TexBox

Control Centre

Administrator Manual

v1.60 for Analogue systems

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1 Introduction

TexBox comprises of two elements:

TexBox 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.

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

2 Overview

The TexBox Control Centre consists of 8 main sections.

Section 1. Line Status.
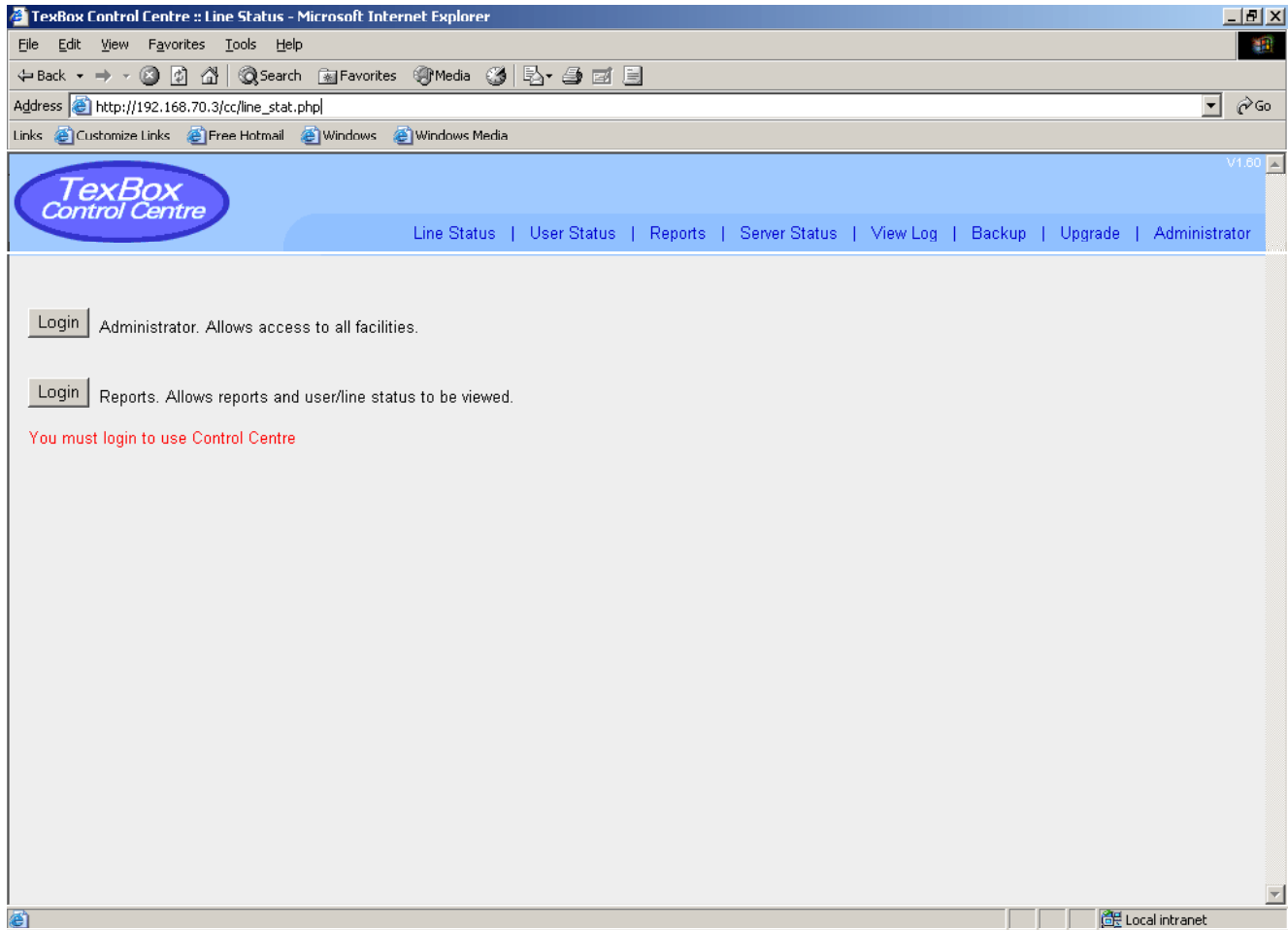**Section 2.** User Status.
Section 3. Reports.
Section 4. Server Status.
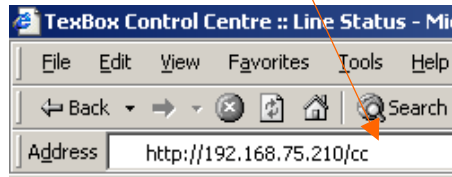**Section 5.** View Log.
Section 6. Backup.
Section 7. Upgrade.
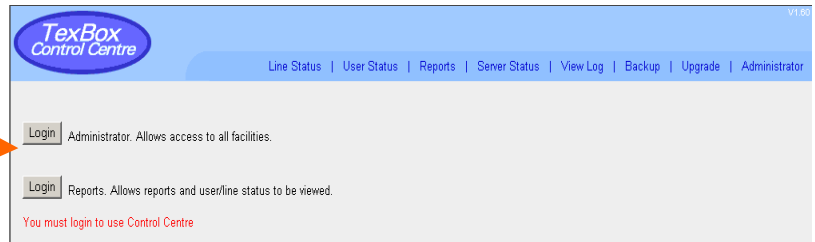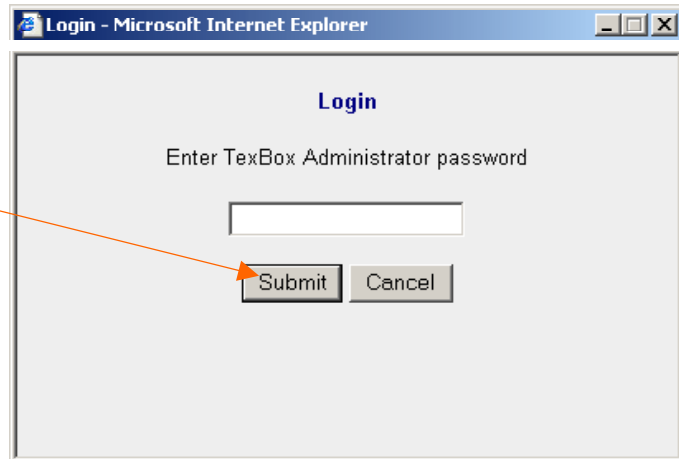**Section 8.** Administrator.

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 TexBox system followed by a slash and the letters cc. (eg. 192.168.75.210/cc) and press enter.
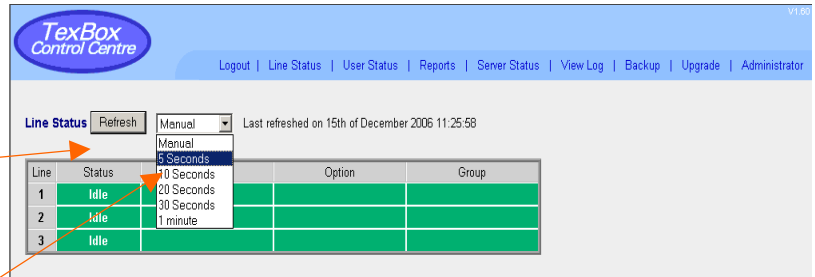
Click Login

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
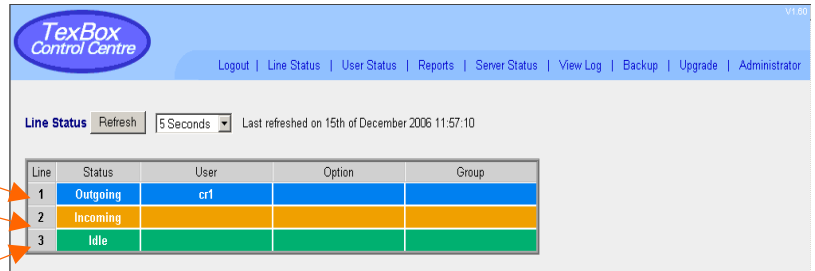

or you can enable the auto refresh by clicking on the drop down menu and selecting an auto refresh time.

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.
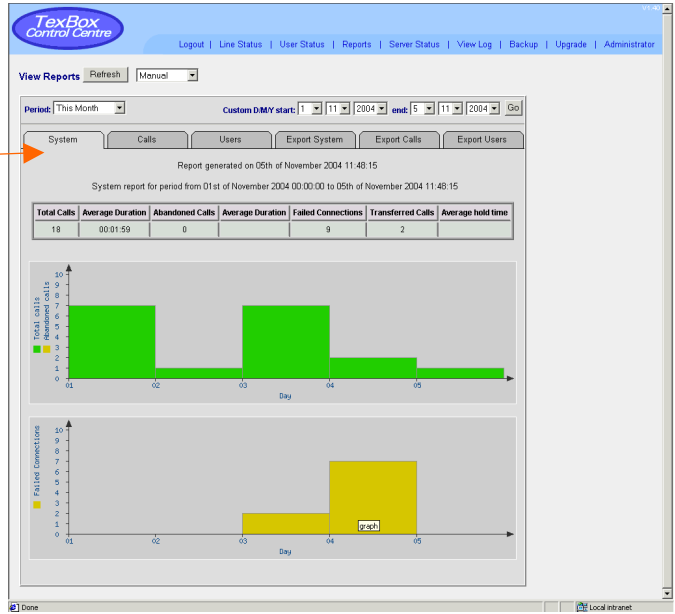

To change the way in which the Users Communicator applets open, Click on the drop down menu and choose an option.
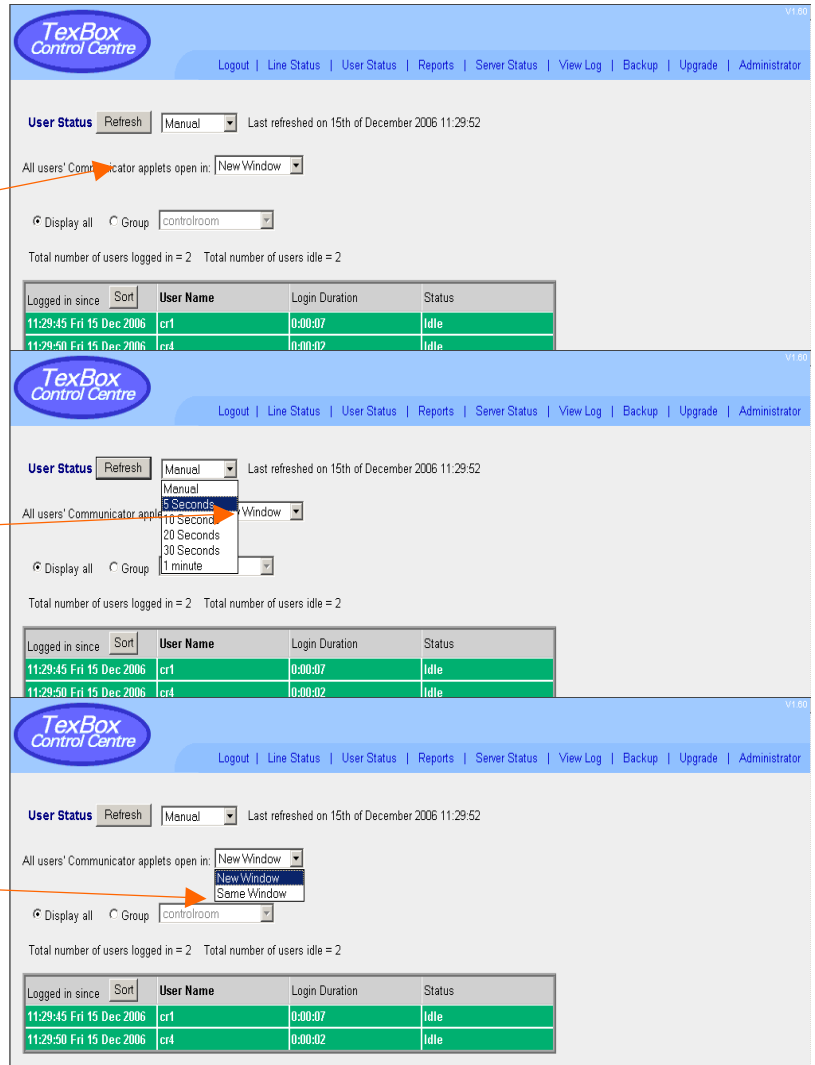
6 Reports

The Reports window displays call information.

The System Tab displays an overview of calls.

The Calls Tab displays incoming and outgoing call information.

The Users Tab displays User performance.

7 Server Status

The Server Status window displays:
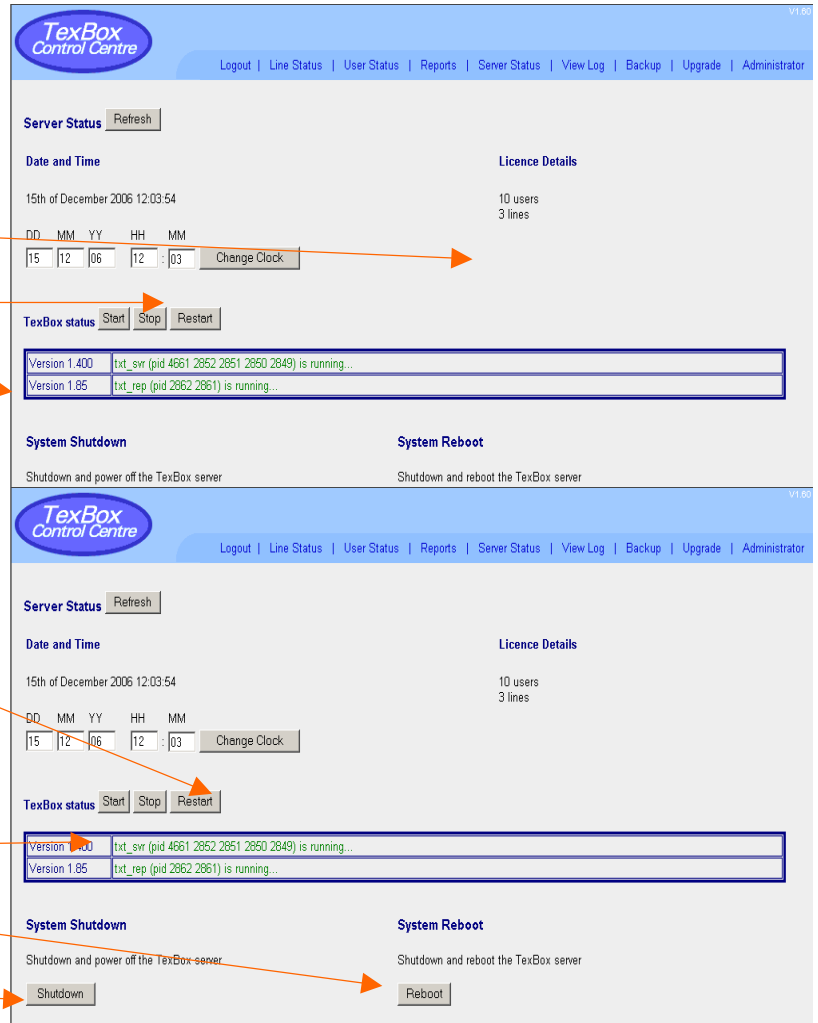
The licence details

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 TexBox 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.
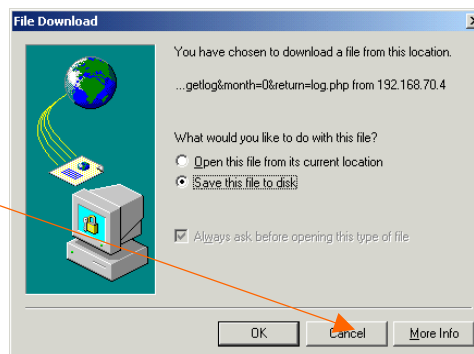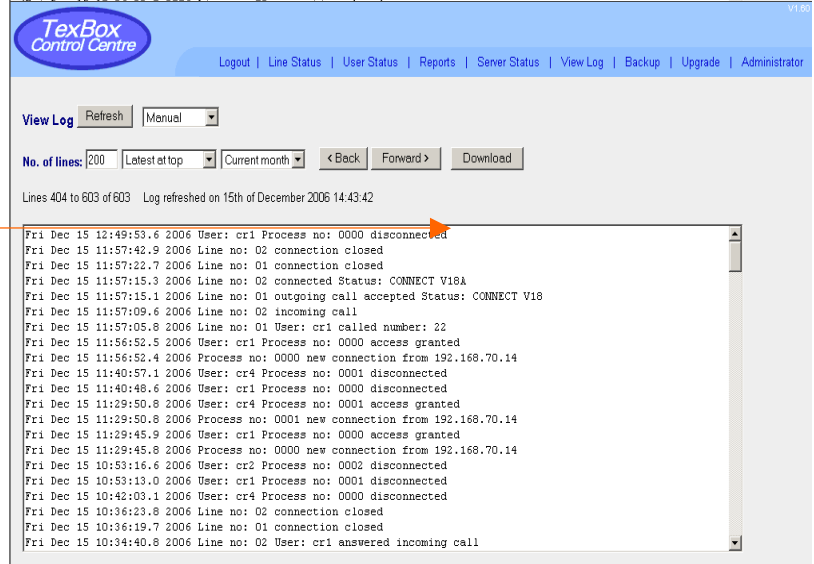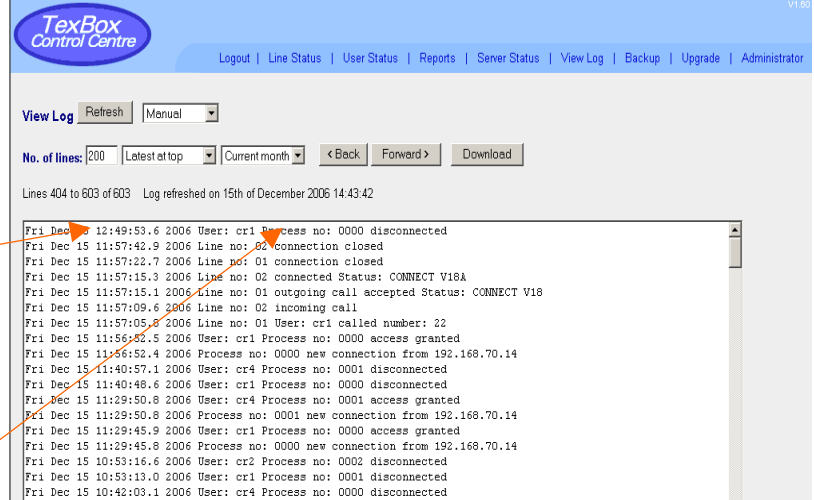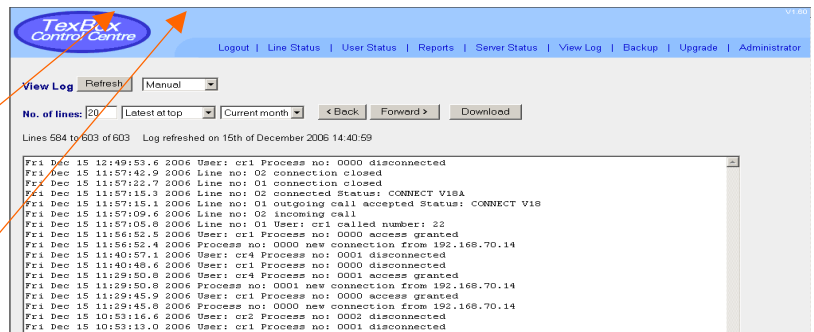
9 Backup and Restore

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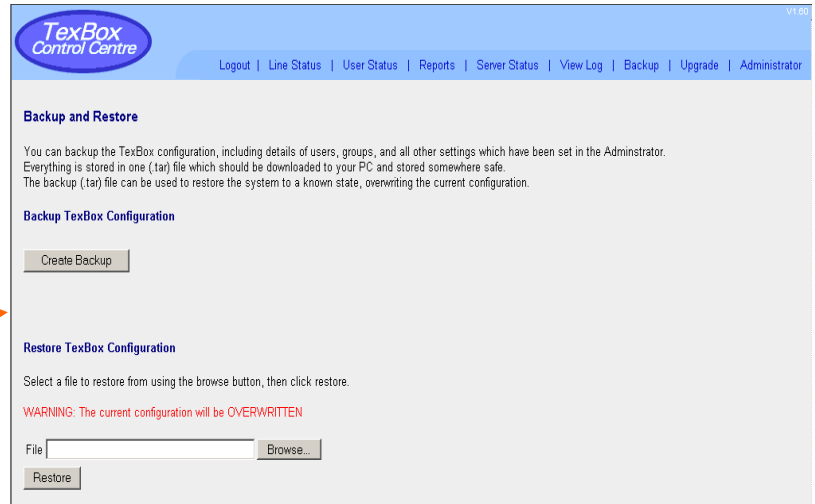
Click Create Backup

Once the Create Backup window appears, click Download

The Download window will appear. Selecting "Save this file to disk" and clicking OK

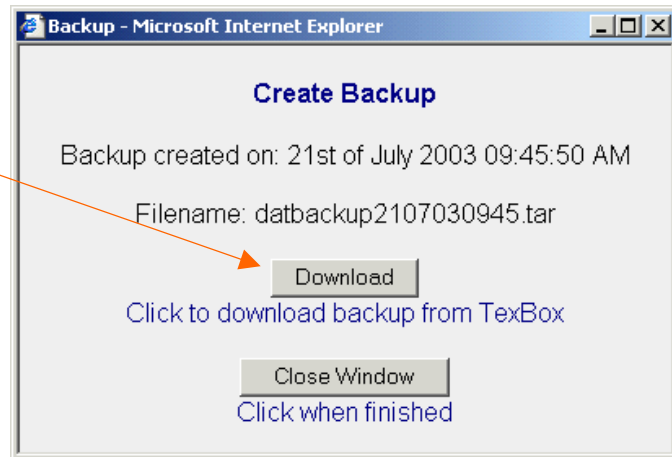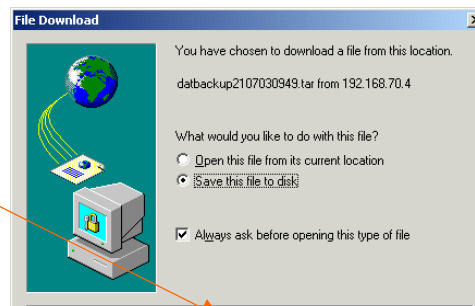will allow you to specify where you would like to save the backup to.

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 TexBox software.

To upgrade the system, click Browse

Once you have specified the file to upgrade, click Upgrade

11 Administrator

Selecting Administrator displays the following window.
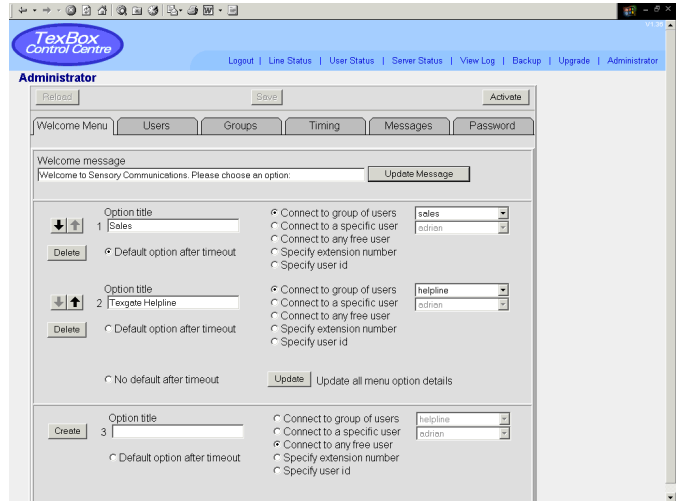
The TexBox Administrator consists of 6 main sections.

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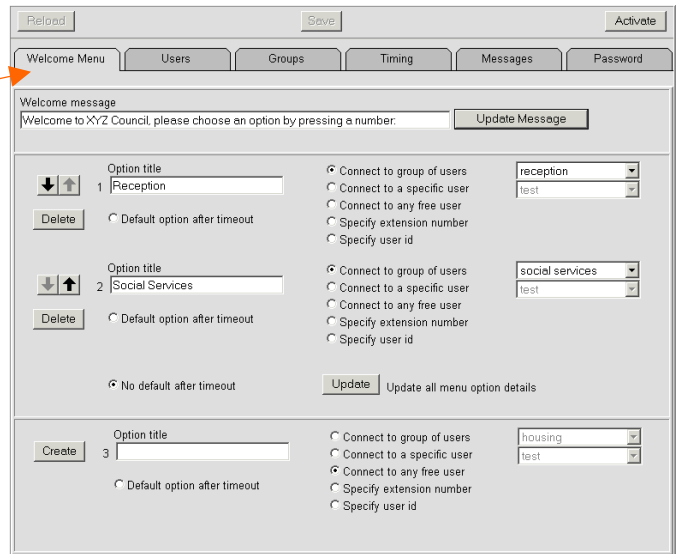
This will also save any changes you have made to any other sections of the administrator. Please note that these changes will not be initiated to the system until you activate the changes by clicking Activate

11.2 Creating groups

Select the "Groups" tab in the administrator

Input group name

Click Create

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

11.3 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
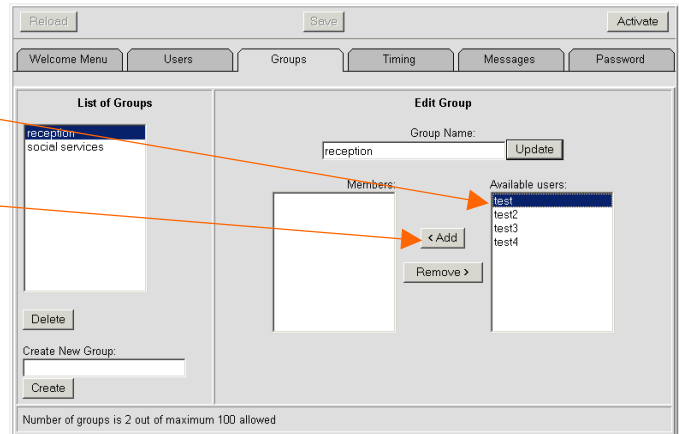
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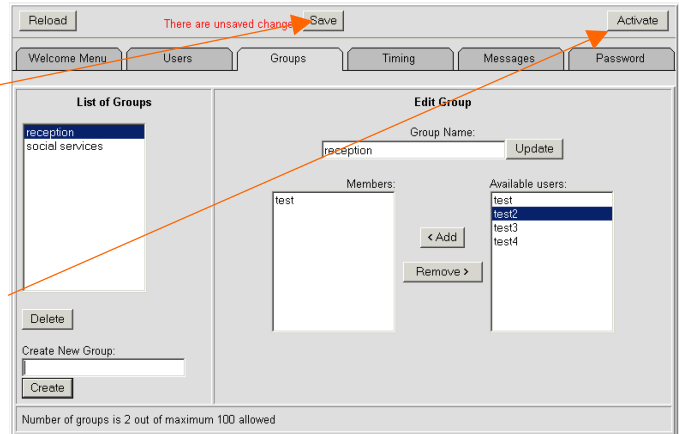
11.4 Welcome message

Select the "Welcome menu" tab in the administrator

Edit the welcome message

Click Update Message

There are unsaved changes will appear at the top of the window. To save the changes for the current session, click Save
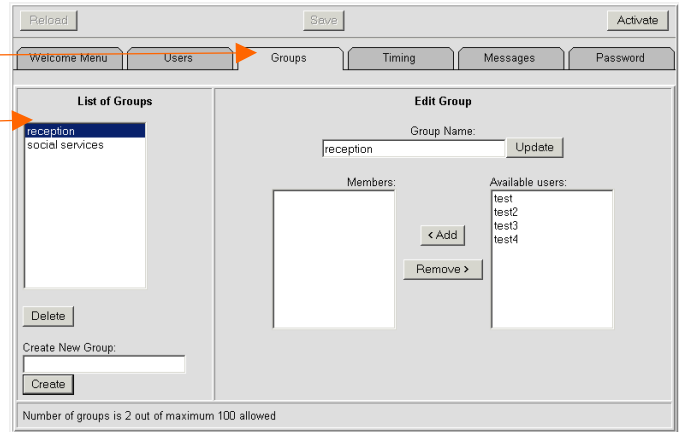
This will also save any changes you have made to any other sections of the administrator. Please note that these changes will not be initiated to the system until you activate the changes by clicking Activate

11.5 Incoming caller Options

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

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11.6 Timing and Answer Machine

Selecting the "Timing" tab in the administrator allows various options using drop down menus which affect the way TexBox 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 TexBox to a caller's textphone.

The "Timout for textphone menu choice" section controls the behaviour of TexBox if a caller does not choose an option from the welcome menu in the specified time.

The "Timout for user's answer" section controls the behaviour of TexBox if a TexBox 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 "Timout for user's answer when hunting" section controls the behaviour of TexBox if a TexBox operator fails to answer an incoming call in the specified time. This applies to incoming calls which are distributed through hunting only.

BEHAVIOUR

The "Number of times to hunt for a group member" section controls the amount of times TexBox 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 TexBox 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.

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 TexBox.

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 TexBox while TexBox continuously hunts for an available operator. 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

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
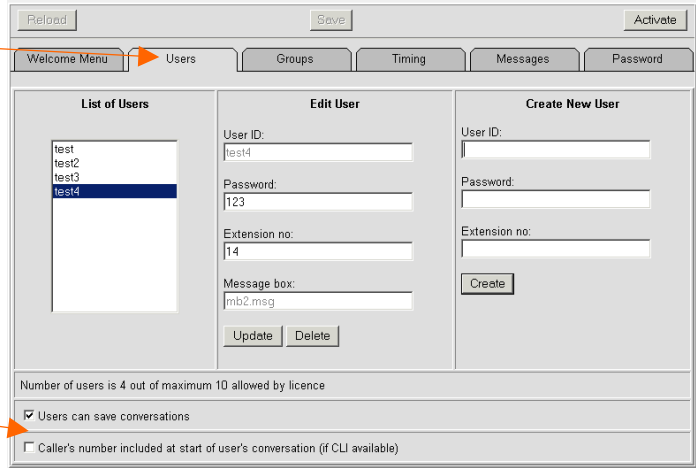

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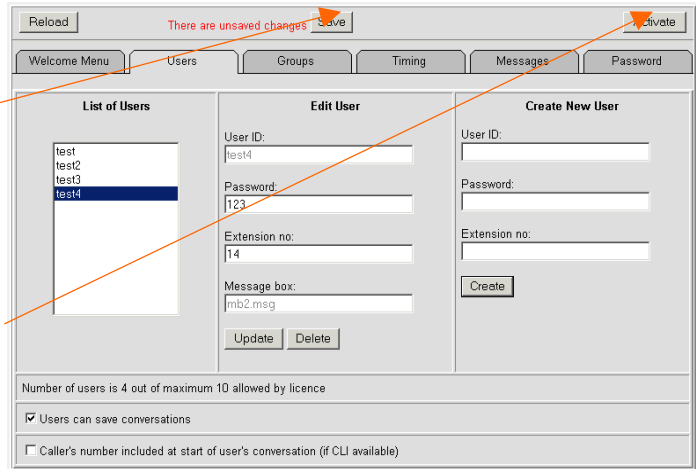
11.8 Response Messages

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
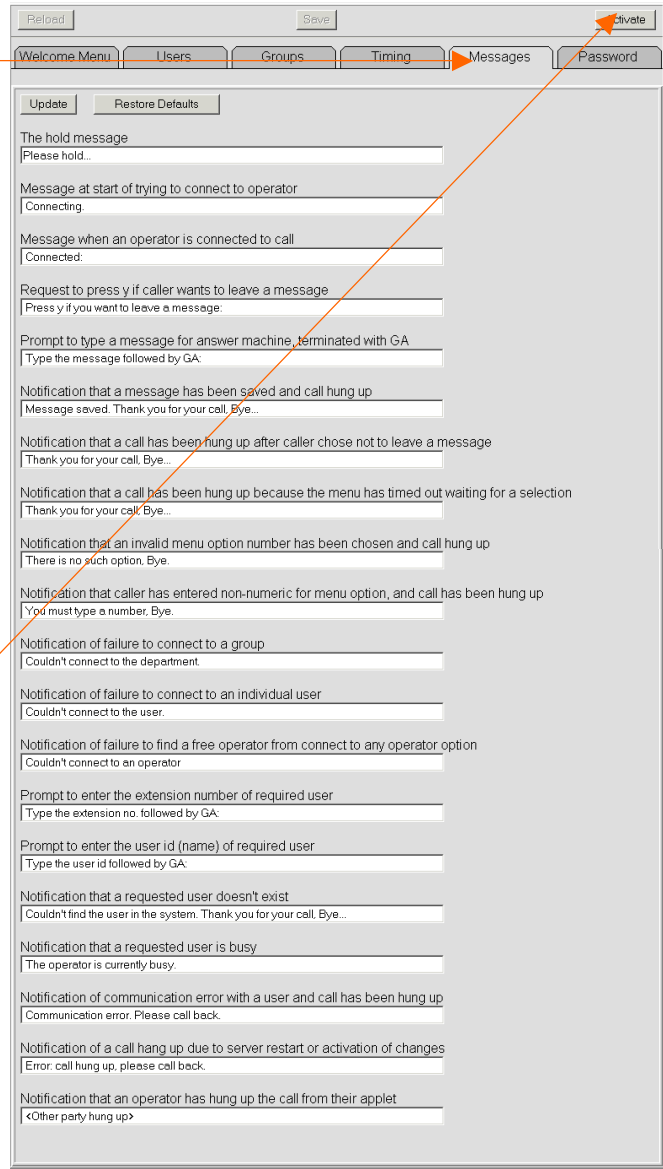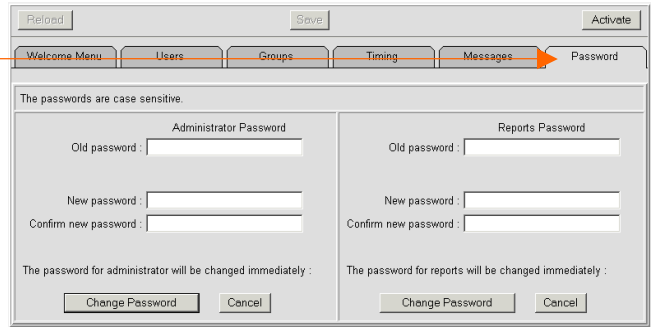
11.9 Control Centre Password

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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