

***TexBox***

**Administrator Manual**

**for ISDN30 Systems**

**V2.54**

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# Introduction

TeXBox comprises of two elements:

TeXBox Control Centre - (described in this manual), which is the administrator's function through which users and groups are setup and the ability to monitor system activity.

Easy to use Interface makes configuration simple.

Web browser based operation **ensures a familiar environment** and low training investment.

Access controlled by password.

TeXBox Communicator - which is the user application and described in the user manual.

# Overview

The TeXBox Control Centre consists of 9 main sections.

**Section 1.** Line Status.

**Section 2.** Message Status.

**Section 3..** User Status.

**Section 4.** Reports

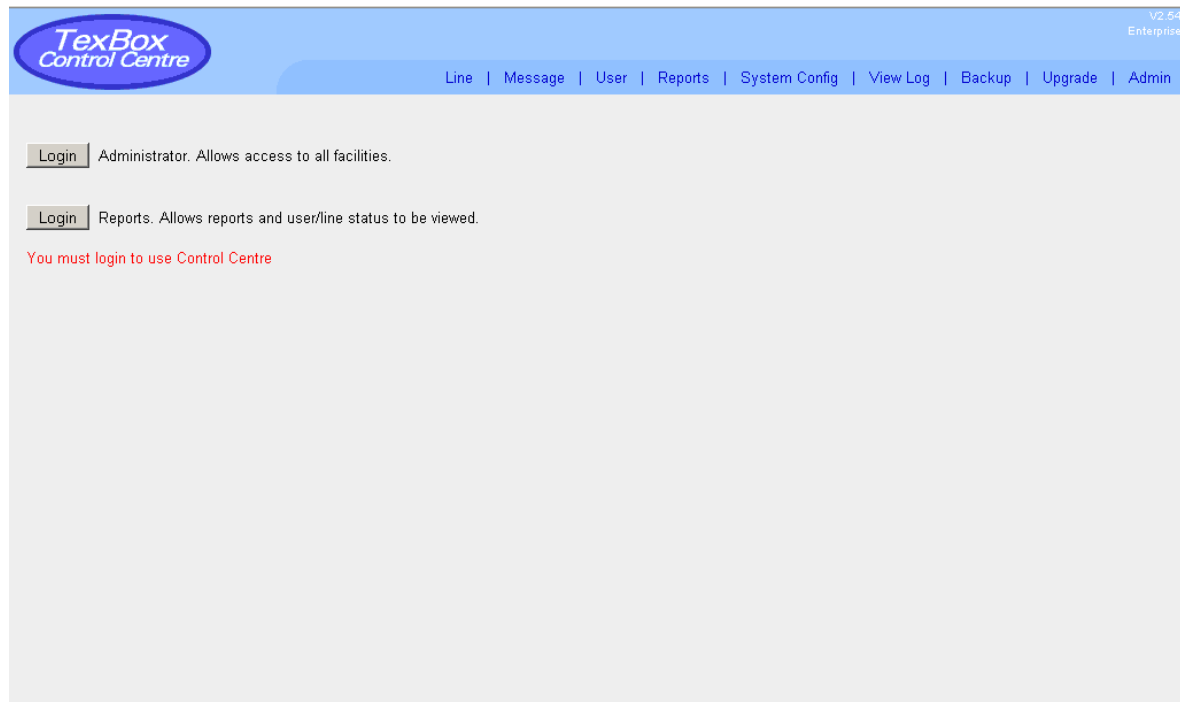
**Section 5.** System Config.

**Section 6.** View Log.

**Section 7.** Backup.

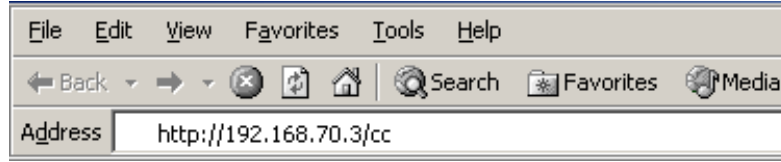
**Section 8.** Upgrade.

**Section 9.** Administrator.

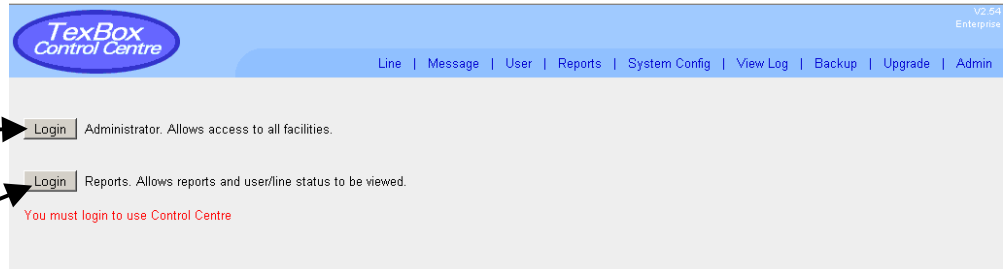


# Logging on

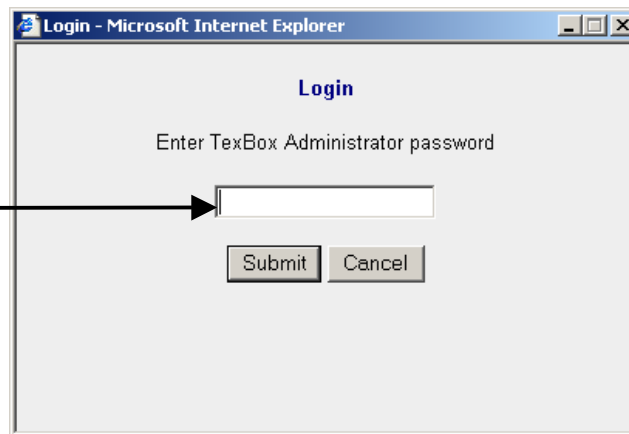
Before you begin to administer the system, you must first open the Control Centre application. Open your internet browser and enter the address of the TextBox system followed by a slash and the letters cc. (eg. 192.168.70.3/cc) and press enter.



To administer the system, you must login as an Administrator.



Click **Login**  
To view Line, User status or reports Click **Login**



Enter your password and  
Click **Submit**  
The default password is "123".

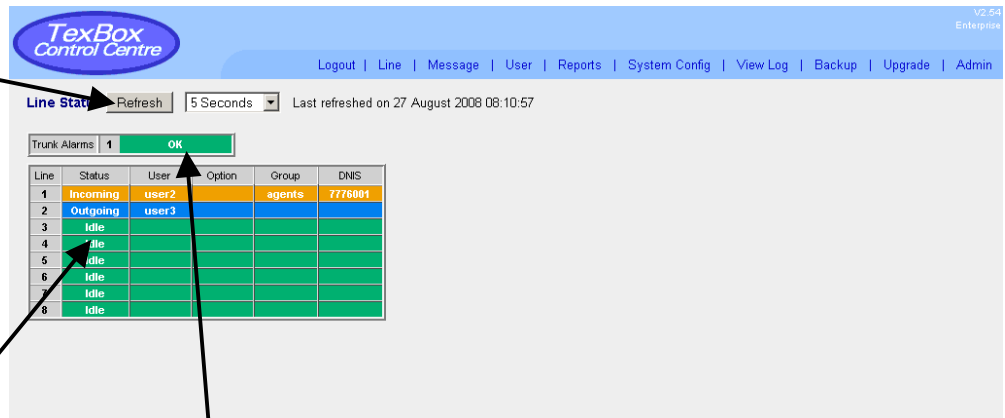
# Reporting & Operational Status

## Line Status

The Line Status window displays the status of the modem lines.

To manually refresh the status, Click **Refresh** or you can enable the auto refresh by clicking on the drop down menu and selecting an auto refresh time.

Busy lines are displayed in blue for outgoing calls, orange for incoming calls and Idle lines are displayed in green.



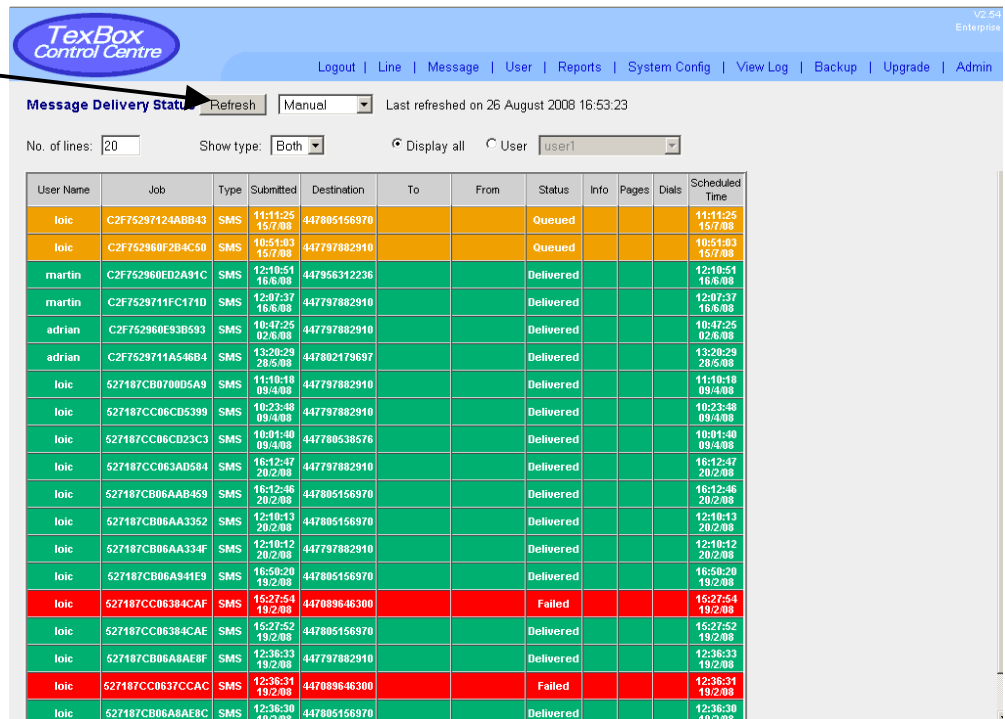
If the trunk status is OK it is displayed in green. If there is a failure, it is displayed in red with either or a combination of the following codes:  
 los - Loss of Signal  
 lof - Loss of Frame  
 ais - Alarm Indication Signal  
 rai - Remote Alarm Indication  
 crc - Cyclic Redundancy Check

## Message Status

The Message Status window displays the status of queued Fax & SMS messages. (this is an optional feature and may not be enabled on some systems)

To manually refresh the status, Click **Refresh** or you can enable the auto refresh by clicking on the drop down menu and selecting an auto refresh time.

Queued messages are displayed in orange, delivered are displayed in green and failed are displayed in red.



## User Status

The User Status window displays the status of Users who are logged on to the system.

To manually refresh the status, Click **Refresh** or you can enable the auto refresh by clicking on the drop down menu and selecting an auto refresh time.

You may also select to display all users or a group of users.

Logged in since	Sort	User Name	Process Number	Status
08:11:57 Wed 27 Aug 2008		user1	0002	Idle
08:09:51 Wed 27 Aug 2008		user2	0000	Busy - Incoming
08:09:55 Wed 27 Aug 2008		user3	0001	Busy - Outgoing

To change the way in which the Users Communicator applets open, Click on the drop down menu and choose an option.

“New Window” will open a manual Communicator Applet activation screen. “Same Window” will only open the Communicator Applet.

All users' Communicator applets open in: **New Window**

# Reports

The Reports window displays call information.

The System Tab displays an overview of calls.

To view a custom date range, select Custom from the drop-down list

Select a DNIS or to view all

Select the start and end period

Click

The screenshot shows the 'View Reports' interface in the TexBox Control Centre. At the top, there are navigation links: Logout | Line | Message | User | Reports | System Config | View Log | Backup | Upgrade | Admin. The page title is 'View Reports' with a 'Refresh' button and a 'Manual' dropdown. It indicates 'Free disk space: 24065 MB' and a link to 'Click here to delete old records'.

The report configuration section includes a 'Period' dropdown set to 'Last 15 mins', a 'Custom DNIS' dropdown set to 'All', and date/time pickers for 'start' (27/8/2008 08:21:37) and 'end' (27/8/2008 08:36:37). A 'Go' button is present. Below this are tabs for 'System', 'Calls', 'Users', 'Export System', 'Export Calls', and 'Export Users'. The 'System' tab is selected and circled in red.

The report content includes a 'Report generated on 27 August 2008 08:36:37' and a filter 'Include incoming with DNIS | All'. The main report is for the period from 27 August 2008 08:21:37 to 27 August 2008 08:36:37.

Successful Incoming Connections	Abandoned Calls	Total Abandoned Time	Failed Incoming Connections	Successful Outgoing Connections	Failed Outgoing Connections	Handled Calls	Handled Total Duration	ASA (s)	Internal Calls	Transfer Calls
17	8	0:03:27	0	17	0	9	0:05:58	23.5	0	0

Fax Received	Fax ASR	Fax Submitted	Fax Delivered	SMS Received	SMS ASR	SMS Submitted	SMS Delivered	Email Received	Email ASR	Email Sent
0		0	0	0		0	0	0		0

Three bar charts are shown below the tables:

- Incoming Calls:** Shows 'Incoming connectives' (green) and 'Abandoned calls' (yellow) over minutes 21-35. Peak activity is at minute 28.
- Failed Connections:** Shows 'Failed Connections' (yellow) over minutes 21-35. Activity is minimal.
- Outgoing Calls:** Shows 'Outgoing attempts' (green) and 'Failed connections' (yellow) over minutes 21-35. Activity is concentrated between minutes 30 and 35.

There are 11 sections to the calls overview.

Successful Incoming Connections	Abandoned Calls	Total Abandoned Time	Failed Incoming Connections	Successful Outgoing Connections	Failed Outgoing Connections	Handled Calls	Handled Total Duration	ASA (s)	Internal Calls	Transfer Calls
18	7	0:05:28	1	17	2	12	19:26:19	18.9	5	2

**Successful Incoming Connections** – The number of incoming calls which connect in a valid text/voice mode.

**Abandoned Calls** – Calls which connect in a valid text/voice mode but are not handled by a user.

**Total Abandoned Time** – The total abandoned time of calls not handled by a user.

**Failed Incoming Connections** - The number of incoming calls which fail to connect in a valid text mode.

**Successful Outgoing Connections** - The number of outgoing calls which connect in a valid text/voice mode.

**Failed Outgoing Connections** - The number of outgoing calls which fail to connect in a valid text mode.

**Handled Calls** – Total number of calls handled by a user.

**Handled Total Duration** – The total duration of handled calls.

**ASA (s)** – Average Speed of Answer in seconds taken from the time of connect in a valid text/voice mode to the time a user answers the call.

**Internal Calls** – The number of internal calls made between users.

**Transfer Calls** – The number of transfer calls made by users.

There are 11 sections to the message overview. (this is an optional feature and may not be enabled on some systems)

Fax Received	Fax ASR	Fax Submitted	Fax Delivered	SMS Received	SMS ASR	SMS Submitted	SMS Delivered	Email Received	Email ASR	Email Sent
0		0	0	0		0	0	0		0

**Fax Received** – The number of incoming faxes received.

**Fax ASR** – The average time taken between the system receiving a fax and the start of an agent reading it.

**Fax Submitted** – The number faxes submitted to the outgoing fax queue.

**Fax Delivered** - The number of outgoing faxes delivered.

**SMS Received** - The number of incoming SMS messages received.

**SMS ASR** – The average time taken between the system receiving an SMS message and the start of an agent reading it.

**SMS Submitted** – The number SMS messages submitted to the outgoing SMS queue.

**SMS Delivered** - The number of outgoing SMS messages delivered.

**Email Received** – The number of incoming emails received.

**Email ASR** – The average time taken between the system receiving an email and the start of an agent reading it.

**Email Sent** – The number outgoing emails sent.



The Calls Tab displays incoming and outgoing call information.

To view a custom date range, select Custom from the drop-down list

Select a DNIS or to view all

Select the start and end period

Click

View Reports Refresh Manual Free disk space: 24065 MB [Click here to delete old records](#)

Period: Custom Custom DMY start: 24 1 2008 end: 27 8 2008 Go

System Calls Users Export System Export Calls Export Users

Report generated on 27 August 2008 08:20:47

Include incoming with DNIS: All Include:  Abandoned  Incoming  Outgoing

Display all  User user1  Group agents

Show Connections:  Successful only  Failed only  Both

Calls report for period from 24 January 2008 00:00:00 to 27 August 2008 00:00:00

Call Start	Duration	User ID	Speed Ans.	DNIS	CLI	Outgoing Dialed Number	Initial Status	VCO
30-07-08 11:03:09	00:00:34.1	user1				7776001	v21	
30-07-08 11:03:09	00:00:33.9	user1	24.5	7776001	001		v21a	
30-07-08 11:14:09	00:00:25.6	user1				7776001	v21	
30-07-08 11:14:09	00:00:27.1			7776001	001		v21a	
30-07-08 11:14:19	00:00:23.4	user1				7776001	v18	
30-07-08 11:14:19	00:00:24.9			7776001	001		v18a	
30-07-08 11:14:28	00:00:25.7	user1				7776001	v21	
30-07-08 11:14:28	00:00:27.1			7776001	001		v21a	
30-07-08 11:14:39	00:00:27.1			7776001	001		v21a	
30-07-08 11:14:46	00:00:24.7	user1				7776001	v18	
30-07-08 11:14:46	00:00:24.8			7776001	001		v18a	
30-07-08 11:14:55	00:00:30.2	user1				7776001	v21	

Additional filters are available to display Abandoned, Incoming and Outgoing calls.

Display All, User or Group of users.

Show Successful only, Failed only or Both.

View Reports Refresh Manual Free disk space: 24065 MB [Click here to delete old records](#)

Period: Custom Custom DMY start: 24 1 2008 end: 27 8 2008 Go

System Calls Users Export System Export Calls Export Users

Report generated on 27 August 2008 08:20:47

Include incoming with DNIS: All Include:  Abandoned  Incoming  Outgoing

Display all  User user1  Group agents

Show Connections:  Successful only  Failed only  Both

Calls report for period from 24 January 2008 00:00:00 to 27 August 2008 00:00:00

Call Start	Duration	User ID	Speed Ans.	DNIS	CLI	Outgoing Dialed Number	Initial Status	VCO
30-07-08 11:03:09	00:00:34.1	user1				7776001	v21	
30-07-08 11:03:09	00:00:33.9	user1	24.5	7776001	001		v21a	
30-07-08 11:14:09	00:00:25.6	user1				7776001	v21	
30-07-08 11:14:09	00:00:27.1			7776001	001		v21a	
30-07-08 11:14:19	00:00:23.4	user1				7776001	v18	
30-07-08 11:14:19	00:00:24.9			7776001	001		v18a	
30-07-08 11:14:28	00:00:25.7	user1				7776001	v21	
30-07-08 11:14:28	00:00:27.1			7776001	001		v21a	
30-07-08 11:14:39	00:00:27.1			7776001	001		v21a	
30-07-08 11:14:46	00:00:24.7	user1				7776001	v18	
30-07-08 11:14:46	00:00:24.8			7776001	001		v18a	
30-07-08 11:14:55	00:00:30.2	user1				7776001	v21	

The Users Tab displays User performance.  
 To view a custom date range, select Custom from the drop-down list

View Reports Refresh Manual Free disk space: 24065 MB [Click here to delete old records](#)

Period: Custom Custom DMY start: 24 1 2008 end: 27 8 2008 Go

System Calls **Users** Export System Export Calls Export Users

Report generated on 27 August 2008 08:16:06

Display all Group agents

Users report for period from 24th of January 2008 00:00:00 to 27th of August 2008 00:00:00

User ID	Current Login Duration	Current Status	Current Status Duration	ASA (s)	Internal Calls	Incoming Calls	Transfer Calls	Times Put On Hold	Average Time On Hold	Successful Outgoing Calls	Failed Outgoing Calls
user1				24,5	2	1	0	0		13	18
user2	00:06:05	Available	00:00:49		5			0			1
user3	00:06:00	Available	00:03:40								

Go

Select the start and end period

Click

Additional filters are available to display all Users or Group of Users.

View Reports Refresh Manual Free disk space: 24065 MB [Click here to delete old records](#)

Period: Custom Custom DMY start: 24 1 2008 end: 27 8 2008 Go

System Calls Users Export System Export Calls Export Users

Report generated on 27 August 2008 08:15:56

Display all Group agents

Users report for period from 24th of January 2008 00:00:00 to 27th of August 2008 00:00:00

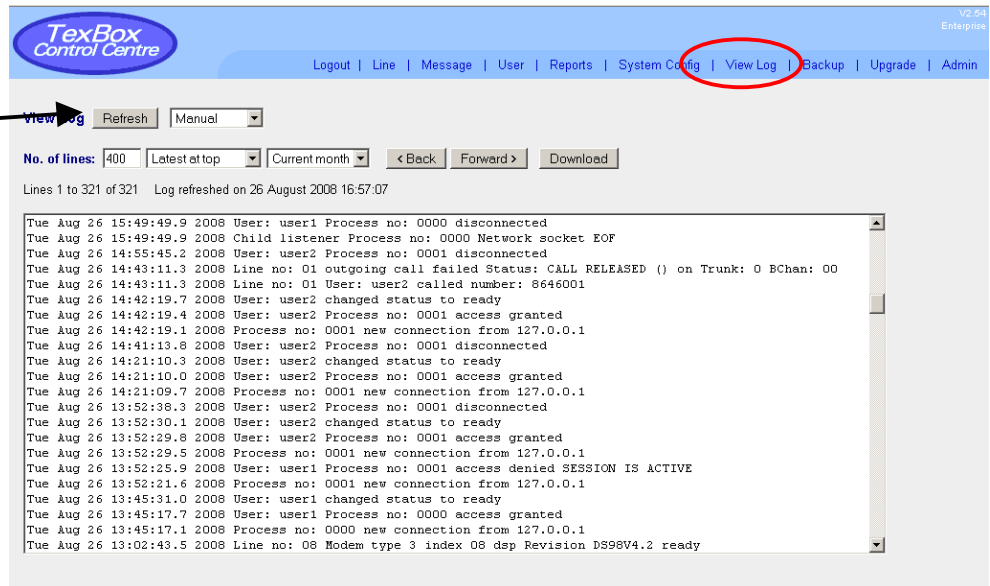
User ID	Current Login Duration	Current Status	Current Status Duration	ASA (s)	Internal Calls	Incoming Calls	Transfer Calls	Times Put On Hold	Average Time On Hold	Successful Outgoing Calls	Failed Outgoing Calls
user1				24,5	2	1	0	0		13	18
user2	00:06:05	Available	00:00:49		5			0			1
user3	00:06:00	Available	00:03:40								

## View Log

The View Log window displays the log of all user log-in activity and information on line activity, incoming, outgoing and internal calls.

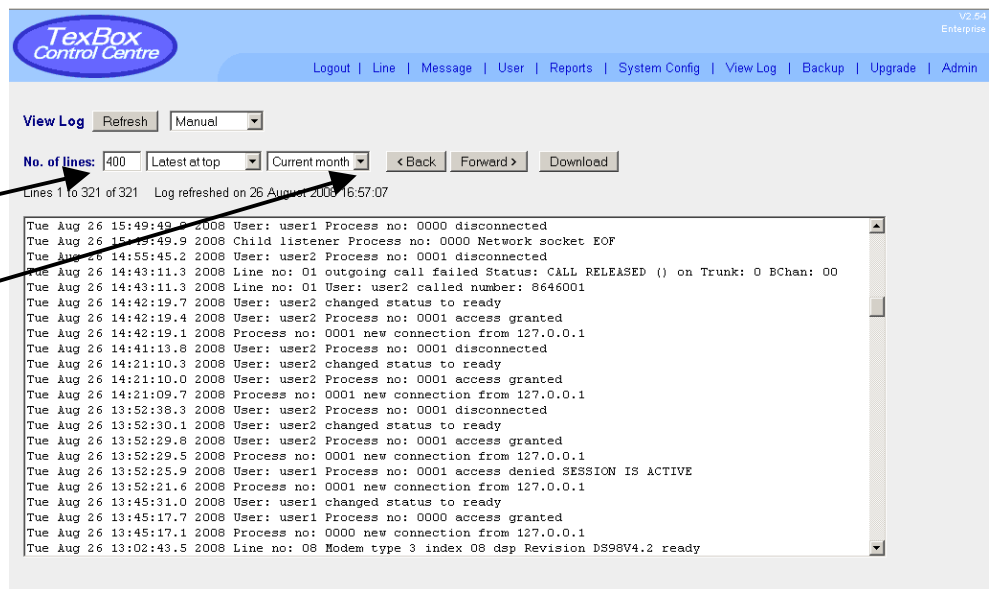
To manually refresh the log,

Click **Refresh** or you can enable the auto refresh by clicking on the drop down menu and selecting an auto refresh time.



The number of lines displayed in the log with the latest at the top can be altered by entering a maximum number of lines to be displayed.

Clicking the drop down menu allows you to view the current month or a previous month.



Once you have selected a month to view, the log for that month can be downloaded by clicking

**Download**

The Download window will appear. Selecting “Save this file to disk” and clicking OK will allow you to specify where you would like to save the log to.

# System Configuration

The System Config window displays various configuration options.

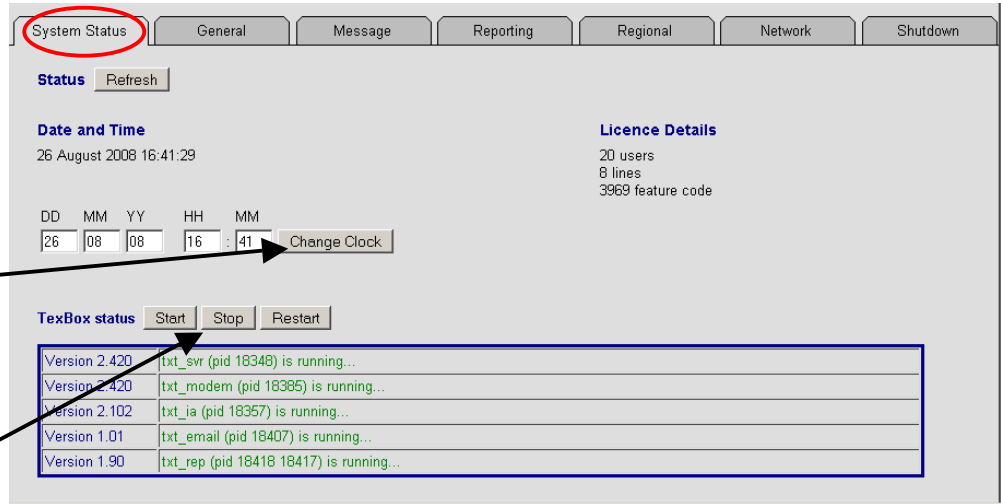
## System Status

The System Status tab displays the date and time of the system, the system processes and the licence details.

To change the system time, input the day, month, year, hour and minutes and click

**Change Clock**

The TextBox server processes can also be stopped, started or restarted by clicking the relevant button.

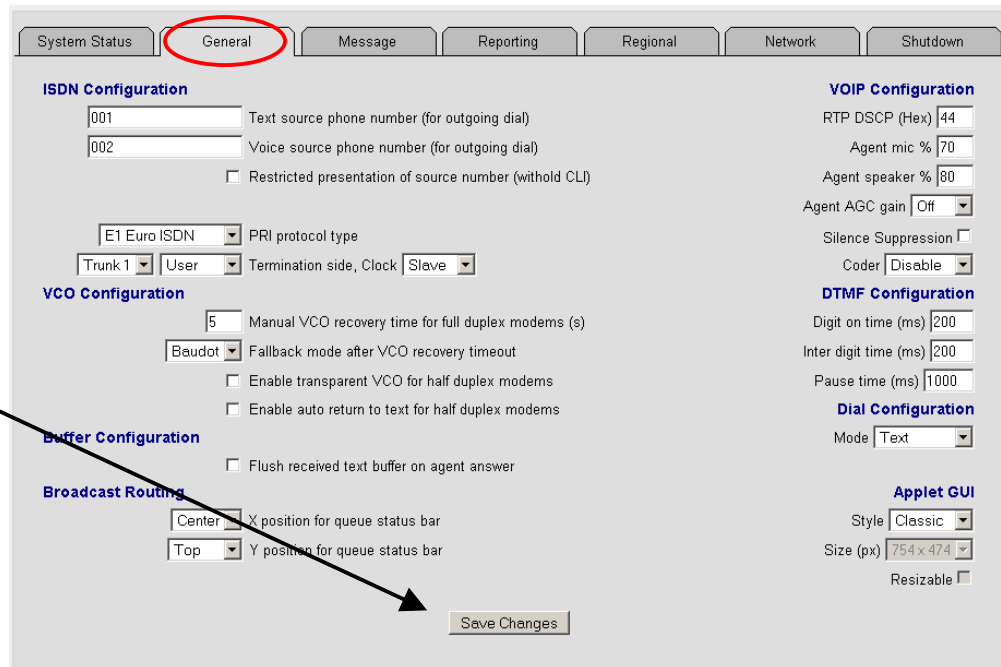


## General

Before making any changes to this section, please contact DSPG.

The General tab allows changes to be made to ISDN, VoIP, VCO, DTMF, Buffer, Broadcast Routing, Dial and Applet GUI Configurations.

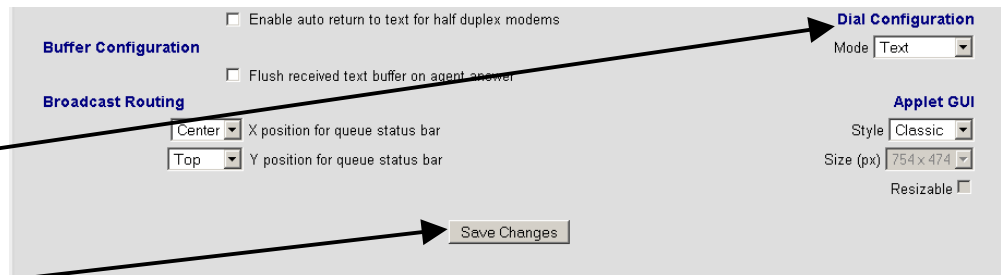
Click **Save Changes** after making any changes.



## Dial Configuration

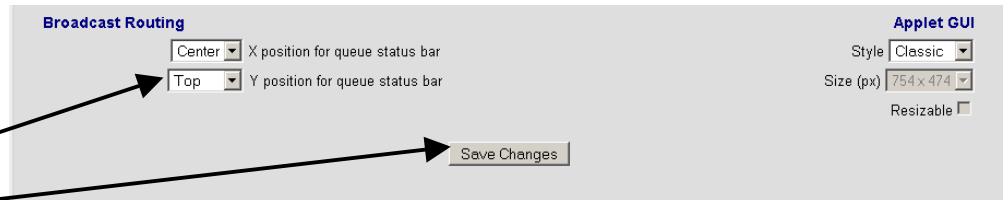
The Dial Configuration section allows you to configure the default dial mode for the agent applet. This can be set to text, voice, voice/text, monitor or disabled to prevent outgoing calls.

Click **Save Changes** after making any changes.




## Broadcast Routing

The Broadcast routing section allows you to specify where the broadcast status bar is positioned on the users desktop.

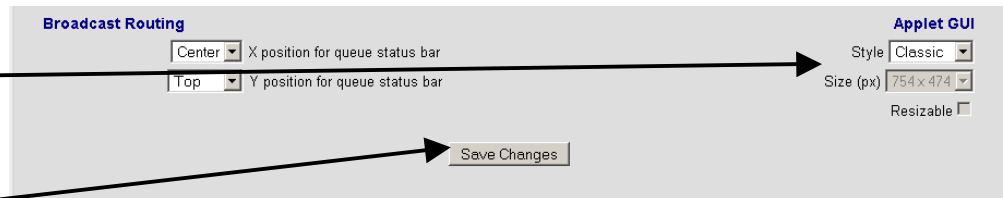


The screenshot shows the 'Broadcast Routing' configuration panel. It has two dropdown menus: 'Center' for 'X position for queue status bar' and 'Top' for 'Y position for queue status bar'. On the right, under the 'Applet GUI' section, there is a 'Style' dropdown set to 'Classic', a 'Size (px)' dropdown set to '754 x 474', and a 'Resizable' checkbox which is unchecked. A 'Save Changes' button is at the bottom right.


Click  after making any changes.

## Applet GUI

The Applet GUI section allows you to select the style and default size of the user interface.



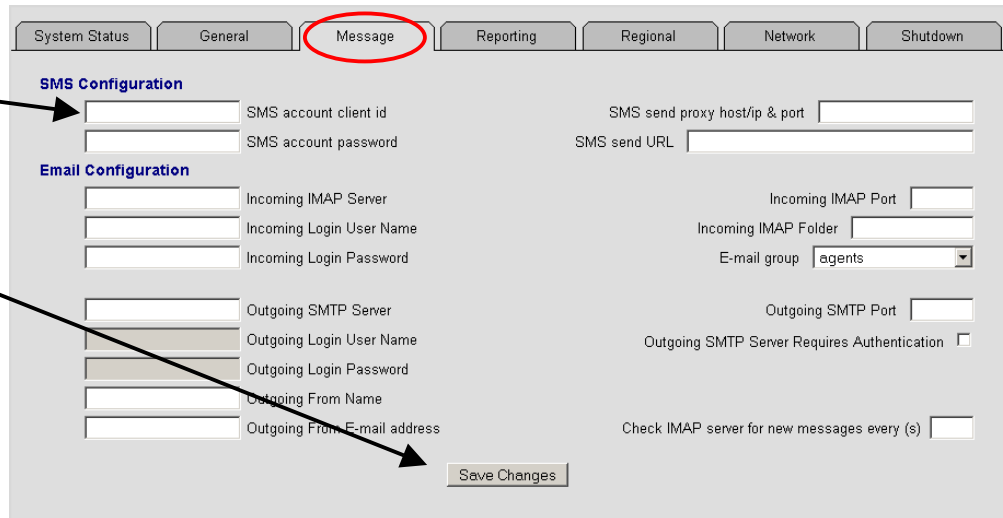
The screenshot shows the 'Applet GUI' configuration panel. It has two dropdown menus: 'Center' for 'X position for queue status bar' and 'Top' for 'Y position for queue status bar'. On the right, under the 'Applet GUI' section, there is a 'Style' dropdown set to 'Classic', a 'Size (px)' dropdown set to '754 x 474', and a 'Resizable' checkbox which is unchecked. A 'Save Changes' button is at the bottom right.

Click  after making any changes.

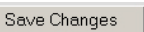
## Message

The Message tab allows you to enter your SMS provider and email configuration.

(this is an optional feature and may not be enabled on some systems)

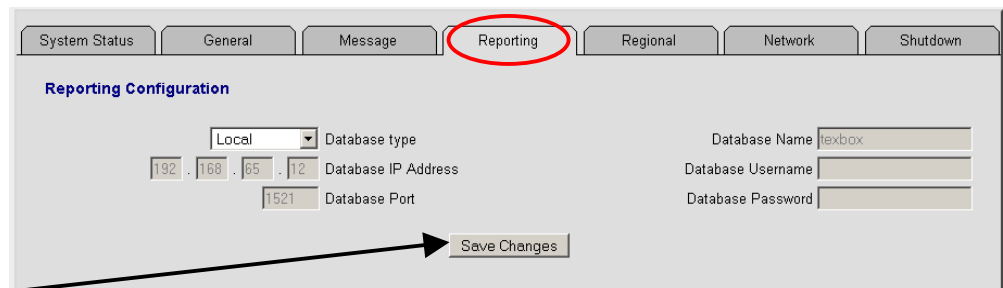


The screenshot shows the 'Message' configuration panel. At the top, there are tabs: 'System Status', 'General', 'Message' (circled in red), 'Reporting', 'Regional', 'Network', and 'Shutdown'. Below the tabs, there are two sections: 'SMS Configuration' and 'Email Configuration'. 'SMS Configuration' has fields for 'SMS account client id', 'SMS account password', 'SMS send proxy host/ip & port', and 'SMS send URL'. 'Email Configuration' has fields for 'Incoming IMAP Server', 'Incoming IMAP Port', 'Incoming IMAP Folder', 'Incoming Login User Name', 'Incoming Login Password', 'E-mail group' (dropdown), 'Outgoing SMTP Server', 'Outgoing SMTP Port', 'Outgoing Login User Name', 'Outgoing Login Password', 'Outgoing From Name', 'Outgoing From E-mail address', and 'Check IMAP server for new messages every (s)'. A 'Save Changes' button is at the bottom right.

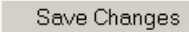
Click  after making any changes.

## Reporting

The Reporting tab allows you to select the type of database to write to. The options are "Local" the system's internal database or external "Oracle" or "PostgreSQL" database servers.

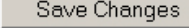


The screenshot shows the 'Reporting' configuration panel. At the top, there are tabs: 'System Status', 'General', 'Message', 'Reporting' (circled in red), 'Regional', 'Network', and 'Shutdown'. Below the tabs, there is a 'Reporting Configuration' section with fields for 'Database type' (dropdown set to 'Local'), 'Database IP Address' (192.168.165.12), 'Database Port' (1521), 'Database Name' (flexbox), 'Database Username', and 'Database Password'. A 'Save Changes' button is at the bottom right.

Click  after making any changes.

## Regional

The Regional tab allows you to select Region specific configurations.

Click  after making any changes.



**Regional Settings**

Set the language for Communicator applet and Control Centre: English

Set the T50 country for national character encoding: uk

Set the V18 modem country code: 4000 UK

Set the V18 answer probe message: CONNECTING PLS PRESS

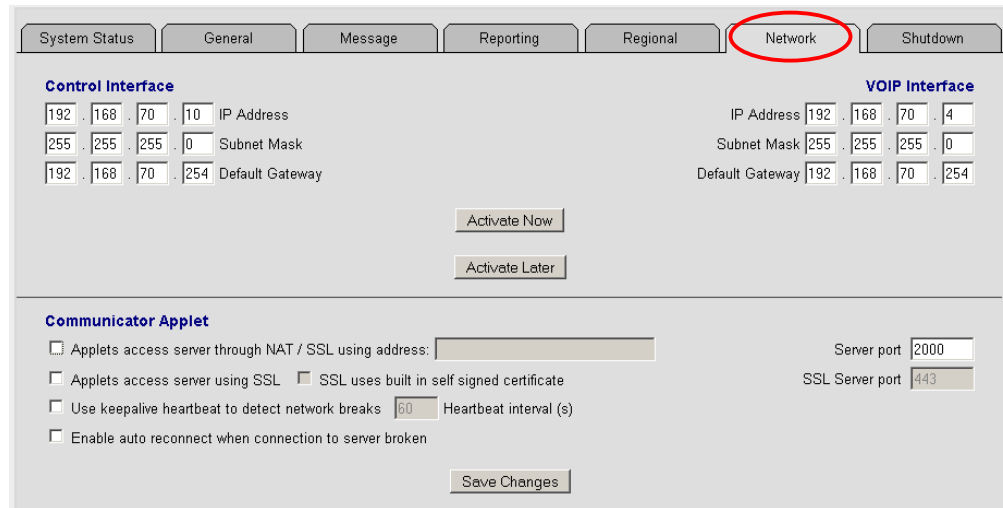
Set the textphone caller input termination sequence: GA

Set the textphone character that means yes: y

## Network

The Network tab allows you to change the IP addresses of the Control and VOIP Interfaces.

You can also change the way the agent applet accesses the system.



**Control Interface**

192	168	70	10	IP Address
255	255	255	0	Subnet Mask
192	168	70	254	Default Gateway

**VOIP Interface**

192	168	70	4	IP Address
255	255	255	0	Subnet Mask
192	168	70	254	Default Gateway

**Communicator Applet**

Applets access server through NAT / SSL using address:

Applets access server using SSL  SSL uses built in self signed certificate

Use keepalive heartbeat to detect network breaks: 60 Heartbeat interval (s)

Enable auto reconnect when connection to server broken

Server port: 2000

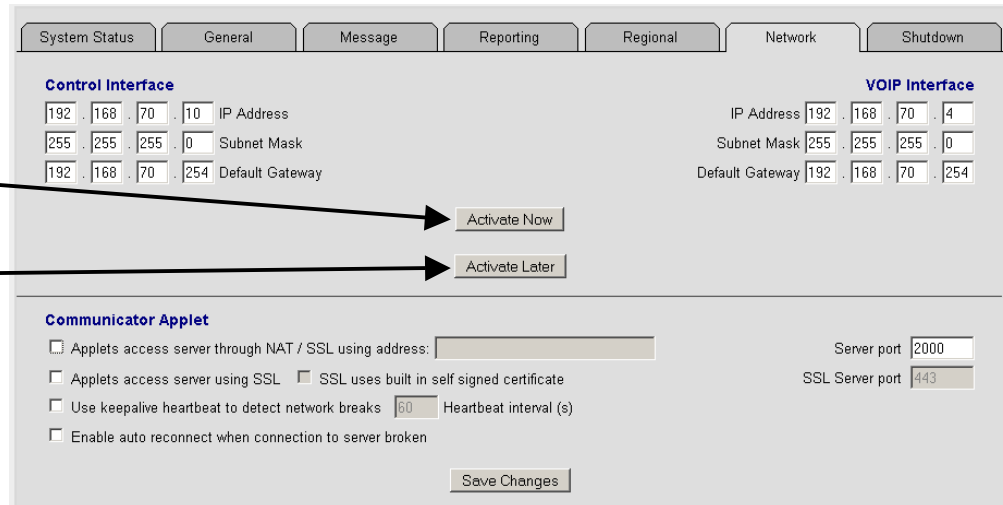
SSL Server port: 443

## IP Addresses

To change the IP address of the system, enter the new address.

Click 

Or 



**Control Interface**

192	168	70	10	IP Address
255	255	255	0	Subnet Mask
192	168	70	254	Default Gateway

**VOIP Interface**

192	168	70	4	IP Address
255	255	255	0	Subnet Mask
192	168	70	254	Default Gateway

**Communicator Applet**

Applets access server through NAT / SSL using address:

Applets access server using SSL  SSL uses built in self signed certificate

Use keepalive heartbeat to detect network breaks: 60 Heartbeat interval (s)

Enable auto reconnect when connection to server broken

Server port: 2000

SSL Server port: 443

## Advanced Network and Secure Access Options

Select the preferred configuration for the way in which the agent applet connects to the system.

System Status General Message Reporting Regional Network Shutdown

**Control Interface**

IP Address: 192 . 168 . 70 . 10  
Subnet Mask: 255 . 255 . 255 . 0  
Default Gateway: 192 . 168 . 70 . 254

**VOIP Interface**

IP Address: 192 . 168 . 70 . 4  
Subnet Mask: 255 . 255 . 255 . 0  
Default Gateway: 192 . 168 . 70 . 254

Activate Now  
Activate Later

**Communicator Applet**

Applets access server through NAT / SSL using address:   
 Applets access server using SSL  SSL uses built in self signed certificate  
 Use keepalive heartbeat to detect network breaks  Heartbeat interval (s)  
 Enable auto reconnect when connection to server broken

Server port:   
SSL Server port:

Save Changes

Save Changes

Click **Save Changes** after making any changes.

## Shutdown

The Shutdown tab allows you to remotely shutdown or reboot the system.

System Status General Message Reporting Regional Network Shutdown

**System Shutdown**

Shutdown and power off the TextBox server

Shutdown

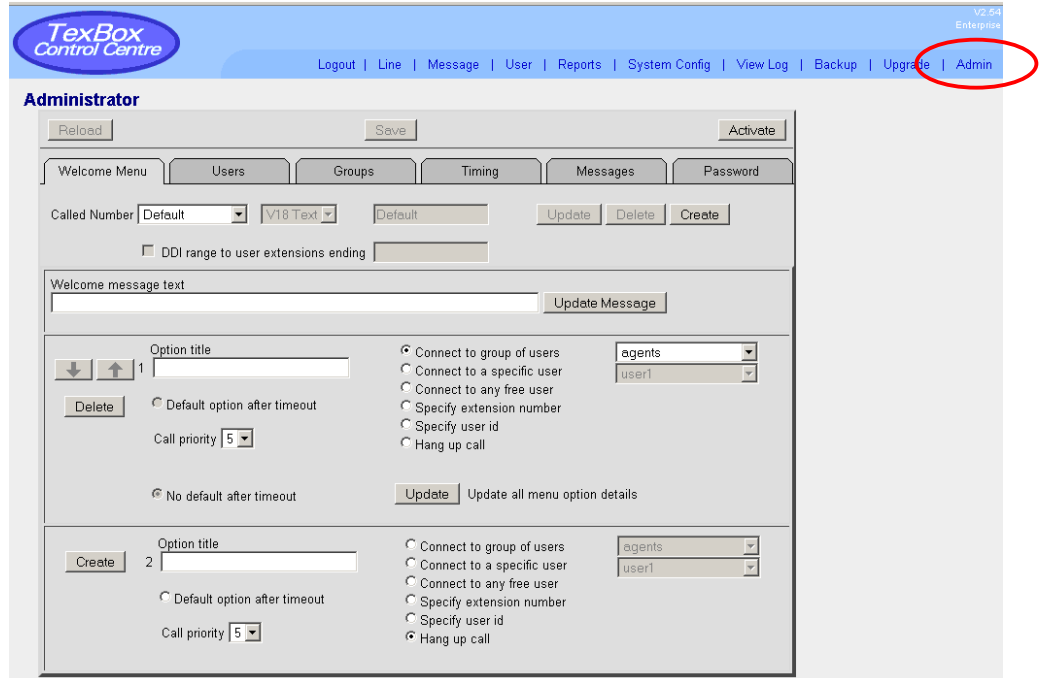
**System Reboot**

Shutdown and reboot the TextBox server

Reboot

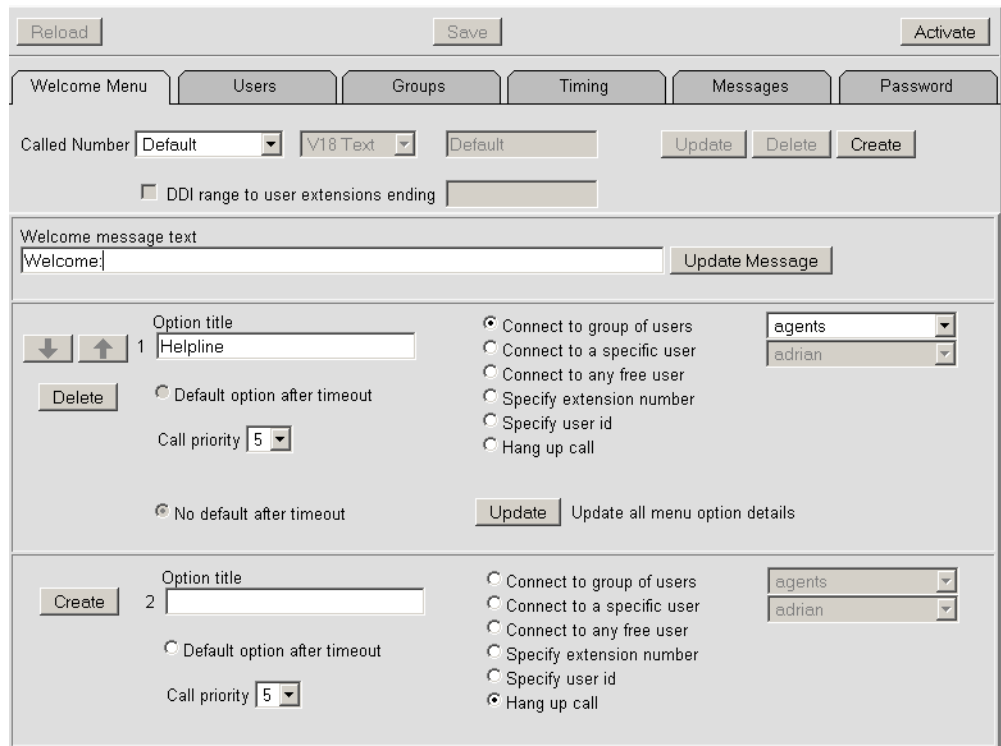
# Administrator

Selecting Admin displays the following window.



The TexBox Admin consists of 6 main sections.

- Welcome Menu section.
- User section.
- Group section.
- Timing section.
- Message section.
- Password section.





## Welcome Menu

### Welcome Message

Select the “Welcome menu” tab in the administrator

Edit the welcome message

Click **Update Message**

Reload Save Activate

Welcome Menu Users Groups Timing Messages Password

Called Number Default V18Text Default Update Delete Create

DDI range to user extensions ending

Welcome message text  
Welcome to XYZ company, please wait while you are connected to an operator Update Message

Option title 1 Helpline Connect to group of users agents  
Connect to a specific user adrian  
Connect to any free user  
Specify extension number  
Specify user id  
Hang up call

Default option after timeout  
Call priority 5

No default after timeout Update Update all menu option details

Option title 2 Connect to group of users agents  
Connect to a specific user adrian  
Connect to any free user  
Specify extension number  
Specify user id  
Hang up call

Default option after timeout  
Call priority 5

There are unsaved changes will appear at the top of the window. To save the changes for the current session,

click **Save**

This will also save any changes you have made to any other sections of the administrator. Please note that these changes will not be initiated to the system until you activate the changes

by clicking **Activate**

Reload There are unsaved changes Save Activate

Welcome Menu Users Groups Timing Messages Password

Called Number Default V18Text Default Update Delete Create

DDI range to user extensions ending

Welcome message text  
Welcome to XYZ company, please wait while you are connected to an operator Update Message

Option title 1 Helpline Connect to group of users agents  
Connect to a specific user adrian  
Connect to any free user  
Specify extension number  
Specify user id  
Hang up call

Default option after timeout  
Call priority 5

No default after timeout Update Update all menu option details

Option title 2 Connect to group of users agents  
Connect to a specific user adrian  
Connect to any free user  
Specify extension number  
Specify user id  
Hang up call

Default option after timeout  
Call priority 5

## Incoming call routing – Creating a DDI Profile

Select the “Welcome Menu” tab in the Administrator

Click **Create**

Input a DDI number

Click **Update**

Select a communication mode from the drop-down list

Reload There are unsaved changes Save Activate

Welcome Menu Users Groups Timing Messages Password

Called Number    Update Delete Create

DDI range to user

Welcome message text  Update Message

Option title  1  Connect to group of users   Connect to a specific user   Connect to any free user  Specify extension number  Specify user id  Hang up call

Default option after timeout Call priority   No default after timeout  Update all menu option details

Option title  2  Connect to group of users   Connect to a specific user   Connect to any free user  Specify extension number  Specify user id  Hang up call

Default option after timeout Call priority

Click

Input a welcome message

Reload There are unsaved changes Save Activate

Welcome Menu Users Groups Timing Messages Password

Called Number    Update Delete Create

DDI range to user extensions ending

Welcome message text  Update Message

Option title  1  Connect to group of users   Connect to a specific user   Connect to any free user  Specify extension number  Specify user id  Hang up call

Default option after timeout Call priority   No default after timeout  Update all menu option details

Option title  2  Connect to group of users   Connect to a specific user   Connect to any free user  Specify extension number  Specify user id  Hang up call

Default option after timeout Call priority

Click

Select the "Connect to group of users" option

Select which group the call should connect to from the drop-down list

Click **Update** To update all menu option details

To save the changes for the current session, click **Save**

This will also save any changes you have made to any other sections of the Administrator. Please note that these changes will not be initiated to the system until you activate the changes by clicking **Activate**

## Incoming call routing for ITR (Interactive Text Response)

Select the “Welcome menu” tab in the administrator

Select the DDI from the “Dalled Number” drop-down list that you wish to assign an ITR menu to.

Input an option title for option 1

Select the required action

Using the drop down menu, you can associate the action to a user or a group

Click **Update** To update all menu option details

There are unsaved changes will appear at the top of the window. To save the changes for the current session, click **Save**

To create a second option, click **Create**

Input an option title for option 2

Select the required action

Using the drop down menu, you can associate the action to a user or a group

Click **Update**  
To update all menu option details

There are unsaved changes will appear at the top of the window. To save the changes for the current session,

Click **Save**

The screenshot shows a web-based configuration interface. At the top, there are buttons for 'Reload', 'Save', and 'Activate'. A red message 'There are unsaved changes' is displayed above the 'Save' button, and another red message 'Changes have not been activated' is above the 'Activate' button. Below these are tabs for 'Welcome Menu', 'Users', 'Groups', 'Timing', 'Messages', and 'Password'. The 'Welcome Menu' tab is active. It shows a 'Called Number' field with '001', a 'V18 Text' dropdown, and an 'Update' button. Below this is a checkbox for 'DDI range to user extensions ending'. The 'Welcome message text' field contains 'Welcome to XYZ Company, please wait while you are connected:'. Below this are three menu options: 1. 'Helpline', 2. 'Tech Support', and 3. An empty field. Each option has a 'Delete' button, a 'Call priority' dropdown set to '5', and radio buttons for 'Default option after timeout' and 'No default after timeout'. To the right of each option are dropdown menus for 'Connect to group of users' (set to 'agents' or 'technical support') and 'Connect to a specific user' (set to 'adrian'). There are also 'Update' and 'Update all menu option details' buttons.

At this point you will need to update the welcome message to reflect that there are options available. An example of a message is as follows:

Welcome to XYZ Company, please select an option from the following list by pressing a number on your keyboard.

Input a welcome message

Click **Update Message**

Click **Save**

This will also save any changes you have made to any other sections of the administrator. Please note that these changes will not be initiated to the system until you activate the changes

by clicking **Activate**

This screenshot is similar to the first one, but the 'Welcome message text' field now contains 'Welcome to XYZ Company, please select an option from the following list by pressing a number on your keyboard:'. The rest of the interface, including the menu options and buttons, remains the same.

# Users

## Creating Users

Select the “Users” tab in the administrator

Input user name

Input password

Input extension number  
Please note that extension numbers must not be duplicated.

Click **Create**

Reload Save Activate

Welcome Menu **Users** Groups Timing Messages Password

List of Users Edit User Create New User

user1 user2

User ID: user1 Password: 123 Extension no: 0001 Update Delete

User ID: user3 Password: 123 Extension no: 003 Create

Number of users is 2 out of maximum 25 allowed by licence

Automatically save conversations to UNC path

Users can:  Save conversations  Copy conversations to clipboard  Make internal calls  Transfer calls

Caller's number (if CLI available) is:  Included in call notification  Shown during conversation

There are unsaved changes will appear at the top of the window. To save the changes for the current session,

click **Save**

This will also save any changes you have made to any other sections of the administrator. Please note that these changes will not be initiated to the system until you activate the changes

by clicking **Activate**

Reload There are unsaved changes Save Activate

Welcome Menu Users Groups Timing Messages Password

List of Users Edit User Create New User

user1 user2 user3

User ID: user3 Password: 123 Extension no: 003 Update Delete

User ID: Password: Extension no: Create

Number of users is 3 out of maximum 25 allowed by licence

Automatically save conversations to UNC path

Users can:  Save conversations  Copy conversations to clipboard  Make internal calls  Transfer calls

Caller's number (if CLI available) is:  Included in call notification  Shown during conversation



## Communicator Applet Administration

This facility allows the Administrator to globally enable or disable various functions available to users.

Select the “Users” tab in the administrator

The Automatically save conversations to UNC path auto-saves every conversation to a shared resource after a call has ended.

The Save conversation function allows users to save conversations manually.

The Copy conversations to clipboard function allows users to copy conversations to the clipboard after a call has ended.

The Make internal calls function allows users to make internal calls to other logged-in users.

The Transfer calls function allows users to transfer calls to other logged-in users.

After making any changes, there are unsaved changes will appear at the top of the window. To save the changes for the current session, click **Save**

This will also save any changes you have made to any other sections of the administrator. Please note that these changes will not be initiated to the system until you activate the changes

by clicking **Activate**

Reload Save Activate

Welcome Menu **Users** Groups Timing Messages Password

**List of Users**

- user1
- user2
- user3

**Edit User**

User ID: user3

Password: 123

Extension no: 003

Update Delete

**Create New User**

User ID:

Password:

Extension no:

Create

Number of users is 3 out of maximum 25 allowed by licence

Automatically save conversations to UNC path

Users can:  Save conversations  Copy conversations to clipboard  Make internal calls  Transfer calls

Caller's number (if CLI available) is:  Included in call notification  Shown during conversation

Reload There are unsaved changes Save Activate

Welcome Menu Users Groups Timing Messages Password

**List of Users**

- user1
- user2
- user3

**Edit User**

User ID: user3

Password: 123

Extension no: 003

Update Delete

**Create New User**

User ID:

Password:

Extension no:

Create

Number of users is 3 out of maximum 25 allowed by licence

Automatically save conversations to UNC path

Users can:  Save conversations  Copy conversations to clipboard  Make internal calls  Transfer calls

Caller's number (if CLI available) is:  Included in call notification  Shown during conversation

# Groups

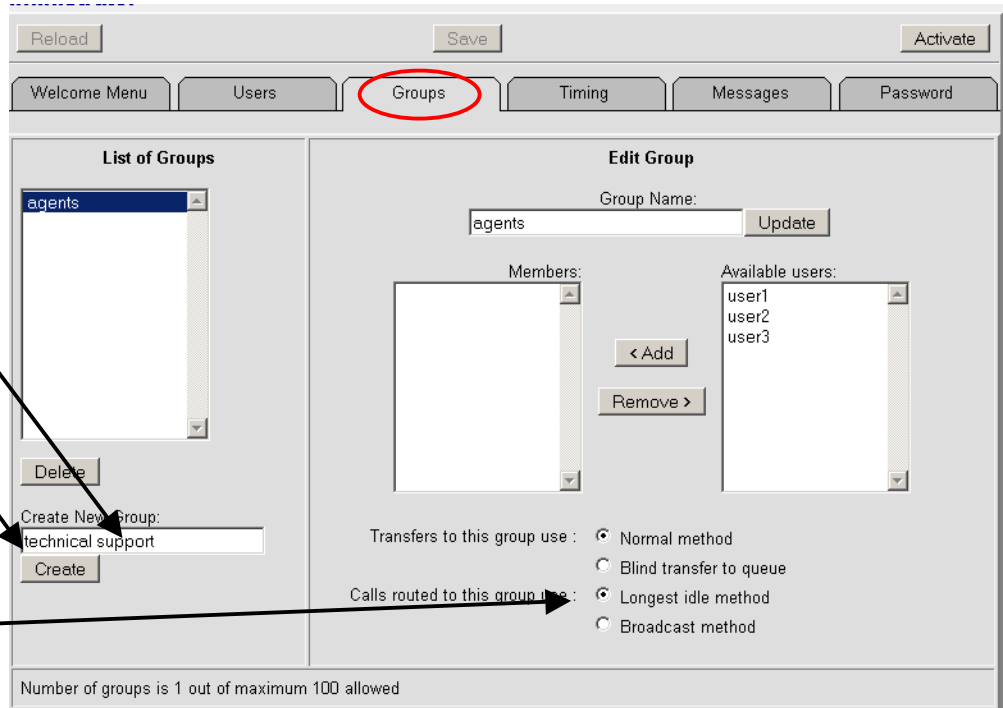
## Creating Groups

Select the “Groups” tab in the administrator

Input a group name

Click **Create**

Select the method TextBox uses to route calls to the group.



Using Broadcast method displays the number of incoming calls held in the queue. All transfers are automatically to Blind transfers to queue.

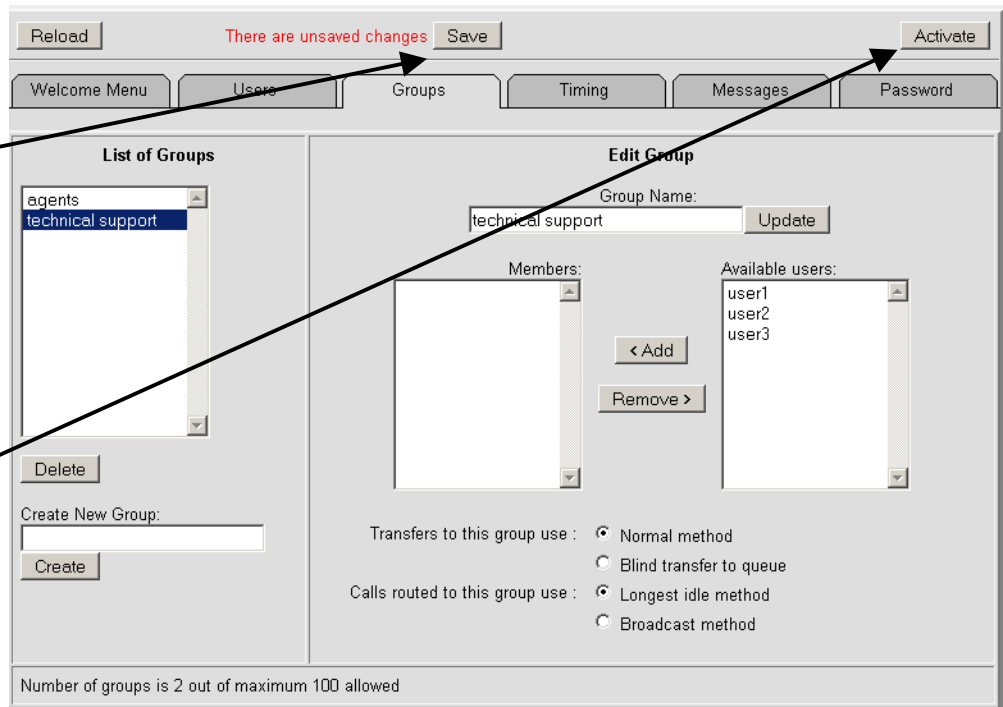
Using Longest idle method presents an incoming call to the longest idle user. All transfers can be set to either Normal transfer or to Blind transfer to queue.

There are unsaved changes will appear at the top of the window. To save the changes for the current session,

click **Save**

This will also save any changes you have made to any other sections of the administrator. Please note that these changes will not be initiated to the system until you activate the changes

by clicking **Activate**



## Assigning users to groups

Select the “Groups” tab in the administrator

Select a group

Reload Save Activate

Welcome Menu Users **Groups** Timing Messages Password

**List of Groups**

agents  
technical support

Delete

Create New Group:  
Create

**Edit Group**

Group Name: agents Update

Members:

Available users:  
user1  
user2  
user3

< Add  
Remove >

Transfers to this group use :  Normal method  
 Blind transfer to queue

Calls routed to this group use :  Longest idle method  
 Broadcast method

Number of groups is 2 out of maximum 100 allowed

Select the user you want to add to the specified group

Click

< Add

Reload Save Activate

Welcome Menu Users Groups Timing Messages Password

**List of Groups**

agents  
technical support

Delete

Create New Group:  
Create

**Edit Group**

Group Name: agents Update

Members:

Available users:  
user1  
user2  
user3

< Add  
Remove >

Transfers to this group use :  Normal method  
 Blind transfer to queue

Calls routed to this group use :  Longest idle method  
 Broadcast method

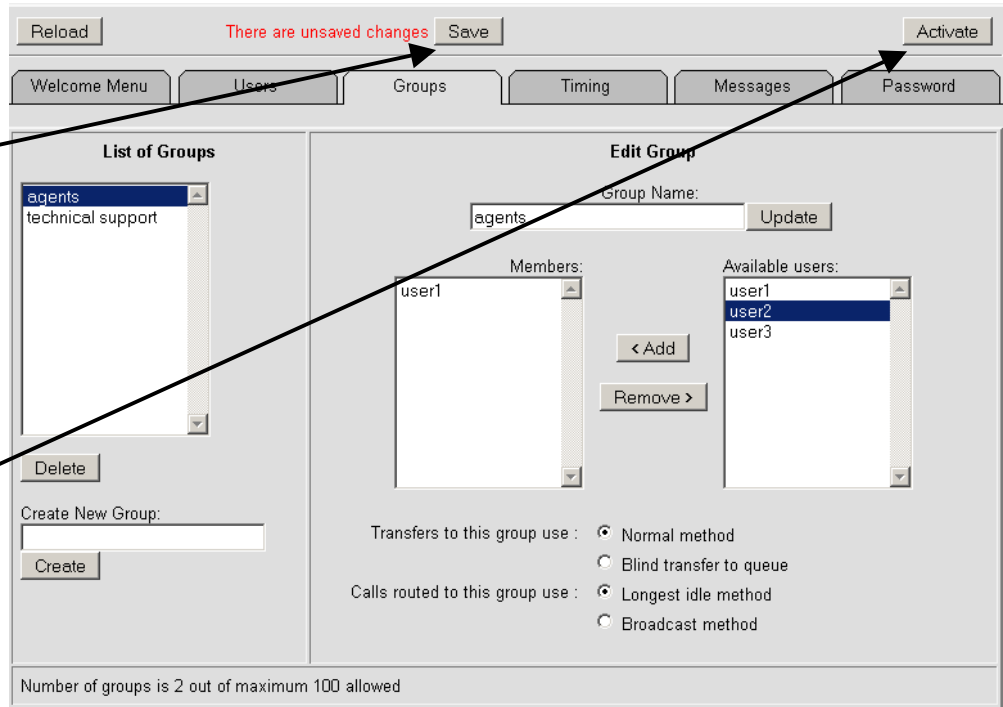
Number of groups is 2 out of maximum 100 allowed

There are unsaved changes will appear at the top of the window. To save the changes for the current session,

click **Save**

This will also save any changes you have made to any other sections of the administrator. Please note that these changes will not be initiated to the system until you activate the changes

by clicking **Activate**



## Timing and Answer Machine

Selecting the “Timing” tab in the administrator allows various options using drop down menus which affect the way TextBox deals with the length of time it takes for a caller to choose an option or an user to answer an incoming call. These options can be changed to best suit the way your organisation would like to handle calls.

The “Delay between sending characters to textphone” section allows adjustment of the speed at which characters are sent from TextBox to a caller’s textphone.

The “Timeout for textphone menu choice” section controls the behaviour of TextBox if a caller does not choose an option from the welcome menu in the specified time.

The “Timeout for user’s answer” section controls the behaviour of TextBox if a TextBox user fails to answer an incoming call in the specified time. This applies to internal calls, call transfers and any other calls where hunting is not applicable.

The “Timeout for user’s answer when hunting” section controls the behaviour of TextBox if a TextBox user fails to answer an incoming call in the specified time. This applies to incoming calls which are distributed through hunting only.

The screenshot displays the administrator interface for the 'Timing' tab. At the top, there are buttons for 'Reload', 'Save', and 'Activate'. Below these are tabs for 'Welcome Menu', 'Users', 'Groups', 'Timing' (which is circled in red), 'Messages', and 'Password'. A 'Restore Defaults' button is located on the left side of the configuration area. The configuration options are as follows:

Configuration Option	Value
Delay between sending characters to textphone (ms):	200
Timeout for welcome menu choice (sec):	20
Timeout for user's answer (sec):	15
Timeout for user's answer when hunting (sec):	15
Number of times to hunt for group member:	Infinite
Go direct to answer machine if no group member logged in:	<input checked="" type="checkbox"/>

## BEHAVIOUR

The “Number of times to hunt for a group member” section controls the amount of times TextBox searches for an available user before initiating the answer machine or letting the caller know there is nobody available.

Setting the option to Infinite will force TextBox to search for a user continuously until an user becomes available and answers the call or until an user logs-in and answers the call.

Ticking the “Go direct to answer machine if no group member is logged in” section enables the answer machine. This option is useful for out of hours operation or when all users are logged out of TextBox.

Reload Save Activate

Welcome Menu Users Groups Timing Messages Password

Restore Defaults

Delay between sending characters to textphone (ms): 200

Timeout for welcome menu choice (sec): 20

Timeout for user's answer (sec): 15

Timeout for user's answer when hunting (sec): 15

Number of times to hunt for group member: Infinite

Go direct to answer machine if no group member logged in:

Reload Save Activate

Welcome Menu Users Groups Timing Messages Password

Restore Defaults

Delay between sending characters to textphone (ms): 200

Timeout for welcome menu choice (sec): 20

Timeout for user's answer (sec): 15

Timeout for user's answer when hunting (sec): 15

Number of times to hunt for group member: Infinite

Go direct to answer machine if no group member logged in:

Please note that if the answer machine is disabled and Infinite hunting is selected when all users are logged out, the caller will stay connected to TextBox while TextBox continuously hunts for an available user. The caller will not be disconnected until he/she hangs up.

After making any changes, there are unsaved changes will appear at the top of the window. To save the changes for the current session, click **Save**

This will also save any changes you have made to any other sections of the administrator. Please note that these changes will not be initiated to the system until you activate the changes

by clicking **Activate**

Reload There are unsaved changes Save Activate

Welcome Menu Users Groups Timing Messages Password

Restore Defaults

Delay between sending characters to textphone (ms): 200

Timeout for welcome menu choice (sec): 20

Timeout for user's answer (sec): 15

Timeout for user's answer when hunting (sec): 15

Number of times to hunt for group member: Infinite

Go direct to answer machine if no group member logged in:

## Response Messages

Select the “Messages” tab in the administrator

All messages that the system outputs to callers can be modified to suit the individual needs of an organization. All messages are limited to a maximum of 80 characters.

To edit messages for a specific DDI, select the DDI number from the drop-down list.

After making any changes, click **Update**

There are unsaved changes will appear at the top of the window. To save the changes for the current session, click **Save**

This will also save any changes you have made to any other sections of the administrator. Please note that these changes will not be initiated to the system until you activate the changes

by clicking **Activate**

Reload Save Activate

Welcome Menu Users Groups Timing Messages Password

Manage voice message store:

Delete voice filename: blank.wav Delete File

Upload new .wav file (8-bit mu-law mono): Browse... Upload

Configure messages for called Number: 001

Update Restore Defaults

The hold message  
Please hold... blank.wav

Message at start of trying to connect to operator  
Connecting blank.wav

Message when an operator is connected to call  
Connected: connected.wav

Request to press y if caller wants to leave a message  
Press y if you want to leave a message:

Prompt to type a message for answer machine, terminated with GA  
Type the message followed by GA:

Notification that a message has been saved and call hung up  
Message saved. Thank you for your call. Bye...

Notification that a call has been hung up after caller chose not to leave a message  
Thank you for your call. Bye...

Notification that a call has been hung up because the menu has timed out waiting for a selection  
Thank you for your call. Bye...

Notification that an invalid menu option number has been chosen  
There is no such option, please choose:

Notification of failure to connect to a group  
Couldn't connect to the department. blank.wav

Notification of failure to connect to an individual user  
Couldn't connect to the user. blank.wav

Notification of failure to find a free operator from connect to any operator option  
Couldn't connect to an operator blank.wav

Prompt to enter the extension number of required user  
Type the extension no. followed by GA:

Prompt to enter the user id (name) of required user  
Type the user id followed by GA:

Notification that a requested user doesn't exist  
Couldn't find the user in the system. Please choose:

Notification that a requested user is busy  
The operator is currently busy.

Notification of communication error with a user and call has been hung up  
Communication error. Please call back. blank.wav

Notification of a call hang up due to server restart or activation of changes  
Error: call hung up, please call back. blank.wav

Notification that an operator has hung up the call from their applet  
<Other party hung up> blank.wav

Greeting invoked by %g (morning)  
Good morning

Greeting invoked by %g (afternoon)  
Good afternoon

Greeting invoked by %g (evening)  
Good evening

Character to print while waiting for operator answer  
ding.wav

## Control Centre Password

Select the “Password” tab in the administrator

The password for Control Centre may be changed for security reasons

It is advisable to leave the default password unless your organisation follows a strict security policy

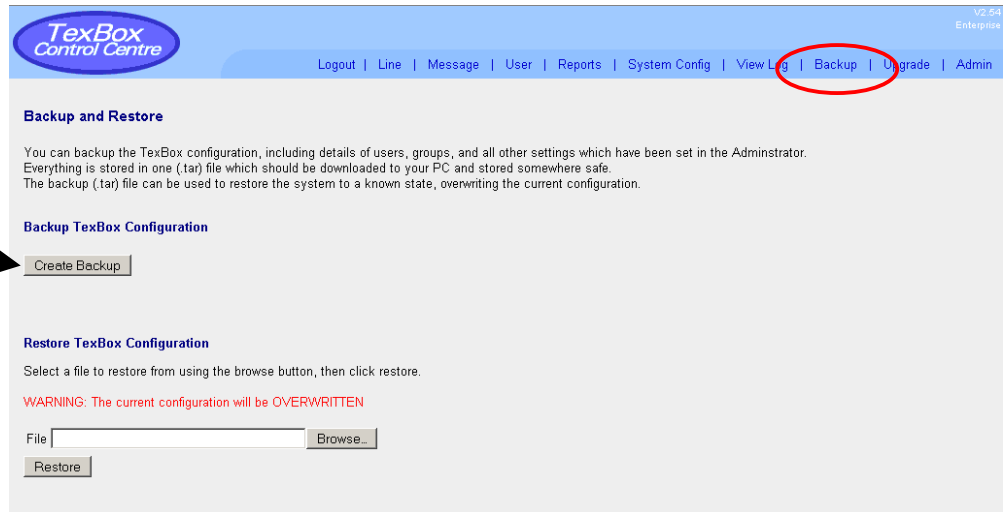
The screenshot shows a web-based interface for changing passwords. At the top, there are buttons for 'Reload', 'Save', and 'Activate'. Below these are navigation tabs: 'Welcome Menu', 'Users', 'Groups', 'Timing', 'Messages', and 'Password'. The 'Password' tab is highlighted with a red circle. The main content area contains a warning: 'The passwords are case sensitive.' Below this, there are two columns for password changes. The left column is for the 'Administrator Password' and the right column is for the 'Reports Password'. Each column has three input fields: 'Old password', 'New password', and 'Confirm new password'. Below the input fields, there are two lines of text: 'The password for administrator will be changed immediately :' and 'The password for reports will be changed immediately :'. At the bottom of each column, there are 'Change Password' and 'Cancel' buttons.



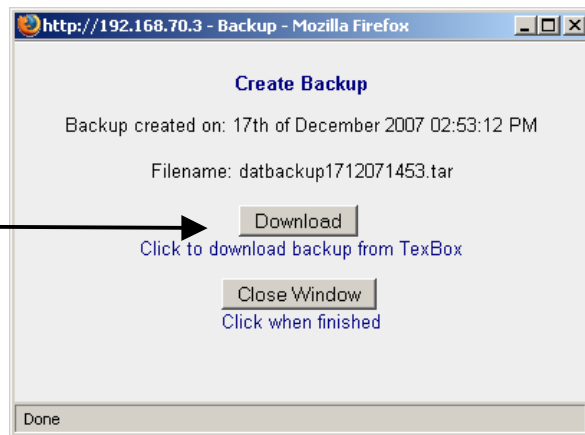
# Backup and Restore

The Backup and Restore window allows you to backup all of the system settings including user profiles, groups and incoming call options.

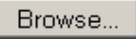
Click 




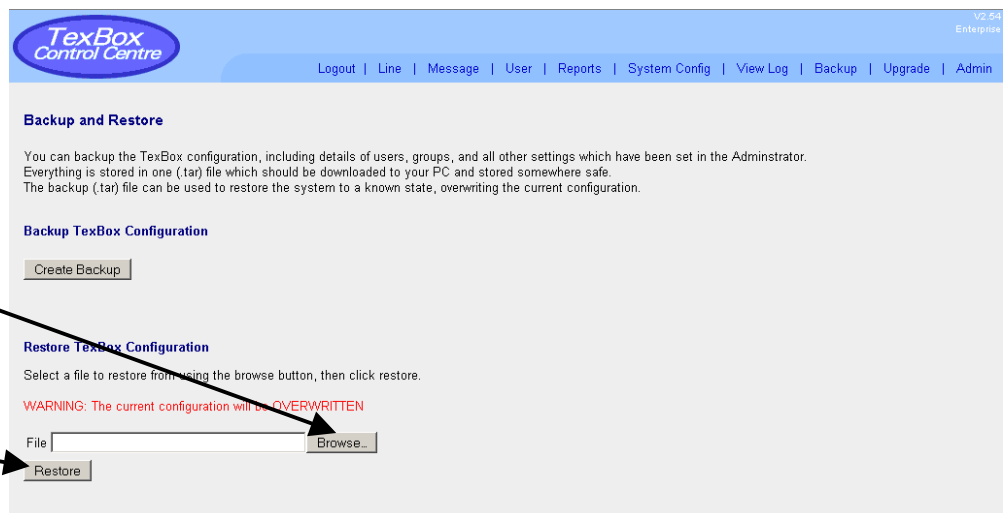
Once the Create Backup window appears, click 



The Download window will appear. Selecting “Save this file to disk” and clicking OK will allow you to specify where you would like to save the backup to.

To restore the system from a Backup, click 

Once you have specified the file to restore, click 

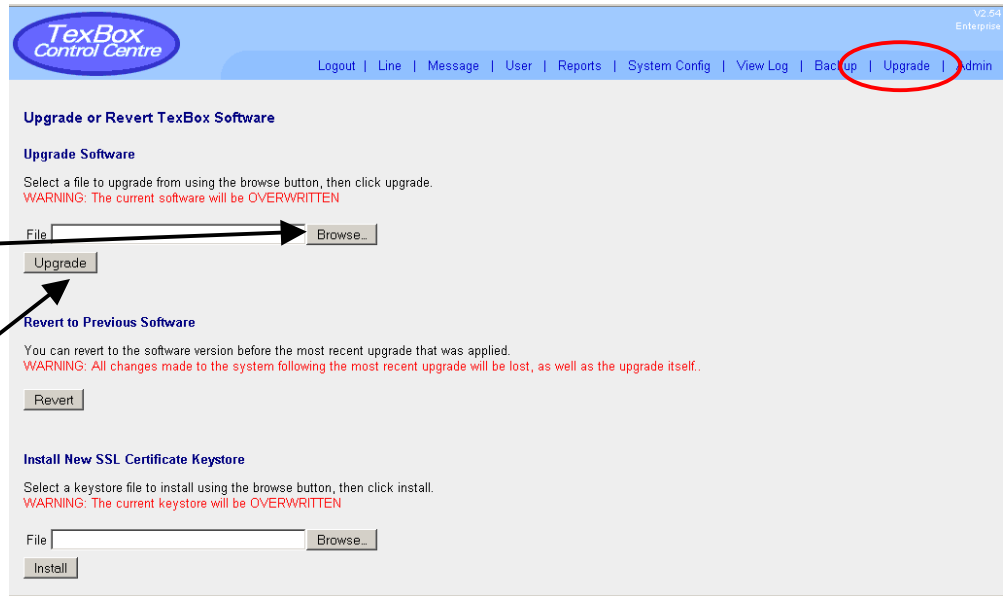


# Upgrade

The Upgrade window allows you to upgrade the TeXBox software and to install a new SSL Certificate Keystore.

To upgrade the system, click **Browse...**

Once you have specified the file to upgrade, click **Upgrade**

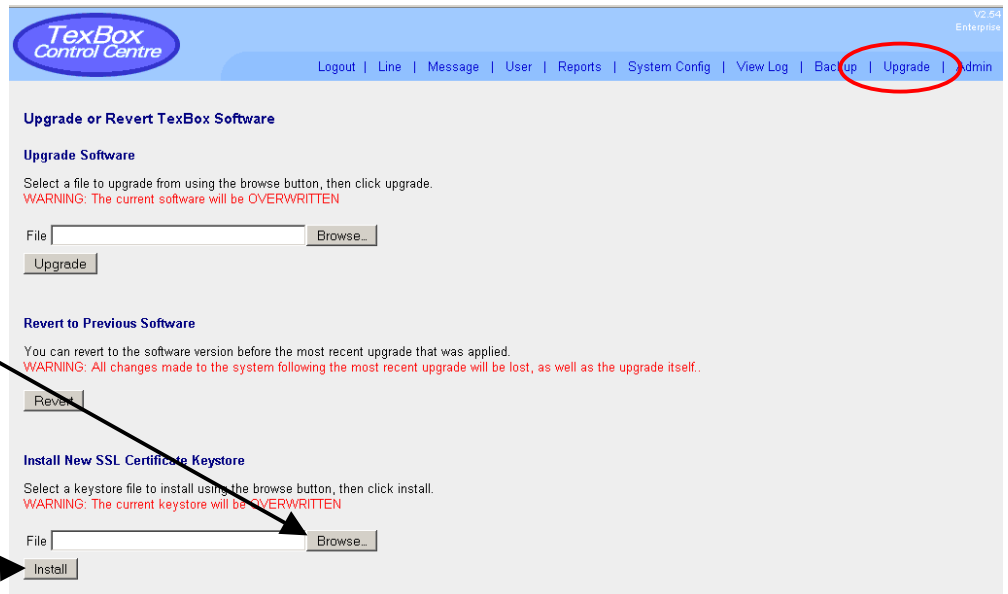


## Installing an SSL Certificate Keystore

The Upgrade window allows you to upgrade the TeXBox software and to install a new SSL Certificate Keystore.

To install a new SSL Certificate Keystore, click **Browse...**

Once you have specified the file to install, click **Install**



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