Lucent Technologies
Bell Labs Innovations

PassageWay

Merlin Legend Communications System User's Guide

560-201-101
Issue 1
May, 1993

560-201-101
Issue 1
May, 1993

NOTICE:

While reasonable effort was made to ensure that the information in this document was complete and accurate at the time of printing, AT&T cannot assume responsibility for any errors. Changes and/or corrections to the information contained in this document may be incorporated into future issues. Check the Readme file enclosed with the software to ensure you are aware of any last minute modifications to this documentation.

FEDERAL COMMUNICATIONS COMMISSION (FCC) STATEMENT

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference in which case the user at his own expense will be required to take whatever measures may be required to correct the interference.

TRADEMARK NOTICE

MERLIN LEGEND is a registered trademark of AT&T.
MLX-10DP, MLX-20L, and MLX-28D are trademarks of AT&T.
Microsoft is a registered trademark of Microsoft Corporation.
Windows is a trademark of Microsoft Corporation.
Hayes is a registered trademark of Hayes Microcomputer Products, Inc.
IBM and PS/2 are registered trademarks of International Business Machines Corporation.

SECURITY

As a customer of new telecommunications equipment, you should be aware of the significant and growing problem of theft of long distance services by third parties, known commonly as “toll fraud.” It is particularly important that you understand and take appropriate steps to deal with this crime because under applicable tariffs, you will be responsible for payment of associated toll charges. AT&T can not be responsible for such charges and will not make any allowance or give any credit resulting from toll fraud.

Toll fraud can occur despite the preventive efforts of network providers and equipment manufacturers. Toll fraud is a potential risk for every customer with telecommunications equipment having one or more of the following features: (1) remote access, (2) automated attendant, (3) voice mail, (4) remote administration and maintenance, and (5) call forwarding (remote). This is not a product or design defect, but a risk associated with equipment having one or more of the features described above. If your new telecommunications equipment possesses any of these features, please consult the relevant portion of your documentation for further details and specific procedures to reduce the risk of toll fraud or contact your AT&T dealer for further details.

ORDERING INFORMATION

To order copies of this manual:

Contact: Your AT&T Account Team or your AT&T Authorized Dealer.
or
Call: AT&T at 1-800-432-6600
or
Write: AT&T Customer Information Center
P.O. Box 19901
Indianapolis, IN 46219

Order: Document No. 560-201-101

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Figures

Figures

Figures

Figures

Introduction

1

Contents

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, providing you with an interface between your lBM®-compatible personal computer and a MERLIN LEGEND® Communications System via your MLX-28D™, MLX-20L™, or MLX-10DP™ telephone. PassageWay applications increase your telecommunication capabilities by providing the following features:

- a software card file that enables you to store names, addresses, telephone numbers, and other information you desire, place calls directly from your PC, and keep a log of all the calls you make
- the ability to program MLX-station user features for your telephone quickly and easily from your PC
- the ability to maintain a log of the calls you make
- autodialing using the Hayes® command set
- the ability to use Dynamic Data Exchange to link PassageWay applications with other Windows applications

Overview of PassageWay Applications

PassageWay consists of the following four software applications:

- **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 and keep a log of all the calls you make.

- **AT&TSet**
  AT&TSet is a station programming application that enables you to program user features for your MLX-28D, MLX-20L, or MLX-10DP telephone from your PC. With AT&TSet, you can create and save multiple button programming files for your telephone. You can also exchange these button programming AT&TSet files with other AT&TSet users.

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

- **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&TConnect also provides autodialing using the Hayes command set, which is the same command set used by most modems. AT&TCall and AT&TSet require AT&TConnect to be running to connect these applications with the MERLIN LEGEND system, enabling you to fully use these applications.

PassageWay Components

PassageWay consists of the following components:

- the PassageWay adapter

  The PassageWay adapter provides an interface between your MLX-28D, MLX-20L, or MLX-10DP telephone and an available serial (COM) port on your PC. The PassageWay adapter connects to the MLX-28D and MLX-20L telephones via the DSS interface. The PassageWay adapter connects to the MLX-10DP telephone via the Adjunct interface.

- software (one 3.5-inch, 1.44 MB, high-density diskette and one 5.25-inch, 1.2 MB, high-density diskette)
- this user's manual and a quick reference
- a 9-pin to 25-pin adapter for 9-pin serial ports

  If your PC has a 9-pin serial port, connect the 9-pin to 25-pin adapter to the serial port. The PassageWay adapter has a 25-pin connector.

- a 4-foot, 4-pair, keyed modular phone cord (D8AC)

  This modular phone cord connects the PassageWay adapter to your MLX telephone. For MLX-28D and MLX-20L telephones, this modular phone cord connects to the DSS interface. For MLX-10DP telephones, this modular phone cord connects to the Adjunct interface.

Figure 1-1 shows the PassageWay components.

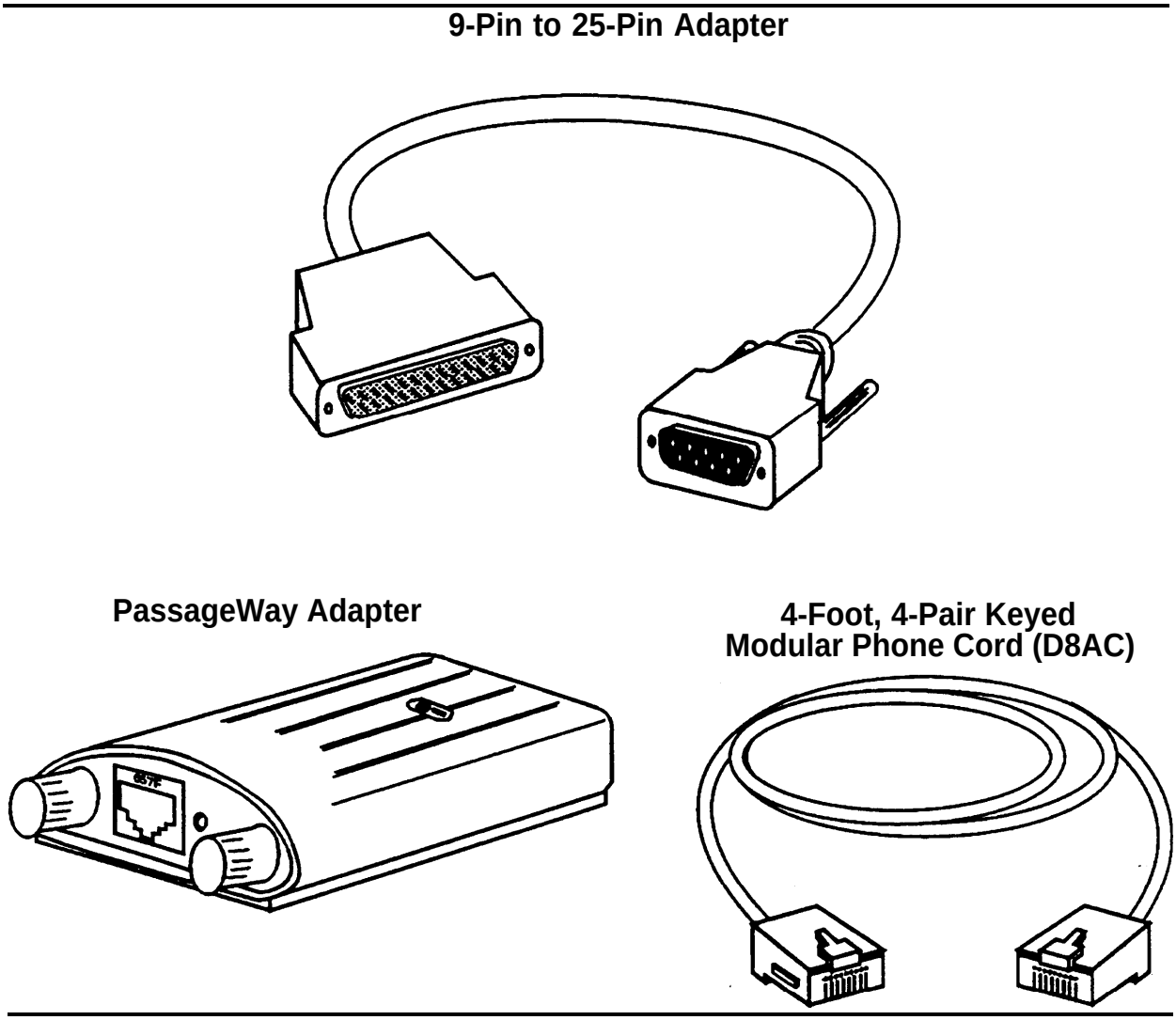

Figure 1-1. PassageWay Components

Figure 1-2 shows the components of the PassageWay adapter.

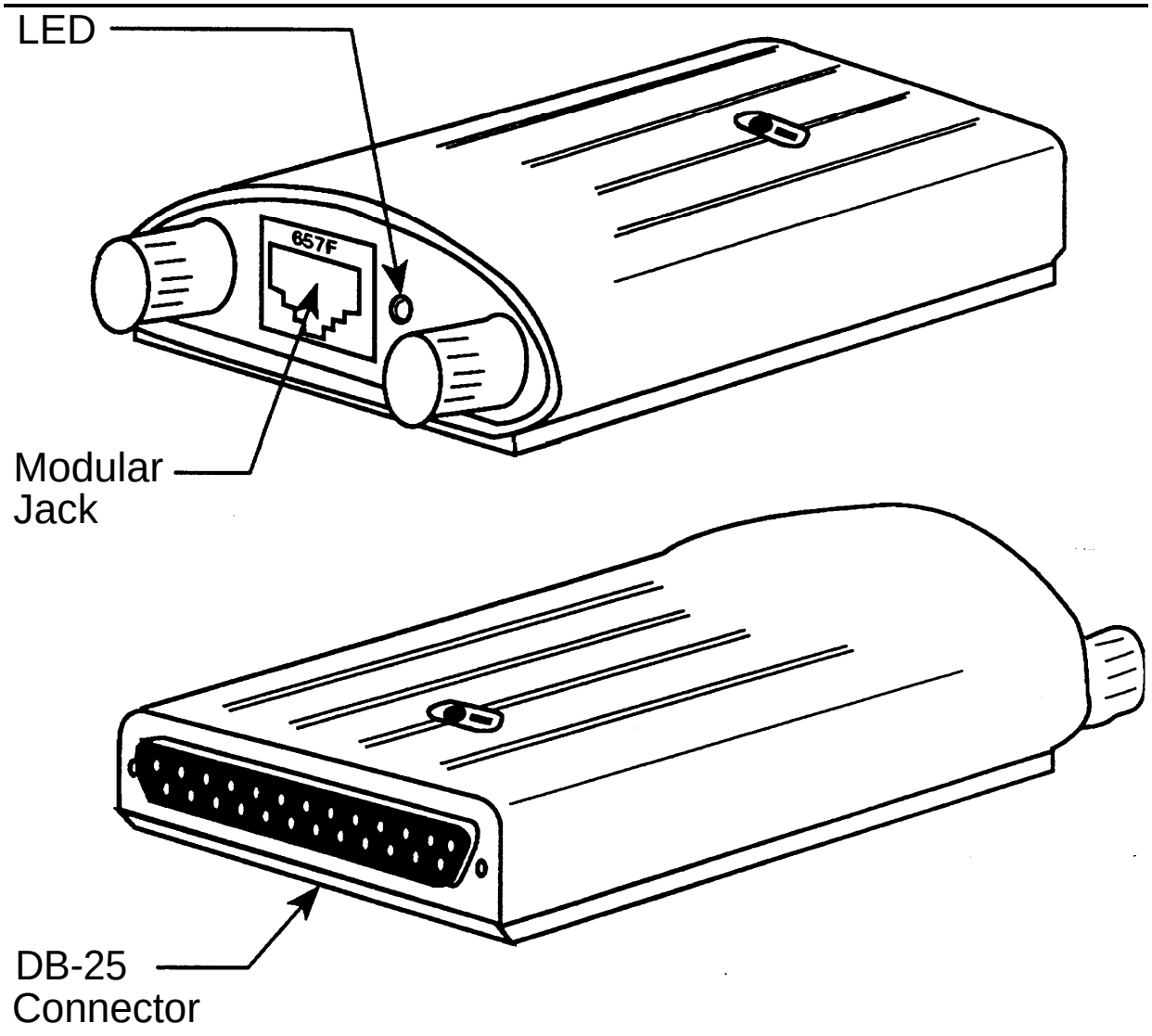

Figure 1-2. Components of the PassageWay Adapter

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
  - — a 3.5-inch, 1.44 MB, high-density drive or a 5.25-inch, 1.2 MB, high-density drive
  - — a hard disk with 2 MB of space available
  - — a VGA monitor
  - — a Windows-compatible pointing device (a mouse or trackball is recommended)
- Microsoft Windows 3.1 or later release running in standard or enhanced mode
- an MLX-28D, MLX-20L, or MLX-10DP telephone connected to a MERLIN LEGEND system

Refer to chapter 2 for requirements regarding the MERLIN LEGEND system.

NOTE:
If your PC is located more than 4 feet from your telephone, you will need to use a standard PC serial cable to connect PassageWay to your PC.

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

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.

Using this Guide

This guide consists of the following chapters:

Chapter 1 - Introduction

This chapter offers an overview of the PassageWay applications, including basic components and equipment required.

Chapter 2 - Installing PassageWay

This chapter describes how to install the PassageWay adapter and the PassageWay applications.

Chapter 3 - Using AT&TCall

This chapter describes how to use AT&TCall.

Chapter 4 - Using AT&TSet

This chapter describes how to use AT&TSet.

Chapter 5 - Using Log Viewer

This chapter describes how to use Log Viewer.

Chapter 6 - Using AT&TConnect

This chapter describes how to use AT&TConnect.

Chapter 7 - Using Autodialing Applications with PassageWay

This chapter describes how to use autodialing applications with PassageWay.

Chapter 8 - Troubleshooting

This chapter describes how to troubleshoot the PassageWay applications.

Appendix A - Menu Trees

This appendix contains menu trees of the PassageWay applications.

Appendix B - PC Serial Ports

This appendix contains general information regarding PC serial ports.

Glossary

This section defines terms used in this guide.

Conventions Used in this Guide

The following conventions are used in this guide:

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

Getting Help

If you have questions about or problems with the PassageWay applications that this user's guide does not resolve, call the AT&T National Service Assistance Center at 1-800-628-2888 or your AT&T Authorized Dealer.

Installing PassageWay

2

Contents

Installing PassageWay

2

Overview

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

- installing the PassageWay adapter, which provides an interface between your PC and MLX telephone
- installing the PassageWay software onto the hard disk of your PC

Before installing PassageWay, make sure you have the following items:

- PassageWay adapter
- PassageWay software diskette (either a 3.5-inch or 5.25-inch diskette, depending on the disk drive of your PC)

- 9-pin to 25-pin adapter, if you have a 9-pin serial port on your PC
- a 4-foot, 4-pair, keyed, modular phone cord (D8AC)
- an available serial (COM) port on your PC

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

- the model of your telephone (that is, MLX-10DP, MLX-20L, or MLX-28D).
- the software version of your MERLIN LEGEND system (that is, 1.0, 1.1, or 2.x). You can obtain this information from the manager of your MERLIN LEGEND system.
- the mode in which your switch is operating (that is, Key, Hybrid PBX, or Behind Switch). You can obtain this information from the manager of your MERLIN LEGEND system.
- the COM port (for example, COM1, COM2, COM3, or COM4) to which you are connecting the PassageWay adapter.

NOTE:
The System Manager can determine the software version and operating mode of the MERLIN LEGEND system using the following procedures.

Software Version

To determine the software version of the MERLIN LEGEND system, perform the following steps:

1. At any MLX display set, go off-hook on an Intercom or System Access (SA) button.

   You hear intercom tone.

2. Press [*][0][5] on the dialpad.

   The display shows the software version of the MERLIN LEGEND system.

3. Hang up the telephone.

Operating Mode

To determine the mode in which the MERLIN LEGEND system is operating, perform the following steps:

1. At the administrator console, press the **Menu** key.

   The MENU MODE: Select Feature Menu appears.

2. Select `Sys Program.`

   The System Set-up information appears. Note the contents of the `Type:` field (that is, `Key, Hybrid/PBX,` or `Behind Switch).`

3. When finished, press the **Home** key.

System Requirements

Before installing PassageWay, review the following information:

- PassageWay requires your MLX telephone to be wired with 4-pair station wiring in order to work. Otherwise, local telephone power is required.
- Local telephone power is required if you use a console and DSS configuration with PassageWay.
- Your telephone should have Idle Line Preference activated. With Idle Line Preference activated, the system automatically selects a line for outgoing calls when you go off-hook. If Idle Line Preference is activated, a red LED is lit when your phone is idle. When you go off-hook, a green LED turns on and you hear dial tone.

  To activate Idle Line Preference, perform the following steps:

  1. Press the **Feature** button.

     The green LED next to the **Feature** button turns on.

  2. Press [0] [0] on the dialpad.

     The telephone enters program mode.

  3. Press any line/feature button.
  4. Press [*] [3] [4] [3] on the dialpad.
  5. Press the **Home** button.

- The automatic line selection on your telephone should be set so that your Idle Line Preference is on an Intercom button (if your MERLIN LEGEND system is in Key mode or Behind Switch mode) or an SA

button (if your MERLIN LEGEND system is in PBX mode). By setting the automatic line selection to an Intercom button or an SA button, you have the ability to make both internal and external calls via AT&TCall. (You can make outside calls on an extension or SA button by entering "9.") The System Manager can change the automatic line selection.

- 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 home directory on your fileserver.

Installing the PassageWay Adapter

The PassageWay adapter provides an interface between the serial port on your PC and either the DSS interface on your MLX-20L or MLX-28D telephone or the Adjunct interface on your MLX-10DP telephone, enabling you to access the MERLIN LEGEND system from your PC. The PassageWay adapter has a DB-25 connector for 25-pin serial ports. However, if you have a 9-pin serial port on your PC, AT&T PassageWay provides a 9-pin to 25-pin adapter for you to use.

To install the PassageWay adapter, perform the following steps:

1. Unplug the line cord from your telephone.
2. Turn off your PC.
3. Connect the DB-25 connector on the PassageWay adapter to the serial (COM) port on your PC. If your PC has a 9-pin serial (COM) port, connect the 9-pin to 25-pin adapter to the DB-25 connector on the PassageWay adapter, and then connect the 9-pin to 25-pin adapter to the 9-pin serial (COM) port.

NOTE:
You can use an RS-232 cable to connect the adapter to the PC if you do not want to connect the adapter directly to the PC or if the PC is more than 4 feet from your telephone.

4. Connect one end of the 4-foot, 4-pair, keyed modular phone cord (D8AC) to the PassageWay adapter.
5. Perform one of the following steps:
   - If you have an MLX-28D or MLX-20L telephone, connect the other end of the 4-foot, 4-pair, keyed modular phone cord (D8AC) to the DSS interface on your telephone.
   - If you have an MLX-10DP telephone, connect the other end of the 4-foot, 4-pair, keyed modular phone cord (D8AC) to the Adjunct interface on your telephone.
6. Reconnect the line cord to your telephone.
7. 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.

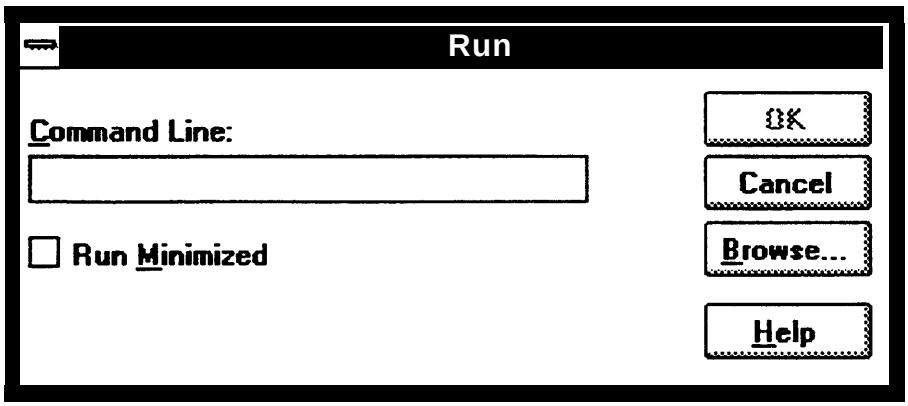

Figure 2-1. Run Dialog Box

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 Setup dialog box appears.

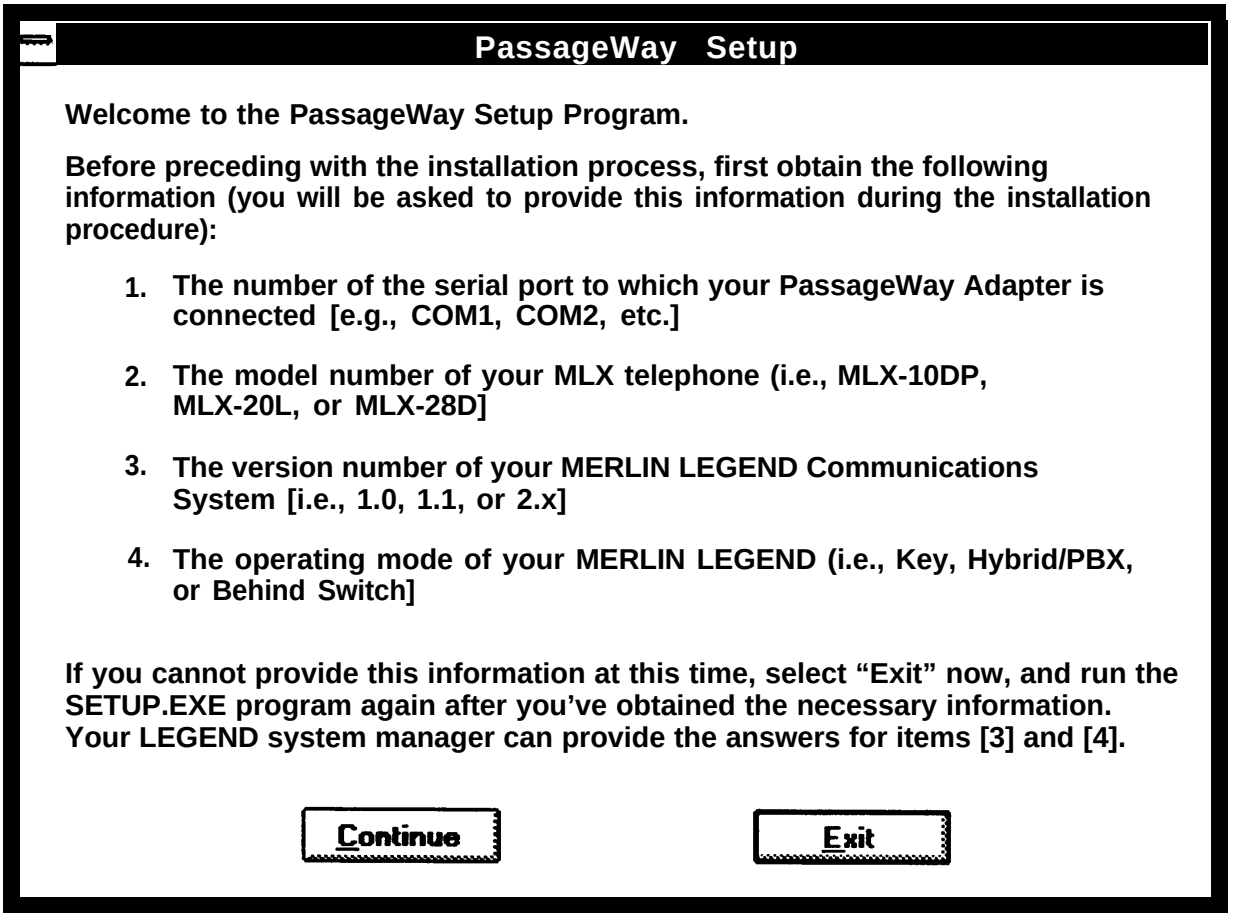

Figure 2-2. PassageWay Setup Dialog Box

At this point, you must know the following information:

- the number of the serial (COM) port to which you connected the PassageWay adapter (for example, COM1, COM2, COM3, or COM4)
- the model number of your MLX telephone (that is, MLX-10DP, MLX-20L, or MLX-28D)
- the software version of your MERLIN LEGEND system (that is, 1.0, 1.1, or 2.x)
- the operating mode of your MERLIN LEGEND system (that is, Key, Hybrid/PBX, or Behind Switch)

You can obtain this information from the manager of your MERLIN LEGEND system.

5. Select the Continue button.

   The PassageWay Directory Setup dialog box appears.

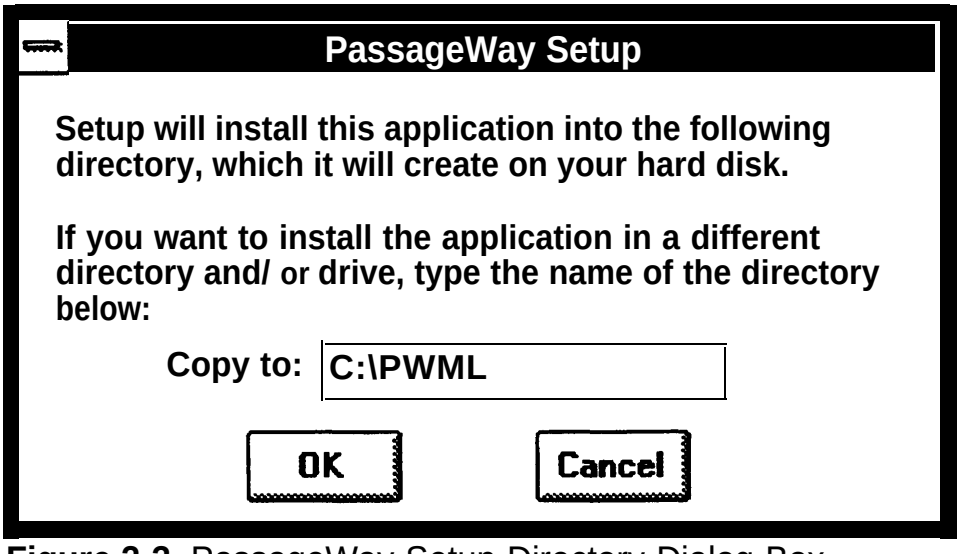

Figure 2-3. PassageWay Setup Directory Dialog Box

This is 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 OK button.

   The system loads the PassageWay applications and their associated files onto the hard disk of your PC. A window appears, displaying the status of the software installation. After all of the files are loaded, the Setup message box appears.

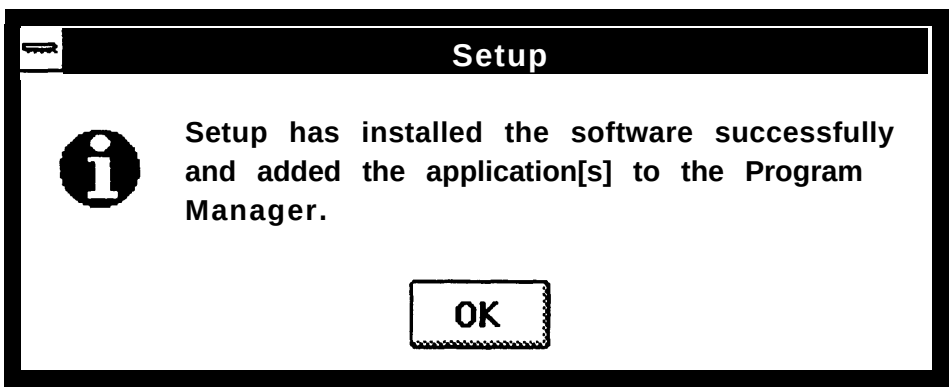

Figure 2-4. Setup Message Box

7. Select the OK button.

   The COM Port dialog box appears. Only available COM ports can be selected; other choices are “grayed.”

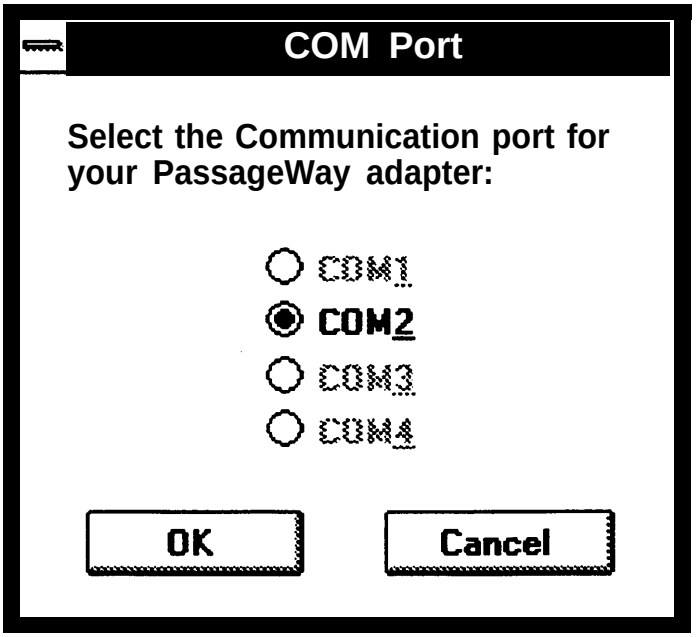

Figure 2-5. COM Port Dialog Box

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

   The Configure System dialog box appears.

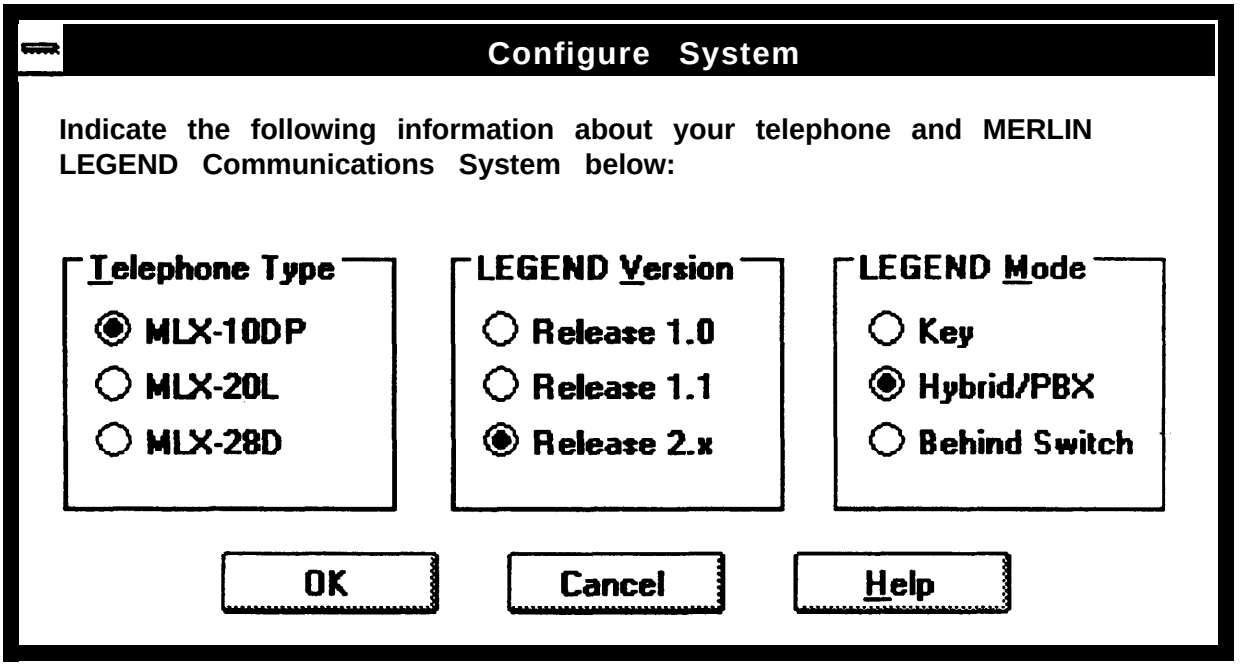

Figure 2-6. Configure System Dialog Box

9. Select the option button of the type of telephone you have.
10. Select the option button of the version of your MERLIN LEGEND system.
11. Select the option button of the operating mode of your MERLIN LEGEND system.

12. Select the OK button.

    The Configure System dialog box closes, and the PassageWay window appears, displaying the AT&TConnect, AT&TCall, AT&TSet, and Log Viewer icons. The AT&TConnect icon also appears at the bottom of your screen.

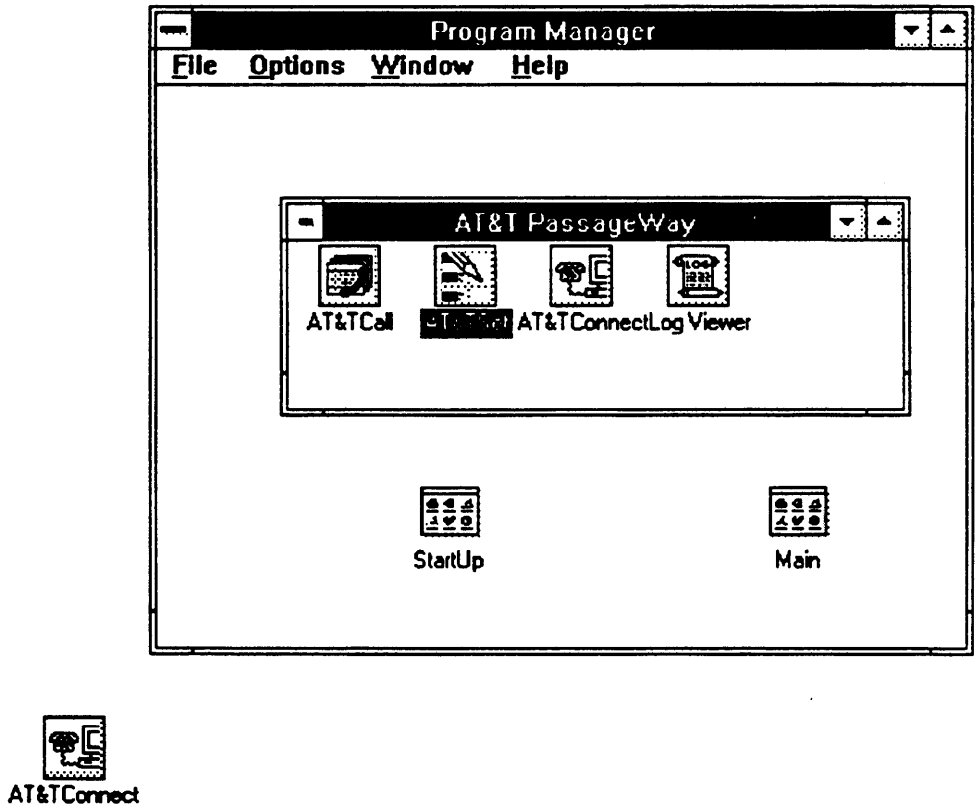

Figure 2-7. PassageWay Window

The installation program puts the AT&TConnect icon 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.

You may now run one of the other PassageWay applications.

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.

Using AT&TCall

3

Contents

Using AT&TCall

3

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 all the calls you make.

This chapter provides the following information:

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

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

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

What Is AT&TCall?

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

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

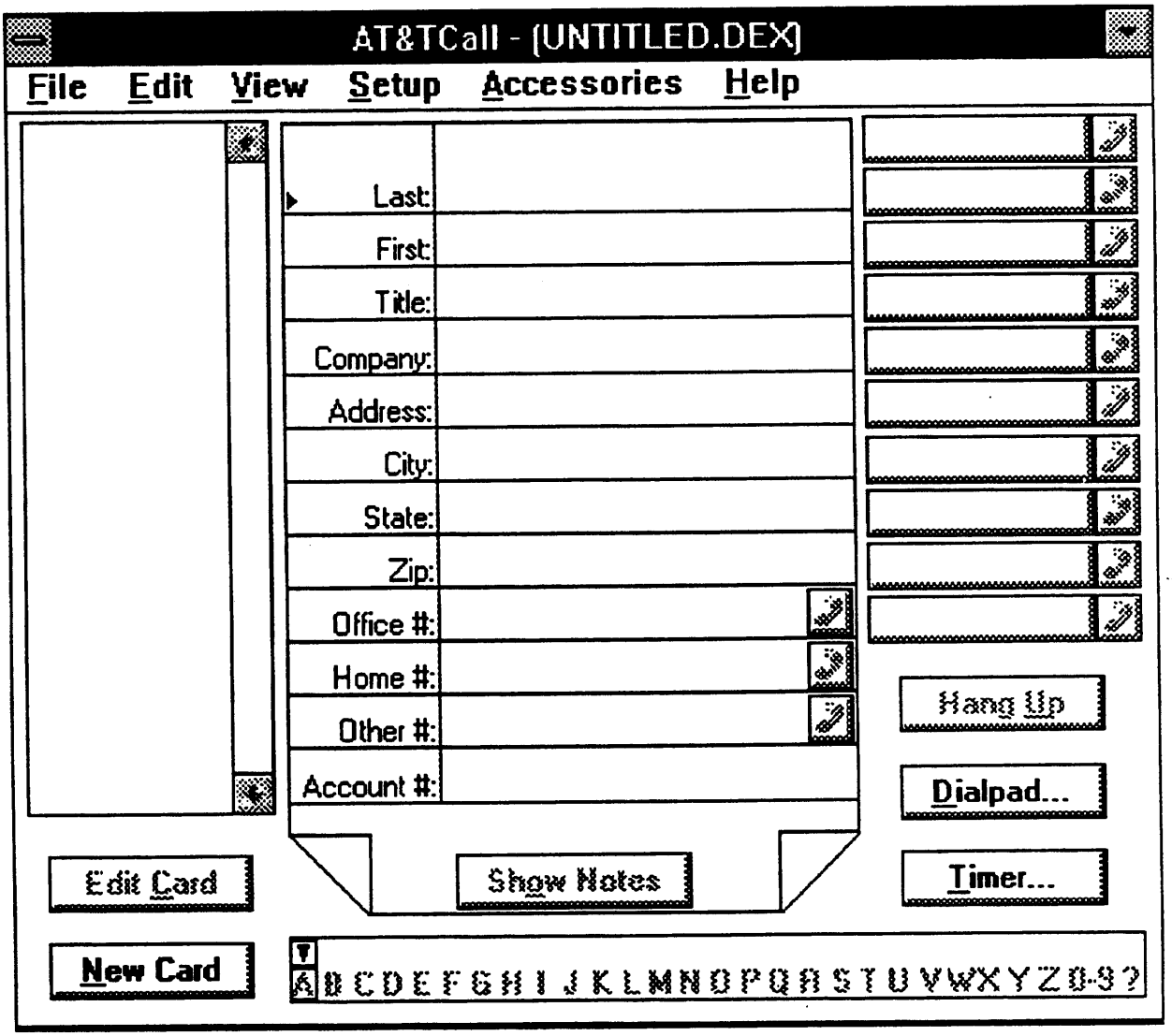

Figure 3-1. Untitled AT&TCall Window

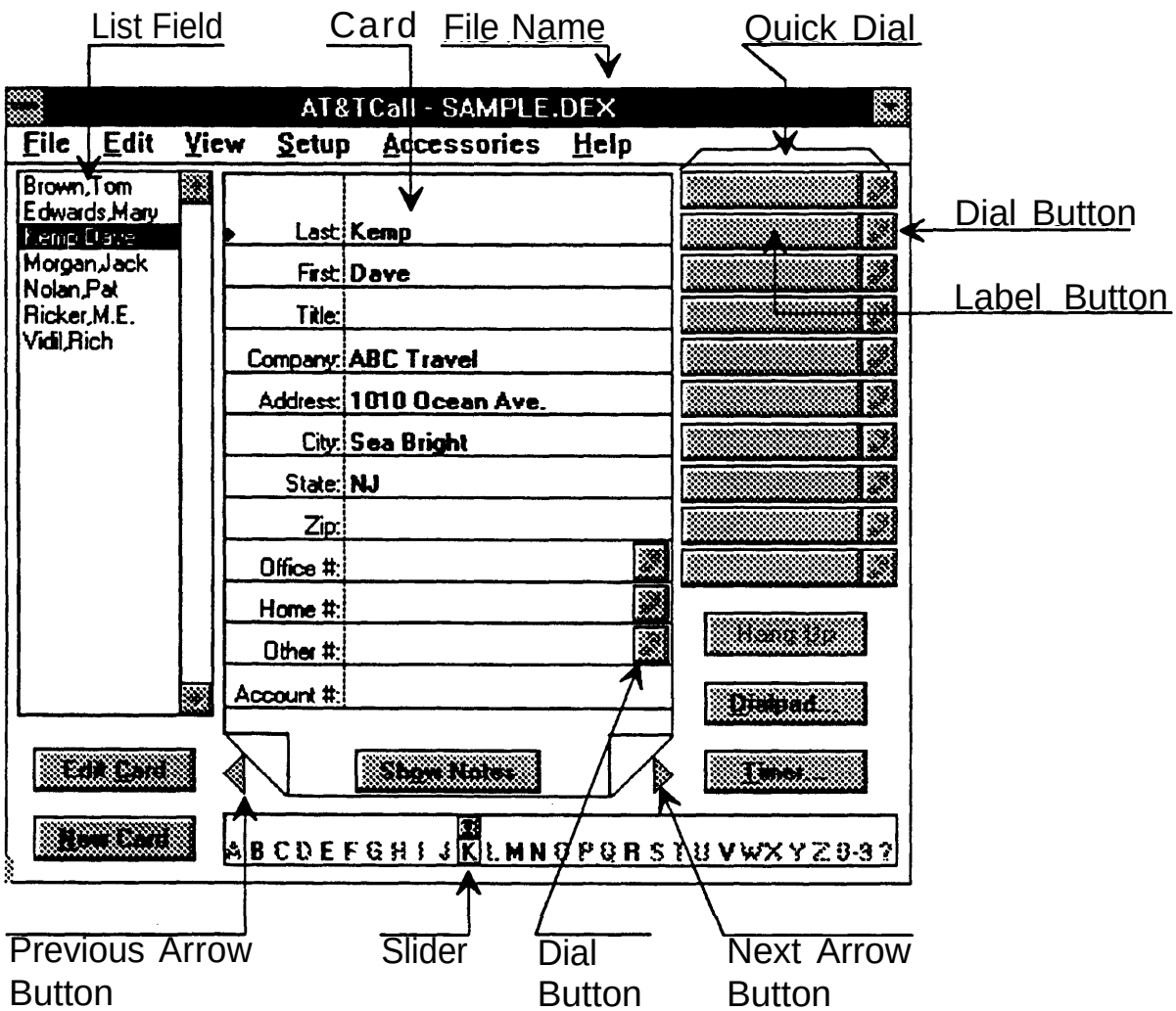

Figure 3-2. Components of an AT&TCall Window

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

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

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

- place calls directly from a card
- sort cards in a AT&TCall file 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 3-3, 3-4, 3-5, and 3-6 show these different desktop looks.

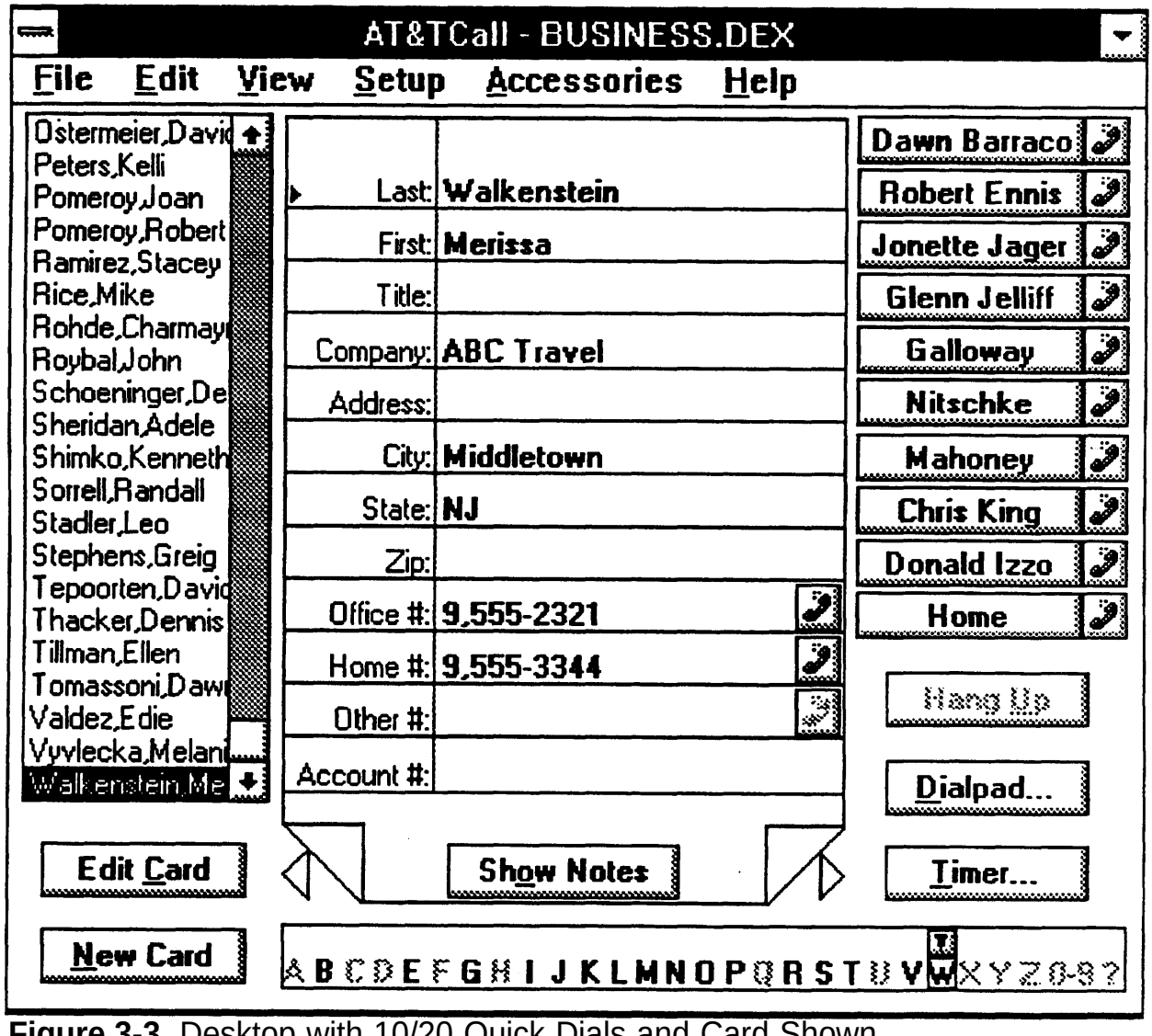

Figure 3-3. Desktop with 10/20 Quick Dials and Card Shown

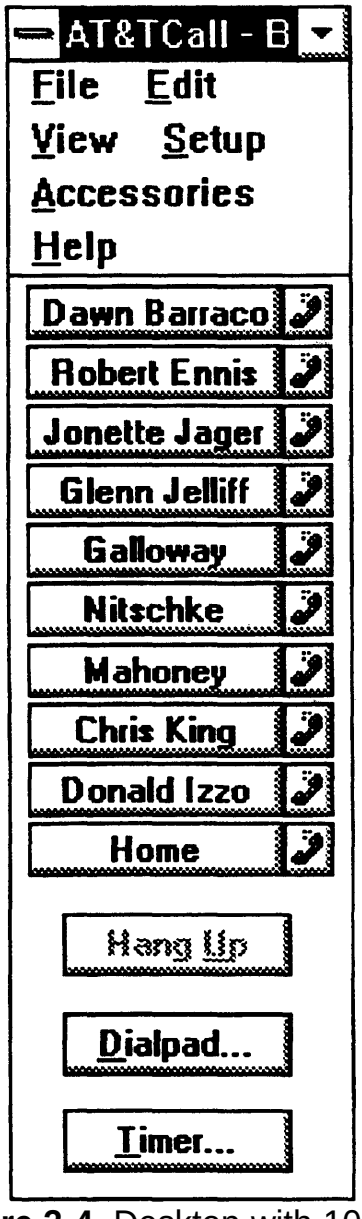

Figure 3-4. Desktop with 10/20 Quick Dials and Card Hidden

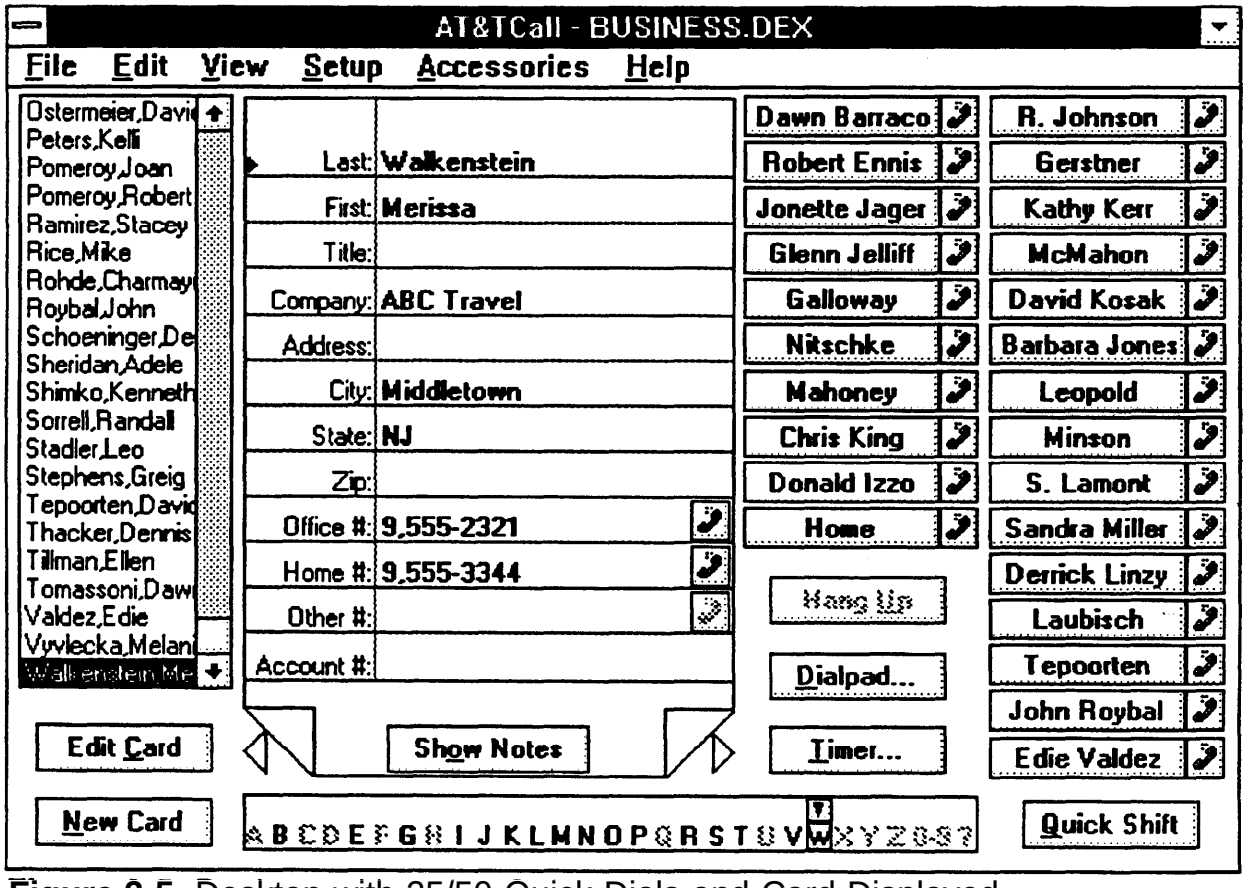

Figure 3-5. Desktop with 25/50 Quick Dials and Card Displayed

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

Getting Started

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

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

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

Step 1: Running AT&TCall

Before you can perform any AT&TCall tasks, you must run AT&TCall. In order to run AT&TCall, you must first access Windows and open the program group that contains the PassageWay applications. To run AT&TCall, just double-click on the AT&TCall icon. An untitled AT&TCall window appears, displaying a blank card (Figure 3-7). Figure 3-8 shows the components of an AT&TCall window.

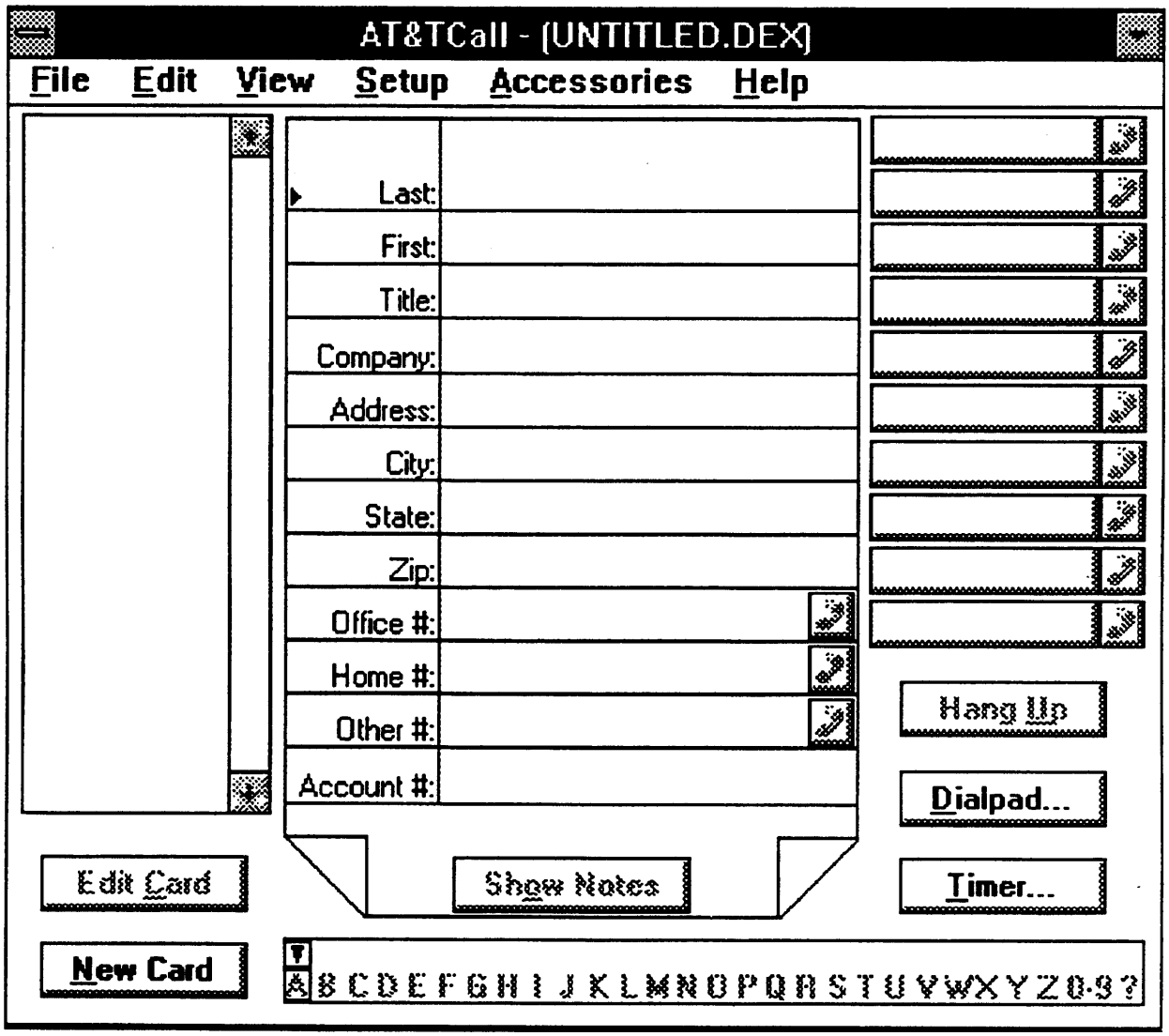

Figure 3-7. Untitled AT&TCall Window

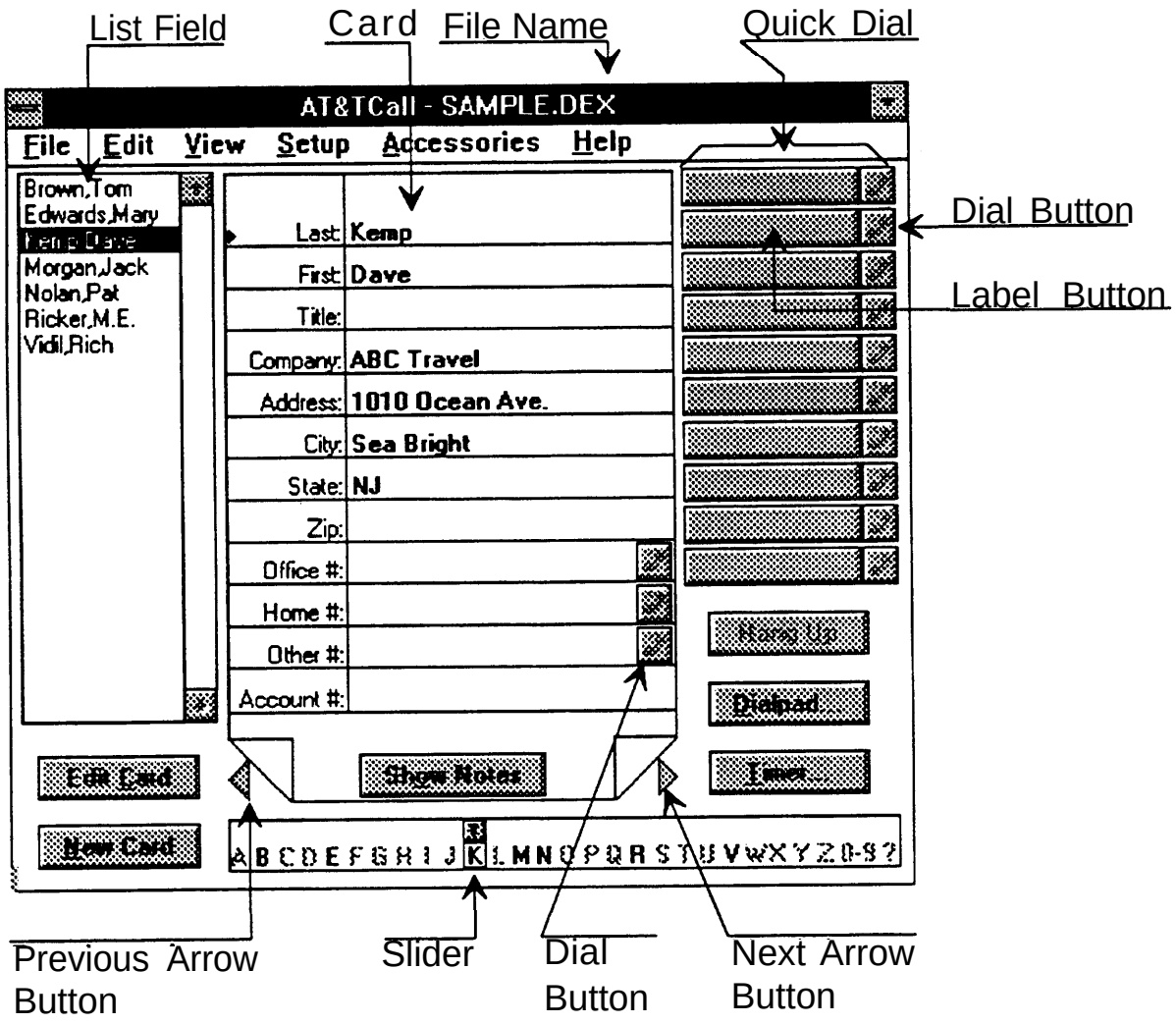

Figure 3-8. Components of an AT&TCall Window

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 a 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, the system 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.

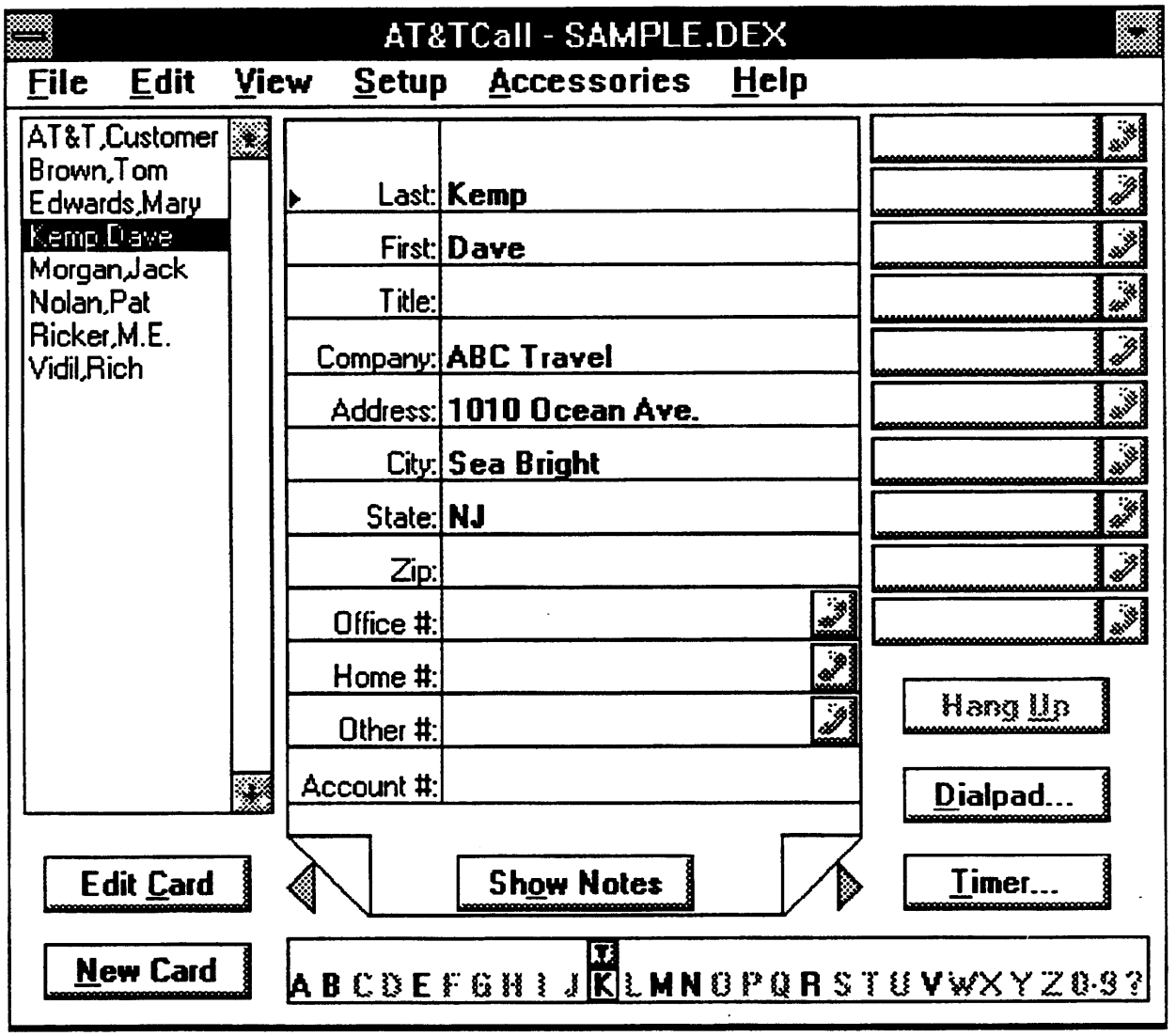

Figure 3-9. Card Display

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.

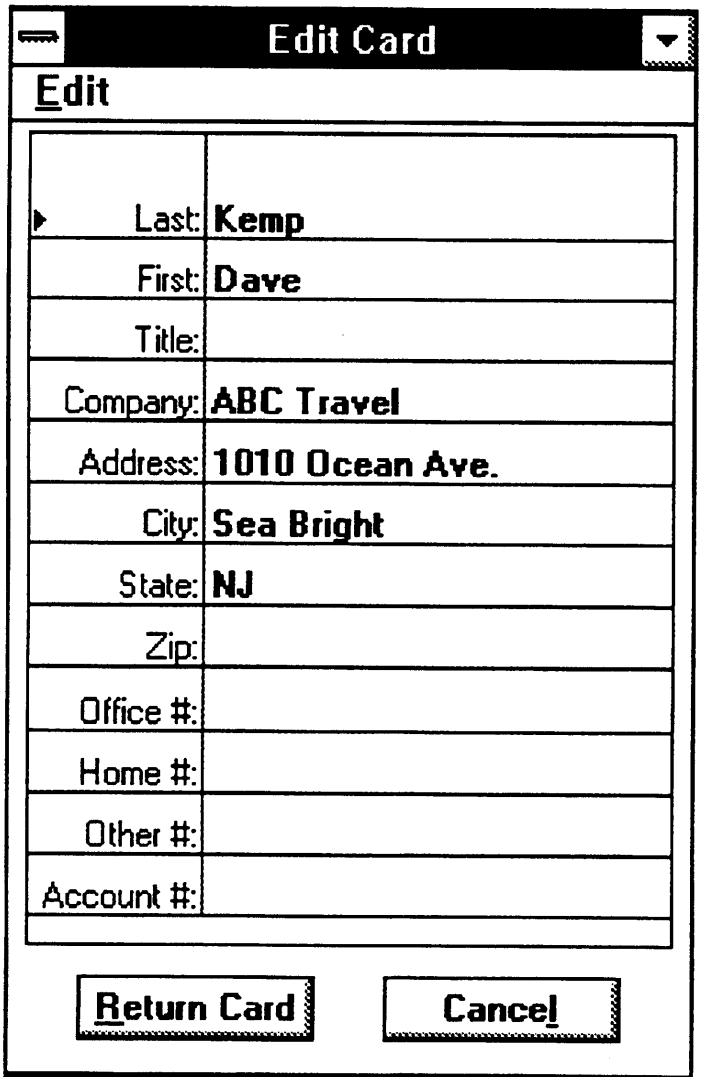

Figure 3-10. Edit Card Window

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 →|] move the cursor to the previous field
- clicking the mouse on the field you want to select

3. Using one of the methods described above, move the cursor to the "Title:" field, and type *Manager.*
4. Using one of the methods described above, move the cursor to the "City:" field, delete Sea Bright, and type *Asbury Park.*
5. Select the Return Card button.

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

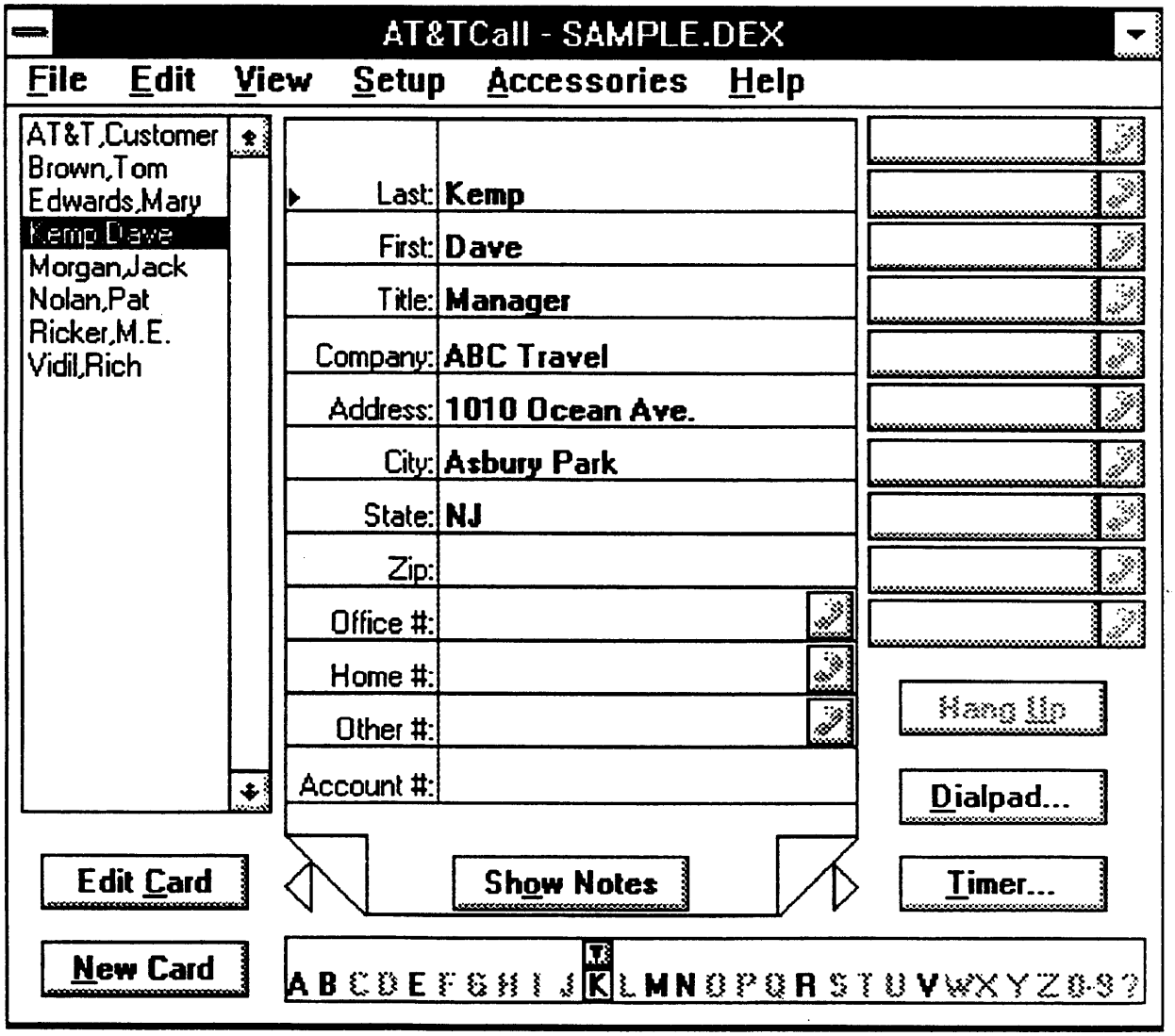

Figure 3-11. Modified Card

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.

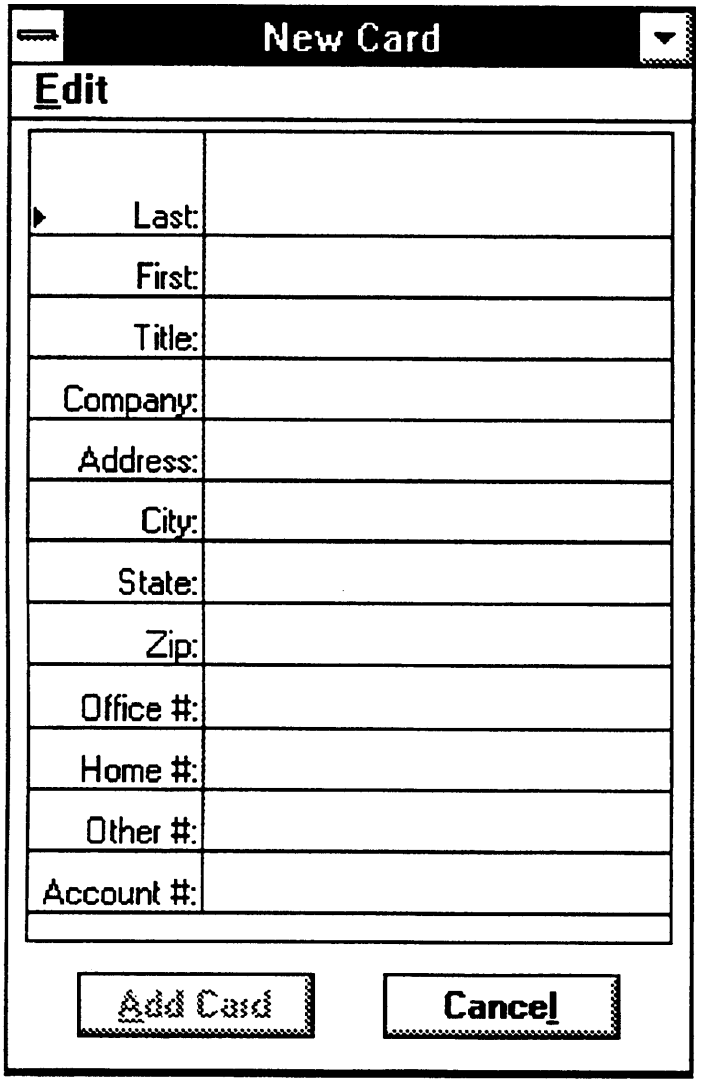

Figure 3-12. New Card Window

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.

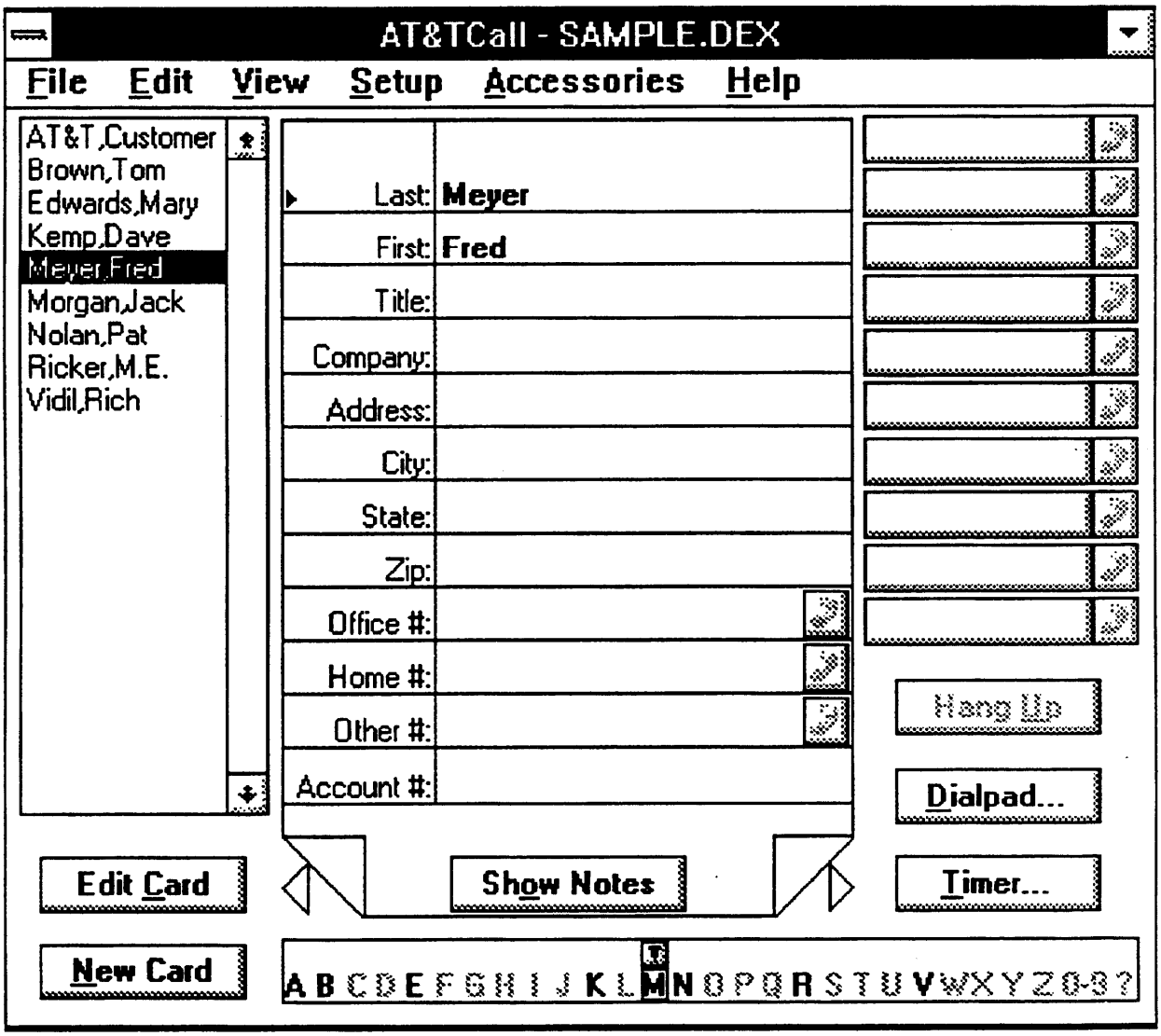

Figure 3-13. New Card

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

Step 5: Entering Notes for a Card

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

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

1. Select the Show Notes button.

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

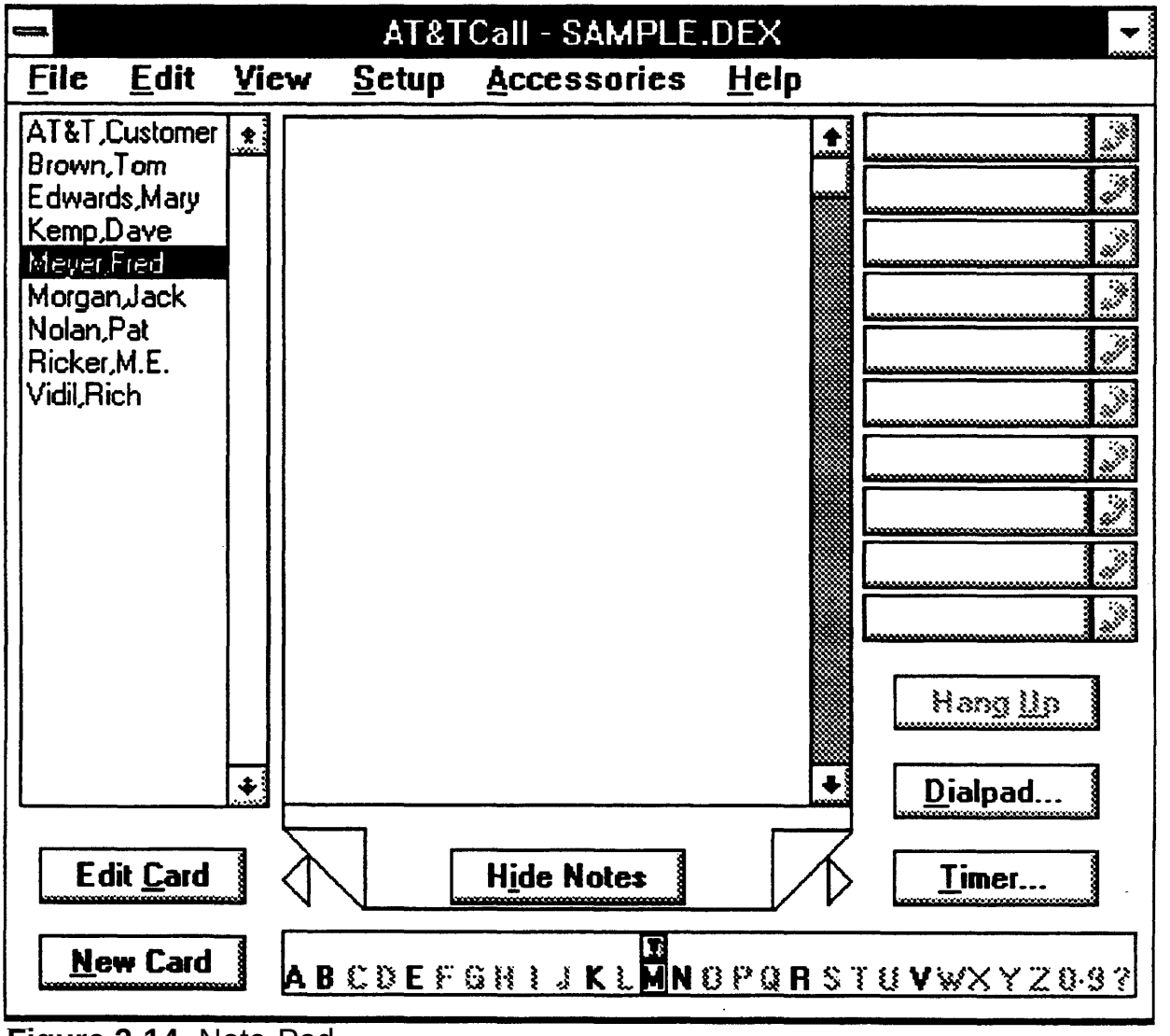

Figure 3-14. Note Pad

2. Select `Insert Timestamp` from the Edit menu.

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

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

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

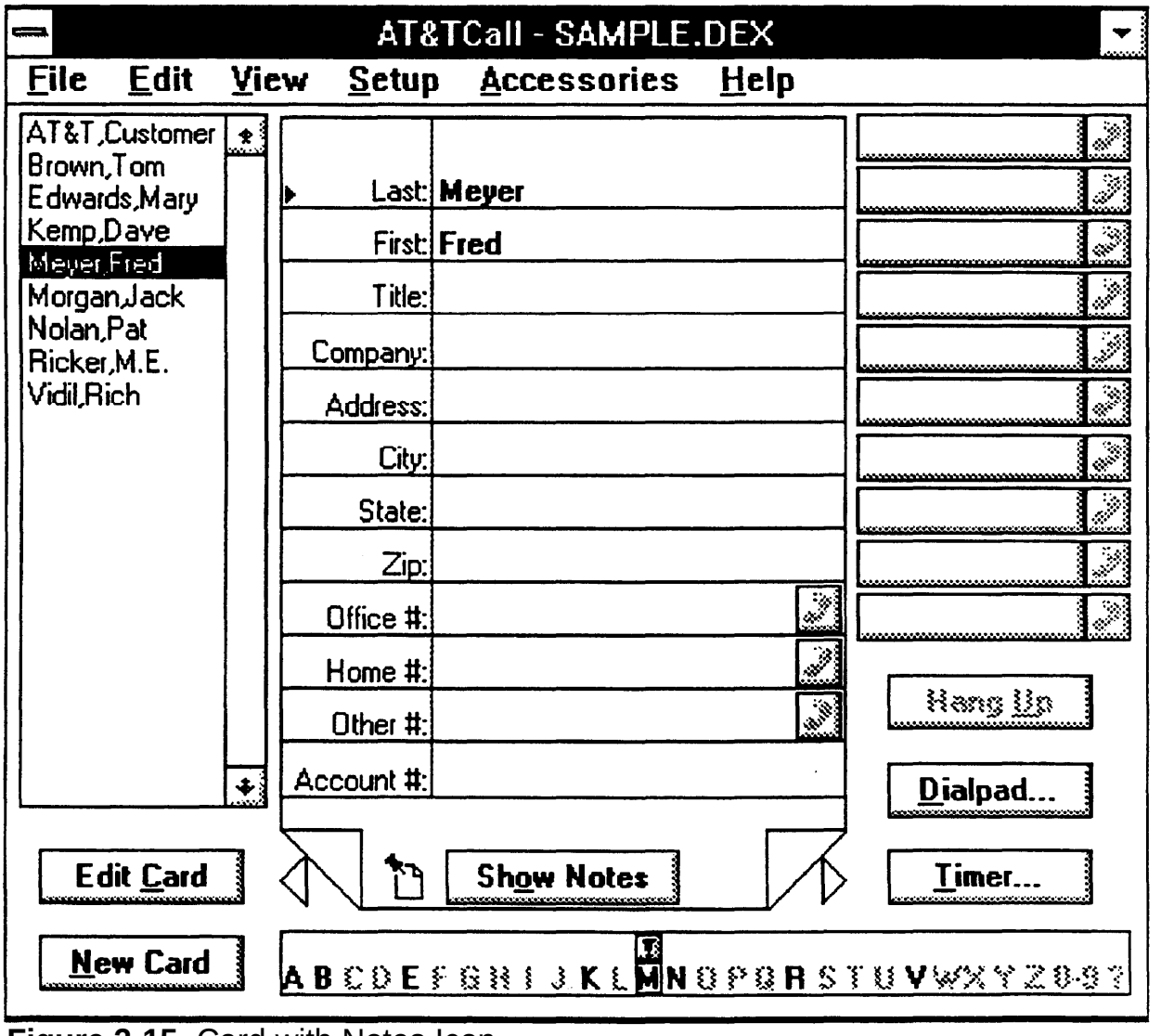

Figure 3-15. Card with Notes Icon

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

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

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

   The card appears.

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

   Your speakerphone activates, and you hear dial tone. AT&TCall then dials the phone number.

3. Select the Hang Up button to disconnect the call.

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.

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

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

1. Select the Dialpad button.

   The Dialpad window appears.

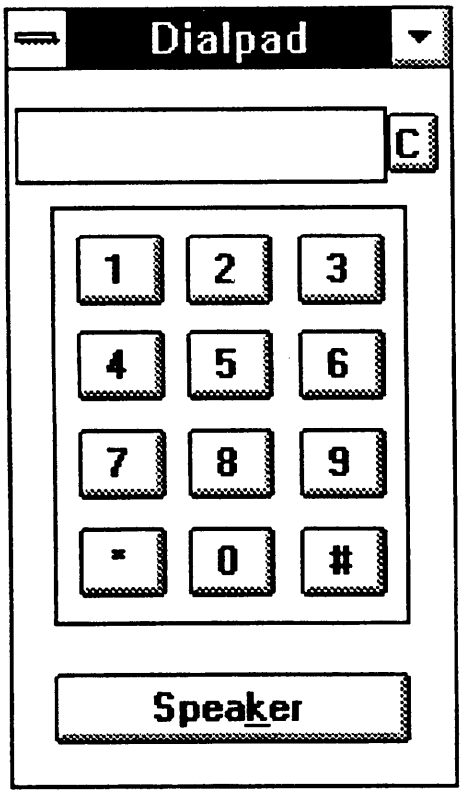

Figure 3-16. Dialpad Window

2. Press [ALT]-[K] on your keyboard or select the Speaker button.

   Your speakerphone activates, and you hear dial tone.

NOTE:
Selecting the Speaker button is the same as pressing the Speaker button on your telephone (that is, it toggles the speakerphone on-hook and off-hook).

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

   When entering the telephone number, make sure you enter the number the same way as you would when you are dialing it from your telephone. For example, if you must enter a "9" before dialing a telephone number outside of your MERLIN LEGEND Communications 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 MERLIN LEGEND system and places the call.

4. Press [ALT]-[K] on your keyboard or select the Speaker button to hang up.

   The telephone number you entered is still displayed on the Dialpad. The telephone number is not cleared when you go off-hook again. To clear the Dialpad display, press [C] on your PC keyboard or select [C] on the Dialpad. The Dialpad display is automatically cleared when you close the Dialpad window.

   Whenever you use the dialpad, you must go off-hook before entering phone numbers. The system takes the numbers you enter one at a time. If you enter the phone number and then go off-hook, you hear dial tone, but the digits you entered are not passed to the MERLIN LEGEND system. If this occurs, you must re-enter the digits.

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, the system 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.

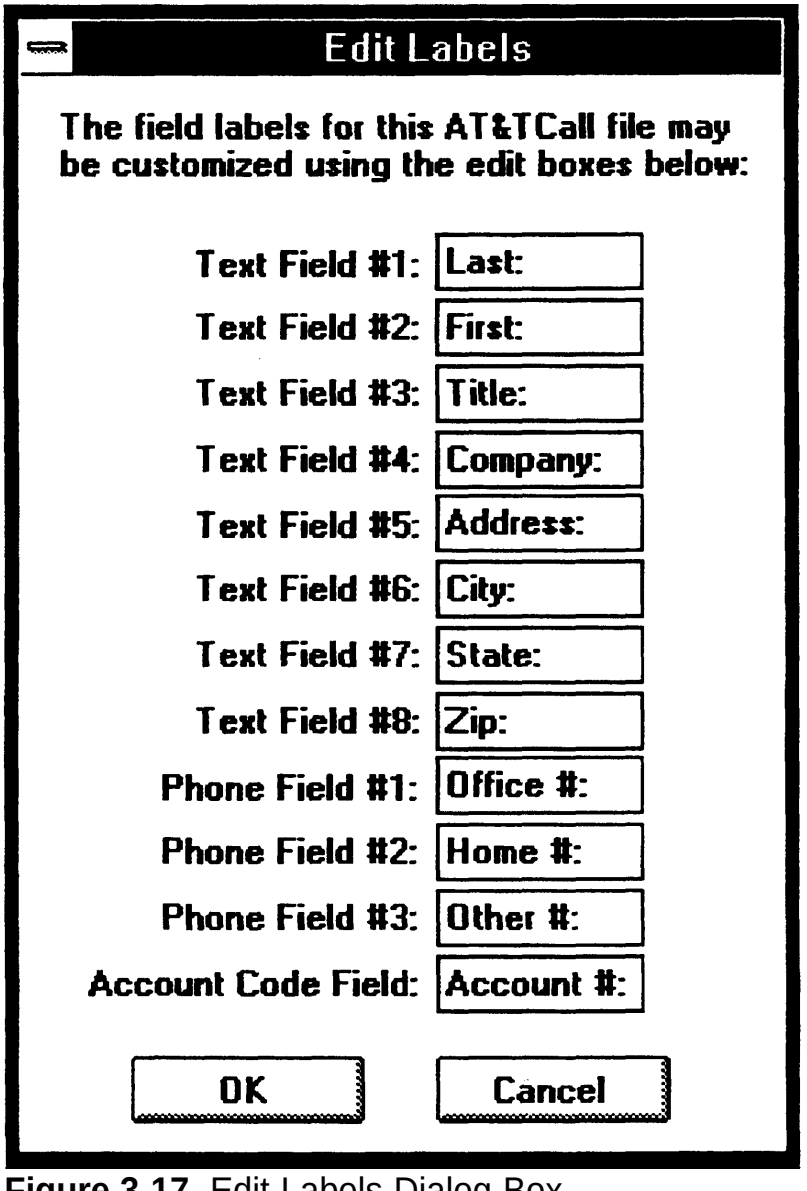

Figure 3-17. Edit Labels Dialog Box

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

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

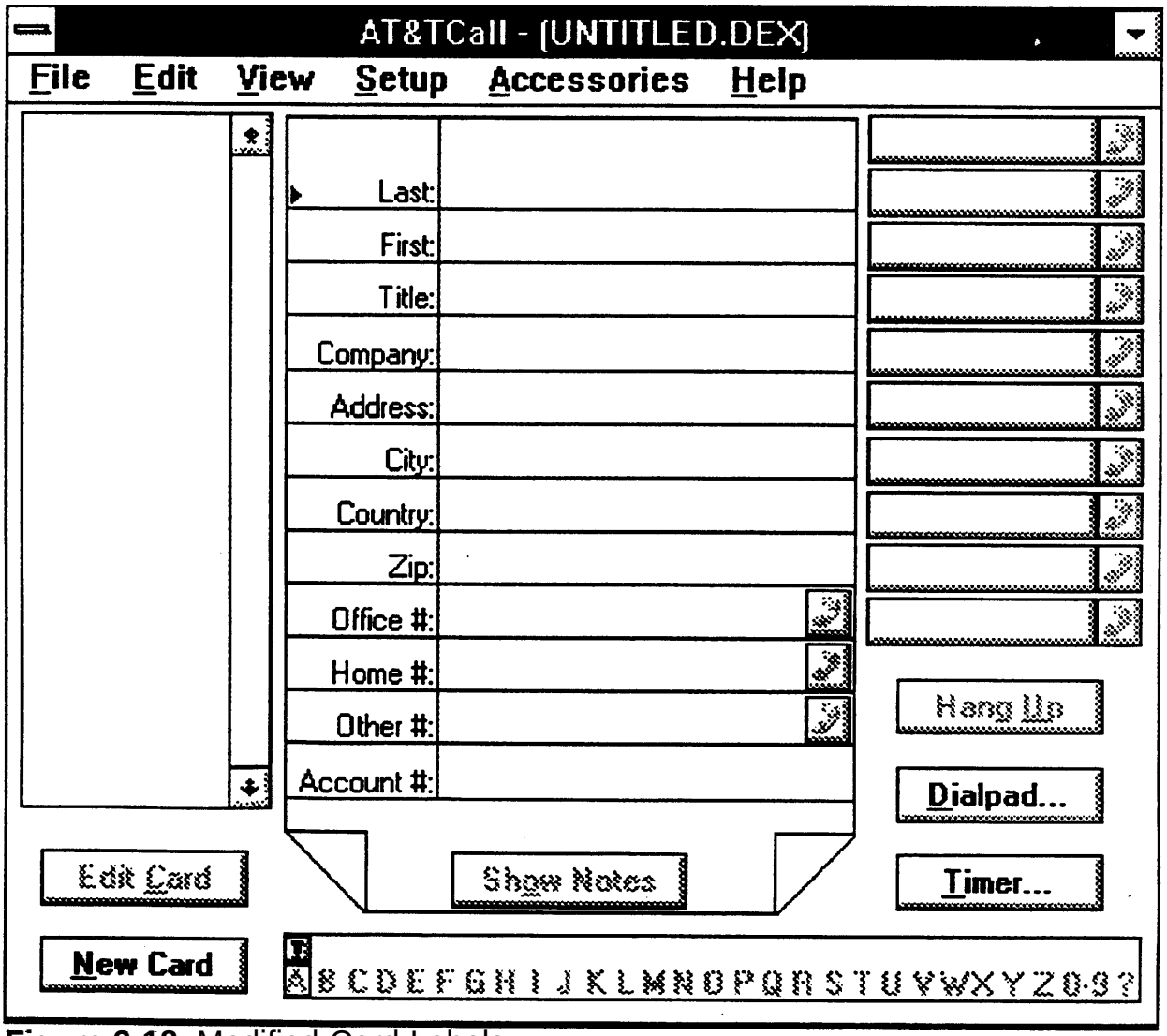

Figure 3-18. Modified Card Labels

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 related card. AT&TCall Quick Dials act the same way as autodial buttons on your telephone.

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

1. Select the New Card button.

   The New Card window appears.

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

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

3. When finished, select the Add Card button.

   The new card is displayed.

After creating a card, you can program the phone number for that card to a Quick Dial. To program a Quick Dial, perform the following steps:

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

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

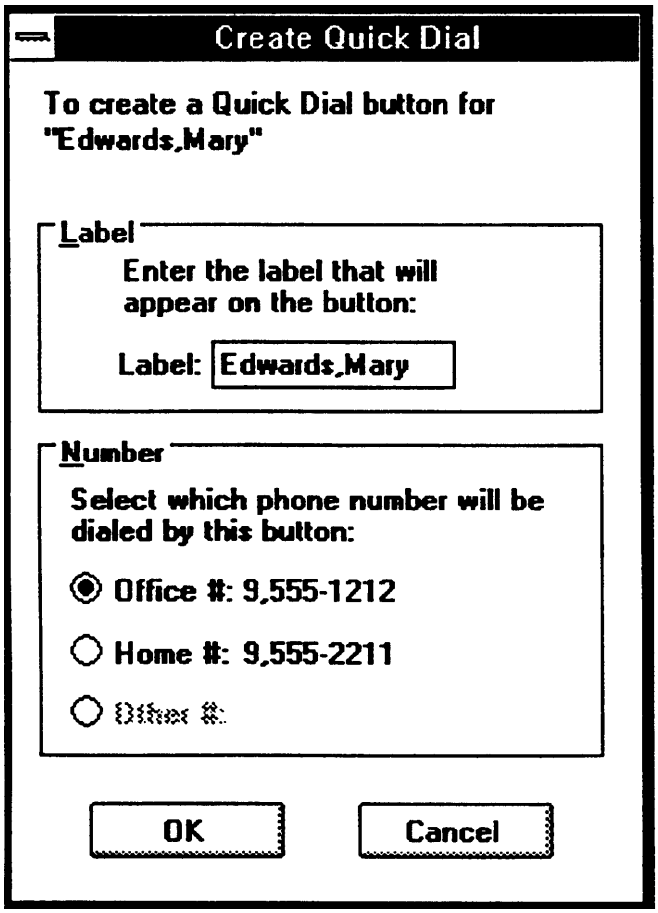

Figure 3-19. Create Quick Dial Dialog Box

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.

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

   Your telephone goes off hook, and AT&TCall places the call.

4. Select the Hang Up button to hang up.

Step 11: Saving a New File

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

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

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

   The Save As dialog box appears.

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

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

3. Select the OK button.

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

Step 12: Exiting AT&TCall

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

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

Helpful Hints

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

- Keep all AT&TCall files in the same directory

  By default, AT&TCall saves and opens files from the directory in which the PassageWay 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

Within each category, tasks are presented in alphabetical order.

NOTE:
Before you can perform any of the tasks described in this section, you must have already accessed AT&TCall.

File Tasks

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

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.

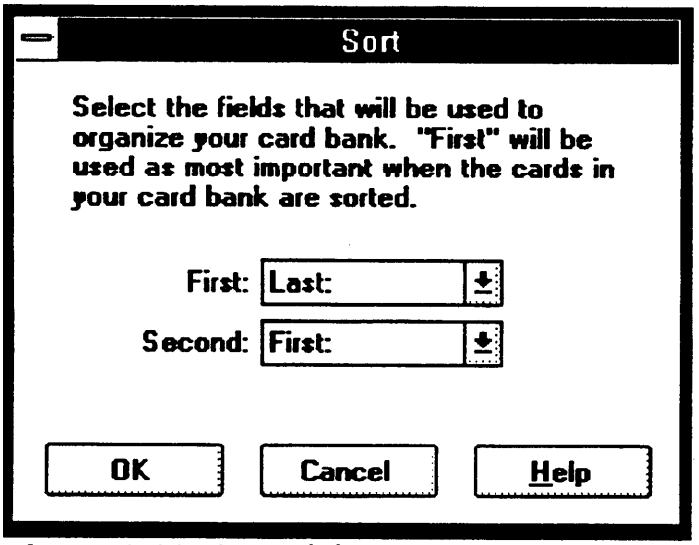

Figure 3-20. Sort Dialog Box

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, the system 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.

   The system 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. Press [ALT]-[K] on your keyboard or select the Speaker button.

   Your phone goes off-hook, 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 outside of your MERLIN LEGEND Communications 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 MERLIN LEGEND system and places the call.

4. When the call is completed, press [ALT]-[K] on your keyboard or select the Speaker button to hang up.

   The telephone number you entered is still displayed on the Dialpad. The telephone number is not cleared when you go off-hook again. To clear the Dialpad display, press [C] on your PC keyboard or select [C] on the Dialpad. The Dialpad display is automatically cleared when you close the Dialpad window.

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.

To export an AT&TCall file or card:

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

   The AT&TCall window appears.

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

2. Select `Export` from the File menu.

   A second menu appears.

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

   The Export dialog box appears.

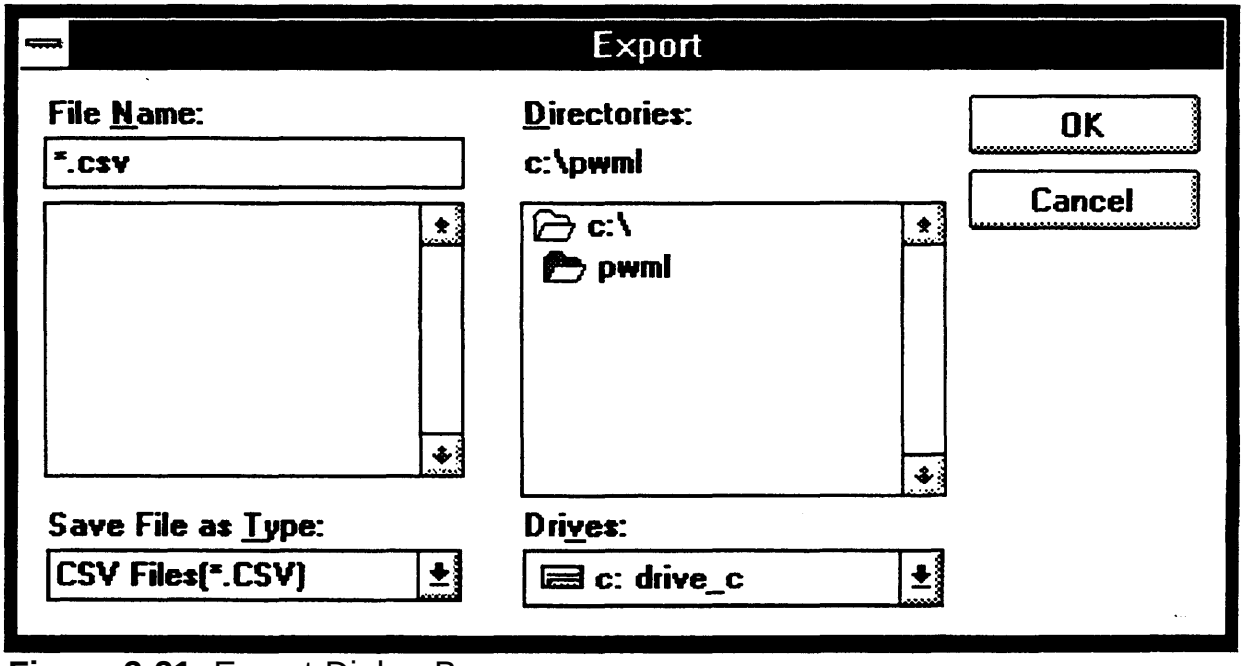

Figure 3-21. Export Dialog Box

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

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

Importing Files into AT&TCall

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

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

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

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

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

To import a file:

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

   The AT&TCall file window appears.

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

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

   The Import dialog box appears.

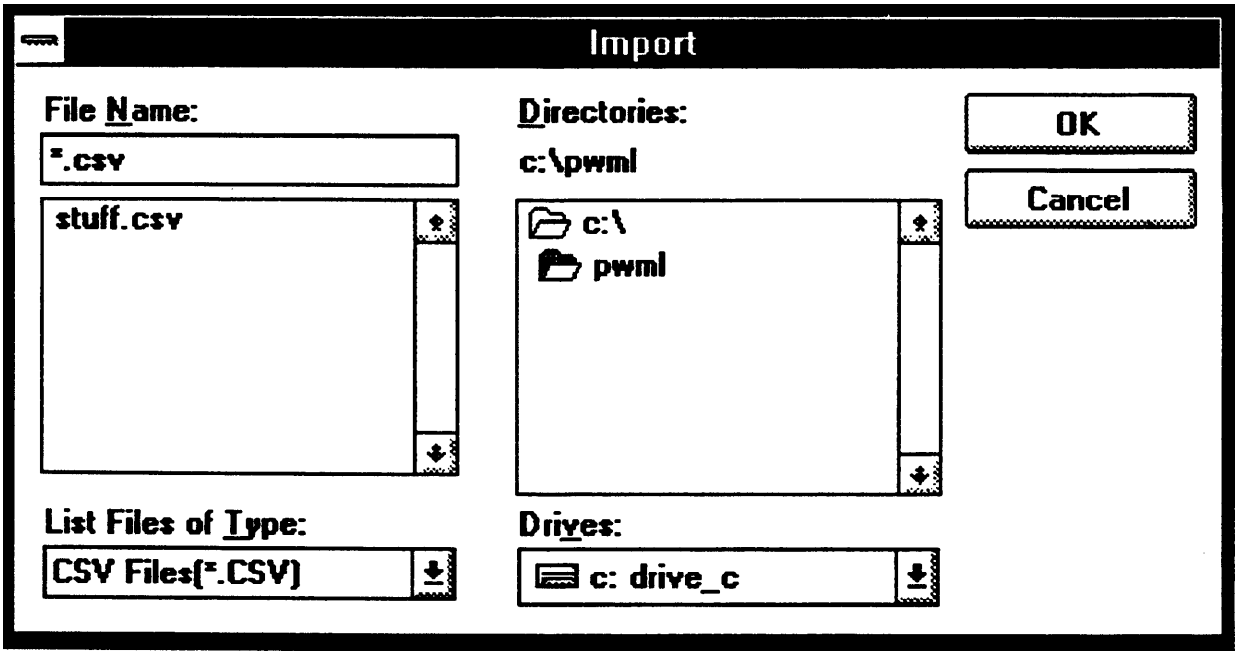

Figure 3-22. Import Dialog Box

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.

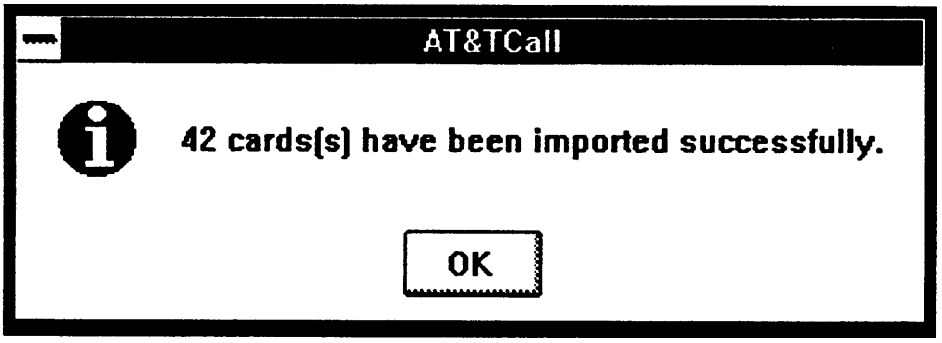

Figure 3-23. AT&TCall Dialog Box

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.

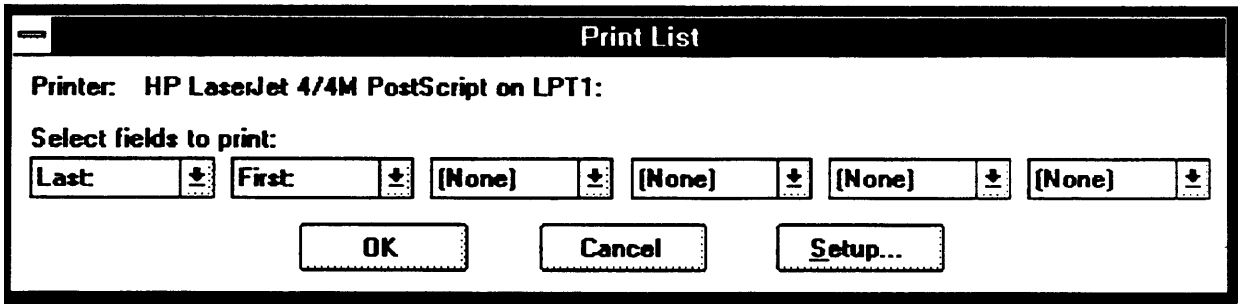

Figure 3-24. Print List Dialog Box

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, the system 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, the system will print out four cards on each page. The top of each page will contain the labels for the first and last cards on the page. The bottom of the page will contain the date, page number, and file name. Figure 3-25 shows how the cards look with and without the notes printed.

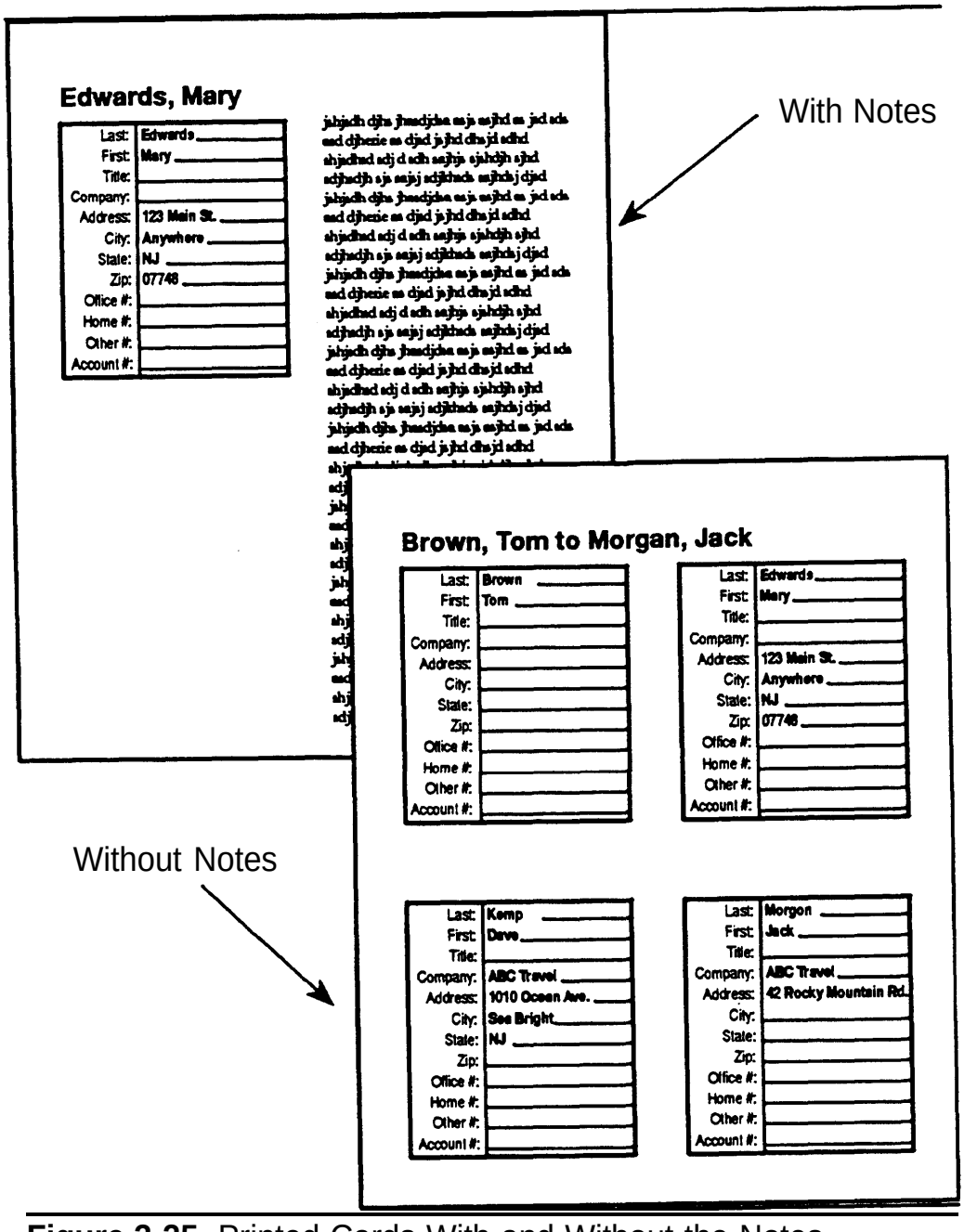

Figure 3-25. Printed Cards With and Without the Notes

To print an AT&TCall file or card:

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

   The Print Cards dialog box appears.

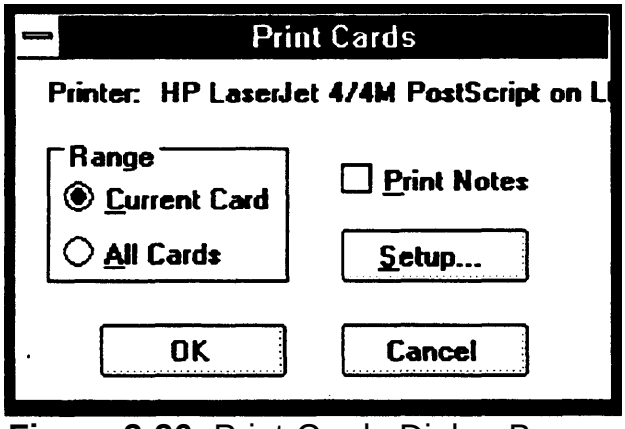

Figure 3-26. Print Cards Dialog Box

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.

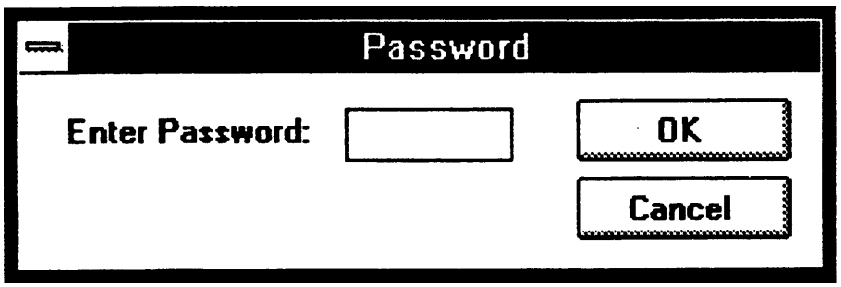

Figure 3-27. Password Dialog Box

3. Enter your password and select the OK button.

   The Confirm Password dialog box appears.

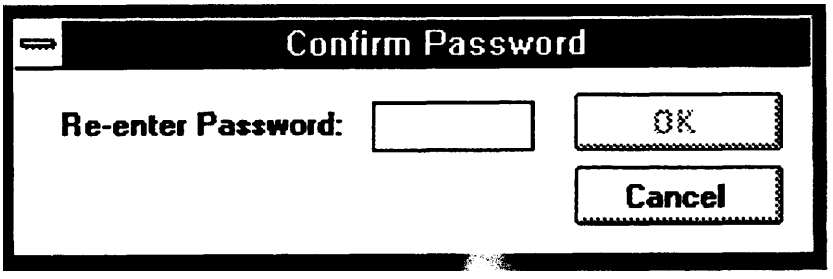

Figure 3-28. Confirm Password Dialog Box

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 Account Code Options

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

To set the Account Code options:

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

   The Account Code Options dialog box appears.

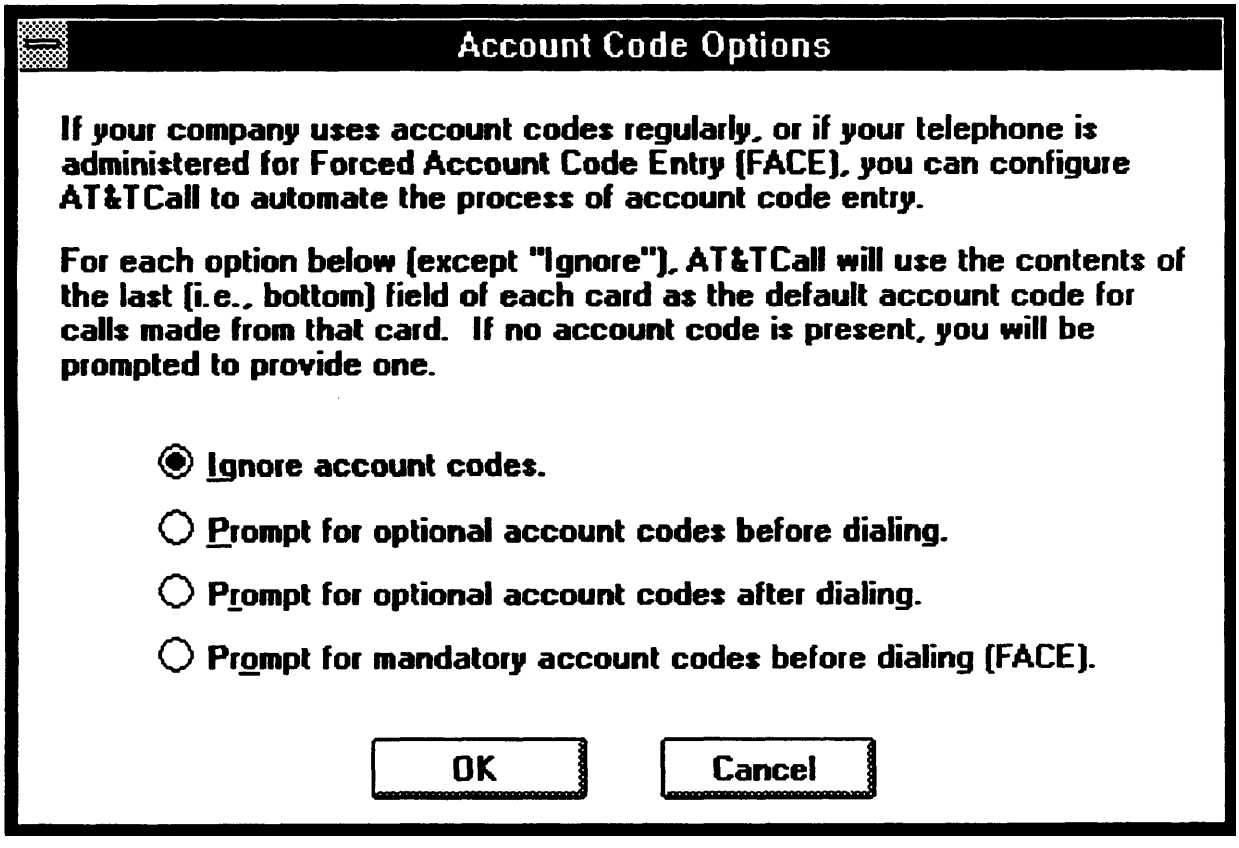

Figure 3-29. Account Code Options Dialog Box

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

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

AT&TCall enables you to specify that you want the AT&TCall window to be located on top 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 the system 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 MERLIN LEGEND 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, the system will use that option for each and every call you initiate from any Dial button in that AT&TCall file. Therefore, if you use Dial Options, make sure all of the telephone numbers in all of the cards in that AT&TCall file require the same Dial Option.

To set Dial Options:

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

   The Dial Options dialog box appears.

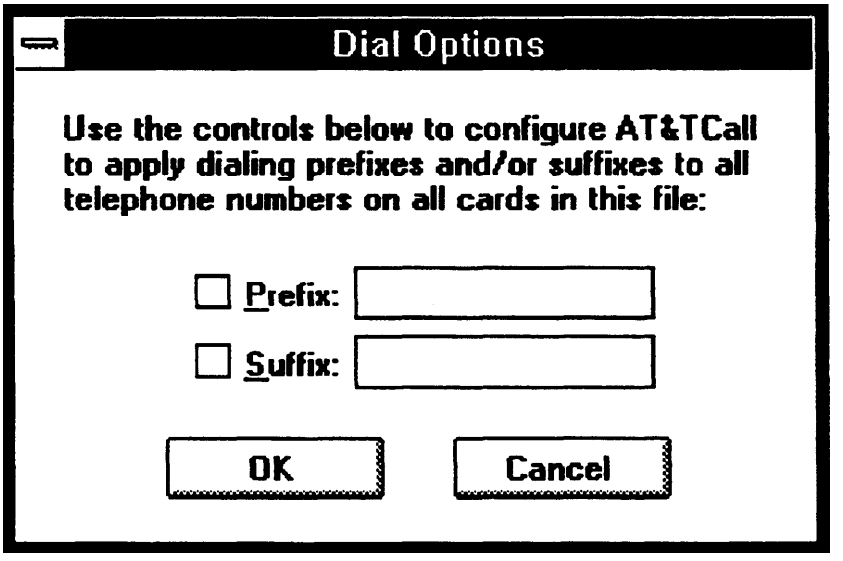

Figure 3-30. Dial Options Dialog Box

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 right-hand end of the Command Line box, after `ATTCALL.EXE.`

7. Press the spacebar on your keyboard, and then enter the name, extension, and path of the AT&TCall file that you want to be loaded automatically.

   NOTE:
   You must include *.dex* at the end of the file name. Otherwise, the system will be unable to load this file automatically.

   Figure 3-31 shows how the Program Item Properties dialog box would look if you set the “sample.dex” file to be loaded automatically.

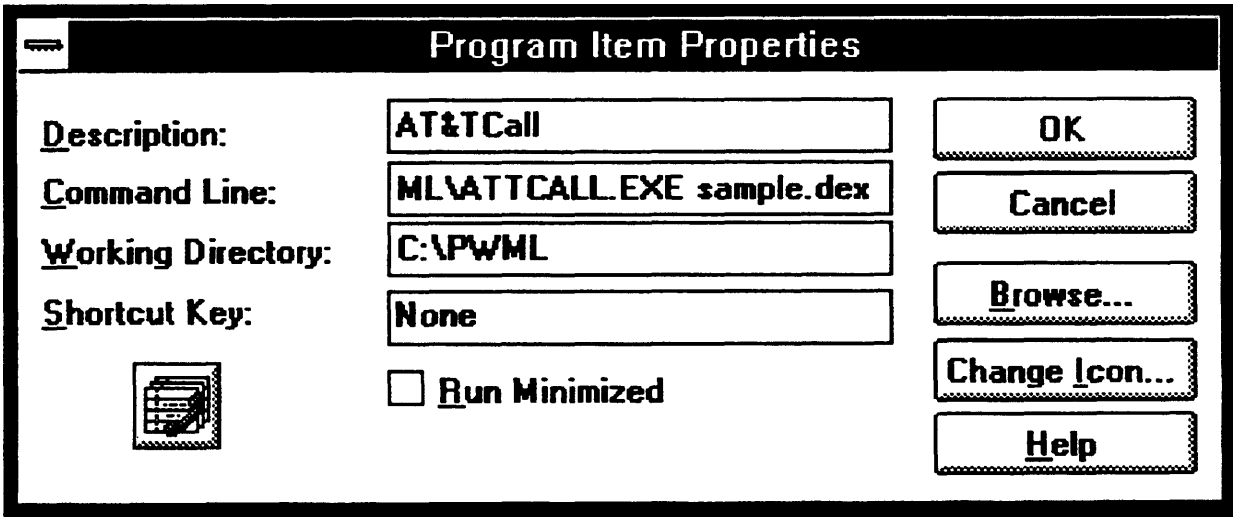

Figure 3-31. Sample File to be Loaded Automatically

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. These tasks are presented in alphabetical order.

Accessing the Notes Field

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

1. Select the card of which you want to access the Notes field.

   The selected card appears.

2. Select the Show Notes button.

   The Notes field appears.

3. Enter information in the Notes field or modify the existing information (if any) in the field.

4. When you are finished, select the Hide Notes button.

   The card is displayed.

Changing the Field Labels in the Cards

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

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

   The Edit Labels dialog box appears.

2. Make your changes.

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

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

Creating a New Card

To create a new card:

1. Select the New Card button.

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

2. Enter the appropriate information in each field that you use.

3. When you are finished entering information in this card, select the Add Card button.

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

Deleting a Card

To delete a card:

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

1. Select the card you want to delete.

   The selected card is displayed.

2. Select `Delete Card` from the Edit menu.

   The Delete Card dialog box appears.

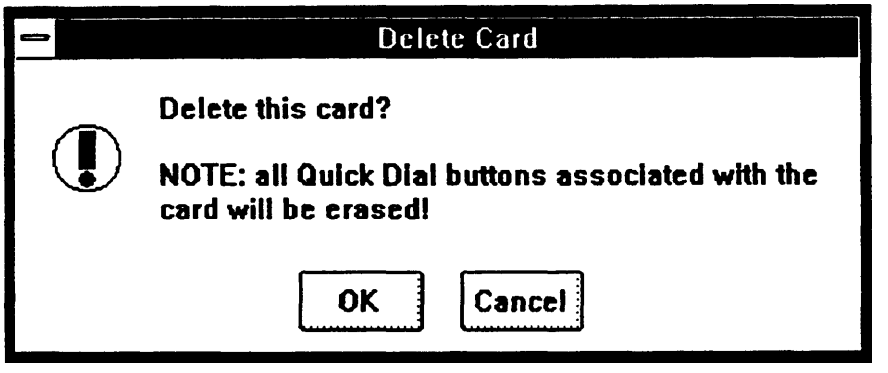

Figure 3-32. Delete Card Dialog Box

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.

   AT&TCall places the call. After the call is completed, select the Hang Up button to place your phone on-hook (that is, to hang up your phone).

Editing an Existing Card

To edit an existing card:

1. Select the card you want to edit.

   The card is displayed.

2. Select the Edit Card button.

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

3. Make your changes to the card.

4. When you are finished, select the Return Card button.

   The Edit Card window closes, and the updated card is displayed.

Hiding the Card Display

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

Selecting a Card

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

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

Showing the Card Display

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

Using the Timer

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

To use the Timer:

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

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

Figure 3-33. Timer Window

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

Quick Dial Tasks

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

Accessing Information for a Quick Dial

To view the information for a Quick Dial:

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

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

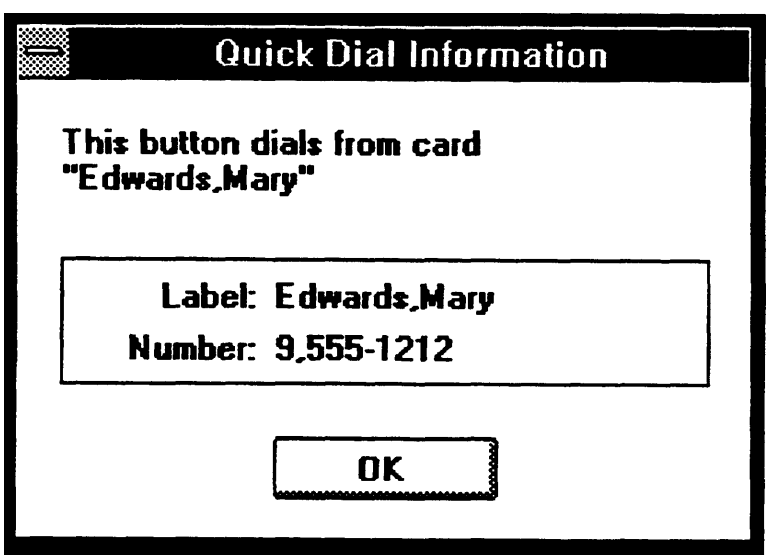

Figure 3-34. Quick Dial Information Dialog Box

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. The system provides a default label.

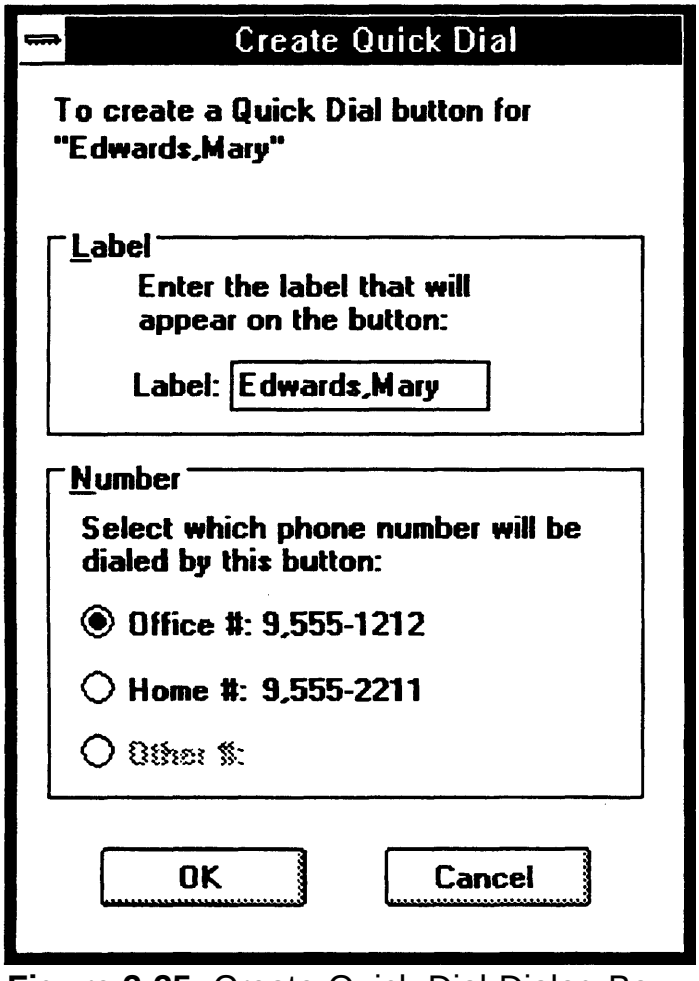

Figure 3-35. Create Quick Dial Dialog Box

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

5. Select the OK button.

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

Changing the Number of Quick Dials Displayed

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

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

Changing the Setup of the Quick Dial Labels

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

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

   The Quick Dial Label Setup dialog box appears.

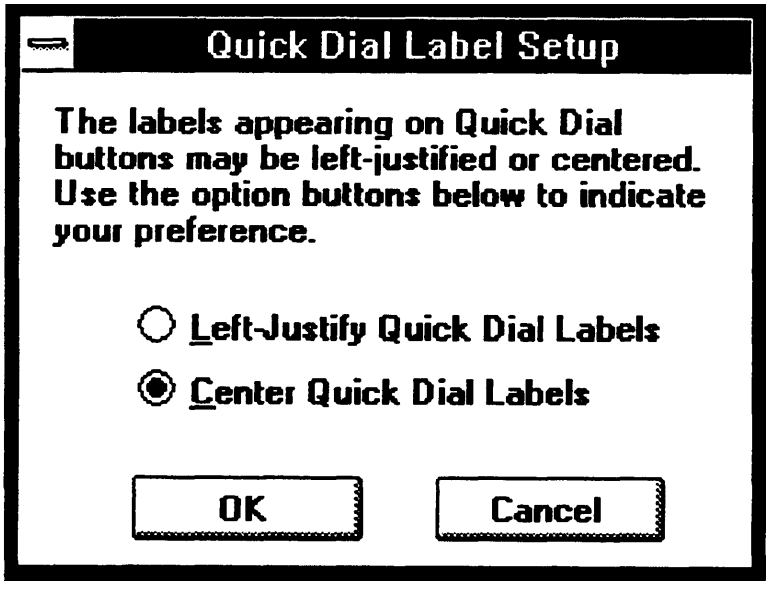

Figure 3-36. Quick Dial Label Setup Dialog Box

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. AT&TCall places the call. After the call is completed, select the Hang Up button to place your phone on-hook (that is, to hang up your phone).

Erasing a Quick Dial

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

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

   The Change Quick Dial dialog box appears.

2. Select the Erase button.

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

Re-Assigning an Existing Quick Dial

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

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

   The card is displayed.

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

   The Change Quick Dial dialog box appears.

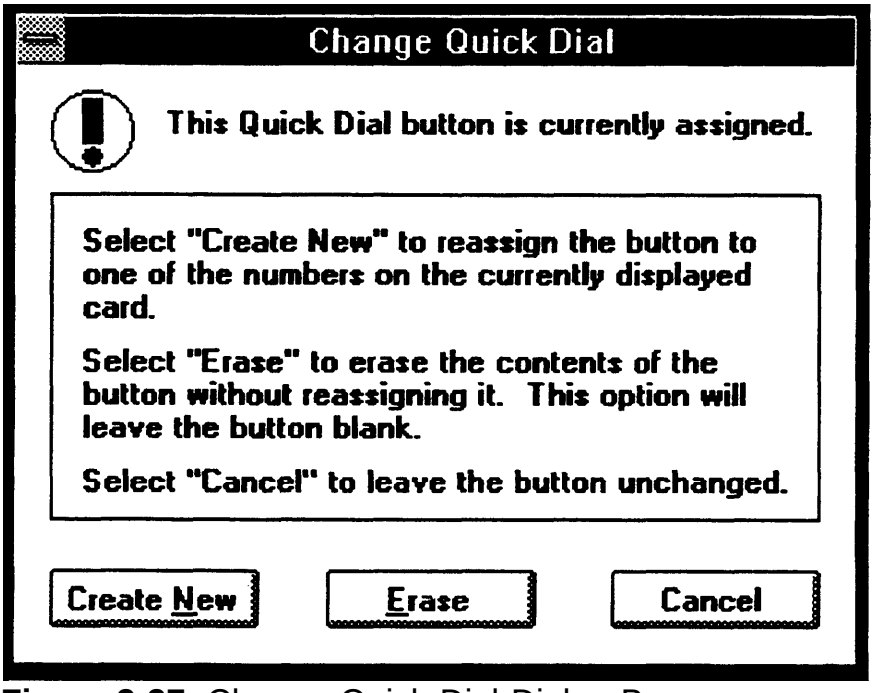

Figure 3-37. Change Quick Dial Dialog Box

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...
- Account Code 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 a call using an outside line, you can specify "9" in the "Dial Option..." prefix. By specifying your prefix, you do not need to include a "9" in front of every phone number on every card.

Account Code Options...

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

- **Ignore account codes,** which ignores the account code.
- **Prompt for optional account codes before dialing,** which prompts you to enter an account code before dialing the number.
- **Prompt for optional account codes after dialing,** which prompts you to enter an account code after dialing.
- **Prompt for mandatory account codes before dialing (FACE),** which requires that you enter an account code before dialing. If the card does not have an account code, the system prompts you to enter one.

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. The system 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, the system only displays 25 Quick Dials at a time. To access the second set of 25 Quick Dials, either select the Quick Shift button in the lower-right corner of the AT&TCall window or select the Quick Shift option from the View menu.

Always on Top

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

Accessories

The Accessories menu contains the following options:

- Call Log
- Timer

Call Log

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

Timer

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

Help

The Help menu contains the following options:

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

Contents

Displays the topics in on-line Help.

Search for Help on...

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

How to Use Help

Describes how to use on-line Help.

About AT&TCall...

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

Using AT&TSet

4

Contents

Using AT&TSet

4

Overview

AT&TSet is a station programming application that enables you to program user features for your MLX-28D, MLX-20L, or MLX-10DP telephone from your PC. With AT&TSet, you can create and save multiple button programming files for your telephone. You can also exchange these button programming AT&TSet files with other AT&TSet users.

This chapter provides the following information:

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

NOTE:
To use AT&TSet, you should be familiar with MLX station programming. For more information, refer to the user's guide for your MLX telephone.

What Is AT&TSet?

AT&TSet is a station programming application that enables you to program user features for your MLX-28D, MLX-20L, or MLX-10DP telephone from your PC. Each AT&TSet file consists of a screen representation of the buttons on your telephone. Figure 4-1 shows an AT&TSet file for an MLX-20L telephone.

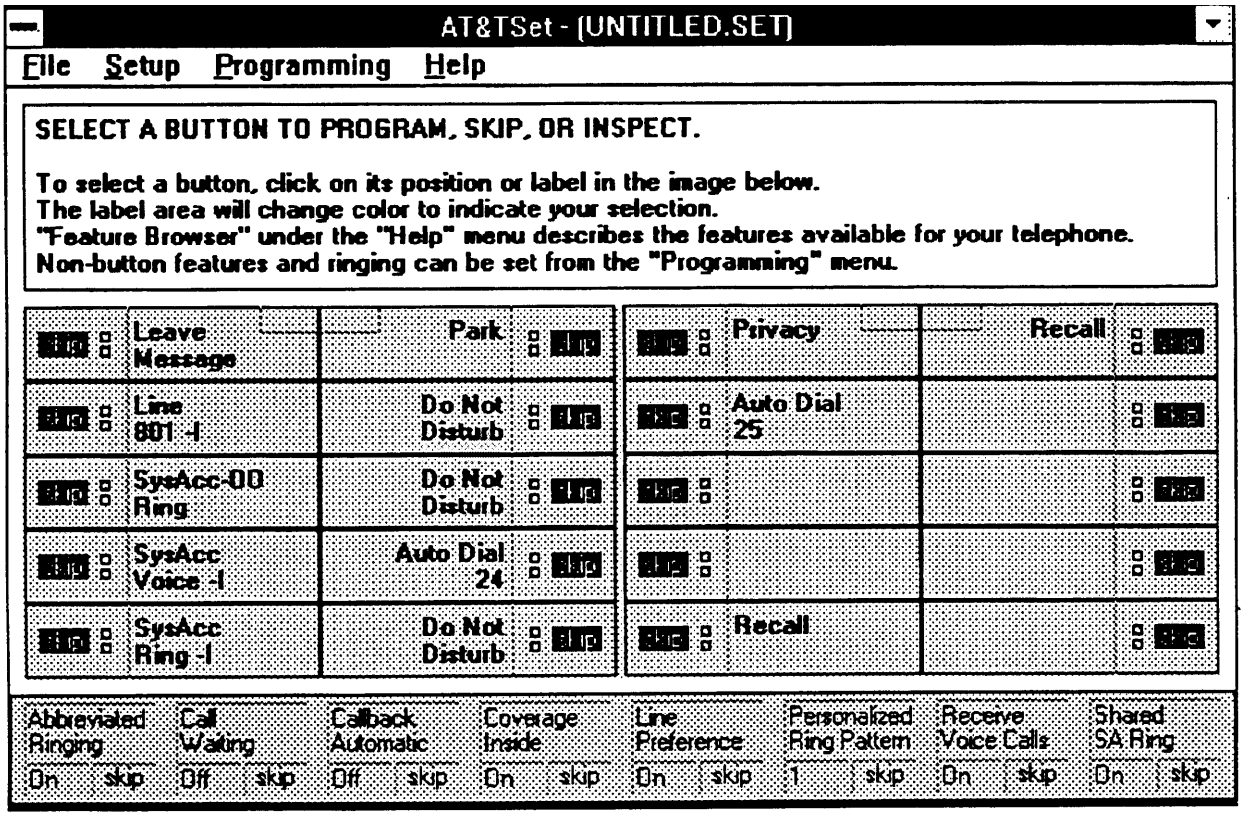

Figure 4-1. AT&TSet File for an MLX-20L Telephone

When you run AT&TSet for the first time, the system "reads" the programming from your telephone and displays an untitled file containing the current programming for each button on your telephone. When AT&TSet "reads" the programming from your telephone, it identifies how each button on your telephone is programmed, providing you with an accurate and up-to-date status of the programming of your telephone. The untitled file that AT&TSet displays after reading your telephone is a "workspace" in which you may modify the programming of your telephone. Every AT&TSet file can be thought of as a workspace. Figure 4-2 shows the components of an AT&TSet window.

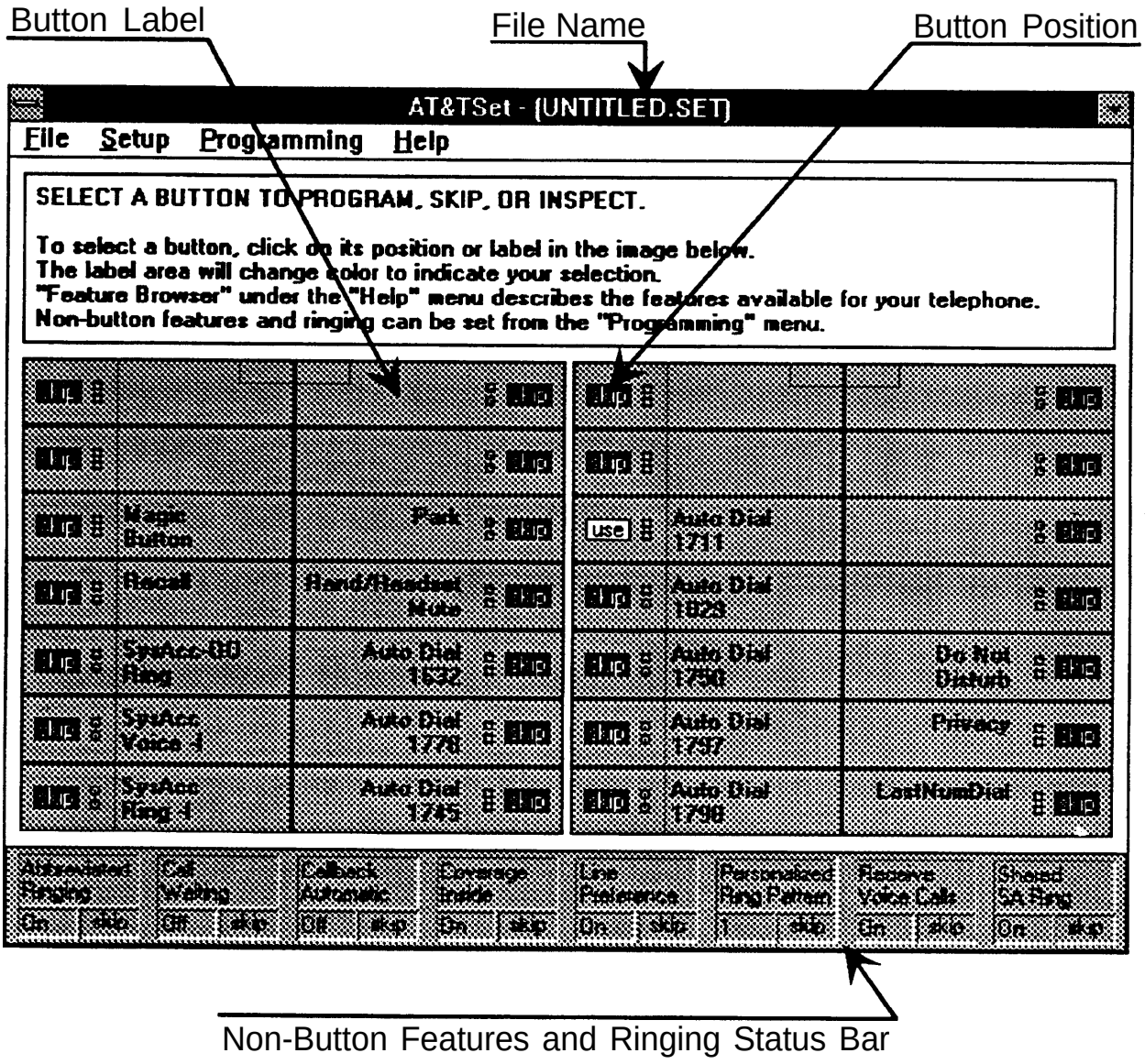

Figure 4-2. Components of an AT&TSet Window

Each button in an AT&TSet file consists of a button label and a button position. The button label shows the feature that is programmed to that button, and the button position specifies the programming status of this button (use or skip). Use and skip determine whether the feature that is programmed to this button will be programmed on your telephone. To change the label or feature programmed to a button, you must first select the button by clicking on the particular button. When a button is selected, it becomes highlighted. At this point, you can perform one of the following actions on the button:

- change the feature that is programmed to the button (via the Change Button Programming option in the Programming menu)
- change the label of the button (via the Change Button Label option in the Programming menu)
- select the button to be programmed to your telephone (via the Use Button When Programming option in the Programming menu)

Since AT&TSet files are workspaces, any changes you make to a file are not immediately programmed to your telephone. To program these modifications to your telephone, you must "write" the file to the telephone (via the Write to Telephone option in the File menu). When you write a file to your telephone, AT&TSet does not automatically program every button in the file to your telephone. AT&TSet only programs buttons whose button positions display "use." As a result, you can change how every button is programmed in an AT&TCall file, but if you select "use" for only one button position, only that button feature will be programmed to your telephone when you write the file to your telephone. If you select "skip" for all of the button positions, none of the button features in that file will be programmed to your telephone when you write the file to your telephone.

With AT&TSet, you can create button programming files for MLX-28D, MLX-20L, and MLX-10DP telephones. Regardless of the telephone model you have, you may create a file for one of the other model types AT&TSet supports. For example, if you have an MLX-28D telephone, you may create a file for an MLX-20L or MLX-10DP telephone. AT&TSet also enables you to convert an existing AT&TSet file to a file for one of the other model types.

NOTE:
You cannot write a file that was created for one type of telephone to another type of telephone without first converting the file. For example, if you want to write a file for an MLX-28D telephone to an MLX-20L telephone, you must convert the file to a 20-button file before writing the file to the MLX-20L telephone.

AT&TSet enables you to print labels for the button features programmed on your telephone. You can print these labels on either a perforated AT&T button label form or a plain sheet of paper.

Running AT&TSet

In order to run AT&TSet, you must access Windows and open the program group that contains the AT&T PassageWay applications. To run AT&TSet, just double-click on the AT&TSet icon. An untitled AT&TSet file appears, displaying the current programming of the buttons on your telephone.

The first time you run AT&TSet, the system presents the Telephone Setup dialog box.

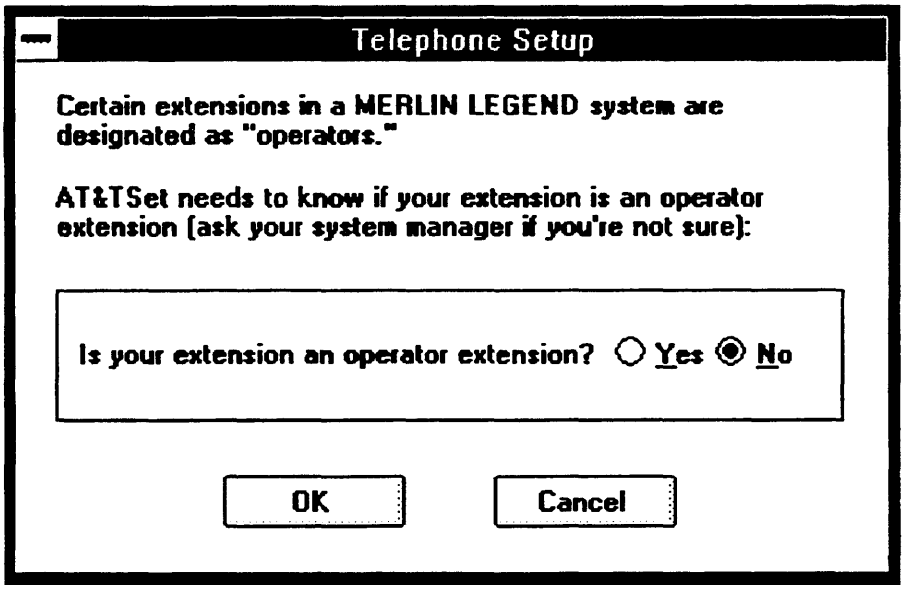

Figure 4-3. Telephone Setup Dialog Box

Select the appropriate option button, and then select the OK button. AT&TSet then displays the following dialog box:

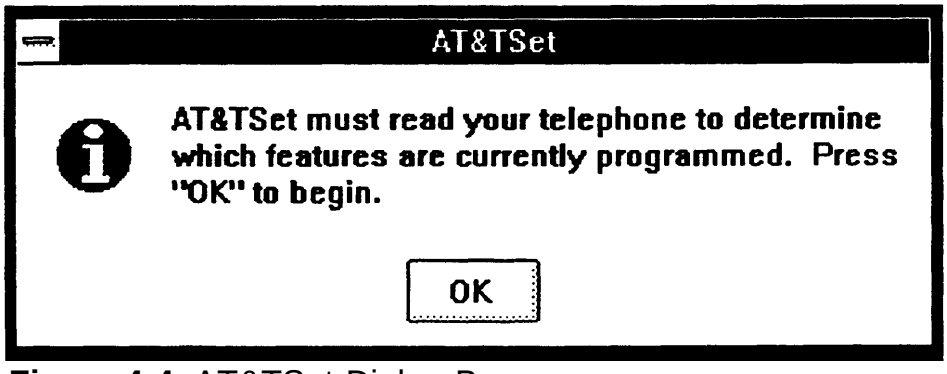

Figure 4-4. AT&TSet Dialog Box

Select the OK button. The Reading Telephone dialog box appears, and AT&TSet reads the programming from your telephone.

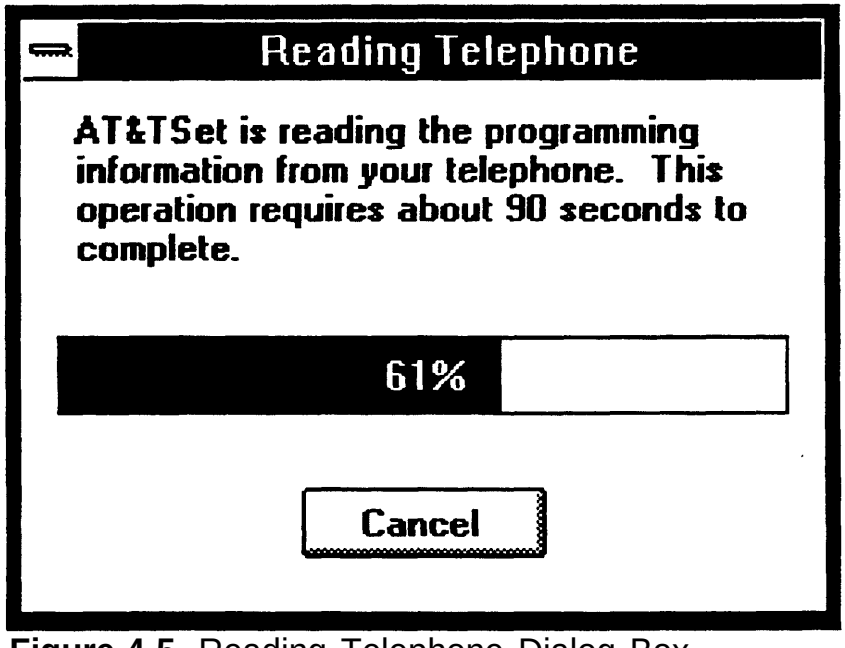

Figure 4-5. Reading Telephone Dialog Box

When AT&TSet finishes reading the programming from your telephone, an untitled AT&TSet file appears, containing the current programming of your telephone. Figure 4-6 shows a sample AT&TSet window.

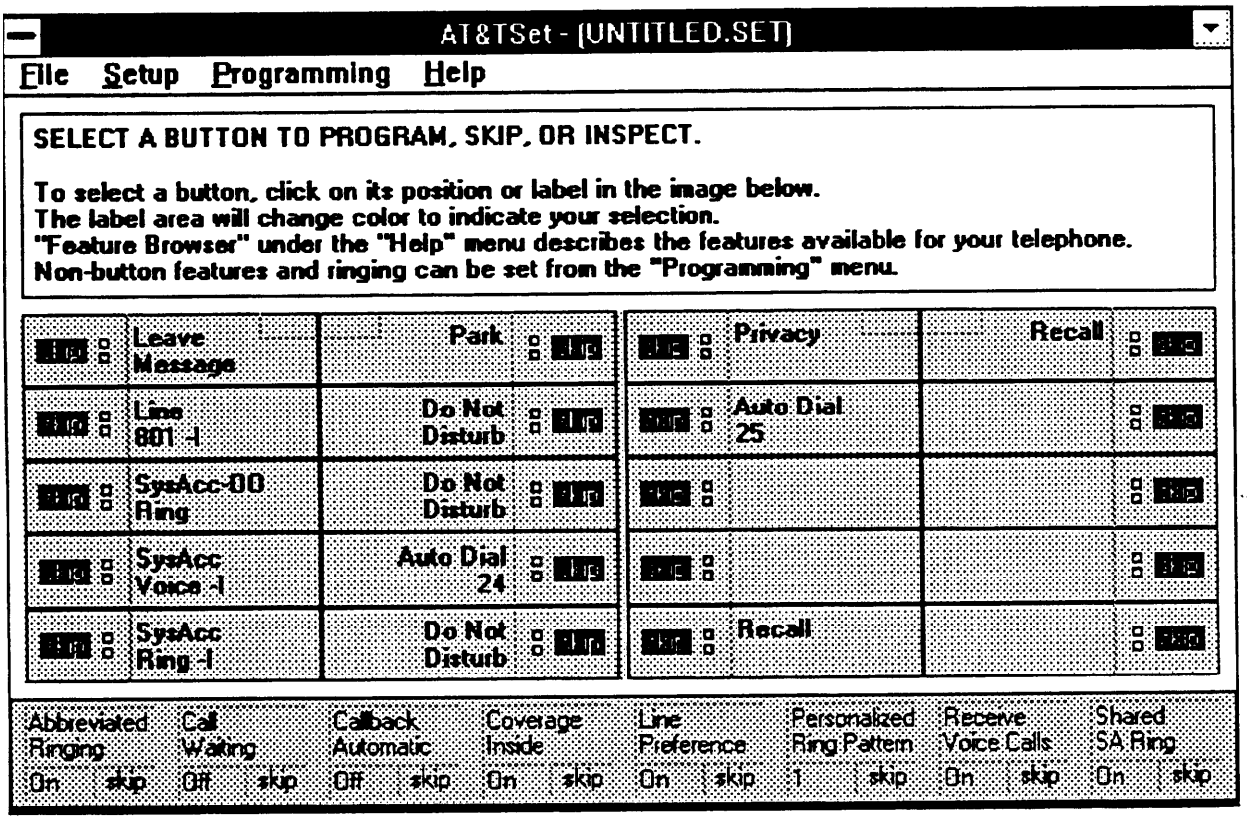

Figure 4-6. Sample AT&TSet Window

Whenever you run AT&TSet, the current programming of your telephone is displayed. Refer to the following section describing the tasks that you will perform regularly while using AT&TSet.

Tasks

This section provides the tasks that you will perform while using AT&TSet. These tasks are presented in alphabetical order.

NOTE:
The following tasks are performed within the AT&TSet application.

Accessing the Current Programming from your Telephone

To access the current programming from your telephone, select `Read from Telephone...` from the File menu.

NOTE:
If you have made any changes to the AT&TSet file that is currently displayed, the AT&TSet dialog box appears and prompts you to save your changes. Select the Yes button if you want to save your changes.

The Reading Telephone dialog box appears, informing you that the system is reading the programming information from your telephone.

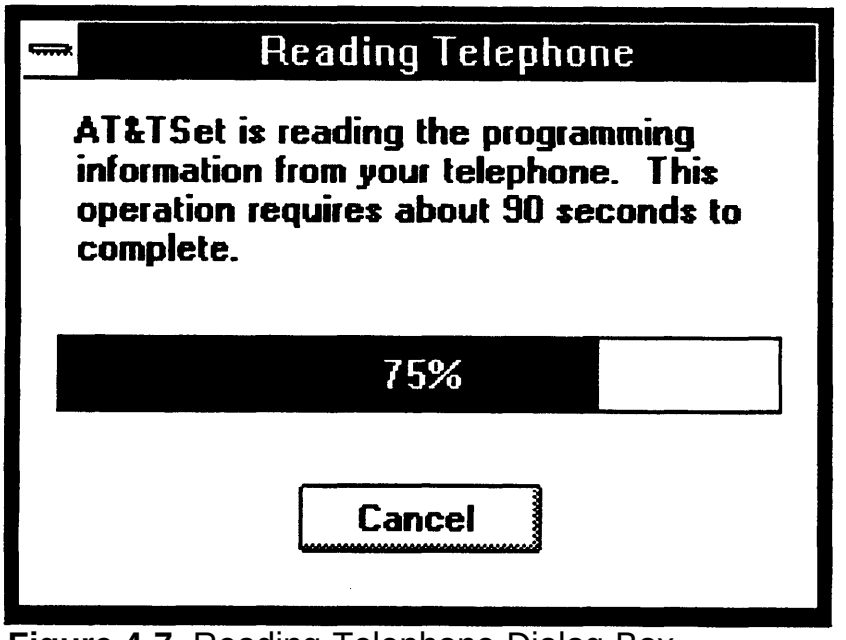

Figure 4-7. Reading Telephone Dialog Box

When the system is finished reading your telephone, the dialog box disappears, and the programming information is displayed in a new, untitled file. You can now modify and save this file.

Changing Button Labels

AT&TSet enables you to change the labels for programmed buttons. However, changing the label for a button does not affect that button's programming. To change a button label:

1. Click on the button label that you want to change.

   The button label you selected is highlighted

2. Select `Change Button Label...` from the Programming menu.

   The Change Button Label dialog box appears.

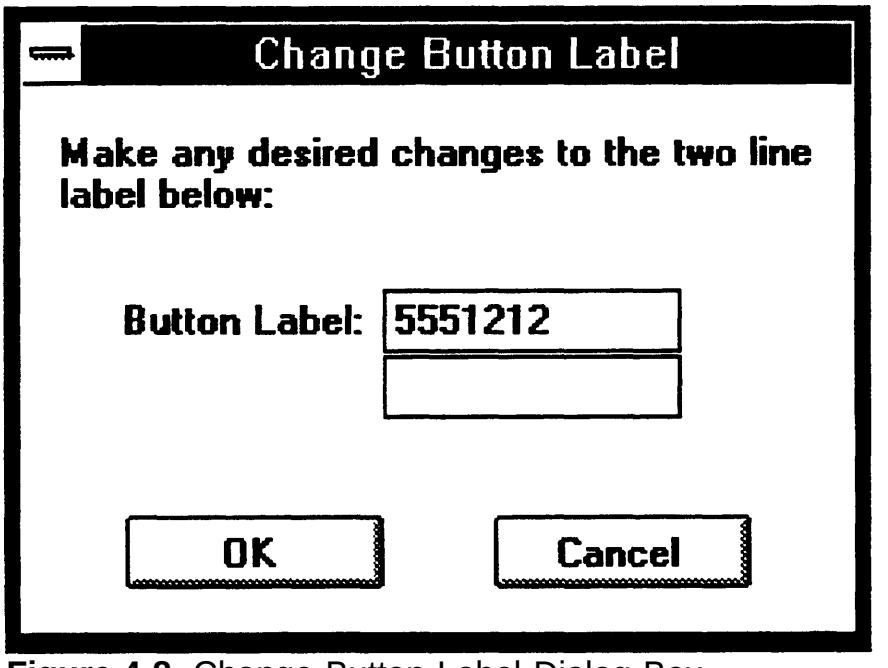

Figure 4-8. Change Button Label Dialog Box

3. Modify the label.
4. When you are finished, select the OK button.

   The Change Button Label dialog closes, your new button label information is displayed, and the button position displays "use."

Converting a File to a Different Button Configuration

AT&TSet enables you to convert the button configuration in a file to one of the other two button configurations. AT&TSet supports 10-, 20-, and 28-button configurations.

To convert the button configuration:

1. Open the AT&TSet file that you want to convert.
2. Select `Convert to...` from the File menu.

   A second menu appears.
3. Perform one of the following steps:
   - If you want a 10-button configuration (for an MLX-10DP), select `10 Button.`
   - If you want a 20-button configuration (for an MLX-20L), select `20 Button.`
   - If you want a 28-button configuration (for an MLX-28D), select `28 Button.`

   A warning dialog box appears, prompting you to confirm that you want to proceed.

NOTE:
If you convert to a configuration with fewer buttons, you cannot retrieve the button programming for the buttons that are deleted during the conversion.

4. Select the Yes button.

   AT&TSet displays a new file containing the present programming of your telephone.

   If you have a 28-button telephone and select “20 Button,” AT&TSet displays a 20-button configuration. The top two rows of buttons from your 28-button configuration are removed. The remaining buttons contain the current programming of your telephone for those buttons. If you have a 28-button telephone and select “10 Button,” AT&TSet displays a 10-button configuration. The top two rows of buttons and the two rows of buttons on the right-hand side of the window are removed. The remaining buttons contain the current programming of your telephone.

   If you have a 20-button telephone and select “28 Button,” AT&TSet displays 28 buttons, with the first two rows of buttons blank. The remaining buttons contain the current programming of your telephone. If you have a 20-button telephone and select “10 Button,” AT&TSet displays 10 buttons. The two rows of buttons on the right-hand side of the window are removed. The remaining buttons contain the current programming of your telephone.

   If you have a 10-button telephone and select “20 Button,” AT&TSet displays 20 buttons. Two columns of blank buttons are added to the right-hand side of the window. If you have a 10-button telephone and select “28 Button,” AT&TSet displays 28 buttons. Two columns of blank buttons are added to the right-hand side of the window, and two rows of blank buttons are added to the top.

Creating a New File

You can create and save multiple AT&TSet files on your PC, enabling you to customize your telephone as often and as much as you like. To create a new file:

1. Select `New` from the File menu.

   A second menu appears.

2. Perform one of the following steps:

   — If you want a 10-button configuration (for an MLX-10DP), select `10 Button.`

   — If you want a 20-button configuration (for an MLX-20L), select `20 Button.`

   — If you want a 28-button configuration (for an MLX-28D), select `28 Button.`

NOTE:
If you made any changes to the current AT&TSet file, a dialog box appears and prompts you to save your changes. Select the Yes button if you want to save your changes.

AT&TSet displays a new file containing the present programming of your telephone.

If you have a 28-button telephone and select “20 Button,” AT&TSet displays a 20-button configuration. The top two rows of buttons from your 28-button configuration are removed. The remaining buttons contain the current programming of your telephone for those buttons. If you have a 28-button telephone and select “10 Button,” AT&TSet displays a 10-button configuration. The top two rows of buttons and the two rows of buttons on the right-hand side of the window are removed.

The remaining buttons contain the current programming of your telephone.

If you have a 20-button telephone and select “28 Button,” AT&TSet displays 28 buttons, with the first two rows of buttons blank. The remaining buttons contain the current programming of your telephone. If you have a 20-button telephone and select “10 Button,” AT&TSet displays 10 buttons. The two rows of buttons on the right-hand side of the window are removed. The remaining buttons contain the current programming of your telephone.

If you have a 10-button telephone and select “20 Button,” AT&TSet displays 20 buttons. Two columns of blank buttons are added to the right-hand side of the window. If you have a 10-button telephone and select “28 Button,” AT&TSet displays 28 buttons. Two columns of blank buttons are added to the right-hand side of the window, and two rows of blank buttons are added to the top.

Exiting AT&TSet

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

Inspecting a Button

AT&TSet enables you to determine how a button is programmed. To inspect a button:

1. Click on the button label that interests you:

   The button label you selected is highlighted.

2. Select `Inspect Button...` from the Programming menu.

   The Inspect Feature Button dialog box appears, displaying the following programming information:

   — feature assigned to the button

   — button label assigned to the button

   — information associated with the button (for example, extension, telephone number, or group number assigned to the button)

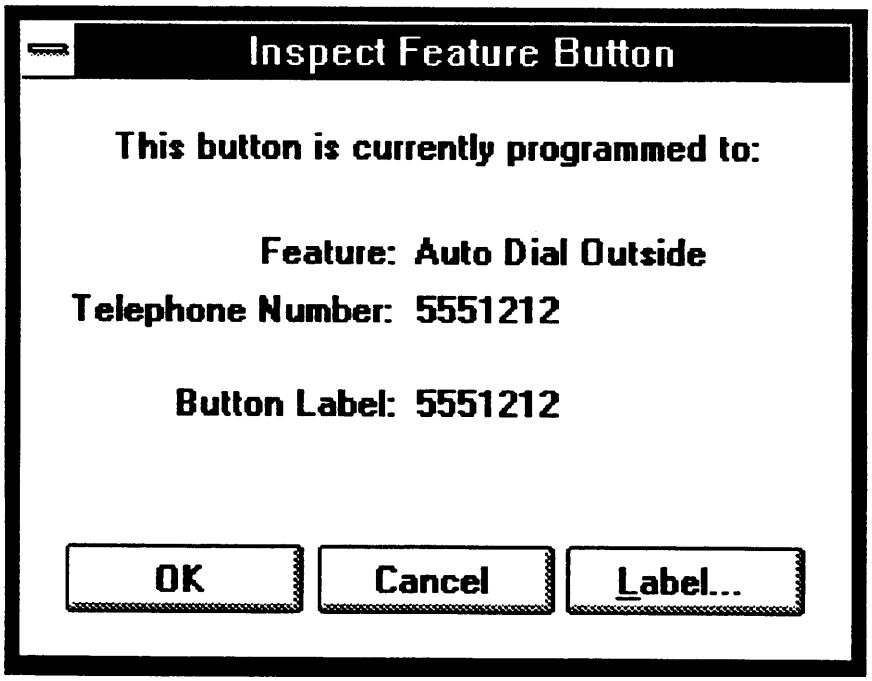

Figure 4-9. Inspect Feature Button Dialog Box

   At this point, you may change the label for this button by choosing the Label button.

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

Opening an Existing File

To open an existing file:

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

   The Open dialog box appears.

2. Select the file you want to open.

   The name of the file appears in the File Name list box.

3. Select the OK button.

   The file you selected is displayed.

Printing Button Labels

AT&TSet enables you to print the labels for buttons in an AT&TSet file. You can print these labels on either a perforated AT&T button label form or a plain sheet of paper. To print labels:

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

   The Print Labels dialog box appears.

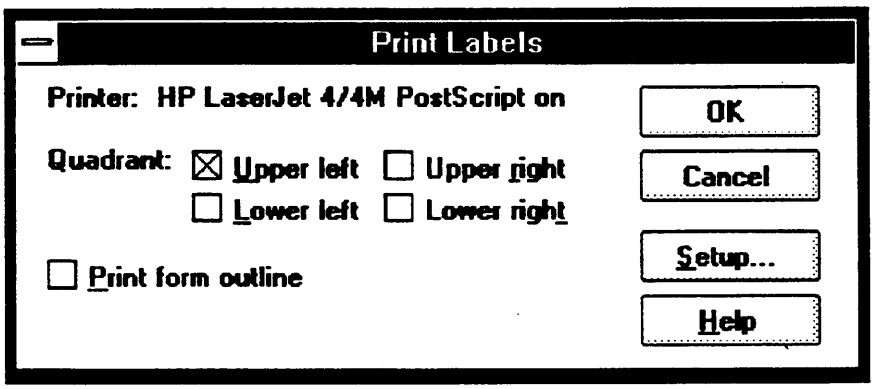

Figure 4-10. Print Labels Dialog Box

2. Select the checkbox of the quadrant where you want the labels printed on the page. If you select all of the quadrants, AT&TSet will print four copies of the labels on the page (one copy in each quadrant of the page).
3. Select whether you want the outline of the buttons printed. If you are printing the labels on a plain sheet of paper, select the checkbox for Print form outline. If you are printing the labels on a perforated AT&T button label form, do not select the checkbox for Print form outline.
4. Select the OK button.

   The button labels are printed.

Programming a Button

AT&TSet enables you to program a new button or change the feature of a button that has already been programmed in an AT&TSet file. Changing the programming of a button in an AT&TSet file does not affect the current programming of your telephone unless you select the button to be used, and then write the file to your telephone (via the Write to Telephone option in the File menu).

To program a new button or change the feature of a button that has already been programmed:

1. Click on the button label that you want to program.

   The button label becomes highlighted.

2. Select `Change Button Programming...` from the Programming menu.

   The Change Button Programming dialog box appears.

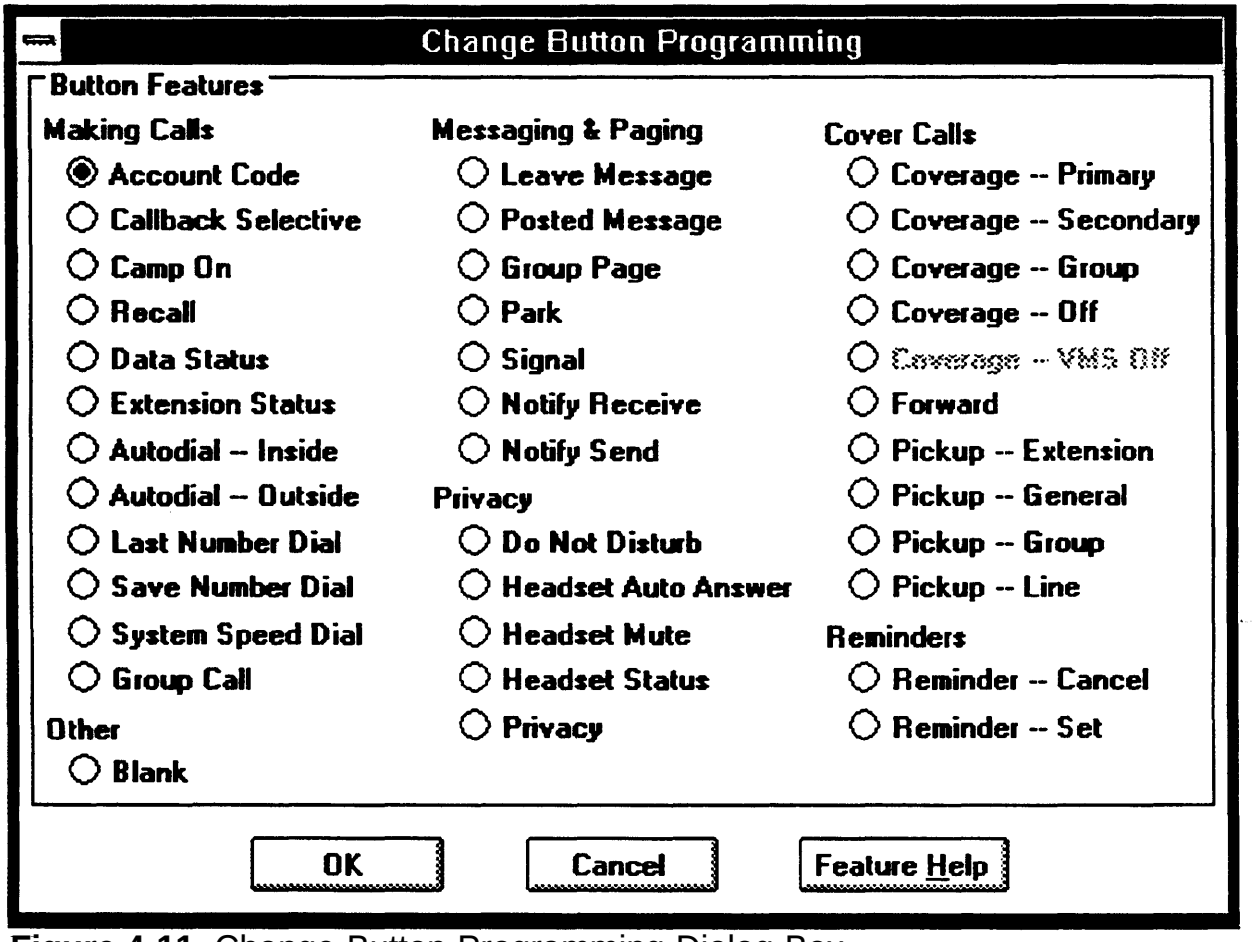

Figure 4-11. Change Button Programming Dialog Box

3. Select the option button of the feature that you want to program to this telephone button in your AT&TSet file.
4. Select the OK button.

   The Program Feature dialog box appears. This dialog box enables you to use the default button label for this feature or customize the label. Depending on the feature, this dialog box may prompt you to enter more information for the feature (for example, an extension). The Feature Help button provides an on-line help screen for the selected feature.

5. Perform one of the following steps:

   — If you want to use the default button label, select the OK button.

   The Program Feature dialog box disappears, and the default button label appears on the button you selected. The button position for the button you selected is highlighted and displays "use," signifying that the programming for this button will be applied to your telephone when you write this file to your telephone. The button label is gray.

   — If you want to change the default label, perform the following steps:

      a. Select the Label button.

      The Change Button Label dialog box appears.

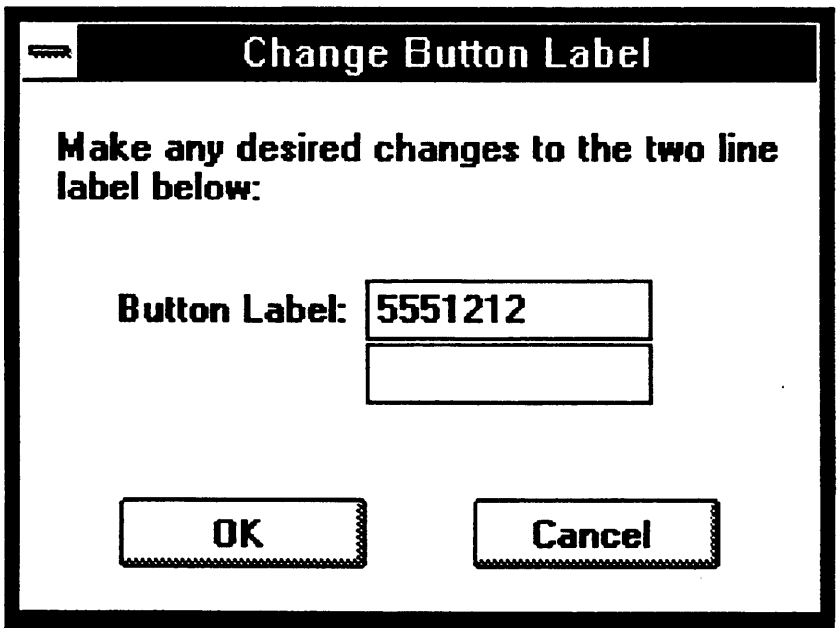

Figure 4-12. Change Button Label Dialog Box

b. Enter the label you want, and then select the OK button.

   You return to the Program Feature dialog box, and the new button label is displayed.

c. Select the OK button.

   The Program Feature dialog box disappears, and your custom button label appears on the button you selected. The button position for the button you selected is highlighted and displays “use,” signifying that the programming for this button will be applied to your telephone when you write this file to your telephone. The button label is gray.

Programming Your Telephone

The procedure to program your telephone writes to your telephone all of the button features, Non-Button Ringing features, and Non-Button features that are selected as “use” in the currently displayed AT&TSet file. This procedure changes the programming of your telephone.

To program your telephone:

1. Open the file that has the feature(s) you want to program to your telephone.

   The selected file appears. All of the button features, Non-Button Ringing features, and Non-Button features that display “use” will be programmed to your telephone.

2. Select `Write to Telephone...` from the File menu.

   The Write to Telephone dialog box is displayed.

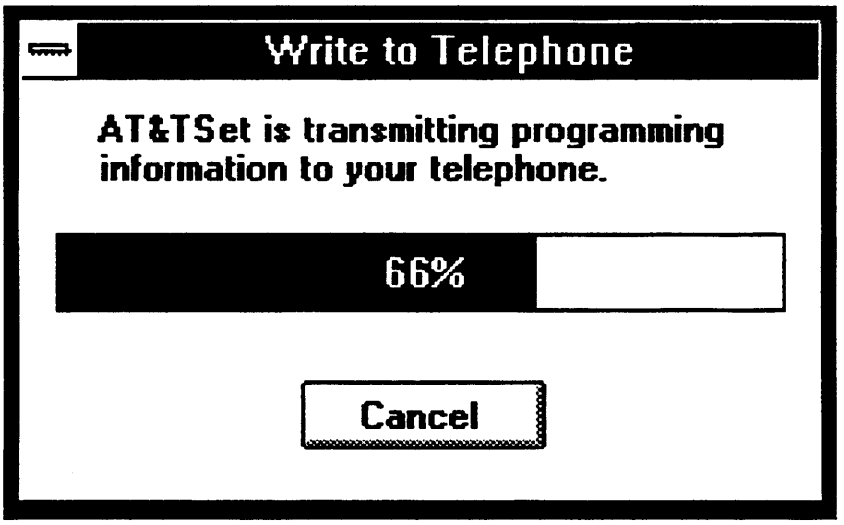

Figure 4-13. Write to Telephone Dialog Box

The selected features are programmed to your telephone.

Saving a File

The procedures for saving a file depend on the following scenarios:

- saving a new file (that is, one that has not been saved previously and has the title AT&TSet-(UNTITLED))
- modifying an existing file and saving it under a new file name
- saving changes to an existing file (that is, one that has been saved previously and has a title)

Saving a New File

To save a new file (that is, a file that has the title AT&TSet-(UNTITLED)):

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

   The Save As dialog box appears.

2. Enter the name of the file.

   The name of the file appears in the File Name list box.

   NOTE:

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

3. Select the OK button.

   The Save As dialog box closes, and the new title appears at the top of the window.

Modifying an Existing File and Saving It as a Different File

Many times, you will create new files by modifying existing files. For example, if you want to change one button in a file while maintaining that original file, you can open that file, make your changes, and then save the modified file under a new title. This way, you save time and effort and still have your original file.

To save an existing file under a new title:

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

   The Save As dialog box appears.

2. Enter the name of the file.

   The name of the file appears in the File Name list box.

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

3. Select the OK button.

   The Save As dialog box closes, and the new title appears at the top of the window.

Saving Changes to an Existing File

To save changes to an existing file, select `Save` from the File menu.

Selecting Buttons to be Programmed to your Telephone

Before you can program a button to your telephone, you must select the button to be used. To select a button to be used when programming:

1. Click on the button label that you want to write to your telephone.

   The button label is highlighted.

2. Select `Use Button When Programming` from the Programming menu.

   The button position displays "use."

To select all of the buttons to be used when writing the file to your telephone, select `Use All Buttons` from the Programming menu.

Setting Non-Button Features

Non-Button features affect the overall operation of your telephone and are not associated with specific buttons. AT&TSet enables you to activate or deactivate the following Non-Button features for your telephone:

- Callback Automatic
- Call Waiting
- Coverage - Inside
- Line Preference
- Receive Voice Calls

NOTE:
Line Preference must be activated for the AT&TCall application to operate properly. Deactivating this feature will adversely affect AT&TCall.

The settings of the Non-Button features in the file are displayed in the Non-Button Features and Ringing Status Bar, located at the bottom of the AT&TSet window.

To activate or deactivate Non-Button features for your telephone:

1. Select `Non-Button Features...` from the Programming menu.

   The Non-Button Features dialog box appears.

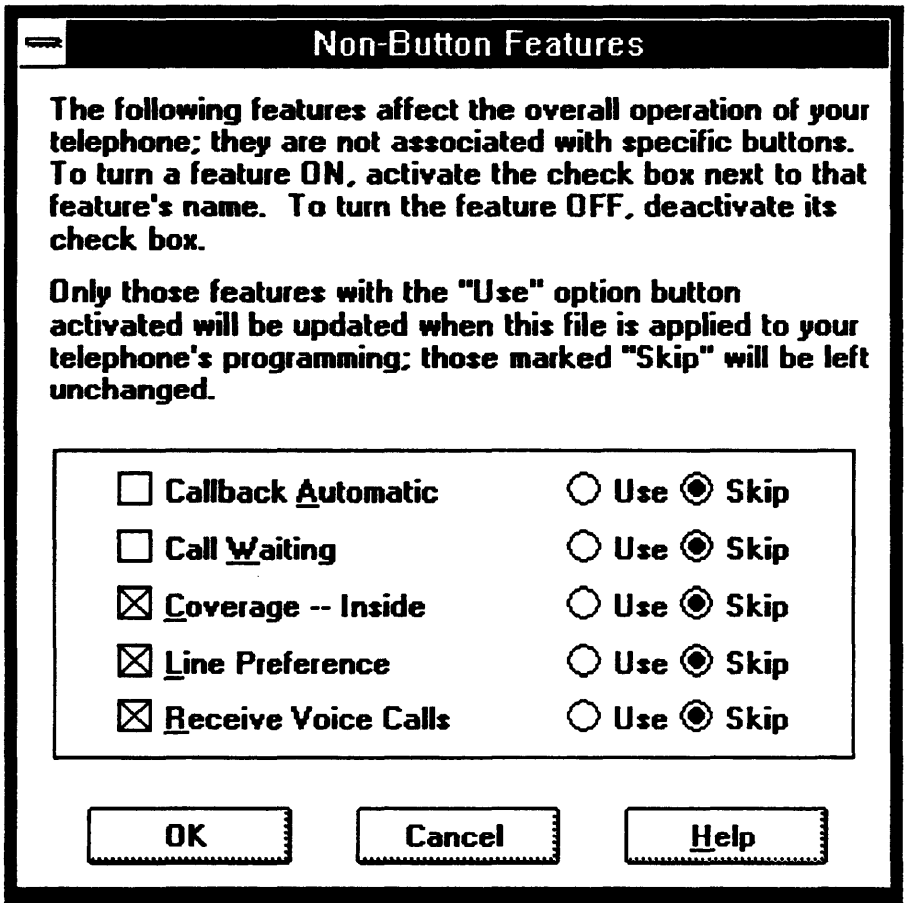

Figure 4-14. Non-Button Features Dialog Box

2. Select the feature(s) you want to activate or deactivate.

   A marked checkbox next to a feature indicates that the feature is activated, while a blank checkbox indicates that the feature is deactivated.

3. Select the Use or Skip option buttons to indicate whether you want to apply the feature when you write this file to your telephone (via the Write to Telephone option in the File menu). If you select Use, the feature will be applied when you write this file to your telephone. If you select Skip, this feature will not be applied when you write this file to your telephone.
4. When you are finished, select the OK button.

Setting Non-Button Ringing

The Non-Button Ringing options allow you to customize how your telephone rings. These options are not associated with specific buttons. AT&TSet enables you to set the following ringing preferences for all of the lines appearing on your telephone:

- abbreviated ringing
- personalized ringing
- shared system access rings (PBX only)

Using the personalized ringing option, you may select any one of eight ringing patterns for your telephone. The settings of the Non-Button Ringing options in the file are displayed in the Non-Button Features and Ringing Status Bar, located at the bottom of the AT&TSet window.

NOTE:
The ringing features discussed above are not programmed to buttons; they are programmed to facilities that are assigned to your telephone by your System Manager. As a result, you can only set ringing features if you have a facility assigned to your telephone.

To set ringing preferences for all of the lines appearing on your telephone:

1. Select `Non-Button Ringing...` from the programming menu.

   The Non-Button Ringing Options dialog box appears.

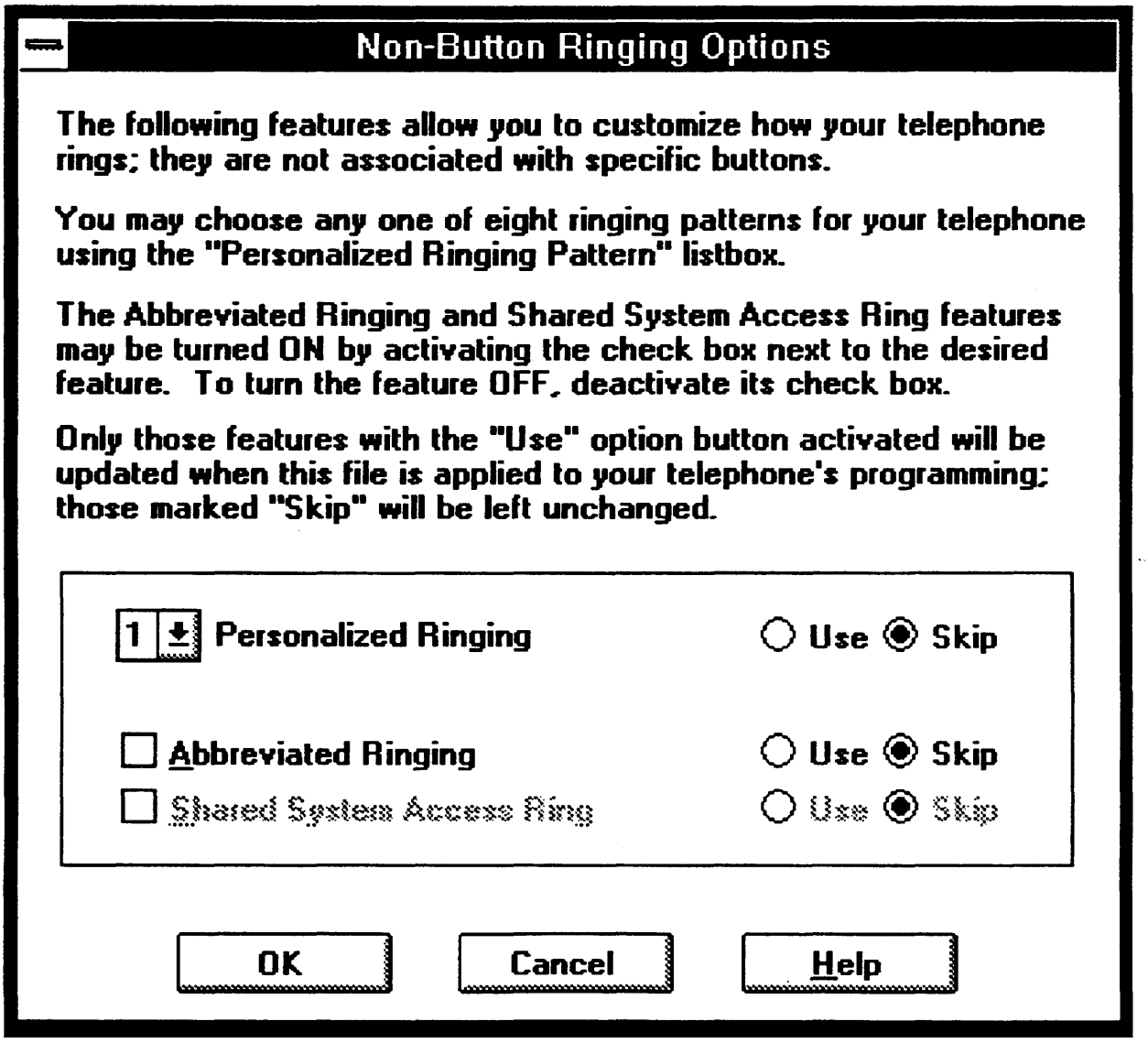

Figure 4-15. Non-Button Ringing Options Dialog Box

2. Select the ringing preferences you want to activate or deactivate.

   A marked checkbox next to the feature indicates that the feature is activated, while a blank checkbox indicates that the feature is deactivated. You may select only one Ring option. To set Personalized

Ringing, select the Personalized Ringing box, and select the number of rings you want (1 through 8).

3. Select the Use or Skip option buttons to indicate whether you want to apply the feature when you write this file to your telephone (via the Write to Telephone option in the File menu). If you select Use, the feature will be applied when you write this file to your telephone. If you select Skip, this feature will not be applied when you write this file to your telephone.

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

AT&TSet Menu Bar Options

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

- File
- Setup
- Programming
- Help

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

File

The File menu contains the following options:

- New
- Open...
- Save
- Save As...
- Convert to...
- Write to Telephone...
- Read from Telephone...
- Print Setup...
- Print Labels...
- Exit

New

Enables you to create a new AT&TSet file that contains 10, 20, or 28 buttons. When selected, this option presents the current programming of your telephone. The window title displays “AT&TSet-[UNTITLED.SET].”

Open...

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

Save

Saves the changes made to the AT&TSet 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&TSet filename is “.set.”

Convert to...

Converts the currently displayed AT&TSet file to a 10, 20, or 28 button AT&TSet file.

Write to Telephone...

Programs features in your current file to the corresponding buttons on your telephone. Only the features that are marked “use” will be programmed to the telephone.

Read from Telephone...

Accesses and displays the current programming of your telephone.

Print Setup...

Displays the Windows printer setup window, enabling you to modify the printer settings (for example, printer type).

Print Labels...

Prints the features programmed on the buttons in a format that is consistent with the set labels.

Exit

Closes the AT&TSet application.

Setup

The Setup menu contains the Telephone option.

Telephone

Enables you to specify if you are an operator.

Programming

The Programming menu contains the following options:

- Inspect Button...
- Change Button Programming...
- Change Button Label...

Use Button When Programming

Instructs the system to program the selected button in the file to the associated button on the telephone when the Write to Telephone option is selected from the File menu.

Skip Button When Programming

Instructs the system not to program the selected button in the file to the associated button on the telephone when the Write to Telephone option is selected from the File menu.

Use All Buttons

Instructs the system to program all of the buttons in the file to the associated buttons on the telephone when the Write to Telephone option is selected from the File menu.

Skip All Buttons

Instructs the system not to program any of the buttons in the file to the associated buttons on the telephone when the Write to Telephone option is selected from the File menu.

Non-Button Features...

Enables you to activate or deactivate the following features for your telephone:

- callback automatic
- call waiting
- coverage - inside
- line preference

Non-Button Ringing...

Enables you to set the following ringing preferences for all of the lines appearing on your telephone:

- abbreviated ringing
- personalized ringing
- shared system access rings

Help

The Help menu contains the following options:

- Contents
- Search for Help on...
- How to Use Help
- Feature Browser
- About AT&TSet...

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.

Feature Browser

Enables you to view information on any button feature.

About AT&TSet...

Displays the AT&TSet version number, the MERLIN LEGEND version number, and the mode in which the MERLIN LEGEND system is operating.

Using Log Viewer

5

Contents

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 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.

Figure 5-1 shows the Log Viewer window.

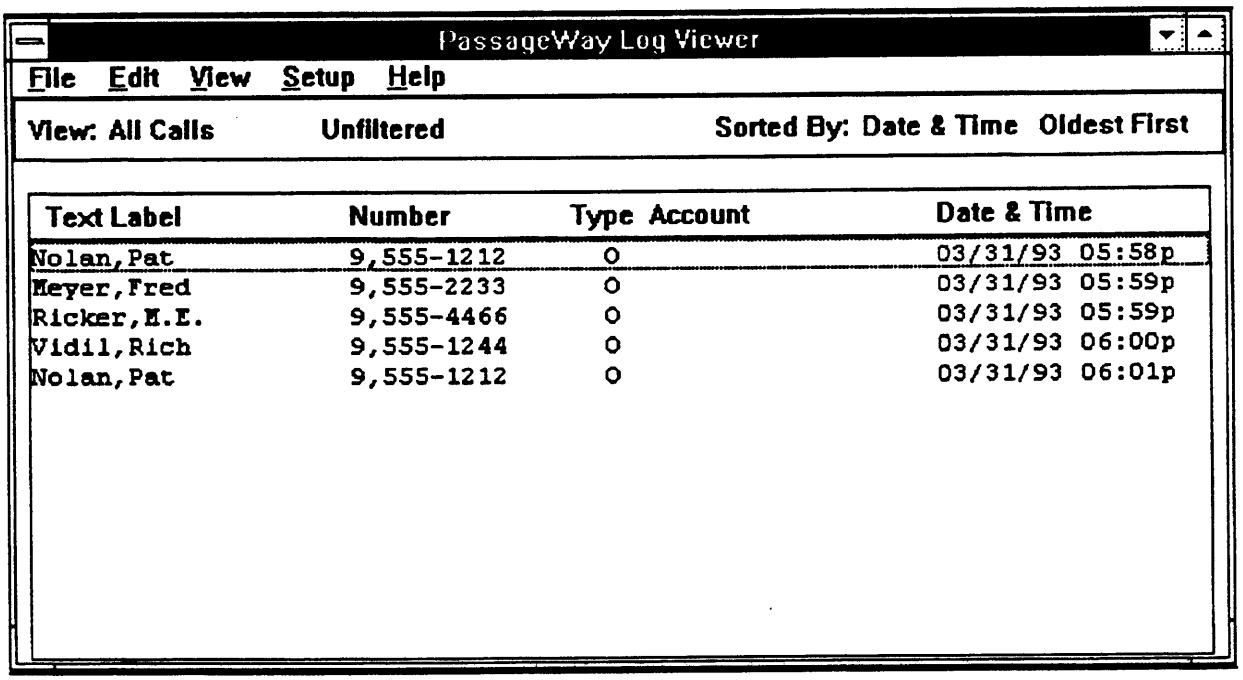

Figure 5-1. Log Viewer Window

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

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

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

Helpful Hints

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

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

Running Log Viewer

To run Log Viewer, you must access Windows and open the program group that contains the AT&T PassageWay applications. You can run Log Viewer by itself, or access it from within the AT&TCall application. 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 the Log Viewer. These tasks are presented in alphabetical order.

Deleting Entries from the Call Log

To delete entries from the call log:

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

   The entries that you selected are highlighted.

2. Perform one the following steps:

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

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

Figure 5-2. 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 entries are deleted.

Printing Log Entries

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

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

   The specified calls are displayed in the Log Viewer window.

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

   The entries displayed in the Log Viewer window are printed.

Setting the Log Viewer Preferences

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

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

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

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

To set the preferences:

1. Select `Preferences...` from the Setup Menu

   The Preferences dialog box appears.

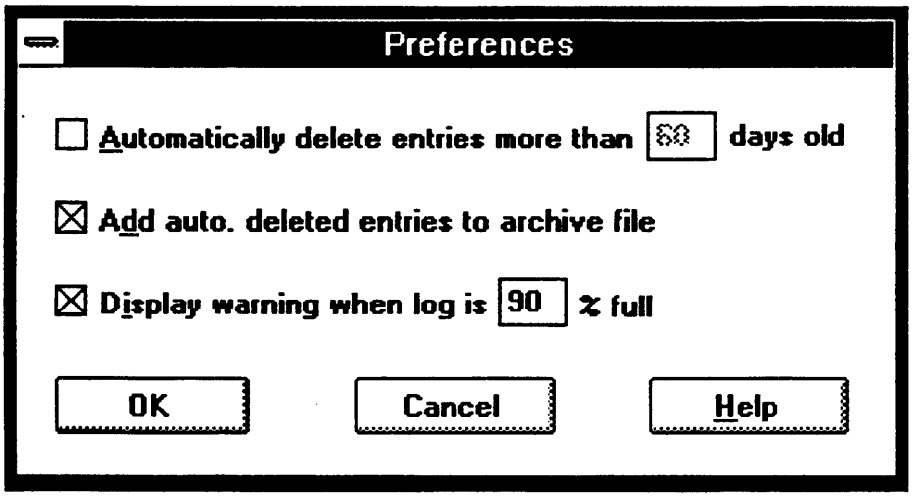

Figure 5-3. Preferences Dialog Box

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

Sorting Call Log Entries

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

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

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

To sort entries in the Log Viewer:

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

   The Filter/Sorting Options dialog box appears.

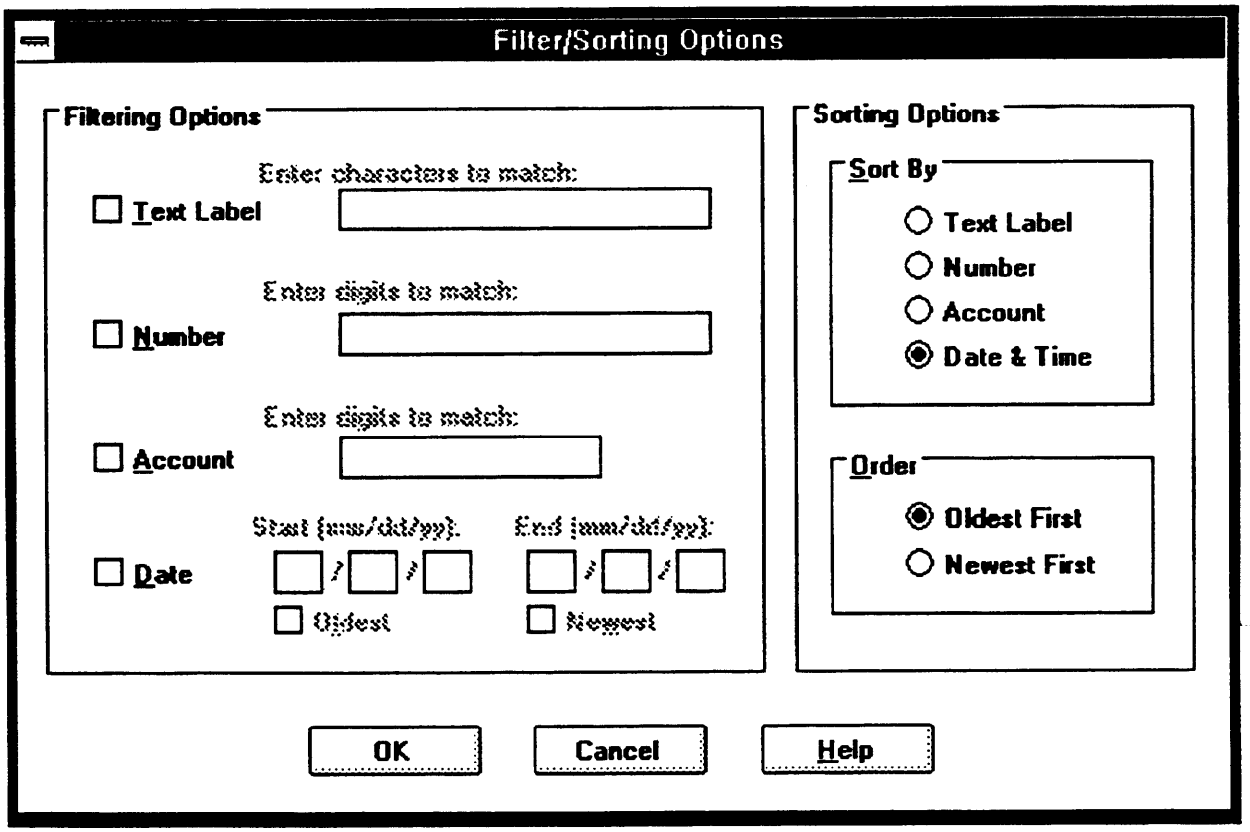

Figure 5-4. Filter/Sorting Options Dialog Box

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

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

Specifying the Calls to be Displayed

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

- text label
- telephone number
- account number
- date

To specify the calls to be displayed:

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

   The Filter/Sorting Options dialog box appears.

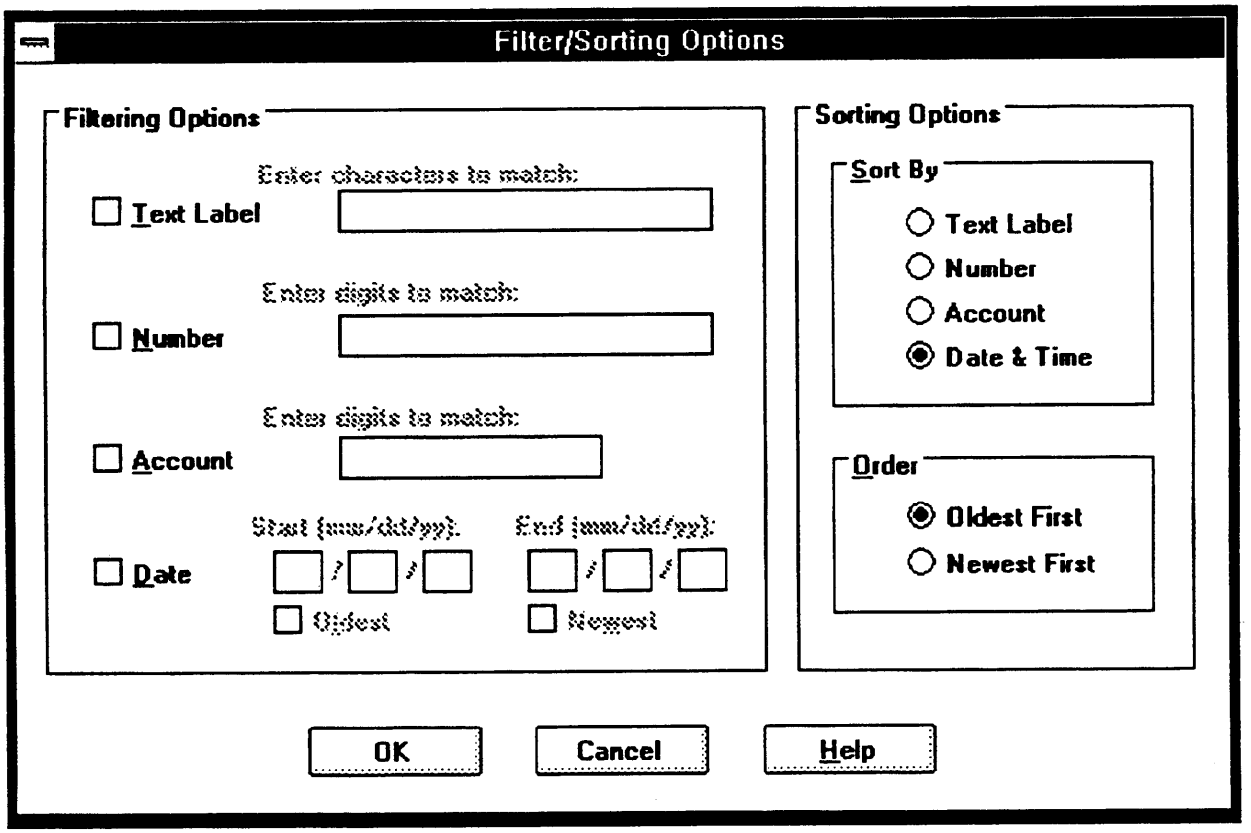

Figure 5-5. Filter/Sorting Options Dialog Box

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

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

Log Viewer Menu Bar Options

Log Viewer provides the following options in the menu bar:

- File
- Edit
- View
- Setup
- Help

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

File

The File menu contains the following options:

- Print View
- Print Setup...
- Exit

Print View

Prints the entries that meet the criteria you specified.

Print Setup...

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

Exit

Exits the Log Viewer application.

Edit

The Edit menu contains the following options:

- Copy
- Delete
- Move to Archive
- Select All

Copy

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

Delete

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

Move to Archive

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

Select All

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

View

The View menu contains the following options:

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

Filter/Sort Options...

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

Refresh

Updates the information displayed in the Log Viewer.

Hide Account Field

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

Setup

The Setup menu contains the Preferences option.

Preferences...

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

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

Help

The Help menu contains the following options:

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

Contents

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

Search for Help on...

Enables you to access help information on a certain topic.

How to Use Help

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

About PassageWay Log Viewer

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

Using AT&TConnect

6

Contents

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
- a description of all the AT&TConnect menu options

NOTE:
You should only access AT&TConnect if there are communication problems between your PC and your MLX telephone.

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.

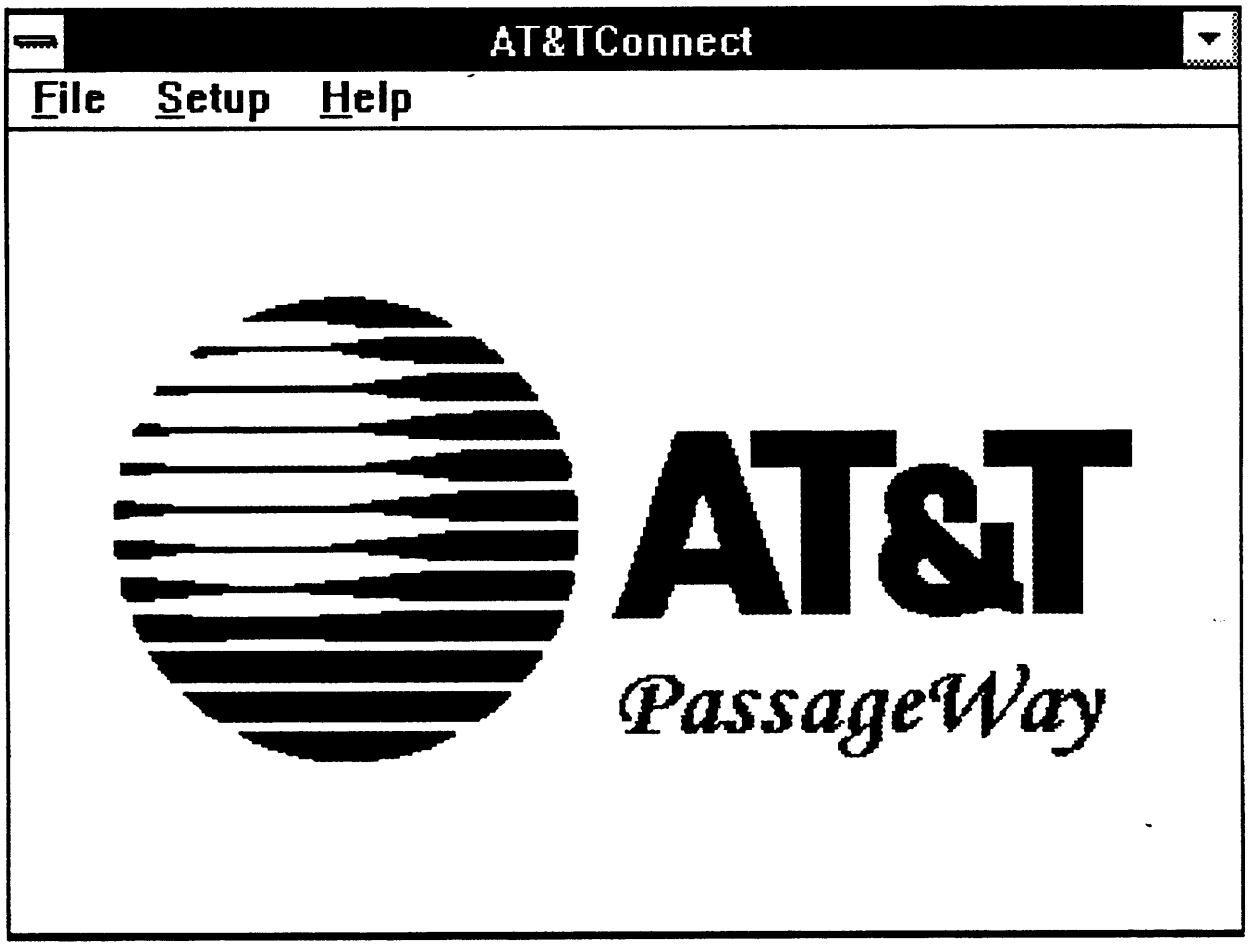

Figure 6-1. AT&TConnect Window

Tasks

This section provides tasks that you may have to perform while using the PassageWay applications. These tasks are presented in alphabetical order.

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 dialog box appears.

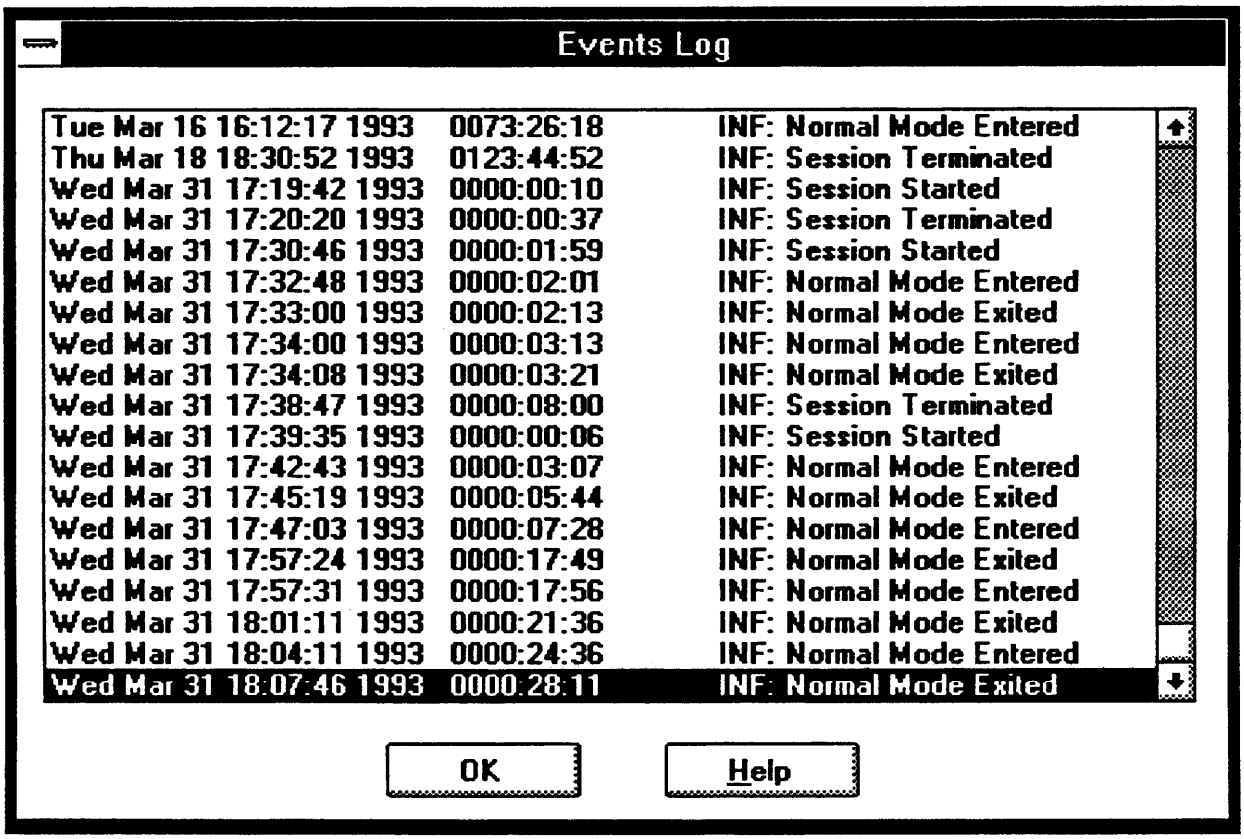

Figure 6-2. Events Log Dialog Box

2. When finished, select the OK button.

Changing the COM Port

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

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

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

   The COM Port Dialog Box appears.

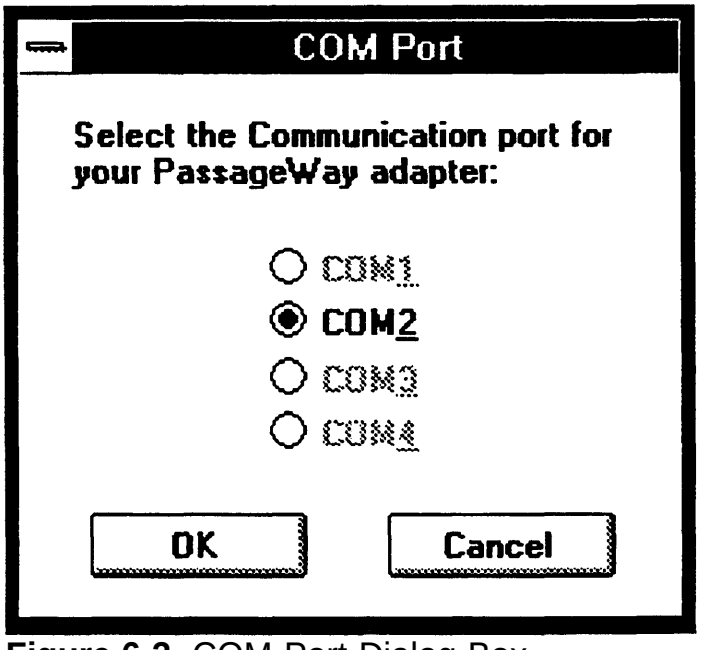

Figure 6-3. COM Port Dialog Box

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

Changing the System Configuration Information

You must update the system configuration information if one or more of the following actions occurs:

- you have a different telephone type
- your MERLIN LEGEND system has been upgraded
- the mode of your MERLIN LEGEND system has been changed

NOTE:
You cannot change the System Configuration information while PassageWay applications other than AT&TConnect are running

To update the system configuration information:

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

   The Configure System dialog box appears.

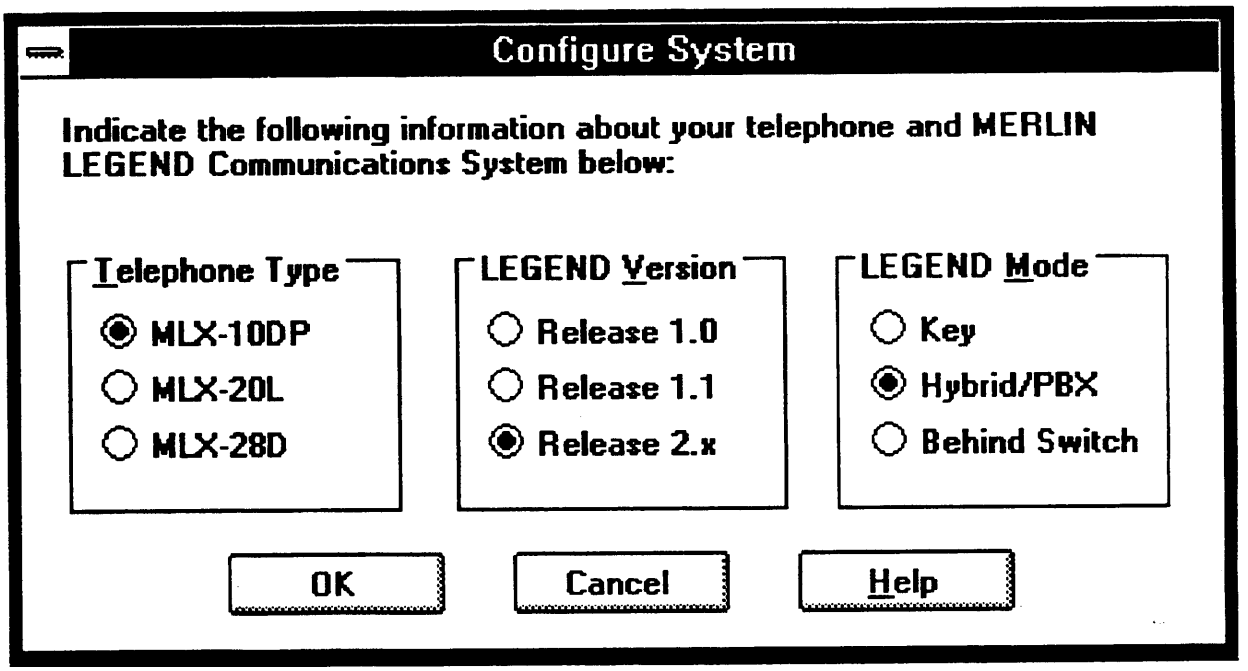

Figure 6-4. Configure System Dialog Box

2. Update the appropriate information, and then select the OK button.

Testing the PassageWay Adapter

If you are having problems with PassageWay, 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 Test Adapter dialog box appears.

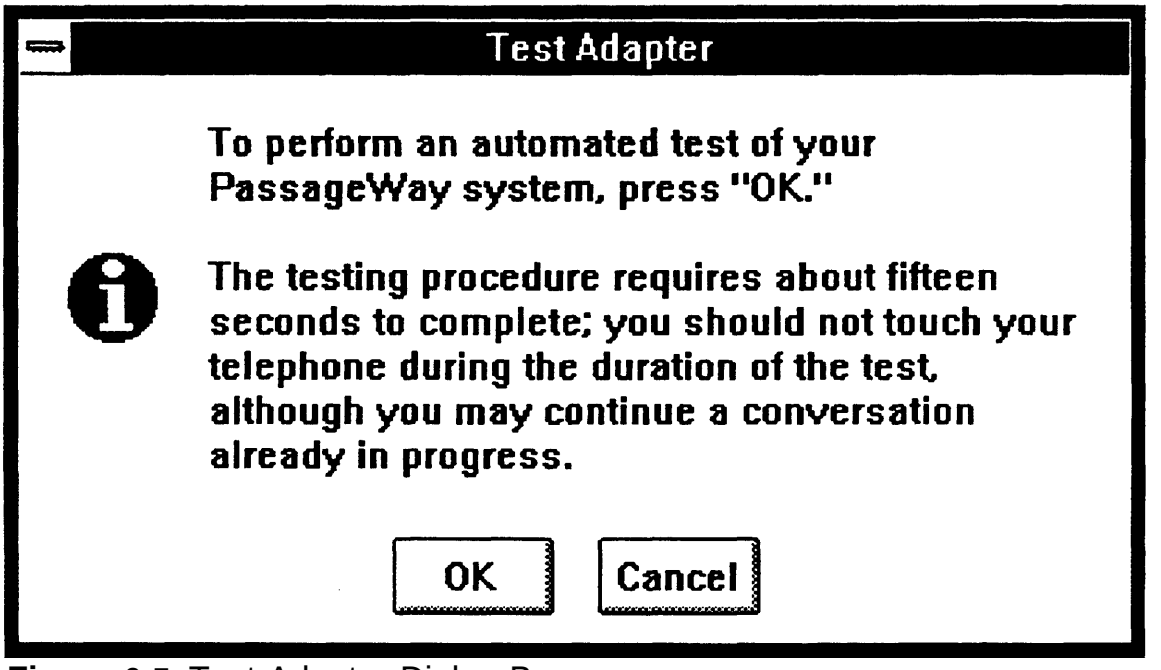

Figure 6-5. Test Adapter Dialog Box

2. Select the OK button.

   The PassageWay Test-In Progress dialog box appears, and instructs you to examine the LED located on the PassageWay adapter.

3. Examine the LED on the PassageWay adapter, and then select the appropriate button in the dialog box.

   The PassageWay Test-Completed dialog box appears, displaying the results of the test.

   NOTE:
   If the PassageWay Test fails, 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 cetain 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 that are currently active.

Using Autodialing Applications with PassageWay

7

Contents

Using Autodialing Applications with PassageWay

7

Overview

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

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 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. There are a few parameters and guidelines that need to be followed to ensure that PassageWay will operate with your application.

Modems communicate back to the PC, sending messages such as “OK” and “Error.” Most autodialing applications do not look for the modem to respond. There are some autodialing application programs that rely on the modem feedback. PassageWay does not provide feedback, and the applications that require it will not operate with PassageWay.

Setting Up PassageWay

To use PassageWay 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&TSet) cannot be running while PassageWay 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

  PassageWay requires that the application use 1200 baud.

- COM Port

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

- Data bits

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

- Tone or Pulse dialing

  Either setting will work with PassageWay.

- Prefix/Suffix

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

NOTE:
Stop bits and parity are not important to PassageWay.

Helpful Hints

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

- Make sure all phone numbers you use are appropriate for using with your MERLIN LEGEND system. For example, if you normally dial “9,” then put a “9” either in the phone number, or in as a prefix (if your application has this capability).
- Don’t continue your application until the call is completely dialed. Many applications have a dialog box with a message such as “Pick up Phone: OK.” This hangs up the modem. When using PassageWay, selecting the OK button will stop PassageWay from dialing, but will not hang up your MLX telephone.

Troubleshooting

8

Contents

Troubleshooting

8

Overview

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

- "Troubleshooting AT&TConnect"
- "Troubleshooting AT&TCall"
- "Troubleshooting AT&TSet"

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&TSet depend on AT&TConnect in order to communicate with your telephone. As a result, problems with AT&TCall and AT&TSet 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. 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 PassageWay resides.

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 MLX telephone.
- Your MERLIN LEGEND system wiring does not support the remote powering of adjuncts such as PassageWay.
- 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 is damaged or not compatible with PassageWay.

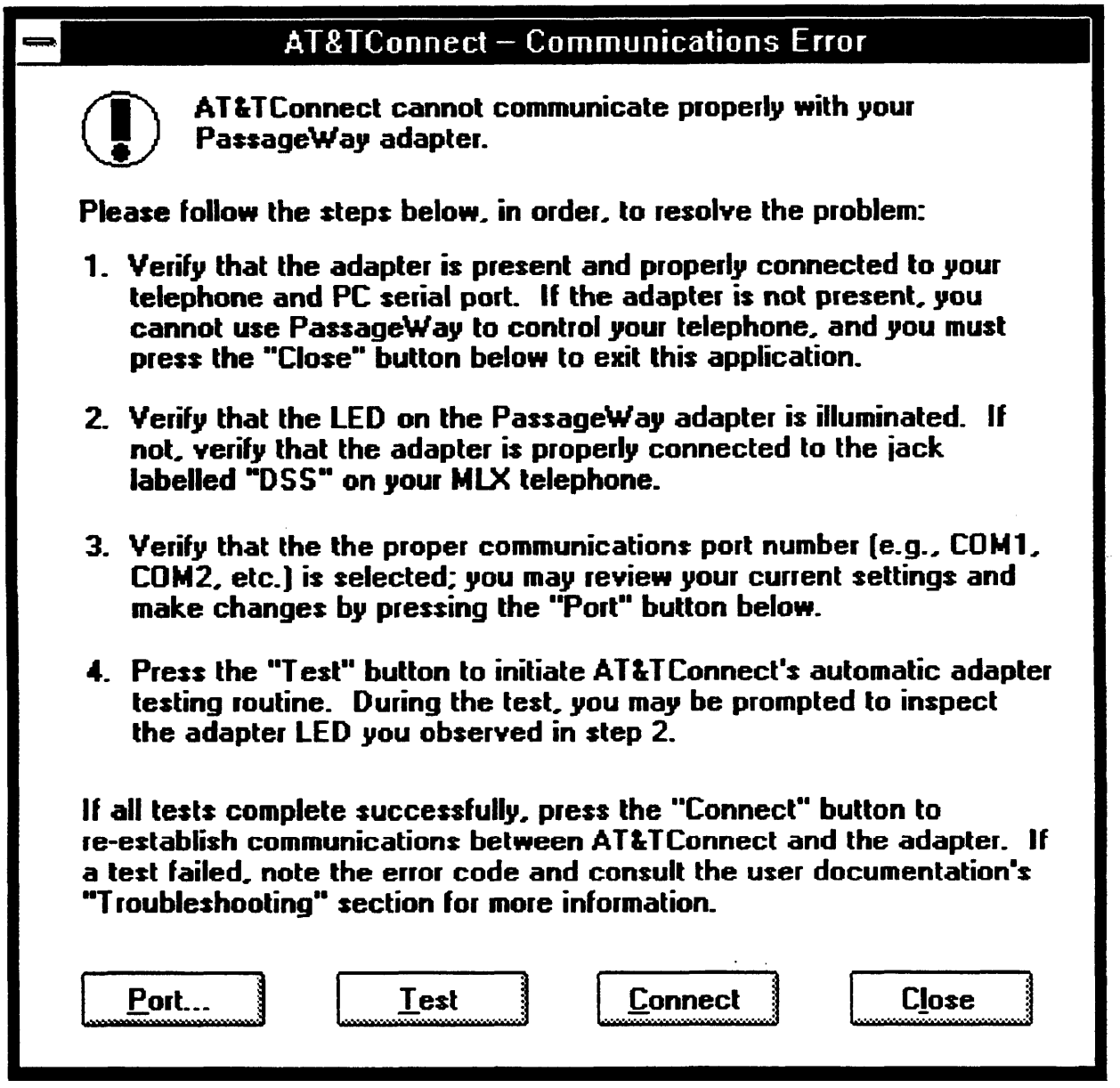

Figure 8-1. Communications Error Dialog Box

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 4-foot keyed phone cord is completely inserted into both the jack marked “DSS” or “Adjunct” of your MLX telephone and the modular jack 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 from the MERLIN LEGEND system (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. 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
111	The PC and the PassageWay adapter cannot communicate over your serial port.	Make sure you have selected the proper COM port in AT&TConnect. Try replacing any RS-232 cables or adapters you are using between your PC's COM port and the PassageWay adapter's 25-pin connector.
121	The PC and the PassageWay adapter cannot communicate over your serial port.	Follow the instructions for failure code 111.
131, 132, 133, or 135	The PC cannot communicate properly with your PassageWay adapter.	Try replacing any RS-232 cables or adapters you are using between your PC's COM port and the PassageWay adapter's 25-pin connector.

134 or 141	The PassageWay adapter cannot communicate properly with your telephone.	Try replacing the 4-foot keyed telephone cable between the PassageWay adapter and your telephone.
200 and above	A conflict or application error has occurred which prevented AT&TConnect from operating your PC serial port.	Try closing all Windows applications except AT&TConnect and Program Manager, then try the test again. You may need to modify your "autoexec.bat" and "config.sys" files to eliminate this conflict.

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 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 repeatedly displays its initialization window (that is, the pop-up window containing the message "AT&TConnect is intializing your telephone....") whenever a single PassageWay application (for example, AT&TCall or AT&TSet) is executed

Close all PassageWay applications (except AT&TConnect), and verify that the telephone model specified in the "Configure System" option under the "Setup" menu matches the model of your MLX telephone (i.e., MLX-10DP, MLX-20L, or MLX-28D). If the incorrect telephone model is specified, AT&TConnect may not be able to initialize your telephone correctly. The model of your telephone appears on the phone's housing near the upper right-hand corner (above the LCD display).

Problem 5: 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 temporarily reappear. If this occurs while a PassageWay application is performing a task involving the telephone (for example, while AT&TSet is reading your telephone's programming), 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 likelihood of a communications problem strongly depends on your PC's configuration. PassageWay operates at a relatively high data rate (19.2 kbps, or 19200 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, 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

If AT&TCall dials telephone numbers incorrectly, perform the following steps to isolate the problem:

1. Create a new card with a simple telephone number such as “777.”
2. Add this card to the card bank.
3. Press the Dial button next to the telephone number and observe the LCD display of your MLX telephone. The MERLIN LEGEND system will display each digit dialed by PassageWay on the telephone’s display.

4. If the number dialed includes extra unexpected digits either before or after the number, you probably 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.
5. If the number displayed on the screen did not have any extra digits displayed before or after it, yet the call did not complete, or you reached an incorrect number, your telephone may not be automatically selecting the proper line or System Access button. In this case, consult with your MERLIN LEGEND System Manager and review the information in Chapter 2 to insure that your telephone is set up correctly.

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 operating 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 double-click 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.

Troubleshooting AT&TSet

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

Problem 1: AT&TSet does not permit you to program or read your telephone

AT&TConnect must be running in order for AT&TSet to program and/or read your telephone. If these options are disabled under the File menu, run AT&TConnect. After your telephone has been initialized, these options will become available to you.

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&TSet displays an error message after reading your telephone

In order to read the information properly from your MLX telephone, AT&TSet must know the correct release number and mode of your MERLIN LEGEND system. If either of these parameters is incorrect, AT&TSet will not be able to read your telephone properly. To change these values, perform the following steps:

1. Close AT&TSet and AT&TCall (if it is running). Also, if you have any third party PassageWay applications running (that is, those written by vendors other than AT&T), close them as well. Leave AT&TConnect running.

2. Double-click on the AT&TConnect icon to display its window, then select `Configure System. . .` from AT&TConnect's Setup menu. Note that all PassageWay applications (other than AT&TConnect) must be closed in order to select this option. If any applications are still running, this option will be disabled.

3. Consulting the System Manager of your MERLIN LEGEND system if necessary, verify that the settings in this dialog box are correct for your MERLIN LEGEND system.

4. Run AT&TSet again. If AT&TSet failed to read your telephone's programming the first time it was run, it will automatically try to read it now. If this happens, select the Cancel button on the status dialog box that appears during the reading process, and select the OK button on the message box indicating that the read operation was aborted by the user.

5. Select `Telephone. . .` from AT&TSet's Setup menu. Consulting the System Manager of your MERLIN LEGEND if necessary, verify that the settings in this dialog box are correct for your telephone. In particular, certain extensions on a given MERLIN LEGEND system are designated as "operators" even if the people using these extensions do not serve as operators on the system. AT&TSet needs to know if your extension is one of these operator positions in order to read your telephone's programming properly. The System Manager should be able to tell you if your extension is one of your system's operator positions.

6. Select `Read from Telephone` from AT&TSet's File menu, and try to read your telephone's programming again. If an error message appears after the reading operation is complete, try choosing the option from the Telephone dialog box in the previous step (for example, if you originally had "no" selected, try selecting "yes") and try again.

Problem 3: AT&TSet gives you an error message while programming your telephone (`Attempt to replace feature X with feature Y failed. . .`)

This error occurs whenever AT&TSet attempts to program a particular feature and the MERLIN LEGEND system does not permit the operation to take place. Generally, AT&TSet knows which operation the MERLIN LEGEND system will permit and which it will not, and you will generally not be able to select invalid features for a given button. However, if your telephone's programming has been changed by any other means than using AT&TSet, it is possible that AT&TSet's image of your telephone's programming has become outdated, and operations which AT&TSet thinks are permissible based on its outdated image may not be permissible when attempted on the telephone. For example, if your System Manager may have added an extra line appearance to your telephone using the MERLIN LEGEND system's centralized programming capabilities.

If this error occurs, you may continue programming your telephone or cancel the programming operation altogether. In most cases, the safest thing to do is to cancel the operation and then select `Read from Telephone` from the File menu. This operation will refresh AT&TSet's image of your telephone, which should prevent programming problems in the future.

Menu Trees

A

This appendix contains the menu trees for the PassageWay applications.

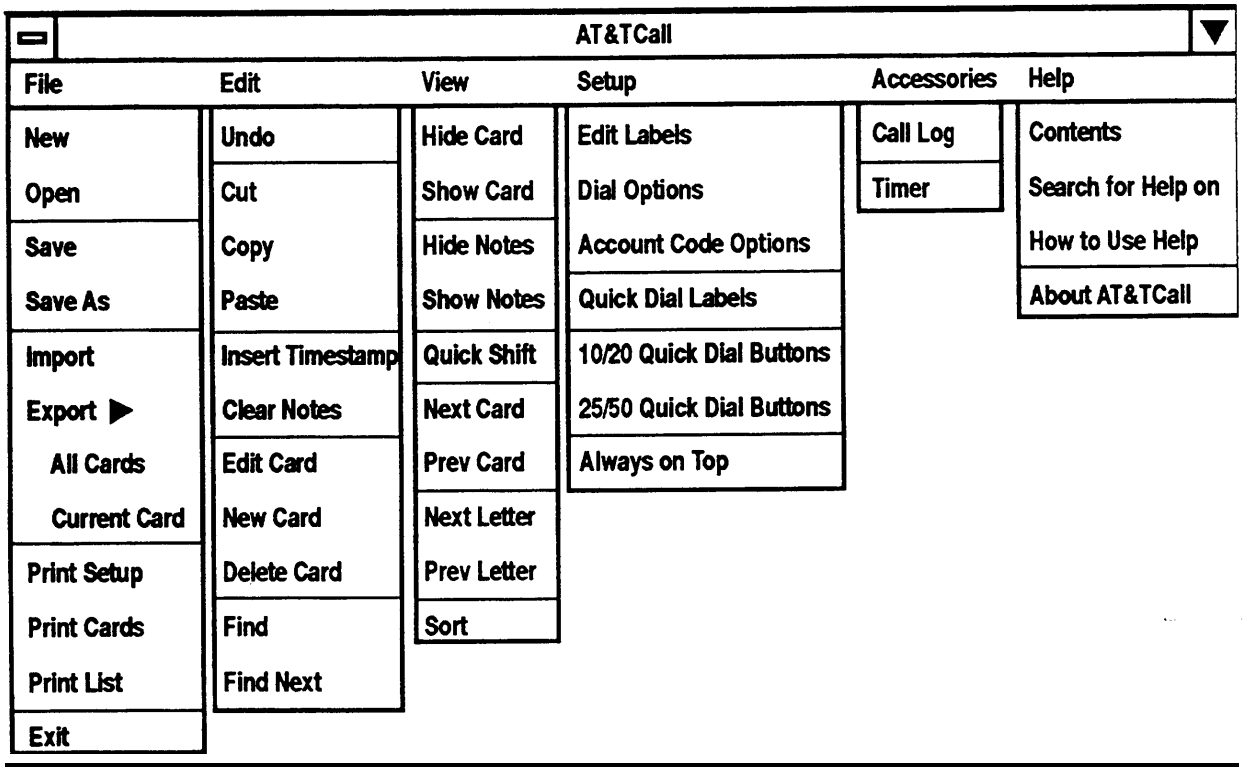

Figure A-1. AT&TCall Menu Tree

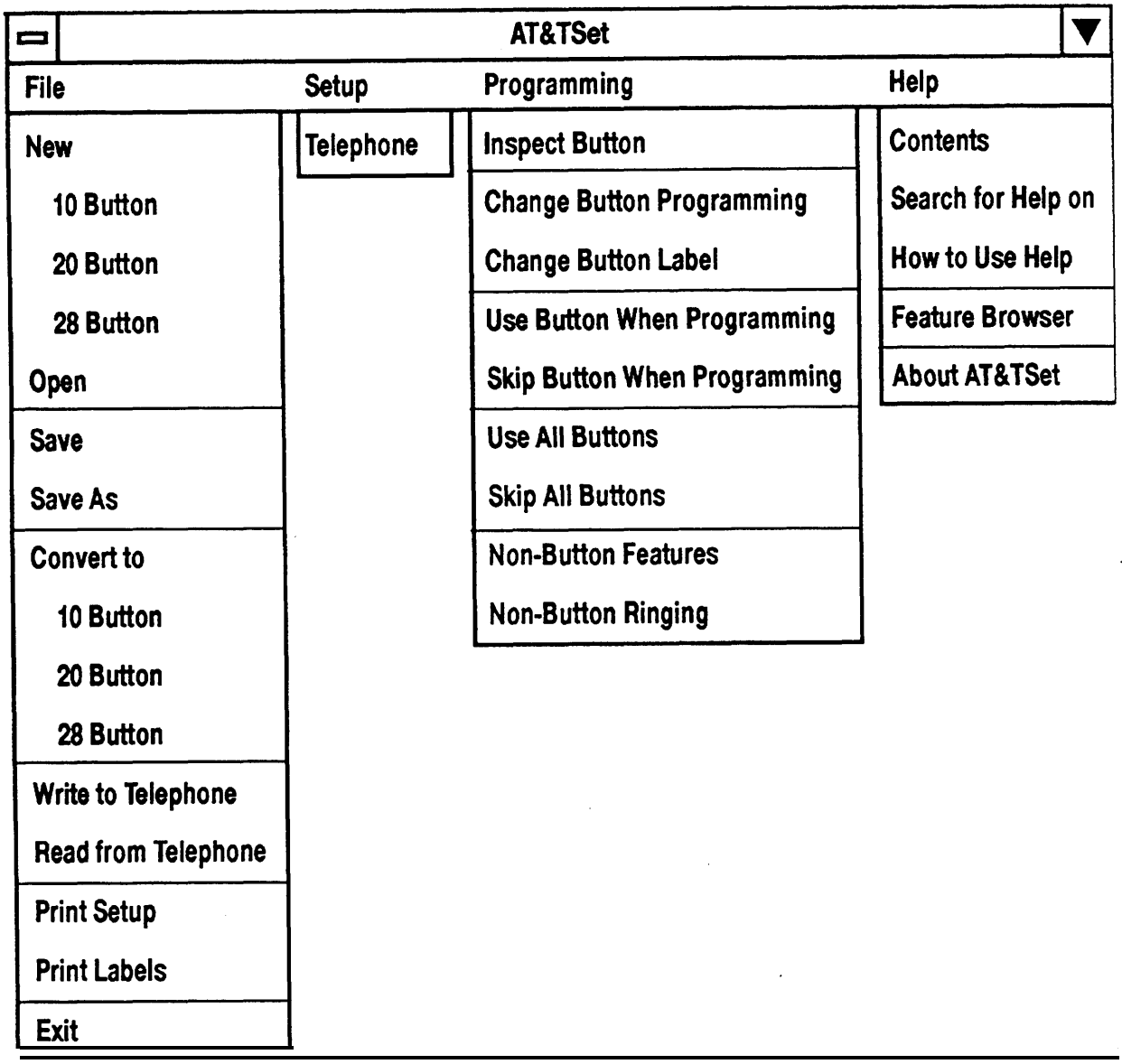

Figure A-2. AT&TSet Menu Tree

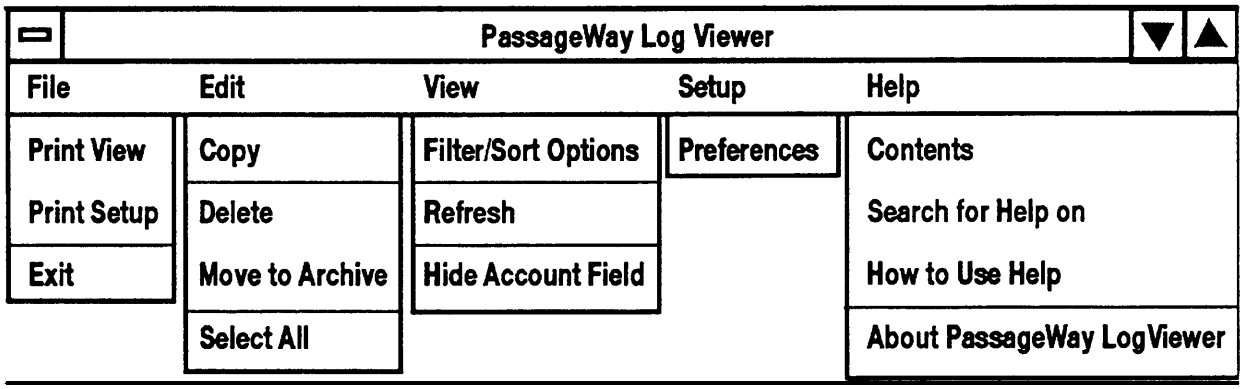

Figure A-3. Log Viewer Menu Tree

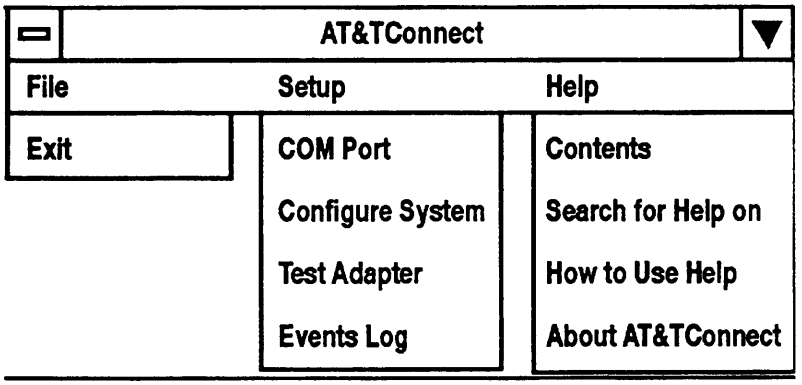

Figure A-4. AT&TConnect Menu Tree

PC Serial Ports

B

Contents

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. 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 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, 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 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.

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 (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" applet, 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 since you need to use your mouse under Windows while PassageWay applications are running.

A better arrangement would be to move PassageWay 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 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 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 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. 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. Because PassageWay 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:

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, choose a card which has hardware support for high-speed communications.

PassageWay operates at a relatively high data rate (19.2 kbps, or 19200 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 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.

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

Glossary

A

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&TCall and AT&TSet and ensures correct operation of the serial port to which your PassageWay Adapter is connected.

AT&TSet
Application that enables you to program user features for your MLX-28D, MLX-20L, and MLX-10DP telephone from your PC.

B

bank
The collection of cards in an AT&TCall file.

C

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.

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

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

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

D

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

L

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

Index

A

B

C

D

E

F

H

I

L

M

N

P

Q

S

T

W

PassageWay™ Solution

For MERLIN LEGEND®
Communications System

Quick Reference

AT&TCall

Making Phone Calls

From a Card

To make a call 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.

From a Quick Dial

To make a call from a Quick Dial, click on the Dial button of the Quick Dial in which you are interested.

From the Dialpad

To make a call using the Dialpad:

1. Select the Dialpad button. The Dialpad window appears.
2. Press [ALT]-[K] on your keyboard or select the Speaker button. Your speakerphone goes off-hook, and you hear a dial tone.
3. Using your PC keyboard or choosing buttons in the Dialpad window, enter the phone number.

Creating a New Card

To create 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

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 the changes to the card.
4. When you are finished, select the Return Card button.

Entering Notes in a Card

To enter notes on a card:

1. Select the card in which you want to enter notes. The selected card is displayed.
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, choose the Hide Notes button.

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.
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 Button

To assign a new phone number to a programmed Quick Dial:

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

AT&TSet

Programming Your Telephone

To program your telephone:

1. Open the file that has the feature(s) you want to program to your telephone. The selected file is displayed.
2. Select the button(s) that you want to program. The button position becomes highlighted and displays use.
3. Select `Write to Telephone...` from the File Menu. The selected features are programmed to your telephone.

Programming a Button

To program a new button or change the feature of a button that has already been programmed:

1. Select the button label that you want to program. The button label becomes highlighted.
2. Select `Change Button Programming` from the Programming menu. The Change Button Programming dialog box appears.
3. Select the option button of the feature that you want to program to this telephone button.
4. Select the OK button. The Program Feature dialog box appears.
5. Specify the button label, and then select the OK button.

Setting Non-Button Features

To activate or deactivate non-button features:

1. Select `Non-Button Features...` from the Programming menu. The Non-Button Features dialog box appears.
2. Select the feature(s) you want to activate or deactivate.
3. Select the Use or Skip option buttons to indicate whether you want to apply the feature when you write this file to your telephone.
4. When you are finished, select the OK button.

Printing Your Button Labels

1. Select `Print Labels...` from the File menu. The Print Labels dialog box appears.
2. Select the checkbox of the quadrant where you want the labels printed on the page.
3. Select whether you want the outline of the buttons printed. If you are printing the labels on a plain sheet of paper, select the checkbox for Print form outline. If you are printing the labels on a perforated AT&T button label form, do not select the checkbox for Print form outline.
4. Select the OK button.

Log Viewer

Specifying Calls to be Displayed

To specify calls to be displayed:

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

Deleting Entries from the Call Log

To delete entries from the Call Log:

1. Select the entries that you want to delete from the Log Viewer window. The entries 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 archive file.

On-Line Help

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

560-201-101 Issue 1