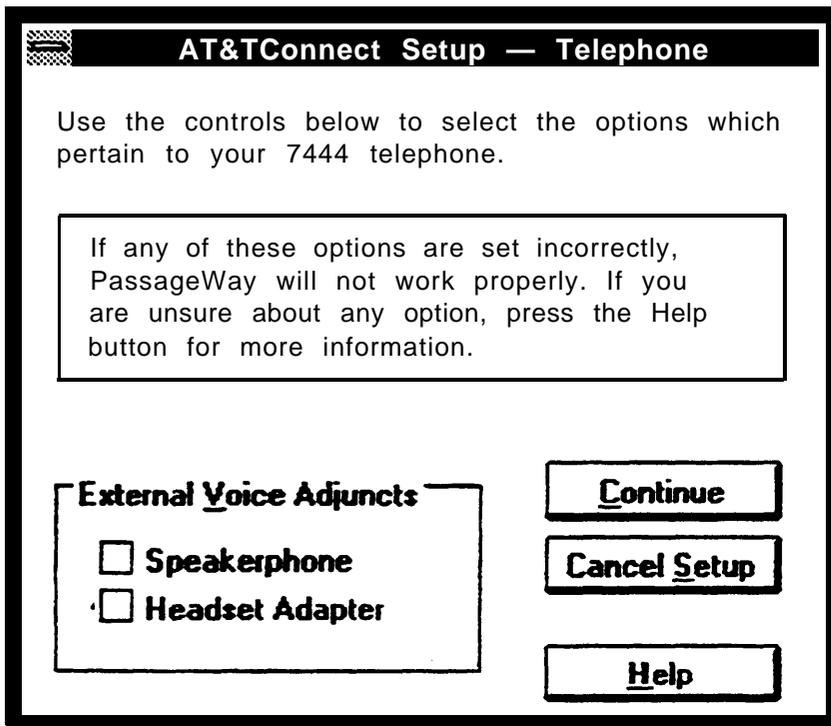


Figure 6-5. AT&TConnect Setup - Telephone Dialog Box for a 7444 Telephone

The dialog box in Figure 6-4 contains the Advanced button, while the dialog box in Figure 6-5 does not. The Advanced button appears in Figure 6-4 because the telephone used in this example (a 7405 telephone) does not have a built-in display. Since the telephone used in Figure 6-5 has a built-in display, the Advance button is not provided.

The Advanced button is provided for telephones that do not have displays and gives you the ability to use display features such as caller ID. By selecting the Advanced button, you can specify that your extension has display capabilities even though you do not have a display telephone. However, in order for your extension to have these display capabilities, your System Manager must administer your extension for display capabilities.

⇒ **NOTE:**

If you use the Advanced button to specify that your non-display telephone has display capabilities, PassageWay Solution considers your telephone to be a display telephone.

2. From the AT&TConnect Setup - Telephone dialog box, select the appropriate option(s) for your telephone. For more information regarding the specific options for your telephone, select the Help button.
3. When you are finished, select the Continue button.

The AT&TConnect Setup - Lines dialog box appears. This dialog box presents a representation of the buttons on your telephone.

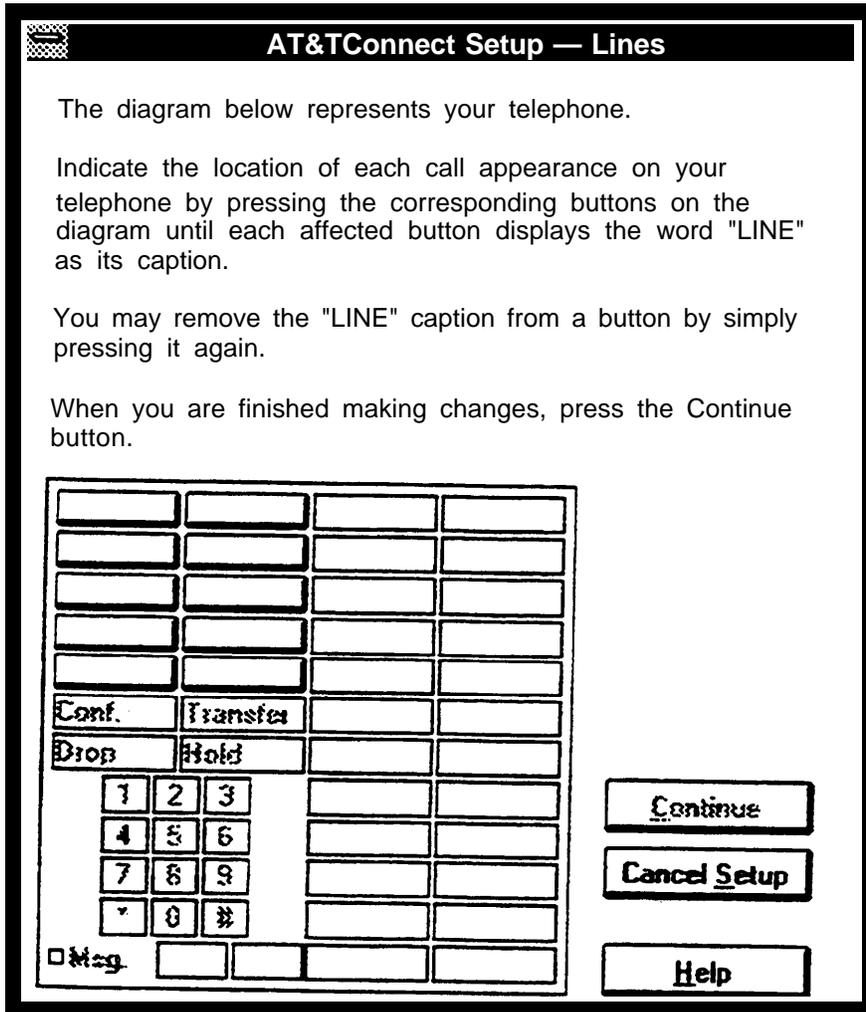


Figure 6-6. AT&TConnect Setup - Lines Dialog Box for a 7405 Telephone with no Display

4. Select the location of each call appearance on your telephone.

The word "LINE" appears on each button you select. If you are not sure where your call appearance buttons are located, lift your handset and then press each button. If you hear dial tone and both the red and green LEDs turn on when you press a button, that button is a call appearance.

⇒ **NOTE:**

As part of the setup procedure, AT&TConnect will "press" the buttons that you specify as call appearances in step 4. If you specify a button that is programmed as a feature, AT&TConnect may activate or de-activate the feature when it presses the button. Be careful to select call appearances only.

5. When you are finished, select the Continue button.

The AT&TConnect Setup - Line Confirmation dialog box appears.

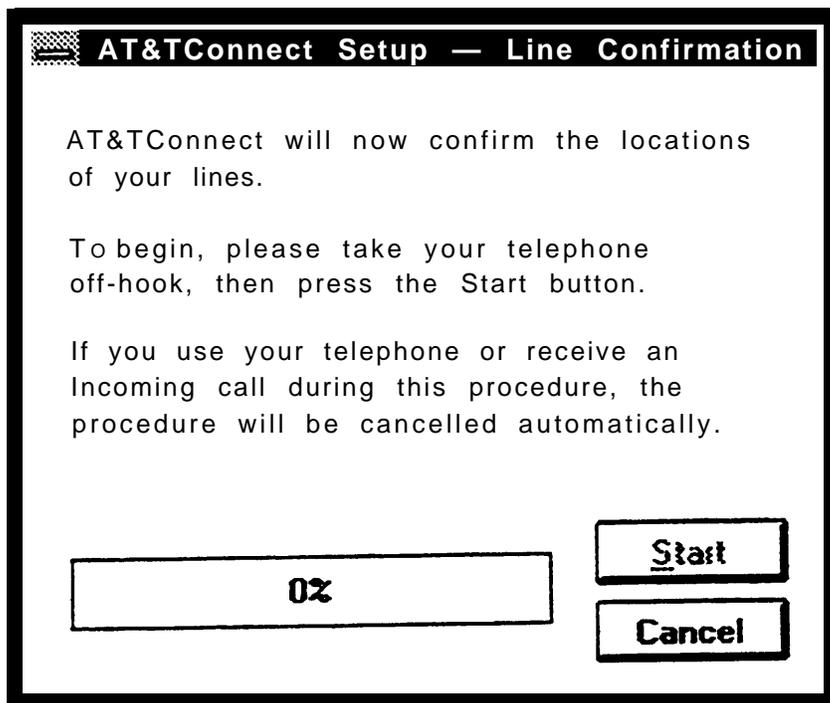


Figure 6-7. AT&TConnect Setup - Line Confirmation Dialog Box

6. Lift the handset of your telephone, and then select the Start button.

AT&TConnect verifies that the buttons you selected are call appearances, and then displays a message box. This message box states the results of the test Figure 6-8 shows the message box after a successful test, while Figure 6-9 shows the message box after an unsuccessful test.

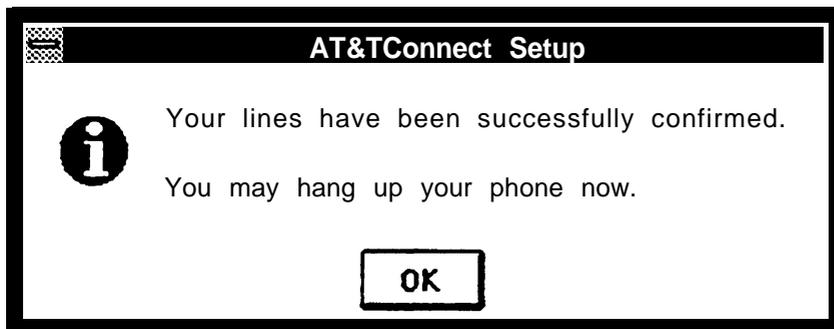


Figure 6-8. AT&TConnect Setup Message Box for a Successful Test

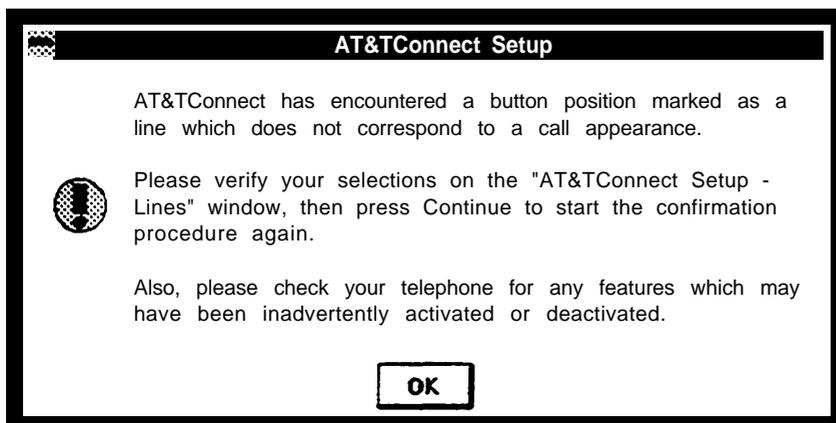


Figure 6-9. AT&TConnect Setup Message Box for an Unsuccessful Test

If the test is successful, hang up your handset, and proceed to step 7.

If the test is unsuccessful, hang up your handset, select the OK button, and repeat steps 4 to 6. The incorrect button(s) that you marked as call appearances will display "(No Line)" and will be grayed.

7. Select the OK button.

The AT&TConnect Setup - Line Labels dialog box appears.

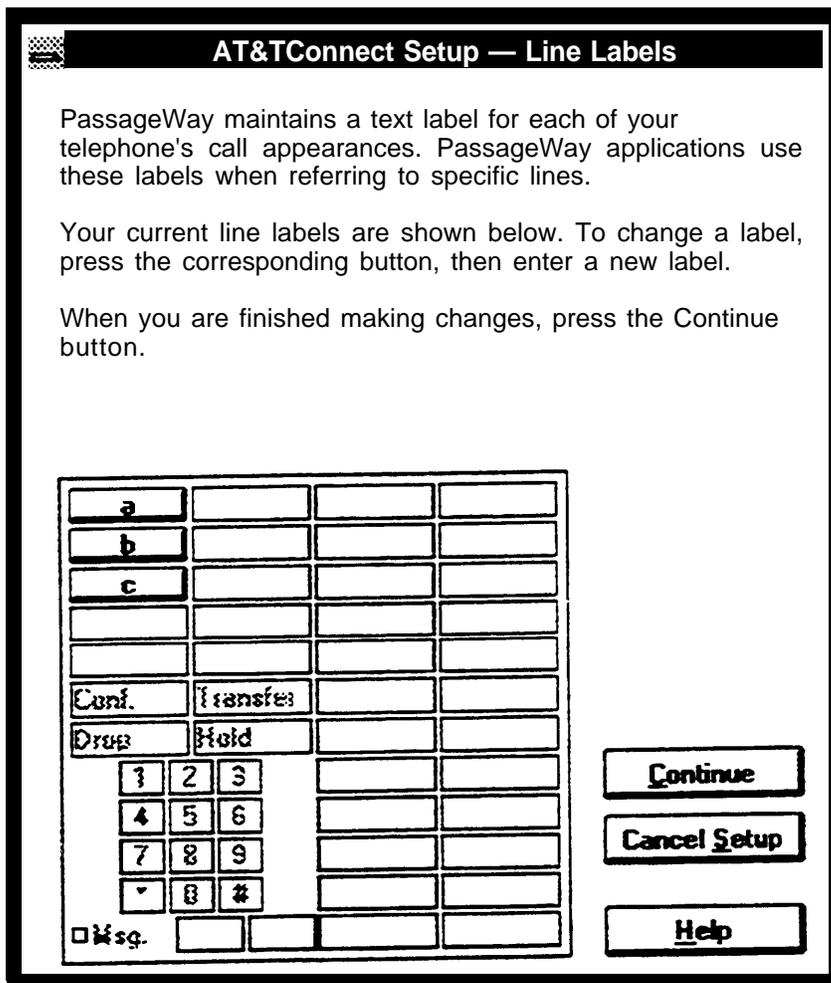


Figure 6-10. AT&TConnect Setup - Line Labels Dialog Box for a 7405 Telephone with no Display

PassageWay applications such as AT&TBuzz use the Line Labels to identify where calls are appearing on your telephone. You may customize the labels to something that will be more meaningful to you. These labels should be unique, and cannot be blank.



NOTE:

These labels are specific to PassageWay applications. Your DEFINITY system has its own alphabetic labels that it applies to the call appearance identifiers on the display of your telephone (for example, a=) .

8. Perform one of the following steps:

— If you want to customize the Line Labels, perform the following steps:

- a . Select the label that you want to change.

The Edit Line Label dialog box appears.

- b . Enter a new label (up to four characters) and select the OK button.

If you want to customize another label, repeat steps A and B.

When you are finished, proceed to step 9.

— If you do not want to modify the Line Labels, proceed to step 9.

9. Select the Continue button.

The AT&TConnect Setup - Line Labels dialog box closes.

If your telephone does not have a display, the procedure is completed.

If your telephone has a display, the AT&TConnect Setup - Display Features dialog box appears.

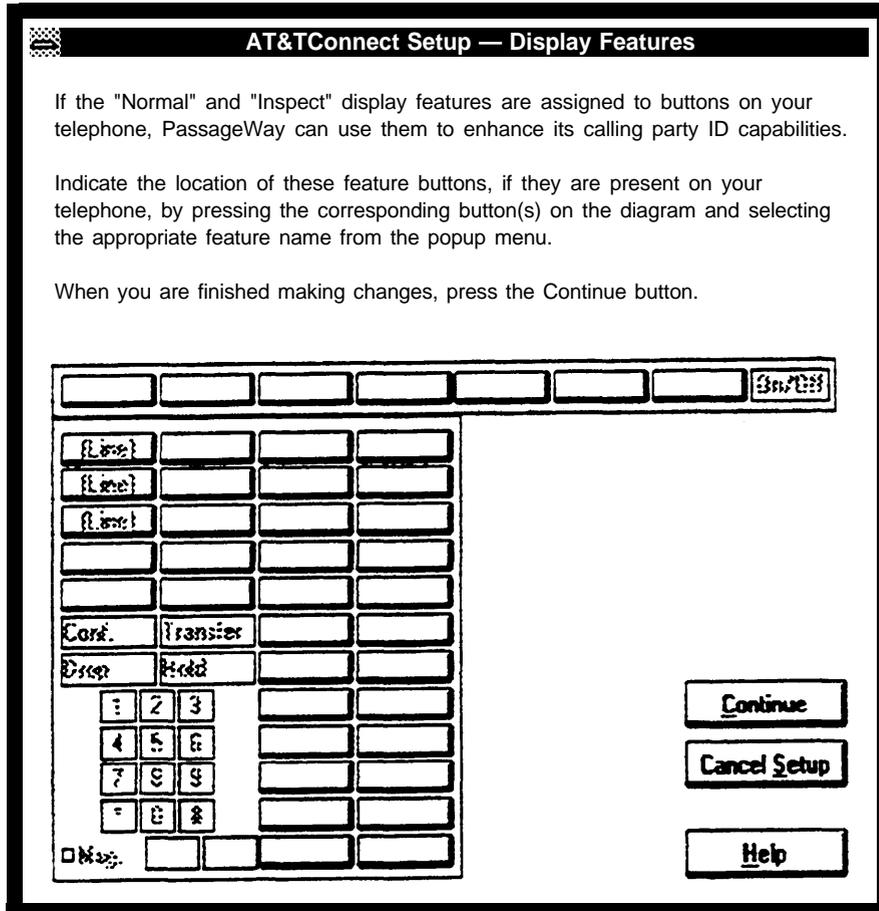


Figure 6-11. AT&TConnect Setup - Display Features Dialog Box for a 7405 Telephone with a Display

The Normal and Inspect display feature buttons enhance the caller ID capabilities of PassageWay Solution.

If your telephone does not have Normal and Inspect display feature buttons, select the Continue button. The AT&TConnect Setup - Display Features dialog box closes, and the procedure is completed.

If the Normal and Inspect display feature buttons have been added to or moved on your telephone, perform the following steps:

- a. Select the location of the Inspect display feature button on your telephone.

A submenu appears displaying "Clear Button," "Normal" and "Inspect."

- b. Select *Inspect* .

"Inspect" appears on the label of the button you selected.

- c. Select the location of the Normal display feature button on your telephone.

A submenu appears displaying "Clear Button," "Normal," and "Inspect."

- d. Select *Normal* .

"Normal" appears on the label of the button you selected.

- e. Select the Continue button.

The AT&TConnect Setup - Normal/Inspect dialog box appears.

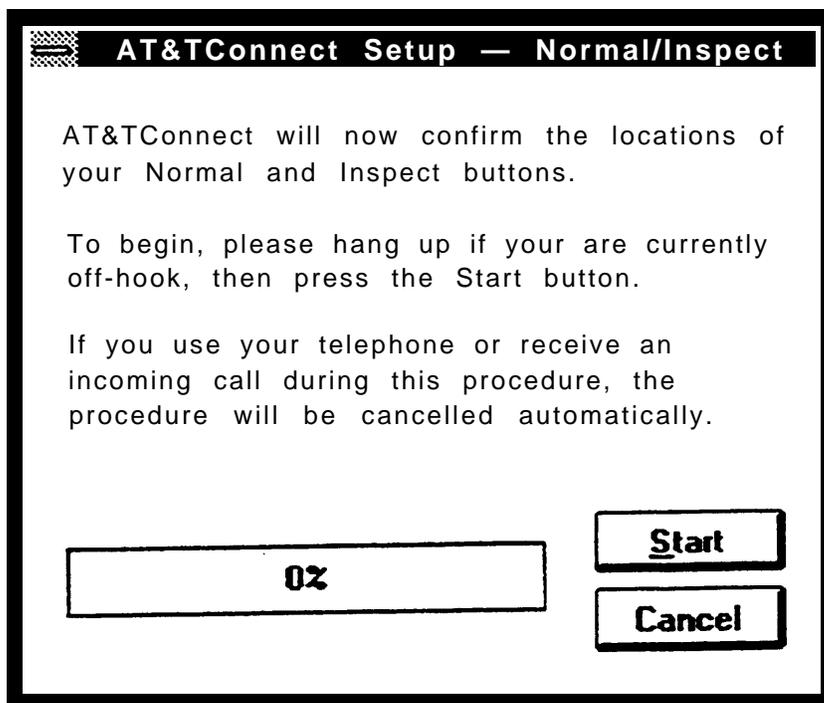


Figure 6-12. AT&TConnect Setup - Normal/Inspect Dialog Box

- f. Make sure your phone is on hook (that is, hang up your handset) and select the Start button.

AT&TConnect verifies the locations you specified for the Normal and Inspect display feature buttons.

If the test is successful, the AT&TConnect Setup - Display Features dialog box closes, and the procedure is completed.

If the test is unsuccessful, the following message box appears.

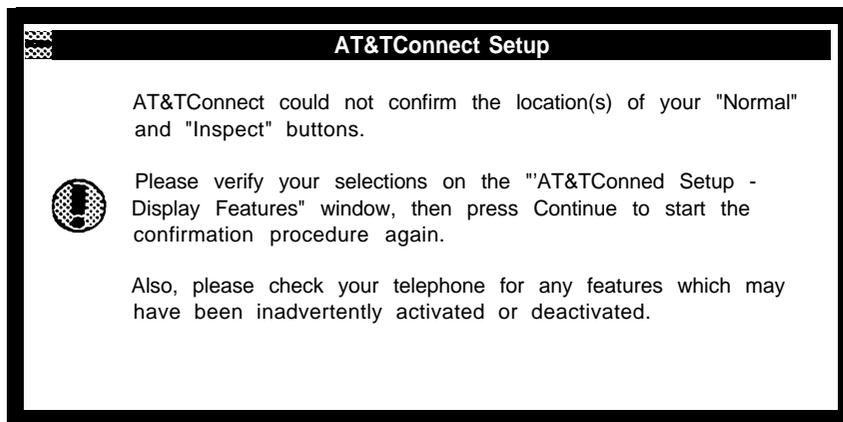


Figure 6-13. AT&TConnect Message Box for an Unsuccessful Test

Select the OK button and then repeat steps A to F.

Changing the Labels of the Line Buttons

To change the label of a line button:



NOTE:

You cannot change line button labels while PassageWay applications other than AT&TConnect are running.

1. Select `Configure System...` from the Setup menu.

The AT&TConnect Setup - Telephone dialog box appears.

2. Select the Continue button.

The AT&TConnect Setup - Lines dialog box appears.

3. Select the Continue button.

The AT&TConnect Setup - Line Labels dialog box appears.

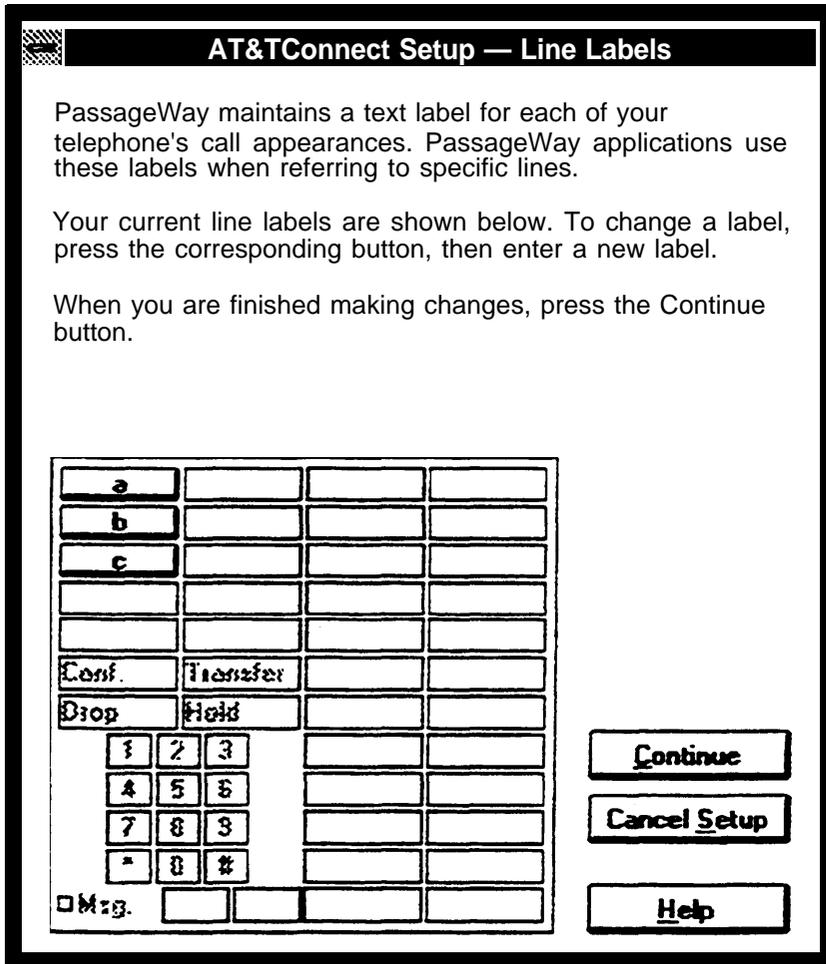


Figure 6-14. AT&TConnect Setup - Line Labels Dialog Box for a 7405 Telephone with no Display

4. Click on the button whose label you want to change.
The Edit Line Label dialog box appears.

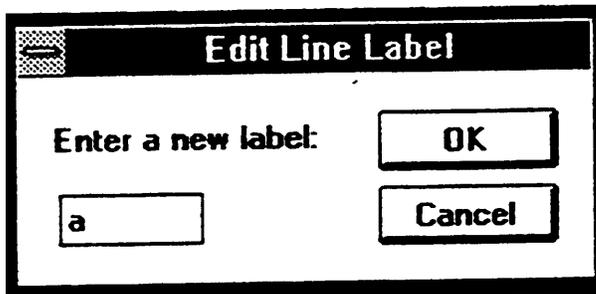


Figure 6-15. Edit Line Label Dialog Box

5. Enter the new label (up to four characters) and select the OK button.

The Edit Line Label dialog box closes, and the new label is displayed. If you want to change the label for another line button, repeat steps 4 and 5.

6. When you are finished, select the Continue button.

If your telephone does not have a display, the AT&TConnect Setup - Line Labels dialog box closes, and the procedure is completed.

If your telephone has a display, the AT&TConnect Setup - Display Features dialog box appears.

7. Select the Continue button.

Testing the PassageWay Adapter

If you are having problems with PassageWay Solution, perform the following steps:

⇒ **NOTE:**
You cannot test the PassageWay adapter while PassageWay applications other than AT&TConnect are running.

1. Select `Test Adapter` from the `Setup` menu.

The AT&TConnect Adapter Test dialog box appears.

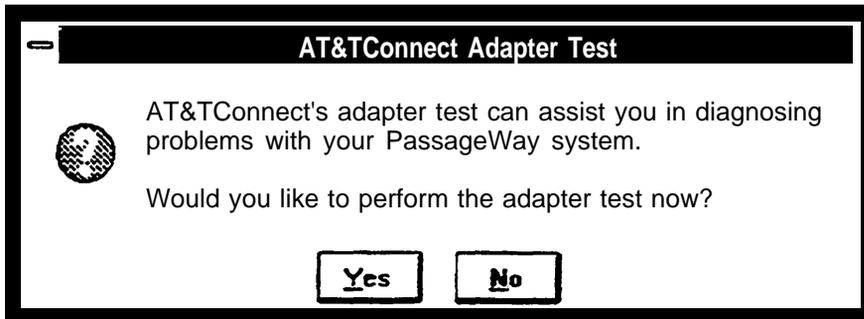


Figure 6-16. AT&TConnect Adapter Test Dialog Box

2. Select the `Yes` button in the dialog box.

The test starts.

3. Respond to the AT&TConnect Adapter Test dialog boxes (if any).

When the test is completed, the AT&TConnect Adapter Test message box appears, displaying the results of the test.



NOTE:

If the PassageWay adapter test fails, note the error number and refer to Chapter 8.

4. Select the OK button.

AT&TConnect Menu Bar Options

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

- File
- Setup
- Help

This section describes the options contained in the AT&TConnect menus.

File

The File menu contains the Exit option.

Exit

Exits the AT&TConnect software.

Setup

The Setup menu contains the following options:

- COM Port...
- Configure System...
- Test Adapter
- Events Log...

COM Port...

Enables you to select the COM port for your PassageWay adapter.

Configure System...

Enables you to modify the system configuration information.

Test Adapter

Activates a self-test of the PassageWay adapter.

Events Log...

Records certain events for information purposes only and is used for diagnosing a problem.

Help

The Help menu bar option contains the following options:

- Contents
- Search for Help on...
- How to use Help
- About AT&TConnect...

Contents

Enables you to access the on-line help for AT&TConnect.

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 AT&TConnect.

About AT&TConnect...

Displays the AT&TConnect version number, the PassageWay API DLL version number, and the number of PassageWay applications (clients) that are currently active.

Using Autodialing Applications with PassageWay Solution

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Using Autodialing Applications with PassageWay Solution

7

Overview

This chapter provides information for using other Windows applications with PassageWay Solution. Most applications that are designed to autodial (using the Hayes command set) can work with PassageWay Solution.

Using Autodialing Applications

Windows applications such as personal information managers (PIMs), schedulers, and the Windows Cardfile dial phone numbers via modems using the Hayes' command set. They do not use the modem to transfer data; rather, they dial the phone number you select and expect you, the user, to pick up the telephone to complete the call.

PassageWay Solution can decode the Hayes' commands necessary to dial a telephone number. The application that performs the dialing will think there is a modem connected to your PC, not PassageWay Solution. There are a few parameters and guidelines that need to be followed to ensure that PassageWay Solution will operate with your application.

Setting Up PassageWay Solution

To use PassageWay Solution with autodialing applications, the AT&TConnect application must be running while the autodialing application is running.

⇒ **NOTE:**

Other PassageWay applications (such as AT&TCall and AT&TBuzz) cannot be running while PassageWay Solution is being used by autodialing applications.

Also, when PassageWay applications are running, you cannot use autodialing applications.

Setting Up Your Application

Set the following parameters for your application:

- Baud Rate

You can use any standard baud rate.

- COM port

Make sure you select the same COM port that is connected to the PassageWay adapter.

- Data bits

The data bits (word length) should be set to 7 or 8.

- Tone or Pulse dialing

PassageWay Solution is compatible with either type of dialing.

- Prefix/Suffix

Whatever number you select for the application to use for a dialing prefix and/or suffix will be used by PassageWay Solution.

⇒ **NOTE:**

Stop bits and parity are not important to PassageWay Solution.

Helpful Hints

Keep in mind the following information when using PassageWay Solution with autodialing applications:

- Make sure all phone numbers used are appropriate for your DEFINITY system.
- PassageWay Solution will place phone calls for an autodialing applications. If you have a speakerphone, your speakerphone automatically goes off hook, and the call is placed. If you do not have a speakerphone, you must lift your handset. When the call is completed, you will have to manually hang up your phone (even if you have a speakerphone).

Troubleshooting

8

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Troubleshooting

8

Overview

This chapter provides information that can assist you in solving problems that you might encounter with PassageWay Solution. This chapter is divided into the following sections:

- "Troubleshooting AT&TConnect"
- "Troubleshooting AT&TCall"
- "Troubleshooting AT&TBuzz"

Refer to the appropriate section to find the information required to solve your particular problem. Also, you may want to refer back to the chapters discussing the PassageWay applications to resolve problems that might arise due to confusion about how a particular feature works. Keep in mind that AT&TCall and AT&TBuzz depend on AT&TConnect in order to communicate with your telephone. As a result, problems with AT&TCall or AT&TBuzz may actually be caused by a problem with AT&TConnect.

Troubleshooting AT&TConnect

This section presents some common problems that you might encounter while using AT&TConnect. For each problem, a strategy is presented that you can follow to isolate and solve your problem.

Problem 1: AT&TConnect will not run. It displays the message

`This application requires a serial port and terminates.`

This message indicates that AT&TConnect cannot find an available serial port on your system. This message will most likely appear immediately after you have completed the installation of the PassageWay software using the setup program since this is the first time AT&TConnect tries to run.

If you do not have an available serial port (for example, if you have only one serial port, and this port is being used by your mouse), you will need to add an additional serial port to your PC in order to use PassageWay Solution. Your computer vendor can assist you in obtaining the necessary hardware to add another serial port. See Appendix B for more information.

If you are certain that you have an available serial port (other than a port being used by your mouse), the available port might be disabled, in which case AT&TConnect will be unable to detect its presence. You can verify the number of active serial ports in your system using the following procedure:

1. Exit Windows and return to DOS.

The DOS prompt appears.

2. Access the directory in which the PassageWay applications reside.

3. Type `comcheck` and press [**ENTER**].

The status of each COM port in your PC is displayed. The following is a sample of what you may see:

```
COMCheck V1.0 (c)1993 AT&T
Serial port detection program
```

Port	Detected
COM1	Yes
COM2	Yes
COM3	No
COM4	No

If this procedure reveals that your PC has no active COM ports or only COM1 is active (but is used by your mouse under Windows), you will need to either purchase an additional COM port for your PC or consult your PC's hardware documentation to determine how to re-enable a COM port that might be disabled. (Refer to Appendix B for information on COM ports.) Re-enabling a COM port may require changing the placement of a jumper on your computer's system board or running your PC's setup program.

Problem 2: AT&TConnect displays its Communications Error dialog box within a few seconds after it is run

This message indicates that AT&TConnect cannot communicate properly with your PassageWay adapter. This message can appear for one of the following reasons:

- Your PassageWay adapter is not connected properly to your PC serial port and/or your telephone.
- Your PassageWay adapter is not receiving power.
- AT&TConnect is administered to use a different serial port than the one to which the PassageWay adapter is connected.
- One or more cables and/or adapters are damaged, not properly attached, or not compatible with PassageWay Solution.

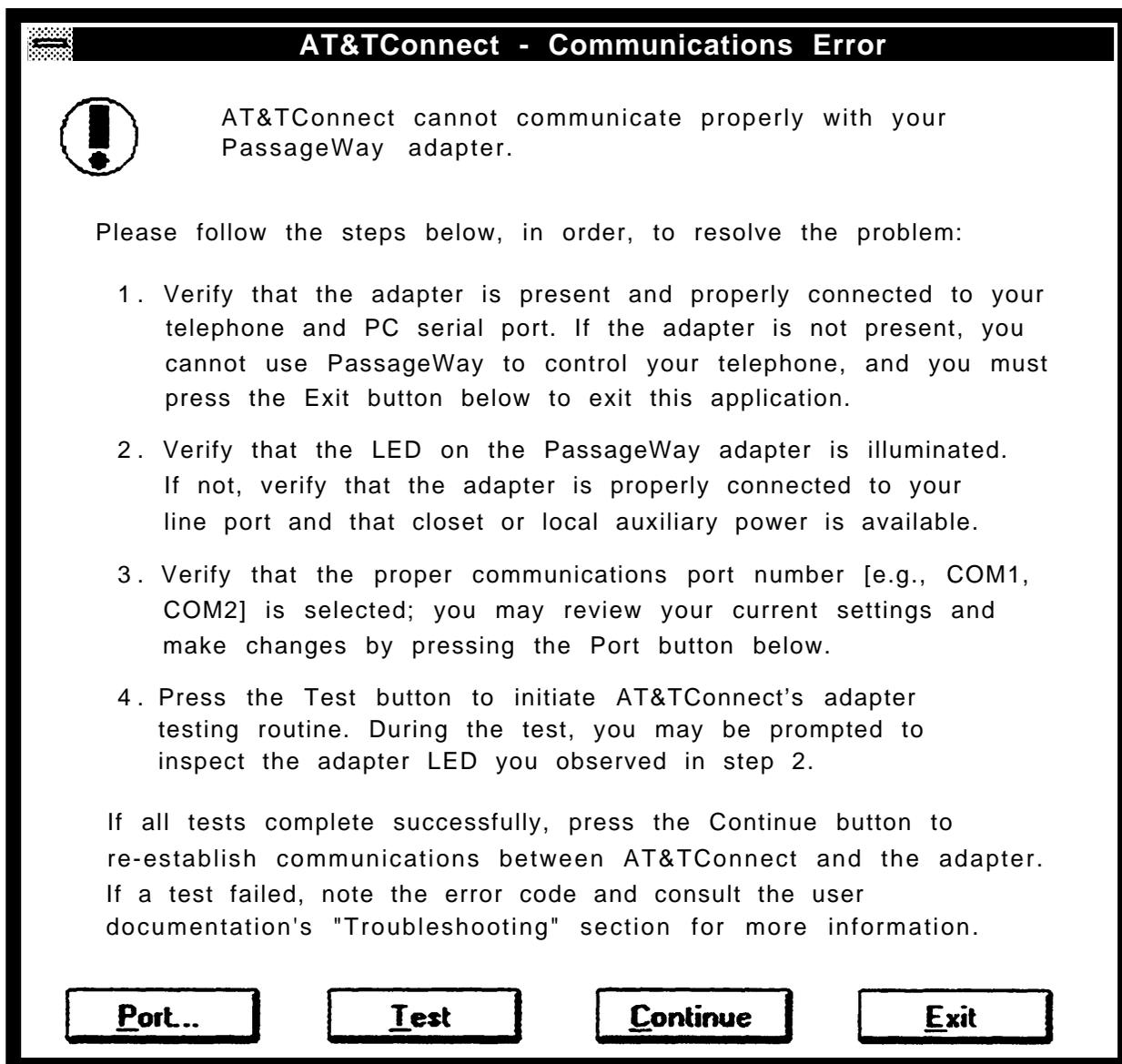


Figure 8-1. AT&TConnect - Communications Error Dialog Box

You should follow the instructions provided on this dialog box to troubleshoot the problem. These instructions ask you to verify the following items:

- The PC-side and phone-side cabling associated with your PassageWay adapter is properly connected.

Insure that the 7-foot phone cord is completely inserted into both the jack marked "Line" of your telephone and the modular jack marked "Phone" on the PassageWay adapter. A proper connection is confirmed by a tactile "click" as the cord is fully inserted.

Insure that the phone cord between the wall jack and the modular jack marked "Line" on the PassageWay adapter is completely inserted into both the wall jack and the modular jack marked "Line" on the PassageWay adapter. A proper connection is confirmed by a tactile "click" as the cord is fully inserted.

Also insure that any RS-232 cables and adapters that you might be using to connect the PassageWay adapter to your PC should NOT be null modem cables (a special type of cable), and the total length of the combined RS-232 cabling should not exceed about 40 feet (the length should be as short as is convenient for your setup).

- Insure your PassageWay adapter is receiving power (as indicated by the illumination of the power LED).

If you have verified that the PassageWay adapter is properly connected to your telephone, yet the power LED next to the modular jack on the adapter is NOT illuminated, your telephone system wiring may not support the remote powering of adjuncts. If this is the case, you should consult your AT&T account representative or authorized dealer to obtain the proper wall supply to power your PassageWay adapter or to correct any wiring problems which may be the cause.

- Your COM port administration for AT&TConnect corresponds to the serial port to which the PassageWay adapter is connected.

Under Windows, AT&TConnect considers any active serial port that is not being used by a serial mouse to be "available" for use with PassageWay Solution. Consequently, AT&TConnect will allow you to select a COM port that could be different from the one to which your PassageWay adapter is attached. For example, if your PC contains an internal fax/modem card, that fax/modem will be using one of your PC's COM ports, and you could erroneously administer AT&TConnect to use this same COM port. When selecting a serial port for AT&TConnect to use, you should be careful that the COM port you select is not already being used by another device in your PC.

- AT&TConnect's software-based adapter test passes.

To assist you in diagnosing problems, AT&TConnect contains a built-in adapter test procedure. This test can be run directly from the Communications Error dialog box by choosing the Test button.

If the test procedure concludes successfully, AT&TConnect is communicating properly with your PassageWay adapter over the COM port you selected, and you should select the Connect button on the Communications Error dialog box to restore normal operation.

If, however, the test fails, an error number will be provided. Use the following table to interpret the error numbers and to find suggestions for how to resolve the particular error you encountered.

Failure Code	Meaning	Things to Try
-101	The adapter test could not be completed due to insufficient memory.	Try closing one or more applications, then retry the adapter test.
-102, -103	The adapter test could not be completed because the currently selected COM port is in use by another application.	Close the application that is using the designated COM port, then retry the adapter test.
-104	The currently selected COM port is incompatible with PassageWay Solution.	Try connecting your PassageWay adapter to a different COM port on your PC.

-111	The PassageWay adapter is not receiving power.	<p>If you are using an auxiliary power supply, verify that it is properly installed. (See Appendix D for more information.)</p> <p>If you are not using an auxiliary power supply, you will need to obtain one unless your DEFINITY system is wired to provide adjunct power to your extension (your System Manager can provide this information). Your AT&T sales representative can supply you with the proper power supply, if needed.</p>
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Troubleshooting

-112	The connection between your PC's COM port and the 9-pin connector on your PassageWay adapter may be faulty.	Verify that the connection between your PC's COM port and the PassageWay adapter is secure. Verify that the COM port number you selected during the AT&TConnect setup procedure matches the number of the COM port that is physically connected to your PassageWay adapter.
-121	AT&TConnect is not receiving data over the specified COM port.	Follow the instructions for failure code -112.
-122,-142	Your PassageWay adapter has reported an internal problem.	Contact your AT&T service representative.

<p>-123, -131, -141</p>	<p>AT&TConnect is receiving incorrect data over the specified COM port.</p>	<p>Verify that the COM port number you selected during the AT&TConnect setup procedure matches the number of the COM port that is physically connected to your PassageWay adapter.</p> <p>This failure usually indicates that the specified COM port is connected to a modem or data module rather than your PassageWay adapter.</p>
<p>-143</p>	<p>The PassageWay adapter is not properly connected to your DEFINITY system. The adapter may also not be properly connected to your telephone.</p>	<p>Verify the connections between your PassageWay adapter and your DEFINITY system and telephone.</p>
<p>-144</p>	<p>The PassageWay adapter is not properly connected to your telephone.</p>	<p>Verify the connection between your PassageWay adapter and your telephone.</p>

-2xx	An unexpected Windows communications error has occurred.	Try closing all applications except AT&TConnect and Program Manager, and then repeat the adapter test procedure.
------	----------------------------------------------------------	------------------------------------------------------------------------------------------------------------------

Problem 3: AT&TConnect will not work on COM3 or COM4

By default, many PCs are not configured to permit the simultaneous use of three or more COM ports. Specifically, most PCs are configured such that COM ports are grouped into pairs: COM1 is paired with COM3, and COM2 is paired with COM4. By default such PCs permit only one COM port from each pair to be operating at the same time (for example, COM1 with COM2). COM ports within the same pair will usually conflict with one another and are not supported (that is, COM1 with COM3, or COM2 with COM4).

If you cannot get AT&TConnect to work properly on COM3, check if another device is using COM1 at the same time. Similarly, if you cannot get AT&TConnect to work on COM4, determine if another device is using COM2 at the same time. If so, you may need to make some changes to your PC configuration to support using PassageWay Solution on COM3 or COM4. Refer to Appendix B for more information. If you need additional assistance in setting up devices on COM3 or COM4, consult your PC hardware vendor.

Problem 4: AT&TConnect occasionally displays its initialization window while one or more PassageWay applications are running

AT&TConnect displays its initialization window whenever it establishes (or re-establishes) communication with the PassageWay adapter. Generally, this window is only displayed once, at the time when a single PassageWay application is first executed. However, if a communications problem occurs at any time, AT&TConnect attempts to clear the problem by reinitializing the adapter, which causes the initialization window to reappear temporarily. If this occurs while a PassageWay application is performing a task involving the telephone, the operation in progress will be aborted and must be restarted manually once the initialization window disappears. If no task involving the telephone is in progress during this process, the operation of PassageWay applications is unaffected.

The chance of a communications problem depends on your PC's configuration. PassageWay Solution operates at a data rate of 9600 baud, and it relies on Windows to manage the flow of data through your PC's serial port. Depending upon the speed of your PC, the number and type of applications you are using, and various hardware components in your PC configuration, Windows will be able to manage serial communications with varying degrees of effectiveness.

If you encounter frequent communications errors using PassageWay Solution, your PC's current hardware configuration may not support reliable high-speed communications under Windows. Appendix B includes information about choosing serial port hardware that can work reliably at high speeds under Windows.

Troubleshooting AT&TCall

This section presents some common problems you might encounter using AT&TCall. For each problem, a strategy is presented that you can follow to isolate and solve your problem.

Problem 1: AT&TCall does not dial or turn on the speaker

AT&TConnect must be running in order for AT&TCall to dial using your telephone. Run AT&TConnect, wait for your telephone to be initialized, and try dialing again.

If AT&TConnect will not run (that is, it displays the message "This application requires a serial port" and then terminates) or if a communications error occurs (that is, the Communications Error dialog box appears), refer to "Troubleshooting AT&TConnect."

Problem 2: AT&TCall dials the wrong numbers

Check if you have a dialing prefix and/or suffix enabled for all cards in this bank. To disable an unwanted prefix or suffix, select `Dial Options` from the Setup menu and select the checkboxes to disable the prefix or suffix. Remember that prefixes and suffixes apply to every number on every card in a given bank, so do not make changes to them unless you wish these changes to apply to all of the cards in the active bank.

Problem 3: AT&TCall will not allow you to create a new card or edit an existing card

Both the New Card and Edit Card buttons are disabled (as are a number of menu items) whenever you are in the process of creating a new card or editing an existing one. To restore the capabilities of these buttons, you must complete the adding/editing operation already in progress and return the new/edited card to the current card bank.

Note that the New Card and Edit Card windows can be minimized, so it is possible that you may have minimized one of these windows previously and have forgotten that you did so. If one of these windows was minimized, its icon will appear in the icon area near the bottom of your Windows desktop. Simply doubleclick on the icon to restore it to a window, then complete the add or edit operation by choosing Add Card or Return Card. The New Card and Edit Card buttons will then be restored.

The New Card button is also disabled when the card bank contains 2,000 cards. Use the About AT&TCall option in the Help menu to determine how many cards are in the current card bank.

Troubleshooting AT&TBuzz

This section describes some common problems you might encounter while using AT&TBuzz. For each problem, a strategy is presented that you can follow to isolate and solve your problem.

Problem 1: Your phone rings, but no call records appear in the AT&TBuzz window

AT&TConnect must be running in order for AT&TBuzz to display records for incoming calls. Run AT&TConnect.

If AT&TConnect will not run (that is, it displays the message "This application requires a serial port" and then terminates) or if a communications error occurs (that is, the Communications Error dialog box appears), refer to "Troubleshooting AT&TConnect."

Problem 2: You pick up your handset to answer a call, but you do not get the call you expected

You probably picked up your handset while the phone was inspecting the call. To be sure, you should always answer from AT&TBuzz, and then switch to the handset if desired.

Problem 3: AT&TBuzz automatically drops the active call when a second call arrives

You probably selected the Auto-Drop First Call option in the Options dialog box of AT&TBuzz. Verify the Answering Second Call setting in the Options dialog box of AT&TBuzz.

Problem 4: AT&TBuzz is running in Match to AT&TCall File mode and you receive calls from numbers that are in the associated AT&TCall file, but AT&TBuzz does not find any matches

Your area code is probably incorrect. Verify that your correct area code is displayed in the Options dialog box.

Problem 5: On inside calls, AT&TBuzz does not display caller ID, even though the name of the person calling appears on your telephone's display

AT&TBuzz looks for the calling party number in the display sent by your DEFINITY system. If the display does not contain a telephone number, AT&TBuzz will display the message "Not Available."

Appendix A: Menu Trees



Contents

Appendix A: Menu Trees



This appendix contains the menu trees for the PassageWay applications.

Appendix A: Menu Trees

AT&TBuzz		
Setup	Controls	Help
Run Mode...	Answer	Contents
Options...	Hang Up	Search for Help on...
Initialize Paste Link DDE	Hold	How to Use Help
Reset Default Window	Show Card	About AT&TBuzz...
Always on Top	New Card	
Exit	Accessories	
	Call Log	
	Timer	

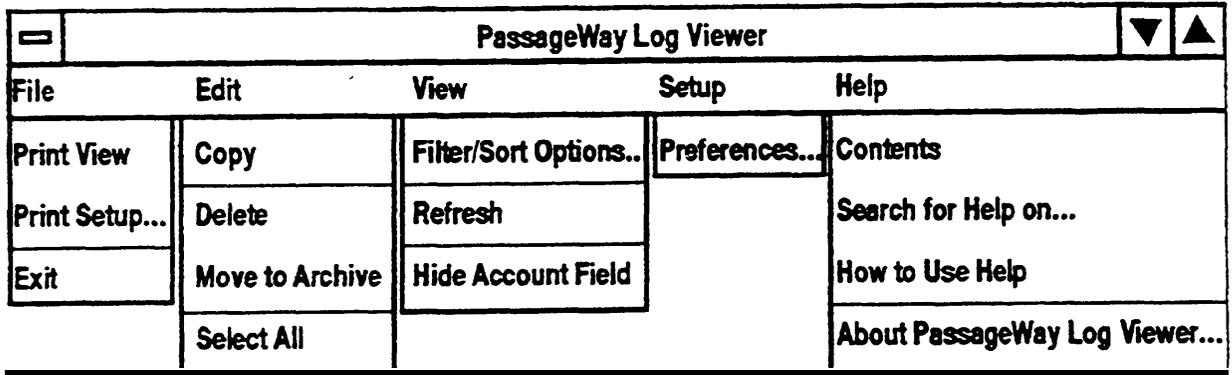
Figure A-1. AT&TBuzz Menu Tree

Appendix A: Menu Trees

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

Figure A-2. AT&TCall Menu Tree

Appendix A: Menu Trees



The image shows a screenshot of the 'PassageWay Log Viewer' application window. The title bar contains the text 'PassageWay Log Viewer' and two arrow buttons. Below the title bar is a menu bar with five items: 'File', 'Edit', 'View', 'Setup', and 'Help'. The 'File' menu is expanded, showing a vertical list of options: 'Print View', 'Print Setup...', and 'Exit'. The 'Edit' menu is also expanded, showing 'Copy', 'Delete', 'Move to Archive', and 'Select All'. The 'View' menu is expanded, showing 'Filter/Sort Options..', 'Refresh', and 'Hide Account Field'. The 'Setup' menu is expanded, showing 'Preferences...'. The 'Help' menu is expanded, showing 'Contents', 'Search for Help on...', 'How to Use Help', and 'About PassageWay Log Viewer...'. The application window has a standard Mac OS-style title bar with a close button on the left and zoom and scroll buttons on the right.

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 PassageWay Log Viewer...

Figure A-3. Log Viewer Menu Tree

AT&TConnect		
File	Setup	Help
Exit	COM Port... Configure System... Test Adapter Events Log...	Contents Search for Help on... How to use Help About AT&TConnect..

Figure A-4. AT&TConnect Menu Tree

Appendix B: PC Serial Ports

B

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Workarounds and Solutions to the IRQ Conflict Problem	B-7
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Appendix B: PC Serial Ports

B

Overview

This appendix provides detailed information about PC serial ports, including background information about what they are and how they work, how Microsoft Windows 3.1 manages them, how to resolve problems using COM3 or COM4 under Windows, and how to choose serial port hardware that is well-suited to PassageWay Solution. If you are familiar with serial port terminology (for example, I/O port addresses, IRQs, etc.), you may wish to skip over the background section. If not, you should review the background section before reading further.

If you are having problems using PassageWay Solution on COM3 or COM4, you should refer to "Workarounds and Solutions to the IRQ Conflict Problem" for advice on solutions and workarounds. If you intend to purchase an add-on serial port card for use with PassageWay Solution, you should refer to "Selecting an Add-In Serial Port Card" for information that can assist you in selecting a card.

Background

Serial ports (also sometimes referred to as communications ports or COM ports) are hardware interfaces which permit your PC's microprocessor to communicate with peripheral devices using a communications standard called RS-232 (hence, serial ports are also sometimes referred to as RS-232 ports). Many common computer accessories make use of serial ports, including serial mice, modems, serial printers, and the PassageWay adapter.

Under DOS (and Windows, which works cooperatively with DOS), the serial port interfaces in a PC are uniquely identified by specific device names: COM1 ("serial communications port 1"), COM2 ("serial communications port 2"), and so on, usually up through COM4. A particular PC might have none of these devices, some of them, or all of them installed. For example, most PCs currently on the market arrive from the manufacturer with two serial ports already installed (COM1 and COM2), often integrated onto the computer's main system board. Installing additional serial ports (for example, COM3 or COM4) is usually accomplished by purchasing an add-on card and installing it into a free expansion slot.

For most purposes (for example, configuring software), the generic description of serial ports provided by their device names is sufficient. For example, during the PassageWay Solution installation procedure, you are asked to provide the device name of the serial port to which you have connected the PassageWay adapter (for example, COM2). Unfortunately, this abstract view of serial ports is not sufficient for other purposes, notably for troubleshooting problems: to be able to do this effectively, a basic understanding of serial port hardware is required. In particular, it's essential to understand the mechanics by which the computer's microprocessor communicates with serial port hardware.

The microprocessor/serial port communication consists of two aspects: an I/O port address and an interrupt request signal (IRQ). The I/O port address

represents a small region of the microprocessor's input/output memory space which is used to pass data back and forth to the serial port. This memory region acts something like a mailbox: outgoing mail (data from the microprocessor to be transmitted to the peripheral device) is placed in the mailbox by the owner (the microprocessor) to be picked up by the mail carrier (the serial port hardware) for subsequent delivery to the destination party (the peripheral device). In turn, the mail carrier (the serial port hardware) places incoming mail (data from the peripheral device) into the box to be picked up by the owner (the microprocessor). This analogy illustrates an additional important point about I/O port addresses: just as individual mailboxes help the residents in a neighborhood keep their mail from getting mixed up, each device using an I/O port address to communicate with the microprocessor should have a unique address that doesn't conflict with that of any other device.

The mailbox analogy is also helpful in understanding the IRQ mechanism. Normally, we place our outgoing mail in our mailbox at any convenient time before the mail carrier arrives to pick it up. The outgoing mail sits in our mailbox until the mail carrier arrives, at which time it is picked up and possibly some incoming mail is placed in the mailbox. Then, some time later, we check our mailbox and retrieve our new incoming mail. The problem with this scheme is that it's not very efficient: both the outgoing and incoming mail spends some time just sitting in the mailbox. A better approach would be if the mail carrier provided some sort of signal (for example, ringing the doorbell) to announce his or her arrival, in which case we could hand over the outgoing mail and pick up the incoming mail immediately. In the PC architecture, IRQs acts like the doorbell in our analogy: they provide a method by which hardware devices in the computer can get the microprocessor's attention to efficiently deal with some process. The serial port hardware makes use of an IRQ to announce that it's ready to receive more outgoing data and/or that new data has arrived from the peripheral device which needs to be processed.

Like I/O port addresses, IRQs must generally be unique among the active hardware devices in a computer system. In the mailbox analogy, the doorbell is probably not a good signal since virtually anyone could ring the doorbell for any number of reasons, not just to indicate the arrival of mail. Similarly, if a particular IRQ signal is used (PCs generally support 16 unique IRQ signals,

denoted IRQ0, IRQ1, and so on, up through IRQ15), the microprocessor must take the appropriate action for the device associated with that IRQ. If there is a mix-up, or if more than one device attempts to use the same IRQ at the same time, a conflict occurs, and the outcome is often unpredictable and usually undesirable (for example, the computer may "hang"). Because IRQs are a limited resource, some newer PCs support IRQ sharing, a hardware mechanism which permits more than one device to make use of the same IRQ, but most PCs do not. For example, all PCs which use IBM's MicroChannel Architecture (MCA) support IRQ sharing, as do most PCs which use the Enhanced Industry Standard Architecture (EISA) design. However, most PCs in the marketplace – even new models – are based on the traditional Industry Standard Architecture (ISA) which generally does not support IRQ sharing.

⇒ **NOTE:**

IRQ sharing is a PC feature. If your PC supports IRQ sharing, you can put two COM ports on one IRQ. You will not encounter the types of complications that this appendix addresses if your PC supports IRQ sharing.

The specific I/O port address and IRQ that a particular serial port uses is determined by the hardware configuration of the serial port. Generally, these parameters cannot be changed for built-in serial ports, but add-on cards containing serial ports often provide jumpers or switches which can be used to configure them to use one of several I/O port addresses and IRQ combinations. The table below lists the default I/O port addresses and IRQs used by the serial ports of IBM PC/AT-compatible computers:

Serial Port Device Name	I/O Port Address	IRQ
COM1	03F8	4
COM2	02F8	3
COM3	03E8	4
COM4	02E8	3

The values in this table play an important part in understanding the "wrinkles" associated with serial ports: although there is provision for up to four serial ports, with four unique I/O addresses, there are only two unique IRQs associated with them (recall that most PCs require the IRQs used by each active device to be unique to avoid conflicts). To understand why, it's useful to recall what the PC world was like before the widespread availability of products like Windows. When the architecture of the current generation of PCs was first being designed (for the IBM PC/AT), the concept of multitasking was not nearly as important in the PC marketplace as it is today. Consequently, since DOS (before Windows) did not permit multiple applications to run simultaneously (with the notable exception of certain specialized programs such as mouse drivers), there was little need to provide a mechanism by which several serial ports could be operated simultaneously. Consequently, the strategy used was to conserve IRQs by assigning the same IRQ to more than one COM port (that is, the COM1 and COM3 ports were both assigned to IRQ4, and the COM2 and COM4 ports were both assigned to IRQ3). Then, under the assumption that at most two serial ports would be active simultaneously (for example, COM1 and COM2, which have unique IRQs), conflicts would not occur.

Serial Ports Under Windows 3.1

Unlike the DOS-only world of yesterday, today's multitasking environments like Windows permit the microprocessor to communicate with up to four active serial port devices at the same time (COM1 through COM4). For example, under Windows, if you are using a serial mouse (on COM1) within a terminal emulator program which operates a data modem (on COM2), while using a fax board (on COM3) to transmit or receive a fax "in the background," you are using three serial port devices simultaneously. You might even wish to make a phone call using PassageWay Solution (on COM4) at the same time, bringing the total up to four simultaneously active serial port devices.

The fact that Windows permits this kind of powerful multitasking does not guarantee that the underlying PC hardware can support this level of operation, at least without some customizing at the hardware level. Since some PCs can support it by default (for example, those which support IRQ sharing), Windows doesn't prohibit you from configuring your system and attempting tasks like the one in the previous paragraph. Unfortunately, most PCs cannot support this operation by default, and the most likely result of attempting the above scenario is "hanging" the PC due to an IRQ conflict. On such systems, using COM1 along with COM2 is generally fine (recall that these devices have unique IRQs by default), but the addition of COM3 or COM4 causes the system to fail.

Fortunately, Windows 3.1 permits complete customization of all parameters involving serial ports through the Control Panel, including configuring nonstandard I/O port addresses and IRQs (that is, values different from those in the table – these parameters can be viewed and/or modified by selecting the desired port in the Control Panel's "Ports" icon, selecting the "Settings..." button, then selecting the "Advanced..." button). This flexibility offers the opportunity of salvation for owners of PCs which do not support IRQ sharing who require the use of three or more COM ports simultaneously.

Workarounds and Solutions to the IRQ Conflict Problem

It is important to remember that the IRQ conflict is a problem in hardware; it cannot be resolved in software alone. Consequently, there are only three alternatives for working around or resolving it:

Workaround 1: Configure your serial devices such that you use only two at any one time, and those two use serial ports with unique IRQs.

This is the simplest workaround to the IRQ conflict problem, but it does not solve the underlying conflict. The idea is to assign your peripheral devices to your available serial ports in such a way as to avoid using any devices simultaneously which might conflict. For example, if you have a serial mouse on COM1 (IRQ4), a fax/modem card on COM2 (IRQ3), and your PassageWay adapter on COM3 (IRQ4), you cannot effectively use PassageWay Solution since you need to use your mouse under Windows while PassageWay applications are running.

A better arrangement would be to move PassageWay Solution to COM4 (IRQ3), which could then be safely used with your mouse on COM1 (IRQ4). In this case, the workaround is to avoid trying to use PassageWay Solution at the same time you use the fax/modem on COM2, since the conflict now would be over IRQ3 (COM2 and COM4).

Workaround 2: Replace one or more of your serial peripherals with equivalent devices which do not require a serial port.

The idea with this approach is to eliminate the conflict by reducing the number of peripherals in your system which require serial ports. For example, replacing a serial mouse with a bus mouse (that is, a mouse which requires its own add-in card) would make another serial port available that could then be used by another device.

Given the scenario described in item (1) above (that is, a mouse on COM1, a fax/modem card on COM2, and PassageWay Solution on COM3), you might buy a bus mouse and configure it to use, say, IRQ2 or IRQ5. This would then permit you to move PassageWay Solution onto COM1 (IRQ4), where it could then be used simultaneously with both the mouse and the fax/modem.

Likely candidates for conversion from a serial interface to some other interface include mice (which can be converted to bus mice) and serial printers (which can be converted to an additional parallel printer port).

Workaround 3: If your serial port hardware permits you to select IRQs other than the default ones (IRQ3 and IRQ4), make use of one or more unused IRQs in your system to assign each COM port a unique IRQ.

This solution is generally not possible for built-in serial ports since these are usually "hard wired" and cannot be changed. Although most add-in cards containing serial ports permit you to change the IRQs assigned to them, many cards do not let you select IRQs other than IRQ3 and IRQ4. For example, an internal modem card generally has jumpers or switches which permit you to administer the serial interface on the card to be COM1, COM2, COM3, or COM4, but the I/O port addresses and IRQs associated with each of these configurations is usually fixed to the settings in the table.

Fortunately, some serial port add-in cards do permit you to select IRQs other than 3 or 4 (the additional choices are often IRQ2 and IRQ5). If your serial port hardware provides this flexibility – and at least one of the IRQ numbers available as an option is currently unused in your PC setup – you can solve the IRQ conflict directly.

For example, consider once again the scenario of a COM1 mouse, a COM2 fax/modem card, and a COM3 PassageWay Solution. If the COM3 serial port is located on an add-in card which permits IRQs other than 3 or 4 to be selected, you could configure the COM3 serial port to use a different (available) IRQ in your system, say, IRQ5. After making the necessary changes to the card (for example, adding or removing some jumpers or adjusting the positions of some switches), the last step would be to configure

Windows to monitor IRQ5 rather than IRQ4 for the COM3 serial port – this is accomplished using the Windows Control Panel under the "Ports" option (see your Windows documentation for details).

If you attempt this solution, you must be certain that you do not choose an IRQ which is in use by some other device in your system – if so, you will only trade one type of IRQ conflict for another. You should be aware that many common add-in cards use IRQs, including network cards and multimedia sound cards, both of which are commonly used under Windows. Your PC hardware vendor can assist you in configuring IRQs. You may also need to consult the documentation for your PC and any add-in cards which are installed to determine which IRQs, if any, are available on your system.

Selecting an Add-In Serial Port Card

This section presents advice on how to choose an add-in serial port card for use with PassageWay Solution. Because PassageWay Solution does not have any unique requirements with respect to serial ports, this advice applies generically to selecting a serial port for use with any peripheral.

In general, there are two main things to consider when selecting a serial port for use with PassageWay Solution:

1. Choose a card which offers the flexibility to configure its serial port IRQs to values other than IRQ3 and IRQ4 (for example, to IRQ2 or IRQ5).

This capability often proves to be very beneficial, especially if you are purchasing the card to add a COM3 and/or COM4 port to your system. As described at length in "Workarounds and Solutions to the IRQ Conflict Problem," for PCs which do not support IRQ sharing (which includes most PCs, unfortunately), the ability to relocate the IRQ for COM3 or COM4 away from the defaults (IRQ4 and IRQ3, respectively) represents the only direct solution to conflicts which may arise when attempting to use COM1 along with COM3 or COM2 along with COM4 under Windows.

If you know your PC does not support IRQ sharing, or if you are not sure, it's a good idea to purchase a card with this capability. If you know your PC supports IRQ sharing, this capability is not as potentially important.

2. For best performance with PassageWay solution, choose a card which has hardware support for high-speed communications.

PassageWay Solution operates at a relatively high data rate (9600 baud), and it relies on Windows to manage the flow of data through your PC's serial port. Depending upon your configuration, Windows may have problems maintaining high data rates through traditional serial ports. In these situations, a serial port designed for high-speed communications can eliminate such problems while providing a reduced load on the microprocessor (thus increasing the performance of Windows during data transfers relative to standard serial ports). In most cases, the price differential for such a card is quite modest and a worthwhile investment.

Many serial port cards on the market (and most built-in serial ports) use either the 8250 or 16450 Universal Asynchronous Receiver Transmitter (UART) as their key component. Although these UARTs can operate at high speeds, they do not assist the PC's microprocessor in dealing with high-speed data transfer. Under Windows, in particular, data can be lost at high baud rates using these UARTs. If this data loss occurs, PassageWay Solution cannot function properly.

Whenever possible, select a serial port card which uses the 16550 UART. This industry standard UART is an improved version of the 16450 with hardware support to help offload the microprocessor during high-speed data transfers. Windows 3.1 has built-in support for the 16550, so no special software configuration is required to obtain the benefits of the 16550's enhanced capabilities. In addition, any high-speed peripheral can benefit from the 16550 (for example, a 9.6 kbps or 14.4 kbps data and/or fax modem), not only PassageWay Solution.

In general, since there is no way of knowing ahead of time if your particular PC configuration requires an enhanced serial port for PassageWay Solution, AT&T strongly recommends that you purchase a card based on the 16550 UART to insure trouble-free operation with PassageWay Solution.

Appendix C: Running AT&TBuzz in Export via Paste Link DDE Mode

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Appendix C: Running AT&TBuzz in Export via Paste Link DDE Mode

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The Microsoft Windows operating system provides the Dynamic Data Exchange (DDE) method for transferring data between applications. One form of DDE supports a registered clipboard format called "Link." When associated with the application's Copy and Paste Link commands, the Link clipboard format allows the user to establish DDE conversations between applications by copying a data item in one application and paste linking it into the other. AT&TBuzz running in Export via Paste Link DDE mode supports this method for transferring call origin information to other Windows applications.

AT&TBuzz starts up the paste link operation when the user chooses to run in Export via Paste Link DDE mode or when the user selects Initialize Paste Link from the Setup menu in AT&TBuzz. This operation destroys the current contents of the clipboard. The user must then do a Paste Link from the Edit menu in the other Windows application. In most cases, the process to create the link between the two applications will only have to be performed once.

After the link is created, AT&TBuzz will send a string of information to the other application whenever a new caller ID is received. The string contains four fields. Each field is enclosed by quotation marks and separated from the other fields by a comma and a space. The string has the following format:

"<handle>", "<caller id>", "<line label>", "<call origin info>"

Appendix C: Running AT&TBuzz in Export via Paste Link DDE Mode

where:

- handle is an integer that refers to the handle of the telephone call.
- caller id is the telephone number of the calling party.
- line label is the label of the line that the call came in on.
- call origin info is the complete call origin string. For DEFINITY systems, the call origin info is identical to the caller id.

A macro should be written in the other application to parse the string when it is received. It may want to look up the caller id in its data base and display that record. The macro governs what is done in that other application when new caller ID information is received.

The other application may also want to send information back to AT&TBuzz to be displayed in the Call Label field of the call record list box. The application will have to:

1. Initiate a DDE conversation with AT&TBuzz using the "Call_Label" topic.
2. Use the DDE Poke command to send the strings.
3. Terminate the conversation.

The string must be in the CF_TEXT clipboard format and look like this:
"<handle>", "<string of info.>"

where

- handle is an integer that refers to the handle of the telephone call. This number was passed to the application with the caller ID and should be passed back to AT&TBuzz so it knows to which call the string belongs.
- string of info. can be anything the application would like AT&TBuzz to display (for example, the name of the caller). The string can be up to 122 characters in length. If the string contains any quotation marks, they should be doubled (for example, "James ""Jimmy"" Smith").

The Readme file has examples of macros in some common applications.

Appendix D: Installing an Auxiliary Power Supply

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Appendix D: Installing an Auxiliary Power Supply

D

Refer to Figure D-1 to install an auxiliary power supply for PassageWay Solution.

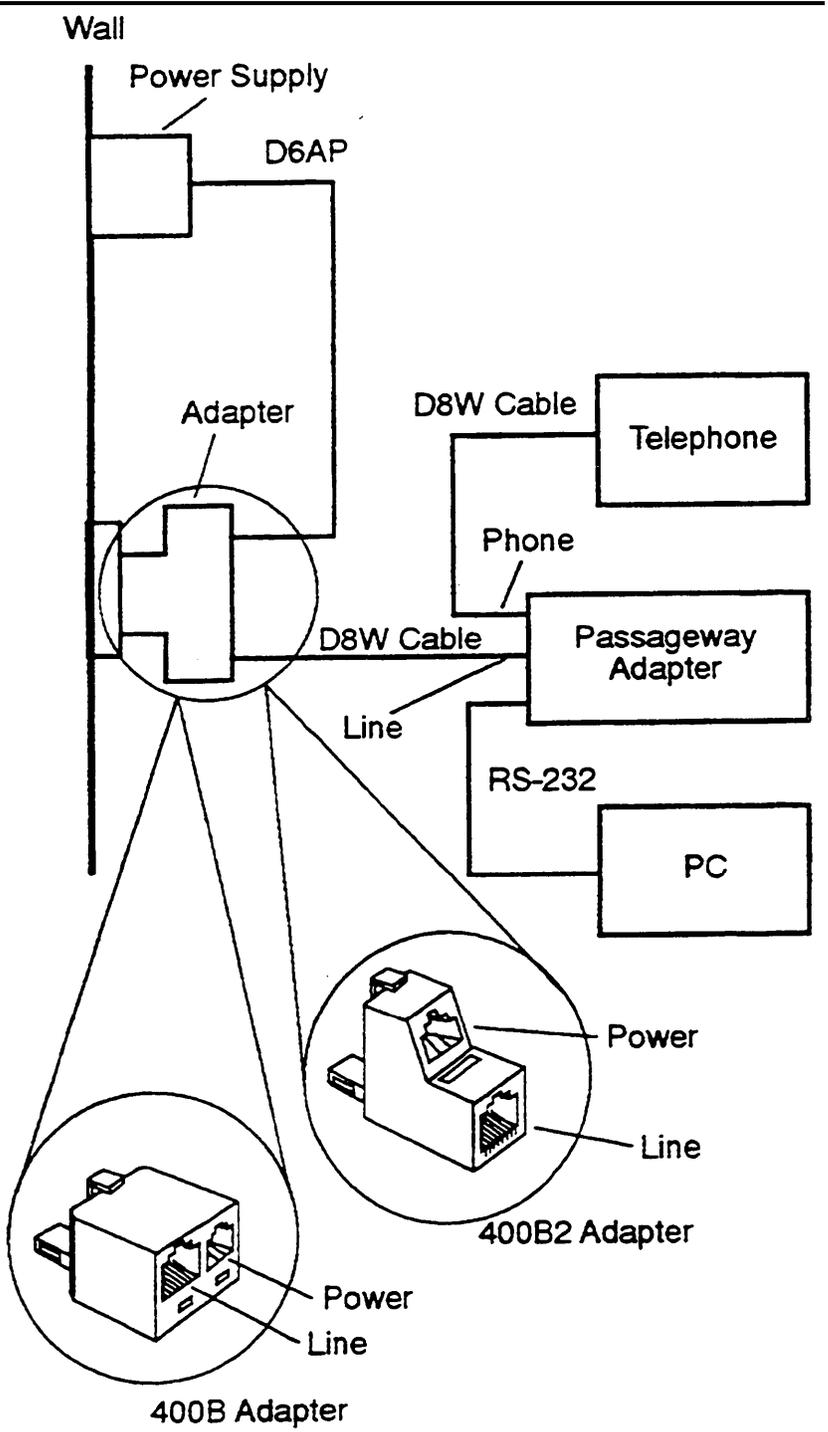


Figure D-1. Auxiliary Power Supply Configuration

Glossary

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Glossary

A

activate

To begin or turn on the operation of a feature.

AT&TBuzz

Application that enables you to manage incoming calls (answer, hold, or drop) and view Caller ID (when available) for each call appearing at your telephone.

AT&TCall

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

AT&TConnect

Application that manages AT&TBuzz, AT&TCall, and AT&TSet and ensures correct operation of the serial port to which your PassageWay adapter is connected.

B

bank

The collection of cards in an AT&TCall file.

C

call appearance

A button used exclusively to place or receive calls. It has an assigned extension number and is equipped with a red in-use light and a green status light.

call log

A PassageWay file that stores an entry of every call you make from the Dial buttons of a card or Quick Dials in an AT&TCall file, and incoming calls you receive while AT&TBuzz is running.

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.

caller ID

The calling party number for each incoming call appearing at your telephone.

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.

E

expansion adjuncts

Telephone equipment that adds additional buttons or displays to a telephone.

external voice adjuncts

Telephone equipment that plugs into the Other jack on a telephone. This includes headset adapters and speakerphones.

F

feature

A special function or service, such as Conference, Hold, Send All Calls, etc.

H

handset

The handheld part of the telephone which you pick up, talk into, and listen from. Also known as the *receiver*.

I

Inspect Button

A display feature button that shows you call-related information for an incoming call when you are already active on a call. This button is used to identify and screen new calls.

L

Log Viewer

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

N

Normal Button

A display feature button that clears special display modes (such as Inspect).

O

off hook

When the handset is removed from the cradle (for example, when you lift the handset to place or answer a call).

on hook

When the handset is left in the cradle (for example, when you use the speakerphone).

S

Spokesman

A telephone with a built-in speaker that allows the user to place calls while on hook, to monitor calls on which the user has been put on hold, or to retrieve messages without lifting the handset. However, the speaker feature is for listening only. In order to speak to the other party, the user must use the handset (the speaker must be off).

System Manager

The person responsible for specifying and managing the operation of features for all the voice and data equipment in your network. The actual title of this person in your company may be different.

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PassageWay™ Solution For DEFINITY® Communications System

Quick Reference

AT&TBuzz

Answering a call

If you do not have a speakerphone:

1. Double-click on the record of the call you want to answer.
2. Lift the handset of your phone.

If you have a speakerphone, double-click on the record of the call you want to answer.

Placing a Call on Hold

1. Select the record of the call you want to place on hold. The selected record is highlighted.
2. Select **Hold** from the controls menu. The selected call is placed on hold.

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. Click on the Dial button.
If you do not have a speakerphone, lift the handset of your phone.
If you have a speakerphone, the speakerphone activates.
3. Using your PC keyboard or clicking on buttons in the Dialpad window, enter the phone number.

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.



PassageWay™ Solution
For DEFINITY®
Communications System
Quick Reference

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.

Log Viewer

Specifying Calls to be Displayed

1. Select **Filter/Sort Options...** from the View menu. The Filter/Sort 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 Solution applications, access the Help menu or press [**F1**].