



Look here first!

This is a guide to the documentation available on this CD-ROM for your DEFINITY[®] BCS or GuestWorks[®] system. This roadmap will help you find the right document to answer your questions.

What documentation will you get?

DEFINITY BCS — The documentation that comes with your new or upgraded system consists of paper versions of the *DEFINITY BCS and GuestWorks Overview*, the set of *Little Instruction Books*, and the *DEFINITY ECS System Description*.

GuestWorks — The documentation that comes with your new or upgraded system consists of paper versions of the *DEFINITY BCS and GuestWorks Overview*, the *GuestWorks Technician Handbook*, the *GuestWorks and DEFINITY ECS Hospitality Operations*, the *DEFINITY ECS Console Operations Quick Reference*, the set of *Little Instruction Books*, and the *DEFINITY ECS System Description*.



How to use the CD

You use Adobe® Acrobat® Reader to view the documents on the CD-ROM. If you know the document you want, you can use the main menu. From the main menu, select the document category, and then the document. If you do not know which document to look in, Acrobat provides two ways for you to search.



This icon appears on the Acrobat Reader toolbar. It allows you to search across a single document for a particular word or text string, and highlights the first occurrence.



This icon allows you to look for a particular word or text string, and shows you a list of all the documents that contain the search string. You can move through these occurrences one at a time until you find what you need. For more information, select Plug-In Help>Using Acrobat Search from the Acrobat Reader Help menu.

Where do you find answers?

For a general overview of system features, look at the *Overview*. This book provides a brief description of the hardware and features available with DEFINITY BCS and GuestWorks Issue 6. Since DEFINITY BCS and GuestWorks support a subset of DEFINITY ECS features, this book also lists which ECS features are *not* supported.

For an overview of detailed screen changes and feature enhancements for this release, see *What's New in Release 8*. (DEFINITY R8.2 is the base load used to support DEFINITY BCS and GuestWorks Issue 6.)

For a general understanding of system configurations and available hardware, see the *System Description*.

If you are a switch administrator and want basic administration procedures and information, use the *Little Instruction Book* set. These books are easy to read and contain most of the procedures you will need for day-to-day administration.

Use the *Administrator's Guide* if you need a full range of administration information, from basic tasks to detailed reference material.

If you want information about **how your system is operating** (for example, how many calls your switch processes, or how quickly your attendants answer calls), *Reports* can show you what information is available and what commands to use to get it.

The *Change Description* provides a high-level overview of what is new in DEFINITY ECS R8.2. (DEFINITY R8.2 is the base load used to support DEFINITY BCS and GuestWorks Issue 6.) The document describes the **hardware and software enhancements** and lists the problem corrections for this release.

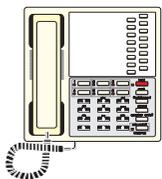
The *BCS Products Security Handbook* offers important **security information**, including how to protect your system and your company from telecommunications fraud (**toll fraud**).

Documents for Automatic Call Distribution (ACD) administrators:

Guide to ACD Call Centers contains the **ACD-specific features** that you administer on the switch. Only certain ACD features are available for DEFINITY BCS and GuestWorks.

DEFINITY BCS and GuestWorks Call Vectoring Guide teaches you how to **write, use, and troubleshoot vectors** that process telephone calls in an ACD environment. It also includes detailed descriptions of the call vectoring features, vector management, vector administration, troubleshooting, and interactions with the BCMS management information system.

Basic Call Management System (BCMS) Operations provides detailed instructions on how to **generate BCMS reports** and how to manage the system.



Documents for end users (the people on the phones!)

The most important tool for you in **providing information to your end users** is the *Guide Builder™ Software for DEFINITY® Telephones*. It allows you to select the features offered for a specific phone or group of phones, and allows you to print a customized user guide for a specific phone or group of phones. The GuideBuilder software is on this documentation CD. This CD also contains user guides for several of the DEFINITY telephones.

If you work at the front desk in a hotel, see the *Hospitality Operations* for instructions on how to use the hospitality features of the GuestWorks system.

Console Operations and *Console Operations Quick Reference* are user guides for **the people who operate your attendant console**. Included are descriptions of the console control keys and functions, call-handling procedures, basic system troubleshooting information, and routine maintenance procedures.

The *Terminals and Adjuncts Reference* contains **detailed specifications, drawings, and full descriptions for all phones**, phone adjuncts, and data terminals that can be used with the system. It does not provide administration information, and is primarily useful when you need to make decisions about which phone(s) or phone adjunct(s) to purchase.

Documents for networking

Administration for Network Connectivity describes the main types of switch-to-switch connections that use **LAN hardware and software**, and the procedures required to administer these connections. This document also contains information about other private networking features, such as Centralized Voice Mail via Interswitch Mode Codes.

Documents for installation, upgrades and maintenance

For each cabinet type (Single-Carrier Cabinets, Multi-Carrier Cabinet, and Compact Modular Cabinet) there is an **installation and test** document. These books are primarily intended for technicians who will be performing the installation. In addition to the cabinet installation documents, *Installation for Adjuncts and Peripherals* provides procedures and information for **hardware installation and initial testing of adjunct and peripheral systems** and equipment.

If you are a technician installing a GuestWorks system, see the *GuestWorks Technician Handbook*.

For each model (csi, si, and r) there is a book, generally called *Upgrades and Additions* for model type, describing the **upgrade process**. For the csi model, installation procedures are included in this book as well.

For each model (csi, si, and r) there is a document that describes **troubleshooting and maintenance procedures**. While these documents are also intended primarily for technicians, they contain a great deal of information about troubleshooting and maintaining your system.

Documents for voice mail systems

This CD contains information about the INTUITY™ AUDIX®, DEFINITY AUDIX, and Octel 100 products. The documents on the CD include: installation, administration, maintenance, and user guides.

Documents for Non-U.S. audiences

Application Notes for Type Approval describes specific **hardware and administration required** to operate the DEFINITY ECS in countries **outside the United States**.

Also, some of the books have been translated for non-U.S. audiences. Please contact the publications center for copies of translated documents.

What if I didn't find what I was looking for or need more information?

This *Roadmap* only touches on the books most commonly used for DEFINITY BCS and GuestWorks. If you did not find what you were looking for, please check the Related Documents section of the *Overview*. If you still don't find it, please write us at document@drmail.dr.lucent.com.

What if I want additional copies of a document?

If you have a warranty or service agreement, you can access electronic versions of any DEFINITY ECS or related document from the customer support center at <http://support.lucent.com/>, select Information Resources, and then ELMO. ELMO contains electronic copies of most of the DEFINITY books.

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Tell us what you think!



We want to hear from you!

Please let us know if you have suggestions for how we could improve our product information. If you like what you see, or if you don't like what you see, please let us know. Send your comments by email at document@drmail.dr.lucent.com, fax them to us at 1 303-538-1741, or write to Document Feedback, 11900 N. Pecos St., Room 22-2H20, Westminster, Colorado, USA 80234.