

# *TexBox*

## **Control Centre**

### **Administrator Manual**

**v1.60 for Analogue systems**

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# 1 Introduction

TextBox comprises of two elements:

TextBox Control Centre - (described in this manual), which is the administrators 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.

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

## 2 Overview

The TextBox Control Centre consists of 8 main sections.

**Section 1.** Line Status.

**Section 2.** User Status.

**Section 3.** Reports.

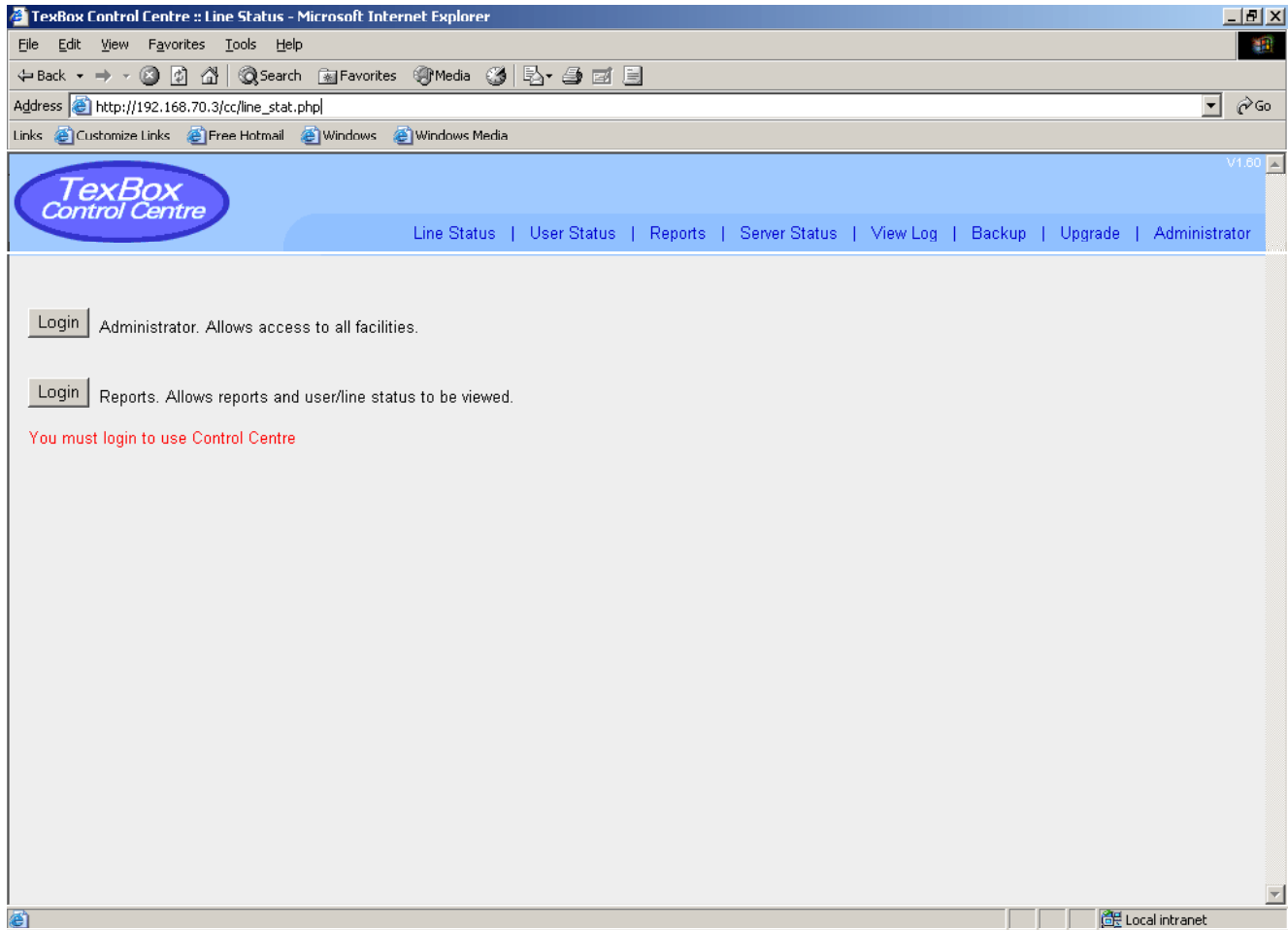
**Section 4.** Server Status.

**Section 5.** View Log.

**Section 6.** Backup.

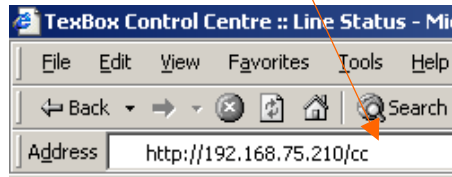
**Section 7.** Upgrade.

**Section 8.** Administrator.

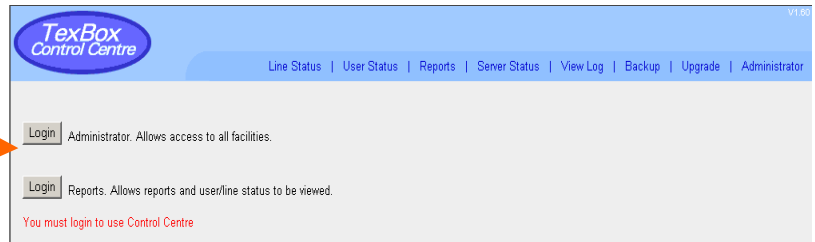


### 3 Logging on

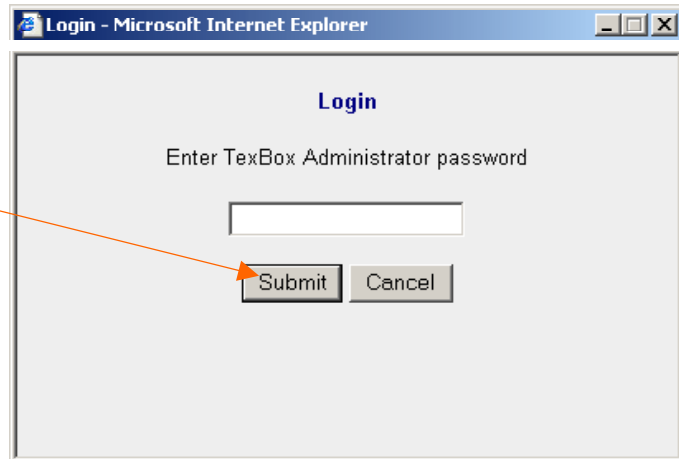
Before you begin to administer the system, you must first open the Control Centre application. Open your internet browser and enter the address of the TextBox system followed by a slash and the letters cc. (eg. 192.168.75.210/cc) and press enter.



Click Login



Enter your password and  
Click Submit

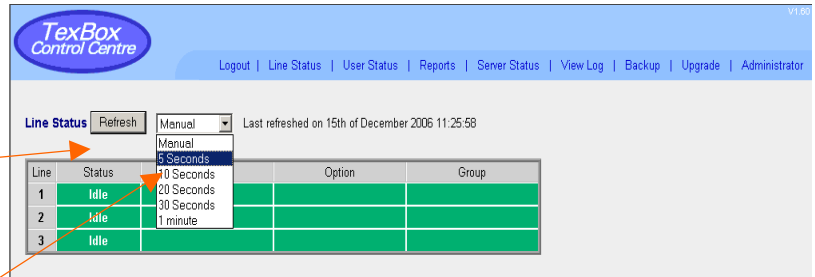


The default password is "123".

## 4 Line Status

The Line Status window displays the status of the modem lines. To manually refresh the status, Click Refresh

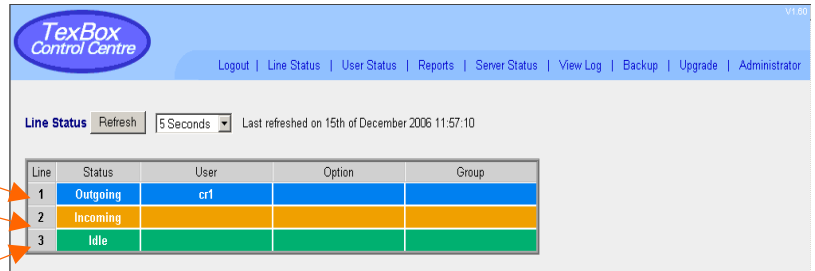
or you can enable the auto refresh by clicking on the drop down menu and selecting an auto refresh time.



Busy lines are displayed in blue for outgoing calls

orange for incoming calls

and Idle lines are displayed in green.



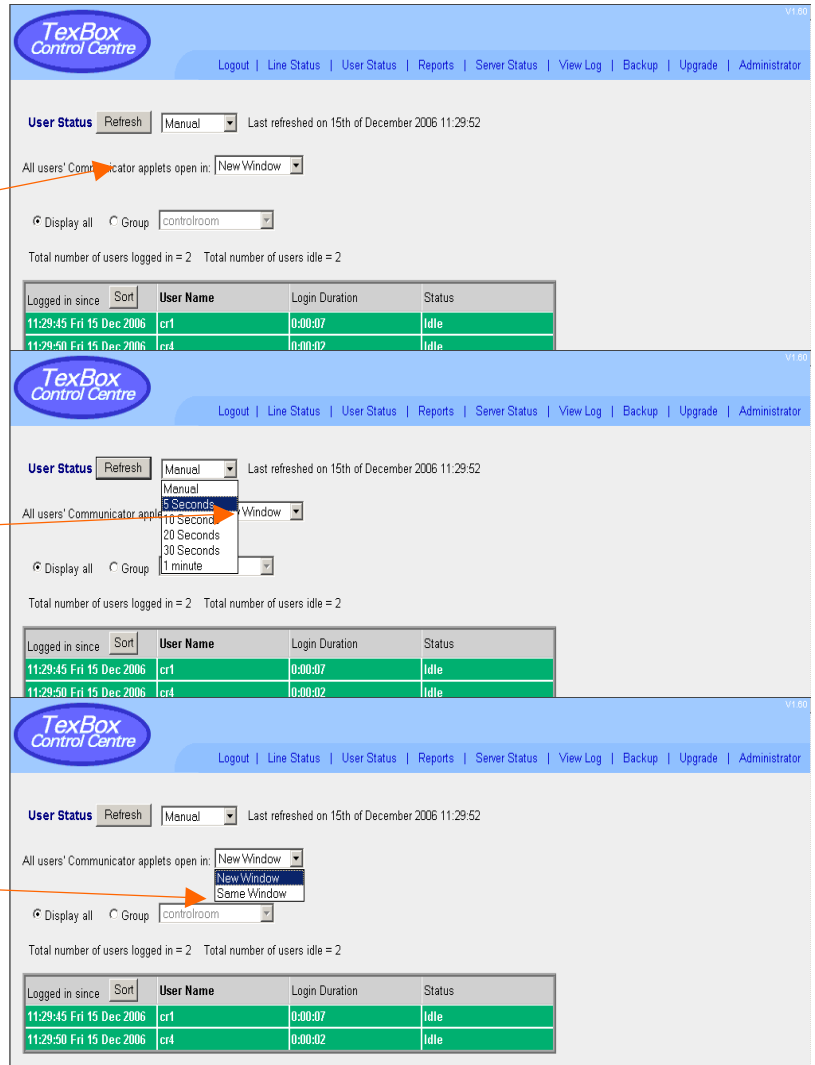
# 5 User Status

The User Status window displays which Users 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.

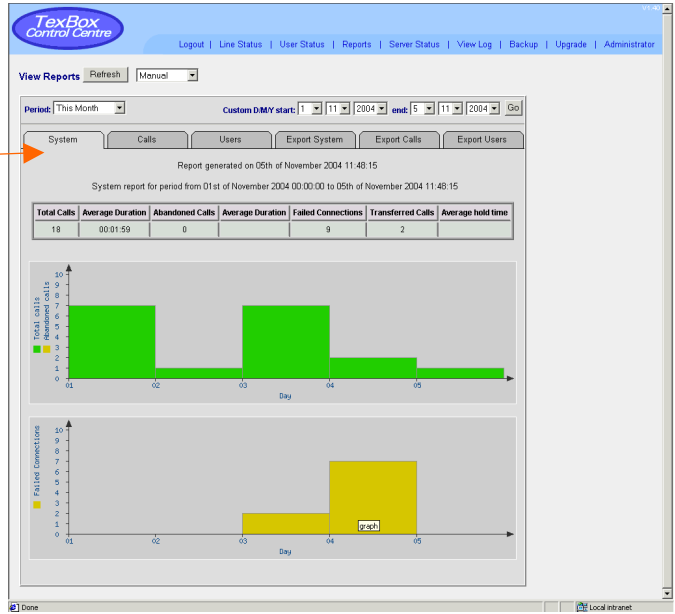
To change the way in which the Users Communicator applets open, Click on the drop down menu and choose an option.



# 6 Reports

The Reports window displays call information.

The System Tab displays an overview of calls.



The Calls Tab displays incoming and outgoing call information.

Call Start	Duration	User ID	CLI Number	Outgoing Dialed number	Connection Mode
2004-11-01 10:43:03	00:00:23	adrian		7332 3803	V18
2004-11-01 11:28:07	00:01:58	adrian		7525 3559	V18
2004-11-01 11:30:10	00:00:23	adrian		0845 950 2250	V18
2004-11-01 14:48:43	00:02:14	adrian			V18A
2004-11-01 14:59:16	00:03:50	Igor			V18A
2004-11-01 15:12:10	00:01:16	leszek			V18A
2004-11-01 15:19:55	00:04:09	Igor			V18A
2004-11-02 11:17:09	00:01:09	leszek			V18A
2004-11-03 09:51:43	00:03:50	adrian		7525 3559	V18
2004-11-03 14:07:40	00:03:45	adrian			V21A
2004-11-03 14:12:14	00:01:55	adrian		01618 122102	V18
2004-11-03 14:15:59	00:01:24	adrian		01618 122102	V18
2004-11-03 14:16:49	00:04:48	adrian		7525 3559	V18
2004-11-03 16:29:47	00:01:51	leszek			V18A
2004-11-03 17:29:21	00:01:13	leszek			V18A
2004-11-04 15:41:46	00:01:29	leszek		07950033865	CTM
2004-11-04 15:44:50	00:01:30	leszek		07950033865	CTM
2004-11-05 11:10:01	00:02:52	adrian			V18A

The Users Tab displays User performance.

User ID	Total calls	Average Duration	Transferred calls	Calls put on hold	Average time on hold
adrian	10	00:01:50	2	0	
albert					
albert2					
elisa					
Igor	2	00:03:10	0	0	
leszek	8	00:00:32	0	0	
martin					
silvi					



# 7 Server Status

The Server Status window displays:

The licence details

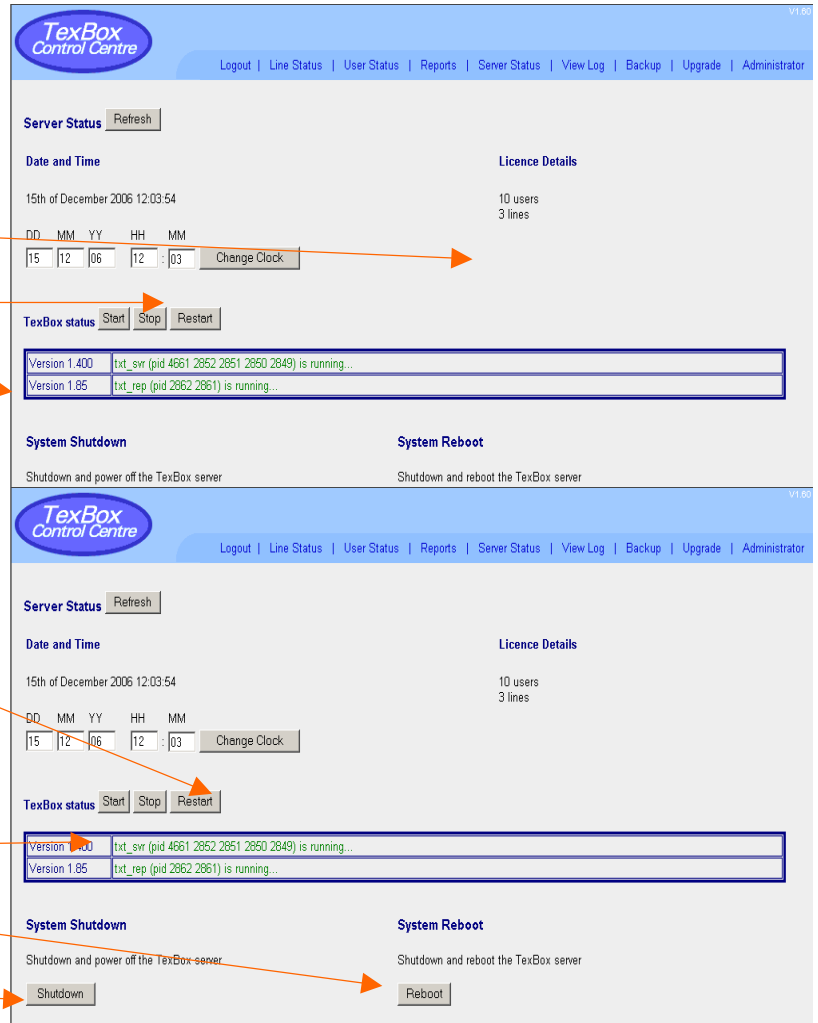
The date and time of the system

The system process details

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

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

An additional feature is the ability to reboot or shutdown the system remotely.



## 8 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.

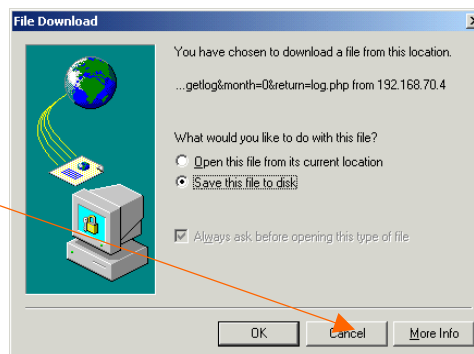
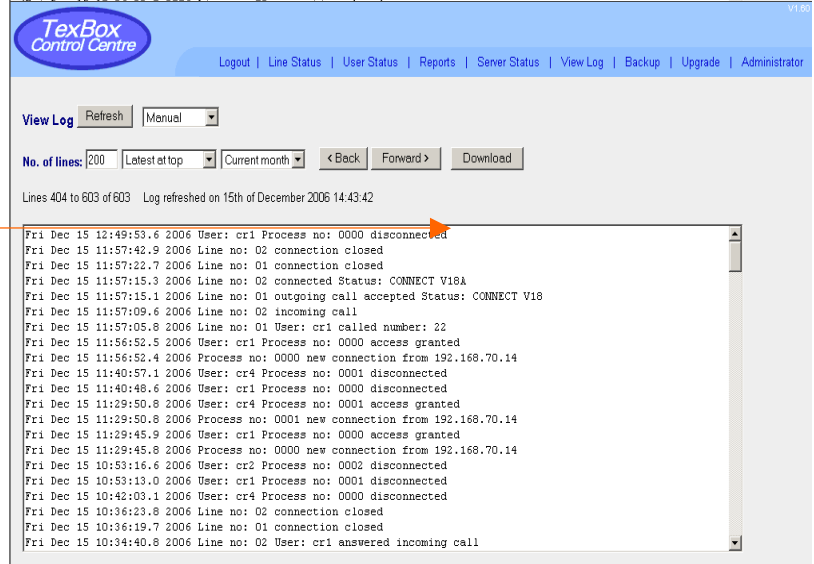
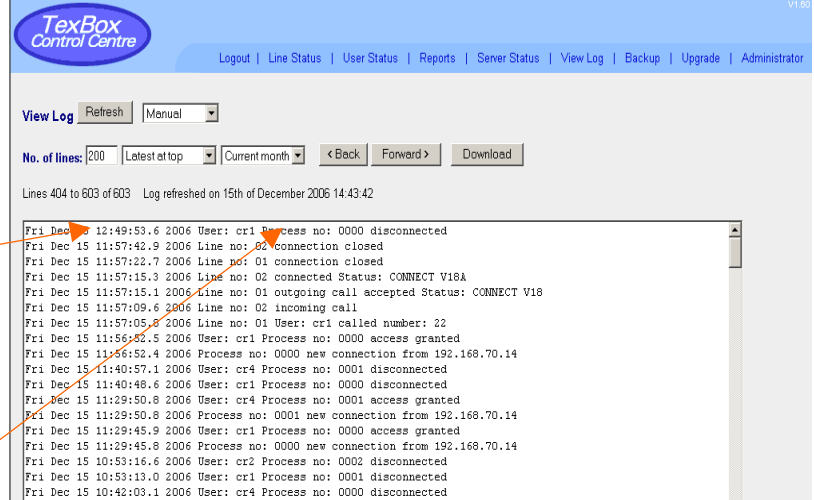
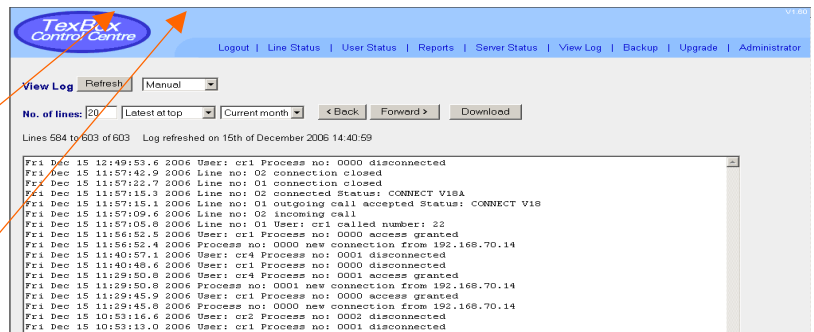
The number of lines displayed in the log with the latest at the top can be altered by entering a maximum number of lines to be displayed.

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

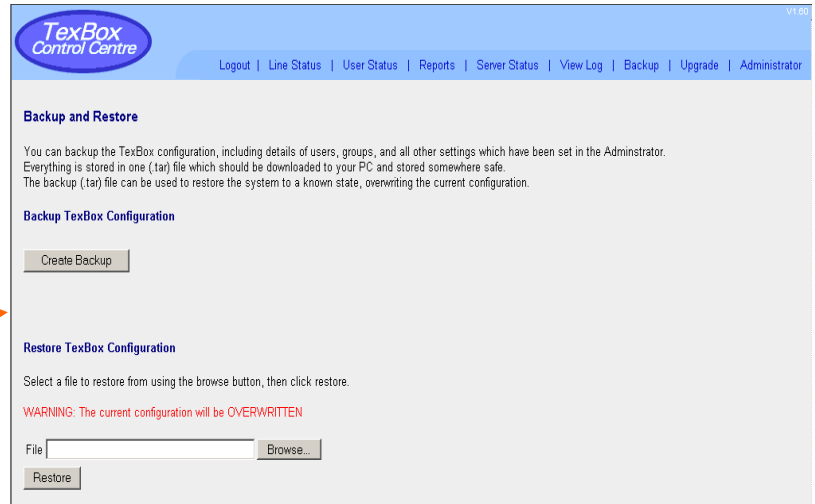
will allow you to specify where you would like to save the log to.



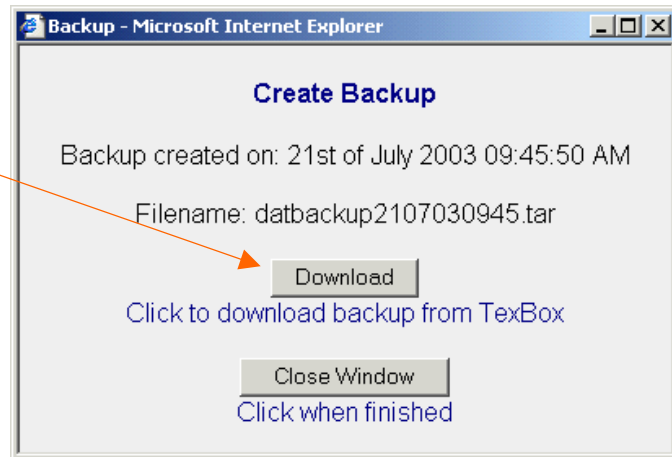
## 9 Backup and Restore

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

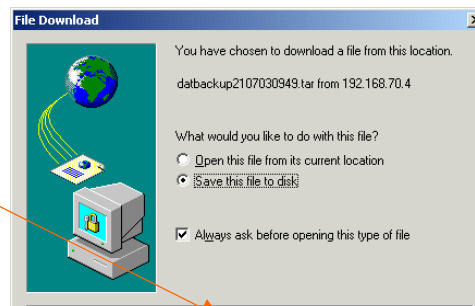
Click Create Backup



Once the Create Backup window appears, click 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 backup to.

To restore the system from a Backup, click Browse



Once you have specified the file to restore, click Restore

# 10 Upgrade

The Upgrade window allows you to upgrade the TextBox software.

To upgrade the system, click Browse

Once you have specified the file to upgrade, click Upgrade

TextBox Control Centre

Logout | Line Status | User Status | Reports | Server Status | View Log | Backup | Upgrade | Administrator

### Upgrade or Revert TextBox Software

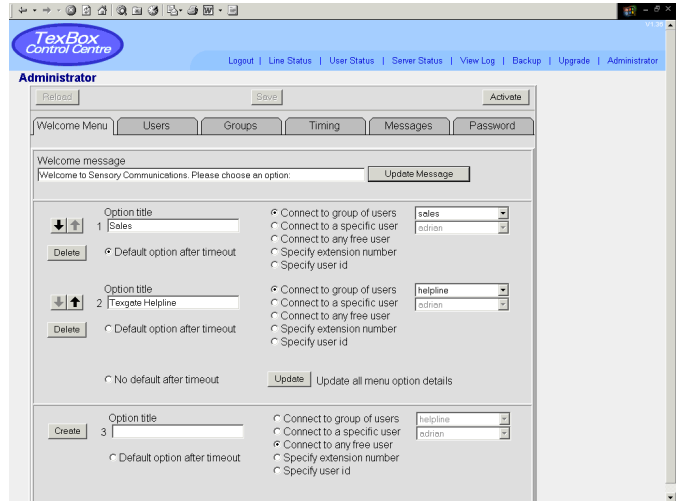
#### Upgrade Software

Select a file to upgrade from using the browse button, then click upgrade.  
**WARNING: The current software will be OVERWRITTEN**

File

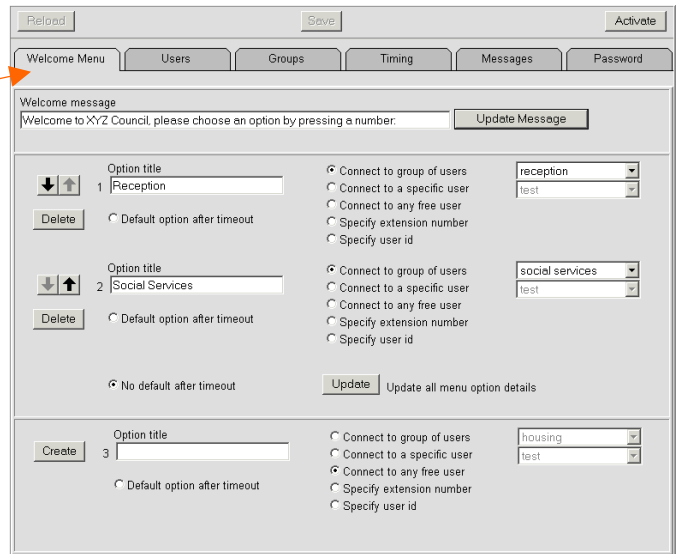
# 11 Administrator

Selecting Administrator displays the following window.



The TexBox Administrator consists of 6 main sections.

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



# 11.1 Adding Users

Select the "Users" tab in the administrator

Input user name

Input password

Input extension number

Click Create

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

## 11.2 Creating groups

Select the "Groups" tab in the administrator

Input group name

Click Create

The screenshot shows the 'Groups' tab selected in the administrator interface. The 'List of Groups' panel on the left contains a list with 'reception' and 'social services'. The 'Edit Group' panel on the right shows the 'reception' group being edited, with 'Group Name' set to 'reception'. Below this, there are 'Members' and 'Available users' lists, with 'test' in the members list and 'test', 'test2', 'test3', and 'test4' in the available users list. At the bottom left, there is a 'Create New Group' section with a text input containing 'Housing' and a 'Create' button. At the top right, there are 'Save' and 'Activate' buttons. A status bar at the bottom indicates 'Number of groups is 2 out of maximum 100 allowed'. Orange arrows point from the text instructions to the 'Groups' tab, the 'Create' button, and the 'Create New Group' section.

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

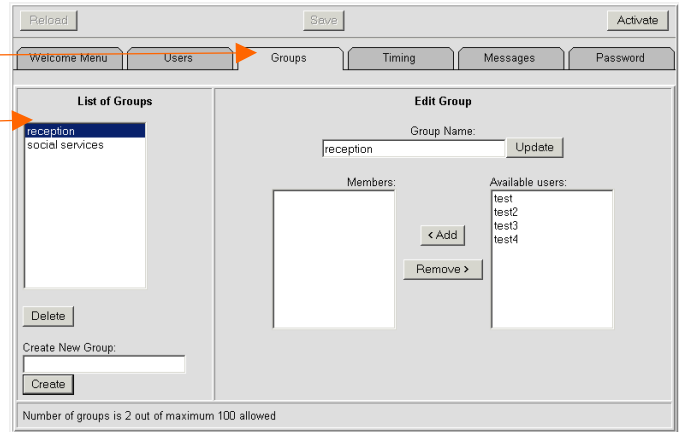
This will also save any changes you have made to any other sections of the administrator. Please note that these changes will not be initiated to the system until you activate the changes by clicking Activate

The screenshot shows the 'Groups' tab after saving changes. A red text notification 'There are unsaved changes' is visible at the top of the window, with an arrow pointing to the 'Save' button. The 'List of Groups' panel now includes 'housing' at the top, followed by 'reception' and 'social services'. The 'Edit Group' panel shows the 'housing' group being edited, with 'Group Name' set to 'housing'. The 'Members' and 'Available users' lists remain the same as in the previous screenshot. The 'Create New Group' section now has an empty text input and a 'Create' button. The status bar at the bottom indicates 'Number of groups is 3 out of maximum 100 allowed'. Orange arrows point from the text instructions to the 'Save' button and the 'Activate' button.

## 11.3 Assigning users to groups

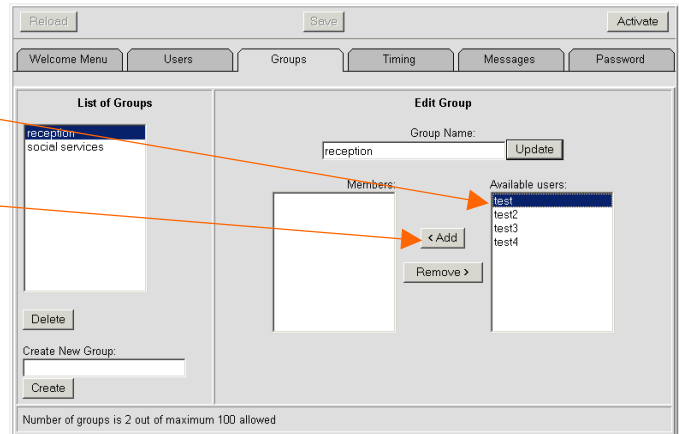
Select the "Groups" tab in the administrator

Select group



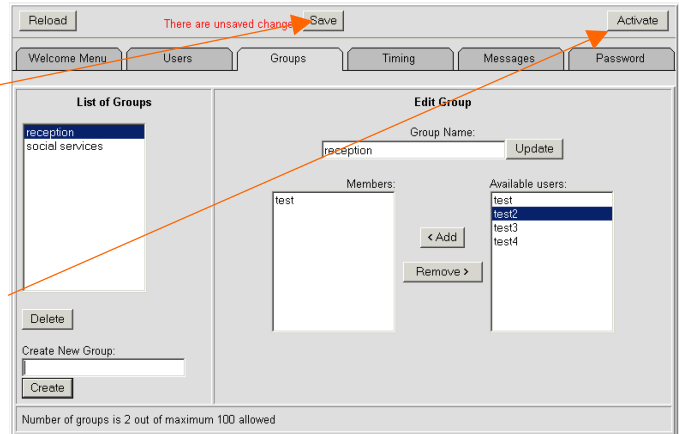
Select user you want to add to the specified group

Click Add



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





## 11.4 Welcome message

Select the “Welcome menu” tab in the administrator

Edit the welcome message

Click Update Message

Reception

Social Services

housing

test

test

test

Update Message

Update

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

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

There are unsaved changes

Save

Activate

Reception

Social Services

housing

test

test

test

Update Message

Update

Update all menu option details

## 11.5 Incoming caller Options

Reception

Social Services

reception

social services

Create

Select the “Welcome menu” tab in the administrator

To create an option, input an option title

Select the required action

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

Click Create

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

There are unsaved changes

Save

Activate

Reception

Social Services

reception

social services

reception

Create

## 11.6 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 operator 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 operator 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 operator fails to answer an incoming call in the specified time. This applies to incoming calls which are distributed through hunting only.

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): 60

Timeout for user's answer (sec): 20

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

Number of times to hunt for group member: 4

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

Timeout for voice answer (sec): 60

Timeout for non-active user to logon from voice (sec): 60

### BEHAVIOUR

The “Number of times to hunt for a group member” section controls the amount of times TextBox searches for an available operator 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 an operator continuously until an operator becomes available and answers the call or until an operator logs-in and answers the call.

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): 60

Timeout for user's answer (sec): 20

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

Number of times to hunt for group member: 4

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

Timeout for voice answer (sec): 60

Timeout for non-active user to logon from voice (sec): 60

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 operators are logged out of TextBox.

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 operator. The caller will not be disconnected until he/she hangs up.

The screenshot shows the 'Timing' configuration window. At the top, there are buttons for 'Reload', 'Save', and 'Activate'. Below these are tabs for 'Welcome Menu', 'Users', 'Groups', 'Timing', 'Messages', and 'Password'. The 'Timing' tab is selected. A 'Restore Defaults' button is located at the top left of the main content area. The settings are as follows:

- Delay between sending characters to telephone (ms): 200
- Timeout for welcome menu choice (sec): 60
- Timeout for user's answer (sec): 20
- Timeout for user's answer when hunting (sec): 15
- Number of times to hunt for group member: 4
- Go direct to answer machine if no group member logged in:
- Timeout for voice answer (sec): 60
- Timeout for non-active user to logon from voice (sec): 60

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

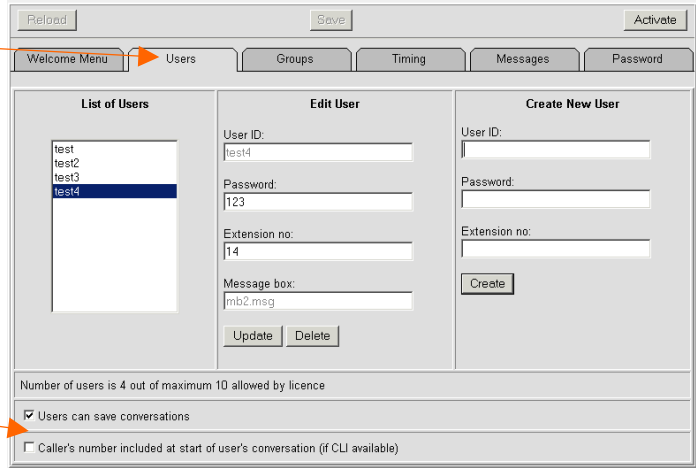
This will also save any changes you have made to any other sections of the administrator. Please note that these changes will not be initiated to the system until you activate the changes by clicking Activate

The screenshot shows the 'Timing' configuration window with a red warning message at the top: "There are unsaved changes". The 'Save' button is highlighted with a red arrow. The settings are the same as in the previous screenshot, but the 'Timeout for user's answer when hunting (sec)' is now 20. The 'Go direct to answer machine if no group member logged in' checkbox is still checked. The 'Activate' button is also highlighted with a red arrow.

# 11.7 Save Conversation function

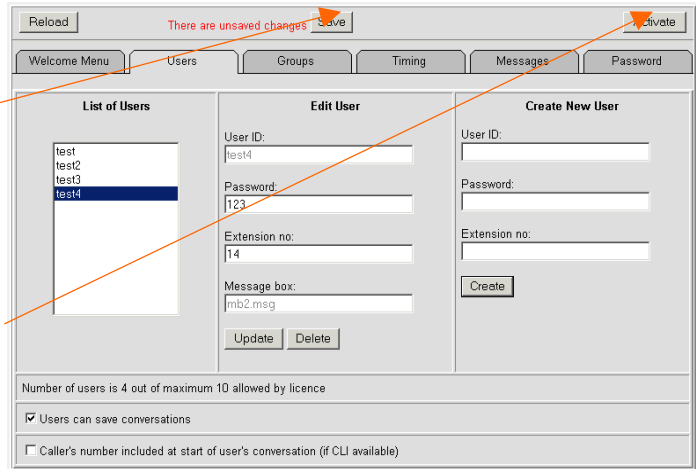
Select the "Users" tab in the administrator

This tick box enables or disables the save conversation function globally on all of the operators users' screens. Disabling this function is useful when organisations follow a strict policy and do not wish users to save conversations with callers.



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



# 11.8 Response Messages

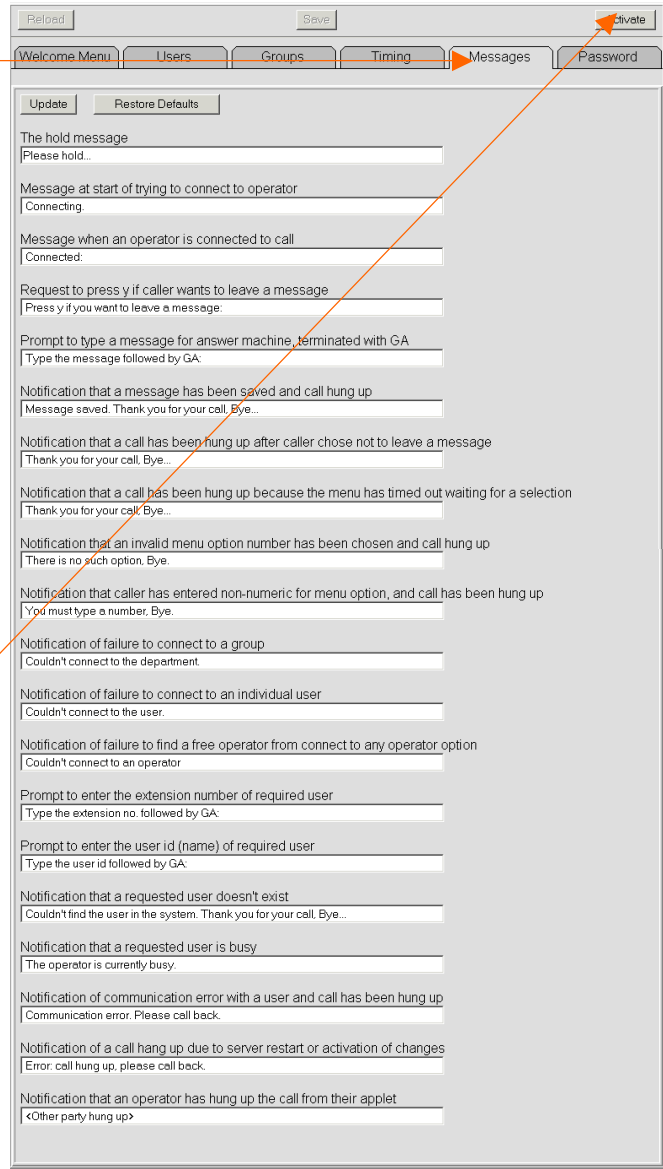
Select the "Messages" tab in the administrator

All messages that the system outputs to callers can be modified to suit the individual needs of an organistaion

All messages are limited to a maximum of 80 characters.

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

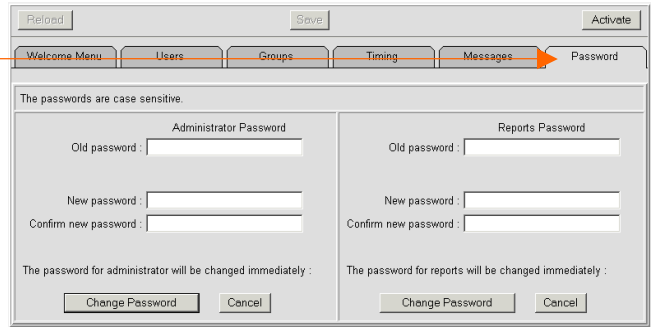


## 11.9 Control Centre Password

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



## 12 Notes on Activating Changes

It is important to note that once you Activate Changes to the system configuration, the system will automatically log out any users that have been deleted.

It may be good practice to administer the system when no users are logged on, or to notify all users that the system will be off line for a short period of time.



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