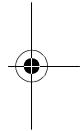
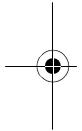




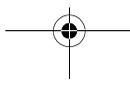
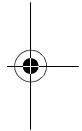
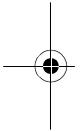
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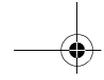
PARTNER[®] ACS R6.0 **PC Administration** Getting Started



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Issue 4
May 2003







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Issue 4

May 2003

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Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

Preventing Toll Fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there may be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

The final responsibility for securing both this system and its networked equipment rests with you – an Avaya Inc. system administrator, your telecommunications peers, and your managers. Avaya Inc. does not warrant that this product or any of its networked equipment is either immune from or will prevent either unauthorized or malicious intrusions. Avaya Inc. will not be responsible for any charges, losses, or damages that result from such intrusions. For important information regarding your system and toll fraud, see the PARTNER Customer Support Document.

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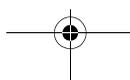
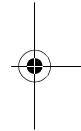
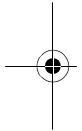
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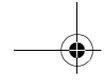
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For additional documents, refer to the PARTNER Customer Support Document.

Customer Support

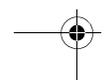
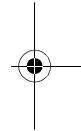
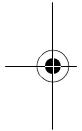
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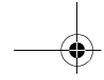
Avaya Web Page

For information about Avaya products and service, go to www.avaya.com. For product documentation for all Avaya products and related documentation for PARTNER ACS, go to www.avayadocs.com.

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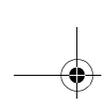
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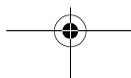
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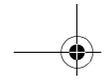
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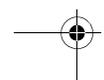
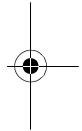
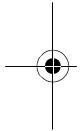
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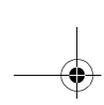
Welcome

This guide is your key to PARTNER[®] ACS R6.0 PC Administration.

Use this guide to learn:

- How to install the software
- How to connect to a PARTNER system
- The basics of the administration process
- What you can do with PC Diagnostics
- Where to find additional information





What is PARTNER ACS PC Administration?

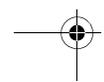
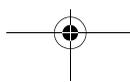
PARTNER ACS PC Administration gives you the ability to manage a PARTNER ACS R6, R5, R4, or R3 system from your PC. Among the many features it contains are ones that let you:

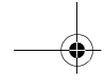
- Program the system (for example, assign outside lines)
- Program extensions (for example, program an autodial button on any extension)
- Back up and restore these and many other settings

And PARTNER ACS PC Administration gives you the ability to retrieve diagnostic information from your PARTNER ACS system, allowing you to:

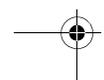
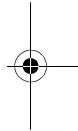
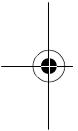
- View the type of modules installed on the PARTNER system
- Retrieve reports on system events such as error and reboots
- Identify the current version of your software
- Identify the PCMCIA cards installed in the PARTNER ACS module

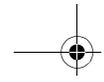
All these features are accessed through a graphical interface that is easy to learn and use. You can use PARTNER PC Administration to manage a PARTNER system locally or remotely. You can even choose to work offline and activate your changes when it's convenient.





- NOTES**
- *PARTNER PC Administration only works with PARTNER ACS Release 3.0 and later.*
 - *If you have a version of PARTNER ACS Remote (PC) Administration on your PC, you must uninstall it before installing this software.*
 - *If you have PassageWay Administration for PARTNER software on your PC, you must uninstall it before installing this software. PARTNER PC Administration replaces the old software.*
 - *To help ensure the security of the PARTNER system, you cannot recreate or change the remote administration password with this software. This must be done on the system itself. See instructions on how to change the remote administration password.*
 - *If the PARTNER system has a T1 module, you must use the PARTNER ACS PC Administration software to configure the T1 module.*





New Features in this Release

In addition to supporting all system programming and remote administration features already available in PARTNER Remote Administration Release 5.0, PARTNER ACS R6.0 PC Administration supports the following features and capabilities:

- PARTNER ACS R6, R5, R4, and R3 Support

PARTNER ACS R6.0 PC Administration provides the capability to program PARTNER ACS R6, R5, R4, and R3 systems.

- T1 Module Administration and Programming

If your PARTNER ACS R6.0 system has a T1 module, you must use PARTNER ACS R6.0 PC Administration to administer the settings of the T1 module and lines.

- Direct Inward Dialing (DID) Administration

If your PARTNER ACS R6.0 system has a T1 module, and you purchased the Direct Inward Dialing (DID) service from your T1 service provider, you must use PARTNER ACS R6.0 PC Administration to assign DID to T1 lines and "map" the DID numbers to the appropriate extensions on your PARTNER system. For information on administering the DID service, refer to the online help.

- All Lines Busy Event Administration

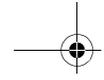
Using PARTNER ACS R6.0 PC Administration, you can administer the All Lines Busy Event feature for PARTNER ACS R6.0 systems. The All Lines Busy Event can be programmed only from PARTNER PC Administration.

- Enhanced Diagnostics

PARTNER ACS R6.0 PC Administration provides the capability to:

- identify and display details about the new T1 module in the board inventory view
- view the results of the All Lines Busy Event

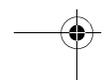
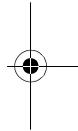
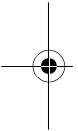




Where to Get More Information

PARTNER ACS R6.0 PC Administration contains integrated online help that can provide you with detailed information on all of the program's features. Press F1 for context-sensitive help. For more information on PARTNER administration, you can also refer to the PARTNER ACS documentation.

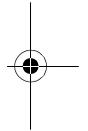
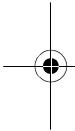
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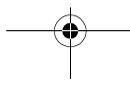


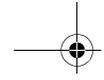
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Getting Started



12 Where to Get More Information





2 Installing the Software

Overview

This chapter explains how to install PARTNER ACS R6.0 PC Administration.

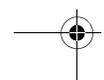
Requirements

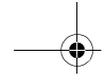
Before you install PARTNER ACS R6.0 PC Administration, make sure your PC and PARTNER system meet the requirements.

PC Requirements

PARTNER ACS R6.0 PC Administration requires an IBM-compatible PC that has:

- one of the following operating systems:
 - Microsoft® Windows® XP Professional
 - Microsoft Windows 2000 Server
 - Microsoft Windows 2000 Professional
 - Microsoft Windows NT® Server 4.0 with Service Pack 4 or later
 - Microsoft Windows NT Workstation 4.0 with Service Pack 4 or later
 - Microsoft Windows 98
 - Microsoft Windows 95
- a Pentium® processor (100 MHz or faster)
- 10 MB of free disk space



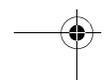
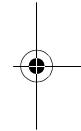
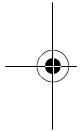


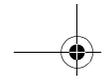
- 16 MB of RAM
- a Windows-compatible VGA monitor supporting at least 16 colors and 800 x 600 pixel screen resolution
- a Windows-compatible pointing device (for example, a mouse)
- an internal or external V.34 BIS modem (14.4 Kbps or faster)

PARTNER ACS Requirements

PARTNER ACS R6.0 PC Administration requires a PARTNER system that meets the following minimum requirements:

- PARTNER ACS Release 6, Release 5, Release 4, or Release 3
- a PARTNER Remote Access Card, which functions as a modem and backup/restore card
- a PARTNER display phone (for example, a PARTNER 34D)





Installing the Software

The PARTNER ACS R6.0 PC Administration software includes an installation program that copies the application onto your PC's hard drive. You can obtain the PARTNER ACS R6.0 PC Administration software from your PARTNER ACS dealer.

To install the software:

- 1 Start Windows Explorer.

The Windows Explorer window appears.

- 2 Locate the directory that contains the PARTNER ACS R6.0 PC Administration software, and then double-click on **setup.exe**.

The PARTNER ACS R6.0 PC Administration Setup window appears.

- 3 Respond to a series of standard Windows installation prompts.

During the installation, you can:

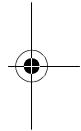
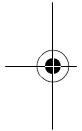
- Confirm or change the file directory where PARTNER ACS R6.0 PC Administration will be installed.
- Choose to create shortcuts that will allow you to run the application by directly clicking on a title or icon on the Start menu and/or the desktop.

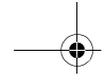
The installation program copies files to the destination directory. When the software is installed successfully, you will see an Installation Completed message.

- 4 Click on the **Next** button.

The Readme-Notepad window appears.

- 5 After reading the Readme file, select **Exit** from the File menu in the Notepad window.

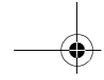




Solving Installation Errors

If you receive an error message during the installation process, check whether:

- A version of PARTNER ACS Remote (PC) Administration software is still installed on your PC. If it is, you must uninstall this program:
 - 1 Select **Programs** from the Start menu.
 - 2 Choose **PARTNER ACS Remote Administration**, and select **Uninstaller for Remote Administration**.
- You have at least 10 MB of hard disk space available. If there is not, perform one of the following steps:
 - *Free space on the designated hard drive by transferring files to another drive or deleting them from your disk.*
 - *Install PARTNER ACS R6.0 PC Administration on another drive that has at least 10 MB of free space.*
- You are using Windows XP, Windows 2000 Server/Professional, Windows 98, Windows NT 4.0 Server/Workstation, or Windows 95.



3 Overview of System Administration

Overview

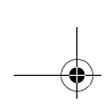
This chapter explains the basic procedures for administering a PARTNER system via PARTNER ACS R6.0 PC Administration. Refer to the online help for more detailed information.

Basic PC Administration Tasks

Managing your PARTNER system using PARTNER ACS R6.0 PC Administration involves the following tasks:

- Starting the software. (See “Starting PARTNER ACS R6.0 PC Administration” on page 19.)
- Connecting to the PARTNER system. (See “Connecting to the PARTNER System” on page 25.)
- Retrieving the system translation from the PARTNER system. (See “Retrieving the System Translation” on page 38.)
- Making changes to the system translation. (See “Working with Translations” on page 40.)
- Sending the modified system translation to the PARTNER system and then restoring (that is, activating) that system translation on the PARTNER system. (See “Sending Your Changes to the System” on page 43.)



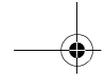


The information you retrieve from the PARTNER system is called the *system translation*. It contains the specific line, extension, button, and other custom settings for the system. Using PARTNER ACS R6.0 PC Administration, you can make changes to the translation and then send the modified translation file back to the PARTNER system.

In addition to making changes to the system translation, you can use PARTNER ACS R6.0 PC Administration to:

- Create a new translation
- Administer the date and time
- Run diagnostic reports
- Administer the T1 module
- Administer the 1600 DSL Module

NOTE ► *While the PARTNER ACS R6.0 PC Administration software is quite powerful, it does have a few limitations. You will be unable to perform a Frigid Start or print a new header on a Call Reporting (SMDR) report. Of course, you can perform these functions locally at your PARTNER system.*



Starting PARTNER ACS R6.0 PC Administration

When you first start PARTNER ACS R6.0 PC Administration, you will be prompted to specify whether you want to create a file for a PARTNER ACS R6 system, a PARTNER ACS R5 system, a PARTNER ACS R4 system, or a PARTNER ACS R3 system. An untitled file will appear on your PC's screen, indicating the PARTNER ACS release (that is, R6, R5, R4, or R3). This is the workspace where you will perform all your administration actions such as programming and editing existing translations as well as creating new translations.

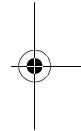
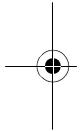
To start the program:

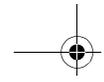
- 1 Perform one of the following steps:
 - Click on the Start menu, and select **Programs>PARTNER ACS R6.0 PC Administration>PC Administration**.

NOTE ►

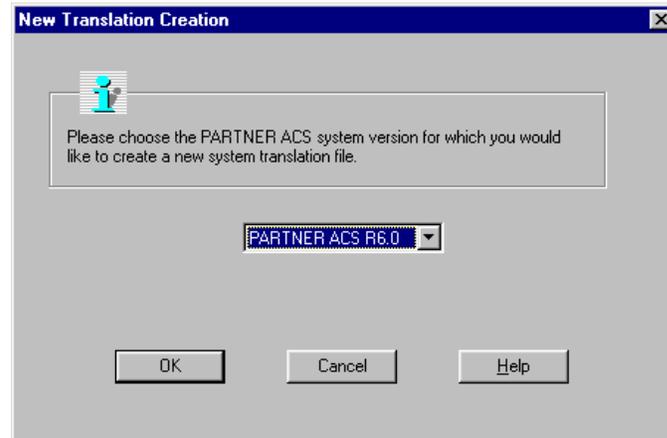
This is the default location. If you choose to save your files to an alternate location during installation, your path will be different.

- If you created a Start menu short-cut, click on the Start menu, and select **PC Administration**.
- If you created a desktop short-cut, click on the **PC Administration** icon on the desktop.





The New Translation Creation dialog box appears.



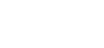
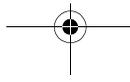
New Translation Creation Dialog Box

- 2 Choose the PARTNER system version for which you want to create a translation file.
- 3 Click the **OK** button.

The New Translation Creation Confirmation dialog box appears.

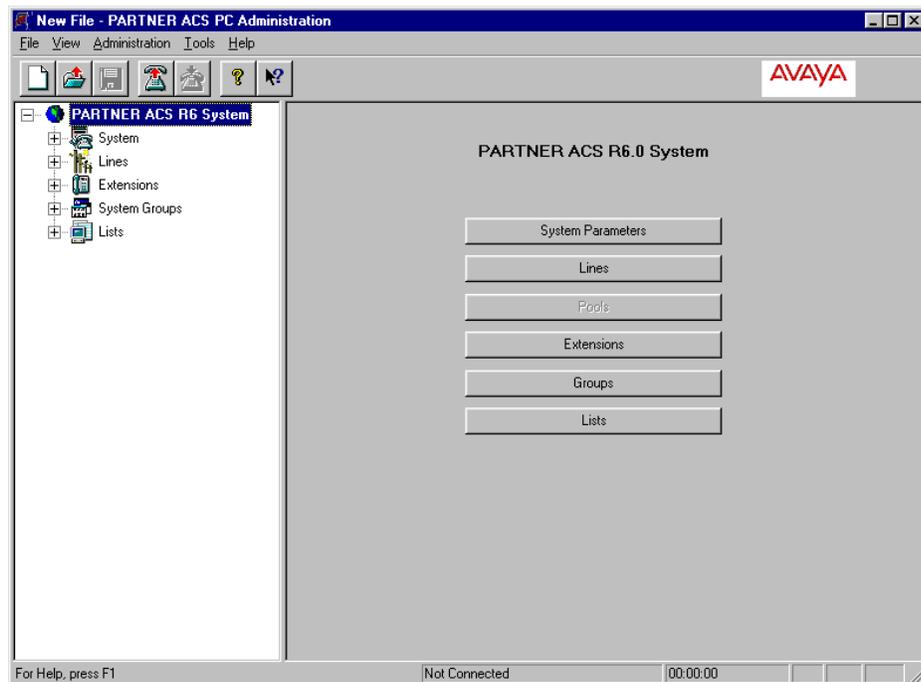
- 4 Click the **OK** button.

A new translation file for the PARTNER system you selected appears in the workspace. All of the defaults are selected in this file.



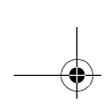
Exploring the Workspace

The workspace contains six major windows. Within each window are additional subsections where you make changes to specific functions.



PARTNER ACS R6.0 Workspace

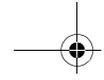
You do not need to be connected to the PARTNER system to change the system translations. After you have retrieved the system translation to your PC, you can disconnect from the PARTNER system and work off-line. If you do this, you will then need to save your changes to another file and reconnect to the PARTNER system to restore them.



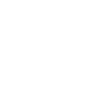
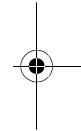
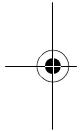
Workspace Components

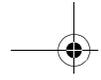
Windows	Function	Sections/Features
System Window	Global settings	<ul style="list-style-type: none"> • General Parameters • Central Office Parameters • Adjuncts (accessories you may use with the system) • Automatic System Answer (ASA) • Direct Extension Dial (DXD) • DID Mapping Table (only available for Release 6.0 systems) • T1 Parameters (only available for Release 6.0 systems) • T1 Channel Mapping (only available for Release 6.0 systems)
Lines Window	Administrative procedures for particular lines	<ul style="list-style-type: none"> • Dial Mode • Hold Disconnect Time • Ring Pattern • Group Call Distribution • Line Coverage Extensions • Voice Mail System (VMS) Hunt Properties • Pool Information (only available when the system is configured for Hybrid mode)



**Workspace Components—Continued**

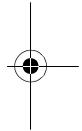
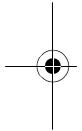
Windows	Function	Sections/Features
Pools Window	Assign lines to or remove lines from pools	NOTE: The Pools window is available only when the system is configured for Hybrid mode.
Extensions Window	Settings for specific Extensions	<ul style="list-style-type: none"> • General Parameters • Button Programming • Personal Speed Dial List • Restrictions • Group Memberships • Caller ID Information • Auxiliary Equipment • Copy Settings
System Groups Window	Specify the type of group you want to assign to different extensions and/or lines	<ul style="list-style-type: none"> • Pickup Groups • Calling Groups • Hunt Groups • Night Service Group
Lists Window	Set up the particular lists and assign to particular extensions	<ul style="list-style-type: none"> • Allowed Lists • Disallowed Lists • Emergency Numbers • Speed Dial Numbers • Forced Account Codes



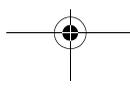


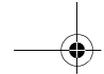
3 Overview of System Administration

Getting Started



24 Exploring the Workspace





4 Connecting to the PARTNER System

Overview

There are three methods of connecting to a PARTNER system:

- **Operator Assisted**

Use this method when the PARTNER system does not have an active Automated Attendant system or a dedicated line for the Remote Access card.

- **Automated Attendant**

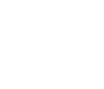
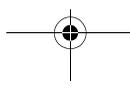
Use this method when the PARTNER system has an Automated Attendant system turned on.

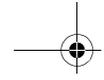
- **Direct Dial**

Use this method when you have established either of the following for the Remote Access card:

- An intercom extension (Local Direct Dial)
- A dedicated outside line (Remote Direct Dial)

NOTE ► *Regardless of the method you use, you will need a Remote Administration Password before you can connect. (For more information on creating a Remote Administration Password, see “Creating a Remote Administration Password” on page 35.)*





Operator Assisted Connection

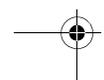
With the Operator Assisted method, you manually call the main number for the PARTNER system. The operator then transfers your call to the Remote Access card.

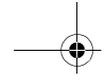
To connect to the PARTNER system via the Operator Assisted option:

- 1 On the File menu, select **Connect to PARTNER System**.
The PC Administration Dial-Up Options dialog box appears.
- 2 Click the **Operator Assisted** option button, and then click the **Next** button.
- 3 From a phone connected to the same line as the PC's modem, dial the main number for the PARTNER system.
- 4 When the operator answers, if necessary, ask for the Remote Administration Password.
- 5 Ask to be transferred to extension 76.
- 6 As soon as you hear the extension ring, click the **OK** button.
The extension will ring for about 10 seconds.
- 7 As soon as you hear the modem connect, hang up the phone.
- 8 When prompted, enter the Remote Administration Password, and then click the **OK** button.
When the connection is completed, a message box appears.
- 9 Click the **OK** button.

NOTE ► *If you are having difficulty completing an operator-assisted connection, the problem may be due to a "rough hand-off" between the voice call and the modem. With certain types of modems, it may be necessary to connect a bridging adapter to your modem to facilitate the hand-off process. A bridging adapter is plastic jack extension that plugs into a single jack and expands this outlet into a two-jack outlet.*

- *Plug a bridging adapter into the line jack on your modem.*
- *Connect both the outside line and the phone line into the bridging adapter.*





Automated Attendant Connection

With the Automated Attendant method, you connect to the Remote Access card by going through an active Automated Attendant (such as a voice mail system that automatically answers and routes the call). You can use this method after business hours or anytime the Automated Attendant is active. To use the Automated Attendant method, you must have previously established a Hunt Group for the PARTNER Remote Access card. (See “Creating a Hunt Group” on page 28 to create a Hunt Group for the PARTNER Remote Access card.)

To connect to the PARTNER system via the Automated Attendant option:

- 1 On the File menu, select **Connect to PARTNER System**.

The PC Administration Dial-Up Options dialog box appears.

- 2 Click the **Automated Attendant** option button, and then click the **Next** button.

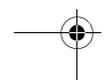
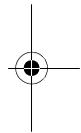
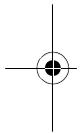
- 3 Enter the dial string:

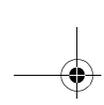
- the phone number that is answered by the Automated Attendant
- seven commas
- 77 and the single-digit Hunt Group number for the Remote Access card

- 4 When prompted, enter the Remote Administration Password, and then click the **OK** button.

When the connection is completed, a message box appears.

- 5 Click the **OK** button.





Creating a Hunt Group

To create a Hunt Group while at a PARTNER phone:

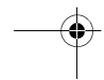
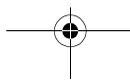
- 1 From extension 10 or 11, press **Feature** **0** **0**.
- 2 Press the left **Intercom** twice.
- 3 Enter **#505**.
- 4 At the **GROUP:** prompt, enter a group number (1-6). We recommend the number **6**.

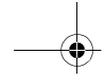
The following display appears:

HUNT GROUP 6
EXTENSION:

- 5 Enter **76**. (This is the pre-established extension number for your PARTNER modem.)
- 6 Exit programming mode by pressing **Feature** **0** **0**.

For more information about Hunt Groups, refer to the PARTNER system documentation. For more information about the location of special programming buttons on a PARTNER phone, see the PARTNER system documentation.





Direct Dial Connection

You can connect directly to the PARTNER system is one of the following ways:

- An intercom extension (Local Direct Dial)
- A dedicated outside line (Remote Direct Dial)

Direct Dial (Local) Connection

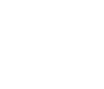
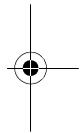
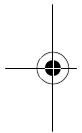
With the Direct Dial (Local) method, you call from the same location as the PARTNER system and dial an internal extension. Before you can connect to the PARTNER system via an internal extension, you must program your PARTNER system to enable your PC to place an intercom call. (See “Making Intercom Calls from Your PC” on page 30 to configure your PC to place an intercom call.)

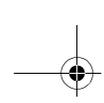
To connect to the PARTNER system via an internal extension:

- 1 On the File menu, select **Connect to PARTNER System**.

The PC Administration Dial-Up Options dialog box appears.

- 2 Click the **Direct Dial** option button, and then click the **Next** button.
- 3 Enter the intercom number for the Remote Access card (extension 76), and then click the **OK** button.
- 4 When prompted, enter the Remote Administration Password, and then click the **OK** button.
When the connection is completed, a message box appears.
- 5 Click the **OK** button.



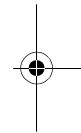
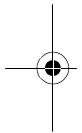


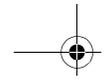
Making Intercom Calls from Your PC

Before you can connect to your PARTNER system via an intercom extension, you must perform the following steps:

- 1 Plug the line from your PC modem into an available extension port on your PARTNER ACS system.
- 2 From extension 10 or 11, press **Feature** **0** **0**.
- 3 Press the left **Intercom** twice, and then press the right **Intercom** once.
- 4 At the Extension: prompt, enter the extension number to which you connected the PC modem in Step 1.
- 5 Press **********.
- 6 Press the right **Intercom**.
The display shows Automatic Line Selection.
- 7 Press ********** to exit Automatic Line Selection.
- 8 Exit programming mode by pressing **Feature** **0** **0**.

For more information about the location of special programming buttons on a PARTNER phone, see the PARTNER system documentation.



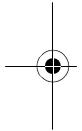


Direct Dial (Remote) Connection

With the Direct Dial (Remote) method, you dial an outside line that is assigned to the PARTNER Remote Access card. Use this method only if the system does not have an active voice messaging system. If the system does have a voice messaging system activated, use the Automated Attendant method.

To connect to the PARTNER system via an outside line:

- 1 On the File menu, select **Connect to PARTNER System**.
The PC Administration Dial-Up Options dialog box appears.
- 2 Click the **Direct Dial** option button, and then click the **Next** button.
- 3 Enter the phone number for the Remote Access card, and then click the **OK** button.
- 4 When prompted, enter the Remote Administration Password, and then click the **OK** button.
When the connection is completed, a message box appears.
- 5 Click the **OK** button.



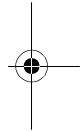
Configuring the PARTNER System for Remote Direct Dial

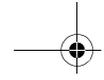
Before you can connect to the PARTNER system via an outside phone number, you must perform the following steps:

- 1 Assign the outside line to a Hunt Group.
- 2 Program the Hunt Group to ring at the modem.
- 3 Change the ringing options so the dedicated line does not ring at all the phone extensions.

To configure the PARTNER system for remote Direct Dial:

- 1 From extension 10 or 11, press **Feature 00**.
- 2 Press the left **Intercom** twice.
- 3 Enter **#206**.
- 4 At the Group: prompt, enter a group number (1-6). We recommend the number **6**.





5 At the Line prompt, enter the line number that you will be dedicating to use for remote access.

6 Enter **#505**.

7 At the Group: prompt, enter the number you entered in Step 4.

The following display appears:

HUNT GROUP 6
EXTENSION:

8 Enter **7@**. (This is the pre-established extension number for your PARTNER modem.)

9 Exit programming mode by pressing **Feature 00**.

10 From extension 10 or 11, press **Feature 00**.

11 Press the left **Intercom** twice, and then press the right **Intercom** once.

12 At the Extension: prompt, enter an extension number.

The green lights next to the line buttons show the current Line Ringing settings:

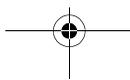
- Immediate Ring: steady light
- Delayed Ring: slow flash
- No Ring: quick flutter

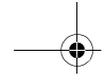
13 Press the line button until the button light is set to No Ring (quick flutter).

14 Repeat Steps 12 and 13 for all extensions except 76.

15 Exit programming mode by pressing **Feature 00**.

For more information about the location of special programming buttons on a PARTNER phone, see the PARTNER system documentation.





Solving Connection Problems

PARTNER ACS R6.0 PC Administration automatically recognizes your modem, identifying its configuration as well as the port to which it is connected. If you encounter problems using your modem or have trouble connecting:

- 1 Check that the modem on your PC is working properly by dialing into another system (such as an online service) that you know you can connect with.

Follow the steps that you have used to successfully complete the connection previously.

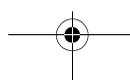
- If the modem call is completed successfully (that is, you achieve access to the destination system), then you have confirmed that the modem is working properly. However, you should also test your modem by using the Windows Phone Dialer. (See the next dashed item.)

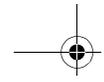
If the modem call is not completed successfully, then the problem could lie with the modem itself. (See Step 2.)

- You can test your modem by using the Windows Phone Dialer. Start Windows Phone Dialer and make a call to any telephone number. (Refer to Windows Help to make a call with Windows Phone Dialer.)

The PC will try to dial that number. If the PC gets dial tone and dials the number, you know that your modem is working properly. (See Step 3.)

- 2 Check your modem configuration in your Windows system.
 - Click on the **My Computer** icon on your desktop, select **Control Panel**, and then double-click on the **Modems** icon (Windows NT, 98, and 95) or the **Phone and Modem Options** icon (Windows 2000 and XP Professional).
 - Access the modem information for your system. (Refer to Windows Help to access the modem information.)
 - Verify that the modem information displayed corresponds to the modem you are using.





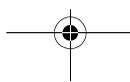
If the modem information is incorrect, you will need to reinstall your modem. Remove the modem with the incorrect information. In the Control Panel window, double-click on **Add New Hardware** and follow the prompts. You should also refer to the installation instructions that accompanied your modem.

If the modem information is correct, make sure that the port listed is the port to which your modem is actually connected.

3 Check your connection rate.

If your connection to the PARTNER system is less than 9.6 Kbps:

- a Click on the **My Computer** icon on your desktop, double-click on **Control Panel**, and then double-click on the **Modems** icon (Windows NT, 98, and 95) or the **Phone and Modems Options** icon (Windows 2000 and XP Professional).
- b Make sure the connection rate that appears in the Maximum Speed box is the highest rate that can be used by both your modem and the modem at the PARTNER system.
- c For Windows NT, 98, and 95, make sure the **Only Connect At this Speed** check box is not checked.
- d Try your call again.



Creating a Remote Administration Password

For security purposes, the Remote Administration Password is different from the System Password. The Remote Administration Password can only be created on the PARTNER system and must exist before you can connect to the PARTNER system. There is no default password.

To create a Remote Administration Password:

- 1 From extension 10 or 11, press **(Feature) 0 0**.
- 2 Press the left **(Intercom)** twice.
- 3 Enter **#730**.

The following display appears:

Remote Password
Data

- 4 Enter a password up to eight alphanumeric characters in length. Each character is established by entering two digits. (See the Character Code Table in the *PARTNER ACS Installation, Programming, Use* for additional details.)
- 5 To save the password, press **(Enter)**.

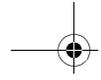
The display shows "Remote Password," confirming that the password was saved.

NOTE

*If you exit without pressing **(Enter)**, your new password will not be saved.*

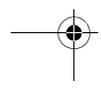
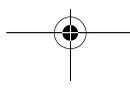
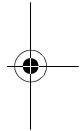
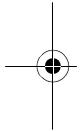
- 6 Exit programming mode by pressing **(Feature) 0 0**.

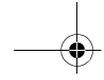
For more information about the location of special programming buttons on a PARTNER phone, see the PARTNER system documentation.



4 Connecting to the PARTNER System

Getting Started



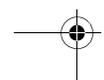
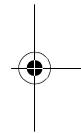
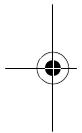


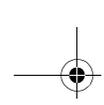
5 Working with Translations

Overview

This chapter describes how to:

- Back up the translation from the PARTNER system to the Remote Access card on the PARTNER system and retrieve that translation from the Remote Access card to your PC
- Disconnect from the PARTNER system
- Modify (edit) the translation you retrieved from the PARTNER system
- Create a new translation
- Print a translation to a text file
- Send a translation you created or modified from the PC to the Remote Access card
- Restore the translation from the Remote Access card to the PARTNER system





Retrieving the System Translation

Before you can modify your system translation, you must retrieve the current system translation from your PARTNER system. This involves the following steps:

- Connecting to the PARTNER system
- Backing up (that is, copying) the system translation from the PARTNER system to the Remote Access card on the PARTNER system
- Retrieving the system translation from the Remote Access card to your PC
- Disconnecting from the PARTNER system (optional)

To retrieve the current system translation from the PARTNER system:

1 Connect to the PARTNER system. (See “Connecting to the PARTNER System” on page 25.)

2 From the Administration menu, select **Retrieve System Information**.

The PARTNER System Information Retrieval dialog box appears

3 Make sure the **Remote Backup** check box is selected to copy the current system translation from the PARTNER system to the Remote Access card.

4 Make sure the **Retrieve System Translations** check box is selected to copy the system translation from the Remote Access card to your PC.

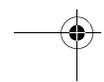
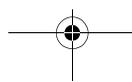
5 Click the **Next** button.

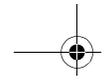
The Save As dialog box appears.

6 Select the file or enter a new name for the translation you are retrieving, and then click the **Save** button.

If the **Retrieve Maintenance Data** check box was selected, the Save As dialog box appears. Repeat Step 6 to save the maintenance information from PARTNER system to a file.

The PARTNER System Information Retrieval status box appears, showing the status of the retrieval. When the retrieval is complete, a message box appears.





- 7 Click the **OK** button.

The translation you retrieved is displayed in the PARTNER ACS R6.0 PC Administration workspace as a read-only file. See “Editing a Translation You Just Retrieved” on page 40 to modify this file.

- 8 Disconnect from the PARTNER system (optional). See “Disconnecting from the PARTNER System” on page 39.

Disconnecting from the PARTNER System

After you have retrieved the file from the PARTNER system, you can disconnect and work offline.

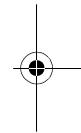
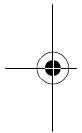
- 1 From the File menu, select **Disconnect from PARTNER System**.

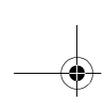
The Disconnect from PARTNER System dialog box appears.

- 2 Click the **OK** button.

A message box appears stating that the connection has been terminated.

- 3 Click the **OK** button.





Working with Translations

Within the workspace environment, you can:

- Edit a translation you have just retrieved
- Edit a translation stored on your PC
- Create a new or custom translation

NOTE ► *The changes you make to a file do not take effect on your PARTNER system until you send the information to the PARTNER system and restore the translation.*

Editing a Translation You Just Retrieved

When you retrieve a translation from the PARTNER system, the translation automatically appears in your workspace as a read-only file.

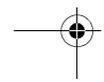
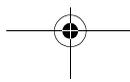
To edit a translation you just retrieved:

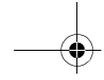
- 1 Make your changes to the file.
- 2 After you have completed your changes, select **Save As** from the File menu.

The Save As dialog box appears.

- 3 Enter the name for the file, and click the **Save** button.

At this point, you can send and restore the new translation to your PARTNER system to activate the changes.





Editing a Translation You Already Saved

To edit a translation that you have already saved:

- 1 From the File menu, select **Open**.
The Open dialog box appears.
- 2 Select the translation you want to open, and then click the **Open** button.
The selected file appears.
- 3 Make your changes to the file.
- 4 When you are finished, select **Save** from the File menu to save your changes to the file.

At this point, you can send and restore the new translation to your PARTNER system to activate the changes.

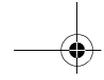
Creating a New Translation

If you are administering a new PARTNER system or several PARTNER systems, you can create a translation to be used on any or all of them. For example, a travel agency might have programming needs similar to other travel agencies. In such cases, it could be helpful to create files that are templates for such businesses (such as "Travel.xmg"). This template could be used as a starting point for other travel agencies, saving you time and providing your customer with a tested and useful profile.

To create a new translation:

- 1 From the File menu, select **New**.
The New Translation Creation dialog box appears.
- 2 Select the PARTNER system version you want to program, and then click the **OK** button.
The New Translation Creation Confirmation dialog box appears.
- 3 Click the **OK** button.
An untitled workspace appears.
- 4 Make your changes to the untitled workspace.





- 5 From the File menu, select **Save As**.

The Save As dialog box appears.

- 6 Enter the file name, and click the **Save** button.

The file name you entered appears in the title bar of the window.

At this point, you can send and restore the new translation to the PARTNER system to activate the changes.

Printing a Translation to a Text File

You can print the translations to a text file that you can view and print with any word processing software. By default, the text file is saved in the Administration folder in the directory where you installed PARTNER ACS R6.0 PC Administration.

To print a translation to text file:

- 1 From the File menu, select **Open**.

The Open dialog box appears.

- 2 Select the file you want to print, and then click the **Open** button.

The file appears in the workspace.

- 3 From the File menu, select **Print to File**.

The Save As dialog box appears.

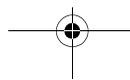
- 4 Select the folder where you want to save the text file.

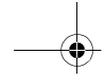
- 5 Enter the name for the text file you want to create, and then click the **Save** button.

The System Translation Print Option dialog box appears.

- 6 Select the system translation information you want to print to the text file.

- 7 Click the **OK** button.





Sending Your Changes to the System

After you have made changes to a translation and saved the file, you can send the changes to the PARTNER system and activate them. PARTNER ACS R6.0 PC Administration refers to the activation process as a “restore.”

Activating your changes on the PARTNER system is a two step process:

- 1 Sending the modified system translation file from your PC to the Remote Access card in the PARTNER system.
- 2 Restoring that system translation file from the Remote Access card to the PARTNER system.

To send a translation file to the PARTNER system:

- 1 Make sure you are connected to the PARTNER system. (See “Connecting to the PARTNER System” on page 25.)
- 2 From the Administration menu, select **Send System Information**.

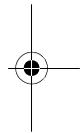
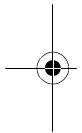
The Open dialog box appears.

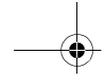
- 3 Select the translation file you want to send to the PARTNER system, and click the **Open** button.

The PARTNER System Translation Send status box appears, showing the status of the transfer. When the transfer is complete, a message box appears stating that the transfer was successful.

- 4 Click the **OK** button.

The translation file now resides on the Remote Access card in the PARTNER system. If you want the PARTNER system to use this programming, you must restore the file from the Remote Access card. See “Restoring Your Changes to the System” on page 44.





Restoring Your Changes to the System

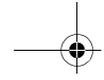
After you send the translation file to the PARTNER system, that file resides on the Remote Access card. This translation file will not be used by the PARTNER system until you “restore” it to the PARTNER system.

After the restore process is complete, you will be disconnected automatically from the PARTNER system.

NOTE ► *When you restore a translation, the PARTNER system will be out of service for several seconds. Any calls in progress will be terminated (that is, disconnected). You may want to restore a translation after business hours.*

To restore a translation file to the PARTNER system:

- 1 Make sure you are connected to the PARTNER system. (See “Connecting to the PARTNER System” on page 25.)
- 2 From the Administration menu, select **Restore System Translations**.
A message box appears stating that the restore has started and that your connection to the PARTNER system will be disconnected.
- 3 Click the **OK** button.
A message box appears stating that your connection to the PARTNER system was ended.
- 4 Click the **OK** button.



6 Administering the System Date and Time

Overview

With PARTNER ACS R6.0 PC Administration, you can change the date and time setting on your PARTNER system. You can only change the date and time setting while you are connected to the PARTNER system. The new date and time will be activated immediately. It does not require you to restore information to the system.

Viewing the Date and Time

To view the date and time settings of the PARTNER system:

- 1 Connect to the PARTNER system. (See “Connecting to the PARTNER System” on page 25.)

- 2 From the Administration menu, select **Date and Time**.

The PARTNER System Date and Time dialog box appears, showing the date and time settings for your PC.

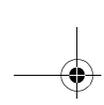
- 3 Click the **Retrieve** button.

The PARTNER System Date and Time dialog box shows the date and time settings for the PARTNER system.

- 4 When you are finished, click the **Close** button.

- 5 Disconnect from the PARTNER system (optional).





Changing the Date and Time

To change the date and time:

- 1 Connect to the PARTNER system. (See “Connecting to the PARTNER System” on page 25.)

- 2 From the Administration menu, select **Date and Time**.

The PARTNER System Date and Time dialog box appears, showing the date and time settings for your PC.

- 3 Click the **Retrieve** button.

The PARTNER System Date and Time dialog box shows the date and time settings for the PARTNER system.

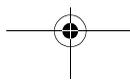
- 4 Change the date and time.

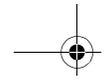
- 5 Click the **Set** button.

The new date and time are sent to the PARTNER system.

- 6 Click the **Close** button.

- 7 Disconnect from the PARTNER system (optional).





7 PC Diagnostics

Overview

Using PARTNER ACS R6.0 PC Administration, you can retrieve the following important information about the PARTNER system:

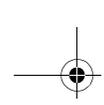
- an inventory of the system components
- a record of system events
- a record of system errors

Retrieving PARTNER Diagnostics

To retrieve diagnostic information from the PARTNER system:

- 1 Connect to the PARTNER system. (See “Connecting to the PARTNER System” on page 25.)
- 2 From the Administration menu, select **Retrieve System Information**.
The PARTNER System Information Retrieval dialog box appears.
- 3 Make sure the **Retrieve Maintenance Data** check box is selected.
- 4 If you want to view the retrieved maintenance data after it is downloaded to the PC, click the **View Maintenance Data After Retrieval** check box.
- 5 Click the **Next** button.
The Save As dialog box appears.





- 6 Select the file or enter a new name for the maintenance information you are retrieving, and then click the **Save** button.

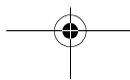
The PARTNER System Information Retrieval status box appears, showing the status of the retrieval. When the retrieval is complete, a message box appears.

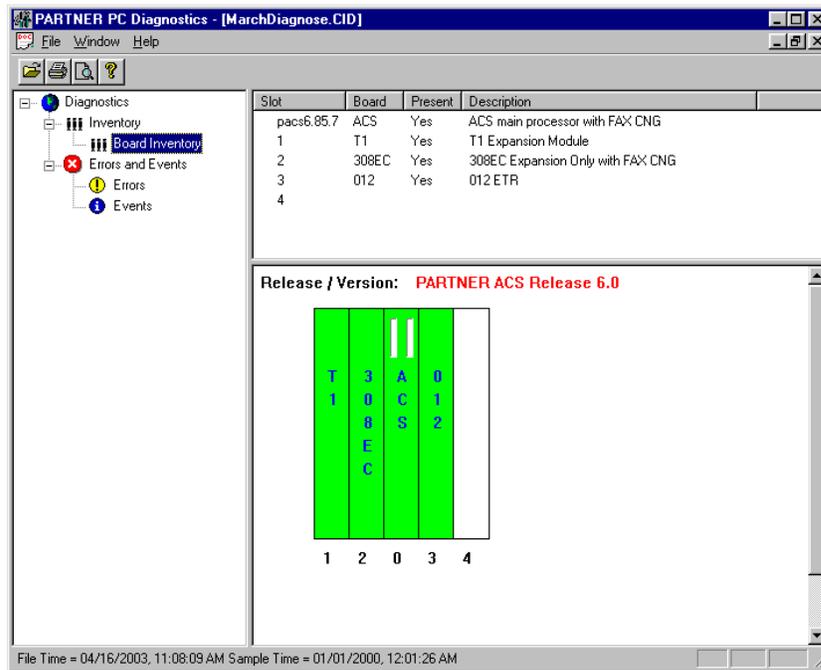
If you selected the **View Maintenance Data After Retrieval** check box, the PARTNER PC Diagnostics program launches and displays the following information:

- An inventory of the system components. (Holding the mouse over a module displays details associated with that module.)
- A record of system events
- A record of system errors

If you did not select **View Maintenance Data After Retrieval** check box, perform the following steps to view the maintenance information:

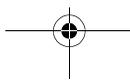
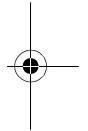
- a From the Tools menu, select **PC Diagnostics**.
The PARTNER PC Diagnostics window appears.
- b From the File menu, select **Open**.
The Open dialog box appears.
- c Select the diagnostics file you want to view.
- d Click the **Open** button.
The selected file appears.

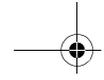




Sample PC Diagnostics File

7 Disconnect from the PARTNER system (optional).





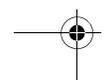
8 T1 Module Administration

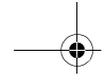
Overview

If the PARTNER ACS Release 6.0 system has a T1 module, you must use PARTNER ACS R6.0 PC Administration to:

- administer the T1 module parameters
- administer the T1 lines
- assign the Direct Inward Dialing (DID) service to T1 lines (if you purchased the DID service from your T1 service provider)
- "map" the DID numbers to the appropriate extensions on your PARTNER system (if you purchased the DID service from your T1 service provider)
- access the PARTNER T1 Module Maintenance window, which enables you to:
 - perform "real-time" maintenance tests on the T1 module
 - retrieve performance data on the T1 module

For more on how to administer the T1 module settings and lines, see the online help.





Accessing the PARTNER T1 Module Maintenance Window

From the PARTNER T1 Module Maintenance window, you can:

- perform framer loopback tests
- perform line loopback tests
- perform bit error rate tests (BERT) on a specific T1 channel or all channels
- view the results of a selected performance test
- view current and historical error/performance statistics related to the T1 circuit

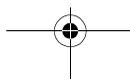
NOTE ► *Performing a loopback test or bit error rate test will disconnect all calls on the T1 lines and prevent incoming and outgoing calls on these lines until the test is completed. (All T1 lines will be "busy" during these tests.)*

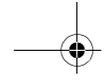
To access the PARTNER T1 Module Maintenance window:

- 1 Make sure you are connected to the PARTNER system. (See "Connecting to the PARTNER System" on page 25.)
- 2 From the Administration menu, select **T1 Module Maintenance**.

The PARTNER T1 Maintenance window appears.

See the online help for information on how to perform T1 module tests and view the results of a performance test.





9 DSL Module Administration

Overview

With PARTNER ACS R6.0 PC Administration, you can administer the DSL features of the 1600 DSL module.

Administering the DSL Module

To administer the DSL module:

- 1 Make sure you are connected to the PARTNER system. (See “Connecting to the PARTNER System” on page 25.)
- 2 From the Administration menu, select **DSL Administration**.
The PARTNER DSL Administration window appears.
- 3 Press any key on your PC keyboard.
The Enter Login ID prompt appears.
- 4 Enter your login (for example, *Supervisor*), and press the ENTER key.
The Enter Password prompt appears.
- 5 Enter your password (if necessary), and press the ENTER key.
The Main Menu appears.

You can now administer the DSL module. For information on administering the 1600 DSL module, refer to the online help or the *PARTNER Advanced Communication System 1600 Module User's Guide*.



