AlarmWorX64 Multimedia
Call-in Agent Quick Start

APPLICATION NOTE

September 2013

Description: Guide to create a simple AlarmWorX64 Multimedia Call-in agent menu
OS Requirement: Vista x64/ Windows 7 x64/ Windows 8 x64/ Windows Server 2008 x64/ Windows Server 2008 R2 x64/ Windows Server 2012
General Requirement: Working knowledge of GENESIS64 AlarmWorX64 Multimedia 10.7 and related terminology. Also, a Dialogic card with a phone line dedicated to calling in and proper drivers loaded for the card.

Call-in Agent Setup

Before you begin, you should make sure that UAC is turned off on your computer.

1. Launch the Multimedia Configurator by selecting **Start → All Programs → ICONICS → AlarmWorX Multimedia →AlarmWorX Multimedia**

2. In the tree control on the left hand side, expand Alarm **Configurations → Multimedia Agents → Telephony**.

3. Expand the left hand tree structure for **Telephony** and go to **Call-In Agent**

4. Right-click and Insert a New **Call-In Menu group**.

5. Right click the Call-In group created, add a **Call-In menu.**

6. We will configure this so that a user is required to enter their ID to listen to alarms and/or acknowledge them. Configure this item as shown in Figure 1.

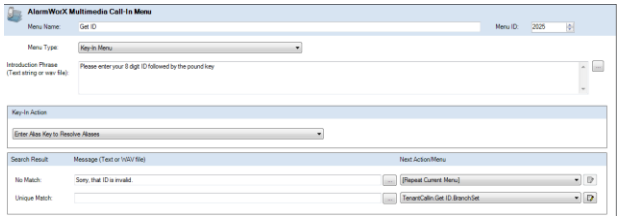

Figure 1 - Initial User ID Menu

7. For the User IDs to be authenticated by the Multimedia server, an **Alias File** is provided. Configure the alias file as desired, by selecting **Call-In Agent → Alias Table**.

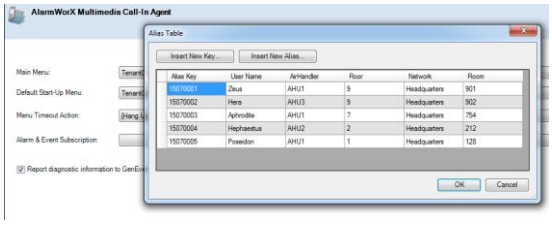

Figure 2 - Alias Table to Authenticate User IDs

8. With the alias table set up and the **ID Code Menu** in place, you may now set this menu item to be the **Main Menu**, so the Call-In agent starts off with this. Select the **Call-In Agent**, and on the **Main Menu** field select your ID menu.

9. Once the user enters their ID, the server authenticates them and then plays the menu that enables listening and acknowledging of the alarms. The next step is to create a main menu phrase.

10. Add a new Call-In menu named **Main Menu** and configure it.

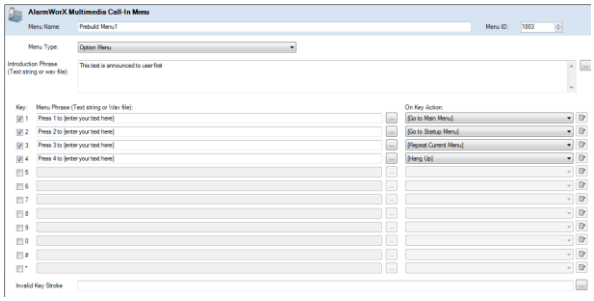

Figure 3 - Menu to Listen and Acknowledge Alarms

11. Make this new menu the default menu, so the user gets to the beginning of this menu as a default state under the Call-In agent.

12. The Call-In agent is now configured and ready to work for you!

What Happens When a User Calls In?

1. A user calls in.
2. The Multimedia server picks up the phone and plays the Introduction Phrase in the menu assigned as Main Menu.
3. The server asks user to enter his ID and authenticates it using the Alias table.
4. If authenticated, the Multimedia Server plays the Introduction Phrase of the menu and the options available.
5. Based on key selection, the associated action happens.

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