



TexBox

User Manual

for ISDN30 Systems

V1.143

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Introduction

TextBox comprises of two elements:

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

Easy to use Interface makes text call reception and handling simple.

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

Access controlled by user name and password.

Incoming call indication (pop-up window and sound notification).

User defined message (stored in personal user profile on the system).

Message taking facility (messages can be stored for users and groups of users/ departments).

TextBox Control Centre - **which is the administrators function through which users and groups are setup**

Overview

The TextBox communication screen consists of 4 main sections.

Section 1. User Log in and Log Out, User profile settings.

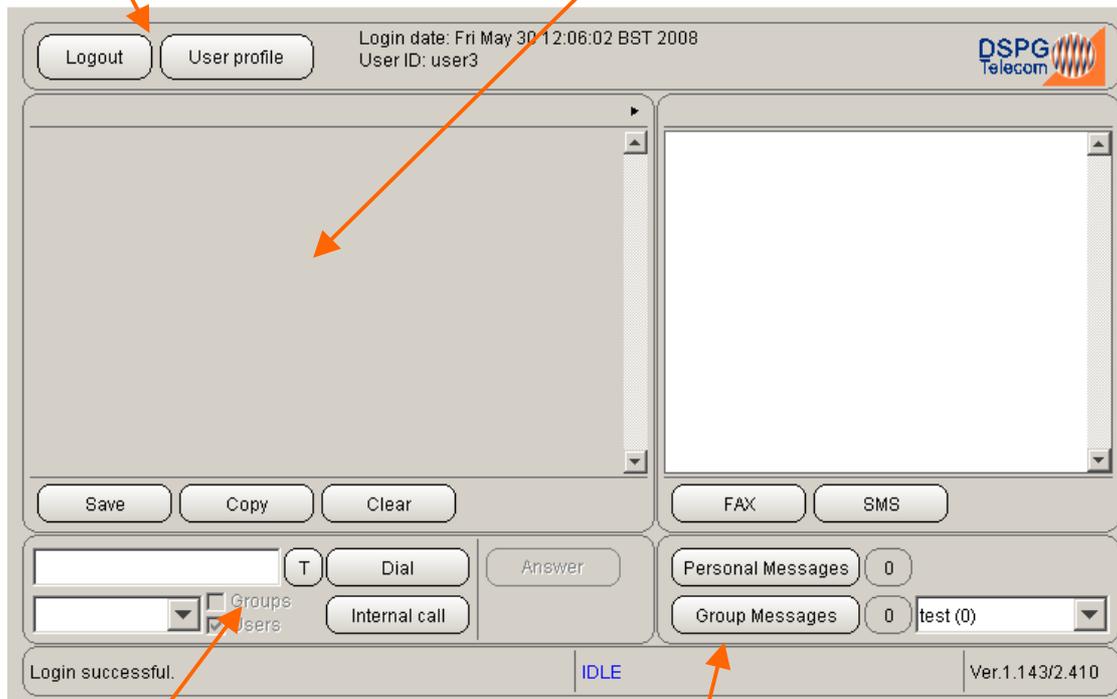
Section 2. Answer incoming calls, make outgoing calls.

Section 3. Read text messages left while you were away.

Section 4. Text conversation window.

Log In and User profile section.

Text conversation window.



Phone dialler section.

Message section.

Starting the Communicator

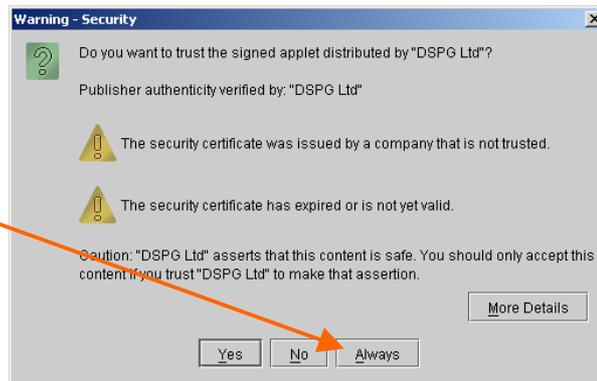
It is important that the administrator of your TextBox creates a shortcut on your computer desktop in order to simplify the use of the communication software.

Double click on the shortcut on your computer desktop to open the TextBox communication screen.



This will open the TextBox communication screen together with a software authenticity warning. (see figure below)

Click Yes or Always on the security warning window.

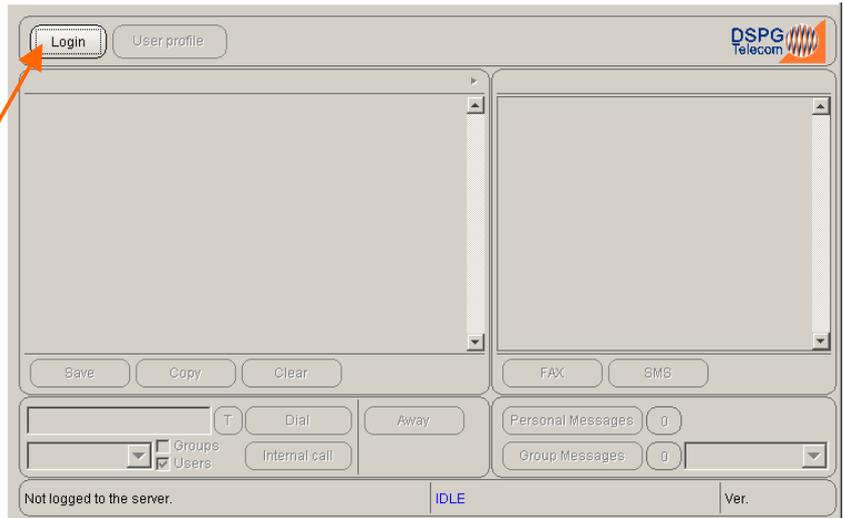


The TextBox communication screen is now initialised and ready for a user to log in.

Logging On

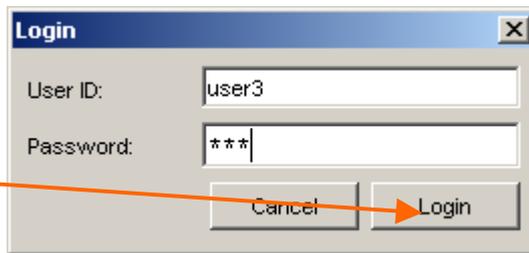
Your TextBox administrator will supply you with a user ID and password which must be entered in order to use the communication screen.

Click Login



A Login window will appear.

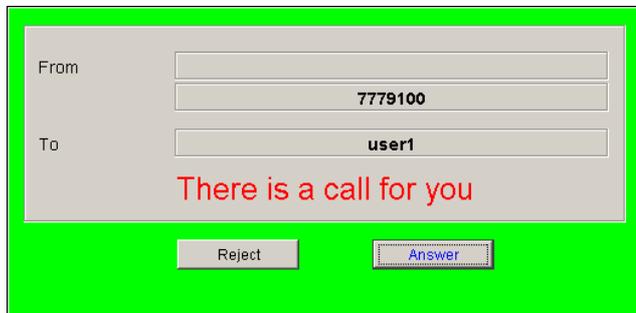
Enter your user ID, password and Click Login.



Your communicator is now ready to accept calls. You may minimise the communicator window to allow you to continue using other applications.

There are two methods of call handling, “Longest Idle” and “Broadcast”.

Users belonging to a Longest Idle group are notified of an incoming call by a pop-up window



Users belonging to a broadcast group are notified of the number of calls in the call queue displayed in the broadcast status bar. The status bar will appear once the user has logged in.



User Profile settings

Once logged on to the system, you can modify your User profile settings to suit your preferences. Font sizes and font colour can be changed as well as the background colour and your personal welcome message.

Click User profile



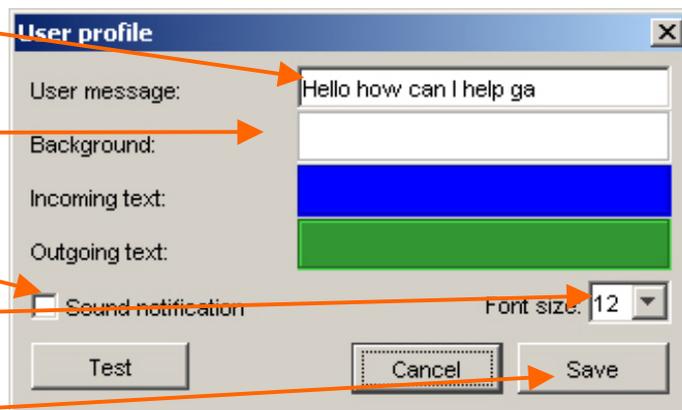
Edit your personal welcome message

Background colour
Incoming text colour
Outgoing text colour

Enable sound notification

Font size

After making any changes,
click Save

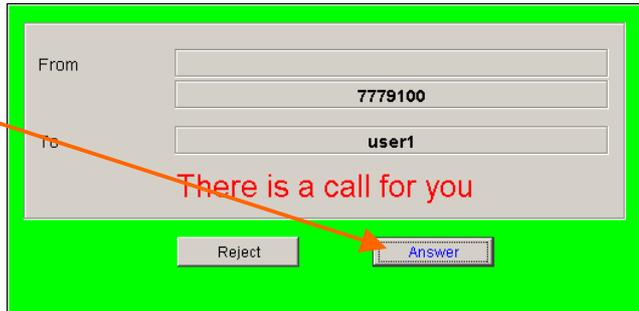


Call Handling – Longest Idle Group Members

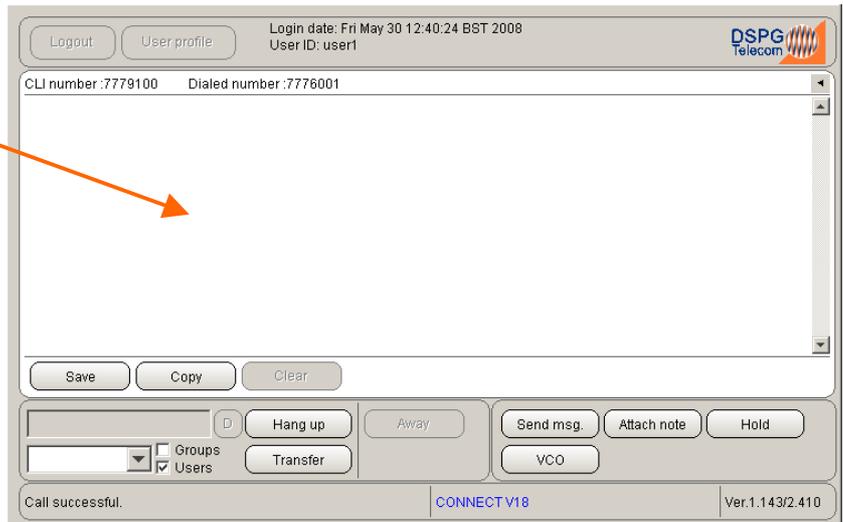
Answer an external call

When a call arrives for you, a POP-UP info window informing you of an incoming call will appear over the top of any application that you may be using.

Click Answer

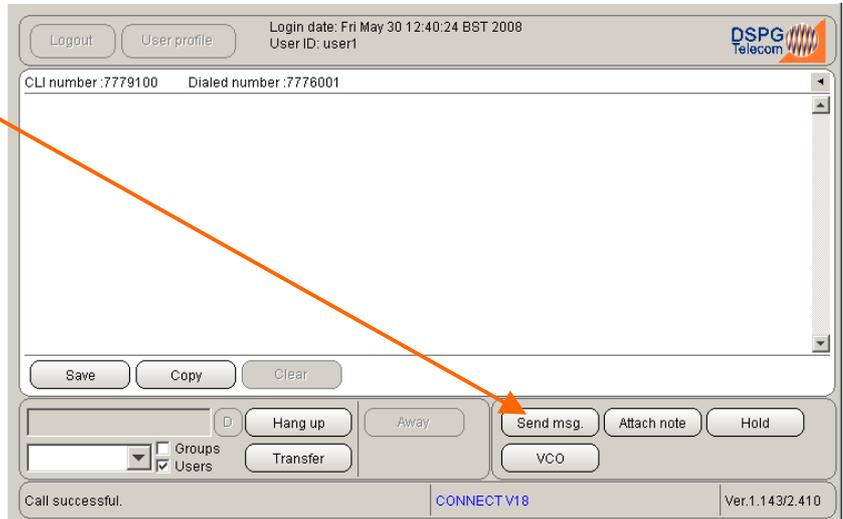


This will bring the communicator window to the foreground and open the text window enabling you to read incoming and write outgoing text.

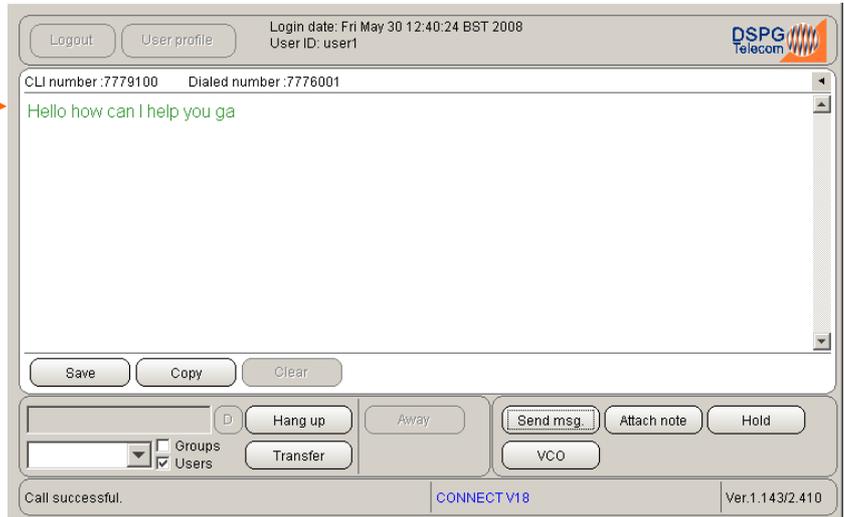


Click Send msg. to send a pre set message to the caller.

This is optional as you may wish to answer a call with a different greeting.

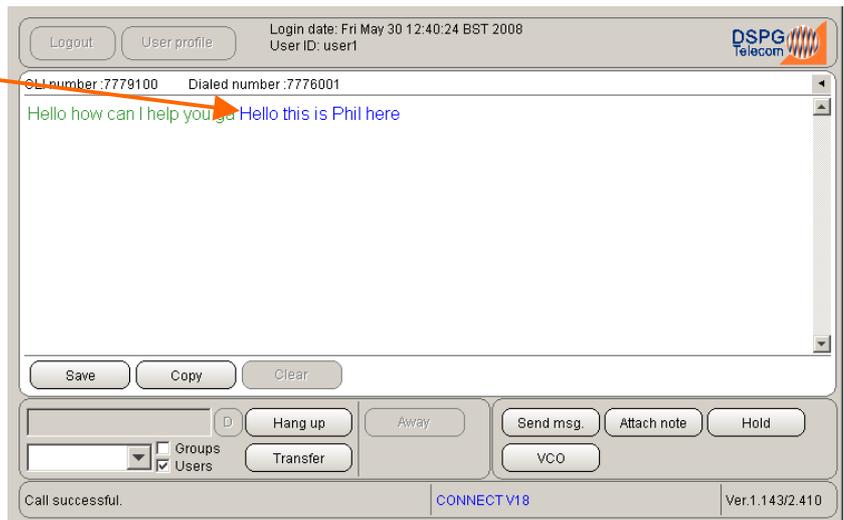


Your pre set message will be sent to the caller and will be displayed in your text window.

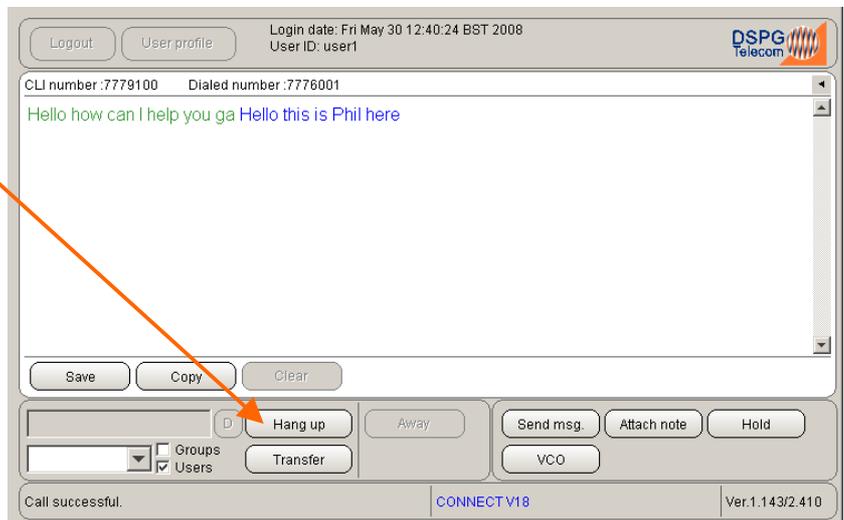


The caller's text will be displayed in a different colour.

You may continue with a conversation.



To end the call, click Hang up

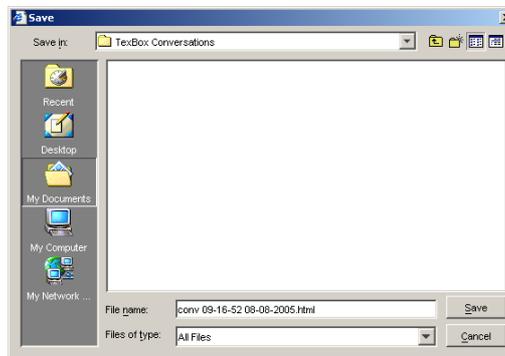


If the feature is enabled, you may wish to save the conversation before clearing the text window.
(see figure below)

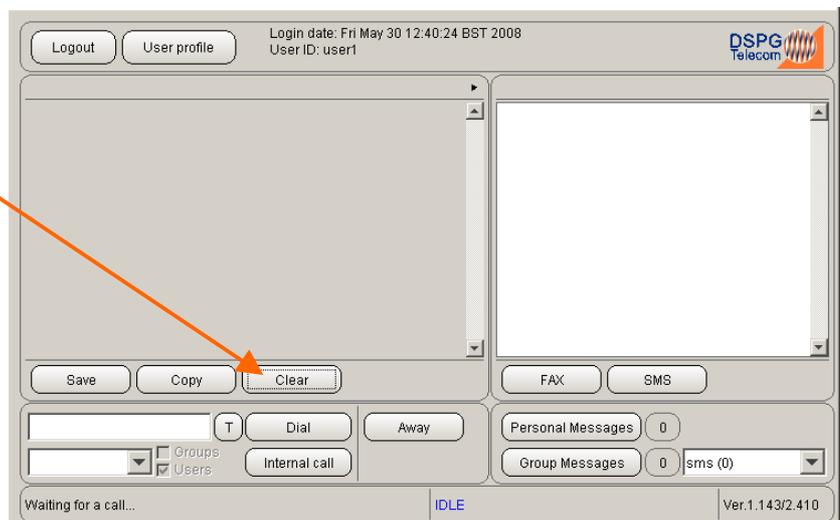
Click Save



You may then select where on your PC or Network you wish to save the file. (You may wish to save messages in a common location set aside for users or groups). The file will be saved as a text file and can be opened at any time by using Microsoft Word.



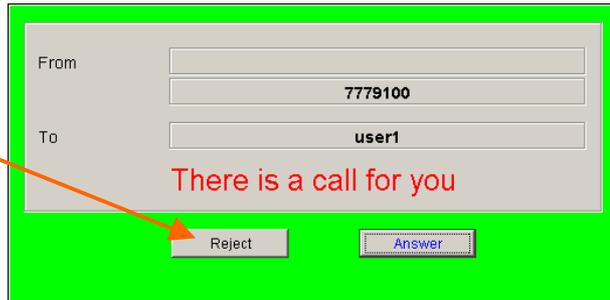
Click Clear to clear the conversation in the text window.



Rejecting a call

This function allows you to reject an incoming call if you are unable to answer at the time.

Click Reject



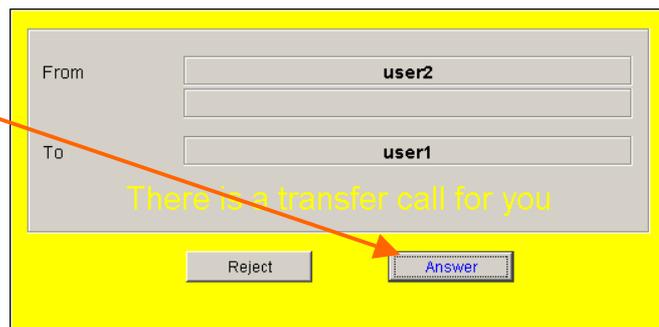
The caller will be notified that you are unavailable and will be asked to leave a message or the call will be routed to another available user.

Answer a transfer call

When a call arrives which has been specifically transferred to you or your group, a POP-UP info window informing you of an incoming transfer call will appear over the top of any application that you may be using.

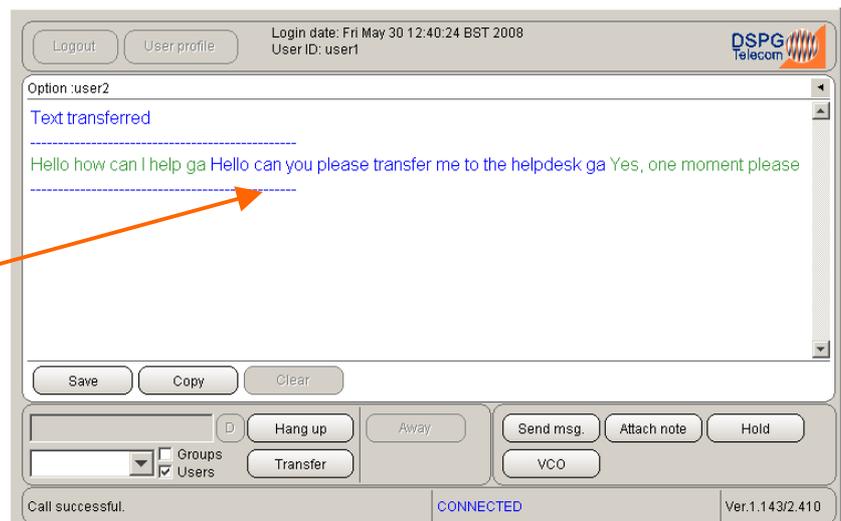
If the call has been transferred to a group which has been configured to accept Blind Transfers, the call is placed in the call queue in the same way an external call is queued. Once answered, this call is only identifiable as a transfer call by the text in the text conversation window.

Click Answer



This will bring the communicator window to the foreground and open the text window enabling you to read incoming and write outgoing text.

Text from the previous users conversation with the caller will be displayed in the text window.



Transferring a call

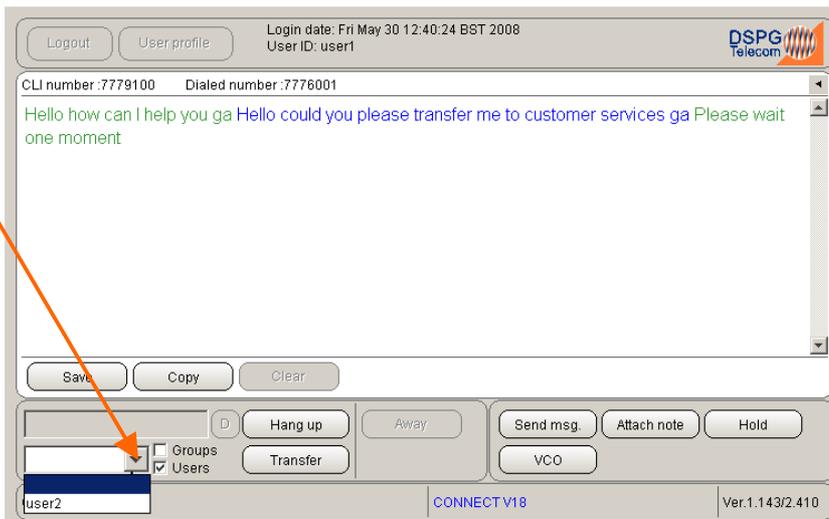
If the feature is enabled, you have two options, transfer to a specific user or transfer to a group.

When choosing to transfer to a user, the user is notified of the transfer call and will answer or reject the call. You will be notified if the call is successfully transferred or in the case that the user is busy or has rejected the transfer, you will retain control over the call.

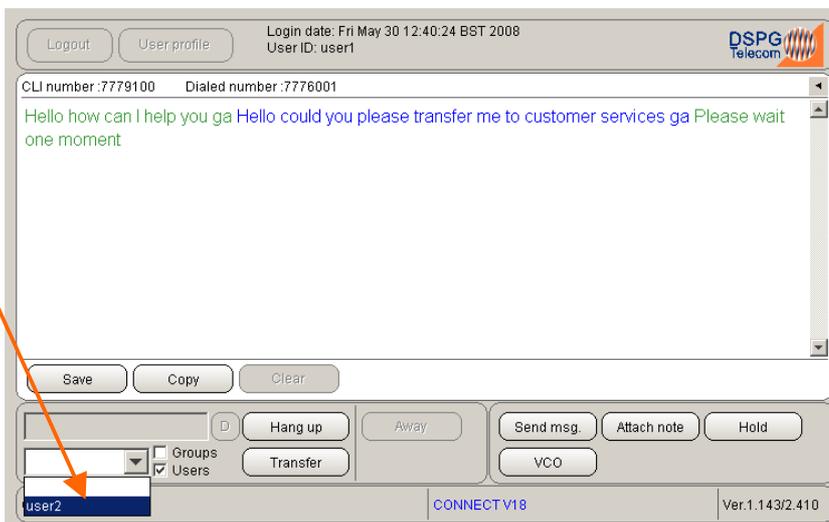
When choosing to transfer to a group, there are two possible outcomes which depend on how the groups you are transferring to are configured to accept transfer calls. If you are transferring to a group that is configured to accept “Normal Transfers”, users are notified of the transfer call and will answer or reject the call. You will be notified if the call is successfully transferred or in the case that all users are busy or have rejected the transfer, you will retain control over the call.

If you are transferring the call to a group that is configured to accept “Blind Transfers”, the call is immediately released from you and will be placed in a call queue.

Click on the drop down box to the left of the Transfer call button.

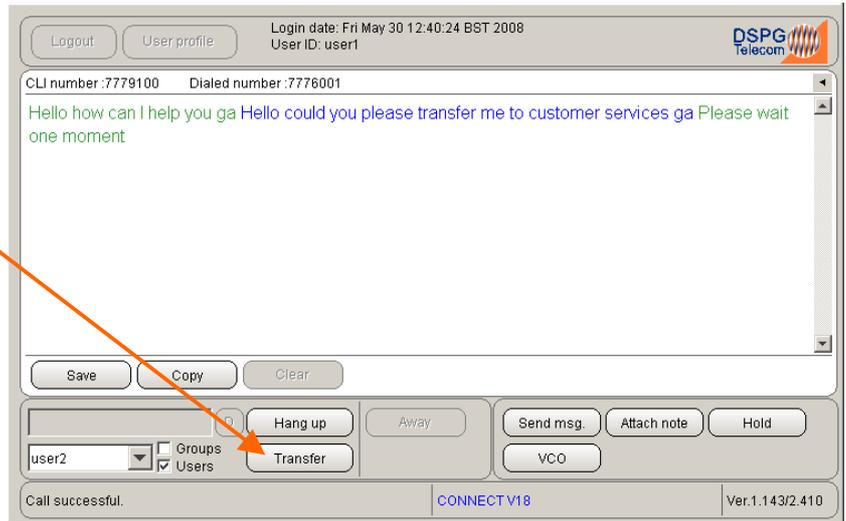


Click on the user you wish to transfer the call to.

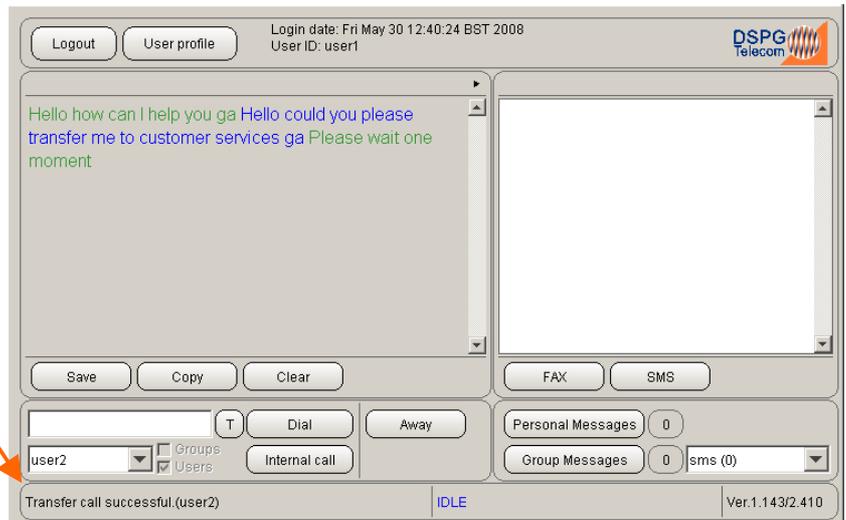


Only users who are logged into the system will be displayed.

Click Transfer



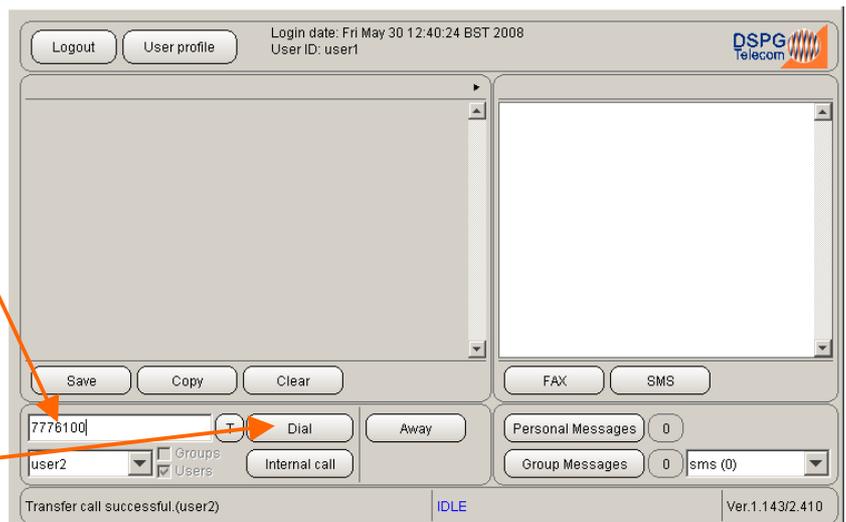
Once the call has been accepted by the other user, the status of a successful transfer will be displayed.



Making an external call

In order to make a call to a textphone user, you must first make sure that you are logged in.

Enter the number you wish to call.

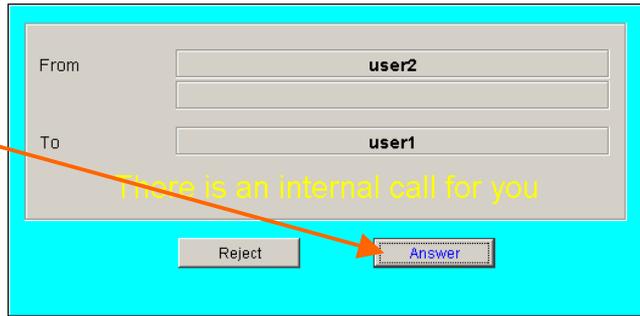


Click Dial

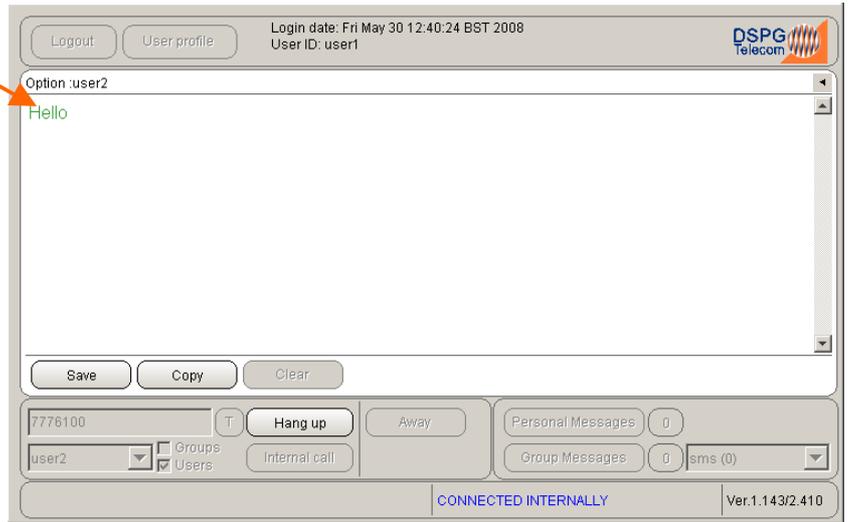
You may continue a conversation once the called party answers. Only begin typing in the text window once the caller has indicated that you may go ahead with **GA**

Answer an Internal call

Click Answer on the POP-UP info window.



Continue with your conversation.



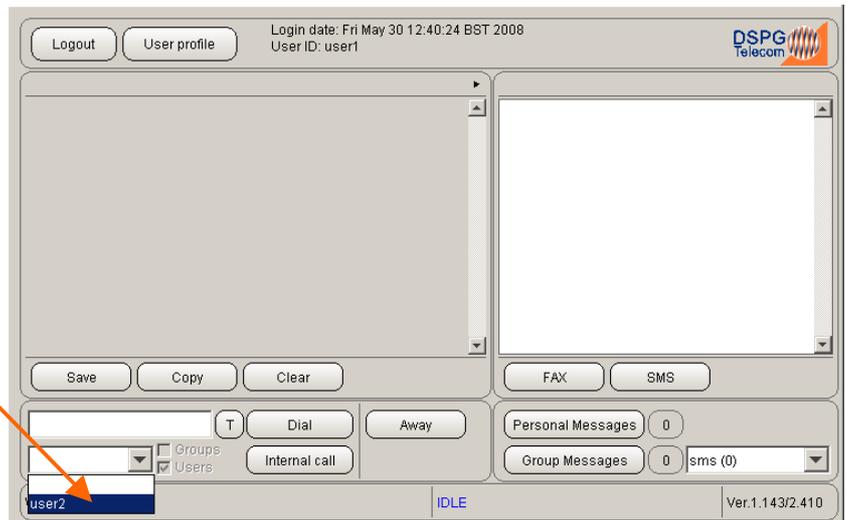
Making an Internal call

If the feature is enabled, to make a call to another user first make sure that you are logged in. Please note that members of a Broadcast group cannot accept internal calls, you will always be prompted to leave a message. You will also be prompted to leave a message for members of a Longest Idle group if they are busy or if they reject the call.

Click on the drop down box to the left of the Internal call button.

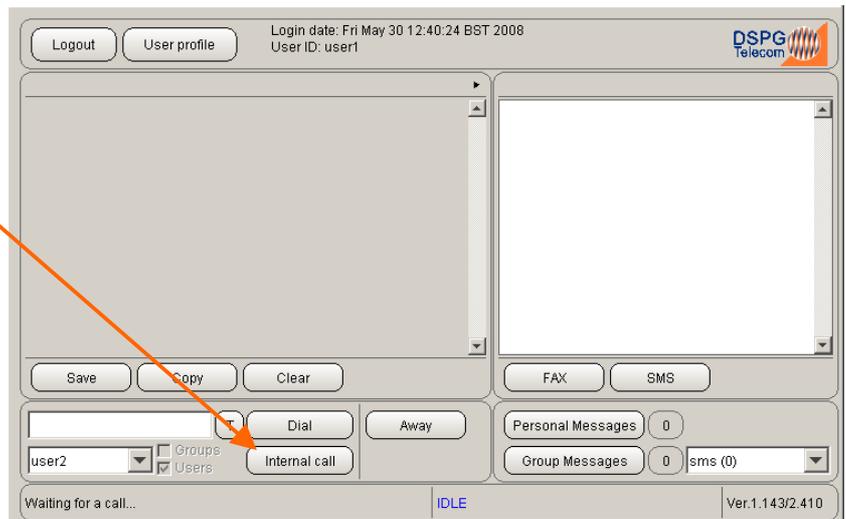


Click on the user you wish to contact.



Only users who are logged into the system will be displayed.

Click on Internal call



Once the user has answered, you may continue a conversation.

Call Handling – Broadcast Group Members

Answer an external call

When calls arrive, the number of incoming calls in the queue are displayed in the broadcast status bar.

TextBox Status	Calls 1	Msg 0
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Click Answer

The screenshot shows the DSPG Telecom interface. At the top, there is a status bar with 'Calls 1' highlighted in yellow. Below this, the interface includes a 'Logout' button, 'User profile', and login information: 'Login date: Fri May 30 14:40:56 BST 2008' and 'User ID: user3'. There are two large empty text areas. Below these are buttons for 'Save', 'Copy', and 'Clear'. To the right are 'FAX' and 'SMS' buttons. At the bottom, there are buttons for 'Dial', 'Answer', 'Internal call', 'Personal Messages' (0), and 'Group Messages' (0) with a dropdown menu showing 'broadcast (0)'. The status at the bottom is 'Login successful.' and 'IDLE'. The version number is 'Ver.1.143/2.410'.

This will open the text window enabling you to read incoming and write outgoing text.

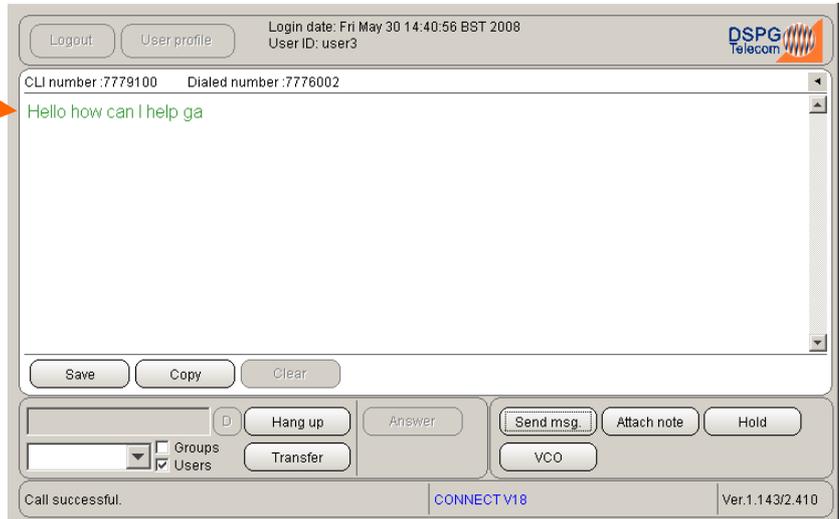
The screenshot shows the DSPG Telecom interface with the text window open. The text window displays 'CLI number :7779100' and 'Dialed number :7776002'. Below the text window are 'Save', 'Copy', and 'Clear' buttons. At the bottom, there are buttons for 'Hang up', 'Answer', 'Send msg.', 'Attach note', 'Hold', 'Transfer', and 'VCO'. The status at the bottom is 'Call successful.' and 'CONNECT V18'. The version number is 'Ver.1.143/2.410'.

Click Send msg. to send a pre set message to the caller.

This is optional as you may wish to answer a call with a different greeting.

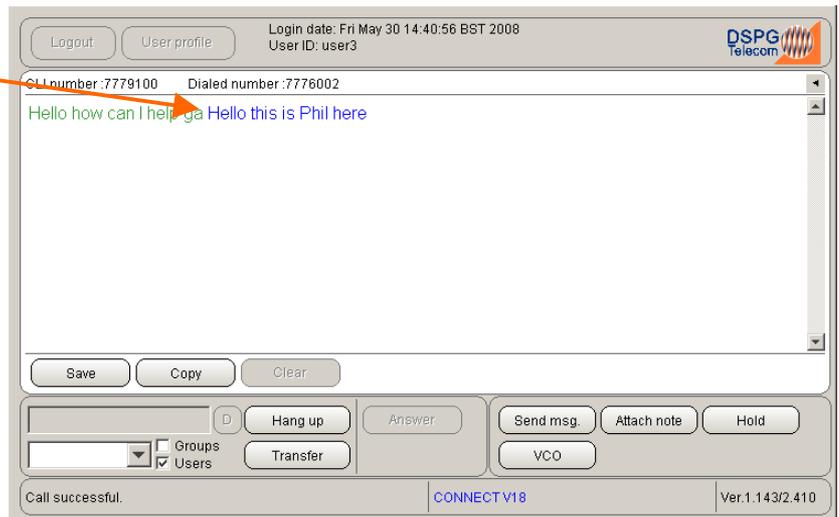
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Your pre set message will be sent to the caller and will be displayed in your text window.

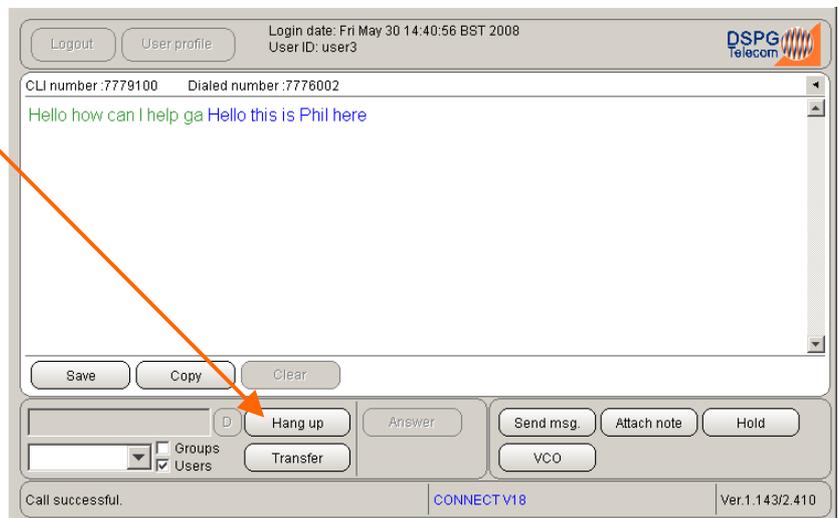


The caller's text will be displayed in a different colour.

You may continue with a conversation.



To end the call, click Hang up

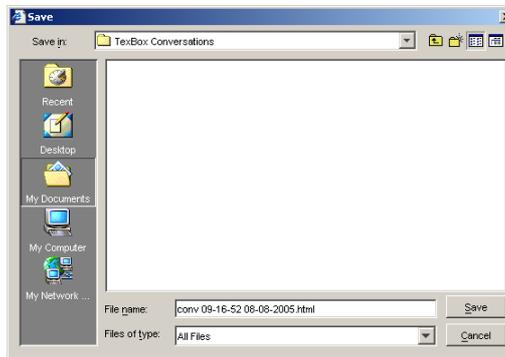


If the feature is enabled, you may wish to save the conversation before clearing the text window.
(see figure below)

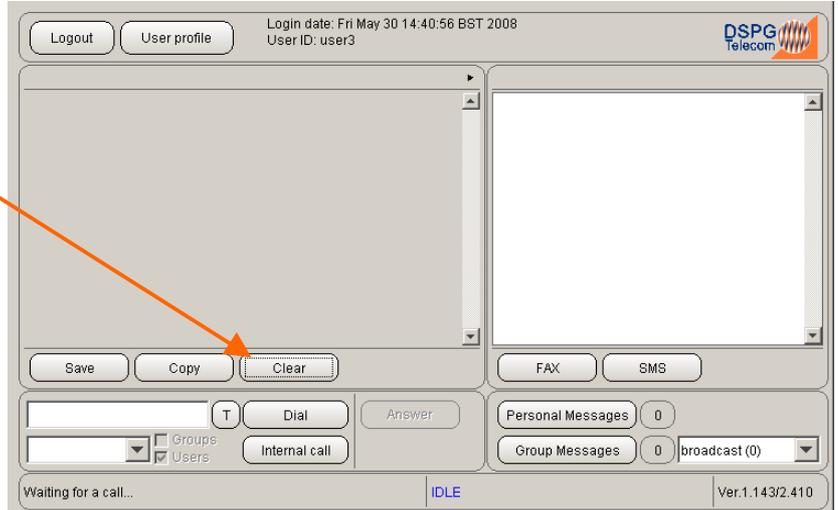
Click Save



You may then select where on your PC or Network you wish to save the file. (You may wish to save messages in a common location set aside for users or groups). The file will be saved as a text file and can be opened at any time by using Microsoft Word.



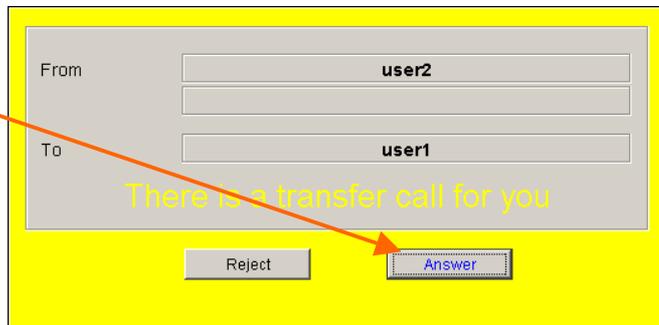
Click Clear to clear the conversation in the text window.



Answer a transfer call

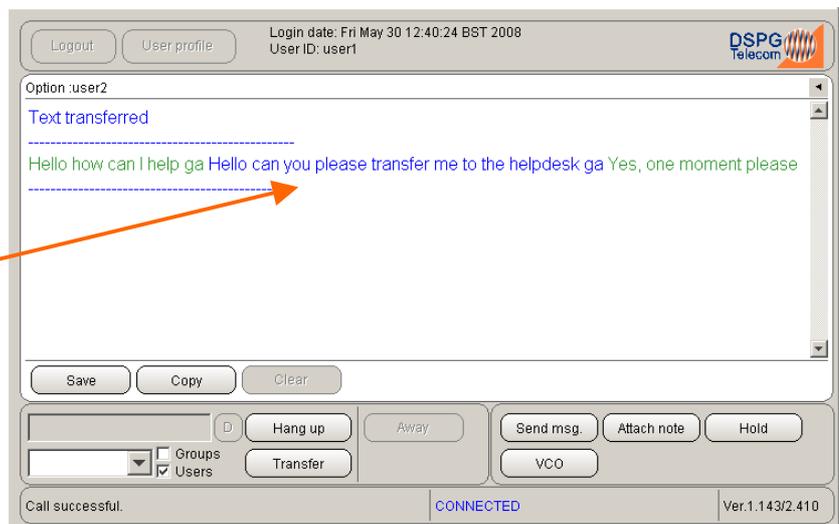
When a call arrives which has been specifically transferred to you, a POP-UP info window informing you of an incoming transfer call will appear over the top of any application that you may be using. If a call has been transferred to your group, the call is placed in the call queue in the same way an external call is queued. Once answered, this call is only identifiable as a transfer call by the text in the text conversation window.

Click Answer



This will bring the communicator window to the foreground and open the text window enabling you to read incoming and write outgoing text.

Text from the previous user's conversation with the caller will be displayed in the text window.



Transferring a call

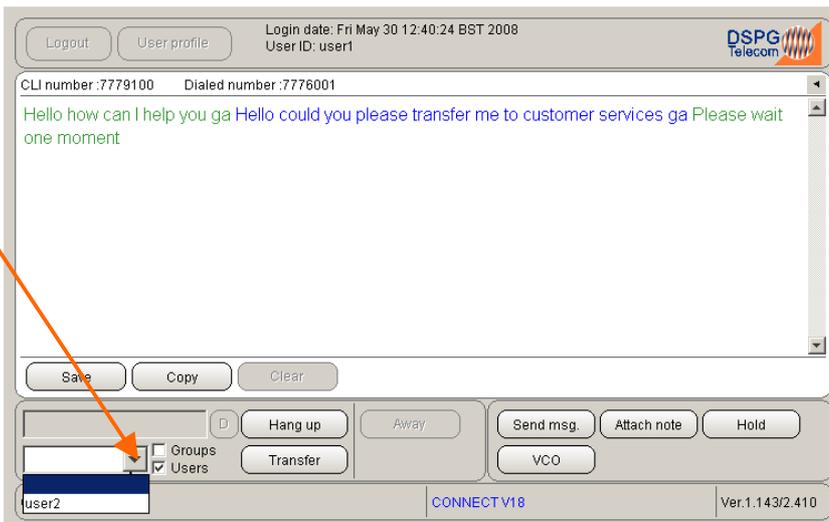
If the feature is enabled, you have two options, transfer to a specific user or transfer to a group.

When choosing to transfer to a user, the user is notified of the transfer call and will answer or reject the call. You will be notified if the call is successfully transferred or in the case that the user is busy or has rejected the transfer, you will retain control over the call.

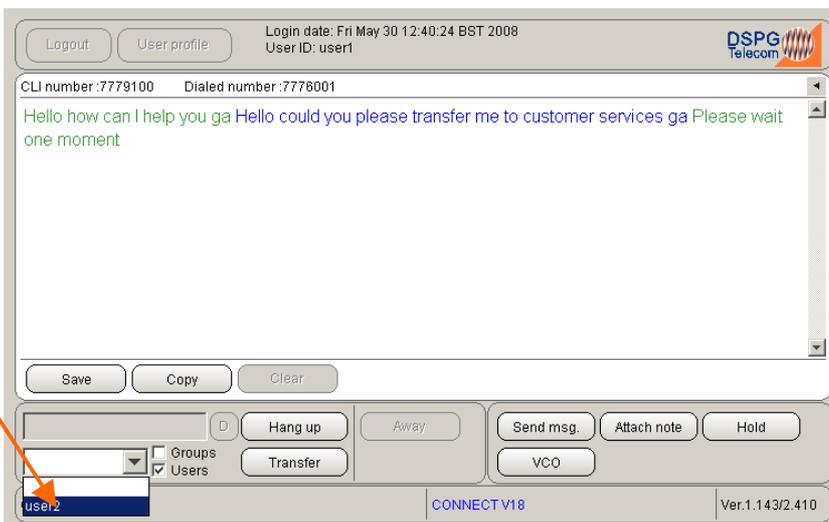
When choosing to transfer to a group, there are two possible outcomes which depend on how the groups you are transferring to are configured to accept transfer calls. If you are transferring to a group that is configured to accept “Normal Transfers”, users are notified of the transfer call and will answer or reject the call. You will be notified if the call is successfully transferred or in the case that all users are busy or have rejected the transfer, you will retain control over the call.

If you are transferring the call to a group that is configured to accept “Blind Transfers”, the call is immediately released from you and will be placed in a call queue.

Click on the drop down box to the left of the Transfer button.



Click on the user you wish to transfer the call to.

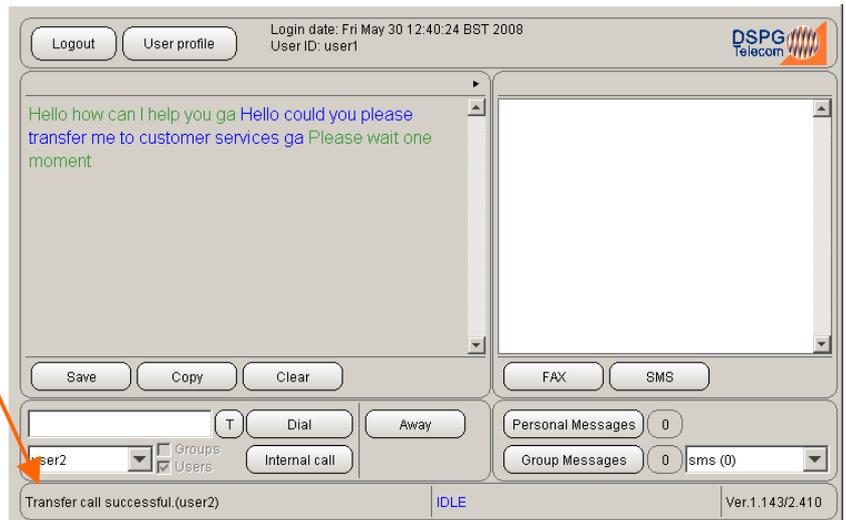


Only users who are logged into the system will be displayed.

Click Transfer



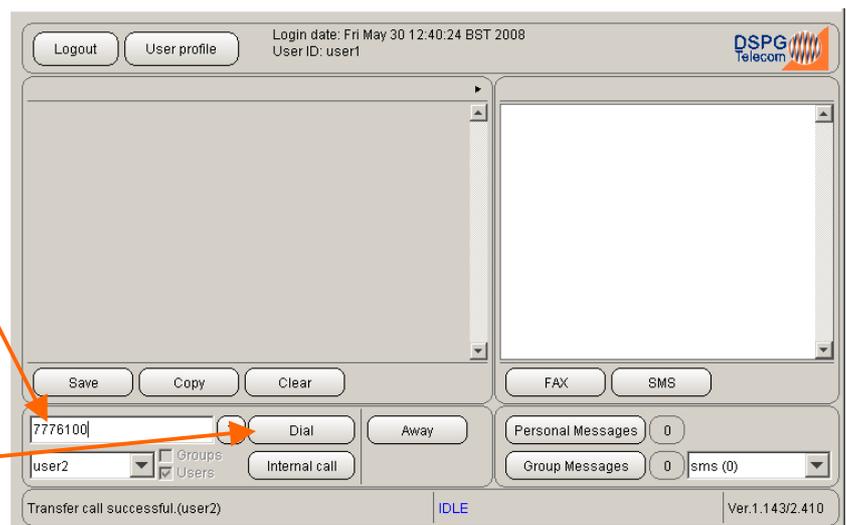
Once the call has been accepted by the other user, the status of a successful transfer will be displayed.



Making an external call

In order to make a call to a textphone user, you must first make sure that you are logged in.

Enter the number you wish to call.



Click Dial

You may continue a conversation once the called party answers. Only begin typing in the text window once the caller has indicated that you may go ahead with **GA**

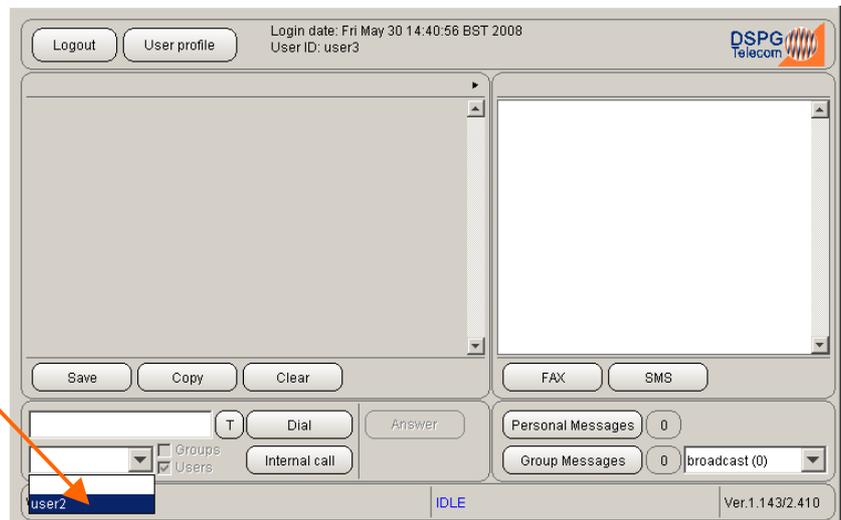
Making an Internal call

If the feature is enabled, to make a call to another user first make sure that you are logged in. Please note that members of a Broadcast group cannot accept internal calls, you will always be prompted to leave a message. You will also be prompted to leave a message for members of a Longest Idle group if they are busy or if they reject the call.

Click on the drop down box to the left of the Internal call button.

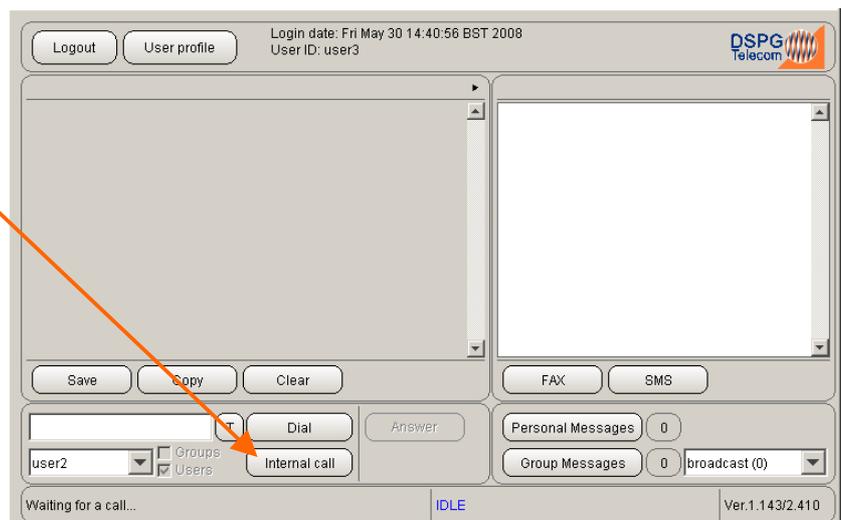


Click on the user you wish to contact.



Only users who are logged into the system will be displayed.

Click on Internal call

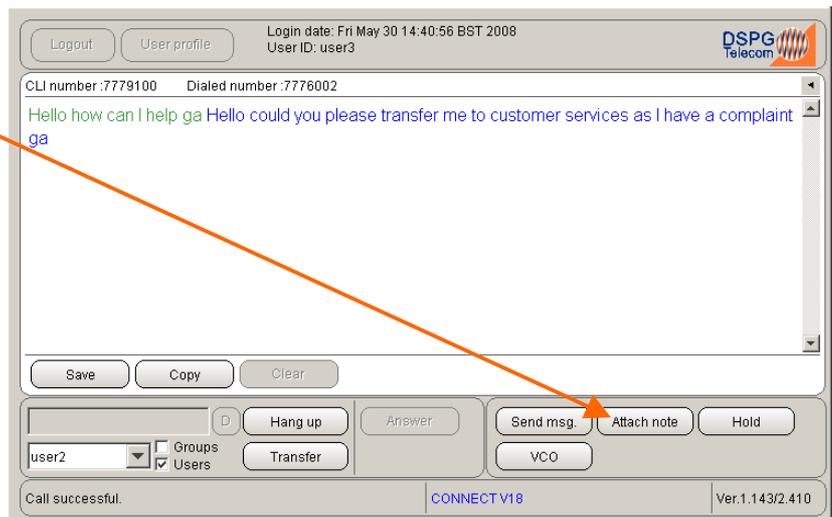


Once the user has answered, you may continue a conversation.

Attach a note

Prior to transferring a call to another agent, you may wish to attach a note containing any comments you wish to pass to the agent without the caller's knowledge.

Click Attach note



Enter your message

Click Attach note



You may now transfer the call.

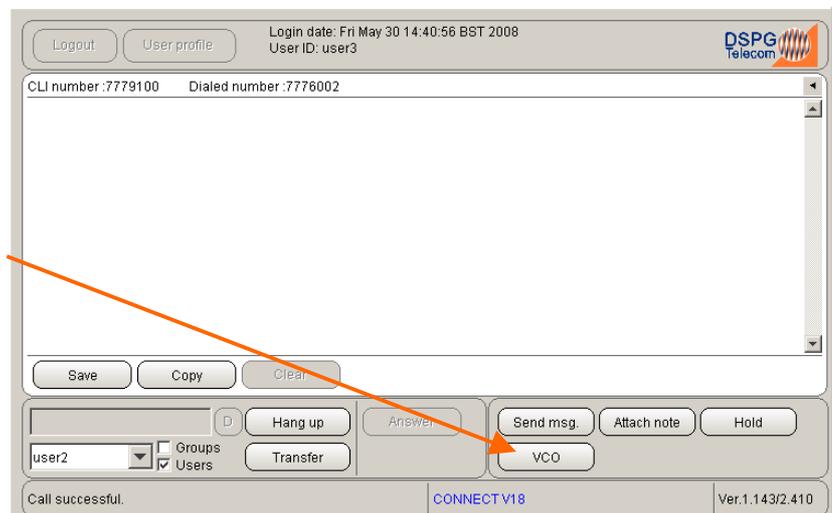
Voice Carry Over (VCO)

This function allows switching between voice and text modes. VCO is generally used by a textphone user who speaks but cannot hear and relies on reading incoming text.

In order for this function to be available, agents would need headsets in order to hear the calling party when switched to voice mode.

Most VCO switching is automatic and is generally controlled by the caller.

The VCO button enables an agent to force the switch from text to voice if required. This is usually used when a caller in "BAUDOT" mode requests to switch.



Copy to Clipboard

If enabled, this function allows you to copy all text within the conversation window to the clipboard once a call has ended allowing you to paste into a third party application.

Once the call has ended, click Copy

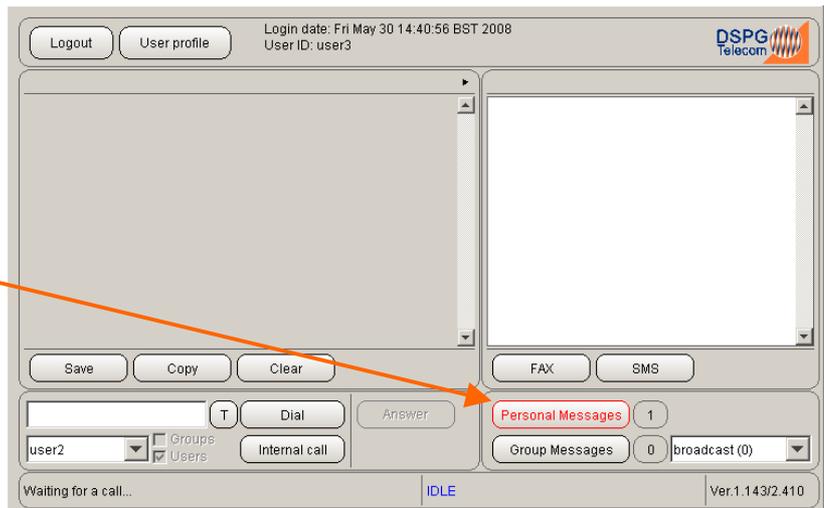


Messages

After logging in to the Communicator, you can check to see if you have any messages which might have been left while you were away.

If there is a personal message left for you, the Personal Messages will be highlighted. If there are any group messages left, the Group Messages will be highlighted.

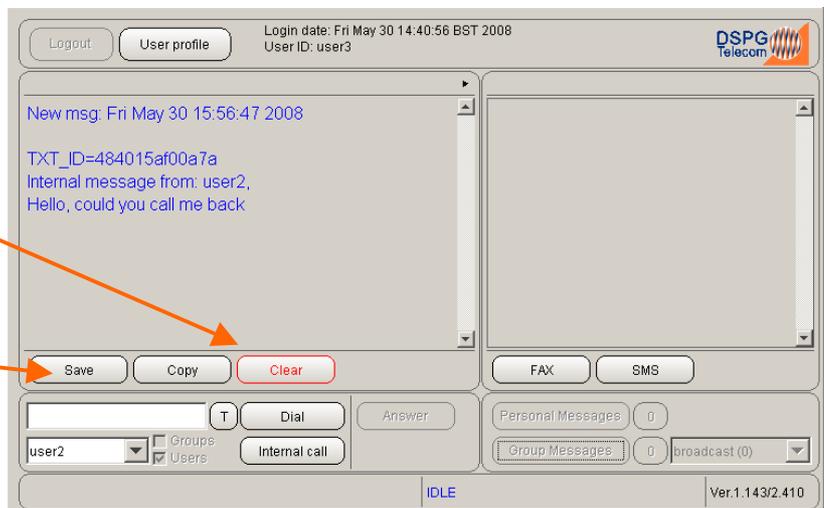
Click Personal Messages in this case.



The date and time of the message will be displayed together with the message.

Click Clear to clear the message.

Alternatively you can save the message by clicking Save

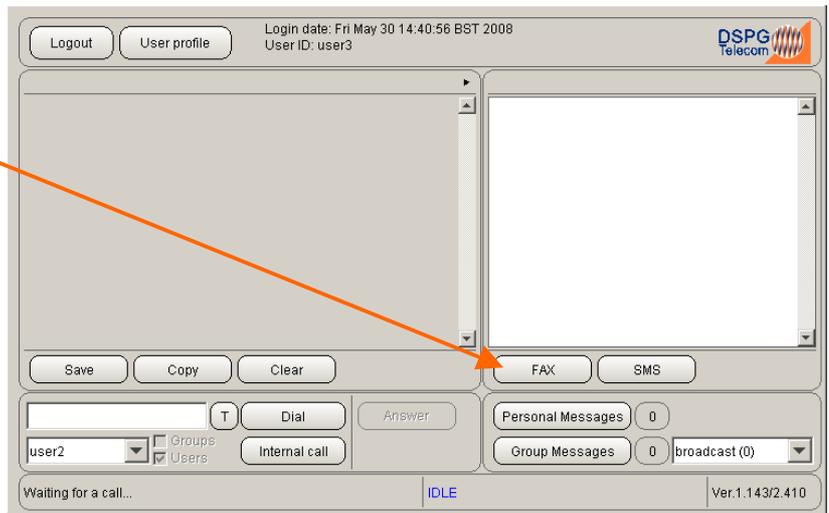


FAX Service (Optional)

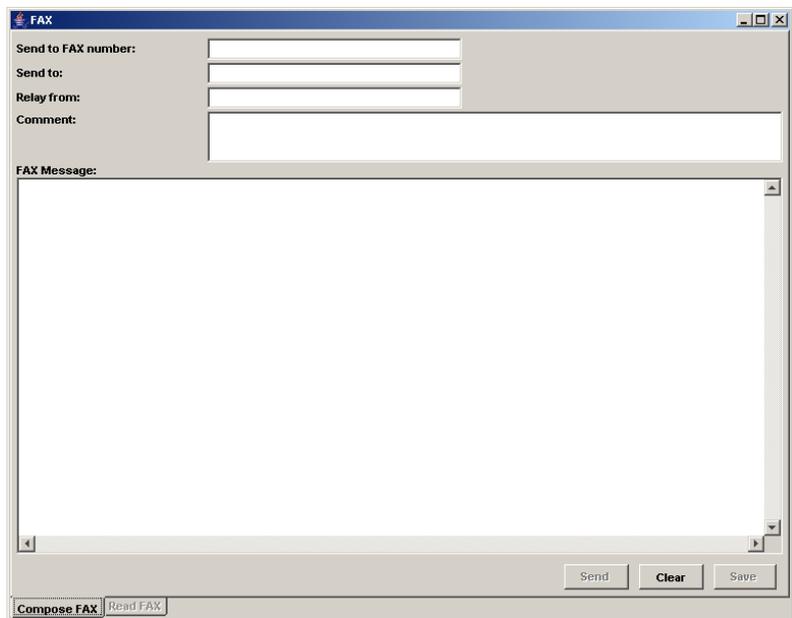
Send a FAX

Please note that this facility is used to send faxes containing text only.

Click FAX.



A FAX compose window will open.



Enter the fax number of the recipient

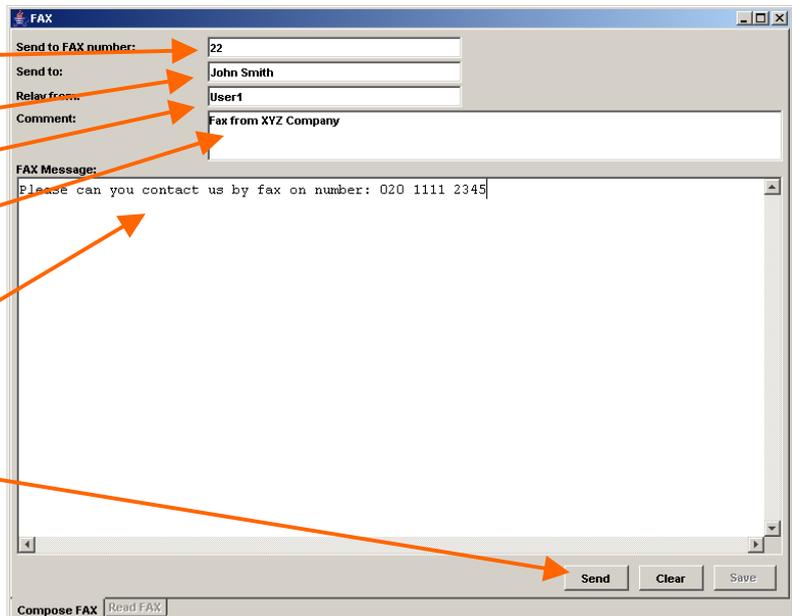
Enter the recipients name

Enter the sender

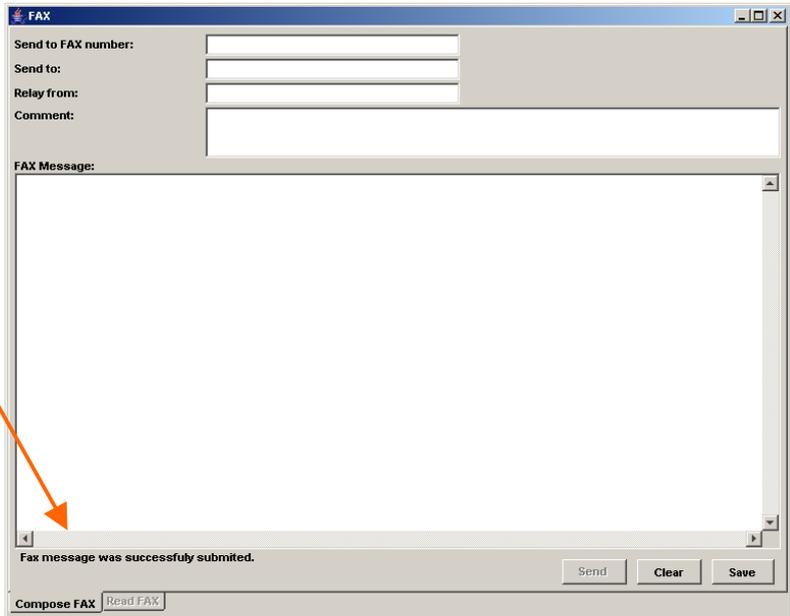
Enter any comments

Enter the fax message text here

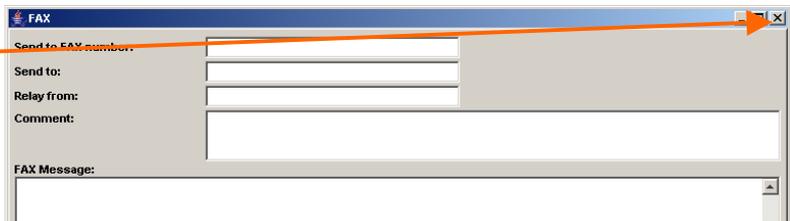
Click Send



The FAX compose window will indicate whether the fax was successfully submitted.

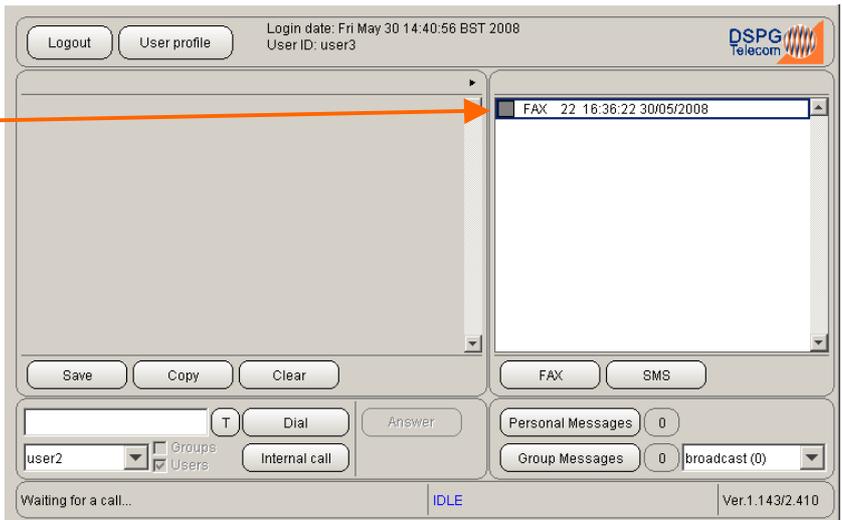


The FAX compose window can now be closed by Clicking X

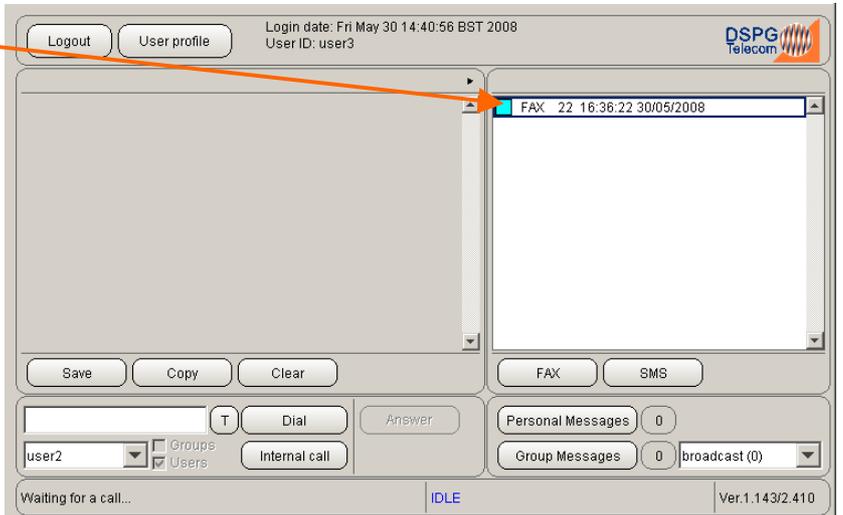


The status of the sent FAX will be indicated.

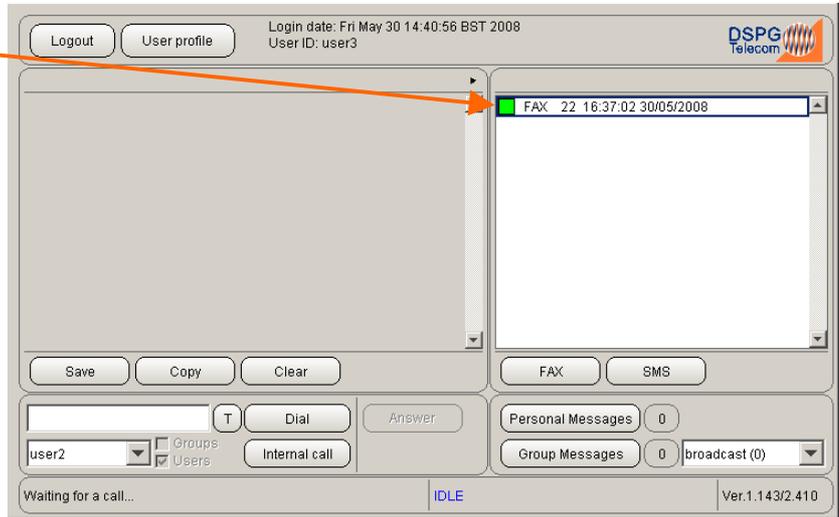
FAX is Queued



Sending in Progress

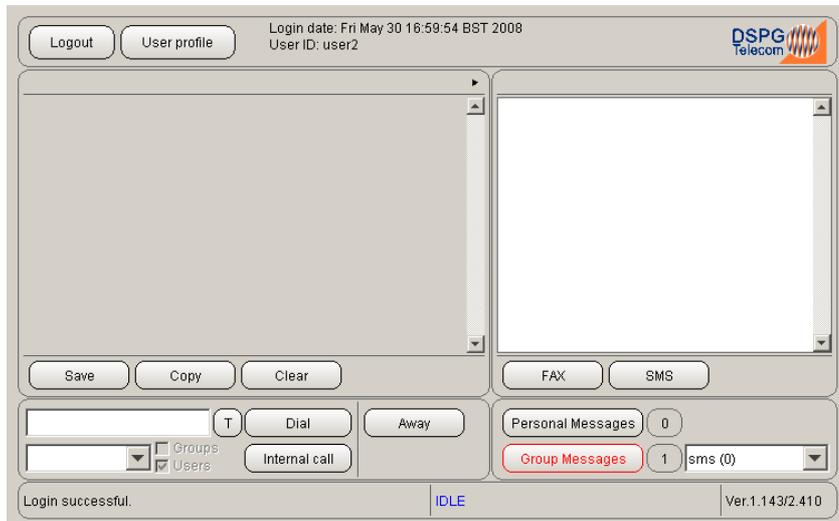


Delivered

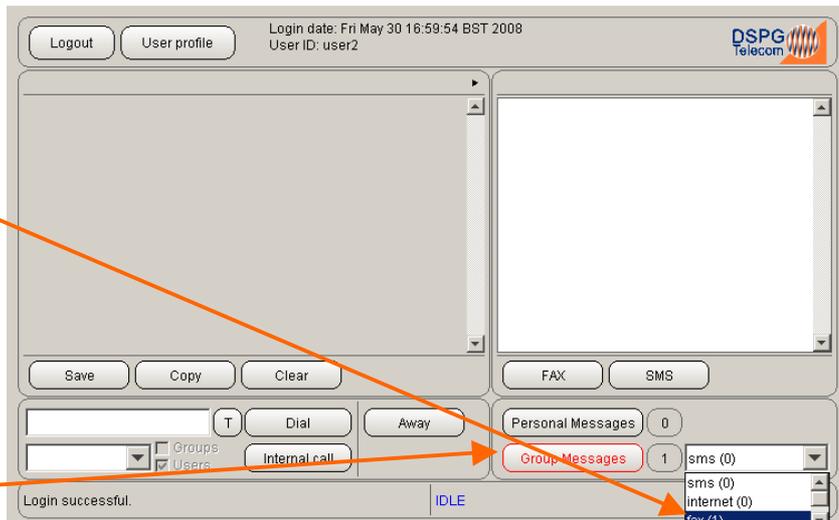


Read a FAX

Longest Idle method group members will be notified when a FAX arrives by the Group Message button which will highlight in red.



Click the drop-down list and select Fax.

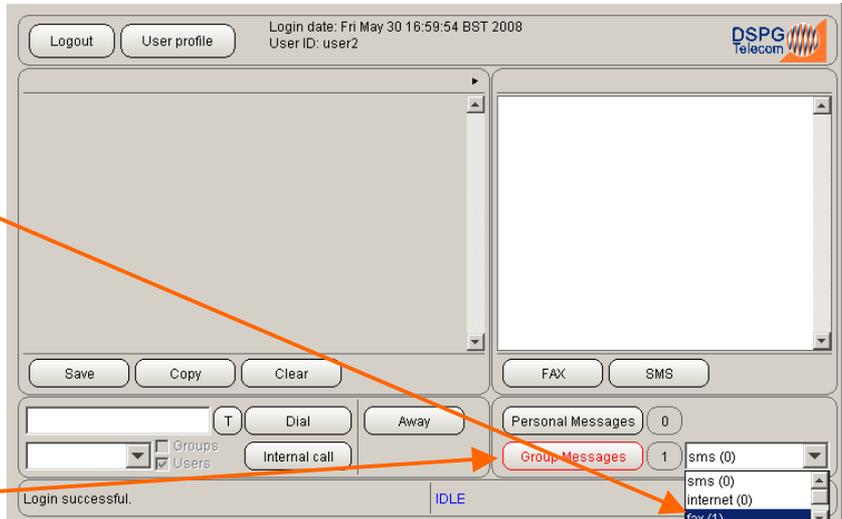


Click the Group Message button.

If you are a member of a Broadcast Group, a received FAX will be indicated as a message in the Broadcast status bar.

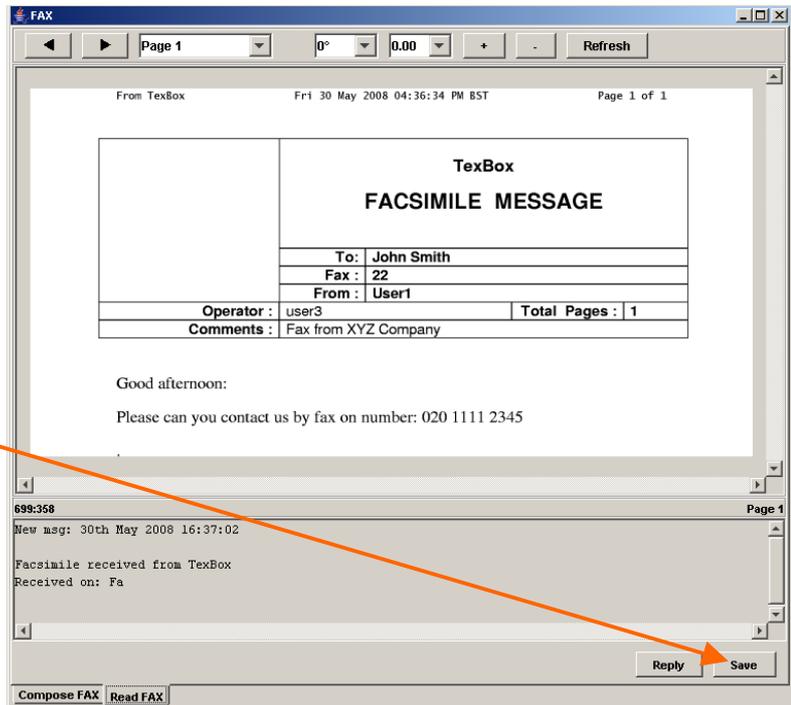
TextBox Status	Calls 0	Msg 1
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Click the drop-down list and select Fax.



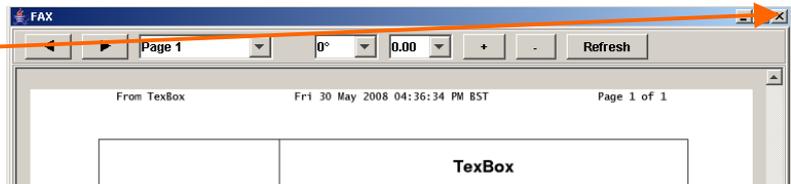
Click the Group Message button.

A Read FAX window will open.



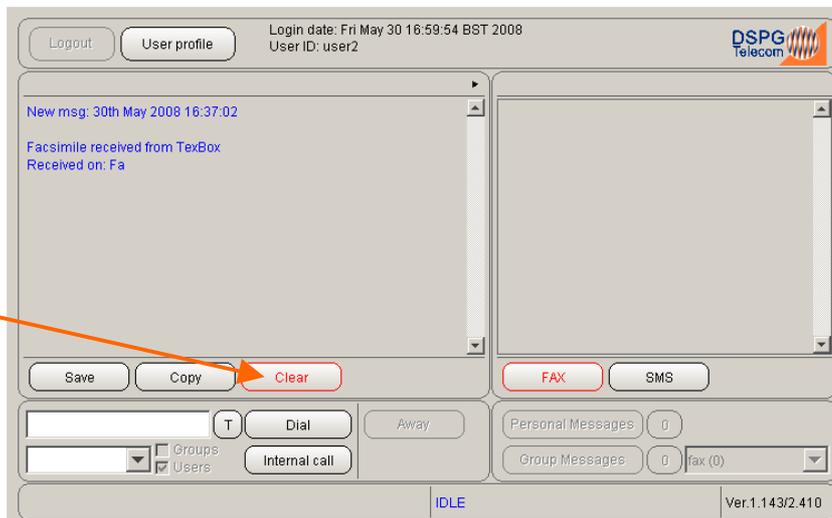
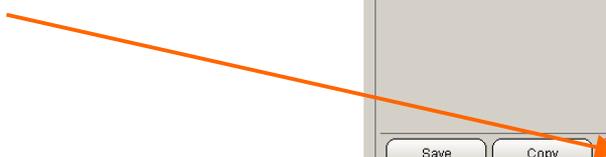
To save the FAX message
Click Save.

The FAX read window can now be closed by Clicking X



You will remain busy and will not accept any other calls until you return to an available status.

Click Clear to return to available status.

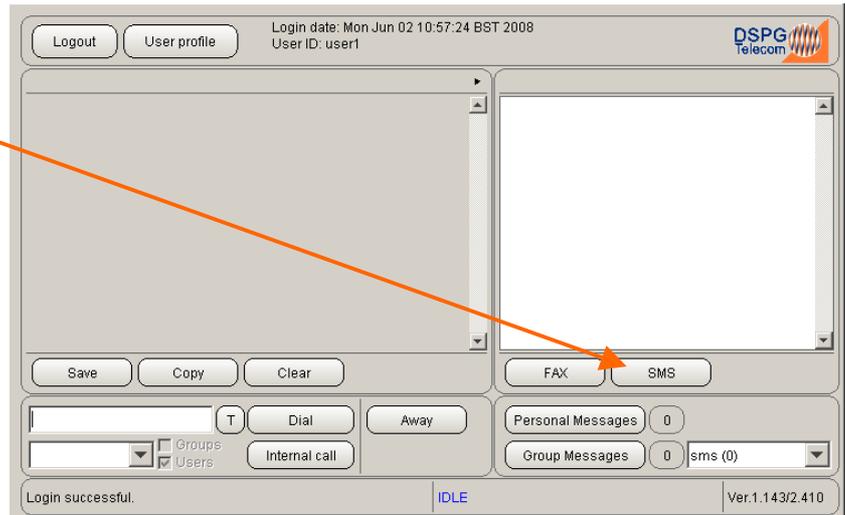


You are now available to accept calls.

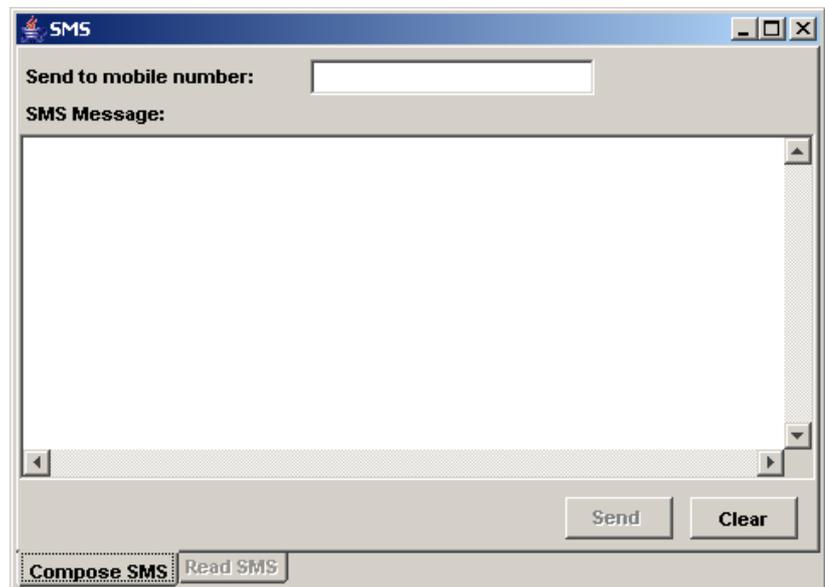


SMS Service (Optional) Send an SMS message

Click SMS.



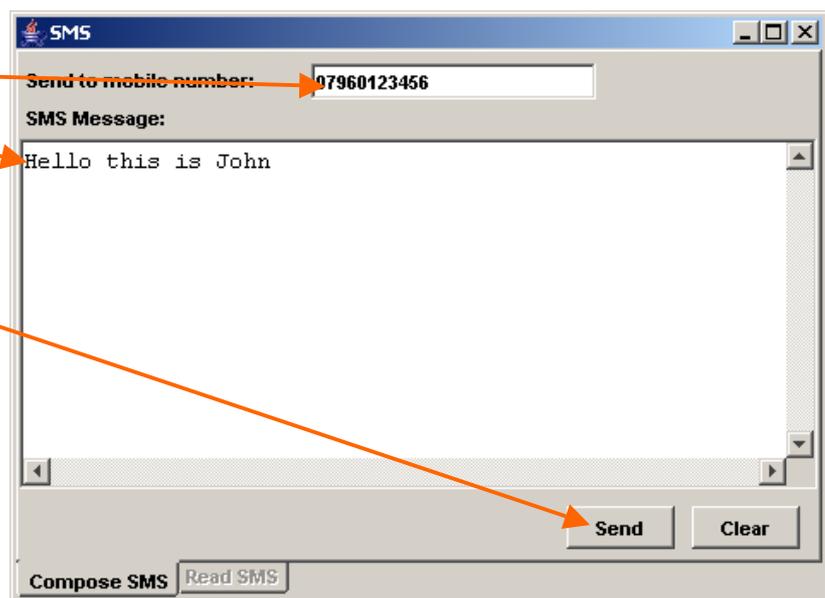
An SMS compose window will open.



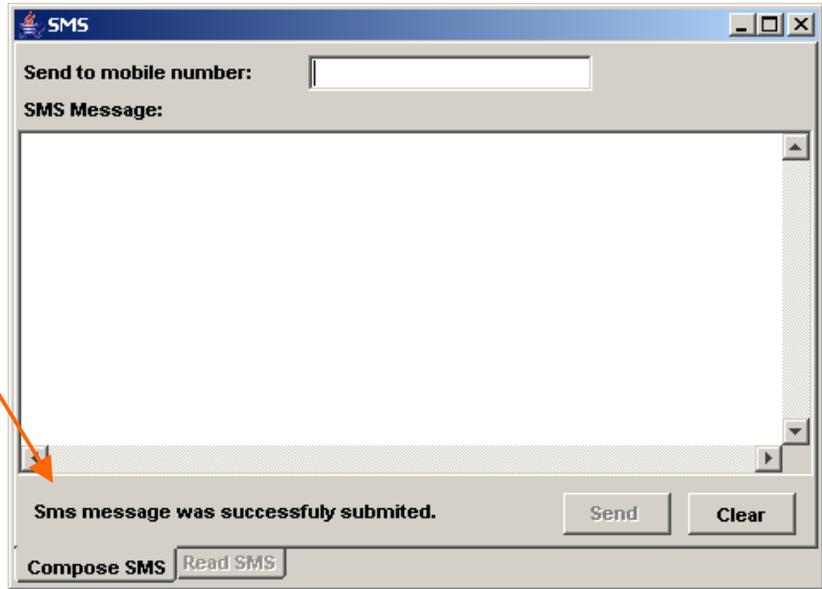
Enter the SMS number of the recipient

Enter the SMS message text here

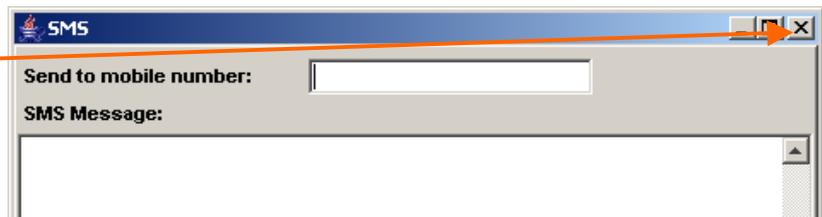
Click Send



The SMS compose window will indicate whether the SMS was successfully submitted.

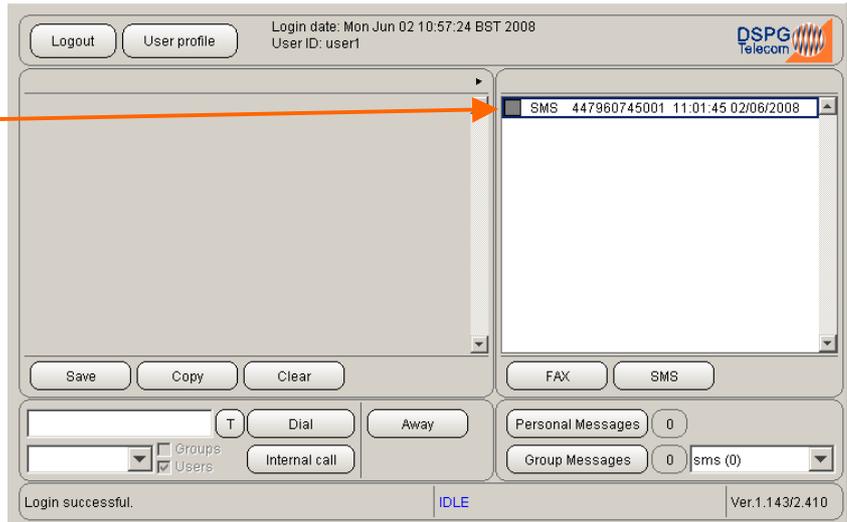


The SMS compose window can now be closed by Clicking X

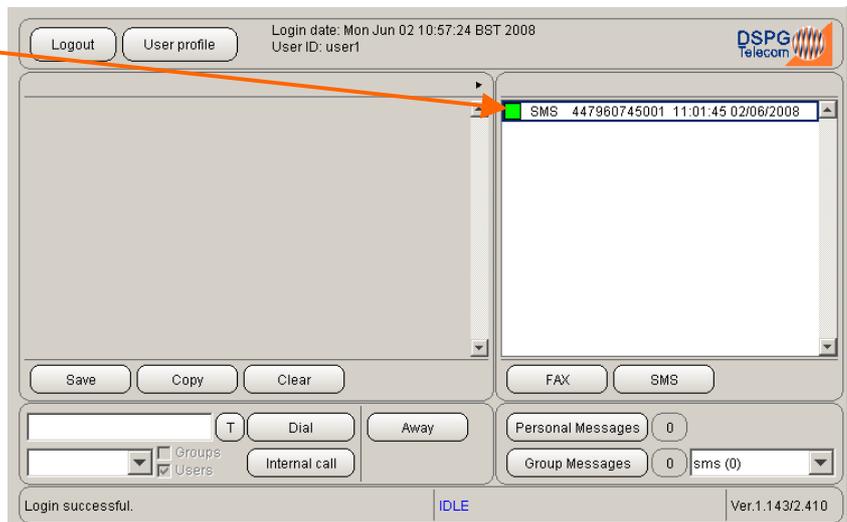


The status of the sent SMS will be indicated.

SMS is Queued

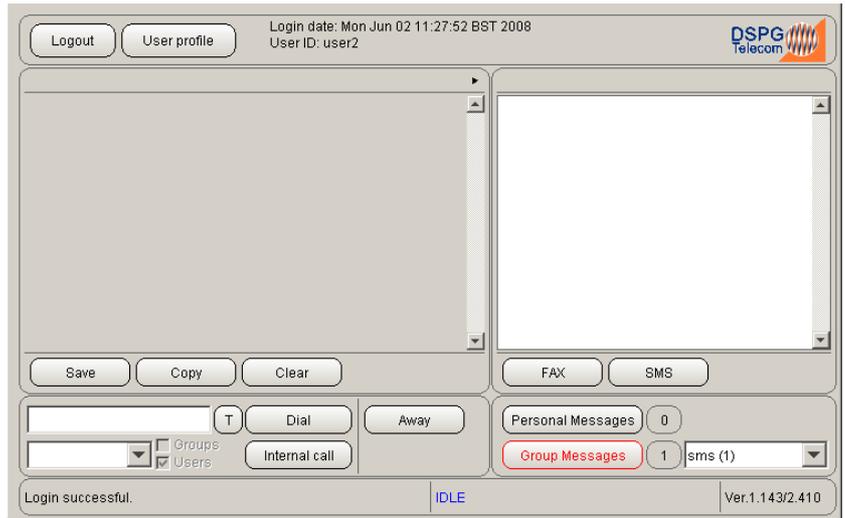


Delivered

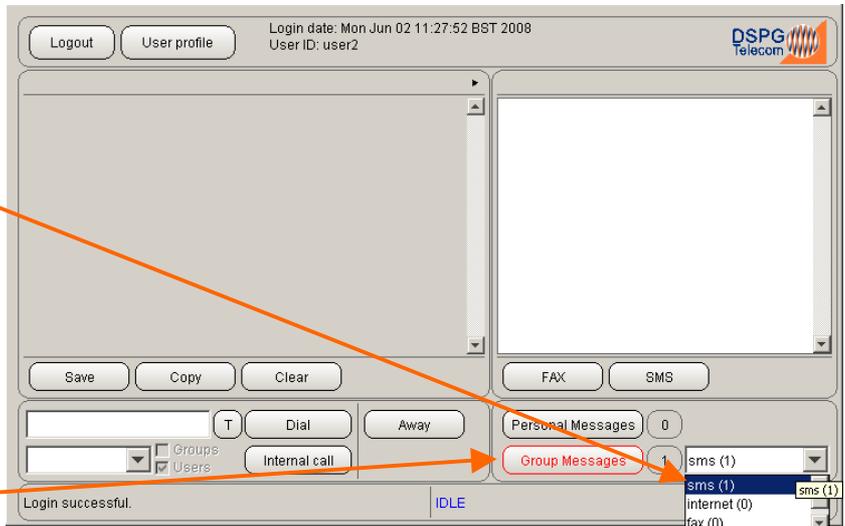


Read an SMS message

Longest Idle method group members will be notified when an SMS arrives by the Group Message button which will highlight in red.



Click the drop-down list and select SMS.

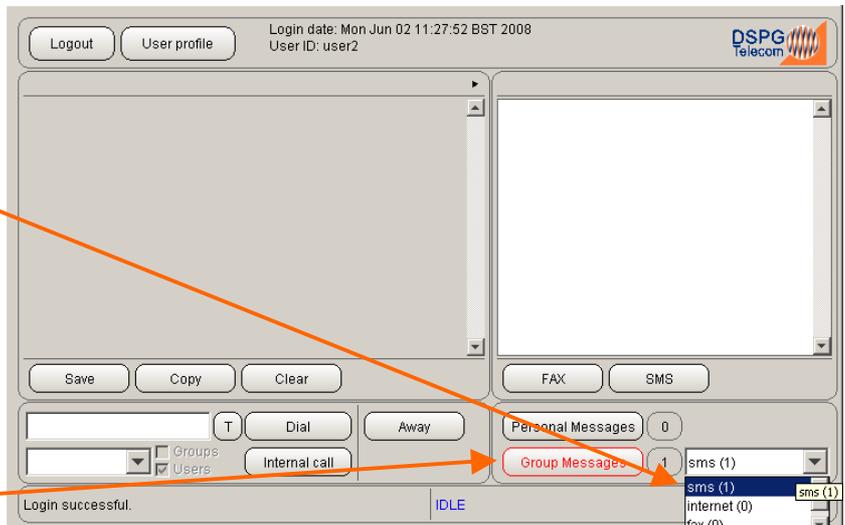


Click the Group Message button.

If you are a member of a Broadcast Group, a received SMS will be indicated as a message in the Broadcast status bar.

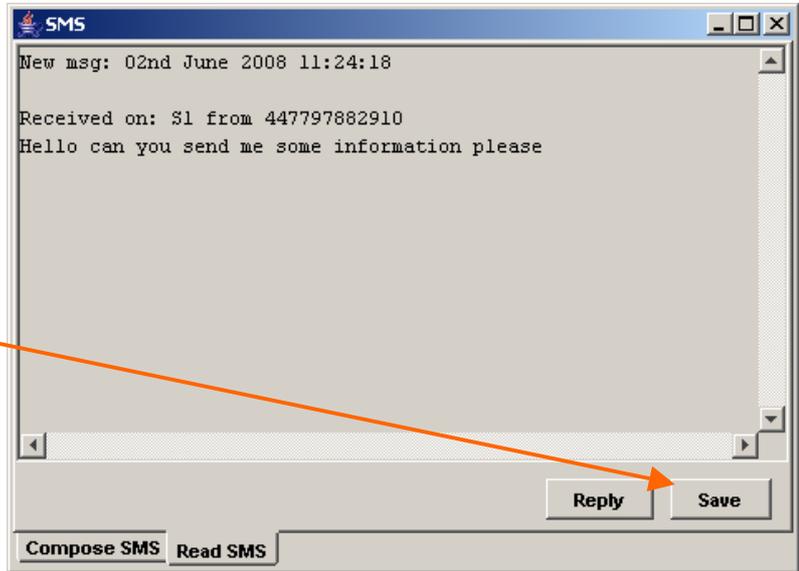
TextBox Status	Calls 0	Msg 1
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Click the drop-down list and select SMS.



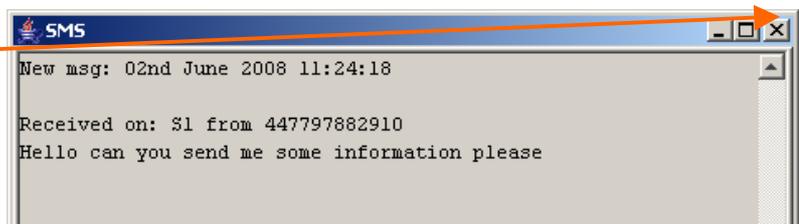
Click the Group Message button.

A Read SMS window will open.

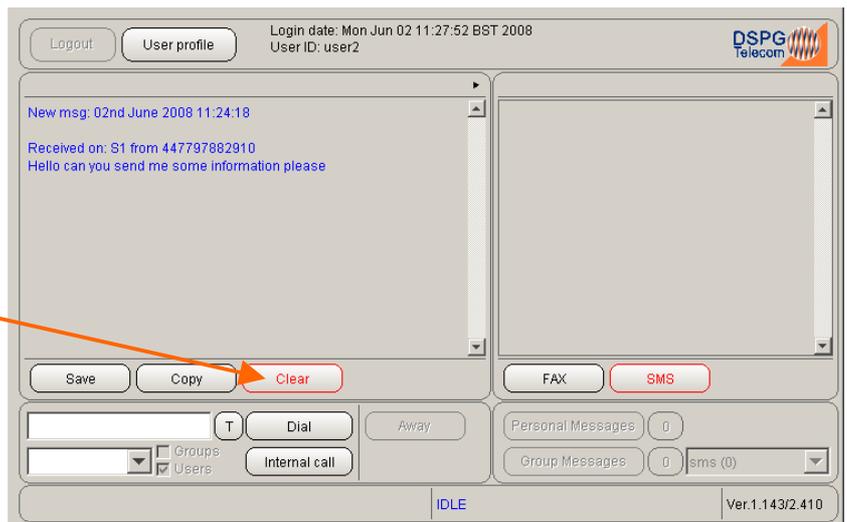


To save the SMS message
Click Save.

The SMS read window can now be
closed by Clicking X

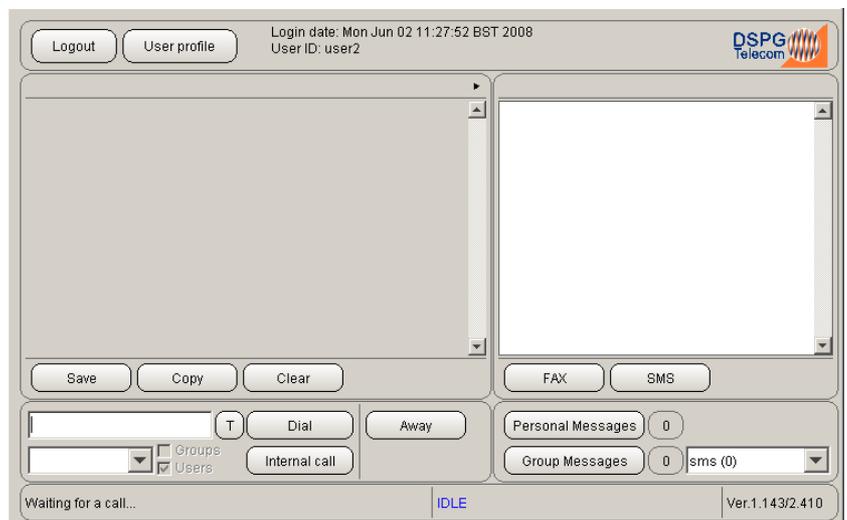


You will remain busy and cannot
accept any other calls until you
return to an available status.



Click Clear to return to available
status.

You are now available to accept
calls.



Useful Text Abbreviations

Quickword	Meaning
BIBI	Bye Bye
CD	could
CUL	see you later
COS	because
HD	hold, please
MTG	meeting
NBR	number
OIC	oh, I see
OPR	operator
PLS	please
Q	question mark—saves you typing a whole question
R	are
SHD	should
THX	thanks
TMW	tomorrow
U	you
UR	your
GA	go ahead
SK	stop keying
SK SK SK	goodbye

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