

About This Document

This document describes how to use ADAP, the PC-based Administration and Data Acquisition Package which allows voice mail customers to transfer data from a voice mail system to the PC for further processing. Customers can also use ADAP to modify data directly in the voice mail system subscriber database.

ADAP works with these voice mail systems:

- INTUITY AUDIX R2.0, R3.2, R3.3, R4.0 and R5.0 systems
- DEFINITY AUDIX R3.2 and earlier system versions
- AUDIX R1V8 and earlier system versions

However, the INTUITY AUDIX version of ADAP works only for INTUITY AUDIX System, and the AUDIX/DEFINITY AUDIX version works only with R1 AUDIX and DEFINITY AUDIX Systems.

ADAP gives you two ways to work with data from the voice mail database:

- The **command line language** allows programmers to download data from the voice mail system to the PC for use in customer-developed applications. Using the command line language programmers can modify also subscriber data in the voice mail system.
- **PC2AUDIX** is a a menu-driven application allowing system administrators to download data from the voice mail system to the PC and to use for generating standardized traffic and billing reports with dBASE III PLUS™ software.



NOTE:

You cannot use PC2AUDIX with INTUITY AUDIX systems.

Intended Audiences

This document contains information for the following two audiences:

- Programmers who use the ADAP command line language to:
 - Retrieve data from the voice mail system to the PC for use in customized applications
 - Modify subscriber records directly in the voice mail database
- System administrators who use PC2AUDIX to:
 - Retrieve DEFINITY AUDIX or AUDIX data to the PC
 - Generate standardized reports
 - Modify subscriber records directly in the DEFINITY AUDIX or AUDIX database

Prerequisite Skills and Knowledge

The system administrators who use the PC2AUDIX interface must know how to use a PC. Knowledge of the dBASE III PLUS database management system is helpful but not required.

Programmers who use the ADAP command line language to write application programs should have a working knowledge of the PC, the MS-DOS operating system, and the INTUITY AUDIX, DEFINITY AUDIX, or AUDIX administration screens.

Organization of This Document

This document is organized as follows:

- [Chapter 1, "Introduction"](#), describes what ADAP does and how it works, introduces the two user interfaces that can be used, and lists the voice mail administration screens supported by ADAP.
- [Chapter 2, "Installation"](#), describes ADAP installation requirements, describes the ADAP directory structure on the PC, and tells you how to install the ADAP software.
- [Chapter 3, "Using PC2AUDIX Application Programs"](#), describes how to set up and use the PC2AUDIX interface.
- [Chapter 4, "PC2AUDIX Data Retrieval"](#), describes how to verify the subscriber directory and to download database information to the PC. It also tells you how to initiate data collection on demand and schedule data collection for off-hours execution.

- [Chapter 5, "PC2AUDIX Traffic Reports"](#), describes how to produce standardized traffic reports using data that was previously retrieved from the DEFINITY AUDIX or AUDIX database.
- [Chapter 6, "PC2AUDIX Billing Reports"](#), describes how to produce standardized billing reports using data that was previously retrieved from the DEFINITY AUDIX or AUDIX database.
- [Chapter 7, "PC2AUDIX Database Searches"](#), describes how to list subscribers with bills over specified amounts, to list subscribers with usage over/under a specified amount, and to list subscriber space threshold exceptions.
- [Chapter 8, "Scheduling PC2AUDIX Data Retrieval"](#), describes how to schedule events, display and edit scheduled events, display the event log, and schedule Call Detail Recording (CDR) data retrieval when CDR is included with your AUDIX system.
- [Chapter 9, "PC2AUDIX Site Specific Data"](#), describes how to display and update information for local and remote subscribers.
- [Chapter 10, "PC2AUDIX Database Management Tools"](#), describes how to back up retrieved data, restore backed up data, and delete retrieved data from the PC.
- [Chapter 11, "Using the ADAP Command Line Language"](#), describes how to use the ADAP command line language to retrieve data from the voice mail database or to modify subscriber data in the database.
- [Chapter 12, "Command Line Database Retrieval Commands"](#), lists and describes commands that download information directly from the voice mail database for use in customer-developed applications.
- [Chapter 13, "Command Line Database Modification Commands"](#), lists and describes commands that modify subscriber information in the voice mail database.
- [Appendix A, "Troubleshooting"](#), provides possible solutions for problems that may occur while using the PC2AUDIX interface or the ADAP command line language.
- [Appendix B, "RS-232 Driver Errors"](#), lists driver error codes and instructions for interpreting them.

How to Use This Document

This document reflects the unique interests, requirements, and skill levels of the diverse audiences who use ADAP. Information is organized in Fs that meet the specific technical requirements of each audience.

If you are a programmers using the ADAP command line language, you will use the following chapters:

- [Chapter 1, "Introduction"](#)

- [Chapter 2, "Installation"](#)
- [Chapter 11, "Using the ADAP Command Line Language"](#)
- [Chapter 12, "Command Line Database Retrieval Commands"](#)
- [Chapter 13, "Command Line Database Modification Commands"](#)
- [Appendix A, "Troubleshooting"](#)

If you are a system administrator using PC2AUDIX, you will use the following chapters:

- [Chapter 1, "Introduction"](#)
- [Chapter 2, "Installation"](#)
- [Chapter 3, "Using PC2AUDIX Application Programs"](#)
- [Chapter 4, "PC2AUDIX Data Retrieval"](#)
- [Chapter 5, "PC2AUDIX Traffic Reports"](#)
- [Chapter 6, "PC2AUDIX Billing Reports"](#)
- [Chapter 7, "PC2AUDIX Database Searches"](#)
- [Chapter 8, "Scheduling PC2AUDIX Data Retrieval"](#)
- [Chapter 9, "PC2AUDIX Site Specific Data"](#)
- [Chapter 10, "PC2AUDIX Database Management Tools"](#)
- [Appendix A, "Troubleshooting"](#)

Conventions Used in This Document

The following conventions are used throughout this document:

Bold	Command names and options to be entered exactly as they are shown. Example: For the command line getdir [-v] [> ofile] enter getdir and (optionally) -v .
Italics	Variables to be replaced with literal values. Example: For <i>> ofile</i> (shown in the previous example), enter the name of the output file to receive the data.
Brackets	Optional arguments Example: For [v], entering v is optional. Each command option consists of a dash, followed immediately by a one-letter option identifier. For an identifier that requires an argument, you can insert a space between the identifier and the argument for readability, but it isn't required.
Rounded box	Encloses the name of a key that you will press. Example: RETURN
Squared box	Encloses the name of an action performed by the software program. Example: NEWLINE is a carriage return followed by a linefeed, a combined action automatically performed by the software at the end of each output record.

Trademarks and Service Marks

The following trademarks are mentioned throughout this document:

- INTUITY® is a registered trademark of Avaya Inc.
- AUDIX® is a registered trademark of Avaya Inc.
- dBASE III PLUS™ is a trademark of Ashton-Tate.
- DEFINITY® is a registered trademark of Avaya Inc.
- Microsoft® is a registered trademark of Microsoft Corporation.
- MS-DOS® is a registered trademark of Microsoft Corporation.
- UNIX® is a registered trademark of UNIX Systems Laboratories.

Related Resources

For a complete description of the screens discussed in this document, refer to the manual corresponding to your voice mail system:

- *DEFINITY AUDIX System — Screens Reference*, 585-300-211
- *AUDIX Release 1 Version 8 Forms Reference*, 585-305-209

Full instructions for using dBASE III PLUS database file structures can be found in the manuals supplied with that software package.

To order additional Avaya documents, call the Avaya Customer Information Center by dialing the toll free number (1-800-432-6600) and requesting each item by the appropriate document number.

For information about other DEFINITY AUDIX system or R1 AUDIX system documents, refer to the documentation guide corresponding to your voice mail system:

- *DEFINITY AUDIX System Documentation Guide*, 585-300-011
- *AUDIX Documentation Guide*, 585-300-011

How to Make Comments About This Document

While we have tried to make this document fit your needs, we appreciate your suggestions for its improvement. If you have any suggestions for improving this document or a similar document, please send them to us on the reader comment card. You will find the card behind the title page of this document.

If your reader comment card has been removed, please mail your comments to:

Avaya
Product Documentation Development Department
Room 22-2H15
11900 North Pecos Street
DENVER CO 80234 -2703