

Supporting the *Guide Builder*™ Software for AUDIX® Systems

Part 1 — Ordering Information

How do I order the <i>Guide Builder</i> Software for AUDIX Systems?	2
Where can I call for more information?	3

Part 2 — Installation Information

What are the computer's hardware requirements?	5
What are the computer's software requirements?	6
How do I install the <i>Guide Builder</i> software?	7

Part 3 —Environmental Information

Which AUDIX systems are supported?	9
Which communications systems are supported?	10
What print or output options are available?	11

Part 4 — Troubleshooting Techniques

Run time error 3021 -- No current record	13
File-Open is grayed out on the menu bar	14
Error #482 -- Trace code PrvwPrtCk	15
Multiple run-time errors occur during launch	16



Ordering Information

How do I order the *Guide Builder* Software for AUDIX Systems?

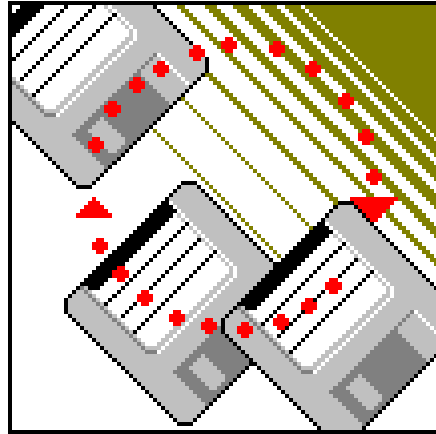
You can purchase *Guide Builder* Software for AUDIX Systems in two ways:

1. Order an INTUITY AUDIX Release 4.4 (or later) system and *Guide Builder* software is included with that order.
2. Order *Guide Builder* software separately, by calling the phone numbers below, and ordering document number **585-310-745**.
 - voice — 1 800 457-1235; international 317 361-5353
 - fax — 1 800 457-1764; international 317 361-5355

Where can I call for more information?

If you have questions about *Guide Builder* software, contact Lucent Technologies at:

- voice — 732 957-3410
- fax — 732 957-4562
- email — guidebuilder@trilogy.lucent.com



Part 2 - Installation Information

What are the computer's hardware requirements?

They are... (drum roll, please)...

- 486 or better microprocessor
- Minimum of 16 MB RAM
- Minimum of 133 MHz
- Minimum of 25 MB of disk space
- Minimum of 12" of viewable area on the screen
- Any laser printer supported by Microsoft Windows that is capable of printing graphics
- Mouse is not required, but is strongly recommended

What are the computer's software requirements?

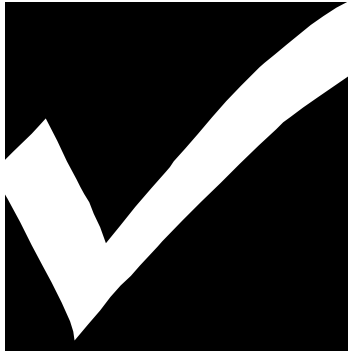
The computer must have...

- Microsoft® Windows® 3.x,
- Microsoft Windows NT®, or
- Microsoft Windows 95

How do I install the *Guide Builder* software?

Installing the *Guide Builder* software is fast and easy. Just...

1. Close any open applications
2. Access your Desktop or the Program Manager screen
3. Select **Start-Run** or **File-Run**
4. Type **a:setup**
5. Click **OK**
6. Respond to the prompts



Part 3 - Environmental Information

Which AUDIX systems are supported?

You can custom-design documents using *Guide Builder* software for the following AUDIX Systems:

- INTUITY™ AUDIX Release 4
- INTUITY AUDIX Release 3
- DEFINITY® AUDIX 3.2
- DEFINITY AUDIX 3.1
- DEFINITY AUDIX 3.0
- AUDIX R1V8
- INTUITY LODGING

Which communications systems are supported?

You can custom-design documents for any of the following switches:

- DEFINITY ECS
- MERLIN LEGEND[®] Communications System
- A non-Lucent Technologies system

What print or output options are available?

You can print documents directly from the *Guide Builder* software. Or, you can save the document as an RTF file.

The ability to create RTF files gives you several more design options than printing directly from the *Guide Builder* software. The RTF file format can be opened using any Windows package that supports RTF, including Microsoft Word and Adobe® PageMaker®. Then you can customize your documentation by:

- Using it to create a standalone help application
- Converting the information to an internal web site
- Adding your logo or corporate identity information
- Changing the document's attributes, such as font size or typeface
- Rearranging the text order; re-sorting topics to reflect the priorities of your business
- Adding, changing, or deleting information



Part 4 - Troubleshooting Techniques

Error Message in *Guide Builder* software

Run time error 3021 -- No current record

Problem:

When the user tries to launch the *Guide Builder* software, a message indicating error 3021 is displayed. This indicates that the user installed an old version of the *Guide Builder* software over an existing installation.



Resolution:

Have the user locate and double-click on the program named "update.exe". This is located in the root directory of the *Guide Builder* software application -- typically "c:\gbuilder\update.exe". The computer may beep once as it adjusts its system files. It is only necessary to run this application once.

Next, instruct the user to double-click on the normal *Guide Builder* application icon to successfully launch their software application.

Error Indication in *Guide Builder* software

File-Open is grayed out on the menu bar

Problem:

The user has installed, but cannot open, a different version of the *Guide Builder* software because *File-Open* is grayed out on the menu bar. This indicates that the user installed an old version of the *Guide Builder* software over an existing installation.



Resolution:

Have the user exit the *Guide Builder* software, then locate and double-click on the program named “update.exe”. This is located in the root directory of the *Guide Builder* software application -- typically “c:\gbuilder\update.exe”. The computer may beep once as it adjusts its system files. It is only necessary to run this application once.

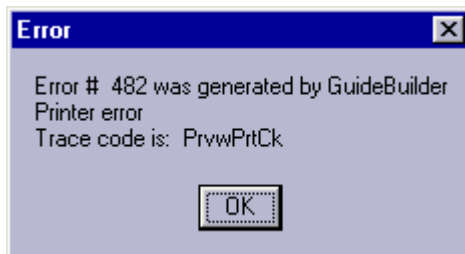
Next, instruct the user to double-click on the normal *Guide Builder* application icon to successfully launch their software application.

Error Indication in *Guide Builder* software

Error #482 -- Trace code PrvwPrtCk

Problem:

When the user attempts to queue information from the *Guide Builder* software to the printer, error #482 is displayed. This indicates that the operating system was unable to locate a default printer assignment.



Resolution:

Have the user close any running applications, reboot the computer, then launch another application (such as Microsoft Word). Use that secondary application to queue something to the default printer.

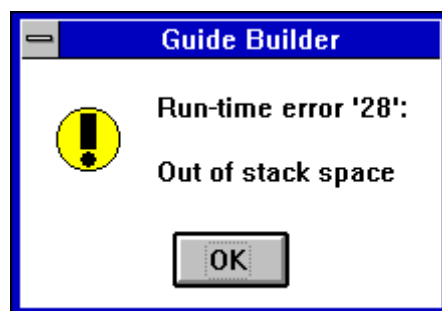
Once the user successfully prints to the default printer, have him/her relaunch the *Guide Builder* software.

Error Message in *Guide Builder* software

Multiple run-time errors occur during launch

Problem:

When the user tries to launch the *Guide Builder* software, the screen displays a series of errors. First, error 5 (*Invalid procedure call*) is displayed; followed by multiple occurrences of error 3078 (*Couldn't find input table or query 'AllHelpTips'*), then finally the appearance of error 28 (*Out of stack space*). This indicates that the user installed an old version of *Guide Builder* Software for AUDIX Systems over a newer version, then attempted to reconcile using the update program.



Resolution:

Have the user reinstall the latest version of *Guide Builder* Software for AUDIX Systems.