



# Multimedia Call-in Agent Quick Start

## APPLICATIONS NOTE

January 2003

**Description:** Multimedia Call-in Agent Quick Start

**OS Requirement:** Support operating systems are NT/2000/XP

**General Requirement:** Read Multimedia Alarm Management .doc, which describes the general concepts of AlarmWorX32 Multimedia, prior to reading this document. Please make sure that your Dialogic card is already installed prior to installing Multimedia.

## Capabilities:

The AlarmWorX32 Multimedia Telephony Agents provides the following phone support:

- Call-out alarm messaging with direct link to Call-in menus
- Call-in menu configuration
- OPC Read/Write over the phone
- Integrated security
- Alias Table for simpler menu configuration

## Alarm Call Out

The Call-out Agent is designed to make a phone call to a configured phone number when triggered by an alarm.

When the call is received, the Call-out Agent will play a greeting and then prompt the recipient for his/her PIN (acknowledge code) if any such number is present in the configuration. Then the Call-out Agent will play the alarm message as defined in the configured Template. The user then has the option to press "1" to acknowledge the alarm. Finally, the user is asked to press star (\*) to log into the Call-in Agent.

## Call-In Agent Configuration

The Call-in Agent operates like an automated bank phone system, in which you can call into the server, navigate a system of configured menus, and choose the desired options. Follow these steps to configure a basic Call-In system:

1. In the AlarmWorX32 Multimedia Configurator, select Telephony within Alarm Configurations, Multimedia Agents. Setup the Telephony Agents General Settings as shown below:

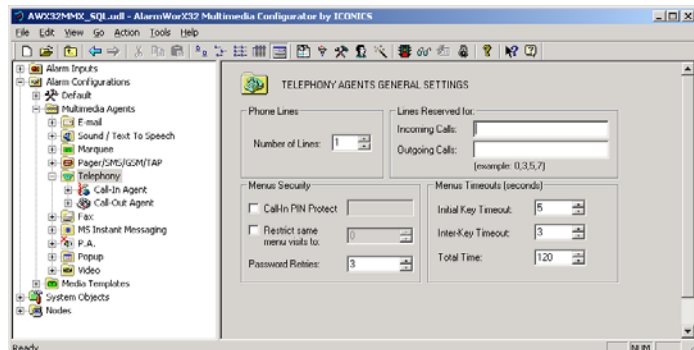


Fig.1 Telephony Agents General Settings

2. The Call-In Agent settings permit you to choose a Main Menu, Default Start-Up Menu, Menu Timeout Action, and A&E OPC Subscription. Setup the Call-In Multimedia Agent settings as shown below:

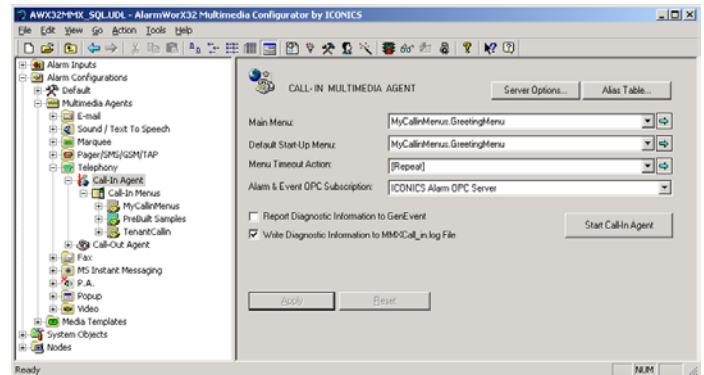


Fig.2 Call-In Multimedia Agent Settings

3. Press the Alias Table button in the screen shown above to configure an alias for each user. In this example, each user will login when they call, and the Alias Table will be used to store information such as User Name, Floor, Room Number, etc. Using the Alias Table permits you to design generic call-in menus that can serve multiple individuals and multiple options.

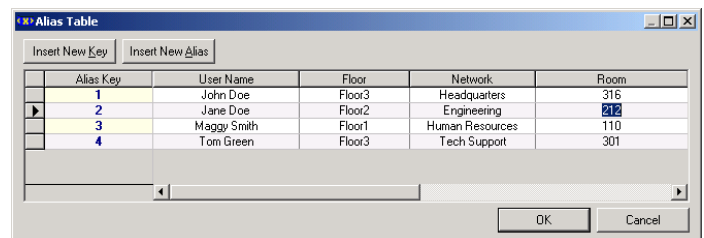


Fig.3 Alias Table setup

4. Insert a new menu group by right clicking on the Call-In Menus folder. Call the group "MyCallInMenus"
5. Right click on "MyCallInMenus" to insert the first menu, which will simply contain a greeting message. Choose Decision Menu from the Menu Type listbox, and type the greeting message in the Introduction Phrase textbox.



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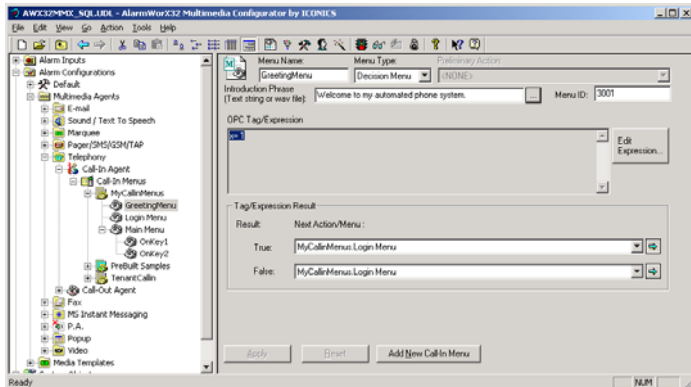


Fig.4 Greeting Menu

- Next, create a login menu that will prompt the user for his/her PIN. Make the Menu Type Key-In Menu, and Unique Match will point to Main Menu.

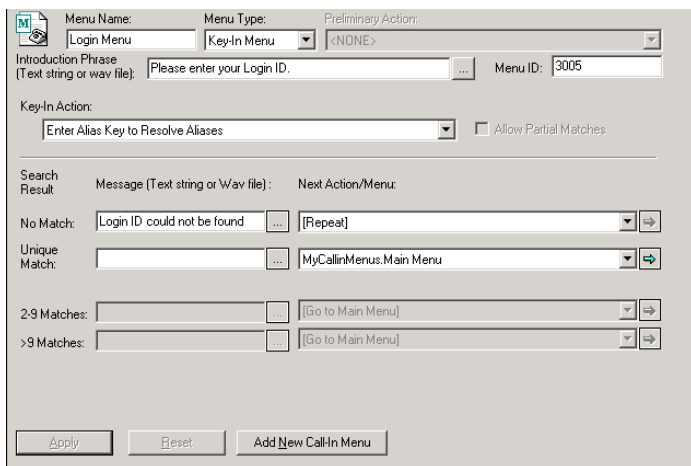


Fig.5 Login Menu

- Create a new menu called "Main Menu", of type Option Menu. Check Options 1 and 2, which will allow the user to write to an OPC tag and read the same tag. Fill in the Invalid Key Stroke message to inform the user if he/she has pressed an invalid number. Include an alias in the Introduction Phrase to welcome the user who just logged in.

Some additional keystrokes that are common in call-in systems are:

- # -- Hang up
- \* -- Repeat
- 9 -- Previous Menu

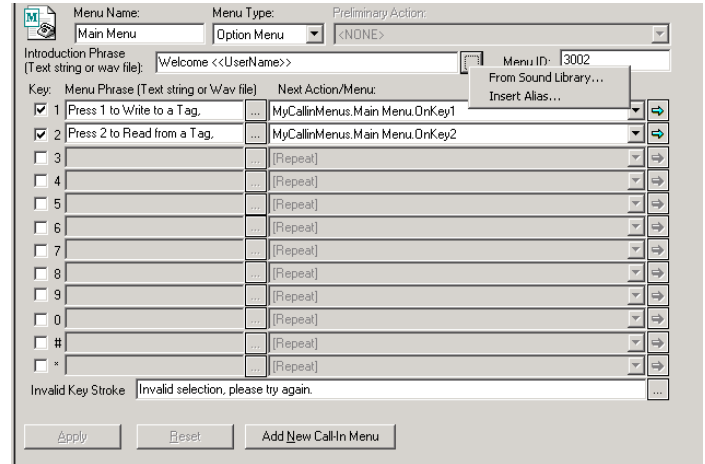


Fig.6 Main Option Menu

- Two Direct Action Menus were automatically created by checking options 1 and 2 in Main Menu. OnKey1 will be the option for writing to a tag, and OnKey2 will be the option for reading the tag. You could rename the OnKey menus to a more meaningful name if desired.

The OnKey1 menu should be configured to write to an OPC tag as shown below. You can check the "Confirm User Action" checkbox to prompt the user to confirm before writing to the specified tag. You can also reset the value of the tag after a specified amount of time by using the "Reset Value" checkbox. The "Flash Warning" checkbox can be configured by the "Server Options" button in the Call-In Agent screen, and is used to toggle the tag between values before actually resetting the value.

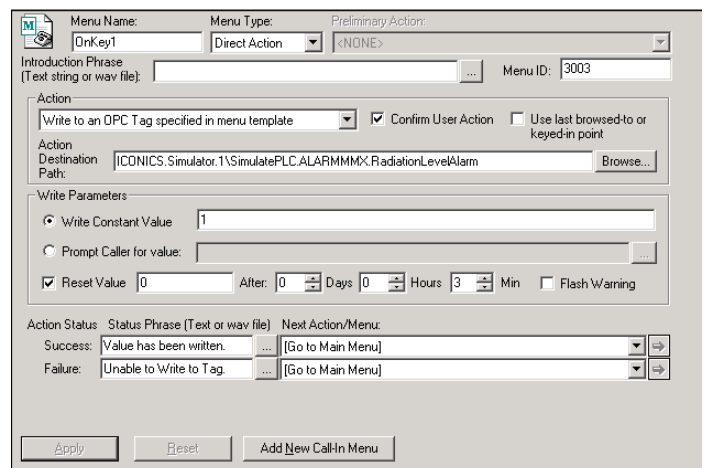


Fig.7 Direct Action – Write to OPC tag

\*Note - the "Use last browsed-to or keyed in point" feature is not currently supported.



- Configure the OnKey2 menu to read from the OPC tag as shown below. You generally do not need to confirm the user action before reading a tag.

Menu Name: OnKey2 Menu Type: Direct Action Preliminary Action: <NONE>

Introduction Phrase (Text string or wav file): Menu ID: 3004

Action: Read the value of OPC Tag specified in menu template Confirm User Action Use last browsed-to or keyed-in point

Action Destination Path: ICONICS.Simulator.1\SimulatePLC.ALARMMMX.RadiationLevelAlarm Browse...

Write Parameters: Write Constant Value Prompt Caller for value: Reset Value After: 0 Days 0 Hours 0 Min Flash Warning

Action Status: Status Phrase (Text or wav file) Next Action/Menu: Success: [Go to Main Menu] Failure: [Go to Main Menu]

Apply Reset Add New Call-In Menu

Fig.8 Direct Action – Read from OPC tag

- Your Call-in menus are not ready to be tested. First, start your Dialogic card if it is not already started. Make sure that you have a phone line connected to your Dialogic card. Then start the Call-In Agent by pressing the “Start Call-In Agent” button that is shown in Figure 2 in the Call-in Agent screen.
- Wait for the Call-In Agent to finish starting and then dial the phone number of the line connected to your Dialogic card. The Call-In agent should answer the call after 1 ring and begin reading off the greeting that is configured. Try navigating through your menus to verify that you configured them correctly.