



 **Communicator!** *NXT*
System Administrator Guide 4.x



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A Reminder on System Requirements

Please install all critical and recommended updates for your operating system and Internet Explorer. It is imperative that all critical and recommended updates are installed in a timely fashion. These updates are provided to help resolve known issues and protect your computer from known security vulnerabilities.





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Introduction to System Administration

Welcome!

Welcome to **Communicator! NXT** system administration. There are numerous applications that reside in the **RxT** system that do not require manipulation from System Administrators or end users. This guide addresses those applications that requires a system administrator to interface with to maintain optimal system performance.

During the installation process, DCC software technicians will perform all necessary system configurations required during the initial setup for **Communicator! NXT**. They will guide you through applications and processes that must be conducted at the server. This book will coincide with these processes, reassuring system administrators have a complete knowledge base of the server and have all the necessary tools to support **Communicator! NXT**. In addition, DCC Technical Services is available to provide assistance in troubleshooting problems and answering system related questions.

This material includes two sections with related applications:

- **RxT Client Monitors** includes the following applications
 - Email Monitor
 - Pager Monitor
 - Phone Monitor
- **Utilities** includes the following application
 - Line Configuration

About the RxT Client Monitors and Utilities

The **RxT Client Monitor and Utility** applications are components of **RxT**, DCC's patented notification technology. Both the **Frontwave IVR**™ system and the **Communicator! NXT** system use these applications.

Each **RxT Client Monitor** or **Utility** application can be customized to meet the needs of your organization. Configuring the options available for the application will determine how your users interface with the system.

Note: There are numerous applications that reside in the **RxT** system that do not require manipulation from System Administrators or end users. During the installation process, DCC software technicians will perform all necessary system configurations required during the initial setup for **Communicator! NXT** and **Frontwave IVR**. In addition, DCC Technical Services is available to provide assistance in troubleshooting problems and answering system related questions.

Email Monitor



The **Email Monitor** application can be used to monitor email communications. **Communicator! NXT** can view the email notification log for email messages sent to contacts included in an activation, as well as, individuals receiving reports of scenario activity via email. Although this application monitors the email activity, it is not the service that physically sends email messages. The email messages are sent via the **Email Net Service** that runs in the background of **RxT**. The **Email Monitor** is, however, capable of initiating and shutting down the **Email Net Service**.

Pager Monitor



The **Pager Monitor** application can be used to monitor pager communications. **Communicator! NXT** can view the pager notification log for pager messages sent to contacts included in an activation. Although this application monitors the pager activity, it is not the service that physically sends pager messages. The pager messages are sent via the **Pager Net Service** that runs in the background of **RxT**. The **Pager Monitor** is, however, capable of initiating and shutting down the Pager Net Service.

Phone Monitor



The **Phone Monitor** application can be used to monitor phone communications and monitor phone line status. It also allows the user to configure setting related to call routing, information logging, etc. **Communicator! NXT** can view the phone notification log for phone messages sent to contacts included in an activation. Although this application monitors the phone activity it is not the service that physically sends phone messages. The phone messages are sent via the **Voice Net Service** that runs in the background of **RxT**.

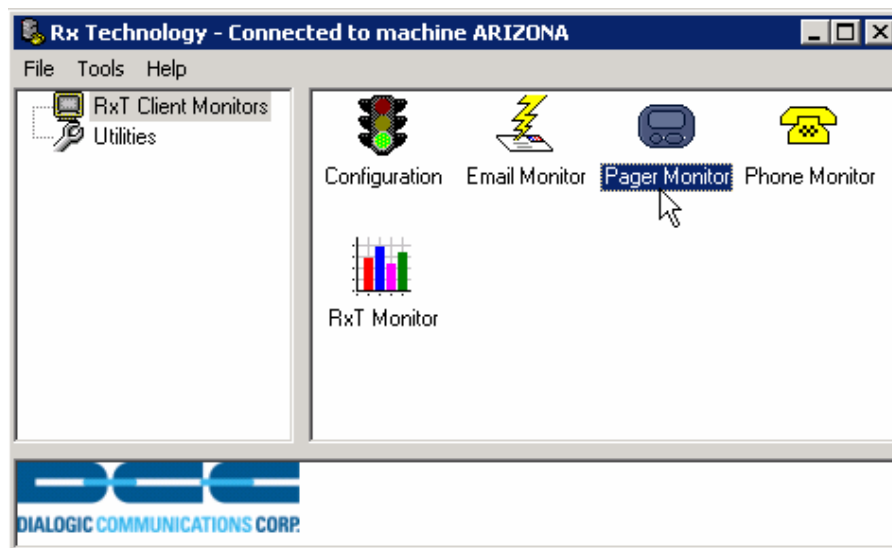
Line Configuration



The **Line Configuration** application can be used to set the dialing rules and properties for outbound calling. This application allows the user to modify phone line settings by configuring individual telephone line **Groups** and to define the format used when outbound numbers are dialed by customizing **Dialing Rules**. A **Do Not Call List** is also available to allow users to exclude phone numbers that should not be called.

The DCC Menu

The main menu screen displays thumbnail options in the left hand pane for navigating through the system's menu. These topics control the applications that will be displayed in the right hand pane. The right hand pane displays icons that allow you to access each of the individual applications.





Email Monitor

What Is Email Monitor?

The **Email Monitor** application is a component of **RxT**. Both the **Frontwave IVR™** system and the **Communicator! NXT** system can use this application to monitor email communications. **Frontwave** can use this application to view the email log for messages sent for certain situations (e.g., outage notifications via the **Outage Processor** application, etc.). **Communicator! NXT** can view the email notification log for email messages sent to contacts included in an activation, as well as, individuals receiving reports of scenario activity via email. Although this application monitors the email activity, it is not the service that physically sends email messages. The email messages are sent via the **Email Net Service** that runs in the background of **RxT**. The **Email Monitor** is, however, capable of initiating and shutting down the Email Net Service.

Typically, the **Email Monitor** application will be used to troubleshoot problems by DCC personnel.

Email Monitor application allows you to:

- Customize **Email Net Service** options (which debug messages to display, where to log activity, etc.).
- Connect to different machines to monitor activity.
- Suspend/Resume logging activity within the application.
- Clear the display window.
- Shutdown the **Email Net Service** to terminate all email activity.

How Do I Access the Email Monitor Application?



The **Email Monitor** email notification log for email messages sent to contacts included in an activation, as well as, individuals receiving reports of scenario activity via email. Although this application monitors the email activity, it is not the service that physically sends email messages. Email messages are sent via a service application that runs in the background of **RxT**. The **Email Monitor** is, however, capable of initiating and shutting down the Email Net Service. The **Email Monitor** application is typically used to troubleshoot problems.

Access the **Email Monitor** application to inspect the activity of this service. The display area allows users to interface with the activity log.

Steps to Access the Email Monitor Application:

1. Double click the **DCC Menu** icon on the Desktop. The **Login** screen displays.
2. At *User Name*, type the name, and then press Tab.
3. At *Password*, type the password, and then click **OK**. The **DCC Menu** displays.
4. Click **RxT Client Monitors** located in the left hand pane. The window on the right will display a variety of icons.
5. Click the **Email Monitor** icon located in the right hand pane. The **Email Monitor** screen displays.

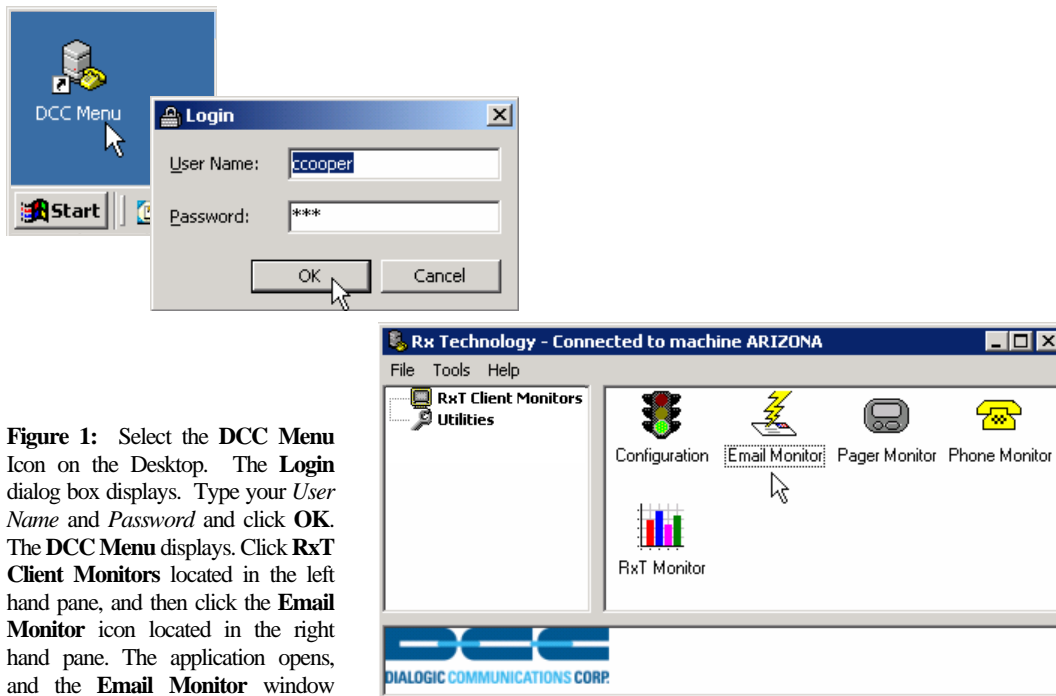


Figure 1: Select the **DCC Menu** Icon on the Desktop. The **Login** dialog box displays. Type your *User Name* and *Password* and click **OK**. The **DCC Menu** displays. Click **RxT Client Monitors** located in the left hand pane, and then click the **Email Monitor** icon located in the right hand pane. The application opens, and the **Email Monitor** window displays.

Date	Time	Type	Source	Message
04/02/07	11:06:40	Information	frmMonitor.DoConnected	Connected to machine ARIZONA
04/02/07	11:06:37	Information	EmailService.OnStart	Starting service
04/02/07	11:06:38	Information	EmailClient.StartRequestedService	Starting Data Node service...
04/02/07	11:06:38	Information	EmailClient.StartRequestedService	Waiting for Data Node service to star...
04/02/07	11:06:39	Information	EmailClient.StartRequestedService	service started.
04/02/07	11:06:39	Information	EmailClient.StartRequestedService	Starting RxT Server service...
04/02/07	11:06:39	Information	EmailClient.StartRequestedService	Waiting for RxT Server service to star...
04/02/07	11:06:40	Information	EmailClient.StartRequestedService	service started.

Connected: ARIZONA Active: 0 of 20 Busiest: 0

About the Work Area

When the **Email Monitor** application is launched a variety of screen components display. The applications window will display a:


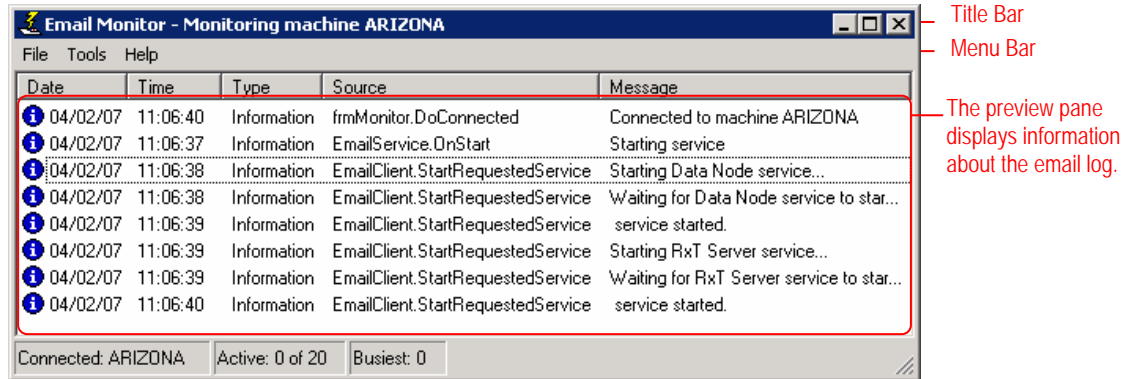
- **Title bar** displaying the name of the application,  **Email Monitor – xxx** (where xxx is the name of the machine or server configured to monitor email activity).
- **Menu bar** options provide an easy way of accessing functions available in **Email Monitor**.

Figure 2: The **Email Monitor** application window contains a variety of screen components.



Resize Columns

The display area in the **Email Monitor** application can be manipulated and tailored to your preferences.


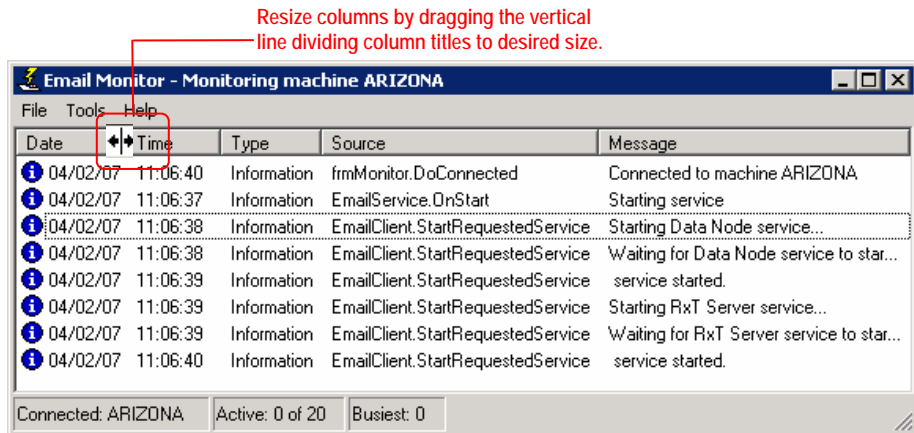
- To *Resize* point to a vertical column line between column titles. The cursor will change to display . Press, hold and drag the column line to desired size.

Figure 3: Columns can be resized within the **Email Monitor** application.



Menu Bar

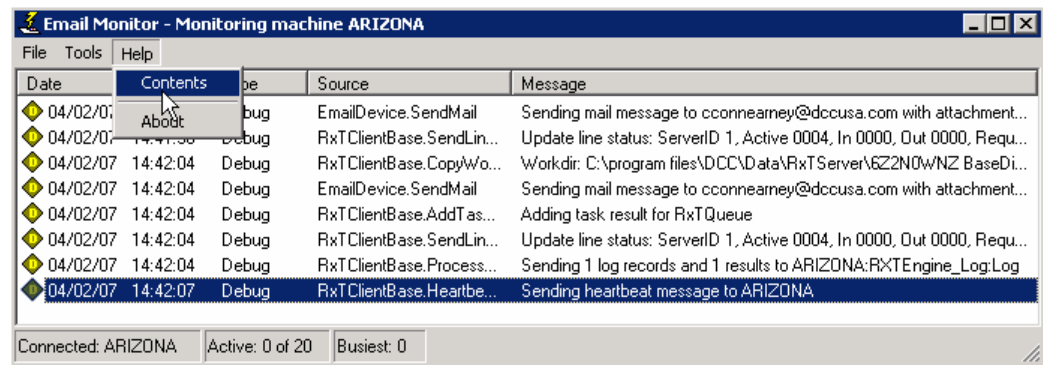
The menu bar is located at the top of the **Email Monitor** main window and consists of several menu options. When one of the menu options is selected, a dropdown menu will display that provides a listing of additional actions that can be performed. The following menu options are displayed on the menu bar:

File Menu The **File** menu provides the ability to exit or shutdown the **Email Monitor** application.

Tools Menu The **Tools** menu provides the ability to set email options, switch to a different server or machine or close on detach.

Help Menu The **Help** menu allows you to view information about the installed version of **Email Monitor**.

Figure 4: The **Email Monitor** main window displays available menu options. The menu bar options provide a way of accessing functions. Select the desired menu to display options that relate to the chosen menu.



The Display Area

The display area shows columns of information that include:

- **Date** – the date of the listed activity.
- **Time** – the time of the listed activity.
- **Type** – the identifier for the communication component (e.g., an *Information*, *Debug*, etc. message type).
- **Source** – the identifier that points to the source code that allows the DCC developers to troubleshoot any problems.
- **Message** – describes the listed activity.

Note: If you right click anywhere in the display area a menu will display allowing you to **Clear** the display area of all messages or **Suspend/Resume** logging activities.

Shutdown the Email Net Service

Steps to Shutdown the Email Net Service:

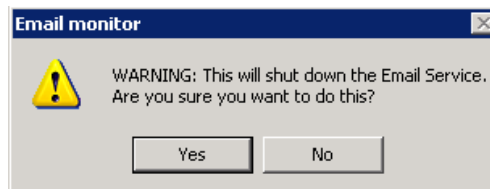
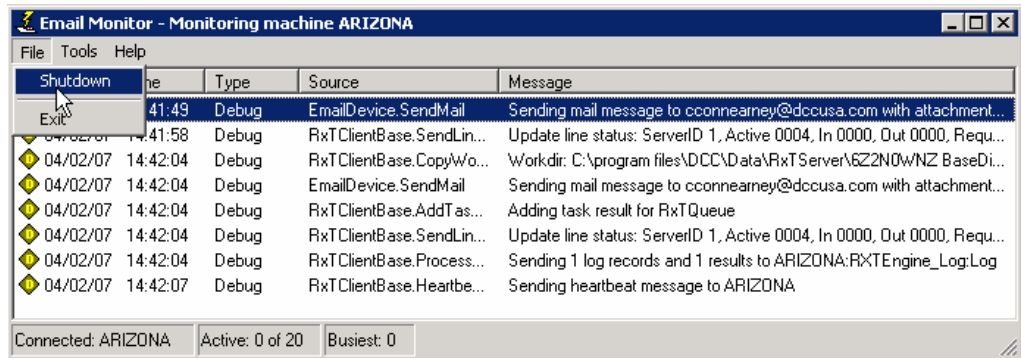
1. At the **Email Monitor** window, click **File > Shutdown**. The **Email Monitor** window will display with a *Warning* message.

Shutdown

The *Shutdown* option will shutdown the Email Net Service. **Emails will not be sent if the Email Net Service is down.**

2. At the *Warning* message, click **Yes** to shutdown the Email Net Service or click **No** to cancel the action.

Figure 5: To shutdown the **Email Net Service** click **File > Shutdown**. At the *Warning* message click **Yes** to shutdown the **Email Net Service** or click **No** to cancel the action. Emails will not be sent if the **Email Net Service** is down.



Customize Email Options

The **Email Options** screen displays four areas where settings can be configured: **General**, **Logging**, **Debug** and **Testing**.

Access Email Options

Steps to Customize Email Options:

1. Click **Tools > Options**. The **Email Options** screen will display defaulting to the **General** tab.

General Options

Steps to Customize General Options:

1. At *Enabled*, click the checkbox to select or click again to deselect .

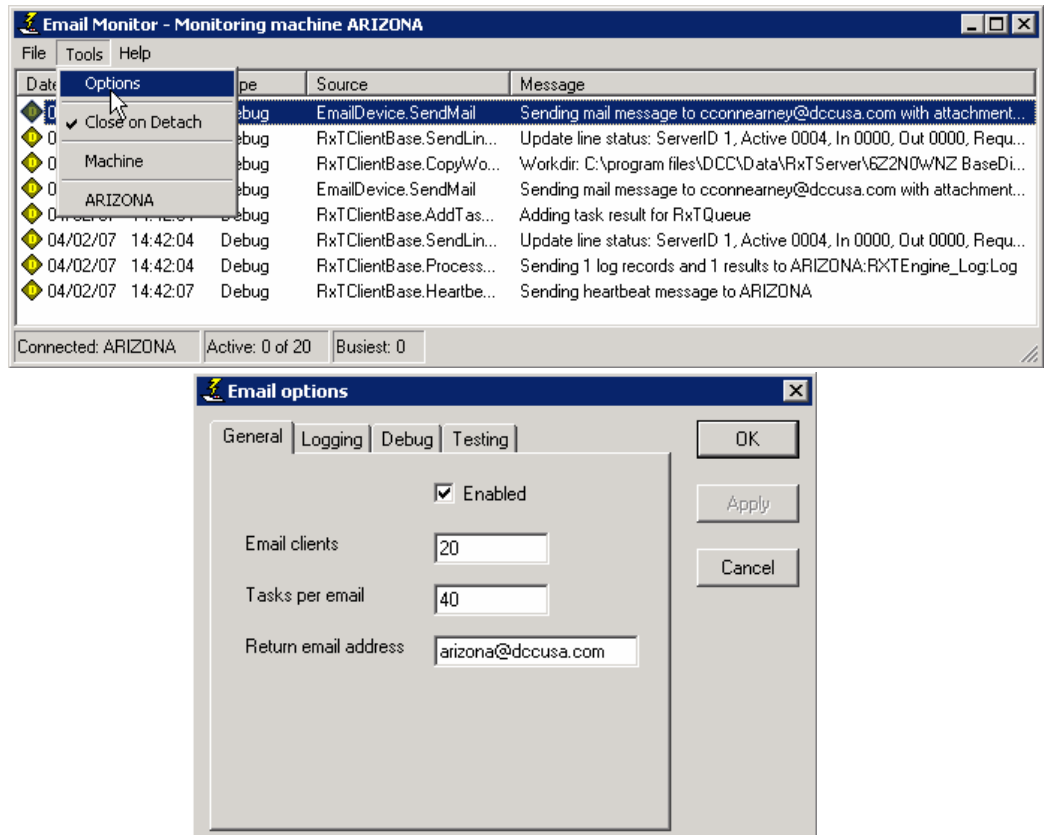
Enabled The *Enabled* feature must be checked to enable Email Net Service. If this option is not selected, emails will not be sent during designated notifications.

Email clients *Email clients* indicates the number of virtual email clients the Email Net Service can use. This allows multiple emails to be sent at one time.

Tasks per email *Tasks per email* designates the number of recipients per email. This allows the Email Net Service to send emails in batches.
2. At *Return Email Address*, click the text box and type desired email sender information.

Return Email Address The *Return Email Address* is a required field. The email address that is entered displays as the From address on email messages sent from this server.
3. Click **OK** to accept the selected options and return to the **Email Monitor** window. Click **Apply** to accept the selected options and leave the **Email options** window open. Click **Cancel** to close the window without saving any changes.

Figure 6: To customize email options, click **Tools > Options** to display the **Email Options** window. Make desired selections, and then click **OK** to save your changes and close the window. At the **General** options tab, complete desired settings related to the **Email Net Service**.



Logging Options **Steps to Customize Logging Options:**

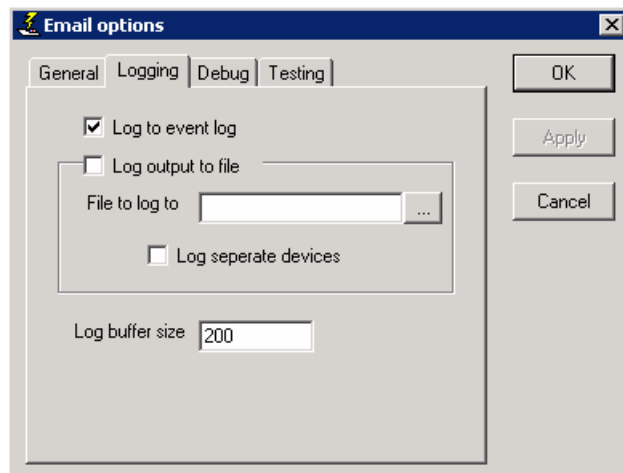
1. Click the **Logging** tab to display options.
2. At *Log to event log*, click the check box to select or click again to deselect .

Log to event log The *Log to event log* enables any activity that occurs to be logged into the Windows Systems Application Event Log. This log option is typically disabled.
3. At *Log output file*, click the checkbox to select or click again to deselect .

Log output to file The *Log output to file* enables any activity that occurs to be logged to a text file. If this option is selected, at the *File to log to* text box type the path and file name or click the **More** button to access the **Open** dialog box where a file location and name can be entered. This log option is typically disabled as the **Email Monitor** logs activity to the RxT Server log.
4. At *Log buffer size*, click the text box and type in the number representing the buffer size.

Log buffer size The *Log buffer size* defines the size of the storage area to hold log messages.
5. Click **OK** to accept the selected options and return to the **Email Monitor** window. Click **Apply** to accept the selected options and leave the **Email options** window open. Click **Cancel** to close the window without saving any changes.

Figure 7: At the **Logging** options tab, complete desired settings related to logging activity (e.g., system, debug messages, general information, etc.).



Debug Options **Steps to Customize Debug Options:**

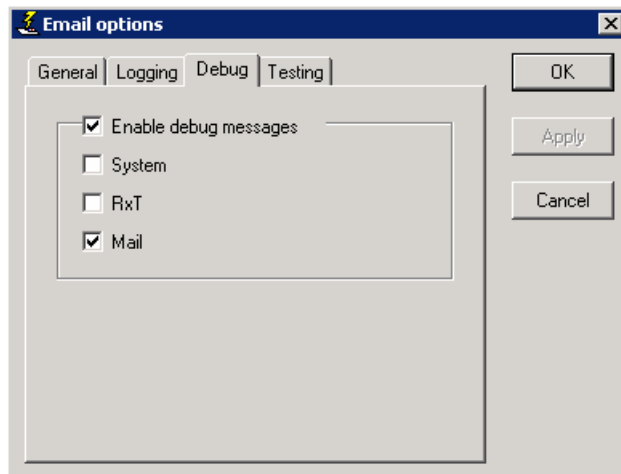
1. Click the **Debug** tab to display options.
2. At *Enable debug messages*, click the checkbox to select or click again to deselect . Once this setting is selected the *System*, *RxT* and *Mail* options become active and available for selection.

Enable debug messages

The *Enable debug messages* setting is used exclusively by DCC for troubleshooting problems. System Administrators should not utilize this feature unless instructed by Technical Services. *System* will send debug messages related to supporting the system (e.g., file access, system resources, etc.); *RxT* will send debug messages related to the communications layer between the Email Net Service and the RxT service; and *Mail* will send messages related to the transmission of email messages.

3. Click **OK** to accept the selected options and return to the **Email Monitor** window. Click **Apply** to accept the selected options and leave the **Email options** window open. Click **Cancel** to close the window without saving any changes.

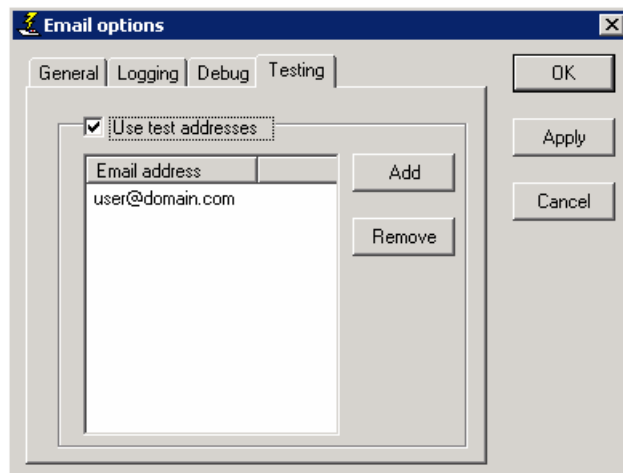
Figure 8: At the **Debug** options tab, complete desired settings related capturing debug messages.



Testing Option **Steps to Customize Testing Options:**

1. Click the **Testing** tab to display options.
2. At *Use test addresses*, check this box to override all emails sent by the Email Net Service to the email addresses listed.
 - To **Add** an email address to the list, click **Add**, type a valid email address, and then press **Enter**. The address is added to the listing.
 - To **Delete** an email address from the list, click to select the desired email address, and then click **Delete**. At the **Confirm delete items** message, click **Yes**. The selected email address is removed from the listing.
3. Click **OK** to accept the selected options and return to the **Email Monitor** window. Click **Apply** to accept the selected options and leave the **Email options** window open. Click **Cancel** to close the window without saving any changes.

Figure 9: At the **Testing** options tab, complete desired settings related to sending test email messages.



Close on Detach

Using the **Tools > Close on Detach** options gives you the ability to detach the **Email Monitor** from the Email Net Service. By default, the **Email Monitor** will close when the Email Net Service is unavailable or is **Shutdown**.

Steps to Close on Detach:

1. Click **Tools > Close on Detach**. The check mark is removed (the option disabled). Repeat this process to enable this setting.

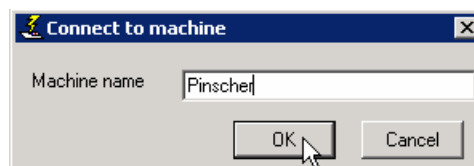
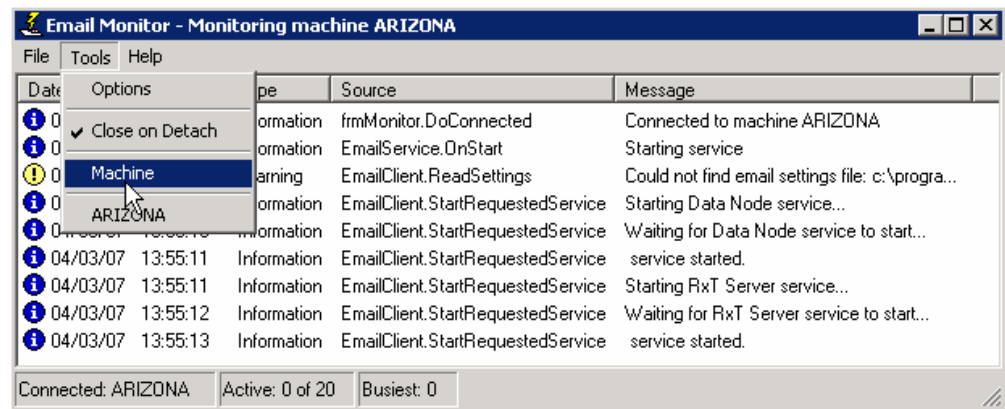
Access a Different Machine

Using the **Tools > Machine** options gives you the ability to access a different machine or server to monitor the activity taking place.

Steps to Access a Different Machine:

1. Click **Tools > Machine**. The Enter the name of machine to monitor window will display.
2. At *Machine Name*, click the text box to select and type the name of the machine or server.
3. Click **OK** to connect to the defined machine (a message will display stating 'Attaching to Service...') or click **Cancel** to abort the action.

Figure 10: To access a different machine to monitor email activity, click **Tools > Machine**. The **Enter the name of machine to monitor** window displays. At *Machine Name*, click the text box to select and type the name of the machine or server. Click **OK** to connect to the defined machine.



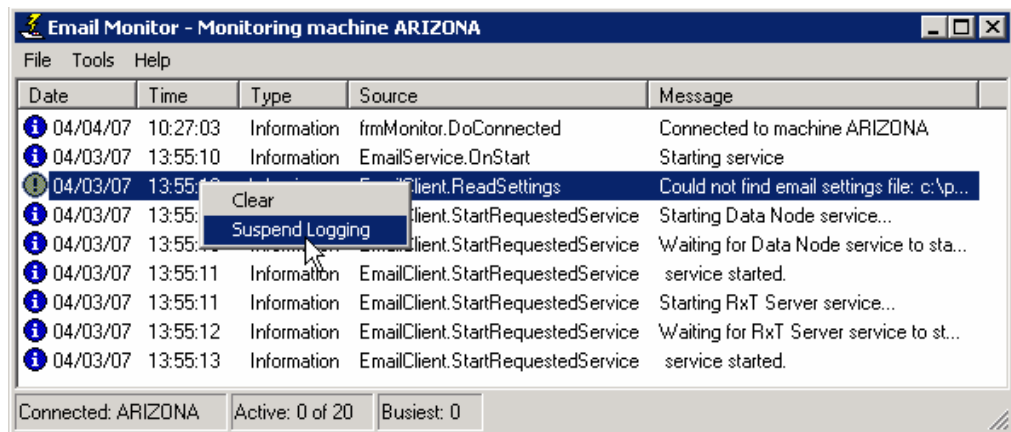
Suspend/Resume Logging

If you right click anywhere in the display area a menu will display allowing you to **Clear** or **Suspend/Resume Logging** (this option will act as a toggle between the 2 options). **Suspend Logging** will pause the **Email Monitor** from posting activity to the display area.

Steps to Suspend Logging:

1. Right click anywhere in the display area. A menu will display.
2. Click **Suspend Logging**. The **Email Monitor** will stop posting activity to the display area.
3. Right click anywhere in the display area. A menu will display.
4. Click **Resume Logging**. The **Email Monitor** will restart posting activity to the display area.

Figure 11: Right click anywhere in the display area to display a menu. The **Suspend/Resume Logging** option will act as a toggle depending on the current state of the display area. Click **Suspend/Resume Logging** to activate that option.



Clear the Display Area

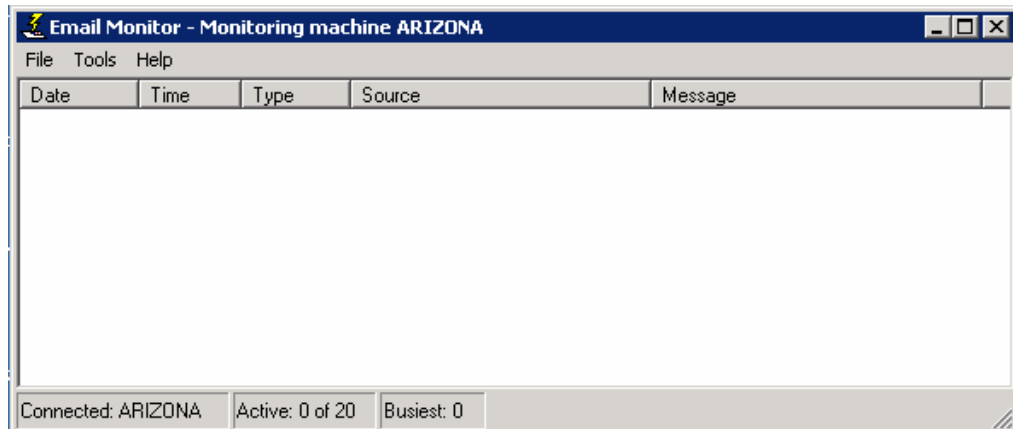
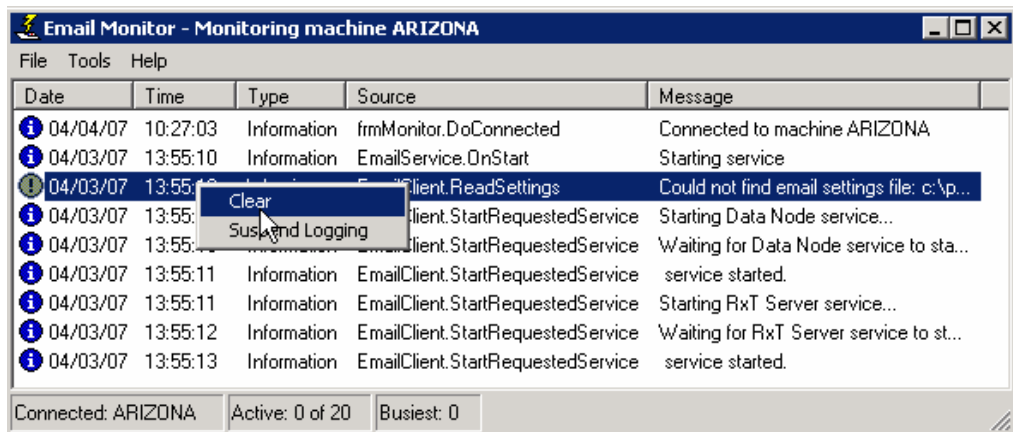
If you right click anywhere in the display area, a menu will display allowing you to **Clear** or **Suspend/Resume** logging from the main screen. The **Clear** option will clear all message from the display area.

Steps to Clear the Display Area:

1. Right click anywhere in the display area. A menu will display.
2. Click **Clear**. The **Email Monitor** display area will clear all messages.

Note: To view the messages again after they have been cleared, click **Tools > machine name** (listed at the bottom of the **Tools** menu).

Figure 12: Right anywhere in the display area to display a menu. Click **Clear**. All messages will be removed from the display area.



Exit the Email Monitor Application



To close the **Email Monitor** application, select **Exit** from the **File** menu or select the close icon located on the upper right of the title bar.

Steps to Exit the Email Monitor Application:


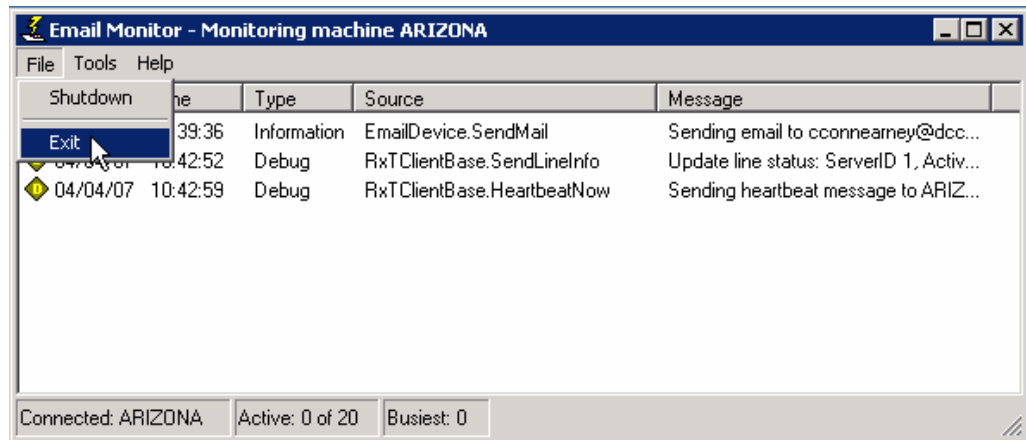
1. At the **Email Monitor** screen, click the **File** menu then click **Exit** (or click  on the upper right of the title bar.

Figure 13: To exit the **Email Monitor** application, click the close button on the upper right of the title bar or select **File > Exit**.





Pager Monitor

What Is Pager Monitor?

The **Pager Monitor** application is a component of **RxT**. Both the **Frontwave IVR™** system and the **Communicator! NXT** system can use this application to monitor pager communications. Frontwave can use this application to view the pager log for messages sent for certain situations (e.g., outage notifications via the **Outage Processor** application, etc.). **Communicator! NXT** can view the pager notification log for pager messages sent to contacts included in an activation. Although this application monitors the pager activity, it is not the service that physically sends pager messages. The pager messages are sent via the **Pager Net Service** that runs in the background of **RxT**. The **Pager Monitor** is, however, capable of initiating and shutting down the **Pager Net Service**.

Typically, the **Pager Monitor** application will be used to view pager activity and troubleshoot problems.

Pager Monitor application allows you to:

- Customize Pager Options
- Enable/Disable lines and stop active calls
- Connect to different machines or servers to monitor activity
- Suspend/Resume logging activity within the application
- Clear the display window
- Shutdown the Pager Net Service to terminate all pager activity.

How Do I Access the Pager Monitor Application?



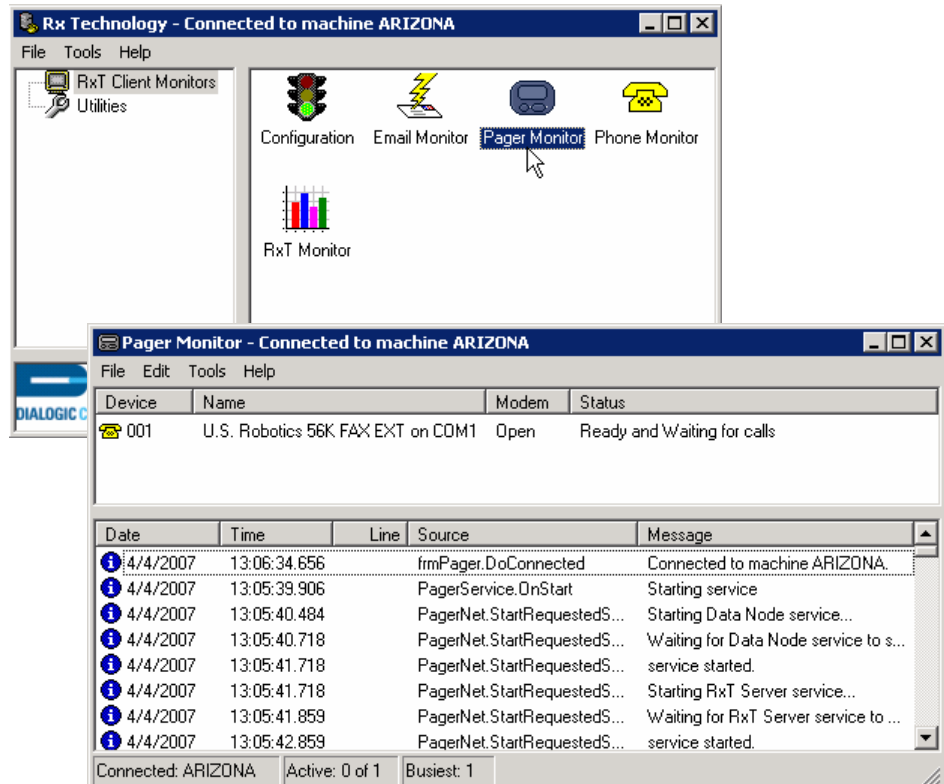
The **Pager Monitor** is used to monitor pager communications for both **Frontwave** and **Communicator! NXT**. Pager messages are sent via a service application that runs in the background of **RxT**. Access the **Pager Monitor** application to inspect pager activity. The display area allows users to interface with the activity log.

Steps to Access the Pager Monitor Application:

1. Double click the **DCC Menu** icon on the Desktop. The **Login** screen displays.
2. At *User Name*, type the name, and then press **Tab**.
3. At *Password*, type the password, and then click **OK**. The **DCC Menu** displays.
4. Click **RxT Client Monitors** located in the left hand pane. The window on the right will display a variety of icons.
5. Click the **Pager Monitor** icon located in the right hand pane. The **Pager Monitor** screen displays.



Figure 14: Select the **DCC Menu** Icon on the Desktop. The **Login** dialog box displays. Type your *User Name* and *Password* and click **OK**. The **DCC Menu** displays. Click **UN Client Monitors** located in the left hand pane then click the **Pager Monitor** icon located in the right hand pane. The application opens and the **Pager Monitor** window displays.



About the Work Area

When the **Pager Monitor** application is launched a variety of screen components display. The applications window will display a:


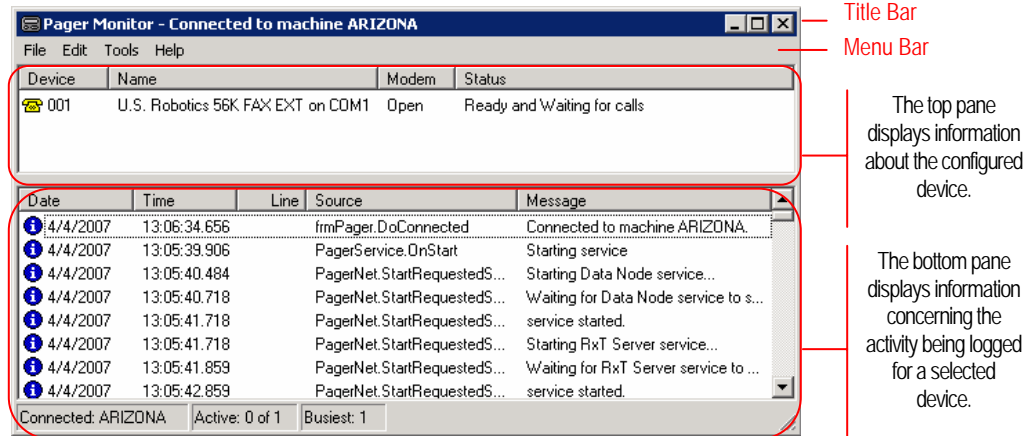

- **Title bar** displaying the name of the application,  **Pager Monitor – xxx** (where xxx is the name of the machine or server configured to monitor pager activity).
- **Menu bar** options provide an easy way of accessing functions available in the **Pager Monitor** application.

Figure 15: The **Pager Monitor** application window contains various menu options to help manage and work with the selected activity.



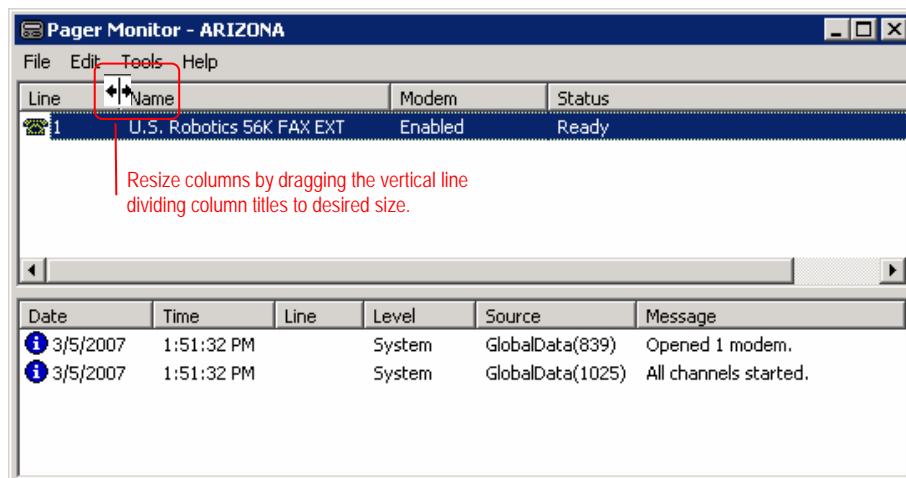
Resize Columns

The display area in the **Pager Monitor** application can be manipulated and tailored to your preferences.

- **To Resize** point to a vertical column line between column titles. The cursor will change to display . Press, hold and drag the column line to desired size.

Note: Use the scroll bar located at the bottom of the screen to view all available information.

Figure 16: Columns can be resized within the **Pager Monitor** application.

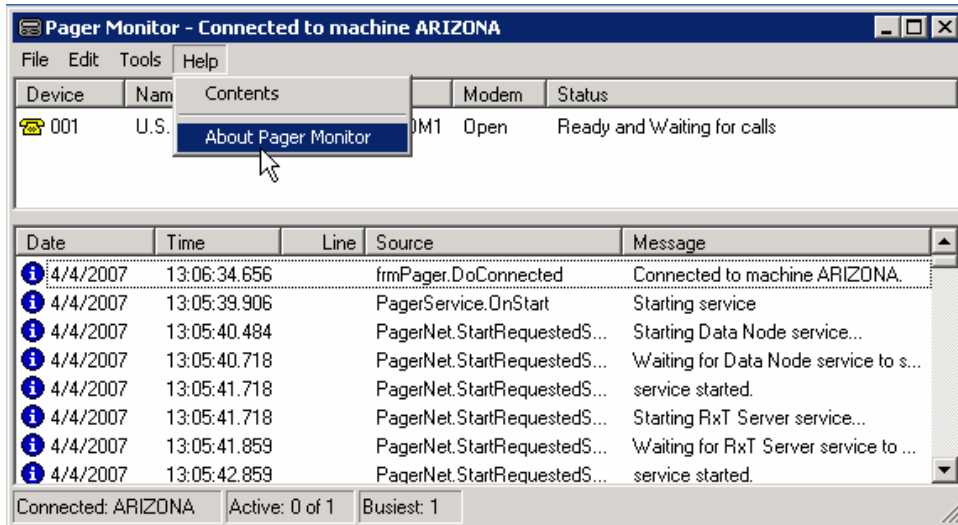


Menu Bar

The menu bar is located at the top of the **Pager Monitor** main window. The following menu options are displayed on the menu bar:

- File Menu** The **File** menu provides the ability to exit, stop active calls, disable or enable lines or shutdown the **Pager Monitor** application.
- Edit Menu** The **Edit** menu provides the ability to edit a selected line.
- Tools Menu** The **Tools** menu provides the ability to set pager options, switch to a different server or machine to monitor, view function statistics or view the current machine.
- Help Menu** The **Help** menu allows you to view information about the installed version of **Pager Monitor**.

Figure 17: The **Pager Monitor** main window displays available menu options. The menu bar options provide a way of accessing functions. Select the desired menu to display options that relate to the chosen menu.



The Display Area

The display area shows columns of information that include:

The Top Pane displays the actual phone lines that send alphanumeric messages. Lines can be enabled, disabled, debugged and configured.

- **Device** – the assigned line number of the device will display along with an icon of the device type.
- **Name** – the name associated to the displayed device.
- **Modem** – the state of the modem device (e.g., Open, Match, Flash, Quiet, Closed, etc.).
- **Status** – the status of the device (e.g., Ready and Waiting for calls, Initializing Modem, Calling Pager Service, Waiting, Sending, Delaying, Active, Idle, Closed, Out of service, etc.).

The Bottom Pane displays a log of activity that has occurred or is occurring during a call. Logs can be cleared or logging activity can be suspended / resumed.

- **Date** – the date of the listed activity.
- **Time** – the time of the listed activity.
- **Line** – the phone line number for the activity being logged.
- **Source** – the identifier that points to the source code that allows the DCC developers to troubleshoot any problems.
- **Message** – describes the activity occurring.

Note: If you right click anywhere in the bottom pane a menu will display with options to **Clear** the display area of all messages and **Suspend/Resume Logging** activities.

Working with the Pager Monitor

The **Pager Monitor** application can be used to stop active calls, enable or disable lines, shutdown the **Pager Net Service**, configure line settings, customize pager options, view function statistics, **Suspend/Resume** logging, and switch to different server to view activity. An example of a pager activity might be:

- Messages sent for certain situations (e.g., outage notifications via the Outage Processor application, notification that the host is down, etc. by the **Frontwave** system).
- Pager messages sent to contacts during a scenario activation by the **Communicator! NXT** application.

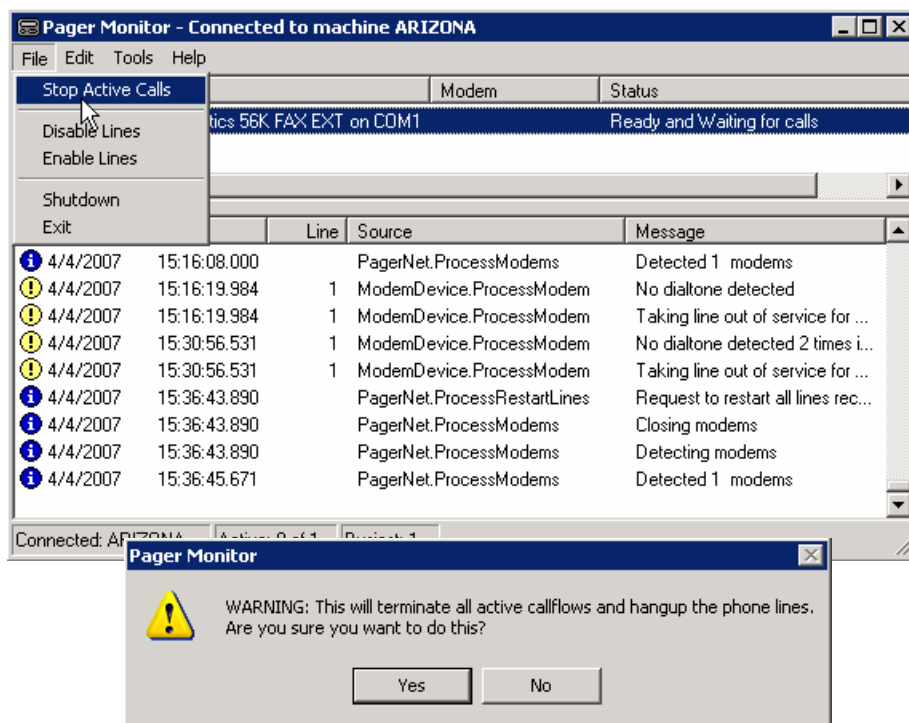
Stop Active Calls

Stop Active Calls will terminate all active callflows and hang up the phone lines for all listed devices.

Steps to Stop Active Calls:

1. At the **Pager Monitor** window, click **File > Stop Active Calls** or right click in the top pane to display a menu and click **Stop Active Call**. The **Pager Monitor** window will display with a *Warning* message.
2. At the *Warning* message, click **Yes** to stop placing phone calls or click **No** to cancel the action.

Figure 18: To stop all active calls, click **File > Stop Active Calls**. At the *Warning* message, click **Yes** to stop calls or click **No** to cancel the action.



Disable / Enable Lines

Disable lines will prevent all the listed phone lines from making new calls. An indicator will display next to the device icon to represent the lines are down. **Enable Lines** will reactivate the connection so new phone calls can be made.

Steps to Disable Lines:

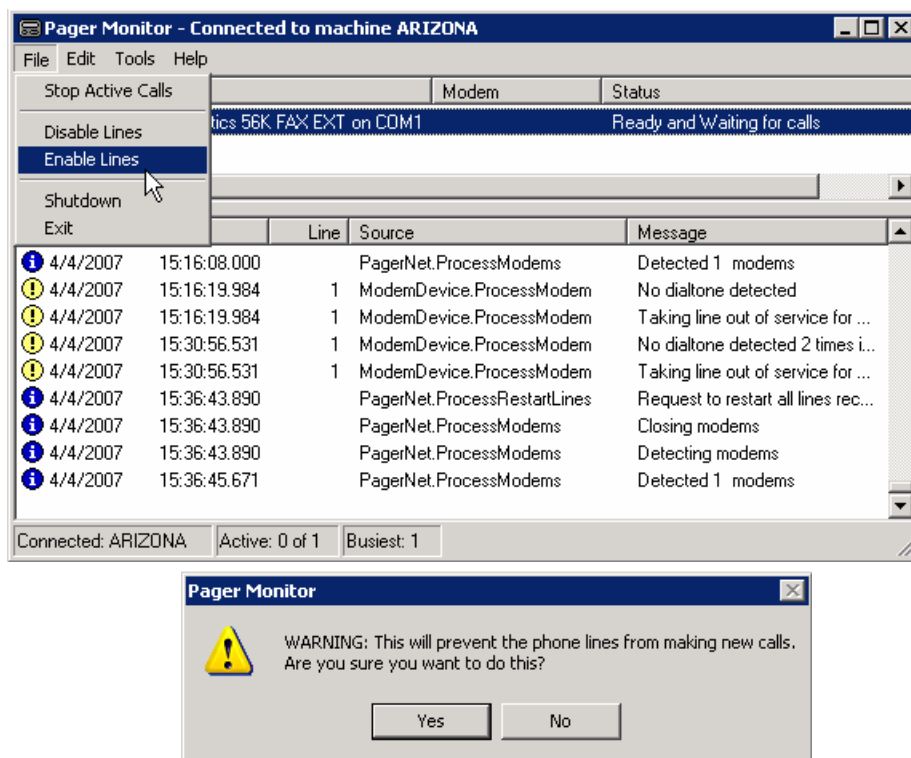
1. At the **Pager Monitor** window, click **File > Disable Lines**. The **Pager Monitor** window will display with a *Warning* message.
2. At the *Warning* message, click **Yes** to disable all the listed phone lines or click **No** to cancel the action.

Steps to Enable Lines:

1. At the **Pager Monitor** window, click **File > Enable Lines**. The phone lines will be activated.

Figure 19: To disable the phone lines, click **File > Disable Lines**. At the *Warning* message, click **Yes** to disable the phone lines or click **No** to cancel the action. **Disable** lines will prevent all the listed phone lines from making new calls.

To enable the disabled phone lines, click **File > Enable Lines**. The phone lines will be activated.



Shutdown the Pager Net Service

Steps to Shutdown the Pager Net Service:

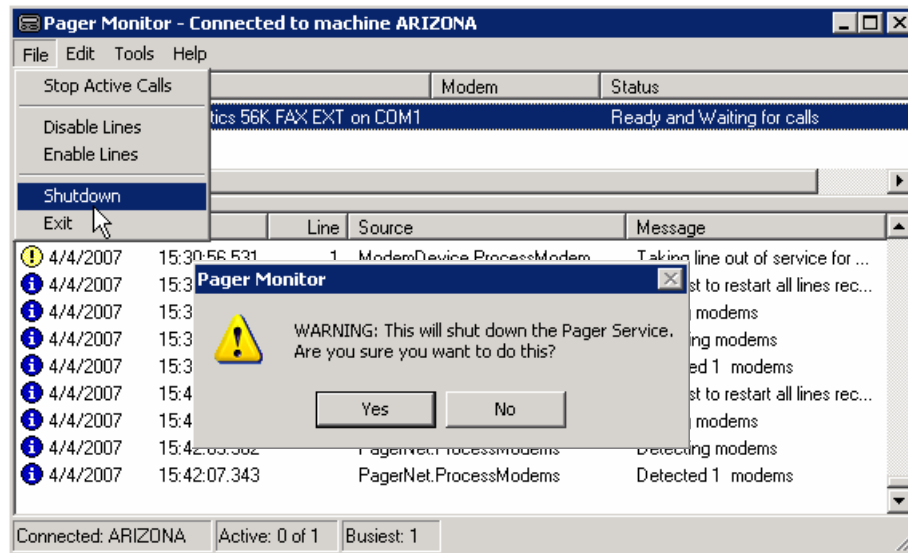
1. At the **Pager Monitor** window, click **File > Shutdown**. The **Pager Monitor** window will display with a *Warning* message.

Shutdown

The *Shutdown* option will shutdown the Pager Net Service. Pager messages will not be sent if the Pager Server is down.

2. At the *Warning* message, click **Yes** to shutdown the Pager Server or click **No** to cancel the action.

Figure 20: To shutdown the Pager Net Service, click **File > Shutdown**. At the *Warning* message, click **Yes** to shutdown the Pager Server or click **No** to cancel the action. Pagers will not be sent if the Pager Server is down.



Edit a Line

Steps to Edit a Line:

1. Click to select the desired device in the top pane.
2. Click **Edit > Line** or right click in the top pane to display a menu and click **Edit**. The **Modify Settings for Device: xxx** window will display, where **xxx** is the name of the selected device.

Device, Name The *Device* will list the line number for the selected pager *Name*.

3. At *Place outbound calls*, click the check box to select or click again to deselect .

Place outbound calls The *Place outbound calls* option must be checked to enable outbound calls to be made by the Pager Net Service. If this option is not selected, outbound pager calls will not be sent.

4. At *Receive inbound calls*, click the check box to select or click again to deselect .

Receive inbound calls The *Receive inbound calls* option is currently not supported by Communicator! NXT or by the Frontwave application.

Direct connection *Direct connection* is used by DCC for testing purposes.

In Script *Inbound call flow script* is used by DCC for testing purposes.

5. At *Device Profiles*, click the radio button to select one of the listed profiles.

Device Profiles The *Device Profiles* allows different configuration settings to be saved for the selected paging device.

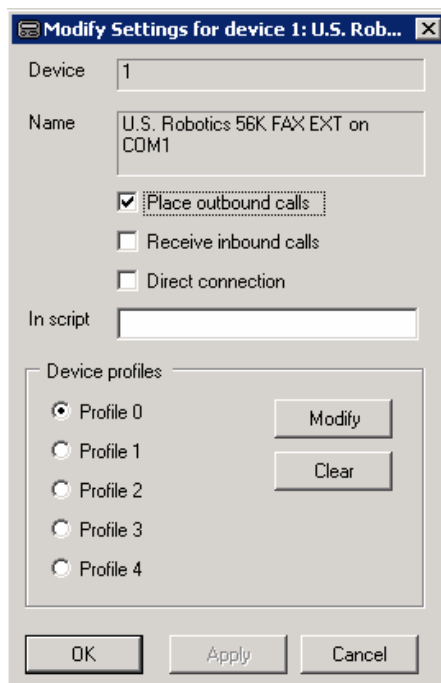
6. Click **OK** to accept the selected options and return to the **Pager Monitor** window. Click **Apply** to accept the selected options and leave the **Modify Settings for Device** window open. Click **Cancel** to close the window without saving any changes.

Note: This activity is done during systems installation and should not be changed. If you have any questions, please contact DCC Technical Services for assistance.

Modify The **Modify** button allows access to the **Modify pager profile xx** screen to configure settings for the selected pager device.

Clear The **Clear** button will reset the selected **Device profile** to the default values.

Figure 21: To edit a line, click **Edit > Line** to display the **Editing Device xxx** window. Make desired selections, and then click **OK** to save your changes and close the window.



Modify a Device Profile

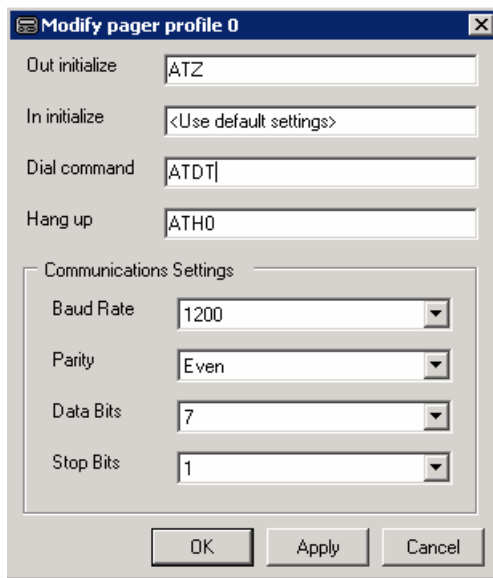
Steps to Modify a Device Profile:

1. Click to select the desired device in the top pane.
2. Click **Edit > Line** or right click in the top pane to display a menu and click **Edit**. The **Modify Settings for Device: xxx** window will display, where **xxx** is the name of the selected device.
3. Click **Modify**. The **Modify pager profile** window displays showing the following options that are used to setup device dialing configurations – *Out Initialize*, *In Initialize*, *Dial command*, *Hang up* and the **Communication Settings** - *Baud Rate*, *Parity*, *Data Bits*, and *Stop Bits*. These are configured so the paging device can talk to the pager receiving the message.

Note: This activity is done during systems installation and should not be changed. If you have any questions, please contact DCC Technical Services for assistance.

4. Click **OK** to accept the selected options and return to the **Modify Settings for Device: xxx** window. Click **Apply** to accept the selected options and leave the **Modify Pager profile** window open. Click **Cancel** to close the window without saving any changes.

Figure 22: To access the **Modify pager profile** screen, click the **Modify** button on the **Modify Settings for Device: xxx** window. Make desired selections, and then click **OK** to save your changes and close the window.



Customize Pager Options Select **Options** from the **Tools** menu to access the **Pager Options** screen. The **Pager Options** screen displays a variety of **Tabs** that organize related options into a logical display. Select the desired tab heading to bring that screen to the front.

Access Pager Options **Steps to Access Pager Options:**

1. At the **Pager Monitor** window, click **Tools > Options**. The **Pager Options** window displays defaulting to the **Logging** tab.

The Logging Tab The **Logging** tab allows you select where the activity information will be recorded. You can select one or more options (e.g., log activity to an event log, to a text file, etc.), in addition to, defining the amount of items to log by determining the buffer size.

Steps to Customize Options on the Logging Tab:

1. Click to select the **Logging** tab to bring this screen to the front, if necessary.
2. At *Log output to event log*, click the check box to select or click again to deselect .

Log output to event log The *Log output to event log* enables any activity that occurs to be logged into the Windows Systems Application Event Log. This log option is typically disabled.

3. At *Log output to a file*, click the checkbox to select or click again to deselect .

Log output to a file The *Log output to file* enables any activity that occurs to be logged to a text file. If this option is selected, at the *File to log to* text box type the path and file name or click the **More** button to access the **Open** dialog box where a file location and name can be entered. This log option is typically disabled as the **Email Monitor** logs activity to the RxT Server log.

Log separate devices If enabled, the *Log separate devices* will group Email Service activity/debug messages by *Email Client*.

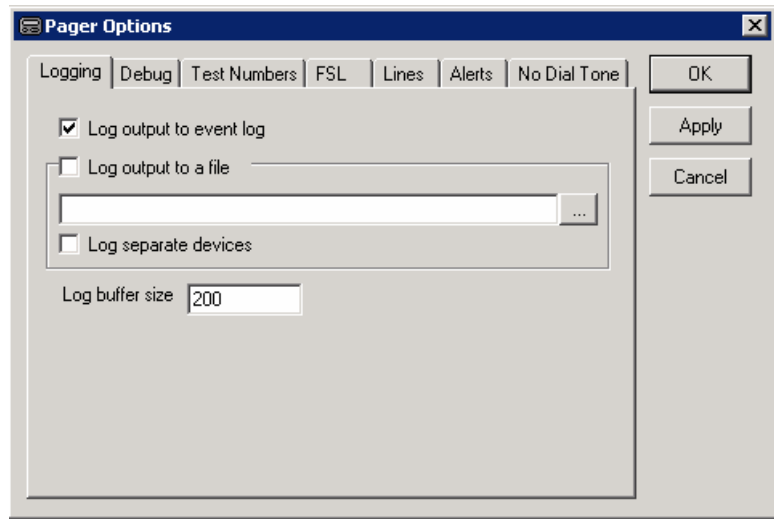
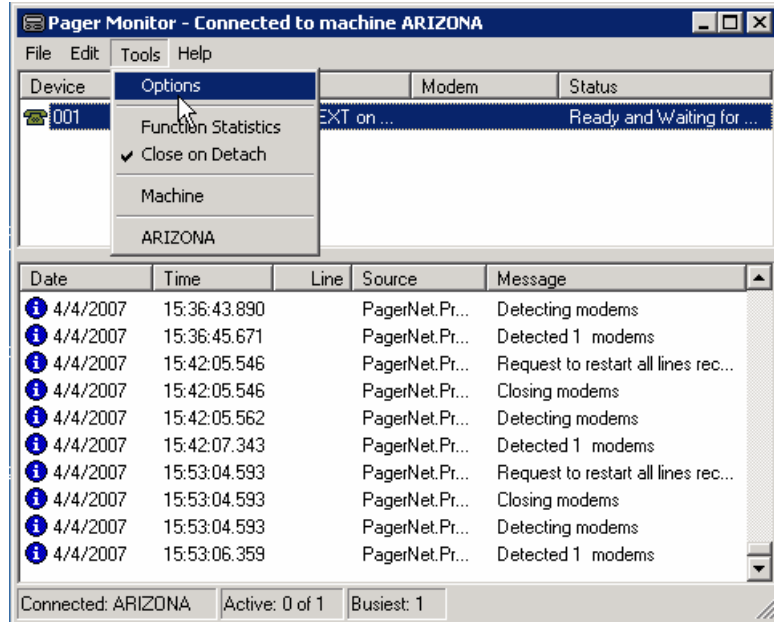
4. At *Log buffer size*, click the text box and type in the number representing the buffer size.

Log buffer size The *Log buffer size* defines the size of the storage area to hold log messages.

5. Click **OK** to accept the selected options and return to the **Pager Monitor** window. Click **Apply** to accept the selected options and leave the **Pager Options** window open. Click **Cancel** to close the window without saving any changes.

continued...

Figure 23: To access the **Pager Options** screen, click **Tools > Options**. The **Pager Options** window displays. The **Logging** tab displays as a default. Make desired selections on the **Logging** screen, and then click **OK** to save your changes and close the window.



The **Debug** tab allows the selection of specific type of messages that will display when logging pager message activity. In addition, it allows the option to choose to collect **Function Statistics**.

Note: This screen and steps are provided for illustration purposes only. **Debug** activity is performed by DCC Technical Services and the development team to troubleshoot problems and answer system related questions. Please contact DCC Technical Services for assistance with this activity.

Steps to Customize Options on the Debug Tab:

1. Click to select the **Debug** tab to bring this screen to the front.
2. At *Enable debugging messages*, click the check box to select or click again to deselect . When selected, the types of messages options become active and selectable.

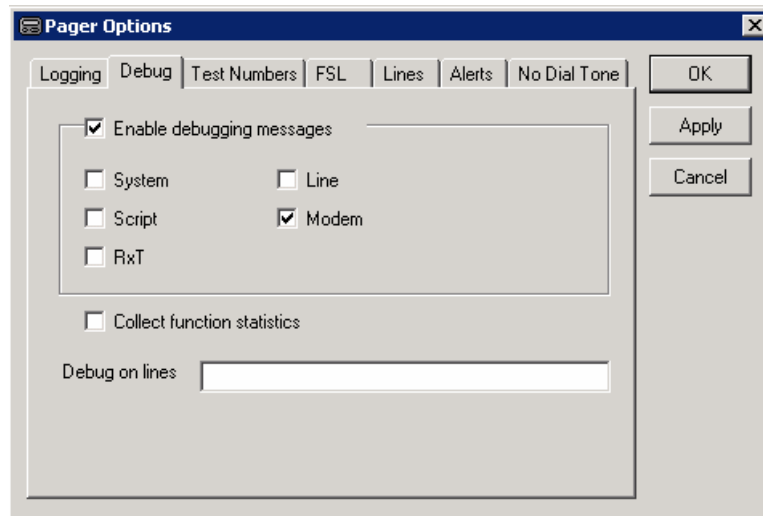
Enable debug messages

The *Enable debug messages* setting is used exclusively by DCC for troubleshooting problems. System Administrators should not utilize this feature unless instructed by Technical Services. *System* will send debug messages related to supporting the system (e.g., file access, system resources, etc.). *RxT* will send debug messages related to the communications layer between the Pager Net Service and the RxT service; and *Line* and *Modem* will send messages related to the transmission of pager messages.

Collect Function Statistics and *Debug on lines* are reserved for use by DCC.

3. Click **OK** to accept the selected options and return to the **Pager Monitor** window. Click **Apply** to accept the selected options and leave the **Pager Options** window open. Click **Cancel** to close the window without saving any changes.

Figure 24: Click the **Debug** tab to bring this screen to the front. Make desired selections on the **Debug** screen, and then click **OK** to save your changes and close the window.



The Test Numbers Tab The **Test Numbers** tab allows test numbers to be set up for the system to call versus live messages when making outbound calls. This is primarily used when someone needs to troubleshoot or test the system (e.g., a new device was added and needs to be tested, etc.).

Note: This screen and steps are provided for illustration purposes only. **Test Number** activity is performed by DCC Technical Services and the development team to troubleshoot problems and answer system related questions. Please contact DCC Technical Services for assistance with this activity.

Steps to Customize Options on the Test Numbers Tab:

1. Click to select the **Test Numbers** tab to bring this screen to the front.
2. At *Use test numbers*, click the check box to select or click again to deselect .

Use Test Number

Use test numbers indicates the system will call numbers from the test number list whenever it makes outbound calls. This primarily used when someone needs to troubleshoot the system or has added a new device that needs testing and does not want live messages sent.

3. At *Test Number Option*, click and select **Sequential** or **By line number**.

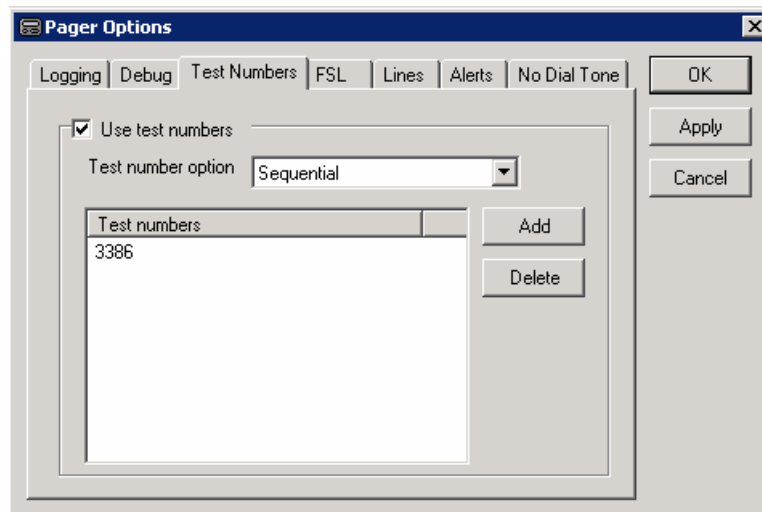
Test Number

If **Sequential**, the system will use the line numbers in sequential order when assigning test numbers to be called. For example, if there are 2 lines and 3 test numbers, and line number 1 is assigned number 1111, line number 2 is assigned number 2222, then line number 1 is assigned number 3333.

If **By line number**, the system will assign 1 test number to each line. For example, if there are 2 lines and 3 test numbers, and line number 1 is assigned number 1111, line number 2 is assigned number 2222, then number 3333 is not assigned and, therefore, never called.

4. **Add Test Phone Numbers:**
 - Click **Add**. The cursor will display in the **Test numbers** pane. If numbers already exist, then the next sequential number will be copied to a new line and highlighted.
 - Type the desired phone number and press **Enter**. The number has been added to the listing.
5. **Delete Test Phone Numbers:**
 - Click to select one or more test phone numbers listed in the **Test numbers** pane.
 - Click **Delete**, and then click **Yes** at the confirmation message. The numbers are removed.
6. Click **OK** to accept the selected options and return to the **Pager Monitor** window. Click **Apply** to accept the selected options and leave the **Pager Options** window open. Click **Cancel** to close the window without saving any changes.

Figure 25: Click the **Test Number** tab to bring this screen to the front. Make desired selections on the **Test Numbers** screen then click **OK** to save your changes and close the window.



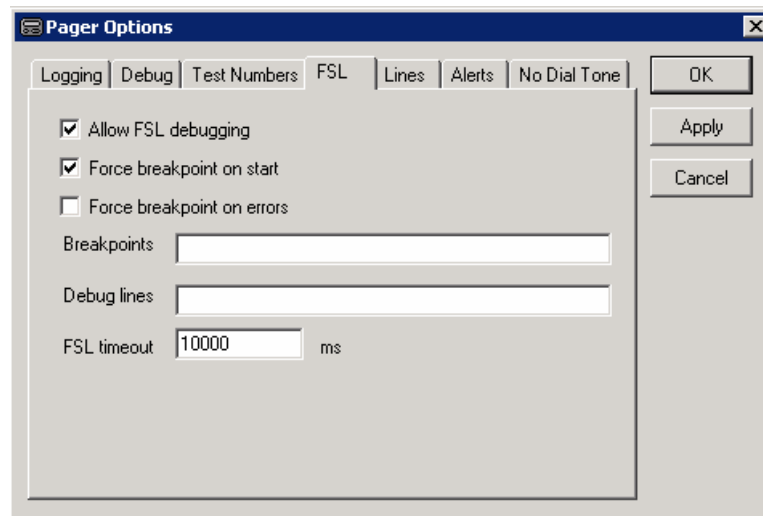
The FSL Tab The **FSL**, or Flying Scripting Language (an interpreted language), tab is used by DCC Technical Services and the development team for troubleshooting system problems. This screen provides options to - Allow FSL debugging, Force breakpoint on start, Force breakpoint on errors, Breakpoints, Debug Lines and FSL Timeout.

Note: This screen and steps are provided for illustration purposes only. **FSL** activity is performed by DCC Technical Services and the development team to troubleshoot problems and answer system related questions. Please contact DCC Technical Services for assistance with this activity.

Steps to View Options on the FSL Tab:

1. Click to select the **FSL** tab to bring this screen to the front.
2. Click **OK** to accept the selected options and return to the **Pager Monitor** window. Click **Apply** to accept the selected options and leave the **Pager Options** window open. Click **Cancel** to close the window without saving any changes.

Figure 26: Click the **FSL** tab to bring this screen to the front. Make desired selections on the **FSL** screen, and then click **OK** to save your changes and close the window.



The Lines Tab The **Lines** tab allows you to define the connect timeout timeframe in seconds, the modem initialization string (outbound and inbound), the modem dial command and delay after call timeframe.

Note: This activity is done during systems installation and should not be changed. If you have any questions, please contact DCC Technical Services for assistance.

Steps to Customize Options on the Lines Tab:

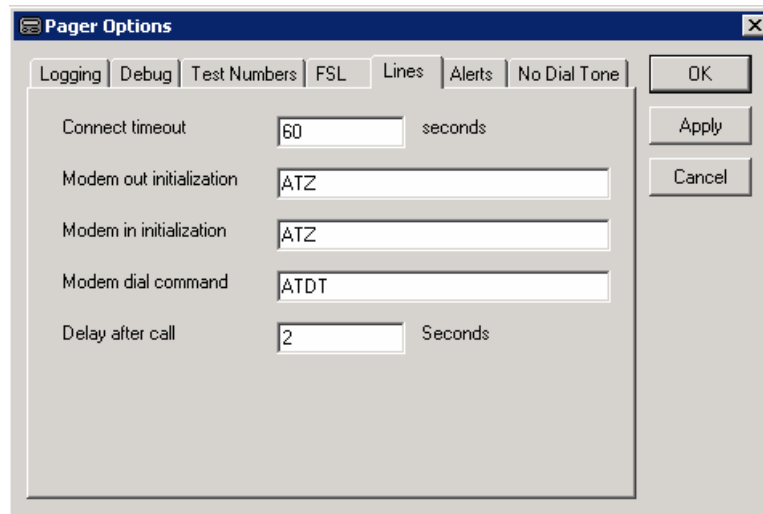
1. Click to select the **Lines** tab to bring this screen to the front.
2. At *Connect timeout*, click the text box and type the number of seconds.

Connect timeout

The *Connect timeout* indicates the number of seconds the system will allow for connecting to the device. If a connection is not made within the number of designated seconds, the line will be reset.

3. For changing values at the *Modem out or in initialization*, *Modem dial command* and *Delay after call* fields - please contact DCC Technical Services for assistance.
4. Click **OK** to accept the selected options and return to the **Pager Monitor** window. Click **Apply** to accept the selected options and leave the **Pager Options** window open. Click **Cancel** to close the window without saving any changes.

Figure 27: Click the **Lines** tab to bring this screen to the front. Make desired selections on the **Lines** screen, and then click **OK** to save your changes and close the window.



The screenshot shows the 'Pager Options' dialog box with the 'Lines' tab selected. The 'Connect timeout' is set to 60 seconds. The 'Modem out initialization' and 'Modem in initialization' fields both contain 'ATZ'. The 'Modem dial command' field contains 'ATDT'. The 'Delay after call' is set to 2 seconds. The 'OK', 'Apply', and 'Cancel' buttons are visible on the right side of the dialog.

The Alerts Tab The **Alerts** tab allows you to define in what situations you want alert messages sent. Alerts are sent to the **Windows Systems Application Event Log**.

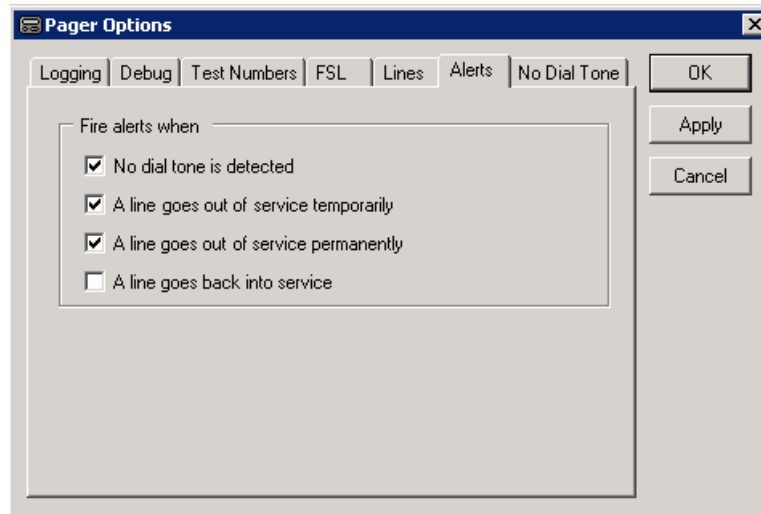
Note: This screen and steps are provided for illustration purposes only. **Function Statistic** activity is performed by DCC Technical Services and the development team to troubleshoot problems and answer system related questions. Please contact DCC Technical Services for assistance with this activity.

Steps to Customize Options on the Alerts Tab:

Fire alerts when

1. Click to select the **Alerts** tab to bring this screen to the front.
2. The **Fire alerts when** option allows you to define the situations when you want alert messages sent. They include: *No dial tone is detected*, *A line goes out of service temporarily*, *A line goes out of service permanently* or *A line goes back into service*. Alerts are sent to the **Windows Systems Application Event Log**.
3. At *No dial tone is detected*, click the check box to select or click again to deselect .
4. At *A line goes out of service temporarily*, click the check box to select or click again to deselect .
5. At *A line goes out of service permanently*, click the check box to select or click again to deselect .
6. At *A line goes back into service*, click the check box to select or click again to deselect .
7. Click **OK** to accept the selected options and return to the **Pager Monitor** window. Click **Apply** to accept the selected options and leave the **Pager Options** window open. Click **Cancel** to close the window without saving any changes.

Figure 28: Click the **Alerts** tab to bring this screen to the front. Make desired selections on the **Alerts** screen, and then click **OK** to save your changes and close the window.

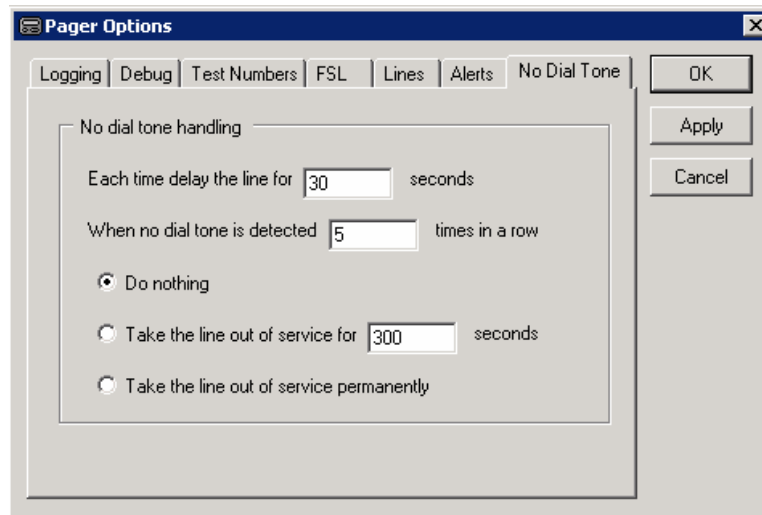


The **No Dial Tone Tab** The **No Dial Tone** tab allows you to define how to handle situations when a dial tone is not found when placing a call.

Steps to Customize Options on the No Dial Tone Tab:

1. Click to select the **No Dial Tones** tab to bring this screen to the front.
2. At *Each time delay the line for*, click the text box and type the number of *seconds*.
3. At *When no dial tone is detected*, click the text box and type the number of *times in a row*. Then choose one of the following radio buttons:
 - Click to select the *Do nothing* radio button.
 - Click to select *Take the line out of service for* radio button and type the number of *seconds*.
 - Click to select *Take the line out of service permanently* radio buttons.
4. Click **OK** to accept the selected options and return to the **Pager Monitor** window. Click **Apply** to accept the selected options and leave the **Pager Options** window open. Click **Cancel** to close the window without saving any changes.

Figure 29: Click the **No Dial Tone** tab to bring this screen to the front. Make desired selections on the **No Dial Tone** screen, and then click **OK** to save your changes and close the window.



Function Statistics

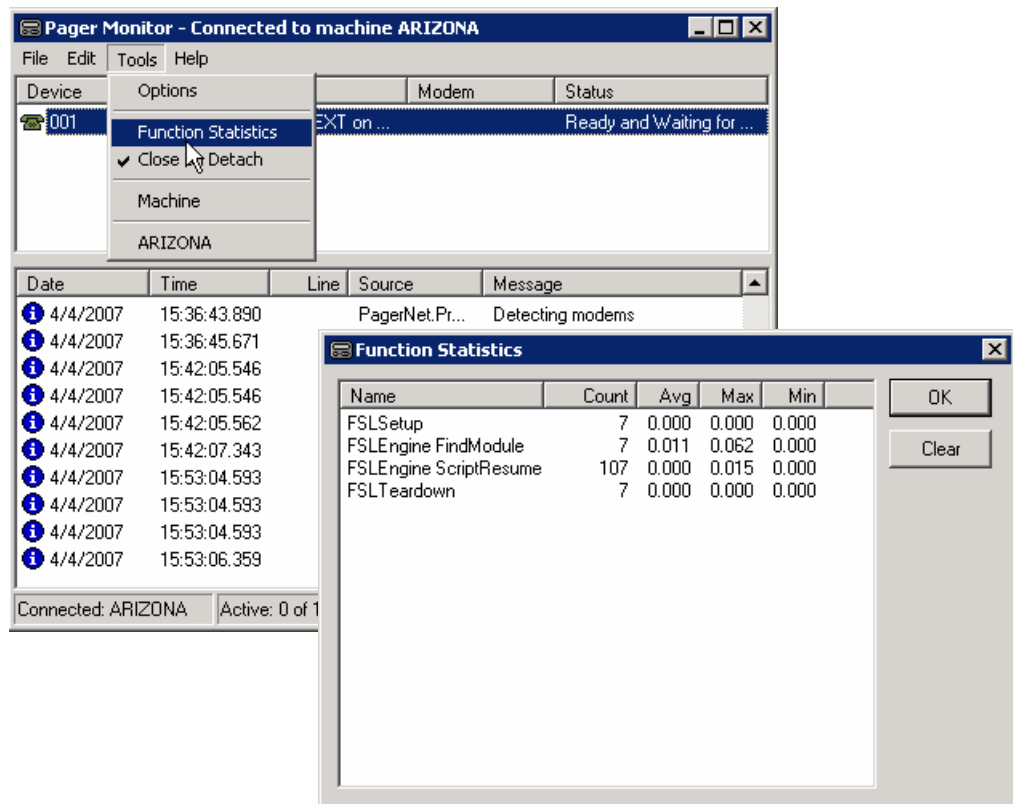
Function Statistic is used by DCC Technical Services and the development team to troubleshoot problems. Data is available if the **Function Statistics** options were selected on the **Debug** tab in the **Pager Options** window.

Note: This screen and steps are provided for illustration purposes only. **Function Statistic** activity is performed by DCC Technical Services and the development team to troubleshoot problems and answer system related questions. Please contact DCC Technical Services for assistance with this activity.

Steps to View Function Statistics:

1. At the **Pager Monitor** window, click **Tools > Function Statistics**. The **Function Statistics** window displays.
2. You can do any one of the following as desired:
 - Click **Clear** to remove the items in the function list.
 - Click **OK** to close the **Function Statistics** window.

Figure 30: Click **Tools > Function Statistics** to access the **Function Statistics** window. Click **OK** to return to the **Pager Monitor** screen.



Close on Detach

Using the **Tools > Close on Detach** options gives you the ability to detach the **Pager Monitor** from the Pager Net Service. By default, the **Pager Monitor** will close when the Pager Net Service is unavailable or is **Shutdown**.

Steps to Close on Detach:

1. Click **Tools > Close on Detach**. The check mark is removed (the option disabled). Repeat this process to enable this setting.

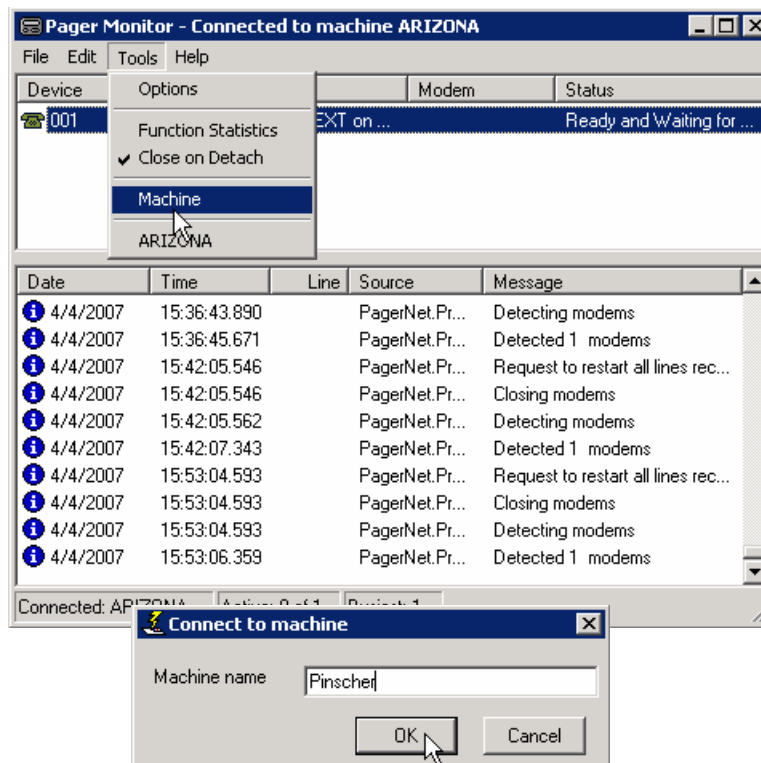
Access a Different Machine

Using the **Tools > Machine** options gives you the ability to access a different machine or server to monitor the activity taking place.

Steps to Access a Different Machine:

1. Click **Tools > Machine**. The **Connect to machine** window will display.
2. At *Machine Name*, click the text box to select and type the name of the machine or server.
3. Click **OK** to connect to the defined machine (a message will display stating 'Attaching to Service...') or click **Cancel** to abort the action.

Figure 31: To access a different machine to monitor Pager activity, click **Tools > Machine**. The **Enter the name of machine to monitor** window displays. At *Machine Name*, click the text box to select and type the name of the machine or server. Click **OK** to connect to the defined machine.



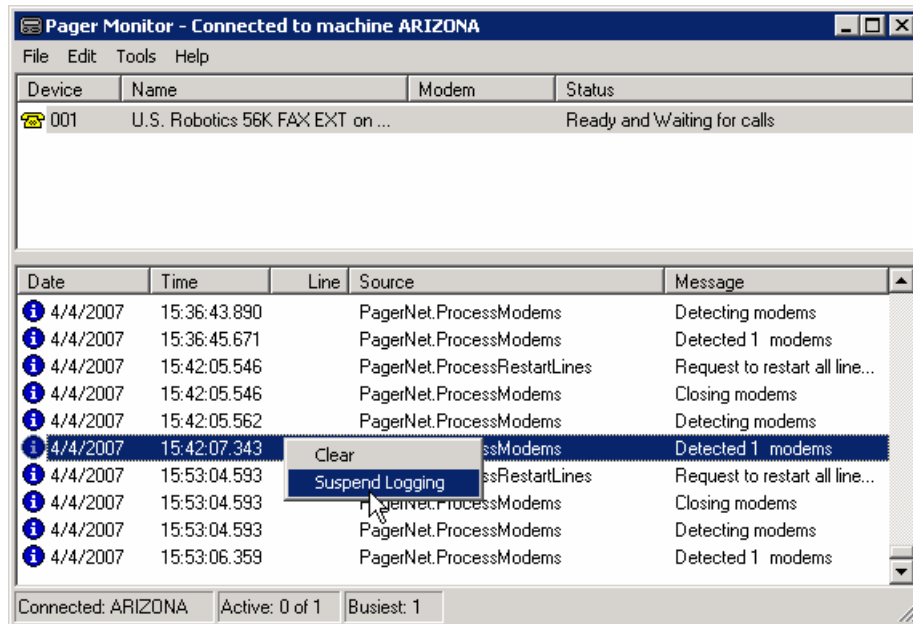
Suspend/Resume Logging

If you right click anywhere in the bottom display area, a menu will display allowing you to **Clear** or **Suspend/Resume Logging** (this option will act as a toggle between the 2 options). **Suspend Logging** will pause the **Pager Monitor** from posting activity to the display area.

Steps to Suspend/Resume Logging:

1. Right click anywhere in the bottom display area. A menu will display.
2. Click **Suspend Logging**. The **Pager Monitor** will stop posting activity to the display area.
3. Right click anywhere in the display area. A menu will display.
4. Click **Resume Logging**. The **Pager Monitor** will restart posting activity to the display area.

Figure 32: Right anywhere in the bottom display area to display a menu. The **Suspend / Resume Logging** option will act as a toggle depending on the current state of the display area. Click **Suspend/Resume Logging** to activate that option.



Clear the Display Area

If you right click anywhere in the bottom display area, a menu will display allowing you to **Clear** or **Suspend/Resume** logging from the main screen. The **Clear** option will clear all message from the bottom display area.

Steps to Clear the Display Area:

1. Right click anywhere in the display area. A menu will display.
2. Click **Clear**. The **Pager Monitor** display area will clear all messages.

Note: To view the messages again after they have been cleared, click **Tools > machine name** (add listed at the bottom of the **Tools** menu).

Exit the Pager Monitor Application



To close the **Pager Monitor** application select **Exit** from the **File** menu or select the close icon located on the upper right of the title bar.

Steps to Exit the Pager Monitor Application:


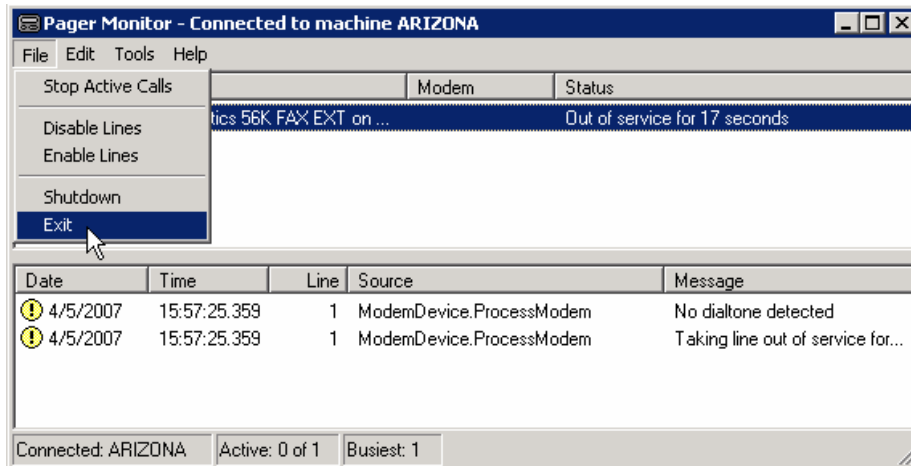
1. At the **Pager Monitor** screen, click the **File** menu, and then click **Exit** (or click  on the upper right of the title bar).

Figure 33: To exit the **Pager Monitor** application, click the close button on the upper right of the title bar or select **File > Exit**.





Phone Monitor

What Is Phone Monitor?

The **Phone Monitor** application is a component of **RxT**. Both the **Frontwave IVR™** system and the **Communicator! NXT** system can use this application to monitor phone communications and monitor phone line status. It also allows the user to configure setting related to call routing, information logging, etc.

Frontwave can use this application to view the phone log for messages sent for certain situations (e.g., outage notifications via the **Outage Processor** application, etc.). **Communicator! NXT** can view the phone notification log for phone messages sent to contacts included in an activation. Although this application monitors the phone activity it is not the service that physically sends phone messages. The phone messages are sent via the **Voice Net Service** that runs in the background of **RxT**. The **Phone Monitor** is, however, capable of initiating and shutting down the phone service.

Typically, the **Phone Monitor** application will be used to view the activity of voice lines and troubleshoot problems.

Phone Monitor application allows you to:

- Customize Phone Options
- Enable/Disable phone lines and stop active calls
- Debug phone lines
- Modify settings for a phone line
- Get function statistics and/or process these statistics
- Connect to different machines or servers to monitor activity
- Suspend/Resume logging activity within the application
- Clear the display window
- Shutdown the Phone Service to terminate all phone activity

How Do I Access the Phone Monitor Application?



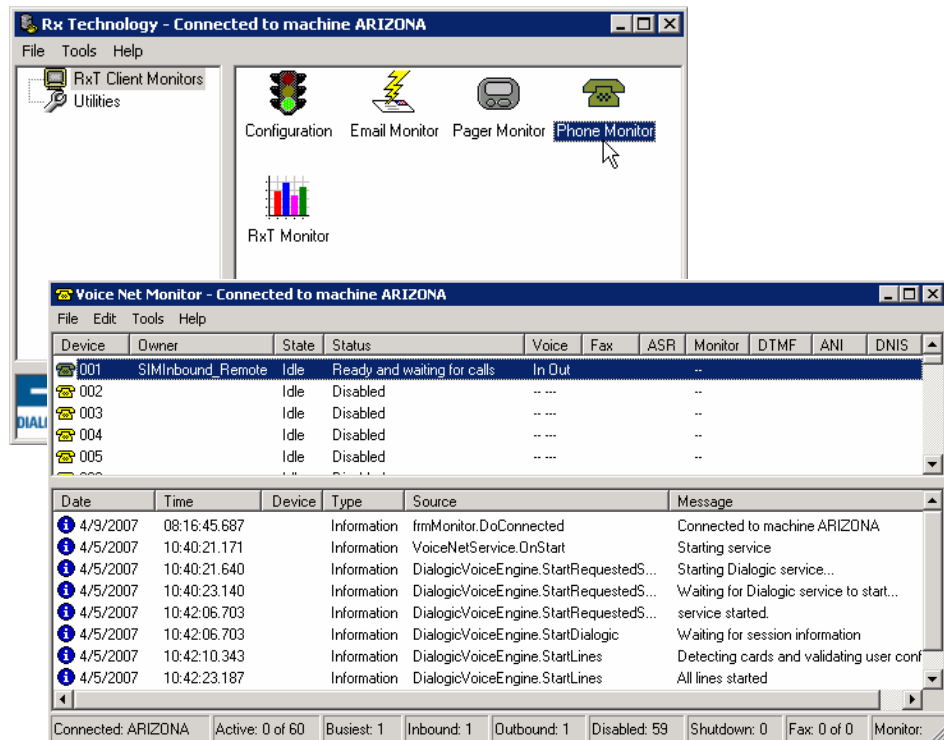
The **Phone Monitor** is used to monitor phone communications for both **Frontwave** and **Communicator! NXT**. Access the **Phone Monitor** application to monitor phone communications, observe phone line status and configure setting related to phone lines.

Steps to Access the Phone Monitor Application:

1. Double click the **DCC Menu** icon on the Desktop. The **Login** screen displays.
2. At *User Name*, type the name, and then press **Tab**.
3. At *Password*, type the password, and then click **OK**. The **DCC Menu** displays.
4. Click **RxT Client Monitors** located in the left hand pane. The window on the right will display a variety of icons.
5. Click the **Phone Monitor** icon located in the right hand pane. The **Voice Net Monitor** screen displays.



Figure 34: Select the **DCC Menu** Icon on the Desktop. The **Login** dialog box displays. Type your *User Name* and *Password* and click **OK**. The **DCC Menu** displays. Click **RxT Client Monitors** located in the left hand pane, and then click the **Phone Monitor** icon located in the right hand pane. The application opens and the **Voice Net Monitor** window displays.



About the Work Area

When the **Phone Monitor** application is launched a variety of screen components display. The applications window will display a:

- **Title bar** – displaying the name of the application, **Voice Net Monitor** – xxx (where xxx is the name of the machine or server configured to monitor phone activity).
- **Menu bar** – these menu options provide an easy way of accessing functions available in the **Phone Monitor** application.
- **Device window** – shows the current status of each phone line and how many lines are available in the system.
- **Logging window** – displays information concerning the phone client, such as, phone transactions and error messages captured from system activity.
- **Status bar** – displays statistical information about the phone lines.

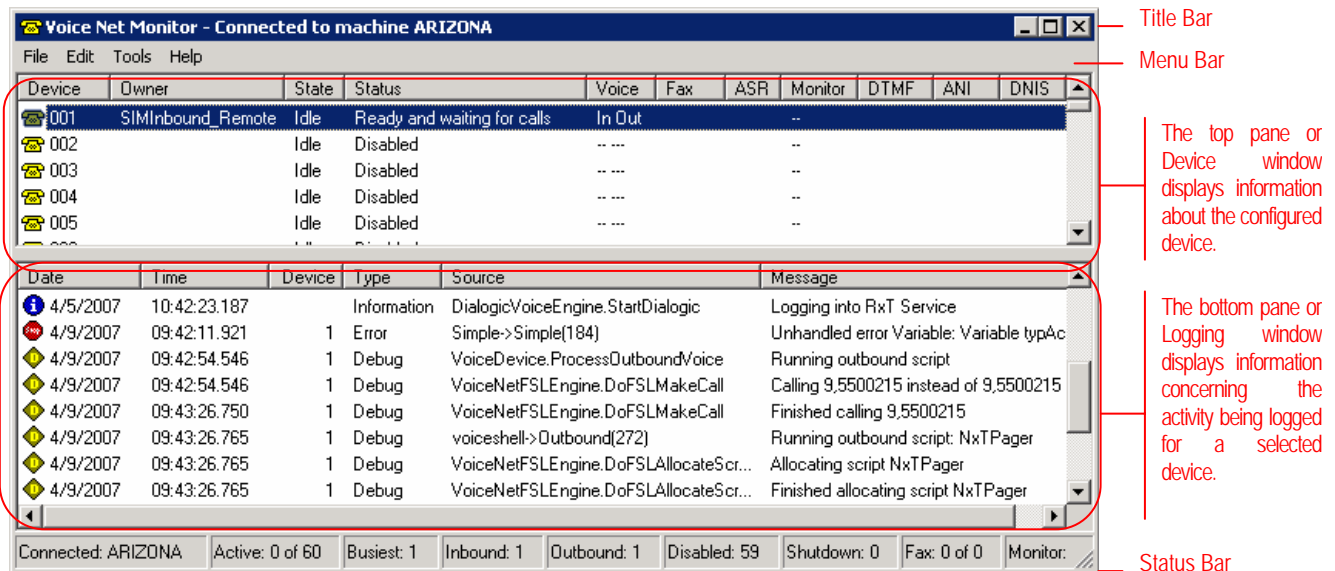


Figure 35: The **Voice Net Monitor** application window is composed of 4 sections – the **Menu Bar** provides access to options to help manage and work with the phone monitor – the top pane or **Device Window** shows the current status of each phone line and how many lines are available in the system – the bottom pane or **Logging Window** displays information concerning the phone client such as error messages captured from system activity and phone transactions – the **Status Bar** displays statistical information about the phone lines in use.

Resize Columns

The columns can be resized in the **Phone Monitor** application:

- To *Resize* point to a vertical column line between column titles. The cursor will change to display . Press, hold and drag the column line to desired size.

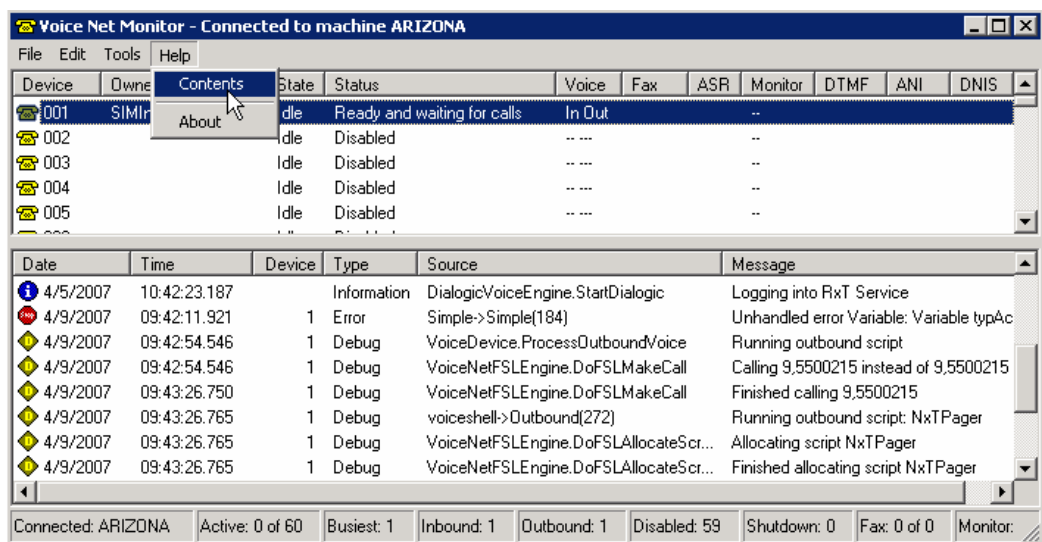
Note: Use the scroll bar located at the bottom of the screen to view all available information.

The Menu Bar

The menu bar is located at the top of the **Voice Net Monitor** main window. The following menu options are displayed on the menu bar:

- File Menu** The **File** menu provides the ability to exit, stop active calls, disable or enable lines or shutdown the **Phone Monitor** application.
- Edit Menu** The **Edit** menu provides the ability to edit a selected line by accessing the **Modify Settings for Line** window.
- Tools Menu** The **Tools** menu provides the ability to set phone options, switch to a different server or machine to monitor, view or process function statistics.
- Help Menu** The **Help** menu allows you to view information about **Phone Monitor**.

Figure 36: The **Voice Net Monitor** main window displays available menu options. The menu bar options provide a way of accessing functions. Select the desired menu to display options that relate to the chosen menu.



The Display Area

The **Device Window**, located in the top pane, shows the current status of each phone line and a listing of each line available in the system. The display area shows columns of information that include:

Device	Will display as an icon representing voice line activity along with the line number assigned. The line number indicates the physical line used for the call.
Owner	The callflow name that is currently active.
State	The state of the phone line (e.g., <i>Idle</i> , <i>Active</i> , etc.).
Status	The status of the device and activity messages identifying what is occurring on the device line (e.g., <i>Ready and waiting for calls</i> , <i>Waiting</i> , <i>Sending</i> , <i>Delaying</i> , <i>Active</i> , <i>Closed</i> , <i>Out of service</i> , etc.).
Voice	An indicator will display showing if a voice device is enabled. The area will be blank if the device has not been configured.
Fax	An indicator will display showing if a fax device is enabled. The area will be blank if the device has not been configured.
ASR	Automatic Speech Recognition will display an indicator if it is enabled. The area will be blank if the device has not been configured.
Monitor	An indicator will display if monitoring is enabled. Enabling the monitor allows you to record each call (tones and conversation) to a .vox file. The area will be blank if the device has not been configured.
DTMF	Dual Tone Multi Frequency (telephone keypad digits). Will display the digits the caller has pressed while in the identified callflow.
ANI	Automatic Number Identifier or the phone number of the inbound call (the phone number the customer is calling from).
DNIS	Dialed Number Identification Service or the trunk number sent by the phone switch (the phone number the customer is calling).

Note: If you right click anywhere in the top pane or bottom pane, a quick actions menu will display.

Logging Pane

The **Logging Window**, located in the bottom pane, displays information concerning the phone client such as error messages captured from system activity and phone transactions.

Date	The date of the listed activity.
Time	The time of the listed activity.
Device	The line number corresponding to this log message.
Type	the type of message being logged (e.g., <i>Information</i> , <i>Error</i> , <i>Warning</i> , <i>Debug</i> , etc.)
Source	The identifier that points to the source code that allows the DCC developers to troubleshoot any problems.
Message	Describes the activity occurring.

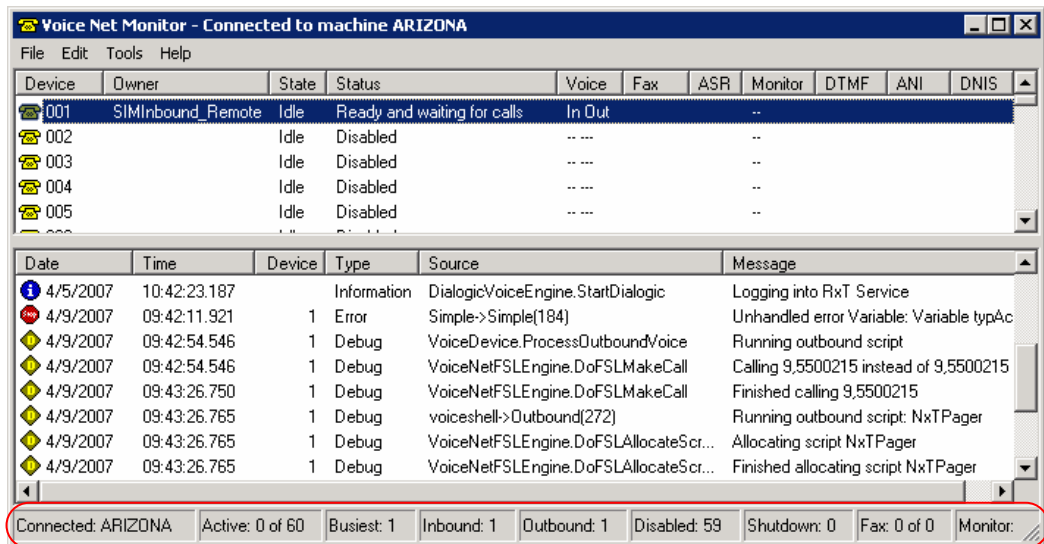
Note: If you right click anywhere in the **Logging** window or bottom pane, a menu will display with various options.

Status Bar

The Status Bar, located at the bottom of the window, displays statistical information about the phone lines in use.

- Connected** The machine name currently being monitored.
- Active** The number of active lines out of the total number of lines.
- Busiest** The number of concurrently active lines.
- Inbound** Identifies how many lines have been designated for inbound calls.
- Outbound** Identifies how many lines have been designated for outbound calls.
- Disabled** Identifies how many lines have been disabled.
- Shutdown** Identifies how many lines have been shutdown.
- Fax** Identifies the number of lines designated for fax calls.
- Monitor** The number of monitored lines out of the total number of lines.

Figure 37: The **Voice Net Monitor** main window displays a status bar located at the bottom of the screen. The status bar displays statistical information about the phone lines in use.



Working with the Phone Monitor



The **Phone Monitor** application can be used to stop active calls, enable or disable lines, shutdown the Voice Net service, configure line settings, customize phone options, view function statistics, suspend/resume logging, and switch to different server to view activity, etc. An example of phone activity might be:

- Phone messages sent to contacts during a scenario activation by **Communicator! NXT**.
- Messages sent for certain situations (e.g., outage notifications via the **Outage Processor** application, a caller has accessed the **Account Balance Inquiry** line, etc.) by the **Frontwave** system.

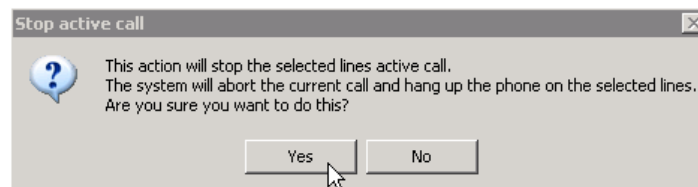
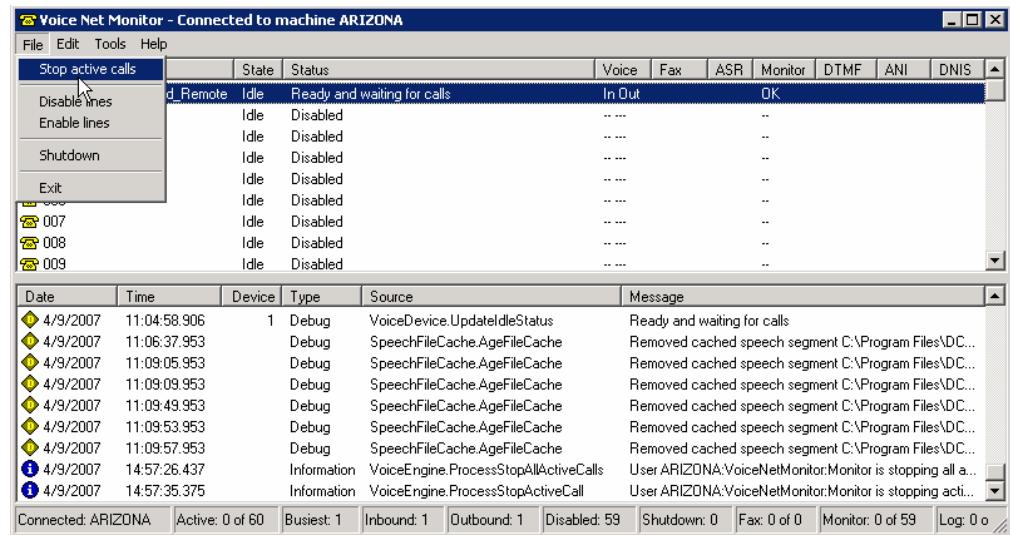
Stop Active Calls

Stop Active Calls will terminate all active calls and stop all current calls and hang-up the phone lines for all listed devices.

Steps to Stop Active Calls:

1. At the **Voice Net Monitor** window, click **File > Stop active calls** or right click in the top pane to display a menu and click **Stop active call**. The **Voice Net Monitor** window will display with a *Warning* message.
2. At the *Warning* message, click **Yes** to stop placing phone calls or click **No** to cancel the action.

Figure 38: To stop all active calls, click **File > Stop Active Calls**. At the *Warning* message, click **Yes** to stop calls or click **No** to cancel the action.



Disable/Enable Lines

Disable lines will prevent the listed phone lines from making new calls. An indicator will display next to the device icon to represent the lines are down. **Enable** the line will reactivate the connection so new phone calls can be made.

Steps to Disable Lines:

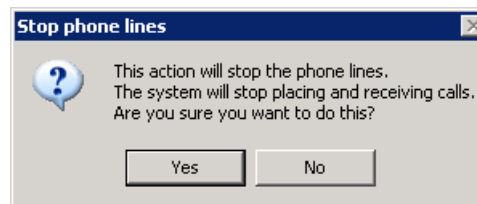
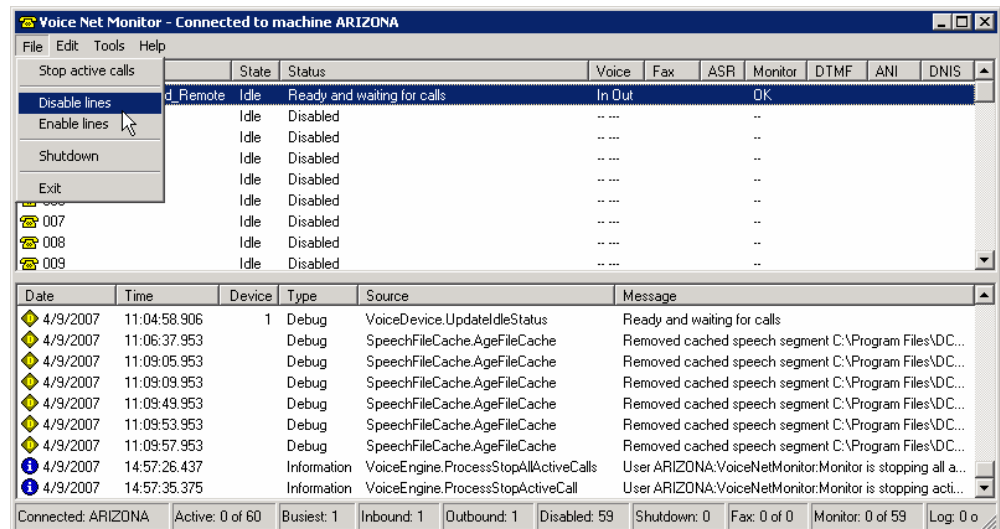
1. At the **Voice Net Monitor** window, click **File > Disable Lines**. The **Voice Net Monitor** window will display with a *Warning* message.
2. At the *Warning* message, click **Yes** to disable all the listed phone lines or click **No** to cancel the action.

Steps to Enable Lines:

1. At the **Voice Net Monitor** window, click **File > Enable Lines**.
2. At the *Warning* message, click **Yes** to enable all the listed phone lines or click **No** to cancel the action. The phone lines will be activated.

Figure 39: To disable the phone lines, click **File > Disable Lines**. At the *Warning* message, click **Yes** to disable the phone lines or click **No** to cancel the action. **Disable** lines will prevent all the listed phone lines from making new calls.

To enable the disabled phone lines, click **File > Enable Lines**. The phone lines will be activated.



Shutdown the Phone Service

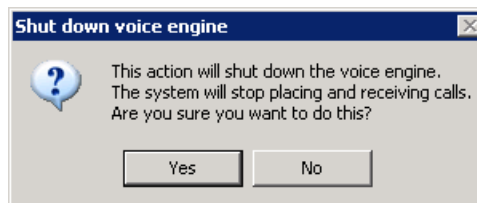
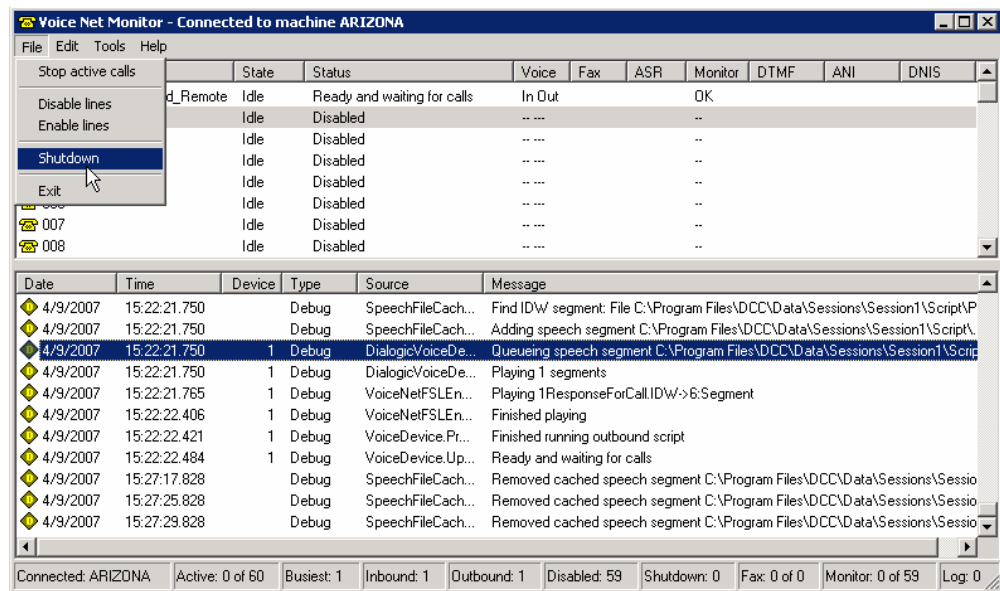
The **Shutdown** option will terminate the Voice Net Service. The system will respond by changing the status to close and exit the **Phone Monitor** application. Voice calls will not be sent or received if the Voice Net Server is down.

To restart the **Phone Monitor** after it has been shutdown, open the application by selecting **DCC Menu > Client Monitors > Phone Monitor**. The phone lines will re-initialize or restart.

Steps to Shutdown the Phone Service:

1. At the **Voice Net Monitor** window, click **File > Shutdown**. The **Voice Net Monitor** window will display with a *Warning* message.
2. At the *Warning* message, click **Yes** to shutdown the **Voice Net Server** and voice engine or click **No** to cancel the action. The voice engine will shutdown and the **Phone Monitor** application will close.

Figure 40: To shutdown the Voice Net Service, click **File > Shutdown**. At the *Warning* message, click **Yes** to shutdown the Voice Net Server or click **No** to cancel the action. Voice calls will not be sent or received if the Voice engine is down.



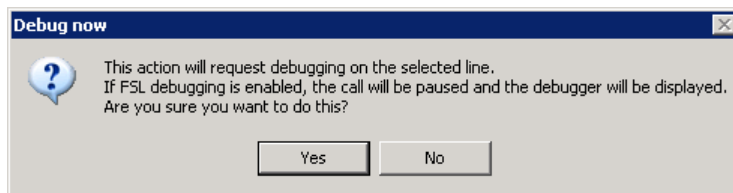
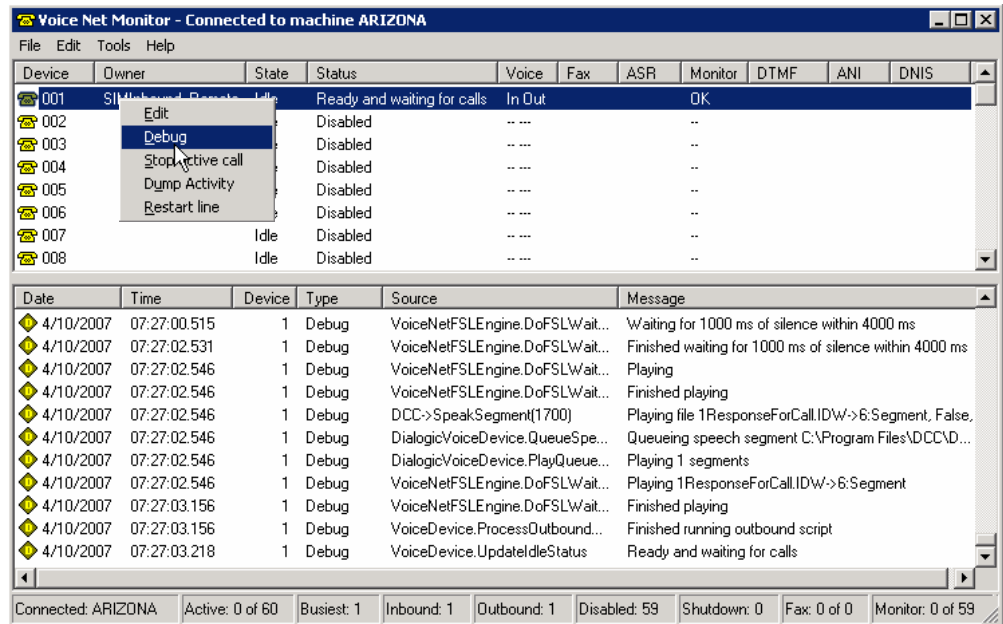
Debug a Line

The **Debug** a line option can be accessed by right clicking in the **Device** window (top pane). When this option is selected, FSL debugging is enabled on the selected line. An active call will be paused and the FSL debugging activity will be displayed in the **Logging** window.

Steps to Debug a Line:

1. At the **Device** window, right click to display a menu, and then click **Debug**. A *Warning* message displays.
2. At the *Warning* message, click **Yes** to begin FSL debugging or click **No** to cancel the action. An active call will be paused and the FSL debugging activity will be displayed in the **Logging** window.

Figure 41: To **Debug** a line, right click to display a menu, and then click **Debug**. At the *Warning* message, click **Yes**.



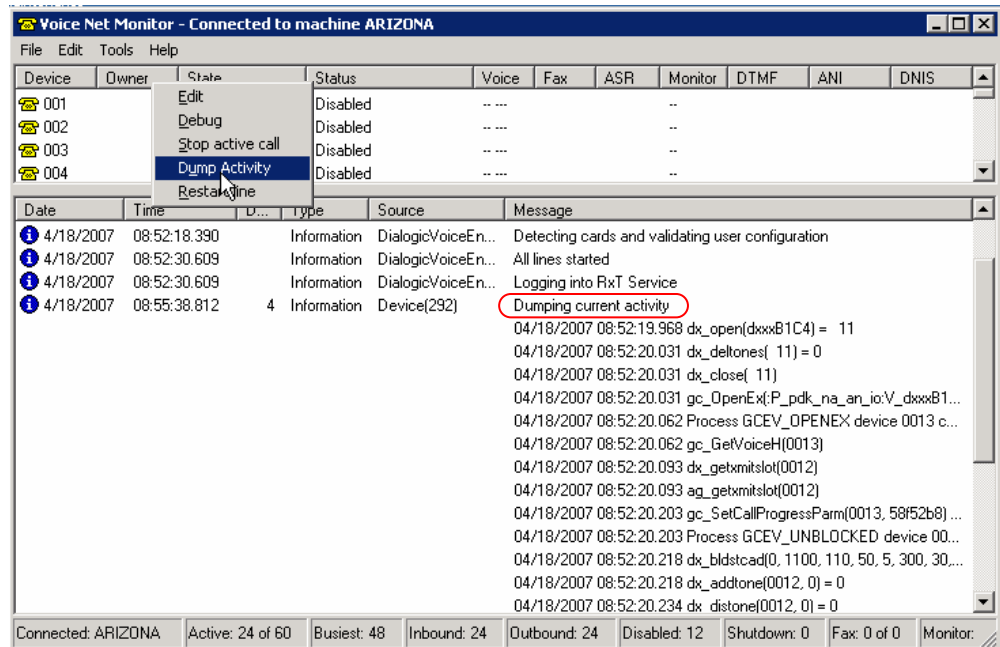
Dump Activity

The **Dump Activity** option can be accessed by right clicking in the **Device** window (top pane). This option will take a snapshot of the current state of the selected line and send it to the *VoiceNetService* log and the **Logging** window (bottom pane).

Steps to Dump Activity:

1. At the **Device** window, right click to display a menu, and then click **Dump Activity**. The **Logging** window will be updated with the information sent to the *VoiceNetService* log. If necessary, use the scroll bar to view additional information.

Figure 42: At the **Device** window, right click to display a menu, and then click **Dump Activity**. The **Logging** window will be updated with the information sent to the *VoiceNetService* log.



Restart Line

The **Restart Line** option can be accessed by right clicking in the **Device** window (top pane). This option will restart a line that has been stopped.

Steps to Restart a Line:

1. At the **Device** window, right click to display a menu, and then click **Restart line**.

Edit a Line

Steps to Edit a Line:

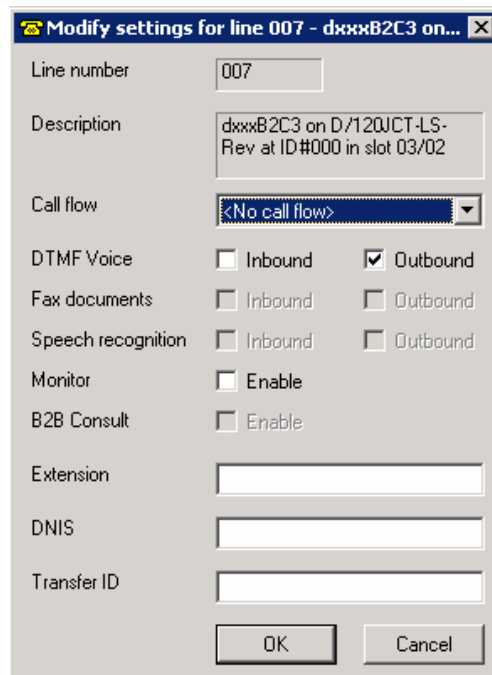
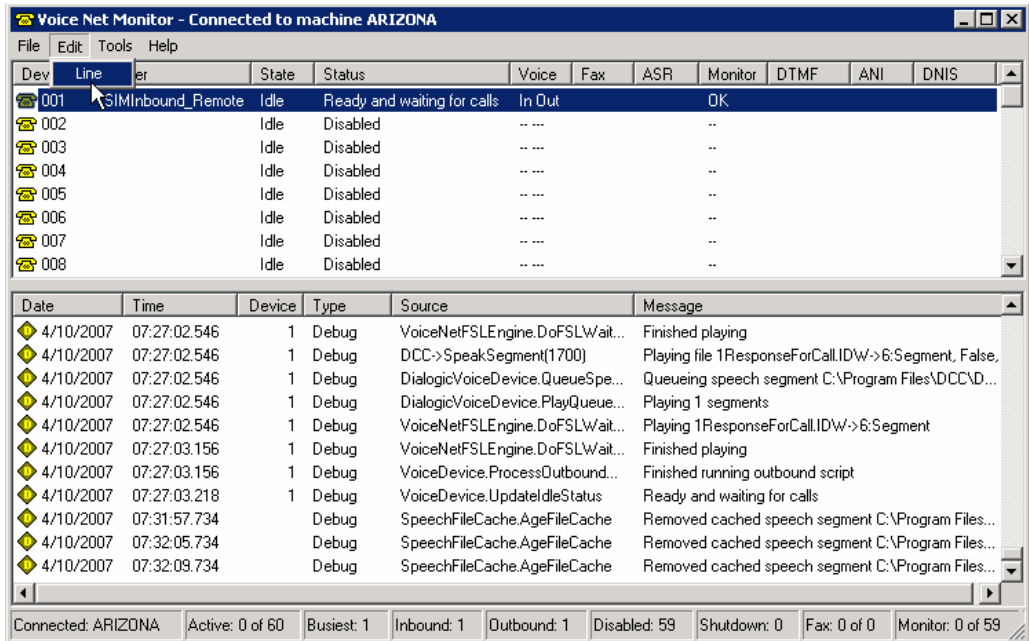
1. Click to select the desired device in the **Device** window (top pane).
 2. Click **Edit > Line** or right click in the top pane to display a menu and click **Edit**. The **Modify Settings for line: xxx** window will display, where **xxx** is the number of the selected line.
- Line, Description* The *Line number* will identify the selected line number and the *Description* will define information about the modem, card type, etc.
3. At *Call flow*, click and click to select the desired callflow.
- Call Flow* The *Call flow* dropdown list will list callflows that have been submitted as *Inbound* via the **Call Flow Builder** application. The selected callflow will be assigned to the selected line (available call flows will differ from site to site).
4. At *DTMF Voice*, click the check box corresponding to *Inbound* and/or *Outbound*.
- DTMF Voice* When enabled, *DTMF Voice* will display the digits the caller has pressed, in the **Voice** column at the **Device** window, while in the identified callflow for *Inbound* and/or *Outbound* calls.
5. At *Fax documents*, click the check box corresponding to *Inbound* and/or *Outbound*.
- Fax documents* If fax is enabled for the line, then the *Fax documents* fields will be active and selectable. If *Inbound* is selected then an indicator will display representing *Inbound* faxes in the **Fax** column. If *Outbound* is selected then an indicator will display representing *Outbound* faxes in the **Fax** column.
6. At *Speech Recognition*, click the check box corresponding to *Inbound* and/or *Outbound*.
- Speech Recognition* If speech recognition is enabled for the line, the *Speech Recognition* will fields will be active and selectable. If *Inbound* is selected, an indicator will display representing *Inbound* speech recognition in the **ASR** column displayed at the **Device** window. If *Outbound* is selected, an indicator will display representing *Outbound* speech recognition is enabled.
7. At *Monitor*, click the check box corresponding to *Enable*.
- Monitor* Enabling the *Monitor* allows you to record each call (tones and conversation) to a .vox file (located at ...DCC\Program\Phone\Monitor with a file named **M** [*line number*] [*yymmdd*] [*hhmmss*]) until the option is disabled (remember to turn this option off when diagnosis is complete). When enabled, **OK** will display. When recording, **Rec** will display. Please be advised that for each line monitored, you must have a corresponding disabled line to do the monitoring.
- B2B Consult* *B2B Consult* is used in Two B Channel Transfer. When an incoming line asks for a transfer, the system will use this line for an outgoing call to locate the requested extension. The two B channel lines are then tied together and passed to the telephone company, freeing up two lines on the system.
8. At *Extension*, click the text box and type the extension number if desired.
- Extension* The *Extension* is passed to the CTI (Computer Telephony Interface).
9. At *DNIS*, click the text box and type the DNIS number.
- DNIS* The *DNIS*, (Dialed Number Identification Service) is the phone number the customer is calling. It assigns a DNIS to the selected line and can be used for CTI.
10. At *Transfer ID*, click the text box and type the transfer ID.
- Transfer ID* The *Transfer ID* allows you to assign a category to the call. The *Transfer ID* is created in the **Transfer Records** application for the *Transfer Type* of **Supervised** or **Unsupervised** with an *Extension Type* of **Transfer ID** and an **Extension Group** created. The *Transfer ID* refers to the value entered in the **Key** field assigned to a **Group Member**. Refer to the user guide titled *Transfer Records* and the topic titled *Create an Extension Group* for more information.

continued...

- Click **OK** to accept the selected options and return to the **Voice Net Monitor** window. Click **Cancel** to close the window without saving any changes.

Note: This activity is done during systems installation. If changes need to be made or if you have any questions, please contact DCC Technical Services for assistance.

Figure 43: To modify line settings, click **Edit > Line**. Make desired selections, and then click **OK** to accept the selected options and return to the **Voice Net Monitor** window.



Customize Phone Options

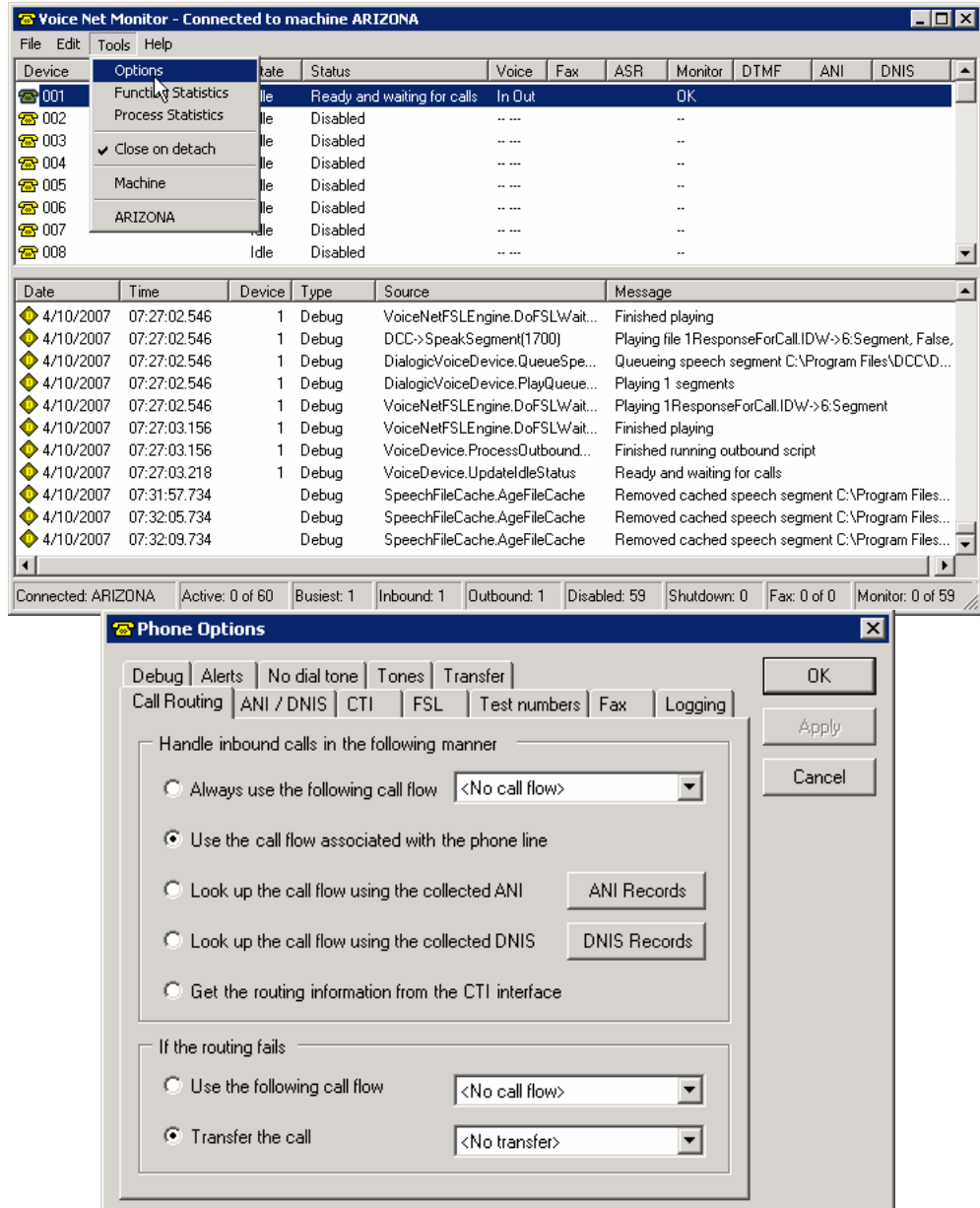
Select **Options** from the **Tools** menu to access the **Phone Options** screen. The **Phone Options** screen displays a variety of **Tabs** that organize related options into a logical display. Select the desired tab heading to bring that screen to the front.

Access Phone Options

Steps to Access Phone Options:

1. At the **Voice Net Monitor** window, click **Tools > Options**. The **Phone Options** window displays defaulting to the **Call Routing** tab.

Figure 44: To access the **Phone Options** screen, click **Tools > Options**. The **Phone Options** window displays. The **Call Routing** tab displays as a default.



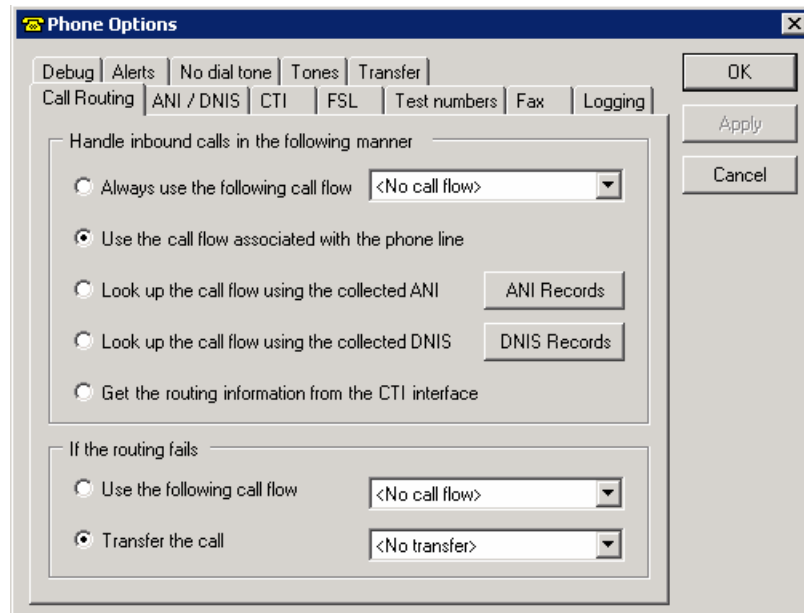
The **Call Routing** tab The **Call Routing** tab allows you determine how to handle inbound calls, perform ANI routing maintenance, perform DNIS routing maintenance and select what action to take if routing fails.

Steps to Customize Options on the Call Routing Tab:

1. Click to select the **Call Routing** tab to bring this screen to the front, if necessary.
2. At **Handle inbound calls in the following manner**, click the radio button that corresponds to one of the following:
 - *Always use the following call flow* – Click and select the desired callflow. The *Call flow* dropdown list will display all call flows that have been submitted as Inbound via **Call Flow Builder**. The selected callflow will be assigned to the selected line.
 - Use the call flow associated with the phone line – refer to topic titled **Edit a Line**.
 - *Look up the call flow using the collected ANI* – use the **ANI Records** button to customize these options. Refer to the following steps for further information.
 - *Look up the call flow using the collected DNIS* – use the **DNIS Records** button to customize these options. Refer to the following steps for further information.
 - *Get the routing information from the CTI interface* – the CTI (Computer Telephony Interface) instructs the system which script to run.

continued...

Figure 45: Make desired selections on the **Call Routing** screen, and then click **OK** to save your changes and close the window.



ANI Records

3. To access the **ANI Routing information** screen, click the **ANI Records** button. The **ANI Routing Information** screen displays. The following actions can be performed with ANI records:

The **ANI Records** button will access the **ANI Routing Information** screen where new ANI information can be added and a call flow and/or transfer record associated with the ANI record – used by the system to determine which callflow to run based on the phone number (e.g., if live in one location a specific script will run versus a script designated for a different location). ANI records can be added, edited, deleted, imported or exported.

ANI is the phone number the customer is calling from.

Add New ANI Information:

- At the **ANI Routing Information** screen, click **Add**. The **New ANI information** window displays.
- At *ANI*, click to select the text box and type the ANI number.
- At *Callflow*, click and click to select the desired callflow.
- At *Transfer ID*, click to select the text box and type the transfer ID.
- At *Do Secondary DNIS Routing*, click the check box to select or click again to deselect .
- Click **OK** to save the changes and return to the **ANI Routing Information** window or click **Cancel** to abort the action.
- At the **ANI Routing Information** screen, click **OK** to save the changes and return to the **Call Routing** screen or click **Cancel** to abort the action.

Edit ANI Information:


- At the **ANI Routing Information** screen, double click the desired ANI record. The **Edit ANI information** window displays.
- At *Callflow*, click and click to select the desired callflow.
- At *Transfer ID*, click to select the text box and type the transfer ID.
- At *Do Secondary DNIS Routing*, click the check box to select or click again to deselect .
- Click **OK** to save the changes and return to the **ANI Routing Information** window or click **Cancel** to abort the action.
- At the **ANI Routing Information** screen, click **OK** to save the changes and return to the **Call Routing** screen or click **Cancel** to abort the action.

Delete ANI Information


- At the **ANI Routing Information** screen, click to select one or more ANI records.
- Click **Delete**. The selected ANI records are removed from the system.
- At the **ANI Routing Information** screen, click **OK** to save the changes and return to the **Call Routing** screen or click **Cancel** to abort the action.

continued...

Import ANI Information

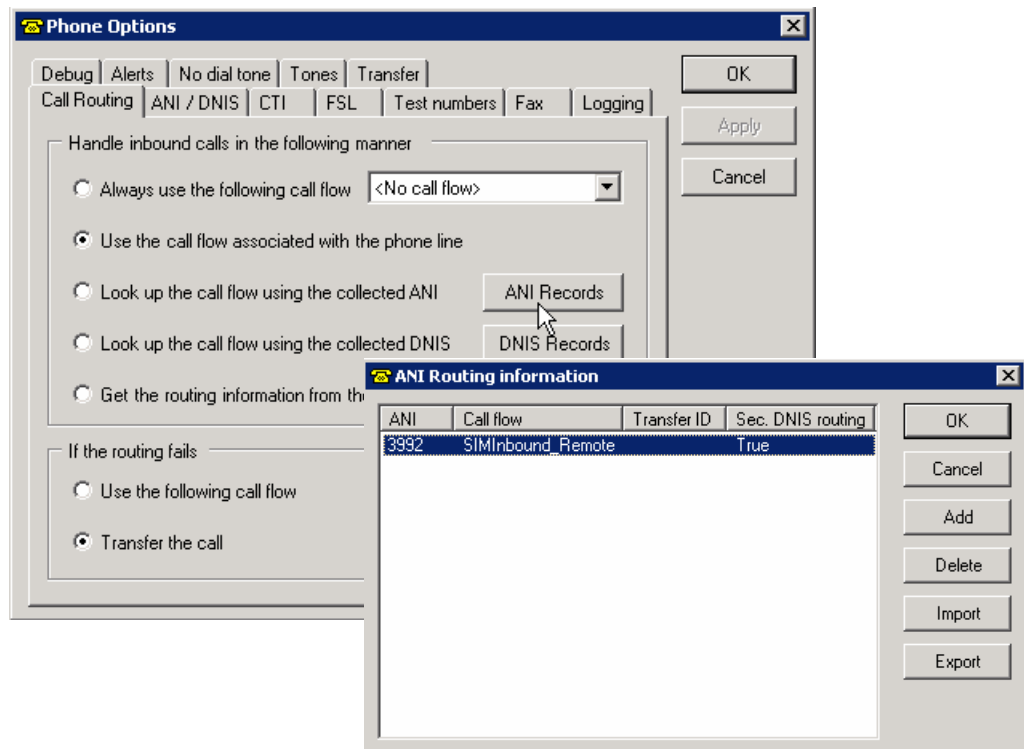
- At the **ANI Routing Information** screen, click **Import**. The **Import ANI records** dialog box displays.
- Click  to open the **Select a file for importing** window, and then choose the desired drive and folder at the *Look in* field.
- Click to select the desired .txt file, and then click **Open**. If the selected file contains a header record, click the *First row contains header* check box.
- Click **Import**. An **Import completed** message will display with the results of the import. Click **OK**. The imported ANI records will display in the listing.
- At the **ANI Routing Information** screen, click **OK** to save the changes and return to the **Call Routing** screen or click **Cancel** to abort the action.

Export ANI Information

- At the **ANI Routing Information** screen, click to select one or more ANI records, and then click **Export**. The **Export ANI records** dialog box displays.
- Click  to open the **Select a file for exporting** window, and then choose the desired drive and folder at the *Look in* field.
- At *File name*, click to select the text box, type a file name, and then click **Open**. The file will be saved as a *.csv (comma delimited) file type. If the selected file contains a header record, click the *First row contains header* check box.
- Click **Export**. An **Export completed** message will display with the results of the export. Click **OK**. The exported ANI records will be saved to a file.
- At the **ANI Routing Information** screen, click **OK** to save the changes and return to the **Call Routing** screen or click **Cancel** to abort the action.

continued...

Figure 46: To access the **ANI Routing Information** screen, click the **ANI Records** button on the **Call Routing** screen. The **ANI Routing Information** screen provides the options to **Add**, **Delete**, **Import**, **Export** or **Edit** ANI records. Make desired selections, and then click **OK** to save your changes and close the window.



DNIS Records

4. To access the **DNIS Routing Information** screen, click the **DNIS Records** button. The **DNIS Routing Information** screen displays. The following actions can be performed with DNIS records:

The **DNIS Records** button will access the **DNIS Routing Information** screen where new DNIS information can be added and a call flow and/or transfer record associated with the DNIS record – used by the system to determine which callflow to run based on the phone number (e.g., if live in one location a specific script will run versus a script designated for a different location). DNIS records can be added, edited, deleted, imported or exported.

DNIS is the phone number the customer is calling.

Add New DNIS Information:

- At the **DNIS Routing Information** screen, click **Add**. The **New DNIS information** window displays.
- At *DNIS*, click to select the text box and type the DNIS number.
- At *Callflow*, click and click to select the desired callflow.
- At *Transfer ID*, click to select the text box and type the transfer ID.
- At *Do Secondary ANI Routing*, click the check box to select or click again to deselect .
- Click **OK** to save the changes and return to the **DNIS Routing Information** window or click **Cancel** to abort the action.
- At the **DNIS Routing Information** screen, click **OK** to save the changes and return to the **Call Routing** screen or click **Cancel** to abort the action.

Edit DNIS Information:


- At the **DNIS Routing Information** screen, double click the desired DNIS record. The **Edit DNIS information** window displays.
- At *Callflow*, click and click to select the desired callflow.
- At *Transfer ID*, click to select the text box and type the transfer ID.
- At *Do Secondary ANI Routing*, click the check box to select or click again to deselect .
- Click **OK** to save the changes and return to the **DNIS Routing Information** window or click **Cancel** to abort the action.
- At the **DNIS Routing Information** screen, click **OK** to save the changes and return to the **Call Routing** screen or click **Cancel** to abort the action.

Delete DNIS Information:


- At the **DNIS Routing Information** screen, click to select one or more DNIS records.
- Click **Delete**. The selected DNIS records are removed from the system.
- At the **DNIS Routing Information** screen, click **OK** to save the changes and return to the **Call Routing** screen or click **Cancel** to abort the action.

continued...

Import DNIS Information:

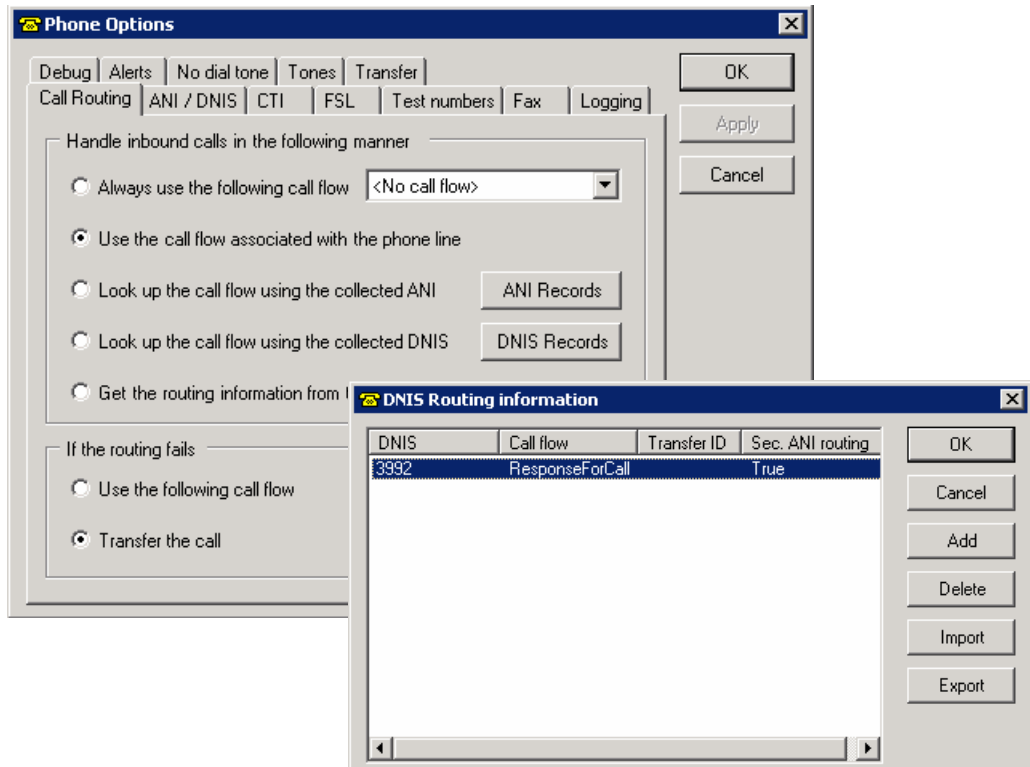
- At the **DNIS Routing Information** screen, click **Import**. The **Import DNIS records** dialog box displays.
- Click  to open the **Select a file for importing** window, and then choose the desired drive and folder at the *Look in* field.
- Click to select the desired .txt file, and then click **Open**. If the selected file contains a header record, click the *First row contains header* check box.
- Click **Import**. An **Import completed** message will display with the results of the import. Click **OK**. The imported DNIS records will display in the listing.
- At the **DNIS Routing Information** screen, click **OK** to save the changes and return to the **Call Routing** screen or click **Cancel** to abort the action.

Export DNIS Information:

- At the **DNIS Routing Information** screen, click to select one or more DNIS records, and then click **Export**. The **Export DNIS records** dialog box displays.
- Click  to open the **Select a file for exporting** window, and then choose the desired drive and folder at the *Look in* field.
- At *File name*, click to select the text box, type a file name, and then click **Open**. The file will be saved as a *.csv (comma delimited) file type. If the selected file contains a header record, click the *First row contains header* check box.
- Click **Export**. An **Export completed** message will display with the results of the export. Click **OK**. The exported DNIS records will be saved to a file.
- At the **DNIS Routing Information** screen, click **OK** to save the changes and return to the **Call Routing** screen or click **Cancel** to abort the action.

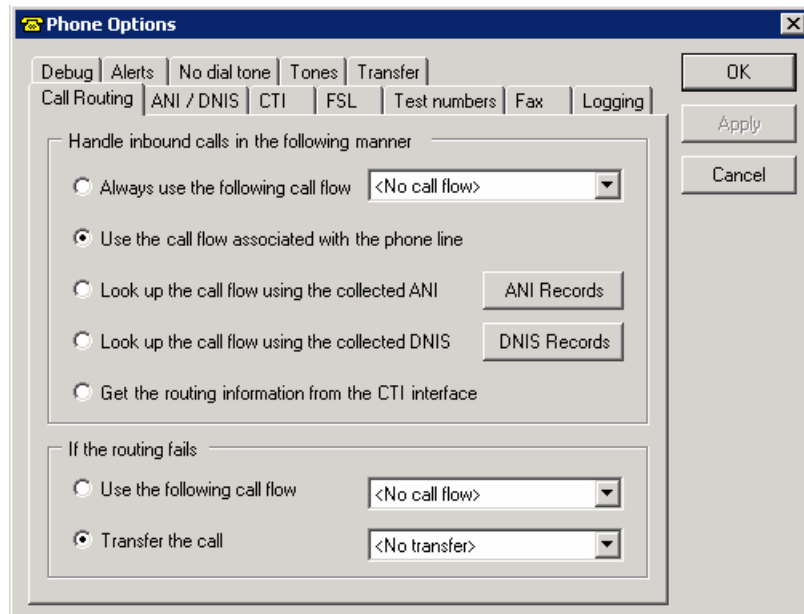
continued...

Figure 47: To access the **DNIS Routing Information** screen, click the **DNIS Records** button on the **Call Routing** screen. The **DNIS Routing Information** screen provides the options to **Add**, **Delete**, **Import**, **Export** or **Edit** DNIS records. Make desired selections, and then click **OK** to save your changes and close the window.



5. At **If the Routing fails**, click the radio button that corresponds to one of the following :
6. *Use the following call flow* - Click and click to select the desired callflow. The *Call flow* dropdown list will list all callflows that have been submitted as Inbound via **Call Flow Builder**. The selected callflow will be assigned to the selected line in the event routing fails.
7. *Transfer the call* – Click and click to select the desired transfer record. The transfer record dropdown list will list all transfer records that exist in the **Transfer Records** application. The selected transfer record will be assigned to the selected line in the event routing fails.
8. At **Phone Options > Call Routing**, click **OK** to accept the changes and return to the **Voice Net Monitor** screen. Click **Apply** to save the changes and leave the **Phone Options** screen open. Click **Cancel** to about the changes and return to the **Voice Net Monitor** screen.

Figure 48: When selections have been complete on the **Call Routing** screen, click **OK** to accept the changes and return to the **Voice Net Monitor** screen. Click **Apply** to save the changes and leave the **Phone Options** screen open. Click **Cancel** to about the changes and return to the **Voice Net Monitor** screen.



The ANI/DNIS Tab The **ANI/DNIS** tab allows you to determine if you will collect ANI / DNIS information and if so, allows you to select a source from which to collect this information (e.g., from the hardware or CTI interface, etc.).

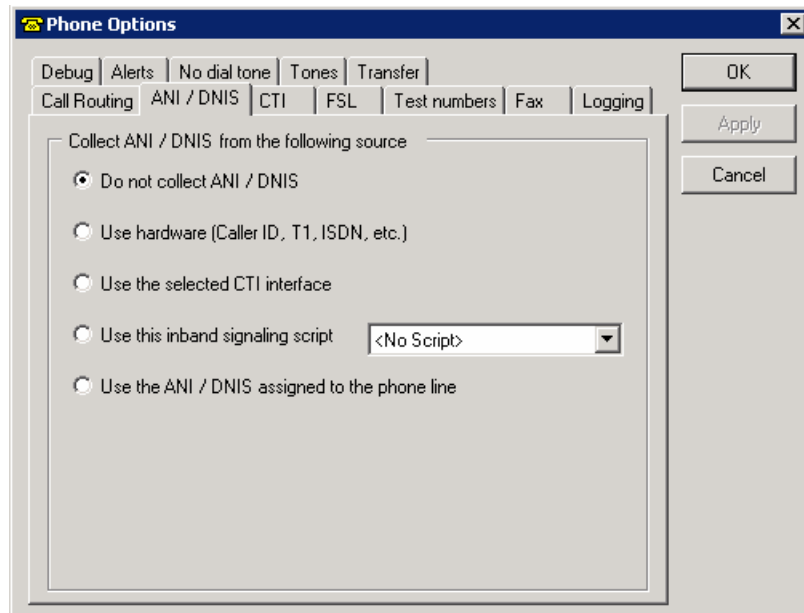
DNIS is the phone number the customer is calling – ANI is the phone number the customer is calling from.

Note: This activity is done during systems installation and should not be changed. If you have any questions, please contact DCC Technical Services for assistance.

Steps to Customize Options on the ANI / DNIS Tab:

1. Click to select the **ANI/DNIS** tab to bring this screen to the front.
2. At **Collect ANI/DNIS from the following source**, select one of the following by clicking the corresponding radio button:
 - *Do not collect ANI/DNIS* – information will not be collected if this option is enabled.
 - *Use hardware (Caller ID, T1, ISDN, etc).*
 - *Use the selected CTI interface.*
 - *Use this Inband Signaling script* - Click and click to select the desired script.
 - *Use the ANI and DNIS assigned to the phone line.*
3. Click **OK** to accept the selected options and return to the **Voice Net Monitor** window. Click **Apply** to accept the selected options and leave the **Phone Options** window open. Click **Cancel** to close the window without saving any changes.

Figure 49: Click the **ANI/DNIS** tab to bring this screen to the front. Make desired selections on the **ANI/DNIS** screen, and then click **OK** to save your changes and close the window returning to the **Voice Net Monitor** window.



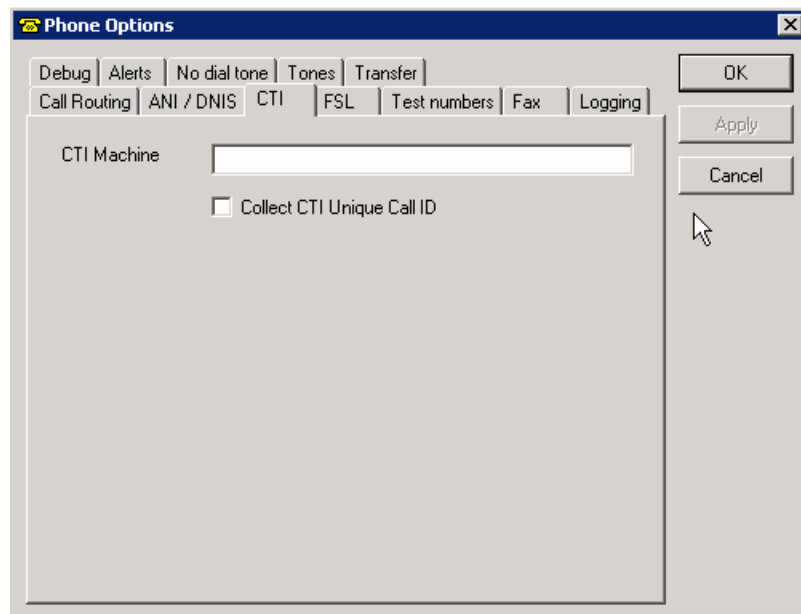
The CTI Tab The **CTI** (Computer Telephony Interface) tab allows the appropriate CTI machine name to be defined – the machine where CTI is installed at the customer site. This CTI information allows the system to interface directly with the telephone switch (PBX) in order to send and receive call routing information and collect information for reports.

Note: This activity is done during systems installation and should not be changed. If you have any questions, please contact DCC Technical Services for assistance.

Steps to Customize Options on the CTI Tab:

1. Click to select the **CTI** tab to bring this screen to the front.
2. At *CTI Machine*, type the machine name at the text box. A blank entry means that CTI is not installed.
3. At *Collect CTI Unique Call ID*, click the check box to select information to be collect for reports.
4. Click **OK** to accept the selected options and return to the **Voice Net Monitor** window. Click **Apply** to accept the selected options and leave the **Phone Options** window open. Click **Cancel** to close the window without saving any changes.

Figure 50: Click the **CTI** tab to bring this screen to the front. Make desired selections on the **CTI** screen, and then click **OK** to save your changes and close the window returning to the **Voice Net Monitor** window.



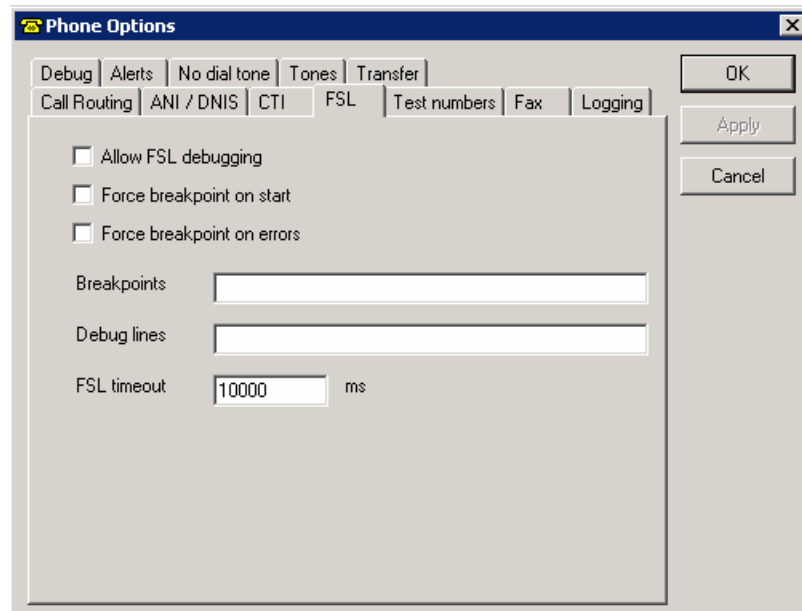
The FSL Tab The **FSL**, or Flying Scripting Language (an interpreted language), tab is used by DCC Technical Services and the development team for troubleshooting system problems. This screen provides options to - *Allow FSL debugging, Force breakpoint on start, Force breakpoint on errors, Breakpoints, Debug Lines* and *FSL Timeouts*.

Note: This screen and steps are provided for illustration purposes only. **FSL** activity is preformed by DCC Technical Services and the development team to troubleshoot problems and answer system related questions. Please contact DCC Technical Services for assistance with this activity.

Steps to View Options on the FSL Tab:

1. Click to select the **FSL** tab to bring this screen to the front.
2. Click **OK** to accept the selected options and return to the **Voice Net Monitor** window. Click **Apply** to accept the selected options and leave the **Phone Options** window open. Click **Cancel** to close the window without saving any changes.

Figure 51: Click the **FSL** tab to bring this screen to the front. Make desired selections on the **FSL** screen, and then click **OK** to save your changes and close the window.



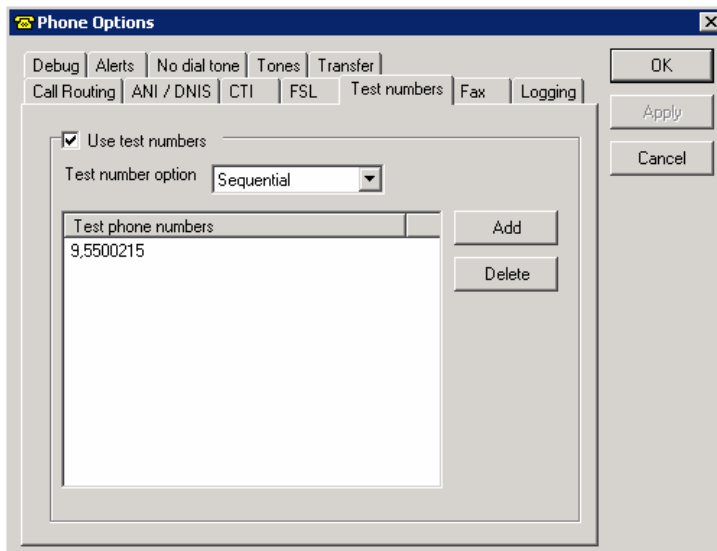
The Test Numbers Tab The **Test Numbers** tab allows test numbers to be set up for the system to call versus live callouts. These options are used to force the system to call numbers from the test number list whenever it makes outbound calls (e.g., a new device was added and needs to be tested, etc.).

Note: This screen and steps are provided for illustration purposes only. **Test Number** activity is preformed by DCC Technical Services and the development team to troubleshoot problems and answer system related questions. Please contact DCC Technical Services for assistance with this activity.

Steps to Customize Options on the Test Numbers Tab:

1. Click to select the **Test Numbers** tab to bring this screen to the front.
2. At *Test Number Option*, click and select **Sequential** or **By line number**.
 - Test Number* If **Sequential**, the system will use the line numbers in sequential order when assigning test numbers to be called. For example, if there are 2 lines and 3 test numbers, and line number 1 is assigned number 1111, line number 2 is assigned number 2222, then line number 1 is assigned number 3333.
 - If **By line number**, the system will assign 1 test number to each line. For example, if there are 2 lines and 3 test numbers, and line number 1 is assigned number 1111, line number 2 is assigned number 2222, then number 3333 is not assigned and, therefore, never called.
3. **Add Test Phone Numbers:**
 - Click **Add**. The cursor will display in the **Test numbers** pane. If numbers already exist, then the next sequential number will be copied to a new line and highlighted.
 - Type the desired phone number and press **Enter**. The number has been added to the listing.
4. **Delete Test Phone Numbers:**
 - Click to select one or more test phone numbers listed in the **Test numbers** pane.
 - Click **Delete**, and then click **Yes** at the confirmation message. The numbers are removed.
5. At *Use test numbers*, click the check box to select or click again to deselect .
 - Use Test Number* *Use test numbers* indicates the system will call numbers from the test number list whenever it makes outbound calls. This primarily used when someone needs to troubleshoot the system.
6. Click **OK** to accept the selected options and return to the **Voice Net Monitor** window. Click **Apply** to accept the selected options and leave the **Phone Options** window open. Click **Cancel** to close the window without saving any changes.

Figure 52: Click the **Test Number** tab to bring this screen to the front. Make desired selections on the **Test Numbers** screen, and then click **OK** to save your changes and close the window.



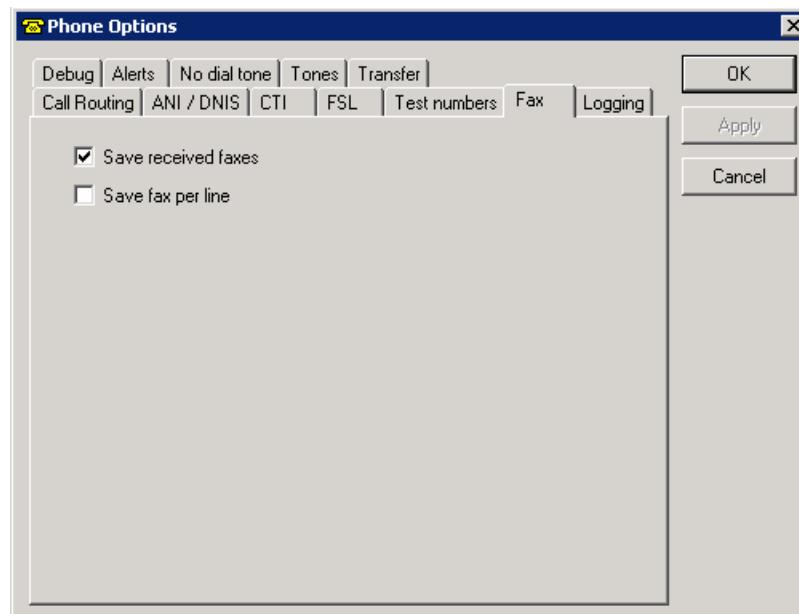
The Fax Tab The **Fax** tab allows you to specify if received faxes and/or faxes per line are saved in subdirectories. This function is used by DCC Technical Services and the development team for testing purposes.

Note: This screen and steps are provided for illustration purposes only. **Debug** activity is preformed by DCC Technical Services and the development team to troubleshoot problems and answer system related questions. Please contact DCC Technical Services for assistance with this activity.

Steps to Customize Options on the Fax Tab:

1. Click to select the **Fax** tab to bring this screen to the front.
2. At *Save received faxes*, click the check box to select or click again to deselect .
3. At *Save fax per line*, click the check box to select or click again to deselect .
4. Click **OK** to accept the selected options and return to the **Voice Net Monitor** window. Click **Apply** to accept the selected options and leave the **Phone Options** window open. Click **Cancel** to close the window without saving any changes.

Figure 53: Click the **Fax** tab to bring this screen to the front. Make desired selections on the **Fax** screen, and then click **OK** to save your changes and close the window.



The Logging Tab The **Logging** tab allows you select where the activity information will be recorded. You can select one or more options (e.g., to an event log, to a text file, etc.), in addition to, defining the buffer size.

Steps to Customize Options on the Logging Tab:

1. Click to select the **Logging** tab to bring this screen to the front, if necessary.
2. At *Log output to event log*, click the check box to select or click again to deselect .

Log output to the event log

The *Log output to event log* enables any activity that occurs to be logged into the Windows Systems Application Event Log. This log option is typically disabled.

3. At *Log Output to file*, click the check box to select or click again to deselect .

Log Output to file

The *Log Output to file* enables any activity that occurs to be logged to a text file - if this option is selected at the *File to log to* text box type the path and file name or click the **More** button to access the **Open** dialog box where a file location and name can be entered. Then, at *Log separate devices*, click the check box to select or click again to deselect . This option will create a separate log file for each phone line/device.

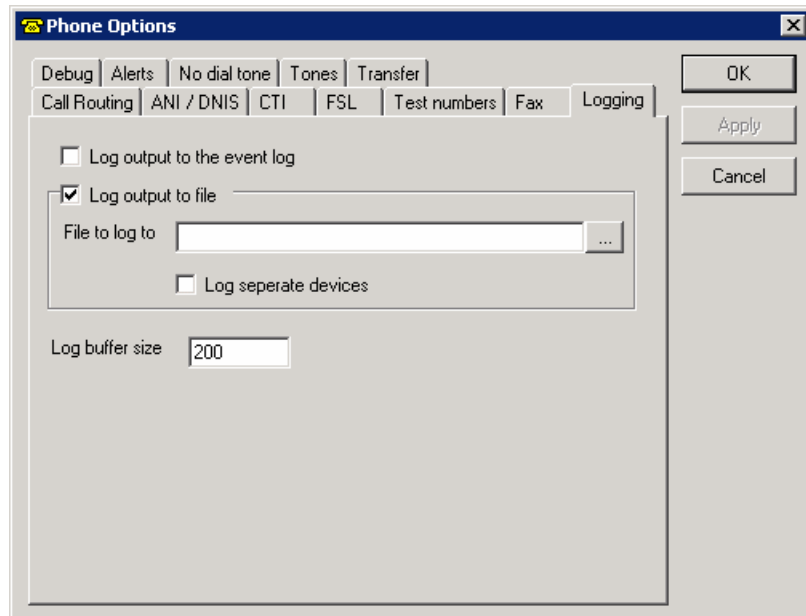
4. At *Log buffer size*, click the textbox and type in the number representing the buffer size.

Log buffer size

The *Log buffer size* defines the size of the storage area to hold log messages.

5. Click **OK** to accept the selected options and return to the **Voice Net Monitor** window. Click **Apply** to accept the selected options and leave the **Phone Options** window open. Click **Cancel** to close the window without saving any changes.

Figure 54: Click the **Logging** tab to bring this screen to the front. Make desired selections on the **Logging** screen, and then click **OK** to save your changes and close the window.



The Debug Tab The **Debug** tab allows you to select the specific type of messages that will display when logging phone activity. In addition, it allows you the option to collect **Function Statistics**.

Note: This screen and steps are provided for illustration purposes only. **Debug** activity is preformed by DCC Technical Services and the development team to troubleshoot problems and answer system related questions. Please contact DCC Technical Services for assistance with this activity.

Steps to Customize Options on the Debug Tab:

1. Click to select the **Debug** tab to bring this screen to the front.
2. At *Enable Debugging Messages*, click the check box to select or click again to deselect . When selected the types of messages options become active and selectable.

Enable Debugging Messages

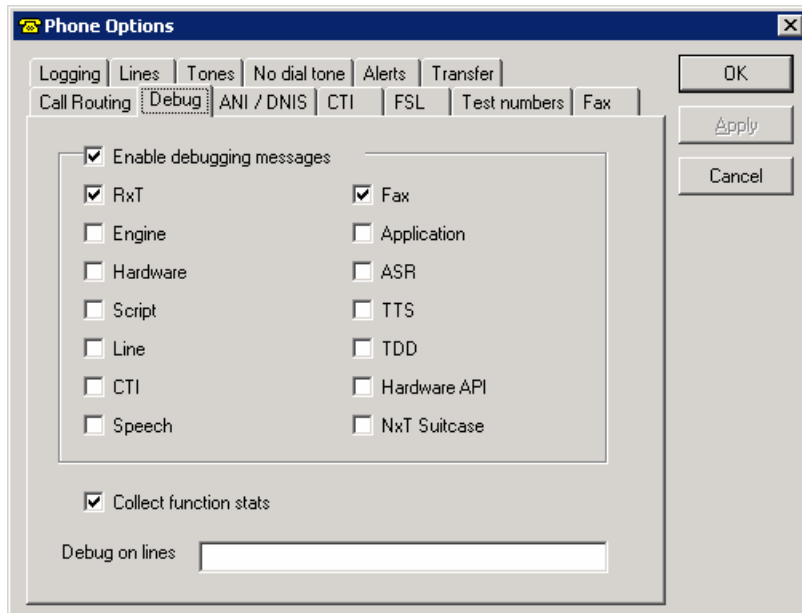
The *Enable debugging messages* setting is used exclusively by DCC for troubleshooting problems. System Administrators should not utilize this feature unless instructed by Technical Services. Debug messages can include information related to supporting the system, the communications layer, the transmission of messages, etc.

3. At *Collect Function Statistics*, click the check box to select or click again to deselect .
4. The *Collect Function Statistics* is reserved for use by DCC Technical Services and the development team to troubleshoot problems and answer system related questions.

Collect Function Statistics

5. Click **OK** to accept the selected options and return to the **Voice Net Monitor** window. Click **Apply** to accept the selected options and leave the **Phone Options** window open. Click **Cancel** to close the window without saving any changes.

Figure 55: Click the **Debug** tab to bring this screen to the front. Make desired selections on the **Debug** screen, and then click **OK** to save your changes and close the window.



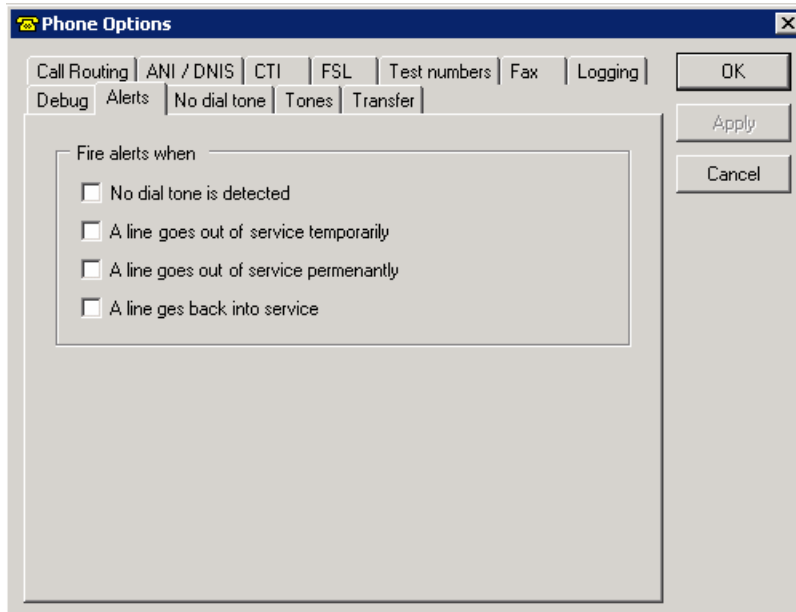
The Alerts Tab The **Alerts** tab allows you to define in what situations you want to fire alerts. Alerts are sent to the **Windows Systems Application Event Log**.

Note: This screen and steps are provided for illustration purposes only. **Debug** activity is performed by DCC Technical Services and the development team to troubleshoot problems and answer system related questions. Please contact DCC Technical Services for assistance with this activity.

Steps to Customize Options on the Alerts Tab:

1. Click to select the **Alerts** tab to bring this screen to the front.
- Fire alerts when* The **Fire alerts when** options include *No dial tone is detected*, *A line goes out of service temporarily*, *A line goes out of service permanently* or *A line goes back into service*.
2. At *No dial tone is detected*, click the check box to select or click again to deselect .
 3. At *A line goes out of service temporarily*, click the check box to select or click again to deselect .
 4. At *A line goes out of service permanently*, click the check box to select or click again to deselect .
 5. At *A line goes back into service*, click the check box to select or click again to deselect .
 6. Click **OK** to accept the selected options and return to the **Voice Net Monitor** window. Click **Apply** to accept the selected options and leave the **Phone Options** window open. Click **Cancel** to close the window without saving any changes.

Figure 56: Click the **Alerts** tab to bring this screen to the front. Make desired selections on the **Alerts** screen, and then click **OK** to save your changes and close the window.

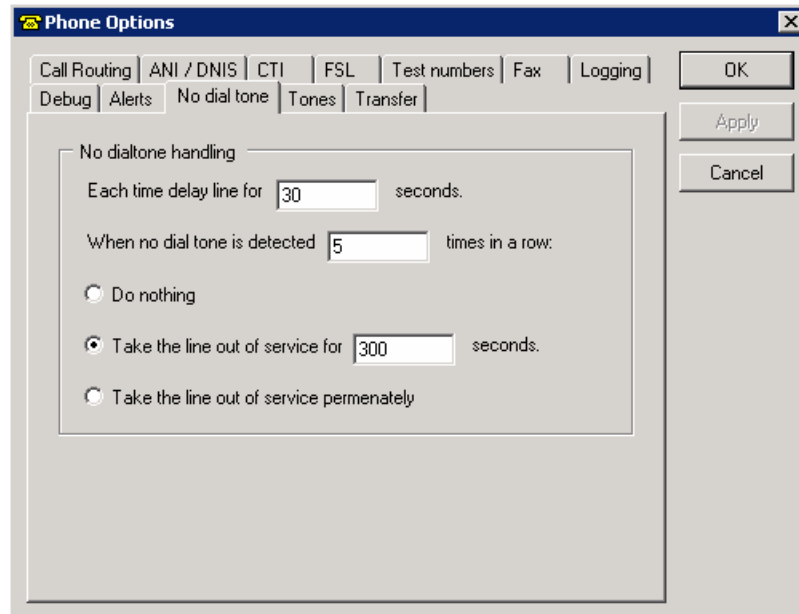


The **No Dial Tone Tab** The **No Dial Tone** tab allows you to define how to handle situations when a dial tone is not found when placing a call.

Steps to Customize Options on the No Dial Tone Tab:

1. Click to select the **No Dial Tones** tab to bring this screen to the front.
2. At *Each time delay the line for*, click the text box and type the number of *seconds*.
3. At *When no dial tone is detected*, click the text box and type the number of *times in a row*. Then chose one of the following radio buttons:
 - Click to select the *Do nothing* radio button.
 - Click to select *Take the line out of service for* radio button and type the number of *seconds*.
 - Click to select *Take the line out of service permanently* radio buttons.
4. Click **OK** to accept the selected options and return to the **Voice Net Monitor** window. Click **Apply** to accept the selected options and leave the **Phone Options** window open. Click **Cancel** to close the window without saving any changes.

Figure 57: Click the **No Dial Tone** tab to bring this screen to the front. Make desired selections on the **No Dial Tone** screen, and then click **OK** to save your changes and close the window.

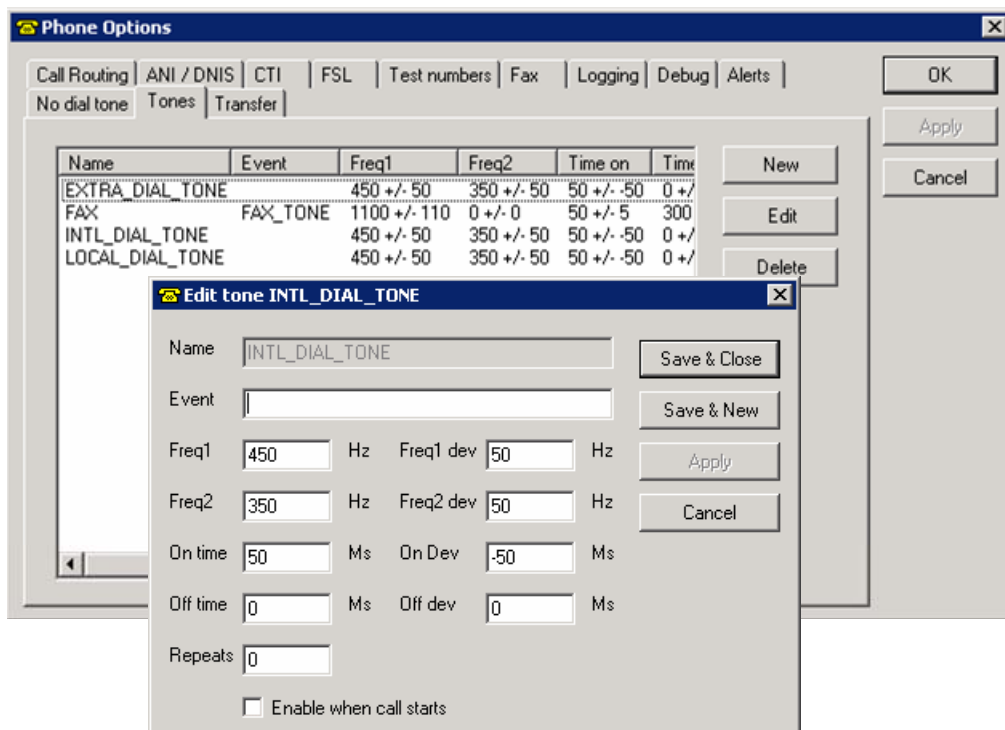


The Tones Tab The **Tones** tab allows you to set up a scripting event to occur when a custom tone is detected. This allows DCC to handle events like receiving a fax or detecting and starting a TDD (telecommunications for the deaf) session. Tones can be added, changed or deleted.

- Name* Name displays name of the tone (FAX, DIALTONE...).
- Event* Event is a scripting Event (FAX_TONE, TDD, ...). This event will be raised in a script to inform the script the tone has been detected (ERROR_FAX_TONE, ERROR_TTD). The script can then catch the error and handle the situation (receive a fax, start a TDD session).
- Freq1* Freq1 is the first frequency of the tone to detect (450 = 450hz). Freq1 dev is the first frequency deviation (50 = plus or minus 50hz). So, 450+/-50 will detect a frequency from 400hz to 500hz.
- Freq2* Freq2 is the second frequency. This is used for detecting dual frequency tones. Freq2 dev is the second frequency deviation.
- On time* On time means duration tone must be present to be detected [50 = 500ms (1/2 second)]. On Dev is the deviation for on time (5 = plus or minus 50ms. 50+/-5 = tone must be present from 450ms to 550ms to be detected). On time and On Dev can be in the form of On time: 50 On Dev -50. This instructs the engine to listen for a continuous tone lasting 1000ms (1 second). When this form is used, the Off Time and Off Dev must be 0.
- Off time* Off time means duration tone must be absent after being present [50 = 500ms (1/2 second)]. Off Dev is the deviation for off time.
- Repeats* Repeats is the number of time the on/off cycle must repeat before the detected event is raised.
- Enable when call starts* If yes, the tone is automatically enabled when the call is answered/called.

Note: This screen and steps are provided for illustration purposes only. **Tone** activity is preformed by DCC Technical Services and the development team to troubleshoot problems and answer system related questions. Please contact DCC Technical Services for assistance with this activity.

Figure 58: Click the **Tones** tab to bring this screen to the front. Make desired selections on the **Tones** screen, and then click **OK** to save your changes and close the window.

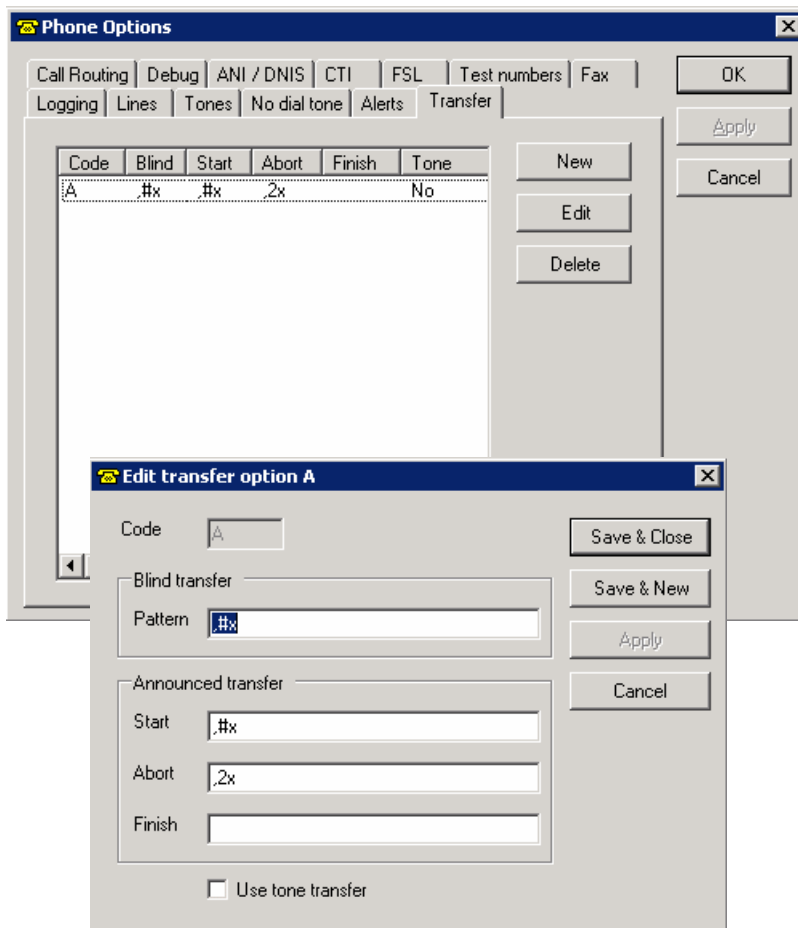


The Transfer Tab The **Transfer** tab allows DCC to set up how transfers occur in the system based on the switch requirements. Transfers can be added, changed or deleted.

- Code* *Code* is the transfer code for this transfer record. This can be A, B, C, D, E or F.
- Blind Transfer Pattern* *Blind Transfer Pattern* is the dialing format used to execute a blind transfer. If an 'x' is in the string, it will be replaced with the destination extension. If an 's' is in the string, it is replaced with the switch ID.
- Announced transfer start* *Announced transfer start* is the dialing format used to initiate an supervised or announced transfer. Special characters are 's' and 'x'. *Announced transfer Abort* is the dialing format used to re-connect to the caller when a transfer is aborted. If the switch does not use a reconnect code, this field will be blank. The 's' and 'x' are special characters.
- Announced transfer finish* *Announced transfer Finish* is the dialing format used to complete the transfer. Usually this field is left blank. The 's' and 'x' are special characters.
- Use tone transfer* The *Use tone transfer* is used when the phone switch uses DTMF tones to do a transfer versus a hook/flash.

Note: This screen and steps are provided for illustration purposes only. **Transfer** activity is preformed by DCC Technical Services and the development team to troubleshoot problems and answer system related questions. Please contact DCC Technical Services for assistance with this activity.

Figure 59: Click the **Transfer** tab to bring this screen to the front. Make desired selections on the **Transfer** screen, and then click **OK** to save your changes and close the window.



Function Statistics

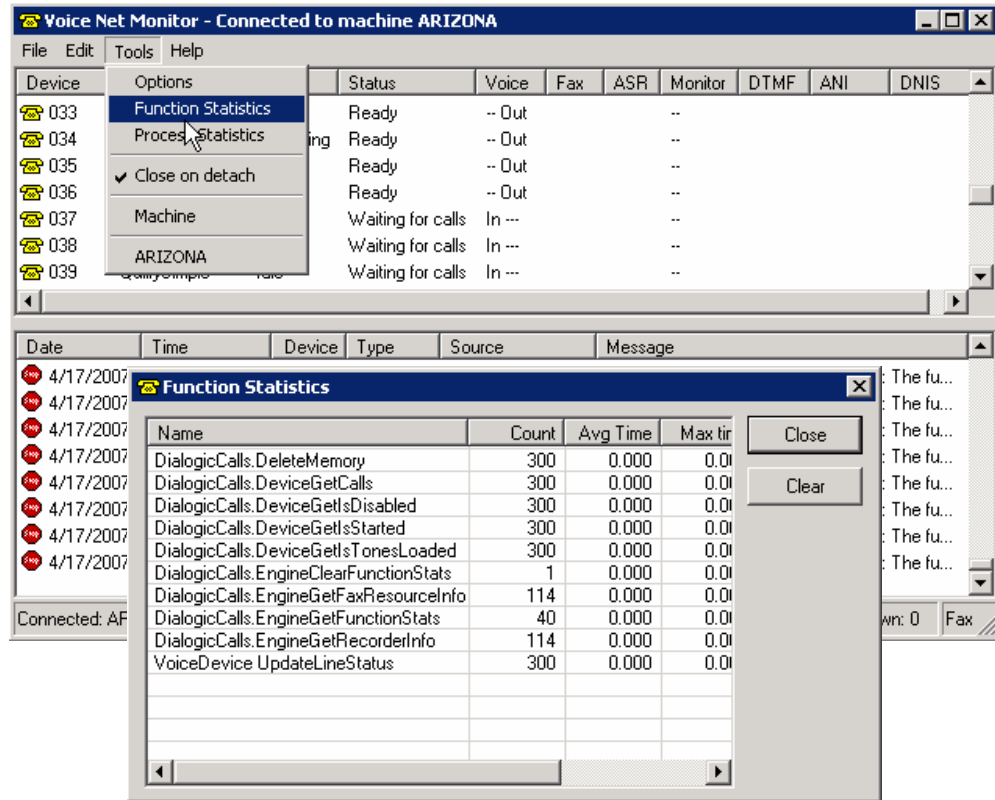
Function Statistic is used by DCC Technical Services and the development team to troubleshoot problems and tune the application. Data is available if the **Collect Function Stats** option was selected on the **Debug** tab in the **Phone Options** window.

Note: This screen and steps are provided for illustration purposes only. **Function Statistics** activity is preformed by DCC Technical Services and the development team to troubleshoot problems and answer system related questions. Please contact DCC Technical Services for assistance with this activity.

Steps to View Function Statistics:

1. At the **Voice Net Monitor** window, click **Tools > Function Statistics**. The **Function Statistics** window displays. Use the scroll bar to view additional columns of information.
2. You can do any one of the following as desired:
 - Click **Clear** to remove the items in the **Function** list.
 - Click **Close** to exit the **Function Statistics** window.

Figure 60: Click **Tools > Function Statistics** to access the **Function Statistics** window. You can **Clear** the contents of screen. Click **Close** to return to the **Voice Net Monitor** screen.



Process Statistics

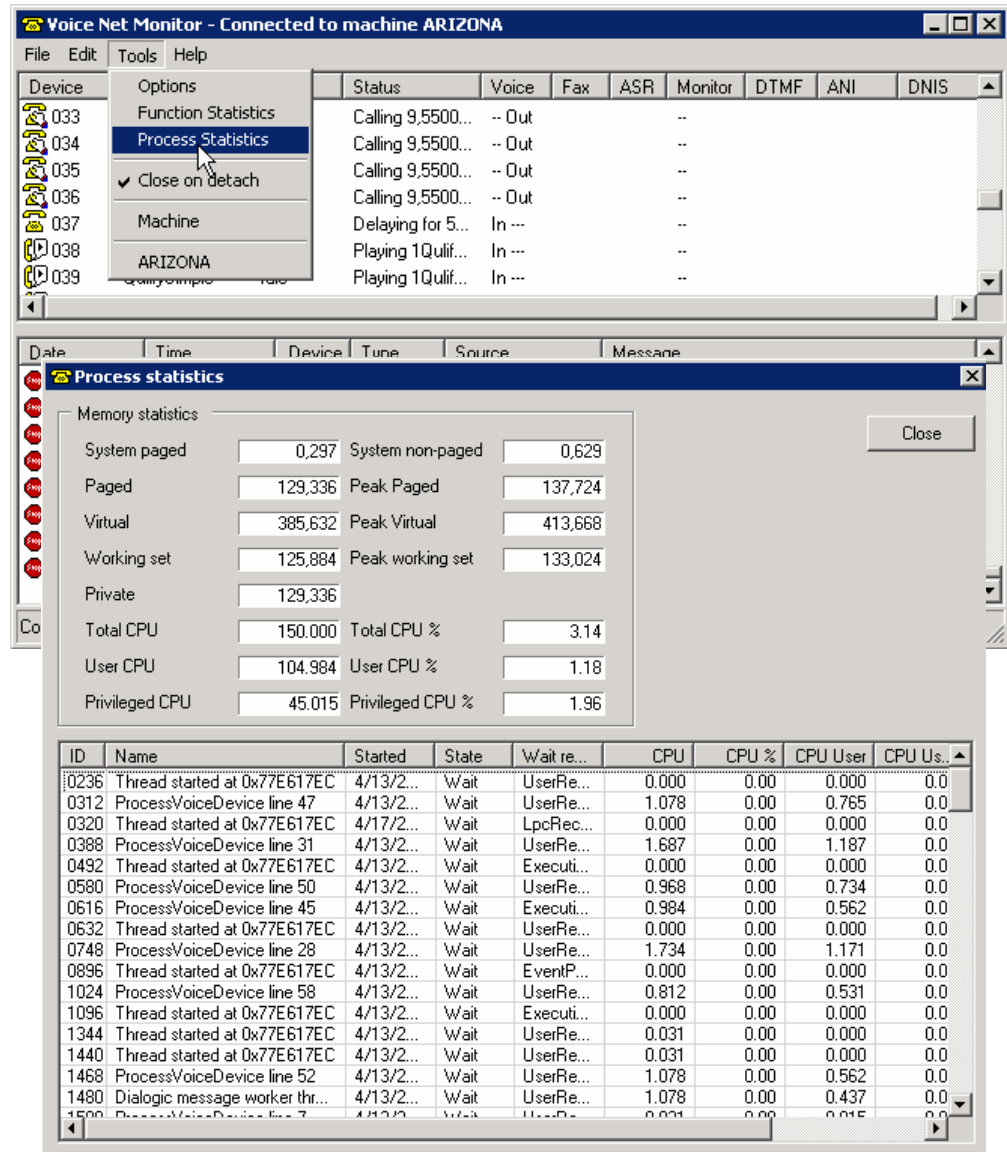
Process Statistic is used by DCC Technical Services and the development team for tuning the application. It can assist in answering questions like “Where is all that CPU going to?” to find bottlenecks in configurations, etc.

Note: This screen and steps are provided for illustration purposes only. **Process Statistics** activity is preformed by DCC Technical Services and the development team to troubleshoot problems and answer system related questions. Please contact DCC Technical Services for assistance with this activity.

Steps to View Process Statistics:

1. At the **Voice Net Monitor** window, click **Tools > Process Statistics**. The **Process Statistics** window displays. Use the scroll bar to view additional columns of information.
2. Click **Close** to exit the **Process Statistics** window.

Figure 61: Click **Tools > Process Statistics** to access the **Process Statistics** window. Click **Close** to return to the **Voice Net Monitor** screen.



Close on Detach

Using the **Tools > Close on Detach** options gives you the ability to detach the **Phone Monitor** from the *Voice Net Service*. By default, the **Phone Monitor** will close when the *Voice Net Service* is unavailable or is **Shutdown**. With this option disabled, the **Phone Monitor** window will remain open even if the *Voice Net Service* is unavailable or is **Shutdown**.

Steps to Close on Detach:

1. Click **Tools > Close on Detach**. The check mark is removed (the option disabled). Repeat this process to enable this setting.

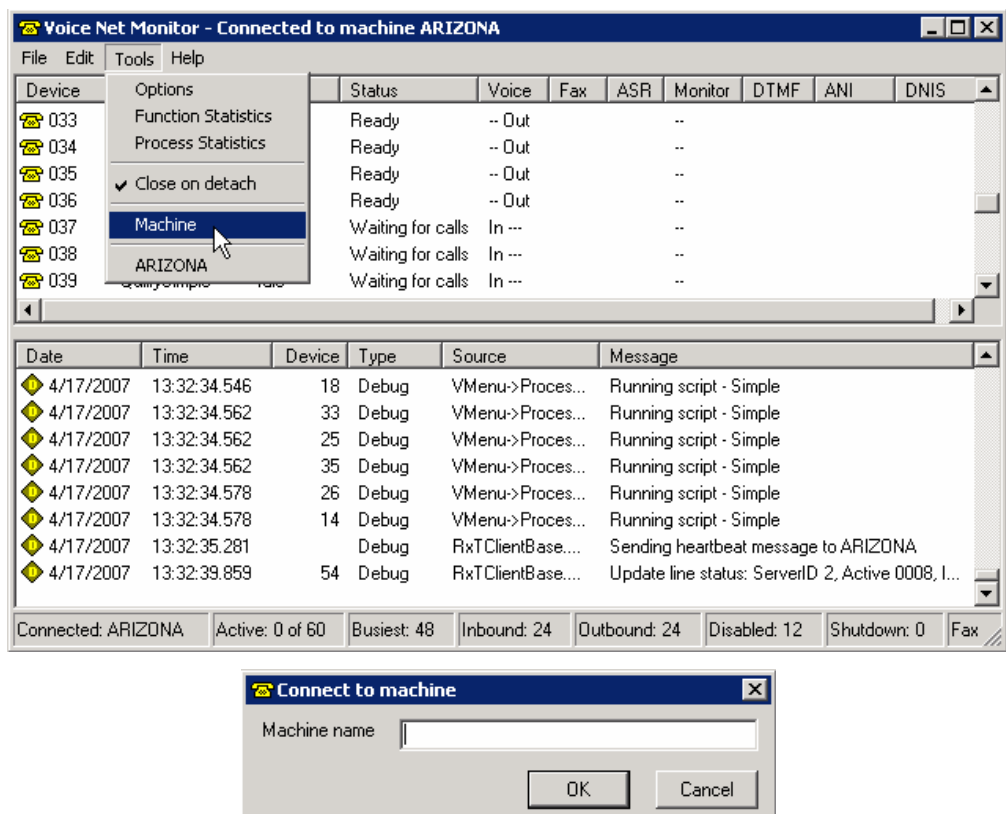
Access a Different Machine

Using the **Tools > Machine** options gives you the ability to access a different machine or server to monitor the phone activity taking place.

Steps to Access a Different Machine:

1. Click **Tools > Machine**. The **Connect to machine** window will display.
2. At *Machine name*, click the text box to select and type the name of the machine or server.
3. Click **OK** to connect to the defined machine (a message will display stating ‘Attaching to Service...’) or click **Cancel** to abort the action.

Figure 62: To access a different machine to monitor phone activity, click **Tools > Machine**. The **Enter the name of machine to monitor** window displays. At *Machine Name*, click the text box to select, and then type the name of the machine or server. Click **OK** to connect to the defined machine.



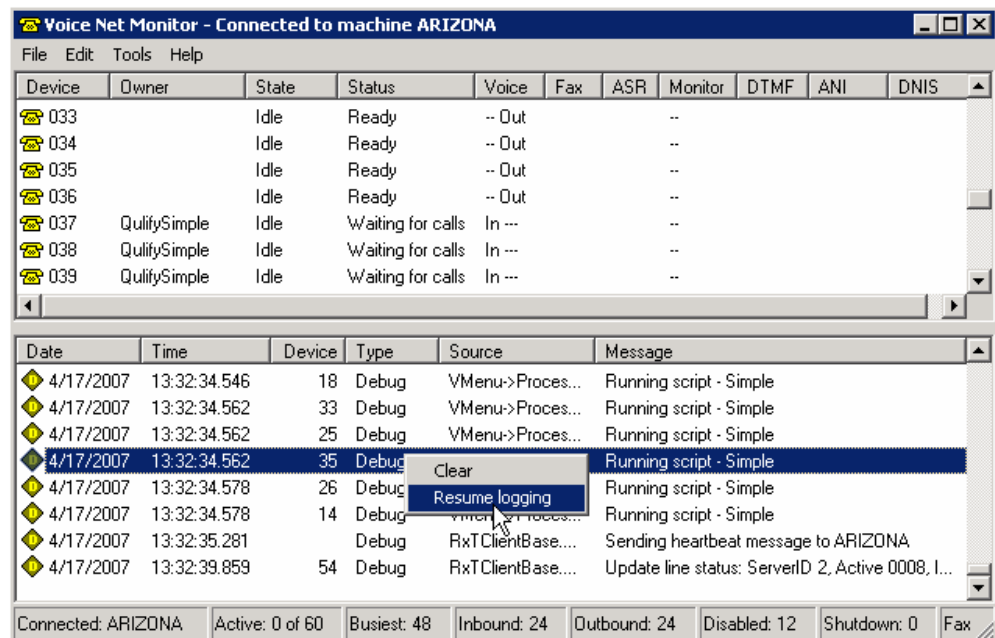
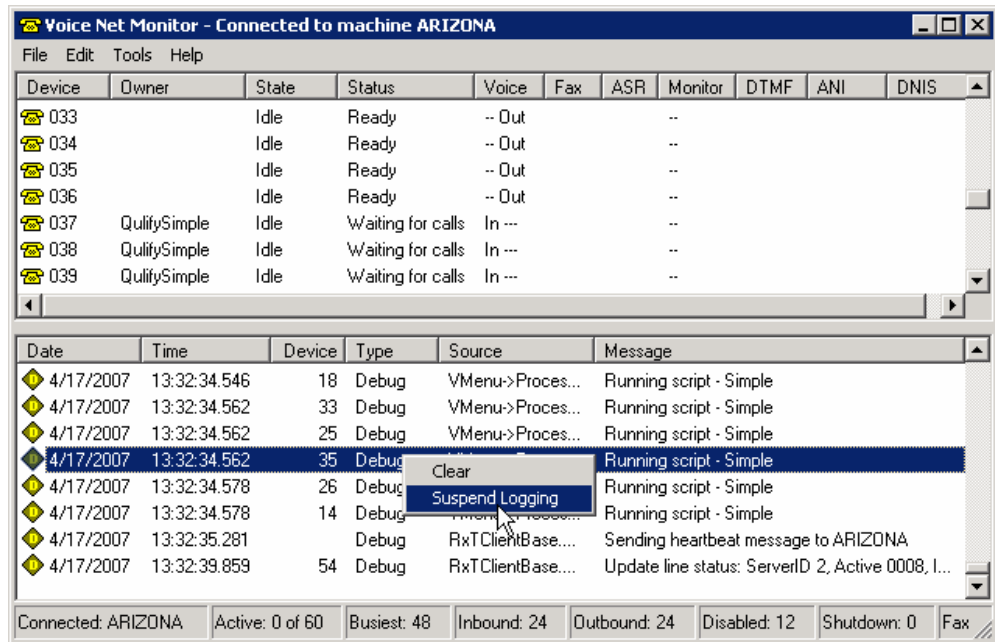
Suspend/Resume Logging

If you right click anywhere in the bottom display area a menu will display allowing you to **Clear** or **Suspend/Resume Logging** (this option will act as a toggle between the 2 options). **Suspend Logging** will pause the **Phone Monitor** from posting activity to the display area.

Steps to Suspend/Resume Logging:

1. Right click anywhere in the bottom display area. A menu will display.
2. Click **Suspend Logging**. The **Voice Net Monitor** will stop posting activity to the display area.
3. Right click anywhere in the display area. A menu will display.
4. Click **Resume Logging**. The **Voice Net Monitor** will restart posting activity to the display area.

Figure 63: Right anywhere in the bottom display area to display a menu. The **Suspend/Resume Logging** option will act as a toggle depending on the current state of the display area. Click **Suspend/Resume Logging** to activate that option.



Clear the Display Area

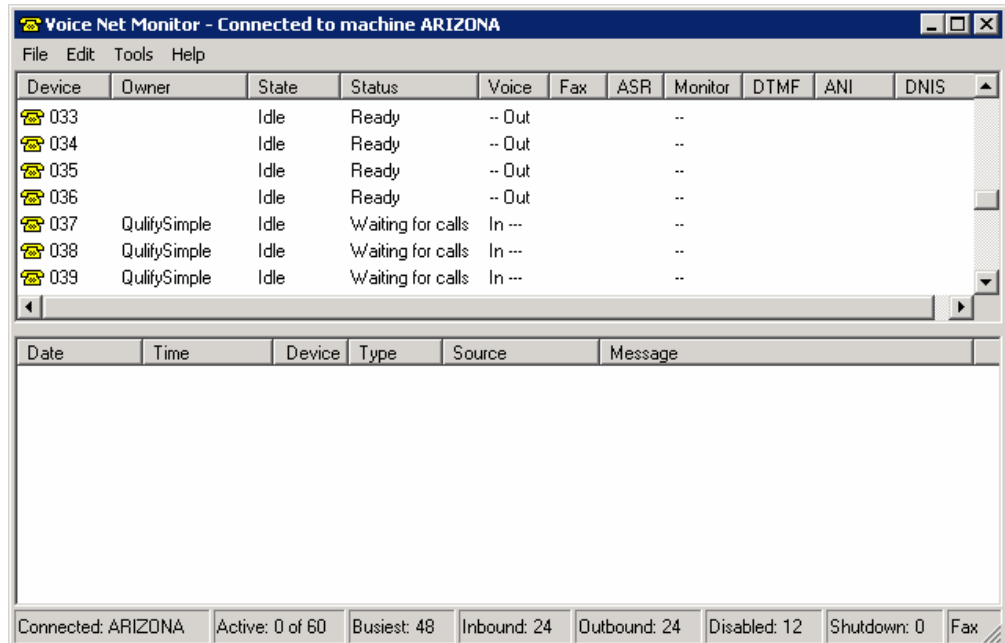
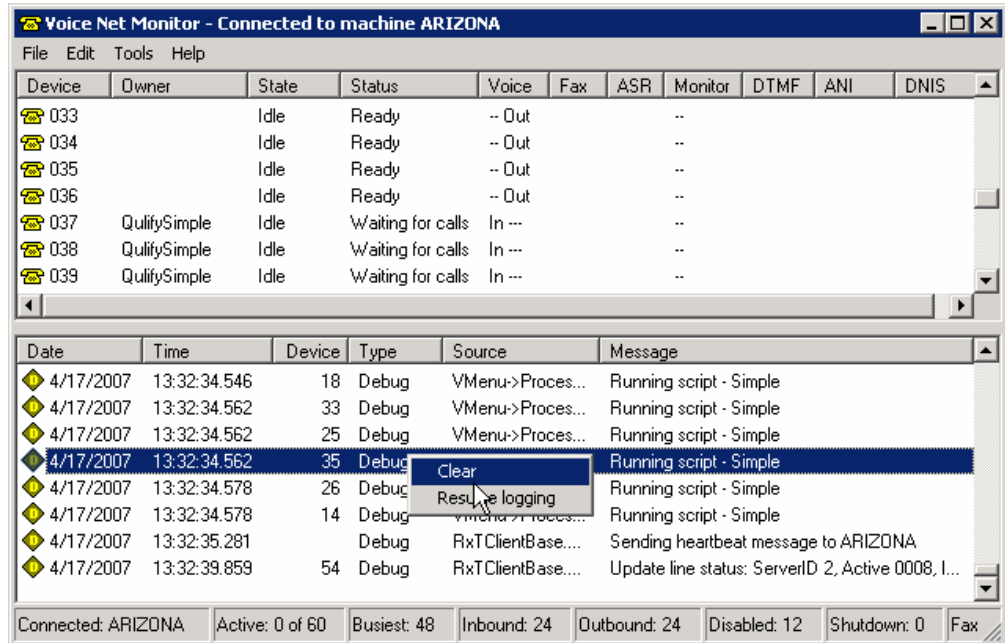
If you right click anywhere in the bottom display area a menu will display allowing you to **Clear** or **Suspend/Resume** logging from the main screen. The **Clear** option will clear all message from the bottom display area.

Steps to Clear the Display Area:

1. Right click anywhere in the display area. A menu will display.
2. Click **Clear**. The **Voice Net Monitor** display area will clear all messages.

Note: To view the messages again after they have been cleared, click **Tools > machine name** (add listed at the bottom of the menu).

Figure 64: Right anywhere in the bottom display area to display a menu. Click **Clear**. All messages will be removed from the display area.



Exit the Phone Monitor Application



To close the **Phone Monitor** application, select **Exit** from the **File** menu or select the close icon located on the upper right of the title bar.

Steps to Exit the Phone Monitor Application:


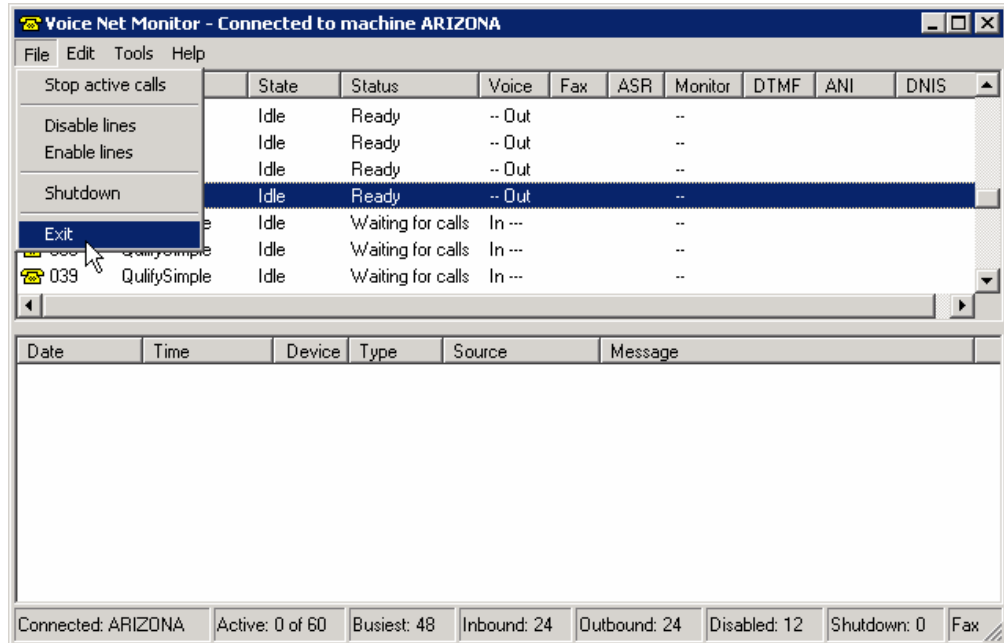
1. At the **Voice Net Monitor** screen, click the **File** menu then click **Exit** (or click  on the upper right of the title bar).

Figure 65: To exit **Voice Net Monitor**, click the close button on the upper right of the title bar or select **File > Exit**.



Line Configuration

What Is Line Configuration?

The **Line Configuration** application is a component of **RxT**, DCC's patented notification technology and is used to set the dialing rules and properties for outbound calling. This application allows the user to modify phone line settings by configuring individual telephone line **Groups** and to define the format used when outbound numbers are dialed by customizing **Dialing Rules**. A **Do Not Call List** is also available to allow users to exclude phone numbers that should not be called.

Line Configuration works in conjunction with outbound calls made by **Frontwave IVR™** and **Communicator! NXT**. The **Line Configuration** application allows you to:

- Configure default dialing formats for all outbound calls.
- Define **Advanced Dialing Rules** for *Lines* or *Groups* with options to import and export.
- Specify a **Do Not Call List**.
- Customize **Telephony Settings** by indicating *Dialing Rules*, *Modem* settings and install/configure telephony providers.

About Line Configuration

When the **Line Configuration** application is launched, a window displays consisting of a title bar, menu bar, a toolbar, and a list of options. The following pages will go into detail for each menu option and icon displayed on the toolbar. A general overview for each of the several menu options or displayed icon will be followed by detailed Step-by-Step instructions. The Step-by-Step will include a definition for each *Field Name* and a description of the choices for each field, in addition to a screen example.

The options displayed on the main **Line Configuration** screen, consist of default formats for **International**, **Long Distance**, **Local**, **Extension**, **Add Extension** and **Unknown** for outbound phone numbers, as well as the **Valid Digits** that can be used in phone numbers.

Note: A phone line cannot be created or deleted in the **Line Configuration** application. Refer to **RxT Client Monitors > Phone Monitor** for more information.

Figure 66: The options displayed on the main **Line Configuration** screen, consist of default formats for *International*, *Long Distance*, *Local*, *Extension*, *Add Extension* and *Unknown* for outbound phone numbers, as well as the *Valid Digits* that can be used in phone numbers.

The screenshot shows a window titled "Line Maintenance - Connected to machine P15H". The window has a menu bar with "File", "Options", and "Help". Below the menu bar is a toolbar with two icons: a telephone handset and a red 'X' over a telephone handset. The main area contains several text input fields with labels and buttons:

International Format	T,....011[Country][City][Subscriber]	OK
Long Distance Format	T,...[Country][City][Subscriber]	Apply
Local Format	T9,[Subscriber]	Cancel
Extension Format	T,.[Extension]	
Add Ext Format	?w[Extension]	
Unknown Format	T,.[Number]	
Valid Digits	0123456789abcd#*!LMPTwX,&?/\~	

How Do I Access the Line Configuration Application?



The **DCC Menu** screen displays thumbnail options in the left hand pane for navigating through the system's menu. All applications relating to **Utilities** are located at the **Utilities** icon.

Steps to Access the Line Configuration Application:

1. Double click the **DCC Menu** icon on the Desktop. The **Login** screen displays.
2. At *Machine*, select or type the name of the machine you want to access.
3. At *User Name*, type the name, and then press **Tab**.
4. At *Password*, type the password, and then click **OK**. The **DCC Menu** displays.
5. Click **Utilities** located in the left hand pane. The window on the right will display a variety of icons.
6. Double click the **Line Configuration** icon located in the right hand pane. The **Line Configuration** screen displays.

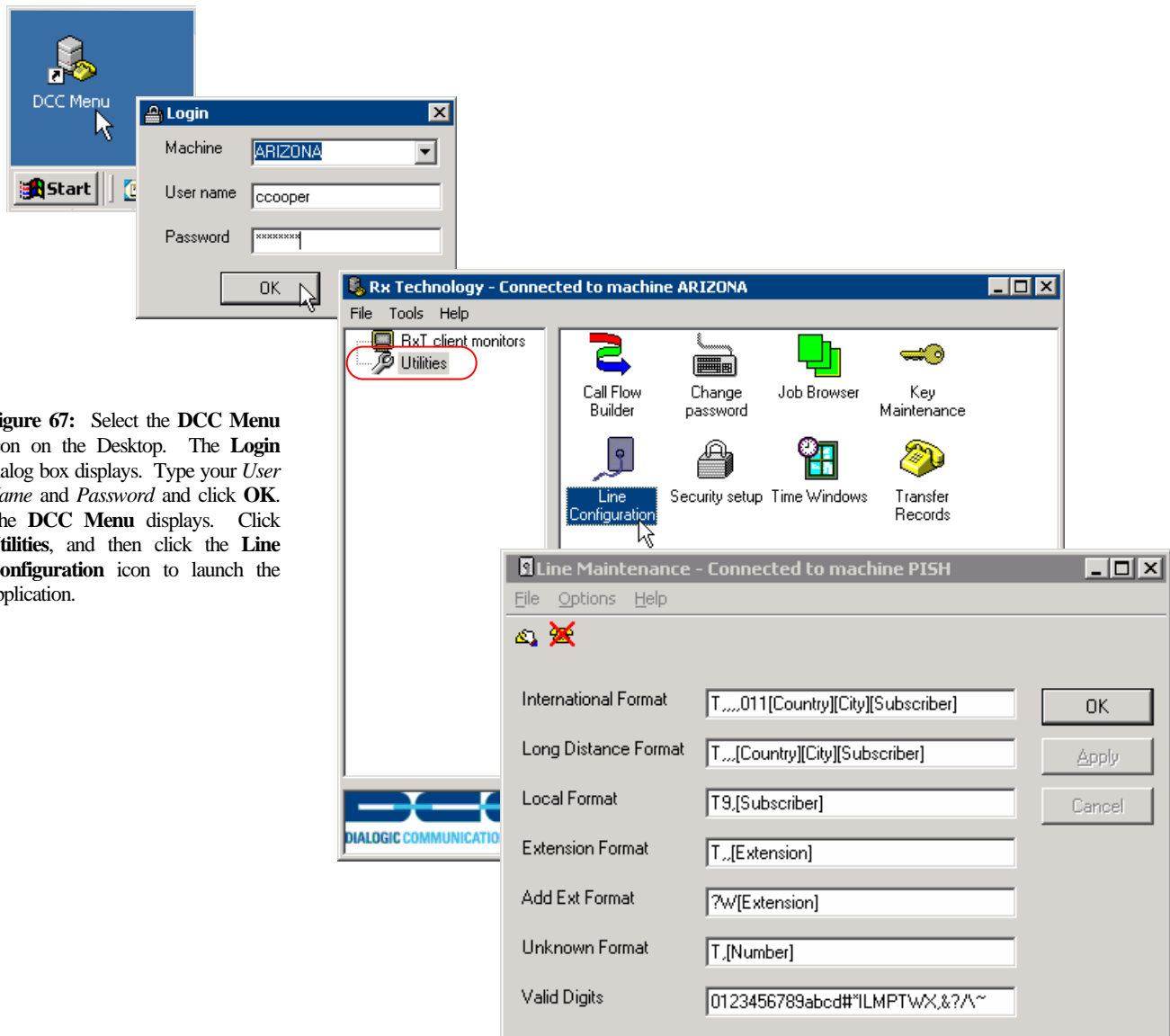
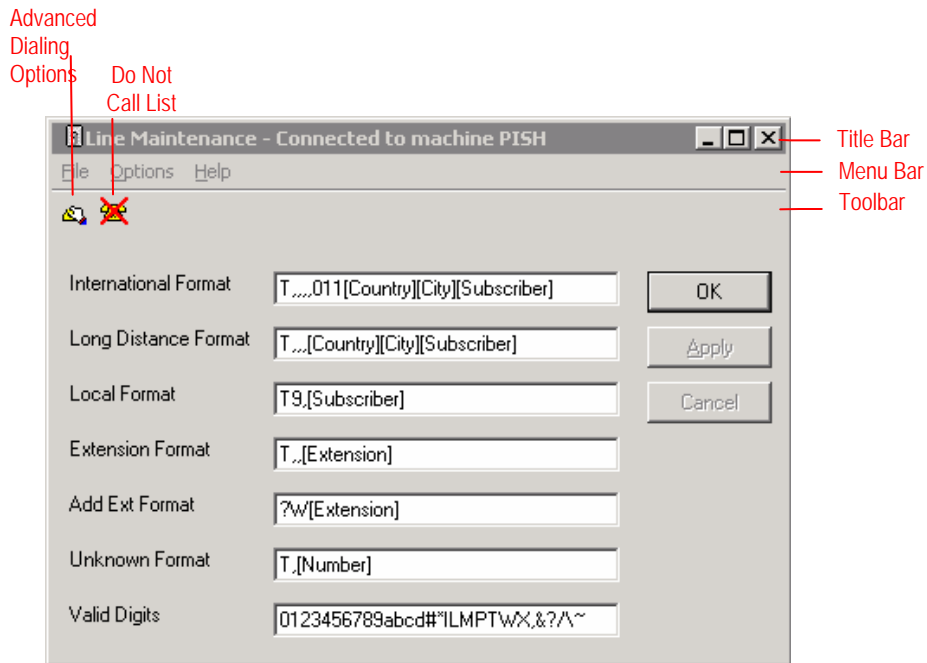


Figure 67: Select the **DCC Menu** Icon on the Desktop. The **Login** dialog box displays. Type your *User Name* and *Password* and click **OK**. The **DCC Menu** displays. Click **Utilities**, and then click the **Line Configuration** icon to launch the application.

About the Work Area

When the **Line Configuration** application is launched, a window displays consisting of a title bar, menu bar, a toolbar and the display area.

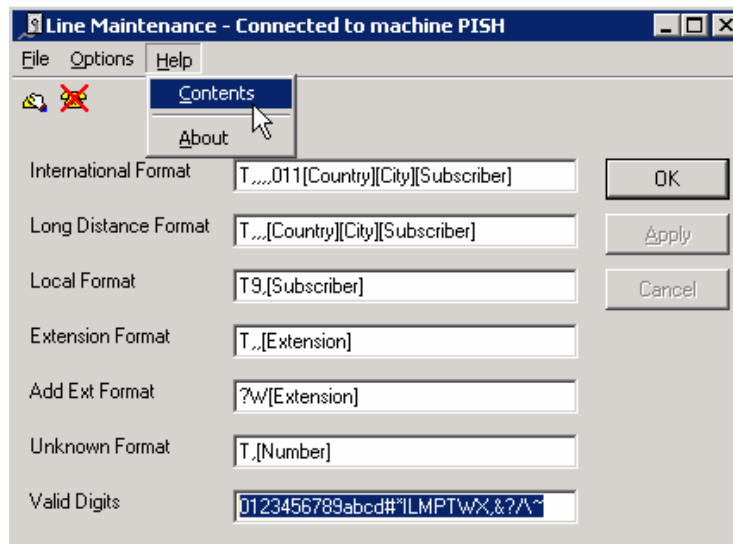
Figure 68: The **Line Configuration** application contains various menu options and tools to help manage phone lines. Shortcuts for menu options are displayed as icons on the toolbar.



Menu Bar

The **Line Configuration** menu bar consists of several menus. When one of the menu options is selected by clicking the name with the mouse, a drop down menu will display that provides a listing of additional actions that can be performed. For example, when you click the **Help** menu, a dropdown menu will appear with options relating to the **Help** menu. To select an option, move down the list until that option is highlighted and click with the mouse.

Figure 69: The **Menu Bar** displays various commands that can be performed in the **Line Configuration** application. Select the desired menu to display additional options that relate to the chosen menu.



Configure Default Dialing Formats

Default dialing formats for outbound lines are configured on the main **Line Configuration** screen. The options displayed include default formats for **International, Long Distance, Local, Extension, Add Extension** and **Unknown** for outbound phone numbers, as well as defining the **Valid Digits** that can be used in phone numbers.

Note: This information is provided for informational purposes only. **Line Configuration** is preformed by DCC Technical Services. Please contact them at 615-794-2307 for assistance.

Dial String Characters

The following list of special dial string characters can be used to perform specific functions:

L	Listen for local dial tone
I	Listen for international dial tone
X	Listen for the Extra dial tone
T	Tone dialing
P	Pulse dialing
M	Multi-frequency dialing
,	Delay for 2 seconds
x	Replaced with the extension number
~	Do not perform call analysis when completed
?	Do a call analysis now. If connected when done, continue.
\	Hang up the phone
/	Pick up the phone
W	Wait for silence on the line
#	Pound key
*	Asterisk key
&	Flash-hook
ABCD	Extra DTMF or MF digits used by switches to communicate routing codes, etc.

Example: If you specified an international format as **T,,011[Country][City][Subscriber]**, this would be translated as: tone dialing, wait 6 seconds, dial 011 (AT&T international operator), and then dial the Country, City and Subscriber numbers.

Steps to Configure Default Dialing Formats:

1. At *International Format*, type the default dialing format to be used for outbound calls (e.g., T,,,9,011[Country][City][Subscriber]).

International Format

International is the setting for international phone numbers dialed by the system. For example, you may need to dial a 9 to get an outside line, use a comma (,) to create a 2 second pause needed to connect the phone line with a dial tone, 011(AT&T) for an international operator, and then the country, city and subscriber numbers.

2. At *Long Distance Format*, type the default dialing format to be used for outbound calls (e.g., T,,,9,[Country][City][Subscriber]).

Long Distance Format

Long Distance is the setting for long distance phone numbers dialed by the system. For example, you may need to dial a 9 to get an outside line, use a comma (,) to create a 2 second pause needed to connect the phone line with a dial tone, and then the country, city and subscriber numbers.

3. At *Local Format*, type the default dialing format to be used for outbound calls (e.g., T9,[Subscriber]).

Local Format

Local is the setting for local phone numbers dialed by the system. For example, you may need to dial a 9 to get an outside line, use a comma (,) to create a 2 second pause needed to connect the phone line with a dial tone, and then the subscriber number.

4. At *Extension Format*, type the default dialing format to be used for outbound calls (e.g., T,,[Extension]).

Extension Format

Extension is the setting for extension phone numbers dialed by the system. For example, you may need to dial just the extension number.

5. At *Add Ext Format*, type the default dialing format to be used for outbound calls (e.g., ?W[Extension]).

Add Ext Format

Add Ext is the setting for additional extension phone numbers dialed by the system.

6. At *Unknown Format*, type the default dialing format to be used for outbound calls (e.g., T,[Number]).

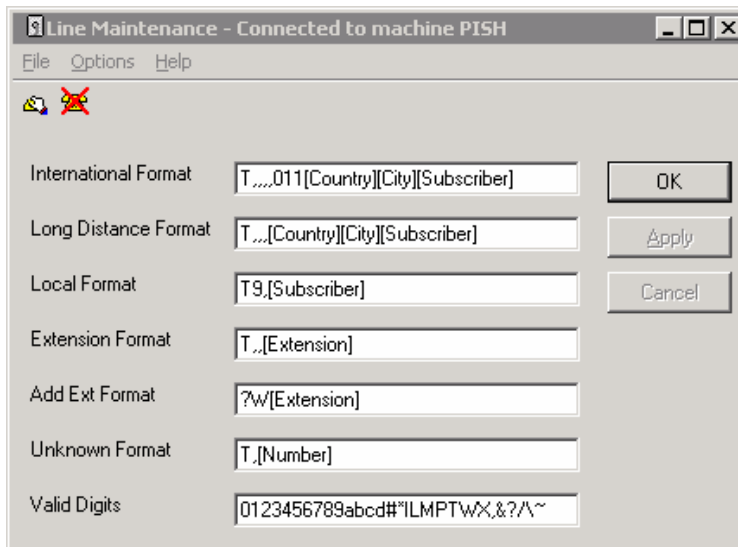
Unknown Format

Unknown is the setting for unknown phone number formats encountered by the system.

7. *Valid Digits* list valid digits and special dial string characters can be used to perform specific functions. Refer to the *Special Dial String Characters* listing.

8. Click **Apply** to save your changes and leave the **Line Configuration** window open, click **OK** to save your changes and close the application or click **Cancel** to close the window without saving any changes.

Figure 70: Default dialing formats for outbound calls are configured on the main **Line Configuration** screen. The options displayed include default formats for *International*, *Long Distance*, *Local*, *Extension*, *Add Ext* and *Unknown* for outbound phone numbers, as well as defining the *Valid Digits* that can be used in phone numbers.



Advanced Dialing



The **Line Configuration** application sets the dialing rules and properties for all outbound lines. **Advanced Dialing** allows you to configure **Rules** for Lines or Groups with options to import and export. Changing these options will override the current line configuration options.

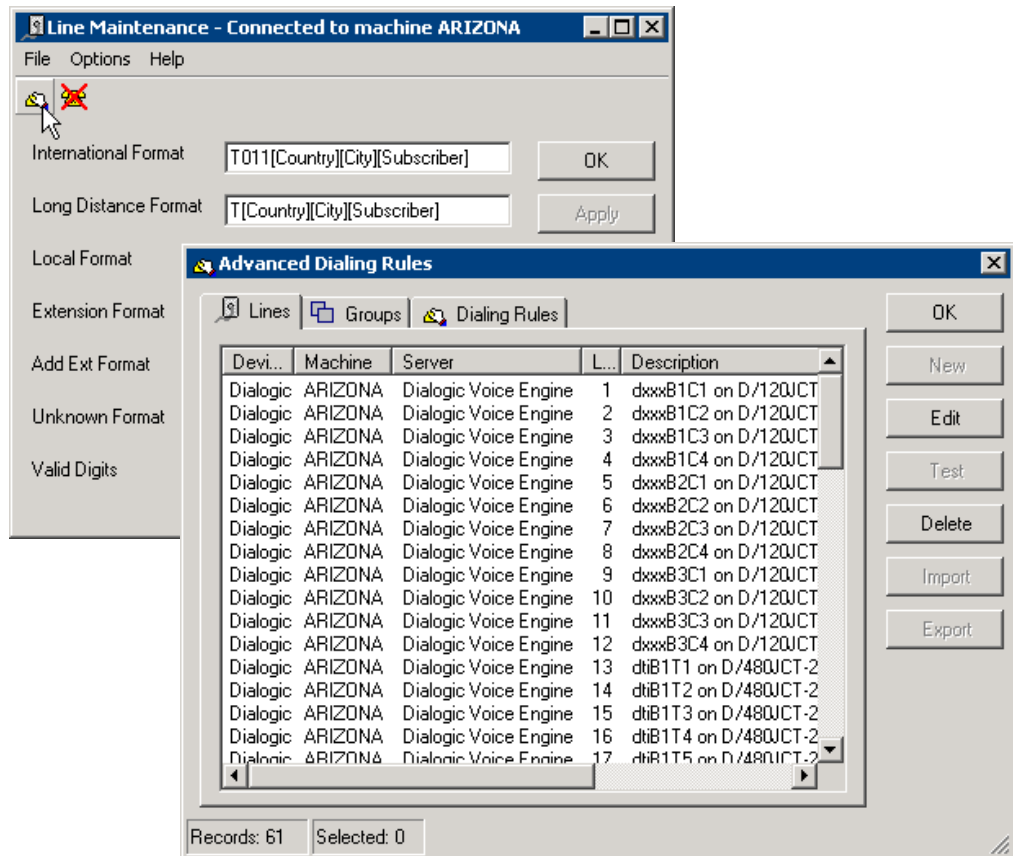
Note: This information is provided for informational purposes only. **Line Configuration** is performed by DCC Technical Services. Please contact them at 615-794-2307 for assistance.

Access Advanced Dialing Options

Steps to Access Advanced Dialing Options:

1. At the **Line Configuration** screen, click on the **Options** menu click **Advanced Settings** (or click  on the toolbar). The **Advanced Dialing Rules** window displays defaulting to the **Lines** tab.

Figure 71: Click **Options** > **Advanced Settings** or click the icon to access the **Advanced Dialing Rules** screen.



Lines Tab

The **Lines** tab displays a listing of the configured phone lines identifying the Device Type, the Machine name, Server name, the Line Number, the Description (name of the phone line) and a Group name (if one has been assigned to the line).

The **Lines** tab is used to edit and delete phone lines.

Note: This information is provided for informational purposes only. **Line Configuration** is performed by DCC Technical Services. Please contact them at 615-794-2307 for assistance.

Edit a Line

Steps to Configure Line Options:

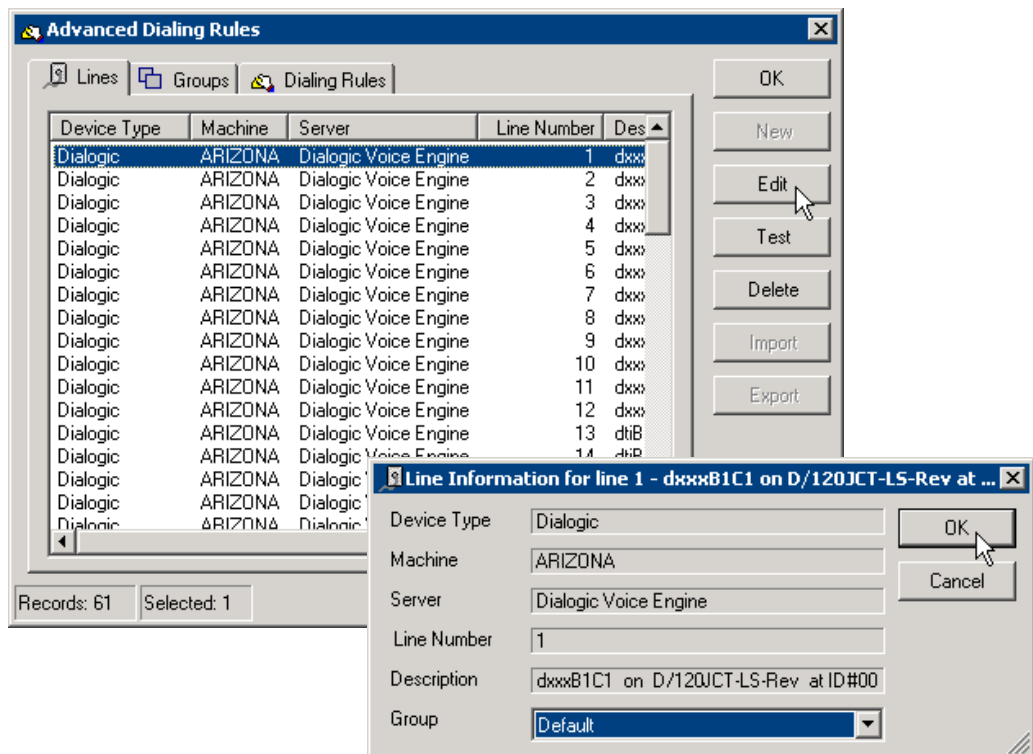
1. Click the **Lines** tab to bring this screen to the front, if necessary.
2. Click to select the desired line.
3. Click **Edit**. The **Line Information** dialog box displays.

Line Information

The **Line Information** window displays the *Device Type*, *Machine* name, *Server* name, *Line Number*, *Description* (name of the phone line) and *Group* name. Only the *Group* associated with the phone line can be changed.

4. At *Group*, click and select the desired group.
5. Click **OK** to save the changes and return to the **Line** tab. Click **Cancel** to abort the action.
6. At the **Advanced Dialing Rules** screen, click **OK** to return to the **Line Configuration** window.

Figure 72: At the **Lines** tab, click to select the desired line, and then click **Edit**. The **Line Information** window for the selected line displays. If desired, change the *Group*, and then click **OK** to return to the **Advanced Dialing Rules** screen.



Delete Lines

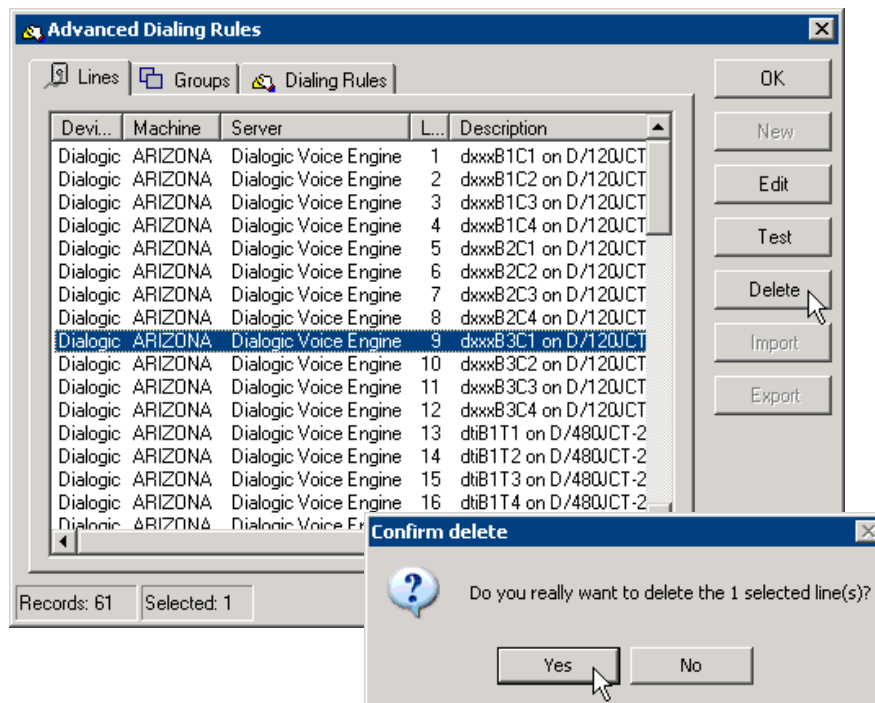
Steps to Delete Lines:

1. Click the **Lines** tab to bring this screen to the front.
2. Click to select the desired lines from the listing.

Note: Multiple items can be selected by using the following: Ctrl + Click to select non-adjacent items, Shift + Click to select a range of items or use a combination of the two methods.

3. Click **Delete**. The **Confirm delete** dialog box displays.
4. Click **Yes** to delete the selected lines or **No** to cancel the action.
5. Click **OK** at the **Advanced Dialing Rules** window to close the window and return to the **Line Configuration** screen.

Figure 73: At the **Lines** tab located in the **Advanced Dialing Rules** window, click to select the lines to delete. Click the **Delete** button. The **Confirm delete** dialog box displays. At the *‘Do you really want to delete the x lines?’* message, click **Yes** to delete the selected lines.



Groups Tab

Groups provides a mechanism to define dialing instruction for lines used by different devices (e.g., fax, alpha pager, modem, T1, analog card, etc.). Once dialing instructions for a group has been defined, the group is associated to a line or dialing rule.

The **Groups** tab is used to create, edit, delete, import or export phone line groups to be used in place of the default group settings.

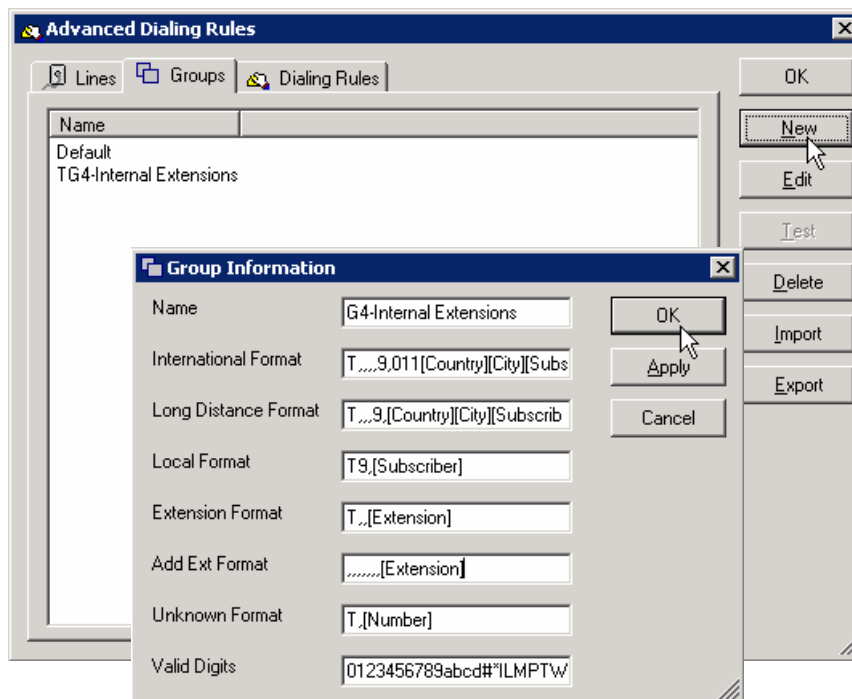
Note: This information is provided for informational purposes only. **Line Configuration** is performed by DCC Technical Services. Please contact them at 615-794-2307 for assistance.

Add a Group

Steps to Add a New Group:

1. Click the **Groups** tab to bring this screen to the front.
2. Click **New**. The **Group Information** dialog box displays.
3. At *Name*, type a title for the new **Group**.
4. Make desired changes if they differ from the default settings:
 - International Format
 - Long Distance Format
 - Local Format
 - Extension Format
 - Add Ext Format
 - Unknown Format
 - Valid Digits
5. Click **OK** to save the changes and return to the **Groups** tab. Click **Cancel** to abort the action.
6. Click **OK** at the **Advanced Dialing Rules** window to close the window and return to the **Line Configuration** window.

Figure 74: At the **Advanced Dialing Rules** screen, click the **Groups** tab to bring this screen to the front. Click **New** to display the **Group Information** dialog box. At the *Name* field, click to select the field and type a name for the group. Makes changes to the other fields as desired, and then click **OK** to return to the **Advanced Dialing Rules** screen.



Edit a Group

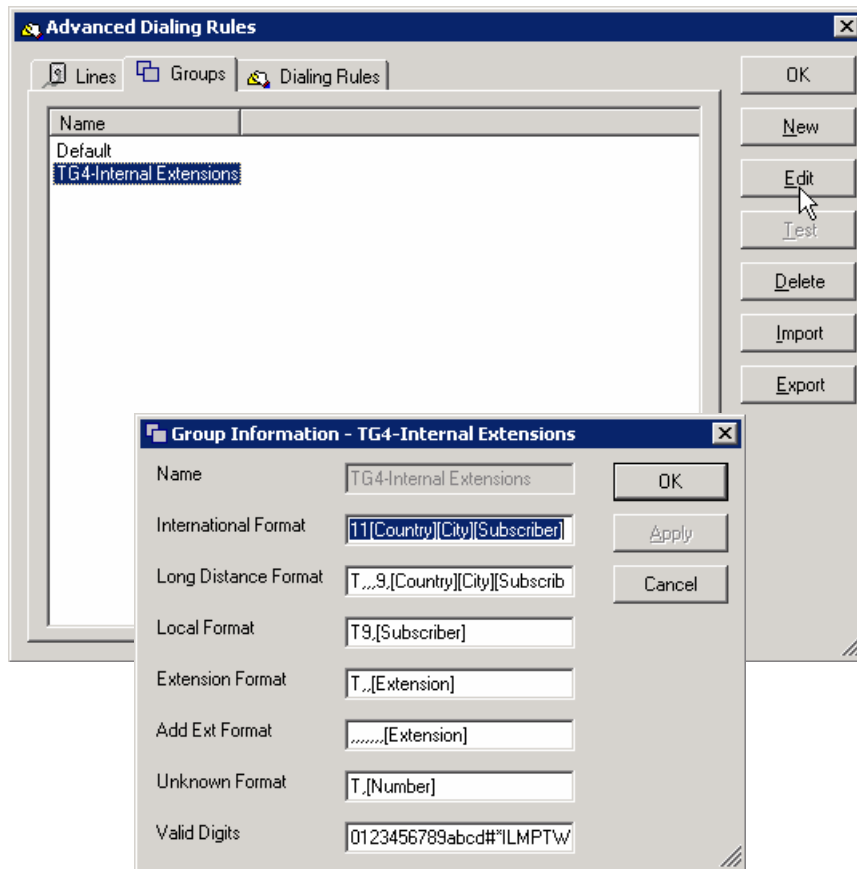
Steps to Edit a Group:

1. Click the **Groups** tab to bring this screen to the front.
2. Click to select the desired group from the listing.
3. Click **Edit**. The **Group Information** dialog box displays.

Note: The group *Name* cannot be changed. If the name needs to be changed, delete the group and recreate it with the new name.

4. Make desired changes to the following settings:
 - International Format
 - Long Distance Format
 - Local Format
 - Extension Format
 - Add Ext Format
 - Unknown Format
 - Valid Digits
5. Click **OK** to save the changes and return to the **Groups** tab. Click **Cancel** to abort the action.
6. Click **OK** at the **Advanced Dialing Rules** window to close the window and return to the **Line Configuration** window.

Figure 75: At the **Advanced Dialing Rules** screen, click the **Groups** tab to bring this screen to the front. Select the group to be edited, and then click **Edit** to display the **Group Information** dialog box. Make changes to the fields as desired, and then click **OK** to return to the **Advanced Dialing Rules** screen.



Delete Groups

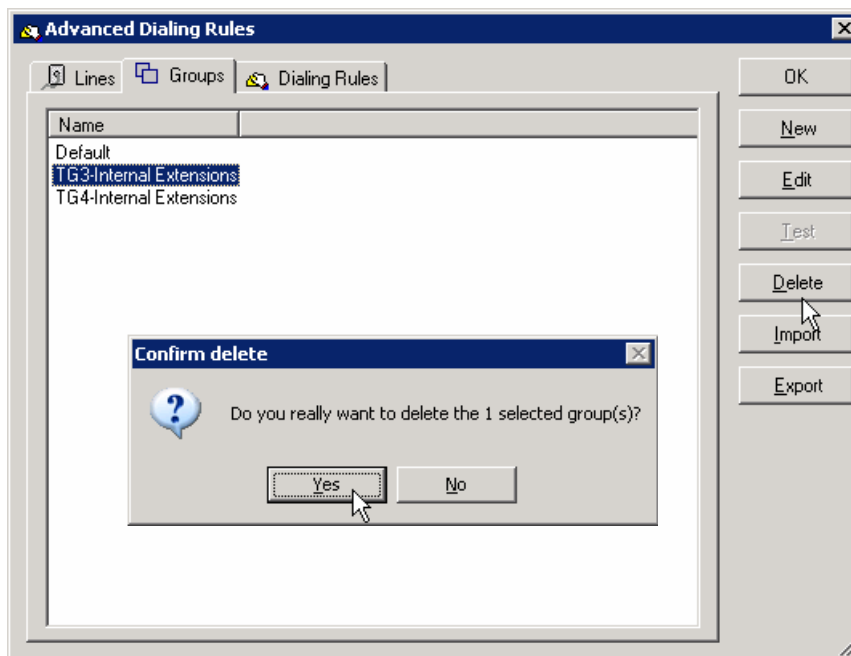
Steps to Delete Groups:

1. Click the **Groups** tab to bring this screen to the front.
2. Click to select the desired groups from the listing.

Note: Multiple items can be selected by using the following: Ctrl + Click to select non-adjacent items, Shift + Click to select a range of items or use a combination of the two methods.

3. Click **Delete**. The **Confirm delete** dialog box displays.
4. Click **Yes** to delete the selected groups or **No** to cancel the action.
5. Click **OK** at the **Advanced Dialing Rules** window to close the window and return to the **Line Configuration** screen.

Figure 76: At the **Groups** tab located in the **Advanced Dialing Rules** window, click to select the groups to delete. Click the **Delete** button. The **Confirm delete groups** dialog box displays. At the 'Do you really want to delete the x groups?' message, click **Yes** to delete the selected groups.



Export Groups

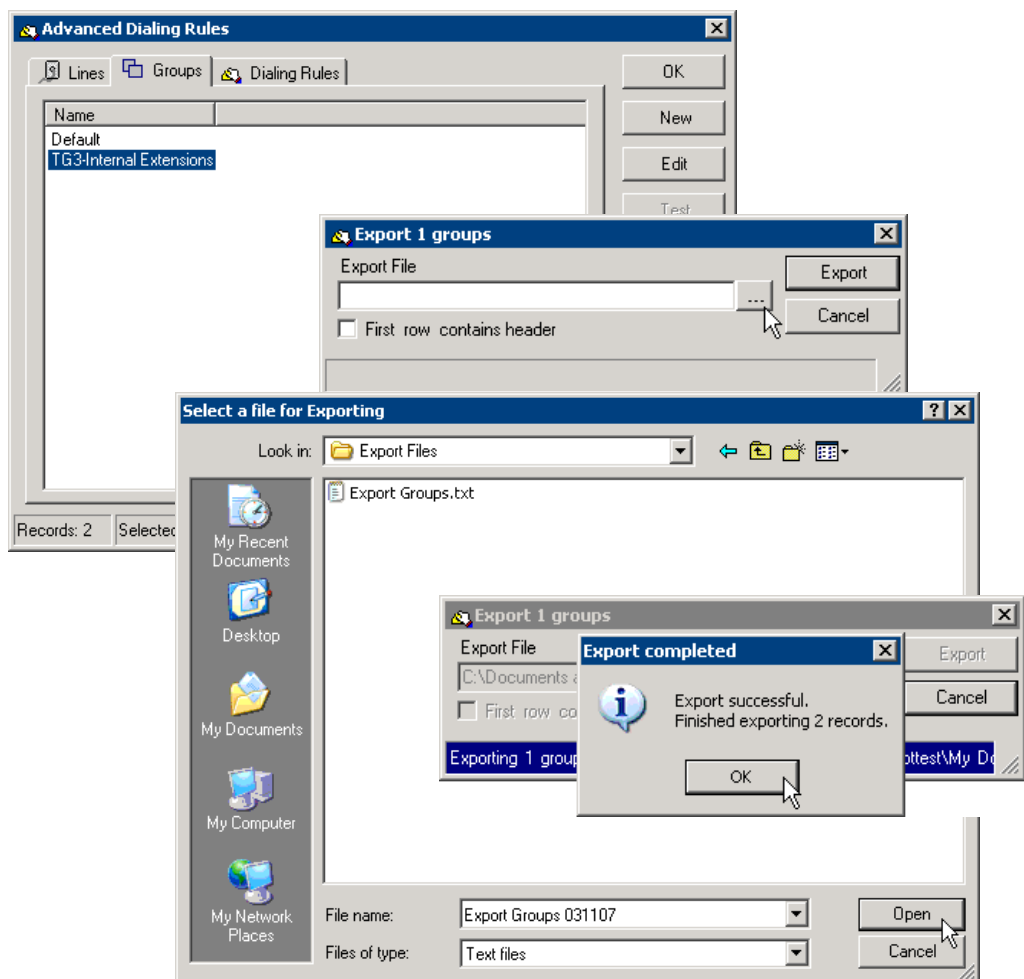
Steps to Export Groups:

1. Click the **Groups** tab to bring this screen to the front.
2. Click to select the desired groups from the listing.

Note: Multiple items can be selected by using the following: Ctrl + Click to select non-adjacent items, Shift + Click to select a range of items or use a combination of the two methods.

3. Click **Export**. The **Export x groups** dialog box displays.
4. Click . The **Select a file for exporting** screen displays.
5. Select the desired drive and folder at the *Look in* field.
6. At *File name*, click to select the text box and type a file name. The file can be saved as a *.csv or *.txt file type.
7. Click **Open**. The export file path will display in the *Export File* field at the **Export Groups** box.
8. Click **Export**. When the export process has successfully completed, a message will display stating *'Export successful. Finished exporting x records.'*
9. Click **OK** at the confirmation box.
10. Click **OK** at the **Advanced Dialing Rules** window to close the window and return to the **Line Configuration** window.

Figure 77: At the **Groups** tab located in the **Advanced Dialing Rules** window, click to select the groups to export. Click the **Export** button. Click the search button. Select the drive/folder option at the *Look in* field, type a file name at the *File name* field, and then click **Open**. At the **Export x groups** box, click **Export**. At the confirmation message, click **OK**.



Import Groups

Steps to Import Groups:

1. Click the **Groups** tab to bring this screen to the front.

Note: Import files can be a *.txt or *.csv file format.


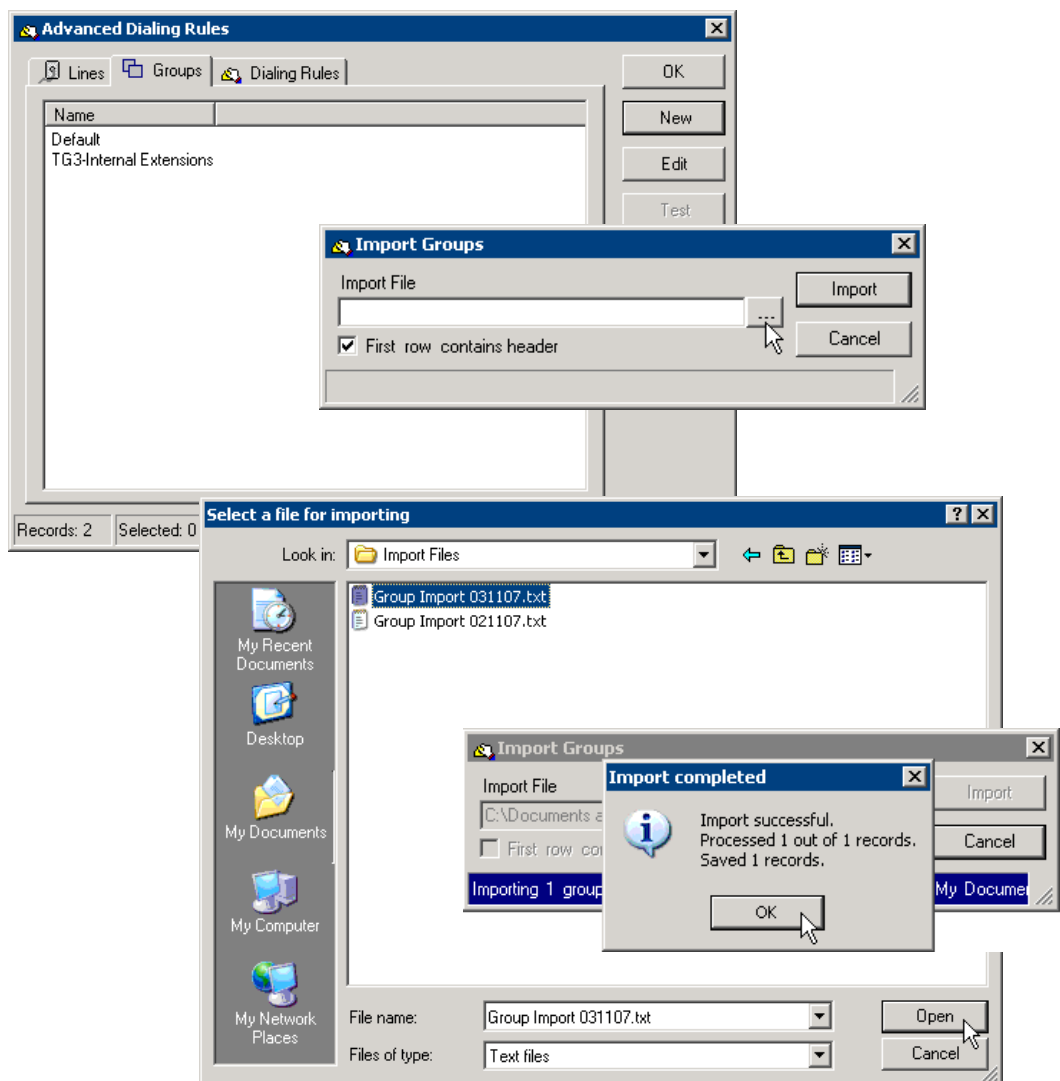
2. Click **Import**. The **Import Groups** box displays.
3. Click . The **Select a file for importing** screen displays.
4. Select the desired drive and folder at the *Look in* field.
5. Click to select the desired file.
6. Click **Open**. The import file path will display in the *Import File* field at the **Import Groups** box.
7. Click **Import**. When the import process has successfully completed, a message will display stating *'Import successful Processed x out of x records. Saved x records.'*
8. Click **OK** to close the confirmation box.
9. Click **OK** at the **Advanced Dialing Rules** window to close the window and return to the **Line Configuration** window.

Figure 78: At the **Groups** tab located in the **Advanced Dialing Rules** window, click the **Import** button. At the **Import Groups** box, click the search button. The **Select groups file to import** dialog box displays. Select the drive/folder option at the *Look in* field, select the file name, and then click **Open**. At the **Import Groups** box, click **Import**. At the confirmation message, click **OK**.



Dialing Rules Tab

Dialing Rules enable you to change the dialing instructions for calls in the same country or area. For example, this may be necessary when some numbers in a city/area code are local and others are long distance, or when some areas use 10-digit local dialing and others use 9-digit dialing, or outside lines are accessed differently from a PBX for different locations, etc. The best strategy is to create general rules that cover most of the dialing, and then more specific rules that cover the exceptions (see below).

The **Dialing Rules** tab is used to create, edit, delete, import or export advanced number dialing options. The dialing rules listing consist of the **Group** name, **Number**, **Dial Format**, **Call Type** and **Cost**.

Note: This information is provided for informational purposes only. **Line Configuration** is preformed by DCC Technical Services. Please contact them at 615-794-2307 for assistance.

Country	City	Subscriber	Description
1	*	*	Very General rule – all calls are long distance
1	615	*	General rule – all local calls in the 615 area code
1	931	*	General rule – all local calls in the 931 area code
1	615	555*	Specific rule to cover the exceptions – only 615-555* are long distance

Add a Dialing Rule **Steps to Add a New Dialing Rule:**

1. Click the **Dialing Rules** tab to bring this screen to the front.
2. Click **New**. The **Number Dialing Rule** dialog box displays.
3. At *Country*, click to select the text box and type the country number. For example, type a 1 to access a long distance operator for the United States.
4. At *City*, click to select the textbox and type the 3-digit area code number.
City The *City* number is the 3-digit area code. The * (asterisk) wildcard character can be used to represent ALL. For example, a dialing rule can be created to cover all numbers dialed within an area code by entering the 3-digit area code in the *City* field 615, and then using an * in the *Subscriber* field. This rule will then cover all number's dialed within this *City* code unless there are more specific rules (e.g., 1-615 555*) needed to address exceptions.
5. At *Subscriber*, click to select the textbox and type the subscriber number.
Subscriber The *Subscriber* number is defined as the digits that follow the city/area code. In the U.S., this number consists of a 3-digit exchange plus a 4-digit number (e.g., 555-5555). The * (asterisk) wildcard character can be used to represent ALL. For example, if the entries are *City*=615 and *Subscriber*=555*, only numbers dialed within the 555 exchange will be covered by this dialing rule.
6. At *Extension*, click to select the textbox and type the extension number.
Extension The *Extension* number is any numbers that follows the *Subscriber* number. You can also use the * (asterisk) wildcard character to represent ALL.
7. At *Group*, click and select a group if different than the Default group.
8. At *Cost*, click to select the textbox and type the Cost.

continued...

Cost The *Cost* value is used in conjunction with the selected *Number Type* to describe the relative difficulty to send this call and determine which lines have preference to send the call. The values can range from 0 to 9999. The lower the number, the more the system will use that line to send the call. If the cost is prohibitive (9999), then the system will never use that line to place a call. The system defaults to 0 for *Extension*, 10 for *Local*, 100 for *Long Distance* and 1000 for *International*. The cost 9999 is reserved for 'too expensive to send'. If you configure dialing rules for numbers with different cost across groups, the number would go to the group with the lowest cost. If there were not any lines available, the call would go to the next lowest cost group.

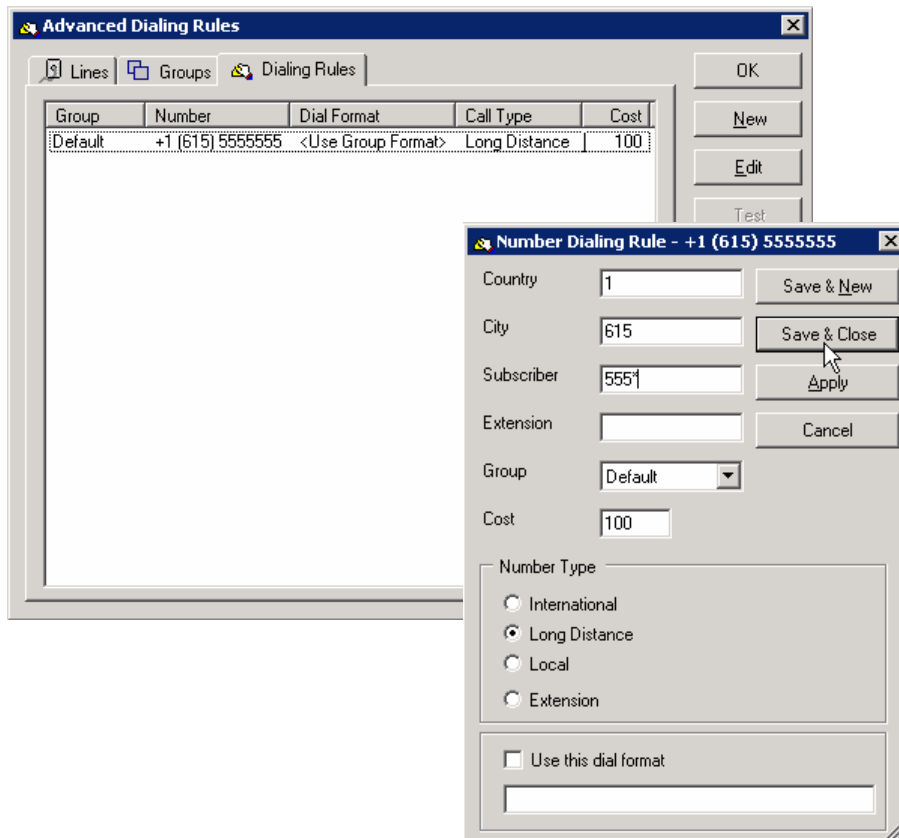
Example: In a geographic area where:

- Some lines call the 615 area code as long distance (16156662882x5555) with assigned Cost = 100
- Some lines can make that same call as a local call. (6662882x5555) with assigned Cost = 10
- Some lines are hooked into a local PBX and can make the call by dialing an extension (555) with assigned Cost = 0

The engine uses the *Cost* field to determine which lines have preference to send the call. In this case, it will use the PBX line first. If that line is busy, it will use the local line. If that line is also busy, it will use the long distance line.

9. At *Number Type*, click to select the radio button corresponding to the entered *Cost* – **International**, **Long Distance**, **Local** or **Extension**.
10. At *Use this dial format*, click to select the check box then type the new dialing format in the text box provided (e.g., T9 where T specifies wait for tone, then dial the number 9, etc.).
11. Click **Save and Close** to save the new group, close the **Number Dialing Rule** dialog box and return to the **Advanced Dialing Rules** window. Click **Save and New** to save the new dialing rule, clear the **Number Dialing Rule** dialog box and create a new dialing rule. Click **Cancel** to abort the action.
12. Click **OK** at the **Advanced Dialing Rules** window to close the window and return to the **Line Configuration** window.

Figure 79: At the **Advanced Dialing Rules** screen, click the **Dialing Rules** tab to bring this screen to the front. Click **New** to display the **Number Dialing Rule** dialog box. Enter information, as desired in the *Country*, *City*, *Subscriber*, *Extension*, and *Group* fields. Click **Save and Close** to return to the **Advanced Dialing Rules** screen.



Edit a Dialing Rule

Steps to Edit a Dialing Rule:

1. Click the **Dialing Rules** tab to bring this screen to the front.
2. Click to select the desired dialing rule from the listing.
3. Click **Edit**. The **Number Dialing Rule** dialog box displays.
4. At *Country*, click to select the textbox and type the country number. For example, type a 1 to access a long distance operator for the United States.
5. At *City*, click to select the textbox and type the 3-digit area code number.

City The *City* number is the 3-digit area code. The * (asterisk) wildcard character can be used to represent ALL. For example, a dialing rule can be created to cover all numbers dialed within an area code by entering the 3-digit area code in the *City* field 615, and then using an * in the *Subscriber* field. This rule will then cover all number's dialed within this *City* code unless there are more specific rules (e.g., 1-615 555*) needed to address exceptions.

6. At *Subscriber*, click to select the textbox and type the subscriber number.

Subscriber The *Subscriber* number is defined as the digits that follow the city/area code. In the U.S., this number consists of a 3-digit exchange plus a 4-digit number (e.g., 555-5555). The * (asterisk) wildcard character can be used to represent ALL. For example, if the entries are *City*=615 and *Subscriber*=555*, only numbers dialed within the 555 exchange will be covered by this dialing rule.

7. At *Extension*, click to select the textbox and type the extension number.

Extension The *Extension* number is any numbers that follows the *Subscriber* number. You can also use the * (asterisk) wildcard character to represent ALL.

8. At *Group*, click and select a group if different than the Default group.
9. At *Cost*, click to select the textbox and type the Cost.

Cost The *Cost* value is used in conjunction with the selected *Number Type* to describe the relative difficulty to send this call and determine which lines have preference to send the call. The values can range from 0 to 9999. The lower the number, the more the system will use that line to send the call. If the cost is prohibitive (9999), then the system will never use that line to place a call. The system defaults to 0 for *Extension*, 10 for *Local*, 100 for *Long Distance* and 1000 for *International*. The cost 9999 is reserved for 'too expensive to send'. If you configure dialing rules for numbers with different cost across groups, the number would go to the group with the lowest cost. If there were not any lines available, the call would go to the next lowest cost group.

Example: In a geographic area where:

- Some lines call the 615 area code as long distance (16156662882x5555) with assigned Cost = 100
- Some lines can make that same call as a local call. (6662882x5555) with assigned Cost = 10
- Some lines are hooked into a local PBX and can make the call by dialing an extension (555) with assigned Cost = 0

The engine uses the *Cost* field to determine which lines have preference to send the call. In this case, it will use the PBX line first. If the line is busy, it will use the local line. If the line is also busy, it will use the long distance line.

10. At *Number Type*, click to select the radio button corresponding to the entered *Cost* – **International, Long Distance, Local** or **Extension**.
11. At *Use this dial format*, click to select the check box then type the new dialing format in the text box provided (e.g., T9 where T specifies wait for tone, then dial the number 9, etc.).
12. Click **Save and Close** to save the new group, close the **Number Dialing Rule** dialog box and return to the **Advance Dialing Rules** window. Click **Save and New** to save the new dialing rule, clear the **Number Dialing Rule** dialog box and create a new dialing rule. Click **Cancel** to abort the action.
13. Click **OK** at the **Advanced Dialing Rules** window to close it and return to the **Line Configuration** window.

Delete Dialing Rules

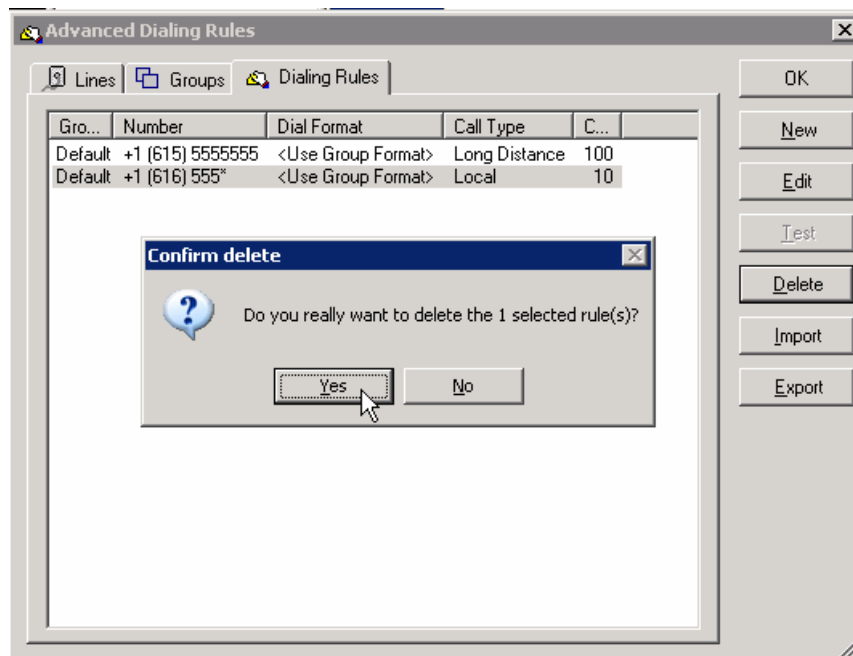
Steps to Delete Dialing Rules:

1. Click the **Dialing Rules** tab to bring this screen to the front.
2. Click to select the desired dialing rule from the listing.

Note: Multiple items can be selected by using the following: Ctrl + Click to select non-adjacent items, Shift + Click to select a range of items or use a combination of the two methods.

3. Click **Delete**. The **Confirm delete** dialog box displays.
4. Click **Yes** to delete the selected dialing rule or **No** to cancel the action.
5. Click **OK** at the **Advanced Dialing Rules** window to close the window and return to the **Line Configuration** window.

Figure 80: At the **Dialing Rules** tab located in the **Advanced Dialing Rules** window, click to select the dialing rules to delete. Click the **Delete** button. The **Confirm delete rules** dialog box displays. At the *‘Do you really want to delete the x selected rules?’* message, click **Yes** to delete the selected dialing rule.



Export Dialing Rules

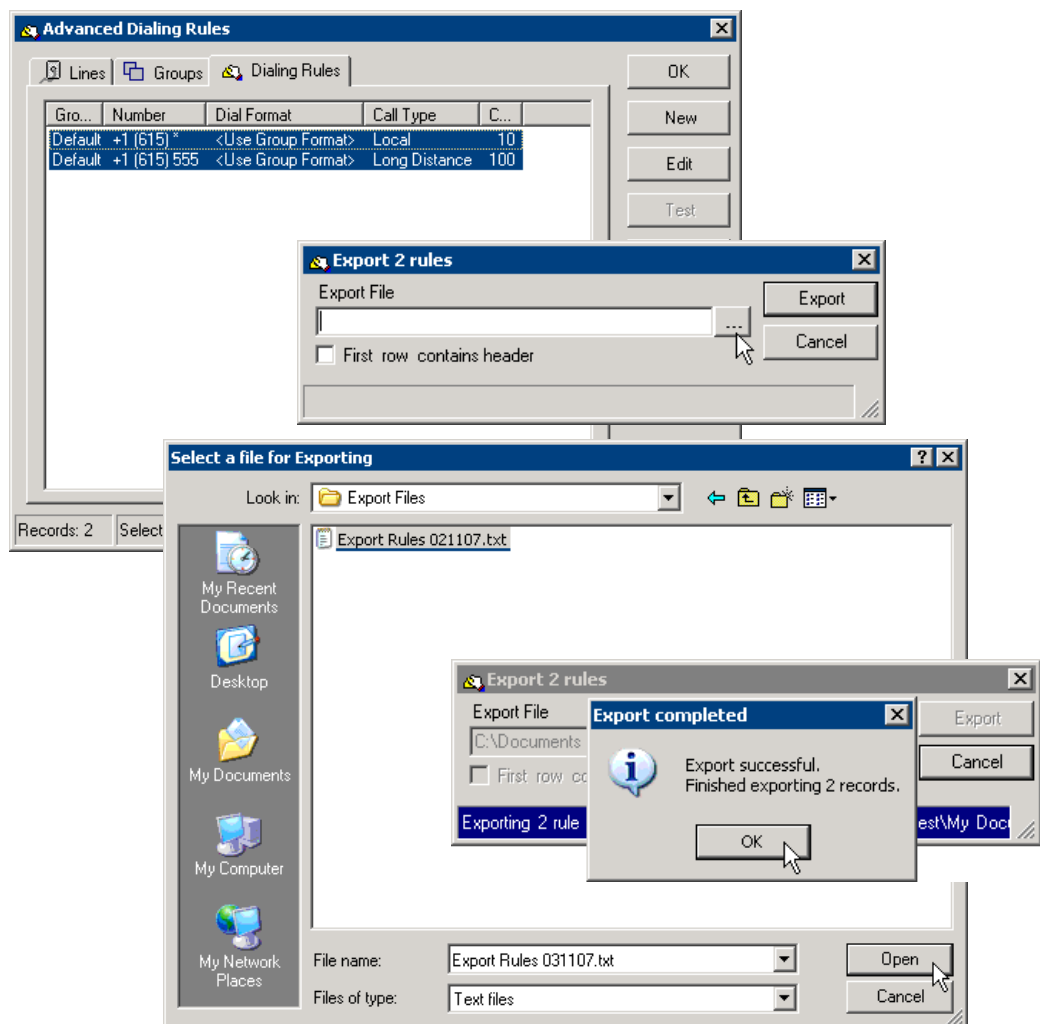
Steps to Export Dialing Rules:

1. Click the **Dialing Rules** tab to bring this screen to the front.
2. Click to select the desired dialing rule from the listing.

Note: Multiple items can be selected by using the following: Ctrl + Click to select non-adjacent items, Shift + Click to select a range of items or use a combination of the two methods.

3. Click **Export**. The **Export x rules** dialog box displays.
4. Click . The **Select a file for exporting** screen displays.
5. Select the desired drive and folder at the *Look in* field.
6. At *File name*, click to select the text box and type a file name. The file can be saved as a *.csv or *.txt file type.
7. Click **Open**. The export file path will display in the *Export File* field at the **Export x rules** box.
8. Click **Export**. When the export process has successfully completed, a message will display stating *'Export successful. Finished exporting x records.'*
9. Click **OK** at the confirmation box.
10. Click **OK** at the **Advanced Dialing Rules** window to close the window and return to the **Line Configuration** window.

Figure 81: At the **Dialing Rules** tab located in the **Advanced Dialing Rules** window, click to select the dialing rules to export. Click the **Export** button. At **Export x rules**, click the search button. The **Select a file for exporting** dialog box displays. Select the drive/folder option at the *Look in* field, type a file name at the *File name* field, and then click **Open**. At the **Export x rules** box, click **Export**. At the confirmation message, click **OK**.



Import Dialing Rules

Steps to Import Dialing Rules:

1. Click the **Dialing Rules** tab to bring this screen to the front.

Note: Import files can be saved as a *.txt or *.csv file format.


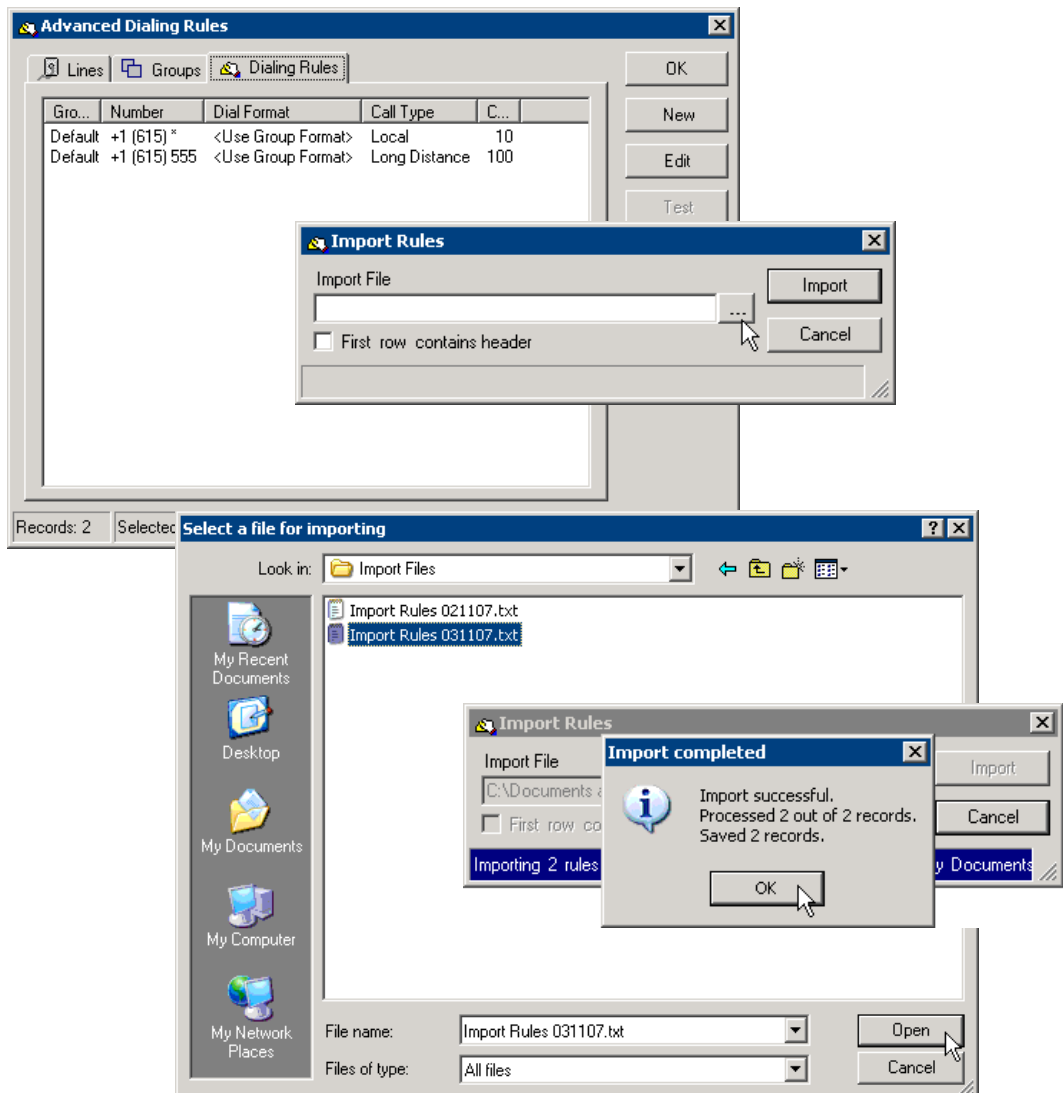
2. Click **Import**. The **Import Rules** box displays.
3. Click . The **Select a file for importing** screen displays.
4. Select the desired drive and folder at the *Look in* field.
5. Click to select the desired file.
6. Click **Open**. The import file path will display in the *Import File* field at the **Import Rules** box.
7. Click **Import**. When the import process has successfully completed, a message will display stating *'Import successful. Processed x out of x records. Saved x records.'*
8. Click **OK** to close the confirmation box.
9. Click **OK** at the **Advanced Dialing Rules** window to close the window and return to the **Line Configuration** window.

Figure 82: At the **Dialing Rules** tab located in the **Advanced Dialing Rules** window, click the **Import** button. At the **Import Rules** box, click the search button. The **Select a file for importing** dialog box displays. Select the drive/folder option at the *Look in* field, select the file name, and then click **Open**. At the **Import Rules** box, click **Import**. At the confirmation message, click **OK**.



Do Not Call List



The **Do Not Call List** displays a listing of phone numbers that must not be called under any circumstances. You have the ability to add phone numbers to the list, change existing numbers, import numbers, export numbers or delete numbers.

Note: This information is provided for informational purposes only. **Line Configuration** is preformed by DCC Technical Services. Please contact them at 615-794-2307 for assistance.

Add Numbers to the Do Not Call List

Steps to Add Numbers to the Do Not Call List:


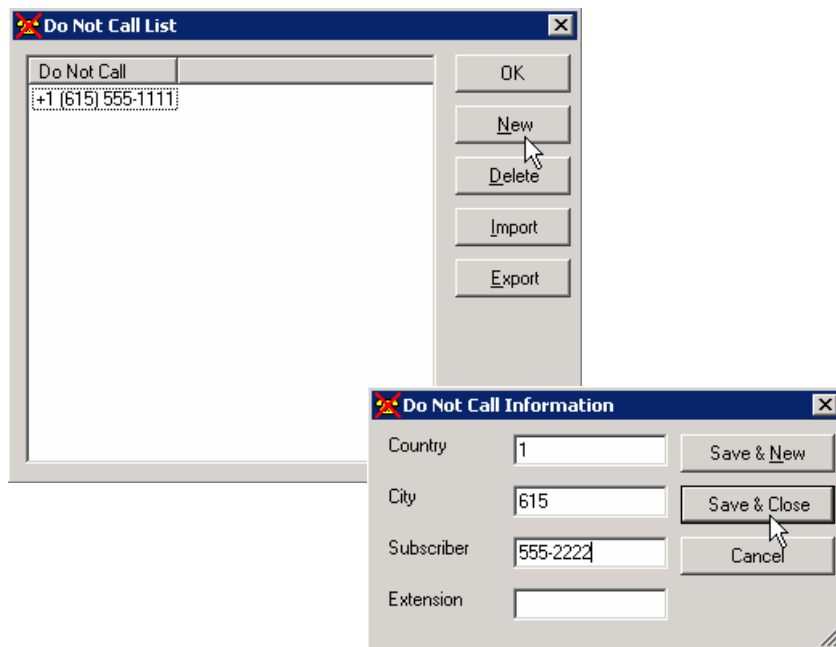
1. At the **Line Configuration** screen, click the **Options** menu, and then click **Do Not Call** (or click  on the toolbar). The **Do Not Call** window displays (the window will be blank unless numbers have been added).
2. Click **New**. The **Do Not Call This Number** dialog box displays.
3. At *Country*, click the text box to select and type the country code (1 is for the USA).
4. At *City*, click to select the textbox and type the 3-digit area code number.
5. At *Subscriber*, click to select the textbox and type the subscriber number.
6. At *Extension*, click to select the textbox and type the extension number.
7. Click **Save and Close** to save the current number and close the **Do Not Call This Number** dialog box, click **Save and New** to save the current phone number and enter a new one or click **Cancel** to close the **Do Not Call This Number** dialog box without saving changes.
8. Click **OK** at the **Do Not Call List** window to close the window and return to the **Line Configuration** window.

Figure 83: To add a phone number to the **Do Not Call List**, click the **Add** button. The **Do Not Call This Number** dialog box displays. Type information for the *Country*, *City*, *Subscriber* and *Extension*, and then click **Save and Close**. The number is added to the **Do Not Call List**.

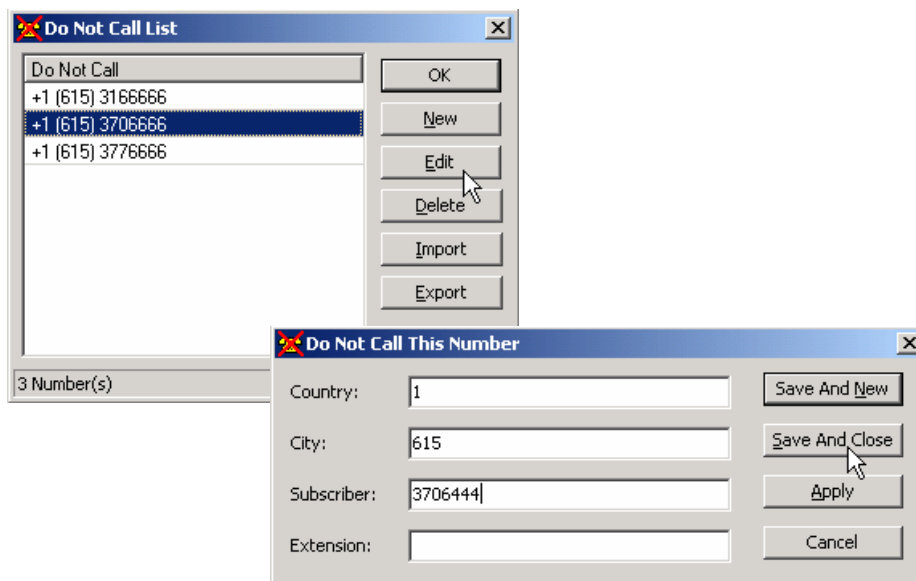


Edit a Number in the Do Not Call List

Steps to Edit Numbers in the Do Not Call List:

1. At the **Do Not Call This Number**, click to select the phone number to edit.
2. Click **Edit**. The **Do Not Call This Number** dialog box displays.
3. At *Country*, click the text box to select and type the country code (1 is for the USA).
4. At *City*, click to select the textbox and type the 3-digit area code number.
5. At *Subscriber*, click to select the textbox and type the subscriber number.
6. At *Extension*, click to select the textbox and type the extension number.
7. Click **Save and Close** to save the current number and close the **Do Not Call This Number** dialog box, click **Save and New** to save the current phone number and enter a new one or click **Cancel** to close the **Do Not Call This Number** dialog box without saving changes.
8. Click **OK** at the **Do Not Call List** window to close the window and return to the **Line Configuration** window.

Figure 84: To edit a phone number in the **Do Not Call List**, click to select the phone number to change then click the **Edit** button. The **Do Not Call This Number** dialog box displays. Type information for the *Country*, *City*, *Subscriber* and *Extension*, and then click **Save and Close**.



Delete Numbers in the Do Not Call List

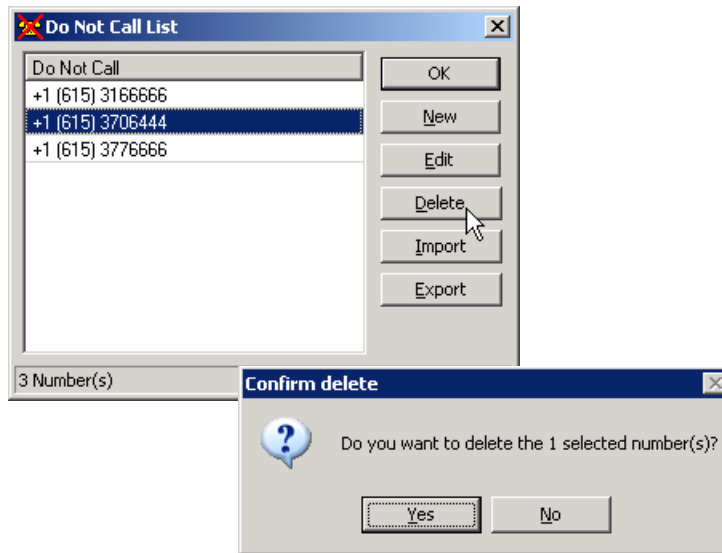
Steps to Delete Numbers in the Do Not Call List:

1. Click to select the desired phone number from the listing.

Note: Multiple items can be selected by using the following: Ctrl + Click to select non-adjacent items, Shift + Click to select a range of items or use a combination of the two methods.

2. Click **Delete**. The **Confirm Delete** dialog box displays.
3. Click **Yes** to delete the selected phone numbers or **No** to cancel the action.
4. Click **OK** at the **Do Not Call List** window to close the window and return to the **Line Configuration** window.

Figure 85: At the **Do Not Call List** window, click to select the phone numbers to delete. Click the **Delete** button. The **Line Configuration** dialog box displays. At the 'You are about to delete x records. Continue?' message, click **Yes** to delete the selected phone numbers.



Export Numbers from the Do Not Call List

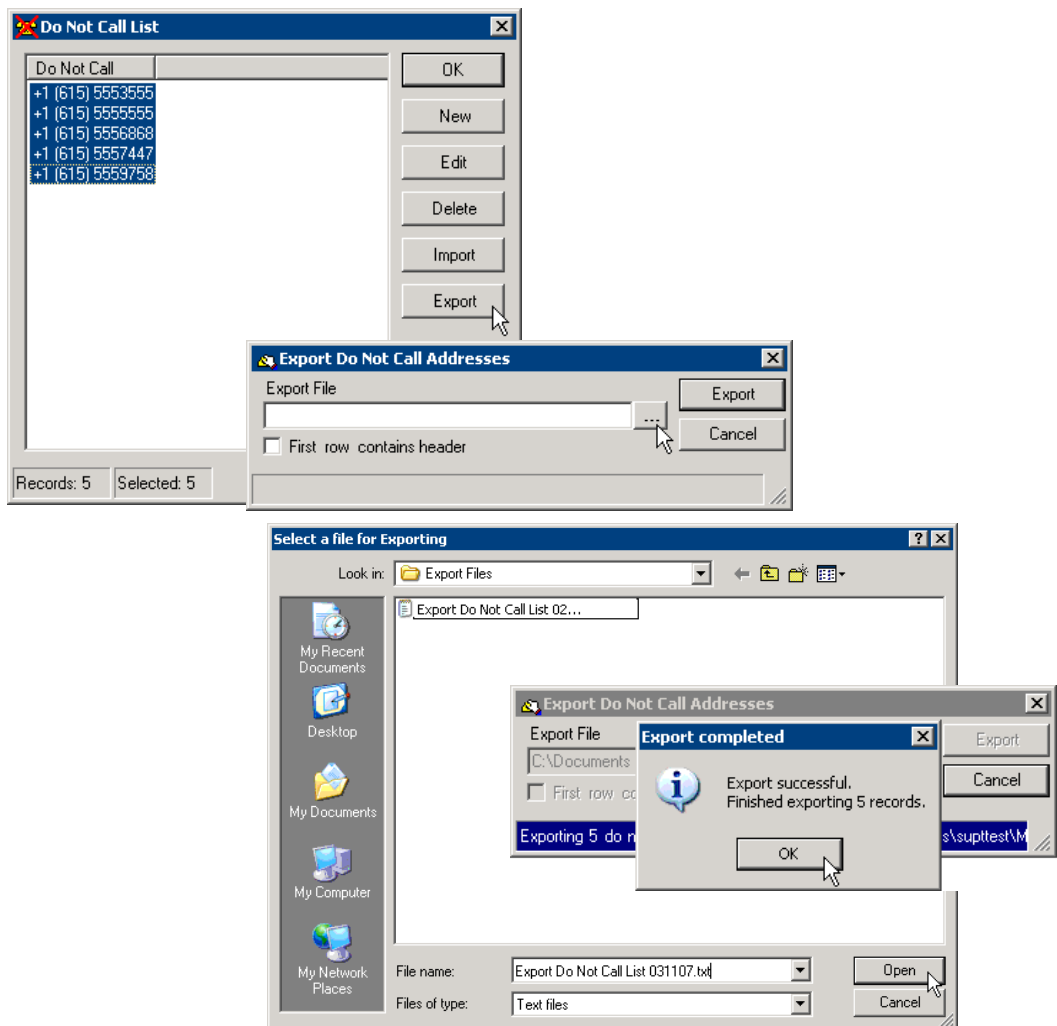
Steps to Export Phone Numbers from the Do Not Call List:

1. Click to select the desired phone numbers from the listing to export.

Note: Multiple items can be selected by using the following: Ctrl + Click to select non-adjacent items, Shift + Click to select a range of items or use a combination of the two methods.

2. Click **Export**. The **Export Do Not Call Addresses** box displays.
3. Click **...**. The **Select a file for exporting** screen displays.
4. Select the desired drive and folder at the *Look in* field.
5. At *File name*, click to select the text box and type a file name. The file can be saved as a *.txt or *.csv file type.
6. Click **Open**. The export file path will display in the *Export File* field at the **Export Do Not Call Addresses** box.
7. Click **Export**. When the export process has successfully completed, a message will display stating 'Export successful. Finished exporting x records.'
8. Click **OK**. The phone numbers have been exported to a .txt or .csv file.
9. Click **OK** at the **Do Not Call List** window to close the window and return to the **Line Configuration** window.

Figure 86: At the **Do Not Call List** window, click the **Export** button. At **Export Do Not Call Addresses**, click the search button. The **Select a file for exporting** dialog box displays. Select the drive/folder option at the *Look in* field, type a file name at the *File name* field, and then click **Open**. At the **Export Do Not Call Addresses** box, click **Export**. At the confirmation message, click **OK**.



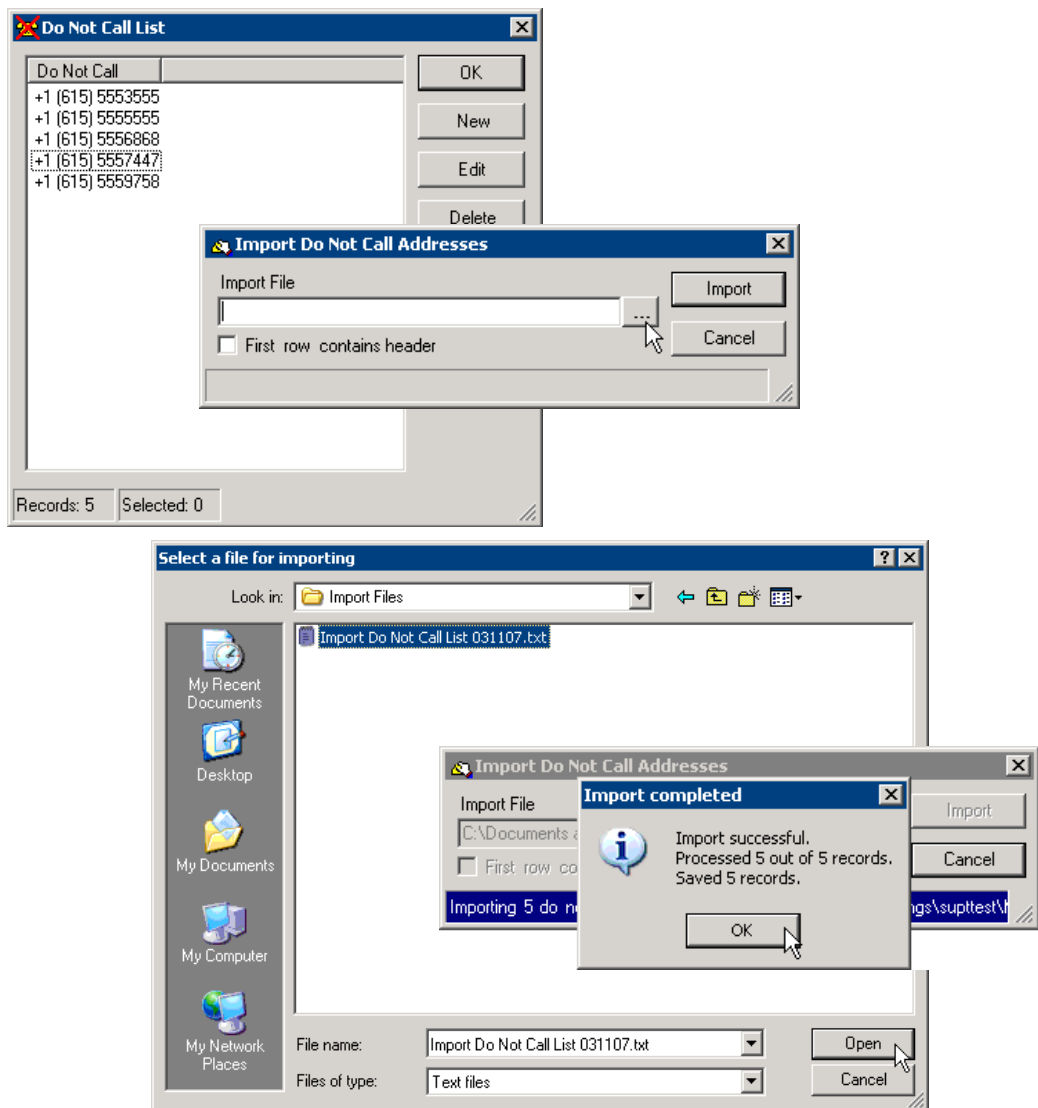
Import Numbers to the Do Not Call List

Steps to Import Phone Numbers to the Do Not Call List:

1. Click **Import**. The **Select rules file to import** dialog box displays.

Note: Import files can be saved as a *.txt or *.csv file format.
2. Click **Import**. The **Import Do Not Call Addresses** dialog box displays.
3. Click . The **Select a file for importing** screen displays.
4. Select the desired drive and folder at the *Look in* field.
5. Click to select the desired file.
6. Click **Open**. The import file path will display in the *Import File* field at the **Import Do Not Call Addresses** box.
7. Click **Import**. When the import process has successfully completed, a message will display stating *'Import successful. Processed x out of x records. Saved x records.'*
8. Click **OK**. The imported phone numbers display in the **Do Not Call List**.
9. Click **OK** at the **Do Not Call List** window to close the window and return to the **Line Configuration** window.

Figure 87: At the **Do Not Call List** window, click the **Import** button. At the **Import Do Not Call Addresses** box, click the search button. The **Select a file for importing** dialog box displays. Select the drive/folder option at the *Look in* field, select the file name, and then click **Open**. At the **Import Do Not Call Addresses** box, click **Import**. At the confirmation message, click **OK**.



Access a Different Machine

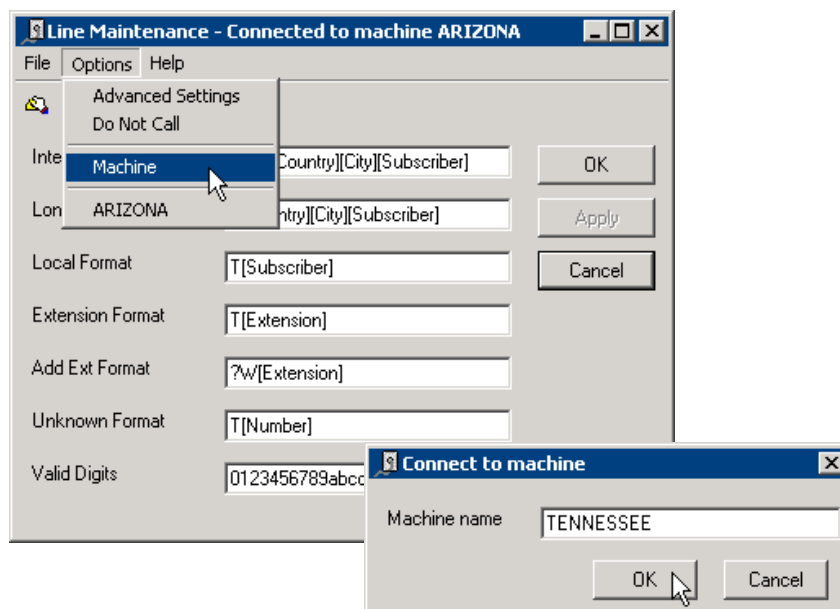
The **Machine** option at the **Options** menu allows you to access an **RxT** database on a different machine. Note that the **Options** menu also displays the machine name of the ten most recent successful database connections.

Steps to Access a Different Machine:

1. At the menu, click **Options > Machine**. The **Connect to machine** screen displays.
2. At *Machine name*, type the name, and then click **OK**. The system will then connect to the **RxT** database on that machine.

Note: The **Options** menu also displays the machine name of the ten most recent successful database connections. You can switch to a machine's **RxT** database by clicking the displayed machine name.

Figure 88: To access an **RxT** database on a different machine, click **Options > Machine**. At *Machine name*, type the name, and then click **OK**.



Exit the Line Configuration Application

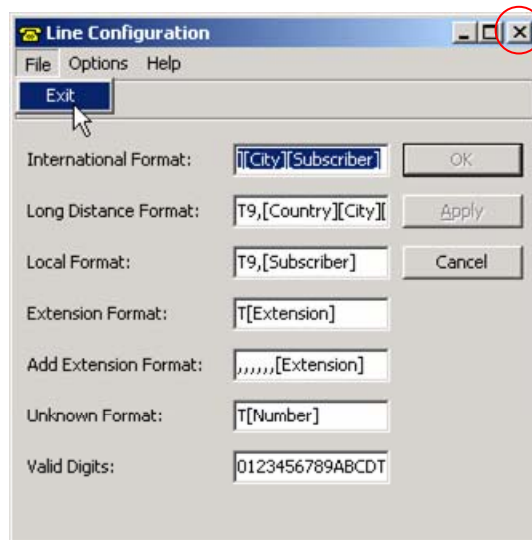


To close the **Line Configuration** application, select **Exit** from the **File** menu or select the close icon located on the upper right of the title bar.

Steps to Exit the Line Configuration Application:

1. At the **Line Configuration** screen, click the **File** menu then click **Exit** (or click  on the upper right of the title bar).

Figure 89: To exit the **Line Configuration** application, click the close button on the upper right of the title bar or select **File > Exit**.





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