



AT&T

999-809-0081S
For use with 3.51 Software

**AT&T UNIX[®] PC
Telephone Manager**

User's Guide

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NOTICE

The information in this document is subject to change without notice. AT&T assumes no responsibility for any errors that may appear in this document.

This section contains important information for using Telephone Manager version 3.51. Please review this information before using the Telephone Manager, and keep it with your AT&T UNIX[®] PC Telephone Manager User's Guide. Page numbers below refer to related information in this guide.

NEW FEATURES:

- 1 Page 4-13. You can choose whether the Call Screen or the Directory appears when you open the Telephone Manager. By default, the Call Screen appears.

To change the screen that appears when you open the Telephone Manager:

- a Select |Preferences| in your Office and press <Enter>. The Preferences menu will be displayed.
- b Select |Phone Manager| and press <Enter>, showing the Telephone Manager preferences form.
- c Highlight the **First Screen Displayed** field.
- d Press <Mark> to select either the Call Screen or Directory.
- e Press <Enter> to save the change.

As before, you may press <Shift>-<Page> to move from the top of the Directory to the Call Screen, and <Page> to move from the Call Screen to the Directory.

- 2 Page 4-53. A new command, `phtoggle`, is available for selecting telephone lines. When typed from a UNIX shell,

`phtoggle <Return>`

switches telephone lines connected to the **UNIX** PC as follows:

Single-line systems

from **VOICE 1: IDLE**
to **DATA 1**

or

from **DATA 1**
to **VOICE 1: IDLE**

Two-line systems set to VOICE 1, DATA 2

from **VOICE 1: IDLE DATA 2**
to **VOICE 1: IDLE VOICE 2: IDLE**

or

from **VOICE 1: IDLE VOICE 2: IDLE**
to **VOICE 1: IDLE DATA 2**

Two-line systems set to VOICE 1, VOICE 2

from **VOICE 1: IDLE VOICE 2: IDLE**
to **VOICE 1: IDLE VOICE 2: IDLE**

or

from **VOICE 1: IDLE VOICE 2: IDLE**
to **VOICE 1: IDLE VOICE 2: IDLE**

See the AT&T UNIX PC Owner's Manual for information on how to access a UNIX shell.

- 3 Page 4-55. A new command, `phdial`, is available for placing voice calls. When typed from a UNIX shell,

`phdial nnn-nnnn <Enter>`

dials the telephone number nnn-nnnn just as if you had selected the number from your Directory. The **Take Notes on Call?** window appears, allowing you to keep a record of the call as described under "Keeping Call Notes and History" in the **Using Telephone Manager** section of this guide.

- 4 Page 4-59. **Dialing with the Telephone Icon.**

You may place voice calls from any window, not just the Call Screen or Directory, using the mouse and the new telephone icon on the left end of the status line. To use this feature:

- a Point to the telephone icon with the mouse and press <B1>. The arrow-shaped mouse pointer will change to a hand holding a magic wand.
- b With the magic wand, point to any number that appears on your UNIX PC screen and press <B1>. The Telephone Manager automatically dials the number.

To place a voice call to a number appearing anywhere on your UNIX PC screen while in a UNIX shell:

- a Using the mouse, point to the telephone icon and press <B1>. The arrow-shaped mouse pointer will change to a hand holding a magic wand.
- b Point to the number with the magic wand and press <B1>.

You may also display a picture of a dial pad and place a voice call to any number by using the telephone icon and the mouse. To use the mouse and dial pad:

- a Point to the telephone icon with the mouse and press <B1>. The magic wand appears. Press <B1> again, or press <B2> if you are not still pointing at the telephone icon. A dial pad appears, and the magic wand becomes a hand with a pointing finger as you move it over the pad.
- b With the pointing finger, point to each digit in the telephone number and press <B1>. Each digit appears at the top of the window.
- c When you have entered the complete telephone number, point to [DIAL] and press <B1>.

Three other keys are on the dial pad: [BACK], [WAIT] and [LAST #]. [BACK] works like a backspace key, and lets you correct mistakes made while entering numbers. [WAIT] causes the call to wait for a secondary dial tone before proceeding, and is shown as an equals sign (=). [LAST #] shows the last number dialed at the top of the window, which may then be redialed.

- 5 On single line systems that are set to VOICE mode, when you place a data call from the console, the Telephone Manager will automatically switch the line to DATA mode. After the data call is complete, the line switches back VOICE mode.

- 6 When you place a data call from a remote terminal connected to a UNIX PC host with a single telephone line, that line must be set up as a data line. From the remote terminal, you may use the **ptoggle** command to switch the phone line from VOICE to DATA mode (Item 2, "New Features", Page 2 of this section). You may also press [LINE SELECT] on the host UNIX PC to switch the line into DATA mode.

TECHNICAL TIPS:

- 1 Page 2-7. Ensure that all telephone lines connected to your UNIX PC are idle before you reconfigure telephone lines with the Telephone Setup form.
- 2 Page 4-33. When you use the hyphen (-) as a special dialing character to suppress call history for a telephone call, only the name and telephone number of the person dialed are suppressed. Call history information in the other fields still appear in the History List.
- 3 Page 4-59. You cannot place a data call using the magic wand or dial pad. These features can only be used to place voice calls.
- 4 Page 4-62. Allow the UNIX PC ample time for processing if you are placing a data call from the Call Screen or Directory using the autodial feature to an external modem.

- 5 Pages 4-80, 4-82. In order to print the History list, you must save the contents of this list in a file. To do this:
 - a Select the |Save History List| command or the |Save, then clear History List| warning command.
 - b Enter the name of the file that will contain the saved history list in the "Save History List" window.
 - c Press <Enter> to save this list in the Filecabinet.
 - d Return to the Filecabinet and select the saved history list.
 - e Press <Print> to print the file.

This procedure is necessary because the Print History List options found in earlier Telephone Manager releases have been removed from Version 3.51 of Telephone Manager.

Preface

Welcome to the AT&T UNIX® PC Telephone Manager User's Guide. This guide provides information on how to set up and use the **UNIX PC Telephone Manager**. This guide is organized into the following sections:

- o **Introducing Telephone Manager** describes the features of Telephone Manager and what you'll need to get started.
- o **Setting Up Telephone Manager** describes how to install the software, and how to connect and set up the telephone lines.
- o **Getting Started** provides introductory information and exercises to get you started with Telephone Manager.
- o **Using Telephone Manager** contains reference information and detailed procedures for all Telephone Manager features.
- o **Appendix A** lists suffixes for Telephone Manager file names.
- o **Glossary** contains definitions of Office and Telephone Manager terminology.

How to Proceed

You should already be familiar with the basics of the **UNIX PC**. If you're not, turn to the AT&T UNIX® PC Getting Started Guide before continuing with this guide. If you are new to **UNIX PC Telephone Manager**, begin with **Getting Started** in this guide to become acquainted with the basics. Once you've become familiar with Telephone Manager, refer to **Using Telephone Manager** for complete information about all the **UNIX PC Telephone Manager** features.

For more detailed information about using the **UNIX PC**, see the AT&T UNIX® PC Owner's Manual.

Preface

Also recommended are the guides describing terminal setup and use during data communications, which are included in your AT&T UNIX® PC Communications Management binder:

- o AT&T UNIX® PC Terminal Emulation User's Guide
- o AT&T UNIX® PC Remote Access User's Guide

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1 Introducing Telephone Manager

This guide discusses all Telephone Manager features, which let you perform the following:

- o Create a custom, on-screen directory that lets you make voice and data calls at the touch of a single key.
- o Easily manage telephone functions such as selecting a line, placing a call on hold, timing a call, disconnecting a call and automatically redialing the last number by selecting on-screen key functions.
- o Take notes on telephone calls using a "note pad" that appears automatically. These notes are easy to display and are saved in a file for future reference.
- o Keep a record of all calls. The log records the date, total time of the call, person called, and telephone number. This log is easy to display and can be stored as a file that can be used for reference or billing.
- o Send electronic mail messages. When you purchase AT&T **UNIX** PC Electronic Mail, you can send written messages from Telephone Manager to another user's **UNIX** PC when written communication is preferred.
- o Place data calls. Telephone Manager provides an easy way to set up and make data calls through the **UNIX** PC's built-in modem or by using an RS-232 serial connection (cable or modem).

Note

If you want to use Telephone Manager for data communications, you must install the AT&T Asynchronous Terminal Emulator (ATE) software or some other communications package software.

Introducing Telephone Manager

Depending on whether your **UNIX** PC telephone hardware is enabled, you might or might not be able to use all the features described in this guide:

- o If your **UNIX** PC has working telephone hardware (primarily in the United States and Canada), you can take advantage of two telephone lines. The flexible line setup procedure lets you set up the communication lines for voice and data calls.
- o If your **UNIX** PC telephone hardware is not enabled, you can still take advantage of the directory lookup and notetaking features. Your system does not, however, support communications functions.

Refer to "Identifying the Telephone Manager Hardware" in the **Setting Up Telephone Manager** section of this guide to determine whether your **UNIX** PC telephone hardware is enabled.

What You Will Need

To use **UNIX** PC Telephone Manager for voice calls, you will need a **UNIX** PC with at least one telephone line connected. To take full advantage of the Telephone Manager features, you may also want a second telephone line to use for data calls. If you plan to use Telephone Manager for data calls, you must install the AT&T Asynchronous Terminal Emulator (ATE) software or some other communications package software.

Conventions

This guide uses the following notation to simulate keys and displays that can't be duplicated in print:

Information displayed on the screen is shown in **boldfaced** type. For example:

Please login:

Information you type is shown in **boldfaced** type. For example:

Type **meeting**

Keys on the keyboard are shown enclosed in <>'s when used in procedures. For example:

<Exit>

The mouse buttons are represented as follows:

Left mouse button	<B1>
Middle mouse button	<B2>
Right mouse button	<B3>

Screen keys are enclosed in []'s. For example:

[HOLD]

Items to select (highlight) from menus are enclosed in ||'s. For example:

|Telephone|

Key combinations are represented by the two keys separated by a hyphen. For example:

<Shift>-<Call>

To type this key combination, you hold down <Shift>, press <Call>, and then release both keys.

The exit symbol in the lower-left corner of a window is shown as:

[X]

The help symbol in the upper-right corner of a window is shown as:

[?]

The symbol at the bottom of a form used to implement changes is shown as:

[OK]



Setting Up

1. The first step is to identify the problem or question that needs to be addressed. This involves understanding the context and the specific requirements of the task.

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2 Setting Up Telephone Manager

This section shows you how to install the Telephone Manager software.

Once you install the software, you can connect your telephone to your computer and connect your telephone lines. This section briefly describes how to set up and connect telephone lines.

Refer to the AT&T UNIX PC Installation Guide for complete information about connecting telephone lines. See the AT&T UNIX PC Owner's Manual for more information about setting up the lines.

Getting Ready

Before you install your Telephone Manager software, please do the following:

- o Look for **Telephone** in your Office. If it is listed, Telephone Manager software is already installed. If it is not listed, refer to "Installing Telephone Manager Software" below.

Installing Telephone Manager Software

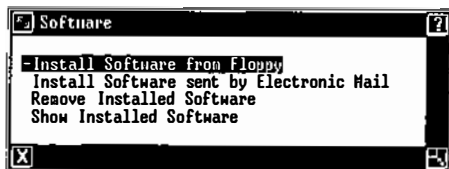
You install Telephone Manager software by using the Administration menu in the Office of any user.

To install Telephone Manager:

- 1 Select |Administration| from the Office and press <Enter>.
- 2 Select |Software Setup| from the Administration menu and press <Enter>.

Setting Up Telephone Manager

You see this Software menu:



- 3 Select |Install Software from Floppy| and press <Enter>.

A message prompts you to install the first floppy disk.

- 4 Insert the Telephone Manager floppy disk and press <Enter>.

Several messages appear briefly, followed by the message **Checking for Size file**.

The message **Install in progress** appears.

When the first part of the installation is complete, a message tells you it is safe to remove the floppy. Then messages tell you that certain files are being installed and updated.

A window appears to tell you that the installation is complete.

- 5 Remove the floppy disk and replace it in its envelope.
- 6 Press <Enter>.
- 7 Close the installation windows.

This completes the Telephone Manager software installation.

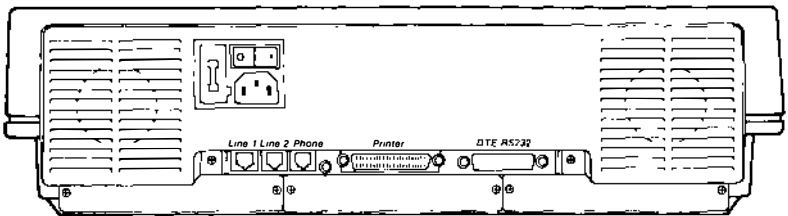
Note

If you plan to use your Telephone Manager for data communications, you must install the Asynchronous Terminal Emulation (ATE) software or some other communications package software. If you plan to install ATE, refer to the AT&T UNIX PC Terminal Emulation User's Guide for installation instructions.

Identifying the Telephone Manager Hardware

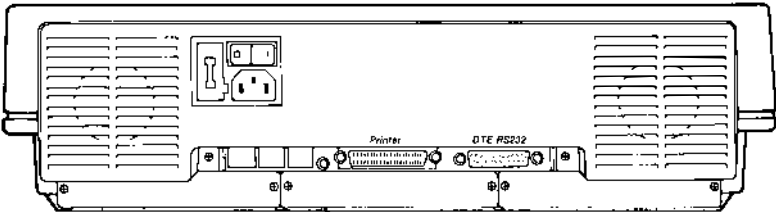
Look at the back panel of your computer to see if your UNIX PC telephone hardware is enabled:

If the back panel of your UNIX PC looks like the one shown below, with three connectors labeled Phone, Line 1, and Line 2, your telephone hardware is enabled: you can use the Telephone Manager communications features.



Setting Up Telephone Manager

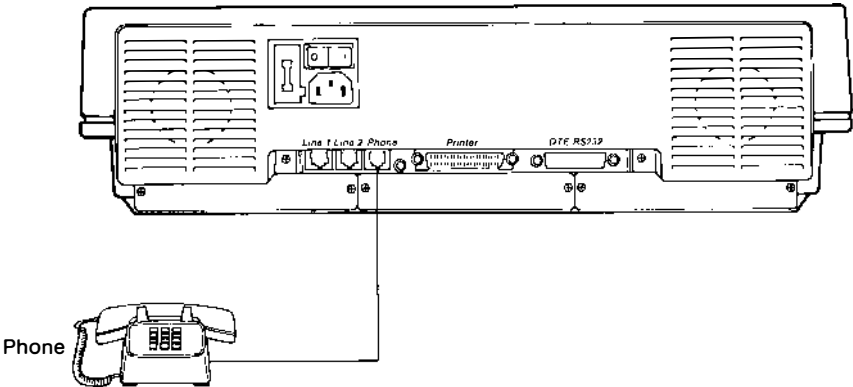
If the back panel of your **UNIX** PC looks like the one shown below, the telephone hardware is not enabled: your **UNIX** PC does not support the Telephone Manager communication features.



Connecting Telephone Lines

Although connecting the telephone lines is discussed in the AT&T UNIX PC Installation Guide, the procedures are included briefly in this guide as a checklist for making sure everything is set up correctly.

One telephone line should be connected from your telephone to the connector labeled **Phone** on your computer's back panel, as shown below:



Setting Up Telephone Manager

The line between your telephone and the connector labeled Phone forms a link between your computer and telephone.

Note

The Line 1, Line 2, and Phone connectors on the back panel are plugged if your UNIX PC telephone hardware does not support communications. Refer to "Identifying the Telephone Manager Hardware" above for a picture of your computer's back panel.

One telephone line should be connected from the connector labeled Line 1 to the wall outlet for this line. If you have two telephone lines, a second line should be connected from the connector labeled Line 2 to the wall outlet for the second line.

When one telephone line is connected, it can be used for voice calls or data calls. Telephone Manager switches the line to data or voice automatically when you place the call.

When two telephone lines are connected, both can be set up as voice lines, or line 1 can be set up as a voice line and line 2 as a data line.

Setting Up Telephone Lines

Before you can work with Telephone Manager, you need to tell the system how many telephone lines are connected, and how you will be using these lines. You set up the telephone lines from the Administration selection in the Office of install.

Although setting up the lines is discussed in the AT&T UNIX PC Owner's Manual, the procedures are included briefly in this guide as a checklist for making sure everything is set up correctly.

To set up your telephone lines:

- 1 Log in as install.

Setting Up Telephone Manager

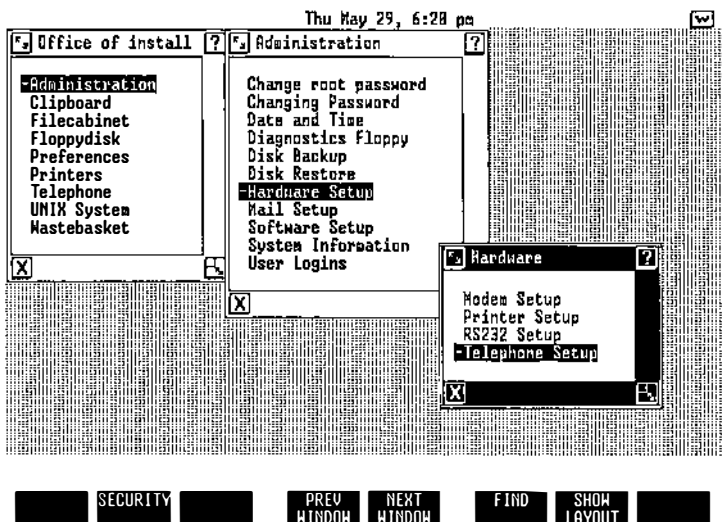
- 2 Select |Administration| from the Office and press <Enter>.

You see the Administration menu.

- 3 Select |Hardware Setup| and press <Enter>.

You see the Hardware menu.

- 4 Select |Telephone Setup|.



- 5 Press <Enter> to display the Telephone Information form:

Thu May 29, 6:21 pm

Configuration of the LINE1 and LINE2 phone ports

Telephone Information

Is a telephone line plugged into the LINE 1 port?	NO
Is LINE1 a "Touch-tone" line? (most pushbutton phones)	YES
Is LINE1 a "Keyset" line? (old phones w/lighted buttons)	NO
Does LINE1 have a "Message Waiting Feature"	NO
Is a telephone line plugged into the LINE 2 port?	NO
Will LINE2 be used For VOICE calls, or for DATA calls?	DATA
Is LINE2 a "Touch-tone" line? (most pushbutton phones)	YES
Is LINE2 a "Keyset" line? (old phones w/lighted buttons)	NO

[OK]

- 6 To answer the first question: Is a telephone line plugged into the LINE 1 port?, press <Mark> until YES appears.
- 7 If the line 1 telephone line is a touch-tone line, point to the Is LINE 1 a "Touch-tone" line? (most pushbutton phones) field and press <Mark> until YES appears.

If line 1 is an older type of telephone, with a bank of lighted buttons at the bottom for performing functions like hold and transfer, point to the Is LINE1 a "Keyset" line? (old phones w/lighted buttons) field and press <Mark> until YES appears.

- 8 If your telephone has a message waiting lamp and is connected to an AT&T Dimension or an AT&T System 75/85 business communications system (PBX), point to the Does LINE1 have a "Message Waiting Feature" field and press <Mark> until YES appears.

If you have any questions about whether your telephone line is part of a business communications (PBX) system, is a touch-tone line, or is a keyset line, ask your Telephone System Administrator.

Note

The telephone electronics on the UNIX PC are designed to work with ordinary telephones and the AT&T Dimension or System 75/85 business communications systems.

Telephone Manager may not work with other types of telephones or communications systems. Its use with these systems may result in damage to your UNIX PC.

- 9 Point to the **Is a telephone line plugged into the LINE 2 port?** field.

If you have two telephone lines connected to your UNIX PC, press <Mark> until YES appears.

If you have only one telephone line, press <Mark> until |No| appears, and then skip to step 12.

- 10 To continue setting up your second telephone line, point to the **Will LINE2 be used for VOICE calls, or for DATA calls?** field.

If you plan to use line 2 primarily for data calls to other computer systems, press <Mark> until DATA appears. You can still use the second line to make outgoing voice calls.

If you want to receive incoming voice calls on line 2 and do not plan to receive data calls, press <Mark> until VOICE appears.

- 11 Answer the remainder of the questions for line 2 as you did in step 7.
- 12 When you complete the form, press <Enter> to save your selections.
- 13 Close the Administration windows and log out of the Office of install.

Setting Up Telephone Manager

The status line at the top of the screen should now display telephone information. For example, if you have one voice line and one data line, the status line reads as shown below:

VOICE 1: IDLE

DATA 2

Fri Aug 22, 1:19 pm



Configuring the Modem

You can use the Modem Setup feature to configure the built-in modem to comply with International standards. The settings you specify are saved in a configuration file.

To set up the built-in modem for International standards:

- 1 Log in as **install**.
- 2 Select |Administration| from the Office and press <Enter>.

You see the Administration menu.

- 3 Select |Hardware Setup| and press <Enter>.

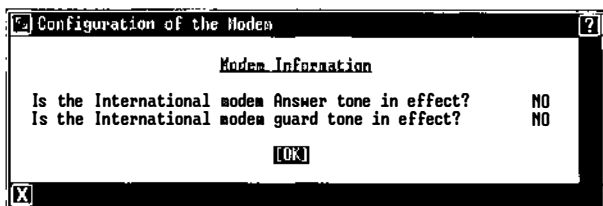
You see the Hardware menu:



- 4 Select |Modem Setup| and press <Enter>.

Setting Up Telephone Manager

You see this Modem Information menu:



- 5 First, answer the question **Is the International modem Answer tone in effect?**

If you are outside the United States, or are calling outside the U.S., press <Mark> until YES appears.

If you are calling inside the U.S., from within the U.S., keep NO selected.

- 6 Press <Return> to move the cursor to the question **Is the International modem guard tone in effect?**

Press <Mark> until YES appears to set the 1807-Hz guard tone to be compatible with the CCITT V.22 specification.

Keep **NO** selected to set the modem for Bell 212 mode.

- 7 Press <Enter> to save your selections.
- 8 Reboot the system to initialize the built-in modem with the appropriate settings.

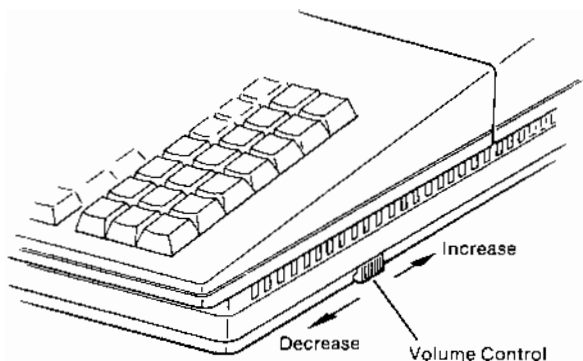
Getting Reacquainted with Your Telephone

Let's look now at some of the features of your "computerized telephone."

Audio Monitor

Your system includes an audio monitor to provide audible feedback for managing calls.

You will find a sliding volume control for the monitor on the right side of the computer base. The monitor allows you to listen for ringing, modem connection signals, and busy signals.



Slide this control away from you to increase volume.

The Status Line Display

When your **UNIX** PC power is turned on and the telephone lines are set up, you should see a telephone status line at the top of your screen. The status line should look similar to the status line shown below, depending on how you have configured your telephone lines:



DATA 2

Thu Aug 7, 9:23 am



Setting Up Telephone Manager

Use of the status line is discussed more completely later in this guide. Briefly, this display tells you whether the telephone line is in use, is on hold, has an incoming call, has a message waiting, or is idle and not being used at the moment. The status line reflects each telephone line you have connected and set up, indicating whether the line is being used as a voice line or a data line.

The status line always appears when your computer power is turned on so you can monitor and control your telephone from your computer screen.

If your computer power is turned off, you can still use your telephone.

Note

Performing a system shutdown or powering off the UNIX PC disconnects any active voice or data calls.

Getting Started

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3 Getting Started

This section introduces the basic features of **UNIX PC Telephone Manager**. Exercises are provided. The chapters in this section show you how to:

- o Open Telephone Manager
- o Place a call from the keyboard and take notes
- o Redial a number, place a call on hold, and hang up from the keyboard
- o Create and place a voice call from the directory
- o Display notes and call history
- o Close Telephone Manager

Once you are familiar with these basic operations, turn to the **Using Telephone Manager** section for more information on setting up and using your telephone directory.

Before you begin, you might want to check your telephone line connections. You'll find information on connecting and setting up your telephone in the **Setting Up Telephone Manager** section of this guide. Refer to the AT&T UNIX PC Owner's Manual if you need help turning on your system and logging in.

Note

This section applies only if your **UNIX** PC telephone hardware is enabled. If you are unsure whether your telephone hardware is enabled, refer to the "Identifying Telephone Manager Hardware" chapter in the **Setting Up Telephone Manager** section of this guide.



Opening and Using Telephone Manager

This chapter shows you how to open Telephone Manager and then describes some of the product's features.

You will find that Telephone Manager works like your other UNIX PC software products:

- o Commands and services are selected by using the mouse or arrow keys to highlight items in a window.
- o The directory windows can be reshaped and moved elsewhere on the screen to make room for other windows.
- o Windows can be suspended while you are working elsewhere, ready to be used for telephone calls at the touch of a button.
- o Information from Telephone Manager--the call log and notes--can be incorporated into other applications.

If you have not done so already, log into your computer using your own user name so you can begin creating your personal telephone directory.

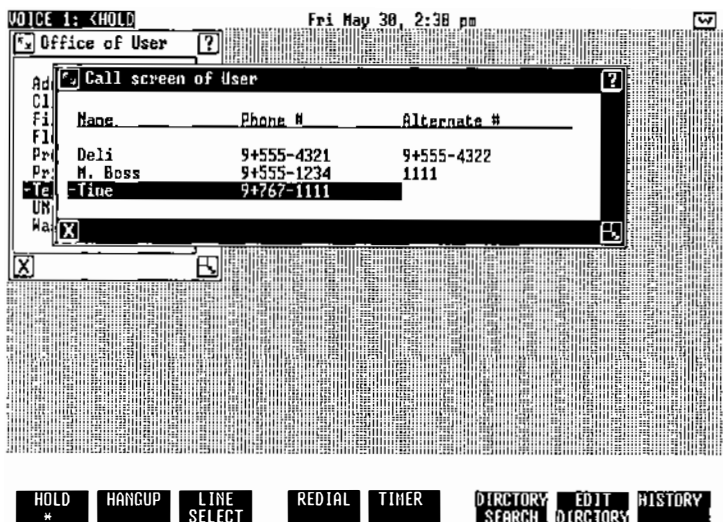
Opening Telephone Manager

To open Telephone Manager:

- > Select |Telephone| from the Office and press <Enter>.

Opening and Using Telephone Manager

You see the Call screen and Telephone Manager screen keys:



Using Telephone Manager

Telephone Manager uses all three parts of the work area. It uses the status line to show you how the telephone lines are set up and what each line is doing. Your directory appears in the main work area. The Telephone Manager screen keys appear at the bottom of the screen. They display the functions you can use with Telephone Manager. Each part is described in more detail below.

Status Line

The top line of your screen displays the telephone line status:

DATA 2

Fri May 30, 11:16 am

W

The status line is always displayed. If you do not see the telephone information in the status line, you need to connect and set up your telephone lines (refer to the **Setting Up Telephone Manager** section).

If you have two telephone lines, one of the line indicators is highlighted to indicate that the line is currently selected.

The word **IDLE** following **VOICE 1:** indicates that line 1 currently has no telephone activity.

Call Screen and Directory

The Call screen appears whenever Telephone Manager is opened. It holds a list of up to 15 directory entries, typically your most frequently called numbers. The Directory holds an unlimited number of entries, including those in the Call screen.

Initially, the entries in the Directory are arranged by name, telephone number, and alternate telephone number. "Arranging and Printing the Directory" in the **Using Telephone Manager** section of this guide contains information on how to rearrange this display. (Note that both the Call screen and Directory are referred to generally as directories in this guide.)

You can dial an entry in a directory by selecting the entry and then pressing the Enter key.

Opening and Using Telephone Manager

Screen Keys

The Telephone Manager screen keys let you perform telephone functions. Some screen keys, such as EDIT DIRECTORY, display a window from which you select other activities, such as **Create data entry**. Other screen keys perform one specific function. For example, pressing the HOLD key places a call on hold.

You can also use the function keys, which correspond to the screen keys, to dial telephone numbers.

Subsequent chapters show you how to use some of the screen keys. The Telephone Manager screen keys are described more completely in the **Using Telephone Manager** section of this guide.

Using the Telephone

You can use the telephone connected to your **UNIX** PC as you use any other telephone, but you will find that Telephone Manager lets you use your telephone more efficiently.

Telephone Manager displays screen keys that help you manage your calls by letting you place a call on hold, disconnect a call, select the other telephone line, and redial the last number.

Additionally, when you place a call from your computer, you are given the option of taking notes on the call. The call is also logged, so you have a record of the date, time, number called, and length of the call.

This chapter shows you how to place a call from your computer using the keyboard and explains how to take notes. It also shows you how to use the REDIAL, HOLD, and HANGUP screen keys.

Arrange to make some practice calls with another **UNIX** PC user, or read through this chapter and use the information to place a call you were planning to make anyway.

Placing a Call from the Keyboard

One way to dial a call using Telephone Manager is to type the telephone number at the keyboard. Try this now:

- > If Telephone Manager is not already open, select |Telephone| from the Office and press <Enter>.

You see the Call screen.

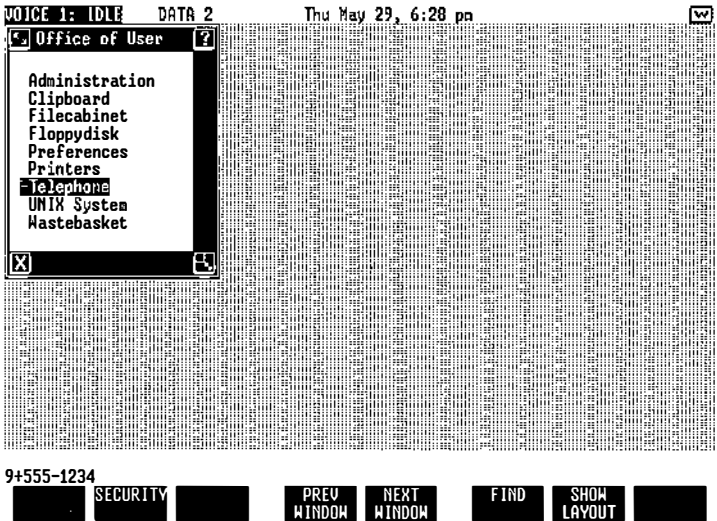
- > Type a telephone number using the number keys on the top row of the alphanumeric keyboard.

If you are dialing from an office telephone system (PBX), a line access number and a + preceding a telephone number gain access to the outside line.

Using the Telephone

For example: 9+555-1234.

The telephone number appears on the command line, as shown below:



- > Press the <Enter> key to dial the number.
- > Listen for the sound of dialing from the telephone monitor.

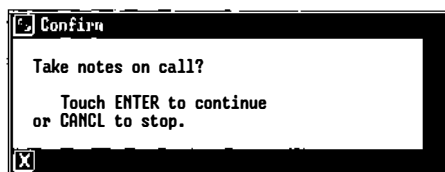
If you do not hear anything, use the volume control on the right side of the computer base to adjust the monitor volume. (Refer to the Setting Up Telephone Manager section for the location of this control.)

Watch the telephone status line at the top of the screen. It should show ACTIVE.

- > Pick up the telephone handset as you would with a manual call.

A Dialing message appears on the message line.

The **Take notes on call?** prompt appears as shown below:



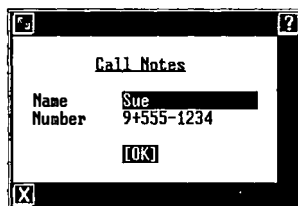
Taking Call Notes

When the prompt appears, you can type some notes about your call:

- > Press <Enter>.

The Call Notes form appears. The telephone number you typed on the command line appears in the **Number** field.

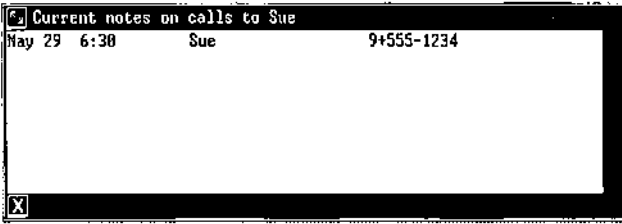
- > In the **Name** field, type the name of the person you are calling, Sue, for example.



- > Press <Enter> to save this information.

Using the Telephone

You see the Current notes form, which lists the date, time, name of the person you are calling, and telephone number:



The cursor appears below this line to indicate where you begin typing your note. You will probably find it easiest to type the notes as soon as you complete the call.

- > At the end of the call, replace the handset.
- > Complete your notes about the call.

Your notes could include any information: a reminder, a meeting date, or a report on the subject of the call. For now, just type a simple note.

- > When you finish typing your note, press <Exit> to close the Call notes form.

The **Take notes on Call?** prompt disappears after a few moments if you don't press the Enter key. You can, however, still take notes on a telephone call after completing the call:

- > From the Call screen, press <Cmd> to display the Telephone Commands menu.
- > Select **Take notes on call** and press <Enter> to display the Call notes form.
- > Fill in the **Name** and **Number** fields in the Call notes form.

- > Press <Enter> to display the Current notes form.
- > Complete your notes about the call.
- > Press <Exit> to close the Call notes form.

Next you will make another telephone call and try some of the screen keys.

Using the REDIAL Screen Key

The last telephone number you dialed from the computer is stored in a special memory area. Pressing the REDIAL screen key redials that number for you. This feature is handy for retrying a number that was previously busy or unanswered.

To redial the last number you dialed from the computer:

- > Press [REDIAL].
- > Pick up the handset to connect to the call.

Using the HOLD Screen Key

The HOLD screen key places a call on hold and returns to the call.

At some point during your conversation, place the call on hold:

- > Press [HOLD].

VOICE 1 in the status line indicates <HOLD, and an asterisk appears in the HOLD screen key to remind you that you have a call on hold.

- > Press [HOLD] again to return to your call.

Notice that the asterisk no longer appears in the screen key, and <HOLD has changed to ACTIVE on the status line.

Using the Telephone

Using the HANGUP Screen Key

The HANGUP screen key disconnects a call. By using this key, you can continue placing calls from your computer without having to return your telephone handset to its cradle.

Try hanging up this way:

> Press [HANGUP].

The status line indicates IDLE. You can now place another telephone call or you can return the handset to its cradle. If you are not going to place a call immediately, you should return the handset to its cradle to reconnect the ringer; otherwise, the only indication of an incoming call will be the <RING status indicator in the telephone status line.

Now that you are familiar with some of Telephone Manager's functions and screen keys, go on to the next chapter where you'll take a closer look at the directory.

Using the Call Screen and Directory

The Telephone Manager's Directory is similar to other directories you have used. It contains names and telephone numbers, as well as other information you need for telephone records.

The Directory is a list of all your directory entries. The Call screen lists up to 15 of these directory entries. This screen appears whenever Telephone Manager is opened. The Call screen is convenient for listing frequently called numbers, since it is more easily displayed than the Directory. You can make calls automatically from both lists, and you can find a number with just a few keystrokes.

This chapter shows you how to create directory entries and how to place calls from the directory.

Creating Directory Entries

You create voice call entries by completing the Create Voice Entry form. To display this form:

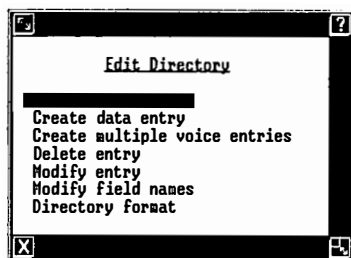
- > If Telephone Manager is not already open, select |Telephone| from the Office and press <Enter>.

You see the Call screen.

- > Press [EDIT DIRECTORY].

Using the Call Screen and Directory

You see this Edit Directory menu:



A screenshot of a terminal window titled "Edit Directory". The window has a black border with a small "F" icon in the top-left corner, a question mark icon in the top-right corner, an "X" icon in the bottom-left corner, and a small icon in the bottom-right corner. The text inside the window is as follows:

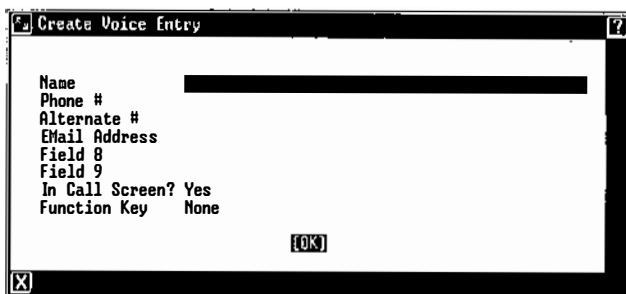
```

Edit Directory

Create data entry
Create multiple voice entries
Delete entry
Modify entry
Modify field names
Directory format

```

- > Select |Create multiple voice entries| and press <Enter> to display the Create Voice Entry form:



A screenshot of a terminal window titled "Create Voice Entry". The window has a black border with a small "F" icon in the top-left corner, a question mark icon in the top-right corner, an "X" icon in the bottom-left corner, and a small icon in the bottom-right corner. The text inside the window is as follows:

```

Create Voice Entry

Name      [redacted]
Phone #   [redacted]
Alternate #
Email Address
Field 8
Field 9
In Call Screen? Yes
Function Key  None

[OK]

```

The form contains several fill-in fields. For now, fill in only the first two, Name and Phone #.

- > Type a name in the Name field.

When you type the name, keep in mind that you should establish a consistent naming format that allows easy searching through the directory. Refer to "Searching the Directory for an Entry" in the "Applying Directory Functions" chapter of this section for details about searching through a directory.

- > Point to the **Phone #** field and type a telephone number.

If you are dialing from a PBX system, remember to type your line access number and a + to access the outside line, then type the digits of the phone number.

If you make any typing mistakes, press the Back Space key to erase them, or the Clear Line key to erase the entire field and start over.

- > Press <Enter> to save your entry.

A blank Create Voice Entry form appears so you can type another directory entry.

Next you will learn how to create an entry that can be dialed quickly from any window, even outside Telephone Manager.

Creating Repertory Dialing Assignments

Telephone Manager offers a repertory dialing directory that lets you assign a directory entry to each of the function keys F1 and F3 through F8.

You can then dial the telephone number associated with that entry by pressing and holding the Shift key, then pressing the assigned function key. Best of all, you do not have to be in Telephone Manager to place this type of call; you can dial from any window.

For instance, you can create a repertory dialing assignment to call your boss:

- > In a blank Create Voice Entry form, fill in the **Name** and **Phone #** fields for your boss.
- > Point to the **Function Key** field and press <Cmd>.

Using the Call Screen and Directory

You see the Repertory Dialing menu:

A screenshot of a terminal window titled "Repertory Dialing Assignments". The window has a black border with a question mark icon in the top right and an 'X' icon in the bottom left. The text inside lists function key assignments: F1 Deli, F3 None, F4 None, F5 None, F6 None, F7 M. Boss, and F8 M. Boss. An "OK" button is centered at the bottom.

Function Key	Assignment
F1	Deli
F3	None
F4	None
F5	None
F6	None
F7	M. Boss
F8	M. Boss

- > Point to |F1| and press <Enter>.
- > Press <Enter> to save the new directory entry. Another blank Create Voice Entry form appears.

Now you can call your boss from any screen by holding down the Shift key and pressing the F1 function key.

- > Press <Exit> to exit the Create Voice Entry form.

You see the Call screen. Notice that your directory entries appear in the directory in alphabetic order, as shown below:

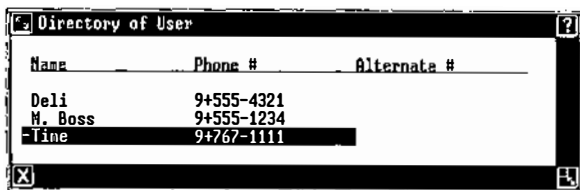
A screenshot of a terminal window titled "Call screen of User". The window has a black border with a question mark icon in the top right and an 'X' icon in the bottom left. It displays a directory table with three columns: Name, Phone #, and Alternate #. The entries are sorted alphabetically: Deli, M. Boss, and Time.

Name	Phone #	Alternate #
Deli	9+555-4321	
M. Boss	9+555-1234	
Time	9+767-1111	

Moving Between the Call Screen and Directory

When you open Telephone Manager, the Call screen appears. To display the Directory:

- > Press <Page>.



Notice that the entries you created appear in the Directory as well as the Call screen.

To return to the Call screen:

- > Press <Shift>-<Page>.

In later chapters you will learn how to create entries that appear only in the Directory.

Dialing from the Call Screen or Directory

One of the quickest ways to place a call is to dial from the Call screen or Directory:

- > Open Telephone Manager so the Call screen appears (or display the Directory).
- > Point to the entry containing the number you want to dial.
- > Press <Enter> to place the call.
- > Pick up the handset to connect.
- > Take notes, if desired.
- > Press [HANGUP] or replace the handset in the cradle to end the call.

Using the Call Screen and Directory

Dialing a Repertory Number

Another quick way to place a call is to dial a repertory number. If you created one of these dialing assignments to call your boss, try dialing this way: .

- > Press <Shift>-<F1>.
- > Pick up the handset to connect.
- > Take notes, if desired.
- > Press [HANGUP], or replace the handset in the cradle to end the call.

At some point you may want to try this type of dialing while working in another window. Repertory dialing suspends the window and opens Telephone Manager for you automatically. Exiting from Telephone Manager resumes the suspended window.

Keeping Track of Calls

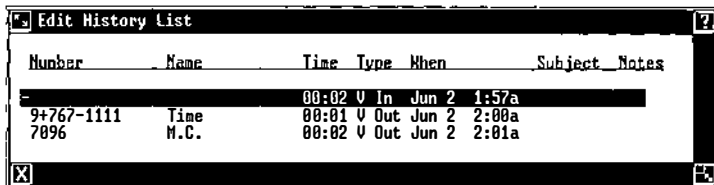
This chapter shows you how to use Telephone Manager's call history and notes features so you can keep track of your telephone calls.

Displaying the History List

Telephone Manager keeps a record of each telephone call you make. This record is called the History List file. To display this list, open Telephone Manager. This time use the mouse:

- > Point to the **VOICE 1:** display on the status line and press <B1>.
- > Press [HISTORY] to display the Edit History List window.

Your list looks something like this:



Number	Name	Time	Type	When	Subject	Notes
		00:02	V	In	Jun 2	1:57a
9767-1111	Time	00:01	V	Out	Jun 2	2:00a
7096	M.C.	00:02	V	Out	Jun 2	2:01a

For each call made you see the telephone number, the name of the person you called, the length of the call, the date and time when you placed the call, and the subject of the call. The asterisk (*) under **Notes** indicates that you took notes for that call. For more details, see "Keeping Call Notes and History" in the Using Telephone Manager section.

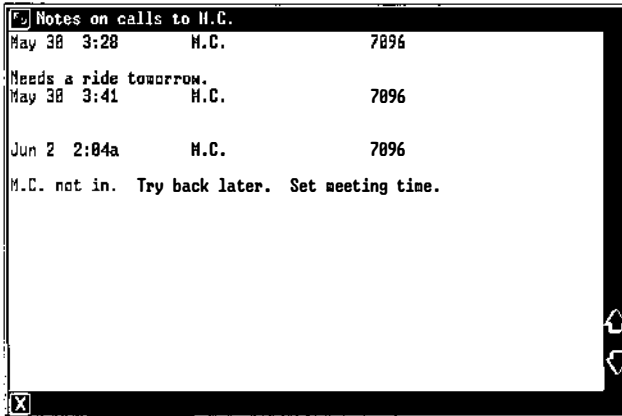
Keeping Track of Calls

Displaying Call Notes

To display the notes you took on a call:

- > Display the History List.
- > Highlight an entry with an asterisk under Notes.
- > Press [SHOW NOTES].

All notes for that entry appear on your screen, as shown below:



- > Press <Shift>-<up arrow> to view notes at the bottom of the screen.
- > Press <Shift>-<down arrow> to view notes at the top of the screen.
- > Press <Exit> until you have closed all the Telephone Manager windows.

The "Keeping Call Notes and History" chapter in the **Using Telephone Manager** section of this guide shows you how to save the contents of the History List in a file that can be used by other UNIX PC software products or stored for future reference.

Summary

Now that you have worked through **Getting Started**, you know the basics of UNIX PC Telephone Manager. You know how to:

- o Dial a telephone number from the keyboard and directories.
- o Use the screen keys to manage your telephone call.
- o Take notes on a call.
- o Display the History List.

You can now go on to the **Using Telephone Manager** section, which provides easy-to-follow instructions that help you organize your entries, customize fields in your directory, and edit and maintain the History List. This section also shows you how to place data calls and store telephone numbers in your Filecabinet.



Using the Telephone Manager

1. The first step is to open the Telephone Manager application. This can be done by clicking on the 'Telephone Manager' icon in the system tray or by navigating to the 'Start' menu and selecting 'All Programs' > 'Telephone Manager'.

2. Once the application is open, you will see a window with several tabs. The 'Calls' tab is the first tab and displays a list of recent calls. Each call entry includes the time, duration, and the phone number of the caller or callee.

3. The 'Contacts' tab is the second tab and displays a list of your contacts. You can add new contacts by clicking on the 'Add' button. The 'Add' button is located at the bottom of the 'Contacts' tab.

4. The 'Calls' tab also has a 'Filter' button. Clicking on this button will open a dialog box where you can filter the calls by date, time, and duration. This is useful for finding specific calls in a large list.

5. The 'Calls' tab also has a 'Print' button. Clicking on this button will print out the list of calls. This is useful for keeping a record of your calls.

6. The 'Calls' tab also has a 'Delete' button. Clicking on this button will delete the selected call from the list. This is useful for removing unwanted calls from the list.

7. The 'Calls' tab also has a 'Refresh' button. Clicking on this button will refresh the list of calls. This is useful for updating the list of calls if you have made a call that is not yet in the list.

8. The 'Calls' tab also has a 'Search' button. Clicking on this button will open a search box where you can search for a specific call. This is useful for finding a specific call in a large list.

9. The 'Calls' tab also has a 'Sort' button. Clicking on this button will open a dialog box where you can sort the calls by date, time, and duration. This is useful for organizing the calls in a specific order.

10. The 'Calls' tab also has a 'Group By' button. Clicking on this button will open a dialog box where you can group the calls by date, time, and duration. This is useful for organizing the calls into groups.



4 Using Telephone Manager

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4 Using Telephone Manager

This reference section covers all the **UNIX** PC Telephone Manager features and operations. The basic features you learned in **Getting Started** as well as additional **UNIX** PC Telephone Manager features are described in this section.

These procedures assume that you are familiar with the **UNIX** PC Office basics. A brief review follows:

- o Menus and forms are referred to by name. A menu is a list from which you make a selection. A form has blank fields where you type your responses.
- o When the instructions say to select or point to an item on a menu, you can move the cursor to the item by using the cursor movement keys or the mouse, or you can type the item name or an abbreviation for it - whichever method you prefer. When you must use a particular method, that method is given.
- o You can use a screen key either by pressing the corresponding function key or by pointing to the screen key with the mouse and pressing the B1 mouse button.
- o To exit from a window, press the Exit key or point to [X] in the lower-left corner of the window and press the B1 mouse button.

The information in this section is organized into groups of related tasks.



Command Summary Charts

The following charts provide a summary of and reference to the Telephone Manager commands and key functions.

The commands and functions are listed alphabetically under **Command**. The **Description** column provides a brief overview of the function. The **Page** column indicates where to find more complete instructions for using the command or key.

The command menus display commands you select to help you perform tasks. You select a command by using the cursor keys or the mouse to highlight the desired task, and then pressing the Enter key or the left mouse button. The command keys perform tasks at the touch of a single key.

Telephone Commands

You can display the Telephone Commands menu when the Call screen or Directory is active by pressing the Cmd key, or by pointing to the Directory or Call screen with the mouse and pressing the B2 mouse button.

Telephone Commands

Command	Description	Page
Dial alternate number	Dials an alternate telephone number listed in the directory.	4-56
Display Call screen	Displays the Call screen.	4-18
Display Directory	Displays the Directory.	4-18

Telephone Commands (Continued)

Command	Description	Page
Display repertory dialing numbers	Displays telephone numbers assigned to function keys for speed dialing.	4-58
Export Directory	Copies the directory to an ASCII file.	4-50
Load directory	Copies a directory from another UNIX PC.	4-47
Print directory	Prints the directory list.	4-51
Save directory	Saves the directory list in a file.	4-46
Send electronic mail	Uses the UNIX PC Electronic Mail program to deliver written messages to a selected directory entry.	4-86
Show Notes file	Displays call notes collected on a selected directory entry.	4-74
Sort by field	Displays the directory sorted by a specified field.	4-43
Take notes on call	Provides an on-screen "notepad" for recording call notes.	4-71
Update Telephone Directory	Merges entries from another UNIX PC telephone directory.	4-48

History Commands

You can display the History commands from the Edit History List window by pressing the Cmd key or by pointing to the Edit History List window with the mouse and pressing the B2 mouse button.

History Commands

Command	Description	Page
Clear history list	Erases the current History List.	4-82
Save history list	Saves the current History List in a Standard file.	4-82
Copy list to paste buffer	Copies the current History List into a paste buffer location from which it can be pasted into an application file or the Clipboard.	4-82
Print history list	Prints the current History List.	4-82

Screen Keys

The Telephone Manager screen keys are displayed when the Call screen or Directory is displayed. You can select the screen key functions by pressing the corresponding function key (F1 through F8), or by pointing to the screen key with the mouse and pressing the B1 mouse button.

Command Summary Charts

The following screen keys are displayed when the Call screen or Directory is displayed.

Telephone Manager Screen Keys

Screen Key	Description	Page
DIRTORY SEARCH	Starts a directory search.	4-44
EDIT DIRTORY	Displays a list of choices for creating and editing directory entries.	4-37
HANGUP	Disconnects current call.	4-62
HISTORY	Displays the History List.	4-77
HOLD	Places/connects to a call on hold.	4-59
LINE SELECT	Selects the other line; changes line 1 from a voice line to a data line or from data to voice.	4-53
REDIAL	Redials the last telephone number entered from the keyboard or directory.	4-59
TIMER	Turns the call timer on or off.	4-61

The following screen keys are displayed when the Current notes or Previous notes pad is displayed.

Call Notes Screen Keys

Screen Key	Description	Page
BOTTOM WINDOW	Displays notes in the Current notes window.	4-73
DISCARD NOTES	Discards the last notes taken on a call.	4-73
TOP WINDOW	Displays previous notes on a call.	4-72

The following screen key is displayed when the Edit History List window is displayed.

Edit History List Screen Key

Screen Key	Description	Page
SHOW NOTES	Displays notes collected on an entry selected from the History List.	4-76

Command Summary Charts

Command Keys

The following chart summarizes the command key functions available with Telephone Manager.

Command Keys

Key	Description	Page
Creat	Displays the Create Voice Entry form so that a single voice entry can be created.	4-21
Dlete	Deletes the entry highlighted in the Directory or Call screen.	4-38
Find	Displays the Directory Search form.	4-44
Print	Prints the current directory.	4-51
Rplac	In the Create Data Entry form, with the cursor on the Data Profile Name field, displays the Terminal Setup form for that profile.	4-38

Customizing Telephone Manager

This chapter describes how to use the **Preferences** selection in your Office to customize Telephone Manager's call logging and history list.

As shipped from the factory, Telephone Manager is set up to:

- o List up to 14 calls in the History List.
- o Log both incoming and outgoing calls in the History List.
- o Begin logging calls 30 seconds after they are placed or received.
- o Display the least recent call history and notes first.

You can also customize Telephone Manager so it opens when you pick up the telephone handset.

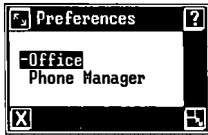
Modifying Telephone Manager Preferences

Modifications to Telephone Manager are made using the **Preferences** selection in the Office. The modifications take effect as soon as you exit from the Preferences menu.

To customize Telephone Manager:

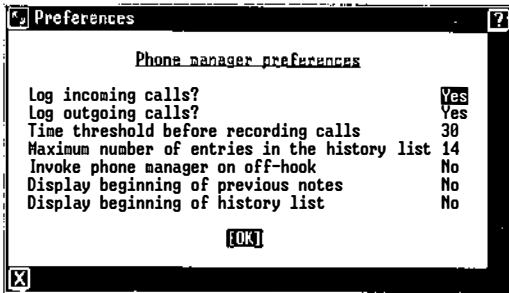
- 1 Select |Preferences| in the Office and press <Enter>.

You see this Preferences menu:



- 2 Select |Phone manager| and press <Enter>.

You see this Phone manager preferences form:



- 3 Make your changes to the preference fields, as described below.
- 4 When you finish making changes, press <Enter> to save them.

Logging Calls

Telephone Manager is initially set up to log both incoming and outgoing calls in the History List. You can change the initial setup to log only outgoing calls or only incoming calls, or you can set it up to not log calls at all, by doing the following:

- 1 Point to the **Log incoming calls?** or the **Log outgoing calls?** field.
- 2 Press <Mark> to display the appropriate response, **Yes** or **No**.

Determining the Time Threshold

The time threshold is the amount of time Telephone Manager waits when you make or receive a call before it starts logging the call in the History List.

Initially, the time threshold is set to 30 seconds, the time it typically takes to find that a wrong number was dialed. You can shorten this time or extend it up to 999 seconds (16.65 minutes).

To select a different period of time before calls are logged:

- 1 Point to the **Time threshold before recording calls** field.
- 2 Type the number of seconds you prefer.

Determining History List Length

The History List is initially set to contain up to 14 calls. You can change the size of this list to make it shorter or longer. The list can be up to 999 entries long, but you may want to consider the amount of storage space available on your computer's hard disk and the difficulty in working with a long list.

Customizing Telephone Manager

To change the size of the History List:

- 1 Point to the **Maximum number of entries in the history list** field.
- 2 Type the number of entries.

Refer to "Keeping Call Notes and History" in this section for procedures for maintaining the History List.

Setting Automatic Off-Hook Invocation

This selection lets you decide whether you want Telephone Manager to be opened when you remove your handset from its cradle (take it off-hook). The current active window is suspended until you exit from Telephone Manager or resume it. This feature can be handy, as it allows you instant access to Telephone Manager whenever you use your telephone.

To set or remove this feature:

- 1 Point to the **Invoke phone manager on off-hook** field.
- 2 Press <Mark> to display the appropriate response, **Yes** or **No**.

Determining Notes Display Order

You can choose whether the Previous notes menu lists previous call notes in order of the most recent or the least recent first. The Previous notes menu, which appears above the Current notes form, lists all notes taken on calls to a particular telephone number. By default, most recent notes appear first.

To change the notes display order:

- 1 Highlight the **Display beginning of previous notes** field.
- 2 Press <Mark> to display the appropriate response, **Yes** or **No**.

Yes displays the least recent notes first.

No displays the most recent notes first.

Determining History Display Order

You can choose whether you want to display the least recent or most recent calls first in the History List. By default, the most recent call appears first in the list.

To change the order of calls in the History List:

- 1 Highlight the Display beginning of history list field.
- 2 Press <Mark> to display **Yes** or **No**.

Yes display the least recent calls first.

No displays the most recent calls first.



Opening and Closing Telephone Manager

This chapter describes how to open and close Telephone Manager. It also describes how to move the cursor around in the Call screen and Directory. Use this information to determine the easiest way of using Telephone Manager to place or receive a call and to create and edit directory entries.

Using the Call Key to Open Telephone Manager

Open Telephone Manager from any window by using the Shift and Call keys. To do this:

- o Press <Shift> and hold it down while you press the <Call> key (the F2 function key).

You see your Call screen, which looks something like this:

Name	Phone #	Alternate #
-Deli	94555-4321	
H. Boss	94555-1234	
Time	94767-1111	

Using the Mouse to Open Telephone Manager

Open Telephone Manager from any window by using the mouse. To do this:

- o Point to the VOICE 1: display on the status line and press <B1>.

The Call screen appears.

Opening and Closing Telephone Manager

Picking Up the Handset to Open Telephone Manager

You can customize Telephone Manager to open any time you pick up the telephone handset. Refer to the "Customizing Telephone Manager" chapter in this section for instructions on setting up the Automatic Off-Hook Invocation feature.

Opening Telephone Manager from the Office Window

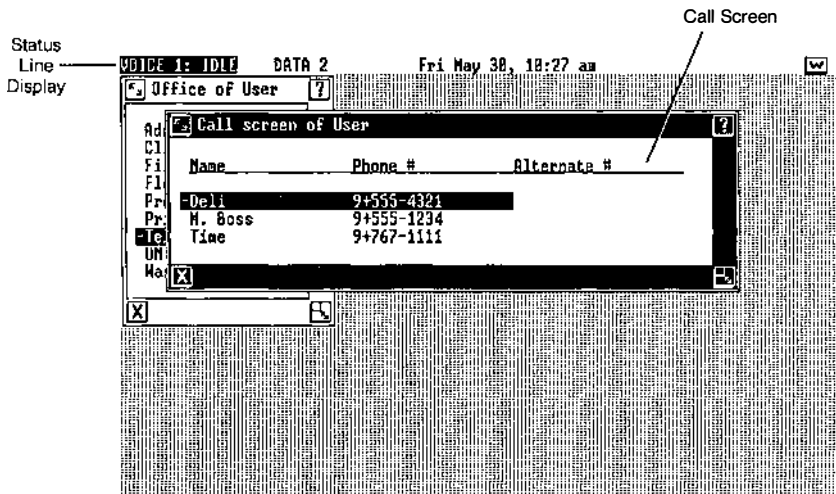
Open Telephone Manager from the Office by using either of these methods:

- o Select |Telephone|
or type **telephone** on the command line and press <Enter>.

The Call screen appears.

Telephone Manager Display

When you open Telephone Manager, you see a screen similar to the screen below:



The Call screen directory contains up to 15 of your directory entries.

The status line display indicates how your telephone lines are set up. If just one telephone line is connected to your computer, only **VOICE 1:** appears. If no lines are connected, nothing appears. The status line also informs you of telephone activity. As the status changes, the word **IDLE** is replaced with one of the following:

- o **<RING** notifies you of an incoming call.
- o **ACTIVE** indicates the line is busy with a voice call.
- o **HOLD** indicates that the line has a call on hold.
- o **MSG** notifies you of a message, if you set up line 1 to use the message waiting feature, and if your telephone is connected to an AT&T Dimension or AT&T System 75/85 business communications system. Contact your administrator for the procedure to pick up a waiting message.

Refer to the **Setting Up Telephone Manager** section for instructions on connecting and configuring the telephone lines.

The message line displays Telephone Manager messages.

The command line is used for typing telephone numbers.

The Telephone Manager screen keys provide easy access to frequently used Telephone Manager commands.

These features are described in the following chapters.

Displaying the Call Screen and Directory

The Directory and the Call screen are similar. Both use the same display format to list your call entries. Your Directory lists all entries you create; your Call screen lists up to 15 entries. You specify if you want an entry to appear in the Call screen when you create the entry.

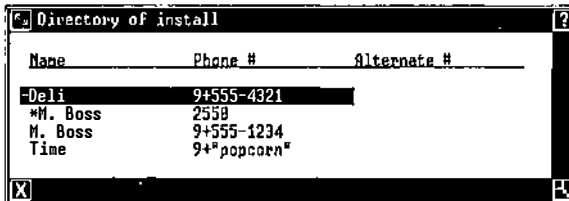
Opening and Closing Telephone Manager

You can place calls from both your Call screen and your Directory. Throughout this manual, both are referred to as directories.

Note

If you use the Other Users object to log in to a different user's Office from your Office, you can display and use that user's Call screen and Directory. Any calls you place and notes you take, however, are logged under your History List and your notepad. (Refer to "Keeping Call Notes and History" in this section for more information about notes and history.)

Initially, the directory display format shows the entry name, telephone number, and alternate telephone number for voice and data entries. If the entry is a data entry, an asterisk appears before the entry name, as in the sample Directory below:



Name	Phone #	Alternate #
Deli	9+555-4321	
*M. Boss	2558	
M. Boss	9+555-1234	
Time	9+"popcorn"	

Refer to "Arranging the Directory Display" in the "Applying Directory Functions" chapter of this section for procedures to modify the directory display format.

Scrolling Through the Directory

You can use your keyboard's paging and arrow keys to move the cursor through the Call screen and Directory. The following table lists these keys and summarizes their functions. Refer to the AT&T UNIX PC Owner's Manual for more information on the use of these keys.

Using these keys to scroll through the directory is handy for searching a short list of entries. If your directory is long, however, you might find it easier to use the Directory Search command to search for an entry. Refer to "Searching the Directory For an Entry" in the "Applying Directory Functions" chapter of this section.

Cursor Movement Keys

Key	Description
Next	Displays the next directory entry.
Prev	Displays the previous directory entry.
End	Displays the end of the directory list.
Beg	Displays the beginning of the directory list.
down arrow	Moves the cursor down the directory list, highlighting each entry as it moves down.
up arrow	Moves the cursor up the directory list, highlighting each entry as it moves up.

Opening and Closing Telephone Manager

Exiting from Telephone Manager

Use one of the following methods to exit from Telephone Manager from the Call screen or Directory:

- o Press <Exit>, or

point to [X] and press the <B1> mouse button.

You can suspend Telephone Manager by selecting another window. As you can with other windows, you can move and reshape Telephone Manager's Directory and Call screen.

Creating Directory Entries

This chapter describes how to create voice and data call entries. A voice call entry sets up information for a telephone call. A data call entry sets up information for data communication.

All voice and data call entries you create appear in your Directory. You can specify up to 15 directory entries to appear in your Call screen as well. You determine whether an entry appears in the Call screen when you create the entry. You can also create a Phone Number file that contains a call entry; Phone Number files are stored in your Filecabinet and appear in your directory as well.

Using the Create Entry Form

Telephone Manager provides the Create Entry form to help you set up the information you need to make a voice call. You can display the Create Entry form from the Call screen or Directory, or from your Filecabinet or Office.

To display the Create Entry form from the Call screen or Directory:

- o For a voice call entry
press <Creat>, or
press [EDIT DIRECTORY] to display the Edit Directory menu, and then select |Create Voice Entry| or |Create multiple voice entries| and press <Enter>.
- o For a data call entry, press [EDIT DIRECTORY] to display the Edit Directory menu, and then select |Create Data Entry| and press <Enter>.

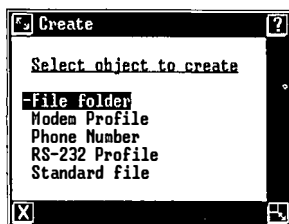
Creating Directory Entries

When you display the Create Entry form from the Office or Filecabinet, you create the entry as a Phone Number file. Creating a Phone Number file lets you store all your information pertaining to a particular client or customer, for example, in a single file folder. The call entry also appears in the Directory and, if you specify, the Call screen.

To display the Create Entry form from your Filecabinet or Office:

- 1 From the Office or your Filecabinet, press <Create>.

You see this Create menu:

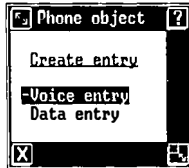


- 2 Select |Phone Number| and press <Enter>.

A form prompts you for **Phone Number name**.

- 3 Type a name for the Phone Number file. The name can be up to 12 characters long and identifies the Phone Number file in your Filecabinet and the entry in your directory.

- 4 Press <Enter> to display this Phone Object menu:



- 5 Select |Voice entry| or |Data Entry|, depending on the type of entry you want to create, and then press <Enter>.

Depending on whether you selected **Create Voice Entry** or **Create Data Entry**, the Create Voice Entry form or the Create Data Entry form appears.

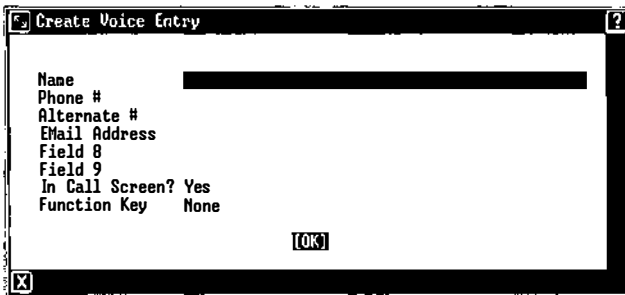
Complete the form and press the Enter key to save the entry. If you press the Exit key, the entry is not saved.

The fields in the Create Entry form are described below, under "Creating a Voice Entry" and "Creating a Data Entry." Refer to the appropriate description for the type of entry you are creating.

Creating Directory Entries

Creating a Voice Entry

Depending on whether you want to create a voice entry or a data entry, you use the Create Voice Entry form or the Create Data Entry form. The following paragraphs describe the fields in the Create Voice Entry form, shown below:



Create Voice Entry

Name

Phone #

Alternate #

EMail Address

Field 8

Field 9

In Call Screen? Yes

Function Key None

OK

Name

If you display the Create Voice Entry form from your Filecabinet, you have already named the Phone Number file. You should use the same name in this field so the directory entry matches the file name.

Names can be entered any way you prefer--first name only, last name then first name, or company name. Just remember the following when entering your directory names:

- o You can enter up to 45 characters for each name, the first 17 of which are displayed in your directory.
- o Names are alphabetized by the first characters that appear in the form, so that Albert, Ryan would appear before Benson, James, for example.

- o Names beginning with numbers appear before names beginning with letters, so that **2nd** appears before **Adams**.
- o Names in uppercase letters appear before those in lowercase letters.

Phone

Use the following guidelines to type the telephone number in this field:

- o You can enter up to 45 characters for the phone number, the first 17 of which are displayed in the Call screen or Directory.
- o You can use spaces, hyphens, periods, and parentheses to separate groups of numbers, making them easier to read. These characters are ignored during dialing.
- o It is not necessary to separate groups of numbers.

Telephone Manager provides a set of special dialing characters that let you place calls through PBX or business communications equipment. Other special characters let you enter alphabetic telephone numbers and set up redirection dialing. These special characters and the procedures to set up them up are described later in this chapter, under "Using Special Dialing Characters."

Alternate

This optional field lets you enter an alternate telephone number. If someone gives you both a business and home number, for example, you might enter the business number in the Phone # field, and the home number in the Alternate # field.

The number entered in the Alternate # field follows the same rules given for Phone #. Only the first 17 characters entered in this field appear in the Call screen or Directory.

Creating Directory Entries

Email Address

This field accepts Electronic Mail addresses, making it possible to send written messages to another **UNIX** PC computer user who has purchased the Electronic Mail package. The chapter "Sending Messages" in this section tells you how to send these messages.

Fields 8 and 9

These optional fields let you store additional information for the entry. Each field holds up to 45 characters. Only the first 17 characters entered in this field appear in the Call screen or Directory.

Each field can be relabeled to represent the information it contains. Some suggested field names include **Address**, **Zip Code**, **Account Number**, and **Company Name**. You use the **Modify field names** item in the Edit Directory menu to relabel the fields, as described later in this chapter, under "Customizing the Create Entry Form."

In Call Screen?

This field determines whether the entry should be displayed in the Call screen as well as the Directory.

The default **Yes** response places the entry in the Call screen. Once the Call screen has 15 entries, the **Yes** response automatically changes to **No** and all subsequent entries are displayed only in the Directory.

Function Key (Repertory Dialing)

Telephone numbers can be assigned to the function keys (F1 and F3 through F8) at the top of the keyboard. Once a function key is assigned to a number, you can dial that number from any window by pressing the Shift key and holding it down while you press the assigned function key. Dialing using function keys is called repertory dialing. Refer to the "Placing Calls" chapter in this section for more complete information about repertory dialing.

A total of seven telephone numbers can be assigned to function keys F1 and F3 through F8.

To assign a function key to an entry:

- 1 Move the cursor to the Function Key field.
- 2 Press <Mark> until you see the function key you want to assign to the entry. If you have already assigned a function key to another entry, you will not see it as a choice for this field.

Creating a Data Entry

Depending on whether you want to create a data entry or a voice entry, you use the Create Data Entry form or the Create Voice Entry form. The following paragraphs describe the fields in the Create Data Entry form, shown below. (The Create Voice Entry form is described earlier in this chapter.)

Name		[Redacted]
Phone #		[Redacted]
Alternate #		[Redacted]
Data Profile Name	1200bps	ATE_Modem
Connection	Modem	
Field 8		ATE_Modem
Field 9		[Redacted]
In Call Screen?	Yes	
Function Key	None	

[OK]

Note

Data calls are not recorded in the History List, but they do appear as entries in the Call screen and Directory.

Creating Directory Entries

Name

If you display the Create Data Entry form from your Filecabinet, you have already named the Phone Number file. You should use the same name in this field so the directory entry matches the file name.

Names can be entered any way you prefer--first name only, last name then first name, or company name. Just remember the following when entering your directory names:

- o You can enter up to 45 characters for each name, the first 17 of which are displayed in your directory.
- o Names are alphabetized by the first characters that appear in the form, so that **Albert, Ryan** would appear before **Benson, James**, for example.
- o Names beginning with numbers appear before names beginning with letters, so that **2nd** appears before **Adams**.
- o Names in uppercase letters appear before those in lowercase letters.

Phone

If you are using an RS-232 cable to communicate, do not enter a telephone number in this field. Otherwise, type the telephone number that gains access to the modem on the other computer.

Use the following guidelines to type the telephone number in this field:

- o You can enter up to 45 characters for the phone number, the first 17 of which are displayed in the Call screen or Directory.

- o You can use spaces, hyphens, periods, and parentheses to separate groups of numbers, making them easier to read. These characters are ignored during dialing.
- o It is not necessary to separate groups of numbers.

Telephone Manager provides a set of special dialing characters that let you place calls through PBX or business communications equipment. Other characters also let you enter alphabetic telephone numbers and set up redirection dialing. These special characters and the procedures to set up them up are described later in this chapter, under "Using Special Dialing Characters."

Alternate

This optional field lets you enter an alternate telephone number. If someone gives you both a business and home number, for example, you might enter the business number in the Phone # field, and the home number in the Alternate # field.

The number entered for the Alternate # field follows the same rules given for Phone #. Only the first 17 characters entered in this field appear in the Call screen or Directory.

Data Profile Name

This field lets you specify the name of the data profile, the name of the communications application the profile uses, and the profile type, as shown below:

9600bps

ATE_Serial

You can use an existing data profile from your Profiles folder, modify an existing profile, or create a new profile:

- o If you want to use an existing data profile, press <Mark> until the name appears for the profile you want to use.

Creating Directory Entries

- o If you want to create a new data profile, use the Create command from the Filecabinet. Creating a new data profile is described under "Creating Data Profiles" in the Setting Up the Software for Data Calls section of the AT&T UNIX PC Terminal Emulation User's Guide.
- o If you want to modify an existing profile, see "Modifying Data Profiles" in the Setting Up the Software for Data Calls section of the AT&T UNIX PC Terminal Emulation User's Guide.

For complete information about data profiles, refer to the AT&T UNIX PC Terminal Emulation User's Guide.

Connection

The **Connection** field lets you specify which type of connection you want to use. Note that the connection you use must match the type of profile named in the **Data Profile Name** field. Press the Mark key until you see the type of connection you want to make.

The following list describes some possible connection types:

- o **Modem** for calls using the built-in modem.
- o **Serial Port n** for calls using an RS-232 cable (n represents the RS-232 port number 0 through 6).
- o **STARLAN** for calls to the STARLAN Network communications network. (Note that STARLAN Network software must be installed.)
- o **SNA 3270 and Bisync 3270** for IBM 3270 emulation calls. (Note that 3270 software must be installed.)

Fields 8 and 9

These optional fields let you store additional information for the entry. Each field holds up to 45 characters. Only the first 17 characters of the field appear in the Call screen and Directory.

Each field can be relabeled to represent the information it contains. Some suggested field names include **Address**, **Zip Code**, **Account Number**, and **Company Name**. You use the **Modify field names** item in the **Edit Directory** menu to change the names of these fields, as described later in this chapter, under "Customizing the Create Entry Form."

In Call Screen?

This field determines whether the entry should be displayed in the Call screen as well as the Directory.

The default **Yes** response places the entry in the Call screen. Once the Call screen contains 15 entries, the **Yes** response automatically changes to **No**, and all subsequent entries appear in the Directory only.

Function Key (Repertory Dialing)

Telephone numbers can be assigned to the function keys (F1 and F3 through F8) at the top of the keyboard. Once a function key is assigned to a number, you can dial that number from any window by pressing the Shift key and holding it down while you press the assigned function key. Dialing using function keys is called repertory dialing.

A total of seven telephone numbers can be assigned to function keys F1 and F3 through F8.

To assign a function key to an entry:

- 1 Move the cursor to the **Function Key** field.
- 2 Press <Mark> until you see the function key you want to assign to the entry. If you have already assigned a function key to another entry, you will not see it as a choice for this field.

Using Special Dialing Characters

You can use special dialing characters in telephone numbers to take advantage of Telephone Manager's special services, such as alphabetic dialing.

Creating Directory Entries

The table below lists the special dialing characters and their functions:

Special Dialing Characters

Symbol	Description
n	Outside line access. A digit (n) to request an outside line on PBX equipment can be entered before the number.
+ ~ =	Wait for dial tone before dialing the number. For example, 9+767-1234.
\$	Hang up or disconnect the line. Also suppresses notes and history functions.
&	Flash switch hook. Follow by a comma for proper timing.
, (comma)	Pause 2 seconds before dialing the next number. Example: &, 5000.
:	Pause 10 seconds before dialing the next number.
%	Begin touch dialing.
-	Begin pulse dialing.
/ / } " " }	Alphabetic dialing. Letters typed between slashes or double quotes are translated to the corresponding numbers on the dial pad. For example, /popcorn/ or "popcorn" translates to 7672676.

Special Dialing Characters (Continued)

Symbol	Description
[]	Redirection dialing. Directory entry names entered in brackets direct an automatic dialing program to the entry so the telephone number can be dialed.
-	Suppresses notes and history functions when placed at the end of a telephone number. For example, 9+555-1234-.
*	<*> key on pushbutton phones.
#	<#> key on pushbutton phones.

Customizing the Create Entry Form

You can use Field 8 and Field 9 in the Create Entry form for additional information. Since the field names Field 8 and Field 9 are not especially meaningful, you should relabel them with names representative of the information they contain.

Originally the Create Entry form looks like this:

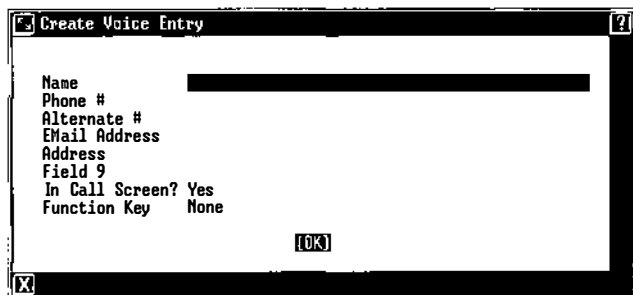
The screenshot shows a window titled "Create Voice Entry". It contains the following labels and fields:

- Name: [Text Input Field]
- Phone #
- Alternate #
- E-Mail Address
- Field 8
- Field 9
- In Call Screen? Yes
- Function Key None

At the bottom right, there is an "OK" button. The window has a standard Mac OS-style title bar with a question mark icon on the right and a close button (X) on the bottom left.

Creating Directory Entries

When you relabel Field 8 or 9, the field name changes for all entries. If you relabel Field 8 to **Address**, the form looks like this:

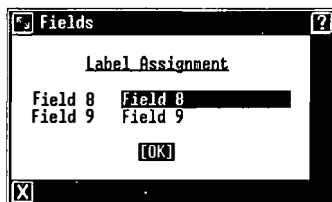


A screenshot of a window titled "Create Voice Entry". The window has a standard Mac OS-style title bar with a red close button, a yellow question mark help button, and a green maximize button. The main area contains a list of labels: "Name", "Phone #", "Alternate #", "EMail Address", "Address", "Field 9", "In Call Screen? Yes", and "Function Key None". The "Name" label is followed by a black rectangular input field. At the bottom center of the window is an "OK" button. The bottom-left corner of the window has a small "X" icon.

To relabel these fields:

- 1 From the Call screen or Directory, display the Edit Directory menu.
- 2 Select |Modify field names| in the Edit Directory menu and press <Enter>.

You see this Label Assignment form:



A screenshot of a window titled "Fields". The window has a standard Mac OS-style title bar with a red close button, a yellow question mark help button, and a green maximize button. The main area is titled "Label Assignment" and contains two rows of labels: "Field 8" and "Field 9". The "Field 8" label is followed by a black rectangular input field. At the bottom center of the window is an "OK" button. The bottom-left corner of the window has a small "X" icon.

Creating Directory Entries

- 3 Point to the field you want to change and type your new label. You can type up to 19 characters.
- 4 Press <Enter> to save the new labels, exit from the window, and return to the Call screen.



Editing Directory Entries

This chapter describes how to edit a directory entry to change a name or telephone number or modify a data profile, for example. It also describes how to delete a directory entry.

Modifying a Directory Entry

To modify a directory entry:

- 1 In the Call Screen or Directory, select the entry to be modified.
- 2 Press [EDIT DIRECTORY] to display the Edit Directory menu.
- 3 Select |Modify entry| and press <Enter>.

The Modify Entry form for the entry you selected appears, similar to the Create Entry form.

- 4 Follow the appropriate procedures from below to modify the fields in the form:

In general:

To change a fill-in field, select the field that needs modification and press <Clear Line> to erase information in the fields. Then type the new information.

Keep in mind that changing an entry name removes the link to previous notes and history for the old entry. You can still find files, notes, and history under the old name, but any subsequent history and notes are collected under the new name.

To change the In Call Screen? field, select the field and press <Mark> until Yes or No appears.

Editing Directory Entries

To change or delete a function key assignment for repertory dialing, select the **Function Key** field and press <Mark> until the appropriate key, or None, appears.

In the Modify Data Entry form:

To change the data profile name, select the **Data Profile Name** field and press <Mark> until the appropriate data profile name appears.

To modify the data profile (change Terminal Setup information):

- o Select the **Data Profile Name** field and press <Rplac> to display the Terminal Setup form for the profile shown.
- o Select the fields you want to change and make your changes. See the AT&T UNIX PC Terminal Emulation User's Guide for complete information about filling in fields in the Terminal Setup form to modify data profiles.
- o Press <Enter> to save the changes to the data profile and return to the Modify Data Entry form.

To change the connection, select the **Connection** field and press <Mark> until the appropriate connection device appears.

- 5 Press <Enter> to save the new information and exit from the form.

Deleting an Entry

To delete an entry:

- 1 Highlight the entry to be deleted.

2 Press <Delete>

or press [EDIT DIRECTORY] to display the Edit Directory menu, and then select |Delete entry|.

The highlighted entry is deleted. Call history and notes, if recorded for that entry, still exist, however.

Editing Phone Number Files

Because the directory information for a Phone number file exists in two places, the Filecabinet and the directory, it is important to keep the following in mind if you modify or delete a Phone Number file entry:

- o You can delete a Phone Number file from the Filecabinet, just as you delete any other file.
- o Removing or deleting a Phone Number file does not remove the directory entry. Deleting the directory entry does not remove the Phone Number file. Once you delete the directory entry, you cannot dial the Phone Number file from the Filecabinet.
- o You use the |Modify Entry| selection in the Edit Directory menu to modify a Phone Number file, just as you modify a directory entry. Any modifications are made to the Phone Number file as well as to the directory entry.

Remember to do the following to keep your Phone Number files current:

- o Make all changes to Phone Number files from Telephone Manager.
- o When you delete a Phone Number file, remove it from the directory as well as from the Filecabinet.

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Applying Directory Functions

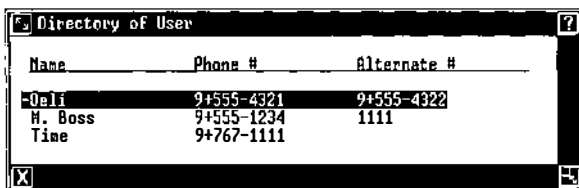
This chapter shows how to use the directory functions provided by Telephone Manager. You can change your directory display format so different fields from the Create Entry form appear in the Call screen and Directory. You can also change the order in which entries appear in your directories, or search a directory for a specific entry.

Other directory functions include copying a directory from another computer to your computer, and from your computer to another computer, merging a directory from another computer with your directory on your computer, and printing a directory.

Note that both the Call screen and Directory are referred to generally as directories.

Arranging the Directory Display

By default, the directories display their entries by **Name**, **Phone #**, and **Alternate #**, as seen in the example below:



Name	Phone #	Alternate #
Delia	9+555-4321	9+555-4322
H. Boss	9+555-1234	1111
Tim	9+767-1111	

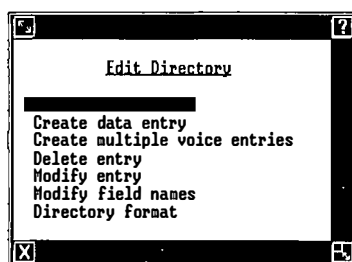
You can change the directory display format so that different information appears for the directory entries: **Phone #**, **Name**, and **EMail Address**, for example. Both directories are arranged according to the new display format until you make new display selections.

Applying Directory Functions

To change the directory display format:

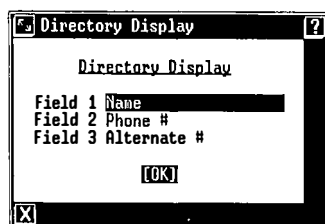
- 1 From the Call screen or Directory, press [EDIT DIRECTORY].

You see this Edit Directory menu:



- 2 Select |Directory format| and press <Enter>.

You see this Directory Display menu:

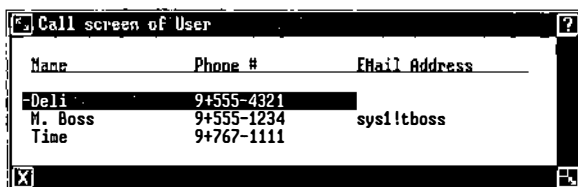


Field 1 corresponds to the left column on the Call screen and Directory, Field 2 to the center column, and Field 3 to the right column.

- 3 Point to one of the fields and press <Cmd> to display the field label selections available.

- 4 Select the field label desired, then press <Enter>.
- 5 Repeat steps 3 and 4 for each field you want to change.
- 6 Press <Enter> to save the selections.

In this example, the Directory has been arranged to display **Name**, **Phone #**, and **EMail Address**:



Name	Phone #	EMail Address
Deli	9+555-4321	
M. Boss	9+555-1234	sys!ltboss
Time	9+767-1111	

Sorting the Directory

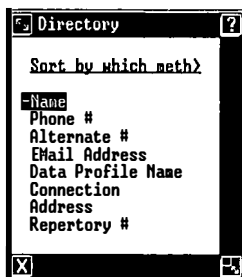
By default, the directories are displayed with their entries sorted alphabetically by name. You can also display a directory as sorted by a field other than the name. The different display order lasts only as long as the directory is displayed. The next time you display that directory, its entries are sorted in the default order, alphabetically by name.

To display a different sort of a directory:

- 1 From the Call screen or Directory, press <Cmd> to display the Telephone Commands menu.
- 2 Select |Sort by field| and press <Enter>.

Applying Directory Functions

You see a menu of the available directory fields, similar to the menu below:



- 3 Select the field by which you want the directory sorted, then press <Enter>.

Alphabetic entries are sorted alphabetically;
numeric entries are sorted numerically.

The Directory below is sorted by the Phone # field:

A screenshot of a window titled "Directory of User". It displays a table with three columns: "Name", "Phone #", and "Alternate #". The entries are sorted by the "Phone #" column. The table has a header row and three data rows. The "Name" column is highlighted in the first data row.

Name	Phone #	Alternate #
M. Boss	9+555-1234	1111
Deli	9+555-4321	9+555-4322
-line	9+767-1111	

Searching the Directory for an Entry

Telephone Manager offers three easy ways to search for directory entries. With the Call screen or Directory on the screen, do one of the following:

- o Type the first few characters of the entry you want to find. The cursor moves to the item beginning with those characters.

Applying Directory Functions

- o Press the DIRECTORY SEARCH screen key to display the Directory Search form, described below.
- o Press the Find key to display the Directory Search form, described below.

If you use the DIRECTORY SEARCH screen key or the Find command key to search for a directory entry, you must complete the Directory Search form. To search for an entry in this way:

- 1 From Press [DIRECTORY SEARCH]

or press <Find>.

You see this Directory Search form:

- 2 Point to the field you want to use in the search.
- 3 Type the information you are seeking.

You do not have to type all the characters of an entry. Typing in the first few letters or numbers may give the search function enough information to find the entry for which you are looking.

Applying Directory Functions

- 4 If you want to use more than one field in the search, point to and fill in the information for each.
- 5 Press <Enter> to begin the search.

When the entry you are looking for is found, it is highlighted in the Directory. A message informs you if the entry is not found.

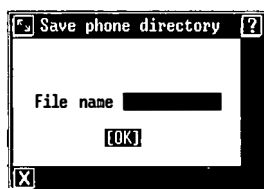
Saving the Directory in a File

You can save a copy of your Directory and Call screen in a file, which is stored in your Filecabinet as a Phone Directory file. You cannot edit a Phone Directory file; it is useful for backup and transfer purposes.

To save the contents of your directories in a Phone Directory file:

- 1 From the Call screen or Directory, press <Cmd> to display the Telephone Commands menu.
- 2 Select |Save directory| and press <Enter>.

You see this Save phone directory form:



- 3 Type a file name for the Phone Directory file. The file name can be up to 11 characters.
- 4 Press <Enter> to save the directories in the Phone Directory file.

Copying (Loading) a Directory from Another Computer

You can copy, or load, the Phone Directory file containing the Call screen and Directory created on another **UNIX** PC to your **UNIX** PC. The Phone Directory file is copied over your existing Call screen and Directory, erasing any current directory entries.

If you don't want to erase your current directory entries, you can merge the other Phone Directory file with your current directory file. Refer to "Updating Your Directory (Merging)" later in this chapter for instructions.

To load a Phone Directory file:

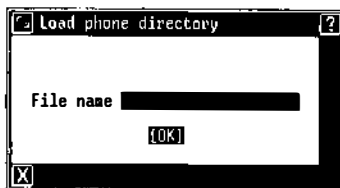
- 1 First save the directory that you want to copy in a Phone Directory file, following the steps described above, under "Saving a Directory in a File."
- 2 Copy the Phone Directory file to a floppy disk.
- 3 Copy or move the Phone Directory file from the floppy disk to the Filecabinet on your **UNIX** PC.

You may want to use another means, such as electronic mail, to get the Phone Directory file from another **UNIX** PC. Refer to the AT&T UNIX PC Owner's Manual for the procedures to copy and move files and work with floppy disks.

- 4 Display your Call screen or Directory and press <Cmd> to display the Telephone Commands menu.
- 5 Select |Load directory| and press <Enter>.

Applying Directory Functions

You see this Load phone directory form:



- 6 Type the name of the Phone Directory file you are copying.
- 7 Press <Enter>.

The Phone Directory file you specified is copied as the current directory. Any entries previously in the Call screen and Directory are overwritten.

Updating Your Directory (Merging)

You can update your current file by merging it with another Phone Directory file from the Filecabinet. The directory file may have been previously sorted or created on another **UNIX** PC. Perform the following steps to update your directory:

- o Save the current directory to a Phone Directory file in the Filecabinet.
- o Move or copy the Phone Directory file from another user or another system to your Filecabinet.
- o Use the Update Directory command to merge the Phone Directory file with your current directory file. Entries in the Phone Directory file that are not found in your current directory file are added to it. Phone Directory entries that appeared in the other user or system's Call screen do not appear in your Call screen unless you specify so by modifying those entries through the EDIT DIRECTORY function key.

- o If an entry in your current directory file uses the same name as an entry in the new Phone Directory file, the **Phone #**, **EEmail Address**, **Field 8**, and **Field 9** fields in your entry are updated with information from the file.
- o If **Field 8** and **Field 9** are customized in your current directory file, they are updated only if they match the fields of the entries in the new Phone Directory file.

To update your directory from a file on floppy disk:

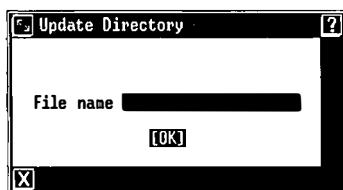
- 1 First save the directory that you want to copy in a Phone Directory file, following the steps described above under "Saving a Directory in a File."
- 2 Copy the Phone Directory file to a floppy disk.
- 3 Copy or move the Phone Directory file from the floppy disk to the Filecabinet on your **UNIX PC**.

You may want to use another means, such as electronic mail, to get the Phone Directory file from another **UNIX PC**. Refer to the AT&T UNIX PC Owner's Manual for the procedures to copy and move files and work with floppy disks.

- 4 Display your Call screen or Directory and press <Cmd> to display the Telephone Commands menu.
- 5 Select |Update Telephone Directory| and press <Enter>.

Applying Directory Functions

You see this Update directory form:



- 6 Type the name of the Phone Directory file you are merging with your directory file.
- 7 Press <Enter>.

The contents of the Phone Directory file are merged with your directory according to the guidelines given above. Updating a large directory can take several minutes.

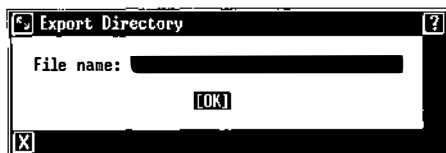
Exporting a Directory

Your **UNIX** PC lets you copy, or export, the contents of your directory file into an ASCII file, which is stored in your Filecabinet as a text Phone Directory file.

To export your directory file to an ASCII Phone Directory file:

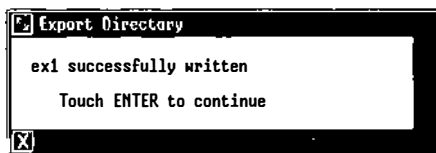
- 1 Display the Call screen or Directory.
- 2 Press <Cmd> to display the Telephone Commands menu.
- 3 Select |Export Directory| and press <Enter>.

You see this Export Directory form:



- 4 Type a name for the export file and press <Enter>.

A message notifies you when your directory file is successfully copied to the ASCII file. The message below tells that the directory file was copied into the export file named ex1:



- 5 Press <Enter>.

Printing a Directory

A printed copy of your directory file is useful as a backup or as a portable list that you can take to another area of your workplace.

To print your directory:

- 1 Display the Call screen or Directory.

Applying Directory Functions

2 Press <Print>

or press <Cmd> to display the Telephone
Commands menu; then select |Print Directory|
and press <Enter>.

The entire directory contents are sent to your printer.
The results are similar to the following example:

Aug 7 09:57 1986 Page 1

Phone directory

Name (voice)	Deli
Phone #	9+555-4321
Alternate #	
EMail Address	
Field 8	
Field 9	

Name (data)	M. Boss	
Phone #	2558	
Alternate #		
Data Profile Name	1200bps	ATE_Modem
Connection	Modem	
Field 8		
Field 9		

Name (voice)	M. Boss
Phone #	9+555-1234
Alternate #	
EMail Address	sys1!tboss
Field 8	
Field 9	

Name (voice)	Time
Phone #	9+"popcorn"
Alternate #	
EMail Address	
Field 8	
Field 9	

Placing Calls

This chapter explains how to use Telephone Manager to place voice calls and data calls. You can place calls from your directories or you can use Telephone Manager's dialing services. All methods are described in this chapter.

Before you place calls, make sure that Telephone Manager and, for data calls, ATE software is installed, that the communications lines are set up and selected, and that a call entry exists for the call you want to place.

Setting Up Communication Lines

Telephone Manager helps you manage both voice and data calls. You can set up the telephone lines for voice or data calls. You can also use an RS-232 cable as the communication line for data calls. If you place data calls using an RS-232 connector, you do not use the telephone lines. Make sure a null modem cable is connected from the RS-232 port on the back of your UNIX PC to the appropriate port on the other computer.

Selecting Telephone Lines

You set up your telephone lines as voice or data lines through Administration, but within Telephone Manager you can use the LINE SELECT screen key to select which line to use and how to use it.

In systems with two telephone lines connected, Telephone Manager automatically selects line 2 for an outgoing data call. On-screen messages let you know if the line is available or if it is being used for an incoming data call.

Line 1 and line 2 are two separate telephone lines, reached by different telephone numbers. A call is not directed to line 2 if line 1 is active. The following examples show how you can use the LINE SELECT screen key to switch lines.

Placing Calls

If line 1 and line 2 are set up as voice lines, press the LINE SELECT screen key to select which line to use for an outgoing voice call.

In this example, both lines are set up for voice calls:

████████ VOICE 2: IDLE Fri May 30, 12:15 pm

W

Line 1 is highlighted, indicating that it is currently selected, or ready for use. Notice that both lines indicate IDLE, meaning there is no telephone activity.

If line 1 is set up for voice calls and line 2 is set up for data calls, you can press the LINE SELECT screen key to change line 2 to a voice line to make outgoing voice calls.

In this example, line 1 is set up for voice calls and line 2 is set up for data calls. Notice that line 1 is selected:

VOICE 1: IDLE DATA 2 Fri May 30, 12:17 pm

W

Press LINE SELECT to change line 2 to a voice line and select it for an outgoing voice call. Now the status line looks like this:

VOICE 1: IDLE ██████████ Fri May 30, 12:17 pm

W

Line 2 is selected to make or receive voice calls, but it cannot make or receive data calls. Press LINE SELECT again to change line 2 back to a data line and select line 1.

If your system has only one telephone line connected, Telephone Manager switches the line automatically between voice and data lines as you need. You can use the LINE SELECT screen to switch the line manually.

Note that an impending voice call function, such as camp-on or standby queueing, interrupts a data call. If you have any of these PBX-type functions pending on the line, cancel them before changing line 1 to a data line and placing the data call.

In this example, only one telephone line is set up. It is set up for voice calls:

██████████ Fri May 30, 12:48 pm

W

If you want to make a data call on this line, just place the data call; Telephone Manager switches the line to data automatically. You can use the LINE SELECT key to switch the line manually.

Note

In a single line system, if you want to receive electronic mail and other data calls, the line must be a data line. If you want to receive voice calls, be sure you return the data line to a voice line when a data call is complete. You cannot receive voice calls while the line is set as a data line.

Placing Calls

You can place a call in several different ways. Some methods are used only for voice calls. Each method is described below.

Placing Calls

Dialing from the Call Screen and Directory

You can place voice and data calls from a directory by doing the following:

- 1 Display the Call screen or Directory.
- 2 Select the entry you want to call and press <Enter>.

Dialing an Alternate Number

You can dial an entry's alternate number from the Call screen or Directory:

- 1 Display the Call screen or Directory.
- 2 Select the entry you want to call.
- 3 Press <Cmd> to display the Telephone Commands menu.
- 4 Select |Dial alternate number|.
- 5 Press <Enter>.

Dialing Telephone Sequences from the Keyboard

When a directory is displayed on your screen, you can type telephone sequences from the keyboard to dial voice calls in much the same way as you dial from the telephone dial pad. You can use redirection dialing and any of the special dialing characters in the sequence. Special dialing characters are listed and described under "Using Special Dialing Characters" in the "Creating Directory Entries" chapter of this section.

Note

You cannot dial data calls from the keyboard in this way.

To dial a telephone sequence for a voice call from the keyboard:

- 1 Open the directory.
- 2 Type the sequence on the command line.
- 3 Press <Enter> to place the call.

Dialing Entry Names from the Keyboard

Another method of keyboard dialing is to type the name of a voice call entry on the command line. Again, the directory must be displayed when you place the call.

Note

You cannot dial data calls from the keyboard in this way.

To dial a voice call from the keyboard by entry name:

- 1 Open the directory.
- 2 Type the entry name, which appears in the directory for that entry.

You may not need to type the whole name; typing enough characters to indicate which name you are selecting gives the automatic dialer enough information to find the entry.

The Telephone Manager searches the directory and highlights the entry. A message informs you if the entry is not found.

- 3 Press <Enter>.

Placing Calls

Repertory Dialing

You can assign directory entries to the function keys at the top of your keyboard. Dialing using the function keys is called repertory dialing. You can use the function keys F1 and F3 through F8. You assign the entry to the function key when you create the entry, by using the **Function Key** field in the Create Entry form. Refer to the "Creating Directory Entries" chapter in this section for complete instructions.

You do not need to be in Telephone Manager to use repertory dialing. From any window, simply:

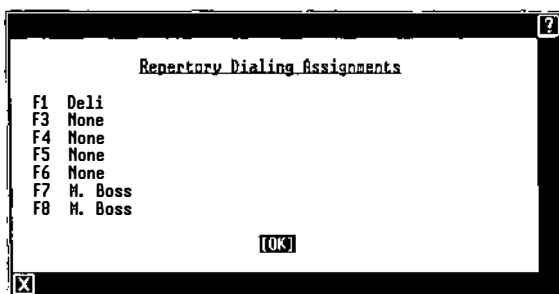
- o Press and hold the <Shift> key, and then press the assigned function key.

Repertory dialing opens Telephone Manager and suspends the window you were working in at the time.

If you want to look at the list of assigned function keys:

- 1 From the Call screen or Directory, press <Cmd> to display the Telephone Commands menu.
- 2 Select |Display repertory dialing numbers| and press <Enter>.

You see a list of the function key assignments, similar to this:



Dialing from the Filecabinet

You can place a voice or data call from the Filecabinet by selecting the Phone Number file containing the number you want to dial.

To call a number from the Filecabinet:

- 1 Open your Filecabinet.
- 2 Open the folder containing the Phone Number file.
- 3 Select the Phone Number file and press <Enter>.

Redialing the Last Number Dialed

You can use the REDIAL screen key to redial the last number you dialed from the keyboard or your directory. This saves your having to retype the number or select the number from the directory.

To redial the last number:

- 1 Open the Call screen or Directory.
- 2 Press [REDIAL].

Placing a Call on Hold

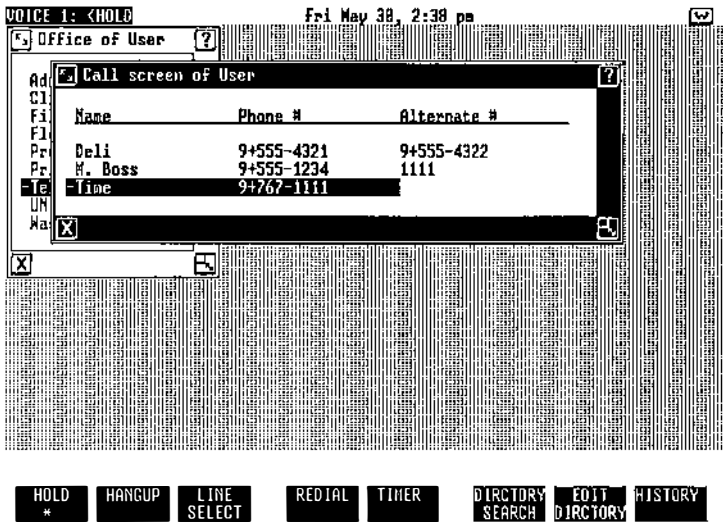
You can place a call on hold using either of the procedures below.

When only one line is connected:

- 1 Press [HOLD].

Placing Calls

The status line indicates the line is on hold and an asterisk appears in the HOLD screen key:



- 2 Press [HOLD] again to make the call active.

When two lines are connected, you can place an active voice call on hold and select the other line.

- 1 Press [HOLD] to put the the active voice call on hold.
- 2 Press [LINE SELECT] to switch to the other line.

VOICE 1: <HOLD Fri May 30, 1:21 pm

Reconnecting a Call on Hold

To reconnect a call on hold when only one line is connected, or when one line is on hold and one line is idle:

- o Press [HOLD].

To reconnect a call on line 1 when line 2 is active:

- 1 Press the [HANGUP] key to end the active call on line 2.
- 2 Press [LINE SELECT] to reconnect the call on hold on line 1.

Using the Timer

The TIMER screen key lets you time your telephone calls. You can also use this screen key to time other activities.

To use the timer:

- 1 Press [TIMER] to turn the timer on.

The timer appears in the upper-right corner of the screen. It shows from left to right the elapsed hours, minutes, and seconds.

██████████ Fri May 30, 2:40 pm

00:00:25 

- 2 Press [TIMER] again to turn the timer off and to display the total elapsed time.
- 3 Press [TIMER] again to remove the display.

Note

Do not change the system date and time while the timer is running.

Placing Calls

Answering a Voice Call

The status line notifies you of incoming telephone calls. If the incoming call is on a voice line, you hear the telephone ring and see the <RING message in the status line. In this example, line 1 has an incoming voice call:

VOICE 1: <RING DATA 2

Mon June 2, 2:01 am



When you hear the telephone ring, or when you see the <RING message, pick up the handset to answer the call.

If a call comes in on one voice line while you are talking on the other voice line, you do not hear a ring. The only indication of the call is the <RING message in the status line. To answer a voice call when you see the <RING message, press [HOLD] to put the active call on hold, and then press [LINE SELECT].

Disconnecting a Voice Call

To disconnect a voice call, use any of the following methods:

- o Replace the handset in the cradle
- o Press the telephone switch hook
- o Press [HANGUP]

Pressing the HANGUP screen key is similar to pressing the switch hook on your telephone. This action gives you control of your telephone from your computer and makes it convenient to place a series of calls.

Logging In to a Data Call

Once you place a data call, watch the messages at the bottom of the screen and listen for the ring followed by a high-pitched tone. The high-pitched tone indicates that the modem is trying to connect to the other computer.

When connection is made, the screen is cleared. If nothing appears on the screen, press the Return key once or twice. If you have not set up an auto login sequence, you see the other computer's login prompt.

When you log into another **UNIX** PC, you need to tell the other computer your terminal type:

- 1 Respond to the **Please login:** prompt by typing the user name, and password if required.
- 2 Respond to the message **Please type the terminal name** followed by a RETURN by typing the name of the **Terminal Type** you selected in the Terminal Setup form for the data profile.

Type:

vt100

if you selected **VT100**, or

b513

if you selected **513BCT**, or

unixpc

if you selected **UNIXPC**

xxxxx (whatever your remote terminal type is)

if you selected **REMOTE**.

- 3 Press <Return>.

Refer to the AT&T UNIX PC Terminal Emulation User's Guide for instructions on using your computer in emulation mode. Refer to the AT&T UNIX PC Remote Access User's Guide for instructions for placing remote data calls.

Placing Calls

Since the telephone lines are not involved in data calls that use an RS-232 port, the status line does not reflect the status of a serial call. Once you place a serial data call, watch for the screen to blank, and then press the Return key to display the login prompt (if you have not set up an auto login sequence). Follow the procedures above if you are networked to another **UNIX** PC, or refer to the login instructions in the manual for the system you are calling.

Refer to the login instructions in the manual for any other system you may be calling, and make sure you have an assigned user name and a password, if required.

Remember also that you can create an auto login sequence and thereby avoid having to type responses to the login prompts each time you call the computer. This feature and the procedures for recording, printing, and transferring data are discussed in the AT&T UNIX PC Terminal Emulation User's Guide.

Disconnecting a Data Call

When you finish your session and log out of the other system:

- o Press any key to exit if logging out disconnected the line

or press <Shift>-<Exit> to disconnect the line and exit. This sequence always disconnects your computer from the host system.

Once the line is disconnected, your computer returns to Telephone Manager.

Answering a Data Call

Since various types of data calls can be made to your computer, it is not possible to give step-by-step procedures. Before receiving a data call, however, note the following:

- o One telephone line must be set up as a data line before your **UNIX** PC can receive data calls.

- o The **UNIX** PC automatically answers incoming data calls and sets up the modem to communicate at the proper baud rate. You do not need to set up the modem for incoming data calls.
- o The **UNIX** PC is a multitasking system: that is, it can do more than one thing at a time. A user can log into your system from a remote location and work without disturbing your own activities. You need to set up a user name and possibly a password for users who want to log into your **UNIX** PC.

If you have problems placing or receiving data calls, refer to the "Problem Solving Checklist" in the AT&T UNIX PC Terminal Emulation User's Guide for help.



Keeping Call Notes and History

This chapter describes how to take notes on your telephone calls. Taking notes on calls is almost second nature in most businesses. The telephone rings and you pick up the handset, then reach for a pad and pencil.

Telephone Manager offers an on-screen "note pad" that simplifies the task of taking call notes. This chapter describes the information you supply and the steps for taking call notes.

This chapter also explains how to display, edit, and maintain your History List. The History List records all voice calls placed and received through Telephone Manager.

Note

If you use the Other Users object to log in to a different user's Office, you can use that user's Call screen and Directory. Any calls you place and notes you take, however, are logged under your History List and your notepad. (Refer to the AT&T UNIX PC Owner's Manual for information about the Other User's object.)

Using the Note Pad

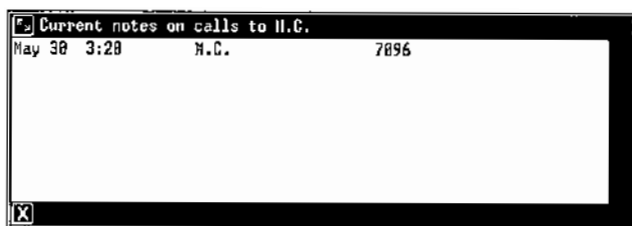
A **Take notes on call?** prompt appears automatically for several moments on your screen when you answer or place a voice call from the computer. If you ignore this prompt, it disappears. To take notes, press the Enter key when the prompt appears. You are prompted for some information; when you supply the information and press the Enter key, the note pad appears for you to type notes about the call.

The note pad contains the date, time, telephone number, and name of the person to whom you spoke. These notes are automatically placed in a Notes file in the Filecabinet, so you can conveniently retrieve a record of previous telephone conversations.

Keeping Call Notes and History

Taking Notes on Directory Calls

When you place a call from your Call screen or Directory and press the Enter key to the **Take notes on call?** prompt, a Current notes pad appears containing the name and telephone number of the person you are calling and the date and time of the call, as shown below:



The Current notes pad remains on your screen after you hang up, so you can take notes once the telephone call is complete.

Once you hang up the telephone:

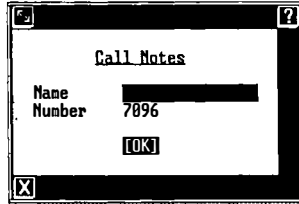
- 1 Type your note in the Current notes pad.

The Notes file can contain about 30 lines of information, so your note can be a brief reminder or several paragraphs.

- 2 Press <Back Space> to erase any typing mistakes. Press <Return> at the end of each line and at the end of each note for proper spacing.
- 3 Press <Exit> to save your note when you finish typing it.

Taking Notes on Outgoing Calls

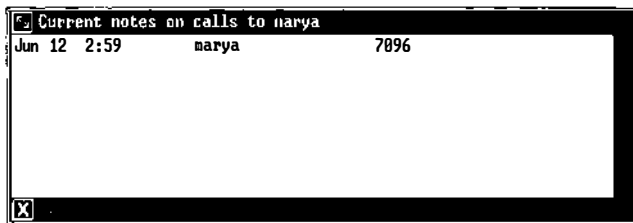
When you take notes on an outgoing call, the Call Notes form appears with the telephone number already filled in:



To complete the Call Notes form:

- 1 Move the cursor to the Name field and type the name of the person you are calling. You can type up to 15 characters in this field.
- 2 Press <Enter> to save the name and display the Current notes pad.

The name and telephone number appear in the Current notes pad, along with the date and time:

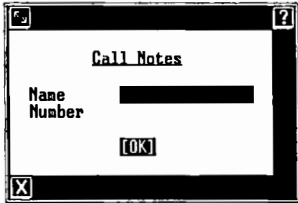


- 3 Type your note.
- 4 Press <Exit> to save the note.

Keeping Call Notes and History

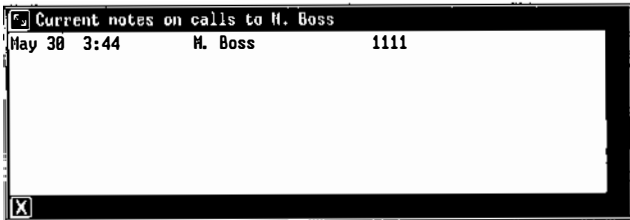
Taking Notes on Incoming Calls

When you take notes on an incoming call, the Call Notes form prompts you for both the name and telephone number of the person calling you:



- 1 Point to the **Name** field and type the name of the person you are calling. The name can be up to 15 characters long.
- 2 Point to the **Number** field and type the telephone number of the person you are calling. The number can be up to 15 characters long.
- 3 Press <Enter> to save this information and display the Current notes pad.

The name and telephone number appear in the Current notes pad, along with the date and time:



- 4 Type your note.
- 5 Press <Exit> to save your note.

Taking Notes After a Call

You can also take notes on a call if you:

- o Miss the notes prompt when it first appears
- o Want to take notes on a call you placed from the telephone dial pad
- o Prefer to take call notes after a telephone call is finished

This feature is useful if you prefer to devote your full attention to the call rather than type notes during the conversation, or prefer to type up handwritten notes after you've finished the call.

To take call notes after a call:

- 1 Press <Cmd> to display the Commands menu.
- 2 Select |Take notes on call| and press <Enter>.

The Current notes pad appears if the call is active and was placed from your Call screen or Directory.

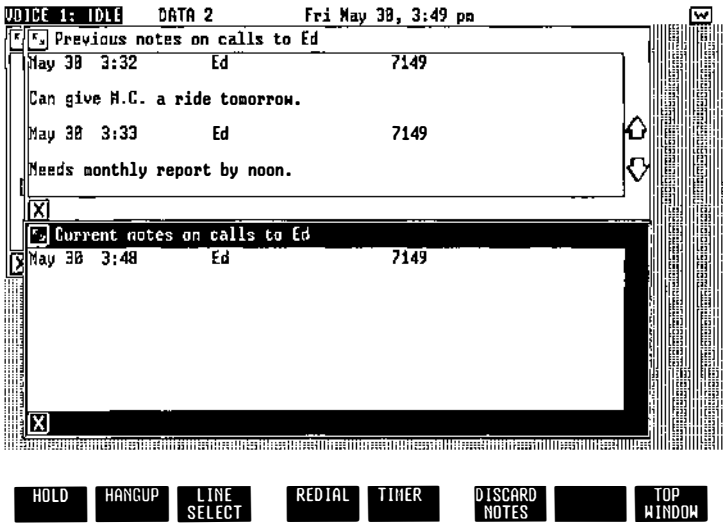
If you placed the call from the telephone dial pad or UNIX PC keyboard, if the call is an incoming call, or if you selected the command at the end of a telephone conversation, the Call Notes form appears so you can supply the name and phone number. When you fill in the form and press <Enter>, the Current notes pad appears.

- 3 Type your note.
- 4 Press <Exit> to save your note.

Keeping Call Notes and History

Looking at Previous Notes

When you call a telephone number for which you have saved notes, the notes appear in a Previous notes window above the Current notes pad, as in this example:



Depending upon whether you have customized Telephone Manager, you see either the latest or the earliest notes taken on calls to this telephone number. Refer to "Customizing Telephone Manager" in this section for the procedures to customize Telephone Manager.

To scan through previously taken notes:

- 1 With the Current notes pad displayed, press [TOP WINDOW].

The previous notes in the top window are highlighted, as in this example:

VOICE 1: IDLE DATA 2 Fri May 30, 3:58 pm

Previous notes on calls to Ed			
May 30	3:32	Ed	7149
Can give M.C. a ride tomorrow.			
May 30	3:33	Ed	7149
Needs monthly report by noon.			

X

Current notes on calls to Ed			
May 30	3:48	Ed	7149

X

View notes using Roll Up and Roll Down keys.

HOLD HANGUP LINE SELECT REDIAL TIMER BOTTOM WINDOW

- 2 Press <Shift>-<up arrow> to view notes at the end of the list.
- 3 Press <Shift>-<down arrow> to view notes at the beginning of the list.
- 4 Press [BOTTOM WINDOW] to return to the Current notes pad.

Discarding Call Notes

The DISCARD NOTES screen key appears when the Current notes pad appears. This key lets you "tear up" a note.

If you decide not to keep notes on a call, press the DISCARD NOTES screen key. Keep in mind, however, that the Edit History List indicates notes available for an entry even after the notes are discarded.

Keeping Call Notes and History

Displaying Call Notes

You can display call notes in several other ways:

- o You can select the **Show Notes** file option from the **Commands** menu.
- o If the call logging feature is in effect, you can display a complete call **History List**, including history on calls not placed from the **Call** screen or **Directory**. This **History List** also indicates whether you took notes on the call.
- o Notes are kept in a **Notes** folder in the **Filecabinet**. You can copy notes from this folder into another file, such as a memo or letter.

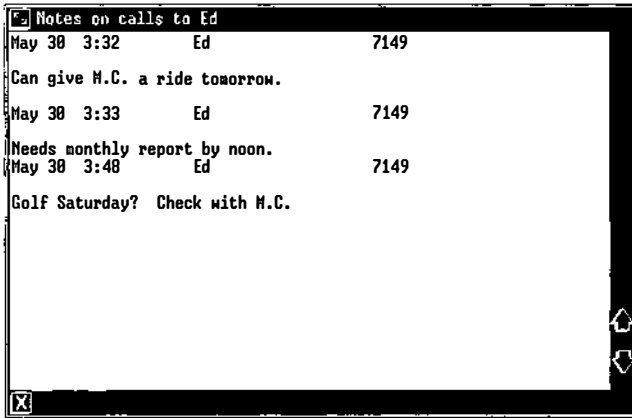
The following paragraphs describe the different ways to display call notes.

Displaying Notes from the Commands Menu

To display notes on calls made from the **Call** screen or **Directory**:

- 1 Highlight the entry for which you want to see your notes.
- 2 Press <Cmd>.
- 3 Select **|Show Notes file|** from the **Commands** list and press <Enter>.

All the notes for the highlighted entry appear on your screen. Each note is preceded by the date and time of the call, the name, and the telephone number. This example shows the call notes arranged from least to most recent:



If there are more notes than will fit in the window, use the Shift key with the up and down arrow keys to scroll through the notes.

If no notes are found, a message says so.

- 4 Press <Exit> to close the window and return to the Call screen.

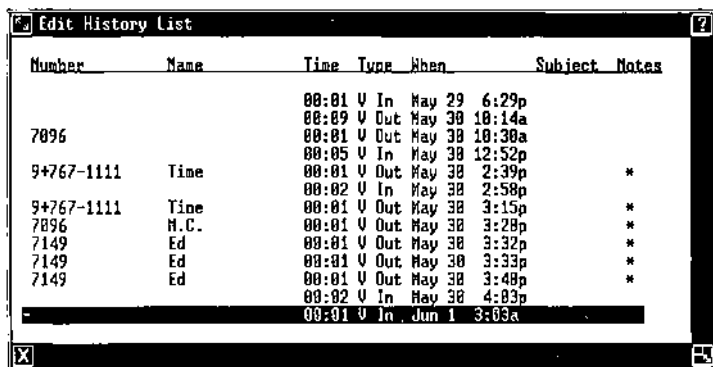
Displaying Notes from the History List

To display notes from the Edit History List window:

- 1 From the Call screen or Directory, press [HISTORY].

Keeping Call Notes and History

You see the History List, similar to this one:



Number	Name	Time	Type	When	Subject	Notes
		00:01	V In	May 29	6:29p	
		00:09	V Out	May 30	10:14a	
7096		00:01	V Out	May 30	10:30a	
		00:05	V In	May 30	12:52p	
9+767-1111	Time	00:01	V Out	May 30	2:39p	*
		00:02	V In	May 30	2:58p	
9+767-1111	Time	00:01	V Out	May 30	3:15p	*
7896	M.C.	00:01	V Out	May 30	3:28p	*
7149	Ed	00:01	V Out	May 30	3:32p	*
7149	Ed	00:01	V Out	May 30	3:33p	*
7149	Ed	00:01	V Out	May 30	3:48p	*
		00:02	V In	May 30	4:03p	
		00:01	V In	Jun 1	3:09a	

The asterisks displayed under **Notes** indicate that you have saved notes for these entries. You may have already discarded the notes, however.

- 2 Highlight the entry for which you want to see notes.
- 3 Press [SHOW NOTES].

If the Notes file extends past the window, use the Shift key with the up and down arrow keys to scroll through the notes.

- 4 Press <Exit> to exit from the window and return to the Edit History List window.
- 5 Make another selection
or press <Exit> again to exit from the Edit History List window.

Displaying Notes from the Filecabinet

Notes on calls are stored in a folder named Notes in your Filecabinet. Each note is kept as a Standard file and can be displayed by opening the file. The Standard file's name appears in the directory or in the Call Notes form. Refer to the AT&T UNIX PC Owner's Manual for help in displaying Standard files.

Copying Call Notes into Files

Files in the Notes folder are stored as Standard files. Standard files are ordinary ASCII files; that is, they do not contain any characters other than letters, numbers, and spaces. Information in these files can be incorporated into files created by other UNIX PC software products (the AT&T UNIX PC Word Processor, for example) using copy and paste functions. This makes it possible to use actual records from the Notes files in another document or file. Refer to the user guide for the particular software product for information on how to copy information from other files.

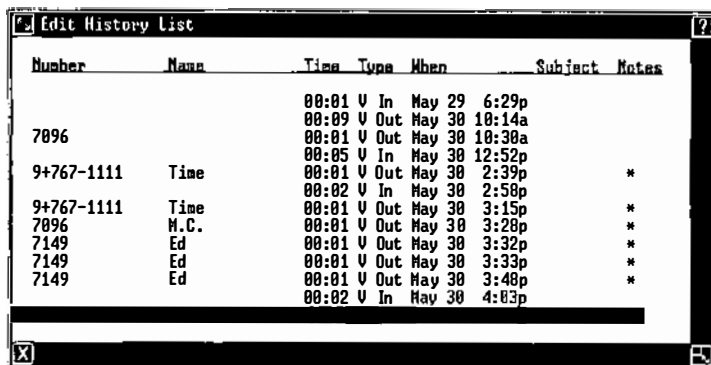
Displaying Call History

The History List is a record of voice calls placed or received on your telephone using Telephone Manager. To display this list from the Call screen or Directory:

- o Press [HISTORY].

Keeping Call Notes and History

You see a History List similar to this one:



The screenshot shows a window titled "Edit History List" with a table of call history. The table has columns: Number, Name, Time, Type, When, Subject, and Notes. The data is as follows:

Number	Name	Time	Type	When	Subject	Notes
		00:01	V In	May 29 6:29p		
		00:09	V Out	May 30 10:14a		
7096		00:01	V Out	May 30 10:30a		
		00:05	V In	May 30 12:52p		
9+767-1111	Time	00:01	V Out	May 30 2:39p		*
		00:02	V In	May 30 2:58p		
9+767-1111	Time	00:01	V Out	May 30 3:15p		*
7096	M.C.	00:01	V Out	May 30 3:28p		*
7149	Ed	00:01	V Out	May 30 3:32p		*
7149	Ed	00:01	V Out	May 30 3:33p		*
7149	Ed	00:01	V Out	May 30 3:48p		*
		00:02	V In	May 30 4:03p		

If you have not logged any telephone calls in the History List, a message tells you that the list is empty. If you have logged telephone calls in the history list, an entry appears for each voice call. Each entry shows:

- o The **Number** and **Name** of the person spoken to (unless you did not place the call from the Call screen or Directory, and you did not take notes on the call)
- o The **Time**, or duration, of the call.
- o The **Type** of call, either incoming (In) or outgoing (Out)
- o **When** (date and time) you placed or received the call
- o The **Subject** of the call, which you enter by editing this list
- o An indication of notes on the call (the asterisk (*) under Notes)

Data calls are not recorded in the History List. Also, an asterisk appears under **Notes** when the take notes feature has been selected, even if you have discarded the notes.

The SHOW NOTES screen key displays the notes for entries that have an asterisk under the **Notes** column. Use of this key is described earlier in this chapter, under "Displaying Notes from the History List".

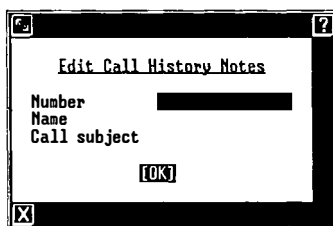
Editing the History List

The History List serves as a quick reference for calls placed or received on your telephone. You can edit the list to display details of calls at a glance.

To edit the History List:

- 1 With the Call screen or Directory displayed, press [HISTORY]. This displays the Edit History List window.
- 2 Select the entry you want to edit and press <Enter>.

You see this Edit Call History Notes form:



This form lets you fill in the subject and change or enter the name and telephone number that appear in the History List. The **Number** and **Name** fields hold up to 15 characters; the **Call subject** field holds up to 9 characters.

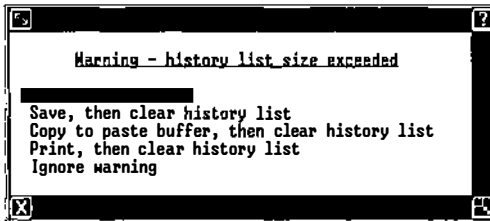
Keeping Call Notes and History

- 3 Point to the field you want to fill in or change and type the information.
- 4 Press <Enter> to save the information.

The details entered in the Edit Call History Notes window now appear in the History List.

Maintaining the History List

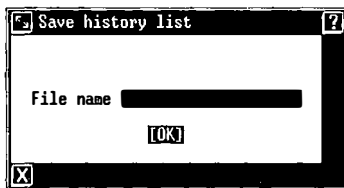
Telephone Manager offers two ways to maintain the History List. One way appears automatically when the History List becomes full. Remember that a maximum number of History List entries is set up in the Phone manager preferences (refer to "Customizing Telephone Manager" in this section). When this maximum number of calls is reached, you see this warning message:



You have five options for saving or clearing the History List:

- o Clear history list erases the History List.

- o **Save, then clear history list** places the contents of the History List in a file, where they can be recalled at a later time. When you select this item, you see this form requesting a file name:

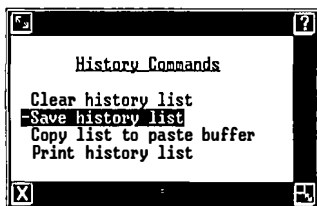


Type the file name, up to 20 characters, and then press the Enter key to save the History List. The file is stored in the Filecabinet as a Standard file, and the current History List is erased.

- o **Copy to paste buffer, then clear history list** copies the current History List to the paste buffer, then erases the list. You can then use the PASTE screen key to move the contents of the History List into a file or the Clipboard. If you move or copy anything else into the paste buffer before pasting the History List, the list is erased from the paste buffer.
- o **Print, then clear history list** sends the History List to your printer, and then erases the list.
- o **Ignore warning** returns the computer to the Call screen. The History List is not erased or stored in a file. History for your calls continues to be stored, but the warning message appears each time you place or receive a call until you select one of the editing choices.

Keeping Call Notes and History

Another way to maintain the History List is to display the History Commands menu when the Edit History List window is displayed. The History Commands menu lets you erase, save, and print the History List at your convenience:



To display the History Commands menu:

- o Press <Cmd> from the History List.

The options in this menu are similar to those on the warning screen:

- o **Clear history list** erases the contents of the History List.
- o **Save history list** displays a form requesting a file name. Saving the contents of the History List in a Standard file lets you recall the file contents at a later time. You can then manipulate the contents--copy sections to another file, edit and print the file, and so forth.
- o **Copy list to paste buffer** copies the list into a paste buffer file. You can then paste the information into another file, as described below.
- o **Print history list** sends the History List to your printer.

Copying the History List into a File

When you save the contents of your History List in a file, that file appears as a Standard file in the Filecabinet. Standard files are ordinary ASCII files; that is, they do not contain any characters other than letters, numbers, and spaces. Information in standard files can be incorporated into files created by other UNIX PC software products (the AT&T UNIX PC Word Processor, for example) using copy and paste functions. You can then use the records from the History List file in another document or file. Refer to the user guide for the software product you use for information on how to copy information from other files.

If you select the **Copy list to paste buffer** option from the History Commands menu, you can simply create or open the file where you want to place the information, and then use your software product's copy or paste function to move the information from the paste buffer to the document. If you move or copy anything else into the paste buffer before pasting the History List, the list is erased from the paste buffer.

For more information on opening the Filecabinet, and folders and files in the Filecabinet, refer to the AT&T UNIX PC Owner's Manual.



Sending Messages

Telephone Manager lets you use the telephone lines to send and receive written messages for another UNIX PC computer user. This feature is convenient when voice communication is not possible--the line is busy or the person is away from the computer, for example. When the mail is delivered, an envelope icon appears in the receiving user's screen status line to notify the user that a message is waiting.

You need one telephone line set up as a data line to send and receive electronic messages.

You can send mail in two ways: use an electronic mail application, or use the UNIX system mail command. This chapter describes how to send mail by using the AT&T Electronic Mail software application; note that you must install the Electronic Mail software package before you can use this method.

Refer to the AT&T UNIX PC Owner's Manual for information about the UNIX system mail command.

Setting Up to Send Messages

Before you can send a message to someone at another UNIX PC, you must:

- o Use **Mail Setup** in Administration to set up information about the receiving computer. Refer to the AT&T UNIX PC Owner's Manual for complete information about setting up mail.
- o Create a voice entry. Refer to "Creating a Voice Entry" in the "Creating Directory Entries" chapter in the **Using Telephone Manager** section of this guide for complete information about creating a voice entry.

Sending Messages

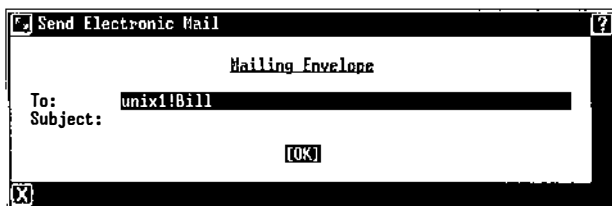
Sending Electronic Messages

To send a message:

- 1 Display the Call screen or Directory.
- 2 Highlight the entry you set up for the message.
- 3 Press <Cmd> to display the Telephone Commands menu.
- 4 Select |Send electronic mail| and press <Enter>.

A message informs you if the Electronic Mail address has not been entered for the entry.

If everything is set up correctly, you see the Send Electronic Mail form. Notice that the address is already filled in:



- 5 Fill in the subject (optional) and press <Enter> to open the Electronic Mail editor.
- 6 Type your message.

Refer to the AT&T UNIX[®] PC Electronic Mail User's Guide for information on using the Electronic Mail screen keys and typing your message.

- 7 Press <Exit> to leave the Electronic Mail editor.
- 8 Press [SEND IT] to send your message and return to Telephone Manager.

Electronic Mail automatically sends the message according to the instructions you entered on the form.

Receiving Electronic Messages

When a message is sent to you, the envelope icon appears on the status line in your screen to let you know you have a message waiting:

Mon June 30, 5:37 pm 



To read the message:

- 1 Point to the envelope icon with the mouse and press <B1>

or press <Msg>.
- 2 The In-Box appears on your screen. Select the message from your In-Box, and then press <Enter> to read the message.
- 3 When you finish reading the message, press <Exit> to leave Electronic Mail.

Refer to the AT&T UNIX PC Electronic Mail User's Guide for complete information about Electronic Mail.



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A Identifying Telephone Manager File Name Suffixes

Special files are identified to the system software on the UNIX PC by appending a special suffix to the file name. For example, the sample file **example** is identified to the system as a sample file by the suffix **.hlp**. Its full name is **example.hlp**.

Normally, you need not be concerned with these suffixes. The suffix must be included with the filename, however, if you refer to the file by typing its pathname. If you list the contents of a folder using the UNIX System V shell, you see the suffix appended to the file name in this listing.

The length of the file name, including suffix, cannot exceed 14 characters.

The following table lists the suffixes used with objects included with the Telephone Manager software.

Object Type	Suffix	Example
Phone Directory	:F	mydir:F
Phone Number	:N	mynumber:N
Text Phone Directory	:Ad	outdir:Ad



Glossary

action keys	Named keys on the left and right sides of the keyboard that perform various Office and application commands.
active window	The window you are currently using. This window is displayed over other windows and has a highlighted border.
ADF	Application Data Format - a file format that supports data interchange between different applications. Refer to the <u>AT&T UNIX® PC UNIX System V User's Manual</u> for more details about ADF file format.
Administration	Commands used to set up, maintain, and update the computer system's hardware and software configuration; such as installing new software packages, backing up and restoring files, adding user logins, and updating passwords.
alphabetic dialing	A means of dialing letter telephone numbers, such as HOTLINE.
application	Software designed to perform a particular kind of work. For example, you use the Word Processor application to create and edit documents you want to print.

Glossary

ASCII	American Standard Code for Information Interchange - a standard file format with no formatting codes. This format allows data to be transmitted between computers and other electronic devices in a form easily recognized and translated.
backup	A spare copy of data or software you keep in case the original is damaged or lost.
baud rate	The rate at which data is transmitted over communication lines. Typical rates are 300, 1200, and 9600 bits per second.
bit	Contraction of the words <u>b</u> inary <u>d</u> igit. A bit is represented by a binary number system (0's and 1's), and is the smallest unit of information used by a computer.
boldface	Heavy printing to distinguish it from other type.
Call key	A special UNIX PC function key that opens Telephone Manager and displays the Call screen.
Call screen	A screen that displays up to 15 names and telephone numbers when Telephone Manager is opened.
character	A letter, number, or symbol.
Close	A command that removes a window from the screen.

command	An instruction that tells the computer to perform a function or carry out an activity.
communication line	The physical means of connecting one location to another for transmitting and receiving data.
computer	A machine that processes information by accepting data, performing operations on the data, and supplying the results of these operations.
configuration	The way the computer is set up to allow for particular uses or situations. For example, you configure the UNIX PC to work with your particular model of printer.
Create	A command you use to make new files and file folders.
cursor	A mark that shows where the next action will be taken or the next character will be displayed on the screen.
data	Facts, numbers, letters, and symbols that a computer can process.
data bits	A string of bits that represents a character. Eight bits make up one byte, or one character.
data calls	Calls made using a modem or the RS-232 port. Data is transmitted through communication lines.

Glossary

default	A value the computer uses if you do not specify a value.
delete	To remove, erase, or discard data.
Directory	The list of all phone number entries listed with Telephone Manager, including those in the Call screen. Generally, the term <u>directory</u> refers to both the Call screen and the Directory.
disk	Circular magnetic medium used to store data and programs. This term can refer to a floppy (flexible) disk or a hard disk.
disk drive	A device that reads and writes information on a disk. The disk in a floppy disk drive can be removed and replaced; a hard disk drive is sealed and its disk cannot be removed.
edit	To make changes, including additions and deletions, to the format or content of data.
emulate	The ability to initiate the functions of another system and thereby be compatible with programs that expect those functions. The UNIX PC's display screen emulates a VT-100 terminal during data communications, for example.
error message	A response from a program indicating that a problem has arisen or something unexpected has happened that requires your attention.

Export	To copy a telephone directory into a file that can be used by the AT&T PC 6300.
field	An area in a form that you fill in with your choice or response. For example, you fill in a file name field with the name of a file.
file	A collection of data organized as a unit and identified by a name. All of the work you store in the computer is kept in files.
Filecabinet	An Office object in which you can store work, including files and folders.
file folder	A named container used to store files and other folders.
floppy disk	Removable, flexible, plastic medium used with the floppy disk drive to store data and programs.
form	A display that provides blanks for you to fill in to give the computer information it needs to complete a task.
format	(1) To prepare a new floppy disk to use with the UNIX PC. (2) The way the data appears on your screen or printed copy.
function keys	The top row of keys, F1 through F8, that perform the commands displayed on the screen keys.

Glossary

icon	A symbol you can select with the mouse to perform a function or command.
install	To set up the hardware and software of a computer so it can be used. Installing often includes customizing the system for a particular situation or user.
log call	A Telephone Manager function that keeps a record of the date, time, person, and number called.
log in	To type your user name into a computer to identify yourself so you can gain access to your files.
log out	To exit from the Office when you have finished working.
menu	A list of selectable items displayed by a program. As in a restaurant, you must choose something from the menu before anything else happens.
modem	Contraction of the words <u>mo</u> dulator- <u>de</u> modulator. A device that encodes and decodes data transmitted over communication lines.
mouse	A device that moves a pointer on the screen as you move it along the surface of your desk. The mouse has three buttons that give you access to various computer functions. The left button, B1, is the Enter key; the middle button, B2, displays the Commands menu for the current menu or form; the right button, B3, marks items to be acted upon.

mouse pointer	A symbol that moves on your screen when you move the mouse and indicates what you have selected. The pointer is usually an arrow, but it can change shape when you point to certain parts of the screen display.
Move	A command to move text or files to another location.
multitasking	The ability of a computer to perform more than one task at a time.
multiuser	A computer system that allows simultaneous access to the system's software and hardware from multiple users.
network	A system of computers connected locally by cable, or remotely by telephone lines, whereby information can be shared by the computer users. Telephone Manager and Electronic Mail enable UNIX PC users to form and use a network.
object	An item in the Office you can act upon or use to store information. For example, the Filecabinet is an object that stores files and folders.
Office	The central part of the UNIX PC system, from which you can get to objects and to which you return when you are finished doing work.
Open	A command that puts a new window on the screen containing the object you are opening.

Glossary

operating system	The software that controls and allocates the UNIX PC's resources, such as memory, disk storage, and the screen display.
parity check	A means of checking whether data transmitted through telephone lines or an RS-232 cable is garbled during transmission. The UNIX PC offers an even- or odd-parity check in which garbled characters are displayed as small squares when a parity check is displayed as received.
password	A word or series of characters you type to gain access to a computer system after responding to the login prompt.
pathname	A means of identifying a file by including the names of the folders that must be opened to reach it from the Filecabinet. The names of the folders are separated by slashes (/). For example, the pathname of the file myfile , stored in the practice folder, is practice/myfile .
PBX	Abbreviation for private branch exchange. A term that refers to business communications equipment.
point	To select an object, command, or field for action by highlighting it. There are several ways to point: by moving the mouse, pressing the arrow keys, or typing the name or first few characters of an item. You can select several items by pointing to each and pressing the B3 mouse button or the Mark key.

port	A place where data enters and exits from the computer. For example, data is sent to a printer through the printer port on the back of the UNIX PC.
Preferences	The settings used to customize various options in the Office and in applications such as the Word Processor, Personal Calendar, Mail, Telephone Manager, and so on.
print	To make a paper copy of a document.
printer	An output device that transfers information stored in or received by the computer onto paper as a permanent or <u>hard</u> copy.
program	A set of step-by-step instructions that tells a computer how to do a particular task.
pulse dialing	A dialing signal that transmits the number dialed as a series of pulses, which are translated into the number.
remote mail	Mail being sent to another computer connected by cable or local area network, or a telephone line configured as a data line.
remote terminal	A communications device, such as a display screen and keyboard, you can use to enter data into and access data from a computer system.

Glossary

repertory dialing	A type of speed dialing available with Telephone Manager. Telephone numbers are assigned to function keys. A number is then dialed by pressing and holding the Shift key, then pressing the assigned function key.
Resume	A command that makes a suspended window active.
RS-232	The number given to a standard that governs the signals used in devices that electronically transmit strings of data. Data calls and Electronic Mail can be transmitted through the RS-232 port on the UNIX PC.
Save	A command to preserve information by storing it in a file on a disk.
screen	The UNIX PC's workstation display.
screen keys	The commands displayed at the bottom of the screen. Use these commands by pointing with the mouse or pressing a corresponding function key, F1 through F8.
scroll	An action that causes the window contents to move up or down, right or left, allowing you to display information not visible when a window is first opened. To scroll, point with the mouse to the scroll icons (arrows) in the lower-right window border and press the B1 mouse button.

select	To point to an object, command, or field for action by highlighting it. There are several ways to select: by moving the mouse, pressing the arrow keys, or typing the name or first few characters of an item. You can select several items by pointing to each and pressing the B3 mouse button or the Mark key.
software	Computer programs that have been stored on a disk or other medium.
status line	An area at the top of the screen reserved for information about the current state of the computer and its activities.
Suspend	A command that makes the current window inactive, so you can use a different window or give window management commands.
system	A general term for a computer and its software and data.
system administration	The maintenance tasks required to keep the UNIX PC system current and in good working order, such as making backup copies of files and installing new software packages.
system administrator	The user who logs in with the install login. This user has access to all programs and functions of the UNIX PC.
tape	Magnetic medium used to store copies of your data and programs.

Glossary

tape drive	A device that reads and writes information to and from a tape. The tape cartridge can be inserted and removed from the tape drive.
target	A means by which the UNIX PC can send mail to an alternative computer.
telecommunications	A means of exchanging information electronically over a distance, as through a telephone line.
terminal	A communications device, such as a display screen and keyboard, you can use to enter data into and access data from a computer system.
touch-tone dialing	A dialing signal that transmits the number dialed as a tone, which is translated into the number.
user name	The name you type to log into a computer to identify yourself so you gain access to your files.
value	Information, often a number, that is entered into a field.
voice calls	Telephone calls using telephone lines to transmit voice messages.
Wastebasket	An Office object that serves as a receptacle for discarded information. You can retrieve information that has been consigned to the Wastebasket, or discard it permanently.

window	A section of the screen surrounded by a border containing a portion of your work, or information necessary to perform your work. Windows are used to separate many tasks you may be working on at the same time.
workstation	A computer system, such as your UNIX PC, small enough to sit on a desk and having the ability to run business application software and to be networked to larger computer systems.
write-protect	To protect a tape or floppy disk from having data erased accidentally.
write-protect notch	The rectangular cutout on one edge of a floppy disk. If this notch is covered with special tape that comes with the disk, new information cannot be written on the disk. In this way, data on the floppy disk is protected from alteration.





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