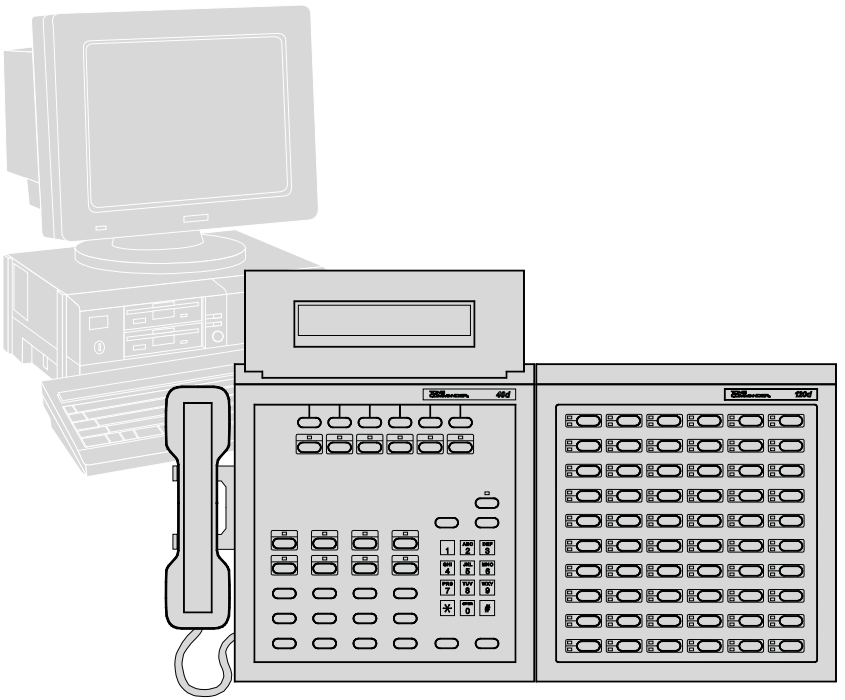
TONE COMMANDER®

ISDN Console Setup Utility User's Guide



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Introduction

The ISDN Console Setup Utility allows you to easily configure a Tone Commander 2260d or 40d120 console from an IBM-compatible PC. Console setups can be saved to disk and reloaded or modified at any time. Creating or editing a large name database is much easier and faster using this program than with the dial pad on the console.

Console setups, name databases, error logs, and usage statistics can be printed from this utility. It also allows the installation of console program updates.

System Requirements

- DOS 3.2 or higher
- 575 KB minimum free RAM
- serial communication port (57600 baud minimum speed)

README.TXT file

A README.TXT file may be included on the program disk. This file will contain new information that was not available when this manual was printed. Please read this file before installing or running the ISDN Console Setup Utility. Use any text viewer or editor, or enter the following command:

`type readme.txt` <*Enter*>

Connecting the PC to the Console

A serial cable for console-to-PC interconnection is supplied with the console. Plug one end into the 9 pin connector on the back panel of the console. Plug the other end into a PC serial port; use the 9 or 25 pin connector as appropriate. Refer to *Changing Com and Printer Ports* on page 2.

Make a note of the com port you are using (usually Com 2). This will be helpful when the program asks you to select the com port that the console is connected to.

Using the Setup Utility

Starting the Program

This program should be run from the floppy disk only.

Insert the ISDN Console Setup Utility disk into the floppy drive of your PC (usually drive A or B), log onto the drive, then run the program by typing:

`a:` *(or* `b:` *if the disk is in drive B)* <Enter>

`consutil` <Enter>

Changing Com and Printer Ports

Com port 2 and printer port 1 are used by default. If you need to change either port setting, select Configure Ports from the File menu, then choose Select Console Port or Select Printer Port from the submenu. The currently selected port will be highlighted in the next submenu. Any changes you make to the port settings are immediately saved to disk, and will be used the next time the program is run.

Online Help

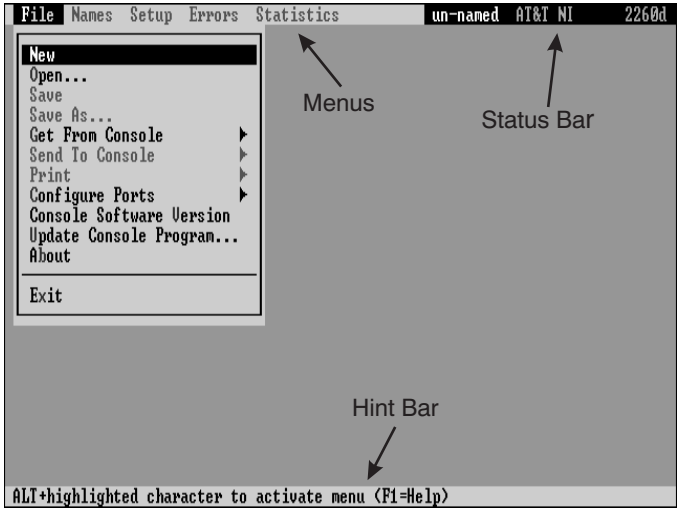
Quick help for the currently available options is always shown in the hint bar at the bottom of the screen.

More extensive help for any menu or dialog box item can be displayed by pressing the **F1** key while the item is highlighted. Close the help window by pressing the **Esc** or **Enter** key.

Status Bar

The current file name, switch type, and console type are shown in the status bar at the upper right of the screen.

Menus



Drop-down menus are used to select the various functions in the Setup Utility.

Press the Alt key to activate the menus. Select the desired menu with the left or right cursor (arrow) key, then press the Enter key or up/down cursor key. An item in the selected menu can be selected by moving to the item with the up or down cursor key, then pressing the Enter key. Any menu or menu item can also be selected by pressing the appropriate highlighted (red) letter key. For example, **Alt-F-O** selects File Open.

Menus can be closed without selecting an item by pressing the **Esc** key.

You may need to press the Esc key to clear the screen and cancel the current operation, such as name database display, before menus can be activated.

A description of each menu item is included at the end of this manual.

Selecting and Editing

The currently selected field in a dialog box or edit box is shown in reverse (white text on a black background in dialog boxes, gray text on a black background in lists such as the name database). You can move to the next field by pressing the cursor down key or, in some areas, the Tab key. The cursor up key or Shift-Tab moves to the previous field.

An editable field, such as a file path or name entry, can be edited by moving the cursor to the desired location and typing. Characters will be inserted or will overwrite the existing text, depending upon the current editing mode. The editing mode, Insert or Overtype, is shown in the right side of the hint bar. You can change the editing mode by pressing the **Insert** key.

To delete characters in a field, use the **Delete** key (deletes characters to the right of the cursor) or the **Backspace** key (deletes to the left).

Most list displays or edit/dialog box operations can be aborted by selecting Cancel or pressing the **Esc** key.

Exiting the Program

- Select Exit from the File menu (**Alt-F-X**).

> *If you have made any changes to names or console setup, be sure to save these changes to disk or to a console before exiting.*

File and Console Operations

Name/number entries and console setup parameters can be saved to disk, and recalled later for viewing or modification. Console usage statistics and error logs, if currently in the PC memory, are also saved. Saved configurations provide a convenient backup, useful if you need to reprogram or replace a console.

All disk and console operations are accessed from the File menu.

The term “database” is used in this manual to refer to all name/number entries and console setup parameters for a given console configuration.

Creating a New Database

If you have made any changes to an existing database, select Save, Save As, or Send To Console before using the New option, otherwise all changes will be lost.

- Select **New** from the File menu to clear any loaded information from the PC before creating a new database. Console setup parameters, such as button assignments and timer values, will be set to the factory defaults.
- First, you will be prompted to select the ISDN version that is in use at the telco central office. Press the **space bar** to change the version in the highlighted (reversed) field, then press the **Enter** key. This setting determines the available configuration features.

  The ISDN version can be changed later in the SPID/PDN dialog box - see page 12.
- Next, press the **space bar** to select the console type (2260d or 40d), then press the **Enter** key.

  “un-named” will be shown in the status bar until the database has been saved to disk.

- You can then add name entries, make changes to console setup parameters, and save your changes to disk or to a console. To add names, select any of the sort options from the Names menu. You will then be prompted to type in a name entry. Name entry is explained on pages 9-11.

Loading a Database from Disk

If you have made any changes to an existing database, select Save, Save As, or Send To Console before using the Open option, otherwise all changes will be lost.

- Select **Open** from the file menu. The Open File dialog box will be shown. Available console database files on the floppy disk will be shown in the Available Files list.
- Press the Tab key to move to the available files list, then select a file with the cursor keys; or, type the file name in the File Name box.
- Press the **Enter** key.

You will see a warning message if the console setup file is not found. The program will use the factory default settings for console setup.

You can now add name entries, make changes to console setup parameters, and save your changes to disk or to a console.

Saving a Database to Disk

- Select **Save** from the File menu. If this is a database that was loaded from disk, it will be saved with the same file name; existing files will be overwritten.

  The Save As dialog box will appear when saving a new database or one loaded from a console. **Save As** can be selected from the File menu to save an existing database to the floppy disk using a new file name.

- In the File Name field, enter the new file name to use for the current name database, console setup, statistics, and error logs. The name must not exceed 8 characters. Do not include a file extension; extensions will be added automatically.

  You can also select a name in the Available Files list to replace an existing file.

- When you are ready to save the files, press the **Enter** key.

Loading a Database from the Console

Make sure that the console is connected to the PC with the serial cable, and the correct com port has been selected.

- Use the **New** option to clear the database and select the switch and console type - see page 5.
- Select **Get From Console** from the File menu. From the submenu, you can choose to load into PC memory the Name Database, Console Setup, Error Log, Console Statistics; or All to select all four items.

  A warning message will appear if an error occurred while trying to communicate with the console. Select Retry to resend the information or Cancel to stop communication with the console.

  If an error occurs again, check the connections between the console and the PC, then power cycle the console (unplug the Line/Power cord for a few seconds).

  "un-named" will be shown in the status bar until the database has been saved to disk.

Sending a Database to the Console

- *Make sure that the console type is set correctly!*
- Select **Send To Console** from the File menu. From the submenus, you can choose to send the name database, all console setup parameters, or selected setup parameters to the console.

  Unsuccessful communication with the console will result in the warning message described above.

  When sending some individual setup items, a warning will be displayed if the console is set to a different ISDN version or console type than the current program setting. You will first need to send the SPID/PDN to the console, or change the ISDN version at the console.

Name Database

A 1000 name database in the console identifies callers by name when only directory number information is sent from the central office. Name/number entries may also be assigned to DSS keys to simplify call transferring and station dialing.

Spare DSS keys may be programmed to autodial up to 18 digits, including 0-9, *, #. Use this option for one button dialing of frequently-dialed numbers.

Viewing the Name Database

To view or edit an existing database, first load the database from disk (page 6) or from the console (page 8).

- From the Names menu, select the way you would like the name list displayed: **Sort By DSS Button, User Name**, **Directory Number**, **DSS Number**, or **Call Appearance**. Sort By User Name has two submenu sorting options: **First, then Last**, and **Last, then First**.

  If there are no names currently loaded, you will be given the option to add new name entries.

Editing an Existing Entry

- Move through the name list with the up/down cursor keys or Page Up/Page Down keys. Press the **Enter** key to edit the highlighted name entry. An edit box with seven fields will be displayed. Move between the fields with the up/down cursor keys or the Tab key.
- Enter up to 18 characters in the Name field. Upper and lower case letters may be used.
- Enter the full phone number as sent by the telco for incoming call name lookup in the Phone Number field. Hyphens may be used for visual clarity; do not include spaces or other punctuation.
- Enter the exact number to be dialed in the DSS Number field. Leave the field blank if the name entry will only be used for calling name display.

- Enter the optional voice mailbox number in the Voice Mail Number field. Seven digits are allowed, including a **P** to pause dialing. Please refer to the Key Mapping section in the Installation Instructions for a complete description of the voice mail feature.
- In the DSS Key field, enter the number of the DSS button to be assigned to this entry. Leave the field blank if no DSS button is assigned; the name entry will only be used for calling name display.

  DSS buttons are numbered top to bottom, left to right, starting with the upper left button. The Shift button accesses the lower entries on the DSS buttons.
- Busy lamp call appearances default to the same-numbered DSS key positions. Call appearances can be remapped by changing the Busy Lamp SPID and Busy Lamp Call Appearance entries. Please refer to the Names/Autodial Programming section in the Installation Instructions.

  The Busy Lamp SPID field is not used with the 2260d console, which has all busy lamps on a single SPID.
- When finished editing the name entry, press the **F10** key to return to the name list and save any changes made, or press the **Esc** key to exit without saving.

Adding a New Name Entry

- Press the **Insert** key to add a new name entry. Edit the new entry as described above.

Deleting a Name Entry

- Press the **Delete** key to remove the highlighted name entry from the list.

Deleting All Name Entries

- To delete all name entries, exit the name list by pressing the **F10** key, then select **Clear Names** from the Names menu.

Saving Changes to the Name Database

- When finished viewing or editing the name list, press the **F10** key. Any changes made can then be saved to disk and/or sent to the console – see pages 7 and 8.

Console Setup

Several network and console operation parameters are programmable, allowing compatibility with a wide variety of central office features. Console options are pre-programmed at the factory; many installations will require few changes to these values. Programming is retained in the console memory when console power is disconnected.

A parameter or feature may be altered at any time without reprogramming the entire system.

> *In the following setup procedures, any changes that you make are saved in the PC memory by pressing the **F10** key. You must save the new setup to disk or to the console before exiting the program, or all changes will be lost.*

Factory Default Settings

- Select **Clear Setups** from the Setup menu to restore all setup parameters to the default values. This will not change the settings in the console until Send To Console is selected.

PDN and SPID Numbers

ISDN lines may be configured for either multipoint or point-to-point operation. Multipoint lines can have multiple terminal devices connected to the same ISDN line. Point-to-point lines can have only one terminal device connected to the line.

2260d consoles must be connected to a multipoint ISDN line.

40d consoles may be connected to either a point-to-point or a multipoint ISDN line.

120d consoles configured for 60 stations may use either a point-to-point or a multipoint ISDN line; a multipoint line must be used if configuring more than 60 stations per 120d console.

Consoles must be programmed with the appropriate Service Profile Identifier (SPID) numbers obtained from

your local telephone company. The SPID uniquely identifies the console when it is connected to the network. Each 2260d has two SPIDs; one for attendant call appearances, and one for the DSS/BLF. The 40d has one SPID. Each 120d may have one or two SPIDs; two are required for more than 60 stations. In the latter case, the 120d appears as two distinct ISDN terminals to the network, each having 60 call appearances.

Additionally, the 2260d and 40d consoles must be programmed with a **P**rimary **D**irectory **N**umber (PDN).

120d SPIDs must be entered at the console. Please refer to the System Programming section in the 40d120 Installation Instructions.

- Select **SPID** from the Setup menu. An edit box will be shown. Any currently programmed SPID or PDN entries will be displayed for all consoles.
- Press the **space ba**r in the first field if you need to change the ISDN version.
- In the PDN field, enter the full 10-digit Primary Directory Number for the 2260d or 40d console. Use numbers only; do not include spaces or punctuation.
- Enter the console SPID numbers in the remaining fields.
- When finished, press the **F10** key to exit SPID/PDN entry and save any changes made, or press the **Esc** key to exit without saving.

Button Mapping

Most call processing functions can be assigned to any console button, except the MAINT, VOL, SHIFT, Hold Loop, and DSS buttons.

> *The factory default button layout can be recalled by pressing the **F8** key.*

Ring Delay and network features must be assigned to buttons with indicator lamps.

- Select **Keys** from the Setup menu. A graphical representation of the console button layout will be displayed.
- Use the cursor keys to move the highlight to the button you want to change.
- Press the **Enter** key to change the button assignment.
- Press the **space bar** until the desired button function is shown.

  Network functions also require a feature code entry. Move to the NETWORK BUTTON field with the cursor down key, then enter the network feature code required by the central office. For National ISDN only, feature codes are required for the Conference, Drop, and Connect keys.

  Enter the dial-up page number if using the optional Page key. Up to 15 digits are allowed.

  Two keys may be defined as Voice Mail keys. These keys require a dial-up entry, 24 digits maximum. Please refer to the Key Mapping section in the Installation Instructions for a complete description of the voice mail feature.

  For National ISDN only, the Call Forward key has an additional field for the forward-to number. Enter up to 18 digits.

  The console can have up to four Intercom keys. For National ISDN only, select a call appearance number for each intercom key. Intercom call appearances are excluded from the call answering queues. Lucent Custom ISDN requires only a network button entry for intercom keys.

- After selecting the button function and feature code, press the **F10** key to save any changes made, or press the **Esc** key to return to the button layout without saving.
- When finished with all button changes, press the **F10** key to exit the button layout and save any changes made, or press the **Esc** key to exit without saving.

Queue Assignments

Incoming ringing calls are prioritized for answering, based on either the incoming call identifier (ICI) field sent by the network, or the call appearance loop that the call is ringing on. The identifier determines which one of eight call queues the call is initially placed in. Calls in queues with a lower number (higher priority) will be displayed for answering first. After a timeout period has expired, the call may be moved to another queue designated as the Timeout Queue (usually a higher priority queue).

- Select **Queue Assignments** from the Setup menu, then select **Incoming Call Identification** or **Call Appearance Identification** from the submenu. Editing procedures are explained below.
- When finished, press the **F10** key to exit the ICI or Call Appearance list and save any changes made, or press the **Esc** key to exit without saving.

Editing ICI Entries

- Use the up or down cursor key to move the highlight to the call identifier entry you want to change.
- Press the **Enter** key to edit a call identifier entry. An edit box with five fields will be shown.
- In the Translation field, enter the text string (translation) that will be displayed on the console to identify the call type shown in the ICI field.

  ? *"wildcard" characters may be included in the translation string. The character received in the last "wildcard" position of the ICI field will*

*replace any **?** character in the translation string during call display.*

- In the Timeout field, enter the timeout period in seconds for this call type. The call will move from the initial queue to the Timeout Queue after the timeout period.
- Enter the initial queue for this call type in the Queue field. Queues with a higher number have a lower priority.
- In the Timeout Queue field, enter the queue the call will move to after the timeout period, if the call is still ringing. Set this field to the same number as Queue if calls of this type are to remain in the same queue after the timeout period.
- When finished editing all fields for this call type, press the **F10** key to save any changes made, or press the **Esc** key to return to the ICI list without saving.

Inserting ICI Entries

- Press the **Insert** key to add a new custom call identifier. In addition to the fields explained above, you can also edit the ICI field.

  *A **?** may be entered as a "wildcard" character. It will match any incoming character in its position.*

Deleting ICI Entries

- Press the **Delete** key to remove a call identifier from the list.

  Predefined ICIs cannot be removed. The Delete option affects only custom ICIs that you have added.

Editing Call Appearance Entries

Each of the 22 call appearance entries can be edited in the much the same manner as ICIs. Assign a call appearance to a queue if you want all calls to the listed directory number to be prioritized or identified with custom display text. This will override ICIs for all calls to that number.

- To use ICIs for a call appearance (the factory default), press **Delete** after highlighting the call appearance in the list.

  Call appearances dedicated for emergency use can be assigned to queues 0-3. Calls in these queues have highest priority and will be displayed immediately.

Timers

Calls on hold will recall the console after a timeout period. Separate timers are provided for ring delays and four types of recalls: Hold, Page, Call Back (Lucent Custom ISDN only), and NXF (incomplete transfer).

The Ring Delay timer allows a backup console to ring only when calls have not been answered at the primary console. Loops must be optioned Terminate (inbound calls only) to use Ring Delay.

> *For systems with only one answering position, **do not** use Ring Delays. The default Ring Delay value is 0 (disabled). One ring is approximately equal to 6 seconds.*

Each timer can be set to expire after 1-999 seconds, or disabled.

- Select **Timer Values** from the Setup menu.
- Use the up or down cursor key to move the highlight to the timer you want to change.
- Enter the new timeout period. Enter **0** to disable a timer.
- When finished, press the **F10** key to exit Timers and save any changes made, or press the **Esc** key to exit without saving.

Loop Usage

Each call appearance loop can be set to *Not Reserved* (in or out), *Terminate* (in only), *Originate* (out only), *Priority*, or *Inactive* (not connected).

- Select **Loop Usage** from the Setup menu. Settings for all loops will be displayed.
- Use the up or down cursor key to move the highlight to the loop you want to change.
- Press the **space bar** until the desired loop usage is shown. The ISDN call appearances must be set at the central office with the same usage type. Set all unused loops to Inactive.

  Loops using Ring Delay at a backup console must be set to *Terminate*.

  Call appearances assigned to Intercom keys cannot be changed here – see page 14.
- When finished, press the **F10** key to exit Loop Usage and save any changes made, or press the **Esc** key to exit without saving.

Error Logs

Communication and operation errors encountered during operation are recorded by the console.

Error logs and statistics are saved when saving the console setup.

Viewing an Error Log

- From the **Errors** menu, choose to display the console error log sorted by type, severity, or time of occurrence. All of these items will then be listed on the screen.

  If the currently loaded data was retrieved from a disk file, the error log from the file will be displayed.

  To view the most recent console error logs, first select the **Get From Console** option in the File menu.

- To view detailed information about an error, press the **Enter** key after moving the cursor highlight to an error record.

Clearing an Error Log

- To clear a console's error log from the console and the PC, select **Clear Error Log** from the Errors menu.

Console Usage Statistics

Console statistics such as average length of calls, response time for call answering, and number of recalls are recorded by the console. All statistics can be viewed and reset at the console or by this program.

Statistics and error logs are saved when saving the console setup.

Viewing Statistics

- Select **View Statistics** from the Statistics menu.

  If the currently loaded data was retrieved from a disk file, the statistics from the file will be displayed.

  To view the most recent console statistics, first select the Get From Console option in the File menu.

Below are the items shown in a statistics display.

CALL HANDLING

Abandoned Calls – the number of calls that were disconnected by the caller before being answered. Calls that were ringing for less than 10 seconds before disconnecting are not counted in this statistic.

Hold Recalls – the number of calls on hold that recalled the console after the timeout period expired.

Calls Answered After *xx* Sec – the number of calls that were answered after a selected time threshold. To change the time period used for this statistic, select STATS from the console's Maintenance main menu, select EDIT when this statistic is displayed, then enter the new time in seconds with the dial pad.

CALL VOLUME

Inbound Calls – the number of incoming (ringing) calls, not including transfers, processed at the console.

Outbound Calls – the number of outgoing calls, not including transfers, processed at the console.

TIME

Active Time – the total amount of time that the console was active on calls.

Elapsed Time – the interval since the last Clear Statistics operation.

Average Call Time – the average length of a call.

Average Hold Time – the average time that calls were on hold.

Average Response Time – the average time a call was ringing at the console before it was answered.

Clearing Statistics

- To clear the usage statistics from the console and the PC, select **Clear Statistics** from the Statistics menu.

Printing Reports

The ISDN Console Setup Utility can produce hardcopy reports listing all name/number entries, setup parameters, usage statistics, and console error logs. Printed output is formatted for standard 8.5" x 11" paper, portrait orientation.

Ensure that the printer is turned on and properly connected to the port selected in the Configure Ports submenu.

- Select **Print** from the File menu.
- Select Name Database, Console Setup, Console Statistics, or Error Log from the submenu.

If you selected Name Database or Error Log, another submenu will allow you to choose a sort order.

Console Program Updates

In the event that you receive an updated console program disk from Tone Commander Customer Service, use the Setup Utility to load the console with the new code.

> *To display the version of software currently loaded in the attached consoles, select* ***Console Software Version*** *from the File menu.*

- Plug the serial cable from the PC into the console that you want to load with the new code.
- Set the switch on the back of the console to MON.
- Power cycle the console (unplug the Line/Power cord for a few seconds).
- Insert the floppy disk with the program update files into the PC drive.
- Select **Update Console Program** from the File menu. An Open File dialog box will appear.
- Available console update files on the floppy disk will be shown in the Available Files list.
- Type the file name in the File Name box.
- Press the **Enter** key.

> *You will see a warning message if the console update file is not found.*

Sending the update takes a short time. Progress is displayed during the process.

- Set the console switch back to RUN when finished.

See the Console Software Update Guide supplied with the update floppy disk for more in-depth instructions regarding upgrading the console operational software.

Menu Selections

A summary of each menu item is listed in this section.

File Menu

New

Clears the current name database, console setup, statistics, and error log from the PC memory.

Select this option before creating a new database.

Open

Selects and loads a name database file. Files containing console setup parameters, usage statistics, and the error log will also be loaded if available.

You can then view or print the loaded information.

Names and setup information can be modified and saved to disk or sent to the console where it will be retained in the console's memory.

Save

Saves the current name database, console setup, statistics, and error log to disk. Files will be saved with the same file name that was loaded from disk.

If this is a newly-created database or one loaded from a console, you will be asked to type in a file name.

Save As

Saves the current name database, console setup, statistics, and error log to disk, using a new file name and/or directory.

Get From Console

Reads the name database, console setup, statistics, and/or error log from the console via the serial cable.

Send to Console

Writes the currently loaded name database or console setup parameters to the console via the serial cable.

Print

Prints the current name database, console setup, statistics, or error log.

Output will be sent to the printer port selected during installation. You can change the printer port with the Configure Ports...Select Printer Port option.

Configure Ports

Selects the serial com port for communication with the consoles, or the printer port used for printed reports.

Ports are initially set during program installation. The currently selected ports will be highlighted in the Select Console Port and Select Printer Port submenus.

Console Software Version

Displays the version of software currently loaded in the console.

Update Console Program

If you have received updated console program files, use this option to load the consoles with the new code.

About

Displays Setup Utility version and copyright information.

Exit

Exits the Setup Utility.

Be sure to save to disk or to the consoles any changes you have made before exiting this program.

Names Menu

Lists the currently loaded name database. You can modify or delete any entry from the list, or add new entries.

Sort By DSS Key

Displays the name database sorted by DSS key number.

Sort By User Name

Displays the name database sorted by first or last name.

Sort By Directory Number

Displays the name database sorted by phone number.

Sort By DSS Number

Displays the name database sorted by DSS number (station directory number).

Sort By Call Appearance

Displays the name database sorted by Call Appearance number.

Clear Names

Clears all name entries from the database.

Setup Menu

SPID

Allows entry of the console Primary Directory Number (PDN) and Service Profile Identifiers (SPIDs). These entries are required for proper console operation.

The ISDN version can also be changed here.

Keys

Selects functions for the programmable buttons on the console.

You can choose from a list of predefined console functions or assign network features to buttons.

Queue Assignments

Sets queue assignments for incoming call identifiers (call types) and call appearances (lines).

Queues determine the call answering priority. A call can be moved to a queue with a different priority after a timeout period.

Custom call types may be added to the list of predefined types. The text string displayed on the console for each call type or call appearance may be modified.

Timer Values

Sets timeout periods for hold recalls, page recalls, automatic callbacks, incomplete transfer recalls, and backup console ring delays.

Loop Usage

Selects the usage type for each call appearance loop: Not Reserved, Terminate, Originate, Priority, or Inactive.

Clear Setups

Restores all setup parameters to the factory defaults.

Errors Menu

Lists all recorded errors from the console. Detailed information is available for each listed error.

Sort Errors By Type

Displays the error log with errors sorted by type.

Sort Errors By Severity

Displays the error log with errors sorted by severity.

Sort Errors By Time

Displays the error log with errors sorted by time of occurrence.

Clear Error Log

Clears the error log from the console and the PC.

Statistics Menu

View Statistics

Displays the currently loaded console usage statistics.

Use the Get From Console option to retrieve the most recent console statistics.

Statistics and the console error log are saved when saving the name database and console setup. If the currently loaded data was retrieved from a disk file, the statistics from the file will be displayed.

Clear Statistics

Clears the usage statistics from the console and the PC.

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