

Description: Guide to create a simple AlarmWorX32 Multimedia Call-in agent menu.

OS Requirement: Win 2000 Pro/Server, XP Pro, Server 2003

General Requirement: Working knowledge of GENESIS32 AlarmWorX32 Multimedia 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 set up

1. Launch the Multimedia Configurator by selecting **Start → Programs → ICONICS AlarmWorX32 Multimedia → AlarmWorX32 Multimedia Configurator**.
2. In the tree control on the left hand side, expand **Alarm Configurations → Multimedia Agents → Telephony**. For the Phone Agent **General Settings** set the number of phone lines to **1**. Make sure that phone line **0** is not reserved for outgoing calls.
3. You are now ready to begin configuring the Call-in Agent settings. Click on the **Call-In Agent** folder under **Telephony** in the tree control as shown in Figure 1.
4. Expand the left hand tree structure and go to **Alarm Configurations → Multimedia Agents → Telephony → Call-In Agent**. Right click on Call In menu and Insert a New Call-In Menu group. Name it, “Alarms Listen and Ack”.

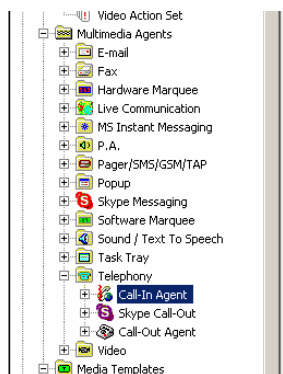


Figure 1 - Menu Group

5. Under the above Call-In group, add a Call-In menu called “User ID Code Menu”. 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 Fig. 2.

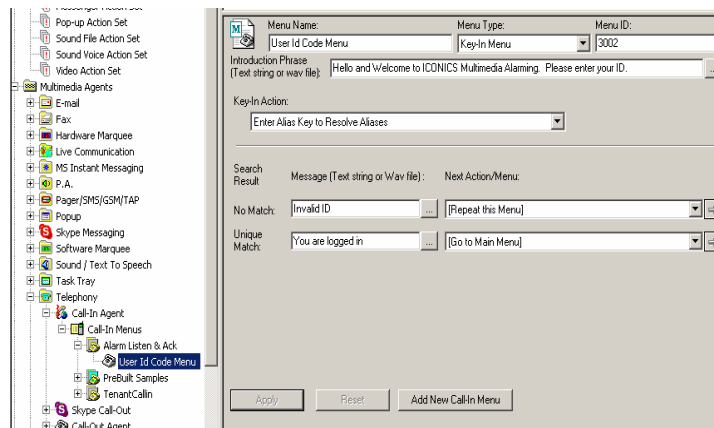


Figure 2 - Initial User ID Menu

6. For the User IDs to be authenticated by the Multimedia server, an **Alias File** is provided. Configure the alias file as in Figure 3, by selecting **Call-In Agent → Alias Table**.

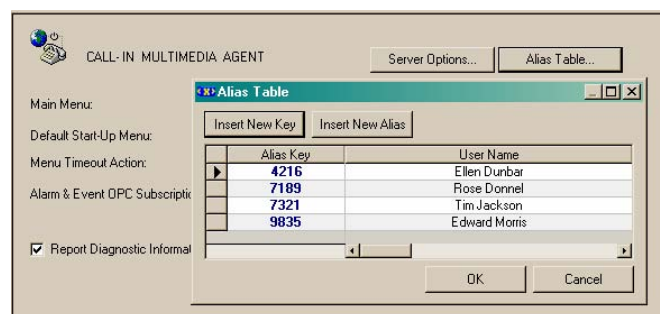


Figure 3 - Alias Table to Authenticate User IDs

7. With the alias table set up and the **User 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 **Alarms Listen & Ack User ID Code Menu**.

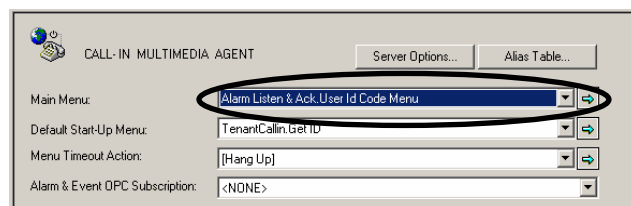


Figure 4 - User ID Code is the Main Menu

8. 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.
9. Add a new Call-In menu named **Main Menu** and configure it for the following:

- For Key 1 selected: the most recently active alarm is played
- For Key 2 selected: the next active alarm is played
- For Key 3 selected: current alarm is acknowledged
- For Key # selected: the phone hangs up

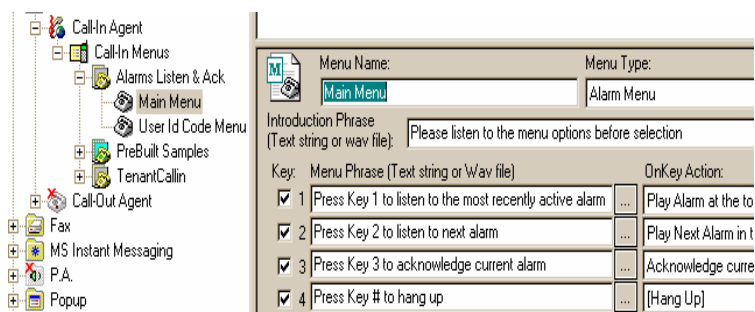


Figure 5 - Menu to Listen and Acknowledge Alarms

10. 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.

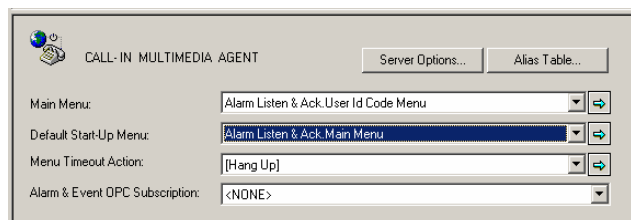


Figure 6 - Default Menu is Main Menu

11. 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 (User Id Code, in this case).
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 we named Main Menu ("Please listen to the menu options before selection") and the options available.
5. Based on key selection, the associated action happens (i.e. if 1 is selected, it plays the most recently active alarm).