



Digital Alarm and Communication Server

Version 6.31

DAKS Release 6.31
HiPath DAKS V2.1

User Manual

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1 Conventions and Operating Instructions

Target audience and qualifications

This User Manual is designed for service engineers who carry out the first installation and start-up of DAKS. It also offers supports for all users who are involved in the setup and administration of DAKS applications, as well as for Operators who start, monitor and control the different applications.

A knowledge of Windows and a basic knowledge of the communications technology are needed to perform the tasks described in this User Manual. Also required is a good familiarity with the terminals and handsets that are used and the functions of your PBX.

Contents

The chapter covers the following sections:

- 1.1 Overview of chapters
- 1.2 Reference manuals
- 1.3 Conventions and symbols used in this manual
- 1.4 General instructions
- 1.5 Privacy and data security

1.1 Overview of chapters

This User Manual contains the following chapters:

Chapter1, "Conventions and Operating Instructions"	This chapter specifies the conventions that are employed in this manual and shows you how put this manual to the best use.
Chapter2, "The Functions of DAKS"	This chapter gives you an overview of the structure of DAKS with a brief description of all functions.
Chapter3, "Installation and Configuration of the DAKS-TT Software"	This chapter shows you how to install the DAKS-TTDbServer, DAKS-TTProcessServer, and the Administrator- and Operator-Tool. It also shows you how to configure the DAKS-TT software components and setup the data backup.
Chapter4, "Operating Instructions for the Administrator- and Operator-Tool"	This chapter offers general operating instructions for the DAKS-TT Administrator-Tool and Operator-Tool. It also explains special functions of these tools.
Chapter5, "Configure Parameters"	This chapter covers the different basic parameters for the DAKS server and the Administrator-Tool . It shows you how to set the different parameters to tweak the DAKS server and the applications to meet your needs and requirements in the best possible way.
Chapter6, "SMS Retrieval Service"	This chapter shows you how to set up and administrate the SMS retrieval service. It also explains how to retrieve SMS message over the telephone.
Chapter7, "Create and Administrate Announcements"	This chapter shows you how to create and administrate announcements. It covers both the functions provided by the Administrator-Tool as well as the functions that can be performed over the telephone. At the end of the chapter you will find an overview of the professionally recorded announcements that are included in every standard delivery.
Chapter8, "Create and Administrate Subscribers"	This chapter shows you how to set up and administrate subscribers and how to assign them rights or permissions. It also includes a detailed description of the fields for the subscriber data.
Chapter9, "Protocoling, Logging and Printouts"	This chapter describes the different logging options in DAKS. It shows you how protocols are created, how they are set up and how they can be printed or saved as a file.

Table 1-1 Overview of chapters

Chapter10, "Set up, Adminis- trate, Start and Monitor Broad- casts"	This chapter shows you how to set up, administrate, launch, and monitor broadcasts. It covers the functions provided by the Administrator-Tool as well as those that can be carried out from the Operator-Tool and over the telephone.
Chapter11, "Set Up and Acti- vate the Personal Security Function"	This chapter shows you how to set up and activate monitoring measures to protect exposed or lone staff members.
Chapter12, "Install, Start and Configure the E-mail Service"	This chapter shows you how to install, start and configure the E-mail Service.
Chapter13, "Setup, Initiate and Moderate Conferences"	This chapter shows you how to set up, administrate, initiate and steer conferences. It covers the functions provided by the Administrator-Tool as well as those that can be carried out from the Operator-Tool and over the telephone.
Chapter14, "Create and Admin- istrate Call Profiles"	This chapter shows you how to create and administrate call profiles. It covers both the functions provided by the Admin-istrator-Tool as well as the functions that can be performed over the telephone.
Chapter15, "Setup, Administra- tion and Operation of the Info Telephone"	This chapter shows you how to set up, administrate and op-erate the Info Telephone. It covers the functions offered by the Administrator-Tool as well as the functions that can be carried out from the Operator-Tool and over the phone.
Chapter16, "Setup, Administra- tion and Start of Scenarios"	This chapter will show you how to set up, administrate and start scenarios. It covers the functions provided by the Ad-ministrator-Tool as well as those that can be carried out from the Operator-Tool and over the telephone.
Chapter18, "DAKS in Combina- tion with Call Systems"	This chapter shows you how DAKS communicates with call systems. It contains real setup examples and characteristics that apply to the link-up with specific call systems.
Chapter19, "Glossary"	This chapter explains the technical terms that are used in this manual.

Table 1-1 Overview of chapters

1.2 Reference manuals

The below-listed documents may be of additional help when working with DAKS:

- the DAKS Release 6, HiPath DAKS V2.1, Service Manual
- the service manual of the PBX at which you want to use the DAKS server.
- the user manuals at www.siemens.com/hipath -> Downloads -> User Manuals.
- the for DAKS Release 6, HiPath DAKS V2.1, datasheets

1.3 Conventions and symbols used in this manual

Conventions


The following conventions are used in this document:


Text	Both the texts from the files described in this manual and the entries made into them appear in the non-proportional <i>Courier</i> typeface.
The password 123456 ...	Details and instructions in the continuous text that are of particular importance or that must be heeded appear in bold print. Buttons are also in bold print.
<code>global.cfg</code> file	Files and directories appear in the non-proportional typeface <i>Courier</i> .
"Name"	Field names, menu names and window descriptions are placed in quotation marks.
<i><Place holder></i>	Entries and outputs, both of which may vary depending on the individual situation, are placed in angle brackets and shown in italics.

Table 1-2 Conventions

Symbols

The following symbols are used in this document:

	Throughout this Manual, the "i" points out useful hints.
---	--

	Safety instructions The safety instructions point out hazards that can damage or destroy the hardware or software or lead to loss of data.
---	--

1.4 General instructions

Work performed on the DAKS Server and the PBX

Please bear in mind that any work performed on the DAKS server may only be carried out by service staff and authorized technical experts. For details on these processes please refer to the DAKS Service Manual as they are not included in this manual .

1.5 Privacy and data security

This system processes and uses, among other things, personal data, e.g. for billing purposes and text displays, and to record customer data.

In Germany, the processing and use of personal data are subject to various regulations, including the Federal Data Protection Act (Bundesdatenschutzgesetzes, or BDSG) and other regulations. For all other countries, please be careful to observe the pertinent laws and regulations that are currently in force in these states.

The purpose of data protection is to protect the individual against any infringement of his personal rights through the misuse of personal data.

In addition, data privacy protection has the aim to protect the data itself from being misused during the different phases of processing and thereby ward off any infringement of external or internal interests in need of protection.

Please help protect data privacy and data security by being aware of these issues as you work:

- Make sure that only authorized persons have access to personal data.
- Make consistent use of every opportunity to assign passwords and do not grant unauthorized persons access to passwords, e.g. by writing them down.
- Make sure that no unauthorized persons can manipulate (e.g. save, modify, communicate, block, delete) or use personal data in any way whatsoever.
- Make sure that no unauthorized persons have access to data storage mediums, e. g. to backup disks or printouts of protocols. This applies both to the all service work performed at your company site and to the storage and transport of the mediums.
- Make sure that all data storage mediums that are no longer needed are completely destroyed. Also, always check that you do not leave behind any papers that might become openly accessible to others.

2 The Functions of DAKS

Overview

This chapter provides an overview of the structure of DAKS and a brief description of its functions. Details of the individual applications can be found in the corresponding sections of this manual.

Contents

The chapter covers the following sections:

2.1 Overview

2.2 Administration and Operation

2.3 DAKS basic components

2.3.1 DAKS Server

2.3.2 The hardware for DAKS-TTDbServer, DAKS-TTPProcessServer, Administrator- and Operator-Tool

2.4 The basic functions of DAKS

2.5 The DAKS Classic Applications

2.1 Overview

With the **D**igital **A**larm and **C**ommunication **S**erver (DAKS) with "Classic Applications" you can **alarm, inform, notify, warn, and hold conferences** effectively, reliably and over large distances, and reach users quickly by making the best use of your already existing corporate telephone and PBX infrastructure in combination with public, fixed and mobile radio networks.

DAKS renders your communication easier at a higher speed, gives increased mobility to your corporate staff, optimizes telephone accessibility and performs routine tasks reliably; with DAKS valuable time and costs is saved.

DAKS takes calls, dials subscribers autonomously, plays back both internally stored voice announcements and external audio sources, informs and notifies in alphanumeric display texts messages, and switches subscribers to bilateral calls or entire conferences.

In short, DAKS answers to the most diverse and differentiated needs and requirements in modern telecommunications.

In general a selection of DAKS applications is installed and used in one system.

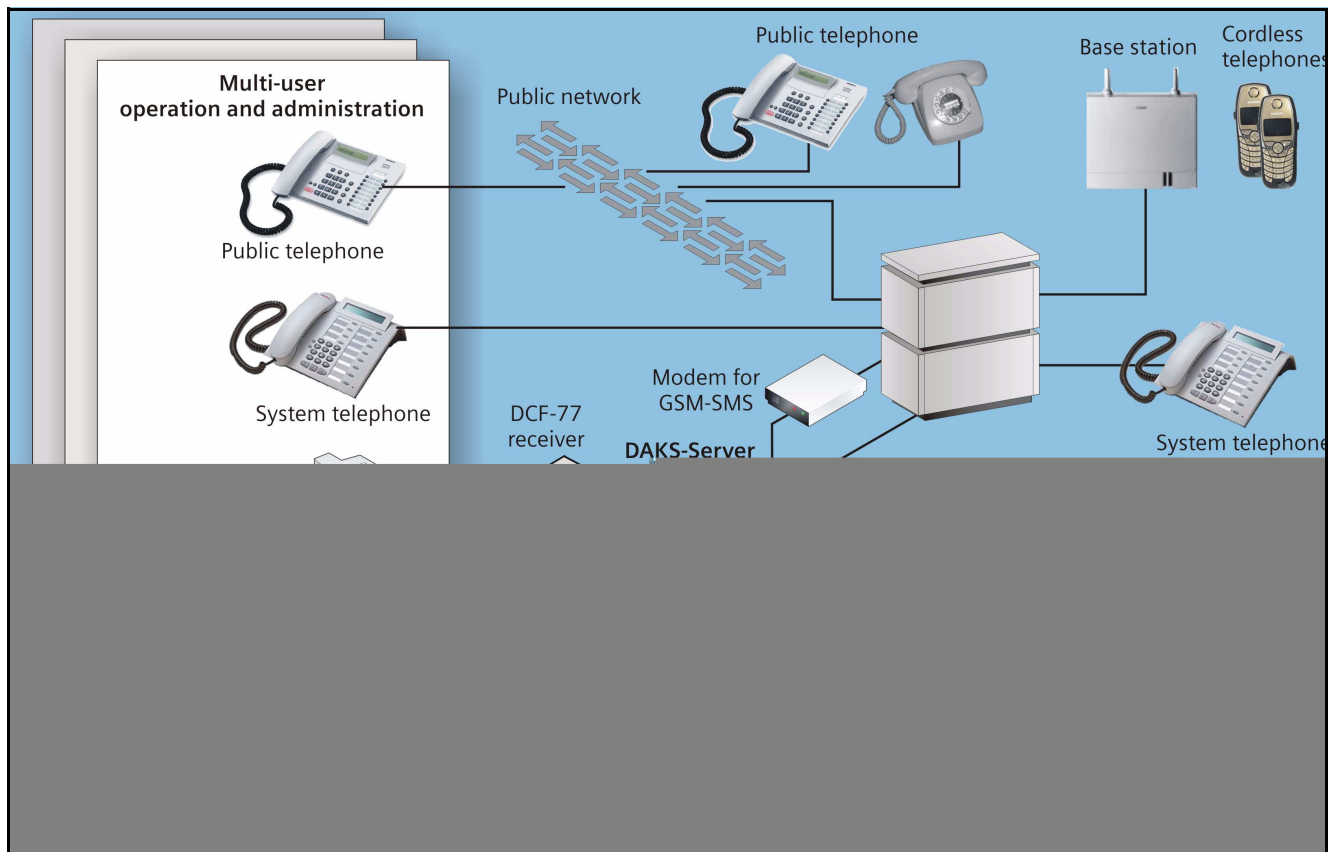


Image 2-1 DAKS setup

Security through discrete process flows

Classic DAKS achieves its superior availability by separating the different process flows and administration.

All DAKS PBX processes are carried out in the DAKS server. As the DAKS server contains all the data it needs to operate successfully, it is able to operate even in the event the entire administrative/operative periphery breaks down.

In this way broadcasts can, for example, still be activated over the phone, via a serial data interface or a hardware input, even if your entire local area network, or LAN, breaks down.

Second DAKS server for higher availability

In all situations in which particular requirements are placed on the system availability, a second DAKS server can be installed as Hot Standby or, if needed, as in form of a parallel running server with automatic refresh in the background.

2.2 Administration and Operation

The administration is carried out on one or more spatially separated standard Windows computer servers (Windows 2000, XP or 2003 Server).

In the easiest set-up or single-user operation only one PC with the DAKS-TTDb-Server (database server), the DAKS-TTProcessServer (process control server), the Administrator- and the Operator-Tool, is connected directly to the DAKS server via TCP/IP-LAN or via a serial RS232-connection.

In multi-user operation, the DAKS-TT software runs on a backend server with which up to 10 remote Administrator and 10 remote Operator workstations can communicate simultaneously via TCP/IP-LAN.

In Remote Administration (released 1st quarter 2006), the DAKS server is connected via dial modem. This solution makes it possible to administrate several DAKS servers with very different databases from a single remote workstation.

Intuitive user interfaces add maximum convenience for the user and a system in his own native tongue.

2.3 DAKS basic components

DAKS normally consists of:

- the DAKS server
- a backend server with DAKS-TTDbServer, DAKS-TTProcessServer, and, if needed, the Administrator- and Operator-Tool
- additional Windows computers with the Administrator-Tool and/or the Operator-Tool

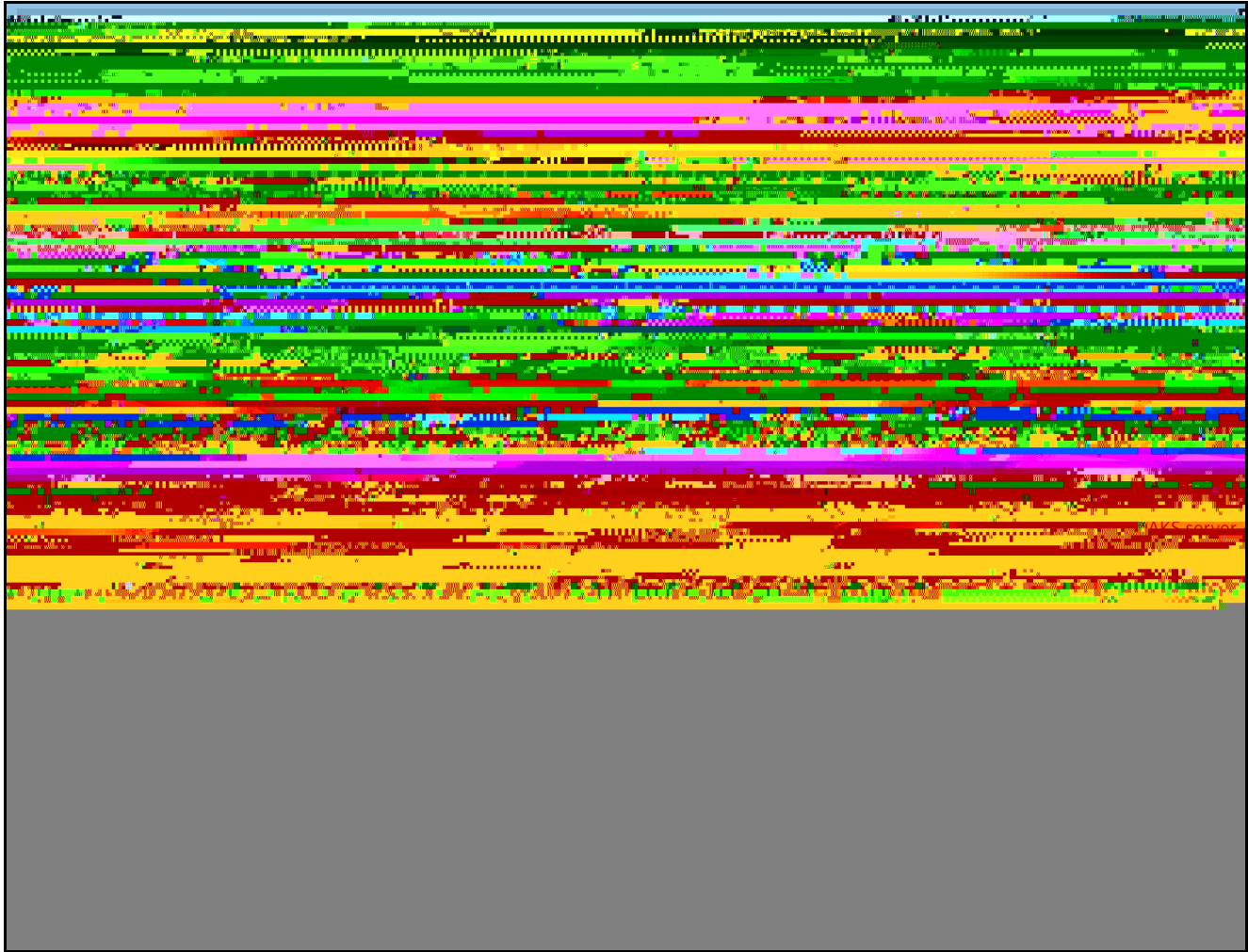


Image 2-2 System topology of the classic DAKS



The Administrator- and the Operator-Tool can also operate on one PC together with DAKS-TTDbServer and DAKS-TTProcessServer (single-user operation).

2.3.1 DAKS Server

The DAKS server is the central element of the entire system. It has the following features:

- Digital connection as a subsystem with its own call number household to any TC switch-board(s) in the (HiPath/Hicom) network with 4, 8, 30, 60,..., 240 channels (2 or 4 x S₀, 1 to 8 x S_{2M}) depending on the configuration
- Shielded module holder in 19" technology with VME-bus:
 - either 3 HE without SCbus
 - or 6 HE with SCbus (DAKS-internal interface to audio inputs and outputs and between the ISDN interface and voice memory modules)
- Integrated conference-capable switching network for the realization of all communication and transmission processes
- A DTMF reception channel for each subscriber
- Maximum performance capability in the CorNet network (D-channel protocol CorNet-NQ in the HiPath network as well as between DAKS server and HiPath).



DAKS acts like a node in the CorNet network; thus, in principle, DAKS has all the features available throughout the entire network at its disposal.

- Digital long-term Flash memory voice memory for current or prepared announcements:
 - Maintenance-free and save from loss of power (no hard disk, no RAM with battery)
 - A maximum of 120 minutes total capacity, organized in up to 450 linkable partitions à 2 sec. for a total of up to 500 general announcements
 - A playback channel for each subscriber (i.e max. 240)
 - Additional 6 x 30 sec. ad-hoc voice memory for current announcements
- High degree of reliability and availability:
 - Failure-safe power supply from 48V DC, optionally also from 115/240 V AC
 - Storage of all data and stationary voice announcements in maintenance-free, nonvolatile semiconductor memory (Flash- EPROMs)
 - Operational readiness even after temporary loss of power and without activated DAKS-TTDbServer or DAKS-TTProcessServer (at least breakdown mode)
- Various expansion possibilities:
 - 32 optocoupler inputs
 - Up to 704 activated distributed switch input using Profibus DP technology
 - Up to 16 optocoupler outputs + 1 relay output
 - input and output coupling of audio signals (8 x IN, 8 x OUT)
 - serially (RS 232) connected system printer, terminal PC or tetronik Print Manager (to distribute protocols to different printers throughout the network, also application-based), with print output via DAKS-internal spooler

DAKS basic components

- Separate DCF-77 receiver (radio clock)
- Up to 5 serial data interfaces (RS 232 or RS 422, electrically isolated) to higher-level trigger systems
- Modem for sending SMS messages to GSM subscribers or public pagers
- LAN interface

2.3.2 The hardware for DAKS-TTDbServer, DAKS-TTProcessServer, Administrator- and Operator-Tool

The hardware for DAKS-TTDbServer and DAKS-TTProcessServer

The backend server - equipped with DAKS-TTDbServer (database software) and DAKS-TTProcessServer (process control) - can be connected to the DAKS server with a serial connection (RS 232) and/or a LAN connection, with the option to extend the serial connection as needed with the help of an in-house- or dial modem. This interface can also be used to administer the DAKS server, e.g. if the LAN connection should fail because of a network problem.

The Administrator- and the Operator-Tool can be installed on the same PC that is used for DAKS-TTDbServer and DAKS-TTProcessServer.

Hardware for the Administrator- and Operator-Tool

Additional Windows computers can be equipped with the corresponding software for Administrators and Operators. The Administrator-Tool is configured to connect with DAKS-TTDbServer via LAN. The Operator-Tool is configured to connect to DAKS-TTProcessServer via LAN, with DAKS-TTProcessServer connected to the DAKS server. In this way, several Administrators and Operators can access the same data and control applications on the DAKS servers. If the Administrator- and the Operator-Tool are installed on the same PC together with DAKS-TTDbServer and DAKS-TTProcessServer (single-user operation), they will use the so-called "Local-Loop" to communicate, that is to say they will communicate via the IP address: 127.0.0.1 (= localhost). All communication between the Administrator-Tool and DAKS-TTDbServer and between the Operator-Tool and DAKS-TTProcessServer are fully encrypted.

For this purpose, the Administrators or Operators must be assigned the appropriate rights and permissions (Section 8.5, "Users and rights").

Requirements

- Min. 1GHz Pentium processor with at least 256 MByte RAM
- Windows 2000, XP, 2003 Server
- CD-ROM
- If necessary, a free RS 232 interface for the data connection to the DAKS server

2.4 The basic functions of DAKS

DAKS provides a series of basic functions and settings that are centrally administrated and that the individual applications draw on. For a detailed description see Chapter 5, "Configure Parameters".

Multi-client capability

"Classic DAKS" is client-capable and supports up to 9 additional client groups besides a global group.

All Administrators who are assigned to a particular client group can only view and edit the user- and process data of the client group to which they are assigned.

Subscriber administration

The central subscriber list comprises up to 9,000 subscribers.

This is where the initial person-specific information is first entered, e. g. the name, department, authorizations, PIN, priority and the E-mail address, if necessary.

Each subscriber can then be assigned up to 4 call numbers, each with connection type, call times and, if required, activation of special functions when calling, such as call override/intrusion, voice calling or emergency call signaling.

The central user list constitutes the basis on which the alarm and conference groups or call profiles are subsequently created.

Connection types

The definition of different connection types enables DAKS to adapt to the characteristics of networks and terminals. In this way, DAKS can for example:

- send SMS messages to GSM phones
- limit the number of parallel calls to a specific network (network overload protection),
- send 2-line display messages (with the possibility to scroll within the message) to HiPath terminals in the CorNet network,
- call pagers with DTMF suffix dialing, or
- insert preceding access codes

Announcements

The announcements required for the applications are stored in the internal voice memory of the DAKS server and are administrated via the administration interface.

The announcements are played to every user (subscriber) immediately, with all functionalities, and always right from the start.

Announcements can be listened to, deleted or recorded over at any time, either by telephone or via the Administrator-Tool. Announcements recorded over the phone can be saved as Wave files.

Pre-configured announcements for user-guidance are part of the DAKS delivery.

DAKS also supports physically stored announcements and so-called "composed announcements", i. e. logical announcements consisting of up to 16 available part announcements joined sequentially to one another.

inputs and outputs

- DAKS processes with contact-specific information, e. g. text messages and announcements, can be activated via hardware inputs.
- Hardware outputs register operation states or process activities and activate connected systems.
- Audio signals can be coupled in and out using low frequency inputs and outputs.

Protocoling

For later analysis, all active processes (e.g. conferences, broadcasts etc.) are logged via DAKS-TTProcessServer (process control) and saved in logfiles.

In addition, all system statuses and process flows are logged via the spooled system printer interface. Instead of a printer you can also connect the DAKS Print Manager (Windows software) to output the protocol via printers in the LAN and generate log files.

To ensure accurate protocoling to the last second, the time can be synchronized with DCF-77 standard time (radio clock).

High priority activities

In order to provide a process with the maximum number of resources in an extreme case (e. g. during a fire alarm), high priority activities can be defined that cancel all lower priorities.

Data transfer from external databases

Data from subscribers, groups and group members can be transferred from ASCII files into the DAKS database - also cyclically at specified points in time.

Login and log off

Subscribers can login and log off from DAKS over the telephone. Users who have already logged off and are thus no longer at work will neither be called by DAKS, nor will DAKS notify them with SMS messages.

Time-dependent calling

DAKS is designed to dial a wide range of different telephone numbers at specific times and on specific days of the week. For this purpose, the system assigns all half-hour periods in a week to one of 8 different time zones. Users can then define for each individual telephone number the time(s) when this number shall be dialed.

Tracking and positioning

Classic DAKS can locate DECT subscribers anywhere within the entire HiPath 4000 network in combination with a downstream location server (e. g. "tetronik DPS basic" or "Siemens HPS").

DAKS uses this capability to notify subscribers, in conjunction with alarming and emergency conferences (the latter is available from Q1/2006), of information regarding the location of an emergency caller or injured subscribers, for example.

Scenarios

DAKS enables you to define up to 200 different scenarios that can trigger up to 30 activities simultaneously, for example:

- launch multiple alarms and conferences
- toggle the Info Telephone function to alarm mode
- activate low frequency input

Scenarios can be started from the Operator-Tool or a digital system telephone.

2.5 The DAKS Classic Applications

In this section you will find a brief overview of the DAKS Classic applications. The applications are described in detail in the corresponding chapters.

Application 'Broadcasts/Alarms'

The simultaneous alarming and notification of large subscriber groups over telephones and pagers is an essential precondition for every efficient information flow in any area and field, e. g:

- to mobilize of the standby or auxiliary responders of fire services, rescue or first aid services
- to evacuate production areas and edifices in the event of a fire or any other emergency situation
- to notify multiple authorities and public offices at the same time, e.g. the police, hospitals, schools, government offices, the press etc.
- to transfer information to and from headquarters and branches
- to place calls to the nursing staff via DECT cell phones
- for malfunction messages from higher-level systems to mobile service technicians
- for emergency calls with detailed information on the location of the distressed person(s)

Important information is automatically quickly and safely distributed; personnel are relieved of error-prone, time-consuming and monotonous work.

What is more, in combination with the add-on 'Personal security' , persons in hazardous work areas can be monitored through cyclical calls from the DAKS server, with a broadcast automatically activated in the event no response to these calls is received.

Application "Email Service (Mail2Phone)"

From SMTP system (e.g. MS Outlook), you can send any number of E-mails to individual subscribers or prepared subscriber groups (to Optiset E or Gigaset) throughout the entire corporate network, e.g.:

- work orders
- information on changed dates or rooms
- status and disruption messages

Application "Conferences"

Communication and, therefore, decision processes can be considerably accelerated through the simple, spontaneous initiation of telephone conferences:

- between crisis management groups during catastrophes,
- between those seeking help and the helpers,
- between headquarters and branch offices,
- between editors and their specialist teams
- and in many other areas.

Application "Call profiles"

By dialing a single number, one and the same subscriber can be called at several of his or her assigned telephones simultaneously. This significantly increases the accessibility of mobile subscribers and reduces the wait time for callers, especially in combination with:

- DECT systems at different locations
- several digital telephones, e. g. in hotel suites
- GSM cell phones
- flexible offices

The dialing of a single phone number entails that all members of a team are called simultaneously, with the first subscriber to answer receiving the call, e. g.:

- service technicians
- medical specialists
- information personnel (hotlines)

The troublesome and time-consuming search for a competent person is not necessary – especially when time is short.

Application "Info Telephone"

DAKS can be called for the playback of prepared announcements, the latest spoken announcements or live transmissions.

Typical scenarios include:

- Up-to-date messages during breakdowns in industry, e. g. to assure concerned citizens or notify government offices and staff
- Environmental and traffic information, e. g. to give smog alerts, announce the latest flood levels, snow or sleet weather conditions, and to give traffic updates
- Special announcement services such as cinema or theater programs or current event information
- Parliamentary sessions, works meetings or conventions

The DAKS Classic Applications

3 Installation and Configuration of the DAKS-TT Software

Overview

This chapter shows you how to install the DAKS-TTDbServer and the DAKS-TTProcessServer as well as the Administrator- and Operator-Tool. It also shows you how to configure the DAKS-TT software components and set up the data backup.

Contents

The chapter covers the following sections:

- 3.1 Overview of the most important steps
- 3.2 Install the DAKS-TT software
- 3.3 Create an empty database or migrate existing DAKS or Hipath DAKS databases
- 3.4 Create another DAKS-TT-Service instance
- 3.5 Basic settings and functions of DAKS-TTDbServer
 - 3.5.1 DAKS-TTDbServer operating modes
 - 3.5.2 Create a new database
 - 3.5.3 Open a database
 - 3.5.4 Define the TCP/IP configuration
 - 3.5.5 Create and edit a DAKS server and DAKS-TTProcessServer connection
 - 3.5.6 Create and edit a DAKS group
 - 3.5.7 Set up a connection to the DAKS server manually
 - 3.5.8 Trigger a manual initialization of the DAKS server
 - 3.5.9 Output DAKS server software version and system status
 - 3.5.10 Cut the connection to the DAKS server manually
 - 3.5.11 Specify the directory paths
 - 3.5.12 Edit modem settings
 - 3.5.13 Adjust language to interface
 - 3.5.14 Administration of announcements and voice memory
 - 3.5.15 Transfer announcements
 - 3.5.16 Purge the voice memory
- 3.6 Set up the DAKS-TTProcessServer
 - 3.6.1 Configure the DAKS-TTProcessServer
 - 3.6.2 DAKS-TTProcessServer.INI
 - 3.6.3 Start the DAKS-TTProcessServer manually
- 3.7 Set up and start the Administrator- and Operator-Tool

- 3.8 Set up an automatic data backup
- 3.9 Uninstall the DAKS software
- 3.10 Configuration over the telephone
 - 3.10.1 Activate/deactivate the Hot Standby mode
 - 3.10.2 Restart the DAKS server via speed dial
- 3.11 Internal details of DAKS-TT
 - 3.11.1 Files installed or created at run time
 - 3.11.2 The Registry entries of the DAKS-TT-Services
 - 3.11.3 The Registry entries of the DAKS-TT Administrator-Tool
 - 3.11.4 The Registry entries of the DAKS-TT Operator-Tool
 - 3.11.5 The Registry entries of the Windows Event Viewer

3.1 Overview of the most important steps

this chapter shows you the most important steps to install DAKS-TTDbServer and DAKS-TTProcessServer on a Windows PC (backend server) and to set up the connection to the DAKS server. After you have carried out these steps, you can set up applications and record customized voice announcements.

For details how to set up subscribers, announcements and applications, please see the respective chapters in this manual.

Quick start

Follow the below instructions to install the DAKS-TT software and put it into service.

No.	Task	Section
1.	Ensure that the DAKS server is installed in keeping with the DAKS Service Manual.	DAKS Service Manual
2.	Use the serial and/or LAN interface to connect the DAKS server to the PC where you want to install DAKS-TTProcessServer.	DAKS Service Manual
3.	Install DAKS-TTDbServer, DAKS-TTProcessServer, the Administrator- and the Operator-Tool.	Section 3.2, "Install the DAKS-TT software"
4.	Set up a connection between DAKS-TTDb-Server and DAKS-TTProcessServer.	Section 3.5.5, "Create and edit a DAKS server and DAKS-TTProcessServer connection"
5.	Set up a connection between DAKS-TTProcessServer and the DAKS server.	Section 3.5.5, "Create and edit a DAKS server and DAKS-TTProcessServer connection"
6.	Set up the automatic data backup via DAKS-TTDb-Server and verify that it works properly.	Section 3.8, "Set up an automatic data backup"
7.	Start the Administrator-Tool and set up a connection to DAKS-TTDbServer. Log in with the user identification code "sysadm" and the password "sysadm".	Section 3.7, "Set up and start the Administrator- and Operator-Tool"
8.	Select a new password for the system Administrator to prevent unauthorized access to DAKS-TTDbServer, DAKS-TTProcessServer and the DAKS server, and also to make sure that no other user accidentally changes the system Administrator password.	Section 8.5.7, "Change own password"

Table 3-1 Overview of the most important steps

Overview of the most important steps

No.	Task	Section
9.	Assign the suffix codes if necessary.	Section 5.5, "Specify suffix codes"
10.	Transfer the standard announcements to the DAKS server.	Section 3.5.15, "Transfer announcements" or Section 7.4, "Transfer to and receive physical announcements at the DAKS server"
11.	Enter the basic parameters.	Section 5.2, "Edit basic parameters"
12.	Set up the company data for printout.	Section 5.6, "Create company data"
13.	Set up the subscribers.	Section , "Create and Adminis- trate Subscribers"
14.	Set up one subscriber as an Operator. This subscriber must have Operator rights ("Operational permissions"), a user identification code and a password.	Section , "Create and Adminis- trate Subscribers"

Table 3-1 Overview of the most important steps

3.2 Install the DAKS-TT software

The CD supplied contains the following DAKS software components as well as the DAKS manuals:

- DAKS-TTDbServer with database
- DAKS-TTProcessServer
- DAKS-TT-Administrator-Tool, short: Administrator-Tool
- DAKS-TT Operator-Tool, short: Operator-Tool

The components can all be installed in a single process. If you want equip other Windows PCs with but the Administrator-Tool or Operator-Tool and at the same time want these PCs to access DAKS-TTDbServer or DAKS-TTProcessServer (backend server), you can also install the different components separately.



You must have Administrator rights ("Administrative permissions") in order to install the DAKS-TT software on Windows 2000/XP or Windows 2003 servers!

To install the software on your computer, the following requirements must be fulfilled:

- Microsoft Windows 2000, Windows XP or Windows 2003 Server is already installed on your PC.
- You are familiar with the Windows operating system and know how to install software.
- You have the Administrator rights that authorize you to install software on the PC (e. g. Administrator).
- You have connected the PC on which you want to install DAKS-TTDbServer via LAN to DAKS-TTProcessServer, unless the two components are installed on one and the same PC.
- You have connected the PC on which you want to install DAKS-TTProcessServer via the serial interface or via LAN to the DAKS Server.
- The DAKS server is ready for operation (DAKS service manual).
- The chip card serial number of the DAKS server is at hand.



Follow the system instructions output during the installation. Click **Back** if you want to return to a previous window, for example to add changes. If you want to end and not finish the installation, click **Cancel**.

Install the DAKS-TT software

Carry out the following tasks to install the DAKS-TT software:




No.	Task	Window
1.	<p>Insert the installation CD in the CD-ROM drive.</p> <p>If the installation software fails to start automatically, please start the CD installation manually from Windows with the command 'Run menu':</p> <p>To do this, enter <CD-Rom drive>:\cdsetup in the command line and confirm with OK, e.g.: d:\cdsetup</p>	
2.	<p>click the menu item "Install administration software DAKS-TT V6...".</p>	
3.	<p>Select the language you want to use and confirm with OK.</p> <p>The selection of the setup language specifies the automatic language selection of the prepared database (German/English). This choice of language is also retained in any subsequent addition of an "empty database".</p>	

Table 3-2 Installing the DAKS-TT software

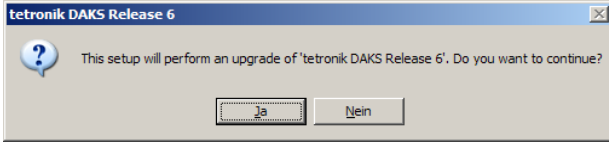

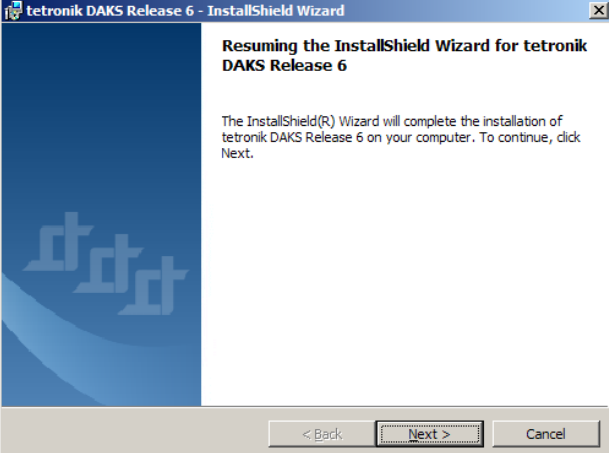
No.	Task	Window
4.	<p>If a DAKS Release 6/HiPath DAKS Version 2.1 is already installed on your system, the Wizard will now ask you if you want to run an update. Click Yes to update the current version. This will migrate the existing database. ► Continue as described in step 5.</p> <p>Click No to abort the installation process and retain the present version without any changes.</p> <p>If you are not queried as above, ► continue as described in step 9.</p>	
5.	<p>The installation is now initialized.</p>	
6.	<p>Now click Next to make all installation settings.</p>	

Table 3-2 Installing the DAKS-TT software

Install the DAKS-TT software

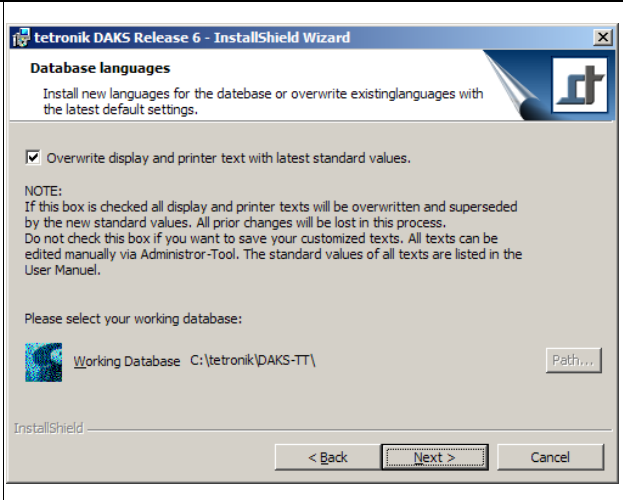
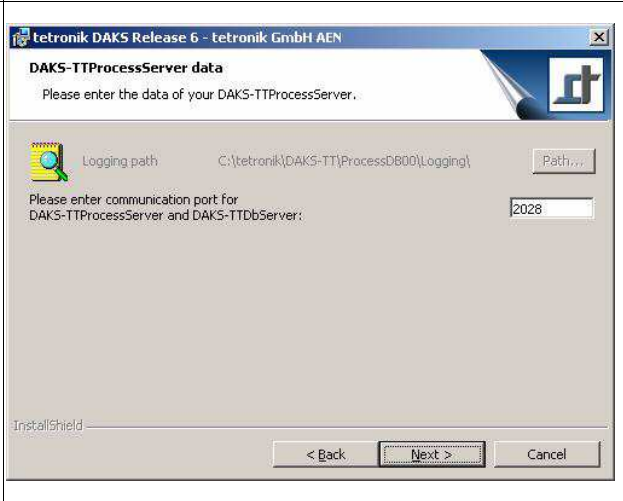

No.	Task	Window
7.	<p>Mark if you want the existing display and printer texts to be overwritten with the latest values.</p> <p>Please bear in mind that this setting can lead to the loss of all changes you have previously made to the display or printer texts.</p> <p>For a list of the default display and printer texts see Chapter 5, "Specify output captions".</p> <p>Now click Next.</p>	
8.	<p>If necessary, adapt the communication port between DAKS-TTProcessServer and DAKS-TTDbServer.</p> <p>Now click Next and ▶ continue as described in step 20.</p>	
9.	<p>The installation is now initialized.</p>	

Table 3-2 Installing the DAKS-TT software


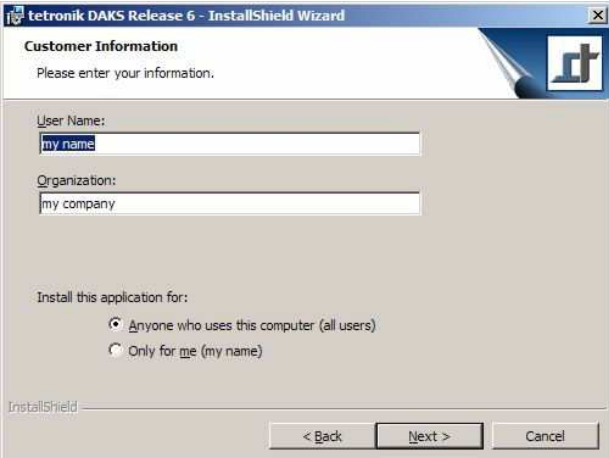
No.	Task	Window
10.	Now click Next to make all installation settings.	
11.	<p>Enter the user name and the name of the organization or company. Specify if you want the software to be installed for all users of this computer or only for you.</p> <p>Now click Next.</p>	

Table 3-2 Installing the DAKS-TT software

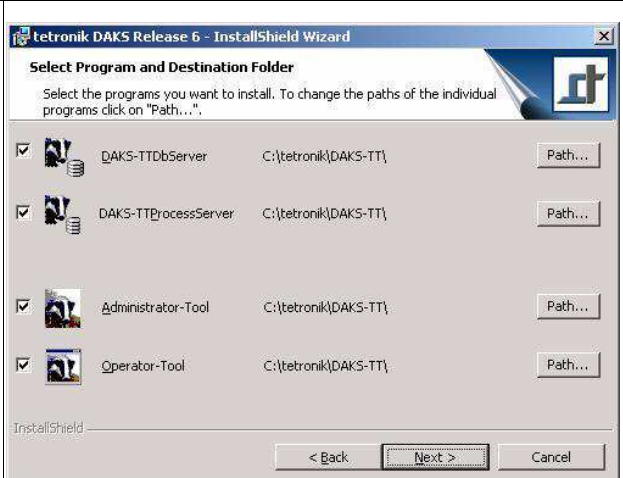
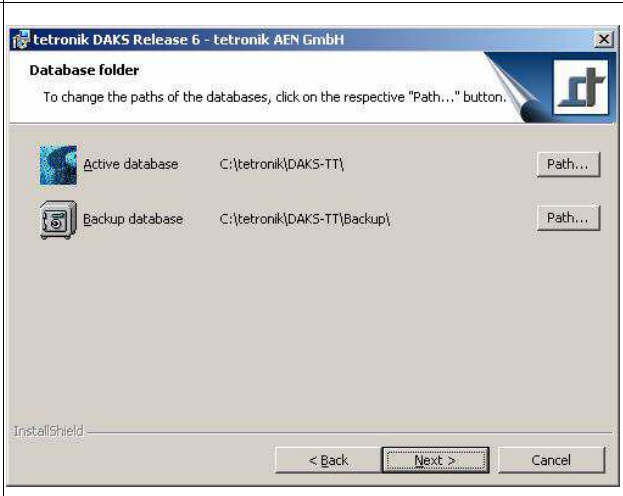
No.	Task	Window
12.	<p>Mark the checkboxes of the modules that you want to install.</p> <ul style="list-style-type: none"> ● If "DAKS-TTDbServer" is marked, DAKS-TTProcessServer and its database will be installed on this computer. ● If "DAKS-TTProcessServer" is marked, DAKS-TTProcessServer will be installed on this computer. ● If "Administrator-Tool" is marked, the administration software will be installed on this computer. ● If "Operator-Tool" is marked, the software for operating running DAKS processes will be installed on this computer. <p>The current installation paths are specified after the respective options. Click the Path... button of the corresponding option to change the path and select the desired path in the following window.</p> <p>Now click Next.</p>	
13.	<p>This window will only appear if you marked the module "DAKS-TTDb-Server" in step 11. If necessary, change the path of the working database or the path where you want the backup databases to be stored.</p> <p>Click the button Path... next to the corresponding option to change the paths and select a new path in the next user window. Now click Next.</p>	

Table 3-2 Installing the DAKS-TT software

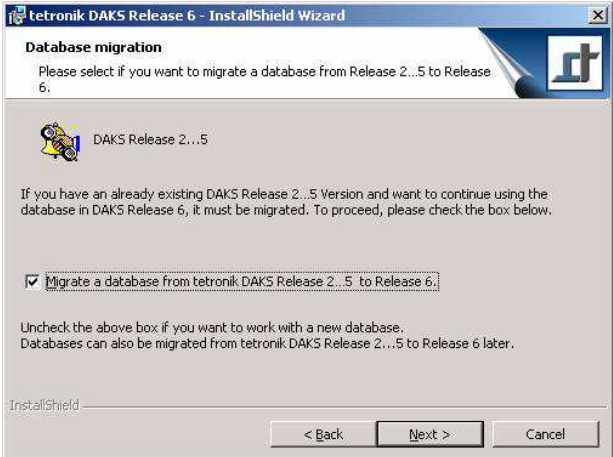

No.	Task	Window
14.	<p>This window will only appear if you marked the module "DAKS-TTDb-Server" in step 12. Select whether you want to migrate a database from DAKS Release 2, 3, 3E, 4 or 5.</p> <p>Now click Next.</p> <p>If this checkbox is not marked ► continue with step 15. if not: ► continue with step 16.</p>	
15.	<p>Enter the password of the user "sysadm" of the current database here. Please note that if you enter an incorrect password, it can result in the database not being migrated and an empty database being created just as in a new installation.</p> <p>Then select the database file (e. g. "DAKS.DBS") to be migrated.</p> <p>Please also mark if you want the existing display and printer texts to be overwritten with new values. Note that all prior changes made in the current database will be lost in the process.</p> <p>The Next button is only active if a database is selected and the password of the user "sysadm" is entered.</p> <p>Now click Next and ► continue as described in step 17.</p>	

Table 3-2 Installing the DAKS-TT software

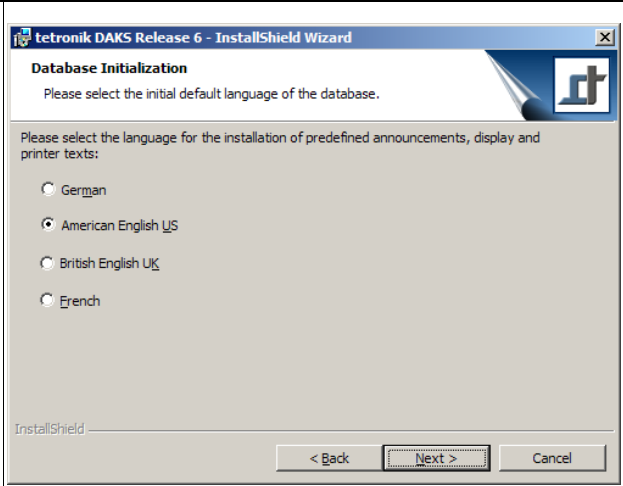
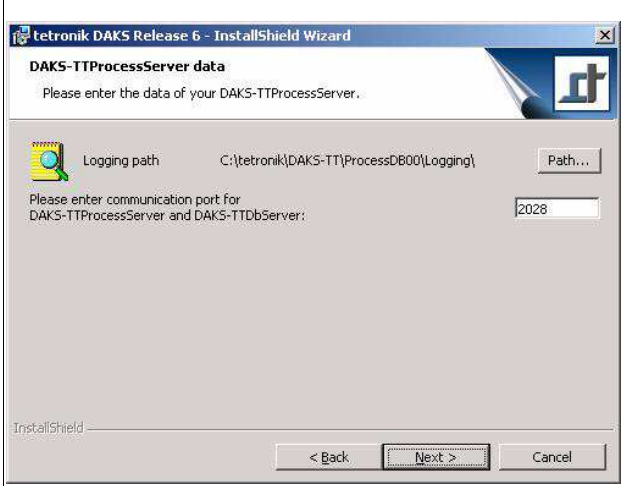
No.	Task	Window
16.	<p>Select the languages that you want to be installed. Also select the default language for the predefined announcements, display and printer texts.</p> <p>The Next button is only active if the default language for the installation has been selected.</p> <p>Now click Next. If you selected the module "DAKS-TTProcess-Server" in step 12.</p> <ul style="list-style-type: none"> ➤ continue as described in step 17, if not: ➤ continue as described in step 18 . 	
17.	<p>This window will only appear if you marked the module "DAKS-TTProcess-Server" in step 12.</p> <p>If necessary, change the path where you want the protocol files to be stored. To do so, click the button Path... and select a new path in the next user window.</p> <p>If necessary, adapt the communication port between DAKS-TTProcessServer and DAKS-TTDbServer.</p> <p>Now click Next.</p> <ul style="list-style-type: none"> ➤ continue as described in step 19. 	

Table 3-2 Installing the DAKS-TT software

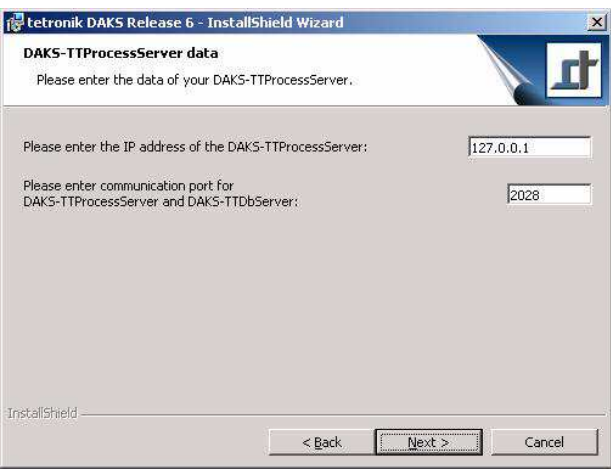
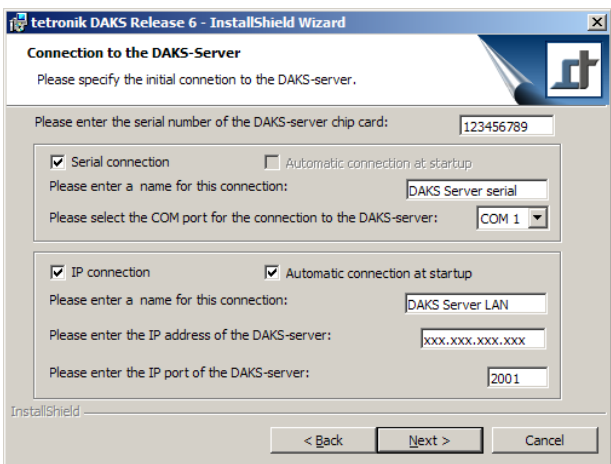
No.	Task	Window
18.	<p>This window will only appear if you DID NOT mark the module "DAKS-TTProcess-Server" in step 12.</p> <p>If necessary, adapt the IP address of DAKS-TTProcessServer.</p> <p>If necessary, adapt the communication port between DAKS-TTProcessServer and DAKS-TTDbServer.</p> <p>Now click Next.</p>	 <p>The screenshot shows a wizard window with the title 'tetronik DAKS Release 6 - InstallShield Wizard'. The main heading is 'DAKS-TTProcessServer data'. Below the heading, it says 'Please enter the data of your DAKS-TTProcessServer.'. There are two input fields: 'Please enter the IP address of the DAKS-TTProcessServer:' with the value '127.0.0.1' and 'Please enter communication port for DAKS-TTProcessServer and DAKS-TTDbServer:' with the value '2028'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.</p>
19.	<p>Enter the valid chip card serial number of the DAKS server and configure a connection to the DAKS server. You now have the possibility to set up a serial or LAN connection.</p> <p>A detailed description of the connection settings can be found in Section 3.5.5, "Create and edit a DAKS server and DAKS-TTProcessServer connection".</p> <p>Now click Next and ► continue as described in step 20.</p>	 <p>The screenshot shows a wizard window with the title 'tetronik DAKS Release 6 - InstallShield Wizard'. The main heading is 'Connection to the DAKS-Server'. Below the heading, it says 'Please specify the initial connection to the DAKS-server.'. There are two main sections. The first is for 'Serial connection', which is checked. It prompts for the 'serial number of the DAKS-server chip card:' (123456789), a name for the connection ('DAKS Server serial'), and the COM port ('COM 1'). The second section is for 'IP connection', which is also checked. It prompts for a name for the connection ('DAKS Server LAN'), the IP address of the DAKS-server ('xxx.xxx.xxx.xxx'), and the IP port of the DAKS-server ('2001'). At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.</p>

Table 3-2 Installing the DAKS-TT software

Install the DAKS-TT software

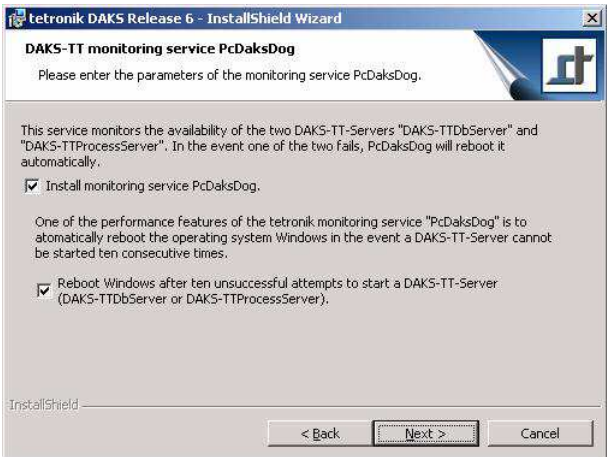
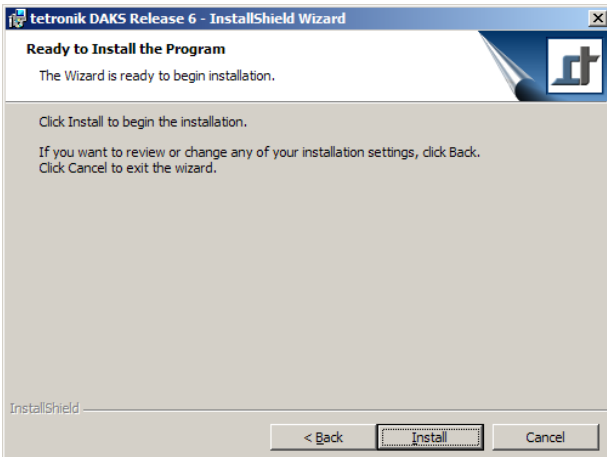
No.	Task	Window
20.	<p>Specify if you want the "PcDaksDog" database watchdog service to be installed on your PC. This service monitors the availability of the DAKS-TT-Services (DAKS-TTDbServer and/or DAKS-TTProcessServer). Should a DAKS-TT-Service end, it will automatically be restarted by the watchdog service "PcDaksDog".</p> <p>Specify how you want the computer to respond if a DAKS-TT-Service has failed to start 10 times.</p> <p>If this checkbox is marked, the operating system will be rebooted in a situation like this.</p> <p>Now click Next.</p>	
21.	<p>Click Install to install the DAKS software on your computer.</p>	

Table 3-2 Installing the DAKS-TT software

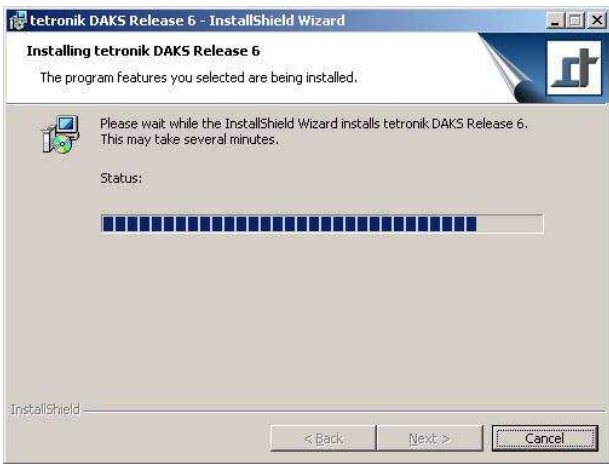

No.	Task	Window
22.	The software is now installed in the directory you selected. The progress of the installation is visualized with a blue progress bar.	
23.	<p>Click Finish to complete the installation.</p> <p>Once the installation is complete, the program symbols for the Administrator and the Operator-Tools will appear in the "tetronik ▶ DAKS-TT" program group of the Windows Program Manager. DAKS-TTDbServer and DAKS-TTProcessServer are started automatically.</p>	

Table 3-2 Installing the DAKS-TT software

Create an empty database or migrate existing DAKS or Hipath DAKS databases

3.3 Create an empty database or migrate existing DAKS or Hipath DAKS databases

If you have already installed a previous DAKS version (Release 2, 3, 3E, 4 or 5, or HiPath DAKS V1.0 or V2.0), you can always migrate the existing database to a newer version. To do so, you first need to create a new (empty) database and then migrate the old database to the greatest possible extent.

Follow the instructions below to create a new database or migrate an older database:

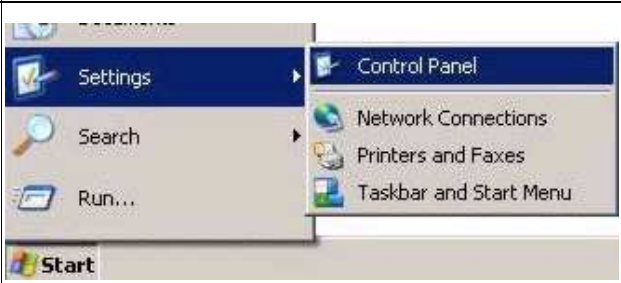

No.	Task	Window
1.	Open the Windows Control Panel.	 <p>A screenshot of the Windows Start menu. The 'Control Panel' option is highlighted in blue. Other visible options include 'Settings', 'Search', and 'Run...'. The Start button is visible at the bottom left.</p>
2.	Open "Add or Remove Programs".	 <p>A screenshot of the Windows Control Panel window. The 'Add or Remove Programs' icon is highlighted with a blue mouse cursor. Other icons visible include 'Accessibility Options', 'Add Hardware', 'Administrative Tools', 'Automatic Updates', 'Date and Time', 'Display', and 'Folder Options'. The window title bar reads 'Control Panel' and the address bar shows 'Control Panel'.</p>

Table 3-3 Software migration of older DAKS or Hipath DAKS databases

Installation and Configuration of the DAKS-TT Software
Create an empty database or migrate existing DAKS or Hipath DAKS databases

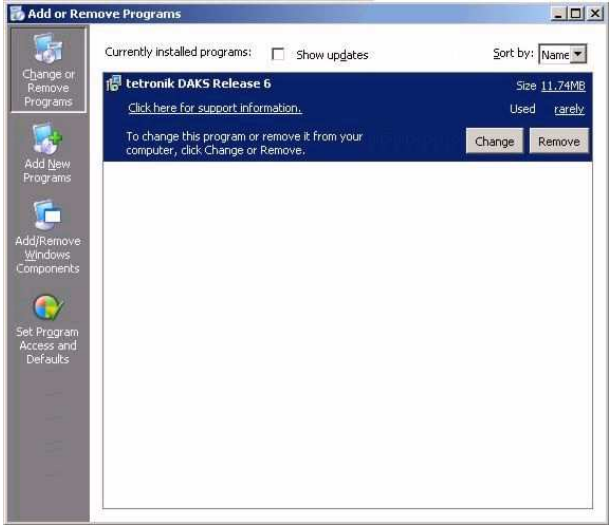

No.	Task	Window
3.	<p>Select the entry "DAKS-Release 6" and click Change. The installation program is started.</p>	
4.	<p>Now click Next to make all installation settings.</p>	

Table 3-3 Software migration of older DAKS or Hipath DAKS databases

Create an empty database or migrate existing DAKS or Hipath DAKS databases

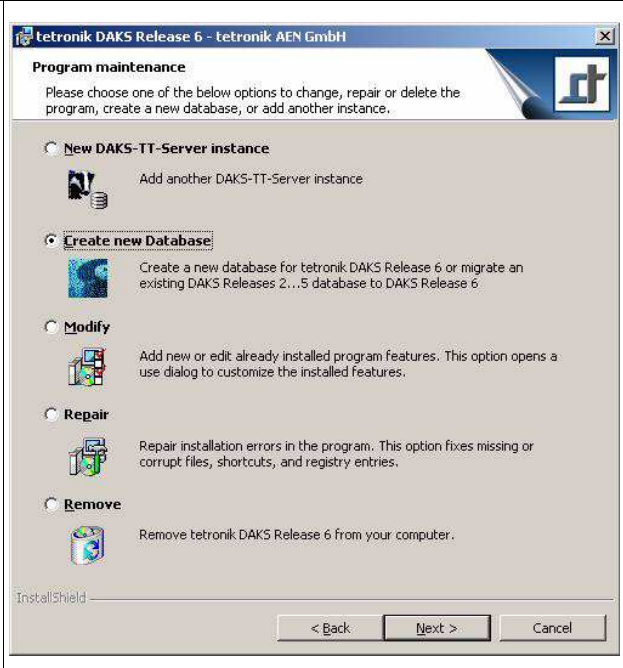

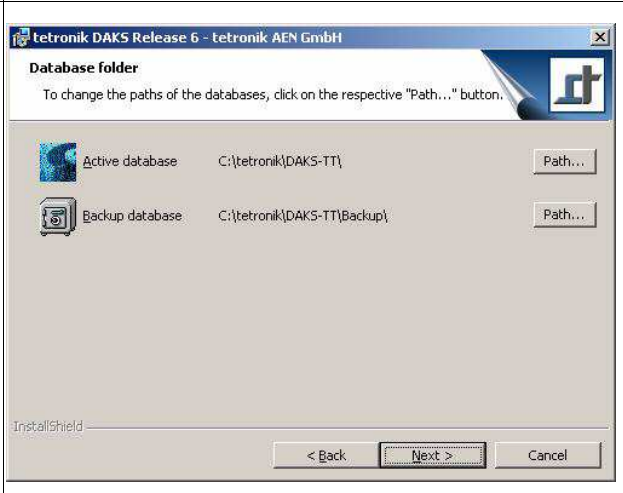
No.	Task	Window
5.	<p>Select "Create new database".</p> <p>Now click Next.</p>	
6.	<p>If necessary, stop the PcDaksDog2 via "Control Panel ► Administration ► Services" as well as DAKS-TTDbServer and DAKS-TTProcessServer.</p> <p>Now click OK.</p>	
7.	<p>Change the paths of the databases if necessary.</p> <p>To do this, click the Path... button and select the desired path in the subsequent window.</p> <p>Now click Next.</p>	

Table 3-3 Software migration of older DAKS or Hipath DAKS databases

Installation and Configuration of the DAKS-TT Software
Create an empty database or migrate existing DAKS or Hipath DAKS databases

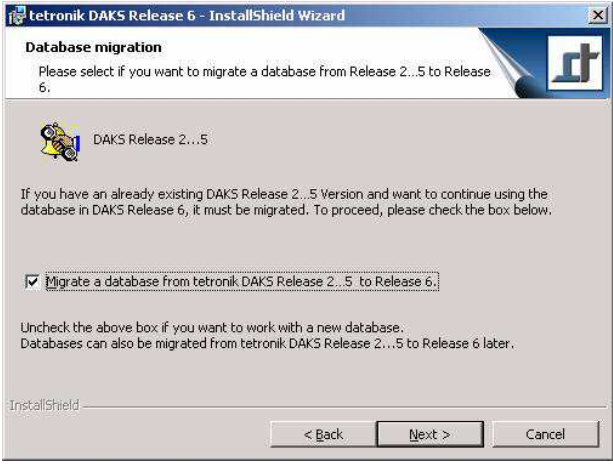
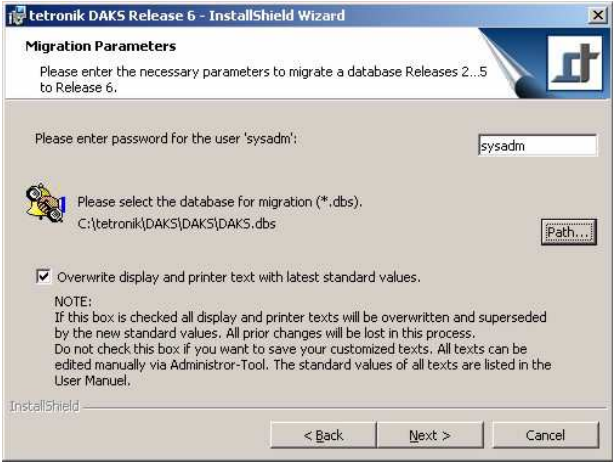
No.	Task	Window
8.	<p>Select if you want to migrate a database from DAKS Release 2, 3, 3E, 4 or 5.</p> <p>Do not check this box if you only want to "Create new database".</p> <p>Now click Next.</p> <p>If this checkbox is not marked, ➤ continue with step 10.</p>	
9.	<p>Enter the password of the user "sysadm" of the current database here.</p> <p>Please note that if you enter an incorrect password, it can result in the database not being migrated and an empty database being created just as in a new installation.</p> <p>Then select the database file (e. g. "DAKS.DBS") to be migrated.</p> <p>Also, please mark whether the existing display and printer text shall be overwritten with new values. All prior changes made in the current database will be lost.</p> <p>The Next button is only active if a database is selected and the password of the user "sysadm" is entered.</p> <p>Now click Next.</p> <p>➤ Continue with step 13.</p>	

Table 3-3 Software migration of older DAKS or Hipath DAKS databases

Create an empty database or migrate existing DAKS or Hipath DAKS databases

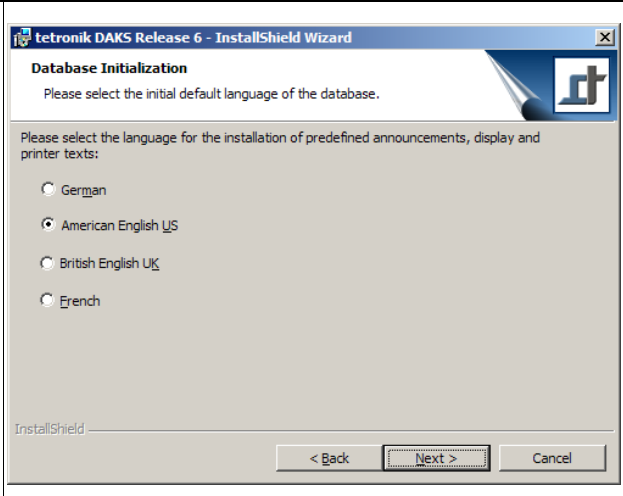
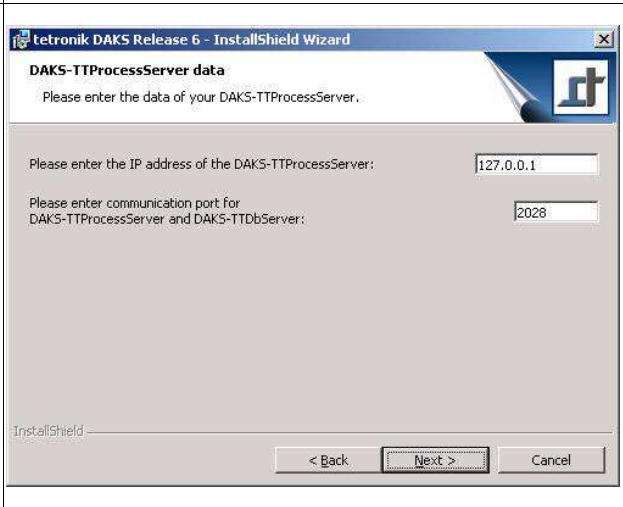
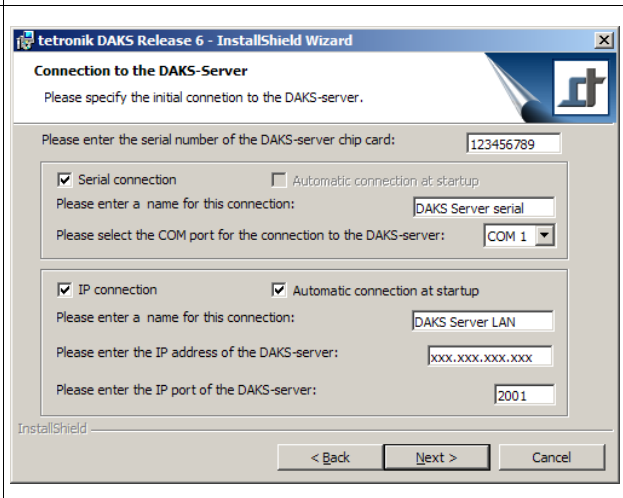
No.	Task	Window
10.	<p>Select the languages that you want to be installed. Also select the default language for the predefined announcements, display and printer texts.</p> <p>The Next button is only active if the default language for the installation has been selected.</p> <p>Now click Next.</p>	
11.	<p>If necessary, adapt the IP address of DAKS-TTProcessServer.</p> <p>If necessary, adapt the communication port between DAKS-TTProcessServer and DAKS-TTDbServer.</p> <p>Now click Next.</p> <p>If you marked database migration in step 8 ➤ continue with step 14 if not: ➤ continue with step 12.</p>	
12.	<p>Enter the valid chip card serial number of the DAKS server and configure a connection to the DAKS server. You now have the possibility to set up a serial or LAN connection.</p> <p>A detailed description of the connection settings can be found in Section 3.5.5, "Create and edit a DAKS server and DAKS-TTProcessServer connection".</p> <p>Now click Next.</p>	

Table 3-3 Software migration of older DAKS or Hipath DAKS databases

Installation and Configuration of the DAKS-TT Software
Create an empty database or migrate existing DAKS or Hipath DAKS databases

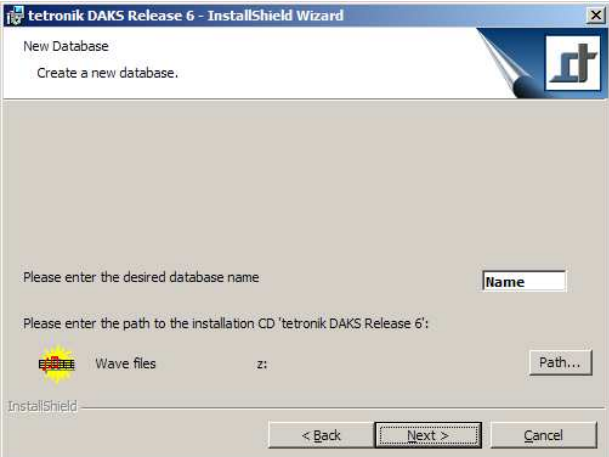
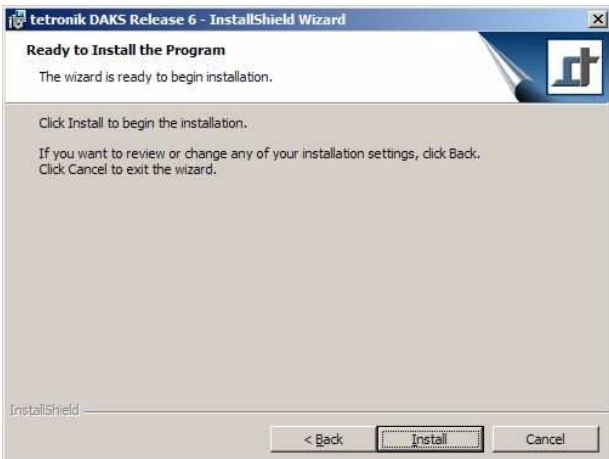

No.	Task	Window
13.	<p>Enter the name of the new database.</p> <p>Insert the installation CD and, if needed, select the proper drive.</p> <p>Now click Next.</p>	
14.	<p>click Install to install the DAKS software on your computer.</p> <p>The software is now installed in the directory you selected. The progress of the installation is visualized with a blue progress bar.</p>	
15.	<p>Click Finish to complete the installation.</p> <p>DAKS-TTDbServer and DAKS-TTProcessServer are started automatically.</p>	

Table 3-3 Software migration of older DAKS or Hipath DAKS databases

3.4 Create another DAKS-TT-Service instance

This section shows you how to create another instance on a PC that has already been used to install an instance of a DAKS-TT-Service (DAKS-TTDbServer and/or DAKS-TTProcessServer), with the option that the new instance administrates own DAKS servers.

Follow the instructions below to create another instance of a DAKS-TT-Service:



No.	Task	Window
1.	Open the Windows Control Panel.	 <p>A screenshot of the Windows Start menu. The 'Control Panel' option is highlighted in blue. Other visible options include 'Settings', 'Search', and 'Run...'. The 'Network Connections', 'Printers and Faxes', and 'Taskbar and Start Menu' sub-menu is also visible.</p>
2.	Open "Add or Remove Programs".	 <p>A screenshot of the Windows Control Panel window. The 'Add or Remove Programs' icon is highlighted with a blue mouse cursor. Other icons visible include 'Accessibility Options', 'Add Hardware', 'Administrative Tools', 'Automatic Updates', 'Date and Time', 'Display', and 'Folder Options'. The window title bar reads 'Control Panel' and the address bar shows 'Control Panel'.</p>

Table 3-4 Create another DAKS-TT-Service instance

Installation and Configuration of the DAKS-TT Software
Create another DAKS-TT-Service instance

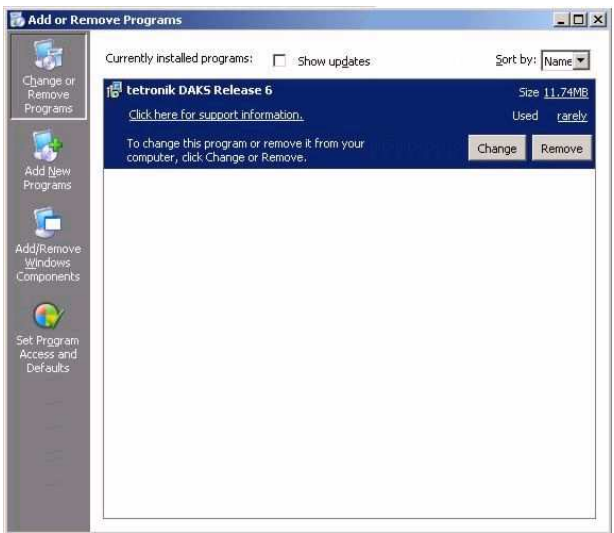

No.	Task	Window
3.	<p>Select the entry "DAKS-Release 6" and click Change. The installation program is started.</p>	 <p>The screenshot shows the 'Add or Remove Programs' window. The 'tetronik DAKS Release 6' entry is selected in the list. The 'Change' button is highlighted. The window title is 'Add or Remove Programs'.</p>
4.	<p>Now click Next to make all installation settings.</p>	 <p>The screenshot shows the 'tetronik DAKS Release 6 - InstallShield Wizard' window. The text reads: 'Welcome to the InstallShield Wizard for tetronik DAKS Release 6'. Below this, it says: 'The InstallShield(R) Wizard will install tetronik DAKS Release 6 on your computer. To continue, click Next.' At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted.</p>

Table 3-4 Create another DAKS-TT-Service instance

Create another DAKS-TT-Service instance



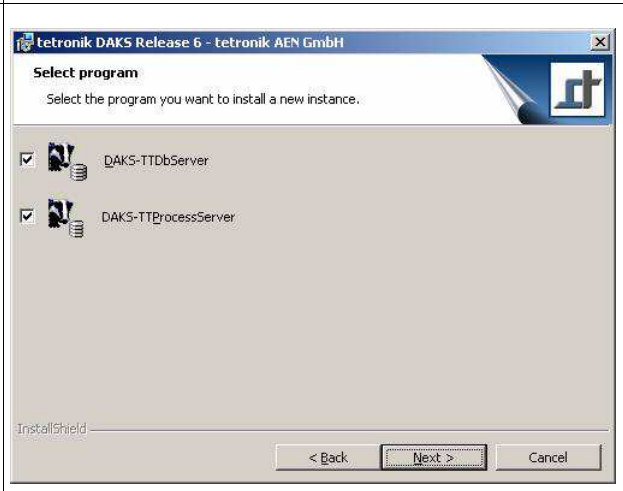
No.	Task	Window
5.	<p>Mark "New DAKS-TT-Service instance".</p> <p>Now click Next.</p>	
6.	<p>If necessary, stop the PcDaksDog2 via "Control Panel ▶ Administration ▶ Services".</p> <p>Close the windows of DAKS-TT-DbServer and DAKS-TTProcessServer.</p> <p>Now click OK.</p>	
7.	<p>Mark "DAKS-TTDbServer" and/or "DAKS-TTProcessServer".</p> <p>Now click Next.</p> <p>If only "DAKS-TTProcessServer" is marked, ▶ continue with step 8. if not: ▶ continue with step 9.</p>	

Table 3-4 Create another DAKS-TT-Service instance

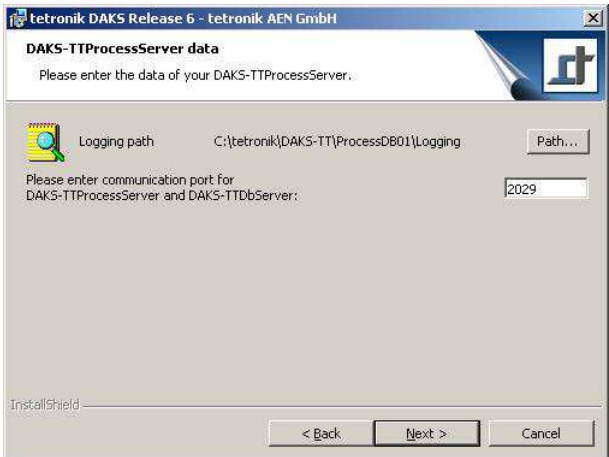
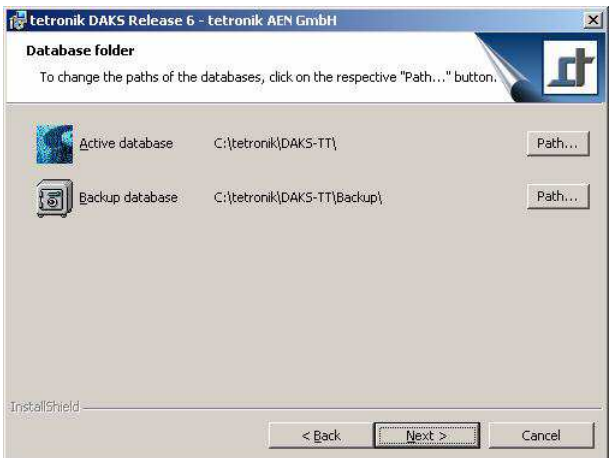
No.	Task	Window
8.	<p>This window will only appear if you marked "DAKS-TTProcess-Server" in step 7.</p> <p>If necessary, change the path where you want the protocol files to be stored. To do this, click the Path... button and select the desired path in the subsequent window.</p> <p>If necessary, adapt the communication port between DAKS-TTProcessServer and DAKS-TTDbServer.</p> <p>Now click Next.</p> <p>➤ continue with step 16.</p>	
9.	<p>This window will only appear if you marked "DAKS-TTDb-Server" in step 7.</p> <p>Change the paths of the databases if necessary.</p> <p>To do this, click the Path... button and select the desired path in the subsequent window.</p> <p>Now click Next.</p>	

Table 3-4 Create another DAKS-TT-Service instance

Create another DAKS-TT-Service instance


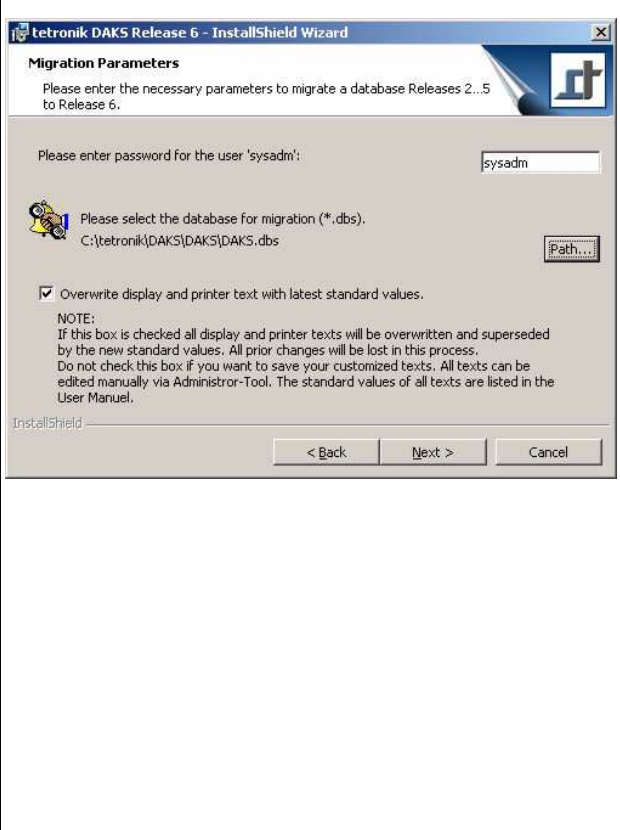
No.	Task	Window
10.	<p>Select if you want to migrate a database from DAKS Release 2, 3, 3E, 4 or 5.</p> <p>Do not check this box if you only want to "Create new database".</p> <p>Now click Next.</p> <p>If this checkbox is not marked, ► continue with step 15.</p>	
11.	<p>Enter the password of the user "sysadm" of the current database here.</p> <p>Please note that if you enter an incorrect password, it can result in the database not being migrated and an empty database being created just as in a new installation.</p> <p>Then select the database file (e. g. "DAKS.DBS") to be migrated.</p> <p>Also, please mark whether the existing display and printer text shall be overwritten with new values. All prior changes made in the current database will be lost.</p> <p>The Next button is only active if a database is selected and the password of the user "sysadm" is entered.</p> <p>Now click Next.</p> <p>► continue with step 14.</p>	

Table 3-4 Create another DAKS-TT-Service instance

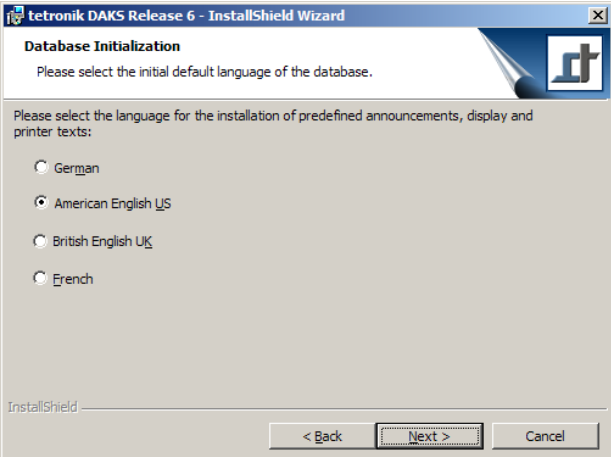
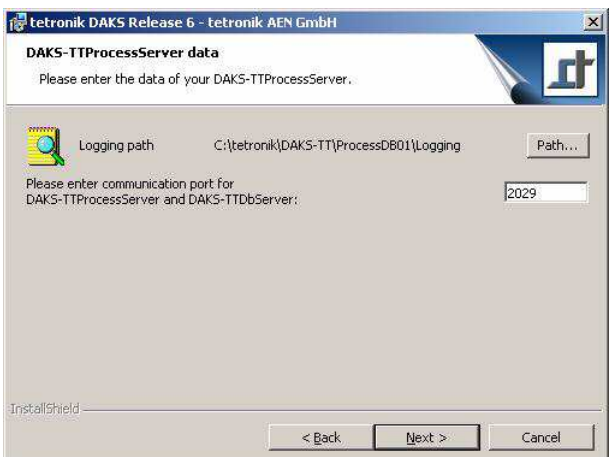
No.	Task	Window
12.	<p>Select the languages that you want to be installed. Also select the default language for the predefined announcements, display and printer texts.</p> <p>The Next button is only active if the default language for the installation has been selected.</p> <p>Now click Next.</p> <p>If you DID NOT mark "DAKS-TTProcess-Server" in step 7. ► continue with step 14.</p>	
13.	<p>If necessary, change the path where you want the protocol files to be stored. To do this, click the Path... button and select the desired path in the subsequent window.</p> <p>If necessary, adapt the communication port between DAKS-TTProcessServer and DAKS-TTDbServer.</p> <p>Now click Next.</p> <p>► continue with step 15.</p>	

Table 3-4 Create another DAKS-TT-Service instance

Create another DAKS-TT-Service instance

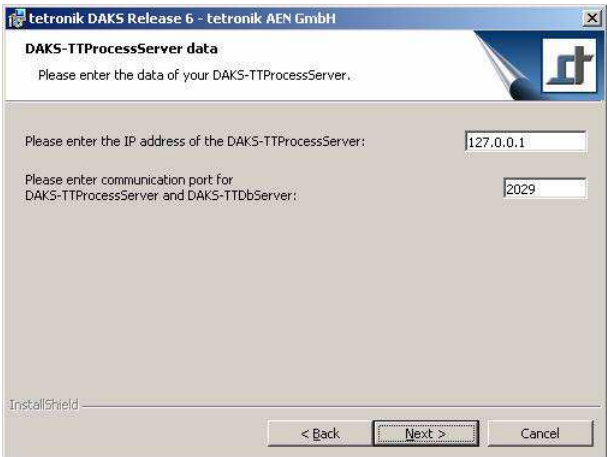
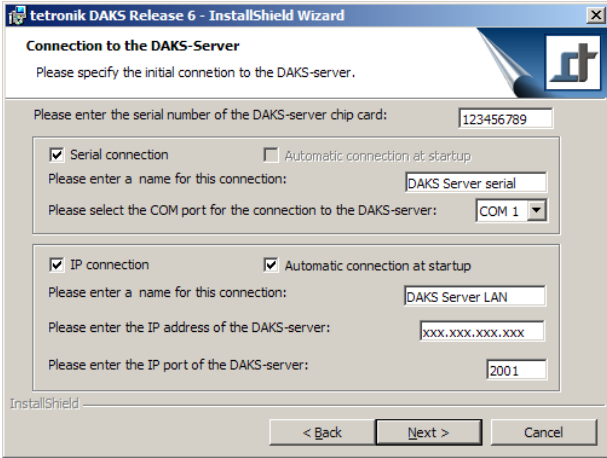
No.	Task	Window
14.	<p>This window will only appear if you DID NOT mark "DAKS-TTProcess-Server" in step 7.</p> <p>If necessary, adapt the IP address of DAKS-TTProcessServer.</p> <p>If necessary, adapt the communication port between DAKS-TTProcessServer and DAKS-TTDbServer.</p> <p>Now click Next.</p> <p>If you only marked "DAKS-TTDbServer" in step 7: ► continue with step 16. if not: ► continue with step 15.</p>	 <p>The screenshot shows a window titled 'tetronik DAKS Release 6 - tetronik AEN GmbH' with the subtitle 'DAKS-TTProcessServer data'. It prompts the user to enter the IP address of the DAKS-TTProcessServer (127.0.0.1) and the communication port (2029). At the bottom, there are 'Back', 'Next >', and 'Cancel' buttons.</p>
15.	<p>Enter the valid chip card serial number of the DAKS server and configure a connection to the DAKS server. You now have the possibility to set up a serial or LAN connection.</p> <p>A detailed description of the connection settings can be found in Section 3.5.5, "Create and edit a DAKS server and DAKS-TTProcessServer connection".</p> <p>Now click Next.</p>	 <p>The screenshot shows a window titled 'tetronik DAKS Release 6 - InstallShield Wizard' with the subtitle 'Connection to the DAKS-Server'. It prompts the user to specify the initial connection to the DAKS-server. It offers two options: 'Serial connection' (selected) and 'IP connection'. For the serial connection, it asks for the chip card serial number (123456789), a connection name ('DAKS Server serial'), and the COM port ('COM 1'). For the IP connection, it asks for a connection name ('DAKS Server LAN'), the IP address ('xxx.xxx.xxx.xxx'), and the IP port ('2001'). At the bottom, there are 'Back', 'Next >', and 'Cancel' buttons.</p>

Table 3-4 Create another DAKS-TT-Service instance

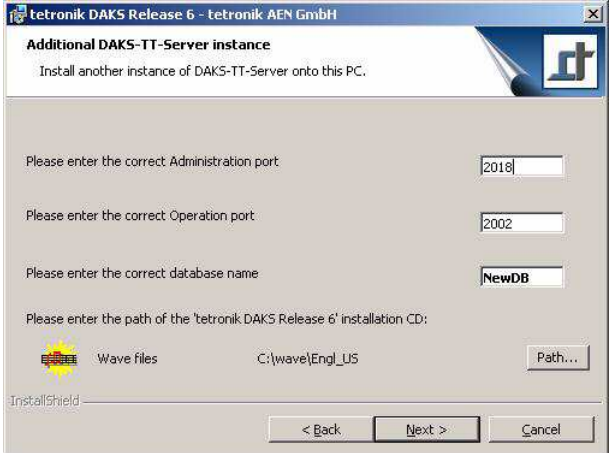

No.	Task	Window
16.	<p>For the Administrator- and Operator-Tool, enter the PC ports through which you want to communicate with the respective DAKS-TT-Services.</p> <p>The field for the administration port is only output if you marked "DAKS-TT-DbServer" in step 7.</p> <p>The field for the operation port is only output if you marked "DAKS-TT ProcessServer" in step 7.</p> <p>Only on condition that you DID NOT mark the field in step 9 will the field for the database name now be output; use this field to enter the name of the new database.</p> <p>Only on condition that you DID NOT mark the field in step 9 will the field to select the path of the WAVE file now be output. Insert the installation CD and, if needed, select the proper drive. Now click Next.</p>	
17.	<p>click Install to install the DAKS software on your computer.</p> <p>The software is now installed in the directory you selected. The progress of the installation is visualized with a blue progress bar.</p>	

Table 3-4 Create another DAKS-TT-Service instance

Create another DAKS-TT-Service instance

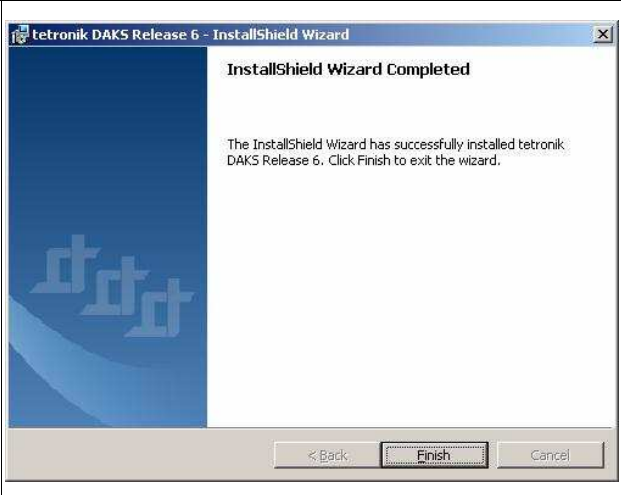
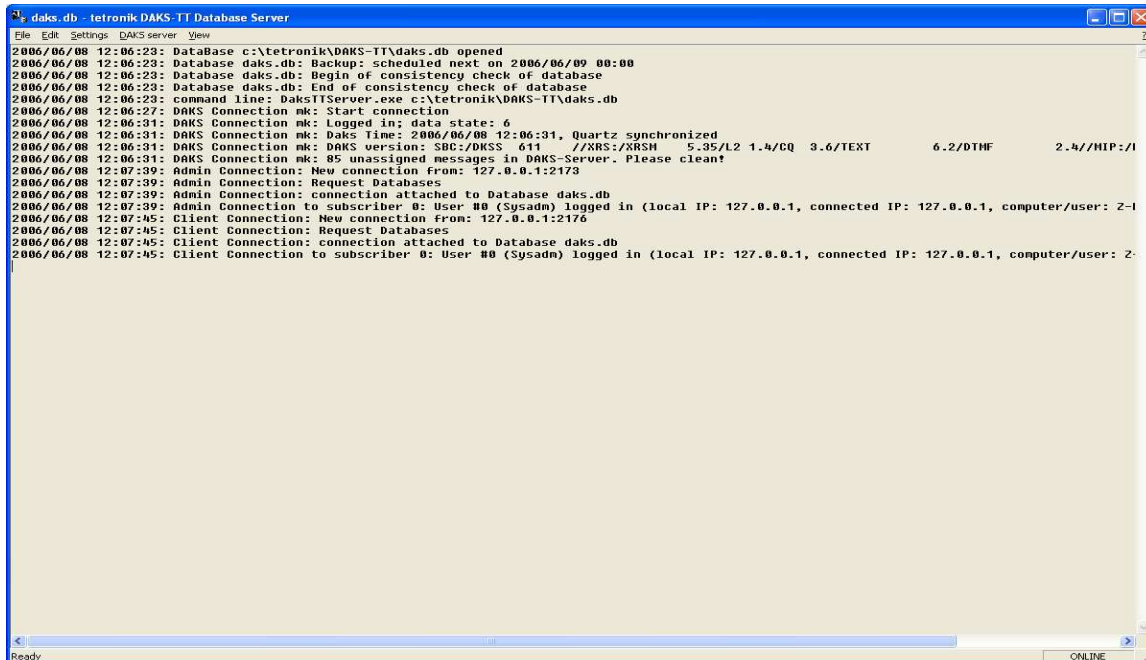
No.	Task	Window
18.	Click Finish to complete the installation. DAKS-TTDbServer and DAKS-TTProcessServer are started automatically.	

Table 3-4 Create another DAKS-TT-Service instance

3.5 Basic settings and functions of DAKS-TTDbServer

During the installation, the "PcDaksDog2" watchdog service is automatically installed on your PC along with DAKS-TTDbServer and DAKS-TTProcessServer. This service starts and monitors DAKS-TTDbServer and DAKS-TTProcessServer. PcDaksDog2 is automatically started by the operating system after the installation as well as after every restart. In return, PcDaksDog2 starts DAKS-TTDbServer and DAKS-TTProcessServer and monitors these processes. In the event one of these two processes suddenly stops, PcDaksDog2 safeguards that the failed process is automatically restarted. After the start of DAKS-TTDbServer, the window " tetronik DAKS-TTDbServer" will automatically pop up:



The different functions of the DAKS-TTDbServer can be accessed over pull-down menus. Events are displayed in the main window. This data are also recorded in a logfile (Chapter 9, "Protocols, Logging and Printouts").

Description of the menu items of DAKS-TTDbServer

Menu item	Description	Section
Pull down menu "File"		
New (CTRL + N)	Creates a new, empty database.	Section 3.5.2, "Create a new database"
Open (CTRL + O)	Opens an existing database.	Section 3.5.3, "Open a database"
Close (CTRL + F4)	Ends DAKS-TTDbServer. Before that, the connection to the DAKS server must be cut. After a few moments, PcDaksDog2 will automatically restart DAKS-TTDbServer.	Section 3.5.10, "Cut the connection to the DAKS server manually"
Pull down menu "Edit"		
Copy (CTRL + C)	Copies selected events from the main window onto the clipboard. From there, they can be inserted into text files for example.	
"Settings" pull-down menu		
TCP/IP Configuration...	Calls up the window of the port settings for the Administrator-Tool and the Operator-Tool.	Section 3.5.4, "Define the TCP/IP configuration"
Backup...	Calls up the window for setting up the automatic backup.	Section 3.8, "Set up an automatic data backup"
Directories...	Opens the window to define different file directory paths.	Section 3.5.11, "Specify the directory paths"
"DAKS server" pull-down menu		
Connections... (F9)	Invokes the window for the connection settings to DAKS-TTDbServer or the DAKS server.	Section 3.5.5, "Create and edit a DAKS server and DAKS-TTProcessServer connection"
Modem settings...	Opens the window for the modem settings.	Section 3.5.12, "Edit modem settings"
Pull down menu "View"		
Status bar	The status bar shows or hides the ONLINE/OFFLINE display.	
Language ...	Opens the window to adjust the current language of the interface.	Section 3.5.13, "Adjust language to interface"

Table 3-5 Description of the menu items of DAKS-TTDbServer

DAKS server status

The status line at the lower right indicates whether a connection exists to the DAKS server (ONLINE/INITIALIZING) or not (OFFLINE). More details can be found in Section 3.5.1, "DAKS-TTDbServer operating modes".



The Operator-Tool can only be started if one DAKS-TTProcessServer is active and the connection between DAKS-TTProcessServer and the DAKS server is "online".

The Administrator-Tool can also be used in the "offline" state. However, changes will only become effective after the connection to the DAKS server is established via DAKS-TTProcessServer and the DAKS server has been reinitialized. This is normally performed automatically, but can also be carried out by hand (Section 3.5.8, "Trigger a manual initialization of the DAKS server").

3.5.1 DAKS-TTDbServer operating modes

DAKS-TTDbServer has two modes of operation:

- **Offline mode** (no connection to DAKS-TTProcessServer or the DAKS server) and
- **Online mode** (normal case).

The connection to the DAKS server is normally established automatically, but can also be established or disconnected manually.

In offline mode, DAKS-TTProcessServer and thus the DAKS server is immediately notified of every data change in DAKS-TTDbServer.

In the offline mode, changes are only made within DAKS-TTDbServer. During this time, the DAKS server can function completely independently and operates with the data stock that was transmitted last. The DAKS server is then operated over the telephone or, if available, via hardware inputs or data interfaces, respectively.

Working offline is useful if, e.g.

- if data maintenance must be carried out on a Notebook that is only connected to the DAKS server when needed,
- if data changes are relevant for a particular deadline, but must be entered beforehand, or
- if you want to accelerate DAKS-TTDbServer when entering large amounts of data.

If data stock changes have been made during the offline mode, an initialization is automatically carried out the next time a connection is established to the DAKS server (Section 3.5.8, "Trigger a manual initialization of the DAKS server").

Some functions are **not** supported in offline mode, e.g:

- Time synchronization
- initialization of the DAKS server
- activation of broadcasts, conferences or scenarios via the Operator-Tool
- switching of the info telephone via the Operator-Tool

By contrast, other functions are **only** possible in offline mode:

- Switch DAKS-Server to hot standby
- Open a database
- Creating a new database

3.5.2 Create a new database



If you want to create a new database, please make sure you cut the connection to the current DAKS server first (Section 3.5.10, "Cut the connection to the DAKS server manually") to avoid that your current DAKS server is initialized with an empty database.

Follow the below instructions to create a new database:

No.	Task
1.	Bring the window "DAKS-TTDbServer" to the top.
2.	Manually cut the connection to the DAKS server (Section 3.5.10, "Cut the connection to the DAKS server manually").
3.	Select the "New" menu item in the "File" pull-down menu.
4.	Specify the name and data path for the database in the following file selection dialog and click OK . The new database is created. If you have not disconnected the connection to the DAKS server beforehand, you are now prompted to do so.
5.	If necessary, establish a connection to the respective DAKS server (Section 3.5.7, "Set up a connection to the DAKS server manually"). This carries out an initialization and the new empty database is transferred to the DAKS server.
6.	Start the Administrator-Tool and log on. Note that the new database is empty and only exists for the user with the user identification code "sysadm" and the "sysadm" password.

Table 3-6 Create a new database

3.5.3 Open a database

It is possible to select between several databases for the remote administration of several DAKS servers from one computer.



The connection to the current DAKS server must be disconnected before opening a new database (Section 3.5.10, "Cut the connection to the DAKS server manually"), otherwise there is a danger of the current DAKS server being initialized with an incorrect database.


Follow the below instructions to open an existing database:

No.	Task
1.	Bring the window "DAKS-TTDbServer" to the top.
2.	Manually cut the connection to the DAKS server (Section 3.5.10, "Cut the connection to the DAKS server manually").
3.	Select the "Open" menu item in the "File" pull-down menu.
4.	Select the database that you want to open in the following file selection dialog and click OK . If you have not disconnected the connection to the DAKS server beforehand, you are now prompted to do so.
5.	If necessary, establish a connection to the respective DAKS server (Section 3.5.7, "Set up a connection to the DAKS server manually"). If the data stocks are not synchronous, an initialization is carried out.
6.	Start the Administrator-Tool and log on if you want to make changes.

Table 3-7 Open a database

3.5.4 Define the TCP/IP configuration

For the Administrator-Tool to be able to communicate with DAKS-TTDbServer, you need to install a TCP/IP port in DAKS-TTDbServer. Here, changes should not be made to the settings unless the port is already occupied by other applications or blocked by firewalls (please consult your network Administrator).

	<p>Note that the Administrator and the Operator-Tool must also be adapted when changing the port settings (Section 3.7, "Set up and start the Administrator- and Operator-Tool").</p>
---	---

Follow the instructions below to change the port settings:


No.	Task
1.	Bring the window "DAKS-TTDbServer" to the top.
2.	Select the "TCP/IP configuration..." menu item in the "Settings" pull-down menu. The following window will be opened: 
3.	Enter the port for the link-up via the Administrator-Tool.
4.	Click Ok to save your entries.
5.	Restart DAKS-TTDbServer or DAKS-TTProcessServer so that the changes will become effective. Usually, this means that you have to cut the DAKS server connection first (Section 3.5.10, "Cut the connection to the DAKS server manually").
6.	If necessary, adapt the port settings at the Administrator-Tool (Section 3.7, "Set up and start the Administrator- and Operator-Tool").

Table 3-8 Specify TCP/IP configuration

3.5.5 Create and edit a DAKS server and DAKS-TTProcessServer connection

During the installation, you have already entered the settings for the connection to the main DAKS server in the 1st DAKS group (Section 3.5.6, "Create and edit a DAKS group") and thus created a connection. If needed, you can also add make changes to this connection and add further connections, e.g. to include a DAKS server to a DAKS group for "Hot-Standby" operation (Section 3.10.1, "Activate/deactivate the Hot Standby mode") or to create an alternative serial connection to an already registered DAKS server.

Follow the below instructions to create or to edit a server connection:

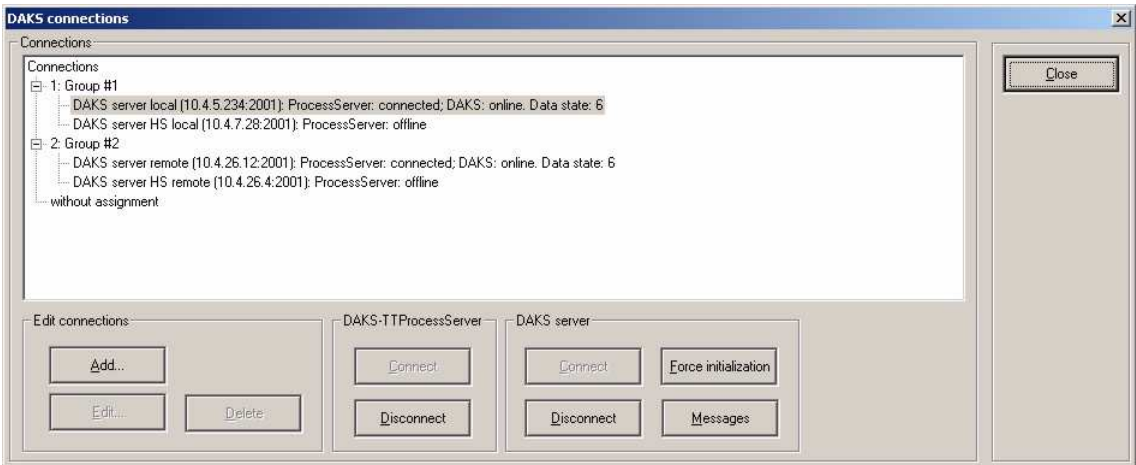
No.	Task
1.	Bring the window "DAKS-TTDbServer" to the top.
2.	<p>Select the "DAKS connections" menu item in the "DAKS server" pull-down menu or press the F9 key. The following window will open:</p> 
3.	<p>In the tree view, open the group whose connection you want to edit or mark the group to which you want to add a new connection. if you want to create a new connection that is not assigned to any group, mark either the tree entry "Connections" or the tree entry "without assignment".</p>
4.	<p>If, in the connection you want to edit, DAKS-TTDbServer is connected with DAKS-TTProcessServer (entry will read: "ProcessServer: connected"), mark the entry and click "Disconnect" in the window area "DAKS-TTProcessServer". This will switch the text area that is output to "... ProcessServer: offline".</p>
5.	<p>In the window area "Edit connections" click "Edit" or "Add" to open the user window "Edit DAKS connections".</p>
6.	<p>Now enter the settings in keeping with the ensuing field descriptions.</p>

Table 3-9 Create and edit a DAKS server and DAKS-TTProcessServer connection

No.	Task
7.	Click Ok to save your entries.

Table 3-9 Create and edit a DAKS server and DAKS-TTProcessServer connection

Description of the fields in the window "Edit DAKS connections"

Field	Description
Window area "Attributes"	
Name	Input field for the name of the connection to the DAKS server.
Window area "DAKS-TTProcessServer"	
TCP/IP address	Input field for the TCP/IP address of the DAKS-TTProcessServer. If DAKS-TTDbServer and DAKS-TTProcess-Server are located on the same PC, you can now enter the address "127.0.0.1".

Table 3-10 Description of the fields in the window "Edit DAKSconnection"

Field	Description
TCP/IP port	Input field for the TCP/IP address used by DAKS-TTDbServer to communicate with DAKS-TTProcessServer. Note: The TCP/IP port entered here must also be configured in the DAKS-TTProcessServer.INI (Section 3.6.2, "DAKS-TTProcessServer.INI").
automatically link connection to DAKS-TTProcessServer	If this checkbox is marked, a connection to DAKS-TTProcessServer is automatically established at the start of DAKS-TTDbServer. If this box is not checked, you can also establish connections manually (Section 3.5.7, "Set up a connection to the DAKS server manually").
Window area "DAKS server"	
Use LAN interface	If this radio button is marked, the connection to the DAKS server is created via the LAN interface. The "TCP/IP address" and "TCP/IP port" input fields are activated.
TCP/IP address	Input field for the TCP/IP address of the DAKS server.
TCP/IP port	Input field for TCP/IP communication with the DAKS server. You should only change these settings if this port is occupied by other applications in your network. Note that the port of the DAKS server must then also be adapted (DAKS service manual).
Use serial interface	If this radio button is marked, the connection to the DAKS server is created via the serial connection. The "COM port" and "Baud rate" selection fields are activated.
COM port	Selection field for the COM port which should be used to connect your computer to the DAKS server.
Baud rate	Selection field for selecting the transmission rate. The default baud rate is 9.60 baud. Please note that to increase the baud rate, the second serial interface of the DAKS server must be adapted correspondingly (see DAKS Service Manual).
Chipcard serial no:	Input field for the chip card serial number of the DAKS server. The connection to the DAKS server cannot be established if no number or an incorrect number is entered in this field. You will find the serial number on the delivery note or in the boot sequence of the DAKS server (see DAKS Service Manual).

Table 3-10 Description of the fields in the window "Edit DAKSconnection"

Field	Description
Automatic link connection	<p>If this checkbox is marked, a connection to the DAKS server is automatically established when DAKS-TTProcessServer is started.</p> <p>If this box is not checked, you can also establish connections manually (Section 3.5.7, "Set up a connection to the DAKS server manually").</p>
Time synchronization	<p>This selection field is used to individually specify for each connection if</p> <ul style="list-style-type: none">• no clock adjustment shall be carried out,• the computer that is used to run DAKS-TTProcessServer application shall accept the time of the DAKS server, or• the DAKS server shall be adjusted to the time of DAKS-TTProcessServer computer. If the DAKS server has a DCF-77 clock and runs synchronously with it, the time of DAKS-TTProcessServer computer is not transferred or ignored.


Table 3-10 Description of the fields in the window "Edit DAKSconnection"

3.5.6 Create and edit a DAKS group

As you can see in the overview in Section 2.3, "DAKS basic components", you can create two DAKS groups with two DAKS servers each. These two DAKS groups are given identical databases. Apart from time-controlled actions for which you will need to specify the triggering DAKS groups, any process defined and included in the applications can be started on all DAKS servers, for example broadcasts, conferences etc.

Within each DAKS group, only one of the DAKS servers should be active and the other in hot-standby (Section 3.10.1, "Activate/deactivate the Hot Standby mode").

The names of the two groups at the installation are "group #1" or "group #2". You can assign a new name to both these DAKS groups at any time.

	<p>If you are using a configuration with only one DAKS server, please make sure you enter this server as the main server in the 1st DAKS group.</p>
---	---

Follow the below instructions to edit a DAKS group:

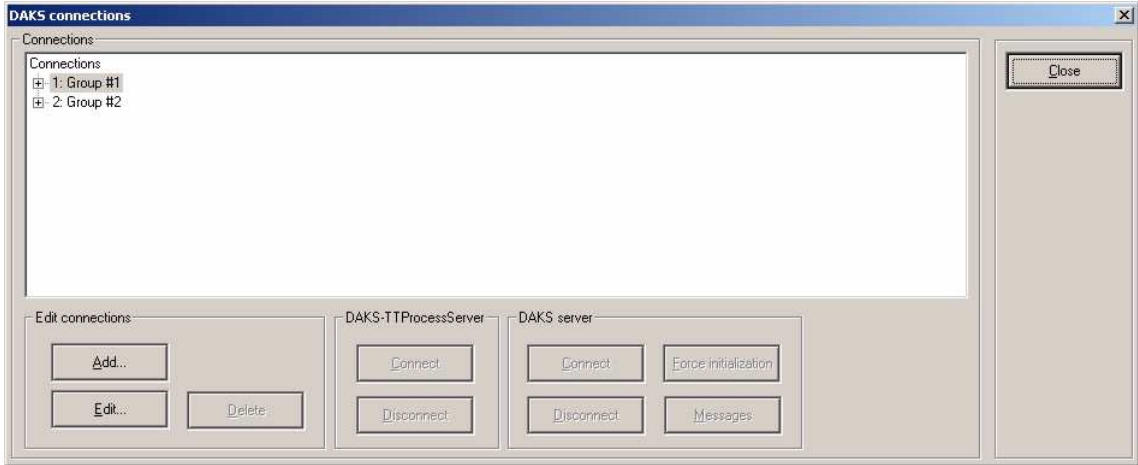
No.	Task
1.	Bring the window "DAKS-TTDbServer" to the top.
2.	Select the "DAKS connections" menu item in the "DAKS server" pull-down menu or press the F9 key. The following window will open:
	
3.	In the tree view, select the group that you want to edit.
4.	click Edit . This will open the window "Edit DAKSconnection".
5.	Now enter the settings in keeping with the ensuing field descriptions.
6.	Click Ok to save your entries.

Table 3-11 Create and edit a DAKS server connection

Description of the fields in the window "Define DAKS groups"

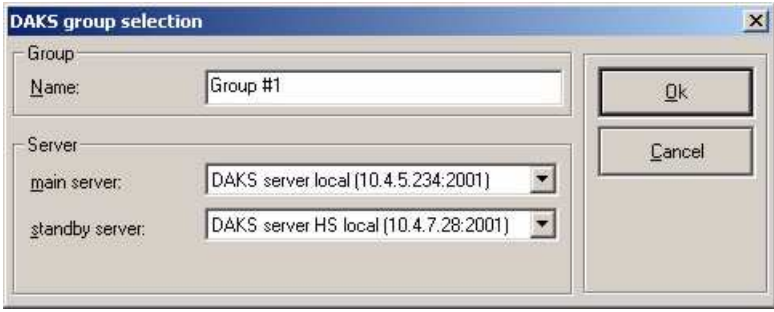
Field	Description
	
Window area "Group"	
Name	Input field to enter the name of the DAKS group.
Window area "Server selection"	
Main server	Drop down list to specify the main server for the group.
Standby server	Drop down list to specify the standby server for the group.

Table 3-12 Description of the fields in the window "Define DAKS groups"

3.5.7 Set up a connection to the DAKS server manually

Connections to the DAKS server can be configured insofar that they are automatically built up DAKS-TTDbServer is started. Connections can, however, also be established manually if required (e.g. when a different database is opened).

Follow the steps below to establish the connection to a DAKS server:

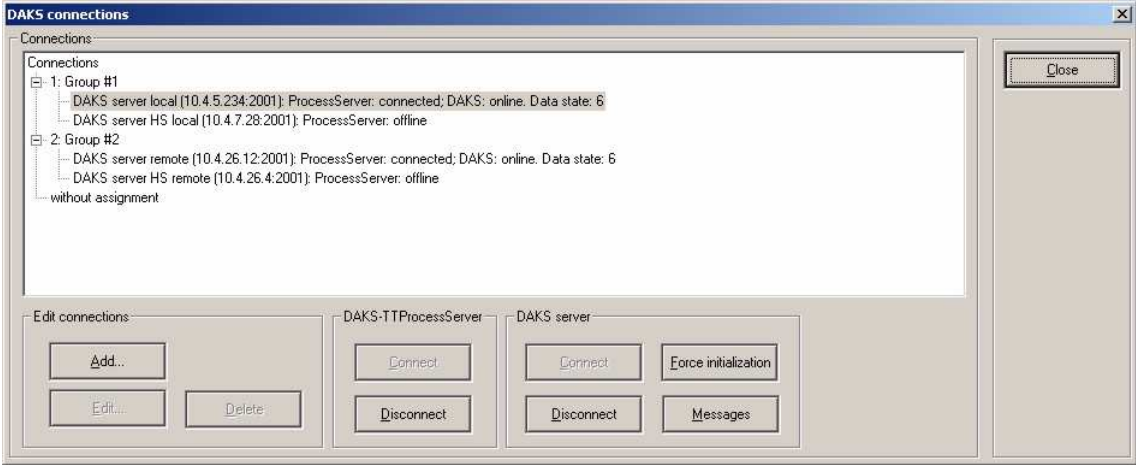
No.	Task
1.	Bring the window "DAKS-TTDbServer" to the top.
2.	<p>Select the "DAKS connections" menu item in the "DAKS server" pull-down menu or press the F9 key. The following window will open:</p> 
3.	Open the DAKS group that is home of the connection you want to create.
4.	Select the connection you want to create.
5.	<p>If there is no connection to DAKS-TTProcessServer (entry text will read: "ProcessServer: not connected"), make a mouse click on Connect in the window area "DAKS-TTProcess-Server".</p> <p>This will build up the connection to DAKS-TTProcessServer and change the entry text to "ProcessServer: connected".</p>
6.	<p>Now go to the window area "DAKS server" and click "Connect".</p> <p>This will build up the connection and change the entry text to "DAKS: connected. Data status..." or "DAKS: initialization ... % completed".</p>
7.	Now click Ok to close the window.

Table 3-13 Establish a connection to the DAKS server manually

3.5.8 Trigger a manual initialization of the DAKS server

During the initialization, **all** relevant data are transferred from the DAKS-TTDbServer via DAKS-TTProcessServer to the DAKS server, i.e. the process constitutes an initial program loading of the DAKS server.

When a connection is established to the DAKS server, security routines ensure that the DAKS-TTDbServer verifies if the data stock of DAKS-TTDbServer is identical with that of the DAKS server, or if the DAKS server needs to be initialized. This means that under certain circumstances, after a connection has been established, the initialization will be carried out automatically.

If there is a connection to the DAKS server and it appears necessary to initialize it you can also start an initialization manually.

Follow the below instructions to force the initialization of the DAKS server:

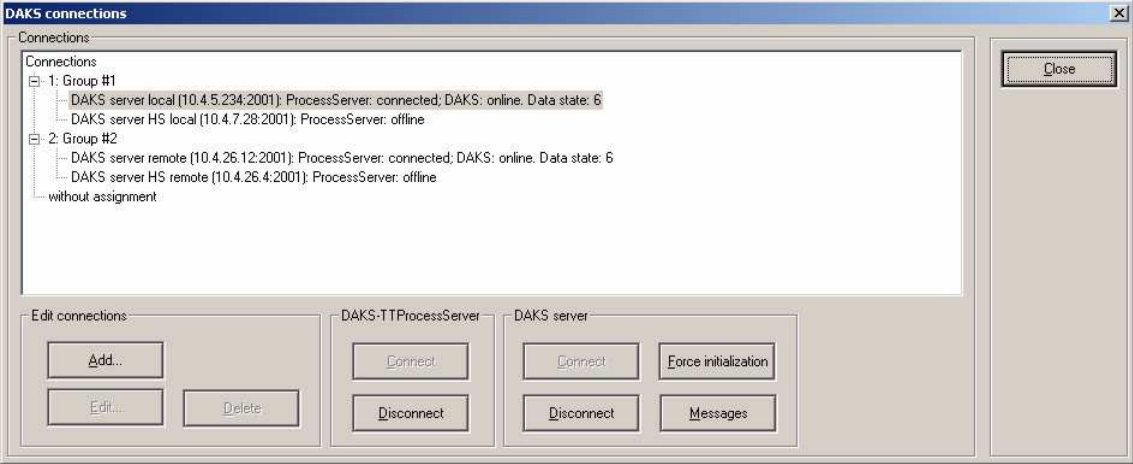
No.	Task
1.	Bring the window "DAKS-TTDbServer" to the top.
2.	Select the "DAKS connections" menu item in the "DAKS server" pull-down menu or press the F9 key. The following window will open: 
3.	Open the DAKS group that is home of the connection you want to initialize.
4.	Select the connection you want to initialize.
5.	Now go to the window area "DAKS server" and click " Force initialization ". The selected DAKS server is initialized. The progress of the initialization is output in the entry text.

Table 3-14 Forcing the initialization of the DAKS server

3.5.9 Output DAKS server software version and system status


During an active connection between DAKS-TTProcessServer application and the DAKS server, you can query the software version and the current system status of the connected DAKS server.

Follow the below steps to have the version of a software and the system status of a DAKS server indicated:


No.	Task
1.	Bring the window "DAKS-TTDbServer" to the top.
2.	Select the "DAKS connections" menu item in the "DAKS server" pull-down menu or press the F9 key. The following window will open: <div data-bbox="183 745 1324 1207" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> </div>
3.	Open the DAKS group that is home of the connection whose system status you want to be indicated.
4.	Next, mark the connection whose system status you want to be indicated.
5.	In the window "Currently active connection", select the connection to the DAKS server whose software version and system status you want displayed.
6.	Double click the corresponding connection. This will open the window "DAKS system status".
7.	Select the tab that contains the information you need.
8.	Now click Ok to close the window.

Table 3-15 Output DAKS server software version and system status

Description of the tabs of the window "DAKS system state"

Field	Description
	
<p>Tab "Version"</p>	
<p>Text field</p>	<p>In the text field of the tab "Version" you will find the software versions of the different hardware modules of the corresponding DAKS server:</p> <ul style="list-style-type: none"> ● SBC: Software version of the control computer SBC-3... ● XRS: Software versions of the program module of the ISDN interface cards XRS0... ● MIP: Software versions of the LAN interface module MIP0...

Description of the tabs of the window "DAKS system state"

Field	Description
	
<p>Tab "System state"</p>	
<p>Listbox</p>	<p>List of all possible states. If this line is marked (<input checked="" type="checkbox"/>), the corresponding state is set.</p>

Description of the tabs of the window "DAKS system state"

3.5.10 Cut the connection to the DAKS server manually

Additionally, you can manually cut the connection to a DAKS server. This is necessary, for example, if you want to open another database within DAKS-TTDbServer application.

Follow the instructions below to disconnect the connection to a DAKS server:

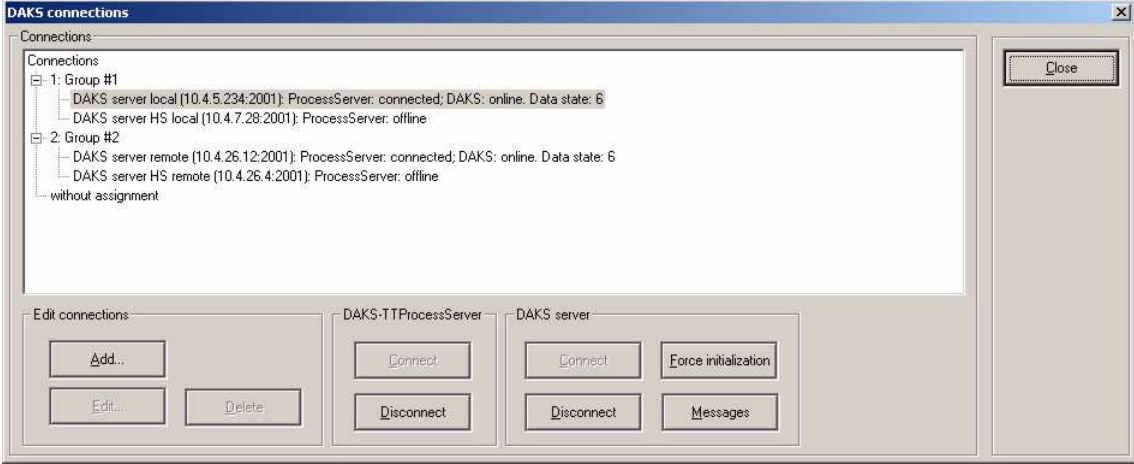
No.	Task
1.	Bring the window "DAKS-TTDbServer" to the top.
2.	Select the "DAKS connections" menu item in the "DAKS server" pull-down menu or press the F9 key. The following window will open:
	
3.	Open the DAKS group that is home of the connection you want to cut.
4.	Next, mark the connection you want to cut.
5.	Now go to the window area "DAKS server" and click " Disconnect ". The connection to the DAKS server is disconnected. This will change the text in the entry to "DAKS: offline".
6.	Now click Ok to close the window.

Table 3-16 Cut the connection to the DAKS server manually

3.5.11 Specify the directory paths

For various protocolling processes of DAKS-TTDbServer and DAKS-TTProcessServer, you can specify the directory paths where you want the protocol data to be stored.

Follow the instructions below to specify the directory paths:


No.	Task
1.	Bring the window "DAKS-TTDbServer" to the top.
2.	In the pull-down menu "Settings", select the item "Directories". The following window will open: <div data-bbox="185 667 1114 1100" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> </div>
3.	Enter the paths for the journal files, the database logfiles. Click the button  to select the paths in a special window.
4.	Now click Ok to close the window.

Table 3-17 Specify the directory paths

3.5.12 Edit modem settings

You can also establish a connection to the DAKS server via a dial-up modem connection.

Here, DAKS-TTProcessServer uses a dial-up modem that is connected through one of the serial interfaces, to link-up with a modem connected to the DAKS server.

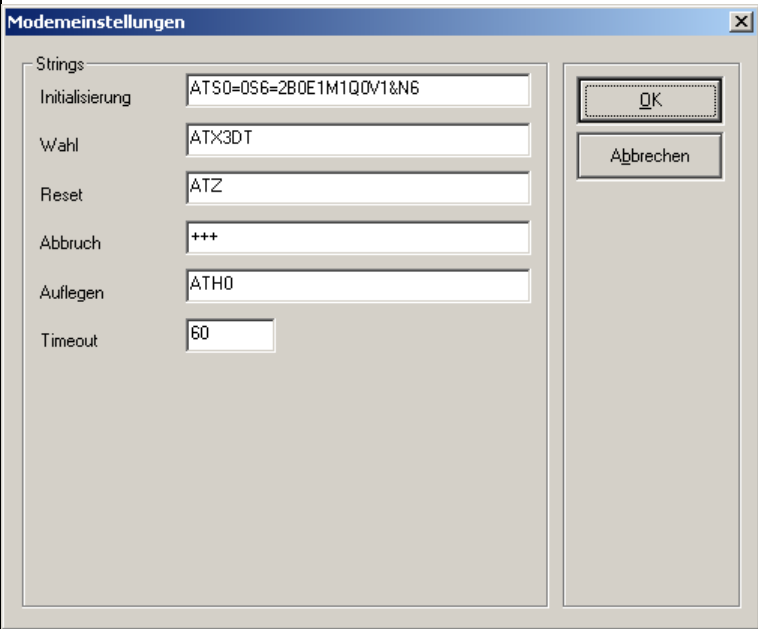
Use the window "Modem settings" to enter the parameters of the modem that is connected to DAKS-TTProcessServer.

Follow the below instructions to change the modem settings:

No.	Task
1.	Bring the window "DAKS-TTDbServer" to the top.
2.	In the "DAKS server" pull down menu, select the item "Modem settings". This will open the window "Modem settings".
3.	Now enter the settings in keeping with the ensuing field descriptions.
4.	Click OK to save your entries.

Table 3-18 Edit modem settings

Description of the fields in the window "Modem settings"

Field	Description
 <p>The screenshot shows a window titled "Modemeinstellungen" with a "Strings" section containing the following fields and values:</p> <ul style="list-style-type: none"> Initialisierung: AT\$0=0S6=2B0E1M1Q0V1&N6 Wahl: ATX3DT Reset: ATZ Abbruch: +++ Auflegen: ATH0 Timeout: 60 <p>Buttons for "OK" and "Abbrechen" are visible on the right side of the window.</p>	Window area "Strings"

Description of the fields in the "Edit DAKSconnection" window

Basic settings and functions of DAKS-TTDbServer

Field	Description
Initialization	Input field to enter the commands that are sent to the modem for the initialization. (Default: "ATS0=0S6=2B0E1M1Q0V1&N6")
Dial	Input field for the preceding command that will be sent to the modem and that is needed to initiate the dialing of the telephone number. (Default: "ATX3DT")
Reset	Input field for the command that is sent to the modem for reset. (Default: "ATZ")
Cancel	Input field for the command that is sent to the modem to interrupt an existing connection. (Default: "+++")
Hook Off	Input field for the command that is sent to the modem to disconnect an existing connection. (Default: "ATH0")
Timeout	Input field for the length of time (in seconds) DAKS-TTProcessServer will wait for a confirmation of the connection after the dial string is sent to the modem. (Default: 60)

Description of the fields in the "Edit DAKSconnection" window

3.5.13 Adjust language to interface

Once the installation has been completed, the DAKS-TTDbServer interface automatically adapts itself to the language settings of the operating system.

Nonetheless, you can always change the interface language to meet your individual needs.

Follow the instructions below to adjust the language to the interface:


No.	Task
1.	Bring the window "DAKS-TTDbServer" to the top.
2.	Select the item "Language" from the pull-down menu "View". The following window will open: 
3.	Choose one of the languages that are offered. If you choose the entry "<Default: system language>", the language will be attuned to that of the operating system.
4.	Now click Ok to close the window.

Table 3-19 Adjust language to interface

3.5.14 Administration of announcements and voice memory

After the installation, the professional announcements supplied cannot yet be transferred to the DAKS server. You have the option to can transfer all targeted announcements only. In addition, you can also re-enable non-assigned voice memory in the DAKS server.

Announcements are normally administrated and transmitted through the Administrator-Tool (Section 7.1, "Announcements in the DAKS server").

3.5.15 Transfer announcements

The supplied professional announcements (Wave files) can be transferred to the DAKS server after the installation. It is also possible to transfer announcements that have been recorded directly on the DAKS server as Wave files to the computer to store them for example.

Follow the instructions below to transfer announcements to or from the DAKS server:

No.	Task
1.	Bring the window "DAKS-TTDbServer" to the top.
2.	Select the "DAKS connections" menu item in the "DAKS server" pull-down menu or press the F9 key. This will open the window "DAKS connection".
3.	Open the DAKS group that is home of the connection you want to use to transfer the announcements.
4.	Next, mark the connection to which you want to transfer the announcements.

Table 3-20 Transfer announcements

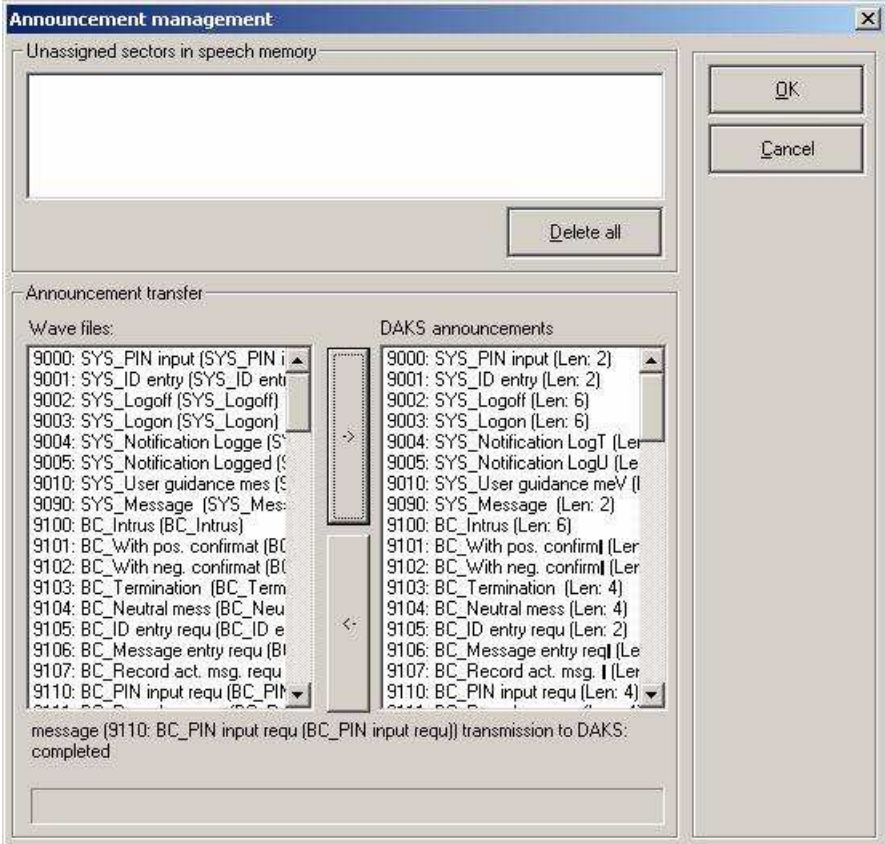
No.	Task
5.	<p>Now click Announcements. This will open the window "Announcement management":</p> 
6.	<ul style="list-style-type: none"> ● Select the files that you want to transfer to the DAKS server in the "Wave files" list window and click the corresponding arrow key. The files are transferred to the DAKS server. <p>or</p> <ul style="list-style-type: none"> ● Select the announcements that you want to receive from the DAKS server in the "DAKS announcements" list window and click the corresponding arrow key. The announcements are received and stored in the "Wave" subdirectory of the DAKS-TT program directory. <p>The progress of the transmission is displayed in the lower window area during transmission.</p>
7.	Now click Ok to close the window.

Table 3-20 Transfer announcements

3.5.16 Purge the voice memory

If you use a SmartMedia card on your DAKS server that has already been installed on another DAKS server and contains announcements that do not concur with the new database, sectors that contain the non-assigned voice data can reduce the voice memory.

All sectors that are not assigned can be released again with the "Purge voice memory" function in order to use the voice memory to the full extent.

Follow the instructions below to purge the voice memory:


No.	Task
1.	Bring the window "DAKS-TTDbServer" to the top.
2.	Select the "DAKS connections" menu item in the "DAKS server" pull-down menu or press the F9 key. This will open the window "DAKS connection".
3.	Open the DAKS group that is home of the connection whose voice memory you want to purge.
4.	Now mark the connection whose voice memory you want to purge.
5.	Now click Announcements . This will open the window "Announcement management": 
6.	Next, click Delete all . The sectors that are not assigned are once again released for announcements.
7.	Now click Ok to close the window.

Table 3-21 Purge the voice memory

3.6 Set up the DAKS-TTProcessServer

DAKS-TTProcessServer is a program that does not have a Windows® user interface.

As a rule, several instances of DAKS-TTProcessServer can run on one and the same PC in parallel.

For reasons of redundancy, however, we do not recommend this type of setup.

3.6.1 Configure the DAKS-TTProcessServer

DAKS-TTProcessServer is configured with the file `DAKS-TTProcessServer.INI` that is usually found in the Windows® directory (normally under: `C:\Windows`) or under the application path of DAKS-TTProcessServers.

Due to the fact that several instances of DAKS-TTProcessServer can operate at the same time on one and the same PC, every instance has its own configuration area in the file `DAKS-TTProcessServer.INI`.

3.6.2 DAKS-TTProcessServer.INI

Just like all Windows®-INI files, the file `DAKS-TTProcessServer.INI` contains sections and entries.

Sections are marked by box or square brackets [] and contain at least one entry. Each section ends with a next section

Entries are names that are followed by an equal sign "=" and a value.

Example of a section with an entry:

```
[ Common ]  
Count=1
```

The `DAKS-TTProcessServer.INI` file can contain up to 101 sections:

```
[ Common ]  
  
[ DAKS-TTProcessServer_00 ]  
  
. . .  
  
[ DAKS-TTProcessServer_99 ]
```

Set up the DAKS-TTProcessServer

The section [Common] contains only the entry Count whose value (1...100) indicates the number of the subsequent DAKS-TTProcessServer sections:

```
[Common]
Count=1
```

The sections of DAKS-TTProcessServer are numbered by the extension nn (with 0 < nn < 99).

All DAKS-TTProcessServer sections have the following entries:

Entry	Description of the value
DB	Path of the working copy of the current database. Usually you will find here the installation directory as well as the database name PROCESS_nn (with nn indicating the number of the section), e.g.: C:\tetronik\daks-tt\process_00.db.
DBServerPort	TCP/IP port used by DAKS-TTDbServer (3.5.4 Define the TCP/IP configuration) to communicate with DAKS-TTProcessServer (default: 2028)
OperatorPort	TCP/IP port that can be used by Operator-Tools (Section 3.7, "Set up and start the Administrator- and Operator-Tool") to connect with DAKS-TTProcessServer (default: 2000).
LoggingXML	This is the path where DAKS-TTProcessServer stores the process protocols. Usually this is C:\tetronik\daks-tt\process_nn\Logs.

Description of the entries in the section DAKS-TTProcessServer of the DAKS-TTProcessServer.INI file

3.6.3 Start the DAKS-TTProcessServer manually

Follow the below instructions to to start DAKS-TTProcessServer manually:



No.	Task
1.	<p>Click Windows-Start, go to the menu and select "Execute...".</p> 
2.	<p>This will open the window "Execute".</p> 
3.	<p>Enter the full path of DAKS-TTProcessServer or select the correct path in Search....</p>
4.	<p>Enter the parameter of the instance you want to activate, separated by a forward slash (/), with 0 standing for the 1st instance, 1 standing for the 2nd instance etc..</p> <p><u>Note:</u> If no instance parameter is entered, the system will assume /0.</p> <p>Example for the 1st instance: <code>c:\tetronik\daks-tt\DAKS-TTProcessServer.exe /0</code></p>

Table 3-22 Start DAKS-TTProcessServer manually

3.7 Set up and start the Administrator- and Operator-Tool

The Administrator- and Operator can be installed together with DAKS-TTDbServer and DAKS-TTProcessServer on one and the same PC (single user operation or separately on several Windows computers. The Administrator-Tools access the PC where you install DAKS-TTDbServer while the Operator-Tools access the PC with DAKS-TTProcessServer. DAKS-TTDbServer and DAKS-TTProcessServer are thus backend servers. In this way, you can also set up separate Administrator- and Operator workstations (Chapter 2, "The Functions of DAKS").



When the system is started for the first time, change the system Administrator password to prevent unauthorized access to the DAKS-TTDbServer or to the DAKS server and in order to avoid another user inadvertently changing the system Administrator password, for example.

If you decide to install the Administrator Tool and the Operator Tool together with DAKS-TTDbServer and DAKS-TTProcessServer on one and the same computer (single user operation), the connections to DAKS-TTDbServer and DAKS-TTProcessServer are already configured properly. If, however, you have chosen to install the Administrator- and/or the Operator-Tool on a different PC, you will need to set up individual connections for the Tools. Here, the steps needed for the Administrator-Tool and the Operator-Tool are the same.



In the first step, set up a connection at the Administrator-Tool and start the Tool. In the next step, create a subscriber with Operator rights ("Operational permissions") and assign him a user ID code and a password to login to the Operator-Tool (Section 8.5, "Users and rights").

Installation and Configuration of the DAKS-TT Software
Set up and start the Administrator- and Operator-Tool

Follow the instructions below to set up and start the connection:


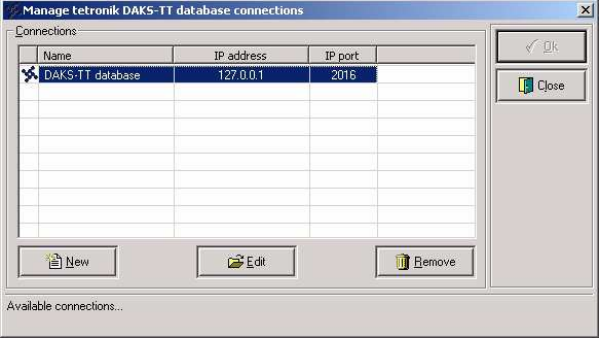
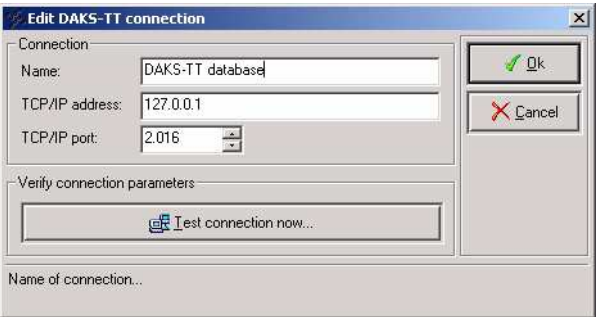
No.	Task	Window/Result
1.	Start the Administrator-Tool and select the "(Manage connections...)" entry in the "DAKS-TT database" selection field.	
2.	Select the connection that you want to edit in the list window and click Edit , or click New to set up a new connection.	
3.	Enter <ul style="list-style-type: none"> • a name for the connection, • the TCP/IP address of the PC with DAKS-TTDbServer, • the TCP/IP port entered at DAKS-TTDbServer for the Administrator- or Operator-Tool 	
4.	click Test connection now... Correct your entries if an error message appears.	

Table 3-23 Set up and start the Administrator- and Operator-Tool

Set up and start the Administrator- and Operator-Tool

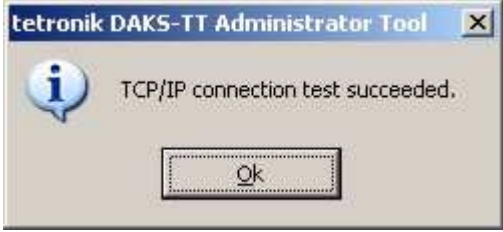

No.	Task	Window/Result
5.	click OK to close the info window.	<p>The following window will open if the test is successful:</p> 
6.	click OK in the "Edit DAKS-TT connection" window to save the connection.	The connection is saved and can be selected at the next login.
7.	Select the connection that you have set up in the login window of the Administrator-Tool and log on with the user identification code "sysadm" and the password "sysadm".	The Administration Tool is started.
8.	Set up one subscriber as Operator. This subscriber must be given the Operator rights ("Operational permissions"), a user identification code and a password.	
9.	Carry out the same steps to connect the Operator-Tool and then log on as an Operator.	The Operator-Tool will now be started.

Table 3-23 Set up and start the Administrator- and Operator-Tool

3.8 Set up an automatic data backup

You can set up the automatic data backup in the "Backup parameters" window. There, you can also immediately activate a backup by clicking on **Now**. Note that the database is switched to "offline" during the backup and cannot be accessed by either the Administrator-Tool or the Operator-Tool during this time.

	<p>Please bear in mind that each time the backup is running, the database that was backed up the previous day will be overwritten with the current database. Therefore, you should integrate the selected backup directory in your daily data backup (e. g. tape backup). This makes sure that you can also access older database backups if needed.</p>
---	--

Follow the instructions below to set up an automatic data backup for the DAKS database:

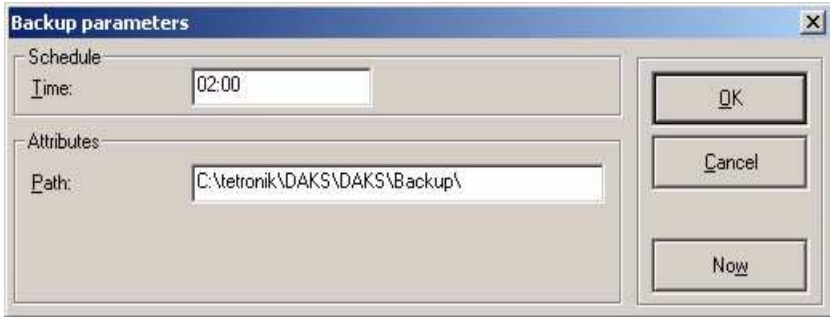
No.	Task
1.	Bring the window "DAKS-TTDbServer" to the top.
2.	Select the "Backup" menu item in the "Settings" pull-down menu. The following window will open:
	
3.	Use the input field "Time" to enter the time (hh:mm) when you want the database to be backed up. Note that the database will be toggled to "offline" during the backup and cannot be accessed by the Administrator or Operator-Tool during this time.
4.	Enter the data path of where the database should be saved in the "Path" input field.
5.	Integrate the selected backup directory in your daily backup.
6.	You should check on the following day whether the data backup has run successfully.

Table 3-24 Set up an automatic data backup

3.9 Uninstall the DAKS software

DAKS software is uninstalled just like any other application under Window. However, because DAKS-TTDbServer and DAKS-TTPProcessServer are started automatically by the watchdog program "PcDaksDog", you need to end these services before you uninstall the DAKS software. To uninstall software, you need to have the pertinent Administrator rights in Windows (e.g. as Administrator).

Follow the below instructions to uninstall the DAKS software:

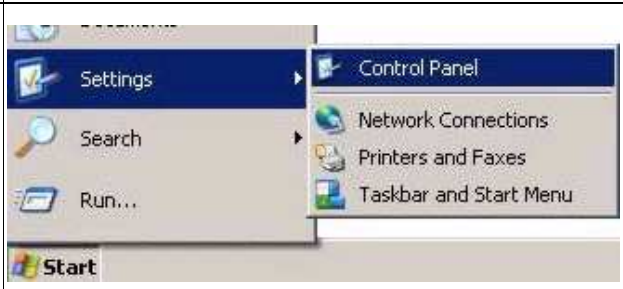

No.	Task	Window
1.	Open the Windows Control Panel.	 <p>A screenshot of the Windows Start menu. The 'Control Panel' option is highlighted in blue. Other visible options include 'Settings', 'Search', and 'Run...'. The Start button is visible at the bottom left.</p>
2.	Open "Add or Remove Programs".	 <p>A screenshot of the Windows Control Panel window. The 'Add or Remove Programs' icon is highlighted with a blue mouse cursor. Other icons visible include 'Accessibility Options', 'Add Hardware', 'Administrative Tools', 'Automatic Updates', 'Date and Time', 'Display', and 'Folder Options'. The window title is 'Control Panel' and the address bar shows 'Control Panel'.</p>

Table 3-25 Uninstall DAKS-TT software

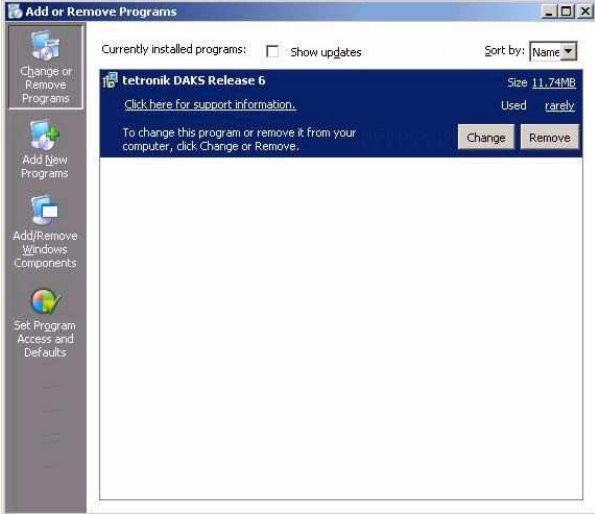

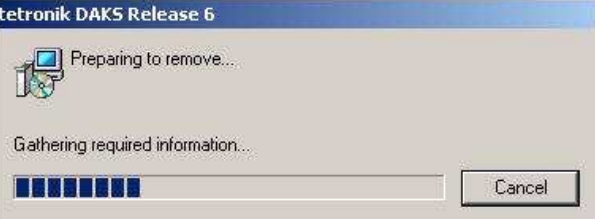
No.	Task	Window
3.	Select the entry "DAKS-Release 6" and click Remove . This will start the de-installation program.	
4.	Confirm the uninstall process by clicking on Yes .	
5.	DAKS-TT will now be uninstalled.	

Table 3-25 Uninstall DAKS-TT software

3.10 Configuration over the telephone

This section shows you how to configure the DAKS server over the telephone. The examples are based on the assumption that the DAKS server is reached with the tie trunk code (DAKS call number) 800. The suffix codes are set to their default values (Section 5.5, "Specify suffix codes"). The PIN that is used here reads 4321; the serial number that is used for the SBC board (SBC-32) control computer reads: 00987654321.

For a clear presentation, the input blocks are separated by spaces. You can easily reproduce the example by replacing the tie trunk code 800 with the call number of your DAKS server, using your PIN and the serial number of your SBC board and, if necessary, adapting the suffix codes. Spaces are not entered.



If no system announcements (e.g. "Please enter your PIN") are available or assigned, DAKS will play a long tone, instead.



Please note that you must have the pertinent Administrator rights ("Administrative permissions") and a PIN to configure the application from a telephone.

3.10.1 Activate/deactivate the Hot Standby mode


Whenever particularly high demands in terms of availability must be met, we recommend the installation of a second DAKS server as a Hot Standby server. Should the "primary" DAKS server ever drop out, all you need to do is switch the Hot Standby server to normal operation mode via hardware input (Section 5.10.3, "Configure optical coupler inputs") or from a telephone. The server will immediately assume the role of the failed "primary" DAKS server.

If a server is in Hot Standby mode, subscribers cannot be dialed and no calls can be accepted. It is only possible to record and play back announcements and change this mode via phone or hardware input.

Activate the Hot Standby over the phone

Proceed as follows:

Step by step



HOT STANDBY ON


Enter the DAKS call number + suffix code for "Switch Hot Standby via DIG-ITE" + PIN + 1 (for Hot Standby on), e. g.: "800 **01 4321 1**".

A long control tone signals the correct selection.
A 3-tone sequence then signals: server status switched over.

Deactivate the Hot Standby over the phone

Proceed as follows:

Step by step



HOT STANDBY OFF

Enter the DAKS call number + suffix code for "Switch Hot Standby via DIG-ITE" + PIN + 0 (for Hot Standby off), e.g.: "800 **01 4321 0**".

A long control tone signals the correct selection.
A 2-tone sequence then signals: server status switched over.

3.10.2 Restart the DAKS server via speed dial

A restart of the DAKS server with **Block Selection** is supported for **internal** telephones (call number of the caller known and does not begin with "0"). This restart is documented via the system printer.

Proceed as follows:

Step by step



Program a destination dial key or redial with the DAKS call number + * * + serial number of the control computer (the 8 eight digits), e. g.: "800 ** **87654321**".



The restart prompt is confirmed with a double tone sequence and the restart of the server is initiated.

3.11 Internal details of DAKS-TT

3.11.1 Files installed or created at run time

<path> = installation path

<wpath> = Windows directory

<dpath> = path for database subdirectories
 (mostly = <path>\xxx\; with xxx standing for the database name)

<bpath> = path for database backups, can be set via DAKS-TTDbServer
 (mostly = <path>\xxx\Backup; with xxx standing for the database name)

Directory	File name	Description
DAKS-TT Administrator-Tool		
<path>	DAKS-TT Administrator-Tool.exe	Main program file
<path>	DAKSxxx.DLL	DAKS-TT voice library: A library for each installed language, where xxx stands for the respective country code.
<path>	PrintTemplate.htm	Print template in HTML format (currently in English only)
DAKS-TT Operator-Tool		
<path>	DAKS-TT Operator-Tool.exe	Main program file
<path>	DAKSxxx.DLL	DAKS-TT voice library: A library for each installed language, where xxx stands for the respective country code.
<path>	ProtTemplate Splitted EN.htm	Template file for protocol printout in full split layout (English)
<path>	ProtTemplate Splitted DE.htm	Template file for protocol printout in full split layout (German)
<path>	ProtTemplate Splitted Compact EN.htm	Template file for protocol printout in compact split layout (English)
<path>	ProtTemplate Splitted Compact DE.htm	Template file for protocol printout in compact split layout (German)
<path>	ProtTemplate Joint EN.htm	Template file for protocol printout in full joint layout (English)

Table 3-26 Files installed or created at run time

Directory	File name	Description
<path>	ProtTemplate Joint DE.htm	Template file for protocol printout in full joint layout (German)
<path>	ProtTemplate Joint Compact EN.htm	Template file for protocol printout in compact joint layout (English)
<path>	ProtTemplate Joint Compact DE.htm	Template file for protocol printout in compact joint layout (German)
PcDaksDog2		
<wpath>	PcDaksDog2.exe	Main program file
<wpath>	pcdaksdog2.ini	Parameter file for the "PcDaksDog2" service
DAKS-TTDbServer		
<path>	DAKS-TTDbServer.exe	Main program file
<path>	DAKSxxx.DLL	DAKS-TT voice library: A library for each installed language, where xxx stands for the respective country code.
<path>	xxx.db	Database file, where xxx stands for the database name
<dpath>\wav	AcclDnnnn.wav	DAKS-TT announcement file: One Wave file for each prepared announcement, where nnnn stands for the respective announcement ID
<dpath>\Logging	xxxxyyyymmdd.log	Logfile of DAKS-TTDbServer, with xxx representing the name of the database, yyyy the year, mm the month, and dd the day when the logfile was created. This logfile is created daily and logs all information that is output in the protocol window of DAKS-TTDbServer (see 3.12.6).
<dpath>\Journal	Journal.txt	Journal file of DAKS-TTDbServer used to protocol all database changes
Per database		
<bpath>	xxx.db	Backed up database file, where xxx stands for the database name

Table 3-26 Files installed or created at run time

Directory	File name	Description
DAKS-TTProcessServer		
<path>	DAKS-TTProcess-Server.exe	Main program file
<wpath> or <path>	DAKS-TTProcess-Server.INI	Configuration file for DAKS-TTProcessServer.
For each DAKS-TTProcessServer instance		
<dpath>\Logs	BDC-zzz.xml	For each completed broadcast, DAKS-TTProcessServer generates a logfile in XML format, with zzz as a special file identifier (see 13.12.7)
<dpath>\Logs	CON-yy_mm_dd_ttttt-YY_MM_DD_TTTTTT-u-ii-zzz.xml	For each completed conference, DAKS-TTProcessServer generates a logfile in XML format, with zzz as a special file identifier (see 3.12.7)
<dpath>\Logs	ITL-yy_mm_dd.xml	Every day DAKS-TTProcessServer creates a protocol file covering the info telephone in XML format (see 3.12.7).
<dpath>\Logs	MSG-yy_mm_dd.xml	Every day DAKS-TTProcessServer creates a protocol file covering the announcement activities in XML format (see 3.12.7).

Table 3-26 Files installed or created at run time

3.11.2 The Registry entries of the DAKS-TT-Services

DAKS-TTDbServer stores various local settings in the Window Registry in the path:

"HKEY_LOCAL_MACHINE\SOFTWARE\tetronik GmbH AEN\tetronik DAKS-TTDbServer"

There you will find the following sub keys:

Entry	Data type	Description
Sub key: uuu (uuu = <database>, e.g. DAKS)		
(Default)	REG_SZ	(not used)
JournalPath	REG_SZ	Path to store the journal files
LoggingPath	REG_SZ	Path to store the logfiles
BackupPath	REG_SZ	Path for the data backup
Wav2DaksPath	REG_SZ	Path to store the Wave files assigned through the Administrator-Tool
WavFromDaksPath	REG_SZ	Path to store the Wave files read from the DAKS server
BackupHour	REG_DWORD	Hour of the next backup
BackupMinute	REG_DWORD	Minute of the next backup
BackupNextOnYear	REG_DWORD	Year of the next backup
BackupNextOnMonth	REG_DWORD	Month of the next backup
BackupNextOnDay	REG_DWORD	Day of the next backup
BackupLastOnYear	REG_DWORD	Year of the last backup
BackupLastOnMonth	REG_DWORD	Month of the last backup
BackupLastOnDay	REG_DWORD	Day of the last backup
BackupLastTimeH	REG_DWORD	Hour of the last backup
BackupLastTimeM	REG_DWORD	Minute of the last backup
Sub key: ClientConnection		
(Default)	REG_SZ	(not used)
AdminPort	REG_DWORD	TCP/IP port that can be used by the DAKS-TT Administrator-Tool to connect with DAKS-TTDbServer
Sub key: Connection		
(Default)	REG_SZ	(not used)

Table 3-27 The Registry entries of the DAKS-TTDbServer

Entry	Data type	Description
iIndex	REG_DWORD	Last selected DAKS connection
Sub key: Debug		
(Default)	REG_SZ	(not used)
Lines	REG_DWORD	Max. number of lines output in the LOG window of DAKS-TTDbServer
Sub key: LogWnd (for debugging purposes only)		
(Default)	REG_SZ	(not used)
bottom	REG_DWORD	(internal)
flags	REG_DWORD	(internal)
left	REG_DWORD	(internal)
ptMaxPosition.x	REG_DWORD	(internal)
ptMaxPosition.y	REG_DWORD	(internal)
ptMinPosition.x	REG_DWORD	(internal)
ptMinPosition.y	REG_DWORD	(internal)
right	REG_DWORD	(internal)
showCmd	REG_DWORD	(internal)
top	REG_DWORD	(internal)
Sub key: Recent File List		
(Default)	REG_SZ	(not used)
File <i>n.</i>	REG_SZ	<i>no.</i> of database opened last
Sub key: Settings		
(Default)	REG_SZ	(not used)
LastDB	REG_SZ	Database of DAKS-TTDbServer that is currently open
WorkingDir	REG_SZ	Working directory of DAKS-TTDbServer

Table 3-27 The Registry entries of the DAKS-TTDbServer

3.11.3 The Registry entries of the DAKS-TT Administrator-Tool

The DAKS-TT Administrator-Tool stores various local settings in the Windows Registry in the path:

"HKEY_CURRENT_USER\Software\tetronik GmbH AEN\tetronik DAKS-TT Administrator-Tool"

There you will find the following sub keys:

Entry	Data type	Description
Sub key: Connections (DAKS-TTDbServer connection table)		
(Default)	REG_SZ	(not used)
Count	REG_DWORD	Number of keys within the key "Connections"
Selected	REG_DWORD	Last selected key within the key "Connections"
Sub key: Connections\n (e. g. n = 1)		
(Default)	REG_SZ	(not used)
IPAddress	REG_SZ	TCP/IP address that can be used by the DAKS-TT Administrator-Tool to connect with DAKS-TTDbServer
IPPort	REG_DWORD	TCP/IP port that can be used by the DAKS-TT Administrator-Tool to connect with DAKS-TTDbServer
Name	REG_SZ	Displayed name of the connection to DAKS-TTDbServer.
Sub key: Settings		
(Default)	REG_SZ	(not used)
CurrentUser	REG_SZ	Name of the last logged-in user
DAKS-TT Operator-Tool.exe	REG_SZ	Path of the Operator-Tool
PrintTemplateFile	REG_SZ	Path of the last selected print template file

Table 3-28 The Registry entries of the DAKS-TT Administrator-Tool

Entry	Data type	Description
Sub key: Settings\uuu (e. g. uuu = sysadm)		
(Default)	REG_SZ	(not used)
AutoTransferWaveFile	REG_DWORD	(internal)
ConfMemberDefaultIsActive	REG_DWORD	(not used)
GridLines	REG_DWORD	A note is made for each user of whether grid lines are displayed.
LastLDAPServer	REG_DWORD	A note is made of the LDAP server which was last used for each user.
ClientDisplayStyle	REG_DWORD	A note is made of the client display style which was last used for each user.
RememberItemLayout	REG_DWORD	A note is made for each user of whether the table layout per entry should be retained.
RememberLayout	REG_DWORD	A note is made for each user indicating whether the table layout per application should be retained or not.
ShowChannels	REG_DWORD	A note is made for each user indicating whether the currently available channel count shall be output in the status line, replacing the output: Offline/Online.
TabPaper	REG_DWORD	A note is made for each user indicating if tables shall have two-line color highlighting.
TabPaperColor	REG_DWORD	A note is made for each user of the color of the two-line layout.
TakeDbClickAsAltEnter	REG_DWORD	A note is made for each user indicating if double-clicking on a tree entry in the table opens the dialog for editing.
UserFont	REG_DWORD	A note is made for each user indicating whether user-specific fonts shall be used or not.
UserFixedFont	REG_BINARY	A note is made of the fixed font used for each user.
UserUIFont	REG_BINARY	A note is made of the variable font used for each user.

Table 3-28 The Registry entries of the DAKS-TT Administrator-Tool

Entry	Data type	Description
Sub key: Settings\uuu\Broadcast (e.g. uuu = sysadm)		
(Default)	REG_SZ	(not used)
Message	REG_DWORD	For each user the system notes the selected announcement for adding broadcast members.
OrderNo	REG_DWORD	For each use the system notes the selected order number for adding broadcast members
Priority	REG_DWORD	For each user the system notes the selected priority for adding broadcast members.
Properties	REG_DWORD	For each user the system notes the selected properties for adding broadcast members.
Sub key: Settings\uuu\CallService (e. g. uuu = sysadm)		
(Default)	REG_SZ	(not used)
Properties0	REG_DWORD	For each user the system notes the selected properties for adding call profile destinations or authorized persons.
Properties1	REG_DWORD	For each user the system notes the selected properties for adding call profile destinations or authorized persons.
Sub key: Settings\uuu\DlgSettings\vvv (e. g. uuu = sysadm, vvv = 0x00004FB0)		
(Default)	REG_SZ	(not used)
ColOrder	REG_BINARY	For each user the system notes the column sorting to be applied in dialogs that contain table elements.
ColSorting	REG_DWORD	For each user the system notes the column used for the last sorting used (ascending or descending) for all dialogs that contain table elements.
ColWidth	REG_BINARY	For each user the system notes the column width for all dialogs that contain table elements.
RECT	REG_BINARY	For each user the system notes the last window size for dialogs with an editable size.

Table 3-28 The Registry entries of the DAKS-TT Administrator-Tool

Entry	Data type	Description
ShowCmd	REG_DWORD	For each user the system notes the last window size (enlarged or normal) for dialogs with an editable size.
Sub key: Settings\uuu\LData (e.g. uuu = sysadm)		
(Default)	REG_SZ	(not used)
LData.x.y	REG_SZ	Here the system notes the logon data for each user and LDAP directory requiring that the user must log on individually but permitting storage of both the user and his/her password. (x and y constitute internal markers)
Sub key: Settings\uuu\ColOrder (e. g. uuu = sysadm)		
(Default)	REG_SZ	(not used)
xx.yy.zz	REG_BINARY	For each user the system notes the column sequence for every application or entry, with xx, yy and zz constituting internal identifiers.
Sub key: Settings\uuu\ColSorting (e. g. uuu = sysadm)		
(Default)	REG_SZ	(not used)
xx.yy.zz	REG_BINARY	For each user the system notes the sorting sequence of every application or entry, with xx, yy and zz constituting internal identifiers.

Table 3-28 The Registry entries of the DAKS-TT Administrator-Tool

Entry	Data type	Description
Sub key: Settings\uuu\ColWidth (e. g. uuu = sysadm)		
(Default)	REG_SZ	(not used)
xx.yy.zz	REG_BINARY	For each user the system notes the column widths for every application or entry, with xx, yy and zz constituting internal identifiers.
Sub key: Settings\uuu\Conference (e.g. uuu = sysadm)		
(Default)	REG_SZ	(not used)
Properties	REG_DWORD	For each user the system notes the selected properties for the adding of conference members.
Sub key: Settings\uuu\LData (e.g. uuu = sysadm)		
(Default)	REG_SZ	(not used)
LData.xx.yy	REG_SZ or REG_DWORD	(internal)
Sub key: Settings\uuu\ListStyle (e.g. uuu = sysadm)		
(Default)	REG_SZ	(not used)
xx.yy.zz	REG_BINARY	For each user the system notes the layout (list or symbols) for every application or entry, with xx, yy and zz constituting internal identifiers.
Sub key: Settings\uuu\VisibleColumns (e. g. uuu = sysadm)		
(Default)	REG_SZ	(not used)
Columnxx	REG_DWORD	For each user, the system notes the columns that shall be visible and the ones that shall not, with xx representing internal identifiers.

Table 3-28 The Registry entries of the DAKS-TT Administrator-Tool

3.11.4 The Registry entries of the DAKS-TT Operator-Tool

The DAKS-TT Operator-Tool stores various local settings in the Windows Registry in the path:

"HKEY_CURRENT_USER\Software\tetronik GmbH AEN\tetronik DAKS-TT Operator-Tool"

There you will find the following sub keys:

Entry	Data type	Description
Sub key: Connections (DAKS-TTProcessServer connection table)		
(Default)	REG_SZ	(not used)
Count	REG_DWORD	Number of keys within the key "Connections"
Selected	REG_DWORD	Last selected key within the "Connections" key
Sub key: Connections\n (e.g. n = 1)		
(Default)	REG_SZ	(not used)
IPAddress	REG_SZ	TCP/IP address that can be used by the DAKS-TT Administrator-Tool to connect with DAKS-TTProcessServer.
IPPort	REG_DWORD	TCP/IP port that can be used by the DAKS-TT Administrator-Tool to connect with DAKS-TTProcessServer.
Name	REG_SZ	Displayed name of the connection to DAKS-TTProcessServer.
Sub key: Settings		
(Default)	REG_SZ	(not used)
CurrentUser	REG_SZ	Name of the last logged-in user
DAKS-TT Administrator-Tool.exe	REG_SZ	Path of the Administrator-Tool
PrintTemplateFile	REG_SZ	Path of the last selected print template file
LastProtocolRangeStart	REG_DWORD	Flag for the date that was last selected for the protocol printouts
PermanentlyPlayRe-dAlert	REG_DWORD	Infinite repetition of the playback for red alerts (0 = OFF, 1 = ON)
PermanentlyPlayYellowAlert	REG_DWORD	Infinite repetition of the playback for red alerts (0 = OFF, 1 = ON)

Table 3-29 The Registry entries of the DAKS-TT Operator-Tool

Internal details of DAKS-TT

Entry	Data type	Description
AutoBroadcastWindows		
SysLogServer	REG_SZ	TCP/IP address of the entered SYSLOG server
SysLogPort	REG_DWORD	TCP/IP port of the entered SYSLOG server

Table 3-29 The Registry entries of the DAKS-TT Operator-Tool

Entry	Data type	Description
Sub key: Settings\uuu (e. g. uuu = sysadm)		
(Default)	REG_SZ	(not used)
AutoTransferWaveFile	REG_DWORD	(not used)
ConfMemberDefaultIsActive	REG_DWORD	A note is made for each user of whether an ad-hoc conference subscriber was last actively or passively added in the conference.
GridLines	REG_DWORD	A note is made for each user of whether grid lines are displayed.
LastLDAPServer	REG_DWORD	A note is made of the LDAP server which was last used for each user.
ClientDisplayStyle	REG_DWORD	A note is made of the client display style which was last used for each user.
RememberItemLayout	REG_DWORD	A note is made for each user of whether the table layout per entry should be retained.
RememberLayout	REG_DWORD	A note is made for each user indicating whether the table layout per application should be retained or not.
ShowChannels	REG_DWORD	A note is made for each user indicating whether the currently available channel count shall be output in the status line, replacing the output: Offline/Online.
TabPaper	REG_DWORD	A note is made for each user indicating if tables shall have two-line color highlighting.
TabPaperColor	REG_DWORD	A note is made for each user of the color of the two-line layout.
TakeDbClickAsAltEnter	REG_DWORD	A note is made for each user indicating if double-clicking on a tree entry in the table opens the dialog for editing.
UserFont	REG_DWORD	A note is made for each user indicating whether user-specific fonts shall be used or not.
UserFixedFont	REG_BINARY	A note is made of the fixed font used for each user.

Table 3-29 The Registry entries of the DAKS-TT Operator-Tool

Entry	Data type	Description
UserUIFont	REG_BINARY	A note is made of the variable font used for each user.
Sub key: Settings\uuu\ColOrder (e. g. uuu = sysadm)		
(Default)	REG_SZ	(not used)
xx.yy.zz	REG_BINARY	For each user the system notes the column sequence for every application or entry, with xx, yy and zz constituting internal identifiers.
Sub key: Settings\uuu\ColSorting (e. g. uuu = sysadm)		
(Default)	REG_SZ	(not used)
xx.yy.zz	REG_BINARY	For each user the system notes the sorting sequence of every application or entry, with xx, yy and zz constituting internal identifiers.
Sub key: Settings\uuu\ColWidth (e. g. uuu = sysadm)		
(Default)	REG_SZ	(not used)
xx.yy.zz	REG_BINARY	For each user the system notes the column widths for every application or entry, with xx, yy and zz constituting internal identifiers.

Table 3-29 The Registry entries of the DAKS-TT Operator-Tool

Entry	Data type	Description
Sub key: Settings\uuu>ListStyle (e.g. uuu = sysadm)		
(Default)	REG_SZ	(not used)
xx.yy.zz	REG_BINARY	For each user the system notes the layout (list or symbols) for every application or entry, with xx, yy and zz constituting internal identifiers.
Sub key: Settings\uuu\VisibleColumns (e. g. uuu = sysadm)		
(Default)	REG_SZ	(not used)
Columnxx	REG_DWORD	For each user, the system notes the columns that shall be visible and the ones that shall not, with xx representing internal identifiers.

Table 3-29 The Registry entries of the DAKS-TT Operator-Tool

3.11.5 The Registry entries of the Windows Event Viewer

The DAKS-TT Administrator-Tool and the DAKS-TT Operator-Tool register themselves in the Windows Registry for the Windows events display in the path:

"HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Eventlog\Application"

There you will find the following sub keys:

Entry	Data type	Description
Sub key: tetronik DAKS-TT Administrator-Tool		
(Default)	REG_SZ	(not used)
EventMessageFile	REG_EXPAND_SZ	Path of the DAKS-TT Administrator-Tool
TypesSupported	REG_DWORD	Supported event types
CategoryMessageFile	REG_EXPAND_SZ	Path of the DAKS-TT Administrator-Tool
CategoryCount	REG_DWORD	Supported categories
Sub key: tetronik DAKS-TT Operator-Tool		
(Default)	REG_SZ	(not used)
EventMessageFile	REG_EXPAND_SZ	Path of the DAKS-TT Operator-Tool
TypesSupported	REG_DWORD	Supported event types
CategoryMessageFile	REG_EXPAND_SZ	Path of the DAKS-TT Operator-Tool
CategoryCount	REG_DWORD	Supported categories

Table 3-30 The Registry entries of the Windows Event Viewer

4 Operating Instructions for the Administrator- and Operator-Tool

Overview

This chapter offers general operating instructions for the DAKS-TT Administrator-Tool and Operator-Tool. It also explains special functions of these tools.

Contents

The chapter covers the following sections:

4.1 Overview of the Administrator-Tool and Operator-Tool

4.1.1 Overview

4.1.2 Starting the Administrator-Tool and Operator-Tool

4.2 Layout of the interface

4.2.1 Menu bar

4.2.2 Toolbar

4.2.3 Status bar

4.2.4 Tree view

4.2.5 List window

4.2.6 Layout of windows

4.2.7 Types of fields

4.2.8 Functions of the mouse

4.3 Specifying options

4.4 Support of locally connected telephones

4.4.1 Setup Local call support

4.4.2 Use Local call support

4.5 Display system status of DAKS server

4.6 Functions of the Administrator-Tool

4.6.1 Description of the menu items and buttons of the Administrator-Tool

4.6.2 Client-oriented layout

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4.7 Functions of the Operator-Tool

4.7.1 Description of the menu items and buttons of the Operator-Tool

4.7.2 Hint bars in the DAKS-TT Operator-Tool

4.1 Overview of the Administrator-Tool and Operator-Tool

4.1.1 Overview

As a rule, the Administrator-Tool and the Operator-Tool are the same in structure and largely correspond to the conventions of Windows. In this context we presuppose that every user is sufficiently familiar with the Windows interface which will find no further description in this manual.

For further details on the installation of DAKS-TT software and the operation of DAKS-TTDbServer and DAKS-TTProcessServer, please see Chapter 3, "Installation and Configuration of the DAKS-TT Software".

The Administrator- Tool and the Operator-Tools are either connected to DAKS-TTDbServer or DAKS-TTProcess server (both backend servers) via a LAN connection (Section 3.7, "Set up and start the Administrator- and Operator-Tool"), or installed together with DAKS-TTDbServer and DAKS-TTProcess on the one and the same PC (single user operation).

Up to ten Administrator- and Operator-Tools can be connected at the same time to DAKS-TTDbServer or DAKS-TTProcessServer.



The Operator-Tool can only be started if the connection between DAKS-TTProcessServer and the DAKS server is "online".



The Administrator-Tool can also be used "offline". Changes only become effective once the connection to the DAKS server is established and the DAKS server has been reinitialized. This is normally performed automatically, but can also be carried out manually (Section 3.5.8, "Trigger a manual initialization of the DAKS server").

Administrator-Tool

The following tasks can be carried out with the Administrator-Tool:

- Creating and administrating subscribers
- Creating and administrating announcements
- Creating and administrating clients
- Creating and administrating applications
- Administration parameters (basic settings)
- Viewing and printing the database overview
- Calling up the Operator-Tool directly and without logging on again


Operator-Tool

The following tasks can be carried out with the Operator-Tool:

- Activating, deactivating, switching over the info telephone
- Initiating and moderating conferences
- Launching and monitoring broadcasts
- Launching and monitoring scenarios
- Viewing and printing protocols
- Administration options for the Operator-Tool
- Calling up the Administrator-Tool directly and without logging on again

4.1.2 Starting the Administrator-Tool and Operator-Tool

Both the Administrator-Tool and the Operator-Tool are started in the same way. If one of the Tools is already started, the other can be called up directly via button, e. g. the Operator-Tool can be started from within the Administrator-Tool (Section 4.3, "Specifying options") with no renewed login needed. To do so, however, the Administrator needs to be assigned Operator rights and a PIN (Section 8.5.1, "Operational rights").



To logon to the Administrator-Tool, at least one connection must be set up to DAKS-TTDbServer. To logon to the Operator-Tool, at least one connection to DAKS-TTProcessServer must be set up that, in return, must be additionally connected with a DAKS server (Section 3.7, "Set up and start the Administrator- and Operator-Tool").

Follow the below instructions to start the Administrator or Operator-Tool::

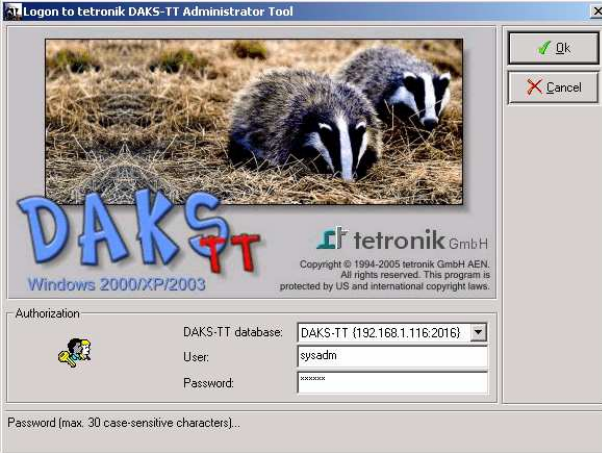
No.	Task	Window/Result
1.	Call up the Administrator-Tool or the Operator-Tool via the corresponding entry in the "tetronik ▶ DAKS-TT" program group.	The login window is opened. NOTE: The login window is always in English!
2.	In the "DAKS-TT database" selection field, select the DAKS-TTDbServer or DAKS-TTProcessServer you want to log on. Enter your user identification code ("User") and your password ("Password").	
3.	Click on OK .	The Administrator-Tool or the Operator-Tool is started.

Table 4-1 Starting the Administrator-Tool and Operator-Tool

4.2 Layout of the interface

The layout of the interface is based on the Microsoft Windows® Explorer and basically the same for the Administrator- and Operator-Tool. The following graphic provides an overview.

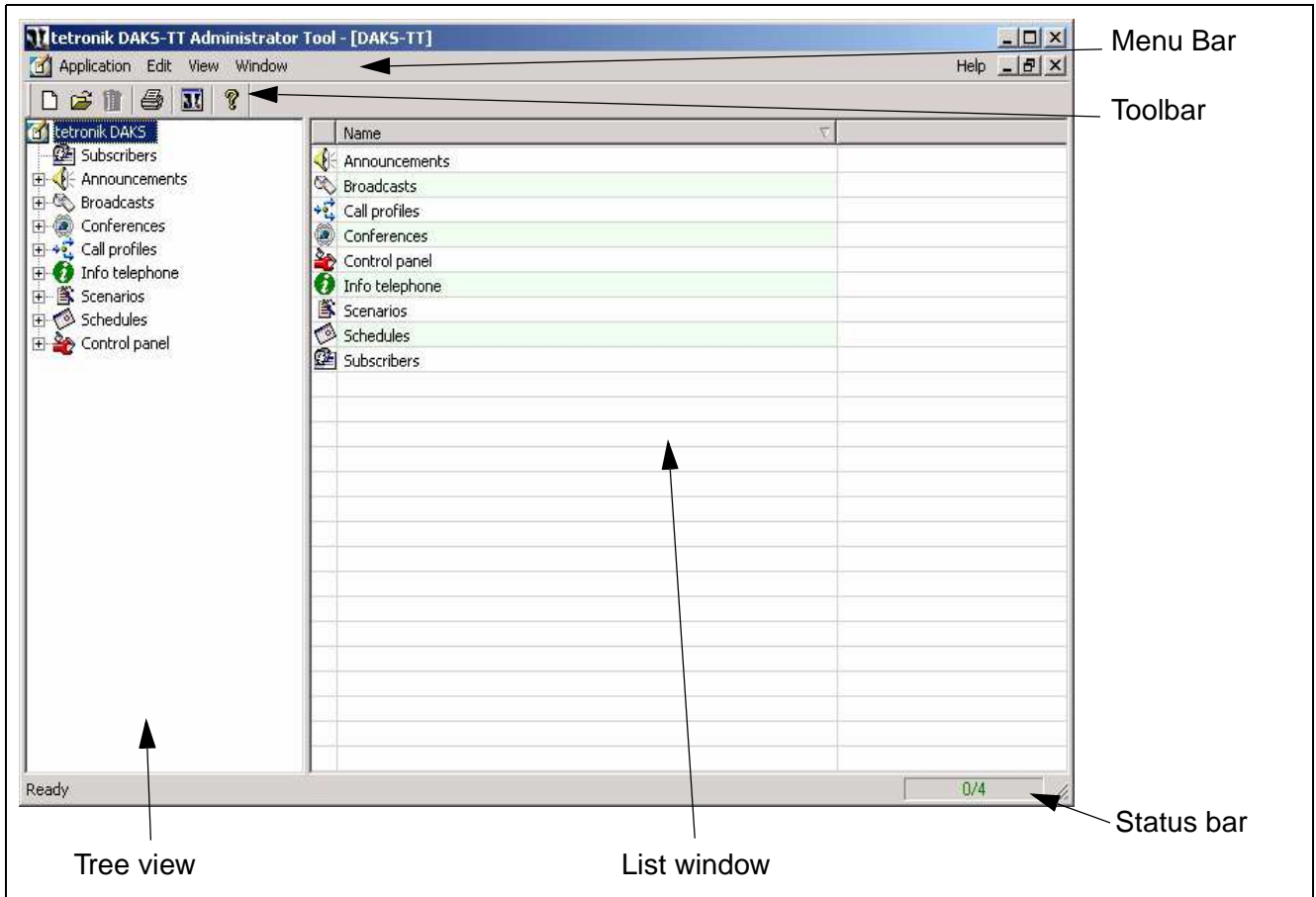


Image 4-1 Layout of the interface of the Administrator Operator-Tool

4.2.1 Menu bar

Pull-down menus that are used to reach the different functions of the Administrator-Tool and Operator-Tool are arranged in the menu bar.

A description of the menu and menu items is given in Section 4.6, "Functions of the Administrator-Tool" and in Section 4.7, "Functions of the Operator-Tool".

Whenever a menu command entails further user dialogs, it carries 3 dots after the name (e.g. "New...").

Certain menu commands can also be reached via keyboard shortcuts (e.g. 'F8' to 'Open Operator-Tool').

4.2.2 Toolbar

Use the buttons of the toolbar to activate the functions of the Administrator- and Operator-Tool directly via mouse click. The buttons represent functions that can also be reached through the equivalent menu items (Section 4.6, "Functions of the Administrator-Tool" and **Section 4.7, "Functions of the Operator-Tool"**).

4.2.3 Status bar

The right area of the status bar shows how many channels of the DAKS server are occupied and how many, in total, are available (<occupied>/<available>). The Administrator-Tool and Operator-Tool can also be configured to output "Online/Offline" only (Section 4.3, "Specifying options").

If the DAKS server signals a yellow or red alert, this field will also be highlighted in yellow or red and display the corresponding text for a "Yellow Alert" or a "Red Alert". In addition, you can also create sound sequences to be played via computer loudspeakers in the respective alerts (Section 4.3, "Specifying options").

Provided you do not select "Offline" for this field, you can double click this area to open a window that will indicate the system status of the DAKS server that is currently connected (Section 4.5, "Display system status of DAKS server").

4.2.4 Tree view

The subscribers, announcements, applications and DAKS parameters are arranged in a clear structure in the tree view. Entries that contain subentries can be opened with the "+" symbol and closed with the "-" symbol. In this way you can e.g. unfold the "Broadcasts" entry and directly see which broadcasts have already been created. When you select an entry in the tree structure its subentries are, if available, automatically output in the list view. For example, if you select a certain broadcast, the assigned broadcast members will be output in the list window.

The tree view can also be grouped according to client groups or client levels (Section 4.6.2, "Client-oriented layout").

4.2.5 List window

As a rule, the details that are output in the list view always match the entry you select in the tree structure. If, for example, you have selected "Subscribers" in the tree view, all subscribers are displayed in the list window. You can individualize the appearance of the list and select which columns are displayed (Section 4.3, "Specifying options").

Change the sequence of the columns

You can also easily change the column order to best meet the own requirements.

Follow the instructions below to change the column order:

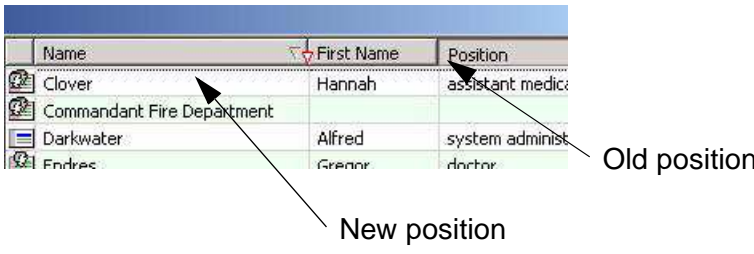
No.	Task
1.	Make a left mouse key click the column header and keep it pressed.
2.	Move the column header to the new position. The new position is indicated with a small arrow: 
3.	Release the mouse key. The column is shifted.

Table 4-2 Change the sequence of the columns

Sorting the list

The list is sorted in the same way as you sort in other Windows programs, namely by making as single mouse click into the column header. Every further mouse click into the same header will sort the entries of this column, alternating between ascending and descending order.

4.2.6 Layout of windows

In the Administrator-Tool, applications, announcements and subscribers are created, administered and configured via windows. In the Operator-Tool, applications are launched, monitored and controlled, settings are displayed and options are selected via windows.

The windows are arranged according to specific requirements and are described in detail in the respective chapters of this manual. The basic layout of the window is always the same.

The following graphic shows the basic layout of the windows:

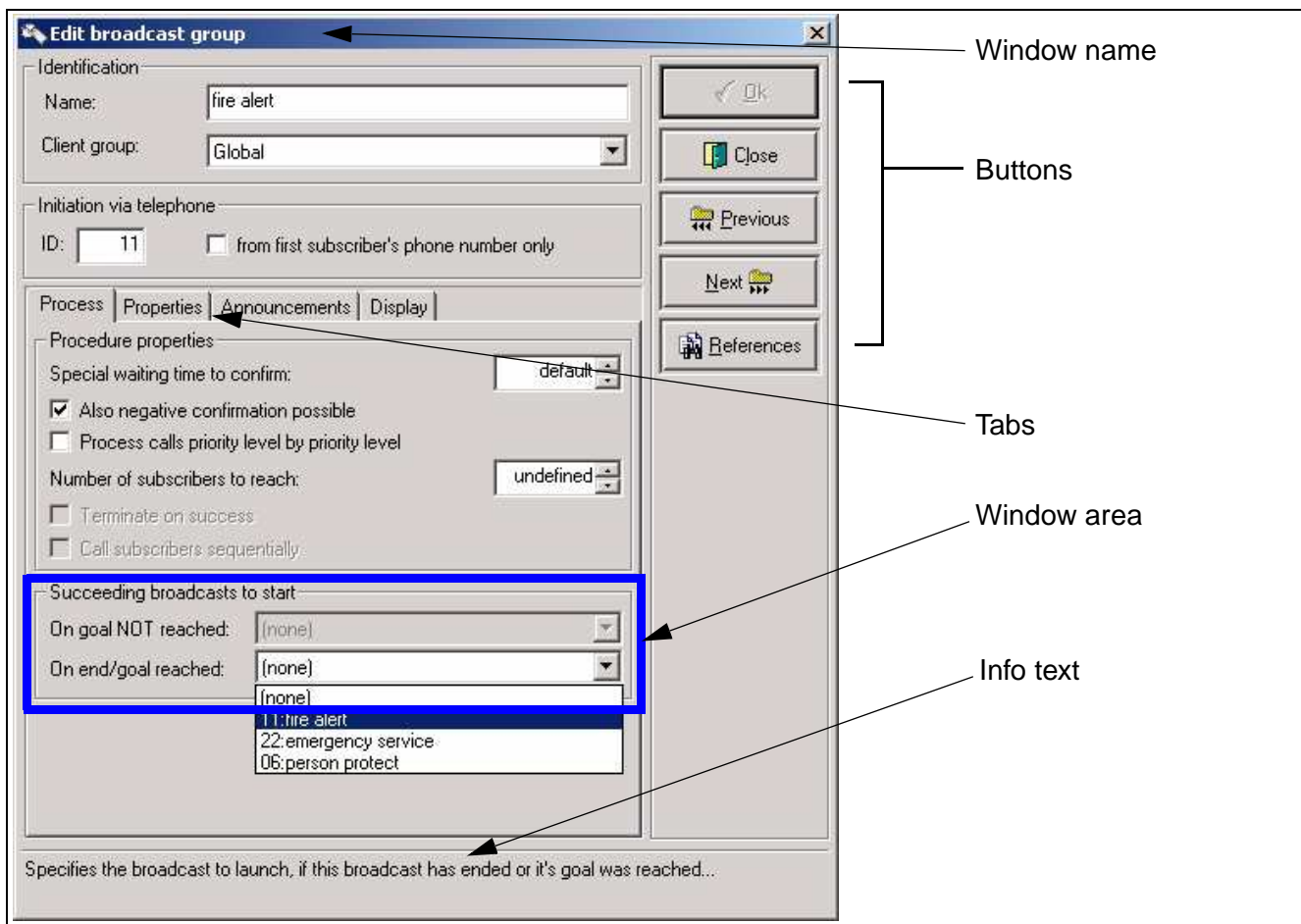


Image 4-2 Basic layout of windows

Window name

The name of the window is marked in the header. In this Manual, the names of windows are listed in quotation marks, e. g. "Edit broadcast group".

Tabs

For a better and more user-friendly overview, intricate windows have been broken down using tabs.

Tabs can be activated by:

- clicking directly on the name of the tab,
- simultaneous pressing of the ALT + TAB key (next tab), or
- pressing the ALT, SHIFT and TAB keys at the same time (previous tab).

Tab names in this manual are shown in quotation marks, e. g. "Process" tab.

Window areas

Fields that belong together by logic are grouped into window areas. Window areas are demarcated by a narrow frame. All names of window areas in this Manual are placed in quotation marks, e. g. "Follow-up broadcasts for start".

Info text

Brief information on the field in which the cursor is currently positioned is displayed here.

Buttons

Buttons are used to trigger commands and actions. Different buttons are displayed depending on the window.

A button can be activated:

- by making a mouse click on that button,
- by pressing the Alt key in combination with the underlined letter of the name of the button (e. g. Alt + p for **P**revious). The underlines are only displayed after the ALT key has been pressed for the first time.
- by setting the focus on the button (by repeatedly pressing the TAB key or the SHIFT+TAB keys) and then pressing the space bar or the RETURN key.
The TAB key can also be used to jump sequentially to all buttons and fields.

The following table shows all standard buttons together with an explanation of the function. Special buttons that are used for the moderation of conferences, for example, are described in the respective chapter.

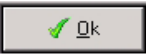




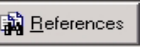


Button	Description
	Saves the changes made in the current window. This button is only active if changes have been made and the corresponding rights have been assigned.
	Closes the current window without saving. This button is only displayed if no changes have been made.
	Closes the current window without saving the changes. This button is only displayed if changes have already been made.
	Scrolls back one position within the current list. Hence, if the "Edit subscribers" window is open for example, you can scroll through the subscriber list without having to open and close the window again for each subscriber.
	Same as Previous , but scrolls forward in the list.
	If there are references to other objects, these can be displayed directly in a separate window. Thus, when editing a broadcast group for example, the subscribers and the assigned announcements can be displayed directly, opened for editing or deleted.
	This button is positioned next to the selection fields for announcements. A context menu will open when this button is clicked. In this way you can for example, depending on the settings of the current window, administrate or hear Wave files that are already stored in the database (Section 7.4.2, "Create and administrate wave files for physical announcements").
	This key is positioned next to display fields (e. g. name of a subscriber). The user can jump directly to the "real" entry, e. g. in the subscriber mask, by clicking on the button.

Table 4-3 Overview of the standard buttons



Button	Description
	This button is positioned next to input fields for e-mail addresses. If you click this button, an empty e-mail with the recipient address entered into the input field will automatically be created for you.
<p>Available in time zones:</p> 	Status buttons are selection fields (see below) in a different form. When they are marked, they are shown in color. If not, they are shown in gray.

Table 4-3 Overview of the standard buttons

4.2.7 Types of fields

DAKS provides a series of windows with corresponding fields for the configuration and for the creation and maintenance of subscribers, announcements and applications.

A field can be reached by:

- clicking in the field,
- by pressing the ALT key together with the underlined letter of the field name (e.g. Alt + i for **ID**). The underlines are only displayed after the ALT key has been pressed for the first time.
- by setting the focus on the field (by repeatedly pressing the TAB key or the SHIFT+TAB keys) and then pressing the space bar or the RETURN key.
The TAB key can be used to jump sequentially to all fields and buttons.

You will find detailed field descriptions and examples of meaningful entries in the individual chapters of this manual. This section provides an overview of the types of fields.
The following graphic shows the different types of fields:

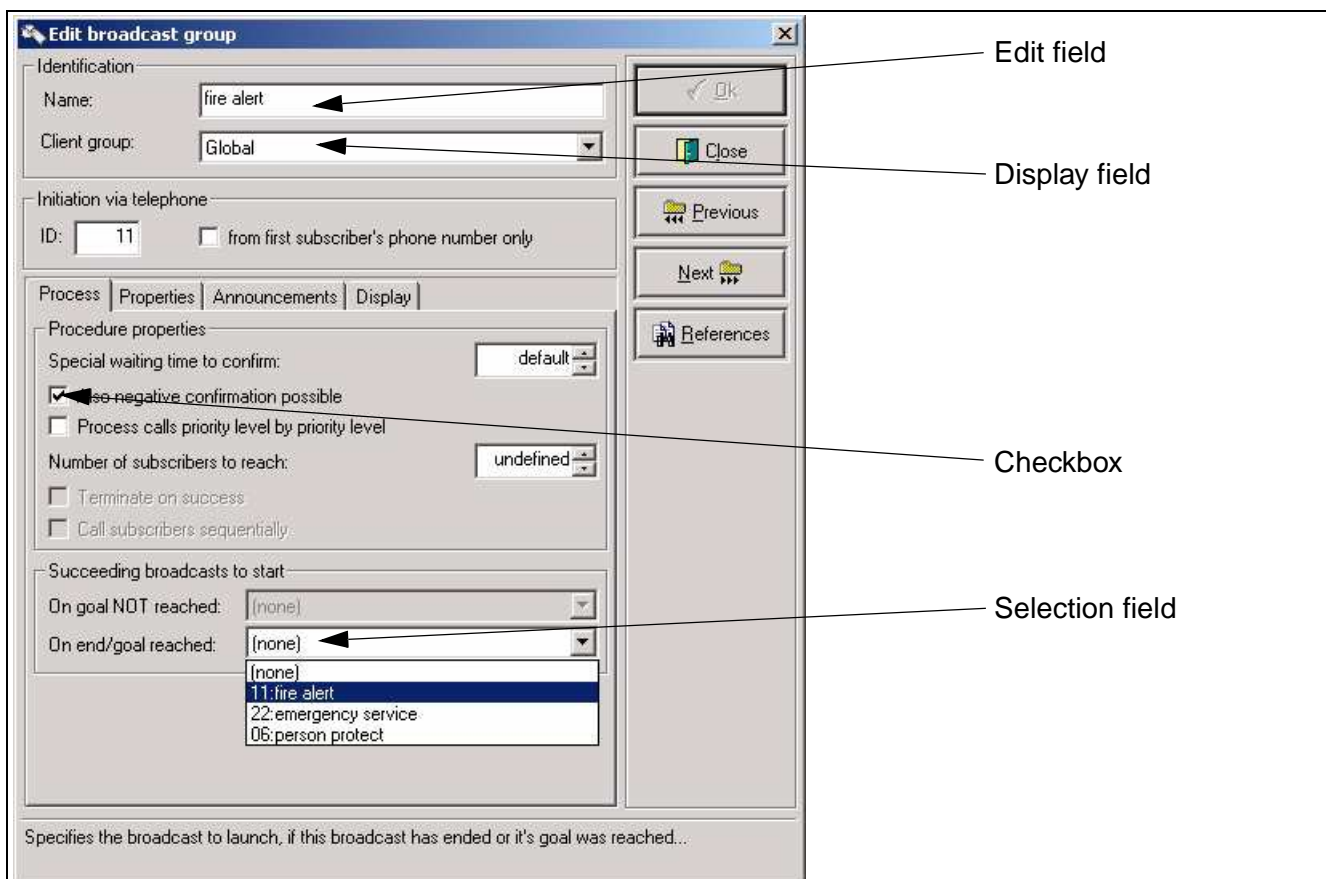


Image 4-3 Types of fields

Type of fields






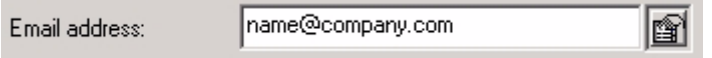
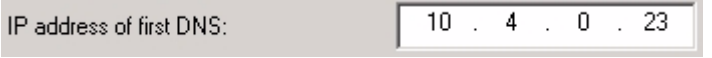
Field type	Example and explanation
Display field	 <p>Display of information that cannot be changed.</p>
Edit field	 <p>Free format input field for letters and numerals. Usually the length is limited.</p>
Numerical input field	 <p>Free format input field for numbers that can also be used to replace certain values with texts or to display units (e.g. sec.). You can enter the values either numerically, or click the buttons  or , or press the arrow keys (up/down) to browse the value range until you reach the desired value.</p>
E-mail-Input field	 <p>Free format input field for e-mail addresses with a length limited to 50 characters. The entry is displayed in red until the form is correct, i.e. it has just one @ as well as having at least one dot after the @, and it does not end with a dot. The associated button only becomes active when the input field has an entry of the correct form.</p>
IP input field	 <p>Free format input field for TCP/IP addresses. The field is split into four separate segments, separated by dots. Each segment accepts values between 0 and 255. You can jump between the segments:</p> <ul style="list-style-type: none"> • forwards by pressing the dot key, or • forwards and backwards by pressing the arrow keys (left/right)

Table 4-4 Types of fields




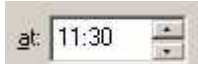


Field type	Example and explanation
Date input/selection field	 <p>Date input/selection fields provide a convenient way of selecting a date. The field is divided into 3 input segments:</p> <ul style="list-style-type: none"> • Day, • Month and • Year. <p>You can jump between the segments with  and . Even if the month appears here written out in full, you can enter the month numerically; the field enters the name of the month by itself.</p>
Time input field	 <p>Time input fields provide a convenient way of setting a time. The field is divided into 2 to 3 input segments:</p> <ul style="list-style-type: none"> • Hour, • Minutes and • Seconds if necessary. <p>You can jump between the segments with the arrow keys (left/right). Within a segment, you can enter the values either numerically or by clicking the buttons  or , or by pressing the arrow keys (up/down) to run through the value range until you reach the desired value.</p>

Table 4-4 Types of fields

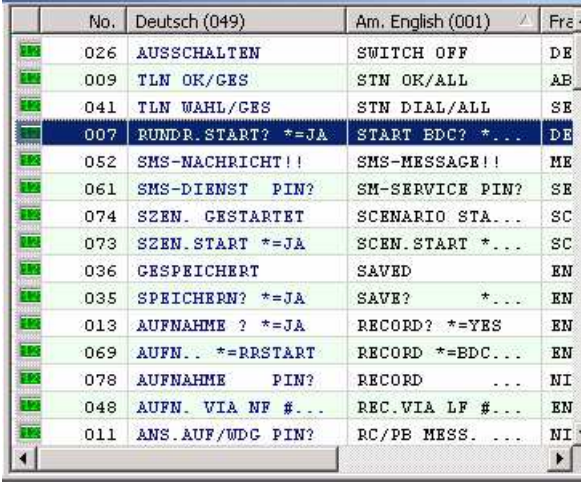
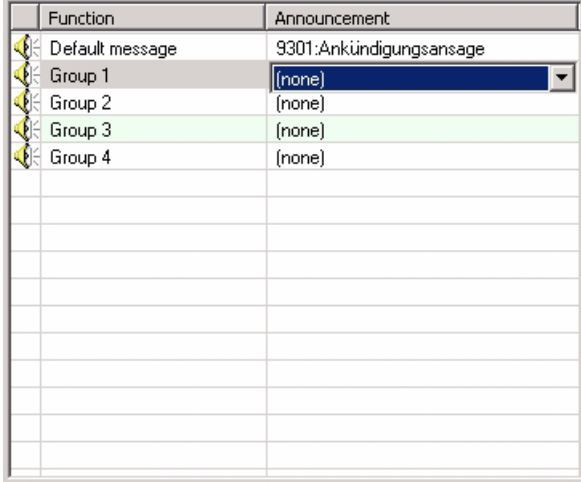
Field type	Example and explanation
List field (table)	<p>In some windows, list entries also appear as fields. There are two types of fields in list windows:</p> <ul style="list-style-type: none"> <p>Input field:</p>  <p>Selection field (drop-down list):</p>  <p>To edit a list entry, double-click on the corresponding cell of the entry or, using the right mouse key, click in the cell and then select an action in the context menu.</p>

Table 4-4 Types of fields

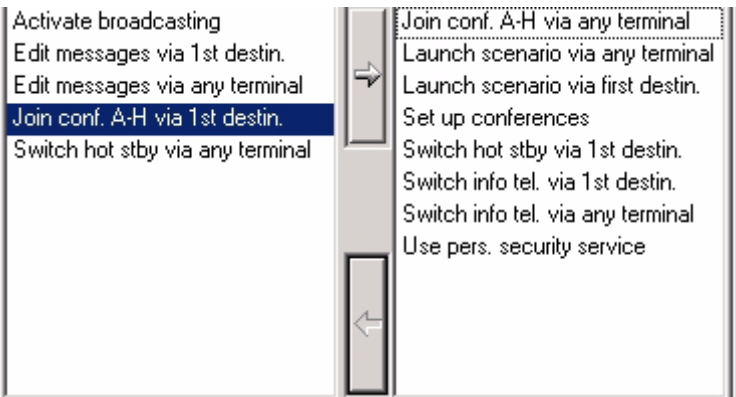
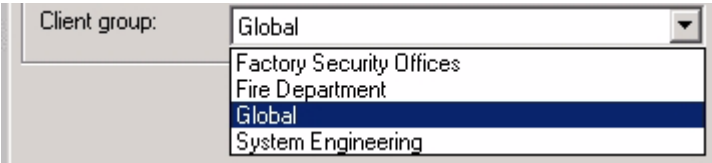
Field type	Example and explanation
<p>Selection field (list)</p>	 <p>Selection fields show the possible entries in a list. The entries can only be selected, they cannot be changed. In some windows, only one entry is possible; in other windows, it is possible to select several entries at the same time.</p> <p>To select several entries at the same time, you can</p> <ul style="list-style-type: none"> • select a range by clicking on the first entry (from) and, keeping the SHIFT key pressed, click on the last entry (to) (the entire selected range is highlighted), or • select the entries in single steps by keeping the CTRL key pressed and clicking individually on the desired entries. <p>A combination is also possible, e.g. by first selecting a range and then selecting entries in single steps.</p> <p>If two selection fields are next to one another in a list form, you can move or copy entries from one field into the other field by:</p> <ul style="list-style-type: none"> • double-clicking on the individual entries, or • selecting several entries and then clicking on the corresponding button to move them.
<p>Selection field (drop-down list)</p>	 <p>Selection fields in list form show the possible entries in a list. The entries can only be selected, they cannot be changed.</p>

Table 4-4 Types of fields

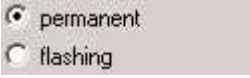
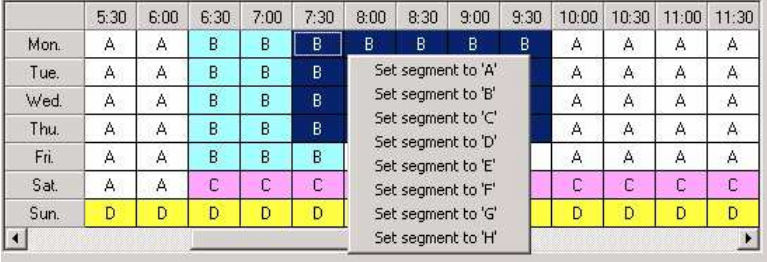
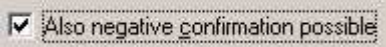
Field type	Example and explanation
Selection field (options)	 <p>Selection fields in the form of radio buttons usually provide just a few options. You can only ever select one of the specified options.</p>
Selection field (table)	 <p>Selection fields can also be combined into tables. The lists of values will vary depending on the window.</p> <p>Select a single entry by making a mouse click on the respective entry.</p> <p>Select a range of entries by marking the first entry with the left mouse key and keep the key pressed until you have selected the desired range by moving the mouse.</p> <p>Select the values by:</p> <ul style="list-style-type: none"> • pressing the corresponding letter key, or • clicking with the right mouse key on the selected range and then choosing the respective action in the context menu.
Checkbox	 <p>Checkboxes can be marked to activate a specific function or to achieve a specific response from DAKS. The checkboxes are marked by clicking with the mouse. Checkboxes sometimes have additional subordinate checkboxes that only become active once the higher-level checkbox is marked.</p>

Table 4-4 Types of fields


Field type	Example and explanation
Checkbox (list)	 <p>Checkboxes can also be combined in lists. Mark the entries to activate the corresponding function. The entries are selected by clicking on the checkbox or by pressing the space bar. You can also select or remove several entries at the same time by first selecting the entries within the list area and then clicking the checkbox or pressing the space bar for one of the selected entries.</p>

Table 4-4 Types of fields

4.2.8 Functions of the mouse

The functions of the mouse are largely Windows-compliant. The Administrator and the Operator-Tools also have some additional functions that are described in the following section.

Left mouse key

- **Drag & Drop via left mouse key**

Entries in the tree/list view can be moved, copied, or a link can be created to them by "holding" onto them with the left mouse key. In this way, you can, for example, move subscribers from the subscriber list directly into a broadcast or client group.

Right mouse key

- **Drag & Drop via right mouse key**

Entries in the tree/list view can be moved, copied, or a link can be created to them by "holding" onto them with the right mouse key. The function is the same as for moving with the left mouse key, but – as in the Windows[®] Explorer – a context menu is opened when the mouse key is released from which you can select the desired function. The most likely action is marked in bold.

- **Context menu**

Make a right mouse click on an element or a list field to open the respective context menu depending on the currently open window or list. This enables you to quickly call up functions that are normally reached via pull-down menus or buttons (e. g. "New", "Edit", "View", etc.). In addition, you will also be offered functions that are only available and that only make sense in the current context.

Below you will find a few examples:

- Playback of database Wave file (Announcements tab and lists)
- Transfer of selected Wave files (Announcements list)
- Receive selected announcements (Announcements list)
- Set selected entries to default (in Parameters)
- Set all entries to default (in Parameters)
- Edit a cell (for entries that are edited directly in lists)
- Set cell(s) to default (i.e. reset selected list entries)
- Set all entries to default (i.e. reset all entries of the current list)
- Call subscribers or group members via "Local call"

4.3 Specifying options

Various options for the display and presentation of lists can be adapted for the Administrator-Tool and the Operator-Tool. The file paths can also be set to start the Operator-Tool directly from the Administrator-Tool and vice versa.

Follow the instructions below to specify the options:


No.	Task
1.	Select "Parameters" in the tree view. All parameters will be output in the list window.
2.	Select the "Options" entry and click on  . This will open the window "Edit options".
3.	Now enter the settings in keeping with the ensuing field descriptions.
4.	Click on OK to save your entries.

Table 4-5 Specifying options

Description of the fields in the "Edit options" window

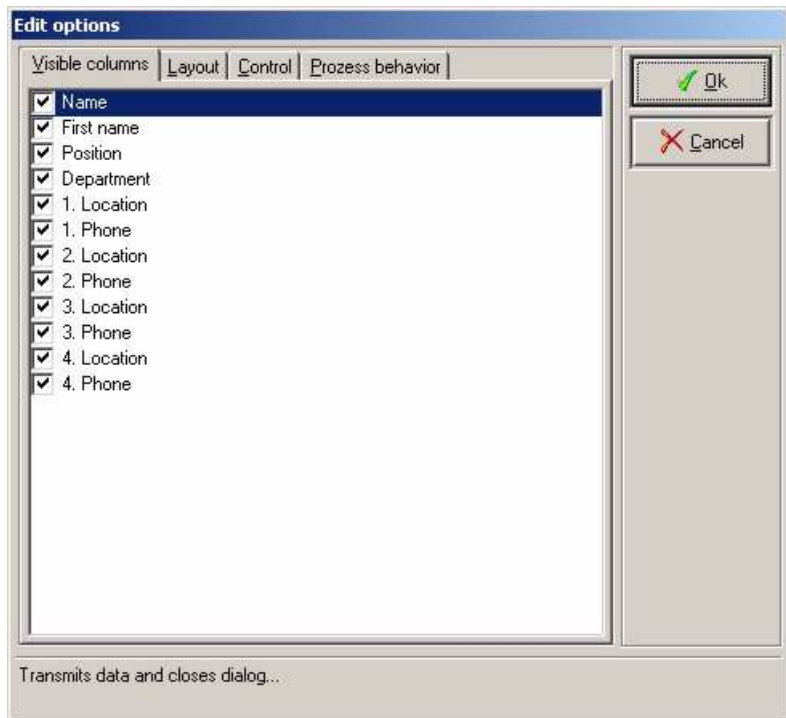
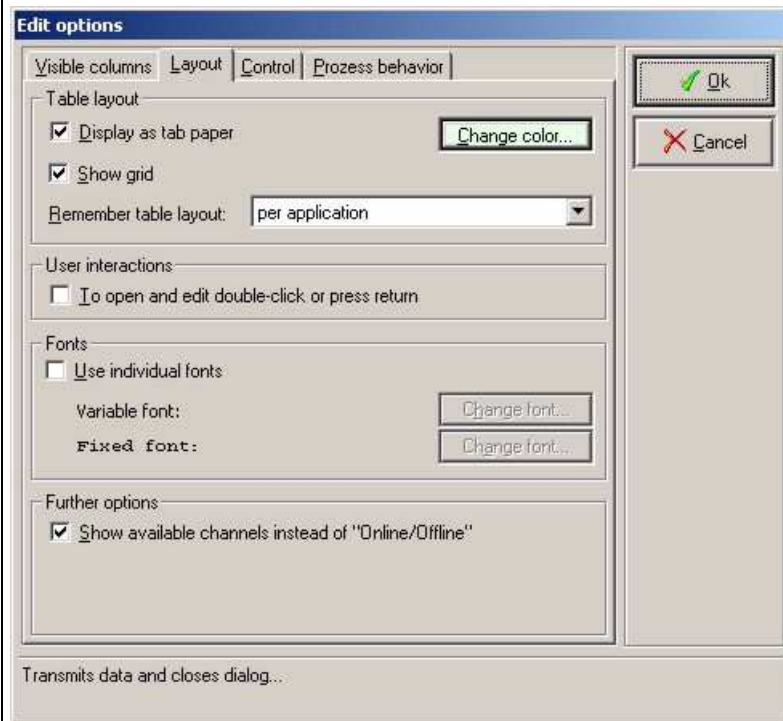
Field	Description
Tab "Visible columns"	
	

Table 4-6 Description of the fields in the "Edit options" window

Field	Description
Overview of the list columns	The entries made here form the columns of the list layout. For a clearer layout, remove the columns that are not required.

Tab "Layout"



Window area "Table layout"

Display as tab paper	If this checkbox is marked, the individual rows of tables are displayed on alternate white and colored backgrounds. The color can be changed by clicking on Change color... . A dialog appears for selecting the desired color.
Show grid	If this checkbox is marked, the rows and columns of a table are separated by lines.
Remember table layout	This selection field specifies how the program remembers the last selected layout (column width, sequence and sorting). It is stored as follows: <ul style="list-style-type: none"> • "(do not remember)" has the effect that when the table is reopened, it is displayed in the default layout. • "per entry" has the effect that when an entry is reopened, the table is displayed in the last selected layout. • "per application" same as "per entry", but changing the layout of an entry also affects all other entries of the same type within the application.

Table 4-6 Description of the fields in the "Edit options" window

Operating Instructions for the Administrator- and Operator-Tool
Specifying options



Field	Description
Window area "User interactions"	
To open and edit double-click or press return key	A double-click on an entry that is output both on the right of the list layout and on the left in the tree view, usually leads to the selection of that entry in the tree layout and to the output of its subentries in the list. If this checkbox is marked, such entries are opened for editing with a double-click.
"Fonts" window area You can customize the fonts of the application here. This is worthwhile if your PC has high graphic resolution and a larger or easier to read font is required in the Administrator-Tool or Operator-Tool (e. g. for someone who is visually impaired).	
Use individual fonts	If this checkbox is marked, the fonts selected under "Variable font" and "Fixed font" are used.
Variable font 	This button calls up a dialog for selecting the "Variable font" (no uniform letter width). This button is only active if the "Use individual fonts" box is marked.
Fixed font 	This button calls up a dialog for setting the "Fixed font" (same letter width). This button is only active if the "Use individual fonts" box is marked.
Window area "Further options"	
Show available channels instead of "Online/Offline"	If this checkbox is marked, the number of available channels according to the "used/total" categories is displayed on the right side of the status line of the Administrator-Tool and the Operator-Tool, e. g. 2/6. If this checkbox is not marked, only "Online" or "Offline" is displayed. Online: DAKS-TTPProcessServer is connected with the DAKS server. Online: DAKS-TTPProcessServer is not connected with the DAKS server(Section 4.6.3, "Online/Offline mode").

Table 4-6 Description of the fields in the "Edit options" window

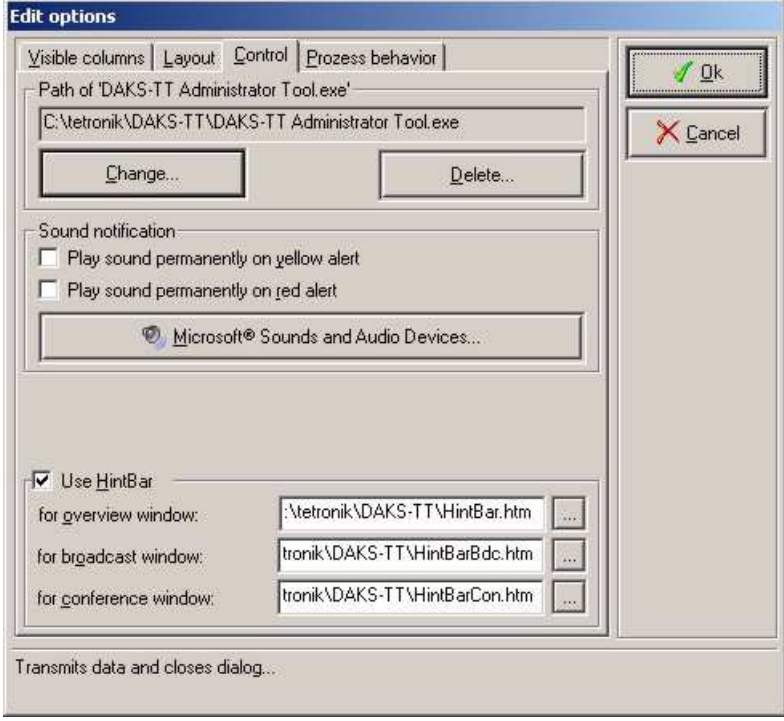


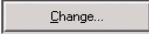
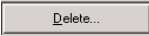
Field	Description
Tab "Control"	
	
Window area "Path of DAKS-TT Operator-Tool.exe" or "Path of DAKS-TT Administrator-Tool.exe"	
Path to file	Display field with the file path of the Operator-Tool or the Administrator-Tool. Once the correct path is output at this place, you can start the Operator-Tool from the Administrator-Tool by clicking  , or you can start the Administrator-Tool from the Operator-Tool by clicking  .
	This button calls up a dialog for changing the file path of the Operator-Tool or the Administrator-Tool. To enter a new path, the Administrator must belong to the "global" client group. For security reasons, the password of the logged on Administrator is requested again.
	This button for deleting the file path of the Operator-Tool or the Administrator-Tool. A security prompt appears for confirmation before the file path is deleted.
Window area "Sound notification"	
Play sound permanently on yellow alert	If this field is checked, a predetermined sound will permanently be repeated for yellow alerts as long as the DAKS server has this status.

Table 4-6 Description of the fields in the "Edit options" window

Operating Instructions for the Administrator- and Operator-Tool
Specifying options

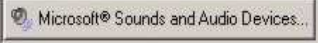



Field	Description
Play sound permanently on red alert	If this field is checked, a predetermined sound will permanently be repeated for red alerts as long as the DAKS server has this status.
	Button to open the window "Properties of sounds and audio devices". Use the section "tetronik DAKS-TT" of the window area "Program events" to specify which sounds shall be played for what events (e.g. red alarm).
Use Hint Bar	If this field is checked, you can dock a Hint Bar to the Overview-, Broadcast Process- and Conference Process window with short info texts explaining how to use these windows.
for the Overview Window	<p>Input field to enter the path of the HTML file that is shown in the hint bar of the Overview window. To select a file in a dialog, use the button:  .</p> <p>For a detailed description of the HTML file, please see Section 4.7.2, "Hint bars in the DAKS-TT Operator-Tool"..</p> <p>This field is only output in the DAKS-TT Operator-Tool.</p>
for the Broadcast Window	<p>Input field to enter the path of the HTML file that is output in the hint bar of the Broadcast window. To select a file in a dialog, use the button:  .</p> <p>For a detailed description of the HTML file, please see Section 4.7.2, "Hint bars in the DAKS-TT Operator-Tool".</p> <p>This field is only output in the DAKS-TT Operator-Tool.</p>
for the Conference Window	<p>Input field to enter the path of the HTML file that is output in the hint bar of the Conference Window. To select a file in a dialog, use the button:  .</p> <p>For a detailed description of the HTML file, please see Section 4.7.2, "Hint bars in the DAKS-TT Operator-Tool"..</p> <p>This field is only output in the DAKS-TT Operator-Tool.</p>

Table 4-6 Description of the fields in the "Edit options" window

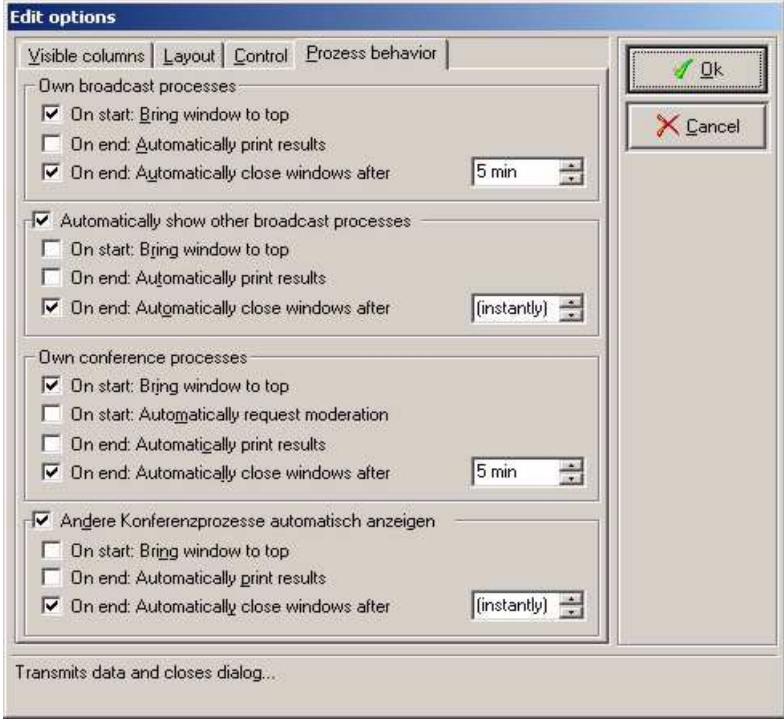
Field	Description
Tab "Process behavior" (only visible in DAKS-TT Operator-Tool)	
	
Window area "Own Broadcast processes"	
On start: Bring window to top	<p>If this field is checked, windows of broadcasts that are started by the user who is currently logged on will automatically be brought to the top as soon as the broadcasts start .</p> <p>If this field is not checked, the window may be hidden behind other windows.</p>
On end: Automatically print results	<p>If this field is checked, the printing of the broadcast protocol that logs all broadcasts that were initiated by the user who is currently logged on is automatically triggered when the broadcasts end.</p>
On end: Automatically close window after	<p>If this field is checked, windows of broadcasts that were started by the user who is currently logged on will close automatically after the broadcasts end. Use the corresponding entry field to specify the period of time following the process end after which the window shall be closed.</p> <p>Note that if this field is not checked, these windows must be closed manually.</p>

Table 4-6 Description of the fields in the "Edit options" window

Operating Instructions for the Administrator- and Operator-Tool
Specifying options

Field	Description
Automatically show other broadcast processes	If this field is checked, the windows of broadcasts that are started in other ways (e. g. over the phone, via input contacts etc.) are automatically output.
On start: Bring window to top	This field is not active unless the field "Automatically show other broadcast processes" is ticked. If this field is checked, the windows of broadcasts that are started in other ways (e. g. over the phone, via input contacts etc.) are automatically brought to the top at the broadcast start. If this field is not checked, the window may be hidden behind other windows.
On end: Automatically print results	This field is not active unless the field "Automatically show other broadcast processes" is ticked. If this field is checked, the printing of the broadcast protocol logging broadcasts that were initiated in other ways (e.g. over the phone, via input contact etc.) will automatically be triggered as soon those broadcasts end.
On end: Automatically close window after	This field is not active unless the field "Automatically show other broadcast processes" is ticked. If this field is checked, the windows of broadcasts that were started extraneously (e. g. via telephone, input contacts etc.) are automatically closed after the broadcast end. Use the corresponding entry field to specify the period of time following the process end after which the window shall be closed. Note that if this field is not checked, these windows must be closed manually.
Window area "Own conference processes"	
On start: Bring window to top	If this field is checked, windows of conferences that are started by the user who is currently logged on will automatically be brought to the top at the conference start . If this field is not checked, the window may be hidden behind other windows.
On start: Automatically request moderation	If this field is checked, moderating for conferences that are started by the user who is currently logged on will be requested automatically at the conference start.

Table 4-6 Description of the fields in the "Edit options" window

Field	Description
On end: Automatically print results	If this field is checked, the printing of the conference protocol logging all conferences that were initiated by the user who is currently logged on will automatically be triggered as soon these conferences end.
On end: Automatically close window after	<p>If this field is checked, windows of conferences that are started by the user who is currently logged on will close automatically after the conference end. Use the corresponding entry field to specify the period of time following the process end after which the window shall be closed.</p> <p>Note that if this field is not checked, these windows must be closed manually.</p>
Automatically show other conference processes	If this field is checked, the windows of conferences that are started in other ways (e. g. over the phone, via input contacts etc.) are automatically output at the conference start.
On start: Bring window to top	<p>This field is not active unless the field "Automatically show other conference processes" is ticked.</p> <p>If this field is checked, the windows of conferences that are started in other ways (e. g. over the phone, via input contacts etc.) are automatically brought to the top at the conference start.</p> <p>If this field is not checked, the window may be hidden behind other windows.</p>
On end: Automatically print results	<p>This field is not active unless the field "Automatically show other conference processes" is ticked.</p> <p>If this field is checked, the printing of the conference protocol logging conferences that were initiated in other ways (e.g. over the phone, via input contact etc.) will automatically be triggered as soon those conferences end.</p>
On end: Automatically close window after	<p>This field is not active unless the field "Automatically show other conference processes" is ticked.</p> <p>If this field is checked, the windows of conferences that are started in other ways (e. g. over the phone, via input contacts etc.) are automatically closed after the conference end. Use the matching entry field to specify how long after the process end you want this window to close.</p> <p>Note that if this field is not checked, these windows must be closed manually.</p>

Table 4-6 Description of the fields in the "Edit options" window

4.4 Support of locally connected telephones

The Administrator-Tool and Operator-Tool support a number of Dial Assistant interfaces that can be used to dial call numbers entered in the database directly from the workstation (and not via the DAKS Server). Within DAKS-TT this function is referred to as "Local call".

For this purpose the PC with the Administrator- or Operator-Tool must either have a so-called softphone or be connected to a telephone via LAN, USB or a serial interface.

In addition, all driver devices needed to operate the telephone from the PC must be installed if necessary (for questions please contact the manufacturer of the telephone you are using).

Additionally, we recommend that your Administrator tests the function of the Dial Assistant interface (e.g. with the Microsoft program "Dialer" (Dialer.EXE)).

Siemens handsets and HiPath-optiClients are usually connected with the driver software "Siemens Callbridge Collection".

To control locally connected telephones, the Administrator-Tool and/or Operator-Tool support three different connection types:

- Modem commands via a serial interface,
- TAPI 2.1 and
- TAPI 3.0

If possible you should try to control the telephone with TAPI 2.1 as this connection offers the most performance features.

4.4.1 Setup Local call support

Follow the below instructions to setup the function "Local call support":

No.	To do
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window..
2.	Double click the entry "Setup Local call support". This will open the window "Local call support settings".
3.	Now enter the settings in keeping with the field descriptions.
4.	Click OK to save your entries.

Table 4-7 Summary of the fields in the window "Local call support settings"

Summary of the fields in the window " Local call support"

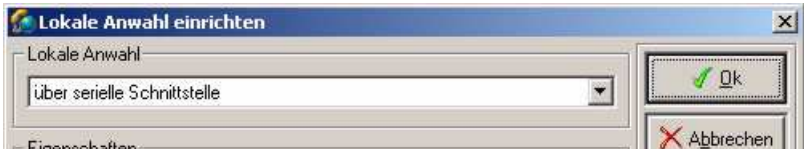
Field	Description
Window area "Local call support"	
	
	Use this drop-down combo to choose the connection for the Administrator-Tool or Operator-Tool to route your telephone.

Tabelle 4-8 Summary of the fields in the window " Local call support"

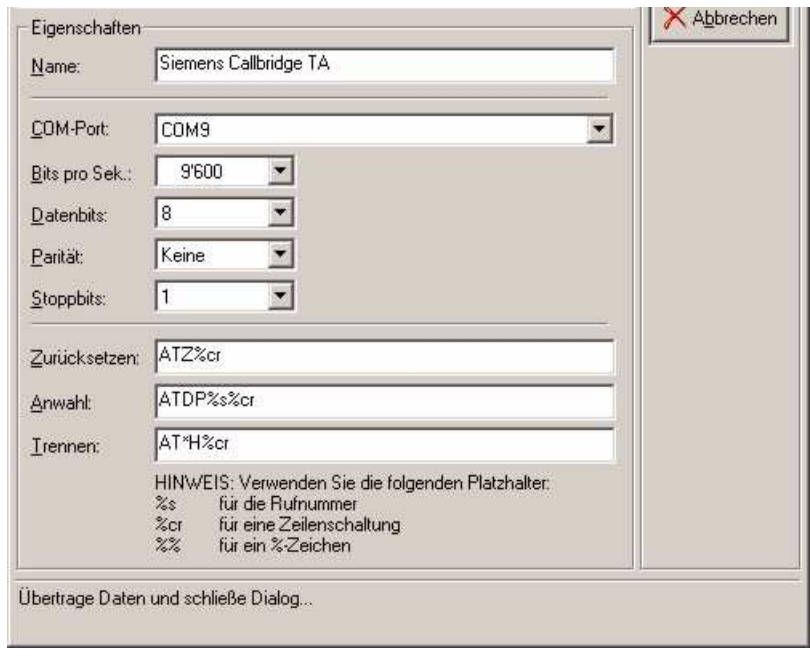
Field	Description
The window area "Properties" opened for: "via serial interface"	
	
Name	Assign a name (any) for this configuration..
COM port	Use this drop-down combo to select the serial interface via which your telephone is routed. Offered by the system are 'COM1' through 'COM15'. Note that the actual availability of the hardware is not verified at this moment.
Bits per sec.	Use this drop-down combo to select the baud rate for the communication with the telephone.
Data bits	Use this drop-down combo to select the number of data bits per transmitted character.
Parity	Use this drop-down combo to specify the parity type to secure the transmission of characters..
Stop bits	Use this drop-down combo to specify the number of stop bits to close each character.
Reset	Use this field to enter the command that will reset your telephone.
Dial	Use this field to enter the command that triggers the dialing of a telephone number. For the phone number itself please use the wildcard "%s".
Hang up	Use this field to enter the command that will cut the connection (hang up).

Tabelle 4-8 Summary of the fields in the window "Local call support"

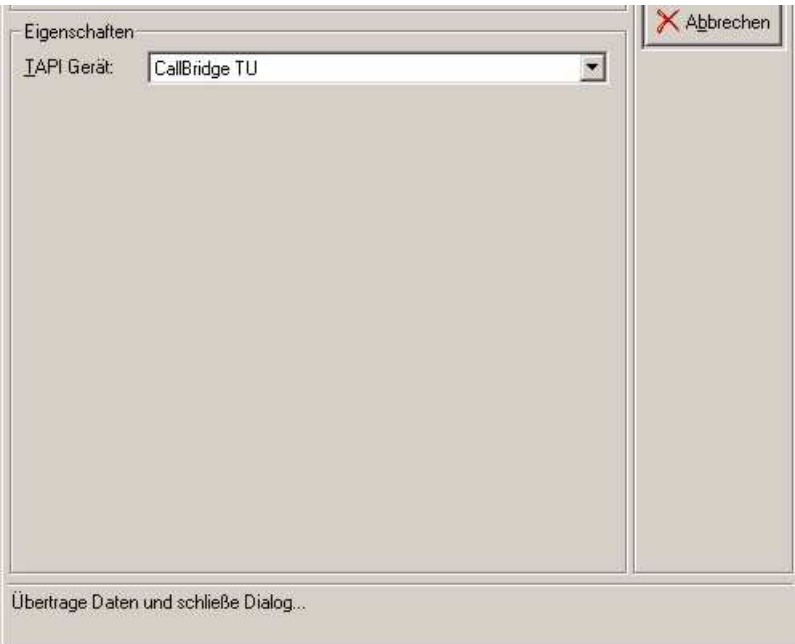
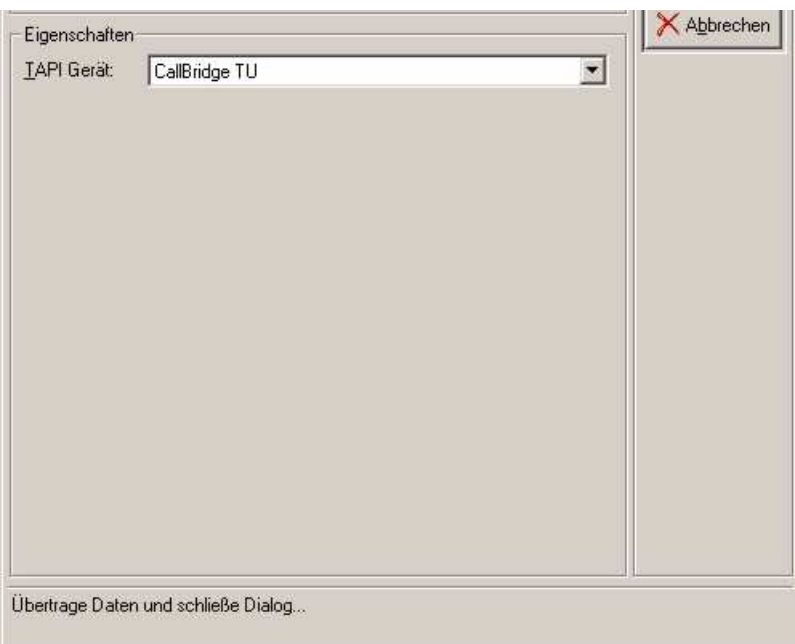
Field	Description
<p>The window area "Properties" opened for: "via TAPI 2.1"</p> 	
<p>TAPI device</p>	<p>Use this drop-down combo to select which telephone or device with TAPI 2.1 capability shall be used for the Local call functionality.</p>
<p>The window area "Properties" opened for: "via TAPI 3.0"</p> 	

Tabelle 4-8 Summary of the fields in the window "Local call support"

Operating Instructions for the Administrator- and Operator-Tool
Support of locally connected telephones

Field	Description
TAPI device	Use this drop-down combo to select which telephone or device with TAPI 3.0 capability shall be used for the Local call functionality.

Tabelle 4-8 Summary of the fields in the window “ Local call support“

4.4.2 Use Local call support

Follow the below instructions to use the function Local call support:

Nr.	To do
1.	Mark a subscriber or group member in one of the Administrator-Tool or Operator-Tool applications or in an already active process of the Operator-Tool.
2.	There are three different ways how to call the subscriber or group member via Local call: <ul style="list-style-type: none">● Go to the menu bar, open "Edit" and select "Local call support..." or● Make a direct right mouse click the subscriber or group member and select "Local call support..." or● press <code>Ctrl</code> plus <code>D</code> at the same time. This will open the window "Local call support".
3.	Use the field "Phone number" to select the subscriber's telephone number or enter a new telephone number by hand.
4.	Now click the button Dial .
5.	To end the call click the button Hang up .
6.	Note that the window "Local call support" can stay open as you continue to work in the Administrator-Tool or Operator-Tool, also if you are currently not in a call. Depending on the connection the system can also identify and signal incoming calls. Click Accept call to take an incoming call..

Tabelle 4-9 Assign Local call

Summary of the fields in the window "Local call support"



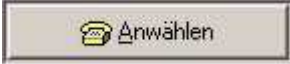

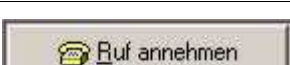
Field	Description
Window "Local call support"	
	
Window area "Called destination"	
Name	The name of the called subscriber or group member
Phone number	Editable selection field to select or enter the telephone number that shall be dialed
Device	The currently selected connection used for the local call
	Button to open the window "Setup Local call support" (Section 4.4.1, "Setup Local call support")
Call status	Output of the current status signaled by the device. The details output here vary depending on the device that is selected. Note that no call status information can be output if the telephone is routed via the serial interface.
	Click this button to start the dialing of the telephone number entered in the field "Phone number"
	Click this button to cut the connection
	Click this button to accept an incoming call

Tabelle 4-10 Summary of the fields in the window "Local call support"

4.5 Display system status of DAKS server

This section provides a detailed description of the system status output of the DAKS server that is currently connected.

Follow the instructions below to have the DAKS server's system status indicated:

No.	Task
1.	Open the "Help" menu and select the item "DAKS server status...", or double click on the connection indicator located to the right of the status bar. This will open the window "Current DAKS server status".
2.	Click on the OK button to close the display field.

Table 4-11 Display DAKS server status

Description of the entries made in the window "Current DAKS server status"

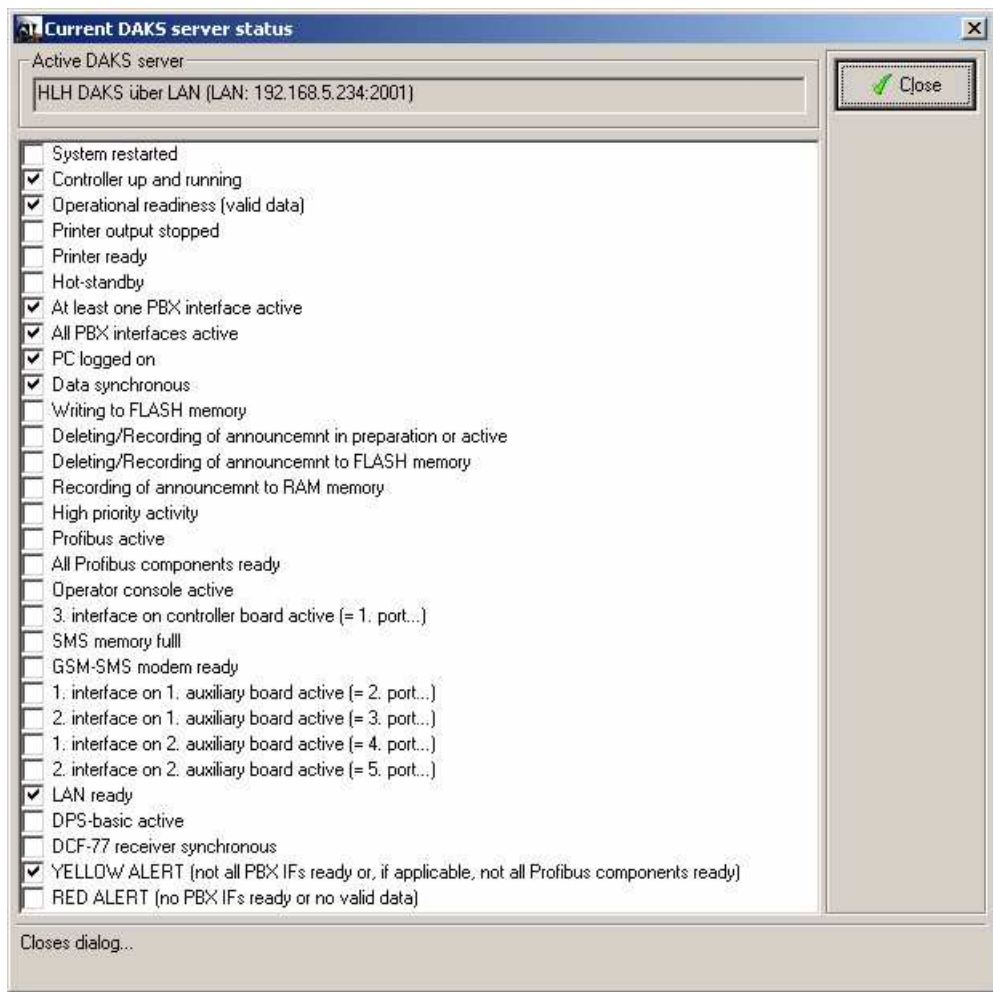
Field	Description
	
Active DAKS server	This display field identifies the DAKS server whose statuses are output.
Status list	List all possible states. If this line is marked (<input checked="" type="checkbox"/>), the pertinent state is set.

Table 4-12 Description of the fields in the window "Current DAKS server status"

4.6 Functions of the Administrator-Tool

In this section you will find the explanation of the individual menu items and symbols of the Administrator-Tool. In contrast to the Operator-Tool, the Administrator-Tool provides a client-oriented layout and can be started in "offline mode". A more detailed description can also be found in this section.

Application-specific features that affect the Administrator-Tool are described in the respective chapters of this Manual.

4.6.1 Description of the menu items and buttons of the Administrator-Tool

You will find a description of the individual menu items of the Administrator-Tool in the following table. Assigned keyboard shortcuts and symbols are also shown.



Menu item	Description
Pull down menu "Application"	
Log on again... (CTRL + F2)	The Administrator-Tool is closed after a security prompt and the login dialog is restarted.
Print... (CTRL + P) 	<p>Calls up a print function to display the contents of the entire database in the browser and to print them if necessary. A template file can be selected for this (Section 9.4, "Output database overviews via Administrator Tool").</p> <p>The following templates are available for the Administrator-Tool:</p> <ul style="list-style-type: none"> • "PrintTemplate.htm", in English <p>or, provided the templates for German/English are installed,</p> <ul style="list-style-type: none"> • "PrintTemplate DE.htm", in German • "PrintTemplate EN.htm", in English
Open Operator-Tool (F8) 	Direct call-up of the Operator-Tool without having to go through the login dialog again. For this purpose please enter the correct file path of the Operator-Tool under the tab "Control" found in the window "Edit options" (Section 4.3, "Specifying options").
Open events display (CTRL + F10)	Opens the Windows events display. Messages generated by the DAKS-TT software are displayed under "Application" (Section 9.6, "Open the Windows Event Viewer with the Administrator or Operator-Tool").
Close Administrator-Tool (Alt + F4)	The Administrator-Tool is closed after a security prompt.

Table 4-13 Description of the menu items and buttons of the Administrator-Tool




Menu item	Description
Pull down menu "Edit"	
New... (Add) 	Depending on which element you selected in the tree view, a corresponding window is opened in order to add a new element. If, for example, you have marked "Subscriber", the window to enter a new subscriber (user) will open.
Edit... (Alt + Enter) 	Opens the element that you selected in the tree or list view for editing.
Delete... (DEL) 	Deletes the element that you selected in the tree or list view after a security prompt. If entries are still assigned to the element, e. g. a conference or a conferee, these must be deleted first. The exact procedure is described in more detail in the respective applications.
Pull down menu "View"	
Large Icons Small symbols List Details	Determines how the list entries are displayed.
Clients	Determines the client-oriented layout. The following options are available for selection: <ul style="list-style-type: none"> ● Client groups and, in addition also, ● Client levels If you activate "Client levels", client groups are activated at the same time (Section 4.6.2, "Client-oriented layout"). Active menu entries are marked with a check mark.

Table 4-13 Description of the menu items and buttons of the Administrator-Tool


Menu item	Description
Pull down menu "Window"	
New administration window (SHIFT + F4)	Opens an additional administration window. In this way, you can compare the subscriber lists of two broadcasts with one another or, more simply, work using drag & drop.
Close window (CTRL + F4)	If more than one administration is open, the active window is closed. At least one administration window always remains open.
Toolbar	Shows or hides the toolbar.
Status bar	Shows or hides the status bar.
Below one another Next to one another Cascade Arrange symbols	Determines the arrangement of the administration windows if more than one window is open. Only one option can be selected.
Update (F5)	Updates the display in the Administrator-Tool.
List of open windows e. g.: "1 DAKS-TT database:1" "2 DAKS-TT database:2"	All open administration windows are displayed in the lower area of the "Window" menu and can be selected directly. The active window is marked with a check mark.
Pull down menu "Help"	
DAKS server status... (CTRL + F1)	Opens a window to display the system status of the DAKS server that is currently connected (Section 4.5, "Display system status of DAKS server").
Via DAKS-TT Administrator- Tool... (F1) 	Opens a window with information on the Administrator-Tool. Detailed information about the chip card can also be called up from this window.

Table 4-13 Description of the menu items and buttons of the Administrator-Tool

4.6.2 Client-oriented layout

"Classic DAKS" is client-capable and supports up to 20 further client groups in addition to a global group.

These client groups can also be used to create closed user groups, e. g. separate client groups can be created for the fire department and system engineering. Please bear in mind that the pertinent Administrators and Operators are only able to administrate the subscribers, announcements and processes that belong to their own client group (Section 5.7, "Set up clients").

For a better overview of client groups or client levels, the layout can be changed in the Administrator-Tool.

The following layouts types can be selected via the "Clients" menu item in the "View" menu:

Client groups

The following graphic shows the layout based on client groups. The conferences in this example are grouped into client groups for the fire department, global, system engineering and factory security officers.

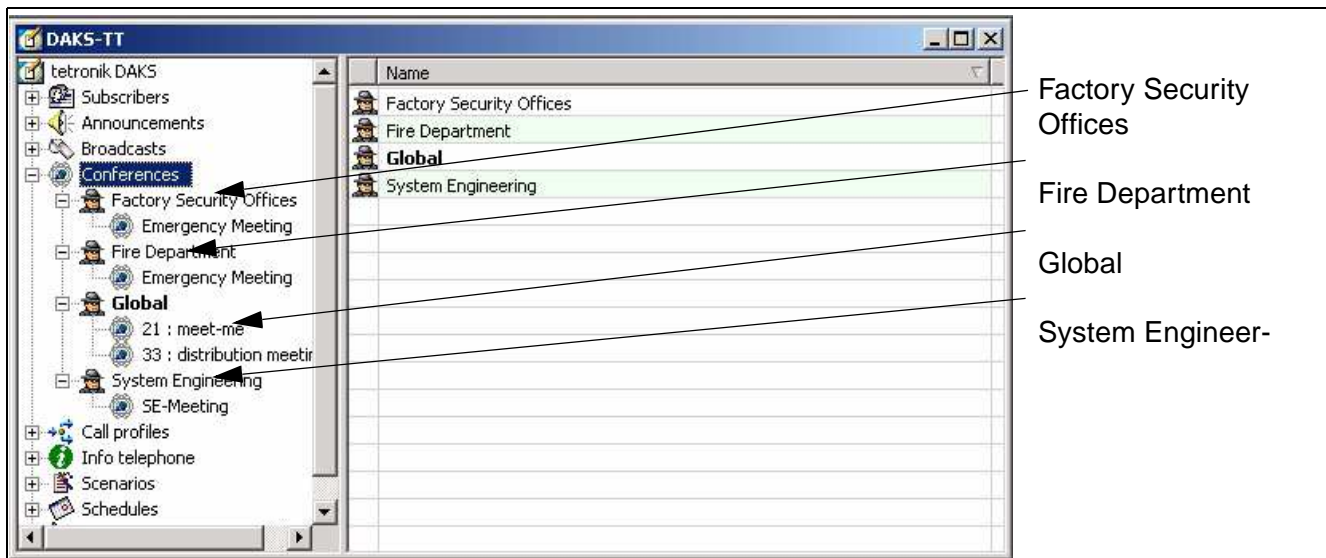


Image 4-4 Layout based on client groups

Client levels

The following graphic shows the layout based on client levels. The clients are assigned subscribers, announcements and client-capable applications.

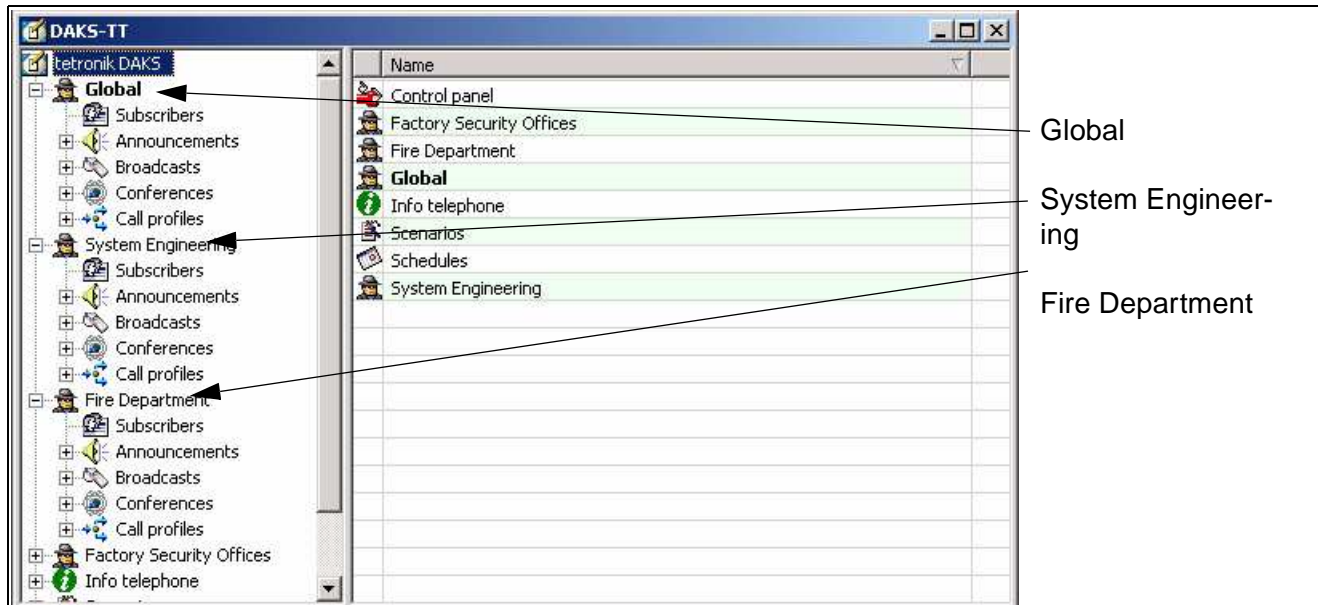


Image 4-5 Layout based on client levels

4.6.3 Online/Offline mode

If the DAKS-TTProcessServer is "offline", i. e. not connected with the DAKS server (Section 3.5.1, "DAKS-TTDbServer operating modes"), the Administrator-Tool can still be used. If so, the status line of the Administrator-Tool reads "offline".

Changes only become effective once the connection to the DAKS server is established and the DAKS server has been reinitialized. This is normally performed automatically, but can also be carried out manually (Section 3.5.8, "Trigger a manual initialization of the DAKS server").

4.7 Functions of the Operator-Tool

In this section you will find an explanation of the individual menu items and symbols of the Operator-Tool. In contrast to the Administrator-Tool, the Operator-Tool provides functions in order to start, to observe and to monitor applications.

Application-specific features that affect the Operator-Tool are described in the respective chapters of this Manual.

4.7.1 Description of the menu items and buttons of the Operator-Tool

You will see a description of the individual menu items of the Operator-Tool in the following table. Assigned keyboard shortcuts and symbols are also shown.

Menu item	Description
Pull down menu "Application"	
Log on again... (CTRL + F2)	The Operator-Tool is closed after a security prompt and the login dialog is restarted.
Print protocol... (CTRL + P)	<p>Calls up a print function to print application-specific protocols. For a detailed description see Section 9.5, "Output application-specific protocols via Operator-Tool".</p> <p>The following templates are available for the Operator-Tool:</p> <ul style="list-style-type: none"> ● "ProtTemplate Splitted DE.htm" in German, split layout ● "ProtTemplate Splitted Compact DE.htm" in German, condensed split layout ● "ProtTemplate Joint DE.htm" in German, regular layout ● "ProtTemplate Joint Compact DE.htm" in German, condensed regular layout <p>as well as</p> <ul style="list-style-type: none"> ● "ProtTemplate Splitted EN.htm" in English, split layout ● "ProtTemplate Splitted Compact EN.htm" In English, condensed split layout ● "ProtTemplate Joint EN.htm" in English, regular layout ● "ProtTemplate Joint Compact EN.htm" in English, condensed regular layout

Table 4-14 Description of the menu items and buttons of the Operator-Tool




Menu item	Description
Open Administrator-Tool (F8) 	Direct call-up of the Administrator-Tool without having to go through the login dialog again. To do this, the correct file path of the Administrator-Tool must be entered in the "Control" tab of the "Edit options" window (Section 4.3, "Specifying options").
Open events display (CTRL + F10)	Opens the Windows events display. Messages generated by the DAKS-TT software are displayed under "Application" (Section 9.6, "Open the Windows Event Viewer with the Administrator or Operator-Tool").
Close Operator-Tool (Alt + F4)	The Operator-Tool is closed after a security prompt.
Pull down menu "Operations"	
Switch Info Telephone to ▶	Selects the desired info telephone profile or deactivates the info telephone (Section 15.8, "Operate the Info telephone from the Operator-Tool").
Launch broadcast... (CTRL + B) 	Opens the "Launch broadcast" window in order to start a broadcast or a hunt group (Section 10.9.1, "Start individual broadcasts" and Section 10.9.2, "Start a hunt group").
Observe broadcast... (SHIFT + CTRL + B)	Opens the broadcast window to monitor or terminate broadcasts. If only one broadcast is active, the associated window will open directly. If several broadcasts are active, a selection window will open where you can select the desired broadcast (Section 10.9.5, "Monitor broadcasts" and Section 10.9.6, "Cancel a broadcast").
Initiate Conference... (CTRL + C) 	Opens the "Initiate conferences" window to select and start a conference (Section 13.9.1, "Convene conferences").
Observe conference... (SHIFT + CTRL + C)	Opens the conference window to monitor and/or to moderate conferences. If only one conference is active, the associated window will open directly. If several conferences are active, a selection window will open where you can select the desired conference (Section 13.9.2, "Monitor conferences" and Section 13.9.3, "Moderate and end conferences").

Table 4-14 Description of the menu items and buttons of the Operator-Tool

Operating Instructions for the Administrator- and Operator-Tool
Functions of the Operator-Tool


Menu item	Description
Start scenario... (CTRL + S) 	Opens the "Start scenario" window in order to select and start a scenario (Section 16.4, "Start a scenario with the Operator-Tool").
Pull down menu "View"	
Large Icons Small symbols List Details	Determines how the list entries are displayed.
Pull down menu "Window"	
New view window (SHIFT + F4)	Opens an additional view window. Two windows can be placed side by side like this.
Close window (CTRL + F4)	If more than one view window is open, the active window is closed. At least one view window always remains open.
Toolbar	Shows or hides the toolbar.
Status bar	Shows or hides the status bar.
Auto broadcast window	The respective broadcast window is opened automatically when starting a broadcast, even by telephone. If the function is activated, the menu entry is marked with a check mark.
Auto conference window	The respective conference window is opened automatically when starting a conference, even by telephone. If the function is activated, the menu entry is marked with a check mark.
Below one another Next to one another Cascade Arrange symbols	Determines the arrangement of the view windows if more than one window is open. Only one option can be selected.
Update (F5)	Updates the display in the Operator-Tool.
List of open windows e. g.: "1 DAKS-TT database:1" "2 DAKS-TT database:2"	All open view windows are displayed in the lower area of the "Window" menu and can be selected directly. The active window is marked with a check mark.

Table 4-14 Description of the menu items and buttons of the Operator-Tool


Menu item	Description
Pull down menu "Help"	
DAKS server status... (CTRL + F1)	Opens a window to display the system status of the DAKS server that is currently connected (Section 4.5, "Display system status of DAKS server").
Via DAKS-TT Operator-Tool... (F1) 	Opens a window with information on the Operator-Tool. Detailed information about the chip card can also be called up from this window.

Table 4-14 Description of the menu items and buttons of the Operator-Tool

4.7.2 Hint bars in the DAKS-TT Operator-Tool

The hint bars of the DAKS-TT Operator-Tool can be used to output help texts in the pertinent child windows.

This is realized through bars that are docked and that can be different for each window type, namely:

- Overview windows
- Broadcast windows and
- conference windows.

The hint bars are the same for all instances of the different window types and can be output or hidden for the individual window types by the user who is currently logged on.

The below image show a hint bar in the Overview window docked to the right side of the window.

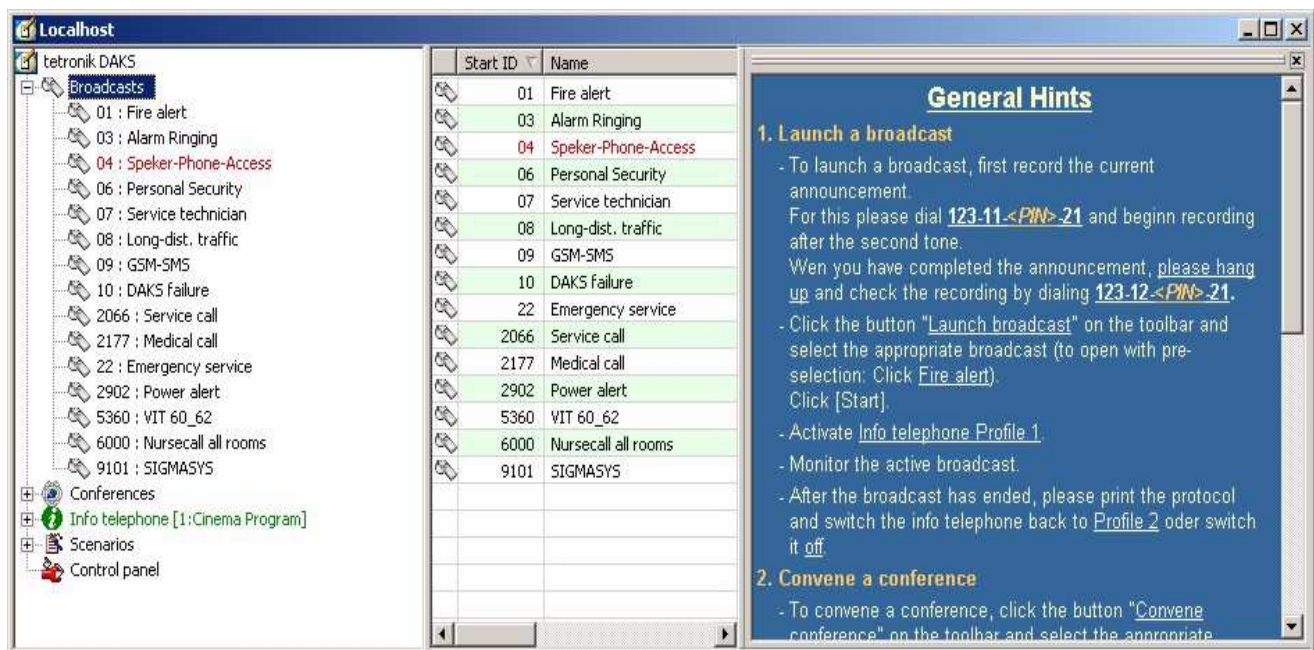


Image 4-6 Hint bar in the Overview window

Use the "Control" tab under Options (see Section 4.3, "Specifying options") to define if you want to use hint bars at all and the data you want to be output in the different bars.

The individual files needed for the hint bars must be created by the users.

The files must be pure HTML files (Internet Explorer files e.g.), e.g. written in Win-Word.

The installation CD contains the three 3 example files "HINTBAR.HTM" (Overview window), "HINTBARBDC.HTM" (Broadcast window), and "HINTBARCON.HTM" (Conference window).

The hint bar of the Overview window can also be used to trigger limited actions of the DAKS-TT Operator-Tool:

Hyperlink	Description
Launch Broadcasts	
<code>ttnkcmd://Bdc:Blank</code>	Opens the dialog to start a broadcast (see Section 10.9.1, "Start individual broadcasts")
<code>ttnkcmd://Bdc:01</code>	Opens the dialog to start a broadcast, with broadcast-preselection using the ID <i>01</i> (see Section 10.9.1, "Start individual broadcasts")
Convene conferences	
<code>ttnkcmd://Con:Blank</code>	Opens the dialog to convene a conference (see Section 13.9.1, "Convene conferences")
<code>ttnkcmd://Con:33</code>	Opens the dialog to convene a conference, with conference-preselection using the ID <i>33</i> (see Section 13.9.1, "Convene conferences")
Starting scenarios	
<code>ttnkcmd://Scn:Blank</code>	Opens a dialog to start a scenario (see Section 16.4, "Start a scenario with the Operator-Tool")
<code>ttnkcmd://Scn:99</code>	Opens the dialog to start a scenario, with scenario-preselection using the ID <i>99</i> (see Section 16.4, "Start a scenario with the Operator-Tool")
Switch Info Telephone	
<code>ttnkcmd://Itl:0</code>	Switches the Info Telephone to OFF (see Section 15.8, "Operate the Info telephone from the Operator-Tool")
<code>ttnkcmd://Itl:2</code>	Switches the Info Telephone to the profile with the ID <i>2</i> (see Section 15.8, "Operate the Info telephone from the Operator-Tool")
Trigger direct-connect interface	
<code>ttnkcmd://whi:Blank</code>	Cuts the connection (hang up)
<code>ttnkcmd://whi:6033</code>	Builds up a connection to the subscriber with the telephone number <i>6033</i> .

Table 4-15 Special commands of the hint bars

Operating Instructions for the Administrator- and Operator-Tool
Functions of the Operator-Tool

Hyperlink	Description
ttnkcmd:// whi:12311(PIN)01	Builds up a connection to DAKS (here using the tie line code 123) to directly record (here with the suffix code 11) an announcement with the ID 6033. Here the place holder (PIN) is replaced by the PIN of the operator who is currently logged on.

Table 4-15 Special commands of the hint bars

5 Configure Parameters

Overview

This chapter shows you the basic parameters for the DAKS server as well as the basic parameters for the Administrator-Tool and the Operator-Tool. It also explains how to set the different parameters to tweak the DAKS server and the applications to best meet the needs and requirement of your business.

Contents

The chapter covers the following sections:

5.1 Overview of parameters

5.2 Edit basic parameters

5.3 Set up connection types

5.3.1 Add and edit a connection type

5.3.2 Delete a connection type

5.3.3 Edit and delete connection type references

5.4 Define time segments

5.5 Specify suffix codes

5.6 Create company data

5.7 Set up clients

5.7.1 Add new and give new name to existing clients

5.7.2 Delete clients

5.7.3 Edit and delete client references

5.8 Specify system announcements

5.9 Resources overview

Configure Parameters

5.10 Administrate inputs/outputs

5.10.1 Configure Profibus® inputs

5.10.2 Delete a Profibus® input

5.10.3 Configure optical coupler inputs

5.10.4 Delete optocoupler inputs

5.10.5 Configure EIBus® inputs

5.10.6 Delete an EIBus® input

5.10.7 Description of the fields in the window "Edit Profibus® input", "Edit Optocoupler input" and "Edit EIBus® input"

5.10.8 Configure optocoupler outputs

5.10.9 Delete optocoupler outputs

5.11 Assign audio outputs

5.12 Specify output captions

5.12.1 Edit display texts

5.12.2 Edit printer texts

5.13 Create LDAP directories

5.13.1 Add and edit LDAP directories

5.13.2 Special characteristics of Siemens HiPath UserManagement servers

5.13.3 Example configurations

5.14 Create holiday settings

5.14.1 Add and edit holidays

5.14.2 Delete holiday settings

5.15 Edit descriptors

5.16 Display outputs

5.1 Overview of parameters

The parameters include a series of possible settings that influence the behavior of the DAKS server, the Administrator-Tool and Operator-Tool and their applications.

After the installation these parameters will be set to the greatest extent possible to significant values. In some places, however, you will have to make some adjustments to the actual situations.

You will find references to parameter settings in the individual chapters of this guide when these are relevant for the application.

Examples

You will find some examples of how parameter settings can affect applications in the following sections.

- Suffix codes:
After the installation, only one suffix code is assigned, i.e. at the outset, very few actions can be carried out by telephone (Section 5.5, "Specify suffix codes").
- Connection types:
There are three standard types of call setup. If, for example, you would like to reach a pager as destination, you must first set up a connection type (Section 5.3, "Set up connection types").
- Hardware inputs and outputs
To start processes via contacts, the hardware inputs must be configured correspondingly (Section 5.10, "Administrate inputs/outputs").

5.2 Edit basic parameters

Follow the instructions below to edit the basic parameters:


No.	Task
1.	Start the Administrator-Tool and log on.
2.	In the tree view open "Control panel". All parameters will be output in the list window.
3.	Select "Basic parameters" in the list window and click  . The "Edit basic parameters" window is opened.
4.	Make the settings in keeping with the ensuing field descriptions.
5.	Click OK to save your entries.

Table 5-1 Edit basic parameters

Description of the fields in the window "Edit basic parameters"

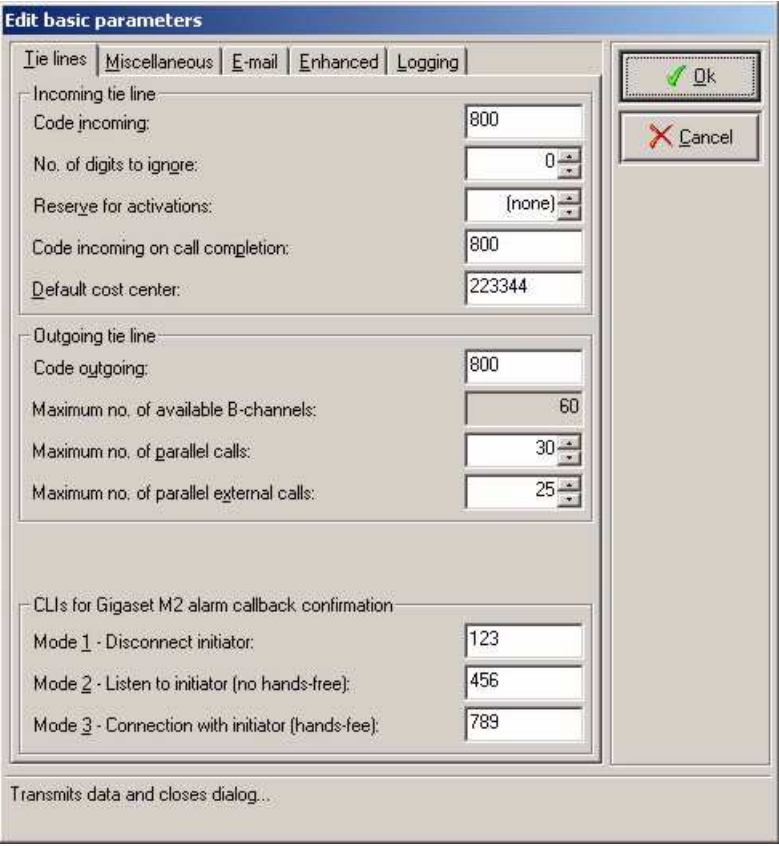
Field	Description
Tab "Tie lines"	
	
Window area "Incoming tie line"	
Code incoming	Input field (max. 6 digits) for the DAKS call number (tie line code), i. e. the call number with which you call the DAKS server. This code is normally prefixed to the "Connected Number" sent by DAKS. (Default: empty)
No. of digits to ignore	Selection field (0 to 16) specifies how many digits of the received "Called Number" are ignored for incoming calls before starting to evaluate the suffix code (Section 5.5, "Specify suffix codes"). For situations where the telecommunications system as the "Called Number" transmits the tie line code to DAKS (typical in Siemens EWSD), the number of digits of the tie line code to DAKS must be entered here. (Default: 0)

Table 5-2 Description of the fields in the window "Edit basic parameters"

Configure Parameters
Edit basic parameters

Field	Description
Reserve for activations	Selection field for the number of B channels of the DAKS server that should normally be reserved for the activation of processes. This number, however, reduces the number of usable B channels for outgoing calls for all DAKS applications. (Default: empty, Max.: 1/3 of the released B channels)
Code incoming on call completion	Input field (max. 6 digits) same as "Code incoming". This field must be filled if the callback feature is to be used in the "Call profiles" application (Section 14.11.2, "Set up the callback function"). (Default: empty)
Default cost center	Input field for the cost center (max. 6-digit, numerals, * and #). If cost centers are to be transmitted as "Calling Numbers" or "Connected Numbers" (Section 5.16, "Display outputs"), and if no cost center is defined for the subscriber or contact, DAKS will send the value entered in this field as default cost center. (Default: empty)
Window area "Outgoing tie line"	
Code outgoing	Input field (max. 6 digits) for the first part of the "Calling Number" registered by DAKS to the TC switchboard for outgoing calls. It is here that you can also specify a "Node identification number", especially if you want to evaluate the call charges for the Corporate Network. This code is normally prefixed to the "Connected Number" sent by DAKS. (Default: empty)
Maximum no. of available B-channels	Output field shows how many channels are available to the DAKS server (e. g. 30).
Maximum no. of parallel calls	Selection field to restrict the number of parallel outgoing calls from the DAKS server. This setting applies to all applications independent of connection type. (Default: unlimited)
Maximum no. of parallel external calls	Selection field to restrict the number of parallel outgoing external (CO) calls from the DAKS server. This setting applies to all applications for connection types in which the "External call" field is selected (Section 5.3.1, "Add and edit a connection type"). (Default: unlimited)

Table 5-2 Description of the fields in the window "Edit basic parameters"

Field	Description
Window area "CLIs for Gigaset M2 alarm confirmation call"	
Modus 1 - Initiator disconnect	<p>Input field (max. 6 digits) to enter the telephone number that DAKS will use to make a confirmation call to the Gigaset M2 plus handset in order to confirm receipt of the alarm and to trigger the Gigaset M2 plus handset to disconnect the confirmation call connection.</p> <p>(Default: empty)</p>
Modus 2 - Initiator listen only	<p>Input field (max. 6 digits) to enter the telephone number that DAKS will use to make a confirmation call to the Gigaset M2 plus handset in order to confirm receipt of the alarm and to trigger the initiation of the microphone of the Gigaset M2 plus handset.</p> <p>(Default: empty)</p>
Modus 3 - Talk to Initiator (speakerphone control)	<p>Input field (max. 6 digits) to enter the telephone number that DAKS will use to make a confirmation call to the Gigaset M2 plus handset in order to confirm receipt of the alarm and to activate the speakerphone control mode at the Gigaset M2 plus handset.</p> <p>(Default: empty)</p>

Table 5-2 Description of the fields in the window "Edit basic parameters"

Configure Parameters
Edit basic parameters

Field	Description
Tab "Miscellaneous"	
Window area "User interface"	
Scroll terminal display by 2 lines	If this checkbox is marked, the display of system telephones with multiline display can be scrolled by two lines (instead of one line) forwards with the * key and backwards with the # key. This is particularly useful for long text messages.
Play international tone sequences	If this checkbox is marked, the English/American tones are played by DAKS instead of the German tones.
Allow multiple PINs	If this checkbox is marked, a subscriber PIN is no longer unique throughout the system. Hence, several subscribers can use the same PIN for example. This function has far-reaching implications and, as a result, should only be used in project-dependent exceptional cases.
Cut PBX connection in hot standby mode	If this checkbox is marked, the DAKS ISDN interfaces are completely deactivated. This is helpful to accomplish to route within the PBX - in the hot standby mode - a trunk overflow to another active DAKS .

Table 5-2 Description of the fields in the window "Edit basic parameters"

Field	Description
Single-line display with automatic refresh	If this checkbox is marked, the display outputs sent to subscribers are output in single lines only. Texts with over 16 characters are output in blocks of 16 characters each. NOTE: Mark this field for example if you want to connect to a Siemens HiPath 3000 system.
Pause duration between display outputs [1/10s]	This field is only active if the selection filed "Single-line display with automatic refresh" is marked. Input field to enter the time after which the display text is automatically refreshed.
Number of display cycles	This field is only active if the selection filed "Single-line display with automatic refresh" is marked. Input field to enter the number of times you want the display message to be repeated.
Window area "Output message changes to system printer"	
When DB is online When DB is offline	If this checkbox is marked, message changes are output to the system printer depending on whether the DAKS TT database is currently online or offline.
Window area "Time segment properties"	
Number of available time zones	Selection field (0 to 8) This field specifies how many of the 8 maximum time segments that are possible (A to H) can be used (Chapter 5, "Define time segments"). (Default: none)
Window area "Wave file conversion"	
a-law μ-law	The marked radio button determines whether the DAKS server uses European a-law or American μ-law voice coding. (Default: a-law)

Table 5-2 Description of the fields in the window "Edit basic parameters"

Configure Parameters
Edit basic parameters

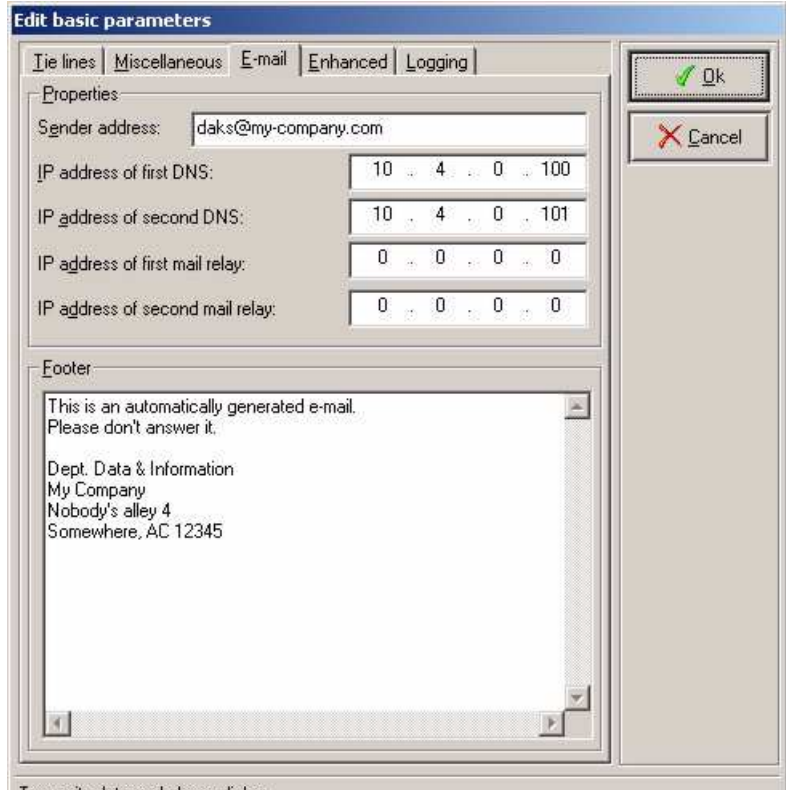
Field	Description
Tab "E-mail"	
	
Window area "Properties"	
Sender address	Input field for the e-mail address that is given by the DAKS server as sender address for the automatic dispatch of E-mails (e. g. daks-server@firma.de). Note that the display color will change during the entry from red to black if the conventions for correct e-mail addresses are fulfilled.
IP address of first DNS	Input field for the IP address of the first assigned Domain Name Server .
IP address of second DNS	Input field for the IP address of a second assigned Domain Name Server if the first is not available.
IP address of first mail relay	Input field for the IP address of the first e-mail relay server that is used for the automatic sending of e-mails.
IP address of second mail relay	Input field for the IP address of a second e-mail relay server that is used for the automatic e-mail dispatch if the first e-mail relay server is not available.

Table 5-2 Description of the fields in the window "Edit basic parameters"

Field	Description
Note:	<p>Normally, either the DNS or the relay addresses are entered; your network administrator can give you the necessary IP addresses.</p> <p>If DNS addresses are entered, the DAKS server will attempt to resolve the IP addresses of the e-mail domains by DNS before sending the mails directly to the identified e-mail domain server.</p> <p>If you enter relay addresses here, the DAKS server will send all outgoing e-mails directly to the e-mail servers that are indicated here; in return, these e-mail server have to take care of the forwarding of the e-mails. To do so, the relay servers need to be "relay-capable".</p>
Footnotes	Input field to enter a static text that will be appended to outgoing e-mails (max. length: 200 characters).

Tab "Enhanced"

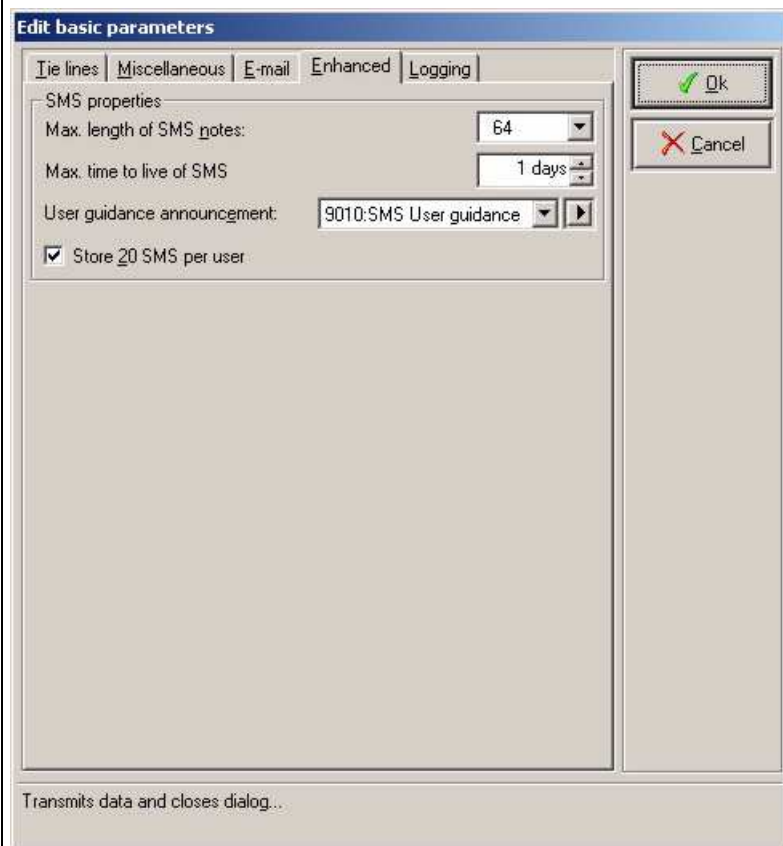

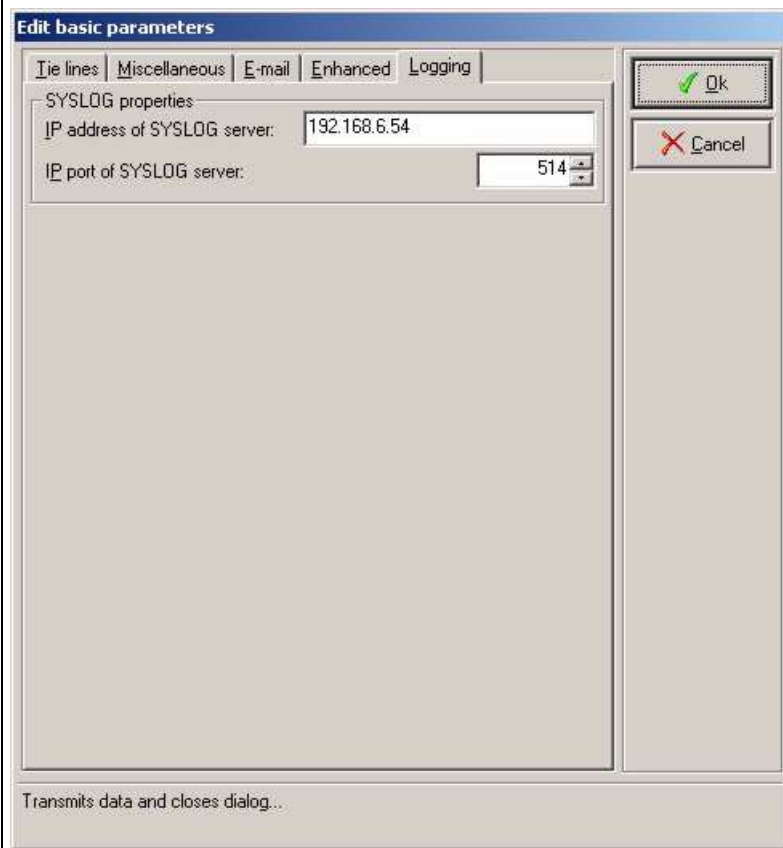


Table 5-2 Description of the fields in the window "Edit basic parameters"

Configure Parameters
Edit basic parameters

Field	Description
Window area "SMS properties"	The fields in this tab are used for configuring the SMS retrieval service. For a detailed description see Section 6.2, "Configuring the SMS retrieval service".
	Warning Note that if you change the parameters "Max. length of SMS notes" and "Store 20 SMS per user", the SMS memory of the DAKS server will be reformatted and all information stored therein will be lost.

Tab "Logging"



Window area "SYSLOG properties"

IP address of SYS-LOG server	Input field for the TCP/IP address of SYSLOG server or its computer name.
IP port of SYSLOG server	Selection field for the TCP/IP port used by the SYSLOG server to receive the incoming messages. (Default: 514)

Table 5-2 Description of the fields in the window "Edit basic parameters"

5.3 Set up connection types

Connection types are required for setting up destinations. The following connection types are set up after the installation:

- KAw, no connection (special subscriber)
- Int, for internal calls
- Ext, for external calls

Further connection types can be set up depending on the respective requirements, e. g. for calling pagers.

5.3.1 Add and edit a connection type

Follow the steps below to add or to edit a connection type:



No.	Task
1.	In the tree view open "Control panel". All parameters will be output in the list window.
2.	Double-click "Connection types" in the list window. All existing connection types are displayed in the list window.
3.	Click the symbol  in the menu bar, or select the connection type that you want to edit and click  . This will open the window "Edit connection types".
4.	Now enter all relevant data in keeping with the ensuing field descriptions.
5.	Click OK to save your entries.

Table 5-3 Add and edit a connection type

Configure Parameters
 Set up connection types

Description of the fields in the window "Edit connection types"

Field	Description

Window area "Attributes"

ID	Input field for an ID of the connection type (max. 3 characters) that precedes the specific information of the call number.
Description	Input field for a brief description of the connection type (max. 30 characters) for display in tables and list fields.

Table 5-4 Description of the fields in the window "Edit connection types"

Field	Description
Terminal type	<p>Selection field for specifying the terminal type. The following possibilities are available:</p> <ul style="list-style-type: none"> ● Special subscriber without dialing ● Normal subscriber ● Mobile subscriber: with additional "not logged in" status. ● Wake-up line: call mode only, no assignment, e. g. for sirens, etc. ● Pager with normal dialing: Call as for normal subscribers, call number transmission in the D channel. ● Pager with DTMF dialing: Dialing of prefix in the D channel, call number transmission by DTMF dialing in the B channel. ● Pager with DTMF message: as for "Pager with normal dialing", but with additional output of the group-specific DTMF information to be specified in the B channel. ● Pager with DTMF message as a "Called Number": same as "Pager with DTMF message", but transmission of the DTMF message as a "Called Number" carried out in the D channel. ● Pager with DTMF dialing and LF: same as "Pager with DTMF dialing", but concluding with transmission of an audio message in the B channel. ● Pager with DTMF dialing and DTMF message: same as "Pager with DTMF dialing", but with subsequent output of the group-specific DTMF information to be specified in the B channel. ● Pager with DTMF dialing and DTMF message and LF: same as "Pager with DTMF dialing and DTMF message", but followed by group-specific DTMF information to be specified plus the transmission of an audio message in the B channel. ● Voice Mail: Voice Mail server (Section 14.13, "Voice Mail as a call profile subscriber"). ● GSM-SMS via analog or ISDN modem: Dialing of an SMS service center from a separately connected modem connection at the DAKS server; output of a text information in form of an SMS.

Table 5-4 Description of the fields in the window "Edit connection types"

Configure Parameters
Set up connection types

Field	Description
	<ul style="list-style-type: none"> GSM-SMS via radio modem: Dispatch of an SMS message via a GSM radio modem connection; output of a text information in form of an SMS.
Window area "Properties"	
External connection	If this checkbox is marked, the potential restriction of outgoing connections (Section 5.2, "Edit basic parameters") is taken into account and, if necessary, the numeric display information is changed.
Call completion is possible	If this checkbox is marked, the callback feature can be used for this connection type (Section 14.11, "Set up callback for "Personal calls"").
Connect DTMF receiver for 'with dialog' connection	If this checkbox is marked, the DAKS server activates a DTMF receiving channel for outgoing connections with DTMF/keypad dialog. If this checkbox is not marked, you must be sure that the keypad function is supported by called subscribers. Otherwise dialog is not possible with the DAKS server.
The following selection field is only displayed in conjunction with the terminal types "Pager with DTMF message", "Pager with DTMF dialing and DTMF message" or "Pager with DTMF dialing, DTMF message and audio".	
Complete DTMF with:	A DTMF message to a pager can be sent without a concluding character or concluded with "#" or "##". The pause between the # signals is a result of the setting in the "Wait times between DTMF outputs" field in the "Access" tab.
The following selection fields are only displayed in conjunction with the "GSM-SMS" terminal type.	
Bits per character	Selection field for the number of data bits per character (7 or 8) for adaptation to the respective service center (Section 6.5, "Special connection type "GSM-SMS"").
Protocol type	Selection field for the UCP or TAP protocol type for adaptation to the respective service center.
Transmission type	Selection field for the type of analog, X.75 or X.75/T70 data transmission for adaptation to the modem and the respective service center.

Table 5-4 Description of the fields in the window "Edit connection types"

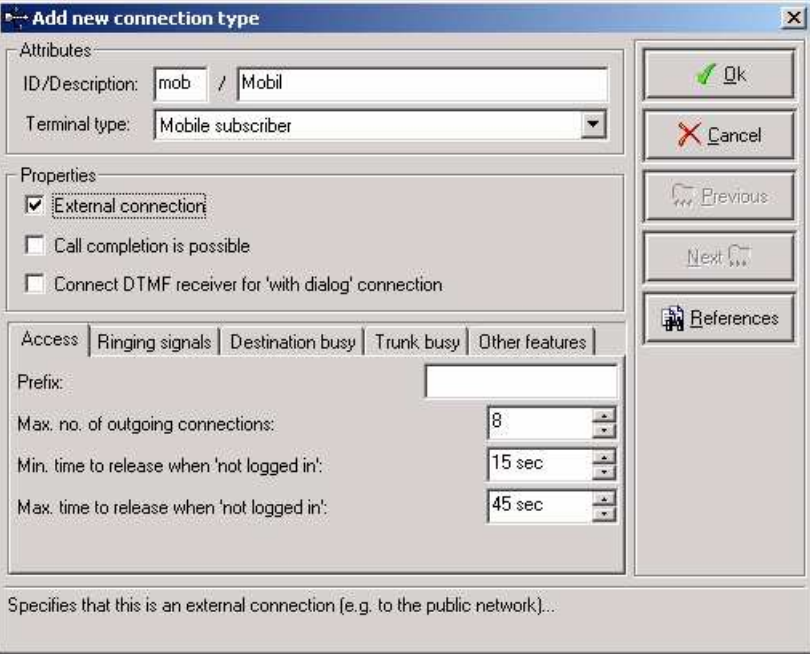
Field	Description
Tab "Access"	
	
Prefix	Input field for the prefix (max. 16 digits). This prefixes all call numbers for this type of connection, e. g. "0" for the CO code or "00171" for D1 cellphones. For GSM-SMS, the call number of the relevant service center to be called (incl. code trunk seizure) must be entered here.
Max. no. of outgoing connections	<p>Selection field to restrict the number of parallel outgoing connections from the DAKS server for this type of connection. This setting applies for all applications, e. g. for limiting access to a paging system or a subsystem.</p> <p>Due to the fact that the GSM-SMS connection type only operates on one channel, this field does not appear for GSM-SMS connection types.</p>

Table 5-4 Description of the fields in the window "Edit connection types"

Configure Parameters
Set up connection types

Field	Description
The following selection fields are only displayed in conjunction with the "Mobile subscriber" terminal type:	
Min. time to release when 'not logged in'	Selection fields for defining a time window in which the DAKS server checks the status of the mobile subscriber. If a subscriber is not logged in, cordless systems or cellphone centers normally play either an announcement or a free tone for a limited period of time and without in fact having to signal a call status. The DAKS server evaluates this status as "not logged in" if the connection from the cellphone center is disconnected within the defined time window. (Default 10 and 45 sec.)
Max. time to release when 'not logged in'	
The following selection field is only displayed in conjunction with the "Wake-up line" terminals.	
Maximum ringing time	Selection field for the maximum ringing time before DAKS releases the connection again. (Default 60 sec.)
The following selection field is only displayed in conjunction with the "Pager with normal dialing" terminal.	
Seizure time	Selection field for the maximum seizure period before DAKS releases the connection again. (Default 15 sec.)
The following selection fields are only displayed in conjunction with the terminal "Pager with DTMF message", "Pager with DTMF dialing and DTMF message" or "Pager with DTMF dialing, DTMF message and audio".	
Waiting time after seizure until first DTMF	Selection field for the time that the DAKS server waits after reaching the call status until the first DTMF output is carried out. (Default 10 sec.)
Duration between DTMF outputs	Selection field for the time that the DAKS server waits between the individual DTMF outputs. (Default 10 sec.)

Table 5-4 Description of the fields in the window "Edit connection types"

Field	Description
The following selection fields are only displayed in conjunction with the "GSM-SMS" terminal type.	
Max. dialing attempts	Selection field for limiting the number of dialing attempts for fault, busy or not seized from the side of the service center. (Default 3).
Min. interval between dialing attempts	Selection field for setting the wait time between dialing attempts during fault, busy or not seized from the side of the service center. (Default 60 sec.)
Max. no. of SMS notes per connection	Selection field for the maximum number of short messages that can be transferred to the same service center during one connection. If additional short messages to this service center are necessary, it is called again. The value to be transferred is dependent on the features of the respective service center (Section 6.5, "Special connection type "GSM-SMS""). (Default 10)

Table 5-4 Description of the fields in the window "Edit connection types"

Configure Parameters
Set up connection types

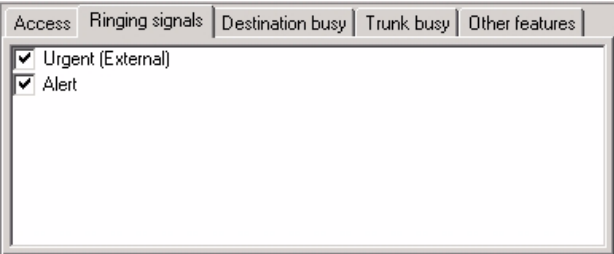
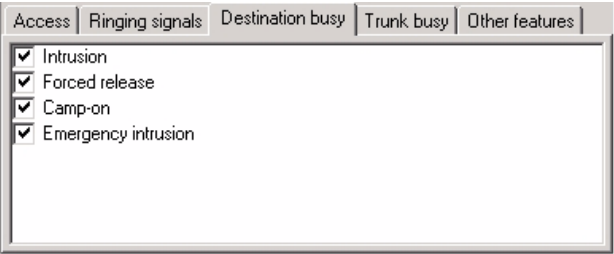
Field	Description
<p>"Ringing signals", "Destination busy", "Trunk busy" and "Other features" tabs</p> <p>You can grant releases for "special functions for dialing" in these four tabs. These functions are normally only available in the CorNet network. Only the functions that are enabled for the connection type can be used later on a subscriber-specific basis (Section 8.4.2, "Edit destinations").</p> <p>By locking functions, you can prevent CorNet-specific features being registered for subscribers outside of the network. This also prevents, for example, "Forced release" from being used although this feature may not be used in the company.</p>	
<p>Tab "Ringing signals"</p> 	
Urgent (External)	Ringing signal with increased urgency (can be set in the PBX, typical: External ringing).
Alarm	Alert ringing signal (can be set in the PBX, typical: Continuous ringing).
<p>Tab "Destination busy"</p> 	
<p>In order for the functions listed in this tab to take effect on a terminal, a second call may not be released to the terminal.</p>	
Intrusion	An application-specific intrusion announcement that has to be specified is played to the current call. As a result, the subscribers are requested to end the call to release the lines.
forced release	As a result, the ongoing call is automatically terminated. As soon as the subscriber hangs up, he is called again.
Camp-on	A camp-on signal is played repeatedly in the current call; the subscriber is requested to end the call or to toggle.

Table 5-4 Description of the fields in the window "Edit connection types"

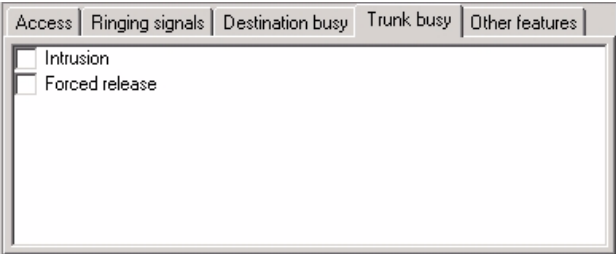
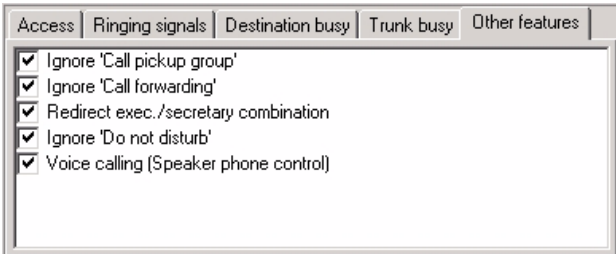
Field	Description
Emergency intrusion	The current call is interrupted. In comparison to normal intrusion, emergency intrusion cannot be blocked by the intrusion guard that is activatable on a subscriber-specific basis.
Tab "Trunk busy"	
	
Intrusion	An application-specific intrusion announcement that has to be specified is played in another call conducted through the busy connection route. The subscribers are requested to end the call. The line released as a result is immediately used by the DAKS server to reach the actual destination. This process can be repeated many times when there are several busy connection routes.
forced release	Another call conducted via the busy connection route is automatically interrupted. The line released as a result is immediately used by the DAKS server to reach the actual destination. This process can be repeated many times when there are several busy connection routes.
Tab "Other features"	
	
Ignore 'Call pickup group'	If the called subscriber is in a call pickup group, the remaining members of the call pickup group do not receive any information on the upcoming call. The call can also not be taken by a colleague (particularly important, for "Personal Calls" for example).

Table 5-4 Description of the fields in the window "Edit connection types"

Configure Parameters
Set up connection types

Field	Description
Ignore 'Call forwarding'	If this checkbox is marked, a "call forwarding" or "call forwarding no reply" set up beforehand (even one for "Voicemail") is not carried out. This is particularly important if you want to reach a location and not the employees who normally work there, e. g. in conjunction with building evacuation. Moreover, this function is required in conjunction with call forwarding in a call profile in which the corresponding terminal is entered as a destination.
Redirect exec./secretary configuration	If this checkbox is marked, the DAKS call goes directly to the manager, even if all calls normally go to his secretary. Please note that you cannot mark this checkbox at the same time as the "Ignore Call forwarding" and "Forced release" functions (not possible at the HiPath side).
Ignore 'Do not disturb'	If this checkbox is marked, an activated "Do not disturb" is ignored (important, for example, in conjunction with emergency calls).
Speakerphone control	The speaker of a HiPath hands-free phone is automatically activated without the called subscriber having to take the call (e. g. by picking up the handset).

Table 5-4 Description of the fields in the window "Edit connection types"

5.3.2 Delete a connection type



Connection types can only be deleted if no subscriber destination is assigned to this connection type (Section 8.4.2, "Edit destinations"). The predefined "No dialing" and "Internal" profiles cannot be deleted.

Follow the instructions below to delete a connection type:



No.	Task
1.	In the tree view open "Control panel". All parameters will be output in the list window.
2.	Double-click "Connection types" in the list window. All existing connection types are displayed in the list window.
3.	Select the connection type you want to delete in the list field.
4.	Click the symbol  in the menu bar.
5.	Confirm the prompt with Yes . The profile will now be deleted. If the connection type is still assigned to subscriber destinations, the "Delete connection type with references" window is opened (Section 5.3.3, "Edit and delete connection type references").

Table 5-5 Delete a connection type

5.3.3 Edit and delete connection type references

You can call up the window "Connection type with references" directly from the window "Edit connection types". The window lists all subscribers who have a minimum of one destination with this connection type. You can also use the window to edit or delete the subscribers that are listed here.



If you want to delete a connection types that are still assigned to subscriber destinations, the "Delete connection type with references" window will automatically pop up.

Follow the steps below to edit or to delete connection type references:


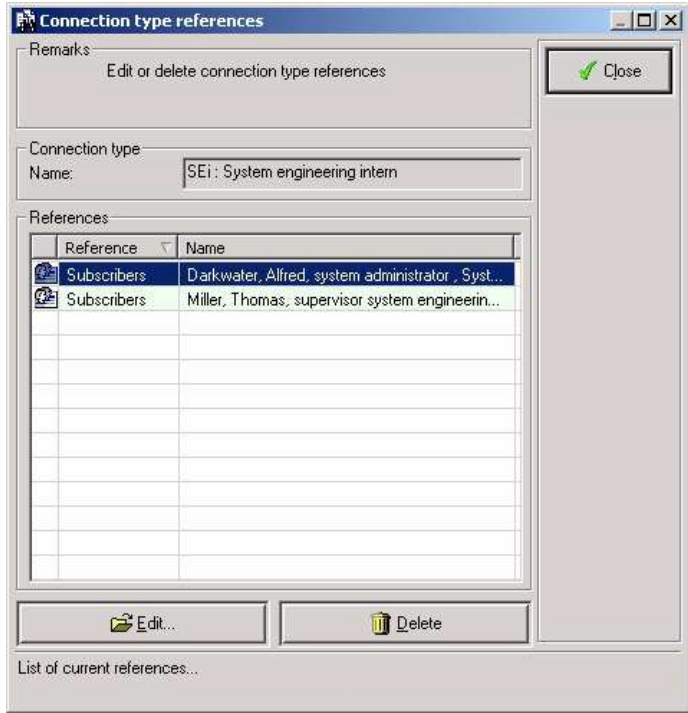
No.	Task
1.	In the tree view open "Control panel". All parameters will be output in the list window.
2.	Double-click "Connection types" in the list window. All existing connection types are displayed in the list window.
3.	Select the connection type that you want to edit and click  . This will open the window "Edit connection types".
4.	click References . This will open the window "Connection type references": <div data-bbox="183 1087 874 1797" style="border: 1px solid gray; padding: 5px; margin-top: 10px;">  </div>

Table 5-6 Edit and delete connection type references

No.	Task
5.	<p>Edit Connection type references: Select the desired reference entry and click Edit or double-click the entry. This will open the window "Edit subscriber" where you can make the required changes. Use this window to make the changes you want to add.</p> <p>Delete Connection type references: Select the reference entry to be deleted and click Delete. Confirm the prompt with Yes. The selected references are set to "No dialing". If the list is empty, the connection type can also be deleted.</p>

Table 5-6 Edit and delete connection type references

5.4 Define time segments

To be able to call different call numbers depending on weekday and time, DAKS divides each day into 48 half-hour segments. Each of these segments can be assigned to a time segment. There are a maximum of 8 time segments that are identified by letters (A to H).

The number of time segments that can be used is specified in the "Number of available time segments" selection field of the "Edit basic parameters" window (Section 5.2, "Edit basic parameters").

Each subscriber destination can be assigned one or more time segments. Hence, the times at which they can be called can be specified for each call number.

Follow the instructions below to define time segments:


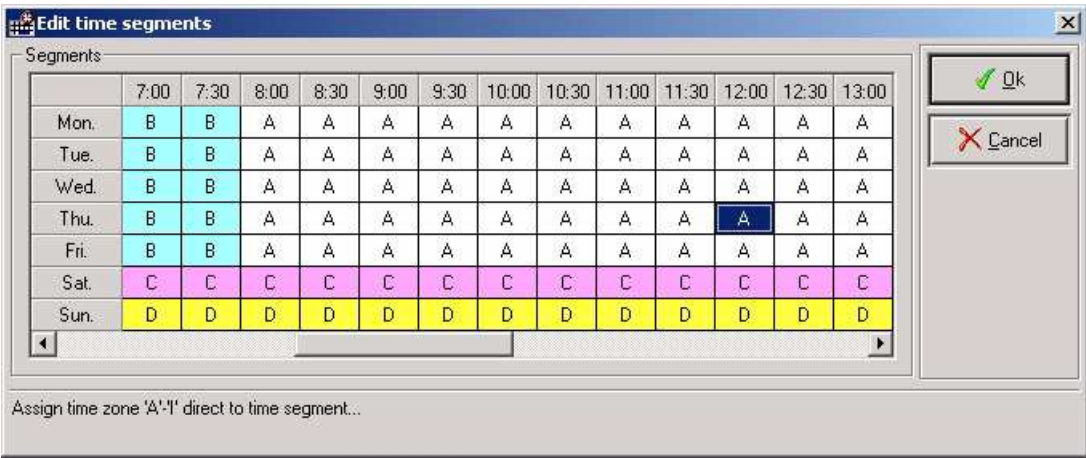
No.	Task
1.	In the tree view open "Control panel". All parameters are displayed in the list window.
2.	Select "Time segments" in the list window and click  . This will open the window "Edit time segments": 
3.	Select the time segment to be defined with the left mouse key, or select a whole range by moving over the segments with the mouse key pressed.
4.	Press the letter that you want assign to the selected time range, or using the right mouse key, click the selected time range and select the letter in the context menu.
5.	Click on OK to save your entries.

Table 5-7 Define time segments

5.5 Specify suffix codes

Suffix codes enable applications of the DAKS server to be operated by telephone. To do so, the dialed tie line code of the DAKS server is followed by the suffix code. Further inputs are still required depending on the application.

Carry out the following tasks to specify suffix codes:


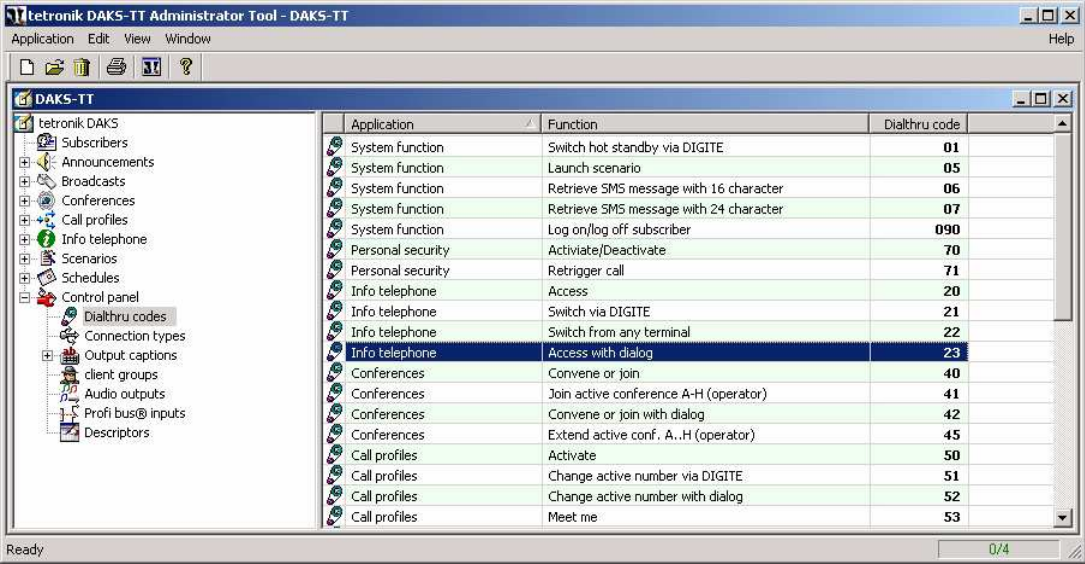
No.	Task
1.	In the tree view open "Control panel". All parameters are displayed in the list window.
2.	Double-click "Suffix codes" in the list window. All existing suffix codes are displayed in the list window.
3.	Select the suffix code to be edited and click  . The suffix code is released for editing.
	
4.	Enter the desired suffix code, or make a right mouse key click in the list window and select "Set cell(s) to original values" to assign the default values to the selected entries, or make a right mouse key click in the list window and select "Set all to original values" to assign the default values to all entries.

Table 5-8 Specify suffix codes



The detailed description of the functions of the existing suffix codes can be found under "Operating by telephone" of the respective application.

5.6 Create company data

The fields entered in the company data are used for printing and protocols.

Carry out the following tasks to set up your company data:


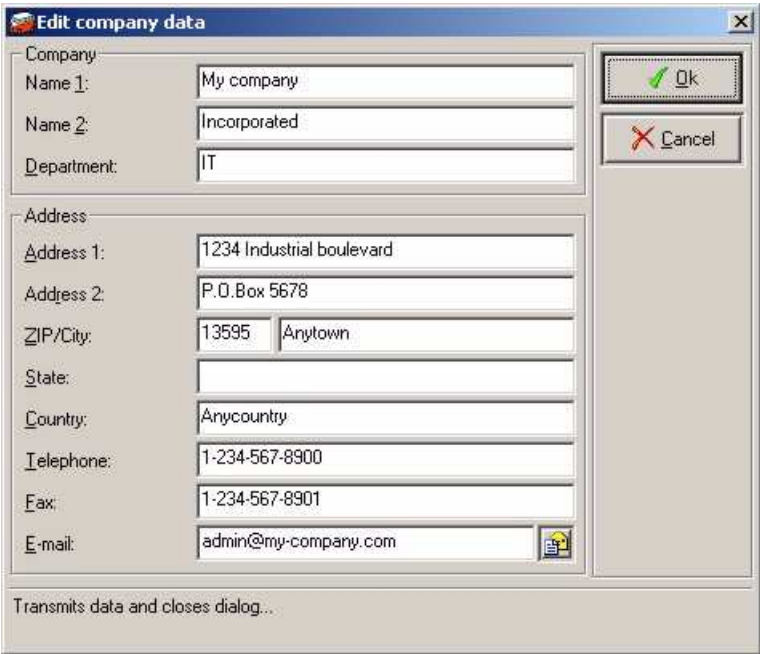
No.	Task
1.	In the tree view open "Control panel". All parameters are displayed in the list window.
2.	Select the entry "Company data" in the list field and click  . This will open the window "Edit company data": 
3.	Enter the basic data of your company. Up to 50 characters can be entered in all fields. The ZIP field is limited to 12 characters.
4.	Click on OK to save your entries.

Table 5-9 Create company data

5.7 Set up clients

DAKS is client-capable and supports one "global" and up to 20 "restrictive" client groups. Subscribers, announcements and applications (broadcasts, conferences, call profiles) are assigned to the client groups.

The client groups can be used to establish closed user groups, for example if you want to create distinct client groups for a company fire service and the security service. The respective Administrators and Operators will then only be able to administrate the subscribers, announcements and processes belonging to their own group.

Subscribers, announcements and applications that are assigned to the "global" client group can only be administrated by the Administrators of the "global" group.

However, subscribers, announcements and applications of the "global" client group can be viewed by all Administrators and used or activated by all Operators.

For a better overview of client groups or client levels, the layout can be changed in the Administrator-Tool (Section 4.7, "Functions of the Operator-Tool").



Administrators assigned to a particular user group can only view/edit the users, announcements and applications of their own user group.
The "global" client group is output in red in the client administration.

5.7.1 Add new and give new name to existing clients

Carry out the following tasks to add a new client or to rename an existing client:



No.	Task
1.	In the tree view open "Control panel". All parameters are displayed in the list window.
2.	Double-click "Client groups" in the list window. All previously created clients, if available, are displayed in the list window.
3.	Click on the symbol  in the menu bar to add a new client, or select the client you want to edit and click  . A new client is created or the client is released for editing.
4.	Enter a name for the client and confirm with Enter .

Table 5-10 Add new and give new name to existing clients

5.7.2 Delete clients



Clients can only be deleted if they have no subscribers, announcements or applications assigned to them. The "global" client group cannot be deleted.

Follow the instructions below to delete a client:


No.	Task
1.	In the tree view open "Control panel". All parameters are displayed in the list window.
2.	Double-click "Clients". All clients created up to now are displayed in the list window.
3.	Select the client you want to delete in the list field.
4.	Click the symbol  in the menu bar.
5.	Confirm the prompt with Yes. The client is deleted. If subscribers, announcements or applications are still assigned to the client group, the "Delete client with references" window is opened (Section 5.7.3, "Edit and delete client references").

Table 5-11 Delete clients

5.7.3 Edit and delete client references

You can call up the window "Connection type with references" directly from the window "Edit connection types". The window lists all subscribers who have a minimum of one destination with this connection type.



If you attempt to delete clients that are still assigned subscribers, announcements or applications, the "Delete client with references" window is automatically opened.

Carry out the following tasks to edit or to delete client references:

No.	Task
1.	In the tree view open "Control panel". All parameters will be output in the list window.
2.	Double-click "Client groups" in the list window. All existing clients are displayed in the list window.
3.	Make a right mouse key click the clients in the list window whose references you want to edit. Select "Edit references" in the context menu. This will open the window "Client group references": <div data-bbox="252 999 991 1755" style="border: 1px solid black; padding: 5px;"> </div>

Table 5-12 Edit and delete client references

No.	Task
4.	<p>Edit client references: Select the desired reference entry and click Edit or double-click the entry. You are brought directly to the referenced subscriber, announcement or application.</p> <p>Delete client group references: Select the reference entry to be deleted and click Delete. Confirm the prompt with Yes. The selected references are deleted. If the list is empty, the client can also be deleted.</p>

Table 5-12 Edit and delete client references

5.8 Specify system announcements

System announcements guide subscribers through operating processes by telephone. For example, subscribers can be requested to enter their PIN or an ID. After the installation, no system announcements are assigned.

Specific announcements can be assigned to each of the applications.

Carry out the following tasks to specify system announcements:


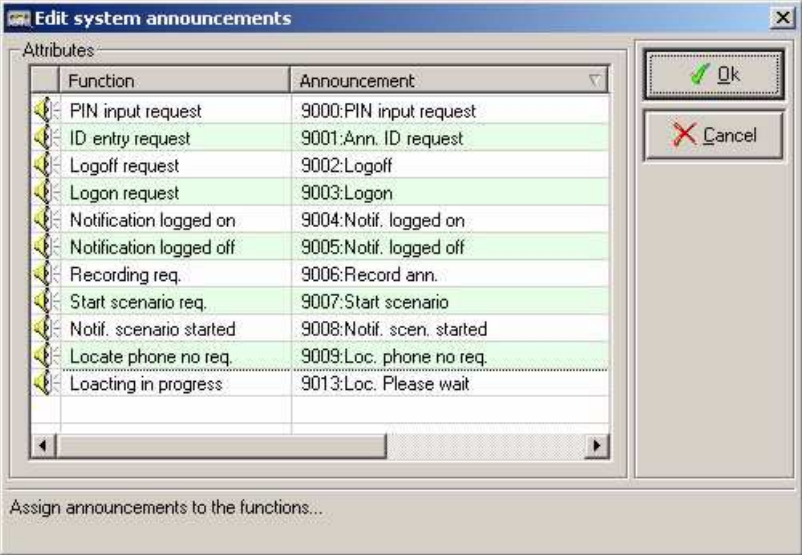
No.	Task																								
1.	In the tree view open "Control panel". All parameters are displayed in the list window.																								
2.	Select "System announcements" and click  . This will open the window "Edit system announcements": <div data-bbox="252 821 1058 1373" style="border: 1px solid gray; padding: 5px; margin: 10px 0;">  <table border="1" data-bbox="272 863 869 1297"> <thead> <tr> <th>Function</th> <th>Announcement</th> </tr> </thead> <tbody> <tr><td>PIN input request</td><td>9000:PIN input request</td></tr> <tr><td>ID entry request</td><td>9001:Ann. ID request</td></tr> <tr><td>Logoff request</td><td>9002:Logoff</td></tr> <tr><td>Logon request</td><td>9003:Logon</td></tr> <tr><td>Notification logged on</td><td>9004:Notif. logged on</td></tr> <tr><td>Notification logged off</td><td>9005:Notif. logged off</td></tr> <tr><td>Recording req.</td><td>9006:Record ann.</td></tr> <tr><td>Start scenario req.</td><td>9007:Start scenario</td></tr> <tr><td>Notif. scenario started</td><td>9008:Notif. scen. started</td></tr> <tr><td>Locate phone no req.</td><td>9009:Loc. phone no req.</td></tr> <tr><td>Locating in progress</td><td>9013:Loc. Please wait</td></tr> </tbody> </table> </div>	Function	Announcement	PIN input request	9000:PIN input request	ID entry request	9001:Ann. ID request	Logoff request	9002:Logoff	Logon request	9003:Logon	Notification logged on	9004:Notif. logged on	Notification logged off	9005:Notif. logged off	Recording req.	9006:Record ann.	Start scenario req.	9007:Start scenario	Notif. scenario started	9008:Notif. scen. started	Locate phone no req.	9009:Loc. phone no req.	Locating in progress	9013:Loc. Please wait
Function	Announcement																								
PIN input request	9000:PIN input request																								
ID entry request	9001:Ann. ID request																								
Logoff request	9002:Logoff																								
Logon request	9003:Logon																								
Notification logged on	9004:Notif. logged on																								
Notification logged off	9005:Notif. logged off																								
Recording req.	9006:Record ann.																								
Start scenario req.	9007:Start scenario																								
Notif. scenario started	9008:Notif. scen. started																								
Locate phone no req.	9009:Loc. phone no req.																								
Locating in progress	9013:Loc. Please wait																								
3.	Select the desired announcement in the selection fields of the "Announcement" column, or Click the announcement with the right mouse key and select "Set selected entries to default" in the context menu to assign the default announcements supplied to the selected entries, or select "Set all entries to default" in the context menu to assign all entries with the default announcements supplied.																								
4.	Click on OK to save your entries.																								

Table 5-13 Specify system announcements

5.9 Resources overview

The resources overview provides an overview of available and used resources. Hence, you can very quickly see to what extent the existing resources of your DAKS server are being utilized. Resources with a usage of 90% to < 95% are displayed in orange. Resources with a usage of 95% to 100% are displayed in red.

Carry out the following tasks to display the resources overview:


No.	Task
1.	In the tree view open "Control panel". All parameters will be output in the list window.
2.	Select "Resource usage" and click  . This will open the window "Show resource usage".

Table 5-14 Resources overview

Description of the fields in the "Show resource usage" window

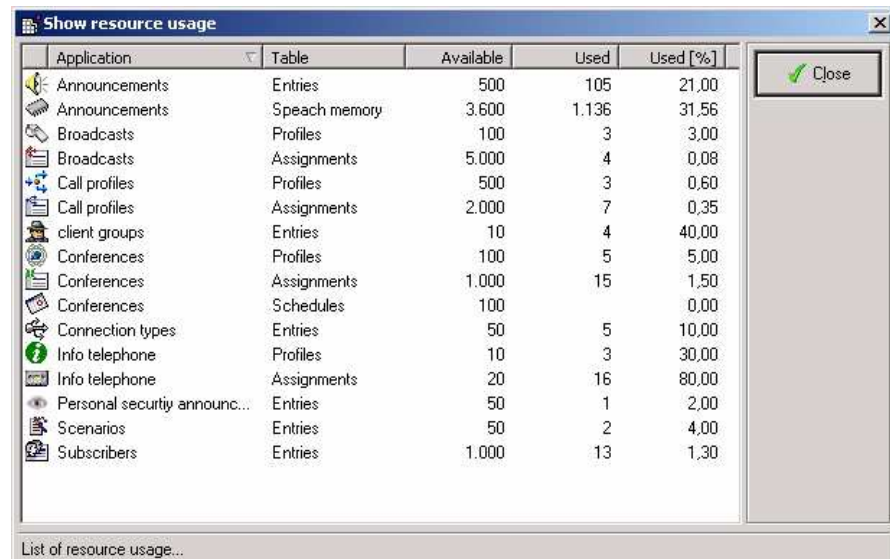
Field	Description
	
Application	Application name
Table	Type of resource
Available	Number of available resources (absolute)
Used	Number of used resources (absolute)
Used [%]	Used resources in percent.

Table 5-15 Description of the fields in the "Show resource usage" window

5.10 Administrate inputs/outputs

The DAKS server provides a range of different inputs and outputs:

- Profibus® inputs
- Optocoupler inputs
- EIBus® inputs
- Optocoupler outputs

With inputs you can, among other things, start applications via switching contacts. Outputs can be used to switch external devices, e. g. to activate a siren whenever a "Fire alarm" broadcast is set off.

For further details on the switching of inputs and outputs, please see the DAKS Service Manual.

5.10.1 Configure Profibus® inputs

DAKS provides up to 704 switch inputs activated by Profibus® DP technology. These can be deployed for the activation of applications or for switching between different system states.

Follow the instructions below to configure a Profibus® input:

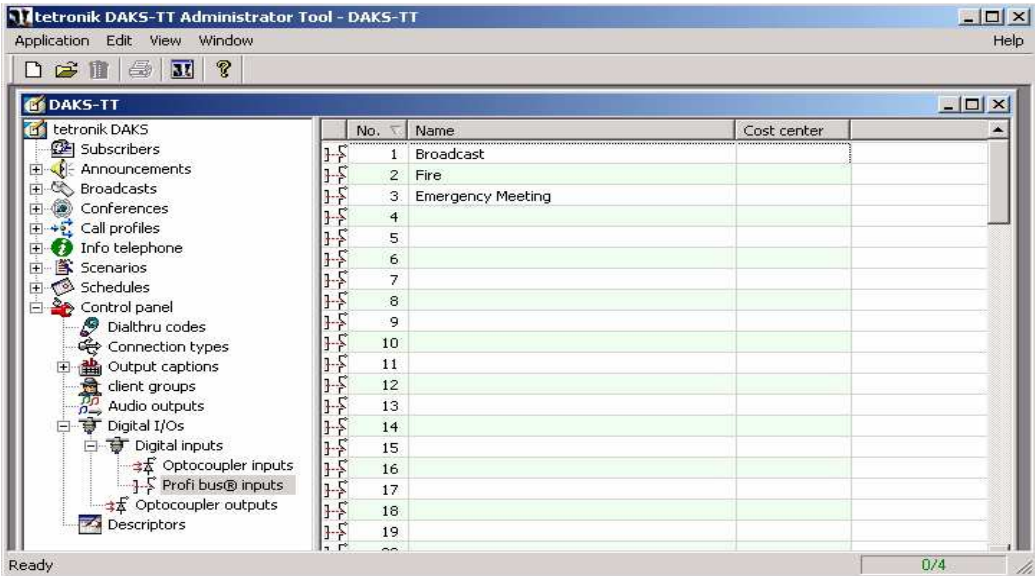

No.	Task
1.	In the tree view open "Control panel". All parameters will be output in the list window.
2.	Double-click "Digital I/Os". All available inputs and outputs are shown in the list window.
3.	Double-click "Digital inputs". The different hardware inputs are displayed.
4.	Double-click "Profibus® inputs". All available Profibus® inputs are displayed in the list window.
	
5.	Select the desired Profibus® input and click  . The window "Edit Profibus® input" will pop up.
6.	Make your settings in keeping with the field descriptions Section 5.10.7, "Description of the fields in the window "Edit Profibus® input", "Edit Optocoupler input" and "Edit EIBus® input".
7.	Click OK to save your entries.

Table 5-16 Configure Profibus® inputs

5.10.2 Delete a Profibus[®] input



The deletion of Profibus[®] inputs removes the entered contact data. The contact itself is not deleted, but stored as "empty".

Follow the instructions below to delete a Profibus[®] input:


No.	Task
1.	In the tree view open "Control panel". All parameters will be output in the list window.
2.	Double-click "Digital I/Os". All available inputs and outputs are shown in the list window.
3.	Double-click "Digital inputs". The different hardware inputs are displayed.
4.	Double-click "Profibus [®] inputs". All available Profibus [®] inputs are displayed in the list window.
5.	Select the input you want to delete in the list field.
6.	Click the symbol  in the menu bar.
7.	Confirm the prompt with Continue . The input is deleted.

Table 5-17 Delete a Profibus[®] input

5.10.3 Configure optical coupler inputs

DAKS provides 16 integrated optocoupler inputs. These can be deployed for the activation of applications or for switching between different system states.

Carry out the following tasks to configure an optocoupler input:

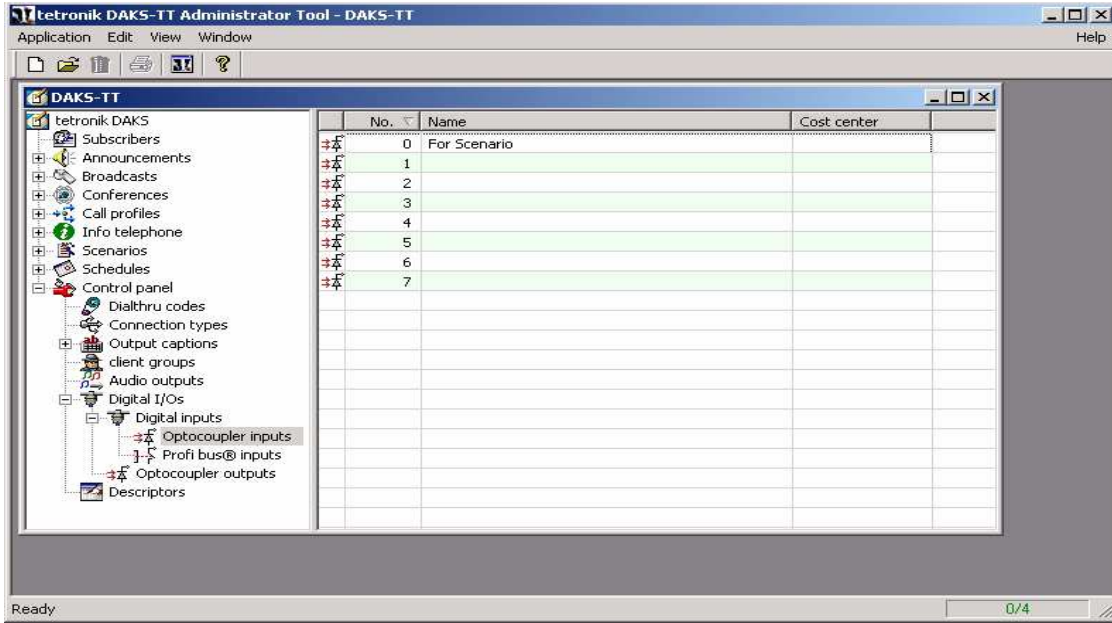

No.	Task
1.	In the tree view open "Control panel". All parameters will be output in the list window.
2.	Double-click "Digital I/Os". All available inputs and outputs are shown in the list window.
3.	Double-click "Digital inputs". The different hardware inputs are displayed.
4.	Double-click "Optocoupler inputs". All available optocoupler inputs are displayed in the list window.
	
5.	Selected the desired optocoupler input and click  . This will open the window "Edit optocoupler input".
6.	Make your settings in keeping with the field descriptionsSection 5.10.7, "Description of the fields in the window "Edit Profibus® input", "Edit Optocoupler input" and "Edit EIBus® input"".
7.	Click OK to save your entries.

Table 5-18 Configure optical coupler inputs

5.10.4 Delete optocoupler inputs



The deletion of optocoupler inputs removes the entered contact data. The contact itself is not deleted, but stored as "empty".

Follow the below instructions to delete an optocoupler input:


No.	Task
1.	In the tree view open "Control panel". All parameters will be output in the list window.
2.	Double-click "Digital I/Os". All available inputs and outputs are shown in the list window.
3.	Double-click "Digital inputs". The different hardware inputs are displayed.
4.	Double-click "Optocoupler inputs". All available optocoupler inputs are displayed in the list window.
5.	Select the input you want to delete in the list field.
6.	Click the symbol  in the menu bar.
7.	Confirm the prompt with Continue . The input is deleted.

Table 5-19 Delete optocoupler inputs

5.10.5 Configure EIBus[®] inputs

DAKS is able to evaluate up to 250 switching inputs connected via EIBus[®] -technology that can be used to activate other applications or alternate between different system states.

Follow the instructions below to configure an EIBus[®] input:

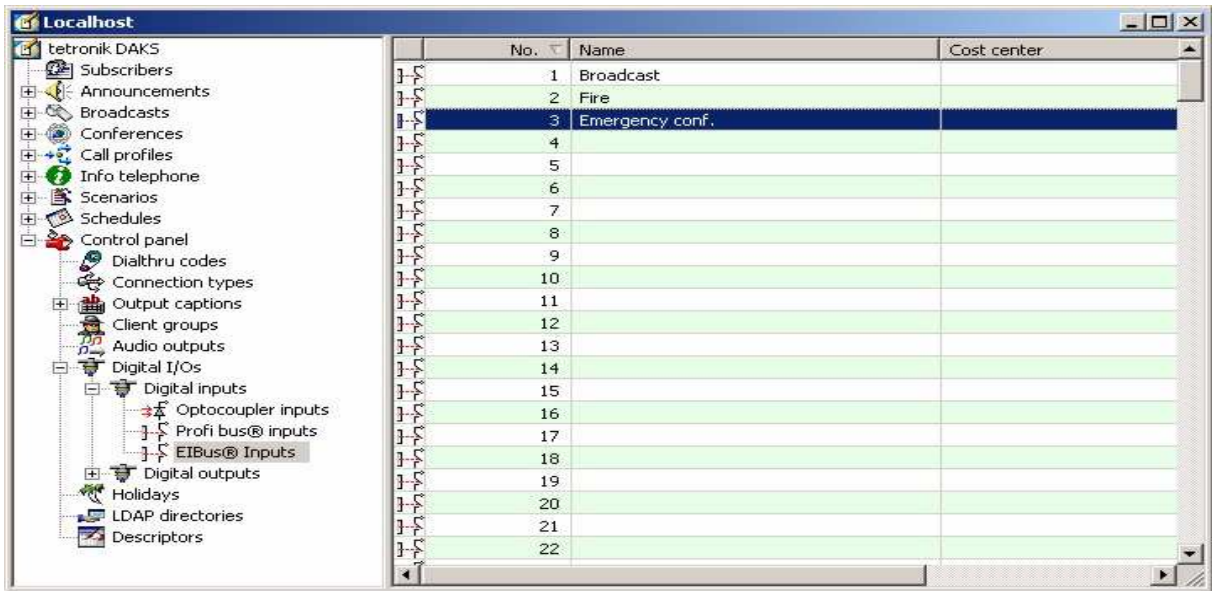

No.	Task
1.	In the tree view open "Control panel". All parameters will be output in the list window.
2.	Double-click "Digital I/Os". All available inputs and outputs are shown in the list window.
3.	Double-click "Digital inputs". The different hardware inputs are displayed.
4.	Double-click "EIBus [®] inputs". All available EIBus [®] inputs are displayed in the list window.
	
5.	Select the desired EIBus [®] input and click  . The window "Edit EIBus [®] input" will pop up.
6.	Make your settings in keeping with the field descriptionsSection 5.10.7, "Description of the fields in the window "Edit Profibus [®] input", "Edit Optocoupler input" and "Edit EIBus [®] input".
7.	Click OK to save your entries.

Table 5-20 Configure EIBus[®] inputs

5.10.6 Delete an EIBus[®] input



The deletion of EIBus[®] inputs removes the entered contact data. The contact itself is not deleted, but stored as "empty".

Follow the instructions below to delete an EIBus[®] input:


No.	Task
1.	In the tree view open "Control panel". All parameters will be output in the list window.
2.	Double-click "Digital I/Os". All available inputs and outputs are shown in the list window.
3.	Double-click "Digital inputs". The different hardware inputs are displayed.
4.	Double-click "EIBus [®] inputs". All available EIBus [®] inputs are displayed in the list window.
5.	Select the input you want to delete in the list field.
6.	Click the symbol  in the menu bar.
7.	Confirm the prompt with Continue . The input is deleted.

Table 5-21 Delete an EIBus[®] input

5.10.7 Description of the fields in the window "Edit Profibus® input", "Edit Optocoupler input" and "Edit EIBus® input"

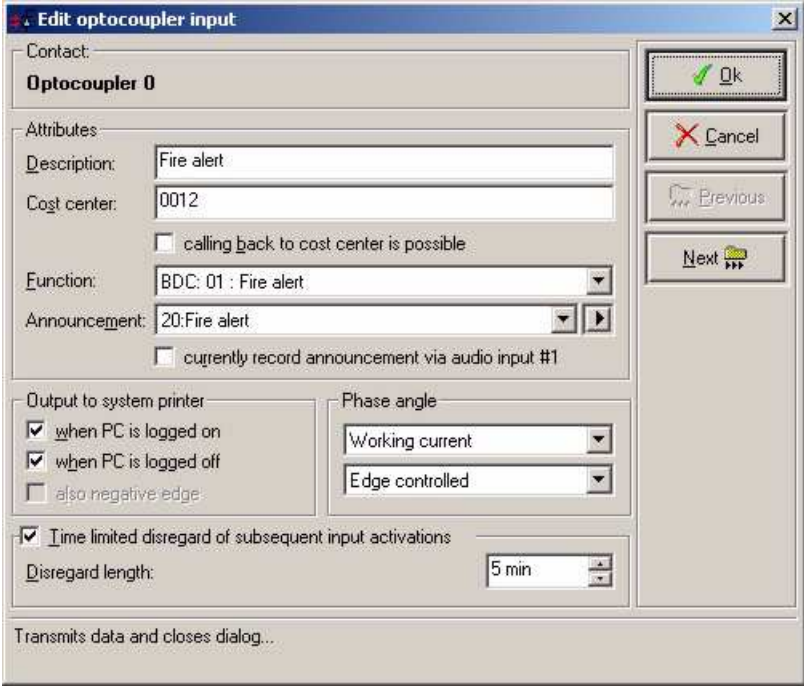
Field	Description
	
Window area "Contact"	
Profibus®, Optocoupler and EIBus®	Display field with the order number of the Profibus®, Optocoupler and EIBus® input, respectively.
Window area "Properties"	
Name	Input field for a brief description of the input (max. 40 characters), that will be output in tables and list fields.
Cost center	Input field for the cost center (max. 6 digits, numerals, * and #), e. g. for the correct assignment of charges.
Calling back to cost center is possible	This checkbox is only active if a broadcast has been selected in the "Function" selection field. If this checkbox is marked, the cost center is interpreted as a call number and the reached broadcast subscriber can, e. g. be called back if necessary by the terminal defined for this purpose. Callbacks can only be carried out with certain group-specific DAKS settings.

Table 5-22 Description of the fields in the window "Edit optocoupler input"

Field	Description
Function	<p>Selection field to specify the function of the input. The following options are available to you:</p> <ul style="list-style-type: none"> ● None (default) ● Activation of a specific audio input (1...8) ● Activation of Hot Standby (Section 3.10.1, "Activate/deactivate the Hot Standby mode") ● Activation of a specific broadcast group, entries with a prefixed BDC (Section 10.7, "Administrate broadcast groups") ● Activation of a specific personal security (Chapter 11, "Set Up and Activate the Personal Security Function") ● Activation of a specific conference group entries with a prefixed CO (Section 13.7, "Conference group administration") ● Activation of a specific Info Telephone profile, entries with a prefixed IT (Section 15.6, "Administration of Info telephone activities")
Announcement	<p>This checkbox is only active if a broadcast has been selected in the "Function" selection field.</p> <p>Selection field for specifying an input-specific announcement to be played during broadcasts instead of group-specific announcements. This means that inputs (contacts) can be assigned special announcements (e. g. "Heating failure") and, for different events, the same group can always be informed, e. g. "Service".</p>
Currently record announcement via audio input #1	<p>The checkbox is only active if a broadcast has been selected in the "Function" selection field.</p> <p>If this checkbox is marked, the assigned announcement can be recorded via the first audio channel (Section 7.6.6, "Record announcements via any audio channel with a system telephone"), e. g. for initiating a broadcast via an ELA telephone station with contacts set up accordingly.</p>
Window area "Output to system printer"	
When DB is online When DB is offline	<p>If the respective checkbox is marked, depending on whether DAKS-TTProcessServer is online or offline, the activation of inputs is logged to the system printer.</p> <p>Changes to contact states are also documented even if they have not been assigned a function.</p>

Table 5-22 Description of the fields in the window "Edit optocoupler input"

Field	Description
Also negative edge	<p>This field is only active if you enter the value "(none)" in the field "Time-limited disregard of subsequent input activations".</p> <p>If this checkbox is marked, the inactive edge is also documented.</p> <p>This affects the following contact-specific functions:</p> <ul style="list-style-type: none"> ● Activate a broadcast, conference or contact selection ● Switch Info Telephone ● No function <p>Otherwise, this will have no effect (because there is no inactive edge):</p> <ul style="list-style-type: none"> ● in personal security to protect your staff ● when activating Hot Standby and ● when switching audio inputs
Window area "Phase angle"	
Selection field 1	<p>Selection field to determine if the input works with</p> <ul style="list-style-type: none"> ● working current (default or fixed for Profibus[®] and EIBus[®] inputs) or ● with idle or bias current <p>.</p>
Selection field 2	<p>This field is only visible if a broadcast was selected in the "Function" selection field.</p> <p>Selection field to choose how the contact state is evaluated:</p> <ul style="list-style-type: none"> ● Phase-controlled, i.e. the start of a broadcast but nothing more is triggered when the contact becomes active. ● Status-controlled, i.e. start of a broadcast when the contact becomes active and the early termination of the broadcast when the contact becomes inactive again. ● Toggling, i.e. start of a broadcast when the contact becomes active and early termination of the broadcast when the contact becomes active once again (typical for a control console with illuminated buttons controlled by optocoupler outputs (Section 5.10.8, "Configure optocoupler outputs")).

Table 5-22 Description of the fields in the window "Edit optocoupler input"

Field	Description
Window area "Time elements"	
Time-limited disregard of subsequent input activations	This field is only active if you selected "phase controlled" in the "Selection field 2" of the window area "Phase angle". Input field to enter a period of time following the activation of the contact during which you want the system to ignore all further activations.
Masking short-term activation time	Input field to enter how long the input signal must have been ongoing and permanent to recognize the contact as activated.

Table 5-22 Description of the fields in the window "Edit optocoupler input"

5.10.8 Configure optocoupler outputs

DAKS supports 16 integrated hardware outputs (optocoupler 0...15) with variable assignable functions as well as a relay output with "Ready" function. Consequently you can, for example, switch a signal lamp via optocoupler outputs to indicate that the SMS memory in the DAKS server is full.

Carry out the following tasks to configure an optocoupler output:

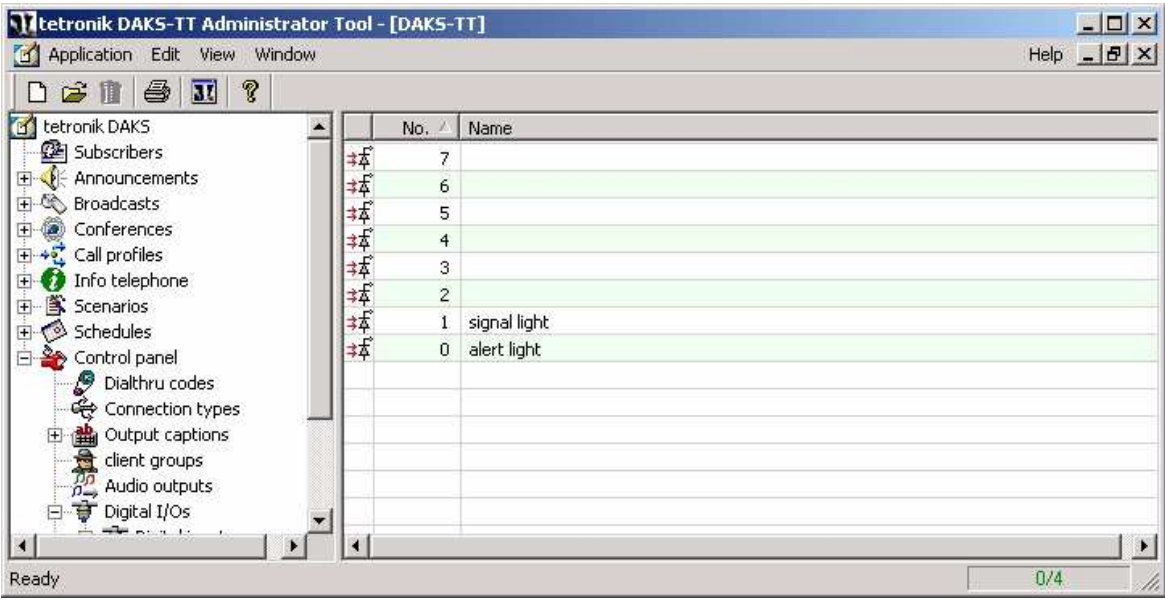

No.	Task																		
1.	In the tree view open "Control panel". All parameters will be output in the list window.																		
2.	Double-click "Digital I/Os". All available inputs and outputs are shown in the list window.																		
3.	Double-click "Optocoupler outputs". All available optocoupler outputs are displayed in the list window.																		
 <table border="1" data-bbox="526 1008 1348 1491"> <thead> <tr> <th>No.</th> <th>Name</th> </tr> </thead> <tbody> <tr><td>7</td><td></td></tr> <tr><td>6</td><td></td></tr> <tr><td>5</td><td></td></tr> <tr><td>4</td><td></td></tr> <tr><td>3</td><td></td></tr> <tr><td>2</td><td></td></tr> <tr><td>1</td><td>signal light</td></tr> <tr><td>0</td><td>alert light</td></tr> </tbody> </table>		No.	Name	7		6		5		4		3		2		1	signal light	0	alert light
No.	Name																		
7																			
6																			
5																			
4																			
3																			
2																			
1	signal light																		
0	alert light																		
4.	Select the desired optocoupler output and click  . This will open the window "Edit optocoupler output".																		
5.	Now enter the settings in keeping with the ensuing field descriptions.																		
6.	Click OK to save your entries.																		

Table 5-23 Configure optocoupler outputs

Description of the fields in the window "Edit optocoupler output"

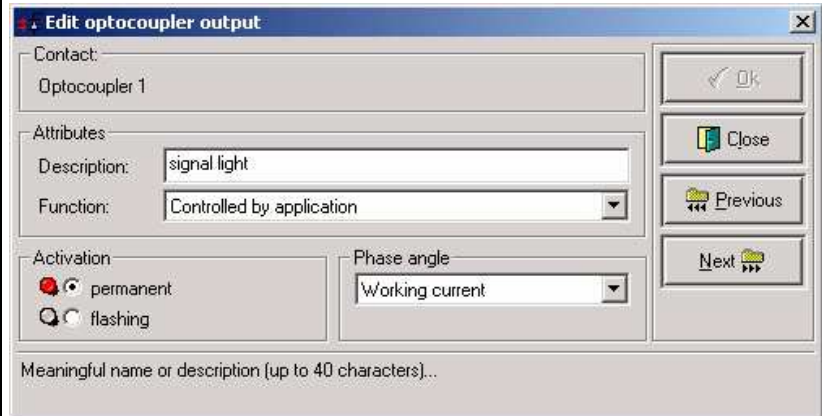
Field	Description
	
Window area "Contact"	
Optocoupler	Display field with the sequential number of the optocoupler.
Window area "Properties"	
Description	Input field for a brief description of the input (max. 20 characters), that will be output in tables and list fields.
Function	<p>Selection field to specify the function of the output. You can select between the following options:</p> <ul style="list-style-type: none"> ● none (default) ● Controlled by application ("OR function" of all activity requirements of the various groups) ● Conference <i>n</i> active (with <i>n</i> = A...L) ● System restart has occurred (will be deleted by the PC after the first system status query) ● Controller up and running ● Operational readiness (valid data) ● Printer output stopped ● Printer ready to receive ● Hot Standby operating mode ● At least one telephone interface active ● All telephone interfaces active ● PC is logged in ● PC-synchronous data stock ● Writing to Flash memory

Table 5-24 Description of the fields in the window "Edit optocoupler output"

Configure Parameters
 Administrate inputs/outputs

Field	Description
Function (continued)	<ul style="list-style-type: none"> ● Announcement recording in preparation or active ● Recording of a general announcement currently active ● Recording of an ad-hoc announcement currently active ● "High priority" operating mode (at least one high priority activity running) ● Profibus active ● All Profibus components ready ● Control console active ● 3. interface on controller board active ● SMS request memory full ● GSM-SMS modem OK ● 1. interface on 1. auxiliary board active ● 2. interface on 1. auxiliary board active ● 1. interface on 2. auxiliary board active ● 2. interface on 2. auxiliary board active ● LAN ready ● DPS-basic active ● DCF-77 receiver synchronous ● Yellow alert, becomes active as soon as a system error status is registered with which the DAKS server can, however, still continue to work with limited resources if necessary (e. g. one of several tie lines to the telephone system has dropped out) or functions (e. g. the LAN connection is no longer available). ● Red alert, becomes active as soon as a system error is registered with which the DAKS server is not able to continue to work (e. g. all tie lines to the telephone system have dropped out).
Window area "Activation"	
permanent	If this checkbox is marked, the output (depending on the function selected) is permanently active.
flashing	If this checkbox is marked, the Output (depending on the function selected) is active and "flashing" (1 sec. on/off). This makes it, for example, especially easy to switch signal lamps to "flashing" with no additional effort.
Window area "Phase angle"	
Phase angle	Selection field to determine if the output works with <ul style="list-style-type: none"> ● working current (default) or ● idle current

Table 5-24 Description of the fields in the window "Edit optocoupler output"

5.10.9 Delete optocoupler outputs



The deletion of optocoupler outputs removes the entered contact data. The contact itself is not deleted, but stored as "empty".

Carry out the following tasks to delete an optocoupler output:


No.	Task
1.	In the tree view open "Control panel". All parameters will be output in the list window.
2.	Double-click "Digital I/Os". All available inputs and outputs are shown in the list window.
3.	Double-click "Optocoupler outputs". All available optocoupler outputs are displayed in the list window.
4.	Select the output you want to delete in the list field.
5.	Click the symbol  in the menu bar.
6.	Confirm the prompt with Continue . The output is deleted.

Table 5-25 Delete optocoupler outputs

5.11 Assign audio outputs

If the "Conferences" application is installed, you can record running conferences via the 8 audio outputs on the DAKS server.

Carry out the following tasks to assign an audio output accordingly:

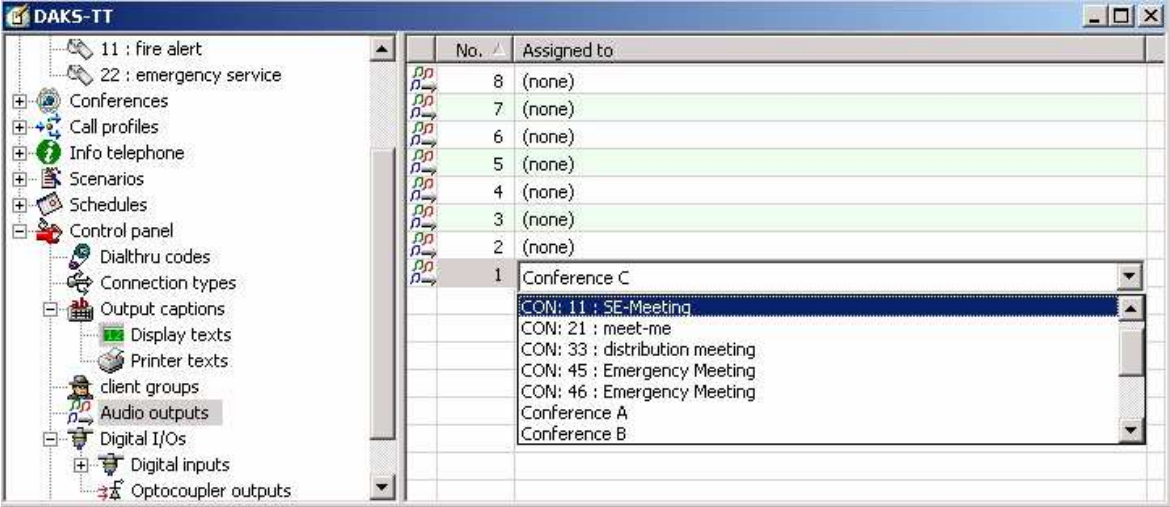
No.	Task
1.	In the tree view open "Control panel". All parameters are displayed in the list window.
2.	Double-click "Audio outputs" in the list window. All available audio outputs are displayed in the list window.
3.	<p>Double-click the output that you want to edit. The output is released for editing.</p> 
4.	<p>Assign the correct function to the audio output. For a detailed description how to connect audio outputs, please see the DAKS Service Manual. You can choose from three different options:</p> <ul style="list-style-type: none"> ● (none), i. e. no output function ● Output of conference A, B, C, etc. up to max. H, independent of which conference group is active. Function for editing all conferences, whereby you need as many outputs as there are simultaneous conferences taking place for this task. ● Output only if a specific conference that has already been set up is active. With this setting, you need one audio output for each conference group that you want to record (fixed allocation).

Table 5-26 Assign audio outputs

5.12 Specify output captions

DAKS supports output captions that can be adapted according to national language and deployment:

- **Display texts** for information or texts for user guidance on digital system telephones with display
- **Printer texts** for printing (by PC and/or system printer with IBM-2 character set)

The individual applications access central tables for outputting these texts.

5.12.1 Edit display texts



Note that when editing display tests, certain terminals can only display capitals and no umlauts. Make sure you take these special conditions into consideration as you define your texts.

Follow the instructions below to edit a display text:

No.	Task
1.	In the tree view open "Control panel". All parameters are displayed in the list window.
2.	Double-click "Output captions" in the list window. The output captions are displayed in the list window.
3.	Double-click "Display texts" in the list window. The display texts are displayed in the list window.
4.	Double-click the display text you want to edit in the desired language column. The entry is released for editing.
5.	Change the entry and confirm your input with Enter .

Table 5-27 Edit display texts

Initial texts for display outputs after installation

No.	Display text
0	
1	LAUNCH BDC PIN?
2	GROUP ID ?
3	INVALID GRP !!
4	INPUT OK? *=YES
5	ANNOUNCEMENT ID ?
6	INVALID MSG !!
7	START BDC? *=YES
8	BDC LAUNCHED
9	STN OK/ALL
10	BDC TERMINATED
11	RC/PB MESS. PIN?
12	1=RC 2=PB 3=CHG
13	RECORD ? *=YES
14	MESSAGE DELETED...
15	* = START RECORD
16	PLSE TALK #=END
17	PLAYBACK #=END
18	NOT AUTHORIZED
19	MSG PROTECTED
20	COMPOSED MESSAGE
21	INFO TEL. PIN?
22	PROFILE1-9,0=OFF?
23	CURRENTLY OFF
24	CURRENT PROFILE
25	PROFILE UNAVAIL.
26	SWITCH OFF
27	CURR. NOT POSS.
28	MSG ID? *=GRP PL
29	MSG ACC. GRP. PLAN
30	INVALID ENTRY
31	CHANGE CALL SCR.
32	0=OFF, 1..9 ?
33	CHANGE ACTIVE NO
34	ACTIVE NUMBER:
35	SAVE? *=YES
36	SAVED

Table 5-28 Initial texts for display outputs after installation

Configure Parameters
Specify output captions

No.	Display text
37	CHANGE? *=YES
38	PHONE NO+# OR # ?
39	MICROPHONE OFF
40	MICROPHONE ON
41	STN DIAL/ALL
42	PROFILE
43	AD HOC CONFERENCE
44	<PHONE># 0.#=END
45	PIN?
46	POSITIVE CONFIRM
47	NEGATIVE CONFIRM
48	REC. VIA LF #=STOP
49	* ,LF:1..8=RECORD
50	HOT STANDBY ON
51	HOT STANDBY OFF
52	SMS MESSAGE!!
53	NO MESSAGE!
54	NEW MESSAGE!!
55	CURR. LOGGED OFF
56	LOGON? *=YES
57	CURR. LOGGED ON
58	LOGOFF? *=YES
59	MESSAGE
60	DELETE? *=YES
61	SMS SERVICE PIN?
62	BROADCAST ENDED!
63	PHONE NUMBER+# ?
64	DAKS SMS:
65	!!CONFIRMATION!!
66	1=ACT. 2=DEACT.
67	#=ACTIV. MSG
68	#=DEACTIV. MSG
69	RECORD *BDCSTRT
70	1=POS. 0=NEG.
71	1=POS.0=NEG.5=CB
72	1=PO.0=NE.5/6=CB
73	SCEN. START *=YES
74	SCENARIO LAUNCHED
75	MEMB IN CONF

Table 5-28 Initial texts for display outputs after installation

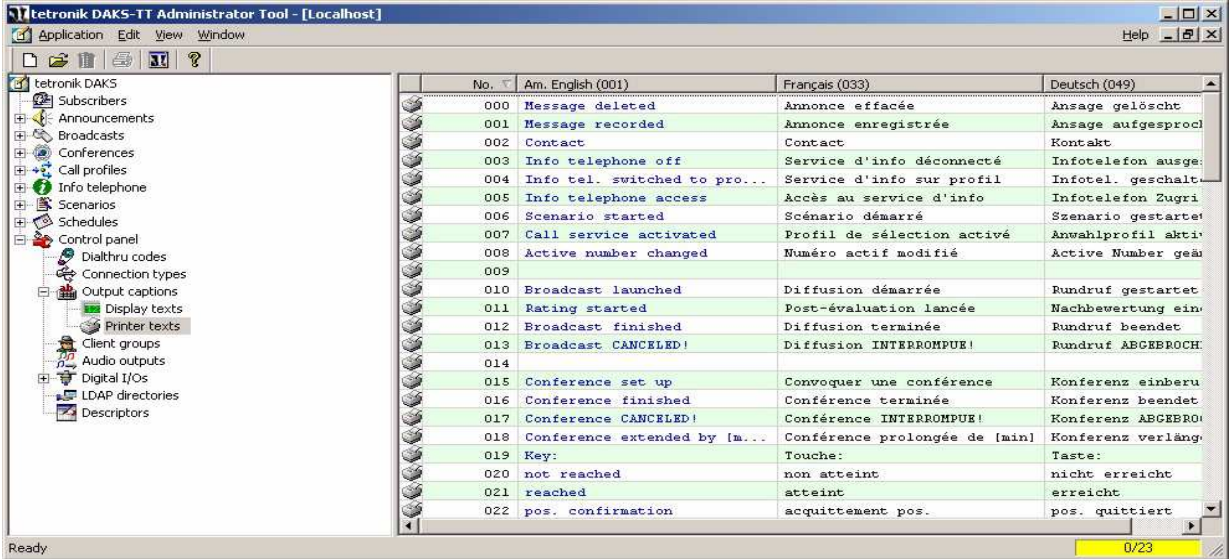
No.	Display text
76	PRIVACY ACT
77	PRIVACY ON
78	RECORD PIN?
79	PLAYBACK PIN?
80	LOG ON/OFF PIN?
81	EXIT #=YES
82	CANCEL CONF #=YES
83	<PNO># (*=DEL)
84	<PNO>#...<PNO># *
85	0=NEG. 5=CB
86	2=ASCND, 8=DCND, #=DCNT
87	POSITIONING PIN?
88	POSITIONING
89 to 99	

Table 5-28 Initial texts for display outputs after installation

5.12.2 Edit printer texts

Follow the instructions below to edit a printer text:

No.	Task
1.	In the tree view open "Control panel". All parameters are displayed in the list window.
2.	Double-click "Output captions" in the list window. The output captions are displayed in the list window.
3.	Double-click "Printer texts" in the list window. The printer texts are displayed in the list window.
4.	Double-click the display text you want to edit in the desired language column. The entry is released for editing.



No.	Am. English (001)	Français (033)	Deutsch (049)
000	Message deleted	Annonce effacée	Ansage gelöscht
001	Message recorded	Annonce enregistrée	Ansage aufgesproch
002	Contact	Contact	Kontakt
003	Info telephone off	Service d'info déconnecté	Infotelefon ausge
004	Info tel. switched to pro...	Service d'info sur profil	Infotel. geschalt
005	Info telephone access	Accès au service d'info	Infotelefon Zugri
006	Scenario started	Scénario démarré	Szenario gestarte
007	Call service activated	Profil de sélection activé	Anwahlprofil akti
008	Active number changed	Numéro actif modifié	Active Number geä
009			
010	Broadcast launched	Diffusion démarrée	Rundruf gestartet
011	Rating started	Post-évaluation lancée	Nachbewertung ein
012	Broadcast finished	Diffusion terminée	Rundruf beendet
013	Broadcast CANCELED!	Diffusion INTERROMPUE!	Rundruf ABGEBROCH
014			
015	Conference set up	Convoquer une conférence	Konferenz einberu
016	Conference finished	Conférence terminée	Konferenz beendet
017	Conference CANCELED!	Conférence INTERROMPUE!	Konferenz ABGEBRO
018	Conference extended by [m...	Conférence prolongée de [min]	Konferenz verläng
019	Key:	Touche:	Taste:
020	not reached	non atteint	nicht erreicht
021	reached	atteint	erreicht
022	pos. confirmation	acquiescement pos.	pos. quittiert

5.	Change the entry and confirm your input with Enter .
----	---

Table 5-29 Edit printer texts

Initial texts for printer outputs after installation

No.	Printer text
0	Message deleted
1	Message recorded
2	Contact
3	Info telephone off
4	Info tel. switched to profile
5	Info telephone access
6	Scenario started
7	Call service activated
8	Active number changed
9	
10	Broadcast launched
11	Rating started
12	Broadcast finished
13	Broadcast CANCELED!
14	
15	Conference set up
16	Conference finished
17	Conference CANCELED!
18	Conference extended by [min]:
19	
20	not reached
21	reached
22	pos. confirmation
23	neg. confirmation
24	disconnected
25	active
26	passive
27	Microphone on
28	Microphone off
29	waiting
30	via data interface
31...34	
35	launched via telephone
36	launched via contact
37	launched via PC
38	launched via controller

Table 5-30 Initial texts for printer outputs after installation

Configure Parameters
Specify output captions

No.	Printer text
39	launched via console
40	Cost center
41	No.of subscribers
42	Subscribers reached
43	Subscribers not reached
44	
45	catenated with
46	decatenated from
47	Privacy on
48	Privacy off
49	
50	Hot Standby on
51	Hot Standby off
52	Subscriber logged on
53	Subscriber logged off
54	SMS timeout for PIN
55	Positioning of:
56	Positioning results:
57...59	
60	Quick dial subscriber
61	Contact dial subscriber
62...69	
70	Personal security activated
71	Personal security deactivated
72	Observation call successful
73	Observation time retrIGGERED
74	Personal security call
75...79	
80	Message activated
81	Message deactivated
82...89	
90	Program started
91	Program finished
92	User logged in
93	User logged out
94	Connected to server
95	Disconnected from server
96	Initialization started
97	Initialization CANCELED!

Table 5-30 Initial texts for printer outputs after installation

No.	Printer text
98	Initialization finished
99	

Table 5-30 Initial texts for printer outputs after installation

5.13 Create LDAP directories

DAKS subscribers from external address directories (meta directories) can be imported via the Administrator-Tool provided they have an interface with the LDAP Internet protocol.

Familiar meta directories are, for example:

- Active Directory by Microsoft,
- Domino Server by Lotus, and
- DirX as well as HiPath-UserManagement by Siemens.

To access a meta directory, the connections to the meta directory server (LDAP directories) as well as their objects or classes must first be clearly specified in the Administrator-Tool.

Users can define up to 20 LDAP directories within DAKS.

The actual import of the address data is effected with the help of a subscriber list (Section 8.6, "Copy and collate subscribers from LDAP directories").

5.13.1 Add and edit LDAP directories

Follow the below instructions to add or edit an LDAP directory:



No.	Task
1.	Select "Parameters" in the tree view. All parameters are displayed in the list window.
2.	Double-click the entry "LDAP directories" in the list window. The list window displays every LDAP directory that is currently available.
3.	Click the symbol  in the menu bar, or select the LDAP directory you want to edit and click  . The window "Edit LDAP directory" will pop up.
4.	Now enter all relevant data in keeping with the ensuing field descriptions.
5.	Click OK to save your entries.

Table 5-31 Add and edit LDAP directories

Description of the fields in the window "Edit LDAP directory"

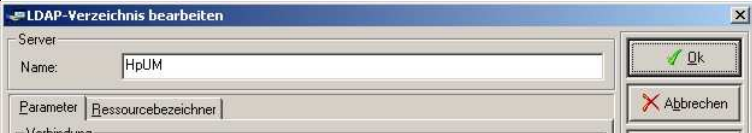
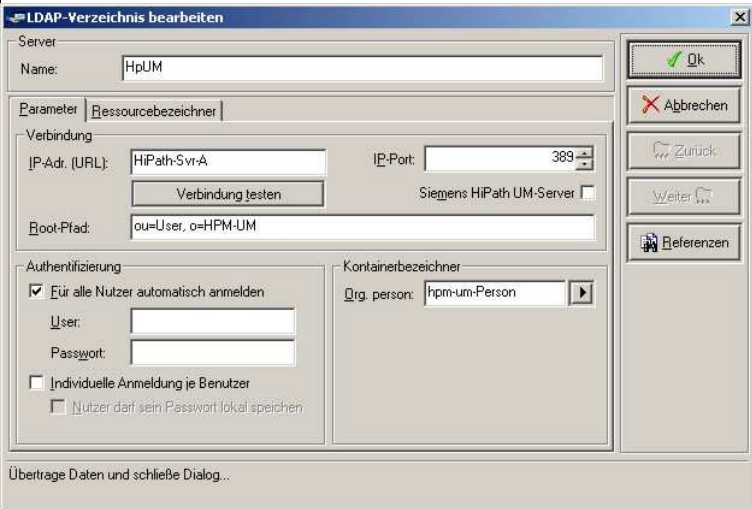

Field	Description
	
Window area "Server"	
Name	Input field for a brief description of the LDAP server (max. 30 characters) for its listing in tables and list fields.
Tab "Parameters"	
	
Window area "LDAP Connection"	
IP addr. (URL)	TCP/IP address or computer name of the LDAP servers.
IP port	TCP/IP port used by the LDAP server for queries.
	click Test connection . Correct your entries if an error message appears.
Siemens HiPath UM server	Please note that if this field is checked, the server in question is a Siemens HiPath UserManagement server (see Chapter 5, "Special characteristics of Siemens HiPath UserManagement servers").

Table 5-32 Description of the fields in the window "Edit LDAP directory"

Configure Parameters
 Create LDAP directories

Field	Description
Root path	<p>"root" path of the LDAP server, used to store its directory.</p> <p>Usually, this entry will be structured as follows:</p> <ul style="list-style-type: none"> • in the Siemens HiPath UserManagement: „ou=User, o=HPM-UM" • in the "Microsoft Active Directory: "CN=Users, DC=<mycompany>,DC=<de>" • with other servers: see documentation of the respective LDAP server.
Window area "Authentication"	
User	<p>Please enter a user who is authorized to address inquiries to the LDAP server.</p> <p>If you want to carry out anonymous queries, no entries need to be made in this field.</p>
Password	<p>Please use this field to enter the password for the user you specified in the field before.</p> <p>If you want to carry out anonymous queries, no entries need to be made in this field.</p>
Individual login per user	<p>If this field is marked, every user must sign on individually for queries using the LDAP server.</p>
User may locally re-member his login data	<p>If this field is marked, every user may store his/her authentication per server locally. This enables the Administrator-Tool to retain the authentication data beyond the program end.</p> <p>The authentication data is stored encoded in the Windows registry.</p>
Window area "Container specifiers"	

Table 5-32 Description of the fields in the window "Edit LDAP directory"


Field	Description
Org. person	<p>This field is destined for the name of the object class used in the LDAP server to store the address data.</p> <p>In general, this entry has the following format:</p> <ul style="list-style-type: none"> • Siemens HiPath UserManagement: "hpm-um-Person" • Microsoft Active Directory: „OrganizationalPerson" • Other servers: mostly also "organizationalPerson", see documentation of the LDAP server.
	<p>click this button to open the following menu.</p> <div style="border: 1px solid gray; padding: 5px; margin: 10px 0;"> <p>Set all entries to standard LDAP server</p> <p>Set all entries to Microsoft Active Directory</p> <p>Set all entries to Siemens HiPath UserManagement</p> </div> <p>Select the corresponding menu item to enter default values in the fields "Root path" and "Org person".</p>
Automatic login for all users	<p>If this field is marked, all users will be logged onto the LDAP server with the same user name and password for queries or collations (see the next two fields).</p>

Table 5-32 Description of the fields in the window "Edit LDAP directory"

Configure Parameters
Create LDAP directories

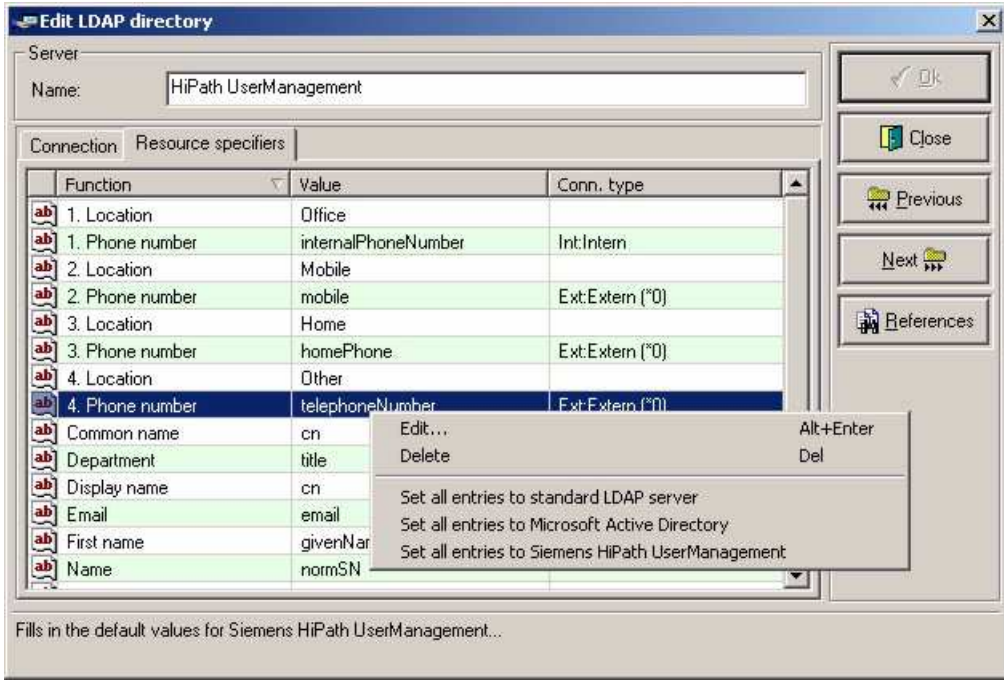
Field	Description
<p>Tab "Resource specifiers"</p> 	
<p>Field of table</p>	<p>The column "Function" describes the fields in the DAKS subscriber list that can be filled when running an import from the LDAP directory.</p> <p>In the column "Value", you can edit the correlating field name of the LDAP container that you previously specified under "Org. Person".</p> <p>Use the column "Conn. type" to enter the default value that you want to use for the telephone numbers.</p> <p>Make a right mouse click to open the context menu on the window. Use this menu to enter the field names for the LDAP files listed there.</p>

Table 5-32 Description of the fields in the window "Edit LDAP directory"

5.13.2 Special characteristics of Siemens HiPath UserManagement servers

As of the Version 6.1, DAKS Release 6, HiPath DAKS V2.1 comes with an extended interface to the Siemens HiPath UserManagement.

The LDAP interface serves not only to copy address datasets to the subscriber list, it also enables DAKS to link the copied datasets with its HiPath UserManagement sources and register itself there for possible changes to the datasets. If one of these datasets is modified or deleted in HiPath UserManagement, DAKS-TTDbServer will receive a corresponding notification and highlight the pertinent subscriber entry in color.

In a separate step, the datasets that are highlighted in this way can thus be verified by a DAKS Administrator.

The reasons why this is not effected automatically are:

- Changes of name fields of a set of data can have repercussions on subscriber's assignment to the different application groups.
- Changes made to the telephone numbers belonging to a dataset might affect the assignment of the connection type for these numbers.

5.13.3 Example configurations

Siemens HiPath UserManagement server

Field	Contents
Name	e.g. My company
IP addr. (URL)	IP address of your HiPath UserManagement server
IP port	389
Root path	ou=User, o=HPM-UM
Automatic log-on for all users	Marked
User	<empty>
Password	<empty>
Individual sign-on for each user	Not marked
User may store his/her password locally	Not marked
Org. person	hpm-um-person
1. Name field (e. g. "Name")	normSN
Table 5-33 Example configuration "Siemens HiPath UserManagement"	
2. Name field (e. g. "First name")	givenName
3. Name field (e. g. "Department")	org1
4. Name field (e. g. "Position")	title
General name	cn
Displayed name	cn
Preferred language	preferredLanguage
Unequivocal identifier	umuid
E-mail	E-mail
RDN	<empty>
Title	salutation
1. Phone number	internalPhoneNumber
1. Location	Internal
1. Connection type	„INT:Internal"
2. Phone number	mobile
2. Location	Mobile
2. Connection type	"EXT:External"

Field	Contents
3. Phone number	homePhone
3. Location	Home
3. Connection type	"EXT:External"
4. Phone number	telephoneNumber
4. Location	Other Functions
4. Connection type	"EXT:External"

Table 5-33 Example configuration "Siemens HiPath UserManagement"

Microsoft Active Directory

Field	Contents
Name	e.g. My company
IP addr. (URL)	IP addr. of your Active Directory server
IP port	389
Root path	e.g. CN=Users, DC=mycompany, DC=de
Automatic log-on for all users	Not marked
User	<empty>
Password	<empty>
Individual sign-on for each user	Marked
User may store his/her password locally	Marked
Org. person	OrganizationalPerson
1. Name	sn
2. Name	givenName
3. Name	department
4. Name	description
General name	cn
Displayed name	displayName
Preferred language	preferredLanguage
Unequivocal identifier	sAMAccountName
E-mail	mail
RDN	rdn
Title	title
1. Phone number	telephoneNumber
1. Location	Internal
1. Connection type	„INT:Internal"
2. Phone number	mobile
2. Location	Mobile
2. Connection type	"EXT:External"
3. Phone number	homePhone
3. Location	Home

Table 5-34 Example for configuring the "Microsoft Active Directory"

Field	Contents
3. Connection type	"EXT:External"
4. Phone number	internationalSDNnumber
4. Location	Other functions
4. Connection type	"EXT:External"

Table 5-34 Example for configuring the "Microsoft Active Directory"

5.13.4 Delete LDAP directories



Please note that before an LDAP directory can be deleted, all references of its listed subscribers must be removed (Section 5.13.5, "Edit or delete LDAP directory references").

Follow the instructions below to delete a LDAP directory:



No.	Task
1.	Select "LDAP directory" in the tree view. This will open a list of all registered LDAP directories.
2.	In this list, please select the LDAP directory you want to delete. You can also select several directories at the same time.
3.	Click the symbol  in the menu bar.
4.	Confirm the prompt with Yes . The directory is deleted. If any subscribers references to this LDAP directory should still exist after the directory is deleted, the "LDAP directory references" window will automatically open up (Section 5.13.5, "Edit or delete LDAP directory references").

Table 5-35 Delete LDAP directories

5.13.5 Edit or delete LDAP directory references

The window "LDAP directory references" can be opened directly from the window "Edit LDAP directory". The "LDAP directory references" window lists all subscriber that refer to this LDAP directory, i. e. every subscriber who was previously copied from this directory. In the "LDAP directory references" window you can edit the subscriber-specific data or delete the references to the LDAP directory altogether.



When trying to delete an LDAP directory that is still being referred to by subscribers, the window "LDAP directory references" will automatically pop up.

Carry out the following tasks to edit or delete LDAP directory references:

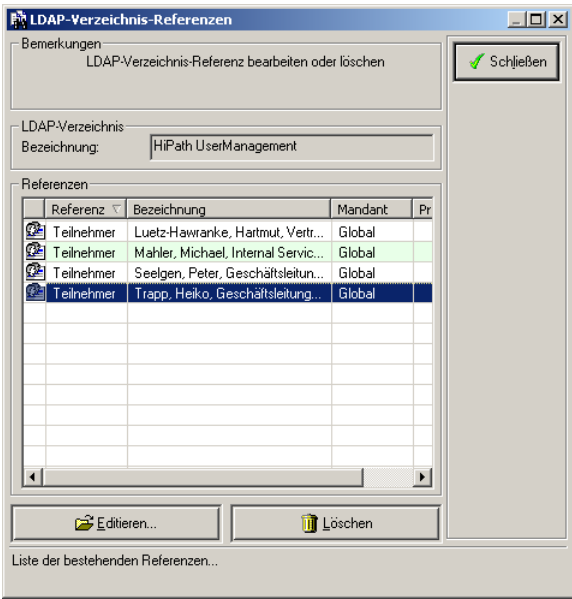
No.	Task
1.	<p>Select the LDAP directory you want to edit and click References. This will open the window "LDAP directory references".</p> 
2.	<p>Editing reference entries: Select the desired reference entry and click Edit or double-click the entry. You are moved directly to the subscriber-specific settings of the referenced application.</p> <p>Deleting reference entries: Select the reference entry to be deleted and click Delete. Confirm the prompt with Yes. The references are removed from the selected subscribers. Once the entire list is empty, the LDAP directory can be deleted as well.</p>

Table 5-36 Edit or delete LDAP directory references

5.14 Create holiday settings

DAKS can dialing subscribers not only in keeping with the defined time zones but also in keeping with up to 30 different holiday settings.

The holidays listed here can be applied both to subscribers (Section 8.4.2, "Edit destinations") and within the schedule actions (Section 17.3.1, "Add and edit scheduled actions").

5.14.1 Add and edit holidays

Follow the below instructions to add a new or rename an already existing holiday:

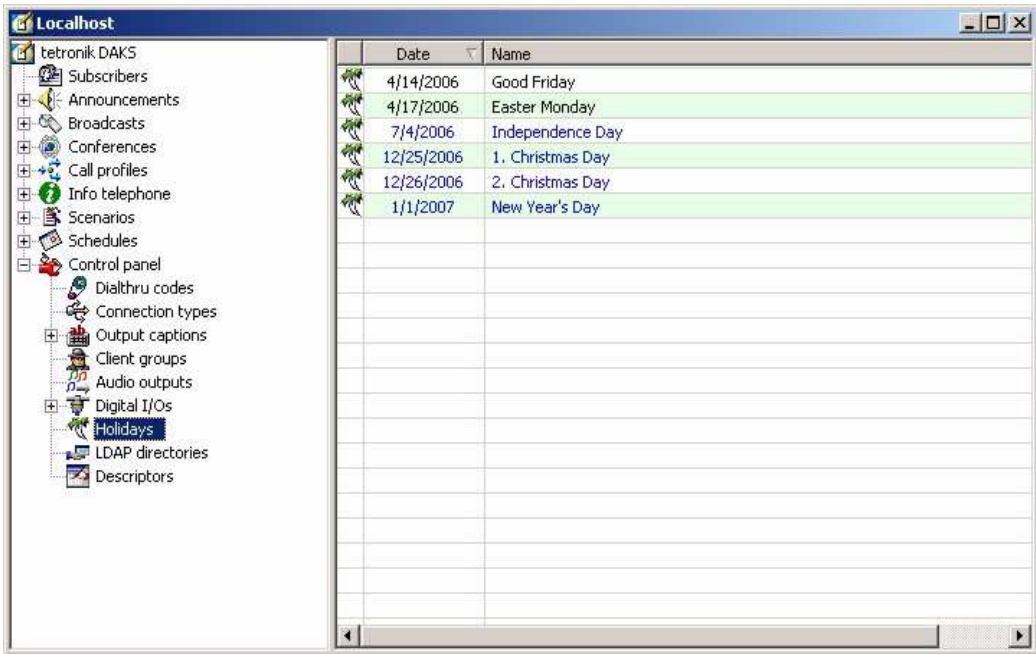


No.	Task
1.	In the tree view open "Control panel". All parameters are displayed in the list window.
2.	Double-click "Holidays" in the list window. All previously created holidays will, if available, be displayed in the list window. Holidays that are repeated annually are marked in blue.
	
3.	Click the symbol  in the menu bar to add a new holiday, or select the holiday you want to edit and click  . A new holiday is created or the holiday is released for editing.
4.	Enter a name for the new holiday.

Table 5-37 Add and rename holidays

Configure Parameters
 Create holiday settings

No.	Task
5.	Enter the date of the holiday and define if the holiday recurs annually on the same day and in the same month, for example 1. Christmas Day.
6.	Click OK to save your entries.

Table 5-37 Add and rename holidays

Description of the fields in the window "Edit holidays"


Field	Description
	
Window area "Static"	
Text field	Input field for a name of the holiday (max. 20 characters) to be output in the tables and list fields.
Window area "Date"	
Status field	The date that is currently chosen is displayed here.
Date field	This selection field defines the date of the holiday
Repeated annually	Mark this field, if the holiday recurs annually on the same day and month like 1. Christmas Day.

Table 5-38 Description of the fields in the window "Edit holidays"

5.14.2 Delete holiday settings

Follow the below instructions to delete a holiday setting:


No.	Task
1.	In the tree view open "Control panel". All parameters are displayed in the list window.
2.	Double-click "Holidays". All holiday settings that have been created up to now will be displayed in the list window.
3.	Select the holiday you want to delete in the list field.
4.	Click the symbol  in the menu bar.
5.	Confirm the prompt with Yes. The holiday will now be deleted.

Table 5-39 Delete holiday settings

5.15 Edit descriptors

DAKS supports variable descriptors. This enables you to customize the naming of the fields for subscriber data and also the column descriptors for the subscriber list and the descriptors of the announcement groups to match your individual needs and requirements, e. g. by renaming the fields "Position" and "Department" to "Area" and "Building". The descriptors can be customized to each language that is supported by the system.

Follow the below instructions to edit a descriptor:

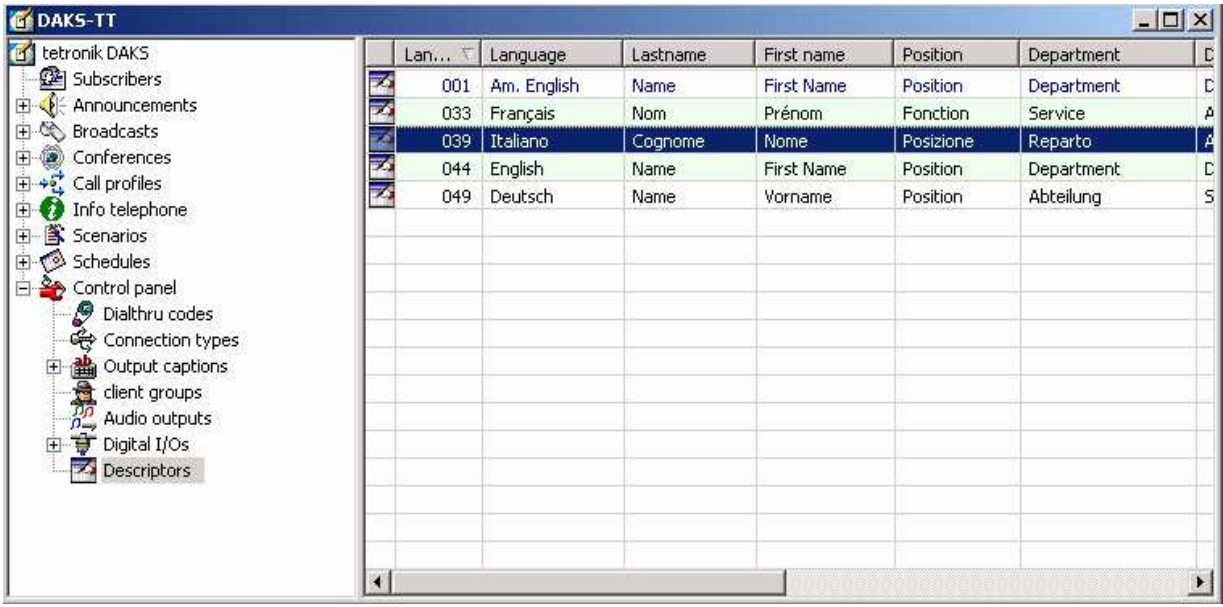
No.	Task																																				
1.	In the tree view open "Control panel". All parameters are displayed in the list window.																																				
2.	Double-click "Descriptors" in the list window. The current descriptors are displayed in the list window.																																				
3.	Double-click the descriptor that you want to edit in the desired language column. The entry is released for editing.																																				
 <p>The screenshot shows the DAKS-TT application window. On the left is a tree view with the following items: tetronik DAKS, Subscribers, Announcements, Broadcasts, Conferences, Call profiles, Info telephone, Scenarios, Schedules, Control panel, Dialthru codes, Connection types, Output captions, client groups, Audio outputs, Digital I/Os, and Descriptors. The 'Control panel' and 'Descriptors' items are expanded. On the right is a table with the following data:</p> <table border="1"> <thead> <tr> <th>Lan...</th> <th>Language</th> <th>Lastname</th> <th>First name</th> <th>Position</th> <th>Department</th> </tr> </thead> <tbody> <tr> <td>001</td> <td>Am. English</td> <td>Name</td> <td>First Name</td> <td>Position</td> <td>Department</td> </tr> <tr> <td>033</td> <td>Français</td> <td>Nom</td> <td>Prénom</td> <td>Fonction</td> <td>Service</td> </tr> <tr> <td>039</td> <td>Italiano</td> <td>Cognome</td> <td>Nome</td> <td>Posizione</td> <td>Reparto</td> </tr> <tr> <td>044</td> <td>English</td> <td>Name</td> <td>First Name</td> <td>Position</td> <td>Department</td> </tr> <tr> <td>049</td> <td>Deutsch</td> <td>Name</td> <td>Vorname</td> <td>Position</td> <td>Abteilung</td> </tr> </tbody> </table>		Lan...	Language	Lastname	First name	Position	Department	001	Am. English	Name	First Name	Position	Department	033	Français	Nom	Prénom	Fonction	Service	039	Italiano	Cognome	Nome	Posizione	Reparto	044	English	Name	First Name	Position	Department	049	Deutsch	Name	Vorname	Position	Abteilung
Lan...	Language	Lastname	First name	Position	Department																																
001	Am. English	Name	First Name	Position	Department																																
033	Français	Nom	Prénom	Fonction	Service																																
039	Italiano	Cognome	Nome	Posizione	Reparto																																
044	English	Name	First Name	Position	Department																																
049	Deutsch	Name	Vorname	Position	Abteilung																																
4.	Change the entry and confirm your input with Enter .																																				

Table 5-40 Edit descriptors

5.16 Display outputs

DAKS provides texts and call numbers on the active broadcast, the active conference or the active call profile to all subscribers:

- **Texts** and **call numbers** on digital system telephones with display (DIGITE) in the CorNet network
- **Call numbers** on digital terminals with display
- **Messages** sent in DTMF on the display of certain pagers

For the broadcasts, conferences and call profiles applications, the settings in the "Display" tab are identical.

For this reason, the window areas:

- Display outputs to initiator
- Display outputs to other subscribers
- Display output to pagers

are described all together at this point.

Description of the fields for the display outputs in the "Display" tab

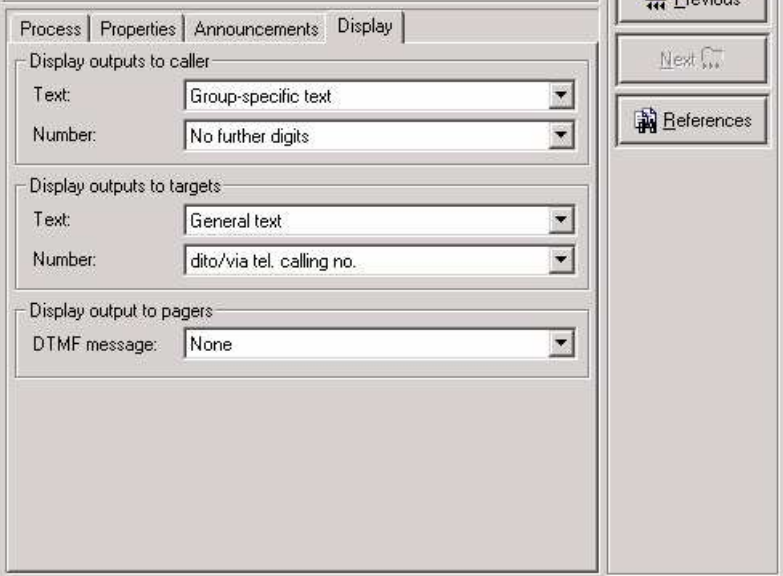
Field	Description
<p>Tab "Display"</p> 	
<p>Window area "Display outputs to caller"</p>	
<p>Text</p>	<p>Selection field for the "Connected Name" registered for the subscriber by DAKS in the D-channel</p> <ul style="list-style-type: none"> • that triggers the broadcast, or • initiates the conference, or • activates the call profile. <p>Selection options</p> <ul style="list-style-type: none"> • Group-specific text (default): The broadcast, conference, Info Telephone or call profile description • General text: The specified general text in the respective application-specific parameters

Table 5-41 Description of the fields for the display outputs in the "Display" tab

Field	Description
Number	<p>Selection field for the "Connected Number" registered for the subscriber by DAKS in the D-channel</p> <ul style="list-style-type: none"> ● that triggers the broadcast, or ● initiates the conference, or ● activates the call profile. <p>For this purpose, the "Code incoming" (Section 5.2, "Edit basic parameters") registered in the basic parameters will be prepended to the selection that is made here.</p> <p>Selection options</p> <ul style="list-style-type: none"> ● No further digits (default): "Code incoming" only ● All suffix digits: "Code incoming" and all digits dialed by callers after the DAKS tie line code ● Suffix digits from ID: "Code incoming" and all digits dialed from the broadcast, conference, Info Telephone or call profile identifier (useful if DAKS is e. g. reached by a "fictional" call number that also contains the suffix code).

Table 5-41 Description of the fields for the display outputs in the "Display" tab

Field	Description
Window area "Display outputs to targets"	
Text	<p>Selection field for the "Connected Name" registered by DAKS in the D-channel or the "Connected Name" for the subscribers</p> <ul style="list-style-type: none"> ● that are called by DAKS or ● that called into DAKS as normal subscribers (i. e. not as initiator), for example to join a conference or confirm receipt of a message <p>Selection options</p> <ul style="list-style-type: none"> ● General text <ul style="list-style-type: none"> – the specified general text in the respective application-specific parameters ● Group-specific text (default setting for broadcasts and conferences): <ul style="list-style-type: none"> – the broadcast, conference, Info Telephone or call profile description ● Initiator/input name (default for call profiles): <ul style="list-style-type: none"> – for activation via hardware input: the input description – for activation via light signaling interface: The specified text from external systems, if necessary, without the first digits when these are transferred as a number (see below) – for activation by telephone: The received "Calling Name" – if more than 16 characters: option to scroll with * and # ● ditto, with A:,C:,P: <ul style="list-style-type: none"> – corresponds in principle to the "Initiator/input name" variant, but is prefixed here by the following letter when activated by telephone: A: for alerts /broadcasts C: for conferences P: for call profiles ("Personal Calls") ● ditto, after group-specific text: <ul style="list-style-type: none"> – corresponds in principle to the "Initiator/input name" variant, however is still sent before broadcast, conference, Info Telephone or call profile description. ● Subscriber/input name: <ul style="list-style-type: none"> – for activation over the phone or through the Operator-Tool: Shortened subscriber text from the subscriber list – for input activation: "Input description" ● Announcement-specific text (only in conjunction with broadcasts): <ul style="list-style-type: none"> – Description and content of the field "Display text" for the relevant announcement (played to the called subscriber)

Table 5-41 Description of the fields for the display outputs in the "Display" tab

Field	Description
Number	<p>Selection field for the "Connected Number" registered by DAKS in the D-channel or "Calling Number" for the subscribers</p> <ul style="list-style-type: none"> ● that are called by DAKS or ● that are called by DAKS as normal subscribers (i. e. not as initiator) to join a conference or to confirm receipt of a message, for example <p>For this purpose, the "Code outgoing" (Section 5.2, "Edit basic parameters") entered in the basic parameters precedes the one selected here for incoming or outgoing connections.</p> <p>Selection options</p> <ul style="list-style-type: none"> ● No further digits (default): "Code incoming" only ● Access ID Identifier of the activated or initiated broadcast, conference, Info Telephone or call profile ● Initiator/input cost center (default for broadcasts and conferences): <ul style="list-style-type: none"> – cost center of the initiating subscriber, operator or inputs (if unknown: default cost center) – when, if activated by a nurse call system interface, the display text specified by the external system begins with up to 6 digits + a space, the digit sequence will be used as the cost center; if not, the default cost center will be applied ● ditto/via tel. calling no. (default for call profiles): <ul style="list-style-type: none"> – when activated via hardware input or Operator-Tool: the cost center of the hardware input or Operator (if unknown, default cost center) – when activated by telephone: the received "Calling Number" of the caller – when, if activated by a nurse call system interface, the display text specified by the external system begins with up to 6 digits + a space, the digit sequence will be used as the cost center; if not, the default cost center will be applied

Table 5-41 Description of the fields for the display outputs in the "Display" tab

Field	Description
Number (continued)	<ul style="list-style-type: none"> ● ditto, outgoing cost center: <ul style="list-style-type: none"> – as "ditto/via tel. calling no.", however the cost center of the subscriber being called is used for all outgoing connections (if unknown, default cost center) ● ditto/outgoing external cost center: <ul style="list-style-type: none"> – as "ditto/via tel. calling no.", however the cost center of the subscriber being called is used for all outgoing external connections (if unknown, default cost center)
Window area "Display output to pagers"	
DTMF message	<p>Selection field for the type of message sent by DAKS if, e. g. specific pagers are called during broadcasts (such as those that expect a DTMF message in the B-channel).</p> <p>Selection options</p> <ul style="list-style-type: none"> ● None (default): no message ● Initiator/input cost ctr: cost center of the initiating subscriber or input (if unknown: default cost center) ● Access ID: Identifier for activating or for initiating the group or the call profile ● Pager cost center: The registered call center in the subscriber list for the pager to be called (if unknown: default cost center) ● Access ID + no. of the act. subs.: Identifier of the group and call number of the initiating subscriber (if known) ● Call no. of the act. subs. only: Call number of the initiating subscriber (if known) ● ID of the broadcast announcement (only for broadcasts) Output of the ID of the broadcast's current or default announcement

Table 5-41 Description of the fields for the display outputs in the "Display" tab

6 SMS Retrieval Service

Overview

This chapter will show you how to set up and administrate the SMS retrieval service. Additionally, it will give you instructions how to call up SMS messages over the telephone.

Contents

The chapter covers the following sections:

- 6.1 General information on the SMS retrieval service
- 6.2 Configuring the SMS retrieval service
- 6.3 Overview of SMS messages per subscriber in the system
- 6.4 Retrieving SMS messages using Optiset/Gigaset handsets
- 6.5 Special connection type "GSM-SMS"

6.1 General information on the SMS retrieval service

The SMS retrieval service enables you to retrieve at the push of a button the last 8 alphanumeric messages from a HiPath telephone, for example alarm messages, with the date and time when the message was sent and additional information. Here you can switch between messages, scroll up and down in the message, and delete messages selectively.

The criteria governing the transfer of messages to the SMS memory and the message content are determined by the respective application or by the Host system.

The messages are stored centrally in a 1 MByte capacity SMS memory on the DAKS server; this has the following advantages compared to storing the messages in the terminal itself:

- The messages are also stored if the DECT subscriber cannot be reached at the moment.
- The messages can be called up from any HiPath system telephone.
- The data is safely stored and cannot be lost, e. g. due to empty batteries.
- The effect as in the GSM area, for example, that new messages no longer have space on the SIM card and cannot therefore be stored, does not arise.

6.2 Configuring the SMS retrieval service

Follow the instructions below to configure the SMS retrieval service:


No.	Task
1.	Start the Administrator-Tool and log on.
2.	Select "Parameters" in the tree view. All parameters will be output in the list window.
3.	Select "Basic parameters" in the list window and click on  . The "Edit basic parameters" window is opened.
4.	Change to the "Enhanced" tab.
5.	Make the settings in keeping with the ensuing field descriptions.
6.	Click on OK to save your entries.

Table 6-1 Configuring the SMS retrieval service



Warning

Please note that changes made to the "Max. length of SMS messages" parameter entail that the SMS memory of the DAKS server is reformatted and that all information stored here will be lost in the process.

Description of the fields in the tab "Enhanced" of the window "Edit basic parameters"

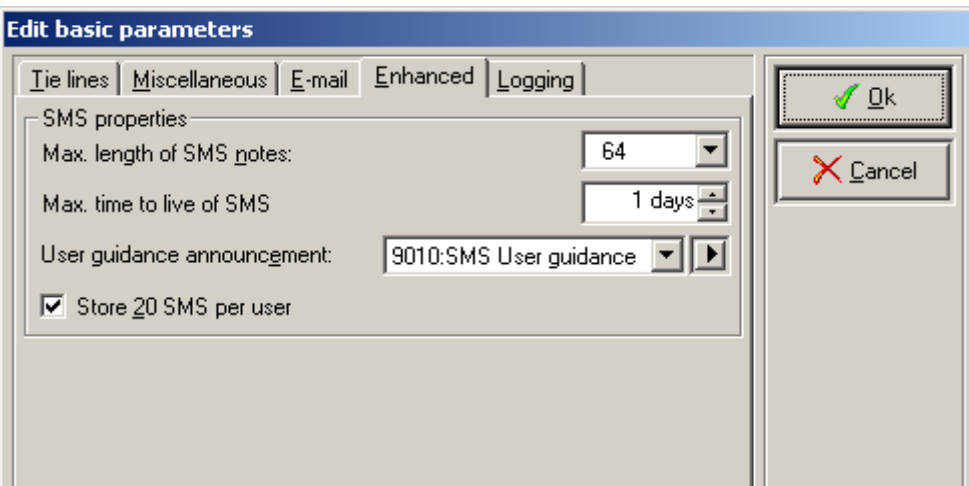
Field	Description
	Window area "SMS properties"
Max. length of SMS messages	<p>Selection field sets the maximum length of an SMS message. Selection: 32, 64, 100, 128 or 160 characters (default 64)</p> <p>In Chapter 6, "Overview of SMS messages per subscriber in the system" you will find a list of how many SMS messages can be administered per subscriber, plus the total number of subscribers permissible and the maximum length of the SMS messages.</p> <p>Please note that changes made to this parameter will entail that the SMS memory of the DAKS server is reformatted and that all information stored therein will be lost in the process.</p>
Max. time to live of SMS	<p>Selection field determines the number of days that an SMS message is stored. Older SMS messages are automatically deleted. (Default 10 days)</p>
User guidance announcement	<p>Selection field for selecting the announcement for the user guidance announcement for retrieving an SMS (default "none"). The user guidance announcement is played once at the beginning of the SMS retrieve dialog.</p>

Table 6-2 Description of the fields in the tab "Enhanced" of the window "Edit basic parameters"

Field	Description
Store 20 SMS per user	<p>If this checkbox is marked:</p> <ul style="list-style-type: none"> • up to 20 SMS messages or notes will be stored for each subscriber; if not, no more than 8 per subscriber. • the values offered in the selection field "Max. length of SMS message" are limited to 32, 64 and 100. <p>In Chapter 6, "Overview of SMS messages per subscriber in the system" you will find a list of how many SMS messages can be administered per subscriber, plus the total number of subscribers permissible and the maximum length of the SMS messages.</p> <p>Please note that changes made to this parameter will entail that the SMS memory of the DAKS server is reformatted and that all information stored therein will be lost in the process.</p>

Table 6-2 Description of the fields in the tab "Enhanced" of the window "Edit basic parameters"

6.3 Overview of SMS messages per subscriber in the system

The below table illustrates for Version 6.11 how many SMS messages can be stored in the system for each subscriber, plus the total number of subscribers permissible and the maximum length of the SMS messages.

SMS length	Number of SMS messages per subscriber	Number of subscribers for SBC-33	Number of subscribers for SBC-32
32	8	3,650	1,750
	20	1,500	750
64	8	2,500	1,200
	20	1,000	500
100	8	1,850	900
	20	750	350
128	8	1,500	750
160	8	1,250	600

Table 6-3 Overview of SMS messages per subscriber in the system



If the maximum number of SMS messages for an individual user is reached and there is a new SMS coming in for that user, DAKS will automatically delete the oldest of that user.

6.4 Retrieving SMS messages using Optiset/Gigaset handsets

DAKS provides 2 suffix codes to retrieve SMS messages:

- Retrieving SMS messages or notes with 16 characters (per line), primarily for portable Gigaset handsets and
- Retrieving SMS messages or notes with 24 characters (per line), primarily for fixed Optiset handsets.

For the purpose of the following examples of entries, let us assume that the DAKS server is reached with the tie trunk code (DAKS call number) 800. The suffix codes are set to their default values (Section 5.5, "Specify suffix codes"). For a clear presentation, the input blocks are separated by spaces.

To reproduce the examples, replace the tie trunk code 800 with the call number of your DAKS server, enter your PIN and, if necessary, adjust the suffix codes. Spaces are not entered.

Proceed as follows to call up and delete SMS messages:

Step by step



Enter the
DAKS call number + suffix code for "System function - call up SMS
message with 16 characters"
or
DAKS call number + suffix code for "System function - call up SMS
message with 24 characters",
e. g.: "800 **06**" or "800 **07**".

SMS SERVICE PIN ?

Prompt for "Enter PIN".



Enter your PIN and complete the entry with the
key.

NO MESSAGE!

If no message is available

or

1: 09.03 15:39 -

<Text of message 1>

Display of the newest message (always no. 1)



Playing of the user guidance announcement.



Select the message you want to read or delete with keys 1 to 8,
e. g.: **7**.

7: 09.03 12.34

<Text of message 7>



Scroll forwards through an SMS with the * key and backwards with
the # key.



Enter **0** to delete the message.

MESSAGE

DELETE? *=YES

Display output if you have pressed the **0** to delete the note.



Confirm the delete function with the * key, the note is deleted and
you return to the SMS display, or
press the # key, the SMS is not deleted and you also return to the
SMS display.

6.5 Special connection type "GSM-SMS"

Principle of operation

In addition to dialing via dial-up telephone connections, DAKS also supports the selection of SMS service centers using a dial-up modem connection. In this way, SMS messages can for example also be sent to GSM cellphones.

To do this, a serial interface of the DAKS server is connected to either a digital, an analog or a hybrid modem (digital/analog) from which the dial-up connections to the different service centers can be established. It is important that the modem can be addressed by standard AT commands.

Connection type with password

A special connection can be set up for providers who are dialed with a password. This connection type must be set up at the DAKS server via terminal command ("Service Manual HiPath DAKS V2.1 = DAKS Release 6 - Classic Applications"). Here, it is important that the short description of the connection type in the DAKS database matches the values that are entered under "GSM-SMS+ settings" in the DAKS server.

Restrictions for GSM carriers

GSM carriers only support the transmission of SMS messages to a third-party network to a very limited extent. For example, SMS messages cannot be sent to a D2 subscriber via the D1 access. Normally, therefore, the service centers must be called individually.

If a service center is busy or the call is not answered, these are - if necessary - called several times and the dialing pauses are used for calling other service centers.

If the call number or the message is not accepted, there is never any redialing.

SMS message setup

The dialed subscribers receive in their SMS message:

- the number that the subscriber shall receive as specified in the setup of the broadcast group
(if no "Number to subscriber" exists, "000000" will be sent as substitute).
- if applicable, a freely definable display text before the message, e. g. "DAKS SMS: " (Display text no. 64, Section 5.12, "Specify output captions"), extended by a space.
- the text that the subscriber shall receive as laid down in the setup of the broadcast group: where needed truncated, in the event that the total length of the message exceeds 160 characters. End-of-line markers are replaced by spaces.
- if applicable, a concluding text with a prefixed space that is attached to the note if confirmation of receipt is required with PIN, e. g. 'CONFIRMATION!!' (Display text no. 65, Section 5.12, "Specify output captions").

Protocoling

Printouts of the result of subscriber alerts with notifications via SMS are carried out in the same way as in normal subscriber calls, with the bits of the result code being set in a special way (Chapter 9, "Protocoling, Logging and Printouts").

Modem monitoring

The modem is cyclically tested and its status is retained as a system status. This status can be output via an optocoupler output and is, as long as it is available, registered as a system status bit to a Host system via the Host interface.

Currently supported carriers and their SMS accesses

D1 Telekom (AlphaService) - analog and digital	
Analog access no.:	+49 171 / 2092522
Digital access no.:	+49 171 / 2521001
Protocol/databits:	TAP or IXO / 7
Digital data transfer:	X.75/T70
SMS messages per connection:	Officially 7, but more currently possible
Special features:	No error message for sending to other networks if a message does not arrive
Vodafone (D2 Message) - analog and digital	
Analog access no.:	+49 172 / 2278020
Digital access no.:	+49 172 / 2278000
Protocol/databits:	UCP / 8
Digital data transfer:	X.75
SMS messages per connection:	Officially 7, but more currently possible
eplus SMS - analog and digital	
Analog access no.:	+49 177 / 1167
Digital access no.:	+49 177 / 1167
Protocol/databits:	TAP or IXO / 7
Digital data transfer:	X.75/T70
SMS messages per connection:	Officially 1, but more currently possible
O₂ - analog	
Analog access no.:	+49 179 / 7673425
Protocol/databits:	TAP or IXO / 8
SMS messages per connection:	50

Table 6-4 Supported carriers and their SMS accesses

SMS Retrieval Service
Special connection type "GSM-SMS"

Natel-D (Switzerland) - analog and digital	
Analog access no.:	+41 79 / 4998990
Digital access no.:	+41 09 / 00900941
Protocol/databits:	UCP / 8
Digital data transfer:	V120
SMS messages per connection:	Officially 1, but more currently possible
Special features:	Large database account (UCP60) also possible
Swisscom Pager (Switzerland) - analog and digital	
Analog access no.:	+41 74 / 0900003
Digital access no.:	+41 79 / 0233209
Protocol/databits:	TAP or IXO / 7
SMS messages per connection:	10
Special features:	A real pager number without prefix must be specified (e. g. +41 79 12345 => 12345)
Mobilkom Austria (Austria) - analog	
Analog access no.:	066914 (no access from outside Austria according to Mobilkom Austria)
Protocol/databits:	TAP or IXO / 7
Digital data transfer:	T70
SMS messages per connection:	1
Special features:	The receiver call number must begin with 43664
Mobilkom Austria Paging (Austria) - analog	
Analog access no.:	066911 (no access from outside Austria according to Mobilkom Austria)
Protocol/databits:	TAP or IXO / 7
SMS messages per connection:	1
Special features:	Maximum note length: 80 characters

Table 6-4 Supported carriers and their SMS accesses

Cellnet (UK) - analog	
Analog access no.:	+44 860 / 980480
Protocol/databits:	TAP / 8
SMS messages per connection:	1
Mobistar (Belgium) - analog	
Analog access no.:	+32 495 / 955205
Protocol/databits:	UCP / 8
SMS messages per connection:	1
Proximus (Belgium) - analog	
Analog access no.:	+32 75 / 161622
Protocol/databits:	UCP / 8
SMS messages per connection:	1

Table 6-4 Supported carriers and their SMS accesses

SMS Retrieval Service
Special connection type "GSM-SMS"

7 Create and Administrate Announcements

Overview

This chapter shows you how to create and administrate announcements. It covers both the functions provided by the Administrator-Tool as well as the functions that can be performed over the telephone. At the end of the chapter you will find an overview of the professionally recorded announcements that are included in every standard delivery.

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7.3 Create and administrate announcements

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7.7.3 Application 'Broadcasts/Alarms'

7.7.4 Application 'Conferences'

7.7.5 Application 'Call profiles'

Create and Administrate Announcements

7.7.6 Application 'Info Telephone'

7.7.7 Application 'Personal protection'

7.7.8 Options - Control (Microsoft® Sounds and Audio Devices)

7.1 Announcements in the DAKS server

DAKS has a dynamically-administrated and digital long-term speech memory (SmartMediaCard) with a total capacity of up to 120 minutes in up to 450 partitions. The announcement administration is carried out directly on the PC via the Administrator-Tool. You can also record and delete announcements or trigger their playback over the telephone.

Physical and composed announcements

DAKS supports "physical announcements". These are announcements that occupy memory space on the DAKS server, as well as "composed announcements", i. e. announcements that are composed of a freely selectable concatenated sequence of existing physical announcements. Note that the "composed announcements" do not occupy any additional storage space in the voice memory.

Administration via PC

From the PC, you can redefine, modify and delete announcements, query their states, and protect them against being recorded over or deleted.

Also, you can load wave files onto and out of the DAKS server, i. e. not only can you archive announcements stored in the DAKS server as wave files on your PC and edit them there, you can also transfer ready-made wave files, such as the professionally recorded announcements that are included in the delivery, to the DAKS server.

Administration via telephone

Announcements in the voicemail can be recorded, played back and deleted from any or only from authorized telephones worldwide, in combination with digital telephones in the CorNet network with user guidance over the display.

Additional audio inputs

If the DAKS server is equipped with audio inputs, announcements can also be recorded via an audio input (e.g. for announcements prerecorded on tape). This means the user can listen to the announcements from the audio input in his telephone handset.



Please note that, after completing the installation, all delivered announcements must first be transferred to the DAKS server before they can be used in the applications (Section 7.4.1, "Transfer and receive announcements from the lists window to the DAKS server").

7.2 Interdependence of announcement settings

In addition to the settings in the "Edit physical announcement" window, there are other system parameters that also have an effect on the announcements.

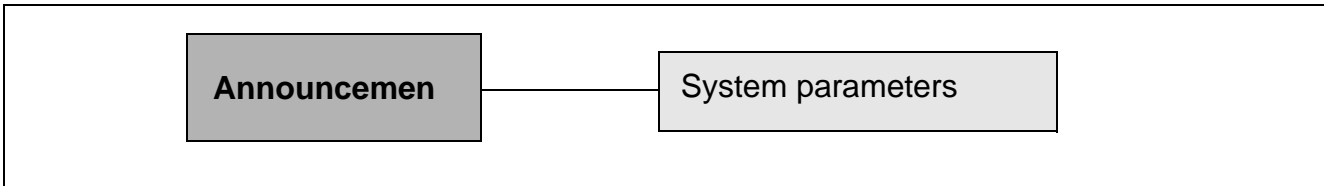


Image 7-1 Dependence of the announcement settings on other settings

System parameters:

- **Suffix dialing numbers**
Suffix dialing numbers define the combinations of digits that enable the recording and playback of announcements on the telephone (Section 5.5, "Specify suffix codes").
- **Clients**
Announcements can be assigned to client group. Then they can only be used in applications of the respective client groups. Announcements of the "Global" client group can be used by all client groups (Section 5.7, "Set up clients").

7.3 Create and administrate announcements



You must have the respective administrative rights to create and edit announcements. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations (Section 8.5.3, "Administrative rights").



The administration of announcements can also be carried out in off-line mode, i.e. announcements can be created and also deleted. The changes only become effective with the next synchronization on the DAKS server.
The "Receive announcement from DAKS server" function is, however, only available in online mode. Assigned wave files must be manually transferred to the DAKS server before they can be used (Section 7.4, "Transfer to and receive physical announcements at the DAKS server").

7.3.1 Add announcements

Follow the below instructions to add new announcements:

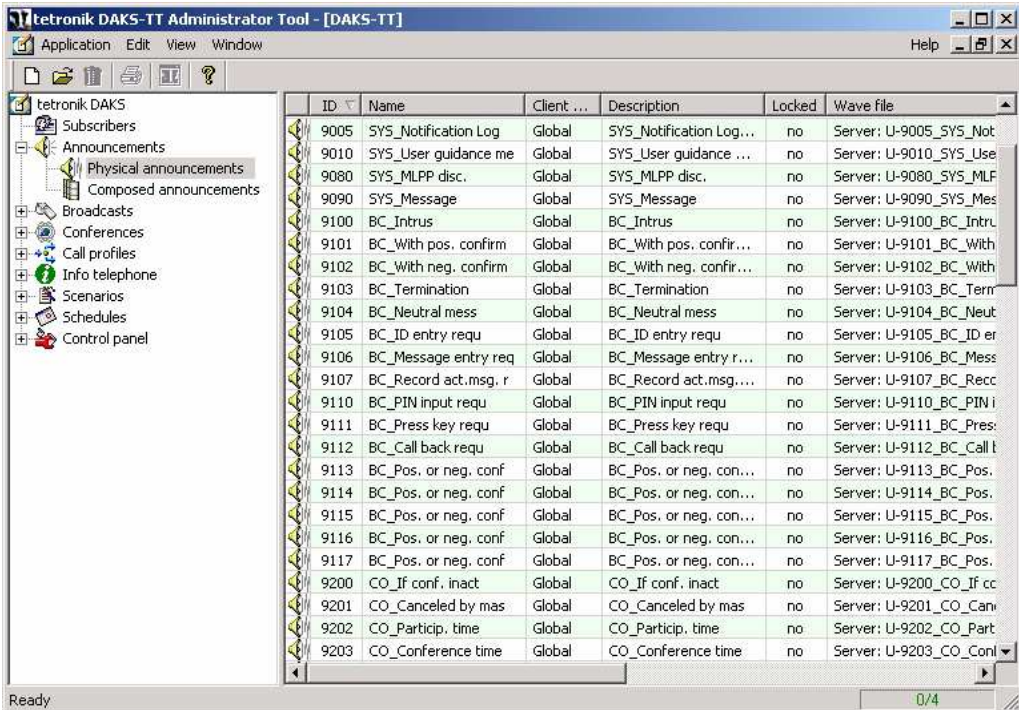

No.	Task																																																																																																																																																						
1.	Start the Administrator-Tool and log in.																																																																																																																																																						
2.	Double-click "Announcements" in the tree view.																																																																																																																																																						
3.	Select the announcements you want to add in the tree view depending on the type of announcement, either "Physical announcements" or "Composed announcements". The corresponding announcement list will now open:																																																																																																																																																						
	 <p>The screenshot shows the 'tetronik DAKS-TT Administrator Tool' window. On the left is a tree view with 'Announcements' expanded into 'Physical announcements' and 'Composed announcements'. The main area displays a table of announcements:</p> <table border="1"> <thead> <tr> <th>ID</th> <th>Name</th> <th>Client ...</th> <th>Description</th> <th>Locked</th> <th>Wave file</th> </tr> </thead> <tbody> <tr><td>9005</td><td>SYS_Notification Log</td><td>Global</td><td>SYS_Notification Log...</td><td>no</td><td>Server: U-9005_SYS_Not</td></tr> <tr><td>9010</td><td>SYS_User guidance me</td><td>Global</td><td>SYS_User guidance ...</td><td>no</td><td>Server: U-9010_SYS_Us</td></tr> <tr><td>9080</td><td>SYS_MLPP disc.</td><td>Global</td><td>SYS_MLPP disc.</td><td>no</td><td>Server: U-9080_SYS_MLF</td></tr> <tr><td>9090</td><td>SYS_Message</td><td>Global</td><td>SYS_Message</td><td>no</td><td>Server: U-9090_SYS_Mes</td></tr> <tr><td>9100</td><td>BC_Intrus</td><td>Global</td><td>BC_Intrus</td><td>no</td><td>Server: U-9100_BC_Intru</td></tr> <tr><td>9101</td><td>BC_With pos. confirm</td><td>Global</td><td>BC_With pos. confir...</td><td>no</td><td>Server: U-9101_BC_With</td></tr> <tr><td>9102</td><td>BC_With neg. confirm</td><td>Global</td><td>BC_With neg. confir...</td><td>no</td><td>Server: U-9102_BC_With</td></tr> <tr><td>9103</td><td>BC_Termination</td><td>Global</td><td>BC_Termination</td><td>no</td><td>Server: U-9103_BC_Term</td></tr> <tr><td>9104</td><td>BC_Neutral mess</td><td>Global</td><td>BC_Neutral mess</td><td>no</td><td>Server: U-9104_BC_Neut</td></tr> <tr><td>9105</td><td>BC_ID entry requ</td><td>Global</td><td>BC_ID entry requ</td><td>no</td><td>Server: U-9105_BC_ID er</td></tr> <tr><td>9106</td><td>BC_Message entry req</td><td>Global</td><td>BC_Message entry r...</td><td>no</td><td>Server: U-9106_BC_Mess</td></tr> <tr><td>9107</td><td>BC_Record act.msg. r</td><td>Global</td><td>BC_Record act.msg....</td><td>no</td><td>Server: U-9107_BC_Recc</td></tr> <tr><td>9110</td><td>BC_PIN input requ</td><td>Global</td><td>BC_PIN input requ</td><td>no</td><td>Server: U-9110_BC_PIN i</td></tr> <tr><td>9111</td><td>BC_Press key requ</td><td>Global</td><td>BC_Press key requ</td><td>no</td><td>Server: U-9111_BC_Pres:</td></tr> <tr><td>9112</td><td>BC_Call back requ</td><td>Global</td><td>BC_Call back requ</td><td>no</td><td>Server: U-9112_BC_Call t</td></tr> <tr><td>9113</td><td>BC_Pos. or neg. conf</td><td>Global</td><td>BC_Pos. or neg. con...</td><td>no</td><td>Server: U-9113_BC_Pos.</td></tr> <tr><td>9114</td><td>BC_Pos. or neg. conf</td><td>Global</td><td>BC_Pos. or neg. con...</td><td>no</td><td>Server: U-9114_BC_Pos.</td></tr> <tr><td>9115</td><td>BC_Pos. or neg. conf</td><td>Global</td><td>BC_Pos. or neg. con...</td><td>no</td><td>Server: U-9115_BC_Pos.</td></tr> <tr><td>9116</td><td>BC_Pos. or neg. conf</td><td>Global</td><td>BC_Pos. or neg. con...</td><td>no</td><td>Server: U-9116_BC_Pos.</td></tr> <tr><td>9117</td><td>BC_Pos. or neg. conf</td><td>Global</td><td>BC_Pos. or neg. con...</td><td>no</td><td>Server: U-9117_BC_Pos.</td></tr> <tr><td>9200</td><td>CO_If conf. inact</td><td>Global</td><td>CO_If conf. inact</td><td>no</td><td>Server: U-9200_CO_If cc</td></tr> <tr><td>9201</td><td>CO_Canceled by mas</td><td>Global</td><td>CO_Canceled by mas</td><td>no</td><td>Server: U-9201_CO_Canv</td></tr> <tr><td>9202</td><td>CO_Particip. time</td><td>Global</td><td>CO_Particip. time</td><td>no</td><td>Server: U-9202_CO_Part</td></tr> <tr><td>9203</td><td>CO_Conference time</td><td>Global</td><td>CO_Conference time</td><td>no</td><td>Server: U-9203_CO_Conf</td></tr> </tbody> </table>	ID	Name	Client ...	Description	Locked	Wave file	9005	SYS_Notification Log	Global	SYS_Notification Log...	no	Server: U-9005_SYS_Not	9010	SYS_User guidance me	Global	SYS_User guidance ...	no	Server: U-9010_SYS_Us	9080	SYS_MLPP disc.	Global	SYS_MLPP disc.	no	Server: U-9080_SYS_MLF	9090	SYS_Message	Global	SYS_Message	no	Server: U-9090_SYS_Mes	9100	BC_Intrus	Global	BC_Intrus	no	Server: U-9100_BC_Intru	9101	BC_With pos. confirm	Global	BC_With pos. confir...	no	Server: U-9101_BC_With	9102	BC_With neg. confirm	Global	BC_With neg. confir...	no	Server: U-9102_BC_With	9103	BC_Termination	Global	BC_Termination	no	Server: U-9103_BC_Term	9104	BC_Neutral mess	Global	BC_Neutral mess	no	Server: U-9104_BC_Neut	9105	BC_ID entry requ	Global	BC_ID entry requ	no	Server: U-9105_BC_ID er	9106	BC_Message entry req	Global	BC_Message entry r...	no	Server: U-9106_BC_Mess	9107	BC_Record act.msg. r	Global	BC_Record act.msg....	no	Server: U-9107_BC_Recc	9110	BC_PIN input requ	Global	BC_PIN input requ	no	Server: U-9110_BC_PIN i	9111	BC_Press key requ	Global	BC_Press key requ	no	Server: U-9111_BC_Pres:	9112	BC_Call back requ	Global	BC_Call back requ	no	Server: U-9112_BC_Call t	9113	BC_Pos. or neg. conf	Global	BC_Pos. or neg. con...	no	Server: U-9113_BC_Pos.	9114	BC_Pos. or neg. conf	Global	BC_Pos. or neg. con...	no	Server: U-9114_BC_Pos.	9115	BC_Pos. or neg. conf	Global	BC_Pos. or neg. con...	no	Server: U-9115_BC_Pos.	9116	BC_Pos. or neg. conf	Global	BC_Pos. or neg. con...	no	Server: U-9116_BC_Pos.	9117	BC_Pos. or neg. conf	Global	BC_Pos. or neg. con...	no	Server: U-9117_BC_Pos.	9200	CO_If conf. inact	Global	CO_If conf. inact	no	Server: U-9200_CO_If cc	9201	CO_Canceled by mas	Global	CO_Canceled by mas	no	Server: U-9201_CO_Canv	9202	CO_Particip. time	Global	CO_Particip. time	no	Server: U-9202_CO_Part	9203	CO_Conference time	Global	CO_Conference time	no	Server: U-9203_CO_Conf
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9010	SYS_User guidance me	Global	SYS_User guidance ...	no	Server: U-9010_SYS_Us																																																																																																																																																		
9080	SYS_MLPP disc.	Global	SYS_MLPP disc.	no	Server: U-9080_SYS_MLF																																																																																																																																																		
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9203	CO_Conference time	Global	CO_Conference time	no	Server: U-9203_CO_Conf																																																																																																																																																		
4.	Click  in the menu bar. This will open the window "Add new physical announcement" or "Add new composed announcement".																																																																																																																																																						
5.	Enter all relevant data (Section 7.3.2, "Edit physical announcements" or Section 7.3.3, "Edit composed announcements").																																																																																																																																																						
6.	Click OK to save your entries. The announcement is created.																																																																																																																																																						

Table 7-1 Add announcements



If no WAV file was assigned to the announcement and transferred to the DAKS server, the announcement must first be recorded before it can be used in applications (Section 7.6, "Record, retrieve and delete announcements over the phone").

7.3.2 Edit physical announcements

Follow the below instructions to edit physical announcements:



No.	Task
1.	Select "Physical announcements" in the tree view. The announcement list will now open.
2.	Select the announcement to be edited and click  . The "Edit physical announcement" window will now open.
3.	Make the settings in keeping with the field descriptions that follow.
4.	Click  and assign a WAV file to the announcement in the selection window. If you do not assign a WAV file, you must record the announcement later by telephone or via the audio input (Section 7.6, "Record, retrieve and delete announcements over the phone").
5.	If you have assigned a WAV file, transfer this file to the DAKS server (Section 7.4, "Transfer to and receive physical announcements at the DAKS server").
6.	Click OK to save the changes.

Table 7-2 Edit physical announcements

Description of the fields in the "Edit physical announcement" window

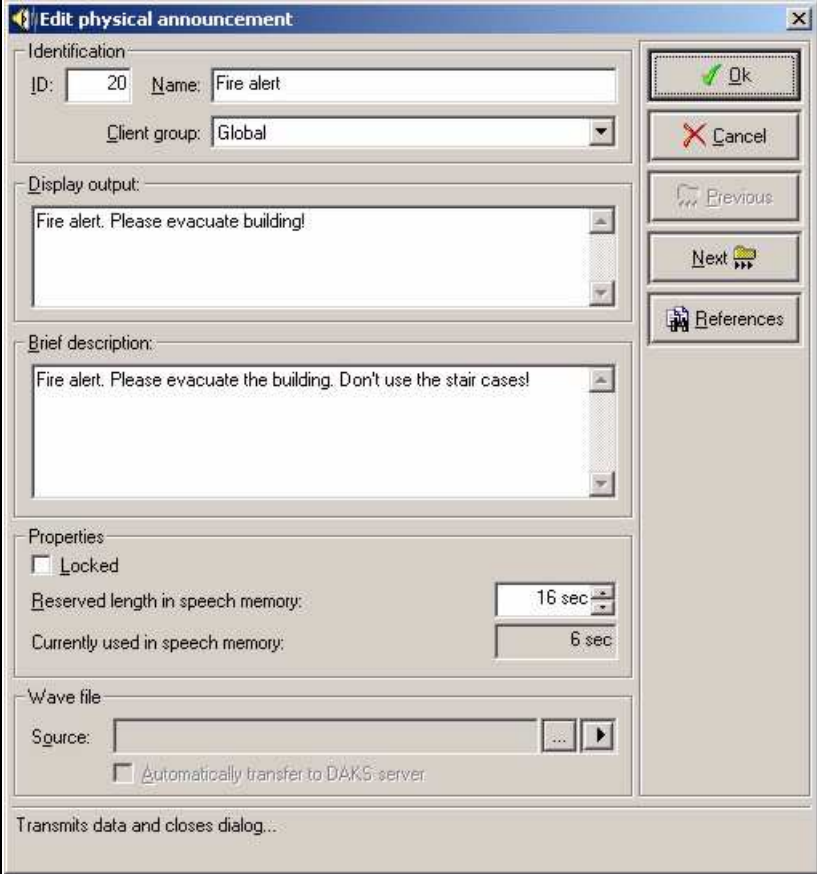
Field	Description
	
Window area "Identification"	
ID	Input field for the identifier of the announcement (max. 4 digits) that is used to access the announcement by telephone.
Name	Input field for a brief description of the announcement (max. 20 characters) for display in tables and list fields and, if applicable, on telephone displays. Please bear in mind that some cordless phones can only display capital letters and no German umlauts. Make sure you take these special features into consideration when making your entries.
Client group	Selection field for the assignment of the announcement to a client group. Announcements can only be administrated by administrators/operators of the same group and can only be integrated in applications of the client group. Announcements of the "Global" client group can be used by administrators of all client groups.

Table 7-3 Description of the fields in the "Edit physical announcement" window

Create and Administrate Announcements
Create and administrate announcements

Field	Description
Window area "Display output"	
Text field	You can use this field to enter a brief description that, if needed, can be sent in a broadcast to the subscribers as an expanded text (max. 64 characters). Please bear in mind that some cordless phones can only display capital letters and no German umlauts. Make sure you take these special features into consideration when making your entries.
Window area "Brief description"	
Text field	Input field for a description. For example, the wording of the announcement can be entered here (max. 255 characters).
Window area "Properties"	
Locked	Check this box to avoid unintentional voice-over or deletion of stationary announcements (recording and deletion protection). This function can only be activated or deactivated with the administrative right "Protect announcements".
Reserved length in speech memory	Reserves the maximum length of the announcement in the speech memory. Longer announcements are truncated.
Currently used in speech memory	Indicates the time currently occupied by the announcement in the speech memory. "0" indicates that no announcement has yet been recorded.
Window area "Wave file"	
Source	Assigns a WAV file to the announcement if the announcement is not to be recorded by telephone or audio input. If a new WAV file is assigned, the "Locked" checkbox is automatically marked.

Table 7-3 Description of the fields in the "Edit physical announcement" window

7.3.3 Edit composed announcements

Follow the below instructions to edit composed announcements:




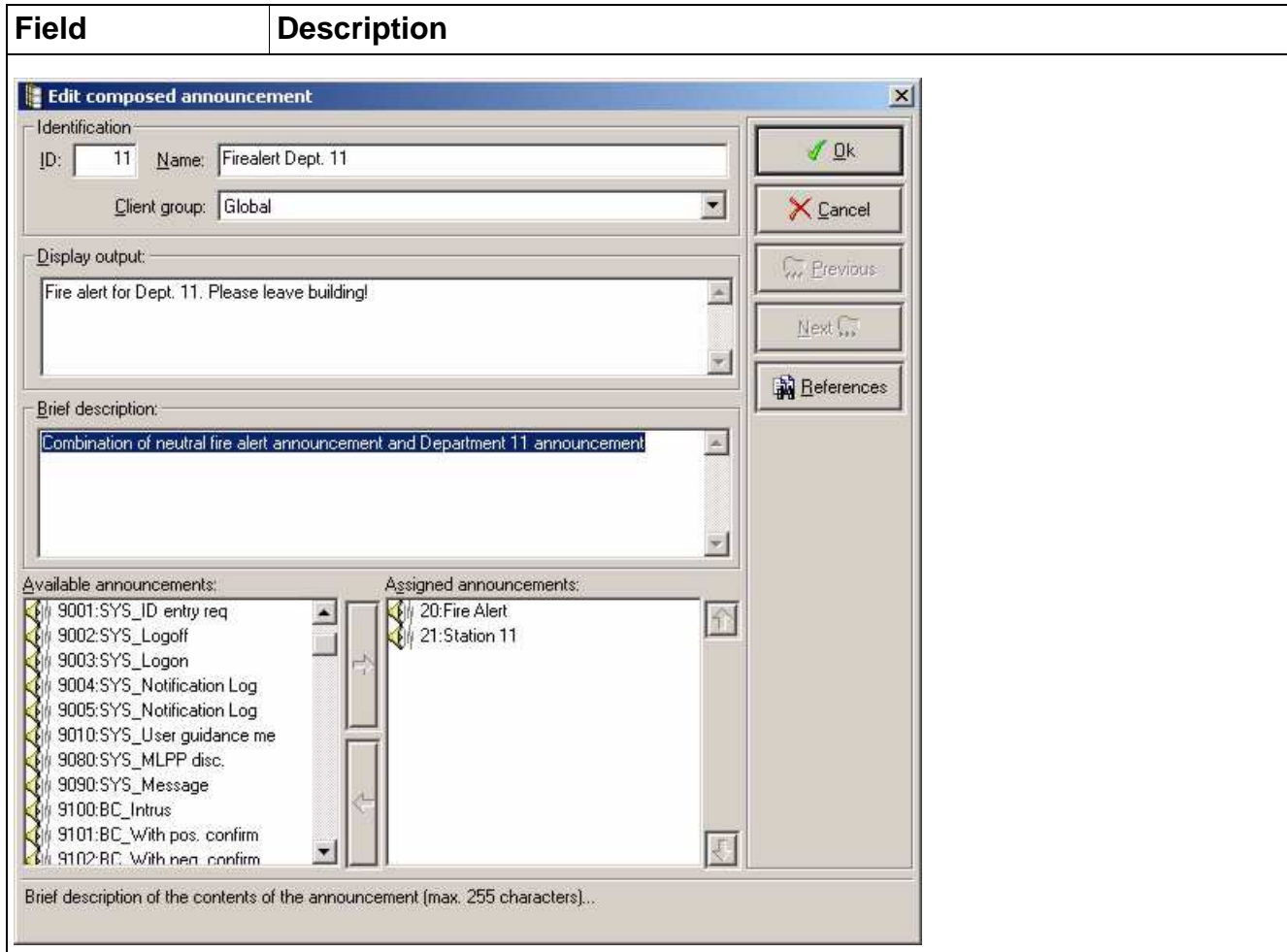
No.	Task
1.	Select "Composed announcements" in the tree view. The announcement list will now open.
2.	Select the announcement to be edited and click  . The "Edit composed announcement" window will now open.
3.	Make the settings in keeping with the field descriptions that follow.
4.	Assign the desired available announcements. There are two possible ways of moving announcements: <ul style="list-style-type: none"> ● Select the announcement in the corresponding list field and move it with the arrow button. ● Double-click the announcement to move it to the other list.
5.	You can change the order of the announcements if required. Select an entry and move it up or down with the arrow buttons  , or  .
6.	Click OK to save your entries.

Table 7-4 Edit composed announcements



- Composed announcements can be made up of a maximum of 16 physical announcements.
- To modify the speech memory content of a "composed announcement", the integrated physical announcements must be selected one after the other and re-recorded over. The deleting or re-recording of a composed announcement is not possible via telephone.
- As a rule, composed announcements are only valid if all integrated announcements are physically present. The only exception is the announcement before dialing in combination with dialing profiles (Chapter 14, "Create and Administrate Call Profiles"). If any of the announcements integrated here is not recorded, the remaining announcements will still be played back.

Description of the fields in the "Edit composed announcement" window



Window area "Identification"


ID	Input field for the identifier of the announcement (max. 4 digits) that is used to access the announcement by telephone.
Name	Input field for a brief description of the announcement (max. 20 characters) for display in tables and list fields and, if applicable, on telephone displays. Please bear in mind that some cordless phones can only display capital letters and no German umlauts. Make sure you take these special features into consideration when making your entries.
Client group	Selection field for the assignment of the announcement to a client group. Announcements can only be administrated by administrators/operators of the same group and can only be integrated in applications of the client group. Announcements of the "Global" client group can be used by administrators of all client groups.

Table 7-5 Description of the fields in the "Edit composed announcement" window

Field	Description
Window area "Display output"	
Text field	You can use this field to enter a brief description that, if needed, can be sent in a broadcast to the subscribers as an expanded text (max. 64 characters). Please bear in mind that some cordless phones can only display capital letters and no German umlauts. Make sure you take these special features into consideration when making your entries.
Window area "Brief description"	
Text field	Input field for a description. For example, the wording of the announcement can be entered here (max. 255 characters).
Available announcements	List of available physical announcements of the client group that can be used for a composed announcement.
Assigned announcements	List of physical announcements that are assigned to the composed announcement. The announcements are played in order from top to bottom. One physical announcement can be assigned several times in a composed announcement.

Table 7-5 Description of the fields in the "Edit composed announcement" window

7.3.4 Delete announcements

	Announcements that are still integrated in applications must first be removed from these applications before they can be deleted (Section 7.3.5, "Edit and delete announcement references").
---	--

Follow the below instructions to delete announcements:



No.	Task
1.	Select "Physical announcements" or "Composed announcements" in the tree view. The announcement list will now open.
2.	Mark the announcements that you want to delete in the list window. You can also select several announcements at the same time.
3.	Click the symbol  in the menu bar.
4.	Confirm the prompt by clicking on Yes . The announcements are deleted. If the announcement is still integrated in an application, the "Delete announcement references" window will now open (Section 7.3.5, "Edit and delete announcement references").

Table 7-6 Delete announcements

7.3.5 Edit and delete announcement references

In the window "Edit physical announcement" or "Edit composed announcement", click **References** to open the "Announcement references" window. This window will output all composed announcements and applications in which the physical announcement is used. You can also use this window to call up and edit the settings of the individual application.



If you try to delete announcements that are still being used in an application, the "Delete announcement references" or "Announcement references" window is immediately opened.

Follow the steps below to edit or to delete announcement references:


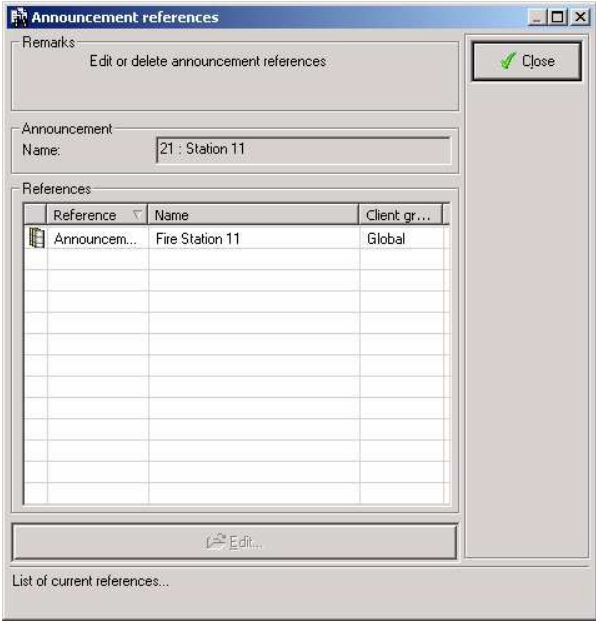
No.	Task
1.	Select "Physical announcements" or "Composed announcements" in the tree view. The announcement list will now open.
2.	To edit an announcement, highlight it and click  . The "Edit physical announcement" or "Edit composed announcement" window will now open.
3.	Click References . The "Announcement references" window will now open: 
4.	Select the desired entry and click Edit . The property window of the respective application will now open.
5.	There you can delete the assignment of the announcement or assign a new announcement.

Table 7-7 Edit and delete announcement references

7.4 Transfer to and receive physical announcements at the DAKS server

Once an announcement is created in the Administrator-Tool and the database is synchronized with the DAKS server, there are several ways of inserting the announcement text:

- Assign an existing WAV file and transfer it to the DAKS server
- Recording of the announcement text by telephone
- Recording of the announcement text via audio input (control takes place by telephone)

This section shows you how to transfer physical announcements that are already stored on the DAKS server to the DAKS-TT database and, from there, how to store them as a WAV file.

It also shows you how to listen to announcements in the Administrator-Tool.



The administration of announcements can also be carried out in off-line mode, i.e. announcements can be created and also deleted. The changes only become effective with the next synchronization on the DAKS server.

Assigned wave files are not automatically synchronized, but must be transferred manually to the DAKS server (Section 7.4.1, "Transfer and receive announcements from the lists window to the DAKS server").

7.4.1 Transfer and receive announcements from the lists window to the DAKS server

Follow the below instructions to transfer announcements to the DAKS server or to receive announcements from it:


No.	Task
1.	Select "Physical announcements" in the tree view. This will open the announcement list.
2.	Select the announcements that you want to transfer or receive in the list window. You can also select several announcements.
3.	Click the selected announcement with the right mouse key. This will open the context menu: 
4.	<ul style="list-style-type: none"> Select "Send selected wave files" to transfer assigned wave files to the DAKS server and confirm the prompt with Yes. or Select "Receive selected announcements" to transfer wave files from the DAKS server to the DAKS-TT database. <p>During the transfer, the progress of the transfer is displayed in the "Transfer status" column.</p>

Table 7-8 Transfer and receive announcements from the lists window to the DAKS server

7.4.2 Create and administrate wave files for physical announcements

Follow the below instructions to transfer or receive announcements on the DAKS server:



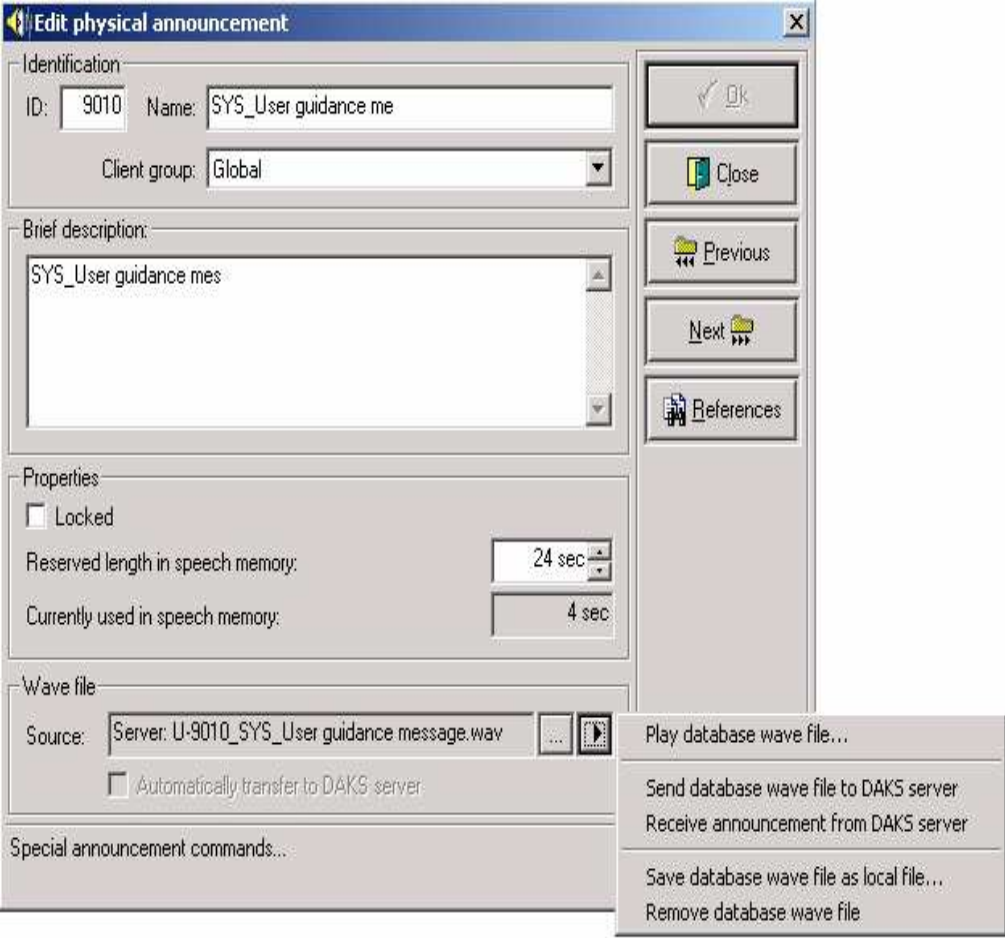
No.	Task
1.	Select "Physical announcements" in the tree view. This will open the announcement list.
2.	Select the announcement that you want to administrate and click  . This will open the window "Edit physical announcement".
3.	<p>Click  in the "Wave file" window area. This will open the menu to administrate the wave files:</p> 

Table 7-9 Administrate wave files for physical announcements

Create and Administrate Announcements

Transfer to and receive physical announcements at the DAKS server

No.	Task
4.	<p>Select the desired function.</p> <p>The following possibilities are available:</p> <ul style="list-style-type: none">● Play database WAV file: The WAV file stored in the database is played via the PC sound card.● Send database WAV file to DAKS server: The WAV file stored in the database is transferred to the DAKS server.● Receive announcement from DAKS server: The announcement stored on the DAKS server is transferred to the database. In this way, announcements that have been recorded via telephone or audio input are backed up.● Save database WAV file as local file: The WAV file stored in the database is saved as a file. The file name and storage location are specified in a dialog.● Remove database WAV file: The WAV file is deleted from the DAKS-TT database. The announcement remains on the DAKS server!● Generate WAV file from text...: This will open a window to synthetically create a WAV file from a text (Section 7.5, "Speech synthesis: Generate WAV file from text").

Table 7-9 Administrate wave files for physical announcements

7.5 Speech synthesis: Generate WAV file from text

The following window can be used to create announcement files (WAV file) through speech synthesis, also known as Text-to-Voice.

Follow the below instructions to create an announcement file from a text:



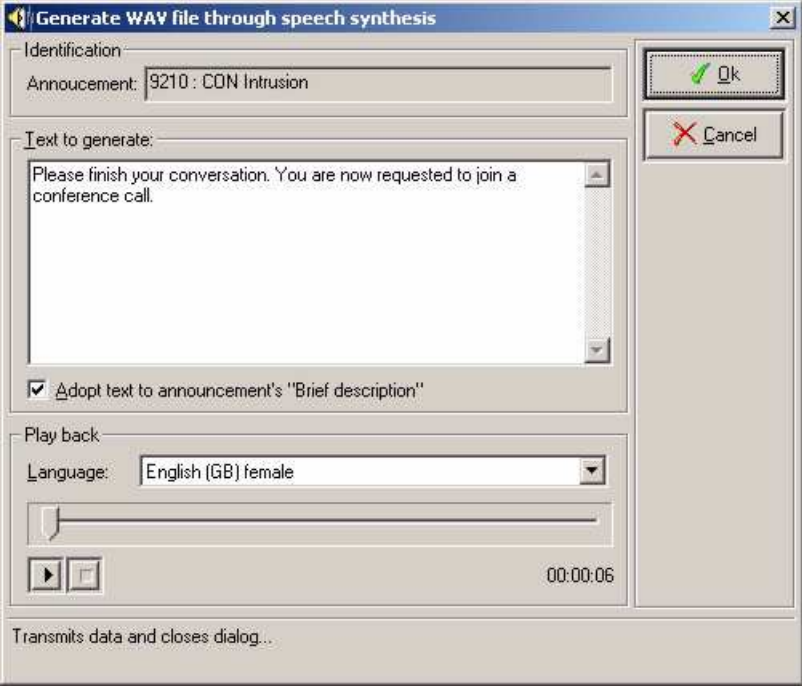
No.	Task
1.	Select "Physical announcements" in the tree view. The announcement list will now open.
2.	Select the announcement that you want to administrate and click  . This will open the window "Edit physical announcement".
3.	Click  in the "Wave file" window area. This will open the menu to administrate the wave files (Section 7.4, "Transfer to and receive physical announcements at the DAKS server").
4.	Select the function "Generate WAV file from text..."
5.	This will open the user window to "Generate WAV file through speech synthesis": 
6.	Use the input field of the window area "Text to generate" to enter the text you want to synthesize.
7.	If needed, mark the field "Adopt text to announcement's "Brief description""Use announcement description" to copy the text entered above and paste it in the field "Description" of the window "Edit physical announcement".

Table 7-10 Create a WAV file from a text

Create and Administrate Announcements
Speech synthesis: Generate WAV file from text


No.	Task
8.	Next, go to the selection field "Language" and choose the language you want to use for the speech synthesis.
9.	Now click  to activate the speech synthesis. After the synthesis is completed, the system will playback the new voice announcement.
10.	If necessary, repeat steps 6 and 9 to correct possible errors.
11.	Now click Ok to close the window. The newly created WAV file is automatically entered as "Source" in the window "Edit physical announcement".
12.	Click OK in the window "Edit physical announcement" to save your announcement.
13.	If needed, transfer the WAV file to the DAKS server (Section 7.4, "Transfer to and receive physical announcements at the DAKS server").

Table 7-10 Create a WAV file from a text

7.6 Record, retrieve and delete announcements over the phone

This section shows you how to edit announcements over the telephone. The instructions also include a few input examples. They are all based on the assumption that the DAKS server is reached with the tie trunk code (DAKS call number) 800 and the suffix codes are set to default (Section 5.5, "Specify suffix codes"). The "PIN" used is 4321. For a clear presentation, the input blocks are separated by spaces.








To reproduce the examples, replace the tie trunk code 800 with the call number of your DAKS server, enter your PIN and, if necessary, adjust the suffix codes. Spaces are not entered.



Please note that you must have the pertinent Administrator or Operator rights and a PIN to edit announcements via telephone.

7.6.1 Record announcements from any telephone

Announcements can be recorded in single steps or in en-bloc selection. Proceed as follows to record announcements:

Step by step	
	Enter the DAKS call number + suffix code for "Announcements - Record from any terminal", e. g.: "800 11".
	System message "Enter PIN".
	Enter your PIN.
	System message "Enter ID".
	Enter the announcement ID (1 to 4 digits).
	A long tone indicates that the old recording has been deleted. 3 short tones indicate the start of recording.
	Record the announcement text with the telephone handset and then hang up or preferably press "Disconnect" to prevent noise being recorded when replacing the handset.

Example of en-bloc selection: 800 11 4321 22

800 DAKS call number (tie trunk code)

11 Suffix code for "Announcements - Record from any terminal"

4321 PIN

22 Announcement ID



The end of the recording time is indicated by a short tone sequence. The announcement already recorded up to this point in time is stored.

7.6.2 Delete announcements from any telephone

Proceed as follows to delete announcements:

Step by step



Enter the DAKS call number + suffix code for "Announcements - Record from any terminal", e. g.: "800 11".

RECORD PIN?

System message "Enter PIN".



Enter your PIN.

ANNOUNCEMENT ID

System message "Enter ID".



Enter the announcement ID (1 to 4 digits).







A long tone indicates the announcement is deleted.

Hang up before 3 tones indicate the start of recording. The recording is deleted.

7.6.3 Playback announcements from any telephone

The playback of announcements can be carried out in single steps and also in en-bloc selection.

Proceed as follows to playback announcements:

Step by step	
	Enter the DAKS call number + suffix code for "Announcements - playback from any terminal", e. g.: "800 12".
	System message "Enter PIN".
	Enter your PIN.
	System message "Enter ID".
	Enter the announcement ID (1 to 4 digits).
	The announcement text is played once on the handset. Afterwards, the connection is disconnected by the DAKS server.

Example of en-bloc selection: 800 12 4321 22

800 DAKS call number (tie trunk code)

12 Suffix code for "Announcements - playback from any terminal"

4321 PIN

22 Announcement ID

7.6.4 Delete/record announcements from system telephones

The recording/deleting of announcements from the system telephone can only be carried out in single steps. Please bear in mind that this function does not support en-bloc selection for the dialing process.

Proceed as follows to record or to delete announcements:

Step by step



Enter the DAKS call number + suffix code for "Announcements - Record/playback via DIGITE", e. g.: "800 10".

RC/PB MESS. PIN?

System message "Enter PIN".



Enter your PIN.

ANNOUNCEMENT ID ?

System message "Enter ID".



Enter the announcement ID (1 to 4 digits).

A<ID> <Name>

You can choose one of the following options:

1=RC 2=PB 3=CHG

"1" to record the announcement, or
"3" to enter a new announcement ID.

Press "1".

RECORD ? *=YES

Press the * button to overwrite the announcement.

MESSAGE DELETED...

The speech memory for this announcement is deleted.

*,LF:1..8=START REC

Press the # button; the process is interrupted and the recording is deleted.

or

Press the * button to start recording.



Record the announcement text via the handset.





PLSE TALK #=END

Press the # button to stop recording.

7.6.5 Play announcements on the system telephone

The playback of announcements on the system telephone can only be carried out in single steps. Please bear in mind that this function does not support en-bloc selection for the dialing process.






Proceed as follows to playback announcements:

Step by step	
	Enter the DAKS call number + suffix code for "Announcements - Record/playback via DIGITE", e. g.: "800 10".
RC/PB MESS. PIN?	System message "Enter PIN".
	Enter your PIN.
ANNOUNCEMENT ID ?	System message "Enter ID".
	Enter the announcement ID (1 to 4 digits).
A<ID> <Name>	The following options are available:
1=RC 2=PB 3=CHG	"2" to playback the announcement or "3" to enter a new announcement ID.
	Press "2".
	The announcement is now played back to you once.
PLAYBACK #=END	Press the # button to stop the announcement early.

7.6.6 Record announcements via any audio channel with a system telephone

In combination with audio inputs, you can also record announcements via one of the audio inputs (e.g. for pre-recorded announcements on tape). Here, the operator is played the announcements from the audio input over his handset.

Proceed as follows to record announcements:

Step by step	
	Enter the DAKS call number + suffix code for "Announcements - Record/playback via DIGITE", e. g.: "800 10".
RC/PB MESS. PIN?	System message "Enter PIN".
	Enter your PIN.
ANNOUNCEMENT ID ?	System message "Enter ID".
	Enter the announcement ID (1 to 4 digits).
A<ID> <Name> 1=RC 2=PB 3=CHG	You can choose one of the following options: "1" to record the announcement, or "3" to enter a new announcement ID.
A<ID> <Name> 1=RC 2=PB 3=CHG	Press "1".
RECORD ? *=YES	Press the * button to overwrite the announcement.
MESSAGE DELETED...	The speech memory for this announcement is deleted.
* ,LF:1..8=START REC	
	Enter the number of the audio input (1 to 8).
REC. VIA LF #=STOP	The announcement is recorded via the selected audio channel.
	Press the # button to stop recording.

7.6.7 Record announcements via any audio channel with en-bloc selection

As an alternative to the recording of announcements via any audio channel in the dialog (Section 7.6.6, "Record announcements via any audio channel with a system telephone"), announcements can also be recorded via en-bloc selection. Here the recording process changes as follows:

Step by step



Enter the DAKS call number + suffix code for "Announcements - Record w. audio from any input chan." + PIN + announcement ID + number of the audio channel (1...8) + 1 (to start the recording), e. g.: "800 **13 4321** 22 4 1".

1 long acknowledgment tone.

A<ID> <Name>

3 short tones indicate the start of recording. The announcement is loaded via audio input. An automatic backwards disconnect takes place after the announcement transfer.

Example of en-bloc selection: 800 13 4321 22 4 1

800 DAKS call number (tie trunk code)

13 Suffix code for "Announcements - Record w. audio from any input chan."

4321 PIN

22 Announcement ID

4 Number of the audio channel

1 Start recording

7.6.8 Record announcements via B channel (e. g. via PC with S₀ card)

Announcements can also be loaded onto a PC with S₀ card and, depending on the PC software, also directly from a WAV file.

Proceed as follows to record announcements:

Step by step



From the PC with S₀ card, dial the DAKS call number + suffix code for "Announcements - Record from PC with S₀ board" + PIN + announcement ID, e. g.: "800 **14** 4321 22"

If necessary, the existing announcement will be deleted;
A busy signal issued by DAKS indicates "Start of recording"

From PC Transfer the announcement text, e. g. from a WAV file via B channel (64 Kbit/s), into the DAKS speech memory and trigger the connection from the PC forwards.

If the speech memory capacity is full, the connection is triggered backwards from DAKS; the announcement is, however, still valid.

7.7 Included announcements

This section contains a description of the announcements that are already included in the delivery. Their respective file names are structured as follows:

<language>-xxxx_<reference ID>_<parameter text>.wav

Example: D-9002_SYS_Prompt_logoff.wav

This signifies:

Name section	Description
<language>	Letter as language identifier <ul style="list-style-type: none"> ● D = German ● E = International English ● U = US English
xxxxx	4-digit announcement ID (recommendation, default identifier)
<reference ID>	Letter combination as reference to the applications: <ul style="list-style-type: none"> ● SYS = System announcements ● BDC = Broadcasts ● CO = Conferences ● CP = Call profile ● IT = Info telephone ● PS = Personal security ● KK = Speed dial/Contact dial
<parameter text>	Parameter text of the DAKS dialogs; used as an announcement description in meaningful abbreviated form.

Table 7-11 File name format of announcements

The following tables list for each application the announcement and reference IDs plus the announcement parameter text for the respective DAKS dialogs and the announcement text.

If there are several examples of one announcement, they are marked in the tables with (option x). Additional explanatory comments are marked in the tables with [Comment]. The subheadings indicate the assignment of the announcements to the applications.

7.7.1 System announcements

An- nounce- ment ID	Reference ID with announce- ment parameter text	Announcement text
9000	SYS_Prompt Login Enter PIN	Please enter your PIN.
9001	SYS_Prompt Enter ID	Please enter the announcement ID.
9002	SYS_Prompt Logoff	You are logged on at present. To log off, please press the star key.
9003	SYS_prompt Login	You are logged off at present. To log in, please press the star key.
9004	SYS_Announcement Logged in	You are logged on.
9005	SYS_Announcement Logged off	You are logged off.
9006	SYS_Msg-Rec	Recording of a new announcement: Please speak after the tone. To end the recording please hang up.
9007	SYS_Scen-Start	To start the selected scenario, please press the star key.
9008	SYS_Scen-IsStart	The scenario you selected has been started.
9009	SYS_Loc-Number	Please enter the telephone number of the handset you want to be positioned and confirm your entry with the hash key. If you made a mistake, press the star key to reenter your number and confirm.
9010	SYS_User guidance message	To select a message, press a key from 1 to 8. Press the star or hash key to scroll within the selected message. To delete the message press 0.
9011	SYS_SMS20	Please press a number between 1 and 20 to select a message. Press the star or hash key to scroll within the selected message. To delete the message press 0.
9012	SYS_M2P	You have a message. Please press the star or hash key to scroll within the message.
9013	SYS_Loc-Wait	Positioning active: Please wait.

Table 7-12 System announcements

7.7.2 Basic parameters - Enhanced (SMS retrieval service)

An- nounce- ment ID	Reference ID with announce- ment parameter text	Announcement text
9010	SYS_User guidance announce- ment	To select a message, press a key from 1 to 8. To scroll forward or backward within the mes- sage, press the star or the hash key. To delete the message press 0.
9090	SYS_Message idle	[Idle tone for loading DAKS in the connection]

Table 7-13 Basic announcement parameters - Enhanced (SMS retrieval service)

7.7.3 Application 'Broadcasts/Alarms'

An- nounce- ment ID	Reference ID with announce- ment parameter text	Announcement text
Broadcast parameters - "Announcements"		
9100	BC_Intrusion	Please finish your conversation for an urgent message.
9101	BC_With pos. confirmation	You have confirmed positively.
9102	BC_With neg. confirmation	You have confirmed negatively.
9103	BDC_Termination msg	We don't need you for the time being, please hang up.
9104	BC_Neutral message	There is a message for you.
9105	BC_ID entry request	Please enter the broadcast ID.
9106	BC_Message entry request	Please enter the announcement ID.
9107	BC_Record act.msg. request	Please speak after the signal tone, then start the broadcast with the star key.
Broadcast parameters - "Further announcements"		
9110	BDC_Prompt Key press Enter PIN	Please enter your PIN.
9111	BDC_Prompt Key press Press key	Please press any numerical key.
9112	BC_Call back request	Please confirm by calling back.

Table 7-14 Broadcasts/Alarms application

An- nounce- ment ID	Reference ID with announce- ment parameter text	Announcement text
9113	BC_Pos./neg. confirmation re- quest	To confirm positive press 1. To confirm nega- tive press 0.
9114	BC_Pos.c/neg.c/connect request (option 1)	To talk to the caller press 5. To bookmark the call press 1. To signal that you are unable to take this call press 0.
9115	BC_Pos.c/neg.c/connect request (option 2)	To confirm positive press 1. To confirm nega- tive press 0. To speak to the caller directly press 5.
9116	BC_Pos.c/neg.c/CnT/CnN re- quest	To call back over the room loudspeaker press 5. To call back via telephone press 6. To book- mark the call press 1. To signal that you are un- able to take this call press 0.
9117	BDC_Neg. confirmation connect request	To talk to the caller press 5. To signal that you are unable to take this call press 0.

Table 7-14 Broadcasts/Alarms application

7.7.4 Application 'Conferences'

An- nounce- ment ID	Reference ID with announce- ment parameter text	Announcement text
Conference parameters - "Schedule/Announcements"		
9200	CO_If conf. inactive	This conference is not available at the present time.
9201	CO_Canceled by master	The conference was terminated.
9202	CO_Particip. timeout	The maximum participation time has been reached, the connection will be cut off now.
9203	CO_Conference timeout	The conference time will expire shortly.
Conference parameters - 'More messages'		
9210	CO_Intrusion	Please finish your conversation, you are now requested to join conference call.
9211	CO_ID entry request	Please enter the conference ID.
9212	CO_PIN entry request	Please enter your PIN.

Table 7-15 Announcements of Conferences application

Create and Administrate Announcements
Included announcements

An- nounce- ment ID	Reference ID with announce- ment parameter text	Announcement text
9213	CO_Prompt Call numbers at ad_hoc start Press key	Telephone conference, to participate please press the star key.
9214	CO_To parked participants	Please wait.
9230	CO_Urgent intrusion	Please finish your conversation, you are now requested to join an important conference call.
Conference parameters - "Operator announcements"		
9215	CO_Extending of conf	Please enter the number of minutes, you want to extend your conference, then confirm with the hash key.
9216	CO_Phone no. request	Please enter the telephone number, then confirm with the hash key. To correct press the star key.
9217	CO_Exit conference	To quit without terminating the conference, press the hash key.
9218	CO_Exit conf. and close	To terminate the conference, press the hash key now.
9219	CO_Multiple phone no. request	Please enter the telephone numbers to be dialed and confirm each with the hash key. The participants are dialed with the star key and you return to the conference. If you make a mistake, press the star key before confirming and enter the last number again.
9231	CO_Multiple phone no. at ad-hoc start	Please enter the telephone numbers to be dialed and confirm each with the hash key. Start the conference with the star key. If you make a mistake, press the star key before confirming to re-enter the last number.
Conference groups - 'Messages'		
9220	CO_Message to initiator	You have started a conference; please wait for other participants.
9221	CO_Message to dialed subscribers	Telephone conference
9222	CO_Message to dial-in subscribers	Telephone conference

Table 7-15 Announcements of Conferences application

An- nounce- ment ID	Reference ID with announce- ment parameter text	Announcement text
9223	CO_Wait	Please wait.

Table 7-15 Announcements of Conferences application

7.7.5 Application 'Call profiles'

An- nounce- ment ID	Reference ID with announce- ment parameter text	Announcement text
Call profile parameters - "Announcements"		
9300	CSP_Intrusion message	Please finish your conversation.
9301	CSP_Announcement msg	This is a call over a call service profile.
9302	CSP_After timeout	The maximum duration of this call has been reached, the connection will be cut off now.
9303	CSP_ID entry request [for Active Number]	Please enter your ID to change the 'Active Number'.
9304	CSP_Act. no. entry request	Please enter your active number now and terminate with the hash key.
9305	CSP_Level entry request	Please enter the desired call screening level now. Select a number from 1 to 9, or enter 0 to turn call screening off..
9306	CSP_Code entry request	Official call - Enter the acceptance code - maybe you have to activate DTMF-Signalling first.
9307	CSP_PIN input request	Please enter your PIN.
9308	CSP_Deactivate-Activate request	To activate the trouble announcements press 1, to deactivate press 2.
9309	CSP_Message entry request	Please enter the ID of the relevant trouble announcement.
9310	CSP_#=activate request	Please press the hash key to activate.
9311	CSP_#=deactivate request	Please press the hash key to deactivate.
9312	CSP_Act-new	The Active Number has been changed.
9313	CSP_Act-Del	The Active Number has been deleted.
9314	CSP_ID	Please enter the ID of the call profile.
Call profile data - 'Behavior'		
9320	CSP_Activity [upon unauthorized access]	Unfortunately you are not authorized to activate this call service profile.

Table 7-16 Announcements of Call profiles application

An- nounce- ment ID	Reference ID with announce- ment parameter text	Announcement text
Call profile data - 'Messages'		
9330	CSP_before dialing (1) ¹⁾	Tetronik AEN, Taunusstein.
9331	CSP_before dialing (2) ¹⁾	We are informed about following problems at present.
9332	CSP_before dialing (3) ¹⁾	If you are calling in regard to one of these incidents, please hang up now. If not, please hold the line. We will connect you with our experts as soon as possible
9333	CSP_Prev. to act. msg	We are currently informed about the following problems.
9334	CSP_After act. msg	If you are calling in regard to one of these incidents, please hang up now. If not, please hold the line. We will connect you to one of our specialists as soon as possible.
9335	CSP_Waiting message	All agents are busy at present. Please hold the line. We will connect you to one of our specialists as soon as possible.
9336	CSP_during phase 1	Please hold the line. We are trying to reach the requested person at several numbers.
9337	CSP_during phase 2 (option 1)	Please hold the line. We are trying to reach the requested person at other telephone numbers.
9338	CSP_during phase 2 (option 2) [call forwarding message]	If you would like us to try to reach the requested person also at his private telephone numbers, please hold on the line. If not, please hang up now.

Table 7-16 Announcements of Call profiles application

¹⁾ These messages can be used in combination to form a so-called composed announcement, with the option to add on the fly a newly recorded "Malfunction announcement", that is then played before the dial-up as 'Message before dialing'.

7.7.6 Application 'Info Telephone'

An- nounce- ment ID	Reference ID with announce- ment parameter text	Announcement text
Process Info telephone activities		
9400	INF_Apology	The service is not active at present.

Table 7-17 Announcements of the Info telephone application

7.7.7 Application 'Personal protection'

An- nounce- ment ID	Reference ID with announce- ment parameter text	Announcement text
Personal security parameters - "Outputs"		
9500	PS_Intrusion	Security call - Please quit your conversation.
9501	PS_Prompt Record announce- ment Enter PIN	Please enter your PIN.
9502	PS_Target's PIN input request	Please enter the PIN of the person to be se- cured.
9503	PS_Message input request	Please announce your current location after the signal tone.
9504	PS_Activated message	You have activated personal security.
9505	PS_Deactivated message	You have deactivated personal security.
9506	PS_Observance message (option 1)	This is a security call.
9507	PS_Observance message (option 2)	This is a security call. Please confirm with the star key.
9508	PS_Retrigger message (option 1)	The security period has been restarted.
9509	PS_Retrigger message (option 2)	If you have moved to a new location, you can now record a new announcement. To do so, please press the star key.

Table 7-18 Announcements of Personal security application

7.7.8 Options - Control (Microsoft® Sounds and Audio Devices)

An- nounce- ment ID	Reference ID with announce- ment parameter text	Announcement text
	PC_Yellow-Alert	Warning: Yellow alert!
	PC_Red-Alert	Warning: Red alert!

Table 7-19 Announcements options - Control (Microsoft® Sounds and Audio Devices)

Create and Administrate Announcements
Included announcements

8 Create and Administrate Subscribers

Overview

This chapter shows you how to set up and administrate subscribers and how to assign them rights. It also includes a detailed description of the fields that are used for the subscriber data.

Contents

The chapter covers the following sections:

8.1 Subscriber list overview

8.2 Interdependence of subscriber settings

8.3 General aspects of the subscriber administration

8.3.1 General information for the login and logoff of subscribers

8.3.2 Logoff of subscribers over the phone

8.3.3 Login subscribers over the phone

8.4 Administrate subscribers

8.4.1 Add new and edit existing subscribers

8.4.2 Edit destinations

8.4.3 Delete subscribers

8.4.4 Edit and delete subscriber references

8.5 Users and rights

8.5.1 Operational rights

8.5.2 Edit operational rights

8.5.3 Administrative rights

8.5.4 Edit administrative rights

8.5.5 Assign first-time passwords

8.5.6 Reset passwords and withdraw user status

8.5.7 Change own password

8.6 Copy and collate subscribers from LDAP directories

8.6.1 Copy users from a LDAP directory

8.6.2 Copy subscribers with LDAP directories

8.6.3 Logon data of LDAP directories

8.6.4 Customize LDAP entries

8.1 Subscriber list overview

DAKS administers a central subscriber list with up to 9000 subscribers.

DAKS stores subscriber-specific information and user rights in the subscriber list. Each subscriber can be assigned up to four destinations (subscriber call numbers/terminals). Subscribers can be assigned operational and administrative permissions to start and to create Applications.

Broadcasts and conference groups or selection profiles can be defined on the basis of the central subscriber list. Only references to the central subscriber list are stored in the Applications themselves so that any call number changes have to be maintained just once centrally.

8.2 Interdependence of subscriber settings

As well as the settings in the "Edit subscriber" window, there are system parameters that also have an effect on subscriber settings.

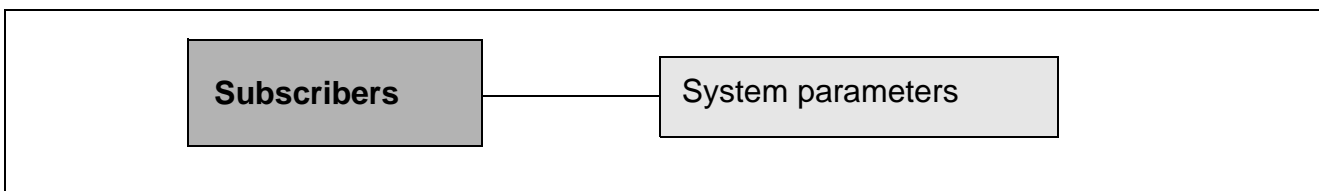


Image 8-1 Dependencies of subscriber settings on other settings

System parameters:

- **Call type:**
To assign a destination, DAKS needs you to define a call type (Section 5.3, "Set up connection types"). Note that the call types "Internal", "External" and "No selection" are already pre-defined.
- **time segments:**
Each destination can be assigned predefined time segments in which the number can be dialed. The time segments that are available are defined centrally (Section 5.4, "Define time segments").
- **Clients:**
Subscribers can be assigned to client groups. Please note that once a subscriber has been assigned, he/she can only be integrated into the Applications of the respective client group. Subscribers belonging to the "Global" client group can be integrated in all Applications. They can only be administered by Administrators of the "Global" client group (Section 5.7, "Set up clients").

8.3 General aspects of the subscriber administration

8.3.1 General information for the login and logoff of subscribers

With DAKS subscribers can login and logoff over the telephone.

Subscribers who are already logged off are not called by the DAKS processes (broadcasts, conferences and call profiles).

All subscribers who are logged off are output in color in the subscriber list and Application groups of the DAKS-TT Operator-Tool and receive in the column "Priority" the info "(logged off)".

For Broadcast groups it is possible to prevent that the logoff of all members of the group by rejecting the logoff of the last callable member (Section 10.7.1, "Add new and edit existing broadcast groups").




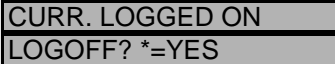




Note:

The time segments (Section 8.4.2, "Edit destinations") are NOT considered by the system when rejecting the logoff of the last callable member.




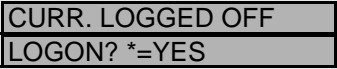


8.3.2 Logoff of subscribers over the phone

To logoff please proceed as follows:

Step by step	
	Enter the DAKS call number + suffix code for "System function - Login/logoff subscribers" e. g.: "800 090"
	Request to enter PIN or a long tone if this announcement is not available.
	Enter your PIN (if necessary, correct with *).
	Message confirming login or a long tone if this announcement is not available.
	Press the * star key to logoff.
	Message confirming logoff or a long tone if this announcement is not available and backwards disconnect by DAKS

8.3.3 Login subscribers over the phone

To login please proceed as follows:

Step by step	
	Enter the DAKS call number + suffix code for "System function - Login/logoff subscribers" e. g.: "800 090 "
	Request to enter PIN or a long tone if this announcement is not available.
	Enter your PIN (if necessary, correct with *).
	Message confirming logoff or a long tone if this announcement is not available.
	Press the * star key to logoff.
	Message confirming login or a long tone if this announcement is not available and backwards disconnect by DAKS

8.4 Administrate subscribers



To create and edit subscribers, you must have the corresponding administrative permissions. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations (Section 8.5.3, "Administrative rights").

8.4.1 Add new and edit existing subscribers

Carry out the following tasks to add or to edit a new subscriber:



No.	Task
1.	Start the Administrator-Tool and log on.
2.	Select "Subscriber" in the tree view. This will open the subscriber list.
3.	Click on the symbol  in the menu bar to add a new subscriber, or select the subscriber entry you want to edit and click on  . This will open the window "Edit subscriber".
4.	Enter all relevant subscriber data according to the following field descriptions or make the desired changes.
5.	Click on OK to save the subscriber data.

Table 8-1 Add new and edit existing subscribers

Create and Administrate Subscribers
Administrate subscribers

Description of the fields in the window "Edit subscriber"

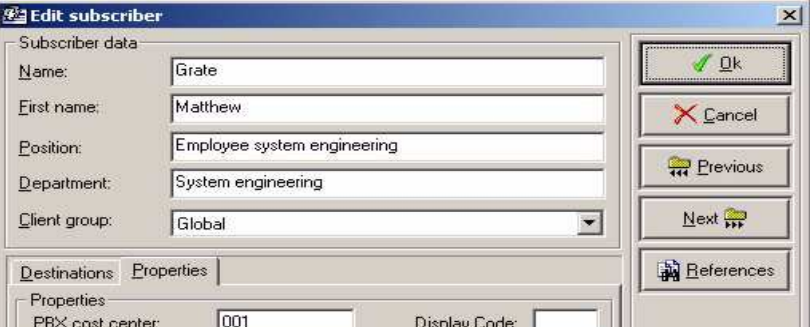
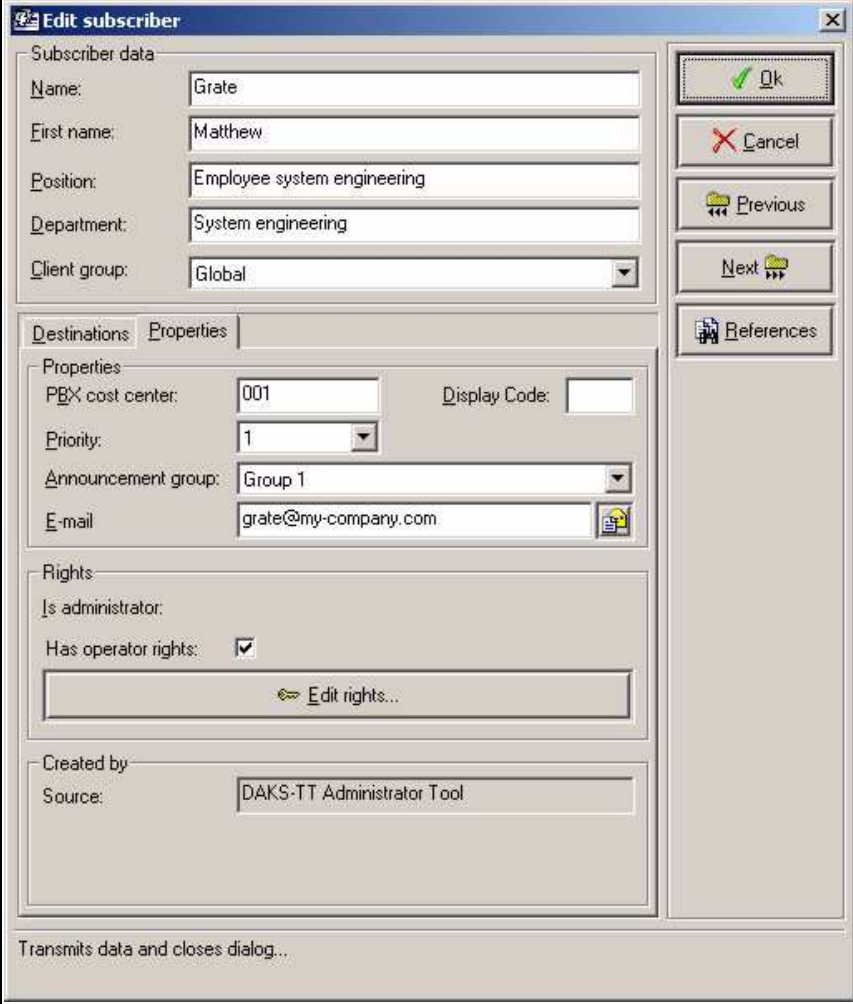
Edit field	Description
	
<p>Window area "Subscriber data"</p>	
Name	Input field, max. 30 characters.
First Name	Input field, max. 30 characters.
Position	Input field, max. 30 characters.
Department	Input field, max. 30 characters.
<p>Note that the entries in the fields "Name", "First Name", "Position" and "Department" are combined for output in protocols and displays. For this purpose, a space and a comma are inserted between the individual entries and the total length is limited to 30 characters. Example: GRATE, MATTHEW, EMPLOYEE SYSTE,</p>	
Client group	Selection field for the assignment of the subscriber to a client group. Normally, the subscriber is assigned to the group that belongs to the Administrator who creates the subscriber (Section 5.7, "Set up clients").

Table 8-2 Description of the fields in the window "Edit subscriber"

Edit field	Description
<p>Tab "Properties"</p> 	

Window area "Properties"

PBX cost center	Input field for subscriber-specific cost centers (max. 6-digit, numerals, * and #) for the correct assignment of charges for telephone calls that are outgoing from DAKS.
Display Code	Input field to assign the subscriber a two-digit display code that can identify the subscriber on the telephone display during an ongoing conference (Chapter 13, "Setup, Initiate and Moderate Conferences").

Table 8-2 Description of the fields in the window "Edit subscriber"

Create and Administrate Subscribers
Administrate subscribers


Edit field	Description
Priority	<p>Selection field that assigns a standard priority to the subscriber. It serves as a default for the order of selection in broadcast groups and is important when there are more subscribers to be called than there are dial channels. Here, 1 has the lowest and 9 the highest priority.</p> <p>If the priority is "Inactive", the subscriber is no longer dialed in any Application and, during broadcasts, is also not evaluated or registered as "Not reached". In this way, you can temporarily deactivate a subscriber who is on vacation, for example, without having to remove him from all groups.</p>
Announcement group	<p>Selection field that assigns the subscriber to a subscriber group that receives a specific announcement during broadcasts. This field is important for, e.g.:</p> <ul style="list-style-type: none"> ● announcements with the same content in different languages or ● different department-related or function-related announcements. <p>For further information, see Chapter 10, "Set up, Administrate, Start and Monitor Broadcasts".</p>
Email address of	Input field for the E-mail address of the subscriber.
	<p>Opens the window to edit the administrative and operational rights.</p> <p>Further details of the window area "Rights" are found in Section 8.5, "Users and rights".</p>
Window area "Created by"	
Source	Display field indicating the source of the dataset, normally the "DAKS-TT Administrator-Tool"; in combination with LDAP servers or with the "DAKS-TT Dataimport Tool", this field can also indicate other sources.
Unequivocal identifier	This display field will only become visible in connection with imported subscriber datasets. The field is used to render the unequivocal identifier of an external source that is used to read the pertinent subscriber against his/her correlating external dataset.
Status	Display field indicating the update status of the dataset. Supported values are " Changed " and " Deleted ".
Tab "Destinations"	
List window for the display of subscriber destinations. For a detailed description see Section 8.4.2, "Edit destinations".	

Table 8-2 Description of the fields in the window "Edit subscriber"

8.4.2 Edit destinations

You can specify up to four destinations for the subscriber in the "Destinations" tab. The entered destinations can be integrated in the various Applications (e. g. in a broadcast group).

Follow the instructions below to create or edit destinations:


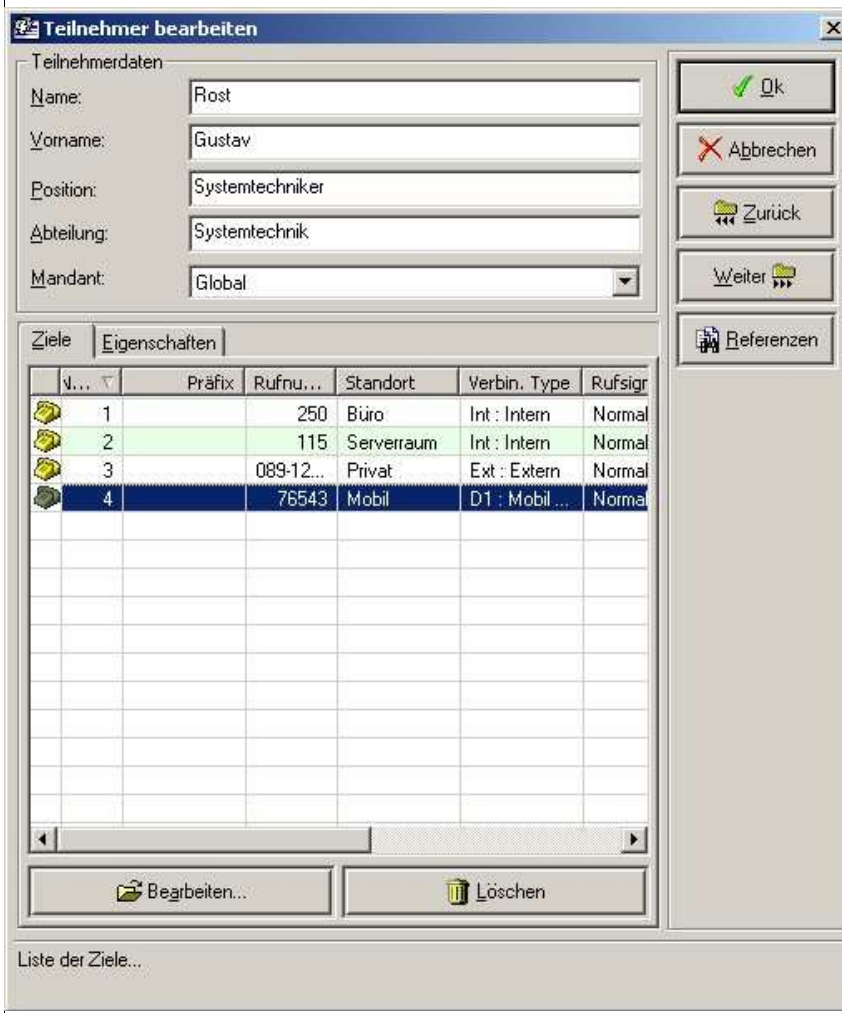
No.	Task
1.	Select "Subscriber" in the tree view. The subscriber list is displayed.
2.	Select the entry you want to edit and click on  . This will open the window "Edit subscriber".
3.	Select the "Destinations" tab". 
4.	Select the desired destination and click on Edit or double-click on the destination. This will open the window "Edit <No.> destination".

Table 8-3 Edit destinations

Create and Administrate Subscribers
Administrate subscribers

No.	Task
5.	Enter the data in accordance with the following field descriptions.
6.	Click OK to save your entries.

Table 8-3 Edit destinations

Description of the fields in the window "Edit destination"

Field	Description
<p>Window area "Destination data"</p>	
<p>Call number</p>	<p>Input field for the telephone number of the destination. Max. 18 characters consisting of: numerals, *, #, and the separator () - + / SPACE</p>
<p>Prefix</p>	<p>Input field for the priority prefix of urgent conferences. Max. 4 characters.</p>
<p>Site</p>	<p>Input field for the location of the telephone (e. g. storehouse) or the terminal description (e. g. D2 mobile phone), max. 30 characters</p>
<p>Window area "Properties"</p>	
<p>Connection type</p>	<p>Selection field for the type of handset that shall be reached at this tele- phone number. The selection possibility depends on the connection types that are set up (Section 5.3, "Set up connection types").</p>
<p>You can use the following CorNet-specific options, if necessary, to reach subscribers. To be able to use the options offered by the respective connection type in the Applications, please activate on a group-specific basis the checkbox "Use CorNet features" in the respective Applications. Please note that the display of the following fields depends on what is released for the field in the selected connection type.</p>	

Table 8-4 Description of the fields in the window "Edit destination"

Create and Administrate Subscribers
 Administrate subscribers

Field	Description
Ringing signal	Selection field: <ul style="list-style-type: none"> ● Normal Default ringing signal (internal call, preset) ● Urgent (external) Ringing signal with increased urgency (typical: external call) ● Alarm Alarm ringing signal (typical: prolonged ringing)
On busy	Selection field: <ul style="list-style-type: none"> ● None DAKS does not use the special options (default). ● Camp-on A camp-on signal is played repeatedly in the current call to request the subscriber to end or to toggle the call. ● Override An override announcement determined according to the specific Application is loaded into the current call. This requests the subscriber to end or toggle the call. ● Emergency override The same as override, but emergency override cannot be prevented by the override protection which is activated specific to the subscriber. ● Forced release The current call is automatically disconnected. As soon as the subscriber hangs up, he is called again.
If trunk connection busy	The selection field determines the behavior for a busy tie trunk connection between two TC systems. If the capacity of the tie trunk connections is fully occupied, the DAKS server can override or force release according to the respective setting. This also applies to connections that were not established by the DAKS server. <ul style="list-style-type: none"> ● None DAKS does not use the special options (default). ● Override An override announcement determined according to the specific Application is loaded into the current call. This requests subscribers to end the call. The line that is released as a result is used to reach the actual destination. ● Forced release The current call is automatically disconnected. The line that is released as a result is used to reach the actual destination.

Table 8-4 Description of the fields in the window "Edit destination"




Field	Description
Other actions	<p>Selection checkboxes:</p> <ul style="list-style-type: none"> ● Ignore 'Call pickup group' If the selected subscriber is in a call pickup group and he is called by DAKS, then no information on this is provided to subscribers in the call pickup group if this checkbox is marked. Additionally, the call cannot be taken by a colleague (particularly important, e. g. in conjunction with "Personal Calls"). ● Ignore 'Call forwarding' If this checkbox is marked, a call forwarding or call redirect set up beforehand is not carried out (even one for "Voice Mail"). This is particularly important if you want to reach a location and not the staff who normally work there (e. g. in conjunction with a building evacuation). ● Ignore 'Do not disturb' If this checkbox is marked, the 'Do not disturb' function is ignored (e. g. in conjunction with emergency calls). ● Ignore 'Manager/secretary' If this checkbox is marked, the DAKS call goes directly to the manager, even if all calls normally go to his secretary. Note that this checkbox cannot be marked at the same time as the "Ignore call forwarding" and "Forced release" options (not possible at the HiPath side). ● Voice calling (Speaker phone control) The loudspeaker of the digital Hicom hands-free telephone is automatically activated without the called subscriber having to take the call (e. g. by lifting the handset).
Available in time segments	<p>This window area "Time zone properties" contains the buttons that are needed to assign this subscriber destination to the displayed time segment  through . The assignment is carried out separately for each destination. The time segment in which the subscriber may be called, are highlighted in color (Section 5.4, "Define time segments").</p>
	<p>Button for direct output or editing of the assigned time segments (Section 5.4, "Define time segments").</p>
Do not call on holidays	<p>If this box is checked, the subscriber will not be called on holidays (Section 5.14, "Create holiday settings").</p>
Call on holidays and Sundays	<p>If this box is checked, the subscriber is called on the listed holidays (Section 5.14, "Create holiday settings") in keeping with the time segment definition for Sundays.</p>

Table 8-4 Description of the fields in the window "Edit destination"

8.4.3 Delete subscribers



All subscribers who are still members of groups must first be removed from all groups before they can be deleted from the central subscriber list (Section 8.4.4, "Edit and delete subscriber references").

Note that the subscriber with the user ID "sysadm" (original system Administrator) cannot be deleted.

Follow the instructions below to delete subscribers:



No.	Task
1.	Select "Subscriber" in the tree view. The subscriber list is displayed.
2.	Select the subscriber to be deleted in the subscriber list. You can also select several subscribers.
3.	Click the symbol  in the menu bar.
4.	Confirm the prompt with Yes . The subscriber is deleted. If the subscriber should still be a member of a group, the "Subscriber references" window will now automatically open (Section 8.4.4, "Edit and delete subscriber references").

Table 8-5 Delete subscribers

8.4.4 Edit and delete subscriber references

You can call up the window "Subscriber references" directly from the window "Edit subscriber". Here you will see all groups or profiles of which the subscriber is a member. In this window, you can edit the subscriber-specific entries of the individual Applications directly or delete the references altogether.

 When trying to delete a subscriber who is still a member of a group, the window "Subscriber references" will automatically open up.

Carry out the following tasks to edit or to delete subscriber references:

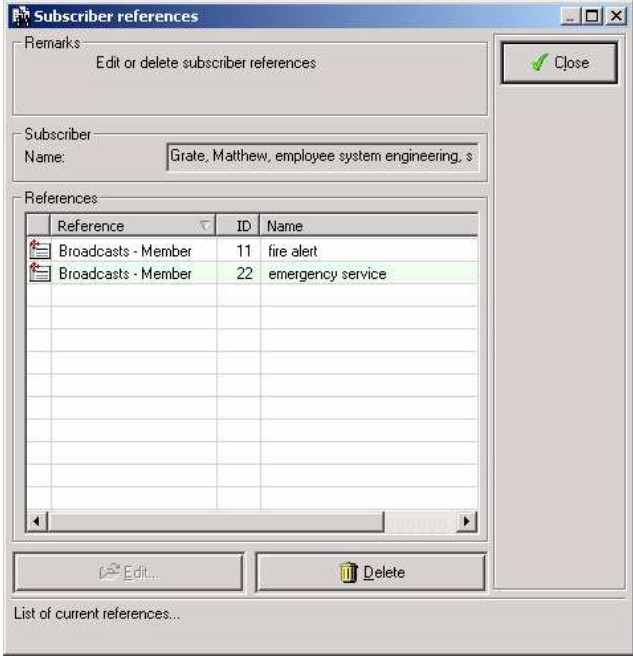
No.	Task
1.	<p>Open the subscriber to be edited and click on References. This will open the window "Subscriber references".</p> 

Table 8-6 Edit and delete announcement references

Create and Administrate Subscribers
Administrate subscribers

No.	Task
2.	<p>Editing reference entries: Select the desired reference entry and click on Edit or double-click on the entry. You are moved directly to the subscriber-specific settings of the referenced Application.</p> <p>Deleting reference entries: Select the reference entry to be deleted and click on Delete. Confirm the prompt with Yes. The selected subscriber references are deleted. If the list is empty, the subscriber can also be deleted.</p>

Table 8-6 Edit and delete announcement references

8.5 Users and rights

Users can be assigned three different levels of authorization. Depending on these rights, they can assume different roles. The respective authorization levels are indicated in the subscriber list with the following symbol:







Authorization level	Description	Symbol
Subscriber	Subscribers (users) who are only listed in DAKS usually have no reference to external databases.	
	Subscribers who were imported into the subscriber list via the DAKS-TT Dataimport Tool and have a corresponding reference to the source database.	
	Subscribers who were imported into the subscriber list via the LDAP interface and have a corresponding reference to the source database.	
Operator	Subscribers (disregarding external references) who have a PIN and who usually have Operator rights.	
Administrator	Subscribers (disregarding external references) with a user ID and a password who usually have Administrator rights.	
Administrator/Operator	Combination of Operator and Administrator.	

Table 8-7 Users and rights

8.5.1 Operational rights

Operational rights allow the Operator to start Applications from the telephone and to edit announcements. Operators need a PIN to be assigned operational rights.



The subscriber must have operational rights as well as a user ID and password to work with the Operator-Tool on the PC. The user ID and password are requested when the Tool is started.

Assigning PINs and granting operational rights

Due to the fact that most Applications can only be started with a PIN entry, the Operator must first be assigned a PIN. If no PIN is assigned, you will not be able to assign operational rights.

The following rules apply for the allocation of PINs:

- The rules of a telephone number household must be observed. If, for example, a PIN of "255" has already been allocated, a PIN of "2550" is no longer possible.
- The subscriber is identified by the PIN, hence it must be unique for all subscribers.
- The verification of the uniqueness of the PIN can be deactivated for special Applications. This means that several entries in the subscriber list can be assigned the same PIN, i. e. a person who has several terminals can - independent of the terminal on which he is reached - carry out acknowledgments with the same PIN (project-specific enhancement). This can lead to restrictions in certain Applications, e. g. an acknowledgment has no effect on any simultaneously occurring calls to other subscribers with the same PIN.

8.5.2 Edit operational rights

Follow the instructions below to edit operational rights:


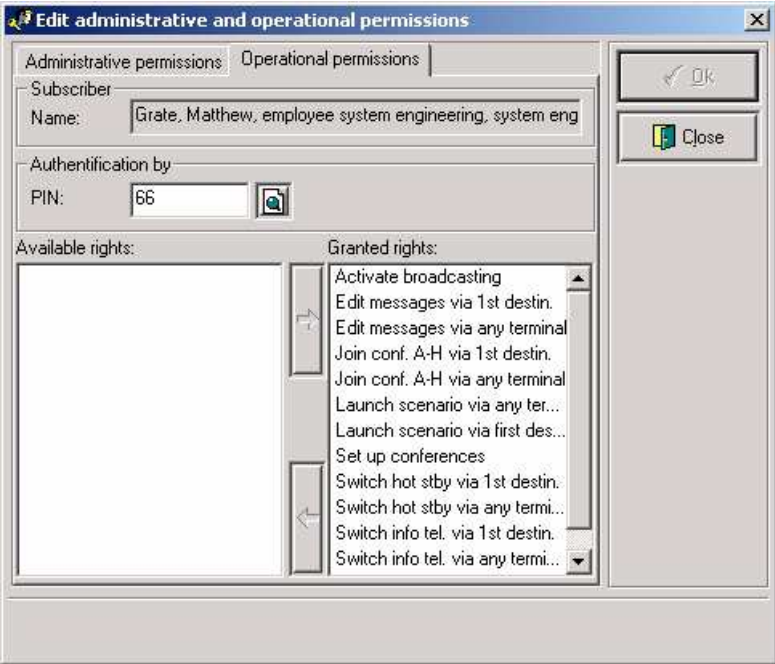
No.	Task
1.	Select "Subscriber" in the tree view. The subscriber list is displayed.
2.	Select the entry you want to edit and click on  . This will open the window "Edit subscriber".
3.	Select the "Properties" tab.
4.	<p>Click on Edit rights. The window "Edit administrative and operational permissions" will pop up:</p> 
5.	Select the "Operational permissions" tab to assign subscribers a PIN and to enable the launching of Applications.
6.	<p>There are two ways of assigning or withdrawing operational rights:</p> <ul style="list-style-type: none"> ● Select the rights in the respective list field and move it with the arrow buttons. ● Double-click on the entry. It is then moved to the other list.
7.	Click OK to save your entries.

Table 8-8 Edit operational rights



Applications can be configured to define that actions can only be performed from the first telephone. This means that both the PIN and the A number (the telephone or call number of the calling person) will be verified, i. e. the Operator who identifies himself with his PIN must perform the action from the telephone that is assigned to his name
1st destination

Description of the operational rights in the window "Edit Administration and Operation permissions"

Operational right	Description
Edit announcements from any telephone	The Operator can delete or rerecord announcements from any telephone.
Edit announcements via 1st destination	Same as "Edit messages via any telephone", but with additional verification of the A number.
Switch Hot Stdbby via any telephone	The Operator can switch the server from any telephone. If the DAKS server is switched to hot standby, it can be administered but the connection to the TC system will be interrupted.
Switch Hot Stdbby via 1st destin.	Same as "Switch Hot Stdbby via any telephone", but with additional verification of the A number.
Switch info tel. via any telephone A-H via any telephone	The Operator can switch between existing Info telephone profiles or deactivate the Info telephone altogether.
Switch Info Tel. via 1st destin.	The same as "Switch info tel. via any telephone", but with additional check of the A number.
Join conf. A-H via any telephone	Irrespective of the individual conference group concerned, the Operator can swiftly enter into an active conference, e. g. via the destination key. This right is only recommended for Operators able to follow current conference activities on screen.
Join conf. A-H via 1st destin.	Same as "Join conf. A-H via any telephone", but with additional verification of the A number.
Convene conferences	This right is a prerequisite for the Operator to activate conferences that require the dial-up of the PIN to convene the conference. Depending on the individual conference group, the convener may need to meet additional requirements (Chapter 13, "Setup, Initiate and Moderate Conferences").
Activate personal security	The Operator can activate and deactivate personal security for himself or for a third party.

Table 8-9 Description of the operational permissions

Operational right	Description
Activate broadcasts	The Operator has the authorization to activate broadcasts, either via telephone or Operator-Tool if he has been identified as a user. The initiator may have to fulfill additional requirements depending on the respective broadcast group.
Launch scenario via any telephone	The Operator can activate scenarios from any telephone.
Launch scenario via first destination	The same as "Launch scenario via any telephone", but with additional check of the A number.
Positioning by telephone via any telephone	The Operator can activate the positioning by telephone function from any telephone.
Positioning by telephone via first destination	Same as "Positioning by telephone via any telephone", but with additional verification of the A number.

Table 8-9 Description of the operational permissions

8.5.3 Administrative rights

The subscriber with the user ID "sysadm" (original system Administrator) is always present and cannot be deleted. Note that there may be additional Administrators besides the original Administrator.

Administrative rights enable to:

- Create new users and delete users
- Allocate and reset passwords and PINs
- Granted rights
- Create and edit Applications

The individual options depend on the rights that were assigned.



Administrative rights can only be allocated if the subscriber has been assigned a user ID and a password.

8.5.4 Edit administrative rights

Follow the instructions below to edit administrative rights:


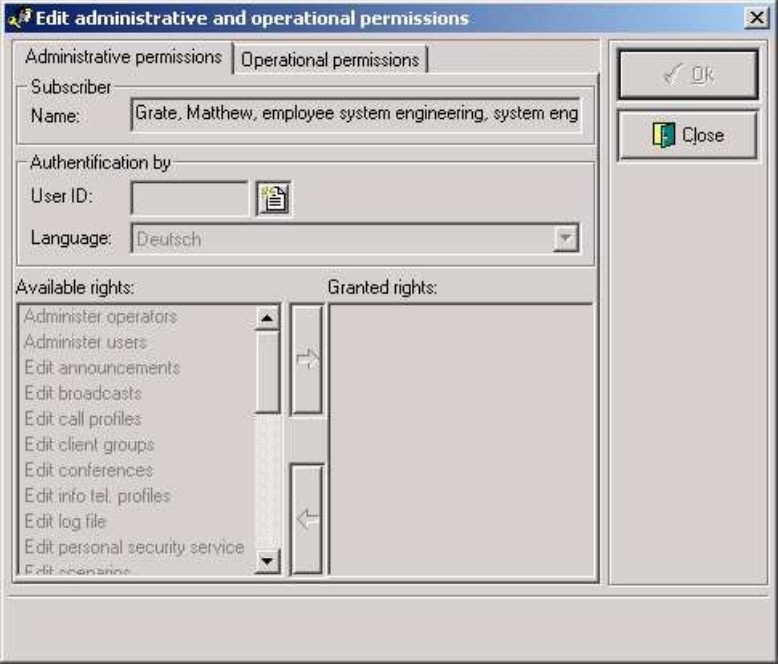
No.	Task
1.	Select "Subscriber" in the tree view. The subscriber list is displayed.
2.	Select the entry you want to edit and click on  . This will open the window "Edit subscriber".
3.	Select the "Properties" tab.
4.	Click on Edit rights . The window ""Edit administrative and operational permissions" will pop up:
	
5.	Select the "Administrative permissions" tab.
6.	There are two ways of assigning or withdrawing administrative permissions: <ul style="list-style-type: none"> ● Select the rights in the respective list field and move it with the arrow buttons. ● Double-click on the entry. It is then moved to the other list.
7.	Click on OK to save your entries.

Table 8-10 Edit administrative rights

Create and Administrate Subscribers *Users and rights*

The following administrative rights can be assigned:

- Administrate administrative rights
- View announcements
- Edit announcements
- Lock announcements
- Modify announcements
- View call profiles
- Edit call profiles
- Install DAKS Customized Operator
- View Info telephone profiles
- Edit Info telephone profiles
- View conferences
- Edit conference IDs only
- Edit conferences
- Use LDAP import
- Edit LDAP server
- View client groups
- Edit client groups
- Administrate operational rights
- View personal security service
- Edit personal security service
- Edit protocols
- View broadcasts
- Edit broadcasts
- View system parameters
- Edit system parameters
- View scenarios
- Edit scenarios
- View subscribers
- Administrate subscribers
- Edit time segments

8.5.5 Assign first-time passwords

When a new subscriber is created, he has no user ID or password or any assigned administrative rights.

Follow the instructions below to assign a first-time password:


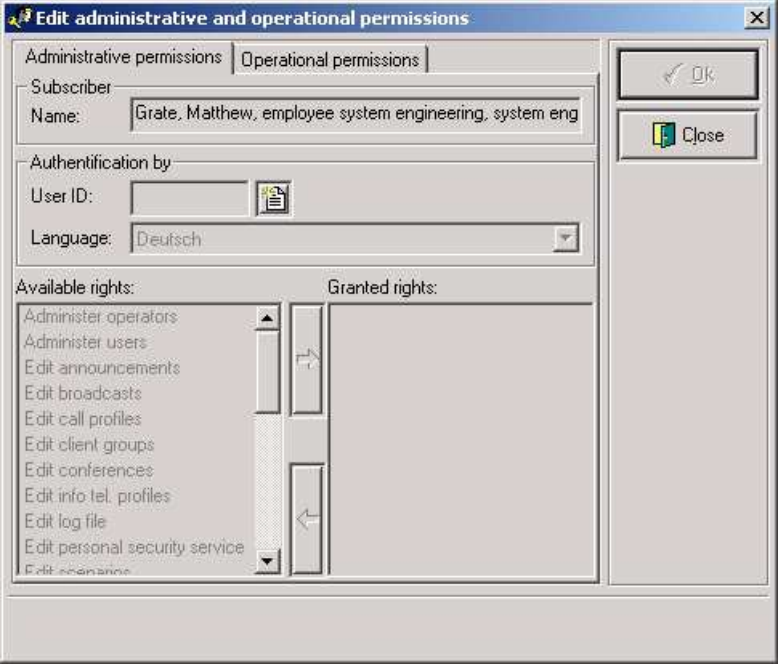
No.	Task
1.	Select "Subscriber" in the tree view. The subscriber list is displayed.
2.	Select the entry you want to edit and click on  . This will open the window "Edit subscriber".
3.	Select the "Properties" tab.
4.	<p>Click on Edit rights. The window ""Edit administrative and operational permissions" will pop up:</p> 
5.	Select the "Administrative permissions" tab.

Table 8-11 Assign a first-time password

Create and Administrate Subscribers
Users and rights


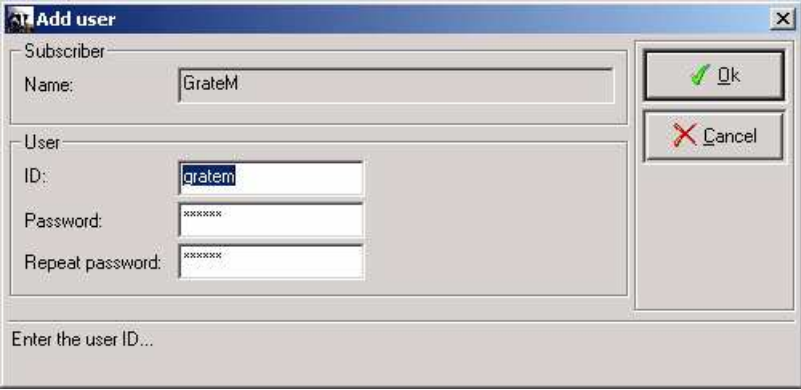
No.	Task
6.	<p>Click on the symbol  next to the field "User ID". The window "Add user" will pop up:</p> 
7.	<p>Enter the desired user ID and the password. The input fields can accept up to 12 characters. The change is only accepted if the new password is entered identically twice and you receive a corresponding confirmation. If you do not change the specified entry, the password is the same as the user ID.</p>
8.	<p>Click on OK to save your entries.</p>

Table 8-11 Assign a first-time password

8.5.6 Reset passwords and withdraw user status

Carry out the following tasks to reset the password or to withdraw the user status:


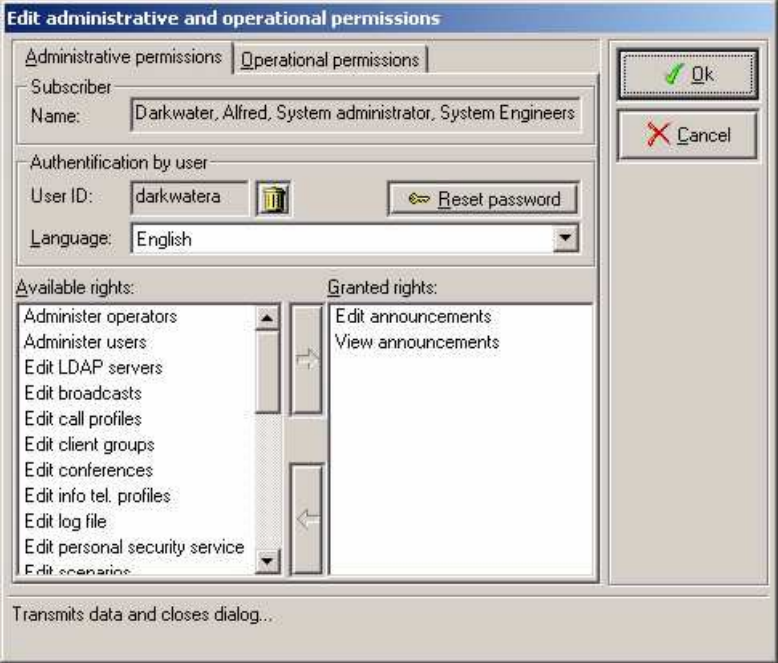

No.	Task
1.	Select "Subscriber" in the tree view. The subscriber list is displayed.
2.	Select the entry you want to edit and click on  . This will open the window "Edit subscriber".
3.	Select the "Properties" tab.
4.	Click on Edit rights . The window ""Edit administrative and operational permissions" will pop up: 
5.	Select the "Administrative permissions" tab.
6.	Withdrawing user status: Click on the symbol  next to the field "User ID" and confirm the prompt with Yes . This enables the subscriber to log on at the Operator- or Administrator-Tool. Resetting the password: Click on Reset password and confirm the prompt with Yes . The password is set to the user ID.

Table 8-12 Reset passwords and withdraw user status

8.5.7 Change own password

Follow the instructions below to change your own password:


No.	Task
1.	Select "Subscriber" in the tree view. The subscriber list is displayed.
2.	Select your own entry and click on  . This will open the window "Edit subscriber".
3.	Select the "Properties" tab. <div data-bbox="188 661 1007 1480" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>The screenshot shows the 'Edit subscriber' dialog box with the 'Properties' tab active. The 'Subscriber data' section contains fields for Surname (Sysadm), Firstname, Position, Department (System engineering), and Client group (Global). The 'Properties' section includes PBX cost center (0002), Display Code, Priority (inactive), Announcement group (1. Group announcement), and Email address (sysadm@mycompany.com). The 'Rights' section shows 'Is administrator' set to 'sysadm' with a 'Change password' button, and 'Has operator rights' checked. A 'Created by' section shows the source as 'DAKS-TT Administrator Tool'. Navigation buttons (Ok, Cancel, Previous, Next, References) are on the right side.</p> </div>

Table 8-13 Change own password

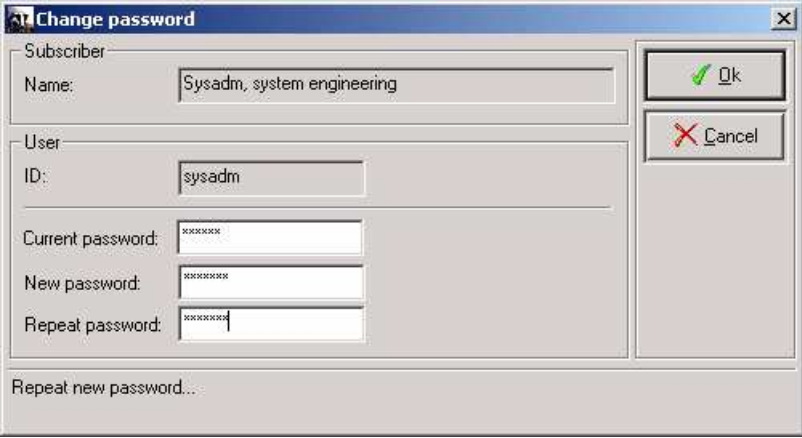
No.	Task
4.	<p>Click on Change password. This will open the dialog for changing the password:</p> 
5.	<p>Enter the old password and the new password (twice). Click on OK. The password is changed.</p>

Table 8-13 Change own password

8.6 Copy and collate subscribers from LDAP directories

The following functions help you to import datasets from LDAP directories into the subscriber list to make them available for the different Application groups.

When importing a dataset, DAKS creates a new user (subscriber) and provides him/her with the data of the corresponding LDAP directory. What is more, DAKS also retains a reference to the respective LDAP dataset and its directory to be able to properly collate the information at a later point in time.



To copy users from LDAP directories or collate them with these directories, you must have the proper administrative rights. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations (Section 8.5.3, "Administrative rights").

Furthermore, the LDAP directories must be specified to the system (see Section 5.13, "Create LDAP directories")

8.6.1 Copy users from a LDAP directory

Follow the instructions below to copy users from an LDAP directory:

No.	Task
1.	Select "Subscriber" in the tree view. The subscriber list is displayed.
2.	Use the right mouse key to click on the field of table and select the entry "Copy from LDAP directory" in the context menu

Table 8-14 Copy users from a LDAP directory

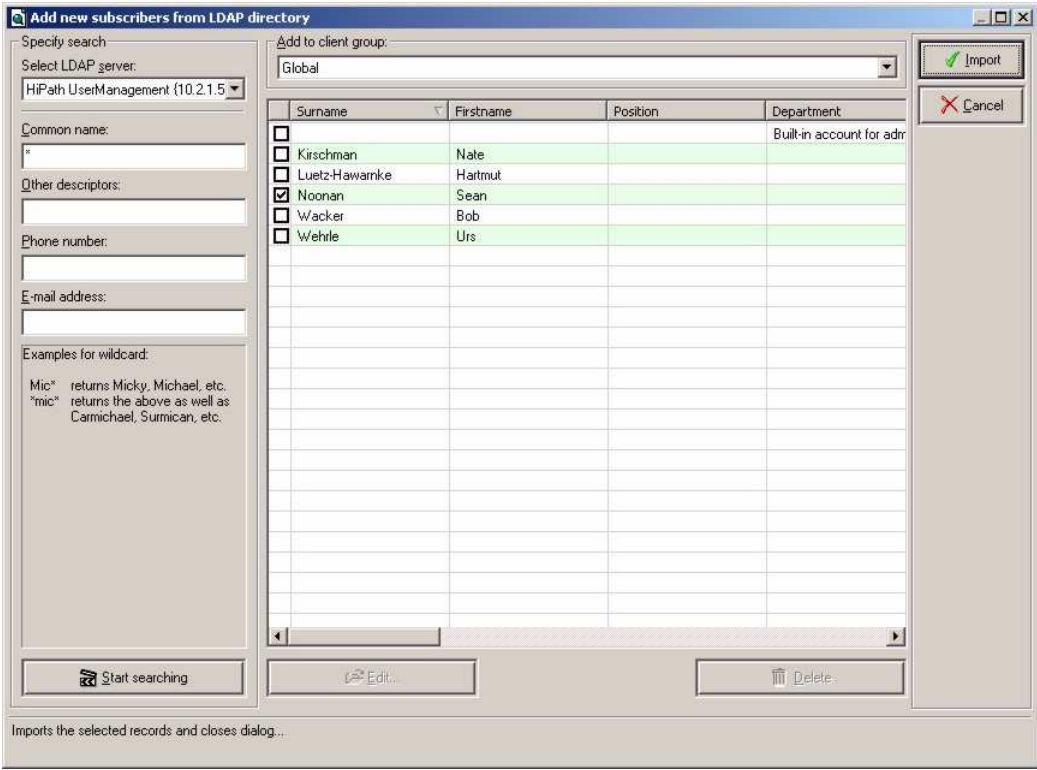

No.	Task
3.	<p>The window "Add user from LDAP directory" will pop up.</p> 
4.	Select the client group to which you want to copy the user.
5.	Select the proper directory under "LDAP server".
6.	If the selected directory requires individual authentication, click  and enter your logon data in the window that follows (see Section 8.6.3, "Logon data of LDAP directories").
7.	<p>Use at least one of the fields below to enter a search key that meets the search criteria:</p> <ul style="list-style-type: none"> ● Seek for 'Common Name' ● Seek in other descriptions ● Seek in telephone numbers ● Seek in e-mail addresses

Table 8-14 Copy users from a LDAP directory

Create and Administrate Subscribers
Copy and collate subscribers from LDAP directories



No.	Task
8.	<p>Click on Start searching to search for datasets in LDAP directories. The table will be filled with the datasets found. If the results are too global, you will be prompted to limit your query using the 4 search terms and to start again.</p> <p>Entries highlighted in gray signify that there is no unequivocal identifier for these entries. In this case, please verify the entries made in the tab "Resource name" of the pertinent LDAP directory (Section 5.13.1, "Add and edit LDAP directories").</p>
9.	<p>To adapt a dataset, please select it and click on . This will open the window "Customize LDAP entry" (see Section 8.6.4, "Customize LDAP entries").</p>
10.	<p>To delete obsolete datasets from the results list, please select them and click on the symbol .</p>
11.	<p>To add datasets, please set the symbol <input checked="" type="checkbox"/> with the datasets you want to add and confirm with OK.</p>

Table 8-14 Copy users from a LDAP directory

8.6.2 Copy subscribers with LDAP directories

Follow the below instructions to read already copied users against LDAP directories

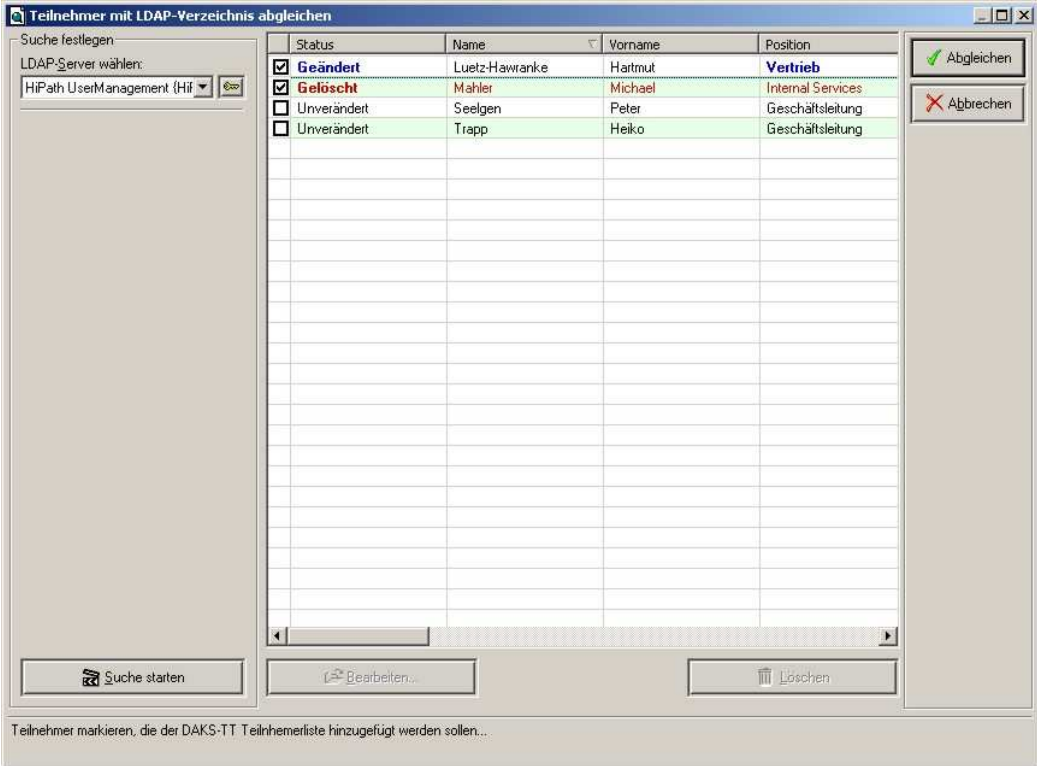

No.	Task
1.	Select "Subscriber" in the tree view. The subscriber list is displayed.
2.	Use the right mouse key to click on the field of table and select the entry "Check against LDAP directory" in the context menu.
3.	This will open the window "Replicate subscribers with LDAP directory". 
4.	Select the proper directory under "Select LDAP server".
5.	If the selected directory requires individual authentication, click  and enter your logon data in the window that follows (see Section 8.6.3, "Logon data of LDAP directories").

Table 8-15 Copy subscribers from LDAP directories

Create and Administrate Subscribers
Copy and collate subscribers from LDAP directories




No.	Task
6.	<p>Click on Start searching to search for the imported datasets in the LDAP directory. This will fill the table with the datasets that were originally copied from the selected directory. In this process, all user data is read against the correlating LDAP datasets. The entries that are retained in this course are marked as follows:</p> <ul style="list-style-type: none"> ● The status "Unchanged" signifies that no changes were discovered. ● The status "Changed" signifies that at least one alteration was discovered. In this case the content of the column of the field that was discovered as changed is rendered in bold and highlighted in blue. ● The status "Deleted" signifies that the correlating dataset could not be found in the LDAP directory. In this event the line will be highlighted in red.
7.	<p>Every entry can be customized to meet your individual needs and requirements. For this purpose, select the entry you want to customize and click on . This will open the window "Customize LDAP entry" (see Section 8.6.4, "Customize LDAP entries"). Once you have customized an entry, it will be given the status "Customized" and highlighted in magenta.</p>
8.	<p>To disconnect references established between users and their LDAP datasets, select the users in question and click on the symbol .</p>
9.	<p>To add changed and adjusted datasets or delete datasets that no longer exist, simply set the symbol <input checked="" type="checkbox"/> with the pertinent datasets and click on OK.</p>

Table 8-15 Copy subscribers from LDAP directories

	<p>For datasets depicted as "Changed", set the symbol <input checked="" type="checkbox"/> and then click on OK. This will fill the datasets with the values of the source directory in keeping with the LDAP directory rules (Section 5.13.1, "Add and edit LDAP directories").</p>
---	---

8.6.3 Logon data of LDAP directories

If a specification was made when defining the LDAP directory ruling that you must authenticate yourself when logging on (see Section 5.13, "Create LDAP directories"), you may be prompted to authenticate yourself when carrying out a search in an LDAP directory.

Description of the fields of the window "Authenticate"


Field	Description
	
Selected LDAP server	Name of the LDAP directory obliging you to authenticate yourself.
Window area "Authentication"	
User	User recorded with the LDAP directory server and entitled to query data.
Password	Password of the above-mentioned user.
Save for next logon	If this field is marked, the Administrator-Tool will store the authentication in an encoded form in the Windows Registry for future searches and queries.

Table 8-16 Description of the fields of the window "Authenticate"

8.6.4 Customize LDAP entries

Use this window to customize the data copied from LDAP datasets.

The only difference to the regular "Edit subscriber" window is the tab "Properties" that is not longer available in this window and the data frames that now, in addition to the input fields, also include selection fields.

Description of the fields in the window "Customize LDAP entry"

Field	Description
	<p>For a detailed description of all fields, please see Section 8.4.1, "Add new and edit existing subscribers".</p> <p>When collating subscribers who have already been imported, the fields names (e.g. "Department") of every data frame in which a change was discovered will be marked in bold print and highlighted in blue.</p>

Table 8-17 Description of the fields in the window "Customize LDAP entry"

9 Protocoling, Logging and Printouts

Overview

This chapter introduces the different ways of logging in DAKS. It shows you how protocols are created, how they are set up and how they can be printed or saved as a file. It also shows you how to print database overviews from the Administrator-Tool.

Contents

The chapter covers the following sections:

9.1 Overview of protocoling

9.2 Protocoling of the DAKS-TT-Services

9.2.1 Logfiles of DAKS-TTDbServer

9.2.2 Logfiles of DAKS-TTProcessServer

9.2.3 Journal files of DAKS-TTDbServer

9.2.4 Event items logged by DAKS-TT in Windows and SYSLOG

9.3 Protocoling via printer/debug interface

9.4 Output database overviews via Administrator Tool

9.5 Output application-specific protocols via Operator-Tool

9.6 Open the Windows Event Viewer with the Administrator or Operator-Tool

9.1 Overview of protocols

DAKS provide a number of possibilities for logging. A more detailed description can be found in the sections that follow thereafter.

DAKS-TTDbServer protocols

The DAKS-TTDbServer protocols every event that is output directly on the DAKS-TTDbServer user interface and logs it at the same time in a logfile.

Protocols via printer/debug interface

If you want to have the events protocolled on the DAKS-Server itself, all you need to do is connect a printer with the serial printer/debug interface.

This function can also be used from a terminal PC (to spool the output in a file), or the tetronik Print Manager (to distribute protocols to the individual printers in the network, also application-related).

Output database overviews via Administrator-Tool.

Database overviews can be output via the Administrator-Tool. They can be displayed in the browser and also printed.

Application-specific protocols via Operator-Tool

Application-specific protocols can be output via the Operator-Tool. Among other things, this enables you to verify the correct sequence of events that belong to a specific broadcast. The protocols can be output in the browser and printed or saved in a file.

Windows Events Viewer

You can call up the Window Event Viewer directly from the Administrator or Operator-Tool. Here, the message items generated by the DAKS-TT software are listed under "Application" together with those of all other Windows applications.

SYSLOG connection

All message items written into the Windows Event Viewer by DAKS-TTDbServer, DAKS-TTProcessServer, or the Administrator- or Operator-Tool can also be transferred to a central SYSLOG server. If you want to use this option you can specify the proper SYSLOG server in the basic parameters of the Administrator-Tool (Section 5.2, "Edit basic parameters").

The DAKS-Server can also send its protocol printouts to a SYSLOG server. This server must be configured at the DAKS-Server via the service interface (see Service Manual DAKS Release 6, HiPath DAKS V2.1).

9.2 Protocoling of the DAKS-TT-Services

9.2.1 Logfiles of DAKS-TTDbServer

DAKS-TTDbServer normally starts automatically and immediately starts to protocol all important events. All of these events are listed directly in the DAKS-TTDbServer window and at the same time saved in a logfile that is stored in the "Logging" subdirectory of your DAKS-TT installation.

Each day a new logfile is created to log all events that are also output in the protocol window of DAKS-TTDbServer.



DAKS-TTDbServer does not delete previous logfiles. To keep the local hard disk from running out of space, we recommend that your network Administrator occasionally removes obsolete logfiles manually.

The file name is structured as follows:

<database name> + <4-digit year> + <month + <day> + .LOG"

The most recent entries are listed at the end of the file.

The file is in plaintext and can be opened with any text editor.

In the file one line is used for every event with the following structure:

<YYYY/MM/DD> <hh:mm:ss:> <database/connection:> event

Example excerpt of a logfile:

```
2005/08/24 08:21:29: Database C:\tetronik\DAKS-TT\daks.db opened
2005/08/24 08:21:29: Database daks.db: Backup: scheduled next on 2005/08/25 02:00
2005/08/24 08:21:29: Database daks.db: Begin of consistency check of database
2005/08/24 08:21:29: Database daks.db: End of consistency check of database
2005/08/24 08:21:29: DAKS Connection DAKS-CP: Start connection
2005/08/24 08:21:32: DAKS Connection DAKS-CP: Logged in
2005/08/24 08:33:31: Admin Connection: New connection from: 127.0.0.1:1567
2005/08/24 08:33:31: Admin Connection: Request Databases
2005/08/24 08:33:31: Admin Connection: connection attached to Database daks.db
2005/08/24 08:33:31: Admin Connection to subscriber 0: User #0 (Sysadm, System engineer-
ing)
logged in
2005/08/24 08:37:37: Admin Connection to subscriber 0: Connection to 127.0.0.1:1567 closed
```

9.2.2 Logfiles of DAKS-TTProcessServer

All logfiles created by DAKS-TTProcessServer are also filed individually for each event in a subdirectory (path see Section 3.6.2, "DAKS-TTProcessServer.INI"). A new protocol file in XML format is created for each conference or broadcast process after it is completed.

The file name for broadcasts is structured as follows:

```
"BDC-" + <year of the process start> + "_" + <month of the process start> +  
"_" + <day of the process start> + "_" + <6-digit time of the process  
start> + "-" + <year of the process end> + "_" + <month of the process end>  
+ "_" + <day of the process end> + "_" + <6-digit time of the process end>  
+ "-" + <TAN of the process> + "-" + <ID of the process> + "-" + <name of  
the process> + ".xml"
```

The file name for conferences is structured as follows:

```
"CON-" + <year of the process start> + "_" + <month of the process start> +  
"_" + <day of the process start> + "_" + <6-digit time of the process  
start> + "-" + <year of the process end> + "_" + <month of the process end>  
+ "_" + <day of the process end> + "_" + <6-digit time of the process end>  
+ "-" + <TAN of the process> + "-" + <ID of the process> + "-" + <name of  
the process> + ".xml"
```

The files are subdivided into

- static data and
- dynamic data.

The static data contains snapshots of the respective process data at the beginning of the process, such as the broadcast group, the selected announcements and all broadcast subscribers or members.

The dynamic data contains all other information of the ongoing process, such as how and when a certain broadcast subscribers or member was reached. A detailed description of the XML data can be requested from tetronik on a project-specific basis.

9.2.3 Journal files of DAKS-TTDbServer

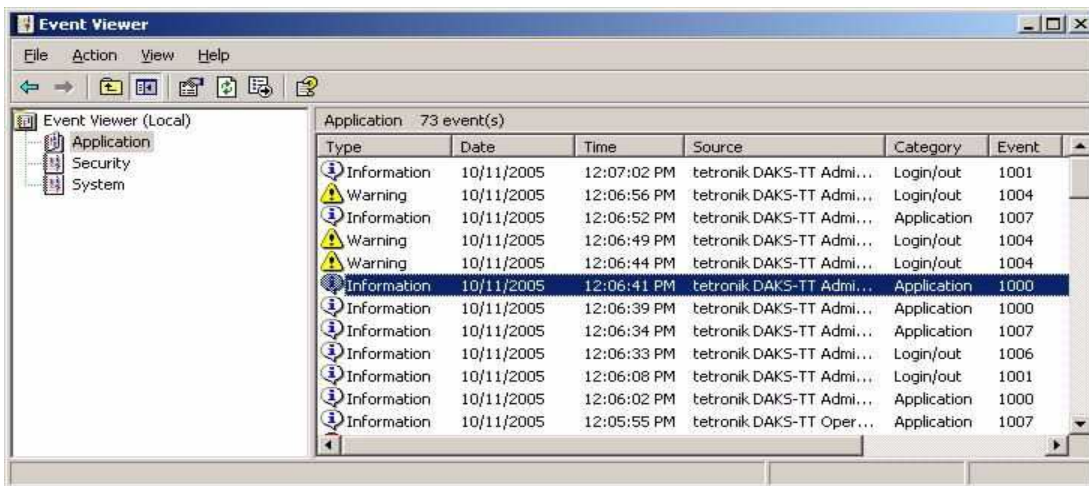
All journal files of DAKS-TTDbServer are stored individually for each database in the database's subdirectory "Journal". Each day a new journal file is created storing all internal information on the changes made to the database.

The file name has is structured as follows:

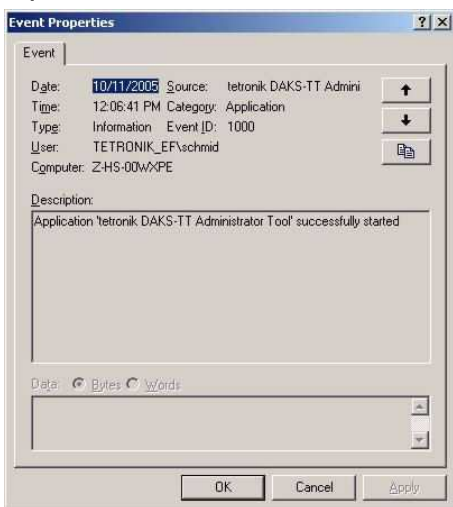
```
<database name> + <4-digit year> + <month> + <day> + .JNL
```

9.2.4 Event items logged by DAKS-TT in Windows and SYSLOG

Both the Administrator- and the Operator-Tool log various events in the Windows Event Viewer under "Application protocol" and also to a SYSLOG server, provided this server is set up accordingly (Section 5.2, "Edit basic parameters").



You can open the Windows Event Viewer from both applications via the menu "Application -> Open event viewer".



It is here that both successful and failed login attempts are protocoled.

9.3 Protocolling via printer/debug interface

The system printer that is serially connected to the printer/debug interface of the control computer board logs all messages of the DAKS-Server.

This function can also be used from a terminal PC (to spool the output in a file), or the tetronik Print Manager (to distribute protocols to the individual printers in the network, also application-related).

This function enables you not only to trace alarms, conference processes, the dialing of personal or group calls etc., but also to document the status information of the DAKS-Server.

In the individual applications you can specify which events shall be logged. Here the system distinguishes if DAKS-TTProcessServer is connected with the DAKS-Server or not (database online or offline).

The following settings can be made:

- Broadcasts:
None, only start & end, with non-reached subs., with reached subs., all
- Conferences:
None, only start & end, all
- Call profiles:
None, only calls, only changes of Active No., all
- Info telephone:
None, only accesses, only switching of profile, all
- Basic parameters:
Recording and playback of announcements
- Optocoupler and Profibus® inputs:
Activation of outputs and inputs

Below you will find some examples of printer outputs with the matching explanatory details:

<p>Protocolling of login/logoff of DAKS-TTDbServer at the DAKS-Server</p> <pre>22.06.2003 14:29:55 SYS:PC-DAKS connected to 192.168.6.197 22.06.2003 15:20:58 SYS:PC-DAKS closed</pre>
<p>Protocolling of subscriber login/logoff</p> <pre>28.07.2003 08:59:33 SMS:Subscriber logoff Steffens, Dieter 28.07.2003 08:59:45 SMS:Subscriber logon Bauer, Karl</pre>

Table 9-1 Examples of printer outputs

<p>Protocoling of a broadcast (activated via telephone)</p> <pre>22.06.2003 14:35:48 ALS:(A) 1030: Service Team 1 broadcast started initiated via telephone 6049, OPTI-49 - cost center 000000 22.06.2003 14:35:59 ALM:(A) 1020 neg. confirmed 4098 Huber, Edgar 22.06.2003 14:36:19 ALE:(A) 9800 pos. confirmed 6048 Meier, Peter 22.06.2003 14:36:19 ALE:(A) broadcast terminated</pre>
<p>Protocoling of a conference (started from PC)</p> <pre>22.06.2003 14:38:55 COS:(A) 4010: Marketing conference convened initiated via PC 6048, SysAdm, SysAdm - cost center 000000 number of participants: 4</pre>
<p>Protocoling of the switching of an info telephone profile and subsequent info telephone access from outside via telephone</p> <pre>22.06.2003 14:40:30 INS:(1) Info tel. switched to profile 1 22.06.2003 14:42:58 INA:(1) Info telephone access 0987654321098</pre>
<p>Protocoling of any change of the Active Number of a call profile and whenever the call profile is activated via telephone.</p> <pre>22.06.2003 14:41:35 PCN: 711: Service technician 1 6048 Active number changed 712 22.06.2003 14:43:00 PCA: 712: Service technician _1P 1049 6048 20 s 52 s</pre>
<p>Protocoling of the recording of an announcement via telephone</p> <pre>22.06.2003 14:50:12 REC:Announcement deleted - 063 Alarm announcement 6048 0 sec 22.06.2003 14:50:17 REC:Announcement recorded - 063 Alarm announcement 6048 3 sec</pre>

Table 9-1 **Examples of printer outputs**

Protocolling, Logging and Printouts
Protocolling via printer/debug interface

Protocolling of the activation of a personal protection measure and recording of the monitoring announcement with activation of the ensuing alarm (broadcast start), as well as logging of the activation of a personal protection measure and successful response of the monitored person with the subsequent deactivation of the alarm

```
22.06.2003 14:59:40 PSC:1 Personal protection activated
                    Müller, Service 6048
22.06.2003 15:01:28 PSC:1 Personal protection alarm
                    Müller, Service 6048
22.06.2003 15:01:29 ALS:(A) 1001: Doctor call started
                    initiated via telephone 6048, SysAdm,
                    SysAdm - cost center 000000
22.06.2003 15:01:45 ALM:(A) 9800 confirmed pos. 6049
                    Spock, Carl W., Dr.
22.06.2003 15:01:45 ALE:(A) broadcast ended
22.06.2003 15:13:07 PSC:1 Personal protection activated      Kummer, Rolf 7660
22.06.2003 15:15:12 PSC:1 Protection call successful      Kummer, Rolf 7660
22.06.2003 15:16:43 PSC:1 Personal protection deactivated Kummer, Rolf 7660
```

Table 9-1 Examples of printer outputs

9.4 Output database overviews via Administrator Tool

You can use the Administrator-Tool to have an overview of the current database output in the standard browser and print it. The output is based on HTML template files. After the installation a variety of template files are immediately available in the DAKS-TT program directory. With a little HTML knowledge you can tweak these templates to meet your specific needs and requirements.

Follow the below instructions step by step to output database overviews via the Administrator-Tool:

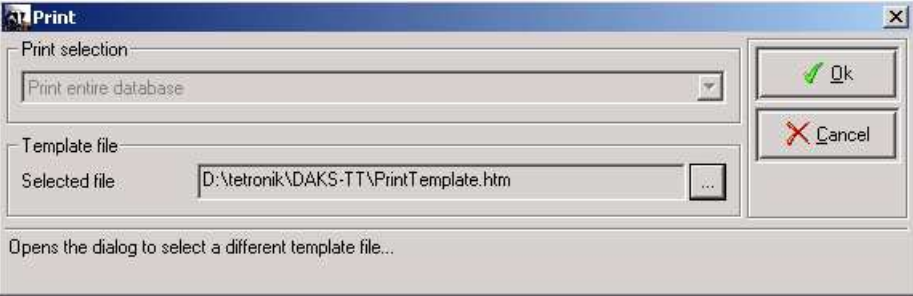
No.	Task
1.	Start the Administrator-Tool and log on.
2.	<p>Select the "Print..." menu item in the "Application" menu. The "Print" window will open:</p> 
3.	<p>Select a template file in the "Selected file" field. The following templates are available for the Administrator-Tool:</p> <ul style="list-style-type: none"> ● "PrintTemplate.htm", in English <p>or, provided the templates for German/English are installed,</p> <ul style="list-style-type: none"> ● "PrintTemplate DE.htm", in German ● "PrintTemplate EN.htm", in English
4.	<p>Click on OK to open the detailed database overview in the browser. Now you will be able to reach the different areas of the database overview directly via links, or print the entire database overview.</p>

Table 9-2 Output database overviews via Administrator-Tool.

Example of a database overview in the browser

DAKS-TT Database Printout



From database: DAKS-TT database (127.0.0.1:2016)
Created by: Sysadm, Systemtechnik (sysadm)
Created on: Freitag, 9. September 2005, 11:11:54 hours

[Client Groups](#) - [Physical Announcements](#) - [Logical Announcements](#) - [Subscribers](#) - [Broadcasts](#) - [Broadcast Parameters](#)
- [Conferences](#) - [Conference Parameters](#) - [Call Profiles](#) - [Call Profile Parameters](#) - [Info Telephone](#) - [Info Telephone Parameters](#)
- [Scenarios](#) - [Connection types](#) - [Printer Texts](#) - [Display Texts](#) - [Audio Outputs](#) - [Optocoupler Inputs](#) - [Profibus Inputs](#) - [Optocoupler Outputs](#) - [Profibus Outputs](#) - [Descriptors](#) - [Display Options](#) - [Company data](#) - [Global Parameters](#)

Client Groups

[top](#)

Feuerwehr

Type:	Client
Physical announcements	
11	Feuerm. Station 11
20	Feuermeldung
22	Gong
30	Notdienst
41	Kino Atlantis
42	Plenarsitzung
43	keine Sitzung
012	Feueralarm
3100	SMS-Bedienerführung
5500	Personensicherung 1
9000	Aufford. PIN-Eingabe
9001	Aufford. ID-Eingabe
9002	Aufford. Abmelden
9003	Aufford. Anmelden
9004	Hinweis Angemeldet
9005	Hinweis Abgemeldet
9010	Bedienerführungsans
9090	Message idle
9100	Aufschaltansage
9101	bei pos. Quittung
9102	bei neg. Quittung
9103	Ende-Ansage
9104	Neutrale Ansage
9105	Aufford. ID-Eingabe
9106	Aufford. Ansage-Eing
9107	Aufford. akt. Ansage
9110	Aufford. PIN-Eingabe
9111	Aufford. Tastendruck

9.5 Output application-specific protocols via Operator-Tool

The Operator-Tool can be used to display application-specific protocols in the standard browser, for example to verify the processes and workflows of a specific broadcast. The output of the logfiles is based on HTML template files. After the installation, a variety of template files are immediately available in the DAKS-TT program directory. With a little HTML knowledge, these these templates can be tweaked to meet the specific needs and requirements of your business.

Follow the below instructions to output protocols via Operator-Tool:

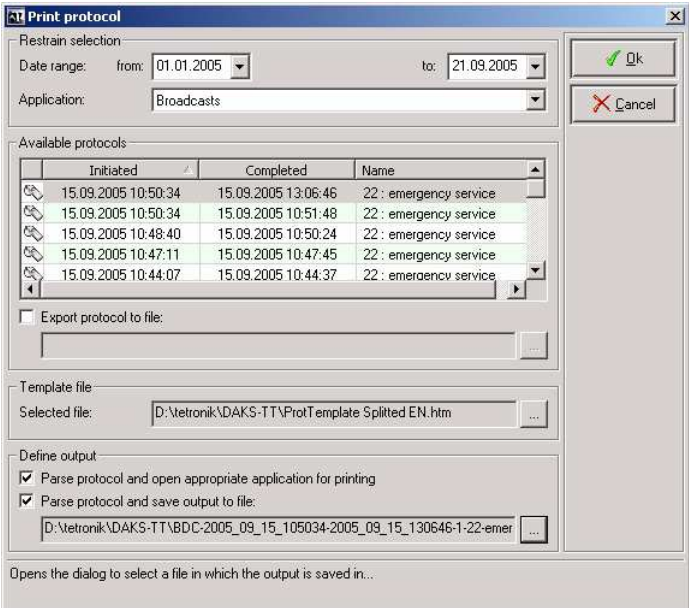
No.	Task
1.	Start the Operator-Tool and log on.
2.	<p>Go to "Application" in the menu bar and select "Print protocols...". This will open the window "Print protocol":</p> 
3.	<p>Select the time period (from/to) and the application you want to use. All available protocols will be displayed in the list window.</p>
4.	<p>In the list, select the protocol that you want to output.</p>

Table 9-3 Outputting protocols via the Operator-Tool

No.	Task
5.	<p>Select the template file you want to use in the field "Selected file".</p> <p>The following templates are available for the Operator-Tool:</p> <ul style="list-style-type: none"> ● "ProtTemplate Splitted DE.htm" in German, split layout ● "ProtTemplate Splitted Compact DE.htm" in German, condensed split layout ● "ProtTemplate Joint DE.htm" in German, regular layout ● "ProtTemplate Joint Compact DE.htm" in German, condensed regular layout <p>as well as</p> <ul style="list-style-type: none"> ● "ProtTemplate Splitted EN.htm" in English, split layout ● "ProtTemplate Splitted Compact EN.htm" In English, condensed split layout ● "ProtTemplate Joint EN.htm" in English, regular layout ● "ProtTemplate Joint Compact EN.htm" in English, condensed regular layout
6.	<p>Please note that there are several ways you can output protocol files and that these approaches can be carried out in parallel.</p> <ul style="list-style-type: none"> ● Click "Export protocol to file" and select a data path. The protocol is stored as XML file and/or ● select "Parse protocol and open the corresponding application to print". The protocol will be parsed in keeping with the template file, opened in the standard browser and ready to be printed from there, and/or ● select "Parse protocol and save output in file" and select the file path you want to use. The protocol will be saved as HTML file and can be opened later in the browser window and printed.
7.	<p>Click OK to open the protocol in the browser and/or save it as file(s).</p>

Table 9-3 Outputting protocols via the Operator-Tool

Example of a protocol output in the browser

DAKS-TT Broadcast Protocol

C:\Develop\DAKSTT 6.11\Client Tool\ProtTemplate Splitted Compact EN.htm

My company
 Incorporated
 IT
 13595 - Anytown, 08.12.2006
 1234 Industrial boulevard
 P.O.Box 5678
admin@my-company.com
 Phone: 1-234-567-8900
 Fax: 1-234-567-8901

Protocol file: BDC-2006_11_02_133445-2006_11_02_133453-1-01-Fire alert.xml
From database: Localhost (127.0.0.1:2000)
Printed by: Clover, Hannah, assistant medicine (sysadm)
Printed at: 15:27:11

Broadcast: **01 : Fire alert (HIGHPRIORITY)**

Initiated: via Operator-Tool
Initiator: Clover, Hannah, assistant medicine (sysadm)
Standard ann.: 22 : Gong
1. Group ann.: 9003 : Logon
2. Group ann.: (none)
3. Group ann.: (none)
4. Group ann.: (none)
Dialing: - First phone number
 - Second phone number
 - Third phone number
 - Fourth phone number
Cornet-N(Q) feat.: - Special dialing options
 - Subscriber surveillance

Events: 2006/11/02 13:34:45 Started
 2006/11/02 13:34:53 **CANCELED** by initiator

Reached subscribers: 0 of 9

Reached subscribers		
Date/Time	Event	Code

NOT reached subscribers		
Date/Time	Event	Code
2006/11/02 13:34:53	officer-in-charge (5476)	0x0100 Negative results <small>- Subs. was busy at least once</small>
2006/11/02 13:34:53	Kennedy, Peter, doctor, Dept. 11 (6302, 476, 5476)	0x0100 Negative results <small>- Subs. was busy at least once</small>
2006/11/02 13:34:53	Clover, Hannah, assistant medicine (5476)	0x0100 Negative results <small>- Subs. was busy at least once</small>

9.6 Open the Windows Event Viewer with the Administrator or Operator-Tool

You can open the standard Windows Event Viewer from the Administrator-Tool or the Operator-Tool. All reports on the various Windows applications are listed here under "Application". It is also here that you can the reports generated by the DAKS-TT software.

Follow the below instructions step by step to view the report items:

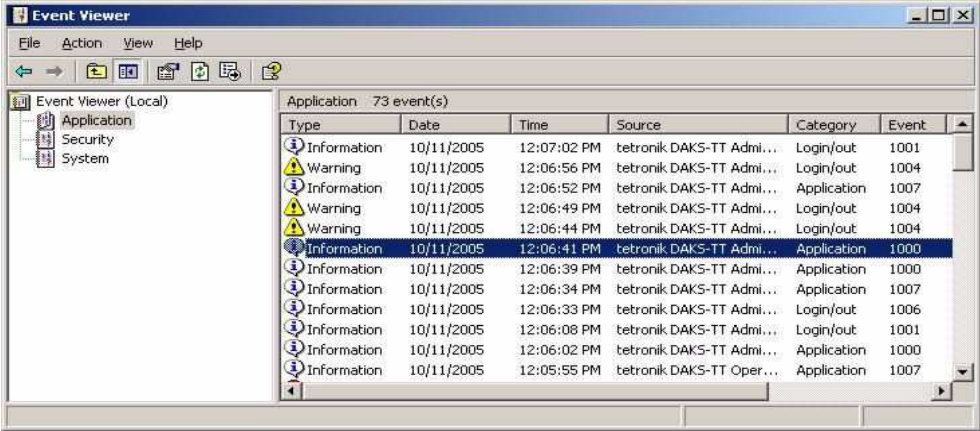
No.	Task																																																																														
1.	Start the Administrator-Tool or the Operator-Tool and log on.																																																																														
2.	Select "Open Event Viewer" in the menu "Application". This will open the window "Event Viewer":																																																																														
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Table 9-4 Open the Windows Event Viewer with the Administrator or Operator-Tool

10 Set up, Administrate, Start and Monitor Broadcasts

Overview

This chapter shows you how to set up, administrate, launch, and monitor broadcasts. It covers the functions provided by the Administrator-Tool as well as those that can be carried out from the Operator-Tool and over the telephone.

Contents

The chapter covers the following sections:

10.1 Overview of broadcasts

10.2 Interdependence of broadcast settings

10.3 General aspects of subscriber alerting

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10.3.2 Results of dial attempts

10.3.3 The subscriber status "Undetermined"

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- 10.14.2 Principle of operation
- 10.14.3 Evaluation/processing of the alarm criteria
- 10.14.4 Parameterizing location information in SigmaSys
- 10.14.5 Assign DAKS broadcast groups

10.15 Result codes in the protocol file

10.1 Overview of broadcasts

The DAKS server alarms and notifies entire groups or individual persons (subscribers) to emergency situations by dialing them automatically and playing prepared or newly recorded announcements, and/or sending alphanumeric display messages (direct or as SMS).

Define broadcasts

To tweak DAKS to your individual needs and requirements, the system manages a variety of system-wide broadcast parameters such as times, announcements for user-guidance etc.

In addition, you can also specify up to 1000 definable broadcast groups individually:

- with up to 9000 subscribers, all with different reached criteria, priorities and specified announcements, and
- with up to 5 different announcement groups, e.g. in subscriber-specific languages
- with subscriber-individual announcements
- With triggering of alarm functions, e. g. emergency call, call override, etc.
- with parallel or sequential dialing
- with dialing according to priority or ASAP
- with specified and fixed number of subscribers to be reached
- with high and low priority broadcasts
- with negative confirmation ("Not coming") enabled or disabled
- if necessary with follow-up broadcast indicating positive or negative broadcast results
- with activatable contact outputs, including activation period
- with or without monitoring or protocoling and logging via PC

Launch broadcasts

Broadcasts can be launched:

- via the Operator-Tool
- via hardware (contact) inputs
- from any in-house or external telephone with interactive user-prompting and guidance through announcements and display texts, or via direct dialing, e.g. for automatic or one-touch dialing
- via host systems, e.g. emergency response host computers, (nurse) call systems, or Funk-ServerPro

Set up, Administrate, Start and Monitor Broadcasts

Overview of broadcasts

Up to 10 broadcasts can be active at the same time. You can also link up to 10 individual broadcast groups to form a so-called hunt group.

Timing of broadcasts

DAKS will always process broadcast lists until the required number of subscribers is reached or the broadcast is ended.

If a subscriber is busy or not answering, DAKS will redial him/her automatically.

If after redialing this subscriber DAKS is still unable to contact this person, it will automatically dial up to 3 different substitute phone numbers, the maximum call period, minimum wait times and maximum dial attempts of which can be configured.

In the HiPath network, DAKS uses CorNet-specific features such as emergency call signaling, call override and forced release, ignore call forwarding, etc. to reach subscribers faster.

Subscribers sharing the same priority level are called by DAKS in random order.

For subscribers with different priorities you can specify if DAKS shall strictly keep to the priority order or if it may also insert members of a lower priority in the dial pauses.

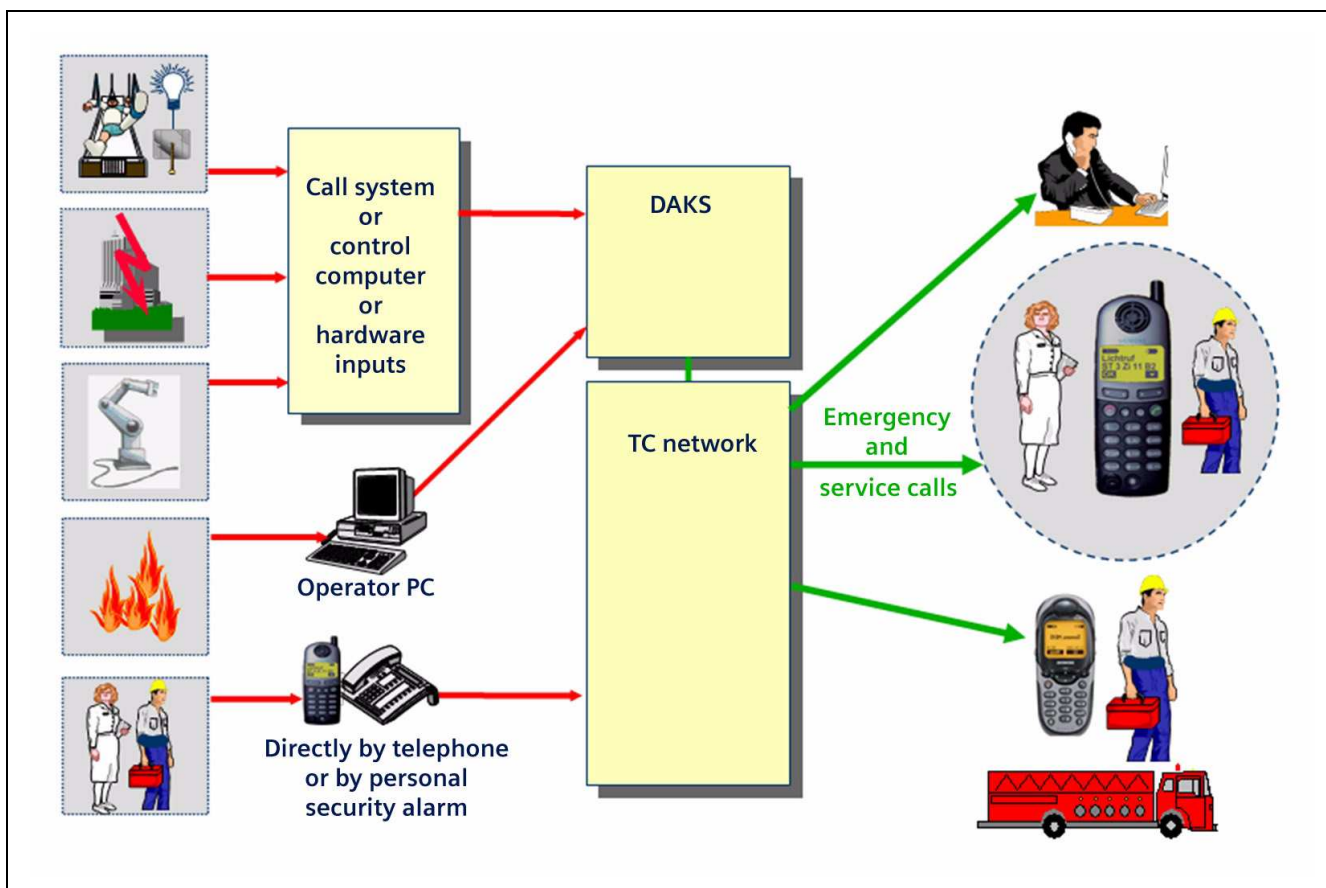


Image 10-1 Diagram of the timing of broadcasts

Sequential dialing

If the dialing is sequential, the paramount priority of the specific notification of the subscriber(s), that is to say DAKS will dial as many subscribers in parallel as are needed to successfully conclude the broadcast.

If e.g. only one service technician needs to be reached to respond to a technical malfunction, the DAKS server will call all members of the corresponding service group one after the other, or in sequence, and immediately end the broadcast as soon as first technician picks up the phone.

Parallel dialing

In parallel dialing, by contrast, the main priority is instantaneous alerting. Therefore, the above-mentioned limitations do not apply here. In parallel dialing, DAKS calls as many subscribers as possible and allowed at the same time. Should the broadcast end ahead of time or prematurely, all subscribers who are no longer needed will be notified in a corresponding cancellation announcement.

Contact-controlled broadcasts

Broadcasts can be controlled in 3 different ways via normally-closed and normally-open contacts:

- The active edge starts the broadcast.
- The active edge starts the broadcast and the inactive edge stops it (automatic stop as soon as the problem is solved).
- If a broadcast is inactive, the active edge will start the broadcast; if a broadcast is already started, the same edge will end it (usually: console start/end button).

For broadcasts that are activated via contact, you can have the information assigned to the contact output to you. If it is always the same subscribers, e.g. service technicians, that need to be alerted to an emergency such as a technical malfunction reported via contact, you need only create one broadcast group.

Playback of announcements and reach criteria

DAKS supports a variety of information transmission and many different reached criteria to optimally accommodate to the individual purposes of a broadcast, but also to the level of confidentiality required and the types of cordless handsets that are used.

Normally, subscribers will hear their announcement(s) immediately as soon as they pick up the handset. They may however, also be requested to authenticate themselves with a PIN beforehand.

Both the ringing of the telephone and the picking up the handset may suffice as confirmation of receipt of the call. However, DAKS can also be configured to verify if the subscriber went back on hook, or to request him/her to press a key or callback to confirm receipt of the call.

Data interfaces

The DAKS server supports up to 5 serial point-to-point protocol interfaces (RS232/RS422) with a number of different protocols, e.g.:

- ESPA 4.4.4
- DUST 3964R
- simple protocol for connection to already existing printer interfaces.

In addition, the DAKS server supports 2 LAN-based interfaces:

- a UDP-based LAN interface to connect of any number of external host computers: "TR500", and
- a TCP-based LAN interface with XML protocol: "xLink -100".

DAKS can be activated or controlled from other computers via these interfaces and, as a result, serve as a link between host systems and your PBX network.

Here are some examples:

- A security and alarm system, e.g. SigmaSys[®], or a PLC, e.g. SIMATIC, alerts mobile service technicians to technical malfunctions.
- An emergency response host computer alerts first responders to an alarm and provides them with the most up to date and vital details, e.g. the vehicles currently available in the vehicle fleet, the present direction of the wind, etc.
- The alarm group to respond to the emergency is then put together intuitively via touch screen with using an underlying factory layout plan.
- FunkServerPro assesses fault messages received from malfunctioning industrial processes, assesses them and alerts all required responders to the emergency via DAKS.
- Call or nurse call systems notifying nursing staff with DECT cordless phones via DAKS, also with automatic callback to the alerting patients.

More details and special features for the link-up of call systems that are certified for DAKS, such as Ackermann "clinocom 21", TotalWalther "medical 800", or the Tunstall "NewLine C201" nurse call system, can be found in Chapter 18, "DAKS in Combination with Call Systems".

10.2 Interdependence of broadcast settings

Apart from the fields of the windows used for the administration of the broadcasts there are also fields in other windows that have an immediate influence over your broadcasts.

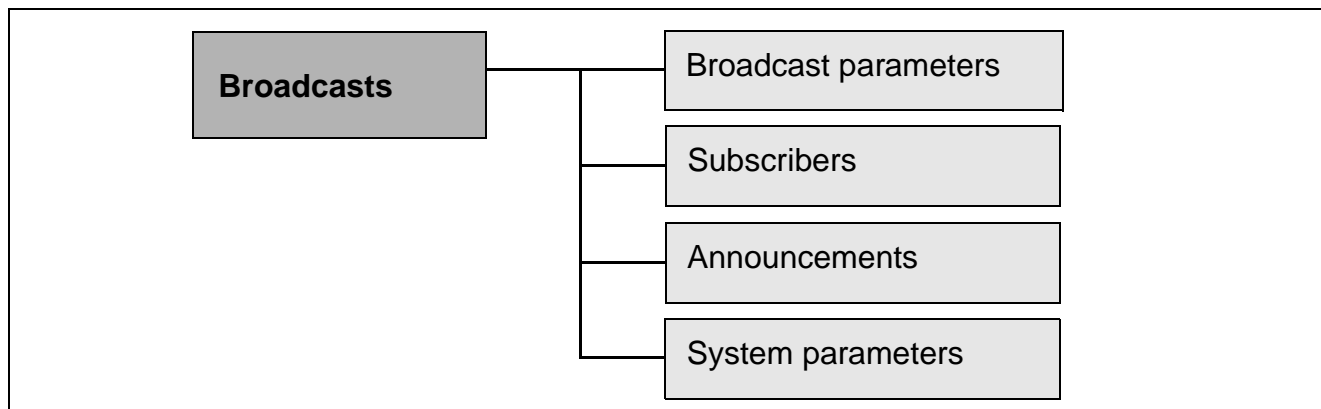


Image 10-2 Dependence of broadcast settings on other settings

Broadcast parameters:

The broadcast parameter will determine the fundamental settings for all broadcasts (Section 10.6, "Define broadcast parameters").

Subscribers:

Every broadcast has assigned subscribers who shall be notified in the event of an emergency situation (Chapter 8, "Create and Administrate Subscribers").

Announcements:

To start a broadcast you must first assign valid announcements, i.e. announcements that are already created and recorded (Chapter 7, "Create and Administrate Announcements"). This assignment can be done in advance (predefined), or spontaneously at the start of the broadcast.

System parameters:

- **Time zones**

When a broadcast is started, all of its assigned subscribers (or: destinations) are called according to their defined time zone(s) (Section 5.4, "Define time segments").

- **Clients**

Broadcasts can be also be assigned to specific client groups. If so, they can only be administrated and started by the members of this group (Section 5.7, "Set up clients").

- **Suffix codes**

Suffix codes define the combination of numbers or code that need to be used to start a broadcast (Section 5.5, "Specify suffix codes").

- **Call types**

The call types determine the connection routes that may be used, e. g. for in-house or internal calls, external calls or pager calls (Section 5.3, "Set up connection types").

Set up, Administrate, Start and Monitor Broadcasts

Interdependence of broadcast settings

- **Basic parameter**

The basic parameters is where the tie line code of the DAKS server and the total number of available internal and external channels are stored (Section 5.2, "Edit basic parameters").

- **Output texts**

Output texts define how the user-guidance texts are rendered on the displays of cordless handset, but also how the texts are output that are used for the protocoling and logging (Section 5.12, "Specify output captions").

- **Inputs/Outputs**

Broadcasts can be started via hardware inputs. At the same time, you can also have opto-coupler outputs activated in broadcasts, e.g. display signal lamps or sirens Section 5.10, "Administrate inputs/outputs").

10.3 General aspects of subscriber alerting

10.3.1 General behavior

For all announcements that are included in the broadcast parameters but not yet assigned or recorded, DAKS will play one long tone or a 3-tone melody sequence, instead.

In all types of subscriber alarming, DAKS will immediately trigger a one-line numeric and alphanumeric display output in keeping with the pertinent definitions of the broadcast (Calling Number + Calling Name).

If, for example, it was specified that a neutral announcement be played to a specific subscriber at first but the announcement was not assigned or recorded, DAKS will playback the standard announcement of this broadcast, instead.

The broadcast parameters enable you to select individually for all sequential and parallel broadcasts the dial attempts you want DAKS to make for each subscriber, i.e. for destination or each call number, but also how long you want DAKS to wait between the individual dial attempts if a line is busy or nobody answers (handset not picked up), plus, if needed, how long the application shall wait for the person to call back.

In addition, you can define a minimum listening prerequisite in the broadcast parameters that must be met by the subscriber to accept the call.

If this minimum listening prerequisite is not met, DAKS will not yet be able to obtain any results and the call will be repeated immediately.

If the minimum listening prerequisite is still not met after the repeat call, DAKS will discontinue the call repeat and classify the subscriber as "not reached" (see below).

DAKS triggers a forward connection:

- after expiry of the specified time and/or number of playback cycles as defined in the broadcast parameters:
 - if needed, after a delay of 8 sec. if still waiting for input
 - for multiline display messages at the earliest after 30 sec.
- for multiline display messages at the earliest after 30 sec. after playback of the announcement "positively confirmed" or "negatively confirmed"
- and whenever the 8 sec. interdigit time is exceeded during the PIN entry.

For multiline outputs:

- you can scroll by pressing a the star "*" or hash "#" key:
 - if PIN entry is requested, only after entry of the PIN,
 - in all other cases during the entire busying period,
- The pressing of the star "*" or hash "#" key (i.e. scrolling) will entail that the maximum time until forward triggering:
 - is set to 30 sec., provided it was less than 30 sec.,
 - remains unchanged, provided is was greater than or equal to 30 sec.

For PIN entries:

- You can delete incorrect entries with the star "*" key; this "*" key will delete the entire entry made so far.
- Ends the corresponding playback with the first entry.
- If the PIN entry is incorrect or the timeout for the entry is reached, a five-fold error tone will resound and DAKS will jump right back to the initial input request, that is to say you will again hear the announcement and see the display message requesting entry of the PIN, or "PIN?".
- After the third incorrect PIN entry, the connection will be cut by DAKS.

Calling a member from within several broadcasts that are simultaneously active

Whenever a subscriber is needed in several broadcasts that are all active simultaneously, DAKS will always call him/her no more than once at a point in time. Among other things, this feature ensures that a call, e.g. from broadcast "A", is not inadvertently disconnected by DAKS because of a second call, e.g. a call from broadcast "B" with the feature forced release.

10.3.2 Results of dial attempts

DAKS rates the states of an individual broadcast subscriber who is currently participating in an active broadcast process in the following way:

- **Undetermined::**
The subscriber is still being processed in the active broadcast process.
- **Reached:**
A positive final result has already been received for this subscriber.
- **Not reached:**
A negative final result has already been received for this subscriber.
- **Waiting for callback:**
The subscriber has accepted a call, but DAKS is still waiting for a final result.

10.3.3 The subscriber status "Undetermined"

The following conditions must be met for a subscriber to have this status:

- At least one destination or call number of this subscriber has not yet been dialed.
- There are still call attempts outstanding for at least one of the destinations assigned to this subscriber.

10.3.4 The subscriber status "Reached"

Depending on different settings of the broadcast itself (Section 10.7, "Administrate broadcast groups") or the respective broadcast subscriber (Section 10.8, "Edit broadcast members"), the subscriber shall not count as successfully reached unless:

- DAKS detects a free signal (idle tone) for this subscriber destination (Section 10.3.7, "Special behavior for "Interpret ringing as being reached"), or
- the subscriber accepted the call and broke the connection at his end, or
- the subscriber accepted the call and confirmed positive because so prompted by pressing a key, or
- the subscriber accepted the call, identified himself with his/her PIN and confirmed positive because so prompted by pressing a key, or
- the subscriber accepted the call, identified himself by callback and PIN-entry, and confirmed positive because so obliged by pressing a key.

10.3.5 The subscriber status "Not reached"

Depending on different settings of the broadcast itself (Section 10.7, "Administrate broadcast groups"), or the respective broadcast subscriber (Section 10.8, "Edit broadcast members"), the subscriber shall only count as not reached if:

- the subscriber accepted the call and DAKS broke the connection because of the maximum listening requirements or
- the subscriber accepted the call and did NOT press a key to confirm or confirm negative (e.g. because an automatic answering machine took the call) or
- the subscriber accepted the call, but did NOT identify himself or confirm negative or
- the subscriber accepted the call but did NOT identify himself or confirm negative, e.g. with the ACK "You have reached the wrong person" or
- the subscriber accepted the call and did NOT identify himself by callback or confirm negative.

10.3.6 The subscriber status "Waiting for callback"

For a subscriber to have this status you must specify that he/she must identify himself with PIN-entry before he/she can actually accept the call. Whenever a subscriber is given this status, he/she has already accepted the call at one of his destinations but broke the connection at his side (i.e. hung up).

DAKS responds to this situation as follows:

- The destination that accepted the call is no longer called.
- DAKS waits for a callback from the subscriber.
- If the subscriber calls back, he must identify himself with his PIN and, if necessary, confirm positive or negative or send "You have reached the wrong person". After that, DAKS will count him either as "reached" or as "not reached".
- If the subscriber fails to call back before expiry of the maximum wait time and there are NO destinations left for DAKS to call for him, he will be considered by system as "not reached".
- If the subscriber fails to call back before expiry of the maximum wait time and there ARE destinations still left for DAKS to call for him, he will regain the status rated as "undefined".

10.3.7 Special behavior for "Interpret ringing as being reached"

Should DAKS, when calling a broadcast member with "Interpret ringing as being reached" (Section 10.8, "Edit broadcast members"), detect an idle tone (Callstate 4, Alerting) and initiate forward triggering after expiry of the maximum ring time, it will:

- set the state "Wait for callback", provided "Also negative confirmation possible" was defined for this broadcast (Section 10.7, "Administrate broadcast groups"),
- set the state "Reached", provided "Also negative confirmation possible" was **not** defined for this broadcast.

10.3.8 Special behavior for the "Completed Message"

The "Completed message" makes it possible to confirm a broadcast in a two-step procedure. After a member of a broadcasts of this kind has been reached, he will not only have to confirm receipt of the broadcast message alerting him, for example, to a malfunction or emergency, but also confirm that he will tend to the situation. After the malfunction has been cured, the subscriber will then have to call DAKS again and explicitly confirm with the so-called "Completed message" that the problem has been successfully resolved and eliminated.

The steps during this procedure are:

- After a member of the broadcast has received the alarm call, DAKS will consider him as reached (10.3.4 The subscriber status "Reached") and transmit another announcement prompting him to send a "Completed message" (Section 10.6, "Define broadcast parameters") in a call to DAKS.
- The maximum length of time during which a "Completed message" can be sent can be laid down in the broadcast group. If no such message is received during this time, the system will continue with the procedure by following the defined broadcast logics and, for example, activate a follow-up broadcast where needed.
- For each broadcast group you can also specify if the reached member may send the "Completed message" from any telephone or only from the telephone of the initiator or the telephone whose number is listed as cost center at the activating input contact, respectively.
- A subscriber who is listed as a member in several broadcasts that are momentarily ongoing and who is currently expected to set off a "Completed message" will not be called in other broadcasts unless DAKS can positively allocate his received "Completed message" to one of these ongoing broadcasts.
- The call connection between the initiator and a reached member remain untouched beyond a possible broadcast end.

10.4 Examples of broadcasts

Broadcasts enable you to realize a variety of complex call scenarios. Please find below a few examples to exemplify the many ways in which the application can be put to the best possible practice to meet specific requirements:

- Parallel broadcast
- Sequential broadcast

The examples cover only the most important steps and settings. A more detailed description can be found in the sections that follow thereafter.

10.4.1 Parallel broadcast, e.g. for fire alarms

Requirements:

All broadcast subscribers in a certain building shall receive an alarm call if a fire breaks out, and also be instructed to clear the building immediately. DAKS shall call all non-reached subscribers repeatedly. DAKS shall not considered any call as confirmed unless accepted by the subscriber.

Solution:

Carry out the following steps to set up a parallel broadcast and and have the pertinent subscribers alerted ASAP:

No.	Task	Section
1.	Enter the subscribers who shall be reached in the broadcast.	Section 8.4.1, "Add new and edit existing subscribers"
2.	Make sure that the standard announcements for broadcasts are assigned properly.	Section 10.6, "Define broadcast parameters"
3.	Create a new broadcast group.	Section 10.7.1, "Add new and edit existing broadcast groups"
4.	Assign all subscribers who are in the building and who you want to evacuate to this broadcast group.	Section 10.8.1, "Add new broadcast members"
5.	Create an announcement that will alert the subscribers to the situation and instruct them to clear the building immediately.	Section 7.3.1, "Add announcements"
6.	Select this announcement in the "Announcements" tab of the "Edit broadcast group" window.	Section 10.7.1, "Add new and edit existing broadcast groups"
7.	Start the Operator-Tool and test your broadcast.	Section 10.9.1, "Start individual broadcasts"

Table 10-1 Parallel broadcast, e.g. fire alarm Fire alert

10.4.2 Sequential broadcast

Requirements:

To be able to respond to a malfunction of a vital air conditioning system as quickly as possible, a minimum of two service technicians from a larger team need to be reached and alerted to the situation. DAKS shall contact the responders as quickly as possible. Here, the application tries to contact the technicians at all assigned destinations (fixed network, GSM, DECT). The reached technician(s) send a positive confirmation of this call by pressing a key. If both technicians confirm positive, the broadcast shall end early. Alarms of this kind are frequently triggered by sensors (Section 5.10, "Administrative inputs/outputs").

Solution:

Carry out the following steps to set up a sequential broadcast:

No.	Task	Section
1.	Create a subscriber for every technician in the team.	Section 8.4.1, "Add new and edit existing subscribers"
2.	Make sure that the standard announcements for broadcasts are assigned properly.	Section 10.6, "Define broadcast parameters"
3.	Create a new broadcast group.	Section 10.7.1, "Add new and edit existing broadcast groups"
4.	Assign all technicians of the team to the broadcast group. To do this, mark the "Confirmation by keystroke within connection" in the "Edit broadcast member" window.	Section 10.8.1, "Add new broadcast members"
5.	Create an announcement that will alert the subscribers of this broadcast to the emergency and ask them if they will respond.	Section 7.3.1, "Add announcements"
6.	Open the "Edit broadcast group" window.	Section 10.7.1, "Add new and edit existing broadcast groups"
7.	Select the corresponding announcement in the "Announcements" tab.	Section 10.7.1, "Add new and edit existing broadcast groups"
8.	Select the number "2" in the "Number of subscribers to reach" field of the "Process" tab	Section 10.7.1, "Add new and edit existing broadcast groups"
9.	Also mark the "Process calls priority level by priority level" and "Call members sequentially" checkboxes there.	Section 10.7.1, "Add new and edit existing broadcast groups"
10.	Verify that none of the checkboxes in the "Properties" tab are marked.	Section 10.7.1, "Add new and edit existing broadcast groups"

Table 10-2 Sequential broadcast

Set up, Administrate, Start and Monitor Broadcasts

Examples of broadcasts

No.	Task	Section
11.	Start the Operator-Tool and test your broadcast. The subscribers are dialed one after the other according to their priority. If 2 subscribers confirm by pressing a key, the broadcast will end prematurely.	Section 10.9.1, "Start individual broadcasts"

Table 10-2 Sequential broadcast

10.5 Brief overview of setting up and starting broadcasts

Quick start

The following section gives you with a quick overview of the most important steps you need to make in order to set up and start broadcasts. The different steps are treated in greater detail in the later sections.



Please bear in mind that you must have the proper administrative rights to create and edit broadcasts. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations (Section 8.5.3, "Administrative rights").

No.	Task	Section
1.	Start the DAKS-TT Administrator-Tool and log on.	
2.	If necessary, adjust the broadcast parameters.	Section 10.6, "Define broadcast parameters"
3.	Enter the subscribers who shall be reached in the broadcast.	Section 8.4.1, "Add new and edit existing subscribers"
4.	Add a new broadcast group.	Section 10.7.1, "Add new and edit existing broadcast groups"
5.	Assign an announcement to the new broadcast group.	Section 10.7.1, "Add new and edit existing broadcast groups"
6.	Add broadcast subscribers.	Section 10.8.1, "Add new broadcast members"
7.	Trigger a broadcast via the Operator-Tool, either from a telephone, via a hardware input, or through a data interface.	Section 10.9.1, "Start individual broadcasts", Section 10.11.5, "Start broadcasts in a dialog (PIN, ID and announcement)", Section 10.12, "Start broadcasts via hardware inputs", Section 10.13, "Start broadcasts via data interface"

Table 10-3 Setting up and starting broadcasts

10.6 Define broadcast parameters

Follow the below instructions to edit the basic parameters of the broadcasts:


No.	Task
1.	Start the DAKS-TT Administrator-Tool and log on.
2.	Select "Broadcasts" in the tree view. The list of broadcast groups is displayed.
3.	In the list window, select the entry "<Parameters>" and click on  . This will open the window "Edit broadcast parameters".
4.	Now enter the settings in keeping with the ensuing field descriptions.
5.	Use the "Announcements" tab to can assign all standard announcements in one go. To do so, make a right mouse click on the announcement list and tick "Set all entries to default".
6.	Click OK to save your entries.

Table 10-4 Define broadcast parameters



All required announcements must be recorded and assigned so that called subscribers can receive, and react to, the respective instructions.
If announcements are not assigned or recorded, DAKS plays a long tone instead.

Description of the fields in the window "Edit broadcast parameters"

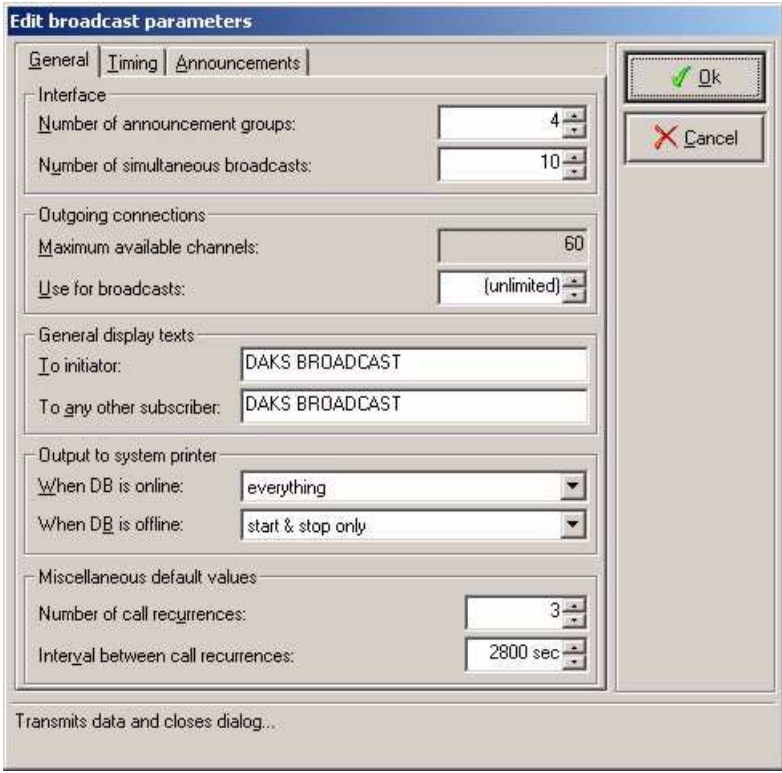
Field	Description
<p>Tab "General"</p> 	
<p>"Interface" window area</p>	
<p>Total number of group-specific announcement</p>	<p>Selection field to define the number of group-specific announcements (Section 8.4.1, "Add new and edit existing subscribers", see selection field "Announcement group" and Section 10.7.1, "Add new and edit existing broadcast groups", tab "Announcement"). The names of the announcement groups are specified in the basic parameters under "Descriptors" (Section 5.15, "Edit descriptors").</p>
<p>Number of simultaneous broadcasts</p>	<p>Selection field to restrict the number of simultaneous broadcasts.</p>
<p>Window area "Outgoing connections"</p>	
<p>Maximum available B-channels</p>	<p>Output of the number of all channels that are maximally available to the system. The number is identical with the number of channels between the DAKS server and the PBX.</p>

Table 10-5 Description of the fields in the window "Edit broadcast parameters"

Set up, Administrate, Start and Monitor Broadcasts
Define broadcast parameters

Field	Description
Of these, channels to be used for broadcasts	Selection field to determine the number of channels that can be used simultaneously by broadcasts for outgoing calls. In this way, you can reserve channels for other applications or for callbacks to authenticate by PIN.
Window area "Default display texts"	
To initiator	Input field for texts messages. For broadcast initiators in the Cor-Net network using cordless digital phones, DAKS will also generate an alphanumeric "Display output". The texts can be freely defined (max. 20 characters). Please bear in mind that some cordless phones can only display capital letters and do not support the German umlauts. Make sure you take these special features into consideration when making your entries.
To other subscribers	Same as for "To initiator", but with the display output sent to other subscribers (broadcast destinations) as well and as SMS.
Window area "Output to system printer"	
When DB is online When DB is offline	This selection field defines what is logged on the system printer when the DAKS-TTPProcessServer (DB=database) is online/offline: <ul style="list-style-type: none"> • "nothing" • "start & end only" • "Also non-reached subs." • "Also reached subs." • "everything"
Number of call recurrences	Selection field to choose the default value for the waiting time between the call recurrences for new broadcast group. This selection field defines how many times a subscriber is maximally called (applies to all telephone numbers of this person). As soon as a subscriber has been reached or confirmed positive/negative, the system will interrupt the dialing process.
Waiting time between call recurrences	Selection field to choose the default value for the waiting time between the call recurrences for new broadcast group. Use this selection field to define the waiting time between the call recurrences (in seconds).

Table 10-5 Description of the fields in the window "Edit broadcast parameters"

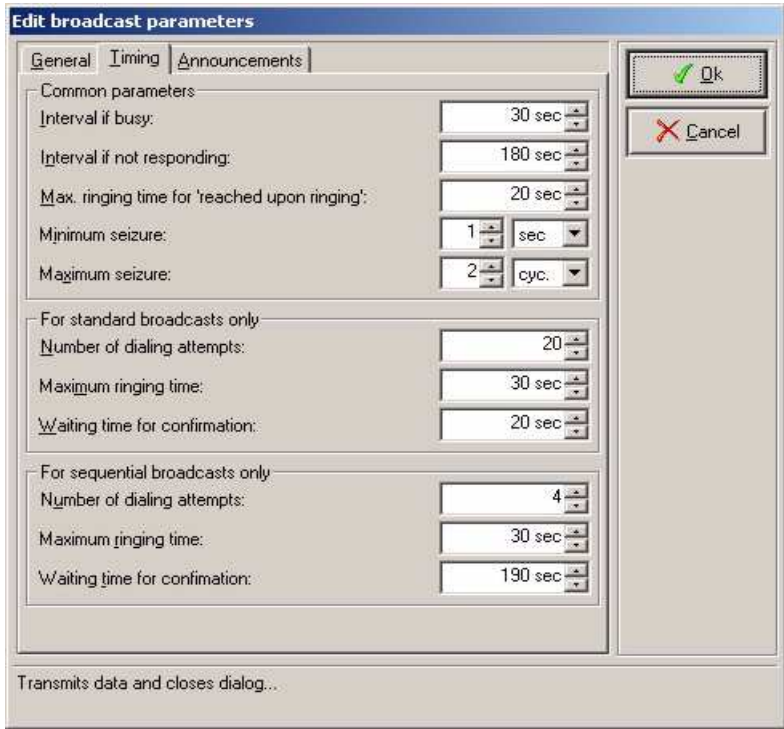
Field	Description
Tab "Timing"	
	
Window area "Global properties"	
Interval if busy	Selection field to define the wait time between the individual dial attempts on busy (default 60 sec.).
Interval if 'not reached'	Selection field for the wait time until the next dial attempt if the subscriber was not reached (default 180 sec.).
Max. ringing time for 'reached upon ringing'	This selection field defines the duration of the call signaling in a dial attempt and applies to destinations for which the checkbox "Interpret ringing as reached" checkbox was marked in the window "Edit broadcast member" (default 15 sec.).
Minimum seizure	Use this selection field to define the minimum number of announcement cycles or the minimum time for listening to the announcement (in sec.). If a subscriber hangs up too early, for example because he accidentally drops the handset, DAKS will call him back as soon as possible (default 1 cycle).
Maximum seizure	Use this selection field to define either the maximum number of announcement cycles or the maximum time for listening to the announcement (sec.). If the subscriber does not hang up earlier, the connection is forwards triggered by DAKS (default 2 cycles).

Table 10-5 Description of the fields in the window "Edit broadcast parameters"

Set up, Administrate, Start and Monitor Broadcasts
Define broadcast parameters

Field	Description
Window area "For standard broadcasts only"	
Number of dialing attempts	Selection field to define the maximum number of times a destination is dialed (default 3).
Maximum ringing time	Selection field to define the maximum duration of call signaling per dial attempt (default 60 sec.).
Waiting time for confirmation	Selection field to define the period that the DAKS server shall wait for "Confirmation by subscriber entering PIN" after having reached the subscriber, in the window "Edit broadcast members" (default 600 sec.).
Window area "For sequential broadcasts only"	
Number of dialing attempts	Selection field to define the maximum number of times a destination is dialed. (Default 1).
Maximum ringing time	Selection field to define the maximum duration of call signaling per dial attempt (default 60 sec.).
Waiting time for confirmation	This selection field defines how long the DAKS server shall wait for "Confirmation by subscriber entering PIN" after having reached the subscriber (window "Edit broadcast members", default: 180 sec.).

Table 10-5 Description of the fields in the window "Edit broadcast parameters"

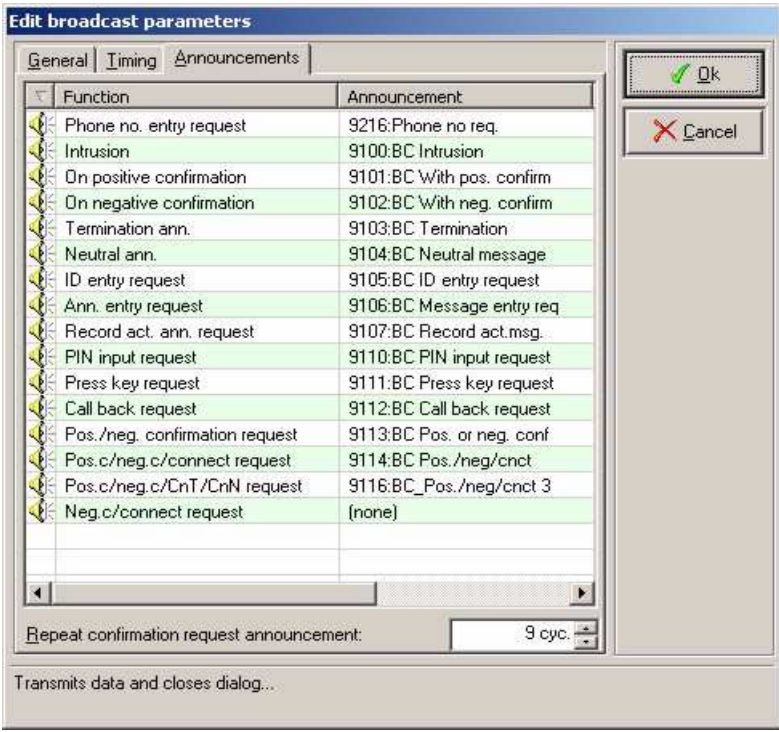
Field	Description
Tab "Announcements"	
 <p>The screenshot shows the 'Edit broadcast parameters' dialog box with the 'Announcements' tab selected. It features a table with two columns: 'Function' and 'Announcement'. The table lists various functions such as 'Phone no. entry request', 'Intrusion', 'On positive confirmation', etc., each with a corresponding announcement code. Below the table, there is a field for 'Repeat confirmation request announcement' set to '9 cyc.'. The dialog also includes 'OK' and 'Cancel' buttons.</p>	
<p>Selection fields to assign broadcast announcements to functions. For a more detailed description of the default announcements that are included in the delivery please see Section 7.7, "Included announcements".</p>	
<p>Repeat confirmation request announcement</p>	<p>This selection field is only relevant for processes where confirmation is requested from the called subscriber. This entry specifies the maximum number of announcement cycles that are carried out until a confirmation is entered or until the entry of the confirmation must be started.</p>

Table 10-5 Description of the fields in the window "Edit broadcast parameters"

10.7 Administrate broadcast groups

In order to create a broadcast you need to set up a broadcast group. Then assign the subscribers who you want to be alerted in the broadcast. The broadcast group must also be assigned an ID if the broadcast shall also be activatable from the telephone or data interface. Broadcasts can also be started via contact or through the Operator-Tool, and monitored via the Operator-Tool.



Please remember that you must have the proper administrative rights to be able to administrate the broadcast groups. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to do this (Section 8.5.3, "Administrative rights").

10.7.1 Add new and edit existing broadcast groups

Follow the below instructions to add or edit a new broadcast group:



No.	Task
1.	Select "Broadcasts" in the tree view. The list of broadcast groups is displayed.
2.	Click the symbol  in the menu bar to add a new broadcast group, or select the broadcast group you want to edit and click on  . This will open the window "Edit broadcast group".
3.	Now enter all relevant data in keeping with the ensuing field descriptions.
4.	Click on OK to save your entries.

Table 10-6 Add new and edit existing broadcast groups

Description of the fields in the window "Edit broadcast group"


Field	Description
	
Window area "Identification"	
Name	Input field for a brief description of the broadcast group (max. 20 characters) for display in tables and list fields.
Client group	Selection field to assign broadcasts to client groups. Note that broadcasts are usually assigned to the group to which the Administrator who created them belongs we well (Section 5.7, "Set up clients").
Window area "Initiation via telephone"	
ID	Input field for the identifier to activate the broadcast group from a telephone or via a data interface (max. 4 digits).
from initiator's first phone only	If this checkbox is marked, the broadcast can not be activated via telephone unless the phone number of the initiator is identical with the first phone number of the initiating subscriber. This checkbox is only active if an ID was assigned.

Table 10-7 Description of the fields in the window "Edit broadcast group"

Set up, Administrate, Start and Monitor Broadcasts
Administrate broadcast groups

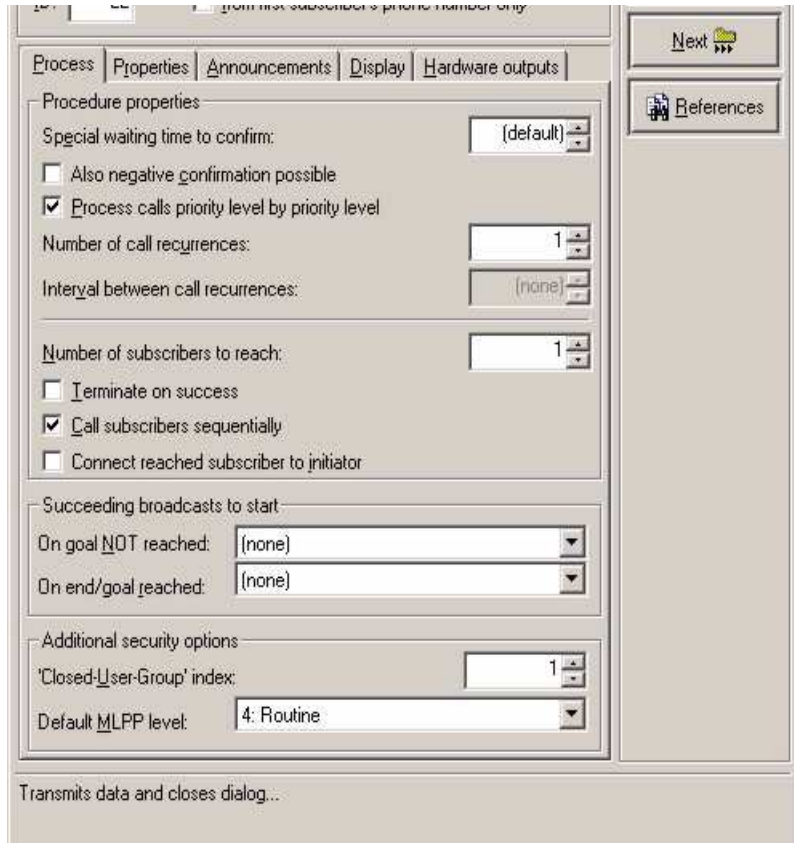
Field	Description
Tab "Process"	
 <p>The screenshot shows the 'Process' tab of the 'Edit broadcast group' dialog. It includes sections for 'Procedure properties', 'Succeeding broadcasts to start', and 'Additional security options'. Fields include 'Special waiting time to confirm' (set to default), 'Number of call recurrences' (set to 1), 'Interval between call recurrences' (set to none), 'Number of subscribers to reach' (set to 1), and 'Default MLPP level' (set to 4: Routine). Checkboxes for 'Also negative confirmation possible', 'Process calls priority level by priority level', 'Call subscribers sequentially', and 'Connect reached subscriber to initiator' are visible.</p>	
Window area "Procedure properties"	
Special waiting time to confirm	Selection field to define a "Special waiting time to confirm" other than the default for a broadcast (sec.). If "default" is set, DAKS will apply the value laid down in the broadcast parameters.
Also negative confirmation possible	If this checkbox is marked, a negative confirmation is also enabled for confirmation of the broadcast by the pertinent subscribers. To do so, the broadcast subscribers must be required to confirm (Section 10.8.2, "Edit broadcast members").
Also "You have reached the wrong person" possible	If this checkbox is marked, the subscribers that are called in the broadcast can also send the broadcast confirmation "You have reached the wrong person". This is, however, only possible if the an ACK confirmation from this broadcast member was additionally requested (Section 10.8.2, "Edit broadcast members")

Table 10-7 Description of the fields in the window "Edit broadcast group"

Field	Description
Completed message required	<p>This field is not active unless the field "Number of subscribers to reach" is set to exactly 1 and if either of the two fields "Terminate on success" and "Call subscribers sequentially" are ticked.</p> <p>If this box is checked, the reached broadcast member is expected to send a completed message via callback using the suffix dialing "Completed message with PIN..." (Section 5.5, "Specify suffix codes").</p>
Required from initiator phone /contact cost center	<p>This field is only active if the box "Completed message required" is checked.</p> <p>If this box is checked, the callback to send the "Completed message" can only be made from the telephone of the initiator or the cost center allocated to the contact input (Section 5.10.7, "Description of the fields in the window "Edit Profibus[®] input", "Edit Optocoupler input" and "Edit EIBus[®] input").</p>
Waiting time for completed message	<p>This field is only active if the box "Completed message required" is checked.</p> <p>Use this selection field to define the maximum waiting time for this broadcast during which the completed message must be sent (in seconds).</p>
Process calls priority level by priority level	<p>If this box is checked, all subscribers will be processed in keeping with their priority Section 10.8, "Edit broadcast members", Section 8.4, "Administrate subscribers").</p> <p>The highest priority level is 9, the lowest priority level is 1.</p> <p>DAKS will dial all subscribers with the same priority level first and with all dial attempts and destinations before it continues with the next lower priority level. Within each priority level DAKS will call the subscribers in random order.</p> <p>If this checkbox is not marked, an attempt will be made to reach as many subscribers ASAP by utilizing the channel resources to a maximum. In this process, the application will maintain the order of priority, but subscribers of lower priority will now also be dialed as channel resources become available, for example if a subscriber of a higher priority is in a dial pause. In addition and for all broadcast subscribers in general, the system will always dial first destinations first, then the second, third, etc..</p>

Table 10-7 Description of the fields in the window "Edit broadcast group"

Set up, Administrate, Start and Monitor Broadcasts
Administrate broadcast groups

Field	Description
Number of call recurrences	<p>This selection field defines how many times a subscriber is maximally dialed (applies to all of his/her telephone numbers). As soon as a subscriber has been reached or confirmed positive/negative, the system will interrupt the dialing process.</p> <p><u>Note:</u> The dialing logic specified in the field "Process calls according to priority" will only have effect on one call recurrence.</p>
Waiting time between call recurrences	<p>Use this selection field to define the waiting time between the call recurrences (in seconds).</p>
Number of subscribers to reach	<p>Selection field to define how many subscribers DAKS must count as reached to end the broadcast with a positive result. If fewer subscribers than defined confirm positive, DAKS will end the broadcast with a negative result.</p> <p>This entry activates the ensuing checkboxes "Terminate on success" and "Call subscribers sequentially".</p>
Terminate on success	<p>If this checkbox is marked, DAKS will end the broadcast as soon as it successfully contacted the number of subscribers as defined in the field "Number of subscribers to reach".</p> <p>If a broadcast with parallel calling (see next field) ends early with positives results, all subscribers that have already been dialed by DAKS but are now no longer needed even though they are still connected receive a corresponding cancellation announcement (Section 10.6, "Define broadcast parameters", tab "Announcements", selection field "Termination announcement"), plus a corresponding display text message.</p>
Call subscribers sequentially	<p>If this checkbox is marked, the DAKS server will dial in parallel the precise number of broadcast subscribers that still need to be reached. It will end the broadcast automatically as soon as the specified number of subscribers is considered as reached.</p> <p>If this checkbox is not marked, the DAKS server will dial in parallel as many subscribers as possible. This may entail that DAKS in fact contacts more subscribers than needed.</p>
Connect reached subscriber with initiator	<p>This field is not active unless the field "Number of subscribers to reach" is set to exactly 1 and if either of the two fields "Terminate on success" and "Call subscribers sequentially" are ticked.</p> <p>If this field is checked, DAKS will connect the initiator of the broadcast with the reached subscriber and place both of them in a bilateral call.</p>

Table 10-7 Description of the fields in the window "Edit broadcast group"

Field	Description
Connect back to initiator by striking key 5	This field is only active if the box "Connect reached subscriber to initiator" is checked. If this box is checked, the broadcast initiator will not be put through to the reached subscriber in a bilateral call unless he presses the key 5 .

Table 10-7 Description of the fields in the window "Edit broadcast group"

Set up, Administrate, Start and Monitor Broadcasts
Administrate broadcast groups

Field	Description
Window area "Succeeding broadcasts to start"	
On goal NOT reached	<p>Selection field for broadcasts.</p> <p>If after all calls are completed there are still not enough subscribers reached, the broadcast selected here will start nonetheless in order to reach additional/other subscribers.</p> <p>On condition that this is not a broadcast that was added newly or ad-hoc, the broadcast currently edited may be assigned here so that DAKS can be forced to start a redial if the obtained results were negative.</p>
On end/goal reached	<p>Selection field for broadcasts.</p> <p>If sufficient subscribers were reached for a broadcast or the "Number of subscribers to reach" field is set to "Undefined", the selected broadcast will started.</p>

Table 10-7 Description of the fields in the window "Edit broadcast group"

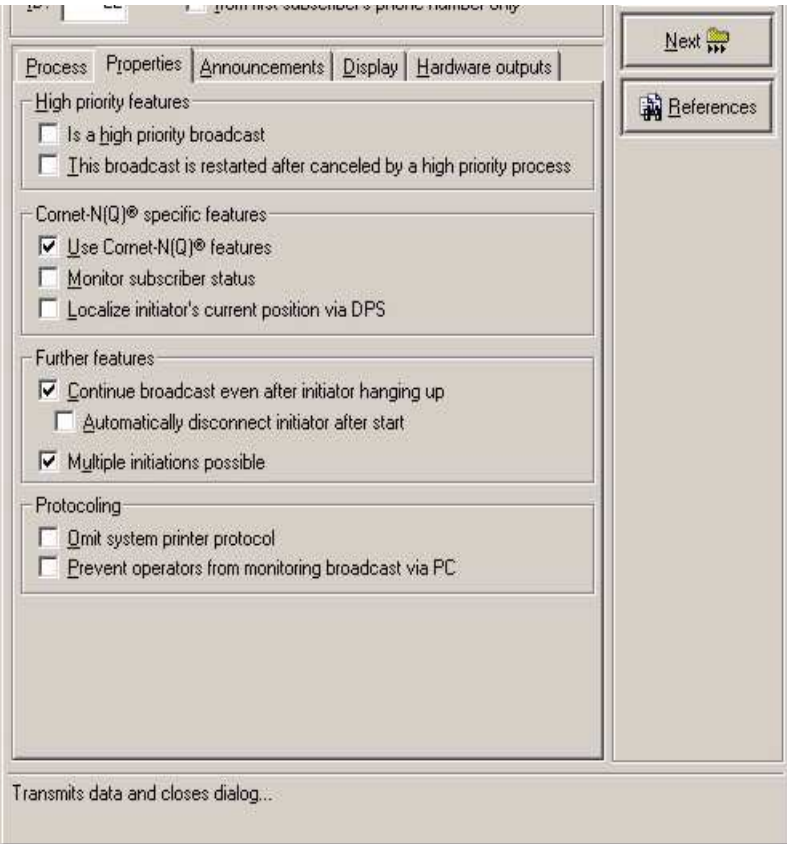
Field	Description
<p>Tab "Properties"</p> 	
<p>Window area "High priority features"</p>	
<p>Is a high priority broadcast</p>	<p>If this checkbox is marked, the broadcast will be given high priority status, i.e. all currently active broadcasts, conferences and call profiles of a lower priority are terminated as soon as this broadcast is started by DAKS.</p>
<p>This broadcast will be restarted after canceled by a high priority process</p>	<p>If this checkbox is marked, a broadcast of a lower priority that was not triggered by the Operator-Tool and that was canceled by a high priority activity will automatically restart after it was ended.</p>

Table 10-7 Description of the fields in the window "Edit broadcast group"

Set up, Administrate, Start and Monitor Broadcasts
Administrate broadcast groups

Field	Description
Window area "CorNet-N(Q)® specific features" These performance features are only available within the CorNet network.	
Use CorNet-N(Q)® performance features	If this checkbox is marked, you can use system-specific features if they are assigned to the destinations of this subscriber, for example call waiting, call override, forced release.
Monitor subscriber status	If this box is checked, DAKS will immediately disconnect any subscriber going into consultation hold (confidential calls).
Localize initiator	If this box is checked, the location of the subscriber who initiated the broadcast will be transmitted. This feature is only available in combination with the corresponding positioning servers. The selection of the announcement(s) and of the display texts giving the location of the alerting subscriber are determined by the positioning (location) server. If more than two lines are needed in the display to output the positioning results, the broadcast members can press * and # to scroll the display text in both directions (up and down).
Cyclic localization of initiator after pre-confirmation	This field is only active if you enter 1 in the field "Number of subscriber to reach" and the box "Localize initiator" is ticked. If this box is checked, a reached subscriber will be cyclically transmitted (approx. every 30 sec) the positioning results of the initiator, if available also the latest results. To end the cyclical positioning, the reached subscriber can press 9 .
Window area "Further features"	
Continue broadcast even after initiator hanging up	If this box is checked, a broadcast initiated from the telephone will not be canceled after the activating subscriber hangs up, and instead continued until the end.
Automatically disconnect initiator after start	This box can only be checked if "Continue broadcast even after initiator hanging up" is marked. This feature is used in particular to start a broadcast unnoticed (e.g. in a threat situation or hold-up). If the broadcast is activated, the initiator will not be played any announcement. Instead, he will receive a brief display message with the relevant text information and then be disconnected.
Multiple initiations possible	If this box is checked, the broadcast can run many times in parallel. This is particularly useful if it is always the same group of service technicians that need be alerted to malfunctions and faults reported to DAKS via contact or data interfaces.

Table 10-7 Description of the fields in the window "Edit broadcast group"

Field	Description
Window area "Hosting & Protocols"	
Omit protocol	<p>If this box is checked, the printer protocol for this broadcast is completely deactivated. This will not affect the information output on the PC.</p> <p>If this box is not checked, the printer protocol is governed by the settings made in the tab "General" of the window "Edit broadcast parameters".</p>
Prevent operators from monitoring broadcast via PC	<p>If this box is checked, the transmission of the events of the active broadcast to the Operator-Tool is suppressed (does not apply if the broadcast was activated via the Operator-Tool). This makes it possible to avoid the visualization of certain broadcasts that are of lesser importance on the Operator-Tool.</p>
Prevent last subscriber from logging off	<p>If this box is checked, the system will reject the logoff of the last callable member of this broadcast group (Section 8.3.1, "General information for the login and logoff of subscribers").</p>

Table 10-7 Description of the fields in the window "Edit broadcast group"

Set up, Administrate, Start and Monitor Broadcasts
Administrate broadcast groups

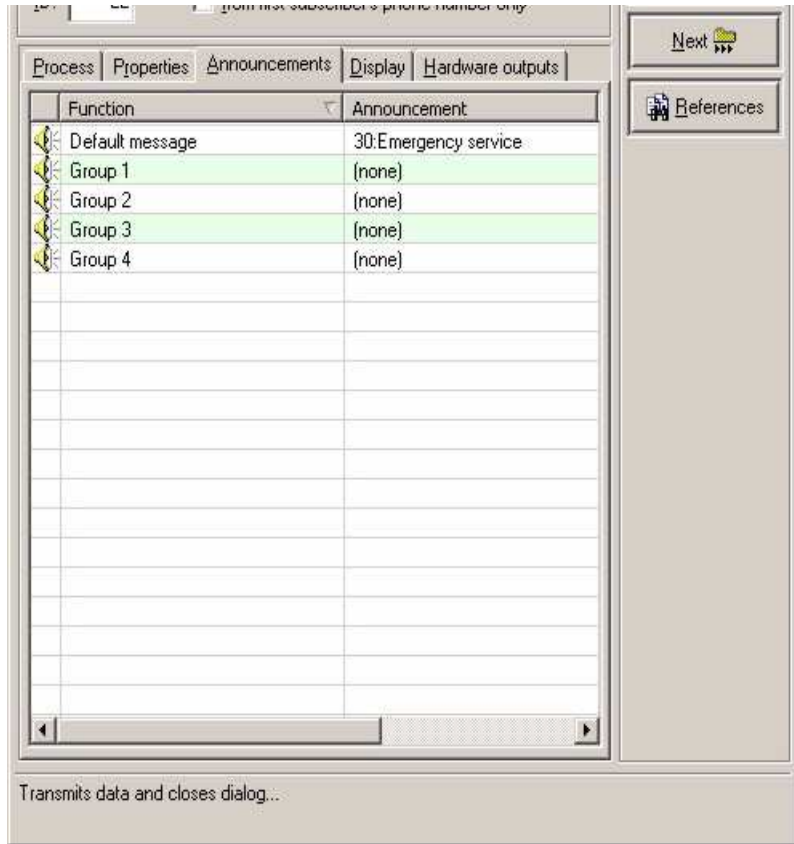
Field	Description
<p>Tab "Announcements"</p>  <p>The screenshot shows a software window with a tabbed interface. The 'Announcements' tab is active, displaying a table with two columns: 'Function' and 'Announcement'. The 'Function' column contains 'Default message', 'Group 1', 'Group 2', 'Group 3', and 'Group 4'. The 'Announcement' column contains '30:Emergency service' for the default message and '(none)' for all groups. To the right of the table are two buttons: 'Next' and 'References'. The window title bar includes 'Process', 'Properties', 'Announcements', 'Display', and 'Hardware outputs'. A status bar at the bottom of the window reads 'Transmits data and closes dialog...'</p>	
<p>Default message or name assigned</p>	<p>Selection field to choose a default announcement of the broadcast. Select here the announcement that will be played by DAKS if the subscriber is not assigned to any specific announcement group and the initiation of the broadcast is carried out "According to group plan" (Section 10.9, "Operate broadcasts with the Operator-Tool" and Section 10.11, "Operate broadcasts over the phone"). Note that if no announcement is assigned here, the following selection fields will not be enabled.</p>

Table 10-7 Description of the fields in the window "Edit broadcast group"

Field	Description
Group <no.> or name assigned	<p>Selection fields for up to 4 group-specific announcements. Please note that the number of visible selection fields depends on the value you entered in the field "Number of announcement groups", tab "General", window "Edit broadcast parameters".</p> <p>If is these additional announcements that enable you to define that, within an individual broadcast, DAKS plays different announcements to the individual alerted subscribers (Section 10.8, "Edit broadcast members").</p> <p>This is of particular benefit:</p> <ul style="list-style-type: none"> ● in a multi-lingual environment (in a hotel or in multi-lingual countries, e.g. Switzerland) ● for broadcasts that shall be used to relay both unclassified and confidential information at the same time. <p>If a subscriber is assigned to an announcement group but this announcement group is not yet assigned an announcement here, or if the assigned announcement is not yet recorded, the subscriber will be played the default message, instead.</p>

Table 10-7 Description of the fields in the window "Edit broadcast group"

Set up, Administrate, Start and Monitor Broadcasts
Administrate broadcast groups

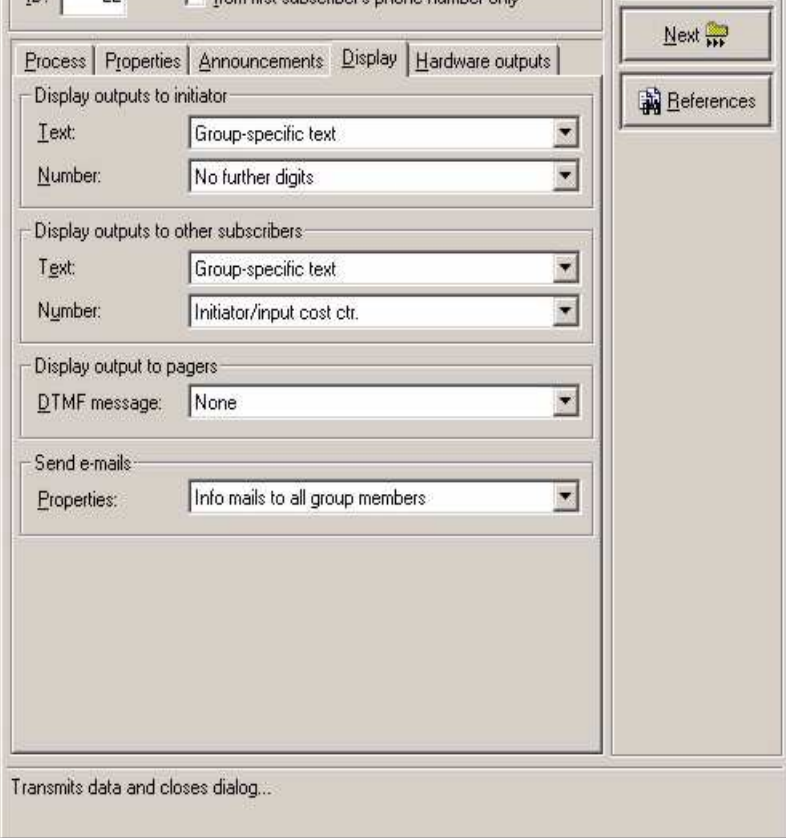
Field	Description
Tab "Display"	
	
<p>The DAKS server can output numeric and alphanumeric information on the broadcast and its initiator to all initiators and members of a broadcast. This information can also be used to assign telephone charges properly. As these options are also available in other applications they are described in detail in Section 5.16, "Display outputs".</p>	
Window area "Send e-mails"	
<p>Properties</p>	<p>Use this selection field to define if you want DAKS to send e-mails and, if so, for which events.</p> <ul style="list-style-type: none"> ● no dispatch ● Info mails to all group members ● Individual mail on positive result ● Individual mail on negative result ● Individual mail on any result

Table 10-7 Description of the fields in the window "Edit broadcast group"


Field	Description
<p>Tab "Hardware outputs"</p> 	
Available	List of all available hardware outputs (Section 5.10.8, "Configure optocoupler outputs").
Assigned	This list catalogs the hardware outputs that are assigned to a broadcast. In this way, e.g. you can tell DAKS to also activate sirens or warning lamps in addition to the broadcast.
Activation time for hardware outputs	Selection field to define the maximum duration the assigned hardware output shall be activate. Please note that "(unlimited)" means the hardware output remains activate throughout the entire broadcast.

Table 10-7 Description of the fields in the window "Edit broadcast group"

10.7.2 Delete broadcast groups

Follow the below instructions to delete a broadcast group:



No.	Task
1.	Select "Broadcasts" in the tree view. This will open the list with all broadcast groups.
2.	Select the broadcast group that you want to delete in the right list window.
3.	Click  in the menu bar.
4.	Confirm the prompt with OK . The broadcast group is deleted. If broadcast subscribers are still assigned to this broadcast group, the window "Delete broadcast group with references" will now automatically open up (Section 10.7.3, "Edit and delete broadcast references").

Table 10-8 Delete broadcast groups

10.7.3 Edit and delete broadcast references

In the window "Edit broadcast group", click **References** to call up the window "Broadcast references" direct. DAKS will output all subscribers that are also members of this broadcast group. You can use this window to edit or delete individual broadcast members.



Note that if you try to delete a broadcast group that still has members assigned to it, the window "Broadcast references" will open directly.

Follow the below instructions to edit or to delete broadcast references:


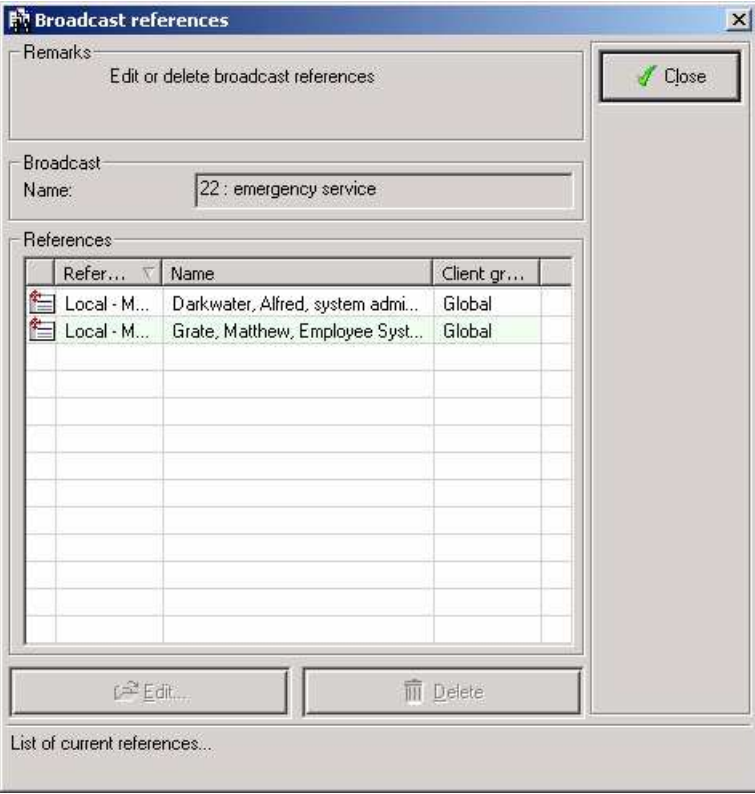
No.	Task
1.	Select "Broadcasts" in the tree view. This will open the list with all broadcast groups.
2.	Select the broadcast group you want to edit and click on  . This will open the window "Edit broadcast group".
1.	<p>Click on References. This will open the window "Broadcast references".</p> 

Table 10-9 Edit and delete broadcast references

No.	Task
2.	<p>Edit broadcast member: First, select the desired reference entry and click on Edit or double-click the entry itself. This will open the window "Edit broadcast member". Now make the required changes (Section 10.8.2, "Edit broadcast members").</p> <p>Deleting broadcast members: To delete broadcast members, select the relevant reference entries and click on Delete. Confirm the prompt with Yes. The reference entries are deleted. It is only when the entire list is empty that the application will allow you to delete the actual broadcast group.</p>

Table 10-9 Edit and delete broadcast references

10.8 Edit broadcast members

Every broadcast group can be assigned members. During the broadcast, DAKS will apply the settings assigned to the different members, e.g. "Timing". In addition, you can define individual settings for a member that shall only be applied in a specific broadcast.

10.8.1 Add new broadcast members

Follow the below instructions to add a new broadcast member:


No.	Task
1.	Select "Broadcasts" in the tree view. All broadcast groups will be output in the right list window.
2.	Double-click on the broadcast group to which you want add a member. All broadcast members who are already assigned to this broadcast will, if available, be output in the list window.
3.	Click  in the menu bar. This will open the window "Add new broadcast member".
4.	In the selection list, choose the member(s) you want to assign to the broadcast group.
5.	Enter the relevant data (Section 10.8.2, "Description of the fields in the window "Edit broadcast member""). If you selected more than one subscriber, each of them will be added with the same settings.
6.	Select "Save as template" to use these settings as a template for the next new subscriber or member.
7.	Click on OK to save your entries. The new broadcast member(s) will be created.

Table 10-10 Add new broadcast members

10.8.2 Edit broadcast members

Follow the below instructions to edit a broadcast member:



No.	Task
1.	Select " Broadcasts " in the tree view. All broadcast groups will be output in the right list window.
2.	Select the broadcast group whose members you want to edit and click on  . All assigned broadcast members will be output in the list window.
3.	Select the broadcast member you want to edit and click on  . This will open the window "Edit broadcast member".
4.	Now enter the settings in keeping with the ensuing field descriptions.
5.	Click OK to save your entries.

Table 10-11 Edit broadcast members

Description of the fields in the window "Edit broadcast member"

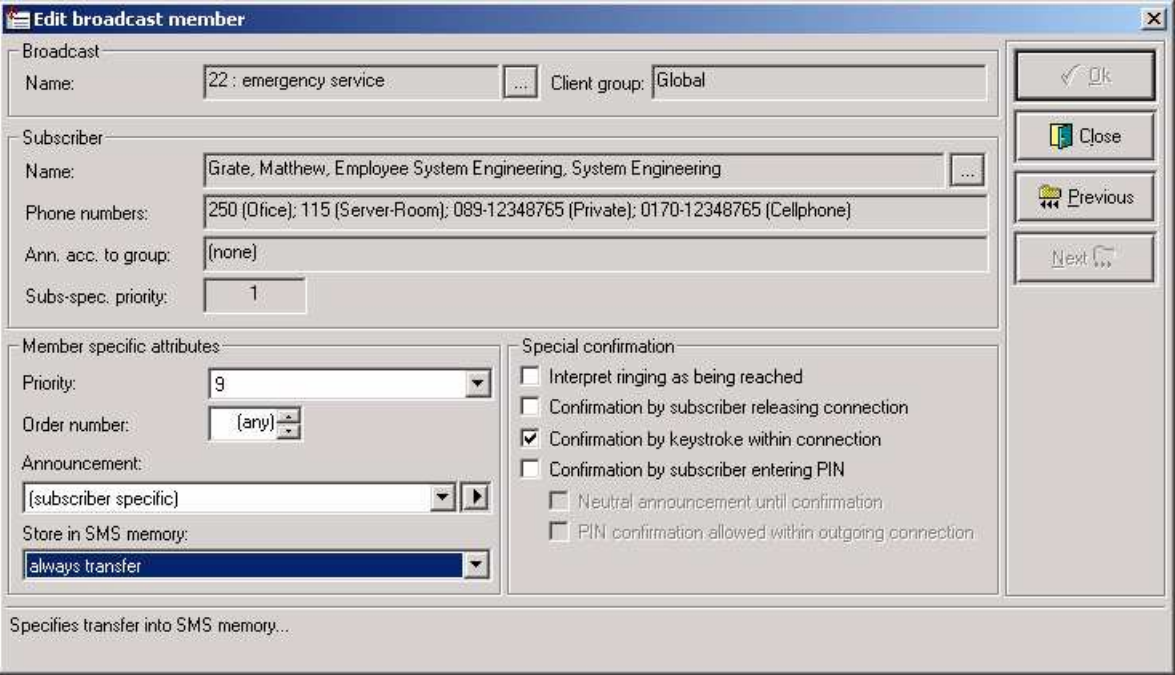
Field	Description
	
<p>Window area "Broadcast"</p>	
Name	Output field that shows the ID and the name of the broadcast.
Client group	Output field that displays the client group of the broadcast.
<p>Window area "Subscriber"</p>	
Name	Output field that displays the name of the subscriber.
Phone numbers	Output field displaying all phone numbers (destinations) of the subscriber.
Ann. acc. to group	Output field that displays the assigned announcement.
Subs-spec. priority	Output field that displays the priority of the subscriber that is entered in the central subscriber list (default).

Table 10-12 Description of the fields in the window "Edit broadcast member"

Field	Description
Window area "Member specific attributes"	
Priority	<p>This selection field specifies the priority of the subscriber within this broadcast group only. All subscribers are then processed in the order of their priority level. The highest priority level is 9 and the lowest level is 1.</p> <ul style="list-style-type: none"> ● subs.-spec. (=subscriber-specific, default setting): The priority that applies here is identical with the priority of the central subscriber list. ● Priority 1 to 9: This priority and not the priority set in the central subscriber list will be applied for the broadcast. ● inactive: This subscriber will neither be considered nor output as "not reached" by DAKS. With this function you can temporarily deactivate a subscriber without having to actually remove him/her from the broadcast group. <p>If a subscriber is set to "inactive" in the central subscriber administration, e.g. because he/she is currently on holiday, DAKS will omit the subscriber only if you also select "subscriber specific" here.</p>
Order number	<p>Selection field to assign an order number between 01 and 99 to a subscriber of a broadcast group. If a broadcast group is started through the Operator-Tool, the group of subscribers to be dialed by DAKS can then, if needed, be restricted to a range of order numbers of your choice, for example to a certain section of a railway line.</p> <p>DAKS will also call the members of a broadcast group who were not assigned an order number ("any"), even if you limited the range of the order number.</p>
Announcement	<p>Selection field to specify an individual announcement for subscribers in broadcasts that are based on the group plan.</p> <ul style="list-style-type: none"> ● No subscriber-specific announcement selected: The subscriber will be played the announcement that is specified in the tab "Announcements" of the window "Edit broadcast group" (default or group-specific if he/she is assigned to an announcement group). ● subs.-spec. (= subscriber-specific): The subscriber will be played an individual announcement instead of the standard announcement.

Table 10-12 Description of the fields in the window "Edit broadcast member"

Field	Description
Store in SMS memory	<p>Selection field to specify in what cases the alphanumeric message for the subscriber is transferred to the SMS retrieval memory:</p> <ul style="list-style-type: none"> ● "always transfer" ● "transfer only on pos. result" signifies that the transfer to SMS memory will only be carried out if the subscriber was reached or confirmed positive, e.g. if a service technician called by DAKS confirmed that he/she will attend to the malfunction or fault. ● "transfer only on neg. result" signifies that the transfer to SMS memory will only be carried out if the subscriber has not been reached or confirmed negative. ● "no transfer"
Window area "Special confirmation"	
Interpret ringing as being reached	<p>If this checkbox is marked, DAKS will count the ringing of the telephone as reached acknowledgement. Especially in combination with the SMS retrieval service or confirmation by callback, the ringing of the telephone itself will be sufficient for DAKS to not call the subscriber again; that is to say depending on the type of confirmation requested, DAKS will give the subscriber either the status "Subscriber reached" or, if negative confirmation is permitted, the status "Subscriber must still confirm by callback".</p>
Confirmation by subscriber releasing connection	<p>If this box is checked, the subscriber will be considered as reached as soon as he/she has received the announcement and hung up at his/her end. In combination with answering machines or LB telephones, the requirement to hang up, i.e. the requirement to the called subscriber to end the call by going on hook, gives you extra security.</p>
Confirmation by keystroke within connection	<p>If this box is checked, the subscriber will have to listen to the announcement and then press a key:</p> <ul style="list-style-type: none"> ● either any number key, if negative confirmation is allowed, or ● 0 for "negative" or 1 for "positive", if negative confirmation is allowed (see window "Edit broadcast group", tab "Process", box "Also negative confirmation possible")
Confirmation by subscriber entering PIN	<p>If this box is checked, the subscriber will be counted as reached as soon as he/she has identified via PIN and confirmed positive when prompted (see Section 10.3, "General aspects of subscriber alerting"). DAKS will also activate the boxes "Neutral announcement until confirmation" and "PIN confirmation allowed within outgoing connection" to enable you to make additional settings.</p>

Table 10-12 Description of the fields in the window "Edit broadcast member"

Field	Description
Neutral announcement until confirmation	If this box is checked, DAKS will play a "Neutral announcement until confirmation". The actual broadcast announcement will only be played after the PIN is entered (protection of confidential and classified information).
PIN confirmation allowed within outgoing connection	If this box is checked, the PIN may be entered in the active connection. No callback will need to be made for the caller to be able to identify by PIN and, if needed, acknowledge or confirm the call(Section 10.10.4, "Special features of telephone alarming with PIN confirmation").

Table 10-12 Description of the fields in the window "Edit broadcast member"

10.8.3 Delete broadcast members

Follow the below instructions to delete broadcast members:


No.	Task
1.	Select " Broadcasts " in the tree view. All broadcast groups will be output in the right list window.
2.	Double-click on the conference group from which you want to delete broadcast member(s). All assigned broadcast members will be output in the list window.
3.	In the list window, select the broadcast member you want to delete. Note that you may also select several broadcast members at once.
4.	Click the symbol  in the menu bar.
5.	Confirm the prompt by clicking on Yes . The broadcast member(s) will be deleted.

Table 10-13 Delete broadcast members

10.9 Operate broadcasts with the Operator-Tool



Please bear in mind that you need the pertinent operational rights as well as a password to initiate broadcasts via the Operator-Tool.

The Operator-Tool also provides options to start broadcasts with customized settings. Also, broadcasts can be monitored in the "Broadcast" window, even if they were started over the telephone, via contact or via data interface.

10.9.1 Start individual broadcasts

Follow the below instructions to start a broadcast:


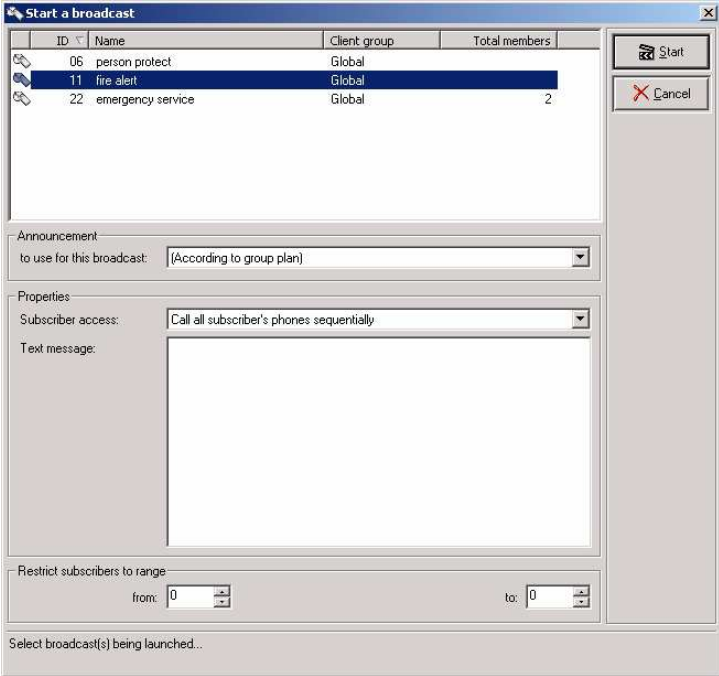
No.	Task
1.	Start the DAKS-TT Operator-Tool and log on.
2.	There are three ways to start broadcasts: <ul style="list-style-type: none"> ● Open the pull-down menu "Operations" and select "Start a broadcast", or ● make a right mouse click on "Broadcasts" in the tree view and select "Start" in the context menu, or ● click on . All of these approaches will open the window "Start a broadcast".
3.	Select the broadcast you want to start.
4.	Select the announcement "According to group plan" or specify a different announcement on the spot.
5.	Make all necessary additional settings in keeping with the ensuing field descriptions.
6.	Click OK to start the broadcast. The broadcast will be started and the "Broadcast" window will open (Section 10.9.5, "Monitor broadcasts").

Table 10-14 Start individual broadcasts

Set up, Administrate, Start and Monitor Broadcasts
Operate broadcasts with the Operator-Tool

Description of the fields in the window "Start a broadcast"

Field	Description
	

Lists of available broadcasts	
ID	Output field for the identifier of the broadcast.
Name	Output field for the brief description of the broadcast group.
Client group	Output field for the client group to which the broadcast is assigned.
Number of subscribers	Output field for the number of members who are assigned to the broadcast group.


Table 10-15 Description of the fields in the window "Start a broadcast"

Field	Description
Window area "Announcement"	
to use for this broadcast	<p>Selection field to choose the announcement you want DAKS to play in this broadcast. If you select "According to group plan", the subscribers will be played the announcements that have been defined for this broadcast and its members.</p> <p>Note that if you select a specific announcement, your setting will overwrite all announcement definitions for this broadcast, that is to say everybody in this broadcast will be played this specific announcement.</p> <p>Apart from the predefined announcements you can also:</p> <ul style="list-style-type: none"> ● open a new window by clicking the entry "*** Compose announcement ... ***" to compose an announcement on the fly (Section 10.9.3, "Start a broadcast with an ad-hoc composed announcement"), or ● open a new window by clicking "*** convert text to voice ... ***" to generate an ad-hoc announcement from a text (Section 10.9.4, "Start a broadcast with an ad-hoc announcement from text").
Window area "Properties"	
Subscriber access	<p>The entry made in this field determines the phone number(s) of the subscriber that will be dialed by DAKS.</p> <ul style="list-style-type: none"> ● Call all subscriber's phones sequentially (default setting): Here, DAKS will call the members of the broadcast at their destination 1 first (first phone number); if unable to reach them there, DAKS will then call the subscribers at destination 2, then proceed to destination 3, destination 4, etc. ● Call subscriber's first phone only: With this setting, the subscriber will only be called at his 1st destination (first phone number). ● Call subscriber's second phone only: With this setting, the subscribers will only be called at his 2nd destination (second phone number).
Text message	Input field to enter a message that will be output to all subscribers via display or SMS (no more than 64 characters).
Window area "Restrict subscribers to range"	
from to	<p>These selection fields restricts the group of subscribers that shall be called by DAKS to ranges of sequential numbers, e.g. to a certain section of a railway line.</p> <p>DAKS will also call members of a broadcast group who assigned no order number ("Unspecified"), even the range of the order numbers was limited.</p>

Table 10-15 Description of the fields in the window "Start a broadcast"

10.9.2 Start a hunt group

The Operator-Tool can also be used to form and start a hunt group that may consist of up to ten broadcasts. Here, please note that the maximum number of subscribers in a hunt group may not exceed the maximum number of subscribers that are in a single group. Subscribers who are already assigned members of several of the selected broadcasts will be entered no more than once in the hunt group.



Note that DAKS will overwrite the specific properties or settings previously defined for the broadcast members in a hunt group (Section 10.8.2, "Edit broadcast members") as below and apply:

- Priority according to subscriber settings (Section 8.4, "Administrate subscribers")
- Order number = "any"
- Announcement = "(subscriber specific)"
- SMS memory = "no transfer"
- Special confirmation = none of the checkboxes marked

Follow the below instructions to create and start a hunt group:


No.	Task
1.	Start the DAKS-TT Operator-Tool and log on.
2.	<p>There are three ways to start broadcasts:</p> <ul style="list-style-type: none"> ● Open the pull-down menu "Operations" and select "Start a broadcast", or ● make a right mouse click on "Broadcasts" in the tree view and select "Start" in the context menu, or ● click on . <p>All of these approaches will open the window "Start a broadcast".</p>
3.	You can select up to ten broadcasts and bring them together to form a hunt group. Press the CTRL and/or the SHIFT key and keep both keys pressed as you highlight the your broadcasts.
4.	Now enter the settings in keeping with the ensuing field descriptions.
5.	Click on Ok to start the hunt group. This will start your hunt group and open the "Broadcast" window (Section 10.9.5, "Monitor broadcasts").

Table 10-16 Start several broadcasts simultaneously

Description of the fields in the window "Start a broadcast" to launch several broadcasts simultaneously

Field	Description

Lists of available broadcasts	
ID	Output field for the identifier of the broadcast.
Name	Output field for the brief description of the broadcast group.
Client group	Output field for the client group to which the broadcast is assigned.
Number of subscribers	Output field for the number of members who are assigned to the broadcast group.

Table 10-17 Description of the fields in the window "Start a broadcast" to launch several broadcasts simultaneously

Field	Description
Window area "Announcement"	
Default announcement	<p>Selection field to choose a default announcement of the broadcast. This announcement will be played if the subscriber is not assigned to any specific announcement group and the broadcast is launched "(According to group plan)" (Section 10.9, "Operate broadcasts with the Operator-Tool" and Section 10.11, "Operate broadcasts over the phone").</p> <p>Apart from the predefined announcements you can also:</p> <ul style="list-style-type: none"> ● open a window by clicking the entry "*** Compose announcement ... **" <p style="padding-left: 40px;">to compose an announcement on the fly (Section 10.9.3, "Start a broadcast with an ad-hoc composed announcement"), or</p> <ul style="list-style-type: none"> ● open a new window by clicking "*** convert text to voice ... **" <p style="padding-left: 40px;">to generate an ad-hoc announcement from a text (Section 10.9.4, "Start a broadcast with an ad-hoc announcement from text").</p> <p>Note that if no announcement is assigned here, the selection fields that follow are deactivated for the group-specific announcements.</p>
<No.> GROUP	<p>Selection fields for up to 4 group-specific announcements. Please note that the number of visible selection fields depends on the value you entered in the field "Number of announcement groups", tab "General", window "Edit broadcast parameters".</p> <p>If is these additional announcements that enable you to define that, within an individual broadcast, DAKS plays different announcements to the individual alerted subscribers (Section 10.8, "Edit broadcast members").</p> <p>This is of particular benefit:</p> <ul style="list-style-type: none"> ● in a multi-lingual environment (in a hotel or in multi-lingual countries, e.g. Switzerland) ● for broadcasts that shall be used to relay both unclassified and confidential information at the same time. <p>If a subscriber is assigned to an announcement group but this announcement group is not yet assigned an announcement here, or if the assigned announcement is not yet recorded, the subscriber will be played the default message, instead.</p>

Table 10-17 Description of the fields in the window "Start a broadcast" to launch several broadcasts simultaneously

Field	Description
Window area "Properties"	
Subscriber access	<p>The entry made in this field determines the phone number(s) of the subscriber that will be dialed by DAKS.</p> <ul style="list-style-type: none"> • Call all subscriber's phones sequentially (default): With this setting, DAKS will call the members of the broadcast at their first destination or phone number; if unable to reach them at that number, DAKS will try to call them at their second phone number (2), then at their third phone number (3), fourth phone number (4), etc. • Call subscriber's first phone only: With this setting, the subscriber will only be called at his 1st destination (first phone number). • Call subscriber's second phone only: With this setting, the subscribers will only be called at his 2nd destination (second phone number).
Run in high priority mode	If this box is checked, the broadcast is high priority; that is to say all running broadcasts, conferences and call profiles that are high priority processes will be ended as soon as this broadcast becomes activate. A broadcast of this type cannot be ended by any other high priority application.
Use CorNet-N(Q)® features	If this checkbox is marked, you can use system-specific features if they are assigned to the destinations of this subscriber, for example call waiting, call override, forced release. Note that these features are only available within the CorNet network.
Confirmation by keystroke	If this checkbox is marked, all reached subscribers are requested to confirm acceptance of the call with a keystroke (any key) at their telephone. This helps to make sure that no call is accidentally taken by an ATM or given the status "Subscriber reached".
Monitor subscriber status	If this box is checked, DAKS will immediately disconnect any subscriber going into consultation hold (confidential calls).
Text message	Input field to enter a message that will be output to all subscribers via display or SMS (max 160 characters).

Table 10-17 Description of the fields in the window "Start a broadcast" to launch several broadcasts simultaneously

10.9.3 Start a broadcast with an ad-hoc composed announcement

Follow the below instructions to compose a broadcast announcement:


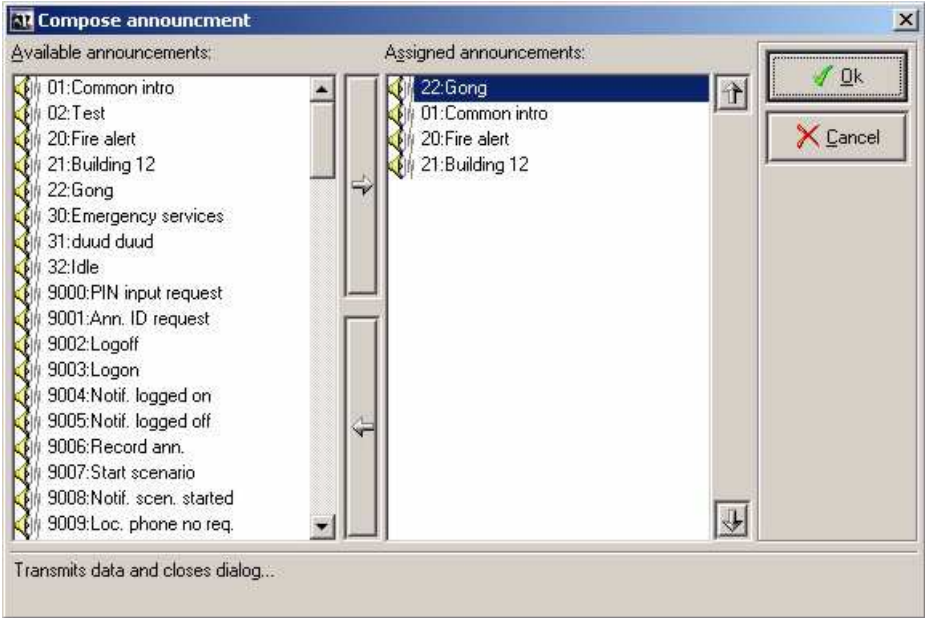


No.	Task
1.	Start the DAKS-TT Operator-Tool and log on.
2.	<p>There are three ways to start broadcasts:</p> <ul style="list-style-type: none"> ● Open the pull-down menu "Operations" and select "Start a broadcast", or ● make a right mouse click on "Broadcasts" in the tree view and select "Start" in the context menu, or ● click on . <p>All of these approaches will open the window "Start a broadcast".</p>
3.	Select the broadcast you want to start.
4.	<p>Under "Announcement" click the entry "*** Compose announcement... ***". This will open the window "Compose announcement":</p> 
5.	<p>Assign the desired available announcements. There are two possible ways of moving announcements:</p> <ul style="list-style-type: none"> ● Select the announcement in the corresponding list field and move it with the arrow button. ● Double-click on the announcement to move it to the other list.
6.	<p>You can change the order of the announcements if required. Select an entry and move it up or down with the arrow buttons , or .</p>

Table 10-18 Start a broadcast with an ad-hoc composed announcement

No.	Task
7.	Click OK to save your entries. This will create an entry with the created announcements in the announcement selection filed, output between two ++ signs.
8.	If necessary, specify further settings in the window "Start a broadcast".
9.	Click OK to start the broadcast. The broadcast will be started and the "Broadcast" window will open (Section 10.9.5, "Monitor broadcasts").

Table 10-18 Start a broadcast with an ad-hoc composed announcement

10.9.4 Start a broadcast with an ad-hoc announcement from text

Follow the below instructions to compose a broadcast announcement:


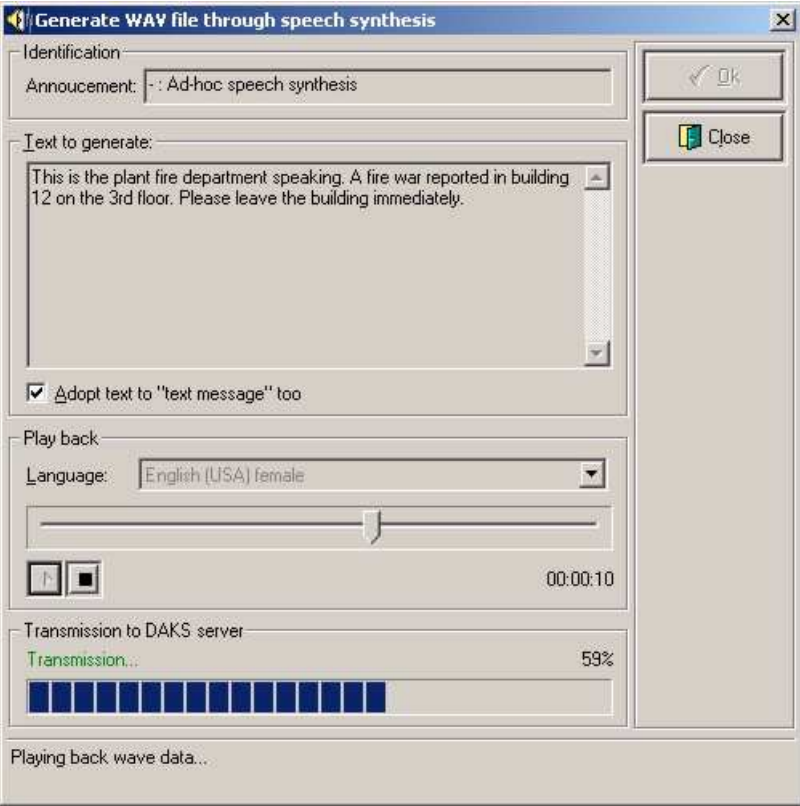
No.	Task
1.	Start the DAKS-TT Operator-Tool and log on.
2.	<p>There are three ways to start broadcasts:</p> <ul style="list-style-type: none"> ● Open the pull-down menu "Operations" and select "Start a broadcast", or ● make a right mouse click on "Broadcasts" in the tree view and select "Start" in the context menu, or ● click on  . <p>All of these approaches will open the window "Start a broadcast".</p>
3.	Select the broadcast you want to start.
4.	<p>Under "Announcement" click the entry "*** Covert text to voice... ***". This will open the user window "Generate WAV file through speech synthesis":</p> 

Table 10-19 Start a broadcast with an ad-hoc announcement from text


No.	Task
5.	Use the input field of the window area "Text to generate" to enter the text you want to synthesize. <u>Note:</u> The input field "Text to generate" is inactive during the speech synthesis and the playback.
6.	If needed, mark the field "Adopt text to "text message" also" to copy the text entered above and paste it to the field "Text output" in the window "Start a broadcast".
7.	Next, go to the selection field "Language" and choose the language you want to use for the voice synthesis.
8.	Now click  to activate the speech synthesis. After the speech synthesis is completed the system will automatically playback the created announcement.
9.	In the window area "Transmission to DAKS server" you can also watch the progress of the announcement transmission to the DAKS server.
10.	If necessary, repeat steps 5 and 8 to make corrections to the announcement.
11.	The OK button is only activated when you have listened to the announcement - after entry/edit of the text - and after the complete announcement (100%) has been transferred to the DAKS server. Click OK to play the generated announcement in the broadcast. This will add the entry "++ Ad-hoc speech synthesis ++" to the "Announcement" selection field.
12.	If necessary, specify further settings in the window "Start a broadcast".
13.	Click OK to start the broadcast. The broadcast will be started and the "Broadcast" window will open (Section 10.9.5, "Monitor broadcasts").

Table 10-19 Start a broadcast with an ad-hoc announcement from text

10.9.5 Monitor broadcasts

The Operator-Tool can be used to monitor broadcasts, check their success, or cancel a broadcast early after its start. This includes broadcasts launched from a telephone, via hardware contact or via data interface. The Operator will only be output the broadcasts that belong to his client group and "global" broadcasts.

Broadcasts that can be started from the Operator-Tool:

- The "Broadcast" window will automatically open and be placed on top.
- If broadcasts end or are terminated early by hand, the "Broadcast" window will still remain open and have to be closed manually. This enables you to evaluate and classify your broadcasts even after they have ended (Section 10.9.6, "Cancel a broadcast").
- In the menu bar click "Window" and select Select "Auto "Broadcast" window" to have DAKS open every broadcast that is started, be it over the telephone, via contact or via data interface, in a separate "Broadcast" window, with the window that is currently active always on top.
If not, the pertinent "Broadcast" window is only opened and placed on top if the broadcast was started through Operator-Tool and again be placed on top. For all other active broadcasts, DAKS will highlight the names in the overview window.

Broadcasts that can be started from a telephone, via contact or via data interface:

- The "Broadcast" window will automatically open if you select the menu item "Auto "Broadcast" window" in the pull-down menu "Window". Otherwise, the started broadcast will be output in the tree view and marked in bold print. To monitor broadcasts you need to open the "Broadcast" window manually.
- If the broadcasts ends or is terminated early by hand, the "Broadcast" window will automatically close.

Information on broadcasts and subscribers

If a "Broadcast" window is open, you can call up information on the broadcast and on its subscribers or end the broadcast via the pull-down menu "Operations":

- Broadcast (does not apply to hunt groups)
Definition of the broadcast (Section 10.7.1, "Add new and edit existing broadcast groups").
- Subscriber properties (does not apply to hunt groups):
Definition of the selected broadcast member (Section 10.8.2, "Edit broadcast members").
- Subscriber results:
Display of the current status of the selected broadcast member.
- Cancel broadcast:
Manual cancellation of the broadcast that is currently running (Section 10.9.6, "Cancel a broadcast").



Note that broadcasts can only be monitored in the Operator-Tool if you do **not** check the box "Prevent operators from monitoring broadcast via PC" in the tab "Properties", window "Edit broadcast group".

Set up, Administrate, Start and Monitor Broadcasts
Operate broadcasts with the Operator-Tool

Follow the below instructions to monitor broadcasts:


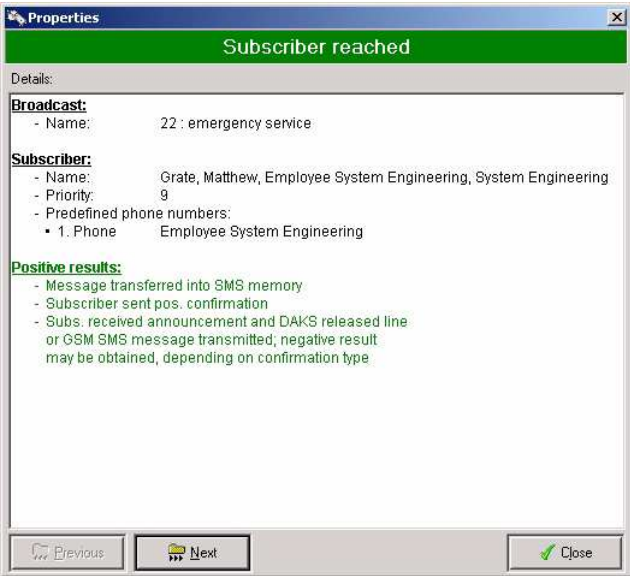
No.	Task
1.	Start the DAKS-TT Operator-Tool and log on.
2.	<p>There are several ways of opening the "Broadcast" window:</p> <ul style="list-style-type: none"> ● If you started a broadcast via the Operator-Tool, the window will automatically open and be placed on top. ● Select "Auto "Broadcast" window" in the pull-down menu "Window". All broadcasts that are currently active will automatically be output in one window. ● Select "Display broadcast" in the pull-down menu "Operator". If only one broadcast is currently active, DAKS will open the corresponding window. If several broadcasts are currently active, a selection window will appear from which you can select the desired broadcast. Select the broadcast here and confirm with OK.
3.	Follow the below instructions to assess the status of the broadcast or control it.
4.	<p>Note that you can also request detailed status information on the individual broadcast subscribers.</p> <p>To do so, select the desired subscriber in the "Broadcast" window and click on  .</p> <p>This will open the "Properties" window where you will find all essential details on the status of the subscriber.</p>  <p>The screenshot shows a window titled "Properties" with a green header "Subscriber reached". The "Details:" section contains the following information:</p> <ul style="list-style-type: none"> Broadcast: <ul style="list-style-type: none"> - Name: 22: emergency service Subscriber: <ul style="list-style-type: none"> - Name: Grate, Matthew, Employee System Engineering, System Engineering - Priority: 9 - Predefined phone numbers: <ul style="list-style-type: none"> • 1. Phone Employee System Engineering Positive results: <ul style="list-style-type: none"> - Message transferred into SMS memory - Subscriber sent pos. confirmation - Subs. received announcement and DAKS released line or GSM SMS message transmitted; negative result may be obtained, depending on confirmation type <p>At the bottom of the window are three buttons: "Previous", "Next", and "Close".</p>

Table 10-20 Monitoring broadcasts

Description of the symbols and list areas in the Broadcast Window

The Broadcast Window outputs a variety of details on the status of the broadcast.

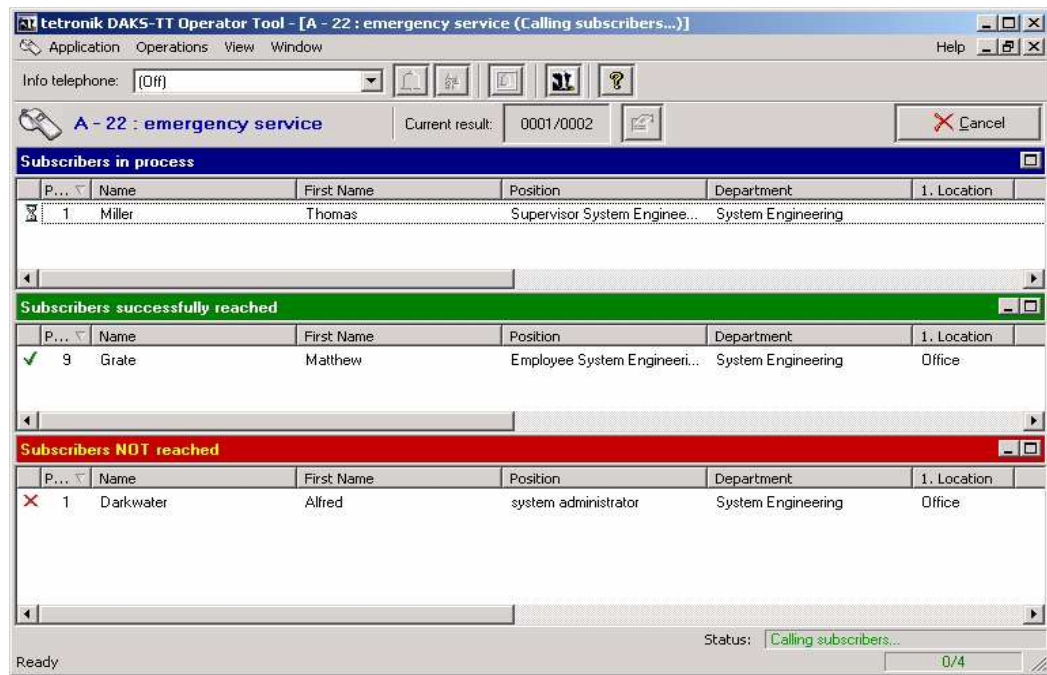

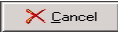
Field/Symbol	Description
	
Title area	
Title bar	Display of the broadcast name for a positive identification if several broadcasts are started at the same time.
Current result	Display field that outputs the subscribers that have already been reached in relation to the total number of subscribers that need to be reached by DAKS. This field is constantly updated during the active broadcast.
	Button to have DAKS output detailed information on the selected subscriber.
	Button to end a broadcast (Section 10.9.6, "Cancel a broadcast").

Table 10-21 Description of the list areas in the Broadcast window

Set up, Administrate, Start and Monitor Broadcasts
Operate broadcasts with the Operator-Tool






Field/Symbol	Description
window area "Subscribers in process" Output of all subscribers who are currently being called or being played the announcement.	
	This symbol indicates subscribers who are currently being called or who are being played the announcement.
	This symbol denotes subscribers who still need to acknowledge or confirm via callback (Section 10.11.8, "Confirm broadcasts positive or negative by callback with PIN").
	This symbol denotes subscribers who are currently in the dialing pause because there is no line free at the moment, or for whom the next dial attempt has not yet started.
"Subscribers successfully reached" list area	
	This symbol indicates subscribers who have been reached.
List area "Subscribers NOT reached"	
	This symbol indicates subscribers who have not been reached.
Status line	
Status	Indicates the current status of the broadcast, e.g.: <ul style="list-style-type: none"> • "Calling subscribers..." • "Process completed"

Table 10-21 Description of the list areas in the Broadcast window

10.9.6 Cancel a broadcast

The window for monitoring the broadcasts can also be used to cancel currently active broadcasts. This also applies if the broadcasts were started from a telephone, via contact or via data interface.

Follow the below instructions to to cancel a broadcast:

No.	Task
1.	Open the window for monitoring the broadcast that you want to cancel (Section 10.9.5, "Monitor broadcasts").
2.	Click on Cancel in the window for monitoring the broadcasts.
3.	Confirm the prompt with Yes . The active broadcast will be canceled. Any connections to subscribers that have already been built up are released by DAKS.

Table 10-22 Cancel a broadcast

10.10 Behavior of the DAKS server during broadcasts

The below section describes the behavior of the DAKS server during broadcasts. In addition to the overall behavior, this sections describes special applications that enable you to time and schedule broadcasts accurately.

10.10.1 General DAKS behavior

If no announcement is assigned or recorded DAKS will play a long tone, instead.

In all types of subscriber alarming, DAKS will always start by sending the single-line numeric and alphanumeric display message in keeping with the broadcast's display settings (Section 10.7, "Administrate broadcast groups").

DAKS triggers a forward connection:

- after expiry of the specified time in keeping with the broadcast parameters, or the number of playback cycles:
 - if needed, after a delay of 8 sec. if still waiting for input
 - for multiline display messages at the earliest after 30 sec.
- for multiline display messages at the earliest after 30 sec. after playback of the announcement "positively confirmed" or "negatively confirmed"

For multiline messages (only in the CorNet network):

- You can scroll by using the star * and hash # key:
 - if PIN input is requested after input of the PIN,
 - or in all other cases during the entire seizure period
- You can press the star "*" or hash "#" key (i.e. scroll) to have the maximum time until forward triggering:
 - set to 30 sec., if the time must be less than 30 sec.,
 - remain unchanged, if the time must be greater or equal to 30 sec.

For PIN entries:

- You can delete incorrect PIN entries with the star * key; this will delete the entire entry made so far
- Stops the respective playback when the first digit is received
- If the PIN entry is incorrect or the timeout for the entry is reached, a five-fold error tone will resound and DAKS will jump right back to the initial input request, that is to say you will again hear the announcement and see the display message requesting entry of the PIN, or "PIN?".
- If the maximum "Interdigit time" of 8 sec. is exceeded, DAKS will count the PIN entry as incorrect
- After the third incorrect PIN entry, the connection will be cut by DAKS.

10.10.2 Default subscriber alerting without PIN confirmation

The below table lists the different states subscribers can have when alerted by the system without PIN confirmation requested.

The different states are:

- A = without additional prompts
- B = confirmation by hanging up
- C = confirmation via keystroke
- D = confirmation via keystroke by pressing keys 0/1 (positive/negative)
- E = ACK "Wrong person" poss. with keys 0/1/3 (negative/positive/wrong person)

Playback	A & B	Broadcast announcement, several times if necessary
	C	Broadcast announcement + announcement requesting the pressing of a numeric key (also repeatedly, if needed); playback and display "confirmed positive" with keys 0...9
	D	Broadcast announcement + announcement requesting a positive/negative confirmation (also repeatedly, if needed); playback and display "confirmed positive" or "confirmed negative" " with keys 0 or 1
	E	Broadcast announcement + announcement requesting a positive/negative confirmation (also repeatedly, if needed); playback and display "confirmed positive", "confirmed negative" or "wrong person" with keys 0,1, or 3
Minimum listening condition not fulfilled	A & B	In keeping with the broadcast parameters (time or cycles)
	C, D & E	Backwards disconnect before the broadcast announcement was played in its full length at least once (1x) unless a key is pressed before (any)
Final result positive	A	Backwards disconnect with minimum listening condition fulfilled or forward triggering
	B	Backwards disconnect with minimum listening condition
	C	Keystroke 0...9
	D, E	Keystroke 1
Final result negative	D	Keystroke 0
	E	Keystroke 0 or 3

Table 10-23 Default subscriber alerting without PIN confirmation

Not reached	B C D	Generally: only if the minimum listening condition is twice (2x) not fulfilled Forward triggering Keys 0...9 not pressed Keys 0/1/3 not pressed
Waiting for callback		Not available

Table 10-23 Default subscriber alerting without PIN confirmation

10.10.3 Subscriber alarming without PIN confirmation with callback call

This type of subscriber alarming is an enhancement for the option "D" and described in Section 10.10.2, "Default subscriber alerting without PIN confirmation".

It is only available in combination with specific systems, usually nurse call systems in the health care area, that are connected to DAKS via a nurse call interface (also see DAKS Service Manual).

In addition to confirming positive or negative with "0" or "1", this type of alerting enables called subscribers to switch an actual callback to the caller by pressing "5" or "6".

- Callbacks are initiated:
 - if only one callback destination is enabled (nurse call system or system telephone): by pressing "5" or "6",
 - if two callback destinations are enabled: by pressing "5" for callback to the nurse call system or "6" for callback to the system telephone.
- Callbacks can only be made if the below group-specific DAKS settings are made:
 - "Number of subscribers to reach" must be set to "1" (sequential or parallel call)
 - The "Terminate on success" checkbox must be marked for parallel calls.
 - It must be possible to confirm negative.
 - The subscriber must confirm in the connection by pressing a key.
- If the callback fails because the target is busy, could not be reached, failed to accept the call, or because he was not allowed to be redialed or DAKS had no more channels available:
 - the called subscriber is played 5 short tones
 - followed by the broadcast announcement + the relevant request announcement
 - and during this time again be able to choose between **0**, **1**, **5**, and **6**.
- Once the connection for the callback call is established, the called person, e.g. the alarmed nurse, is given different signaling options to react to the current situation, for example:
 - "Delete call" or
 - "Save call".

Set up, Administrate, Start and Monitor Broadcasts

Behavior of the DAKS server during broadcasts

To be able to use this function, you can configure DAKS to evaluate special signals made in the callback: none, only the hash "#" key, only the number "1", the number "1" plus the hash key "#", and also specify which of these signals shall serve to automatically end the call (see DAKS Service Manual).

When the nurse ends the call by going on hook or pressing a corresponding key (configurable, see below), DAKS will automatically release the connection to the patient.

If the call is ended because the patient or the nurse call interface hangs up, the connection to the nurse will remain intact for another eight seconds. After these eight (8) seconds DAKS will release the call. Before that the nurse can, if needed, still signal by pressing the hash "#" key or "1".

In parallel system dial-up of subscribers, DAKS cancels any parallel calls when the telephone interface is busy, i. e. when the call is through-connected.

Nurse call systems with or without DTMF receiver

In a nurse call interface with DTMF receiver (typical for "TotalWalther medical 800"), the DAKS server triggers a transparent dialog between the nursing staff and the nurse call interface for the callback call with the keypad signaling from the system telephone transferred in dual tone multi frequency to the nurse call interface.

In a nurse call interface without DTMF receiver or in callbacks to a system telephone, in contrast, the nursing staff signals towards DAKS by keystroke and a corresponding message is subsequently sent via the nurse call interface.

In the "TotalWalther medical 800", the signaling is currently carried out as below:

- Key "1" signifies "call processed" and no automatic termination is effected.
- Key hash "#" key signifies "terminate" with automatic hang-up on the side of the telephone interface (faster than busy tone detection; no busy tone over the loudspeaker).

10.10.4 Special features of telephone alarming with PIN confirmation

The following table shows the possible states during subscriber alarming with PIN confirmation.

A differentiation is made between:

- A = no direct PIN entry, without neutral announcement
- B = no direct PIN entry, with neutral announcement
- C = direct PIN entry, without neutral announcement, without negative confirmation
- D = direct PIN entry, with neutral announcement, without negative confirmation
- E = direct PIN entry, without neutral announcement, with negative confirmation
- F = direct PIN entry, with neutral announcement, with negative confirmation
- G = direct PIN entry, without neutral announcement, with confirmation "Wrong person"
- H = direct PIN entry, with neutral announcement, with confirmation "Wrong person"

Playback	A	Broadcast announcement + announcement requesting callback (also more than once, if needed)
	B	
	C	Neutral announcement + announcement requesting callback (also repeatedly, if needed)
	D	Broadcast announcement + request to enter PIN (also repeatedly, if needed);
	E	PIN entry possible at any time;
	F	After correct entry: playback and display message that the subscriber has "positively confirmed"
		Neutral announcement + request to enter PIN (also repeatedly, if needed); PIN entry possible at any time; After correct entry: playback and display message that the subscriber has "confirmed positive"; then playback of the broadcast announcement (also repeatedly, if needed)
		Broadcast announcement + request to enter PIN (also more than once, if needed); PIN entry possible at any time; After correct PIN entry: 2 x announcement requesting positive or negative confirmation; After pressing of numbers "0" or "1": playback and display message that the subscriber has "confirmed positive" or "confirmed negative"
		Neutral announcement + request to enter PIN (also repeatedly, if needed); PIN entry possible at any time; After correct PIN entry: 2x broadcast announcement + announcement requesting positive/negative confirmation; After pressing "0" or "1" playback and display message that the subscriber has "confirmed positive" or "confirmed negative"

Table 10-24 Special features of telephone alarming with PIN confirmation

Set up, Administrate, Start and Monitor Broadcasts
Behavior of the DAKS server during broadcasts

	G	Broadcast announcement + request to enter PIN (also repeatedly, if needed); After correct entry of the PIN: 2 x prompt to confirm with positive/negative/wrong person; After pressing or "0", "1" or "3": Playback and display message that the subscriber "confirmed positive", "confirmed negative", or signaled "wrong person"
	H	Neutral announcement + request to enter PIN (also repeatedly, if needed); PIN entry possible at any time; After correct PIN entry: 2x broadcast announcement + announcement requesting positive/negative confirmation;
Minimum listening requirements not met	A & B C, E & G D, F & H	Backwards disconnect before the broadcast has been played back once (1x) in its full length Backwards disconnect before the broadcast announcement has been completely played back once (1x), unless a key (any) was pressed before. Backwards disconnect before the neutral announcement has been completely played back once (1x), unless a key (any) was pressed.
Positive end result	A & B C & D E, F, G & H	Only after callback Correct PIN entry Keystroke "1" after PIN entry
Negative end result	A & B C & D E, F, G & H	Only after callback if negative confirmation possible There is no negative end result Keystroke "0" after PIN entry
not reached		If minimum listening condition not met twice (2x)
Waiting for callback	A & B C & D C & D	Backwards disconnect with minimum listening condition met or forward triggering If PIN entry wrong, unless minimum listening condition is not met twice (2x) If PIN entry wrong or no positive/negative confirmation made, unless minimum listening condition is not met twice (2x)

Table 10-24 Special features of telephone alarming with PIN confirmation

10.10.5 Special behavior for broadcasts with positioning requests

When the box "Localize initiator's current position" is checked, a positioning request is always addressed to the positioning server (e.g. Siemens HPS or tetronik DPS-basic) if:

- the alarm is a personal security alarm,
- or the broadcast was initiated from a telephone with CLIP.

The positioning server will transfer the following details to DAKS:

- the text information on the location plus
- the numbers of up to 10 partial announcements stored in DAKS specifying the location.

In a broadcast (and also for its follow-on broadcasts), the partial announcements activated in DAKS by the location server will be attached to the broadcast announcement(s) to form a so-called composed announcement. Please be careful that no more than 16 partial announcements may be interconnected in DAKS to form a composed announcement, that is to say the system will discard any activated partial announcement beyond this number.

The maximum wait time for a location result is 30 seconds. If no positioning results are obtained during this time, an alarm will be launched without positioning request.

For a broadcast (and also for a follow-up broadcast), the text information received by the location server on the location will be preceded by the following details:

- the phone number of the initiator or distressed person
- a colon
- the name of the initiator or distressed person
- a line break

For broadcasts you can also specify that you want DAKS to continue with the cyclical positioning of the initiator (approx. every 30 sec) and to transmit the computed results to a reached member.

10.11 Operate broadcasts over the phone

This section shows you how to operate and use broadcasts over the telephone. It also offers input examples. They are all based on the assumption that the DAKS server is reached with the tie trunk code (DAKS call number) 800 and the suffix codes are set to default (Section 5.5, "Specify suffix codes"). The "PIN" used is 4321. For a clear presentation, the input blocks are separated by spaces.

To reproduce the examples, replace the tie trunk code 800 with the call number of your DAKS server, enter your PIN and, if necessary, adjust the suffix codes. Spaces are not entered.









If no system announcements (e. g. "Please enter your PIN") are available or assigned, DAKS will play a long tone, instead.



Please bear in mind that you must have the pertinent administrative and operational rights and a PIN to use the call profiles from a telephone.

10.11.1 Start broadcasts from a system telephone, extended dialog

Proceed as follows:

Step by step	
 <div style="border: 1px solid black; padding: 2px; margin: 5px 0;"> DAKS BROADCAST LAUNCH BDC PIN? </div>	<p>Enter the DAKS call number + suffix code for "Broadcasting - Launch via DIGITE, extended dialog", e.g.: "800 30".</p>
 <div style="border: 1px solid black; padding: 2px; margin: 5px 0;"> DAKS BROADCAST GROUP ID ? </div>	<p>Enter your PIN.</p>
 <div style="border: 1px solid black; padding: 2px; margin: 5px 0;"> <Group description> INPUT OK? *=YES </div>	<p>Enter the ID of the broadcast group you want to use.</p>
 <div style="border: 1px solid black; padding: 2px; margin: 5px 0;"> <Group description> MSG ID? *=GRP PL </div>	<p>Press the star "*" key to confirm your entry, or press any other key to return to the group ID request.</p>
 <div style="border: 1px solid black; padding: 2px; margin: 5px 0;"> <Announcement INPUT OK? *=YES </div>	<p>Enter either an announcement ID (1 to 4 digits), or press the "*" star key to select GRP-PL (in keeping with group plan).</p> <p>If you entered an announcement ID, this dialog will be output on your display.</p>
 <div style="border: 1px solid black; padding: 2px; margin: 5px 0;"> MSG ACC. GRP. PLAN INPUT OK? *=YES </div>	<p>If you selected GRP-PL, this dialog will be output on your display.</p> <p>In either case, confirm your entry with the star "*" key or press any other key to return to the announcement ID request.</p>

Continued on next page.

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<Group description>
LAUNCH BDC? *=YES



Start the broadcast by pressing the star "*" key or press any other key to return to the announcement ID request.

BDC LAUNCHED
SUB OK/ALL uuuu/nnnn

uuuu = reached subscribers
nnnn = total number of subscribers

BDC TERMINATED
SUB OK/ALL uuuu/nnnn

Once the broadcast is terminated, a 5-tone sequence will re-sound.

A backwards disconnect will take place after 1 min.

10.11.2 Start broadcasts from a system telephone, short dialog

Proceed as follows:

Step by step



Enter the DAKS call number + suffix code for "Broadcasting - Launch via DIGITE, short dialog" + PIN + group ID, e.g.: "800 **31** 4321 11".

<Group description>
LAUNCH BDC? *=YES

If initiation is currently possible and the respective user authorization is granted, otherwise busy signal.



Start the broadcast by pressing the star "*" key or press any other key to return to the announcement ID request.

BDC LAUNCHED
SUB OK/ALL uuuu/nnnn





uuuu = reached subscribers
nnnn = total number of subscribers

BDC TERMINATED
SUB OK/ALL uuuu/nnnn

Once the broadcast is terminated, a 5-tone sequence will re-sound.
A backwards disconnect will take place after 1 min.

10.11.3 Start broadcasts over the phone, in a dialog with PIN entry at the end

Proceed as follows:

Step by step	
	Enter the DAKS call number + suffix code for "Broadcasting - Launch in a dialog with PIN at the end", e.g.: "800 394 ".
<input type="text" value="GROUP ID ?"/>	
	Enter the ID of the broadcast group you want to use.
<input type="text" value="ANNOUNCEMENT ID ?"/>	
	Enter either an announcement ID (1 to 4 digits), or press the "*" star key to select GRP-PL (in keeping with group plan).
<input type="text" value="LAUNCH BDC PIN?"/>	
	Enter your PIN.
<input type="text" value="SUB OK/ALL uuuu/nnnn"/>	uuuu = reached subscribers nnnn = total number of subscribers
	After the broadcast end, trigger backward disconnect.

10.11.4 Start broadcasts from any telephone

Proceed as follows:

Step by step



Enter the
DAKS call number + suffix code for "Broadcasting - Launch from any terminal" + PIN + group ID,
e.g.: "800 **32** 4321 11".



Standard broadcast announcement if initiation is currently possible and the respective user authorization is granted, otherwise busy signal..

After end of the broadcast:





Busy signal repeated every 8 sec., backwards disconnect after 30 sec.

10.11.5 Start broadcasts in a dialog (PIN, ID and announcement)

During the dialog, use the star "*" key to:

- correct any incorrect input (maximum three times, 3x), i.e. the entire input made so far will be deleted, or
- jump back to the previous input if you have not yet made an entry.

Proceed as follows:

Step by step	
	Enter the DAKS call number + suffix code for "Broadcasting - Launch with dialog", e.g.: "800 36".
LAUNCH BDC PIN?	request to enter PIN ¹⁾
	Enter your PIN.
GROUP ID ?	Request to enter the group ID ¹⁾
	Enter the broadcast ID.
ANNOUNCEMENT ID ?	Announcement ID entry request ¹⁾
	Press the hash "#" key to use the standard announcement or enter an announcement ID.
BDC LAUNCHED	uuuu = reached subscribers
SUB OK/ALL uuuu/nnnn	nnnn = total number of subscribers
BDC TERMINATED	Launch broadcast start with selected announcement ²⁾
SUB OK/ALL uuuu/nnnn	Once the broadcast is terminated, a 5-tone sequence will re-sound. A backwards disconnect will take place after 1 min.

¹⁾ If no pertinent request announcements are recorded DAKS will play tones, instead (Section 10.6, "Define broadcast parameters").

²⁾ Only if initiation is currently possible and the corresponding user authorization has been granted; otherwise busy signal.





10.11.6 Start broadcasts in a dialog (ID, announcement and PIN)

This suffix codes sets off a broadcast with the same options as above in Section 10.11.5, "Start broadcasts in a dialog (PIN, ID and announcement)", but with the order of the query of the broadcast ID and the PIN of the broadcast members inverted.

During the dialog, use the star "*" key to:

- correct any incorrect input (maximum three times, 3x), i.e. the entire input made so far will be deleted, or
- jump back to the previous input if you have not yet made an entry.

Proceed as follows:

Step by step	
	Enter the DAKS call number + suffix code for "Broadcasting - Launch with dialog", e.g.: "800 394 ".
GROUP ID ?	Request to enter the group ID ¹⁾
	Enter the broadcast ID.
ANNOUNCEMENT ID ?	Announcement ID entry request ¹⁾
	Press the hash "#" key to use the standard announcement or enter an announcement ID.
LAUNCH BDC PIN?	request to enter PIN ¹⁾
	Enter your PIN.
BDC LAUNCHED SUB OK/ALL uuuu/nnnn	uuuu = reached subscribers nnnn = total number of subscribers
BDC TERMINATED SUB OK/ALL uuuu/nnnn	Launch broadcast start with selected announcement ²⁾ Once the broadcast is terminated, a 5-tone sequence will re-sound. A backwards disconnect will take place after 1 min.

¹⁾ If no pertinent request announcements are recorded DAKS will play tones, instead (Section 10.6, "Define broadcast parameters").

²⁾ Only if initiation is currently possible and the corresponding user authorization has been granted; otherwise busy signal.

10.11.7 Start broadcasts with ad-hoc announcement

This function is only available in conjunction with ad-hoc announcements.

DAKS only uses ad-hoc announcements that:

- have an identifier,
- are not momentarily being used in other places, and
- are not earmarked or reserved for personal protection.



Should another subscriber be presently recording an ad-hoc announcement, he/she will delay both the announcement "Request to record ad-hoc announcement" and the idle tone.

Proceed as follows:

Step by step



Enter the DAKS call number + Suffix code for "Broadcasting - Launch with ad-hoc announcement" + PIN + Group ID, e.g.: "800 **393** 4321 11".

<ID GROUP>

Display text to initiator according to group plan.



Announcement "Request to record ad-hoc announcement."
Three short tones signal the beginning of the recording.

RECORD *BDCSTRT

Record the ad.hoc announcement (max. 30 sec.), or hang up to stop the recording.



Five short tones signal that the recording time was exceeded.



If you have finished recording your announcement or exceeded the recording time, you must confirm the recording with the star "*" key.


If you fail to press the star "*" key within 5 sec., hang up, or press any other key the action will be canceled.

<ID GROUP>

The broadcast is started with the broadcast announcement and the current announcement sent to the initiator as well as to the called subscribers.





10.11.8 Confirm broadcasts positive or negative by callback with PIN

Proceed as follows:

Step by step	
	Enter the DAKS call number + Suffix code for "Broadcasting - Positive confirmation with PIN" or "Broadcasting - Negative confirmation with PIN" + PIN, e.g.: "800 33 4321" for positive confirmation, or 800 34 4321" for negative confirmation
<div style="border: 1px solid black; padding: 2px; width: fit-content;">POSITIVE CONFIRM</div>	3-tone sequence.
or	
<div style="border: 1px solid black; padding: 2px; width: fit-content;">NEGATIVE CONFIRM</div>	Announcement corresponding to the pos./neg. confirmation, or a long tone if this announcement is not available. Broadcast announcement (max. 2 cycles).

10.11.9 Confirm broadcasts by callback with PIN in a dialog

Proceed as follows:



Step by step	
	Enter the DAKS call number + Suffix code for "Broadcasting - PIN confirmation with dialog" + PIN, e.g.: "800 35 4321".
<div style="border: 1px solid black; padding: 2px; width: fit-content;">PIN?</div>	Request to enter PIN or a long tone if this announcement is not available.
	Enter your PIN (if necessary, correct with *).
	3-tone sequence Broadcast announcement (max. 2 cycles).
<div style="border: 1px solid black; padding: 2px; width: fit-content;">1=POS. 0=NEG.</div>	Only if positive/negative confirmation is possible for this group: Request for positive/negative/wrong person confirmation or a long tone if this announcement is not available.
	Confirm with either "1" for positive, "0" for negative, or "3" for wrong person.

<input type="checkbox"/> POSITIVE CONFIRM	3-tone sequence.
or	
<input type="checkbox"/> NEGATIVE CONFIRM	Playback of an announcement corresponding to the pos./neg. confirmation, or a long tone if this announcement is not available.
or	
<input type="checkbox"/> FALSCHE PERSON	

10.11.10 Broadcasts with Completed Message

This type of suffix dialing includes the so-called completed message for a broadcast. Depending on the broadcast parameters, the completed message can be set off from any telephone or only from the telephone of the initiator or the telephone whose number is listed as cost center at the activating input contact, respectively.



Proceed as follows:

Step by step	
	Enter the DAKS call number + suffix code for "broadcasts - Completed Message with PIN or cont. cyclical localization", e.g.: "800 398 ".
<input type="checkbox"/> PIN?	Request to enter PIN or a long tone if this announcement is not available.
	Enter your PIN (if necessary, correct with *).
<input type="checkbox"/> COMPLETED	<ul style="list-style-type: none">• From a specific telephone: info message confirming receipt of the 'Completed message', or a long tone if this message is not available.• From any telephone: Rejection of the request with 5-tone sequence. Followed by a backward disconnect by DAKS.

10.11.11 Continue cyclical positioning for broadcasts

This type of suffix dialing makes it possible to resume the cyclical positioning of a broadcast when the connection of your terminal to the DAKS server was interrupted even though you did not press "9".

Proceed as follows:

Step by step	
	Enter the DAKS call number + suffix code for "broadcasts - Completed Message with PIN or cont. cyclical localization", e.g.: "800 398 ".
<input type="text" value="PIN?"/>	Request to enter PIN or a long tone if this announcement is not available.
	Enter your PIN (if necessary, correct with *).
<input type="text" value="XXX"/>	Current positioning details for the monitored broadcast initiator as display text message and announcement.

10.11.12 Trigger broadcasts from M2 plus

This type of suffix dialing starts a broadcast via the red alarm button of the Gigaset M2 plus.

After the alarm button is pressed, the Gigaset M2 plus handset waits for a confirmation call from the called system and supports 3 options (see below).

If the callback is not received within the time period defined in the Gigaset M2 plus handset (normally 30 sec), the alarm activation will be repeated at least five times from the Gigaset M2 plus.

To use this function you need to define the following suffix dialing procedure in the Gigaset M2 plus handset, including, among other settings, the field "Mode" (1...3):

The DAKS call number + suffix code for "Broadcasts - Activate from M2 plus" + PIN + Group ID + Mode,
e.g.: „800 397 4321 11 3“.

When the alarm is set off, DAKS will analyze the received mode and, in the confirmation call-back, transfer the matching CLI (see Section 5.2, "Edit basic parameters").

In return, the Gigaset M2 plus validates the CLI received from DAKS and respond as follows:

- **CLI of Mode 1:**
The Gigaset M2 plus handset recognizes the confirmation call and in doing so stops to repeat the broadcast activation and cuts the connection to DAKS.
- **CLI of Mode 2:**
The Gigaset M2 plus handset recognizes the confirmation call, stops to repeat the broadcast activation and activates the microphone of the Gigaset M2 plus.
In this way, a subscriber reached in the broadcast can, unnoticeable by others, hear all sounds and noises in the area surrounding the alerting subscriber.
- **CLI of Mode 3:**
The Gigaset M2 plus handset recognizes the confirmation call, stops to repeat the broadcast activation and activates handsfree set of the Gigaset M2 plus. In this way a member reached in the broadcast can communicate directly with the initiator.



NOTE:

- Please bear in mind that for Mode 2 and 3, DAKS calls back the Gigaset M2 plus handset with the CLI of Mode 1 if the broadcast property "Connect reached member with initiator" is NOT marked (see Section 10.7.1, "Add new and edit existing broadcast groups").
- In the event DAKS does not receive a call number of the Gigaset M2 plus when the broadcast is started, the system will not be able to send the confirmation call. The broadcast itself, however, will be activated nonetheless.

10.12 Start broadcasts via hardware inputs

Contact-controlled broadcasts can be activated if the DAKS server is equipped with contact inputs that are either connected directly to the DAKS server (up to 16) or fed to the DAKS server via Profibus DP technology (up to 704, expandable).

Contact-specific announcements

When the broadcast is launched DAKS can also play an announcement assigned to this contact and therefore also output a contact-specific display message. If it is always the same subscribers that need to be notified and alerted, e.g. of a malfunction reported via contact, you need only create one broadcast group.

Note that if no announcement is assigned or is available, DAKS will use the broadcast-specific announcement(s).

Evaluation of the contact states

The following can be evaluated for broadcast activation:

- either the active edge of a hardware input, or
- the status of the contact

When a contact is activated, the relevant broadcast will be entered in the list of broadcasts to be started and processed as soon as possible.

Should the contact no longer be active, you can react to this contact state by ending the broadcast early or not starting it at all provided it is still in the list of broadcasts for start.



Subscribers who are momentarily being called because the broadcast is ended early will receive a corresponding announcement and display text.

10.13 Start broadcasts via data interface

DAKS supports protocol interfaces to third-party systems that can be used to activate or remote-control DAKS, e.g. from:

- a call system, e.g. a nurse call system
- a hazard alert system
- a programmable logic controller (PLC)
- a touch screen with a customized user interface (e.g. a company map)
- an emergency response host computer

For a detailed description how to set up the interfaces please see the DAKS Service Manual.

10.14 DAKS coupling with SigmaSys®

10.14.1 General information

DAKS can be linked up with SigmaSys via the SM port using an asynchronous serial interface. This enables you to also start broadcasts through SigmaSys messages. In broadcasts of this type, the system will consider the following factors:

- the alarm criteria, e.g. alert or malfunction
- the location details, e.g. building or floor

10.14.2 Principle of operation

First the DAKS server will filter according to the SigmaSys alarm criterion and processes relevant messages only.

In addition, the DAKS server will accept positioning results (location information), run these against an internal assignment table, and evaluate the data.

Finally, the text message is also accepted by SigmaSys and used for the notification and alerting procedure.

The subscribers that need to be dialed, the strategies that must be applied, and the ways in which the called persons must confirm is laid down in DAKS during the configuration of the broadcast groups.

10.14.3 Evaluation/processing of the alarm criteria

In addition to the location or position details, DAKS supports 5 other groups of criteria by translating the thorough alarm criteria of the SigmaSys alarm system (approx. 20) into the following split groups:

- Split group A (alarm/housebreaking/robbery)
- Split group B (pre-alarm/pre-warning)
- Split group C (message/sabotage)
- Split group D (malfunction)
- Split group E (maintenance/revision)

In DAKS you can assign each criteria a specific hundred digit of the ID of the broadcast group that shall be activated.

10.14.4 Parameterizing location information in SigmaSys

Alarm points

In SigmaSys, each alarm point that is to trigger a DAKS action must be parameterized in the "plain text" field (W30, bit 3 in W26) at any position:

- an "_" (= underscore) symbol as a prefix followed by
- a 2-digit "DAKS number" (numbers 00 to 99).

Together they form the location information and make it possible to access up to 100 different alarm groups in DAKS.

Administration in DAKS

To have as much flexibility as possible without being forced to re-generate SigmaSys or create too many same-sounding groups in DAKS, up to 100 "DAKS numbers" are:

- broken down in great detail within SigmaSys and
- grouped together in DAKS.

In other words, a table with 100 different positions is created by DAKS. This table collates to every 00...99 DAKS number the tens and ones digits of the ID of the broadcast that shall be activated, including the option not to assign any group.

Example

A building consists of 6 floors or stories. Different location details are defined in SigmaSys for each floor (e.g. 01 to 06).

Given that at the outset only one service technician manages all floors, the location details 01 to 06 are grouped together in DAKS in a single group, e.g. group "xx50".

After one year a decision is made to hire a second service technician and to divide the tasks by floor. In this scenario, SigmaSys can remain unchanged. The only change that must be made is an adjustment of the DAKS table, for example:

- assign the location information 01 to 03 to group "xx50" and
- assign the location information 04 to 06 to group "xx51".

10.14.5 Assign DAKS broadcast groups

Due to the fact that you can address every DAKS broadcast group to addresses with up to 4 digits, you can use the thousands column in your DAKS server as identifier for SigmaSys alarm groups.

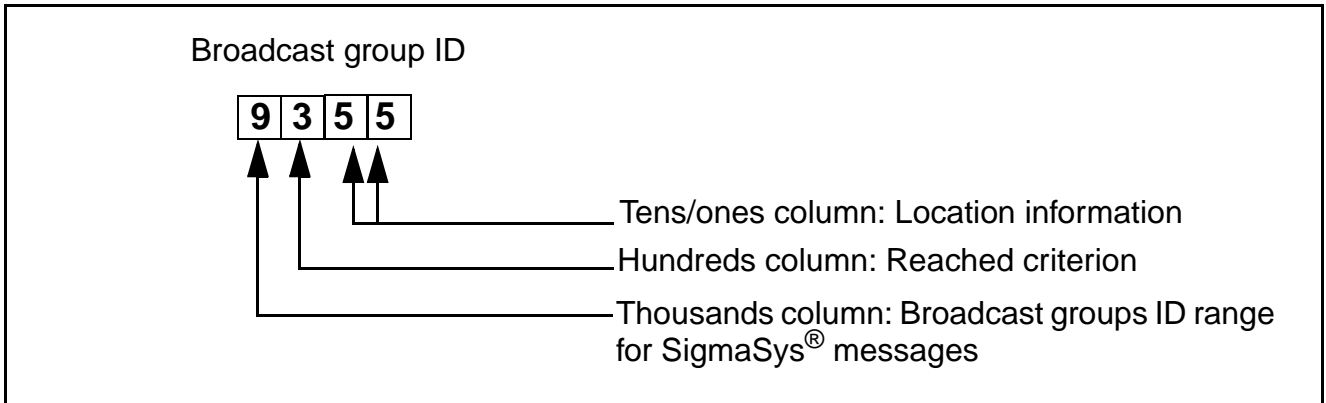


Image 10-3 Allocation of the broadcast group ID

To assign SigmaSys messages to the corresponding DAKS broadcast groups, follow the below instructions:

No.	Task
1.	Start the DAKS-TT Administrator-Tool and log on.
2.	Select "Broadcasts" in the tree view.
3.	Double-click on "<SigmaSys® parameters>" in the list view. This will open the window "SigmaSys® broadcast selection".
4.	Carry out the settings in keeping with the ensuing field descriptions.
5.	Click on OK to save the settings.

Table 10-25 Assigning DAKS broadcast groups

Set up, Administrate, Start and Monitor Broadcasts
 DAKS coupling with SigmaSys®

the fields in the window "Edit SigmaSys® broadcast selection"

Field	Description
Window area "Thousands column"	
Fix value	Selection field (0 to 9) that specifies the thousands column of all broadcast groups assigned to SigmaSys®, e.g. all starting from 9000.

Table 10-26 Description of the fields in the window "Edit SigmaSys® broadcast selection"

Field	Description
Window area "Hundreds column (subject to group of criteria)"	
SigmaSys® criteria groups	<p>Selection fields to assign the hundreds column of the ID of the broadcast groups to the following SigmaSys® alarm criteria:</p> <ul style="list-style-type: none"> ● On alarm/housebreaking/robbery ● On pre-alerting/pre-alarm ● On dispatch/sabotage ● On malfunction ● On maintenance/revision <p>The example shows 9355 for alarm/sabotage Note that your alarm criteria may also be allocated identical numbers, for example if your want DAKS to notify the same broadcast group to both malfunctions and maintenance/revision alarms. You can also assign "(None)" if you do not want any messages of this split group to be evaluated.</p>
Window area "Tens/Ones column (depending on DAKS number of reporting point)"	
DAKS number	<p>00 to 99: Number of the SigmaSys® alarm point. (none): No SigmaSys® alarm point assigned; for the start of broadcasts that do not have any alarm point. This can be useful for:</p> <ul style="list-style-type: none"> ● demonstration purposes ● customers who do not require location-dependency ● customers whose database has not yet been adapted to the DAKS-alerting
Tens/Ones columns	<p>Assignment of the tens and ones columns of the broadcast group to the SigmaSys alarm points. e.g. 9355 is assigned to the SigmaSys alarm point (DAKS number) 03.</p>

Table 10-26 Description of the fields in the window "Edit SigmaSys® broadcast selection"

Example

The broadcast group selection is set up as shown in the above figure:

- Fixed value = "9"
- Hundreds column "On dispatch/sabotage" = "3"
- SigmaSys reporting point 03 = "55"

Now define a corresponding broadcast with the broadcast ID "9355".

A SigmaSys message "Sabotage at reporting point 03" will set off the broadcast "9355", e.g. alarm of the company security staff.

10.15 Result codes in the protocol file

For every broadcast, a result code is either printed out or written in the protocol file for each subscriber (Chapter 9, "Protocols, Logging and Printouts").

The result code consists of 4 digits and is hexadecimally encoded, that is to say 4 bits each are grouped together to form a hexadecimal number (0...9, A...F).

This code results from the bits that are set as certain event classes occur; the amount within an event class, however, is not considered.

The individual bits signify:

Character	Bit no.	Value	Significance
1.	15	8	Entire result positive
	14	4	Subscriber reached under alternative phone numbers
	13	2	At least 1x announcement heard and subscriber hung up (or illicitly gone into consultation hold) @ GSM-SMS: Service center report: Message received by subscriber
	12	1	At least 1x announcement heard and connection released by DAKS @ GSM-SMS: Service center report: Message dispatched
2.	11	8	Confirmed positive
	10	4	Message transferred to SMS memory
	9	2	At least 1x not picked up
	8	1	At least 1x line busy
3.	7	8	At least 1x not booked in (mobile subs.)
	6	4	At least 1 x either: hung up early (or illicitly gone into consultation hold), or: subscriber was reached but the heard neutral announcement only
	5	2	Confirmed negative
	4	1	Subscriber logged off

Table 10-27 Result codes for broadcasts

Character	Bit no.	Value	Significance
4.	3	8	Route busy @ GSM-SMS: No connection established to service center
	2	4	Other problem at build-up of connection (e.g. invalid call number) @ GSM-SMS: Message refused by service center
	1	2	Connection to TC system interrupted @ GSM-SMS: Modem not ready
	0	1	System problem or unspecified negative result

Table 10-27 Result codes for broadcasts

Examples:

Subscriber response	Result code
Announcement received and subscriber hung up; Overall result positive	A000
At least 1x line busy; Reached at the alternative call number; Announcement received and connection released by DAKS Confirmed negative	5120
At least 1x route busy; At least 1x not booked in (mobile subs.); At least 1x hung up early; Subscriber received announcement and has hung up again (assuming that subscriber was prompted to confirm by PIN, overall result not positive)	20C8

Table 10-28 Examples of result code

Set up, Administrate, Start and Monitor Broadcasts
Result codes in the protocol file

11 Set Up and Activate the Personal Security Function

Overview

This chapter shows you how to set up and activate the function personal security to protect your staff.

Contents

The chapter covers the following sections:

- 11.1 Overview of the personal security function
- 11.2 Broadcasts activated via personal security
- 11.3 Interdependence of personal security settings
- 11.4 Summary of the setup and activation of personal security
- 11.5 Edit the personal security parameters
- 11.6 Operate personal security over the phone
 - 11.6.1 Activate/deactivate personal security (without the current announcement)
 - 11.6.2 Activate personal security (with current announcement)
 - 11.6.3 Retrigger call (without current announcement)
 - 11.6.4 Retrigger call (with current announcement)
- 11.7 Activate/deactivate personal security via hardware input
- 11.8 Logging of the personal security process

11.1 Overview of the personal security function

DAKS makes it possible to protect employees in hazardous work areas and lone workers by placing calls and monitoring the radio link on a cyclical basis.

In the event a monitored user fails to answer a call or the radio link to a monitored handset breaks down, DAKS automatically triggers a broadcast, for example after the second failed attempt.

At the same time subscribers can reset (retrigger) their monitoring cycle time by calling into the DAKS server themselves.

The security function can be activated/deactivated either by the monitored subscriber himself or by a third person, for example his head of section or team.

Monitored subscribers can record announcements and, if needed, make changes to their message while they are being monitored, e.g. to report that they have moved to a new location. It is this message that becomes or is added to the alarm announcement if the monitored person should fail to respond to a DAKS monitoring call.

Within HiPath networks and in combination with a positioning server, the current location of a missing subscriber can be computed with the help of the positioning function, making it possible to locate a person when no ad-hoc announcement is recorded.

The DAKS server can monitor up to 50 persons simultaneously.

11.2 Broadcasts activated via personal security

As soon as a called person is considered missing or distressed DAKS activates a corresponding (assigned) broadcast. These broadcasts run just like any other broadcast, e.g. any broadcast started over the telephone.

If the monitoring is activated by hardware inputs and a personal security broadcast is initiated, the broadcast is terminated early as soon as the relevant personal security is deactivated via contact, including any follow-up broadcast. In both of cases, the subscribers called during the early termination receive a corresponding cancellation message any display text.

If a monitoring announcement is recorded at activation of the personal security function, e.g. to record the current location of a monitored person, the message will be appended to the group- or member-specific announcement, provided the latter contains less than 16 components.

11.3 Interdependence of personal security settings

In addition to the windows that are used to administrate the staff protection function, there are other windows that also have an effect personal security.

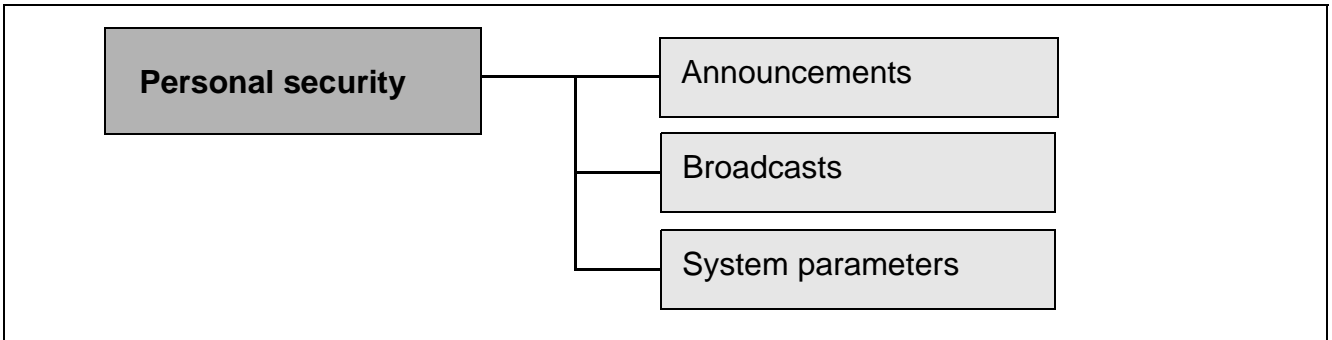


Image 11-1 Dependence of personal security settings on other settings

Announcements:

Provided they have already been created and recorded, announcements can be assigned to the personal security processes (Chapter 7, "Create and Administrate Announcements").

Broadcasts:

Provided they have already been created, broadcasts can be assigned to the personal security processes, if needed with follow-up broadcasts (Section 10.5, "Brief overview of setting up and starting broadcasts").

System parameters:

- **Suffix codes**

Suffix codes define the combinations of numerals that enable you to operate the personal security processes over the telephone (Section 5.5, "Specify suffix codes").

- **Time zones**

In personal security measures, the subscribers or destinations are called in keeping with the time segments that have been assigned to them (Section 5.4, "Define time segments").


- **Inputs/Outputs**

Personal security measures can also be started via hardware inputs (Section 5.10, "Administrate inputs/outputs").

11.4 Summary of the setup and activation of personal security

Quick start

The below table gives you a brief overview of the most important steps needed to create and start the personal security function, e.g. to protect employees and exposed workers. The different steps are treated in greater detail in the later sections.

 To set up and edit personal security processes, you must have the corresponding administrative rights. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations (Section 8.5.3, "Administrative rights").

No.	Task	Section
1.	Start the Administrator-Tool and log on.	
2.	Set up the broadcast you want DAKS to activate in the event a monitored person fails to respond.	Section , "Set up, Administrate, Start and Monitor Broadcasts"
3.	Choose the personal security parameters.	Section 11.5, "Edit the personal security parameters"
4.	Now test the personal security function by activating it over the telephone or via hardware input.	Section 11.6.1, "Activate/deactivate personal security (without the current announcement)"

Table 11-1 Summary of the setup and activation of personal security

11.5 Edit the personal security parameters

Carry out the following steps to edit the personal security parameters:


No.	Task
1.	Start the Administrator-Tool and log on.
2.	Select "Broadcasts" in the tree view. The list of broadcast groups is displayed.
3.	Select "Personal security parameters" in the list window and click on  . This will open the window "Edit personal security parameters".
4.	Now enter the settings in keeping with the field descriptions that are output.
5.	Use the "Common announcements" tab to assign the default announcements in a single step. To do so, make a right mouse click on the announcement list and tick "Set all entries to default".
6.	Click OK to save your entries.

Table 11-2 Edit the personal security parameters



All required announcements must be recorded and assigned so that called subscribers can receive and respond to the instructions they receive.
If no announcements are assigned or recorded DAKS will play a long tone instead.

Set Up and Activate the Personal Security Function
Edit the personal security parameters

Description of the fields in the window "Edit personal security parameters"

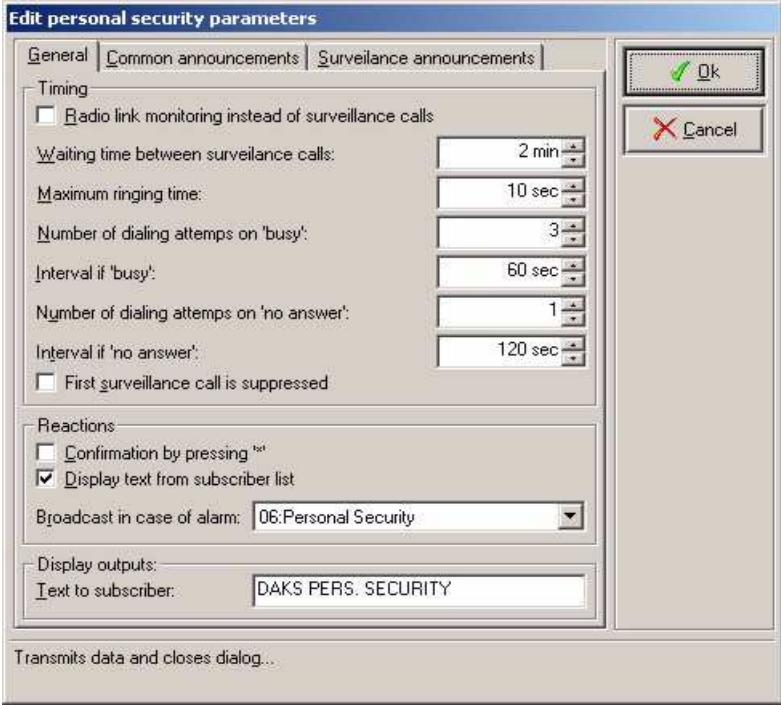
Field	Description
Tab "General"	
"Procedure properties" window area	
Radio link monitoring instead of surveillance calls	If this field is not checked, DAKS will monitor the subscribers by calling them. For a detailed description see below.
Window area "Timing" in monitoring calls	
	
Waiting time between monitoring calls	Selection field for the time that the DAKS server lets elapse between two monitoring calls. (default 10 min.)
Maximum ringing time	Selection field to specify the maximum duration of the call signaling per dial attempt. (Default 40 sec.)
Number of dialing attempts on 'busy'	Selection field to specify how often an attempt is made to reach a busy subscriber before a personal security alarm is triggered. (Default: 3)
Interval if 'busy'	Selection field to specify the wait time between dial attempts if the line is busy. (Default 60 sec.)

Table 11-3 Description of the fields in the window "Edit personal security parameters"

Set Up and Activate the Personal Security Function
Edit the personal security parameters

Field	Description
Number of dialing attempts on 'no answer'	This selection field determines how often DAKS will try to reach a subscriber if he/she fails to answer the system's monitoring calls, before the application will launch a personal security alarm. (Default: 1)
Interval if 'no answer'	Selection field to determine the wait time until DAKS will make the next dial attempt if the monitored subscriber cannot be reached (default 180 sec.)
First retrigger call is suppressed	Check this field if you want DAKS to suppress the first monitoring call (control call) to the monitored person after the activation of the personal security measure. This function is especially helpful for handsets that cannot accept calls but are able to retrigger the monitoring period by placing outgoing calls on in regular intervals (e.g. DECT medallions).

Table 11-3 Description of the fields in the window "Edit personal security parameters"

Set Up and Activate the Personal Security Function
Edit the personal security parameters

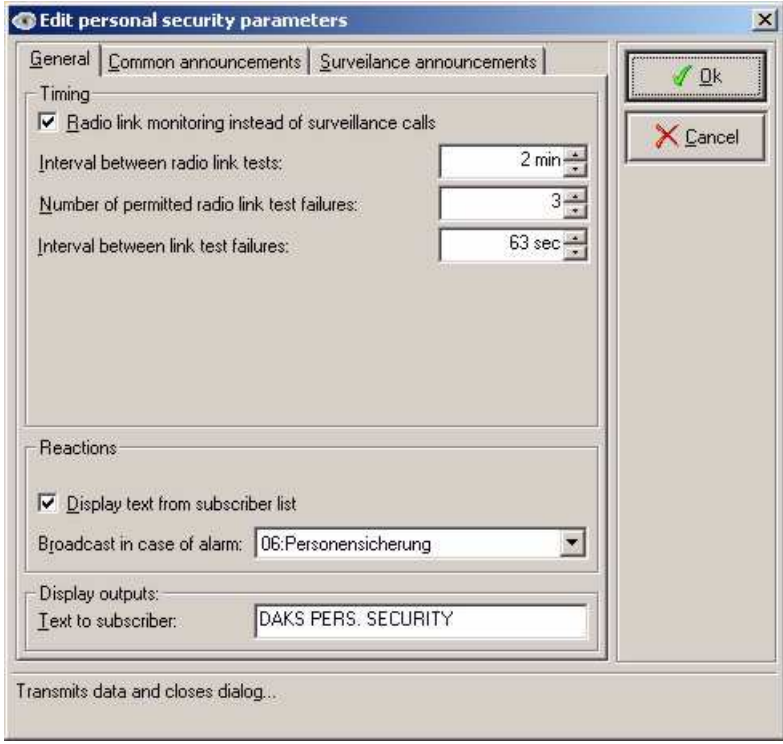
Field	Description
<p>Window area "Procedure properties" for radio links tests</p> 	
<p>Radio link monitoring instead of surveillance calls</p>	<p>If this box is checked, DAKS will place no monitoring or surveillance calls to the selected cordless handsets. Instead, it will test if the radio link to the handsets is still intact by sending positioning requests. To do so, DAKS will replace the above-mentioned fields with the three following fields.</p> <p>The positioning cycles result from the "Waiting time between two monitoring calls". The failure tolerance for positionings results from the "Number of dialing attempts on 'no answer'" together with the "Interval on 'no answer'".</p>
<p>Interval between radio link tests</p>	<p>Selection field to determine the waiting time between two measuring attempts. (default 10 min.)</p>
<p>Number of permitted radio link failures</p>	<p>This selection field determines how many failed radio link tests following in sequence will be tolerated by the system before DAKS launches a personal security alarm (default: 3).</p>

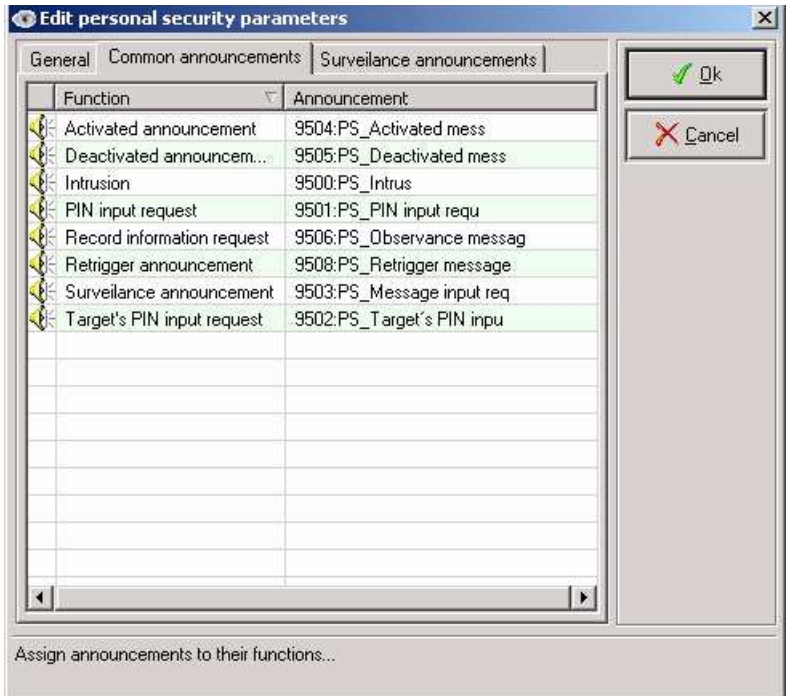
Table 11-3 Description of the fields in the window "Edit personal security parameters"

Set Up and Activate the Personal Security Function
Edit the personal security parameters

Field	Description
Interval between link test failures	This selection field determines the waiting time between two test attempts if DAKS detects that one of the tests failed. (Default 60 sec.)
Window area "Reactions"	
Confirmation by pressing '*'	If this box is checked, the call will not be confirmed until the handset is lifted and the user presses the star "*" key. Note that if you do not check this box, DAKS will consider the call confirmed as soon as it is taken.
Display text from subscriber list	If this box is checked, the system will output the text of the subscriber list, that is to say the name of the distressed user, in a personal security alarm.
Broadcast in case of alarm	Selection field to define the broadcast that shall be activated in a personal security alarm. (Default "none")
Window area "Display output"	
Text to subscriber	Input field to enter the text you want DAKS to output on the display of the user who activates the monitoring process (max. text length: 20 characters). Please bear in mind that some cordless phones can only display capital letters and do not support German umlauts. Make sure you take such specific features into consideration when making your entries (default: "DAKS PERS.SEC.").

Table 11-3 Description of the fields in the window "Edit personal security parameters"

Set Up and Activate the Personal Security Function
Edit the personal security parameters

Field	Description
Tab "Common announcements"	
	

Selection fields to assign announcements to the personal security functions.
 For a more detailed description of the default announcements already included in the delivery please see Section 7.7, "Included announcements".

Table 11-3 Description of the fields in the window "Edit personal security parameters"

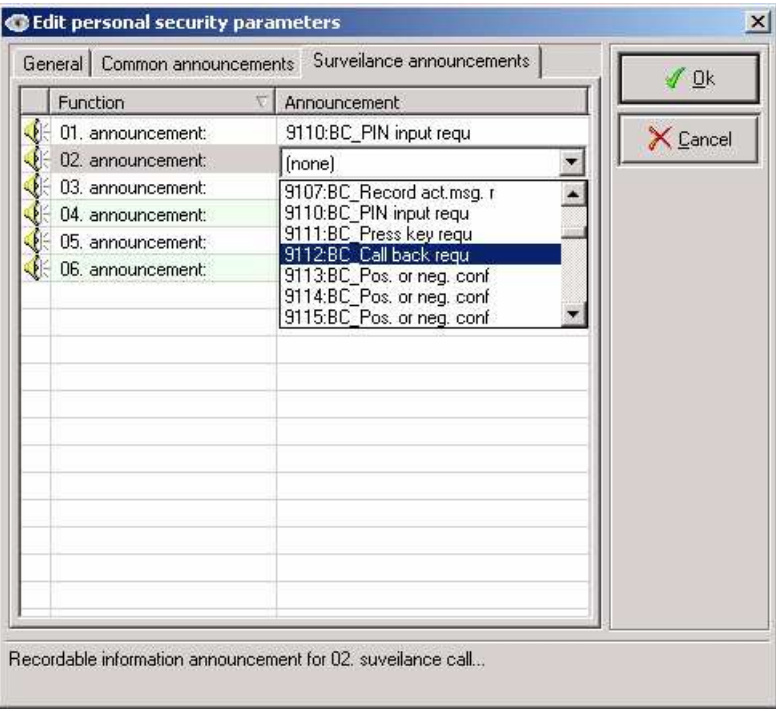
Field	Description
Tab "Surveillance announcements"	
	
<p>01. announcement to 50. announcement</p>	<p>Use these selection fields to assign up to 50 different monitoring or surveillance announcements that have already been created in DAKS, with the option for the monitored person to then record these announcements with the latest details (e.g. to log his/her present location).</p> <p>If no personal security announcements are assigned, DAKS will not use any monitoring announcements during the protective monitoring (Section 11.6.1, "Activate/deactivate personal security (without the current announcement)").</p> <p>However, if personal security announcements have been assigned, DAKS will use them during the protective measure, but only for as many monitored persons as announcements are assigned (Section 11.6.2, "Activate personal security (with current announcement)").</p> <p>For this reason we recommend you always assign sufficient announcements; if not, DAKS will not be able to consistently apply personal security announcements during the protective monitoring measures.</p>

Table 11-3 Description of the fields in the window "Edit personal security parameters"

11.6 Operate personal security over the phone

This section shows you how to operate the personal security function over the telephone. It also offers input examples. They are all based on the assumption that the DAKS server is reached with the tie trunk code (DAKS call number) 800 and the suffix codes are set to default (Section 5.5, "Specify suffix codes"). The "PIN" used is 4321. For a clear presentation, the input blocks are separated by spaces.

To reproduce the examples, replace the tie trunk code 800 with the call number of your DAKS server, enter your PIN and, if necessary, adjust the suffix codes. Spaces are not entered.



If no system announcements (e. g. "Please enter your PIN") are available or assigned, DAKS will play a long tone, instead.



Please remember that to activate the personal security function over the telephone, you must have the corresponding administrative and operational rights with a PIN.

11.6.1 Activate/deactivate personal security (without the current announcement)



Depending on the present state you can activate or deactivate (toggle) the personal security function.

Proceed as follows:

Step by step



Enter the DAKS call number + suffix code for "Personal security - Activate/Deactivate", e.g.: "800 **70**".

80070 DAKS PERS.SEC.

Announcement "Request to enter PIN" or a long tone if the announcement is not available.



Enter your PIN, e. g. „4321“.



Announcement "Request to enter destination PIN" or a long tone if the announcement is not available.



Enter the PIN of the subscriber to be monitored or press the hash "#" key if you DAKS to keep yourself under surveillance or protective monitoring.



Announcement "Personal security activated, please press the star "*" key to deactivate", or announcement "Personal security deactivated, please press the star "*" key to activate" or a long tone if the announcement is not available.

DAKS PERS.SEC.

DAKS will call the monitored person as soon as the protection period begins; after that, the predefined monitoring interval of the monitoring period will begin.

11.6.2 Activate personal security (with current announcement)

Provided the personal security announcement is already defined and assigned, the protection process is activated with the latest announcement that was recorded at the outset of the monitoring period (e.g. stating the present location of the monitored person).



If the monitored person hangs up before the start of recording (signaled with a 3-tone sequence), the personal protection will be activated without any current or most recent announcement.

Proceed as follows:

Step by step



Enter the DAKS call number + suffix code for "Personal security - Activate/Deactivate", e.g.: "800 **70**".

80070 DAKS PERS.SEC.

Announcement "Request to enter PIN" or a long tone if the announcement is not available.



Enter your PIN, e. g. „4321“.



Announcement "Request to enter destination PIN" or a long tone if the announcement is not available.



Enter the PIN of the subscriber for monitoring or press the hash "#" key if you want to activate your own monitoring.



Announcement "Personal security activated" or a long tone if the announcement is not available.



Announcement "Request to record announcement." or a long tone if the announcement is not available.



3-tone sequence signals start of the recording.

Record your announcement.



If you made a mistake, press the star "*" key to return to the announcement "Request to record announcement".

Continued on next page.



If the memory is full before you finish the recording or if you pressed the hash "#" key, DAKS will play a long tone to signal the end of the recording. This is followed by a waiting period of 8 seconds.



To record the announcement again, be careful to press the star "*" key during this waiting period.

Note that if you fail to press the star "*" key during the wait period, DAKS will validate the current announcement and start the monitoring process.

DAKS PERS.SEC.

DAKS will call the monitored person as soon as the protection period begins; after that, the predefined monitoring interval of the monitoring period will begin.

11.6.3 Retrigger call (without current announcement)

A monitored person can reset the specified interval between the monitoring calls by making a call to DAKS, that is to say the monitored person can retrigger this time if needed, for example is he/she cannot be interrupted for a while and is therefore unable to confirm a monitoring call from DAKS.

Proceed as follows:

Step by step



Enter the DAKS call number + suffix code for "Personal security - Retrigger call", e. g.: "800 71".

80071 DAKS PERS.SEC.

Announcement "Request to enter PIN" or a long tone if the announcement is not available.



Enter your PIN, e. g. „4321“.



"Retrigger announcement" or a long tone if the announcement is not available.

The monitoring or surveillance time that has already expired will be reset and the selected interval for the "Waiting time between two monitoring calls" will start again from the beginning.

11.6.4 Retrigger call (with current announcement)

Provided monitoring announcements have already been defined and assigned, a retrigger call can also be used to re-record a current or most recent announcement (for example to record that the monitored person is now working at another work place).

Proceed as follows:

Step by step



Enter the DAKS call number + suffix code for "Personal security - Retrigger call", e. g.: "800 71".

80071 DAKS PERS.SEC.

Announcement "Request to enter PIN" or a long tone if the announcement is not available.



Enter your PIN, e. g. „4321“.



"Retrigger announcement" or a long tone if the announcement is not available.



Press the star "*" key within 8 seconds to record a current announcement.



3-tone sequence signals start of the recording.

Record your announcement.

Now press "Disconnect" or hang up. DAKS will now start the monitoring.



If the memory is full before you finish the recording or if you pressed the hash "#" key, DAKS will play a long tone to signal the end of the recording.

The monitoring or surveillance time that has already expired will be reset and the selected interval for the "Waiting time between two monitoring calls" will start again from the beginning.

11.7 Activate/deactivate personal security via hardware input

Personal security measures can also be activated and deactivated via hardware inputs (Section 5.10.1, "Configure Profibus[®] inputs" and Section 5.10.3, "Configure optical coupler inputs").

To activate personal security via a hardware input, the pertinent input must be assigned the function "Personal Security" together with a subscriber for monitoring that needs to be selected from the subscriber list.

Note that if the personal protection is started via a hardware input, no monitoring announcement with the latest details, e.g. the current location of the monitored person, can be recorded.

11.8 Logging of the personal security process

In personal security, DAKS operates just like in any other application. It protocols the start and end of every measure or action (up to Q1/2006 only via the printer interface of the DAKS server), and also logs and identifies most events (Chapter 9, "Protocols, Logging and Printouts").

DAKS outputs the events related to personal security via the printer/debug interface in the following format:

- Date and time (default format)
- PSC:
- Process number 1..6 + space
- Printer text 70..74 + space
- Subscriber text of the monitored subscriber
- for incoming seizures the "calling number"
- for outgoing seizures the "called number"

12 Install, Start and Configure the E-mail Service

Overview

This chapter shows you how to install, start and configure the E-mail Service.

Contents

The chapter covers the following sections:

12.1 Functionality, features and operation

12.2 Installation of Mail2Phone

12.2.1 Overview

12.2.2 Installation of the Mail2Phone software

12.2.3 Configuring the DAKS server

12.2.4 Connecting with DAKS

12.2.5 Integration in the LAN or SMTP infrastructure

12.3 Startup

12.3.1 SMTP connection test from Mail2Phone to the telephone or LAN

12.3.2 TCP/IP connection test of a separate PC in the LAN to Mail2Phone

12.4 Program start and status window

12.5 The Administration window

12.5.1 The tab "General"

12.5.2 The tab "Status messages to administrators"

12.5.3 The tab "SMTP receiving/transmitting"

12.5.4 The tab "Single calls"

12.5.5 The tab "Group calls"

12.5.6 The tab "Connection testings"

12.5.7 The tab "Character table"

12.5.8 The tab "Info"

12.6 Background information, support of protocol elements

12.6.1 Receiving e-mail messages

12.6.2 Sending e-mail messages

12.6.3 Functionality in direction of DAKS server

12.6.4 Protocol files

12.6.5 Fault handling

12.1 Functionality, features and operation

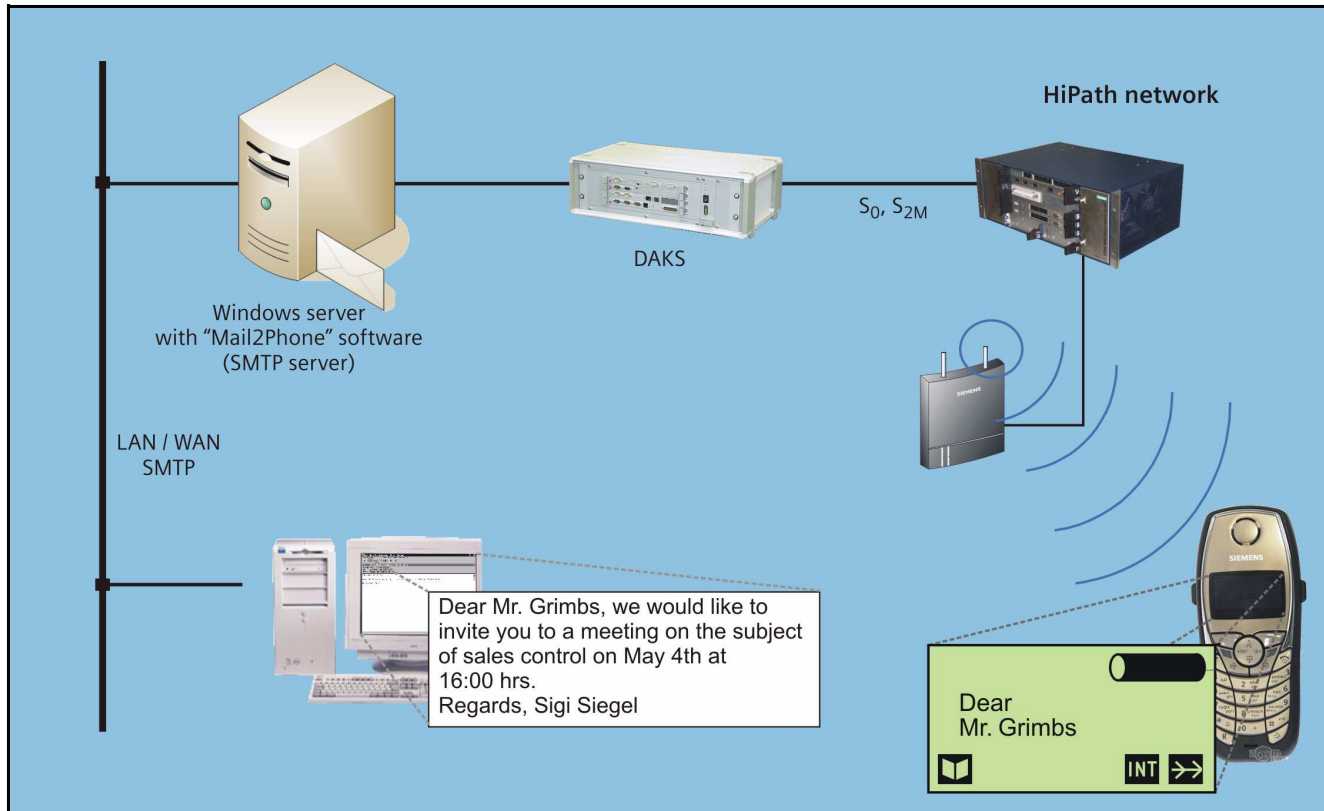


Image 12-1 Schematic of the E-mail service

From SMTP mail systems, any e-mails can be sent within DAKS to individual subscribers or prepared subscriber groups (= DAKS broadcast groups).

Here, the information flow from the LAN/WAN travels to the cordless terminal via an SMTP server with Mail2Phone software, the DAKS and the telecommunications system (with cordless E, if needed).

The Mail2Phone program operates:

- like an SMTP e-mail server on the LAN side, and
- uses its host interface in the direction of the DAKS server (with a limited range of services).

Recipient

The receivers need a digital HiPath system telephone with display (e. g. optiPoint 500, optiset E or Gigaset) and may move freely throughout the Corporate Network.

E-mails can also be sent worldwide via SMS to GSM telephones.

Sender

The sender uses his/her standard e-mail client (e. g. MS Outlook) and sends the message in the same way as usual by specifying the recipient to the Mail2Phone application. In contrast to regular e-mails, the recipients here are usually call numbers (e. g. e-mail to "3625@DECT.My_Company.com").

In this way, DAKS can also send automatically-generated fault or malfunction e-mails, e. g. from medical equipment.

Recipient

Mail2Phone differentiates between two different types of receivers:

- Individual receivers
- Broadcast groups

Individual Receivers

Individual receivers are informed by identification of the subscriber call number. Here, the same features are utilized as administrated via Mail2Phone (Section 12.5.4, "The tab "Single calls"").

Broadcast Groups

The E-mail service also informs predefined broadcast groups (e. g. e-mail to "G99@DECT.My_Company.com"), including all features of the broadcast application (Chapter 10, "Set up, Administrate, Start and Monitor Broadcasts"), e. g. sequential or parallel processing, different acknowledgments, follow-up broadcasts, SMS retrieval later, etc.

Message transfer

The DAKS server transfers the message into its internal memory and then calls the relevant system telephone(s).

Subscribers receive notification messages:

- of up to 160 characters per message,
- with identification of sender and indication of number of attachments
- with two-line display output with 16 characters per line, and
- with the option to scroll with the "*" and "#" key.

Install, Start and Configure the E-mail Service

Functionality, features and operation

Notification messages can be sent in different ways depending on the sender priority and the acknowledgment requirement (can be administrated within Mail2Phone):

- with emergency call signaling
- with emergency disconnect (forced release), call override, or call waiting if the subscriber is busy
- with the request that notified subscribers must confirm by keystroke or PIN (in certain cases also negative, i.e. "Confirming receipt of message, but cannot attend")
- with mail back to the sender with explicit notification result or error message. The latter applies even if the sender has not explicitly requested confirmation; here Mail2Phone receives the pertinent IP address from the Internet name with the help of a Domain Name Server (DNS) request.

In addition, messages can be optionally stored on the DAKS server. They can be called up again later at any point in time by subscribers or be selectively deleted:

- The PIN required for this is identical to the subscriber call number (the first 6 digits if there are more than 6).
- A maximum of 8 e-mails with additional information (date, time, status) are stored for each subscriber.
- The system offers the option to store either all e-mails, only e-mails that were missed, or only e-mails that have been confirmed.

Addressing

The addressing of recipients is carried out in a similar way to the addressing of normal SMTP destinations. Here are a few examples (note that the name of the SMTP server, in this case "DECT.Mail2Phone.com", may vary):

- E-mail to a subscriber with the call number 400 and default connection type:
400@DECT.Mail2Phone.com
- E-mail to the group predefined in the DAKS server with the identifier "01":
G01@DECT.Mail2Phone.com
- E-mail to a subscriber with the call number 500 and special connection type "QV1" (not the same default connection type):
500.QV1@DECT.Mail2Phone.com

E-mails to individual subscribers can be sent to up to 100 different addressees at the same time.

Fault handling

If faults are detected in DAKS when running through the Mail2Phone process, an E-mail with the failure details can be sent to up to two system Administrators. Automatic notification e-mails can also be sent to Administrators if the status of the DAKS server changes.

12.2 Installation of Mail2Phone

12.2.1 Overview

Mail2Phone is a program for Windows 2000, Windows XP or Windows 2003 servers.

The realization of the SMTP and DNS protocol is based on the 821, 822, 1035 and 1521 RFCs.

Towards LAN the Mail2Phone acts like an e-mail server. Note that it **cannot** be installed together with another e-mail server on one PC.

12.2.2 Installation of the Mail2Phone software

The following requirements must be met for the installation of Mail2Phone:

- Microsoft Windows 2000/XP is already installed on your PC.
- The LAN connection is set up with the TCP/IP protocol.
- The DAKS server is ready for operation (see "DAKS Service Manual").
- You are familiar with the basics of the Windows operating system.



Note that you must have administrative rights for installation under Windows 2000, Windows XP or Windows 2003 servers!

Carry out the following tasks to install Mail2Phone:

No.	Task
1.	Insert the installation CD in the CD-ROM drive. If the installation software fails to start automatically, please start the CD installation manually from Windows with the command ' Run menu ': For this, enter <CD-ROM drive> :\cdsetup in the command line and confirm with OK , e. g.: e:\cdsetup
2.	Click the menu item "Installation of Mail2Phone 3.x" and follow the installation instructions on your screen.
3.	If Windows requests a restart shortly after the start of the setup, comply and restart the installation of Mail2Phone.
4.	Once the installation has been completed, you will find the Mail2Phone program icon in the "tetronik" program group of the Windows Program Manager.

Table 12-1 Installing Mail2Phone

12.2.3 Configuring the DAKS server

Configure the relevant port of the DAKS server as follows:

- Data transmission parameters: 9600 baud, no parity, 8 data bits, 1 stop bit
- Level 2 protocol: DUST
- Level 3 protocol: HOST with CRC

For further details please see the DAKS Service Manual.

12.2.4 Connecting with DAKS

The connection of the PC with the Mail2Phone software to the DAKS server is normally carried out directly via RS232 using the K-10204 data cable included in the delivery (null modem data cable without handshake).

If needed, this connection can also be extended via in-house modem.

12.2.5 Integration in the LAN or SMTP infrastructure

Towards LAN, the Mail2Phone acts like a standard SMTP mail server.

To contact the PC with Mail2Phone from the LAN, the LAN Administrator must

- give the PC a static TCP/IP address and
- set up a mail domain name on the DNS (Domain Name Server) that can be used to access Mail2Phone (e. g. "DECT.<My Company>.de").

12.3 Startup

We recommend you carry out the following tests before sending mails from mail systems:

- Section 12.3.1, "SMTP connection test from Mail2Phone to the telephone or LAN"
- Section 12.3.2, "TCP/IP connection test of a separate PC in the LAN to Mail2Phone"

For this purpose you must define, record and assign the relevant announcements in DAKS. Furthermore, Mail2Phone must be started and a connection must exist between Mail2Phone and the DAKS server. Finally, the SMTP server of Mail2Phone must be ready to receive.

Please use the status window (Section 12.4, "Program start and status window"), to make sure that the following criteria is met:

- COM port initialized
- COM port opened
- Communication with DAKS
- logged in
- Chip card available
- Server port no
- Server ready to receive

12.3.1 SMTP connection test from Mail2Phone to the telephone or LAN

Connection tests can be carried from the administration window to verify the correct configuration:

- Mail2Phone connection test to the registered telephone number
- Mail2Phone connection test via LAN to registered e-mail client

Mail2Phone connection test to the registered telephone number

Please note that to test the functionality of Mail2Phone via DAKS server and telecommunications system to the telephone, the parameters in the window area "Connection to DAKS server" of the "General" tab must be configured. For the purposes of the testing, the parameters defined in the sub tabs "Medium priority" and "Without confirmation" of the sub tab "Mail depending parameters" under tab "Calls to single subscribers" will automatically apply.

The following criteria must be fulfilled to run the test successfully:

- the registered destination can be reached,
- the parameters for calls to single subscribers (Section 12.5.4, "The tab "Single calls"") are properly set,
- the selected announcement is valid and recorded, and
- there is a connection between the DAKS server and TC system.

Install, Start and Configure the E-mail Service
Startup

Please follow the instructions below to run the test:

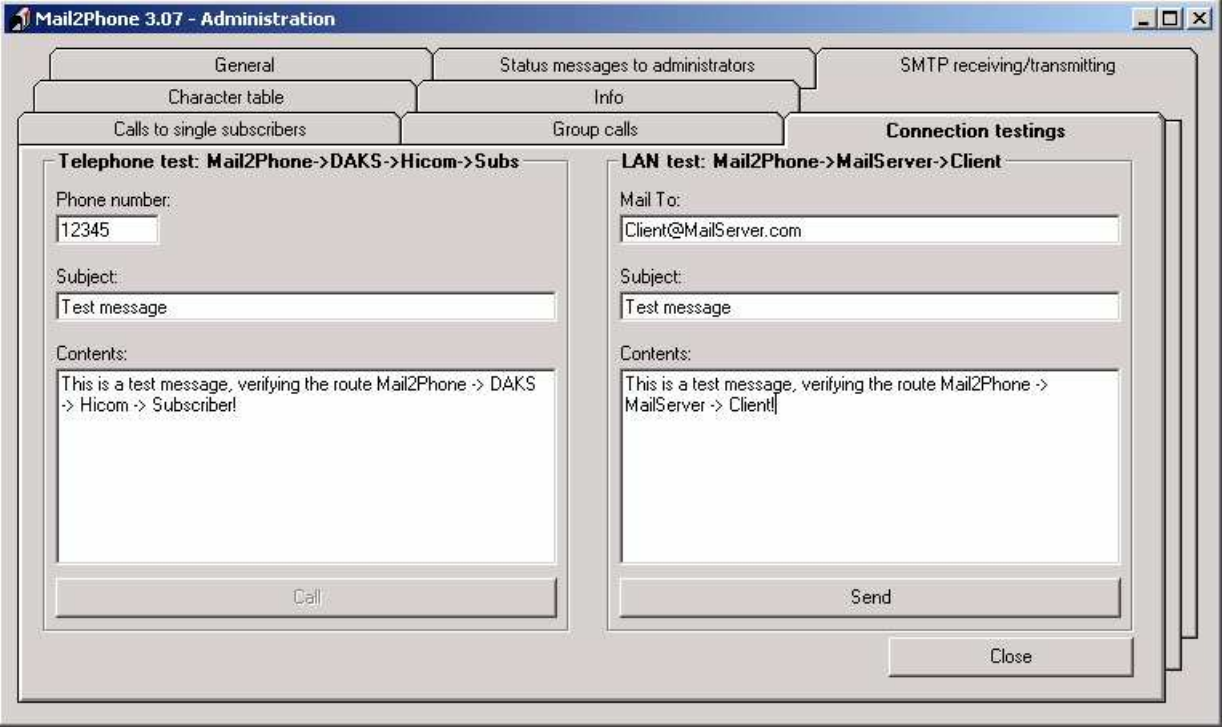
No.	Task
1.	<p>Open the "Connection test" tab.</p> 
2.	Enter the call number, the subject and the contents in the window area "Telephone test:".
3.	Click on Call to start the test. If the settings are correct, the telephone of the subscriber should ring.
4.	Pick up the telephone of the called subscriber. The test message should appear on the display. You can now scroll through the text message using the * and # keys.

Table 12-2 Mail2Phone connection test to the registered telephone number

Mail2Phone connection test via LAN to registered e-mail client

To test the functionality of Mail2Phone via LAN and e-mail server to the PC of the registered e-mail client, the "Inhouse mail server", "DNS receive port" and "DNS server [IP address]" parameters must be configured in the sub-tab "Settings" of the tab "SMTP receiving/transmitting". The e-mail priority of the Administrator is used here as e-mail priority (Section 12.5.1, "The tab "General"").

Please follow the instructions below to run the test:

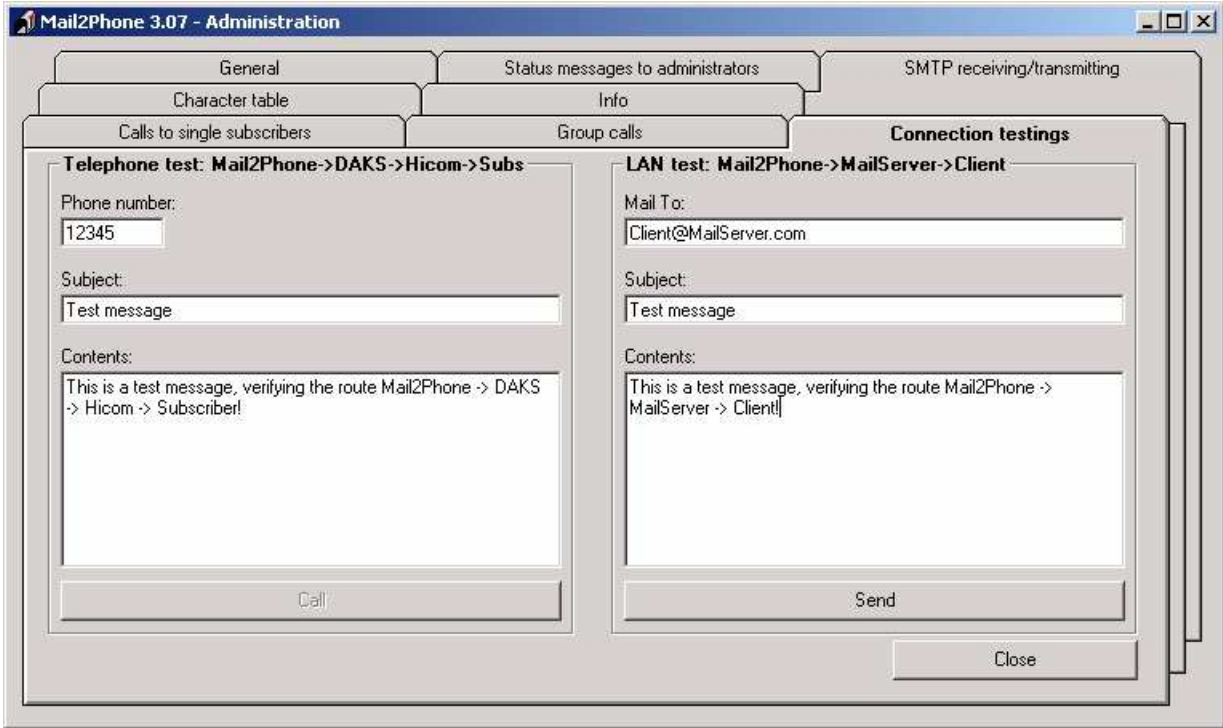
No.	Task
1.	Open the "Connection test" tab. 
2.	In the window area "LAN test:" enter the E-mail address, the subject and the contents.
3.	Click on Send to start the test.
4.	Check that the e-mail has been received correctly on the called PC.

Table 12-3 Mail2Phone connection test via LAN to registered e-mail client

12.3.2 TCP/IP connection test of a separate PC in the LAN to Mail2Phone

Connection tests can be carried out via Telnet to check that the LAN connection is correct:

- Connection test via Telnet (TCP/IP terminal)
- SMTP test mail via Telnet

Connection test via Telnet (TCP/IP terminal)

First, a test should be carried out to make sure that a TCP/IP connection can be established from a separate PC to Mail2Phone.

Please follow the instructions below to run the test:

No.	Task
1.	Start Mail2Phone.
2.	Open the status window to check that a connection indeed exists between Mail2Phone and the DAKS server and that the SMTP server of Mail2Phone is ready to receive (Section 12.4, "Program start and status window"). The following criteria must be met: <ul style="list-style-type: none">• COM port initialized• COM port opened• Communication with DAKS• logged in• Chip card available• Server port no• Server ready to receive
3.	Start Telnet from a separate PC in the LAN.
4.	Set up a connection with the Mail2Phone computer via TCP/IP port 25 and the VT100 terminal emulation. It is also useful to activate the local echo of your inputs. For more detailed information, please see the User Manual of your Telnet application.
5.	The Mail2Phone application should now appear in your Telnet window, for example as: 220 mypc.DECT.tetronik.com (1.0.0) Service ready

Table 12-4 Connection test via Telnet (TCP/IP terminal)

Explanations of the display in the Telnet window:

Display	Description
220	Positive confirmation of the Mail2Phone application (generally 220 according to SMTP specification)
mypc	Example of the name of the PC with Mail2Phone (acc. to "Network" -> "Identification" control panel)
DECT.tetron- ik.com	The name entered in the field "Own SMTP domain name" of the sub-tab "Settings" under tab "SMTP receiving/transmitting" (see Section 12.5.3, "The tab "SMTP receiving/transmitting").
(1.0.0)	Software version and revision of Mail2Phone

Table 12-5 Description of "Display in the Telnet window"

Install, Start and Configure the E-mail Service

Startup

SMTP test mail via Telnet

Once the SMTP connection test via Telnet has run successfully, you can also send e-mails via Telnet. We recommend here that you change the Telnet terminal settings to local echo as this will enable you to also check your own inputs.

The following criteria must be fulfilled to run the test successfully:

- the registered destination can be reached,
- the parameters for calls to single subscribers (Section 12.5.4, "The tab "Single calls"") are properly set,
- the selected announcement is valid and recorded, and
- there is a connection between the DAKS server and TC system.

Please follow the instructions below to run the test:

No.	Task
1.	Start Telnet locally or from another PC in the LAN.
2.	Set up a connection with the Mail2Phone computer via TCP/IP port 25 and the VT100 terminal emulation. It is also useful to activate the local echo of your inputs. For more detailed information, please see the User Manual of your Telnet application.
3.	The Mail2Phone application should now appear in your Telnet window as, for example, follows: <code>220 mypc.DECT.tetronik.com (1.0.0) Service ready.</code>
4.	Now enter your settings in the Telnet window in keeping with the below table. Note that the entries are case-sensitive, i. e. please keep to the upper and lower case and make sure you complete your entries with "Return" or "Enter key". After the last entry, the telephone of the subscriber should ring.
5.	Pick up the telephone of the called subscriber. The test message should appear on the display. You can now scroll through the text message using the * and # keys.

Table 12-6 SMTP test mail via Telnet

Entries and responses in the Telnet window:

Entry:	HELO
Mail2Phone responds with:	250 OK
Entry:	MAIL FROM: <XXXX@YYYY.ZZ> (any XXXX, YYYY and ZZ)
Mail2Phone responds with:	250 OK
Entry:	RCPT TO: <call number@SMTP name> call number = internal telephone no. of the test subscriber; SMTP name = the name entered in the field "Own SMTP domain name" of the sub-tab "Settings" under tab "SMTP receiving/transmitting" (Section 12.5.3, "The tab "SMTP receiving/transmitting"")
Mail2Phone responds with:	250 OK
Entry:	DATA
Mail2Phone responds with:	354 Send data. End with CRLF.CRLF
Entry:	<ENTER> any test message <ENTER>.<ENTER>
Mail2Phone responds with:	250 OK
Entry:	QUIT
Mail2Phone responds with, e.g.:	221 ef474.DECT.tetronik.com (1.0.0) Service closing transmission channel After approx. 10 seconds Mail2Phone terminates the connection to Telnet.

Table 12-7 Entries and responses in the Telnet window:



Mail2Phone responds to incorrect entries with the relevant fault code, i.e. the RFCs 821, 822, 1035 and 1521.

12.4 Program start and status window

For the first call, Mail2Phone must be started manually from the "tetronik -> Mail2Phone" program group of the Windows Program Manager. Use the administration window to specify if the program shall be started as a service. This setting denotes that no user must be logged on to execute the program and that the program will start automatically as soon as the computer is started (Section 12.5.1, "The tab "General"").

The status window appears as soon as the program has started. This window is used for output of the connection status to the DAKS server, the readiness of the SMTP to receive, and the utilization of the individual modules. This information is shown uniquely in **display fields** only.

The two buttons in this window allow you to query the **DAKS system status** (only if logged in), or open the **Administration window** to configure Mail2Phone (Section 12.5, "The Administration window").

Description of the fields in the "Mail2Phone 3.x - Status" window


Display	Description
	
Window area "Connection to DAKS"	
COM port initialized	Indicates if serial interface to the DAKS server is provided with parameters.
COM port opened	Indicates if the serial interface to the DAKS server is opened.
Communication with DAKS	Indicates if data connection exists to the DAKS server.
logged in	Indicates if Mail2Phone is logged in at the DAKS server. Text messages can be transferred.
Chip-card	Serial number of the chip card in the DAKS server.

Table 12-8 Description of the fields in the window "Status"

Display	Description
Server port no	COM port used in the DAKS server. 9 = 3rd. serial port on the control computer module 1...4 = serial ports on add-on modules
Data in tx buffer	Number of data records in the buffer to the DAKS server.
Window area "SMTP Input"	
Server ready to receive	Indicates if e-mails can be received.
Open connections	Number of e-mails currently received.
Received	Number of e-mails in intermediate memory/queuing for processing.
processing	Number of e-mails that are being currently evaluated.
Interpreted	Number of e-mails that will be transferred next to the main program.
Window area "Individual calls" (= mails to single subscribers)	
BC process	For calls to individual subscribers, a process is opened in the DAKS server. This status indicates if a window of this kind is currently "opened". If not, output: "closed".
Subscrs. in progress	Number of subscribers that are being dialed in the DAKS process.
Window area "Group calls" (= mails to DAKS broadcast groups)	
Grps. in progress	Number of groups that are being dialed in the DAKS process.
Window area "Announcement"	
defined in DAKS	Number of messages defined in the DAKS server.
valid in DAKS	Number of valid messages in the DAKS server.
Window area "SMTP Output"	
processing	Number of reply, Administrator and error e-mails that are either queuing to be or in the process of being sent.
Window area "Starting option"	
"Program" or "Service"	Status of program start (Mail2Phone is started manually as a program or automatically as a service).

Table 12-8 Description of the fields in the window "Status"

12.5 The Administration window

You can make all settings for Mail2Phone in the window "Mail3phone 2.x - Administration". The window is subdivided into a number of tabs and sub(ordinate) tabs. A detailed description of the individual fields can be found in the following tables.

Opening the administration window



The password is case-sensitive, i.e. a distinction is made between upper case and lower case when entering the password.
After the installation, the password is "Sysadm".

When starting for the first time, please make sure you change the system Administrator password to prevent unauthorized access to Mail2Phone.

Follow the instructions below to open the administration window:

No.	Task
1.	Start Mail2Phone. This will open the window "Mail2Phone 3.x - Status".
2.	Click on Administration . This will open the window for the administration password.
3.	Enter the password and click on OK . This will open the window "Mail2Phone 3.x - Administration".
4.	Now enter the settings in keeping with the ensuing field descriptions.

Table 12-9 Open the Administration window

Operating instructions

When working in the administration window, all entries made in the individual tabs must be saved with **Store** before moving to the next tab. This ensures that the entries become valid immediately in lieu of after leaving the administration interface. Should you leave the tab without saving, you will be prompted to either discard or save your changes in a special dialog.

To leave the administration program, click on **Close**.

Click on the **Default data** button to reset all values to default.

Click the **Memorized data** button to reset the list to the last saved status again.

12.5.1 The tab "General"

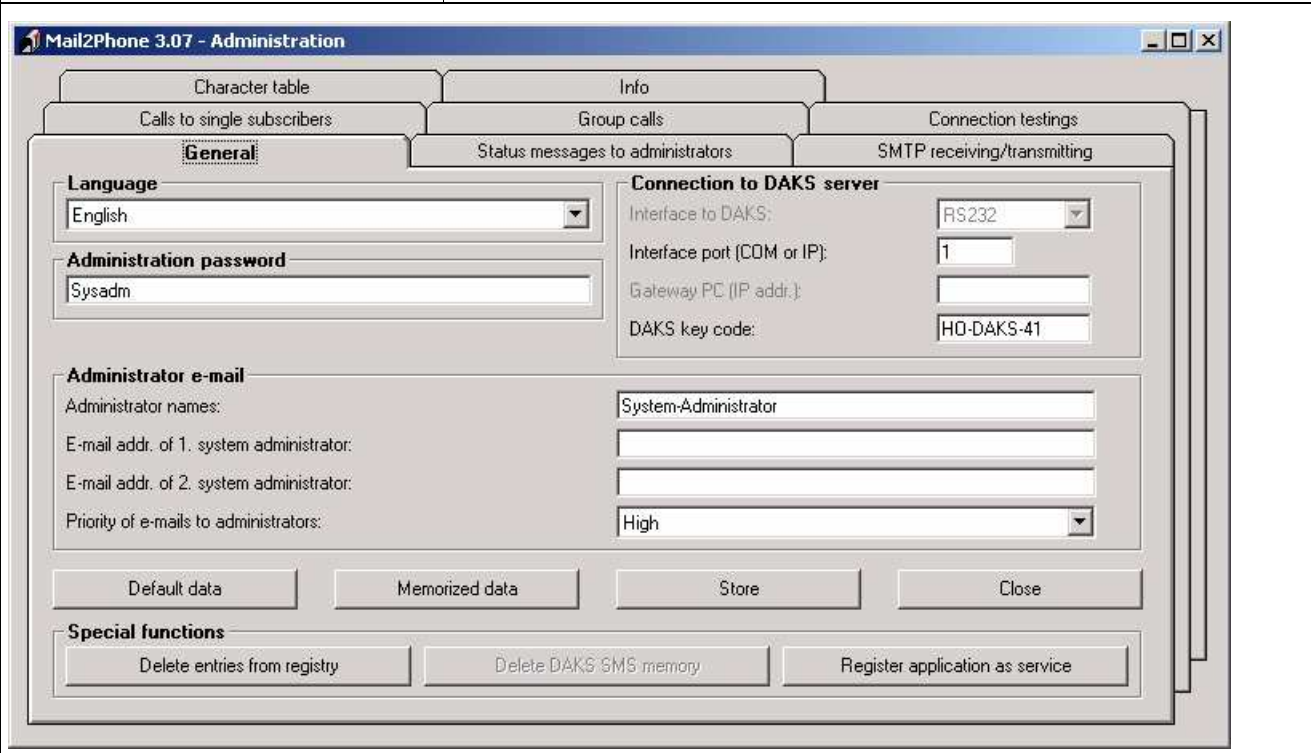
Field/button	Description
	
Language	Selection field for all available languages. All relevant texts in the different languages can be found in the "Mail2Phone.INI" file. It is there that texts can be changed individually and additional languages added to Mail2Phone.
Administration password	Input field to change the administration password. Note: the administration password is case-sensitive, i.e. a differentiation is made between upper and lower case!
Window area "Connection to DAKS server"	
Interface to DAKS	Display field, set permanently to RS232 connection (can only be changed on a project-specific basis).

Table 12-10 Description of the fields in the "General" tab

Install, Start and Configure the E-mail Service
The Administration window

Field/button	Description
Interface port (COM or IP)	Input field for the sequential number of the COM port (1 to 15) to connect the DAKS server. Does not yet support input of an IP address; will be included in future functionality. Please note that changes of the COM port will only become effective after the next login at the DAKS server if Mail2Phone is currently logged in correctly. If Mail2Phone is logged out at the DAKS server (e. g. wrong port number), change will becomes effective immediately.
Gateway PC (IP address)	Inactive (only active on a project-specific basis).
DAKS key code	Input field for the key code to log in at the DAKS server and to specify the protocol type. Note: Please make changes to the key code only in exceptional circumstances and only after consulting tetronik AEN GmbH! Changes only become effective after the next login at the DAKS server if Mail2Phone is currently logged in correctly. If Mail2Phone is logged out at the DAKS server (e. g. wrong port number), change will becomes effective immediately.
Window area "Administrator e-mail" (diagnosis-relevant faults and malfunctions are reported to Administrators by mail)	
Administrator names	Input field for the names or the description of Administrators.
Email address of 1. system Administrator	Input field to enter the e-mail address of the first person to receive an error or malfunction e-mail (should always be entered).
Email address of 2. system Administrator	Input field for the e-mail address of the second person to receive e-mails on faults or malfunctions (optional, if needed).
Priority of e-mails to Administrators	Selection field for the priority (low, normal, high) when sending fault or malfunction e-mails.
Window area "Special functions"	
Delete entries from registry	Button used to delete all registry entries for Mail2Phone. The entries cover all parameters as specified through the administration window. Please only run this command if you want to uninstall Mail2Phone.

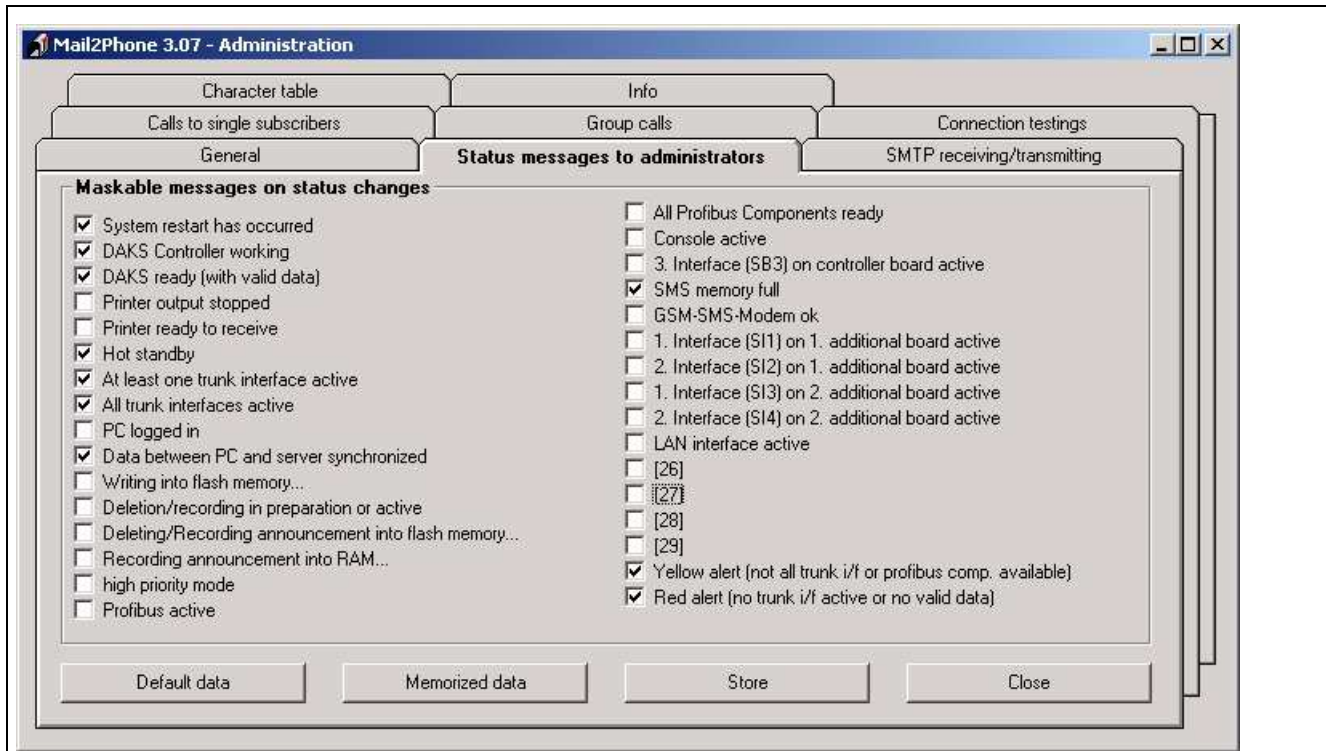
Table 12-10 Description of the fields in the "General" tab

Field/button	Description
Delete DAKS SMS memory	Push this button to delete all messages from the SMS memory of the DAKS server. This command is for example advantageous if the area of application of Mail2Phone changes.
Register application as service or Delete service entry	<p>Button to start Mail2Phone under a Windows 2000/XP/2003 server as a service or to delete the service entry. If Mail2Phone is started as a service, no user needs to be logged on to run the program and the program will start automatically as soon as the computer is booted.</p> <p>If the service entry is deleted, the program must be called up manually.</p> <p>The label of the button depends on the status which is currently selected.</p>

Table 12-10 Description of the fields in the "General" tab

12.5.2 The tab "Status messages to administrators"

Use this tab to determine the types of status changes of the DAKS server that shall be reported to the system Administrator(s) via e-mail.



Window area "Maskable messages on status changes"

Marked boxes determine if the assigned status changes trigger the sending of an e-mail to the Administrator.

Table 12-11 Description of the checkboxes in the "Status messages to Administrators" tab

12.5.3 The tab "SMTP receiving/transmitting"

The "SMTP receiving/transmitting" tab is subdivided in two sub-tabs for the global SMTP e-mail settings that govern the receiving and sending of e-mails.

Sub-tab "Settings"

Field	Description

Window area "SMTP - e-mail parameters"

SMTP receiving/transmitting port	Input field to enter the default TCP/IP port for the SMTP receiver to wait for incoming e-mails. The default is port no. 25. This value is also the default value for Mail2Phone.
Own SMTP domain name	Input field for the names used by the Mail2Phone program to identify itself at other e-mail servers for the receiving and sending of e-mails.
Time segment	Display field for the current PC time segment used as time stamp for outgoing e-mails (read from the registry, cannot be changed via Mail2Phone).

Table 12-12 Description of the fields in the "SMTP receiving/transmitting" tab

Install, Start and Configure the E-mail Service
The Administration window

Field	Description
Inhouse mail server	<p>Input field for an inhouse mail server (if available) recognizing specific e-mail addresses.</p> <p>Consequently, the inhouse mail server can be directly addressed first and a DNS request will not need to be carried out in every case.</p> <p>Only if the inhouse mail server does not know the destination recipient or is unable to forward e-mails to an external recipient, a name resolution is initiated via DNS and the e-mail is sent via the Internet.</p>
DNS receive port	<p>Input field for the TCP/IP port on which a Domain Name Server waits for incoming messages of a DNS request. The default is port no. 53.</p> <p>This value is also the default value for Mail2Phone.</p> <p>DNS requests are not queried in an existing connection, but rather the request and the answer are sent from the sender to the receiver as connectionless UDP packets.</p>
DNS server [IP address]	<p>Input field for the IP address of the DNS server to which requests for Internet name resolution are made.</p>
Answer mail transmit attempts	<p>Selection field (e. g. 3 x) determining the maximum number of transmit attempts for answer or Administrator e-mails.</p>
Time between answer mail transmit attempts	<p>Input field to determine the time between transmit attempts (hh:mm:ss).</p> <p>The default value of one minute should either be retained completely or changed only to a small extent. Please note that if the time selected is too long, it may cause an overflow of the "Answer mail error" memory. If, however, the time selected is too short and an e-mail server can momentarily not be reached, the answer or Administrator e-mails will be discarded too quickly.</p>

Table 12-12 Description of the fields in the "SMTP receiving/transmitting" tab

Sub-tab "Server WhiteList"

This sub-tab is used to administrate as many as 20 mail servers that are authorized to transmit to Mail2Phone. Note that only connections to these servers will be accepted when sending e-mails.

The following possibilities are available:

- Enter the IP address of the authorized server in the input field and click on **Add** to add a new server to the list, or
- highlight an entry in the list and click on **Delete** to delete it from the list, or
- highlight an entry in the list and click on **Change**, enter your changes in the input field and click on **Accept changes** to update an entry in the list.

Please note that the **Default data** button in this sub-tab has no function. Click the **Memorized data** button to reset the list to the last saved status again.

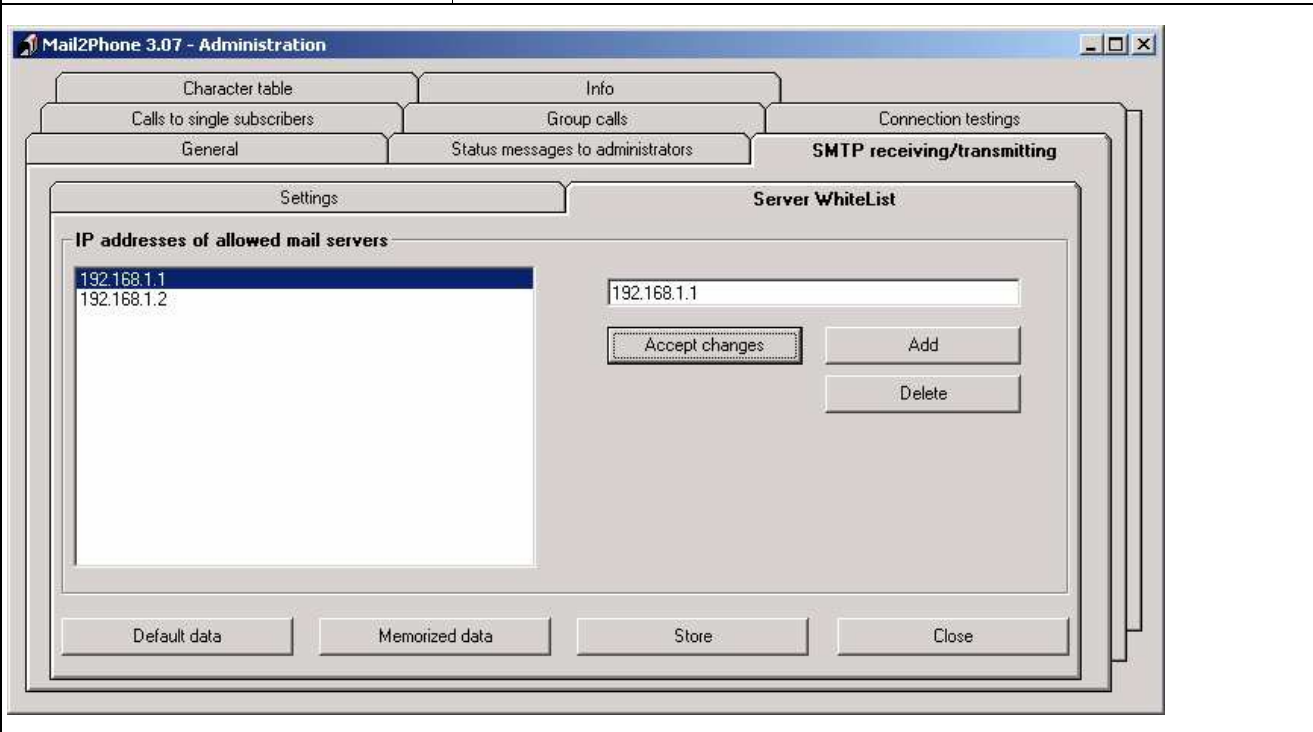
Field	Description
	
List window	Display of the IP addresses of the server that are accepted when sending mail. If the list is empty, all servers are accepted.
Input field for IP address	Use this field to add IP addresses or change previous entries.

Table 12-13 Description of the fields in the "General parameters [e-mail]" sub-tab

12.5.4 The tab "Single calls"

In normal operation, only the subscriber call number is transferred as addressee for single calls (e. g. 400@DECT.Mail2Phone.com).

For special purposes, however, it may be necessary not to transmit the default connection type to the DAKS server but to specify a special connection type in the address parameters, instead (e. g. 400.DCT@DECT.Mail2Phone.com).

As many as 100 destination call numbers can be transferred within one e-mail.



All broadcast (DAKS) parameters only become effective after the next broadcast process is opened.

Sub-tab "General parameters [e-mail]"

Field	Description

Window area "e-mail parameters/trigger"

Trigger for single calls	Selection field to trigger a flag that is set before the subscriber call number. This trigger is used to mark e-mails that are sent to single (individual) subscribers, e. g. T400 @DECT.Mail2Phone.com. The default setting signifies that no trigger flag is set (= without).
--------------------------	--

Table 12-14 Description of the fields in the "General parameters [e-mail]" sub-tab

Field	Description
Name/place for printer documentation	Input field for the general text output on the DAKS system printer at logging when sending e-mails.
Default connection type [DAKS]	Input field for the connection type. This entry usually consists of up to 3 characters and must correlate with the connection type set up in DAKS and used to reach the sought terminal (default setting = INT for "internal subscribers").
Number of characters on displ. for e-mail addr.	Selection field for the maximum length of e-mail addresses. Note that excess characters will be cut off. Some e-mail addresses can be very long. Note that if the address of the sender is included in the display of the cordless terminal, the number of characters used to indicate the sender's address is included in the max. 160 characters that are transferable and there may not be sufficient space left for a purposeful message.
Window area "Display output of e-mail"	
with re: line	If this box is checked, the e-mail reference line is output as useful information.
with the address of the e-mail sender	Check this box if you want DAKS to also output the address of the e-mail sender and activate the two subordinate fields.
at the end, not at the beginning of message	If this box is checked, the address of the e-mail sender is output at the end of the message. If not, the address is output at the top.
If present, sender name instead of e-mail address	If this checkbox is marked and provided it was transferred, the name of the sender is displayed in place of his/her address.
Attachments	If this box is checked, the number of attachments appended to the mail is displayed at the end of the message.
Window area "Display presentation of e-mails"	
e-mail address displayed	Input fields to determine the characters to enclose the e-mail address, e. g. <1234@dect.company.de>.
Attachment identifier in e-mail	Input fields to identify the number of attachments in a Mail2Phone message, if any, e. g. (Att: 17).

Table 12-14 Description of the fields in the "General parameters [e-mail]" sub-tab

Install, Start and Configure the E-mail Service
The Administration window

Sub-tab "General parameters [DAKS]"

Field	Description

Window area "Basic parameters"

Calling number [cost center]	Input field for a constant A call number or the calling number sent for single (individual) calls. Please note that his number can be of relevance both for charge evaluation and for the receiver of a message.
Calling name	Input field for a constant calling name transmitted in single (individual) calls and, within the network, displayed to the receiver as caller.
No. of dialing attempts	Selection field for the maximum number of dialing attempts on busy, not reached, etc. In contrast, waiting times and maximum times when dialing constitute parameters within DAKS.

Table 12-15 Description of the fields in the "General parameters [DAKS]" sub-tab

Field	Description
Announcement	Selection field for an announcement that is played back when dialing subscribers. Requires a valid announcement. Provided a connection exists to the DAKS server, all available and valid announcements are displayed in the selection list. A corresponding "User guidance announcement" of the SMS retrieval service is included in every delivery (Chapter 7, "Create and Administrate Announcements").
Disconnection @ user state changes	Mark this checkbox if you want to prevent subscribers from forwarding message calls to other subscribers.
No printer output	If this checkbox is marked, single calls activated via Mail2Phone are not output to the system printer.
Negative confirmation possible	If this checkbox is marked, DAKS supports negative confirmation (I have received the message but cannot attend!)
Window area "Transfer into SMS memory"	
no transfer	If this button is marked, no message is transferred to the internal SMS memory of the DAKS server.
only on negative result of notification	If this radio button is marked, the message is only transferred to the SMS memory if the subscriber was not reached or confirmed negative.
only on positive result of notification	If this button is marked the message is only transferred to the SMS memory if the subscriber was reached or confirmed positive.
always transfer	If this button is marked the text message is always transferred to the internal SMS memory of the DAKS server.

Table 12-15 Description of the fields in the "General parameters [DAKS]" sub-tab

Install, Start and Configure the E-mail Service

The Administration window

Sub-tab "Mail-subject parameters"

For priorities with a message you can choose between

- Low priority,
- Medium priority and
- High priority.

Each of these priorities can be set independently and define specific call parameters and reached criteria.

For reached criteria, a differentiation is also made between whether the sender requests a read confirmation or not. Therefore, the following parameters must be taken into consideration depending on the selected e-mail parameters.

Field	Description
Window area "Ringing signal"	
No call, transfer to SMS mem-ory only	If this button is marked the subscriber terminal is not actively called. The message is only transferred to the internal SMS memory of DAKS.
internal call	If this button is marked, the subscriber is called with the internal call signal.

Window area "Ringing signal"

No call, transfer to SMS mem-ory only

If this button is marked the subscriber terminal is not actively called. The message is only transferred to the internal SMS memory of DAKS.

internal call

If this button is marked, the subscriber is called with the internal call signal.

Table 12-16 Description of the fields in the "Mail depending parameters" tab

Field	Description
external call	If this button is marked the subscriber is called with the external call signal.
emergency call	If this radio button is marked, the subscriber is called with the emergency call signal.
Window area "Behavior in case of busy subscriber"	
report busy	If this button is marked no CorNet features are applied to reach the subscriber. After the dial process ends, Mail2Phone only receives a concluding notification from the DAKS server indicating that the subscriber could not be reached.
intrusion	If this button is marked the DAKS server applies the CorNet "Intrusion" feature in the event the subscriber is busy. Consequently, an intrusion announcement (to be determined on application-specific basis) will be played into the ongoing call and requesting the subscriber to end his/her call to enable the line. Once the subscriber has hung up, he/she is called back immediately and thus able to take the message.
forced release	If this button is marked the DAKS server applies the CorNet "Forced release" feature in the event a subscriber is busy. As a result, the ongoing call is automatically terminated. Once as the subscriber has gone back on hook, he/she is called back and thus able to take the message.
camp-on	If this button is marked the DAKS server uses the CorNet "Camp-on" feature in the event a subscriber is busy. As a result, a camp-on signal is played repeatedly into the subscriber's ongoing call, requesting him/her to end the call. Once the subscriber has hung up, he/she is called back immediately and thus able to take the message.
emergency intrusion	If this button is marked, the DAKS server applies the CorNet "Emergency intrusion" feature in the event a subscriber is busy. As a result, an intrusion announcement (to be determined on an application-specific basis) will be played, requesting the subscriber to end the call and enable the line. Once the subscriber has hung up, he/she is called back immediately and thus able to take the message. In comparison to normal intrusion, emergency intrusion cannot be blocked by the intrusion guard that is activatable on a subscriber-specific basis.

Table 12-16 Description of the fields in the "Mail depending parameters" tab

Install, Start and Configure the E-mail Service
The Administration window

Field	Description
Window area "Criteria for 'reached'"	The buttons and checkbox in this window can be set to "Without confirmation" or "With confirmation" for single calls.
no special behavior necessary	If this button is marked, DAKS applies the normal reached criteria selected in the administration software (Section 10.6, "Define broadcast parameters", tab "Timing", window area "Common parameters") to count the message as read.
disconnection from subscriber necessary	If this radio button is marked, the subscriber must hang up before timeout (administrated by DAKS) so that the message can be counted as read.
pressing a key	If this button is marked, the subscriber must confirm by pressing a key. If DAKS does not support negative confirmation (see above), any key will do. If DAKS does support negative confirmation (see above), the keys "0" and "1" signify: "0" = negative confirmation and "1" = positive confirmation.
entering PIN	If this field is marked, the subscriber needs to enter his/her PIN for DAKS to count the message as read. The PIN may have up to 6 digits with the first six digits being identical with the subscriber's call number (Section 8.5.1, "Operational rights").
consider ringing only as reached	If this button is marked, the subscriber will, if DAKS reports the state "Alerting" from HiPath (normally when the subscriber's phone rings), be counted either as reached or as notified in advance should he/she be obliged to confirm by PIN.

Table 12-16 Description of the fields in the "Mail depending parameters" tab

Field	Description
Window area "Other"	
Ignore 'Call pickup group'	If this field is marked, calls to this subscriber will not be signaled to the other members of the team (on condition he/she is member to a call-pickup group).
ignore call redirecting / call forwarding	If this field is marked, DAKS will ignore any call redirecting or forwarding that might have been set. No other terminal but the one specified will ring.
simulate callback ('direct access to executive in execut./secret. syst.')	If this checkbox is marked, the e-mails will reach an executive even if all other calls are directed to his personal assistant or secretary (executive-secretary configuration).
override do-not-disturb function	If this field is marked, DAKS will override any do-not-disturb function that might have been set up by a subscriber.
voice calling (speakerphone control)	If this field is checked, DAKS will directly access the digital speakerphone, i. e. if so enabled, the loudspeaker will be activated and the specified announcement immediately transmitted.
Priority (9 = high)	Selection field to assign calls a priority ranging between 1 (= low) and 9 (= high). If, for example, notifications and alarms are run simultaneously on a DAKS server this feature serves to specify the priority with which the notifications are handled within the entire call process.

Table 12-16 Description of the fields in the "Mail depending parameters" tab

12.5.5 The tab "Group calls"

In group calls, display messages are not sent to individual subscribers (users), but rather to pre-defined user groups specified via the DAKS Administration software.

For a group call, a trigger flag is usually set before the group number. The default setting of the trigger flag for a message to a predefined group is "G", e. g. G01@DECT.Mail2Phone.com.

Field	Description
Trigger for group calls:	Selection field for a trigger flag that shall be set before the group number. The setting of this flag marks e-mails to groups , e. g. G01@DECT.Mail2Phone.com.

Window area "e-mail parameters/trigger"

Trigger for group calls	<p>Selection field for a trigger flag that shall be set before the group number. The setting of this flag marks e-mails to groups, e. g. G01@DECT.Mail2Phone.com.</p> <p>To dispatch prioritized notifications via group calls, please tick "without" and make sure that the trigger flag is set for single calls to avoid that the addressees are interpreted as subscriber call numbers.</p>
-------------------------	---

Table 12-17 Description of the fields in the tab "Group calls"

Field	Description
Dial mode	<p>Selection field to determine the subscriber's call numbers that will be dialed by DAKS:</p> <ul style="list-style-type: none"> ● either only the first call or directory number ('1 dir. no.') ● or only the second call or directory number ('2 dir. no.') ● or, if the first and second call number are entered, the first number is dialed first and the second only if DAKS is unable to reach the first call number. <p>Individual (single) subscribers may be enabled in the DAKS server with up to two call numbers.</p>
Number of characters on displ. for e-mail	<p>Selection field for the maximum length of e-mail addresses. Note that excess characters will be cut off.</p> <p>e-mail addresses can sometimes be very long. If the address of the sender is included in the display of the cordless terminal, the number of characters used to indicate the sender's address is included to the max. 160 characters transferable and there may not be sufficient space left for a purposeful message.</p>
Window area "DAKS parameters"	
Calling number [cost center]	<p>Input field for a constant A call number or calling number, respectively, that is sent for group calls.</p> <p>Please note that this number can be of relevance both for charge evaluation and for the receiver of a message.</p> <p>If no entry is made in this field, the calling number assigned to the group via the DAKS user interface will be sent.</p>
Announ.	<p>Selection field for an announcement that is played back when dialing members of a group. Requires a valid announcement. Provided a connection exists to the DAKS server, all available and valid announcements are displayed in the selection field. If no entry is made in this field, DAKS will use the announcement assigned to the group via the DAKS user interface.</p> <p>A corresponding "User guidance announcement" of the SMS retrieval service is included in every delivery (Chapter 7, "Create and Administrate Announcements").</p>

Table 12-17 Description of the fields in the tab "Group calls"

Install, Start and Configure the E-mail Service
The Administration window

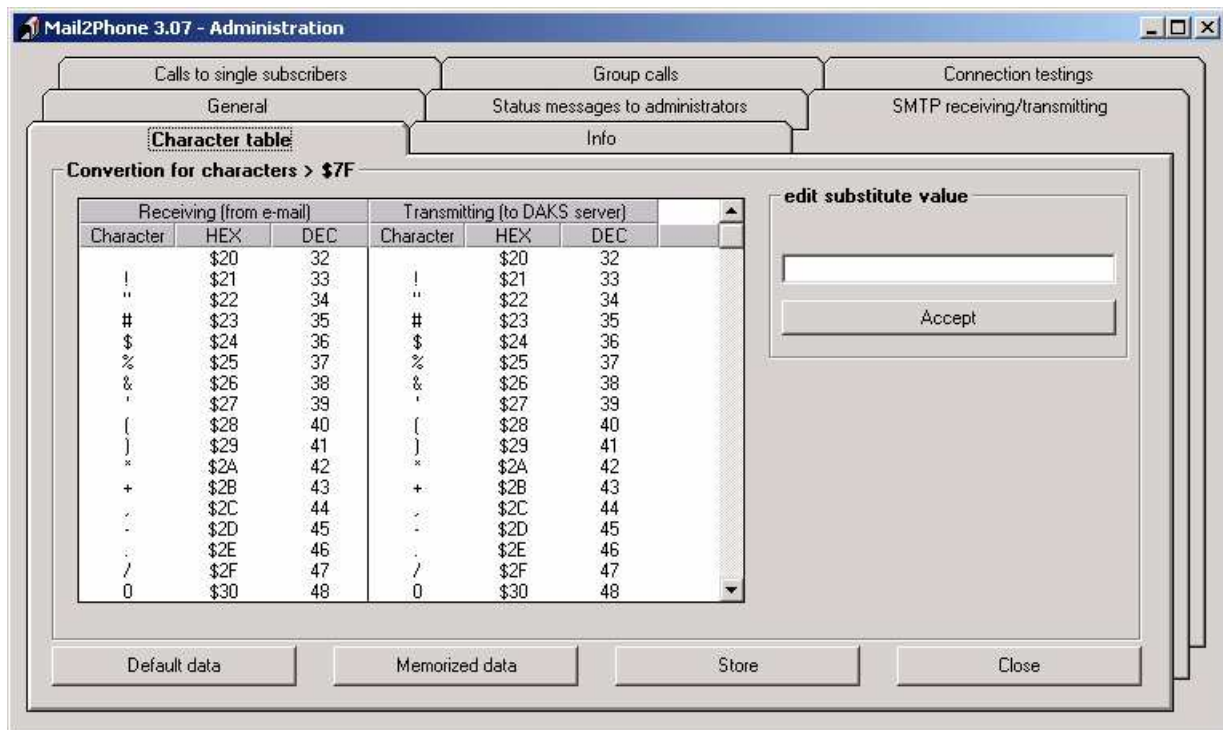
Field	Description
Window area "Display output of e-mail"	
with re: line	If this box is checked, the e-mail reference line is output as useful information.
with the address of the e-mail sender	Check this box if you want DAKS to also output the address of the e-mail sender and activate the two subordinate fields.
at end instead of at top of message	If this box is checked, the address of the e-mail sender is output at the end of the message. If not, the address is output at the top.
if available, name of sender instead of e-mail address	If this box is checked and provided it was transferred, the name of the sender will be displayed in lieu of the address.
Attachments	If this box is checked, the number of attachments appended to the mail is displayed at the end of the message.
Window area "Display presentation of e-mails"	
E-mail address displayed	Input fields to determine the characters to enclose the e-mail address, e. g. <1234@dect.company.de>.
Marker for attachments within e-mail	Input fields for determining the characters which are to enclose the number of attachments, e. g. (Att: 17).

Table 12-17 Description of the fields in the tab "Group calls"

12.5.6 The tab "Connection testings"

The tab "Connection testings" serves to test the function after the startup and is described in greater detail in Section 12.3, "Startup".

12.5.7 The tab "Character table"



The character conversion table is used to convert special country-specific characters into US ASCII-coded characters.

All characters with a HEX code between \$80 and \$FF can be re-coded.

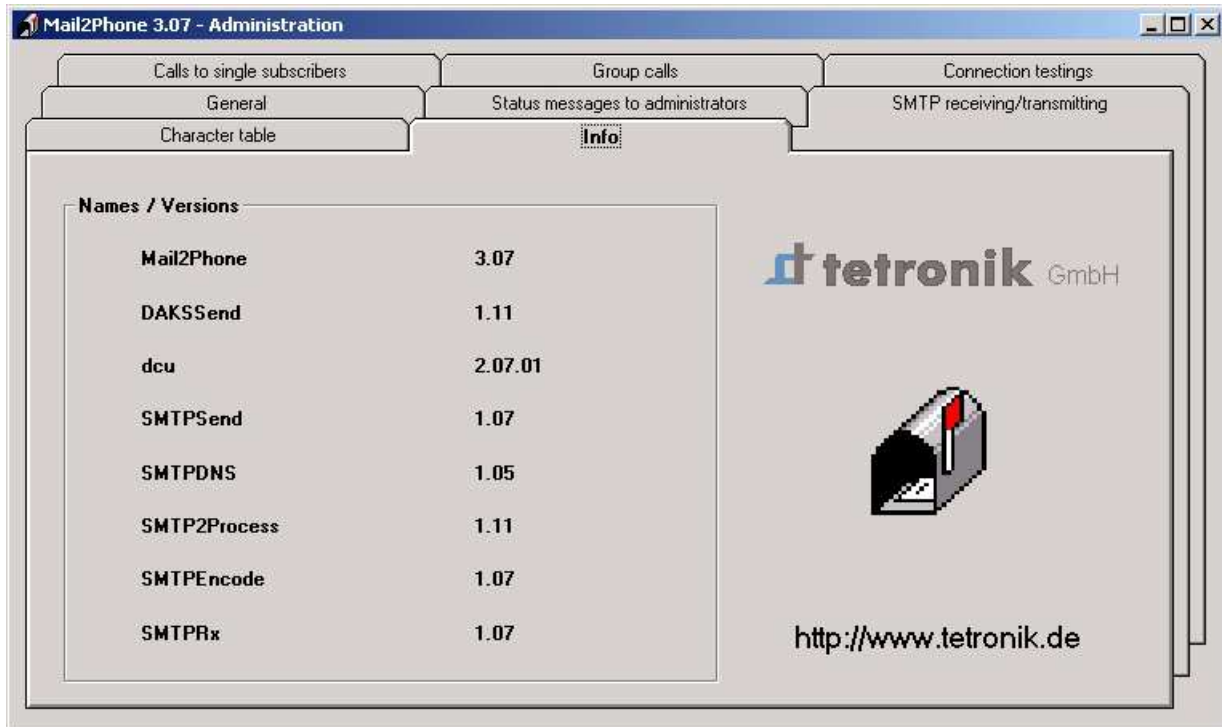
The default setting only converts German special characters, e. g. the German "ä" to "ae". This must be done as in the CorNet network, it is only these characters that can be transferred to the cordless terminals.

Double-click the character you want to edit to transfer its assignment to the field "Edit substitute value" where it can be changed and subsequently stored by clicking the **Save** button.

The characters received by e-mail are displayed on the left-hand side of the table while the characters for transmission to DAKS are displayed on the right-hand side, each always:

- in printable characters,
- with the corresponding hexadecimal value (HEX), and
- with the corresponding decimal value (DEC).

12.5.8 The tab "Info"



This tab shows you all relevant software statuses of Mail2Phone and its program modules. The details that are output are important for servicing and future upgrades.

12.6 Background information, support of protocol elements

12.6.1 Receiving e-mail messages

E-mails can only be received when your are successfully logged in to the DAKS server.

When e-mails are received DAKS runs through the following processes:

- Positive confirmation of the "Consultation hold" of the sender and opening of the receiving port
- Performance of all formalities as laid down in the SMTP protocol (see RFCs) and storage of the e-mail on hard disk
- Interpretation of the SMTP DATA area to receive the additional information saved in MIME format
- Application of the user data via decoding table
- Transfer of addresses, MIME information and user data to the handling process
- Confirm at SMTP level and end connection

SMTP (Simple Mail Transfer Protocol) for receiving messages

The Simple Mail Transfer Protocol (SMTP) is used as e-mail protocol. The default TCP/IP receive port for SMTP is port 25 (editable).

DAKS supports the following SMTP protocol elements:

Protocol element	Description
HELO	welcome, specification of performance features
MAIL FROM	address of sender
RCPT TO	address of destination (up to 100 destinations can be accepted per mail)
DATA	area of user data within the SMTP protocol
NOOP	prompts receiver to only send an "OK"
HELP	transfers the SMTP command set utilized to the sender
QUIT	ends a transfer and leads to the termination of the connection

Table 12-18 Supported SMTP protocol elements



Please note that DAKS does not support the extended SMTP protocol (triggered with "EHLO")!

MIME (Multipurpose Internet Mail Extension) for receiving messages

In the DATA area of the SMTP protocol, more or less standardized as well as your own supplementary information can be transferred via MIME protocol.

Supported MIME trigger words:

Trigger word	Description
MIME Version:	only valid version until now: version 1.0
Subject:	text of subject line
Content Type:	coding form of message as well as indication if message consists of a single text or of several attached files (up to 100)
Content Transfer Encoding:	part of "Content Type"
Content Disposition:	part of "Content Type"
Return Receipt To:	return address (e-mail format or name) if senders wants confirmation of mail
Sender:	address of sender (e-mail format or name)
To:	addressee in e-mail format
Date:	date and time of dispatch
X Sender:	See Sender
Priority:	importance of a mail: "URGENT" = high, "NON-URGENT" = low
Importance:	see Priority: "HIGH", "MED", "LOW"
X Priority:	see Importance: "1" = high, "3" = medium, "5" = low
Sensitivity (confidentiality)	the degree of confidentiality of a mail: "NORMAL", "PERSONAL", "PRIVATE", "COMPANY-CONFIDENTIAL"

Table 12-19 Supported MIME trigger words

There is no warranty that the pertinent MIME trigger words will be transferred or that they can be interpreted correctly as the matching RFCs leave a great deal of latitude as far as the interpretation is concerned. Also, the various e-mail programs code the MIME information to be transferred in different ways.

Processing of received e-mails

All e-mails received are first stored 01:01 on the hard disk of the PC in the "...<Program directory Mail2Phone>\MAIL" directory. For this purpose, cryptic (unique) file names are created with the extension ".TXT" , with the first letter indicating the processing state:

Letter	Description
A	an e-mail is being received
B	the e-mail has been received in its entirety and is ready for evaluation
C	the e-mail is being evaluated by the process
D	the e-mail has been evaluated, the data are being analyzed and transferred to the main program
X	The data is consistent and was transferred to the main program
Z	The data could not be analyzed and was therefore not transferred to the main program

Table 12-20 Identification of the processing state of received e-mails

After a restart of Mail2Phone all files

- that are found in state "A" are not processed any further as they were not received in their entirety;
- that have the states "B", "C" or "D" will be re-evaluated and transferred to the main program;
- with the ending "A", "B", "C", "D", and "Z" will automatically be deleted after 30 days;
- with the ending "X" will automatically be deleted after 10 days as they were properly processed.

12.6.2 Sending e-mail messages

Overview

DAKS runs through the following mechanisms when sending e-mails:

- Accepting addresses, MIME information and user data by the handling process
- Application of the user data via decoding table
- Compilation of MIME information for transfer
- Verification if standard mail server is available and able to forward mail:
 - if so (YES):
 - the mail is sent to this mail server
 - if not (NO):
 - a connection is established to a Domain Name Server (DNS)
 - a query is made to check if this destination server is already registered
 - the reply is evaluated
 - if needed, a query is addressed to another DNS server
 - a connection is established with the e-mail server of the highest priority
 - the mail is transferred
 - if failed: address of next e-mail server, if needed
- Run-down of the formalities as specified in the SMTP protocol
- Transfer of the MIME and user data
- Confirm at SMTP level and end connection

The sender module can be used for the temporary storage of several mails if an e-mail server should be unavailable.

The sender module is used to temporarily store several DNS entries for an outgoing mail.

DNS (Domain Name Server) query to send a message

The default port for requesting a name resolution from a DNS using UTP protocol is 53 (editable).

To determine the TCP address for an e-mail, the DNS server queries the MX record.

In return, more than 20 different data types can be transferred from the DNS server in response to the query, each different in structure and containing different (sometimes also in context) information for evaluation (see corresponding RFCs).

SMTP (Simple Mail Transfer Protocol) for sending messages

The following elements are used as SMTP protocol elements:

Protocol element	Description
HELO	greeting, specification of performance features
MAIL FROM	address of sender
RCPT TO	addressee (one destination per mail)
DATA	area of user data within the SMTP protocol
QUIT	end transfer; terminate connection

Table 12-21 SMTP protocol elements for sending messages

MIME (Multipurpose Internet Mail Extension) for sending messages

The following words are used as trigger words:

Trigger word	Description
From:	address of sender, in e-mail format or with names
To:	repeat of the addressee, in e-mail format
Subject:	text of subject line
Date:	date and time of dispatch
Importance:	importance of mail
X Priority:	see importance
MIME Version:	1.0
Content Type:	"text/plain"
Content Transfer Encoding:	"quoted printable"

Table 12-22 MIME trigger words for sending messages

12.6.3 Functionality in direction of DAKS server

Coupling and establishing a connection

Right after the application starts, Mail2Phone will attempt to log in at the DAKS server. If the login fails, it will try again repeatedly at intervals of approx. 1 minute.

The chip card no. is automatically requested by the DAKS server.

If no data is exchanged between the DAKS server and the Mail2Phone server, the system status is checked about once a minute.

Single calls

If a message shall be sent to single (individual) subscribers, DAKS will opens a broadcast process that at first does not have any subscribers.

You can then specify step by step the subscribers (users) that shall be notified .

On condition the results of the subscriber notification have been received from the DAKS server and the initiator has requested confirmation, the following details will be reported back to the initiator:

- the results of the notification broken down in individual text lines and
- the text transmitted to DAKS.

As soon as results have been received from all subscribers, the broadcast process will be terminated.

Group calls

In a group call, a display text is sent to all predefined subscribers that together form one group in DAKS.

For this purpose, DAKS does not create a new broadcast process as in single calls, but opens a broadcast that already exists.

On condition that a final group call result was received from the DAKS server after the broadcast end and the initiator requested confirmation, the following details will be reported back to the initiator:

- the overall group call result broken down in individual text lines and
- the text transmitted to DAKS.

12.6.4 Protocol files

Every day, Mail2Phone creates a new protocol file "P<Datum>.PRO" with all activities and conditions in the subdirectory "...<Program directory Mail2Phone>\Protocol".

This file is used to log the following information with the corresponding date and time information:

- Program start
- The initialization of the individual program modules
- The set-up of connections to the DAKS server
- Any DAKS system status changes (only those monitored by Mail2Phone)
- The receipt and transfer of mails to the DAKS server
- The results of a notification from the DAKS server
- Any monitoring by the "PcDaksDog" watchdog program
- The start and end of the Mail2Phone administration user interface

12.6.5 Fault handling

When e-mails are processed, errors might occur within the DAKS process or in the data connection between Mail2Phone and the DAKS server. Either Mail2Phone detects these errors autonomously (e. g. loss of data connection to the DAKS server), or the pertinent error codes are reported back to Mail2Phone by the DAKS server.

If Mail2Phone detects an error it will try to transfer the data to the DAKS server (sometimes repeatedly), and, if needed, to trigger different notification messages (depends on nature of error):

Notification strategy	Measure
A	Automatic notification e-mails to the Administrator(s)
B	Automatic notification e-mails to the initiator(s), i. e the sender(s) of the e-mail, after the 10th individual attempt to send a mail to the DAKS server, also if the initiator(s) did not explicitly request any receive/read confirmation.
C	Signaling of the error with a message box

Table 12-23 Notification strategies

Install, Start and Configure the E-mail Service
Background information, support of protocol elements

The following table lists the actions that Mail2Phone performs towards the DAKS server in keeping with the error codes that are reported back:

DAKS error code		Number of attempts forthcoming	Notification strategy
No.	Description		
1	wrong DAKS key	repeat login attempt every 10 sec.	C
2	not possible with current data status	1	./.
4	hardware/application/function not enabled	repeat login attempt every 10 sec.	C
5	not logged in	repeat login attempt every 10 sec.	A, B
8	currently not possible due to process	10	B
9	the specified identifier is invalid	1	./.
10	not possible due to data pool	1	./.
11	no B-channels available	10	A, B
12	no memory available for registration type	10	B
13	flash memory defective	1	A, B
14	invalid announcement	10	A, B

Table 12-24 DAKS error codes and actions of Mail2Phone

In addition, a notification e-mail is automatically sent to the Administrator(s) by Mail2Phone in the event the data connection between Mail2Phone and the DAKS server is lost.

13 Setup, Initiate and Moderate Conferences

Overview

This chapter shows you how to set up, administrate, initiate and moderate conferences. It covers the functions provided by the Administrator-Tool as well as those that can be carried out from the Operator-Tool and over the telephone.

Contents

The chapter covers the following sections:

- 13.1 Overview of conferences
- 13.2 Interdependence of conference settings
- 13.3 DAKS conference masters and Operators
 - 13.3.1 Masters in DAKS conferences
 - 13.3.2 Operators in DAKS conferences
- 13.4 Examples of conferences
 - 13.4.1 Individual Meet-Me conferences
 - 13.4.2 ChatRoom (conferences opened by first and ended by last participant)
 - 13.4.3 Meet-Me Conference with access control
 - 13.4.4 Conference with parallel dialing of participants
 - 13.4.5 Emergency conferences
- 13.5 Overview: Setup and start a conference
- 13.6 Setup conference parameters
- 13.7 Conference group administration
 - 13.7.1 Add and edit new conference groups
 - 13.7.2 Delete a conference group
 - 13.7.3 Edit and delete conference references
- 13.8 Administrate conferees
 - 13.8.1 Add new conferees
 - 13.8.2 Edit existing conferees
 - 13.8.3 Delete conferees

Setup, Initiate and Moderate Conferences

13.9 Operate conferences with the Operator-Tool

13.9.1 Convene conferences

13.9.2 Monitor conferences

13.9.3 Moderate and end conferences

13.9.4 Add listed subscribers ad-hoc to a conference

13.9.5 Add unlisted subscribers ad-hoc to a conference

13.9.6 Extend an ongoing conference with the Operator-Tool

13.10 Operate conferences over the phone

13.10.1 Convene or join conferences

13.10.2 Join active conferences from A to L (Operator)

13.10.3 Convene or join conferences with a dialog

13.10.4 Extend active conferences A...L (Operator))

13.10.5 Add subscribers ad-hoc over the phone

13.10.6 Delete ad-hoc subscribers over the phone

13.10.7 Mute function

13.10.8 Convene conferences from M2 plus

13.11 Initiate conferences via hardware inputs

13.1 Overview of conferences

The application "Emergency and High Performance conferences" supports a wide range of conference types with variable security settings, e. g.:

- "ChatRooms" where any subscriber can dial in without access control
- "Meet-me conferences" with dial-in from outside and access control, activated and controlled by the conference owner
- "Ad-hoc conferences" with dialing in new conferees on the fly
- "Preset conferences", especially Emergency conferences, where predefined conferees can be called at the touch of a button
- "Progressive conferences" where additional subscribers can be called into a running conference

DAKS supports up to 12 active conferences simultaneously.



Image 13-1 Diagram of an Emergency conference

Define conferences

To tweak the system to the specific needs and requirements of your business, the DAKS server administrates various system-wide conference parameters such as times, announcements etc.

What is more, each of the up to 1000 conference groups can, for example, be assigned the following parameters on an individual basis:

- The conference description, output on the telephone display, e. g. "Editorial Conference"
- The conference convenor and entry announcement.
- Up to 60 conferees with individual authorizations, entry conditions and start status (e. g. at first in a parked position)
- High priority, urgent or low priority
- With triggering of alarm functions, e. g. emergency call, call override, etc.
- Access and ID codes to:
 - convene conferences over the phone
 - dial in for active conference participation
 - dial in for passive conference participation (listening only)
- The control mode and documentation via PC
- The maximum length of the entire conference and of the participation of the conferees in the conference
- The Operator functions supported over the telephone
- The type of display information output during the conference
- The audio input and output to be used (e. g. to play music or record the conference)

With the help of these and other parameters, DAKS can be implemented in a wide range of powerful conference scenarios.

Convene conferences

Conferences can be convened:

- via the Operator-Tool
- over any internal or external telephone
- via hardware inputs
- time-controlled via PC (once, daily, or only on specific days of the week only)

The conference timing

Conferees are either dialed automatically by the system, dial into conferences themselves or are switched into conferences. In HiPath networks, DAKS uses CorNet-specific performance features ranging from different display messages to emergency call signaling or forced release.

Conferees can be restricted to listen only, granted speaking time (the floor), or accorded special master or Operator functions.

Conferences can be realized from entirely open with general access to completely confidential. For confidential conferences PINs, call numbers and connection states are, for example, verified to avoid unauthorized entry and participation.

DAKS also provides the option to mute the microphones of system telephones. This makes it possible to temporarily switch off microphones in loud environments so that the conference is not disturbed by background noises.

Application scenario of an emergency conference

If the emergency call number is dialed from any telephone, DAKS activates a conference, alerts for example the fire service, works security and company doctor, and connects all of them to a conference call together with the initiator of the emergency call.

In this context, the following performance features deserve special emphasis:

- Output of the phone number of the initiator of the emergency call with location details to the alerted subscribers
- Reassurance announcement played to the caller and notification announcement played to the alerted conference members
- Continuation of the conference call, even if the caller hangs up prematurely
- If several emergency calls occur at the same time:
 - DAKS either activates ad-hoc conferences
 - or automatically includes additional callers into the ongoing conference

Application scenario of Operator-supported conferences

Operators can control up to 12 conferences from their PCs with the states of the conferences output in separate windows and are able to:

- Convene and terminate conferences
- Request or pass over the control (moderating) of the conference
- Grant or withdraw participants the right to speak (the floor) and park or remove participants from the conference
- Select participants directly from the subscriber list or enter and dial ad-hoc call numbers

Setup, Initiate and Moderate Conferences

Overview of conferences

- Switch themselves into conferences or connect subscribers into conferences

Special functions for special services

DAKS supports "MLPP" and "Closed User Groups" for military services.

For implementation in the area of stock exchange market and banking industry, DAKS offers the following functions:

- **Broadcast conferences:**
Here, the initiator can hear and address all conferees while they are unable to hear one another.
- **Conference nodes:**
Here, DAKS switches local conferences world-wide to form a global conference. In the event the connection should be lost, DAKS will attempt to reconnect immediately.
- **Privacy feature:**
Here, conferees can switch to a confidentiality mode with certain other members of a conference.

13.2 Interdependence of conference settings

Apart from the fields used to administrate conferences, there are fields in other windows that also have repercussions on the conferences.

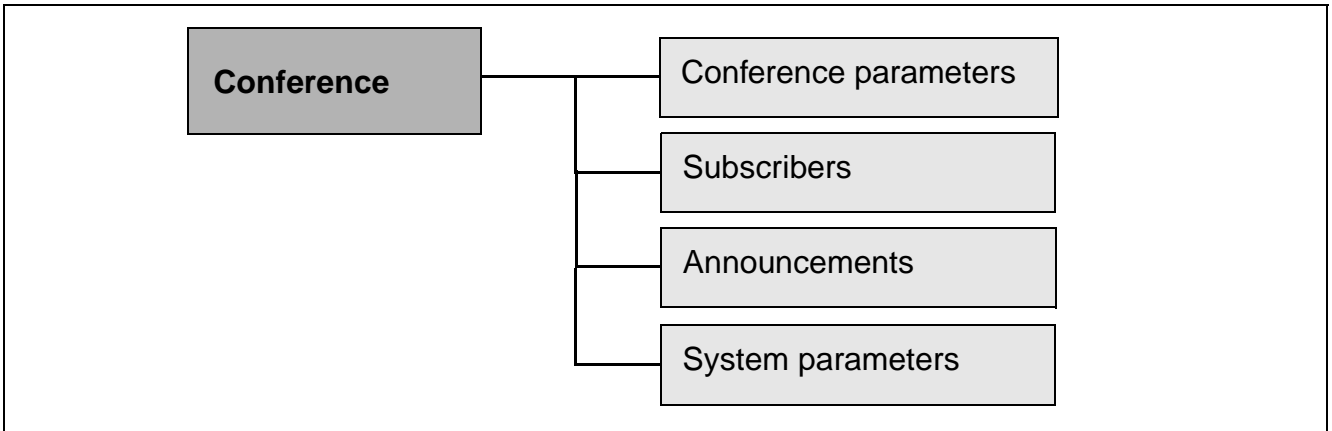


Image 13-2 Interdependence of conference settings

Conference parameters:

Conference parameters determine the basic settings for all conferences (Section 13.6, "Setup conference parameters").

Subscribers:

Each conference is assigned subscribers in advance (Chapter 8, "Create and Administrate Subscribers") or subscribers can be added later to the ongoing conference on an ad-hoc basis (Section 13.9.4, "Add listed subscribers ad-hoc to a conference").

Announcements:

Provided they are already created and recorded, announcements can be assigned to conferences, e.g. to request subscribers to identify themselves by PIN (Chapter 7, "Create and Administrate Announcements").

System parameters:

- **Time zones**

In the broadcasts the subscribers (destinations) are dialed in keeping with the time zones to which they are assigned (Section 5.4, "Define time segments").

- **Clients groups**

Conferences can be assigned client groups. If so, these conferences can only be administrated and initiated by the members of the corresponding client group (Section 5.7, "Set up clients").

- **Suffix codes**

Suffix codes define the key combinations through which conferences can be initiated and members can participate in the conferences (Section 5.5, "Specify suffix codes").

Setup, Initiate and Moderate Conferences

Interdependence of conference settings

- **Call types**

Call types determine the possible connection routes, e.g. internal, external (Section 5.3, "Set up connection types").

- **Basic parameter**

The basic parameters is where the tie line code of the DAKS server and the total number of available internal and external channels are stored (Section 5.2, "Edit basic parameters").

- **Output texts**

Output texts define how the user-guidance texts are rendered on the displays of cordless handset, but also how the texts are output that are used for the protocolling and logging (Section 5.12, "Specify output captions").

- **Inputs/Outputs**

Conferences can be initiated by hardware inputs. At the same time, you can use optocoupler outputs to switch, for example, control lamps to signal all active conferences (Section 5.10, "Administrate inputs/outputs").

- **Audio outputs**

Audio outputs can output the mixed summed conference signal to external equipment, e. g. to recorders (Section 5.11, "Assign audio outputs").

13.3 DAKS conference masters and Operators

13.3.1 Masters in DAKS conferences

DAKS conferences recognize conferees with so-called 'master status'. The master status corresponds roughly to a conference manager in a traditional meeting. In DAKS, the master status is defined as follows:

- Every conference has at least one master.
- The number of masters in a conference is unlimited, i. e. all conferees can have master status.
- Conferences only become active, i. e. the conference participants are only interconnected, when at least one master has actively entered into and joined the conference.
- A conference remains active until it either ends due to time limit (time-out), or because its last master has left.
- Predefined conferees can be assigned master status.
- If there are no predefined masters in a conference, the person to initiate the conference becomes master.
- If a conference is started from the Operator-Tool without any predefined masters, the Operator Tool is master (without voice connection).
- The first active master to enter into a conference may extend the conference by entering ad-hoc call numbers, provided this feature is enabled ("Progressive conferences").



If several masters are present and active in a conference, the first master that is recognized by DAKS can, in certain cases, use special functions during the conference. In this Manual, all masters with this standing are called "first masters".

13.3.2 Operators in DAKS conferences

DAKS conferences recognize dial-in subscribers with so-called 'Operator status'. Operators are authorized to

- always participate actively in the conference,
- leave the conference at any time by entering ***1#**,
- leave and in doing so end the conference by entering ***0#**,
- extend the conference ad-hoc by entering call numbers if this feature is enabled ("Progressive conferences").

A dial-in subscriber receives Operator status if he enters into the conference through suffix codes with Operator features. For an Operator to enter into an ongoing conference there must be at least one seat vacant and designated for a "non-predefined conferee".

13.4 Examples of conferences

With DAKS you can realize even the most complex conference structures. The below examples are designed to exemplify the many ways in which the application can be put to practice:

- Individual Meet-Me conferences
- ChatRoom (the first participant opens the conference, the last participant ends the conference)
- Meet-Me Conference with access control
- Conference with parallel dialing of participants
- Emergency conferences

The examples cover only the most important steps and settings. A more detailed description can be found in the sections that follow thereafter.

13.4.1 Individual Meet-Me conferences

Requirements:

The conference that shall be set up here is for participants who work in the field and shall enable them to dial in at a specific time (e. g. every Monday at 09:00 a. m. to a Sales conference). The conference shall be started regularly over the telephone or via the Operator-Tool by the group or section manager. The DAKS server shall administrate the conference. Due to the fact that the participants dial in themselves, no connection costs arise on the side of DAKS.

Solution:

Follow the instructions below to set up a Meet-Me Conference:

No.	Task	Section
1.	Make sure that the standard announcements are correctly assigned for conferences.	Section 13.6, "Setup conference parameters"
2.	Add a new conference group and assign a name, e. g. "Meet-Me Conference".	Section 13.7.1, "Add and edit new conference groups"
3.	Now open the window area "Start via telephone" and assign an ID to the conference group that shall be used to start the conference, e. g. „21“.	Section 13.7.1, "Add and edit new conference groups"
4.	In the window area "Access for active participation" go to the tab "Dialing in/out" and assign an ID, e. g. „22“.	Section 13.7.1, "Add and edit new conference groups"
5.	Next, open the window "On entry of participants" and use the tab "Dialing in/out" to define the "Maximum number of conferees not predefined in group". Please bear in mind that the number of conferees that may participate in the conference may never exceed the maximum number defined here.	Section 13.7.1, "Add and edit new conference groups"
6.	If required, assign welcome announcements to the conference group in the tab "Announcements", e. g. the generic announcements included in the delivery.	Section 13.7.1, "Add and edit new conference groups"
7.	In the window area "moderating via PC" check all fields of the "Display" to be able to monitor the conference from the Operator-Tool.	Section 13.7.1, "Add and edit new conference groups"
8.	Start the Operator-Tool to monitor the conference.	Section 13.9, "Operate conferences with the Operator-Tool"

Table 13-1 Individual Meet-Me conferences

No.	Task	Section
9.	Start the conference over the phone (e. g. ID 21).	Section 13.10.1, "Convene or join conferences"
10.	Dial in from another phone to participate actively in the conference (e. g. ID 22) and verify that it works correctly.	Section 13.10.1, "Convene or join conferences"
11.	If the conference was initiated over the phone, it should end as soon as the initiator leaves. Consequently, DAKS will disconnect all other participants.	
12.	Inform your group/division manager of the access number to start the conference and send the dial-in number to the above-mentioned field service staff.	

Table 13-1 Individual Meet-Me conferences

13.4.2 ChatRoom (conferences opened by first and ended by last participant)

Requirements:

A ChatRoom is a Meet-Me Conference in which all participants share the same access number. This is the access number needed to start the conference. Whenever the conference is already open and another participant dials the access number, DAKS uses a simulated substitute dialing to have the participant join the conference instead of letting him reach a busy line. If the conference shall remain active for as long as there are participants in the ChatRoom, every participant must have master status.

Solution:

Follow the instructions below to extend and turn the Meet-Me Conference into a ChatRoom:

No.	Task	Section
1.	In the window area "Conference moderating" go to the tab "Dialing in/out" and assign to the "Meet-Me Conference" you have already created a "Simulated substitute dialing", e. g. 4022. 40: Suffix code for "Start or join conferences". 22: ID code for active conference participation in our example.	Section 13.7.1, "Add and edit new conference groups"
2.	Here, make sure you also check the field "Subs. becomes master" to safeguard that all participants are given master status.	Section 13.7.1, "Add and edit new conference groups"
3.	Start the Operator-Tool to monitor the conference.	Section 13.9, "Operate conferences with the Operator-Tool"
4.	Start the conference over the phone (e. g. ID 21).	Section 13.10.1, "Convene or join conferences"
5.	Try to restart the conference from another telephone set (e. g. ID 21). You should be automatically switched into the conference.	Section 13.10.1, "Convene or join conferences"
6.	If the conference was started over the phone, it should only end after all participants have left the conference. Here, the order in which they left the conference has no importance at all.	
7.	Please inform the participants only of the access number needed to start the conference.	

Table 13-2 ChatRoom (conferences opened by first and ended by last participant)

13.4.3 Meet-Me Conference with access control

Requirements:

Here, a Meet-Me Conference shall be extended insofar as to make sure that no unauthorized persons can start or participate in the conference. The initiator and the participants must therefore enter their PIN before they can start or participate in the conference. This, however, shall only be enabled from the telephone whose number is the first call number of the participant. In this way, you want to restrict the number of potential conference participants to those persons who are already on your list of participants and to whom you have already assigned a PIN.

Solution:

Follow the instructions below to equip your Meet-Me Conference with a protection against unauthorized accesses:

No.	Task	Section
1.	Make sure that all persons (subscribers) who may participate in the conference are properly listed in your participants list, have a valid PIN, and are assigned a 1st destination (first phone number). Next, please grant all participants who shall be in charge of starting conferences the operational right "Start conference".	Section 8.4.1, "Add new and edit existing subscribers"
2.	In the Meet-Me Conference already created, go to the window area "Start over the telephone" and check the fields "PIN required" and "Only from first call number."	Section 13.7.1, "Add and edit new conference groups"
3.	Next, please open the window area "Access for active participation", go to tab "Dialing in/out" and check the fields "PIN required" and "Only from first phone number."	Section 13.7.1, "Add and edit new conference groups"
4.	Start the Operator-Tool to monitor the conference.	Section 13.9, "Operate conferences with the Operator-Tool"
5.	Start the conference from your telephone entered as 1st destination and extend the dial-in by the participant's PIN. Afterwards, please repeat the test from any other telephone using the same PIN. The attempt to start the conference should be rejected and you ought to receive a busy signal.	Section 13.10.1, "Convene or join conferences"

Table 13-3 Meet-Me Conference with access control

Setup, Initiate and Moderate Conferences
Examples of conferences

No.	Task	Section
6.	Join the conference with another participant using the same ID (e. g. 21). For this purpose, you must extend the dial-in by the PIN of the participant. Afterwards, please repeat the test from any other telephone using the same PIN. The attempt to join the conference should be rejected with a busy signal.	Section 13.10.1, "Convene or join conferences"

Table 13-3 Meet-Me Conference with access control

13.4.4 Conference with parallel dialing of participants

Requirements:

You want to create a conference where DAKS dials all conference participants in parallel at the conference start.

Solution:

Follow the instructions below to set up a conference with parallel dialing:

No.	Task	Section
1.	Make sure that the persons who may participate in the conference are properly listed in the participants list. Next, please grant all participants who shall be in charge of starting conferences the operational right "Start conference" and assign them a PIN.	Section 8.4.1, "Add new and edit existing subscribers"
2.	Make sure that the standard announcements are correctly assigned for conferences.	Section 13.6, "Setup conference parameters"
3.	Add a new conference group and assign a name, e. g. "Sales conference".	Section 13.7.1, "Add and edit new conference groups"
4.	Now open the window area "Start via telephone" and assign an ID to the conference group that shall be used to start the conference, e. g. „33“.	Section 13.7.1, "Add and edit new conference groups"
5.	Go to the window area "Access for active participation", open the tab "Dialing in/out" and tick the box "PIN required"; in the window area "On entry of participants" set the "Maximum number of conferees not predefined in group" to "(none)".	Section 13.7.1, "Add and edit new conference groups"
6.	If required, assign welcome announcements to the conference group in the tab "Announcements", e. g. the generic announcements included in the delivery.	Section 13.7.1, "Add and edit new conference groups"
7.	In the window area "moderating via PC" check all fields of the "Display" to be able to monitor the conference from the Operator-Tool.	Section 13.7.1, "Add and edit new conference groups"
8.	Assign participants to the conference who shall take part in it.	Section 13.8.1, "Add new conferees"

Table 13-4 Conference with parallel dialing of participants

Setup, Initiate and Moderate Conferences
Examples of conferences

No.	Task	Section
9.	<p>Check the following fields in the window "Add new conference member" or "Edit conference member", respectively:</p> <ul style="list-style-type: none"> ● "Member participates actively" in the window area "Properties" ● "Member is dialed up at conference start" in the window area "Dial-up" <p>Please note that if these boxes are inactive although checked, you must remove the check from the field "Member is master" first.</p>	Section 13.8.1, "Add new conferees"
10.	Start the Operator-Tool to monitor the conference.	Section 13.9, "Operate conferences with the Operator-Tool"
11.	<p>Start the conference over the phone (ID 33) or via the Operator-Tool.</p> <p>If the conference is started over the telephone, DAKS dials all conferees apart from the convenor (already in conference).</p> <p>If the conference is started through the Operator-Tool, all conferees are dialed.</p> <p>Accept the calls to join the conference.</p>	Section 13.10.1, "Convene or join conferences" and Section 13.9, "Operate conferences with the Operator-Tool"
12.	Monitor and, if necessary, moderate the conference from the Operator-Tool.	Section 13.9, "Operate conferences with the Operator-Tool"

Table 13-4 Conference with parallel dialing of participants

13.4.5 Emergency conferences

Requirements:

A conference shall be set up where all participants are called in parallel. One participant is master. The conference shall be switched as soon as the master picks up – even if not all conferees have yet been reached. The conference shall also continue after the convenor hangs up. If a second emergency call is initiated, DAKS shall convene a substitute or overflow conference.

You can extend the conference later at any time insofar that the activation of the conference is also indicated by a signal lamp or similar device in the control center (Section 5.10.8, "Configure optocoupler outputs").

Solution:

Follow the instructions below to create an Emergency conference:

No.	Task	Section
1.	Set up a conference with parallel dialing. You can also copy the conference from the previous example via drag & drop (with the CTRL key pressed) and then open it for editing.	Section 13.4.4, "Conference with parallel dialing of participants"
2.	In the window area "Start via telephone", assign an ID to the conference group that shall be used to start the Emergency conference, e. g. "44", and remove the check from the field "PIN required."	Section 13.7.1, "Add and edit new conference groups"
3.	In the window area "On entry of participants" go to the tab "Dialing in/out" and check the field "Waiting position at inactive conference".	Section 13.7.1, "Add and edit new conference groups"
4.	Next, open the window "On entry of participants" and use the tab "Dialing in/out" to define the "Maximum number of conferees not predefined in group". Make sure you set this at least to "1" so that the conference can also be initiated by participants who were not predefined.	Section 13.7.1, "Add and edit new conference groups"

Table 13-5 Emergency conferences

Setup, Initiate and Moderate Conferences
Examples of conferences

No.	Task	Section
5.	<p>In the window area "Conference moderating" go to the tab "Dialing in/out" and assign to the conference "Simulated substitute dialing", e. g. 4045. 40: Suffix code for "Start or join conferences". 45: ID for another Emergency conference (substitute/overflow conference).</p> <p>In this way, DAKS is able to start another Emergency conference in the event of a further emergency call. The caller will not get a busy signal.</p>	Section 13.6, "Setup conference parameters"
6.	<p>Assign a reassuring announcement to the conference group in the "Announcements" tab under "Announcement to dialed..." as well as under "Announcement to dial-in..." (e. g. "You have reached a crisis management group. Please stay on the line, we will deal with you immediately"). Also, please check "Announcement to dialed conference member" to assign a corresponding alert message (e. g. "Emergency, you are now switched to an Emergency conference").</p>	Section 13.7.1, "Add and edit new conference groups"
7.	Assign the participants who shall be part of the Emergency conference.	Section 13.8.1, "Add new conferees"
8.	<p>Check the following fields in the window "Add new conference member" or "Edit conference member", respectively:</p> <ul style="list-style-type: none"> ● "Member participates actively" in the window area "Properties" ● "Member is dialed up at conference start" in the window area "Dial-up" 	Section 13.8.1, "Add new conferees"
9.	Select the conference member to become master (e. g. rescue control center) and check the field "Member is master" in the window area "Properties."	Section 13.8.1, "Add new conferees"
10.	Start the Operator-Tool to monitor the conference.	Section 13.9, "Operate conferences with the Operator-Tool"
11.	Start the conference over the phone (e. g. ID 44).	Section 13.10.1, "Convene or join conferences"

Table 13-5 Emergency conferences

No.	Task	Section
12.	<p>Monitor and, if necessary, moderate the conference from the Operator-Tool.</p> <p>Once the conference is initiated, all telephones should ring in parallel. The conferees should not be able to confer unless the master has entered into the conference.</p> <p>The conference should remain active even after the convenor or other participants have left. It is not until the master departs that the conference should be ended and all remaining participants disconnected.</p>	Section 13.9, "Operate conferences with the Operator-Tool"

Table 13-5 Emergency conferences

13.5 Overview: Setup and start a conference

Quick start

Below you will find a brief overview of the most important steps required to set up and to start conferences. The individual steps will be treated in greater detail in the later sections.



To set up and edit conferences you must have the corresponding administrative rights. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to do this (Section 8.5.3, "Administrative rights").

No.	Task	Section
1.	Start the Administrator-Tool and log on.	
2.	Set up all participants who shall be members of the conferences.	Section 8.4.1, "Add new and edit existing subscribers"
3.	If necessary, change the conference parameters.	Section 13.6, "Setup conference parameters"
4.	Add a conference group.	Section 13.7, "Conference group administration"
5.	Add conferees to the conference.	Section 13.8, "Administrate conferees"
6.	Start the conference through the Operator-Tool, from a telephone, or via an input contact.	Section 13.9, "Operate conferences with the Operator-Tool", Section 13.10, "Operate conferences over the phone"

Table 13-6 Setting up and convening conferences

13.6 Setup conference parameters

Follow the instructions below to edit conference parameters:


No.	Task
1.	Start the Administrator-Tool and log on.
2.	Select "Conference" in the tree view. All available conference groups are output in the list window.
3.	Select the entry "<Parameters>" in the list window and click  The "Edit conferee" window will pop up.
4.	Make the settings in keeping with the ensuing field descriptions.
5.	Use the "Announcements" tab to can assign all standard announcements in one go. To do so, make a right mouse click the announcement list and tick "Set all entries to default".
6.	Click OK to save your entries.

Table 13-7 Setup conference parameters

Description of the fields in the window "Edit conference parameters"

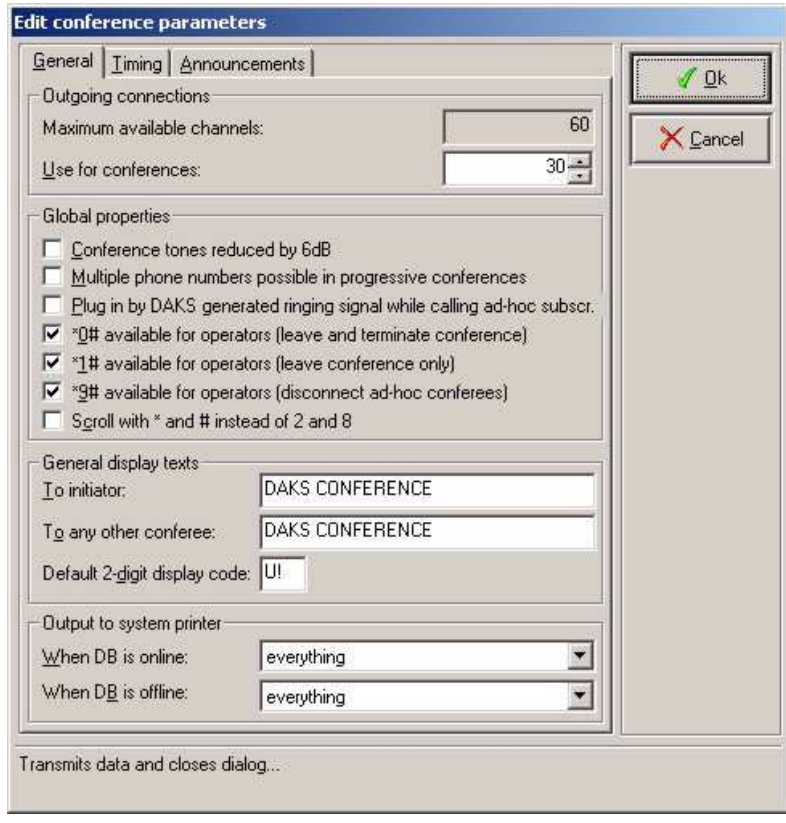
Field	Description
Tab "General"	
	
Window area "Outgoing connections"	
Maximum available channels	Output of the highest possible number of B-channels available to the system. This number corresponds to the number of channels between the DAKS server and the PBX.
Use for conferences	Selection field to determine the number of channels for simultaneous use by conferences for outgoing calls. In this way, you can retain channels and keep them free for other applications or for dial-up into conferences.
Window area "Global properties"	
Conference tones reduced by 6dB	If this box is checked, all audible tones played in the conference are attenuated by 6 dB. Audible tones notify conferees, for example of additional active participants entering into the conference.

Table 13-8 Description of the fields in the window "Edit conference parameters"

Field	Description
Multiple phone numbers possible in progressive conferences	If this box is checked, Operators can, during conferences that can be extended manually, not only dial individual subscribers but also press *<call number>#<call number>#...<call number># * to dial add several subscribers at once to the conference.
Playback ringing signals generated by DAKS while calling ad-hoc subsc.	Check this box if you want DAKS to play system-generated ringing signals into the conference during the dial-up of ad-hoc subscribers added on the fly so that all other conferees can hear that DAKS is in the process of dialing.
*0# available for operators	<p>If this checkbox is marked, the special Operator function is enabled for leaving and ending conferences that can be extendable manually. For this purpose, the Operator must press the key combination *0# after which he will be played the Operator announcement "Leave and end conference" once or a long tone, instead). At the same time DAKS outputs the corresponding display text.</p> <p>As soon as the Operator presses the # key within eight sec. after the end of this announcement, he and all other participants are released.</p> <p>Timeout If there is a timeout or if a different key is pressed, DAKS will switch the Operator back into the conference.</p>
*1# available for operators	<p>Check this field to enable the special Operator function permitting the departure from conferences that can be extended manually. For this purpose, the Operator must press the key combination "*1". He will then hear the Operator announcement "Leave conference" once (or, alternatively, a long tone). At the same time, DAKS outputs the corresponding display text.</p> <p>As soon as the Operator presses the # key within eight sec. after the end of the announcement, he/she will be disconnected from the conference. The conference continues until the defined end of the conference is reached.</p> <p>Timeout If there is a timeout or if a different key is pressed, DAKS will switch the Operator back into the conference.</p>

Table 13-8 Description of the fields in the window "Edit conference parameters"

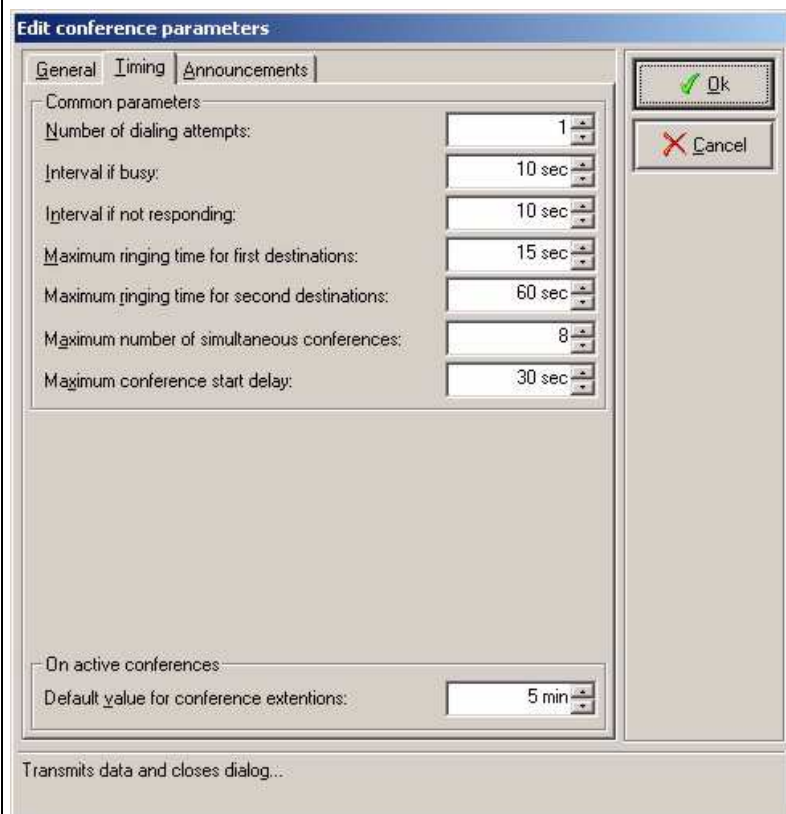
Setup, Initiate and Moderate Conferences
Setup conference parameters

Field	Description
*9# available for operators	<p>Check this field to enable the special operator function permitting the disconnect of ad-hoc subscribers in conferences that can be extended manually.</p> <p>For this purpose the Operator must press the key combination *9. DAKS will thereupon removed him temporarily from the conference and output on the display of his telephone the name and phone number of the subscriber currently selected (at the outset always the ad-hoc subscriber added last).</p> <p>Now the Operator can use 2 and 8, respectively, to scroll up and down the list of all subscribers who have been added to this conference ad-hoc until he finds the one he is looking for.</p> <p>As soon as the Operator presses the # key the selected ad-hoc subscriber is disconnected and the Operator himself/herself switched back into the conference.</p> <p>Timeout</p> <p>If there is a timeout or if a different key is pressed, DAKS will switch the Operator back into the conference.</p>
Scroll with * and # instead of 2 and 8	<p>If this field is checked, you can use the "*" star key and the "#" hash key to scroll the display output (same as in broadcasts). In this case, use 2 to switch to mute and 8 to switch back to active.</p> <p>If the field is not marked, press 8 to scroll up and 2 to scroll down. In this case, use the "*" star key to switch to mute and the "#" key to switch back to active.</p>
Window area "General display texts"	
To initiator	Input field for texts messages. DAKS also generates an alphanumeric "Display output" for conference initiators within the CorNet network using digital cordless terminals. These can be freely defined (with up to 20 characters). Please bear in mind that certain cordless terminals can only display capital letters and no German umlauts.
To any other conferee	Same as "To initiator" but display output only to other participants (conferees).
Default 2-digit display code	Input field to assign a default two-digit display code to non-identifiable subscribers, output during the active conference on the telephone display to indicate that subscriber (Section 13.7.1, "Add and edit new conference groups", tab "Display", window area "Special display outputs", field "Display current statuses of conferees to all").
Window area "Output to system printer"	

Table 13-8 Description of the fields in the window "Edit conference parameters"

Field	Description
When DB is online When DB is offline	<p>Selection field to determine what is logged by the system printer when DAKS-TTProcessServer (DB=database) is online/offline:</p> <ul style="list-style-type: none"> • "nothing" • "start & stop only" • "everything", i. e. including dialing into the conference, leaving the conference, etc. (default)

Tab "Timing"



Window area "Common parameters"

Number of dialing attempts	This selection field specifies the maximum number of times a destination is dialed (default 1).
Interval if busy	Selection field to define the wait time between the individual dial attempts on busy (default 60 sec.).
Interval if not responding	Selection field for the wait time until the next dial attempt if the subscriber was not reached (default 180 sec.).

Table 13-8 Description of the fields in the window "Edit conference parameters"

Setup, Initiate and Moderate Conferences
Setup conference parameters

Field	Description
Maximum ringing time for first destinations	Selection field for the maximum duration of call signaling per dial attempt for first destinations (default 60 sec.).
Maximum ringing time for second destinations	Selection field for the maximum duration of call signaling per dial attempt for second destinations (default 60 sec.).
Maximum number of simultaneous conferences	Selection field to limit the number of simultaneous conferences (default = analogous to maximum number enabled).
Maximum conference start delay	Selection field that specifies the time delay for the start of the conference (default 60 sec.) if the field "Delay conference start" is checked in the tab "Properties" of the window "Edit conference group".
Window area "On active conferences"	
Default value for conference extensions	Selection field that specifies the default value for conference extensions via the Operator-Tool.

Tab "Announcements"



Table 13-8 Description of the fields in the window "Edit conference parameters"

Field	Description
Selection fields to assign functions to the conference announcements. For a more detailed description of the default announcements that are included in the delivery please see Section 7.7, "Included announcements".	

Table 13-8 Description of the fields in the window "Edit conference parameters"

Setup, Initiate and Moderate Conferences
Setup conference parameters

Field	Description
Window area "Special announcement settings"	
Play termination notification ann. before conf. end	Selection field that specifies how many minutes before the end of the conference the "Conference timeout" announcement selected above is played. The basis for the conference duration is the "Maximum conference duration" entered in the "Dialing in/out" tab of the window "Edit conference group".

Table 13-8 Description of the fields in the window "Edit conference parameters"

13.7 Conference group administration

To create a conference you must first set up a conference group and assign all participants that are authorized to participate in the conference, or specify at least a "Maximum number of not in group predefined conferees".

Furthermore, you have to assign an ID to the conference group if the conference shall to activated over the phone. Conferences can also be started via the Operator-Tool or via a contact and monitored from the Operator-Tool.



You must have the respective administrative rights to administrate conferences. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to do this (Section 8.5.3, "Administrative rights").

13.7.1 Add and edit new conference groups

Follow the instructions below to add and to edit a new conference group:



No.	Task
1.	Select "Conference" in the tree view. All conference groups are output in the list window.
2.	Click the symbol  in the menu bar to add a new conference group, or select the entry that you want to edit and click  . This will open the window "Edit conference group".
3.	Now enter the settings in keeping with the ensuing field descriptions.
4.	Click OK to save your entries.

Table 13-9 Add and edit new conference groups

Description of the fields in the window "Edit conference group"

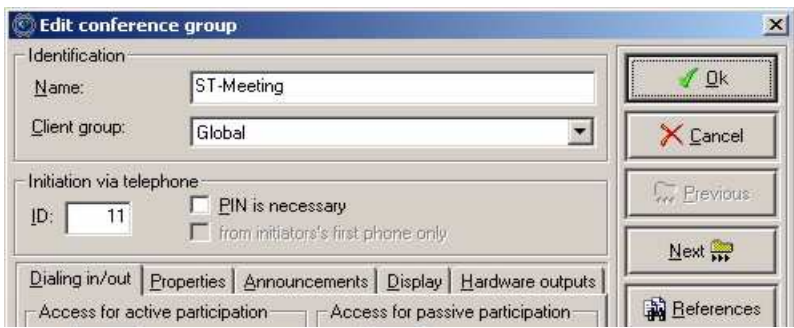
Field	Description
	
Window area "Identification"	
Name	Input field for brief description of the conference group (max. 20 characters) for output in tables and list fields.
Client group	Selection field for the assignment of the conference to a client group. Usually the conference is assigned to the group that belongs to the Administrator who creates the conference group (Section 5.7, "Set up clients").
Window area "Initiation via telephone"	
ID	Input field for the identifier to start conference by telephone (max. 4 digits).
PIN is necessary	If this checkbox is marked, the conference initiator must also identify himself with his PIN. This checkbox is only active if an ID was assigned.
from initiator's first phone only	If this checkbox is marked, the conference is only initiated if the call number of the initiator agrees with the first call number of the initiating participant. This checkbox is only active if the field "PIN is necessary" is checked.

Table 13-10 Description of the fields in the window "Edit conference group"

Field	Description
Tab "Dialing in/out"	
Window areas "Access for active participation" and "Access for passive participation"	
ID	Input field for the identifier that authorizes active or passive (with or without right to speak) participation in a conference group (max. 4 digits).
PIN is necessary	<p>If this checkbox is marked, the participant must identify himself with his PIN in order to actively or passively join a conference.</p> <p>If the checkbox "Conferees dialing in with PIN must be predefined members" is marked as well, conferees only have access if they are assigned as conference participants of this group. This checkbox is only active if an ID was assigned.</p>

Table 13-10 Description of the fields in the window "Edit conference group"

Setup, Initiate and Moderate Conferences
Conference group administration

Field	Description
from init. first phone only	If this checkbox is marked, the conferees dialing in can only actively or passively join the conference if the call number of the conference convenor is identical with the first call number of the entered conferee. This checkbox is only active if the field "PIN is necessary" is checked.
Subs. becomes master (active participation only)	If this checkbox is marked, conferees who actively dial into an existing conference automatically become masters in the conference. If not, DAKS will not switch the other conferees until the master defined in the group has arrived. This field should be checked to create a so-called "ChatRoom". This checkbox is only active if an ID was assigned.
Window area "Conference control"	
Simulated substitute dialing	<p>Input field for a number sequence of up to 18 digits to start a substitute activity if this conference group is already active and shall be started again (commonplace for Emergency conferences).</p> <p>DAKS acts as if the caller had dialed the number sequence entered here after calling the DAKS call number. This enables any desired substitute activity such as:</p> <ul style="list-style-type: none"> • the start of a substitute conference • the entry into in an already active conference as an additional conferee • the playing of an Info Telephone announcement • if needed, also the start of a broadcast <p>Inputs must be entered in the form of <suffix code>+<additional inputs> (e.g. "40 2001" to enter into an active conference and the "Access ID for active participation").</p> <p>Inputs must be entered in the form of <suffix code>+<additional inputs> (e. g. "40 2001" to enter into an active conference and the "Access ID for active participation").</p> <p>If the DAKS server again runs into an already activate conference during this "simulated substitute dialing" for which substitute dialing is also entered here as a first phone, the above-described procedure will apply.</p> <p>This includes the option to cascade several substitute activities, for example to start a predetermined number of conferences that are independent of one another by using the same call number (e. g. Emergency or Operator-supported conferences), with an information announcement played automatically to every new caller.</p>

Table 13-10 Description of the fields in the window "Edit conference group"

Field	Description
Maximum conference duration	<p>Selection field that specifies the maximum duration of the conference in minutes. (Default: 120 min.)</p> <p>The time specified in the field "Play termination message before conference end" of the tab "Announcements" in the "Edit conference parameters" window determines how long before the automatic end of a conference an announcement or, alternatively, 5 short tones shall be played.</p>
Maximum participation duration	<p>Selection field that specifies the maximum time in minutes for which a participant may actively or passively participate in a conference.</p> <p>If the participant is to be automatically disconnected when the time expires, he is played an announcement or, alternatively, 5 short tones.</p>
Window area "On entry of conferees"	
Maximum number of not in group pre-defined conferees	<p>Selection field that specifies the maximum number of conferees who, in addition to the predefined conference group participants, may also dial in.</p> <p>They include:</p> <ul style="list-style-type: none"> • all participants (including the conference initiator) who have not identified themselves by PIN, • all participants (including the conference initiator) who, although they identified themselves by PIN, are no predefined group members, and • all participants who where added on the fly (ad-hoc) via the Operator-Tool or over the telephone <p>If you want to create an open conference for unknown participants, we recommend you select a large enough number.</p>
Conferees dialing in with PIN must be pre-defined members	<p>If this checkbox is marked, only participants who were predefined as members of this this group will be granted access to the conference. If not, all other participants that have a PIN and that are listed here will be permitted to join this conference.</p> <p>This field is only active if you have checked the "PIN is necessary" box of the window "Initiation via telephone".</p> <p>This field is not active if the value "(none)" is entered for "Maximum number of not in group predefined conferees".</p>

Table 13-10 Description of the fields in the window "Edit conference group"

Field	Description
Waiting position at inactive conference	<p>If this checkbox is marked, conferees dialing in are placed in a "waiting room" for up to 5 minutes if the conference has not yet started. Until the start of the conference, everybody is played an ringing signal (or "nothing" for DAKS special configuration), followed by the conference start announcement or, alternatively, a long tone. The conferees are not actively connected until the first master enters into the conference.</p> <p>This function allows you to turn a bilateral call into a predefined conference. To do this, one of the call participants needs to go into consultation hold, dial the number of the DAKS conference and hang up. The other call participant is automatically transferred to "Waiting position". The first call participant must now dial into DAKS within the next 5 minutes to start the desired conference. If no master was predefined in the conference (or if the initiator identified himself with his PIN and is registered as master), both call participants are now entered into the conference. The initiator may extend the conference ad-hoc if needed by entering additional telephone numbers.</p> <p>Timeout: Should the conference not arise place within the aforementioned 5 minutes, DAKS will releases the connection. However, this point is usually not reached as the PBX normally initiates an automatic call-back of the participant handing over (same as regular switching). The previous bilateral call can now continue.</p>
Localize initiator's current position via DPS	<p>If this box is checked, the position of the initiator will be output to the other conferees. This feature is only available in combination with the corresponding positioning servers. The selection of the display texts on the initiator's location is determined by the positioning (location) server.</p> <p>If more than two lines are needed in the display to output the positioning results, the conferees can press the keys * and # or 2 and 8 Section 13.6, "Setup conference parameters") to scroll through the display text.</p>
Window area "On calling conferees"	
Use priority prefix	<p>If this checkbox is marked, DAKS will prepend the priority prefix that was entered for the participant (Section 8.4.1, "Add new and edit existing subscribers") to to the call number that shall be dialed for an outgoing call.</p>

Table 13-10 Description of the fields in the window "Edit conference group"

Field	Description
Stop dialing on first active conferee has been reached	If this box is checked, the dialing of conferees is discontinued as soon as DAKS reaches the first conferee with the right to speak. This feature can be used for example for certain conference switches in conjunction with HiPath retrieval stations.
Alternate dialing of conferee's first and second destinations	If this box is checked, DAKS will incessantly attempt to dial the subscribers and in the process alternate between the first and the second call number of the predefined conferees. Note during this time no settings of conference parameters will apply or have effect (e. g. pause between dialing attempts).
Restrict ad-hoc conferees to subscriber list	If this checkbox is marked, only subscribers from the common subscriber list can be dialed ad-hoc from within ongoing conferences (entry of call numbers over the telephone or via Operator-Tool).
Restrict ad-hoc conferees to predefined members	If this box is checked, only participants assigned to this group as members can be dialed ad-hoc from the ongoing conference (entry of call numbers over the telephone or via Operator-Tool).

Table 13-10 Description of the fields in the window "Edit conference group"

Setup, Initiate and Moderate Conferences
Conference group administration

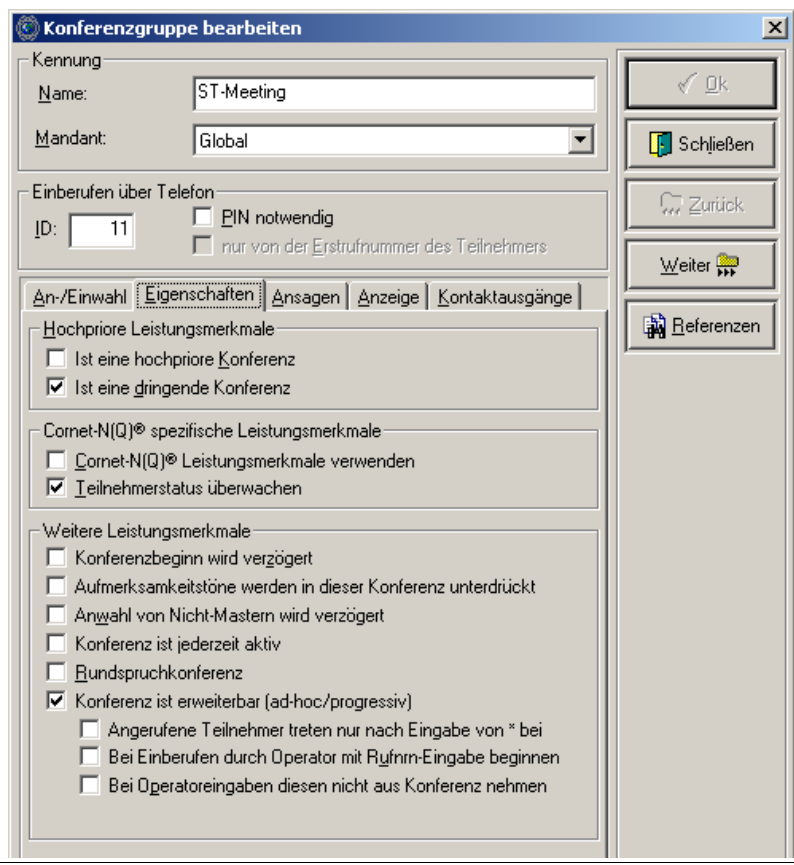
Field	Description
<p>Tab "Properties"</p>  <p>The screenshot shows a window titled 'Konferenzgruppe bearbeiten' with several sections:</p> <ul style="list-style-type: none"> Kennung: Name: ST-Meeting, Mandant: Global Einberufen über Telefon: ID: 11, PIN notwendig (unchecked), nur von der Erstrufnummer des Teilnehmers (checked) Navigation: An-/Einwahl, Eigenschaften (selected), Ansagen, Anzeige, Kontaktausgänge Hochprioritätige Leistungsmerkmale: Ist eine hochprioritätige Konferenz (unchecked), Ist eine dringende Konferenz (checked) CorNet-N(Q)® spezifische Leistungsmerkmale: CorNet-N(Q)® Leistungsmerkmale verwenden (unchecked), Teilnehmerstatus überwachen (checked) Weitere Leistungsmerkmale: <ul style="list-style-type: none"> Konferenzbeginn wird verzögert (unchecked) Aufmerksamkeitsstöne werden in dieser Konferenz unterdrückt (unchecked) Anwahl von Nicht-Mastern wird verzögert (unchecked) Konferenz ist jederzeit aktiv (unchecked) Bundsrufkonferenz (unchecked) Konferenz ist erweiterbar (ad-hoc/progressiv) (checked) <ul style="list-style-type: none"> Angerufene Teilnehmer treten nur nach Eingabe von * bei (unchecked) Bei Einberufen durch Operator mit Rufnrn-Eingabe beginnen (unchecked) Bei Operatoreingaben diesen nicht aus Konferenz nehmen (unchecked) 	
<p>Window area "High priority features"</p>	
<p>Is a high priority conference</p>	<p>If this box is checked, the conference group is given high priority, i. e. DAKS will end all applications that are not high priority if this conference is initiated. Conferences of this type cannot be terminated by other high priority applications.</p>
<p>Is an urgent conference</p>	<p>If this box is checked , the conference is considered as urgent. That is to say whenever this conference is started, all "non-urgent" conferences will, if necessary, be terminated until sufficient B channels are available to start the urgent conference. All conferees in standard conferences will be played the "Conference timeout announcement".</p> <p>In this process DAKS will: Try to end as few conferences as possible by terminating large conferences first and small conferences next.</p>
<p>Window area "CorNet-N(Q)® specific options" These performance features are only available within the CorNet network.</p>	

Table 13-10 Description of the fields in the window "Edit conference group"

Field	Description
Use Cornet-N(Q)® features	If this box is checked, system-specific performance features can be used, provided they were so-assigned to the conferee destinations (e. g. camp-on, call override/intrusion, emergency override).
Monitor conferee's connection status	If this box is checked, a conferee going into consultation hold is immediately disconnected. This function is especially significant for confidential conferences, for example.
Window area "Further features"	
Start of conference is delayed	<p>If this box is checked, the actual conference is not started (i. e. the conferees are not connected through) unless at least one master has entered into it and:</p> <ul style="list-style-type: none"> ● either all conferees have been reached, or ● the "Maximum conference start delay" has expired (see: tab "Timing", window "Edit conference parameters"), or ● the first master (or conference convenor) presses the # key (key-pad or DTMF signaling). <p>The conference will thereupon begin with the playing of a tone sequence consisting of three tones. Please note that DAKS will continue to call all conferees who were not yet reached, even if the conference start was delayed.</p>
Notification tones are omitted in this conference	If this box is checked, all audible tones that are otherwise played to inform conference members of new conferees entering (three short tones) or leaving (a long tone) the conference will be omitted.
Calling non-master conferees is delayed	If this box is checked, conferees defined as non-master participants are only called after the first master has joined the conference.
This conference is always running	<p>If this box is checked, the conference is automatically active and always started after a system restart.</p> <p>Also, this conference cannot be aborted, not even through the Operator-Tool.</p> <p>In combination with the "Conferee is always in conference" setting for all conferees, the DAKS server can for example become a central node for the switching of distributed conference facilities (frequently known as "Hoot-And-Holler" feature).</p>

Table 13-10 Description of the fields in the window "Edit conference group"

Setup, Initiate and Moderate Conferences
Conference group administration

Field	Description
Point-to-multipoint conference	<p>If this box is checked:</p> <ul style="list-style-type: none"> • the conferees can only hear the first conference master (usually also the initiator) or the initiator of the conference • the master can hear all conferees • the conferees are unable to hear one another • the conference cannot be steered from the Operator-Tool <p>In connection with the point-to-multipoint function please bear in mind that there should be no or no more than one predefined master in this conference as the DAKS server only evaluate the first master.</p>
This conference is expandable (ad-hoc/progressive conference)	<p>If this box is checked, the first master can add other conferees to the conference by pressing the key combination *#<call number>#. Note that the number of conferees in this conference is limited by the value entered under "Maximum number of conferees not predefined in group" in the tab "Dialing in/out".</p> <p>While the call number is entered, the master is taken out of the conference to prevent him from hearing the DTMF entries.</p>
Called conferees join only after * key	<p>If this box is checked, ad-hoc conferees added by the master must press the * key to enter into the conference. This function prevents, for example, answering machines from entering conferences.</p> <p>This checkbox is only active if the checkbox "This conference is expandable (ad-hoc/progressive conference)" is marked.</p>
Conference init. by operator starts with destination request	<p>If this box is checked, the conference initiator is authorized to add ad-hoc participants right at the outset of the conference. To do so, the Operator dials the conference start ID, followed immediately by the relevant call number(s).</p> <p>This checkbox is only active if the checkbox "This conference is expandable (ad-hoc/progressive conference)" is marked.</p>
Do not remove Operator from conf. while he is making entries	<p>If this box is checked, DAKS will only process keypad entries in this conference - all DTMF signaling will be ignored.</p> <p>Operator stays active in conference during entries (e. g. *9)</p> <p>This checkbox is only active if the checkbox "This conference is expandable (ad-hoc/progressive conference)" is marked.</p>

Table 13-10 Description of the fields in the window "Edit conference group"

Field	Description
<p>Tab "Announcements"</p>	
<p>Announcement to initiator</p>	<p>Selection field for the announcement that is repeatedly played to the conference initiator until the conference is actively switched. If no announcement was defined (default) or if the announcement that was defined was never recorded, DAKS will play a long tone in place of the announcement plays.</p>

Table 13-10 Description of the fields in the window "Edit conference group"

Setup, Initiate and Moderate Conferences
Conference group administration

Field	Description
Announcement to dialed conferees	Selection field for the announcement that all conferees dialed by DAKS are played before they enter into the conference (repeated if necessary). If no announcement was defined (default) or if the announcement that was defined was never recorded, DAKS will play a long tone in place of the announcement plays.
Announcement to dial-in conferees	Selection field for the announcement played to all conferees dialing into a running conference (repeated if necessary) before they enter into it. If no announcement was defined (default) or if the announcement that was defined was never recorded, DAKS will play a long tone in place of the announcement plays.
Waiting time between initiator announcements	Selection field to define the interval between the repeated "Announcement to initiator" (default: 5 seconds). If the time is set to "none", the "Announcement to initiator" will be played only once and followed by the repeatedly played announcement "Waiting music to initiator" (Chapter 13, "Setup conference parameters" - tab "Announcements"). The repeated announcement will be interrupted as soon as another member enters into the conference.
Audio input channel to be injected into conference	Selection field for one of eight audio inputs to play analog audio signals into a conference. (Default "none").

Table 13-10 Description of the fields in the window "Edit conference group"

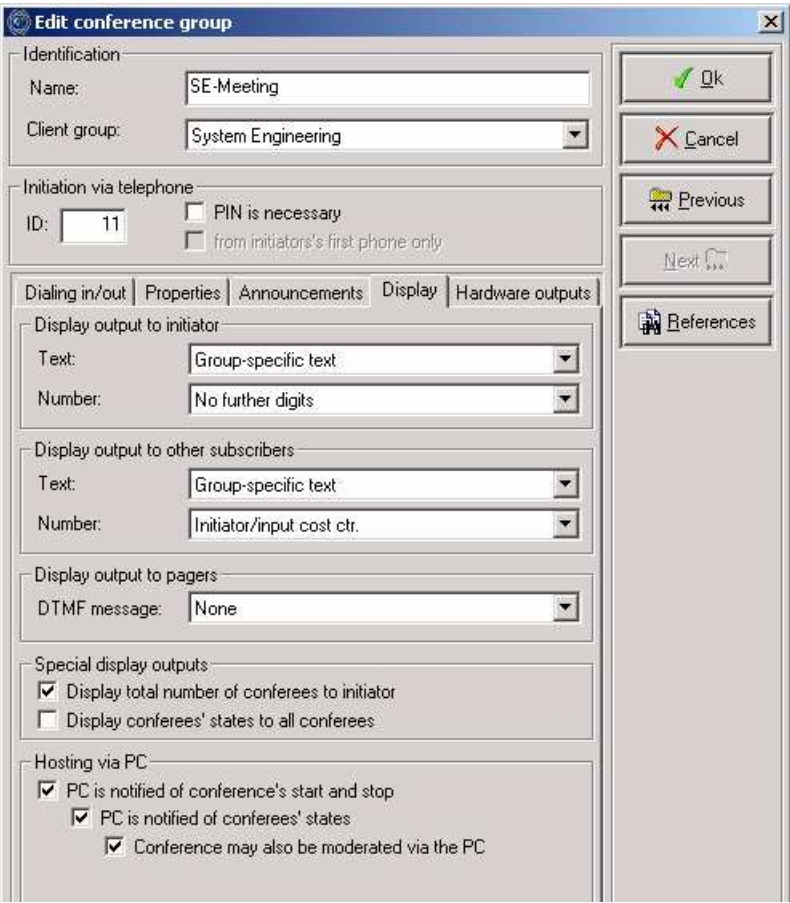
Field	Description
Tab "Display"	
	
<p>Window areas "Display output to initiator", "Display output to other subscribers" and "Display output to pagers"</p>	
<p>The DAKS server can provide all initiators and conferees with numerical and alphanumeric information about the conference and the initiator. This information can also be used to assign telephone charges properly. As these options are also available in other applications they are described in detail in Section 5.16, "Display outputs".</p>	
<p>Window area "Special display outputs"</p>	
<p>Display total number of conferees to initiator</p>	<p>If this box is checked, the total number of conferees is output on the display of the system telephone of the first conference master.</p>

Table 13-10 Description of the fields in the window "Edit conference group"

Field	Description
Display conferees' states to all conferees	<p>If this box is checked, continuously updated status information is output in two lines on the displays of the system telephone of all conferees..</p> <p>The following criteria apply for this display output:</p> <ul style="list-style-type: none"> • For all conferees, the conferees and their states (2 characters, one above the other) are output in keeping with the assigned display position, maximally 60 (Section 13.8.2, "Edit existing conferees"). • The display list of conferees can be sorted with the keys 1, 2 and 3; <ul style="list-style-type: none"> key 1 outputs conferees 1 to 22, key 2 outputs conferees 23 to 44, and key 3 outputs conferees 45 to 60. Use 0 to switch back to the single-line display mode. <p>The following outputs are available:</p> <p>empty Position not assigned</p> <p>xx the display code assigned to the conferee (Section 8.4.1, "Add new and edit existing subscribers", tab "Properties", window area "Properties", "Display code" field), e. g. DE, conferee with display code "DE" is active in the conference</p> <p>yy unidentified conferee (Section 13.6, "Setup conference parameters", tab "General", window area "Default display texts", field "Default 2-digit display code")</p> <ul style="list-style-type: none"> – Conferee not in conference, no dialing (single line) > Conferee is dialed (single line) ! Conferee dials in or listens to an announcement after dial up (single line) . Conferee in dialing pause (single line) <p>Example of output for conferees 1 to 22:</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px 0;"> <pre>1:GD>F.! U-.JF>>EBL!N. BE R ! PI SEU L</pre> </div> <ul style="list-style-type: none"> • The display is interrupted and becomes visible again after approx. 5 sec. as soon as a conferee is switched to mute or active; the same happens if the conferee is switched to mute/active via the Operator-Tool. • Whenever an Operator is in the input phase, the display is equally interrupted and the area that was last selected is displayed after the input is completed.

Table 13-10 Description of the fields in the window "Edit conference group"

Field	Description
Window area "Moderate via PC"	
PC is notified of conference's start and stop	If this box is checked, an ongoing conference is visible at the Operator-Tool. If none of the below fields is checked, the Operator-Tool will only be informed of the conference start and end (Section 13.9.2, "Monitor conferences").
PC is notified of conferee's states	If this box is checked, the Operator-Tool is also notified of the individual conferee states and will output these accordingly (Section 13.9.2, "Monitor conferences"). This field is not active unless you have checked the box "PC is notified of conference's start and stop".
Conference may also be moderated via the PC	If this box is checked, the conference can be moderated via the Operator-Tool (Section 13.9.2, "Monitor conferences"). This box is not active unless you have checked the box "PC is notified of conferee's states".

Table 13-10 Description of the fields in the window "Edit conference group"

Setup, Initiate and Moderate Conferences
Conference group administration

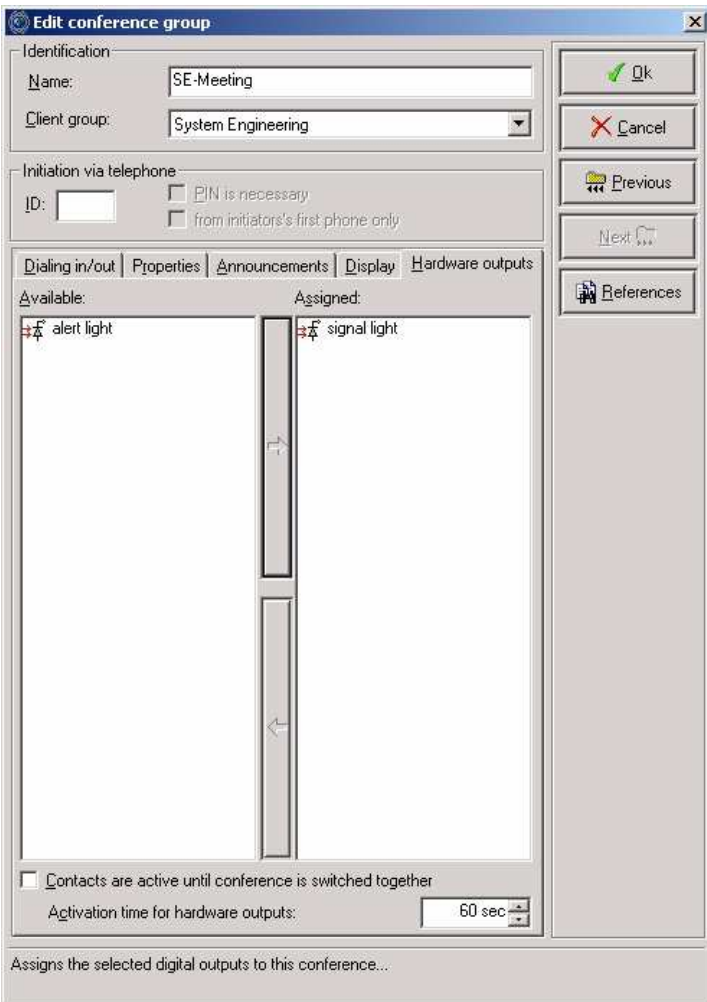
Field	Description
<p>Tab "Hardware outputs"</p> 	
Available	List of all available hardware outputs (Section 5.10.8, "Configure optocoupler outputs").
Assigned	List of hardware outputs that are assigned to the conference group. Use this list to activate such signaling devices as sirens or warning lamps in addition to the conference.
Contacts are active until conference is switched together	If this box is checked, the assigned contacts only remain active until the conferees are actively switched together.
Activation time for hardware outputs	Selection field to define the duration the assigned hardware output shall be activate. "(unlimited)" signifies that the output remains active for the entire duration of the conference.

Table 13-10 Description of the fields in the window "Edit conference group"

13.7.2 Delete a conference group

Follow the instructions below to delete a conference group:



No.	Task
1.	Select "Conference" in the tree view. All conference groups are displayed in the list window.
2.	In the list window, highlight the conference group that you want to delete.
3.	Click  in the menu bar.
4.	Confirm the prompt with Yes . The conference group is deleted. If there are still conferees assigned to the group, the "Delete conference with references" window will pop up (Section 13.7.3, "Edit and delete conference references").

Table 13-11 Deleting conference groups

13.7.3 Edit and delete conference references

In the window "Edit conference parameters", use **References** to call up the window "Conference references" directly. You will find the conferees who are still assigned to the conference group. You can also use this window to edit or delete conferees.



Whenever you try to delete conference groups to whom conferees are still assigned, the "Delete conference with references" window will pop up.

Follow the instructions below to edit or to delete conference references:

No.	Task
1.	Select "Conference" in the tree view. All conference groups are displayed in the list window.
2.	Open a conference group for editing and click References . This will open the window "Conference references".

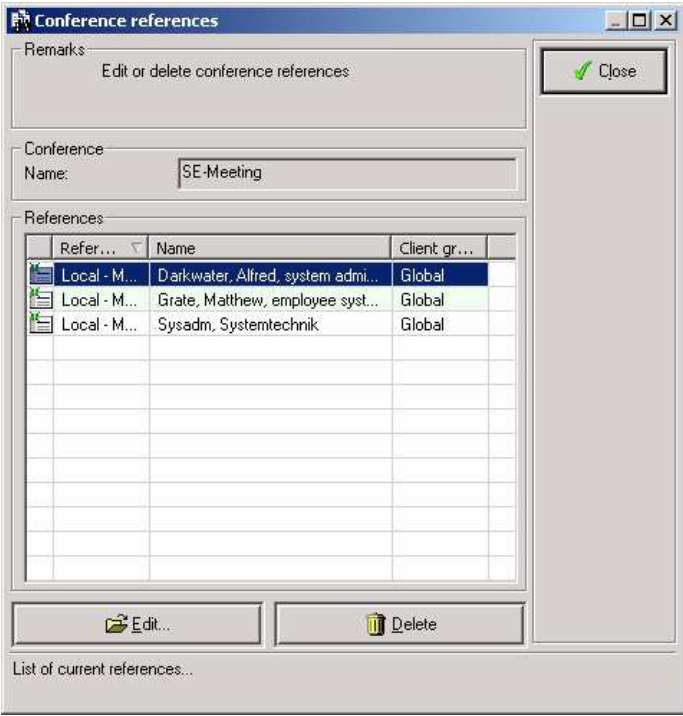


Table 13-12 Edit and delete conference references

No.	Task
3.	<p>Edit conferee: Highlight the reference entry you want to edit and click Edit or make a double-click the entry itself. This will open the window "Edit conferee". Now make the required changes (Section 13.8.2, "Edit existing conferees").</p> <p>Delete conferee: Highlight the reference entry you want to delete and click Delete. Confirm the prompt with Yes. The reference entries will be deleted. Once the list is empty you can also delete the conference group itself.</p>

Table 13-12 Edit and delete conference references

13.8 Administrate conferees

A conference group can be assigned conferees. Settings that were assigned to the conferee (e. g. "Time segments") are kept to in the conferences. Additionally, you can also define specific settings for a conferees that will only be applied in this conference.

13.8.1 Add new conferees

Follow the instructions below to add new conferees:


No.	Task
1.	Select "Conference" in the tree view. All conference groups are displayed in the list window.
2.	In the list window, double-click the conference group to which you want add new conferees. If available, all conferees who are already assigned are output in the list window.
3.	Click  in the menu bar. The "Add new conferee(s)" window will pop up:
4.	In the selection list, highlight the conferee(s) you want to assign to the conference group.
5.	Enter the relevant data (Section 13.8.2, "Edit existing conferees"). If you selected more than one subscriber, each of them will be added with the same settings.
6.	Select "Save as template" to use the settings as a template for the next new conferee.
7.	Click OK to save your entries. The new conferee(s) is/are created.

Table 13-13 Add new conferees

13.8.2 Edit existing conferees

Follow the instructions below to edit conferees:



No.	Task
1.	Select "Conference" in the tree view. All conference groups are displayed in the list window.
2.	Select the conference group whose conferees you want to edit and click  . All assigned conferees are output in the list window.
3.	Select the conferee you want to edit and click  . This will open the window "Edit conferee".
4.	Now enter the settings in keeping with the ensuing field descriptions.
5.	Click OK to save your entries.

Table 13-14 Edit existing conferees

Description of the fields in the window "Edit conferee"

Field	Description
Window area "Conference"	
Name	Output field displaying the ID and the name of the conference. You can open the window to edit the conference group with the adjacent [...] button.
Client group	Output field for the client group of the conference
Window area "Subscriber"	
Name	Output field that displays the name of the assigned subscriber. You can open the window to edit the subscriber with the adjacent [...] button.
Phone numbers	Output field displaying all phone numbers (destinations) of the subscriber.
Window area "Properties"	
Conferee is master	If this box is checked, the member of this conference or conferee is pre-defined as having master status (Section 13.3.1, "Masters in DAKS conferences"). As a rule, the master is dialed by DAKS, has the right to speak and participates actively in the conference.

Table 13-15 Description of the fields in the window "Edit conferee"

Field	Description
Conferee participates actively	<p>If this box is checked, the conferee participates actively in the conference, i. e. has the right to speak.</p> <p>If this box is not checked, the conferee participates passively in the conference, i. e. is only able to listen (follow) and does not have the right to speak. Please note that the active/passive conferee status in an ongoing (active) conference can only be changed from the Operator-Tool (Section 13.9.3, "Moderate and end conferences").</p>
Starts with microphone off	<p>If this box is checked, the "Mute function" (microphone off) is active as soon as the conferee has entered the conference. As opposed to the passive status, the conferee can switch his microphone on using the * key, and off with the # key.</p> <p>This function is particularly helpful for conferees communicating from a loud and noisy environment.</p> <p>This field is not active unless you checked the box "Conferee participates actively".</p>
Starts 'on hold'	<p>If this box is checked, the dialed conferee is "parked", i. e. on hold. The conferee can only leave this "park" status to join the conference via the Operator-Tool (Section 13.9.3, "Moderate and end conferences"). During this wait time, the conferee is played the "To parked conferees" announcement (Section 13.6, "Setup conference parameters").</p> <p>Selecting this function only makes sense if the respective conference can be steered also via the Operator-Tool (Section 13.7.1, "Add and edit new conference groups", tab "Display", window area "Hosting via PC", field "Conference may also be moderated via PC").</p>
Conferee is always in conference	<p>If this box is checked, the conferee is dialed repeatedly if the connection is not established or if it has been interrupted (frequently known as 'Hoot-And-Holler' feature).</p>
Window area "Calling a conferee"	
Conferee is called on conference start	<p>If this box is checked, the conferee is dialed when the conference is started.</p>

Table 13-15 Description of the fields in the window "Edit conferee"

Setup, Initiate and Moderate Conferences
Administrate conferees

Field	Description
PIN identification required	<p>If this checkbox is marked, the called conferee must identify himself with his PIN before he can join the conference. In this case, conferees are initially played the request announcement to enter the PIN and will not be played the conference start announcement until they have entered their PIN.</p> <p>The conferee must commence with the entry of his PIN within 8 sec. (keypad or DTMF) to enter into the conference (protection against unauthorized access).</p> <p>This function cannot be combined with "Entry only upon * key confirmation"</p>
* key confirmation required	<p>If this box is checked, the called conferee is first played the conference start announcement maximally twice (2x) alternating with the request announcement to press the * key.</p> <p>The conferee must press the * key within eight seconds (keypad or DTMF) to enter into the conference (protection against answering machines).</p> <p>This function cannot be combined with "PIN identification required".</p>
Window area "Output on conferees' displays"	
Status of conferees output in position	<p>Selection field to assign a conferee his position on the display of the system telephone that is used to output his display code (Section 8.4.1, "Add new and edit existing subscribers", tab "Properties", window area "Properties", field "Display Code"), or his present status (1 to 60). For this purpose, the box "Display conferee's states to all conferees" must be checked in the tab "Display" of the window "Edit conference group (Section 13.7, "Conference group administration". The default setting is "none", i. e. without fixed position.</p>

Table 13-15 Description of the fields in the window "Edit conferee"

13.8.3 Delete conferees

Follow the instructions below to delete conferees:


No.	Task
1.	Select "Conference" in the tree view. All conference groups are displayed in the list window.
2.	Double-click the conference group from which you want to delete conferee(s). All assigned conferees are output in the list window.
3.	Select the conferee(s) who you want to delete in the list window.
4.	Click  in the menu bar.
5.	Confirm the prompt with Yes . The selected conferees are deleted.

Table 13-16 Delete conferees

13.9 Operate conferences with the Operator-Tool



To start and moderate conferences from the Operator-Tool, you must have the corresponding operational rights and a password.

The Operator-Tool also enables you to start conferences with individual settings. Conferences can also be steered and monitored even if they were started over the telephone or via hardware input.

13.9.1 Convene conferences

Follow the instructions below to convene conferences:


No.	Task
1.	Start the Operator-Tool and log on.
2.	DAKS offers you three different ways to convene a conference: <ul style="list-style-type: none">● open the "Operations" pull-down menu and click the menu item "Convene conference", or● make a right mouse click "Conferences" in the tree view and select "Convene" in the context menu, or● Click . The "Convene a conference" window will pop up.
3.	Select the conference you want to convene.
4.	Now, if needed, make the desired settings in keeping with the ensuing field descriptions.
5.	Click OK to convene the conference. The conference will be convened and the window for monitoring conferences opened (Section 13.9.2, "Monitor conferences").

Table 13-17 Convene conferences

Description of the fields in the window "Convene a conference"

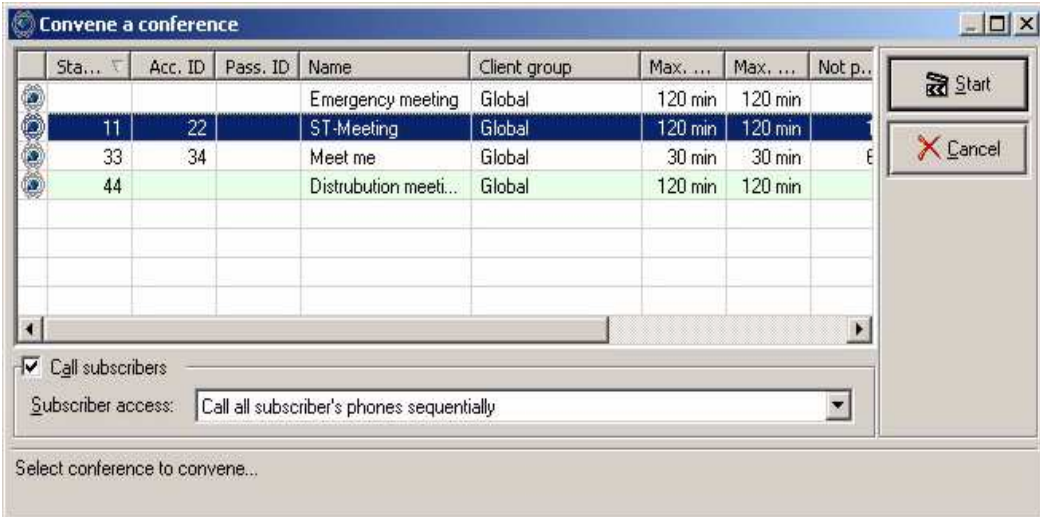
Field	Description
	
	List of available conferences
Start ID	Output field for the ID for convening the conference.
Acc. ID ID	Output field for the ID for active participation in the conference.
Pass. ID	Output field for the ID for passive participation in the conference.
Name	Output field for a brief description of the conference.
Client group	Output field for the client group assigned to the conference.
Max. duration	Output field for the maximum conference duration in minutes.
Max. participation	Output field for the maximum time a conferee may remain in the conference.
No predefined subs.	Output field for the max. number of subscribers who may join the conference without having previously been assigned to it.
Predef. subs.	Output field for the number of subscribers assigned to the conference group.
Number of subscribers	Output field for the maximum number of subscribers entitled to participate in the conference.
Call subscribers	If this box is checked, all conference members selected under "Conferee is called on conference start" in the window "Edit conferee" will be called at the start of the conference.

Table 13-18 Description of the fields in the window "Convene a conference"

Setup, Initiate and Moderate Conferences
Operate conferences with the Operator-Tool

Field	Description
Subscriber access	<p>The entry made in this field determines the phone number(s) of the subscriber that will be dialed by DAKS.</p> <ul style="list-style-type: none">● Call all subscriber's phones sequentially (default): With this setting, DAKS will try to reach the conference subscribers at their first destination or phone number (destination) and, if unable to reach them there, at their second phone number.● Call subscriber's first phone only: With this setting, the subscriber will only be called at his 1st destination (first phone number).● Call subscriber's second phone only: With this setting, the subscribers will only be called at his 2nd destination (second phone number).

Table 13-18 Description of the fields in the window "Convence a conference"

13.9.2 Monitor conferences

The Operator-Tool enables you to monitor up to 12 conferences simultaneously. You can also moderate or moderate conferences that were started over the phone or via hardware input. This, however, can only be done if you check the box "PC is notified of conferees' states" in the tab "Display" of the window "Edit conference group". Note that Operators can only see the conferences of their client group and the global conferences.

Conferences that can be started from the Operator-Tool:

- The conference window is opened automatically and brought into the foreground.
- If the conference is stopped or brought manually to an early end, the conference window will stay open and must be closed by hand. This makes it possible to evaluate a conference even after its end (Section 13.9.3, "Moderate and end conferences").
- If the "Auto conference window" menu item is selected in the pull-down menu "Window" and if during the conference other conferences are started from a telephone or via hardware input, the pertinent conference windows will be opened with the active window always remaining on top.

Conferences that can be started from a telephone or via hardware input:

- If you checked the menu item "Auto conference window" in the pull-down menu "Window", the conference window will be opened automatically.
If not, the started conference is output in bold in the tree view. To monitor it, you must open the conference window manually.
- If the conference is stopped or ended manually ahead of time, the conference window will close automatically.

Details on conferences and conferees

Provided the conference window is open, you can call up information on the conference and conferees or manually end the conference ahead of time from the "Operations" pull-down menu:

- Conference properties:
Conference definition (Section 13.7, "Conference group administration").
- Conferee properties:
Definition of selected conferee (Section 13.8, "Administrate conferees").
- End conference:
End the conference currently in progress (Section 13.9.3, "Moderate and end conferences").

Follow the instructions below to monitor conferences:


Setup, Initiate and Moderate Conferences
Operate conferences with the Operator-Tool

No.	Task
1.	Start the Operator-Tool and log on.
2.	<p>There are several ways of opening the conference window:</p> <ul style="list-style-type: none">● Start a conference through the Operator-Tool. The window is automatically opened.● Select the "Auto conference window" menu item in the "Window" pull-down menu. The window is displayed automatically when a conference is initiated.● In the pull-down menu "Operator", check the menu item "Display conference". A selection window will pop up to choose the desired conference. Select the conference and click OK.● Using the right mouse key, click a conference in bold typeface in the tree structure and select "Monitor ..." in the context menu. <p>This will open the conference window.</p>
3.	You can now assess the conference status and the individual conferees in keeping with the descriptions that follow.

Table 13-19 Monitoring conferences

Description of the symbols and list areas in the conference window

The window for monitoring conferences provides a set of information on the conference status and the individual conferees.

 Conferences initiated from the Operator-Tool can remain open for later viewing, even if new conferences are started.

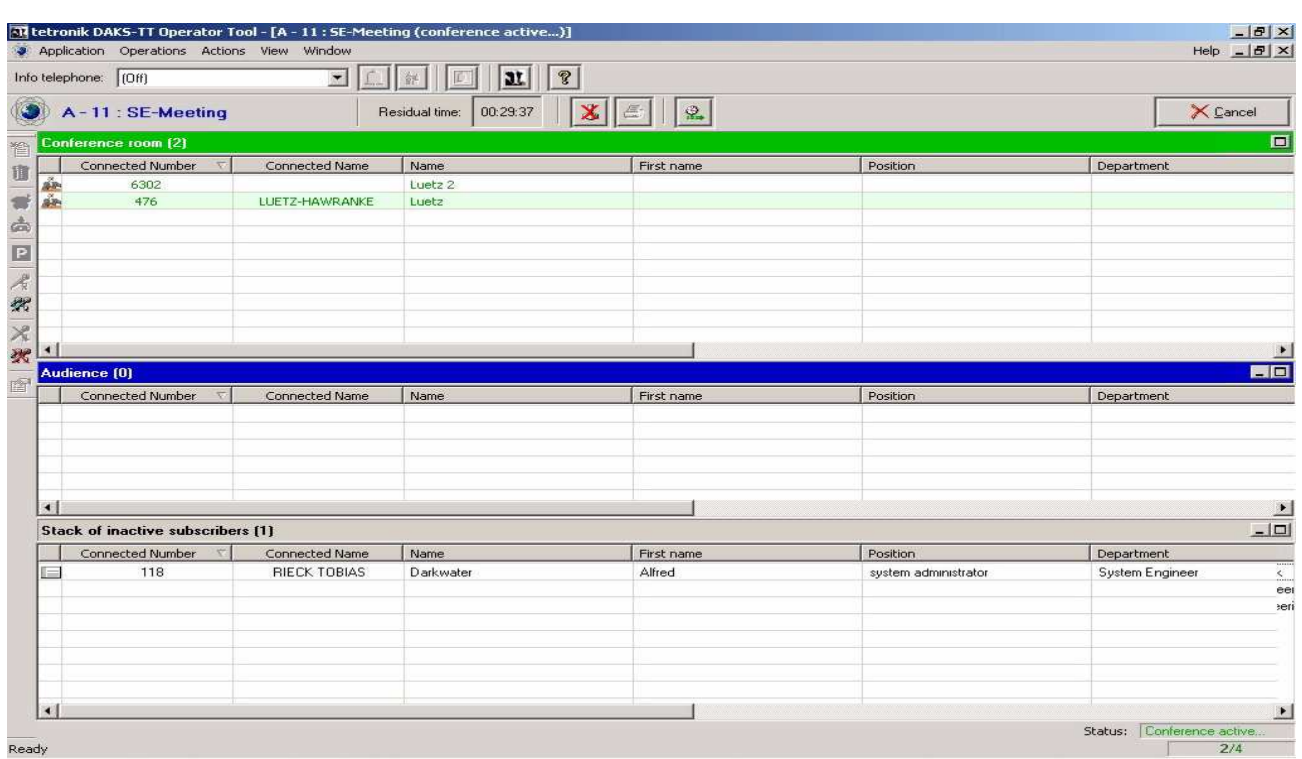
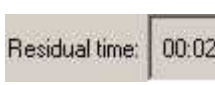

Field/Symbol	Description
	
Title area	
Title bar	Display of the ID and the name of the conference to enable a unequivocal assignment if several conferences are monitored or steered at the same time.
	Output of the remaining conference time.
	Button to request control to moderate or moderate the conference (Section 13.9.3, "Moderate and end conferences"). This button is only visible if you have not yet requested the moderation of the conference.

Table 13-20 Description of the window for monitoring conferences

Setup, Initiate and Moderate Conferences
Operate conferences with the Operator-Tool












Field/Symbol	Description
	Button to relinquish the moderating or moderating of the conference (Section 13.9.3, "Moderate and end conferences"). This button is only visible if you requested to moderate or moderate the conference before.
	Button to have the conference protocol printed directly. This button is only enabled after the conference end.
	Button to extend the conference duration. This button only becomes active after the message announcing the conference end has been played and only if you requested to moderate or moderate this conference.
	Button to end the ongoing conference. This button becomes only available if you have requested to moderate or moderate the conference (Section 13.9.3, "Moderate and end conferences").
List area "Conference room": Output of all active conferees.	
	This symbol marks conferees who are masters and actively participate in the conference.
	This symbol marks conferees who actively participate in the conference (i. e. right to speak).
List area "Audience/parked conferees" Output of all conferees listening only or "parked".	
	This symbol marks conferees whose microphones are switched off, but can still listen.
	This symbol marks "parked" conferees who can neither listen nor speak. The connection remains intact and the conferee is played a waiting announcement.
List area "Inactive subscribers" Output of all conferees not currently participating actively in the conference.	
	This symbol marks conferees who have not yet been called, who are in a call pause or whose connection has been cut.
	This symbol marks conferees who are being currently called.
	This symbol marks conferees who have been reached and are just being played the welcome announcement.
Status line	
Status:	Output of the current conference status, e. g. "Conference active".

Table 13-20 Description of the window for monitoring conferences

13.9.3 Moderate and end conferences

The Operator-Tool enables you not only to monitoring, but also to moderate conferences. You can also moderate conferences that were started over the phone or via hardware input. However, a running conference can only be steered by one Operator-Tool at any one time only if the field "Conference may also be moderated via PC" was checked in the tab "Display" of the window "Edit conference group".

Follow the instructions below to moderate conferences:



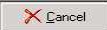
No.	Task
1.	Start the Operator-Tool and log on.
2.	<p>There are several ways of opening the conference window:</p> <ul style="list-style-type: none"> ● Start a conference through the Operator-Tool. The window is automatically opened. ● Select the "Auto conference window" menu item in the "Window" pull-down menu. The window is displayed automatically when a conference is initiated. ● In the pull-down menu "Operator", check the menu item "Display conference". A selection window will pop up to choose the desired conference. Select the conference and click OK. ● Using the right mouse key, click a conference appearing in bold typeface that is highlighted in the tree structure and select "Monitor..." in the context menu. <p>This will open the conference window.</p>
3.	Click  , if you are authorized to request moderating of the conference. You can now moderate the conference if you have the operational right to activate conferences.
4.	<p>Make the desired status changes by selecting a conference and activating the desired function. To do so, click the corresponding symbol in the left bar of the window or, using the right mouse key, click a conference and select the function in the context menu.</p> <p>A description of all functions can be found below.</p>
5.	Click  to waive or relinquish the conference moderating, or  to end the conference.

Table 13-21 Moderate and end conferences

Description of the functions for moderating conferences






Symbol	Context menu	Description
	Add ad-hoc conferees	Function to add subscriber ad-hoc to the list area "Inactive subscribers" (Section 13.9.4, "Add listed subscribers ad-hoc to a conference", Section 13.9.4, "Add listed subscribers ad-hoc to a conference").
	Remove ad-hoc conferees	Function to delete add-hoc subscribers. The subscriber must be listed in the list area "Inactive conferees" and highlighted.
	Call new conference member	<p>Function to dial a subscriber listed in the "Audience/parked subscriber" list area.</p> <p>If you click this symbol DAKS will offer you four different options:</p> <p>1.: 1st destination of the subscriber 2.: 2nd destination of the subscriber Last: The subscriber's number that was dialed last New: Dial new telephone number to reach the subscriber at a different telephone set.</p> <p>To call the selected subscriber, you can also pull him with Drag & Drop from the area "Inactive conferees" to either of the other two areas. Also, you can define the destination that shall be called with the following shortcuts:</p> <ul style="list-style-type: none"> ● No further key: Dialing of the first destination of the subscribers. ● CTRL key: Dialing of the second destination of the subscribers. ● SHIFT+CTRL keys: Dialing of the subscriber's number that was last called.
	Disconnect conference participant(s)	<p>Function to disconnect the connection to the selected subscriber(s). The subscriber(s) are moved to the "Stack of inactive subscribers" conferee list area.</p> <p>Additionally, you can also pull them with Drag & Drop to the area "Inactive subscribers".</p>
	Park conference participant(s)	<p>Function to "park" the selected subscriber(s). The subscriber, who has no right to speak in the conference, is played a waiting announcement and moved to the list area "Audience/parked subscribers."</p> <p>To park these subscribers you can also move them with Drag & Drop from the area "Conference room" to "Audience/parked subscribers". To do so, just keep the CTRL key pressed.</p>

Table 13-22 Description of the functions for moderating conferences






Symbol	Context menu	Description
	Conferees have right to speak	Function to grant the selected subscribers the right to speak and move them from the list area "Audience/parked subscribers" to the list area "Conference room." You can also grant the right to speak to a selected subscriber by moving him from "Audience/parked subscribers" to "Conference room" with Drag & Drop. Here, no additional key needs to be pressed.
	All members have right to speak	Function to grant the right to speak to all subscribers listed in "Audience/parked subscribers" (active participation) and move them to the list "Conference room."
	Subscriber(s) becomes listener	Function to withdraw the right to speak from the selected subscribers and move them to the list area "Audience/parked subscribers." To withdraw a subscriber the right to speak, all you need to do is move him with Drag & Drop from "Conference room" to "Audience/parked subscribers". Here, no additional key needs to be pressed.
	All members are listeners	Function to withdraw the right to speak from the selected subscribers and move them to the list area "Audience/parked subscribers."
	Subscriber properties	Opens the window to display the conferee (Section 13.8.2, "Edit existing conferees").

Table 13-22 Description of the functions for moderating conferences

13.9.4 Add listed subscribers ad-hoc to a conference

During an active conference, the moderator is entitled to add subscribers from the subscriber list to the conference (listed subscribers).

Follow the instructions below:


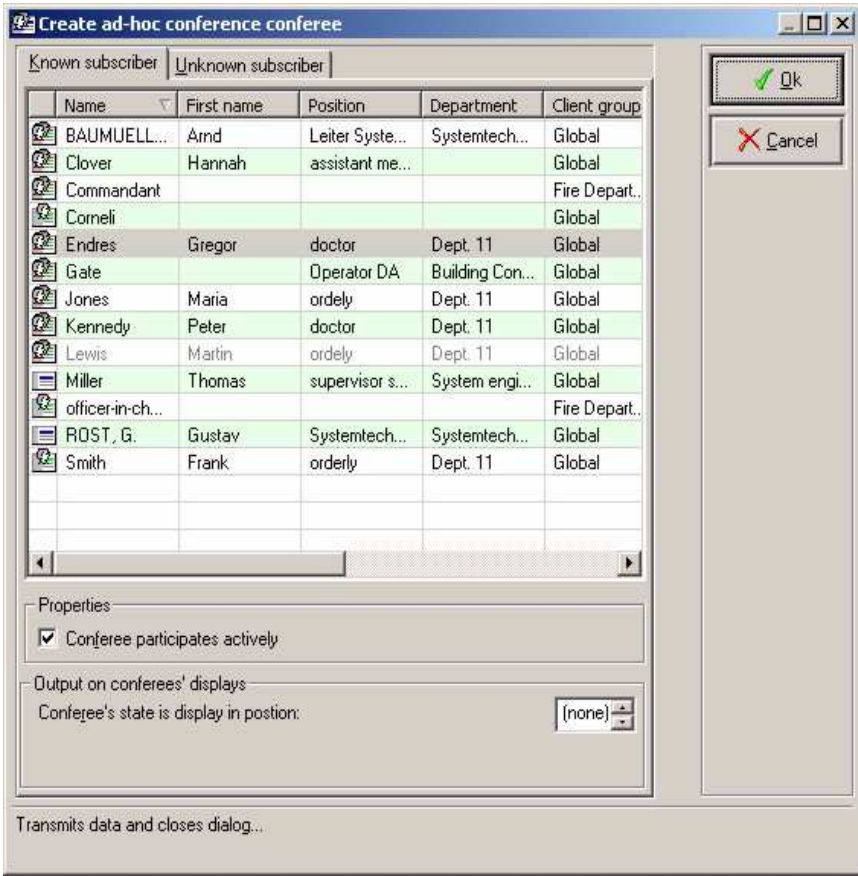
No.	Task
1.	Start the Operator-Tool and log on.
2.	Assume the moderating of the conference in question (Section 13.9.3, "Moderate and end conferences").
3.	Click  to add an ad-hoc subscriber. The window "Create ad-hoc conference conferee" will pop up:
	
4.	Select the "Known subscriber" tab.
5.	Select the subscriber(s) you want to add to the conference.
6.	Check the box "Conferee participates actively" in the window area "Properties" if you want the subscribers to have the right to speak during the conference (the floor).

Table 13-23 Add listed subscribers ad-hoc to a conference


No.	Task
7.	If necessary, specify the position on the display in the "Output on conferees' displays" window area (Section 13.7.1, "Add and edit new conference groups" tab "Display", window area "Special display outputs", field "Display conferee's states to all conferees").
8.	Click OK . The subscriber is now entered in the list "Inactive subscribers."
9.	Now highlight the newly included subscriber and Click  to add him to the conference (Section 13.9.3, "Moderate and end conferences").

Table 13-23 Add listed subscribers ad-hoc to a conference

13.9.5 Add unlisted subscribers ad-hoc to a conference

During an active conference, the moderator is entitled to add unknown subscribers to the conference, i. e. subscribers who are not yet included in the subscriber list.

Follow the instructions below:


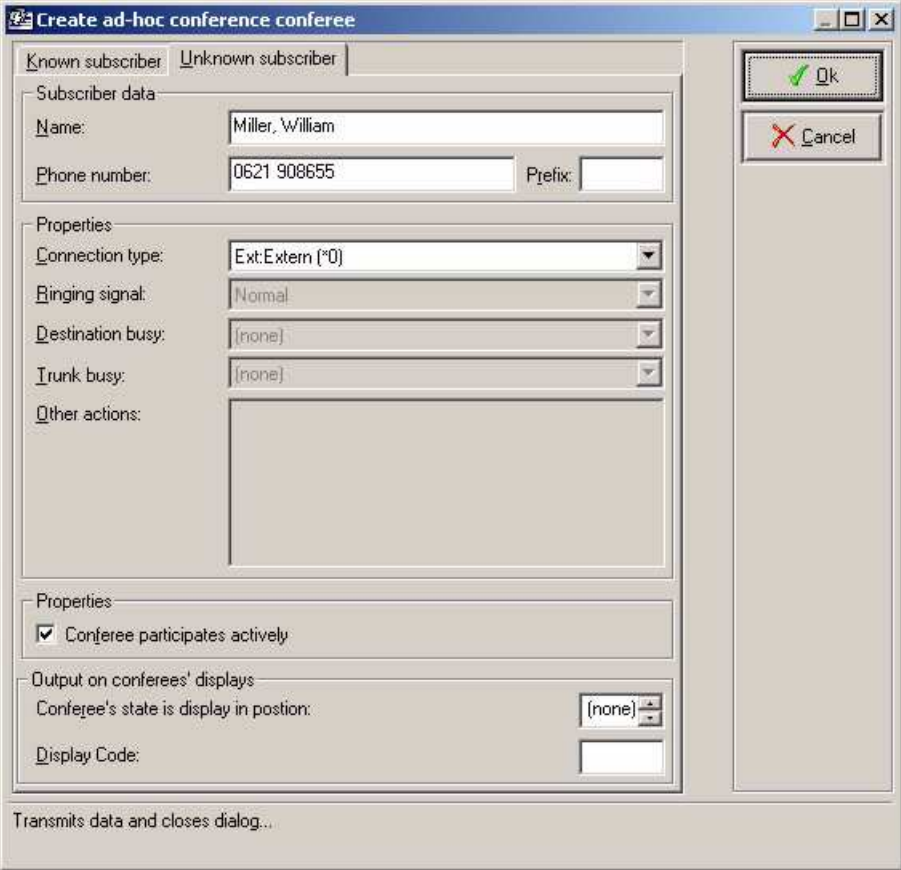
No.	Task
1.	Start the Operator-Tool and log on.
2.	Assume the moderating of the conference in question (Section 13.9.3, "Moderate and end conferences").
3.	Click  to add an ad-hoc subscriber. The window "Create ad-hoc conference conferee" will pop up:
	
4.	Select the tab "Unknown subscriber".
5.	Enter the required settings. For a detailed description of the fields found in the two window areas "Subscriber data" and "Properties", please see Chapter 8, "Create and Administrate Subscribers".

Table 13-24 Add unlisted subscribers ad-hoc to a conference


No.	Task
6.	Check the box "Conferee participates actively" in the window area "Properties" if you want the subscribers to have the right to speak during the conference (the floor).
7.	If needed, specify the position on the display as well as the corresponding display code in the "Output on conferees' displays" window area (Section 13.7.1, "Add and edit new conference groups", tab "Display", window area "Special display outputs", field "Display conferee's states to all conferees").
8.	Click OK . The subscriber is now entered in the list "Inactive subscribers."
9.	Now highlight the newly included subscriber and Click  to add him to the conference (Section 13.9.3, "Moderate and end conferences").

Table 13-24 Add unlisted subscribers ad-hoc to a conference

13.9.6 Extend an ongoing conference with the Operator-Tool

As moderator you can extend the length of a conference while it is in progress.

To do so, please follow the instructions below:



No.	Task
1.	Start the Operator-Tool and log on.
2.	Assume the moderating of the conference in question (Section 13.9.3, "Moderate and end conferences").
3.	Click  to extend the present conference. This will open the window "Extend running conference": 
4.	If needed, adjust the time (up to total duration of max. 999 minutes).
5.	Click OK . The duration of the conference is now extended by the time entered.

Table 13-25 Extend an ongoing conference with the Operator-Tool

13.10 Operate conferences over the phone

This section shows you how to utilize the conferences from the telephone. It also offers input examples. They are all based on the assumption that the DAKS server is reached with the tie trunk code (DAKS call number) 800 and the suffix codes are set to default (Section 5.5, "Specify suffix codes"). The "PIN" used is 4321. For a clear presentation, the input blocks are separated by spaces.

To reproduce the examples, replace the tie trunk code 800 with the call number of your DAKS server, enter your PIN and, if necessary, adjust the suffix codes. Spaces are not entered.



If no system announcements (e. g. "Please enter your PIN") are available or assigned, DAKS will play a long tone, instead.



Please bear in mind that a PIN or operational rights might be required to operate conferences over the telephone.

13.10.1 Convene or join conferences

Proceed as follows:

Step by step



Enter the DAKS call number + suffix code for "Conferences - Convene or join" + ID of the conference to be convened or joined + your PIN, if required, e. g. "800 **40** 11"

If the respective "PIN required" box was checked in the conference group settings, DAKS will play a request announcement to "Enter PIN" or, if this announcement is not available, a long tone instead.



Enter your PIN.



The system responds according to the conference group settings and repeats the specified welcome announcement (or a long tone in its place) until at least a second conferee has joined the conference.

SUBS. IN CONF.

The conference initiator may (if so specified in the conference group settings) have this status information specifying the number of active conferees output on the display of his telephone set..

<Number> = 00:

initiator is alone in conference

<Number> = 04:

Output of reached subscribers. The initiator is counted in the number of conferees.

13.10.2 Join active conferences from A to L (Operator)

This action can only be performed with special operator authorization and only makes sense for the Operator moderating the conference via PC as it requires feedback via the PC screen (assignment of conference groups to active conferences A...L). Subscribers joining a conference in this way are given Operator status in DAKS.

Proceed as follows:

Step by step



Enter the DAKS call number + suffix code for "Conferences - Join active conference A-L (operator)" + your PIN, e. g. "800 41 4321"



targeted entry into the active conference A...L by entering 1...12, e. g.: to enter the active conference C you need to enter "3"







The system responds in keeping with the conference group settings, e. g. DAKS first plays an announcement and then switches you into the conference.



Due to the fact that the dial-in via the Operator is a quasi "Active dial-in with PIN" (albeit via a different access), the same restrictions apply to the Operator as to any other subscriber dialing in with a PIN (Section 13.8.2, "Description of the fields in the window "Edit conferee"").

13.10.3 Convene or join conferences with a dialog

Proceed as follows:

Step by step	
	Enter the DAKS call number + suffix code for "Conferences - Convene or join with dialog", e. g.: "800 42"
<input data-bbox="148 611 486 642" type="text" value="GROUPS ID?"/>	Request announcement to "Enter ID" or a long tone if this announcement is not available.
	Enter the ID to initiate via telephone or participate actively or passively.
	3-tone sequence as confirmation
<input data-bbox="148 890 486 921" type="text" value="PIN?"/>	If the respective "PIN required" box was checked in the conference group settings, DAKS will play a request announcement to "Enter PIN" or, if this announcement is not available, a long tone instead..
	Enter your PIN. You can make any necessary changes by pressing the * key.
	The conference is initiated or active or passive conference participation is started.
<input data-bbox="148 1220 486 1251" type="text" value="SUBS. IN CONF."/>	The conference initiator may (if so specified in the conference group settings) have this status information specifying the number of active conferees output on the display of his telephone set.. <Number> = 00: initiator is alone in conference <Number> = 04:: Display of the number of conferees reached. The initiator is counted in the number of conferees.

13.10.4 Extend active conferences A..L (Operator))

In Operator-supported conferences, the Operator may extend a time-limited and currently active conference by a number of minutes that must be entered through a call to the DAKS server. Subscribers joining a conference in this way are given Operator status in DAKS.



Note that if a known subscriber (with PIN) has already entered an active conference, this subscriber cannot extend the conference through consultation hold!

Proceed as follows:

Step by step



Enter the DAKS call number + suffix code for "Conferences - Extend active conference A..L (Operator)" + your PIN, e. g. "800 **45** 4321"



Enter the number of the active conference A..L (A = 1 etc.) that you want to extend, e. g.: to extend the active conference C you must enter "3"



Request announcement for "Extending of conference" or a long tone if this announcement is not available.



Enter the number of minutes this conference should be extended and complete your entry with the # key.



3-tone sequence as confirmation
The Operator is then switched into the conference.

13.10.5 Add subscribers ad-hoc over the phone





In "Progressive conferences", i.e. conferences for which the field "Conference can be extended" was ticked in the "Properties" tab (Section 13.7, "Conference group administration", the first master is authorized to trigger the DAKS server via telephone to add ad-hoc subscribers into the conference.

If the field "Start with entry of call numbers if started by Operator" was also ticked on this tab, DAKS will at the start of the conference request the first master to enter the telephone (call) numbers of the ad-hoc subscribers.

As a rule, DAKS supports any telephone numbers to dial ad-hoc subscribers unless either of the fields "Restrict ad-hoc dialing to predefined conference members" or "Restrict ad-hoc dialing to subscriber list entries" was ticked in the tab "Dialing in/out".

The below instructions to add subscribers on the fly (ad-hoc) presuppose that you checked the field "Multiple call numbers possible for Progressive conferences under "Conference parameters" (Section 13.6, "Setup conference parameters").

Proceed as follows:

Step by step	
	Prerequisite: You are the first master in this conference and are actively participating in it
	Enter "*#" to get to call number entry.
	DAKS will now temporarily remove you from the conference to avoid any disruption caused by your entries via DTMF signaling, and then play you an announcement prompting you to enter the call number(s)
<input type="text" value="<PNO># (*=DEL)"/>	or
<input type="text" value="<PNO>#...<PNO># *"/>	or a long tone if this announcement is not available.
	Now enter the call number of the subscriber you want DAKS to dial into the conference and finish it by pressing the "#" key. In the event to have entered a wrong number, press "*" to delete the number and start again.
	Note: Please bear in mind that you must complement the number entered here inasmuch as to safeguard that DAKS will be able to dial this subscriber, i. e. you might have to add a prefix to support a trunk or exchange line, or other special prefix.
	Repeat this procedure for every other ad-hoc subscriber you want to include in the conference.



To close this procedure, enter the "#" once again, i. e. press this key twice in sequence.

DAKS will now switch you back into the conference and begin to dial the call numbers you entered.

Here, each number will only be dialed once.



Should DAKS be unable to reach one or several of these ad-hoc subscribers, for example because the number is no longer valid or the line is busy, a busy tone will be played into the conference (audible to all conferees).



If you did not check the field "Multiple call numbers possible in Progressive conferences", DAKS can accept no more than one call number and will switch you back into the conference as soon as you have completed your entry with the closing # key.

13.10.6 Delete ad-hoc subscribers over the phone

Whenever ad-hoc subscribers are added to "Progressive conferences", i. e. conferences for which the field "Conference can be extended" was checked in "Properties" tab (Section 13.7, "Conference group administration"), the first master of the conference may also disconnect and remove these subscribers from the conference.

For this purpose, the field "*9# available for Operator" needs to be checked in the conference parameters (Section 13.6, "Setup conference parameters").

Proceed as follows:

Step by step

Prerequisite: You are the first master in this conference and are actively participating in it



Enter ***9** to switch to the mode for disconnecting ad-hoc subscribers.

DAKS will now temporarily remove you from the conference to avoid any disruption that may be caused by your DTMF entries.

<No> <Name>

2=ASCND, 8=DCND,

The display now outputs the user-guidance followed by the call number/name of the subscriber that was added last.



DAKS will now offer the following options:

"2" to select the previous ad-hoc subscriber,

"8" to select the next ad-hoc subscriber in the list,

"#" to disconnect the selected ad-hoc subscriber, and

"*" to leave this function without disconnecting a subscriber.

Use **"2"** and **"8"** to scroll the list of ad-hoc subscribers until you reach the right call number or name and press **"#"** to disconnect this subscriber.

You will now be switched back into the conference.

13.10.7 Mute function

DAKS offers a mute function for conferees using a system telephone within the CorNet network (via keypad signaling).

Conferees who are actively participating in the conference (i. e. with the right to speak) may: press # to switch themselves temporarily to mute and press the * key to activate themselves again.

In this process, their status is output on the display:

MICROPHONE OFF

or

MICROPHONE ON

If one of the conferees has switched to mute in this way, the Operator cannot activate him (protection from listening in). In return, conferees cannot activate themselves if previously muted by the Operator.



Please bear in mind that the first master or conferee with Operator status **cannot** use the mute function for himself!

13.10.8 Convene conferences from M2 plus

This type of suffix dialing starts a conference via the red alarm button of the Gigaset M2 plus handset.

After the alarm button is pressed, the Gigaset M2 plus handset waits for a confirmation call from the called system and supports 3 options (see below).

If the callback is not received within the time period defined in the Gigaset M2 plus handset (normally 30 sec), the alarm activation will be repeated at least five times from the Gigaset M2 plus handset.

To use this function you need to define the following suffix dialing procedure in the Gigaset M2 plus handset, including, among other settings, the field "Mode" (1...3):

The DAKS call number + suffix code for "Conferences - Convene from M2 plus" + PIN + Group ID + Mode,
e.g.: „800 46 4321 11 3“.

When the alarm is set off, DAKS will analyze the received mode and, in the confirmation callback, transfer the matching CLI (see Section 5.2, "Edit basic parameters").

In return, the Gigaset M2 plus validates the CLI received from DAKS and respond as follows:

- **CLI of Mode 1:**
The Gigaset M2 plus handset recognizes the confirmation call and in doing so stops to repeat the conference activation and cuts the connection to DAKS.
- **CLI of Mode 2:**
The Gigaset M2 plus handset recognizes the confirmation call, stops to repeat the conference activation and activates the microphone of the Gigaset M2 plus handset. In this way, a subscriber reached in the conference can, unnoticeable by others, hear all sounds and noises in the area surrounding the alerting subscriber.
- **CLI of Mode 3:**
The Gigaset M2 plus handset recognizes the confirmation call, stops to repeat the conference activation and activates handsfree set of the Gigaset M2 plus handset. In this way a member reached in the conference can communicate directly with the initiator.



NOTE:

In the event DAKS does not receive a call number of the Gigaset M2 plus when the conference is started, the system will not be able to send the confirmation call. The conference is started nonetheless.

13.11 Initiate conferences via hardware inputs

DAKS supports up to 16 hardware inputs that are switched directly at the DAKS server, and/or up to 704 distributed hardware inputs carried to the DAKS server via Profibus DP technology.

Depending on its setup (Section 5.10, "Administrative inputs/outputs"), the activation of a hardware input can lead to the initiation of a conference.

In this context, if the maximum number of simultaneous conferences is exceeded, all events will be temporarily stored and the conferences to be started activated at a later point in time.

Conference can only be started via hardware input if at least one master is in the conference group.

When the conference group is activated, the first call number of the conferee is dialed at first. If DAKS is unable to reach this number it will proceed to the second call number. As soon as the conferees have been reached they are automatically moved to the conference.

Setup, Initiate and Moderate Conferences
Initiate conferences via hardware inputs

14 Create and Administrate Call Profiles

Overview

This chapter shows you how to create and administrate call profiles. It covers both the functions provided by the Administrator-Tool and the functions that can be performed over the telephone.

Contents

The chapter covers the following sections:

- 14.1 Overview of call profiles
- 14.2 Interdependence of call profile settings
- 14.3 Examples of call profiles
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 - 14.4.7 Callback call following a pager call
- 14.5 Create a group call
 - 14.5.1 Call several team members from one number
 - 14.5.2 Play information announcement before forwarding a call to a group member
- 14.6 Short tutorial how to create call profiles
- 14.7 Set the call profile parameters
- 14.8 Administrate call profiles
 - 14.8.1 Add and edit a new call profile
 - 14.8.2 Delete a call profile
 - 14.8.3 Edit and delete call profile references
- 14.9 Administrate call profile targets
 - 14.9.1 Add a new call profile target
 - 14.9.2 Edit call profile target
 - 14.9.3 Delete a call profile target

Create and Administrate Call Profiles

14.10 Call profiles with authorized subscribers

- 14.10.1 Authorize subscribers for a call profile (Call-Screening)
- 14.10.2 Edit "Level of call screening"
- 14.10.3 Delete subscribers from the list of authorized subscribers

14.11 Set up callback for "Personal calls"

- 14.11.1 Functionality
- 14.11.2 Set up the callback function

14.12 Call forwarding to a call profile

14.13 Voice Mail as a call profile subscriber

14.14 Administrate call profiles over the phone

- 14.14.1 How to activate a call profile
- 14.14.2 Activate a call profile in the dialog
- 14.14.3 Change the active number in a dialog
- 14.14.4 Change the active number from a system telephone
- 14.14.5 Change active numbers from any telephone
- 14.14.6 Meet-me (callback following a pager call)
- 14.14.7 Edit the call screening in a dialog
- 14.14.8 Activate current announcements
- 14.14.9 Deactivate current announcements

14.1 Overview of call profiles

DAKS accelerates and simplifies the accessibility of persons by using intelligent parallel and, where needed, sequential dialing of different target numbers. For this purpose DAKS administers up to 4000 call profiles.

All callers first reach the DAKS server that, in return, calls the assigned cordless handsets, either in one or in two call phases in keeping with the pertinent call profile, and establishes a connection.

Here, the system differentiates between two main types of call profiles:

- **Personal call**
In a personal call, DAKS calls several telephone numbers belonging to one and the same person
- **Group call**
In a group call, DAKS calls all members of a group

Create and Administrate Call Profiles

Overview of call profiles



Image 14-1 Characteristics of a "Personal call" call profile

In DAKS, every group or person receives a virtual phone number to which the actual telephone numbers of this group or person are assigned.

Callers first reach the DAKS server that, in return, calls the assigned targets. These targets can be called either all at once (simultaneously) or, within the subscriber list of the user you want to reach, with one target number dialed after the other, e. g. also at weekends and time-independent, and subject to the login status of the sought targets (subscribers).

DAKS connects the first subscriber to be reached with the caller and releases all other connections.

Within the HiPath network, DAKS applies CorNet-specific performance features such ignore call pickup groups, call forwarding and alarm call functions, but also route optimization by releasing its channels as soon as a call is switched through for optimized efficiency.

If needed, called persons can receive a notification announcement before switching their call through, e. g. "You have a personal call".

In addition, DAKS can also request confirmation from called persons by entry of a call acceptance code, e. g. to prevent answering machines or family members answering a call.

Active Number

In order to reach persons at sites that have not yet been stored in their call profile, you can temporarily overwrite existing profiles at any time with a so-called "active number". All you need is a DTMF-capable or a HiPath system telephone set.

This enables a worldwide "Follow-Me", i.e. the forwarding of all or only of specific calls to a designated telephone number. Alternatively, incoming calls can also be redirected to an announcement.

Call screening

The following settings can be made from any DTMF-capable telephone or system telephone:

- Activation of Call Screening, i. e. verification of the caller's number,
- and, if selected, definition of the hierarchy level required by the user (subscriber) to be entitled to activate the Call Profile.

Non-authorized subscribers either reach a busy signal, are played an announcement, or are forwarded to another target, e. g. to the secretary's office.

Examples of applications

Depending on the configuration of the call profile you can use DAKS to realize a series of different applications, for example:

- VIPs receive a singular "Personal Number" for all targets that are already assigned or currently attributed to their name.
- Users of cordless handset and moving throughout the range of transmission of several cordless systems can still be contacted at one phone number, even if these systems do not support roaming.
- Telecommuters can be reached at a virtual directory number that needs not be linked to any specific workstation.
- To reach a member (any) of a mobile team as quickly as possible, DAKS calls all members of that team in parallel.
- For a technical hotline, DAKS provides an intelligent automatic call distribution feature (ACD), incl. queuing if too many calls arrive at once and with the option to insert up to 10 most recent fault announcements with opening and transition announcement before the start.
Everybody calling to report a fault or malfunction that is already known will automatically be informed and thus not burden or bloc the hotline unnecessarily.
- To ensure that mobile VIPs reach one of the call attendants quickly and hedge all queuing, the DAKS server will call all attendants in parallel. Here, the system will output the name of the calling VIP but not the number of the telephone he is currently using.
- DAKS also sets up a standby service consisting of several persons.
Callers are normally switched through to a free agent. Alternatively, callers can also be requested via voice announcement to select the desired agent by entering a corresponding code.
The standby staff itself can "report for duty" from any telephone, thus enabling a flexible and dynamic staffing of the standby service.

14.2 Interdependence of call profile settings

In addition to the windows used to administrate the call profiles, there are other windows that also influence the call profiles.

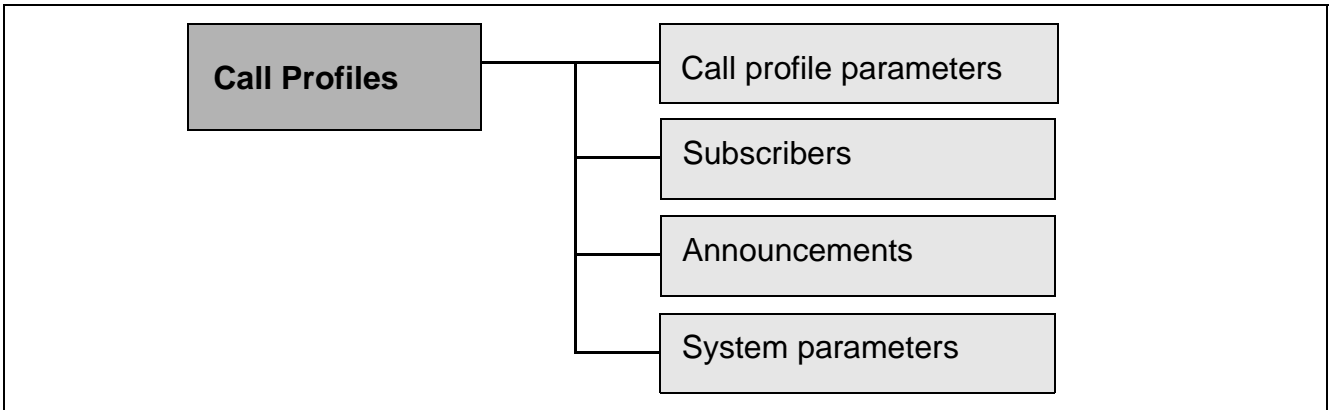


Image 14-2 Dependence of call profile settings on other settings

Call profile parameters

The parameters of the call profile determine the basic settings for all call profiles (Section 14.7, "Set the call profile parameters").

Subscribers:

Each call profile is assigned at least one subscriber (max. 20) (Chapter 8, "Create and Administrate Subscribers").

Announcements:

Call profiles can be assigned announcements. These announcements must have previously been created and recorded (Chapter 7, "Create and Administrate Announcements").

System parameters:

- **Time segments**

In call profiles, DAKS keeps to the time segments that are assigned to the individual subscribers or destinations (Section 5.4, "Define time segments").

- **Client groups**

Call profiles can be assigned client groups. If so, these profiles can only be administrated by the members of that group (Section 5.7, "Set up clients").

- **Suffix codes**

The suffix codes define the code combinations that enable the activation and control of the call profiles (Section 5.5, "Specify suffix codes").

- **Call types**

The call types determine the connection routes that may be used, e. g. for in-house or internal calls, external calls or pager calls (Section 5.3, "Set up connection types").

Create and Administrate Call Profiles

Interdependence of call profile settings

- **Basic parameter**

Basic parameters are used to store the tie trunk (tie line) code of the DAKS server (Section 5.2, "Edit basic parameters").

- **Output texts**

Output texts define how the user-guidance texts are rendered on the displays of cordless handset, but also how the texts are output that are used for the protocoling and logging (Section 5.12, "Specify output captions").

14.3 Examples of call profiles

Call profiles can be used to realize a wide range of complex call scenarios. In the examples below, we will introduce solutions and then extend them step by step to meet even the most sophisticated requirements.

Please bear in mind that the below case studies build on each other and are intended to assist you in developing your own solutions. They cannot, however, cover the vast range of combination options that are offered by DAKS.

The examples cover only the most important steps and settings. A more detailed description can be found in the sections that follow thereafter.

14.4 Create a "Personal call"

The examples in this section show you how to configure a "Personal call".

14.4.1 Call several telephones of one person in parallel

Requirements:

DAKS shall call one person at several telephones in parallel. The telephone that answers first will take the call while all other connections are released. If one of the targets is busy, the caller shall hear a busy signal.

Solution:

Follow the instructions below to create a "Personal call":

No.	Task	Section
1.	Create a subscriber for each target at which the person (user) shall be reached, e. g.: Bauer (office), Bauer (DECT), Bauer (cell phone), and assign the corresponding phone numbers to "target 1".	Section 8.4.1, "Add new and edit existing subscribers"
2.	Create a call profile and assign the created subscribers (users) as a target.	Section 14.6, "Short tutorial how to create call profiles"
3.	Go to the window "Edit call profiles", tab "Process", and set the field "Maximum number of parallel calls" to 1. Set the selection fields "During phase 1" and "During phase 2" to "Clear down call".	Section 14.8.1, "Add and edit a new call profile"
4.	Test the call profile.	Section 14.14.1, "How to activate a call profile"

Table 14-1 Create a "personal call", call several telephones of one person in parallel

14.4.2 Dial a new subscriber during call phase 2

Requirements:

If DAKS is unable to reach in call phase 1 the person it is calling, the system shall dial a different person in call phase 2, for example the personal assistant or secretary's office or a private telephone. Here, DAKS shall play to the caller an announcement to signal that the system is trying to reach the wanted person at a different line.

Solution:

Follow the instructions below to call another person in phase 2:

No.	Task	Section
1.	Assign another phone number (target 2) to at least one subscriber listed as a target in the call profile of the person in question, e. g. the phone number of the personal assistant or secretary's office. You may also assign a subscriber to whom only the target 2 is entered. Note that this subscriber will not be considered by DAKS in call phase 1.	Section 8.4.1, "Add new and edit existing subscribers"
2.	Go to the window "Edit call profile", tab "Announcements", and assign an announcement (default 2 or 9337) to the field "During phase 9338".	Section 14.8.1, "Add and edit a new call profile"
3.	In the "Announcements" tab, also check the box "Play as call-forwarding before phase 2" if you want DAKS to play the entire announcement before proceeding to call phase 2. This allows the caller to hang up before DAKS calls the person (subscriber) e. g. at his private home.	Section 14.8.1, "Add and edit a new call profile"
4.	Test the extended call profile.	Section 14.14.1, "How to activate a call profile"

Table 14-2 Set up a personal call and select the calling of another person in call phase 2

14.4.3 Confirm the call acceptance with a code

Requirements:

The target of a "personal call" (e. g. home phone) must enter an 'accept calls' code before the caller is thru-connected. This feature makes sure that no call is accidentally switched through to an answering machine or to other family members.

Solution:

Follow the instructions below to create a "Personal call" with accept calls code:

No.	Task	Section
1.	Assign default announcements to the call profile parameters so that the caller can be requested to enter the accept calls code.	Section 14.7, "Set the call profile parameters"
2.	Go to the window "Edit call profile", tab "Process", and assign a number with max. 4 digits to the field "Code".	Section 14.8.1, "Add and edit a new call profile"
3.	Open the call profile target to confirm the call accept by code and check the box "Accept code required".	Section 14.9.2, "Edit call profile target"
4.	Test the extended call profile.	Section 14.14.1, "How to activate a call profile"

Table 14-3 Create a personal call, confirm the call acceptance with a code

14.4.4 Create an active number for worldwide "Follow-Me"

Requirements:

A businessman on a business trip wants to be reached at a place that has not yet been stored in his call profile. For this purpose he wants to temporarily overwrite his "active number" to achieve "Follow-Me" from any DTMF-capable telephone.

Solution:

Follow the instructions below to enable a subscriber to change his "active number":

No.	Task	Section
1.	Go to the window "Edit call profile", tab "Process", and assign a number with max. 4 digits to the field "Access ID". This ID gives you authorization to assign an "active number".	Section 14.8.1, "Add and edit a new call profile"
2.	Change the "active number" from any DTMF-capable telephone.	Section 14.14.3, "Change the active number in a dialog"
3.	Test the extended call profile.	Section 14.14.1, "How to activate a call profile"

Table 14-4 Create a Personal call, creating an "active number" for worldwide "Follow-Me"



Here you can also choose call-forward to an announcement stored in DAKS or to a subordinate call profile (Section 14.14.3, "Change the active number in a dialog").

14.4.5 Authorized callers only to reach a subscriber (Call-Screening)

Requirements:

Only specific subscribers of a user list may call a certain CEO. Depending on the situation, the CEO may determine the "Access screening level" that must be held by the caller to be switched through. Callers who are not authorized or have a lower level should be forwarded to another subscriber (e. g. switchboard).

Solution:

Follow the instructions below to create a "personal call" with restricted access:

No.	Task	Section
1.	Assign an "authorized subscriber" from the subscriber list to the call profile.	Section 14.10, "Call profiles with authorized subscribers"
2.	Assign the authorized subscriber a "screening level".	Section 14.10.2, "Edit "Level of call screening""
3.	Change the "Access screening level" from any DTMF-capable telephone.	Section 14.14.7, "Edit the call screening in a dialog"
4.	Test the extended call profile.	Section 14.14.1, "How to activate a call profile"

Table 14-5 Create a personal call, only authorized callers shall be able to reach a subscriber (Call Screening)

14.4.6 Initiate route optimization

Requirements:

The DAKS server shall initiate route optimization as soon as the call is switched through. That is to say the DAKS server shall switch itself out of the connection and, in combination with Hi-Path, enable the use of the most cost-attractive connection route between the call partners, just as if it had never taken part in establishing the connection in the first place.

Solution:

Follow the instructions below to optimize the route when calls are put through:

No.	Task	Section
1.	Go to the window "Edit cal profile", tab "Properties", and check the box "Initiate route optimization".	Section 14.8.1, "Add and edit a new call profile"
2.	Test the extended call profile.	Section 14.14.1, "How to activate a call profile"

Table 14-6 Initiate route optimization

14.4.7 Callback call following a pager call

Requirements:

A person is reached on a pager and wants to be connected to the caller from the nearest telephone.

Solution:

Follow the instructions below to enable callback after a call on a pager:

No.	Task	Section
1.	Go to the window "Edit call profiles", tab "Process", and check the box "Answering enabled". This field is only active if an access ID was entered.	Section 14.8.1, "Add and edit a new call profile"
2.	In the same window, tab "Display", use the field "DTMF message" to define the numerical output that shall appear on the pager.	Section 14.8.1, "Add and edit a new call profile"
3.	Test the function.	Section 14.14.6, "Meet-me (callback following a pager call)"

Table 14-7 Create a personal call, make a callback call following a pager call

14.5 Create a group call

Please note that the below group call examples can also be combined with functions covered above in the "Personal call" examples. In this way, "Call screening" can, for example, also be activated for groups calls to make sure that DAKS only connects specific subscribers from the subscriber list, e. g. VIPs.

14.5.1 Call several team members from one number

Requirements:

Several team members shall be called in parallel from one telephone number. The member who picks up first shall be connected to the caller. All other calls shall be directed to the members of the team whose lines are not busy. If all members are 'busy', the caller is kept in a waiting queue and played an announcement until a member becomes free to answer his call.

Solution:

Follow the instructions below to create a group call:

No.	Task	Section
1.	Create a subscriber for each member of the team. Assign the corresponding phone number to "target 1".	Section 8.4.1, "Add new and edit existing subscribers"
2.	Create a call profile and assign the created subscribers (users) as a target.	Section 14.6, "Short tutorial how to create call profiles"
3.	Go to the window "Edit call profiles", tab "Process", and set the selection field "During phase 1" to "Repeat subscriber call", and the selection field "Maximum number of parallel calls" to the number of callers you want to allow (> 1). The number corresponds to the size of the wait loop. That is to say, more callers are allowed even if not all of them can be connected immediately.	Section 14.8.1, "Add and edit a new call profile"
4.	In the same window, tab "Announcements", use the selection field "During phase 1" to assign the announcement you want DAKS to play to the caller in the event all targets are busy and he is put in the wait loop.	Section 14.8.1, "Add and edit a new call profile"
5.	Test the call profile.	Section 14.14.1, "How to activate a call profile"

Table 14-8 Create group call, call several members from one number

14.5.2 Play information announcement before forwarding a call to a group member

Requirements:

Callers shall be played an announcement before their call is forwarded to the hotline. In this way, faults that have already been reported can, for example, be communicated without the assistance of any hotline staff.

Solution:

Follow the instructions below:

No.	Task	Section
1.	Go to the window "Edit call profile", tab "Announcements", and use the selection field "Before calling targets" to assign the announcement that the caller shall be played before he is forwarded to a member of the team.	Section 14.8.1, "Add and edit a new call profile"
2.	Test the call profile.	Section 14.14.1, "How to activate a call profile"

Table 14-9 Create a group call, play information before forwarding a call to group members

14.6 Short tutorial how to create call profiles

The DAKS server administrates up to 4000 different call profiles. "Personal calls" and group calls can be realized through a variety of setting options to meet the most sophisticated requirements. The settings chosen in the call profile parameters apply to all profiles.

Quick start

For a quick overview, the table covers the most important steps needed to create and to start a call profile. The individual steps will be treated in greater detail in the later sections.

No.	Task	Section
1.	Start the Administrator-Tool and log on.	
2.	Add a new call profile and configure it.	Section 14.8, "Administrate call profiles"
3.	Add subscribers to the call profile.	Section 14.9, "Administrate call profile targets"
4.	If necessary, change the call profile parameters.	Section 14.7, "Set the call profile parameters"
5.	Test the call profile.	Section 14.14.1, "How to activate a call profile"

Table 14-10 Creating call profiles, brief overview

14.7 Set the call profile parameters

Follow the instructions below to set the parameters of the call profiles:


No.	Task
1.	Start the Administrator-Tool and log on.
2.	Select "Call profiles" in the tree view. This will open the list with profiles.
3.	Select "<Control panel>" in the list window and click on  . The "Edit call profile target" window will pop up.
4.	Make the settings in keeping with the ensuing field descriptions. Use the "Announcements" tab to assign all standard announcements in one step. To do so, make a right mouse click on the announcement list and tick "Set all entries to default".
5.	Click OK to save your entries.

Table 14-11 Set the call profile parameters

Description of the fields in the window "Edit call profile parameters"

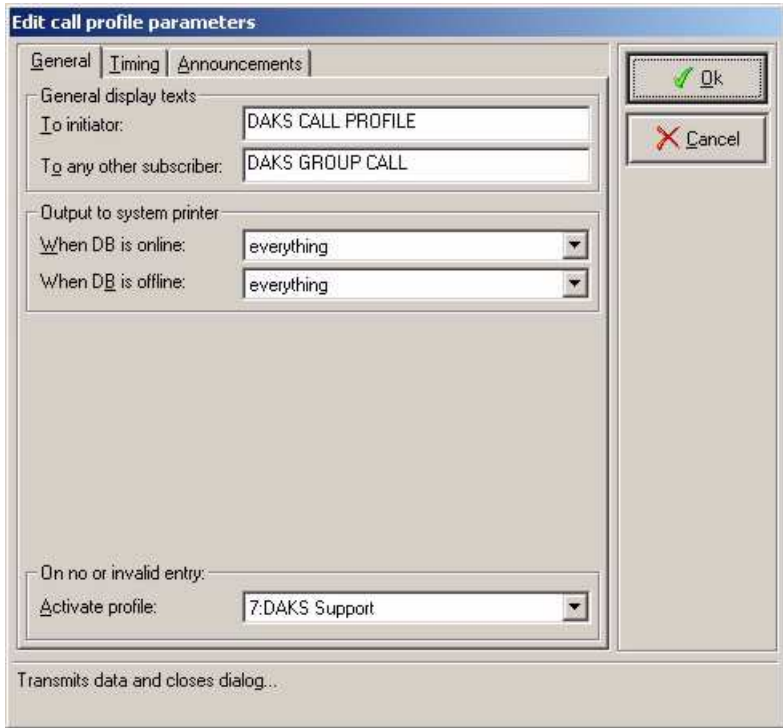
Field	Description
Tab "General"	
	

Table 14-12 Description of the fields in the window "Edit call profile parameters"

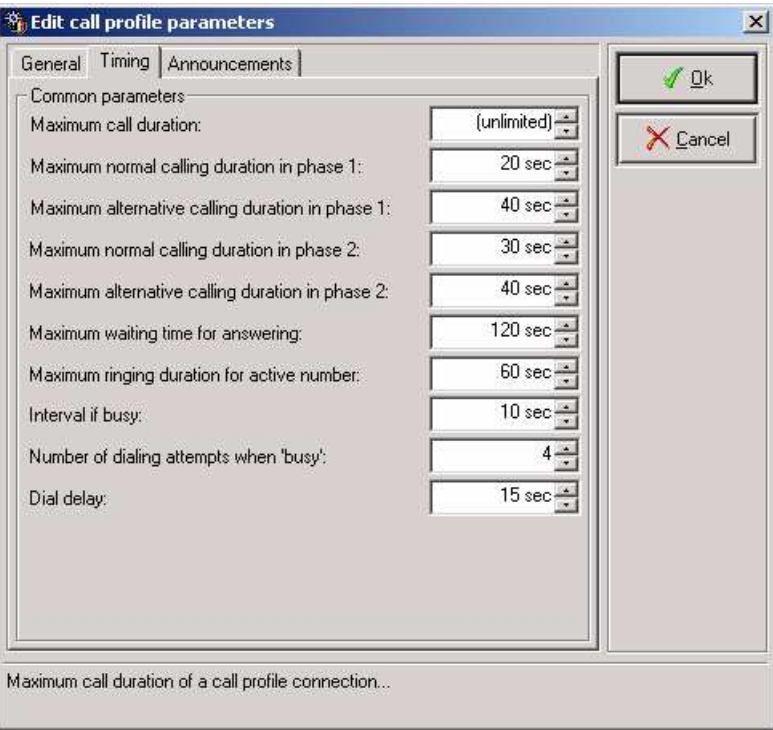
Field	Description
Window area "Default display texts"	
To initiator	Input field for the display message (max. 20 characters). DAKS generates an alphanumeric "display output" (Connected Name) for callers in the CorNet network using digital handsets. Please bear in mind that some cordless phones can only display capital letters and do not support the German umlauts. Make sure you take these special features into consideration when making your entries.
To any other subscriber	Same as for "To initiator", but with display output communicated to the subscriber.

Table 14-12 Description of the fields in the window "Edit call profile parameters"

Create and Administrate Call Profiles
 Set the call profile parameters

Field	Description
Window area "Output to system printer"	
When DB is online When DB is offline	Selection field to determine what is logged by the system printer when DAKS-TTPProcessServer (DB=database) is online/offline: <ul style="list-style-type: none"> ● "nothing" ● "calls only" ● "changes of the active no. only" ● "everything"
Window area "On no or invalid entry"	
Activate profile	This selection field determines if profiles shall be activated on no or invalid entry (e. g. the telephone switchboard), and if so, which ones.

Table 14-12 Description of the fields in the window "Edit call profile parameters"

Field	Description
Tab "Timing"	
	

Window area "Common parameters"

Maximum call duration	This entry specifies if the call duration shall be unlimited or its maximum length before the call is automatically disconnected as soon as this time is exceeded (default "unlimited"). DAKS will play either warning tones or an announcement when disconnection a call (tab "Announcements", field "When duration time exceeded").
Maximum normal calling duration in phase 1	This entry determines the "normal" maximum calling duration in dial-up phase 1 (default 30 sec.).
Maximum alternative calling duration in phase 1	This entry determines the "alternative" maximum calling duration in dial-up phase 1 (default 40 sec.). It can be activated as an alternative to "call profile targets".
Maximum normal calling duration in phase 2	This entry determines the "normal" maximum calling duration in dial-up phase 2 (default 30 sec.).
Maximum alternative calling duration in phase 2	This entry determines the "alternative" maximum calling duration in dial-up phase 2 (default 40 sec.). It can be activated as an alternative to "call profile targets".

Table 14-12 Description of the fields in the window "Edit call profile parameters"

Create and Administrate Call Profiles
Set the call profile parameters

Field	Description
Maximum waiting time for answering	This entry determines the time available to a subscriber called via pager to call back to the DAKS server over a phone to be automatically connected to the caller (default 120 sec.).
Maximum ringing duration for active number	This entry determines the maximum ringing time for subscribers called via active number (default 60 sec.).
Interval if busy	This entry determines the waiting time between dial-up attempts on busy (default 10 sec).
Number of dialing attempts when 'busy'	This entry determines how often DAKS will try to reach a call profile subscriber whose line is busy if the field "Ignore if busy" is checked (default 4 attempts).
Dial delay	This entry determines the time delay at dial-up (default 15 sec.).
Tab "Announcements"	
Selection fields to assign announcements to the functions of the call profile. For a more detailed description of the default announcements that are included in the delivery please see Section 7.7, "Included announcements".	

Table 14-12 Description of the fields in the window "Edit call profile parameters"

14.8 Administrate call profiles

Call profiles can be set up by assigning one or more "call profile targets" for specific situations (e. g. group call). The profile is assigned a phone number from which it can be reached directly. However, call forwarding can also be achieved via a fixed telephone or a subscriber ID to ensure that the person can still be reached at his regular phone number (Section 14.12, "Call forwarding to a call profile").



Please bear in mind that you must have the corresponding administrative rights to create and edit call profiles. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to do this (Section 8.5.3, "Administrative rights").

14.8.1 Add and edit a new call profile

Follow the instructions below to add or edit a new call profile:



No.	Task
1.	Select "Call profiles" in the tree view. This will open the list with profiles.
2.	Click on the symbol  in the menu bar, or select the call profile you want to edit and click on  . This will open the window "Edit call profile":
3.	Now enter all relevant data in keeping with the ensuing field descriptions.
4.	Click on OK to save your entries.

Table 14-13 Add and edit a new call profile

Description of the fields in the window "Edit call profile"

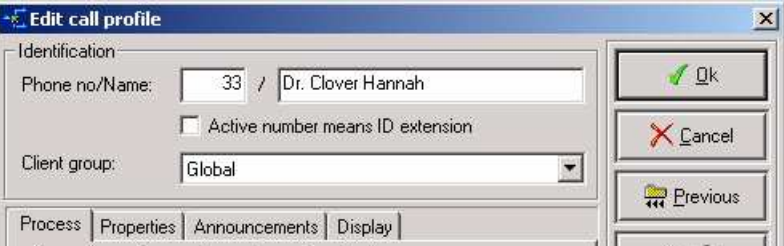
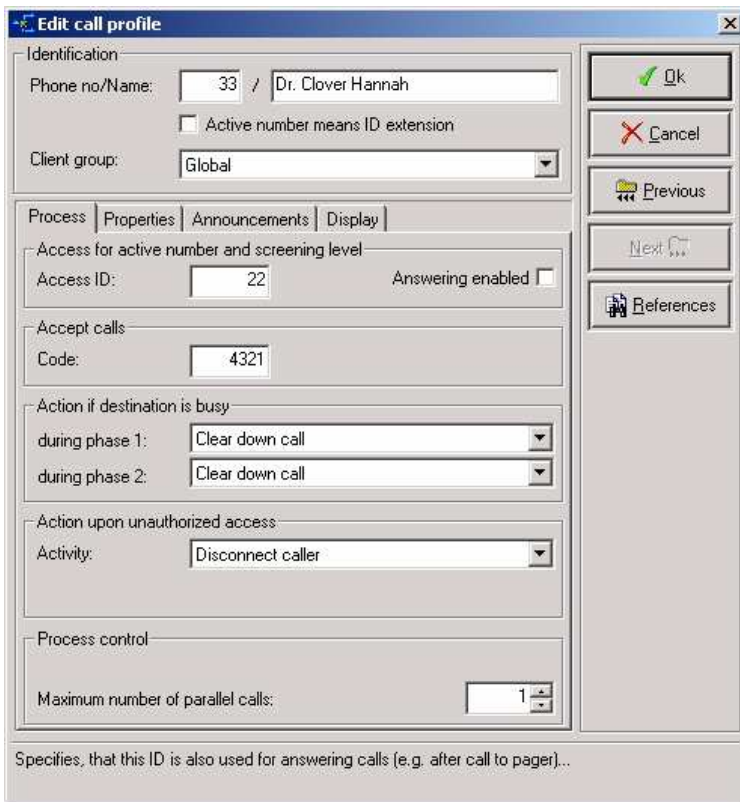
Field	Description
	
<p>Window area "Identification"</p>	
<p>Phone no./Name</p>	<p>Input field for the phone number to activate the call profile (max. 4 digits).</p>
<p>Name</p>	<p>Input field for a brief description of the call profile (max. 20 characters) for output in tables and list fields, e. g. the name of the subscriber or group.</p>
<p>Active number means ID extension</p>	<p>If this box is checked in the superimposed profile, the "active number" entered most recently will not be interpreted by the DAKS server as target (telephone number) but as an extension of the identifier to activate a subordinate profile. This feature is for example recommended for standby teams consisting of several alternating staff members, each of whom shall be reached via an own call profile ("Personal number") at several phone numbers.</p> <p>Which of these profile shall be activated can easily be specified by calling DAKS direct via the "active number", e. g. by one of the members of the standby team.</p> <p>Example:</p> <ul style="list-style-type: none"> ● The superimposed profile carries the identifier 75 that contains all members of the service team, if necessary with multiple phone numbers. ● The subordinate profiles have the identifier 751... 755. Each of these subordinate profiles only contains the potential targets of one of the members of this team. ● If, for example, Mr. Smith, who is assigned the profile no. 753, starts his shift he sets the "active number" to his profile, i. e. to "3". DAKS will now direct all calls exclusively to the terminals stored in his profile.

Table 14-14 Description of the fields in the window "Edit call profile"

Field	Description
Client group	Selection field to assign a call profile to a client group. In default operation, the call profile is assigned to the group to whom the administrator who created the call profile belongs (Section 5.7, "Set up clients").

Tab "Process"



Window area "Access for active number and screening level"

Access ID	Input field for the identifier to set an "active number". The subscriber needs this ID to temporarily overwrite his profile with an "active number" over the phone.
Answering enabled	Check this box to enable the so-called notification channel function. This field is only active if an access ID was entered. Consequently, in calls that also include the dialing of pagers, a person informed via pager may call back to DAKS and will then be connected to the caller (Section 14.14.6, "Meet-me (callback following a pager call)").

Table 14-14 Description of the fields in the window "Edit call profile"

Create and Administrate Call Profiles
 Administrate call profiles

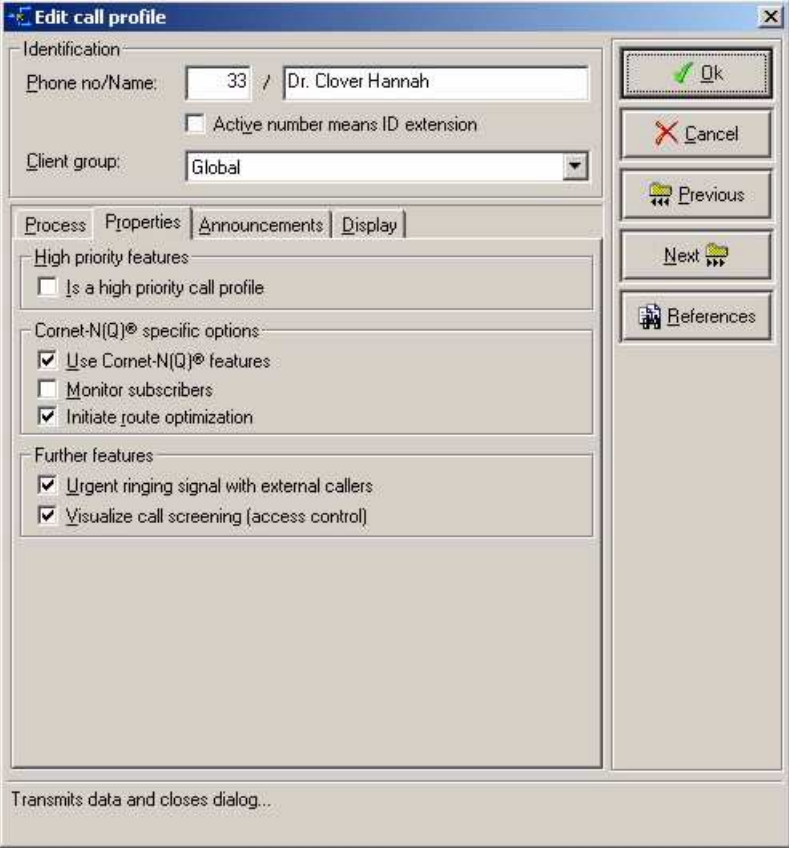
Field	Description
Window area "Accept calls"	
Code	Input field for an up to 4-digit numeric code that must be entered by the called person to accept a call. This code ensures that calls are neither accidentally switched to family members answering the phone, nor to any answering machines. Check the box "Accept code required" in the window "Edit call profile target" to ensure that DAKS prompts called subscribers to enter the accept code.
Window area "Action if target is busy"	
during phase 1	<p>This selection field determines the action of the DAKS server in the first dial-up phase.</p> <ul style="list-style-type: none"> ● Clear down call: Typical for a "Personal call". If one of the subscriber targets is busy, the caller receives a busy signal and DAKS clears (disconnects) the call. If no subscriber takes the call in the first dial-up phase, DAKS will initiate the second dial-up phase. ● Repeat subscriber call: Typical for a "group call". DAKS attempts to reach a subscriber target; if all targets are busy, the caller is kept in a queue until one of the subscriber targets becomes free. ● Initiate second call phase: The DAKS server initiates the second dial-up as soon as it runs into a busy target during the first dial-up phase.
during phase 2	<p>This selection field determines the action of the DAKS server in the second dial-up phase.</p> <ul style="list-style-type: none"> ● Clear down call: Typical for the continuation of the "Personal call". If one of the subscriber targets is busy, the caller receives a busy signal and DAKS clears (disconnects) the call. ● Repeat subscriber call: DAKS tries to reach a subscriber target; if all targets are busy, the caller is kept in a queue until one of the subscriber targets becomes free.

Table 14-14 Description of the fields in the window "Edit call profile"

Field	Description
Window area "Action upon unauthorized access"	
Activity	<p>This selection field determines the action that is triggered in the event of an unauthorized access (Section 14.10, "Call profiles with authorized subscribers").</p> <ul style="list-style-type: none"> ● Disconnect caller: The caller receives a busy signal. ● Play announcement: The caller is played an announcement. If this activity is selected, an additional field will open to select the announcement. ● Forward to subscriber: The caller is forwarded to another subscriber. If this activity is selected, an additional field will open to select the subscriber.
Announcement	<p>Announcement to unauthorized callers: This field is only output if "Play announcement" was set in the field "Activity".</p>
Subscribers	<p>Subscriber to whom unauthorized callers are forwarded. Only output if "Forward to subscriber" was set in the field "Activity".</p>
Window area "Process control"	
Maximum number of parallel calls	<p>This setting determines how often the call profile can be dialed at the same time (max. 99). If "1" is entered, the profile cannot be called a second time. Here, any other caller will receive a busy signal (typical for a "personal call"). In group calls, this value quasi corresponds to the size of the wait queue, i.e. more callers are allowed, even if not all of them can be connected at once.</p>

Table 14-14 Description of the fields in the window "Edit call profile"

Create and Administrate Call Profiles
Administrate call profiles

Field	Description
<p>Tab "Properties"</p> 	

Window area "High priority features"

Is a high priority call profile	If this box is checked, the profile is given high priority, i. e. DAKS will end all applications that are not high priority if this call profile is activated. This call profile cannot be terminated by other high priority applications.
---------------------------------	--

Window area "Cornet-N(Q)® specific options".
 These performance features are only available within the CorNet network.

Use Cornet-N(Q)® features	If this box is checked, system-specific performance features can be used if so assigned to the subscriber targets (e. g. camp-on, override, forced release). Here, the call type assigned to the target must be configured accordingly.
Monitor subscribers	If this box is checked, DAKS will immediately disconnect any subscriber going into consultation hold (confidential calls).

Table 14-14 Description of the fields in the window "Edit call profile"

Field	Description
Initiate route optimization	If this box is checked, the DAKS server will attempt to initiate route optimization as soon as the call partners are through-connected (path replacement). Here, the objective is to hand back the call to the telecommunications network and, in doing so, release two DAKS channels. Please note that this box can only be checked if the field "Monitor subscribers" is not ticked.
Window area "Further features"	
Urgent ringing signal with external callers	If this box is checked and internal (in-house) ringing is marked for a subscriber target (Section 8.4.2, "Edit destinations"), the target will receive an external ringing signal for external calls. This means that DAKS evaluates the phone number of the caller and generates the external urgent ringing signal if this number is unknown or begins with a zero.
Visualize call screening (access control)	If this box is checked, "authorized subscribers" can be added to the profile (Section 14.10, "Call profiles with authorized subscribers").

Table 14-14 Description of the fields in the window "Edit call profile"

Create and Administrate Call Profiles
Administrate call profiles

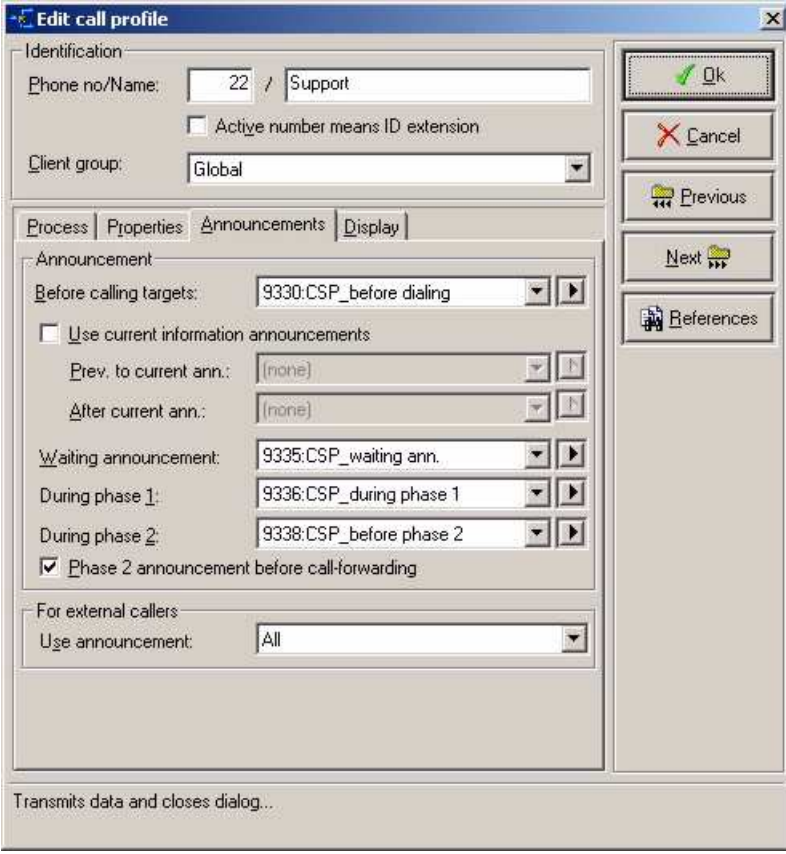
Field	Description
Tab "Announcements"	
	
Window area "Announcements"	
<p>Before calling targets</p>	<p>Selection field for the announcement that shall be played by DAKS before it starts with the outgoing call. On condition it is entered and recorded here, DAKS will play this announcement once to every caller before the dial-up phases begins. If no announcement is entered and recorded here, DAKS will immediately proceed with the first dial-up phase.</p> <p>Note that "composed announcements" selected at this place are also valid even if not all integrated announcements are available.</p> <p>Please bear in mind that callers are charged for the connection after the first announcement played, also if they received an idle tone again afterwards.</p>

Table 14-14 Description of the fields in the window "Edit call profile"

Field	Description
Use most recent information announcements	If this box is checked, "current announcements" can be activated and/or deactivated over the telephone (Section 14.14.9, "Deactivate current announcements"). Which announcements are played is determined by the fields "Previous to current announcement" and "After current announcement".
Prev. to current ann.:	This selection field determines the welcome announcement that shall be played before the current announcements. Note that the announcement will only be played if the function "Use current information announcements" was previously activated over the telephone.
After current ann.	This selection field determines the closing announcement that shall be played after the current announcement. Note that the announcement will only be played if the function "Use current information announcements" was previously activated over the telephone.
Waiting announcement	This selection field determines the announcement that is played to the subscriber during the waiting phase.
During phase 1	This selection field determines the announcement that will be repeated during the first dial-up phase. If no announcement was assigned here, the caller will receive an idle tone (free signal).
During phase 2	This selection field determines the announcement that is repeated during the second dial-up phase. If no announcement was assigned here, the caller will receive an idle tone (free signal).
Phase 2 announcement before call-forwarding	If this box is checked, the announcement will be played once between the first and the second dial-up phase before second dial-up phase begins. During the second dial-up phase, callers will hear an idle tone (free signal). If the assigned announcement is not recorded, DAKS will immediately proceed with the second dial-up phase. Please note that the forwarding announcement is also played if there are no targets for DAKS to call in the first dial-up phase.

Table 14-14 Description of the fields in the window "Edit call profile"

Create and Administrate Call Profiles
Administrate call profiles

Field	Description
Window area "For external callers"	
Use announcement	<p>Due to the fact that all external callers are charged for the connection from the start of the announcement, the beginning of the actual switching of the announcement can be specified to be different from that of the predefined announcement playback:</p> <ul style="list-style-type: none"> • "All" announcements are played (default) • Announcements played "Starting with announcement during phase 1" • Announcements played "Starting with announcement during phase 2" (incl. call forwarding announcement, if needed) • "No" announcements played

Tab "Display"

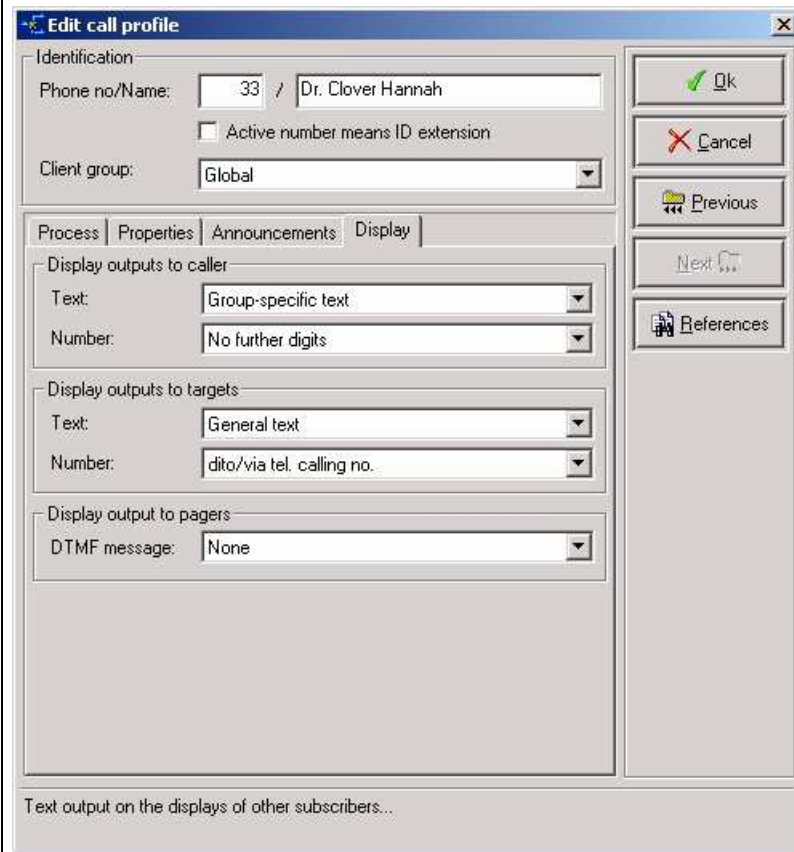


Table 14-14 Description of the fields in the window "Edit call profile"

Field	Description
	The DAKS server can provide all callers and call profile subscribers with numerical and alpha-numerical information on the call profile and on the caller. This information can also be used to assign telephone charges properly. As these options are also available in other applications they are described in detail in Section 5.16, "Display outputs".

Table 14-14 Description of the fields in the window "Edit call profile"

14.8.2 Delete a call profile



Call profiles can only be deleted if no subscribers are assigned to them (Section 14.8.3, "Edit and delete call profile references").

Follow the instructions below to delete a call profile:



No.	Task
1.	Select "Call profiles" in the tree view. This will open the list with profiles.
2.	Select the call profile you want to delete in the list window.
3.	Click  in the menu bar.
4.	Confirm the prompt with Yes . The call profile is deleted. If there still are subscribers assigned to the profile, the "Call profile references" window will pop up (Section 14.8.3, "Edit and delete call profile references").

Table 14-15 Delete a call profile

14.8.3 Edit and delete call profile references

The "Call profile references" window can be opened directly from the "Edit call profile" window. Here you will find the call profile targets assigned in the call profile. You can edit or delete call profile targets from this window.



If you try to delete call profiles that still have assigned subscribers, the "Delete call profile with references" window will open right away.

Follow the below instructions to edit or to delete call profile references:

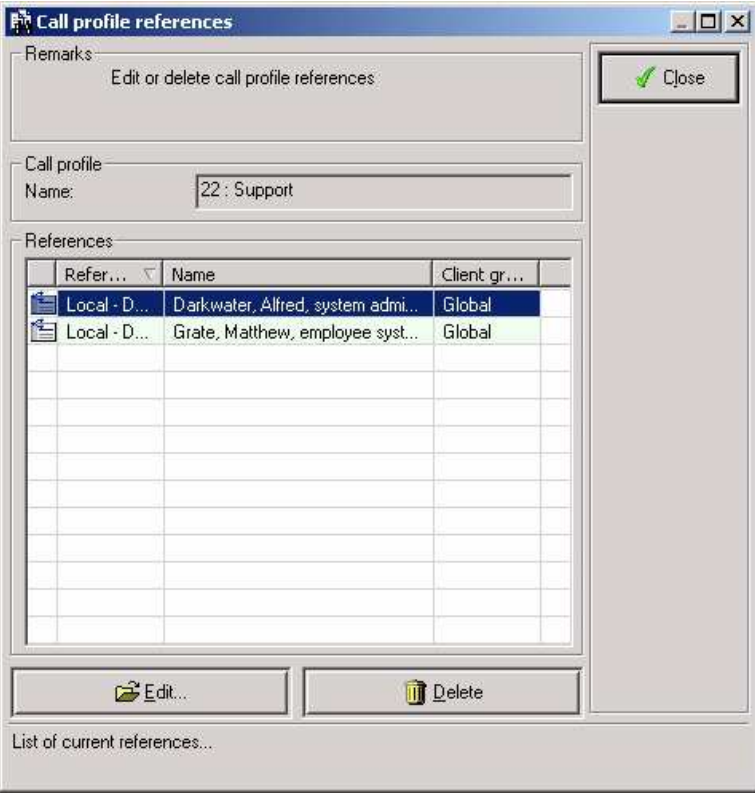
No.	Task
1.	Select "Call profiles" in the tree view. This will open the list with profiles.
2.	Double-click on the call profile you want to edit. This will open the window "Edit call profile".
3.	<p>Click on References. The "Call profile references" window will open.</p> 

Table 14-16 Edit and delete call profile references

Create and Administrate Call Profiles
Administrate call profiles

No.	Task
4.	<p>Edit call profile references: Select the desired reference entry and click on Edit or double-click on the entry. This will open the window "Edit call profile target". Now make the required changes (Section 14.9.2, "Edit call profile target").</p> <p>Delete call profile references: In the window area "References" select the reference entries you want to delete and click on Delete. Confirm the prompt with Yes. The selected call profile references will be deleted. Once no more call profile references are left you can also delete the call profile itself.</p>

Table 14-16 Edit and delete call profile references

14.9 Administrate call profile targets

The call profile target constitutes the reference to a subscriber. The settings assigned to the subscriber (e. g. "Times") are considered in the dial-up profiles. In addition, you can also make specific settings for the call profile target.

14.9.1 Add a new call profile target

Follow the instructions below to add a new call profile target:


No.	Task
1.	In the tree view, select the "Call profile" to which you want to assign a new call profile target. The list with call profile targets will be displayed.
2.	Click  in the menu bar. The "Add new call profile targets" window will be opened.
3.	Select the desired subscriber(s) from the list.
4.	Enter the relevant data (Section 14.9.2, "Edit call profile target"). If you selected more than one subscriber, each of them will be added with the same settings.
5.	Select "Save as template" to use these settings as a template for the next new subscriber or member.
6.	Click on OK to save your entries. The call profile target is now assigned.

Table 14-17 Add a new call profile target



You can also copy a subscriber from the subscriber list to the call profile in the tree view using the mouse (Drag & Drop). The call profile target is immediately created. Proceed as described under Section 14.9.2, "Edit call profile target" to enter all settings.

14.9.2 Edit call profile target

Follow the instructions below to edit a call profile target:


No.	Task
1.	Select the desired "Call profile" in the tree view. The list with call profile targets will be displayed.
2.	Select the call profile target to be edited and click on  . This will open the window "Edit call profile target".
3.	Now enter all relevant data in keeping with the ensuing field descriptions.
4.	Click OK to save your entries.

Table 14-18 Edit call profile target

Description of the fields in the window "Edit call profile target"

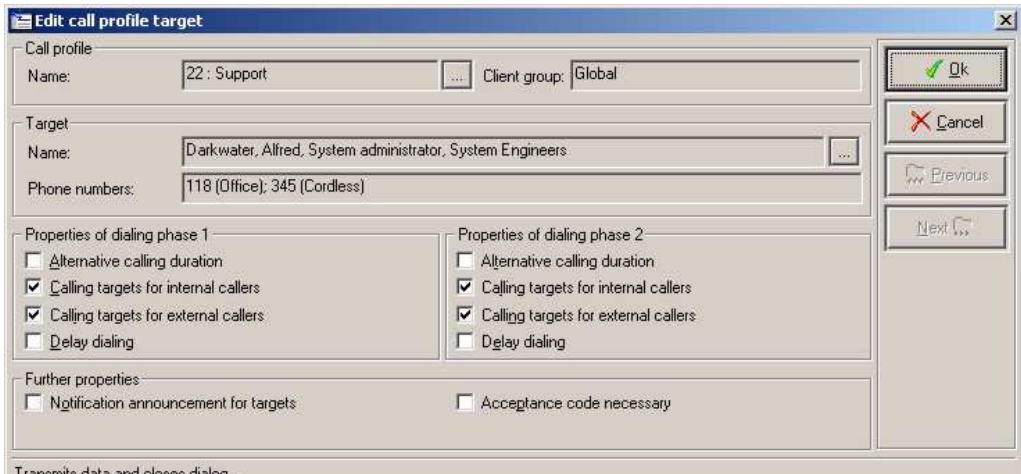
Field	Description
	
Window area "Call profile"	
Name	Output field that shows the ID and the name of the call profile. You can open the window for editing the call profile with the [...] button.
Client group	Output field that displays the client group of the call profile.
Window area "Target"	
Name	Output field that displays the name of the assigned subscriber. You can open the window for editing the subscriber with the [...] button.
Phone numbers	Output field that displays all targets (phone or phone numbers) of the subscriber.

Table 14-19 Description of the fields in the window "Edit call profile target"

Field	Description
Window area "Properties of dialing phase 1"	
Alternative calling duration	If this box is checked, the maximum alternative call duration is used instead of the maximum call duration in phase 1 (window "Edit call profile parameters", tab "Timing", field "Maximum alternative calling duration in phase 1"). This can also be to shorter than the regular call duration to prevent the call from being forwarded to a voice mailbox.
Calling targets for internal callers	If this box is checked, DAKS will dial the targets for internal calls.
Calling targets for external callers	If this box is checked, DAKS will call the targets for external calls.
Delay dialing	If this box is checked, the start of the dial-up of the target will be delayed. You can set the time of the delay in the field "Delay dialing, tab "Timing" in the window "Edit call profile parameters". This option enables you to define specific targets that are not immediately dialed by DAKS (e. g. home phones).
Window area "Properties of dialing phase 2"	
Alternative calling duration	If this box is checked, the maximum alternative call duration is used instead of the maximum call duration in phase 2 (window "Edit call profile parameters", tab "Timing", field "Maximum alternative calling duration in phase 2").
Calling targets for internal callers	If this box is checked, DAKS will dial the targets for internal calls.
Calling targets for external callers	If this box is checked, DAKS will call the targets for external calls.
Delay dialing	If this box is checked, the start of the dial-up of the target will be delayed. You can set the time of the delay in the field "Delay dialing, tab "Timing" in the window "Edit call profile parameters".
Window area "Further properties"	
Notification announcement for targets	If this box is checked, the called subscriber is played a notification announcement (defined in window "Edit call parameters", tab "Announcements") before the call is switched.
Acceptance code necessary	If this box is checked, the called party must enter a registered accept calls code (registered in the window "Edit call profile", tab "Process", field "Code") to receive the call.

Table 14-19 Description of the fields in the window "Edit call profile target"

14.9.3 Delete a call profile target

Follow the steps below to delete call profile targets:


No.	Task
1.	Select the "Call profile" in the tree view from which you want to delete call profile targets. The list with call profile targets will be displayed.
2.	In the list window, select the call profile target you want to delete.
3.	Click  in the menu bar.
4.	Confirm the prompt with Yes . The call profile target is deleted.

Table 14-20 Delete a call profile target

14.10 Call profiles with authorized subscribers

Call profiles can be set to ensure that only authorized subscribers from the subscriber list can activate the profile. This option ensures, for example, that VIPs can only be called by a certain group of persons.

For each call profile you can specify up to 20 authorized subscribers authorized to activate a profile.

The following prerequisites must be met to use authorized subscribers:

- Go to the window "Edit call profiles", tab "Properties", and make sure that the box "Visualize call screening (access control)" is checked.
- Next, go to the window "Action upon unauthorized access", tab "Process", and define how DAKS shall respond to unauthorized subscribers.

14.10.1 Authorize subscribers for a call profile (Call-Screening)

Follow the instructions below to authorize subscribers for a call profile:

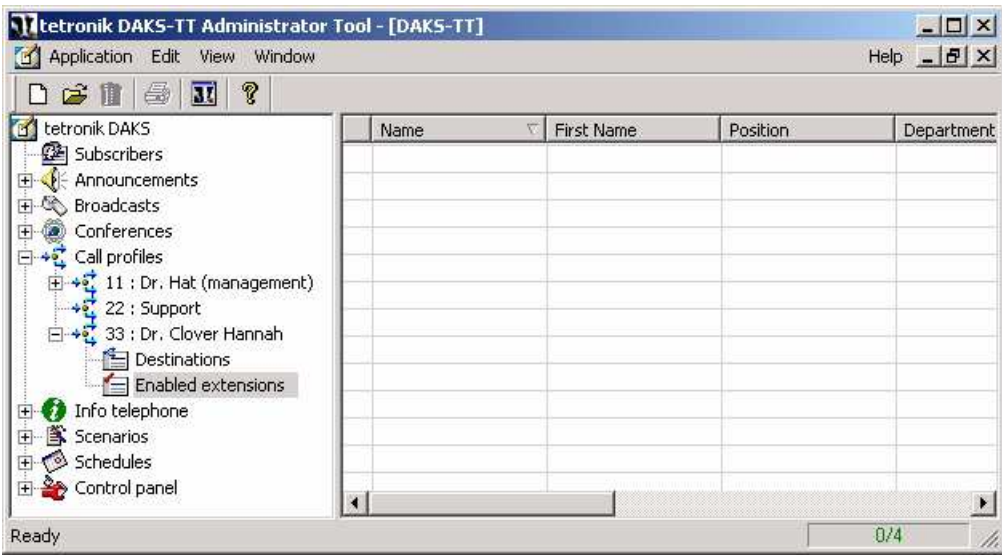
No.	Task
1.	<p>Select "Enabled extensions". An empty list will be displayed in the right half of the window.</p>  <p>The screenshot shows the 'tetronik DAKS-Administrator Tool' interface. On the left is a tree view with categories like Subscribers, Announcements, Broadcasts, Conferences, Call profiles, Destinations, Enabled extensions, Info telephone, Scenarios, Schedules, and Control panel. The 'Enabled extensions' category is selected. On the right is a table with columns: Name, First Name, Position, and Department. The table is currently empty.</p>
2.	<p>Double-click in the empty list. This will open the window "Edit subscriber's authorization to access call profile".</p>

Table 14-21 Authorize subscribers for a call profile

Create and Administrate Call Profiles
Call profiles with authorized subscribers

No.	Task
3.	Select the desired subscriber(s) and assign the desired "Level of call screening". You can assign values ranging from 0 to 9. The level determines from what point a subscriber can use the call profile. You can also select this level over the telephone (Section 14.14.7, "Edit the call screening in a dialog").
4.	Click on OK to assign the subscriber(s) to the call profile.

Table 14-21 Authorize subscribers for a call profile

14.10.2 Edit "Level of call screening"

Follow the steps below to change the "Level of call screening" for a subscriber:


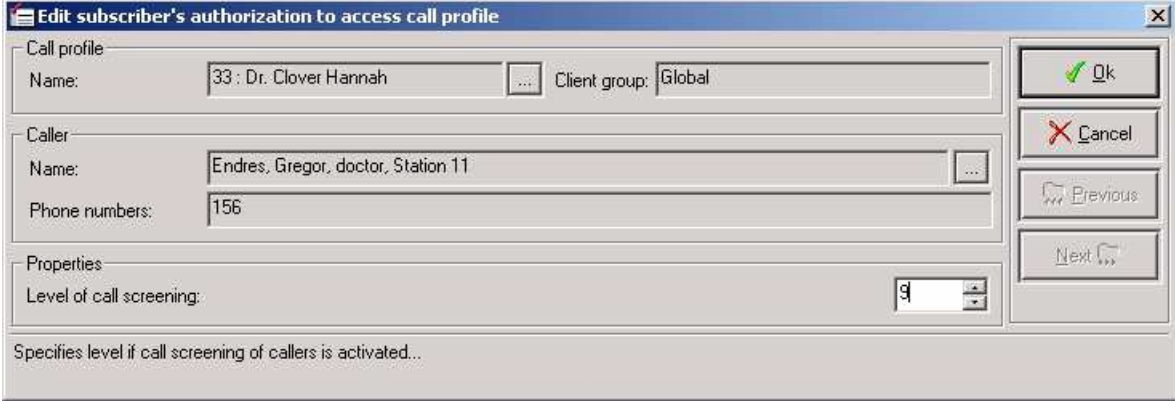
No.	Task
1.	Select the entry "Enabled extensions" in the call profile that you want to use to edit the level of call screening for the subscribers.
2.	Select the subscriber you want to edit in the list and click on  . This will open the window "Edit subscriber's authorization to access call profile":
	
3.	Assign the desired "Level of call screening".
4.	Click OK to save your entries.

Table 14-22 Edit "Level of call screening"

14.10.3 Delete subscribers from the list of authorized subscribers

Follow the instructions below to delete subscribers from the list of authorized or enabled subscribers:


No.	Task
1.	Select the entry "Enabled extensions" in the call profile in which you want to delete subscribers from the list.
2.	Select the subscriber entry to be deleted in the list window.
3.	Click  in the menu bar.
4.	Confirm the prompt with Yes . The subscriber will be deleted from the list.

Table 14-23 Delete subscribers from the list of authorized subscribers

14.11 Set up callback for "Personal calls"

14.11.1 Functionality

The DAKS server can process up to 100 callbacks simultaneously. Please note in this context that each call can activate two or more callbacks.

Callbacks are stored for up to eight hours and can be deleted both by the caller and by the called party.



The callback function is only available in combination with "Personal calls" and not with "group calls" as a busy signal must be sent to the caller if one of the called targets is busy.

The following prerequisites must be met to enable the callback function:

- Route optimization must be applied.
- Callbacks can only be made during the first dial-up phase.
- The profile may not be enabled for repeated (multiple) activation.
- "Repeat subscriber call" may not be set for dial-up phase 1.
- "Callback possible" must be checked in the connection type of the targets (targets).
- A suffix code must be entered for "Callback (Call Completion)".

Behavior at callback

If one or more targets are busy the callback function is activated for the first target that was recognized by the system as busy. If no target takes the call, DAKS will activate the callback function for all targets.

As soon as there is a callback from one of these targets, all requests for callback (mailbox lamp) connected with this call and output on the pertinent terminals are automatically deleted.

14.11.2 Set up the callback function

Follow the instructions below to set up the callback function:

No.	Task	Section
1.	Go to the window "Edit basic parameters" and enter the correct tie trunk code of the DAKS server in the field "Incoming code on callback".	Section 5.2, "Edit basic parameters"
2.	Next, open the window "Edit connection types" and check the box "Callback allowed" for all connection types you want to support callback (usually all in-house calls).	Section 5.3, "Set up connection types"
3.	Specify a suffix code for "Call profile, callback (call completion)", (default 591).	Section 5.5, "Specify suffix codes"
4.	Make sure that the following settings of the subscriber are made in the window "Edit call profile": <ul style="list-style-type: none"> • "Clear call" in the selection field "during phase 1", tab "Process" • "1" in the field "Maximum number of parallel calls", tab "Process" • "Initiate route optimization" obligatory in tab "Properties" • No announcement ("Nothing") in the fields "Before calling targets" and "During phase 1", tab "Announcements" • "Ditto/via phone: calling no." in the field "Number" of the window area "Display outputs to all targets" • "All suffix codes" or "Suffix codes from ID" in the field "Number", window area "Display outputs to all callers" 	Section 14.8.1, "Add and edit a new call profile"

Table 14-24 Set up the callback function



If any of these settings is incorrect, no callback can be requested.

14.12 Call forwarding to a call profile

A call profile can be reached directly via tie trunk code (DAKS phone number), followed by the suffix code to "Activate call profile" and the assigned phone number (e. g. 8005022).

If you prefer not to make the DAKS phone number publicly known, we recommend you set up call forwarding on the call profile (e. g. from a fixed terminal).



If this fixed terminal also constitutes a call profile target, you must select the entry "Ignore call forwarding" found under "Further properties" for this phone number. If not, the call will be redirected to its own call profile when calling the target.

14.13 Voice Mail as a call profile subscriber

If a subscriber redirects his telephone to a DAKS call profile, e.g. to become available at a DECT cell phone or via GSM, but also wants to use the Voice Mail of his company's in-house PBX, the phone number of the Voice Mail can be entered in the call profile (normally in dial-up phase 2) as a target with the connection type "Voice Mail" (Section 5.3, "Set up connection types").

The DAKS server will only call a target of this kind if the call profile was activated by call forwarding so that HiPath/Hicom sent a "Redirecting Number" to DAKS when the profile was activated.

If the call is outgoing, DAKS will then initiate a "Forwarded Call" and mirror both the received "Redirecting Number" and the received "Redirecting Name" to the sending side.

In doing so, the Voice Mail server obtains the necessary correlation to the relevant subscriber for whom it shall take the message.

14.14 Administrate call profiles over the phone

This section shows you how to use call profiles over the telephone. It also offers input examples. They are all based on the assumption that the DAKS server is reached with the tie trunk code (DAKS call number) 800 and the suffix codes are set to default (Section 5.5, "Specify suffix codes"). The "PIN" used is 4321. For a clear presentation, the input blocks are separated by spaces.

To reproduce the examples, replace the tie trunk code 800 with the call number of your DAKS server, enter your PIN and, if necessary, adjust the suffix codes. Spaces are not entered.



If no system announcements (e. g. "Please enter ID to change active number") are available or assigned, a long tone will be issued in their place.

14.14.1 How to activate a call profile

Follow the below instructions to activate a call profile:

Step by step



Enter the DAKS phone number + suffix code for "Call profiles - Activate" + call profile ID, e.g.: "800 **50** 22".



Depending on the settings, the following actions can be carried out:

- Notification announcement
- Dial tone or announcement in dial-up phase 1
- Call forwarding announcement
- Dial tone or announcement in dial-up phase 2
- Call forwarding with closing announcement or five short tones when time is exceeded

14.14.2 Activate a call profile in the dialog

Follow the below instructions to activate a call profile in the dialog:

Step by step



Enter the DAKS phone number + suffix code for "Call profiles - Activate with dialog", e. g.: "800 **56**".

56 DAKS GROUP CALL

Request announcement for "Enter ID".



Enter the IP of the call profile.












Depending on the settings, the following actions can be carried out:

- Notification announcement
- Dial tone or announcement in dial-up phase 1
- Call forwarding announcement
- Dial tone or announcement in dial-up phase 2
- Call forwarding with closing announcement or five short tones when time is exceeded

14.14.3 Change the active number in a dialog

Follow the below instructions to change an "active number" in the dialog:

Step by step	
	Enter the DAKS phone number + suffix code for "Call profiles - Change active number with dialog", e. g.: "800 52".
	Prompt for "Enter ID" or long tone if announcement is not available.
	Enter the ID for setting the "active number".
	3-tone sequence and request announcement to enter the "Active number" or long tone if announcement is not available.
	Enter the "active number" + # ¹⁾ . Calls are now forwarded to a new "Active number". Alternatively, you can enter * + announcement ID + # ¹⁾ . Calls are now forwarded to an announcement. Alternatively, you can enter # ¹⁾ . The "Active number" is deleted.
	Long confirmation tone.
	Only if the additional feature "Call screening" and authorized subscribers are defined: Request announcement to enter the "Level" or long tone if announcement is not available.
	Enter the desired level: 0 = all subscribers 1...9 = only authorized subscribers having at least the selected level
	3-tone confirmation sequence.

¹⁾ If no # key is available (e. g. on old dial pulse telephone sets), please wait until timeout and hang up. Timeout occurs after eight sec. and is signaled by a long tone.

14.14.4 Change the active number from a system telephone

Follow the below instructions to change the "active number" from a system telephone:

Step by step



Enter the DAKS phone number + suffix code for "Call profiles - Change active number via DIGITE" + call profile to set the "Active number", e. g.: "800 51 11".

ACTIVE NUMBER:

CHANGE? *=YES

Output of "---" if nothing is stored, otherwise DAKS will display the "Active number" currently set up.



Press the * key to change the "Active number" or any other key to cancel.



If you abort, DAKS will perform a backwards disconnect.

xxxx

SAVE? *=YES

We recommend using the operator's call number as new "Active number".



Press the * key if you want to store the recommended phone number as an "Active number". Press any other key if you want to enter another number or delete the "Active number".

PHONE NO+# OR # ?



Enter "Active number" + #.
Calls are now forwarded to a new "Active number".
Alternatively, you can enter * + announcement ID + #.
Calls are now forwarded to an announcement.
Alternatively, you can enter #.
The "Active number" is deleted.

Continued on next page.

<phone number>

SAVE? *=YES

<phone number> = current "Active number" or "---" if no phone number is stored.



Confirm with the * key or press any other key to return to the entry of the "Active number".



Long confirmation tone.

14.14.5 Change active numbers from any telephone

Follow the below instructions to change the "active number" from any telephone:

Step by step



Enter the DAKS phone number + suffix code for "Call profiles - Change active no from any terminal" + ID for setting the "Active number", e.g.: "800 **55** 22".



Enter the "active number" + # ¹⁾.
Calls are now forwarded to a new "Active number".
Alternatively, you can enter * + announcement ID + #¹⁾.
Calls are now forwarded to an announcement.
Alternatively, you can enter #¹⁾.
The "Active number" is deleted.

8005522<Entry># <group-based>



Only if the additional feature "Call screening" and authorized subscribers are defined:
Enter the desired level:
0 = all subscribers
1...9 = only authorized subscribers having at least the selected level





Long confirmation tone.

¹⁾ If no # key is available (e. g. on old dial pulse telephone sets), please wait until timeout and hang up. Timeout occurs after eight sec. and is signaled by a long tone.







14.14.6 Meet-me (callback following a pager call)

Follow the below instructions to be connected with the subscriber who reached you on your pager:

Step by step	
	Enter the DAKS phone number + suffix code for "Call profiles - Meet me" + access code, e. g.: "800 53 22".
	The call is connected to the caller







14.14.7 Edit the call screening in a dialog

Follow the below instructions to edit the call screening in a dialog:

Step by step	
	Enter the DAKS phone number + suffix code for "Call profiles - Change call screening with dialog", e. g.: "800 54".
	Request announcement to "Enter ID" or long tone if announcement is not available.
	Enter the ID for setting the "active number".
	3-tone sequence. Request announcement for entering the "Level", or long advisory tone if the announcement is not available.
	Enter the desired level: 0 = all subscribers 1...9 = only authorized subscribers having at least the selected level
	3-tone confirmation sequence.







14.14.8 Activate current announcements

Follow the below instructions to activate current announcements:

Step by step	
	Enter the DAKS phone number + suffix code for "Call profiles - activate/deactivate current announcement", e. g.: "800 57".
<input data-bbox="150 606 485 638" type="text" value="PIN?"/>	Request announcement to "Enter PIN" or long tone if announcement is not available.
	Enter your PIN (if necessary, correct with *).
<input data-bbox="150 774 485 806" type="text" value="GROUPS ID?"/>	Request announcement to "Enter ID" or long tone if announcement is not available.
	Enter the ID of the desired dial-up profile.
<input data-bbox="150 942 485 974" type="text" value="1=ACT. 2=DEACT."/>	Request announcement for "Deactivate or activate" or long tone if announcement is not available.
	Press 1 to activate a fault announcement.
<input data-bbox="150 1110 485 1142" type="text" value="ANNOUNCEMENT ID ?"/>	Request announcement to enter the ID of the announcement.
	Enter the ID of the announcement you want to activate.
<input data-bbox="150 1243 485 1274" type="text" value="#=ACTIV. MSG"/>	DAKS will now play the announcement that shall be activated. Request announcement, press # key to activate the announcement.
	Press the # key to activate the announcement. Afterwards, the connection is disconnected by the DAKS server.

14.14.9 Deactivate current announcements

Follow the below instructions to deactivate current announcements:

Step by step	
	Enter the DAKS phone number + suffix code for "Call profiles - activate/deactivate current announcement", e. g.: "800 57".
<input type="text" value="PIN?"/>	Request announcement to "Enter PIN" or long tone if announcement is not available.
	Enter your PIN (if necessary, correct with *).
<input type="text" value="GROUPS ID?"/>	Request announcement to "Enter ID" or long tone if announcement is not available.
	Enter the ID of the desired dial-up profile.
<input type="text" value="1=ACT. 2=DEACT."/>	Request announcement for "Deactivate or activate" or long tone if announcement is not available.
	Press 2 to deactivate fault announcements.
<input type="text" value="ANNOUNCEMENT ID ?"/>	Request announcement to enter the ID of the announcement.
	Enter the ID of the announcement you want to activate.
<input type="text" value="#=DEACTIV. MSG"/>	The first active announcement is played. Press the * key until you reach the announcement you want to deactivate.
	Press the # key to deactivate the announcement. Afterwards, the connection is disconnected by the DAKS server.

Create and Administrate Call Profiles
Administrate call profiles over the phone

15 Setup, Administration and Operation of the Info Telephone

Overview

This chapter will show you how to set up, administrate and operate the Info telephone. The functions provided by the Administrator-Tool are described as well as the functions that can be carried out from the Operator-Tool and over the telephone.

Contents

The chapter covers the following sections:

- 15.1 Overview of the Info telephone
- 15.2 Interdependence of Info telephone settings
- 15.3 Quick overview to set up and start the Info telephone
- 15.4 Edit Info Telephone parameters
- 15.5 Administration of the Info telephone profiles
 - 15.5.1 Add and edit a new Info telephone profile
 - 15.5.2 Delete an Info telephone profile
 - 15.5.3 Edit and delete Info telephone references
- 15.6 Administration of Info telephone activities
 - 15.6.1 Add and edit Info telephone activities
 - 15.6.2 Delete Info telephone activities
- 15.7 Call forwarding to the DAKS Info telephone
- 15.8 Operate the Info telephone from the Operator-Tool
- 15.9 Operate the Info telephone over the phone
 - 15.9.1 Access Info telephone recordings from any handset
 - 15.9.2 Access Info telephone information in a dialog
 - 15.9.3 Switch the Info telephone from any handset
 - 15.9.4 Switching the Info telephone from a system telephone

15.1 Overview of the Info telephone

The DAKS server can take up to 240 calls simultaneous and plays back announcements or connected audio sources to the callers (broadcast programs etc.).

To select the announcement or audio source for playback, DAKS uses either the last digits of the telephone number or the number entered by the subscriber after the prompt.

What separates DAKS from standard announcement systems is the way in which it utilizes all available channels in a dynamic and therefore needs-oriented way so that it can play up to 20 different announcements at the same time.

Info telephone activities

The activities of the Info telephone determine both its access to it and the announcement messages played. The criteria used for this selection are:

- ID/Name
- access only from in-house (internal) or only from outside (external) or both
- the playback of an announcement or audio source with welcome message and variable time limit (or number of announcement cycles, respectively)
- the message of apology if access is blocked (i.e. audio source not available)

Info telephone profiles

DAKS supports 9 Info telephone profiles that can be assigned different Info telephone activities sharing the same access code. Each Info telephone profile can be compared to a tape-recorder with multiple assigned announcements, the so-called Info telephone activities. Also, no more than one Info telephone profile can be active at a time.

You can switch between the different Info telephone profiles via the Operator-Tool but also via hardware inputs, from a telephone or through a data interface.

A classic field of application is the Info telephone of a fire or EDP department. In both cases, the system must be able to switch quickly between prepared announcements that are played when everything is calm, prepared announcements that are routinely output at the start of an emergency or malfunction, and newly recorded announcements that are played to provide the most up to date information and instructions as the emergency continues to develop.

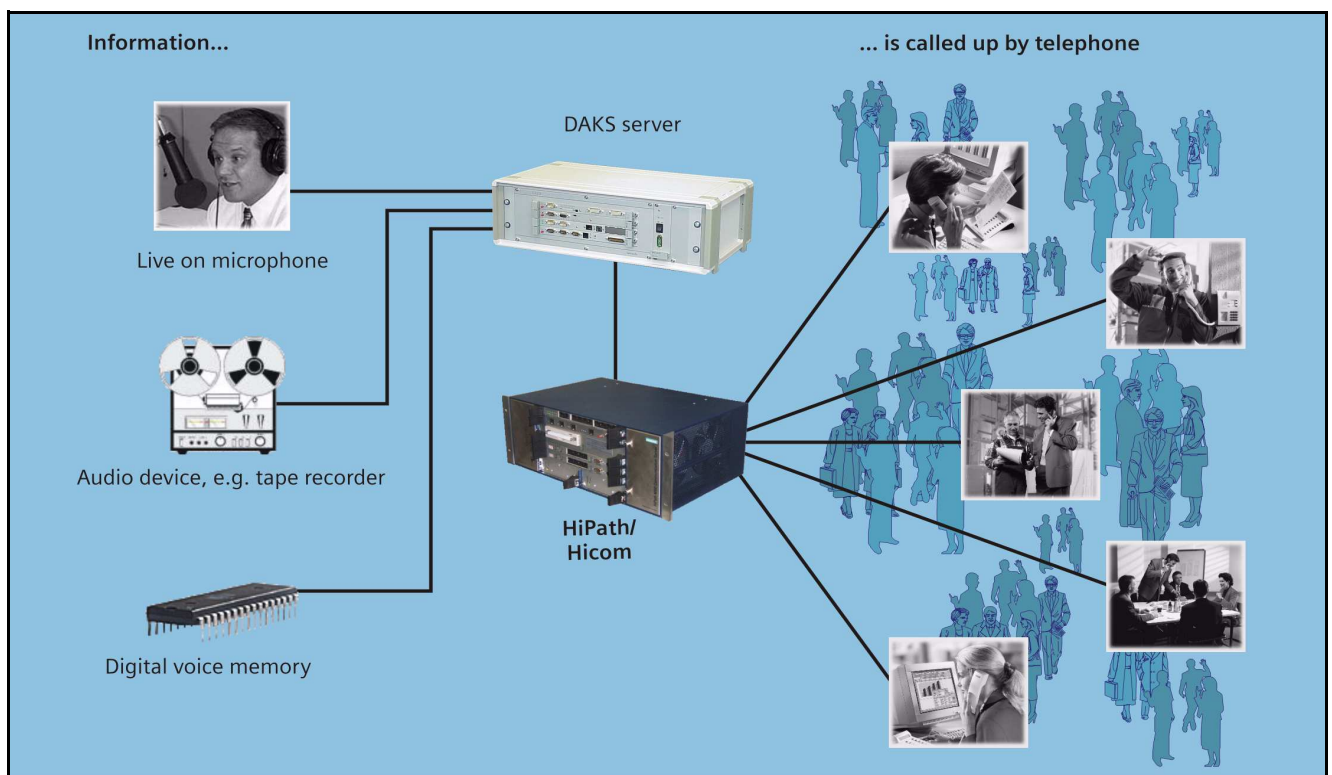


Image 15-1 Block schematic of the Info telephone

15.2 Interdependence of Info telephone settings

In addition to the windows for the administration of the Info telephone, there are other windows that also influence this function.

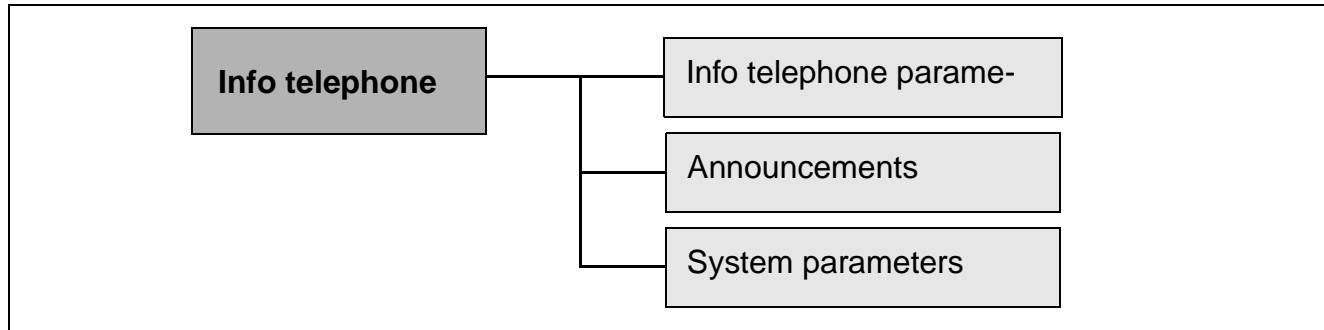


Image 15-2 Dependence of Info telephone settings on other settings

Info telephone parameters:

The parameters of the Info telephone determine the basic settings that govern the Info telephone (Section 15.4, "Edit Info Telephone parameters").

Announcements:

Announcements can also be assigned to Info telephone. Note that these announcements must be created and recorded; if not, the DAKS server will not be able to carry out the activity (Chapter 7, "Create and Administrate Announcements").

System parameters:

- **Suffix codes**

Suffix codes define the numerical combinations that make it possible to access the Info telephone and switch its profiles (Section 5.5, "Specify suffix codes").

- **Basic parameter**

Basic parameters are used to store the tie trunk code (tie line code) of the DAKS server (Section 5.2, "Edit basic parameters").

- **Output texts**

Output texts define how the user-guidance texts are rendered on the displays of cordless handset, but also how the texts are output that are used for the protocolling and logging (Section 5.12, "Specify output captions").

15.3 Quick overview to set up and start the Info telephone

The DAKS server administrates up to 9 different Info telephone profiles. Each profile can be assigned several Info telephone activities to respond to different situations or events (e.g. in-house/external calls). Note that the settings made in the Info telephone parameters apply to all profiles.

Also, please bear in mind that only one Info telephone profile can be active at a time.



Please note that after a system restart, DAKS will always activate the Info telephone profile no. 1. If the profile no. 1 is not created, the Info telephone will be deactivated.

Quick start

The below section is designed to give you a quick overview of the most important steps how to set up and start the Info telephone. The individual steps will be treated in greater detail in the later sections.



To create and to edit Info telephone profiles you must have the corresponding administrative rights. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations (Section 8.5.3, "Administrative rights").

No.	Task	Section
1.	Start the Administrator-Tool and log on.	
2.	Add a new Info telephone profile.	Section 15.5, "Administration of the Info telephone profiles"
3.	Add Info telephone activities to the Info telephone profile.	Section 15.6, "Administration of Info telephone activities"
4.	If necessary, define call forwarding to the DAKS server for the telephone, with the suffix code for the Info telephone.	Section 15.7, "Call forwarding to the DAKS Info telephone"
5.	Adjust the Info telephone parameters, if needed.	Section 15.4, "Edit Info Telephone parameters"
6.	Activate the Info telephone from the Operator-Tool, from a telephone, via a contact input or from a data interface.	Section 15.8, "Operate the Info telephone from the Operator-Tool" and Section 15.9, "Operate the Info telephone over the phone"

Table 15-1 Set up and start the Info telephone

15.4 Edit Info Telephone parameters

Follow the below instructions to edit the parameters of the Info telephone:


No.	Task
1.	Start the Administrator-Tool and log on.
2.	In the tree view, select "Info telephone". This will open the list with profiles.
3.	In the list window, select the entry "<Parameters>" and click on  . This will open the window "Edit Info telephone parameters".
4.	Make the settings in keeping with the ensuing field descriptions.
5.	Click OK to save your entries.

Table 15-2 Edit Info telephone parameters

Description of the fields in the window "Edit Info telephone parameters"


Field	Description
Tab "General"	
	
Window area "Incoming connections"	
Maximum available channels	This is maximum number of incoming calls that can be answered by the Info telephone. The number is identical with the number of channels between the DAKS server and the PBX.

Table 15-3 Description of the fields in the window "Edit Info telephone parameters"

Field	Description
Use for Info telephone	Selection field to choose the number of channels that may access the Info telephone announcements simultaneously. Note that you put channels aside for other applications by restricting the channels that shall be used for the Info telephone.
Window area "Display outputs"	
Number to caller	For callers using digital handsets, DAKS generates a numerical display output (Connected Number). This selection field determines the data that will be transferred in addition to and after the "Incoming tie trunk code": <ul style="list-style-type: none"> • "No further digits" (default) • "All suffix digits", that is to say the "Suffix code" + the "ID of the activity" • "Suffix digits from ID", that is to say only the "ID of the activity" without the "Suffix code"
Text to caller	Input field for the display message (max. 20 characters). For callers with digital handsets, DAKS will generate an alphanumeric "Display output" (Connected Name), that can be rendered on handset displays network-wide if so supported by the protocol. Please bear in mind that some cordless phones can only display capital letters and do not support the German umlauts. Make sure you take these special features into consideration when making your entries.
Window area "Output to system printer"	
When DB is online When DB is offline	This selection field determines the events that will be logged by the system printer: <ul style="list-style-type: none"> • "nothing" • "access only" • "profile changes only" • "everything", i.e. both the access and the switching (default)

Table 15-3 Description of the fields in the window "Edit Info telephone parameters"

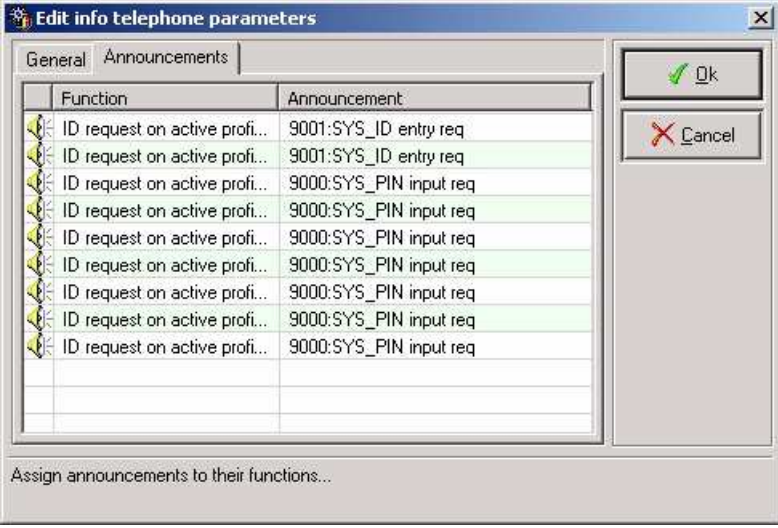
Field	Description
Tab "Announcements" 	
Function	Display of the profile (1 to 9) for which the assigned announcement is presently being used.
Announcement	Selection field to determine up to 9 different info announcements that will, in the mode "Listening in the dialog", prompt the user to enter a PIN before he/she receives any information details.

Table 15-3 Description of the fields in the window "Edit Info telephone parameters"

15.5 Administration of the Info telephone profiles

You can also define special Info telephone profiles for specific events by assigning more than one Info telephone activity (e.g. different announcements for internal and external callers). To achieve this particular response, use an unequivocal ID that will trigger a specific Info telephone profile via the Operator-Tool, from a telephone, via a hardware input, or through a data interface (Section 15.8, "Operate the Info telephone from the Operator-Tool", Section 15.9, "Operate the Info telephone over the phone", Section 5.10, "Administrate inputs/outputs"). Remember that no more than one profile can be active at a time.

15.5.1 Add and edit a new Info telephone profile

Follow the below instructions to add or to edit a new Info telephone profile:



No.	Task
1.	In the tree view select "Info telephone". This will open the list with profiles.
2.	Click on the symbol  in the menu bar to add a new profile, or select the Info telephone profile you want to edit and click on  . This will open the window "Edit Info telephone profile".
3.	Enter the relevant data or make the necessary adjustments in keeping with the ensuing field descriptions.
4.	Click on OK to save your entries.

Table 15-4 Add and edit a new Info telephone profile

Description of the fields in the window "Edit Info telephone profile"

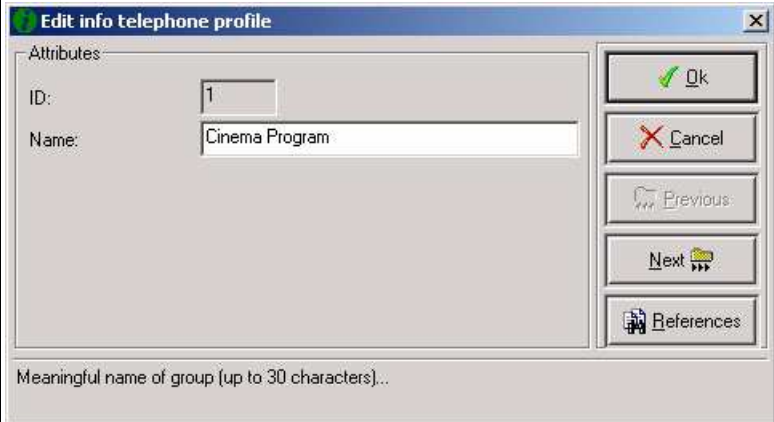
Field	Description
	
ID	Selection field (when adding a new profile), or display field for the identifier used to switch the Info telephone profile (1 to 9). Note that IDs that have already been assigned may not be selected for other new profiles.
Name	Input field to enter a concise name for the profile of this Info telephone (no more than 30 characters) that will be output in the tables and list fields.

Table 15-5 Description of the fields in the window "Edit Info telephone profile"

15.5.2 Delete an Info telephone profile



Info telephone profiles can only be deleted if no Info telephone activities are assigned to them (see Section 15.5.3, "Edit and delete Info telephone references").

Follow the below instructions to delete Info telephone profiles:


No.	Task
1.	In the tree view click "Info telephone". This will open the list with profiles.
2.	In the list window, select the Info telephone profile you want to delete.
3.	Click  in the menu bar.
4.	Confirm the prompt with Yes . The profile will now be deleted. If Info telephone activities are still assigned to this profile, the window "Info telephone references" will pop up (Section 15.5.3, "Edit and delete Info telephone references").

Table 15-6 Delete an Info telephone profile

15.5.3 Edit and delete Info telephone references

From the window "Edit Info telephone profiles" (Section 15.5.1, "Add and edit a new Info telephone profile") you can open the window "Info telephone references", where you will find all Info telephone activities that are linked to the profile. You can edit or delete these activities in this window.



Note that if you try to delete Info telephone profiles while Info telephone activities are still assigned to them, DAKS will immediately open the window "Info telephone profile references".

Follow the below instructions to edit or to delete Info telephone references:


No.	Task
1.	In the tree view, select "Info telephone". This will open the list with profiles.
2.	Select the Info telephone profile you want to edit and click on  . This will open the window "Edit Info telephone profiles".
3.	Click on References . This will open the window "Info telephone references".

Table 15-7 Editing or deleting Info telephone references

No.	Task
4.	<p>Edit Info telephone activities: Select the reference entry wanted and click on Edit or double-click on the entry itself. This will open the window "Edit Info telephone activity". Now make the required changes (Section 15.6.1, "Add and edit Info telephone activities").</p> <p>Delete Info telephone activities: Select the reference entry you want to remove and click on Delete. Confirm the prompt with Yes. The Info telephone activities are now deleted. Once the entire list is cleared you can delete the actual Info telephone profile.</p>

Table 15-7 Editing or deleting Info telephone references

15.6 Administration of Info telephone activities

You can assign more than one Info telephone activity to an Info telephone profile to react to particular events. In this way, you can e.g. play different announcements to in-house and external callers, or prompt external callers to enter an ID before playing the announcement.

15.6.1 Add and edit Info telephone activities

Follow the below instructions to add a new or edit an Info telephone activity:




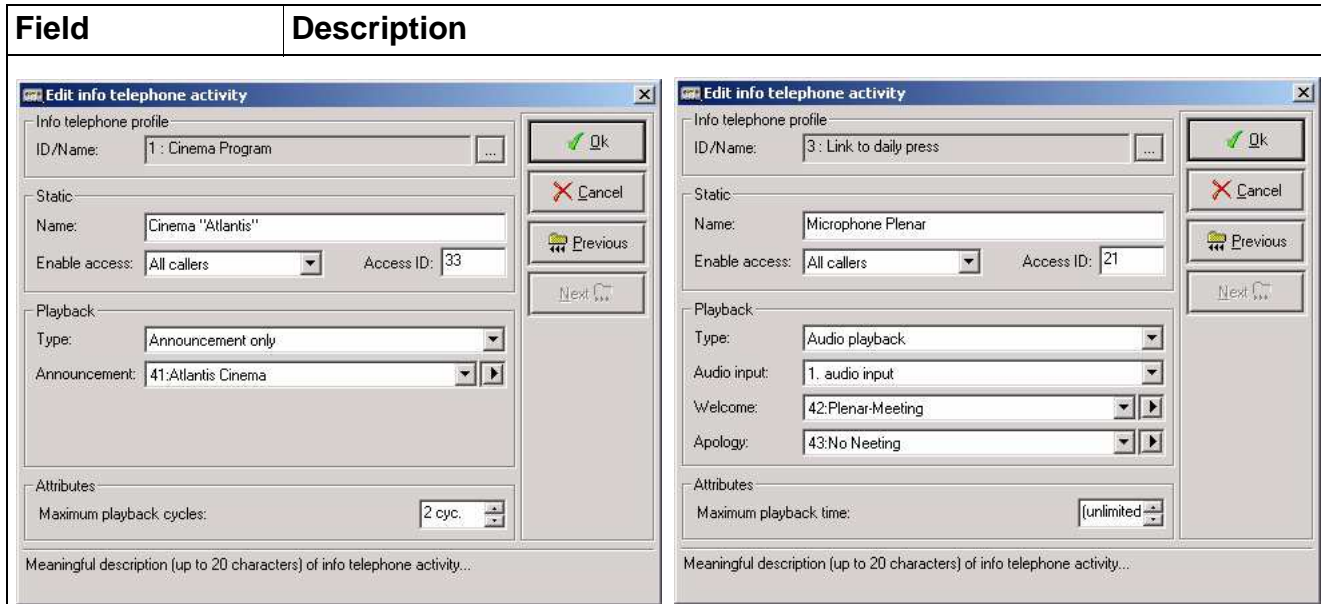
No.	Task
1.	In the tree view, select "Info telephone". This will open the list with profiles.
2.	Select the Info telephone profile that you want to edit or to to which you want to add a new activity and click on  . Unless not available, the Info telephone activities that are already assigned will be output in the list window.
3.	Click on the symbol  in the menu bar to add a new activity or select the activity you want to edit and click on  . This will open the window "Edit Info telephone activity".
4.	Enter the relevant data or make the necessary adjustments in keeping with the ensuing field descriptions.
5.	Click on OK to save your entries.

Table 15-8 Add new Info telephone activities



If an Info telephone activity is assigned announcements that have not yet been recorded, the activity will not start and the subscriber will receive a busy signal.

Description of the fields in the window "Edit Info telephone activity"



Window area "Info telephone profile"

ID/Name	Display of the ID and the name of the Info telephone profile to which the Info telephone activity is assigned.
---------	--

Window area "Static"

Name	Input field to enter a concise name for the Info telephone activity (no more than 20 characters), that will be be output in the tables and list fields.
Enable access	Selection field to select the callers that shall have access to this Info telephone activity: <ul style="list-style-type: none"> ● All callers (default) ● In-house subscribers only ● External subscribers only
Access ID	Input field to enter the access number for the Info telephone activity (no more than 4 digits). If you want in-house and external callers sharing one and the same profile to be played different announcements at the same access number, you can allocate the same ID twice, i.e. for both in-house and external access.


Table 15-9 Description of the fields in the window "Edit Info telephone activity"

Field	Description
Window area "Playback"	
Type	<p>Selection field to choose the type of playback:</p> <ul style="list-style-type: none"> • Announcement only (default), with no display of the fields "Audio input", "Welcome", "Apology" and "Maximum playback time" (fields suppressed). • Audio playback (only in combination with audio inputs) • Max. the last two standard broadcast announcements • last announcement of a broadcast with ID 9xxx
Announcement	<p>This field is only enabled if "Type" is set to "Announcement only".</p> <p>Selection field to choose the announcement.</p>
Audio input	<p>Determines which of the 1 to max. 8 audio inputs shall be played back (default: No audio input)</p>
Welcome	<p>This field is only enabled if "Type" is NOT set to "Announcement only".</p> <ul style="list-style-type: none"> • If "Type" set to "Audio input": Defines the Welcome announcement prepended to the playback of an audio source. • If "Type" set to "Max. last two standard broadcast announcements" or "Last announcement of a broadcast with ID 9xxx": Specifies the welcome announcement played before the broadcast announcements. <p>((Default "none"))</p>
Apology	<p>This field is only enabled if "Type" is NOT set to "Announcement only".</p> <ul style="list-style-type: none"> • If "Type" set to "Audio input" Defines the announcement that will be played if the audio input is deactivated via contact input or the welcome announcement was deleted. • If "Type" set to "Max. last two standard broadcast announcements" or "Last announcement of broadcast with ID 9xxx": Defines the announcement that will be played if no broadcast announcement is available. <p>((Default "none"))</p>
Window area "Properties"	

Table 15-9 Description of the fields in the window "Edit Info telephone activity"

Field	Description
Maximum playback cycles	This field is only displayed if "Type" is set NOT to "Audio playback". Determines the number of playback cycles (1 to 5) for announcements before the DAKS server will break the connection (protection against blocking).
Maximum playback time	This field is only displayed if "Type" is set to "Audio playback". Determines the time in seconds until the connection is broken (protection against blocking), or "unlimited" if no disconnect is wanted.
Maximum availability of broadcast announcement	This field is only displayed if "Type" is set to "Max. last two standard broadcast announcements" or „Last announcement of broadcast with ID 9xxx“. The entry made in this field defines the maximum length of time in minutes that a broadcast announcement will remain in the Info telephone after the broadcast end. (Timeout).

Table 15-9 Description of the fields in the window "Edit Info telephone activity"



You can also temporarily block the access to audio playbacks either by:

- deleting the assigned welcome announcement or
- blocking the assigned low frequency audio input at the hardware input (if available)

As soon as the access is blocked, all existing connections will be cut. All later callers will either hear a busy signal or, if wanted, receive the message of apology specified in the selection field "Apology" (default: no apology announcement).

15.6.2 Delete Info telephone activities

Follow the below instructions to delete an Info telephone activity:


No.	Task
1.	In the tree view, select "Info telephone". This will open the list with profiles.
2.	Double-click on the Info telephone profile from which you want to delete activities. All Info telephone activities assigned to this profile will be displayed in the list window.
3.	In the list window, highlight the Info telephone activity that you want to delete.
4.	Click  in the menu bar.
5.	Confirm the prompt with Yes . The Info telephone activity will now be deleted.

Table 15-10 Delete Info telephone activities

15.7 Call forwarding to the DAKS Info telephone

In the event you do not want to make your DAKS call number public and prefer that external callers reach your Info telephone only, you can also set up a fictitious telephone number in the PBX and forward it to the DAKS Info telephone. Please bear in mind that this is a performance feature of your PBX and not of the DAKS server.

15.8 Operate the Info telephone from the Operator-Tool



To begin with, please bear in mind that you must have the corresponding operational rights and a password to use the Info telephone via the Operator-Tool.

The Operator-Tool gives you a variety of options how to activate an Info telephone profile or switch off the Info telephone itself. These options are explained below.

- Symbol bar
- Context menu
- Pull down menu

Activating or deactivating the Info telephone profile from the selection window in the symbol bar

No.	Task
1.	Start the Operator-Tool and log on.
2.	Select the wanted profile from the "Info telephone" selection list in the symbol bar, or choose "Off".

Table 15-11 Activating or deactivating the Info telephone profile from the selection window in the symbol bar

Activating or deactivating the Info telephone profile in a dialog with the right mouse key

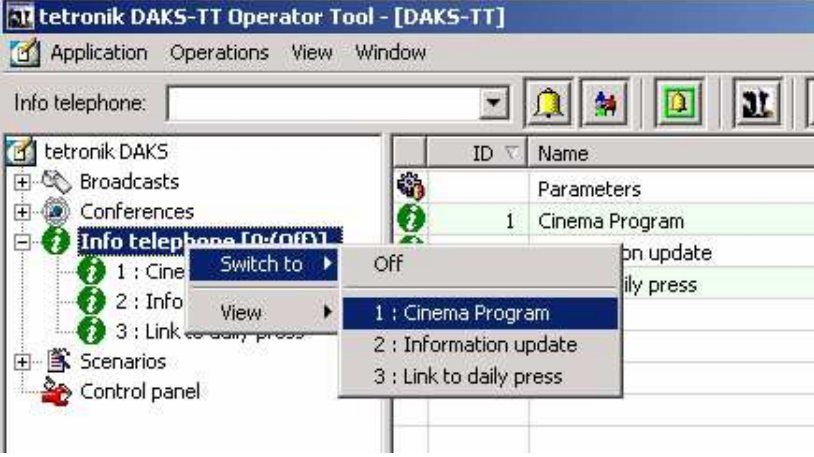
No.	Task
1.	Start the Operator-Tool and log on.
2.	Click on "Info telephone" in the tree view with the right mouse key. This will open the context menu:: 
3.	Select "Switch to" and highlight the profile in question, or choose "Off".

Table 15-12 Activating or deactivating the Info telephone profile with the right mouse key

Activating or deactivating an Info telephone profile from the pull-down menu


No.	Task
1.	Start the Operator-Tool and log on.
1.	Open the "Operations" pull-down menu.
2.	Select "Switch Info telephone to" and highlight the wanted profile, or choose "Off". 

Table 15-13 Activating or deactivating an Info telephone profile from the pull-down menu

15.9 Operate the Info telephone over the phone

This section shows you how to operate and use the Info telephone over the phone. It also offers input examples. The examples are based on the assumption that the DAKS server is reached with the tie trunk code (DAKS call number) 800. The suffix codes (Section 5.5, "Specify suffix codes") and the Info telephone parameters (Section 15.4, "Edit Info Telephone parameters") are set to default. The "PIN" used is 4321. For a clear presentation, the input blocks are separated by spaces.

To reproduce the examples, replace the tie trunk code 800 with the call number of your DAKS server, enter your PIN and, if necessary, adjust the suffix codes. Spaces are not entered.



Please bear in mind that to operate the Info telephone from a telephone, you must have the pertinent administrative and operational rights.

15.9.1 Access Info telephone recordings from any handset

Follow the below instructions to access Info telephone recordings:

Step by step



Enter the DAKS call number + the suffix code for "Info telephone - Access" + the ID of the Info telephone activity, e.g.: "800 **20** 11".

800 20 11 DAKS INFO TELEPHO



The Info telephone activity will now be played back.



Please bear in mind that to do so, the Info telephone profile must be activated and the wanted playback must be enabled, that is to say an ID must have be assigned to the activity.

15.9.2 Access Info telephone information in a dialog

Follow the below instructions to access Info telephone information in a dialog:

Step by step



Enter the DAKS call number + the suffix code for "Info telephone - Access with dialog", e. g.: "800 **23**".



Playback of the request announcement to "Enter ID".



Enter the ID of the wanted Info telephone activity.



The Info telephone activity will now be played back.



Please bear in mind that to do so, the Info telephone profile must be activated and the wanted playback must be enabled, that is to say an ID must have been assigned to the activity.

15.9.3 Switch the Info telephone from any handset

Follow the below instructions to switch the Info telephone from any handset:

Step by step



Enter the DAKS call number + the suffix code for "Info telephone - Switch from any terminal" + PIN, e.g.: "800 **22** 4321".



To switch off the telephone, enter "0" or a number between 1 and 9 to activate one of the nine different info telephone profiles. If the caller is not authorized to make this change, DAKS will play a busy signal.



A long tone will now confirm your entry.

15.9.4 Switching the Info telephone from a system telephone

Follow the below instructions to switch the Info telephone from a system telephone:

Step by step



Enter the DAKS call number + the suffix code for "Info telephone - Switch via DIGITE",
e. g.: "800 21".

```
DAKS INFO TELEPHONE
INFO TEL. PIN?
```



Enter your PIN.

Either: No profile currently active.

```
<Profile ID> CURRENT
PROFILE 1-9, 0=OFF?
```

Or: No profile is currently active.

```
CURRENTLY OFF
PROFILE 1-9, 0=OFF?
```



To switch off the telephone, press "0" or a number between 1 and 9 to activate one of the nine different info telephone profiles.

```
SWITCH OFF
SAVE? *=YES
```

Note that this dialog will only appear on your display if you entered "0".

```
<Profile ID> PROFILE
SAVE? *=YES
```

This dialog will be output on your display as soon as you selected one of the nine different profiles.



To save your entries, press the star "*" key.
To return to the profile selection, press any other key.



The saving of your entries will be confirmed with a long tone, after which the dialog will end.

16 Setup, Administration and Start of Scenarios

Overview

This chapter shows you how to set up, administrate and start scenarios. It covers the functions provided by the Administrator-Tool as well as the functions that can be carried out from the Operator-Tool and over the telephone.

Contents

The chapter covers the following sections:

- 16.1 Overview of scenarios
- 16.2 Interdependence of scenario settings
- 16.3 Administration of scenarios
 - 163.1 Add and edit scenarios
 - 163.2 Delete scenarios
- 16.4 Start a scenario with the Operator-Tool
- 16.5 Start a scenario over the phone

16.1 Overview of scenarios

With scenarios, you can start up to 30 different DAKS activities all in one step, i.e. by activating one scenario. In this way you can for example:

- start one or more broadcasts (also buffered, if you want to activate more broadcasts than can be processed simultaneously)
- start one or more conferences
- start a broadcast (alarm) and a conference (emergency meeting) at the same time
- switch the Info telephone
- activate audio inputs

Functionality through simulation of hardware inputs

The functionality of scenario is reached by the system simulating the activation of up to 30 hardware inputs.

The response to the activated hardware inputs is determined by the Administration of the contact inputs (Section 5.10.1, "Configure Profibus[®] inputs").



Note that if the hardware inputs are not configured, you will not be able to assign any action to the scenario!

In total, you can define up to 200 different scenarios.

Start a scenario

Scenarios can be started:

- from the Operator-Tool (Section 16.4, "Start a scenario with the Operator-Tool")
- over the telephone (Section 16.5, "Start a scenario over the phone")

16.2 Interdependence of scenario settings

In addition to the windows used for their Administration, there are other windows that can also influence scenarios.

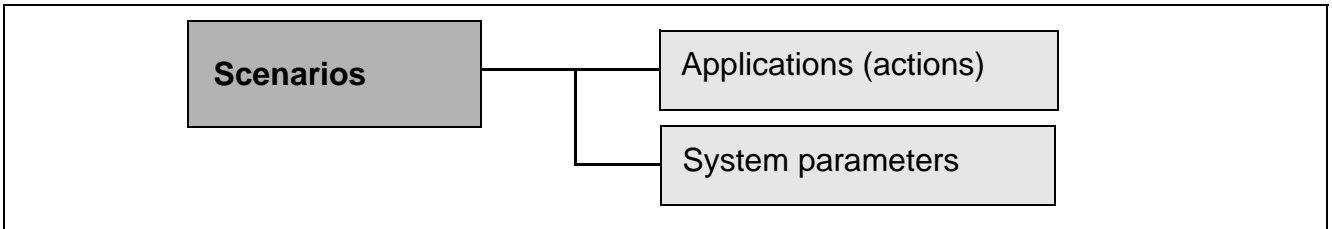


Image 16-1 Dependence of scenario settings on other settings

Applications:

To set up a scenario you must first create the applications (e.g. a broadcast, conference or an Info telephone). After the applications are created they can be combined in a scenario.

System parameters:

- **Hardware inputs**

Hardware inputs must be assigned to applications (actions) so that they can be integrated into scenarios (Section 5.10.1, "Configure Profibus[®] inputs").

16.3 Administration of scenarios

Scenarios are created through the combination of applications (actions). Each scenario is assigned an ID that can be used to start the scenario over the telephone. Scenarios can also be started and monitored with the Operator-Tool.



Please bear in mind that you must have the proper administrative rights to create and edit scenarios. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations (Section 8.5.3, "Administrative rights").

163.1 Add and edit scenarios

Follow the below instructions to add a new or edit a scenario:



No.	Task
1.	Start the Administrator-Tool and log on.
2.	Now assign the applications (actions) to the hardware inputs that you want to use in scenarios (Section 5.10.1, "Configure Profibus [®] inputs").
3.	In the tree view select "Scenario". This will open the list with the scenarios that have already been setup.
4.	Click on the symbol  in the menu bar to add a new scenario, or select the scenario you want to edit and click on  . The window "Edit scenario" will pop up.
5.	Now enter the settings in keeping with the ensuing field descriptions.
6.	Assign the wanted and available objects to the scenario. You can move objects in the following two ways: <ul style="list-style-type: none">● Select an object in the corresponding list field and move it with the arrow button.● Double-click on the object itself to have it moved to the other list.
7.	Click OK to save your entries.

Table 16-1 Add and edit scenarios

Description of the fields in the window "Edit scenario".

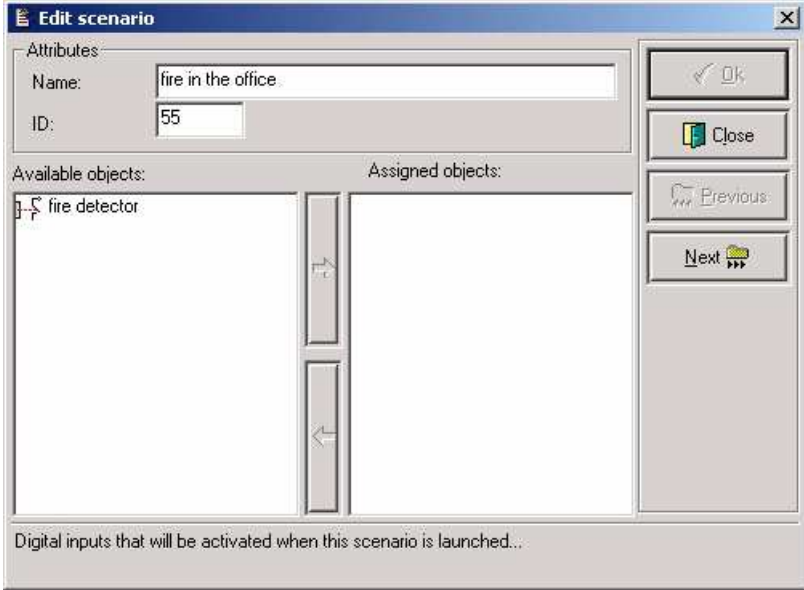
Field	Comment
	
Window area "Attributes"	
Name	Input field to enter a concise name for the scenario (no more than 20 characters), to be output in the tables and list fields.
ID	Input field to enter an identifier to activate the scenario (max. 4 digits).
Window area "Objects"	
Available objects	List of all applications (actions) that have been assigned to a hardware input and that can be used for scenarios.
Assigned objects	List of all applications (actions) that are assigned to the scenario.

Table 16-2 Description of the fields in the window "Edit scenario".

163.2 Delete scenarios

Follow the below instructions to delete a scenario:


No.	Task
1.	In the tree view select "Scenario". This will open the list with the scenarios that have already been set up.
2.	Select the scenario you want to delete in the list window.
3.	Click  in the menu bar.
4.	Confirm the prompt with Yes . The scenario will now be deleted.

Table 16-3 Delete a scenario

16.4 Start a scenario with the Operator-Tool



To start scenarios with the Operator-Tool you need the corresponding operational rights and a password.

Follow the below instructions to to start a scenario:


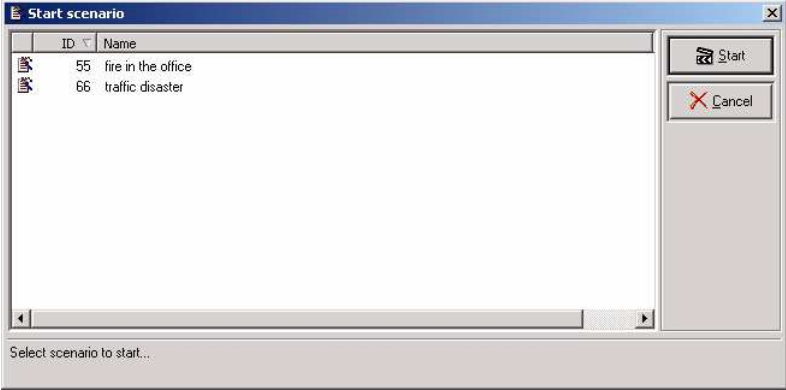
No.	Task
1.	Start the Operator-Tool and log on.
2.	<p>There are three different ways to start scenarios:</p> <ul style="list-style-type: none"> • open the pull-down menu "Operations" and select the item "Start scenario", • make a right mouse click on "Scenario" in the tree view and select "Start" in the context menu, or • click on . <p>All of these choices will open the window "Start scenario":</p> 
3.	Select the scenario you want to start.
4.	Click on Ok to start the scenario.

Table 16-4 Start a scenario with the Operator-Tool

16.5 Start a scenario over the phone

This section shows you how to start scenarios over the telephone. It also offers input examples. They are all based on the assumption that the DAKS server is reached with the tie trunk code (DAKS call number) 800 and the suffix codes are set to default (Section 5.5, "Specify suffix codes"). The "PIN" used is 4321. For a clear presentation, the input blocks are separated by spaces.

To reproduce the examples, replace the tie trunk code 800 with the call number of your DAKS server, enter your PIN and, if necessary, adjust the suffix codes. Spaces are not entered.



If no system announcements (e. g. "Please enter your PIN") are available or assigned, DAKS will play a long tone, instead.



Please bear in mind that you must have the pertinent administrative and operational rights and a PIN to use the call profiles from a telephone.

Follow the below instructions to start a scenario:

Step by step



Enter the DAKS call number + the suffix code for "System function - Launch scenario" + the PIN + the scenario access code, e.g.: "800 **05** 4321 55".

<Scenario description>

SCEN. START *=YES



Long tone.



Confirm your entry with the star by "*" key.

SCENARIO LAUNCHED



3-tone sequence.

Now please hang up. The scenario will be started and the DAKS server will cut the connection.

17 Setup, Administrate and Start Schedulers

Overview

This chapter shows you how to set up, administrate and start schedulers.

Contents

The chapter covers the following sections:

17.1 Overview of schedulers

17.2 Interdependence of scheduler settings

17.3 Administration of schedulers

17.3.1 Add and edit scheduled actions

17.3.2 Create schedulers for broadcasts

17.3.3 Create schedulers for conferences

17.3.4 Create schedulers for the Info telephone

17.3.5 Delete scheduled actions

17.1 Overview of schedulers

Schedulers enable you to activate repetitive actions in a scheduled or time-controlled way (e.g. every fortnight on a Monday).

DAKS provides a scheduler for each of the below applications:

- start broadcasts (available soon),
- convene conferences,
- switch the info telephone (available soon), and
- start scenarios (available soon).

Note that in the following text, the individual entries made in these schedulers are referred to as "scheduled action".

Functionality via the application DAKS-TTProcessServer

All time-controlled or scheduled actions that are entered in the schedulers are triggered by the DAKS-TTProcessServer application. They are exclusively performed on the DAKS server of a DAKS group that is currently active (Section 3.5.5, "Create and edit a DAKS server and DAKS-TTProcessServer connection").

Consequently, the DAKS-TTProcessServer on which the action shall be performed must be connected with its DAKS server (online).



If the DAKS-TTProcessServer is not connected (online) with its DAKS server when the action is activated, the scheduled action cannot be carried out!

In total you can define and administrate up to 100 different entries in the schedulers.

17.2 Interdependence of scheduler settings

In addition to the windows that are used for the Administration of the schedulers, there are also other windows that influence the timetables.

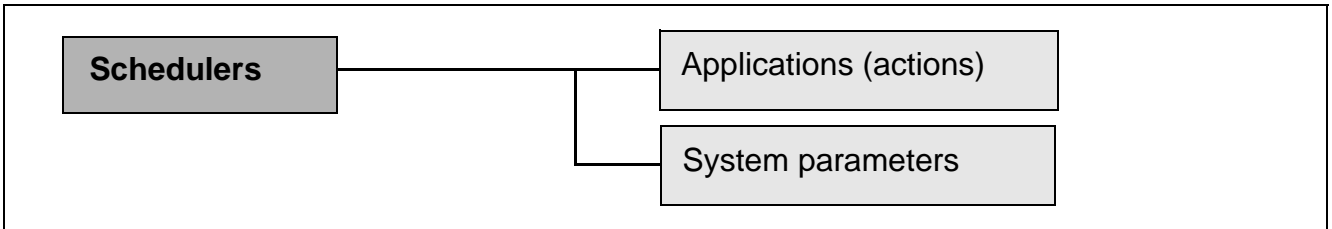


Image 17-1 Dependence of scheduler settings on other settings

Applications (actions):

Please bear in mind that to create entries in a scheduler, the corresponding groups/profiles must first be created in the relevant applications (e.g. broadcast, conference, info telephone). If necessary, use the DAKS-TT Operator-Tool to test the groups/profiles. After the test the groups/profiles can be used in the schedulers.

System parameters:

- **Basic parameters**

The basic parameters can contain resource restrictions that are able to impede the launch of a scheduled action (Section 5.2, "Edit basic parameters").

- **Application parameters**

The parameters of the relevant application may also contain resource restrictions that are able to impede the launch of a scheduled action.

17.3 Administration of schedulers

Every entry in the scheduler specifies an engagement plus, if applicable, its recurrence, and a minimum of one action that shall be activated.

The defined action will then be initiated or activated through the DAKS-TTProcessServer at the predefined pattern(s).

You can, if necessary, also monitor and control the scheduled actions with the Operator-Tool.



Please bear in mind that you must have the proper administrative and operational rights to create and edit scheduled actions. After the installation, the user with the user ID "sysadm" and the password "sysadm" has the administrative rights (Section 8.5.3, "Administrative rights"); if necessary, also assign this person a PIN and the operational rights (Section 8.5.1, "Operational rights").

17.3.1 Add and edit scheduled actions

Follow the below instructions to add a new or edit a scheduled action:



No.	Task
1.	Start the Administrator-Tool and log on.
2.	In the tree view, select "Scheduled action". This will open the list with all available applications.
3.	In the tree view, select the appropriate application underneath "Scheduled action" (e.g. "Conferences"). This will open a list with all scheduled actions that are available for this applications.
4.	Click on the symbol  in the menu bar to add a new entry in a scheduler (time-controlled action) or select the entry you want to edit and click on  . This will open the window "Scheduled action".
5.	Now enter the settings in keeping with the ensuing field descriptions.
6.	Click OK to save your entries.

Table 17-1 Add and edit scheduled actions

Description of the fields in the window "Edit scheduled actions"

Field	Description
<p>Window area "DAKS group"</p> <p>This field is only active if two DAKS groups are administrated in the DAKS-TT-DBServer. Selection field to enter the DAKS group to perform the scheduled action.</p>	
<p>Window area "Schedule duration"</p>	
Begins	Entry field to define the date when an action shall be started for the first time.
at	Entry field for the time of the activation
Last scheduled	Display field indicating the last time when this action was successfully started. Note that if this field is empty, the action has never been started.
Event	Selection field to define the sequence properties that shall apply to the recurrence of the action. Choose between the following options: <ul style="list-style-type: none"> • Single The action will be started only once. • Unlimited The action will be repeated endlessly. • Ends on: The action will be repeated until this final date is exceeded.

Table 17-2 Description of the fields in the window "Edit scheduled actions"

Setup, Administrate and Start Schedulers
Administration of schedulers

Field	Description
End date	Entry field for the time when the action shall be activated for the last time. The value entered here needs not necessary be equivalent to one of the actual activation times. Note that this field will only be visible if you selected "Ends on" in the field "Event".
Window area "Schedule pattern" The fields in this window vary in keeping with the entries that are made in the fields "Event" and "Pattern"	
Pattern	Use this selection field to define the series in which you want the action to be repeated. Choose between the following options: <ul style="list-style-type: none"> ● Daily ● Weekly ● Monthly, and ● Annually
Every ... week(s) on	Selection field to specify the recurrence frequency in weeks (e.g. 2 = every 2 weeks, 3 = every 3 weeks, etc.). This field only accepts numbers between 1 and 5 and will only become visible when you set "Pattern" to "Weekly".
Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday	Select the days of the week when you want DAKS to perform the action. The field will only become visible when you set "Pattern" to "Weekly".
On the ... day of every ... month	Selection field to specify certain days of a month when you want DAKS to perform the action in addition to the monthly cycle. For example, "On the fifth day of every third month" specifies that DAKS will perform the scheduled action every 3 months and on the 5th day of that month. These fields will only become visible when you set "Pattern" to "Monthly".
Every every ... month	Selection fields to specify certain weekdays in a month when you want DAKS to perform the action in addition to the month cycle. For example, "Every second Monday of every third month" signifies that DAKS will perform the scheduled action every three months on the second Monday of that month. These fields will only become visible when you set "Pattern" to "Monthly".


Table 17-2 Description of the fields in the window "Edit scheduled actions"

Field	Description
Every	Selection fields to specify certain days of a specific month. For example, "On February 7" signifies that DAKS will perform the scheduled action annually on the seventh day of the month of February. These fields will only become visible when you set "Pattern" to "Annually".
Every in ...	Selection fields to specify certain weekdays in a specific month. For example, "Every second Monday in May" signifies that DAKS will perform the scheduled action every year on the second Monday in the month of May. These fields will only become visible when you set "Pattern" to "Annually".
Note that other window areas depend on the context (broadcast, conference or info telephone) in which the scheduled action is set or edited.	

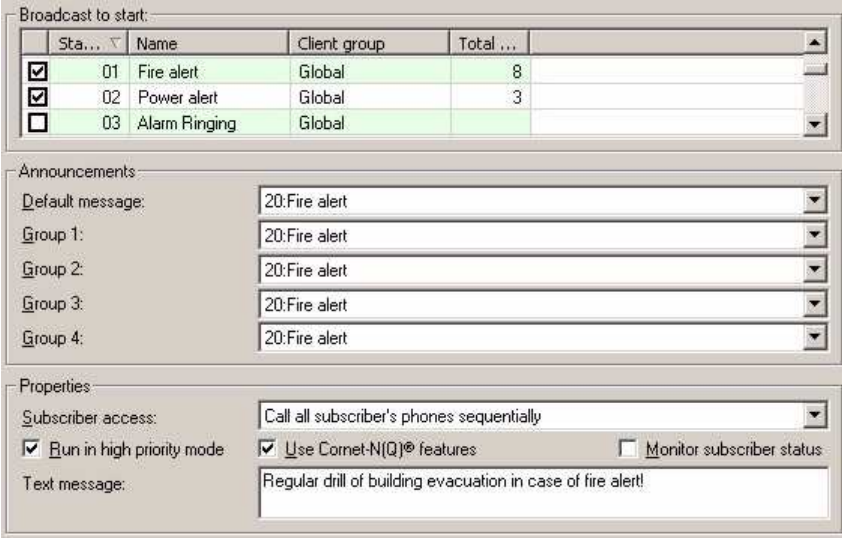
Table 17-2 Description of the fields in the window "Edit scheduled actions"

17.3.2 Create schedulers for broadcasts

Description of the fields in the window area "Broadcast to start"

Field	Description																
<p>The lower section of the window "Edit scheduled action" contains the area "Broadcast to start".</p> <p>Note that this window area will only become visible if you opened the window inside the application "Broadcast".</p> <p>If you selected precisely one broadcast:</p>																	
 <p>Broadcast to start:</p> <table border="1"> <thead> <tr> <th>Sta...</th> <th>Name</th> <th>Client group</th> <th>Total ...</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>07 Service technician</td> <td>Global</td> <td>3</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>08 Long-dist. traffic</td> <td>Global</td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>09 GSM-SMS</td> <td>Global</td> <td></td> </tr> </tbody> </table> <p>Announcements to use for this broadcast: (According to group plan)</p> <p>Properties Subscriber access: Call all subscriber's phones sequentially</p> <p>Text message: Regular inspection of route New-York / Washington</p>		Sta...	Name	Client group	Total ...	<input type="checkbox"/>	07 Service technician	Global	3	<input checked="" type="checkbox"/>	08 Long-dist. traffic	Global		<input type="checkbox"/>	09 GSM-SMS	Global	
Sta...	Name	Client group	Total ...														
<input type="checkbox"/>	07 Service technician	Global	3														
<input checked="" type="checkbox"/>	08 Long-dist. traffic	Global															
<input type="checkbox"/>	09 GSM-SMS	Global															

If you selected more than one broadcast:



Broadcast to start:

Sta...	Name	Client group	Total ...
<input checked="" type="checkbox"/>	01 Fire alert	Global	8
<input checked="" type="checkbox"/>	02 Power alert	Global	3
<input type="checkbox"/>	03 Alarm Ringing	Global	

Announcements
Default message: 20:Fire alert
Group 1: 20:Fire alert
Group 2: 20:Fire alert
Group 3: 20:Fire alert
Group 4: 20:Fire alert

Properties
Subscriber access: Call all subscriber's phones sequentially
 Run in high priority mode Use Cornet-N(Q)® features Monitor subscriber status

Text message: Regular drill of building evacuation in case of fire alert!

Table 17-3 Description of the fields in the window area "Broadcast to start"

Field	Description
Field of table	<p>List of all broadcasts that you can use in connection with this scheduled action.</p> <p>Set the symbol <input checked="" type="checkbox"/> for the broadcasts that shall be launched at the specified time.</p> <p>Note: The OK button is enabled only when a minimum of one broadcast is selected.</p>
Window area "Announcements"	
to use for this broadcast	<p>This selection field will only become visible when you selected exactly one broadcast:</p> <p>The entry in this field defines the announcement that will be used for the broadcast. If you select "(According to group plan)", the subscribers will be played the announcements that have been defined for this broadcast and its members.</p> <p>Note that if you select a specific announcement, your setting will overwrite all announcement definitions for this broadcast, that is to say everybody in this broadcast will be played this specific announcement.</p>
Default announcement	<p>This selection field will only become visible when you selected more than one broadcast (merged group).</p> <p>The entry in this field defines the default announcement for this broadcast. This announcement will be played if the subscriber is not assigned to any specific announcement group and the broadcast is launched "(According to group plan)" (Section 10.9, "Operate broadcasts with the Operator-Tool" and Section 10.11, "Operate broadcasts over the phone"). Note that if no announcement is assigned here, the following selection fields will not be activated.</p>

Table 17-3 Description of the fields in the window area "Broadcast to start"

Field	Description
<No.> GROUP	<p>This selection field will only become visible when you selected more than one broadcast (merged group). This field specifies the group-specific announcements (up to 4). Note that the number the selection fields that become visible here depends on the number entered for "Number of announcement groups", tab "General", window "Edit broadcast parameters". If is these additional announcements that enable you to define that, within an individual broadcast, DAKS plays different announcements to the individual alerted subscribers (Section 10.8, "Edit broadcast members"). This is of particular benefit:</p> <ul style="list-style-type: none"> ● in a multi-lingual environment (in a hotel or in multi-lingual countries, e.g. Switzerland) ● for broadcasts that shall be used to relay both unclassified and confidential information at the same time. <p>If a subscriber is assigned to an announcement group but this announcement group is not yet assigned an announcement here, or if the assigned announcement is not yet recorded, the subscriber will be played the default message, instead.</p>
Window area "Properties"	
Subscriber access	<p>The entry made in this field determines the phone number(s) of the subscriber that will be dialed by DAKS.</p> <ul style="list-style-type: none"> ● Call all subscriber's phones sequentially (default): With this setting, DAKS will call the members of the broadcast at their first destination or phone number; if unable to reach them at that number, DAKS will try to call them at their second phone number (2), then at their third phone number (3), fourth phone number (4), etc. ● Call subscriber's first phone only: With this setting, the subscriber will only be called at his 1st destination (first phone number). ● Call subscriber's second phone only: With this setting, the subscribers will only be called at his 2nd destination (second phone number).
Run in high priority mode	<p>This field will only become visible when you selected more than one broadcast (merged group). If this box is checked, the broadcast is attributed high priority; that is to say all ongoing broadcasts, active conferences and call profiles that are not high priority processes will be ended as soon as this broadcast becomes activate. A broadcast of this type cannot be ended by any other high priority application.</p>

Table 17-3 Description of the fields in the window area "Broadcast to start"

Field	Description
Use CorNet-N(Q)® features	This field will only become visible when you selected more than one broadcast (merged group). If this checkbox is marked, you can use system-specific features if they are assigned to the destinations of this subscriber, for example call waiting, call override, forced release. Note that these features are only available within the CorNet network.
Monitor subscriber status	This field will only become visible when you selected more than one broadcast (merged group). If this box is checked, DAKS will immediately disconnect any subscriber going into consultation hold (confidential calls).
Text message	Input field to enter a message that will be output to all subscribers via display or SMS (no more than 64 characters).

Table 17-3 Description of the fields in the window area "Broadcast to start"

17.3.3 Create schedulers for conferences

Description of the fields in the window "Conference to convene"

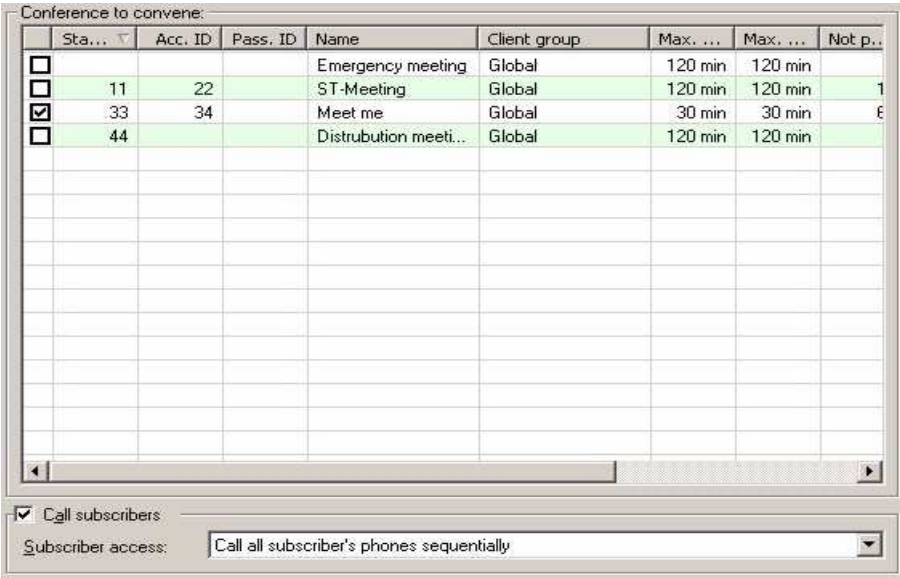
Field	Description																																													
	<p>The lower section of the window "Edit scheduled actions" contains the area "Conferences to start".</p> <p>Note that this window area will only become visible if you opened the window inside the application "Conferences".</p>  <p>The screenshot shows a window titled "Conference to convene:" containing a table with the following data:</p> <table border="1"> <thead> <tr> <th></th> <th>Sta...</th> <th>Acc. ID</th> <th>Pass. ID</th> <th>Name</th> <th>Client group</th> <th>Max. ...</th> <th>Max. ...</th> <th>Not p...</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td></td> <td></td> <td></td> <td>Emergency meeting</td> <td>Global</td> <td>120 min</td> <td>120 min</td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>11</td> <td>22</td> <td></td> <td>ST-Meeting</td> <td>Global</td> <td>120 min</td> <td>120 min</td> <td>1</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>33</td> <td>34</td> <td></td> <td>Meet me</td> <td>Global</td> <td>30 min</td> <td>30 min</td> <td>8</td> </tr> <tr> <td><input type="checkbox"/></td> <td>44</td> <td></td> <td></td> <td>Distrubution meeti...</td> <td>Global</td> <td>120 min</td> <td>120 min</td> <td></td> </tr> </tbody> </table> <p>Below the table, there is a checkbox labeled "Call subscribers:" which is checked. Next to it is a dropdown menu labeled "Subscriber access:" with the value "Call all subscriber's phones sequentially".</p>		Sta...	Acc. ID	Pass. ID	Name	Client group	Max. ...	Max. ...	Not p...	<input type="checkbox"/>				Emergency meeting	Global	120 min	120 min		<input type="checkbox"/>	11	22		ST-Meeting	Global	120 min	120 min	1	<input checked="" type="checkbox"/>	33	34		Meet me	Global	30 min	30 min	8	<input type="checkbox"/>	44			Distrubution meeti...	Global	120 min	120 min	
	Sta...	Acc. ID	Pass. ID	Name	Client group	Max. ...	Max. ...	Not p...																																						
<input type="checkbox"/>				Emergency meeting	Global	120 min	120 min																																							
<input type="checkbox"/>	11	22		ST-Meeting	Global	120 min	120 min	1																																						
<input checked="" type="checkbox"/>	33	34		Meet me	Global	30 min	30 min	8																																						
<input type="checkbox"/>	44			Distrubution meeti...	Global	120 min	120 min																																							
Field of table	<p>List of all conferences that you can use in connection with this scheduled action.</p> <p>Set the symbol <input checked="" type="checkbox"/> for the conference that shall be started at the scheduled time.</p> <p>Note: The OK button is not enabled unless you selected precisely one conference.</p>																																													
Call subscribers	<p>If this box is checked, all conference members selected under "Conferee is called on conference start" in the window "Edit conferee" will be called at the start of the conference.</p>																																													

Table 17-4 Description of the fields in the window "Conference to convene"

Field	Description
Subscriber access	<p>The entry made in this field determines the phone number(s) of the subscriber that will be dialed by DAKS.</p> <ul style="list-style-type: none">● Call all subscriber's phones sequentially (default): With this setting, DAKS will try to reach the conference subscribers at their first destination or phone number (destination) and, if unable to reach them there, at their second phone number.● Call subscriber's first phone only: With this setting, the subscriber will only be called at his 1st destination (first phone number).● Call subscriber's second phone only: With this setting, the subscribers will only be called at his 2nd destination (second phone number).

Table 17-4 Description of the fields in the window "Conference to convene"

17.3.4 Create schedulers for the Info telephone

Description of the fields in the window "Info telephone profile to switch to"


Field	Description
<p>The lower section of the window "Edit scheduled actions" contains the area "Info telephone to switch to".</p> <p>Note that this window area will only become visible if you opened the window inside the application "Info telephone".</p>  <p>The screenshot shows a window titled "Info telephone profile to switch to". At the top, there is a dropdown menu with a small downward arrow on the right. The selected item in the dropdown is "3: Link to daily press". Below the dropdown is a large, empty rectangular area with a light beige background.</p>	
Selection field	The entry in this field determines the info telephone profile that DAKS will switch to at the scheduled time.

Table 17-5 Description of the fields in the window "Info telephone profile to switch to"

17.3.5 Delete scheduled actions

Follow the below instructions to delete a scheduled action:


No.	Task
1.	In and underneath the tree view "Schedulers", select the application from which you want to delete the scheduled action. This will open the list of all entries that are available.
2.	In the list field, select the scheduled action you want to delete.
3.	Click  in the menu bar.
4.	Confirm the prompt with Yes . The entry in the scheduler will now be deleted.

Table 17-6 Deleting scheduled actions

Setup, Administrate and Start Schedulers
Administration of schedulers

18 DAKS in Combination with Call Systems

Overview

This chapter shows you how call systems communicate with DAKS. It includes detailed setup examples and covers the distinctive features of the link-up to specific call systems.

Contents

The chapter covers the following sections:

18.1 System overview, interworking of call systems with DAKS

18.2 DAKS setup

18.2.1 The principal steps to connect DAKS with call systems

18.2.2 Define, record and assign announcements

18.2.3 Setup subscribers in the subscriber list

18.2.4 Set up broadcast groups and broadcast subscribers

18.3 Call systems certified for DAKS

18.4 Special options in combination with Ackermann "clinocom 21"

18.5 Special options in combination with TotalWalther "medical 800"

18.5.1 Setup the telephone/nurse call interface

18.5.2 Special function "Broadcast to ward"

18.6 Special options in combination with Tunstall "NewLine C201"

18.8 Set up an emergency call function with current location announcement

18.1 System overview, interworking of call systems with DAKS

DAKS and a call system can communicate together via the DAKS data interface, provided the interface is set up as a nurse call interface with ESPA protocol (see DAKS Service Manual).

It is this interface that is used to send trigger the activation/termination of predefined DAKS broadcast groups (Chapter 10, "Set up, Administrative, Start and Monitor Broadcasts") and, if needed, send ACK reports on the alarm results.

Together with an optional extension of the interface, it also enables the direct callback to calling patients. This functionality is achieved:

- through an analog telephone/nurse call interface activated via a/b plus and an audio (LF) path in the nurse call system, or
- through a digital telephone/nurse call interface activated via S₀ plus an LF path in the nurse call system, or
- through a telephone connected directly to the PBX (HiPath).

In all of these solutions, it is the call system that determines how a call is processed, if a callback can be made and, if callback is possible, the destination to which it is sent.

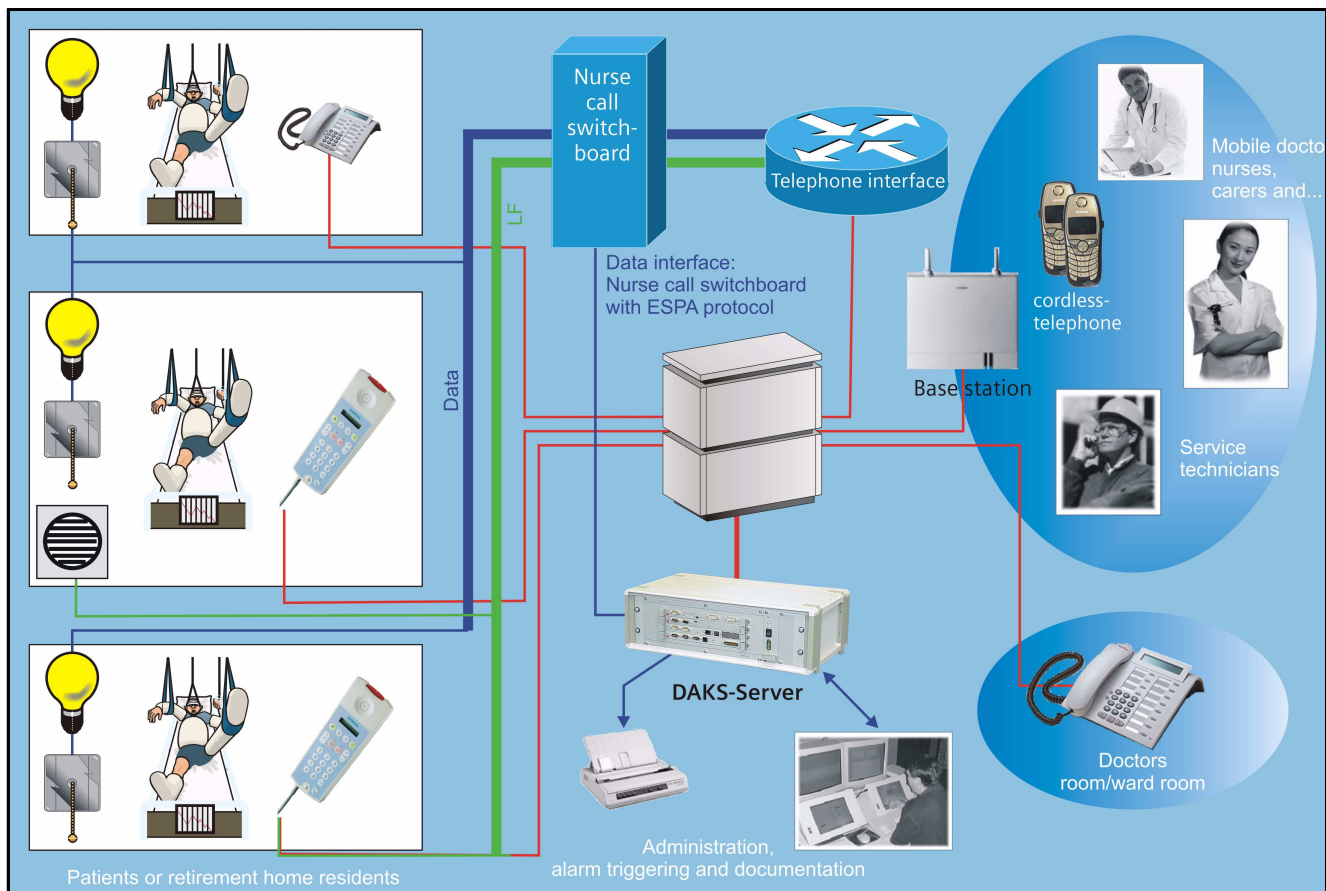


Image 18-1 DAKS and call systems

The following elements are administrated in nurse call systems:

- only the identifier (ID) of the subscriber group to be activated depending on the ward, the nursing group and the call type
- Display texts
- if needed, patient telephone numbers for callbacks
- if needed, ID codes that be used by DAKS to address the telephone/nurse call interfaces
- if needed, (call) numbers for the activation of the respective loudspeakers/bedside telephone stations of the patients
- if needed, urgency information

The following information is administrated in DAKS:

- the broadcast groups with the subscribers that shall be called plus group-specific data, for example the call processing strategy, the announcements to be played, etc.
- if needed, the telephone numbers and parameters needed by DAKS to address the telephone/nurse call interfaces

18.2 DAKS setup

To couple DAKS with call systems, the interface to the DAKS server must be configured in keeping with the respective call system. Also, broadcast groups need to be set up so that DAKS can alert the members of these groups.

18.2.1 The principal steps to connect DAKS with call systems

Follow the below instructions to connect DAKS with call systems:

No.	Task	Section
1.	Install the DAKS server as described in the DAKS Service Manual and start it up without a data interface to the call system.	DAKS Service Manual
2.	Install and configure DAKS-TTDbServer, DAKS-TTProcessServer, the Administrator-Tool, and the Operator Tool.	Chapter 3, "Installation and Configuration of the DAKS-TT Software"
3.	Enter the basic parameters.	Section 5.2, "Edit basic parameters"
4.	Set up the subscribers who shall be reached by the call system.	Section 18.2.3, "Setup subscribers in the subscriber list" and Chapter 8, "Create and Administrate Subscribers"
5.	Create a broadcast group and assign subscribers.	Section 18.2.4, "Set up broadcast groups and broadcast subscribers" and Chapter 10, "Set up, Administrate, Start and Monitor Broadcasts"
6.	Configure the pertinent interface (SB3, SI1 or SI2) to the nurse call system with the "serial" command.	DAKS Service Manual
7.	Start up the data interface to the call system.	DAKS Service Manual
8.	Test the configuration of the call system.	

Table 18-1 Basic installation for the connection with call systems

18.2.2 Define, record and assign announcements

To operate with call systems certain announcements must be available in DAKS. These announcements must be defined and, where necessary, recorded and assigned either to the pertinent broadcast groups (Section 10.7, "Administrate broadcast groups") or to the corresponding functions via the broadcast parameters (Section 10.6, "Define broadcast parameters").



For further details on the administration and recording of announcements, please see Chapter 7, "Create and Administrate Announcements". Here you will also find a list with all announcements that are included ex-works in the delivery, including their display texts.



If you prefer not to use certain announcements you can simply leave them out. In this case DAKS will play an audio tone sequence, instead.

In general, you will need the announcements listed below. This list also includes suggestions for alternative texts and texts that are specifically designed for clinics, retirement or nursing homes:

Type of announcement	Sample text	for ¹⁾
Override announcement	Nurse call.... Please finish your call.	all
With positive confirmation ²⁾	You have acknowledged the call.	all
With negative confirmation ²⁾	You have refused the call.	all
Pos./neg. confirmation request ²⁾	If you want to retain the call press 1. If you cannot take the call press 0.	all
Pos./neg. confirmation request or callback with 5 ²⁾	If you want to speak to the caller, press 5. To retain the call, press 1. If you cannot take the, call press 0.	A, To
Neg. confirmation request/connect with 5 ²⁾	If you want to talk to the caller, press 5. If you are not able to take this call, press 0.	Tu
Pos./neg. confirmation request or callback with 5 or 6 ^{2, 5)}	Press 5 to callback through the room loudspeaker. Press 6 to callback over the phone. Press 1 to retain the call. If you are not able to take the call, press 0.	To
End of broadcast announcement	The broadcast has already finished, please hang up.	all

Table 18-2 Announcements for the connection with call systems

DAKS in Combination with Call Systems
DAKS setup

Type of announce- ment	Sample text	for ¹⁾
Nursing staff call ³⁾	Patient call, please check your display. ⁴⁾	all

Table 18-2 Announcements for the connection with call systems

Type of announcement	Sample text	for ¹⁾
Emergency doctor call ³⁾	Emergency doctor call, please check your display. ⁴⁾	all
Cardiac alarm ³⁾	Cardiac alarm, please check your display. ⁴⁾	all
Technical malfunction ³⁾	Technical malfunction, please check your display. ⁴⁾	all

Table 18-2 Announcements for the connection with call systems

1) Call systems that support these performance features are:

- A = Ackermann "clinocom 21"
- To = TotalWalther "medicall 800"
- Tu = Tunstall "NewLine C201"

2) general announcement

3) group-specific announcement

4) If someone picks up a ringing handset and put it right to his/her ear, the above announcements will inform the listener that the place from where the call was set off is output on the handset display.

5) feature not yet realized in TotalWalther "medicall 800".

18.2.3 Setup subscribers in the subscriber list

All subscribers, i.e. nurses, doctors, technical personnel etc., who shall be reached in combination with a nurse call system need to be created in the DAKS subscriber just list like any other subscriber (Section 8.4, "Administrate subscribers"):

- either user-related if the handset is assigned to a specific person, or
- function-related if the handset is handed over to the next user at the end of the shift.

The following table will give you two examples:

Field description	Example Function-related	Example User-related
Name	Nursing staff 1	Dr. Faber
First Name	Ward 2 / Group 3	Horst
Position		Ward doctor
Department		Ward 1
Call number first destination	3821	3505
Connection type	Internal	Internal
Ringing signal	Alarm	Alarm
On busy	Emergency intrusion ¹⁾	Emergency intrusion ¹⁾
Other options	Normally none	Normally none
if needed, only during certain time zones	Normally to be dialed in all time zones	Normally to be dialed in all time zones

Table 18-3 Example of subscriber data (function-related and user-related)

¹⁾ It is especially the behavior on busy in emergency calls that needs to be coordinated with the customer direct; the options include forced release, emergency intrusion, intrusion, camp on (call waiting) ,or redial.

18.2.4 Set up broadcast groups and broadcast subscribers

This section shows you special settings and gives you examples how to create broadcast groups and broadcast subscribers in combination with call systems. For further details on this subject, please see Chapter 10, "Set up, Administrate, Start and Monitor Broadcasts".

Identifiers and descriptions

The below tables show you how to allocate IDs of broadcast groups and names that tally with the standard databases of call systems.

They take into consideration:

- Emergency doctor calls: hospital-wide and across the ward
- Cardiac alarms: hospital-wide and across the ward
- Regular nurse calls: for specific nurse groups and across the ward
- Technical malfunctions: hospital-wide and across the ward

Broadcast ID	Name	Ward	Nurse group	Connecting interface ¹⁾
0077	EMERGENCY DOCTOR CALL ALL	Hospital-wide		
0177	EMERGENCY DOCTOR CALL WD1	1		T01 or A01
0277	EMERGENCY DOCTOR CALL WD2	2		T02 or A02
:				
1577	EMERGENCY DOCTOR CALL WD15	15		T15 or A15

Table 18-4 Recommendations for emergency doctor calls

Broadcast ID	Name	Ward	Nurse group	Connecting interface ¹⁾
0088	CARDIAC ALARM ALL	Hospital-wide		
0188	CARDIAC ALARM WD1	1		T01 or A01
0288	CARDIAC ALARM WD2	2		T02 or A02
:				

Table 18-5 Recommendations for cardiac alarms

Broadcast ID	Name	Ward	Nurse group	Connecting interface 1)
1588	CARDIAC ALARM WD15	15		T15 or A15

Table 18-5 Recommendations for cardiac alarms

1) Must only be set up for Ackermann "clinocom 21" and TotalWalther "medicall 800". For TotalWalther, the name of the interface must be "T..."; for Ackermann you can choose any name (name chosen here: "A...").

Broadcast ID	Name	Ward	Nurse group	Connecting interface 1)
0100	NURSING STAFF CALL WD1	1		T01 or A01
0101	NURSING STAFF CALL WD1 GR 1	1	1	T01 or A01
0102	NURSING STAFF CALL WD1 GR 2	1	2	T01 or A01
:				
0105	NURSING STAFF CALL WD1 GR 5	1	5	T01 or A01

Table 18-6 Recommendations for nurse calls to Ward 1

Broadcast ID	Name	Ward	Nurse group	Connecting interface 1)
0200	NURSING STAFF CALL WD2	2		T02 or A02
0201	NURSING STAFF CALL WD2 GR 1	2	1	T02 or A02
0202	NURSING STAFF CALL WD2 GR 2	2	2	T02 or A02
:				
0205	NURSING STAFF CALL WD2 GR 5	2	5	T02 or A02

Table 18-7 Recommendations for nurse calls to Ward 2

Broadcast ID	Name	Ward	Nurse group	Connecting interface ¹⁾
1500	NURSING STAFF CALL WD15	15		T15 or A15
1501	NURSING STAFF CALL WD15 GR 1	15	1	T15 or A15
1502	NURSING STAFF CALL WD15 GR 2	15	2	T15 or A15
:				
1505	NURSING STAFF CALL WD15 GR 5	15	5	T15 or A15

Table 18-8 Recommendations for nurse calls to Ward 15

Broadcast ID	Name	Ward	Nurse group	Connecting interface ¹⁾
0099	MALFUNCTION GENER- AL	Hospital- wide		
0199	MALFUNCTION WD1	1		
0299	MALFUNCTION WD2	2		
:				
1599	MALFUNCTION WD15	15		

Table 18-9 Recommendations for malfunction calls

Use CorNet-N(Q)[®] features

If needed, check the box "Use CorNet-N(Q) features" in the tab "Properties" of the window "Edit broadcast group".

If this field is enabled, DAKS will activate all subscriber-specific options that are entered here at the dial-up, i.e. special ring signals, special behavior on busy etc..

We recommend that this box

- is checked for cardiac alarms
- is checked for emergency doctor calls
- is not checked for regular nurse calls
- is not checked for fault or malfunction messages



If intrusion or camp on at busy are the only CorNet features that shall be activated when coupling DAKS with Ackermann "clinocom 21" or TotalWalther "medical 800", the "Use CorNet-N(Q) features" box should not be checked and the call system should be set up to the effect that "Priority = 2" will be sent in the ESPA data record.

Process

To enable callback to patients, the following settings needs to be made in the tab "Process" of the window "Edit broadcast group":

- Set "Number of subscribers to reach" to "1".
- For parallel dialing (box "Dial members sequentially" not checked) be careful to tick "Terminate on success".
- Do not forget to check the box "Also negative confirmation possible".

We recommend the following setups:

- For regular nurse calls and for fault or malfunction messages:
 - Tick the box "Also negative confirmation possible"
 - Do **not** tick the box "Process calls priority level by priority level"
 - Set the "Number of subscribers to reach" to "1"
 - Select sequential or parallel calling, depending on the needs of the customer (tick/not tick the box "Call subscribers sequentially")
 - For parallel dialing, tick the box "Terminate on success"

- For emergency doctor calls:
 - Tick the box "Also negative confirmation possible"
 - Do **not** tick the box "Process calls priority level by priority level"
 - Set the "Number of subscribers to reach" to "1"
 - Do **not** tick the box "Call subscribers sequentially" (i.e. parallel calling)
 - Tick the box "Terminate on success"
- For cardiac alarms:
 - Do **not** tick the box "Also negative confirmation possible"
 - Do **not** tick the box "Process calls priority level by priority level"
 - Set "Number of subscribers to reach" to "Undefined"
 - Do **not** tick the box "Call subscribers sequentially" (i.e. parallel calling)
 - Do **not** tick the box "Terminate on success"

Announcements

All announcements that you want DAKS to use need to be assigned to the relevant groups as standard announcements in the tab "Announcements" of the window "Edit broadcast group" (same as e.g. Section 18.2.2, "Define, record and assign announcements"):

- the "Nurse call" announcement to regular nurse calls
- the "Technical malfunction" announcement to fault or malfunction messages
- the "Emergency doctor call" announcement to emergency doctor calls
- the "Cardiac alarm" announcement to cardiac alarms

Display

All broadcast groups can be assigned the same display messages in the tab "Display" of the window "Edit broadcast group":

- Display output to initiator: "Group-specific text"
(no effect when activated via data interface)
- Number: "No further digits"
(no effect when activated via data interface)
- Display outputs to other subscribers "Initiator/input name"
(used to output the received text)
- Number "None"
(used to output the "Calling Number" contained in the text string, if needed)
- DTMF message to pagers: "None"
(routinely, no pagers are called)

Settings for broadcast members

Usually, the setting in the window "Edit broadcast member" stays subscriber-specific (subs.-spec.) for "Priority". In the field "Announcement", the group-specific announcement is assigned.

SMS messages

If an SMS memory is available, the messages to be stored there must be specified together with the customer. To enter the relevant settings, go to the field "Store in SMS memory" in the window "Edit broadcast member".

The following options are available:

- always transfer
- no transfer
- transfer only on pos. result
- transfer only on neg result

Confirmation of broadcasts

For the purposes of confirmation, we recommend you make the following setting in the window "Edit broadcast member":

- For regular nurse calls, fault or malfunction messages and emergency doctor calls:
Tick the box "Confirmation by keystroke within connection"
- For cardiac alarms:
Do not tick any of the boxes in the window area "Special confirmation"



Callback to patients is only enabled if you tick the box "Confirmation by keystroke within connection" for the group members (see window area "Special confirmation", window "Edit broadcast member").

Note that the box "Interpret ringing as being reached" is only used for rather insignificant notifications or when as few subscribers (nurses) shall be called.

If this box is checked and a subscriber fails to take a call in the maximum ring time, the system will launch a forward disconnect.

This leads to:

- the result "Waiting for callback" if positive and negative confirmation is enabled for this broadcast,
- or immediately to a positive end result if negative confirmation is not enabled for this broadcast,

In the first case and for sequential calls, DAKS will thus first wait for a callback (time configurable, Section 10.6, "Define broadcast parameters"), before calling the next subscriber.

This feature gives a nurse who is available but cannot answer the call at that moment (no hands free), the option to confirm positive by calling back to DAKS before the next nurse is called.



Note that once the call is confirmed by callback, DAKS cannot connect a call to the patient.

18.3 Call systems certified for DAKS

The three certified call systems Ackermann "clinocom21", TotalWalther "medical 800", and Tunstall "NewLine C201", all use different strategies with regard to:

- the connecting interface
- the callback procedure
- the signaling of the callback destination
- the signaling during the call
- the options of the nurse staff

The below tables is used to compare these systems:

	Ackermann "clinocom 21"	TotalWalther "medical 800"	Tunstall "NewLine C201"
Connecting interface	Digital S ₀ / S _{2M} (TI)	analog a/b (LVTI)	analog
Callback procedure	DAKS calls the connecting interface.	DAKS calls the connecting interface.	The connecting interface places a preparatory call to DAKS before sending the ESPA data set.
Signaling of destination within the call system	Signaling via ESPA status message	Signaling via ESPA status message	resulting from the preparatory call made
Signaling during the call between the nurse and the patient	Signaling via ESPA status message	Changeover of keypad signaling (of nurse) to DTMF signaling in the direction of the connecting interface	Changeover of keypad signaling (of nurse) to DTMF signaling in the direction of the connecting interface
Options available to the nurse	<ul style="list-style-type: none"> ● refuse ● accept without voice connection ● accept with voice connection 	<ul style="list-style-type: none"> ● refuse ● accept without voice connection ● accept with voice connection 	<ul style="list-style-type: none"> ● refuse ● accept with voice connection

Table 18-10 Comparison of the certified call systems

18.4 Special options in combination with Ackermann "clinocom 21"

The following special features apply in combination with the Ackermann call system "clinocom 21":

- A DAKS broadcast is triggered by the call system via the ESPA interface.
- The called subscriber can confirm at the push of a button, either positive or negative, or establish a voice connection to the calling patient.
- Only if a voice connection is wanted will DAKS establish a telephone connection via the digital telephone interface TI (S_0 or S_{2M}) in form of a callback to the telephone at the patient's bedside.

Set up the telephone interface

Every telephone interface (TI) that shall be activated for the call system must additionally be setup as individual connection type in the following way (Section 5.3, "Set up connection types"):

- Name/ID code can be freely selected, e.g.:
TI for Ward 1 = A01,
TI for Ward 2 = A02,
etc.
- Type of the telephone or handset: normal subscriber
- Access prefix: call number of the respective TI
- Max. number of outgoing connections: never more than the number of lines that are available

18.5 Special options in combination with TotalWalther "medical 800"

The following special features apply in combination with TotalWalther "medical 800"

- A DAKS broadcast is triggered by the call system via the ESPA interface.
- The called subscriber can confirm at the push of a button, either positive or negative, or establish a voice connection to the calling patient.
- Only if voice connection is wanted will DAKS establish a telephone connection via the analog telephone interface TI LVTI (a/b) as callback to the telephone at the patient's bedside.

18.5.1 Setup the telephone/nurse call interface

Every telephone interface (TI) that shall be activated for the call system must additionally be set up as individual connection type in the following way (Section 5.3, "Set up connection types"):

- Name/ID code:
LVTI for Station 1 = T01,
LVTI for Station 1 = T02,
etc.
- The type of the terminal: pager with DTMF dialing and LF
- The access prefix: the call number of the a/b port for the respective LVTI
- The max. no. outgoing connections: "1"
- Waiting times:
after seizure before DTMF outputs = 2 seconds,
between DTMF outputs = 2 seconds

18.5.2 Special function "Broadcast to ward"

This function enables you to have a predefined broadcast text issued via the loudspeakers of the nurse call system. To use this function, DAKS must be arranged in the following way:

Setting up additional subscribers for each LVTI to be activated:

- Name: e.g. "Announcement"
- First Name: e.g. "to ward x"
- Call number of first destination: *1#
- Connection type: LVTI ward x
- Other options: none

Administration and recording of announcement(s):

- Announcement: e.g. "Evacuation alarm! Please leave the building immediately"



After you start the recording and press the star "*" key and wait about 5 seconds before you begin your announcement. This ensures that the announcement is always played back after the "beep".

Setting up broadcast group(s):

Settings in the window "Edit broadcast group":

- Name: e.g. "BROADCAST WD x"
- ID: e.g. "9901...9915" for wards 1 to 15
- Tab "Process":
 - Do **not** tick the box "Also negative confirmation possible"
 - Do **not** tick the box "Process calls priority level by priority level"
 - Set "Number of subscribers to reach" to "Undefined"
 - do **not** tick the box "Terminate on success"
 - Do **not** tick the box "Call subscribers sequentially" (i.e. parallel calling)
- Tab "Properties":
 - If needed, check the box "Continue broadcast even after initiator hanging up"
- Tab "Announcements":
 - Default announcement: e.g. "Evacuation alarm announcement" (create and record this announcement in advance)
- Tab "Display":
 - Display output to initiator: "Group-specific text"
 - Number to initiator: "No further digits"
 - Display output to other subscribers: "Group-specific text"
 - Number to other subscribers: "ditto/via tel. calling no." (not relevant here)
 - Display output to pager: DTMF message "None"

Broadcast member = relevant LVTI with the following specific properties:

- "Edit broadcast member", window area: "Member-specific attributes":
 - Set the "Priority" to "subscriber specific" or "9"
 - "Announcements": Select group-specific announcement
 - Set "Store in SMS memory" to "no transfer"
- Window area "Special confirmation"
 - make no selection



Broadcasts can also be addressed to several wards or to an entire building; to use this feature, simply assign several LVTIs to the broadcast groups.

18.6 Special options in combination with Tunstall "NewLine C201"

The following special features are available in combination with Tunstall "NewLine C201"

- Here, callback is realized by the call system making a preparatory call to DAKS first.
- A corresponding ESPA data set is only sent after this call is made.
- The called nurse can either refuse or take the call. If the call is accepted, the nurse will automatically be put through to the connection that is already established by the call system (incl. keypad signaling after DTMF conversion).
- Note that no callback interface needs to be set up for this option.

18.7 Special options in combination with "Siemens "HiCall"

The following special features are available in combination with the Siemens "HiCall":

- HiCall supports $U_{P0/E}$ as telephone interface per room.
- HiCall transmits and outputs to DAKS the callback number of the room or patient bedside telephone using the field "Display message" in the pertinent ESPA dataset.
- The callback from DAKS is addressed to the patient bedside telephone using the connection type "Normal subscriber".
- HiCall exclusively utilizes the ESPA priorities 2 and 3.
- In combination with HiCall, all ESPA addresses are static, using the address **0** for HiCall and **1** for DAKS.
-

18.8 Set up an emergency call function with current location announcement

Even though the emergency call function is carried out exclusively by DAKS (without the call system) and covered in detail in Chapter 10, "Set up, Administrate, Start and Monitor Broadcasts", it is a function that is particularly important in the area of hospitals and retirement or nursing homes and therefore covered here in concrete examples.

An emergency call with the latest announcement indicating the current location of the distressed person can be used to simultaneously summon assistance to place where no nurse call handsets with automatic localization are available (e.g. outdoor areas, entrance halls, canteens, cellars, corridors, etc.).

Here, the emergency call is effected via telephone:

- either by dialing an easy to remember call number, e.g. "3333", (redirected within HiPath to the relevant DAKS function)
- or through a permanent telephone directory entry, e.g. "Emergency Call"
- or via speed-dialing.

DAKS expects the *<activation code>* + the *<valid PIN>* + the *<group identifier>* (Chapter 10, "Start broadcasts with ad-hoc announcement").

Sequence

After an advisory announcement, the site where the event occurred and the type of the emergency can immediately be recorded in form of an ad-hoc announcement and confirmed with the star "*" key.

This call will then be transferred to the on-call resuscitation team (house-wide, throughout the hospital). The pertinent announcement consists of the broadcast announcement and the most recent (current) recording. This call will also be played to the person in need of help for verification.

To use this function, the above-mentioned advisory announcement must be defined and recorded in DAKS. In addition, you need to create a broadcast group in the following way:

Settings in the window "Edit broadcast group"

- Name: e.g. "DECT EMERGENCY CALL"
- ID: e.g. "9990"
- Tab "Process":
 - Do **not** tick the box "Also negative confirmation possible"
 - Do **not** tick the box "Process calls priority level by priority level"
 - Set "Number of subscribers to reach" to "Undefined"

DAKS in Combination with Call Systems
Set up an emergency call function with current location announcement

- do **not** tick the box "Terminate on success"
- Do **not** tick the box "Call subscribers sequentially" (i.e. parallel calling)

- Tab "Properties":
 - Select "Use CorNet-N(Q) features"
 - Tick "Continue broadcast even after initiator hanging up"
- Tab "Announcements":
 - Default message: "Emergency call" announcement (be careful to set up and record this announcement in advance)
- Tab "Display":
 - Display output to initiator: "Group-specific text"
 - Number to initiator: "No further digits"
 - Display output to other subscribers: "Group-specific text"
 - Number to other subscribers: "ditto/via Tel: calling number"
 - DTMF message to pager: "None"

Settings in the window "Edit broadcast member"

- Window area "Member-specific attributes":
 - Set the "Priority" to "subscriber specific" or "9"
 - "Announcement": Select group-specific announcement
 - Set "Store in SMS memory" to "never transfer"
- Window area "Special confirmation"
 - make no selection

19 Glossary

The technical terms used in this user manual are explained in alphabetical order in the below table.

Term	Description
called number	"called number" The destination call number that is sent during the call set-up for single calls.
calling name	"calling name" Name that is sent for single calls and that, within the network, is displayed to the receiver as the name of the caller.
calling number	"calling number" The number that is sent for single calls and that, within the network, is displayed to the receiver as the number of the caller.
CLIP	Short for Calling Line Identification Presentation. CLIP is a feature for incoming calls and can only be activated or deactivated for these calls. With <i>CLIP</i> , the call number of the calling subscriber is communicated to the called subscriber, provided the feature was not previously restricted on the calling side.
connected name	"connected name" The name of the connected subscriber.
connected number	"connected number" The call number of the connected subscriber.
CorNet	<i>CorNet</i> is an ISDN communication protocol for the networking of PBXs by Siemens AG. <i>CorNet</i> is available in two versions: <ul style="list-style-type: none"> ● CorNet-N: an older and proprietary networking protocol only ● CorNet-NQ: a networking protocol based on Q-SIG with proprietary protocol elements
DCF clock	The DCF clock receives the exact time from a long wave transmitter (call sign <i>DCF-77</i>) of Deutsche Telekom AG.
DECT	Short for Digital Enhanced Cordless Telecommunications. DECT stands for digital and enhanced cordless telecommunication. It is a standard for cordless handsets and cell phones as well as for wireless data transfer in general.

Table 19-1 Glossary

Glossary

Term	Description
DNS	The Domain Name System, short DNS, is one of the most important services in the Internet. The <i>DNS</i> is a distributed database that administrates the name space in the Internet. <i>DNS</i> is required to convert computer/domain names into TCP/IP addresses (forward lookup). It is comparable to a telephone directory that resolves the names of the subscribers into their telephone numbers.
ELA (station)	ELA is an electroacoustic system that serves to playback and amplify voice or music. In the most basic set-up, ELA consists of loudspeakers, a mixing console or voice station(s), and an amplifier.
ESPA 4.4.4	A serial data protocol, standardized since 1984, to connect call triggering systems (frequently nurse call systems in hospitals) and radio-based paging systems. Today, the same protocol is used to connect call triggering systems and DECT/WLAN terminals.
Gigaset	Name given by Siemens AG to the product series of cordless terminals using the DECT standard.
GSM	<i>GSM</i> , short for Global System for Mobile Communications, is a fully digital radio network standard that is mainly used for telephony, but also for the circuit-switched and packet-based data transfer as well as for short messages (SMS). It is the most widespread mobile radio standard used around the world.
Interdigit Timeout	The maximum possible time span between two keyboard inputs via telephone.
LDAP	Short for <i>Lightweight Directory Access Protocol</i> , a standardized Internet protocol for directory access (see also Meta Directory). LDAP is a lean follower of X.500.
HPS	Short for Siemens HiPath-Positioning-System (positioning server for DECT/WLAN networks).

Table 19-1 Glossary

Term	Description
Meta Directory	<p>Often the different departments and branches of a company have their own telephone directory that lists the staff phone numbers and extensions as well as all room and user rights assignment, and that itemizes each PC that is being used (incl. the location and fittings details), and all printers, routers, and other hardware equipment. What causes redundancy is the fact that the entries in these lists often surface more than once. This is a source of errors as misspellings and lack of meticulous care during updates inevitably results in discrepancies between the different datasets. What is more, the lists and registers are often in different formats.</p> <p>Meta Directories offer a solution to the difficulties caused by maintaining different data sources. They constitute programs that collect data and lists from different servers and applications through the network and make this information available. In this way, Meta Directories serve as mediators by providing the collected data in a consistent format, ready to be accessed by the applications without contemplating their origin.</p> <p>Meta Directories are designed for large amounts of data, e.g. for 30.00 E-mail addresses.</p> <p>Source: http://www.goldmann.de/grundlagen-meta-directory_tipp_66.html</p>
MIME	Short for Multipurpose Internet Mail Extensions or Multimedia Internet Message Extensions stands for a coding standard that determines the structure and set-up of E-mails and other Internet messages.
MLPP	MLPP is a process with five different priority levels that enables a pre-defined group of users in a company to reach colleagues quickly and safely over the telephone.
Optiset	The product name of a digital system telephone by Siemens AG.
Tie line connection	The line trunk between two PBXs in a network group. Frequently, S _{2M} with 30 voice channels (Europe), or T1 with 23 voice channels (USA).
redirected name	"redirected name" The name of the subscriber who redirected a call.
redirected number	"redirected number" The number of the subscriber who redirected a call.
redirecting name	"redirecting name" The name of the subscriber redirecting a call while the connection is being established.

Table 19-1 Glossary

Glossary

Term	Description
redirecting number	"redirecting number" The number of the subscriber redirecting a call while the connection is being established.
RFC	Short for Request for comment. RFC is a document that describes a standard, e. g. <i>RFC 821</i> for SMTP.
SMTP	Short for Simple Mail Transfer Protocol. SMTP is a protocol of the TCP/IP protocol family that regulates the sending of E-mails in computer networks.
German SPS, English: PLC	SPS is the German short for Programmable Logic Controller (PLC) and constitutes an electronic module that is used in automation technology for control and regulation tasks.
System telephone	System telephones are special telephones with manufacturer-specific features and are used predominantly in network groups with the matching PBX.
VME bus	The name <i>VME bus</i> stands for versatile, modular, multiprocessing Europe card and was launched in 1984 by semiconductor manufacturers Motorola, Mostek and Signetics (Philips/Valvo).

Table 19-1 Glossary

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