PassageWay®

Solution

AT&T

FastCall™ Release 2.0
for Direct Connection

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

AT&T

AT&T FastCall™ Release 2.0
for PassageWay® Direct Connection Solution for
DEFINITY® Communications System
Getting Started

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To Get Help

If you have any questions about or problems with FastCall for PassageWay Direct Connection Solution for DEFINITY Communications System that this guide does not resolve, call the AT&T Technical Service Center at **1 800 334-1096** or your local Authorized Dealer.

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About FastCall

FastCall™ for AT&T PassageWay® Direct Connection Solution is a software package that runs with Microsoft® Windows™ operating system 3.1 or later or Windows for Workgroups 3.11 or later, enabling you to control telephone calls (both incoming and outgoing) directly from your IBM®-compatible personal computer.

PassageWay Solution provides the interface between your PC and your company's DEFINITY® Communications System via your AT&T 8400 Series (4-wire), 7400 Series, or CALLMASTER® telephone. PassageWay Solution provides the pathway for information to be exchanged between your PC and your telephone.

FastCall is a Windows-based Computer Telephone Integration (CTI) middleware program that brings together telephone and computer technology. CTI is the linking of telephone voice communication systems to computers, which can increase productivity and customer satisfaction through the exchange of information between the computer and telephone. FastCall adds CTI benefits to any Windows applications running on your desktop or LAN. FastCall enables you to access the telephone directly from your computer keyboard. It automates the handling of both inbound and outbound calls.

FastCall for Windows provides four principle Computer-Telephone Integration capabilities:

■ Screen-based telephony

Telephone functions normally achieved by pressing buttons on the telephone are accessed through keystrokes or mouse clicks on the computer, with feedback provided on the computer screen. The following screen based telephony functions are supported in FastCall:

— Answering an incoming call

— Disconnecting (hanging up) a call

— Placing a call

— Transferring a call

— Conferencing up to six parties on a call

— Redirecting a ringing call to another extension or number

— Dialing an outbound call

Special dialing codes, such as agent log, call park, and international dialing can be customized to your phone system.

■ Incoming call and screen synchronization (or screen pops)

FastCall enables you to receive calls and information about the caller through the computer and telephone. Information can be obtained from a database application, spreadsheet, or other application resident on or accessed from your computer. FastCall uses a learning algorithm to link Windows programs to incoming calls. For example, a bank loan officer could see the database record of a mortgage applicant "pop up" automatically when that applicant calls. Information would be available as soon as voice communication is established.

- Application-based preview dialing

  FastCall links with applications for automated outbound dialing. By recording the keystrokes used to find and retrieve a telephone number from a database record, FastCall can find the telephone number, extract it, and automatically begin dialing whenever you press a single function key.

- Rules-based intelligent call handling

FastCall can also support multiple line appearances. FastCall can support up to 10 simultaneous calls. The number of line appearances used is determined by the configuration of the telephone system for the extension connected to the PC.

FastCall 2.0 Versions

FastCall 2.0 for PassageWay Direct Connection Solution is available in three versions:

- FastCall Professional, which is the full-featured version of FastCall and allows you to record incoming and outgoing keystroke macros for any Windows application.

- FastCall Runtime, which allows you to re-record incoming and outgoing keystroke macros for only the applications supported in the FastCall Trigger Library.

- FastCall Promotional, which provides most of the FastCall Runtime features for 30 days after installation. Most advanced call control functions (for example, Transfer and Redirect) are disabled 30 days after installation. To regain these capabilities, you must upgrade to FastCall Professional or FastCall Runtime.

For more information regarding the FastCall versions, see the AT&T Fastcall *Release* 2.0 *for PassageWay® Direct Connection Solution for DEFINITY® Communications System User's Guide.*

About This Guide

This document describes the versions, requirements, installation procedures, upgrade procedures, and initial setup procedures for FastCall Release 2.0.

After you install FastCall Release 2.0, refer to the following documents to use FastCall:

- *AT&T FastCall Release 2.0 for Passage Way® Direct Connection Solution for DEFNITY® Communications System User's Guide* describes how to use FastCall. Refer to this document to use and administer FastCall.

    FastCall Professional and FastCall Runtime provide a hardcopy version of the user's guide. However, FastCall Professional, FastCall Runtime, and FastCall Promotional provide an on-line version of the user's guide, which also describes how to use AT&TCall, Log Viewer, and AT&TConnect. The on-line document provides the most up-to-date information. You can access the on-line document by double-clicking on the document icon in the AT&T PassageWay program group.

- *AT&T FastCall Trigger Library* describes the incoming and outgoing keystroke macros provided with the FastCall Trigger Library. FastCall provides prerecorded incoming and outgoing keystroke macros for a selected set of Windows applications, enabling you to load the recorded macros and start using them immediately. The FastCall Trigger Library saves you the work of recording macros. Refer to this document if you want to see the keystrokes that make up each macro.

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■ *AT&T Passage Way™ Solution for DEFNTY® Communications System User's Guide* describes how to use AT&TCall, Log Viewer, AT&TBuzz, and AT&TConnect. Refer to this document to use these applications. The on-line document provides the most up-to-date information on AT&TCall, Log Viewer, and AT&TConnect.

> **NOTE:**
> When you install FastCall Release 2.0, the installation program installs AT&TBuzz. However, no icon will appear for AT&TBuzz in the program group containing the PassageWay applications. FastCall replaces AT&TBuzz. If you want to use AT&TBuzz, refer to Appendix B to access the AT&TBuzz icon. Refer to the *AT&T Passage Way™ Solution for DEFINITY® Communications System User's Guide* for information on how to use AT&TBuzz.

■ FastCall Coach is software that provides "day one" training support as you set up, configure, and use FastCall. You can access the FastCall Coach by double-clicking on the Coach icon in the AT&T PassageWay program group.

Organization of This Guide

This installation guide contains four chapters, two appendices, and an index:

■ Chapter 1, "Introduction," provides a list of the features of FastCall. It also describes the structure and content of this guide.

■ Chapter 2, "installing FastCall," provides information and instructions for installing the PassageWay Solution adapter and the FastCall software.

■ Chapter 3, "Upgrading FastCall," provides information and instructions for upgrading to FastCall Professional and FastCall Runtime. It also describes how to upgrade from FastCall 1.3 to FastCall 2.0.

■ Chapter 4, "Configuring FastCall," provides information about configuring FastCall the first time you run it. You must configure FastCall before you can use it.

- Appendix A, "Troubleshooting," provides information about possible error conditions that may occur during installation and how to respond to them.

- Appendix B, "Accessing AT&TBuzz," provides instructions for associating the AT&TBuzz icon with the AT&TBuzz application. You should refer to this appendix only if you plan on using AT&TBuzz.

The index provides a quick way of locating information within this guide.

User Responsibilities

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

Conventions Used in this Guide

The following conventions are used in this guide:

- Commands and text you should type appear in *this style of type.*

- Values, instructions, and prompts that appear on the screen are in `this style of type`.

- Names of keys on your keyboard appear in all capital letters (for example, ENTER).

- Key combinations (holding down one key while pressing another key) are connected with a "+" (for example, SHIFT + TAB).

- Only active windows are displayed.

- The terms *option buttons* and *radio buttons* refer to the same object.

To Get Help

If you have questions about or problems with FastCall for PassageWay Direct Connection Solution for DEFINITY Communications System that this guide does not resolve, call the AT&T Technical Service Center at 1 800 334-1096 or your local Authorized Dealer.

Installing FastCall

2

Overview

This chapter describes the procedures for installing FastCall 2.0 for PassageWay Direct Connection Solution for DEFINITY Communications System. If FastCall Promotional or FastCall 1.3 are already installed, and you want to upgrade to FastCall Professional or FastCall Runtirne, proceed to Chapter 3.

> **⇒ NOTE:**
> If you have FastCall 1.3 installed, you should upgrade to FastCall Professional. When you upgrade from FastCall 1.3 to FastCall 2.0, all of your call rules are saved and upgraded, but they are not accessible unless you upgrade to FastCall Professional. You will lose functionality if you have FastCall Promotional or FastCall Runtime.

Installation of FastCall consists of the following steps:

1. Installing the PassageWay adapter, which provides an interface between your PC and telephone.

2. Installing the FastCall software onto the hard disk of your PC and setting up AT&TConnect for your system.

If you have a previous version of PassageWay Direct Connection Solution installed, proceed to "Installing the Software" in this chapter.

FastCall Components

FastCall consists of the following components:

- the PassageWay adapter

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

  — the Line jack on your telephone

  — the wall jack in your office

  — the serial port on your PC

- software (3.5-inch, 1.44 MB, high-density diskettes)

  The FastCall software consists of the following diskettes:

  — FastCall Professional, FastCall Runtime, or FastCall Promotional (depending on the version you purchased)

  — PassageWay Direct Connection Solution

  — FastCall Triggers Library

  — FastCall Documentation

  — FastCall Coach (the Coach diskettes are contained in a separate package)

- this installation guide, the *AT&T FastCall™ 2.0 for PassageWay® Direct Connection Solution for DEFINITY® Communications System User's Guide,* the *AT&T FastCall™ Trigger Library,* and the *AT&T Passage Way™ Solution for DEFINITY® Communications System User's Guide.* FastCall Promotional does not provide a hardcopy of the *AT&T FastCall™ 2.0 for Passage Way® Direct Connection Solution for DEFINITY® Communications System User's Guide.*

- two serial cables (one 9-pin to 9-pin cord and one 9-pinto 25-pin cord)

  The serial cord connects the PassageWay adapter to the serial port on your PC. Use 9-pin to 9-pin cord if your PC has a 9-pin serial port. Use the 9-pin to 25-pin cord if your PC has a 25-pin serial port.

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

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

- a local power supply, a D6AP cord, and a 400B or 400B2 adapter

  The local power supply, D6AP cord, and 400B or 400B2 adapter provide power for the PassageWay adapter if your telephone does not have auxiliary power.

Figure 2-1 shows the FastCall for PassageWay Direct Connection Solution components.

PassageWay Adapter

Power Supply

9-Pin to 9-Pin Cord

9-Pin to 25-Pin Cord

7-Foot, 4-Pair
Modular Phone Cord (D8W)

400B2 Adapter

D6AP Cord
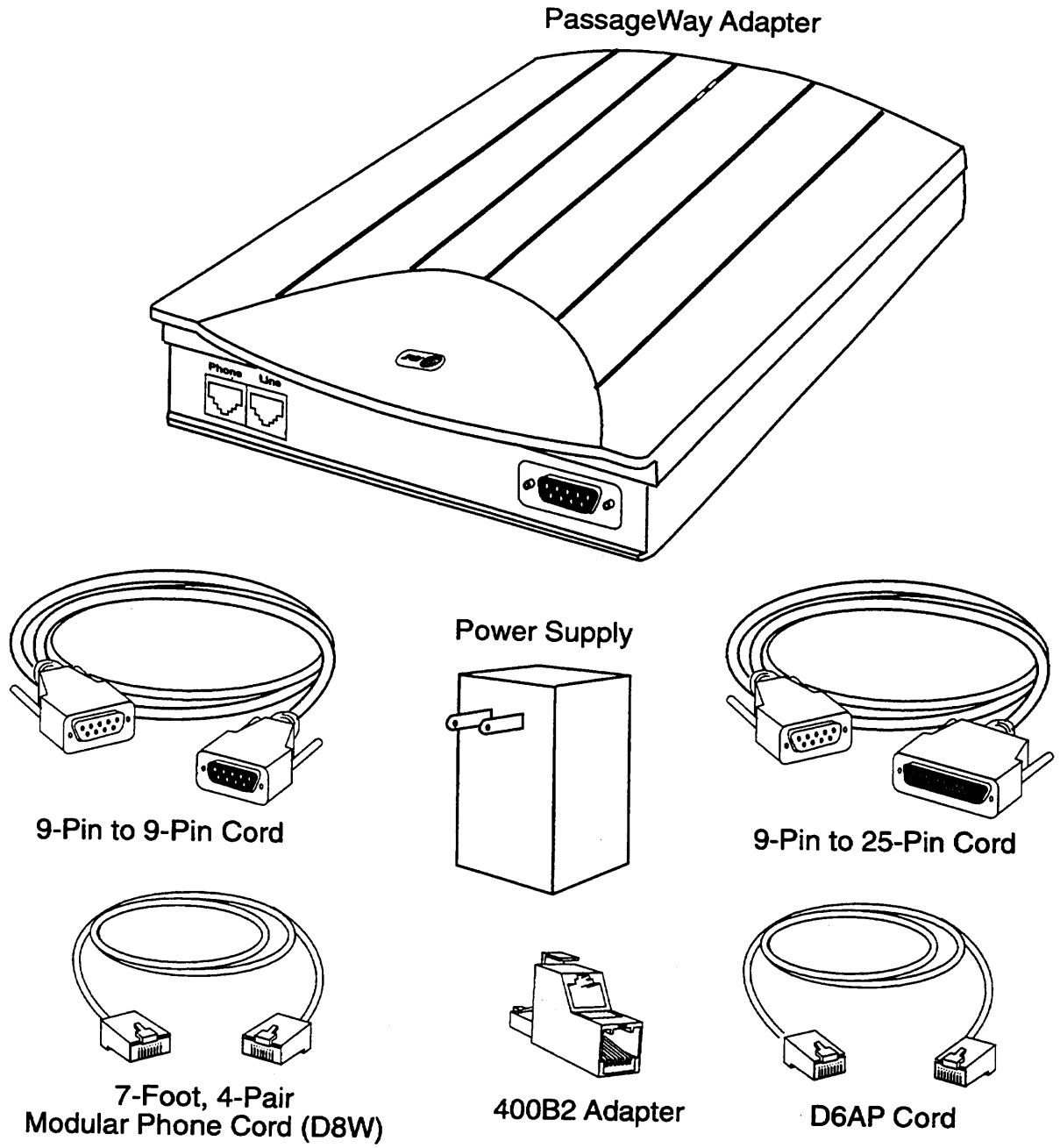
Figure 2-1. PassageWay Direct Connection Solution Components

FastCall Requirements

FastCall requires the hardware and software listed below. Install the required hardware and software before installing the FastCall software. Note that system performance may be adversely affected by lower system speeds and lower memory capacities.

To use FastCall, you must have the following hardware and software:

- An IBM-PC compatible or PS/2®-compatible PC with the following hardware:

    — an 80486 or higher microprocessor.

    — an available serial port.

    — At least 8 MB of RAM memory.

    — A 3.5-inch, 1.44 MB, high-density diskette drive.

    — A hard disk with at least 28 MB of space available. However, if you do not load the on-line documentation, you need only 4 MB of space available on the hard disk.

    — A VGA or better video controller and monitor.

    — A Windows-compatible pointing device (a mouse or trackball is recommended.

    ⇒ **NOTE:**
    You must have an available serial port in your PC dedicated to FastCall for PassageWay Direct Connection Solution.

■ Microsoft Windows 3.1 or Windows for Workgroups 3.11 running in enhanced (386) mode. Emulation environments such as Windows under OS/2® or Windows NT are not supported.

⇒ **NOTE:**

FastCall and PassageWay Solution applications can run on a network, but they are not network aware (that is, these 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 FastCall for PassageWay Direct Connection Solution 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 FastCall for PassageWay Direct Connection Solution software in your private directory on your fileserver.

■ an AT&T 8400 Series (4-wire), 7400 Series, or CALLMASTER® telephone connected to a DEFINITY system that is configured and operating properly.

Your telephone must have the following features:

— a display for caller ID capabilities. However, you can use a non-display telephone if your extension is administered as a display telephone by the System Manager. Consult your System Manager.

— an Inspect button and a Normal button programmed. The Inspect button is a display feature button that shows you call-related information for an incoming call when you are already active on a call. The Normal button is a display feature button that clears the information displayed by the Inspect button.

FastCall for PassageWay Direct Connection Solution operates with all versions of the following DEFINITY systems:

— DEFINITY Communications System G1, G2, and G3

— System 75

— System 85

➡ NOTE:

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

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

- whether your telephone has auxiliary power (either from the telephone closet or from an auxiliary power supply). The PassageWay adapter requires auxiliary power. You can obtain this information from your System Manager.

- the COM port number (that is, COM1, COM2, COM3, or COM4) to which you are connecting the PassageWay adapter.

- the location of the line appearances on your telephone.

- the location of the Inspect button and the Normal button on your telephone.

- whether your telephone is administered as a display telephone (if you have a non-display telephone).

What You Need

To upgrade FastCall, you will need the following diskettes:

- FastCall Professional or FastCall Runtime (depending on the version you purchased)

- PassageWay Direct Connection Solution

- FastCall Triggers Library

- FastCall Documentation

Installing the Passageway Adapter

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

FastCall for PassageWay Direct Connection Solution requires auxiliary power. Before installing the PassageWay adapter, consult your System Manager to determine whether your telephone has auxiliary power. If your telephone does not have auxiliary power, refer to "Installing the PassageWay Adapter with a Local Power Supply." If your telephone has auxiliary power, refer to "Installing the PassageWay Adapter with Telephone Closet Power."

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

Installing the PassageWay Adapter with a Local Power Supply

Perform the following steps if your telephone requires a local power supply. You will need the 400B or 400B2 adapter, D6AP cord, and power supply provided. Refer to Figure 2-2 while installing the PassageWay adapter. The numbers in Figure 2-2 indicate the procedure steps.
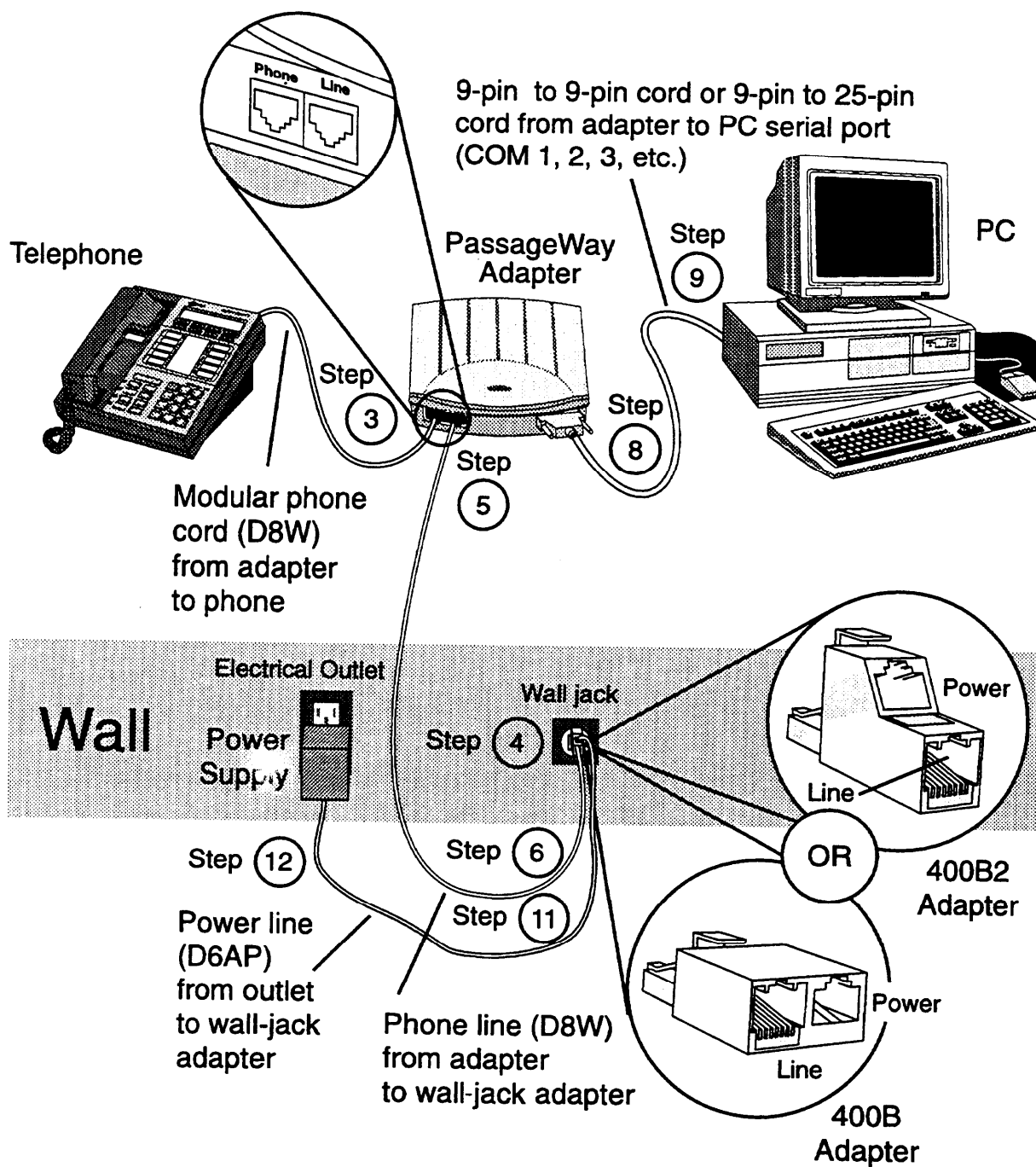
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Figure 2-2. PassageWay Adapter Installed with a Local Power Supply

To install the PassageWay adapter with a local power supply:

1. Turn off your PC.

2. Unplug the line cord from the wall jack.

3. Connect the line cord to the jack labeled "Phone" on the PassageWay adapter.

4. Place the 400B or 400B2 adapter into the wall jack.

5. Connect one end of the 7-foot, 4-pair, modular phone cord (D8W) to the jack labeled "Line" on the PassageWay adapter.

6. Connect the other end of the 7-foot, 4-pair, modular phone cord (D8W) to the Line jack on the 400B or 400B2 adapter.

7. Determine the type of serial port (9 pin or 25 pin) you have on your PC. If you have a 9-pin serial port, you will use the 9-pin to 9-pin cord. If you have a 25-pin serial port, you will use the 9-pin to 25-pin cord.

8. Connect one end of the appropriate serial cable to the 9-pin connector on the PassageWay adapter.

9. Connect the other end of the serial cable to the serial (COM) port on your PC.

10. Connect the D6AP power line to the power supply.

11. Connect the other end of the D6AP power line to the Power jack on the 400B or 400B2 adapter.

12. Plug the power supply into an AC electrical outlet.

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

    If the red LED is "on," proceed to step 14.

    If the red LED is "off," proceed to Appendix A (Troubleshooting).

14. Turn on your PC.

Now, proceed to "Installing the Software."

Installing the PassageWay Adapter with Telephone Closet Power

Perform the following steps if your telephone has auxiliary power. Refer to Figure 2-3 while installing the PassageWay adapter. The numbers in Figure 2-3 indicate the procedure steps.
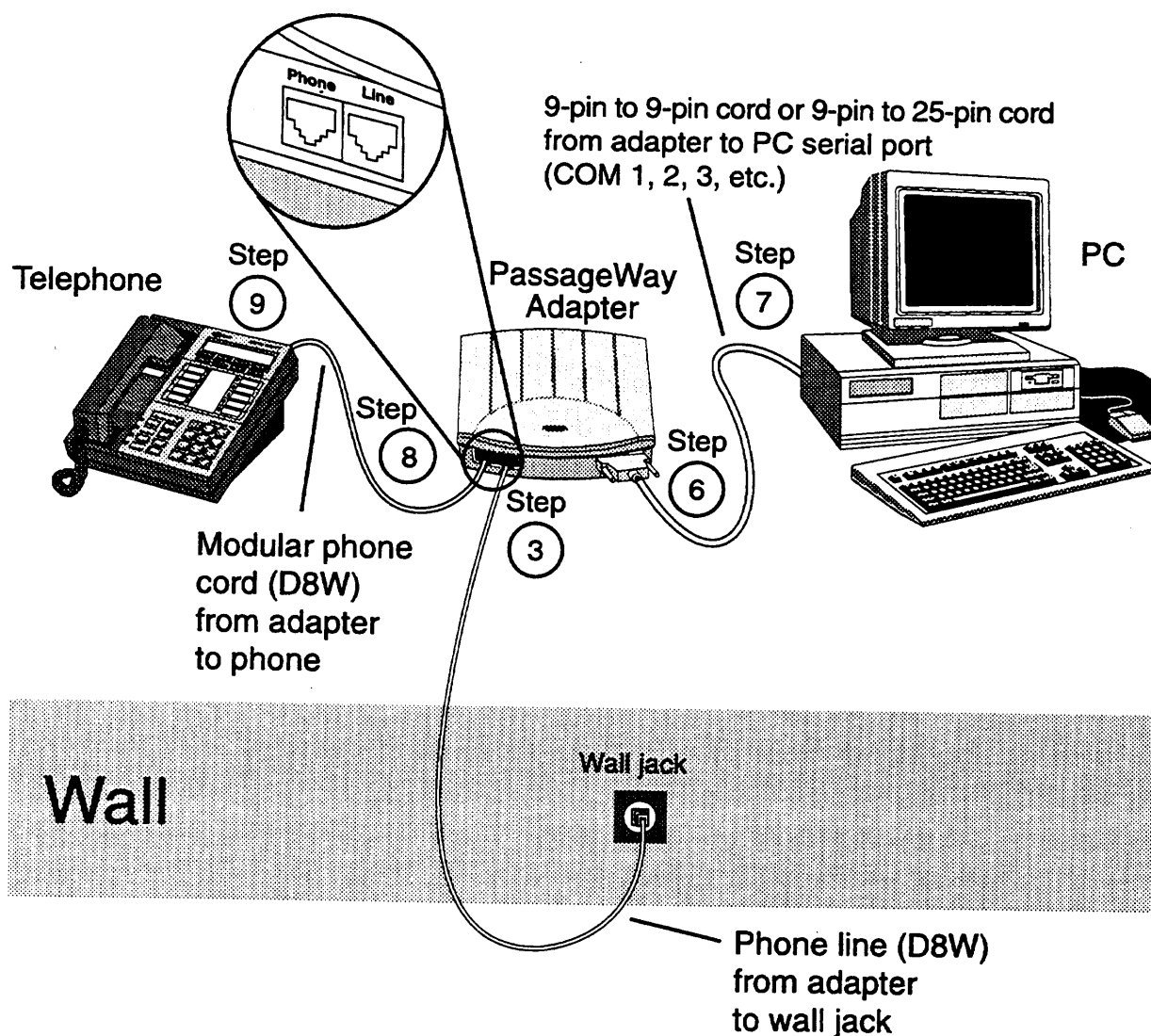
Figure 2-3. PassageWay Adapter Installed with Telephone Closet Power

To install the PassageWay adapter with telephone closet power:

1. Turn off your PC.

2. Unplug the line cord from your telephone.

3. Connect the line cord to the jack labeled "Line" on the PassageWay adapter.

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

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

   If the red LED is "off," proceed to Appendix A (Troubleshooting).

5. Determine the type of serial port (9 pin or 25 pin) you have on your PC. If you have a 9-pin serial port, you will use the 9-pin to 9-pin cord. If you have a 25-pin serial port, you will use the 9-pin to 25-pin cord.

6. Connect one end of the appropriate serial cable to the 9-pin connector on the PassageWay adapter.

7. Connect the other end of the serial cable to the serial (COM) port on your PC.

8. Connect one end of the 7-foot, 4-pair, modular phone cord (D8W) to the jack labeled "Phone" on the PassageWay adapter.

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

10. Turn on your PC.

Now, proceed to "Installing the Software."

Installing the Software

The PassageWay software includes an installation program that installs all necessary programs automatically onto the hard disk of your PC.

⇒ **NOTE:**

If you already have a version of FastCall installed (for example, FastCall 1.3, FastCall Promotional, or FastCall Runtime), proceed to Chapter 3.

To install FastCall, perform the following steps:

1. Start Windows (if it is not running already).

2. Shut down all telephony applications running on your PC.

3. If you have PassageWay Direct Connection Solution installed already, delete the AT&TConnect icon from your StartUp program group (if present).

4. Insert the FastCall diskette into the diskette drive of your PC. Depending on your version of FastCall, this diskette will be either FastCall Professional, FastCall Runtime, or FastCall Promotional.

5. In Program Manager, select Run. . . from the File menu.

   The Run dialog box appears.

6. Depending on the diskette drive in which you inserted the FastCall diskette, perform one of the following steps:

   — If the diskette is in drive A, type *a:* *\setup* in the Command Line box and select the OK button.

   — If the diskette is in drive B, type *b:* *\setup* in the Command Line box and select the OK button.

The FastCall Setup Welcome window appears:

Figure 2-4. FastCall Setup Welcome Window

By default, the following software is selected for installation:

— FastCall Professional, FastCall Runtime, or FastCall Promotional (depending on which version you purchased)

— the FastCall Trigger Library

— the FastCall documentation

NOTE:

You must have at least 28 MB of space available on your hard disk to install all of the software. If you do not have at least 28 MB of space available on your hard disk, deselect the FastCall documentation check box. If you have FastCall Promotional, but do not have 28 MB of space available to install the on-line documentation, you can receive a hardcopy manual by checking off the Documentation check box on your registration card, and returning the registration card.

7. Select the Continue button.

The FastCall Setup Directory dialog box appears:
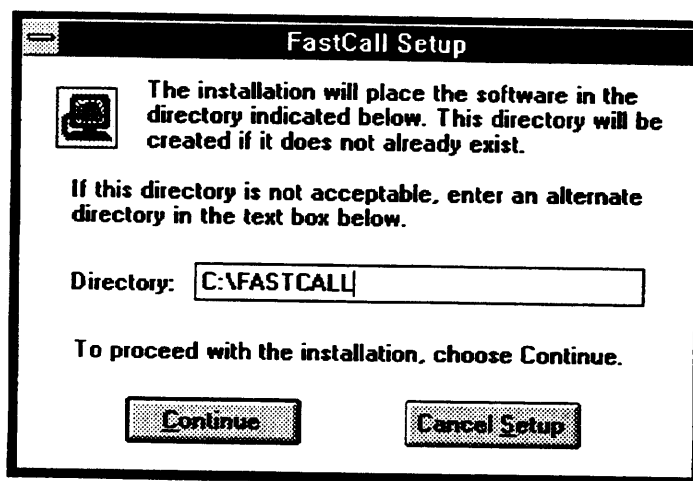
Figure 2-5. FastCall Setup Directory Dialog Box

This dialog box displays the name of the directory where the FastCall software will be installed by default.

8. If the default directory is unacceptable, enter an alternative directory in the Directory box. Otherwise, proceed to step 9.

9. Select the Continue button.

The installation program checks the specified directory for a previous installation of FastCall. If a previous installation is found, you will be given the option of replacing the existing files or of specifying a different directory.

The installation program copies files from the source diskette to the destination directory. The installation program displays a message box to inform you of its status as it copies files.

When all files have been copied, the following dialog box appears, prompting you to insert the AT&T PassageWay Application diskette:
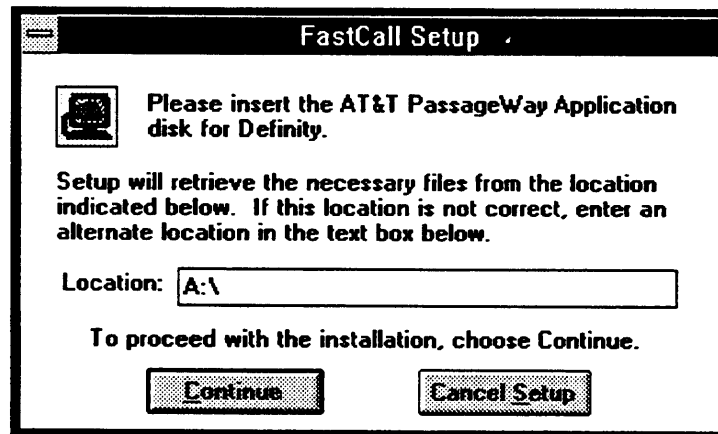
Figure 2-6. FastCall Setup Insert AT&T PassageWay Application Diskette Dialog Box

10. Insert the diskette into the drive of your PC, and select the Continue button.

The installation program continues by copying files from the source diskette to the destination directory.

When all files have been copied, the following dialog box appears, prompting you to insert the FastCall Trigger Library diskette:
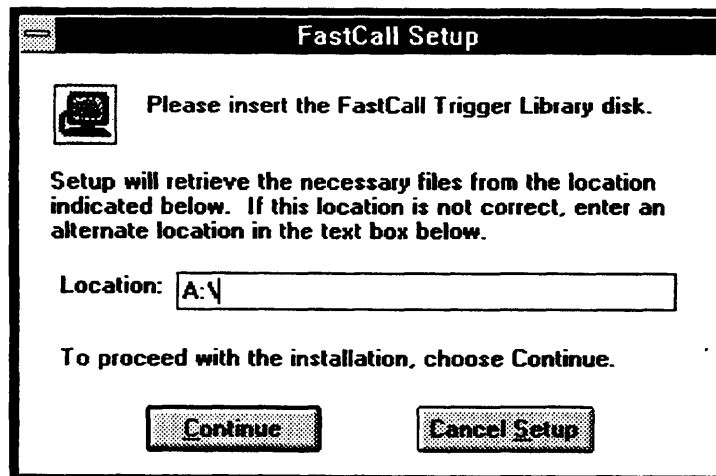
Figure 2-7. FastCall Setup Insert FastCall Trigger Library Diskette Dialog Box

11. Insert the diskette into the drive of your PC, and select the Continue button.

A FastCall Trigger Library dialog box similar to the following appears:
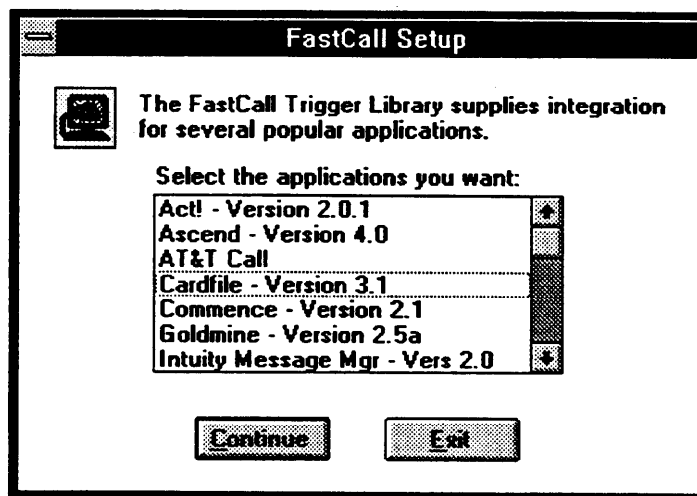
Figure 2-8. FastCall Trigger Library Dialog Box

This dialog box enables you to select the application trigger(s) that you want to install on your PC. You can only install triggers for applications that are installed already on your PC.

12. Click on the application(s) that are installed on your system. If you want to install multiple triggers, hold down the CTRL key on your PC keyboard, and click the mouse on each trigger you want to install.

NOTE:

If you want to load triggers later, refer to "Importing Triggers" in Chapter 3 of the *AT&T FastCall™ Release 2.0 for PassageWay® Direct Connection Solution for DEFINITY® Communications System User's Guide.*

If you do not have any of the applications installed on your PC, proceed to step 13.

13. Select the Continue button.

    The installation program continues by copying the selected trigger(s) from the source diskette to the destination directory.

    ⇒ **NOTE:**

    If you have not installed the application you have selected to install/import or have loaded it in a path other than the default, the FastCall Trigger Library dialog box will give you the option to browse Windows for the correct path or install with the default.

    When the files have been copied, the following dialog box appears, prompting you to insert the FastCall Documentation diskette:
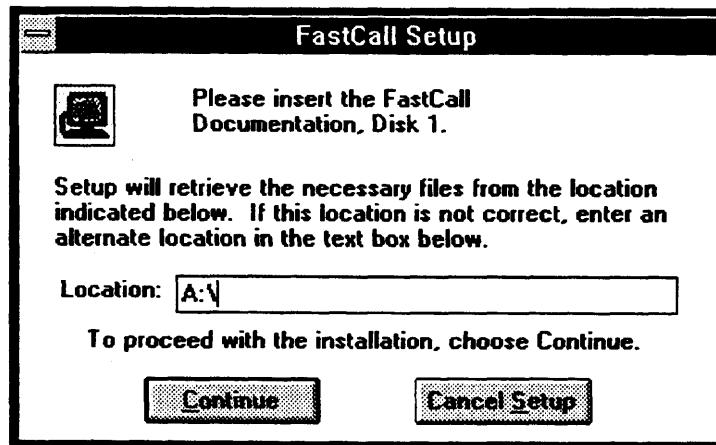


Figure 2-9. FastCall Setup Insert FastCall Documentation Diskette Dialog Box

If you did not want to install the on-line documentation (that is, you deselected the FastCall documentation check box), a message box appears, indicating that the software is successfully installed. (See Figure 2-10.) Proceed to step 15.

14. Insert disk 1 of FastCall Documentation into the drive of your PC, and select the Continue button.

    The installation program continues by copying the FastCall on-line documentation from the source diskette to the destination directory.

    When prompted, continue to insert the requested FastCall Documentation diskettes.

    After all files are copied, an AT&T PassageWay program group is created (if it does not already exist). This program group will contain the following icons:

    - FastCall Controller

    - FastCall Administration

    - AT&TCall

    - Log Viewer

    - AT&TConnect

    - FastCall Documentation

    - Readme.txt

When the software is successfully installed, the following message box appears:
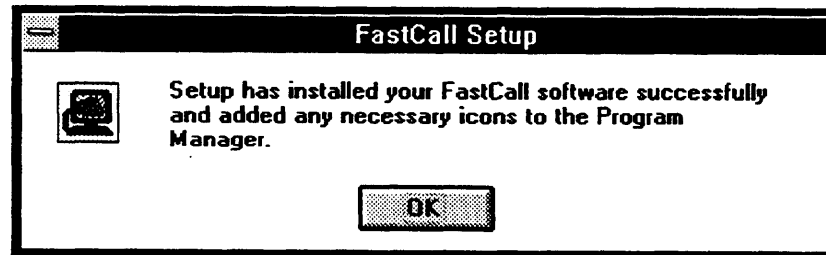
Figure 2-10. FastCall Message Box

15. Select the OK button to continue.

    The following dialog box appears, enabling you to view the "readme.txt" file now:
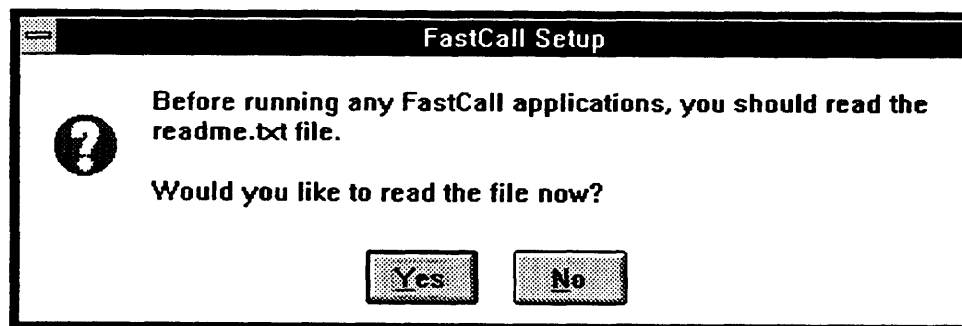
Figure 2-11. Readme.txt Dialog Box

16. Select the Yes button to read the readme.txt file.

    The Notepad - README.TXT window appears, displaying the readme.txt file.

17. When you are finished reading the readme.txt file, select Exit from the File menu.

    The COM Port dialog box appears (Figure 2-12). The AT&TConnect icon is displayed at the bottom of your screen.

    You will now set up AT&TConnect for your system.
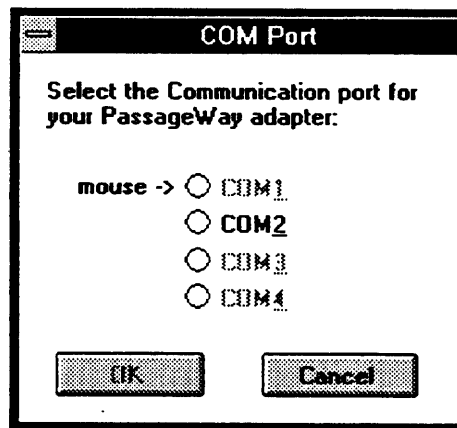
Figure 2-12. COM Port Dialog Box

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

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

   The following dialog box appears:
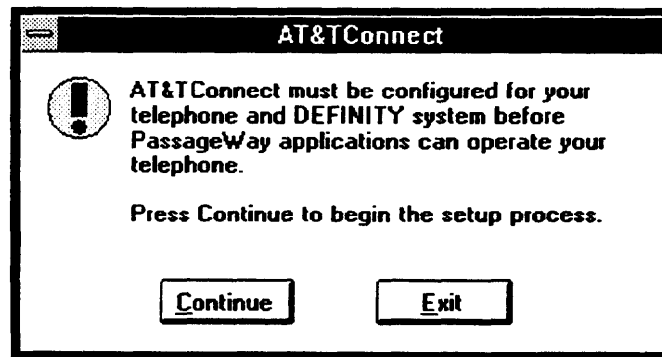
Figure 2-13. AT&TConnect Dialog Box

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

19. Select the Continue button.

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

   ■ telephone model

   ■ the type(s) of expansion adjunct(s) (if any) connected to your telephone

   ■ the type(s) of external voice adjunct(s) (if any) connected to your telephone

Figure 2-14 shows the AT&TConnect Setup - Telephone dialog box for a 7405 telephone, and Figure 2-15 shows this dialog box for a 7444 telephone.
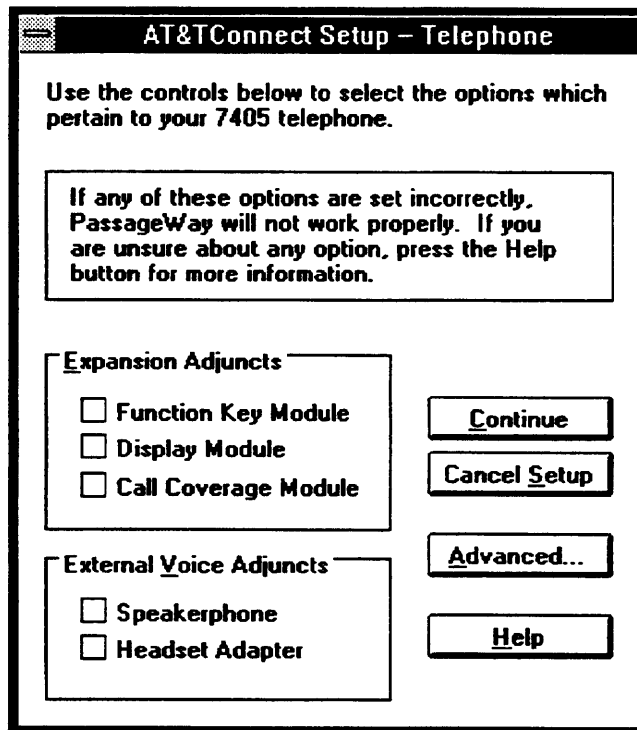
Figure 2-14. AT&TConnect Setup - Telephone Dialog Box for a 7405 Telephone
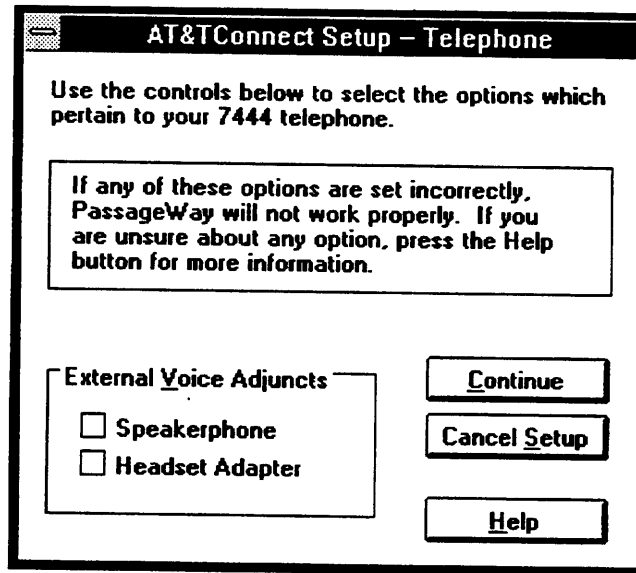
Figure 2-15. AT&TConnect Setup - Telephone Dialog Box for a 7444
Telephone

The dialog box in Figure 2-14 contains the Advanced button, while the
dialog box in Figure 2-15 does not. The Advanced button appears in
Figure 2-14 because the telephone used in this example (a 7405
telephone) does not have a built-in display. Since the telephone used
in Figure 2-15 has a built-in display, the Advanced button is not
provided.

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

➡ NOTE:

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

20. From the AT&TConnect Setup - Telephone dialog box, select the appropriate option(s) for your telephone. For more information regarding the specific options for your telephone, select the Help button.

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

    The AT&TConnect Setup - Lines dialog box appears. This dialog box presents a representation of the buttons on your telephone.
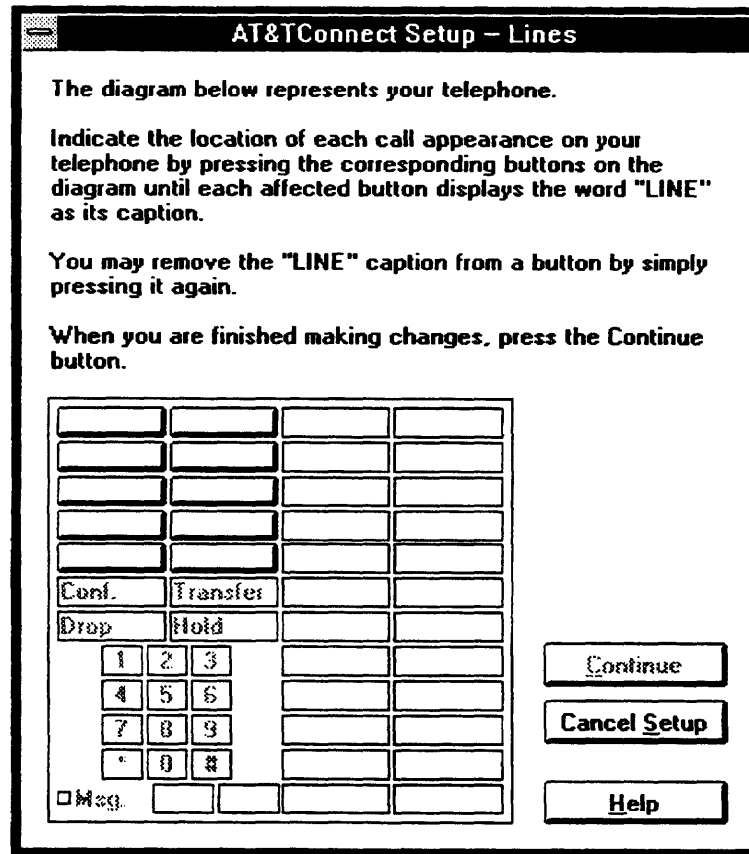
Figure 2-16. AT&TConnect Setup - Lines Dialog Box for a 7405 Telephone
with no Display

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

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

> **NOTE:**
> As a part of the setup procedure, AT&TConnect will "press" the buttons that you specify as call appearances in step 21. If you specify a button that is programmed as a feature, AT&TConnect may activate or de-activate the feature when it presses the button. Be careful to select call appearances only.

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

   The AT&TConnect Setup - Line Confirmation dialog box appears.
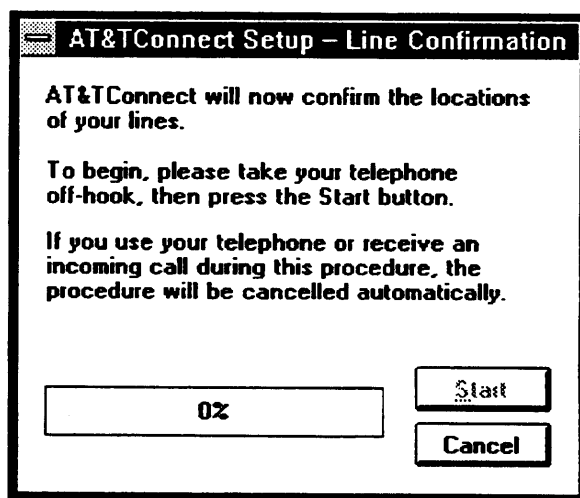
Figure 2-17. AT&TConnect Setup - Line Confirmation Dialog Box

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

    AT&TConnect verifies that the buttons you selected are call appearances, and then displays a message box. This message box states the results of the test. Figure 2-18 shows the message box after a successful test, while Figure 2-19 shows the message box after an unsuccessful test.

AT&TConnect Setup

Your lines have been successfully confirmed.

You may hang up your phone now.

OK
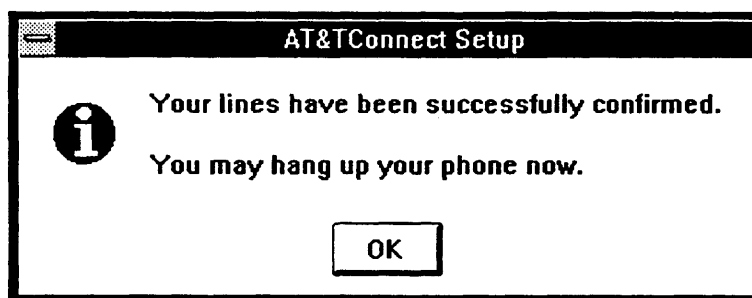
Figure 2-18. AT&TConnect Setup Message Box for a Successful Test

AT&TConnect Setup

AT&TConnect has encountered a button position marked as a line which does not correspond to a call appearance.

Please verify your selections on the "AT&TConnect Setup – Lines" window, then press Continue to start the confirmation procedure again.

Also, please check your telephone for any features which may have been inadvertently activated or deactivated.

OK

Figure 2-19. AT&TConnect Setup Message Box for an Unsuccessful Test

If the test is successful, hang up your handset, and proceed to step 25.

If the test is unsuccessful, hang up your handset, select the OK button, and repeat steps 22 to 24. The incorrect button(s) that you marked as call appearances will display "(No Line)" and will be grayed.

25. Select the OK button.

The AT&TConnect Setup - Line Labels dialog box appears.
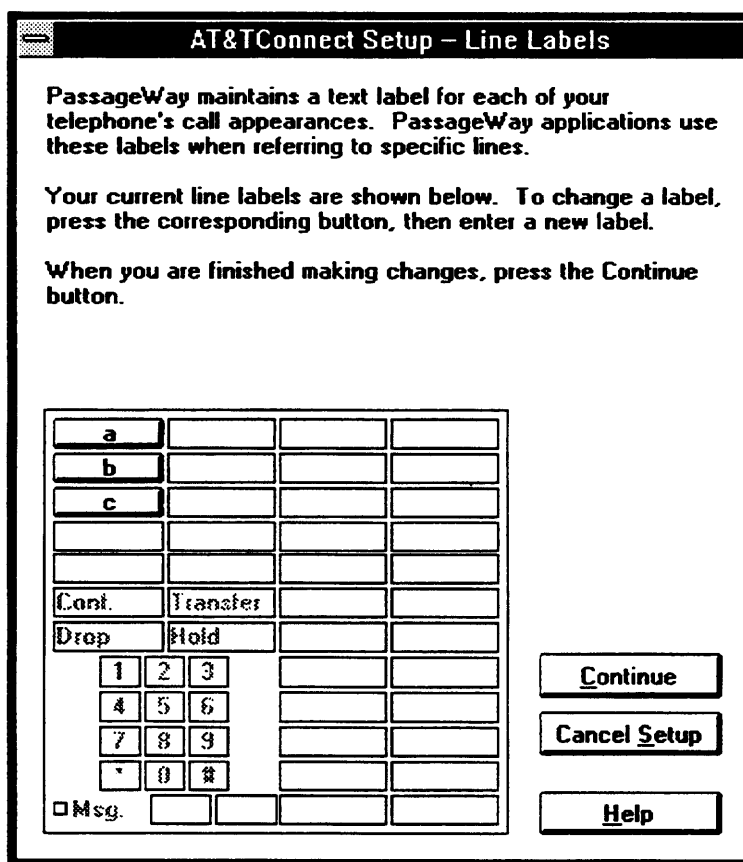
Figure 2-20. AT&TConnect Setup - Line Labels Dialog Box for a 7405 Telephone with no Display

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

➡ NOTE:

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

26. Perform one of the following steps:

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

a. Select the label that you want to change.

The Edit Line Label dialog box appears.

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

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

When you are finished, proceed to step 27.

— If you do not want to modify the Line Labels, proceed to step 27.

27. Select the Continue button.

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

    If your telephone has a display or it is administered as a display
    telephone, the AT&TConnect Setup - Display Features dialog box
    appears (Figure 2-21).
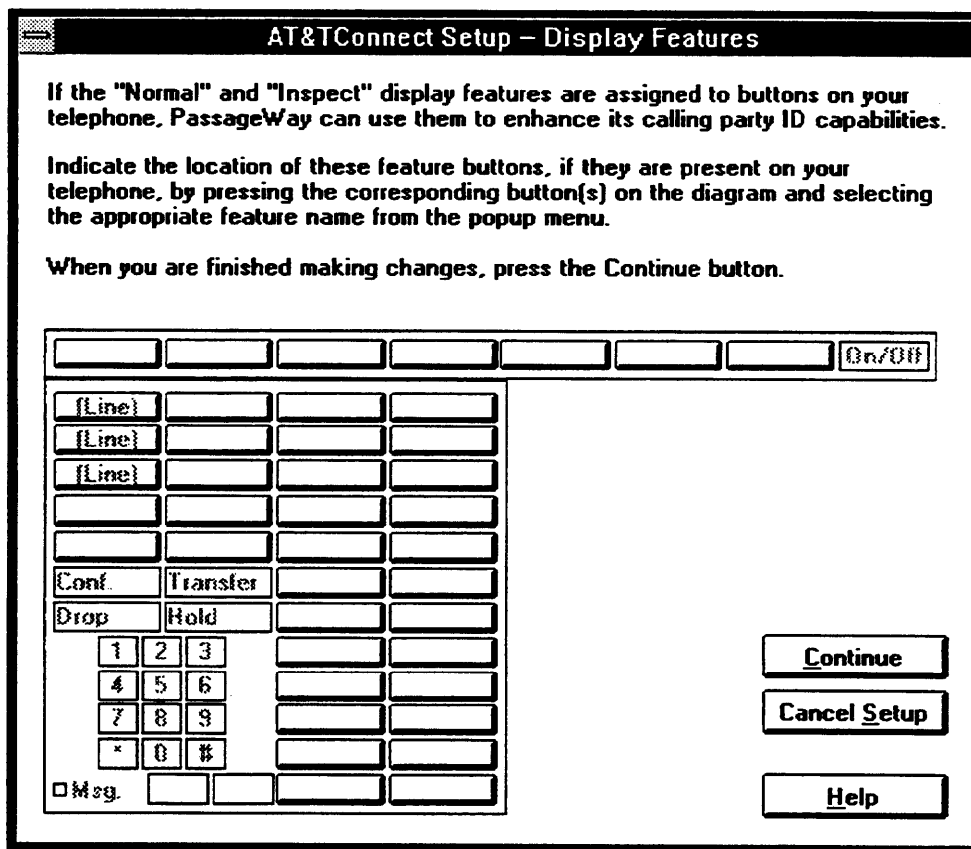
Figure 2-21. AT&TConnect Setup - Display Features Dialog Box for a 7405
Telephone with a Display

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

If your telephone does not have Normal and Inspect display feature buttons, select the Continue button. You must have your System Manager administer Normal and Inspect buttons on your telephone, and you must then run AT&TConnect to complete your set up..

If your telephone has Normal and Inspect display feature buttons programmed, proceed to step 28.

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

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

29. Select Inspect.

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

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

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

31. Select Normal.

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

32. Select the Continue button.

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

AT&TConnect Setup – Normal/Inspect

AT&TConnect will now confirm the locations of your Normal and Inspect buttons.

To begin, please hang up if your are currently off-hook, then press the Start button.

If you use your telephone or receive an incoming call during this procedure, the procedure will be cancelled automatically.

0%   Start   Cancel
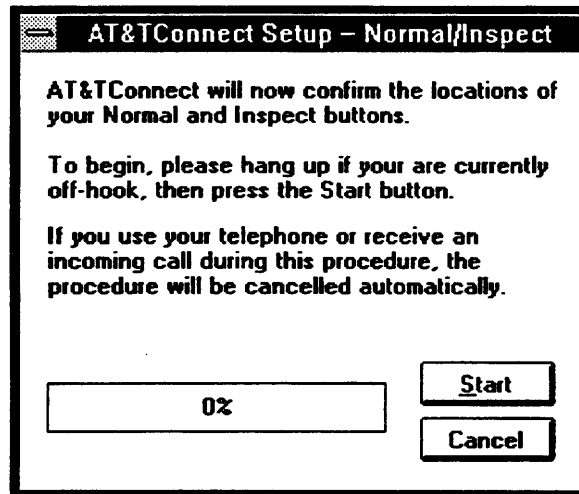
Figure 2-22. AT&TConnect Setup - Normal/Inspect Dialog Box

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

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

    If the test is successful, you are finished configuring AT&TConnect.

    If the test is unsuccessful, the following message box appears.
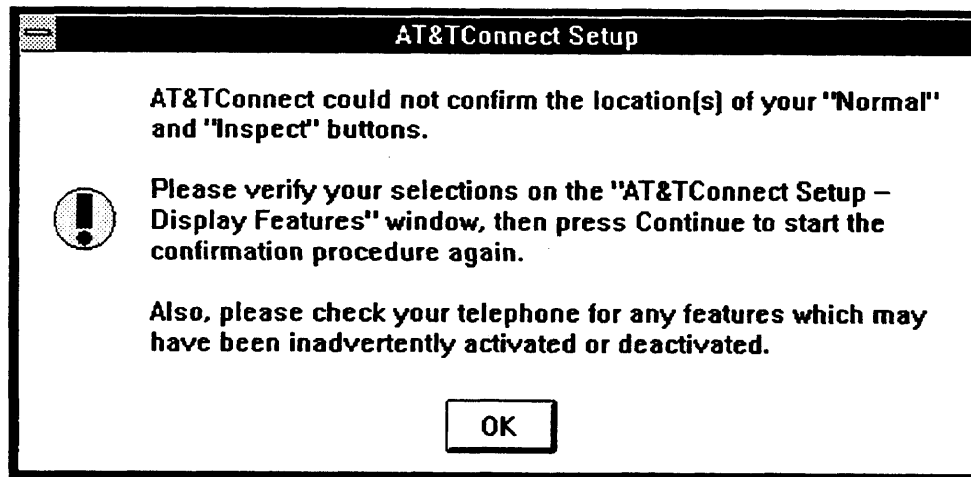
Figure 2-23. AT&TConnect Setup Message Box for an Unsuccessful Test

Select the OK button, and then repeat steps 28 to 33.

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

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

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

This completes the software installation.

Proceed to Chapter 4 to configure FastCall.

➡ **NOTE:**

If you have a previous version of PassageWay Direct Connection Solution installed on your PC, perform the following steps:

1. Copy your ".dex" files from the PWDEF directory (that is, the directory that contains your ".dex" files) to the FASTCALL\BIN directory (or the directory in which you installed FastCall).

2. Verify that the files were copied to the FASTCALL\BIN directory (or the directory in which you installed FastCall).

3. Delete the PWDEF directory (that is, the directory that contains your ".dex" files).

Upgrading FastCall

3

Overview

This chapter describes the procedures for upgrading your current version of FastCall to FastCall Professional or FastCall Runtime. You can perform any of the following upgrades:

- upgrade from FastCall 1.3 to FastCall 2.0

- upgrade from FastCall Promotional to FastCall Runtime

- upgrade from FastCall Promotional to FastCall Professional

- upgrade from FastCall Runtime to FastCall Professional

If you want to upgrade from FastCall 1.3 to FastCall 2.0, proceed to "Upgrading from FastCall 1.3 to FastCall Release 2.0."

If you want to upgrade from FastCall Promotional to FastCall Runtime or FastCall Professional, proceed to "Upgrading to FastCall Runtime or FastCall Professional."

If you want to upgrade from FastCall Runtime to FastCall Professional, proceed to "Upgrading to FastCall Runtime or FastCall Professional."

What You Need

To upgrade FastCall, you will need the following diskettes:

- FastCall Professional or FastCall Runtime (depending on the version you purchased)

- PassageWay Direct Connection Solution

- FastCall Triggers Library

- FastCall Documentation

Upgrading from FastCall 1.3 to FastCall Release 2.0

If you have FastCall 1.3, you can upgrade to FastCall Release 2.0. During the upgrade procedure, you will back up your existing FastCall 1.3 configuration files. When you upgrade from FastCall 1.3 to FastCall 2.0, all of your call rules are saved and upgraded, but they are not accessible unless you upgrade to FastCall Professional. You will lose functionality if you have FastCall Promotional or FastCall Runtime.

To upgrade to FastCall 2.0, perform the following steps:

1. Start Windows (if it is not running already).

2. Shut down all telephony applications running on your PC.

3. Open the program group that contains the FastCall icons.

4. Double-click on the FastCall Administration icon.

    The FastCall - Administration Program window appears.

5. From the File menu, select `Save Configuration` as.

    The Save Configuration dialog box appears.

6. In the Save Configuration dialog box, enter the directory to which you want to save the backup files. Do not save the files to the default directory.

7. Select the OK button.

    A dialog box appears to inform you that any configuration files in the destination directory will be overwritten.

8. Select the Yes button,

    A dialog box appears to inform you that the configuration files were saved successfully.

9. Select the OK button.

10. From the File menu, select Exit.

The FastCall - Administration Program window closes.

11. Insert the FastCall diskette into the diskette drive of your PC. Depending on your version of FastCall, this diskette will be either FastCall Professional, FastCall Runtime, or FastCall Promotional.

⇒ NOTE:
If you upgrade to FastCall Promotional or FastCall Runtime, you will be unable to access your call rules from FastCall 1.3. You must upgrade to FastCall Professional to access these call rules and have full functionality.

12. In Program Manager, select Run... from the File menu.

The Run dialog box appears.

13. Depending on the diskette drive in which you inserted the FastCall diskette, perform one of the following steps:

— If the diskette is in drive A, type **a: \setup** in the Command Line box and select the OK button.

— If the diskette is in drive B, type **b: \setup** in the Command Line box and select the OK button.

The FastCall Setup Welcome window appears:
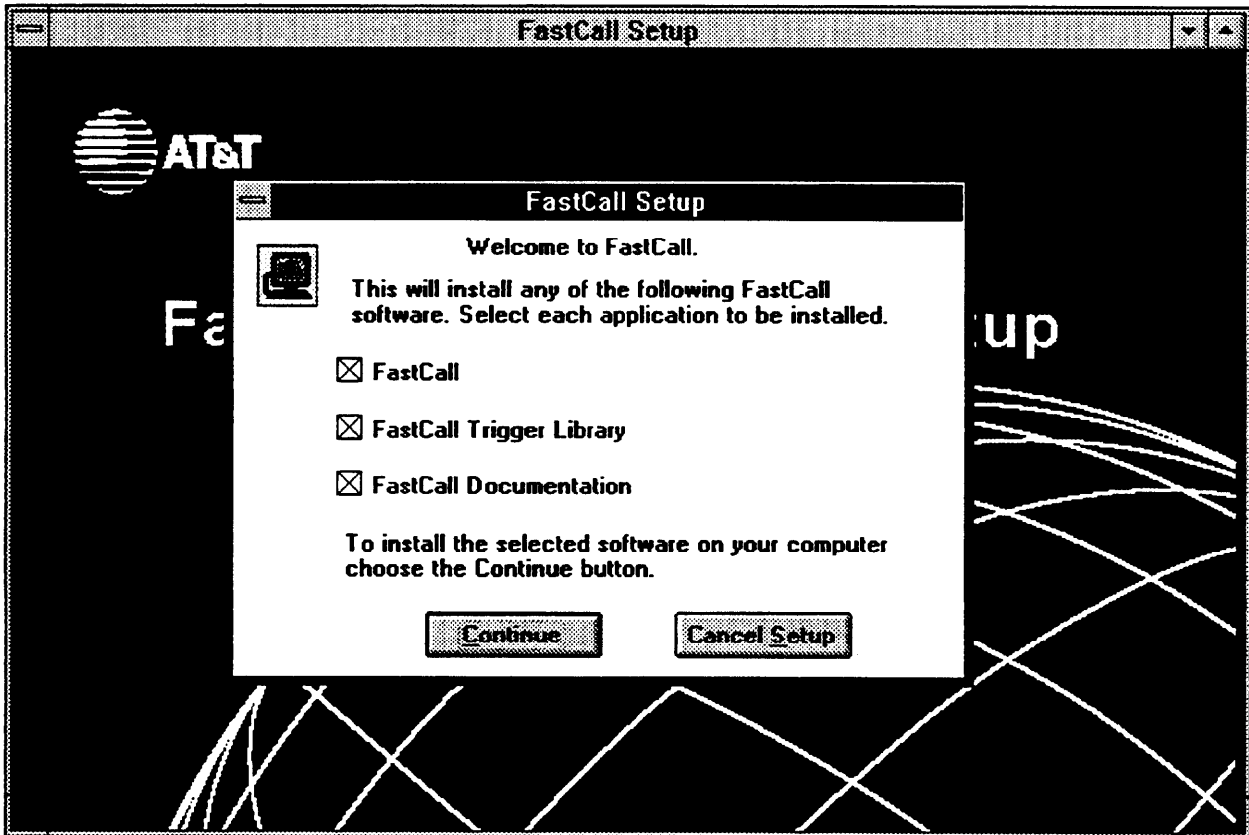
Figure 3-1. FastCall Setup Welcome Window

By default, the following software is selected for installation:

— FastCall Professional, FastCall Runtime, or FastCall Promotional (depending on the version you purchased)

— the FastCall Trigger Library

— the FastCall documentation

⇒ **NOTE:**

You must have at least 28 MB of space available on your hard disk to install all of the software. If you do not have at least 28 MB of space available on your hard disk, deselect the FastCall documentation check box.

14. Select the Continue button.

The FastCall Setup Directory dialog box appears.
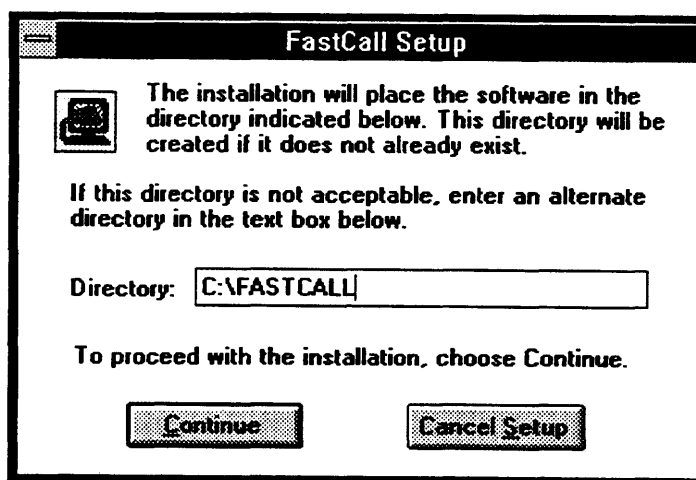
Figure 3-2. FastCall Setup Directory Dialog Box

This dialog box displays the name of the directory where the FastCall applications will be installed by default.

15. If you are upgrading to FastCall Promotional or FastCall Runtime, enter an alternative directory in the Directory box.

If you are upgrading to FastCall Professional, proceed to step 16.

16. Select the Continue button.

    If you are installing the new FastCall software into the directory containing FastCall 1.3, the following dialog box appears:
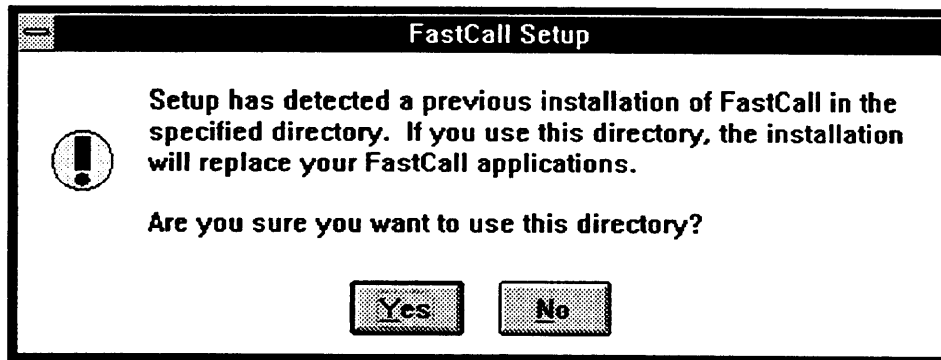
Figure 3-3. FastCall Setup Previous Installation Dialog Box

    If you select the Yes button, your existing configuration information will be saved.

    If you are not installing the FastCall software into the directory containing FastCall 1.3, the installation program copies the files from the source diskette to the destination directory. When all files have been copied, a message box appears. Proceed to step 18.

17. Select the Yes button.

    The installation program copies files from the source diskette to the destination directory. The installation program displays a message box to inform you of its status as it copies files.

    When all files have been copied, the following dialog box appears, prompting you to insert the AT&T PassageWay Application diskette:

18. Insert the diskette into the drive of your PC, and select the Continue button.

The installation program continues by copying files from the source diskette to the destination directory.

When all files have been copied, the following dialog box appears, prompting you to insert the FastCall Trigger Library diskette:
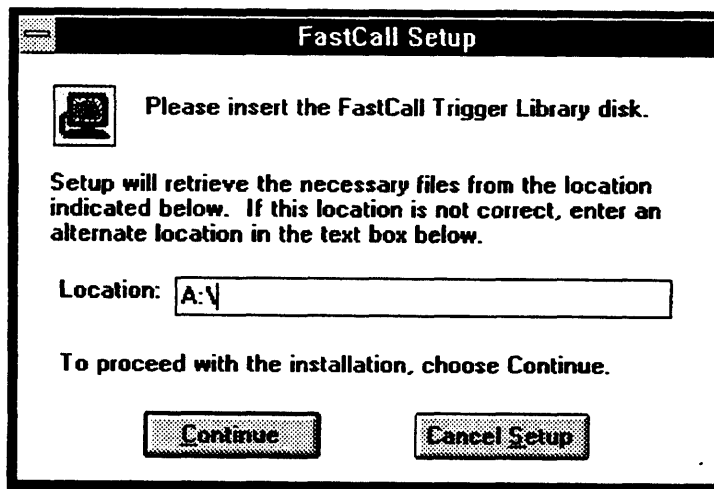
Figure 3-4. FastCall Setup Insert FastCall Trigger Library Diskette Dialog Box

19. Insert the diskette into the drive of your PC, and select the Continue button.

    A FastCall Trigger Library dialog box similar to the following appears:

Figure 3-5. FastCall Trigger Library Dialog Box

This dialog box enables you to select the application trigger(s) that you want to install on your PC. You can only install triggers for applications that are installed already on your PC.

20. Click on the application(s) that are installed on your system. If you want to install multiple triggers, hold down the CTRL key on your PC keyboard, and click the mouse on each trigger you want to install.

NOTE:

If you want to load triggers later, refer to "Importing Triggers" in Chapter 3 of the *AT&T FastCall™ Release 2.0 for Passage Way® Direct Connection Solution for DEFINITY® Communications System User's Guide.*

If you do not have any of the applications installed on your PC, proceed to step 21.

21. Select the Continue button.

The installation program continues by copying the selected trigger(s) from the source diskette to the destination directory.

⇒ **NOTE:**

If you have not installed the application you have selected to install/import or have loaded it in a path other than the default, the FastCall Trigger Library dialog box will give you the option to browse Windows for the correct path or install with the default.

When the files have been copied, the following dialog box appears, prompting you to insert the FastCall Documentation diskette:
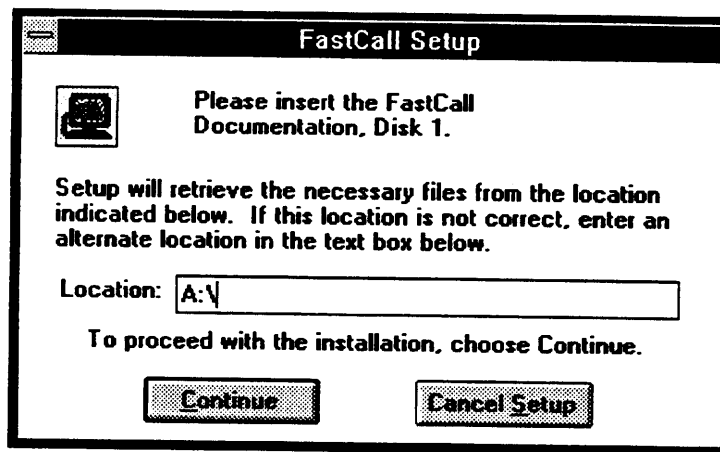
Figure 3-6. FastCall Setup Insert FastCall Documentation Diskette Dialog Box

If you did not want to install the on-line documentation (that is, you deselected the FastCall documentation check box), a message box appears, indicating that the software is successfully installed. (See Figure 3-7.) Proceed to step 23.

22. Insert disk 1 of the FastCall Documentation into the drive of your PC, and select the Continue button.

The installation program continues by copying the FastCall on-line documentation from the source diskette to the destination directory.

When prompted, continue to insert the requested FastCall Documentation diskettes.

After all files are copied, an AT&T PassageWay program group is created (if it does not already exist). This program group will contain the following icons:

- FastCall Controller
- FastCall Administration
- AT&TCall
- Log Viewer
- AT&TConnect
- FastCall Documentation
- Readme.txt

When the software is successfully installed, the following message
box appears:
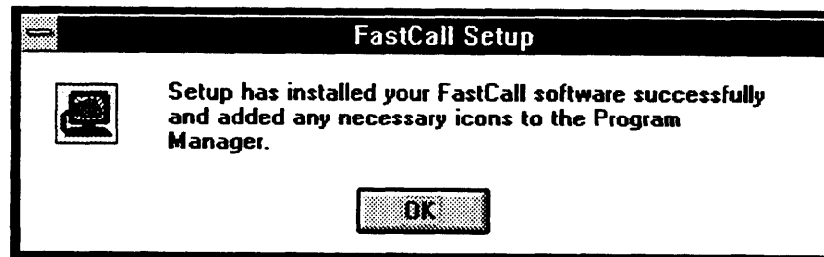
Figure 3-**7.** FastCall Setup Installation Successful Message Box

23. Select the OK button to continue.

The following dialog box appears, enabling you to view the
"readme.txt" file now.
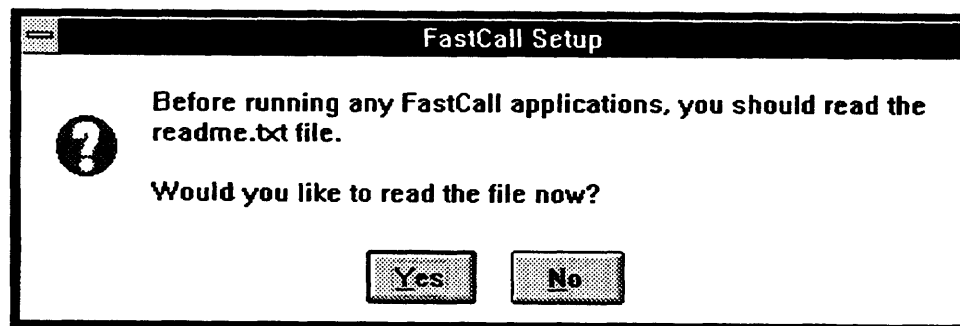
Figure 3-**8.** FastCall Setup README.TXT Dialog Box

24. Select the Yes button to read the readme.txt file.

   The Notepad - README.TXT window appears, displaying the readme.txt file.

25. When you are finished, select Exit from the File menu.

The upgrade is complete.

Proceed to Chapter 4 of this document to configure the Directory Application for FastCall.

Upgrading to FastCall Runtime or FastCall Professional

Perform the steps in this section to perform any of the following procedures:

- upgrade from FastCall Promotional to FastCall Runtime

- upgrade from FastCall Promotional to FastCall Professional

- upgrade from FastCall Runtime to FastCall Professional

Before you can perform any of these upgrade procedures, FastCall Promotional or FastCall Runtime must be installed already on your PC.

To upgrade to FastCall Runtime or FastCall Professional, perform the following steps:

1. Start Windows (if it is not running already).

2. Shut down FastCall and all other telephony applications running on your PC.

3. Insert the FastCall diskette into the diskette drive of your PC. Depending on your version of FastCall, this diskette will be either FastCall Professional or FastCall Runtime.

4. In Program Manager, select `Run. . .` from the File menu.

   The Run dialog box appears.

5. Depending on the diskette drive in which you inserted the FastCall diskette, perform one of the following steps:

   — If the diskette is in drive A, type **a: \setup** in the Command Line box and select the OK button.

   — If the diskette is in drive B, type **b: \setup** in the Command Line box and select the OK button.

The FastCall Setup Welcome window appears:
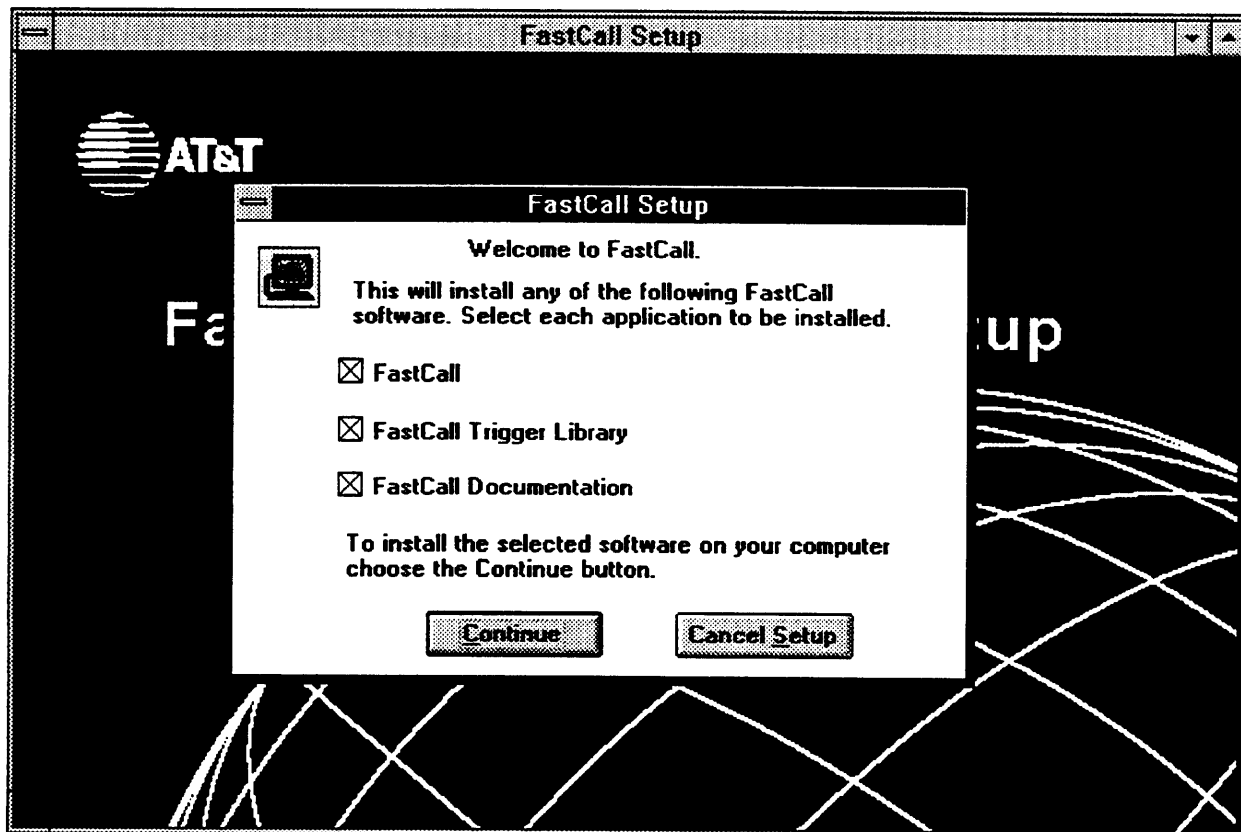
Figure 3-9. FastCall Setup Welcome Window

By default, the following software is selected for installation:

— FastCall Professional or FastCall Runtime (depending on the version you purchased)

— the FastCall Trigger Library

— the FastCall documentation

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> **⟹ NOTE:**
> You must have at least 28 MB of space available on your hard disk to install all of the software. If you do not have at least *28* MB of space available on your hard disk, deselect the FastCall documentation check box.

6. Select the Continue button.

   The FastCall Setup Directory dialog box appears.
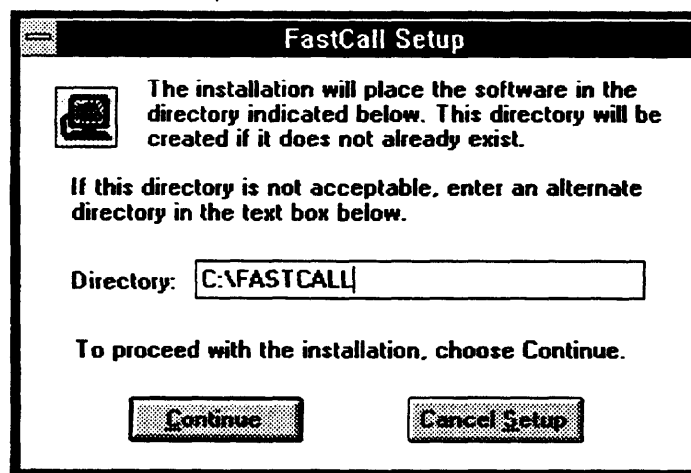
Figure 3-10. FastCall Setup Directory Dialog Box

This dialog box displays the name of the directory where the FastCall applications will be installed by default.

7. If the default directory is unacceptable, enter an alternative directory in the Directory box. Otherwise, proceed to step 8.

8. Select the Continue button.

The following dialog box appears:
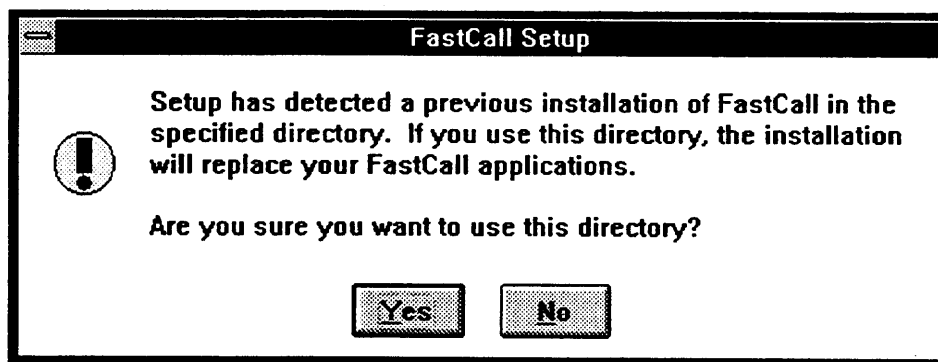
Figure 3-11. FastCall Setup Previous Installation Dialog Box

If you select the Yes button, your existing configuration information will be saved.

9. Select the Yes button.

The installation program copies files from the source diskette to the destination directory. The installation program displays a message box to inform you of its status as it copies files.

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When all files have been copied, the following message box appears:
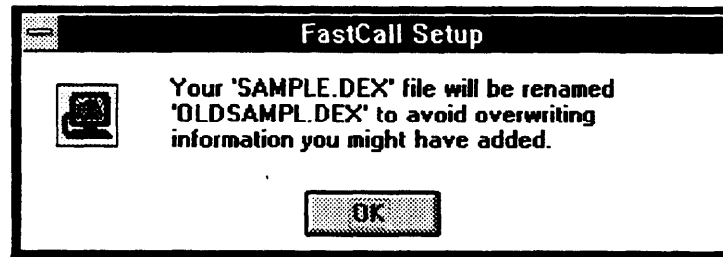
Figure 3-12. FastCall Setup SAMPLE.DEX Dialog Box

FastCall changes your existing AT&TCall file titled "sample.dex" to "oldsample.dex," and installs a new AT&TCall file titled "sample.dex."

If you are upgrading FastCall 2.0 for the second time, a dialog box appears, prompting you to rename your oldsample.dex file. If this dialog box appears, type a new name for oldsample.dex and select the OK button. Proceed to step 11.

10. Select the OK button.

A dialog box appears, prompting you to insert the AT&T PassageWay Application diskette.

11. Insert the diskette into the drive of your PC, and select the Continue button.

The installation program continues by copying files from the source diskette to the destination directory.

When all files have been copied, the following dialog box appears, prompting you to insert the FastCall Trigger Library diskette:
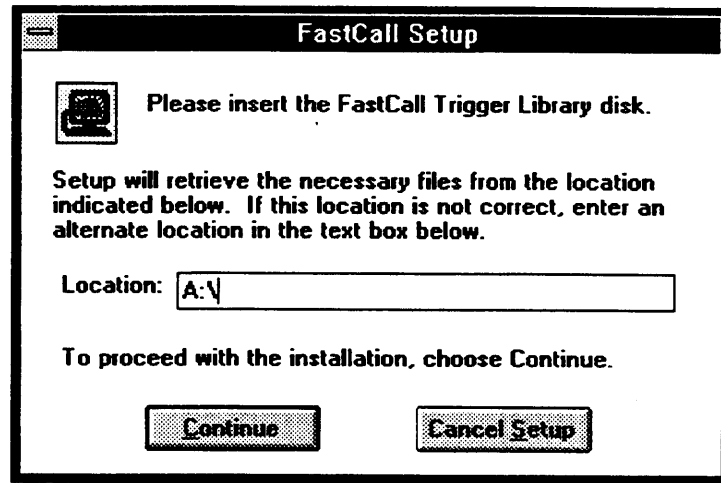
Figure 3-13. FastCall Setup Insert FastCall Trigger Library Diskette Dialog Box

12. Insert the diskette into the drive of your PC, and select the Continue button.

A FastCall Trigger Library dialog box similar to the following appears:
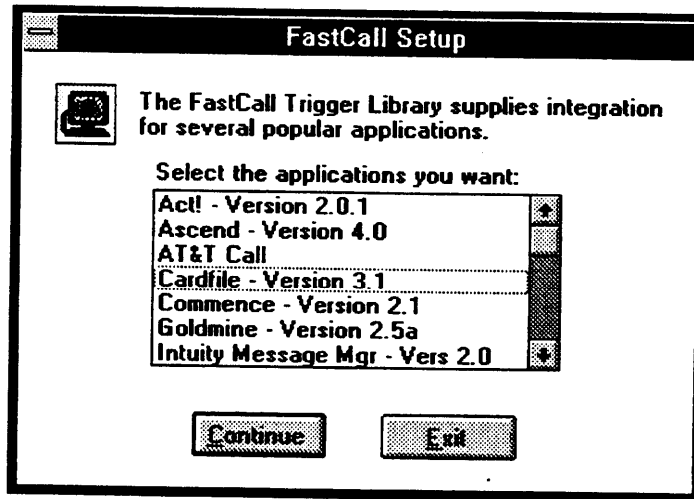
Figure 3-14. FastCall Trigger Library Dialog Box

This dialog box enables you to select the application trigger(s)that you want to install on your PC. You can only install triggers for applications that are installed already on your PC.

13. Click on the application(s) that are installed on your system. If you want to install multiple triggers, hold down the CTRL key on your PC keyboard, and click the mouse on each trigger you want to install.

> **NOTE:**
> If you want to load triggers later, refer to "Importing Triggers" in Chapter 3 of the *AT&T FastCall™ Release 2.0 for Passage Way® Direct Connection Solution for DEFINITY® Communications System User's Guide.*

If you do not have any of the applications installed on your PC, proceed to step 14.

14. Select the Continue button.

The installation program continues by copying the selected trigger(s) from the source diskette to the destination directory.

⇒ NOTE:

If you have not installed the application you have selected to install/import or have loaded it in a path other than the default, the FastCall Trigger Library dialog box will give you the option to browse Windows for the correct path or install with the default.

When the files have been copied, the following dialog box appears, prompting you to insert the FastCall Documentation diskette:
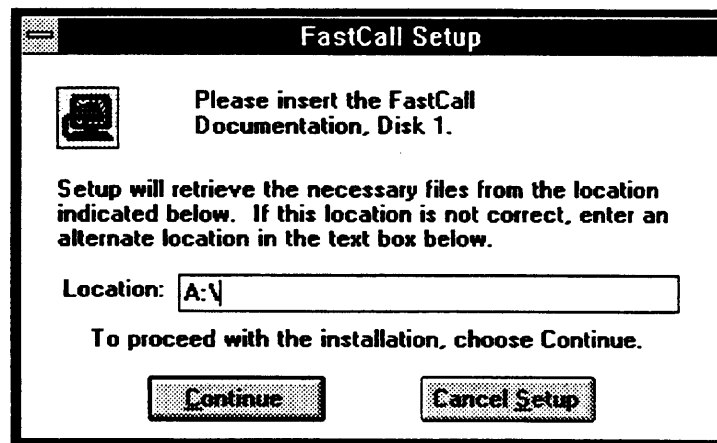
Figure 3-15. FastCall Setup Insert FastCall Documentation Diskette Dialog Box

If you did not want to install the on-line documentation (that is, you deselected the FastCall documentation check box), a message box appears, indicating that the software is successfully installed. (See Figure 3-16.) Proceed to step 16.

15. Insert disk 1 of the FastCall Documentation into the drive of your PC, and select the Continue button.

The installation program continues by copying the FastCall on-line documentation from the source diskette to the destination directory.

When prompted, continue to insert the requested FastCall Documentation diskettes.

After all files are copied, an AT&T PassageWay program group is created (if it does not already exist). This program group will contain the following icons:

- FastCall Controller
- FastCall Administration
- AT&TCall
- Log Viewer
- AT&TConnect
- FastCall Documentation
- Readme.txt

When the software is successfully installed, the following message box appears:

FastCall Setup

Setup has installed your FastCall software successfully and added any necessary icons to the Program Manager.

OK

Figure 3-16. FastCall Setup Installation Successful Message Box

16. Select the OK button to continue.

The following dialog box appears, enabling you to view the "readme.txt" file now.

FastCall Setup

Before running any FastCall applications, you should read the readme.txt file.

Would you like to read the file now?

Yes   No
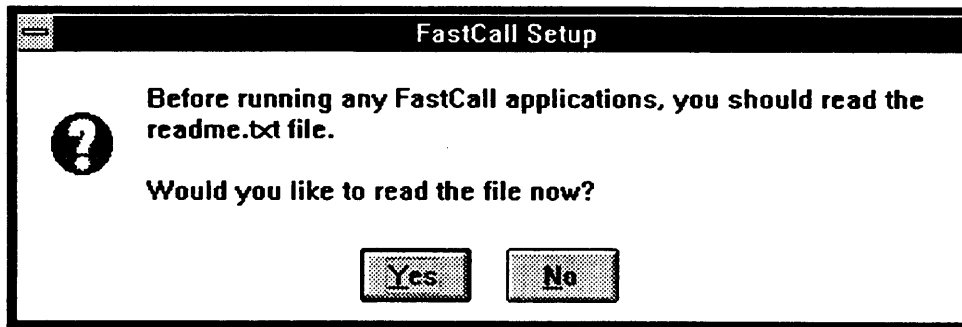
Figure 3-17. FastCall Setup README.TXT Dialog Box

17. Select the Yes button to read the readme.txt file.

    The Notepad - README.TXT window appears, displaying the readme.txt file.

18. When you are finished, select `Exit` from the File menu.

The upgrade is complete.

If you configured FastCall previously, you can start using your new version of FastCall. Otherwise, proceed to Chapter 4 of this document to configure FastCall.

Configuring FastCall

4

Overview

After you have installed FastCall, you must set some initial parameters before you can use FastCall. This chapter describes the procedures for initial setup.

The Configure FastCall dialog box (Figure 4-1) will automatically appear every time you run FastCall until you configure at least the Telephone Parameters, Outgoing Call Rules, and Directory Application. After these parameters have been configured, the Configure FastCall dialog box will no longer appear. You can reconfigure these parameters later. (Refer to Chapters 3, 4 and 5 in the *AT&T FastCall™ Release* 2.0 *for PassageWay® Direct Connection Solution for DEFINITY® Communications System User's Guide.)*
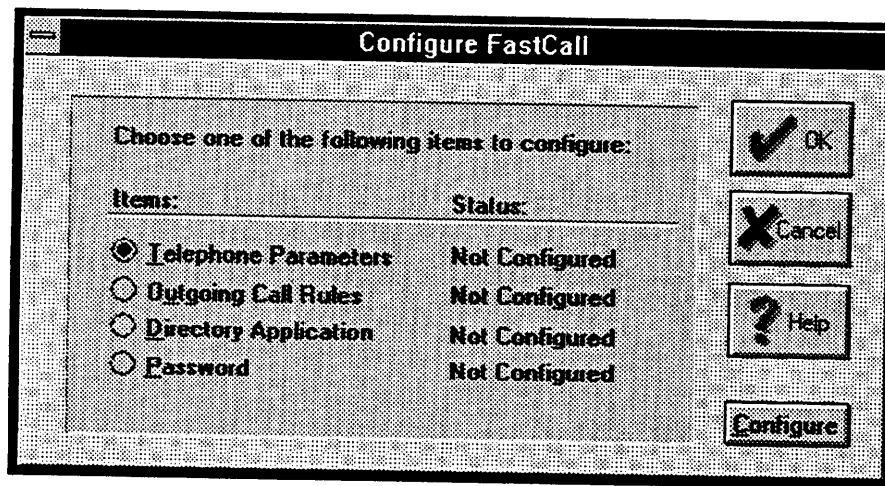
Figure 4-1. Configure FastCall Dialog Box

You can access the Configure FastCall dialog box to configure FastCall initially in any of the following ways:

- Double-click on the FastCall Controller icon in the AT&T PassageWay program group.

- Double-click on the FastCall Administration icon in the AT&T PassageWay program group.

To configure FastCall, you must perform the following steps:

1. Configure the Telephone Parameters.

2. Configure the Outgoing Call Rules.

3. Select the Directory Application.

Before configuring FastCall, you must know the following information:

- your extension number

- the extension number to which incoming calls should be redirected or forwarded in the event that the original destination is busy or invalid. (This is the Master Redirect Number.) FastCall only uses the Master Redirect Number for calls that are redirected or forwarded via call rules you create.

- the number of line appearances on your telephone

- whether your company's telephone system uses the Call Prompting feature. If your company's telephone system uses the Call Prompting feature, you must know the following information:

  — the number of the button on your telephone that is programmed to get caller input information

  — the position in your telephone display where caller input information starts (that is, the Caller Input Starting Position)

    the length of the caller input that you want FastCall to display (that is, the Caller Input Length)

  > **NOTE:**
  > Caller Input is only available in FastCall Professional.

- whether you have a CALLMASTER telephone. If you have a CALLMASTER telephone, you must know the number of the button on your telephone that you use to release or hang up calls.

the type of AT&T telephone system your company has (that is, DEFINITY Communications System G3, DEFINITY Communications System G1, System 75, DEFINITY Communications System G2, or System 85)

➡ **NOTE:**

If your company has a DEFINITY Communications System G2, contact your System Manager. Your System Manager should call the Technical Support Center to determine the position in your telephone display where the number of the calling party starts (that is, the ID/Name Start Position).

You can get this information from your System Manager.

Configuring Telephone Parameters

To configure the telephone parameters, perform the following steps:

1. In the Configure FastCall dialog box, select the Telephone Parameters option button.

2. Select the Configure button.

   The Telephone Parameters dialog box appears.
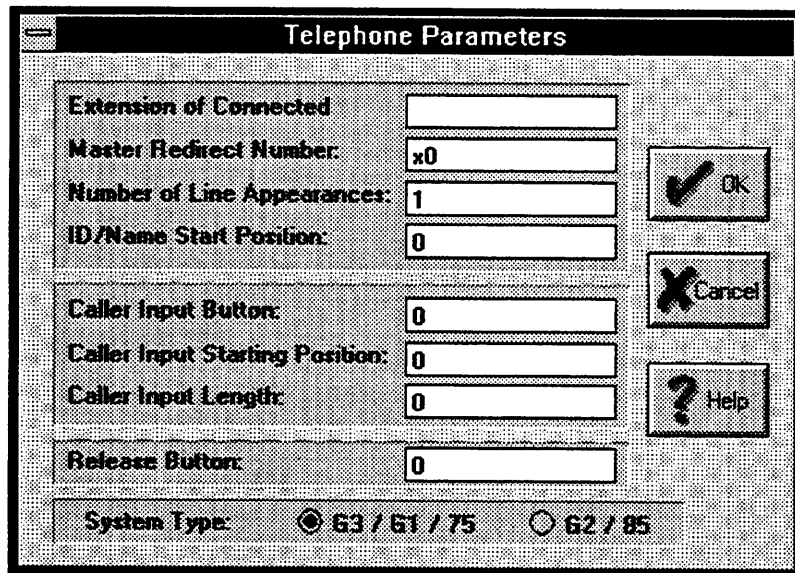
Figure 4-2. Telephone Parameters Dialog Box

3. In the Extension of Connected box, enter the extension number of your telephone.

4. In the Master Redirect Number box, enter the extension or telephone number to which calls should be forwarded when your extension is busy.

5. In the Number of Line Appearances box, enter the number of line appearances on your telephone.

6. In the ID/Name Start Position box, leave the default value of 0 unless your company has a DEFNTY Communications System G2.

> **NOTE:**
>
> If your company has a DEFINITY Communications System G2, consult your System Manager to determine the value to enter in the ID/Name Start Position box.

7. If your company's telephone system does not use the Call Prompting feature, proceed to step 8.

   If your company's telephone system uses the Call Prompting feature. perform the following steps:

   > **NOTE:**
   >
   > Caller Input is only available in FastCall Professional.

   a. In the Caller Input button box, enter the number of the button on your telephone that is programmed to get caller input information

   b. In the Caller Input Starting Position box, enter the position in your telephone display where caller input information starts.

   c. In the Caller Input Length box, enter the length of the caller input that you want FastCall to display.

8. If you have a CALLMASTER telephone, enter the number of the button on your telephone that you use to release or hang up calls in the Release Button box.

   If you do not have a CALLMASTER telephone, proceed to step 9.

9. In the System Type area, click on the option button of the type of AT&T telephone system your company has.

10. Select the OK button.

   The Telephone Parameters dialog box closes, and the Configure
   FastCall dialog box reappears.

Next, proceed to "Configuring Outgoing Call Rules."

Configuring Outgoing Call Rules

To configure the outgoing call rules, follow these steps:

1. In the Configure FastCall dialog box, select the Outgoing Call Rules option button.

2. Select the Configure button.

    The Outgoing Call Rules - North American Dialing dialog box appears.
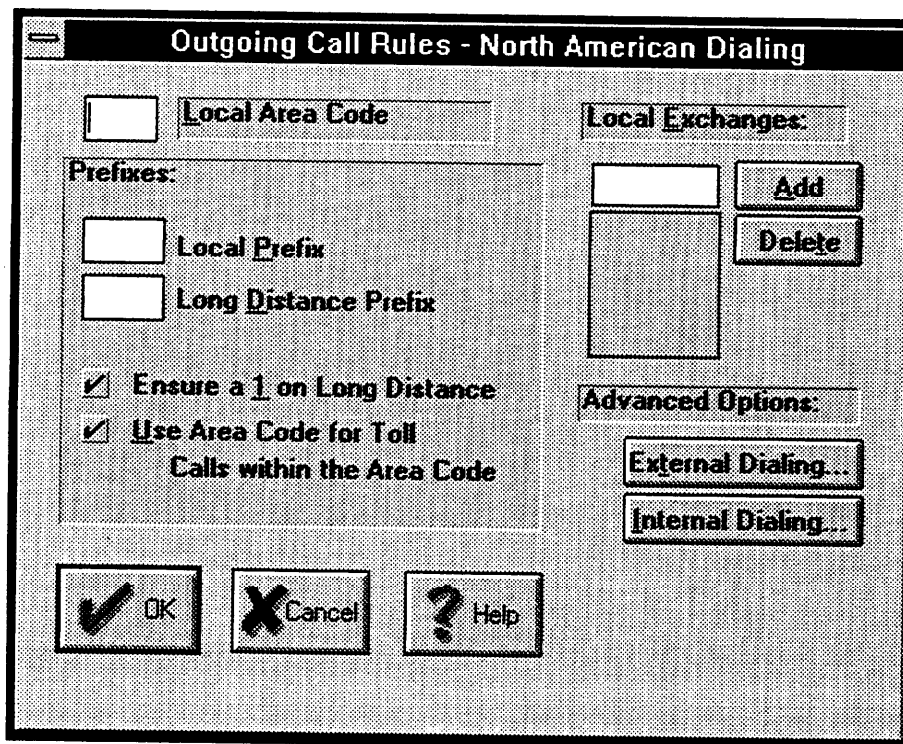
Figure 4-3. Outgoing Call Rules - North American Dialing Dialog Box

3. In the Local Area Code box, enter your local area code.

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4. In the Local Prefix box, enter the prefix you must dial to obtain an outside line before dialing local calls.

5. In the Long Distance Prefix box, enter the prefix you must dial to obtain an outside line before dialing long distance calls.

6. If it is necessary to dial "1" for long distance calls, check the Ensure a 1 on Long Distance check box.

7. If it is necessary to dial your local area code for long distance calls within the area code, check the Use Area Code for Toll Calls within the Area Code check box.

8. In the Local Exchanges box, enter all exchanges where it is unnecessary to dial "1" before making a local call. Your System Administrator will provide you with a list of these exchanges or will indicate that you should use the constant ALL instead of individual exchanges. Each exchange is entered by following these steps:

   a. Enter an exchange.

   b. Select the Add button.

      The exchange is added to the list.

9. Select the External Dialing button.

   The Advanced External Dialing Options dialog box appears.
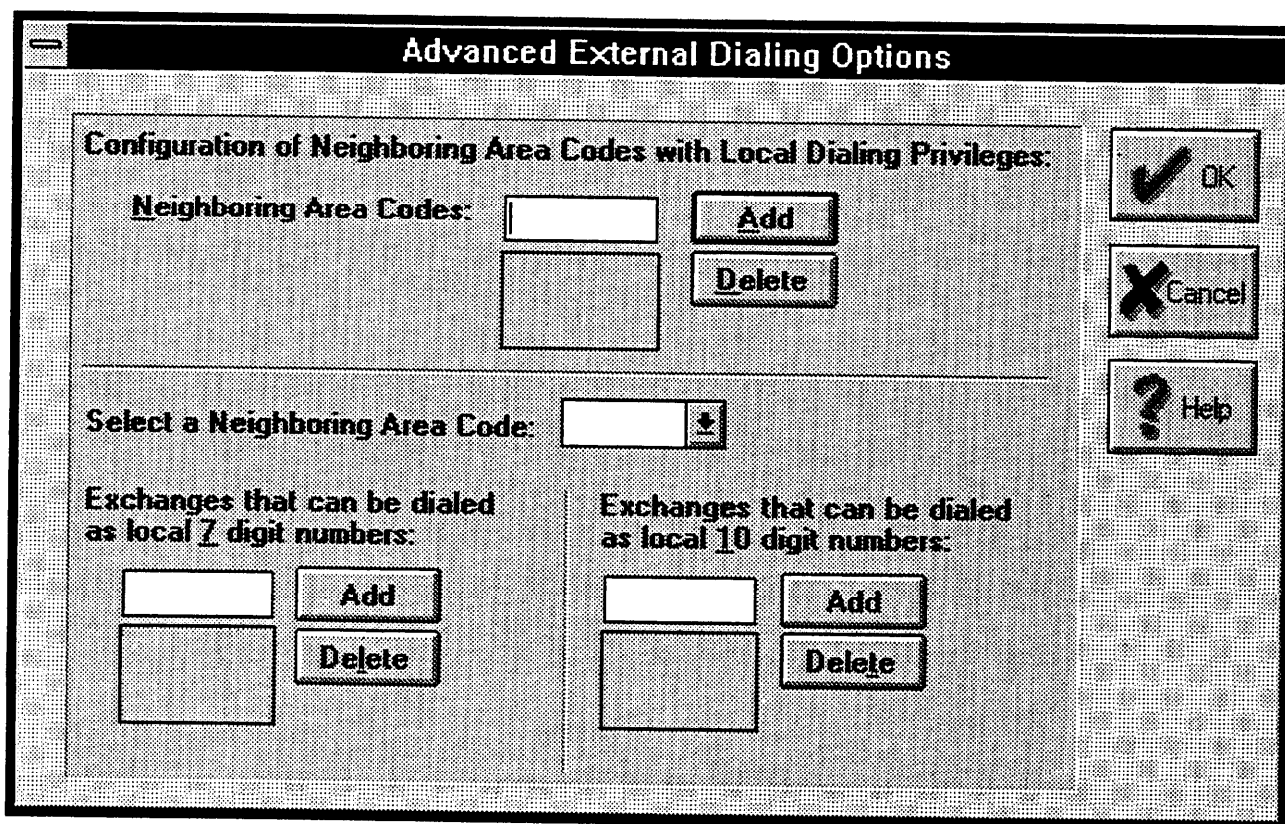
Figure 4-4. Advanced External Dialing Options Dialog Box

10. If there are any area codes where it is unnecessary to dial a "1" before the 10-digit telephone number, enter each area code in the Neighboring Area Codes box and select the Add button. You may enter a maximum of three area codes.

11. If there are any exchanges in neighboring area codes where you do not have to dial a "1" or the area code before the 7-digit telephone number, enter each exchange in the Exchanges that can be dialed as local 7-digit numbers box and select the Add button.

12. If there are any exchanges in neighboring area codes where it is unnecessary to dial a "1" before the area code and telephone number, enter each exchange in the Exchanges that can be dialed as local 10 digit numbers box and select the Add button.

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

   The Advanced External Dialing Options dialog box closes.

14. Select the Internal Dialing button in the Outgoing Call Rules - North American Dialing dialog box.

   The Advanced Internal Dialing Options dialog box appears.
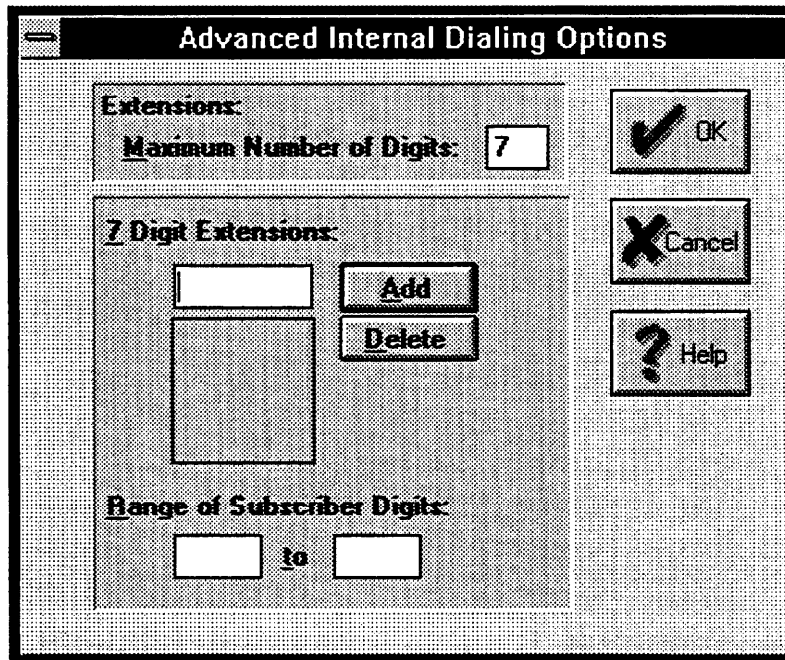
Figure 4-5. Advanced Internal Dialing Options Dialog Box

15. In the Maximum Number of Digits box, enter the maximum number of digits an internal extension in your company may have. FastCall supports extension lengths from 1 to 7 digits.

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16. If your company uses 7-digit internal extensions, perform the following steps:

   a. In the Exchanges box, enter each exchange that is used as part of 7-digit extension numbers and select the Add button.

   b. In the Range of Subscriber Digits boxes, enter the range for the last four digits of any 7-digit extensions that have been added to the Exchange list.

   If your company does not use 7-digit internal extensions, proceed to step 17.

17. When you are finished; select the OK button.

   The Advanced Internal Dialing Options dialog box closes.

18. Select the OK button.

   The Outgoing Call Rules - North American Dialing dialog box closes, and the Configure FastCall dialog box reappears.

Next, proceed to "Configuring Directory Application."

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Configuring Directory Application

To configure the directory application, follow these steps:

1. In the Configure FastCall dialog box, select the Directory Application option button.

2. Select the Configure button.

   The Directory Application dialog box appears. The default directory application, AT&TCall, will be entered in the Description field and the path to AT&TCall will be entered in the Path Name field.
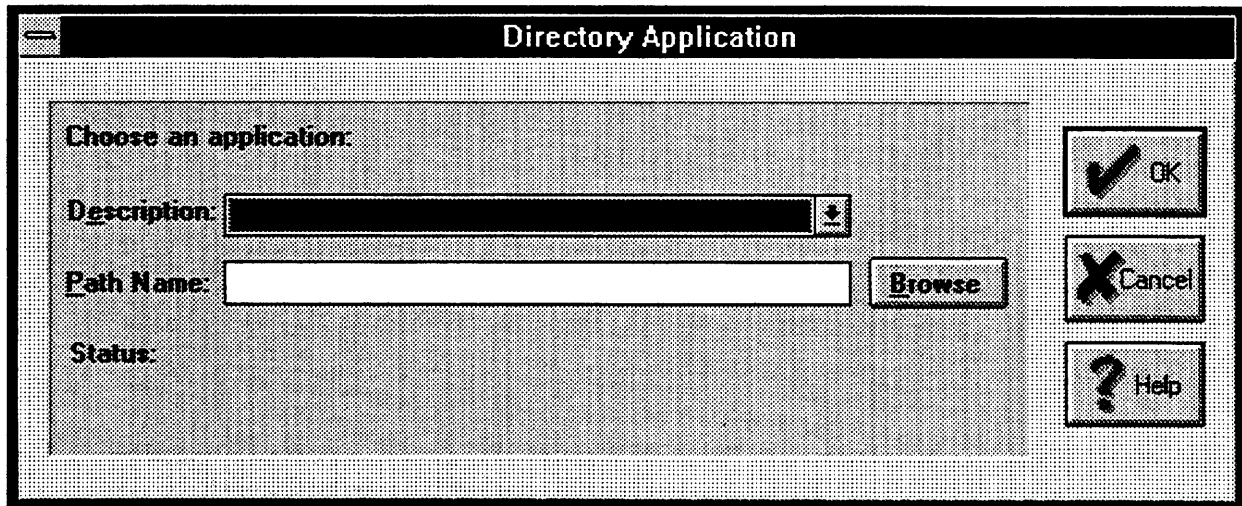
Figure 4-6. Directory Application Dialog Box

3. Select the OK button to set AT&TCall as the directory application.

   The Directory Application dialog box closes, and the Configure FastCall dialog box reappears.

4. Select the OK button in the Configure FastCall dialog box.

   The Configure FastCall dialog box closes.

5. Select Exit from the File menu to close the FastCall Administration
   program.

You can now use FastCall.

After you set the initial FastCall configuration parameters, you may wish to
configure other options to customize FastCall to your way of working.
Instructions for configuring and administering FastCall are provided in the
AT& T FastCall™ Release 2.0 for Passage Way® Direct *Connection Solution for
DEFINITY® Communications System User's Guide.*

For information on AT&TCall, Log Viewer, and AT&TConnect, refer to the *AT&T
Passage Way™ Solution for DEFINITY® Communications System User's
Guide.*

Troubleshooting

A
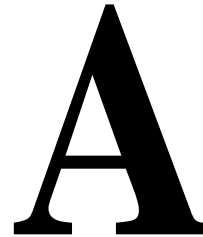
Overview

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

Problems

Problem 1: AT&TConnect will not run. It displays the message: This application requires a serial port and terminates.

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

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

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

1. Exit Windows and return to DOS.

   The DOS prompt appears.

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

3. Type *comcheck* and press ENTER.

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

   ```
   COMCheck VI.0 (c) 1993 AT&T

   Serial port detection program

   Port    Detected

   ----    --------

   COM1       Yes

   COM2       Yes

   COM3       Yes

   COM4       Yes
   ```

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 in the *AT&T PassageWay™ Solution for DEFINITY® Communications System User's Guide* for more information 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.

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

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

- Your PassageWay adapter is not connected properly to your PC serial port and/or your telephone.

- Your PassageWay adapter is not receiving power.

- AT&TConnect is administered to use a different serial port than the one to which the PassageWay adapter is connected.

- One or more cables and/or adapters are damaged, not properly attached, or not compatible with PassageWay Solution.

```
┌─────────────────────────────────────────────────────────┐
│ ▭   ██████ AT&TConnect - Communications Error ██████     │
├─────────────────────────────────────────────────────────┤
│  ┌──┐                                                     │
│  (┃!┃)   AT&TConnect cannot communicate properly with your│
│  └──┘    PassageWay adapter.                              │
│                                                           │
│   Please follow the steps below, in order, to resolve the problem: │
│                                                           │
│    1.  Verify that the adapter is present and properly connected to your │
│        telephone and PC serial port.  If the adapter is not present, you │
│        cannot use PassageWay to control your telephone, and you must │
│        press the Exit button below to exit this application. │
│                                                           │
│    2.  Verify that the LED on the PassageWay adapter is illuminated. │
│        If not, verify that the adapter is properly connected to your │
│        line port and that closet or local auxiliary power is available. │
│                                                           │
│    3.  Verify that the proper communications port number (e.g., COM1, │
│        COM2) is selected:  you may review your current settings and │
│        make changes by pressing the Port button below. │
│                                                           │
│    4.  Press the Test button to initiate AT&TConnect's adapter │
│        testing routine.  During the test, you may be prompted to │
│        inspect the adapter LED you observed in step 2. │
│                                                           │
│   If all tests complete successfully, press the Continue button to │
│   re-establish communications between AT&TConnect and the adapter. │
│   If a test failed, note the error code and consult the user │
│   documentation's "Troubleshooting" section for more information. │
│                                                           │
│   ┌─────────┐   ┌─────────┐   ┌─────────┐   ┌─────────┐   │
│   │  Port...│   │  Test   │   │ Continue│   │  Exit   │   │
│   └─────────┘   └─────────┘   └─────────┘   └─────────┘   │
└─────────────────────────────────────────────────────────┘
```

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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Failure Code -101

Meaning: The adapter test could not be completed due to insufficient memory.
Things to Try: Try closing one of more applications, then retry thje adapter test.

Failure Code -102, -103

Meaning: The adapter test could not be completed because the currently selected COM port is in use by another application.
Things to Try: Close the application that is using the designated COM port, then retry the adapter test.

Failure Code -104

Meaning: The currently selected COM port is incompatible with Passage Way Solution.
Things to Try: Try connecting your Passage Way adapter to a different COM port on your PC.

Failure Code -111

Meaning: The Passage Way adapter is not receiving power.
Things to Try:

- *If you are using an auxiliary power supply, verify that it is properly installed.*

- *If you are not using an auxiliary power supply, you will need to obtain one unless your DEFINITY system is wired to provide adjunct power to your extension (your System Manager can provide this information). Your AT&T sales representative can supply you with the proper power supply, if needed.*

Failure Code -112

Meaning: The connection between your PC's COM port and the 9-pin connector on your Passage Way adapter maybe faulty.
Things to Try:

- ■ *Verify that the connection between your PC's COM port and the Passage Way adapter is secure.*

- ■ *Verify that the COM port number you selected during the AT&TConnect setup procedure matches the number of the COM port that is physically connected to your Passage Way adapter.*

Failure Code -121

Meaning: AT&TConnect is not receiving data over the specified COM port.
Things to Try: Follow the instructions for failure code -172.

Failure Code -122, -142

Meaning: Your Passage Way adapter has reported an internal problem.
Things to Try: Contact your AT&T service representative.

Failure Code -123, -131, -141

Meaning: AT&TConnect is receiving incorrect data over the specified COM port.
Things to Try: Verify that the COM port number you selected during the AT&TConnect setup procedure matches the number of the COM port that is physically connected to your Passage Way adapter. This failure usually indicates that the specified COM port is connected to a modem or data module rather than your Passage Way adapter.

Failure Code -143

Meaning: The Passage Way adapter is not properly connected to your DEFINITY system. The adapter may also not be properly connected to your telephone.
Things to Try: Verify the connections between your Passage Way adapter and your DEFINITY system and telephone.

Failure Code -144

Meaning: The Passage Way adapter is not properly connected to your telephone.
Things to Try: Verify the connection between your Passage Way adapter and your telephone.

Failure Code -2xx

Meaning: An unexpected Windows communications error has occurred.
Things to Try: Try closing all applications except AT&TConnect and Program Manager, and then repeat the adapter test procedure.

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

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

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

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

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

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

If you encounter frequent communications errors using PassageWay Solution, your PC's current hardware configuration may not support reliable high-speed communications under Windows. Appendix B in the *AT&T PassageWay™ Solution for DEFINITY® Communications System User's Guide* for more information includes information about choosing serial port hardware that can work reliably at high speeds under Windows.

A-10

Accessing AT&TBuzz

B

Overview

This appendix describes how to access AT&TBuzz.

Accessing AT&TBuzz

To access AT&TBuzz, perform the following steps:

1. Open the AT&T PassageWay program group.

2. Select `New. . .` from the File menu in Program Manager.

   The New Program Object dialog box appears.

3. Select the Program Item option button, and select the OK button.

   The Program Item Properties dialog box appears.

4. In the Description box, type **AT&TBuzz.**

5. Select the Browse button.

   The Browse dialog box appears.

6. Select the directory that contains AT&TBuzz. The default directory is `C:\FASTCALL\BIN`.

7. Select ATTBUZZ.EXE and select the OK button.

    The Browse dialog box closes, and the command line information for AT&TBuzz appears in the Command Line box.

8. In the Working Directory box, enter the information from the Command Line box, but do not include "\ATTBUZZ."

9. Select the OK button.

    The AT&TBuzz icon appears in the AT&T PassageWay program group. Refer to the *AT&T PassageWay™ Solution for DEFINITY® Communications System User's Guide.*

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