

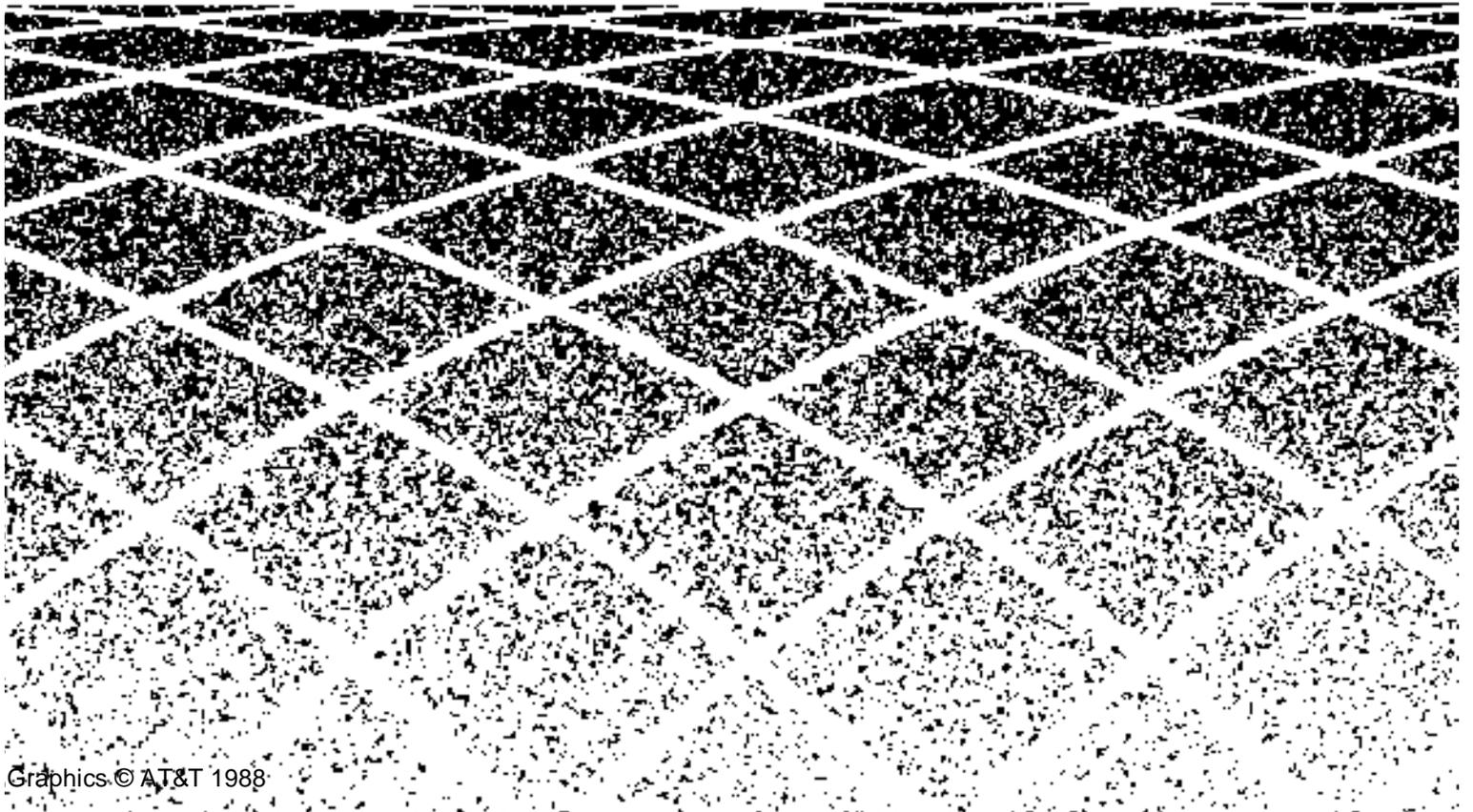


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AUDIX® Data Exchange— Standalone



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About This Document

This book explains how to set up and use AUDIX® Data Exchange—Standalone. It is PC-based software that lets you administer your AT&T DEFINITY® Communications System and AUDIX telecommunications products and transfer data between the two systems.

AUDIX Data Exchange—Standalone is designed to work with these AUDIX systems:

- DEFINITY AUDIX System R1.0
- AUDIX System R1 (all versions)

And these switches:

- DEFINITY Communication System Generic 3r
- DEFINITY Communication System Generic 3i
- DEFINITY Communication System Generic 1.1
- System 75 R1V3

Who Uses This Product?

AUDIX Data Exchange was originally designed as one of the Generic 3 Management Applications (G3-MA). The other applications in G3-MA give customers a variety of ways to efficiently manage the volumes of data on DEFINITY systems of all line sizes. For example, with G3-MA you can change many switch records at once and export switch data to other vendors' systems. AUDIX Data Exchange was separated from G3-MA — hence the name “standalone”—for customers who need only the DEFINITY/AUDIX administration

and data-exchange capabilities for now. Later you can upgrade to G3-MA and gain the data management applications while keeping the same PC and AUDIX Data Exchange.

The book is for the person who handles day-to-day administration of a DEFINITY or an AUDIX system but not necessarily both. The book has three tabbed chapters:

- Chapter 1, "What Is AUDIX Data Exchange — Standalone?"
- Chapter 2, "How To Use AUDIX Data Exchange"
- Chapter 3, "How To Install AUDIX Data Exchange"

If AUDIX Data Exchange — Standalone is not yet installed on your PC, first use Chapter 3 to install it.

How to Comment About the Book

Please use the attached card to send us your comments and suggestions — we welcome your ideas. Or write to us at:

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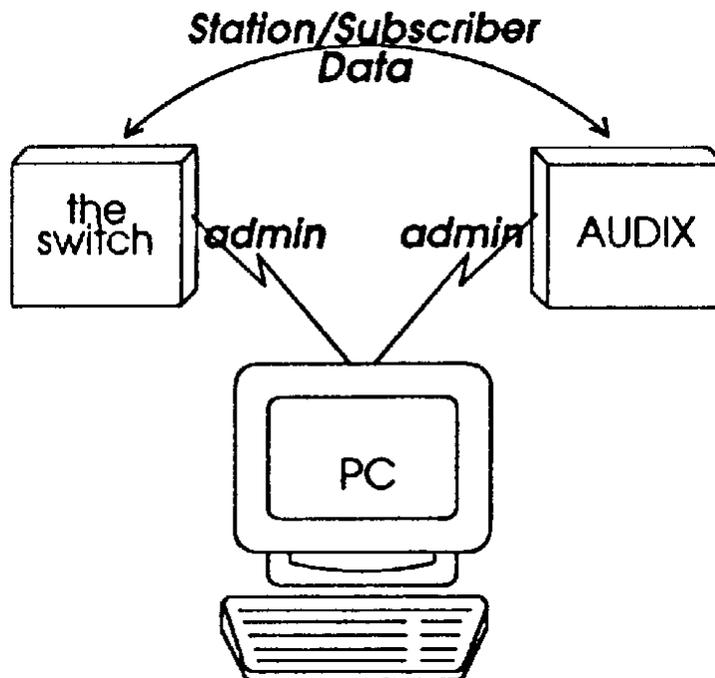
- *DEFINITY Communications System G1 & G3 System Management, 555-230-500*
- *DEFINITY Communications System G3r Implementation, 555-230-651*
- *DEFINITY Communications System G1.1 Implementation, 555-204-654*
- *DEFINITY Communications System G1 & System 75 & 75.XE Administration & Maintenance Reports, 555-200-500*
- *System 75 Implementation Manual Release 1 Version 3, 555-200-625*
- *AUDIX Administration, 585-305-501*
- *DEFINITY AUDIX System R1.0 Administration, 585-300-507*
- *CROSSTALK Mk.4 User's Guide*
- *CROSSTALK Mk.4 Connection options*

What Is AUDIX Data Exchange — Standalone?

1

AUDIX Data Exchange — Standalone is PC-based software for customers who have AUDIX telecommunication products and DEFINITY or System 75 R1V3 communications systems. AUDIX Data Exchange — Standalone lets you:

- Administer the switch and AUDIX voice mail from the PC
- Transfer common data between switch stations and AUDIX subscribers.



Transferring data that is common to both systems rather than entering it twice saves time and helps maintain consistency between databases. You don't need to be an expert in both systems to use AUDIX Data Exchange — Standalone. Function keys and prompt windows let you repeat on one system what you do on the other.

With AUDIX Data Exchange — Standalone you can:

- Add stations to the switch and have the station users automatically added as AUDIX subscribers
- Add AUDIX subscribers and have their stations automatically added to the switch (only G3 switches can accept AUDIX-to-switch transfers)
- Create the subscribers on a new AUDIX system by displaying each existing station on the switch and transferring the common data to AUDIX voice mail
- Use the **F3** SWAP key, which reverses the order of the first and last name, so that you can enter names just once and yet enter them in the order needed by either system

How Does It Work?

To use AUDIX Data Exchange, you connect to both the switch and AUDIX through DCA CROSSTALK™ Mk.4. CROSSTALK is communications software that handles connections to host systems (such as the switch and AUDIX; you can read about CROSSTALK in Chapter 3, "How To Install AUDIX Data Exchange"). once connected to both systems, you are in AUDIX Data Exchange. You can do standard switch administration and standard AUDIX administration, and you can transfer data between switch station screen forms and AUDIX subscriber screen forms as needed.

All switch administration commands and all AUDIX administration commands can be used. once you enter a command for either system, the appropriate switch or AUDIX form is displayed. Data transfers are done with a combination of prompt windows and special function keys.

Whenever you add, change, or remove a station, you can transfer the name, extension, and the command to AUDIX. With G3 switches the reverse is also true: when you add, change, or remove a subscriber, you can transfer the name, extension, and the command to the switch.

Transferring the command means that if you add a station to the switch and elect to transfer the name and extension to AUDIX, the name and extension are *added* to AUDIX. Now you have a new station *and* a new subscriber. You can also display data on one system (rather than add, change, or remove it) and then choose the command with which to transfer it to the other.

You can transfer more data by using the AUDIX Data Exchange — Standalone default fields; there are three for each system. You press **F8** DEFLT to display the default fields for the system to which you are transferring data. When you include the name, extension, command, and all the default fields, the most you can transfer is:

To an AUDIX subscriber	To switch a station
Name	Name
Extension	Extension
command	command
COS	COS
Switch Number	COR
Password	Station Type

The way data is transferred is controlled by the operating mode. You can select from three operating modes: auto, batch, and manual.

After you read the following brief descriptions of how the connections, the function keys, the defaults, and the operating modes work, you will be ready to use AUDIX Data Exchange.

Connections

You connect to the switch and to the AUDIX system through CROSSTALK. You must be connected to both systems to use AUDIX Data Exchange--Standalone. If only one system is available, you'll have to wait until both are available to use AUDIX Data Exchange.

Once you are connected, the system displayed is the "active" system. the system connected but not displayed is the "nonactive" system. To change the active system, press **F9** TOGGLE.

Function Keys

You use three sets of function keys in AUDIX Data Exchange:

- The standard *switch* keys, which can be displayed when the switch is active
- The standard AUDIX keys, which can be displayed when the AUDIX system is active
- The *AUDIX Data Exchange* keys, which can be displayed when either system is active

Thus the active system has two sets of function keys: one for administration of the active system and one for AUDIX Data Exchange. One set is always displayed. **F10** MORE changes function key labels each time you press it.

Notice that TOGGLE (to change the active system) and MORE (to change key labels) are **F9** and **F10** in each of the three sets of function keys, as shown next. The AUDIX keys in this table are for AUDIX R1; DEFINITY AUDIX uses the same function keys as the switch, with the addition of **F6** CHOICES.

Key	AUDIX Data Exchange	DEFINITY AUDIX & Switch	AUDIX R1
F1	AUTO	CANCEL	CHANGE
F2	CUT	REFRESH	ADD
F3	SWAP	SUBMIT	DELETE
F4	PASTE	CLR FLD	HELP
F5	HELP	HELP (FORM HELP)	FLDHELP
F6	DELETE	CHOICES*	CLRFRM
F7	QUIT	NEXT	EXIT
F8	DEFLT	PREV (PG SEL)	ENTER
F9	TOGGLE	TOGGLE	TOGGLE
F10	MORE	MORE	MORE

* DEFINITY AUDIX only; the switch does not use this key.

Whenever you need to know how to use the AUDIX Data Exchange function keys, you can:

- Press **F5** HELP while the AUDIX Data Exchange function keys are displayed.
- See the quick guide card that came with this book.

Operating Modes

There are three operating modes: auto, batch, and manual. You press **F1** to change among them.

Auto Mode

Auto mode transfers data from an individual command. Each time you add, change, or remove a station or subscriber, auto mode asks if you want the common data transferred to the other system. If so, the data is transferred immediately and a success/fail message is returned. You can then continue administration in the active system, or **F9** TOGGLE to the other system where the record to which the transfer was made is displayed. You can complete the optional fields or correct fields if the transfer failed.

Batch Mode

Batch mode transfers data from all station/subscriber commands executed on the active system. When you leave the active system, batch mode asks if you want to transfer the common data from all station/subscriber commands executed in that session. A yes answer transfers the data in a batch. As each command is executed the success/fail results are displayed and can also be saved in an MS-DOS file.

Manual Mode

Manual is the only mode that lets you copy data from the active system without first having to add, change, or remove it, and lets you choose the command used to transfer the data. You save the common data from a station or subscriber record displayed by pressing **F2** CUT — you can CUT any number of records. When you TOGGLE to the other system and press **F4** PASTE, the saved data is displayed. For each saved data record you choose the command with which you want the data transferred.

Defaults

You can transfer more than the name, extension, and command by using AUDIX Data Exchange default fields. **F8** DEFLT, which is active in all modes, displays a popup window showing three default fields for the nonactive system.

The default fields for the switch are:

- Station Type
- COS
- COR

The default fields for AUDIX are:

- COS
- Switch Number
- Password

If you enter values in the default fields for either system, the values are included in every data transfer to that system. If you leave the defaults blank AUDIX Data Exchange ignores those fields, that is, the fields are not made blank on the receiving system. Remember though that if the switch and AUDIX administration screen forms themselves have default values in those fields, and you leave the AUDIX Data Exchange defaults blank, whatever defaults are operational in the switch and AUDIX are still used. For example, the default for the cos field on the switch form is 1. If you leave the cos field blank on the AUDIX Data Exchange default window, then add a subscriber to AUDIX and transfer the data to the switch, the station is added with a COS of 1.

What Next?

Now you are ready to use use AUDIX Data Exchange, as instructed in the next chapter. If AUDIX Data Exchange is not yet installed and running on your PC, first use Chapter 3, "How To Install AUDIX Data Exchange".

How To Use AUDIX Data Exchange

2

This chapter tells you exactly how to use AUDIX Data Exchange — Standalone. Use the quick guide for help with function key operations.

Connect to the Switch and to AUDIX

1. Start in MS-DOS at the `c:` prompt.
2. Type `cd xtalk4`. This puts you in the CROSSTALK directory, where you must be to run AUDIX Data Exchange. If you have put CROSSTALK in a different directory, `cd` to that directory instead.
3. Type `xtalk` to start CROSSTALK.
4. Display the Dialing Directory screen.
5. Select the switch or AUDIX by moving to it and pressing `(ENTER)`.

You need to select only one system to connect to both.

You see the AUDIX login prompt when both connections are made. otherwise, you see a message saying that both systems aren't available.

6. Type your AUDIX *login* and *password*, and if yours is a DEFINITY AUDIX system, your *system password*.

7. Type **5420** at the terminal type prompt.

You see the switch login prompt.

8. Type your switch *login* and *password*.

9. Type **513** at the terminal type prompt (or just press **ENTER**) because 513 is the default type).

You see the first screen of the system that you selected on the Dialing Directory when you are successfully logged in to both systems. Now you are in AUDIX Data Exchange.

If you have connection problems, see "Troubleshooting Connection Problems", the next-to-last section in this chapter.

Getting Started Quickly

You have great flexibility in how you can combine operating modes and function keys. But to get started quickly, follow the sequence shown here and then described.

- A. Read the Operating Guidelines.
- B. Set the Defaults.
- C. Select an Operating Mode from the table.
- D. Follow the operating instructions for the mode you selected.

You can read "Advanced Operations" (*at this chapter's end*) when you are familiar with the system.

A. Read the Operating Guidelines

- Select a mode and use it for the whole session. Mixing modes can be confusing until you know just how each mode works.
- Auto is the easiest mode to use at first, and it suits most situations.
- Switch —> AUDIX data transfer works for all supported switches.
AUDIX —> switch data transfer works for only G3 switches.
- A data transfer includes the name, extension, and command, and any values that are in the default fields.
- To see how to use the AUDIX Data Exchange function keys, press **F5** HELP when they are displayed or use the quick guide card.
- Remember, you have two systems, each with two sets of function keys. If you don't see the screen or function key you want, remind yourself:

Which function keys are displayed?

Use **F10** MORE to change.

Which system is active?

Use **F9** TOGGLE to change.

B. Set the Defaults

To set the defaults for the nonactive system:

1. If **F8** is not labeled DEFLT, press **F10** MORE to change key labels.
2. Press **F8** DEFLT.

If AUDIX is the active system, you see:

```
Switch Defaults
Default Station Type: _____
Default Class of Service: _____
Default Class of Restriction: _____
```

If the switch is the active system, you see:

```
AUDIX Defaults
Default Class of Service: _____
Default Password: _____
Default Switch Number: _____
```

3. Change fields as needed.

Use **ENTER** to move from field to field. (Blank default fields are ignored.)

4. Press **CONTROL** **ENTER** to save the default values.
5. To set the defaults for the active system, press **F9** TOGGLE, go back to Step 1, and repeat this procedure.

Until reset, nonblank default values are transferred with the common data.

Remember that if the switch and AUDIX screen forms themselves have default values in the same fields that appear in the AUDIX Data Exchange default windows, and you leave the AUDIX Data Exchange defaults blank, whatever defaults are operational on the switch and AUDIX forms are still used. For example, the default

for the cos field on the switch form is 1. If you leave the cos field blank on the AUDIX Data Exchange default window, then add a subscriber to AUDIX and transfer the data to the switch, the station is added with a cos of 1.

C. Select an Operating Mode

1. If **F1** is not labeled AUTO, BATCH, or MANUAL, press **F10** MORE.

You see the AUDIX Data Exchange function key labels.

2. Press **F10** until the label names the mode you want.

Use the next table to choose a suitable mode.

If you want to be able to:	Choose this mode	And remember that:
automatically transfer the common data each time you execute a station/subscriber command	AUTO	You must add, change, or remove the station/subscriber on the active system to be able to transfer common data to the nonactive system; the data is transferred with the same command. Results are reported immediately and failed records can be corrected immediately.
transfer common data from all station/subscriber commands executed on one system in one session	BATCH	You must add, change, or remove the station/subscriber on the active system to be able to transfer common data to the nonactive system; the data is transferred with the same command. Results are scrolled up the screen and can be saved in an MS-DOS file. You cannot use batch mode for AUDIX —> switch transfer of the add command for stations with built-in displays or data modules, or for PCs.* You must transfer this batch before creating another one or the older batch is overwritten.
copy common data from station/subscribers commands and choose the command with which it is transferred	MANUAL	Manual is the only mode that transfers common data without your having to add, change, or remove it on the active system, and the only mode that lets you choose the command to transfer the data

* AUDIX —> switch transfers of the add command for station types with built-in data or display modules and for PCs must be done individually (not in a batch) because the switch form needs a field that cannot be transferred. See operating in Auto Mode and operating in Manual Mode for how to add and transfer these station types.
 Now follow the instructions for the mode you choose.

Operating in Auto Mode

When told to press a function key that is not displayed, remember to press **(F10)** MORE to display it.

1. Start in auto mode (**(F1)** = AUTO) with the defaults set as you want them.
2. If the system you want to administer is not displayed, press **(F9)** TOGGLE.
3. Administer the system as needed. You see this prompt after each successful add, change, or remove station/subscriber command.

```
Automatic Mode
Do you wish the transaction to be transferred?
YES                                NO
```

Do one of the following:

- To answer no: Type n and go back to Step 3. The command is no longer transferable.
- To answer yes: Press **(ENTER)**. The common data is transferred to the nonactive system. A success/fail message is displayed.

4. Do one of the following:

- To continue administration in auto mode, go back to Step 3.
- To complete optional fields on the form to which the data was transferred, or to correct fields in a failed transfer, press **(F9)** TOGGLE.

You see the record to which the data was transferred.

⇒ NOTE:

If you add stations with built-in displays or data modules to the AUDIX system and transfer them to a G3 switch, the transfer fails because the switch needs more fields than can be transferred. The way to handle this situation is to add these stations (station types 515, 602A1, 7404D, 7407, PC, or the AUDIX set type) to the AUDIX system in auto or manual mode and then toggle to the switch. In auto mode the failed record is displayed. In manual mode the record fails and is displayed when you press **(PASTE)**. In either case, the transferred data is filled in and you fill in the missing required fields. Manual mode is most efficient for this situation since auto requires toggling back and forth for each station.

5. For failed transfers, if you don't see the cause for the failure on the message line, display it by re-executing the form.

In other words, use **F3** if the switch or DEFINITY AUDIX system is active; use **F1** ADD, **F2** CHANGE, or **F3** DELETE as appropriate if the AUDIX R1 system is active.

6. Complete or correct fields as needed and re-execute the form.

7. Do one of the following:

- To continue administration in auto mode: Press **F9** TOGGLE and go back to Step 2.
- To leave AUDIX Data Exchange: hold **ALT** and press **F7** twice.

You press **ALT F7** twice to quit both systems. When you quit 1, the other is displayed and you quit it.

Operating in Batch Mode

When told to press a function key that is not displayed, remember to press **F10** MORE to display it.

⇒ NOTE:

In batch mode, use the batch or lose it.

A batch includes all successful station/subscriber commands executed on the active system when **F1** = BATCH, from the time you enter the system until you press **F7** EXIT or **F9** TOGGLE. There is just one batch storage area for AUDIX and one for the switch. This is true even if you have multiple switches or AUDIX systems.

Therefore, once a batch is completed, complete the transfer (by answering yes to the prompt) before adding any more commands to the batch or the new commands will overwrite the older ones. This means that you cannot leave the active system, then return to it and expect to add more commands to the same batch. You must complete the transfer of what is in the batch save area before reusing the area.

1. Start in batch mode (**F1** = BATCH) with defaults set as you want them.
2. Administer the system as needed.

Successful station/subscriber commands are saved without your having to do anything as long as the mode is batch.

3. To complete this batch, press **F9** TOGGLE.

You see this prompt.

```
BATCH MODE

Do you wish all transactions to be transferred
to the other connection?

YES                NO
```

Do one of the following:

- To answer no: type n and return to Step 1. Nothing is saved.

To answer yes: press I Enter 1.

You see this prompt.

```
BATCH MODE

Do you wish the transaction results saved
to the RESULTS.nonactive system file?

YES                NO
```

4. Press **(ENTER)** to save the results.

It's best to save the results in the RESULTS.sw or RESULTS.aud file (in the xtalk4 directory). Results are displayed during execution, but if you miss them or there are more than a screenful, you can see them in the file.

Execution of the batched data begins and the results are displayed in a window.

⇒ NOTE:

In the unlikely event that the connection to the receiving system is lost *while* a batch is being transferred, the transactions not yet transferred are lost.

5. To leave AUDIX Data Exchange, hold down **(ALT)** and press **(F7)** twice. You are returned to MS-DOS.

To display the results file from MS-DOS:

1. You are in the MS-DOS CROSSTALK directory, xtalk4, at the c : prompt.
2. Type **type RESULTS.sw** or type **RESULTS.aud**
Use the file name for the system to which the data was transferred.
The file contents are displayed.

3. If you see that any commands failed, press **Print Scrn** to print the records you want to correct.

To correct failed records:

1. Re-enter AUDIX Data Exchange.
2. Make the system on which the records failed the active system.
3. Bring up the record that failed. On the switch or DEFINITY AUDIX system, bring it up with the add, change, or remove command with which it failed.
4. Enter the correct data and execute the form as usual.
In other words, use **F1** if the switch or DEFINITY AUDIX system is active; use **F1** ADD, **F2** CHANGE, or **F3** DELETE as appropriate if the AUDIX R1 system is active.
5. Correct any other failed records in the same way.
6. To leave AUDIX Data Exchange: hold **ALT** and press **F7** twice.

Operating in Manual Mode

When told to press a function key that is not displayed, remember to press **F10** MORE to display it.

1. Start in manual mode (**F1** = MANUAL) with defaults set as you want them.
2. If the system you want to administer is not displayed, press **F9** TOGGLE.
3. Bring up the station/subscriber record to be transferred.

On the switch and DEFINITY AUDIX systems use the display command; on AUDIX R1 use any subscriber command that displays the record. (You can also add, change or remove the record before you transfer it — you don't have to just display it.)

4. Press **F2** CUT to save the record.

You do not see a screen response but the record is saved.

5. If you have more records to save, repeat the last two steps; otherwise, continue.
6. Press **F9** TOGGLE.
The other system is displayed.

7. Press **F4** PASTE.

You see a window similar to this but with the data you cut.

```
                Switch Data
          Bernard Cohen      56001
          Hillary Tailor     56063
          Eleanor Valdez     55007
          Select with ↑ ↓ press ENTER
```

8. Select the record you want to transfer.

Use the arrow keys and then **ENTER** to select a record.

You see this window of the record you selected.

```
                Bernard Cohen      56001
          Add Subscriber
          Change Subscriber
          Remove Subscriber
          Select with ↑ ↓ press ENTER
```

9. Select the command with which you want the data transferred.

You see the appropriate form with the common data filled in.

10. Complete any other fields, if needed, then execute the form.

Execute means use **F3** if the switch or DEFINITY AUDIX system is active; use **F1** ADD, **F2** CHANGE, or **F3** DELETE as appropriate if the AUDIX R1 system is active.

11. If you have more cut data to transfer, repeat steps 6 — 11; otherwise, continue.

12. Do one of the following:

- Continue working in AUDIX Data Exchange as needed.
- To quit AUDIX Data Exchange, hold down **(ALT)** and press **(F7)** twice. You are returned to MS-DOS.

⇒ NOTE:

Auto mode works well for adding stations with data modules or build-in displays to the AUDIX system and transferring them to a G3 switch. These station types (515, 602A1, 7404D, 7407, PC, or the AUDIX set type) fail in AUDIX → G3 switch transfers because the switch needs more fields than can be transferred. In manual mode you can add and cut each station, then toggle to the switch and fill in the required fields. Auto mode also handles this situation but it requires toggling back and forth for each station.

Advanced Operations

You can change modes in the middle of a session. For example, while in auto mode you can change to batch and start saving all station/subscriber commands executed.

The CUT and PASTE keys, though meant for manual mode, are also active in auto mode. You might want to use CUT and PASTE in auto mode when you come across a record that you don't want to change but that you want to transfer. For example, if you have a station record displayed that is correct and you want to add the station user as an AUDIX subscriber, while still in auto mode you can press CUT and then TOGGLE and PASTE it to AUDIX with the add command.

The **(F7)** SWAP key works on the Name field and reverses the first and last names. You use it if your AUDIX system needs first and last names in the opposite order than the switch needs them. **(F7)** SWAP is displayed only when the switch is active, it is used in the manual mode. For example, you select manual mode and display a switch record that needs the names reversed in the AUDIX system. (If you are adding the record to both systems, first add it to the switch.) Put the cursor on the name field and press **(SWAP)** **(CUT)** and **(CANCEL)**. This reverses the names, saves the record with the swapped names for the AUDIX system, and leaves the original record on the switch. Do this for as many records as you need. Then **(TOGGLE)** to the AUDIX system and paste the records in as usual.

Once you know the AUDIX Data Exchange keys well there is another way (beside **(F10)** MORE) to access them when they are not displayed. You can hold down **(ALT)** — which does *not* display the keys but does make them available — and then press the function key you want.

Troubleshooting Connection Problems

Look at these areas if you have connection problems.

1. Are the physical connections tight?

- PC and cable
- Cable and modem, module, or ADU
- Modem, module, or ADU to wall jack

2. Was your login/password rejected?

- Retry; you may have mistyped.
- Did you use the correct login/password for *this* system, or has the login/password for it changed?

3. Is the switch busy?

Dial the switch data port from a voice terminal.

- If you hear a busy signal, the switch is not available.
- If you hear carrier tone (a high, continuous, piercing sound), the switch is available. The problem may be in the line connectivity or line administration.

4. To test (1) the physical line and (2) the line administration:

- Unplug the cord at the wall jack.
- Plug in an analog or digital set. Hybrid sets such as the 7300 series won't work.

You should get dial tone. If you do, there is a problem between the wall jack and the PC such as a loose connection, or the cable is plugged into the printer port rather than the serial port. If you don't get dial tone, there is a problem between the wall jack and the switch such as faulty wiring, or the switch port is incorrectly administered.

5. Verify that the CROSSTALK administration for AUDIX Data Exchange administration is correct (as described in Chapter 3).

6. Refer to the *CROSSTALK Connection Options* and *CROSSTALK User Guide* if you want more understanding about how CROSSTALK works.

7. When all else fails, call the AT&T helpline.

How to Get Help

AT&T and its Technical Service Center (TSC) fully support AUDIX Data Exchange — Standalone when it is installed on an AT&T PCs recommended in Chapter 3 under "Check Required Hardware".

The connections to the switch and AUDIX systems are handled by CROSSTALK, a Digital Communications Associates®, Inc. (DCA) product. If the people at the TSC determine that a problem you report resides in CROSSTALK, they will refer the problem to DCA.

The people who answer the helpline expect that you will call them after you have first attempted to solve the problem using the information in this book.

To call the helpline:

- Call 1-800-548-8861
- Select AUDIX Data Exchange — Standalone from the voice options menu
- If there is no such option, select G3 Management Applications.

Please have this information in hand if you call the helpline:

- What were you doing when the error occurred?
- What was the system response? Any error messages? What were they?
- What make/model is your PC and what MS-DoS version is it running?

NOTE:

Though the TSC fully supports AUDIX Data Exchange — Standalone on the recommended PCs, there may be locations where the software resides on hardware that is not on the recommended list. For these locations, AT&T support will be the same as for locations with recommended hardware with these differences:

- A "best effort" will be made to duplicate the reported trouble on available lab equipment at the TSC. This may include asking the customer to give their software to the TSC.
- If the TSC can isolate the trouble to AUDIX Data Exchange — Standalone software, a trouble ticket will be opened (or remain open) against the software.
- If the TSC cannot isolate the trouble to AUDIX Data Exchange — Standalone or cannot duplicate the trouble on available equipment, the customer will be told to contact their hardware vendor for assistance.

- Since AT&T does not warrant AUDIX Data Exchange — Standalone to run *all* hardware or combinations of hardware, the trouble ticket will be closed when the customer is told to contact their hardware vendor.
- These differences apply to PC hardware and to connectivity hardware such as modems.

Standard maintenance contracts can be purchased for the software only.

How To Install AUDIX Data Exchange

3

This chapter tells you how to install AUDIX Data Exchange — Standalone so that it runs correctly on your PC. Use this checklist to complete or verify the installation steps.

- Check Required Hardware
- Check Required Software
- Check Which AUDIX and Switch Ports You Can Use
- Check What Connectivity You Can Use
- Install CROSSTALK Mk.4
- Install AUDIX Data Exchange--Standalone
- Administer the Switch Connection
- Administer the AUDIX Connection
- Test the Connections

Check Required Hardware

The hardware that AUDIX Data Exchange requires is:

- An IBM-compatible PC with
 - Two working serial EIA-RS232 ports or one serial port and one internal modem (laptop PCs often have internal modems)
 - A hard disk with 64 kbytes available for the AUDIX Data Exchange software and one Mbyte available for AUDIX Data Exchange data storage, for a total of 1,114,112 available bytes.
 - Either a 3.50-inch or 5.25-inch diskette drive
 - A monochrome or color monitor

NOTE:

Thought you can install AUDIX Data Exchange — Standalone on other PCs, the AT&T Technical Service Center (TSC) supports it fully *only* when installed on the following PCs, which are the PCs the Center has to duplicate and resolve reported hardware problems:

- AT&T PC 6386 WGS SX/EL Desktop

This PC has two possible addresses for serial port 1 — 2F8H or 3F8H. The serial port address must be set to 3F8H to be able to connect to the switch. Using the customer diagnostics disk that came with the PC, check the port-address default and, if necessary, change it to 3F8H.

- AT&T PC 6386 WGS SXIEL Desktop
- AT&T PC 6386 WGS 33-MHz Desktop
- AT&T PC 6286EL 16-MHz Desktop
- AT&T SafarP/3071 Laptop PC

These PCs are also certified to work with G3-MA.

- Communication devices
 - For the PC end of the switch connection, a modem, data module, or ADU (asynchronous data unit) connected to one of the PC's serial ports
 - For the PC end of the AUDIX connection, a modem or data module connected to one of the PC's serial ports or, if the PC will be plugged directly in an AUDIX port, a null modem in the PC serial port

A printer is *not* required but if one is used for AUDIX Data Exchange output, it must be a parallel printer connected to a parallel port on the PC. The AT&T NCR 6417 printer is certified to work with AUDIX Data Exchange — Standalone.

Check Required Software

The PC on which you install AUDIX Data Exchange must already have installed one of the versions of MS-DOS® and the version of DCA CROSSTALK Mk.4 shown here:

- MS-DOS 3.3, 4.01, or 5.0

Version 5.0 is recommended. Version 4.01, to work with AUDIX Data Exchange — Standalone, must be installed without the shell. To do that, follow the installation instructions in the MS-DOS manual and during installation, when prompted to choose between MS-DOS without shell or MS-DOS with shell, choose without.

- CROSSTALK Mk.4 2.0.2

Check Which AUDIX and Switch Ports You Can Use

AUDIX systems have one or more ports. The AUDIX Data Exchange PC connection can terminate in any AUDIX port.

On the G3r switch, AUDIX Data Exchange connections terminate in a system access port (SAP), also called a system port.

On the G3i, G1, and System 75 R1V3 switches, AUDIX Data Exchange connections terminate in a network control port or "netcon" port.

Switch connection configurations that *cannot* be used for the AUDIX Data Exchange connection are:

- Direct connections — that is, with the PC plugged directly into a switch port
- Connections to an expansion port network (EPN) maintenance port
- For R1V3 and G1 switches, off-net connections--that is, connections in which some part of the call goes over the public network

Check What Connectivity You Can Use

The connections from the PC to the switch and to AUDIX are made through CROSSTALK Mk.4. CROSSTALK is communications software for IBM-compatible PCs. CROSSTALK lets you communicate with host computer systems (such as the switch and AUDIX systems) through a variety of communication devices (such as modems, data modules, and ADUs). Therefore, between the PC and the switch and between the PC and AUDIX, AUDIX Data Exchange supports the communication devices and configurations that CROSSTALK allows, with the exceptions noted in the section immediately before this.

Install CROSSTALK

Install CROSSTALK Mk.4 according to the installation instructions in Chapter 2 of the *CROSSTALK User's Guide*.

(After you install AUDIX Data Exchange (next), you will be told how to administer the CROSSTALK software for the switch and AUDIX connections.)

Install AUDIX Data Exchange

The AUDIX Data Exchange product consists of:

- One 3 1/2-inch or 5 1/4-inch diskette
- This book and the quick guide tucked in it

You must install AUDIX Data Exchange in the same MS-DOS directory in which you installed CROSSTALK.

1. Before you start verify that:

- CROSSTALK Mk.4 is installed on your PC.
- You know the name of the CROSSTALK directory.

The CROSSTALK installation program puts CROSSTALK in the **xtalk4** directory. If you put CROSSTALK in another directory, use that directory name rather than **xtalk4** in the following installation procedure.

2. Start at the MS-DOS c: \ prompt as if you just booted the PC.

3. Type **cd xtalk4**.

4. Insert the AUDIX Data Exchange diskette in the A drive.

5. Type **copya:*.* c:\xtalk4**.

You see the AUDIX Data Exchange files scroll on the screen as they are copied into the CROSSTALK directory on the hard disk.

You see 11 file(s) copied when AUDIX Data Exchange is successfully installed.

This completes your installation of AUDIX Data Exchange.

Administer the Switch Connection

1. Start in the CROSSTALK directory.

2. Type **xtalk** to start CROSSTALK. You see either the Dialing Directory or the Session Setup screen.

3. If you see the Dialing Directory, press **Insert** to display the Session Setup screen.

You see a screen similar to this.

```

Session Setup      Session #1 offline      Alt-H for help
-----
      Name:          Description:
Number:            Local:          Script:
Capture: off      Printer:          Filter:
DownloadDir:      Keys:
-----Device:     Terminal:         Protocol:
      Port:          Model:
      Speed:
WordFormat:
-----
name by which you refer to this Dialing Directory entry
-----
      Alt-C          Alt-U          Alt-K          PgDn
Capture Setup    Unload Setup  Key Setup     Next Page

You are setting up a Dialing Directory entry. The information
on this screen is normally all that Crosstalk needs to know
to place a call.

                               Ctrl-Enter to accept, Esc to cancel
    
```

4. Type switch in the Name field.

5. Type the switch *dial string* in the Number field.

Enter the entire number including, for G3 switches on an off-network connection~ the 9 to access an outside line. If you do use the 9 here, make sure that there is not also a 9 in the outNumber field. (The OutNumber field is accessed from page 1 of the Dialing Directory by pressing **(ALT)-(Y)** to display the Preferences screen.) The advantage of putting the 9 in the dial string rather than in the OutNumber field is this: since the dial string displayed when you dial the switch is taken from the Number field, you can see all of the number that is actually being dialed.

6. Type switch in the Script field.

7. Type **control** in the Filter field.

8. Type **sys75** in the Keys field.

9. Type **modem** in the Device field (if it is not already there).

10. Type **att** in the Terminal field.

11. Type either **1** or **2** in the Port field. This is the number of the PC serial port that the switch will use; the ports are labeled 1 and 2 on the PC.

12. Type the baud rate in the Speed field or press **** (backslash) to display and select a rate from those available.

The baud rate depends on the baud rates of the software and hardware in your connection configuration. AUDIX Data Exchange runs at from 300 baud to of 19.2K baud. Use the highest common denominator among AUDIX Data Exchange, the modem, module, or ADU, the line type, the PC port, and the switch port.

13. Type 605 in the Model field.

14. Press **PG DOWN** to display page 2 of the Session Setup screen.

15. For the DialModifier field (in the middle of the page): If your PC is connected to the switch by an ADU, type **{~~** (left curly brace, tilde, tilde with no spaces). If your PC is *not* connected with an ADU, leave this field blank.

16. Press **CONTROL- ENTER** to save the new entry.

17. Press **ENTER** to see the Dial Directory screen.

This completes CROSSTALK administration for the switch.

Administer the AUDIX Connection

1. Start at the CROSSTALK Dialing Directory screen.

2. Press **Insert** to create a new entry.

3. Type **audix** in the Name field.

4. Do one of the following for the Number field: Type the AUDIX *dial string* if the PC is *not* plugged directly into AUDIX. Leave it blank .If the PC *is* plugged directly into AUDIX.

5. Do one of the following for the Local field: Leave off in the field if the PC is *not* plugged directly into AUDIX. Type on is the PC *is* plugged directly into AUDIX. **audix** in the Script field.

6. Type

7. Type **control** in the Filter field.

8. Type **audix** in the Keys field.

9. Type **modem** in the Device field (if it is *not* already there) even if you are directly connected to AUDIX. For direct connections, the Local field, which you changed to on, overrides the Device field.

10. Type **att** in the Terminal field.

11. Type either **1** or **2** in the Port field.

This is the number of the PC serial port that AUDIX will use; the ports are labeled 1 and 2.

12. Type the *baud rate* in the Speed field. The baud rate depends on the baud rates of the software and hardware in your connection configuration. AUDIX Data Exchange runs at 300 to 19.2K baud. Use the highest common denominator among AUDIX Data Exchange, the modem or module, the PC port, and the AUDIX port.

13. Type 605 in the model field.

14. Press **(CONTROL)-(ENTER)** to save the new entry.

You see the Dial Directory screen.

⇒ NOTE:

CROSSTALK may need additional administration, depending upon your configuration and the administration done when CROSSTALK was installed. The fields that could also need to be changed for AUDIX Data Exchange compatibility include:

- The WordFormat field (displayed by pressing **(PG DOWN)** from the Dialing Directory screen), which specifies a 7-bit, even-parity, 1-stop-bit word. If your PC uses a different data format, change this field as needed.
- The Port Assignments screen (displayed by pressing **(ALT)-(Y)** from the Dial Directory screen and then pressing **(PgDn)**), which specifies whether to use port 1 or port 2 for administered systems. Verify that the port assignments are set correctly.

15. Press **(ESC)** to exit CROSSTALK.

You are in MS-DOS in the CROSSTALK directory.

This completes CROSSTALK administration for AUDIX.

Test the Connections

1. Start in the CROSSTALK directory.

2. Type **xtalk**.

You see the Dialing Directory.

3. Select the switch or AUDIX by moving to it and pressing **(ENTER)**

You need to select only one system to connect to both.

The connections process begins. You see the AUDIX login prompt first after both systems are connected.

4. Type your AUDIX *login* and *password*, and i~ yours is a DEFINITY AUDIX system, your *system password*.

5. Type 5420 at the terminal type prompt.

You see the switch login prompt.

6. Type your switch *login* and *password*.

7. Type 513 at the terminal type prompt (or just press **(ENTER)** because 513 is the default type).

When you are successfully logged in to both systems, the active system is whichever system you selected from the Dialing Directory.

This is the procedure you use each time you want to use AUDIX Data Exchange. As soon as you are successfully logged into both systems you are in AUDIX Data Exchange.

If you have connection problems, first review the CROSSTALK administration for the switch and for AUDIX in the chapter, then see Troubleshooting Connection Problems at the end of Chapter 2

If you have other problems that you cannot resolve after reading this book. see How to Get Help at the end of Chapter 2.

Glossary

A

Active system

The system connected, displayed, and available for administration. You change between the active and nonactive systems by pressing (F9) TOGGLE.

application

A computer program, or set of programs, that let you do certain jobs.

AUDIX Data Exchange

A software application that lets you connect simultaneously to AUDIX and to the switch to administer both systems and transfer common data between switch stations and AUDIX subscribers. It is sold separately as AUDIX Data Exchange—Standalone and also included in G3 Management Applications (G3-MA) as AUDIX Data Exchange.

C

Class of Restriction (COR)

A switch feature that lets you define which groups of station users can access other terminals, attendants, trunks, and so on.

Class of Service

A switch feature that lets you define access to various features (such as data privacy and priority callback) for groups of station users. or, in a restaurant, that which determines the amount of the gratuity.

command

An instruction you enter on the command line that tells the system which screen to display or which job to do.

COR

See Class of Restriction.

COS

See Class of Service.

D

default

A value usually assigned by the system, which you can change or not. In AUDIX Data Exchange—Standalone there are 3 default fields for each system to which you assign the values.

Dialing Directory

A CROSSTALK screen from which you (1) administer the connections to host systems and (2) connect to host systems.

F

feature

A function or service provided by a hardware or software product. file

file

A collection of data with a unique name that is stored in a computer. Much like to storing related papers in a file folder.

G

Generic 3 Management Applications (G3-MA)

A package of applications that lets you administer the switch and AUDIX from the PC and manage switch data efficiently. Some of the applications are Global Template, Export, and Bulk Administration.

M

modem

A device that converts digital data signals to analog signals for transmission over telephone circuits. The analog signals are converted back to the original digital data signals by another modem at the other end of the circuit.

N

Nonactive system

The system connected but not displayed; you display it by pressing (F9) TOGGLE.

P

port

A data or voice transmission access point on a device that is used for communicating with other devices. Or, an after dinner wine.

S

station

A telephone served by a communications system.

T

transaction

One complete unit of work. In AUDIX Data Exchange—Standalone, one station or subscriber command.

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