

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

OS Requirement: Win 2000, XP Pro, Server 2003, Vista, Server 2008, Windows 7

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**.
3. Expand the left hand tree structure for **Telephony** and go to **Call-In Agent → Call-In Menus**.
4. Right click on Call In menu and Insert a New Call-In Menu **group**. Name it, “Alarms Listen and Ack”.
5. Under the above Call-In group, add a Call-In **menu** called “User ID Code Menu”.

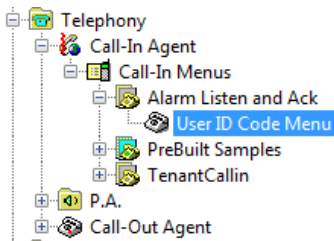


Figure 1 - Menu Group

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 2.



Figure 2 - 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 3 - Alias Table to Authenticate User IDs

8. 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**.

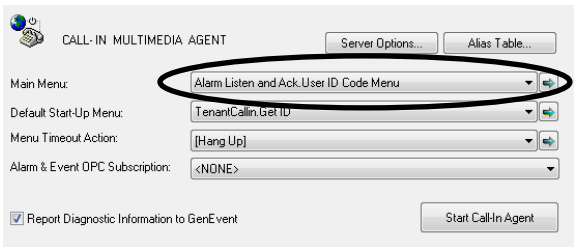


Figure 4 - User ID Code is the Main Menu

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 for the following:

For Key 1 selected: to listen to the most recently active alarm
 For Key 2 selected to listen to next alarm
 For Key 3 selected: to acknowledge current alarm
 For Key # selected: to hang up

Menu Name: Main Menu	Menu Type: Alarm Menu	Menu ID: 4002
Introduction Phrase (Text string or wav file): Please listen to the menu options before selection		
Key:	Menu Phrase (Text string or Wav file)	OnKey Action:
☒ 1	Press Key 1 to listen to the most recently active alarm	Play Alarm at the top of the list
☒ 2	Press Key 2 to listen to next alarm	Play Next Alarm in the list
☒ 3	Press Key 3 to acknowledge current alarm	Acknowledge current Alarm
☒ 4	Press Key # to hang up	[Hang Up]
☐ 5		[Repeat this Menu]

Figure 5 - 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.

Main Menu:	Alarm Listen and Ack.User ID Code Menu
Default Start-Up Menu:	Alarm Listen and Ack.Main Menu
Menu Timeout Action:	[Hang Up]
Alarm & Event OPC Subscription:	<NONE>

Figure 6 - Default Menu is Main Menu

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 (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).