

# OmniTouch 4625 CCIVR Help Configuration Client

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Release 12.2

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# 1 Understanding the Basics

## 1.1 Why Configuring?

The process of configuring your **OmniTouch 4625 CCivr** system provides all necessary data about hardware and software as well as many details about how you will use the system. CCivr will not be able to work without these data. In storing all these details, you will deal with a large amount of information about the PC, phone lines, mailboxes and more. For this reason, you should have detailed knowledge about all these details as well as basic knowledge in communication engineering.

## 1.2 Who Should Configure

This manual is aimed at technically experienced people who have detailed knowledge about the PCs, communication engineering and voice processing systems. It is assumed that they have been trained in specific courses about the CCivr system components and their main tasks.

Additionally, some configuration features may be also used by anyone who occasionally enters company specific data such as accounts or voice phrases.

However, everyone who wants to use configuration features should be familiar with the Windows operating system, its basic elements and operating techniques.

In any case it is important that you should be familiar with all configuration manuals shipped with the PBX connected to the CCivr system.

## 1.3 About Configuration and Admin Objects

In configuring the **CCIVR** system you apply the **Configuration** Operation on **Admin Objects**. Each **Admin Object** contains one or more **Admin Components** reserved for configuration. To ease the following explanation, let's call these components **Config Components**. Here is a summary of all the **Admin Objects** and their **Config Components**:

<b>System</b>	General Parameters, PABX interface, Features
<b>Device</b>	Voice Lines, FAX lines
<b>User</b>	User Type, Account
<b>Application</b>	Attachments, Faxes, Variables, TTS Parameters, TTS Files
<b>Mailbox</b>	Mailboxes, General Parameters
<b>Phrase</b>	Voice Phrases

## 1.4 The Configuration Application Window

Since you are familiar with the windows user interface, the basic elements and operations will be well known to you. **CCivr Configuration** Main Window also contains the following parts:

- The **Menu Bar** provides some options for changing the view or switching to another object
- The **Speed bar** consists of a number of buttons representing the **Admin Objects**. These buttons may be used to switch to another **Admin Component** related to another **Admin Object**.
- The **Admin Component** list box contains all components related to the currently selected **Admin Object**. To switch to another **Admin Component** of the currently selected **Admin Object**, simply click the appropriate item in the list box.
- The **Working Area** contains the various kinds of parameters and settings for the currently selected **Admin Component**: Dialog boxes, option buttons and default settings provided are parts of this main area.
- The **Status Bar** displays Help about the selected menu command

## 2 How to ...

### 2.1 Control your Configuration Application

Similar to all other Windows Applications, **CCivr Configuration** Main Window is built up with well-known elements such as menu bar, toolbar, status bar and command buttons. Although it is assumed that you are familiar with WINDOWS operations and elements, this chapter should point out some special conventions used within the **CCivr Configuration** Application.

- **To save your settings on the server**  
Click the **Apply** button
- **To clear all your typed settings**  
Click the **Reset** button.
- **To switch to another component of the same object**  
Click the appropriate item in the **Components** list box
- **To switch to another component of another object**  
Select the appropriate options from the **Windows** menu.
- **To switch to another object**  
Click the appropriate speed bar button
- **To close your configuration application**  
Select the menu option **File->Exit**.

## 3 System Configuration

### 3.1 Configure General System Parameters

The **General Parameters** components consist of different types of global parameters which affect the entire CCivr System. General alarm thresholds as well as system time and language can be defined.

#### Set System Time and Date

1. Select the appropriate part of your input field.
2. Use the cursor UP and DOWN keys on your keyboard to scroll within the provided time range.  
You can also overwrite the values by typing new ones.  
Repeat this procedure as long as your required system time and date are complete.
3. Select the **Set Server Time** button to save your setting. This will set the Windows system time on the master and all slave servers, but not on the client machine. Please note that there is a (configurable) time synchronization between server(s) and OmniPCX Enterprise clock when you use CSTA.

#### Set System Language

1. Click the arrow in the drop-down list box **Language**.
2. Select the required language by clicking the appropriate item in the list box **Language**. This language setting serves as default language for all those voice phrases used within your voice processing applications where no explicit language has been specified.
3. Click **Apply** to save your setting. The system variable "DefaultLanguage" will be set accordingly, and each newly started application will inherit this value.

#### Define Thresholds for Alarms

1. Type the required value (%) in the **Disk Usage** input field. If the disk usage has reached this percentage an alarm will be raised. If - due to purge operations - the disk usage drops below this threshold, another alarm will be raised (The concept of raising alarms when stressing the threshold in both directions is applied to all 3 alarm categories).
2. Type the required value (%) in the **Memory Usage** input field. If memory usage has reached this percentage value, an alarm will be raised.
3. Type the required value (%) in the **CPU Overload** input field. If the CPU load exceeds this limit for a certain time, an alarm will be raised.
4. Click **APPLY** to save your setting.

You can monitor all defined

#### View Software Version Number

The software version number of your Configuration Application is indicated to you in the field **Software Version Number**.

### Defining Working Days

**Working Days** may be used to attach (i.e. to “schedule”) applications only on those days your company is working. Click the **Working Days** button to open the **Working Days** dialog box. The following instructions will make it easier for you to define the working days. A standard set of working days is available for each month. You simply have to specify any exceptions to these working days, such as weekends or holidays.

First, you should define your **Regular Working Days** by specifying “**Weekend Days**”. It should be noted that weekend days can be defined by clicking on the respective letter (e.g. S) in the list box.

“**Exceptional Working Days**” are holidays or weekend days your company is opened. A typical example, therefore, may be single working days — your office has to be occupied — within Christmas holidays. Please note that if an exceptional working day definition will be consistent year to year, it has to be entered individually year by years.

The term “**Regular Holidays**” serves to name one or more days that are holidays occurring every year (e.g. Christmas, New Year’s Day). Once being entered, they will be transferred automatically to the next year.

The term “**Exceptional Holidays**” serves to name one or more days that are holidays within a period of regular working days. To define a Friday—your office is closed—after a Thursday holiday as exceptional holiday is a typical example of this special kind of holiday. Please note that exceptional holidays will not be transferred automatically to the next year; they have to be defined year by year.

So, you may define your working days, weekends, holidays and exceptional days

To define:	Do the following:																																																	
<p><b>Regular working days</b></p>	<p>Select the required year and month, by clicking the appropriate items within the provided list boxes.</p> <p>In our example, all days from Monday through Friday are marked and therefore set as working days.</p> <div data-bbox="592 443 831 479" style="border: 1px solid gray; padding: 2px; display: inline-block;">             October ▾   2019 ▾           </div> <p>Click the <b>Regular working days</b> option button. You will notice that a default setting is shown for regular working days for the month in question. In our example, all days from Monday through Friday are shown in color and set as working days. There are no configuration possibilities for Regular working days, they can just be displayed and checked!</p> <table border="1" data-bbox="592 663 863 869" style="border-collapse: collapse; text-align: center; font-size: small;"> <thead> <tr> <th>S</th><th>M</th><th>T</th><th>W</th><th>T</th><th>F</th><th>S</th> </tr> </thead> <tbody> <tr> <td>29</td><td>30</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td> </tr> <tr> <td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td> </tr> <tr> <td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td> </tr> <tr> <td>20</td><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td> </tr> <tr> <td>27</td><td>28</td><td>29</td><td>30</td><td>31</td><td>1</td><td>2</td> </tr> <tr> <td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td> </tr> </tbody> </table>	S	M	T	W	T	F	S	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9
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<p><b>Weekend</b></p>	<p>Select the required year and month, by clicking the appropriate items within the list boxes provided</p> <div data-bbox="592 954 831 990" style="border: 1px solid gray; padding: 2px; display: inline-block;">             October ▾   2019 ▾           </div> <p>Click the <b>Weekend</b> option button.</p> <p>Click the required days in the list box containing the calendar (e.g. S for Saturday and Sunday). The selected days will be highlighted in color.</p> <table border="1" data-bbox="592 1144 863 1350" style="border-collapse: collapse; text-align: center; font-size: small;"> <thead> <tr> <th>S</th><th>M</th><th>T</th><th>W</th><th>T</th><th>F</th><th>S</th> </tr> </thead> <tbody> <tr> <td>29</td><td>30</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td> </tr> <tr> <td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td> </tr> <tr> <td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td> </tr> <tr> <td>20</td><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td> </tr> <tr> <td>27</td><td>28</td><td>29</td><td>30</td><td>31</td><td>1</td><td>2</td> </tr> <tr> <td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td> </tr> </tbody> </table> <p>Click <b>Apply</b> to save your settings</p>	S	M	T	W	T	F	S	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9
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<p><b>Regular holidays</b> <b>Exceptional working days</b> <b>Exceptional holidays</b></p>	<p>Select the required year and month, by clicking the appropriate items within the list boxes provided</p> <div data-bbox="592 1503 831 1538" style="border: 1px solid gray; padding: 2px; display: inline-block;">             January ▾   2020 ▾           </div> <p>Click the appropriate option button</p> <p>Select the required days by clicking the appropriate day fields in the calendar. In our example January 1, 2020 is set as a holiday. This day is colored.</p> <table border="1" data-bbox="592 1659 863 1865" style="border-collapse: collapse; text-align: center; font-size: small;"> <thead> <tr> <th>S</th><th>M</th><th>T</th><th>W</th><th>T</th><th>F</th><th>S</th> </tr> </thead> <tbody> <tr> <td>29</td><td>30</td><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td> </tr> <tr> <td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td> </tr> <tr> <td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td> </tr> <tr> <td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td> </tr> <tr> <td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td><td>1</td> </tr> <tr> <td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td> </tr> </tbody> </table> <p>Click <b>Apply</b> to save your settings</p>	S	M	T	W	T	F	S	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8
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For more details see the chapter Attaching typical applications...

### Defining Working Times for each individual day

This is the first step in defining working times and break times. There is no need to be concerned about which day of the week is being specified. You simply define the working times and break times, and this will be assumed to be the same for each day. Then you can exclude days such as weekends from setting the working times.

1. Click the **Working Time** button to open the **Working Time** dialog field.
2. Click the **Working Time** check box in the **Working Time** window.
3. Type the required values for working hours in the **From/Till** fields.

Below is an example where 8:00 AM to 04:00 PM was defined as working time.

From  Till

4. Click the **Set to All Days** button. The working hours are now set for all days of the week.
5. Click the **Pause** check box.
6. Type the required values for the breaks in the From/Till field. Below is an example where 12:00 PM to 01:00 PM was set as a break time.

From  Till

7. Click the **Set to All Days** button. The breaks are set for every day in the week.

Once you have set the working and break times for the individual days you may have to make exceptions in the case of the odd day. If, for example, your company is closed on Sundays, and they are not to be specified as working days, the following procedure is followed:

1. Select the round option field labelled **Sunday** and de-activate the **Working Hours** check box. You can perform this step for each day which you want to be excluded from the setting of the working days.
2. If you need to change any of the settings for working or break times, click the round option field for the day involved and change the times. This is useful if, for example, your company closes at 12.00 on Fridays. In this case the setting would appear as follows:
3. Click **Apply** to save your setting on the server.

Please note that you can define also working hour settings for those days, which are not defined as working days within the working days dialog box. It is up to you to define working hours also for weekend days. This may be required when you use exceptional working day attachments.

**General remark: changes to working times will not affect currently running, active attachments.** Changing the working time start from 8:00 to 9:00 at e.g. 8:20 will not detach those applications which became active at the "old" working time start of 8:00. To achieve an immediate consideration of changes, you need to restart CCIVR!

For more details see the chapter Attaching typical applications...



## 3.2 Set PBX Numbers

The **PBX Interface** component permits you to make various kinds of settings for general numbers and DDI numbers.

### Defining and Deleting Direct Dialing In Numbers

'Direct dialing in numbers' are special extension numbers, reserved for attaching applications. Before you can attach an application to a DDI number, you have to define this number.

1. Click the **Add** button in the **DDI Numbers** category. A dialog box will open.
  2. Type the new DDI number in the appropriate input field (valid input is 0-9, A, B, C, D, \*, #, up to 8 characters).
  3. Click the **Apply** button. To close the dialog box, click the **Close** button.
- **To add DDI numbers successively**
    1. Click the **Add** button. A dialog box is displayed.
    2. Select the **Increment after Adding** check box
    3. Type the required DDI number in the appropriate input field.
    4. Click the **Apply** button. The entered DDI number is added, the next number -incremented by one - is automatically displayed in the appropriate input field.
    5. Click now **APPLY** as often as new DDI numbers have been added.
  - **To delete a DDI number**
    1. Select the DDI number you want to delete within the DDI number box in the PBX numbers component's main window.
    2. Click Delete to delete the selected DDI number immediately.  
*Note : Deleting a DDI number cannot be annulled by selecting the **Reset** button. Please remember this fact, before you delete a DDI number.*

For more details see the chapter Attaching typical applications...

### Now you may define Pilot Numbers (only needed for CCivr CCD integration)

1. Select **Add** in the **Pilot Numbers** category. A dialog box will open.
  2. Type the new Pilot number in the appropriate input field (valid input is 0-9, \*, #, up to 8 characters).
  3. Click the **Apply** button. To close the dialog box, click the Close button.
- **To add Pilot numbers successively**
    1. Click the **Add** button. A dialog box will open.
    2. Select the **Increment after Adding** check box.
    3. Type the required Pilot number in the appropriate input field.
    4. Click the **Apply** button. The Pilot number entered is added, the next number -incremented by one- is automatically displayed in the appropriate input field.
    5. Now click **Apply** until all numbers needed have been added.

To delete Pilot numbers

1. Select the Pilot number you want to delete by clicking the appropriate entry in the Pilot number list.
2. Click Delete. The Pilot number is now deleted and removed from the list.

**Note:** *Deleting a Pilot number cannot be reversed by selecting the Reset button. For more details see the chapter Attaching typical applications...*

Now you may define the Directory Numbers of your voice lines

This configuration is necessary whenever you use Alcatel T-Server (CSTA protocol) for the connection between CCivr and PBX. A so-called CSTA monitoring will be initiated by CCivr for all those lines where a non-empty directory number is added. Normally, you will enter such numbers for ALL voice lines.

1. Select and double-click the corresponding voice line. A dialog box will open.
  2. Type the new PBX directory number in the appropriate input field (valid input is 0-9, A, B, C, D, \*, #, up to 8 characters).
  3. Click the **Apply** button. To close the dialog box click the Close button.
- **To add PBX directory numbers successively**
    1. Select and double-click the corresponding voice line. A dialog box will open.
    2. Select the **Increment after Adding** check box.
    3. Type the required PBX directory number in the appropriate input field.
    4. Click the **Apply** button. The Pilot number entered is added, the next number -incremented by one - is automatically displayed in the appropriate input field.
    5. Now click **Apply** until all numbers needed have been added.

To delete PBX directory numbers:

1. Select and double-click the corresponding voice line. A dialog box will open.
2. Empty the number field.
3. Click the Apply button. To close the dialog box click the Close button.

**Note:** *Deleting a PBX directory number cannot be reversed by selecting the Reset button.*

Set notification parameters

Item	Meaning
Notification Prefix/Suffix	The PBX is notified of new messages in the mailbox. The LED for waiting messages lights up on the telephone. Internally, a local phone call will be made using the number <not.prefix><mailboxnr.><not.suffix>.
Denotification Prefix/Suffix	The PBX is informed that there are no new messages in the mailbox. The LED .for waiting messages is off on the telephone. Internally, a local phone call will be made using the number <denot.prefix><mailboxnr.><denot.suffix>.

1. Input the required values
2. Click the **Apply** button to save the settings.

Prefix or suffix dialing depends on the connected PBX.

## 3.3 View System Features

If you look at your CCivr system, you will recognize it consists of various kinds of features. These features are presented to you in the "Features" component. Features may be licensed (i.e. available for a certain system) or not-licensed (i.e. not allowed for use).

### View Features and their Components

1. Select the required feature by clicking the appropriate line in the list box. The **Feature Components** box displays all features associated with certain CCivr SW components (e.g. DBS, database server, VPRM, voice processing server, ...). If you want to get to know detail about a certain component,
2. Select the required component by clicking the appropriate item in the **Feature Components** list box. A detailed description is displayed within the **Feature Component Description** box.

### You can view the licenses

The lower section of the Features components is provided for displaying the SW/HW License Information. Several list boxes enable you to view ASR/TTS license numbers per language, the number of FAX licenses and type of voice boards including serial numbers.

## 4 User Configuration

In configuring your system you can choose several functions for Account and User Type configuration. In the following sections you will learn about the functions provided for configuring the Admin Object User. Adding Accounts, defining authorizations as well as deleting types are features contained in the two Admin components provided by the object User.

### 4.1 User Types

User types are provided to create categories for system access. These categories are called user types. They determine the permission to use applications, features and components.

This component permits to add or delete User Types. On one hand, you can relate specific applications to specific user types, on the other hand you may define features for authorization levels. Two accounts - supervisor and administrator are provided by the system. These user types must not be deleted. You may define 18 individual user types.

*Please note that only supervisors and administrators are permitted to make modifications on user types.*

### Add User Types

If you configure your system for the first time, a default number of user types are provided. These types are supervisor and administrator. The user type defines, basically, the authorization for using applications within your system. Each user type provides several levels, defining the application's features a user type is permitted to work with. Follow these steps to add a type:

1. After you have selected the **Add** button.
2. Type the required user type name in the appropriate input field of the displayed dialog box. The min. **no.** of characters for user type name is 4.
3. Click OK to save your definition. The user type is now added; the input field is cleared. You may continue with adding more types.

The process of defining user types is always connected with adding applications and levels. Each application is provided with several levels consisting of different features.

You will find more information about levels and applications in the instruction „Add applications and levels“.

### Delete a User Type

1. Click the required entry within the **User Type** box
2. Click the **Delete** button, to delete the User Type immediately

### Add Applications and Levels

The process of defining user types is combined with attaching levels that included authorizations for applications. First, let's consider the term level in this context. A level serves as authorization definition for applications, whereby one or more levels may be provided for an application. Each level consists of a set of application features, a user type is permitted to use, if this level is reserved for the user type. The CCIVR Configuration Application provides several default levels for applications. Once you have added a new user type you have to add applications and levels to it. To do this, follow the next steps

1. Select the application you want to add, by clicking the appropriate item within the **Unused Applications** box.
2. Select the required level by clicking the appropriate item within the **Level** box. You can view all features associated to the selected application for this level.
3. Click the button with the plus sign. You have added the required application and level to the user type. You can confirm this by viewing the **Used Applications** box: the name of the new application is indicated there. If you want to view the defined level of a used application, simply click the appropriate application name within the provided box. The appropriate level is highlighted.

### Remove Applications and Levels

Removing an application from a level represents the opposite operation to adding applications.

1. Select the application you want to remove, by clicking the appropriate item within the **Used Applications** box.
2. Click the button with the minus sign. The required application is now removed; the appropriate item is removed from the **Used Application** box.

*Please note that modifications of user types can be done only by users in the supervisory and administrative categories. Furthermore, you cannot remove all applications; at least one must always remain!*

## 4.2 Define Accounts

An account is the key for a user to enter the system, whereby the authorization to use a specific application is defined within the attached user type. This component gives the possibility to add, delete or modify accounts. Information about registered users supports your account definition. All other modifications are reserved exclusively for supervisors and administrators.

### Add Accounts

You can define a specific number of accounts which are attached to specific user types. This is done as follows:

1. Select the user type you want to define for the account by double-clicking the appropriate item in the **User Type Filter** box. You will now see all the already defined accounts within the **Registered User** box. If you select the **No Filter** entry all the accounts available will be displayed.
2. Click the **Add** button.
3. Enter the new account name in the **Account** input field. The minimum number of characters for an account name is 4.
4. Enter the name of the new user in the **Name** input field.
5. Enter the required password in the **Password** input field. The minimum number of characters for a password is 6.
6. Click the **Use Windows-Account** check box if you want to allow the user to use his/her Windows Account (of the same name as the added account) to access CCIVR without further password specification.
7. Click **Apply** to save your settings on the server.

### Delete an Account

1. Select the user type, you want to delete an account from by double-clicking the appropriate item within the **User Type Filter** box. You can view all the defined accounts associated with the selected type within the **Account** box.
2. Select the required account by clicking the appropriate item within the **Registered Users** box.
3. Click the **Delete** button, the selected account will be deleted immediately.

### Modify an Account

1. Select the user type of the account you want to change, by double-clicking the appropriate item within the **User Type Filter** box. You can view all the defined accounts associated with the selected type within the **Account** box.
2. Select the required account by clicking the appropriate item within the **Registered Users** box.
3. Click the **Modify** button.
4. Make now the required modifications such as defining a new password or changing the account name.
5. Click **Apply** to save your settings on the server.



The **User Type Filter** list box - directly positioned above the account input field - gives the possibility to reduce the number of displayed accounts to only those of matching user type.

## 5 Devices Configuration

The administration component Device controls devices which are connected to the CCivr system. This can relate to voice boards connected to A4400 PBX and to sending or receiving fax line parameters. Default settings are offered corresponding to the installed devices, which can be changed individually.

If you want to change one or the other value individually, make sure that you have detailed knowledge about the effects of your modifications. Detailed knowledge means in this context to be familiar with the voice board.

### 5.1 Define Voice Line Parameters

The voice boards, containing the voice lines, used within the CCivr system are installed and configured. Nevertheless it might occur that you have to change one or the other parameter. Before you start modifying values within this component, please make sure that you have detailed knowledge about the used voice boards.

This component gives the possibility to set voice board and line specific parameters. Beside global settings about your voice board you can define a various kind of line specific definitions such as DTMF detection or dialing mode. Furthermore you can relate special purposes to each line such as enable only outgoing call and more.

#### Set Voice Board Parameters

Select the board No. by clicking the appropriate item in the **Board No.** list box.

The following table lists all parameters and their meaning. Please note that these parameters are "read-only", there is no board parameter configuration possible.

Parameter:	Meaning:
Board No.	System name and number of the board you want to configure. See the installation manual, if you need to review the order in which the boards are positioned.
Type	Indicates the board type. The currently supported types are <b>CG6565e</b> .
Serial number	Shows the serial number of the board
Total Number of lines	Indicates the total number of lines given by all used voice boards.
FAX Resources	This will display how many lines of this voice board were configured to send or receive a FAX

#### **Make line specific settings**

1. First, select the board No. by clicking the appropriate item in the **Board No.** list box.
2. Select the line No. by clicking the appropriate item in the **Line No** list box.

The following table lists all parameters and their meaning:

Parameter:	Meaning:
Line No.	Number of the line you want to configure. If you use the maximum number of lines, they are numbered from 0—31
Recording Rate	Specifies the default recording rate for the line. It may be changed in the building block RecordVoice.
Number of Rings	(currently not used)
Protocol	CSTA, SIP, ISDN, Virtual (reserved)
Directory No.	The PBX directory number of this voice line, needed in case of a CSTA connection, is displayed here. It may be changed in the System PBX Interface screen.
Line Disabled	Specifies whether or not the line is disabled for voice communication. If it is disabled all parameter displays are switched off.
Incoming	Specifies whether or not incoming calls can be accepted.
Outgoing	Specifies whether or not outgoing connections can be made. On digital boards, incoming and outgoing cannot be mixed!
Notification LED	Permits the system to use this line to switch on/off the LED on the phone-set for notifying new voice messages. Such a line is automatically set to "incoming", too.
FAX Send	Specifies whether faxes can be sent.
FAX Receive	Specifies whether faxes can be received.
Debug	Specifies whether applications attachments for debugging purposes are allowed. If this check box is activated, attachments can only be performed by an applications generator. If this check box is de-activated attachments can only be carried out using the configuration application.
SIR Host Based	Specifies whether speech recognition can be used.
TTS Host Based	Specifies whether text-to-speech can be used.
Application Bit1(2)	These bits correspond to the check boxes in the building block MakePhoneCall and allow for an end- user specific "classification" of voice lines. Example: the Fax Server application uses these bits.

1. Click the **Apply** button to save the settings. A dialog box opens.

Click the appropriate check box to define to which device(s) your changes shall apply: just one voice line, all lines on the current board, all lines in the system, all lines of a cluster, or for the whole super cluster.



The scope depends on your account.

2. Click OK to save the settings and to close the tree view.

### Getting an overview

Click the **Overview** button to open a window showing you all lines and their characteristics at a glance.

### SIP Parameters - Dialog

Click the **SIP Parameters** button to open this dialog. Proxy Address, register line are IP addresses. RTP Endpoint must contain the address associated to the Dialogic/NMS board which will process the RTP for the SIP call.

### ISDN Parameters - Dialog

Click the **ISDN Parameters** button to open this dialog. Please do not change any settings unless you are a voice board expert. For details see the NMS documentation.

### Line Parameters - Dialog

Click the **Line Parameters** button to open this dialog. Please do not change any settings unless you are a voice board expert. For details see the NMS documentation.

### PlayBack Parameters - Dialog

This dialog serves to configure the keys by which you can control the speech flow of voice messages.

Three elements are offered: Pause/Resume; 10 sec forward; 10 sec backward


To configure an element, select the corresponding option button on top of the dialog and click the desired key below.

The selected values are displayed within the **Configured keys** area.


## 5.2 Send FAX Parameters

This component allows to configure Send fax parameters. These settings are set after installation to the default values and can be adjusted individually when necessary.

### Setting Send parameters for a fax line

1. Select the line for which you want to carry out the following adjustments by clicking on the appropriate entry in the **Get Parameters from Line No.** list box.
2. Select the type and transmission rate of the receiving device by clicking on the appropriate entries in the **Modem Type** and **Minimum Transmission Rate** list boxes.
3.  The specified transmission rate is the outgoing value provided for synchronizing the transmitter and receiver. If you do not know the type of receiving device, enter the default setting: **Modem V33 at 14400bps**. If it is anticipated that the receiving device is always the same type with a slow transmission rate (e.g. 4800bps), specify this transmission rate in the appropriate list field. This speeds up the synchronization process significantly. Specify the G3 data Encoding. One dimensional (1D), run-length encoding involves fixed codes for black/white run lengths (e.g., the number of contiguous white or black pels). Twodimensional (2D) encoding provides additional compression by encoding two lines at a time; the second line specifies changes from the first. A special code is used for End Of Line (EOL). T.6 specifies the MMR coding scheme. In MMR, encoding lines are not separated by EOLcodes.
4. Specify the send **Level** in dbm.



5. Specify whether the fax detection tone should be sent. Activate the **Send FAX Detection Tone** check box in order to send the tone. Otherwise leave it blank.
  6. If the detection tone is to be sent, specify the maximum time during which the system will wait for the confirmation of detection by the receiver. Input the required value into the **FAX Detection Time-out** list box.
  7. Define what actions will be needed if too many erroneous lines are received. Click the round **Repeat Page** option button if the last page transmitted needs to be transmitted again. If the action is to proceed to the next page, click the round **Send Next Page** option button.
  8. Specify the conversion parameters to set up the pages under **Page Setup**. You can enter page format and resolution, to which the original settings in the TIFF file will be converted directly during transmission. Select the required values from the **Page Format** and **Resolution** list boxes.
  9. State under what conditions the conversion of page format and resolution will be assumed. You do this by clicking on the appropriate entry in the On the Fly Convert list box. You can specify whether the conversion takes place always, never or only when an error would occur. This last situation is when the conversion is carried out if the receiver cannot accept the page format or resolution.
-  A typical example of conversion in the case of an error is the transmission of a fax in A3 format. Few fax machines can accept this type of format, causing an error. If such an error occurs, the A4 setting in the **Page Format** list box will activate this conversion.
10. If each side of your fax is to carry a header line, click the **Add FAX Header** check box.
  11. Enter the individual text for the header line into the Header Content field. You may, for example want to show the name of your company or the telephone number. The time and date of the transmission will be added automatically to this header text as well as the page number.
  12. Click the **Procedure Interrupt Signal** check box if you want to notify the receiving fax machine that the transmission has ended. Otherwise the line will go on-hook after fax sending.
  13. Click **Apply** to save the settings.
  14. The tree-view window opens. The check box of the selected line is activated. Click O.K.

### Applying your settings to other send fax lines

If you want to apply your settings to other send fax lines too, activate the appropriate check box of the line, board(s), system or cluster in the tree view and click O.K.



The scope depends on your account.

### Setting receive parameters for a fax line

1. Select the line for which you want to carry out the following adjustments by clicking on the appropriate entry in the **Get Parameters from Line No.** list box.
2. Select the type and transmission rate of the receiving device by clicking on the appropriate entries in the **Modem Type** and **Minimum Transmission Rate** list boxes.



The specified transmission rate is the receiving value provided for synchronizing the transmitter and receiver. If you do not know the type of sending device, enter the default setting: **Modem V33 at 14400bps**. If it is anticipated that the sending device is always the same type with a slow transmission rate (e.g. 4800bps), specify this transmission rate in the appropriate list field. This speeds up the synchronization process significantly.

1. Specify the G3 data **Encoding**. One dimensional (1D), run-length encoding involves fixed codes for black/white run lengths (e.g., the number of contiguous white or black pels). Two-dimensional (2D) encoding provides additional compression by encoding two lines at a time; the second line specifies changes from the first. A special code is used for End Of Line (EOL). T.6 specifies the MMR coding scheme. In MMR, encoding lines are not separated by EOLcodes. Default value is 1D.
2. Specify the receive level threshold in dbm
3. Specify the conversion parameters to set up the pages under **Page Setup**. You can enter page format and resolution, to which the original settings in the TIFF file will be converted directly during transmission. Select the required values from the Page Format and **Resolution** list boxes.
4. State under what conditions the conversion of page format and resolution will be assumed. You do this by clicking on the appropriate entry in the On the Fly Convert list box. You can specify whether the conversion takes place always, never or only when an error would occur. This last situation is when the conversion is carried out if the receiver cannot accept the page format or resolution.



A typical example of conversion in the case of an error is the reception of a fax in A3 format. Few fax machines can accept this type of format, causing an error. If such an error occurs, the A4 setting in the **Page Format** list box will activate this conversion

1. Define whether to use the **Error Correction Mode** (ECM) for fax transmission or not.
2. **Bad Line Actions**. The following action of the fax terminal can be defined upon receiving a bad line of image data: **NONE** causes the bad line to be stored in the image file. **REPEATE** repeats the previous line of image data. **DROP** discards the line. **TICK** adds a blank line with a tick mark (horizontal line) in both margins.
3. Set action after the specified number of **Line Errors** upon receiving bad lines at image data transfer.
4. Click **Apply** to save the settings.
5. The tree-view window opens. The check box of the selected line is activated. Click **OK**

#### [Applying your settings to other receive fax lines](#)

If you want to apply your settings to other send fax lines too, activate the appropriate check box of the line, board(s), system or cluster in the tree view and click O.K.



The scope depends on your account.

## 6 Applications Configuration

The **Application** topic offers a number of settings which are used in the configuration and administration of all of your CCivr application. They comprise:

1. Attaching applications (**Attachment**)
2. Defining and managing variables (**Variables**)
3. Adjusting settings for Text-to-Speech (**TTS Parameter**)
4. Managing the speech library for Text-to-Speech (**TTS Files**)
5. **Configuring speech recognition (SIR Parameter)**
6. **Managing the speech library for speech recognition (SIR Context)**
7. Managing files for fax transmission (**Faxes**)

### 6.1 Let your Applications Run

Independently of which kind of applications and how many ones you have generated, they have to be attached (in most cases to voice lines), if you want them to run. Therefore, the application attachment component gives the possibility to make various kinds of settings concerning the conditions your applications are reserved to run on specific lines.

Basically, you may define several criteria to let your applications run automatically. Many settings such as events or working days which can start an application are provided.

#### The Application Attachments main screen

Once you have selected the **Attachments** configuration component, its main screen consists of the following parts:

- The **Application** category is provided to select an application for later release or attachment.  
The CCivr system distinguishes between two types of applications which are saved on one or more servers:
  1. Typical **CCivr applications**, such as Call Center Applications, which are created using an applications generator,
  2. Optional **Windows applications**, which can be run within the scope of your typical CCivr applications. Typical examples of applications are purging, back-up, security measures and statistical evaluations.
- The **Actions** category offers functions which can be used with applications. They can attach, replace or detach applications.

- The **Resources, Date and Time** categories can be used to define the conditions when you want to attach an application. In the Alcatel-Lucent 4625 CCivr system, 'Resources' mean the environment or equipment used to run the application. The following **Types** of resources are available:
  - **Lines** on which the applications can run. Details about the physical position of the line are indicated in the **Allocation** field. S stands for system, B for board and L for line. E.g. S0B0L0 means system zero, board zero line zero. For the explicit path information, click on **Details**.
  - selected **DDI Numbers**, which can start the applications,
  - **Alarms** which are intended to trigger an application,
  - **Startup** of the CCivr server, upon which applications can be started,
  - **Permanent** applications (will be started at CCivr startup, and permanently supervised. In case of termination, they will be restarted),
  - Expiration of a **Timer**, which is intended to start an application.
- The **Attachments** category displays all attachments and the corresponding conditions for the selected application.

Every combination of attaching applications to lines or DDI numbers under specific conditions represents an attachment. You can therefore attach an application to several lines, or you can attach several applications at different times to a specific line.

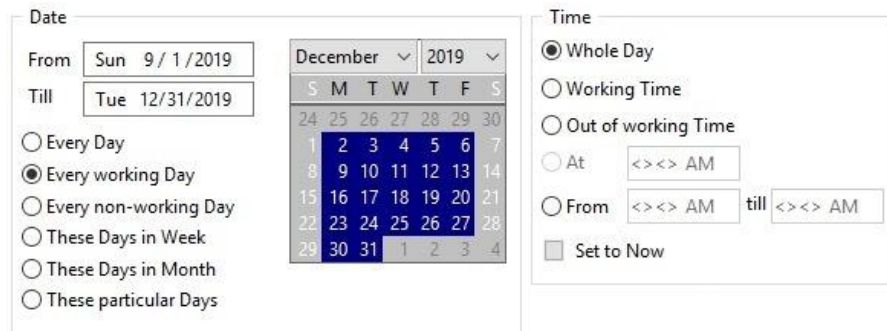
#### Attaching typical applications for the CCivr

1. Click the **Attach** property tab in the **Actions** category.
2. Click the round **CCIVR Applications** options box. The **Applications** list box shows you all of the CCivr applications available.
3. Select the required application by clicking the appropriate item within the **Applications** list box.
4. To select the resource type to which the application is to be attached, click the appropriate item in the **Resources-Types** list box. Only those resources will be displayed which can be used by the selected application. As an example lines and DDI numbers will be offered for a typical Call Center application. 'timer', 'alarm', 'startup' and 'permanent' resources will be shown for applications which do not treat an incoming call.

*Please note that DDI numbers are shown in the list box if you have already configured them. More information is available on this subject in the Help text: Set PBX Numbers (System PBX Interface).*

5. Select which specific DDI number or line you want your application to be attached to by clicking the appropriate item in the **Resources** list box. You may decide to select only one DDI number or line or several ones your application shall be attached to.
6. Define the time your application shall run now by making the required setting within the **Time** box. So, you may, for example, choose between attaching the application during work time, at a specific time or through the whole day. Please note that all time settings concerning working time consider working time as configured in the configuration component general system.
7. Define the date your application shall start and stop running by making the required input in the **From** and **Till** boxes. You may now choose detailed options such as selecting particular days in month or holidays only.

**An example:** assuming that you want your application to run every working day throughout the day from 9/1/2019 to 12/31/2019, the corresponding settings would appear as shown below:



The screenshot shows a configuration window with two main sections: 'Date' and 'Time'.  
**Date Section:**  
 - 'From' field: Sun 9/1/2019  
 - 'Till' field: Tue 12/31/2019  
 - Radio buttons: Every Day, **Every working Day** (selected), Every non-working Day, These Days in Week, These Days in Month, These particular Days  
 - Calendar: December 2019. Days 1-6, 8-14, 15-21, 22-28, 29-31 are highlighted in blue. Days 7, 14, 21, 28 are greyed out.  
**Time Section:**  
 - Radio buttons: **Whole Day** (selected), Working Time, Out of working Time  
 - 'At' field: <><> AM  
 - 'From' field: <><> AM, 'till' field: <><> AM  
 - 'Set to Now' checkbox: unchecked

In calendar, every day to which the application is attached is highlighted. In our example, it can be seen that Saturdays and Sundays in December 2019 are not defined as working days. If you would like to view on which days the application is attached in later months, click the appropriate month in the corresponding list box. Now all days will be displayed on which the application is attached in the selected months.

Please note that the application would now be attached to all servers (master and slaves). You can call up the current date and time in the **Set to Now** check box. Place the cursor in the **From** or **At** box and click **Set to Now**. The current date or time respectively will be displayed.

If you would like to attach copies of your applications individually to more servers, consult the Help text *Attaching copies of your applications to several servers* for more information on this topic.

8. Click **Attach** to save the settings in the server.



Be careful which days you have defined as working days and which times have been defined as working times. Certain combinations of time and date settings can lead to unforeseen results due the attachment. If, for example, your application is supposed to run daily during the working times, it can happen that the application will be run on a day defined as a weekend day for which working times were specified. You may use "every working day" instead.

Equally it might be desirable to run the applications daily during the working times. In which case, there was no point in specifying working times at the weekend. The application will be run only on those days for which working times have been defined. The chapter entitled *Defining working days* or *Defining working times* contains more information about defining working times and working days.

If you change the settings for working times and working days the attachment conditions for the application change automatically.

### Extending your attachments

After you have finished defining resources, times and dates for your application attachments, you may click the **More Settings** button (mainly when individual control on master/slave systems is needed). A dialog box (Attachment Settings) will open in which you can configure following parameter:

- **Additional Startup Parameters**

Enter the required parameters in this box. The entered value will be passed to the application using the built-in local application variable \$extraParameter.

- **Resource Settings**

The two options **Fax Detection** and **Needs Fax Device** are only enabled if the attached application is line attachable.

If you want to ensure that a fax license is reserved at the start of an application select **Needs Fax Device**.

If you select **FAX Detection** the VPRM will listen 10 seconds on the line if a fax is coming in.

- **Number of Copies Running per Host**

- **Attach on all hosts, no limits**

This option is selected per default. Clear it if you want to make individual settings.

To make these settings, select the desired host in below list and double click it. The dialog box which will be opened then offers you the possibility to enter your configuration.



The Application Type category contains option buttons which display whether the selected application supports certain debugging measures. The **Release** option button identifies typical CCivr applications without AG debugging possibility and without C++ debug information. This application type is the most used. The **Release AG debug** option button identifies CCivr applications with AG debugging possibility and without C++ debug information. The other option buttons are provided for different types of debugging applications. The applications developer may switch on AG debug in the Application Generator. This field is "read-only", i.e. just informational. Attaching applications

### Attaching applications

You have learned already that Windows applications can also be attached in the CCivr system. For this to happen, however, the applications must first be registered on the CCivr server.

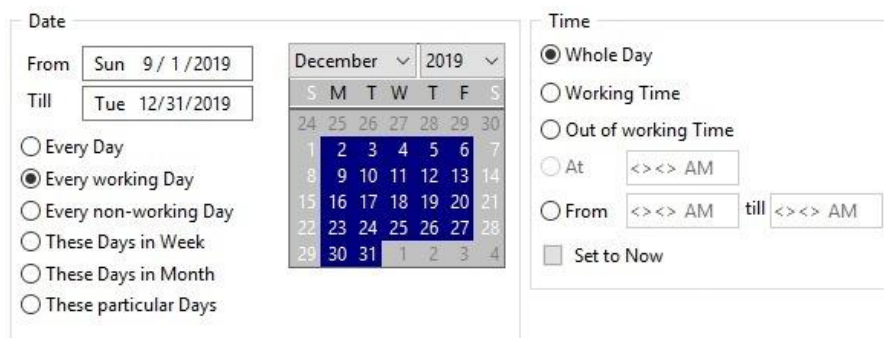
- **Registering your NT application**

1. Click the **Attach** property tab.
2. Click the round **NT Applications** option button.
3. Click the **Add NT** button. A dialog field will open in which you enter the executable file of the required NT application.
4. Click **OK** in the open dialog box to close it. The selected file is now registered on the CCivr system. The path and files name of this application appears in the Applications list box.

• **Attaching a registered NT application**

1. Select the required NT application by clicking on the appropriate item in the **Applications** list box.
2. To select the resource type to which the application is to be attached, click the corresponding entry in the **Resource-Type** list box. **Timer**, **Alarm**, **Permanent** and **Startup** are the resources offered for NT applications.
3. For further steps, please refer to Attaching applications on Alarm, Timer, Permanent or Startup below.
4. To define the time to which the application will be attached, select the corresponding item in the **Time** box. For this, you can, for instance, choose from: the start of an application during working hours, or a specific point in time, or during the entire day.
5. To define the time at which the attachment of the application is to begin and end, enter the required values in the **From** and **Till** boxes respectively. Then open the detailed options, such as specified days of the month or just holidays.

**An example:** assuming that you want your application to run every working day throughout the day from 9/1/2019 to 12/31/2019, the corresponding settings would appear as shown below.



The screenshot shows a configuration window with two main sections: 'Date' and 'Time'.

**Date Section:**

- From:** Sun 9 / 1 / 2019
- Till:** Tue 12 / 31 / 2019
- Month/Year selector: December 2019
- Calendar grid for December 2019. Days 1 through 6 are highlighted in blue, indicating the application is attached on these days.
- Radio button options:
  - Every Day
  - Every working Day
  - Every non-working Day
  - These Days in Week
  - These Days in Month
  - These particular Days

**Time Section:**

- Whole Day
- Working Time
- Out of working Time
- At: <> <> AM
- From: <> <> AM till <> <> AM
- Set to Now

In the calendar, every day to which the application is attached is highlighted in blue. In our example it can be seen that Saturdays and Sundays in December 2019 are not defined as working days. If you would like to view on which days the application is attached in later months, click the appropriate month in the corresponding list box. Now all days will be displayed on which the application is attached in the selected months.

The chapter entitled Defining Working Days or Defining Working Times contains details about setting times and dates.

You can call up the current date and time in the **Set to Now** check box. Place the cursor in the **From** or **At** box and click **Set to Now**. The current date or time respectively will be displayed.

6. Click the **Attach** button to save the settings in the server.

[Attaching applications on Alarm, Timer, Permanent or Startup](#)

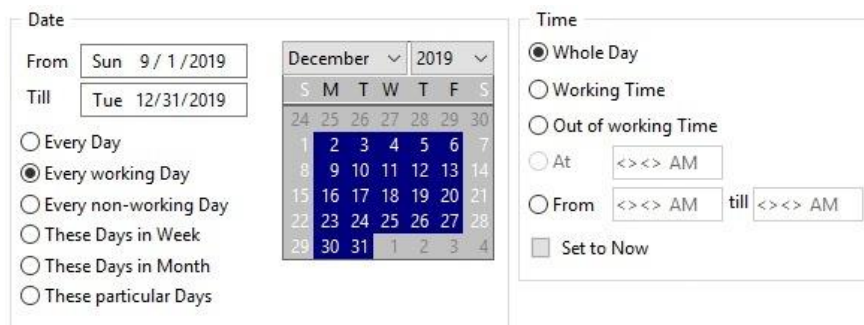
You have learned already that an application (both AG generated, or NT program) can be started not only by an incoming call as is the case when the attachment has been to lines and DDI numbers. But alarms being raised, the startup of the system or reaching a certain time of day can also provide the trigger. A typical example for the application of this resource could be notification calls to technical support if a particular alarm is raised. Applications which are controlled by a timer could be regular purging or back-up.

1. Click the Attach property tab.
2. Click the round **NT Applications** or **CCIVR Applications** option button. Please note that NT applications must first be registered on the server before they can be attached. The Help text *Attaching NT applications* contains detailed information on this subject.
3. To select the required application, click the appropriate item in the **Applications** list box.
4. Select the required resource by clicking on the appropriate item in the **Resources** list box.
5. If you have selected the Alarm resource, choose the exact type of alarm. You do this by clicking on the appropriate item in the **Allocation** list box (which provides a tooltip-like help for each alarm mnemonic).
6. If you have selected the Startup or Permanent resource, no further input is required.
7. If you have selected the **Timer** resource, enter the time of attachment in terms of date range and time into the input field provided:

To define the time of day to which the application will be executed, select the corresponding "At" item in the **Time** box and enter hours and minutes.

To define the date at which the attachment of the application is to begin and end, enter the required values in the **From** and **Till** boxes of the **Date** box. Then open the detailed options, such as specified days of the month, all working days or just holidays.

**An example:** assuming that you want your application to run every working day throughout the day from 9/1/2019 to 12/31/2019, the corresponding settings would appear as shown below.



The screenshot shows two main sections: 'Date' and 'Time'.  
**Date Section:**  
 - From: Sun 9/1/2019  
 - Till: Tue 12/31/2019  
 - Radio buttons:  Every Day,  Every working Day,  Every non-working Day,  These Days in Week,  These Days in Month,  These particular Days  
 - Calendar: A calendar for December 2019. Days 1 through 5 are highlighted in blue. Days 8 through 14 are also highlighted in blue. Days 15 through 21 are highlighted in blue. Days 22 through 28 are highlighted in blue. Days 29 through 31 are highlighted in blue. Days 1, 2, 3, and 4 are not highlighted.  
**Time Section:**  
 - Radio buttons:  Whole Day,  Working Time,  Out of working Time  
 - Input fields:  At <><> AM,  From <><> AM till <><> AM  
 - Checkboxes:  Set to Now

In the calendar, every day to which the application is attached is highlighted in blue. In our example, it can be seen that Saturdays and Sundays in December 2019 are not defined as working days. If you would like to view on which days the application is attached in later months, click the appropriate month in the corresponding list box. Now all days will be displayed on which the application is attached in the selected months.

The chapter entitled Defining Working Days or Defining Working Times contains details about setting times and dates.

You can call up the current date and time in the **Set to Now** check box. Place the cursor in the **From** or **At** box and click **Set to Now**. The current date or time respectively will be displayed.

8. Click the **Attach** button to save the settings in the server.

The system recognizes the type of application and offers only those resources for attachment which are permitted for an application of this type.



An application which is triggered by an incoming call cannot be attached by means of an alarm, time expiration, permanent or startup. This applies to most typical applications in the CCivr system.



### Detaching an application

1. To select the required application, click the appropriate item in the **Applications** list box.
2. Click the **Detach** property tab.
3. Select the attachment which you want to detach by clicking on the appropriate item in the **Attachments** list box.
4. Click the **Detach** button in order to detach the selected attachment. The name of the application will be deleted from the **Attachments** list box.



One application may be attached several times (e.g. according to different conditions, DDI or line, different timers, etc.). For details, how to detach all attachments of an application, please refer to the corresponding section below.



When you detach an NT application attachment, its registration is deleted also. The path and file names are removed from the **Applications** list box. If, at a later time, you wish to attach this NT application again, you will first have to register it on the server. The Help text *Attaching NT applications* has more information on this topic.

### Replacing applications

Replacing applications provides a means when changing an application. An attached application can be opened by the application generator in read-only mode only and saved after modification under another name. To ensure smooth running at a customer site, you can substitute the attached application with the application replaced under another name. To do this, follow the procedure below:

1. Click the **Replace** property tab.
2. Click the appropriate round **CCIVR Applications** or **NT Applications** option button. The **Applications** list box will display the available applications of the selected type.
3. Select the required application by clicking on the appropriate item in the **Applications** list box.
4. Click the **Replace** button, and a dialog box opens.
5. Select the application which is to replace the attached application by clicking on the appropriate item in the list box provided.



Please note that only those applications will be presented whose type and resource attachment correspond to the replacement application.

6. Click **OK**.



Attached applications which are not running will be substituted immediately. Running applications will not be substituted under they have finished their run.

### How to detach all attachments of a given application

1. Click the **Detach All** property tab.
2. Click the appropriate round **CCIVR Applications** or **NT Applications** option button. The **Applications** list box will display the available applications of the selected type.
3. Select the required application by clicking on the appropriate item in the Applications list box.
4. Click the **Detach All** button. All attachments which are attached to the selected application will be deleted immediately.

## 6.2 Processing variables

Your CCivr system is configured to use variables to transport information through the system and through your applications. A variable can be imagined as a receptacle for specific data types.

Making systems announcements, converting module results or calculating/processing computation results are just some of the examples for which variables can be used.

The CCivr system provides the possibility of defining variables using predefined types. Variables can be incorporated for different uses which is how these types are derived.

Using the predefined variable types you can access comprehensive detailed data about the system. In addition to basic types such as "integer" or "char" special variables are available for PABX conditions or for database access.

CCivr supports 3 kinds of variables: local application variables (valid and accessible just for one instance of a running application), application persistent variables (accessible for all instances of one application), and system variables (accessible to all application instances). This means that each application instance has read/write access to all its local variables, the application persistent variables existing for that application, and all system variables. Please note that there is no "readonly" property for any kind of variable!

There are two important restrictions you should know before you start working with variables:

1. The definition, type modification and deletion of system variables must be carried out by means of the configuration component **Variables** exclusively. It is not possible to define system variables or to modify their type in the Application Generator.
2. Application persistent variables can only be viewed by means of the configuration component. Definition and modification of application specific variables have to be done in the related application.
3. Local application variables may only be accessed by the Application Generator.

### Adding a system variable

When adding system variables you can specify, using different types, what type of data is to be contained in the variables. Alongside various basic types such as "integer" or "string", many types specific to CCivr are available (e.g. PABX results or database information).

1. When you click the **Select** button, a dialog window opens.
2. Click **System** in the **Scope** list box.
3. After you have selected a category, you can select a type for the new variable by clicking on the required type in the **Type** list box.
4. Click the **Add** button. Alternatively you can also double click the required item in the **Type** list box. Now a dialog box is displayed for entering the data. In this dialog box you can enter the names of the variables and the default value for the new variable.

Here is a list of all available formats and their elements:

Type	Value
agentSelection Status	agentSelected (free agent found) allAgentsLoggedOut (agent list is not empty but all are logged out) allAgentsBusy (agent list is not empty but all logged-in agents are busy) noAgentFound (not used!) emptyAgentList (no agent present fitting the call profile) agentSelectionError (Problem e.g. communication with Server, no TASK in the Call Profile, non-existent agent in the agent list) As a result of the SelectBestAgent Building Block.
agentStatus	logged on, logged of, paused
AnswerKind	answerIllegal, answerAny, answerHuman, answerFax, answerMachine used as result of the Make Phone Call building block
BlockStatus	Ok, Failed used as building block status result
Boolean	True, False
ccdStatus	notProvided, loggedOff, loggedOn, CCDCall, ready, withdrawal, pause, workingAfterCall (result of GetAgentInfo building block)
Character	Single character
Currency	Currency values up to 999999999999 (64 bits float, signed)
Date	Date variable according to the date format (see previous chapter)
dbdStatus	Data (a record has been retrieved), NoData (end of a record list), MoreDataAvailable (end of record list but other list still available), NoLock (conflict in lock parameters) used as result of getNext/getPrevious building block
Duration	dd:hh:mm:ss
emailStatus	success, failure, loginFailure, insufficientMemory, tooManySessions, tooManyFiles, tooManyRecipients, attachmentNotFound, attachmentOpenFailure, unknownRecipient, textTooLarge, ambiguousRecipient, invalidRecips (result of SendEmail building block, corresponding directly to errors reported from the underlying MAPI send function)
gmbResult	OK, mbunknown, full, mvalidPW, User terminated
Integer	Decimal numbers up to 999999999 (32 bits, signed)
List	In defining a list type you may use all available types for the list elements (but all elements must have the same type!). A dialog box is provided to choose the type, of your list elements. If you have done this, an additional dialog box enables to add one list element with the required value after the other, simply by clicking the OK button successively.
Number	Numbers up to 999999999999 (64 bits float, signed)
OnOff	On, Off
outCallStatus	AnswerDetected, Busy, NoAnswer, WrongAnswer, CallFailed used as result of the Make Phone Call building block for outgoing call status.
PBXStatus	ActionOk, ActionFailed, LineBusy, NoResponse used as status result of the AccessPBX building block
pilotStatus	notAvailable, open, blocked, blockedOnRule, blockedOnBlockedRule, generalForwarding, generalForwardingOnRule, BlockedOnGeneralForwardingRule as result of the ReceivePhoneCall and GetPilotInfo Building Block.
PlayStatus	Finished, Skipped used as result of the PlayVoice building block to indicate if a caller heard the whole prompt or not.
qeResult	(not used anymore)

Type	Value
quality	normal, fine
queuingStatus	dequeuedByServer (agent was free, Call Transfer can be attempted), dequeuedByBlock (callDequeue block was accessed, e.g. by pressing the * key)
queuingFailed	(techn. problem or e.g. call is already in the queue or last agent logged out) As a result of the CallQueuing Building Block sendCallData callAccepted (agent has accepted call via Agent Client- e.g. AGA )
Status	callRejected (Agent has declined call via Agent Client- e.g. AGA) timeout (Agent has neither accepted nor declined call via Agent Client- e.g. AGA) sendCallDataError (techn. problem e.g. communication with server) As a result of the SendCallData Building Block
String	String up to 64k characters
Structure	Uses all available types in any combination (also recursively). Select the type of each single structure field
subsetStatus	not used anymore (free, busy)
Time	Time variable according to the time format (see previous chapter
TimePoint	Date and time variable according to the time point format (see previous chapter)
YesNo	Yes, No

### Modifying a variable

1. After you have selected the category and type, click the appropriate item in the **Name** list box to select a variable.
2. Click the **Modify** button. A dialog box will open to enter the data. You can carry out the changes in this dialog box. However you cannot change the name of the variable.

### Deleting a variable

1. To select the formats or the variables which you need to delete, click the appropriate item in the **Name** box.
2. Click the **Delete** button, and the selected variable will then be deleted immediately.

### Predefined variables

The following system variables are predefined and must not be deleted:

**DefaultLanguagen** 3-character code of the default language used by all "playVoice" actions in applications which use the system-language instead of a fixed language,

**DefaultCurrency** abbreviation of the default name for the currency used when announcing currency values,

**DefaultExceptionHandlerPrompt** name of a phrase (application or system) which will be played on each voice-stream when an application terminates due to an exception. During start of an application, these values will be copied into predefined, local application variables of identical names (therefore application cannot change these variables systemwide, but just locally!).

Fax System Variables

The variable FaxServerSettings is of type structure and consists of the variables - server, sender, purging and recovery – also of type structure.

**Server:**

WaitTimeForNextQuery	Time the fax server waits till it starts the next query for next to send fax jobs. This variable is only used, in the specific case that the query for next to send fax jobs results in no fax jobs to send. Only in this case the fax server will wait this amount of time for the next query. In the case, that the query results in finding some fax jobs to send, the Fax server will start for each fax jobs a fax sender. After this fax server will immediately do the next query. The Default value is 1 minute. Therefore it is possible, that the fax server will start a fax job transmission 1 minute after the theoretical timepoint in the Fax-DB.
WaitTimeForRunAppl	Time the Fax server waits till it tries to start a new fax sender, when number of currently running Fax senders exceeded NumberOfMaxAppl. The fax server always checks, how many fax sender application are running, before starting another one, because normally it would not make any sense to start a next fax sender. (if the NumberOfMaxAppl is configured right). So the fax server will wait for a this amount of time till it again checks the number of running Fax sender. It will only start a new fax sender, if the number of currently running fax senders decrease the NumberOfMaxAppl value. This means, the longer the fax sender is working, the longer the Fax server is blocked, and in case of no Fax sender is terminating (worst case), the Fax server will be blocked forever.
NumberOfMaxAppl	<p>Number of maximum allowed started Fax sender applications (&lt;= number of fax licenses).</p> <p>This value should be the maximum number of lines, where outgoing faxing is allowed. This number depends firstly on the number of fax licenses in the Viola license file, secondly on the number of fax licenses supported from the NMS hardware (this is normally the same like in the Viola license file) and finally on the ApplBits set in the Config client. If the NumberOfMaxAppl is configured well, it would not make sense for the Fax server to start more Fax senders than this number, because this Fax sender would not get a line or fax license for fax transmission.</p>
WaitTimeForRestart	<p>The Fax server will terminate, when running longer than this duration. In case of duration = 0, the Fax server will never stop. Sometimes it is necessary to restart the Fax server to improve the Fax server system. For this case this duration is used to influence this behavior. The termination of the Fax server is done at the beginning of the main loop that means at a position, where all fax jobs are in a valid state and no database connection to the FaxDB is open. So it is guaranteed, that the Fax server termination wi have no influence on the fax jobs to be performed.</p> <p>The Fax server is normally attached permanently. That means that it will automatically be restarted by the EAS in case of termination. So the Fax server functionality is not influenced by the Fax server termination. The advantage of this termination is that at every restart of the Fax server some additionally checks (Purging task and Recovery task) are performed, so that the Fax- DB remains in a valid state and does not exceed it's maximum size.</p>

**Sender:**

<p>ApplBits</p>	<p>1 Settings for MakePhoneCall-BB. This Bit can be set in the Config Client. Each line can be configured separately. The idea behind this ApplBits is, reserve some lines only for the Fax server. If some other applications are performing some fax transmission, they cannot use line reserved for the Fax sender application. This will guarantee a minimum performance level for the Fax server functionality. The only problem is the instance, that other fax application will hold fax licenses, which cannot be used anymore for fax sender application. This means that the number of maximum parallel running fax senders is reduced, if the NumberOfMaxAppl is maximized. To avoid this problem the NumberOfMaxAppl must be reduced, so that some other fax applications can use these fax licenses.</p>
<p>ApplBits2</p>	<p>Settings for MakePhoneCall-BB. This Bit has the same task like ApplBits1.</p>
<p>RetryMakeCall</p>	<p>Number of retrials for making a call to the fax terminal. The call will be repeated only, if the call failed due to a 'busy' or an 'illegalAnswer' problem. In this case the fax sender waits for TimeForNextMakeCall amount of time, before it retries to establish the connection. In case of an internal problem, like 'lineError' or something like this, the fax sender will stop immediatly. There exists a Voice exception hander, which is responsible for updating the fax job in the fax-DB, so that it will be sent again.</p>
<p>TimeForNextMakeCall</p>	<p>Time between two MakePhoneCall retrials. This the duration the fax sender waits before it tries again to establish a connection to the fax terminal. This time should be configured so long, that the fax terminal at the other side has time enough to return to a ready state. If the time too short, all other retrials of MakePhoneCall must fail, because the fax terminal is not ready to answer the incoming call.</p>
<p>WaitTimeInMakeCall</p>	<p>Time the MakeCall-BB waits till it gets an answer from the fax terminal. This the duration the MakePhoneCall-BB waits for the answer the fax terminal must send to the CNG tone the Viola is sending. Again this duration must be long enough, so that the all possible fax terminals has enough time to answer. If this time is too short for an fax terminal, all further trials to establish a connection must fail.</p>
<p>ApplName</p>	<p>Name of application, that will be triggered at the end of the Fax sender, when fax job reached final state. The fax job comes into a final state, when the fax job was sent successfully or when the fax job failed completely, that means that either the number of usedRetries exceeds the number of maxRetries, or the SendFax failed, because the TIF files are not available. In both cases it is possible to trigger a NT application that can perform any tasks, it is foreseen. If the ApplName is empty, no application will be started. If the ApplName is not empty the fax sender will try to start this NT application. The start of the application is synchronous. That means that the fax sender will wait till the NT application terminates, and will continue then. This means, firstly that each fax sender will create another process, and secondly that the fax sender will be blocked if the NT application will never stop. The further consequences are that the fax job will never be updated in the fax-DB. So it remains in the 'SENDING' state. This means that the recovery mechanism of the fax server will reset the fax job in a 'QUEUED' state, so that the fax job will be sent again.</p>

**Purging:**

AbortQueuedTimeout	<p>All queued fax job entries older than this will be deleted from the fax-DB. The deletion criterion is only the queuedTime stamp. That means that all fax jobs are deleted regardless weather they are queued or not. So the problem is that if this duration is too short can happen that a fax job is deleted before the Fax server has tries to send it, so this fax job is lost forever. In the other way, if the duration is too long, the performance of the fax-DB can be influenced in a bad way, because the fax-DB gets too big. So it depends on the number of fax jobs queued in the system, to define a value that is the best compromise to fax-DB performance on the one side and the deletion of old fax jobs on the other side. I would suggest to risk a lack of fax-DB performance before losing information about fax jobs or in the worst case, fax jobs that are never sent to the customer.</p>
WaitTimeForNextPurging	<p>Time the fax server waits till it performs next fax job purging. This is the duration the fax server waits till it checks the fax-DB for old fax jobs. Each time the fax server performs the Purging Task, it will calculate the next timepoint for executing the Purging Task again. This value is not very critical, because it configures not the main task of the fax server. It should not be too short, because it would do the purging to often, what would not be very effective, and it would also avoid the main task of the fax server, which is of course to dispatch the fax jobs to the fax senders, to do it's job. The Purging Task is works sequential to the main task, so it would block the main task. Another important thing is the fact, that the Purging Task will be always be started, when the fax server is restarted, that means that the WaitTimeForRestart parameters forces the Purging Task to be executed. So it would not make any sense to configure the WaitTimeForNextPurging duration bigger than the WaitTimeForRestart, because in this case, the WaitTimeForRestart parameter would influence the Purging behaviour of the fax server and not the WaitTimeForNextPurging as assumed.</p>

**Recovery:**

AbortSendingTimeout	<p>All fax job entries with state 'SENDING' older than this will be queued again. It can happen, (but normally it should not happen), that a fax sender terminates without updating the fax job to a valid jobState. That means the jobState of fax job remains 'SENDING'. From the fax servers point of view, the fax job will never be sent successfully to the fax terminal, if the Fax sender takes too long for it's job. This too long value is configure with the AbortSendingTimeout parameter. When the Fax server is executing the Recovery Task, it will recover all fax jobs - recover means that it will set the jobState of these fax jobs from 'SENDING' to 'QUEUED' - that are longer that the AbortSendingTimeout duration in the jobState 'SENDING'. The fax server can check this because each fax sender immediately updates the lastTimeSent value in the fax-DB to the exact starting timestamp, before it does the fax transmission.</p>
WaitTimeForNextRecovery	<p>Time the fax server waits till it performs next fax job recovery. This parameter works exactly like the WaitTimeForNextPurging parameter above. It defines the duration between two Recovery Task. Like the Purging Task, it will be started at the start of the fax server, which means that the WaitTimeForRestart parameter will influence the Recovery behaviour of the fax server.</p>

## 6.3 Managing files for fax transmission

Fax module enables you to manage all files which you want to use for sending as faxes. Some administrative functions are available such as importing, deleting or modifying.

Importing files is an essential part of the management of your files. Using this process you log the files in the system so that you can access them later in developing the application.

If you want to modify logged files you must first export them. The modified files are then imported again.

There are two types of files which the CCivr system supports for fax transmissions:

- **TIFF**(Tagged Image File Format): such files are ready-to-use and cannot be modified by an application
- **RTF**(Rich Text Format): such files are templates (created in Microsoft WordPad) for simple faxes (e.g. header page), and will be customized (parameterized) using the building block ComposeSimpleFax at application runtime. The result of parameterization is a TIFF file which may be faxed.

**Note : RPT**(Crystal Report template) files are no more supported as ComposeReportFax Building Block cannot be used anymore.

Once you have selected the **Fax** module, the corresponding screen opens in which you can perform the following:

### Importing a TIFF file

1. Click the item **TIFF-Files** in the **Select File Type** list box. A dialog box opens.
2. Enter in the displayed dialog box the path and name of the file you wish to import.
3. Click the **Open** button.

The CCivr system checks whether the file can be converted into a format suitable for a fax. If conversion is not possible, a dialog box opens which you can use to carry this out once again. If the conversion is successful, the **Add Additional Information** dialog box opens. Also the number of pages is calculated in this step.

4. You can enter a written text in the **Add Additional Information** dialog box in the **Description** box. Furthermore, you can enter a different file name in the **File Name** box (only this file name will be used in CCivr).
5. Once you have entered the required data in the **Add Additional Information** dialog box, click the **OK** button.

The dialog box is closed, meaning that the import process was successful. The name of the file just imported is displayed in the **Faxable TIFF Files** list box. You can view the written text and page number in the right-hand side of the dialog box.



### Importing an RTF file

1. Click the item **RTF-Files** in the **Select File Type** list box. A dialog box opens.
2. Enter in the displayed dialog box the path and name of the file you wish to import.
3. Click the **Open** button.
4. You can enter a written text in the **Add Additional Information** dialog box in the **Description** box. Furthermore you can enter a different file name in the **File Name** box.

In addition, you must specify the character sequences which identify begin and end of a "placeholder". These placeholders (together with their begin/end delimiters) may be replaced at runtime (using the building block ComposeSimpleFax) with individual string values.

5. Once you have entered the required data in the **Add Additional Description** dialog box, click the **OK** button.

The dialog box is closed, meaning that the import process was successful. The name of the file just imported is displayed in the **RTF Files** list box. You can view the written text and begin/end delimiters in the right-hand side of the dialog box.

### Exporting a file

If you would like to modify a file saved only in the CCivr system, you have to export it first. To do this, follow the steps below:

1. Select the required file type by clicking the appropriate item in the **Select File Type** list box.
2. Select the file by clicking the appropriate item in the **Faxable TIFF Files\Report Files\RTF Files** list box.
3. Click the **Export** button. A dialog box opens.
4. Enter the target path and the file name in the dialog box indicated.
5. Click the **Save** button to save your settings and to close the dialog box.



If your file has been saved locally after importing to CCivr, it is not necessary to export it before modifying it. Exporting is necessary only if the file is saved just within the CCivr system, but not locally.

### Transmitting a fax

Sending of a fax is automatically performed by the application. It is sent either at the end of the call (one call fax) or the fax server sets up a call and sends the fax (two call fax). If the fax can't be delivered the fax server retries to send the fax. The number of retries is defined by the application. Information about the current delivery status can be obtained using the monitoring application.

Statistical reports contain more general information e.g. number of sent fax within a certain time period.

## 7 MailBoxes Configuration

Making mailbox settings means on one hand to define general parameters such as max. number of messages and on the other hand to set details for each single mailbox such as No. or password. All available configuration functions explained in this respect are attached to a special type of mailbox: the application mailbox. An application mailbox is always reserved for one or more available applications. Once a customer has reached one of your services, an application mailbox is provided to leave messages. Two components are available for setting the configuration:

### 7.1 Configure Application Mailbox Parameters

This component enables you to make settings affecting all application mailboxes.

1. Type the required value in the appropriate input field

The following table sums up all settings, their units and min. and max. values.

Item	Meaning
Max. No. of Application Mailboxes	The CCivr system permits a max. no. of 100 application mailboxes
Max. Size of Mailbox Number	Max. no. of digits, your mailbox number may consist of.
Min. size of Mailbox number	Min. no. of digits, your mailbox number may consist of. The min. value is 2.
Max. Size of Mailbox Password	Max. no. of digits/characters your password may consist of. The default setting is 6.
Max. Size of Mailbox Password	Min. no. of digits/characters your password may consist of. The default setting is 1.
Min. Size of Mailbox password	Default password provided, if a new mailbox is created.
Max. no. of wrong Password Attempts	Max. number of password attempts the owner is permitted to make to access his mailbox.
Max. no. of messages	Max. no. of messages permitted to be left by callers (up to 1000 per mailbox).
Max duration of messages	Limits the length of recorded messages left by the callers. When this limit (sec.) has been reached, the caller will be informed and recording stops. The default setting is 120 sec, a changed value has to be within a range of 10 -240 sec.
Autopurge of new messages	Period of days after which new messages will be deleted automatically. A 0 setting cancels the autopurge of new messages; settings have to be within a range of 0 -99
Autopurge of verified messages	Period of days after which listened messages will be deleted automatically. A 0 setting cancels the autopurge of new messages, settings have to be within a range of 0 -99.
Required disk space	Disk space threshold. If the disk usage has reached this percentage, no more messages can be left in application mailboxes.

2. Click **Apply** to save your settings.

## 7.2 Configure Detailed Mailbox Parameters

This component enables you to make settings for specific mailboxes. Here you can add, delete or modify one by one. Furthermore, parameters such as language for greeting or password may be set.

### Add a mailbox

1. Click the Add button. All available input fields for your mailbox identification are enabled on the right portion of the screen.
2. Type the required values in the appropriate input fields.

The following table sums up all settings, their units, and min. and max. values.

Item:	Meaning:
Mailbox Number	Extension number of subscriber who owns the mailbox.
Name	Mailbox owner's name. The max. value is 14 characters
Language	Operating language for this mailbox. You may choose among all installed languages.
Notification Number	Extension number or external number where the mailbox owner wants to be informed about new messages in case of absence.
Password	Password to access the mailbox.

1. Define the type of the concerning extension by switching on/off the **Notification by LED** check box. If the extension has a message waiting lamp - indicating the arrival of new messages - click the check box. Otherwise, if no lamp is available, leave the check box empty.
2. Click **Apply** to save your settings.

### Modify a mailbox

1. Select the mailbox you want to modify by clicking the appropriate item in the **Installed Mailboxes** box.
2. Click the **Modify** button. All data associated with the selected mailbox will be shown to you in the right portion of the screen.
3. Make the required modifications by changing one or more parameters.
4. Take a look at the section "*Add a Mailbox*" to get to know details about items and meanings. Please note that the mailbox number cannot be modified.
5. Click the **Apply** button to save your settings.

### Delete a mailbox

1. Select the required mailbox by clicking the appropriate item within the **Installed Mailboxes** box.
2. Click the **Delete** button. Once you have confirmed that you really want to delete the selected mailbox, it will be deleted immediately.

### Set extended overflow notification

You have the possibility to configure several extension numbers for overflow notification purposes. Once the number of messages in your mailbox has reached a defined threshold, a notification is sent to all these extensions additionally. Different extensions can be defined individually per mailbox.

Follow this instruction to configure an extended notification to several extensions:

1. Select the required mailbox number by clicking the appropriate entry in the **Installed Mailboxes** listbox.
2. Click the **Add** button in the **Extended Notification** portion. The Add Extended Notification Number dialog box opens. Repeat this procedure number by number:
  1. Type the required extension number in the **New Notification Number** field. Note that the max. number of extensions is 10.
  2. Click **OK**.

Once you have typed all the required extensions:

1. Click Close in the **Add Extended Notification Number**.
2. In the **Mailboxes** component define the threshold for the overflow notification by typing the required value in the **Threshold Messages** field. Suppose you type 5. If the 6th message arrives, a notification is sent to the defined extensions.
3. Click **Apply** to save your settings.

## 8 Voice Phrase Configuration

Configuration object "Voice Phrases" provides various functions to handle existing voice phrase files and generate new ones. It's possible to export or to import voice phrases, as well as editing and summary features ease your voice phrase management.

CCivr voice phrases consist of 2 parts: the real audio files to be played or recorded on the telephony boards, and some "descriptive" information about the phrase contents in written form, the speaker, the recording date, etc. Therefore the process of voice phrase configuration within the CCivr system covers two basic categories of operations:

**Working on phrase descriptions** - such as modifying contents or exporting only a voice phrase header file - has no effect on the proper voice phrase file. They are provided in this context mainly to ease the generation and modification of the voice phrase header file, to provide all necessary information for a later recording. This header file contains all information associated with your voice phrases such as number and contents.

**Recording phrases** enables you to record voice phrases by means of a phone set within your CCivr system (RecordingApplication) or in an audio studio. In the latter case, audio files need to be imported into the CCivr system.

In modifying voice phrases or recording new ones, you can distinguish between different speakers, languages or categories. Additionally the possibility to import and export voice phrases for recording purposes in an audio studio, supports your voice phrase management.

There are two categories of voice phrases: voice phrases used within the whole system and specific application ones.

On one hand the process of export voice phrases provides the possibility of generating a description file - the voice phrase header file - for recording voice phrases in an audio studio.

The possibility of exporting the proper voice phrase files is foreseen to make a backup copy before you import new audio files.

On the other hand the process of importing voice phrases enables to process voice phrases already recorded in an audio studio. Different audio file formats are supported for phrase import.

Finally it is important to note the following points when processing voice phrases:

**Voice phrases used throughout the system can be defined, deleted and modified just by using the voice phrase configuration component. Voice phrases specific to applications can be defined, deleted and modified just by using the applications generator. The voice phrase configuration component is used to access voice phrases specific to applications.**

## 8.1 Voice Phrases object main screen

### Nomenclature

Two important terms have to be distinguished throughout this chapter: (voice) phrases and (voice) prompts. Both may exist in several languages. The first category - **phrases** - comprises the smallest parts for any kind of voice announcement (except text-to-speech, TTS). A voice phrase needs to be recorded before being used, i.e. an audio file has to exist. In addition to an audio file, a voice phrase has some description, including the text of its contents, the speaker, the recording date, the audio file format, and a generic comment field. As already mentioned, we distinguish between system phrases and application phrases.

The second category - **prompts** - defines how phrases are combined to build complete announcements (often complete sentences). Prompts exist only in the scope of an application. A phrase may be used in different prompts. Prompts in a certain application X may be composed out of phrases of application X, system phrases and even conditions and some types of variables that can be "spoken" (e.g. numbers). A prompt may alternatively be specified as TTS, i.e. generated **artificially** and not generated from recorded phrases!

### Selecting a voice phrase

Once you have selected the configuration component Voice Phrases, its main screen consists of the following parts:

1. The **Selection** box is provided to get or import a phrase for possible additional processing. Here you specify the application name or SYSTEM for system-wide phrases, and the phrase language.
2. The **Phrase** box is an input and indication area for defining or modifying a specific voice phrase
3. The various kinds of Command Buttons are used to initiate the voice phrase specific features such as modify, import or delete.

The following sections inform about all the operations you can carry out on your voice phrases. Regardless of what you want to do with your phrases, you must first select one or several phrases.

### Steps in selection

Independent of what you want to do with your voice phrases, first of all you have to select the required ones.

1. Click **Select**. A dialog box opens in which you can specify the category and language of the new voice phrase. "SYSTEM" or the application name can be used as the category. All available voice phrases for the selected category and language are displayed in the **Phrase** box.

### Define a new voice phrase

The definition of a new voice phrase results in the allocation of a voice phrase file that has to be recorded later. Please note that you can define new voice phrases for the **System** category in the Configuration application exclusively. Application specific phrases have to be defined in the appropriate application by means of the CCivr Application Generator.

1. Click **Select** within the Selection area. A dialog box provides to select the category and the language of the new voice phrase. Select SYSTEM, and all available system voice phrases, of the selected language, are indicated to you within the **Phrase** box.
2. Click the **Add** button. The right part of the Phrases area is enabled to input the required label, speaker, comments and the contents of the phrase. The phrase no. is automatically allocated and reserved by the server.

Now you have defined a new voice phrase. For recording of the proper audio data see the following sections.

### Export voice phrases

The following instructions will assist you in preparing your voice phrases for later recording.



The dialog box for exporting voice phrases has the **Prompts** button. When you click this button, a further dialog box opens in which all prompts are listed where the selected phrase is contained. Please note that this display is possible only if exactly one phrase is selected.

### For exporting external recordings

A method to record voice is to do this in an audio studio or by means of equipment like a sound bluster.

1. Click the **Export** button, if you want to prepare one or more voice phrases for external recording.
2. A dialog box is presented where you can carry out the following:
3. Select the phrases you want to export by clicking one or more entries within the **Phrase** box



If you select the Select all button, all the files will be selected.

4. Now click one of the provided option buttons:
5. **Description File only** means to export only the voice phrase header file (\*.vph). You may view and edit the voice phrase header file by using the NOTEPAD application provided by Windows.
6. **Description File and Recorded Voice Phrases** means to export the voice phrase header (.vph) file and all the recorded voice phrase files associated with the selected voice phrases. Use this option if you want to make a backup copy of your audio files. The recording process itself does not require you to export the proper audio files.
7. **Overwrite Voice Files without Warning** means that previously exported voice phrase audio files that are located on the export directory will be overwritten without warning.
8. Click the **Export** button, if you have made all settings within this dialog box, to start the export process. A dialog box is displayed that provides to save all selected voice phrase information in a voice phrase header file (\*.vph). If you decided to export the proper voice phrase files as well, they will be copied to the directory the .vph file is located.



The **Print** button enables you to print all the selected voice phrase files and the associated information.

### Export for internal recording

A method to record voice is to do this by means of the CCIVR Recording Application. This application is a default provided one that makes it possible to record voice by means of a phone set. If you want to know more about the recording application, take a look at the quick pocket guide "*CCIVR - Phrase Recording*". You will find this guide in the folder of volume 1. Before you start working, you should know the following about the Recording Application:

1. Ensure that the recording application is attached. Otherwise the recording application will not work.
2. Do not keep the recording application attached for a long time. Only attach it, if you want to record voice phrases and detach it immediately when you have finished recording. Otherwise you run the risk that other user could modify the phrases unintentionally.
3. Once you have reached the recording mode in your recording application unintentionally, you can cancel this action by pressing \*. You have to do it before you hear the beep tone that initiates recording. After the beep tone you have no possibility to cancel recording.

Proceed as follows:

1. Click the **Export** button in your voice phrase component window, if you want to prepare one or more voice phrases for recording.
2. A dialog box is presented where you can carry out the following:
3. Select the phrases you want to export by clicking one or more entries within the **Phrase** box.



If you select the Select all button, all files will be selected.

4. Click the **Description File only** option button to export only the voice phrase header file. You may view and edit the voice phrase header file by using the NOTEPAD application provided by Windows. This voice phrase header file contains the major information for recording your phrases internally: the phrase No. and the contents.
5. Click the **Export** button, if you have made all settings within this dialog box, to start the export process. A dialog box is displayed that provides to save all the selected voice phrase information in a voice phrase header file (\*.vph). If you decided to export the proper voice phrase files as well, they will be copied to the directory the .vph file is located.



The **Print** button enables you to print all selected voice phrase file and associated information. This may ease later recording.

6. Attach your recording application.
7. Call your recording application. The major item for recording is the phrase no. Use the voice phrase header file to view these numbers. Alternatively you can view the phrase number in the main screen of the voice phrase component.
8. Record the voice phrase.
9. Close the recording application.
10. Test the application your voice phrase files belong to.

### Import a voice phrase

Once you have recorded one or more voice phrases in an audio studio, you have to import the appropriate files in your CCivr system. Importing audio files by means of the configuration application requires providing \*.wav files (mono, not stereo wave files). Practically all WAV formats may be converted during import. Usually you can get a tape that provides already \*.wav files from your studio. Otherwise you have to process it with a tool such as sound blaster on your PC to get \*.wav files. Alternatively, you may already record the phrases in a format which may be played by CCivr without conversion (details see below).

1. Copy all \*.wav files in the directory where your voice phrase header file is located.
2. Click the **Import** button.
3. Use the displayed dialog box to define the source you want to import your voice phrases from. Please note that the \*.vph file and the \*.wav files have to be on the same directory.
4. Please take care about the conversion format to be set in the lower part of the dialog box. Four values (NMS ADPCM 16kb/s (extension V16), NMS ADPCM 24kb/s (V24), NMS ADPCM 32kb/s (V32), NMS ADPCM 64kb/s (V64), WAV 11kHz, 8bit, A-law (WAV8), and WAV 11kHz, 16bit linear (WAV16 or simply WAV), note that QX2000 board does not support V64!) are provided to convert the audio files during the import process. Usually V32 will be used on CCivr.
5. The option **AsSpecifiedInHeaderFile** gives the possibility to use the same audio file formats as specified in the voice phrase header file. This is useful for the "popular" audio formats WAV 11kHz, 8bit, A-law (extension WAV8), and 11kHz, 16bit linear (extension WAV16 or WAV). Click the Open button to start the import process.



### Delete a SYSTEM voice phrase



The dialog box **Phrase Identification** has the **Prompts** button. When you click this button, a further dialog box opens in which all prompts are list where the selected phrase is contained (Please note that this display is possible only if exactly one phrase is selected). This allows you to check whether a phrase is still used before you delete it!

1. After you have selected the voice phrase category SYSTEM - as described in section "*Define a new voice phrase*" - select the required voice phrase by clicking the appropriate item in the **Phrase** box.
2. Click the **Delete** button.
3. Now a dialog box opens asking you for confirmation. Click OK when you are sure.

### Modify a voice phrase

1. After you have selected a voice phrase category (SYSTEM or application) - as described in section "*Define a new voice phrase*" - select the required voice phrase by clicking the appropriate item in the **Phrase** box.
2. Click the **Modify** button.
3. Make now the required modifications such as defining another content or changing the speaker.
4. Please note that all modifications, carried out with the command described here, only influence data related to the selected voice phrase in the voice phrase list. If you want to change the proper voice phrase audio file, you have to record (or import) a new one.

## 9 Defining systems commands

Systems commands are used to define the specific sequences for switching off and restarting the server.

You can carry out the following settings:

<b>Clicking</b>	<b>does the following:</b>
Startup	The CCivr server is started up after it was shut down immediately or after a delay.
Immediate Shutdown	Immediate shutdown without regard for running applications, which are halted abruptly.
Delayed Shutdown	Delayed shutdown in which the running applications are taken into account - the shutdown is delayed long enough until all running applications are finished (There exists however a configurable time-out to limit the delayed shutdown duration).
Reboot	The server-PC is stopped and restarted.

## 10 Communications settings

### Adding servers

### Deleting the server

No more used

## 11 Menus

### File

**Print setup** enables you to make printer specific settings.

**Exit** terminates your Configuration Application.

### View

**Status bar** switches on/off the Status bar.

**Speed bar** switches on/off the Speed bar.

### Window

**<Admin Objects> <Admin Component>** enables you to switch to the configuration component of another admin object.

### Help

**Content** displays the table of contents for Configuration Help.

**How to use Help** informs about how to use Help.

**About Configuration** displays the about-box, showing which version of Configuration you are using.

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