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PRODUCT
GUIDE

Unify OpenScape Alarm Response Professional

OScAR-Pro V5

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1 Conventions and Operating Instructions

This chapter specifies the conventions that are applied in this document and also shows you how best use the User Manual OScAR-Pro V5.

Readers and requirements

This User Manual is written for everyone who needs to carry out the configuration and administration of OScAR-Pro, as well as for all operators who start, monitor and control the system processes.

To carry out the operations described in this document you need to be familiar with Windows® and have a good understanding of the basic laws and principles of communications engineering. Also required is a good familiarity with the terminals and handsets that are used, and the functions of the PBX.



Note:

The product name OScAR-Pro V5 is the tetronik designation of the product that is described in this document.

The product name when marketed and sold through Unify GmbH und Co. KG (short: Unify) reads: Unify OScAR-Pro V4R1 (OScAR = Open Scape Alarm Response).

The terms and screenshots in this document generally refer to the tetronik product or tetronik product names. They shall, however, be understood to equally apply to the Unify product.

Content

The following areas are covered in this chapter:

1.1 Notations and Symbols
1.2 General instructions
1.3 Data Protection and Data Security
1.4 Watchdog

1.1 Notations and Symbols

Notations

The following definitions are used in this document:

`text`	All texts copied from files that are described in this document and all entries that are made in the application are shown in the monospace font `Courier`.
The password 123456 ...	Details and instructions in the continuous text that are of particular importance or must be heeded are output in bold print. Buttons are also in bold print.
The file `global.cfg`	Files and directories are output in the monospace font `Courier`.
"Name"	Field names, menu names and window descriptions are placed in "quotation marks".
<Placeholder>	Entries and outputs, both of which may vary depending on the individual situation in which they appear, are placed in <angle brackets> and are in italics.

Table 1-1 Notations

Symbols

The following symbols are used in this document:



Note:
The info "i" is used to indicate additional helpful information.



Caution!
The exclamation mark is used to indicate important information which the reader should treat with particular caution.

1.2 General instructions

Operations on the OScAR server and the PBX

Please bear in mind that operations performed on the OScAR server may only be carried out by qualified service staff. These operations are mainly covered in the OScAR-Pro Server Configuration Manual, and are not further described in this document.

1.3 Data Protection and Data Security

This system processes and uses, among other things, personal data, e.g. for billing purposes, display outputs and to create subscriber data.

In Germany, the processing and application of use of such personal data is subject to various regulations, including the Federal Data Protection Act (Bundesdatenschutzgesetzes, BDSG). Be careful to follow the laws and regulations for the protection of personal data that are in force in the country in which you work.

The purpose of data protection is to protect the individual against any infringement of his or her personal rights through the misuse of personal data.

In addition, the goal of the data Protection Regulations is the safeguard of the data from misuse during the different processing phases and consequently to counter any impairment caused to external or internal legitimate interests.

Please help ensure complete data protection and data security by being aware of these issues as you work:

- Always make sure that only authorized persons have access to personal data.
- Assign passwords whenever you can. Do not grant unauthorized persons access to your passwords, for example by writing them down.
- Always make sure that no unauthorized persons can process or utilize personal data in any way, for example by saving, communicating, blocking or deleting this information.
- Always make sure that no unauthorized persons have access to data storage media, for example to backup disks or printouts of logfiles or reports This applies both to service work provided directly at the customer and to the storage and transport of data carriers.
- Always make sure that every data storage medium that is no longer needed is properly and fully destroyed. Also be careful not to leave behind any papers that could become openly accessible to others.

1.4 Watchdog

Network Security and Firewall Concept of OScAR / DAKS is designed to be used in security protected data center environments with proper state of the art IT-Security measures in place.

As network and IT-Security related threats are growing worldwide we wanted to highlight a specific OScAR / DAKS feature, too.

In addition to numerous safety and security features, OScAR / DAKS incorporates a special watchdog capability to ensure deterministic behavior of the system even in case of unlikely and unforeseeable events. Therefore, the watchdog process internally observes several criteria, whereof specifically external network traffic load (e.g. a DoS attack) is an important criterion.

As a security measure the watchdog will in case of an external network overload detection finally initiate a reboot, to mitigate threats and to behave deterministic. In addition, the feature triggers the deactivation of the build-in last error message relay contact for an alerting.

The outcome of scenarios like that may cause services being temporarily unavailable on the network layer, which would be the case anyway if such attacks happen inside an internal network.

This type of last line of defense against unwanted behavior is a works-as-designed feature and is important for the overall deterministic reliability and purpose of usage.

2 Overview and Reference Documents

This chapter gives you an overview of the Manual. It also refers to other product documentation and tetronik manuals that can be of further assistance for you.

Content

The chapter covers the following sections:

2.1 Overview of the chapters in this document
2.2 Reference manuals

2.1 Overview of the chapters in this document

This User Manual also contains the following chapters:

Chapter 2, "Overview and Reference Documents"	This chapter specifies the conventions that are applied in this document and also shows you how best use the User Manual DAKSpro V9.0x.
Chapter 3, "Functions"	This chapter gives you an overview of the DAKS structure, with a brief description of all functions. For more infromation on the individual applications please go to the corresponding sections in this document.
Chapter 4, "User Instructions for the DAKS-TT Tools"	This chapter offers general operating instructions for the DAKS-TT tools "DAKS-TT Administrator-Tool" and "DAKS-TT Operator-Tool". It also explains the special functions provided by these tools.
Chapter 5, "Configuration of the Parameters"	This chapter covers the Basic settings of the DAKS server and the Basic settings of the DAKS-TT tools (DAKS-TT Administrator-Tool and DAKS-TT Operator-Tool. It shows you how to configure the various parameters to tweak the DAKS server as well as the DAKS-TT tools to best meet the needs and requirement of your business.
Chapter 6, "Configure and Administrate the SMS Services"	This chapter shows you how to configure and administrate the SMS retrieval service. It also includes instructions how to retrieve text messages (SMS) over the phone and explains the GSM-SMS connection types.
Chapter 7, "Configure and Administrate Voice Announcements"	This chapter shows you how to configure and administrate voice announcements. It covers the functions that are provided by the DAKS-TT Administrator-Tool as well as the functions that can be carried out over the phone. At the end of this chapter you will find an overview of the professionally recorded announcements that are included ex-works in every standard delivery.
Chapter 8, "Configure and Administrate Subscribers"	This chapter shows you how to configure and administrate subscribers, how to assign subscriber rights, and how upload subscriber data from LDAP directories. It covers the functions that are provided by the DAKS-TT Administrator-Tool as well as the functions that can be carried out over the phone.
Chapter 9, "Configure, Administrate, Start and Monitor Broadcasts"	This chapter shows you how to create, configure, launch, and monitor Broadcasts. It explains the functions that apply to the DAKS-TT Administrator-Tool as well as the functions that are carried out over the telephone and through the DAKS-TT Operator-Tool.

Table 2-1 Overview of the chapters in this document

Chapter 10, "Configure, Activate and Monitor the Personal Security Application"	This chapter shows you how to configure, administrate, activate and monitor the function Personal Security. It explains the functions that apply to the DAKS-TT Administrator-Tool as well as the functions that are carried out over the telephone and through the DAKS-TT Operator-Tool.
Chapter 11, "Configure, Convene and Moderate Conferences"	This chapter shows you how to configure, administrate, convene, and moderate Conferences. It explains the functions that apply to the DAKS-TT Administrator-Tool as well as the functions that are carried out over the telephone and through the DAKS-TT Operator-Tool.
Chapter 12, "Configure and Administrate Call Profiles"	This chapter shows you how to configure and administrate the Call Profiles. It explains the functions that apply to the DAKS-TT Administrator-Tool as well as the functions that are carried out over the telephone and through the DAKS-TT Operator-Tool.
Chapter 13, "Configure, Administrate and Operate the Info Telephone"	This chapter shows you how to configure, administrate and operate the Info Telephone. It explains the functions that apply to the DAKS-TT Administrator-Tool as well as the functions that are carried out over the telephone and through the DAKS-TT Operator-Tool.
Chapter 14, "Configure, Administrate and Activate Scenarios"	This chapter shows you how to configure, administrate and launch Scenarios. It explains the functions that apply to the DAKS-TT Administrator-Tool as well as the functions that are carried out over the telephone and through the DAKS-TT Operator-Tool.
Chapter 15, "Configure and Manage Schedules"	This chapter shows you how to configure and manage Schedules.
Chapter 16, "Configure and Administrate the DAKS-Positioning-Services"	This chapter shows you how to configure, administrate and manage and use the DAKS Positioning Services, short DPS. It explains the functions that apply to the DAKS-TT Administrator-Tool as well as the functions that are carried out over the telephone and through the DAKS-TT Operator-Tool.
Chapter 17, "Configure, Administrate and Operate Intelligent Calling"	This chapter shows you how to configure, administrate and utilize the Intelligent Calling function of DAKS. It covers the functions that apply to the DAKS-TT Administrator-Tool as well as the functionality in general.
Chapter 18, "DAKS in Combination with Call Systems"	This chapter shows you how call systems communicate with DAKS. It also offers real-life setup examples and characteristics in combination with the link-up to various specific call systems.
Chapter 19, "Configure and Administrate the Subswitch/Gateway"	This chapter shows you how to configure, administrate and use the Subswitch/Gateway functionality. It covers the functions that apply to the DAKS-TT Administrator-Tool as well as the functionality over the phone and the applications as a whole.
Chapter 20, "Configure the Multi-Level Precedence and Preemption"	This chapter shows you how yo apply, administrate and utilize the Multilevel Precedence and Preemption (MLPP). It covers the functions that apply to the DAKS-TT Administrator-Tool as well as the enhanced functions in Broadcasts and Conferences.

Table 2-1 Overview of the chapters in this document

Chapter 21, "Configure and Manage Certificates for User Authentication"	This chapter shows you how to use and administrate certificates for user logon (PKI authentication). It covers the functions that apply to the DAKS-TT Administrator-Tool as well as the functionality in general.
Chapter 22, "Reports and Printouts"	This chapter covers the different logging options in DAKS. It shows you how reports are created and organized, and how they can be printed out or saved as a file. It also shows you how to print database overviews from the DAKS-TT Administrator-Tool.
Chapter 23, "Functions of the Browser Interface DAKS-TT"	This chapter covers the functions of the browser interface DAKS-TT Notifier-Pro and includes general user instructions.

Table 2-1 Overview of the chapters in this document

2.2 Reference manuals

The below-listed tetronik documents offer information that are of additional help when working with OScAR:

- Hardware Service Manual, DAKSpro 300
- Server Configuration Manual, DAKSpro
- Upgrade Instruction, DAKSpro
- OScAR-TT Installation Manual, DAKSpro
- OScAR-TT Data Import Tool User Manual, DAKSpro
- DCO-Designer User Manual, DAKSpro
- OScAR Mobile Client (DMC) Hardware-Service Manual, DAKSpro
- OScAR Mobile Client (DMC) User Manual, DAKSpro
- OScAR Desktop Client (DDC) User Manual, OScARpro

-

3 Functions

Overview

This chapter gives you an overview of the OScAR structure, with a brief description of all functions. For more infromation on the individual applications please go to the corresponding sections in this document.

Content

3.1 Overview
3.1.1 Product Overview
3.1.2 Schematic overview and other performance features
3.2 Administration and Operation
3.3 Basic DAKS components
3.3.1 DAKS Server
3.3.2 Hardware for the DAKS-TT software

3.1 Overview

3.1.1 Product Overview

The Digital Alarm and Communications Server DAKSpro (German short: OScAR) reliably automates and optimizes the critical communication in alarm and crisis situations.

With its superior flexibility and versatile communications strategies, DAKSpro fully answers to many of the demands that are connected with these challenges.

Especially in combination with the communications platforms and terminals by Unify (formerly: Siemens or SEN), this solution warrants an uppermost degree of reachability and availability for increasingly mobile and anywhere workers.

In this ways DAKSpro saves time and money.

DAKSpro complements and supplements the communications platforms by adding the functionalities demanded by the most different vertical markets, but that today's standard PBX systems cannot, not sufficiently, or do not provide.

What is more, the various data interfaces of DAKSpro constitute intelligent connector links to the world of modern telecommunications, e.g. for productions monitoring systems, central building control systems, nurse call systems (e.g. in hospitals), fire alarm system, logistics systems, just to mention a few. A highlight that deserves particular mentioning is the ESPA-X interface.

With ESPA-X, DAKSpro provides an innovative, model-building and standardized application interface that offers manufacturers of third-party systems a highly flexible and genuinely forward-looking way to realize effective system connectivity today. ESPA-X is based on the standards TCP/IP and XML and thus blends in seamlessly with any already existing data network infrastructure. It enables new and centralized solutions offering the integration and link-up of so-called "satellite systems" that are located far apart from one another.

For more information:

➤ see: http://www.espa-x.org.

Quick overview of the features of DAKSpro

DAKSpro:

- is freely scalable over a wide range (4 to 480 telephony channels)
- offers connectivity to traditional PBX systems (via S0/E1=S2M with the protocols QSIG or CorNet-NQ), as well as to VoIP systems (via SIP or SIP-Q),
- also supports the direct inward dialing (DDI) using the DSS1 protocol and special connections for North American market with µ-law voice coding, T1-connection using the NI2 protocol,
- communicates with telephones (stationary, cell phones, DECT, WLAN), with pagers and smartphones,
- accepts calls and calls users directly, through-connects audio sources, and switches subscribers to bilateral calls or Conferences,
- offers special emergency call functions,
- informs with voice announcements, or display text or SMS messages,
- communicates with host systems and external sensors or actuators,
- locates terminals, handsets and tags/medallions both in DECT and WLAN infrastructures,
- can control public address systems (PA systems), and many other more.

Alarm, communications and security services of DAKSpro

With the help of the features briefly listed above, DAKSpro successfully realizes the most diverse alarm, communications and security services (see below) for the most diverse target groups, for example:

- Financial institutes and savings banks,
- Hotels,
- Public authorities and administrations,
- Industry (chemical, automobile…),
- Hospitals, nursing homes,
- Fire brigades, police authorities,
- Military sector, and
- Airports and public transport services

Broadcasts and alarms

Alert, Notify, Mobilize

In many areas of application, it is the system's ability to dispatch (simultaneously or sequentially) targeted alerts and notifications to specific individual persons (users) or entire user groups, e.g. through phone calls or through text messaging (with/without ACK confirmation), that makes it possible to forge vital security-relevant systems.

Here, DAKSpro operates either autonomously, or in combination with host systems equipped with certified interfaces to the DAKSpro system.

In particular, such host system are:

- nurse call systems in hospitals/assisted living and nursing homes (any common systems)
- building management systems,
- emergency alarm systems,
- emergency response host computers, or
- logistics systems.

Typical every-day use cases of DAKSpro are:

- the mobilization of auxiliary fire department units, first responders and emergency rescue teams, also in combination with external emergency response host computers,
- the targeted evacuation of production areas and buildings (e.g. in hotels, chemical industry parks or hospitals) in a fire situation or other emergency scenario,
- the simultaneous notification of multiple authorities and public offices, all at the same time, e.g. the police, hospitals, schools, the press etc.,
- the quick exchange of information between a head office and its branches,
- nurse calls from external nurse call systems, set off from DECT/WiFi handsets, also with call-back to the calling patient,
- emergency calls that include the tracking/identification of the location of a distressed person, also in combination with so-called 'Patient Monitoring Systems',
- the transmission of malfunction reports from industrial controls or alarm systems to anywhere service technicians, and
- service assignments to service staff.



Note:
Vital and life-saving information is transmitted automatically, quickly and safely. This brings increased mobility to employees and minimizes error-prone, time-consuming and monotonous job routines.

Staff Protection and Personal Security of DAKSpro

Protection at work in high-risk areas

Anywhere or stationary users are monitored by tracking their location on a cyclical basis and by way of monitoring calls, but can also themselves trigger deliberate alarms (via a speed-dial or emergency button) as well as automatic alarms (via no-longer-upright or no-movement sensors), also BGR 139-compliant, for example:

- nurses and caregivers in forensic psychiatric clinics,
- night watchmen on their routine rounds,
- staff at stand-alone workstations or lone-workers,
- service technicians in hazardous work areas, and
- important persons that must be reachable in case of alarms (e.g. doctors or nurses).

Announcement Services and Open-Listening Services of DAKSpro

Notify large groups in parallel

DAKSpro can be called for playback of voice message recorded ad hoc and for playback of announcements that were defined in advance, but also for live transmissions. Examples of typical applications include:

- transmission of the latest updates in industrial spill situations, reassurance messages and information of local residents, the public, authorities and/or employees,
- weather and traffic reports: e.g. flood levels, snowfalls, bottlenecks etc.
- 'now-playing-at-your-local-theater' and other 'going-on-in-town' information, or
- live Broadcast transmissions, e.g. sessions of parliaments or works meetings.

Telephone Conferences of DAKSpro

Decide in a team, bring expert help

DAKSpro makes it possible to convene telephone Conferences intuitively and spontaneously, thereby accelerating substantially essential communication and decision-making processes, for example:

- between crisis management groups in emergency situations,
- between exposed persons and first responders,
- between headquarters and local offices,
- between editors,
- between geographically widespread (e.g. international) project teams, and
- and in many other business areas.



Note:
Conferences can be activated and controlled over the phone, or by a central operator.

One-Number-Service of DAKSpro

Quick accessibility always, in every situation

With the Call Profiles one number can be used to automatically and intelligently call all telephones of a single person, or of all members of a team that are needed to a specific situation. This is of particular significance in combination with:

- DECT/WLAN systems that are located at different sites and that do not support roaming,
- employees using a mobile and a wired telephone at the same time,
- multiple telephones in hotel suites,
- 'flexible offices' or
- hotline service numbers, operated for example by information desk staff or service technicians who can be called in parallel or who can swap calls.

Especially for the latter use case, the system-integrated queue function of DAKSpro is of key significance.

The gains range from increased reachability of anywhere subscribers, to shorter queuing and simplified dialing for callers. This makes it possible to avoid the often time-consuming search for the right responder - especially in an emergency situation when every second counts.

Intelligent Calling of DAKSpro

Calls with special features

The function "Intelligent Calling" (=InA) knows three (3) different modes of operation:

- In the mode "Calling with special features", only those subscribers who are properly listed in the intelligent calling whitelist (InA whitelist) are called with configurable special features, e.g. with the feature forced release, while all other subscribers are called with the regular features.
- in the mode "Play back/suppress an announcement to called subscribers before the call is thru-connected", every called person (called subscriber) will normally hear an announcement before he/she is thru-connected, e.g. to inform him/her that the call will be recorded. Only when this called subscriber is properly listed in this intelligent calling whitelist (InA whitelist) will the playback of this announcement be suppressed.
- In the mode "Play back/suppress an announcement to caller before the call is thru-connected" a person who is calling into the system (calling subscriber) will normally hear an announcement before his/her call is thru-connected. Only when the calling subscriber is properly listed in this intelligent calling whitelist (InA whitelist) will the playback of this announcement be suppressed.

Gateway application of DAKSpro

Connecting worlds

The application 'Gateway' enables call connections between subscribers within the telecommunications network:

- either for SIP devices that are connected directly to OScAR (with Registrar in OScAR), or
- with telephones/call stations of OScAR-approved VoIP subsystems (e.g. of a nurse call system in a hospital).

Here DAKSpro application supports both the connection build-up in the direction of the telecommunications network and the connection build-up from the telecommunications network in the direction of the subsystem, or directly connected communications device.

3.1.2 Schematic overview and other performance features

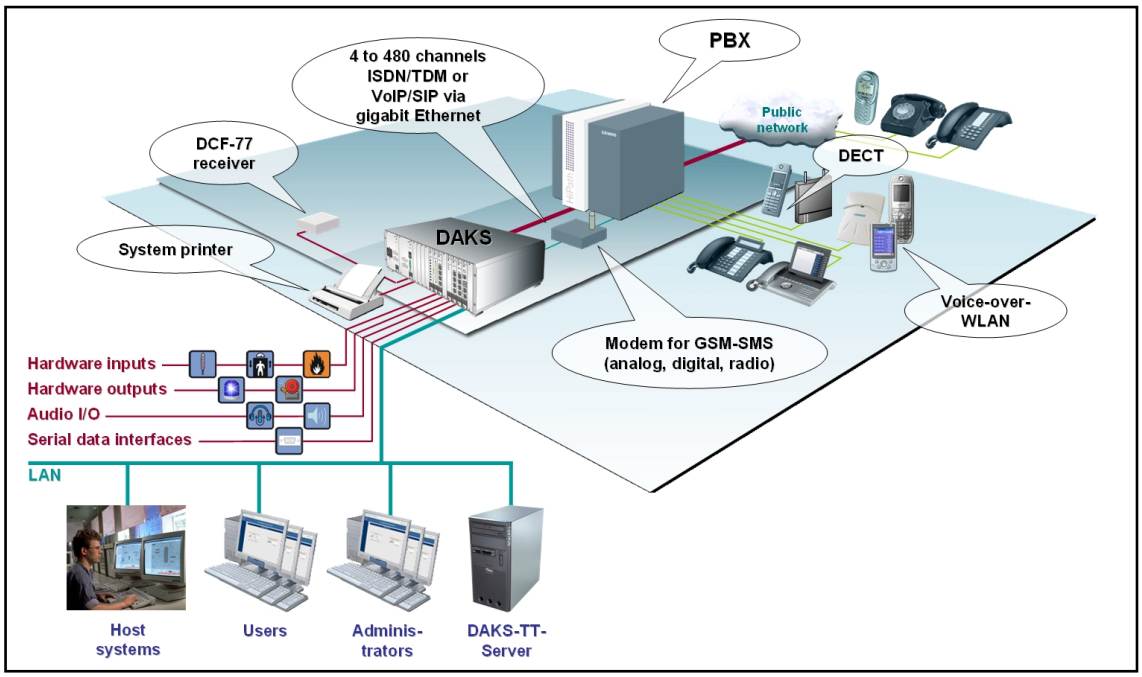


Image 3-1 DAKSpro schematic overview and performance features

Security through discrete process flows

By separating the process flows from the administration, DAKSpro attains a maximum possible degree of availability.

All OScAR telecommunications processes run in the OScAR server. As the OScAR server contains the entire data it requires it can fully operate always, even if the entire administrative/operative periphery should break down.

Multiple OScAR-Servers for maximum availability

If express requirements are placed on the availability, up to four OScAR-Servers an be installed as hot standby servers or, if needed, as servers that run in parallel. Here, the updating of all servers is carried out automatically, in the background.

3.2 Administration and Operation

The administration of DAKSpro is carried out from one or from several commercially available and locally detached Windows PCs.

➤ see Section 3.3.2, "Hardware for the DAKS-TT software"

A OScAR system consists of one OScAR server and the OScAR-TT software.

The OScAR-TT software is logically divided into:

- the three OScAR-TT Server Applications:
- - „OScAR-TTDbServer“ (database server)
  - „OScAR-TTProcessServer“ (process control server)
  - „OScAR-TT Web-Access“ (web access)
- the two OScAR-TT tools:
  - "OScAR-TT Administrator-Tool" (administration and configuration)
  - "OScAR-TT Operator-Tool" (operation and process monitoring).

In the simplest setup (= single-user operation), a single PC equipped with the OScAR-TT software is connected directly to the OScAR server, via an Ethernet crossover cable.

In a multiuser operation, the OScAR-TT server applications run on a backend server, and as many as 20 remote administrator and up to 100 remote operator workstations can communicate simultaneously with these server applications via TCP/IP-LAN.

Intuitive Windows® user interfaces offer maximum convenience for the user in his/her custom language.

3.3 Basic OScAR components

The OScAR system usually consists of the following components:

- the OScAR server,
- a backend server with the OScAR-TT server applications and, if applicable, the OScAR-TT tools, and
- additional Windows® PCs with one or both OScAR-TT tool(s).

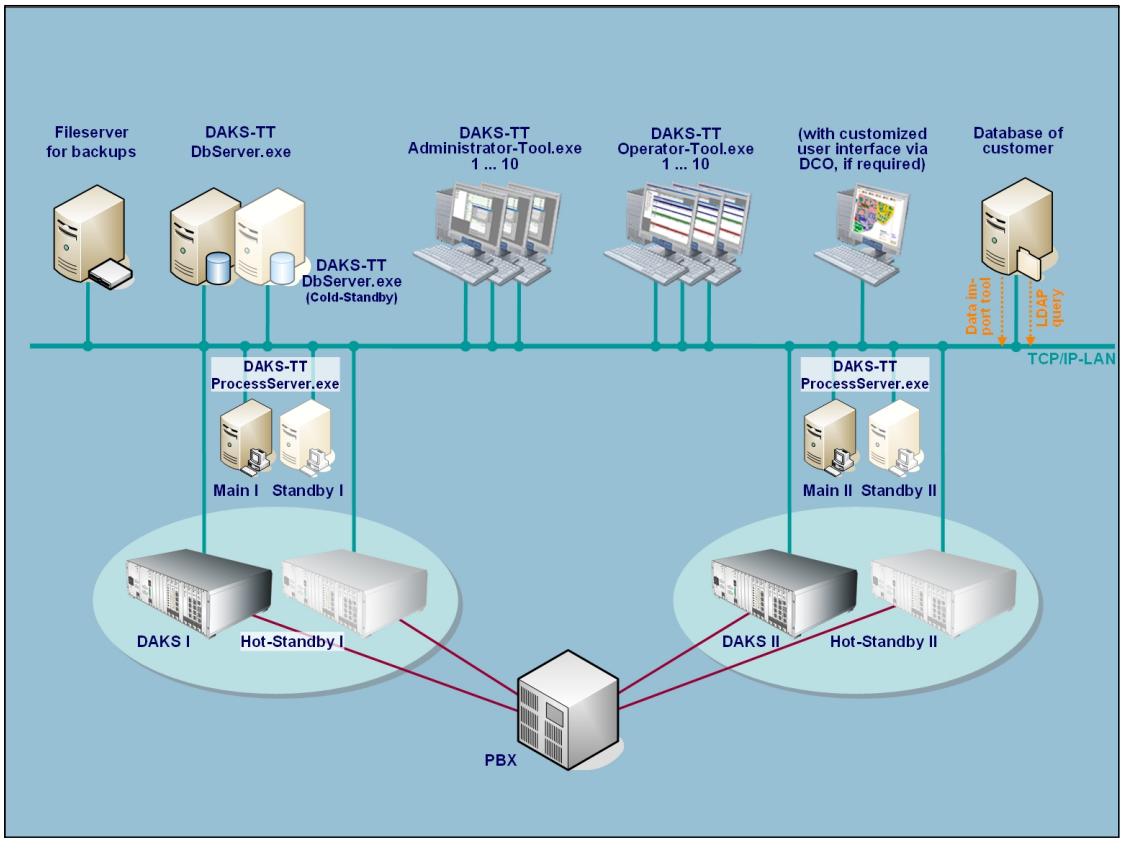


Image 3-2 System topology of OScAR

Note:
Both OScAR-TT tools can also run on one and the same computer, together with the two OScAR-TT server applications.

3.3.1 OScAR Server

OScAR Servers are the central element of every entire OScAR system. OScAR Servers have the following features:

- Server in 19" technology (OScAR-200 = 1 height unit, OScAR-300 = 3 height units)
- Low-power design, w/o hard disc drive and w/o fan, with a MTBF of 400,000 h
- connectivity to any TDM or VoIP PBX center(s), just like a subsystem with its own dial plan, with:
  - 4, 8, 23, 30, 46, 60...480 ISDN channels (2 or 4 x S_0, 1 to 16 x E_1(=S_{2M})/T_1) and maximum efficiency in CorNet networks
    (CorNetNQ = D-channel protocol in Unify OpenScape networks)
  - 4, 8, 23, 30, 46 or 60 ... 480 VoIP channels (1x Gigabit Ethernet) and easy integration via SIP or SIP-Q, respectively

  Note: OScAR-200 maximally 30 channels!
- Integrated, Conference-capable routing matrix (coupling section) to realize the entire communications and transmission processes.
- With a proprietary inbound DTMF reception channel for every ISDN subscriber.
- With a digital long-term Flash voice memory for the current (ad hoc) or already prepared voice announcements:
  - maintenance-free and protected against loss of power (no hard disc drive, no RAM with battery)
  - a maximum of 120 minutes total capacity, organized in up to 1,000 general announcements
  - a proprietary channel for recording and playback for every subscriber (i.e. max. 480)
- OScAR ensures a superior degree of reliability and availability:
  - power supply from (24)/48V DC and/or 115/240 V AC (two electric power supplies recommended, 24V DC only OScAR-200),
  - storage of all data and stationary voice announcements in maintenance-free, nonvolatile semiconductor memory,
  - operational readiness even after temporary loss of power and if no OScAR-TT server applications activated (minimum: breakdown mode).
- OScAR offers various expansion possibilities:
  - up to 32 (OScAR-300) or 64 (OScAR-200) local digital inputs,
  - up to 704 activated and distributed digital inputs via Profibus DP technology (only OScAR-300),
  - up to 16 local digital outputs + 1 special digital output,
  - up to 8 inputs and outputs to couple audio signals (only OScAR-300),
  - system printer connected via USB or Ethernet, with printout through internal printer spooler,
  - separate DCF-77 receiver (radio clock),
  - up to 2 (OScAR-200) or 8 (OScAR-300) serial data interfaces (RS 232, RS 422 and electrically isolated) to higher-level trigger systems, e.g. nurse call systems in hospitals,
  - analog or digital line modem, or GSM modem, to send text messages (SMS) to mobile telephones,
  - LAN interfaces to host systems or satellite components,
  - and many more.



Note:
Within the network, every OScAR server acts like an additional communication node.
In this way, OScAR is generally able to apply all features that are available throughout the entire network.

3.3.2 Hardware for the OScAR-TT software

Hardware for the OScAR-TT server applications:

"OScAR-TTDbServer" (database software)

"OScAR-TTProcessServer" (process control)

"OScAR-TT Web Access" (web access)

The three above-mentioned OScAR-TT server applications "OScAR-TTDbServer", "OScAR-TTProcessServer" and "OScAR-TT Web Access" can be installed together on the same computer, or on separate backend servers connected via TCP/IP.

The server application for the database software "OScAR-TTProcessServer" communicates with the OScAR server using a TCP/IP connection.

The server application for the process control "OScAR-TTDbServer" is configured to connect with one or, in redundant server installations, with several "OScAR-TTProcessServers".

The server application for the access to the web "OScAR-TT Web Access" is configured to connect with the "OScAR-TTProcessServer".

Hardware for the OScAR-TT tools:

"OScAR-TT Administrator-Tool" (administration and configuration)

"OScAR-TT Operator-Tool" (operation and monitoring)

The two above-listed OScAR-TT tools "OScAR-TT Administrator-Tool" and "OScAR-TT Operator-Tool" can be installed for administrators and operators on additional Windows® PCs.

The tool "OScAR-TT Administrator-Tool" is configured to connect via LAN with the server application "OScAR-TTDbServer", which in return communicates directly with the server application "OScAR-TTProcessServer".

The tool "OScAR-TT Operator-Tool" is configured to connect with the server application "OScAR-TTProcessServer" via the LAN.

The connection to the "OScAR-TT Web Access" is via browser.



Note:
In this way, several administrators and operators can access the same data and control the applications on the OScAR server(s).

Single User Mode

If the OScAR-TT tools are installed together with the OScAR-TT server applications on one and the same computer ("Single User Mode"), they will communicate with one another via the so-called "local-loop", i.e. via the IP address 127.0.0.1 (= local host).

All communication between the individual components of a OScAR systems is fully encrypted.

For this purpose, the administrators and/or operators must be assigned appropriate rights.

➤ see Section 8.4, "Users and rights"

Minimum Hardware Requirements:

- up-to-date Windows® compliant PC
- Windows operating system:
  - Windows 10
  - Windows Server 2016
  - Windows Server 2019
- DVD drive

4 User Instructions for the OScAR-TT Tools

Overview

This chapter offers general operating instructions for the OScAR-TT tools "OScAR-TT Administrator-Tool" and "OScAR-TT Operator-Tool". It also explains the special functions provided by these tools.

Content

The following areas are covered in this chapter:

4.1 Overview of the DAKS-TT tools
- 4.1.1 Overview
- 4.1.2 Start DAKS-TT tools

4.2 Layout of the user interface of the DAKS-TT tools
- 4.2.1 Menu bar
- 4.2.2 Toolbar and Command bar
- 4.2.3 Filter bar
- 4.2.4 Status bar
- 4.2.5 The tree view
- 4.2.6 List window
  - 4.2.6.1 Change the column order in the List window
  - 4.2.6.2 Change the column order in the List window
- 4.2.7 Structure of properties windows
- 4.2.8 Buttons
- 4.2.9 Types of fields
- 4.2.10 Functions of the mouse
- 4.2.11 Search function

4.3 Define options

4.4 Support of locally connected telephones
- 4.4.1 Configure the Local call support
- 4.4.2 Assign local call support

4.5 Show the system status of the DAKS server

4.6 Functions of the DAKS-TT Administrator-Tool
- 4.6.1 Menu items and buttons of DAKS-TT Administrator-Tool
- 4.6.2 Client-oriented layout
  - 4.6.2.1 Arrange by client groups within the applications
  - 4.6.2.2 Arrange by client groups above the applications
- 4.6.3 Online/Offline mode

4.7 Functions of the DAKS-TT Operator-Tool
- 4.7.1 Command bar
- 4.7.2 Description of the menu items of DAKS-TT Operator-Tool
- 4.7.3 Management view
- 4.7.4 Process window
- 4.7.5 Further options
- 4.7.6 Notification bars in the DAKS-TT Operator-Tool

4.8 Filter bar of the DAKS-TT tools
- 4.8.1 Buttons and edit fields of the filter bar

4.9 Joker Accesses
- 4.9.1 Configure the Joker Accesses
- 4.9.2 Customize the Joker Access process view
- 4.9.3 Edit the simulated substitute dialing of a Joker Access
- 4.9.4 How to access the Joker Access

4.10 Other special, central telephony functions
4.10.1 Activate/deactivate the Hot standby operation
4.10.2 Reboot the DAKS server with speed dial
4.10.3 Transparent mode via emergency response host computer
4.10.4 Callback from data connections
4.10.5 Central GMD-1x DAKS server dial-up
4.10.6 ESPA-X process access
4.10.7 Central dial-in, to dial the dialthru code during the active call

4.1 Overview of the OScAR-TT tools

4.1.1 Overview

The two OScAR-TT tools "OScAR-TT Administrator-Tool" and "OScAR-TT Operator-Tool" are very similar in their structure and largely the same in terms of the general Windows® user interface conventions. Assuming that every user is sufficiently familiar with the Windows® user interface, this chapter does not offer further descriptions regarding its use.

For further details on the installation of the OScAR-TT software and the operation of the OScAR-TT server applications ("OScAR-TTDbServer" and "OScAR-TTProcessServer" or "OScAR-TT Web Access"), please see:

➤ see OScAR-TT Installation Manual, DAKSpro 5

The OScAR-TT tools are either connected via LAN with the OScAR-TT server applications, or they are installed together with the OScAR-TT server applications on the same computer.

➤ see OScAR-TT Installation Manual, DAKSpro 5



Note:
Up to 20 remote administrator/operator workstations or up to 100 browser-based workplaces can communicate simultaneously with the OScAR-TT server applications.

Login to the OScAR-TT tool

For a successful logon to the "OScAR-TT Administrator-Tool", at least one connection must be configured to OScAR-TTDbServer.

To logon to "OScAR-TT Operator-Tool", at least one connection must be configured to OScAR-TTProcessServer, and OScAR-TTProcessServer must additionally be connected with a OScAR server.

To be able to login to OScAR-TT Web Access from the browser, the URL of the OScAR-TT Web Access must be entered. The OScAR-TT Web Access must have a connection to OScAR-TTProcessServer, and OScAR-TTProcessServer must additionally be connected with a OScAR server.

➤ see OScAR-TT Installation Manual, DAKSpro 5

Operate offline with OScAR-TT tools

The OScAR-TT Administrator-Tool can also be used offline. In this state, changes will only become effective when the connection is built up between the OScAR-TTDbServer and the OScAR-TTProcessServer server, and thus the OScAR server, and the OScAR server is re-initialized.

This usually takes place automatically, but can also be invoked by hand.

➤ see OScAR-TT Installation Manual, DAKSpro 5

Features of the OScAR-TT Administrator-Tool

Use the OScAR-TT Administrator-Tool to:

- create and administrate subscribers,
- create and administrate announcements,
- create and administrate clients,
- administrate applications,
- administrate parameters (Basic settings),
- where needed, administrate OScAR-TTDbServer,
  ➤ see OScAR-TT Installation Manual, DAKSpro 5
- read and printout database overviews, and
- invoke the OScAR-TT Operator-Tool directly, without renewed login.

Features of the OScAR-TT Operator-Tool

With the OScAR-TT Operator-Tool you can:

- login/logoff subscribers,
- activate, deactivate and switch the Info Telephone,
- convene and moderate Conferences,
- launch and monitor Broadcasts,
- set and delete the active number and the call screening levels for Call Profiles,
- launch and monitor Scenarios
- change the dialthru codes of the Joker Access,
- monitor input and output states,
- block and unblock optocoupler inputs,
- view and printout logfiles,
- administrate options for OScAR-TT Operator-Tool, and
- invoke OScAR-TT Administrator-Tool directly without renewed login.

Features of OScAR-TT Notifier-Pro:

The browser-based user interface OScAR-TT Notifier-Pro enables you to start Broadcast Groups, as well as:

- In the Simple Mode: inform subscribers individually on their predefined connection types
- In the Advanced Mode: filter several subscribers using various criteria and inform them on selected connection types.

4.1.2 Start OScAR-TT tools

Both OScAR-TT tools are started in the same way. When one of the two tools is already started, you can also use a button in the toolbar to activate the other tool. In this way, you can start the OScAR-TT Administrator-Tool from within the OScAR-TT Operator-Tool and vice versa. Here, you do not need to logon again to the respective other tool.

➤ see Section 4.3, "Define options"

Follow the below instructions to start a OScAR-TT tool:

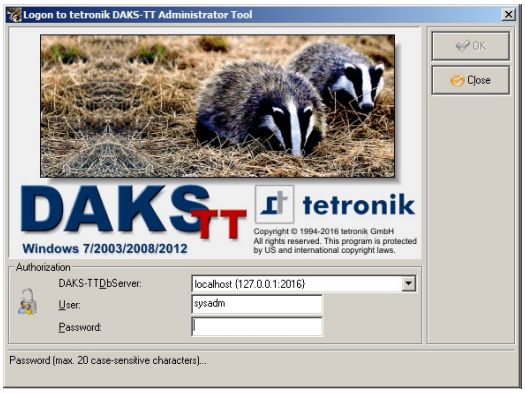
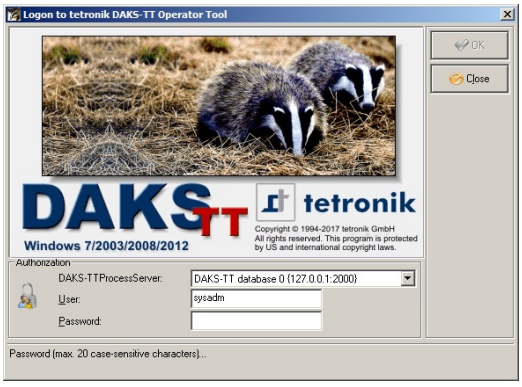
No.	Step	Window/Result
1.	Open the OScAR-TT Administrator-Tool or the OScAR-TT Operator-Tool via the corresponding entry in the program group "tetronik ▸ OScAR-TT".	The login window is opened. Note: The language of this window is always in English.
2.	In the selection field "OScAR-TT database", select the OScAR-TTDbServer or OScAR-TTProcessServer where you want to log in. Enter your user ID ("User") and your password ("Password").	 
3.	Confirm with Ok.	This will start the selected OScAR-TT tool.

Table 4-1 Start OScAR-TT tool

4.2 Layout of the user interface of the OScAR-TT tools

The layout of the user interface of the OScAR-TT tools is modeled after the Microsoft Windows®-Explorer. The below images are designed to give you a general impression.

Interface OScAR-TT Administrator-Tool

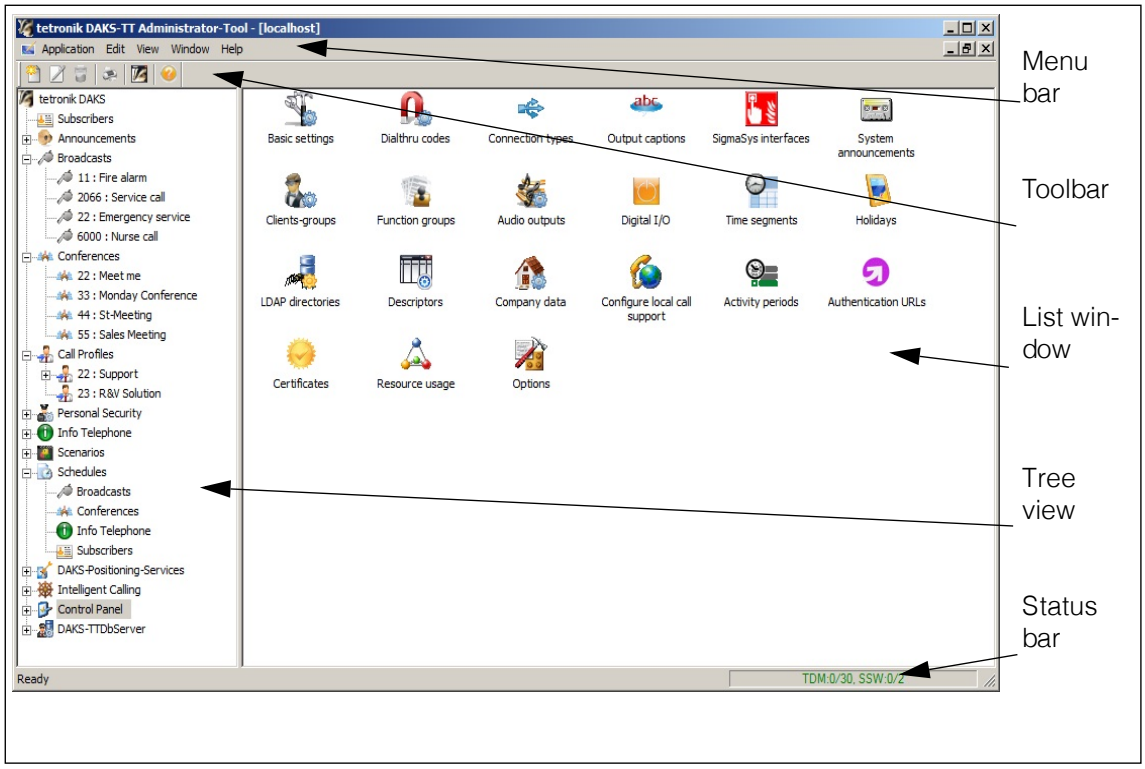


Image 4-1 Interface layout: OScAR-TT Administrator-Tool

Interface OScAR-TT Operator-Tool

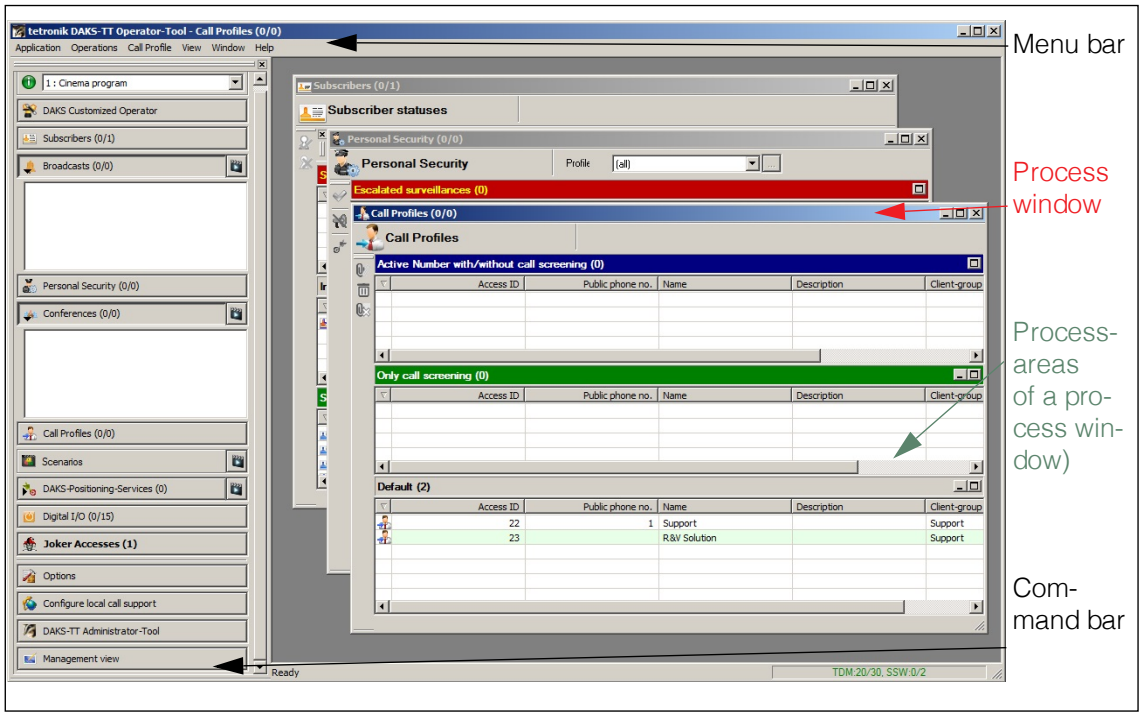


Image 4-2 Interface layout: OScAR-TT Operator-Tool

4.2.1 Menu bar

The menu bar contains the pull-down menus. Use the menu bar to access the different functions of the OScAR-TT tools.

For more information on the menu and menu items:

➤ see Section 4.6, "Functions of the DAKS-TT Administrator-Tool"

➤ see Section 4.7, "Functions of the DAKS-TT Operator-Tool"

All menu commands that contain additional user dialogs are followed by 3 dots (e.g. "New..."). Some menu commands can also be reached quickly and very easily through hotkeys (e.g. <F8> for: "Open OScAR-TT Operator-Tool").

4.2.2 Toolbar and Command bar

Use the toolbar and command bar buttons to invoke the functions of the OScAR-TT tools directly, via mouse click. These buttons and fields represent functions that can also be reached through the corresponding individual menu bar items.

➤ see Section 4.6, "Functions of the DAKS-TT Administrator-Tool"

➤ see Section 4.7, "Functions of the DAKS-TT Operator-Tool"

4.2.3 Filter bar

Within the list area, you can filter the OScAR-TT tools by selecting the fields you want to apply.

➤ see Section 4.3, "Define options"

4.2.4 Status bar

The right area of the status bar lists the number of OScAR server channels that are currently occupied, and the total number of channels that are still open (<occupied>/<available>).

The OScAR-TT tools can also be configured to only show "Online/Offline".

➤ see Section 4.3, "Define options"

If "Offline" is not indicated here, a double-click on this area will invoke a new window and indicate the system status of the OScAR server that is currently connected.



Note:
In the OScAR-TT Administrator-Tool, this field is only shown when operating with redundant OScAR servers.

Color representation

When the OScAR server signals a yellow or red alert, this field will also be highlighted in yellow or red and carry the matching text ("Yellow Alert" or "Red Alert"). You can also create sound sequences that are played back through the computer loudspeakers in case of the respective alert.

➤ see Section 4.3, "Define options"

➤ see Section 4.5, "Show the system status of the DAKS server"

In addition, the text that appears in the right area of the status bar is shown in different colors, with the following meaning:

- Green: Connection to the OScAR server is established, no other status
- Dark yellow: Automatic initialization of the OScAR server
- Orange: Manually forced initialization of the OScAR server
- Brown: Waiting loop contains data that still needs to be transmitted to the OScAR server
- Dark green: Presently transmitting wave (.WAV) data for an announcement
- Red: No connection to the OScAR server.

4.2.5 The tree view

The tree visualizes all subscribers, announcements, applications and parameters in a clear structure. Entries that possess subentries are opened with the "+" symbol, and closed with the "–" symbol. In this way you can e.g. open the entry "Broadcasts" and see directly which Broadcasts have already been configured.

When you select an entry in the tree view, the list view will itemize all available sub-entries in a hierarchical structure. For example, when you select a specific Broadcast, all subscribers who are assigned to it will be output in the list window.

You can group the tree by client-groups, either with the client-groups grouped within the pertinent applications or at the top level of the tree (above the applications).

➤ see Section 4.6.2, "Client-oriented layout"

4.2.6 List window

As a rule, the details that are output in the list view always correspond to the entry that is currently selected in the tree structure. For example, when you select "Subscribers" in the tree view, the list view will output a list with all existing subscribers.

You can customize both the layout of the list view and the selection which columns are shown.

➤ see Section 4.3, "Define options"

4.2.6.1 Change the column order in the List window

You can easily change the order of the columns to best meet the own requirements.

Follow the below instructions to customize the column order in the List window:

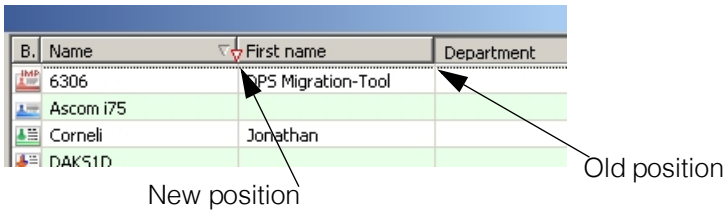
No.	Step
1.	Make a left mouse click on the column header and keep the key pressed.
2.	Move the column header to the new position. The new position is indicated with a small arrow: 
3.	Release the mouse key. The column is shifted.

Table 4-2 Change column order in List window

4.2.6.2 Change the column order in the List window

The list view is sorted in the same way as you would sort in other Windows® programs, i.e. by making a mouse click into the respective column header.

Every further mouse click into the same header will sort the entries of this column, alternating between ascending and descending order.

4.2.7 Structure of properties windows

In the OScAR-TT Administrator-Tool, applications, announcements and subscribers are created, administrated and configured through individual windows. In the OScAR-TT Operator-Tool, such windows are used to launch, monitor and control the various applications, as well as to output the settings and select from the different options.

The windows are arranged according to specific requirements and are described in detail in the respective chapters of this document.

The basic layout of these windows is to the largest extent identical for both OScAR-TT tools.

The following image is designed to show the basic structure of the windows:

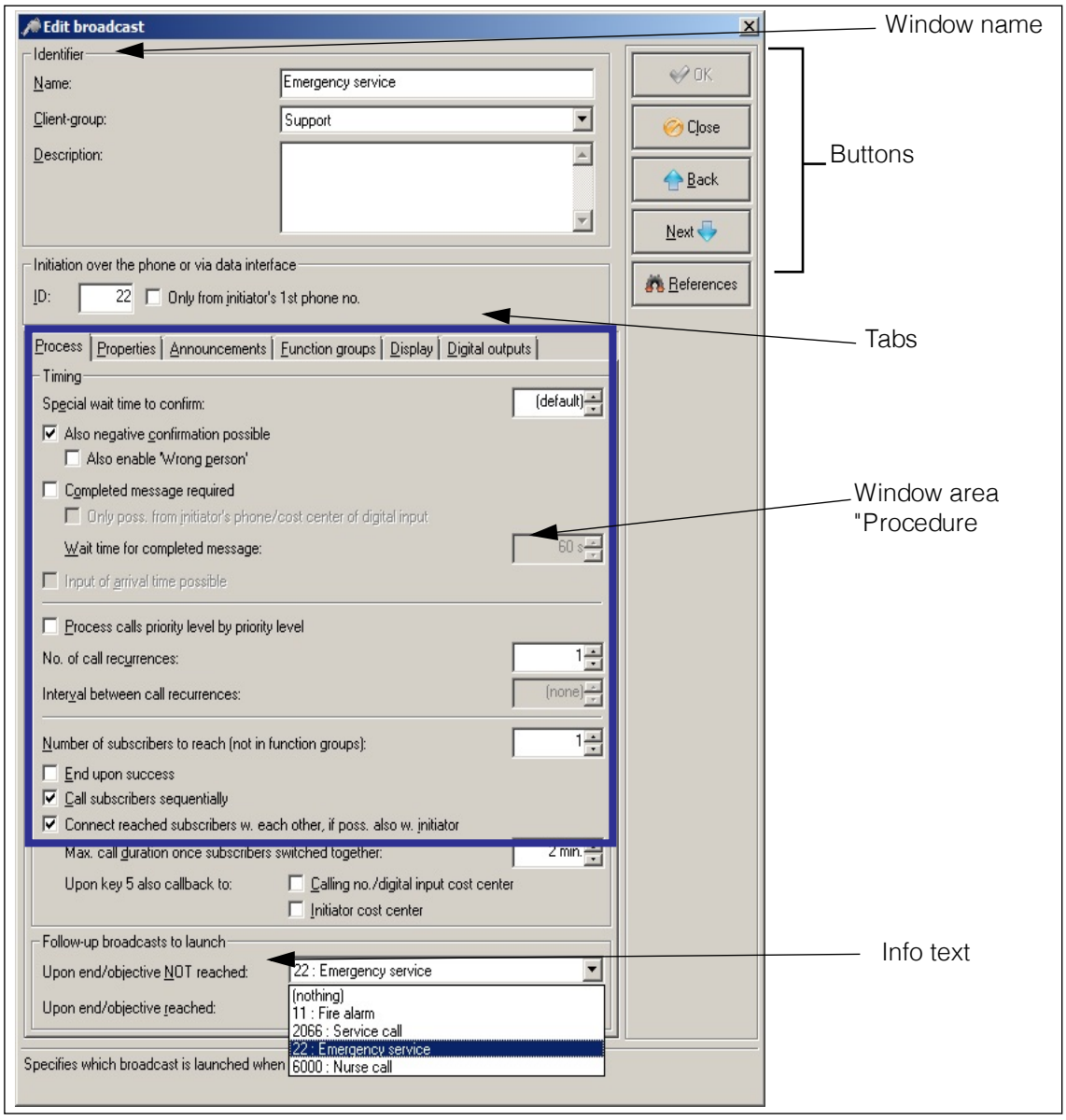


Image 4-3 Basic layout of windows

Window name

The name of the window is shown in the window's header. In this document, the names of windows are in quotation marks, e.g. "Edit Broadcast".

Tabs

For a better and more user-friendly overview, intricate windows have been broken down using tabs. Tabs can be activated:

- by clicking directly on the name of the tab,
- by simultaneously pressing the keys Alt+TAB (move to next tab), or
- by simultaneously pressing the keys Alt, SHIFT and TAB (move to previous tab).

In this document, tab names are in quotation marks, e.g. the tab "Process".

Window areas

Fields that belong together by reason of logic are grouped into window areas. Window areas are demarcated by a narrow frame.

All names of window areas in this document are in quotation marks, e. g. "Follow-up Broadcasts to start".

Info text

Brief information for the pertinent field in which the cursor is currently located.

4.2.8 Buttons

Buttons are used to trigger commands and actions. The various windows display a variety of different buttons. Buttons are activated:

- by making a mouse click on that button and
- by pressing the `Alt` key, keeping it pressed and then pressing the button's underlined letter (e.g. `<Alt+Z>` for Previous).

Note that the underlining only appears upon pressing the ALT key for the first time.

- by putting the focus on the button (repeatedly press the `<TAB>` key or the hotkey `<SHIFT+TAB>`), and then pressing the space bar or the RETURN key.
  You can also use the TAB key to jump sequentially to all buttons and fields.

Overview of the standard buttons

The following table shows all standard buttons, and explains the functions they are used for. Special button, for example buttons that are used for the moderation of Conferences, are described in the respective chapters.

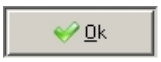
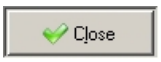
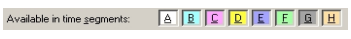
Button	Description
	Saves the changes made in the current window. This button is only active when changes have been made and the corresponding rights have been assigned.
	Closes the current window without saving. This button only becomes visible if no changes have yet been made.
	Closes the current window without saving the changes. This button only becomes visible if changes have already been made.
	Scrolls back in the currently underlying tree view, or in the currently underlying list view. With the window "Edit subscriber" open, you can in this way e.g. scroll the subscriber list without having to open and close the window for every single subscriber individually.
	Same as Back, but scrolls forward in the currently underlying tree view or the currently underlying list view.
	When there are references to other objects, these can be displayed directly in a separate window. For example, while a Broadcast is being edited, its subscribers and assigned announcements can be shown directly, opened for editing or deleted.
	This button is located next to the selection fields for announcements. A context menu will open when this button is clicked. In this way you can, depending on the settings of the current window, e.g. administrate or listen to Wave files that are already stored in the database. ➤ see Section 7.4.2, "Create and administrate WAV files for physical announcements"
	This key is located next to display fields (e. g. the name of a subscriber). Click this button to jump directly to the "real" entry, e.g. the entry in the subscriber mask.
	This button is positioned next to the input fields for e-mail addresses. When you click this button, an empty e-mail with the recipient address entered into the input field will automatically be created for you.
	Status buttons are checkboxes (see below) with a different layout. When marked, they are highlighted in color; otherwise they are shown in gray.

Table 4-3 Overview standard buttons

4.2.9 Types of fields

DAKSpro provides a series of windows with corresponding fields that are used to configure, add and administrate subscribers, announcements, applications and parameters. You can reach fields in these ways:

- by making a mouse click in the field,
- by pressing the Alt key, keeping it pressed and then pressing the letter that is underlined in the name of the field (e.g. <Alt+i> for ID). Note that the underlining only appears upon pressing the ALT key for the first time and
- by putting the focus on the field (repeatedly press the <TAB> key or the hotkey <SHIFT+TAB>), and then pressing the space bar or the RETURN key. You can use the TAB key to jump sequentially to all buttons and to fields.

This section is designed to give an overview of the different types of fields. For more detailed descriptions of the fields and for efficient entry models, please see the individual chapters in this document.

The following example shows the different types of fields:

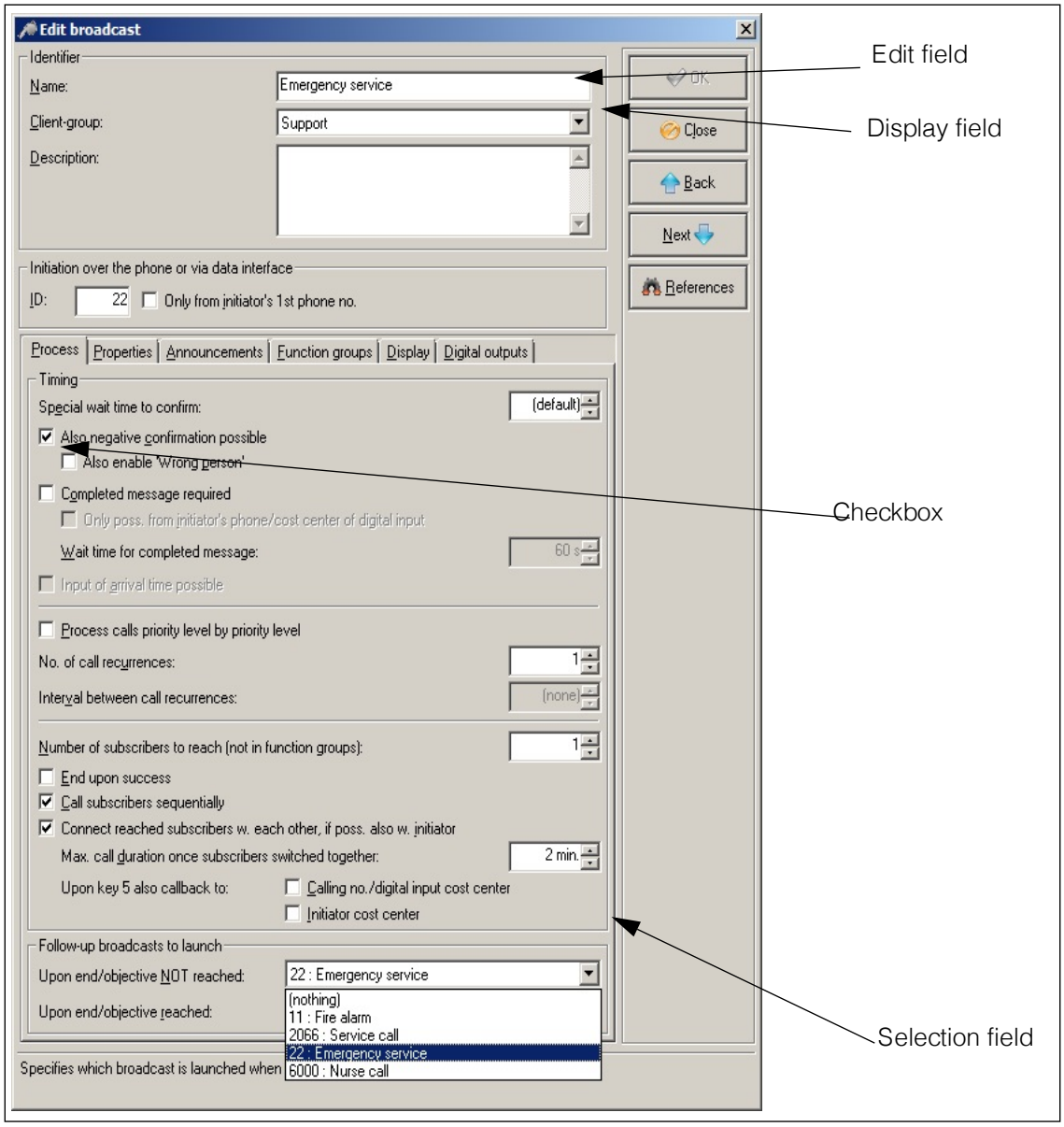


Image 4-4 Types of fields

Overview of the types of fields

Field type	Example and explanation
Display field	 Display of information that cannot be changed.
Edit field	 Free format input field for letters and numbers, length is restricted.
Numerical input field	 Free format input field for numbers that can also be used to replace certain values with texts or to display units (e.g. "s"). You can enter the values either numerically, click the buttons or , or press the arrow keys (up/down) to browse the value range until you reach the wanted value.
Email input field	 Free format input field for e-mail addresses with a length limited to 260 characters. The entry is displayed in red until it is formally correct, i.e. it contains precisely one @ sign and at least one dot after the @ , and it does not end with a dot. The associated button only becomes active when the input field has an entry of the correct form.
IP input field	 Free format input field for TCP/IP addresses. The field is split into four separate segments, separated by dots. Each segment can contain values between 0 and 255. You can jump between the different segments: • forwards by pressing the dot key, or • forwards and backwards by pressing the arrow keys (left/right).
Date input field/ selection field	 Date input field/selection fields provides a convenient way to choose a date. This field is divided into 3 input segments: • Day, • Month and • Year. You can jump between the segments with and . Even if the month appears here written out in full, you can enter the month numerically; the field enters the name of the month by itself.

Table 4-4 Overview types of fields

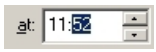
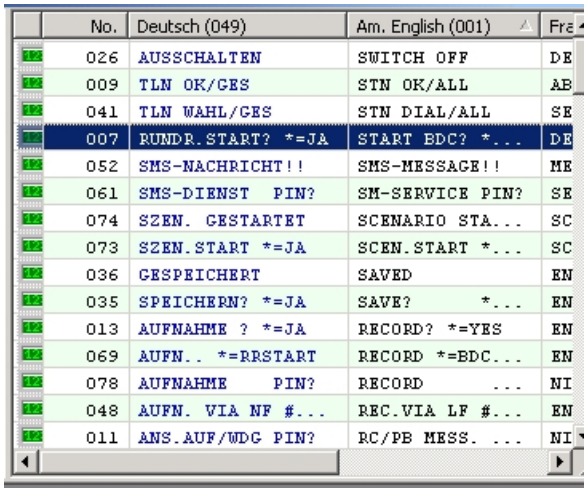
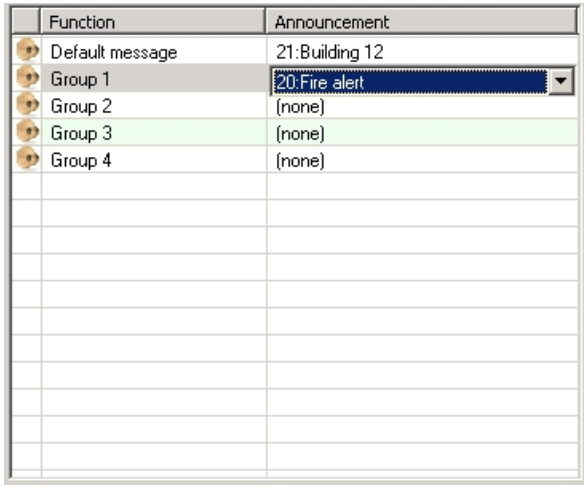
Field type	Example and explanation
Time input field	 Time input fields provide a convenient way of setting a time. This field is divided into 2 to 3 input segments: • Hour, • Minutes and • Seconds if necessary. You can jump between the segments with the arrow keys (left/right). Within a segment, you can enter the values either numerically, by clicking the buttons or , or by pressing the arrow keys (up/down) to run through the value range until you reach the desired value.
List field (as table)	In some windows, list entries also have fields. There are two types of fields in list windows: • Input field:  • Drop-down combo:  To edit the value of a list entry, double-click the corresponding cell of the entry or, with the right mouse key, click in the cell and then choose an action in the context menu.

Table 4-4 Overview types of fields

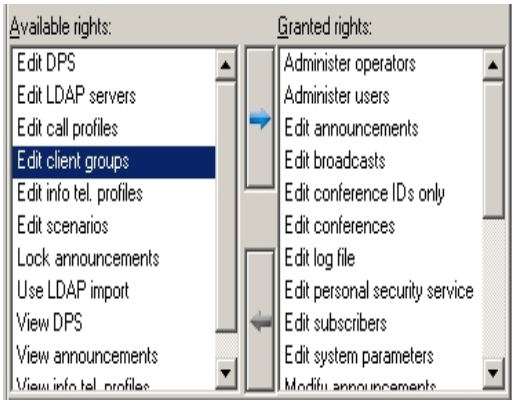
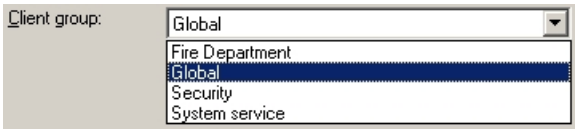
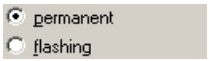
Field type	Example and explanation
List field (as list)	 Listboxes enable entries in a one-column table. The entries can only be selected, not edited. In some windows, only one entry is supported; in others, several entries can be selected at the same time. To select several entries at the same time, you can: • select a range by clicking on the first entry ("from") and, keeping the SHIFT key pressed, click on the last entry ("to"), upon which the entire selected range is highlighted), or • select the entries in single steps by keeping the CTRL key pressed and clicking individually on the desired entries. A combination of both procedures is also possible, e.g. by selecting one area first and then adding more in individual steps. When two selection fields in list form appear next to one another, they can be copied or moved from one side to the other: • by double-clicking the individual entries, or • by selecting several entries and then clicking the corresponding button to move them.
Selection field (drop-down combobox)	 Selection fields in drop-down comboboxes offer list entries for selection. The entries can only be selected, not edited.
Selection field (options list)	 Selection fields in the form of radio buttons usually provide just a few options. You can only ever select one of the specified options.

Table 4-4 Overview types of fields

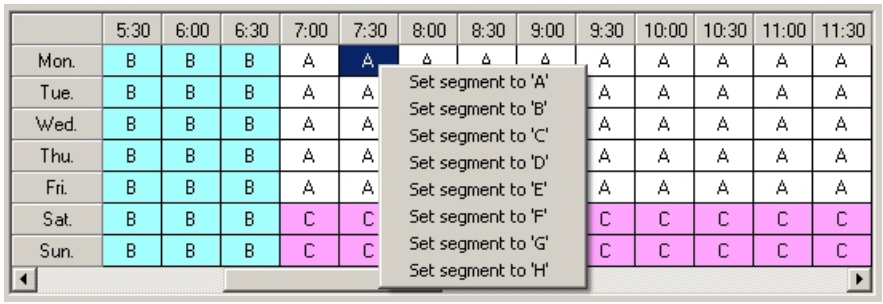
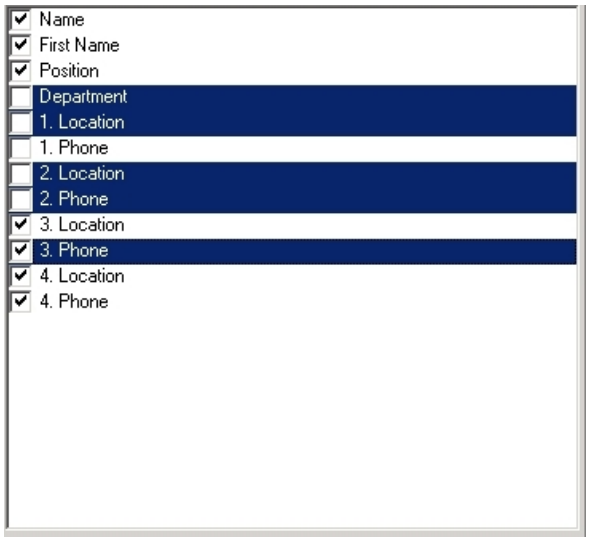
Field type	Example and explanation
Field of table	 The lists of values will vary depending on the window. Select a single entry by making a mouse click on the respective entry. Select a range of entries by choosing a first entry with the left mouse key, and keep the key pressed until you have selected the desired range by moving the mouse. Select the values: • by pressing the corresponding letter key, or • clicking with the right mouse key on the selected range and then choosing the respective action in the context menu.
Checkbox	 Checkboxes can be ticked to activate a specific function, or to achieve a certain behavior from OScAR. The checkboxes are marked with a mouse click. Checkboxes sometimes have additional subordinate boxes that can be checked and that only become active when the higher-level checkbox is ticked.
Checkbox list	 Checkboxes can also be combined in lists. Mark the entries to activate the corresponding function. The entries are selected by clicking on the checkbox or by pressing the space bar. To select several entries in one go or to undo such a selection again, select the pertinent entries in the list area and then check the box of one of the selected entries, or press the space bar.

Table 4-4 Overview types of fields

4.2.10 Functions of the mouse

The functions of the mouse are largely Windows®-compliant. However, the OScAR-TT Administrator-Tool and the OScAR-TT Operator-Tool have some additional functions that are described in the following section.

The left mouse key

- Drag & Drop with the left mouse key
  Entries in the tree/list view can be moved or copied by dragging them with the left mouse key, or you can create a shortcut. In this way you can e.g. move subscribers from the subscriber list and add them directly to a Broadcast, or to another client.

The right mouse key

- Drag & Drop with the right mouse key
  Entries in the tree/list view can be moved or copied by dragging them with the right mouse key, or you can create a shortcut. The function is the same as for moving with the left mouse key; however, just like in the Windows®-Explorer, when the mouse key is released, a context menu will pop up to select the proper function. Here, the action that is the most obvious will appear in bold.
- Context menu
  Make a right mouse click on an element or on a listbox to open the matching context menu for the window or list view that is currently open. This usually enables you to quickly access the functions that can also be reached through menu bar drop-down menus or buttons (such as "New", "Edit", "View" etc.).
  However, you will additionally be offered functions that are only available in the current context as it is only there that they make sense.

  Listed below are a few examples:
  - Playback of the database WAV file (Announcements tab and lists)
  - Transfer the selected WAV files (announcement lists)
  - Receive the selected announcements (announcement lists)
  - Set the selected entries to their defaults (see: Parameters)
  - Set all entries to their defaults (see: Parameters)
  - Edit cells (for entries that are edited directly in lists)
  - Set cell(s) to default (i.e. to reset marked list entries)
  - Set all to default (resets all entries found in the current list view)
  - Call subscribers via "Local call"
  - Use the OScAR Positioning Services to "Create DPS-view import files"

4.2.11 Search function

Use the search function to browse the OScAR-TT tools for a specific content. The search is carried out in the list window that is currently active, and there in all columns of the OScAR-TT Tool.

Follow the below instructions to use the search function:

No.	Step
1.	To invoke the window "Search in...": • In the list field, make a right mouse click on the button Search... and open the context menu, or • press the hotkey <Ctrl+F>.
2.	Carry out the settings in keeping with the subsequent field descriptions.
3.	Click Continue search; up to 30 search keys will be stored.

Table 4-5 Configure "Search in..."

Summary of the fields in the window "Search in..."

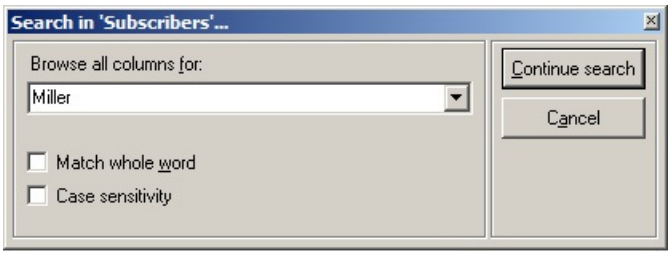
Field	Description
	
Browse all columns for:	Use this field to enter the search key for which you want to browse the list field. When opening the selection field, previous search keys will be offered.
Match whole word	When this box is ticked, the search is limited to full words.
Case sensitivity	When this box is ticked, the case sensitivity is applied during the search.

Table 4-6 Summary of the fields in the window "Search in..."

4.3 Define options

Various options are available for the display and presentation of the list view and can be adjusted in the OScAR-TT tools. Also, the file paths can be entered to start the OScAR-TT Operator-Tool directly from the OScAR-TT Administrator-Tool, and vice versa.

In the respective OScAR-TT tool, proceed as described in the table below to select the various options that govern the display and presentation of the list view.

Follow the below instructions in the OScAR-TT Administrator-Tool to define the options:

No.	Step
1.	Go to the tree and select the node: "Control panel". The list window contains all control panel parameters.
2.	In the list window, select the entry "Options" and click  . This will open the window "Edit options".
3.	Carry out the settings in keeping with the subsequent field descriptions.
4.	Save your changes with Ok.

Table 4-7 Specify option in OScAR-TT Administrator-Tool

Follow the below instructions in the OScAR-TT Operator-Tool to define the options:

No.	Step
1.	In the command bar, select the element: "Options". This will open the window "Edit options".
2.	Carry out the settings in keeping with the subsequent field descriptions.
3.	Save your changes with Ok.

Table 4-8 Specify option in OScAR-TT Operator-Tool

Description of the fields in the "Edit options" window

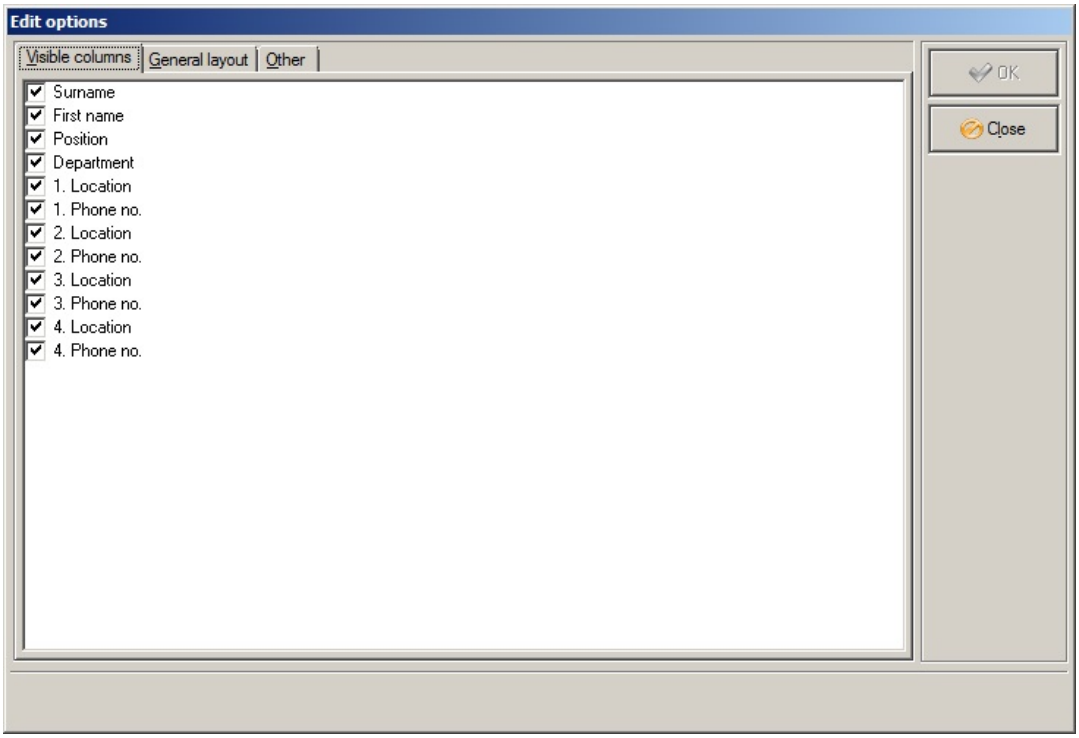
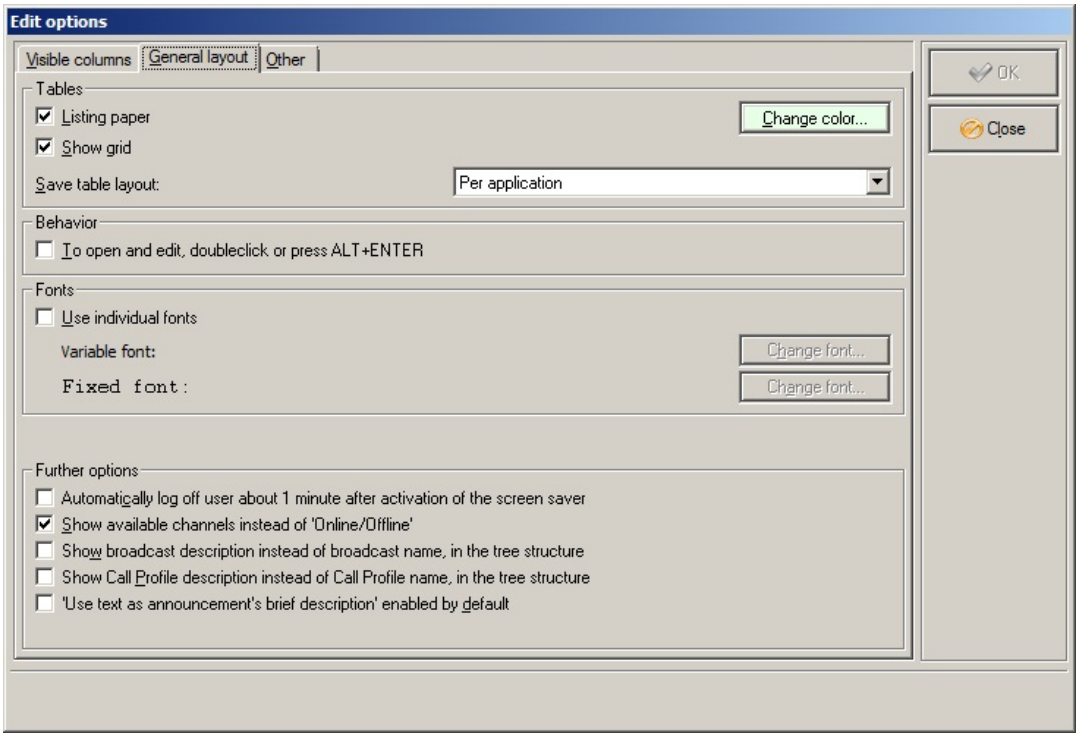
Field	Description
Tab "Visible columns"	
	
Overview of list columns	The entries that are made here make up for the columns which show the subscribers, in the list layouts. For a clearer layout, remove the columns that are not required.
Tab "Common layout"	
	

Table 4-9 Description of the fields in the "Edit options" window

Field	Description
Window area "Table layout"	
Display as tab paper	When this box is ticked, the individual table rows will alternate in white and color. The color can be changed by clicking on Change color.... A dialog appears for selecting the desired color.
Show grid	When this box is ticked, the rows and columns of a table will be separated by lines.
Save table layout	This feature specifies how the program saves the last selected layout (column width, sequence and sorting). The saving process is as follows: • "(don't save)" has the effect that when this table is opened again, it is shown in the default layout. • "per item" has the effect that when an entry is reopened, the table is output in the last selected layout. • "per application" has the same effect as "per entry", but with the difference that changing the layout of an entry also affects all other entries of the same type within the application.

Table 4-9 Description of the fields in the "Edit options" window

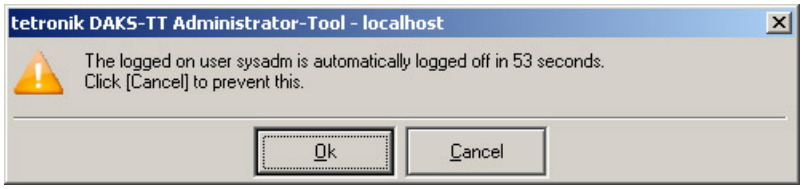
Field	Description
Window area "User interactions"	
To open and edit, doubleclick or press <ALT+Enter>	A double-click on an entry that is output both on the right-hand side of the list window and on the left-hand side in the tree view, usually leads to the selection of that entry in the tree view, and to the output of its sub-entries in the list window. When this box is ticked, all entries of this kind can be double-clicked and opened for editing.
Window area "Fonts" This window area can be used to customize the fonts of the application. This is worthwhile if your PC has high graphic resolution but you need a font that is larger or easier-to-read in the OScAR-TT tools (e. g. for someone who has a vision impairment).	
Use individual fonts	When this box is ticked, the fonts selected under "Variable font" and "Fixed font" are used; otherwise the Windows default fonts.
Variable font 	This button opens a user window to select the "Variable font" (no uniform letter width). The button is only active when the "Use individual fonts" box is checked.
Fixed font Fonts 	This button opens a user window to set the "Fixed font" (same letter width). The button is only active when the "Use individual fonts" box is checked.
Window area "Further options"	
Automatically log off user about 1 minute after activation of screen saver	This option is only available if the user who is currently logged in is also the system administrator (sysadm). When this box is ticked, and if the screen saver is activated on the local PC, the user who is currently logged in will automatically be logged off about 1 minute after the screen saver becomes active. The impending logoff is announced by the system in the following window:  The logoff is automatically canceled when the screen saver is deactivated (or when confirming with OK) before the lapse of the time shown in the window.
Show available channels instead of "Online/ Offline"	When this box is ticked, and on condition that OScAR-TTProcessServer is connected with the OScAR server ("Online"), the number of channels that are available is output to the right of the status line of the OScAR-TT tools, in the ratio "currently used/total number", e.g. 2/6. When this box is NOT checked, only "Online" or "Offline" will be indicated. Online: OScAR-TTProcessServer is connected with the OScAR server. Online: OScAR-TTProcessServer is NOT connected with the OScAR server. ➤ see Section 4.6.3, "Online/Offline mode"

Table 4-9 Description of the fields in the "Edit options" window

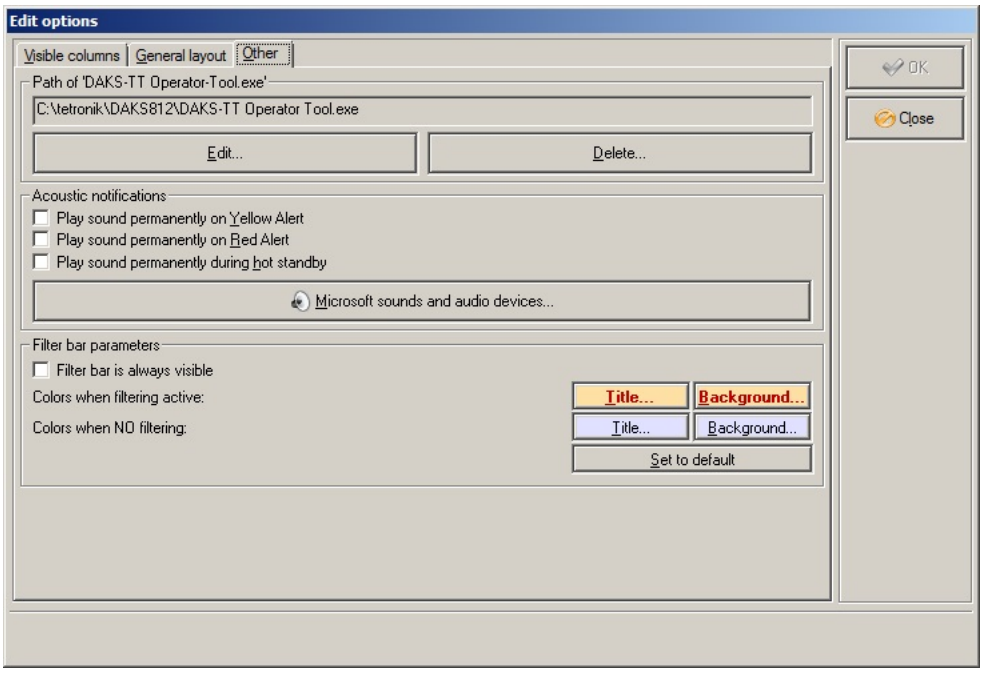
Field	Description
Show broadcast description instead of broadcast name in tree control	When this box is ticked, the tree view will output the Broadcast ID together with the Broadcast's description but not its name.
Show Call Profile description instead of Call Profile name in tree control	When this box is ticked, the tree view will output the Call Profile number together with the Call Profile description, instead of together with the Call Profile name.
'Use text as announcement's brief description' enabled by default	Specifies that for 'Generate WAV file through speech synthesis', the field 'Use text as announcement's brief description' is enabled by default.
Tab "Miscellaneous"	
	
Window area "Path of OScAR-TT Operator-Tool.exe"" or "Path of OScAR-TT Administrator-Tool.exe""	
Path to file	Display field showing the path of the respective other OScAR-TT tool. Only if the proper path is entered here can the OScAR-TT Operator-Tool be invoked from within the OScAR-TT Administrator-Tool by clicking , or the OScAR-TT Administrator-Tool from within the OScAR-TT Operator-Tool by clicking , respectively.
Edit...	This button invokes a dialog to enter the path if the respective other OScAR-TT tool. To enter a new path, the Administrator must belong to the "global" client group. For security reasons the system will again ask for the password of the Administrator who is currently logged in.
Delete...	Use this button to delete the path of the respective other OScAR-TT tool. To delete this path, the Administrator must belong to the "global" client group. For security reasons, the system will again ask for the password of the Administrator who is currently logged in.

Table 4-9 Description of the fields in the "Edit options" window

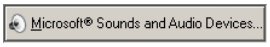
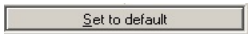
Field	Description
Window area "Sound notification"	
Play sound permanently on Yellow Alert	When this box is ticked, a predetermined sound will permanently be repeated for yellow alerts as long as the OScAR server has this status.
Play sound permanently on Red Alert	When this box is ticked, a predetermined sound will permanently be repeated for red alerts as long as the OScAR server has this status.
Play sound permanently during hot standby	When this box is ticked, a predetermined sound will permanently be repeated for hot standby as long as the OScAR server has this status.
	Button to open the window "Properties of sounds and audio devices". Use the section "tetronik OScAR-TT" of the window area "Program events" to specify which sounds shall be played for what events (e.g. red alarm).
Filter area "Filter bar parameters"	
Filter bar is always visible	When this box is ticked, the filter bar is always shown. The filter bar can no longer be faded in/out via the context menu or hotkey.
Colors when filtering active	Use the buttons to customize the colors of the filter bar, when the filter bar is active. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
Colors when NO filtering:	Use the buttons to customize the colors of the filter bar, when the filter bar is inactive. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
	Button to reset all color values of the filter bar to their defaults.

Table 4-9 Description of the fields in the "Edit options" window

4.4 Support of locally connected telephones

The OScAR-TT tools support a number of dial assistant interfaces that can be used to dial call numbers listed in the database, conveniently and directly from the workstation (and not via the OScAR server). Within the OScAR-TT tools, this function is called "Local call".

To control locally connected telephones, OScAR-TT Administrator-Tool and OScAR-TT Operator-Tool support three different connection types:

- Modem commands via a serial interface,
- TAPI 2.1 and
- TAPI 3.0.

If possible you should control the telephone with TAPI 2.1, as this connection offers the most performance features.

To do so, the PC where the OScAR-TT tool is installed must either have a so-called softphone, or be connected to a telephone via LAN, USB or serial interface.

In addition, all driver devices required to operate the telephone from the PC may need to be installed. For more infromation contact the manufacturer of the telephone you are using.



Note:
Both Unify OpenScape 4000 system telephones and Unify OpenScape 4000-optiClients are usually connected through the driver software "Unify OpenScape 4000 Callbridge Collection".

We also recommend that you test the function of the Dial Assistant interface, e.g. with the Microsoft program "Dialer" (Dialer.EXE).

4.4.1 Configure the Local call support

Follow the below instructions to configure the Local call support in the OScAR-TT Administrator-Tool:

No.	Step
1.	Go to the tree and select the node "Control panel". The list window contains all control panel parameters.
2.	Select the entry "Configure local call support" and click . This will open the window "Configure local call support".
3.	Carry out the settings in keeping with the subsequent field descriptions.
4.	Save your changes with Ok.

Table 4-10 Configure Local call support

Follow the below instructions to configure the Local call support in the OScAR-TT Operator-Tool:

No.	Step
1.	In the command bar, click the button Configure local call support, or go to the menu bar and select: "Operations" ➠ "Configure local call support..."
2.	Carry out the settings in keeping with the subsequent field descriptions.
3.	Save your changes with Ok.

Table 4-11 Configure Local call support

Summary of the fields in the window "Configure local call support"

Field	Description
Window "Local call support" 	
Local call support	This selection field determines the connection used by the OScAR-TT tool to actuate your telephone.

Table 4-12 Summary of the fields in the window "Configure local call support"

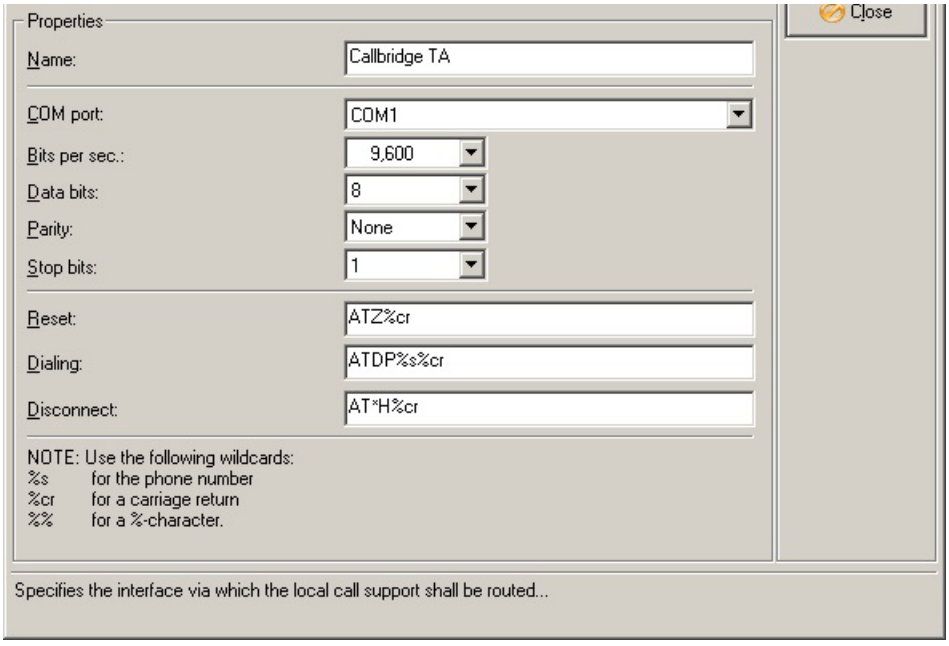
Field	Description
The window area "Properties" opened for Local call support: "via serial interface" 	
Name	This input field determines the configuration name (any). (default: empty)
COM port	Use this drop-down combo to select the serial interface via which your telephone is routed. Offered by the system are COM1 through COM15, with the actual availability of the hardware not yet verified. (default: "COM1")
Bits per sec.	Use this drop-down combo to select the baud rate for the communication with the telephone. (default: "9,600")
Data bits	Use this drop-down combo to select the number of data bits per transmitted character. (default: "8")
Parity	Use this drop-down combo to specify the parity type to secure the transmission of characters. (default: "none")
Stop bits	Use this drop-down combo to specify the number of stop bits to close each character. (default: "1")
Reset	Use this field to enter the command that will reset your telephone/modem. (default: "ATZ%cr")
Dial	Use this field to enter the command that triggers the dialing of a phone number. For the phone number that shall be called, please use the placeholder "%s". (default: "ATDP%s%cr")
Disconnect	Use this field to enter the command that triggers a disconnect. (default: "AT*H%cr")

Table 4-12 Summary of the fields in the window "Configure local call support"

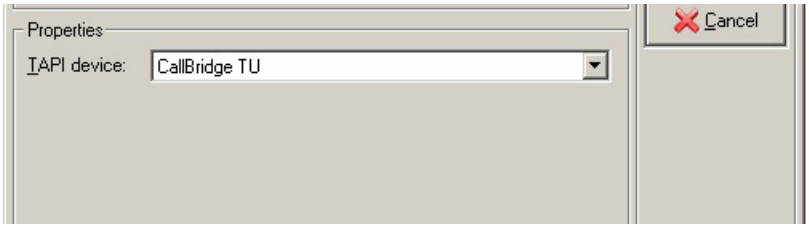
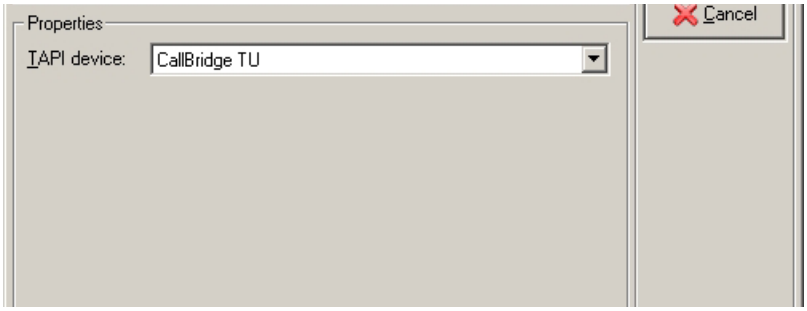
Field	Description
The window area "Properties" opened for: "via TAPI 2.1" 	
TAPI device	Use this drop-down combo to select which TAPI 2.1-enabled telephone (device) is used for the local call functionality. (default: "(undef.)")
The window area "Properties" opened for: "via TAPI 3.0" 	
TAPI device	Use this drop-down combo to select which TAPI 3.0-enabled telephone (device) is used for the local call functionality. (default: "(undef.)")

Table 4-12 Summary of the fields in the window "Configure local call support"

4.4.2 Assign local call support

Follow the below instructions to configure "Local Call":

No.	Step
1.	Select a subscriber in one of the OScAR-TT tools, or in a process window of OScAR-TT Operator-Tool.
2.	There are three different ways how to call the subscriber via local call: • go to the menu bar, open "Edit" and select "Local call support...", • make a direct right mouse click on the subscriber and select "Local call support..." in the context menu, or • press `CTRL + D` at the same time. This will open the window "Local call support"
3.	Use the field "Phone number" (editable) to select the subscriber's telephone number. If necessary, edit the number by hand.
4.	Now click the button Dial.
5.	To end the call click the button Hang up.
6.	Note that the window "Local call support" may stay open as you continue to work in the respective OScAR-TT tool, even if you are currently not in any ongoing call. Depending on the system link-up, incoming calls can also be identified and signaled. Click Accept call to answer an incoming call.

Table 4-13 Assign local call support

Summary of the fields in the window "Local call support"

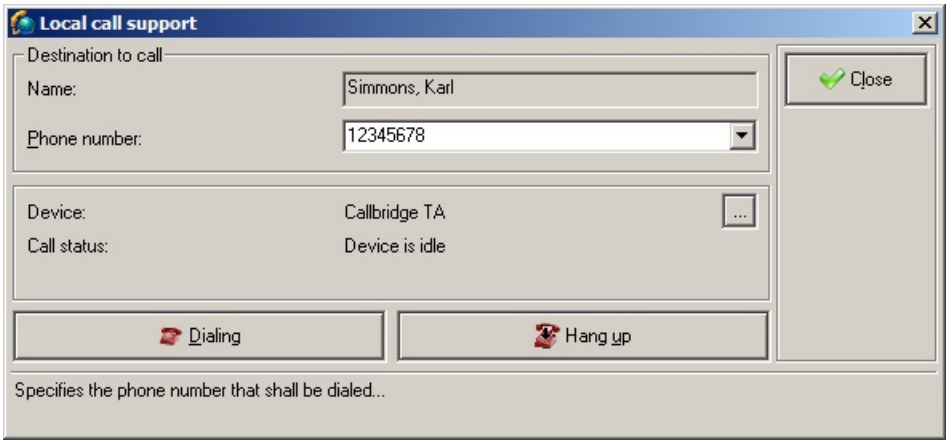
Field	Description
Window "Local call support"	
	
Window area "Destination to call"	
Name	This input field determines the name of the subscriber who shall be called.
Phone number	This editable drop-down combobox determines the call number (phone number) that shall be called. (default ex-works: content of the subscriber's target column)
Device	Display field showing the currently selected connection used for the local call.
...	Button to open the window "Configure local call support" ➤ see Section 4.4.1, "Configure the Local call support"

Table 4-14 Summary of the fields in the window "Local call support"

Field	Description
Call status	Display field showing the current status signaled by the device. The details that are output here vary, depending on the device that is selected. Note that no call status information can be output if the telephone is routed via the serial interface.
	Click this button to start the dialing of the phone number that is entered in the field "Phone number".
	Click this button to cut the connection.
	Click this button to accept an incoming call.

Table 4-14 Summary of the fields in the window "Local call support"

4.5 Show the system status of the OScAR server

This section covers in detail the output of the system status for the OScAR server that is currently connected.

Follow the below instructions for output of the OScAR server's system status:

No.	Step
1.	Open the "Help" menu and select the item "OScAR server status...", or double click the connection indicator located to the right of the status bar. This will open the window "Current status of OScAR server".
2.	Click the Ok button to close the display field.

Table 4-15 Show OScAR server status

Description of the entries in the window "Current status of OScAR server"

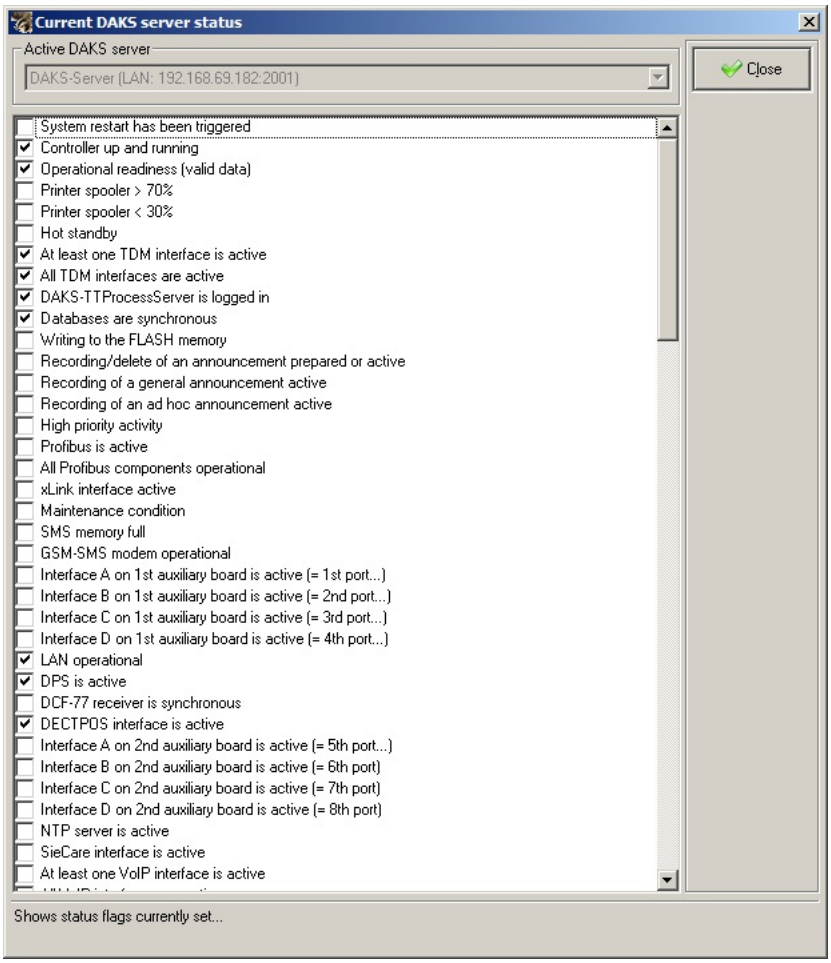
Field	Description
	
Active OScAR server	This display field gives you information on the OScAR server whose statuses are output.
Status list	Checkbox list with all status information that is available. Lines that are ticked (☑) signify that the corresponding status is set.

Table 4-16 Description of the fields in the window "Current status of OScAR server"

4.6 Functions of the OScAR-TT Administrator-Tool

This section covers the different menu items and icons of the OScAR-TT Administrator-Tool. In contrast to the OScAR-TT Operator-Tool, the OScAR-TT Administrator-Tool offers a client-oriented layout and can be started in the "offline mode". This section also treats both of these aspects in greater detail.

Application-specific features that affect the OScAR-TT Administrator-Tool are described in the respective chapters of this document.

4.6.1 Menu items and buttons of OScAR-TT Administrator-Tool

The below table lists and describes the menu items of the OScAR-TT Administrator-Tool, including their assigned keyboard shortcuts and icons. The table also includes assigned keyboard shortcuts and icons.

Description of the menu items and buttons of OScAR-TT Administrator-Tool

Menu item	Description
Pull down menu "Application"	
Re-login... <Ctrl+F2>	The OScAR-TT Administrator-Tool is closed after a security prompt, and the login dialog is restarted.
Change password... <Shift+Ctrl+F2>	Opens a window to change the password of the user who is currently logged in. ➤ see Section 8.4.7, "Change own password"
Print... <Ctrl+P> 	Invokes a print function to display the contents of the entire database in the browser and for a printout, if necessary. For this you can select a template file. ➤ see Section 22.3, "Output of database overviews via DAKS-TT Administrator-Tool" The following templates are available for the OScAR-TT Administrator-Tool: • "PrintTemplate DE.htm", in German • "PrintTemplate EN.htm", in English
Open OScAR-TT Operator-Tool <F8> 	Invokes the OScAR-TT Operator-Tool directly, without having to go through the login dialog again. To do so, make sure the correct name of the file path for the OScAR-TT Operator-Tool is entered in the window "Edit options" window, and there in the tab "Miscellaneous". ➤ see Section 4.3, "Define options" Also, the connections to the respective servers must have identical names. ➤ see OScAR-TT Installation Manual, DAKSpro 5
Open EventLog <Ctrl+F10>	Opens the Windows® Events Viewer. All messages that are generated by the OScAR-TT software are listed under "Application". ➤ see also OScAR-TT Installation Manual, DAKSpro 5
Exit OScAR-TT Administrator Tool <Alt+F4>	Closes the OScAR-TT Administrator-Tool after a security prompt.

Table 4-17 Menu items and buttons of OScAR-TT Administrator-Tool

Menu item	Description
Summary of the pull-down menu "Edit"	
New... <Ins> 	Depending on which element is selected in the tree view, the pertinent window will now open to add a new element. For example, if you select "Subscriber", the user window to create a new subscriber will pop up.
Edit... <Alt+Enter> 	Opens the element that you selected in the tree or list view, for editing.
Delete... <Del> 	Deletes the element that you selected in the tree or list view after a security prompt. If entries are still assigned to that element, e.g. a conferee to a Conference, these assignments must be deleted first. A detailed description hereof can be found in the respective applications.
Copy to clipboard	Copies the selected line from the list view to the clipboard, as comma-separated entry.
Copy from LDAP directory...	This menu item is only output for subscribers. Opens a window to import subscribers from an external LDAP directory. ➤ see Section 8.5.1, "Add new subscribers from LDAP directory"
Check against LDAP directory...	This menu item is only output for subscribers. Opens a window to check if any data of subscribers that were imported through an external LDAP directory have meanwhile been modified in the external LDAP directory. ➤ see Section 8.5.2, "Collate subscribers against LDAP directories"
Local call support...	This menu item is only output for subscribers. Opens a window for the direct local dial-up of subscribers. ➤ see Section 4.4.2, "Assign local call support"
Create DPS-view import files ...	Generates an import file for DPS-view to transfer the DPS-administrated positioning areas, base stations and access points. This menu item is only shown for "OScAR Positioning Services". ➤ see Section 4.4.2, "Assign local call support"
Summary of the pull-down menu "View":	
Large icons Small icons List Details	Determines how the list window is shown.
Arrange client-groups	Determines the view based on client-groups. The following options are available for selection: • within the applications • above the applications Activating the option "above applications" automatically also activates the option "within applications". ➤ see Section 4.6.2, "Client-oriented layout" The menu entries that are currently active carry a check mark.
Pull-down menu "Windows"	

Table 4-17 Menu items and buttons of OScAR-TT Administrator-Tool

Menu item	Description
New Administration window <SHIFT+F4>	Opens an additional administration window. Use this window to read the subscriber lists of two Broadcasts against one another or conveniently apply the function Drag&Drop.
Close Window <Ctrl+F4>	When more than one admin window is currently open, the active window will be closed. A minimum of one administration window will always remain open.
Toolbar	Shows or hides the toolbar.
Status bar	Shows/hides the status bar.
Tile vertically Tile horizontally Cascade Arrange icons	Determines the arrangement of the administration windows if more than one window is open. Only one option can be selected.
Refresh <F5>	Refreshes the display output in the OScAR-TT Administrator-Tool.
List of open windows, e.g. "1 OScAR-TT database:1" "2 OScAR-TT database:2"	All open administration windows are displayed in the lower area of the "Window" menu and can be selected directly. The window that is currently active has a check mark.
Pull-down menu "Help"	
OScAR server status... <Ctrl+F1>	Opens a window to output the system status of the OScAR server that is currently connected. ➤ see Section 4.5, "Show the system status of the DAKS server"
Via OScAR-TT Administrator-Tool... (F1) 	Opens a window with information on the OScAR-TT Administrator-Tool. This window can also be used to query details on the licenses.

Table 4-17 Menu items and buttons of OScAR-TT Administrator-Tool

4.6.2 Client-oriented layout

OScAR has offers multi-client ability and supports, apart from a global group, up to 99 additional clients. Clients can also be used to create closed user groups. This enables you to create separate clients, e.g one for a fire brigade and one for a system engineering department. The respective OScAR users (administrators and operators) are only able to administrate the subscribers, announcements and processes of client groups to which they also belong.

➤ see Section 5.8, "Configure Client-groups"

For a better overview in OScAR-TT Administrator-Tool (menu item "View"), you can arrange the tree view on the bases of the client-groups and have these groups either arranged underneath the pertinent applications, or directly at the top level of the tree (above the applications).

4.6.2.1 Arrange by client groups within the applications

The below image serves as example for the way in which the tree is rendered when arranged on the basis of the client-groups, and these groups are arranged within (underneath) the pertinent applications. In this example, the application Conferences is arranged on the basis of these client-groups: Fire Department, Global, Safety and System Services.

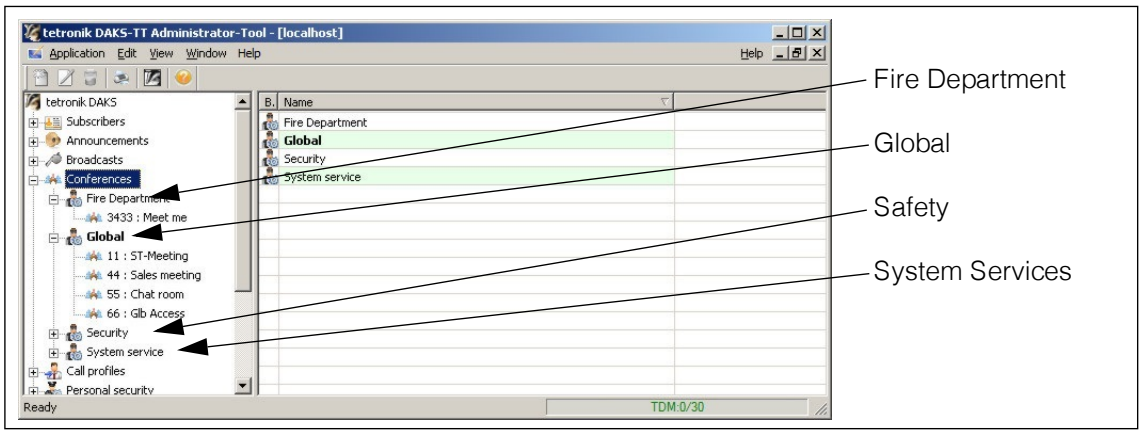


Image 4-5 Tree arranged by client-groups within the applications

4.6.2.2 Arrange by client groups above the applications

The below image serves as example for the way in which the tree is rendered when arranged on the basis of the client-groups, and these groups are arranged above the applications. The multi-client capable applications (here e.g. subscribers, announcements) are arranged on the basis of the pertinent client-groups.

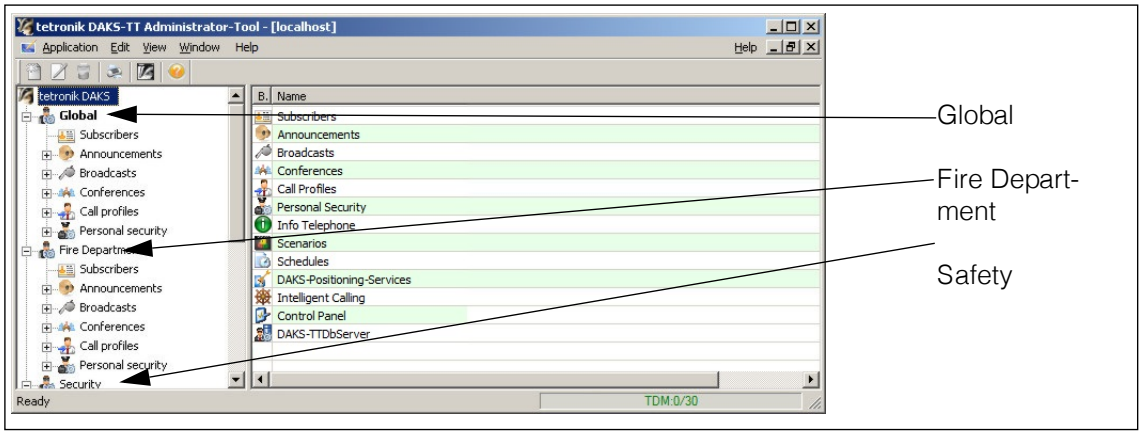


Image 4-6 Tree arranged by client-groups above applications

4.6.3 Online/Offline mode

When the OScAR-TTProcessServer is "offline", i. e. not connected with the OScAR server, the OScAR-TT Administrator-Tool can still be used for operation. In this constellation, the status line of the OScAR-TT Administrator-Tool will read "offline".

In this state, however, changes will only become effective when the connection of the OScAR-TTDbServer is built up to the OScAR server via the OScAR-TTProcessServer, and only after the OScAR server is reinitialized. This usually takes place automatically, but can also be invoked by hand.

➤ see OScAR-TT Installation Manual, DAKSpro 5

4.7 Functions of the OScAR-TT Operator-Tool

This section covers the individual menu items and icons of the OScAR-TT Operator-Tool. In contrast to the OScAR-TT Administrator-Tool, the OScAR-TT Operator-Tool offers various functions to start and monitor the individual applications.

Application-specific features that affect the OScAR-TT Operator-Tool are described in the respective chapters of this document.

4.7.1 Command bar

The OScAR-TT Operator-Tool has a command bar. This bar can be docked to the left or right edge of the screen, or hover freely above the application.

Click the close button ⊠ to hide the command bar again.

To reactivate command bar, go to the menu bar and click "Window" ➠ "Command bar".

The command bar contains elements (buttons and list outputs), that enable quick access to the various process windows of OScAR-TT Operator-Tool.

Description of the elements of the command bar

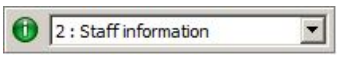
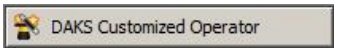
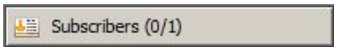
Element	Description
	This selection field activates the wanted Info Telephone profile or deactivates the Info Telephone. ➤ see Section 13.7, "Operate the Info Telephone via the DAKS-TT Operator-Tool"
	The button OScAR Customized Operator opens the DCO window. ➤ see DCO-Designer User Manual, DAKSpro 5
	The button Subscriber (m/n) opens the process window in which the different subscriber statuses are indicated. ➤ see Section 8.6.1, "Process window for Subscriber Statuses" The first numeric value (m) indicates the number of subscribers that are currently logged off, and the second numeric value (n) indicates the number of subscribers that are currently inactive.

Table 4-18 Description elements of the command bar

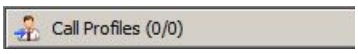
Element	Description
	The button Broadcasts (m/n) opens/closes a subordinate list itemizing all Broadcast process windows. In this list, the following rules apply: • a simple click on an entry brings an already visible window to the front. • a doubleclick on an entry opens a closed/hidden window and brings it to the front. ➤ see Section 9.10.6, "Monitor Broadcasts" The first numeric value (m) indicates the number of Broadcast processes that are currently active, and the second numeric value (n) indicates the number of Broadcast processes that have not yet been closed/ended. The button opens a window to start a Broadcast or a hunt group. ➤ see Section 9.10.1, "Start individual Broadcasts" ➤ see Section 9.10.3, "Start a hunt group"
	The button Personal Security (m/n) opens the process window that lists the different Personal Security (surveillance) processes. ➤ see Section 10.8, "Operate the Personal Security function via DAKS-TT Operator-Tool" The first numeric value (m) indicates the number of surveillance processes that have escalated, while the second numeric value (n) indicates the surveillance processes that are currently ongoing and that have not yet escalated.
	The button Conferences (m/n) opens a subordinate list view in which all available Conference process windows are itemized. In this list, the following rules apply: • a simple click on an entry brings an already visible window to the front. • a doubleclick on an entry opens a closed/hidden window and brings it to the front. ➤ see Section 11.10.1, "Convene Conferences" The button opens the window to convene a Conference. ➤ see Section 11.10.1, "Convene Conferences"
	Click the button Call Profiles (m/n) to open the process window that lists all Call Profiles statuses. ➤ see Section 12.12.1, "Process windows of Call Profiles" The first numeric value (m) indicates the number of currently enabled Active Numbers (where needed also with access authorizations), while the second numeric value (n) indicates the number of current access authorizations without Active Numbers.
	The button opens a window to start a scenario. ➤ see Section 14.5, "Start Scenarios via the DAKS-TT Operator-Tool"

Table 4-18 Description elements of the command bar

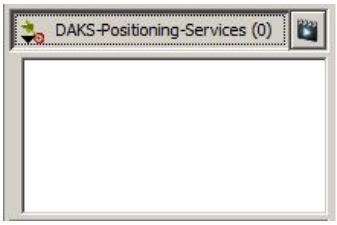
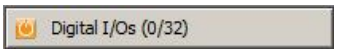
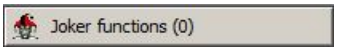
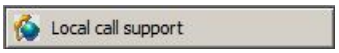
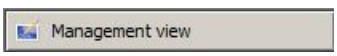
Element	Description
	The button OScAR-Positioning-Services (m) opens/closes the subordinate list view with all available positioning process windows. In this list, the following rules apply: • a simple click on an entry brings an already visible window to the front. • a doubleclick on an entry opens a closed/hidden window and brings it to the front. ➤ see Section 16.6.1, "Locate individual devices" The button opens a window to start the positioning of an individual device. ➤ see Section 16.6.1, "Locate individual devices"
	The button Digital I/Os (m/n) opens the process window that lists the different states of the digital inputs and outputs. ➤ see Section 5.11.16, "Delete allocations to Optocoupler outputs" The first numeric value (m) indicates the number of currently blocked inputs, while the second numeric value (n) indicates the number of digital inputs and digital outputs that are currently active.
	Click the button Joker Accesses (m) to open the window to "Edit Joker Accesses". ➤ see Section 4.9, "Joker Accesses" The first numeric value (m) indicates the total amount of Joker Accesses that are currently assigned.
	Click the button Options to open the window to edit the options. ➤ see Section 4.3, "Define options" ➤ see Section 4.7.5, "Further options"
	Click the button Local call support to open the window to configure the Local call support. ➤ see Section 4.4, "Support of locally connected telephones"
	Click the button OScAR-TT Administrator-Tool to directly open the OScAR-TT Administrator-Tool, without having to go through the login procedure again. To do so, make sure the correct name of the file path of the OScAR-TT Administrator-Tool is entered in the window "Edit options", and there in the tab "Miscellaneous". ➤ see Section 4.3, "Define options" In addition, the connections to the respective servers must have identical names. ➤ see OScAR-TT Installation Manual, DAKSpro 5
	Click the button Management view to open the management window. ➤ see Section 4.7.3, "Management view"

Table 4-18 Description elements of the command bar

4.7.2 Description of the menu items of OScAR-TT Operator-Tool

The below table lists and describes the menu items of the OScAR-TT Operator-Tool, including their assigned keyboard shortcuts and icons. The table also includes assigned keyboard shortcuts and icons.

Description of menu items of OScAR-TT Operator-Tool

Menu item	Description
Pull down menu "Application"	
Re-login... <Ctrl+F2>	The OScAR-TT Operator-Tool is closed after a security prompt, and the login dialog is restarted.
Print reports... <Ctrl+P>	Opens a print function to print application-specific reports. For a detailed description please see: ➤ Section 22.4, "Output application-specific reports via DAKS-TT Operator-Tool".
Open EventLog <Ctrl+F10>	Opens the Windows® Events Viewer. All messages that are generated by the OScAR-TT software are listed under "Application". ➤ see OScAR-TT Installation Manual, DAKSpro 5
Close the OScAR-TT Operator-Tool <Alt+F4>	The OScAR-TT Operator-Tool is closed after a security prompt.
Pull down menu "Operations"	
Popup menu "Switch Info Telephone to ▸ ..." ➤ see Section 13.7, "Operate the Info Telephone via the DAKS-TT Operator-Tool"	
(Off)	Deactivates the Info Telephone.
<up to 9 Info Telephone Profiles>	Activates the pertinent Info Telephone profile.
OScAR Customized Operator <F3>	Opens the process window of the OScAR Customized Operator. ➤ see DCO-Designer User Manual, DAKSpro 5
Subscriber status... <Alt+F3>	Opens the process window in which the different subscriber statuses are indicated. ➤ see Section 8.7, "Logon/logoff subscribers to the DAKS server over the phone"
Launch broadcast... <Ctrl+B>	Opens the "Launch broadcast" window to start an individual Broadcast or a Hunt Group ➤ see Section 9.10.1, "Start individual Broadcasts" and ➤ see Section 9.10.3, "Start a hunt group"

Table 4-19 The menu items and buttons of the OScAR-TT Operator-Tool

Menu item	Description
Popup menu "Show Broadcasts ▸ ..." ➤ see Section 9.10.6, "Monitor Broadcasts" ➤ see Section 9.10.8, "Cancel a Broadcast"	
<up to 20 Broadcast processes>	Opens the pertinent Broadcast window and brings it to the front.
All... <SHIFT+Ctrl+B>	Opens a window to select the Broadcast process window that shall be opened and brought to the front.
Personal Security <SHIFT+F3>	Opens the process window in which the different subscriber statuses are indicated. ➤ see Section 10.8, "Operate the Personal Security function via DAKS-TT Operator-Tool"
Initiate Conference... <Ctrl+C>	Opens the "Initiate conferences" window to select and start a Conference. ➤ see Section 11.10.1, "Convene Conferences"
Popup menu "Show Conferences ▸ ..." ➤ see Section 11.10.2, "Monitor Conferences" ➤ see Section 11.10.3, "Moderate and end Conferences"	
<up to 20 conference processes>	Opens the pertinent Conference window and brings it to the front.
All... <Shift+Ctrl+C>	Opens a window to select the Conference process window that shall be opened and brought to the front.
Call Profiles <Ctrl+F3>	Opens the process window in which the different Call Profile statuses are indicated. ➤ see Section 12.12.1, "Process windows of Call Profiles"
Start scenario... <Ctrl+S>	Opens the "Start scenario" window to select and start a scenario. ➤ see Section 14.5, "Start Scenarios via the DAKS-TT Operator-Tool"
Select device to position <Ctrl+O>	Opens the window "Select device to position" to start the process to track the location of an individual terminal (device). ➤ see Section 16.6.1, "Locate individual devices"
Popup menu "Location tracking DPS ▸ ..." ➤ see Section 16.6.1, "Locate individual devices"	
<up to 32 location tracking processes>	Brings the pertinent location tracking window to the front.
All... <SHIFT+Ctrl+O>	Opens a window to select the positioning process window that shall be opened and brought to the front.
Digital I/Os <SHIFT+Ctrl+F3>	Opens the process window that lists the different states of the digital inputs and outputs. ➤ see Section 5.11.17, "Process window Digital I/O"

Table 4-19 The menu items and buttons of the OScAR-TT Operator-Tool

Menu item	Description
Joker Accesses... <SHIFT+Ctrl+F3>	Opens the window to configure the Joker Accesses. ➤ see Section 4.9, "Joker Accesses"
Options... <Alt+F8>	Opens the window to configure the options. ➤ see Section 4.3, "Define options" ➤ see Section 4.7.5, "Further options"
Local call support... <SHIFT+Ctrl+F8>	Opens the window to configure the Local call support. ➤ see Section 4.4, "Support of locally connected telephones"
Open OScAR-TT Administrator-Tool <F8>	Invoke the OScAR-TT Administrator-Tool directly, without having to go through the login dialog again. To do so, make sure the correct name of the file path of the OScAR-TT Administrator-Tool is entered in the window "Edit options", and there in the tab "Miscellaneous". ➤ see Section 4.3, "Define options" In addition, the connections to the respective servers must have identical names. ➤ see OScAR-TT Installation Manual, DAKSpro 5
Management view <SHIFT+F8>	Opens the management window. ➤ see Section 4.7.3, "Management view"
Summary of the pull-down menu "View":	
Large icons Small icons List Details	Determines how the list window is shown.
Pull-down menu "Windows"	
New view window <SHIFT+F4>	Opens an additional view window. Two windows can be placed side by side like this.
Close Window <Ctrl+F4>	When more than one view window is open, the active window is closed. At least one view window will always remain open.
Close all windows <SHIFT+Ctrl+F4>	Closes all currently active windows.
Command bar	Shows/hides the command bar. ➤ see Section 4.7.1, "Command bar"
Status bar	Shows/hides the status bar.
Notification bars ▸	Opens a submenu to define which of the following notification bars shall be shown/hidden.
General Notification bar <F7>	Shows/hides the general notification bar. ➤ see Section 4.7.6, "Notification bars in the DAKS-TT Operator-Tool"
Broadcast notification bar <SHIFT+F7>	Shows/hides the Broadcast notification bar. ➤ see Section 4.7.6, "Notification bars in the DAKS-TT Operator-Tool"
Conference notification bar. <Ctrl+F7>	Shows/hides the Conference notification bar. ➤ see Section 4.7.6, "Notification bars in the DAKS-TT Operator-Tool"

Table 4-19 The menu items and buttons of the OScAR-TT Operator-Tool

Menu item		Description
	Auto broadcast window	When a Broadcast is launched, its corresponding window opens automatically, even if it is launched over the phone. When the function is activated, the menu entry carries a check mark.
	Auto conference Window	When a Conference is started, also it is it started over the phone, the respective Conference window is opened automatically. When the function is activated, the menu entry carries a check mark.
	Tile vertically Tile horizontally Cascade Arrange icons	Determines the arrangement of the view windows if more than one window is open. You can only select one option!
	Refresh <F5>	Refreshes the display output of the OScAR-TT Operator-Tool.
	List of open windows, e.g. "1 OScAR-TT database:1" "2 OScAR-TT database:2"	All open view windows are displayed in the lower area of the "Window" menu and can be selected directly. The window that is currently active has a check mark.
Pull-down menu "Help"		
	OScAR server status... <Ctrl+F1>	Opens a window to output the system status of the OScAR server with which you are currently connected. ➤ see Section 4.5, "Show the system status of the DAKS server"
	Via OScAR-TT Operator-Tool... <F1>	Opens a window with information on the OScAR-TT Operator-Tool. This window can also be used to query details on the current licenses.

Table 4-19 The menu items and buttons of the OScAR-TT Operator-Tool

4.7.3 Management view

As far as the layout and the handling is concerned, the management view of the OScAR-TT Operator-Tool corresponds by and large to the general child windows of the OScAR-TT Administrator-Tool.

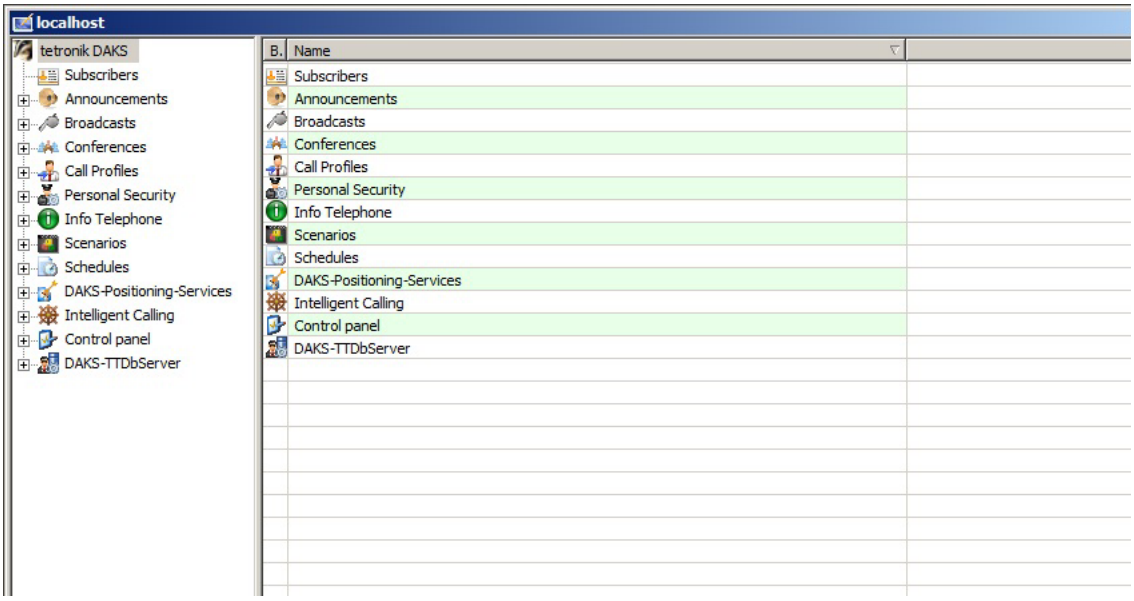


Image 4-7 Management view of the OScAR-TT Operator-Tool

However, only areas that make sense in the OScAR-TT Operator-Tool are shown here.

The entire data is write-protected and is designed to give the OScAR user an overview of the configured data.

4.7.4 Process window

The OScAR-TT Operator-Tool has various process windows with process information.

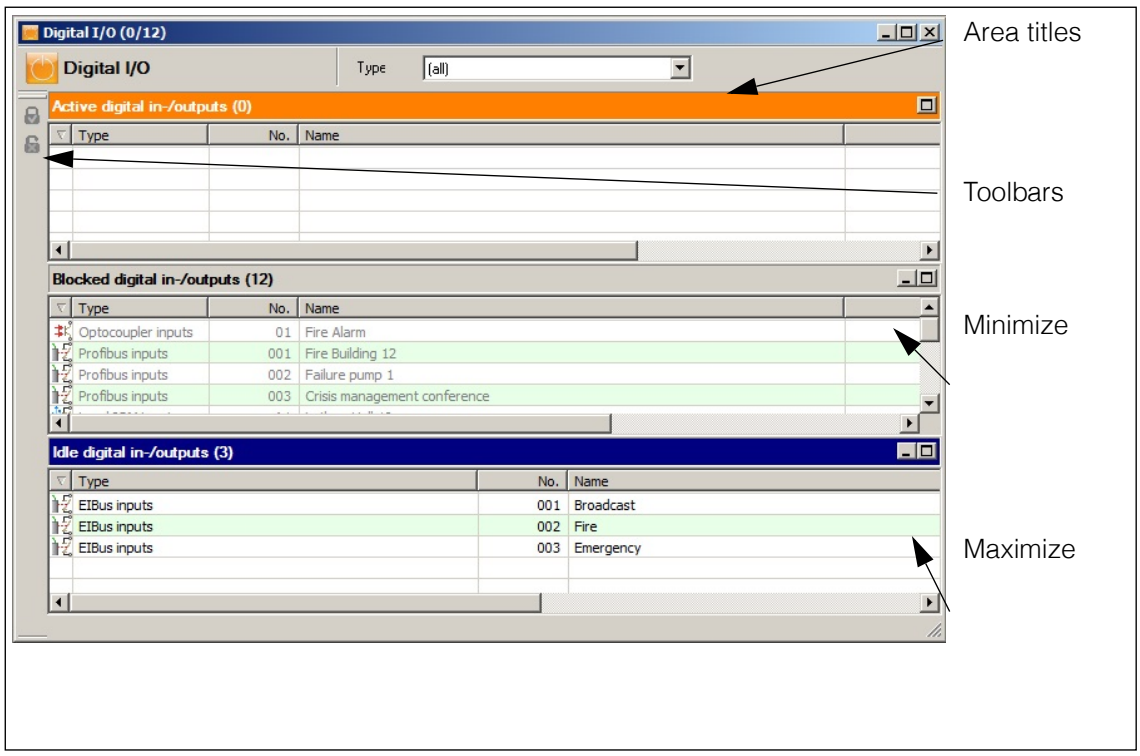


Image 4-8 Example process window in OScAR-TT Operator-Tool

Process areas

Process windows can be divided into different process areas.

To enlarge or minimize these areas, you can:

- go to the area titles and click the buttons or ,
- seize the middle or lower area of the area title with the mouse (i.e. make a left mouse click and keep the mouse key pressed), and move it up or down.

Toolbars

At the upper and left margin, all process windows have toolbars that can be used to operate the respective processes (sometimes the upper toolbar only contains information elements).

For a detailed description of the process windows and the toolbars, go to the respective sections of the pertinent applications to processes.

Additional Windows

Use the menu command "Window" ➠ "New Window" to duplicate any process window. This is particularly helpful for process windows that possess, in their upper toolbar, a selection field to delimit the windows (e.g. digital I/Os, Person Security processes etc.).

4.7.5 Further options

In the OScAR-TT Operator-Tool, the window "Edit options" offers further options.

Description of the further options in the window "Edit options"

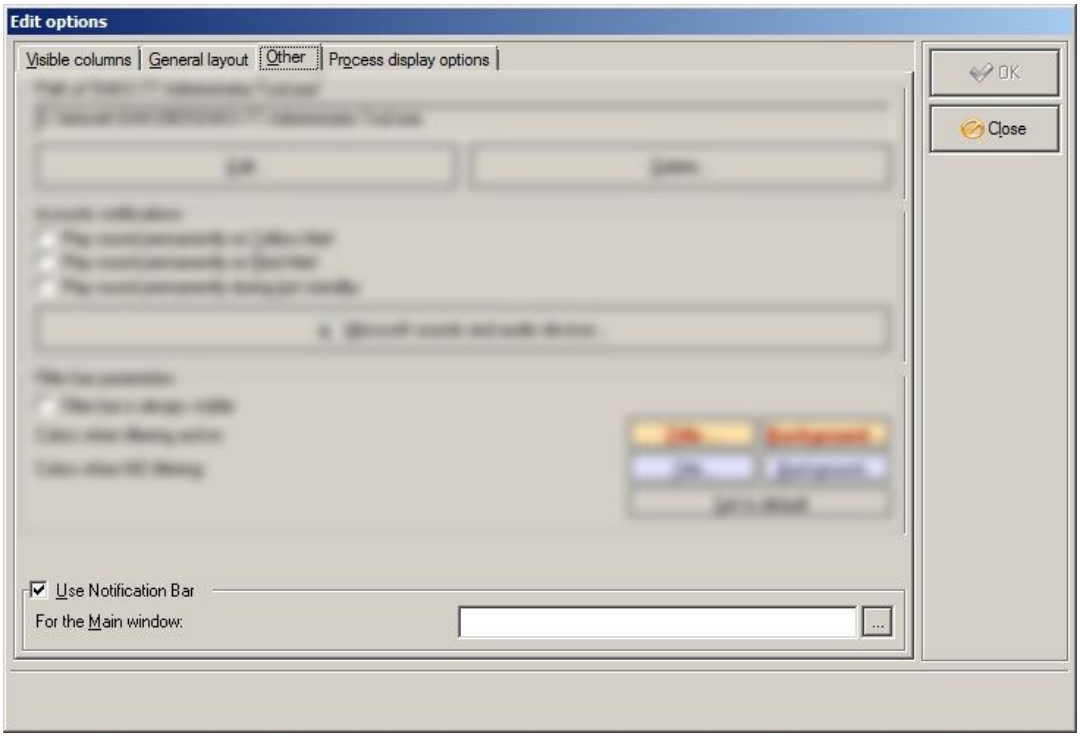
Field	Description
Tab "Miscellaneous"	
	
Window area "Use Notification Bar" This box and the related window area are only shown in the OScAR-TT Operator-Tool. ➤ see Section 4.7.6, "Notification bars in the DAKS-TT Operator-Tool" When this box is ticked, the main window can receive a dockable notification bar with how-to instructions and information on how to use it best.	
For the Main window	Input field to enter the path of the HTML file that is output in the main window's notification bar. To select a file in a dialog click the button ... .

Table 4-20 Further options in the window "Edit options"

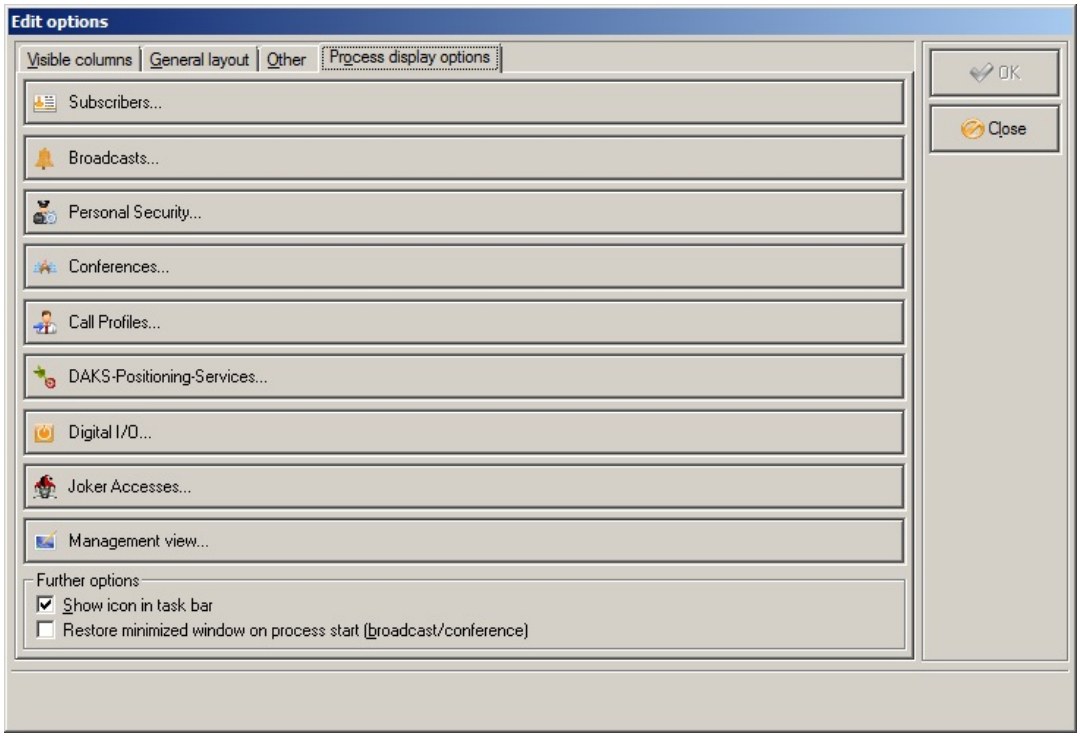
Field	Description
Tab "Process display options"	
	
	Opens the window to define the way in which the subscriber statuses are shown. ➤ see Section 8.6.3, "Customize the Subscribers process view"
	Opens the window to define the way in which the Broadcast processes are shown. ➤ see Section 9.10.9, "Customize the Broadcasts process view"
	Opens the window to define the way in which the Personal Security processes are shown. ➤ see Section 10.8.1, "Customize the process window for the Personal Security function"
	Opens the window to define the way in which the Conference processes are shown. ➤ see Section 11.10.8, "Customize the Conferences process view"
	Opens the window to define the way in which the Call Profile statuses are shown. ➤ see Section 12.12.4, "Customize the Call Profiles process view"
	Opens the window to define the way in which the processes of the DPS-Positioning-Services are shown. ➤ see Section 16.6.3, "Customize the DAKS Positioning Services process view"
	Opens the window to define the way in which the statuses of the Digital I/Os are shown. ➤ see Section 5.11.18, "Customize the Digital I/O process view"

Table 4-20 Further options in the window "Edit options"

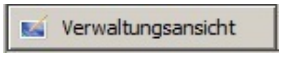
Field	Description
	Opens a window to define the way in which Joker Access stauses are shown. ➤ see Section 4.9.2, "Customize the Joker Access process view"
	Opens the window to edit the Management view. ➤ see Section 4.7.3, "Management view"
Window area "Further options"	
Show icon in task bar	When this box is ticked, the OScAR-TT Operator-Tool will appear in form of an icon in the lower right-hand corner of the task bar. All already started processes are reported in form of a speech bubble.
Restore minimized window on process start (broadcast/conference)	When this box is ticked, and if OScAR-TT Operator-Tool is minimized or covered by another window, the system will automatically restore OScAR-TT Operator-Tool when a Broadcast or Conference is started and brings it to the front (top).

Table 4-20 Further options in the window "Edit options"

4.7.6 Notification bars in the OScAR-TT Operator-Tool

The notification bars of the OScAR-TT Operator-Tool can be utilized for the output of help texts in the pertinent child windows.

This is accomplished with the help of dockable bars that can be realized differently for each window type:

- Home
- Broadcast window
- Conference window
- Call Profile window
- Personal Security window
- Digital I/O window
- Subscriber window

The notification bars are the same for all instances of the different window types and can be output or hidden for the individual window types by the user who is currently logged in.

The below image shows a notification bar in the Broadcast process window, docked on the right side of the window.

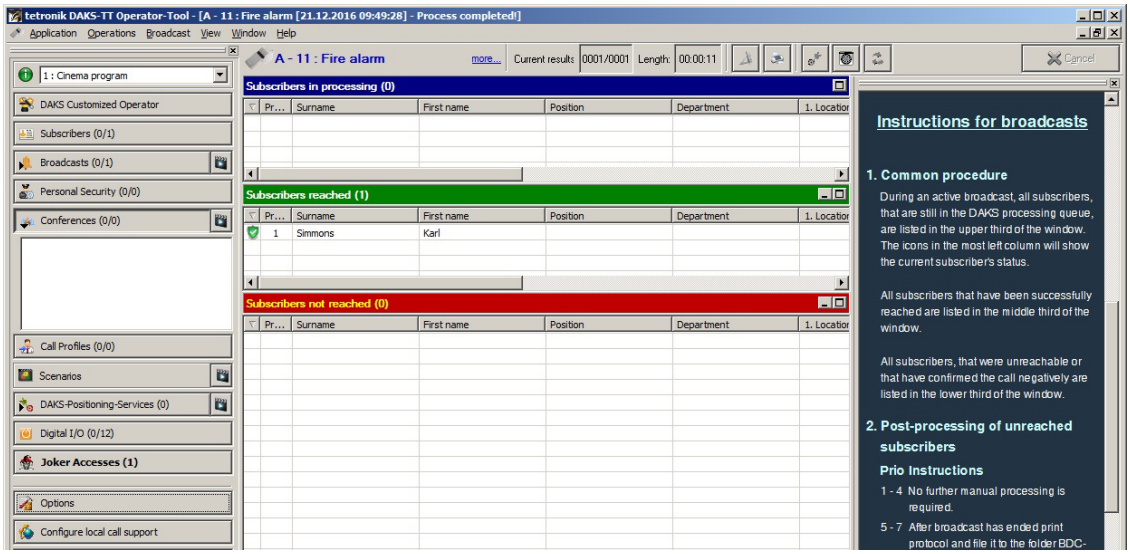


Image 4-9 Notification bar in Overview window

The individual files that shall appear in the notification bars must be created individually for customers. These files are pure HTML files (Internet Explorer files) that can, for example, be created in Winword.

The installation CD contains 3 example files "`HINTBAR.HTM`" (Overview window),"`HINTBARBDC.HTM`" (Broadcast window), and "`HINTBARCON.HTM`“ (Conference window).

For the applications "Broadcasts" and "Conferences", the notification bar can also be used to add comments to the report.

➤ see Section 9.10.7, "Add comments to a Broadcast"
➤ see Section 11.10.7, "Add comments to a Conference"

The below examples shows a customized notification bar for a Personal Security process, docked to the right of the screen. Each button opens a document (*.pdf) through a link, with specific instructions customized to the site.

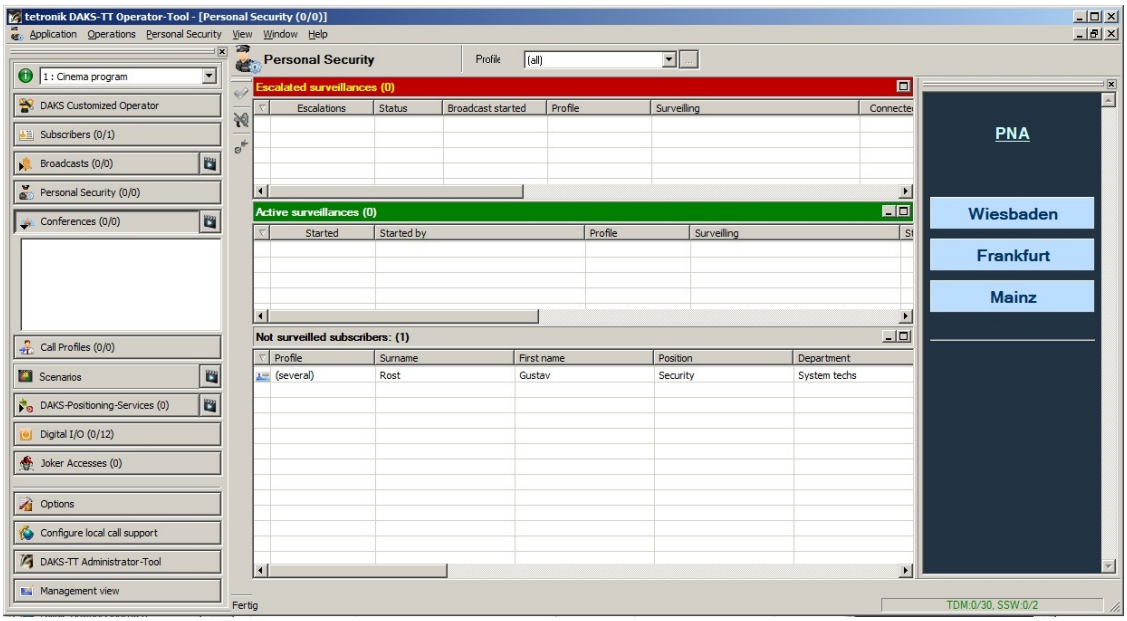


Image 4-10 Notification bar for Personal Security function

Notification bars are assigned to a process or to a main window via OScAR-TT Operator-Tool, and there under "Options". The below table shows you how to assign notification bars.

➤ see Section 4.7.5, "Further options"

Follow the below instructions to add a notification bar to the main window or to add a process-specific notification bar:

No.	Step
1.	Open the pull-down menu bar "Window" and select the wanted window from the item "Notification bars".
2.	Alternatively, you can also enter the respective hotkey for the wanted window.
3.	The notification bar is added.

Table 4-21 Add a notification bar

The notification bar of the Overview window can also be used to control limited OScAR-TT Operator-Tool activities, through special hyperlinks.

Description of the hyperlinks to control the OScAR-TT Operator-Tool:

Hyperlink	Description
Launch Broadcasts	
ttnkcmd://Bdc:Blank	Opens the dialog to start a Broadcast. ➤ see Section 9.10.1, "Start individual Broadcasts"
ttnkcmd://Bdc:01	Opens the dialog to start a Broadcast with Broadcast preselection using the ID 01. ➤ see Section 9.10.1, "Start individual Broadcasts"
Convene Conferences	
ttnkcmd://Con:Blank	Opens the dialog to convene a Conference. ➤ see Section 11.10.1, "Convene Conferences"
ttnkcmd://Con:33	Opens the dialog to convene a Conference, with Conference preselection using the ID 33. ➤ see Section 11.10.1, "Convene Conferences"
Start Scenario	
ttnkcmd://Scn:Blank	Opens a dialog to start a scenario. ➤ see Section 14.5, "Start Scenarios via the DAKS-TT Operator-Tool"
ttnkcmd://Scn:99	Opens the dialog to start a Scenario, with Scenario preselection using the ID 99. ➤ see Section 14.5, "Start Scenarios via the DAKS-TT Operator-Tool"
Switch the Info Telephone	
ttnkcmd://Itl:0	Switches the Info Telephone to OFF (see) ➤ see Section 13.7, "Operate the Info Telephone via the DAKS-TT Operator-Tool"
ttnkcmd://Itl:2	Switches the Info Telephone to the profile with the ID 2. ➤ see Section 13.7, "Operate the Info Telephone via the DAKS-TT Operator-Tool"
Trigger direct-connect interface	
ttnkcmd://whi:Blank	Cuts the connection (hang up)
ttnkcmd://whi:6033	Establishes a connection to the subscriber with the telephone number 6033.
ttnkcmd://whi:12311(PIN)01	Establishes a connection to OScAR server (in this example with the digital trunk: 123), to directly record an announcement with the ID 6033 (in this example with dialthru code: 11). In this process, the OScAR-TT Operator-Tool replaces the placeholder (PIN) by the PIN of the operator who is currently logged in.

Table 4-22 Special commands of the notification bars

4.8 Filter bar of the OScAR-TT tools

This section shows you how to configure the filter bar and also covers the different icons.

You can dock/remove the filter bar either centrally for all OScAR-TT tools under "Options", or individually for each window with a right mouse click in the context menu.

➤ see Section 4.3, "Define options"
➤ see Section 4.2.10, "Functions of the mouse"

Note:
Once the parameter "Filter bar is always shown" is enabled under the OScAR-TT tools' "Options", it can no longer be shown/hidden via the context menu.

4.8.1 Buttons and edit fields of the filter bar

The below table covers the individually icons of the filter bar.

Description of the icons and edit fields of the filter bar:

Icon	Description
	Edit field for a string that is used for the filtering process in a table.
	Use this button to open the context menu with the following filter options: • Apply case sensitivity • Match whole word You can also select the available columns in which the filter shall be applied.
	Use this button to activate/deactivate the filter settings.

Table 4-23 Description of icons and edit fields of the filter bar

4.9 Joker Accesses

The Joker Accesses, up to 10 of which can operate in parallel, makes it possible to access to functions of other dialthru codes dynamically, i.e. you can publish a Joker Access as a central number for all OScAR users who want to apply this function, with the underlying function configured flexibly as and when needed.

➤ see Section 5.6, "Configure dialthru codes"



Note:
If more than one Joker Access is licensed, the user needs to enter the ID (0..9) of the Joker Access he wants to use after dialing the dialthru code for "Joker Access".

Example

For the purposes of this example, let us assume that a company has acquired licenses for 10 Joker Accesses, that the central tie trunk code of the OScAR server is 800, that the dialthru code configured for the Joker Access is 02, and that the Joker ID "0" is used exclusively for emergency messages.

The company informs all of its employees that the phone number 800-02-0 is the company's central call number in emergencies.

As long as there is no emergency, this emergency number is redirected to the OScAR server's internal Call Profile 50 112 that directly hands over the call to the emergency control center.

If, in the event of an emergency, the system detects a potential overload of the control center, callers shall alternatively be redirected to the OScAR Info Telephone. For this purpose, the system changes, via the OScAR-TT Operator-Tool, the simulated substitute dialing of the Joker Access for the ID 0, namely to the dialthru code of the Info Telephone (e.g. 20). As a result, all employees who dial the call number 800-02-0 are now played and receive the Info Telephone announcement.

4.9.1 Configure the Joker Accesses

Follow the below instructions to configure "Joker Accesses":

No.	Step
1.	Start the OScAR-TT Administrator-Tool and log in.
2.	For the "System function" - "Joker Access", enter the dialthru code to release the access to the Joker Accesses. ➤ see Section 5.6, "Configure dialthru codes"
3.	Grant operator rights to the pertinent OScAR-TT users, to edit the Joker Accesses. ➤ see Chapter 8, "Configure and Administrate Subscribers"
4.	Use the OScAR-TT Operator-Tool to edit the Joker Accesses. ➤ see Section 4.9.3, "Edit the simulated substitute dialing of a Joker Access"

Table 4-24 Configure Joker Accesses

4.9.2 Customize the Joker Access process view

Follow the below instructions to configure the process view of the Joker Accesses:

No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	Go to the command bar and click: "Options" and go to the menu bar and select: "Operations" ➠ "Options..."
3.	Now open the tab "Process display options".
4.	Click "Joker Accesses..."
5.	Carry out the settings in keeping with the subsequent field descriptions.
6.	Save your changes with Ok.

Table 4-25 Customize view of Joker Accesses

Description of the fields in the window "Joker Access command bar button"

Field	Description
	
Window area: "Color of button on command bar"	
Upon Joker Accesses enabled	Use these buttons to customize the colors of the command bar button Joker Accesses (m) in the event at least one Joker Access is enabled with a simulated substitute dialing. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
In all other cases	Use these buttons to customize the colors of the command bar button Joker Accesses (m) in the event NO Joker Access is enabled with a simulated substitute dialing. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
	Button to reset all color values assigned to the command bar button for Joker Accesses (m) to the default settings.

Table 4-26 Fields in window "Joker Access command bar button"

4.9.3 Edit the simulated substitute dialing of a Joker Access

Follow the below instructions to edit the simulated substitute dialing of a Joker Access:

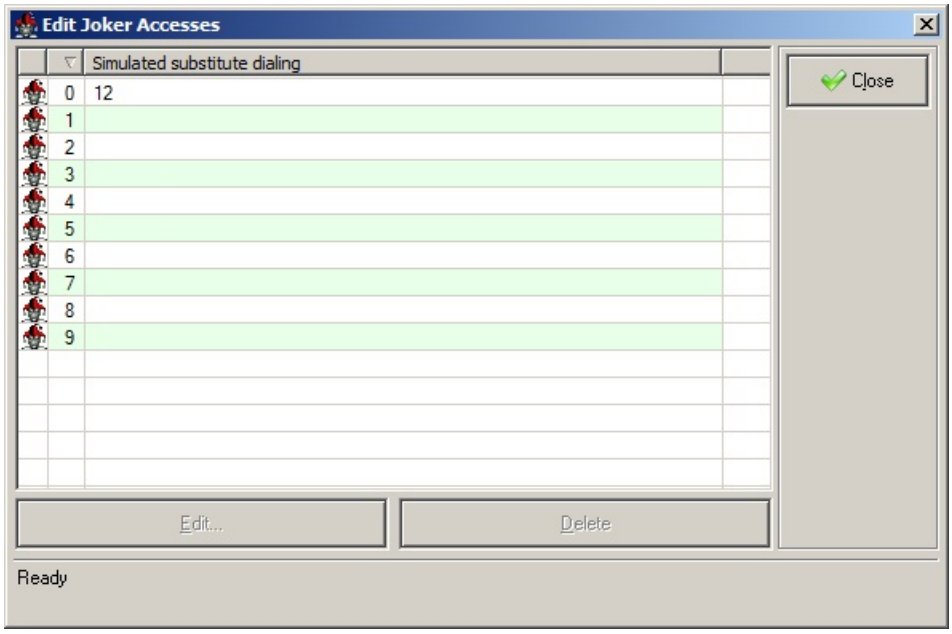
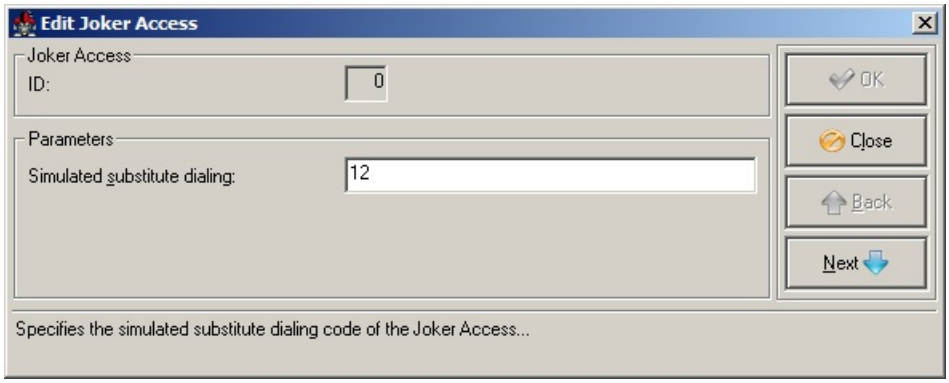
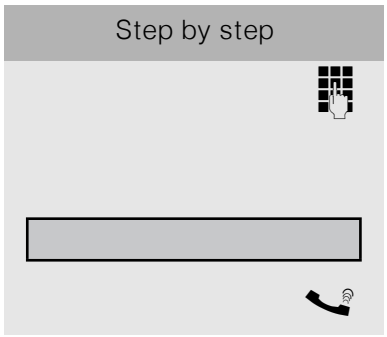
No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	Go to the command bar and click Joker Accesses (n) or go to the menu bar and select: "Operations" ➠ "Joker Accesses...".
3.	This will open the window "Edit Joker Accesses":  The list field itemizes all available Joker Accesses.
4.	Select the Joker Access whose settings you want to edit and click "Edit...". This will open the window "Edit joker access". 
5.	Go to the field "Simulated substitute dialing" to enter the dialthru code and, if needed, further parameters digits that effect the wanted function.
6.	In the window "Edit Joker Access", click Ok to save your changes.

Table 4-27 Edit Joker Access

4.9.4 How to access the Joker Access

Follow the below instructions to access the Joker Access:



Activate the access to a Joker Access by dialing the OScAR server call number + dialthru code for "Joker Access" + (if needed) the ID of the pertinent Joker Access (0..9),
e.g.: "800 02 0".

The display text and the voice message are contingent on the dialthru code triggered by the Joker Access.

4.10 Other special, central telephony functions

This sections covers other special telephony functions of the OScAR server that are available over the phone. The instructions also offer example entries. The examples are based on the assumption that the OScAR server is reached with the tie trunk code (OScAR server call number) 800, and that the dialthru codes are set to their default values.

➤ see Section 5.6, "Configure dialthru codes"

The PIN that is used here is 4321, and the serial number of the CF-Card reads 00987654321.

For a clear presentation, the input blocks are separated by spaces. You can easily reproduce the example by replacing the tie trunk code 800 with the call number of your OScAR server, using your PIN and the serial number of your SBC board and, if necessary, adapting the dialthru codes. Spaces are not entered.

Note:
If no system announcements (e. g. "Please enter your PIN") are available or assigned, the system plays a long tone, instead.

Note:
Please note that you must have the pertinent Administrator or Operator rights and a PIN to edit announcements over the phone.

4.10.1 Activate/deactivate the Hot standby operation

Whenever particularly high demands in terms of availability must be met, we recommend the installation of a second OScAR server as a hot standby server.

Should the "primary" OScAR server or any externally connected components fail or break down, the following applies:

- If "Switch hot standby via IP" is enabled, the hot standby server is automatically switched to normal operation and can then immediately take over the role and workload of the failed "primary" OScAR server.
- Otherwise, the hot standby server must be switched to normal operation via contact inputs or over the phone.

  ➤ see Section 5.11, "Configure the Digital I/Os"

When a server is in hot standby mode, subscribers cannot be dialed and no calls can be accepted, except to record announcements.

Note:
To end the hot standby mode of a OScAR server over the phone, or to record announcements during the hot standby mode, make sure you do NOT tick the checkbox "Release connection to PBX in hot standby mode" in the Basic settings.
➤ see Section 5.2, "Edit the Basic settings"

Activate the Hot Standby mode over the phone

Follow the below instructions to activate the Hot standby operation over the phone:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Switch Hot Standby via system telephone" + PIN + 1 (for Hot Standby: on), e.g. "800 01 4321 1".
HOT STANDBY ON	A long control tone signals the correct selection.
	A 3-tone sequence then signals: server status switched over.
	Please hang up.

Deactivate the Hot Standby mode over the phone

Follow the below instructions to deactivate the Hot standby operation over the phone:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Switch Hot Standby via system telephone" + PIN + 0 (for Hot Standby: off), e.g. "800 01 4321 0".
HOT STANDBY OFF	A long control tone signals the correct selection.
	A 2-tone sequence then signals: server status switched over.
	Please hang up.

4.10.2 Reboot the OScAR server with speed dial

For internal phones a restart of the OScAR server with block selection is supported. This restart is documented at the system printer.

Follow the below instructions to start the OScAR server via speed dial:

Step by step	
	Program a destination dial key or redial by entering the OScAR server call number + * * + CF card serial number (the last 8 eight digits), e.g.: "800 ** 87654321".
	The restart prompt is confirmed with a double tone sequence and the restart of the server is initiated.
	Please hang up.

4.10.3 Transparent mode via emergency response host computer

With this dialthru code OScAR enables the access over the phone to the applications of an emergency response host computer that is connected via serial host interface. Here, the emergency response host computer can differentiate between a total of up to 10 individual functions through the subsequent number that is dialed.

Follow the below instructions to dial into a specific function of the emergency response host computer:

Step by step	
	Enter the OScAR server's call number + dialthru code for the "Transparent mode via emergency response host computer" + function number, e.g.: "800 04 x".
XXXXXXXXXXXXXXXXX	The display text and voice message are contingent on the function of the emergency response host computer.
	
	Please hang up.

4.10.4 Callback from data connections

This access serves the soft key-controlled connection of OScAR-Mobile-Client applications, or OAP-based devices, in the direction of the OScAR server.

4.10.5 Central GMD-1x OScAR server dial-up

This is the central access for GMD-1x Medallions serving various functions:

- Login and logoff
- Heartbeats
- Broadcast activation without PIN

4.10.6 ESPA-X process access

By way of the ESPA-X process access, the OScAR server makes it possible to access applications of the ESPA-X clients over the phone. Here, each ESPA-X client application has an own process access code (up to 4 numbers) that must be unique throughout all ESPA-X client applications.

The process access codes can be configured through the ESPA-X client application.

Follow the below instructions to dial into a specific ESPA-X client application:

Step by step	
	Enter the OScAR ´server's call number + dialthru code for "ESPA-X process access" + process access code, e.g.: "800 093 1234".
XXXXXXXXXXXXXXX	The display text and the playback of the voice announcement are contingent on the ESPA-X application.
	
	Please hang up.

4.10.7 Central dial-in, to dial the dialthru code during the active call

This dialthru code provides a central access to the user dialog-controlled dialthru codes.



Note:
This function is of particular interest in countries in which public telephone number plans only allow for fixed number blocks (e.g. USA, Switzerland etc.).

Here, OScAR supports access to the following dialthru codes:

Application	Function	Section
Announcements	Record/playback via system telephone	➤ see Section 7.5.1, "Record, playback and delete announcements from system telephones"
	Record from any terminal	➤ see Section 7.5.2, "Record, play back and delete announcements from any terminal"
	Play back from any device	➤ see Section 7.5.2, "Record, play back and delete announcements from any terminal"
Call profile	Change Active Number via system telephone	➤ see Section 12.13.5, "Edit the Active Number via system telephone"
	Change Active Number in a dialog	➤ see Section 12.13.4, "Change active number, in a dialog"
	Change Active Number from any telephone	➤ see Section 12.13.6, "Change active numbers from any telephone"
	Activate call screening in a dialog	➤ see Section 12.13.9, "Change the call screening, in a dialog"
	Activate via 2-level of call screening	➤ see Section 12.12.2, "Add or edit a current Active Number or call screening level"
	Change call screening in a dialog	➤ see Section 12.13.9, "Change the call screening, in a dialog"
	Activate/deactivate current announcements	➤ see Section 12.13.12, "Activate with current announcements", ➤ see Section 12.13.13, "Deactivate the current announcement"
	Answer to paging	➤ see Section 12.13.11, ""Answer to paging" (callback call in response to a paging call)"
Info Telephone	Switch via system telephone	➤ see Section 13.8.4, "Switch the Info Telephone via system telephone"
	Switch in a dialog	➤ see Section 13.8.3, "Switch an Info Telephone profile, in a dialog"
	Access in a dialog	➤ see Section 13.8.2, "Access the Info Telephone, in a dialog"
Conferences	Join active conferences from A...T (Operator)	➤ see Section 11.11.3, "Phone dialog for dialthru code "Join active conferences from A...T (Operator)""
	Convene or join, in a dialog	➤ see Section 11.11.4, "Phone dialog for dialthru code "Convene or join conferences in a dialog""
	Extend active conferences A...T (Operator))	➤ see Section 11.11.5, "Phone dialog for dialthru code "Extend active conferences A...T (Operator)""

Table 4-28 Available dialthru codes for central dial-up

Application	Function	Section
Personal Security	Activate/deactivate	➤ see Section 10.9.1, "Activate the Personal Security function over the phone",
	Retrigger call	➤ see Section 10.9.4, "Retrigger call (without current announcement)", ➤ see Section 10.9.5, "Retrigger call (with current announcement)"
Broadcasts	Launch via system telephone, extended dialog	➤ see Section 9.11.1, "Start Broadcasts via system telephone, extended dialog"
	Launch via system telephone, short dialog	➤ see Section 9.11.2, "Start Broadcasts via system telephone, short dialog"
	Launch in a dialog	➤ see Section 9.11.4, "Start Broadcasts in a dialog (PIN, ID and announcement)"
	Launch in a dialog w. PIN entry at end	➤ see Section 9.11.4, "Start Broadcasts in a dialog (PIN, ID and announcement)"
	Launch with current announcement	➤ see Section 9.11.6, "Start Broadcasts with ad hoc announcement"
	PIN confirmation in a dialog	➤ see Section 9.11.8, "Confirm Broadcasts in dialog by callback with PIN"
	Completed message with PIN or continued cycl. positioning	➤ see Section 9.11.4, "Start Broadcasts in a dialog (PIN, ID and announcement)"
	Cancelling a broadcast from the phone	➤ see Section 9.11.9, "Cancelling a broadcast from the phone"
System function	Activate hot standby via system telephone	➤ see Section 4.10.1, "Activate/deactivate the Hot standby operation"
	Start Scenario	➤ see Section 14.6, "Start Scenarios over the phone"
	Retrieve SMS message with 16 characters	➤ see Section 6.2.2, "Retrieve and delete SMS messages via system telephones"
	Retrieve SMS message with 24 characters	➤ see Section 6.2.2, "Retrieve and delete SMS messages via system telephones"
	Transparent mode via emergency response host computer	➤ see Section 4.10.3, "Transparent mode via emergency response host computer"
	Initiate positioning over the phone	➤ see Section 16.7, "Locate devices over the phone"

Table 4-28 Available dialthru codes for central dial-up

Follow the below instructions for the central dial-in, to dial the dialthru code during the active call:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Central dial-up for entry of the dialthru code", e.g.: "800 094".
	System announcement "Request dialthru code".
	Enter the wanted OScAR server dialthru code and follow the detailed descriptions of the dialthru code functions as found in the sections "Operate ... over the phone" for the individual applications.
	Please hang up.

5 Configuration of the Parameters

Overview

This chapter covers the Basic settings of the OScAR server and the Basic settings of the OScAR-TT tools (OScAR-TT Administrator-Tool and OScAR-TT Operator-Tool. It shows you how to configure the various parameters to tweak the OScAR server as well as the OScAR-TT tools to best meet the needs and requirement of your business.

Content

The following areas are covered in this chapter:

5.1 Overview of parameters
5.2 Edit the Basic settings
5.3 Configure connection types
5.4 Add and edit a connection type
5.4.1 Delete a connection type
5.4.2 Edit and delete connection type references
5.5 Define time segments
5.6 Configure dialthru codes
5.7 Configure company details
5.8 Configure Client-groups
5.8.1 Add new and rename existing client-groups
5.8.2 Delete a client-group
5.8.3 Edit and delete client-group references
5.9 Specify system announcements
5.10 Resource usage
5.10.1 Overview of Resource usage
5.10.2 Create and edit client-group resources
5.10.3 Release client-dependent resources
5.11 Configure the Digital I/Os
5.11.1 Edit the Digital I/O application settings
5.11.2 Configure optocoupler inputs
5.11.3 Delete allocations to Optocoupler inputs
5.11.4 Configure Profibus® inputs
5.11.5 Delete allocations to Profibus® inputs
5.11.6 Configure EIBus® inputs
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5.11.8 Configure IOM inputs
5.11.9 Delete allocations to IOM inputs
5.11.10 Configure DAKS/OScAR-Satellite inputs
5.11.11 Delete allocations to DAKS/OScAR-Satellite inputs
5.11.12 Configure System Statuses
5.11.13 Delete allocations from System statuses
5.11.14 Fields in window "Edit input/system states"
5.11.15 Configure optocoupler outputs
5.11.16 Delete allocations to Optocoupler outputs
5.11.17 Process window Digital I/O
5.11.18 Customize the Digital I/O process view
5.11.18.1 Block and unblock digital inputs
5.11.18.2 Block and unblock digital inputs via DAKS-TT Operator-Tool
5.11.18.3 Block/unblock digital inputs over the phone

5.12 Allocate/delete functions to/from audio outputs
5.12.1 Allocate functions to audio outputs
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5.13 Configure output captions
5.13.1 Edit display texts
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5.13.3 Edit Long texts
5.13.5 Configure a default language for printer and display texts
5.13.6 Set all printer and display texts to default
5.14 Create shortcuts to LDAP directories
5.14.1 Add and edit a shortcut to an LDAP directory
5.14.2 Special characteristics of Unify HiPath UserManagement servers
5.14.3 Example configurations
5.14.4 Delete LDAP directories
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5.15 Configure holiday settings
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5.15.2 Delete holiday settings
5.16 Edit descriptors
5.17 DAKS server coupling with SigmaSys
5.17.1 General
5.17.2 Principle of operation
5.17.3 Evaluation/processing of the alarm criteria
5.17.4 Parameterization of location details in SigmaSys
5.17.5 Assign Broadcasts
5.17.6 Add or edit SigmaSys notifier group texts
5.17.7 Delete SigmaSys notifier group texts
5.18 Function groups
5.18.1 Proxy rules in Broadcasts
5.18.2 Rename function groups
5.19 Display texts

5.1 Overview of parameters

The parameters include a series of possible settings that enable you to influence customize behavior of the OScAR server as well as the OScAR-TT tools and their internal applications.

After the installation, these parameters are preset to the greatest extent possible to significant values. In some places, however, you will need to make some accommodations to your settings.

Whenever they apply to the respective application, the individual chapters of this manual will give you further references to parameter settings.

Effects on other applications - Examples

Below you will find a few examples that are designed to demonstrate how parameter settings can affect applications.

- Dialthru codes:
  After the installation, only one dialthru code is allocated, i.e. at the outset next to no actions can be carried out over the phone.
  ➤ see Section 5.6, "Configure dialthru codes"
- Connection types:
  Three standard connection types are configured. For example, if the destination you want to reach is a pager, you first need to add and configure a new connection type.
  ➤ see Section 5.3, "Configure connection types"
- Digital I/O:
  To activate processes via contact inputs, you first need to configure the inputs accordingly.
  ➤ see Section 5.11, "Configure the Digital I/Os"

5.2 Edit the Basic settings

Follow the below instructions to tweak the Basic settings:

No.	Step
1.	Go to the tree and select the node "Control panel". The list window contains all control panel parameters.
2.	In the list window, select the entry "Basic settings" and click . This will open the window "Edit basic settings".
3.	Carry out the settings in keeping with the subsequent field descriptions.
4.	Save your changes with Ok.

Table 5-1 Edit Basic settings

Description of the fields in the window "Edit basic settings"

Field	Description
Tab "Tie lines"	

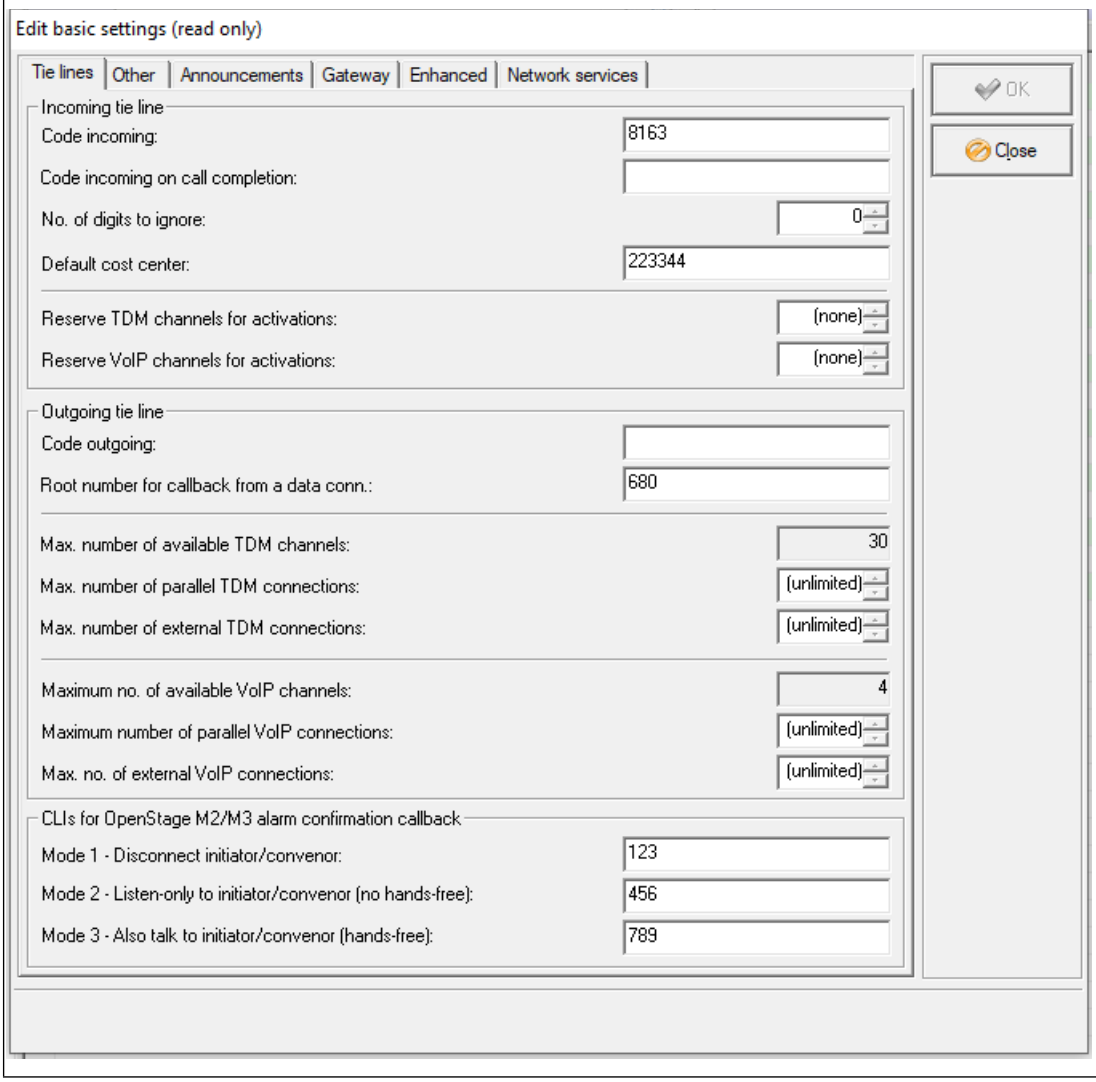


Table 5-2 Fields in window "Edit basic settings"

Field	Description
Window area "Incoming tie line"	
Code incoming	This input field determines the OScAR server call number (tie trunk code/digital trunk, max. 6 digits), i. e. the call number that you use to call the OScAR server. This code is generally prepended to the "Connected Number" sent by the OScAR server. (default: empty)
Code incoming on call completion	This input field determines the "Code incoming" (max. 6 digits). This field must be filled if the callback feature shall be used in the application "Call Profiles". ➤ see Section 12.10.3, "Forward calls to a Call Profile" (default: empty)
No. of digits to ignore	This input field determines how many digits (0 to 16) of the received "Called Number" are ignored for incoming calls, before the system starts to evaluate the dialthru code. ➤ see Section 5.6, "Configure dialthru codes" Whenever the tie trunk code is transmitted to OScAR server within the "Called number" (typical in DSS1-connections at the public exchange), make sure you enter the number of digits of the tie trunk code here. (default: 0)
Default cost center:	This input field determines the cost center (max. 16 digits, numerals, * and #). If cost centers shall be transmitted as "Calling Number" or as "Connected Number", and if no cost center is defined for the pertinent subscriber or contact input, the OScAR server will send the value that is entered here, as the default cost center. ➤ see Section 5.17, "DAKS server coupling with SigmaSys" (default: empty)
Reserve TDM channels for activations:	This input field determines the number of TDM channels of the OScAR server that shall always be reserved for the activation of processes. However, this number reduces the number of usable TDM channels for outgoing calls, for all OScAR applications. (default: empty, max.: 1/3 of the released TDM channels)
Reserve VoIP channels for activations:	This input field determines the number of VoIP channels of the OScAR server that shall always be reserved for the activation of processes. However, this number reduces the number of usable VoIP channels for outgoing calls, for all OScAR applications. (default: empty, max.: 1/3 of the released VoIP channels)
Window area "Outgoing tie line"	
Code outgoing	This input field determines for the first part of the "Calling Number" (max. 6 digits) that is sent to the PBX from the OScAR server, for outgoing calls. It is here that you can also specify a "Node identification number", especially if you want to evaluate the call charges for the Corporate Network. This code is generally prepended to the "Calling Number" that is sent by the OScAR server. (default: empty)

Table 5-2 Fields in window "Edit basic settings"

Field	Description
Root number for callbacks from data connections	This input field determines the code of the OScAR server (max. 16 digits) that is transmitted by the OScAR server to devices with intelligent paging functionality (OScAR-Mobile-Clients, Ascom i75/i62 or OpenStage WL3), for callback calls. Usually, the header number is the same as "Code outgoing". (default: empty)
Max. number of available TDM channels	Display field showing the number of TDM channels that are licensed in the OScAR Server (e.g. 30).
Max. number of parallel TDM connections	This input field governs the restriction of parallel outgoing TDM connections from the OScAR server. This setting applies to all applications, and is independent of the respective connection type that is applied for a call. (default: unlimited)
Max. no. of parallel external TDM connections	This input field governs the restriction of simultaneously outgoing, external TDM (CO-line) calls from the OScAR server. This setting applies to all applications for connection types in which the "External call" field is selected. ➤ see Section 5.4, "Add and edit a connection type" (default: unlimited)
Maximum no. of available VoIP channels	Display field showing the number of VoIP channels that are licensed in the OScAR server (e.g. 30).
Max. number of parallel VoIP connections	This input field governs the restriction of simultaneously outgoing VoIP connections from the OScAR server. This setting applies to all applications, and is independent of the respective connection type that is applied for a call. (default: unlimited)
Max. no. of parallel external VoIP connections	This input field governs the restriction of simultaneously outgoing, external VoIP (CO-line) calls from the OScAR server. This setting applies to all applications for connection types in which the "External call" field is selected. ➤ see Section 5.4, "Add and edit a connection type" (default: unlimited)
Window area "CLIs for Gigaset M2 alarm confirmation call"	
Mode 1 - Disconnect initiator/convenor	This input field governs the call number (max. 6 digits) used by the OScAR server for a confirmation call to a Gigaset M2 plus handset, in order to confirm receipt of the alarm and to trigger the Gigaset M2 plus handset to disconnect the confirmation call connection again. (default: empty)
Mode 2 - Listen-only to initiator/convenor (no hands-free)	This input field governs the call number (max. 6 digits) used by the OScAR server for a confirmation call to a Gigaset M2 plus handset, in order to confirm receipt of the alarm and to activate the microphone of the Gigaset M2 plus handset. (default: empty)
Mode 3 - Also talk to initiator/convenor (hands-free)	This input field governs the call number (max. 6 digits) used by the OScAR server for a confirmation call to a Gigaset M2 plus handset, in order to confirm receipt of the alarm and to activate the speakerphone control (hands-free speaking) in the Gigaset M2 plus handset. (default: empty)

Table 5-2 Fields in window "Edit basic settings"

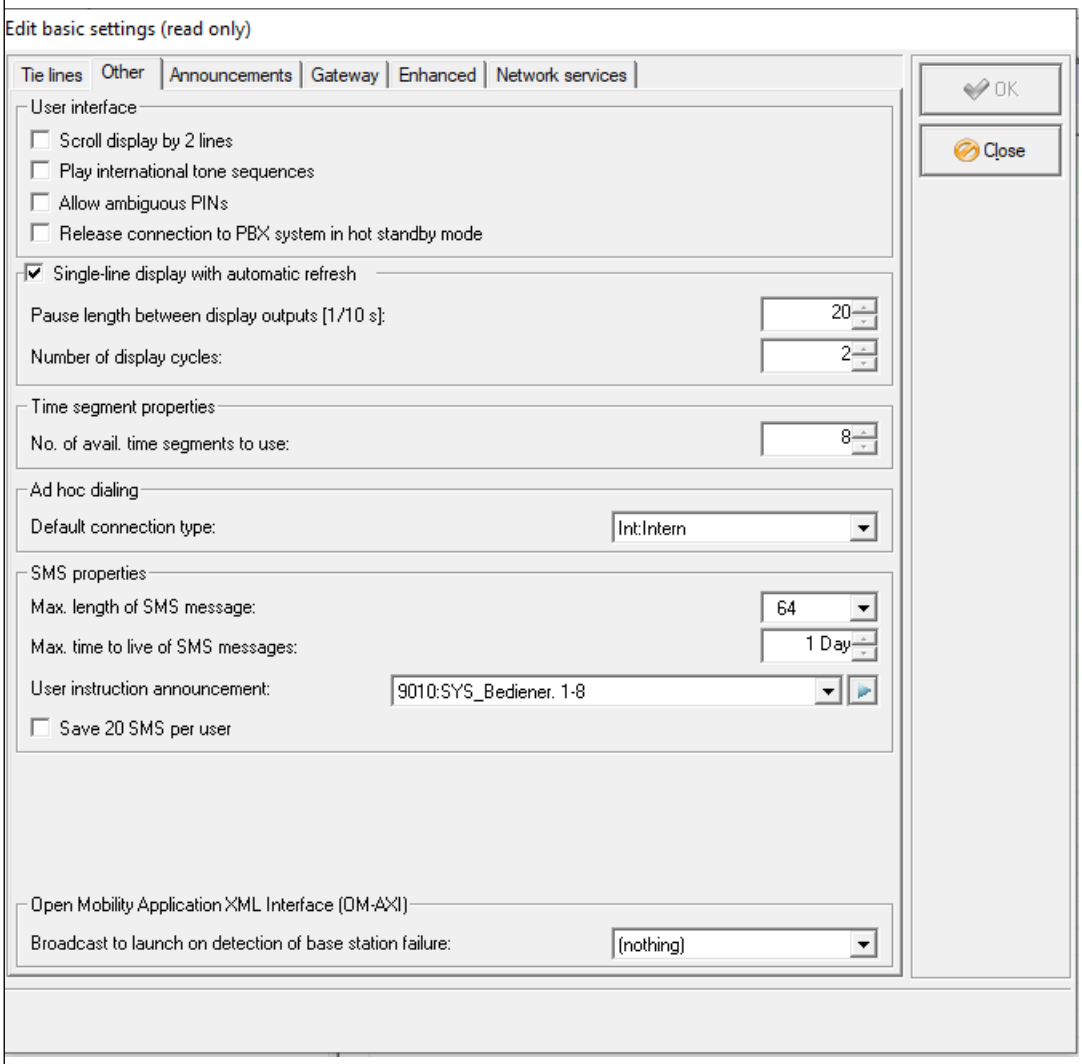
Field	Description
Tab "Other"	
	
Window area "User interface"	
Scroll display by 2 lines	If you tick this checkbox, the display of HFA system telephones at Unify OpenScape 4000 with a multiline display can be scrolled up by two lines (instead of one line) with the * key, and down with the # key. This is especially convenient in long text messages. (default: not selected)
Play international tone sequences	If this checkbox is selected, the OScAR server will play the English/ American tones, instead of the German ones. (default: not selected)

Table 5-2 Fields in window "Edit basic settings"

Field	Description
Allow ambiguous PINs	When this box is ticked, a subscriber PIN is no longer unique throughout the system. In this way, you can e.g. assign the same PIN to several subscribers. This function has far-reaching implications for the OScAR-TT user authentication; it should therefore always be used with great care and only in exceptional project-dependent cases, among other reasons because: • subscribers can lo longer be identified clearly or • operative subscriber rights can no longer be evaluated clearly. (default: not selected)
Release connection to PBX in hot standby mode	Note that only after this field is marked, will the ISDN interfaces in the OScAR server be fully released (deactivated). This makes sure that, in the hot standby mode, a trunk overflow is enabled in the PBX to the active OScAR server. (default: not selected)
Single-line display with automatic refresh	When this box is ticked, the display texts that are sent to subscribers are output in single lines only. Texts that contain more than 16 characters are output in blocks of 16 characters each. (default: not selected)  Note: Select this field e.g. in combination with link-up to Unify OpenScape Business.
Pause duration between display texts [1/10s]	This field only becomes active when the selection field "Single-line display with automatic refresh" is marked. This input field determines the time after which the display text is automatically refreshed. When this box is ticked, multiline display texts are automatically scrolled, without interaction from the called subscriber. The time that is defined here governs how long a line remains visible before it is overwritten by the next one. (default: 20)
Number of display cycles	This field only becomes active when the selection field "Single-line display with automatic refresh" is marked. This input field determines the number of times you want the display message to be repeated. (default: 2)

Table 5-2 Fields in window "Edit basic settings"

Field	Description
Window area "Time segment properties"	
Number of time seg-- ments to use	Use this field to define how many of the up to 8 time segments (A to H) are used. ➤ see Chapter 5, "Define time segments" (default: none)
Window area "Ad hoc dialing"	
Default connection type	Selection field to define the default connection type that shall be used by the OScAR server for outbound calls, when calling ad hoc connections (e.g. in combination with expandable Conferences, or monitoring calls after setting the active number, or callback calls during Broadcasts etc). (default: "INT:Intern")
Window area "SMS properties" Use the fields in this window area to configure the SMS retrieval service. For a detailed description please see: ➤ see Section 6.1.2, "Configure the SMS retrieval service" Caution! If you change the parameters "Max. length of SMS notes" and "Store 20 SMS per user", the SMS memory of the OScAR server will be reformatted and all information stored therein will be lost.	
Window area "Open Mobility Application XML Interface (OM-AXI)"	
Broadcast to launch on detection of base station failure	Use this drop-down combo box to define which Broadcast is started when a failure of an OM-AXI base station is detected.

Table 5-2 Fields in window "Edit basic settings"

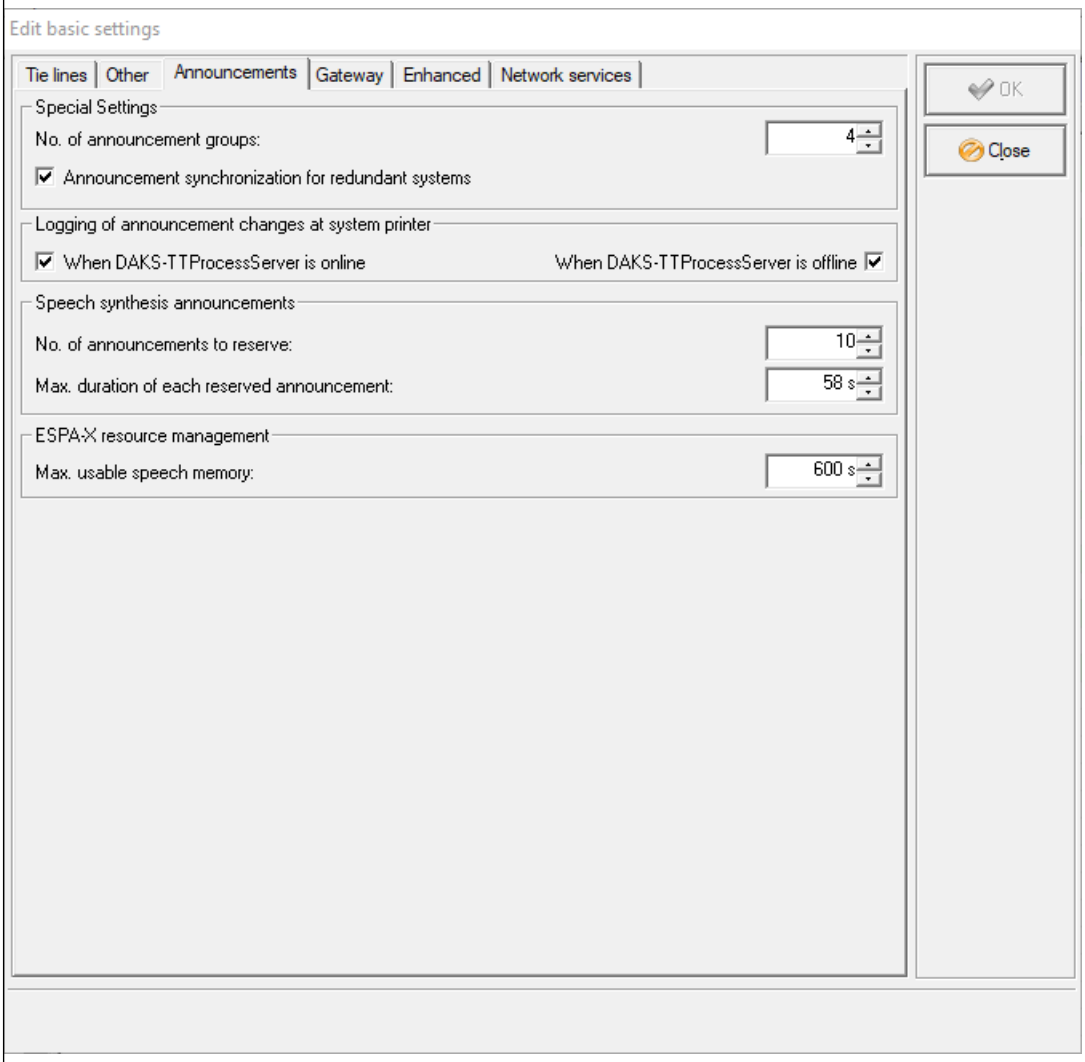
Field	Description
Tab "Announcements"	
	
Window area "Special Settings"	
Number of announcement groups	Use this field to determine the total number of announcement groups. ➤ see Section 8.3.1, "Add and edit Subscribers" (field: "Announcement group") ➤ see Section 9.7.1, "Add and edit Broadcasts" (tab: "Announcements") The names of the announcement groups are specified in the Basic parameters, and there under "Descriptors". ➤ see Section 5.16, "Edit descriptors" (default: "0")

Table 5-2 Fields in window "Edit basic settings"

Field	Description
Announcement synchronization for redundant systems	When this box is ticked, it is possible to synchronize announcements in the redundant operation of OScAR servers. This must be activated administratively at this point. Caution! Before setting this field, the announcements between the servers must be synchronized manually. Especially to ensure that the currently used greetings are available in both systems when the greetings are synchronized for the first time after software updates.
Window area "Logging of announcement changes to system printer"	
When OScAR-TT ProcessServer is online When OScAR-TT ProcessServer is offline	When this box is ticked, changes added to existing voice announcements are logged through the system printer, depending on whether the OScAR-TTProcess-Server (DB = database) is currently online/offline (i.e. connected with the OScAR server). (default: Server is offline)
Window area "Speech synthesis announcements"	
Number of reserved announcements	This input field determines the voice announcements reserved for speech synthesis by the system (text-to-voice), e.g. for text-to-voice conversion via data interfaces. (default: 0)
Max. duration of each announcement	This input field determines the maximum length of the announcements that are reserved for the speech synthesis. (default: 0)
Window area "ESPA-X resource management"	
Max. usable speech memory	This input field determines the voice memory reserved by the ESPA-X-Clients for the session-specific announcements. (default: 0)

Table 5-2 Fields in window "Edit basic settings"

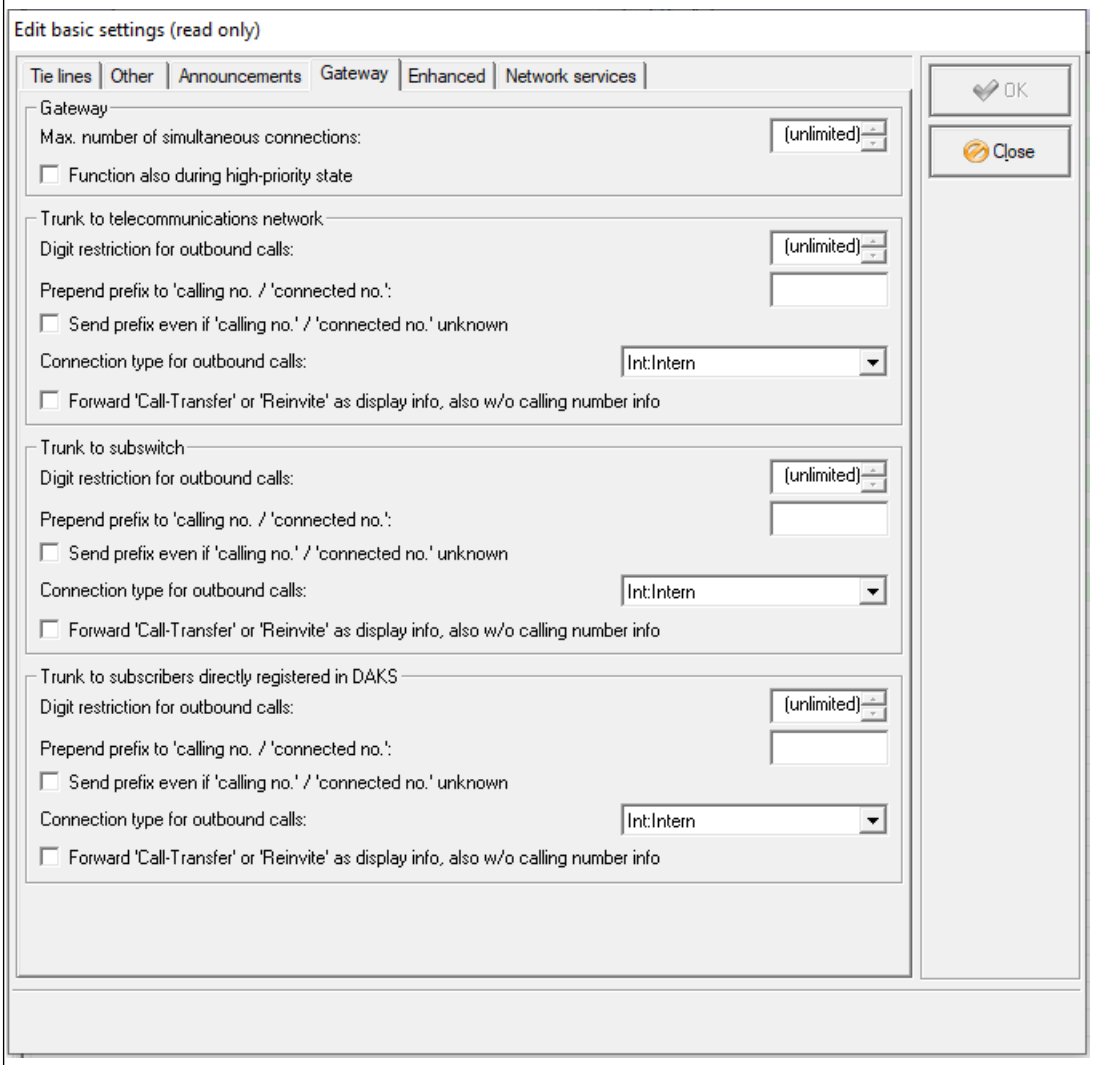
Field	Description
Tab "Gateway"	
	
Use the fields in this tab to configure the sub-switch/Gateway functionality. You will find a detailed description of these fields here: ➤ see Section 19.3, "Configuration of the Subswitch/Gateway parameters"	

Table 5-2 Fields in window "Edit basic settings"

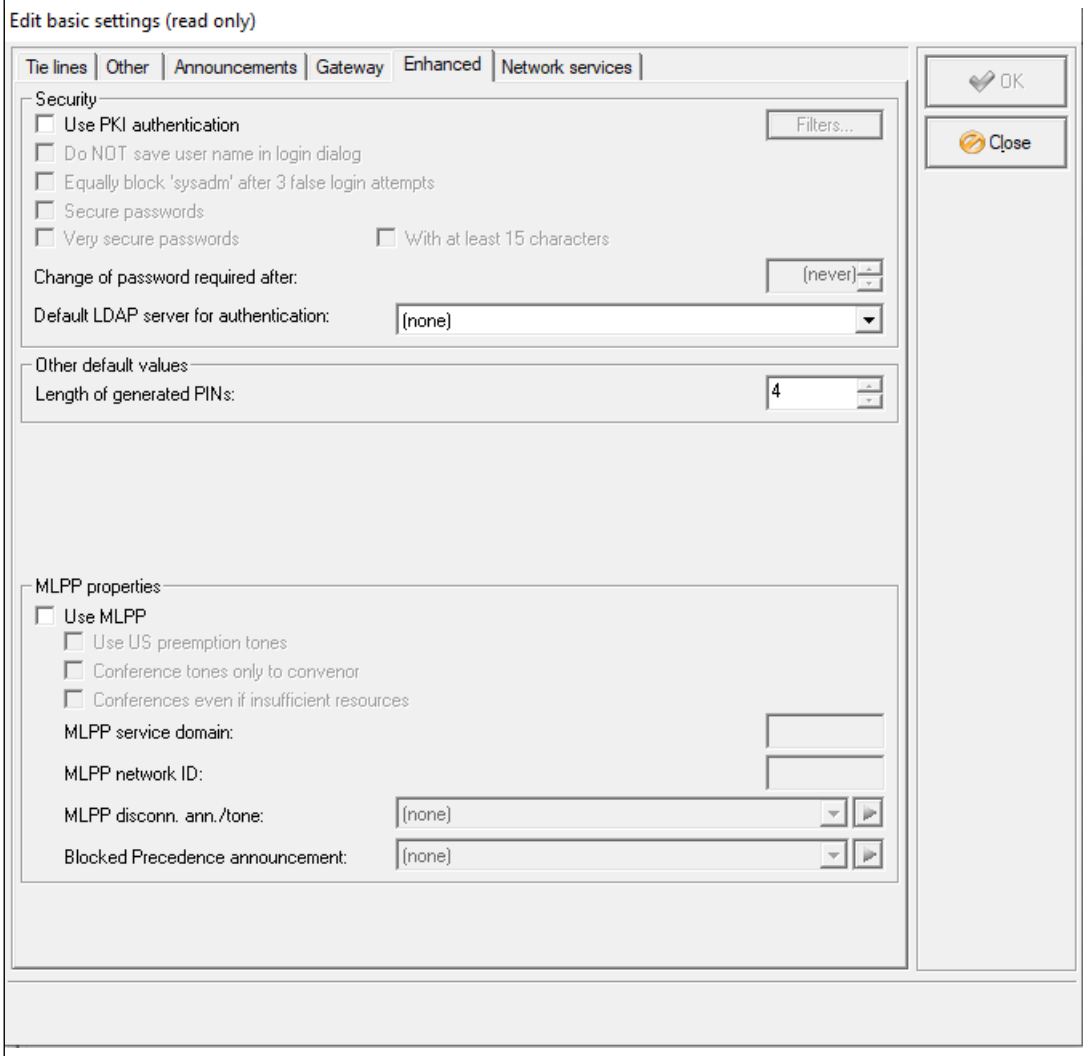
Field	Description
Tab "Enhanced"	
	
Window area "Security"	
Use PKI authentication	When this box is ticked, a PKI certificate authentication is needed for login to the OScAR-TT tools. ➤ see Chapter 21, "Configure and Manage Certificates for User Authentication" (default: not selected)
Filters...	Button to open the window for the certificate filters. ➤ see Chapter 21, "Configure and Manage Certificates for User Authentication"
Do NOT save user names in login dialog	Only the system administrator (user "sysadm") is authorized to edit this field. Tick this box to make sure that the name of the user who successfully logged in last is NOT automatically entered in the login dialog. (default: not selected)

Table 5-2 Fields in window "Edit basic settings"

Field	Description
Equally block 'sysadm' after 3 false login attempts	Only the system administrator (user "sysadm") is authorized to edit this field. User accounts are automatically disabled in the system after 3 wrong login attempts. Normally, this does not apply to the main user 'sysadm', in order to make sure that the system is not accidentally completely disabled. Tick this box if you do want to also activate the automatic disabling of the user account of the main user 'sysadm'. (default: not selected)
Secure passwords	Only the system administrator (user "sysadm") is authorized to edit this field. If this checkbox is NOT ticked, the minimum length of a user password is 4 characters. When this box is ticked, the system will, whenever a user password is added or changed, verify if the new password has the minimum required length of 8 characters. ➤ see Section 8.4.7, "Change own password" (default: not selected)
Very secure passwords	Only the system administrator (user "sysadm“) is authorized to edit this field, and only if the box "Secure passwords" was ticked. When this box is ticked, the system will, whenever a user password is added or changed, verify if the length of the new password is at last 12 characters and also contains characters, letters and special characters. ➤ see Section 8.4.7, "Change own password" (default: not selected)
with min. 15 characters	Only the system administrator (user: "sysadm“) is authorized to edit this field, and only if the parameter "Very secure passwords" is enabled. When this box is ticked, the system will, whenever a user password is added or changed, verify if the length of the new password is at last 15 characters and also contains characters, letters and special characters. ➤ see Section 8.4.7, "Change own password" (default: not selected)
Change of password required after	Only the system administrator (user "sysadm") is authorized to edit this field. Input field to enter the number of days after which the user password must be renewed. (default: never)
Default LDAP server for authentication	Defines the default LDAP server that is used for authentication. (Default: "(none)") Note: If "none" is selected, the OScAR database is used for authentication.
Window Area „Other default values“	
Length of generated PINs	Defines the length of the randomly generated PINs. ➤ see Section 8.4, "Users and rights"
Window area "MLPP properties" The fields in this window area are used to configure the Multilevel Precedence and Preemption (MLPP). A detailed description can be found here: ➤ see Section , "Configure the Multi-Level Precedence and Preemption"	

Table 5-2 Fields in window "Edit basic settings"

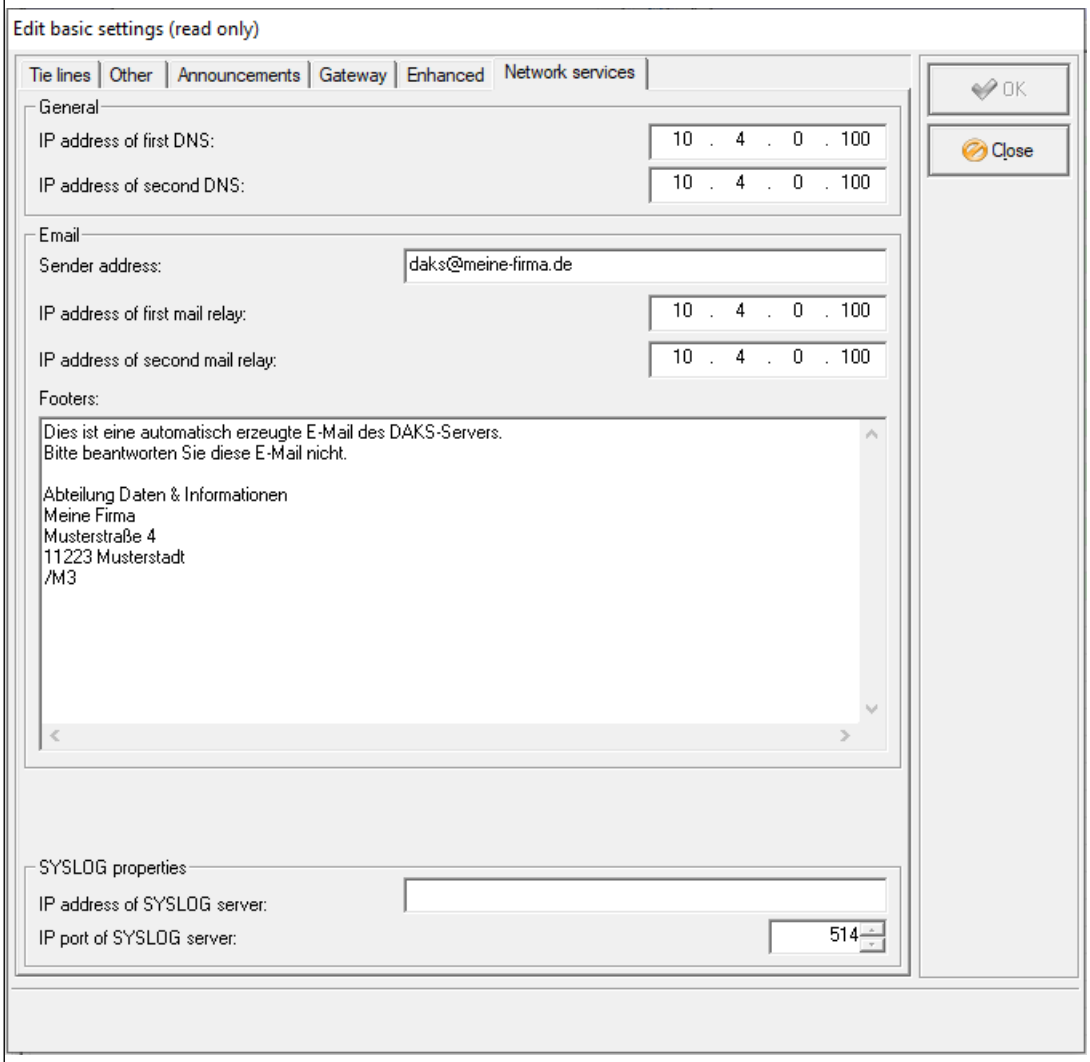
Field	Description
Tab "Network services"	
	
Window area "General features"	
IP address of first DNS	Input field for the IP address of the first allocated Domain Name Server. (default: 0.0.0.0)
IP address of second DNS	Input field for the IP address of a second allocated Domain Name Server, if the first is not available. (default: 0.0.0.0)
Window area "E-mail"	
address of sender	Input field for the e-mail address provided by the OScAR server as the address of the sender, for the automatic dispatch of e-mails (e. g. `OScAR@my-company.de`). Note that the display color will change during the entry from red to black, provided the conventions that apply to a correct e-mail addresses are met. (default: empty)
IP address of first mail relay	Input field for the IP address of the first e-mail relay server that is used for the automatic sending of e-mails. (default: 0.0.0.0)

Table 5-2 Fields in window "Edit basic settings"

Field	Description
IP address of second mail relay	Input field for the IP address of a second e-mail relay server that is used for the automatic e-mail dispatch if the first e-mail relay server is not available. (default: 0.0.0.0)
Note: Regarding the e-mail configuration Normally, either the DNS addresses or the relay addresses are entered. Ask your network administrator for the necessary IP addresses. If no relay addresses are entered, the OScAR server tries to resolve the IP addresses of the e-mail domains per DNS, before sending the e-mails directly to the identified e-mail domain servers. If relay addresses are entered here, the OScAR server will send all outgoing e-mails directly to the e-mail servers that are indicated; in return, these e-mail servers will need to handle the forwarding of the e-mails. To do so, the relay servers need to be "relay-capable".	
Footer	Input field to enter a static text that will be appended to all outgoing e-mails (max. length: 200 characters). (default: empty)
Window area "SYSLOG properties“	
IP address of SYSLOG server	Input field for the TCP/IP address of SYSLOG server or its computer name. (default: empty)
IP port of SYSLOG server	This input field determines the TCP/IP port used by the SYSLOG server to receive the incoming messages. (default: 514)

Table 5-2 Fields in window "Edit basic settings"

5.3 Configure connection types

Connection types are needed to configure destinations. The following connection types are already configured with the initial installation:

- NDI, no dialing (special subscriber)
- Int, for internal calls
- Ext, for external calls

Further connection types can be configured depending on the respective requirements, e. g. to call pagers.

5.4 Add and edit a connection type

Follow the below instructions to add or edit a connection type:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	In the tree, select the child node "Connection types" All existing connection types will be shown in the list window.
3.	Click in the menu bar, or In the list view, select the connection type you want to edit and click . This will open the window "Edit connection type".
4.	Carry out the settings in keeping with the subsequent field descriptions.
5.	Save your entries with Ok.

Table 5-3 Add and edit a connection type

Description of the fields in the window "Add a new/Edit connection type"

Field	Description
	
ID	Input field for an ID of the connection type (max. 3 characters) that precedes specific display texts of the call number. (default: empty)
Descriptor	Input field to describe the connection type (max. 30 characters), for output in the tables and list fields. (default: empty)

Table 5-4 Fields in window "Edit connection type"

Field	Description
Device type	Selection field for specifying the device type. The following possibilities are available: • Special subscriber, not dialed • Normal subscribers • Mobile subscriber With additional "not logged in" status • Wake-up line Call mode only, no assignment, e. g. for sirens, etc. • Pager with normal dialing Call same as for "Normal subscribers", with call number transmission in the D-channel • Pager with DTMF dialing Dialing of the prefix in the D-channel, with call number transmission by DTMF dialing in the B-channel. • Pager with DTMF message Same as "Pager with normal dialing", but with additional output of the DTMF information as defined on group-specific basis, in the B-channel • Pager with DTMF dialing and audio Same as "Pager with DTMF dialing", but also with transfer of an audio message in the B-channel. • Pager with DTMF dialing and DTMF message Same as "Pager with DTMF dialing", but with additional output of the DTMF information as defined on group-specific basis, in the B-channel • Pager with DTMF dialing, DTMF message & audio Same as "Pager with DTMF dialing and DTMF message", but also with transfer of an audio message in the B-channel. • Voice mail Voice mail server ➤ see Section 12.10.4, "Voice Mail as a Call Profile target" • GSM-SMS via analog or ISDN modem Dialing of an SMS service center, from a separately connected modem connection at the OScAR server; output of text information in form of an SMS text message. • Pager with DTMF message as 'Called Number' Same as "Pager with DTMF message", but the DTMF message that was defined on group-specific basis is sent as a "Called Number", in the D-channel • GSM-SMS via Internet Dispatch of an SMS text message via an Internet provider; output of the text message in form of an SMS • GSM-SMS via radio modem Dispatch of an SMS text message, via a GSM radio modem connection; output of a text message in form of an SMS.

Table 5-4 Fields in window "Edit connection type"

Field	Description
Device type (continued)	• PA interface Contact-controlled link-up to a PA system, with audio playback (AF) via audio outputs • OAP V3 (for Ascom i75) Mobile Ascom handset, with support of the OAP protocol via IMS server • GMD-12 Alarm processing and location tracking of a GMD-12 device manufactured by Böhm Elektronik that can be addressed via DECT • eAlarm Communication device reached by the eAlarm server Note: Only one "eAlarm" connection type is allowed in the system. • Pager w. normal dialing, DTMF message & audio Same as "Pager with DTMF dialing", but additionally with output of the DTMF message and transmission of an audio message in the B-channel. • Subscriber registered at OScAR server A VoIP communication device directly registered in the OScAR server • Subscriber registered at subswitch Communication device that is directly connected to or registered at a sub-switch connected with the OScAR server • MobilePro Call number of a communication device that is called via the MobilePro server • pGSM ZOIP Communication device equipped with the pGSM ZOIP app • OAP V4 for IMS or WSG OpenStage WL3 communication device with support of the OAP protocol of the WSG or IMS server • Lync client Lync client • Special Call Profile ID Note: To specifically reach the person currently in charge of an on-call schedule that changes regularly, the system uses the administrated call number and assesses it for this device type as the Call Profile ID. For a Broadcast member or Conferee, this call number is replaced by the subscriber in the Call Profile who needs to be reached. However, the call is not made unless not more than one destination is assigned (firmly assigned in the Call Profile, or in the subordinate Call Profile or Active Number). When there is ambiguity (no uniqueness), the system will consider this Broadcast member or Conferee as not reached.

Table 5-4 Fields in window "Edit connection type"

Field	Description
Device type (continued)	• OpenStage M3 OpenStage M3 communication device • OScAR Mobile Client V2 iPhone, Android or BlackBerry communication devices equipped with OScAR Mobile Client, that can be addressed via DSAS • OM-AXI for Mitel/Aastra The voice and text messaging communication device connected to the Mitel/Aastra PBX system • Cisco Messaging The voice and text messaging communication device that is registered at the Cisco PBX system and informed through text messaging • SMPP The SMS client with the SMPP protocol on the dispatch and receipt of SMS text messages. Received SMS text messages can launch Broadcasts. • TNPP The POCSAG pager connected to a POCSAG sender • E-mail E-mail client • Cisco Messaging (Spectralink) The voice and text messaging device of a Spectralink-Pivot communication device that is registered at the Cisco PBX system and informed through text messaging • Common Spectralink MSF-3 dev. registered at OScAR Voice and text messaging device registered on the OScAR server. • OScARcommunicator registered at OScAR Voice and text messaging device registered on the OScAR server. • Special Spectralink dev. with LWM registered at OScAR • Lone-Worker-Mode voice and text messaging device registered on the OScAR server. • Common Spectralink MSF-3 dev. on external PBX Voice and text messaging device registered at external PBX. • OScARcommunicator on external PBX Voice and text messaging device registered at external PBX. • Special Spectralink dev. with LWM on external PBX Lone-Worker-Mode voice and text messaging device (PNG-S) registered at external PBX. (default: "Normal subscribers")
Available for Notifier-Pro (Simple Mode)	When this box is ticked, the connection type that is configured in this window can be used in Notifier-Pro in the "Simple Mode".
External connection	When this box is ticked, the potential restriction of outgoing connections is taken into account and, if necessary, the numeric display information is changed. ➤ see Section 5.2, "Edit the Basic settings" (default: not selected)

Table 5-4 Fields in window "Edit connection type"

Field	Description
Callback is possible	When this box is ticked, the callback feature can be used for this connection type. ➤ see Section 12.13.11, ""Answer to paging" (callback call in response to a paging call)" Note: This functionality is currently not supported. (default: not selected)
Connect DTMF receiver for 'with dialog' connection	When this box is ticked, the OScAR server activates a DTMF receiving channel, for outgoing connections with DTMF/keypad dialog. If this checkbox is not selected, be sure that the keypad function is supported by the subscribers who are called. Otherwise, no telephone dialog is possible with the OScAR server. (default: not selected)
Use TDM only	When this box is ticked, all outgoing calls for this connection type are configured exclusively via TDM channels (ISDN). This field cannot be selected together with "Use VoIP only". (default: not selected)
Use VoIP only	When this box is ticked, all outgoing calls are configured exclusively via VoIP channels (LAN) for this connection type. This field cannot be selected together with "Use TDM only". (default: not selected)
The following parameter only becomes active when you select "Pager with DTMF message", "Pager with DTMF dialing and DTMF message" or "Pager with DTMF dialing, DTMF message and audio" in the field "Device type".	
Complete DTMF with	This input field determines the way in which a DTMF message to a pager is completed: • (nothing) No closing character is sent. • # A pound key (#) is sent as closing character. • ## Two pound keys (##) are sent as closing characters. • #1 A hash key (#) plus "1" are sent as closing characters.
Complete DTMF with: (continued)	For "##" and "#1", the pause between the two characters results of the setting in the field "Wait times between DTMF outputs", found in the tab "Access". (default: "(none)")
The below parameters only become active when "Device type" is set to "GSM-SMS via analog or ISDN modem".	
Bits per character	Selection field for the number of data bits per character for adaptation to the respective service center. • 7 Bit or • 8 Bit ➤ see Section 6.3, "Special connection types "GSM-SMS via ..."" (default: "7 Bit")

Table 5-4 Fields in window "Edit connection type"

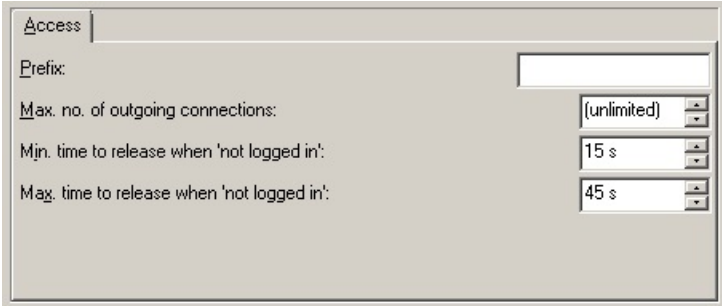
Field		Description
	Protocol type	Selection field for the protocol type, for adaptation to the respective service center. • UCP or • TAP (default: "UCP")
	Transmission type	Selection field for the type of data transmission, for adaptation to the modem and to the respective service center. • Analog, • X.75 or • X.75/T70 (default: "Analog")
The below parameters only become active when "Device type" is set to either "GSM-SMS via analog or ISDN modem" or "GSM-SMS via radio modem".		
	Split large SMS	If you select this box, text messages (SMS) with a length of more than 80 characters are split up, into max. 3 partial SMS. Here, the following applies for every partial SMS text message: • Their length is between 60 and max. 77 characters (depending on where the next blank space is located following position 60). • They always end with "...", to signal to the receiver that the text goes on in the next (partial) SMS text message. (default: not selected)
Tab "Access" For the following parameters appear depending on the selected device type. Note: The device types "GSM-SMS via radio modem", "GSM-SMS via Internet", "E-mail", "SMPP", "Special" and "Special subscriber without dialing" do not have any parameters here.		
The below image shows the two parameters in the tab "Access" for the device types "Normal subscribers", "Voice mail", "MobilePro" and "OpenStage M3". 		
	Prefix	Input field for the prefix (max. 16 digits). This prefix is prepended to all call numbers of this type of connection, e. g. "0" for the CO code, or "00171" for D1 cellphones. For GSM-SMS, enter the call number of the relevant service center you want to reach (including the code trunk seizure). (default: empty)

Table 5-4 Fields in window "Edit connection type"

Field	Description
Max. number of outgoing connections	Selection field to restrict the number of parallel outgoing connections from the OScAR server for this type of connection. This setting applies to all applications, e. g. for limiting the access to a paging system or sub-switch. Due to the fact that the GMS-SMS connection type operates only on one channel, this field does not appear for the GSM-SMS connection type. (default: "unlimited")
 Note: The device types "OAP V3 (for Ascom i75)", "GMD-12", "pGSM ZOIP", "OAP V4 for IMS or WSG", "Lynch Client", "OScAR Mobile Client V2", "OM-AXI for Mitel/Aastra" and "Cisco Messaging" here only have the parameter "Prefix". The device types "Subscriber registered at OScAR server" and "Subscriber registered at sub-switch" here only have the parameter "Max. number of outgoing connections".	
The following parameters are only shown when "Device type" is set to "Mobile subscriber".	
Min. time to release when not logged in Max. time to release when not logged in	These input fields determine the time frame in seconds during which the OScAR server verifies the status of the mobile subscriber. If a subscriber is not logged in, cordless systems or cellphone centers normally play either an announcement or a free tone for a limited period of time and without in fact having to signal a call status. The OScAR server assesses this status as "not logged in", whenever the connection from the cellphone center is disconnected within the defined time-frame. (default: 10 or 45 s)
The below parameter only becomes active when "Device type" is set to "Wake-up line".	
Maximum ringing time	Selection field for the maximum listening time in seconds, before the OScAR server releases the connection again. (default: 60 s)
The following parameter only becomes active when "Device type" to set to "Pager with normal dialing", "Pager with DTMF message", "Pager with DTMF message" or "Pager with DTMF dialing and DTMF message".	
Seizure time	Selection field for the maximum listening time in seconds, before the OScAR server releases the connection again. (default: 15 s)
The following parameters only become active when the "Device type" is set to "Pager with DTMF message", "Pager with DTMF dialing and DTMF message" or "Pager with DTMF dialing, DTMF message and audio".	
Seizure time	Selection field for the time in seconds that the OScAR server waits after attaining the call status, until the first DTMF output is carried out. (default: 10 s)
Waiting time after seizure before DTMF output	Selection field for the time that the OScAR server waits between the individual DTMF outputs. (default: 10 s)

Table 5-4 Fields in window "Edit connection type"

Field		Description
	Duration between DTMF outputs	Selection field for the time in seconds that the OScAR server waits after the DTMF output, before the audio playback is carried out. (default: none)
The below parameters only become active when "Device type" is set to "GSM-SMS via analog or ISDN modem".		
	Max. number of dial attempts	Selection field to limit the number of call attempts in the event of an error, or if the line is busy on the side of the service center, of if the service center fails to seize the call. (default: 3)
	Min. interval between dialing attempts	Selection field to restrict the wait time between call attempts in error situations, busy lines or if the service center fails to seize the call. (default: 60 s)
	Max. no. of SMS messages per connection	Selection field to define the maximum number of short messages that can be transferred to the same service center in a connection. If more short messages need to be sent to the service center, the service center will be called again. The value that is entered here is defined by the features of the individual service center. ➤ see Section 6.3, "Special connection types "GSM-SMS via ..." (default: 10)
The following parameters only become visible when the field "Device type" is set to "PA interface".		
	Maximum seizure	Selection field to limit the audio playback, in seconds or in cycles. (default: 2 cycles)
	Delay betw. digital output activation and audio output	Selection field to define the delay for the audio playback (audio output), after the corresponding digital output is activated. (default: 3 s)

Table 5-4 Fields in window "Edit connection type"

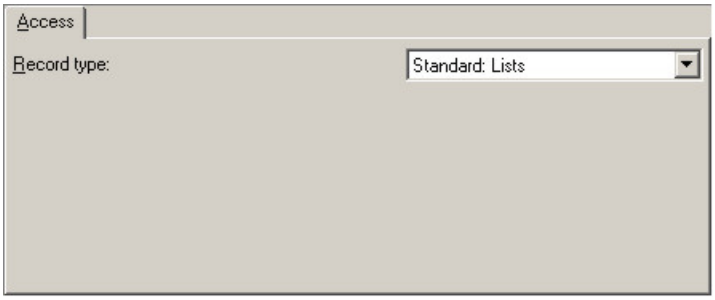
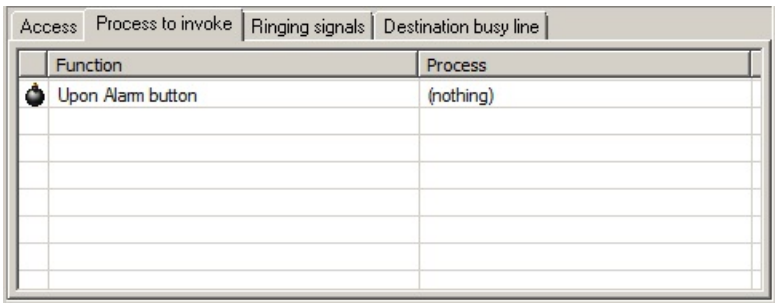
Field	Description
Tab "Access" This tab only becomes active when "Device type" is set to "eAlarm". 	
Record type	Use this drop-down combo box to define the eAlarm record type that is used. You can chose between: • Default: Lists Here, the call number of the subscriber specifies the eAlarm list that shall be activated. • Default: Resources Here, the call number of the subscriber specifies the eAlarm resource that shall be activated. • Emergency Here, the call number of the subscriber specifies: – an eAlarm-Template, if it begins with a star key "*", or – an eAlarm scenario, if it begins with a pound key "#" (default: "Standard: Lists")
Tab "Process to invoke" This tab only becomes active when "Device type" is set to one of these: "OAP V3 (for Ascom i75)", "OScAR Mobile Client", "pGSM ZOIP", "OAP V4 for IMS or WSG", or "Lync client". 	
Upon Alarm button	Use this drop-down combobox to define the process that is invoked by the system when the emergency button (alarm button) of a device that is connected via this connection type is pressed. (default: "(none)")
Tabs "Ringing signals", "Destination busy line", "Trunk busy line" and "Other features" You can grant releases for "special functions for dialing" in these four tabs. Only the functions that are enabled for the connection type can be used later on a subscriber-specific basis. ➤ see Section 8.3.2, "Edit subscriber destinations" By disabling functions, you can ensure that these features are not entered for subscribers. For example, this also assures that no "Forced release" is applied, even if this feature may not be used within a company. (default for all fields: not selected)	

Table 5-4 Fields in window "Edit connection type"

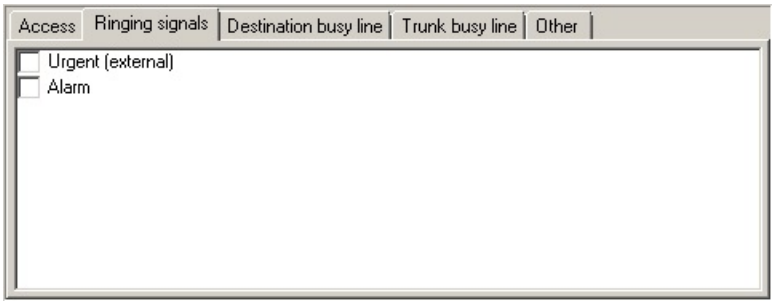
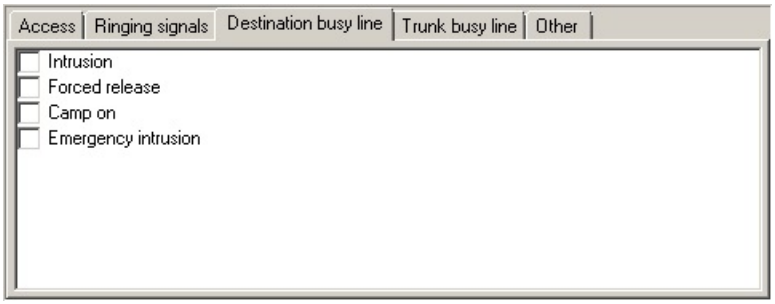
Field		Description
Tab "Ringing signals" 		
	Urgent (external)	When this box is ticked, call signals that signal a higher priority (can be configured in the PBX system, usually: External call) can be used for this connection type.
	Alarm	When this box is ticked, alarm call ringing signals (can be configured in the PBX system, usually: Continuous ringing) can be used for this connection type.
Tab "Destination busy line"  In order for the functions listed in this tab to take effect in a device, a second call may not be enabled in the device itself.		
	Intrusion	When this box is ticked, application-specific intrusion messages can be played into calls of this connection type. The subscribers will be asked to end their call and release the phone line.
	Forced release	When this box is ticked, the automatic release on currently active calls can be used for calls of this connection type. As soon as the subscriber hangs up, he/she is called again.
	Camp on	When this box is ticked, the recurring call waiting signal can be used for calls of this connection type. This signals to the subscriber to end the call, or to alternate.
	Emergency intrusion	When this box is ticked, the emergency playback of application-specific intrusion announcements is available for ongoing calls of this connection type. In comparison to normal intrusion, emergency intrusion cannot be blocked by the intrusion guard that is activatable on a subscriber-specific basis.

Table 5-4 Fields in window "Edit connection type"

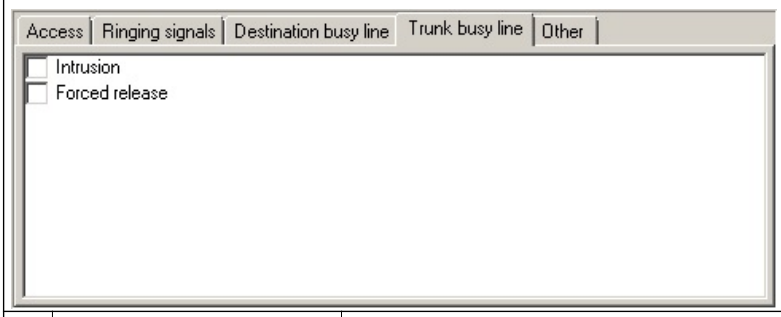
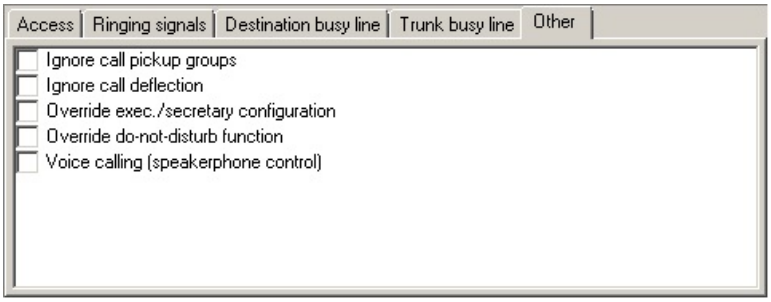
Field		Description
Tab "Trunk busy line" 		
	Intrusion	When this box is ticked, application-specific intrusion messages can be played into active calls of a busy trunk, provided they share this connection type. The subscribers are requested to end the call. The line that released as a result is immediately used by the OScAR server, to reach the actual destination. This process can be repeated many times when there are several busy connection routes.
	Forced release	When this box is ticked, the automatic release of a call of a busy trunk can be applied, provided it is a call of this connection type. The line that released as a result is immediately used by the OScAR server, to reach the actual destination. This process can be repeated many times when there are several busy connection routes.
Tab "Other features" 		
	Ignore call pickup groups	When this box is ticked, the feature to ignore call deflection can be used for this connection type. If the called subscriber is in a call pickup group, the other members of this group will not receive any information on the present call. Also, the call cannot be answered by another colleague (e.g. especially important for "Personal Calls").
	Ignore 'Call forwarding'	When this box is ticked, the feature to ignore call deflection can be used for this connection type. In this way, an already configured "call deflection" or "call forwarding" (also to a "Voicemail") will not be not carried out. This is particularly important if you want to reach a location, i.e. a physical site, and not the employees who usually work there, e. g. during the evacuation of a building. Moreover, this function is required in conjunction with call forwarding in a Call Profile in which the corresponding device is entered as a destination.
	Override exec./secretary configuration	When this box is ticked, the redirection of executive-secretary configurations can be used for call of this connection type. Here, the call will get right through to the executive, even if normally his/her calls are channeled to a secretary. This feature cannot be selected together with the functions "Ignore 'Call forwarding'" and ""Forced release" (not supported on the side of CorNet-NQ-/SIP-Q).

Table 5-4 Fields in window "Edit connection type"

	Field	Description
	Ignore ‘Do not disturb’	When this box is ticked, the override of do-not-disturb configurations can be used for this connection type. Tick this checkbox to make sure that OScAR server overrides an activated "Do not disturb" feature (e.g. important for alarm calls).
	Voice calling (speakerphone control)	When this box is ticked, the speakerphone control for system telephones with handsfree-equipment can be used for calls of this connection type. Here, the telephone loudspeaker is automatically activated, without the called subscriber having to take the call (e.g. by picking up the handset).

Table 5-4 Fields in window "Edit connection type"

5.4.1 Delete a connection type

Note:
A connection type can only be deleted when no subscriber destination is allocated to it any longer.
➤ see Section 8.3.2, "Edit subscriber destinations"
Predefined "No dialing" or "Internal" profiles cannot be deleted, and are shown in red.

Follow the below instructions to delete a connection type:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	In the tree, select the child node "Connection types" All existing connection types will be shown in the list window.
3.	In the list window, select the connection types that you want to delete.
4.	Click in the menu bar.
5.	Confirm the prompt with Yes. The connection types are now deleted. If the connection type you want to delete is still allocated to subscriber destinations, the window "Delete connection type with references" will now pop up. ➤ see Section 5.4.2, "Edit and delete connection type references"

Table 5-5 Delete a connection type

5.4.2 Edit and delete connection type references

You can access the window "Connection type with references" directly from the window "Edit connection type" by pressing the button "References" . This will show you all subscribers with at least one allocated destination of this connection type. You can also use this window to edit or delete the subscribers that are listed here.

Note:
If you try to delete connection types that are still allocated to subscriber destinations, the "Delete connection type with references" window will automatically pop up.

Follow the below instructions to edit or delete a connection type references:

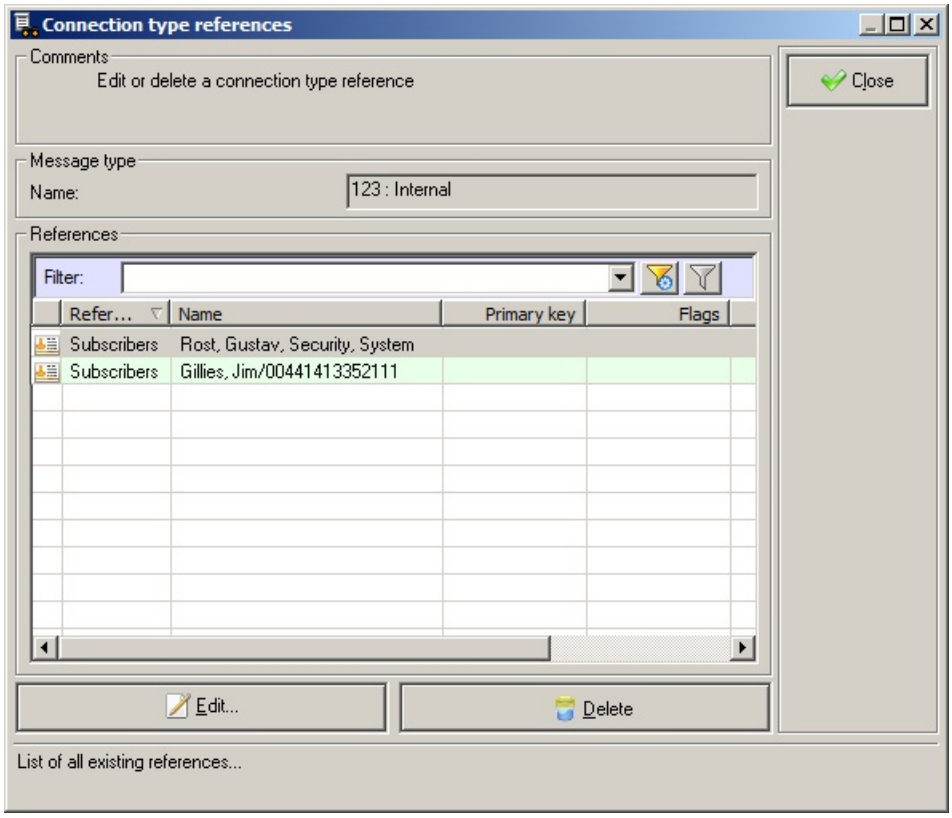
No.	Step
1.	Open the connection type that you want to edit and click References. This will open the window "Connection type references“: 
2.	Edit Connection type references: In the list select the reference entry you want to edit and click Edit..., or double-click the reference itself. This will open the window "Edit subscriber". Use this window to make the changes you want to add. Delete Connection type references: Go to the list area and select the reference entries you want to delete and click Delete. Confirm the prompt with Yes. Note that here, the subscribers are not deleted from the subscriber list; instead, the connection type for the subscriber destination in question is set to "No dialing". When the listbox is empty, you can also delete the actual connection type.

Table 5-6 Edit and delete connection type references

5.5 Define time segments

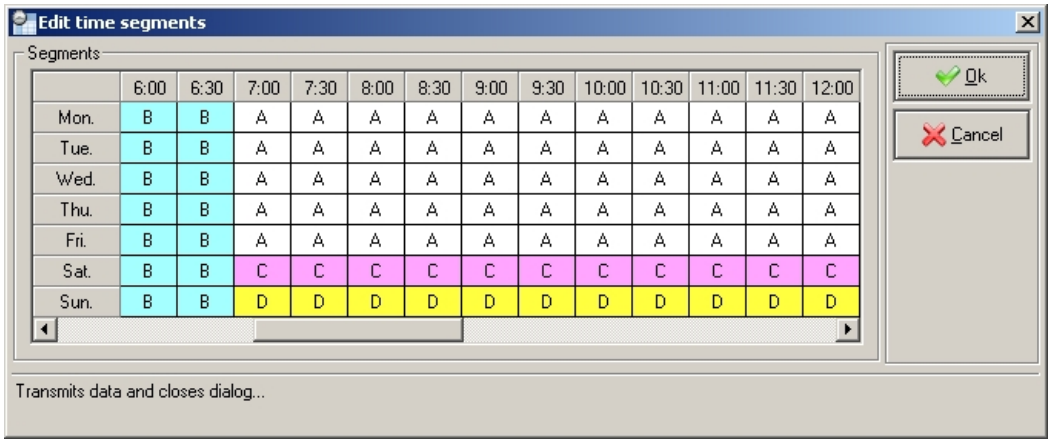
To be able to call different call numbers depending on weekday and time, OScAR divides each day into 48 half-hour segments. Each of these segments can be allocated to a time segment. There are a maximum of 8 time segments that are identified by letters (A to H).

The number of time segments that may be applied is specified in the "Number of available time segments" drop-down combobox, in the window "Basic settings", tab: "Other".

➤ see Section 5.2, "Edit the Basic settings"

Each subscriber destination can be allocated one, several or all time segments. Hence, you can specify for each call number when it is called and when not.

Follow the below instructions to define time segments:

No.	Step
1.	Go to the tree and select the node "Control panel". This will output all parameters in the list window.
2.	Select the entry "Time segments" and click . This will open the window "Edit time segments": 
3.	From the table, select the time segment you want to define using the left mouse key, or select from the table an entire range by moving over the segments with the mouse key pressed.
4.	On your keyboard, press the letter you want assign to the selected time segment, or make a right mouse click on the selected time segments and choose the letter in the context menu.
5.	Confirm the security prompt and save your changes with Ok.

	6:00	6:30	7:00	7:30	8:00	8:30	9:00	9:30	10:00	10:30	11:00	11:30	12:00
Mon.	B	B	A	A	A	A	A	A	A	A	A	A	A
Tue.	B	B	A	A	A	A	A	A	A	A	A	A	A
Wed.	B	B	A	A	A	A	A	A	A	A	A	A	A
Thu.	B	B	A	A	A	A	A	A	A	A	A	A	A
Fri.	B	B	A	A	A	A	A	A	A	A	A	A	A
Sat.	B	B	C	C	C	C	C	C	C	C	C	C	C
Sun.	B	B	D	D	D	D	D	D	D	D	D	D	D

Table 5-7 Define time segments

5.6 Configure dialthru codes

Dialthru codes make it possible to operate the applications of the OScAR server over the telephone. To do so, dial the tie trunk code of the OScAR server, followed by the dialthru code. When using dialthru codes over the phone, additional entries may be required depending on the individual application.

Follow the below instructions to define dialthru codes:

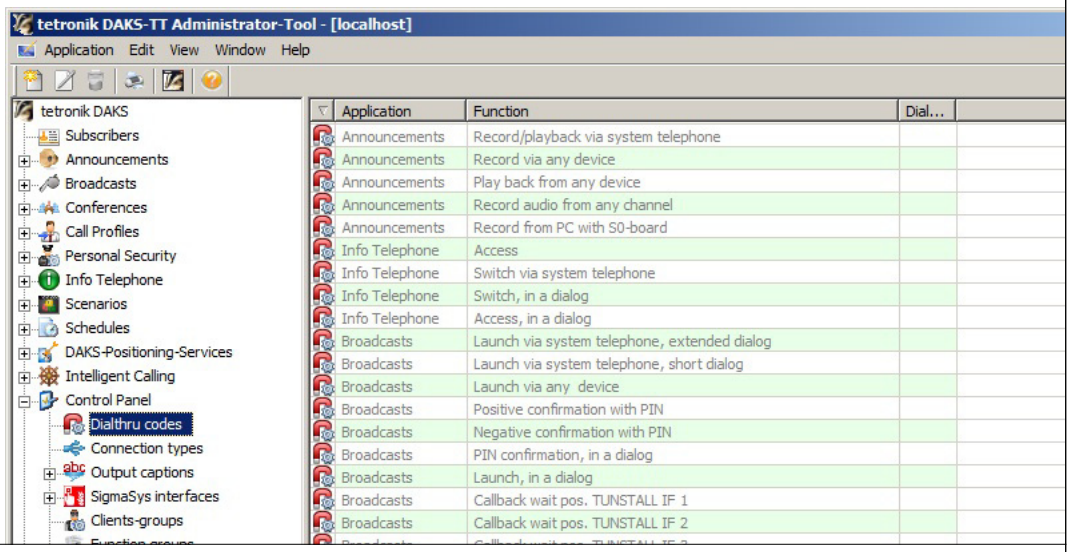
No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree on the right and select the child node "Dialthru codes" All existing dialthru codes will be shown in the list window.
3.	In the list window, select the dialthru code you want to edit and click . This will open the slot "Dialthru code" in the list window, for editing. 
4.	Go to the edit field of the column "Dialthru code" and enter the wanted dialthru code. To assign the recommended default values to one or more entries, select the entries you want to edit, make a right mouse click on one of these selected entries and select "Set cell(s) to default". To assign the recommended default values to all entries, make a right mouse click on an entry (any) in the list window and select "Set all to default".

Table 5-8 Define the dialthru codes

Note:
The detailed description of the functions of the existing dialthru codes can be found under "Operating by telephone" of the respective application.

5.7 Configure company details

The fields entered in the company data are used for printing and in reports.

Follow the below instructions to configure your company data:

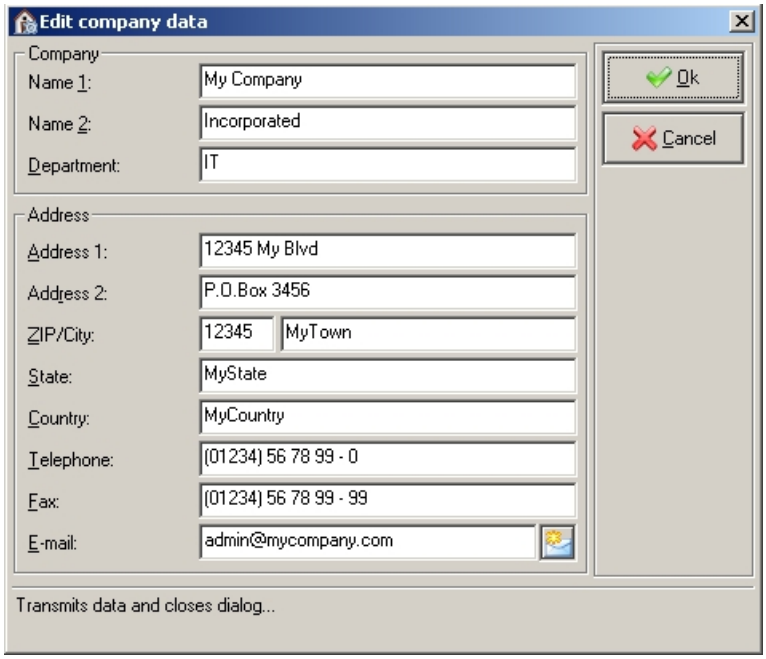
No.	Step
1.	Go to the tree and select the node "Control panel". The list window contains all control panel parameters.
2.	Select the entry "Company data" and click . This will open the window "Edit company data": 
3.	Enter the basic data of your company. Up to 50 characters can be entered in all fields. The field for the ZIP code is restricted to 12 characters. The field E-mail can hold up to 260 characters.
4.	Confirm the security prompt and save your changes with Ok.

Table 5-9 Configure company data

5.8 Configure Client-groups

OScAR is designed to be multi-client capable; it supports one "global" and up to 100 "restrictive" client-groups. Subscribers, announcements and applications (Broadcasts/Broadcasting, Conferences/Conferencing, Call Profiles) are allocated to client-groups.

Clients groups serve to create closed user groups, e.g. separate client-groups can be created for a fire department and for a security services department. The respective administrators and operators will then only be able to administrate the subscribers, announcements and processes of client-groups to which they also belong.

Subscribers, announcements and applications that are allocated to the "global" client-group can only be edited and administrated by the Administrators of the "global" group.

In contrast, the subscribers, announcements and applications of the "global" client-group can be viewed and activated by all Administrators, and can be activated by all Operators.

For a better overview, the multi-client capable applications can be grouped in the OScAR-TT Administrator-Tool based on the client-groups (within or above the pertinent applications).

➤ see Section 4.6, "Functions of the DAKS-TT Administrator-Tool"



Note:
Administrators that are allocated to a specific client-group can only edit the subscribers, announcements and applications of that particular group, and only view the subscribers, announcement and applications of the global client-group.
The client-group "global" is shown in red in the client-group administration.

5.8.1 Add new and rename existing client-groups

Follow the below instructions to add a new client-group or to change the name of an already configured one:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree on the right and select the child node "Client-groups". All existing clients groups are shown in the list window.
3.	In the menu bar, click to add a new client-group, or go to the list window, select the client-group you want to edit and click . A new client-group is created or the client-group is released for editing.
4.	Enter a name for the client-group and confirm with Enter.

Table 5-10 Add new and rename existing client-groups

5.8.2 Delete a client-group



Note:
Clients groups must have at least one assigned subscriber and can only be deleted when no more subscribers, announcements or applications are assigned to it any longer. The client-group "Global" cannot be deleted.

Follow the below instructions to delete a client-group:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree on the right and select the child node "Client-groups". All clients who have been created until this moment will be shown in the list window.
3.	In the list window, select the client-group you want to delete.
4.	Click in the menu bar.
5.	Confirm the prompt with Yes. The client-group is now deleted. Should subscribers, announcements or applications still be allocated to this client-group, the user window "Delete client-group with references" will now pop up. ➤ see Section 5.8.3, "Edit and delete client-group references"

Table 5-11 Delete client-group

5.8.3 Edit and delete client-group references

Note:
If you try to delete clients groups that still have allocated subscribers, announcements or applications, the "Delete client-group with references" window will now automatically pop-up.

Follow the below instructions to edit or delete a client-groups references:

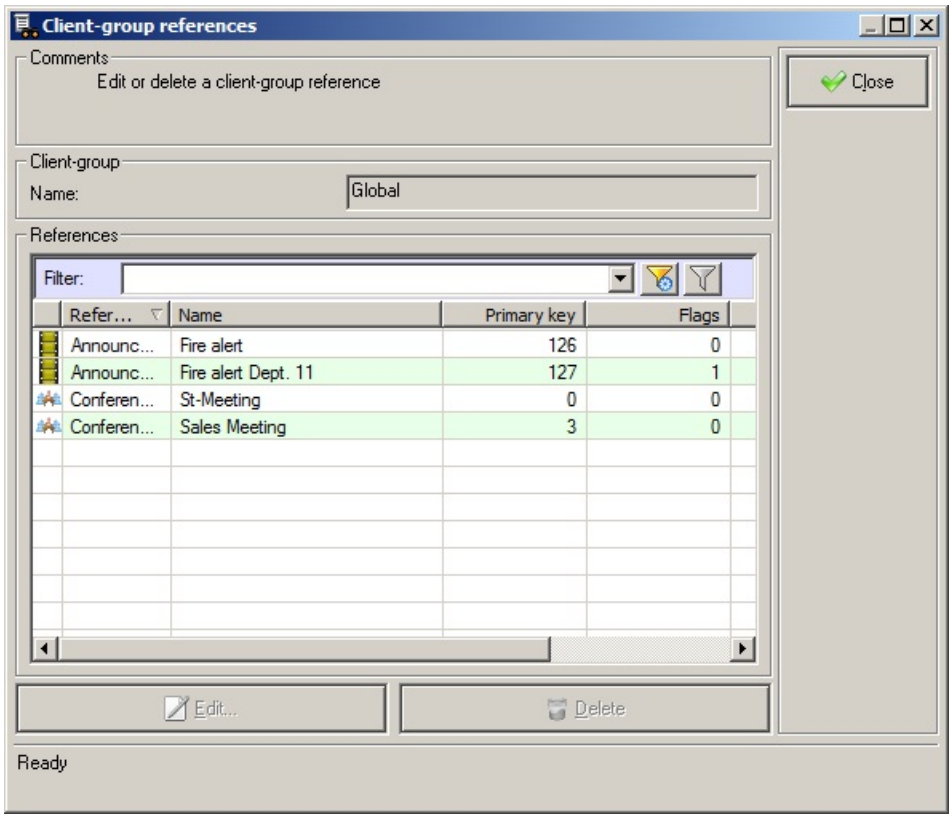
No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree on the right and select the child node "Client-groups". All existing clients groups will be shown in the list window.
3.	Make a right mouse click on the clients group in the list window whose references you want to edit. From the connect menu, select: "References...". This will open the window "Client-group references": 
4.	Edit client-group references: Go to the list area of this window, select the reference you want to edit and click "Edit..", or double-click the entry itself. This will directly open the referenced subscriber, announcement or application. Delete client-group references: Go to the list area, select the reference entries you want to delete and click Delete. Confirm the prompt with Yes. The selected references are now deleted (if needed, additional windows will pop up for Delete). Once this list is empty, you can delete the entire and actual client-group.

Table 5-12 Edit or delete client-group references

5.9 Specify system announcements

System announcements guide subscribers through the operating processes, over the phone (user guidance). For example, announcements can prompt subscribers to enter their PIN or ID. When the system is installed, no system announcements are yet allocated.

Follow the below instructions to define System announcements:

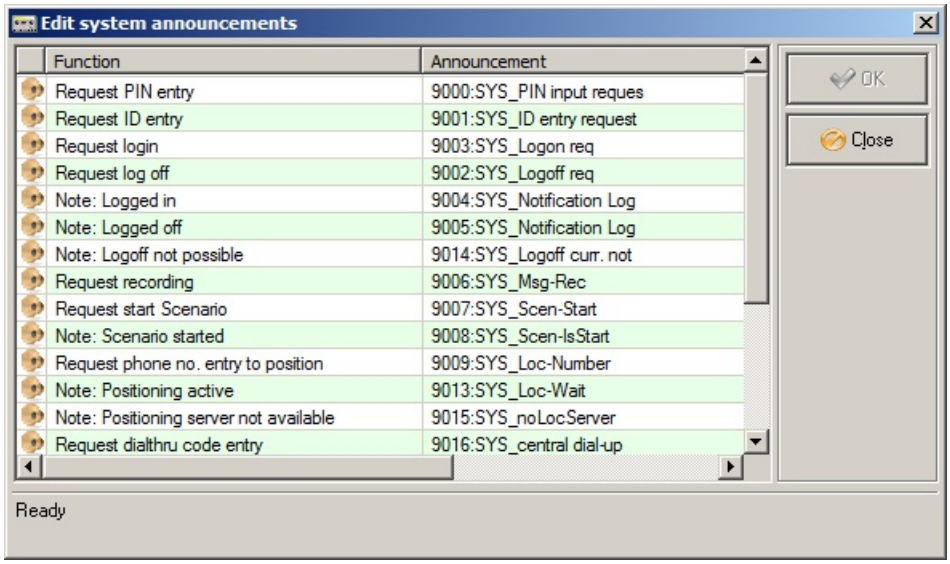
No.	Step
1.	Go to the tree and select the node "Control panel". This will output all parameters in the list window.
2.	Select the entry "System announcements" and click . This will open the window "Edit system announcements": 
3.	Doubleclick an entry in the list window to activate the entry field of the column "Announcement", and choose the wanted announcement. To assign the preset default announcements to one or more entries, select the wanted entries in the list window, make a right mouse click on one of the selected entries, and choose from the context menu: "Set selected entries to default". To assign the preset default announcements to all entries, make a right mouse click on an entry (any) and choose from the context menu: "Set all to default".
4.	Confirm the security prompt and save your changes with Ok.

Table 5-13 Specify system announcements

5.10 Resource usage

The Resource usage not only gives you an overview of the resources that are available as a whole and those that are being used at the moment, it also makes it possible to allocate the utilization of resources on a client group-specific basis.

➤ see Section 5.8, "Configure Client-groups"

5.10.1 Overview of Resource usage

This overview provided here makes it easy to quickly identify the extent to which the licensed resources of your OScAR server are already being utilized.

Resources with a workload between 90% and < 95% are shown in orange.

Resources with a workload between 95% and 100% are shown in red.

Follow the below instructions for an overview of the Resource usage:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Now open the child node "Resource usage" in the tree. The list window will show all resources that are are currently being utilized.

Table 5-14 Resource overview

Description of the columns of the overview of the Resource usage

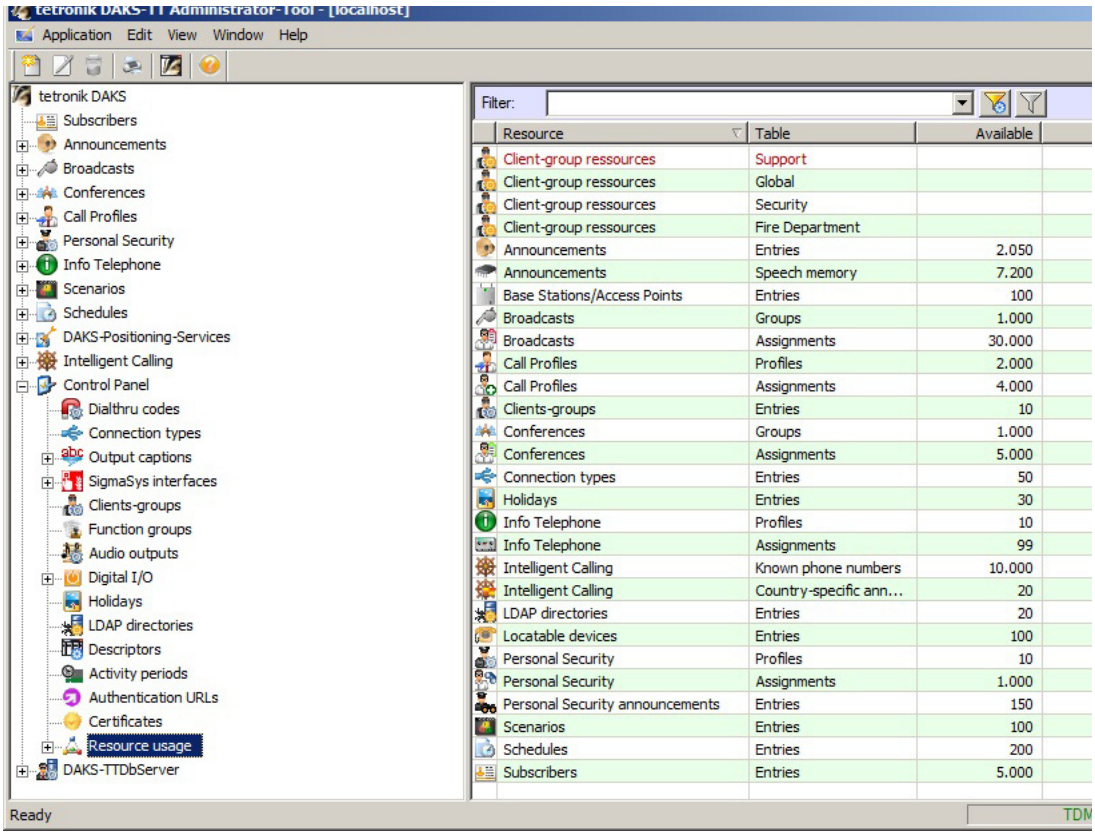
Column	Description
	
Resource	The name of the resource

Table 5-15 Fields in window "Resource usage overview"

Column	Description
Table	The type of resource When you doubleclick entries of the type "Client-group resources", all client-group dependent resource assignments will open up. ➤ see Section 5.10.2, "Create and edit client-group resources"
Available	The number of available resources, in absolute terms. (not available for the type "Client-group resources")
Used	The number of unused resources, in absolute terms. (not available for the type "Client-group resources")
Used [%]	The resources that are utilized, in relative percentages (not available for the type "Client-group resources")
ID ranges	Assigned ID ranges for the respective applications.

Table 5-15 Fields in window "Resource usage overview"

5.10.2 Create and edit client-group resources



Note:
client-group resources can only be added and edited by the system administrator (user: "sysadm"). Consequently, you must be logged in as System Administrator.

Follow the below instructions to configure client-group resources:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Now open the child node "Resource usage" in the tree.
3.	In the tree view, select the client-group to whom you want to add resources, or whose resources you want to edit. The list window will show all resources that can be administrated.
4.	In the list window, select the resource you want to edit and click . This will open the window "Assign client-dependent resources".
5.	Carry out the settings in keeping with the subsequent field descriptions.
6.	Save your entries with Ok.

Table 5-16 Create and edit client-group resources

Description of the fields in the window "Assign client-dependent resources"

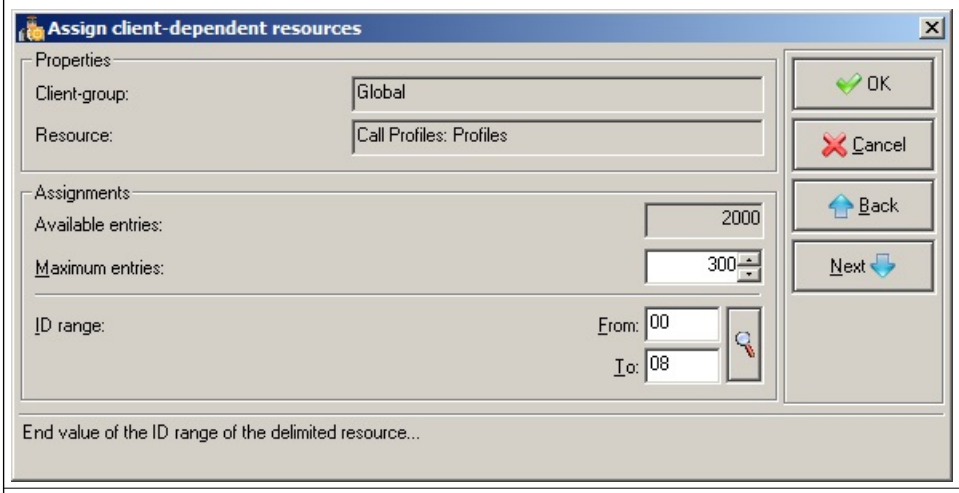
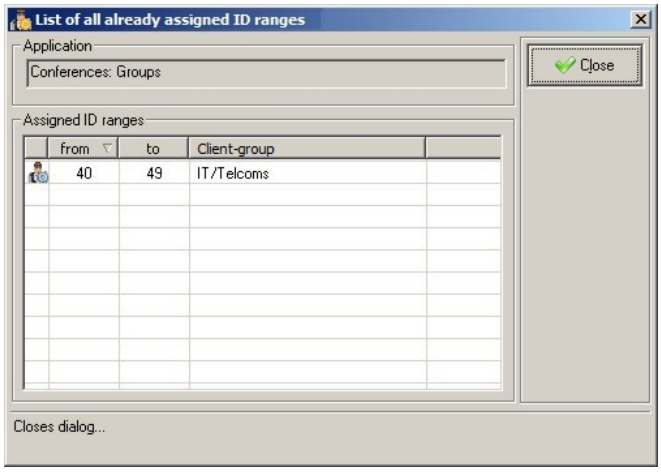
Field	Description
	
Window area "Properties"	
Client-group	Display field showing the client-group to whom the resource shall be allocated, or whose allocated resource shall be edited.
Resource	Display field showing the resource created or edited for the client.
Window area "Assignments"	
Available entries	Display field showing the number of entries that are still available for this resource.
Maximum entries	This field defines the number of resource entries that the client-group may maximally use. (default: "unlimited")
ID range From To	These two input fields only appear for resources that operate with IDs. These input fields specify the ID range that the client-group may utilize. No entry signifies that the client-group is not allocated a dedicated range. (default: empty)
	This button only appears for resources that operate with IDs. This button opens a window with an overview of all IDs that are currently allocated for the specific resource: 

Table 5-17 Fields in window "Assign client-dependent resources"

Description of the fields in the window "Edit client group properties":

Nr.	Arbeitsschritt
1.	Go to the tree and select the node "Control panel".
2.	Now open the child node "Resource usage" in the tree.
3.	In the tree view, select the client-group to whom you want to add resources, or whose resources you want to edit. The list window will show all resources that can be administrated.
4.	In the list window, select the node „Client groups“ and click . This will open the window "Edit client group properties".
5.	Carry out the settings in keeping with the subsequent field descriptions.
6.	Save your entries with Ok.

Tabelle 5-18

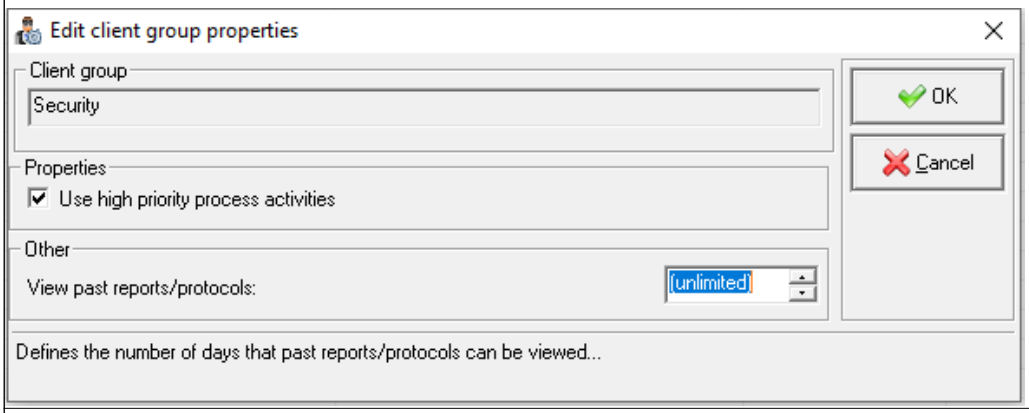
Feld	Erläuterung
	
Window area „Client group“	
Client group	Display field showing the client-group to whom the resource shall be allocated, or whose allocated resource shall be edited.
Window area „Properties“	
Use high priority process activities	Specifies that high priority can be assigned to processes in this client group. Specifies whether this client is allowed to assign his processes as high priority. (Ansonsten sind die entsprechenden Checkboxen für diesen Mandanten nicht administrierbar.)
Window „Other“	
View past reports/protocol	Defines the number of days that past reports/protocols can be viewed.

Tabelle 5-19

5.10.3 Release client-dependent resources

Follow the below instructions to release client-dependent resources:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Now open the child node "Resource usage" in the tree.
3.	In the tree view, select the client ´group whose allocated resources you want to release. The list window will show all resources that can be administrated.
4.	In the list window. select the resources that shall be released and click in the menu bar.
5.	Confirm the prompt with Yes. The client-dependent resources are now released again.

Table 5-20 Release resources allocated to client-group

5.11 Configure the Digital I/Os

OScAR-Pro supports various digital inputs and outputs (Digital I/O):

- Profibus® inputs
- Optocoupler inputs
- EIBus® inputs
- IOM inputs
- OScAR/OScAR-Satellite inputs
- System statuses
- Optocoupler outputs
- IOM outputs
- OScAR/OScAR-Satellite outputs

Digital contact inputs make it possible to trigger process activations or to switch between different system statuses, via external contacts. Digital outputs can be used to activate external devices, e.g. a siren when a "Fire alarm" Broadcast is activated.

For further details on the switching of the digital inputs and outputs, please see the DAKSpro 5.



Note:
Depending on the licensed inputs and outputs, some of the below child nodes under the node "Control panel" are not shown.

5.11.1 Edit the Digital I/O application settings

DAKSpro 200 supports IOM modules connected via USB, of the type IOM-02 or IOM-11.

Follow the below instructions to edit the Digital I/O application settings:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Next, go to the tree view and open the node "Digital I/O".
3.	In the list window, select the entry "Application settings" and click . This will open the window "Edit Digital I/O application settings".
4.	Carry out the settings in keeping with the subsequent field descriptions.
5.	Save your changes with Ok.

Table 5-21 Edit Digital I/O application settings

Configure IOM modules

- IOM-02 modules
  with 8 contact inputs and 2 contact outputs, without short circuit and line break detection, and
- IOM-11 modules
  with 4 contact inputs and 2 contact outputs, with short circuit and line break detection.

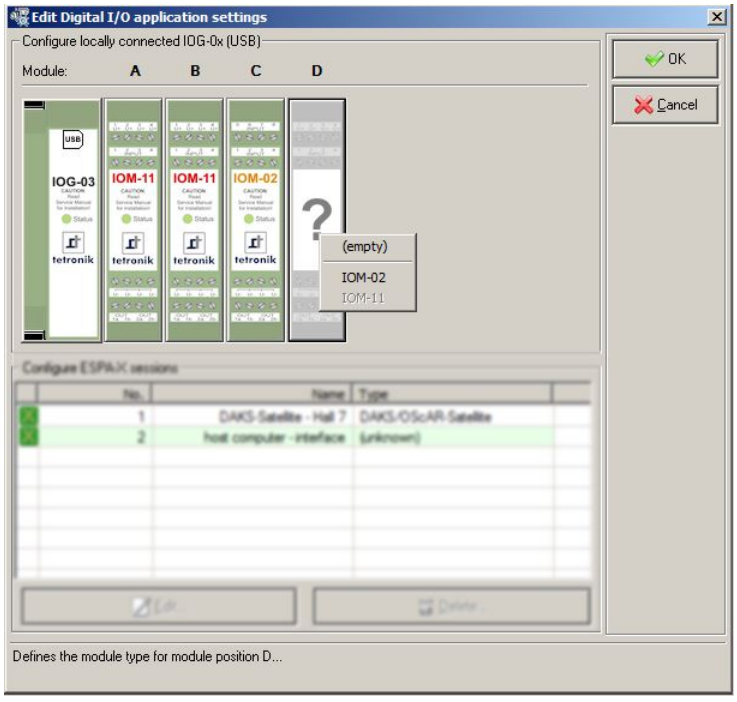
Column	Description
	
Window area "Configure locally connected --0x (USB)"	
Module A-H	Use this area to configure the modules that are connected to OScAR. Click one of the enabled modules (A-H) to assign the following IOM modules: • IOM-02 • IOM-11 When you select "(empty)" the module assignment can be deleted again.

Table 5-22 Edit Digital I/O application settings

Configure ESPA-X sessions

Description of the fields in the window "Configure ESPA-X sessions"

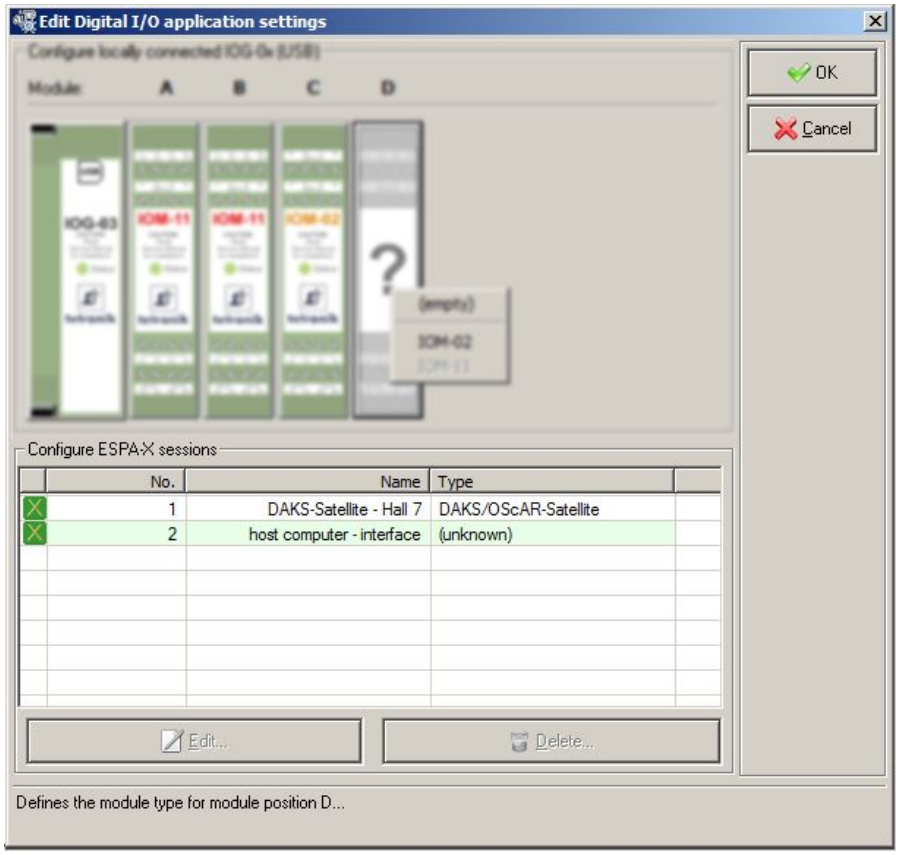
Column	Description
	
Window area "Configure ESPA-X sessions"	
Field of table	This table shows you all configured ESPA-X sessions.
Edit	This buttons invokes the user window to edit the entry that is currently selected in the list field.
Delete	This button deletes the configuration of the entry that is currently selected in the list field.

Table 5-23 Fields in window "Edit ESPA-X sessions"

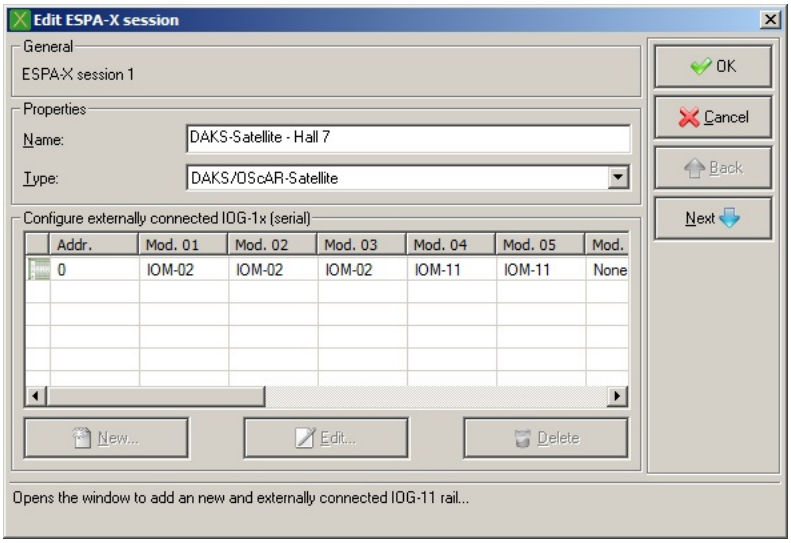
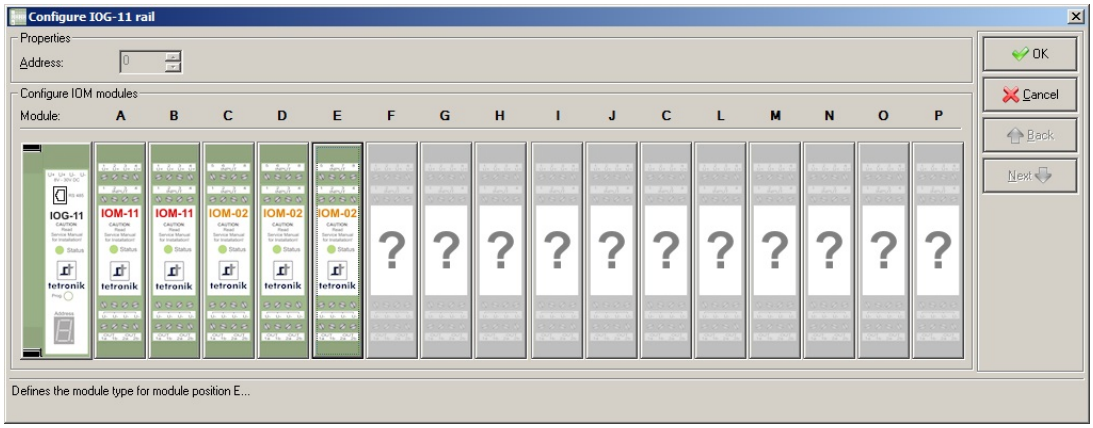
Column	Description
	
Window area "General features"	
	Display field with the EXPA-X session you are presently editing.
Window area "Properties"	
Name	This input field determines the name of the present ESPA-X session.
Type	Selection field to select the type of the ESPA-X session: • OScAR-/OScAR-Satellite Selection of the connection of a OScAR-/OScAR-Satellite, whose modules can be configured. • (unknown) Is reserved for a third-party system (non-tetronik product) and offers no further administration options.
Window area "Configure externally connected IOG-1x (serial)" Overview of the IOG modules connected to OScAR-/OScAR-Satellite that cn be configured with "New" or "Edit" in the window "Configure IOG rail"	
	
Window area "Properties"	

Table 5-23 Fields in window "Edit ESPA-X sessions"

Column	Description
Module A-P	Use this area to configure the modules that are connected to OScAR. Click one of the enabled modules (A-P) to assign the following IOM modules: • IOM-02A • IOM-11A When you select "(empty)" the module assignment can be deleted again.

Table 5-23 Fields in window "Edit ESPA-X sessions"

5.11.2 Configure optocoupler inputs

DAKSpro 300 supports up to 32 integrated contact inputs (Optocoupler 1...32) with individually assignable functions.

Follow the below instructions to configure an Optocoupler input:

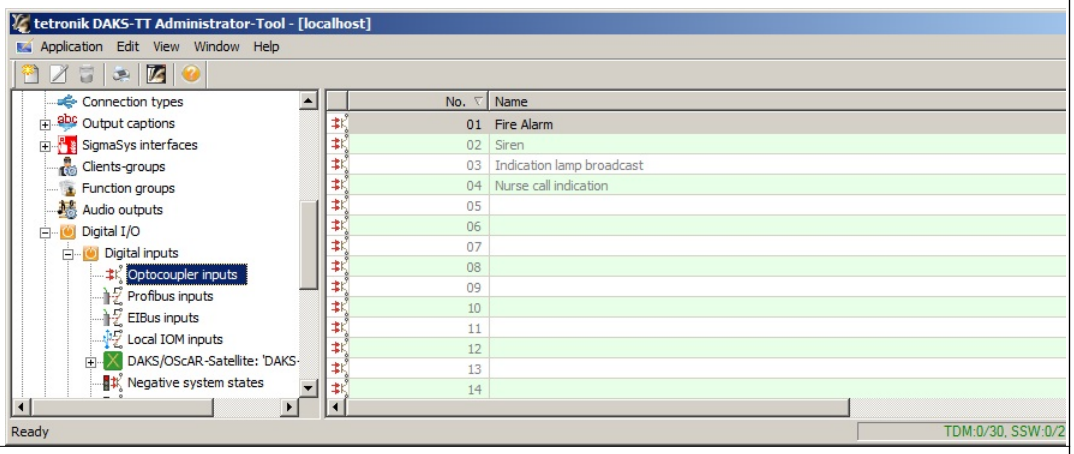
No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree view and open the node "Digital I/O":
3.	Now open the child node "Digital inputs".
4.	Go to the tree and select "Optocoupler inputs". All existing optocoupler inputs will be shown in the list window: 
5.	In the list widow, select the optocoupler input you want to edit and click . This will open the window "Edit optocoupler input".
6.	Carry out the settings in keeping with the subsequent field descriptions. ➤ see Section 5.11.14, "Fields in window "Edit input/system states""
7.	Save your changes with Ok.

Table 5-24 Configure optocoupler inputs

5.11.3 Delete allocations to Optocoupler inputs

Follow the below instructions to delete allocated functions of optocoupler inputs:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree view and open the node "Digital I/O":
3.	Now open the child node "Digital inputs".
4.	Go to the tree and select "Optocoupler inputs". All existing optocoupler inputs will be shown in the list window.
5.	In the list window, select the Optocoupler inputs whose allocated functions you want to delete.
6.	Click in the menu bar.
7.	Confirm the prompt with Yes. The Optocoupler inputs have no more allocated functions.

Table 5-25 Optocoupler inputs - delete allocation

5.11.4 Configure Profibus® inputs

OScAR supports the link-up of up to 704 digital inputs connected via Profibus® DP technology (Profibus® 1...704), with individually assignable functions.

Follow the below instructions to configure an Profibus® input:

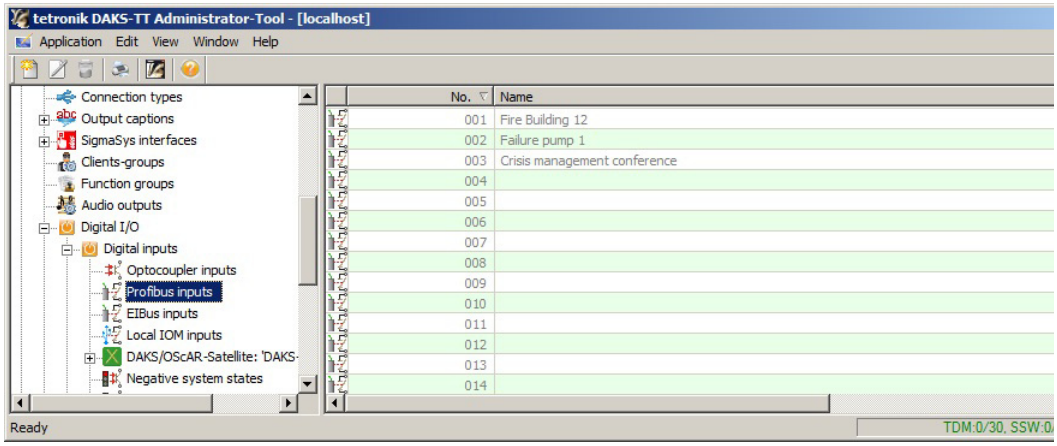
No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree view and open the node "Digital I/O":
3.	Now open the child node "Digital inputs".
4.	Go to the tree and select "Profibus® inputs". All existing Profibus® inputs will be shown in the list window. 
5.	In the list window, select the Profibus® input you want to edit and click . This will open the user window "Edit Profibus® input".
6.	Carry out the settings in keeping with the below field descriptions described in Section 5.11.14, "Fields in window "Edit input/system states"":
7.	Save your changes with Ok.

Table 5-26 Configure Profibus® inputs

5.11.5 Delete allocations to Profibus® inputs

Follow the below instructions to delete allocated functions of Profibus® inputs:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree view and open the node "Digital I/O":
3.	Now open the child node "Digital inputs".
4.	Go to the tree and select "Profibus® inputs". All existing Profibus® inputs will be shown in the list window.
5.	In the list window, select the Profibus® inputs whose allocated functions you want to delete.
6.	Click in the menu bar.
7.	Confirm the prompt with Yes. The Profibus® inputs have no more allocated functions.

Table 5-27 Profibus® inputs - delete allocations

5.11.6 Configure EIBus® inputs

OScAR supports the evaluation of up to 250 digital inputs connected via EIBus® technology (EIBus® 1...250), with individually assignable functions.

Follow the below instructions to configure an EIBus® input:

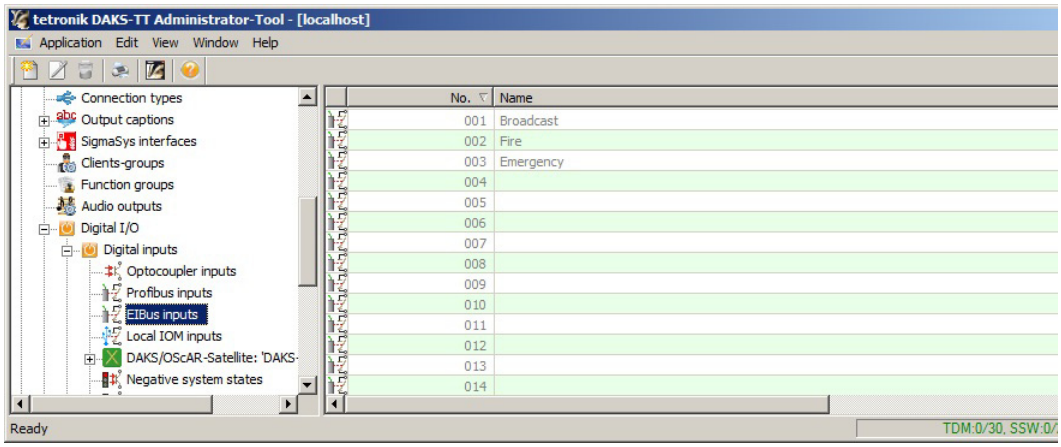
No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree view and open the node "Digital I/O":
3.	Now open the child node "Digital inputs".
4.	Go to the tree and select "EIBus® inputs". All existing EIBus® inputs will be shown in the list window. 
5.	In the list window, select the EIBus® input you want to edit and click . This will open the user window "Edit EIBus® input".
6.	Carry out the settings in keeping with the field descriptions. ➤ see Section 5.11.14, "Fields in window "Edit input/system states"".
7.	Save your changes with Ok.

Table 5-28 Configure EIBus® inputs

5.11.7 Delete allocations to EIBus® inputs

Follow the below instructions to delete allocated functions of EIBus® inputs:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree view and open the node "Digital I/O":
3.	Now open the child node "Digital inputs".
4.	Go to the tree and select "EIBus® inputs". All existing EIBus® inputs will be shown in the list window.
5.	In the list window, select the EIBus® inputs whose allocated functions you want to delete.
6.	Click in the menu bar.
7.	Confirm the prompt with Yes. The EIBus® inputs have no more allocated functions.

Table 5-29 EIBus® inputs - delete allocations

5.11.8 Configure IOM inputs

DAKSpro 200 supports up to 64 contact inputs connected via USB, with individually assignable functions.

Note:
Before the contact inputs of the IOM module (IOM) can be utilized, you need to define the matching modules first.

➤ see Section 5.2, "Description of the fields in the window "Edit basic settings""

Follow the below instructions to configure an IOM input:

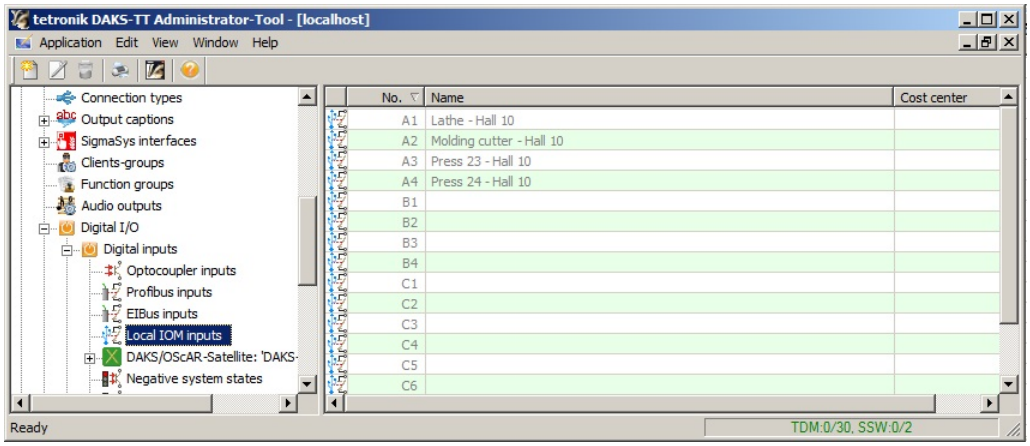
No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree view and open the node "Digital I/O":
3.	Now open the child node "Digital inputs".
4.	Go to the tree and select "IOM inputs". All existing IOM inputs will be shown in the list window: 
5.	In the list widow, select the IOM input you want to edit and click . This will open the window "Edit IOM input".

Table 5-30 Configure IOM inputs

No.	Step
6.	Carry out the settings in keeping with the subsequent field descriptions. ➤ see Section 5.11.14, "Fields in window "Edit input/system states""
7.	Save your changes with Ok.

Table 5-30 Configure IOM inputs

5.11.9 Delete allocations to IOM inputs

Follow the below instructions to delete allocated functions of IOM inputs:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree view and open the node "Digital I/O":
3.	Now open the child node "Digital inputs".
4.	Go to the tree and select "IOM inputs". All existing IOM inputs will be shown in the list window.
5.	In the list window, select the IOM inputs whose allocated functions you want to delete.
6.	Click in the menu bar.
7.	Confirm the prompt with Yes. The IOM inputs have no more allocated functions.

Table 5-31 IOM inputs - delete allocation

5.11.10 Configure OScAR/OScAR-Satellite inputs

OScAR supports up to 60 OScAR/OScAR-Satellites, remote via LAN and connected via ESPA-X sessions, each of which offers up to 16 integrated contact inputs (inputs 1...16) whose functions can be assigned variably.



Note:
Before the contact inputs of OScAR/OScAR-Satellites can be configured and utilized, you first need to define the matching ESPA-X sessions.

➤ see Section 5.11.10, "Configure DAKS/OScAR-Satellite inputs"

Follow the below instructions to configure an OScAR/OScAR-Satellite input:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree view and open the node "Digital I/O":
3.	Now open the child node "Digital inputs".

Table 5-32 Configure OScAR/OScAR-Satellite inputs

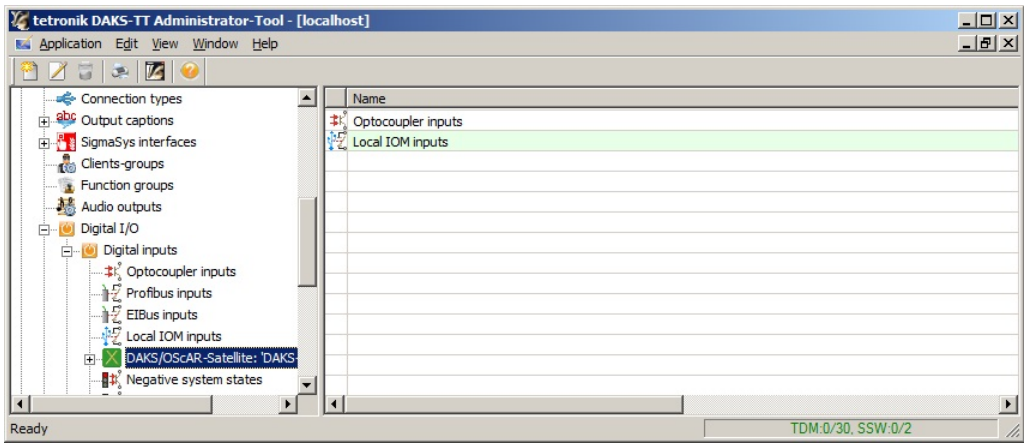
No.	Step
4.	In the tree, select the node "OScAR/OScAR-Satellite xxx". All existing OScAR/OScAR-Satellite inputs will be shown in the list window. 
5.	In the list widow, select all inputs you want to edit and click . The list window will pop up with the selected inputs.
6.	In the list widow, select the wanted input click . This will open the window "Edit OScAR-Satellite input xxx".
7.	Carry out the settings in keeping with the below field descriptions described in Section 5.11.14, "Fields in window "Edit input/system states"":
8.	Save your changes with Ok.

Table 5-32 Configure OScAR/OScAR-Satellite inputs

5.11.11 Delete allocations to OScAR/OScAR-Satellite inputs

Follow the below instructions to delete allocated functions of OScAR/OScAR-Satellite inputs:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree view and open the node "Digital I/O":
3.	Now open the child node "Digital inputs".
4.	In the tree, select the node "OScAR/OScAR-Satellite xxx". All existing inputs will be shown in the list window.
5.	In the list window, select the OScAR/OScAR-Satellite inputs whose allocated functions you want to delete.
6.	Click in the menu bar.
7.	Confirm the prompt with Yes. The OScAR/OScAR-Satellite inputs have no more allocated functions.

Table 5-33 OScAR/OScAR-Satellite inputs - delete allocations

5.11.12 Configure System Statuses

You can use the areas "Negative system states" and "Positive System States" to configure that when specific changes of OScAR-internal system states occur, these changes activate Broadcasts to notify you that change. You can e.g. assign a Broadcast when there is a switch to the negative system status "Printer spooler > 70%", so that you will be notified when the printer spooler is already filled in excess of 70%. If you also want the system to notify you when the system status has been rectified, you can also assign a Broadcast to the switch to the positive system status "Printer spooler <= 70%".

➤ see Section 4.5, "Show the system status of the DAKS server"

Follow the below instructions to configure a system status:

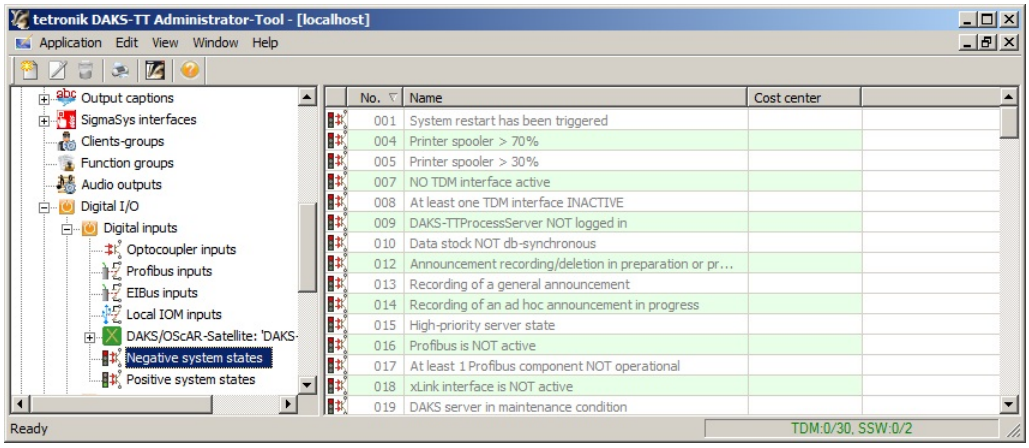
No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree view and open the node "Digital I/O":
3.	Now open the child node "Digital inputs".
4.	Go to the tree and select the node "Positive or negative system statuses". The list window will show all system statuses that are currently available. 
5.	In the list widow, select the system status you want to edit and click . This will open the window "Edit system states".
6.	Carry out the settings in keeping with the subsequent field descriptions. ➤ see Section 5.11.14, "Fields in window "Edit input/system states""
7.	Save your changes with Ok.

Table 5-34 Configure system statuses

5.11.13 Delete allocations from System statuses

Follow the below instructions to delete allocated functions of System statuses:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree view and open the node "Digital I/O":
3.	Now open the child node "Digital inputs".
4.	Go to the tree and select the node "System statuses". All existing system statuses will be shown in the list window.
5.	In the list window, select the system statuses whose allocated functions you want to delete.
6.	Click in the menu bar.
7.	Confirm the prompt with Yes. The system statuses no longer have any allocated functions.

Table 5-35 System statuses - delete allocations

5.11.14 Fields in window "Edit input/system states"

For Optocoupler, Profibus®, ElBus®, IOM, OScAR/OScAR-Satellite

Note:
Depending on the type of the input, some of the fields may be blocked or may not appear.

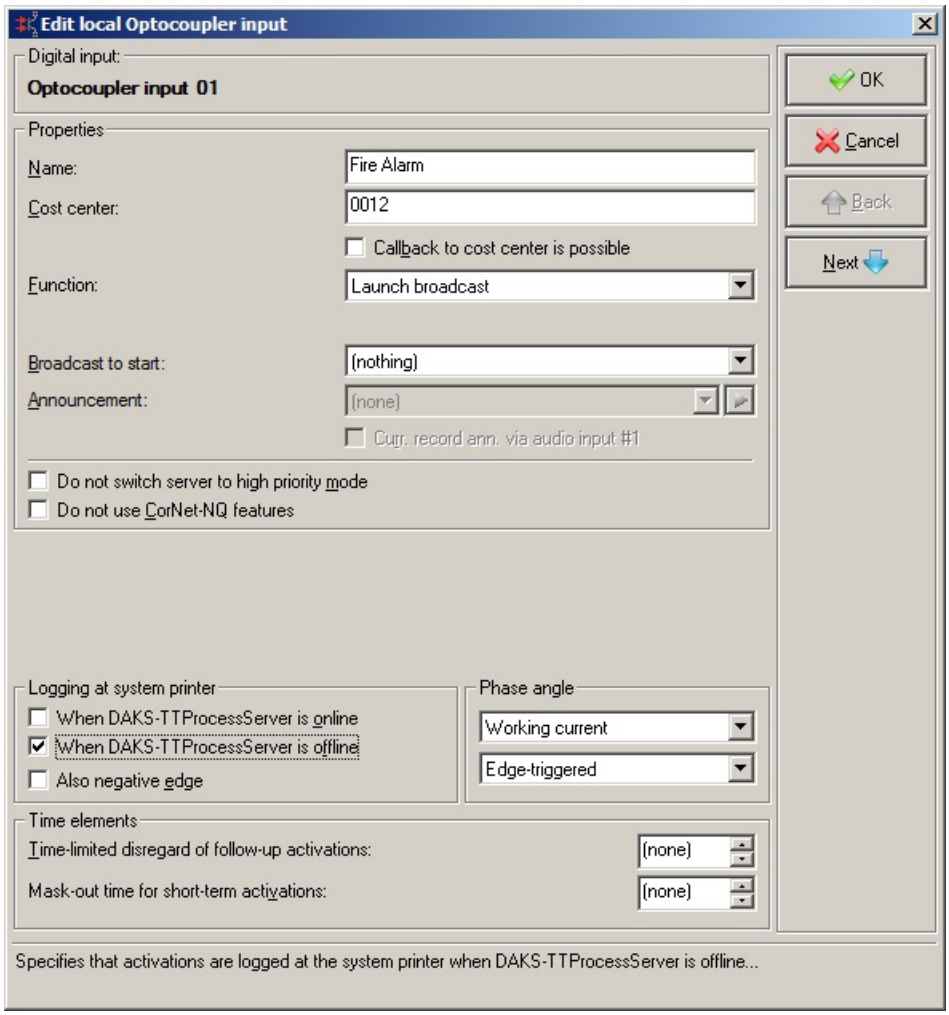
Field	Description
	
Window area "Contact"	
Optocoupler, Profibus® or ElBus® contact input	Display field with the order number of the Optocoupler, Profibus® or ElBus® input.
Window area "Properties"	
Name	Input field to enter a short description for the contact input (max 80 characters), used in tables and list fields. (default: empty)
Cost center	Input field for the cost center (max. 6 digits, numerals, * and #), e.g. for the correct allocation of phone charges. (default: empty)

Table 5-36 Fields in window "Edit...input"

Field	Description
Callback to cost center is possible	This checkbox is only active when a Broadcast is selected in the subsequent drop-down combobox "Function". When this box is ticked, the cost center will be considered a call number, and the reached Broadcast subscriber can e.g. make a callback call to the defined device by pressing the key 5, in the active call connection. Such callbacks can only be carried out with certain group-specific settings. (default: not selected)
Function	Selection field to specify the function of the contact input. The following options are available to you: • (nothing) • Activates audio input (1...8) • Activates Hot standby ➤ see Section 4.10.1, "Activate/deactivate the Hot standby operation" • Launch broadcast ➤ see Section 9.7, "Manage Broadcasts" • Activate personal security for subscriber ➤ see Chapter 10, "Configure, Activate and Monitor the Personal Security Application" • Convene conference ➤ see Section 11.7, "Manage Conferences" • Switch Info Telephone profile ➤ see Section 13.6, "Manage the Info Telephone activities" • Convene conference ➤ see Section 11.7, "Manage Conferences" • Switch Info Telephone profile ➤ see Section 13.6, "Manage the Info Telephone activities" • Select dialing phase for a call profile ➤ see Section 13.6, "Manage the Info Telephone activities" • Redirect CP to subprofile ➤ see Section 12.8.1, "Add or edit a Call Profile" • Prevent CP redirection to subprofile ➤ see Section 12.8.1, "Add or edit a Call Profile" (default: "(none)")

Table 5-36 Fields in window "Edit...input"

Field	Description
Announcement	This checkbox is only active when a Broadcast (entries with a prepended BDC) was selected in the drop-down combobox "Function". Drop-down combobox to define an input-specific announcement that shall be played during the Broadcasts, instead of the announcement group. This means that special announcements can be allocated to digital inputs (e. g. "Heating failure"), and the Broadcast can be launched for different events, informing the same group of staff, e.g. the "Service Department". (default: "(none)") Note: The announcement entered here overwrites the group announcements defined by the Broadcast and its members, i.e. all subscribers will receive the same announcement that is specified here.
Curr. record ann. via audio input #1	This checkbox only becomes active when a Broadcast (entries with a prepended BDC) was selected in the drop-down combobox "Function", and also when a corresponding announcement is allocated in the selection field "Announcement". When this box is ticked, the allocated announcement can be recorded via the first audio channel (AF1), e.g. to activate a Broadcast through a public address (PA) telephone station with the contacts outputs configured accordingly. ➤ see Section 7.5.3, "Record announcements via any audio channel" (default: not selected)
Do not switch server to high priority mode	When this box is ticked, the Broadcast is started in the low priority mode even if it was administrated in OScAR as high priority.
Do not use CorNet-NQ features	When this box is ticked, the Broadcast is started without CorNet-NQ features even if CorNet-NQ features were administrated in this Broadcast.
Window area "Output at system printer"	
When OScAR-TTProcessServer is online When OScAR-TTProcessServer is offline	When the respective checkbox is marked, and depending on whether OScAR-TTProcessServer is online or offline (i.e. connected/not connected with the OScAR server), the activation of inputs is logged at the system printer. Changes of switching states are also documented if these fields are not marked. (default: not selected)

Table 5-36 Fields in window "Edit...input"

Field	Description
also negative edge	This field only becomes active when at least one of the fields "When OScAR-TTProcessServer is online" and "When OScAR-TTProcess-Server is offline" is marked, and also when the value for the field "Time-limited disregard of subsequent input activations" is set to "(none)". When this box is ticked, the inactive edge is also documented. This affects the following input-specific functions: • launch Broadcast or Conference • Switch the Info Telephone In contract, because there is no inactive edge, this does not apply to: • Personal Security, activate • the switching to Hot Standby, and • the switching of audio inputs (AF) (default: not selected)

Table 5-36 Fields in window "Edit...input"

Field	Description
Window area "Phase angle"	
upper drop-down combo	This box only becomes active for optocoupler inputs. This drop-down combobox defines the current with which the input becomes active: • Working current (i.e. active when the current flows) or • Idle current (i.e. active when no current flows) (default: Working current)
lower drop-down combo	This checkbox only becomes active when a Broadcast (entries with a prepended BDC) was selected in the drop-down combobox "Function". This drop-down combobox defines the way in which the switching state is evaluated: • Edge-triggered Invokes the launch of a Broadcast when the contact input becomes active. • Level-controlled Invokes the launch of a Broadcast when the contact input becomes active, and the early termination of the Broadcast when it becomes inactive again. • Toggle Invokes the launch of a Broadcast when the contact input becomes active while the Broadcast is not running, and the early termination of the Broadcast when the input is activated while the Broadcast is running (typical for: control panels with illuminated buttons controlled via optocoupler outputs). ➤ see Section 5.11.15, "Configure optocoupler outputs" (default: "Edge-triggered")
Window area "Time elements"	
Time-limited disregard of follow-up activations	This checkbox only becomes active when, in the window area "Phase angle", the value of the lower checkbox is set to "Edge-triggered". Input field to enter the period of time after the activation of the input, during which you want the system to ignore all further activations. (default: "(none)")
Mask-out time for short-term activations	This checkbox only becomes active when, in the window area "Phase angle", the value of the lower checkbox is set to either "Edge-triggered" or "Toggle". Input field to define how long the input signal must have been ongoing and permanent, for the system to evaluate the contact input as activated. (default: "(none)")

Table 5-36 Fields in window "Edit...input"

5.11.15 Configure optocoupler outputs

OScAR supports 16 integrated digital outputs (Optocoupler 1...16) with individually assignable functions, as well as one relay output with "Ready" function. This makes it possible to e.g. switch a signal lamp through optocoupler outputs, to indicate that the SMS memory space of the OScAR server is full.

Note:
The relay output cannot be configured, and signals exclusively the operational readiness of the OScAR server as "Working current output", i.e. when this contact output is activated, the OScAR server is generally ready for operation.

Follow the below instructions to configure an optocoupler output:

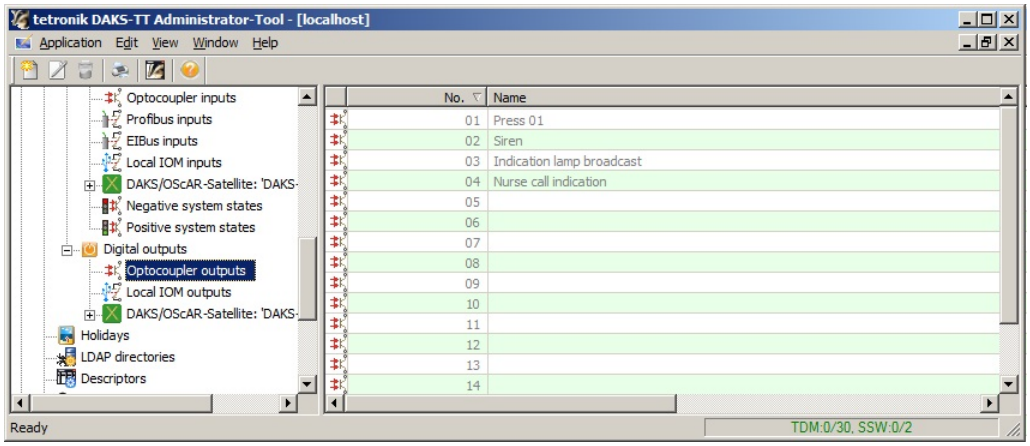
No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree view and open the node "Digital I/Os":
3.	Go to the tree and select "Optocoupler outputs". All existing optocoupler outputs will be shown in the list window. 
4.	In the list widow, select the optocoupler output you want to edit and click . This will open the window "Edit optocoupler output".
5.	Carry out the settings in keeping with the subsequent field descriptions.
6.	Save your changes with Ok.

Table 5-37 Configure optocoupler outputs

Description of the fields in the window "Edit optocoupler output"

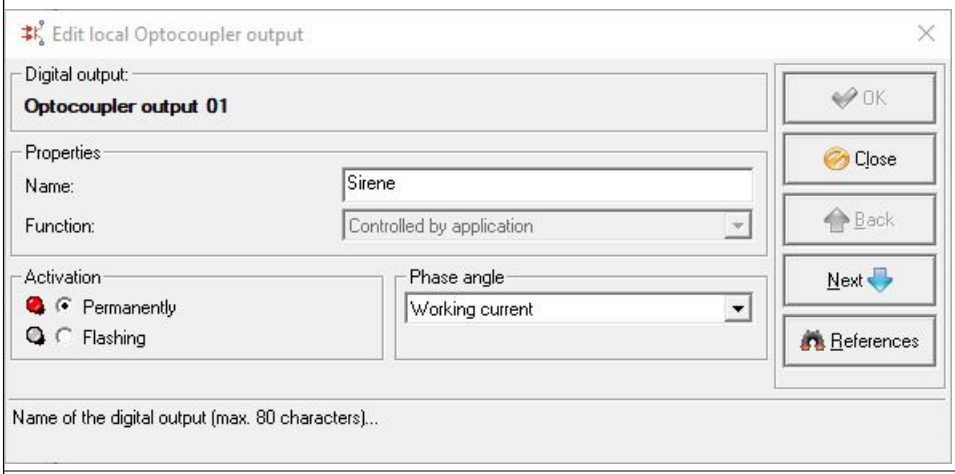
Field	Description
	
Window area "Digital output"	
Optocoupler	Display field with the sequential number of the optocoupler.
Window area "Properties"	
Name	Input field to enter a short name or description for the contact output (max 80 characters), used in tables and list fields.
Function	Selection field to specify the function of the contact output. The following options are available to you: • (none) • Controlled by application ("OR function" of all activity requirements of the various applications) • System has been restarted (deleted after the first system status query OScAR-TTProcessServer) • Controller up and running • Operational readiness (valid data) • Printer spooler > 70% • Printer spooler < 30% • Hot standby • At least one TDM PBX interface is active • All TDM PBX interfaces are active • OScAR-TTProcessServer is online • Databases are synchronous • Announcement recording/deletion in preparation or progress • Recording of a physical announcement in progress • Recording of an ad hoc announcement in progress • High priority activity (at least one high priority activity running) • Profibus is active • All Profibus components operational

Table 5-38 Fields in window "Edit optocoupler output"

Field	Description
Function (continued)	• xLink interface active • SMS memory full • GSM-SMS modem ready • Interface A on 1st auxiliary board is active (= 1st port...) • Interface B on 1st auxiliary board is active (= 2nd port...) • Interface C on 1nd auxiliary board is active (= 3th port...) • Interface D on 1nd auxiliary board is active (= 4th port...) • LAN operational • DPS is active • DCF-77 receiver is synchronous • DECTPOS interface is active • Interface A on 2nd auxiliary board is active (= 5th port...) • Interface B on 2nd auxiliary board is active (= 6th port...) • Interface C on 2nd auxiliary board is active (= 7th port...) • Interface D on 2nd auxiliary board is active (= 8th port...) • NTP server is active • SieCare interface is active • At least one VoIP PBX interface is active • All VoIP PBX interfaces are active • E-Alarm server active • at least 1 PS alarm in progress • Redundancy trunk on main connection side is active • DMC-Proxy interface active • At least one OScAR-TT Operator-Tool is active • IOM interface 1 is active • IOM interface 1 is misconfigured • Partial failure of power supply • 1. ESPA-X session active • 2. ESPA-X-Session active • 3. ESPA-X-Session active • 4. ESPA-X-Session active • 5. ESPA-X-Session active • 6. ESPA-X-Session active • 7. ESPA-X-Session active • 8. ESPA-X session active • 9. ESPA-X-Session active • 10. ESPA-X-Session active • 11. ESPA-X-Session active • 12. ESPA-X-Session active • 13. ESPA-X-Session active • 14. ESPA-X-Session active • 15. ESPA-X-Session active • 16. ESPA-X-Session active • 17. ESPA-X-Session active • 18. ESPA-X-Session active • 19. ESPA-X-Session active • 20. ESPA-X-Session active

Table 5-38 Fields in window "Edit optocoupler output"

Field	Description
Function (continued)	• YELLOW ALERT (not all PBX IFs ready, or, if applicable, not all Profibus® components available) This alert becomes active as soon as a system error status is registered, yet with the OScAR server still being able to continue to operate, also with limited resources (e. g. one of several digital trunks to the telephone system drops out) or functions are no longer available, such as peripherals linked-up via PofiBus® are no longer available. • RED ALERT (no PBX IFs ready or no valid data) This alert becomes active as soon as a system error is registered and disables the OScAR server from operating (e. g. all digital trunks to the telephone system have dropped out). (default: "(none)")
Window area "Activation"	
permanent	When this box is ticked, the output (depending on the function that is selected) is permanently active. (default: not selected)
flashing	When this box is ticked, the output, depending on the function that is selected, is activated with "flashing" (1 sec. on/off). This makes it e.g. possible to easily switch signal lamps to "flashing", with no extra effort. (default: not selected)
Window area "Phase angle"	
Phase angle	This drop-down combobox defines the current with which the output is active: • Working current • Idle current (default: "Working current")

Table 5-38 Fields in window "Edit optocoupler output"

5.11.16 Delete allocations to Optocoupler outputs

Follow the below instructions to delete allocated functions of optocoupler outputs:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree view and open the node "Digital I/O":
3.	Go to the tree and select "Optocoupler outputs". All existing optocoupler outputs will be shown in the list window.
4.	Select the Optocoupler outputs whose allocated functions you want to delete.
5.	Click in the menu bar.
6.	Confirm the prompt with Yes. The Optocoupler outputs have no more allocated functions.

Table 5-39 Optocoupler outputs - delete allocations

5.11.17 Process window Digital I/O

Note:
To operate the Digital inputs and outputs via the OScAR-TT Operator-Tool, you need the pertinent administrative rights and a password, as well as the pertinent operational rights and a PIN.

With OScAR, you can have the current states of the digital inputs and outputs shown to you in a process window of the OScAR-TT Operator-Tool.

Follow the below instructions to have the state of the digital inputs and outputs shown to you in the OScAR-TT Operator-Tool

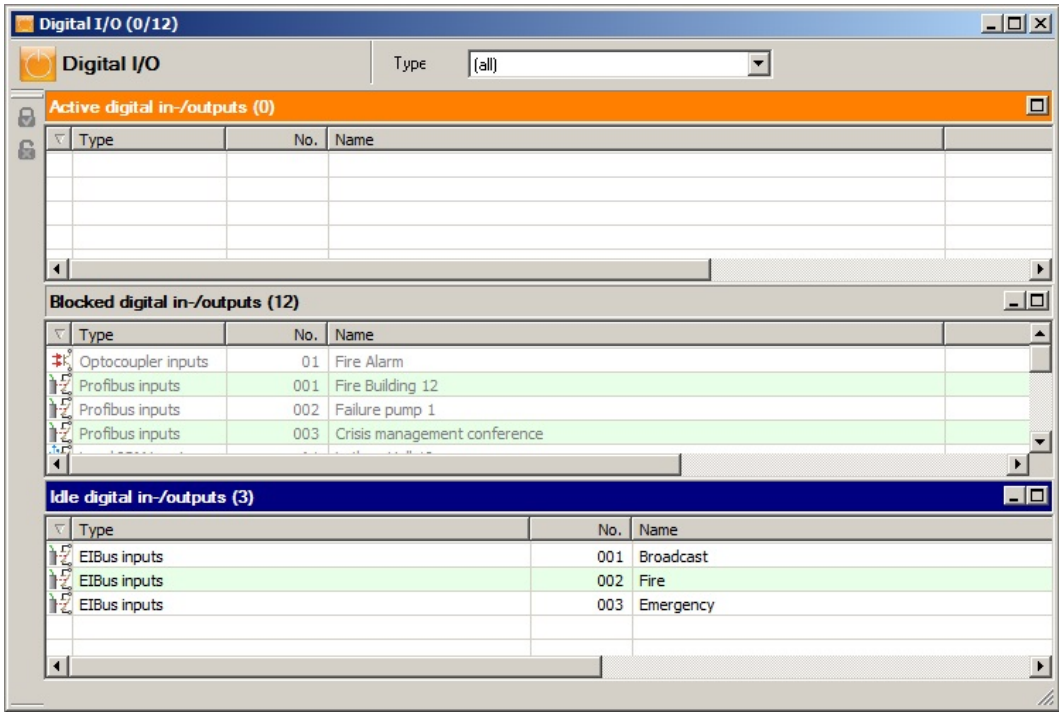
No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	Go to the command bar and click Digital I/O, or go to the menu bar and select: "Operations" ➠ "Digital in-/outputs"
3.	Where applicable, this will open the process window for digital inputs/outputs and/or bring it to the front: 
4.	If needed, filter the inputs/outputs that are shown to you with the field "Type" located at the upper edge of the process window. You can also use the menu command "Window" ➠ "New window" to invoke an additional window and filter another "Type" there if needed.

Table 5-40 Fields in window "Digital in-/outputs"

5.11.18 Customize the Digital I/O process view

Follow the below instructions to configure the process view of "Digital I/O":

No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	In the command bar click Options or go to the menu bar to select: "Operations" ➠ "Options..."
3.	Now open the tab "Process display options".
4.	Click Digital I/O....
5.	Carry out the settings in keeping with the subsequent field descriptions.
6.	Confirm with Ok to save your entries.

Table 5-41 Customize the Digital I/O process view

Description of the fields in the window "Digital in-/outputs process view"

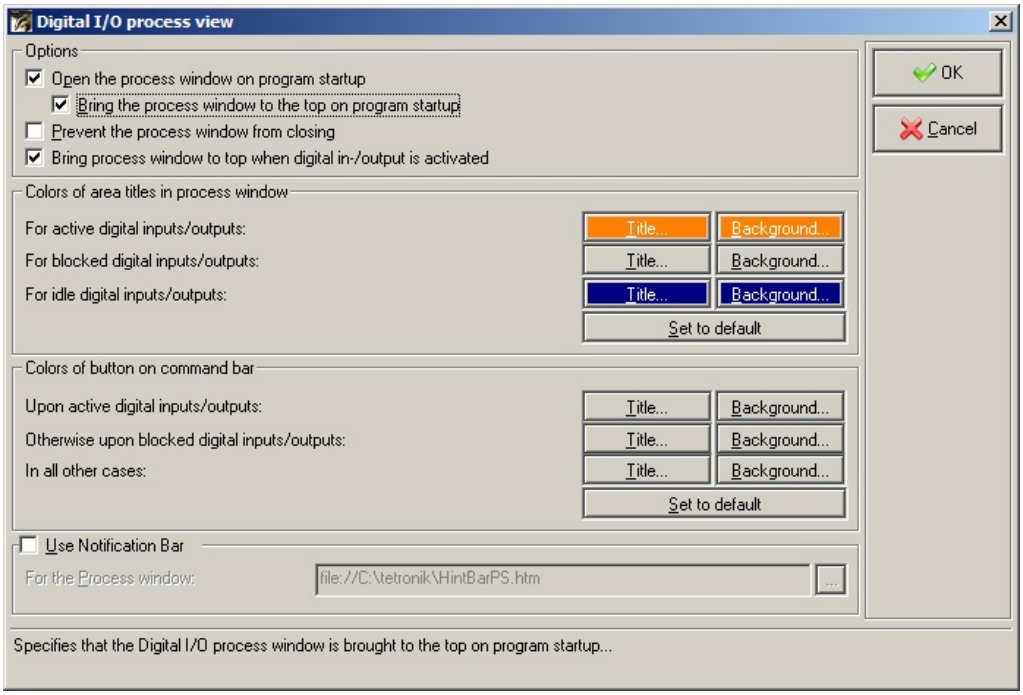
Field	Description
	
Window area "Options"	
Open the process window on program startup	When this box is ticked, the process view window of the digital inputs/ outputs will open automatically at the program start.
Bring the process window to the top on program startup	This field only becomes active when "Open the process window on program startup" is enabled. When this box is ticked, the process view window is also automatically brought to the top.
Prevent the process window from closing	When this box is ticked, the last open process window open cannot accidentally be closed.

Table 5-42 Fields in window "Digital in-/outputs process view"

Field	Description
Bring process window to top when digital in-/output is activated	When this box is ticked, the process view window of the digital inputs/outputs will automatically be opened and brought to the top when a digital in-/output is activated. Note: When this box is ticked, and if a digital input or output was already active at the program start, the process window is automatically brought to the top.
Window area "Colors of area titles in process window"	
For active digital inputs/outputs	Use these buttons to customize the colors of the titles of process areas, for active digital in-/outputs Click the buttons Title... and Background... to open the matching user window and select the wanted color.
For blocked digital inputs/outputs	Use these buttons to customize the colors of the titles of process areas, for disabled (blocked) digital in-/outputs Click the buttons Title... and Background... to open the matching user window and select the wanted color.
For idle digital inputs/outputs	Use these buttons to customize the colors of the titles of process areas, for idle digital in-/outputs Click the buttons Title... and Background... to open the matching user window and select the wanted color.
Set to default	Button to reset all color values assigned to process areas titles, to the defaults.
Window area: "Colors of buttons on command bar"	
Upon active digital inputs/outputs	Use these buttons to customize the colors of the command bar button Digital I/O (m/n), in the event at least one digital input or output is active. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
Otherwise upon blocked digital inputs/outputs	Use these buttons to customize the colors of the command bar button Digital I/O (m/n), in the event no digital input or output is active, but at least one digital input or output is disabled (blocked). Click the buttons Title... and Background... to open the matching user window and select the wanted color.
In all other cases	Use these buttons to customize the colors of the command bar button Digital I/O (m/n), in the event no digital inputs or outputs are currently active or disabled (blocked). Click the buttons Title... and Background... to open the matching user window and select the wanted color.
Set to default	Button to reset all color values assigned to the command bar button for Digital I/O (m/n) to the defaults.
Window area "Use notification bar"	
Use notification bar	When this box is ticked, the Digital I/O window can receive a dockable notification bar with how-to instructions and information on its utilization. ➤ see Section 4.7.6, "Notification bars in the DAKS-TT Operator-Tool"
For the Process window	Input field to enter the path of the HTML file that is output in the notification bar of the Digital I/O window. To select a file in a dialog click the button ... .

Table 5-42 Fields in window "Digital in-/outputs process view"

5.11.18.1 Block and unblock digital inputs

With OScAR you can block and unblock digital inputs. When a digital input is disabled, any changes on the side of the input will be ignored, i.e. the OScAR server will not set off any processes on the basis of a changed state, nor will it carry out any switching function.



Note:
To block and unblock digital inputs, you must have the pertinent operator rights.
➤ see Section 8.4.1, "Operator rights"



Caution!
The disabling (blocking) of digital inputs is not saved in the database, but exclusively in the OScAR server's RAM.
In other words, after a reboot of the OScAR server, all disabled (blocked) digital inputs are automatically enabled (unblocked) again.

5.11.18.2 Block and unblock digital inputs via OScAR-TT Operator-Tool

Follow the below instructions to block and unblock digital inputs via the OScAR-TT Operator-Tool:

No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	Open the process window Digital I/O ➤ see Section 5.11.17, "Process window Digital I/O"
3.	In one of the three process areas, select the digital input you want to block and choose the pertinent command "Block" or "Unblock". • via the menu bar item "Digital in-/outs", • from the context menu with a right mouse click, • via the toolbar at the left margin of the process window, or • using drag&drop to move the selected entry to the wanted process area. Confirm the subsequent prompt with Yes.
4.	Depending on its current state, the digital input will be disabled (blocked) or enabled.

Table 5-43 Block/unblock digital inputs

5.11.18.3 Block/unblock digital inputs over the phone

The example below is based on the assumption that the OScAR server is reached with the tie trunk code 800 (OScAR call number). The dialthru codes are set to default.

➤ see Section 5.6, "Configure dialthru codes"

The "PIN" that is used reads: 4321. For a representation that is easier to read, the input blocks are separated by spaces..



Note:
The blocking and unblocking of digital inputs can be carried out in single steps, or in en-block selection.

Example: How to block an optocoupler input, step by step:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Disable/enable input with dialog", e.g.: "800 097" .
PIN?	System message "Enter PIN".
	Enter your PIN (if needed, make corrections using the star * key).
DIG. INPUT ID ?	System announcement "Req. for digital input ID".
	Enter the digital input number (2 digits), i.e. add a prepended "0" if needed (if necessary, correct with the star * key).
<description>	If so configured,
BLOCK *=YES or	• the description is shown on the display, otherwise the number of the input, and
UNBLOCK *=YES	• the announcement assigned to the optocoupler input is played back.
	Next, and depending on the current state of the input, • either the system announcement "Request block input" is played back, • or the system announcement "Request enable input" is played back.
	Press the star * key to block or unblock the optocoupler input.
DISABLED or	Depending on the newly acquired state of the optocoupler input, • either the system announcement "Contact Is Disabled" is played back
ENABLED	• or the system announcement "Contact Is Enabled" is played back.
	Please hang up.

Table 5-44 Example: Block optocoupler input over the phone

Example for en-block selection: 800 097 4321 11 *

800 OScAR server call number (tie trunk code)

097 Dialthru code for "Optoc.-input blocked/unblocked with dialog"

4321 PIN

11 Number of the optocoupler input

* Confirmation of the disabling or enabling.

Table 5-45 En-block selection to block/unblock optocoupler inputs.

5.12 Allocate/delete functions to/from audio outputs

On condition that the OScAR server is equipped with audio outputs, and if the application "Conferences" is properly licensed and installed, you can record running Conferences via the audio outputs (up to 8) at the OScAR server.

5.12.1 Allocate functions to audio outputs

Follow the below instructions to assign a function to an audio output:

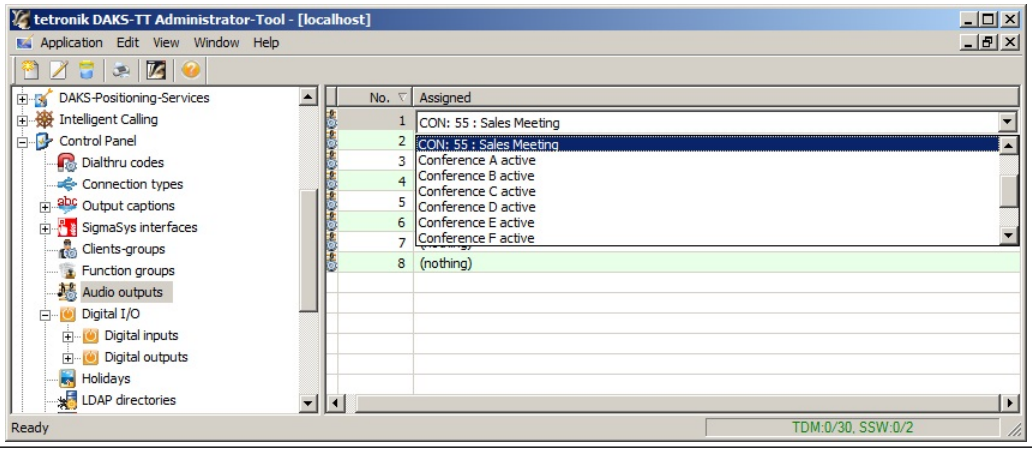
No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree and select "Audio outputs". All existing audio outputs will be shown in the list window.
3.	In the list window, doubleclick the output you want to edit. The output is released for editing. 

Table 5-46 Audio output - allocate function

No.	Step
4.	Assign the wanted function to the audio output. For a detailed description how to connect audio outputs see the "Service Manual DAKSpro 5". The following three options are available: • (nothing) i. e. output has no assigned function • conference n active (with n = A .. L) Output of Conference A to max. L, independent of which Conference is currently active. Function to record all Conferences, but requires the same number of outputs as Conferences that may be active at the same time (i.e. in parallel). • Activation of a specific Conference (entries have a prepended CON:) Output only when a specific and already configured Conference becomes active. With this setting, you need an audio output for every Conference you want to record (fixed assignment). (default: "(none)")

Table 5-46 Audio output - allocate function

5.12.2 Delete allocations from audio outputs

Follow the below instructions to delete allocated functions from audio outputs:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree and select "Audio outputs". All existing audio outputs will be shown in the list window.
3.	In the list window, select the audio outputs whose allocated functions you want to delete.
4.	Click in the menu bar.
5.	Confirm the prompt with Yes. The audio outputs have no more allocated functions.

Table 5-47 Audio outputs - delete allocations

5.13 Configure output captions

OScAR supports output captions that can be adapted according to national language and deployment:

- Display texts for information or texts for user guidance, at digital system telephones with displays
- Printer texts for logging (via PC and/or system printer, using IBM-2 character set)

The individual applications access central tables to output these texts.

5.13.1 Edit display texts

Note:
As you edit display texts please bear in mind that certain devices can only display capitals and no German umlauts (ä, ö, ü).
Please make sure that you take these features into consideration when you enter a text!

Follow the below instructions to edit a display text:

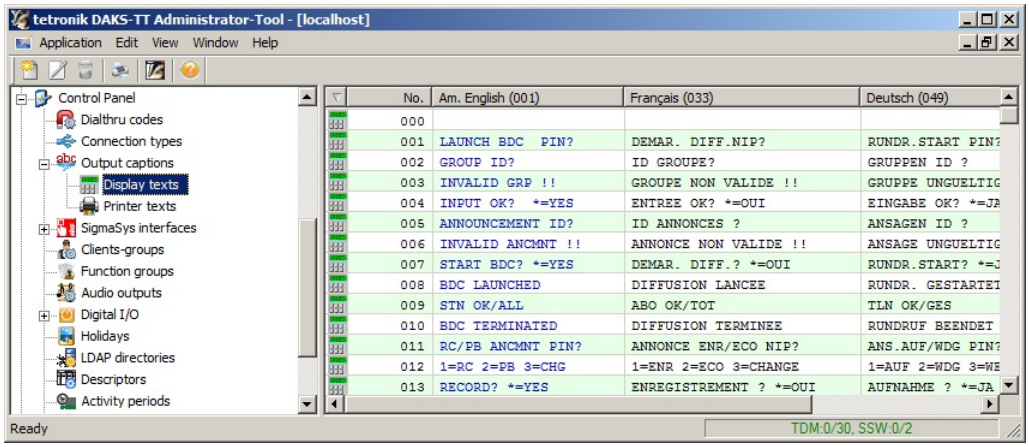
No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Now open the child node "Output captions" in the tree.
3.	In the tree select the child node "Display texts". The display texts will be shown in the list window.
4.	In the list window, doubleclick the display text you want to edit, in the correct language column. The entry is released for editing. 
5.	Edit the entry and confirm with Enter.

Table 5-48 Edit display text

The following initial texts are available as display texts after the installation

No.	Display text
0	
1	LAUNCH BDC PIN?
2	GROUP ID?
3	INVALID GRP !!
4	INPUT OK? *=YES
5	ANNOUNCEMENT ID?
6	INVALID ANN.!!
7	START BDC? *=YES
8	BDC LAUNCHED
9	SUB.OK/ALL
10	BROADCAST ENDED
11	ANN.REC/PLY PIN?
12	1=REC 2=PLAY 3=TOGG.
13	RECORD? *=YES
14	DELETE ANN.
15	* = START RECORD.
16	RECORD #=END
17	PLAY BACK #=END
18	NOT AUTHORIZED
19	ANN. PROTECTED
20	COMPOSED ANN.
21	INFO TEL. PIN?
22	PROF. 1-9,0=OFF?
23	CURRENTLY DEACTIV.
24	CURRENT PROFILE
25	PROFILE UNDEFINED
26	DEACTIVATE
27	CURR. NOT POSS.
28	ANN.ID? *=GRPPLAN
29	ANN.ACC.GRPPLAN
30	INVALID ENTRY
31	CHANGE CALL SCR.
32	0=OFF, 1..9 ?
33	CHANGE ACT. NO.
34	ACTIVE NUMBER:
35	SAVE? *=YES
36	SAVED
37	CHANGE? *=YES
38	PHONENO.+# OR # ?
39	MICROPHONE OFF
40	MICROPHONE ON
41	CALL SUBSCR./ALL
42	PROFILE
43	ADHOC CONFERENCE
44	<PHONE># O.#=END
45	PIN?
46	CONFIREMD POSITIVE
47	CONFIRMED NEGATIVE
48	REC. VIA LF #=END
49	*,LF:1..8 = RECORD

Table 5-49 Initial output captions available as display texts, after the installation

No.	Display text
50	HOT STANDBY ON
51	HOT STANDBY OFF
52	SMS MESSAGE!!
53	NO MESSAGE!
54	NEW MESSAGE!!
55	CURR. LOGEGD OFF
56	LOGON? *=YES
57	CURR. LOGGED ON
58	LOGOFF? *=YES
59	MESSAGE
60	DELETE? *=YES
61	SMS SERVICE PIN?
62	BROADCAST ENDED!
63	PHONE NO. +# ?
64	OScAR SMS:
65	!!CONFIRM!!
66	1=ACT. 2=DEACT.
67	#=ANN. ACTIVATED
68	#=ANN. DEACTIVATD
69	REC. *=BDC START
70	1=POS. 0=NEG.
71	1=POS.0=NEG.5=CB
72	1=POS.0=NEG.5/6=CB
73	START SCEN.*=YES
74	SCENARIO STARTED
75	MEMB. IN CONF
76	PRIVACY ACT.
77	PRIVACY ON
78	RECORD PIN?
79	PLAYBACK PIN?
80	LOGON/OFF PIN?
81	EXIT #=YES
82	CANCELCONF #=YES
83	<PNO># (*=DEL)
84	<PNO>#..<PNO># *
85	0=NEG. 5=CB
86	2=UP,8=DWN,#=CUT
87	POSITIONING PIN?
88	POSITIONING
89	0..9 CONFIRM
90	LOG OFF N. POSS.
91	COMPLETED
92	! !COMPLETED MSG.!
93	9=COMPLETED
94	9=END POSITIONING
95	5=TALK
96	WRONG PERSON
97	NEW MESSAGE
98	DIALTHRU CODE?
99	INFO TEL. ID?
100	SECURITY CODE ?

Table 5-49 Initial output captions available as display texts, after the installation

No.	Display text
101	PHONE NO.?
102	ENABLE *=YES
103	DISABLE *=YES
104	ENABLED
105	DISABLED
106	DIG. INPUT ID ?
107	1=SAVE, 0=CANCEL
108	SECURITY CODE?
109	PERS.SEC.OFF *=YES
110	NOT TRANSMITTED
111	FULLY ON DUTY
112	FULLY OFF DUTY
113	ON DUTY FOR:
114	#=FULLY OFF DUTY
115	*=FULLY ON DUTY
116	0..9 FOR SERVICE
117	ENABLED
118	CURRENTLY NOT SUPPORTED
119	NOT ACTIVATED
120	SENT
121	WRONG FORMAT
122	1=LOGON
123	2=LOGOFF
124	PROFIL-ID?

Table 5-49 Initial output captions available as display texts, after the installation

5.13.2 Edit printer texts

Follow the below instructions to edit a printer text:

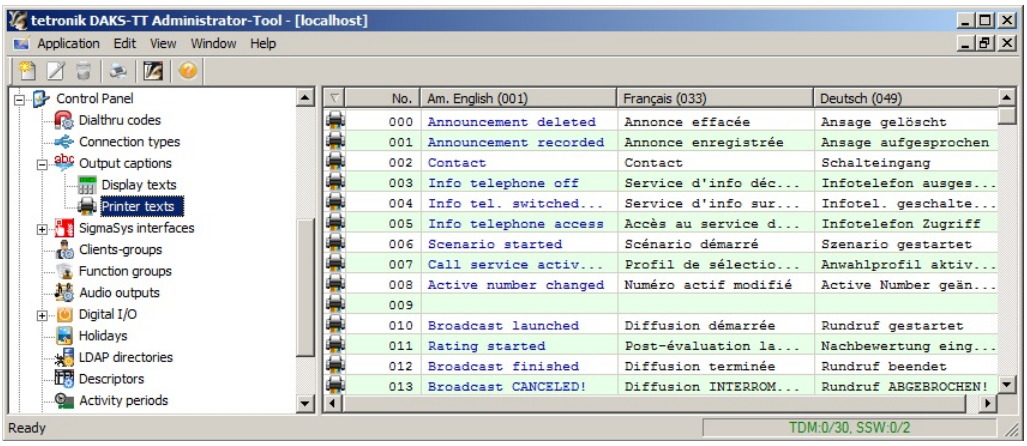
No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Now open the child node "Output captions" in the tree.
3.	Go to the tree on the right and select the node "Printer texts". The printer texts will be shown in the list window.
4.	In the list window, doubleclick the printer text you want to edit, in the correct language column. The entry is released for editing. 
5.	Change the entry and confirm your input with Enter.

Table 5-50 Edit printer text

Initial texts for printer outputs after installation

No.	Printer text
0	Announcement deleted
1	Announcement recorded
2	Digital input
3	Info Telephone deactivated
4	Info Tel. switched to Profile
5	Info Telephone access
6	Scenario started
7	Call Profile activated
8	Active Number changed
9	
10	Broadcast launched
11	Evaluation initiated
12	Broadcast ended
13	Broadcast CANCELED!
14	
15	Convene Conference
16	Conference ended
17	Conference CANCELED!
18	Conference extended by [min]:
19	Key:
20	Not reached
21	Reached
22	Pos. confirmation
23	Neg. confirmation
24	Disconnected
25	Active
26	Passive
27	Microphone on
28	Microphone off
29	Waiting
30	Launched via data interface
31...33	
34	Launched via time-control
35	Launched over the phone
36	Launched via dig. input
37	Launched via PC
38	Launched via controller
39	Launched via console
40	Cost center
41	Number of subscribers in total
42	Subscribers reached
43	Subscribers not reached
44	
45	Connected with
46	Disconnected from
47	Privacy on
48	Privacy off
49	
50	Hot Standby on
51	Hot Standby off

Table 5-51 Initial output captions available as printer texts, after the installation

No.	Printer text
52	Subscriber logged on
53	Subscriber logged off
54	SMS timeout for PIN
55	Positioning of:
56	Positioning results:
57	Completed message
58+59	
60	Phone number
61...69	
70	Personal Security activated
71	Personal Security deactivated
72	Monitoring call successful
73	Monitoring time retriggered
74	Personal Security alarm
75...79	
80	Announcement activated
81	Announcement deactivated
82...87	
88	OScAR-TT server access failed:
89	Invalid logon for user:
90	Program start
91	Program end
92	User logged in
93	User logged off
94	Connected to server
95	Disconnected from server
96	Initialization started
97	Initialization CANCELED!
98	Initialization completed
99	
100	OScAR ALARM:
101	BROADCAST NAME:
102	BROADCAST ID:
103	START TIME:
104	END TIME:
105	SUBSCRIBERS:
106	REACHED:
107	NOT REACHED:
108	POSITIVE CONFIRMATION:
109	NEGATIVE CONFIRMATION:
110	OVERALL RESULTS: successful
111	OVERALL RESULTS: n. successful
112	NAME OF FOLLOW-UP BROADCAST:
113	ID OF FOLLOW-UP BROADCAST:
114	INPUT UNBLOCKED.
115	INPUT BLOCKED:
116	PS CONFIRMATION V.OPERATOR:
117	TARGET LOGGED ON
118	TARGET LOGGED OFF

Table 5-51 Initial output captions available as printer texts, after the installation

5.13.3 Edit Long texts

Follow the below instructions to edit a long text:

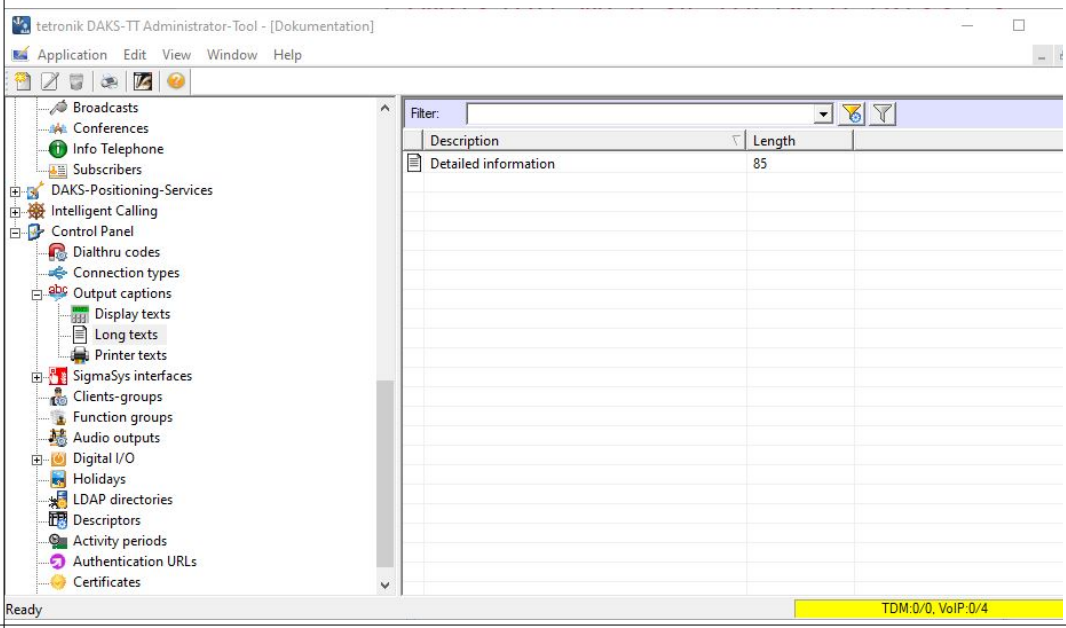
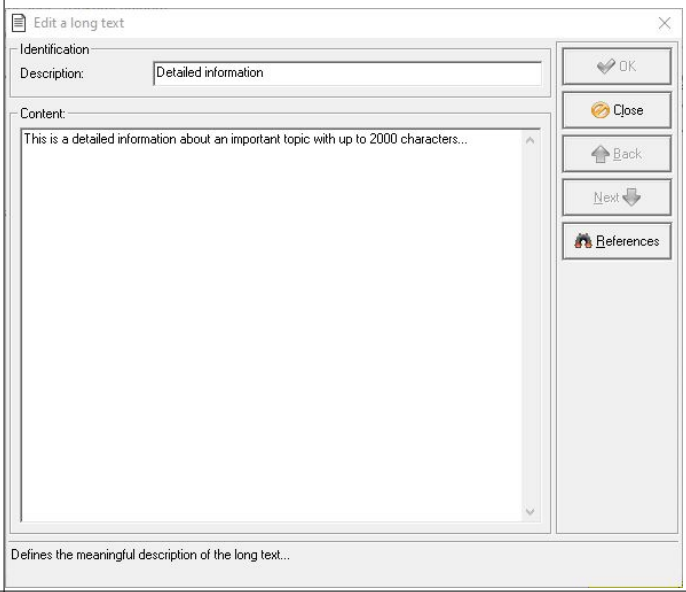
No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Now open the child node "Output captions" in the tree.
3.	Go to the tree on the right and select the node "Long texts". The Long texts will be shown in the list window. 
4.	In the list window, doubleclick the long text you want to edit. The entry is released for editing. 
5.	Change the entry and confirm your input with Enter.

Table 5-52 Edit Long text

5.13.4 Delete output captions

Follow the below instructions to delete a output captions:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Now open the child node "Output captions" in the tree.
3.	In the tree, select either "Display texts" or "Printer texts". The pertinent output captions will be shown on the list window.
4.	Delete the texts in one language: Select the wanted captions by clicking the pertinent line in the respective language. Delete texts in all languages: In the list window, select the wanted texts by clicking the pertinent line in the column "No.".
5.	Click in the menu bar.
6.	Confirm the security prompt with Yes to all to delete all selected texts, or with Yes to delete an individual text. The selected output caption(s) are now deleted.

Table 5-53 Delete output captions

5.13.5 Configure a default language for printer and display texts

The texts of the default language are used for outputs on telephone displays and for printouts at at the system printer.

OScAR supports several languages for the output texts, but only one language can be defined as the default.

Follow the below instructions to determine a specific language as the default langue:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Now open the child node "Output captions" in the tree.
3.	In the tree, select either "Display texts" or "Printer texts". The pertinent output captions will be shown on the list window. The default language is the language whose column is shown in blue.
4.	In the list window, make a right mouse click on a line (any) in the column with the language that you want to define as the default.
5.	Select "Set column to default language" from the context menu. The entries of this column will be shown in blue.

Table 5-54 Configure a default language for printer and display texts

5.13.6 Set all printer and display texts to default

Output texts or captions describe the internal state of the OScAR applications.

You can adjust these texts at any time but should always be very careful not to alter their meaning.

If output captions have been changed, or if output captions are not given proper values, you can reset these texts to the original (default) either individually, or you can reset all texts to the default.

Follow the below instructions to set all output captions to their defaults:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Now open the child node "Output captions" in the tree.
3.	In the tree, select either "Display texts" or "Printer texts". The pertinent output captions will be shown on the list window.
4.	Setting the defaults for a language: In the list window, select the wanted texts by clicking the pertinent line in the correct language. Set all languages to the default: In the list window, select the wanted texts by clicking the pertinent line in the column "No.".
5.	Make a right mouse click on the selected area and, in the context menu, select: • "Set line(s) to default", to set the selected line(s) to the defaults, • "Set all to default", to set all all lines to the defaults.
6.	The default values are now entered for the lines you chose.

Table 5-55 Set printer and display texts to defaults

5.14 Create shortcuts to LDAP directories

Subscribers from external address directories (meta directories) can be imported with the help of the OScAR-TT Administrator-Tool, provided such directories are equipped with an interface with the internet protocol LDAP.

Known meta directories are, for example:

- Active Directory by Microsoft,
- Domino Server by Lotus, and
- DirX, as well as Unify HiPath UserManagement.

Before a meta directory can be accessed, the connections to the meta directory server (LDAP directories) as well as their objects or classes must be clearly specified in the OScAR-TT Administrator-Tool.

In OScAR, shortcuts to up to 20 LDAP directories can be defined.

The actual import of the address data is carried out on the basis of the subscriber list.

➤ see Section 8.5, "Add and collate subscribers from LDAP directories"

5.14.1 Add and edit a shortcut to an LDAP directory

Follow the below instructions to add or edit a shortcut to an LDAP directory:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree on the right and select the node "LDAP directories". The list window displays every LDAP directory that is currently available.
3.	Click in the menu bar, or In the list window, select the LDAP directory you want to edit and click . This will open the window "Edit LDAP directory".
4.	Carry out the settings in keeping with the subsequent field descriptions.
5.	Save your entries with Ok.

Table 5-56 Add/edit shortcut to LDAP directory

Description of the fields in the window "Edit LDAP directory"

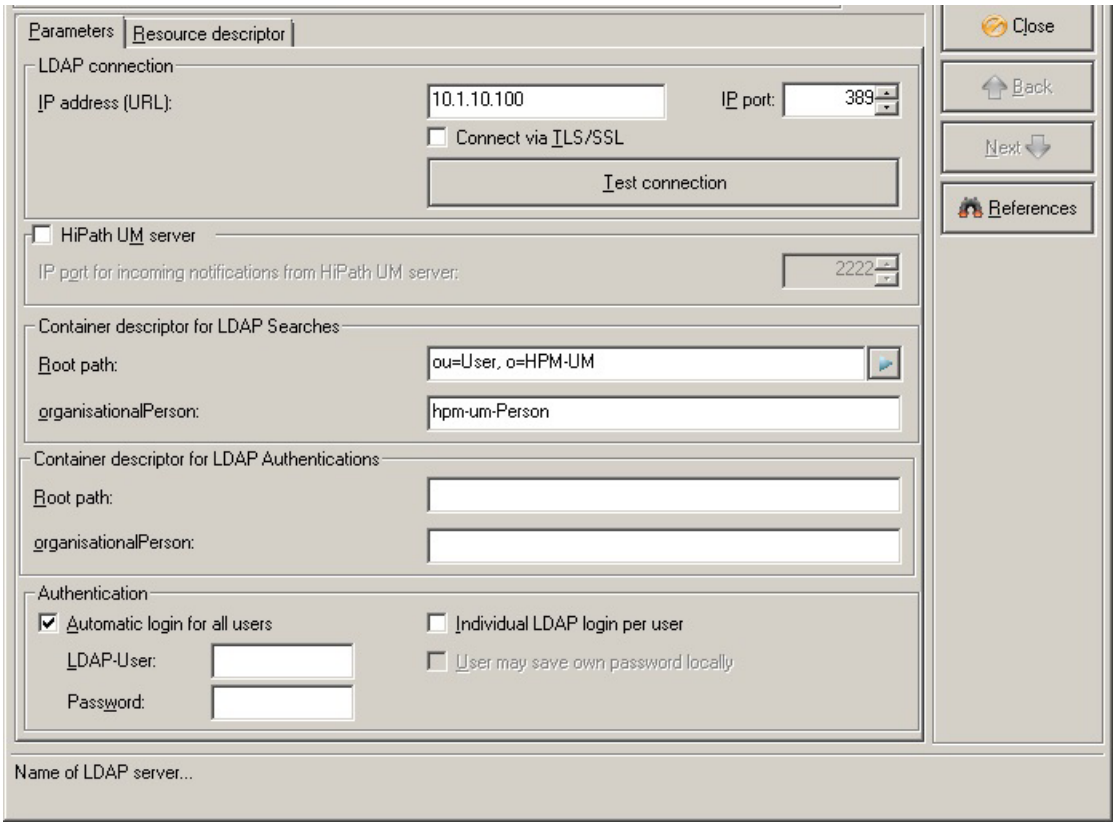
Field	Description
	
Window area "Server"	
Name	Input field for a brief description of the LDAP server (max. 30 characters), used in tables and list fields. (default: empty)
Tab "Parameters"	
	
Window area "LDAP Connection"	
IP address (URL)	Input field for the TCP/IP address or the PC name of the connected LDAP server (max. 30 characters). (default: empty)
IP port	Input field for the TCP/IP port where the LDAP server listens for queries. (default: "389")
Connect via TLS/SSL	Is this box is ticked the LDAP query is TLS-encrypted.
	Click Test connection. Correct any wrong entries if you receive an error message.

Table 5-57 Fields in window "Edit LDAP directory"

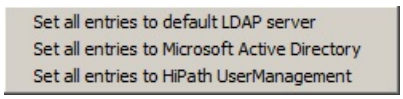
Field	Description
HiPath UM server	Please note that when this box is ticked, the server in question is a Unify HiPath UserManagement server. ➤ see Section 5.14.2, "Special characteristics of Unify HiPath User-Management servers" (default: not selected)
IP port for incoming notifications from the HiPath UM server	Specifies the TCP/IP port where the OScAR-TTDbServer listens for messages from the Unify HiPath UserManagement server. (default: "2222")
Window area "Container descriptor for Searches"	
Root path	Input field for the "root" path (max. 255 characters) of the LDAP server, used to store its directory. Usually, this entry is organized as follows: • for Unify HiPath UserManagement: "ou=User, o=HPM-UM" • for Microsoft Active Directory: "CN=Users, DC=<mycompany>,DC=<de>" • for other servers: ➤ see documentation of the respective LDAP server. (default: empty)
	Click this icon. The following menu will pop up:  Select the corresponding menu item to enter the default values for the fields "Root path“ and "Org person“.
OrganizationalPerson	This field defines the name (max. 30 characters) of the object class that is used in the LDAP server, to save the address data. Usually, this entry is organized as follows: • Unify HiPath UserManagement: "hpm-um-Person" • Microsoft Active Directory: "OrganizationalPerson" • Other servers: mostly also: "OrganizationalPerson" ➤ see documentation of the LDAP server. (default: empty)
Window area "Container descriptor for authentications"	
Root path	Input field for the "root" path (max. 255 characters) of the LDAP server where the authorized subscribers are stored. ➤ see documentation of the respective LDAP server. (default: empty)
OrganizationalPerson	This field defines the name (max. 30 characters) of the object class that is used in the LDAP server, to save the authentication data. ➤ see documentation of the LDAP server. (default: empty)
Window area: Authentication	

Table 5-57 Fields in window "Edit LDAP directory"

Field	Description
Automatic login for all users	When this box is ticked, all users will be logged in to the LDAP server with the same user name and password when making queries or when collating (see the next two fields). (default: not selected)
LDAP-User	Input field defines a user (max. 250 characters) who is authorized to address inquiries to the LDAP server. If you want to carry out anonymous queries, no entries need to be made in this field. (default: empty)
Password	Input field for the password (max. 250 characters) of the user you specified in the field "User". If you want to carry out anonymous queries, no entries need to be made in this field. (default: empty)
Individual LDAP login per user	When this box is ticked, every user must sign on individually for queries using the LDAP server. (default: not selected)
User may save password locally	When this box is ticked, every user may save his/her authentication per server locally. This enables the OScAR-TT Administrator-Tool to retain the authentication data, also beyond the program end. The authentication data is saved encrypted in the Windows® registry. (default: not selected)

Table 5-57 Fields in window "Edit LDAP directory"

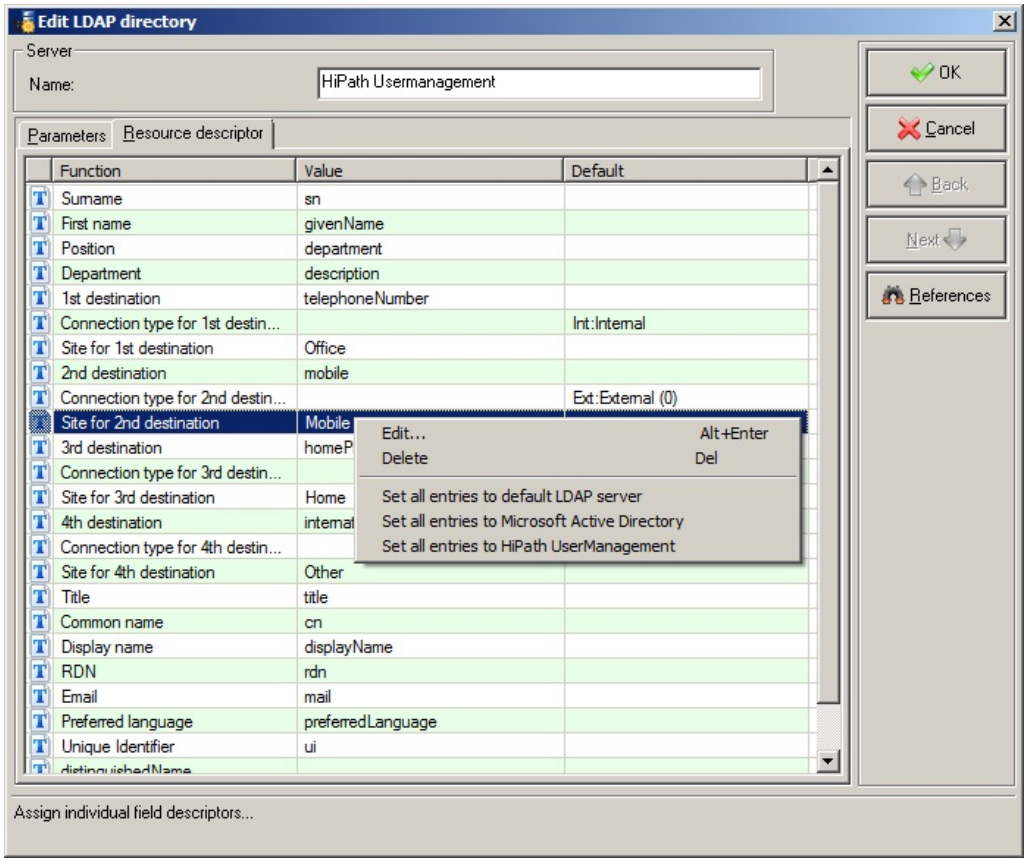
Field	Description
Tab "Resource descriptor"	
	
Field of table	The column "Function“ covers all fields in the OScAR subscriber list that can ingest an import from the LDAP directory. Use the column "Value" to define the matching field names (each max. 30 characters) of the LADP container that you specified under "Org. Person". Note that all information in quotation marks will be copied as static text, in the same way in which it is output here (e.g. "`Office`"). In the column "Conn. type", edit the default value of the connection type that you want to use for the call numbers. Make a right mouse click to open the context menu that can be seen in the window. With this menu you can save the usual field names for the LDAP directories that are listed here.

Table 5-57 Fields in window "Edit LDAP directory"

5.14.2 Special characteristics of Unify HiPath UserManagement servers

DAKSpro 5 comes with an extended interface to the Unify HiPath UserManagement.

The LDAP interface serves not only to copy address datasets to subscriber list, it also enables OScAR to link the copied datasets with the sources of the Unify HiPath UserManagement, and register itself there for possible changes added to the datasets. Should one of these datasets be modified or deleted in the Unify HiPath UserManagement, OScAR-TTDbServer will receive a corresponding notification and highlight the pertinent subscriber entry/entries in color.

In a separate step, the datasets that are highlighted in this way can be verified by a user at the OScAR-TT Administrator-Tool.

There are good reasons why this is not done automatically, namely because:

- Changes of the name fields of a dataset can influence a subscriber's assignment to the various applications.
- Changes made to the call numbers of a dataset may influence the assignment of the pertinent connection type.

5.14.3 Example configurations

Microsoft Active Directory

Function	Value	Standard
Name	e. g. sn	
First name	e.g. givenName	
Position	e.g. department	
Department	e.g. description	
1. Destination	e.g. telephoneNumber	
Connection type for 1. destination		e.g. Int:Intern
Site for 1st destination	e.g. "Office"	
2. Destination	e.g. mobile	
Connection type for 2. destination	e.g. AD-VB-Type	e.g. Ext:Extern (0)
Site for 2. destination	e.g. "Mobile"	
3. Destination	e.g. homePhone	
Connection type for 3. destination		e.g. Ext:Extern (0)
Site for 3. destination	e.g. "Home"	
4. Destination	e.g. international SDN Number	
Connection type for 4. destination		e.g. Ext:Extern (0)
Site for 4. destination	e.g. "Other"	
Title	e.g. "title"	
Common name	e.g. cn	
Display name	e.g. displayName	
RDN	e.g. rdn	
E-mail	e.g. proxyAddresses	
Preferred language	e.g. preferredLanguage	
Unique Identifier	e.g. sAMAccountName	
distinguishedName	e.g. distinguishedName	

Table 5-58 Example configuration

Note:
For the four fields "Connection type for ..." you can assign:

- either a connection type that can be configured in OScAR-Pro by double clicking the column "Default",
- or "Value" for a value from the Active Directory.

If no value is administrated in the Active Directory, the system applied the administrated connection type from the column "Default" column.

5.14.4 Delete LDAP directories

Note:
Note that before an LDAP directory can be deleted, all references of its listed subscribers must be removed.

➤ see Section 5.14.5, "Edit/delete LDAP directory references"

Follow the below instructions to delete an LDAP directory:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree on the right and select the node "LDAP directories". The list window displays every LDAP directory that is currently available.
3.	In the list window, select the LDAP directories outputs you want to delete.
4.	Click in the menu bar.
5.	Confirm the prompt with Yes. The directory is now deleted. If any subscribers references to this LDAP directory should still exist, the window "LDAP directory references" will automatically pop up. ➤ see Section 5.14.5, "Edit/delete LDAP directory references"

Table 5-59 Delete LDAP directories

5.14.5 Edit/delete LDAP directory references

Use the window "Edit LDAP directory" to directly open the window "LDAP directory references" by clicking the button: References.

Here, every subscriber is listed who still has a reference to this LDAP directory, i. e. every subscriber who was previously copied from this directory. In this case, use the window "LDAP directory references" to edit the subscriber-specific data or to delete the references to the LDAP directory.

Note:
If you try to delete an LDAP directory that is still being referred to by subscribers, the window "LDAP directory references" will automatically pop up.

Follow the below instructions to edit or delete LDAP directory references:

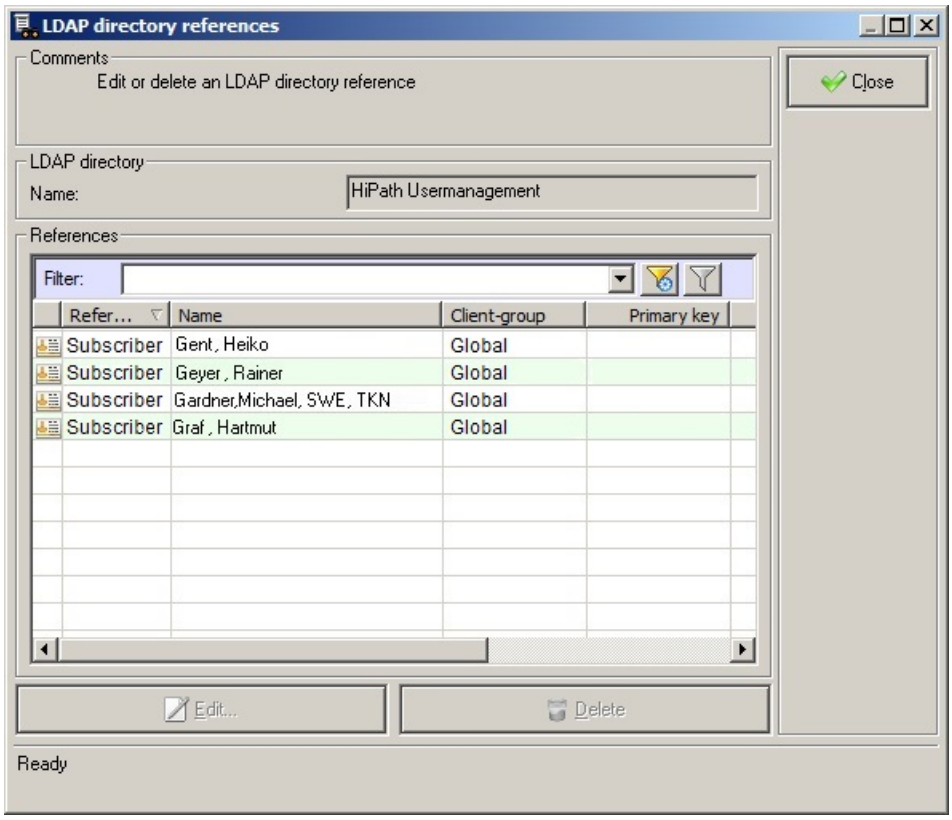
No.	Step
1.	Select the LDAP directory you want to edit and click References. This will open the window "LDAP directory references". 
2.	Edit reference entries: Go to the list area of this window, select the reference you want to edit and click "Edit..", or double-click the entry itself. You are moved directly to the subscriber-specific settings of the referenced application. Delete reference entries: Go to the list area of this window, select the reference you want to delete and click Delete. Confirm the prompt with Yes. The references are now deleted from the selected subscribers. Once the entire list is empty, the actual LDAP directory can be deleted as well.

Table 5-60 Edit/delete LDAP directory references

5.15 Configure holiday settings

OScAR can call subscribers not only in keeping with the defined time zones, but also on the basis of up to 30 different and individual holiday settings.

The holidays that are listed here are taken into account both for subscribers and for so-called the schedule actions.

➤ see Section 8.3.2, "Edit subscriber destinations"
➤ see Section 15.3.1, "Add and edit scheduled actions"

5.15.1 Add and edit holidays settings

Follow the below instructions to add a new holiday or to change the name of an already existing holiday:

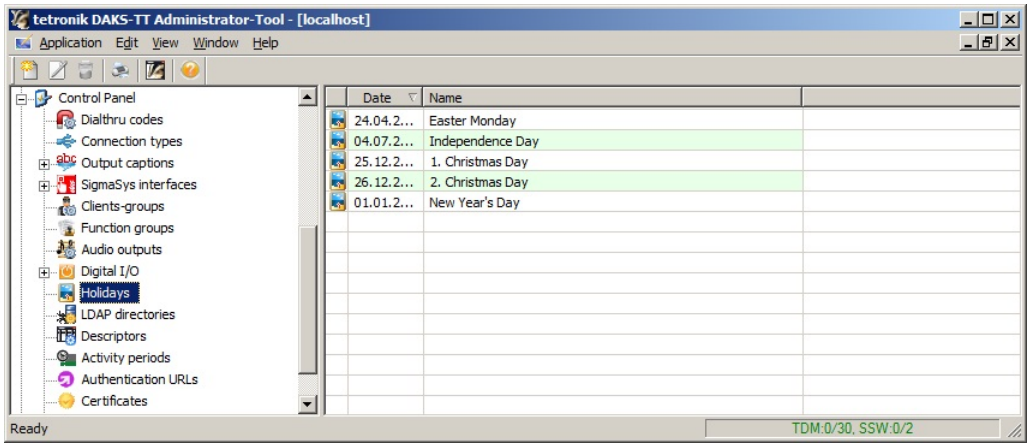
No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree on the right and select the node "Holidays". If there are any, all previously created holidays will be shown in the list window. Holidays that are repeated annually are marked in blue. 
3.	Click in the menu bar to add a new holiday, or go to the list window and select the holiday you want to edit and click . A new holiday is created or the holiday is released for editing.
4.	Enter a name for the new holiday.
5.	Enter the date of the holiday and define if the holiday shall recurr annually on the same day (e.g. Christmas Day).
6.	Save your entries with Ok.

Table 5-61 Add and rename holidays

Description of the fields in the window "Edit holidays"

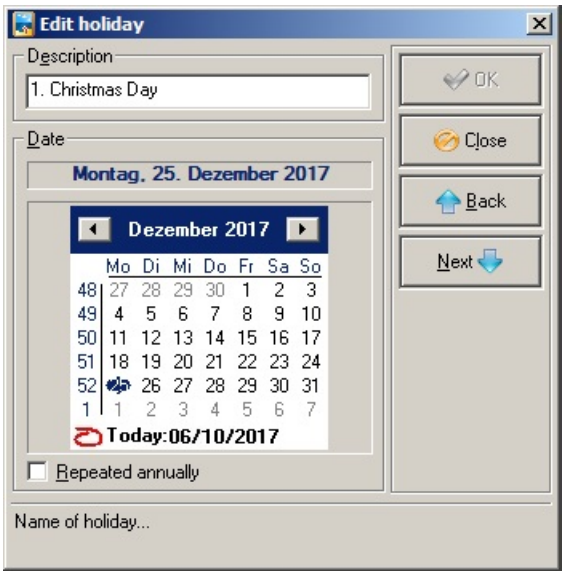
Field	Description
	
Window area "Description"	
Text field	Input field for a name of the holiday (max. 20 characters), for output in the tables and list fields. (default: empty)
Window area "Date"	
Status field	Display field showing the currently selected date.
Date field	Use this area to define the date of the holiday. (default: today's date)
Repeated annually	When this box is ticked, the holiday is repeated annually on the same day (e.g. Dec. 25th = Christmas Day). (default: not selected)

Table 5-62 Fields in window "Edit holiday"

5.15.2 Delete holiday settings

Follow the below instructions to delete a holiday setting:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree on the right and select the node "Holidays". All holiday settings that have been created up to now will be shown in the list window.
3.	In the list window, select the holidays you want to delete.
4.	Click in the menu bar.
5.	Confirm the prompt with Yes. The holidays are now deleted.

Table 5-63 Delete holiday settings

5.16 Edit descriptors

OScAR supports variable descriptors. This enables you to customize the naming of the fields for subscriber data and also the column descriptors for the subscriber list, and the descriptors of the announcement groups to match your individual needs and requirements, e. g. by renaming the fields "Position" and "Department" to "Area" and "Building".

The descriptors can be customized to each language that is supported by the system.

Follow the below instructions to edit a descriptor:

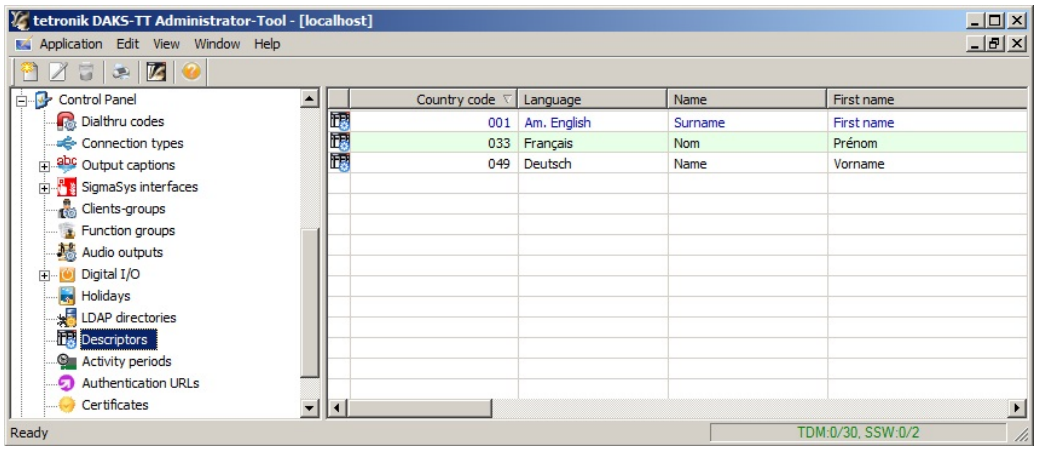
No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree on the right and select the node "Descriptors". The current descriptors will be shown in the list window.
3.	In the list window, double-click the descriptor you want to edit, in the correct language column. The entry is released for editing. 
4.	Change the entry and confirm your input with Enter.

Table 5-64 Edit descriptors

5.17 OScAR server coupling with SigmaSys

5.17.1 General

Every OScAR server provides connectivity to up to 5 SigmaSys systems. In OScAR, this kind of coupling is called a SigmaSys interface.

The OScAR server is linked with SigmaSys via the SM port using an asynchronous serial interface. This enables you to also start Broadcasts through SigmaSys messages. In Broadcasts of this type, the system will take into account the following factors:

- the alarm criteria, e.g. alert or malfunction
- the alarm group, (e.g. an indicator in a canteen)
- the location details, e.g. building or floor

The SigmaSys interfaces are administrated in an own area under the parameters. Use the OScAR server configuration to specify which SigmaSys interface in the OScAR-TT Administrator-Tool corresponds to which physical serial interface (RS232) of the OScAR server.

➤ see "Server Configuration Manual DAKSpro 5"

5.17.2 Principle of operation

First the OScAR server will filter according to the SigmaSys alarm criterion and processes relevant messages only.

In addition, the OScAR server will accept location tracking results (location information), read them against an internal assignment table and evaluate this information also.

The numeric (BCD encoded) value of the notifier group is translated into text through a decoding chart.

Finally, the text message from SigmaSys is also accepted and applied in the notification and alerting.

The subscribers that need to be called and the strategies that shall be applied in this process, but also the ways in which the called subscribers must confirm is laid down in OScAR in the configuration of the Broadcasts.

5.17.3 Evaluation/processing of the alarm criteria

In addition to the location factor OScAR supports 5 "Groups of criteria", i.e. the detailed alarm criteria of the SigmaSys® alarm system (approx. 20) are pooled together in the following 5 groups:

- Split group A (alarm/housebreaking/robbery)
- Split group B (pre-alarm/pre-warning)
- Split group C (message/sabotage)
- Split group D (malfunction)
- Split group E (maintenance/revision)

In OScAR you can assign each criteria a specific hundred digit of the ID of the Broadcast that shall be activated.

5.17.4 Parameterization of location details in SigmaSys

Administration in SigmaSys (notification points)

In SigmaSys, every notification point that shall be able to trigger a OScAR process must be parameterized in the "plain text" field (W30, bit3 in W26), at a place of your choice:

- an "_" (= underscore) symbol as a prefix followed by
- a 2-digit "OScAR number" (numbers 00 to 99).

Together they form the location information and make it possible to access up to 100 different alarm groups in OScAR.

Administration in OScAR

To have as much flexibility as possible without being forced to re-generate SigmaSys or create too many same-sounding groups in OScAR, up to 100 "OScAR numbers" are:

- broken down in great detail within SigmaSys and
- grouped together in OScAR.

In other words, within OScAR a table with 100 different positions is created and can collate to every 00...99 OScAR number the tens and ones digits of the ID of the Broadcast that shall be activated. Here, it is also possible not to assign a Broadcast group at all.

For every SigmaSys interface, can additionally translate notifier groups into plain text using a translation table. This plain text will then be appended to the display text that is sent to the subscribers.

Example

A building consists of 6 stories. Different location details are defined in SigmaSys for each floor (e.g. 01 to 06).

At the outset, only one service technician manages all floors, the location details 01 to 06 are grouped together in OScAR in a single group, e.g. group "xx50".

Later, a decision is made to hire a second service technician and to share the job tasks between the two technicians, floor by floor. In this scenario, SigmaSys can remain unchanged and does not need to be touched at all. The only change that must be made is an adjustment of the OScAR table, for example:

- assign the location information 01 to 03 to group "xx50" and
- assign the location information 04 to 06 to group "xx51".

5.17.5 Assign Broadcasts

Every OScAR Broadcast can be addressed with up to four digits. Therefore, the thousands column in the OScAR server can be used as identifier for SigmaSys alarm groups.

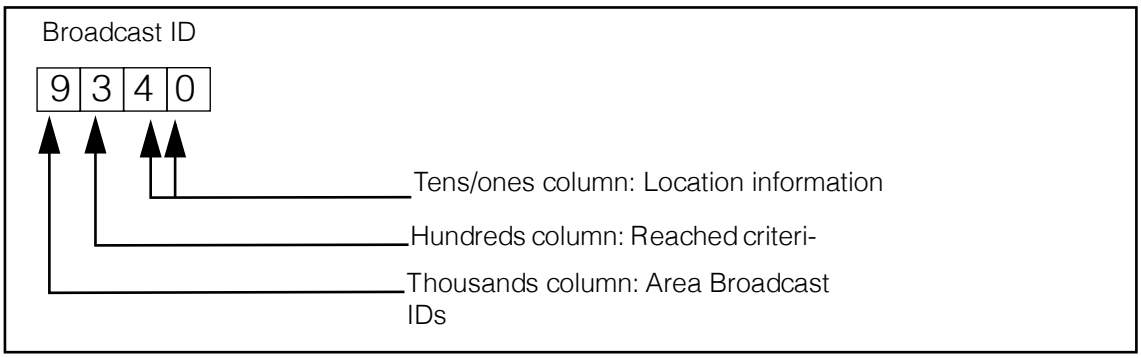


Image 5-1 Allocate Broadcast IDs

Follow the below instructions to assign SigmaSys messages to the corresponding OScAR Broadcasts:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree and select "SigmaSys interfaces". All existing SigmaSys interfaces will be output in the list window.
3.	In the list window, select the interface you want to edit and click . This will open the window "Edit SigmaSys interface".
4.	Carry out the settings in keeping with the subsequent field descriptions.
5.	Click Ok to save the settings.

Table 5-65 Assign Broadcasts

Description of the fields in the window "Edit SigmaSys interface"

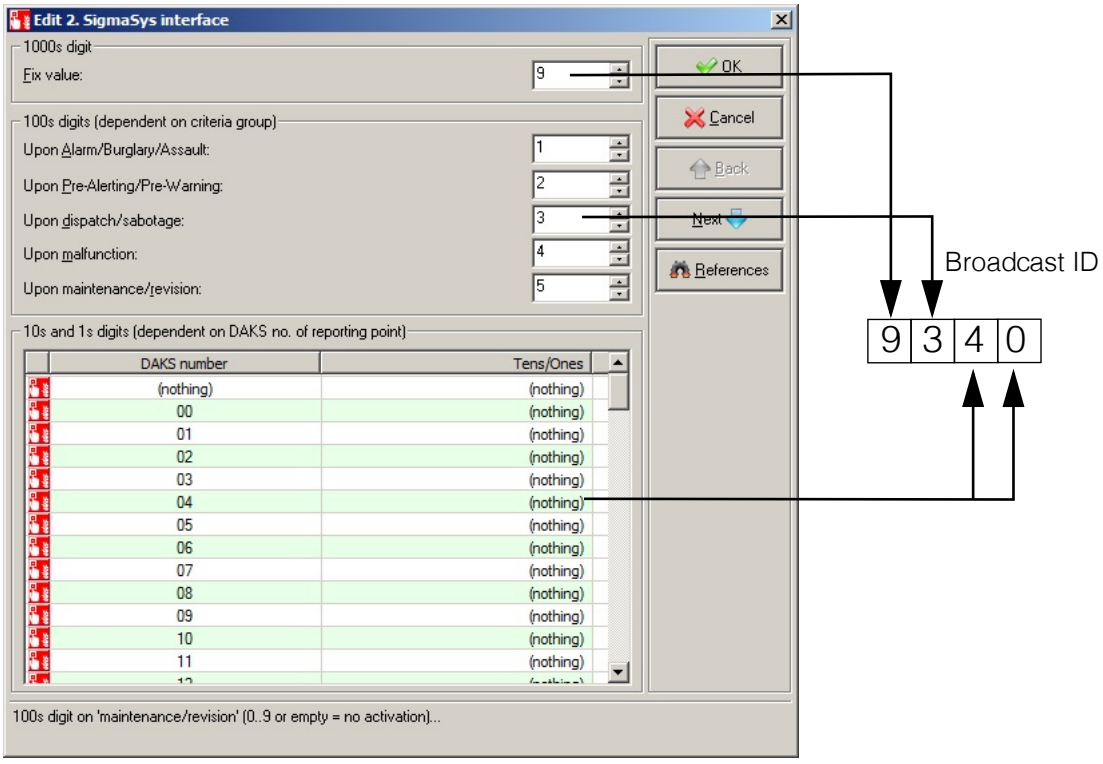
Field	Description
	
Window area "Thousands column"	
Fix value	The input field ("(none)", "0" ... "9") determines the thousands column of the Broadcast assigned to SigmaSys® (e.g. all in the area between 9000 and 9999). (default: "(none)")

Table 5-66 Fields in window "Edit SigmaSys® interface"

Field	Description
Window area "Hundreds column (subject to group of criteria)"	
For Alarm/Burglary/Assault For Pre-alarm/Forwarning For Report/Sabotage For Malfunction For Maintenance/Revision	The input fields ("(none)" , "0" ... "9") define the allocation of the hundreds column of the Broadcast ID, in this example 9340 for Report/Sabotage. Note that your alarm criteria may also be allocated identical numbers, e.g. if your want OScAR to notify the same Broadcast subscriber to both Malfunctions and Maintenance/Revision. You can also assign "(None)" if you do not want any messages of this split group to be evaluated. (default: "(none)")
Window area "Tens/Ones column (depending on OScAR number of notification point)"	
OScAR number	Display column with the OScAR number, configured in SigmaSys in the field "Plain text": • (none): No SigmaSys notification point assigned for the activation of Broadcasts that have no notification point. This is useful for: – demonstration purposes – customers who do not require location-dependency – customers whose database has not yet been adapted to the OScAR-alerting • _00 ... _99: Number of the SigmaSys alarm point.
Tens/Ones	Column with input fields to collate the tens and ones columns of a Broadcast ID to the SigmaSys notification points, e.g. 9340 is assigned to the SigmaSys notification point (OScAR number) 03. (default: "(none)")

Table 5-66 Fields in window "Edit SigmaSys® interface"

Example

The Broadcast selection is configured as shown in the above figure:

- thousands column fixed value = "9"
- hundreds column "For Report/Sabotage" = "3"
- SigmaSys reporting point 03 = "40"

Now define a matching Broadcast with the Broadcast ID "9340".

A SigmaSys message "Sabotage at notification point 03" will set off the Broadcast "9340" (e.g. alarm of the security staff).

5.17.6 Add or edit SigmaSys notifier group texts

For each SigmaSys interface the system can administrate up to 5000 specific notifier group texts in OScAR.

On the basis of this table, OScAR encrypts the number of a notifier group received from SigmaSys and adds the notifier group-specific text to the display text that is sent to the subscribers.

Follow the below instructions to add or edit notifier group-specific texts:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree and select "SigmaSys interfaces".
3.	Select the SigmaSys interface to which you want to add or in which you want to edit notifier group-specific texts. The list window will show you all notifier group-specific texts that have been created so far.
4.	Click in the menu bar to add a new notifier group-specific text, or go to the list window and select the text you want to edit and click . The new text is created or the text is released for editing.
5.	Carry out the settings in keeping with the subsequent field descriptions.
6.	Click Ok to save the settings.

Table 5-67 SigmaSys notifier group texts

Description of the fields in the window "Edit SigmaSys notification text"

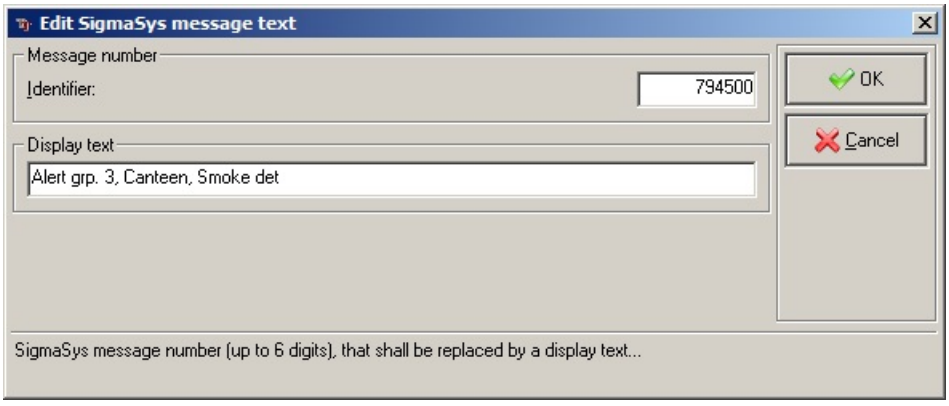
Field	Description
	
Window area "Message number"	
Identifier	The input field (up to 6 digits) specifies the identifier of the notifier group in just the same way as it is configured in SigmaSys. (default: empty)
Window area "Display text"	
	Input field for the text (up to 30 characters) that will be output to the Broadcast subscribers when a notification with the aforementioned ID is received. (default: empty)

Table 5-68 Fields in window "Edit SigmaSys notification text"

5.17.7 Delete SigmaSys notifier group texts

Follow the below instructions to delete a specific text from a notifier group:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree and select "SigmaSys interfaces".
3.	In the tree, select the SigmaSys interface from which you want to delete the notifier group-specific text. The list window will show you all notifier group-specific texts that have been created so far.
4.	In the list window, select all notifier group-specific texts you want to delete.
5.	Click in the menu bar.
6.	Confirm the prompt with Yes. The notifier group-specific texts are now deleted.

Table 5-69 Delete SigmaSys notifier group texts

5.18 Function groups

OScAR knows up to 100 different function groups. Function groups can only be assigned to and used in combination with Broadcast members; they constitute a functional grouping of several subscribers within a Broadcast. When e.g. you define for a Broadcast that function groups shall be used, the Broadcast members can also be assigned a logical affiliation to a function group.

➤ see Section 9.7.1, "Add and edit Broadcasts"
➤ see Section 9.8.2, "Edit Broadcast members"

For every function group you can define the number of subscribers that must be reached.

From within a function group, the system tries to "reach" exactly this number of members, i.e. after this number has been reached no further members of that group will be called.

For every function group, the system maximally calls as many subscribers in parallel (i.e. at the same time) as must be reached for the respective group. The sequence in which the subscribers that belong to the same function group are called is governed by the priority of the subscribers. The process that is applied here is the same as the one that is valid for the sequential dial-up for Broadcasts without function groups: all subscribers with the priority 9 are called before any subscribers with the priority 8 are called; in return, all subscribers with the priority 8 are called before any subscribers with the priority 7 are called, etc. If subscribers share the same priority, the system decides randomly who is called first.

5.18.1 Proxy rules in Broadcasts

The function groups can e.g. be used to achieve proxy regulations. To do so, assign a main person and his proxy to the same function group. Assign to the main person the highest high priority level and to all proxies lower priority levels following the order in which they shall be called by the system. When it is sufficient that the system randomly calls one proxy, regardless who that proxy is, assign the same priority level to all proxies.

5.18.2 Rename function groups

Follow the below instructions to edit the name of a function group:

No.	Step
1.	Go to the tree and select the node "Control panel".
2.	Go to the tree and select the node "Function groups". This will open the list window with all function groups.
3.	In the list window, doubleclick the function group whose name you want to edit. The entry is released for editing.
4.	Change the entry and confirm your input with Enter.

Table 5-70 Change name of function groups

5.19 Display texts

OScAR provides to all subscribers display texts and call numbers on the Broadcast, Conference or Call Profile that is currently active:

- texts and call numbers at digital telephones with display (only if supported by the PBX system and by the device) in the network
- output of text messages transmitted in DTMF, on the display of specific pagers

For the applications Broadcasts/Broadcasting, Conferences/Conferencing and Call Profiles, the settings in the "Display" tab are identical.

For this reason, these window areas are covered together in this section.

- Display outputs to initiator
- Display outputs to any other subscriber
- Display output at pagers

Description of the fields for display texts, in the tab "Display"

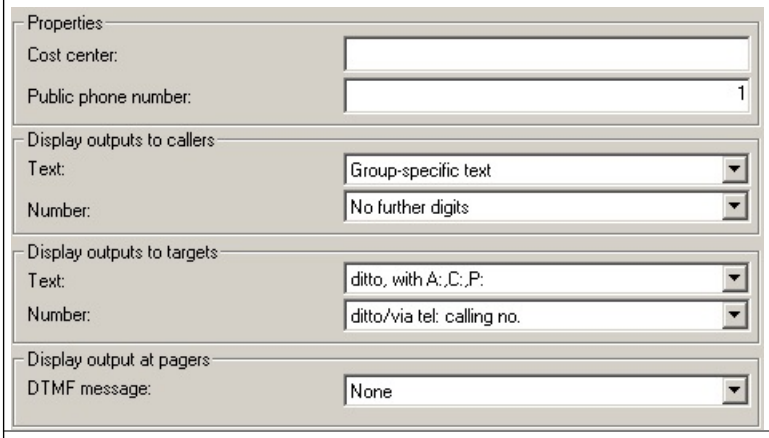
Field	Description
Tab "Display" 	
Window area "Properties"	
Cost center	This input field defines the cost center (up to 16 digits) for the process that can be used for display outputs to the initiator and other subscribers, for: • Broadcasts, • Conferences, or • Call Profiles. (default: empty)
Use public phone number	Note: This field is only used in the application "Call Profiles" and only becomes visible when "Use public phone number" is enabled in the Call profile parameters: ➤ see Section 12.7, "Edit the Call Profiles application settings" The "Public phone number" is used to activate the Call Profile, not the ID of the Call Profile. (default: "(none)")
Window area "Display output to initiator"	

Table 5-71 Fields for display texts, in the tab "Display"

Field	Description
text	This field defines the "Connected Name" reported by the OScAR server for the subscriber: • who triggers the Broadcast, • who convenes the Conference, or • who activates the Call Profile. The following options are available: • Group-specific text: the name of the Broadcast, Conference or Call Profile • General text: the specified general text in the respective application-specific parameters (default: "Group-specific text")
Number	This field defines the "Connected Number" reported by the OScAR server for the subscriber: • who triggers the Broadcast, • who convenes the Conference, or • who activates the Call Profile. In this process, the "Code incoming" defined in the Basic settings is prepended to the selection that is made here. ➤ see Section 5.2, "Edit the Basic settings" The following options are available: • No further digits: only "Code incoming" • All suffix digits: all digits dialed by callers after the OScAR server's tie trunk code • Suffix digits from ID: all dialed digits dialed by callers after the ID of the Broadcast, Conference or Call Profile (useful if OScAR server is e. g. called via a "fictitious" phone number that also contains the dialthru code) • Cost center of group: the group-specific cost center indicated above (default: "No further digits")

Table 5-71 Fields for display texts, in the tab "Display"

Field	Description
Window area "Display output to other subscribers“	
text	Selection field for the "Calling Name" or "Connected Name" reported by the OScAR server to the subscribers, • who are called by the OScAR server or • who have called into the OScAR server as regular subscribers (i. e. not as initiators), e.g. to join a Conference or to confirm receipt of a message. The following options are available: • General text: the specified general text in the respective application-specific parameters • Group-specific Text: the name of the Broadcast, Conference or Call Profile • Initiator/input name: – for activation via contact input: the input description – for activation via nurse call interface: The text specified by the external systems, if necessary without the first digits when these are transferred as a number (see below) – for activation by telephone: The received "Calling Name" • ditto, with A:,C:,P: corresponds in principle to "Initiator/input name"; but here, and if activated over the phone, the system sends the following capital letters first: – A: for Broadcasts (= alarms) – C: for Conferences (=Conference) – P: for Call Profiles (= Personal Calls) • ditto, after group-specific Text: corresponds in principle to the "Initiator/input name" option, but is still sent before name of the Broadcast, Conference or Call Profile. • Subscriber/input name: – for activation over the phone or through the OScAR-TT Operator-Tool: short subscriber text from the subscriber list – for activation via contact input: "input description" • Announcement-specific text: Name and content of the field "Display output" for the relevant announcement (played to the called subscriber) (default: "Group-specific text")

Table 5-71 Fields for display texts, in the tab "Display"

Field	Description
Number	This field determines the "Connected Number" or "Calling Number" reported by the OScAR server for the subscribers: • who are called by the OScAR server or • who have called into the OScAR server as regular subscribers (i. e. not as initiators), e.g. to join a Conference or to confirm receipt of a message. In this process, the "Code outgoing" defined in the Basic settings is prepended to the one selected here for incoming or outgoing connections. ➤ see Section 5.2, "Edit the Basic settings" Selection options • none: only "Code outgoing" • Access ID: ID of the activated or initiated Broadcast, Conference or Call Profile • Initiator/input cost ctr.: – cost center of the initiating subscriber, operator or input (if unknown: default cost center) – if, for activations via a nurse call system interface, the display text specified by the external system begins with up to 6 digits + a space, the digit sequence will be used as the cost center; if not, the default cost center is applied • ditto/via Tel: calling no.): – if activated via digital input or OScAR-TT Operator-Tool: the cost center of the digital input or operator (if unknown: default cost center) – if activated over the phone: the received "Calling Number" of the caller – if, for activations via a nurse call system interface, the display text specified by the external system begins with up to 6 digits + a space, the digit sequence will be used as the cost center; if not, the default cost center is applied • ditto, outgoing cost center: Same as "ditto/via tel. calling no.", with the difference that it is the called subscriber's cost center that is used for all outgoing external calls (if that cost center is not known: the default cost center is applied) • ditto/outgoing external cost center: Same as "ditto/via tel. calling no.", with the difference that it is the called subscriber's cost center that is used for all outgoing external calls (if that cost center is not known: the default cost center is applied) • ditto/outgoing ext. group cost center: Same as "ditto/via tel. calling no.", with the difference that it is the group's cost center that is used for all outgoing external calls (if unknown: default cost center) • Cost center of group: the group-specific cost center indicated above (default: "Initiator/input cost ctr.")

Table 5-71 Fields for display texts, in the tab "Display"

Field	Description
Window area "Display output to pagers"	
DTMF message	Selection field for the type of message sent by the OScAR server, for example if specific pagers are called during certain Broadcasts (ones that expect a DTMF message in the B-channel). Selection options • none: no message • Initiator/input cost ctr.: cost center of the initiating subscriber, operator or digital input (if unknown: the default cost center) • Access ID: Identifier to activate or to initiate the application • Pager cost center: the registered cost center defined in the subscriber list for the pager that shall be called (if unknown: the default cost center) • Access ID + no. of the act. subs.: identifier of the application and call number of the initiating subscriber (if known) • Call no. of the act. subs. only: call number of the initiating subscriber (if known) • ID of the broadcast announcement: (only for Broadcasts) output of the ID of the current announcement, or default announcement of the Broadcast. • group specific: (only for Broadcasts) group-specific message (see next field) (default: "none")
Group-specific Message	This field is only shown when "DTMF message" is set to "group specific". Input field for a group-specific DTMF message, to be addressed to pagers (max. 16 digits) (default: empty)

Table 5-71 Fields for display texts, in the tab "Display"

6 Configure and Administrate the SMS Services

Overview

This chapter shows you how to configure and administrate the SMS retrieval service. It also includes instructions how to retrieve text messages (SMS) over the phone and explains the GSM-SMS connection types.

Content

The following areas are covered in this chapter:

6.1 Management of the SMS Retrieval Service
- 6.1.1 General information on the SMS retrieval service
- 6.1.2 Configure the SMS retrieval service
- 6.1.3 Length and number of SMS messages per subscriber
- 6.1.4 Logging/reporting for notifications via SMS

6.2 Handle SMS messages over the phone
- 6.2.1 Receive SMS messages at system telephones
- 6.2.2 Retrieve and delete SMS messages via system telephones

6.3 Special connection types "GSM-SMS via ..."
- 6.3.1 GSM-SMS " ...via analog or ISDN modem" and " ...via radio modem"
- 6.3.2 Network operators and SMS access codes
- 6.3.3 GSM-SMS " ...via Internet"

6.1 Management of the SMS Retrieval Service

6.1.1 General information on the SMS retrieval service

The SMS retrieval service enables you to retrieve from system telephones at the push of a button the last 8 alphanumeric messages (e.g. alarm messages), with the date and time when the messages were sent plus additional information. The service enables you to switch between messages, scroll within the individual messages, and delete messages selectively.

The criteria governing the transfer of messages to the SMS memory and the contents of these messages are determined by the respective application, or by the Host system.

The messages are saved centrally in the OScAR server's SMS memory (1 Mbyte). This offers the following advantages over saving the messages in the terminal:

- The messages can be retrieved from any system telephone.
- The data is stored more safely. Terminals can be switched without fear of losing important messages.

6.1.2 Configure the SMS retrieval service

Follow the below instructions to configure the SMS retrieval service:

No.	Step
1.	Go to the tree and select the node "Control panel". This will output all parameters in the list window.
2.	In the list window, select the entry "Basic settings" and click: . This will open the window "Edit basic settings".
3.	Go to the tab "Other".
4.	Carry out the settings in keeping with the subsequent field descriptions.
5.	Save your changes with Ok.

Table 6-1 Configure the SMS retrieval service

Description of fields in window "Edit basic settings"

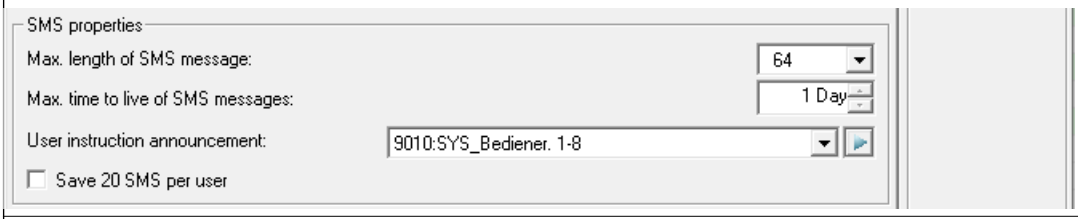
Field	Description
	
Window area "SMS properties"	

Table 6-2 Fields in window "Edit basic settings", tab: "Other"

Field	Description
Max. length of SMS messages	This selection field determines the maximum number of characters that are allowed for a text message(32, 64, 100, 128 or 160). See here for details on the SMS length, and based on that length how many SMS text messages are saved per subscriber, and how many subscribers in total can be administrated in the system. (default: 64) ➤ Section 6.1.3, "Length and number of SMS messages per subscriber" Note: Please bear in mind that changes made to this parameter will entail that the SMS memory of the OScAR server is reformatted, and that all information stored therein will be lost in the process.
Max. time to live of SMS messages	Selection field to determine the number of days that an SMS message will be is stored. Older SMS notes are automatically deleted. (default: 10 days)
User guidance message	Selection field to choose the announcement that shall be used for user guidance when retrieving SMS text messages. The user instruction announcement is played once at the beginning of the SMS retrieval dialog. (default: "(none)")
Save 20 SMS per user	If you select this checkbox • up to 20 SMS messages are saved for each subscriber; otherwise only up to 8. • the selection of the field "Max. length of SMS message" is restricted to the values: 32, 64 and 100. See here for details on the SMS length, and based on that length how many SMS text messages are saved per subscriber, and how many subscribers in total can be administrated in the system. ➤ see Section 6.1.3, "Length and number of SMS messages per subscriber" Note: Please bear in mind that changes made to this parameter will entail that the SMS memory of the OScAR server is reformatted and that all information stored therein will be lost in the process.

Table 6-2 Fields in window "Edit basic settings", tab: "Other"

6.1.3 Length and number of SMS messages per subscriber

The below list shows you the number of SMS text messages that are maximally saved by the system per subscriber based on their indicated length, and the total number of subscribers.

SMS length	Number of SMS messages per subscriber	max. subscribers in system
32	8	3,650
	20	1,500
64	8	2,500
	20	1,000
100	8	1,850
	20	750
128	8	1,500
160	8	1,250

Table 6-3 Overview SMS messages/subscribers in total



Note:
When the maximum number of SMS text messages for an individual subscriber (user) is reached and a new SMS message is received for that subscriber, OScAR will automatically delete this subscriber's oldest SMS message.

In their SMS message the dialed subscribers receive:

- The number that the subscriber shall receive as specified in the setup of the Broadcast (if no "Number to subscriber" exists, "000000" is sent, instead).
- Where applicable, a freely definable display text before the message, e. g. "OScAR SMS"), extended by a space. “
  ➤ see "Display text No. 64", Section 5.11.3, "Delete allocations to Optocoupler inputs"
- The text that the subscriber shall receive, as configured in the setup of the Broadcast, if needed also truncated should the total length of the SMS message exceed 160 characters. Here, an end-of-line marker are replaced by a space.
- Where applicable, a concluding text with a prepended space; space is attached to the SMS message if a confirmation of the SMS receipt is required by PIN, e. g. '!! CONFIRM !!'.
  ➤ see "Display text No. 65", Section 5.11.3, "Delete allocations to Optocoupler inputs"

6.1.4 Logging/reporting for notifications via SMS

Printouts indicating the results of the alerting of subscribers in connection with notifications via SMS are analogous to normal calling of subscribers, with the bits of the result code set in a special way.

➤ see Chapter 22, "Reports and Printouts"

6.2 Handle SMS messages over the phone

6.2.1 Receive SMS messages at system telephones

When the OScAR server receives or sends an SMS message for a subscriber, it calls the subscriber to deliver the SMS message.

Because the SMS messages are saved in the OScAR server, messages (calls) that were missed can also be retrieved later via system telephones.

➤ see Section 6.2.2, "Retrieve and delete SMS messages via system telephones"

Follow the below instructions to receive SMS text messages at a system telephone:

Step by step	
	You have a phone call.
OScAR	
	Answer the call.
7: 09.03 12.34	Basic settings announcement "User instruction announcement".
<Text of message 7>	
* or #	Use the star "*" key to scroll forward in a text message and the pound/hash "#" key to scroll back.
	Please hang up.

Table 6-4 Receive SMS message at system telephone

6.2.2 Retrieve and delete SMS messages via system telephones

OScAR provides 2 dialthru codes to retrieve SMS text messages:

- Retrieve SMS text messages with 16 characters (per line), primarily for portable system telephones (e.g.Gigaset handsets), and
- Retrieve SMS messages with 24 characters (per line), primarily for fixed-lines (stationary) system telephones (e.g. Unify-OpenStage handsets).

For the purpose of the following examples, let us assume the OScAR server is reached with the tie trunk code (OScAR server call number) 800. The dialthru codes are set to default. For a representation that is easier to read, the input blocks are separated by spaces.

➤ see Section 5.6, "Configure dialthru codes"

To reproduce the examples, replace the tie trunk code 800 with the phone number of your OScAR server, enter your PIN and, if needed, adjust the dialthru codes. Spaces are not entered.

Follow the below instructions to retrieve and delete an SMS text messages:

Step by step	
	Enter the OScAR server's call number + dialthru code for "System function - Retrieve SMS message with 16 characters", or Enter the OScAR server's call number + dialthru code for "System function - Retrieve SMS message with 24 characters", e.g. "800 06" or "800 07" .
SMS SERVICE PIN ?	System announcement "Enter PIN".
 and #	Enter your PIN and complete the entry with the pound # key.
NO MESSAGE!	If no message is available
or	or
1: 09.03 15:39 -	Display of the latest message (always no. 1)
<Text of message 1>	
	Basic settings announcement "User instruction announcement".
	Select the message you want to read, or the message you want to delete, by entering its number (1 through 8 or 1 through 2 0), e.g. 7 .
7: 09.03 12.34	Message appears on the handset display.
<Text of message 7>	
* or #	In the SMS message, scroll forward (up) with the star * key and backward (down) with the pound # key.
0	Press 0 to delete the message.
MESSAGE	Display output, if you pressed 0 to delete the SMS message.
DELETE? *=YES	
* or #	Confirm the delete request with the star * key; the message is now deleted, or abort the delete request with the pound # key; the message is not deleted. This will bring you back to the message output.
	Please hang up.

Table 6-5 Retrieve/delete SMS messages

6.3 Special connection types "GSM-SMS via ..."

6.3.1 GSM-SMS " ...via analog or ISDN modem" and " ...via radio modem"

Principle of operation

In addition to dialling via telephone dial-up connections, OScAR also supports dialling of SMS service centers using a dial-up modem connection, or the direct dispatch within a GSM network via radio modem. In this way, SMS messages can for example also be sent to GSM cellphones.

Here, either a digital, an analog or a hybrid modem (digital/analog), or an SMS radio modem is connected to a serial interface of the OScAR server. It is important that the modem can be addressed with standard AT commands.

While the radio modem is equipped with a SIM card of a mobile communications provider, and therefore behaves like a GSM mobile phone, the dial modem can be used to build up dial-up connections to various service centers.

Modem configuration

The setup parameters of the modem are entered through the OScAR server configuration.

➤ see "Server Configuration Manual DAKSpro Release 8"

Connection type with password

You can also configure explicitly one special connection type for a provider who must be called with a password.



Caution!
To do so, make sure the abbreviation of this connection type is identically configured in the parameter "shortcut" of the OScAR server configuration "GSM-SMS".

➤ see Section 5.3, "Configure connection types"
➤ see "Server Configuration Manual DAKSpro 5"

Restrictions for GSM network operators

It is only to a very limited extent that GSM network operators support the transmission of SMS messages to a third party network. For example, the access of Deutsche Telekom cannot be utilized to send SMS messages to O2 subscribers. Consequently, the service centers usually need to be called separately.

If a service center is busy or fails to take the call, OScAR will repeat where applicable. The dialing pauses in between these call repeats will be used by OScAR to call other service centers.

If the call center rejects the call number or the message, there is no redial at all.

Modem monitoring

The modem is tested on a cyclical basis and its status is retained as a system status. This status can be output via optocoupler output and is reported to a Host system via the Host interface, if available.

6.3.2 Network operators and SMS access codes

The below table shows you the network operators that are currently supported with their corresponding SMS access codes.

D1 Telekom (AlphaService) - analog and digital	
Access no.:	+49 171 / 2521001
Protocol/databits:	TAP or IXO / 7
Digital data transfer:	X.75/T70
SMS messages per connection:	Officially 7, but more currently possible
Special features:	No error message for sending to other networks if a message does not arrive
Vodaphone (D2 Message) - analog and digital	
Analog access no.:	+49 172 / 2278020
Digital access no.:	+49 172 / 2278000
Protocol/databits:	UCP / 8
Digital data transfer:	X.75
SMS messages per connection:	Officially 7, but more currently possible
eplus SMS - analog and digital	
Analog access no.:	+49 177 / 1167
Digital access no.:	+49 177 / 1167
Protocol/databits:	TAP or IXO / 7
Digital data transfer:	X.75/T70
SMS messages per connection:	Officially 1, but more currently possible
O_2 - analog	
Analog access no.:	+49 179 / 7673425
Protocol/databits:	TAP or IXO / 8
SMS messages per connection:	50
Natel-D (Switzerland) - analog and digital	
Analog access no.:	+41 79 / 4998990
Digital access no.:	+41 09 / 00900941
Protocol/databits:	UCP / 8
Digital data transfer:	V120
SMS messages per connection:	Officially 1, but more currently possible
Special features:	Large database account (UCP60) also possible

Table 6-6 Supported network operators incl. SMS access codes

Swisscom Pager (Switzerland) - analog and digital	
Analog access no.:	+41 74 / 0900003
Digital access no.:	+41 79 / 0233209
Protocol/databits:	TAP or IXO / 7
SMS messages per connection:	10
Special features:	A pure pager number without prefix must be specified (e. g.+41 79 12345 => 12345)
A1 Mobilkom Austria (Austria) - analog	
Analog access no.:	0900 664914 (acc. to Mobilkom Austria: no access from outside Austria)
Protocol/databits:	TAP or IXO / 7
Digital data transfer:	T70
SMS messages per connection:	2
Special features:	The receiver call number must begin with 43664
Mobilkom Austria Paging (Austria) - analog	
Analog access no.:	0688 3232111 (acc. to Mobilkom Austria: no access from outside Austria)
Protocol/databits:	TAP or IXO / 7
SMS messages per connection:	2
Special features:	Max. length of SMS note: 80 characters
Cellnet (UK) - analog	
Analog access no.:	+44 860 / 980480
Protocol/databits:	TAP / 8
SMS messages per connection:	1
Mobistar (Belgium) - analog	
Analog access no.:	+32 495 / 955205
Protocol/databits:	UCP / 8
SMS messages per connection:	1
Proximus (Belgium) - analog	
Analog access no.:	+32 75 / 161622
Protocol/databits:	UCP / 8
SMS messages per connection:	1

Table 6-6 Supported network operators incl. SMS access codes

6.3.3 GSM-SMS " ...via Internet"

Parallel to an analog, ISDN or radio modem, OScAR also supports the dispatch of SMS text messages through the Internet accesses of mobile communications providers. Here, the SMS service center must first be configured in the OScAR server with the help of the configuration tool VCON.

After that, you can configure the connection type "GSM-SMS via Internet".

➤ see Section 5.6, "Configure dialthru codes"
➤ see Server Configuration Manual DAKSpro 5

7 Configure and Administrate Voice Announcements

Overview

This chapter shows you how to configure and administrate voice announcements. It covers the functions that are provided by the OScAR-TT Administrator-Tool as well as the functions that can be carried out over the phone. At the end of this chapter you will find an overview of the professionally recorded announcements that are included ex-works in every standard delivery.

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7.2 Dependence of announcement settings on other settings
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7.1 Announcements in the OScAR server

OScAR is equipped with a dynamically-administrated, digital long-term speech memory with a total capacity of up to 240 minutes. The announcement administration is carried out directly on the PC via the OScAR-TT Administrator-Tool. You can also generate voice messages via text-to-voice, or record voice announcements as WAV files, via an audio input, or you can use your phone to record voice announcements and have these played back to you or deleted.

Physical and composed announcements

OScAR supports "physical announcements", i.e. voice announcements that occupy memory space in the speech memory of the OScAR server, as well as "composed announcements", i. e. freely selectable concatenated sequences of already existing, physical voice announcements. Please note that "composed announcements" do not take up any additional storage space in the speech memory.

Administration via PC

Use the OScAR-TT Administrator-Tool to redefine, modify or delete already existing announcements, query their states, and protect them from being recorded over or deleted.

In addition, you can upload WAV files to the OScAR server, and download them from the server as well. In other words, you can upload WAV files that are already available to the OScAR server (e.g. the professionally recorded announcements that are already included in the delivery ex-works), and also download announcements that are stored in the OScAR server on your PC, where you can archive them in form of WAV files.

Administration over the phone

Announcements in the speech memory can be recorded, played back and deleted from any telephone or exclusively from authorized telephones worldwide; in combination with HFA telephones with special user guidance on the display.

Additional audio inputs

If the OScAR server is equipped with audio inputs, announcements can also be recorded via an audio input (e.g. for announcements prerecorded on tape). Here the user hears the announcements from the audio input at his telephone set.



Note:
Please bear in mind that after completing the installation, all delivered announcements must first be transferred to the OScAR server before they can be used in the different applications.

➤ see Section 7.4.1, "Receive or send announcements from list window to the DAKS server"

7.2 Dependence of announcement settings on other settings

In addition to the settings in the windows "Edit physical announcement" and "Edit composed announcement", there are other system parameters that also have an effect on the announcements.

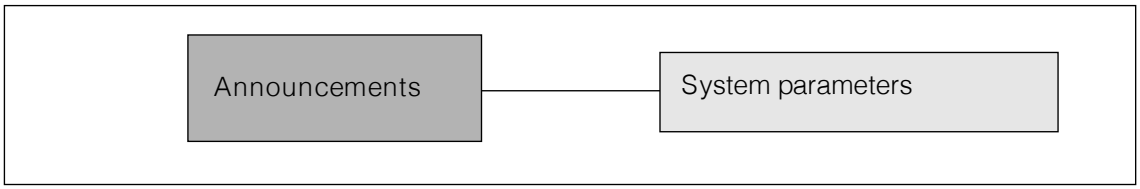


Image 7-1 Dependence of announcement settings on other settings

System parameters:

- Dialthru codes:
  Dialthru codes define the combinations of digits that are used to record and playback voice announcements over the phone.
  ➤ see Section 5.6, "Configure dialthru codes"
- Client-groups:
  Announcements can be assigned to client-groups. When assigned in this way, these announcements can only be used in the applications of the pertinent groups. The announcements of the "Global" client-group, however, can be used for all client-groups.
  ➤ see Section 5.8, "Configure Client-groups"

7.3 Configure and Administrate Voice Announcements

Note:
You must have the respective administrator rights to create and edit announcements. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations.
➤ see Section 8.4.3, "Administrative rights"

Note:
The administration of announcements can also be carried out in the offline mode, i.e. announcements can be created and also deleted when the system is offline. However, these changes will only become effective in the OScAR server after the next synchronization.
Note that the function "Receive WAV-file" is only available when you are in the online operation mode. All assigned WAV files must be uploaded manually to the OScAR server, before they can be utilized.
➤ see Section 7.4, "Receive and transfer physical announcements to the DAKS server"

7.3.1 Add new voice announcements

Note:
Depending on the licensed announcement features of your system, the node "Composed announcements" may not appear.

Note:
If no WAV file was assigned to the voice message or transferred to the OScAR server, the announcement must first be recorded before it can be used in an application.
➤ see Section 7.5, "Administrate announcements over the phone"

Follow the below instructions to add new announcements:

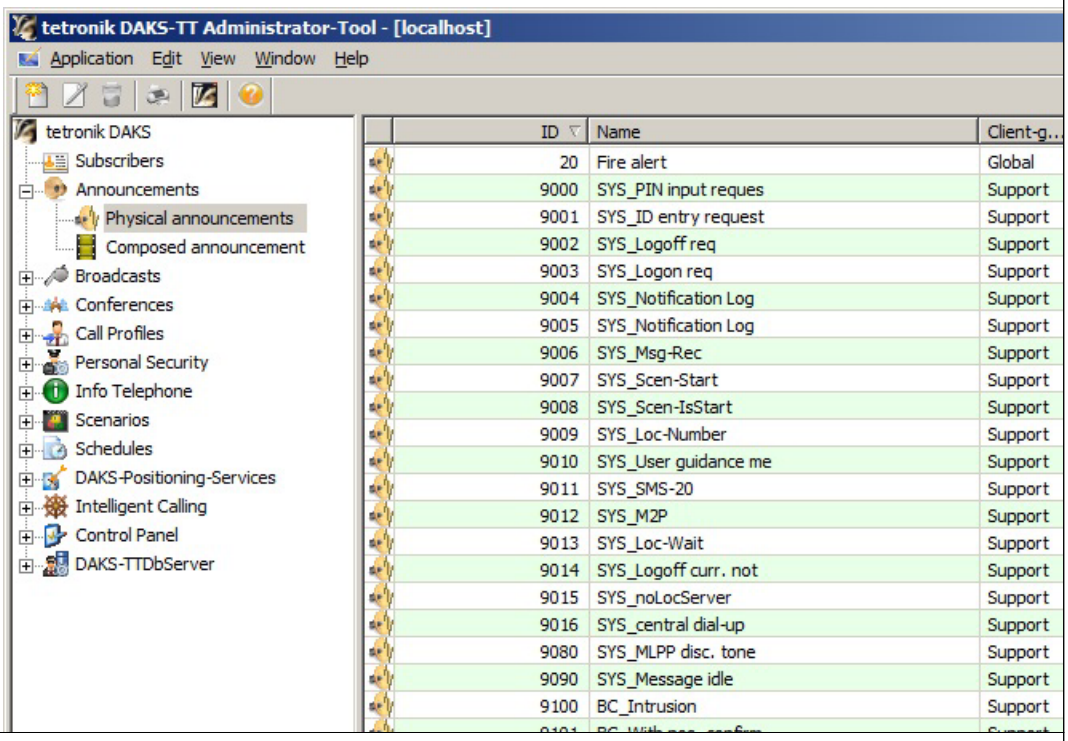
No.	Step
1.	Go to the tree and open the node "Announcements".
2.	Select the proper node, depending on the selected announcement type either "Physical announcements" or "Composed announcements". The list window will show you the corresponding announcements: 
3.	Click in the menu bar to add a new announcement, or select in the list window the announcement you want to edit and click . The new announcement is created or the announcement is released for editing.
4.	Carry out the settings in keeping with the subsequent field descriptions. ➤ see Section 7.3.2, "Description of the fields in the window "Edit physical announcement"" or ➤ see Section 7.3.3, "Description of the fields in the "Edit composed announcement" window"
5.	For physical announcements: Click and assign a WAV file in the file dialog window. If you choose not to assign a WAV file, you need to record the announcement later over the phone or via the audio input. ➤ see Section 7.5, "Administrate announcements over the phone"

Table 7-1 Add and edit announcements

Configure and Administrate Voice Announcements

No.	Step
6.	For physical announcements: If you have assigned a WAV file, transfer this file to the OScAR server. ➤ see Section 7.4, "Receive and transfer physical announcements to the DAKS server"
7.	Save your entries with Ok. The announcement is created.

Table 7-1 Add and edit announcements

7.3.2 Description of the fields in the window "Edit physical announcement"

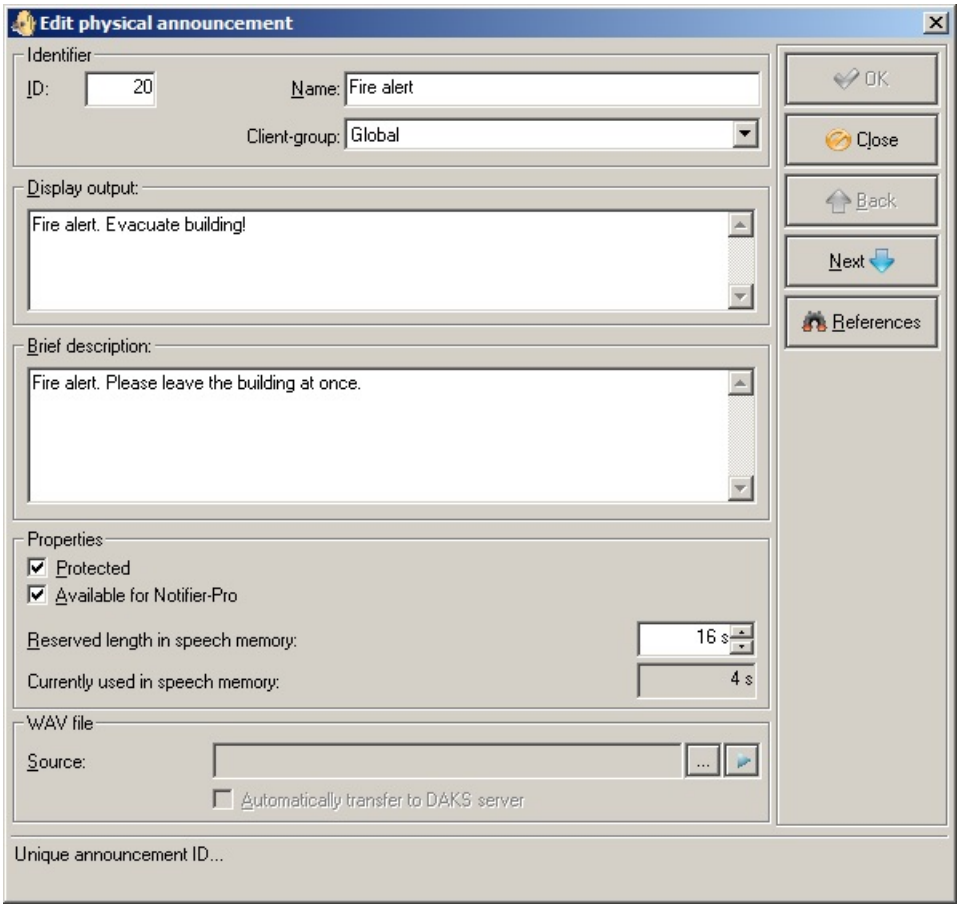
Field	Description
	
Window area "Identifier"	
ID	Input field for the identifier of the announcement (max. 4 digits) that is used to access the announcement by telephone. (default: empty)
Name	Input field for a brief description of the announcement (max. 20 characters), used in tables and list fields, and if applicable on telephone displays. Please bear in mind that some devices can only display capital letters and do not support any German Umlauts (ä,ö,ü). Please take this into consideration as you define your text. (default: empty)

Table 7-2 Fields in window "Edit physical announcement"

Configure and Administrate Voice Announcements

Field	Description
Client-group	This selection field determines the assignment of the announcement to a client. ➤ see Section 5.8, "Configure Client-groups" Announcements may only be administrated by the administrators/operators who share the same client-group, and can also only be used in the applications of the same client-group. Announcements of the client-group "Global", in contrast, can be used in the applications of all clients. (Default: client-group of the logged-in user) Note: For the views "Arrange client-groups" ("within applications" and "above applications"), this field is a display field. The allocation to a client-group results from the hierarchy under which the announcement is created.
Window area "Display output"	
	Use this field to enter a brief description and if needed, add this info to a Broadcast, as an enhanced text to subscribers (max. 160 characters). Please bear in mind that some devices can only display capital letters and do not support any German Umlauts (ä,ö,ü). Please take this into consideration as you define your text. (default: empty)
Window area "Brief description"	
	Input field for a detailed description (max. 1024 characters). For example, the wording of the announcement can be entered here. (default: empty)
Window area "Properties"	
Protected	Check this box to avoid accidental voice-over or deletion of local (stationary) voice announcements, i.e. as protection against voice-over recording and deletion. This function can only be enabled if you are assigned the administrator right "Protect announcements". (default: not selected)
Available for Notifier-Pro	When this box is ticked, the text that is entered in "Display output" becomes in the "Physical announcements" in Notifier-Pro, and there in form of a template text.
Reserved length in speech memory	This input field determines the maximum length of the announcement in the speech memory. If you shorten the length of an existing announcement, the memory space reserved for the announcement in the speech memory will be shortened accordingly and the announcement cut off. (Default: 16 seconds)
Currently used in speech memory	Indicates the actual time that the announcement currently occupies in the speech memory. "0" or no indication at all signifies that the reserved speech memory space is yet unused.

Table 7-2 Fields in window "Edit physical announcement"

Field	Description
Window area "WAV-file"	
Source	Display field showing the assigned WAV file. For already existing announcements, the file name of the WAV file is shown as in the database (e.g. "Server: 20_fire alarm").
	Button to open the user dialog to assign a WAV file to the voice announcement.  Note: When you use this button to assign a WAV file, the field "Locked" is automatically activated.
	This button opens a context menu with special commands. For more infromation: ➤ see Section 7.4.2, "Create and administrate WAV files for physical announcements".
Automatically transfer to OScAR server	This field only becomes active when the OScAR-TTDbServer is "online", i.e. connected with the OScAR server, and only if you assigned a new/another WAV file. When this box is ticked, the automatic transfer of the WAV file to the OScAR server is initiated as soon as you save the changed data.

Table 7-2 Fields in window "Edit physical announcement"

7.3.3 Description of the fields in the "Edit composed announcement" window

Composed announcements can be made up of a maximum of 16 physical announcements.

To modify the speech memory content of a "composed announcement ", the integrated physical announcements must be selected one after the other and recorded over. The deleting or re-recording of a composed announcement is not possible over the phone.

As a rule, composed announcements are only valid if all integrated announcements are physically present. The only exception is the announcement before dialing, in combination with dialing profiles.

➤ see Chapter 12, "Configure and Administrate Call Profiles"

If any of the announcements integrated here is not recorded, the remaining announcements will still be played back.

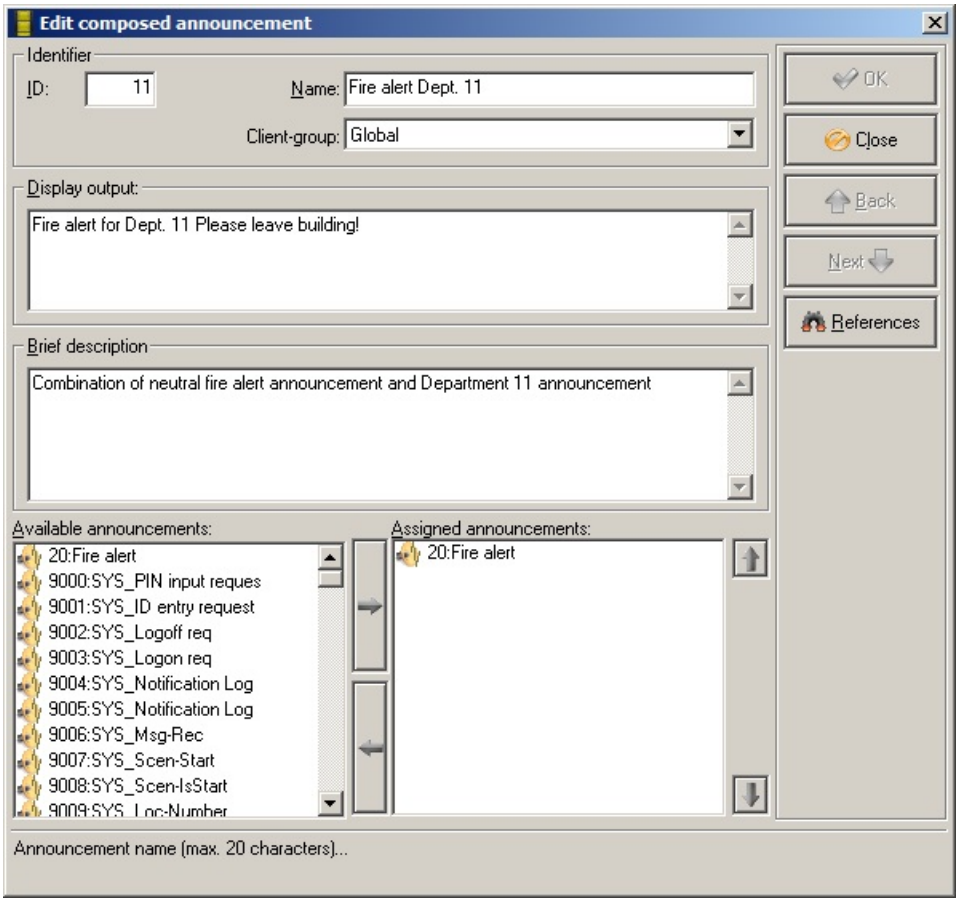
Field	Description
	
Window area "Identifier"	
ID	Input field for the identifier of the announcement (max. 4 digits) that is used to access the announcement by telephone. (default: empty)
Name	Input field for a brief description of the announcement (max. 20 characters), used in tables and list fields, and if applicable on telephone displays. Please bear in mind that some devices can only display capital letters and do not support any German Umlauts (ä,ö,ü). Please take this into consideration as you define your text. (default: empty)
Client-group	This selection field determines the assignment of the announcement to a client. Announcements may only be administrated by the administrators/operators who share the same client-group, and can also only be used in the applications of the same client-group. Announcements of the client-group "Global", in contrast, can be used in the applications of all clients. (Default: client-group of the logged-in user) Note: For the views "Arrange by client-groups" ("within the applications" and "above the applications"), this field is a display field. The allocation to a client-group results from the hierarchy under which the announcement is created.

Table 7-3 Fields in window "Edit composed announcement"

Field	Description
Window area "Display output"	
Text field	Use this field to enter a brief description and if needed, add this info to a Broadcast, as an enhanced text to subscribers (max. 160 characters). Please bear in mind that some devices can only display capital letters and do not support any German Umlauts (ä,ö,ü). Please take this into consideration as you define your text. (default: empty)
Window area "Brief description"	
Text field	Input field for a detailed description (max. 1024 characters). For example, the wording of the announcement can be entered here. (default: empty)
Available announcements	List of available physical announcements of the current and of the global client-group, that may be used for a composed announcement. To allocate physical announcements, select the entries you want to allocate and click the upper arrow button.
Assigned announcements	List showing the physical announcements that are assigned to this composed announcement. The announcements are played in order from top to bottom. One physical announcement can be assigned several times in a composed announcement. To remove assigned announcements, select the entries in question and click the lower arrow button. (default: empty)

Table 7-3 Fields in window "Edit composed announcement"

Configure and Administrate Voice Announcements

7.3.4 Delete announcements

Note:
Announcements that are still integrated in applications must first be removed from these applications before they can be deleted ().
➤ see Section 7.3.5, "Edit and delete announcement references"

Note:
Depending on the licensed announcement features of your system, the node "Composed announcements" may not appear.

Follow the below instructions to delete announcements:

No.	Step
1.	Go to the tree and open the node "Announcements".
2.	Select the proper node, depending on the selected announcement type either "Physical announcements" or "Composed announcements". The list window will show you the corresponding announcements.
3.	In the list window, select the announcements you want to delete.
4.	Click in the menu bar.
5.	Confirm the prompt by clicking on Yes. The announcements are deleted. If the announcement is still integrated into an application, the "Delete announcement references" window will now open. ➤ see Section 7.3.5, "Edit and delete announcement references"

Table 7-4 Delete announcements

7.3.5 Edit and delete announcement references

In the window "Edit physical announcement" or "Edit composed announcement", click the button "References" to open the window "Announcement references".

This window outputs for a physical announcement all composed announcements and applications in which it that announcement is used, and for a logical announcement all applications in which that announcement is used. You can also use this window to invoke and edit the settings of the individual application directly.

Note:
If you try to delete announcements that are still being used in an application, the "Delete announcement references" or "Announcement references" window is immediately opened.

Configure and Administrate Voice Announcements

Follow the below instructions to edit or delete announcement references:

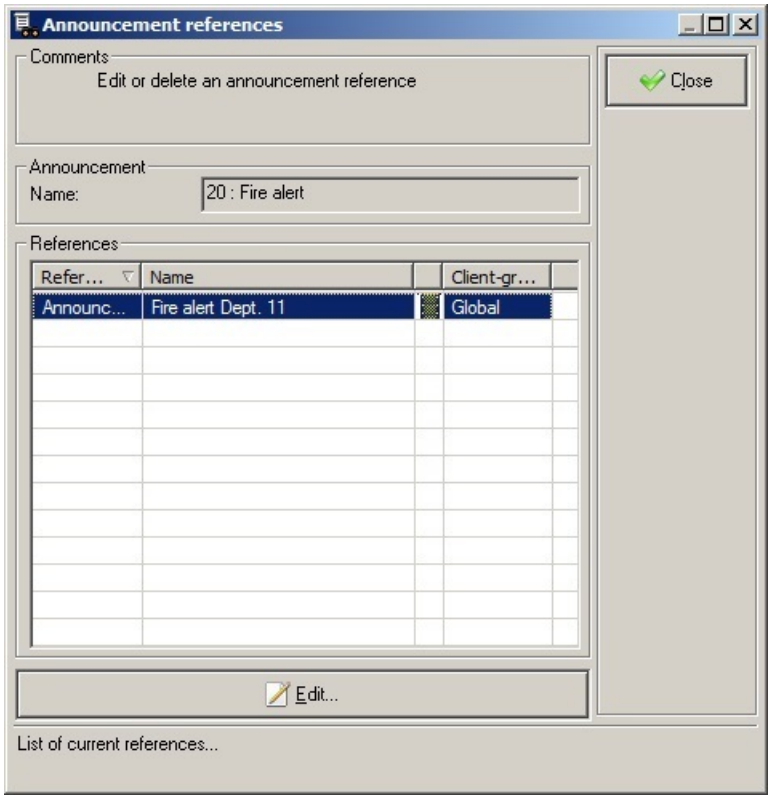
No.	Step
1.	Open the announcement you want to edit and click References. This will open the window "Announcement references": 
2.	In the list area, select the reference you want to edit and click Edit.... . This will open the properties window of the pertinent application.
3.	Delete in this window the assignment of the announcement or assign a new announcement.

Table 7-5 Edit and delete announcement references

7.4 Receive and transfer physical announcements to the OScAR server

Once an announcement is created in the OScAR-TT Administrator-Tool and the database (OScAR-TTDbServer) is synchronized with the OScAR server, there are several ways of adding the announcement text:

- Assign an existing WAV file and to an announcement and transfer it to the OScAR server
- Record the announcement text over the phone
- Record the announcement text via audio input (control is over the phone)

This section shows you how to transfer physical announcements that are already stored on the OScAR server to the OScAR-TT database and how to save them there in form of WAV files.

It also shows you how to have announcements played back to you in the OScAR-TT Administrator-Tool.



Note:
The administration of announcements can also be carried out in the offline mode, i.e. announcements can be created and also deleted when the system is offline. However, these changes will only become effective in the OScAR server after the next synchronization.
Allocated WAV files are not automatically synchronized, but must be transferred manually to the OScAR server.

➤ see Section 7.4.1, "Receive or send announcements from list window to the DAKS server"

7.4.1 Receive or send announcements from list window to the OScAR server

Follow the below instructions to transfer announcements from list window to the OScAR server, or to receive them:

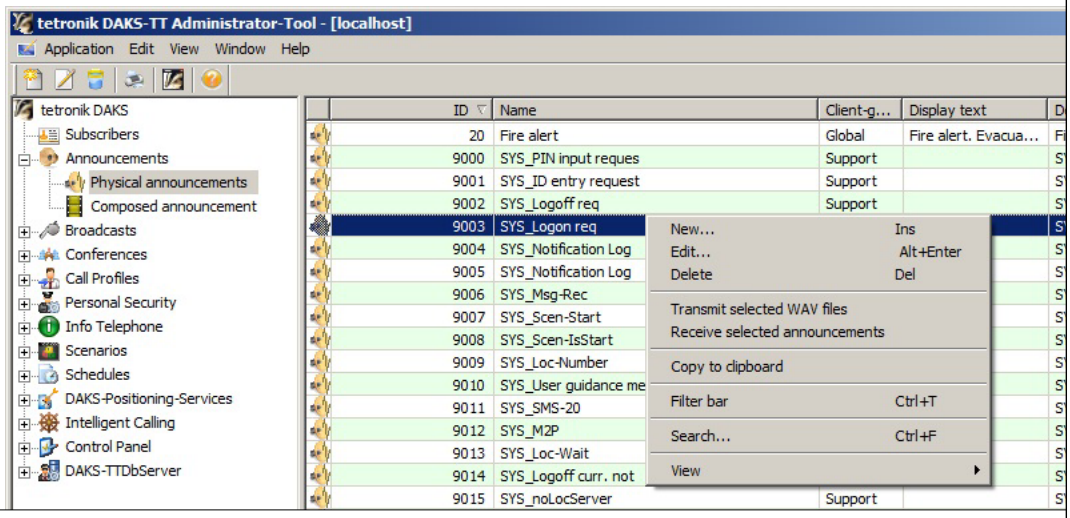
No.	Step
1.	Go to the tree and open the node "Announcements".
2.	Select "Physical announcements" in the tree view. The list window will output all physical announcements:
3.	In the list window, select the announcements you want to send or receive.
4.	Make a right mouse click on the selected announcements. This will open the context menu: 
5.	Here you can select: • Send selected WAV-files Select this menu item to send an allocated WAV file from the database to the OScAR server, and confirm the prompt with Yes. • Receive selected announcements Select this menu item to receive the WAV files of the selected announcements from the OScAR server, and transfer them to the OScAR-TT database. During the transfer, the progress is indicated in the column "Transfer status".

Table 7-6 Receive of send announcements to OScAR server

7.4.2 Create and administrate WAV files for physical announcements

Follow the below instructions to receive in or send announcements from list window to the OScAR server

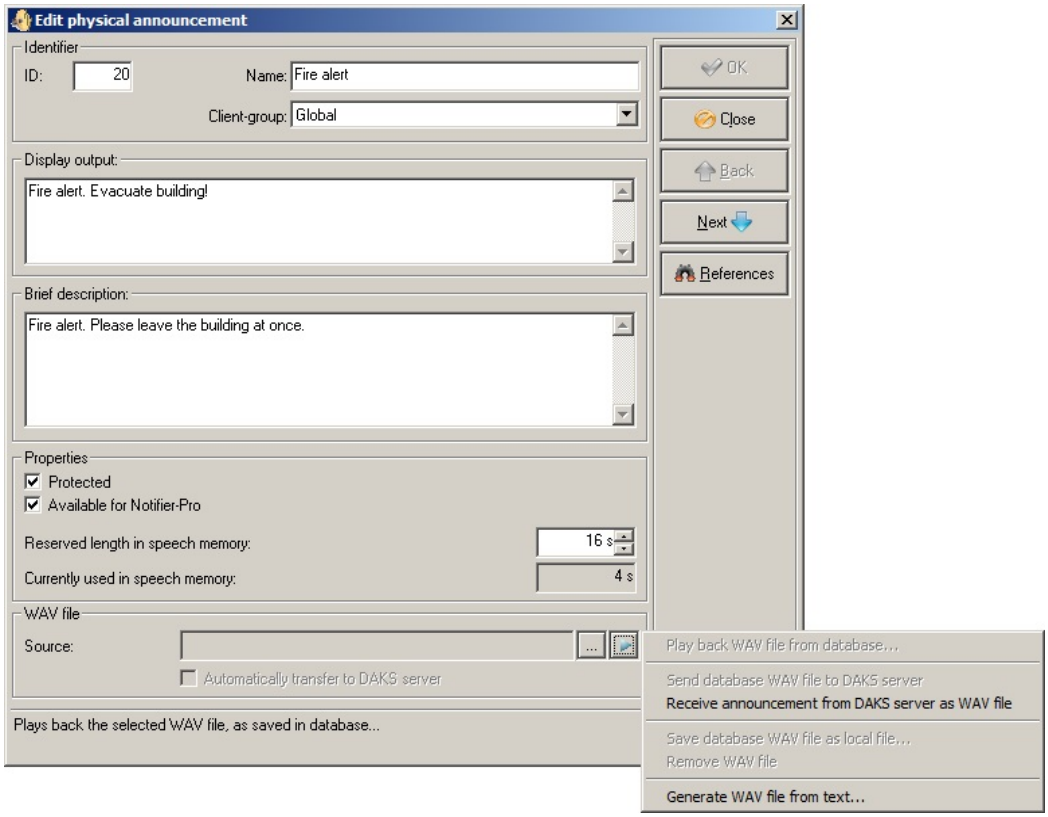
No.	Step
1.	Go to the tree and open the node "Announcements".
2.	Select "Physical announcements" in the tree view. The list window will output all physical announcements:
3.	In the list window, select the announcement you want to administrate and click . This will open the window "Edit physical announcement".
4.	Click in the "WAV-file" window area. This will open the menu to administrate the WAV files: 

Table 7-7 Create and administrate WAV files for physical announcements

No.	Step
5.	Select the correct function. The following options are available: • Playback WAV file from database Playback of the WAV file stored in the database, via the PC sound card. • Send database WAV file to OScAR server The WAV file stored in the database is transferred to the OScAR server. • Receive announcement from OScAR server as WAV file Transfer of the announcement stored in the OScAR server, to the database. This makes it possible to save announcements that were recorded over the phone or via an audio input. • Save database WAV file as local file Save the WAV-file stored in the database, as a local WAV-file. This will open a dialog to enter the file name and path. • Remove WAV file from database The WAV file is deleted from the OScAR-TT database, but only after confirmation of a security prompt. Note that the announcement itself is not deleted and retained in the OScAR server! • Create a WAV file from a text Opens a window to synthetically generate a WAV file from a text. ➤ see Section 7.4.3, "Speech synthesis: Generate WAV-files from texts"

Table 7-7 Create and administrate WAV files for physical announcements

7.4.3 Speech synthesis: Generate WAV-files from texts

The following window can be used to create announcement files (= wave file or WAV files) using speech synthesis, also known as text-to-voice.

Follow the below instructions to create a voice announcement from a text:

No.	Step
1.	Go to the tree and open the node "Announcements".
2.	Select "Physical announcements" in the tree view. The list window will output all physical announcements:
3.	In the list window, select the announcement you want to administrate and click . This will open the window "Edit physical announcement".
4.	Click in the "WAV-file" window area. This will open the context menu to administrate the WAV files. ➤ see Section 7.4, "Receive and transfer physical announcements to the DAKS server"
5.	Select the function "Generate WAV file from text..."

Table 7-8 Create a WAV file from a text

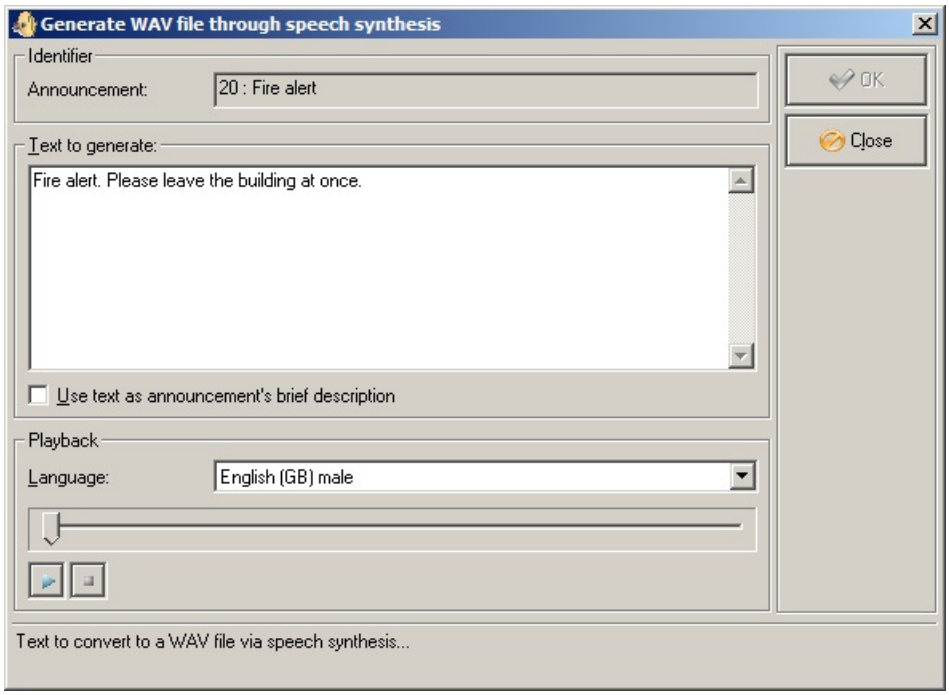
No.	Step
6.	This will open the user window to "Generate WAV file through speech synthesis": 
7.	This field is initialized using the same content that is entered in "Brief description" (in user window: "Edit physical announcement"). Use the input field of the window area "Text to generate" to enter the text you want to synthesize. Note: To have an announcement begin with a pause, e.g. to give the called subscribers enough time to answer the phone, we recommend you begin the text that shall be generated with a full stop (period) and a carriage return.
8.	If needed, select the field "Adopt text to announcement's "Brief description" to copy the text that was entered above, and paste it to the field "Description" of the window "Edit physical announcement".
9.	Next, go to the window area "Play back", and there to the field "Language", to choose the language you want to utilize for the speech synthesis.
10.	Now click to activate the speech synthesis. After the speech synthesis is completed, the system will play back the new announcement.
11.	If needed, repeat steps 6 and 9 to correct errors.
12.	Now click Ok to close the window. The newly created WAV file is automatically entered as "Source" in the window "Edit physical announcement".
13.	In the window "Edit physical announcement", select the field "Automatically transfer to OScAR server" if needed.
14.	Click Ok in the window "Edit physical announcement" to save your announcement.
15.	If you did not carry out Step 13, transfer the WAV file manually to the OScAR server. ➤ see Section 7.4, "Receive and transfer physical announcements to the DAKS server"

Table 7-8 Create a WAV file from a text

7.5 Administrate announcements over the phone

This section shows you how to edit announcements over the phone. The instructions also offer example entries. The examples are based on the assumption that the OScAR server is reached with the tie trunk code (OScAR call number) 800. The dialthru codes are set to default. The PIN that is used here reads: 4321.

For a representation that is easier to read, the input blocks are separated by spaces.

➤ see Section 5.6, "Configure dialthru codes"

To reproduce the examples, replace the tie trunk code 800 with the phone number of your OScAR server, enter your PIN and, if needed, adjust the dialthru codes. Spaces are not entered.



Note:
Please note that you must have the pertinent administrator or operator rights and a PIN to edit announcements over the phone.

7.5.1 Record, playback and delete announcements from system telephones



Note:
Announcements can only be recorded, played back and deleted from system telephones in single steps. Here, en-bloc selection is not possible.

Follow the below instructions to record, play back or delete announcements from system telephones:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Announcements - Record/play back via DIGITE", e.g."800 10" .
RC/PB MESS. PIN?	
	Enter your PIN.
MESSAGE ID ?	
	Announcement selection: Enter the announcement ID (1 to 4 digits).
A<ID> <Name>	Select function: The following options are now available: • press "1" to record the announcement, • press "2" to play back the announcement, or • press "3" , to return to step "Select announcement".
1=RC 2=PB 3=CHG	

	Announcement recording
	Press "1".
RECORD ? *=YES	
	Press the star * key to overwrite the announcement.
MESSAGE DELETED...	The speech memory for this announcement is deleted.

* ,AF:1..8=START REC	The following options are now available: • # , to cancel the process and by doing so to only delete the announcement, or • * , to start the recording.
*	Press the star * key to start the recording of the announcement.
PLSE TALK #=END	Record the announcement text via the handset.
#	Press the pound # key to end the recording. The end of the recording time is indicated by a short tone sequence. The announcement already recorded up to this point in time is stored.
	Continue with the step "Select function" or hang up.
	Announcement playback
2 ABC	Press "2".
A<ID> <Name>	The announcement is played back exactly once.
#	Press the pound # key to stop the announcement early.
	Continue with the step "Select function" or hang up.
	Announcement exchange
3 DEF	Press "3".
MESSAGE ID ?	
	Announcement selection: Enter the announcement ID (1 to 4 digits).
	Continue with the step "Select function" or hang up.

Table 7-9 Record/playback/delete announcements from system telephone

7.5.2 Record, play back and delete announcements from any terminal

Note:
The recording of announcements can be carried out in single steps as well as in en-bloc selection.

7.5.2.1 Record announcements via any terminal

Follow the below instructions to record announcements from any terminal:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Announcements - Record from any terminal", e.g. "800 11" .
ANNOUNCEMENT ID ?	System message "Enter ID".
	Enter the announcement ID (1 to 4 digits).
RECORD PIN?	System message "Enter PIN".
	Enter your PIN.
	A long tone indicates that the old recording has been deleted.
	System message "Recording req.".
	3 short tones indicate the start of recording.
	Record the announcement text via the handset.
	Finally, press "Disconnect" in order not to also record the noise that is made when you replace the handset, and only then hang up.

Table 7-10 Record announcements via any telephone

Example for en-bloc selection: 800 11 4321 22

800	OScAR server call number (tie trunk code)
11	Dialthru code for "Announcements - Record from any terminal"
4321	PIN
22	Announcement ID

Note:
The end of the recording time is indicated by a short tone sequence. The announcement already recorded up to this point in time is stored.

7.5.2.2 Delete announcements from any terminal

Note:
Announcements can be deleted in single steps or with en-bloc selection.

Follow the below instructions to delete announcements from any terminal:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Announcements - Record from any terminal", e.g. "800 11" .
ANNOUNCEMENT ID ?	System message "Enter ID".
	Enter the announcement ID (1 to 4 digits).
RECORD PIN?	System message "Enter PIN".
	Enter your PIN.
	A long tone indicates the announcement is deleted.
	System message "Recording req.".
	Hang up before 3 tones indicate the start of recording. The recording is deleted.

Table 7-11 Delete announcements from any terminal

Example for en-bloc selection: 800 11 4321 22

800	OScAR server call number (tie trunk code)
11	Dialthru code for "Announcements - Record from any terminal"
4321	PIN
22	Announcement ID

7.5.2.3 Play back announcements from any terminal

Note:
The playback of announcements can be carried out in single steps and also in en-bloc selection.

Follow the below instructions for the playback of an announcement from any terminal:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Announcements - Play back from any terminal", e.g.: "800 12" .
ANNOUNCEMENT ID ?	System message "Enter ID".
	Enter the announcement ID (1 to 4 digits).
PLAYBACK PIN?	System message "Enter PIN".
	Enter your PIN.
A<ID> <Name>	The announcement text is played once to the telephone set. After the playback the connection is released by the OScAR server.
	Please hang up.

Table 7-12 Play back announcements from any terminal

Example for en-bloc selection: 800 12 4321 22

800	OScAR server call number (tie trunk code)
12	Dialthru code for "Announcements - Play back from any terminal"
4321	PIN
22	Announcement ID

7.5.3 Record announcements via any audio channel

In combination with audio inputs, you can record announcements via one of the audio inputs. This means that the user can hear the announcements from the audio input at his telephone set.

7.5.3.1 Record announcements via any audio channel and system telephone, w/o en-bloc selection

Note:
Announcements can only be recorded over any audio channel in single steps. Here, en-bloc selection is not possible.

Follow the below instructions to record announcements via any audio channel:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Announcements - Record/play back via DIGITE", e.g."800 10" .
RC/PB MESS. PIN?	
	Enter your PIN.
Announcement ID?	
	Announcement selection: Enter the announcement ID (1 to 4 digits).
A<ID> <Name>	Select function:
1=RC 2=PB 3=CHG	The following options are now available: • press "1" to record the announcement, • press "2" to play back the announcement, or • press "3" , to return to "Select announcement".
	Press "1".
RECORD ? *=YES	
	Press the star * key to overwrite the announcement.
DELETE MESSAGE.	The speech memory for this announcement is deleted.
* ,AF:1..8=START REC	The following options are now available: • # , to cancel the process and by doing so to only delete the announcement, or Enter the number of the audio input.
	Press the key of the corresponding audio channel (1 .. 8)
REC. VIA audio #=STOP	The announcement is recorded via the selected audio channel.
	Press the pound # key to end the recording.
	Continue with the step "Select function", "Record", or "Playback", or hang up again.

Table 7-13 Record announcements via audio channel and system telephone

Note:
The end of the recording time is indicated by a short tone sequence. The announcement already recorded up to this point in time is stored.

7.5.3.2 Record announcements via audio channel and telephone, with en-bloc selection.

Note:
Here, as an alternative option to recording announcements via any audio channel using a system telephone, you can also record announcements using en-bloc selection.

Follow the below instructions for the record an announcement via audio channel, from any telephone:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Announcements - Record w. audio from any input chan." + PIN + announcement ID + number of the audio channel (1...8) + 1 (to start the recording), e.g.: "800 13 4321 22 4 1".
	1 long acknowledgment tone.
	3 short tones indicate the start of recording. The announcement is loaded via audio input.
A<ID> <Name>	
	Hang up when the max. recording time has been reached.

Table 7-14 Record announcement via audio channel from any telephone

Note:
The end of the recording time is indicated by a short tone sequence. The announcement already recorded up to this point in time is stored.

Example for en-bloc selection: 800 13 4321 22 4 1

800	OScAR server call number (tie trunk code)
13	Dialthru code for "Announcements - Record w. audio from any input chan."
4321	PIN
22	Announcement ID
4	Number of the audio channel
1	Start recording

7.5.4 Record announcements via B channel (e. g. via PC with S_0 card)

Announcements can also be loaded onto a PC with S_0 card and, depending on the PC software, also directly from a WAV file.

Follow the below instructions to record announcements via B-channel:

Step by step	
	From the PC with S_0 card, dial the OScAR server's call number + dialthru code for "Announcements - Record from PC with S_0 board" + PIN + announcement ID, e.g.: "800 14 4321 22" Where applicable, the already existing announcement will be deleted. A busy signal issued by the OScAR server indicates the "Start of recording"
Transfer from PC	Transfer the announcement text, e.g. from a WAV file, via B-channel (64 Kbit/s) to the OScAR server's speech memory, and forward trigger the connection from the PC. If the speech memory capacity is full, the connection is triggered backwards from the OScAR server. Nonetheless, the announcement will remain valid.

Table 7-15 Record announcements via B-channel

7.6 Included announcements

This section contains a description of the announcements that are already included in the delivery. Their respective file names are structured as follows:

```
<language>-xxxx_<reference ID>_<content>.wav
Example: D-9002_SYS_Prompt_logoff.wav
```

The following applies to announcements that are automatically included in the delivery ex-works:

Name	Significance
`<language>`	Letter as language identifier • D = German • E = British English • U = US English
`xxxx`	4-digit announcement ID (recommendation, default identifier)
`<reference ID>`	Letter combination as reference to the applications: • SYS = System announcements • BC = Broadcasts • CO = Conferences • CSP = Call profile • IT = Info Telephone • PS = Personal Security • CD = Speed dial/Contact dial • DP = OScAR-Positioning-Services • PC_ = Sounds for Microsoft® Sounds and audio devices
`<Content>`	Content of the announcement (abbreviated)

Table 7-16 Format for the file name of an announcement



Note:
The below tables list the announcement and reference IDs, as well as the announcement texts. If there are several examples for one announcement, they are marked in the tables as option: "(x)".

7.6.1 System announcements

For system announcements, the following applies:

Field	Announcement ID	Reference ID and content	Content of announcement
PIN entry request	9000	SYS_ Enter PIN	"Please enter your PIN."
ID	9001	SYS_ ID entry request	"Please enter the announcement ID."
Logoff request	9002	SYS_Request logoff	"You are currently logged on. To log off, please press the star key."
Login request	9003	SYS_Request logon	"You are presently logged off. To log in, please press the star key."
Note: Logged on	9004	SYS_Note Logged on	"You are logged on."
Note: Logged off	9005	SYS_Note Logged off	"You are logged off."

Table 7-17 System announcements

Field	Announcement ID	Reference ID and content	Content of announcement
Recording req.	9006	SYS_Msg-Rec	"Recording of a new announcement: Please speak after the tone. To end the recording, please hang up."
Start scenario req.	9007	SYS_Scen-Start	"To start the selected scenario, please press the star key."
Note: Scenario started	9008	SYS_Scen-Started	"The scenario you selected has been started."
Req. phone. no. to position	9009	SYS_Loc-Number	"Please enter the telephone number of the handset you want to locate and confirm your entry with the pound key. If you made a mistake, press the star key to reenter the number and confirm."
(Setting for Mail-To-Phone)	9012	SYS_M2P	"You have a message. Press the star or pound key to scroll within the message."
Note: Positioning active	9013	SYS_Note Positioning...	"Positioning active: Please wait."
Note: Logoff not possible	9014	SYS_Logoff not poss.	"Logoff currently not supported."
Note: Positioning server not available	9015	SYS_noLocServer	"Currently no connection to positioning server."
Request Dialthru code	9016	SYS_ Request dialthru code	"Please enter the dialthru code."
Request block digital input	9017	SYS_Contact_IsDisabled	"The contact is currently enabled, press the star key to disable the contact."
Request unblock digital input	9018	SYS_Contact_IsEnabled	"The contact is currently disabled, press the star key to enable the contact."
Note: Digital input unblocked	9019	SYS_Contact=Enabled	"The contact is now enabled."
Note: Digital input blocked	9020	SYS_Contact=Disabled	"The contact is now disabled."
Request for dig. input ID	9021	SYS_Contact_ID	"Please enter both digits of the contact ID number."
Note: Logoff currently not possible	9022	SYS_Logoff not poss.	"System-wide logoff is currently not supported."
(if needed)	9090	SYS_Message idle	[Idle tone for playback during active call connection]

Table 7-17 System announcements

7.6.2 Basic settings - Enhanced (SMS retrieval service)

Field	Announcement ID	Reference ID w. content	Content of announcement
Field "User guidance message"	9010	SYS_User 1-8	"To select a message press a key from 1 to 8. Press the "*" star key or the "#" pound key to scroll the message. To delete the message press "0".
Field "User guidance message" (alternative option)	9011	SYS_User 1-20	"To select a message press a number from 1 to 20. Press the "*" star key or the "#" pound key to scroll the message. To delete the message press "0".

Table 7-18 Summary of the announcements of the Basic Settings - Enhanced (SMS retrieval service)

7.6.3 Application Broadcasting/Alerting

For the application Broadcasting/Alerting, the following applies:

Field	Announcement ID	Reference ID w. content	Content of announcement
Announcements of application: Broadcasts			
Intrusion	9100	BC_Intrusion	"Please end your conversation for an urgent message."
With positive confirmation	9101	BC_With pos. confirmation	"You have confirmed positively."
With negative confirmation	9102	BC_With neg. confirmation	"You have confirmed negatively."
Termination ann.	9103	BC_Termination msg	"We don't need you for the time being, please hang up."
Neutral ann.	9104	BC_Neutral message	"There is a message for you."
ID	9105	BC_ ID entry request	"Please enter the Broadcast ID."
ID entry request	9106	BC_ Message entry request	"Please enter the announcement ID."
Record curr. msg.request	9107	BC_Record curr.msg.request	"Please speak after the signal tone; then start the Broadcast with the star key."
PIN entry request	9110	BC_ PIN input request	"Please enter your PIN."
Press num. key request	9111	BC_ Press key request	"Please press any numerical key."
Call back request	9112	BC_ Call back request	"Please confirm by calling back."
Pos./neg. confirmation request	9113	BC_Pos. or neg. confirmation request	"For a positive confirmation press 1. For a negative confirmation press 0."

Table 7-19 Summary of the announcements of the application Broadcasting/Alerting

Field	Announcement ID	Reference ID w. content	Content of announcement
Pos.c/ neg.c/ connect request	9114	BC_Pos. or neg. confirmation connect request (1)	"To talk to the caller press 5. To mark the call press 1. If you are not able to attend to this call press 0."
Pos.c/ neg. confirmation connect request (alternative option)	9115	BC_Pos. or neg. confirmation connect request (2)	"To send a positive confirmation press 1. To send a negative confirmation press 0. To speak to the caller directly press 5."
Pos.c/ Pos.c/ neg.c/ CnT/CnN request	9116	BC_Pos. or neg. confirmation CnT-CnN request	"To callback over the loudspeaker press 5. To callback by telephone press 6. To mark the call press 1. If you are not able to attend to this call press 0."
Neg.c/ connect request	9117	BC_Pos. or neg. confirmation CnT-CnN request (2)	"To talk to the caller press 5. If you are not able to attend to this call press 0."
Request for completed msg.	9118	BC_ Request for completed msg.	"Please send a completed message for this call, when this problem has been mended."
Receipt of completed msg.	9119	BC_ Receipt of completed message	"Completed message received."
End cyclical pos. with 9	9121	BC_9=End cyclical pos.	"To terminate the cyclical positioning press 9."
Request for compl. msg. at initiator phone	9122	BC_Request for completed msg. at initiator phone	"Please send a completed message from the telephone of the initiator of the call when the problem has been mended."
End cyclical positioning with 9 after problem solved	9123	BC_9=After problem solved	"When the problem has been mended press 9."
Note: Connect to caller with 5	9124	BC_5=Connection to caller	"To be put through to the caller press 5."
Add-on button for "Wrong person"	9125	BC_3=Wrong person	"If you should be the wrong person, please press 3."
Sorry	9126	BC_Sorry	"Thank you and sorry for disturbing you."
Prompt Arrival	9127	BC_ prompt_Arrival	"Please enter the estimated time in minutes after which you will arrive at the site and close with the pound key, or correct your entry with the star key."
Arrival-OK	9128	BC_Arrival-OK	"Thank you. Your entries have been accepted."
Before thru-connect to initiator	9129	BC_Connected	"You have confirmed positively and are now connected to the initiator."
Upon end call duration	9130	BC_Conference timeout	"The conference time will expire shortly."

Table 7-19 Summary of the announcements of the application Broadcasting/Alerting

Field	Announcement ID	Reference ID w. content	Content of announcement
Request *For BDC Launch	9131	BC_Launch with star key	"Press the star key to launch the Broadcast or hang up to cancel the process."
Request confirmation red-green on the Communicator	9132	BC_Com conf	"For a positive confirmation press the green button.For a negative confirmation press the red button."
Request confirmation one broadcast cancellation	9133	BC_Cancel broadcast	"Confirm with the *-key to cancel the current broadcast call. To continue the broadcast simply hang up."
Request confirmation all broadcasts cancellation	9134	BC_Cancel all bdcs	"Confirm with the *-key to cancel ALL running broadcast instances. To continue the broadcast instances simply hang up."

Table 7-19 Summary of the announcements of the application Broadcasting/Alerting

7.6.4 Application Personal Security

For the application Personal Security services, the following applies:

Field	Announcement ID	Reference ID with content	Content of announcement
Personal Security parameters			
Intrusion	9500	PS_Intrusion	"Security call - Please finish your conversation."
PIN input request	9501	PS_ PIN input request	"Please enter your PIN."
Destination's PIN input request	9502	PS_ Target's PIN input request	"Please enter the PIN of the person to be secured."
Record information request	9503	PS_Message input request	"Please state your current location after the signal tone."
Activated announcement	9504	PS_Activated message	"You have activated Personal Security."
Deactivated announcement	9505	PS_Deactivation message	"You have deactivated Personal Security."
Surveillance ann. w/o confirmation	9506	PS_Surveillance message (1)	"This is a security call."
Security call with confirmation	9507	PS_Surveillance message (2)	"This is a security call. Please confirm with the star key."
Retrigger announcement	9508	PS_Retrigger message (1)	"The security period has been restarted."

Table 7-20 Summary of the announcements of the application Personal Security

Field	Announcement ID	Reference ID with content	Content of announcement
Retrigger announcement (alternative option)	9509	PS_Retrigger message (2)	"If you have moved to a new location, you can now record a new announcement. To do so, please press the star key."
Problem announcement	9510	PS_Monitoring error	"Attention! A monitoring error has been detected in the Personal Security process."
Profile entry request	9511	PS_Profile entry	"Please enter the Personal Security Profile ID."
Request to deactivate	9512	PS=Deactivate PS request	"To deactivate the Personal Security function for this subscriber press the star key."
Status transmission failed	9513	PS_Status error	"Unable to send the command to deactivate the Personal Security function to the communication device."
Logged on	9514	PS_Logged on	"Your emergency handset is now logged into emergency call center."
Logged off	9515	PS_Logged off	"Your emergency handset is now logged off from the emergency call center."
Function not possible	9516	PS_Function not possible	"This function is currently not possible!"
Pos. not poss. for techn. reasons	9517	PS_Unable to locate	"The handset can not be located at present."
Verifying point of return	9518	PS_POR Test	"Verifying the correct point of return. Please wait."
Invalid point of return	9519	PS_POR NOK	"Attention! You are trying to log off the handset at a wrong point of return."
Max. operating time exceeded	9520	PS_Max.oper.time	"Attention! An emergency handset has exceeded the maximum operating time."
Note: Operation time with confirmation	9521	PS_Max.Oper.Initiator	"Attention! The maximum operating time of your emergency handset is about to be exceeded. Please return the handset to the main office. Please confirm with "1"."
Deliberate alarm w. positioning	9522	PS_ToInitiator	"Your alarm been raised. Help is on its way. Your position is now being located."
Personal alarm call	9523	PS_Personal Alarm call	"Attention! Personal alarm call!"
Silent alarm	9524	PS_Silent Alarm	"Attention! Silent Alarm!"
No-Movement Alarm	9525	PS_No movement Alarm	"Attention! No movement alarm!"
Man-Down Alarm	9526	PS_Man down Alarm	"Attention! Man down alarm!"
Timeout Alarm	9527	PS_Timeout Alarm	"Attention! Timeout alarm!"

Table 7-20 Summary of the announcements of the application Personal Security

Field	Announcement ID	Reference ID with content	Content of announcement
Escape Alarm	9528	PS_Escape Alarm	"Attention! Escape alarm!"
Pull-Cord Alarm	9529	PS_Pull cord Alarm	"Attention! Pull cord alarm!"
Note: Maintenance condition	9530	PS_PS_Service	"Attention! The emergency call response center is currently not available!"

Table 7-20 Summary of the announcements of the application Personal Security

7.6.5 Application Conferences

For the application Conferencing, the following applies:

Field	Announcement ID	Reference ID with content	Content of announcement
Announcements application Conferencing			
If conf. is inactive	9200	CO_If conf. inactive	"This conference is not available at the present time."
Canceled by master	9201	CO_Canceled by master	"The conference was terminated."
Participation timeout	9202	CO_Particip. timeout	"Your maximum participation time has been reached. Your connection is now released."
Conference timeout	9203	CO_Conference timeout	"The conference time will expire shortly."
Standard intrusion	9210	CO_Intrusion	"Please finish your conversation. You are now requested to join conference call."
ID	9211	CO_ID entry request	"Please enter the conference ID."
PIN entry request	9212	CO_PIN entry request	"Please enter your PIN."
Press '*' key request	9213	CO_ Press star key request	"Telephone conference. To participate, please press the star key. You may have to activate DTMF signaling first."
To parked conferees	9214	CO_To parked participants	"Please wait."
Extending of conference	9215	CO_Extending of conf.	"Please enter the number of minutes, you want to extend your conference. Then confirm with the pound key."
Phone no. request	9216	CO_Phone no. request	"Please enter the telephone number, then confirm with the pound key. To correct press the star key. To abort please press the star key twice."
Leave conference	9217	CO_Exit conference	"To quit without terminating the conference, please press the pound key."
Leave and terminate conference	9218	CO_Exit conf. and close	"To terminate the conference press the pound key now."
Multiple phone numbers request	9219	CO_Multiple phone no(s) request	"Please enter the telephone numbers to be dialed and confirm each with the pound key. When all numbers are entered, please press star to dial the participants and return to the conference. If you make a mistake, press the star key to delete the last entry that has not yet been saved."
Wait music to convenor	9223	CO_Wait	"Please wait."
Security code request	9224	CO_SECURITYCODE	"Please enter the security code."

Table 7-21 Summary of the announcements of the application Conferences

Field	Announcement ID	Reference ID with content	Content of announcement
Urgent intrusion	9230	KO_Urgent Intrusion intrusion	"Please end your call immediately, you are requested to join an important conference call."
Multiple phone no(s) at ad hoc start	9231	KO_Multiple Ph.No.@ ad-hoc start	"Please enter the telephone numbers to be dialed and confirm each with the pound key. Start the conference with the star key. If you make a mistake, press the star key to delete the last entry that has not yet been saved."
Conferences - Tab "Announcements"			
Announcement to convenor	9220	CO_Message to initiator	"You have started a conference. Please wait for other participants."
Announcement to called subscribers	9221	CO_Message to dialed subscribers	"Telephone conference."
Announcement to dial-in subscribers	9222	CO_Message to dial-in subscribers	"Telephone conference."
Wait music to convenor	9223	CO_Wait	On-hold music
Request security code entry	9224	CO_SECURITYCODE	"Please enter the security code!"
Request entry temp. security code	9225	CO_Temp. Security Code	"Please enter the temporary security code!"

Table 7-21 Summary of the announcements of the application Conferences

7.6.6 Application Call Profiles

For the application Call Profiles, the following applies:

Field	Announcement ID	Reference ID with content	Content of announcement
Announcements application Call Service Profiles (CSP)			
Intrusion	9300	CSP_Intrusion message	"Please end your call."
Notification	9301	CSP_Announcement msg.	"This call has been made using a call service profile."
After timeout	9302	CSP_After timeout	"The maximum duration of this call has been reached. The connection will be cut off now."
ID	9303	CSP_ID entry request [for Active Number]	"To change the 'Active Number' please enter your ID."
Act. no. entry request	9304	CSP_Act. no. entry request	"Please enter your active number now. Then confirm with the pound key."
Level entry request	9305	CSP_Level entry request	"Please enter the wanted call screening level now by selecting a number from 1 to 9. To deactivate the call screening function press 0."
Code entry request	9306	CSP_Code entry request	"Official call! Please enter the call acceptance code. You may have to activate DTMF signaling first."
PIN entry request	9307	CSP_PIN input request	"Please enter your PIN."
Deactivate-Activate request	9308	CSP_Deactivate-Activate request	"To activate the failure announcements press 1. To deactivate press 2."
ID entry request	9309	CSP_Message entry request	"Please enter the ID of the current malfunction message."
#=activate request	9310	CSP_#=activate request	"To activate, press the pound key."
#=deactivate request	9311	CSP_#=deactivate request	"To deactivate, press the pound key."
Note: ActNo. activated	9312	CSP_Act-new	"The active number has been changed."
Note: Act. No. deactivated	9313	CSP_Act.-Del	"The active number has been deleted."
ID	9314	CSP_ID	"Please enter the ID of the Call Profile."
Callback active no.	9315	CSP_Callback active no.	"Your active number has been changed. This call verifies the new setting. Please hang up now."
Note: Level activated	9316	CSP_CS Activation	"The call screening has been activated."
Note: Level deactivated	9317	CSP_CS Deactivation	"The call screening has been deactivated."

Table 7-22 Summary of the announcements of the application Call Service Profiles

Field	Announcement ID	Reference ID with content	Content of announcement
Request select PA circuit	9318	AWP_Select PA loudspeaker circuit	"Please enter the wanted PA system loudspeaker circuits in any order, and close your entry with the pound key for a normal call; or with the star key for prioritized call."
Note: PA entry received	9319	CSP_PA received	"Thank you. Your entries have been received."
Note: Confirm Active No.	9350	CSP_Info_ActiveNo.	"To accept the active number, please confirm the now following callback call. Please hang up now."
Confirm active number	9351	CSP_Act.No confirmed	"The active number of the following Call Profile has changed. Press 1 to confirm, or press 0 to delete the changes."
Note: To prev. Active No.	9352	CSP_Info_switch	"Your active duty has been terminated for the following service."
Request entry security code	9353	CSP_Security Code	"Please enter the security code."
Note: Reported fully off duty	9354	CSP_Logged off from all	"You are currently not reported on duty for any service."
Note: Reported fully on duty	9355	CSP_Logged on to all	"You are currently reported on duty for all services."
Intro: Reported on duty for these services	9356	CSP_Reported on duty	"You are logged on for the following services."
Request public phone no. entry	9359	CSP_Service ID entry request	"To report on or off duty for a particular service, press the ID of that service. To report on duty for all services press the star key. To report off duty from all services press the hash key."
Note: For logged off from all	9360	CSP_Logged off from all	"You are logged off from all services."
Request 1 = Report on duty	9361	CSP_1=Logon	"You are currently logged off. Press 1 to log on."
Request.0 = Logoff	9362	CSP_0=Logon	You are currently logged on. Press 0 to log off."
Note: Logoff rejected	9363	CSP_Logoff rejected	"The logoff was rejected. You are the last remaining target who is logged on"
Note: Login rejected	9364	CSP_Logon rejected	"Your login was denied. The maximum number of subscribers has already been reached."
Note: Already logged off system wide	9365	CSP_Logoff system wide	"Your login was denied. You are logged off system-wide."
Request next digits	9366	CSP_Request next digits	"Please enter the digits of the subordinate profile."

Table 7-22 Summary of the announcements of the application Call Service Profiles

Field	Announcement ID	Reference ID with content	Content of announcement
Note: Call Profile invalid	9367	CSP_Invalid entry	"Invalid entry"
Call Profiles - Tab "Process"			
Activity	9320	AWP_NOT AUTHORIZED	"Unfortunately, you are not authorized to activate this call service profile."
Call Profiles - Tab "Announcements"			
Termination ann.	9321	CSP_Termination ann.	"All agents are busy at present. Please try again later."
Request ID entry to de-/activate current ann.	9322	CSP_ID input request	"Please enter the ID of the Call Profile."
Before dialing	9330	CSP_before dialing (1) (before dialing 1)[1)]	Company name (e.g. message: "tetronik GmbH")
	9331	CSP_before dialing (2) [1)]	"We are informed about the following problems at present."
	9332	CSP_before dialing (3) [1)]	"If you are calling in regard to one of these incidents, please hang up now. If not, please hold the line. We will put you through to one of our specialists as soon as possible."
Prev. to act. msg.	9333	CSP_Before act. msg.	"We are informed about the following problems at present."
After act. Announcements	9334	CSP_After act. msg	"If you are calling in regard to one of these incidents, please hang up now. If not, please hold the line while we try to connect you to one of our specialists as soon as possible."
Waiting announcement	9335	CSP_Waiting message	"All agents are busy at present. Please wait. We will try to connect you to one of our specialists as soon as possible."
during phase 1	9336	CSP_during phase 1	"Please wait while we try to reach the requested person under various numbers."
during phase 2	9337	CSP_during phase 2 (1)	"Please wait while we try to reach the requested person under further numbers."
during phase 2 (alternative option)	9338	CSP_during phase 2 (2) [as call forwarding message]	"If you would like us to try to reach the requested person under his private telephone numbers, please hold the line. Otherwise, hang up now."

Table 7-22 Summary of the announcements of the application Call Service Profiles

[1)] These messages can be used in combination to form a so-called composed announcement, with the option to add on the fly a newly recorded "Malfunction announcement", that is then played before the dial-up as 'Message before dialing'.

7.6.7 Application Info Telephone

For the application Info Telephone, the following applies:

Field	Announcement ID	Reference ID with announcement parameter text	Announcement text
Info Telephone activity			
Apology (for certain settings only)	9400	IT_Apology	"The service is not active at the present time."
Announcements application Info Telephone			
PIN entry request	9401	IT_PIN input request	"Please enter your PIN."
Profile-ID entry request	9402	IT_ID entry request	"Please enter the ID to switch the Info Telephone. To end the Info Telephone enter the ID 0."

Table 7-23 Summary of the announcements of the application Info Telephone

7.6.8 Application Intelligent Calling

For the application Intelligent Calling, the following applies:

Field	Announcement ID	Reference ID with announcement parameter text	Announcement text
Intrusion	9800	IC_Intrusion	"Please end your conversation for an urgent message."
Request ID entry request	9801	IT_ID input request	"Please enter the ID of the Intelligent Calling."

Table 7-24 Summary of the announcements of the application Info Telephone

7.6.9 Application OScAR Positioning Services

For the application OScAR Positioning Services, the following applies:

Field	Announcement ID	Reference ID with announcement parameter text	Content of announcement
Currently used base station	9700	DP_Currently used base station	"Currently used base station:"
Strongest base station	9701	DP_Strongest base station	"Strongest base station received:"
Received base stations	9702	DP_Received base station	"Base stations received:"
For a very strong signal	9710	DP_very strong signal	"Very strong signal."
For a strong signal	9711	DP_strong signal	"Strong signal."
For a medium signal	9712	DP_medium signal	"Medium signal."
For a weak signal	9713	DP_weak signal	"Weak signal."
For a very weak signal	9714	DP_very weak signal	"Very weak signal."
Device not administrated	9720	DP_Non-administrated terminal	"For technical reasons, the handset cannot be located."
Not locatable for technical reasons	9721	DP_Not locatable for technical reasons	"The handset can currently not be located."
Visited access point	9729	DP_Currently used access point	"Visited access point"
Strongest access point	9730	DP_Strongest access point	"Strongest access point received:"
Received access point	9731	DP_Received access point	"Access points received:"
Most likely location range	9740	DP_Most probable location	"Most probable location:"
Probable locations	9741	DP_Probable locations	"Probable locations:"

Table 7-25 Announcements application OScAR Positioning Services

7.6.10 Options - Miscellaneous (Microsoft® Sounds and Audio Devices)

For Options-Miscellaneous (Microsoft® Sounds and Audio Devices), the following applies:

Program event	Reference ID	Content of announcement
Broadcast: On canceled	PC-1000 BC canceled	"Attention! A Broadcast was canceled!"
Broadcast: On ended	PC-0002 BC completed	"A Broadcast has been completed."
Broadcast: On launched	PC-0003 BC started	"A Broadcast has been started"
Conference: On ended	PC-0004 CO completed	"The conference has been completed."
Conference: On convened	PC-0005 CO started	"A conference has been convened."
Info Telephone: On profile changed	PC-0007 Info Tel changed	"The Info Telephone profile has been changed."
Personal Security: On alarm	PC-0008 PS Alarm	"Attention! Personal Security alarm."
Personal Security: On on-duty timeout	PC-0009 PS Timeout	"Attention! The maximum operation time has been exceeded for an active Personal Security surveillance process!"
Personal Security: On started	PC-0010 PS Start	"A Personal Security surveillance process has been started!"
Personal Security: On radio link error	PC-0011 PS Track Error	"Attention! A radio link error has been detected in an active Personal Security surveillance process!"
System: On OScAR-TTProcessServer offline	PC-0012 OScAR-Pro Server OFF	"Currently no connection from the OScAR-TT ProcessServer to the OScAR server".
System: On Hot Standby	PC-0006 Hot Standby active	"Attention! The OScAR server is in the hot standby mode."
System: On Hot Standby switched	PC-0013 Hot Standby	"Currently switched to hot standby."
System: On Red alert	PC-0014_Red Alert	"Attention! Red Alert!"
System: On Yellow alert	PC-0015_Yellow Alert	"Attention! Yellow Alert!"

Table 7-26 Announcements Options-Miscellaneous (Microsoft® Sounds and Audio Devices)

8 Configure and Administrate Subscribers

Overview

This chapter shows you how to configure and administrate subscribers, how to assign subscriber rights, and how upload subscriber data from LDAP directories. It covers the functions that are provided by the OScAR-TT Administrator-Tool as well as the functions that can be carried out over the phone.

Content

The following areas are covered in this chapter:

8.1 Subscriber list overview
8.2 Dependencies of subscriber settings on other settings
8.3 Management of Subscribers
- 8.3.1 Add and edit Subscribers
- 8.3.2 Edit subscriber destinations
- 8.3.3 Delete subscribers
- 8.3.4 Edit and delete subscriber references

8.4 Users and rights
- 8.4.1 Operator rights
- 8.4.2 Edit Operator rights
- 8.4.3 Administrative rights
- 8.4.4 Edit user status and administrative rights
- 8.4.5 Assign initial user ID and passwords
- 8.4.6 Reset passwords and withdraw user status
- 8.4.7 Change own password

8.5 Add and collate subscribers from LDAP directories
- 8.5.1 Add new subscribers from LDAP directory
- 8.5.2 Collate subscribers against LDAP directories
- 8.5.3 Login data of LDAP directories
- 8.5.4 Customize LDAP entries

8.6 Operate subscribers via DAKS-TT Operator-Tool
- 8.6.1 Process window for Subscriber Statuses
- 8.6.2 Set subscribers to on/off duty with the DAKS-TT Operator-Tool
- 8.6.3 Customize the Subscribers process view

8.7 Logon/logoff subscribers to the DAKS server over the phone
- 8.7.1 Logoff subscriber from the DAKS server over the phone
- 8.7.2 Logon subscribers to the DAKS server over the phone

8.1 Subscriber list overview

OScAR administrates a central subscriber list with up to 20,000 subscribers.

OScAR stores subscriber-specific information and user rights in the subscriber list. Each subscriber can be assigned up to four destinations (subscriber call numbers/phones). Subscribers can be assigned administrative and operator rights to administrate and start applications.

Broadcasts and Conferences, as well as Call Profiles can be defined on the basis of the central subscriber list. In the applications themselves, it is only the references to the central subscriber list that are stored, i.e. all call number changes are administrated easily and only once, namely at a central location.

8.2 Dependencies of subscriber settings on other settings

In addition to the settings found in the "Edit subscriber" window, there are also other system parameters that have an effect on subscriber settings.

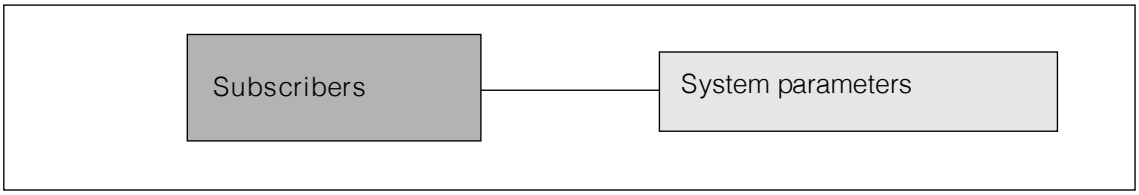


Image 8-1 Dependencies of subscriber settings on other settings

System parameters:

- Connection type
  To assign a destination, you need to define a connection type. Note that the connection types "Internal", "External" and "No selection" are already preconfigured.
  ➤ see Section 5.3, "Configure connection types"
- Time segments:
  To each destination you can assign predefined time slots in which the number can be dialed. The time segments that are available are defined centrally.
  ➤ see Section 5.5, "Define time segments"
- Holidays
  Holidays can be configured system-wide. For every subscriber destination, you can define how these holidays shall be taken into account.
  ➤ see Section 5.6, "Configure dialthru codes"
- Client-groups:
  Subscribers can be assigned to client-groups. When assigned in this way, they can only be included in the applications of those client-groups. In contrast, subscribers who belong to the client-group "Global" can be included in all applications. They can only be administrated by the administrators of the "Global" client-group.
  ➤ see Section 5.8, "Configure Client-groups"
- Output captions
  Output texts are used for user guidance texts and rendered on the displays of cordless handset, and as texts that are used for the logging.
  ➤ see Section 5.13, "Configure output captions"

8.3 Management of Subscribers

Note:
To create and edit subscribers, you must have the corresponding administrative rights.
After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations.
➤ see Section 8.4.3, "Administrative rights"

Caution!
General security policies require you to change the security guidelines defined by the manufacturer for passwords as well as any pre-installed passwords generated and furnished by the manufacturer.
After the installation, make sure that these security guidelines are adjusted to the ones of your own company.
➤ see Section 5.2, "Edit the Basic settings"
If you have not yet changed the password of the user "sysadm", log in now using this user name and change the password.
➤ see Section 4.1.2, "Start DAKS-TT tools"
➤ see Section 8.4.7, "Change own password"

8.3.1 Add and edit Subscribers

Follow the below instructions to add or edit a subscriber:

No.	Step
1.	Go to the tree and select the node "Subscribers". This will open the subscriber list.
2.	Click in the menu bar to add a new subscriber, or go to the list window and select the subscriber entry you want to edit, and click . This will open the window "Edit subscriber".
3.	Carry out the settings in keeping with the subsequent field descriptions.
4.	Click Ok to save the subscriber data.

Table 8-1 Add and edit Subscribers

Description of the fields in the window "Edit subscriber"

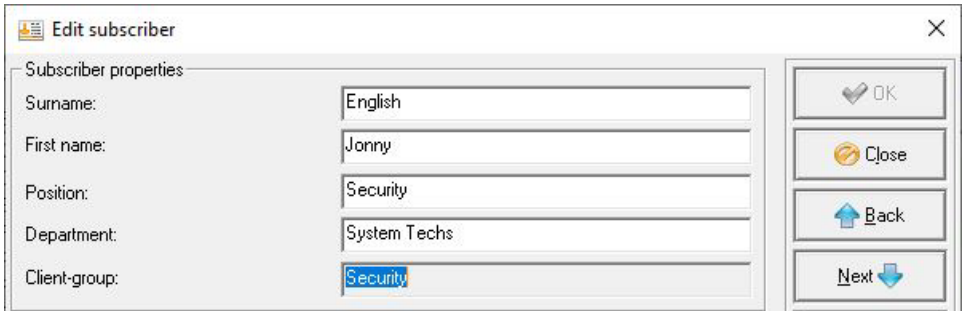
Edit field	Description
	
Window area "Subscriber data"	
Name	Input field for a first brief description of the subscriber (max. 30 characters), used in tables and list fields. (default: empty)
First name	Input field for a second brief description of the subscriber (max. 30 characters), used in tables and list fields. (default: empty)
Position	Input field for a third brief description of the subscriber (max. 30 characters), used in tables and list fields. (default: empty)
Department	Input field for a fourth brief description of the subscriber (max. 30 characters), used in tables and list fields. (default: empty)
Note that in log files and on telephone displays, the entries in the fields "Name", "First Name", "Position" and "Department" are combined for output, and a space plus a comma is inserted in between the entries. For printout on the system printer, the total length is cut to 30 characters. Example: GRATE, MATTHEW, SYSTEM ENGINEER. Note: The titles of the fields "Name", "First Name", "Position", and "Department" can be customized to the requirements of your own company. ➤ see Section 5.16, "Edit descriptors"	
Client-group	This selection field determines the assignment of the subscriber to a client-group. ➤ see Section 5.8, "Configure Client-groups" Subscribers may only be administrated by the administrators/operators of the same client-group, and only be used in the applications of that same client-group as well. Subscribers who belong to the client-group "Global" can be used in the applications of all clients-groups. (Default: client-group of the logged-in user) Note: For the views "Arrange client-groups" ("within applications" and "above applications"), this field is a display field. The assignment to a client-group is a result of the hierarchy, under which the subscriber is created.

Table 8-2 Fields in window "Edit subscriber"

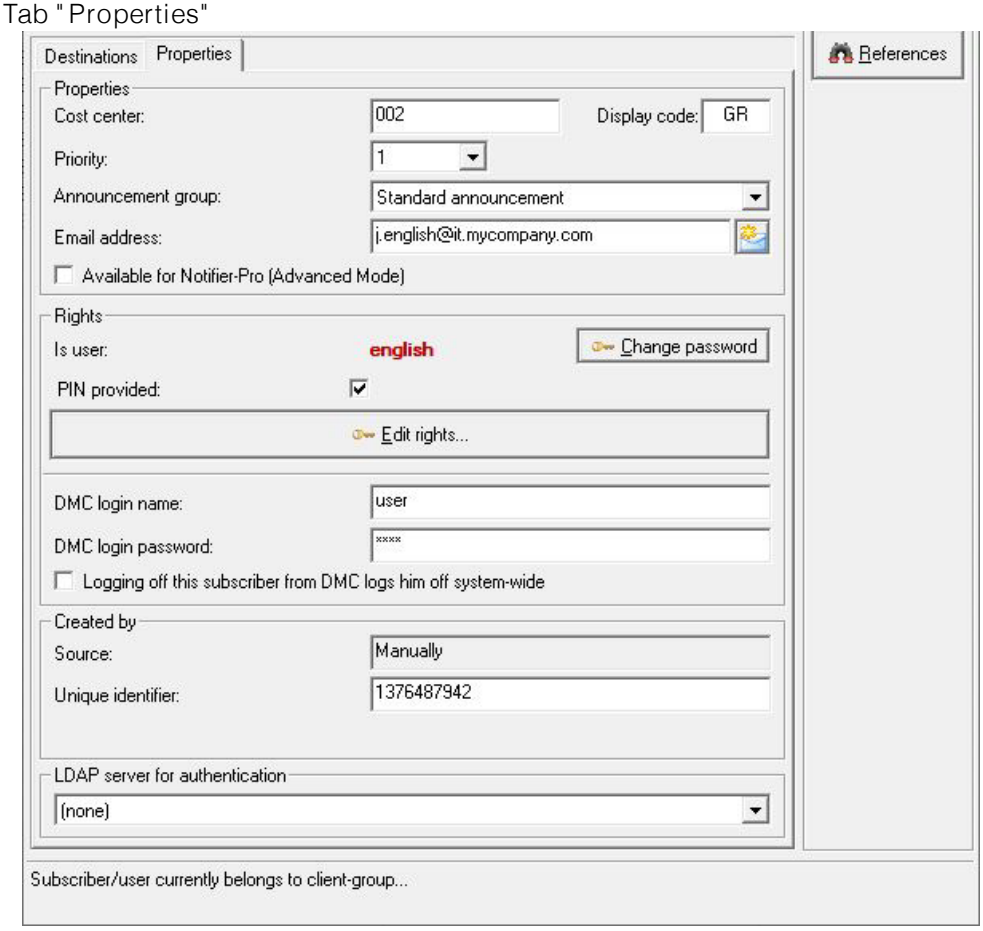
Edit field	Description
Tab "Properties" 	
Window area "Properties"	
Cost center	Input field for subscriber-specific cost centers (max. 16 digits, numerals, * and #), for the correct allocation of telephone charges for OScAR outbound calls. (default: empty)
Display Code	Input field to enter a two-digit display code that appears on the telephone display, to identify the subscriber during an ongoing Conference. ➤ see Chapter 11, "Configure, Convene and Moderate Conferences" (default: empty)

Table 8-2 Fields in window "Edit subscriber"

Edit field	Description
Priority	This selection field specifies the default priority of the subscriber. It is used for the order in which the subscribers are called in Broadcasts. This is particularly important • when more subscribers need to be called than call channels are available, • in combination with sequential dialing, or • in combination with function groups. The highest priority level is 9, the lowest priority level is 1. If the priority is "(inactive)", the subscriber will no longer be called in any application, nor will he/she be evaluated during a Broadcast, or logged as "not reached". In this way, you can temporarily deactivate a subscriber, e.g. when he/she is on a vacation, without having to remove him/her from the applications altogether. (default: "1")
Announcement group	Selection field that assigns the subscriber to a logical subscriber group to which a specific announcement is played in Broadcasts, when needed. This field is e.g. important for: • announcements with the same content in different languages or • different department-related or function-related announcements. For more infromation: ➤ see Chapter 9, "Configure, Administrate, Start and Monitor Broadcasts". (Default: "Default message") Note: The number of available announcement groups can be adjusted in the Basic settings. ➤ see Section 5.2, "Edit the Basic settings" Also, the names of the announcement groups can be adjusted to the needs and requirements of your business. ➤ see Section 5.16, "Edit descriptors"
E-mail address	Input field for the e-mail address of the subscriber. (default: empty)
Available for Notifier-Pro (Advanced Mode)	When this box is ticked, this subscriber can be informed and notified by Notifier-Pro when in the "Advanced Mode".
Window area "Rights"	
Is user	This display field indicates if the subscriber is assigned a user ID and a password.
PIN provided	This display field indicates if the subscriber is assigned a PIN.
	Button to open the window to edit the administrative and operator rights. ➤ see Section 8.4, "Users and rights"
DMC login name	This input field defines the user name used by the DMC user to log in and register in the OScAR server.
DMC login password:	This input field defines the password with which the DMC user registers in the OScAR server.

Table 8-2 Fields in window "Edit subscriber"

Edit field	Description
Logging off this subscriber from DMC logs him off system-wide	Tick this box if you want the subscriber to be logged off system-wide in OScAR as soon as he/she logs off from DMC. Note: This field is only visible for imported participant records and cannot be edited.
Window area "Created by"	
Source	Display field indicating the source of the dataset, usually the "OScAR-TT Administrator-Tool"; in combination with LDAP servers or with the "OScAR-TT Dataimport Tool", this field can also refer to other sources.
Unequivocal identifier	This display field will only become visible in connection with imported subscriber datasets. The field is used to render the unequivocal identifier of an external source that is used to read the pertinent subscriber against his/her correlating external dataset.
Status	This field is only shown for imported subscriber datasets and only if the system detected that the dataset may have been changed. Display field showing how up to date the dataset is. Supported values are "Changed" and "Deleted".
Tab "Destinations"	
List window with the subscriber's destinations. For a detailed description please see: ➤ see Section 8.3.2, "Edit subscriber destinations"	

Table 8-2 Fields in window "Edit subscriber"

8.3.2 Edit subscriber destinations

You can specify up to four destinations for the subscriber in the tab "Destinations". The entered subscriber destinations can be integrated in the various applications (e.g. in a Broadcast).

Follow the below instructions to add and edit destinations:

No.	Step
1.	Go to the tree and select the node "Subscribers". This will open the subscriber list.
2.	Go to the list window and select the entry you want to edit and click . This will open the window "Edit subscriber".

Table 8-3 Edit destinations

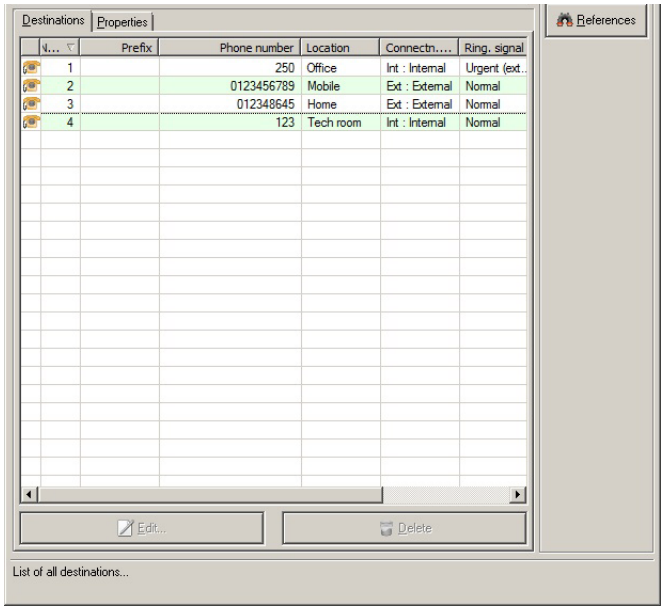
No.	Step
3.	Select the tab "Destinations". 
4.	In the list window, select the wanted destination and click Edit, or make a double-click the destination itself. This will open the window "Edit <no.> destination".
5.	Enter the data in accordance with the below field descriptions.
6.	In the window "Edit <No.> destination", click Ok to save your changes.
7.	In the window "Edit subscriber", click Ok to save your changes.

Table 8-3 Edit destinations

Description of the fields in the window "Edit <no.> destination"

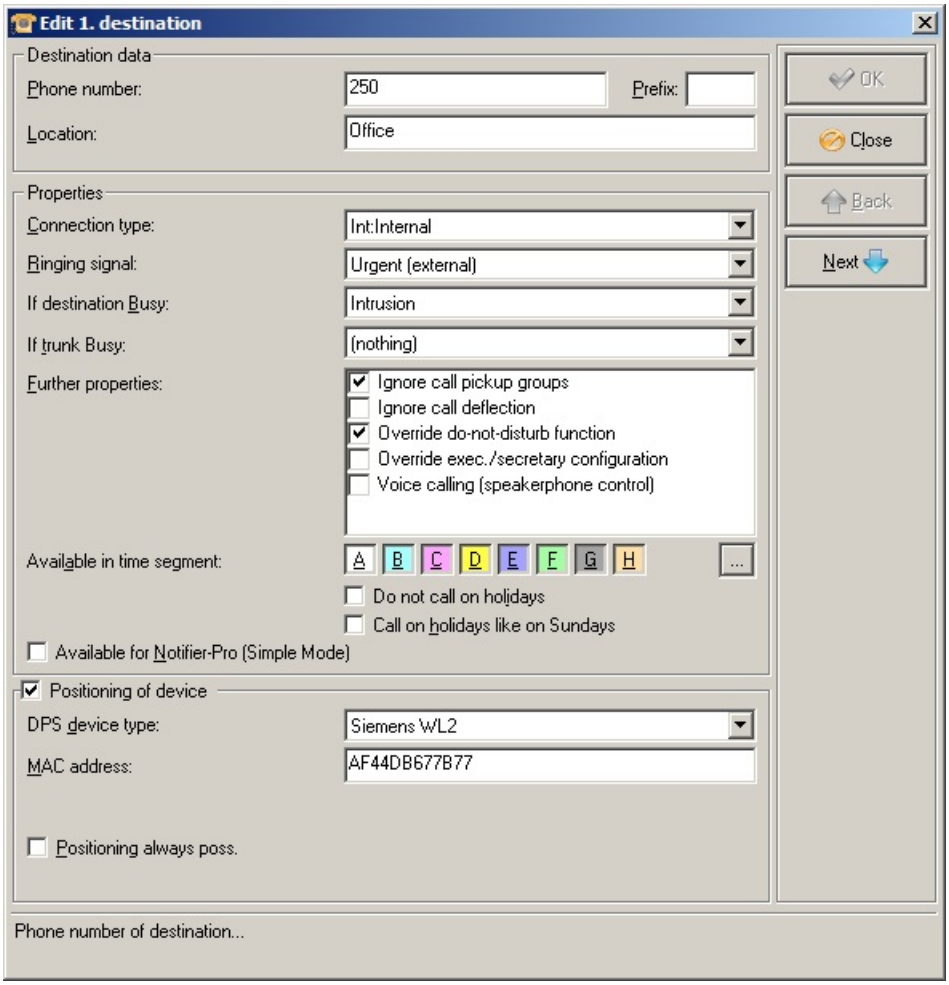
Field	Description
	
Window area "Destination data"	
Phone number	This input field defines the phone number of the destination (max. 50 characters, consisting of: digits, *, #, and the separator signs, (,), -, +, /, space and comma). (default: empty)
Prefix	Input field for the priority prefix for urgent Conferences (max. 4 digits). (Default: empty)
Location	Input field for the name (max. 30 characters) of the physical location of the device (e. g. storage) or for a device descriptor (e. g. D2 mobile phone). (default: empty)
Window area "Properties"	
Connection type	Selection field for the device type and/or the connection path (route) to this destination. The options that are available here result from the already configured connection types. ➤ see Section 5.3, "Configure connection types" (Default: "NDI:No dialing")

Table 8-4 Fields in the window "Edit <no.> destination"

Field	Description
If needed, use the following special features to reach (call) subscribers. To be able to use the options offered by the respective connection type in the applications, please activate on a group-specific basis the checkbox "Use CorNet-NQ features" in the respective applications. Please note that the display of the below fields results from what has been enabled in the selected connection type.	
Ring. signal	Use this selection field to determine the ringing signal for the call: • Normal Default ringing signal (internal call, preset) • Urgent (external) Ringing signal with increased urgency (typical: external call) • Alarm Alarm ringing signal (typical: prolonged ringing) (Default: "Normal)
If destination busy	Use this drop-down combobox to define the system behavior if a destination is busy: • (nothing) OScAR does not apply any of the special options (default). • Camp on A a camp-on signal is played repeatedly into the subscriber's ongoing call. This signals prompts the subscriber to end or alternate (toggle) the call (not available with SIP-Q). • Intrusion An application-specific intrusion announcement (must be defined) is played to the routed call. This signals to the subscriber to end the call, or to alternate. • Emergency intrusion Same as intrusion, with the exception that emergency intrusion cannot be prevented by an intrusion protection that may be currently activated on the user-specific side. • Forced release As a result, the ongoing call is automatically terminated. As soon as the subscriber hangs up, he/she is called again. (default: "(none)")

Table 8-4 Fields in the window "Edit <no.> destination"

Field	Description
If trunk busy	These settings have no effect with SIP-Q. Use this drop-down combobox to define the system behavior if the tie trunk connection between two PBX systems is busy. If the capacity of the tie trunk connections is full, the OScAR server can apply override or forced release in keeping with the pertinent settings. This also applies to call connections that were not established by the OScAR server. • (nothing) OScAR does not apply any of the special options (default). • Intrusion An application-specific intrusion announcement (must be defined) is played to the routed call. This prompts subscribers to end the call. The line that is released in this way is used to reach the actual destination. • Forced release As a result, the ongoing call is automatically terminated. The line that is released in this way is used to reach the actual destination. (default: "(none)")
Further properties	Checkboxes define further features that are possible: • Ignore call pickup groups If the selected subscriber is in a call pickup group, and he/she is called by OScAR, this information is not provided to the other subscribers in the call pickup group when this box is ticked. In this way, the call cannot be answered by another colleague (especially important e. g. in combination with "Call Profiles"). • Ignore call forwarding When this box is ticked, this box, a "call forwarding" or "call forwarding no reply" configured beforehand (even one for "Voicemail") is not carried out. This is particularly important if you want to reach a specific location, not the staff who normally work there (e. g. in combination with the evacuation of a building). • Override do-not-disturb function Tick this checkbox to make sure that an activated "Do not disturb" is ignored (e.g. important in conjunction with emergency calls). • Override exec./secretary configuration When this box is ticked, this box, the call is directed to the executive you want to reach, even if his/her calls are usually routed to an assistant or secretary. This feature cannot be selected together with "Ignore 'Call forwarding'" and "Forced release" (not supported on the side of CorNet-NQ-/SIP-Q). • Voice calling (speakerphone control) The loudspeakers of system telephones with hands-free speaking are automatically activated, without the called subscriber having to answer the call (e. g. by picking up the speaker). (Default: no field selected)

Table 8-4 Fields in the window "Edit <no.> destination"

Field	Description
Available in time segments	These fields are only shown when the field "Number of available time segments" in the Basic settings is set to a value between 1 and 8. ➤ see Section 5.2, "Edit the Basic settings" Up to 8 buttons (A .. H) to assign the destination to the pertinent time segments. This assignment is carried out individually for every destination. The time segments when the destination is called are shown in color. ➤ see Section 5.5, "Define time segments" (Default: all buttons selected)
...	This button is only shown when the field "Number of available time segments" in the Basic settings is set to a value between 1 and 8. ➤ see Section 5.2, "Edit the Basic settings" This button opens a window to edit the assigned time segments. ➤ see Section 5.5, "Define time segments"
Do not call on holidays	When this box is ticked, the subscriber is not called on holidays. ➤ see Section 5.15, "Configure holiday settings" (default: not selected)
Handle holidays like Sundays	This field is only shown when the field "Number of available time segments" in the Basic settings is set to a value between 1 and 8. ➤ see Section 5.2, "Edit the Basic settings" When this box is ticked, the subscriber is called on the listed holidays in keeping with the time segment definition for Sundays. ➤ see Section 5.15, "Configure holiday settings" (default: not selected)
Available for Notifier-Pro (Simple Mode)	When this box is ticked, this destination is used by Notifier-Pro when in the "Simple Mode".
Window area "Positioning of device" This window area only becomes visible if the application "DPS" has been licensed and if the currently logged-on user has the user rights "View DPS" and "Edit DPS". ➤ see Chapter 16, "Configure and Administrate the DAKS-Positioning-Services" When this box is ticked, the device can be positioned by DPS. (default: not selected)	
DPS device type	Use this selection field to define the destination's DPS device type. (Default: "Please select...") Note: If the box "Positioning of device" is activated, you need to select a device type for this field to be able to close this window with Ok.
MAC address	Only visible for WLAN devices. This field determines the MAC address of the device. (default: empty) Note: For WLAN devices, this field needs a MAC address in order to be able to close this window with Ok.

Table 8-4 Fields in the window "Edit <no.> destination"

Field	Description
Positioning always poss.	When this box is checked, the destination can be positioned at any time via the OScAR-TT Operator-Tool or over the phone. When this box is not ticked, the device can only be positioned if it was also used to trigger an alarm. (default: not selected) Caution! The general positioning of devices may have an effect on your employees' statutory and fundamental basic rights as it enables you to locate their position at any time. Consult with your management or works council regarding the devices for which such unlimited positioning shall apply. In contrast, the positioning of a device in the event of an emergency is rather uncritical as the positioning process only begins when an alarm is raised, usually by the employee himself/herself - or also automatically by the device (for automatic alarms) - and also because this positioning process is not unlimited.
Ekahau-Client installed	This field is only shown for DPS device types that are configured for the Ekahau-Positioning-Server. When this box is ticked, OScAR positions these devices (e.g. Ascom i75, i62 or OpenStage WL3) through the Ekahau-Positioning-Engine.

Table 8-4 Fields in the window "Edit <no.> destination"

8.3.3 Delete subscribers

Note:
A subscriber can only be deleted when he/she is no longer assigned to any application.
➤ see Section 8.3.4, "Edit and delete subscriber references"
The subscriber with the user ID "sysadm" (system administrator) cannot be deleted.

Follow the below instructions to delete subscribers:

No.	Step
1.	Go to the tree and select the node "Subscribers". This will open the subscriber list.
2.	In the list window, select the subscribers you want to delete.
3.	Click in the menu bar.
4.	Confirm the prompt with Yes. The subscribers are now deleted. If subscribers are still assigned to an application, the "Subscriber references" window will now automatically open. ➤ see Section 8.3.4, "Edit and delete subscriber references"

Table 8-5 Delete subscribers

8.3.4 Edit and delete subscriber references

You can open the window "Edit reference" directly from the window "Edit subscriber" by pressing the button References. In this window, you will see all applications to which the subscriber is currently assigned.

Use this window to edit the entries of the individual applications directly, or to delete the references altogether.

Note:
When trying to delete a subscriber who is still registered in an application, the window "Subscriber references" will automatically open up.

Follow the below instructions to edit or delete subscriber references:

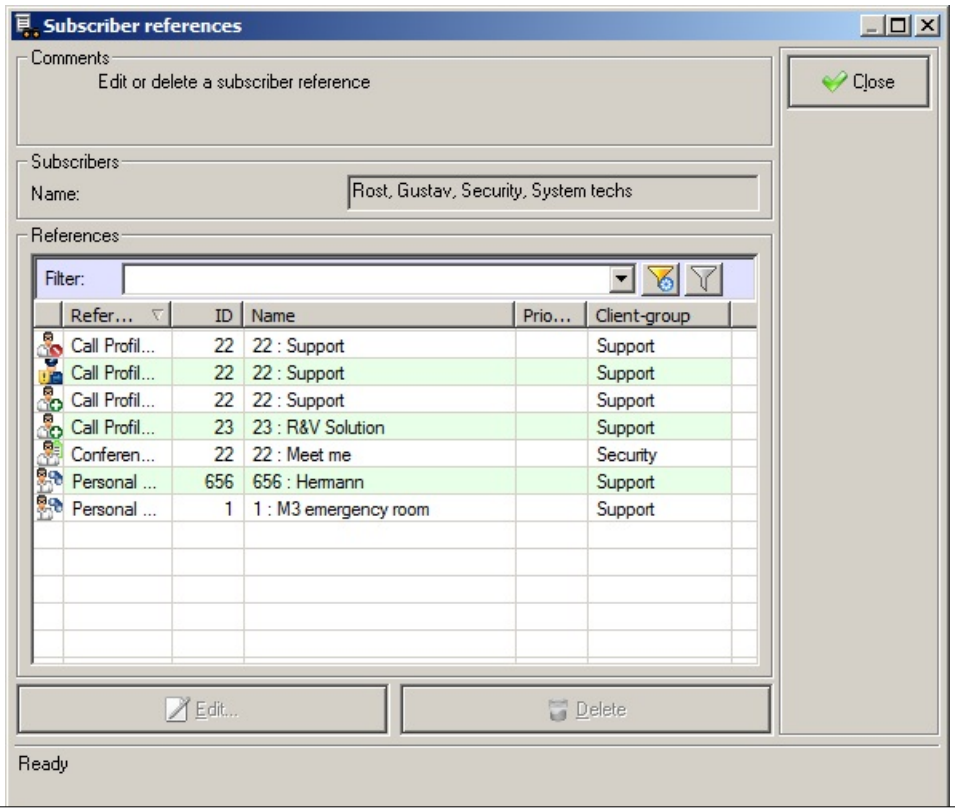
No.	Step
1.	Open the subscriber to be edited and click References. This will open the window "Subscriber references". 
2.	Edit reference entries: Go to the list area of this window, select the reference you want to edit and click Edit.., or double-click the entry itself. This will take you directly to the subscriber-specific settings of the referenced application. Delete reference entries: Go to the list area to select the reference entries you want to delete and click Delete. Confirm the prompt with Yes. The selected subscriber references are deleted. When the listbox is empty, the subscriber can also be deleted.

Table 8-6 Edit and delete subscriber references

8.4 Users and rights

Users can be assigned three different levels of authorization. Depending on these rights, they can assume different roles. The respective authorization levels are indicated in the subscriber list with different icons.

Authorization level	Description	Icon
Subscribers	Subscribers (users) who are only listed in OScAR usually have no reference to external databases.	
	Subscribers who were imported into the subscriber list via the OScAR-TT Dataimport Tool and have a corresponding reference to the source database.	
	Subscribers who were imported into the subscriber list via the LDAP interface and who have a corresponding reference to the source database.	
Operator	Subscribers (irrespective of any possible external source), who have a PIN and who usually have operator rights.	
Administrator	Subscribers (irrespective of any possible external source), who have a user ID, a password, and usually administrative rights.	
Administrator/operator	Combination of operator and administrator.	

Table 8-7 Users and rights

8.4.1 Operator rights

Users with operator rights are called Operators. These rights enable the operator to operate the OScAR server through the OScAR-TT Operator-Tool, and to start and control OScAR processes over the phone.



Note:
To work with the OScAR-TT Operator-Tool, the user must have a user ID and a password as well as administrative and operator rights.
The user ID and the password must be entered when the Tool is started.

Assign PIN and grant operator rights

Because most applications require a PIN authentication for over-the-phone operations, the operator must be assigned a PIN first. Without this PIN, no operator rights can be granted.

The following rules apply for the allocation of PINs:

- The rules of a dial plan must be observed. If, for example, a PIN of "255" has already been allocated, the PIN of "2550" can no longer be assigned.
- The user is identified on the basis of his/her PIN, which therefore must be unique for every subscriber.
- The verification of the uniqueness of the PIN can only be deactivated for special operations. This means that several entries in the subscriber list can be assigned the same PIN, i. e. a person who has several devices can - irrespective of the device where he/she is reached - send confirmations with one and the same PIN (project-specific add-on).
  This can lead to restrictions in certain applications, e. g. a confirmation will not affect any calls that are made in parallel to other subscribers with the same PIN. Also, it should be assured in the Administration that the PINs remain the same (unequivocal) for the users in question (which in OScAR can be represented by more than one subscriber).

8.4.2 Edit Operator rights

Follow the below instructions to edit operator rights:

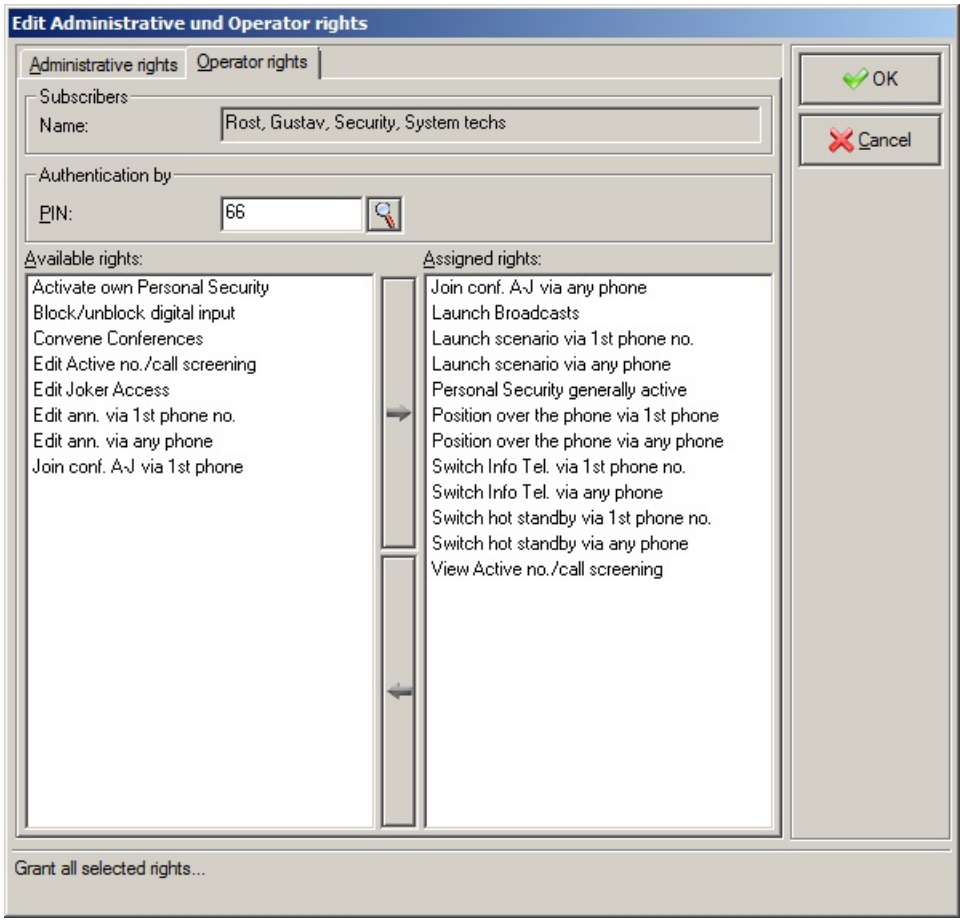
No.	Step
1.	Open the subscriber you want to edit and click the tab "Properties".
2.	Click Edit rights.... This will open the window "Edit Administrative and Operator rights": 
3.	Select the tab "Operator rights" to assign a PIN to subscribers and to enable them to operate applications.
4.	There are two ways to grant and withdraw operator rights: • In the pertinent list field ("Available rights" and "Granted rights"), select the wanted rights and move them to the other side with the help of the arrow buttons. • In the pertinent list field ("Available rights" and "Granted rights"), doubleclick the wanted entry. This will move the entry to the other listbox.
5.	In the window "Edit Administrative and Operator rights", click Ok to save your changes for this subscriber.
6.	In the window "Edit subscriber", click Ok to save your changes.

Table 8-8 Edit Operator rights

Note:
Applications can be so configured to define that actions can only be performed from the first telephone.
This means that the system will verify both the PIN and the A-number (phone or call number of the calling party), i. e. the Operator who identified himself/herself by PIN must also be carrying out the action from the telephone that was assigned to his/her name as 1st destination.

Description of the operator rights in the window "Edit Administrative and Operator rights"

Operator rights	Description
Rights for system functions	
Switch hot standby via any phone	Select this right to enable the user to switch the server to hot standby from any telephone. ➤ see Section 4.10.1, "Activate/deactivate the Hot standby operation"
Switch hot standby via 1st phone	Same as "Switch hot standby via any phone", but additionally with verification of the A number.
Edit Joker Access	Select this right to enable the user to set, edit and delete the configured joker accesses via the OScAR-TT Operator-Tool. ➤ see Section 4.9.3, "Edit the simulated substitute dialing of a Joker Access"
Block/unblock digital input	The user can disable or enable the digital inputs from any telephone via the OScAR-TT Operator-Tool. ➤ see Section 5.11.18, "Customize the Digital I/O process view"
Rights for "Subscribers"	
Position over the phone via any phone	Select this right to enable the user to set off positioning requests over the phone, via the OScAR-TT Operator-Tool or from any telephone. ➤ see Section 16.6.1, "Locate individual devices" ➤ see Section 16.7, "Locate devices over the phone"
Position over the phone via 1st phone	Same as "Position over the phone via any phone", but additionally with verification of the A number.
Rights for "Announcements"	
Edit ann. via any phone	Select this right to enable the user to delete announcements or to record them anew, from any telephone. ➤ see Section 7.5, "Administrate announcements over the phone"
Edit ann. via 1st phone	Same as "Edit ann. via any phone", but with additional verification of the A number.

Table 8-9 Description of the operator rights

Operator rights	Description
Rights for "Broadcasts"	
Launch Broadcasts	Select this right to enable the user to run and operate Broadcasts via the OScAR-TT Operator-Tool as well as over the phone. ➤ see Section 9.11, "Operate Broadcasts over the phone" ➤ see Section 9.10, "Operate Broadcasts via the DAKS-TT Operator-Tool" Depending on the respective Broadcast, the initiator may have to meet additional requirements. ➤ see Chapter 9, "Configure, Administrate, Start and Monitor Broadcasts"
Cancel broadcasts via telephone	The user can cancel broadcast calls via the telephone either with the initiator PIN or with any PIN, depending on the dialthru code. ➤ see Section 9.11.9, "Cancelling a broadcast from the phone"
Rights for "Personal Security"	
Personal Security generally act.	Select this right to enable the user to watch active Personal Security processes via the OScAR-TT Operator-Tool, and also to activate and deactivate Personal Security measures for himself/herself or for others. ➤ see Section 10.8, "Operate the Personal Security function via DAKS-TT Operator-Tool" ➤ see Section 9.9.1, "General workflow behavior"
Activate own Personal Security	With this right, the user can only activate and deactivate Personal Security measures over the phone for himself/herself. ➤ see Section 9.9.1, "General workflow behavior"
Rights for "Conferences"	
Join conf. A-L via any phone	Irrespective of the individual Conference itself, this right authorizes the user to enter into any active Conference quickly (e. g. with a destination key). This right is only useful for operators who may follow all currently ongoing Conference activities, via the OScAR-TT Operator-Tool. ➤ see Section 11.11.3, "Phone dialog for dialthru code "Join active conferences from A...T (Operator)""
Join conf. A-L via 1st phone	Same as "Join conf. A-L via any phone", but additionally with verification of the A number.
Convene Conferences	This right is the prerequisite for an operator to be able to activate Conferences that require a PIN for convening. ➤ see Section 11.11.2, "Phone dialog for dialthru code "Convene or join conferences"" The initiator may have to fulfill additional requirements depending on the respective Conference. ➤ see Chapter 11, "Configure, Convene and Moderate Conferences"
Rights for "Call Profiles"	
View Active no./call screening	Select this right to enable the user to see, in the OScAR-TT Operator-Tool, if an active number or a call screening level has been set (enabled) for Call Profiles.

Table 8-9 Description of the operator rights

Operator rights	Description
Edit Active no./call screening	Same as "View Active no./call screening", but with the option to activate, edit and delete the active number or call screening, via the OScAR-TT Operator-Tool or over the telephone. ➤ see Section 12.13, "Operate Call Profiles over the phone"
Rights for "Info Telephone"	
Switch Info Tel. via any phone	Select this right to enable the user to switch, via the OScAR-TT Operator-Tool and over the telephone, between already configured Info Telephone profiles, or to deactivate the Info Telephone. ➤ see Section 13.8, "Operate the Info Telephone over the phone"
Switch Info Tel. via 1st phone	Same as "Switch Info Tel. via any phone", but additionally with verification of the A number.
Rights for "Scenarios"	
Start Scenarios via any phone	Select this right to enable the user to start scenarios via the OScAR-TT Operator-Tool or from any telephone. ➤ see Section 14.5, "Start Scenarios via the DAKS-TT Operator-Tool" ➤ see Section 14.6, "Start Scenarios over the phone"
Start Scenarios via 1st phone	Same as "Start Scenarios via any phone", but additionally with verification of the A number.

Table 8-9 Description of the operator rights

8.4.3 Administrative rights

The subscriber with the user ID "sysadm" (original system administrator) is always present and cannot be deleted. Note that there may be additional administrators besides the original administrator.

Administrative rights enable the user to:

- Create new users and delete users.
- Assign and reset passwords and PINs.
- Assign rights.
- Create and edit applications.

The individual options of an administrator depend on his/her assigned rights.



Note:
Administrative rights can only be assigned to subscribers who also have a user ID and a password.

8.4.4 Edit user status and administrative rights

Follow the below instructions to edit administrative rights:

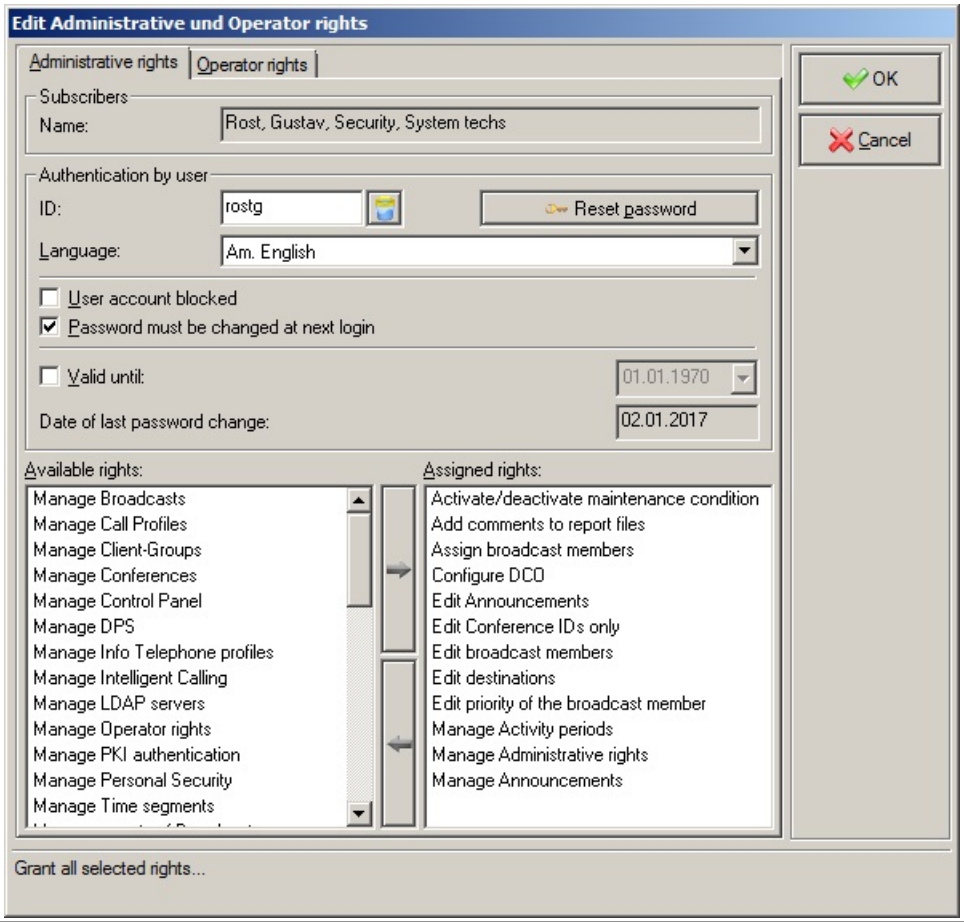
No.	Step
1.	Open the subscriber you want to edit and click the tab "Properties".
2.	Click Edit rights. This will open the window "Edit Administrative and Operator rights": 
3.	Go to the tab: "Administrative rights".
4.	You can only assign administrative rights to the subscriber when that subscriber is configured as a user. ➤ see Section 8.4.4, ""
5.	If the box "User account blocked" is ticked, each additional attempt of the subscriber to log in to the OScAR-TT Administrator-Tool or the OScAR-TT Operator-Tool will be denied. After the 3rd wrong logon attempt (invalid password), the user account is automatically blocked. It can only be enabled again by an authorized user who must remove this flag by hand.
6.	Tick the box "Password needs to be changed at next login" to force a user to enter a new password when he next logs in again. When this box is ticked and a user tries to log in to the OScAR-TT Operator-Tool, the logon will be rejected. The user must first log in to the OScAR-TT Administrator-Tool and change his/her password.

Table 8-10 Edit user status and administrative rights

No.	Step
7.	Tick the box "Valid through" to make sure that a user account is automatically blocked after a certain date. As a rule, all logon attempts at the OScAR-TT Administrator-Tool or OScAR-TT Operator-Tool after the indicated date will automatically be rejected.
8.	There are two ways to grant or withdraw administrative rights: • In the pertinent list field ("Available rights" and "Granted rights"), select the wanted rights and move them to the other list with the pertinent arrow buttons. • In the pertinent listbox ("Available rights" and "Assigned rights"), simply doubleclick the wanted entry. This will move the entry to the other listbox.
9.	In the window "Edit Administrative and Operator rights", click Ok to save your changes for this subscriber.
10.	In the window "Edit subscriber", click Ok to save your changes.

Table 8-10 Edit user status and administrative rights



Note:
Use the Basic settings to define that passwords only have a limited life.
➤ see Section 5.2, "Edit the Basic settings"
When the life of a password expires, the user will be requested to change his/her password when trying to log in the next time to the OScAR-TT Administrator-Tool.
Any attempt to log in to the OScAR-TT Operator-Tool will be denied.

Description of administrative rights in the window "Edit Administrative and Operator rights"

Administrative rights	Description
Rights for "Parameters" and for the system	
Configure DCO	Assign this right to enable the user to run an DCO script in the OScAR-TT Operator-Tool and to customize the DCO parameters. ➤ see "DCO-Designer User Manual, DAKSpro 5“
Manage LDAP servers	This right authorizes the user to create and manage LDAP servers. This function requires also one of the following administrative rights: "View system parameters" or "Manage system parameters".
View Client-Groups	This right authorizes the user to view client-groups and to arrange the administrative structure on the basis of client-groups "within the application" and "above the application". ➤ see Section 5.8, "Configure Client-groups"
Manage Client-Groups	This right authorizes the user to create and edit client-groups. It automatically includes the right "View client-groups". ➤ see Section 5.8, "Configure Client-groups" This function requires also one of the following administrative rights: "View system parameters" or "Manage system parameters".
Manage PKI authentication	This right authorizes the user to create and edit the PKI authentication. ➤ see Chapter 21, "Configure and Manage Certificates for User Authentication"
Manage reports	This right authorizes the user to view the different report log files, in the OScAR-TT Operator-Tool, and to print them. ➤ see Chapter 22, "Reports and Printouts"
Manage announcement recording reports	This right authorizes the user to manage the report log files that regard the recording of announcements, in the OScAR-TT Operator-Tool.
Manage Call Profile reports	This right authorizes the user to manage the report log files that regard Call Profiles, in the OScAR-TT Operator-Tool.
Manage Joker Access reports	This right authorizes the user to manage the report log files that regard Joker Accesses, in the OScAR-TT Operator-Tool.
Manage Conference reports	This right authorizes the user to manage the report log files that regard Conferences, in the OScAR-TT Operator-Tool.
Manage Personal Security reports	This right authorizes the user to manage the report log files that regard Personal Security, in the OScAR-TT Operator-Tool.
Manage Broadcasts reports	This right authorizes the user to manage the report log files that regard Broadcasts, in the OScAR-TT Operator-Tool.
Manage reports of the Info Telephone	This right authorizes the user to manage the report log files that regard the Info Telephone, in the OScAR-TT Operator-Tool.
Add comments to report files	This right authorizes the user to add comments to the report log files, in the OScAR-TT Operator-Tool. ➤ see Section 4.7.6, "Notification bars in the DAKS-TT Operator-Tool" ➤ see Section 22.6, "Add comments to application-specific reports"
View Control Panel	This right authorizes the user to view the system parameters. ➤ see Chapter 5, "Configuration of the Parameters"

Table 8-11 Description of the administrative rights

Administrative rights	Description
Manage Control Panel	This right authorizes the user to manage the system parameters. ➤ see Chapter 5, "Configuration of the Parameters" It automatically includes the right "View system parameters".
Manage Time segments	This right authorizes the user to manage time segments. ➤ see Chapter 5, "Define time segments" This function requires also one of the following administrative rights: "View system parameters" or "Manage system parameters".
Activate/deactivate maintenance condition	This right authorizes the user to to activate and deactivate the maintenance condition for the Personal Security function in the OScAR-TT Operator-Tool. While the server is in the maintenance condition, users are unable to login to Personal Security for a protective monitoring or surveillance process. However, users who are already in a protective monitoring or surveillance process can still raise alarms and log off from the Personal Security function. ➤ see Section 10.8.4, "Switch the Personal Security function to the maintenance condition"
Rights for "Subscribers"	
Manage administrative rights	This right authorizes the user to create and delete other administrators, but also to edit and withdraw his/her own administrative rights as well as those of other administrators. This function also requires the administrative right "Manage subscribers".
Manage Operator rights	This right authorizes the user to grant to all subscribers PINs and operator rights, and to withdraw these rights as well. This function also requires the administrative right "Manage subscribers".
Use LDAP import	This right authorizes the user to import, collate and delete subscribers from LDAP directories. ➤ see Section 8.5, "Add and collate subscribers from LDAP directories"
View subscribers	This right authorizes the user to view the details of the subscribers.
Manage subscribers	This right authorizes the user to manage the subscriber data. It automatically includes the right "View subscribers".
Edit destinations	This right authorizes the user to manage the destinations of OScAR subscribers. This function also requires the administrative right "View subscribers".
Set sub. on/off duty via Operator-Tool	This right authorizes the user to report subscribers as being on or off duty, via the OScAR-TT Operator-Tool. This function also requires the administrative right "View subscribers".
Manage time-contr. subscriber priority	This right authorizes the user to manage time-controlled ("scheduled") changes of the subscriber priority, in the schedulers. ➤ see Section 15.3.5, "Configure Schedules for subscriber priorities" This function also requires the administrative right "View subscribers".
Edit priority of the broadcast member	This right authorizes the user to change the priority of a Broadcast member.

Table 8-11 Description of the administrative rights

Administrative rights	Description
Rights for "Announcements"	
View announcements	This right authorizes the user to view the announcements. ➤ see Chapter 7, "Configure and Administrate Voice Announcements"
Manage Announcements	This right authorizes the user to manage announcements. ➤ see Chapter 7, "Configure and Administrate Voice Announcements" It automatically includes the right "View announcements".
Protect Announcements	This right authorizes the user to protect ("lock") announcements, without granting him/her the right to change the other announcement details. ➤ see Section 7.3.2, "Description of the fields in the window "Edit physical announcement"" This function also requires the administrative right "View announcement".
Edit Announcements	This right authorizes the user to manage announcements but does not grant him/her the right to add new ones, nor to delete already existing announcements. ➤ see Section 7.3.2, "Description of the fields in the window "Edit physical announcement"" This function also requires the administrative right "View announcement".
Right for "Broadcasts"	
View Broadcasts	This right authorizes the user to view Broadcasts and their members. ➤ see Chapter 9, "Configure, Administrate, Start and Monitor Broadcasts"
Manage Broadcasts	This right authorizes the user to manage Broadcasts and their members. ➤ see Chapter 9, "Configure, Administrate, Start and Monitor Broadcasts" This right automatically includes the right "View Broadcasts".
Edit broadcast members	This right authorizes the user to modify members in already existing Broadcasts. ➤ see Section 9.8, "Manage Broadcast members" It does not, however, grant the user the right to edit the Broadcast as such, nor can he/she add or delete any members to or from Broadcasts. This function also requires the administrative right "View broadcast".
Assign broadcast members	This right authorizes the user to add or delete members in already existing Broadcasts. ➤ see Section 9.8, "Manage Broadcast members" It does not enable the user to edit any Broadcast member-specific properties within the groups. This function also requires the administrative right "View broadcast".
Rights for "Personal Security"	
View Personal Security	This right authorizes the user to view the Personal Security service. ➤ see Chapter 10, "Configure, Activate and Monitor the Personal Security Application"

Table 8-11 Description of the administrative rights

Administrative rights	Description
Manage Personal Security	This right authorizes the user to manage Personal Security service. ➤ see Chapter 10, "Configure, Activate and Monitor the Personal Security Application" It automatically includes the right "View Personal Security Service".
Rights for "Conferences"	
View Conferences	This right authorizes the user to view Conferences. ➤ see Chapter 11, "Configure, Convene and Moderate Conferences"
Manage Conferences	This right authorizes the user to manage Conferences and their conferees. ➤ see Chapter 11, "Configure, Convene and Moderate Conferences" This right automatically includes the right "View Conferences".
Edit Conference IDs only	This right authorizes the user to manage but the IDs of existing Conferences. ➤ see Section 11.7.1, "Add and edit Conferences" This function also requires the administrative right "View Conferences".
Edit Conference Security Code	This right allows the user to edit the individual access code (security code) of a conference.
Rights for "Call Profiles"	
View Call Profiles	This right authorizes the user to view Call Profiles. ➤ see Chapter 12, "Configure and Administrate Call Profiles"
Manage Call Profiles	This right authorizes the user to manage Call Profiles and their targets/enabled extensions. ➤ see Chapter 12, "Configure and Administrate Call Profiles" This right automatically includes the right "View Call Profiles".
Rights for "Info Telephone"	
View Info Telephone profiles	This right authorizes the user to view the Info Telephone. ➤ see Chapter 13, "Configure, Administrate and Operate the Info Telephone"
Manage Info Telephone profiles	This right authorizes the user to manage Info Telephone profiles and their activities. ➤ see Chapter 13, "Configure, Administrate and Operate the Info Telephone" It automatically includes the right "View Info Tel. profiles".
Rights for "Scenarios"	
View Scenarios	This right authorizes the user to view the system parameters. ➤ see Chapter 14, "Configure, Administrate and Activate Scenarios"
Manage Scenarios	This right authorizes the user to create and manage scenarios. ➤ see Chapter 14, "Configure, Administrate and Activate Scenarios" This right automatically includes the right "View Scenarios".
Rights for "Intelligent Calling"	
View intelligent calling	This right authorizes the user to view Intelligent Calling. ➤ see Chapter 17, "Configure, Administrate and Operate Intelligent Calling"

Table 8-11 Description of the administrative rights

Administrative rights	Description
Manage intelligent calling	This right authorizes the user to manage Intelligent Calling. ➤ see Chapter 17, "Configure, Administrate and Operate Intelligent Calling" It automatically includes the right "View Intelligent Calling".
Rights for "OScAR Positioning Services", DPS	
View DPS	This right authorizes the user to view OScAR Positioning Service. ➤ see Chapter 16, "Configure and Administrate the DAKS-Positioning-Services"
Manage DPS	This right authorizes the user to manage the OScAR Positioning Service. ➤ see Chapter 16, "Configure and Administrate the DAKS-Positioning-Services" This right automatically includes the right "View DPS".
Rights for Notifier-Pro	
Use Notifier-Pro	This right authorizes the user to utilize Notifier-Pro.
Use Notifier-Pro (Advanced Mode)	This right authorizes the user to utilize Notifier-Pro also in the Advanced Mode.

Table 8-11 Description of the administrative rights

8.4.5 Assign initial user ID and passwords

When a new user is added, he/she initially has no user name, no ID or password, and he/she is assigned no administrative rights.

Follow the below instructions to assign the password for the first time:

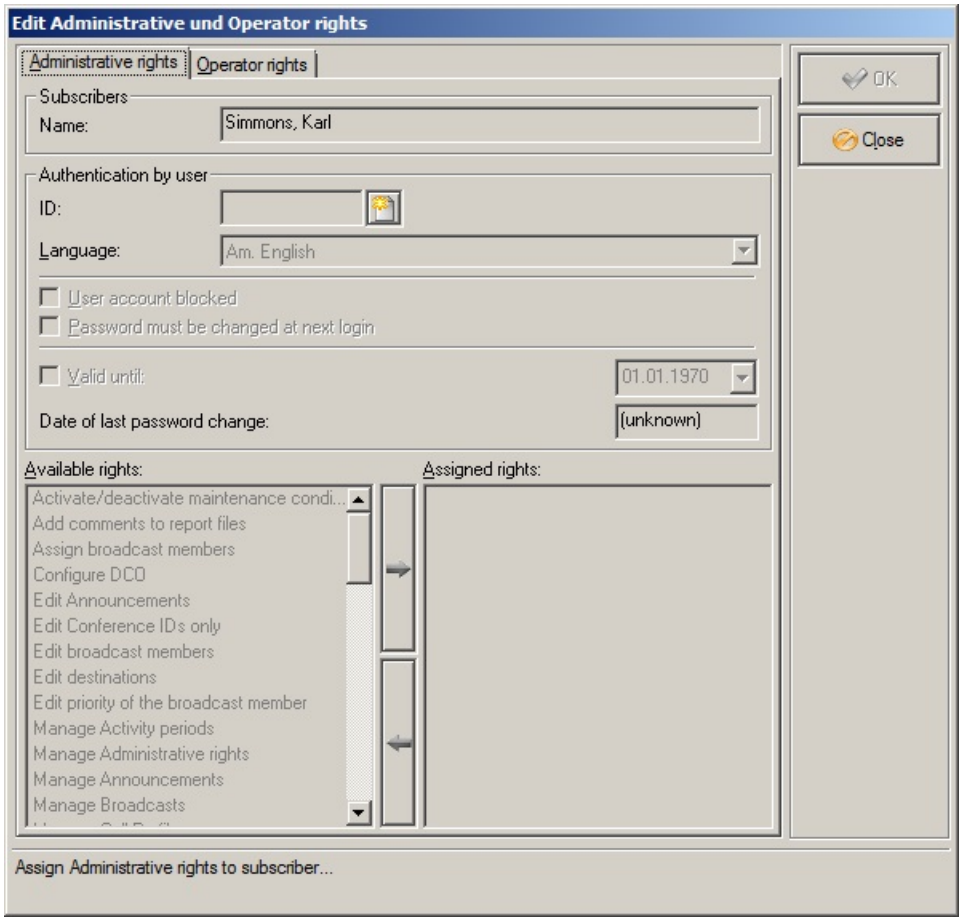
No.	Step
1.	Open the subscriber you want to edit and click the tab: "Properties".
2.	Click Edit rights. This will open the window "Edit Administrative and Operator rights": 
3.	Open the tab "Administrative rights".

Table 8-12 Assign a first-time password

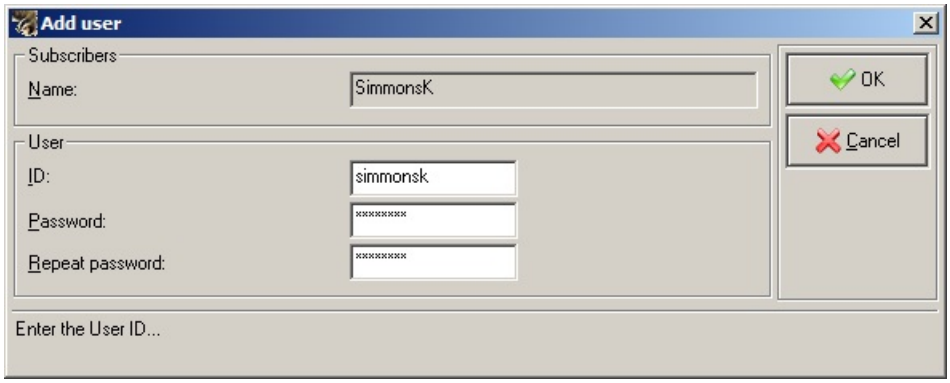
No.	Step
4.	Click next to the field "User ID". The window "Add user" will pop up: 
5.	Enter the correct user ID and the password. The input fields can accept up to 12 characters. The change is only accepted if the new password is entered identically twice and you receive a corresponding confirmation. If you do not change the specified entry, the password is identical to the user ID. (Default: 1st user ID + 1st character of 2nd user ID)
6.	In the window "Add user", click Ok to save the user data.
7.	The box "Password needs to be changed at next logon" is automatically activated. Remove the tick in this box if the user does NOT need to change his password when he logs in for the first time.
8.	Now, assign to the user all their corresponding administrative rights. ➤ see Section 8.4.4, "Edit user status and administrative rights"
9.	In the window "Edit Administrative and Operator rights", click Ok to save your changes for this subscriber.
10.	In the window "Edit subscriber", click Ok to save your changes.

Table 8-12 Assign a first-time password

Note:
Depending on the settings under Basic settings, the following rules apply to the assignment of a new password:

- If neither "Secure passwords" nor "Very secure passwords" are activated
  The password must have at least 4 characters. No special verification of the characters that are used.
- If "Secure password" is activated
  The password must have at least 8 characters. No special verification of the characters that are used.
- If "Very secure password" is activated
  The password must have at least 12 characters and must also contain digits (numerals), letters and special characters.
- If "with min. 15 characters" is activated
  The password must have at least 15 characters and must also contain digits (numerals), letters and special characters.

➤ see Section 5.2, "Edit the Basic settings"

8.4.6 Reset passwords and withdraw user status

Follow the below instructions to reset the password or to withdraw the user status:

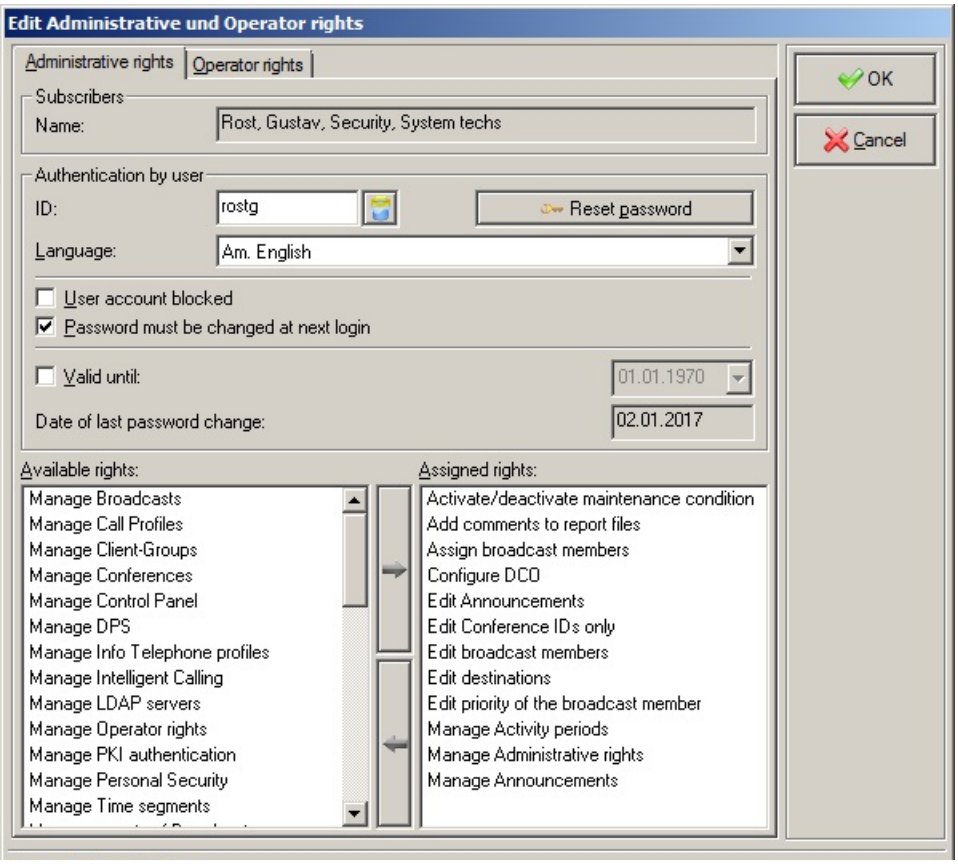
No.	Step
1.	Open the subscriber you want to edit and click the tab "Properties".
2.	Click Edit rights. This will open the window "Edit Administrative and Operator rights". 
3.	Go to the tab: "Administrative rights".
4.	Withdraw user rights: Click next to the field "User ID", and confirm the security prompt with Yes. This disables the subscriber to log in to the OScAR-TT Administrator-Tool or OScAR-TT Operator-Tool. Reset password: Click Reset password and confirm the security prompt with Yes. The password is set to the user ID.
5.	In the window "Edit Administrative and Operator rights", click Ok to save your changes for this subscriber.
6.	In the window "Edit subscriber", click Ok to save your changes.

Table 8-13 Reset and withdraw password

8.4.7 Change own password

Follow the below instructions to change your own password:

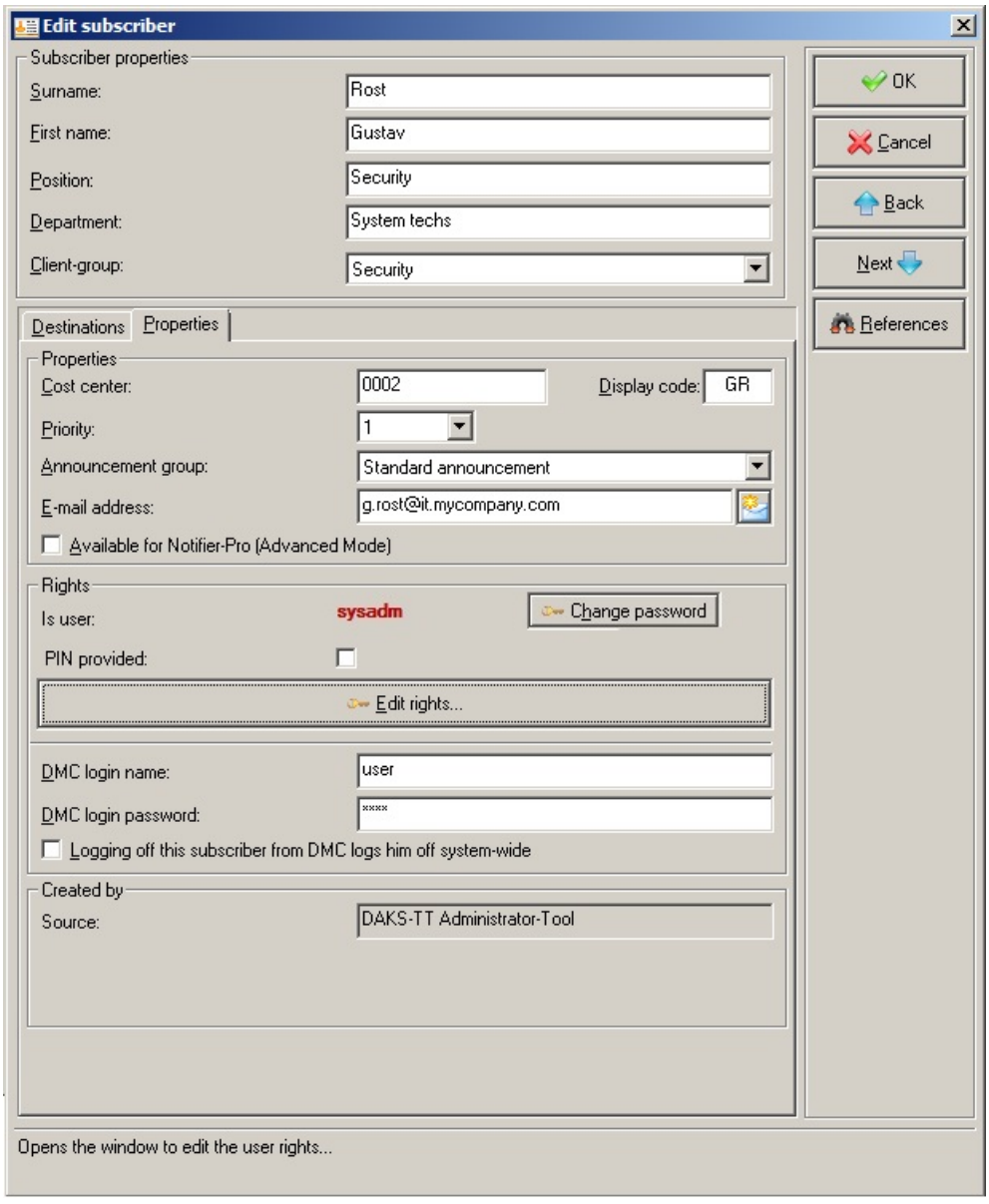
No.	Step
1.	Either go to the menu "Application" and select the command "Change password...", or press <Ctrl+Shift+F2> (continue with 6.) or Open the subscriber who represents you as logged-in user and who you want to edit, and click the tab "Properties". (Continue with 2) 
2.	Click Change password.

Table 8-14 Change own password

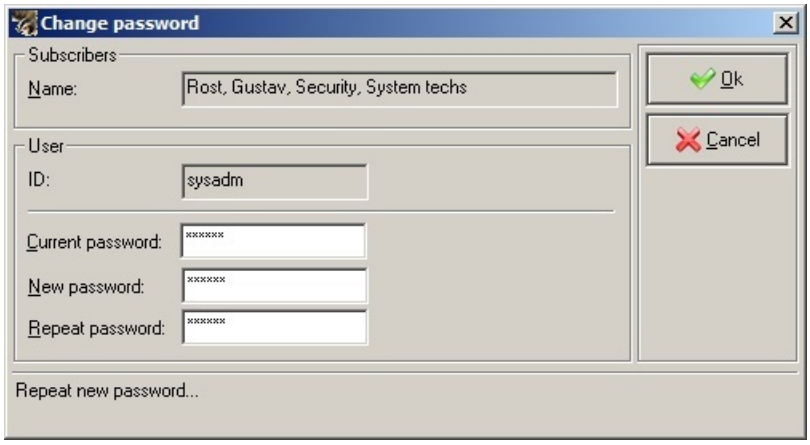
No.	Step
3.	This will open a user window to change the password: 
4.	Enter the old password and the new password twice. (default: empty)
5.	In the window "Change password" click Ok. The new password is now saved.
6.	In the window "Edit subscriber", click Ok to save your changes.

Table 8-14 Change own password

Note:
Depending on the settings under Basic settings, the following rules apply to the assignment of a new password:

- If neither "Secure passwords" nor "Very secure passwords" are activated
  The password must have at least 4 characters. No special verification of the characters that are used.
- If "Secure password" is activated
  The password must have at least 8 characters. No special verification of the characters that are used.
- If "Very secure password" is activated
  The password must have at least 12 characters and must also contain digits (numerals), letters and special characters.
- If "with min. 15 characters" is activated
  The password must have at least 15 characters and must also contain digits (numerals), letters and special characters.

➤ see Section 5.2, "Edit the Basic settings"

8.5 Add and collate subscribers from LDAP directories

The following functions makes it possible to import datasets from LDAP directories into the subscriber list. After that, they can be used in the different application groups.

When importing a dataset, OScAR adds a new subscriber and gives him/her the data from the corresponding LDAP directory. In addition, OScAR retains in the subscriber data a reference to that particular LDAP dataset and its directory, and is thus able to properly collate the details at a later point in time.

Note:
You must have the matching administrative rights to add new users from LDAP directories and to collate subscribers against LDAP directories.
After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations.
➤ see Section 8.4.3, "Administrative rights"
Also, the LDAP directories must be specified to the system.
➤ see Section 5.14, "Create shortcuts to LDAP directories"

8.5.1 Add new subscribers from LDAP directory

Follow the below instructions to copy and add subscribers from an LDAP directory:

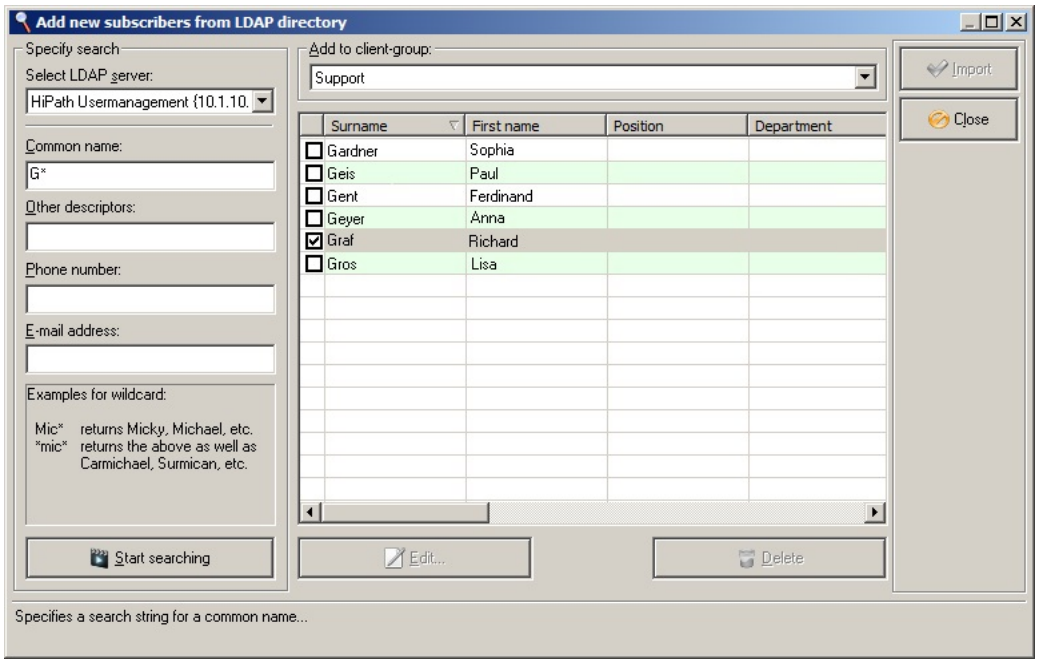
No.	Step
1.	Go to the tree and select the node "Subscribers". In the list window, this will show the list of subscribers.
2.	Make a right mouse click in the list view and select the context menu: "Copy from LDAP directory..."
3.	This will open the window "Add new subscribers from LDAP directory". 
4.	Select the client-group to which you want to assign the subscribers. (Default: client-group of the logged-in user)
5.	Select the proper directory from the combo box "Select LDAP server". (Default: LDAP directory used last by the user)

Table 8-15 Copy and add new subscribers from LDAP directory

No.	Step
6.	If you require an individual authentication for the selected directory, click and enter the logon data in the next window. ➤ see Section 8.5.3, "Login data of LDAP directories"
7.	Use at least one of the fields below to enter a search key that meets the search criteria: • Browse for 'Common name' • Browse in other descriptions • Browse in Phone numbers • Browse in E-mail addresses (default: empty)
8.	Click Start searching to browse the LDAP directory for datasets. The table will ingest the datasets that are found. If the results are too global, you will be asked to limit your query using the 4 search terms and to start again. Entries that are highlighted in gray indicate that they have no unequivocal identifier. In this case verify the entries of the pertinent LDAP directory, made in the tab "Resource name". ➤ see Section 5.14.1, "Add and edit a shortcut to an LDAP directory"
9.	To adjust a dataset, select its entry in the list view and click . This will open the window "Adjust LDAP entry". ➤ see Section 8.5.4, "Customize LDAP entries"
10.	To delete obsolete datasets from the results list, select the proper datasets in the list area and click .
11.	To add datasets, activate for the datasets you want to add, and confirm with Ok.

Table 8-15 Copy and add new subscribers from LDAP directory

8.5.2 Collate subscribers against LDAP directories

Follow the below instructions to collate already copied and added subscribers against an LDAP directory:

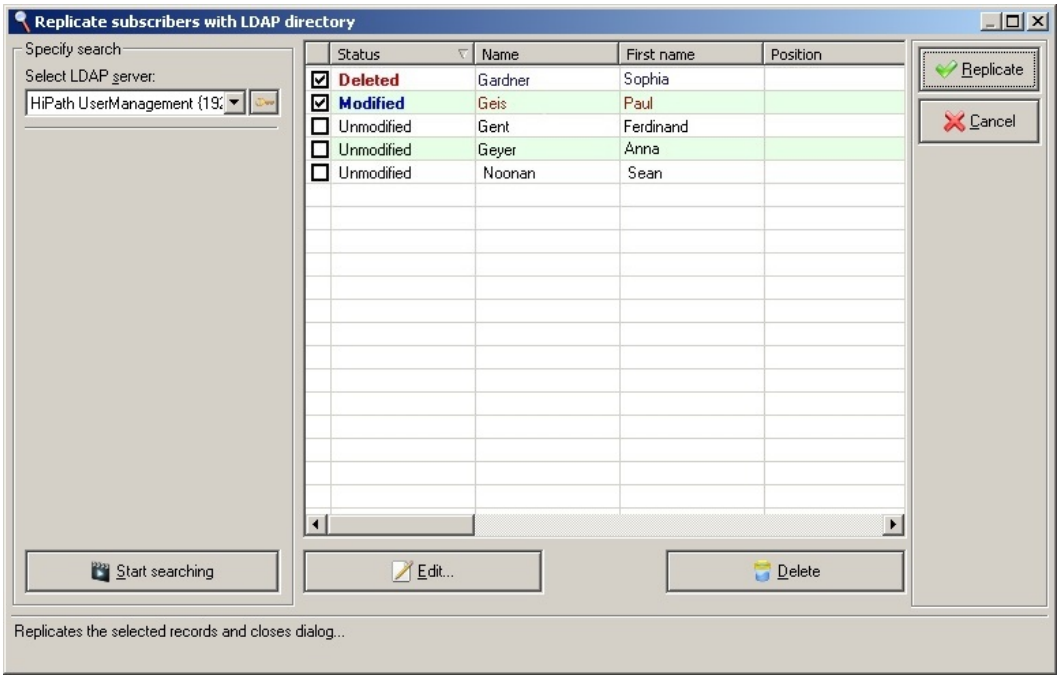
No.	Step
1.	Go to the tree and select the node "Subscribers". In the list window, this will show the list of subscribers.
2.	Make a right mouse click in the list view and select the context menu: "Check against LDAP directory..."
3.	This will open the window "Collate subscribers against LDAP directory". 
4.	Select the proper directory from the combo box "Select LDAP server".
5.	If the selected directory requires an individual authentication, click  and enter your logon data in the next user window. ➤ see Section 8.5.3, "Login data of LDAP directories"
6.	Click Start searching to search for the imported datasets in the LDAP directory. This will fill the table with the datasets that were originally copied from the selected directory. In this process, all user data is read against the correlating LDAP datasets. The entries that are found are marked as follows: • Unchanged Signifies that no changed were discovered. • Modified Signifies that at least one alteration was discovered. In this case the content of the column of the field that was discovered as changed is shown in bold and highlighted in blue. • Deleted Signifies that the correlating dataset could not be found in the LDAP directory. The line is shown in bold and highlighted in red. • Adjusted Signifies that you have adjusted the dataset. The line is shown in bold and highlighted in Magenta. ➤ see Step 7

Table 8-16 LDAP directory: Collate against LDAP

No.	Step
7.	Every entry can be adjusted in order to customize it to your individual needs and requirements. In the list window, select the wanted entry and click . This will open the window "Adjust LDAP entry". ➤ see Section 8.5.4, "Customize LDAP entries" Once you have adjusted an entry, the pertinent line assumes the status "Adjusted" and is shown in bold in the color Magenta.
8.	To release references established between users and their LDAP datasets, select in the list window the users in question and click .
9.	To add datasets that have been adjusted, or to delete datasets that have become obsolete or that do not exist any longer, simply activate ☑ for the pertinent datasets and confirm with Ok.

Table 8-16 LDAP directory: Collate against LDAP

Note:
Activate ☑ for datasets with the status "Modified".
Confirm your entries with OK to fill the datasets with the values of the source files, in keeping with the rules of the LDAP directory.
➤ see Section 5.14.1, "Add and edit a shortcut to an LDAP directory"

8.5.3 Login data of LDAP directories

If the specification was made when defining the LDAP directory, stipulating that you must authenticate yourself when you log in, you may be prompted to authenticate yourself individually when carrying out a search in an LDAP directory.

➤ see Section 5.14, "Create shortcuts to LDAP directories"

Description of the fields of the window "Authenticate"

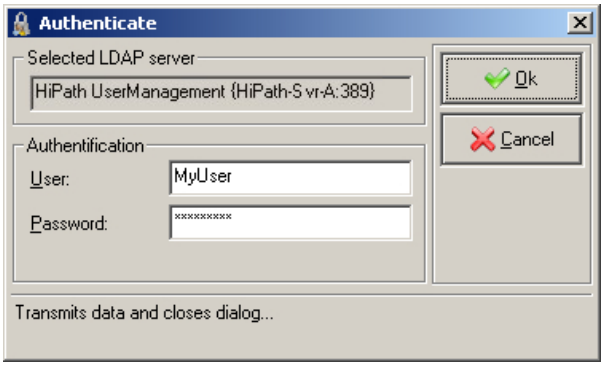
Field	Description
	
Selected LDAP server	Display field showing the name of the LDAP directory.
Window area "Authentication"	
User	This input field determines a user name/ID known in the LDAP directory server that is entitled to query data.
Password	Input field for the password of the aforementioned user.
Save for next log-on	If this field is marked, the OScAR-TT Administrator-Tool will store the authentication in an encoded form in the Windows® Registry, for future searches and queries. Here, the password is saved encrypted.

Table 8-17 Fields of the window "Authenticate"

8.5.4 Customize LDAP entries

Use this window to adjust the data copied from LDAP datasets.

The only difference to the regular "Edit subscriber" window is that the tab "Properties" is not longer available here, and the data frames which are offered here are not only mere input fields but also selection fields.

Description of the fields in the window "Adjust LDAP entry"

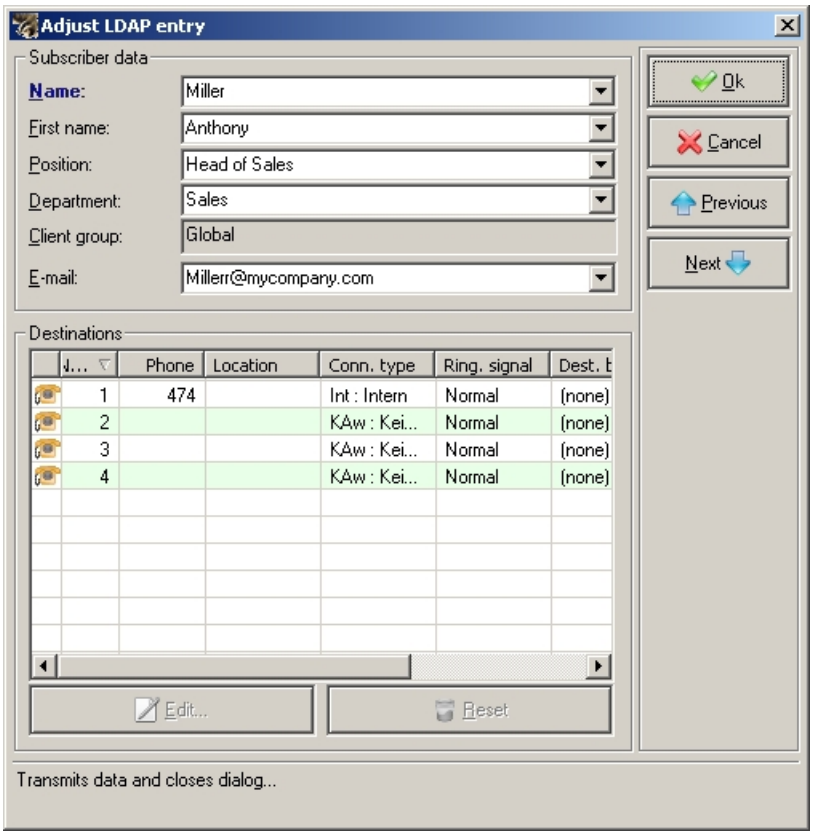
Field	Description
	
For a detailed description of all fields see: ➤ see Section 8.3.1, "Add and edit Subscribers".	
When collating subscribers who have already been imported, the fields names (e.g. "Department") of every data frame in which a change was discovered will be shown in bold print and highlighted in blue.	

Table 8-18 Fields in the window "Adjust LDAP entry"

8.6 Operate subscribers via OScAR-TT Operator-Tool

Note:
To operate subscribers via the OScAR-TT Operator-Tool, you need the pertinent administrative rights and a password, as well as the pertinent operator rights and a PIN.

8.6.1 Process window for Subscriber Statuses

OScAR can output the current statuses of subscribers in a process window of the OScAR-TT Operator-Tool.

Follow the below instructions to have the statuses of subscribers output in OScAR-TT Operator-Tool

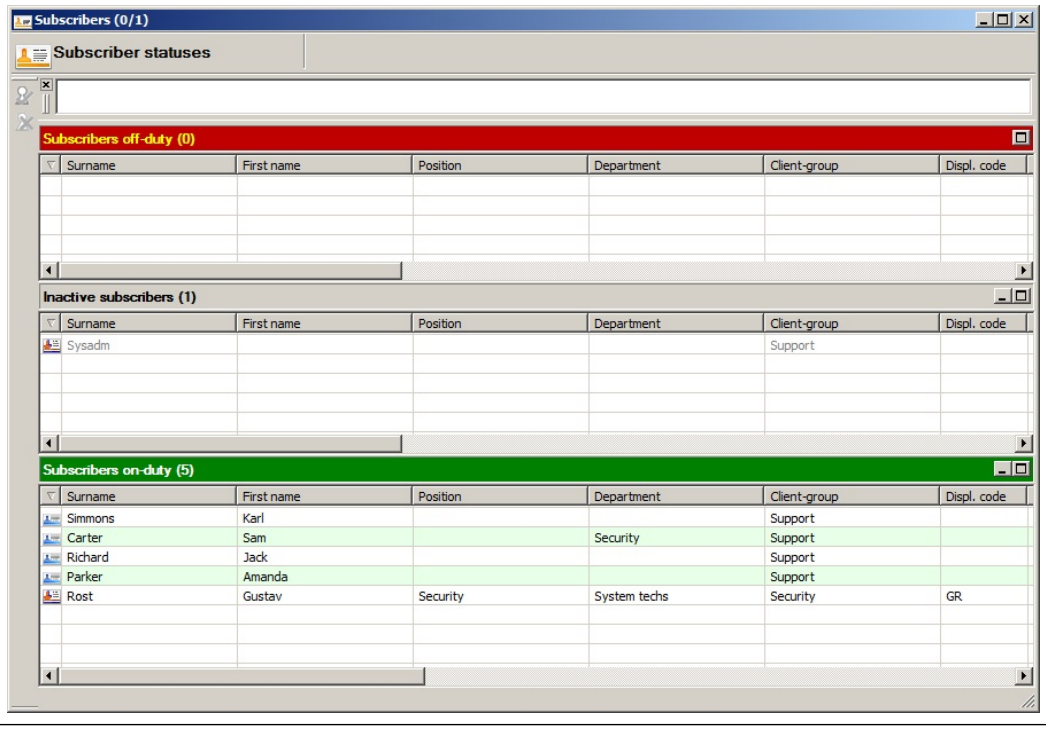
No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	Go to the command bar and click Subscribers (m/n), or go to the menu bar and select: Operations ➤ "Subscriber statuses"
3.	This will open the process window "Subscribers (m/n)" and/or move it to the front: 

Table 8-19 Show subscriber statuses in OScAR-TT Operator-Tool

8.6.2 Set subscribers to on/off duty with the OScAR-TT Operator-Tool

OScAR enables you to set subscribers to on/off duty via the OScAR-TT Operator-Tool. Subscribers who are off duty are not called by the OScAR processes (Broadcasts, Conferences and Call Profiles). All subscribers who are off duty are output in the pertinent color both in the subscriber list and in the application groups of OScAR-TT Operator-Tool, and get the info text: "(off duty)" in the column "Priority".

For Broadcasts, it is possible to prevent that all members log off from a particular Broadcast group by ensuring that the system rejects the logoff of the last callable member.

➤ see Section 9.7.1, "Add and edit Broadcasts"



Note:
Please bear in mind that the system does not take any time segments into consideration when rejecting the logoff of the last callable subscriber.

➤ see Section 8.3.2, "Edit subscriber destinations"

Follow the below instructions to report subscribers on and off duty via the OScAR-TT Operator-Tool:

No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	Open the process window "Subscribers (m/n)". ➤ see Section 8.6.1, "Process window for Subscriber Statuses"
3.	Select the subscriber you want to set to on or off duty in the process area "Subscribers off-duty" or "Subscribers on-duty", and apply the respective command "On duty" or "Off duty": • in the menu "Subscriber" • from the context menu with a right mouse click, • via the toolbar at the left margin of the process window • with drag&drop to move the selected entry to the wanted process area. Confirm the subsequent prompt with Yes.
4.	Depending on the context menu item you select, the subscribers are now signed on or off.

Table 8-20 Report subscribers on/off duty via the OScAR-TT Operator-Tool

8.6.3 Customize the Subscribers process view

Follow the below instructions to configure the process view for subscribers:

No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	In the command bar click Options or go to the menu bar to select: "Operations" ➠ "Options..."
3.	Now open the tab "Process display options".
4.	Click Subscribers....
5.	Carry out the settings in keeping with the subsequent field descriptions.
6.	Save your changes with Ok.

Table 8-21 Customize process view for subscribers

Description of the fields in the window "Subscriber process view"

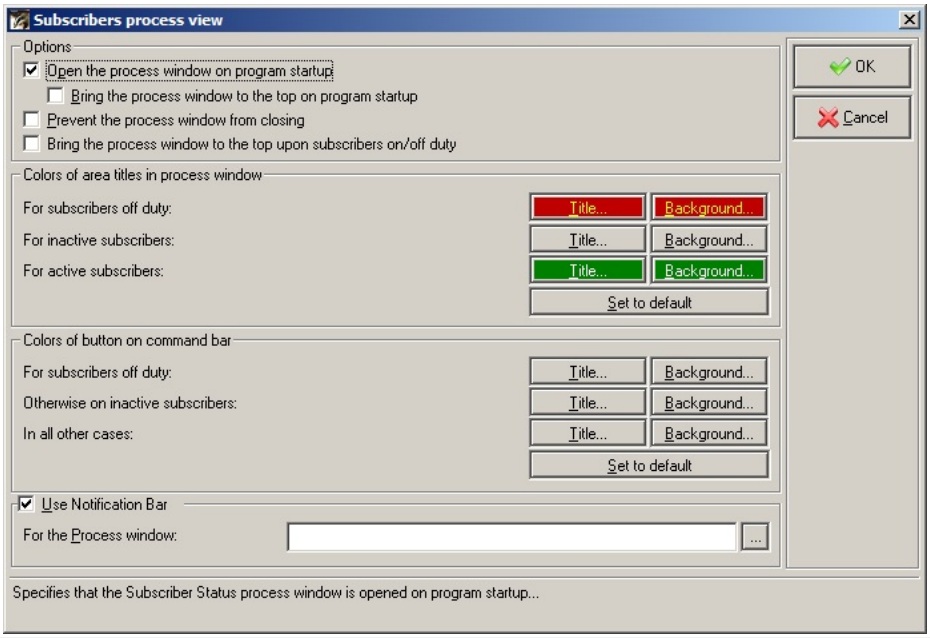
Field	Description
	
Window area "Options"	
Open the process window on program startup	When this box is ticked, the process view window of the subscribers will automatically pop up at the program start.
Bring the process window to the top on program startup	When this box is ticked, the process view window of the subscribers will automatically pop up at the program start and be moved to the front.
Prevent the process window from closing	When this box is ticked, the last open process window open cannot accidentally be closed.When this box is ticked, the last open process window open cannot accidentally be closed.
Bring the process window to the top upon subscribers on/off duty	When this box is ticked, the process view window of the subscribers will automatically pop up at the program start and be moved to the front whenever a subscriber reports as being on/off duty. Note: When this box is ticked, and if a subscriber is already logged in at the program start, the process window is automatically brought to the front.

Table 8-22 Fields in window "Subscriber process view"

Field	Description
Window area "Colors of area titles in process window"	
For subscribers off duty	Use these buttons to customize the colors of the titles of process areas, for subscribers who are off duty. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
For inactive subscribers	Use the buttons to customize the colors of the titles of process areas for subscribers whose priority is set to "inactive". Click the buttons Title... and Background... to open the matching user window and select the wanted color.
For active subscribers	Use the buttons to customize the colors of the titles of process areas for subscribers who are neither "inactive" nor "off duty". Click the buttons Title... and Background... to open the matching user window and select the wanted color.
Set to default	Button to reset all color values assigned to process areas titles, to the defaults.
Window area: "Colors of buttons on command bar"	
For subscribers off duty	Use the buttons to customize the colors of the command bar buttons "Subscribers (m/n)" , in the event at least one subscribers is off duty. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
Otherwise on inactive subscribers	Use the buttons to customize the color of the command bar buttons "Subscribers (m/n)" in the event no subscriber is currently off duty, but at least one subscriber is inactive. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
In all other cases	Use the buttons to customize the color of the command bar buttons "Subscribers (m/n)" in the event that subscribers are currently neither off duty nor inactive. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
Set to default	Button to reset all color values assigned to the command bar button for Subscribers (m/n), to the defaults.
Window area "Use notification bar"	
Use notification bar	When this box is ticked, the subscriber window can receive a dockable notification bar with how-to instructions and information on its utilization. ➤ see Section 4.7.6, "Notification bars in the DAKS-TT Operator-Tool"
For the Process window	Input field to enter the path of the HTML file that is output in the subscriber window's notification bar. To select a file in a dialog click the button ... .

Table 8-22 Fields in window "Subscriber process view"

8.7 Logon/logoff subscribers to the OScAR server over the phone

OScAR enables you to logon/logoff subscribers over the phone, i.e. to set them on or off duty. Subscribers who are off duty are not called by the OScAR processes (Broadcasts, Conferences and Call Profiles).

8.7.1 Logoff subscriber from the OScAR server over the phone

Follow the below instructions to logoff a subscriber from the OScAR server over the phone to set him/her to off duty:

Step by step	
	Enter the OScAR server's call number + dialthru code for "System function - Login/logoff subscribers", e.g. "800 08".
LOGON/OFF PIN?	System announcement "Enter Pin" or or long tone if this announcement is not available.
	Enter your PIN (if needed, make corrections using the star * key).
CURR: ON DUTY	System announcement "Request logoff" or a long tone if announcement is not available.
LOGOFF? *=YES	
	Press the star * key to log in.
	System announcement "Notification Logged off" confirming logoff or a long tone if the announcement is not available, followed by backwards disconnect by the OScAR server.
	Please hang up.

8.7.2 Logon subscribers to the OScAR server over the phone

Follow the below instructions to logon a subscriber to the OScAR server over the phone to set him/her to on duty:

Step by step	
	Enter the OScAR server's call number + dialthru code for "System function - Login/logoff subscribers", e.g. "800 08".
LOGON/OFF PIN?	System announcement "Enter PIN" or a long tone if the announcement is not available.
	Enter your PIN (if needed, make corrections using the star key).
	System announcement "Request logon" or a long tone if the announcement is not available.
	Press the star key to report on duty in.
	System announcement "Notification Logged on" confirming login, or a long tone if this announcement is not available, followed by backwards disconnect by the OScAR server.
	Please hang up.

9 Configure, Administrate, Start and Monitor Broadcasts

Overview

This chapter shows you how to create, configure, launch, and monitor Broadcasts. It explains the functions that apply to the OScAR-TT Administrator-Tool as well as the functions that are carried out over the telephone and through the OScAR-TT Operator-Tool.

Content

The following areas are covered in this chapter:

9.1 Overview of Broadcasts
9.2 Dependence of Broadcast settings on other settings
9.3 General aspects of subscriber alerting
- 9.3.1 Routine behavior
- 9.3.2 Results of call attempts
- 9.3.3 The subscriber status "Undetermined"
- 9.3.4 The subscriber status "Reached"
- 9.3.5 The subscriber status "Not reached" and "Wrong person"
- 9.3.6 The subscriber status "Waiting for callback"
- 9.3.7 Special behavior for "Interpret ring only as confirmation"
- 9.3.8 Special behavior for the "Completed Message"
- 9.3.9 Entry of the arrival time
- 9.3.10 Calls between reached members of Broadcast groups and, where appl., the call initiator

9.4 Broadcasts examples
- 9.4.1 Parallel Broadcast, e.g. for fire alarms
- 9.4.2 Sequential Broadcast, e.g. service technician call
- 9.4.3 Broadcast with input of arrival time
- 9.4.4 Broadcast with thru-connect to the initiator

9.5 Quick overview how to configure and launch Broadcasts
9.6 Edit the Broadcasts application settings
9.7 Manage Broadcasts
- 9.7.1 Add and edit Broadcasts
- 9.7.2 Delete a Broadcast
- 9.7.3 Edit and delete Broadcast references

9.8 Manage Broadcast members
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- 9.8.2 Edit Broadcast members
- 9.8.3 Edit specific priority of Broadcast members
- 9.8.4 Delete Broadcast members

9.8.5 Register/Deregister Broadcast members
- 9.9.1 General workflow behavior
- 9.9.2 General details on PIN entries
- 9.9.3 Forward disconnect by the DAKS server
- 9.9.4 Display texts in the call connection
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9.10 Operate Broadcasts via the DAKS-TT Operator-Tool
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9.10.4 Start Broadcast with announcements composed on the fly (ad hoc)
9.10.5 Start Broadcast with an ad hoc announcement generated from a text
9.10.6 Monitor Broadcasts
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9.10.8 Cancel a Broadcast
9.10.9 Customize the Broadcasts process view
9.11 Operate Broadcasts over the phone
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9.11.2 Start Broadcasts via system telephone, short dialog
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9.12 Start Broadcasts via digital inputs
9.13 Start Broadcasts via data interface
9.14 Result codes in report file
9.14.1 Result codes: examples

9.1 Overview of Broadcasts

The OScAR server alarms and notifies entire groups or individual persons (subscribers) by calling them automatically and playing back prepared or newly recorded announcements, and/or by sending alphanumeric messages (via phone call, as SMS text message or through intelligent messaging, e.g. to OScAR Mobile Clients).

Define Broadcasts

To tweak the system to your individual needs and requirements, OScAR manages a variety of system-wide Broadcast application settings, such as the times, voice announcements for user-guidance etc..

In addition, you can specify individually for OScAR-200 up to 2000, and for OScAR-300 up to 5000 definable Broadcasts:

- up to 15,000 subscribers in one Broadcast, all with different reached criteria, priorities and specified announcements, and
- up to 5 different announcement groups, e.g. in subscriber-specific languages
- subscriber-individual announcements
- activation of the CorNet-NQ-/SIP-Q-specific features emergency call, intrusion etc.
- parallel or sequential dialing of subscribers
- calling strictly in keeping with the priority level or ASAP
- fixed number of subscribers that must be reached
- with high and low priority Broadcasts
- with negative confirmation ("Not coming") enabled or disabled
- if necessary with follow-up Broadcast indicating positive or negative Broadcast results
- activatable digital outputs, including activation period
- with or without monitoring or reporting via PC
- direct thru-connect between reached subscribers and the call initiator where applicable

Launch Broadcasts

Broadcasts can be launched:

- via the OScAR-TT Operator-Tool
- via digital inputs
- from any in-house or external telephone with interactive user-prompting and guidance through announcements and display texts, or via direct dialing, e.g. for automatic dialing devices or speed dial
- via external host systems, e.g. emergency response host computers, call systems for nurse calls or ACCs
- time-controlled: once only, daily, or only on specific days of the week
- via SMS receipt

Up to 20 Broadcasts can be active at the same time. You can also link up to 16 individual Broadcast to form a so-called hunt group.

Workflow of Broadcasts

OScAR will always process Broadcast lists until the required number of subscribers is reached or the Broadcast is ended.

If a subscriber destination is absent or the is line busy, it is automatically called again.

If, after calling this subscriber again, the system is still unable to contact the person, the OScAR server will automatically call up to 3 different substitute telephone numbers (with indiv. configurable max. call period, min. wait times, max. number call attempts/call recurrences).

Within the Unify OpenScape network, OScAR uses CorNet-NQ/SIP-Q-specific features such as emergency call signaling, call override/intrusion or forced release, ignore call forwarding, etc. to reach subscribers faster; in combination with OpenScape, most of these features are available for use.

Subscribers who share the same priority level are called by the OScAR server in random order.

For subscribers with different priorities, you can specify if the OScAR server shall adhere strictly to the priority order or if it may also insert subscribers with a lower priority in the dial pauses.

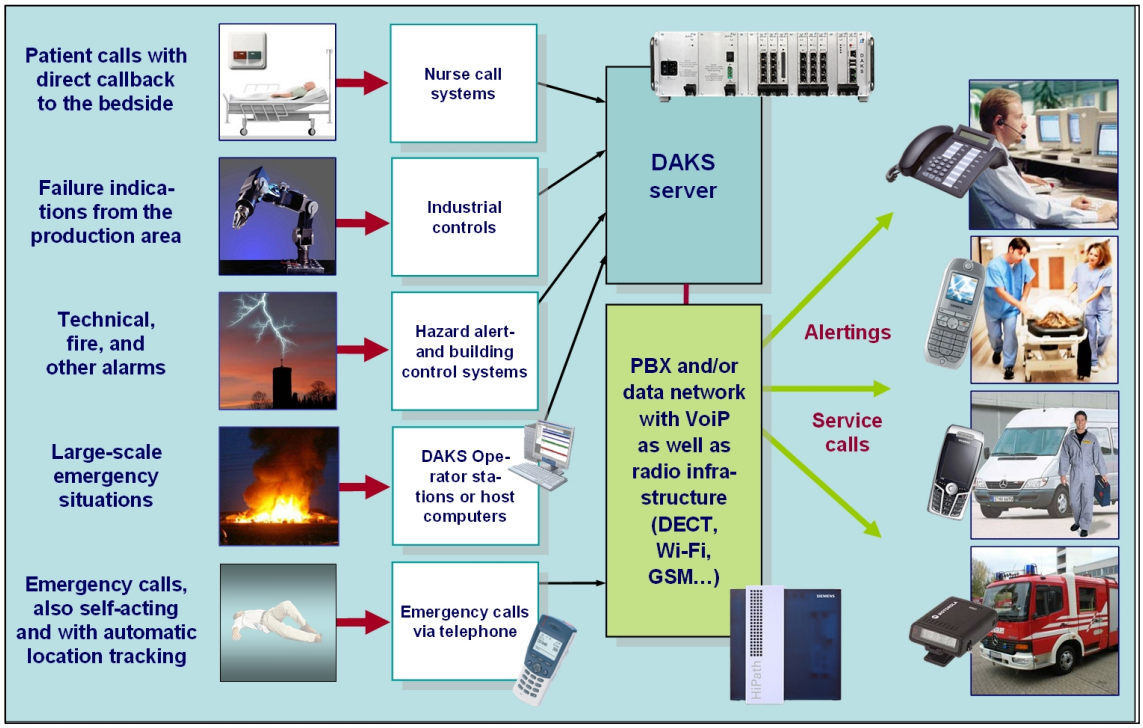


Image 9-1 Workflow of Broadcasts

Sequential dialing

In sequential dialling, the main objective is the targeted notification. Consequently, the system will maximally call as many subscribers in parallel as are needed to complete the Broadcast with success.

If e.g. only one service technician needs to be reached in a technical malfunction event, the OScAR server calls all subscribers of that Broadcast one after the other, and ends the Broadcast as soon as it reaches a technician.

Parallel dialing

In Parallel dialing, by contrast, the main priority is instantaneous alerting. Therefore, the above-mentioned limitations do not apply here. OScAR calls as many subscribers as possible and allowed, all at the same time. If the Broadcast ends early all subscribers that are no longer needed will be notified with a corresponding cancellation announcement.

Start Broadcasts via digital inputs

Broadcasts can be controlled in 3 different ways via normally-closed and normally-open digital inputs:

- Triggered by the active edge
- The active edge starts and the inactive edge stops the Broadcast (autom. stop once the problem is solved).
- If a Broadcast is inactive, the active edge will start the Broadcast; if a Broadcast is already started, the same edge will end it (usually: console start/end button).

For Broadcasts that are activated via digital inputs, you can have the information that is assigned to the digital input shown to you. If it is always the same subscribers that need to be alerted to a malfunction reported via the digital input, only one Broadcast needs to be configured.

Playback of announcements and reached criteria

OScAR supports a variety of information transmission and many different reached criteria to optimally accommodate to the individual purposes of a Broadcast, but also to the level of confidentiality required and the types of cordless handsets that are used.

Subscribers are normally played user announcement(s) right when they they pick up the phone. Alternatively, they can also be required to identify themselves by PIN first.

Both the ringing of the telephone and the picking up the handset may suffice as confirmation of receipt of the call. However, the system can also be configured to verify if the subscriber has hung up again, or to request him/her to press a key or call back in order to confirm receipt of the call.

Data interfaces

OScARpro supports up to 8 serial point-to-point protocol interfaces for logging (RS232/RS422), with a variety of different protocols, in particular ESPA 4.4.4.

In addition, OScARpro supports LAN-based interfaces:

- a UDP-based LAN interface to connect any number of external host computers: "TR500",
- a TCP-based LAN interface with XML protocol: "xLink -100",
- up to 20 TCP-based LAN interface with XML protocol: "ESPA-X".

The OScAR server can also be activated and/or controlled remotely through these interfaces, and in this way serve as a link between host systems and the PBX network.

Some examples:

- A security alarm system (e.g. SigmaSys) or a PLC (e.g. SIMATIC®) alerts mobile service technicians to malfunctions.
- An emergency response host computer alerts different subscribers (e.g. first responders) to an emergency, e.g. on the basis of the vehicles of a vehicle fleet that are presently available or the momentary direction of the wind.
- The Broadcast that shall be applied to the emergency is selected intuitively via touch screen, with an underlying factory layout plan.
- ACC evaluates malfunction messages from industrial processes and alerts via OScAR.
- Call or nurse call systems in hospitals notify nursing staff with DECT cordless phones via OScAR, also with automatic callback to the patients.

  More details and special features for the link-up of call systems that are certified for OScAR (nurse call systems Ackermann "clinocom 21", TotalWalther "medicall 800" or Tunstall "NewLine C201"), can be found here:

  ➤ see Chapter 18, "DAKS in Combination with Call Systems".

Special functions for special services

OScAR supports "MLPP" and "Closed User Groups" for military services.

9.2 Dependence of Broadcast settings on other settings

Apart from the fields of the windows that are used to administrate Broadcasts there are also fields in other windows that have an immediate effect on your Broadcasts.

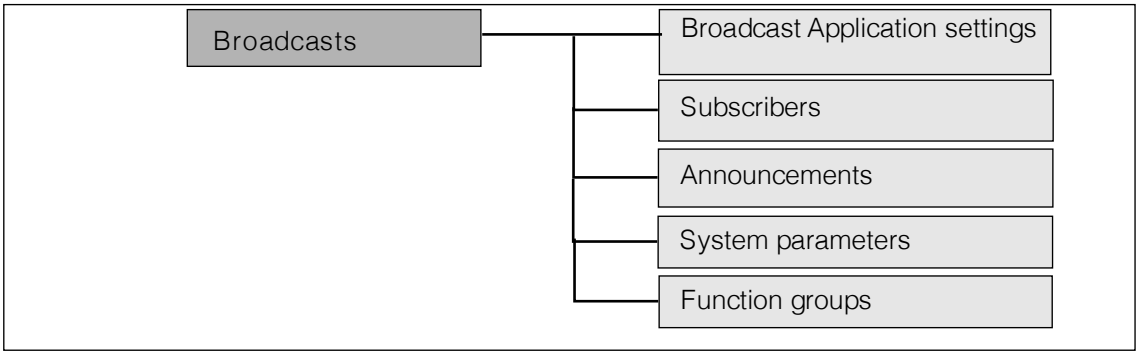


Image 9-2 Dependence of Broadcast settings on other settings

Broadcast application settings:

The Broadcast application settings define the Basic settings that apply to all Broadcasts.

➤ see Section 9.6, "Edit the Broadcasts application settings"

Subscriber:

Every Broadcast has assigned subscribers who are notofied in an emergency situation.

➤ see Chapter 8, "Configure and Administrate Subscribers"

Voice announcements:

To start a Broadcast, you must assign valid announcements, i.e. announcements that have been properly created and recorded. This can be done in advance (predefined), or spontaneously when the Broadcast is started.

➤ see Chapter 7, "Configure and Administrate Voice Announcements"

System parameters:

- Time segments:
  When a Broadcast is started, all of its assigned subscriber destinations are called according to their defined time segments.
  ➤ see Section 5.5, "Define time segments"
- Holidays
  During Broadcasts, the subscriber destinations are called in consideration of the holidays that have been allocated to them.
  ➤ see Section 5.15, "Configure holiday settings"
- Client-groups:
  Broadcasts can be assigned to client-groups. When a Broadcast is assigned to a client-group, it can only be managed and launched by the members of that group.
  ➤ see Section 5.8, "Configure Client-groups"
- Dialthru codes:
  Dialthru codes define the combinations of numbers (numerals) that need to be used in order to start a Broadcast.
  ➤ see Section 5.6, "Configure dialthru codes"
- Connection types
  Connection types determine the possible routes that may be used, e.g. routes for in-house calls, external calls or pager calls.
  ➤ see Section 5.3, "Configure connection types"

- Basic Settings

➤ The Basic settings is where the tie line codes of the OScAR server and the total number of available internal and external channels are entered.

➤ see Section 5.2, "Edit the Basic settings"

- Output captions

  Output texts serve as user guidance and are rendered on the displays of cordless handset. They are also used in the reports for logging.

  ➤ see Section 5.13, "Configure output captions"

- Digital inputs/outputs

  Broadcasts can be launched via digital inputs. At the same time, it is also possible use opto-coupler outputs to switch e.g. signal lamps or sirens, to indicate that Broadcasts have been launched.

  ➤ see Section 5.11, "Configure the Digital I/Os"

- Function groups

  You can split the members of a Broadcast group into different function groups and within for each of these function groups you can define the exact number of persons need to be reached.

  ➤ see Section 5.18, "Function groups"

9.3 General aspects of subscriber alerting

9.3.1 Routine behavior

When a user announcements (e.g. from the Basic settings) is not assigned or recorded, the OScAR server will play a long acoustic tone or a 3-tone melody sequence, instead.

If e.g. the specification was made that a neutral announcement is played to a specific subscriber at the outset, but the announcement was not assigned or recorded, the system will play the default announcement of this Broadcast, instead.

In all types of subscriber alarming, OScAR will immediately trigger in the calling phase a one-line numeric and alphanumeric display output, in keeping with the pertinent definitions of the Broadcast (Calling Number + Calling Name). Once a Broadcast subscriber/member accepts the call and if applicable, more display info may be shown during the active call connection. Should the display information exceed the displayable character capacity, you can scroll the text or the text is shown in iterations.

The Application settings make it possible to customize for every sequential and parallel Broadcast how many call attempts (call recurrences) you want the system to carry out for every subscriber destination, but also how long you want OScAR to wait in between these individual attempts if a line is busy or nobody answers the call (handset not picked up) as well as, if needed, how long OScAR shall wait for the Broadcast member to call back.

In addition, you can define in the Application settings for Broadcasts the minimum listening prerequisite that must be met by a member/subscriber to accept a call.

If this minimum listening prerequisite is not met, OScAR will not yet be able to obtain any results and the call will be repeated immediately.

If the minimum listening prerequisite is still not met after the repeat call, OScAR will discontinue the call repeat and classify the member as "not reached" (see below).

The OScAR server triggers a forward disconnect:

- after expiry of the specified time and/or number of playback cycles, as defined in the settings,
- where applicable, after a delay of 8 seconds if the system is still waiting for an entry,
- at the earliest after 30 sec. for multiline display messages,
- at the earliest after 30 sec. for multiline display messages after playback of the "confirmed positive" or "confirmed negative" announcement,

- whenever the 8 sec. interdigit time is exceeded during the PIN entry.

For multiline outputs:

- you can define in the Basic settings that test messages are scrolled automatically, otherwise scrolling shall be possible with the star * key and the pound # key:
  - if PIN input is requested, once the PIN has been entered,
  - otherwise during the entire seizure period,
- pressing the star * key or the pound # key (i.e. scrolling) has the effect that the max. time until forward disconnect is reset to the value entered in the Application settings.
- For PIN entries:
  - you can delete incorrect entries with the star * key; here, the star * key deletes the entire PIN entry you have made so far
  - Ends the corresponding announcement playback with the first entry.
- If the PIN entry is incorrect, or if the timeout for the entry has been reached, a five-fold error tone will resound and the system will jump right back to the initial PIN input request, (i.e. you will again hear the announcement and get the display message).
- After the third incorrect PIN entry, the OScAR server will cut the connection.

Calling a subscriber from within several Broadcasts that are simultaneously active

When a member is needed in several Broadcasts that are all active in parallel, the OScAR server will - at given moment in time - never call this member more than once. Among other things, this feature ensures that a call, e.g. the call from Broadcast "A", is not inadvertently disconnected by the OScAR server because of a second call, e.g. the call from Broadcast "B" with the feature: forced release.

9.3.2 Results of call attempts

OScAR rates the states of an individual Broadcast member who is currently participating in an active Broadcast process in these ways:

- Undetermined
  The Broadcast member is still being processes in the active Broadcast process.
- Reached
  For this Broadcast member, positive final results have already been received.
- Not reached
  For this Broadcast member, negative final results have already been received.
- Waiting for callback
  This Broadcast member has accepted a call, but the system has not yet received any final results for him/her.

9.3.3 The subscriber status "Undetermined"

The following conditions must be met for a subscriber to have this status:

- At least one of the destinations of this subscriber has not yet been called.
- There are still call attempts outstanding for at least one of the destinations of this subscriber.

9.3.4 The subscriber status "Reached"

Dependent on the different settings that can be configured for the Broadcasts (➤ see Section 9.7, "Manage Broadcasts") or for the pertinent Broadcast member (➤ see Section 9.8, "Manage Broadcast members"), the system considers a subscriber/member reached when one of the following conditions are met:

- the OScAR server has detected a free signal (idle tone) for this subscriber destination
  ➤ see Section 9.3.7, "Special behavior for "Interpret ring only as confirmation""
- the member/subscriber has accepted the call and terminated the connection,
- the member/subscriber has accepted the call and confirmed positive by pressing a key (if needed),
- the member/subscriber has accepted the call, identified by PIN and confirmed positive (if needed) by pressing a key,
- the member/subscriber has accepted the call, identified by callback plus PIN, and confirmed positive (if needed) by pressing a key.

9.3.5 The subscriber status "Not reached" and "Wrong person"

Dependent on the different settings that can be configured for the Broadcasts (➤ see Section 9.7, "Manage Broadcasts") or for the pertinent Broadcast member (➤ see Section 9.8, "Manage Broadcast members"), the system considers a subscriber/member not reached when one of the following conditions are met:

- the Broadcast member accepted the call and the OScAR server terminated the connection because of the max. listening requirements,
- the Broadcast member accepted the call and did NOT press a key to confirm or confirm negative (e.g. because the call ran into an automatic answering machine),
- the Broadcast member accepted the call, but did NOT identify by PIN or confirmed negative or reported back with "I am the wrong person called",
- the Broadcast member accepted the call but did NOT identify with a callback call or by PIN, or confirmed negative.

9.3.6 The subscriber status "Waiting for callback"

When the requirement is made for a member/subscriber that in order to take a call he/she must identify by PIN, and this member/subscriber has already taken the call and disconnected again (hung up) afterwards, OScAR responds as follows:

- The destination where the call was accepted is no longer called by the OScAR server during this cycle.
- The OScAR server waits for the member to call back.
- When the member/subscriber calls back, he/she must identify by PIN and, if required, confirm positive or negative, or report back "I am the wrong person called". After that, the system will consider this member/subscriber as "reached" or "not reached".
- If the member/subscriber fails to call back before expiry of the max. waiting time, and on condition are no more destinations left to call for this member/subscriber, the system will consider him/her as "not reached".
- If the member/subscriber fails to call back before expiry of the max. waiting time, and on condition there are still destinations left to call for this member/subscriber, the system will redefine him/her as "undefined".

9.3.7 Special behavior for "Interpret ring only as confirmation"

If the OScAR server, when calling a Broadcast member with the setting "Interpret ring only as confirmation" (➤ see Section 9.8, "Manage Broadcast members"), runs into an idle tone (Callstate 4, Alerting) and initiates a forward disconnect after expiry of the max. ring time, the system will:

- set the state "Wait for callback" on condition that "Also negative confirmation possible" was configured for this Broadcast.
  ➤ see Section 9.7, "Manage Broadcasts"
- set the state "Reached" on condition that "Also negative confirmation possible" was NOT configured for this Broadcast.

9.3.8 Special behavior for the "Completed Message"

The "Completed message" enables a two-step confirmation of a Broadcast. When a member/subscriber has been reached, he/she will here not only confirm receipt of the Broadcast message itself, but also confirm that he/she will tend to the matter. In this case, the member/subscriber must, after fixing the problem, call back the OScAR server and confirm that the problem has been mended.

The individual steps in this process are as follows:

- Once the member/subscriber who accepted the alarm call is considered as reached, he/she will get another announcement with the request to send a "Completed message" by calling the OScAR server.
  ➤ see Section 9.3.4, "The subscriber status "Reached""
  ➤ see Section 9.6, "Edit the Broadcasts application settings"
- The max. length of time during which a "Completed message" must be sent is defined in the Broadcast. If no such message is received during this time, the system will continue with the procedure by following the internal logics as configured for this Broadcast, i.e. the system might trigger a follow-up Broadcast where needed.
- For each Broadcast you can also specify if the reached member/subscriber may send the completed message from any telephone, or only from the telephone used by the initiator, or from the telephone whose number is listed at the activating digital input as the cost center.
- Members who are listed in several Broadcasts that all are presently active and who are also presently expected to send a "Completed message", will not be called by the system in any other Broadcasts unless the system is able to positively allocate their received "Completed message" to one of the ongoing Broadcasts.
- Call connections between Broadcast initiators and reached members/subscribers persist also beyond a poss. Broadcast end.

9.3.9 Entry of the arrival time

For Broadcasts you can define that reached members must enter their arrival time.

➤ see Section 9.3.4, "The subscriber status "Reached""

This arrival time is logged in the window of the active Broadcast in the OScAR-TT Operator-Tool, and also included in the report. In the OScAR-TT Operator-Tool, you can configure for every individual user if you want the system to show the number of minutes until arrival that are entered, or the arrival time as calculated on the basis of this information.

➤ see Section 4.3, "Define options"

By changing the Broadcast parameter announcement "Request entry arrival time" and by showing the actual arrival time in the OScAR-TT Operator-Tool, this function can also easily be used for coordination and similar purposes.

The request to enter the arrival time can be used both in combination with and without PIN authentication or key confirmation.

9.3.10 Calls between reached members of Broadcast groups and, where appl., the call initiator

Where applicable, Broadcasts can be defined to put "reached" subscribers/members through to the initiator of that call and to connect both in a bilateral call (on condition the initiator started the Broadcast over the phone and is not yet connected with the DASKS server over the phone).

Here, you can also specify that the thru-connect shall only take place if triggered by the reached subscribers/members (by pressing key 5).

In this case, the subscribers/members are played a pertinent info message.

9.4 Broadcasts examples

OScAR Broadcasts support various call strategies. Listed below are four concrete examples:

- Parallel Broadcast, e.g. for fire alarms
- Sequential Broadcast, e.g. service technician call
- Broadcast with arrival time message
- Broadcast with thru-connect to the initiator

The examples cover only the most important steps and settings. A more detailed description can be found in the sections that follow thereafter.

9.4.1 Parallel Broadcast, e.g. for fire alarms

Requirements:

All members of staff in a specific building shall get an alarm call when a fire breaks out and be instructed to leave the building immediately. All members of staff who were not reached shall be called repeatedly. The call shall be considered as confirmed as soon as it is accepted by one staff member.

Solution:

Follow the below instructions to configure a parallel Broadcast in which all employees or staff are reached as quickly as possible:

No.	Step	Section
1.	Enter the subscribers who shall be reached in the Broadcast.	➤ see Section 8.3.1, "Add and edit Subscribers"
2.	Create an announcement that will alert the subscribers to the situation and instruct them to clear the building immediately.	➤ see Section 7.3.1, "Add new voice announcements"
3.	Make sure that the default announcements for Broadcasts are properly assigned in the Application settings.	➤ see Section 9.6, "Edit the Broadcasts application settings"
4.	Create a new Broadcast. In the tab "Announcements" make sure you assign the announcement created in Step 2.	➤ see Section 9.7.1, "Add and edit Broadcasts"
5.	Assign to the Broadcast all subscribers who are in the building that shall be evacuated.	➤ see Section 9.8.1, "Add Broadcast members"
6.	Start the OScAR-TT Operator-Tool and test the Broadcast.	➤ see Section 9.10.1, "Start individual Broadcasts"

Table 9-1 Parallel Broadcast, e.g. fire alarm

9.4.2 Sequential Broadcast, e.g. service technician call

Requirements:

To be able to respond to a malfunction of an air conditioning system, a minimum of two service technicians from a larger team need to be reached. OScAR shall contact the responders as quickly as possible. Here, the application tries to contact the technicians at all assigned destinations (fixed network, GSM, DECT). The reached technician(s) send a positive confirmation by pressing a key.

If two technicians confirm positive, the Broadcast shall end early. A call of this type is often set off via digital inputs.

➤ see Section 5.11, "Configure the Digital I/Os"

Solution:

Follow the below instructions to configure a sequential Broadcast:

No.	Step	Section
1.	Create a subscriber for every technician in the team.	➤ see Section 8.3.1, "Add and edit Subscribers"
2.	Create an announcement that will alert the subscribers to the malfunction.	➤ see Section 7.3.1, "Add new voice announcements"
3.	Make sure that the default announcements for Broadcasts are properly assigned in the Application settings.	➤ see Section 9.6, "Edit the Broadcasts application settings"
4.	Configure a new Broadcast. Verify that none of the checkboxes in the "Properties" tab are marked. Go to the tab "Announcement" and assign the announcement you created in Step 2. In the tab "Process", set the field "Number of subscribers to reach (not in function groups)" to "2". Also tick the boxes "Process calls priority level by priority level" and "Call subscribers sequentially".	➤ see Section 9.7.1, "Add and edit Broadcasts"
5.	Assign all technicians of the team to the Broadcast. To do so, tick "Confirmation through numeric key" in the window "Add new Broadcast member".	➤ see Section 9.8.1, "Add Broadcast members"
6.	Start the OScAR-TT Operator-Tool and test the Broadcast. The subscribers are dialed one by one in keeping with their priority. As soon as 2 subscribers/members have confirmed by pressing a key, the Broadcast will end.	➤ see Section 9.10.1, "Start individual Broadcasts"

Table 9-2 Sequential Broadcast

9.4.3 Broadcast with input of arrival time

Requirements:

For organizational reasons, a control center must, in addition to the alerting of the service staff, also be informed of their arrival time at the control center, or at the actual location where the help is needed.

Solution:

Follow the below instructions to configure a Broadcast with entry of the estimated arrival time:

No.	Step	Section
1.	Create a Broadcast with parallel or Sequential dialing.	➤ see Section 9.4.1, "Parallel Broadcast, e.g. for fire alarms" or ➤ see Section 9.4.2, "Sequential Broadcast, e.g. service technician call"
2.	In the Application settings, make sure that the announcements "Request entry arrival time" and "Arrival time received" are properly assigned.	➤ see Section 9.6, "Edit the Broadcasts application settings"
3.	Make the following changes in the Broadcast: Go to the tab "Process" in the window area "Timing", and tick: "Input of arrival time possible".	➤ see Section 9.7.1, "Add and edit Broadcasts"
4.	Start the OScAR-TT Operator-Tool and use the options to define the way in which the arrival time is shown in the Broadcast process windows.	➤ see Section 4.3, "Define options"
5.	Test the Broadcast by starting it in the OScAR-TT Operator-Tool. The subscribers are called. After answering the call and hearing the Broadcast announcement, they subscribers are requested to enter their estimated arrival time in minutes.	➤ see Section 9.10.1, "Start individual Broadcasts"
6.	In the active Broadcast window of the OScAR-TT Operator-Tool, watch the arrival time as entered by the called subscribers.	➤ see Section 9.10.6, "Monitor Broadcasts"

Table 9-3 Broadcast with input of arrival time

9.4.4 Broadcast with thru-connect to the initiator

Requirements:

A company wants to configure an internal emergency phone number (comparable to the emergency number 911). Specially trained personnel is available as rescue staff.

When an emergency call is set off via the emergency number, the reached employees or staff shall be put thru to the caller as quickly as possible in order to receive more information on the emergency as fast as possible.

Solution:

Follow the below instructions to configure a Broadcast with thru-connect to the call initiator:

No.	Step	Section
1.	Create a Broadcast with parallel dialing ("Terminate on success") or sequential dialing ("Call subscribers sequentially").	➤ see Section 9.4.1, "Parallel Broadcast, e.g. for fire alarms" or ➤ see Section 9.4.2, "Sequential Broadcast, e.g. service technician call"
2.	In the Application settings, make sure the announcements "Pos. /neg. confirmation connect request" and "Before thru-connect to initiator" are properly assigned.	➤ see Section 9.6, "Edit the Broadcasts application settings"
3.	Make the following changes in the Broadcast: • Open the tab "Process" and go to window area "Timing" to tick: "Also negative confirmation possible". • In the tab "Process", window area "Timing", make sure you set the value for "Number of subscribers to reach (not in function groups)" between "1" and max. "16". • In the tab "Process", window area "Timing", tick: "Connect reached subscriber with each other and if poss. also w. initiator".	➤ see Section 9.7.1, "Add and edit Broadcasts"
4.	For the members of the Broadcast, edit as follows: • Tick "Confirmation through numeric key in connection".	➤ see Section 9.8, "Manage Broadcast members"
5.	In the PBX system, configure an ID Subscriber for the emergency call number, with redirection to the OScAR server.	➤ see Section 12.10.3, "Forward calls to a Call Profile"
6.	Start the Broadcast by dialing the emergency phone number at a telephone. The members/subscribers are called in keeping with their respective priority. After a member/subscriber takes the call and confirms positive, he/she will be played the info announcement on the upcoming thru-connect, and then be connected through to the initiator.	

Table 9-4 Broadcast with thru-connect to the initiator

9.5 Quick overview how to configure and launch Broadcasts



Note:
Please bear in mind that you must have the proper administrator rights to create and edit Broadcasts.
After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations.

➤ see Section 8.4.3, "Administrative rights"

Quick start

This section gives you a quickly summarizes the most important steps how to configure and launch Broadcasts. The individual steps are covered in greater detail in the later sections.

No.	Step	Section
1.	Enter the subscribers who shall be reached in the Broadcast.	➤ see Section 8.3.1, "Add and edit Subscribers"
2.	If needed, define an announcement that shall be played to the subscribers.	➤ see Section 7.3.1, "Add new voice announcements"
3.	If needed, configure the Application settings.	➤ see Section 9.6, "Edit the Broadcasts application settings"
4.	Add a Broadcast.	➤ see Section 9.7.1, "Add and edit Broadcasts"
5.	Assign to this Broadcast the announcement from Step 2.	➤ see Section 9.7.1, "Add and edit Broadcasts"
6.	Add a Broadcast member.	➤ see Section 9.8.1, "Add Broadcast members"
7.	Start the Broadcast via the OScAR-TT Operator-Tool, either over a phone, via a digital input or through a data interface.	➤ see Section 9.10.1, "Start individual Broadcasts", ➤ see Section 9.11.4, "Start Broadcasts in a dialog (PIN, ID and announcement)", ➤ see Section 9.12, "Start Broadcasts via digital inputs", ➤ see Section 9.13, "Start Broadcasts via data interface"

Table 9-5 Configure and launch Broadcasts

9.6 Edit the Broadcasts application settings

Follow the below instructions to edit Broadcast application settings:

No.	Step
1.	Go to the tree and select the node "Broadcasts". The Broadcasts are now shown in the list window.
2.	In the list window, select the entry "Application settings" and click . This will open the window "Broadcasts - Edit application settings".
3.	Carry out the settings in keeping with the subsequent field descriptions.
4.	In the tab "Announcements" you can assign all default announcements in one step. Make a right mouse click in the announcement list and select the menu item: "Set all entries to default".
5.	Confirm the security prompt and save your changes with Ok.

Table 9-6 Edit Broadcast application settings



Note:
All required announcements must be properly recorded and assigned to ensure that called members/subscribers can receive and respond correctly to the respective instructions and prompts.
If announcements are not assigned or recorded, OScAR plays one long tone or a sequence of tones, instead.

Description of the fields in the window "Broadcasts - Edit application settings".

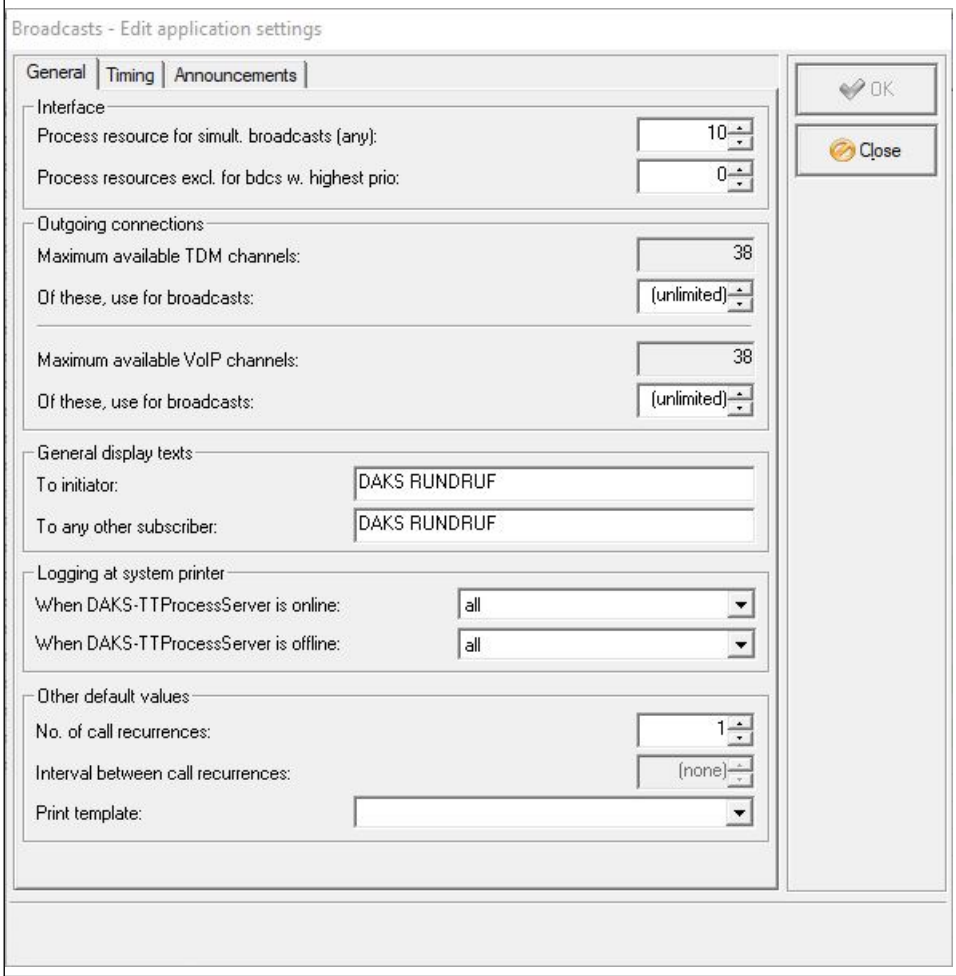
Field	Description
The tab "General" 	
Window area "Interface"	
Process resource for simult. broadcasts (any)	This selection field defines the maximum number of simultaneous Broadcasts. (Default: "unlimited")
Process resources excl. for bdcs w. highest prio	This selection field defines the maximum number of high priority Broadcasts. (default: "unlimited") Note: Be careful that the numbers entered in "Process resources for simultaneous bdcs (any)" and "Process resources only for bdcs with highest prio" do not, when added together, exceed the max. number supported for "Process resources for simultaneous bdcs (any)".
Window area "Outgoing connections"	

Table 9-7 Fields in window "Broadcasts - Edit application settings"

Field	Description
Maximum available TDM channels	Display field with the number of TDM channels that are licensed in the system. The number is identical to the number of TDM channels between the OScAR server and the PBX.
Of these, use for broadcasts	Selection field to determine the number of TDM channels that can be utilized simultaneously, i.e. in parallel, by Broadcasts for outgoing calls. In this way, you can reserve channels for other applications or for callback calls. (default: "unlimited")
Maximum available VoIP channels	Display field with the number of VoIP channels that are licensed in the system. This number is identical to the number of VoIP channels between the OScAR server and the PBX.
Of these, use for broadcasts	Selection field to determine the number of VoIP channels that can be utilized simultaneously, i.e. parallel, by Broadcasts for outgoing calls. This makes it possible to set aside and reserve channels for other applications, or for callback calls to send confirmations. (default: "unlimited")
Window area "General display texts"	
To initiator	This edit field determines the text (max. 20 characters) that is shown to an initiator provided the selection field "Text" in the window area "Display outputs to initiator" is set to: "General text" (tab "Display" in user window: "Edit broadcast"). Please bear in mind that some devices can only display capital letters and do not support any German Umlauts (ä,ö,ü). Please take this into consideration as you define your text. (Default: "OScAR BROADCAST")
To any other subscriber	This edit field determines the text (max. 20 characters) that is shown to all other subscribers as text message (SMS), or to OScAR Mobile Clients, provided the field "Text" in the window area "Display outputs to other subscribers" is set to "General text" (tab "Display" in window: "Edit broadcast). (Default: "OScAR BROADCAST")

Table 9-7 Fields in window "Broadcasts - Edit application settings"

Field	Description
Window area "Output at system printer"	
When OScAR-TTProcessServer is online When OScAR-TTProcessServer is offline	This selection field determines what is logged at the system printer when the OScAR-TTProcessServer is online/offline: • Nothing No processes are logged. • Only start & end Per Broadcast the start and the end is logged. • Also subs. not reached Per Broadcast, the beginning, the end and all subscribers who where not reached are logged. • Also reached subs. Per Broadcast, the beginning, the end and all subscribers who where reached are logged. • all Every Broadcast is fully logged. (Default: "everything")
Window area "Other default values"	
No. of call recurrences	This edit field determines the default value for the number of call cycles, when adding a new Broadcast. This selection field defines how many times a subscriber is maximally called (applies to all telephone numbers of this person). As soon as a subscriber has been reached or confirmed positive/negative, the system will cancel the dialing process. (default: "3")
Interval between call recurrences	This edit field determines the default value for the wait time in between call cycles for Broadcasts. This defines the period of time that the system pauses between the call recurrences (in seconds). (default: "600 s")
Print template	This selection field determines the template to be applied by OScAR-TTProcessServer for the generation of automatic Broadcast reports, i.e.: • for the dispatch of reports via e-mail, ➤ see Section 9.7.1, "Add and edit Broadcasts" • or for the automatic printout of the Broadcast results. ➤ see Section 4.3, "Define options" For more information on the template: ➤ see Section 22.2, "Template files" (default: empty)

Table 9-7 Fields in window "Broadcasts - Edit application settings"

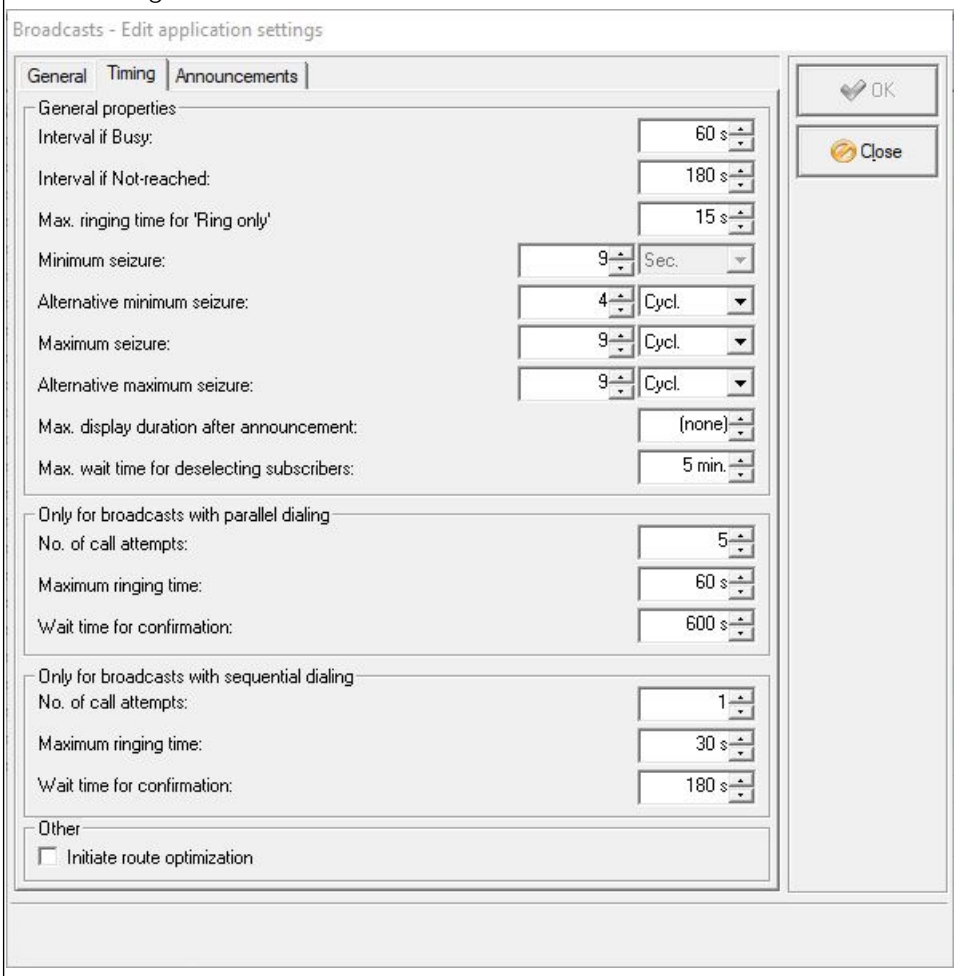
Field	Description
Tab "Timing"	
	
Window area "General properties"	
Interval if Busy	The edit field determines the wait time (in seconds) between two call attempts if a line is busy. (Default: "60 s")
Interval if Not reached	The edit field determines the wait time (in seconds) until the system will make the next dial attempt, if the member was not reached. (default: "180 s")
Max. ringing time for "Ring only"	This selection field defines the duration (in seconds) of the call signaling in a call attempt; it applies to destinations for which the checkbox "Interpret ring only as confirmation" is enabled in the window "Edit broadcast member". (default: "15 s")
Minimum seizure	This selection field defines the minimum number of announcement times (cycles) or the minimum time for listening to the announcement (in seconds), and is followed by the field to select the unit (sec. or cycl.). If a subscriber hangs up too early, e.g. because he/she accidentally dropped the handset, OScAR will call him/her back as soon as possible. (Defaults: "1" "Cycl.")

Table 9-7 Fields in window "Broadcasts - Edit application settings"

Field	Description
Alternative minimum seizure	This selection field defines an alternative minimum number of announcement times (cycles) or the minimum time for listening to the announcement (in seconds), and is followed by the field to select the unit (sec. or cycl.). If a subscriber hangs up too early, e.g. because he/she accidentally dropped the handset, OScAR will call him/her back as soon as possible. ➤ see Section 9.8.2, "Edit Broadcast members" (Defaults: "1" "Cycl.")
Maximum seizure	This selection field defines the maximum number of announcement times (cycles) or the maximum time for listening to the announcement (in seconds), and is followed by the field to select the unit (sec. or cycl.). Unless the subscriber hangs up beforehand, the OScAR server will forward disconnect the call. (Defaults: "2" "Cycl.")
Alternative maximum seizure	This selection field defines the maximum number of announcement times (cycles) or the maximum time for listening to the announcement (in seconds), and is followed by the field to select the unit (sec. or cycl.). Unless the subscriber hangs up beforehand, the OScAR server will forward disconnect the call. ➤ see Section 9.8.2, "Edit Broadcast members" (Defaults: "2" "Cycl.")
Max. display duration after announcement	This edit field determines (in seconds) how long a multiline display message is output after the last announcement, before the OScAR server releases the connection. Note that each scrolling of the display message (via the "*" and the "#" key) resets this time to the beginning. (default: "30 s")
Max. wait time for deselecting subscribers	Use this selection field to specify the length of time (in seconds) during which the OScAR server will, when a Broadcast is launched through the OScAR-TT Operator-Tool, wait for the user to deselect the subscribers who shall not be called, before it begins the active dialing process. ➤ see Section 9.10.1, "Start individual Broadcasts" After expiry of this wait time, the OScAR server will cancel the Broadcast. (Default: "5 min")
Window area "Only for broadcasts with parallel dialing"	
No. of call attempts	This edit field determines the maximum number of times a destination is called. (default: "3")
Maximum ringing time	This edit field determines the maximum duration (in seconds) of the call signaling per call attempts. (Default: "60 s")

Table 9-7 Fields in window "Broadcasts - Edit application settings"

Field	Description
Wait time for confirmation	Wait time for confirmationThis selection field defines how long (in seconds) the OScAR server will, after it has reached the subscriber, wait for the "Confirmation by subscriber entering PIN" (see window: "Edit broadcast member"). (default: "600 s")
Window area "Only for broadcasts with sequential dialing"	
No. of call attempts	This edit field determines the maximum number of times a destination is called. (default: "1")
Maximum ringing time	This edit field determines the maximum duration (in seconds) of the call signaling per call attempts. (Default: "60 s")
Wait time for confirmation	This selection field defines how long (in seconds) the OScAR server will, after it has reached the subscriber, wait for the "Confirmation by subscriber entering PIN" (see window: "Edit broadcast member"). (default: "180 s")
Window area "Other"	
Initiate route optimization	When this box is ticked, the OScAR server will try to initiate route optimization as soon as both call partners are thru-connected (path replacement). Here, the objective is to hand back the call to the telecommunications network, releasing two channels of the OScAR server. (default: not selected)

Table 9-7 Fields in window "Broadcasts - Edit application settings"

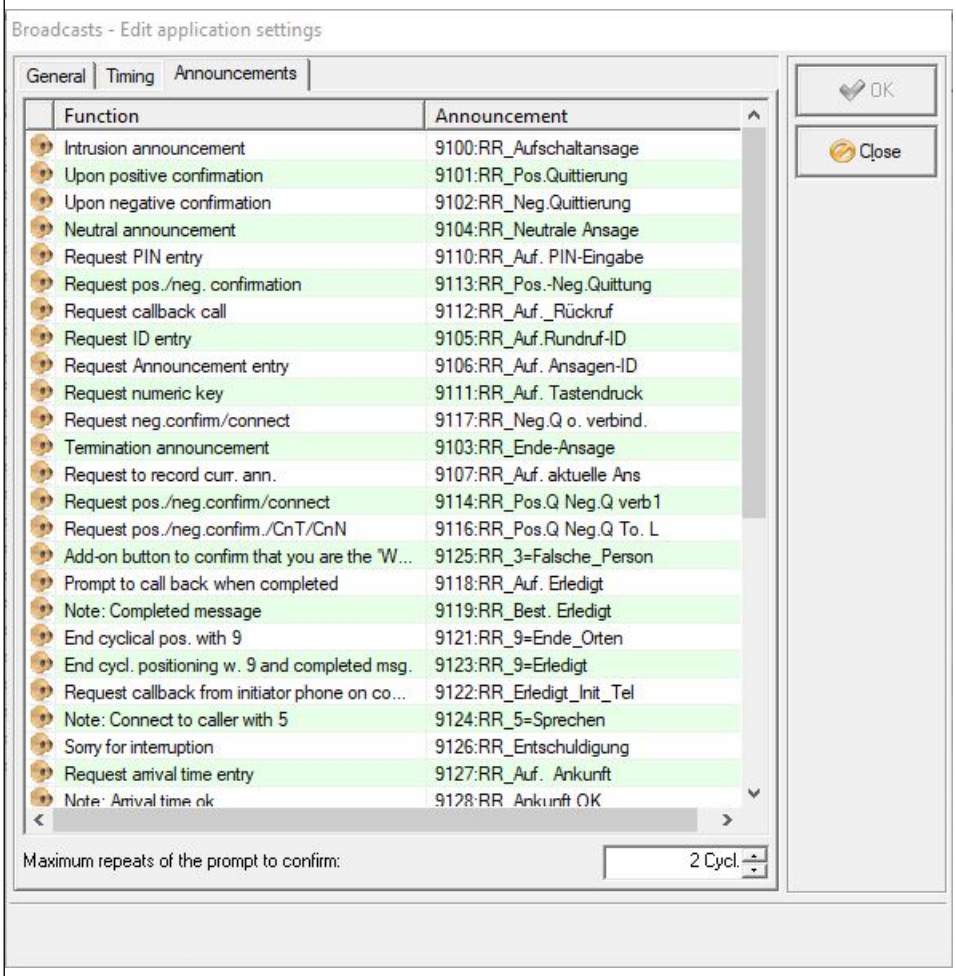
Field	Description
Tab "Announcements" 	
The selection fields of the list window define the announcements that are assigned to the Broadcast functions. To assign the announcements that are included ex-works, make a right mouse click in the list area and select "Set all entries to default" from the context menu. For a more detailed description of the default announcements that are included in the delivery: ➤ see Section 7.6.3, "Application Broadcasting/Alerting". (Default for all fields: "(none)")	
Max. dial attempts with confirmation request	This field is only relevant for processes where a confirmation is requested from the called subscriber. This entry specifies the maximum number of announcement cycles that are carried out until a confirmation must be entered or until the entry of the confirmation must commence.

Table 9-7 Fields in window "Broadcasts - Edit application settings"

9.7 Manage Broadcasts

To configure a new Broadcast, a so-called "Broadcast group" is created. To this group, subscribers are assigned that shall be reached in the Broadcast. If the Broadcast shall be started over the phone or via data interface, the Broadcast must always be assigned an ID.

You can also start Broadcasts via the OScAR-TT Operator-Tool or through digital inputs, and use the OScAR-TT Operator-Tool for monitoring.

Note:
You must have the respective administrator rights to administrate or manage Conferences. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations.

➤ see Section 8.4.3, "Administrative rights"

9.7.1 Add and edit Broadcasts

Follow the below instructions to add or edit a Broadcast:

No.	Step
1.	Go to the tree and select the node "Broadcasts". The Broadcasts are now shown in the list window.
2.	Click in the menu bar to add a new Broadcast, or go to the list window, select the Broadcast you want to edit and click . This will open the window "Edit broadcast".
3.	Carry out the settings in keeping with the subsequent field descriptions.
4.	Save your entries with Ok.

Table 9-8 Add and edit Broadcasts

Description of the fields in the window "Edit broadcast".

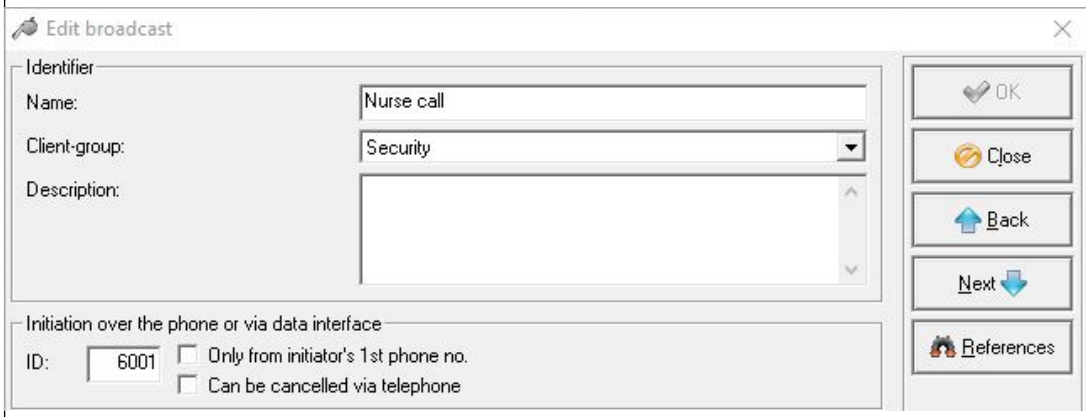
Field	Description
	
Window area "Identifier"	
Name	This edit field determines the short name for the Broadcast (max 20 characters), that will be used in tables and list areas. (default: empty)

Table 9-9 Fields in window "Edit broadcast"

Field	Description
Client-group	This selection field determines the assignment of the Broadcast to a client-group. ➤ see Section 5.8, "Configure Client-groups" Broadcasts may only be administrated by the administrators/operators of the same client-group. In contrast, Broadcasts that belong to the client-group "Global" can be used by the operators of all client-groups. (Default: client-group of the logged-in user) Note: For the views "Arrange client-groups" ("within applications" and "above applications"), this field is a display field. The assignment to a client group is a result of the hierarchy, under which the announcement is created.
Description	This edit field determines the description of the Broadcast (max. 260 characters). Use the options to specify, on a user-individual basis, that you want this entry to be used in tables and list areas, not the entry made in the field "Name". ➤ see Section 4.3, "Define options" (default: empty)
Window area "Initiation over the phone or via data interface"	
ID	This edit field determines the identifier (max 4 digits) to activate the Broadcast over the phone or via data interface. If you want to ensure that the Broadcast is not started over the phone or via data interface, simply leave this field blank (default: empty)
Only from initiator's 1st phone no.	This field is only active when the field "ID" is NOT empty. When this box is ticked, the Broadcast cannot be activated over the phone unless the phone number of the initiator is identical to the first phone number (first destination) of the initiating subscriber. This checkbox only becomes active when an ID is assigned. (default: not selected)
Can be cancelled via telephone	When this box is ticked, the broadcast can be cancelled via telephone.

Table 9-9 Fields in window "Edit broadcast"

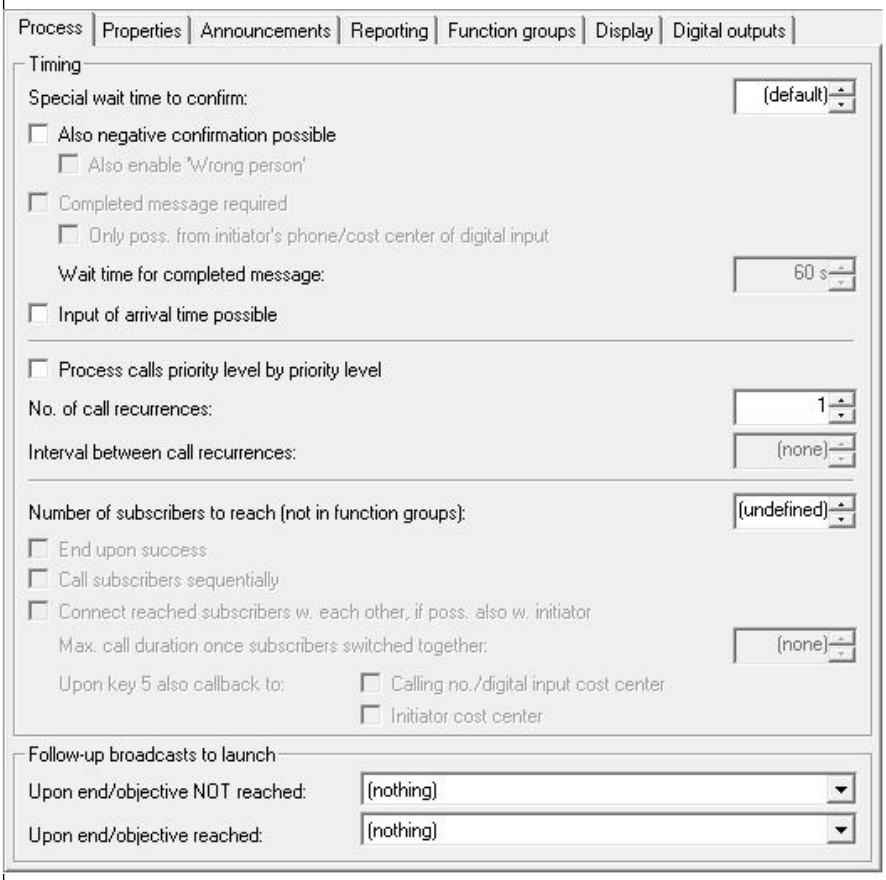
Field	Description
Tab "Process"	
	
Window area "Timing"	
Special wait time to confirm	Selection field to define a "Special wait time to confirm" other than the default (in seconds). If "default" is set, OScAR will apply the value laid down in the Application settings for Broadcasts. (Default: "(default)")
Also negative confirmation possible	When this box is ticked, a negative confirmation is also enabled for confirmation of the Broadcast by the pertinent subscribers. To do so, the Broadcast members/subscribers must additionally be required to send a confirmation. ➤ see Section 9.8.2, "Edit Broadcast members" (default: not selected)
Also enable 'Wrong person'	This field only becomes active when the box "Also negative confirmation possible" is ticked. When this box is ticked, the member/subscriber can also confirm this Broadcast by reporting back "I am the wrong person called". To do so, the Broadcast members/subscribers must additionally be required to send a confirmation. ➤ see Section 9.8.2, "Edit Broadcast members" (default: not selected)

Table 9-9 Fields in window "Edit broadcast"

Field	Description
Completed message required	This field is only active if: • the valued in the field "Number of subscribers to reach (not in function groups)" is exactly "1", • either of the two boxes "Terminate on success" and "Call subscribers sequentially" is ticked, and • the box "Input of arrival time possible" is NOT ticked. When this box is ticked, the reached member/subscriber is expected to send a completed message via callback, using the suffix dialing "Completed message with PIN...". ➤ see Section 5.6, "Configure dialthru codes" (default: not selected)
Only poss. from initiator's phone/cost center of digital input	This field is only active when the box "Completed message required" is ticked. When this box is ticked, the callback to send the completed message can only be made from the telephone of the initiator, or from the phone that carries the number of the cost center as entered for the digital input. ➤ see Section 5.11.14, "Fields in window "Edit input/system states"" (default: not selected)
Wait time for completed message	This field is only active when the box "Completed message required" is ticked. Use this selection field to define the maximum waiting time for this Broadcast during which the completed message must be sent (in seconds). (Default: "60 s")
Input of arrival time possible	This field is only active if neither the box "Completed message required", nor the box "Connect reached subscriber to initiator" is ticked. When this box is ticked, a reached member/subscriber can additionally enter the estimated arrival time at the scene. (default: not selected)

Table 9-9 Fields in window "Edit broadcast"

Field	Description
Process calls priority level by priority level	When this box is ticked, all members/subscribers are processed in keeping with their priority level. ➤ see Section 8.3, "Management of Subscribers" The highest priority level is 9, the lowest priority level is 1. ➤ see Section 9.8, "Manage Broadcast members" Here, all members/subscribers with the same priority level are called first, inc. all call attempts and destinations; after that, the next lower priority level is called. Subscribers with the same priority level are called in random order. When this box is not ticked, the system will in contrast try to reach as many members/subscribers as quickly as possible by utilizing all available channel resources to the maximum. In this process the order of the priority levels is maintained, yet now members/subscribers with a lower priority will also be called provided sufficient channel resources become available during the process (e.g. because a subscriber of a higher priority level is currently in a dial pause), even if not all call attempts for subscribers with a higher priority level have already been completed at this moment. In addition and for all members/subscribers as a whole, the system will here always call the first destination first, then the second destination, then the third destination and so on. (default: not selected)
No. of call recurrences	This edit field defines how many times a member/subscriber is maximally called (applies to all of his call numbers). As soon as a subscriber has been reached or confirmed positive/negative, the system will cancel the dialing process. (default: "1") Note: The dialing logic specified in the field "Process calls according to priority" is per call recurrence cycle.
Interval between call recurrences	This field only becomes active when the field "No. of call recurrences" is set a value higher than: "1" . This edit field determines the wait time in seconds in between call recurrences. (Default: "(none)")
Number of subscribers to reach (not in function groups)	Use this field to define how many members/subscribers must be considered "reached" for the system to evaluate the Broadcast as successful, i.e. with positive finals results. If fewer subscribers than defined confirm the Broadcast positive, the Broadcast will be evaluated with a negative result. If the number of subscribers is undefined, the final results are always positive. (default: "(undef.)")

Table 9-9 Fields in window "Edit broadcast"

Field	Description
Terminate on success	This field is only active if the field "Number of subscribers to reach (not in function groups)" is NOT set to: "undef.". This field cannot be selected together with "Call subscribers sequentially". When this box is ticked, the Broadcast ends when as many subscribers are reached as are defined in the field "Number of subscribers to reach (not in function groups)". If a Broadcast with parallel calling (see next field) ends early and with positive final results, all members/subscribers who have already been called by the system but are now no longer required, even though they are still connected, will be played a corresponding cancellation announcement and get a text message indicating the same. ➤ see Section 9.6, "Edit the Broadcasts application settings" (tab "Announcements": "Termination ann.") (default: not selected)
Call subscribers sequentially	This field is only active if the field "Number of subscribers to reach (not in function groups)" is NOT set to: "undef.". This field cannot be selected together with "Terminate on success". When this box is ticked, the OScAR server will at any given moment maximally call as many subscribers in parallel as still need to be reached. The Broadcast automatically ends when the system considers the number of subscribers that are defined in the field "Number of subscribers to reach (not in function groups)" as actually "reached". When this box is not ticked, the OScAR server will call in parallel as many subscribers as possible. This may entail that more subscribers are reached than are needed. (default: not selected)
Connect reached subscribers w. each other, if poss. also w. initiator	This field is only active if: • the valued in the field "Number of subscribers to reach (not in function groups)" is up to "16", • either of the two boxes "Terminate on success" and "Call subscribers sequentially" is ticked, and • the box "Input of arrival time possible" is NOT ticked. When this box is ticked, OScAR will connect the initiator of the Broadcast with the reached subscriber and place both of them in a bilateral call. (default: not selected)
Maximum no. of simultaneous calls	This field only becomes active when this parameter is enabled: "Connect reached subscribers w. each other, if poss. also w. initiator" This field determines the maximum call duration starting from the moment when all call partners are connected. ➤ see Section 9.3.10, "Calls between reached members of Broadcast groups and, where appl., the call initiator" (default: 2 min)

Table 9-9 Fields in window "Edit broadcast"

Field	Description
Upon key 5 also callback to: Calling No./digital input cost center	This field is only active when the box "Connect reached subscriber to initiator" is ticked. This field cannot be selected together with "Upon key 5 also callback to: Initiator cost center". When this box is ticked and the reached member/subscriber confirms by pressing the key 5 JKL during the call, OScAR responds as follows depending on the start situation: • If the Broadcast was launched over the phone, OScAR will connect the reached member/subscriber with the initiator, in a bilateral call. • If the Broadcast was activated via digital input, OScAR will interpret the cost center registered in the digital input as the call number; it will call this destination and connect the reached subscriber with the destination, in a bilateral call. ➤ see Section 5.11, "Configure the Digital I/Os" (default: not selected)
Upon key 5 also callback to: Initiator cost center	This field only becomes active when the box "Connect reached subscriber to initiator" is ticked. This field cannot be selected together with "Upon key 5 also callback to: Calling No/digital input cost center". When this box is ticked, and if the reached subscriber confirms by pressing 5 in the active call, OScAR will interpret the cost center registered for the initiator as call number, call this subscriber destination and connect this destination with the reached subscriber, in a bilateral call. ➤ see Section 8.3.1, "Add and edit Subscribers" (default: not selected)

Table 9-9 Fields in window "Edit broadcast"

Field	Description
Window area "Follow-up broadcast to launch"	
Upon end/objective NOT reached	This selection field defines the Broadcast that shall be triggered when the overall objective (goal) of the Broadcast is not accomplished. The overall objective is considered not accomplished when, after all call attempts have been made, NOT sufficient members/subscribers have been reached. You can also assign this to the Broadcast you are currently editing, to forcefully repeat an identical Broadcast when the overall results turn out to be negative. (default: "(none)") Note: If no default announcement is assigned here for the follow-up Broadcast, the system will hand over the announcement of the current Broadcast.
Upon end/objective reached	This selection field defines the Broadcast that shall be triggered when the overall objective of the Broadcast was accomplished. If sufficient members/subscribers have been reached in the Broadcast, or if the field "Number of subscribers to reach (not in function groups)" was set to "(undef.)", the overall objective is considered as accomplished (intended objective is reached). (default: "(none)") Note: If no default announcement is assigned here for the follow-up Broadcast, the system will hand over the announcement of the current Broadcast.

Table 9-9 Fields in window "Edit broadcast"

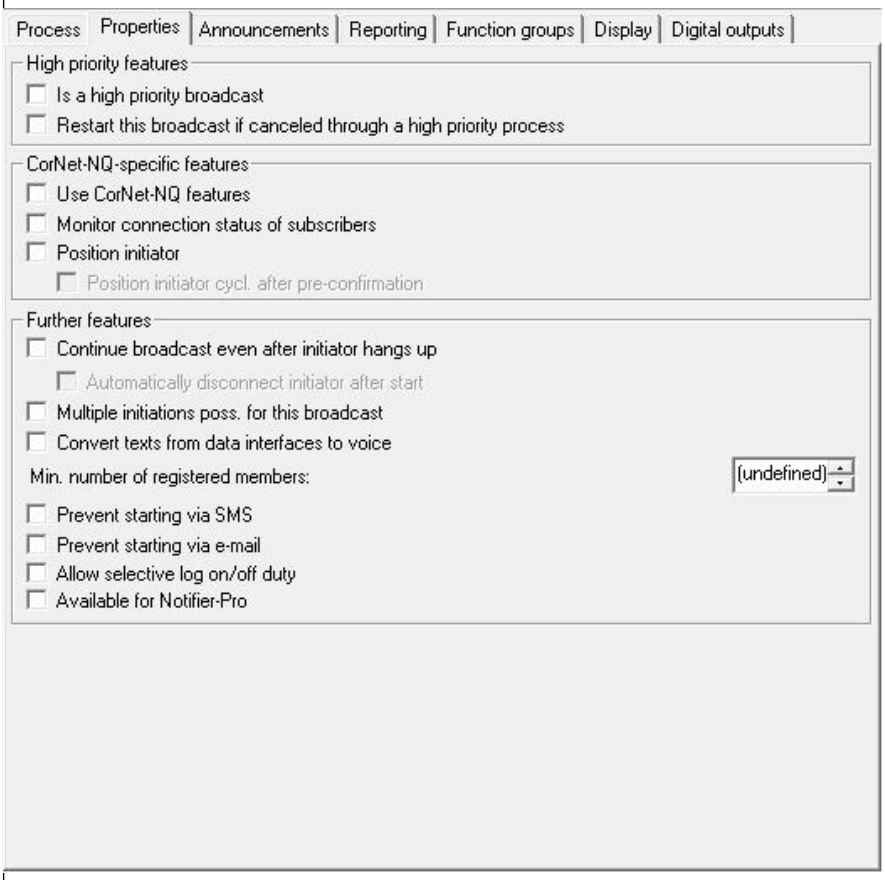
Field	Description
Tab "Properties"	
	
Window area "High priority features"	
Is a high priority broadcast	This field cannot be selected together with the field "Restart this broadcast if canceled by a high priority process". When this box is ticked, this Broadcast becomes a high-priority Broadcast, otherwise it is low-priority. When a Broadcast has high priority and is started, it will end all currently active low priority Broadcasts, Conferences and Call Profiles. In contrast, high priority Broadcasts cannot be ended by other high priority applications. (default: not selected)
Restart this broadcast if canceled by a high priority process	This field cannot be selected together with "Is a high priority broadcast". When this box is ticked, a low priority Broadcast that was triggered via a digital input or via a data interface, and then canceled due to a high priority process will automatically restart after the high priority process ends. (default: not selected)

Table 9-9 Fields in window "Edit broadcast"

Field	Description
Window area "Cornet-NQ® specific features". This system-specific group of features are only available within the CorNet-NQ-/SIP-Q network.	
apply and use Cornet-NQ features	When this box is ticked, you can use system-specific options assigned to the destinations of this subscriber (e.g. call waiting, call override, forced release). (default: not selected)
Monitor conferee's connection status	When this box is ticked, a reached subscriber is immediately disconnected when he/she goes into a consultation hold or tries to convene a local Conference (very important for confidential calls). (default: not selected)
Position initiator	This feature is only available in combination with the OScAR Positioning Services, or DPS. ➤ see Chapter 16, "Configure and Administrate the DAKS-Positioning-Services" When this box is ticked, the position of the initiator is located and the Broadcast members/subscribers are informed via announcement and display text message. If the length of the display text with the positioning info exceeds two lines, the text is automatically scrolled, or the Broadcast members/subscribers can scroll the message (up and down) with the star * key and the pound # key. (default: not selected)
Position initiator cycl. after pre-confirmation	This field only becomes active when you tick the box "Position initiator" and enter exactly "1" in the field "Number of subscriber to reach (not in function groups)". When this box is ticked, a reached member/subscriber is, where applicable, cyclically (approx. every 30 seconds) provided with the latest location tracking results that have been computed for the initiator. To end the cyclical tracking, the reached member/subscriber can press the key 9 WXYZ . (default: not selected)
Window area "Further features"	
Continue broadcast even after initiator hangs up	When this box is NOT ticked, a Broadcast launched from a phone is canceled immediately after the activating subscriber hangs up, otherwise it is continued. (default: not selected)
Automatically disconnect initiator after start	This field is only shown when the box "Continue broadcast even after initiator hangs up" is ticked. When this box is ticked, the initiator is released by the OScAR server as soon as the Broadcast is activated. The initiator will not be played an announcement, but only briefly receive the pertinent display text. This feature is used in particular to start a Broadcast unnoticed (e.g. "silent alarm" in a threat situation or hold-up). (default: not selected)
Multiple initiations possible	When this box is ticked, the Broadcast can be started multiple times in parallel, otherwise only once at a time. This is particularly useful if it is always the same group of service technicians that need be alerted to malfunctions or faults that are reported to OScAR via digital inputs or data interfaces. (default: not selected)

Table 9-9 Fields in window "Edit broadcast"

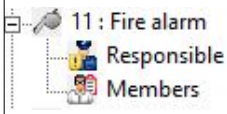
Field	Description
Convert texts from data interface to voice	When this box is ticked, all texts for display output that are received via data interfaces are automatically converted to voice (announcements) when the Broadcast is launched. This announcement is appended to the announcement that is assigned to the Broadcast. (default: not selected)
Prevent last member from logging off	When this box is ticked, the last remaining member in the Broadcast will not be able to log off. ➤ see Section 8.7, "Logon/logoff subscribers to the DAKS server over the phone" (default: not selected)
Prevent starting via SMS	When this box is ticked, the start of the Broadcast via SMS is prevented.
Prevent starting via e-mail	When this box is ticked, the start of the Broadcast via e-mail is prevented.
Allow selective log on/ off duty	When this box is ticked, Broadcast members can subscribe/unsubscribe to/from broadcast calls via the web-based interface "Service based telephony". ➤ see Section 8.7, "Logon/logoff subscribers to the DAKS server over the phone" Note: By activating this field, not only members but also responsible persons can be created in the Broadcast group. 
Available for Notifier-Pro	When this box is ticked, the Broadcast group in question can be started via OScAR-TT Notifier-Pro.

Table 9-9 Fields in window "Edit broadcast"

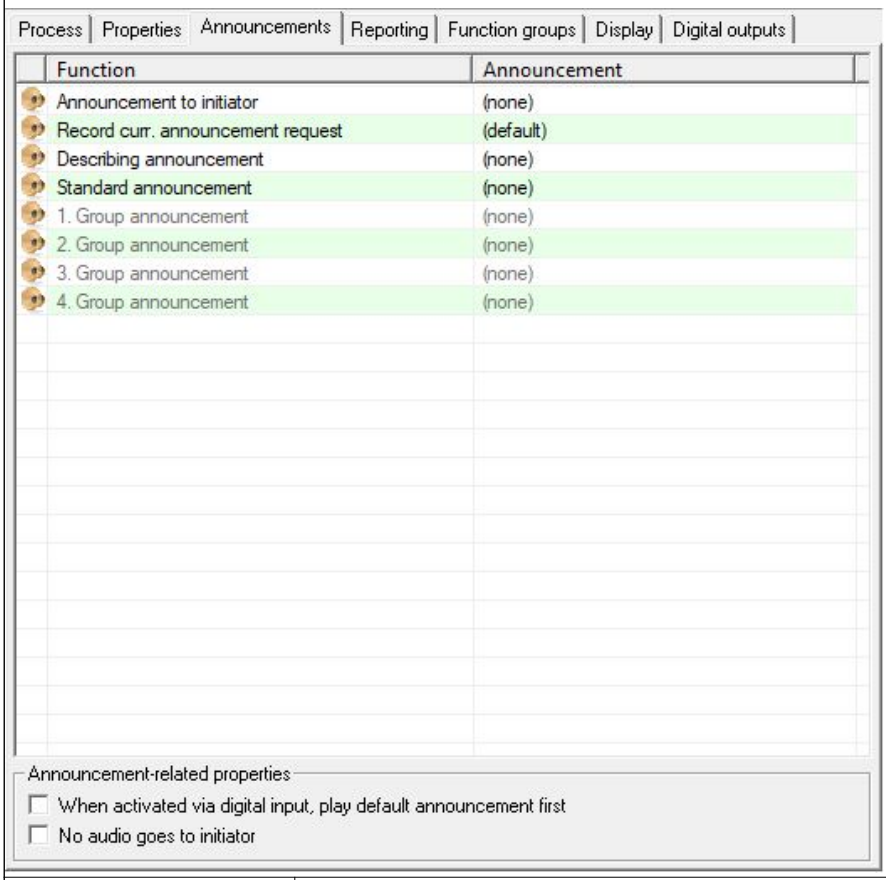
Field	Description
Tab "Announcements" 	
Announcement to initiator	Select from the list the announcement that is played to the initiator of the Broadcast. If "(none)" is selected here, the initiator gets the default announcement, or the announcement that was assigned individually at the Broadcast start. (default: "(none)")
Record curr. announcement request"	The selection field in the list window determines the request announcement asking the initiator to record an ad hoc announcement. When this Broadcast-individual announcement is not assigned, the initiator of the call gets the application-specific request "Record announcement request".

Table 9-9 Fields in window "Edit broadcast"

Field	Description
Default message (or pertinent description)	Selection field to choose the Broadcast's default announcement. This message is played if the member/subscriber is not assigned to any specific announcement group and the Broadcast is launched: "(According to group plan)". ➤ see Section 9.10, "Operate Broadcasts via the DAKS-TT Operator-Tool" ➤ see Section 9.11, "Operate Broadcasts over the phone" (default: "(none)") Note: If no default announcement is assigned to a Broadcast, the initiating instance (i.e. the initiator over the phone, a digital input, a third party system or data interface) must specify an announcement to be able to start the for the Broadcast. Nonetheless, the announcement that is assigned here or that is specified by the initiating instance must be properly recorded (i.e. must have speech/voice data). If either of the two conditions is not met, OScAR cannot start the Broadcast (a Broadcast with no information makes no sense).
Group <no.> (or corresponding description, resp.)	This field only becomes active when an announcement is assigned to "Default announcement or assigned description". The selection fields (up to 4) in the listbox determine the announcement groups. How many selection fields are shown depends on the value that is entered in the window "Broadcasts - Edit application settings", and there in the tab "General" under: "Number of announcement groups". The individual announcement groups make it possible to define that, in an individual Broadcast, the system plays different announcements to the individual alerted members/subscribers. ➤ see Section 9.8, "Manage Broadcast members" This is of particular benefit: • in a multi-lingual environment (in hotels or in multi-lingual countries, such as Switzerland), • for Broadcasts that shall be used to relay both unclassified and confidential information at the same time. If a subscriber is assigned to an announcement group but this announcement group is not yet assigned an announcement here, or if the assigned announcement is not yet recorded, the subscriber will be played the default message, instead. (Default: "(none)")
Window area "Announcement-related properties"	
When activated via digital input, play default announcement first	When this box is ticked, and on condition this Broadcast is started via a digital input, all members/subscribers first get the default announcement that is assigned to this Broadcast, followed by the announcement that may have been assigned to the digital input (if any). ➤ see Section 5.11, "Configure the Digital I/Os"
No audio goes to initiator	When this box is ticked, the initiator who started the process over the phone does not get a audio signal when setting off the alarm (for "Silent Alarm").

Table 9-9 Fields in window "Edit broadcast"

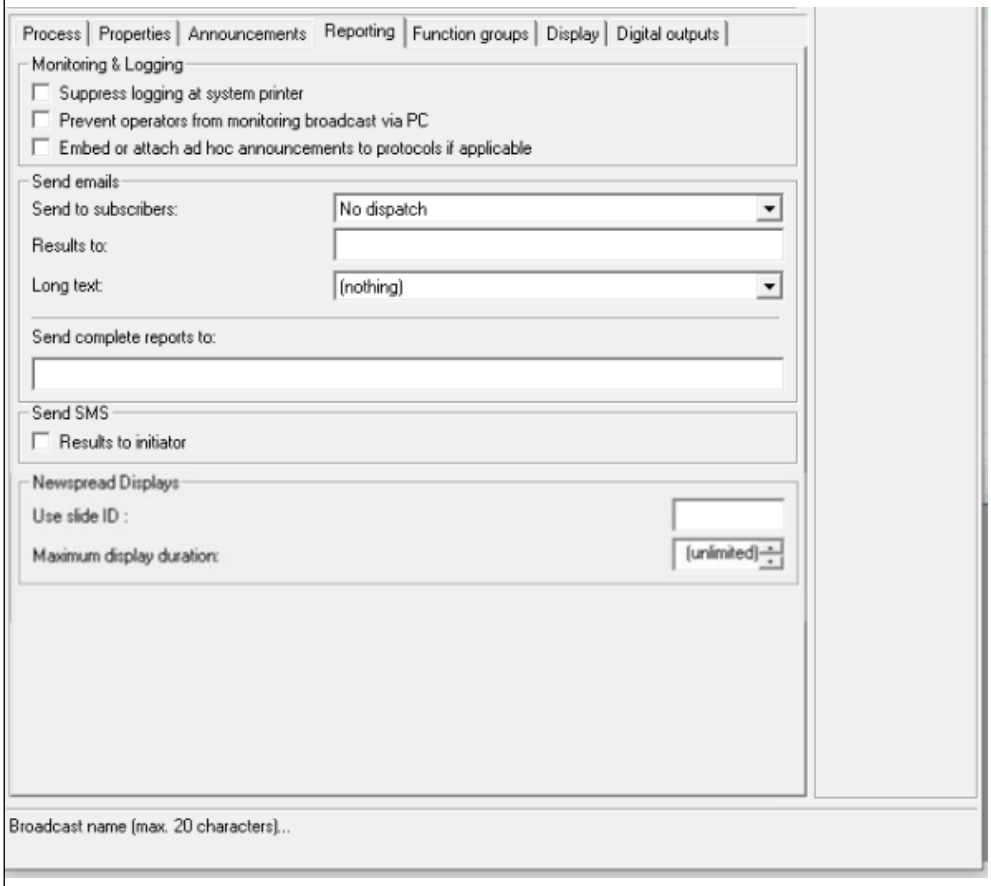
Field	Description
Tab "Reporting"	
	
Window area "Monitoring & Logging"	
Suppress logging at system printer	When this box is ticked, the logging of this Broadcast is completely deactivated, both at the system printer and via the OScAR-TT Operator-Tool. When this box is not ticked, the logging at the system printer is carried out in keeping with the settings that are made in window "Broadcasts - Edit application settings", and there in the tab "General". (default: not selected)
Prevent operators from monitoring broadcast via PC	When this box is ticked, the transmission of the events that belong to the active Broadcast to the OScAR-TT Operator-Tool is suppressed, unless the Broadcast was launched via the OScAR-TT Operator-Tool. This makes it possible to prevent the visualization of certain (e.g. negligible) Broadcasts in the OScAR-TT Operator-Tool, that were started over the phone or through a data interface. (default: not selected)
Embed or attach ad hoc announcements to protocols if applicable	When this box is ticked, the „on the fly“ ad hoc announcement recorded at the start of the broadcast call is embedded in the broadcast protocol. (default: not selected)

Table 9-9 Fields in window "Edit broadcast"

Field	Description
Window area "Send e-mails"	
Send to subscribers	This field determines if and under what circumstances e-mails are sent to Broadcast members/subscribers with an e-mail address. ➤ see Section 8.3.1, "Add and edit Subscribers" • No dispatch No e-mails are sent. • Info mails to everyone All members/subscribers get information e-mails as soon as the Broadcast starts. • Confirmation on positive result Members/subscribers who have been reached get corresponding confirmation e-mails. • Confirmation on negative results Members/subscribers who were NOT reached, who confirmed a Broadcast negatively or who confirmed with "I am the wrong person called" get corresponding confirmation e-mails. • Confirmation on any result Members/subscribers who were positively or NOT reached, who confirmed negatively or who confirmed with "I am the wrong person called" get corresponding confirmation e-mails. (Default: "no dispatch")
Results to	This edit field defines the e-mail address to which a message with the Broadcast results are reported shall be sent. If this field is left blank, no e-mails with Broadcast results are dispatched. (default: empty)
Long text	The edit field determines the long text that will be included in the email. ➤ see Section 5.13.3, "Edit Long texts" (default: empty)
Send complete reports to	This edit field defines the e-mail recipients (if more than one, please separate with colons) to whom the OScAR-TTProcessServer sends the Broadcast report. Provided valid e-mail addresses are entered here, the OScAR-TTProcessServer will, after the Broadcast ends, send to these recipients a complete report, as defined through the template selected in the Broadcast application settings. ➤ see Section 9.6, "Edit the Broadcasts application settings" (default: empty)
Window area "Send SMS"	
Results to initiator	When this box is ticked, OScAR will, if possible, send an SMS text message with the final Broadcast results to the initiator's calling number received from the network. (default: not selected)
Window area "Newspread Displays"	
Use slide-ID	The edit field determines on which display group the display outputs are shown.
Maximum display duration	This selection field determines the maximum display duration of the display output on the display group.

Table 9-9 Fields in window "Edit broadcast"

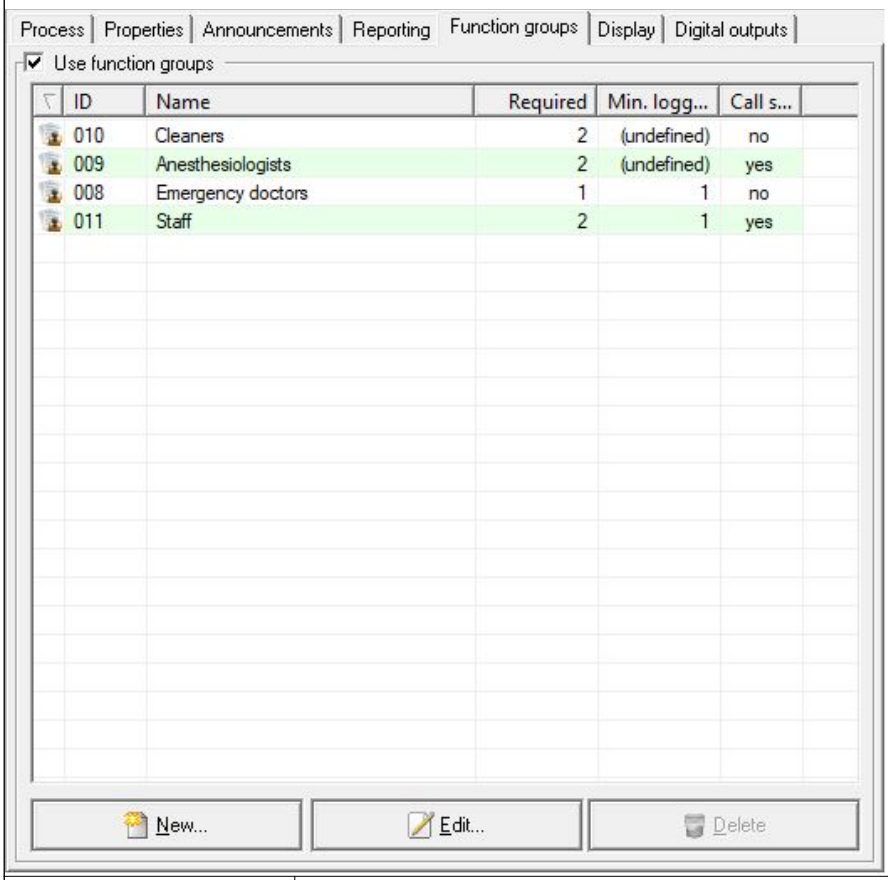
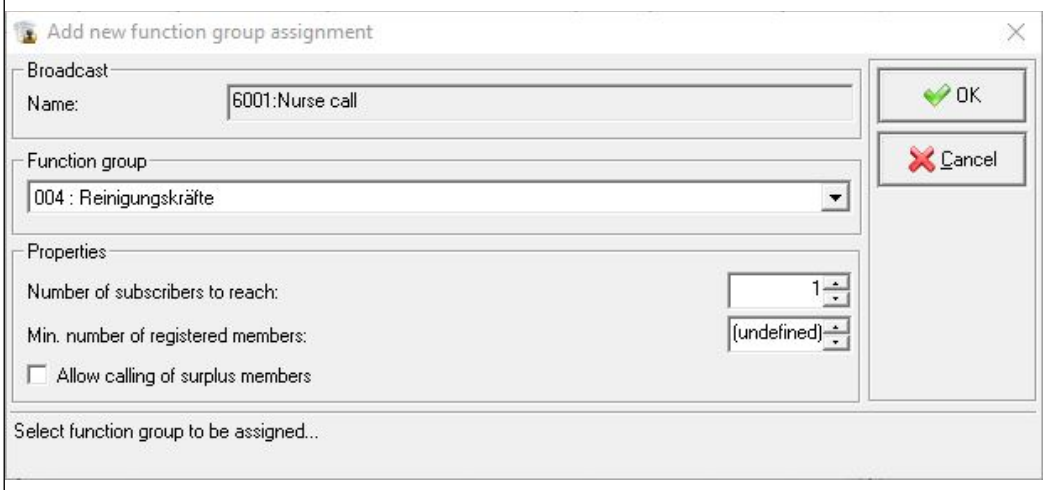
Field	Description
Tab "Function groups" 	
Use function groups	When this box is ticked, the members/subscribers of a Broadcast are called pursuant to the function groups to which they belong. ➤ see Section 5.18, "Function groups" (default: not selected)
The list window becomes active as soon as the field "Use function groups" is enabled. You can assign function groups to the Broadcast group. ➤ see Section 5.18, "Function groups"	
	
To assign a function group to the Broadcast group, click New.... this will open the window "Add function group"	

Table 9-9 Fields in window "Edit broadcast"

Field	Description
Window area "Broadcast"	
Name	The display output shows the name of the Broadcast.
Window area "Select function group" Open the drop-down window to choose the IP and name of the function group that you want to select.	
Window area „Properties“	
Number of subscribers to reach:	The edit field determines how many subscribers in this function group must be considered "reached" in order for the function group to be evaluated with a positive final result. If fewer subscribers confirm positive in this function group than set, it is evaluated with a negative final result. If number = undetermined, the final result is generally positive. (default: „(undef.)“)
Min. number of registered members:	This selection field defines the minimum number of members in this function group who must always be logged in.
Allow calling of surplus members	This field is only active if the field "Number of subscribers to reach" is NOT set to "undefined". If this field is checked, not only the "Number of subscribers to reach" will be selected at the same time, but all subscribers of this function group. As soon as the "Number of subscribers to reach" has been reached, the dial-up in this function group is terminated. Subscribers of the function group who are still in the connection but are no longer required, receive a cancellation and the corresponding display text. (default: not selected)

Table 9-9 Fields in window "Edit broadcast"

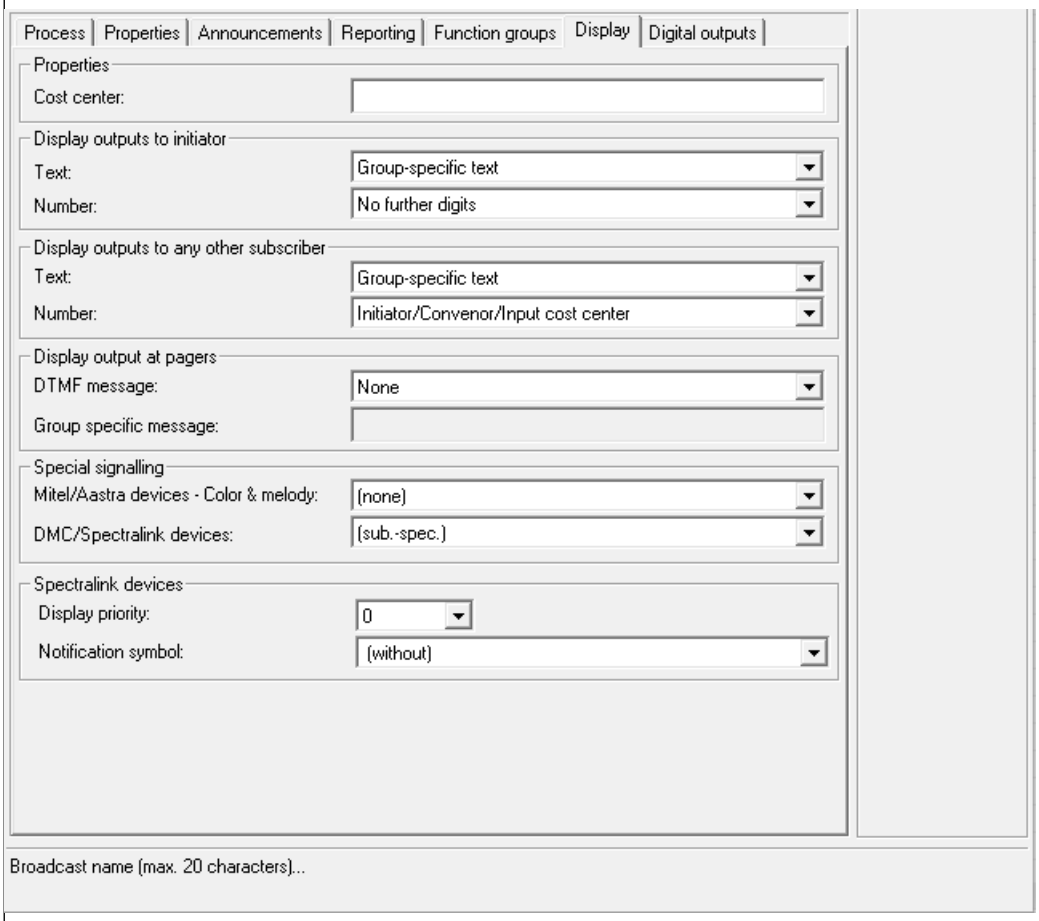
Field	Description
Tab "Display" 	
Window areas "Properties", "Display outputs to initiator", "Display outputs to any other subscriber" and "Display output at pagers" The OScAR server can output numeric and alphanumeric information on the Broadcast to all initiators and members/subscribers of a Broadcast. This information can also be used for accurate attribution of incurred telephone charges. The options available in the window areas "Properties", "Display outputs to initiator", "Display outputs to any other subscriber", and "Display output at pagers" are available to several applications in the same form as well, and are therefore described together here: ➤ see Section 5.19, "Display texts".	
Window area "Special signalling"	
Mitel/Aastra devices - Color and melody	Specifies the background color on the handset's display and the melody that is used for the Broadcast. (default: "Red + Melody 1")
DMC/Spectralink devices	Specifies the ringing signal used for messages to DMC/Spectralink devices. (default: sub.-spec.)
Window area "Spectralink devices"	

Table 9-9 Fields in window "Edit broadcast"

Field	Description
Display priority	This selection field determines the display priority for Spectralink terminals. If several messages are present at the same time, the "Spectralink DECT Server 8000 or 2500" sends the messages according to their priority. Note: If the display priority is 0, each message is displayed as a single separate message on the Spectralink terminal, otherwise the messages are merged into a rotating list.
Notification symbol	This selection field determines the message symbol for this broadcast, which is displayed on Spectralink terminals. (default: sub.-spec.)

Table 9-9 Fields in window "Edit broadcast"

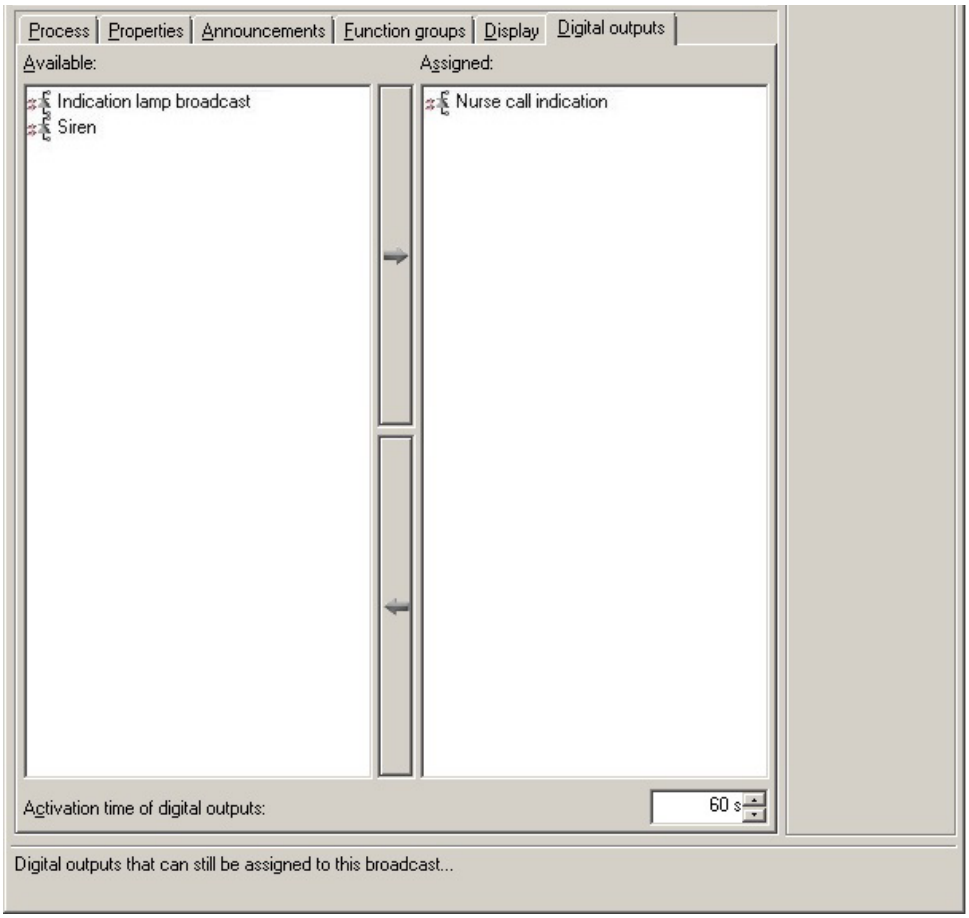
Field	Description
Tab "Digital outputs" 	
Available	List itemizing all available optocoupler outputs. To assign optocoupler outputs, select the entries you want to assign and use the upper arrow button. Note: This list exclusively shows the optocoupler outputs whose function is set to: "Controlled by application". see Section 5.11.15, "Configure optocoupler outputs"
Assigned	List with all available optocoupler outputs assigned to the Broadcast. In this way, you can simultaneously activate e.g. sirens and lamps with the launch if the Broadcast. To remove assigned optocoupler outputs, select the corresponding entries and click the lower arrow button. (default: empty)
Activation time of digital outputs	This field determines the duration (in seconds) that the assigned digital outputs are activated. If you select "(unlimited)", the digital outputs remain active during the entire Broadcast. (Default: "60 s")

Table 9-9 Fields in window "Edit broadcast"

9.7.2 Delete a Broadcast

Follow the below instructions to delete a Broadcast:

No.	Step
1.	Go to the tree and select the node "Broadcasts". The Broadcasts are now shown in the list window.
2.	In the list window, select the Broadcasts you want to delete.
3.	Click in the menu bar.
4.	Confirm the prompt with Yes. The selected Broadcasts are now deleted. If subscribers are still assigned to this Broadcast, the window "Delete broadcast with references" will automatically pop up. ➤ see Section 9.7.3, "Edit and delete Broadcast references"

Table 9-10 Delete a Broadcast

9.7.3 Edit and delete Broadcast references

From the window "Edit broadcast", click the button References to invoke the user window "Broadcast references"; when you try to delete a Broadcast that still has assigned subscribers, the window "Delete broadcast with references" will automatically open.

This window lists all subscribers that are entered for the Broadcast , for editing and deleting.

Follow the below instructions to edit or delete Broadcast references:

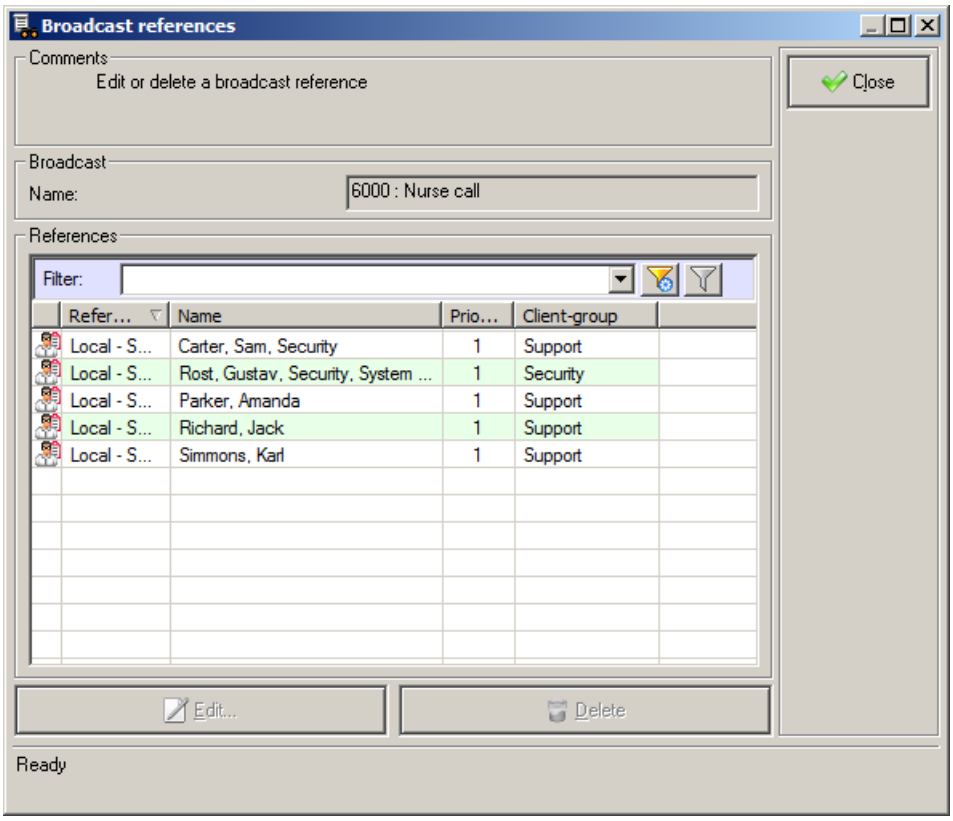
No.	Step
1.	Open the Broadcast you want to edit and click References. This will open the window "Broadcast references". 
2.	Edit Broadcast members: Go to the list area, select the reference entry you want to edit and click Edit.., or double-click the entry itself. This will open the window "Edit broadcast member". Use this window to make the changes you want to add. ➤ see Section 9.8.2, "Edit Broadcast members" Delete Broadcast members: Go to the list area, select the reference entries you want to delete and click Delete. Confirm the prompt with Yes. The selected reference entries are now deleted. When the entire listbox is empty, the Broadcast itself can be deleted.

Table 9-11 Edit and delete Broadcast references

9.8 Manage Broadcast members

Every Broadcast group can be assigned subscribers from the central list of subscriber. By doing so, they become Broadcast members. During the Broadcast, the system will apply the settings that are already assigned to these subscribers (e.g. "Timing"). In addition, you can define individual settings for the Broadcast member that shall only be applied in that particular Broadcast.

9.8.1 Add Broadcast members

Follow the below instructions to add a new Broadcast member to a Broadcast:

No.	Step
1.	Go to the tee and open the node "Broadcasts".
2.	in the tree, select the Broadcast to which you want to add new subscribers. All Broadcast subscribers who are already assigned to this Broadcast are shown in the list window.
3.	Click in the menu bar. This will open the window "Add new Broadcast member".
4.	In the list window, select all subscribers you want to assign to the Broadcast.
5.	Enter all the settings you want to make. ➤ see Section 9.8.2, "Fields in window "Edit broadcast member"" If you selected more than one subscriber, all marked subscribers are added with the same settings.
6.	Enable the field "Save settings as template" to use the settings as a template for the next new Broadcast member you want to add.
7.	Save your entries with Ok. The new Broadcast member(s) are now added.

Table 9-12 Add new Broadcast members



Note:
You can also use drag & drop to add subscriber from the subscriber list to the Broadcast in the tree view, with the mouse. This will add the subscriber as member to the Broadcast. Next, follow the steps described below the configure the settings for this Broadcast member:

9.8.2 Edit Broadcast members

Follow the below instructions to edit a Broadcast member:

No.	Step
1.	Go to the tee and open the node "Broadcasts".
2.	Go to the list window, select the Broadcast whose members you want to edit and click . All assigned Broadcast subscribers will be output in the list window.
3.	Go to the list window, select the Broadcast member you want to edit and . This will open the window "Edit broadcast member".
4.	Carry out the settings in keeping with the subsequent field descriptions.
5.	Confirm the security prompt and save your changes with Ok.

Table 9-13 Edit Broadcast member

Fields in window "Edit broadcast member"

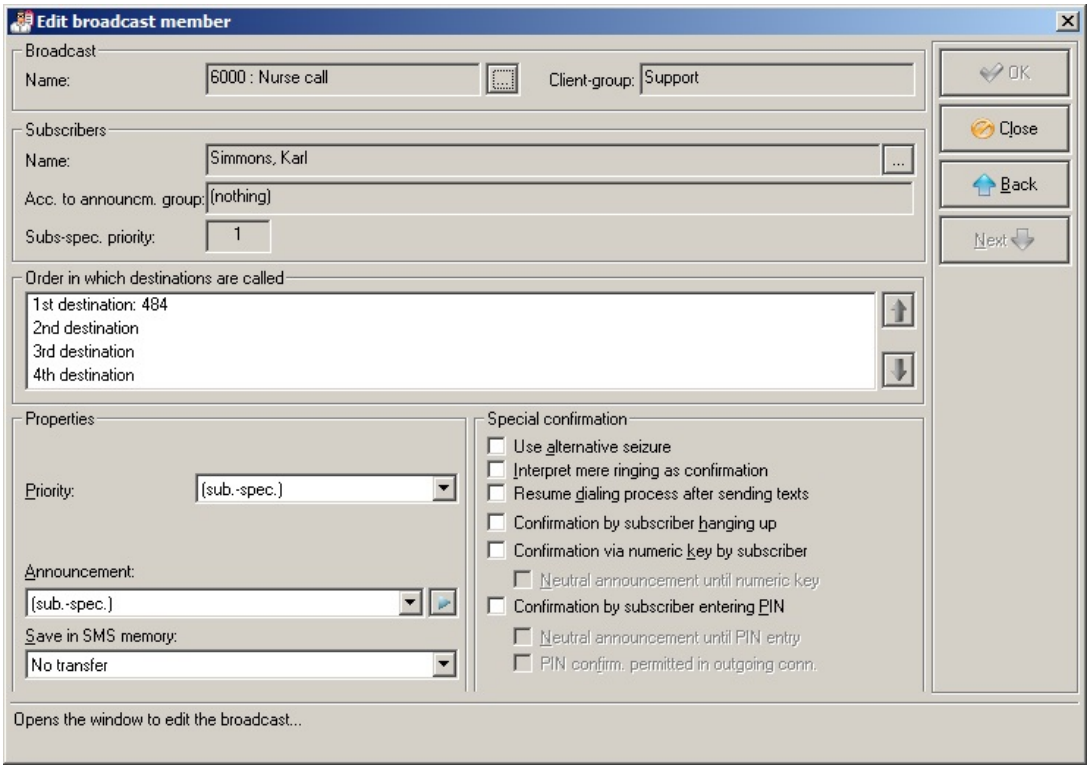
Field	Description
	
Window area "Broadcast"	
Name	The display output shows the ID and the name of the Broadcast. Via ... you can invoke the window "Edit broadcast".
Client-group	The display output shows the client-group to which the Broadcast is assigned.
Window area "Select subscriber(s)"	
Name	Output field that shows the name of the subscriber. You can also use ... to invoke the window "Edit subscriber".
Phone number	Output field that shows all destinations (phone numbers) of this Broadcast member.

Table 9-14 Fields in window "Edit broadcast member"

Field	Description
Acc. to announcm. group	Display field showing the announcement that is played both to this member in keeping with the announcement group-settings that were made for the subscriber, and in the Broadcast.
Subs-spec. priority	The display field shows the general subscriber-specific priority. ➤ see Section 8.3.1, "Add and edit Subscribers"
Order in which destinations are called	This edit field defines the sequence in which the system calls the destinations "1. Destination" - "4. Destination". Use to have the destination called sooner. Use to have the destination called later.
Window area "Subscr.-specific attributes":	
Function group	This field only appears if the property "Use function group" is activated in the Broadcast. ➤ see Section 9.7.1, "Add and edit Broadcasts" Use this selection field to define the function group to which the member/subscriber shall belong within the Broadcast. ➤ see Section 5.18, "Function groups" (default: "(none)")
Priority	This selection field exclusively specifies the priority of the member/subscriber within this Broadcast. The highest priority level is 9, the lowest priority level is 1. • (sub.-spec.) The priority counts that is set for this member/subscriber. • (inactive) The member/subscriber is ignored in the Broadcast process, and is therefore logged as "not reached". In this way, the member/subscriber can be temporarily deactivated without removing him/her altogether. • 1...9 The priority specified in the Broadcast is applied, not the priority set for the member/subscriber. (Default: "(sub.-spec.)" Note: If you set the priority for this subscriber to "(inactive)", e.g. because he/she is currently out of town, this setting will only be applied in this Broadcast if you also set "(subs.-spec.)".
Order number	The edit field determines the order number assigned to the subscriber (01...99). When a Broadcast is launched through the OScAR-TT Operator-Tool, you can, if needed, restrict the subscribers that shall be called to specific callable ranges of order numbers (e.g. to certain sections of a railway line). OScAR will also call the subscribers of a Broadcast group who were not assigned an order number ("any"), even if you limited the range of the order number. (Default: "(any)")

Table 9-14 Fields in window "Edit broadcast member"

Field	Description
Announcement	Selection field to specify an individual announcement for this member/subscriber, in Broadcasts that are based on the group plan. • (sub.-spec.) The member/subscriber gets the announcement in keeping with the announcement group settings and the settings made in the Broadcast (display output "Ann. acc. to group"). • Selected announcement Deviating from the Broadcast's default announcement, the Broadcast member/subscriber gets the announcement that is specified here. (Default: "(sub.-spec.)"
Save in SMS memory	Use this selection field to specify in what cases the alphanumeric message for the subscriber is transferred (saved) to the SMS memory for later retrieval: ➤ Section 6.1.2, "Configure the SMS retrieval service" • No transfer No SMS messages are saved in the SMS memory for this member/subscriber. • transfer only on neg. result SMS message are only saved in the SMS memory if the member/subscriber was not reached or confirmed negative. • transfer only on pos. result SMS messages are only saved in the SMS memory if the subscriber was reached, or if the subscriber sent a positive confirmation (e.g. if a service technician was called by OScAR and confirmed that he/she will take care of the problem). • Transfer always Here, SMS messages are always saved in the SMS memory. (Default: "no transfer")
window area "Special confirmation"	
Use alternative seizure	When this box is ticked, the system will apply the alternative seizure time. ➤ see Section 9.6, "Edit the Broadcasts application settings"
Interpret ring only as confirmation	When this box is ticked, the system considers the subscriber as "reached" as soon as the call rings at his/her phone (ringback tone at the destination). Especially in combination with the SMS retrieval service or confirmation by callback, the ringing of the telephone itself will be sufficient for OScAR to not call the subscriber again. This prevents the system from calling this member/subscriber again, because he/she has one of the below statuses depending on the type of confirmation requested: • "Subscriber reached" or: • "Subscriber must still confirm by callback" (for: "Also negative confirmation possible") (default: not selected)

Table 9-14 Fields in window "Edit broadcast member"

Field	Description
Confirmation by subscriber hanging up	This box cannot be selected together with "Confirmation through numeric key" or "Confirmation by subscriber entering PIN". When this box is ticked, the subscriber will be considered as reached as soon as he has received and listened to the playback of the announcement, and hung up at his end. With regard to answering machines or LB telephones, the requirement to hang up, i.e. the requirement to the called member/subscriber to end the call and hang up, offers additional safety. (default: not selected)
Confirmation via numeric key by subscriber	This box cannot be selected together with "Confirmation by subscriber hanging up" or "Confirmation by subscriber entering PIN". When this box is ticked, the member/subscriber must first listen to the announcement before pressing a key to confirm and then, • if "Also negative confirmation possible" is NOT ticked, the same member/subscriber can press any numeric key or the pertinent softkey, • if "Also negative confirmation possible" is configured for the Broadcast, the same member/subscriber can press 0 to confirm "negative", 1 to confirm "positive" and, where applicable, press 3 to send "I am the wrong person called", and/or 5 to make a callback call to the initiator. (Default: not selected)
Neutral announcement until numeric key	This field only becomes active when the box "Confirmation through numeric key" is ticked. When this box is ticked, the system will play a "Neutral announcement" first. The actual Broadcast announcement is only played after the key is pressed (for protection of confidential or classified information). (default: not selected)
Confirmation by subscriber entering PIN	This box cannot be selected together with "Confirmation by subscriber hanging up" or "Confirmation through numeric key". When this box is ticked, the member/subscriber will be counted as reached as soon as he/she has identified by PIN and confirmed positive, if applicable. ➤ see Section 9.3, "General aspects of subscriber alerting" (default: not selected)
Neutral announcement until PIN entry	This field only becomes active when the box "Confirmation by subscriber entering PIN" is ticked. When this box is ticked, the system will play a "Neutral announcement" first. The actual Broadcast announcement will only be played after the PIN is entered (protection of confidential and classified information). (default: not selected)
PIN confirmation allowed within outgoing connection	This field only becomes active when the box "Confirmation by subscriber entering PIN" is ticked. When this box is ticked, the PIN may be entered in the active connection. Otherwise a callback call must be made to identify oneself by PIN and, where needed, also confirm the call. (default: not selected)

Table 9-14 Fields in window "Edit broadcast member"

9.8.3 Edit specific priority of Broadcast members

Follow the below instructions to edit the priority of Broadcast members:

No.	Step
1.	Go to the tee and open the node "Broadcasts".
2.	Go to the list window, select the Broadcast whose members you want to edit and click . All assigned Broadcast subscribers will be output in the list window.
3.	Go to the list window, select the Broadcast member you want to edit and open the context menu with a right mouse click.
4.	Carry out the settings in keeping with the subsequent field descriptions.
5.	Confirm the security prompt and save your changes with Ok.

Table 9-15 Edit the priority of Broadcast members

Description of the fields in the context menu for the area Broadcast Members

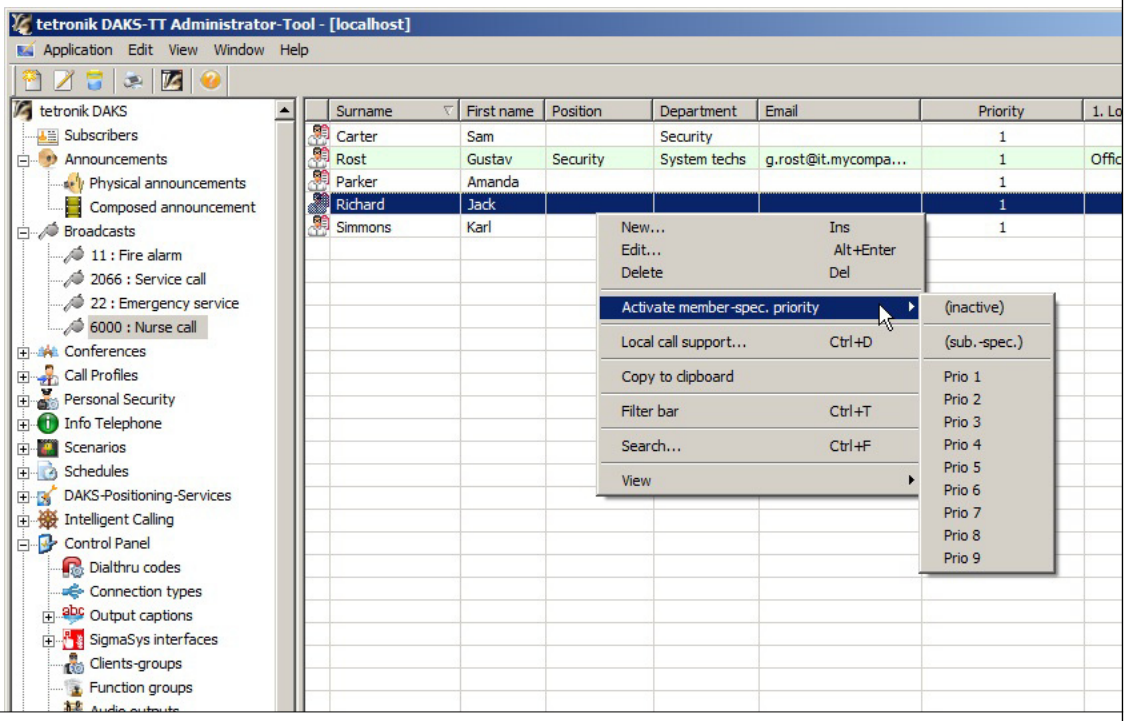
Field	Description
	
Menu item "Activate member-spec. priority"	
(inactive)	Use this field to specify that priority of all members in the selected Broadcast is set to "inactive". ➤ see Section 9.8.2, "Edit Broadcast members"
(sub.-spec.)	Use this field to specify that the priority of all members in the selected Broadcast is set to "Subs.-spec.". ➤ see Section 9.8.2, "Edit Broadcast members"
Prio 1 9	Use this field to specify the priority of all members in the selected Broadcast.

Table 9-16 Fields in window "Activate member-spec. priority"

9.8.4 Delete Broadcast members

Follow the below instructions to delete Broadcast members:

No.	Step
1.	Go to the tee and open the node "Broadcasts".
2.	Go to the tree and select the Broadcast from which you want to delete members. All members assigned to this Broadcast members are shown in the list window.
3.	In the list window, select the members you want to delete from this Broadcast.
4.	Click in the menu bar.
5.	Confirm the prompt by clicking on Yes. The selected members are now deleted.

Table 9-17 Delete Broadcast member

9.8.5 Register/Deregister Broadcast members

Via the web-based access, Broadcast members can

- register or deregister themselves, or
- can be logged on or off by the person responsible.

9.8.5.1 Service User

Note:
Service users are subscribers who are registered as members in at least one Broadcast call.

A service user can register or deregister for one or more Broadcast calls.

No.	Step	Section
1.	Create a subscriber with user ID and password (service user) or use an existing subscriber.	➤ see Section 8.3.1, "Add and edit Subscribers"
2.	Configure a Call Profile and define all possible service users as its targets.	➤ see Section 9.7.1, "Add and edit Broadcasts"
3.	Establish a connection to the server application OScAR-TT Web-Access via your browser and log in with the user ID and password of one of the created target participants.	➤ see Section 23.1.2, "Logon to DAKS-TT Notifier-Pro"
4.	All Broadcast calls (services) for which the subscriber is assigned as the target subscriber are displayed in the table with the current or desired status.	➤ see Image 9-2
5.	By selecting or deselecting in the "Desired state" column, the member can be logged on or off as an employee depending on the broadcast call. Note: Several states of members can be changed simultaneously. By clicking "Save" these settings are accepted.	➤ see Image 9-2
6.	Alternatively, you can also change your standby duty via telephone.	➤ see Section 12.13.10, "Change the on/off duty status, in a dialog"

Table 9-18 Logon/logoff service users

Assignment of a service user to his services:



Image 9-3 Configure a service user

9.8.5.2 Service administrator

Note:
Service administrators are subscribers who are entered in at least one Broadcast call as a profile responsible.

The service administrator can subscribe or unsubscribe members to one or more broadcast calls.

No.	Step	Section
1.	Create a subscriber with user ID and password (service user) or use an existing subscriber.	➤ see Section 8.3.1, "Add and edit Subscribers"
2.	Set up a Broadcast call and make sure that the checkbox "Allow selective logon/logoff" is active. Add all participants who are profile responsible to the "Responsible" section of the broadcast call.	➤ see Section 9.7.1, "Add and edit Broadcasts"
3.	Establish a connection to the server application OScAR-TT Web-Access via your browser and log in with the user ID and password of one of the existing service administrators.	➤ see Section 12.13.10, "Change the on/off duty status, in a dialog"
4.	All broadcast calls (services) in which the service administrator is assigned are displayed in the table.	➤ see Image 9-4
5.	Doubleclick the services in question, or select/deselect the service and click "Edit" to open the user dialog and assign the service users. Note: Several states of members can be changed simultaneously. By clicking "Save" these settings are accepted.	➤ see Image 9-5
6.	All members of this service are displayed in the table. In the column "Change state" the members can be logged on or off by selecting or deselecting them.	➤ see Image 9-5

Table 9-19 As service administrator report members on duty for services

Overview of the services in which the registered user is registered as "responsible":

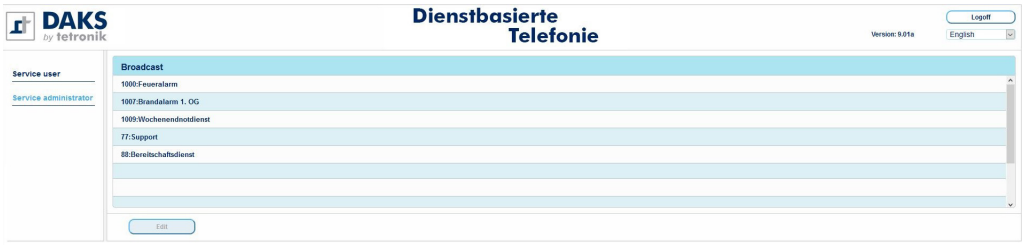


Bild 9-4 Selection of a service

Assignment of members to a service:

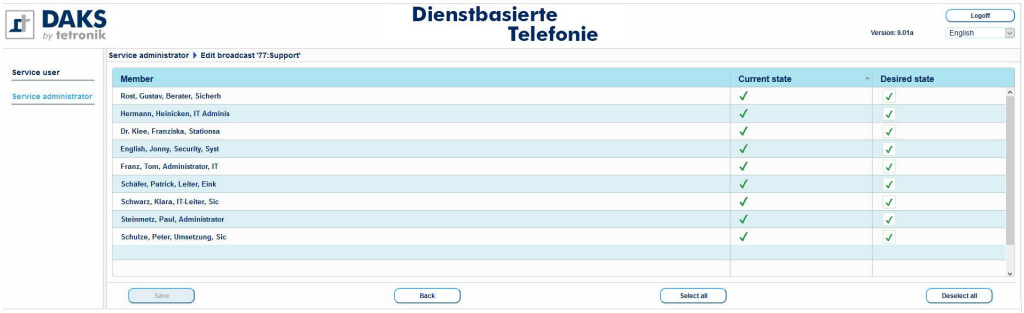


Bild 9-5 Assign members as service administrators to a service

9.9 Workflow of Broadcast

The below section describes the behavior of the OScAR server during Broadcasts. In addition to the system's general behavior, this sections describes in the special settings that enable you to tweak the processing of Broadcasts to your specific details.

9.9.1 General workflow behavior

Apart from other possible reasons, no Broadcast can be launched:

- if no Broadcast announcement is assigned at the Broadcast start,
- if the assigned Broadcast announcement has not been physically recorded,
- in the Broadcast, there are currently no subscribers that can be called by the system (no subscribers/members assigned),
- if the Broadcast has already been started and the field "Multiple initiations possible" is NOT enabled, or
- if the Broadcast was defined as lower priority, and a process with a higher priority is already active and ongoing in OScAR.



Note:

Other reasons why there are no Broadcast members/subscribers can also be:

- because the Broadcast only has one member/subscriber and this member/subscriber is in fact identical with the initiator,
- because the priority of all members/subscribers is: "(inactive)",
- because all members/subscribers of the Broadcast have already logged off, or
- because all destinations of all subscribers are ignored as a result of configured time segments or holiday settings.

If no system announcements or application specific announcements are assigned or recorded, OScAR will, if applicable, play a long tone or a sequence of tones, instead.

9.9.2 General details on PIN entries

You can oblige a Broadcast member/subscriber to identify by PIN in order to confirm a Broadcast. To do so, tick "Confirmation by subscriber entering PIN". If you also enable the feature "PIN confirmation allowed within the outgoing connection", the member/subscriber can confirm directly during the OScAR dial-up connection.

If the Broadcast was taken by a 3rd person (who does not knows the PIN) or by a mailbox (that is unable enter a PIN), or if the feature "PIN confirmation allowed within the ongoing connection" is enabled, the Broadcast member must make a callback call to the OScAR server in order to confirm by PIN.

➤ see Section 9.11.7, "Confirm Broadcasts positive/negative by callback with PIN"
➤ see Section 9.11.8, "Confirm Broadcasts in dialog by callback with PIN"

A Broadcast member that must callback to confirm by PIN can do so for as long as the call has not ended.

If a Broadcast member who is requested to confirm by PIN is registered in several Broadcasts, and if several of these Broadcasts are active at the same time (i.e. already started), the internal OScAR process logic ensures that this member is only "processed" in the next Broadcast (called), i.e. after the PIN confirmation has been completed for the pervious one.

This not only makes sure that at given moment in time there can never be more than one one Broadcast active per Broadcast member for whom a PIN confirmation is still outstanding, it also ensures that can be no wrong attribution of Broadcasts.

For PIN entries:

- you can delete incorrect entries with the star " * " key; here, pressing the star " * " key deletes the entire PIN entry made so far,

- the respective playback ends as soon as the first digit is received,
- when an incorrect PIN entry is made or a timeout is reached, a five-fold error tone is played and the system jumps right back to the initial input request (i.e. back to the announcement and display message "PIN?"),
- when the maximum "Interdigit time" of 8 seconds is exceeded, the system will count the PIN entry as incorrect,
- after the third incorrect PIN entry OScAR will disconnect.

9.9.3 Forward disconnect by the OScAR server

OScAR triggers a forward disconnect:

- after expiry of the times and cycles/iterations that are defined in the Application settings for Broadcasts:
  - where needed, after a delay of 8 sec. if the system is still waiting for an entry,
  - for multiline display messages at the earliest after the configurable time/duration
    ➤ see Section 9.6, "Edit the Broadcasts application settings" (tab: "Timing", window area: "Common parameters", field: "Max. display duration after announcement"),
- after playback of the "confirmed positive" or "confirmed negative" announcement, for multiline display outputs after a configurable time/duration.
  ➤ see Section 9.6, "Edit the Broadcasts application settings" (tab: "Timing", window area: "Common parameters", field: "Max. display duration after announcement"),

9.9.4 Display texts in the call connection

In all types of subscriber alarming, the system will always send during the call phase the single-line numeric and alphanumeric display message as defined in the Broadcast's display settings.

➤ see Section 9.7, "Manage Broadcasts"

For multiline messages (only in the CorNet-NQ/SIP-Q network):

- Messages can be scrolled with the star key and the pound key:
  - if PIN input is requested, once the PIN has been entered,
  - otherwise during the entire seizure period,
- the use of the star key or pound key (i.e. scrolling) has the effect that the maximum time until forward disconnect is reset to the value defined in the respective Application settings.

9.9.5 Callback/Initiator call

In addition to confirming positive or negative with 0 or 1 (or by using the corresponding softkeys), the system enables all called members/subscribers to additionally switch an actual callback to the caller by pressing 5 JKL or 6 MNO (or by using the corresponding softkeys).

For this feature the following requirements must be met:

- the Broadcast was either started by a third-party system (e.g. nurse call system), and is parameterized accordingly,
- or in the Broadcast, the field "Connect reached subscriber to initiator" is enabled, if needed also with the two subordinate fields next to "Upon key 5 also callback to:".



Note:

Callback calls can only be made if the below group-specific settings are made:

- The "umber of subscribers to reach" must be set to "1" (sequential or Parallel dialing by the system).
- The "Terminate on success" checkbox must be marked for parallel calls.
- It must be possible to confirm negative.
- It must be configured that the member/subscriber must confirm in the connection by pressing a key.

Functionality if started by third-party system

- Callback calls are initiated:
  - if only one callback destination is enabled (call system or telephone): by pressing 5 JKL or 6 MNO (or by using the corresponding softkey),
  - if two callback destinations are enabled: by pressing 5 JKL for callback to the call system, or 6 MNO for callback to the telephone.
- If the callback call fails because the destination was busy, because the destination could not be reached for technical reasons, because there was no authorization to call the destination again (no redialing), because the OScAR server had no more channels available, or because the call was not accepted:
  - the target is played 5 short tones,
  - the called target is played the Broadcast announcement with the relevant prompt, and
  - the called target can choose between 0 , 1 , 5 JKL and 6 MNO (or use the corresponding softkeys).
- Once the connection for the callback call is established, the called person (e.g. an alerted nurse, is given different signaling options to respond to the current situation, e.g. to choose:
  - "Delete call" or
  - "Save call".

For this you can configure in the OScAR server which special signalings made during a callback call shall be assessed by the OScAR server: none, only # , only 1 , or 1 # , and which of these shall automatically end the call.

➤ see "Server Configuration Manual DAKSpro 5"

If the nurse ends the callback call by going on hook or by pressing the corresponding key (configurable, see below), the connection to the called patient is also released.

If the call is ended because the patient hangs up or via the nurse call interface, the connection to the nurse will continue to be retained for another 8 seconds. After this time the connection will be released by the OScAR server, but during this time the nurse can, where applicable, still signal with # or 1 .

In the Parallel dialing of subscribers, OScAR will cancel parallel calls the moment the callback call is through-connected.

Call systems with or without DTMF decoder

In combination with a nurse call interface equipped with a DTMF decoder (typical for "TotalWalther medicall 800"), the OScAR server enables a transparent dialog for the callback call between the nurse and the nurse call interface, including the translation by the OScAR server of the keypad signaling that received to DTMF, as well as the transmission of this information to the nurse call interface. In combination with a nurse call interface without a DTMF decoder or with callback calls in the direction of the telephone, the nurse signals in the direction of the OScAR server by pressing a key, after which a corresponding message is issued to the nurse call system via the data interface.

For "TotalWalther medicall 800", the signaling is usually carried out as follows:

- the key 1 indicates: "Call processed" and the callback call is not automatically ended
- the pound # key indicates: "terminate" with automatic hang-up on the side of the telephone interface (faster than busy tone detection; no busy tone over the loudspeaker).

Functionality for "Connect reached subscriber with initiator"

If the field "Connect reached subscriber with initiator" is enabled in the tab "Process", the OScAR server puts the first subscriber who is "reached" through to the initiator and connects both in a bilateral call.

If either of the two fields "Upon key 5 also callback to: Calling No./digital input cost center" or "Upon key 5 also callback to: Initiator cost center" is additionally enabled, the bilateral call is only switched through after the reached subscriber presses the key 5 JKL .

If the initiator was already disconnected he/she will also be called back in these cases:

- either at his/her calling number or, if triggered via digital input, at this cost center,
- or at the cost center of the initiator.

9.9.6 Special behavior for Broadcasts with positioning requests

If the box "Position initiator" is ticked, the positioning requests will always be addressed to the OScAR Positioning Services (DPS) if:

- the alarm is a Personal Security alarm, or
- the Broadcast was initiated from a telephone with CLIP.

The positioning server transmits to the OScAR server:

- text information that describes the location and
- the numbers of up to 10 partial announcements that specify the position and that are saved in the OScAR server.

In a Broadcast (and also for its follow-on Broadcasts), the partial announcements that are activated in the OScAR server by the positioning server are attached to the Broadcast announcement(s), forming a so-called composed announcement. Please bear in mind that no more than 16 partial announcements may be interconnected in OScAR to form a composed announcement, i.e. the system will discard any activated partial announcement beyond this number.

The maximum wait time for a positioning result is 30 seconds. If no positioning results are obtained during this time an alarm is automatically launched, just as it would have been if no positioning request had been made.

In a Broadcast (and also in a follow-up Broadcast), the text information received by a positioning server is preceded by the following details:

- the phone number of the initiator or distressed person
- a colon
- the name of the initiator or distressed person
- a line break

For Broadcasts you can also specify if you want the OScAR server to continue with a cyclical location tracking of the initiator (approx. every 30 seconds), and if you want this information to be made available to all Broadcast members/subscribers that were reached.

9.10 Operate Broadcasts via the OScAR-TT Operator-Tool



Note:
To operate Broadcasts via the OScAR-TT Operator-Tool, you need the pertinent administrator rights and a password, as well as the pertinent operator rights and a PIN.

The OScAR-TT Operator-Tool also provides options to start Broadcasts with customized settings, if needed. Also, Broadcasts can be monitored in the "Broadcast" window, even if they were started over the telephone, via digital input or through a data interface.

9.10.1 Start individual Broadcasts

Follow the below instructions to launch Broadcasts:

No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	There are three ways to start Broadcasts: • Open the pull-down menu "Operations" and select "Launch broadcast". • Go to the command bar, and there go to the right of the button Broadcasts (m/n) and click  . • Press the hotkey: **<CTRL+B>.** This will open the window "Launch broadcast".
3.	From the list field, select the Broadcast you want to start.
4.	The following options are available for the selection of the announcement: • choose the setting "(According to group plan)", • create a new composed announcement on the fly (ad hoc), • create a new current announcement using the text-to-voice conversion, or • select a predefined announcement.
5.	Make all necessary additional settings in keeping with the subsequent field descriptions.
6.	Click Ok to start the Broadcast. The Broadcast will be started and the Broadcast window will automatically open. ➤ see Section 9.10.6, "Monitor Broadcasts"

Table 9-20 Start individual Broadcasts

Description of the fields in the window "Launch broadcast"

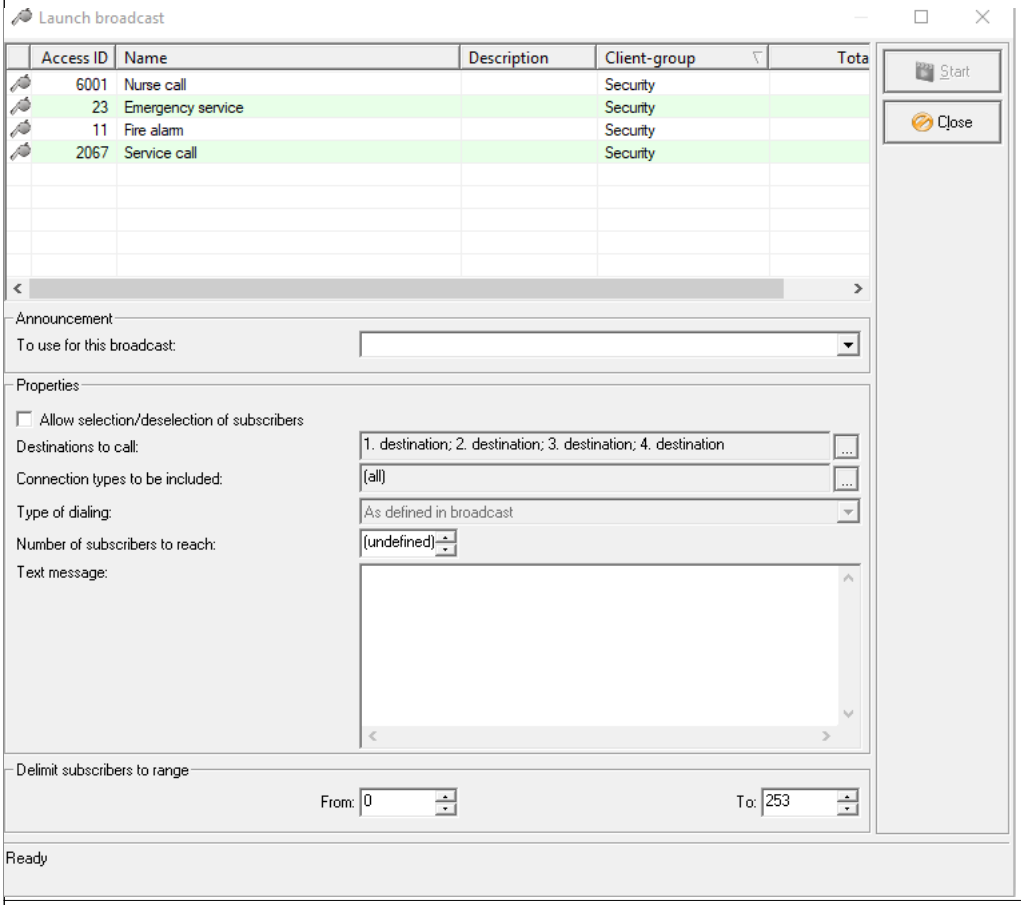
Field	Description
	
Lists with the available Broadcasts:	
ID	Column with the IDs of the Broadcasts.
Name	Column with the descriptions for the Broadcasts.
Client-group	Column with the client-groups assigned to the Broadcasts.
Total subscr.	Column with the number of subscribers assigned to the Broadcasts.

Table 9-21 Fields in window "Launch broadcast"

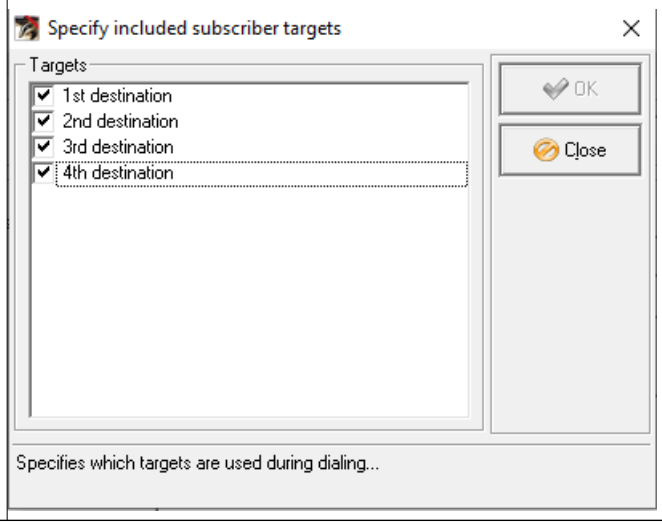
Field	Description
Window area "Announcement"	
To use for this broadcast	Drop-down combobox to select an announcement for this Broadcast. In addition to the predefined announcements you can also choose: • according to group plan Here, the subscribers are played the announcements that have been defined for this Broadcast or for its its members. • ** Compose announcement ... ** Opens a window to compose an ad hoc announcement on the fly. ➤ see Section 9.10.4, "Start Broadcast with announcements composed on the fly (ad hoc)" • ** Convert text to voice... ** Opens a window to generate an ad hoc announcement from a text. ➤ see Section 9.10.5, "Start Broadcast with an ad hoc announcement generated from a text" (Default: if available "(According to group plan)", otherwise: blank) Note: Only if the selection "(According to group plan)" is made are the announcements played to the Broadcast members/subscribers in the way they are defined for the Broadcast and for the subscribers. In all other cases, all Broadcast members/subscribers will consistently receive the same announcement as defined here.
Window area "Properties"	
Allow selection/deselection of subscribers	When this box is ticked, you can, right after the Broadcast start and in a separate window, deselect one or several Broadcast members; as a result of this deselection, these members are NOT called during the Broadcast. ➤ see below (default: not selected)
Destinations to call	This selection field is opened with the button ... and determines which destinations (phone numbers) are called. (Default: "Call all destinations sequentially") 

Table 9-21 Fields in window "Launch broadcast"

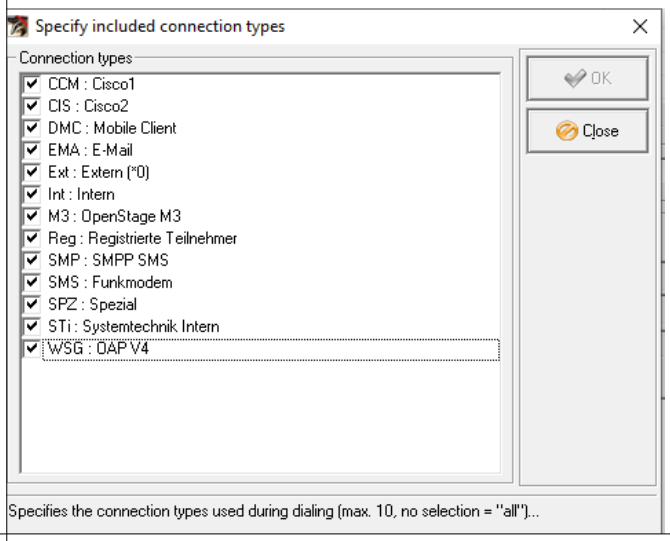
Field	Description
Connection types to be included	This selection field is opened with the button ... and determines which connection types will be chosen. (Default: "Choose all connection types") 
Type of dialing	Selection field to define the way in which the Broadcast members are called. You can chose between: • As defined in broadcast, • Parallel dialing and • Sequential dialing. (Default: "As defined in broadcast")
Number of subscribers to reach:	This selection field determines how many members of an active Broadcast must be reached.
Text message	This edit field defines where needed the message (max. 160 characters) that is output to all subscribers on the display or as SMS. (default: empty)
Window area "Delimit subscribers to range"	
from to	These selection fields limit the group of members/subscribers who are called by the system, to ranges of sequential numbers (e.g. to specific sections along a railway line). The system will also call members of a Broadcast who are not assigned an order number ("Unspecified"), even if the range of the order numbers was restricted. (Default: "0" and "255")

Table 9-21 Fields in window "Launch broadcast"

9.10.2 Select/deselect members after the Broadcast launch

Provided you activated the above-mentioned box "Allow de-/selecting of subscribers" in the window "Launch broadcast", the Broadcast will be started when you press the Start button, but in a waiting state during which the subscribers are not yet called.

The below window will open up. Use this window to define again, for every single Broadcast member/subscriber, if he/she shall be called or not.



Image 9-6 Select/deselect members

Note:
Bear in mind that the time period that is available for the selection/deselection of Broadcast members and the subsequent start of the active dialing process is configurable yet restricted. After expiry of this period, the OScAR server will cancel the Broadcast.

➤ see Section 9.6, "Edit the Broadcasts application settings"

Special information for operation

Remove the tick from all members/subscribers who shall NOT be called, or tick all subscribers who shall be called.

To remove/set the tick for several members/subscribers in one step, go to the list field, select the lines in question (with <SHIFT> + click or <CTRL> + click) to the right of the marking. Next, click the checkbox of one of the lines you just selected. This will set the marking/delete the marking for all selected lines.

9.10.3 Start a hunt group

The OScAR-TT Operator-Tool can also be used to form and start a hunt group that may consist of up to 16 Broadcasts. Please note that the maximum number of subscribers in a hunt group may not exceed the maximum licensed number of subscribers in a Broadcast.

Subscribers who are already assigned members of several of the selected Broadcasts will be entered no more than once in the hunt group.

Note:
Due to the fact that the specific properties of the Broadcast members can differ in the individual Broadcasts, and therefore contradict one another when joined in a hunt group, these properties are standardized as described below and have the these properties:

- subscriber-specific priority ("(subs-spec.)")
- any order number ("(any)")
- subscriber-specific announcement ("(subs-spec.)")
- no transfer to SMS memory ("no transfer")
- no special confirmation (no field selected)

➤ see Section 9.8.2, "Edit Broadcast members"

Follow the below instructions to create and start a hunt group:

No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.

Table 9-22 Start hunt group

No.	Step
2.	There are three ways to start Broadcasts: • open the pull-down menu "Operations" and select "Launch broadcast", • go to the command bar, and there go to the right of the button Broadcasts (m/n) and click  , or • press the hotkey: <CTRL+B>. This will open the window "Launch broadcast".
3.	From the list field, select between a minimum of two and a maximum of ten Broadcasts, from which you want to form a hunt group. To do so, press CTRL and/or the SHIFT and keep the key(s) pressed to carry out the selection.
4.	Carry out the settings in keeping with the subsequent field descriptions.
5.	Click Ok to start the hunt group. This will start the hunt group and open the Broadcast window. ➤ see Section 9.10.6, "Monitor Broadcasts"

Table 9-22 Start hunt group

Description of the fields in the window "Launch broadcast" when forming a hunt group:

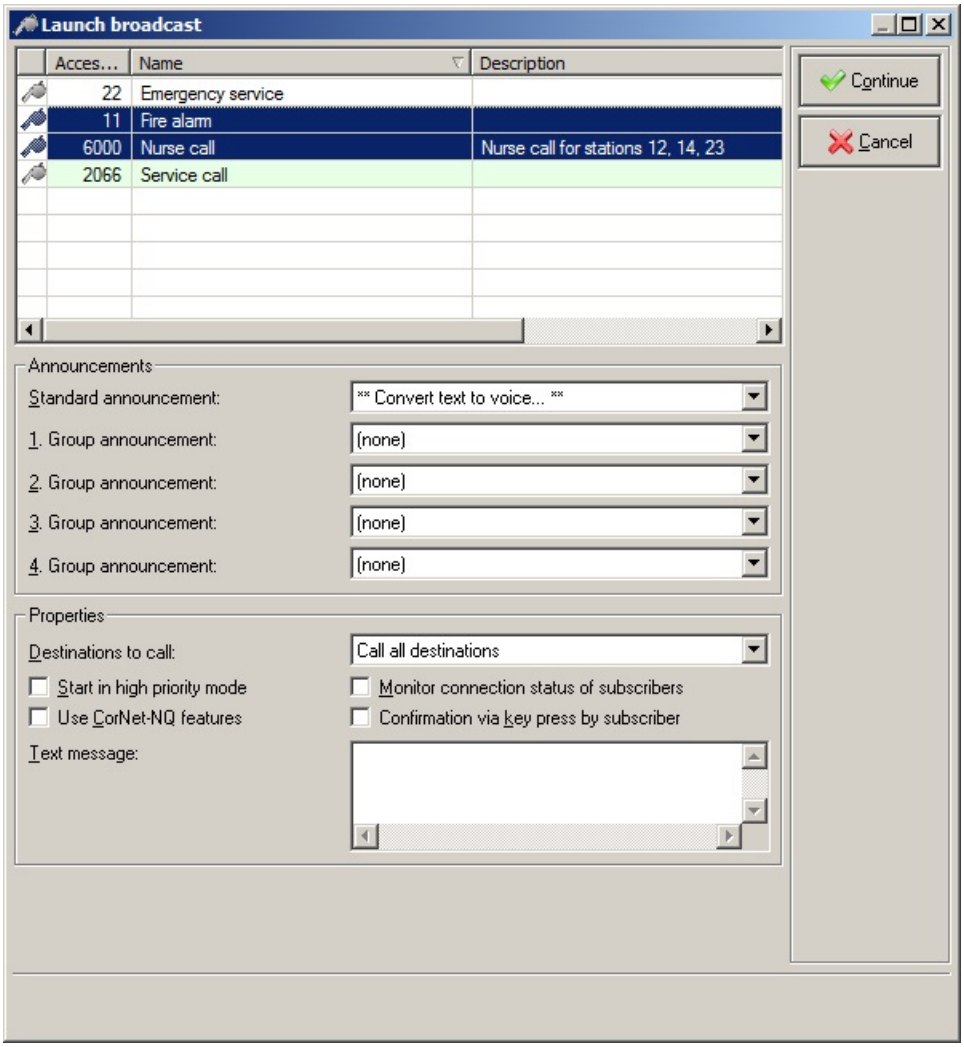
Field	Description
	
Lists with the available Broadcasts	
ID	Column with the IDs of the Broadcasts.
Name	Column with the descriptions for the Broadcasts.
Client-group	Column with the client-groups assigned to the Broadcasts.
Total subscr.	Column with the number of members assigned to the pertinent Broadcast.

Table 9-23 Fields in window "Launch broadcast" for hunt groups

Field	Description
Window area "Announcements"	
Default message (or pertinent description)	Selection field to specify the default announcement of the hunt group. In addition to the predefined announcements you can also choose: • ** Compose announcement ... ** Opens a window to compose an ad hoc announcement on the fly. ➤ see Section 9.10.4, "Start Broadcast with announcements composed on the fly (ad hoc)" • ** Convert text to voice... ** Opens a window to generate an ad hoc announcement from a text. ➤ see Section 9.10.5, "Start Broadcast with an ad hoc announcement generated from a text" (Default: "(none)")
Group <no.> (or corresponding description)	Up to 4 selection fields to determine the announcement group(s) that shall be applied in the hunt group. How many selection fields are shown depends on the value that is entered in the window "Broadcasts - Edit application settings", and there in the tab "General" under: "Number of announcement groups". These additional announcements make it possible to define that, in an individual Broadcast, the system plays different announcements to different alerted members/subscribers. ➤ see Section 9.8, "Manage Broadcast members" This is of particular benefit: • in a multi-lingual environment (in hotels or in multi-lingual countries, such as Switzerland) • for Broadcasts that shall be used to relay both unclassified and confidential information at the same time. (Default: "(none)")  Note: If a member/subscriber is assigned to an announcement group, but this announcement group is not yet assigned an announcement here, or if the assigned announcement is not yet recorded, the member/subscriber will be played the default message, instead.
Window area "Properties"	
Destinations to call	This selection field determines which destinations (phone numbers) are called. • Call all destinations sequentially First, all subscribers/members are called at the 1st destination (first phone number); only if not reached are they called at their 2nd destination, then, if applicable, at their 3rd destination and finally, if applicable, at their 4th destination. • Only call 1st destination With this setting, the members/subscribers are only called at their 1st destinations (first phone numbers). • Start call at 2nd destination The members/subscriber are only called at their 2nd destinations (seconds phone numbers); only if Not reached are they called at their 3rd destination and, where applicable, at their 4th destination. (Default: "Call all destinations sequentially")

Table 9-23 Fields in window "Launch broadcast" for hunt groups

Field	Description
Start in high priority mode	When this box is ticked, the hunt group becomes a high-priority Broadcast, otherwise it has a low priority. When a hunt group has a high priority and is started, it will end all low priority processes hat are active at this moment, namely: • Broadcasts, • Conferences and • Call Profiles. In contrast, high priority Broadcasts cannot be ended by a high priority hunt group. (default: not selected)
Use CorNet-NQ features	When this box is ticked, you can use system-specific options assigned to the destinations of this subscriber (e.g. call waiting, call override, forced release). (default: not selected)
Monitor connection status of subscribers	When this box is ticked, a reached subscriber is immediately disconnected when he/she goes into a consultation hold or tries to convene a local 3-party Conference (essential for confidential calls). (default: not selected)
Confirmation through numeric key	When this box is ticked, all reached subscribers are requested to confirm acceptance of the call by pressing a numeric key (any). This makes sure that no call that accidentally ran into an answering machine is counted as "Subscriber has been successfully reached". (default: not selected)
Text message	This edit field determines where needed the short text message (max. 160 characters) that is output to all subscribers on their display or as SMS message. (default: empty)
Window area "Delimit subscribers to range"	
From To	These selection fields limit the group of subscribers who are called by OScAR, to ranges of sequential numbers (e.g. to specific sections along a railway line). The system will also call Broadcast subscribers who are not assigned an order number ("Unspecified"), even if the range of the order numbers was limited. (Default: "0" and "255")

Table 9-23 Fields in window "Launch broadcast" for hunt groups

9.10.4 Start Broadcast with announcements composed on the fly (ad hoc)

Follow the below instructions to compose a Broadcast announcement:

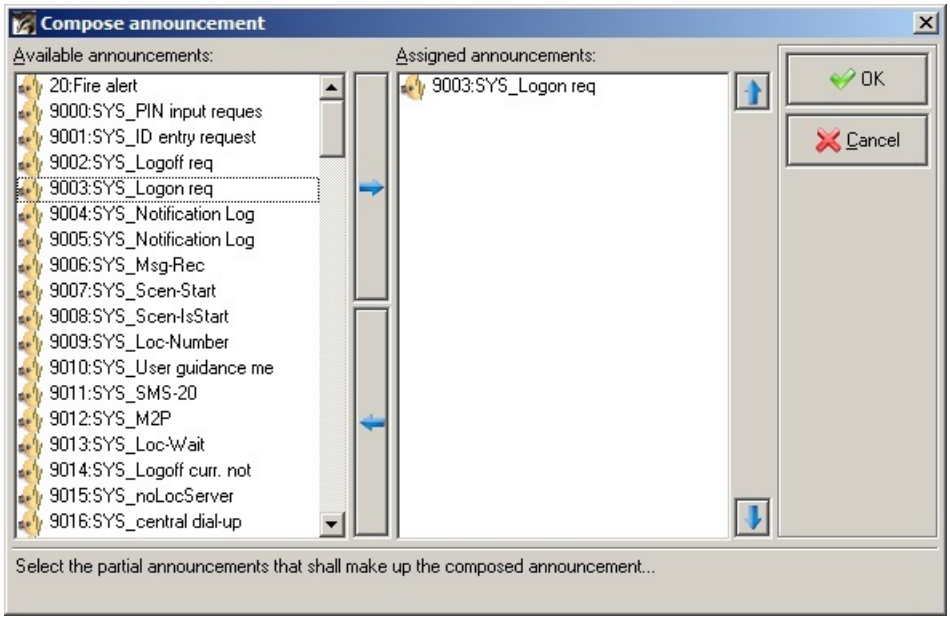
No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	There are two ways to start Broadcasts: • open the pull-down menu "Operations" and select "Launch broadcast" or • click  . This will open the window "Launch broadcast".
3.	From the list field, select the Broadcast you want to start.
4.	Go to the window area "Announcements" and set the field "Default message" to "** Compose announcement... **". This will open the window "Compose announcement": 
5.	Assign from the available announcements the ones you want to use. The following options are now available: • In the pertinent list field ("Available announcements" and "Assigned announcements"), select the announcements you want to use and move them to the other list with the arrow buttons. • In the pertinent list field ("Available announcements" and "Assigned announcements"), doubleclick the announcement you want to use. This will move it to the other list.
6.	If needed, change the order of announcements. To do so, go to the right list field, select the announcement and move it further up or down in the list with the buttons  and  .
7.	Save your changes with Ok. This will create an entry in the list that includes the selected announcements, and that is shown between "++" signs.
8.	If necessary, specify further settings in the window "Launch broadcast".
9.	Click Ok to start the Broadcast. The Broadcast will be started and the Broadcast window will automatically open. ➤ see Section 9.10.6, "Monitor Broadcasts"

Table 9-24 Start a Broadcast with ad hoc composed announcement

9.10.5 Start Broadcast with an ad hoc announcement generated from a text

Follow the below instructions to launch a Broadcast with an ad hoc announcement generated from a written text:

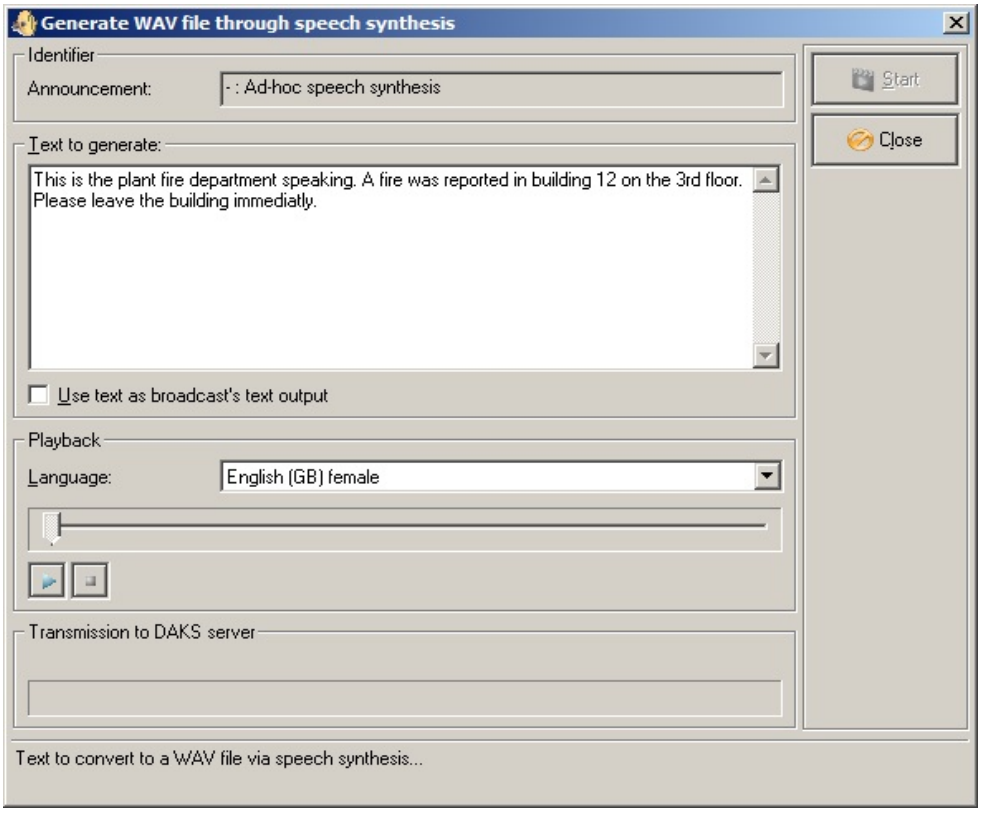
No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	There are two ways to start Broadcasts: • open the pull-down menu "Operations" and select "Launch broadcast" or • click . This will open the window "Launch broadcast".
3.	From the list field, select the Broadcast you want to start.
4.	In the window area "Announcements" set the field "Default announcement" to "** Covert text to voice... ** or, if Convert text to voice... ** is already configured, click Continue. This will open the window "Generate WAV file through speech synthesis": 
5.	This will show the entry "++ Ad hoc speech synthesis ++" in the selection field "Default announcement".
6.	This edit field in the window area "Text to generate" defines the text that you want to synthesize. Note: During the speech synthesis and playback, the edit field "Text to generate" remains inactive and therefore write-protected (read only).
7.	If needed, tick the box "Adopt text to "text message" too". This will copy the text you have just entered, and paste it to the field "Text message" in the window "Launch broadcast", and there in the window area: "Properties".
8.	Next, go to the window area "Play back", and there to the field "Language", to choose the language you want to utilize for the speech synthesis.

Table 9-25 Start Broadcast with ad hoc announcement generated from text

No.	Step
9.	Click  to activate the speech synthesis. After the speech syntheses is completed, the system will automatically playback the generated announcement.
10.	In the window area "Transmission to OScAR server" you can also watch the progress of the transmission of this announcement to the OScAR server.
11.	If necessary, repeat steps 5 and 9 to adjust the announcement.
12.	The Start button only becomes activate after you have listened to the announcement - after entry/edit of the text - and after the transmission of the announcement to the OScAR server has been fully completed. Click Start to accept the generated announcement into the Broadcast and to launch that Broadcast. This will open the Broadcast window. ➤ see Section 9.10.6, "Monitor Broadcasts"

Table 9-25 Start Broadcast with ad hoc announcement generated from text

9.10.6 Monitor Broadcasts

The OScAR-TT Operator-Tool can be used to monitor Broadcasts, check their success, and cancel a Broadcast early after its start. You can also monitor Broadcasts that were launched over the phone, via a digital input or through a data interface.

The operator can only monitor the Broadcasts that belong to his/her client group as well as "global" Broadcasts.

For Broadcasts that were started from via the OScAR-TT Operator-Tool:

- The "Broadcast" window will automatically open and be placed on top.
- When the Broadcast ends or when the Broadcast is terminated early by hand (manually), the "Broadcast" window will remain open nonetheless and has to be closed manually.
  This enables you to evaluate and classify your Broadcasts even after they have ended.
  ➤ see Section 9.10.8, "Cancel a Broadcast"
- In the menu bar, click "Window" and select "Auto broadcast window" to have the system open every Broadcast that is already started (also over the phone, via digital input or through a data interface), each in a separate "Broadcast" window. Here, the currently active window remains in the foreground´, i.e. on top.
  Otherwise, a corresponding "Broadcast" window will only be opened and similarly placed on top if you launched the Broadcast through the OScAR-TT Operator-Tool. It is then also placed at the top.
  For all other Broadcasts that are currently active, OScAR will highlight their corresponding entries in the overview window.

Broadcasts that are started over the phone, via digital input or through a data interface:

- The "Broadcast" window will automatically open when you select the menu item "Auto broadcast window" from the pull-down menu "Window".
  Otherwise, the started Broadcast will be output in the tree view and marked in bold print. For monitoring you must invoke and open the "Broadcast" window by hand (manually).
- When the Broadcast ends or when it is terminated early by hand, (manually) the "Broadcast" window will automatically close.
- Use the options to define on a user-individual basis if these "Broadcast" windows shall also be automatically placed at the top and, where needed, if these windows shall be closed after a time-delay when the Broadcasts end.
  ➤ see Section 4.3, "Define options"

Details on Broadcasts and subscribers

If a Broadcast window is open, you can call up information on the Broadcast and on its subscribers or end the Broadcast via the pull-down menu "Operations":

- Broadcast:
  Description of the information on an active Broadcast
  ➤ see below "Description of the information on an active Broadcast"
- Subscriber properties (does not apply to hunt groups):
  Definition of the selected Broadcast member.
  ➤ see Section 9.8.2, "Edit Broadcast members"
- Subscriber results:
  Output of the current status des of the selected Broadcast member.
- Cancel a Broadcast:
  Manual cancellation of the Broadcast that is currently ongoing and active.
  ➤ see Section 9.10.8, "Cancel a Broadcast"



Note:
Broadcasts can only be monitored in the OScAR-TT Operator-Tool if you do not tick the box "Prevent operators from monitoring broadcast via PC". You can find this box in the window "Edit broadcast", and there in the tab "Properties".

Follow the below instructions to monitor Broadcasts:

No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	There are several ways how to open the Broadcast window: • If you started a Broadcast via the OScAR-TT Operator-Tool, the window will automatically open and be placed on the top. • Select "Auto broadcast window" in the pull-down menu "Window". All Broadcasts that are currently active are automatically output in a window. • Select "Display broadcast" in the pull-down menu "Operator". If only one Broadcast is currently active, OScAR will open the matching window. If several Broadcasts are currently active they are listed in a selection window. Select the Broadcast and confirm with Ok.
3.	You are shown the Broadcast status and you can control the Broadcast.

Table 9-26 Monitor Broadcasts

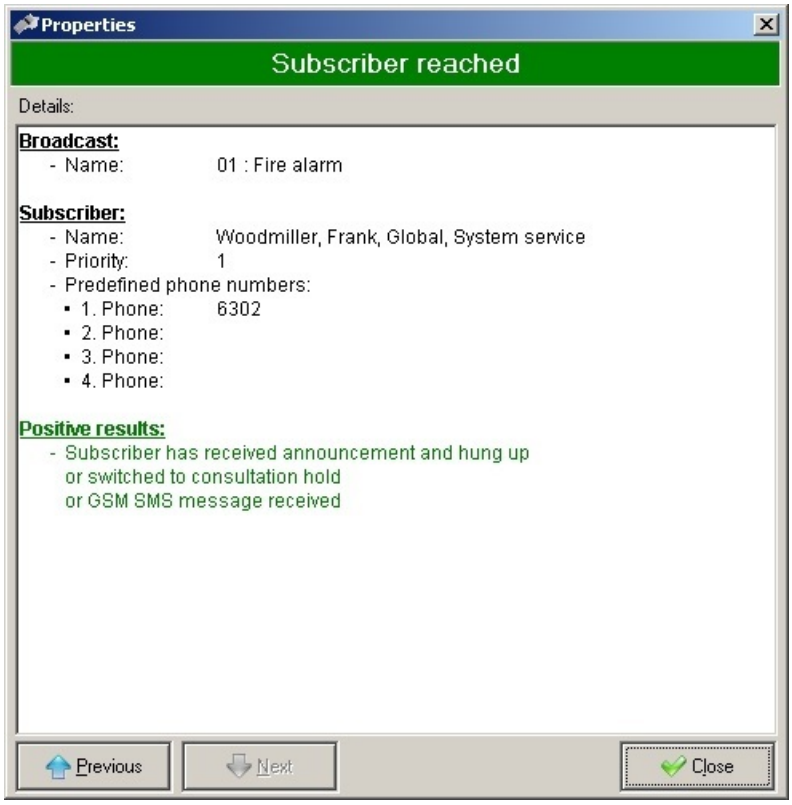
No.	Step
4.	You can also invoke detailed status information on the individual Broadcast subscribers. To do so, select the wanted subscriber in the Broadcast window and click  . This will open the "Properties" window where you will find all essential details on the status of the subscriber. 

Table 9-26 Monitor Broadcasts

Description of the symbols and list areas in the "Broadcast" window

The "Broadcast" window outputs a variety of details on the status of the Broadcast.

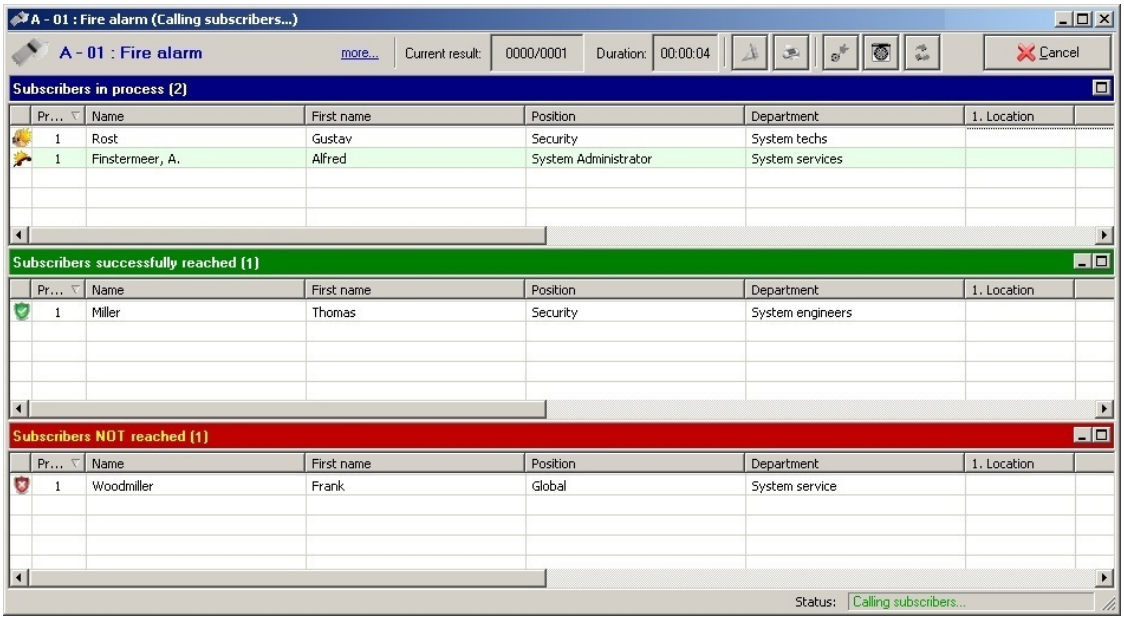
Field/Symbol	Description
	
Title area	
Title bar	Display of the Broadcast name for a positive identification if several Broadcasts are started at the same time.
Current result	Display field that outputs the subscribers that have already been reached in relation to the total number of subscribers that need to be reached by OScAR. This field is constantly updated during the active Broadcast.
more...	Click "more..." to open the window with the details on the current Broadcast. ➤ See: "Description of the information on an active broadcast"
	Button to have OScAR output detailed information on the selected subscriber. ➤ see above
	Button to have the Broadcast report file printed directly. This button is only enabled after the end of the Broadcast.
  	Buttons used for the positioning results. ➤ see Section 16.6.2.1, "Toolbar and menu items"
	Button to end a Broadcast ➤ see Section 9.10.8, "Cancel a Broadcast"
List window "Subscribers in process" (shows all subscribers currently being called or being played back the announcement).	
	This symbol marks subscribers who are presently being currently called.

Table 9-27 Description of the list areas in the "Broadcast" window

Field/Symbol	Description
	This symbol indicates subscribers who are presently being played the announcement.
	This symbol denotes subscribers who still need to confirm by callback. ➤ see Section 9.11.7, "Confirm Broadcasts positive/negative by callback with PIN"
	This symbol denotes subscribers who are presently in a dialing pause, e.g. because there is no line free at the moment, or for whom the next call attempts has not yet started.
Window area "Subscribers successfully reached"	
	This symbol indicates subscribers who have been successfully reached.
Window area "Subscribers NOT reached"	
	This symbol indicates subscribers who have not been reached.
Status line	
Status	Output of the Broadcast's current status, e.g.: • "Calling subscribers... • "Process completed"

Table 9-27 Description of the list areas in the "Broadcast" window

Description of the information on an active Broadcast

The "Broadcast" window outputs a variety of details on the status of the Broadcast.

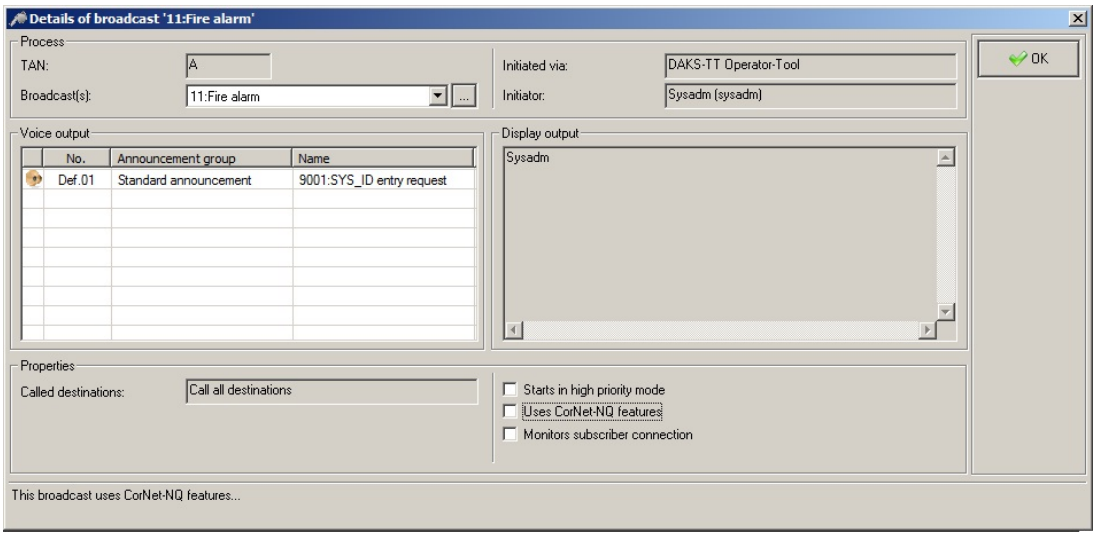
Field/Symbol	Description
	
Window area "Process"	
TAN	This output determines the current transaction number of the Broadcast process.
Broadcasts(s)	Selection field to output other Broadcast(s) that together form this Broadcast. This field shows more than 1 Broadcast only for hunt groups.
	Button to open a window showing the definition of the Broadcast that is currently chosen in the selection field. ➤ see Section 9.7.1, "Add and edit Broadcasts" This button is not enabled for hunt groups.
Initiated via	This field shows how the Broadcast was launched.

Table 9-28 Description of the information on a Broadcast

Field/Symbol	Description
Initiator	This field shows the subscriber who was identified by the system as initiator. For Broadcasts triggered over the phone, this field will output the calling number and the calling name, provided this information was received.
Voice output	List field showing the announcements used in the Broadcast. Here, the following applies to the entries listed in the column "No.": • "Def.01" = announcement for the default announcement group, • "Def.01... Def.xx" = component of a composed announcement for the default announcement group • "Grp.1...4" = announcement for the announcement groups 1 through 4,
When this box is ticked, the text that is entered in "Display output" becomes in the "Physical announcements" in Notifier-Pro, and there in form of a template text.	This field shows the display text which is output to all subscribers called in the Broadcast.
Window area "Properties"	
Called destinations	Text field that outputs which subscriber destinations (targets) are called.
Starts in high priority mode	When this box is ticked, the Broadcast was started with a high priority, i.e. all active and ongoing Broadcasts, Conferences and Call Profiles processes that failed to have a high priority were automatically ended when this Broadcast was started. A Broadcast of this type cannot be ended by any other high priority application.
Uses CorNet-NQ features	When this box is ticked, you can use system-specific features, provided they are assigned to the subscriber's destinations (e.g. call waiting, call override, forced release).
Monitors subscriber connection	When this box is ticked, subscribers who go into consultation call or who start a local Conference at their handset are immediately released (essential for confidential calls).
Confirmation through numeric key	This field only becomes visible for hunt groups. When this box is ticked, all reached subscribers are requested to confirm the receipt of the call by pressing a numeric key (any) on their telephone. This makes sure that no call that accidentally ran into an answering machine is counted as "Subscriber has been successfully reached".

Table 9-28 Description of the information on a Broadcast

9.10.7 Add comments to a Broadcast

Note:
For this function to be used while a Broadcast is up and running, the notification bar must be added to the process window.

➤ see Section 4.7.6, "Notification bars in the DAKS-TT Operator-Tool"

You can add to and save comments in the Broadcast report while the Broadcast window is shown, i.e. for as long as the Broadcast remains active and after the Broadcast was ended.

To read comments in reports later or to edit comments to a report at a later point in time, go to the menu bar, open "Applications" and click "Print reports...".

➤ see Section 22.6, "Add comments to application-specific reports"

The below example shows a Broadcast window with a notification bar to add a comment.

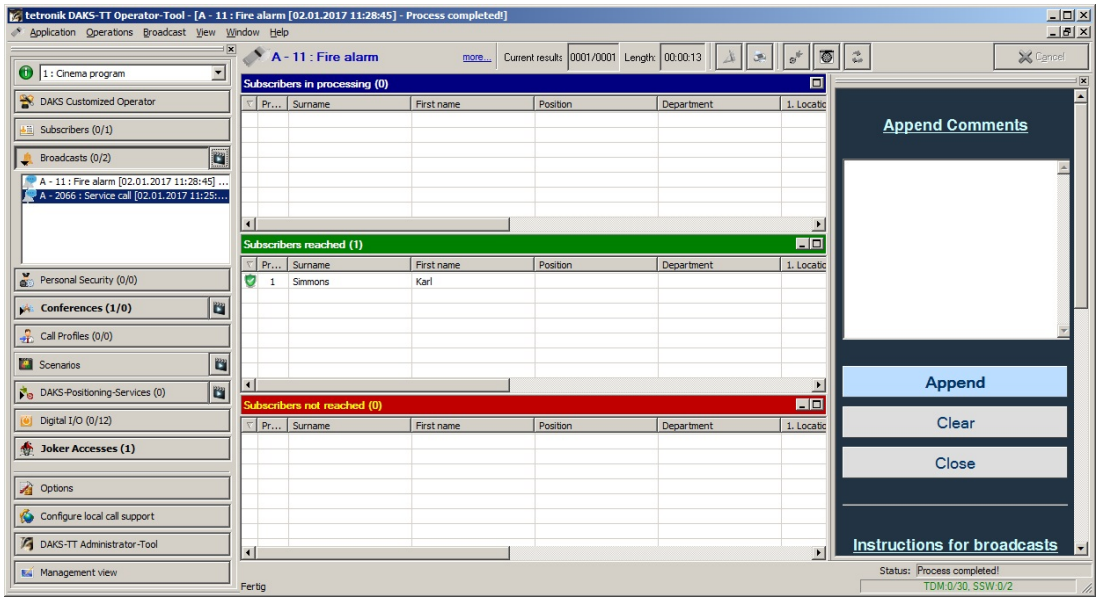


Image 9-7 Add a notification bar with comments

The below table lists the elements available to add comments:

Element	Description
	Use this window to write one or several comments and save them in the Broadcast report. Every comment may contain up to 1000 characters.
	Use this button to save the comment in the Broadcast report.
	Use this button to delete the text again from the edit field.
	Use this button to close the notification bar.
	In the Broadcast process view, this icon is used to mark all Broadcasts whose reports contain one or more comments.

Table 9-29 Elements of the Notification bar

9.10.8 Cancel a Broadcast

The window for monitoring the Broadcasts can also be used to cancel currently active Broadcasts. This also applies if the Broadcasts were started over the phone, via a digital input or through a data interface.

Follow the below instructions to cancel a Broadcast:

No.	Step
1.	Open the window to monitor the Broadcast that you want to cancel. ➤ see Section 9.10.6, "Monitor Broadcasts"
2.	In the window to monitor Broadcasts, click the button Cancel or go to the menu bar, open "Broadcast" and click "Cancel broadcast".
3.	Confirm the prompt with Yes. The active Broadcast will be canceled. Any connections to subscribers that have already been built up are now released by the OScAR server.

Table 9-30 Cancel Broadcast

9.10.9 Customize the Broadcasts process view

Follow the below instructions to customize the process view for Broadcasts:

No.	Task
1.	Start the OScAR-TT Operator-Tool and log in.
2.	In the command bar click Options.
3.	Now open the tab "Process display options".
4.	Click Broadcasts....
5.	Carry out the settings in keeping with the subsequent field descriptions.
6.	Save your changes with Ok.

Table 9-31 Customize process view for Broadcasts

Description of the fields in the window "Broadcast process view"

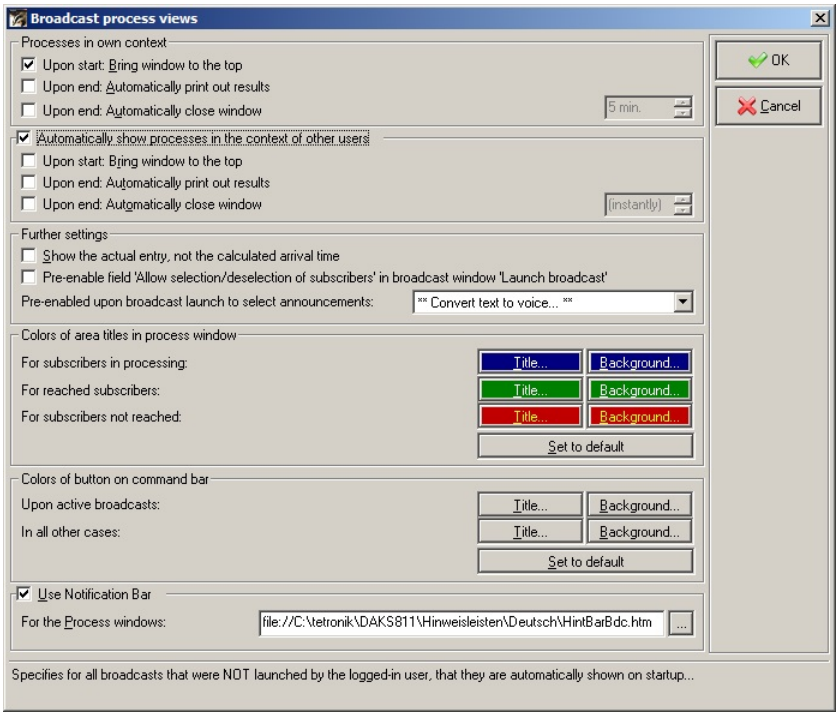
Field	Description
	
Window area "Processes in own context"	
On start: Bring window to the top	When this box is ticked, the windows of Broadcasts that are started by the user who is currently logged in are automatically brought to the top when the Broadcast(s) start. When this box is not ticked, the new Broadcast window may be hidden behind other windows.
On end: Automatically print results	When this box is ticked, the printout of the Broadcast report logging all Broadcasts that were initiated by the user who is currently logged in is automatically triggered upon the end of the Broadcast(s).
On end: Automatically close window after	When this box is ticked, windows of Broadcasts that were started by the user who is currently logged in will close automatically after the Broadcasts end. Use the matching entry field to specify how long after the process end you want this window to be closed. Note that if this field is not checked, these windows must be closed manually.
Window area "Automatically show processes in the context of other users" If this box is checked, the windows of Conferences that were convened in the context of other OScAR users are automatically shown upon the Conference start. When this box is ticked, the windows of Broadcasts that were started in the context of other OScAR users are automatically shown upon the Broadcast start.	

Table 9-32 Fields in window "Broadcast process view"

Field	Description
On start: Bring window to the top	This field is only active when the box "Automatically show processes in the context of other users" is ticked. When this box is ticked, the windows of Broadcasts that were started in the context of other OScAR users are automatically moved to the font (top) upon the Broadcast start. When this box is not ticked, the new Broadcast window may be hidden behind other windows.
On end: Automatically print results	This field is only active when the box "Automatically show processes in the context of other users" is ticked. When this box is ticked, the printout of the Broadcast report that logs all Broadcasts that were initiated by other OScAR users is automatically triggered upon the end of these Broadcasts.
On end: Automatically close window after	This field is only active when the box "Automatically show processes in the context of other users" is ticked. When this box is ticked, the windows of Broadcasts that were started in the context of other OScAR users are automatically closed after the Broadcast end. Use the matching entry field to specify how long after the process end you want the window to be closed. Note that if this field is not checked, these windows must be closed manually.
Window area: "Further settings"	
Show the actual entry, not the calculated arrival time	When this box is ticked, the system will, for all reached subscribers that are called in a Broadcast and for whom the "Entry of arrival time possible" has been enabled, show the actual entry that was made, and not the estimated time of arrival time that is usually calculated as date and time.
Preset "Allow de-/selecting of subscribers" in dialog "Launch broadcast"	When this box is ticked, the field "Allow de-/selection of subscribers" is always preselected in the window "Launch broadcast".
Window area "Colors of area titles in process window"	
For subscribers in processing	Use these buttons to customize the colors of the titles of process areas, for active subscribers. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
For reached subscribers	Use these buttons to customize the colors of the titles of process areas, for subscribers who were reached. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
For subscribers not reached	Use these buttons to customize the colors of the titles of process areas, for subscribers who were not reached. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
	Button to reset all color values assigned to process areas titles, to the defaults.

Table 9-32 Fields in window "Broadcast process view"

Field	Description
Window area: "Colors of buttons on command bar"	
Upon active broadcasts	Use the buttons to customize the colors of the command bar buttons "Broadcasts (m/n)" when at least one Broadcast is active. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
In all other cases	Use the buttons to customize the command bar buttons "Broadcasts (m/n)" when no broadcast is currently active. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
Set to default	Button to reset all color values assigned to the command bar button for "Broadcasts (m/n)", to the defaults.
Window area "Use Notification bar"	
Use Notification bar	When this box is ticked, the Broadcast window can receive a dockable notification bar with how-to instructions and information on its utilization. ➤ see Section 4.7.6, "Notification bars in the DAKS-TT Operator-Tool"
For the Process windows	This edit field defines the path of the HTML file that is output in the notification bar of the Broadcast window. To select a file in a dialog click the button ... .

Table 9-32 Fields in window "Broadcast process view"

9.11 Operate Broadcasts over the phone

This section shows you how to edit announcements over the phone. The instructions also offer example entries. The examples are based on the assumption that the OScAR server is reached with the tie trunk code (OScAR call number) 800. The dialthru codes are set to default. The PIN that is used here reads: 4321.

For a representation that is easier to read, the input blocks are separated by spaces.

➤ see Section 5.6, "Configure dialthru codes"

To reproduce the examples, replace the tie trunk code 800 with the phone number of your OScAR server, enter your PIN and, if needed, adjust the dialthru codes. Spaces are not entered.



Note:
Please note that you must have the pertinent Administrator or Operator rights and a PIN to edit announcements over the phone.

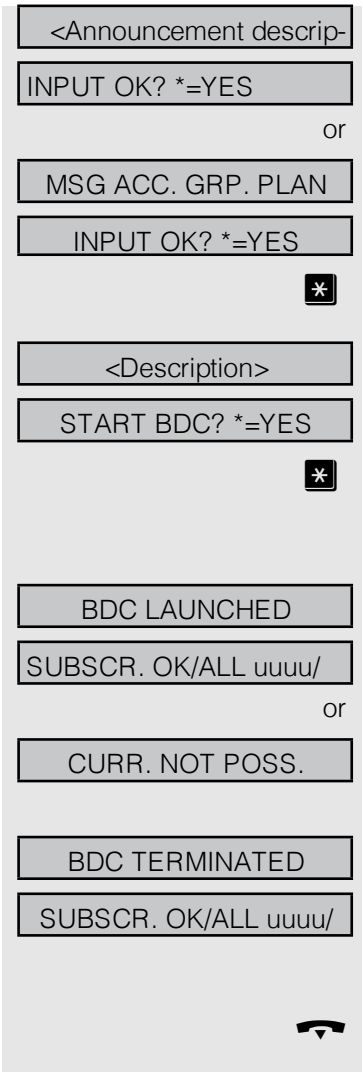


Note:
If no system announcements or application-specific announcements (e.g. "Please enter your PIN") are assigned or recorded, the OScAR server plays one long tone or a sequence of tones, instead.

9.11.1 Start Broadcasts via system telephone, extended dialog

Follow the below instructions to launch a Broadcast via system telephone, in the extended dialog:

Step by step	
	Enter the OScAR sever's call number + dialthru code for "Broadcasts - Launch via system telephone, extended dialog", e.g.: "800 30" .
OScAR BROADCAST	
LAUNCH BDC PIN?	
	Enter your PIN.
OScAR BROADCAST	If respective user authorization is granted, otherwise busy signal.
GROUP ID ?	
	Enter the Broadcast ID.
<Description>	
INPUT OK? *=YES	
	Confirm your entry or press any other key to return to the Broadcast ID entry.
<Description>	
ANN ID? *=GRP.PL	
or *	Enter either an announcement ID (1 to 4 digits), or press the * star key to select GRP-PL (in keeping with group plan).



Confirm your entry or press any other key to return to the announcement ID entry.

Start the Broadcast or press any other key to return to the announcement ID entry.

If launch is currently not possible

`uuuu` = reached subscribers

`nnnn` = total number of subscribers

If Broadcast start is currently not possible.

...

When the Broadcast is terminated, a 5-tone sequence will re-

Please hang up.

9.11.2 Start Broadcasts via system telephone, short dialog

Follow the below instructions to launch a Broadcast via system telephone, in the short dialog:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Broadcasts - Launch via system telephone, short dialog" + PIN + Broadcast ID, e.g.: "800 31 4321 11".
<Description> START BDC? *=YES	Alternating output on the display and Application announcement: "Star key entry request" if the Broadcast can be started at this moment and the necessary user authorization has been granted, otherwise a line busy signal
	Start the Broadcast or hang up to cancel the Broadcast's launch. Note: On condition the VCON parameter "Broadcast start with # (short dialog)" is enabled, the Broadcast can also be started by pressing pound/hash key #.
BDC LAUNCHED SUBSCR. OK/ALL uuuu/	`uuuu` = reached subscribers `nnnn` = total number of subscribers ...
BDC TERMINATED	When the Broadcast is terminated, a 5-tone sequence will resound; after at least 1 minute the connection is released. After 1 minute there will be a backwards disconnect.
SUBSCR. OK/ALL uuuu/	`uuuu` = reached subscribers `nnnn` = total number of subscribers
	Please hang up.

9.11.3 Start Broadcasts from any phone

Follow the below instructions to launch a Broadcast via any phone:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Broadcasts - Launch from any terminal" + PIN + Broadcast ID, e.g.: "800 32 4321 11".
	Standard Broadcast announcment if the Broadcast can be started at this moment and the necessary user authorization has been granted, otherwise a line busy signal
	...
	After end of the Broadcast: Repeating line busy signal every 8 seconds; after 30 seconds the connection is released.
	Please hang up.

9.11.4 Start Broadcasts in a dialog (PIN, ID and announcement)

Note:
During the dialog, the user may utilize the star * key:

- to correct any wrong entries (max. 3x), i.e. the entire input made so far will be deleted, or
- jump back to the previous input if you have not yet made an entry.

Follow the below instructions to launch a Broadcast with PIN, ID and announcement, in a dialog:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Broadcasts - Launch with dialog", e.g.: "800 36".
LAUNCH BDC PIN?	Application announcement "PIN entry request"
	Enter your PIN.
GROUP ID ?	Application announcement "ID entry request"
	Enter the Broadcast ID.
MESSAGE ID ?	Application announcement "Message entry request"
or #	Enter either an announcement ID (1 to 4 digits), or press the pound # key to select GRP-PL (in keeping with group plan).
BDC LAUNCHED	If the Broadcast can be started at this moment and the necessary user authorization has been granted, otherwise the connection is released.
SUBSCR. OK/ALL uuuu/	uuuu = reached subscribers
	...
BDC ENDED	After the Broadcast is ended, display output and backwards disconnect after timeout (<10s).
SUBSCR. OK/ALL uuuu/	
	Please hang up.

9.11.5 Start Broadcasts in dialog (ID, announcement and PIN)

This dialthru codes sets off a Broadcast with the same options as covered above, but here the order in which the Broadcast ID and the subscriber's PIN are queried is inverted.

➤ see Section 9.11.4, "Start Broadcasts in a dialog (PIN, ID and announcement)"

Note:
During the dialog, the user may utilize the star [*] key:

- to correct any wrong entries (max. 3x), i.e. the entire input made so far will be deleted, or
- jump back to the previous input if you have not yet made an entry.

Follow the below instructions to launch a Broadcast with the query in a different order:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Broadcasts - Launch with dialog", e.g.: "800 393".
GROUP ID ?	Application announcement "ID entry request"
	Enter the BrBroadcastoadcast ID.
MESSAGE ID ?	Application announcement "Message entry request"
or	Enter either an announcement ID (1 to 4 digits), or press the pound [#] key to select GRP-PL (in keeping with group plan). Press the star [*] key to return to the Broadcast ID entry.
LAUNCH BDC PIN?	Application announcement "PIN entry request"
	Enter your PIN.
BDC LAUNCHED	If the Broadcast can be started at this moment and the necessary user authorization has been granted, otherwise the connection is released.
SUBSCR. OK/ALL uuuu/	uuuu = reached subscribers nnnn = total number of subscribers ...
BDC ENDED	After the Broadcast is ended, display output and backwards disconnect after timeout (<10s).
SUBSCR. OK/ALL uuuu/	
	Please hang up.

9.11.6 Start Broadcasts with ad hoc announcement

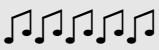
This function is only available in conjunction with ad hoc announcements. It only utilizes ad hoc announcements:

- that have an identifier and
- that are presently not being used.



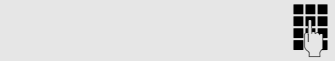
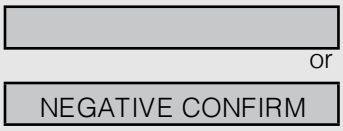
Note:
Should another subscriber be presently recording an ad hoc announcement, both the announcement "Request to record ad hoc announcement" and the idle tone will be delayed.

Follow the below instructions to launch a Broadcast with ad hoc announcement, in a dialog:

Step by step	
	Enter the OScAR server's call number + Dialthru code for "Broadcasts - Launch with ad hoc announcement" + PIN + Broadcast ID, e.g.: "800 392 4321 11".
<ID NAME>	Display text to initiator according to the Broadcast's configuration.
	Application announcement "Record curr. message request"
	3 short tones signal the start of the recording.
RECORD *=BDCSTRT	Record the ad hoc announcement or hang up to stop the recording.
	
	After you have finished your recording, confirm the recording with the star * key.
	5 short tones are used to signal that the recording time was exceeded.
	If you fail to press the star * key within 5 seconds the action will be canceled; this also happens when you hang up or when you press any other key.
<ID NAME>	The Broadcast is started and the Broadcast announcement with the appended ad hoc message is played to the initiator as well as to the called subscribers.
	...
	Backward disconnect after the end of the Broadcast.
	Please hang up.

9.11.7 Confirm Broadcasts positive/negative by callback with PIN

Follow the below instructions to confirm a Broadcast positive or negative, through a callback call with a PIN:

Step by step	
	Enter the OScAR server's call number + Dialthru code for "Broadcasts - Positive confirmation with PIN" or "Broadcasts - Negative confirmation with PIN" + PIN, e.g.: • "800 33 4321", for positive confirmation or • "800 34 4321" for negative confirmation
	3-tone sequence as confirmation
	Application announcement "With pos. confirmation" or "With neg. confirmation", in keeping with the pos./neg. confirmation that is made, followed by the Broadcast announcement (played

Only for the dialthru code "Broadcasts - Positive confirmation with PIN", and only if the field "Connect reached subscriber with initiator" is enabled for this Broadcast.

	Broadcast with thru-connect to initiator for bilateral call.

Only for the dialthru code "Broadcasts - Positive confirmation with PIN", and only if the field "Connect reached subscriber with initiator" is enabled and either of the two boxes next to the feature: "Upon key 5 also callback to" is ticked.

	Application announcement "Connect to caller with 5"
	Press the key 5 to be connected to the initiator of the call, or to have the OScAR server call a specified number and thru-connect you to that subscriber.
	Broadcast with thru-connect to initiator for bilateral call.

In all cases:

	Hang up after the end of the call.

9.11.8 Confirm Broadcasts in dialog by callback with PIN

Follow the below instructions to confirm a Broadcast through a callback call with a PIN, in a dialog:

Step by step	
	Enter the OScAR server's call number + Dialthru code for "Broadcasts - PIN confirmation with dialog" + PIN, e.g.: "800 35 4321".
PIN?	Application announcement "PIN input request"
	Enter your PIN.
	3-tone sequence as confirmation
	Broadcast announcement (max. 2 cycles).

Only if positive/negative confirmation is possible for this Broadcast:

1=POS. 0=NEG.	Application announcement "Pos/neg conformation"
	Confirm positive with 1 or negative with 0 .
	3-tone sequence as confirmation

Only if the field "Connect reached subscriber to initiator" is NOT ticked for this Broadcast.

POSITIVE CONFIRM or NEGATIVE CONFIRM	Depending on your entry, for: • 0 : Application announcement "Pos/neg conformation" • 1 : Application announcement "With pos conformation"

Only if the field "Connect reached subscriber to initiator" is ticked for this Broadcast.

	Application announcement "Before thru-connect to initiator".
POSITIVE CONFIRM or NEGATIVE CONFIRM	Depending on your entry, for: • 0 : Application announcement "Pos/neg conformation" • 1 : Application announcement "Before thru-connect to ini-
	Broadcast with thru-connect to initiator for bilateral call.

Only if the field "Connect reached subscriber with initiator" is enabled for this Broadcast and either of the two boxes next to the feature: "Upon key 5 also callback to" is ticked.

5=Connection to caller	Application announcement "Connect to caller with 5"
	Press the key 5 JKL to be connected to the initiator of the call, or to have the OScAR server call a specified number and thru-connect you to that subscriber.
	Broadcast with thru-connect to initiator for bilateral call.

In all cases:

	Hang up after the end of the call.

9.11.9 Cancelling a broadcast from the phone

Follow the below instructions to cancel a broadcast via a system telephone in the extended dialog:

Step by step	
	Enter the OScAR server's call number + Dialthru code for "Cancel broadcast with initiator PIN" or "Cancel broadcast call with any PIN", e.g.: "800 399".
CANCEL BC. PIN?	Application announcement "PIN input request"
	Enter your PIN.
GROUP ID ?	Application announcement "ID entry request"
	Enter the Broadcast ID.
Broadcast name CANCEL BC. *=JA	Application announcement "Confirm with the * key to cancel the current broadcast. To continue the broadcast, simply hang up."

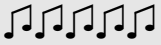
or

CANCEL ALL BC.. *=JA	Application announcement "Confirm with the * key to cancel ALL running broadcasts. To continue the broadcasts, simply hang up."
	Press the key * to stop the broadcast(s) or hang up to cancel.
BROADCASTS CANCEL-LED	If all broadcast calls are cancelled, this display output and reverse triggering occurs after timeout (< 10s).
	Hang up after the end of the call.

9.11.10 Broadcasts with Completed Message

This type of suffix dialing includes the so-called completed message for a Broadcast. Depending on the Broadcast parameters, the completed message can be set off from any telephone, only from the telephone of the initiator, or the telephone whose number is listed as cost center at the activating digital input.

Follow the below instructions to send a completed message fro a Broadcast:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Broadcasts - Completed Message with PIN or cont. cyclical positioning", e.g. "800 397" .
PIN?	Application announcement "PIN input request"
	Enter your PIN.
COMPLETED	• From an authorized telephone: Application announcement "Completed message received". • From an unauthorized telephone: Call is reject with a 5-tone sequence.
	Backwards disconnect by the OScAR server.
	Please hang up.

9.11.11 Continue cyclical positioning for Broadcasts

This dialthru code makes it possible to resume the cyclical location tracking of a Broadcast if the connection of your terminal to the OScAR server was interrupted, even though you did not press the key 9 .

Follow the below instructions to continue the cyclical positioning process for a Broadcast:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Broadcasts - Completed Message with PIN or cont. cyclical positioning", e.g. "800 397" .
PIN?	Application announcement "PIN input request"
	Enter your PIN.
XXX	Current positioning details for the monitored Broadcast initiator
	...
	End the positioning.
	Please hang up.

9.11.12 Launch Broadcasts from Gigaset M2 plus/OpenStage M3 plus

This type of dialthru code starts a Broadcast via the red alarm button of the M2/M3.

After the alarm button is pressed, the M2/M3 handset waits for a confirmation call from the called system and supports 3 options (see below).

If the callback is not received within the time period defined in the M2/M3 handset (normally 30 seconds), the alarm activation will be repeated at least five times from the M2/M3 handset.

To use this function, you need to define the following dialthru code procedure in the M2/M3 handset, including, among other settings, the field "Mode" (1...3):

> The OScAR server's call number + dialthru code for "Broadcasts - Activate from the OpenStage M2/M3" + PIN + Broadcast ID + Mode,
> e.g.: "800 397 4321 11 3".

When the alarm is raised, the OScAR server will analyze the received mode and, in its subsequent confirmation call, transfer the matching CLI.

➤ see Section 5.2, "Edit the Basic settings"

In return, the M2/M3 validates the CLI received from the OScAR server and respond as follows:

- CLI of Mode 1:
  The M2/M3 handset recognizes the confirmation call and in doing so stops to repeat the Broadcast activation and cuts the connection to the OScAR server.
- CLI of Mode 2:
  The M2/M3 handset recognizes the confirmation call, stops to repeat the Broadcast activation and activates the microphone of the M2/M3.
  In this way, a subscriber who is reached in the Broadcast can, unnoticeable by others, hear all sounds and noises in the surrounding area of the alerting subscriber.
- CLI of Mode 3:
  The M2/M3 handset recognizes the confirmation call, stops to repeat the Broadcast activation and activates handsfree set of the M2/M3. In this way, a subscriber who is reached in the Broadcast can communicate directly with the initiator.



Caution!

Please bear in mind that if the Broadcast property: "Connect reached subscriber with initiator" is NOT selected, the OScAR server will, both for Mode 2 and for Mode 3, call back the Gigaset M2 plus handset using the CLI of Mode 1.

➤ see Section 9.7.1, "Add and edit Broadcasts"

In the event the OScAR server does not receive a call number from the Gigaset M2 plus when the Broadcast is started, the system will not be able to send the confirmation call. The Broadcast itself, however, will be activated nonetheless.

9.11.13 Launch a Broadcast via GMD-12 medallion

This dialthru code launches a Broadcast via the emergency button of the GMD-12 medallion.

To use this function, the following dialthru procedure must be configured in the GMD-12 medallion:

The OScAR server's call number + dialthru code for "Launch via GMD-12" + PIN + Broadcast ID, "800 395 4321 11".

9.12 Start Broadcasts via digital inputs

Broadcasts can be launched via digital inputs if the OScAR server is equipped with contact inputs that are either connected directly to the OScAR server itself, or fed to the OScAR server via Profibus DP technology or via EiBus® and LAN, respectively.

Input-specific announcements

When the Broadcast is launched, the system can also play an announcement assigned to the digital input and hence also output a digital input-specific display message. If it is always the same subscribers that need to be notified and alerted, e.g. to be informed of malfunctions, you only need to configure one Broadcast.

Note that if no announcement is assigned or is available, OScAR will use the Broadcast-specific announcement(s).

Evaluation of digital input states

The following can be evaluated for Broadcast activation:

- either the active edge of a digital input, or
- the switching state

When a digital input is activated, the relevant Broadcast is entered in an internal list of Broadcasts that shall be launched, and then processed as soon as possible.

Should the digital input no longer be active, you can react to this state by ending the Broadcast early or not starting it at all, provided the Broadcast is presently still in the list of Broadcasts that are waiting to be launched.



Note:

Subscribers who are momentarily being called because the Broadcast is ended early will receive a corresponding announcement and display text.

9.13 Start Broadcasts via data interface

OScAR supports protocol interfaces to third-party systems that can be used to activate a OScAR server, or to allow for remote-control, e.g. through:

- a call system, e.g. a nurse call system
- a hazard alert system
- a programmable logic controller (PLC)
- a touch screen with a customized user interface (e.g. a company map)
- an emergency response host computer

For more infromation on the configuration of interfaces:

➤ see "Server Configuration Manual DAKSpro 5"

9.14 Result codes in report file

For every BroadcastBroadcast, a result code is either printed out or written in the report file for each subscriber.

➤ see Chapter 22, "Reports and Printouts"

The result code consists of 4 digits and is hexadecimally encoded, that is to say 4 bits each are grouped together to form a hexadecimal number (0...9, A...F).

This code results from the bits that are set as certain event classes occur; the amount within an event class, however, is not considered.

The individual bits signify:

Characters	Bit no.	Value	Significance
1..	31	8	(reserved, currently always 0)
	30	4	
	29	2	
	27	1	
2.	27	8	(reserved, currently always 0)
	26	4	
	25	2	
	24	1	
3.	23	8	(reserved, currently always 0)
	22	4	
	21	2	
	20	1	
4.	19	8	(reserved, currently always 0)
	18	4	At least 1x wrong person was reached
	17, 16		11: Subscriber reached via fourth destination 10: Subscriber reached via third destination 01: Subscriber reached via second destination 00: Subscriber reached via first destination (in combination with Bit-15, entire result positive)

Table 9-33 Result codes Broadcasts in report file

Characters	Bit no.	Value	Significance
5.	15	8	Entire result positive
	14	4	Subscriber reached under alternative phone numbers
	13	2	Received announcement listened to at least 1x and hung up early (or illicitly went into consultation hold). @ GSM-SMS: Service center report: Message received by subscriber.
	12	1	Received announcement listened to at least 1x and connection released by the OScAR server. @ GSM-SMS: Service center report: Message dispatched.
6.	11	8	Confirmed positive
	10	4	message transferred to the SMS memory
	9	2	at least 1x not picked up
	8	1	at least 1x line busy
7.	7	8	at least 1x not booked in (mobile subs.) @ Cisco: Phone has no IP address.
	6	4	At least 1 x either hung up too early (or illicitly went into consultation hold), or was reached but only heard the neutral announcement
	5	2	confirmed negative.
	4	1	subscriber logged off.
8.	3	8	congestion, route busy. @ GSM-SMS: No connection established to service center. @ Cisco: OScAR's CiscoIPPhoneExecute data record was not followed by a GET data record.
	2	4	other error during the connection build-up (e.g. invalid call number). @ GSM-SMS: Message refused by service center. @ Cisco: OScAR could not send the CiscoIPPhoneExecute data record to the phone's IP address.
	1	2	connection to PBX system interrupted. @ GSM-SMS: Modem not ready.
	0	1	System problem or unspecified negative result. @ Cisco: OScAR's CiscoIPPhoneExecute data record was responded with phone no. error or unauthorized.

Table 9-33 Result codes Broadcasts in report file

9.14.1 Result codes: examples

Subscriber response	Result code
Announcement received and subscriber hung up; Overall result positive. Subscriber reached via first destination	0000A000
At least 1x line busy; Reached at the alternative call number; Announcement received and connection released by the OScAR server confirmed negative. Subscriber reached via second destination	00015120
At least 1x route busy; At least 1x not booked in (mobile subs.); At least 1x hung up early; Announcement was received and subscriber has hung up. (assuming that subscriber was prompted to confirm by PIN, entire result not positive) Subscriber reached via first destination	000020C8

Table 9-34 Examples of result code

10 Configure, Activate and Monitor the Personal Security Application

Overview

This chapter shows you how to configure, administrate, activate and monitor the function Personal Security. It explains the functions that apply to the OScAR-TT Administrator-Tool as well as the functions that are carried out over the telephone and through the OScAR-TT Operator-Tool.

Content

The following areas are covered in this chapter:

10.1 Overview of Personal Security function
10.2 Broadcasts activated through the Personal Security function
10.3 Dependence of Personal Security settings on other settings
10.4 Quick overview how to configure and activate a Personal Security profile
10.5 Edit the Personal Security application settings
10.6 Manage Personal Security profiles
- 10.6.1 Add and edit Personal Security profiles
- 10.6.2 Configure Broadcasts and the Alarm recall for OpenStage M3 handsets
- 10.6.3 Delete Personal Security profiles
- 10.6.4 Edit and delete Personal Security profile references

10.7 Manage the members of Personal Security profiles
- 10.7.1 Add new members to the Personal Security profile
- 10.7.2 Edit a member of the Personal Security profile
- 10.7.3 Delete members from a Personal Security profile

10.8 Operate the Personal Security function via DAKS-TT Operator-Tool
- 10.8.1 Customize the process window for the Personal Security function
  - 10.8.1.1 Components
  - 10.8.1.2 How a monitoring process is shown
  - 10.8.1.3 Title bar
  - 10.8.1.4 Toolbar
- 10.8.2 Confirm escalated alarms or warnings
- 10.8.3 Customize the Personal Security process view
- 10.8.4 Switch the Personal Security function to the maintenance condition

10.9 Operate the Personal Security function over the phone
- 10.9.1 Activate the Personal Security function over the phone
- 10.9.2 Accept security call without confirmation
- 10.9.3 Accept security call with confirmation
- 10.9.4 Retrigger call (without current announcement)
- 10.9.5 Retrigger call (with current announcement)

10.10 Personal Security function through OpenStage M3 handsets
- 10.10.1 Activate/deactivate Personal Security through OpenStage M3
- 10.10.2 Deactivate the personal Security function at the correct point of return
- 10.10.3 Deactivate the personal Security function at the wrong point of return

10.11 Activate/deactivate Personal Security via digital input
10.12 Logging of surveillance processes

10.1 Overview of Personal Security function

Staff in hazardous work areas can be monitored by the OScAR server through cyclical calls or by cyclically checking the data connection to their handsets and can trigger deliberate or automatic alarms. Alarms can also be triggered if a connection is lost to devices registered directly at OScAR (e.g. lift stations or OScAR AudioConnect).

If a station to be monitored does not respond or if the data connection to its terminal device is interrupted, an alarm is automatically activated (Chapter 9, "Configure, Administrate, Start and Monitor Broadcasts").

If cyclic monitoring calls are used, the monitoring cycle time can be reset (retriggered) by calls to the OScAR server.

Note: Personal Security function in compliance with BGR-139

In addition, OScAR can, in combination with the enhanced Personal Security application can, in compliance with BGR-139, also be the Emergency Call Response Center (PNEZ) of a personal alarm system (PNA). Here, the personal alarm system (PNA) consists of the following components:

- Emergency Call Response Center (PNEZ) on the basis of the OScAR (German short for: Digital Alarm and Communications Server)
- PBX Unify OpenScape 4000 with a DECT infrastructure
- Personal alarm emergency handset with voice (PNG-S):
  OpenStage M3 Plus and OpenStage M3 Ex Plus

Definition of Personal Security for staff and employees

To tweak the system to individual needs and requirements, OScAR manages throughout the entire system Personal Security parameters such as texts, announcements for user-guidance etc.

In addition, you can specify up to 15 different Personal Security profiles individually:

monitoring over the phone through cyclical calls, or monitoring of the radio-link connection of wireless communication devices (DECT/WLAN), or of the data connection (e.g. smartphones or µOScAR Audio-Connects),

- for individual alerting options to respond to distinct alarm scenarios,
- various wait times during the active monitoring processes,
- additional keystroke confirmation after a surveillance call is received,
- with follow-up Broadcasts activated automatically when a situation escalates,
- and many more.

Activate the Personal Security function

The protective staff monitoring is activated/deactivated either by the monitored subscriber himself/herself, or by a third person (e.g. a supervisor or head of section), where needed also with selection of one of up to 15 different Personal Security profiles.

Monitored subscribers can record messages (monitoring announcement) and, if needed, also add changes to this message while they are being monitored, e.g. to report that they have meanwhile proceeded to the next site. When the situation escalates, for example because the monitored person fails to respond to the OScAR surveillance call, it is this message that becomes or is added to the Broadcast announcement.

Within a Unify OpenScape 4000 network and in combination with a positioning server (internal or external service), the current location of a missing subscriber can be computed with the help of the positioning function, making it possible to locate a person when he/she dd not record an announcement.

The OScAR server can monitor up to 150 persons (subscribers) in parallel, i.e. simultaneously. For the Personal Security function, OScAR supports the following handsets:

- OpenStage M3
  - automatic alarms (e.g. no longer upright alarms, no-movement (no-move) alarms, signals for technical malfunctions and failures and many more)
  - deliberate alarms by pressing the Alarm button
- Smartphones with the OScAR Mobile Client App
  - emergency calls by pressing the Alarm button (in the WLAN: with positioning details)
  - receipt of messages with configurable type of notification (acoustic signal tone, vibration and flashing light) for each priority level
- Any other DECT or WLAN handsets
  - with cyclical monitoring calls
- Communication stations in elevators
  - with cyclical monitoring calls
- OScAR-AudioConnect
  - with cyclical verification of data connection

10.2 Broadcasts activated through the Personal Security function

Whenever a monitored person fails to answer a monitoring call or when the data connection to a handset breaks down, or when a monitored person raises an alarm by pressing the Alarm button, the system automatically launches the assigned Broadcast. This type of Broadcast runs in the same way as if it was e.g. started directly over the phone.

If the monitoring is activated by a digital input and a Personal Security Broadcast is launched, the Broadcast is terminated early (canceled) as soon as the input is reset.

This also applies to any follow-up Broadcast that might have already been started. In these cases, all Broadcast members who are called by the system during such an early termination and who are presently being played the Broadcast announcement will automatically receive a corresponding cancellation message as well as a matching display text.

If a monitoring announcement was recorded while the Personal Security function was activated, the message is automatically appended to the group- or subscriber-specific announcements (but only if the latter do not already contain 16 components or partial announcements).

10.3 Dependence of Personal Security settings on other settings

In addition to the windows for the administration of the Personal Security function to protect work staff, there are other windows that also have an effect on this function.

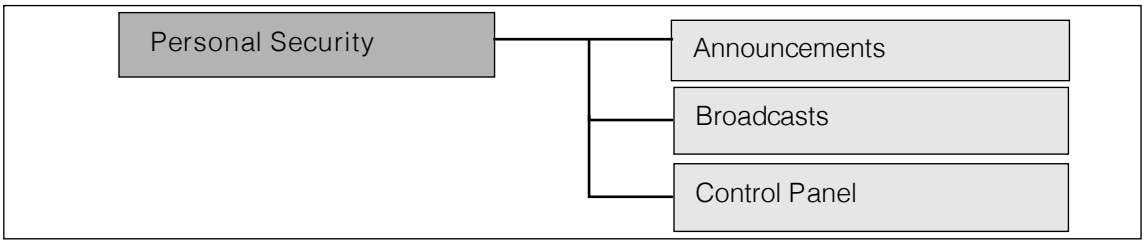


Image 10-1 Dependency of Personal Security settings on other settings

Voice announcements:

Announcements can be assigned to the Personal Security function. These announcements must already be properly created and recorded.

➤ see Chapter 7, "Configure and Administrate Voice Announcements"

Broadcasts:

Broadcasts and, where needed, also follow-up Broadcasts can be assigned to Personal Security profiles. These Broadcasts must be already properly configured.

➤ see Chapter 9, "Quick overview how to configure and launch Broadcasts"

Control panel:

- Client-groups:
  Client-groups can be assigned to Personal Security profiles. They can, however, then only be managed and launched by the members of the respective client-group.
  ➤ see Section 5.8, "Configure Client-groups"
- Dialthru codes:
  Dialthru codes define the combinations of numerals that enable you to operate the Personal Security processes over the telephone.
  ➤ see Section 5.6, "Configure dialthru codes"
- Time segments:
  When a Broadcast is launched through the Personal Security function, the time segments assigned to the subscriber destinations are respected.
  ➤ see Section 5.5, "Define time segments"
- Holidays
  When a Broadcast launched through the Personal Security function, the holiday settings that are allocated to the subscriber destinations are respected.
  ➤ see Section 5.15, "Configure holiday settings"
- Digital I/O
  The Personal Security function can be started and stopped via contact inputs.
  ➤ see Section 5.11, "Configure the Digital I/Os"

10.4 Quick overview how to configure and activate a Personal Security profile



Note:
To configure and edit Personal Security profiles, you must have the corresponding administrator rights. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations.

➤ see Section 8.4.3, "Administrative rights"

Quick start

The below table gives you a brief overview of the most important steps needed to configure and start Personal Security profiles. The individual steps are covered in greater detail in the later sections.

No.	Step	Section
1.	Configure the Broadcast you want OScAR to activate in the event a monitored person fails to respond.	➤ see Chapter 9, "Configure, Administrate, Start and Monitor Broadcasts"
2.	If needed, create the announcements that shall be used for the monitoring.	➤ see Section 7.3.1, "Add new voice announcements"
3.	Choose the Personal Security parameters and, if needed, assign the monitoring announcement.	➤ see Section 10.5, "Edit the Personal Security application settings"
4.	Configure the Personal Security profile.	➤ see Section 10.6.1, "Add and edit Personal Security profiles"
5.	Now test the Personal Security function by activating it over the phone or via digital input.	➤ see Section 10.9.4, "Retrigger call (without current announcement)"

Table 10-1 Configure and activate a Personal Security profile - Quick overview

10.5 Edit the Personal Security application settings

Follow the below instructions to edit the application settings for the Personal Security function:

No.	Step
1.	Go to the tree and select the node "Personal Security". The list window will output all available Personal Security profiles.
2.	In the list window, select the entry "Application settings" and click . This will open the window "Personal Security - Edit application settings".
3.	Carry out the settings in keeping with the subsequent field descriptions.
4.	Use the "Common announcements" tab to assign the default announcements in a single step. Make a right mouse click in the announcement list and select the menu item: "Set all to default".
5.	Open the tab "Surveillance announcements" to assign the announcements that shall be used as the current announcement when applying the Personal Security function.
6.	Save your changes with Ok.

Table 10-2 Edit Personal Security application settings

Note:
All required announcements must be properly recorded and assigned to ensure that called members/subscribers can receive and respond correctly to the respective instructions and prompts.
If announcements are not assigned or recorded, the OScAR server plays long tones, instead.

Description of the fields in the window "Personal Security - Edit application settings"

Field	Description
The tab "General"	

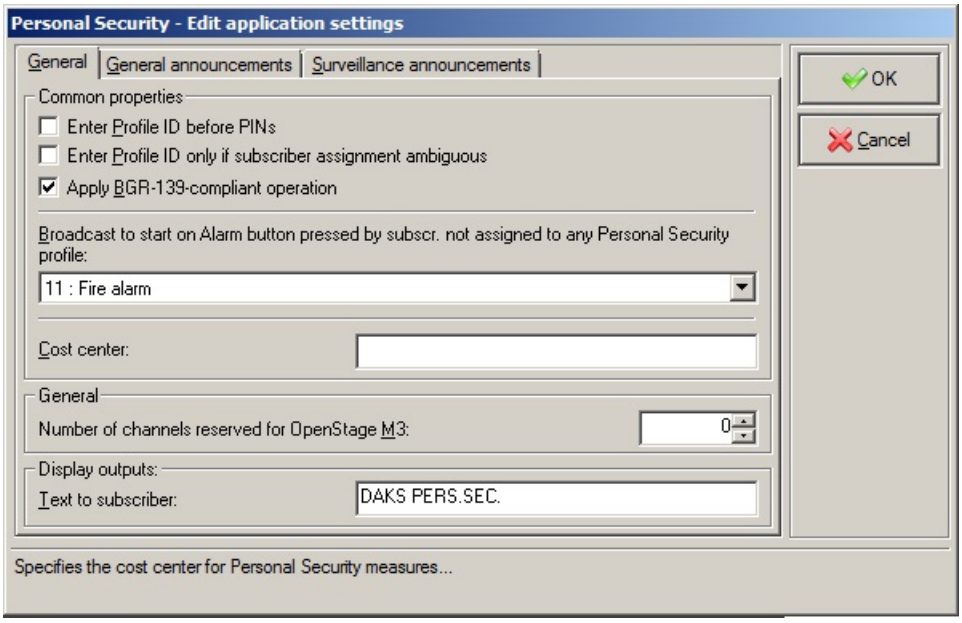


Table 10-3 Fields in window "Personal Security - Edit application settings"

Field	Description
Window area "Common properties"	
Enter profile ID before PINs	When this box is ticked, the profile ID is queried before the PIN when the Personal Security function is activated. When this box is not ticked, the PIN is queried before the profile ID. ➤ see Section 10.9, "Operate the Personal Security function over the phone" (default: not selected)
Enter Profile ID only if subscriber assignment ambiguous	When this box is ticked, the profile ID is only queried at the start of a Personal Security measure if the subscriber who shall be monitored (surveilled) is entered in several profiles. (default: not selected)
Apply BGR-139-compliant operation	When this box is ticked, you can administrate in the respective Personal Security profiles if the rules and regulations of BGR-139 shall be applied. In addition you can, and if this feature is used also must, enable the parameter "Number of channels reserved for OpenStage M3". ➤ see below Note: This field can only be changed by the system administrator.
Broadcast to launch on Alarm button pressed by subscr. not assigned to any Personal Security profile	Use this feature to specify the Broadcast that is automatically started when the Alarm button is pressed at the handset of a subscriber who is not assigned to any profile. (default: "(none)")
Cost center	Input field for the cost center (max. 16 digits, numerals, * and #), for the correct allocation of phone charges incurred by monitoring calls made by the OScAR server. (default: empty)
Window area "General features"	
Number of channels reserved for OpenStage M3:	This feature is only shown when "Apply BGR-139-conformity" is enabled. It defines the number of channels that are reserved for OpenStage M3 functions during the Personal Security process. When you are operating with BGR-139-compliance (see above), please bear in mind that the system supports, for up to 11 reserved channels, maximally the same amount of subscribers in a surveillance as are channels reserved. If 12 or more channels are reserved, any number of subscribers may be monitored (surveilled) at the same time. (default: "0")
Window area "Display outputs"	
Text to subscriber	Input field to enter the text you want OScAR to output on the display of the user who activates the monitoring process (max. text length: 20 characters). Please bear in mind that some devices can only display capital letters and do not support any German Umlauts (ä,ö,ü). Please take this into consideration as you define your text. (Default: "OScAR PERSONAL SEC.")

Table 10-3 Fields in window "Personal Security - Edit application settings"

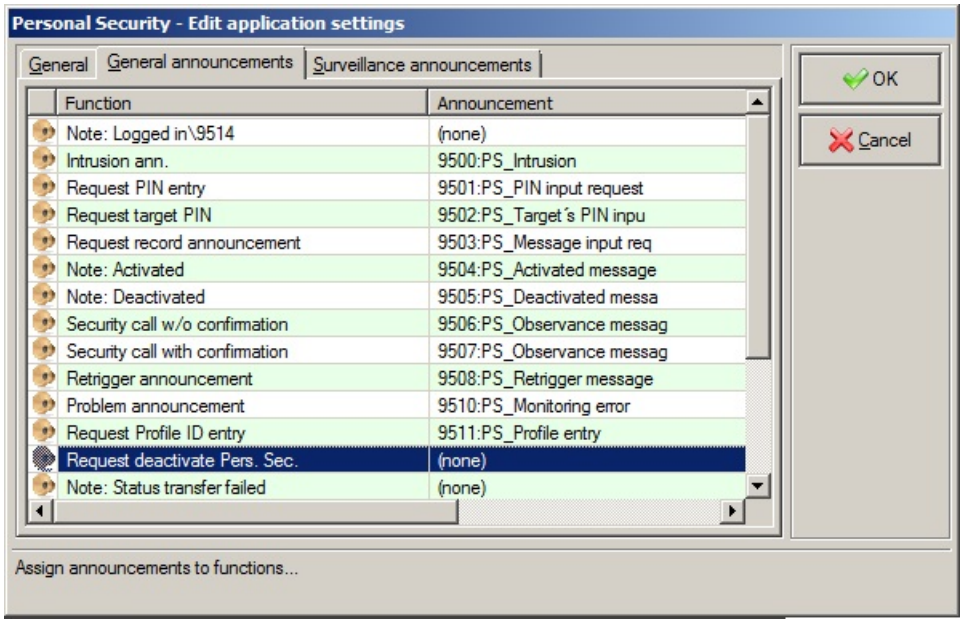
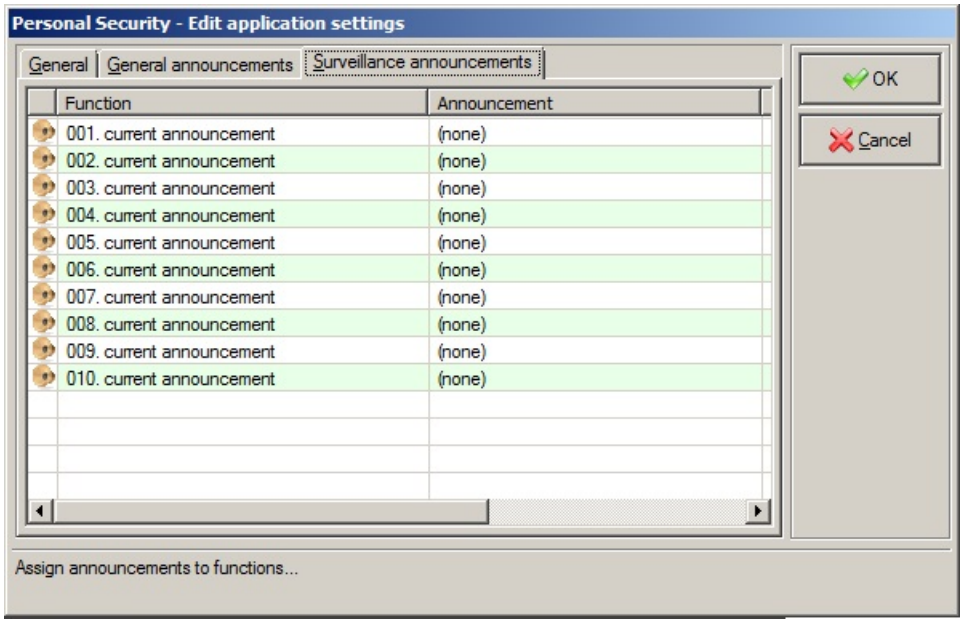
Field	Description
Tab "Common announcements"  	
The selection fields in the list window define the announcements that are used during the Personal Security process. To assign the announcements that are included ex-works, make a right mouse click in the list field and select "Set all to default" from the context menu. For a more detailed description of the default announcements that are included in the delivery: ➤ see Section 7.6.9, "Application DAKS Positioning Services" (Default all fields: "(none)")	
Tab "Surveillance announcements"  	

Table 10-3 Fields in window "Personal Security - Edit application settings"

Field	Description
01. announcement to 150. current announcement	The selection fields in the list window specify the monitoring (surveillance) announcements that are assigned to the up to 150 possible Personal Security instances, and that can be presently newly recorded by a monitored person (e.g. to record his/her latest location). If no Personal Security announcements are assigned, the system will not use any surveillance announcements during the Personal Security process. ➤ see Section 10.9.4, "Retrigger call (without current announcement)" When announcements are assigned to the Personal Security function, the surveillance announcements will be used during the Personal Security processes, but only for as many parallel (simultaneous) Personal Security processes as announcements are properly assigned. ➤ see Section 10.9, "" For this reason, be careful to assign sufficient announcements to ensure that the Personal Security function has sufficient Personal Security instances. (default: "(none)")

Table 10-3 Fields in window "Personal Security - Edit application settings"

10.6 Manage Personal Security profiles

Note:

When adding or creating an empty (new) database, a default profile is automatically created in the system. If you need to work with several different profiles, you must first assign an ID to the default profile before you can add any new profiles.

10.6.1 Add and edit Personal Security profiles

Follow the below instructions to add or edit Personal Security profiles:

No.	Step
1.	Go to the tree and select the node "Personal Security". The list window will output all available Personal Security profiles.
2.	Click in the menu bar to add a new Personal Security profile, or or Go to the list window, select the Personal Security profile you want to edit and click . The window "Edit Personal Security profile" will pop up.
3.	Carry out the settings in keeping with the subsequent field descriptions.
4.	Save your changes with Ok.

Table 10-4 Add and edit Personal Security profiles

Description of the fields in the window "Edit Personal Security profile"

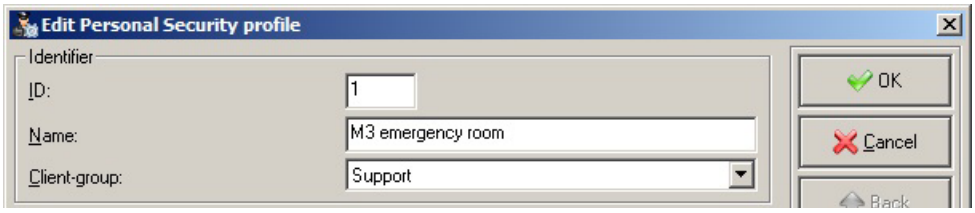
Field	Description
	
Window area "Identifier"	
ID	This edit field determines the identifier that can be used to select the Personal Security profile over the phone. (default: empty)
Name	Input field to enter a short name for the Personal Security profile (max. 20 characters), used in tables and list fields. (default: empty)
Client-group	This selection field determines the assignment of the Personal Security profile to a client-group. ➤ see Section 5.8, "Configure Client-groups" Personal Security profiles can only be administrated by the administrators of the same client-group. (Default: client-group of the logged-in user) Note: For the views "Arrange by client-groups" ("within the applications" and "above the applications"), this field is a display field. The assignment to a client-group results from context in which the profile is created.

Table 10-5 Description of the fields in the window "Edit Personal Security profile"

Field	Description
Tab "Properties" 	
Window area "Timing"	
Type of surveillance	Use this drop-down to define the way in which you want the surveillance to be carried out by this profile: • Surveillance calls Here, the person you want to be monitored is called on a cyclical basis. • Radio-link monitoring Here, the system uses cyclical positioning requests or verification of the data connection to check the data connection to the monitored communication device. • Registration-Control The data connection to the communication devices that are registered directly at OScAR is checked on a cyclical basis. (default "Surveillance calls") Note: The display of the following fields depends on the selection you make in this field.
Window area "Timing" for type of surveillance "Surveillance calls" 	
Wait time between surveillance calls	Use this selection field to enter the time in minutes that the OScAR server waits in between two monitoring (surveillance) calls. (Default: "10 min")
Maximum ringing time	Input field to determine the maximum time in seconds for a call signaling, per call (dial) attempt. (Default: "30 s")
Call attempts if Busy	Use this field to specify how often an attempt is made to reach a busy subscriber, before a Personal Security alarm is set off. (default: "3")
Interval if Busy	Input field to determine the wait time (in seconds) between two call attempts if a line is busy. (Default: "180 s")
Call attempts if no answer	Use this field to determine how often the system will try to reach a subscriber who failed to answer a monitoring (surveillance) call, before it raises a Personal Security alarm. (default: "1")

Table 10-5 Description of the fields in the window "Edit Personal Security profile"

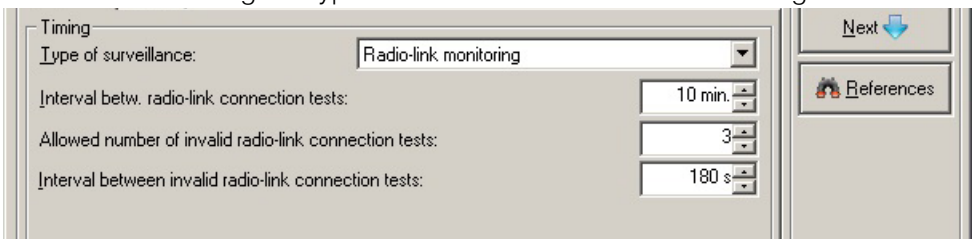
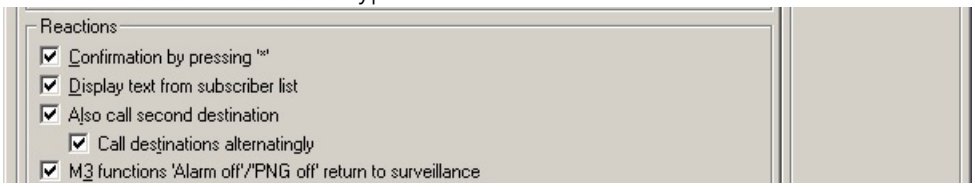
Field	Description
Interval if 'no answer'	Input field to determine the wait time in seconds until the next call attempt is made, if the subscriber was not reached. (default: "10 s")
First surveillance call is suppressed	Check this field if you want OScAR to suppress the first monitoring call (control call) to the monitored person after the activation of the Personal Security measure. This function is especially helpful for handsets that cannot accept calls but are able to reset the monitoring (surveillance) period by regularly making outgoing calls (e.g. emergency call stations in elevators). (default: not selected)
Window area "Timing" for type of surveillance "Radio-link monitoring"  Note: The positioning cycles result from the status of the field "Allowed number of invalid radio-link connection tests". The failure tolerance for positionings results from the value that is entered in "Call attempts if no answer" or "Interval between invalid radio trackings, respectively.	
Interval between radio-link connection tests	This selection field determines the wait time in minutes between two attempts to test the radio-link. (default: "10 min")
Allowed number of invalid radio-link connection tests	Use this field to determine how many radio-link connection tests, all of which must have failed in a row, are tolerated by the system before the system raises a Personal Security alarm. (default: "3")
Interval between invalid radio trackings	Use this field to determine the wait time in seconds between two attempts to check the radio-link connection, if one of the tests failed. (default: "180 s")
Window area "Reactions" for type of surveillance "Surveillance calls" 	

Table 10-5 Description of the fields in the window "Edit Personal Security profile"

Field	Description
Confirmation by pressing *	This field is only shown in combination with the type of surveillance "Surveillance calls". When this box is ticked, the surveillance (monitoring) call will not be confirmed unless the handset is lifted and the user presses the star * key. Note that if this feature is NOT enabled, the system will consider the call confirmed as soon as it is taken. (default: not selected)
Display text from subscriber list	When this box is ticked, the system outputs, during a Personal Security alarm and on the display of all alerted subscribers, the text from the subscriber list, i.e. the name of the distressed user. (default: not selected)
Also call second destination	This field is only shown in combination with the type of surveillance "Surveillance calls". When this box is ticked, the system will also call the second destination (call number) of the subscriber who is being monitored, if the attempts to call his first destination failed. (default: not selected)
Call destinations alternatingly	This field is only shown in combination with the type of surveillance "Surveillance calls" and only become active when you enable "Also call second destination". When this box is ticked, the first and the second destination of the subscriber are called in turn with each new attempt to reach this subscriber, instead of carrying out all call attempts at one destination (call number) before moving on to the next. (default: not selected)
M3 function 'Alarm Off'/ 'PNG Off' return to surveillance	This field only applies to the monitoring (surveillance) of Unify OpenStage M3 handsets. When this box is ticked, an alarm confirmed directly at the handset immediately triggers a new surveillance of this handset (instead of: end of the surveillance process).
Window area "Properties" for type of surveillance "Surveillance calls". 	
Timeout for subscribers in alarm state	Use this field to enter the maximum period of time that a Personal Security alarm is shown in the OScAR-TT Operator-Tool, and there in the window area "Escalated surveillances".
Window area "Reactions" for type of surveillance "Radio-link monitoring" 	
Display text from subscriber list	When this box is ticked, the system outputs, during a Personal Security alarm and on the display of all alerted subscribers, the text from the subscriber list, i.e. the name of the distressed user. (default: not selected)

Table 10-5 Description of the fields in the window "Edit Personal Security profile"

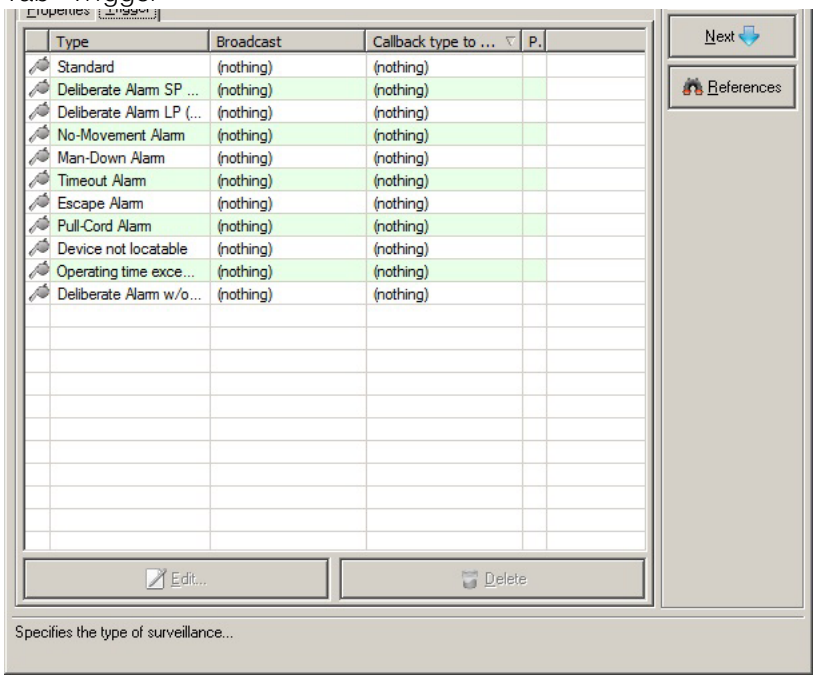
Field	Description
M3 function 'Alarm Off'/ 'PNG Off' return to surveillance	This field only applies to the monitoring (surveillance) of Unify OpenStage M3 handsets. When this box is ticked, an alarm confirmed directly at the handset immediately triggers a new surveillance of this handset (instead of: end of the surveillance process).
Window area "Properties" for type of surveillance "Radio-link monitoring" 	
Timeout for subscribers in alarm state	Use this field to enter the maximum period of time that a Personal Security alarm is shown in the OScAR-TT Operator-Tool, and there in the window area "Escalated surveillances".
BGR-139-compliant operation favored	This field only becomes active if the feature "Apply BGR-139-compliant operation" is enabled in the Personal Security application settings. When this box is ticked, the parameters of this Personal Security profile can only be made BGR-139-compliant.
Logoff only at allowed points of return	When this box is ticked, OpenStage M3 handsets can only log off at allowed points of return.
Tab "Trigger" 	

Table 10-5 Description of the fields in the window "Edit Personal Security profile"

Field	Description
Listbox	Column "Type" • Default (superordinate Broadcast) – The Broadcast that is automatically started in an alarm (e.g. "Silent alarm"), when no specific Broadcast was assigned to an alarm type. – The Broadcast that is automatically started upon a wrong or false response to a surveillance call, e.g. when no numeric key is pressed as confirmation, even though a key press was required. • Deliberate Alarm SP (short press) The Broadcast that is automatically started when a deliberate alarm was raised manually (by briefly pressing the Alarm button of a Unify OpenStage M3 handset). • Deliberate Alarm LP (long press) The Broadcast that is automatically started when a deliberate alarm was raised manually (by pressing the Alarm button of a Unify OpenStage M3 handset for a long time). • No-Movement Alarm The Broadcast that is automatically started when the system detects a no-movement situation (no movement detected for too long at the Unify OpenStage M3 handset).
Listbox (Fortsetzung)	• Man-Down Alarm The Broadcast that is automatically started when the system detects a man-down situation (tilt configured in a Unify OpenStage M3 handset was exceeded for too long). • Timeout Alarm The Broadcast that is automatically started when the system detects a timeout at the handset (e.g. no reaction by the monitored person to a local prewarning). • Escape Alarm The Broadcast that is automatically started when the system detects an escape situation (detected hectic or frantic movement of the Unify OpenStage M3). • Pull-Cord Alarm The Broadcast that is automatically started when the system detects the loss of a handset (pulling of the security cord at the Unify OpenStage M3 handset). • Deliberate Alarm w/o surveillance (Emergency number) The Broadcast that is automatically started when a deliberate alarm was raised manually (by briefly pressing the Alarm button of a Unify OpenStage M3 handset), even though the handset is not currently in an active surveillance process. • Device not locatable The Broadcast that is automatically started when the handset, after all attempts to monitor its radio-link connection have been carried out, can still not be located. • Operating time exceeded The Broadcast that is automatically started when the handset's maximum operating time is exceeded. ➤ see Server Configuration Manual OScAR-Pro Release 8.1x

Table 10-5 Description of the fields in the window "Edit Personal Security profile"

Field	Description
	Opens a user window for the selected entry to choose the Broadcasts. ➤ see Section 10.6.2, "Configure Broadcasts and the Alarm recall for OpenStage M3 handsets"
	Deletes the Broadcast that is assigned to the selected entry and, where applicable, resets the callback type "Alarm recall" for OpenStage M3 handsets to: "Disconnect"

Table 10-5 Description of the fields in the window "Edit Personal Security profile"

10.6.2 Configure Broadcasts and the Alarm recall for OpenStage M3 handsets

Follow the below instructions to edit the Broadcasts for Personal Security profiles and the callback types for OpenStage M3 handsets:

No.	Step
1.	Go to the tree and select the node "Personal Security". The list window will output all available Personal Security profiles.
2.	Click in the menu bar to add a new Personal Security profile, or or Go to the list window, select the Personal Security profile you want to edit and click . The window "Edit Personal Security profile" will pop up.
3.	Go to the tab "Trigger".
4.	In the list field, select the wanted trigger type, (e.g. "Default").
5.	Next, click Edit... to open the window "Edit trigger".
6.	Carry out the settings in keeping with the subsequent field descriptions.
7.	Save your changes with Ok.

Table 10-6 Add and edit Personal Security profiles

Description of the fields in the window "Edit trigger"

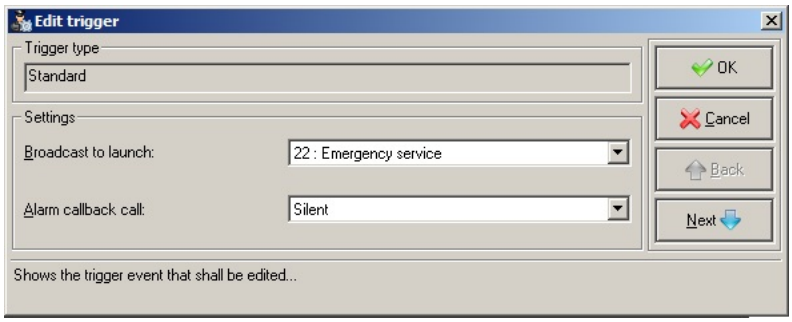
Field	Description
	
Window area "Trigger type"	
	Indicates the trigger type you are currently editing.
Window area "Settings"	
Broadcast to launch	Use this selection field to choose the Broadcast that the trigger shall start. (default: "(none)")

Table 10-7 Fields in window "Edit trigger"

Field	Description
Alarm recall (for: callback calls)	The selection field determines the type of the callback call ("Alarm recall") to an OpenStage M3 telephone if the alarm was set off with the dialthru code "OpenStage M3 dial-in" of the application "Personal Security". The following types of callback are supported by OpenStage M3 handsets: • Disconnect In the OScAR server, the callback call serves as confirmation of the alarm receipt and the OpenStage M3 handset if prompted to disconnect the callback call. • Silent In the OScAR server, the callback call serves as confirmation of the alarm receipt and the OpenStage M3 handset activates the front loudspeaker and the microphone. If a specification was made in the launched Broadcast that the first reached subscriber is connected with the initiator, the alerted Broadcast member can hear all that is spoken at the M3 handset. • Loud In the OScAR server, the callback call serves as confirmation of the alarm receipt and the OpenStage M3 handset activates the back loudspeaker and the microphone (same as hands-free speaking). If a specification was made in the launched Broadcast that the first reached subscriber is connected with the initiator, the alerted Broadcast member can communicate directly with the alerted person.

Table 10-7 Fields in window "Edit trigger"

10.6.3 Delete Personal Security profiles

Follow the below instructions to delete a Personal Security profile:

No.	Step
1.	Go to the tree and select the node "Personal Security". The list window will output all available Personal Security profiles.
2.	In the list window, select the Personal Security profile you want to delete.
3.	Click in the menu bar.
4.	Confirm the prompt with Yes. The Personal Security profiles are now deleted. If subscribers are still assigned to this Personal Security profile, the window "Delete Personal Security profile with references" will automatically pop up. ➤ see Section 10.6.4, "Edit and delete Personal Security profile references"

Table 10-8 Delete Personal Security profiles

10.6.4 Edit and delete Personal Security profile references

Use the window "Edit Personal Security profile" to access the button References and open the window "Personal Security Profile references".

If you try to delete a Personal Security profile that still has subscribers assigned to it, the window "Delete Personal Security profile with references" will automatically pop up.

This window lists all subscribers that are entered for the Personal Security profile, for editing and deleting.

Follow the below instructions to edit or delete Personal Security profile references:

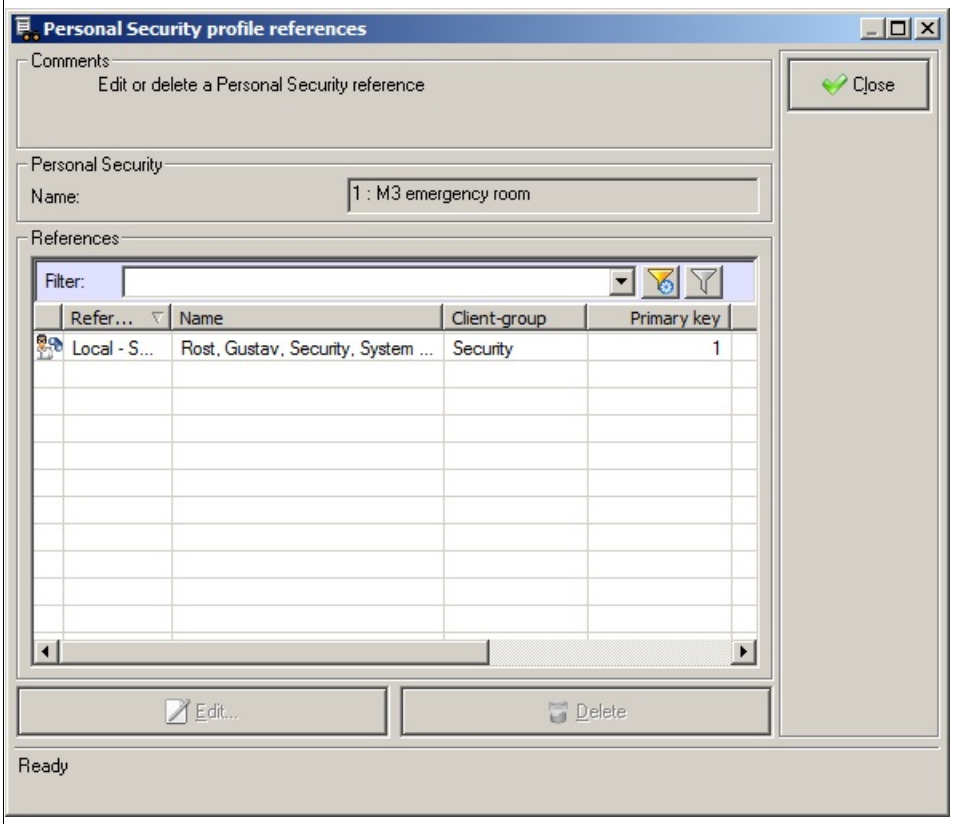
No.	Step
1.	Open the Personal Security profile you want to edit and click References. The window "Delete Personal Security profile with references" will pop up. 
2.	Edit members of a Personal Security profile: Go to the list area and select the reference entry you want to edit. Click Edit... or doubleclick the entry itself. This will open the window "Edit a member of the Personal Security profile". Use this window to make the changes you want to add. ➤ see Section 10.7, "Manage the members of Personal Security profiles" Delete members from Personal Security profiles: Go to the list area and select the reference entries you want to delete. Now click Delete. Confirm the prompt with Yes. The selected reference entries are now deleted. When the listbox is empty, the Personal Security profile can be deleted altogether.

Table 10-9 Edit/delete Personal Security profile references

10.7 Manage the members of Personal Security profiles

You can assign members to every Personal Security profile. The Personal Security profiles will take apply the properties that are already assigned to these members or targets. In addition, you can add specific settings for the members of a Personal Security profile that only apply within that respective Personal Security profile.

10.7.1 Add new members to the Personal Security profile

Follow the below instructions to add a new member to a Personal Security profile:

No.	Step
1.	Go to the tree and open "Personal Security".
2.	In the tree, select the Personal Security profile to which you want to add new members. If available, the list area will show all members that are already added to the Personal Security profile.
3.	Click in the menu bar. The window "Add new members to the Personal Security profile" will pop up.
4.	In the list window, select all subscribers you want to add to the Personal Security profile.
5.	Enter all the settings you want to make. ➤ see Section 10.7.2, "Edit a member of the Personal Security profile" If you selected more than one subscriber, all marked subscribers are added with the same settings.
6.	Enable the field "Save as template file" if you want to use these settings as a template when adding the next new member(s) to the Personal Security profile.
7.	Save your entries with Ok. The new Personal Security profile member(s) is/are now added.

Table 10-10 Add new Personal Security profile member



Note:
You can also add new members to a Personal Security profile by moving subscribers from the subscriber list with drag & drop. In this way, the subscribers selected in the list are added to the Personal Security profile.
In the next step, proceed as described below to configure the parameters for the Personal Security profile member.
➤ see Section 10.7.2, "Edit a member of the Personal Security profile"



Note:
If you select this assignment, it will initiate the surveillance of the data connection for subscribers who were added to a Personal Security profile with the type of surveillance "Registration control".

10.7.2 Edit a member of the Personal Security profile

Follow the below instructions to edit a member of a Personal Security profile:

No.	Step
1.	Go to the tree and open "Personal Security".
2.	Doubleclick the Personal Security profile whose member(s) you want to edit. If available, the list area will show all members that are already added to the Personal Security profile.
3.	In the list view, select the member of the Personal Security profile you want to edit and click . This will open the window "Edit a member of the Personal Security profile".
4.	Carry out the settings in keeping with the subsequent field descriptions.
5.	Save your changes with Ok.

Table 10-11 Edit a member of the Personal Security profile

Description of the fields in the window "Edit a member of the Personal Security profile"

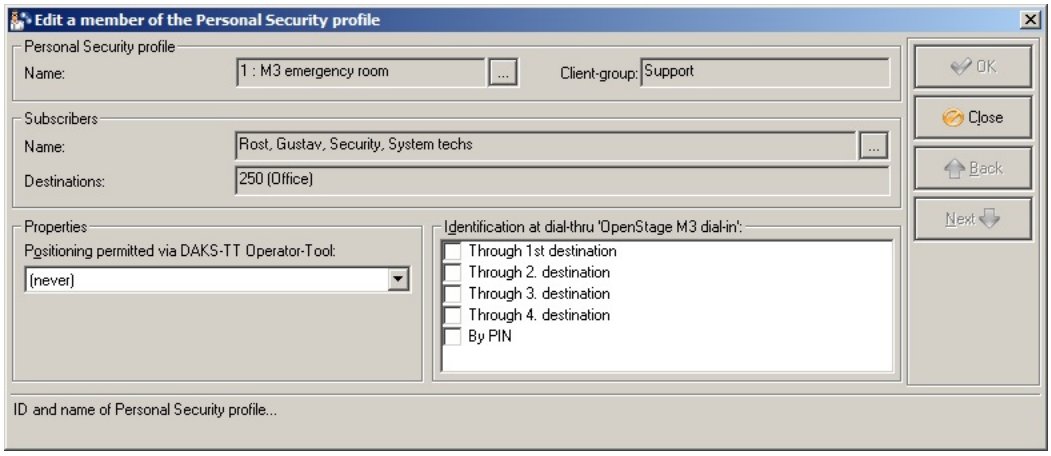
Field	Description
	
Window area: "Personal Security profile"	
Name	The display output shows the ID and the name of the Personal Security profile. Use ... to invoke the window "Edit personal Security profile".
Client-group	The display output shows the client-group to which the Personal Security profile belongs.
Window area "Subscribers"	
Name	Output field that shows the name of the subscriber. You can also use ... to invoke the window "Edit subscriber".
Destinations	Output field that shows all destinations (phone numbers) of this subscriber.
Window area "Properties"	

Table 10-12 Description of fields in window "Edit a member of the Personal Security profile"

Field	Description
Positioning permitted via OScAR-TT Operator-Tool	This selection field determines when a manual positioning may be carried out via the OScAR-TT Operator-Tool: • (never) The subscriber may never be manually positioned from within the Personal Security function. • Only for ALARM The subscriber may be positioned manually, but only if he/she is currently in the alarm state. ➤ see Section 10.8, "Operate the Personal Security function via DAKS-TT Operator-Tool" • Upon Surveillance or ALARM The subscriber may be manually positioned, but only if he/she is currently in an active surveillance or in the alarm state. ➤ see Section 10.8, "Operate the Personal Security function via DAKS-TT Operator-Tool" • Always The subscriber may always be manually positioned from within the Personal Security function. • (Default: "(never)") Note: The settings that are made here do not effect the settings that are made for the parameter "Positioning possible at any time".
Window area: "Identification at dial-thru 'OpenStage M3 dial-in'"	
Through 1st destination	Tick this box to have the subscriber identified on the basis of his/her 1st destination when he/she activates the Personal Security function via "OpenStage M3 dial-in". (default: not selected)
Through 2nd destination	Tick this box to have the subscriber identified on the basis of his/her 2nd destination when he/she activates the Personal Security function via "OpenStage M3 dial-in". (default: not selected)
Through 3st destination	Tick this box to have the subscriber identified on the basis of his/her 3rd destination when he/she activates the Personal Security function via "OpenStage M3 dial-in". (default: not selected)
Through 4th destination	Tick this box to have the subscriber identified on the basis of his/her 4th destination when he/she activates the Personal Security function via "OpenStage M3 dial-in". (default: not selected)
...through PIN	Tick this box if you want the subscriber, when dialing in via "OpenStage M3 dial-in" and registering his/her device for the monitoring (surveillance) process, to additionally have to identify by PIN. (default: not selected)
Note: A Spectralink-LWM handset will be identified through its subscriber (number) and through one of the following connection types: • Special-Spectralink-HS with LWM registered directly at OScAR • Special-Spectralink-HS with LWM registered directly at external PBX	

Table 10-12 Description of fields in window "Edit a member of the Personal Security profile"

10.7.3 Delete members from a Personal Security profile

Follow the below instructions to delete members from a Personal Security profile:

No.	Step
1.	Go to the tree and open "Personal Security".
2.	Go to the tree view and select the Personal Security profile from which you want to delete profile members. The list window will output all assigned Personal Security profile members.
3.	In the list window, select the Personal Security profile members you want to delete.
4.	Click in the menu bar.
5.	Confirm the prompt by clicking on Yes. The selected Personal Security profile members are now deleted.

Table 10-13 Delete members from Personal Security profile

10.8 Operate the Personal Security function via OScAR-TT Operator-Tool

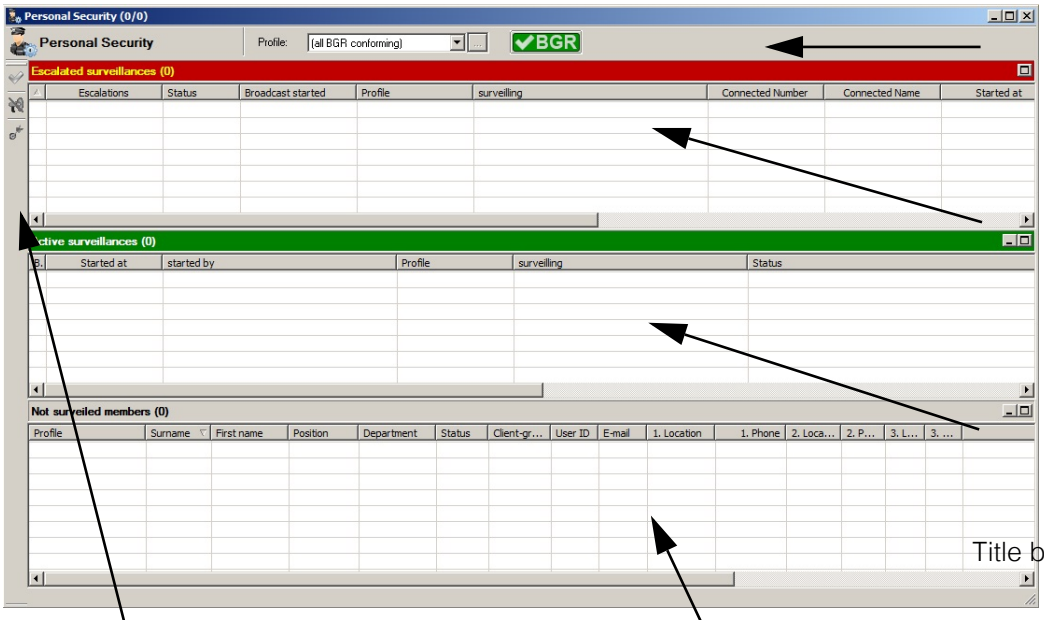
Note:
To operate the Personal Security function via the OScAR-TT Operator-Tool, you need the pertinent administrator rights and a password, as well as the pertinent operator rights and a PIN.

The OScAR-TT Operator-Tool makes it possible to monitor Personal Security processes, keep a watch on alarms, and confirm Personal Security alarms. The operator only sees the Personal Security monitoring processes of his/her own client group as well as those of the client group "Global".

Note:
Personal Security processes are started and deactivated over the phone or via digital input. A monitoring process that has escalated must be deactivated over the phone or via contact before it can be started again.
For OpenStage M3 telephones, the feature "M3-specific "Alarm Off" resp. "PNG Off" returns to surveillance" decides, after the alarm has been confirmed at the OpenStage M3 handset, if the device automatically re-enters into the monitoring process or not.

10.8.1 Customize the process window for the Personal Security function

With OScAR you can monitor Personal Security processes in a separate process window of the OScAR-TT Operator-Tool.



10.8.1.1 Components

The Personal Security process window consists of 3 separate areas:

- Escalated surveillances

  This areas shows all members whose surveillance process has escalated, i.e. where an alarm has gone off. Depending on the settings made in the matching Personal Security profile, a corresponding Broadcast may have been launched.

  If the entry is shown against a red background, it means that no user has yet confirmed the alarm at the OScAR-TT Operator-Tool.

  If the entry is shown against a black background, it means that a user has already noticed and confirmed the alarm at the OScAR-TT Operator-Tool.
- Active surveillances

  This areas shows all members who are currently in an active surveillance.

  If the entry is shown against a red background, it means that a warning has been received for this subscriber and that no user has yet confirmed the warning at the OScAR-TT Operator-Tool that resulted from a
  - a radio-link monitoring alarm,
  - a operating time overrun, or
  - a registration control alarm.

  If the entry is shown against am orange background, it mans that a warning has been received for this subscriber and a user has already noticed and confirmed the warning at the OScAR-TT Operator-Tool.

  If the entry is shown against a black background, it means that the subscriber is being monitored (surveilled) with no alarm or warning.
- Not surveilled subscribers:

  This areas shows all members who are assigned to one or more Personal Security profiles, but who are NOT currently in an active surveillance process, and for whom no alarm has been raised.

10.8.1.2 How a monitoring process is shown

The ways in which Personal Security processes are shown provide a variety of vital details on the status of the monitoring (surveillance) processes.

Column/Icon	Description
General columns	
Profile	The Personal Security profile in whose context a member is presently being surveilled. If this subscriber is also a member of other Personal Security profiles, the column will read "(several)".
Name First name Position Department etc.	Name, phone numbers and other fields for the subscriber.
Status	Status of the surveillance process in text form. • Is idle... • Subscriber is called... • (All) radio-link connection tests invalid... • and many more.

Table 10-14 Personal Security process window - The list area

Column/Icon	Description
Connected number	Connected number of the telephone that was last used by the subscriber who is being monitored (surveilled). Note: During the preparatory phase (build-up), this field shows the connected number of the subscriber who started the surveillance process.
Connected name	Connected name of the telephone that was last used by the subscriber who is being monitored (surveilled). Note: During the preparatory phase (build-up), this field shows the connected name of the subscriber who started the surveillance process.
Last responded at	The date/time when the surveilled subscriber was last connected with the surveillance process, or the date/time of the last successful check of the radio-link connection or the last successful registration.
Next response at	The date/time when the surveilled subscriber will be called next by the surveillance process, or the date/time of the next check of the radio-link connection. Note: For the type of surveillance "Registration control", the time of the response is not indicated
Current announcement	ID and name of the ad hoc (current) announcement used by the surveillance process.
Recorded	Date/time when an ad hoc (current) announcement was last recorded.
Client-group	The client-group to which the subscriber, who started the surveillance process, belongs.
General context menu items (for "Active surveillances" and "Escalated surveillances")	
Play back announcement...	Click here to open a window for playback of the ad hoc recorded (current) surveillance announcement This is the announcement that the surveilled subscriber might have spontaneously recorded when he/she started or retriggered a surveillance process.
Properties	Opens a window with details on the surveillance process during which the subscriber is monitored. ➤ see Section 10.9, "Operate the Personal Security function over the phone"
Icons column for "Active surveillances"	
(No icon)	The surveillance process is currently in preparation.
	The ad hoc announcement for the surveillance process is currently being recorded.
	The surveillance process is currently inbetween two surveillance calls, and in the idle state.
	A surveillance call is active, the monitored subscriber is being called at this moment or his/her radio-link connection is being checked.
	While calling the surveilled subscriber the system ran into a busy signal; the monitoring (surveillance) process went into idle state in order to repeat the surveillance call.
	The subscriber who is currently being monitored (surveilled) received the surveillance call and is momentarily listening to a voice message.
	The surveilled subscriber has been requested to confirm the call with the star "*" key.

Table 10-14 Personal Security process window - The list area

Column/Icon	Description
	The surveilled subscriber has failed to confirm the call; if needed, the surveillance call will be repeated.
	The surveilled subscriber confirmed the call; the surveillance process subsequently switches to the idle state.
	The maximum surveillance time has been exceeded.
Additional column for "Active surveillances" and "Escalated surveillances"	
Started	The date and time when the surveillance process was started.
Started by	Name of the subscriber or contact input who/that activated the surveillance process.
Icons column for "Escalated surveillances"	
	The monitoring process to surveil a subscriber or the check of the radio-link connection has failed, and an escalation Broadcast has been activated where needed.
Additional columns for "Escalated surveillances"	
Escalation	The date/time of the failed surveillance process.
Broadcast started	The name and ID of the Broadcast that was started as escalation.

Table 10-14 Personal Security process window - The list area

10.8.1.3 Title bar

The process window of a Personal Security process contains a title bar that contains, among other things, a drop-down combobox to select a specific or all Personal Security profile(s). When you choose a Personal Security profile, the window will output all subscribers who are assigned to that profile as members and who also might presently be surveilled (monitored) by the system.

Title bar - BGR-139-compliant (yes/no):

Column/Icon	Description
	Selection for output of the Personal Security profile.
	Use ... to invoke the window "Edit personal Security profile".
	This icon appears when the parameters of the selected Personal Security profile are configured in full compliance with the rules of BGR-139.
	This icon appears when the parameters of the selected Personal Security profile are not configured in full compliance with the rules of BGR-139.

Table 10-15 Title bar of the Personal Security process window - BGR-139-compliant (yes/no)

10.8.1.4 Toolbar

Use the following toolbar icons to carry out the following functions for Personal Security profiles:

Icon	Context menu	Description
	Confirm alarm	Use this icon to confirm an alarm indicating that a surveillance has escalated, shown in the area "Escalated surveillances", or a warning from the area "Active surveillances", both as: "read". Any confirmation made in this way is also signaled by OScAR to the operators at other OScAR-TT Operator-Tools.
	Surveil subscriber (to locate his/her position)	Use this icon to activate the manual DPS Positioning for a member of the Personal Security Profile.

Table 10-16 Process window Personal Security - Toolbar

10.8.2 Confirm escalated alarms or warnings

Follow the below instructions to confirm escalated alarms or warnings:

No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	Go to the command bar and click Click Personal Security (../..) or In the menu select "Operations" ➤ "Personal Security"
3.	This will bring the window "Personal Security (../..)" to the front.
4.	To confirm • an escalated alarm, go to the area "Escalated surveillances (..)", select the entries that are underlined in red and click  , or go to the menu bar and select: "Personal Security" ➠ "Confirm" • a surveillance warning, go to the area "Active surveillances (..)", select the entries that are underlined in orange and click  , or go to the menu bar and select: "Personal Security" ➠ "Confirm"  Note: For more infromation: ➤ see Section 10.8.3, "Customize the Personal Security process view" (Parameter "Open positioning window after double-clicking escalated subscriber")
5.	This will change the selected entries in your and in all other OScAR-TT Operator-Tools to the color black. This indicates that you have confirmed the message.

Table 10-17 Confirm escalated alarms or warnings

10.8.3 Customize the Personal Security process view

Follow the below instructions to configure the process view for the Personal Security processes:

No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	In the command bar click Options or go to the menu bar to select: "Operations" ➠ "Options..."
3.	Now open the tab "Process display options".
4.	Click Personal Security....
5.	Carry out the settings in keeping with the subsequent field descriptions.
6.	Save your changes with Ok.

Table 10-18 Customize process view for Personal Security processes

Description of the fields in the window "Personal Security process view"

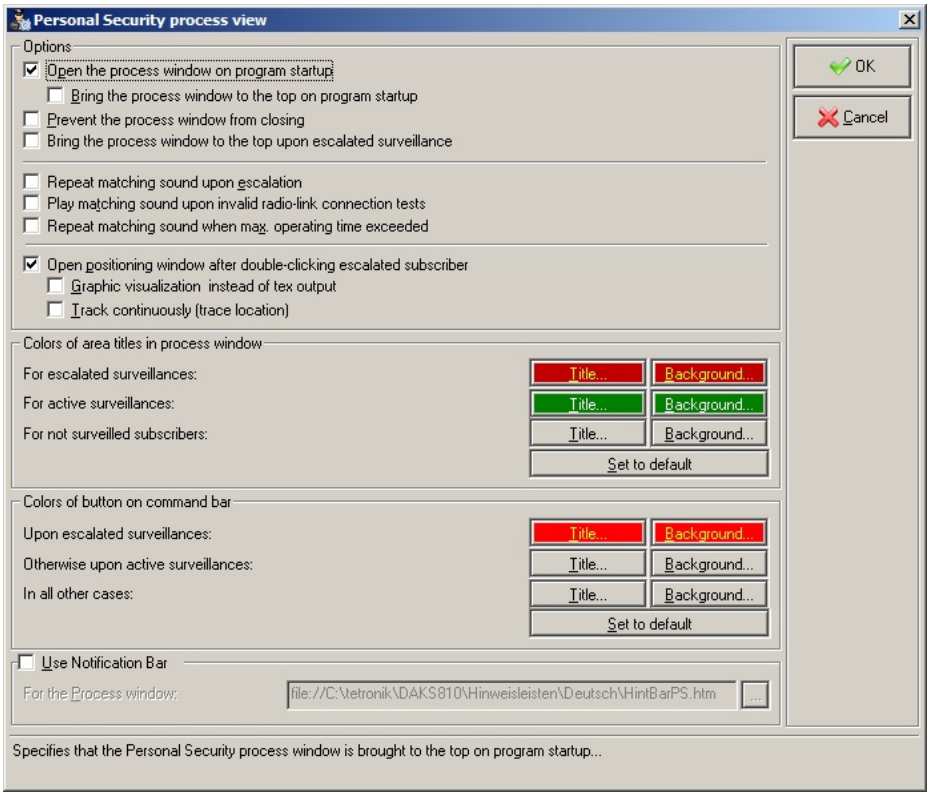
Field	Description
	
Window area "Options"	
Open the process window on program startup	When this box is ticked, the Personal Security process view window will automatically pop up at the program start.
Bring the process window to the top on program startup	This field only becomes active if the field "Open the process window on program startup" is enabled. When this box is ticked, the process view window is automatically brought to the top at the system start.
Prevent the process window from closing	When this box is ticked, the last open process window open cannot accidentally be closed.

Table 10-19 Fields in window "Personal Security process view"

Field	Description
Bring process window to the top upon escalated surveillance	When this box is ticked, the Personal Security process window is instantly and automatically brought to the top when a surveillance process escalates. Note: When this box is ticked, and if a Personal Security surveillance process has already escalated at the program start, the process window is automatically brought to the top.
Repeat matching sound upon escalation	When this box is ticked, a specific sound is played when a surveillance process escalates
Play matching sound upon invalid checks of the radio-link connection or the registration	When this box is ticked, a specific sound is played when a check of the radio-link connection or the registration fails.
Repeat matching sound when max. operating time exceeded	When this box is ticked, a specific sound is played when the maximum operating time is exceeded.
Open positioning window after double-clicking escalated subscriber	When this box is ticked, the positioning window will pop up when you make a double click on an escalated subscriber Note: If the escalation has not yet been confirmed, a message window will now open up requesting that confirmation.
Graphic visualization instead of text output	This field only becomes active when the parameter "Open positioning window after double-clicking escalated subscriber" is enabled. When this field is ticked, the system will apply the graphic visualization and not show a text.
Track continuously (trace location)	This field only becomes active when the parameter "Open positioning window after double-clicking escalated subscriber" is enabled. When this box is ticked, the escalated subscriber will continue to be located on a cyclical basis or his location will be traced cyclically.
Window area "Colors of area titles in process window"	
For escalated surveillances	Use these buttons to customize the colors of the titles of process areas, for surveillance processes that have escalated. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
For active surveillances	Use these buttons to customize the colors of the titles of process areas, for surveillance processes that are currently active and ongoing. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
For not surveilled subscribers	Use these buttons to customize the colors of the titles of process areas, for subscribers for whom a surveillance process is possible but currently not active or ongoing. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
Set to default	Button to reset all color values assigned to process areas titles, to the defaults.
Window area: "Colors of buttons on command bar"	

Table 10-19 Fields in window "Personal Security process view"

Field	Description
For escalated surveillances	Use the buttons to customize the colors of the command bar buttons "Personal Security (m/n)" when at least one surveillance process is known to have escalated. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
Otherwise upon active surveillances	Use the buttons to customize the colors of the command bar buttons "Personal Security (m/n)" when no surveillance is currently known to have escalated, but at least one subscriber is currently being surveilled. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
In all other cases	Use the buttons to customize the colors of the command bar buttons "Personal Security (m/n)" when no surveillance processes are known to have escalated or are currently active and ongoing. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
Set to default	Button to reset all color values assigned to the command bar button for "Personal Security (m/n)", to the defaults.
Window area "Use notification bar"	
Use notification bar	When this box is ticked, the personal security window can receive a dockable notification bar with how-to instructions and information on its utilization. ➤ see Section 4.7.6, "Notification bars in the DAKS-TT Operator-Tool"
For the Process window	Input field to enter the path of the HTML file that is output in the notification bar of the main personal security window. To select a file in a dialog click the button ... .

Table 10-19 Fields in window "Personal Security process view"

10.8.4 Switch the Personal Security function to the maintenance condition

You can switch the OScAR system to the maintenance condition through the OScAR-TT Operator-Tool. While the OScAR server is in the maintenance condition, subscribers can no longer actively switch themselves into the personal security function but instead receive a corresponding announcement. Subscribers who are already being monitored or surveilled at this moment can log off from the surveillance process and set off alarms.

Switch the OScAR system to the maintenance condition

To switch the OScAR system into the maintenance condition, log on to OScAR-TT Operator-Tool and open Personal Security. Go to the menu bar and click "Personal Security in maintenance condition".

OScARpro is switched into the maintenance condition, and this condition shown in color in the status line.

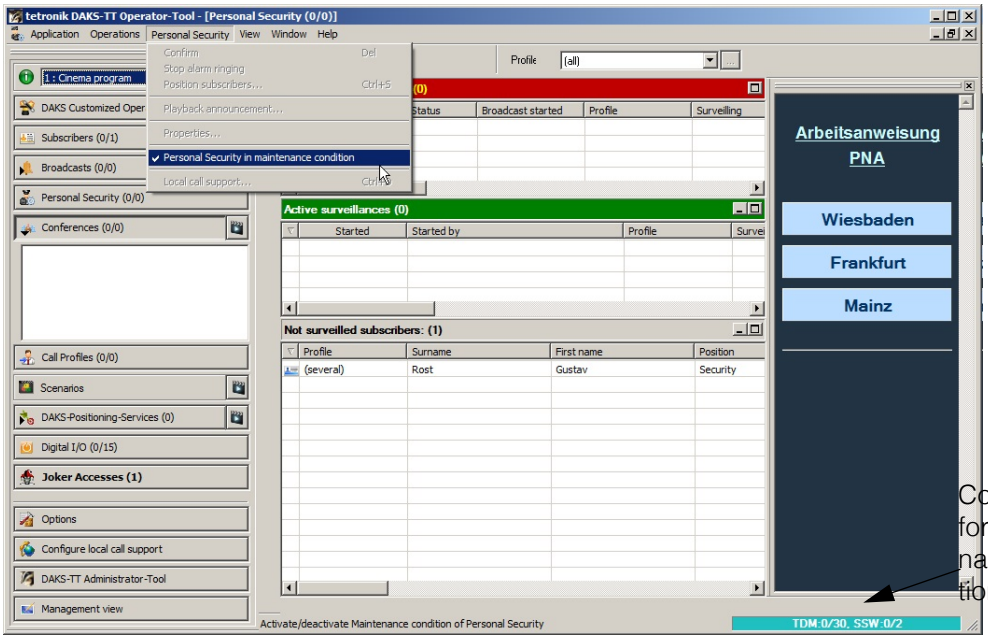


Image 10-2 Operator-Tool: Switch OScAR to maintenance condition

10.9 Operate the Personal Security function over the phone

This section shows you how to edit announcements over the phone. The instructions also offer example entries. The examples are based on the assumption that the OScAR server is reached with the tie trunk code (OScAR call number) 800. The dialthru codes are set to default. The PIN that is used here reads: 4321.

For a representation that is easier to read, the input blocks are separated by spaces.

➤ see Section 5.6, "Configure dialthru codes"

To reproduce the examples, replace the tie trunk code 800 with the phone number of your OScAR server, enter your PIN and, if needed, adjust the dialthru codes. Spaces are not entered.



Note:
Please remember that to activate the Personal Security function over the telephone, you must have the corresponding operator rights, including the PIN.



Note:
If no system announcements (e. g. "Please enter your PIN") are available or assigned, OScAR will play a long tone, instead.

10.9.1 Activate the Personal Security function over the phone

The below section shows you how to activate/deactivate a Personal Security profile over the telephone.



Note:
Depending on the present state of the Personal Security function, the monitoring of the respective person can be activated or deactivated (toggle).

Provided the Personal Security announcement is already defined and assigned, the monitoring (surveillance) process is activated with the most recent announcement as recorded at the outset of the monitoring period e.g. to specify the current location of the monitored person.

➤ see Section 10.5, "Edit the Personal Security application settings"

The Personal Security announcement can be played back for listening through the OScAR-TT Operator-Tool and, in the event of an alarm or emergency situation, will be appended to the respective Broadcast announcement.



Note:
If a monitored (surveilled) person hangs up before the start of recording (signaled with a 3-tone sequence), the Personal Security function is activated without a current voice announcement.

Follow the below instructions when the parameter "Enter Profile ID before PINs" is enabled in the Personal Security application settings:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Activate/ Deactivate Personal Security", e.g. "800 70" .
80070 OScAR PERS.SEC.	Application announcement "Profile entry request"
	Enter the ID of the pertinent Personal Security profile.

Note for OpenStage M3: When the field "Enter Profile ID only if subscriber assignments ambiguous" is enabled and on condition the person who shall be surveilled is not also assigned to other profiles, the profile ID needs not be entered.

80070 OScAR PERS.SEC.	Application announcement: "PIN input request"
	Enter your PIN, e.g. "4321".
	Application announcement "Destination's PIN input request"
or #	Enter the PIN of the subscriber who shall be monitored (surveilled) or press the pound # key if you want to activate your own monitoring.

If you are using OpenStage M3 telephones, you can also operate without PIN.

	Application announcement "Activated announcement".

If Personal Security announcements are defined and also assigned:

	Application announcement "Record information request".
♫♫♫	A 3-tone sequence signals start of the recording.
	Record your announcement.
	If you make a mistake, simply press the star * key to return to the application announcement "Message input request".
♫	If the memory is full before you complete the recording, or if you pressed the pound # key, the system will play a long tone to signal the end of the recording. This is followed by a wait period of 8 seconds that can be used, if needed, to correct the announcement. ➤ see next step
Wait or *	To record the announcement anew, simply press the star * key during this waiting period. Note that if you do NOT press the star * key during the waiting period, the system will automatically validate the current announcement and start the monitoring (surveillance) process.

If the monitoring (surveillance) is effected through surveillance calls and not by way of cyclical positioning (location tracking), and the first surveillance call is not suppressed:

	Please hang up.

OScAR PERS.SEC.

The surveilled person is called as soon as the surveillance process starts.

It is only after this start that the predefined monitoring period com-

Follow the below instructions when "Enter Profile ID before PINs" is NOT enabled in the Personal Security application settings:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Personal security - Activate/Deactivate", e.g. "800 70" .

If you are using OpenStage M3 telephones, you can also operate without PIN.

80070 OScAR PERS.SEC.	Application announcement: "PIN input request"
	Enter your PIN,
	Application announcement "Destination's PIN input request"
or #	Enter the PIN of the subscriber who shall be monitored (surveilled) or press the pound # key if you want to activate your own monitoring.
	Application announcement "Activated announcement".

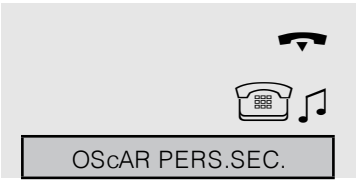
If the field "Enter Profile ID only if subscriber assignments ambiguous" is enabled, and if the person who shall be surveilled is not assigned to other profiles as well, the profile ID needs not be entered.

80070 OScAR PERS.SEC.	Application announcement: "PIN input request"
	Enter your PIN,
	Application announcement "Destination's PIN input request"
or #	Enter the PIN of the subscriber who shall be monitored (surveilled) or press the pound # key if you want to activate your own monitoring.

If Personal Security announcements are defined and also assigned:

	Application announcement "Record information request".
	A 3-tone sequence signals start of the recording.
	Record your announcement.
	If you make a mistake, simply press the star * key to return to the application announcement "Message input request".
	If the memory is full before you complete the recording, or if you pressed the pound # key, the system will play a long tone to signal the end of the recording. This is followed by a wait period of 8 seconds that can be used, if needed, to correct the announcement.
	➤ see next step
Wait or *	To record the announcement anew, simply press the star * key during this waiting period. Note that if you do NOT press the star * key during the waiting period, the system will automatically validate the current announcement and start the monitoring (surveillance) process.

If the monitoring (surveillance) is effected through surveillance calls and not by way of cyclical positioning (location tracking), and the first surveillance call is not suppressed:



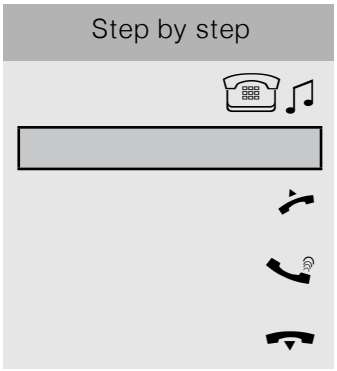
Please hang up.

The monitored person is called as soon as the surveillance begins. It is only after this start that the predefined monitoring period commences.

10.9.2 Accept security call without confirmation

This section shows you how to accept a monitoring (surveillance) call over the phone.

Follow the below instructions to accept a surveillance call without confirmation:



You have a phone call.

Answer the call.

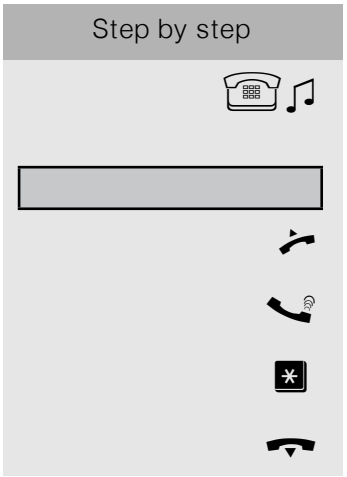
Application announcement "Surveillance w/o confirmation"

Please hang up.

10.9.3 Accept security call with confirmation

This section shows you how to accept a monitoring (surveillance) call over the phone.

Follow the below instructions to accept a surveillance call with confirmation:



You have a phone call.

Answer the call.

Application announcement "Surveillance with confirmation"

Press the star * key to confirm the call.

Please hang up.

10.9.4 Retrigger call (without current announcement)

A monitored person can reset the specified interval between two surveillance calls by making a call to OScAR, i.e. the monitored person can, if needed, retrigger this time, e.g. if he/she is too busy to interrupt his/her job and is therefore unable to confirm the surveillance call received from OScAR.

Follow the below instructions to reset a surveillance period, without curr. announcement:

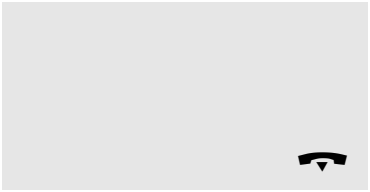
Step by step	
	Enter the OScAR server's call number + dialthru code for "Personal security - Retrigger call", e.g. "800 71".
80071 OScAR PERS.SEC.	Application announcement: "PIN input request"
	Enter your PIN, e. g. "4321".
	Application announcement "Retrigger announcement"
	The monitoring or surveillance time that has already expired will be reset and the selected interval for the "Wait time between two monitoring calls" will start again from the beginning.
	Please hang up.

10.9.5 Retrigger call (with current announcement)

Provided monitoring announcements have already been defined and assigned, a retrigger call can also be used to re-record a current or ad hoc announcement (for example to record that the monitored person is now working at another work station).

Follow the below instructions to reset a surveillance period, with a current announcement:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Personal security - Retrigger call", e.g. "800 71".
80071 OScAR PERS.SEC.	Application announcement: "PIN input request"
	Enter your PIN, e. g. "4321".
	Application announcement "Retrigger announcement"
	Press the star * key within 8 seconds to record a current announcement.
	A 3-tone sequence signals start of the recording.
	Record your announcement.
	Press the pound # key to end the recording.
	If the memory is full before you complete the recording, or if you pressed the pound # key, the system will play a long tone to signal the end of the recording.



The monitoring or surveillance time that has already expired will be reset and the selected interval for the "Wait time between two monitoring calls" will start again from the beginning.

Please hang up.

10.10 Personal Security function through OpenStage M3 handsets

This section shows you how to operate the Personal Security function through OpenStage M3 handsets. The instructions also offer example entries.

The examples are based on the assumption that the OScAR server is reached with the tie trunk code (OScAR call number) 800. The dialthru codes are set to default. For a representation that is easier to read, the input blocks are separated by spaces.

➤ see Section 5.6, "Configure dialthru codes"

Prerequisite to activate Personal Security processes through OpenStage M3 handsets:

- If you want to be able to activate the Personal Security function from an OpenStage M3 handset, make sure you select the handset's menu item "Control Port Basis" and enter the OScAR server's call number as well as the dialthru codes for the "OpenStage M3 dial-in" (e.g. 80072).
- To monitor (surveil) an OpenStage M3 handset, make sure the parameter "DPS Request Time" is administrated properly in the -OpenStage M3 handset itself. The time that is configured for the parameter "DPS Request Time" should be greater that the value entered in the OScAR-TT Administrator-Tool under "Interval between radio-link connection tests".
  ➤ see Table 10-5 Description of the fields in the window "Edit Personal Security profile"
- Make sure you make the following configurations for at least one of the subscribers who you want to have monitored in the Personal Security processes:
  – Be sure to enable the feature "Positioning of device".
  – Be sure "OpenStage M3" is selected for both "Connection type" and "DPS device type".
  ➤ see Section 8.3.2, "Edit subscriber destinations"



Caution!
To be able to utilize the Personal Security function, the device must be locatable.

10.10.1 Activate/deactivate Personal Security through OpenStage M3

The below section shows you how to activate/deactivate a Personal Security profile using an OpenStage M3 handset.

Note:
Depending on the present state of the Personal Security function, the monitoring of the respective person can be activated or deactivated (toggle).

Note:
Depending on the settings in the OpenStage M3 handset, the Personal Security function can be activated automatically (Pull and go) or by hand. The below description refers to the manual launch in combination with the operating mode: "PNG Mode".

Note:
If you do not wan to enter the profile ID by hand, be sure you enable the following parameter of the Personal Security Application settings: "Enter Profile ID only if subscriber assignments ambiguous". Bear in mind that the person who shall be surveilled may be assigned as a member to no more but one Personal Security profile.

Activate the Personal Security function via OpenStage M3

Step by step	
	In the OpenStage M3 menu, activate the Personal Security via the menu item "PNG Mode".
	After a successful function test of the device's sensors, the OScAR server is called automatically.
	Application announcement "Activated announcement".
	The OScAR server cuts the connection to the OpenStage M3 telephone.
	Provided the OpenStage M3 telephone is properly administrated in the OScAR server and in the idle state, the OpenStage M3 is automatically called back.
	Application announcement "Logged in".
	The telephone is currently in an active Personal Security surveillance process and the display reads: "PNG mode active".

Table 10-20 Activate the Personal Security function manually via OpenStage M3

10.10.2 Deactivate the personal Security function at the correct point of return

Step by step	
	In the menu of the OpenStage M3, deactivate the Personal Security function with the menu item "PNG activation" to have the OScAR server called automatically.
	Application announcement "Deactivated announcement".
	The OScAR server cuts the connection to the OpenStage M3 telephone.
	Provided the OpenStage M3 telephone is properly administrated in the OScAR server and in the surveilled state, the OpenStage M3 is automatically called back.
	Application announcement "Logged off".
	The telephone is no longer being surveilled.

Table 10-21 Deactivate Personal Security function via OpenStage M3, correct point of return

10.10.3 Deactivate the personal Security function at the wrong point of return

Step by step	
	In the menu of the OpenStage M3, deactivate the Personal Security function with the menu item "PNG activation" to have the OScAR server called automatically.
	Application announcement "Deactivated announcement".
	The OScAR server cuts the connection to the OpenStage M3 telephone.
	Provided the OpenStage M3 telephone is properly administrated in the OScAR server and in the surveilled state, the OpenStage M3 is automatically called back.
	Application announcement "Wrong point of return".
	The telephone remains in the surveillance process.

Table 10-22 Deactivate Personal Security function via OpenStage M3, wrong point of return

10.11 Activate/deactivate Personal Security via digital input

The Personal Security function can also be activated and deactivated via digital inputs.

➤ see Section 5.11, "Configure the Digital I/Os"

To activate a Personal Security process via digital input, the pertinent input must be assigned to the function "Personal Security", together with a subscriber who shall be surveilled, taken from the subscriber list.

Note that if the Personal Security function is activated via digital input, it is not possible to record a surveillance announcement with the latest details, e.g. the current location of the surveilled person.

10.12 Logging of surveillance processes

OScAR logs the start and the end of all surveillance processes as well as the events during these processes.

➤ see Chapter 22, "Reports and Printouts"

In addition, OScAR outputs the events related to Personal Security via the printer/debug interface in the following format:

- Date and time (Default format)
- PSC
- Process number 1..6 + space
- Printer text 70..74 + space
- Subscriber text of the monitored subscriber
- for incoming seizures the "Calling number"
- for outgoing seizures the "Called number"

11 Configure, Convene and Moderate Conferences

Overview

This chapter shows you how to configure, administrate, convene, and moderate Conferences. It explains the functions that apply to the OScAR-TT Administrator-Tool as well as the functions that are carried out over the telephone and through the OScAR-TT Operator-Tool.

Content

The following areas are covered in this chapter:

11.1 Overview of Conferences
11.2 Dependence of Conference settings on other settings
11.3 Masters and Operators in Conferences
- 11.3.1 Masters in Conferences
- 11.3.2 Operators in Conferences

11.4 Examples of Conferences
- 11.4.1 Individual Meet-Me Conferences
- 11.4.2 Chatroom (Conferences opened by first and ended by last conferee)
- 11.4.3 Meet-Me Conference with access control
- 11.4.4 Conferences with parallel dialing of the Conference members
- 11.4.5 Emergency Conference

11.5 Configure and convene Conferences - Quick overview
11.6 Edit the Conference application settings
11.7 Manage Conferences
- 11.7.1 Add and edit Conferences
- 11.7.2 Delete Conferences
- 11.7.3 Edit and delete Conference references

11.8 Add conferees
- 11.8.1 Conferees in Conferences
- 11.8.2 Edit Conference members
- 11.8.3 Delete conferees

11.9 Sequence and processes of Conferences
- 11.9.1 Routine DAKS behavior
- 11.9.2 General details on PIN entries
- 11.9.3 The Mute function
- 11.9.4 Special behavior for Conferences with positioning requests

11.10 Operate Conferences through the DAKS-TT Operator-Tool
- 11.10.1 Convene Conferences
- 11.10.2 Monitor Conferences
- 11.10.3 Moderate and end Conferences
- 11.10.4 Add known subscribers to Conference, ad hoc
- 11.10.5 Add unlisted subscribers to a Conference, ad hoc
- 11.10.6 Extend ongoing Conference through the DAKS-TT Operator-Tool
- 11.10.7 Add comments to a Conference
- 11.10.8 Customize the Conferences process view

11.11 Operate Conferences over the phone
11.11.1 Phone dialog for call acceptance at subscriber destination
11.11.2 Phone dialog for dialthru code "Convene or join conferences"
11.11.3 Phone dialog for dialthru code "Join active conferences from A...T (Operator)"
11.11.4 Phone dialog for dialthru code "Convene or join conferences in a dialog"
11.11.5 Phone dialog for dialthru code "Extend active conferences A...T (Operator)"
11.11.6 Add conferees over the phone ad hoc
11.11.7 Disconnect ad hoc conferees over the phone
11.11.8 Phone dialog for dialthru code "Convene via OpenStage M2/M3"
11.12 Convene Conferences via digital inputs

11.1 Overview of Conferences

The application "Conferencing-Pro" supports a wide range of Conference types with variable security settings, e. g.:

- "Chat Rooms" for open dial-in by the subscribers themselves, with no access restriction.
- "Meet-me Conferences" with dial-in from outside and access control, activated and controlled by the Conference owner.
- "Ad hoc Conferences" with the option to dial in new conferees on the fly.
- "Preset Conferences", especially Emergency Conferences, where predefined members are called at the touch of a button.
- "Progressive Conferences" in which additional subscribers can be called into a running Conference.

Up to 20 Conferences can be active at the same time.



Image 11-1 Diagram of an Emergency Conference

Definition of Conferences

To tweak the system to your individual needs and requirements, OScAR manages a variety of system-wide Conference application settings, such as the times, the voice announcements for user-guidance etc.

In addition, each of the up to 30,000 Conferences can, among other things, be assigned the following application settings on a customized basis:

- the Conference description, shown on the telephone display, e. g. "Editorial Conference"
- the Conference convenor- and entry announcement
- up to 120 conferees with individual authorizations, access conditions, and initial status (e.g. initially on hold)
- high priority, urgent and low priority Conferences, activation of the CorNet-NQ-/SIP-Q-specific options: emergency call, intrusion etc.
- Access and ID codes to:
  - Convene over the phone
  - dial-in for active Conference participation
  - dial-in for passive Conference participation (listen only)
- the type of the control mode and documentation via PC
- the max. length of the Conference and of conferee participation
- the Operator functions supported over the telephone
- type of display information during the Conference
- The audio input and output to be used (e. g. to play music or record the Conference)

With the help of these and other application settings, OScAR can be implemented in a wide range of powerful Conference scenarios.

Convene Conferences

Conferences are convened:

- via the OScAR-TT Operator-Tool,
- via any in-house or external telephone,
- via digital inputs,
- via external host systems, e.g. emergency response host computers,
- time-controlled: once only, daily, or only on specific days of the week.

Procedure of Conferences

Conferees are either called automatically by the system, dial into the Conferences actively and by themselves, or are switched into and in this way added to the Conferences. In Unify OpenScape 4000 networks, OScAR applies the CorNet-NQ/SIP-Q specific performance features, from the different display messages to the emergency call signaling or forced release.

Conferees can be restricted to listen only, granted speaking time (the floor), or accorded special master or Operator functions.

Conferences can be realized from entirely open with general access to completely confidential. For confidential Conferences, PINs, call numbers and connection states are for example verified in such a way that any unauthorized Conference participation is avoided to the greatest extent possible.

OScAR also provides a mute option. This allows microphones to be temporarily switched off in loud environments so that the Conference is not disturbed by background noise.

Application scenario: Emergency Conferences (for crisis management groups)

When the emergency call number is called from a telephone (any), OScAR immediately activates a Conference, e.g it alerts the fire department, the works security and the company medical team, and connects them all in one Conference call with the initiator who set off the emergency call.

In this context, the following performance features deserve special emphasis:

- output of the call number of the emergency caller, where needed incl. his/her current position, indicated on the display of the alerted subscribers
- reassurance announcement played to the caller and notification announcement played to the called subscribers
- uninterrupted continuation of the Conference call, even if the emergency caller hangs up early
- if more than one emergency calls are received at the same time:
  - either activation of substitute Conferences
  - or automatic switching of all additional callers into the already ongoing Conference

Application scenario: Operator-supported Conferences

Up to 20 Operators can control the active Conferences from their PCs, with each Conference shown in a separate window.

Operators can:

- convene and end Conferences,
- request or hand over the moderation of the Conference,
- grant or withdraw conferees the right to speak, put conferees on hold, and remove conferees from Conferences,
- select conferees directly from the subscriber list, or enter and dial ad hoc call numbers,
- switch themselves or subscribers into Conferences.

Special functions for special services

OScAR supports "MLPP" and "Closed User Groups" for military services.

For implementation in the area of stock exchange market and banking industry, OScAR offers the following functions:

- Point-to-Multipoint Conferences
  Here, the initiator can hear and address all conferees while they are unable to hear one another.
- Conference nodes

  Here, OScAR thru-connects local Conferences world-wide to form a single large-scale Conference. In the event the connection should be lost, OScAR will try to reconnect immediately.
- Privacy functionality
  In combination with Unify trading systems, conferees can connect with selected other conferees in the privacy mode (confidentiality).

11.2 Dependence of Conference settings on other settings

Apart from the fields used to administrate Conferences, there are fields in other windows that also have an influence on Conferences.

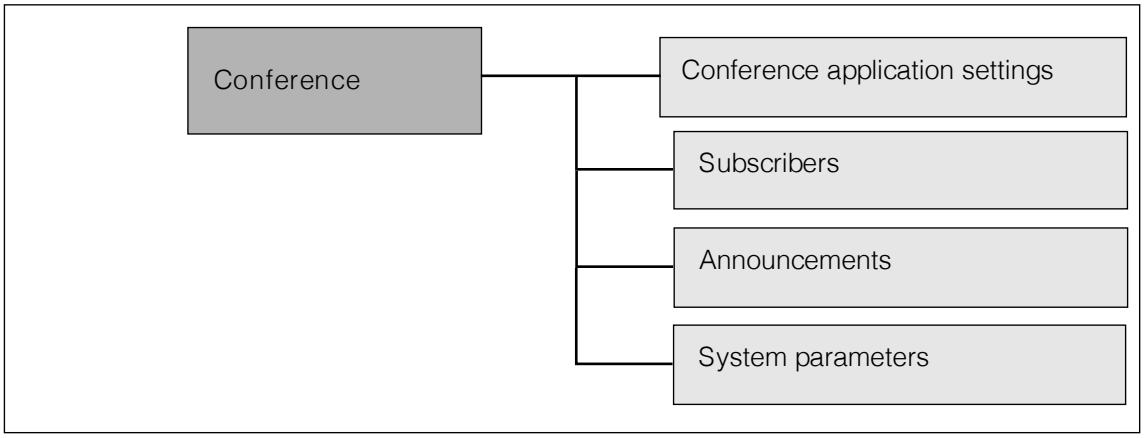


Image 11-2 Dependence of Conference settings on other settings

Conference application settings:

The Conference application settings define the Basic settings that apply to all Conferences.

➤ see Section 11.6, "Edit the Conference application settings"

Subscriber:

To each Conference, subscribers are assigned in advance as members (➤ see Chapter 8, "Configure and Administrate Subscribers"), or can be added later ad hoc to already ongoing Conferences.

➤ see Section 11.10.4, "Add known subscribers to Conference, ad hoc"

Voice announcements:

Conferences can be assigned announcements, e.g. to request subscribers to identify themselves by PIN. These announcements must already be properly created and recorded.

➤ see Chapter 7, "Configure and Administrate Voice Announcements"

System parameters:

- Time segments:
  For Conferences, subscribers (destinations) are called in keeping with their assigned time segments.

➤ see Section 5.5, "Define time segments"

- Holidays

  For Conferences, subscribers (call destinations) are called in keeping with their assigned the holidays settings.

  ➤ see Section 5.15, "Configure holiday settings"
- Client-groups:

  Conferences can be assigned to client-groups. They can then only be administrated and launched by the members of the respective client-group.

  ➤ see Section 5.8, "Configure Client-groups"
- Dialthru codes:

  Dialthru codes define the key combinations that can be used to convene and enter Conferences.

  ➤ see Section 5.6, "Configure dialthru codes"
- Connection types

  Connection types determine the possible routes that may be used, e.g. for in-house calls (internal) and outside calls (external).

  ➤ see Section 5.3, "Configure connection types"
- Basic Settings

  The Basic settings is where the tie line codes of the OScAR server and the total number of available internal and external channels are entered.

  ➤ see Section 5.2, "Edit the Basic settings"
- Output captions

  Output texts serve as user guidance and are rendered on the displays of cordless handset. They are also used in the reports for logging.

  ➤ see Section 5.13, "Configure output captions"
- Digital inputs/outputs

  Conferences can be convened via digital inputs. At the same time, optocoupler outputs can be used to switch e.g. control lamps to signal all active Conferences.

  ➤ see Section 5.11, "Configure the Digital I/Os"
- Audio outputs

  Audio outputs can output the mixed-summed Conference signal to external equipment, e. g. to recorders.

  ➤ see Section 5.12, "Allocate/delete functions to/from audio outputs"

11.3 Masters and Operators in Conferences

11.3.1 Masters in Conferences

Conferences recognize members who have the so-called master status. Members with master status are, so to speak, the ones who control the Conferences. The master status is defined in OScAR as follows:

- Every Conference has at least one master.
- The number of masters in a Conference is unlimited, i. e. it is possible that all conferees have the master status.
- Conferences only become active, i. e. the conferees are only through-connected, when at least one master has actively joined the Conference.
- A Conference remains active until it either ends due to time limit (time-out), or because its last master has left.
- Predefines members can be assigned the master status.
- If there are no predefined masters in a Conference, the person to initiate the Conference becomes master.
- If a Conference is started through the OScAR-TT Operator-Tool and has no predefined master, the OScAR-TT Operator-Tool is the master (without voice connection).
- The first active master who enters a Conference can extend the Conference by entering the ad hoc call numbers, provided this feature was enabled ("Progressive Conferences").



Note:
If several masters are present and active in a Conference, the first master that is recognized by OScAR can, in certain cases, use special functions during the Conference. In this document, all masters with this standing are called "first Masters".

11.3.2 Operators in Conferences

Conferences know members who dial into the Conferences by themselves with the so-called "Operator status". Operators are authorized to:

- always participate actively in the Conference,
- leave the Conference at any time by entering * 1 # ,
- leave and, in doing so, at the same time end the Conference by entering * 0 # , and
- extend the Conference ad hoc by entering call numbers, provided this feature is enabled ("Progressive Conferences").

A dial-in subscriber is given Operator status when he/she enters the Conference using a dialthru code with Operator features.



Note:
For an Operator to enter into an ongoing Conference there must be at least one seat vacant and designated for a "non-predefined conferee".

11.4 Examples of Conferences

With OScAR you can realize even the most complex Conference structures. The below examples are designed to exemplify the many ways in which the application can be put to practice:

- Individual Meet-Me Conferences
- Chatroom (Conferences opened by first and ended by last conferee)
- Meet-Me Conference with access control
- Conference with parallel dialing of the Conference members
- Emergency Conference

The examples cover only the most important steps and settings. A more detailed description can be found in the sections that follow thereafter.

11.4.1 Individual Meet-Me Conferences

Requirements:

The Conference that shall be created here is for members of staff who work in the field and shall enable them to dial in at a specific time (e.g. every Monday at 9:00 a.m. to join the sales Conference). The Conference shall be activated regularly by the group or section manager, over the phone or through the OScAR-TT Operator-Tool.

Solution:

Follow the below instructions to configure a Meet-me Conference:

No.	Step	Section
1.	Make sure that the default announcements are correctly assigned for Conferences.	➤ see Section 11.6, "Edit the Conference application settings"
2.	Add a new Conference and give it a name, e. g. "Meet-Me Conference".	➤ see Section 11.7.1, "Add and edit Conferences"
3.	Now open the window area "Convene over the phone" and assign an ID to the Conference that shall be used to start the Conference.	➤ see Section 11.7.1, "Add and edit Conferences"
4.	In the window area "Access for active participation", go to the tab "Dialing in/out" and assign an ID.	➤ see Section 11.7.1, "Add and edit Conferences"
5.	Next, open the window "On entry of conferees" and use the tab "Dialing in/out" to define the "Max. number of not in conf. predefined conferees". Please bear in mind that no subscribers in excess of this number can partake in this Conference.	➤ see Section 11.7.1, "Add and edit Conferences"
6.	If required, assign welcome announcements to the Conference in the tab "Announcements", e. g. the generic announcements included ex-works in your delivery.	➤ see Section 11.7.1, "Add and edit Conferences"
7.	In the window area "Moderate via PC", check all fields of the "Display" so that you can monitor the Conference from the OScAR-TT Operator-Tool.	➤ see Section 11.7.1, "Add and edit Conferences"

Table 11-1 Individual Meet-Me Conferences

Follow the below instructions to test the Conference you configured:

No.	Step	Section
1.	Start the OScAR-TT Operator-Tool to monitor the Conference.	➤ see Section 11.10, "Operate Conferences through the DAKS-TT Operator-Tool"
2.	Start the Conference over the phone.	➤ see Section 11.11.2, "Phone dialog for dialthru code "Convene or join conferences""
3.	Dial in from another phone to participate actively in the Conference.	➤ see Section 11.11.2, "Phone dialog for dialthru code "Convene or join conferences""
4.	If the Conference was convened over the phone, it will end as soon as the initiator leaves again, provided no other masters have meanwhile entered into it. All other conferees are disconnected.	➤ see Section 11.3, "Masters and Operators in Conferences"
5.	After you have carried out the above steps, inform your group/division manager of the access number to start the Conference and send the dial-in number to the above-mentioned field service staff.	

Table 11-2 Configured Conference

11.4.2 Chatroom (Conferences opened by first and ended by last conferee)

Requirements:

A Chatroom shall be realized, also a Meet-me Conference, where all subscribers shall use the same access number and that shall remain active until the last subscriber has left the Chatroom.

Solution:

Follow the below instructions to expand the configured Meet-me Conference to form a veritable Chatroom:

No.	Step	Section
1.	Go to the tab "Dialing in/out", and there to the window area "Conference control", and assign "Simulated substitute dialing" to the "Meet-Me Conference" you configured in the previous example, e.g. 4022. 40: Dialthru code for " Convene or join". 22: ID code for active Conference participation in our example Conference. Note: The simulated substitute dialing has the effect that subscribers who reach an already ongoing Conference through the ID that is actually used to convene a Conference, can actively participate in the Conference.	➤ see Section 11.7.1, "Add and edit Conferences"
2.	Here, make sure you also check the field "Subs. becomes master" to safeguard that all conferees are given master status.	➤ see Section 11.7.1, "Add and edit Conferences"
3.	Start the OScAR-TT Operator-Tool to monitor the Conference.	➤ see Section 11.10, "Operate Conferences through the DAKS-TT Operator-Tool"
4.	Start the Conference over the phone, in this example using the ID 21.	➤ see Section 11.11.2, "Phone dialog for dialthru code "Convene or join conferences""
5.	Try to restart the Conference from another telephone, in this example using the ID 21. You are automatically switched into the already active and ongoing Conference.	➤ see Section 11.11.2, "Phone dialog for dialthru code "Convene or join conferences""
6.	The Conference is only ended after all members have left the Conference.	
7.	Inform the subscribers only of the access number needed to start the Conference, here ID 21.	

Table 11-3 Chatroom (Conferences opened by first and ended by last conferee)

11.4.3 Meet-Me Conference with access control

Requirements:

You want to extend the Meet-Me Conference from the first example insofar as to make sure that unauthorized persons can neither start nor participate in the Conference. The Conference initiator and all Conference members shall be prompted to enter their PIN before they can start or participate in the Conference. This, however, shall only be enabled from the telephone whose number is also entered as their first destination (first call number). In aim here is not only to restrict the number of potential conferees to those subscribers who are already included in your list of conferees and to whom you have already assigned a PIN, but also to ensure that these subscribers can only participate in the Conference at specific location, e.g. at their office workplace.

Solution:

Follow the below instructions to give the Meet-Me Conference a protection against unauthorized accesses:

No.	Step	Section
1.	Make sure that everybody who may participate in the Conference is properly listed in the subscriber list, has a valid PIN, and is assigned a 1st destination (phone number). Next, please grant all subscribers who shall be able to launch Conferences the operational right "Start Conference".	➤ see Chapter 8, "Configure and Administrate Subscribers"
2.	In the configured Meet-Me Conference, go to the window area "Start over the telephone" and check the fields "PIN required" and "Only from first call number".	➤ see Section 11.7.1, "Add and edit Conferences"
3.	Next, please open the window area "Access for active participation", go to tab "Dialing in/out" and check the fields "PIN required" and "Only from first phone number."	➤ see Section 11.7.1, "Add and edit Conferences"
4.	Start the OScAR-TT Operator-Tool to monitor the Conference.	➤ see Section 11.10, "Operate Conferences through the DAKS-TT Operator-Tool"
5.	Convene the Conference using the phone number that is entered as 1st destination (here: ID 21), and enter the subscriber's PIN when dialing in. On condition you are authorized to convene the Conference, hang up and repeat the test from another telephone using the same PIN. The attempt to start the Conference will be rejected and you are rejected with a busy signal.	➤ see Section 11.11.2, "Phone dialog for dialthru code "Convene or join conferences""
6.	Enter the Conference with another subscriber using the same ID for active participation (here: 22). Here you need to extend the dial-in by adding the PIN of the subscriber. On condition you are authorized to convene the Conference, hang up and repeat the test from another telephone using the same PIN. The attempt to join the Conference should be rejected and you should run into a busy signal.	➤ see Section 11.11.2, "Phone dialog for dialthru code "Convene or join conferences""

Table 11-4 Meet-Me Conference with access control

11.4.4 Conferences with parallel dialing of the Conference members

Requirements:

You want to create a Conference where the system calls all Conference members in parallel at the Conference start.

Solution:

Follow the below instructions to configure a Meet-me Conference with the system calling all conferees all at the same time (in parallel):

No.	Step	Section
1.	Make sure that everybody who may participate in the Conference is properly listed in the subscriber list. Next, grant all subscribers who shall be in charge of starting Conferences the Operator right "Start conference", and assign them a PIN.	➤ see Chapter 8, "Configure and Administrate Subscribers"
2.	Make sure that the default announcements are correctly assigned for Conferences.	➤ see Section 11.6, "Edit the Conference application settings"
3.	Add a new Conference and give it a name, e.g. "Sales Conference".	➤ see Section 11.7.1, "Add and edit Conferences"
4.	Now open the window area "Convene over the phone" and assign an ID to the Conference that shall be used to start the Conference, e. g. "33".	➤ see Section 11.7.1, "Add and edit Conferences"
5.	Go to the window area "Access for active participation", open the tab "Dialing in/out" and tick the box "PIN required"; in the window area "On entry of conferees" set the "Max. number of not in conf. predefined conferees" to "(none)".	➤ see Section 11.7.1, "Add and edit Conferences"
6.	If required, assign welcome announcements to the Conference in the tab "Announcements", e. g. the generic announcements included ex-works in your delivery.	➤ see Section 11.7.1, "Add and edit Conferences"
7.	In the window area "Moderate via PC" check all fields of the "Display" to be able to monitor the Conference from the OScAR-TT Operator-Tool.	➤ see Section 11.7.1, "Add and edit Conferences"
8.	Assign conferees to the Conference, who shall be called by the system.	➤ see Section 11.8.1, "Conferees in Conferences"
9.	Enable the following features in the window "Add new conference members" or "Edit conference member": • "Participates actively", in the window area "Attributes" • "Is called at the conference start", in the window area "Dial" Please note that if these boxes are inactive even though they are checked, you need to first disable the feature "Is 'Master'".	➤ see Section 11.8.1, "Conferees in Conferences"
10.	Start the OScAR-TT Operator-Tool to monitor the Conference.	➤ see Section 11.10, "Operate Conferences through the DAKS-TT Operator-Tool"

Table 11-5 Conference with parallel dialing of all conferees

No.	Step	Section
11.	Convene the Conference over the phone (ID 33) or start it through the OScAR-TT Operator-Tool. If the Conference is started over the phone, all conferees apart from the convenor are called (the convenor already is in Conference). If the Conference is started through the OScAR-TT Operator-Tool, all conferees are called. Accept the calls to join the Conference.	➤ see Section 11.11.2, "Phone dialog for dialthru code "Convene or join conferences"" ➤ see Section 11.10, "Operate Conferences through the DAKS-TT Operator-Tool"
12.	Monitor and, if necessary, moderate the Conference from the OScAR-TT Operator-Tool.	➤ see Section 11.10, "Operate Conferences through the DAKS-TT Operator-Tool"

Table 11-5 Conference with parallel dialing of all conferees

11.4.5 Emergency Conference

Requirements:

A Conference shall be created where all conferees are called in parallel. One conferee is the Conference master. The Conference is only thru-connected when the master enters into it, even if some conferees have not yet been reached.

The Conference shall also continue after the convenor hangs up. If a second emergency call is convened, a substitute or overflow Conference shall be convened.

Solution:

Follow the below instructions to configure an Emergency Conference:

No.	Step	Section
1.	Create a Conference with parallel dialing. You can also copy the Conference from the previous example via drag & drop (with the CTRL key pressed) and then open it for editing.	➤ see Section 11.4.4, "Conferences with parallel dialing of the Conference members"
2.	In the window area "Convene over the phone", assign an ID to the Conference, that can be used to invoke the Emergency Conference, e. g. "44", and remove the check from the field "PIN required".	➤ see Section 11.7.1, "Add and edit Conferences"
3.	In the window area "On entry of conferees", go to the tab "Dialing in/out" and check the field: "Waiting position at inactive conference".	➤ see Section 11.7.1, "Add and edit Conferences"
4.	Next, open the window "On entry of conferees" and use the tab "Dialing in/out" to define the "Max. number of not in conf. predefined conferees". Make sure you set this at least to "1" so that the Conference can also be initiated by participants who were not predefined.	➤ see Section 11.7.1, "Add and edit Conferences"
5.	Go to the tab "Dialing in/out", and there to the window area "Conference control", and assign the feature "Simulated substitute dialing", e. g. 4045. 40: Dialthru code for " Convene or join". 45: ID to convene another Emergency Conference (as substitute/overflow Conference). In this way, OScAR is able to start a further Emergency Conference in the event another emergency call is received.	➤ see Section 11.6, "Edit the Conference application settings"

Table 11-6 Emergency Conference

No.	Step	Section
6.	Assign an announcement of reassurance to the Conference in the "Announcements" tab, under "Announcement to dialed conferees" and "Announcement to dial-in conferees" (e. g. "You have reached emergency. Do not hang up. We are getting you help immediately"). Also, go to "Announcement to dialed conferees" and assign an info message (e. g. "Emergency! You are now switched to the Emergency conference").	➤ see Section 11.7.1, "Add and edit Conferences"
7.	Assign the conferees who shall participate in the Emergency Conference.	➤ see Section 11.8.1, "Conferees in Conferences"
8.	Enable the following features in the windows "Add new conference members" or "Edit conference member": • "Participates actively", in the window area "Attributes" • "Is called at the conference start", in the window area "Dial"	➤ see Section 11.8.1, "Conferees in Conferences"
9.	Select the Conference member who shall become master (e. g. the rescue control center) and enable the feature "Is 'Master'" in the window area "Properties."	➤ see Section 11.8.1, "Conferees in Conferences"
10.	Start the OScAR-TT Operator-Tool to monitor the Conference.	➤ see Section 11.10, "Operate Conferences through the DAKS-TT Operator-Tool"
11.	Start the Conference over the phone, in this example using the ID 44.	➤ see Section 11.11.2, "Phone dialog for dialthru code "Convene or join conferences""
12.	Monitor and, if necessary, moderate the Conference from the OScAR-TT Operator-Tool. Once the Conference is initiated, all telephones should ring in parallel. The conferees should not be able to start conferencing unless the master has entered into the Conference. The Conference should remain active even after the convenor or other conferees have left. Only when the master departs is the Conference ended and all remaining conferees are disconnected.	➤ see Section 11.10, "Operate Conferences through the DAKS-TT Operator-Tool"

Table 11-6 Emergency Conference



Note:
You can enhance the Conference later at any time to the extent that its activation is additionally indicated in the control center by a signal lamp or by a similar device.
➤ see Section 5.11.15, "Configure optocoupler outputs"

11.5 Configure and convene Conferences - Quick overview



Note:
To configure and edit Conferences you must have the respective administrator rights. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations.

➤ see Section 8.4.3, "Administrative rights"

Quick start

Below is a quick overview of the most important steps that are required to configure and convene Conferences. The individual steps are covered in greater detail in the later sections.

No.	Step	Section
1.	Create all conferees who shall participate in Conferences.	➤ see Section 8.3.1, "Add and edit Subscribers"
2.	If needed, configure the Conference application settings.	➤ see Section 11.6, "Edit the Conference application settings"
3.	Add a new Conference.	➤ see Section 11.7, "Manage Conferences"
4.	Add the conferees.	➤ see Section 11.8, "Add conferees"
5.	Start the Conference through the OScAR-TT Operator-Tool, over the phone, or via a digital input.	➤ see Section 11.10, "Operate Conferences through the DAKS-TT Operator-Tool", ➤ see Section 11.11, "Operate Conferences over the phone"

Table 11-7 Configure and start a Conference

11.6 Edit the Conference application settings

Follow the below instructions to edit the application settings of Conferences:

No.	Step
1.	Go to the tree and select the node "Conferences". All available Conferences are shown in the list window.
2.	In the list window, select the entry "Application settings" and click . This will open the window "Conference - Edit application settings".
3.	Carry out the settings in keeping with the subsequent field descriptions.
4.	In the tab "Announcements" you can assign all default announcements in one step. Make a right mouse click in the announcement list and select the menu item: Set all entries to default.
5.	Confirm the security prompt and save your changes with Ok.

Table 11-8 Edit Conference application settings



Note:

All required announcements must be properly recorded and assigned to ensure that called subscribers can receive and respond correctly to the respective instructions and prompts.

If announcements are not assigned or recorded, the system will, instead, play tones in most cases (one long tone or 5 short tones).

Description of the fields in the window "Conferences - Edit application settings"

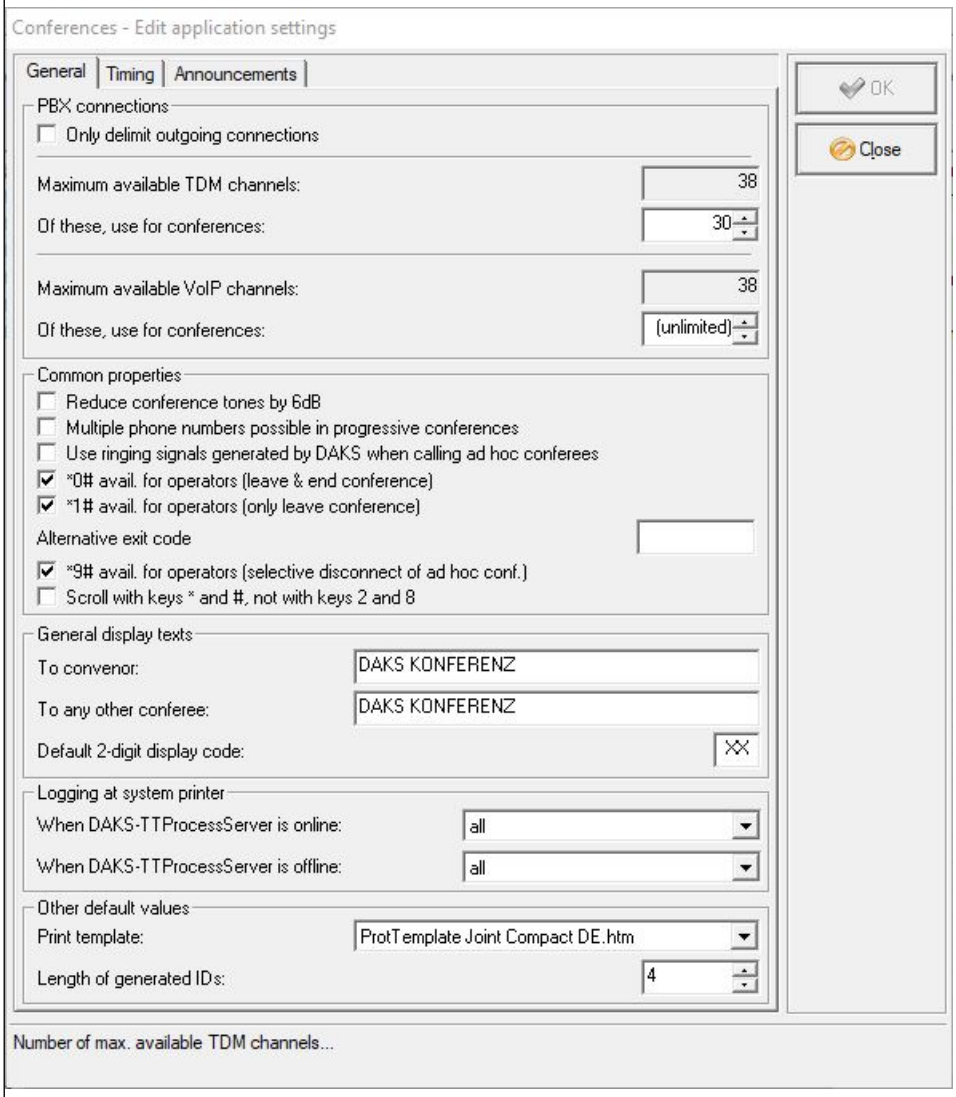
Field	Description
The tab "General" 	
Window area "PBX connections"	
Only limit outgoing connections	When this box is ticked, a channel restriction (see subsequent fields in same window area) only applies to outbound calls. (default: not selected)
Maximum available TDM channels	Display field with the number of TDM channels that are licensed in the system. The number is identical to the number of TDM channels between the OScAR server and the PBX.
Of these use for conferences	Selection field to determine the number of TDM channels that can be used simultaneously by Conferences for outgoing calls. In this way, you can retain channels and keep them open and free for other applications, or to call into Conferences. (default: "unlimited")
Maximum available VoIP channels	Display field with the number of VoIP channels that are licensed in the system. This number is identical to the number of VoIP channels between the OScAR server and the PBX.

Table 11-9 Fields in window "Conferences - Edit application settings"

Field	Description
Of these use for conferences	Selection field to determine the number of VoIP channels that can be used simultaneously by Conferences for outgoing calls. In this way, you can retain channels and keep them open and free for other applications, or to call into Conferences. (default: "unlimited")
Window area "Common properties"	
Reduce conference tones by 6dB	When this box is ticked, all audible tones played in the Conference are attenuated by 6 dB. Audible tones are used to notify conferees, e.g. to signal other conferees entering into/leaving the Conference. (default: not selected)
Multiple phone numbers possible in progressive conferences	When this box is ticked, Operators can, during already ongoing Conferences that may be extended manually, not only call individual subscribers, but also do so for several subscribers in one step with: <[*] [#] phone no.[#] phone no. [#] ...phone no.>[#] [#] >. (default: not selected)
Use ringing signals generated by OScAR when calling ad hoc conferees	When this box is ticked, the OScAR server will play a system-generated idle tone into the Conference when calling ad hoc subscribers, to signal to the other conferees that OScAR is in the process of calling (dialing) subscribers. (default: not selected)
*0# available for operators (leave & end the conference)	When this box is ticked, the special Operator function to leave and end Conferences that may be extended manually is activated. (default: not selected) Description of functions: • The Operator presses the hotkey <[*] [0] >. • Next, he/she hears the Operator announcement "Leave and end conference" once (or, alternatively, a long tone, instead). At the same time. the corresponding display text is shown. • If the Operator presses the pound [#] key within 8 seconds after the end of the announcement, he/she and all other conferees are disconnected. • If the 8 seconds are exceeded or if a different key is pressed, the Operator is switched back into the Conference. Note: When this box is ticked, the function "Microphone on/off" is not available to the Operator via the star [*] or pound [#] key.

Table 11-9 Fields in window "Conferences - Edit application settings"

Field	Description
*1# available for operators (leave conference only)	When this box is ticked, special Operator function to leave (exit) Conferences that may be extended manually is enabled. (default: not selected) Description of functions: • The Operator presses the hotkey <* 1 >. • Next, he/she hears the Operator announcement "Leave conference" once (or, alternatively, a long tone, instead). At the same time, the corresponding display text is shown. • If the Operator presses the pound # key within 8 seconds after the end of the announcement, he/she is disconnected. The Conference itself will continue until its defined end is reached, if applicable also when there is no master currently in the Conference. • If the 8 seconds are exceeded or if a different key is pressed, the Operator is switched back into the Conference. Note: When this box is ticked, the function "Microphone on/off" is not available to the Operator via the star * or pound # key.
Alternative exit code	This edit field specifes an extra hotkey (in addition to <*1#>) that can be used by the operator to leave the Conference without the actual Conference itself (2 to 6 digits). In each Conference group you can customize if the Conference can be left by using the default or the alternative exit code.
*9# avail. for operators (selective disconnect of ad hoc conf.)	When this box is ticked, the special operator function is activated that allows operators to release subscribers who were added to the Conference spontaneously (ad hoc), for Conferences that may be extended by hand. (default: not selected) Description of functions: • To do so, the Operator presses the hotkey <* 9 >. • Next, he/she is temporarily removed from the Conference temporarily and on his/her display the system will output the phone number and name of the subscriber who is currently selected (at the beginning, this is always the ad hoc subscriber who was added last). • With 2 or 8 , the Operator can scroll up and down the internal list of subscribers who were added to the Conference on the fly (ad hoc), to scroll to the wanted entry. • If the Operator presses the pound key # within 8 seconds, the selected ad hoc subscriber is released (disconnected from the Conference), and the Operator is switched back into the Conference. • Once the 8 seconds are exceeded, or if a different key is pressed, the subscriber who was brought into the Conference spontaneously (ad hoc) remains in the Conference, and the Operator is switched back into the Conference. Note: When this box is ticked, the function "Microphone on/off" is not available to the Operator via the star * or pound # key.

Table 11-9 Fields in window "Conferences - Edit application settings"

Field	Description
Scroll with * and # instead of 2 and 8	When this box is ticked, you can use the * star key and the # pound key to scroll the display output (same as in Broadcasts). In this case, you need to press the key 2 to switch yourself to mute and the key 8 to switch yourself active again. If the box is not ticked, press the key 8 to scroll up a display text and the key 2 to scroll down. In this case, you need to press the key * to switch yourself to mute and the key # to switch yourself active again. (default: not selected)
Window area "General display texts"	
To convenor	This input field determines the text (max. 20 characters) that is shown to an initiator provided the selection field "Text" in the window area "Display output to initiator" is set to: "General text" (tab "Display" in user window: "Edit broadcast"). Please bear in mind that some devices can only display capital letters and do not support any German Umlauts (ä,ö,ü). Please take this into consideration as you define your text. (default: "OScAR CONFERENCE")
To any other target	This input field determines the text (max. 20 characters) that is shown to all other subscribers as text message (SMS), or to OScAR Mobile Clients, provided the field "Text" in the window area "Display output to other conferees" is set to "General text" (tab "Display" in window: "Edit conference"). (default: "OScAR CONFERENCE")
Default 2-digit display code	This input field determines a default two-digit display code for non-identifiable subscribers, shown during the active Conference on the telephone display to indicate such a subscriber (➤ see Section 11.7.1, "Add and edit Conferences", tab "Display", window area "Special display outputs", field "Display present conferees' states to all conferees").
Window area "Output at system printer"	
When OScAR-TTProcessServer is online When OScAR-TTProcessServer is offline	This selection field determines what is logged at the system printer when the OScAR-TTProcessServer is online/offline: • Nothing No processes are logged. • Only start & end For every Conference, only the start and the end is logged. • all Every Conference is fully logged, i.e. incl. when subscribers dial in, leave the Conference etc. (Default: "everything")
Window area "Other default values"	
Print template	This field determines the template file used by the OScAR-TTProcessServer to create Conference reports, for the automatic printout of the Conference results. ➤ see Section 4.3, "Define options" After the installation the following template files are already available: (default: empty)
Length of generated IDs	This field determines how many digits a Conference ID has, that was generated through the OScAR-TT Administrator-Tool. ➤ see Section 11.7.1, "Add and edit Conferences" (default: "4")

Table 11-9 Fields in window "Conferences - Edit application settings"

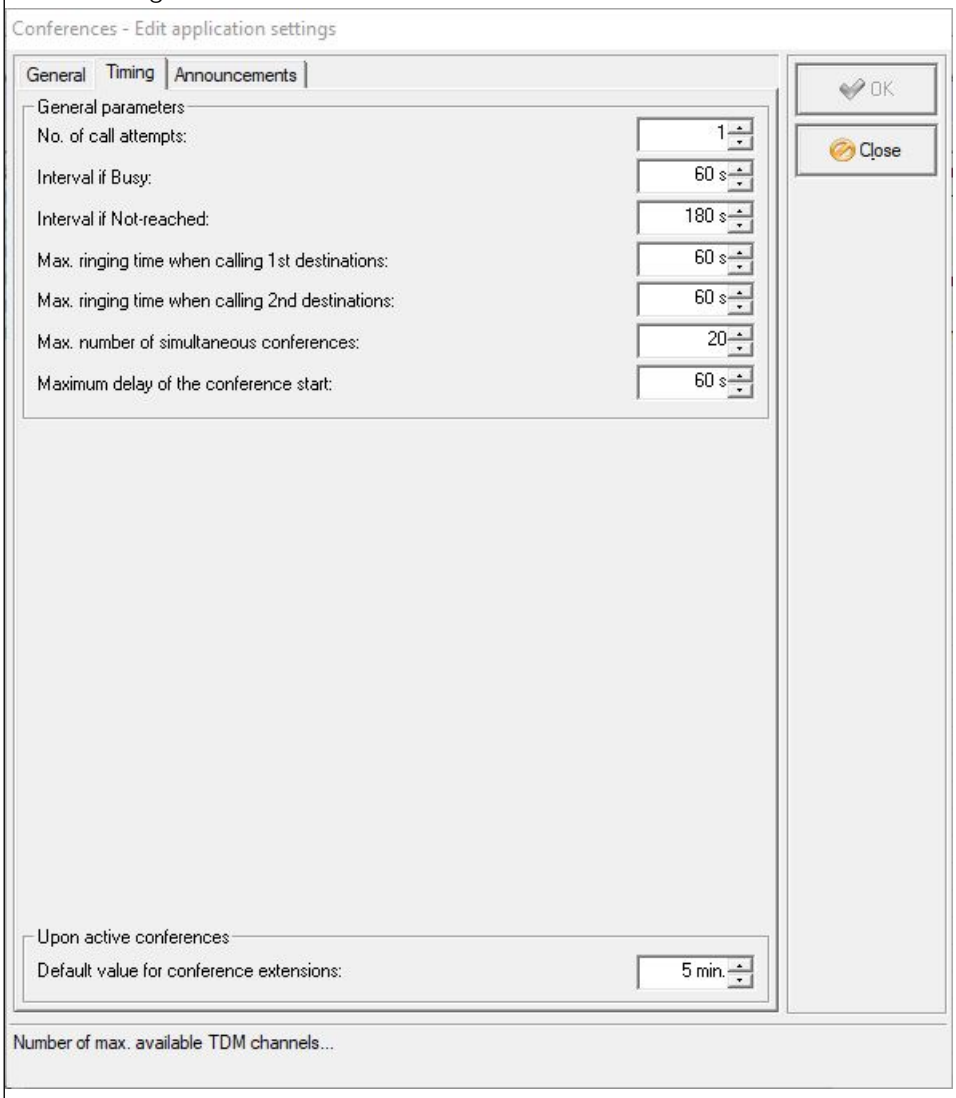
Field	Description
Tab "Timing"	
	
Window area "Common parameters"	
Call attempts	Input field to determine the maximum number of times a destination is called. (Default: "1")
Interval if Busy	Input field to determine the wait time (in seconds) between two call attempts if a line is busy. (Default: "60 s")
Interval if Not reached	Input field to determine the wait time (in seconds) until the system will make the next dial attempt, if the member was not reached. (default: "180 s")
Max. ringing time when calling first destinations	This field determines the maximum duration in seconds of the call signaling, per dial attempt to the first destination. (Default: "60 s")
Max. ringing time when calling second destinations	This field determines the maximum duration in seconds of the call signaling, per dial attempt to the second destination. (Default: "60 s")

Table 11-9 Fields in window "Conferences - Edit application settings"

Field	Description
Maximum number of simultaneous conferences	Use this field to restrict the number of Conferences that may all be active in parallel. (default: max. value as licensed).
Maximum conference start delay	Use this field to specify the time delay in seconds for the start of the Conference, provided the field "Delay conference start" is properly enabled in the tab "Properties" of the window "Edit conference". (Default: "60 s")
Window area "On active conferences"	
Default value for conference extensions	Use this field to specify the value in minutes that is used as default when a conference is extended through the OScAR-TT Operator-Tool. (Default: "5 min")
Tab "Announcements"	

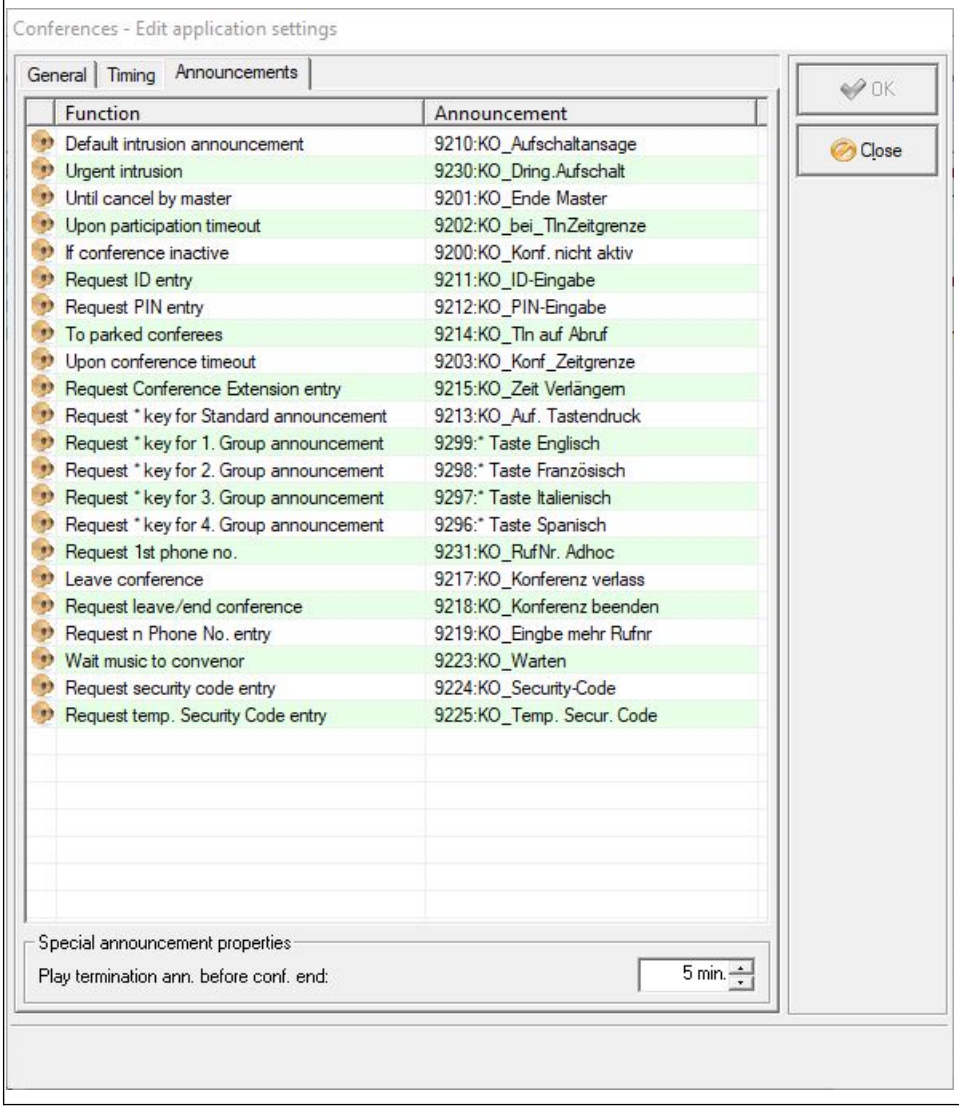


Table 11-9 Fields in window "Conferences - Edit application settings"

Field	Description
The selection fields of the list window define the announcements that are assigned to the Conference functions. To assign the announcements that are included ex-works, make a right mouse click in the list field and select the menu item: "Set all to default". For a more detailed description of the default announcements that are included in the delivery: ➤ see Section 7.6.5, "Application Conferences" (Default for all fields: "(none)") Note: The request announcements 'Request * key for...' can be administered language-dependently. These announcements are not included ex-works and can be configured in the basic settings under 'Descriptors'. ➤ see Section 5.16, "Edit descriptors"	
Window area "Special announcement properties"	
Play termination ann. before conf. end	Use this selection field to specify how many minutes before the end of the Conference the "Conference timeout" announcement you selected above will be played. The basis for the Conference duration is the "Maximum conference duration" entered in the "Dialing in/out" tab of the window "Edit conference".

Table 11-9 Fields in window "Conferences - Edit application settings"

11.7 Manage Conferences

To create a Conference you need to configure a "Conference group". It is to this group that conferees are assigned who may/shall participate in the Conference; also the "Max. number of not in conf. predefined conferees" is specified.

If the Conference shall be started over the phone or via a data interface, you must always assign an ID to the Conference. You can also start Conferences via the OScAR-TT Operator-Tool or through digital inputs, and use the OScAR-TT Operator-Tool for monitoring and moderation purposes.



Note:
You must have the respective Administrator rights to administrate Conferences. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations.

➤ see Section 8.4.3, "Administrative rights"

11.7.1 Add and edit Conferences

Follow the below instructions to add or edit a Conference:

No.	Step
1.	Go to the tree and select the node "Conferences". This will output all available Conferences in the list window.
2.	Click in the menu bar to add a new Conference, or go to the list window and select the Conference you want to edit, and click . This will open the window "Edit conference“.
3.	Carry out the settings in keeping with the subsequent field descriptions.
4.	Save your entries with Ok.

Table 11-10 Add/edit Conferences

Description of the fields in the window "Edit conference"

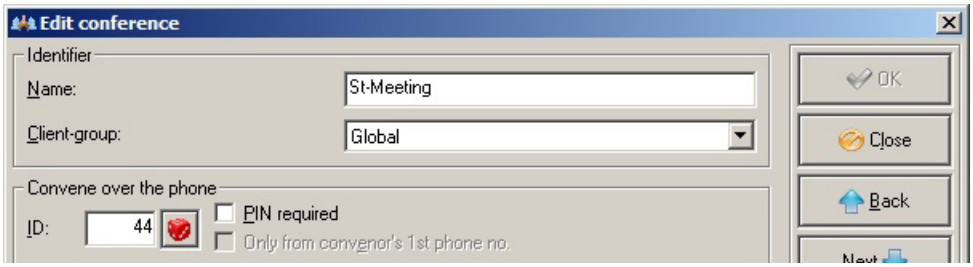
Field	Description
	
Window area "Identifier"	
Name	Input field to enter a short Conference name or description (max 20 characters), used in tables and list fields. (default: empty)
Client-group	This selection field determines the assignment of the Conference to a client. ➤ see Section 5.8, "Configure Client-groups" Conferences may only be administrated by the administrators/Operators of the same client-group. Conferences of the client group "Global", in contrast, can be used by the Operators of all client-groups. (Default: client-group of the logged-in user) Note: In the outputs "Client groups" and "Client levels", this is a display field. The assignment to a client group results from context in which the Conference is/will be created.
Window area "Convene over the phone"	
ID	Input field for the identifier (max. 4 digits) to initiate the Conference over the phone. If you want to ensure that the Conference is never started over the phone or via data interface, simply leave this field blank. (default: empty)
	Button to generate a random ID that is not yet used. Specify how many digits this generated ID may have in the Conference application settings.
PIN required	This field is only active when the field "ID" is not empty. When this box is ticked, the Conference initiator must additionally identify himself/herself with a PIN. (default: not selected)
Only from convenor's 1st phone no.	This box only becomes active when the field "PIN is necessary" is enabled. When this box is ticked, the Conference is only convened if the call number of the initiator is identical to the first call number of the initiating subscriber. (default: not selected)

Table 11-11 Fields in window "Edit conference"

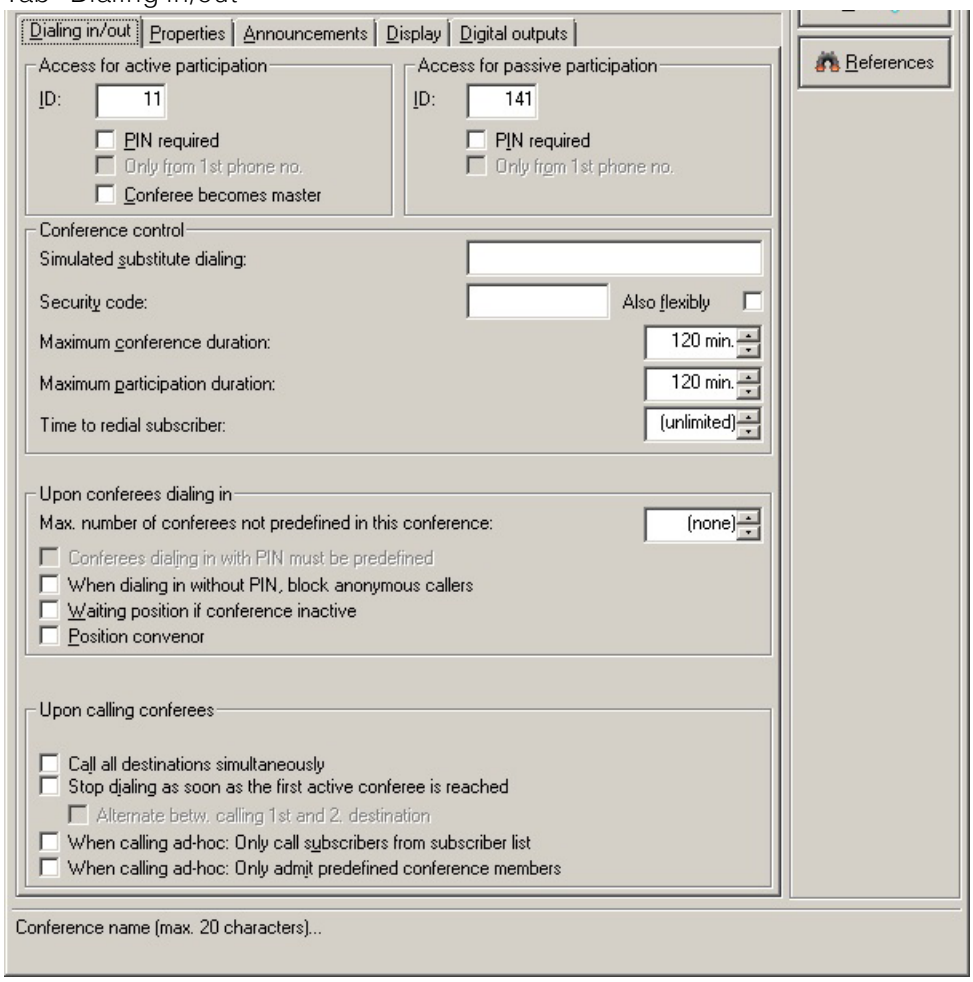
Field	Description
Tab "Dialing in/out" 	
Window areas "Access for active participation" and "Access for passive participation"	
ID	Input field for the identifier (max. 4 digits) that authorizes active or passive participation in a Conference (with or without the right to speak). To avoid subscribers calling into a Conference in order to actively or passively enter into it, simple leave this field empty. (default: empty)
PIN required	This field is only active when the matching field "ID" is not empty. When this box is ticked, the subscriber must identify himself/herself with a PIN to actively or passively enter into a Conference. If the box "Subscr. dialing in with PIN must be predefined conferees" is also marked, only those subscribers who are entered as conferees may access the Conferences. (default: not selected)
Only from 1st phone no.	This box only becomes active when the field "PIN is necessary" is enabled. When this box is ticked, the conferees dialing in can only actively or passively join the Conference if the call number of the Conference convenor is identical to the first call number of the entered conferee. (default: not selected)

Table 11-11 Fields in window "Edit conference"

Field	Description
Conferee becomes master (active participation only)	This field is only active when the matching field "ID" is not empty. When this box is ticked, conferees who actively dial into an existing Conference automatically become masters in the Conference. If not, the system will not thru-connect the other conferees until the predefined Conference master has entered into the Conference. This field should e.g. be ticked to create a so-called "Chatroom". (default: not selected)
Window area "Conference control"	
Simulated substitute dialing	This field determines a number sequence (up to 18 digits) that is used to start a substitute activity if this Conference should already be active, and to start it again is made (typical for Emergency Conferences). (default: empty) OScAR then acts as if the caller had dialed the number sequence that is entered here after punching the OScAR server's call number. This enables any desired substitute activity, for example: • the start of a substitute Conference • the entry into in an already active Conference as an additional conferee • the playing of an Info Telephone announcement • if needed, also the start of a Broadcast Inputs must be entered in the form **<dialthru code>+<additional inputs>** (e.g. "40 2001", with 40 being the dialthru code for "Join active conference" and 2001 being the dialthru code for "Access ID for active participation"). Should the OScAR server again run into an already activate Conference during this "simulated substitute dialing", and if substitute dialing is also entered here, the above-described procedure will apply. This includes the option to cascade several substitute activities, e.g. to convene a predefined number of Conferences that are independent of one another by using the same call number (e. g. Emergency or Operator-supported Conferences), with an information announcement played automatically to every new caller.
Security code	This field defines the security code (max. 16 digits) that must be additionally entered by every conferee upon the start of or entry into a Conference, in order to join it. (default: empty) Note: Conferees who are dialed ad hoc by the system (initiated by the Operator over the phone or via the OScAR-TT Operator-Tool) are NOT required to enter the security code.
Also flexibly	When this box is ticked, the security code specified in "Security code" can be overwritten over the phone at the Conference start.
Maximum conference duration	This field defines the Conference length in minutes. The time specified in the field "Play termination notification ann. before conf. end", (tab "Announcements", user window "Conferences - Edit application settings") defines how long before the automatic end of a Conference an announcement or, alternatively, 5 short tones will be played. (default: "120 min")

Table 11-11 Fields in window "Edit conference"

Field	Description
Maximum participation duration	Use this field to specify the maximum time in minutes that a conferee may actively or passively participate in a Conference. If the conferee is automatically disconnected when this period expires, he/she will be played an announcement or 5 short tones, instead. (default: "120 min")
Time to redial subscriber	Use this field to specify the maximum time in minutes that a subscriber in a conferee is called again by the system (redialed), provided the feature "Is always in the Conference" is enabled for this person.
Window area "Upon conferees dialing in"	
Max. number of conferees not predefined in this conference	Use this field to specify the maximum number of conferees who, in addition to the predefined conferees, may also dial in. They include: • all subscribers (including the Conference initiator) who have not identified themselves by PIN, • all subscribers (including the Conference initiator) who, although they have identified themselves by PIN, are not predefined conferees, and • all subscribers who where added on the fly (ad hoc) via the OScAR-TT Operator-Tool or over the phone. If you want to configure an open Conference for unknown conferees, be sure to select a large enough number. (default: "(none)")
Conferees dialing in with PIN must be predefined members	This box only becomes active if at least one of the fields "PIN is necessary" is enabled. When this box is ticked, only subscribers who are predefined conferees are granted access to the Conference. If not, all other subscribers that have a PIN and that are listed here will be permitted to join this Conference. (default: not selected)
When dialing in without PIN, block anonymous callers	When this box is ticked and the Conference can be convened or entered into without PIN authentication (i.e. the field "PIN is necessary" is not enabled), anonymous conferees cannot convene Conferences or enter into them (without CLIP/Calling Number). If the PIN authentication is enabled for the dial-in process, this box has no relevance for anonymous subscribers who dial in to enter into a Conference. (default: not selected)

Table 11-11 Fields in window "Edit conference"

Field	Description
Waiting position at inactive conference	When this box is ticked, conferees dialing in are placed in a "waiting room" for up to 5 minutes if the Conference has not yet started. Up until the Conference start, all waiting subscribers will hear an idle tone (or in a special OScAR configuration: "nothing"). Once the Conference commences, the waiting subscribers are switched together in the Conference. (default: not selected) This function e.g. allows you to turn a bilateral call into a predefined Conference. To do so, one of the participants must go into consultation hold, dial the number of the Conference and hang up. The other participant is automatically transferred to "Waiting position". The first conferee, in return, now calls into the OScAR server within 5 minutes, to convene the pertinent Conference. Note: Should the Conference not come to pass within 5 minutes, the OScAR server will release the connection. However, this point is usually not reached as the PBX normally initiates an automatic callback of the participant handing over (same as regular switching). The previous active bilateral call can now be resumed.
Position convenor	When this box is ticked, the Conference initiator is positioned (located) at the start of the Conference, and his location is made known to all other conferees by way of announcement linked together and a display text message. This feature is only available in combination with the corresponding positioning servers. If the display text message, in which the positioning results are communicated to the others conferees, spans more than two lines, the conferees can scroll this message up and down with the keys * and # or 2 and 8 . ➤ see Section 11.6, "Edit the Conference application settings" (default: not selected)
Window area "Upon calling conferees"	
Use priority prefix	When this box is ticked, the system will add for outgoing calls the priority prefix that was entered for the subscriber, and prepend it to the number that shall be called. ➤ see Section 8.3.1, "Add and edit Subscribers" (default: not selected)
Call all destinations simultaneously	This box only becomes active when the field "Alternate betw. calling 1st and 2nd destination" in NOT enabled. When this box is ticked, all telephone numbers (call numbers) that are listed for the subscribers are called in parallel, i.e. at the same time, in order to reach these conferees as quickly as possible. As soon as one of these destinations is reached, all dialing processes to the remaining destinations are canceled or disconnected. (default: not selected)

Table 11-11 Fields in window "Edit conference"

Field	Description
Stop dialing when first active conferee has been reached	When this box is ticked, the calling of all other conferees is canceled once a conferee who has the right to speak in the Conference is reached. This function can e.g. be used for special Conference switching in connection with switchboard locations/console workstations. (default: not selected)
Alternate betw. calling 1st and 2nd destination	This field only becomes active if the field "Call all destinations simultaneously" is NOT ticked. When this box is ticked, the system will incessantly try to reach the predefined conferees and in this process alternate between their first and the second call number (destination). During this process, the Conference application settings are ignored (e.g. pause between call attempts). (default: not selected)
When calling ad hoc: Only call subscribers from subscriber list	This field cannot be selected together with "When calling ad hoc: Only admit predefined Conference members". When this box is ticked, only subscribers from the common subscriber list can be dialed spontaneously (ad hoc) from inside an ongoing Conference, to add them to the Conference (by entering their phone numbers over the phone or through the OScAR-TT Operator-Tool). (default: not selected)
When calling ad hoc: Only admit predefined conference members	This field cannot be selected together with "When calling ad hoc: Only call subscribers from subscriber list". When this box is ticked, only subscribers who are also predefined conferees can be dialed spontaneously (ad hoc) from inside an ongoing Conference, to add them to the Conference (by entering their phone numbers over the phone or through the OScAR-TT Operator-Tool). (default: not selected)

Table 11-11 Fields in window "Edit conference"

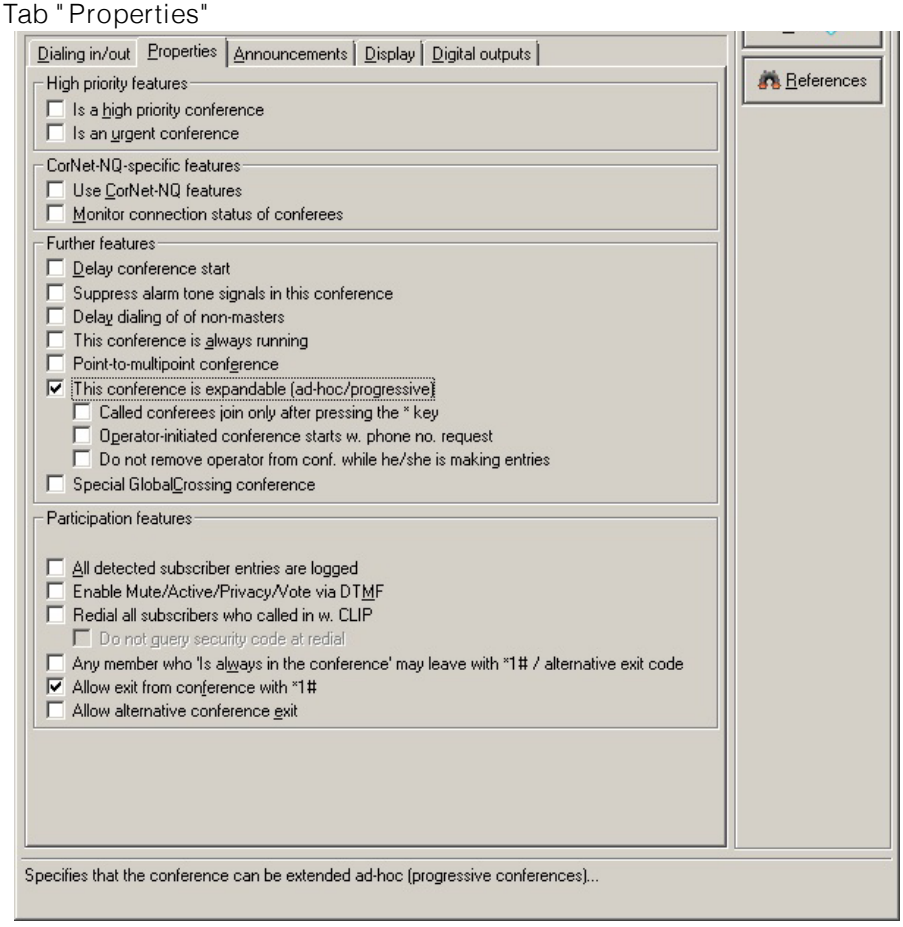
Field	Description
Tab "Properties" 	
Window area "High priority features"	
Is a high priority conference	When this box is ticked, the Conference is given a high priority, otherwise a low priority. When a Conference has high priority and is started, it will end all currently active low priority Broadcasts, Conferences and Call Profiles. In contrast, high priority Conferences cannot be terminated or canceled by other high priority applications. (default: not selected)
Is an urgent conference	When this box is ticked, the Conference is given the status 'Urgent', i.e. when this Conference is started all "non-urgent" Conferences are, if required, terminated by the system until sufficient resources are available for this Conference to begin. In this process, the system will try to end as few Conferences as possible by terminating large Conferences before moving to the smaller ones. When non-urgent Conferences are canceled, the conferees are played the application announcement "Participation timeout". (default: not selected)
Window area "Cornet-NQ® specific features". This system-specific group of features are only available within the CorNet-NQ-/SIP-Q network.	

Table 11-11 Fields in window "Edit conference"

Field	Description
apply and use Cornet-NQ features	When this box is ticked, you can use system-specific options assigned to the destinations of this subscriber (e.g. call waiting, call override, forced release). (default: not selected)
Monitor connection status of conferees	When this box is ticked, a reached subscriber is immediately disconnected when he/she goes into a consultation hold or tries to convene a local Conference (very important for confidential calls). (default: not selected)
Window area "Further features"	
Delay conference start	When this box is ticked, the actual Conference is not started (i. e. the conferees are not connected to each another) unless at least one master has entered into it. Further criteria includes: • either all conferees have been reached, • the "Maximum conference start delay" has expired (see: tab "Timing", window "Conferences - Edit application settings"), or • the first master (or convenor/initiator) has pressed the pound key #. The Conference start is signaled with a 3-tone sequence. Note that OScAR will continue to call all conferees who have not yet been reached up until that moment, also after the delayed Conference start. (default: not selected)
Suppress alarm tone signals in this conference	When this box is ticked, all audible tones are suppressed that are otherwise played to inform conferees who are already in the Conference of new conferees entering into it (three short tones), or of conferees leaving the Conference (a long tone). (default: not selected)
Calling non-master conferees is delayed	When this box is ticked, all subscribers who are not defined as masters are only called once the first master has entered into the Conference. (default: not selected)
This conference is &always running	This field cannot be selected together with "Point-to-multipoint conference". When this box is ticked, the Conference is automatically active and automatically started after a system restart. Also, this Conference cannot be canceled, not even through the OScAR-TT Operator-Tool. In combination with the "Conferee is always in conference" setting for all conferees, the OScAR server can e. g. become a central node to thru-connect and switch together decentral or remote Conference facilities (frequently known as "Hoot-And-Holler" feature). (default: not selected)

Table 11-11 Fields in window "Edit conference"

Field	Description
Point-to-multipoint conference	This field cannot be selected together with "This conference is always running". The following applies when this box is ticked: • The conferees can only hear the first Conference master (usually also the Conference initiator), or the initiator of the Conference. • The master, however, can hear all other conferees. • The conferees cannot hear one another. • The Conference cannot be moderated through the OScAR-TT Operator-Tool. (default: not selected) Note: In a point-to-multipoint Conference, we recommend you create no or precisely one predefined master because the OScAR server assesses only the first master.
This conference is expandable (ad hoc/progressive)	When this box is ticked, the first master can add additional conferees to the Conference by pressing the hotkey <* # phone no. #>. Note that the number of conferees in this Conference is limited by the value entered in "Max. number of not in conf. predefined conferees", located on the tab "Dialing in/out". While the call number is entered, the master is taken out of the Conference to prevent him from hearing the DTMF entries. (default: not selected)
Called conferees join only after pressing the * key	This box only become active when the field "This conference is expandable (ad hoc/progressive)" is marked. When this box is ticked, ad hoc conferees added by the master must press the * key before entering into the Conference. This function prevents e.g. answering machines from entering Conferences. This box only become active when the field "This conference is expandable (ad hoc/progressive)" is marked. (default: not selected)
Operator-initiated conference starts w. phone no. request	This box only become active when the field "This conference is expandable (ad hoc/progressive)" is marked. When this box is ticked, the Conference initiator is authorized to add ad hoc subscribers right at the outset of the Conference. To do so, the Operator dials the Conference start ID, followed immediately by the relevant call number(s). (default: not selected)
Do not remove operator from conf. while he is making entries	This box only become active when the field "This conference is expandable (ad hoc/progressive)" is marked. When this box is ticked, the system will evaluate keypad entries and DTMF information that is transmitted as SIP info or RTP info, whereas Inband DTMF entries as ignored. Operator stays active in Conference during entries (e. g. * 9). (default: not selected)
Window area "Participation features"	
All detected keys are logged	When this box is ticked, OScAR will log at the system printer all recognized DTMF or keypad entries that are made by the subscriber. (default: not selected)

Table 11-11 Fields in window "Edit conference"

Field	Description
Enable Mute/Active/ Privacy/Vote via DTMF	When this box is ticked, the conferee can, during an active and ongoing Conference, press the star key * to participate actively in the Conference (listen and speak), or the pound key # to participate passively (listen only)
Redial all subscr. who called in w. CLIP	When this box is ticked, the OScAR server will, should the connection be lost, call back all conferees who dialed into the Conference with CLIP but were actually no administrated members of the Conference.
Do not query security code at redial	This field only becomes active if the field "redial all subscribers who called in with CLIP" is enabled. When this box is ticked, a subscriber who is called by the OScAR server (because the connection was lost) needs not reenter security code to enter into the Conference.
Any member who 'Is always in the conference' may leave with *1# / alternative exit code	When this box is ticked, a conferee who is in an ongoing Conference always, i.e. permanently, can use the hotkey <*1#> to exit the Conference without having the OScAR server call him again.
Allow exit from conference with *1#	Tick this box to enable the special Operator function to leave (exit) the Conference. (default: not selected) Description of functions: • The Operator presses the hotkey <* 1 >. • Next, he/she hears the Operator announcement "Leave conference" once (or, alternatively, a long tone, instead). At the same time, the corresponding display text is shown. • If the Operator presses the pound # key within 8 seconds after the end of the announcement, he/she is disconnected. The Conference itself will continue until its defined end is reached, if applicable also when there is no master currently in the Conference. • If the 8 seconds are exceeded or if a different key is pressed, the Operator is switched back into the Conference. Note: When this box is ticked, the function "Microphone on/off" is not available to the Operator via the star * or pound # key.
Allow alternative conference exit	In addition to the Conference exit using the hotkey <*1#>, an extra Conference exit code can be configured in the Conference application settings. When this box is ticked, operators can use this exit code to leave the Conference again. ➤ see "Allow exit from conference with *1#"

Table 11-11 Fields in window "Edit conference"

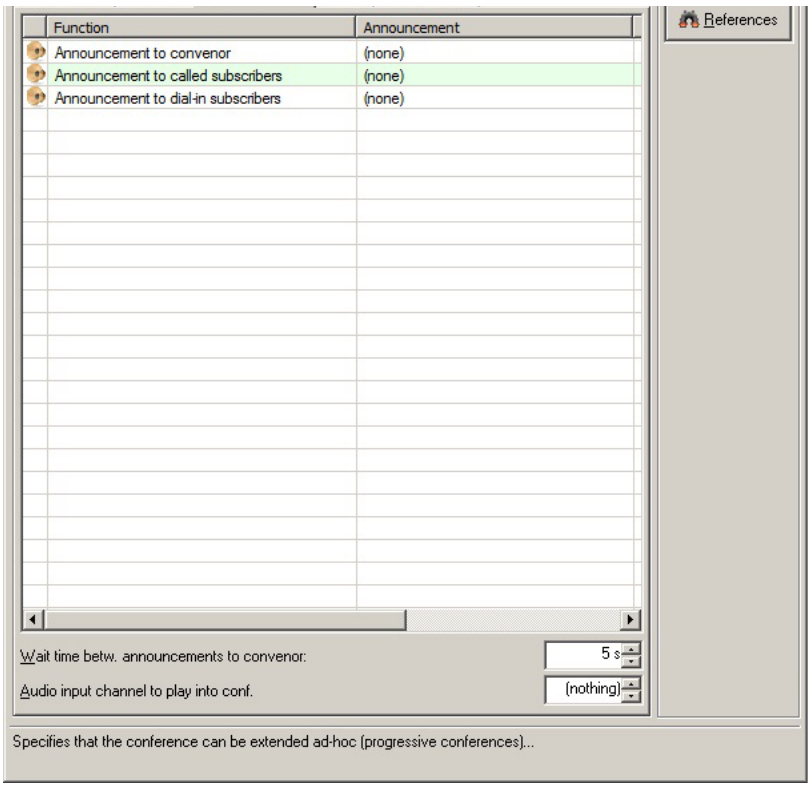
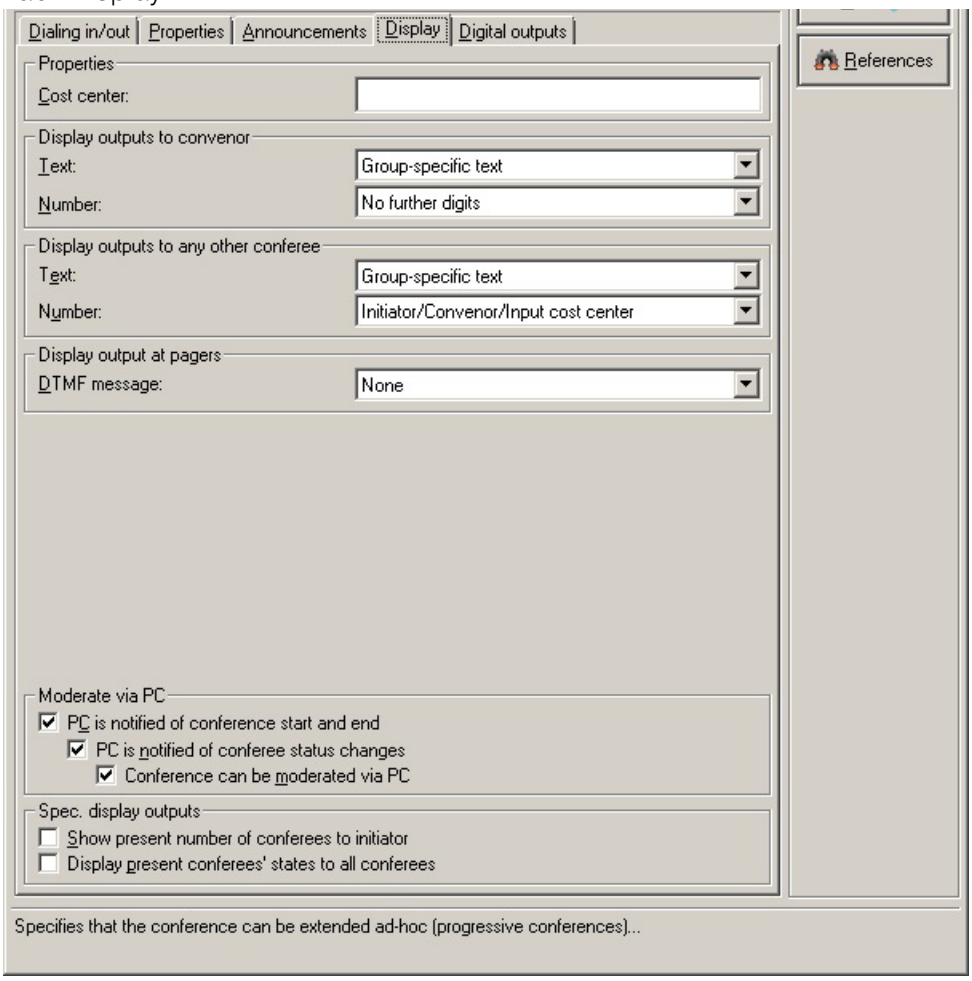
Field	Description
Tab "Announcements" 	
Announcement to convenor	The selection field in the list window determines the announcement that is repeatedly played to the Conference initiator, until the Conference is actively switched together. If no announcement is assigned or if the assigned announcement is not yet recorded, the system plays a long tone is repeatedly played. (default: "(none)")
Announcement to called subscribers	The selection field in the list window determines the announcement that all conferees who are called by the OScAR server are played (if needed repeatedly), before they enter into the Conference. If no announcement is assigned or if the assigned announcement is not yet recorded, the system plays a long tone is repeatedly played. (default: "(none)")
Announcement to dial-in subscribers	The selection field in the list window determines the announcement that is played to all conferees who call into an already ongoing Conference (if needed repeatedly), before they enter into the Conference. If no announcement is assigned or if the assigned announcement is not yet recorded, the system plays a long tone is repeatedly played. (default: "(none)")
Waiting time betw. announcements to convenor	The selection field serves to define the time in seconds between the repeats of the "Announcement to initiator". If the time is set to "none", the "Announcement to initiator" is played only once (1x) and followed by the recurring playback of the application announcement "Initiator waiting music". ➤ see Section 7.6.5, "Application Conferences" The recurring announcement will be interrupted as soon as another member enters into the Conference. (default: "5 s")

Table 11-11 Fields in window "Edit conference"

Field	Description
Audio input channel to play into conf.	This field determines one of eight audio inputs, to play analog audio signals into a Conference. (default "none")
Tab "Display"	



Window areas: "Properties", "Display outputs to convenor" "Display output to other conferees", and "Display output to pagers":	The OScAR server can provide all initiators and conferees with numerical and alphanumeric information about the Conference. This information can also be used for accurate attribution of incurred telephone charges. The options available in the window areas "Properties", "Display output to initiator", "Display output to other conferees", and "Display output at pagers" are also available in other applications in the same form as well, and are therefore described together centrally in: ➤ see Section 5.19, "Display texts"
Window area "Special display outputs"	
Display total number of conferees to initiator	This field cannot be selected together with the field "Display present conferees' states to all conferees". When this box is ticked, the total number of conferees is output on the display of the system telephone of the first Conference master.

Table 11-11 Fields in window "Edit conference"

Field	Description
Display present conferees' states to all conferees	This box only becomes active when the field "Position initiator" is NOT enabled in the tab "Dialing in/out". This field cannot be selected together with the field "Display total number of conferees to initiator". When this box is ticked, continuously updated status information is output in two lines on the displays of the system telephones of all conferees (Note: Requires OpenScape 4000 server mode). (default: not selected) Functions: • The states of all current conferees are shown in form of 2 signs one above the other, and at the display positions assigned to them. ➤ see Section 11.8.2, "Edit Conference members" • You can scroll the subscriber list and deactivate this display output as follows: – with 1 : the 1. page is shown (subscribers 1...22), – with 2 : the 2. page is shown (subscribers 23...44), and – with 3 : the 3. page is shown (subscribers 45...60); – with 0 : the system is switched to the default display. Every subscriber state is here shown as follows: empty — no subscriber assigned to the position **xx** — two-line - known subscriber in Conference; display code entered for the conferee, e.g. DE ➤ see Section 11.8.2, "Edit Conference members", tab "Properties" window area "Properties", field "Display Code" **yy** — two-line - unknown conferee in Conference; display code entered in the Conference application settings, e.g. UI ➤ see Section 11.6, "Edit the Conference application settings", tab "General", window area "Default display texts", field "Default 2-digit display code" **–** — single-line - subscriber is not in Conference, no calling neither **>** — single-line - conferee is being called **!** — single-line - conferee is dialing in or listening to welcome announcement . — single-line - conferee in dialing pause

Table 11-11 Fields in window "Edit conference"

Field	Description

Display present conferees' states to all conferees
(Cont.)
	Example of output for conferees 1 to 22:
	`1:GD>F.! U-.JF>>EBL!N.`
	`  BE R   !  PI  SEU L`
	When a conferee switches himself/herself to mute, or is switched to mute by the OScAR-TT Operator-Tool, the display output is interrupted for approx. 5 seconds after which the last area that was called is shown again.
	Whenever an Operator is in an input phase (e.g. for function * WXYZ 9 #) the display is equally interrupted, and the area that was last selected is displayed after the input is completed.

Window area "Moderate via PC"	
PC is notified of conference's start and end	When this box is ticked, the OScAR-TT Operator-Tool can be used to watch an ongoing Conference. If none of the below fields is ticked, the OScAR-TT Operator-Tool only gets the information on start and end of the Conference. ➤ see Section 11.10.2, "Monitor Conferences" (default: not selected)
PC is notified of conferee status changes	This field is not active unless you enable the field "PC is notified of conference's start and end". When this box is ticked, the OScAR-TT Operator-Tool is also informed of the individual conferees' states and this information is output accordingly. ➤ see Section 11.10.2, "Monitor Conferences" (default: not selected)
Conference can be moderated via PC	This box can only be selected when you tick the box "PC is notified of conferee's states". When this box is ticked, the Conference can be moderated via the OScAR-TT Operator-Tool. ➤ see Section 11.10.2, "Monitor Conferences" (default: not selected)

Table 11-11 Fields in window "Edit conference"

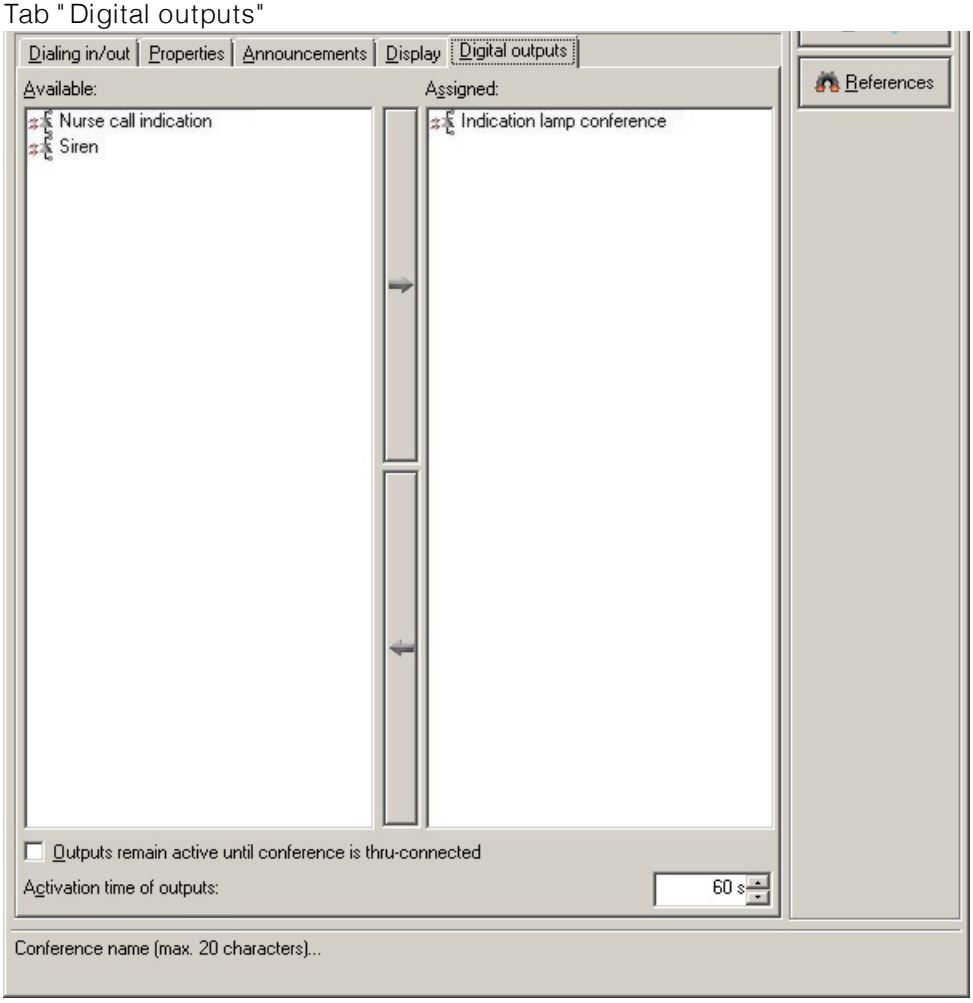
Field	Description
Tab "Digital outputs" 	
Available	The list field shows all available optocoupler outputs. To assign optocoupler outputs, select the entries you want to assign and use the upper arrow button. Note: This list exclusively shows the optocoupler outputs whose function is set to: "Controlled by application". ➤ see Section 5.11.15, "Configure optocoupler outputs"
Assigned	The list itemized all available optocoupler outputs that are assigned to the Conference. In this way, you can simultaneously activate e.g. sirens and lamps with the start of the Conference. To remove assigned optocoupler outputs, select the corresponding entries and click the lower arrow button. (default: empty)
Outputs remain active until conference is thru-connected	When this box is ticked, the assigned digital outputs only remain active during the build-up of the Conference, i.e. until the conferees are actively thru-connected and switched together. (default: not selected)

Table 11-11 Fields in window "Edit conference"

Field	Description
Activation time for digital outputs	This field can only be selected if the field "Outputs remain active until conference is thru-connected" is NOT enabled. This field determines the length (in seconds) that the assigned digital outputs are activated. If you select "(unlimited)", the digital outputs remain active during the entire length of the Conference. (Default: "60 s")

Table 11-11 Fields in window "Edit conference"

11.7.2 Delete Conferences

Follow the below instructions to delete Conferences:

No.	Step
1.	Go to the tree and select the node "Conferences". This will output all available Conferences in the list window.
2.	In the list window, select the Conference you want to delete.
3.	Click in the menu bar.
4.	Confirm the prompt with Yes. The Conferences are now deleted. If subscribers/conferees are still assigned to the Conference, the window "Delete conference with references" will automatically pop up. ➤ see Section 11.7.3, "Edit and delete Conference references"

Table 11-12 Delete Conferences

11.7.3 Edit and delete Conference references

You can open the window "Edit conference" directly from the window "Conference references" by pressing the button: References. You will here see the conferees that are assigned to the Conference, and you can edit or delete them.

Note:
Whenever you try to delete Conference groups to whom conferees are still assigned, the "Delete conference with references" window will automatically pop up.

Follow the below instructions to edit or delete a Conference references:

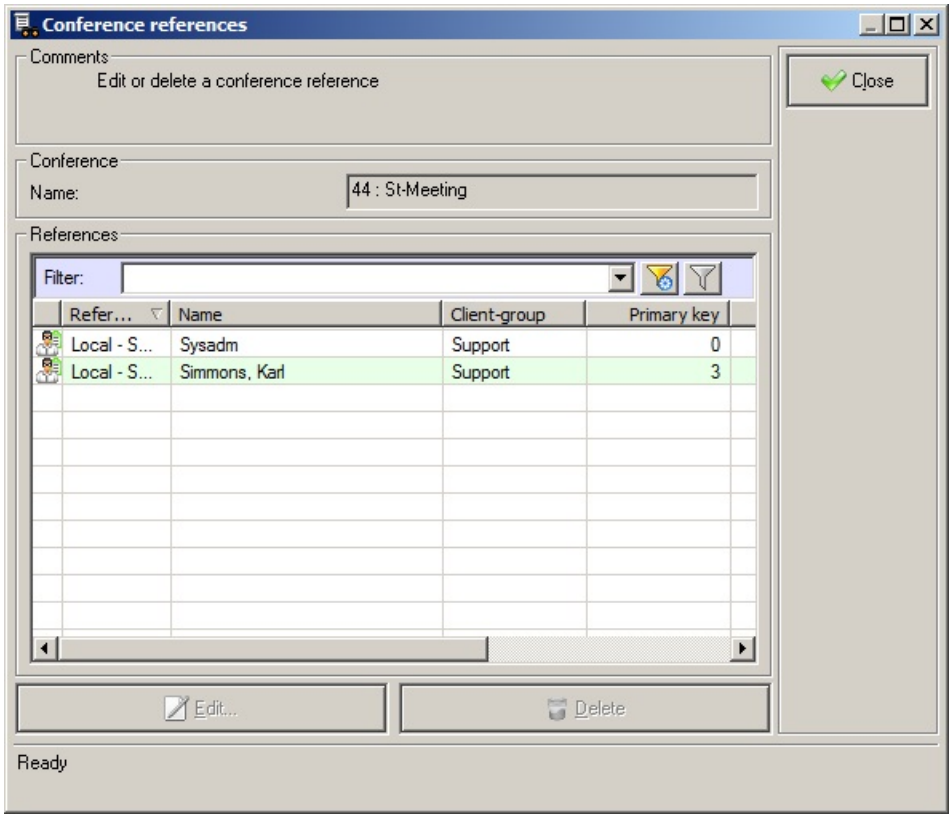
No.	Step
1.	Go to the tree and select the node "Conferences". This will output all available Conferences in the list window.
2.	Open the Conference you want to edit and click References. This will open the window "Conference references". 

Table 11-13 Edit and delete Conference references

No.	Step
3.	Edit Conference members Go to the list area, select the reference entry you want to edit and click Edit.., or double-click the entry itself. This will open the window "Edit conference member". Use this window to make the changes you want to add. ➤ see Section 11.8.2, "Edit Conference members" Delete conferees Go to the list area and select the reference entries you want to delete and click Delete. Confirm the prompt with Yes. The reference entries will be deleted. As soon as this listbox is fully empty, the Conference itself can also be deleted.

Table 11-13 Edit and delete Conference references

11.8 Add conferees

Every Conference can be assigned conferees. During the Conference, the system will apply the settings assigned to the different conferees (e.g. "Timing"). Additionally, you can also define specific settings for a conferees that will only be applied in this Conference.

11.8.1 Conferees in Conferences

Follow the below instructions to add or edit a Conference members:

No.	Step
1.	Go to the tree and select the node "Conferences".
2.	In the tree, select the Conference to which you want to add new conferees. All conferees already assigned to this Conference are shown in the list window.
3.	Click in the menu bar. This will open the window "Add new conference members".
4.	In the list window, select all subscribers you want to assign to the Conference.
5.	Enter all the settings you want to make. ➤ see Section 11.8.2, "Edit Conference members" If you selected more than one subscriber, all marked subscribers are added with the same settings.
6.	Enable the field "Store settings as template" to use the settings as a template for the next new conferee.
7.	Save your entries with Ok. The new conferees are now created.

Table 11-14 Add Conference members



Note:

You can also use drag & drop to add a subscriber from the subscriber list to the Conference in the tree view, with the mouse. In this way, the subscriber is added to the Conference as conferee.

Proceed as described below to enter all settings.

➤ see Section 11.8.2, "Edit Conference members"

11.8.2 Edit Conference members

Follow the below instructions to edit a Conference member:

No.	Step
1.	Go to the tree and select the node "Conferences".
2.	Go to the list window, select the Conference whose members you want to edit and click . All assigned conferees are output in the list window.
3.	Go to the list window, select the conferee you want to edit and click . This will open the window "Edit conference member".
4.	Carry out the settings in keeping with the subsequent field descriptions.
5.	Confirm the security prompt and save your changes with Ok.

Table 11-15 Edit Conference member

Description of the fields in the window "Edit conference member".

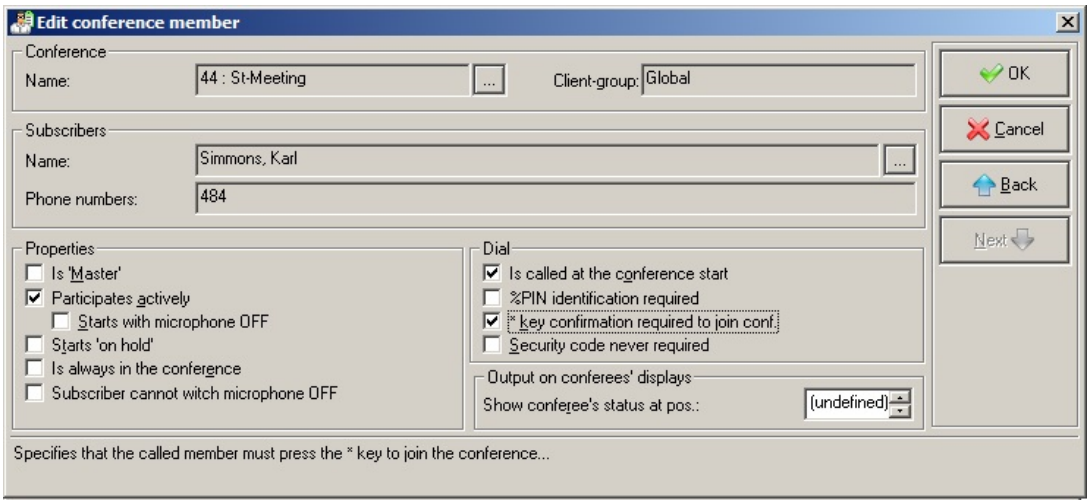
Field	Description
	
Window area "Conference"	
Name	Output field displaying the ID and the name of the Conference. Via [...] you can invoke the window "Edit conference".
Client-group	The display output shows the client-group to which the Conference is assigned.
Window area "Select subscriber(s)"	
Name	Output field that shows the name of the assigned conferee. Via [...] you can invoke the window to edit the subscriber.
Destinations	Output field with all destination (phone) numbers of the conferee.
Window area "Properties"	
Is 'Master'	When this box is ticked, the conferee is predefined as having master status. ➤ see Section 11.3.1, "Masters in Conferences" As a rule, a master is called by the system, has the right to speak and therefore participates actively in the Conference. (default: not selected)

Table 11-16 Fields in window "Edit conference member".

Field	Description
Participates actively	This field only becomes active when the box "Is 'Master'" is NOT ticked. • If you select this checkbox: the conferee participates actively in the Conference, i.e. he/she has the right to speak in the Conference. • If you do NOT select this box: the conferee participates passively in the Conference, i.e. he/she has listening rights but NOT the right to speak in the Conference. The active/passive status of a conferee during an ongoing Conference can only be changed through the OScAR-TT Operator-Tool. ➤ see Section 11.10.3, "Moderate and end Conferences" (default: marked for "Is 'Master'", otherwise: NOT marked)
Starts with microphone OFF	This field is only active when you check the box "Participates actively". When this box is ticked, the conferee is automatically switched to mute when he/she enters into the Conference, i.e. with deactivation of his/her microphone (Off). In contrast to the passive status, this conferee is now able to switch on his/her microphone with the star * key, and to switch it off again with the pound # key. This function is particularly helpful for conferees communicating from a loud and noisy environment. (default: not selected)
Starts 'on hold'	When this box is ticked, the dialed conferee is "parked", i. e. placed in a wait position. The conferee can ONLY leave this park status and join the Conference through the OScAR-TT Operator-Tool. ➤ see Section 11.10.3, "Moderate and end Conferences" During this wait time, the conferee is played the application announcement "To parked conferees". ➤ see Section 7.6.5, "Application Conferences" Selecting this function only makes sense if the respective Conference can also be moderated via the OScAR-TT Operator-Tool. ➤ see Section 11.7.1, "Add and edit Conferences", Tab "Display", window area "Moderate via PC", field: "Conference may also be moderated via the PC" (default: not selected)
Conferee is always in conference	When this box is ticked, the conferee is dialed repeatedly if the connection is not established or if the connection is interrupted/lost, (frequently known as 'Hoot-And-Holler' feature). (default: not selected)
Subscriber cannot witch microphone OFF	When this box is ticked, this conferee cannot switch himself/herself to mute by pressing # .

Table 11-16 Fields in window "Edit conference member".

Field	Description
Window area "Dial"	
Conferee is called on conference start	This field only becomes active when the box "Is 'Master'" is NOT ticked. When this box is ticked, the conferee is automatically called when the Conference is convened. (default: marked for "Is 'Master'", otherwise NOT marked)
%PIN identification required	This field cannot be selected together with "Called conferees join with the * key". When this box is ticked, the called conferee must identify himself with his/her PIN before he/she may join the Conference. In this case, the conferee is played the application announcement "PIN entry request" maximally twice (2x), and is only played the Conference entry announcement after entering his/her PIN. After maximally 8 seconds after the announcements have been played, the conferee must start with the PIN entry in order to join the Conference. This serves as protection against unauthorized entry. (default: not selected)
* key confirmation required to join conf.	This field cannot be selected together with "PIN identification required to join conf.". When this box is ticked, the called conferee is played the Conference start announcement maximally twice (2x), alternating with the application announcement "Press star key request". After maximally 8 seconds after the announcements have been played, the conferee must press the star * key to enter into the Conference. This serves to make sure that no call runs into an answering machine. (default: not selected)
Security code never required	When this box is ticked, the conferee needs not enter a security code to join the Conference, even though the entry of the security code was required for this Conference, e.g. for recording devices.
Window are "Output on conferees' displays"	
Show conferees' status at pos.	This input field determines for the conferee a position (1 ... 60) on the display of the system telephone, where his/her personal display code or current state is shown. ➤ see Section 8.3.1, "Add and edit Subscribers", tab "Properties", window area "Properties", field "Display Code" For this purpose, the box "Display conferee's states to all conferees" must be checked in the tab "Display" of the window "Edit conference group". ➤ see Section 11.7, "Manage Conferences" (Default: "(none)", i.e. without any fixed position)

Table 11-16 Fields in window "Edit conference member".

11.8.3 Delete conferees

Follow the below instructions to delete conferees:

No.	Step
1.	Go to the tree and select the node "Conferences".
2.	In the tree, select the Conference from which you want to delete conferees. All assigned conferees are output in the list window.
3.	In the list window, select the conferees you want to delete.
4.	Click in the menu bar.
5.	Confirm the prompt with Yes. The selected conferees are deleted.

Table 11-17 Delete conferees

11.9 Sequence and processes of Conferences

11.9.1 Routine OScAR behavior

In contrast to a Broadcast that can, if needed, be launched several times in parallel, (e.g. with individual Broadcast announcements and display texts), a Conference can only be convened once at a time at any given moment.

The reason for this is that every conferee usually stands for a real person who can only actively participate in one Conference at a time.

If no announcements are assigned or recorded, the system will play a long tone instead.

11.9.2 General details on PIN entries

To determine that a conferee must identify by PIN to enter into a Conference, tick the box "PIN identification required to join conf.".

PIN identification can also be required to convene a Conference, and to actively dial into a Conference.

For PIN entries the following applies:

- Incorrect entries can be deleted with the star key ; here, the star key deletes the entire PIN entry made up until this point.
- The respective playback ends as soon as the first digit is received.
- If a wrong PIN is entered, or if the timeout for the PIN entry is reached, a five-fold error tone will resound and the system will jump right back to the initial PIN input request, (i.e. you will again hear the announcement and get the display message: "PIN?").
- If the maximum "Interdigit time" of 8 sec. is exceeded, the system evaluates the PIN entry as incorrect
- After the third incorrect PIN entry, the OScAR server will cut the connection.

11.9.3 The Mute function

OScAR offers a mute function for conferees. Conferees who are actively participating in a Conference (i. e. with the right to speak) may:

- press the pound key to switch themselves temporarily to mute and
- press the star key to activate themselves again (unmute).

In this process, their status is output on the display:

MICROPHONE OFF

or

MICROPHONE ON

When a conferee switches himself/herself to mute in this way, he/she cannot be switched back to active (unmute) through the OScAR-TT Operator-Tool (protection from listening in). In return, conferees cannot reactivate themselves (switch themselves back to active/unmute) once they have been switched to mute through the OScAR-TT Operator-Tool.

Note:
Please bear in mind that the first master or conferee with Operator status cannot use the mute function for himself/herself!

11.9.4 Special behavior for Conferences with positioning requests

If the box "Position initiator" is ticked, the positioning requests will always be addressed to the OScAR Positioning Services (DPS) when the Conference is initiated over the phone with CLIP.

The positioning server transmits to the OScAR server:

- text information that describes the location and
- the numbers of up to 10 partial announcements that specify the position and that are saved in the OScAR server.

In a Conference, the partial announcements activated by the positioning server in the OScAR server are appended to the Conference announcement(s), forming a so-called composed announcement. Please bear in mind that no more than 16 partial announcements may be interconnected in OScAR to form a composed announcement, i.e. the system will discard any activated partial announcement beyond this number.

The maximum wait time for a positioning result is 30 seconds. If no positioning results are obtained during this time an alarm is automatically launched, just as it would have been if no positioning request had been made.

In a Conference, the text information received by a positioning server is preceded by the following details:

- the phone number of the initiator or distressed person
- a colon
- the name of the initiator or distressed person
- a line break

11.10 Operate Conferences through the OScAR-TT Operator-Tool

Note:

To operate Conferences via the OScAR-TT Operator-Tool, you need the pertinent administrator rights and a password, as well as the pertinent Operator rights and a PIN.

The OScAR-TT Operator-Tool also provides options to start or convene Conferences with customized settings. In addition, Conferences can also be moderated and monitored, even if they were convened over the phone or via a digital input.

11.10.1 Convene Conferences

Follow the below instructions to convene Conferences:

No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	OScAR offers you three different ways to convene a Conference: • open the pull-down menu bar box "Operations" and click "Convene conference...", • go to the command bar, and there to the right of the button Conferences (m/n), and click , or • press the hotkey <CTRL+C>. The "Convene a conference" window will pop up.
3.	In the list window, select the Conference you want to convene.
4.	Carry out the wanted settings in keeping with the subsequent field descriptions.
5.	Click Ok to convene the Conference. The Conference is convened and the Conference window will pop up. ➤ see Section 11.10.2, "Monitor Conferences"

Table 11-18 Convene Conferences

Description of the fields in the window "Convene conference"

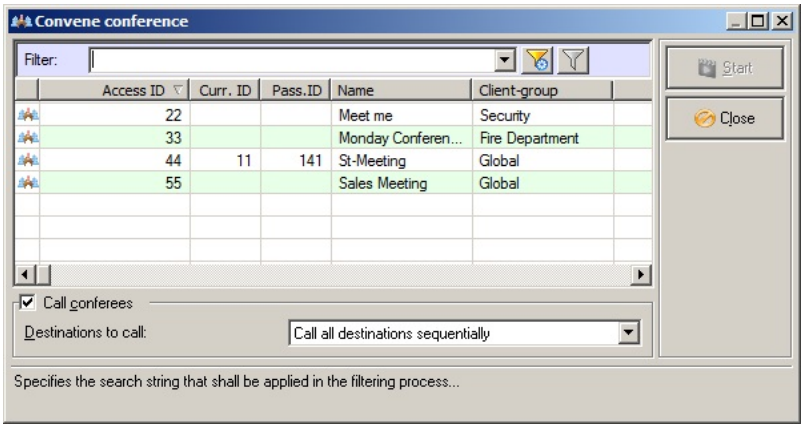
Field	Description
	
List with all available Conferences	
Access ID	Column with the IDs to convene the Conferences.
Curr. ID	Column with the IDs to participate actively in the Conference.
Pass.ID	Column with the IDs to participate passively in the Conference.
Name	Column with the descriptions for the Broadcasts.
Client-group	Column with the client-groups assigned to the Conference.

Table 11-19 Fields in window "Convene conference"

Field	Description
Max. duration	Column with the maximum length of the Conference in minutes.
Max. participation	Column with the maximum length time that the conferees may be in the Conference.
Not predef. subs.	Column with the max. number of subscribers who may join the Conference without having previously been assigned to it.
Predef. subs.	Column with the number of subscribers who are assigned to the Conference.
No. of subs	Column with the maximum number of subscribers who may participate in the Conference.
Window area "Call conferees" When this box is ticked, all subscribers from whom the feature "Is called at the conference start" is enabled (see window "Edit conferee") are called at the start of the Conference. (default: not selected)	
Destinations to call	This selection field determines which destination numbers of the subscriber are called. • Only call 1st destinations The subscribers are only be called at their first destination (phone number). • Only call 2nd destinations The subscribers are only be called at their second destination (phone number). • Only call 3rd destinations The subscribers are only be called at their third destination (phone number). • Only call 4th destinations The subscribers are only be called at their fourth destination (phone number). • Call all destinations sequentially The subscribers are called at all of their destinations (phone numbers), but only one number after the other. • Call all destinations simultaneously The subscribers are called at all of their destinations (phone numbers), but only one number after the other. (default: "Call all subscribers sequentially")

Table 11-19 Fields in window "Convene conference"

11.10.2 Monitor Conferences

The OScAR-TT Operator-Tool enables you to monitor and cancel up to 20 Conferences simultaneously. This includes Conferences that were convened over the phone, via digital input or through a data interface. The Operator can only monitor the Conferences that belong to his/her client group, as well as "global" Conferences.

The following applies to Conferences that are initiated from the OScAR-TT Operator-Tool:

- The Conference window is opened automatically and brought into the front (top).
- If the Conference is stopped or brought manually to an early end, the Conference window will stay open and must be closed by hand. This makes it possible to evaluate a Conference even after its end.
  ➤ see Section 11.10.3, "Moderate and end Conferences"
- If the box "Auto conference Windows" is selected in the pull-down menu bar box "Window", and if, during the Conference, other Conferences are started over the phone or through a digital input, the pertinent Conference windows will be opened, but the active window will always remain at the top.

The following applies to Conferences that are convened over the phone, via digital input or through a data interface:

- If you checked the item "Auto Conference Windows" in the pull-down menu bar box "Window", the Conference window will be opened automatically.
  If not, the started Conference is output in bold in the tree view. To monitor it, you must open the Conference window manually.
- If the Conference is stopped or ended manually ahead of time, the Conference window will close automatically.
- In the options you can define on a user-individual basis if these Conference windows shall also be placed at the top automatically and, if needed, closed after a time-delay after the Conference end.
  ➤ see Section 4.3, "Define options"

Details on Conferences and conferees

Provided the Conference window is open, you can call up information on the Conference and conferees, or manually end the Conference ahead of time, using the pull-down menu bar box "Operations":

- Conference properties:
  Definitions for this Conference.
  ➤ see Section 11.7, "Manage Conferences"
- Subscriber properties:
  Definition of selected conferee.
  ➤ see Section 11.8, "Add conferees"
- Terminate conference:
  End the Conference currently in progress.
  ➤ see Section 11.10.3, "Moderate and end Conferences"



Note:
Conferences can only be monitored in the OScAR-TT Operator-Tool if the field "PC is notified of conferee's states" is properly enabled in the window "Edit conference", and there in the window area "Moderate via PC" (see tab: "Display").

Follow the below instructions to monitor Conferences:

No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	There are several ways of opening the Conference window: • Convene a Conference through the OScAR-TT Operator-Tool. The window is automatically opened. • Select the menu item "Auto conference Windows" from the pull-down menu bar box "Window". The window pops up automatically when a Conference is convened. • Select "Show conference" in the pull-down menu "Operations". A selection window will pop up in which you can choose the Conference you want to monitor. Select a Conference and click Ok. • Go to the tree and make a right mouse click on a Conference listed in bold and select "Monitor ..." in the context menu. This will open the Conference window.
3.	You can now assess the Conference status and the individual conferees in keeping with the below descriptions.

Table 11-20 Monitor Conferences

Description of the symbols and list areas in the Conference window

The window for monitoring Conferences provides a set of information on the Conference status and the individual conferees.

Note:
Conferences initiated from the OScAR-TT Operator-Tool can remain open for later viewing, even when new Conferences are started.

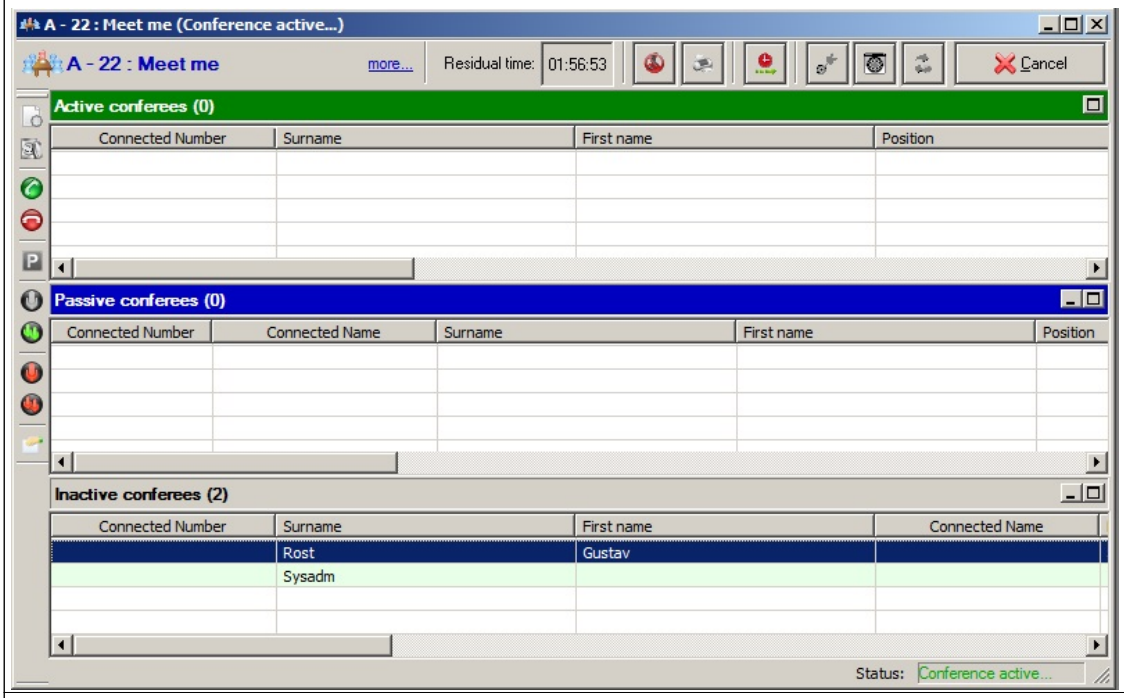
Field/Symbol	Description
	
Title area	
Title bar	Display of the ID and the name of the Conference to enable a unequivocal assignment if several Conferences are monitored or steered at the same time.

Table 11-21 Description of the window for monitoring of Conferences

Field/Symbol	Description
	Output of the remaining Conference time.
	Button to request moderation. ➤ see Section 11.10.3, "Moderate and end Conferences" This button is only visible if you have NOT yet requested the moderation of the Conference.
	Button to surrender the Conference moderation. ➤ see Section 11.10.3, "Moderate and end Conferences" This button is only visible if you previously requested the moderation of the Conference.
	Button to have the Conference report printed directly. This button is only enabled after the Conference end.
	Button to extend the Conference duration. This button only becomes active after the playback of the application announcement "Conference timeout", and only if you have previously requested the moderation of the Conference.
  	Buttons used for the positioning results. ➤ see Section 16.6.2.1, "Toolbar and menu items"
	Button to cancel the ongoing Conference. This button only becomes visible if you previously requested the moderation of the Conference. ➤ see Section 11.10.3, "Moderate and end Conferences"
List window "Conference room": Output of all active conferees.	
	This symbol marks conferees who are masters and actively participate in the Conference.
	This symbol marks conferees who participate actively in the Conference (i. e. who have the right to speak).
List window "Idle conferees". Output of all conferees who are presently listening-only or "parked".	
	This symbol indicates conferees whose microphones have been switched off but who can still listen.
	This symbol marks "parked" conferees who can neither listen nor speak. The connection remains intact and the conferee is played a waiting announcement.
Window area "Stack of inactive subscribers" This area lists all subscribers who are not yet actively participating in the Conference.	
	This symbol indicates conferees who have not yet been called, who are in a call pause or whose connection has been cut.
	This symbol marks subscribers who are presently being currently called.
	This symbol marks subscribers who have just been reached and are presently being played the welcome announcement.
Status line	
Status:	Output of the current Conference status, e.g. "Conference active".

Table 11-21 Description of the window for monitoring of Conferences

11.10.3 Moderate and end Conferences

The OScAR-TT Operator-Tool enables you not only to monitor (watch) but also to moderate (actively steer) Conferences.

You can also moderate Conferences that were started over the phone or via digital input. However, while a Conference (any) is active it can always only be moderated from one OScAR-TT Operator-Tool.



Note:
Conferences can only be monitored in the OScAR-TT Operator-Tool if the field "PC is notified of conferee's states" is properly enabled in the window "Edit conference", and there in the window area "Moderate via PC" of the tab "Display", and also only if you have the pertinent Operator right to convene (start) Conferences.

Follow the below instructions to moderate Conferences:

No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	There are several ways of opening the Conference window: • Convene a Conference through the OScAR-TT Operator-Tool. The window is automatically opened. • Select the menu item "Auto conference Windows" from the pull-down menu bar box "Window". The window pops up automatically when a Conference is convened. • From the pull-down menu bar box "Operations" select the item "Monitor conference". A selection window will pop up in which you can choose the Conference you want to monitor. Select a Conference and click Ok. • Go to the tree and make a right mouse click on a Conference listed in bold and select "Monitor ..." in the context menu. This will open the Conference window.
3.	In the pertinent Conference window, click  to request the Conference moderation.
4.	Make the necessary status changes by selecting a subscriber and activating the proper function. To do so, click the corresponding symbol in the left toolbar, or make a right mouse key on the wanted subscriber and select the function from the context menu. See below for a detailed description of the functions.
5.	Click  to surrender the Conference moderating or click  to end the Conference altogether.

Table 11-22 Moderate and end Conferences

Description of the functions for moderating Conferences

Icon	Context menu	Description
	Add conferee ad hoc	Function to add a new conferee ad hoc to the list window "Stack of inactive subscribers". ➤ see Section 11.10.4, "Add known subscribers to Conference, ad hoc" ➤ Section 11.10.5, "Add unlisted subscribers to a Conference, ad hoc"
	Remove ad hoc conferee	Function to delete ad hoc subscribers. The subscriber must be selected in the list area "Stack of inactive subscribers".
	Call subscribers	Function to call a subscriber selected in the list "Stack of inactive subscribers". If you click on this symbol OScAR will offer you four different options: • All destinations sequentially All destinations of the subscriber are called one after the other. • All destinations simultaneously All destinations of the subscriber are called at the same time. • 1. <PNO> Only the first destination of the subscriber is called. • 2. <PNO> Only the second destination of the subscriber is called. • 3. <PNO> Only the third destination of the subscriber is called. • 4. <PNO> Only the fourth destination of the subscriber is called. • Last <PNO> The system only calls the subscriber's destination that was called last. • New... Dial new phone number to reach the subscriber at a different telephone set. Alternatively, you can also pull the subscriber using Drag & Drop, from the area "Stack of inactive subscribers" to either of the other two list areas. Also, you can define the destination to be called by pressing the following shortcuts: • (none): The 1st subscriber destination is called. • <CTRL>: The 2nd subscriber destination is called. • <SHIFT+CTRL>: The last connected subscriber numbers are called.
	Disconnect conferee	Function to disconnect the connection to the selected subscriber(s). The subscriber(s) is/are moved to the list "Stack of inactive subscribers". Alternatively, you can also pull them with drag & drop to the area "Stack of inactive subscribers".

Table 11-23 Functions to moderate Conferences

Icon	Context menu	Description
	Parked conferee	Function to "park" selected subscriber(s). A parked subscriber has no right to speak in the Conference ("mute"); he/she is also played a waiting announcement and moved to the list "Idle conferees". Alternatively, you can also move subscribers with drag & drop form the area "Conference room" to "Idle conferees". To do so, simply keep the CTRL key pressed.
	Subscriber active	Function to grant to the selected conferee(s) the right to speak. The subscriber(s) is/are moved from the list "Idle conferees" list to the list "Conference room". Alternatively, you can also move the subscriber(s) with drag & drop form the area "Idle conferees" to the area "Conference room". Here, no additional key needs to be pressed.
	All subscribers active	Function to grant the right to speak to all subscribers who are currently in the list "Idle conferees" (for: active participation). The subscribers are automatically moved to the list "Conference room".
	Subscriber passive	Function to withdraw the right to speak from the selected conferee(s). The conferee are automatically moved to the list "Idle conferees". Alternatively, you can also move subscribers with drag & drop form the area "Conference room" to "Idle conferees". Here, no additional key needs to be pressed.
	All subscribers passive	Function to withdraw the right to speak from all conferees in the list "Conference room". The conferees are automatically moved to the list "Idle conferees".
	Properties	Opens the window to display the properties of the conferee. ➤ see Section 11.8.2, "Edit Conference members"

Table 11-23 Functions to moderate Conferences

11.10.4 Add known subscribers to Conference, ad hoc

During an active Conference, the moderator is entitled to add subscribers from the subscriber list to the Conference (listed subscribers).

To do so, please follow the instructions below:

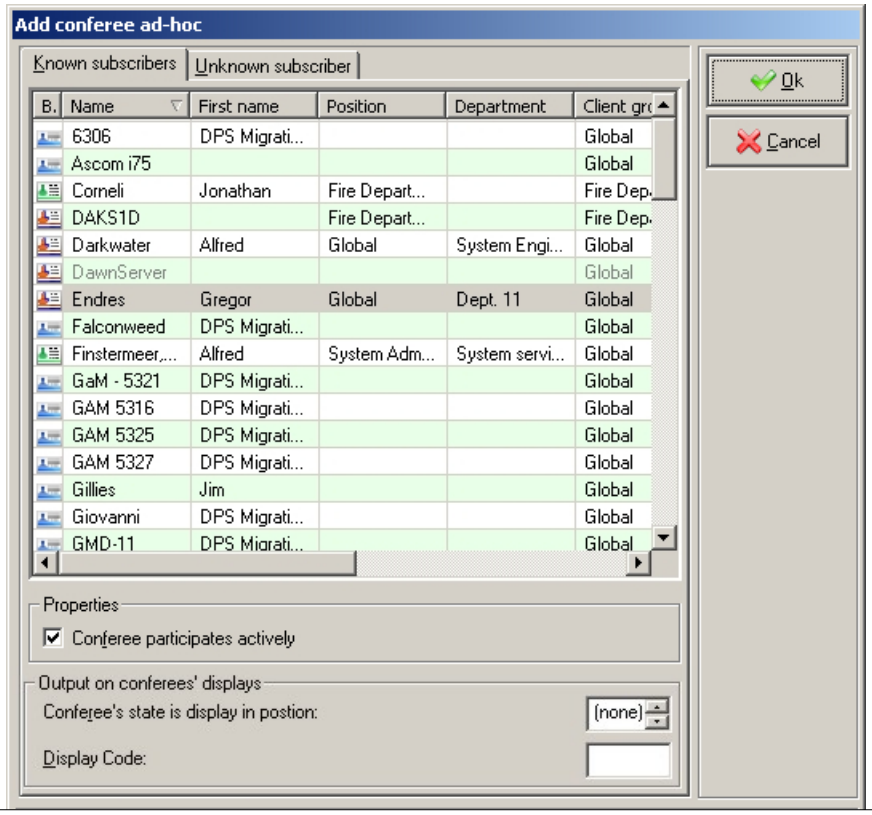
No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	Assume the moderation of the Conference in question. ➤ see Section 11.10.3, "Moderate and end Conferences"
3.	Click to add a new conferee spontaneously, i.e. ad hoc. This will open the window "Add conferee ad hoc": 
4.	Select the "Known subscribers" tab.
5.	Go to the list field and select the subscriber(s) you want to add to the Conference.
6.	Check the box "Participates actively" in the window area "Properties" if you want the conferees to have the right to speak during the Conference.
7.	If needed, specify in the window area "Output on conferees' displays" the position in the display. ➤ see Section 11.7.1, "Add and edit Conferences", tab "Display", window area "Special display outputs", field: "Display conferees' state to all conferees"
8.	Confirm with Ok. The subscriber is now added to the list "Stack of inactive subscribers."
9.	Now select the newly included subscriber and click to bring him/her into the Conference. ➤ see Section 11.10.3, "Moderate and end Conferences"

Table 11-24 Add known subscribers to Conference ad hoc

11.10.5 Add unlisted subscribers to a Conference, ad hoc

During an active Conference, the moderator is entitled to add unknown subscribers to the Conference, i. e. subscribers who are not yet included in the subscriber list.

Follow the below instructions to bring unknown subscribers ad hoc into the Conference:

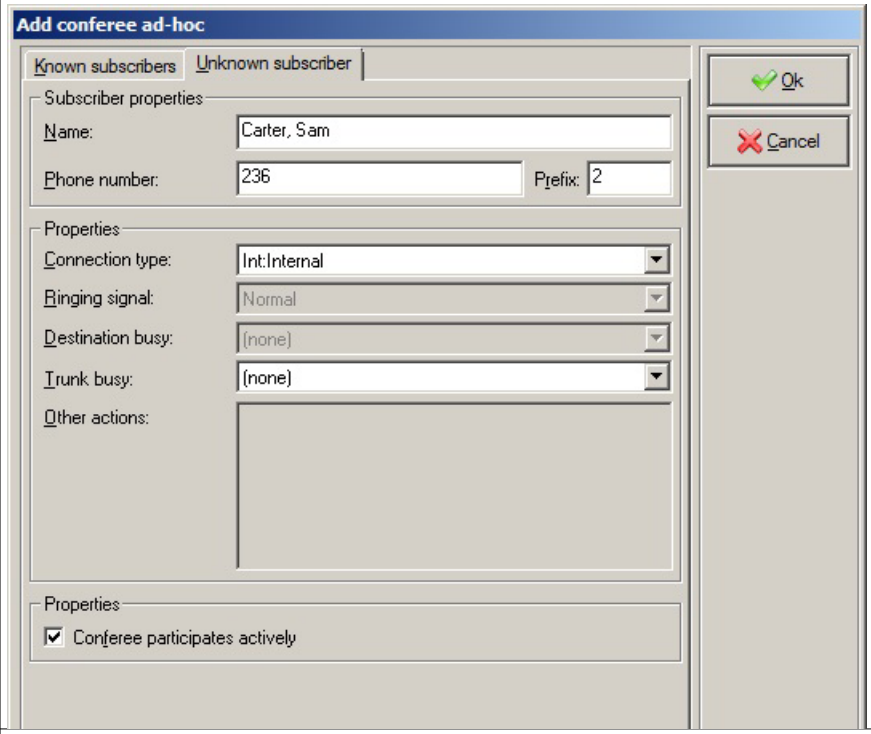
No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	Assume the moderation of the Conference in question. ➤ see Section 11.10.3, "Moderate and end Conferences"
3.	Click to add a new conferee spontaneously, i.e. ad hoc. This will open the window "Add conferee ad hoc": 
4.	Select the tab "Unknown subscribers".
5.	Enter the required settings. For a detailed description of the fields found in the two window areas "Subscriber data" and "Properties", please see: ➤ Chapter 8, "Configure and Administrate Subscribers"
6.	Check the box "Participates actively" in the window area "Properties" if you want the conferees to have the right to speak during the Conference.
7.	If needed, specify in the window area "Output on conferees' displays" both the position in the display and the corresponding display code. ➤ see Section 11.7.1, "Add and edit Conferences", tab "Display", window area "Special display outputs", field: "Display conferees' state to all conferees"
8.	Confirm with Ok. The subscriber is now added to the list "Stack of inactive subscribers."
9.	Now select the newly included subscriber and click to bring him/her into the Conference. ➤ see Section 11.10.3, "Moderate and end Conferences"

Table 11-25 Add unlisted subscribers to Conference ad hoc

11.10.6 Extend ongoing Conference through the OScAR-TT Operator-Tool

As moderator you can extend the length of a Conference while it is in progress.

To do so, please follow the instructions below:

No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	Assume the moderation of the Conference in question. ➤ see Section 11.10.3, "Moderate and end Conferences"
3.	Click  to extend the present Conference. This will open the window "Extend running conference": 
4.	If needed, adjust the time (up to total duration of max. 999 minutes).
5.	Confirm with Ok. The duration of the Conference is now extended by the time entered.

Table 11-26 Extend an ongoing Conference through the OScAR-TT Operator-Tool



Note:
The button to extend the Conference only becomes active once the application announcement "Conference timeout" is played into the Conference.

11.10.7 Add comments to a Conference

After you have convened a Conference in the OScAR-TT Operator-Tool you can add comments to it. These comments are added to the already existing notification bar of the Conference. You can add comments to the Conference while the Conference is up and running but also after it has ended. Fro this function to be active, the notification bar for Conferences must be activated and enabled.

➤ see Section 4.7.6, "Notification bars in the DAKS-TT Operator-Tool"

The below image is an example of a Conference window with a notification bar for comments.

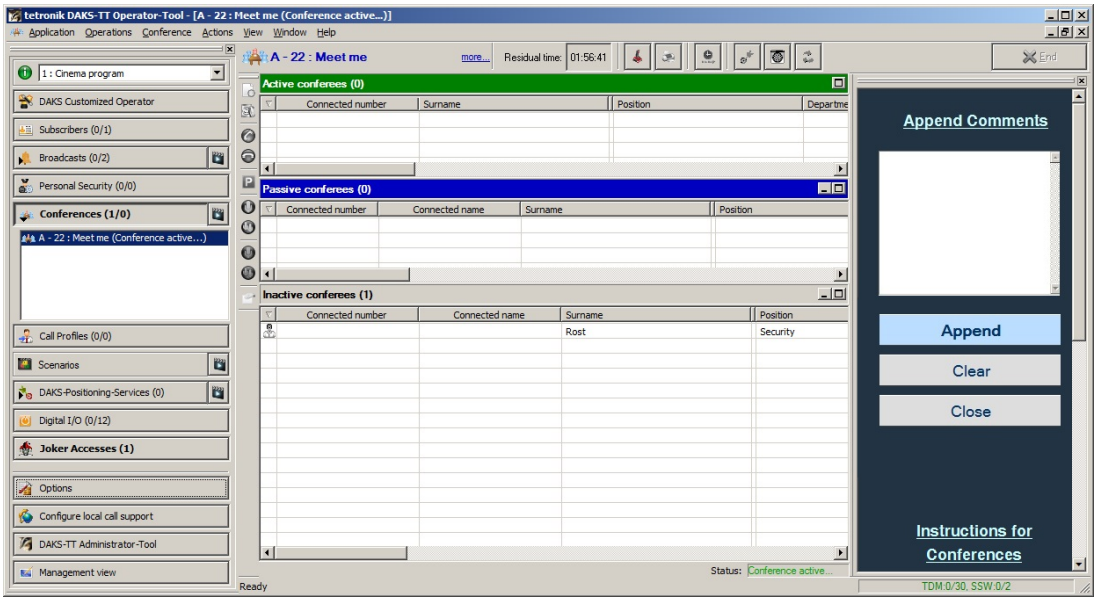


Image 11-3 Add a notification bar with comments

The below table lists the elements available to add comments:

Element	Description
	Use this window for one or several comments that you want to add to a Conference. Every comment may contain up to 1000 characters.
	Use this button to save the comment(s) you have written in the comments window, to the Conference.
	Use this button to clear the comment(s) you have written, from the comments window.
	Use this button to close the notification bar.

Table 11-27 Elements for Include comment

11.10.8 Customize the Conferences process view

Follow the below instructions to customize the process view for Conferences:

No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	In the command bar click Options or go to the menu bar to select: "Operations" → "Options..."
3.	Now open the tab "Process display options".
4.	Click Conferences....
5.	Carry out the settings in keeping with the subsequent field descriptions.
6.	Save your changes with Ok.

Table 11-28 Customize process view for Conferences

Description of the fields in the window "Conference process views"

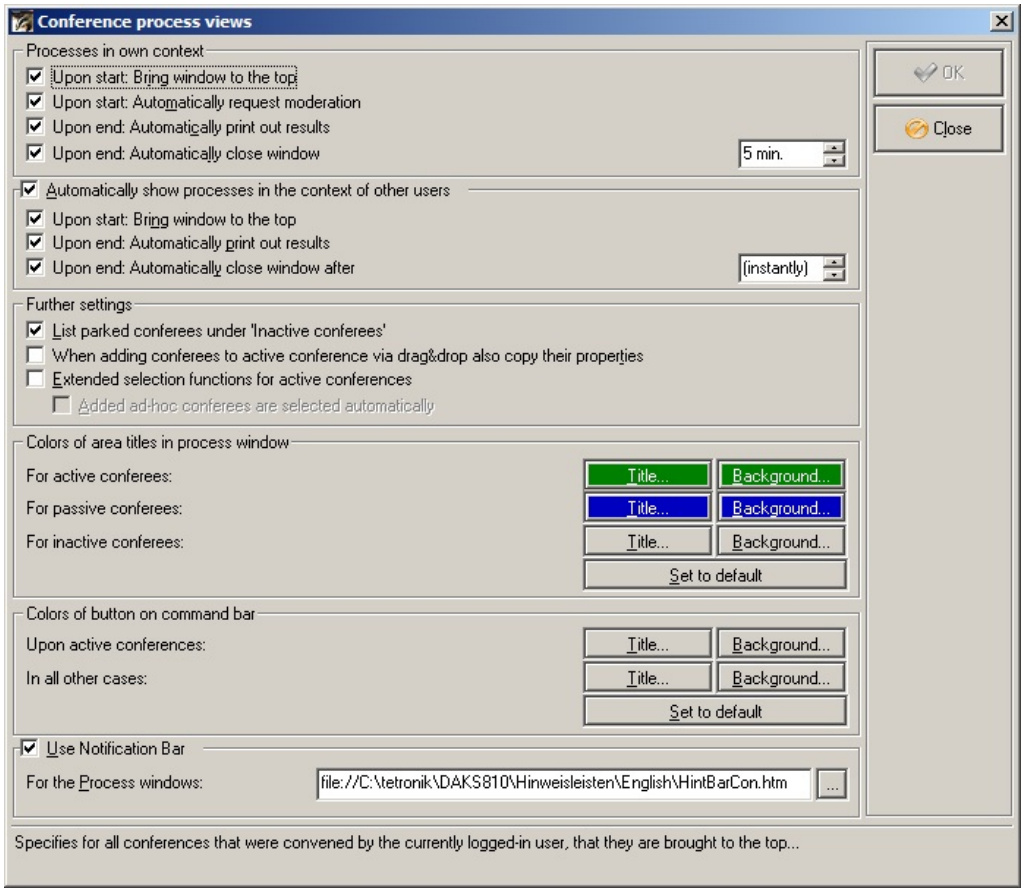
Field	Description
	
Window area "Processes in own context"	
On start: Bring window to the top	When this box is ticked, windows of Conferences that are convened by the user who is currently logged in will automatically be brought to the top at the Conference start. When this box is not ticked, the new Conference window may be hidden behind other windows.
On start: Automatically request moderation	When this box is ticked, moderating for Conferences that are convened by the user who is currently logged in will be requested automatically at the Conference start.

Table 11-29 Fields in window "Conference process views"

Field	Description
On end: Automatically print results	When this box is ticked, the printing of the Conference report logging all Conferences that were initiated by the user who is currently logged in will automatically be triggered as soon these Conferences end.
On end: Automatically close window after	When this box is ticked, windows of Conferences that are started by the user who is currently logged in will close automatically after the Conference end. Use the matching entry field to specify how long after the process end you want this window to be closed. Note that if this field is not checked, these windows must be closed manually.
Window area "Automatically show processes in the context of other users" If this box is checked, the windows of Conferences that were convened in the context of other OScAR users are automatically shown upon the Conference start.	
On start: Bring window to the top	This field is NOT active unless the field "Automatically show other Conference processes" is ticked. When this box is ticked, the windows of Conferences that were convened in the context of other OScAR-TT users are automatically moved to the front (brought to the top) at the Conference start. When this box is not ticked, the new Conference window may be hidden behind other windows.
On end: Automatically print results	This field is NOT active unless the field "Automatically show other Conference processes" is ticked. When this box is ticked, the printing of the Conference report logging all Conferences that were convened by other OScAR-TT users will automatically be triggered as soon these Conferences end.
On end: Automatically close window after	This field is NOT active unless the field "Automatically show other conference processes" is ticked. When this box is ticked, the windows of Conferences that were convened in the context of other OScAR-TT users are automatically closed after the Conference end. Use the matching entry field to specify how long after the process end you want this window to be closed. Note that if this field is not checked, these windows must be closed manually.
Window area: "Further settings"	
List parked conferees under 'Inactive conferees'	When this box is not ticked, the conferees that are parked (i.e. that have no right to speak in a Conference nor to listen to the Conference) will be listed together with the passive conferees (listen only) and together with the medium area ("at active conferees"). When this box is ticked, all parked conferees will be listed in the bottom area ("idle conferees"), together with the "idle conferees or the conferees that are currently being called.
When adding conferees to active conference via drag&drop also copy their properties	When this box is ticked, and if ad hoc conferees are moved with drag&drop from a predefined Conference group to the Conference that is currently active, the properties of the individual conferees (e.g "Is 'Master'") from their home Conference will be added to the currently ongoing Conference. if this box is not ticked, and if ad hoc conferees are moved with drag&drop from a predefined Conference group to a Conference that is currently active, the conferees will be added to the ongoing Conference but they will not have any properties.

Table 11-29 Fields in window "Conference process views"

Field	Description
Extended selection functions for active conferences	This box is only shown in the OScAR-TT Operator-Tool. When this box is ticked, the entries shown in the active Conference window can be selected/deselected by clicking them repeatedly, without needing to keep the CTRL or SHIFT key pressed at the same time.
Added ad hoc conferees are selected automatically	This box is only shown in the OScAR-TT Operator-Tool and can only be selected if the box "Extended selection functionality for active conferences" is also enabled. When this box is ticked, subscribers who are added to a Conference ad hoc are selected automatically after they are included.
Window area "Colors of area titles in process window"	
For active conferees:	Use the buttons Title... and Background... to define the colors for the titles of the area "Active conferees" in Conferences. This will open a user window to choose the right colors.
For passive conferees:	Use the buttons Title... and Background... to define the colors for the titles of the area "Passive conferees" in Conferences. This will open a user window to choose the right colors.
For inactive conferees:	Use the buttons Title... and Background... to select the colors for the area titles of the area "Idle conferees" in Conferences. This will open a user window to choose the right colors.
Set to default	Button to reset all color values assigned to process areas titles, to the defaults.
Window area: "Colors of buttons on command bar"	
Upon active conferences	Use the buttons to customize the colors of the command bar buttons "Conferences (m/n)" when at least one Conference is active. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
In all other cases	Use the buttons to customize the colors of the command bar buttons "Conferences (m/n)" when no Conference is active. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
Set to default	Button to reset all color values assigned to the command bar button for "Broadcasts (m/n)", to the defaults.

Table 11-29 Fields in window "Conference process views"

Field	Description
Window area "Use notification bar"	
Use notification bar	When this box is ticked, the Conference window can receive a dockable notification bar with how-to instructions and information on its utilization. ➤ see Section 4.7.6, "Notification bars in the DAKS-TT Operator-Tool"
For the Process window	Input field to enter the path of the HTML file that is output in the notification bar of the Conference Window. To select a file in a dialog click the button [...] .

Table 11-29 Fields in window "Conference process views"

11.11 Operate Conferences over the phone

This section shows you how to utilize the Conferences from the telephone. The instructions also offer example entries. The examples are based on the assumption that the OScAR server is reached with the tie trunk code (OScAR call number) 800. The dialthru codes are set to default. The PIN that is used here reads: 4321. For a representation that is easier to read, the input blocks are separated by spaces.

➤ see Section 5.6, "Configure dialthru codes"

To reproduce the examples, replace the tie trunk code 800 with the phone number of your OScAR server, enter your PIN and, if needed, adjust the dialthru codes. Spaces are not entered.



Note:
Bear in mind that a PIN or Operator rights might be required to operate Conferences over the telephone.



Note:
If no system announcements (e. g. "Please enter your PIN") are available or assigned, the system will play a long tone instead.

11.11.1 Phone dialog for call acceptance at subscriber destination

When the OScAR server calls you as a conferee, proceed as follows to enter into the Conference:

Step by step	
	You have a phone call. Output in keeping with Conference settings.
	Answer the call.

If

- the field "* key confirmation required to join conf." is enabled for the conferee, or
- if the field "Called conferees join only after pressing the * key" is enabled for Progressive Conferences

	Application announcement "Press star key request".
	Press the star key to enter the Conference.

If the field "Security code" is configured for this Conference

	Application announcement "SECURITYCODE"
	Please enter the security code.

If the field "PIN identification required to join conf." is enabled for the conferee

	Application announcement: "PIN input request"
	Enter your PIN.

In all cases:

	Conference announcement "Message to called subscribers"
	Switching into the Conference.

Upon participation timeout

	Application announcement "Participation timeout".

Shortly before expiry of the max. Conference duration

	Application announcement "Conference timeout".

When the last master leaves the Conference or when the Conference is canceled through the OScAR-TT Operator-Tool:

	Application announcement "Canceled by master"

In all cases:

	Hang up when the Conference ends.

11.11.2 Phone dialog for dialthru code "Convene or join conferences"

Follow the below instructions to convene or enter into a Conference using a dialthru code:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Conferences - Convene or join" + ID of the Conference to be convened or joined + if needed the security code + if needed the PIN, e.g. "800 40 1166"
	Conference announcement: • the convenor: "Announcement to initiator" • all others: "Announcement to subscribers calling in", where applicable with appended positioning details.
	Call connection into the Conference.

If the field "Display present conferees' states to all conferees" was enabled for the Conference:

	the initiator is shown the number active conferees on his/her display, e.g.: 00: the initiator is alone in the Conference 04: number of subscribers that have been reached. This number also includes the initiator.
	Application announcement "Participation timeout".

Shortly before expiry of the max. Conference duration:

	Application announcement "Conference timeout".

When the last master leaves the Conference or when the Conference is canceled through the OScAR-TT Operator-Tool:

	Application announcement "Canceled by master"

In all cases:

	Hang up when needed or when the Conference ends.

11.11.3 Phone dialog for dialthru code "Join active conferences from A...T (Operator)"

This action can only be performed with special Operator authorization and only makes sense for the Operator moderating the Conference via PC as it requires feedback via the PC screen (assignment of Conferences to the active Conferences A...T). Subscribers joining a Conference in this way have the Operator status.

Follow the below instructions when you want to join a particular active Conference as operator:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Conferences - Join active conference A...T (Operator)" + your PIN, e.g. "800 41 4321"
	Enter the number of the active Conference A...T (A = 1 etc.) into which you want to enter, Example: To join the active and ongoing Conference C, you need to enter  .
	Conference announcement "Announcement to dial-in conferees"
	3-tone sequence as confirmation
	Switching into the Conference.

Upon participation timeout:

	Application announcement "Participation timeout".

Shortly before expiry of the max. Conference duration:

	Application announcement "Conference timeout".

When the last master leaves the Conference or when the Conference is canceled through the OScAR-TT Operator-Tool:

	Application announcement "Canceled by master"

In all cases:

	Hang up when needed or when the Conference ends.



Note:
Due to the fact that the dial-in via the Operator is quasi an "Active dial-in with PIN" (albeit coming though a different access), the same restrictions apply to the Operator as to any other subscriber dialing in with a PIN.

➤ see Section 11.8.2, "Description of the fields in the window "Edit conference member"."

11.11.4 Phone dialog for dialthru code "Convene or join conferences in a dialog"

Follow the below instructions to convene or enter into a Conference in a dialog:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Conferences - Convene or join with dialog", e.g. "800 42"
GROUPS ID?	Application announcement "Conference ID entry request"
	Enter the ID to convene over the phone or participate actively or passively.
	3-tone sequence as confirmation

If the field "Security code" is configured for this Conference and "Also flexibly" is not marked:

	Application announcement "SECURITYCODE"
	Please enter the administrated security code.

If the field "Security code" is configured for this Conference and "Also flexibly" is marked:

	Application announcement "Request entry temp. security code"
	Enter the temporary security code to the Conference you want to start and press the pound key #. If you press but the pound key #, the system will demand you to enter this Conference's administrated security code.

If the field "PIN is necessary" is enabled for the corresponding ID, in the settings for this Conference:

	Application announcement "PIN entry request"
	Enter your PIN. You can make corrections with the star * key.

In all cases:

	Conference announcement: • the convenor: "Announcement to initiator" • any others: "Announcement to subscribers calling in"
	Switching into the Conference.

If the field "Display present conferees' states to all conferees" was enabled for the Conference:

	The initiator is shown the number active conferees on his/her display, e.g.: 00: the initiator is alone in the Conference 04: number of subscribers that have been reached. This number also includes the initiator.
	Application announcement "Participation timeout".

Shortly before expiry of the max. Conference duration:

	Application announcement "Conference timeout".

When the last master leaves the Conference or when the Conference is canceled through the OScAR-TT Operator-Tool:

	Application announcement "Canceled by master"

In all cases:

	Hang up when needed or when the Conference ends.

11.11.5 Phone dialog for dialthru code "Extend active conferences A...T (Operator)"

In operator-supported Conferences, the operator can call the OScAR server to add extra minutes to a Conference that is currently active but restricted in terms of its duration. Subscribers joining a Conference in this way have the Operator status.



Note:
Note that if a known subscriber (with a PIN) has already entered an active Conference, this subscriber cannot extend the Conference by going into consultation hold.

Follow the below instructions when you want to expand a particular active Conference as operator:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Conferences - Extend active conference A...T (Operator)" + your PIN, e.g. "800 45 4321"
	Enter the number of the active Conference A...T (A = 1 etc.) that you want to extend. Example: To extend the active and ongoing Conference C, you need to enter DEF 3 .
	Application announcement "Extending of conference".
and	Enter the number of minutes that this Conference shall be extended, and complete your entry with the pound key.
	3-tone sequence as confirmation
	You will now be switched into the Conference.
	Please hang up.

11.11.6 Add conferees over the phone ad hoc

In "Progressive Conferences", i.e. Conferences for which the field "This conference is expandable (ad hoc/progressive)" was ticked in the "Properties" tab, the first Conference master is authorized to command the OScAR server over the phone to add ad hoc subscribers as new conferees into a Conference.

➤ see Section 11.7, "Manage Conferences"

If the field "Start with entry of call numbers if started by Operator" was also ticked on this tab, OScAR will at the start of the Conference request the first master to enter the telephone (call) numbers of the ad hoc subscribers.

As a rule, OScAR supports any telephone numbers to dial ad hoc subscribers unless either of these fields in activated in the tab "Dialing in/out":

- "When calling ad hoc: Only call subscribers from subscriber list" or
- "When calling ad hoc: Only admit predefined conference members".

The below instructions to add subscribers on the fly (ad hoc) presuppose that you checked the field "Multiple call numbers possible for Progressive Conferences" in the window "Conferences - Edit application settings" (see tab: "General").

➤ Section 11.6, "Edit the Conference application settings"



Caution!
For this function you need to be the first master in the Conference.

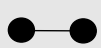
Follow the below instructions to bring unknown subscribers into the Conference ad hoc:

Step by step	
* #	Press * # to access call number entry.
	OScAR will now temporarily remove you from the Conference to make sure that the Conference is not interrupted as a result of your DTMF signaling.
<PNO># (*=DEL)	Application announcement "Request first phone number entry at ad hoc" or "Request n phone number entry at ad hoc"
or	
<PNO>#...<PNO># *	
and #	Enter the phone number of the subscriber you want the OScAR server to bring into the Conference, and complete with the pound # key.
	To correct a wrong entry, press star * key to delete the number and start all over again.
	Note: Please bear in mind that you must complete the number that is entered here to safeguard that the OScAR server will be able to call this subscriber, i. e. you might have to prepend a trunk seizure code or a different special prefix.

If the field "Multiple phone numbers possible in progressive conferences" is enabled in the Conference application settings:

and #	Repeat this process for every other subscriber you want to add spontaneously (ad hoc) to this Conference.
#	Close by again pressing the pound # key.

In all cases:



The OScAR server will switch you back into the Conference after a 3-tone melody, and begin to call the phone numbers you entered.

Here, each number will only be dialed once.



Should the system be unable to reach one or several of these ad hoc subscribers, e.g. because the number is no longer valid or because their line is busy, a busy tone will be played into the Conference (and can be heard by all conferees).

11.11.7 Disconnect ad hoc conferees over the phone

If ad hoc subscribers are added to "Progressive Conferences" as spontaneous conferees, i. e. Conferences for whom the field "This conference is expandable (ad hoc/progressive)" was checked in the tab "Properties" (window "Edit conference"), the first Conference master may also release and remove the new conferees again from the Conference.

➤ see Section 11.7, "Manage Conferences"

For this purpose, the field "*9# available for operators" needs to be checked (tab "General", window "Conferences - Edit application settings".

➤ see Section 11.6, "Edit the Conference application settings"



Caution!
For this function you need to be the first master in the Conference.

Follow the below instructions to remove unknown subscribers again from the Conference ad hoc:

Step by step	
	Press * 9 to toggle to the mode in which ad hoc conferees can be disconnected.
	OScAR will now temporarily remove you from the Conference to make sure that the Conference is not interrupted as a result of your DTMF signaling.
<No> <Name>	The display now outputs the user-guidance followed by the call number/name of the subscriber that was added last.
2=ASCND, 8=DCND, #=DCNT	
2 / 8 / * / #	The following options are now available: • 2 : to select the previous ad hoc conferee, • 8 to select the next ad hoc conferee, • # : to disconnect the selected ad hoc conferee, or • * to leave this function, without disconnecting any conferee. Use 2 or 8 to scroll the internal list of ad hoc conferees until you get to the wanted call number and name, and press the pound # key to disconnect the selected conferee.
	You will now be played a 3-tone melody and switched back into the Conference.

11.11.8 Phone dialog for dialthru code "Convene via OpenStage M2/M3"

This type of dialthru code starts a Conference via the red alarm button of the Gigaset M2 plus /M3 handset.

After the alarm button is pressed, the Gigaset M2 plus / M3 handset waits for a confirmation call from the called system and supports 3 options (see below).

If the callback is not received within the time period defined in the Gigaset M2 plus / M3 handset (usually 30 seconds), the alarm activation will be repeated at least five times from the Gigaset M2 plus / M3 handset.

To be able to use this function, you need to define the following dialthru code procedure in the Gigaset M2 plus / M3 handset, including, among other settings, the field "Mode" (1...3):

> OScAR server's call number + dialthru code for "Conferences - Convene via OpenStage M2/M3" + Conference ID + PIN + Mode,
> e.g. "800 46 11 4321 3".

When the alarm is raised, the OScAR server will analyze the received mode and, in its subsequent confirmation call, transfer the matching CLI.

➤ see Section 5.2, "Edit the Basic settings"

In return, the Gigaset M2 plus / M3 plus validates the CLI received from the OScAR server and respond as follows:

- CLI of Mode 1:
  The Gigaset M2 plus / M3 handset recognizes the confirmation call and in doing so stops to repeat the Conference activation and releases the connection to the OScAR server.
- CLI of Mode 2:
  The Gigaset M2 plus / M3 handset recognizes the confirmation call, stops to repeat the Conference activation and activates the microphone of the Gigaset M2 plus /M3.
  In this way, a subscriber reached in the Conference can, unnoticeable by others, hear all sounds and noises from the area surrounding the alerting subscriber.
- CLI of Mode 3:
  The Gigaset M2 plus M3 handset recognizes the confirmation call, stops to repeat the Conference activation and activates handsfree set of the Gigaset M2 plus / M3.
  In this way a member reached in the Conference can communicate directly with the initiator.



Caution!
In the event it does not receive a call number of the Gigaset M2 plus / M3 handset when the Conference is started, the OScAR server will not be able to send the confirmation call. The Conference, however, is started nonetheless.

11.12 Convene Conferences via digital inputs

OScAR supports up to 32 digital inputs that are switched directly at the OScAR server, and/or up to 704 remote digital inputs to the OScAR server via Profibus DP technology.

Depending on the way in which it is configured, the activation of digital input can trigger the launch of a Conference.

➤ see Section 5.11, "Configure the Digital I/Os"

If the maximum number of simultaneous Conferences should be exceeded in this process, all events will be temporarily stored (buffered) and the Conferences that shall be convened will be activated at a later point in time.

A Conference can only be convened via digital input if at least one master is in the Conference.

12 Configure and Administrate Call Profiles

Overview

This chapter shows you how to configure and administrate the Call Profiles. It explains the functions that apply to the OScAR-TT Administrator-Tool as well as the functions that are carried out over the telephone and through the OScAR-TT Operator-Tool.

Content

The following areas are covered in this chapter:

12.1 Call Profiles - Overview
12.2 Dependence of Call Profile settings on other settings
12.3 Examples for Personal calls
- 12.3.1 Call several phones of one person in parallel
- 12.3.2 In Call Phase 2: Call a different subscriber or another private phone
- 12.3.3 Confirm the call acceptance with a code
- 12.3.4 Configure an active number for worldwide "Follow-Me"
- 12.3.5 Only authorized subscribers reach subscriber (Call Screening)
- 12.3.6 Initiate route optimization
- 12.3.7 Callback call following an answer call to a paging call

12.4 Examples for "Group calls"
- 12.4.1 Call several members of a team using one phone number
- 12.4.2 Play Info announcement before forwarding to Call Profile members

12.5 Examples for "Services-based Telephony"
- 12.5.1 Service user
- 12.5.2 Service administrators

12.6 Configure Call Profiles - Quick Overview
12.7 Edit the Call Profiles application settings
12.8 Manage Call Profiles
- 12.8.1 Add or edit a Call Profile
- 12.8.2 Delete a Call Profile
- 12.8.3 Edit and delete Call Profile references

12.9 Management of Call Profile targets
- 12.9.1 Add new Call Profile target
- 12.9.2 Edit a Call Profile target
- 12.9.3 Delete a Call Profile target

12.10 Call Profiles with authorized subscribers
- 12.10.1 Authorize a subscribers for a Call Profile (call screening)
- 12.10.2 Delete authorized subscribers from a Call Profile
- 12.10.3 Forward calls to a Call Profile
- 12.10.4 Voice Mail as a Call Profile target

12.11 Call Profiles with authorized subscribers
- 12.11.1 Configure authorized subscribers for a Call Profiles
- 12.11.2 Delete authorized subscribers from a Call Profiles

12.12 Operate Call Profiles via DAKS-TT Operator-Tool
- 12.12.1 Process windows of Call Profiles
- 12.12.2 Add or edit a current Active Number or call screening level
- 12.12.3 Delete an Active Number and/or call screening level
- 12.12.4 Customize the Call Profiles process view

12.13 Operate Call Profiles over the phone
12.13.1 Activate Call Profile from any phone
12.13.2 Activate a Call Profile, in a user dialog
12.13.3 Dialog when taking a call at Call Profile profile target
12.13.4 Change active number, in a dialog
12.13.5 Edit the Active Number via system telephone
12.13.5 Edit the Active Number via system telephone
12.13.6 Change active numbers from any telephone
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12.13.8 Dialog with previous Active Number
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12.13.10 Change the on/off duty status, in a dialog
12.13.11 "Answer to paging" (callback call in response to a paging call)
12.13.12 Activate with current announcements
12.13.13 Deactivate the current announcement
12.13.14 Phone dialog for "Info call for on-duty ended"

12.1 Call Profiles - Overview

OScAR accelerates and simplifies the reachability of persons by applying intelligent dialing processes to reach the various destination numbers that need to be called, both in all at the same time (parallel dialing) or one after the other (sequential dialing). Up to 2000 different Call Profiles can be administrated in OScAR.

At first, callers reach the OScAR server. In keeping with their Call Profile the OScAR server, in return, calls all assigned terminals in a single or in two call phases, and establishes a connection.

As a rule, the system differentiates between two main types of Call Profiles:

- Personal call:
  In a personal call, OScAR calls several telephone numbers that belong to one and the same person.
- Group call:
  In a group call, OScAR calls all members of one team.
- Services-based Telephony incl. WEB-Tool
  Enables organizations to define service numbers with service hours. Employees can report on duty for these services dynamically, via browser or over the phone, upon which they are reached at the defined service number, e.g. the senior physician on duty or material supply service.

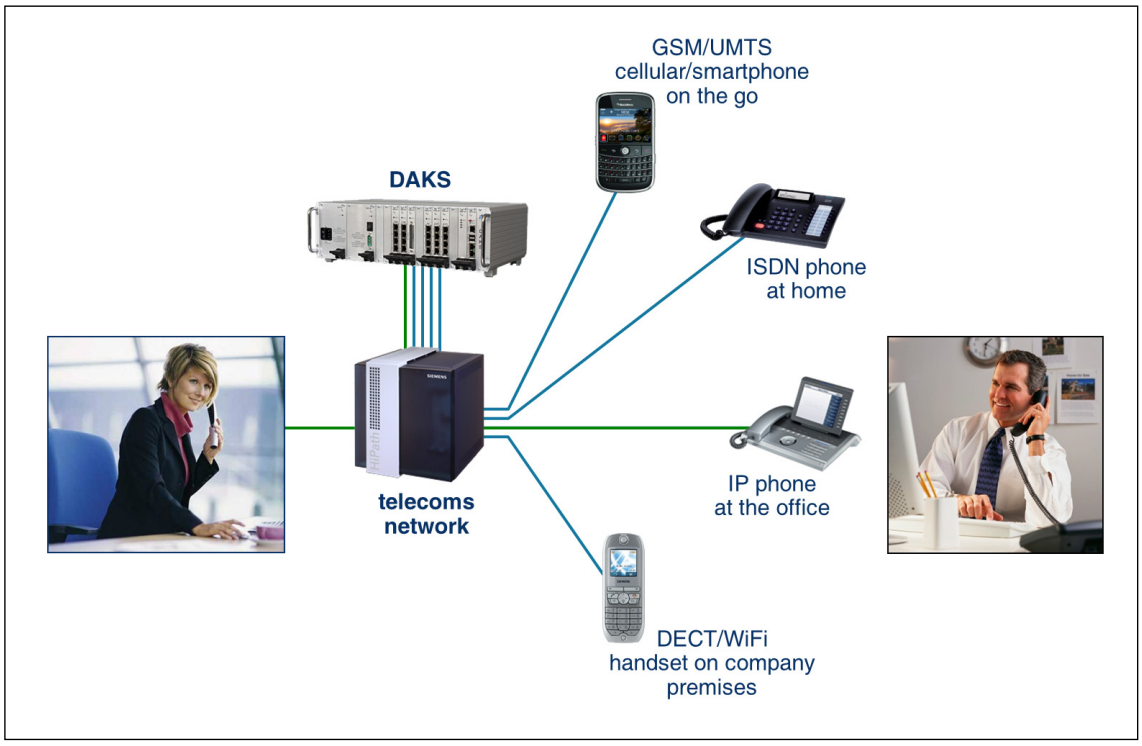


Image 12-1 Characteristics of the Call Profile "Personal call"

In OScAR, every group or person receives a virtual phone number to which the actual telephone numbers of this group or person are assigned.

At first, all callers reach the OScAR server which, in return, calls the assigned targets. The targets can be called either all at the same time or, within the destination number list, one after the other, also e.g. on weekends and on a time-dependent basis, or in response to the login status of the targets that shall be reached.

As soon as the first target has been reached, the system connects him/her with the caller and releases all other connections again.

Within the Unify OpenScape 4000 network, OScAR applies CorNet-NQ/SIP-Q specific features, e.g. ignore call pickup, call forwarding or alarm call functions, but also route optimization by clearing the OScAR channels as soon as the call is switched through.

Where needed, called persons will receive notification announcements before the call is switched through, e. g. "You have a personal call". In addition, OScAR can also request confirmation from the called persons, e.g. the entry of a call acceptance code. This e.g. prevents answering machines or other family members from accidentally answering the call.

Active Number

In order to reach persons at places that have not yet been added to their Call Profile, the existing Call Profile already can, at any time, temporarily be overwritten with the so-called "Active Number". Here the current active number can be entered over the phone. To do so, use any DTMF-able or system telephone. Furthermore, the Active Number can be updated in the Operator Tool.

This makes it possible to realize a worldwide "Follow-Me", i.e. all or only specific calls are forwarded to a designated phone number. Alternatively, incoming calls can also be redirected to an announcement.

Call screening

The following settings can be made over the phone:

- activate Call Screening to verify the number of the caller,
- and if 'yes', specify the hierarchy level which the subscriber must have to be authorized to activate the Call Profile.

Non-authorized subscribers (targets) either reach a busy signal, are played an announcement, or are forwarded to another target, e. g. to the secretary’s desk.

Subscribers

As in Broadcasts and conferences, the subscribers from the subscriber list can also assigned to the individual Call Profiles, and in doing so becomes a Call Profile target. Here, the first two subscriber destinations are the phones that are called during the two call phases. The 3rd and 4th destination are not used in the Call Profiles.

Examples of applications

Depending on the configuration of the Call Profile you can use OScAR to realize a series of different applications, for example:

- VIPs receive a singular "Personal Number" for all destinations that are already assigned or currently attributed to their name.
- Subscribers using cordless handsets and moving throughout the transmission range of several cordless systems can be reached at a single directory number, even if the different cordless systems through which they are moving are not mutually compatible for roaming.
- Telecommuters can be reached at any time at a virtual directory number, and are thus not tied to a specific workstation.
- To reach a member (any) of a mobile team as quickly as possible, OScAR calls all members of that team in parallel.
- For a technical hotline, OScAR provides intelligent Automatic Call Distribution (ACD), including queuing if too many calls arrive at the same time and also with the option to insert up to 10 most recent malfunction or error messages, with an opening and a transition announcement prior to the start.

  Everybody calling to report a fault or malfunction that is already known will automatically be informed and thus not burden or bloc the hotline unnecessarily.
- To ensure that mobile VIPs reach one of the call attendants quickly and hedge all queuing, the OScAR server will call all attendants in parallel, i.e. at the same time. Here the system outputs the name of the calling VIP, but not the phone number he/she is using (confidentiality).

- A auxiliary standby force is created and consists of several staff members.
  Callers are normally switched through to a free agent. Alternatively, callers can also be requested by voice message to indicate the service member they are trying to reach by pressing a corresponding number.
  The standby staff itself can "report for duty" from any telephone, thus enabling a flexible and dynamic staffing of the standby service.
- Services are configured and employees can assign themselves to these duties dynamically, via browser or over the phone. The employees on who have reported on duty are called sequentially.
  The service hours can be controlled flexibly through activity periods.
  Outside the service hours, the system can either play back announcements (e.g. "You are calling outside our service hours.") or initiate a call diversion process (e.g. to route the call to the switchboard).

12.2 Dependence of Call Profile settings on other settings

In addition to the windows used to administrate the Call Profiles, there are other windows that also influence the Call Profiles.

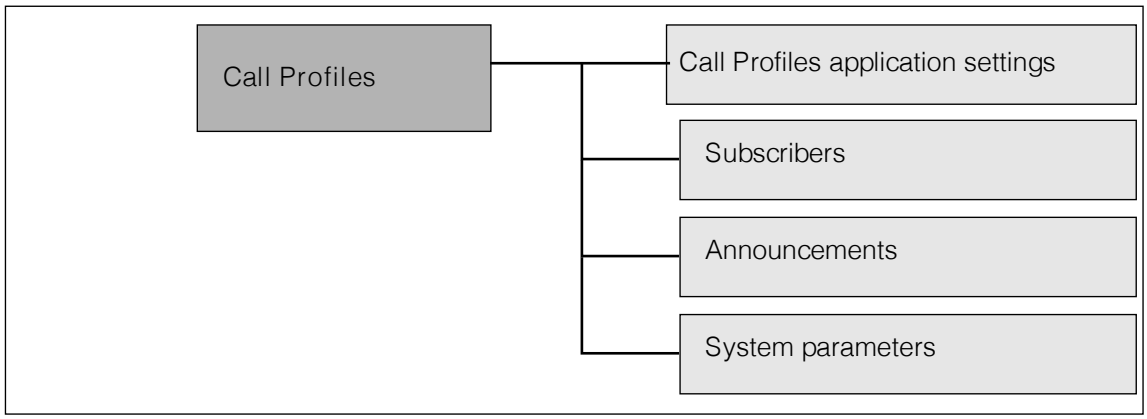


Image 12-2 Dependence of Call Profile settings on other settings

Call Profile Application settings:

The Call Profiles application settings define the basic settings that govern all Call Profiles.

➤ see Section 12.7, "Edit the Call Profiles application settings"

Subscriber:

Every Call Profile must be assigned at least one subscriber or target, (max. 20).

➤ see Chapter 8, "Configure and Administrate Subscribers"

Voice announcements:

Call Profiles can be assigned announcements. These announcements must already be properly created and recorded.

➤ see Chapter 7, "Configure and Administrate Voice Announcements"

System parameters:

- Time segments:
  For Call Profiles, the destinations are called in keeping with their assigned time segments.
  ➤ see Section 5.5, "Define time segments"
- Holidays
  For Call Profiles, the destinations are called in keeping with their assigned holiday settings.
  ➤ see Section 5.15, "Configure holiday settings"
- Client-groups:
  Call Profiles can be assigned to client-groups. They can then only be administrated and launched by the members of that respective client-group.
  ➤ see Section 5.8, "Configure Client-groups"
- Dialthru codes:
  Dialthru codes define the code combinations that are used to activate and control Call Profiles.
  ➤ see Section 5.6, "Configure dialthru codes"
- Connection types
  Connection types determine the possible routes that may be used, e.g. routes for in-house calls, external calls or paging calls.
  ➤ see Section 5.3, "Configure connection types"

- Basic Settings
  The Basic settings is where the tie trunk codes of the OScAR server is entered.
  ➤ see Section 5.2, "Edit the Basic settings"
- Output captions
  Output texts serve as user guidance and are rendered on the displays of cordless handset. They are also used in the reports for logging.
  ➤ see Section 5.13, "Configure output captions"
- Digital I/O
  Via a digital input you can define for a Call Profile if it shall start with the first phase (digital input OFF), or with the second phase (digital input ON).
  ➤ see Section 5.11, "Configure the Digital I/Os"

12.3 Examples for Personal calls

"Personal calls" can be used to realize complex call scenarios whose aim it is to reaching one particular person as well as, if needed, his/her substitute (proxy). In the case studies below, you will find solutions that are extended step by step to meet even the most sophisticated requirements.

The individual examples build on one another and explain the most important steps and configurations. A more detailed description can be found in the sections that follow thereafter.

12.3.1 Call several phones of one person in parallel

Requirements:

OScAR shall call one person at several telephones, all in parallel and at the same time. The telephone that answers first gets the call and all other connections are released.

If one of the destinations is busy, the caller shall hear a busy signal.

Solution:

Follow the below instructions to configure a "Personal call":

No.	Step	Section
1.	Configure one subscriber for every target where that person shall be reached, e. g.: Bauer (office), Bauer (DECT), Bauer (cell phone), and assign the corresponding phone numbers to "destination 1".	➤ see Section 8.3.1, "Add and edit Subscribers"
2.	Create a new Call Profile and assign to this profile the configured subscribers, as new Call Profile targets.	➤ see Section 12.6, "Configure Call Profiles - Quick Overview"
3.	Go to the window "Edit Call Profile", tab "Process", and set the edit field "Maximum number of parallel calls" to "1". Set the drop-down combos "During Phase 1" and "During Phase 2" to: "Clear down call".	➤ see Section 12.8.1, "Add or edit a Call Profile"
4.	Test the Call Profile.	➤ see Section 12.13, "Operate Call Profiles over the phone"

Table 12-1 Configure Personal call, call several phones of one person in parallel

12.3.2 In Call Phase 2: Call a different subscriber or another private phone

Requirements:

If the system is unable to reach the wanted person during the call phase 1, the system shall dial a different person in the call phase 2, e.g. another college or the same person at his/her private phone.

OScAR shall playback an announcement to the caller, informing him/her that the system is trying to reach the wanted person at a different line.

Solution:

Follow the below instructions to call other persons in the second dialing phase:

No.	Step	Section
1.	Assign another telephone number (destination 2) to at least one subscriber who is listed as target for this Call Profile, here the phone number of the college or the private (home) number. It is also possible to assign a subscriber for whom only the destination 2 is entered. Consequently, this subscriber would not be called during the call phase 1.	➤ see Section 8.3.1, "Add and edit Subscribers"
2.	Go to the window "Edit Call Profile", open the tab "Announcements", and assign an announcement to the field "During phase 2" (default= 9337 or 9338, resp.).	➤ see Section 12.8.1, "Add or edit a Call Profile"
3.	In the tab "Announcements", also check the box "Phase 2 announcement before call-forwarding" if you want OScAR to play the announcement in its entirety before moving to call phase 2. This allows the caller to hang up before OScAR calls the college or the person's home phone number.	➤ see Section 12.8.1, "Add or edit a Call Profile"
4.	Test the extended Call Profile.	➤ see Section 12.13, "Operate Call Profiles over the phone"

Table 12-2 Configure personal call, call diff. person/phone no. in call phase 2

12.3.3 Confirm the call acceptance with a code

Requirements:

The target of a "Personal call" (e. g. the home phone) shall be prompted to enter an 'accept calls' code, before the caller is thru-connected. This feature ensures that no call is accidentally switched through to an answering machine, or to the wrong family members.

Solution:

Follow the below instructions to configure a "Personal call" with call acceptance code:

No.	Step	Section
1.	Assign default announcements to the Call Profiles application settings so that the caller can be requested to enter the accept calls code.	➤ see Section 12.7, "Edit the Call Profiles application settings"
2.	Go to the window "Edit Call Profile", tab "Process", window area. Accept calls", and assign a number with max. 4 digits to the field "Code".	➤ see Section 12.8.1, "Add or edit a Call Profile"
3.	Open the Call Profile target who shall confirm receipt of the call accept with the code, and check the box "Acceptance code necessary".	➤ see Section 12.9.2, "Edit a Call Profile target"
4.	Test the extended Call Profile.	➤ see Section 12.13, "Operate Call Profiles over the phone"

Table 12-3 Configure personal call w. call acceptance per code

12.3.4 Configure an active number for worldwide "Follow-Me"

Requirements:

A business executive on a business trip wants to be reached at telephones that have not yet been stored in his/her Call Profile. For this purpose, he/she wants to temporarily and repeatedly overwrite his/her "Active Number", to enable "Follow-Me" from any DTMF-capable telephone.

Solution:

Follow the below instructions to enable a subscriber to change the active number:

No.	Step	Section
1.	Go to the window "Edit Call Profile", tab "Process", and enter an ID in the field "Access ID". This ID gives authorizes to assign an active number.	➤ see Section 12.8.1, "Add or edit a Call Profile"
2.	Change the "Active Number" over the telephone.	➤ see Section 12.13.4, "Change active number, in a dialog"
3.	Test the extended Call Profile.	➤ see Section 12.13, "Operate Call Profiles over the phone"

Table 12-4 Configure personal call w. "Active Number" for worldwide "Follow-Me"



Note:
Here you can also choose a call-forwarding to an announcement stored in the OScAR server, or to a subordinate Call Profile.
➤ see Section 12.13.9, "Change the call screening, in a dialog"

12.3.5 Only authorized subscribers reach subscriber (Call Screening)

Requirements:

An important executive may only be reached by the specific subscribers of a user list. Depending on the situation, the executive can determine the "Access screening level" that the caller must have to be switched through. Callers who are not authorized or who have a lower level shall be forwarded to another subscriber (e. g. the switchboard).

Solution:

Follow the below instructions to configure a "Personal call" with restricted access:

No.	Step	Section
1.	Go to the window "Edit Call Profile", open the tab "Process" and tick the box "Activate call screening".	➤ see Section 12.8.1, "Add or edit a Call Profile"
2.	Assign authorized subscribers to the Call Profile from the subscriber list.	➤ see Section 12.10, "Call Profiles with authorized subscribers"
3.	Assign a "Call screening level" to the authorized subscribers.	➤ see Section 12.10.1, "Edit a call screening level"
4.	Change the "Call screening level" over the phone.	➤ see Section 12.12.2, "Add or edit a current Active Number or call screening level"
5.	Test the extended Call Profile.	➤ see Section 12.13, "Operate Call Profiles over the phone"

Table 12-5 Configure Personal call with Call Screening

12.3.6 Initiate route optimization

Requirements:

The OScAR server shall initiate route optimization as soon as the call is switched through, i.e. the OScAR server shall switch itself out of the connection and, in combination with the PBX system, enable the use of the most cost-attractive connection route between the call partners, just as if the server had never been part of the connection build-up in the first place.

Solution:

Follow the below instructions to use route optimization when thru-connecting calls:

No.	Step	Section
1.	Go to the window "Edit Call Profile", tab "Properties", and check the box "Initiate route optimization".	➤ see Section 12.8.1, "Add or edit a Call Profile"
2.	Test the extended Call Profile.	➤ see Section 12.13, "Operate Call Profiles over the phone"

Table 12-6 Route optimization when thru-connecting calls

12.3.7 Callback call following an answer call to a paging call

Requirements:

A person is reached on a pager and wants to be connected to the caller from the nearest telephone.

Solution:

Follow the below instructions to enable a callback to a pager device after a paging call:

No.	Step	Section
1.	Go to the window "Edit Call Profile", tab "Process", and check the box "Answer to paging". This field is only active when an access ID was entered.	➤ see Section 12.8.1, "Add or edit a Call Profile"
2.	In the same window, tab "Display", use the field "DTMF message" to define the numerical output that shall appear on the pager.	➤ see Section 12.8.1, "Add or edit a Call Profile"
3.	Test the function.	➤ see Section 12.13.11, ""Answer to paging" (callback call in response to a paging call)"

Table 12-7 Configure personal call w. callback call after a paging call

12.4 Examples for "Group calls"

The below examples for group calls build upon one another, and can also be combined with the functions that are described in the examples for "Personal call".

In this way, a function such as "Call screening" can also be activated for groups calls, ensuring that only selected subscribers from the subscriber list are accepted (e.g. VIPs).

12.4.1 Call several members of a team using one phone number

Requirements:

Several team members shall be called in parallel, using one and the same phone number. The team member who picks up first shall be connected to the caller. If there are more calls, the callers shall be directed to the members of the team whose lines are not currently busy.

If all members are currently busy, the callers shall be kept in a waiting queue and played an announcement until a member becomes free to answer his call.

Solution:

Follow the below instructions to configure a "Group call":

No.	Step	Section
1.	Create a subscriber for each member of the team. Assign the corresponding phone number to each first destination "Destination 1").	➤ see Section 8.3.1, "Add and edit Subscribers"
2.	Create a Call Profile and assign to this profile, as target, the configured subscribers.	➤ see Section 12.6, "Configure Call Profiles - Quick Overview"

Table 12-8 Configure a group call and use one phone number to call various team members

No.	Step	Section
3.	Go to the window "Edit Call Profile", tab "Process", and set the drop-down combo "During Phase 1" to "Repeat dialing", and also set the drop-down combo "Maximum number of parallel calls" to the number of callers you want to allow (> 1). This is the total sum of: • everybody calling the Call Profile and in a call state (if no route optimization is applied) plus • every caller currently waiting in the queue.	➤ see Section 12.8.1, "Add or edit a Call Profile"
4.	In the window "Edit Call Profile", open the tab "Announcements" and use the selection field "During Phase 1" to assign the announcement you want OScAR to play to a caller in the event all destinations are busy and he/she needs to queue.	➤ see Section 12.8.1, "Add or edit a Call Profile"
5.	Test the Call Profile.	➤ see Section 12.13.9, "Change the call screening, in a dialog"

Table 12-8 Configure a group call and use one phone number to call various team members

12.4.2 Play Info announcement before forwarding to Call Profile members

Requirements:

Callers shall get a welcome message before their call is forwarded to the hotline.

Solution:

Follow the below instructions to have the system automatically play a welcome message before forwarding the call:

No.	Step	Section
1.	Go to the window "Edit Call Profile", tab "Announcements", and use the selection field "Before calling targets" to assign the announcement that the caller shall be played before he is forwarded to a member of the team.	➤ see Section 12.8.1, "Add or edit a Call Profile"
2.	Test the Call Profile.	➤ see Section 12.13.9, "Change the call screening, in a dialog"

Table 12-9 Configure group call w. info message before forwarding a call to a Call Profile member

12.5 Examples for "Services-based Telephony"

The below examples for group calls build upon one another, and can also be combined with the functions that are described in the examples for "Personal call".

12.5.1 Service user

Requirements:

A service user shall report on duty for one or several services, or report off duty from one or several duties.

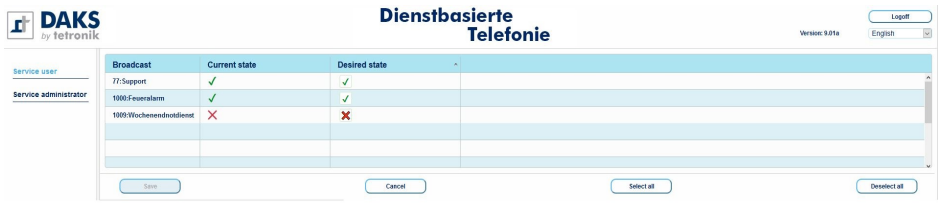


Image 12-3 Configure a service user

Solution:

Follow the below instructions to to report on duty for one or serval services, or to report off duty from one or several services:

No.	Step	Section
1.	Configure for every future service user a temporary subscriber, including a user ID and password, unless such a subscriber already exists.	➤ see Section 8.3.1, "Add and edit Subscribers"
2.	Configure a Call Profile and define all possible service users as its targets.	➤ see Section 12.6, "Configure Call Profiles - Quick Overview"
3.	Open your browser, establish a connection to the server application OScAR-TT Web-Access and log on with the user ID and password of one of the existing targets.	➤ see Section 23.1.2, "Logon to DAKS-TT Notifier-Pro"
4.	All services to which the target is assigned are now listed in a table. Use the column "Change state" and select/deselect to log on/off members, i.e. to report them on/off duty.	➤ see Image 12-3
5.	Alternatively, you can also change the on/off duty status over the phone.	➤ see Section 12.13.10, "Change the on/off duty status, in a dialog"
6.	Test the Call Profile.	

Table 12-10 Logon/logoff service users

12.5.2 Service administrators

Note:
Service administrators are subscribers who are entered in at least one Call Profile as a profile responsible.

Requirements:

The service administrator shall report members as being on duty for a service (log on), or report them as being off duty from a service (log off).

Step 1: Select the wanted service

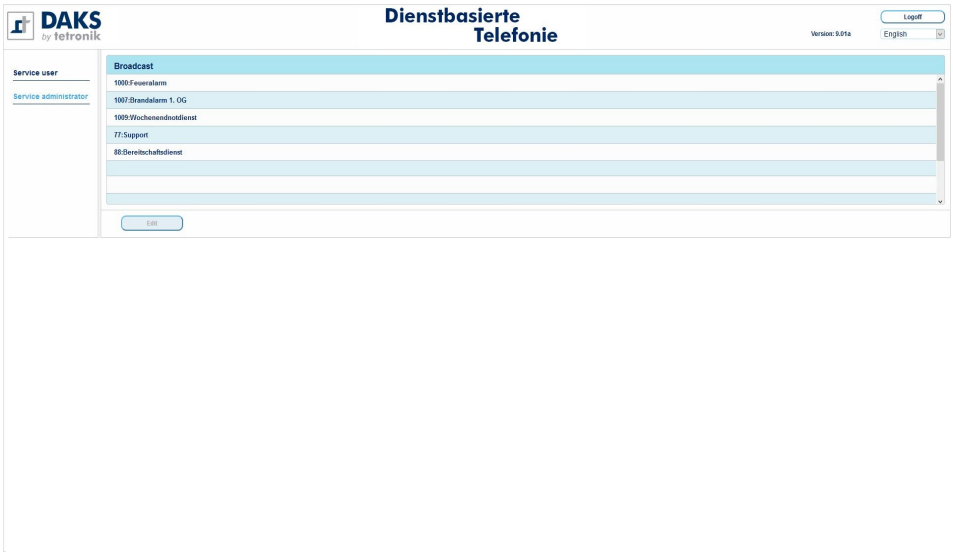


Image 12-4 Select a service

Step 2: Assign members to a service, as service administrators

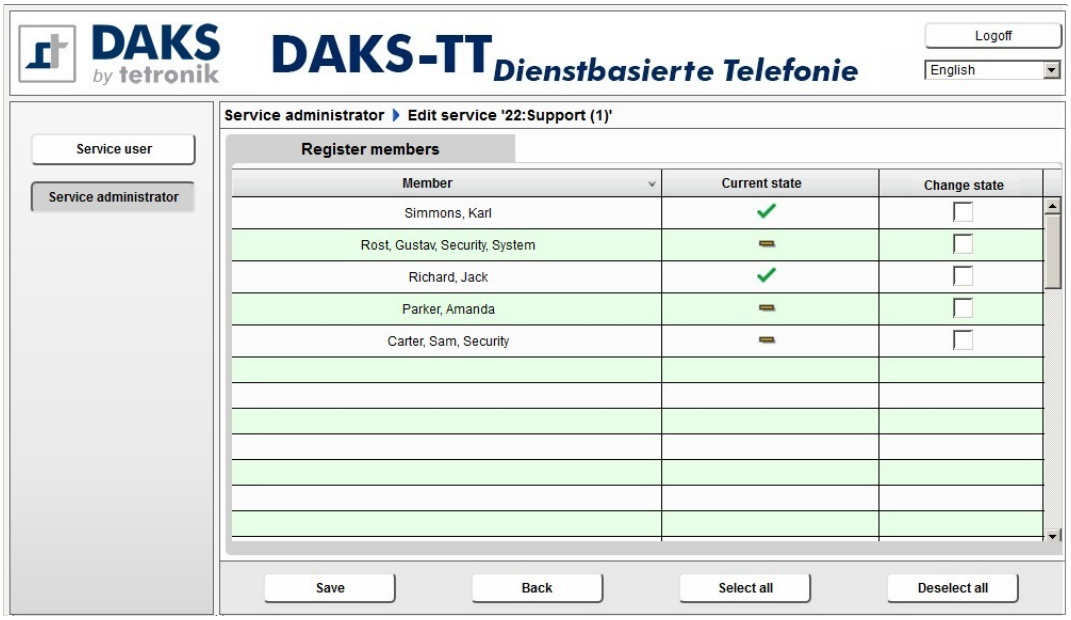


Image 12-5 Assign members to services as service administrators

Solution:

Follow the below instructions as service administrators to report members as being on duty for services, or off duty:

No.	Step	Section
1.	Configure for every future service administrators a temporary subscriber in the subscriber list, including a user ID and password, unless such a subscriber already exists.	➤ see Section 8.3.1, "Add and edit Subscribers"
2.	In the tab "Process" of the window "Edit Call profile", enable the field "Allow profile responsible“.	➤ see Section 12.8.1, "Add or edit a Call Profile"
3.	From the subscriber list, add profile responsible to the Call Profile.	➤ see Section 12.11, "Call Profiles with authorized subscribers"
4.	Open your browser, establish a connection to the server application OScAR-TT Web-Access and log on with the user ID and password of one of the existing service administrators.	➤ see Section 12.13.10, "Change the on/off duty status, in a dialog"
5.	All services to which the service administrators is assigned are now listed in a table.	➤ see Image 12-3
6.	Doubleclick the services in question, or select/deselect the service and click "Edit" to open the user dialog and assign the service users.	➤ see Image 12-5
7.	All members of this service are now shown in a table. Go to the column "Change state" and select/deselect members to log them on/off so that they are reported on/off duty.	➤ see Image 12-5
8.	Test the Call Profile.	

Table 12-11 As service administrator report members on duty for services

12.6 Configure Call Profiles - Quick Overview

Up to 2000 different Call Profiles can be administrated in OScAR. A variety of setting options make it possible to realize "Personal calls" and "Group calls", to meet the most diverse requirements as possible. Note that the settings made in the Call Profiles application settings are applied to all Call Profiles.

Quick start

For a quick overview, the table covers the most important steps needed to create and to start a Call Profile.

The below steps are covered in greater detail in the later sections:

No.	Step	Section
1.	Create all subscribers who shall be reached when this Call Profile is used.	➤ see Section 8.3.1, "Add and edit Subscribers"
2.	If needed, create the announcements that shall be played to the callers.	➤ see Section 7.3.1, "Add new voice announcements"
3.	If needed, configure the Call Profiles application settings.	➤ see Section 12.7, "Edit the Call Profiles application settings"
4.	Add a new Call Profile and configure it.	➤ see Section 12.8.1, "Add or edit a Call Profile"
5.	Add subscribers/targets to the Call Profile.	➤ see Section 12.9.1, "Add new Call Profile target"
6.	Test the Call Profile.	➤ see Section 12.13.9, "Change the call screening, in a dialog"

Table 12-12 Configure a new Call Profile - Quick Overview

12.7 Edit the Call Profiles application settings

Follow the below instructions to edit the Call Profiles application settings:

No.	Step
1.	Go to the tree and select the node "Call Profiles". The list window will output all existing Call Profiles.
2.	In the list window, select the entry "Application settings" and click . This will open the window "Call Profiles - Edit application settings".
3.	Carry out the settings in keeping with the subsequent field descriptions.
4.	In the tab "Announcements" you can assign all default announcements in one step. To do so, make a right mouse click on the announcement list and tick "Set all to default".
5.	Confirm the security prompt and save your changes with Ok.

Table 12-13 Call Profiles - Edit application settings



Note:
All required announcements must be properly recorded and assigned to ensure that called members/subscribers can receive and respond correctly to the respective instructions and prompts.
If announcements are not assigned or recorded, OScAR plays one long tone or a sequence of tones, instead.

Description of the fields in the window "Call Profiles - Edit application settings".

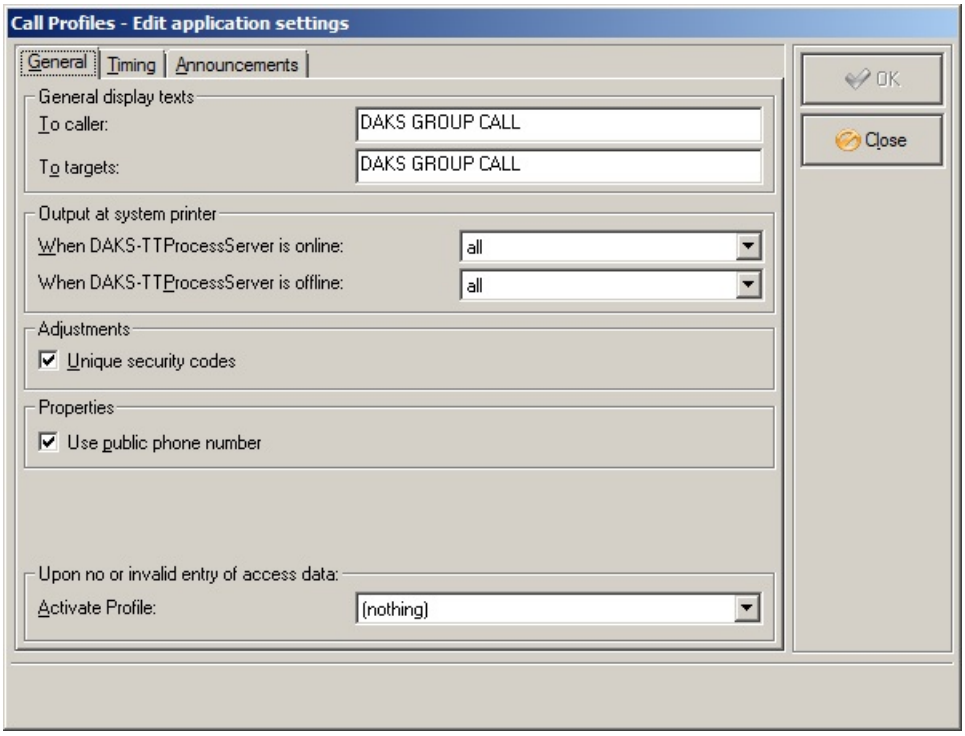
Field	Description
The tab "General" 	

Table 12-14 Fields in window "Call Profiles - Edit application settings"

Field	Description
Window area "General display texts"	
To caller	This input field determines the text (max. 20 characters) that is shown to a caller, provided the selection field "Text" in the window area "Display output to caller" is set to: "General text" (see tab "Display" in the user window: "Edit Call Profile"). Please bear in mind that some devices can only display capital letters and do not support any German Umlauts (ä,ö,ü). Please take this into consideration as you define your text. (default: "OScAR CALL PROFILE")
To any other target	This input field determines the text (max. 20 characters) that is shown to a called targets, provided the selection field "Text" in the window area "Display output to targets" is set to: "General text" (see tab "Display" in the user window: "Edit Call Profile"). (default: "OScAR CALL PROFILE")
Window area "Output at system printer"	
When OScAR-TTProcess-Server is online When OScAR-TTProcess-Server is offline	This selection field determines what is logged at the system printer when the OScAR-TTProcessServer is online/offline: • Nothing No processes are logged. • Only calls All calls to a Call Profile are logged, as well as all events when the system calls the Call Profile targets. • Only changes of Active No. Only the changes that are made to the Active Number are logged. • all Every Call Profile is fully logged. (Default: "everything")
Window area "Adjustments"	
Unique security codes	Only the system administrator (user "sysadm") is authorized to edit this field. When this box is ticked, the system makes makes sure that a security code, when it is assigned to a profile, is unique throughout all Call Profiles. Here, the security codes are subject to the same rules and principles as PINs and IDs. (default: not selected)
Window area "Properties"	
Use public phone number	When this box is ticked, the field "Public phone number" is shown in the tab "Display" for Call Profiles. (default: "(none)")
Window area "Upon no or invalid entry of access data"	
Activate	This selection field determines if a Call Profile shall be activated when no entry is made or when a wrong entry is made (e.g. the switchboard), and if so, which one. (default: "(none)")

Table 12-14 Fields in window "Call Profiles - Edit application settings"

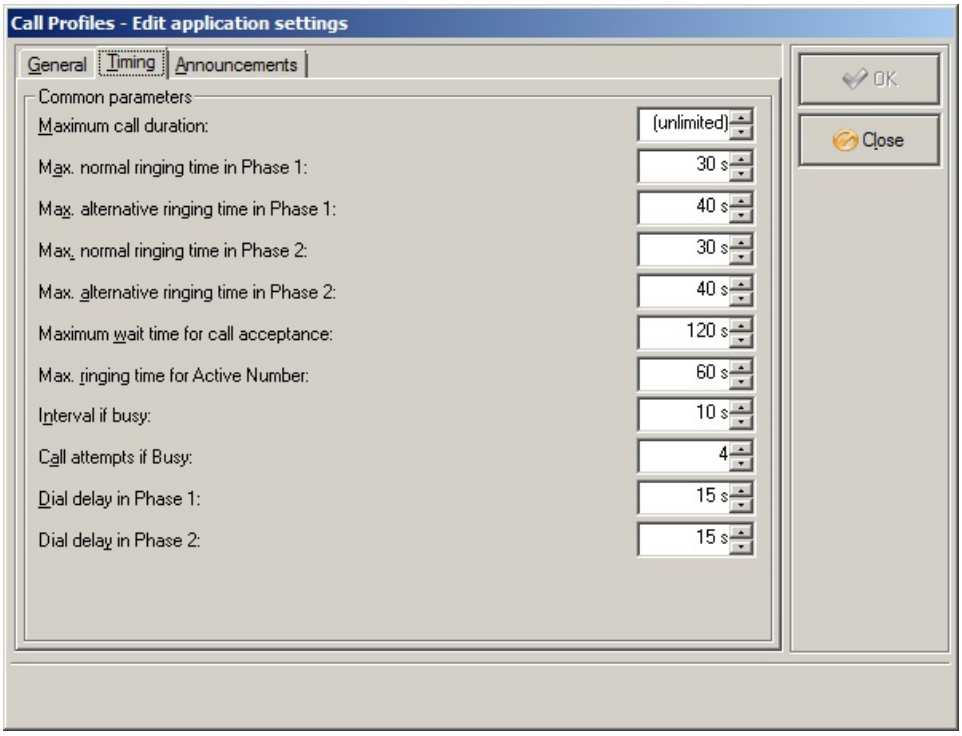
Field	Description
Tab "Timing"	
	
Window area "Common parameters"	
Maximum call duration	This entry specifies if the length of the call is unlimited, or the maximum length of the call before it is automatically cut. When a call needs to be disconnected, the parameter announcement "After timeout" is played into the call before the connection is cut. (default: "unlimited")
Max. normal ringing time in Phase 1	This entry determines the maximum "normal" ringing time during the dialing phase 1, in seconds. (Default: "30 s")
Max. alternative ringing time in Phase 1	This entry determines the "alternative" maximum ringing time during the dialing phase 1, in seconds. This value can can be activated for the Call Profile targets, and used as an alternative to the normal ringing time. (default: "40 s")
Max. normal ringing time in Phase 2	This entry determines the maximum "normal" ringing time during the dialing phase 2, in seconds. (Default: "30 s")
Max. alternative ringing time in Phase 2	This entry determines the "alternative" maximum ringing time during the dialing phase 2, in seconds. This value can can be activated for the Call Profile targets, and used as an alternative to the normal ringing time. (default: "40 s")
Maximum waiting time for answering	This entry determines in seconds the time available to a subscriber who is called via pager, to call back to the OScAR server over the phone in order to be automatically connected to the caller. (default: "120 s")

Table 12-14 Fields in window "Call Profiles - Edit application settings"

Field	Description
Maximum ringing duration for active number	This entry determines in seconds the maximum "normal" ringing time for calls with an enabled active number. (Default: "60 s")
Interval if Busy	This field determines the wait time in seconds until the next dial attempts, if the line of one of the Call Profile target is busy. (default: "10 s")
Call attempts if Busy	Use this field to specify how often an attempt is made to reach a busy Call Profile destination, provided the pertinent phase is NOT set to "Clear down call" (see window "Edit Call Profile", Tab Process", window area "Action if destination busy"). (default: "4")
Dial delay in Phase 1	This value determines the time delay that is applied when the Call Profile targets are called with "Delay dialing" during the dialing phase 1. This setting can be enabled for the Call Profile targets. (default: "15 s")
Dial delay in Phase 2	This value determines the time delay that is applied when the Call Profile targets are called with "Delay dialing" during the dialing phase 2. This setting can be enabled for the Call Profile targets. (default: "15 s")
Tab "Announcements"	

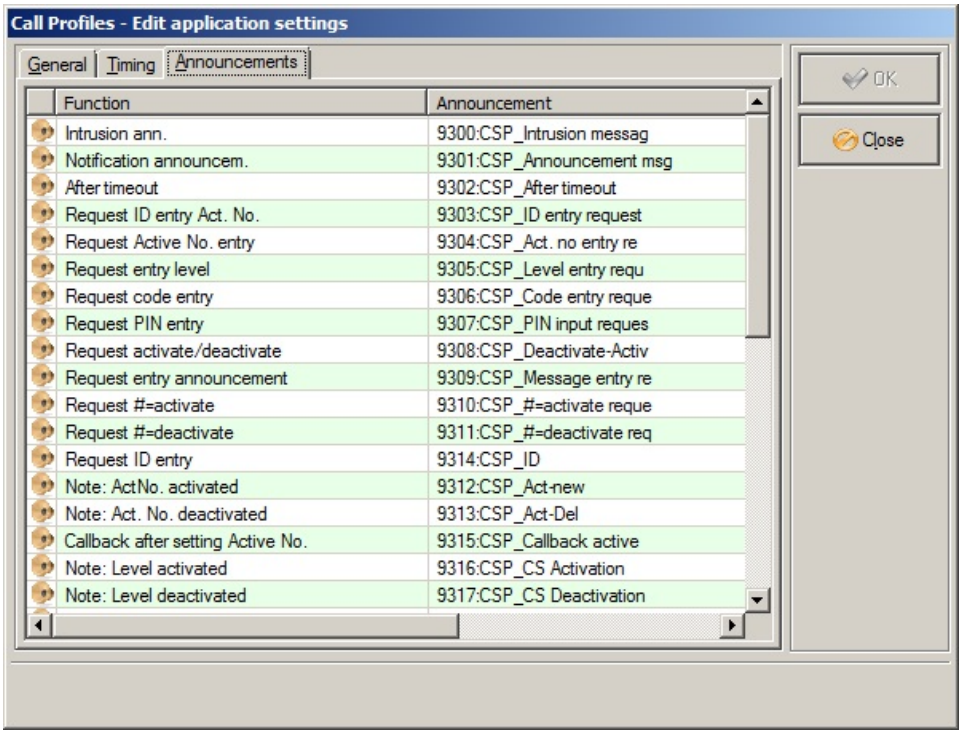


Table 12-14 Fields in window "Call Profiles - Edit application settings"

Field	Description
The selection fields in the list window define the announcements that are assigned to the indiv. Call Profile functions. To assign the announcements that are included ex-works, make a right mouse click in the list field and select "Set all to default" from the context menu. For a more detailed description of the default announcements that are included in the delivery: ➤ see Section 7.6.6, "Application Call Profiles" (default in all fields: "(none)")	

Table 12-14 Fields in window "Call Profiles - Edit application settings"

12.8 Manage Call Profiles

Call Profiles can also be configured for specific situations (e.g. for a group call), by assigning one or more "Call Profile targets". Here, an ID is assigned to the Call Profile as phone number, under which it can be reached directly.

It is also possible to use call forwarding via a fixed-lines telephone or via a subscriber ID, to make sure that the target can still be reached at his regular phone number as well.

➤ see Section 12.10.3, "Forward calls to a Call Profile"



Note:
Please bear in mind that you must have the corresponding administrator rights to configure and edit Call Profiles. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations.

➤ see Section 8.4.3, "Administrative rights"

12.8.1 Add or edit a Call Profile

Follow the below instructions to add or edit a Call Profile:

No.	Step
1.	Go to the tree and select the node "Call Profiles". The list window will output all existing Call Profiles.
2.	Click in the menu bar to add a new Call Profile, or go to the list window, select the Call Profile you want to edit, and click . This will open the window "Edit Call Profile":
3.	Carry out the settings in keeping with the subsequent field descriptions.
4.	Save your entries with Ok.

Table 12-15 Add/edit new Call Profile

Description of the fields in the window "Edit Call Profile"

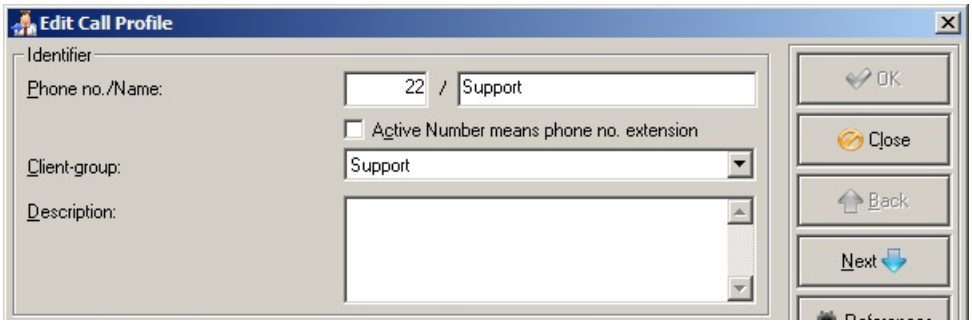
Field	Description
	
Window area "Identifier"	
Phone number	Input field for the phone number (max. 6 digits) to activate the Call Profile over the telephone. (default: empty)
Name	Input field to give the Call Profile a short name (max 20 characters), used in tables and list fields. (default: empty)
Active Number means phone no. extension	When this box is ticked, an active number that is currently entered will not be considered by the OScAR server as a destination (phone number) but will, instead, be counted as an extension of the telephone number, to activate a subordinate Call Profile. This feature is e.g. recommended for standby teams that consist of several alternating staff members, each of whom shall be reached via an own Call Profile ("Personal number") and at several telephone numbers. Which of these Call Profiles is activated can easily be specified using one of the dialthru codes "Change active number..." over the telephone, e. g. by one of the members of the standby team. Alternatively, a profile can also be activated or deactivated via a contact input. ➤ see Section 5.11.14, "Fields in window "Edit input/system states"" (default: not selected) Example: • The superimposed Call Profile carries the identifier 75 and contains all members of the service team, if needed with several phone numbers. • 5 subordinate Call Profiles carry the phone number 751... 755. Each of these individual Call Profiles now only includes the team member's possible destinations (phone numbers). • When e.g. Mr. Smith, who is assigned the profile no. 753, begins his shift, he sets the "Active Number" to his profile, i. e. to "3". OScAR will now direct all calls exclusively to the terminals stored in his profile.

Table 12-16 Fields in window "Edit Call Profile"

Field	Description
Client-group	This selection field determines the assignment of the Call Profile to a client-group. ➤ see Section 5.8, "Configure Client-groups" Call Profiles can only be administrated and operated by the administrators/operators of the same client-group. The Call Profiles that belong to the client group "Global", in contrast, can be used by the Operators of all client groups. (Default: client-group of the logged-in user) Note: In the outputs "Client-groups" and "Client levels", this field is a display field. The allocation to a client-group results from the hierarchy under which the announcement is created.
Description	Input field for a description of the Call Profile (max. 260 characters). Use the options to specify, on a user-individual basis, that you want this entry to be used in tables and list fields, and not the entry that was made above in the field "Name". ➤ see Section 4.3, "Define options" (default: empty) Note: Provided the destination of a Call Profile target has the connection type "GSM-SMS...", the first 50 characters of the description entered here are transmitted as SMS text message.

Table 12-16 Fields in window "Edit Call Profile"

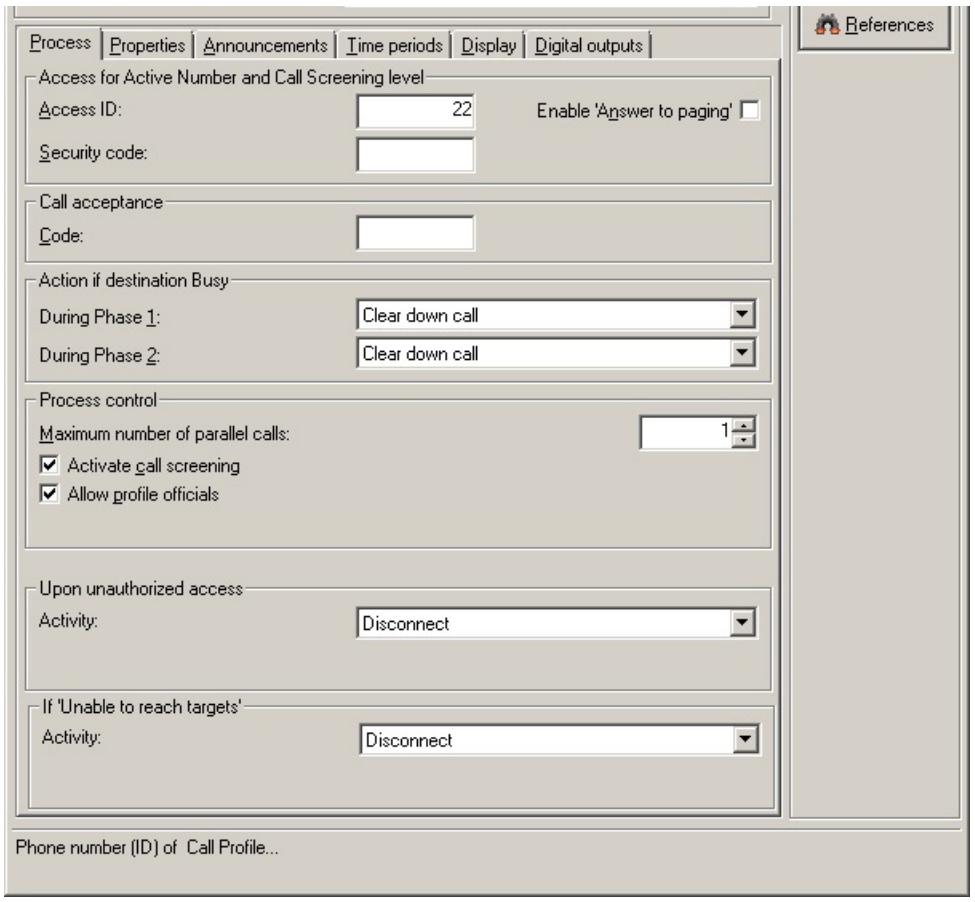
Field	Description
Tab "Process"	

Table 12-16 Fields in window "Edit Call Profile"

Field	Description
Window area "Access for Active Number and Call Screening level"	
Access ID	Input field for the identifier (max. 6 digits) to set the active number. The subscriber needs this ID to temporarily overwrite his profile with an "active number" over the phone. ➤ see Section 12.12.2, "Add or edit a current Active Number or call screening level" (default: empty)
Answer to paging possible	This field only becomes active when an ID is entered for the field "Access ID". Check this box to enable the so-called notification channel function. Consequently, in calls that also include the dialing of pagers, a person informed via pager may call back to OScAR and will then be connected to the caller. ➤ see Section 12.13.11, ""Answer to paging" (callback call in response to a paging call)" (default: not selected)
Security code	Input field to enter a security code (max. 6 digits) that is additionally queried when setting the active number. Note that this query is only carried out when you also enable the field "Security code required when setting" in the tab "Properties". (default: empty)
Window area "Accept calls"	
Code	Input field to enter a code that must be entered by the called person to take the call. This code ensures that calls are neither accidentally switched to family members answering the phone, nor to any answering machines. Check the box "Acceptance code necessary" in the window "Edit Call Profile target" to ensure that the called target is prompted to enter this code. (default: empty)

Table 12-16 Fields in window "Edit Call Profile"

Field	Description
Window area "Action if destination Busy"	
During Phase 1	This selection field determines the behavior of the OScAR server during the first dialing (call) phase. • Clear down call (typical for a "Personal call") If one of the destinations is busy, the caller hears a busy signal and OScAR releases (clears down) the call. If the lines of all Call Profile destinations are free during the first call (dialing) phase and no subscriber takes the call, the system will move to the second call (dialing) phase. • Repeat dialing (typical for a "Group call") Any busy lines of Call Profile destinations are ignored; the remaining destinations are continued to be called. Even if all Call Profile destinations should be busy during the first call (dialing) phase, the caller will remain in the queue until either a destination can be reached again, or until the entry into the next dialing phase is initiated through the pertinent time settings. • Initiate 2nd dialing phase The OScAR server initiates the second dialing (call) phase as soon as it runs into at least one busy Call Profile target during the first dialing (call) phase. (default: "Clear down call")
During Phase 2	This selection field determines the behavior of the OScAR server during the second dialing (call) phase. • Clear down call (typical for the continuation of the "Personal call") If one of the destinations is busy, the caller hears a busy signal and OScAR releases (clears down) the call. • Repeat dialing (typical for the continuation of a "Group call") Even if all Call Profile destinations should be busy during the second call (dialing) phase, the caller will remain in the queue until either a subscriber destination can be reached again, or until the call is disconnected through the pertinent time settings. (default: "Clear down call")
Window area "Process control"	
Maximum number of parallel calls	This setting determines how often the Call Profile can be called at the same time. This is the total sum of: • everybody calling the Call Profile and in a call state (if no route optimization is applied) plus • every caller currently waiting in the queue. If "1" is entered, the profile cannot be called a second time. Here, every new caller will hear a busy signal (typical for a "Personal call"). (default: "1")

Table 12-16 Fields in window "Edit Call Profile"

Field	Description
Activate call screening	When this box is ticked, "authorized" subscribers can be added to the Call Profile. ➤ see Section 12.10, "Call Profiles with authorized subscribers" (default: not selected)
Allow profile responsible	When this box is ticked, subscribers can be assigned to the Call Profile as so-called „Responsible“. ➤ see Section 12.11, "Call Profiles with authorized subscribers"
Window area "Upon unauthorized access"	
Action	This field only becomes active if you also enable the field "Activate call screening" in the tab "Process". This selection field determines the action that is taken when an unauthorized access occurs. ➤ see Section 12.10, "Call Profiles with authorized subscribers" • Disconnect The caller gets a busy signal. • Play back announcement The caller hears an announcement. If this activity is selected, a new field is added to select the announcement. • Transfer to subscriber The caller is forwarded to another subscriber. If this activity is selected, a new field is added to select the subscriber. (default: "Disconnect caller")
Announcement	This field only becomes active when the field "Activity" is set to: "Play back announcement". This field determines the announcement that is played to the caller upon unauthorized access. (default: "(none)")
Subscriber	This field only becomes active when the field "Activity" is set to: "Transfer to subscriber". This field determines the subscriber to whom a caller is forwarded upon unauthorized access. (default: "(none)")

Table 12-16 Fields in window "Edit Call Profile"

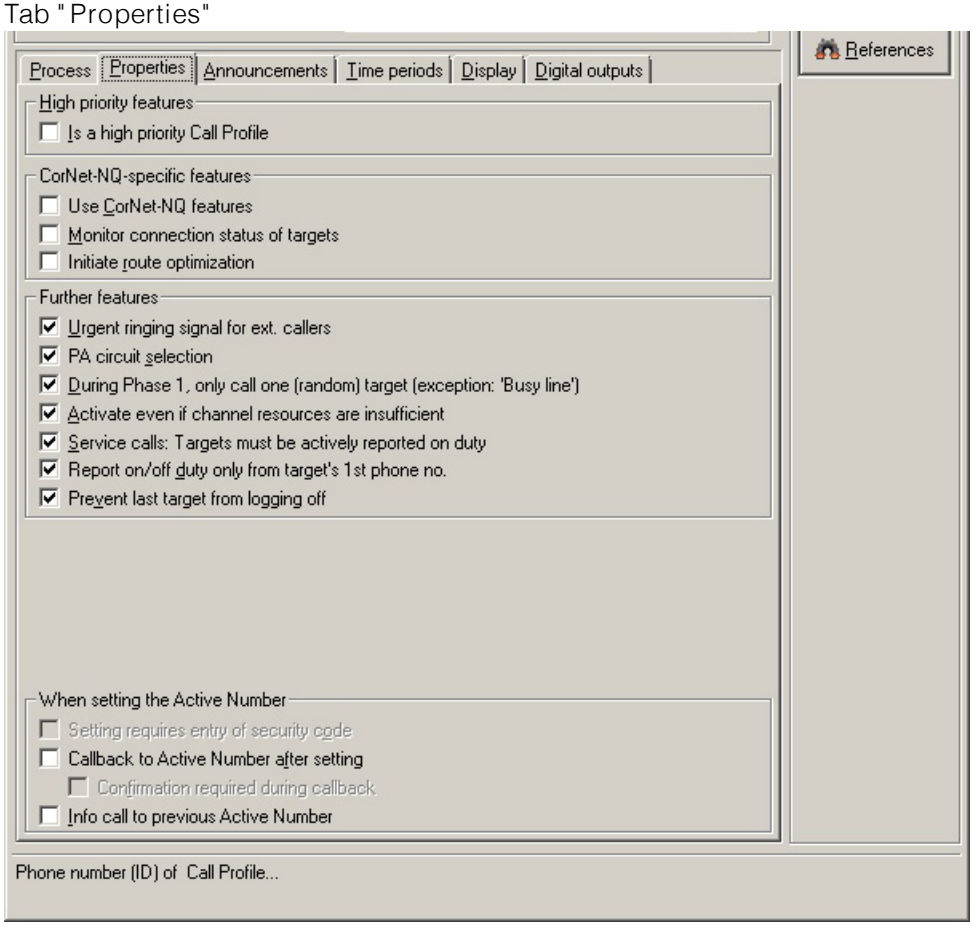
Field	Description
Tab "Properties"	
	
Window area "High priority features"	
Is a high priority Call Profile	When this box is ticked, the Call Profile is given high priority, otherwise a low priority. When a Call Profile has high priority and is started, it will end all currently active low priority Broadcasts, Conferences and Call Profiles. In contrast, high priority Call Profiles cannot be ended by other high priority applications. (default: not selected)
Window area "Cornet-NQ® specific features". The system-specific features that are grouped together here are only available within networks that support these features.	
apply and use Cornet-NQ features	When this box is ticked, you can use system-specific features assigned to the destinations of the Call Profile targets (e.g. call waiting, call override, forced release). (default: not selected)
Monitor connection status of targets	When this box is ticked, a reached subscriber is immediately disconnected when he/she goes into a consultation hold or tries to convene a local conference (very important for confidential calls). (default: not selected)

Table 12-16 Fields in window "Edit Call Profile"

Field	Description
Initiate route optimization	This field cannot be selected together with "Monitor targets". When this box is ticked, the OScAR server will try to initiate route optimization as soon as both call partners are thru-connected (path replacement). Here, the objective is to hand back the call to the telecommunications network and, in doing so, release two OScAR channels again. (default: not selected)
Window area "Further features"	
Urgent ringing signal for ext. callers	When this box is ticked and the "Ringing signal" for this destination is set to "Int: Intern", the system will instead signal external calls also with the external call signal (only if supported by the PBX system). ➤ see Section 8.3.2, "Edit subscriber destinations" This means that the OScAR server evaluates the phone number of the caller and, if this number is unknown or begins with a zero, initiates the external ringing signal. (default: not selected)
Selection of PA circuit	When this box is ticked and the profile is activated through the dialthru code "Call Profiles - Activate with dialog", enter the Profile ID to select the PA loudspeaker circuits that shall be activated, including their priority. (default: not selected)
During Phase 1, only call one (random) target (exception: 'Busy line')	When his box is ticked, the system will randomly call only one target during phase 1. Exception: If the system runs into a 'Busy line', it will try to reach another target. (default: not selected)
Activate even if channel resources are insufficient	Normally, a Profile can only be started when sufficient channel resources are available to call all members of that profile. When this box is ticked, the Call Profile can also be activated when the channel resources are not sufficient. (default: not selected)
Service calls: Targets must be actively reported on duty	Normally, the system calls all administrated members of a Call Profile. When this box is ticked, the Call Profile becomes a Service Profile. Administrated members of the Profile are only called after they have been activated (reported as being on/off duty) over the phone or via browser. (default: not selected)
Report on/off duty only from target's 1st phone no.	When this box is ticked, the target can only report on/off duty from his/her 1st telephone number. (default: not selected)
Prevent last target from logging off	When this box is ticked, the last target remaining in the conference cannot log himself/herself off. (default: not selected)
Window area "When setting the Active Number"	

Table 12-16 Fields in window "Edit Call Profile"

Field	Description
Setting requires entry of security code	This field is only active when the field "Security Code" is NOT empty (see tab "Process"). When this box is ticked, the function to set the active number for this Call Profile over the phone must additionally be confirmed with the security code. (default: not selected)
Callback after setting the Active Number	This field only becomes active when the field "Before calling targets" (see tab "Announcements") is set to the value "(none)". When this box is ticked, the phone number entered over the phone when setting the active active number is called back for verification. ➤ see Section 12.13.11, ""Answer to paging" (callback call in response to a paging call)" (default: not selected)
Confirmation within callback	This field only becomes active when the field "Callback after setting Active Number" is ticked. When this box is ticked, the callback call must be confirmed with the star * key. Among other things, this ensures that the active number is not accidentally directed to a wrong telephone number or mailbox. (default: not selected)
&Info call to previous Active Number	When this field is enabled, and when the active number that is currently set is edited or deleted over the phone, the OScAR server will call the previous active number and inform it hereof. (default: not selected)
Prevent complete deletion of the Active Number	When this box is ticked, the system will, whenever the "Active Number" is modified, prevent the Active Number from being fully deleted in the Operator-Tool,

Table 12-16 Fields in window "Edit Call Profile"

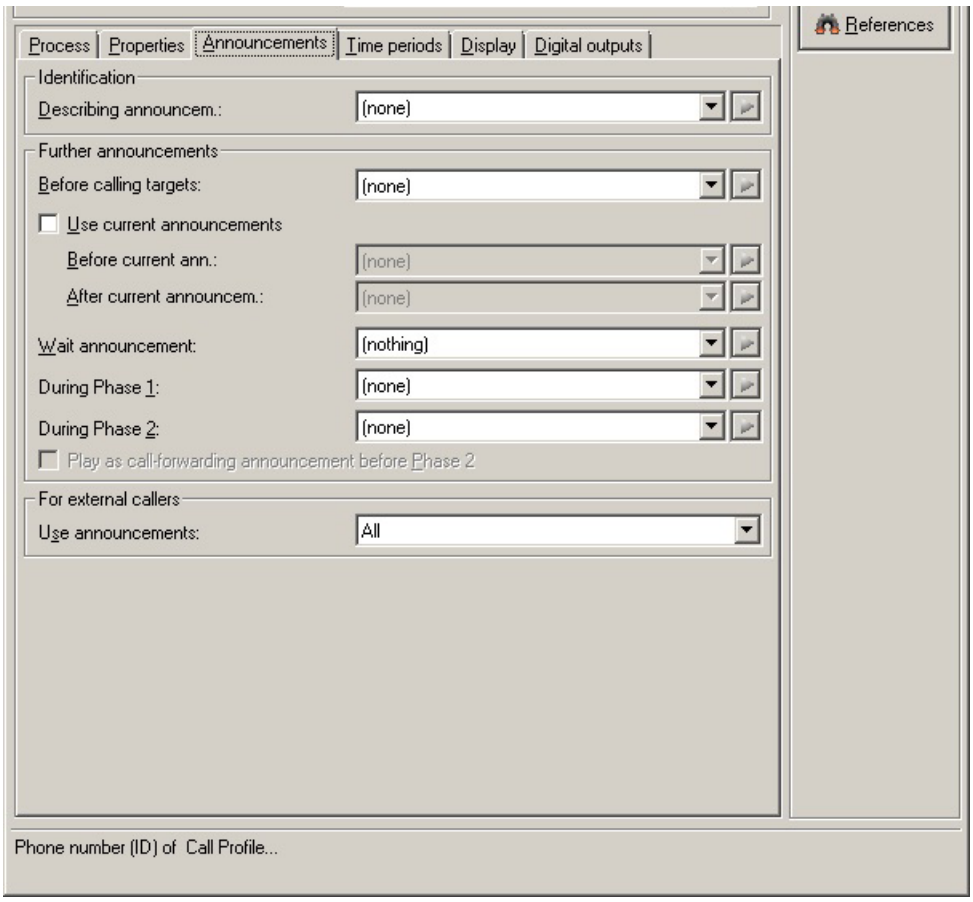
Field	Description
Tab "Announcements"	
	
Window area "Identification"	
Describing announcem.	This selection field determines the announcement that is e.g. played to render this Call Profile's name or description, in comb. with: • an "Info call to previous Active Number" ➤ see tab "Properties", or • a request for a confirmation call when the Active Number is changed, provided the feature "Confirmation within call-back" is enabled (see tab "Properties"). (default: "(none)")

Table 12-16 Fields in window "Edit Call Profile"

Field	Description
Window area "Further announcements"	
Before calling targets	This field only becomes active when the field "Callback after setting Active Number" (see tab "Properties") is NOT enabled. This selection field determines the announcement that is played by OScAR before it starts with the outgoing calls. On condition it is properly entered here and recorded, OScAR will play this announcement once to every caller before the first dialing (call) phase begins; otherwise it will immediately initiate the first dialing (call) phase. Note that "composed announcements" selected at this place are also valid even if not all integrated announcements are available. Note: Once the first announcement has been played, the call that is taken by the OScAR server is usually subject to charges for external callers, even if these callers received an idle tone again after that. (default: "(none)")
Use most recent information announcements	When this box is ticked, "current announcements" can be activated and/or deactivated over the phone. ➤ see Section 12.13.13, "Deactivate the current announcement" Which announcements are played is determined in the fields "Before current ann." (= before current announcement) and "After current ann." (= after current announcement). (default: not selected)
Prev. to act. Announcements	This field only becomes active when the field "Use current announcements" is ticked. This selection field determines which announcement is used as welcome message before the current announcements are played. The announcement is not played unless the function "Use current announcements" is activated over the phone, and current announcements were indeed "inserted". ➤ see Section 12.4.2, "Play Info announcement before forwarding to Call Profile members" (default: "(none)")
After act. Announcements	This field only becomes active when the field "Use current announcements" is ticked. This selection field determines the closing announcement that is played after the current announcements. The announcement is not played unless the function "Use current announcements" is activated over the phone, and current announcements were indeed "inserted". ➤ see Section 12.4.2, "Play Info announcement before forwarding to Call Profile members" (default: "(none)")
Waiting announcement	This selection field determines the announcement that is played to the callers during the waiting phase. (default: "(none)")

Table 12-16 Fields in window "Edit Call Profile"

Field	Description
During Phase 1	This selection field determines the announcement that will be played to the caller repeatedly during the 1. dialing (call) phase. If the value is set to "(none)", the caller will hear an idle tone. (default: "(none)")
During Phase 2	This selection field determines the announcement that will be played to the caller repeatedly during the 2. dialing (call) phase. If the value is set to "(none)", the caller will hear an idle tone. (default: "(none)")
Phase 2 announcement before call-forwarding	When this box is ticked, the announcement selected for "During Phase 2" will be played to the caller once, after the first and before the start of the second dialing phase. During the 2. dialing phase, callers will then hear an idle tone. If the announcement selected in the field "During Phase 2" has not yet been recorded, OScAR will immediately proceed with the second dialing phase. (default: not selected)  Note: Please note that the forwarding announcement is also played if there are no destinations to call during the 1. dialing (call) phase.
Window area "For external callers"	
Use announcement	This selection field determines when the billable switching of announcements to external callers (deviating from the defined playback of announcements), shall begin: • All All specified announcements are played. • Starting from announcement 'During Phase 1' Announcements are only played starting from "During Phase 1". • Starting from announcement 'During Phase 2' Announcements are only played starting from "During Phase 2" (if needed, incl. the call forwarding announcement) • None No announcements are played. (default: "All")

Table 12-16 Fields in window "Edit Call Profile"

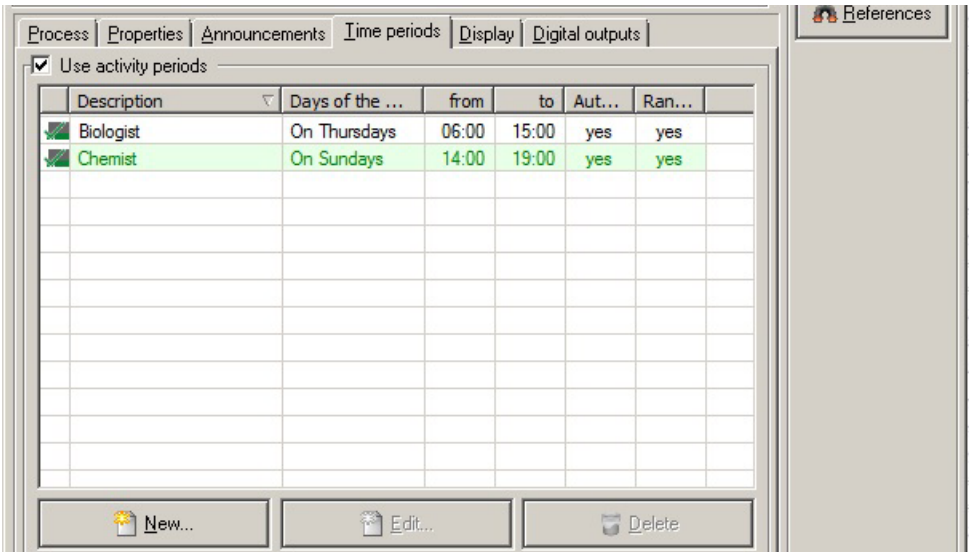
Field	Description
Tab "Time periods" Part 1	
	
Use activity periods	When this box is ticked, activity periods can be applied for this Call profile. This enables you to specifiy the time periods during which the Call Profile is active.
New...	This button only becomes active if you tick the box "Use activity periods". Click this button to open the user window to add new activity periods to this Call Profile.
Edit...	This button only becomes active if you tick the box "Use activity periods" and at least one activity period is selected. Use this button to open the user window to edit the activity period you selected in the list view.
Delete	This button only becomes active if you tick the box "Use activity periods" and at least one activity period is selected. Click this button to delete the activity periods you selected in the list view.

Table 12-16 Fields in window "Edit Call Profile"

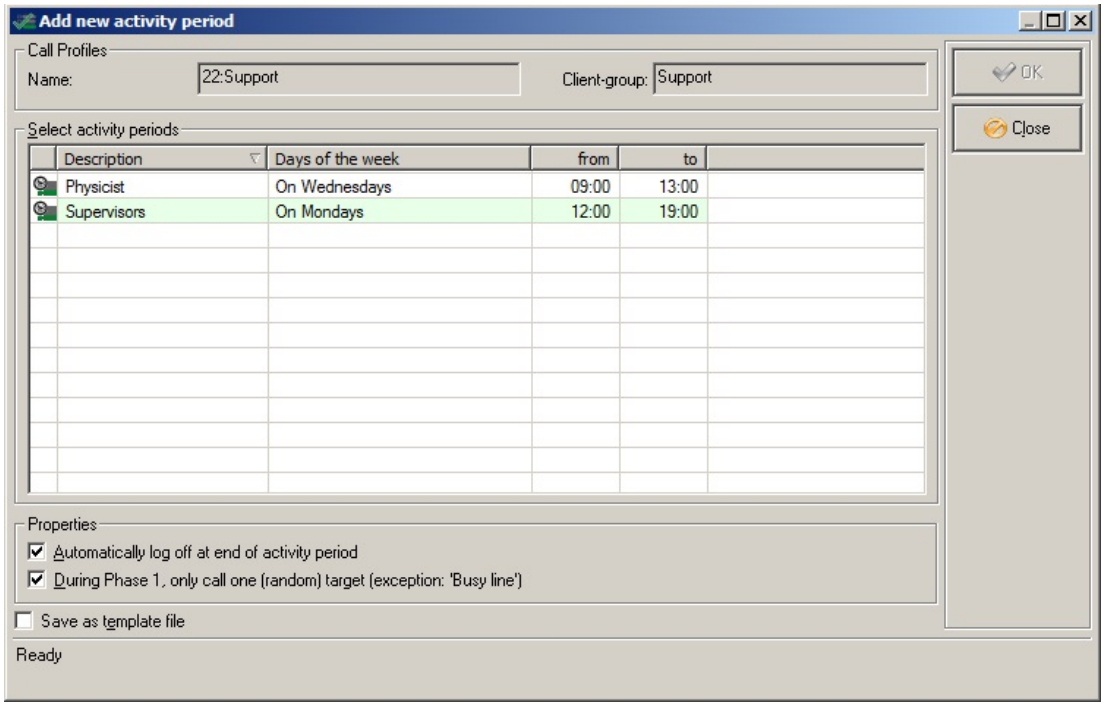
Field	Description
To add new activity periods to a Call Profile, click New.... This will open the user window "Add new activity period".	
	
Window area "Call Profiles"	
Name	Field for the phone number and name of the Call Profile.
Client-group	This display output shows the client-group to which the Call Profile belongs.
Window area "Select activity periods"	
Description	Name describing an already existing activity period.
Days of the week	All days of the week to which this activity period applies.
from...to	The valid time period of the activity period (hh.mm).
Autom. logoff	The Call Profile members are automatically logged off at the end of the activity period if you enable this field in the window area "Properties".
Random target	During Phase 1, only one (random) target is called if you enable this field in the window area "Properties". Exception: If the system runs into a 'Busy line', it will try to reach another target. (default: not selected)
Window area "Properties"	
Automatically log off at the end of the activity period	When this box is ticked, the Call Profile members are automatically logged off at the end of the activity period.
During Phase 1, only call one (random) target (exception: 'Busy line')	When his box is ticked, the system will randomly call only one target during phase 1. Exception: If the system runs into a 'Busy line', it will try to reach another target. (default: not selected)

Table 12-16 Fields in window "Edit Call Profile"

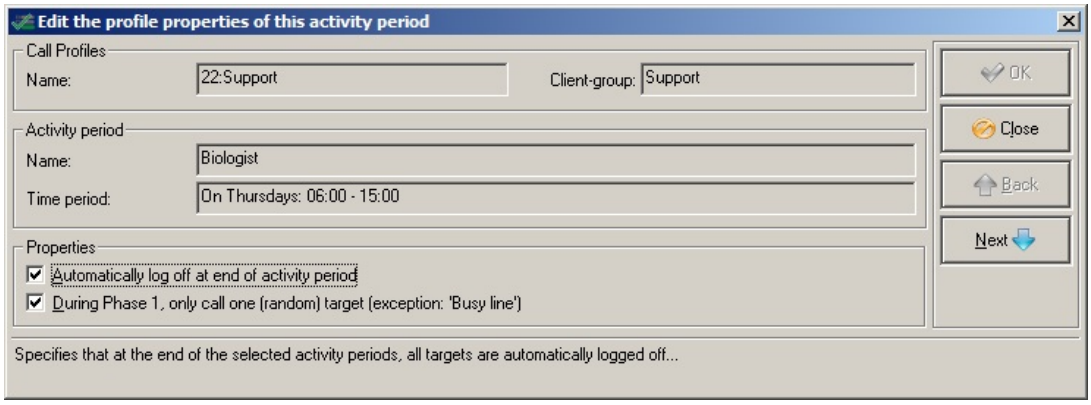
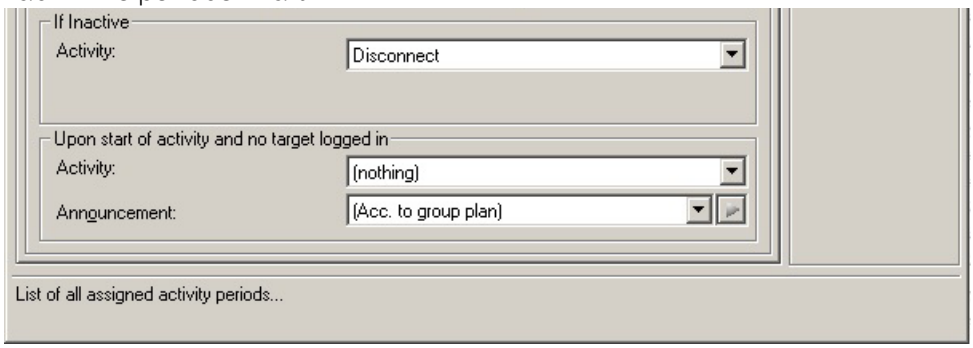
Field	Description
Save as template file	When this box is ticked you can save these settings to use them as a template file. (default: not selected)
To edit an already used activity period within the Call Profile, click Edit.... This will open the window "Edit the profile properties of this activity period" 	
Window area "Call Profiles"	
Name	Field for the phone number and name of the Call Profile.
Client-group	This display output shows the client-group to which the Call Profile belongs.
Window area "Activity period"	
Name	This field is used for a name that describes the activity period.
Time period	This field shows the valid period if this activity.
Window area "Properties"	
Automatically log off at the end of the activity period	When this box is ticked, the Call Profile members are automatically logged off at the end of the activity period.
During Phase 1, only call one (random) target (exception: 'Busy line')	When his box is ticked, the system will randomly call only one target during phase 1. Exception: If the system runs into a 'Busy line', it will try to reach another target. (default: not selected)
Tab "Time periods" Part 2 	

Table 12-16 Fields in window "Edit Call Profile"

Field	Description
Window area "If Inactive"	
Action	This button only becomes active if you tick the box "Use activity periods". This selection field determines which action applies when a Call profile is started outside the assigned activity period. • Disconnect The caller gets a busy signal. • Play back announcement The caller hears an announcement. When this action is selected, the subsequent field "Announcement" becomes visible and an announcement can be selected. • Transfer to subscriber The caller is forwarded to another subscriber. When this action is selected, the subsequent field "Subscriber" becomes visible and a subscriber can be selected. • launch alternative Call profile The caller is forwarded to an alternative call profile. When this action is selected, the subsequent field "Call Profile" becomes visible and an alternative Call Profile can be selected. Notes: This function is not cascadable, i.e. the system will ignore another redirection to different call profile that may have been configured in the alternative call profile. (default: "Disconnect")
Announcement	This field only becomes active when the field "Activity" is set to: "Play back announcement". This field determines the announcement that is played to the caller upon unauthorized access. Use this button to have the database audio WAV file played back to you. (default: "(none)")
Subscribers	This field only becomes active when the field "Activity" is set to: "Transfer to subscriber". Use this field to define the subscriber who is called by the system to be connected with the caller. (default: "(none)")
Window area "Upon start of activity and no target logged in"	
Action	This button only becomes active if you tick the box "Use activity periods" and at least one activity period is assigned. This selection field determines if and which Broadcast group is launched when no subscriber is logged in at the start of the activity period. (default: "(none)")

Table 12-16 Fields in window "Edit Call Profile"

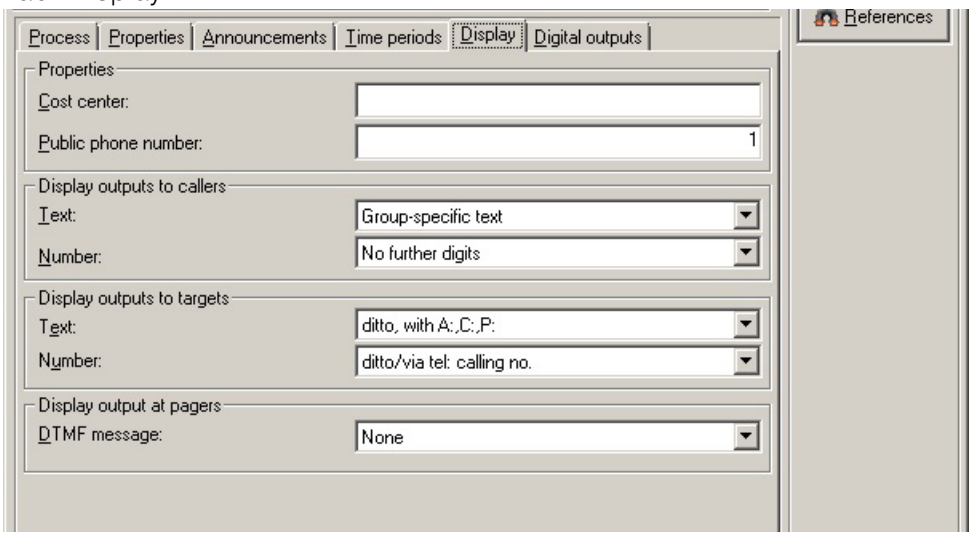
Field	Description
Announcement	This button only becomes active if you tick the box "Use activity periods" and at least one activity period is assigned. This selection field determines the announcement that will be played during the Broadcast selected under "Activity". Use this button to have the database audio WAV file played back to you. (default: "(none)")
Tab "Display" 	
Window areas "Display output to caller", "Display output to targets" and "Display output to pagers" The OScAR server can provide all initiators and targets with numerical and alphanumeric information about the Call Profile. This information can also be used for accurate attribution of incurred telephone charges. The options available in the window areas "Properties", "Display output to callers", "Display output to targets", and "Display output to pagers" are also available in other applications in the same form as well. For this reason, they are covered together in one section: ➤ see Section 5.19, "Display texts"	

Table 12-16 Fields in window "Edit Call Profile"

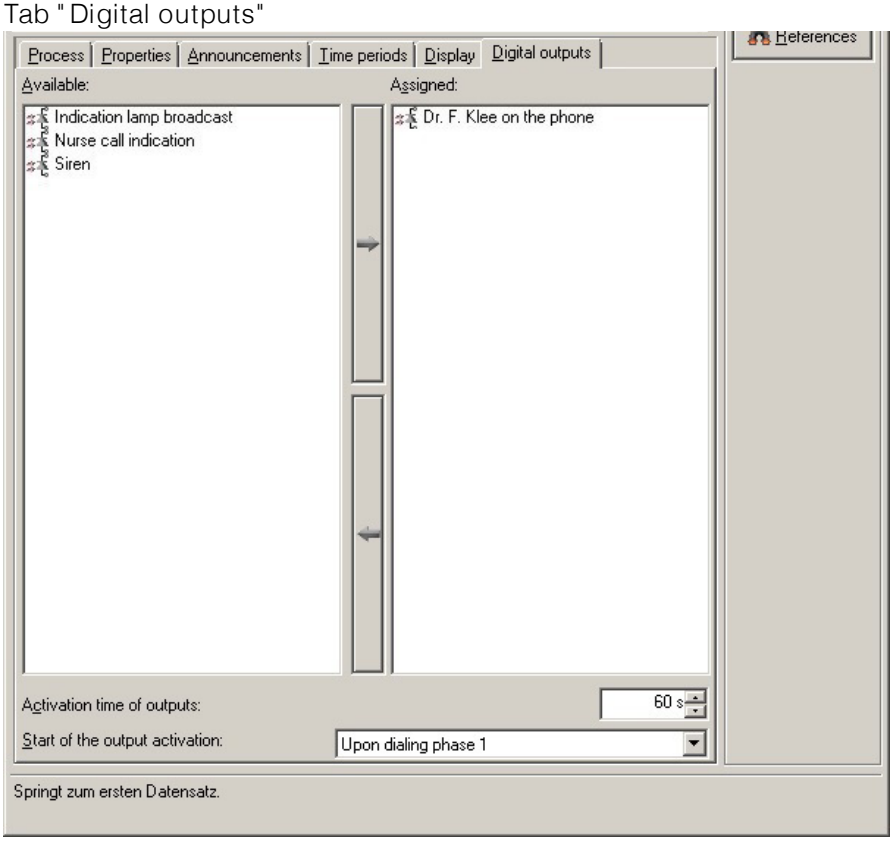
Field	Description
Tab "Digital outputs" 	
Available	List itemizing all available optocoupler outputs not yet assigned to this Call Profile. To assign optocoupler outputs, select the entries you want to assign and use the upper arrow button. Note: This list exclusively shows the optocoupler outputs whose function is set to: "Controlled by application". ➤ see Section 5.11.15, "Configure optocoupler outputs"
Assigned	List itemizing all available optocoupler outputs that are assigned to the Call Profile. In this way, you can simultaneously activate e.g. sirens or lamps when the Call Profile is activated. To remove assigned optocoupler outputs, select the corresponding entries and click the lower arrow button. (default: empty)
Activation time for digital outputs	This field determines the length (in seconds) that the assigned digital outputs are activated. If you select "(unlimited)", the digital outputs remain active during the entire length of the call. (Default: "60 s") Note: If the field "Initiate route optimization" is enabled, the Call Profile process is ended upon successful with route optimization and thus the optocoupler output is deactivated again.

Table 12-16 Fields in window "Edit Call Profile"

Field	Description
Begin activation of outputs	Selection field to define the moment starting with which the output is activated: • Upon dialing phase 1 at the same time when the Call Profile targets defined in the dialing (call) phase 1 are called • Upon dialing phase 2 only when the Call Profile targets that are defined in the dialing (call) phase 2 are called • Upon thru-connect as soon as a Call Profile target has been reached and thru-connected to the caller, and has now entered into the call state (default: "with phase 1")

Table 12-16 Fields in window "Edit Call Profile"

12.8.2 Delete a Call Profile

Follow the below instructions to delete a Call Profile:

No.	Step
1.	Go to the tree and select the node "Call Profiles". The list window will output all existing Call Profiles.
2.	In the list window, select the Call Profile you want to delete.
3.	Click in the menu bar.
4.	Confirm the prompt with Yes. The Call Profile is deleted. If targets subscribers are still assigned to the Call Profile, the "Call Profile references" window will pop up. ➤ see Section 12.8.3, "Edit and delete Call Profile references"

Table 12-17 Delete Call Profile

12.8.3 Edit and delete Call Profile references

You can open the window "Edit Call Profile" directly from the window "Call Profile references" by pressing the button References.

Use this window to see all Call Profile targets and, where applicable, all authorized callers who are assigned to this Call Profile, and also to edit or delete these entries if needed.

Note:
If you try to delete Call Profiles that still have assigned subscribers, the "Delete Call Profile with references" window will open right away.

Follow the below instructions to edit or delete Call Profile references:

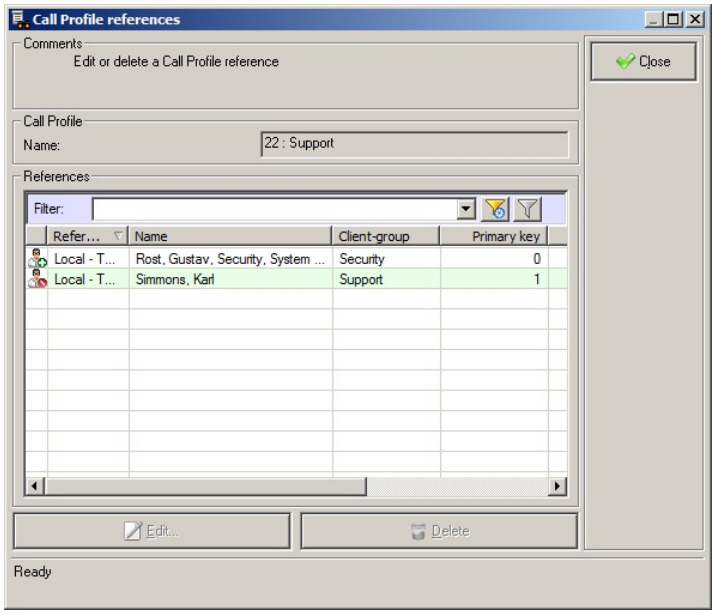
No.	Step
1.	Open the Call Profile you want to edit and click References. The window "Call Profile references" will open. 
2.	Edit Call Profile targets or references: Go to the list area of this window, select the reference you want to edit and click "Edit..", or double-click the entry itself. This will open the window "Edit Call Profile target". Use this window to make the changes you want to add. ➤ see Section 12.9.2, "Edit a Call Profile target" Delete Call Profile targets or references: Go to the list area and select the reference entries you want to delete and click Delete. Confirm the prompt with Yes. The selected Call Profile targets or authorized subscribers will be deleted. When the listbox is empty, the Call Profile can be deleted altogether.

Table 12-18 Edit or delete Call Profile references

12.9 Management of Call Profile targets

Call Profiles are addressed via entries from the subscriber list, with the first destination (phone number) called in the first dialing (call) phase, and the second destination in the second dialing (call) phase.

Any settings that are assigned to the subscribers (e.g. "Time segments") are also adhered to in the Call Profiles. In addition, you can also select specific settings in the Call Profile, for the Call Profile target.

12.9.1 Add new Call Profile target

Follow the below instructions to add a new Call Profile target:

No.	Step
1.	Go to the tree and select "Call Profiles".
2.	When the field "Activate call screening" is enabled in the tab "Process": • go to the tree view and open the Call Profile to which you want to assign a new Call Profile target. In all other cases: • go to the tree view and select the Call Profile to which you want to assign a new Call Profile target. All existing Call Profile targets are shown in the list window.
3.	Open the Call Profile to which you want to assign new targets and select the node "Targets" in the tree. All existing Call Profile targets are shown in the list window.
4.	Click in the menu bar. This will open the window "Add new Call Profile target(s)".
5.	Go to the list field and select the subscriber(s) you want to add.
6.	Carry out the settings in keeping with the subsequent field descriptions. ➤ see Section 12.9.2, "Edit a Call Profile target" If you selected more than one subscriber, all marked subscribers are added with the same settings.
7.	Enable the field "Save settings as template" to use these settings as a template for the next new Call Profile target.
8.	Save your entries with Ok. The new Call Profile target(s) is/are now created.

Table 12-19 Add new Call Profile target



Note:
You can also copy a subscriber from the subscriber list to the Call Profile in the tree view using the mouse (Drag & Drop).
The Call Profile target is immediately added.
Proceed as described below to enter all settings.
➤ see Section 12.9.2, "Edit a Call Profile target"

12.9.2 Edit a Call Profile target

Follow the below instructions to edit a Call Profile target:

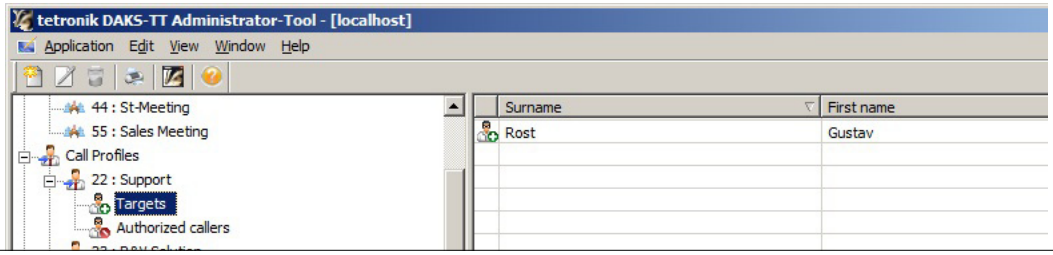
No.	Step
1.	Go to the tree and select "Call Profiles".
2.	When the field "Activate call screening" is enabled in the tab "Process": • go to the tree view and open the Call Profile whose targets you want to edit. In all other cases: • go to the tree view and select the Call Profile whose target(s) you want to edit, All existing Call Profile targets are shown in the list window.
3.	After you open the Call Profile whose target you want to edit, select the node "Targets" in the tree. All existing Call Profile targets are shown in the list window. 
4.	In the list window, select the Call Profile target you want to edit and click . This will open the window "Edit Call Profile target".
5.	Carry out the settings in keeping with the subsequent field descriptions.
6.	Confirm the security prompt and save your changes with Ok.

Table 12-20 Edit Call Profile target

Description of the fields in the window "Edit Call Profile target"

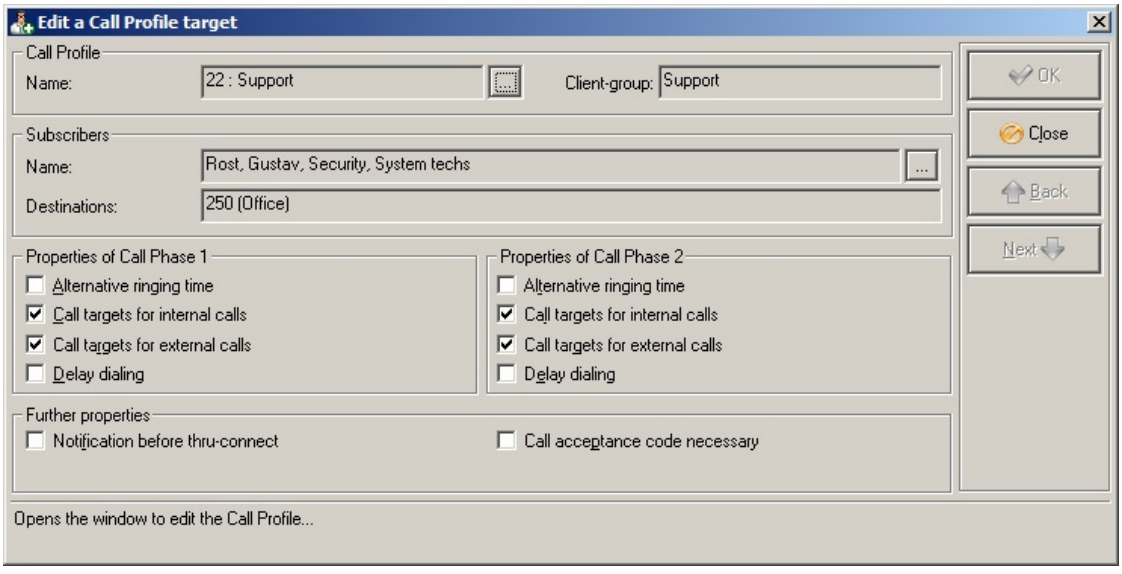
Field	Description
	
Window area "Call Profile"	
Name	Field for the phone number and name of the Call Profile. To access the window for editing of the Call Profile, click the button [...].

Table 12-21 Fields in window "Edit Call Profile target"

Field	Description
Client-group	This display output shows the client-group to which the Call Profile belongs.
Window area "Select subscriber(s)"	
Name	This field determines the name of the pertinent subscriber. To access the window for editing of the subscriber, click the button [...].
Subscr. destinations	This field shows all destinations (phone numbers) that are listed for this subscriber.
Window area "Properties of dialing phase x" (x = phase 1 or 2)	
Alternative ringing time	When this box is ticked, it is not the regular maximum calling duration that is applied during pertinent phase, but the maximum alternative calling duration (see window "Call Profiles - Edit application settings", tab "Timing", field "Maximum alternative calling duration in phase x"). This time can e.g. be to shorter than the regular ringing time to make sure that a call is not accidentally forwarded to a voice mailbox. (default: not selected)
Calling targets for internal callers	When this box is ticked, the targets are, in the pertinent phase, also called for internal calls. (default: not selected)
Calling targets for external callers	When this box is ticked, the targets are, in the pertinent phase, also called for external calls. (default: not selected)
Delayed dialing	When this box is ticked, the system will, in the pertinent phase, call the targets only after a certain time delay. You can set the time of the delay in the field "Delay dialing, tab "Timing" in the window "Call Profiles - Edit application settings". This makes it possible to define that specific destinations are not called right away (e. g. a home phone). (default: not selected)
Window area "Further properties"	
Notification announcement for targets	This feature cannot be selected together with "Acceptance code necessary". When this box is ticked, the reached target gets the application announcement "Notification announcem." before the call is thru-connected. (default: not selected)
Acceptance code necessary	This feature cannot be selected together with "Notification announcement for destinations". When this box is ticked, a reached target must first enter the code as defined in the field "Code" in order to receive the call (see window "Edit Call Profile", tab "Process", window area "Accept calls").

Table 12-21 Fields in window "Edit Call Profile target"

12.9.3 Delete a Call Profile target

Follow the below instructions to delete a Call Profile target:

No.	Step
1.	Go to the tree and select "Call Profiles".

Table 12-22 Delete Call Profile targets

No.	Step
2.	When the field "Activate call screening" is enabled in the tab "Process": • go to the tree view and open the Call Profile whose targets you want to delete, In all other cases: • go to the tree view and select the Call Profile whose targets you want to delete. All existing Call Profile targets are shown in the list window.
3.	After you open the Call Profile whose targets you want to edit, select the node "Targets" in the tree. All existing Call Profile targets are shown in the list window.
4.	In the list window, select the Call Profile target(s) you want to delete.
5.	Click in the menu bar.
6.	Confirm the prompt with Yes. The selected Call Profile target(s) will be deleted.

Table 12-22 Delete Call Profile targets

12.10 Call Profiles with authorized subscribers

Call Profiles can be set to ensure that only authorized subscribers from the subscriber list can activate the profile. Among other things, this option ensures that particular groups, for example VIPs, are only be reached by a specific group of callers.

For each Call Profile you can specify up to 20 authorized subscribers authorized to activate a profile.

The following prerequisites must be met to apply authorized subscribers:

- Go to the window "Edit Call Profile" and make sure you enable (tick) the feature "Activate call screening" in the tab "Process", window area "Process control".
- Next, move to the window area "Upon unauthorized access" (window "Edit Call Profile", tab "Process"), and define how the system shall deal with unauthorized callers.

12.10.1 Authorize a subscribers for a Call Profile (call screening)

Follow the below instructions to authorize a subscriber to access a Call profile:

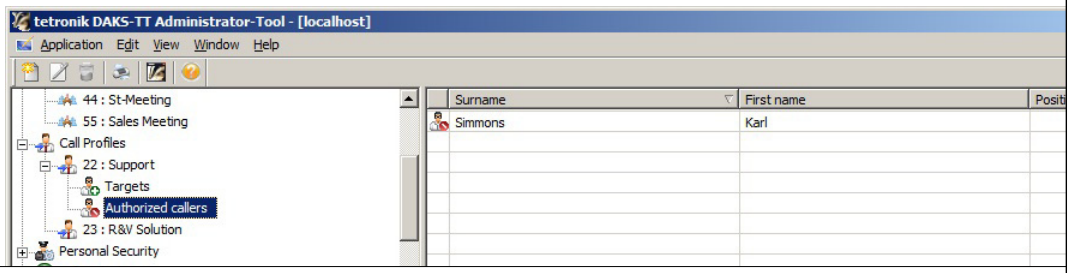
No.	Step
1.	Go to the tree and select "Call Profiles".
2.	Go to the tree view and open the Call Profile for which you want to authorize subscribers.
3.	Go to the tree and select the node "Authorized callers". The list window will show you all authorized callers who may access the Call Profile. 
4.	Click in the menu bar. This will open the window "Add new Call Profile authorized callers".
5.	Go to the list field and select the subscriber(s) you want to add.

Table 12-23 Authorize subscribers for Call Profile

No.	Step
6.	Assign the wanted "Call screening level". You can assign values ranging from 1 (default) to 9. This level determines from what point a subscriber can use the Call Profile. You can also select this level over the phone. ➤ see Section 12.13.9, "Change the call screening, in a dialog" If you selected more than one subscriber, all marked subscribers are added with the same settings.
7.	Click Ok to assign the subscriber(s) to the Call Profile.

Table 12-23 Authorize subscribers for Call Profile

Edit a call screening level

Follow the below instructions to edit the call screening level of an authorized caller:

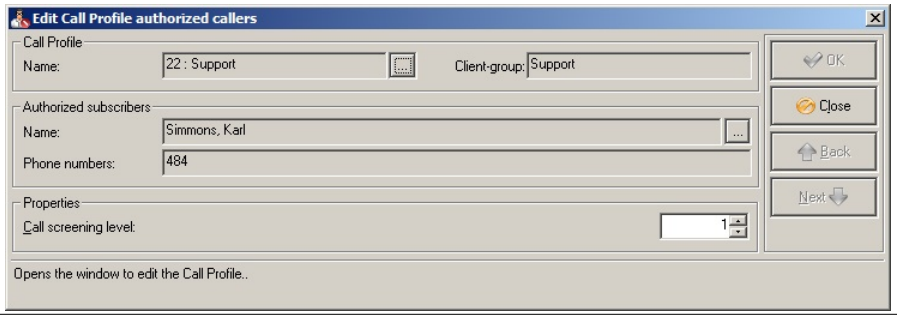
No.	Step
1.	Go to the tree and select "Call Profiles".
2.	In the tree, open the Call Profile in which you want to edit the call screening level of subscribers who are authorized to access it (authorized callers).
3.	Go to the tree and select the node "Authorized callers". The list window will show you all authorized callers who may access the Call Profile.
4.	In the list window, select the authorized subscriber who you want to edit and click . The window "Edit Call Profile authorized callers" will pop up. 
5.	Go to "Call screening level" and assign the wanted authorization (1...9).
6.	Confirm the security prompt and save your changes with Ok.

Table 12-24 Edit call screening level

12.10.2 Delete authorized subscribers from a Call Profile

Follow the below instructions to delete authorized callers:

No.	Step
1.	Go to the tree and select "Call Profiles".
2.	Go to the tree view and open the Call Profile from which you want to delete authorized subscribers.
3.	Go to the tree and select the node "Authorized callers". The list window will show you all authorized callers who may access the Call Profile.
4.	In the list window, select the authorized subscribers you want to delete.
5.	Click in the menu bar.
6.	Confirm the prompt with Yes. The authorized subscribers are deleted from the Call Profile.

Table 12-25 Delete authorized subscribers from Call Profile

12.10.3 Forward calls to a Call Profile

A Call Profile can be reached directly by dialing a tie trunk code (OScAR server phone number), plus the dialthru code to "Activate Call Profile" and the assigned phone number (e. g. 8005022).

If you prefer not to make the OScAR server's phone number publicly known, we recommend you configure an ID Subscriber with fixed call forwarding to the Call Profile.

If the call forwarding to a Call Profile is made from a physical terminal, and if this terminal (destination) is also a Call Profile target, you need to enable the feature "Ignore 'Call forwarding'" for this destination in the window area "Other features".

➤ see Section 8.3.2, "Edit subscriber destinations"

Otherwise the call would be redirected to its very own Call Profile when calling the destination.

12.10.4 Voice Mail as a Call Profile target

If a subscriber redirects his telephone to a Call Profile, e.g. to become available at a DECT cell phone or via GSM, but also wants to use the Voice Mail of his company's in-house PBX, the call number of the Voice Mail can be entered in the Call Profile (normally in dialing phase 2), as a destination with the connection type "Voice Mail".

➤ see Section 5.3, "Configure connection types"

The OScAR server will only call a destination of this type if the Call Profile was activated through call forwarding, by which the OScAR server received a "Redirecting Number" upon the Call Profile's activation.

If the call is outgoing, OScAR will then initiate a "Forwarded Call" and mirror both the received "Redirecting Number" and the received "Redirecting Name" to the sending side.

In doing so, the Voice Mail server obtains the necessary correlation to the relevant subscriber for whom it shall take the message.

12.11 Call Profiles with authorized subscribers

Call profiles can be configured to ensure that subscribers with a pertinent authorization can administrate via browser the on/off duty status of members.

For this, open the user window "Edit Call Profile" and enable "Allow profile responsible" in the tab "Process, window area "Process control".

12.11.1 Configure authorized subscribers for a Call Profiles

Follow the below instructions to configure authorized subscribers for the access to a Call Profile:

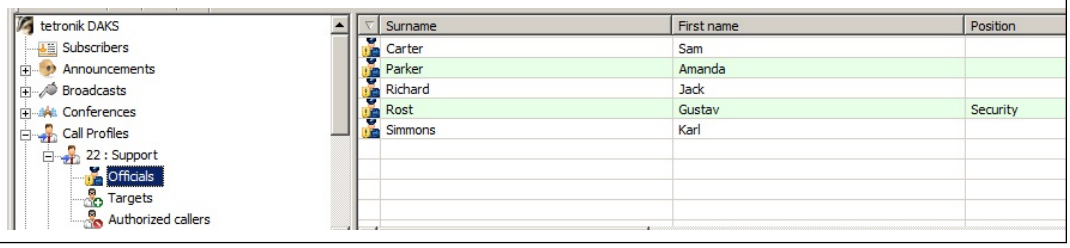
No.	Step
1.	Go to the tree and select "Call Profiles".
2.	Go to the tree view and open the Call Profile for which you want to configure authorized subscribers.
3.	Go to the tree and select the node "Responsible". All existing responsible of this Call Profile will be shown in the list window. 

Table 12-26 Configure authorized subscribers for Call Profiles

No.	Step
4.	Click in the menu bar. This will open the window "Add new Call Profile authorized callers".
5.	Go to the list field and select the subscriber(s) you want to add.
6.	Click Ok to assign the subscriber(s) to the Call Profile.

Table 12-26 Configure authorized subscribers for Call Profiles

12.11.2 Delete authorized subscribers from a Call Profiles

Follow the below instructions to delete authorized subscribers from a Call Profile:

No.	Step
1.	Go to the tree and select "Call Profiles".
2.	Go to the tree view and open the Call Profile from which you want to delete authorized subscribers.
3.	Go to the tree and select the node "Responsible". All existing authorized subscribers for this Call Profile are shown in the list window.
4.	In the list window, select the authorized subscribers you want to delete.
5.	Click in the menu bar.
6.	Confirm the prompt with Yes. The authorized subscribers are deleted from the Call Profile.

Table 12-27 Delete authorized subscribers from Call Profiles

12.12 Operate Call Profiles via OScAR-TT Operator-Tool

Note:
To operate Call Profiles via the OScAR-TT Operator-Tool, you need the pertinent administrator rights and a password, as well as the pertinent Operator rights and a PIN.

12.12.1 Process windows of Call Profiles

You can use the OScAR-TT Operator-Tool to configure, edit and delete the current active number or level of call screening of Call Profiles.

Follow the below instructions to have the OScAR-TT Operator-Tool show the Active Numbers and the level of call screening:

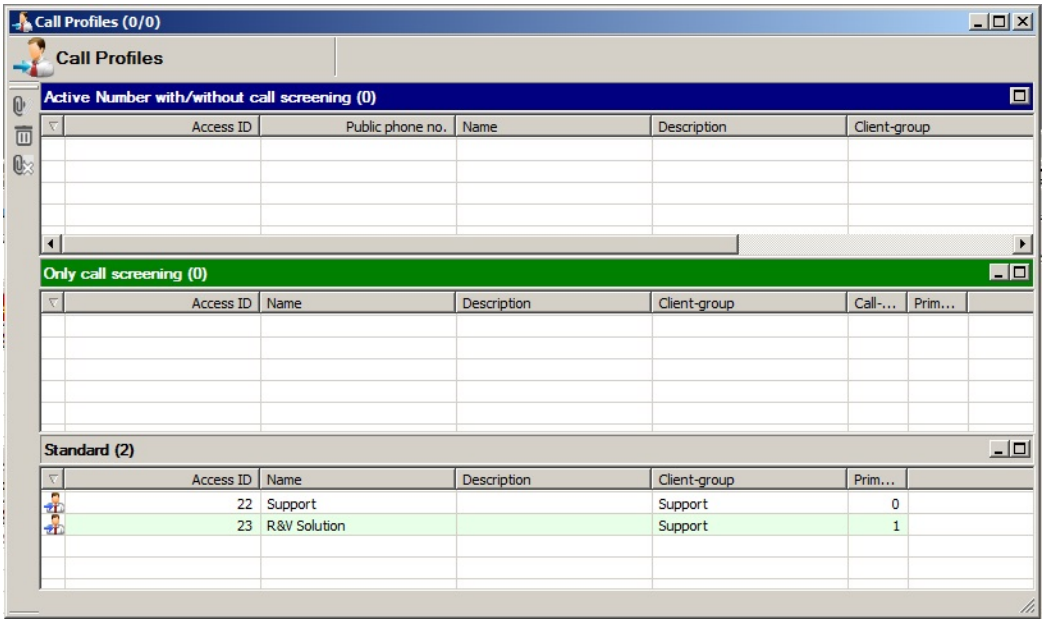
No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	Go to the tree and select "Call Profiles (m/n)" or go to the menu bar and select "Operations" ➠ "Call Profiles"
3.	This will open the process window for Call Profiles and/or bring it to the front: 

Table 12-28 Display Active Number/call screening level of Call Profiles

12.12.2 Add or edit a current Active Number or call screening level

Follow the below instructions to add or edit an Active Number or call screening level ad hoc:

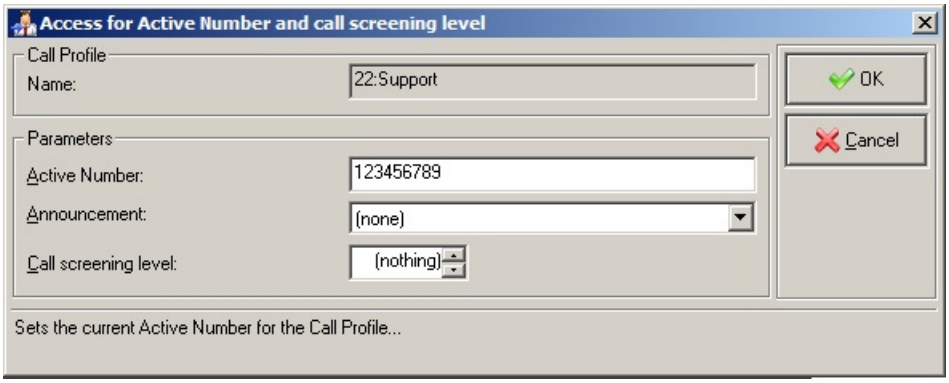
No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	Open the process window for Call Profiles. ➤ see Section 12.12.1, "Process windows of Call Profiles"
3.	In one of the three process areas "Active Number with/without call screening", "Call screening only" or "Standard", select the Call Profile you want to edit and use the command "Adjust Active No./call screening" from: • in the menu "Call Profile", • from the context menu with a right mouse click, • via the toolbar at the left margin of the process window, or • using drag&drop to move the selected entries to the wanted process area.
4.	The following window will pop up: 
5.	You can redirect the Call Profile to a call (phone) number or to a subordinate Call Profile. Depending on the property "Active Number means phone no. extension" of the Call Profile, the edit field "Active Number" will, if needed, become a selection field. • Input field: Enter the valid and complete call (phone) number to which you want to re-direct the profile. • Drop-down combo: Choose the Call Profile to which you want to redirect. ➤ see Section 12.8.1, "Add or edit a Call Profile"
6.	If you want to redirect the Call Profile to a OScAR server internal announcement instead, go to the field "Announcement"and select the announcement you want to use. Note: Upon selecting a valid announcement, the edit field or drop-down combo "Active Number" is automatically disabled.
7.	The edit field "Call screening level" only appears if the feature "Call screening" was enabled for the Call Profile. ➤ see Section 12.8.1, "Add or edit a Call Profile" Define the level of call screening ("(none)", "1"... „9“).
8.	Save your changes with Ok.

Table 12-29 Add or edit an Active Number or call screening level

12.12.3 Delete an Active Number and/or call screening level

Follow the below instructions to delete an Active Number and/or call screening level that is/are currently enabled:

No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	Open the process window for Call Profiles. ➤ see Section 12.12.1, "Process windows of Call Profiles"
3.	In one of the three process areas "Active Number with/without call screening", "Call screening only" or "Standard", select the Call Profile whose active number you want to delete and choose the corresponding command "Remove Active Number only" or "Remove Active No. and call screening level": • in the menu "Call Profile", • from the context menu with a right mouse click, • via the toolbar at the left margin of the process window, or • using drag&drop to move the selected entries to the wanted process area.
4.	Confirm the prompt by clicking on Yes. The Active Number(s) and the of call screening level(s) of the selected Call Profile(s) are now deleted.

Table 12-30 Delete Active Number/call screening level

12.12.4 Customize the Call Profiles process view

Follow the below instructions to configure the process view Call Profiles:

No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	In the command bar click Options or go to the menu bar to select: "Operations" ➠ "Options..."
3.	Now open the tab "Process display options".
4.	Click Call Profiles....
5.	Carry out the settings in keeping with the subsequent field descriptions.
6.	Save your changes with Ok.

Table 12-31 Customize process view for Call Profiles

Description of the fields in the window "Call Profiles process view"

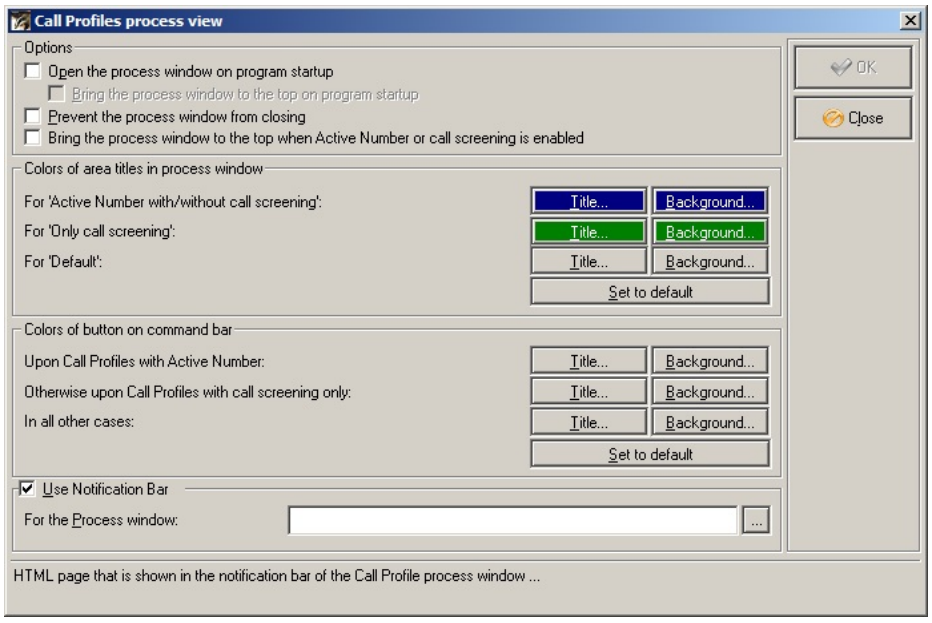
Field	Description
	
Window area "Options"	
Open the process window on program startup	When this box is ticked, the process view window of the Call Profiles will automatically pop up at the program start.
Bring the process window to the top on program startup	When this box is ticked, the process view window of the Call Profiles will automatically pop up at the program start and be moved to the front.
Prevent the process window from closing	When this box is ticked, the last open process window open cannot accidentally be closed.When this box is ticked, the last open process window open cannot accidentally be closed.
Bring the process window to the top when Active Number or call screening is enabled	When this box is ticked, the process view window of the subscribers will automatically pop up at the program start and be moved to the front whenever a subscriber reports as being on/off duty. Note: When this box is ticked, and if a subscriber is already logged in at the program start, the process window is automatically brought to the front.

Table 12-32 Fields in window "Call Profiles process view"

Field	Description
Window area "Colors of area titles in process window"	
For 'Active Number with/ without call screening':	Use these buttons to customize the colors of the titles of process areas, for Call Profiles with an enabled Active Number and with or without enabled call screening. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
For 'Only call screening':	Use these buttons to customize the colors of the titles of process areas, for Call Profiles only with or without enabled call screening. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
For 'Default':	Use these buttons to customize the colors of the titles of process areas for standard Call Profiles, i.e. for Call Profiles for which neither an Active Number nor a level of call screening was enabled. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
Set to default	Button to reset all color values assigned to process areas titles, to the defaults.
Window area: "Colors of buttons on command bar"	
Upon Call Profiles with Active Number:	Use the buttons to customize the colors of the command bar buttons "Call Profiles (m/n)" when at least one Active Number was set for a Call Profile. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
Otherwise upon Call Profiles with call screening only:	Use the buttons to customize the colors of the command bar buttons "Call Profiles (m/n)" when at least one call screening level was set for a Call Profile without Active Number. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
In all other cases	Use the buttons to customize the colors of the command bar buttons "Call Profiles (m/n)" when neither a level of call screening nor an Active Number was set for a Call Profile. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
Set to default	Button to reset all color values assigned to the command bar button for "Call Profiles (m/n)", to the defaults.
Window area "Use notification bar"	
Use notification bar	When this box is ticked, the Call Profile window can receive a dockable notification bar with how-to instructions and information on its utilization. ➤ see Section 4.7.6, "Notification bars in the DAKS-TT Operator-Tool"
For the Process window	Input field to enter the path of the HTML file that is output in the Call Profile's window. To select a file in a user dialog click the button ... .

Table 12-32 Fields in window "Call Profiles process view"

12.13 Operate Call Profiles over the phone

This section shows you how to use Call Profiles over the telephone. The instructions also offer example entries. The examples are based on the assumption that the OScAR server is reached with the tie trunk code (OScAR call number) 800. The dialthru codes are set to default.

➤ see Section 5.6, "Configure dialthru codes"

The "PIN" that is used reads: 4321. For a representation that is easier to read, the input blocks are separated by spaces.

To reproduce the examples, replace the tie trunk code 800 with the phone number of your OScAR server, enter your PIN and, if needed, adjust the dialthru codes.



Note:
Please note that you must have the pertinent administrator or operator rights and a PIN to edit announcements over the phone.



Note:
If application announcements (e.g. "Please enter your PIN") are not assigned or not recorded, the OScAR server plays one long tone or a sequence of tones, instead.If application announcements (e.g. "Please enter your PIN") are not assigned or not recorded, the OScAR server plays one long tone or a sequence of tones, instead.



Note:
During the below user dialogs (in which OScAR-Pro is in the connection state), press the star key * :

- to correct your entries (maximally 3 x), i.e. to delete the entries you have already made,
- or, if you have not yet made an entry, to jump back to your old entry.

12.13.1 Activate Call Profile from any phone

Follow the below instructions to activate a Call Profile from any telephone:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Call Profiles - Activate" + Call Profile ID, e.g.: "„800 50 22".
	Depending on the settings, the following actions can be carried out: • Notification announcem. • Dial tone or announcement in dialing phase 1 • Call forwarding announcement • Dial tone or announcement in dialing phase 2 • Call forwarding with closing announcement or 5 short tones when time is exceeded
	As soon as a Call Profile target takes the call, you will be thru-connected.
	Hang up after the end of the call.

12.13.2 Activate a Call Profile, in a user dialog

Follow the below instructions to activate a Call Profile, in a user dialog:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Call Profiles - Activate with dialog", e.g.: "800 56".
56 OScAR GROUP CALL	Request announcement for "Enter ID".
	Enter the IP of the Call Profile.
	Depending on the settings, the following actions can be carried out: • Notification announcem. • Dial tone or announcement in dialing phase 1 • Call forwarding announcement • Dial tone or announcement in dialing phase 2 • Call forwarding with closing announcement or 5 short tones when time is exceeded

If the feature "Selection of PA circuit" is enabled in the tab "Properties" for the corresponding Call Profile, the following procedure will now apply:

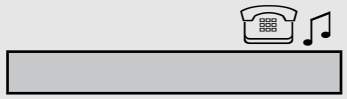
	Request announcement to enter the PA system loudspeaker circuits.
	Enter the wanted PA system loudspeaker circuits (1...8) in any order and end your entry with the pound ⌗ key for a normal call, or with the star * key for a prioritized call.
	Info announcement indicating that the entry has been accepted.
	Note: If duplicate or wrong PA entries are made, the OScAR server will cut the connection (without playback of the announcement).

In all cases:

	As soon as a Call Profile target takes the call, you will be thru-connected.
	Hang up after the end of the call.

12.13.3 Dialog when taking a call at Call Profile profile target

Follow the below instructions to accept a call as Call Profile target:

Step by step	
	You are called by the OScAR server. Output in keeping with Call Profile settings
	Answer the call.

If the feature "Notification announcement for destinations" is enabled for the Call Profile target:

	Application announcement "Notification announcem.".

If the feature "Acceptance code necessary" in enabled for the Call Profile target:

	Application announcement "Code entry request"
	Enter the Call Profile's acceptance code.

In all cases:

	Thru-connect to caller.
	Hang up after the end of the call.

12.13.4 Change active number, in a dialog

Follow the below instructions to change an "Active Number", in a user dialog:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Call Profiles - Change active number with dialog", e.g.: "800 52".
	Application announcement "ID entry request"
	Enter the "Access ID".
	3-tone confirmation sequence.
	Application announcement "Act. no entry request"

If the field "Active Number means phone no. extension" is enabled in the Call Profile:

	Application announcement: "Request next digits"

In all cases:

and	Enter: • Active Number + #, you will be redirected to a new "Active Number"
or	or
*, and #	• * + Announcement ID + #, you will be redirected to an announcement
or	or
#	• #, the "Active Number" will be deleted.

If the feature "Security code required when setting" is enabled in the Call Profile:

	Application announcement "Security Code"
	Enter the security code.
	Caution! When a wrong security code is entered, the OScAR server will cut (release) the connection and discard any changes that might have been made to the active number. A previous and valid active number will, in contrast, remain valid.

In all cases:

	Long confirmation tone.

Only if the feature "Activate call screening" is enabled in the Call Profile and subscribers have the authorization to access this profile (authorized callers):

	Application announcement "Level entry request"
	Enter the wanted level: • 0 : Call screening off • 1 ... 9 : only authorized subscribers who have at least the selected level
	3-tone confirmation sequence.

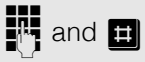
In all cases:

	Please hang up.

12.13.5 Edit the Active Number via system telephone

Follow the below instructions to change the active number via system telephone:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Call Profiles - Change active number via system telephone" + access ID, e.g.: "800 51 11".
ACTIVE NUMBER	Output of "---", if nothing is stored; otherwise the active number that is currently configured is shown.

CHANGE? *=YES	
	Press the star * key to change the active number, or press any other key to cancel.
xxxx	We recommend using the user's phone number as the new Active Number.
SAVE? *=YES	
	Press the star * key if you want to save the recommended phone number as active number. Press any other key if you want to enter another number or delete the "Active Number".
PHONE NO+# OR # ?	Enter:
	• Active Number + #, you will be redirected to a new "Active Number"
or	or
	• * + Announcement ID + #, you will be redirected to an announcement
or	or
	• #, the "Active Number" will be deleted.
<Phone number>	<phone number> = current active number, or "---" if no phone number is stored.
SAVE? *=YES	
	Confirm with the star * key, or press any other key to return to the entry of the "Active Number".

If the feature "Security code required when setting" is enabled in the Call Profile:

Security code?	Application announcement "Security Code"
	Enter the security code.
	 Caution! When a wrong security code is entered, the OScAR server will cut (release) the connection and discard any changes that might have been made to the active number. A previous and valid active number will, in contrast, remain valid.

In all cases:

Application announcement "Info Act. No. activated".

Please hang up.

12.13.6 Change active numbers from any telephone

Follow the below instructions to change the active number from any telephone:

Step by step

Enter the OScAR server's call number + dialthru code for "Call Profiles - Change active no from any terminal" + access ID, e.g.: "800 55 11".

Enter:

- Active Number + #,
  you will be redirected to a new "Active Number"

or

- * + Announcement ID + #,
  you will be redirected to an announcement

or

- #,
  the "Active Number" will be deleted.

Note:
If no pound # key is available (e. g. because of pulse dialing telephone), please wait until timeout and hang up. The timeout is after approx. 8 seconds. Caution! If the feature "Security code required when setting" is enabled in the Call Profile, you must press the pound # key to be able to enter the security code.

If the feature "Security code required when setting" is enabled in the Call Profile:

Security code

Application announcement "Security Code"

Enter the security code.

Caution!
When a wrong security code is entered, the OScAR server will cut (release) the connection and discard any changes that might have been made to the active number. A previous and valid active number will, in contrast, remain valid.

In all cases:

8005522<entry># <name>

Only if the feature "Activate call screening" is enabled in the Call Profile and subscribers have the authorization to access this profile (authorized callers):

Application announcement "Level entry request"

Enter the wanted level:

- 0 : Call screening off
- 1 ... 9 : only authorized subscribers who have at least the selected level

Application announcement "Info Act. No. activated".

In all cases:

Please hang up.

12.13.7 Dialog for "Callback after setting Active Number"

If the feature "Callback after setting Active Number" is enabled for the Call Profile, and provided the active number was changed over the telephone, the OScAR server will call the new Active Number. This serves to make sure that the new call number is indeed the correct one.

Follow the below instructions to confirm that the new Active Number is correct, in a dialog:

Step by step	
	You are called by the OScAR server. Output in keeping with Call Profile settings
	Answer the call.

If the feature "Confirmation within callback" is NOT selected in the Call Profile:

Application announcement "Info ActiveNo."

If the feature "Confirmation within callback" is selected in the Call Profile:

Application announcement "ActiveNo_quit"

Confirm your changes to the Active Number by pressing 1 .

Caution!
If you press any other key, or if you press no key at all, the changes made to the Active Number will be discarded. A previous and valid active number will, in contrast, remain valid.

Application announcement "Info: Confirm Act.No.".

In all cases:

Please hang up.

12.13.8 Dialog with previous Active Number

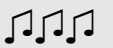
If the feature "Info call to previous Active Number" is enabled for the Call Profile, and if the active number was changed over the telephone, the OScAR server will call the previous Active Number.

Follow the below instructions to accept a callback call to a former Active Number:

Step by step	
	You are called by the OScAR server. Output in keeping with Call Profile settings
	Answer the call.
	Application announcement "Info: Callback old ActiveNo.", Call Profile announcement "Describing announcement"
	Hang up after the end of the call.

12.13.9 Change the call screening, in a dialog

Follow the below instructions to change the call screening, in a dialog:

Step by step	
	Enter the OScAR server's call number + Dialthru code for "Call Profiles - Change call screening with dialog", e.g.: "800 54".
	Application announcement "ID entry request"
	Enter the "Access ID".
	3-tone confirmation sequence.
	Application announcement "Level entry request"
	Enter the wanted level: • 0 : access control OFF • 1 ... 9 : only authorized subscribers who have at least the selected level
	Application announcement "Info: Level activated/deactivated".
	Please hang up.

12.13.10 Change the on/off duty status, in a dialog

Follow the below instructions to change your on/off duty status, in a dialog:

Step by step	
	Enter the OScAR server's call number + Dialthru code for "Call Profiles - Logon/logoff of targets, in a dialog", e.g. "800 591".
	Application announcement "PIN entry request"
	Enter your PIN.
If you are currently reported on duty for all services:	
	Application announcement "Info: Reported fully on duty".
If you are currently not logged in for any service:	
	Application announcement "Info: Reported fully off duty".
If you are currently reported on duty for at least one, but not for all services:	
	Application announcement "Intro: Reported on duty for these duties" Playback of the "Describing announcement“ of all services to which you are currently reported on duty (logged on).
In all cases:	
	Application announcement "ID entry request"
	Enter the IP of the Call Profile. Press the star key * to log on to all services (report on duty for all). Press the pound key # to log off from all services (report off duty from all).
After you press the star key * :	
	Application announcement "Info: Reported fully on duty".
	Hang up after you finish, otherwise the dialog will begin anew with the entry of the Service ID.
After you press the pound key # :	
	Application announcement "Info: Reported fully off duty".
	Hang up after you finish, otherwise the dialog will begin anew with the entry of the Service ID.
If you entered the Call Profile ID and you are logged on (reported on duty):	
	Application announcement: 0 = "Log off"
If you entered the Call Profile ID and you are logged off from this Call Profile (reported off duty):	
	Application announcement: 1 = "Log on"
In all cases:	
0 or 1	Press 0 to log on and report on duty for a service or 1 to log off and report off duty from a service.
	Hang up when you have finished, otherwise the dialog will start anew with the query if or to what service you are currently reported on duty (logged on).

12.13.11 "Answer to paging" (callback call in response to a paging call)

Note:

To use this function, the feature "Answer to paging" must be activated in the pertinent Call Profile, and there in the tab "Process".

Follow the below instructions to be connected with the subscriber who reached you on your pager:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Answer to paging" + access ID, e.g.: "800 53 11".
	The call is connected to the caller
	Hang up after the end of the call.

12.13.12 Activate with current announcements

Note:

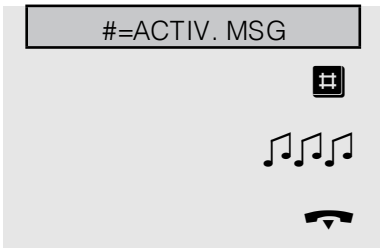
To use this function, the feature "Use current announcements" must be enabled for the Call Profile (see tab "Announcements").

Step by step	
	Enter the OScAR server's call number + dialthru code for "Call Profiles - activate/deactivate current announcement", e.g.: "800 57".
	Application announcement "PIN entry request"
	Enter your PIN (if needed, make corrections using the star * key).
	Application announcement "ID entry request"
	Enter the IP of the Call Profile.
	Application announcement "Activate-deactivate request".
	Press 2 to deactivate the error or failure announcements.
	Application announcement "Message entry request"
	Enter the ID of the announcement you want to deactivate.
	OScAR will now play the announcement that shall be deactivated.
	Application announcement "#=deactivate request"
	Press the pound # key to deactivate the announcement.
	3-tone confirmation sequence.
	The OScAR server releases the connection. Please hang up.

Follow the below instructions to activate a current announcement:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Call Profiles - activate/deactivate current announcement", e.g.: "800 57".
	Application announcement "PIN entry request"
	Enter your PIN (if needed, make corrections using the star * key).
	Application announcement "ID entry request"
	Enter the IP of the Call Profile.
	Application announcement "Activate-deactivate request".
1	Press 1 to activate an error or failure announcement.
	Application announcement "Message entry request"
	Enter the ID of the announcement you want to activate.
	OScAR will now play the announcement that shall be activated.
	Application announcement "#=activate request"
#	Press the pound # key to activate the announcement.
♫♫♫	3-tone confirmation sequence.
	The OScAR server releases the connection. Please hang up.

Step by step	
	Enter the OScAR server's call number + dialthru code for "Call Profiles - activate/deactivate current announcement", e.g.: "800 57".
PIN?	Application announcement "PIN entry request"
	Enter your PIN (if needed, make corrections using the star * key).
GROUPS ID?	Application announcement "ID entry request"
	Enter the IP of the Call Profile.
1=ACT. 2=DEACT.	Application announcement "Activate-deactivate request".
1	Press 1 to activate an error or failure announcement.
MESSAGE ID ?	Application announcement "Message entry request"
	Enter the ID of the announcement you want to activate.
	OScAR will now play the announcement that shall be activated.



Application announcement "#=activate request"

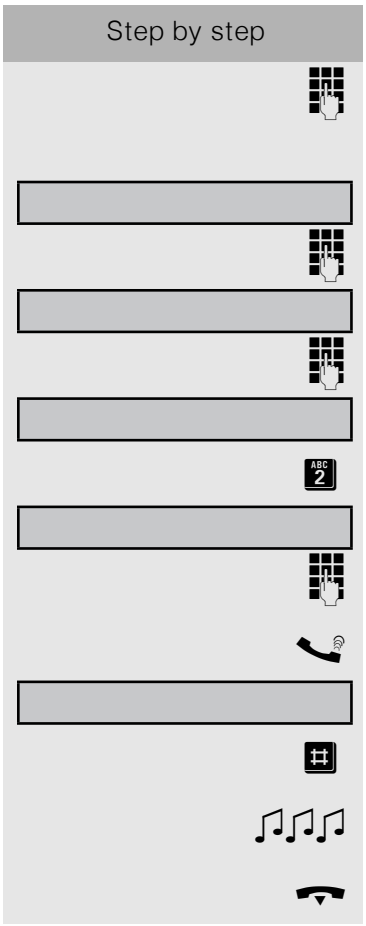
Press the pound key to activate the announcement.

3-tone confirmation sequence.

The OScAR server releases the connection. Please hang up.

12.13.13 Deactivate the current announcement

Follow the below instructions to deactivate the current announcement:



Enter the OScAR server's call number + dialthru code for "Call Profiles - activate/deactivate current announcement", e.g.: "800 57".

Application announcement "PIN entry request"

Enter your PIN (if needed, make corrections using the star * key).

Application announcement "ID entry request"

Enter the IP of the Call Profile.

Application announcement "Activate-deactivate request".

Press 2 to deactivate the error or failure announcements.

Application announcement "Message entry request"

Enter the ID of the announcement you want to deactivate.

OScAR will now play the announcement that shall be deactivated.

Application announcement "#=deactivate request"

Press the pound key to deactivate the announcement.

3-tone confirmation sequence.

The OScAR server releases the connection. Please hang up.

12.13.14 Phone dialog for "Info call for on-duty ended"

Follow the below instructions to confirm, in a callback call and in a dialog, that your on-duty service has ended:

Step by step	
	You are called by the OScAR server. Output in keeping with Call Profile settings
	
	Answer the call.
	Application announcement "Note: To prev. ActNo.".
	Describing announcement, e.g. "morning shift"
	Please hang up.

13 Configure, Administrate and Operate the Info Telephone

Overview

This chapter shows you how to configure, administrate and operate the Info Telephone. It explains the functions that apply to the OScAR-TT Administrator-Tool as well as the functions that are carried out over the telephone and through the OScAR-TT Operator-Tool.

Content

The following areas are covered in this chapter:

13.1 The Info Telephone - Quick Overview
13.2 Dependence of Info Telephone settings on other settings
13.3 Configure and start the Info Telephone - Overview
13.4 Edit the Info Telephone application settings
13.5 Management of Info Telephone profiles
- 13.5.1 Add and edit an Info Telephone profile
- 13.5.2 Delete an Info Telephone profile with references
- 13.5.3 Edit or delete Info Telephone references

13.6 Manage the Info Telephone activities
- 13.6.1 Add and edit Info Telephone activities
- 13.6.2 Delete Info Telephone activities
- 13.6.3 Use call forwarding to the Info Telephone

13.7 Operate the Info Telephone via the DAKS-TT Operator-Tool
13.8 Operate the Info Telephone over the phone
- 13.8.1 Access the Info Telephone, from any communication device
- 13.8.2 Access the Info Telephone, in a dialog
- 13.8.3 Switch an Info Telephone profile, in a dialog
- 13.8.4 Switch the Info Telephone via system telephone

13.1 The Info Telephone - Quick Overview

OScAR can accept up to 480 calls simultaneously and plays announcements or audio signals switched to OScAR, to callers (e.g. to auditorium PA systems, radio programs, etc.).

To select the announcement or audio source for playback, OScAR uses either the last digits of the call number or the number entered by the subscriber after the prompt.

What sets OScAR apart from standard announcement systems is the way in which it utilizes all available channels in a dynamic and therefore needs-oriented way, enabling it to play up to 100 different announcements at the same time, i.e. in parallel.

Info Telephone activities

The activities of the Info Telephone determine both its access to it and the announcement messages played. The criteria used for this selection are:

- the access code
- access only allowed from in-house (internal), only from outside (external), or both
- the playback of an announcement or audio source with welcome message and variable time limit (or number of announcement cycles, respectively)
- the message of apology, if the access is blocked (audio source not available)

Info Telephone profiles

OScAR supports 9 Info Telephone profiles to which can be attributed different activities sharing the same access code. Each Info Telephone profile can be compared to a multichannel playback device with multiple assigned announcements, the so-called Info Telephone activities. Also, no more than one Info Telephone profile can be active at a time.

You can switch between the different Info Telephone profiles via the OScAR-TT Operator-Tool, but also via digital inputs, from a telephones or through data interfaces.

An example for a classic field of use is the Info Telephone of a fire brigade or of an EDP department. Here, the quick switching between the different voice announcements is paramount, from preconfigured announcements that are played during a standby operation to announcements that are played at the start of an incident, or to announcements that are recorded on the fly (ad hoc) in order to provide the latest information and instructions during an incident.

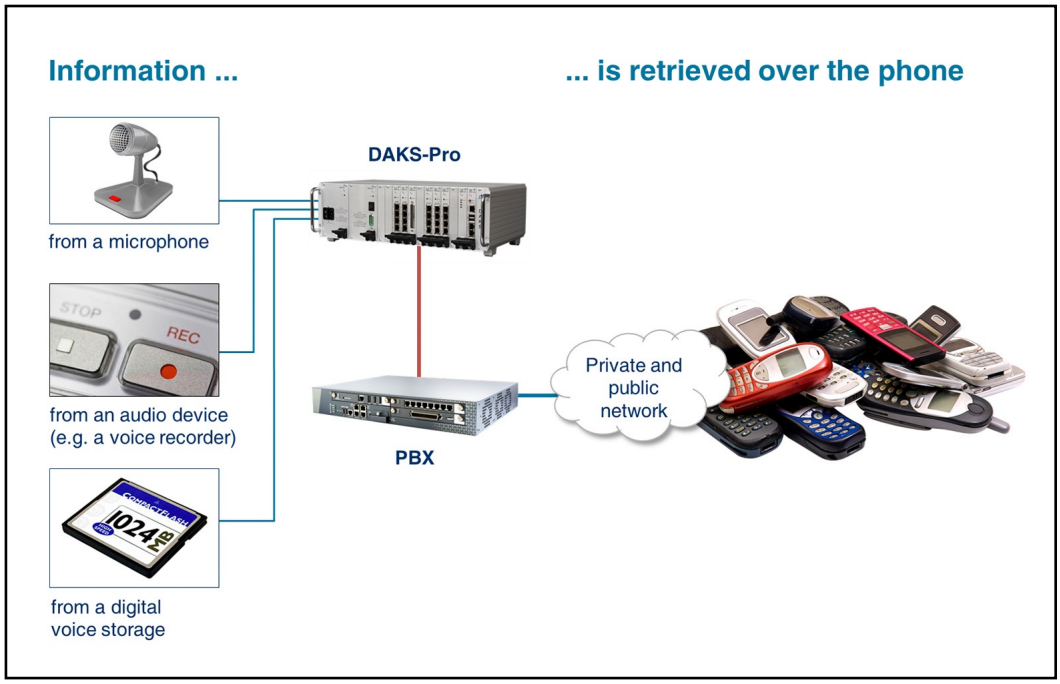


Image 13-1 Block schematic of the Info Telephone

13.2 Dependence of Info Telephone settings on other settings

In addition to the windows for the administration of the Info Telephone, there are other windows that also have an effect this function.

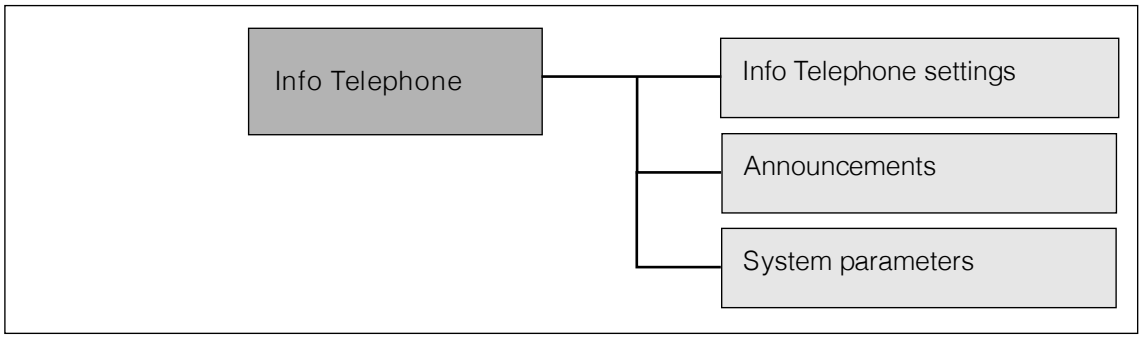


Image 13-2 Dependence of the Info Telephone settings on other settings

Info Telephone application settings:

The Info Telephone application settings define the basic settings that apply to the Info Telephone.

➤ see Section 13.4, "Edit the Info Telephone application settings"

Voice announcements:

Announcements: Announcements can also be assigned to Info Telephone. Note that these announcements must be already properly prepared and recorded; if not, the OScAR server will not be able to carry out the function.

➤ see Chapter 7, "Configure and Administrate Voice Announcements"

System parameters:

- Dialthru codes:
  Dialthru codes define the numerical combinations that can be used to access the Info Telephone and to switch Info Telephone profiles.
  ➤ see Section 5.6, "Configure dialthru codes"
- Basic Settings
  The Basic settings is where the tie trunk codes of the OScAR server is entered.
  ➤ see Section 5.2, "Edit the Basic settings"
- Output captions
  Output texts serve as user guidance and are rendered on the displays of cordless handset. They are also used in the reports for logging.
  ➤ see Section 5.13, "Configure output captions"

13.3 Configure and start the Info Telephone - Overview

OScAR administrates up to 9 different Info Telephone profiles. To each of these profiles you can assign several Info Telephone activities in order to respond to different situations or events (e.g. in-house/external calls). The settings made in the Info Telephone application settings apply to all Info Telephone profiles. Remember that no more than one profile can be active at a time.



Note:
Bear in mind that after a system reboot, OScAR will always activate the Info Telephone profile that carries the number 1. If no profile no. 1 is configured, the Info Telephone will be deactivated after the restart.



Note:
To create and to edit Info Telephone profiles you must have the corresponding Administrative rights. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations.

➤ see Section 8.4.3, "Administrative rights"

Quick start

The below section is designed to give you a quick overview of the most important steps how to configure and start the Info Telephone. The individual steps are covered in greater detail in the indicated sections.

No.	Step	Section
1.	If needed, create the announcements that shall be played to the callers.	➤ see Section 7.3.1, "Add new voice announcements"
2.	If necessary, edit the global Info Telephone <Parameters>.	➤ see Section 13.4, "Edit the Info Telephone application settings"
3.	Add a new Info Telephone profile.	➤ see Section 13.5, "Management of Info Telephone profiles"
4.	Add Info Telephone activities to the Info Telephone profile.	➤ see Section 13.6, "Manage the Info Telephone activities"
5.	If necessary, define call forwarding to the OScAR server at the telephone, with the dialthru code to access the Info Telephone.	➤ see Section 13.6.3, "Use call forwarding to the Info Telephone"
6.	Activate the Info Telephone from the OScAR-TT Operator-Tool, over the phone, through a digital input or via a data interface.	➤ see Section 13.7, "Operate the Info Telephone via the DAKS-TT Operator-Tool" ➤ see Section 13.8, "Operate the Info Telephone over the phone"

Table 13-1 Configure and start the Info Telephone

13.4 Edit the Info Telephone application settings

Follow the below instructions to edit the Info Telephone application settings:

No.	Step
1.	Go to the tree and select the node "Info Telephone". The Info Telephone profiles are shown in the list window.
2.	In the list window, select the entry "Application settings" and click . This will open the window "Edit Info Telephone settings".
3.	Carry out the settings in keeping with the subsequent field descriptions.
4.	Confirm the security prompt and save your changes with Ok.

Table 13-2 Edit Info Telephone application settings

Note:
All required announcements must be properly recorded and assigned to ensure that called members/subscribers can receive and respond correctly to the respective instructions and prompts.
If announcements are not assigned or recorded, OScAR plays one long tone or a sequence of tones, instead.

Description of the fields in the window "Edit Info Telephone settings"

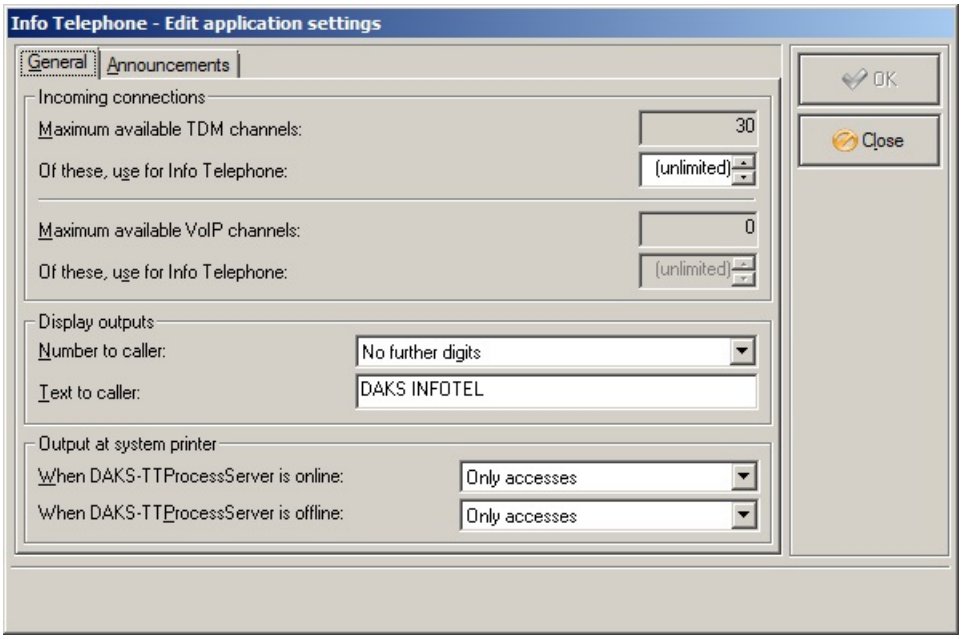
Field	Description
The tab "General"	
	
Window area "Incoming connections"	
Maximum available TDM channels	Display field with the number of TDM channels that are licensed in the system. The number is identical to the number of TDM channels between the OScAR server and the PBX.

Table 13-3 Fields in window "Edit Info Telephone settings"

Field	Description
Of these use for Info Telephone	This selection field determines how many TDM channels can be used at the same time, i.e. all in parallel, in order to access the announcements of the Info Telephone. Note that you put channels aside for other applications by restricting the channels that shall be used for the Info Telephone. (Default: "unlimited")
Maximum available VoIP channels	Display field with the number of VoIP channels that are licensed in the system. The number is identical to the number of TDM channels between the OScAR server and the PBX.
Of these use for Info Telephone	This selection field determines how many VoIP channels can be used at the same time, i.e. all in parallel, in order to access the announcements of the Info Telephone. Note that you put channels aside for other applications by restricting the channels that shall be used for the Info Telephone. (Default: "unlimited")
Window area "Display outputs"	
Number to caller	For callers using digital handsets, the OScAR server generates a numerical display output (Connected Number). This selection field determines the data that will be transferred in addition to and after the "Incoming tie trunk code": • No further digits • All suffix digits • "Dialthru code" + the "ID of the activity" • Suffix digits from ID only the "ID of the activity" (i.e. without the "Dialthru code") (default: "No further digits")
Text to caller	This field determines the display message (max. 20 characters). For callers using digital handsets, the OScAR server generates an alphanumeric "Display output" (Connected Name) that can be shown network-wide on the handset's display, but only if supported by the protocol. Please bear in mind that some devices can only display capital letters and do not support any German Umlauts (ä,ö,ü). Please take this into consideration as you define your text. (default: "OScAR INFOTELEPHONE")
Window area "Output at system printer"	
When OScAR-TT ProcessServer is online When OScAR-TT ProcessServer is offline	This selection field determines what is logged by the system printer when the OScAR-TTProcessServer is online/offline: • Nothing No processes are logged. • Only accesses All calls to the Info Telephone are logged. • Only Profile changes Only changes from one Info Telephone profile to another are logged. • all Both all accesses and all switching processes are logged. (default: "everything")

Table 13-3 Fields in window "Edit Info Telephone settings"

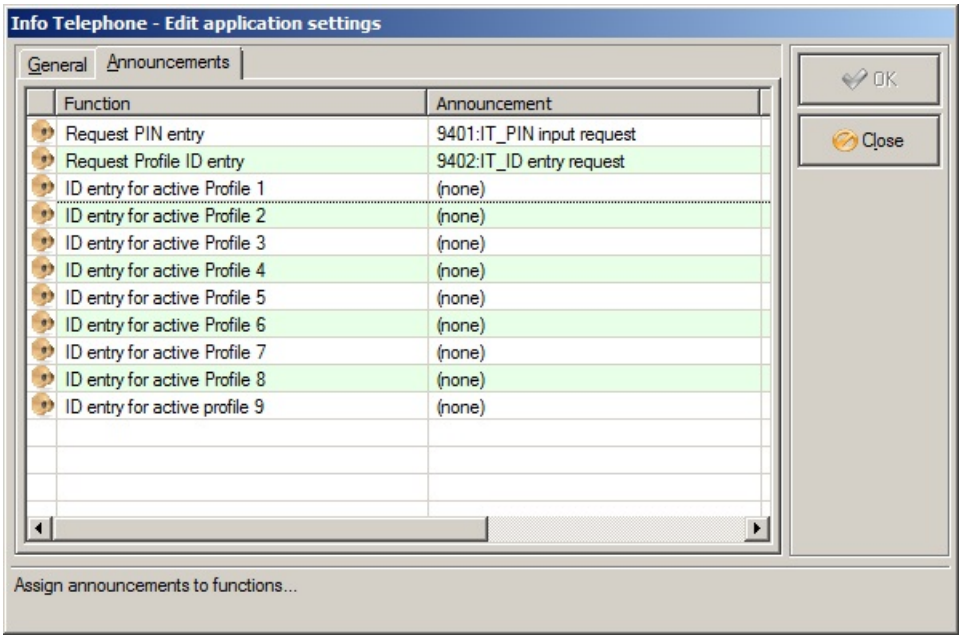
Field	Description
Tab "Announcements"  	The selection fields in the list window define the announcements that are assigned to the Info Telephone functions. To assign the announcements that are included ex-works, make a right mouse click in the list field and select "Set all to default" from the context menu. For a more detailed description of the default announcements that are included in the delivery: ➤ see Section 7.6.7, "Application Info Telephone" In addition, you can assign one info message per profile to informs all callers who enter via "Access with dialog" of the activities, and to prompt them to enter an Info Telephone ID. ➤ see Section 13.6.1, "Add and edit Info Telephone activities" (Default for all fields: "(none)")

Table 13-3 Fields in window "Edit Info Telephone settings"

13.5 Management of Info Telephone profiles

By assigning several Info Telephone activities to an Info Telephone profiles, you can customize Info Telephone profiles to meet specific demands in different situations (e.g. playback of different announcements to internal and external callers). To achieve this particular response, use an unequivocal ID that will trigger a specific Info Telephone profile via the OScAR-TT Operator-Tool, from a telephone, via a digital input, or through a data interface.

➤ see Section 13.7, "Operate the Info Telephone via the DAKS-TT Operator-Tool"
➤ see Section 13.8, "Operate the Info Telephone over the phone"
➤ see Section 5.11, "Configure the Digital I/Os"

13.5.1 Add and edit an Info Telephone profile

Follow the below instructions to add or edit an Info Telephone profile:

No.	Step
1.	Go to the tree and select the node "Info Telephone". The Info Telephone profiles are shown in the list window.
2.	Click in the menu bar to add a new Info Telephone profile, or or go to the list window, select the Info Telephone profile you want to edit and click . This will open the window "Edit Info Telephone profile".
3.	Carry out the settings in keeping with the subsequent field descriptions.
4.	Save your entries with Ok.

Table 13-4 Add and edit Info Telephone profile

Description of the fields in the window "Edit Info Telephone profile"

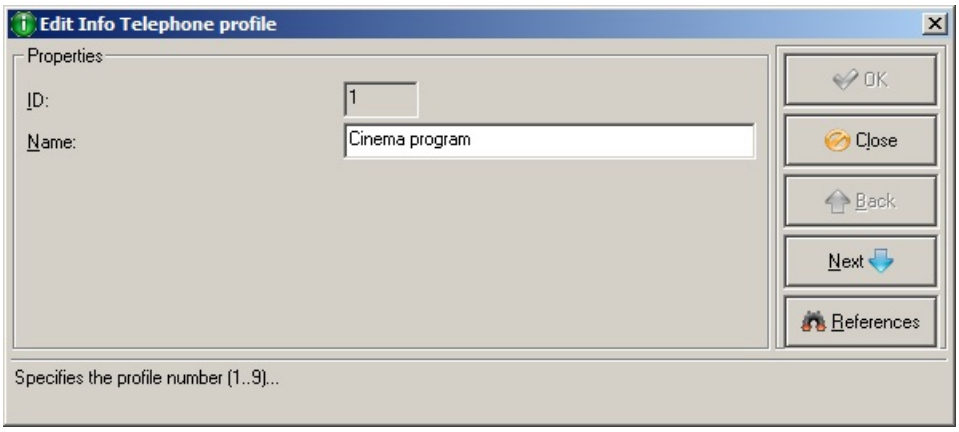
Field	Description
	
ID	The selection field (when adding a new profile) is used to specify the ID, or it shows the ID that is needed to switch the Info Telephone profile to active (1 to 9). Note that IDs that have already been assigned may not be selected for other new profiles. (default: next free ID)
Name	Input field for a brief description of the Info Telephone profile (max. 30 characters), used in tables and list fields. (default: empty)

Table 13-5 Fields in window "Edit Info Telephone profile"

13.5.2 Delete an Info Telephone profile with references

Follow the below instructions to delete an Info Telephone profile with references:

No.	Step
1.	Go to the tree and select the node "Info Telephone". The Info Telephone profiles are shown in the list window.
2.	In the list window, select all Info Telephone profiles you want to delete.
3.	Click in the menu bar.
4.	Confirm the prompt with Yes. The Info Telephone profiles are now deleted. Should any Info Telephone activities still be assigned to the profile, the window "Delete Info Telephone profile with references" will automatically pop up. ➤ see Section 13.5.3, "Edit or delete Info Telephone references"

Table 13-6 Delete Info Telephone profiles with references

13.5.3 Edit or delete Info Telephone references

From the window "Edit Info Telephone profile" you can invoke the window "Info Telephone references" directly by clicking References. In this window you will find all Info Telephone activities that are linked to the profile. From this window you can proceed to edit or delete the Info Telephone activities.

Note:
When you try to delete an Info Telephone profile to which Info Telephone activities are still assigned, the window "Delete Info Telephone profile with references" will immediately pop up.

Follow the below instructions to edit or delete Info Telephone references:

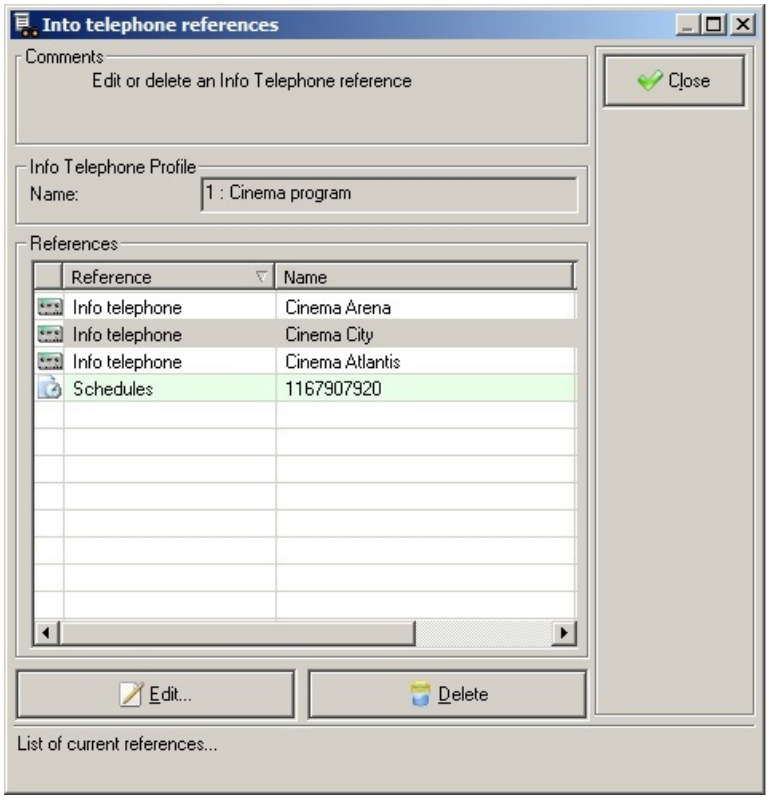
No.	Step
1.	Open the Info Telephone profile you want to edit and click References. This will open the window "Info Telephone references". 
2.	Edit Info Telephone activities: Go to the list area of this window, select the reference you want to edit and click "Edit..", or double-click the entry itself. This will open the window "Edit Info Telephone activity". Use this window to make the changes you want to add. ➤ see Section 13.6.1, "Add and edit Info Telephone activities" Delete Info Telephone activities: Go to the list area, select the reference entries you want to delete and click Delete. Confirm the prompt with Yes. The Info Telephone activities are now deleted. Once the entire list is cleared you can delete the actual Info Telephone profile.

Table 13-7 Edit/delete Info Telephone references

13.6 Manage the Info Telephone activities

You can assign more than one Info Telephone activities to an Info Telephone profile to ensure specific responses in different situations. For example, you can play different announcements to in-house and external callers, or to prompt external callers to enter an ID before the system plays the announcement.

13.6.1 Add and edit Info Telephone activities

Follow the below instructions to add or edit an Info Telephone activity:

No.	Step
1.	Go to the tree and select the node "Info Telephone".
2.	In the tree, select the Info Telephone profile to which you want to add a new activity or whose activity you want to edit, and click . If available, all Info Telephone activities that have already been assigned are now shown in the list window.
3.	Click in the menu bar to add a new activity, or select in the list window the activity you want to edit and click . This will open the window "Edit Info Telephone activity".
4.	Carry out the settings in keeping with the subsequent field descriptions.
5.	Save your entries with Ok.

Table 13-8 Add new Info Telephone activities

Note:
If announcements are assigned to an Info Telephone activity but these announcements are not recorded, the activity will fail to start. The subscriber gets a busy signal.

Description of the fields in the window "Add new Info Telephone activities"

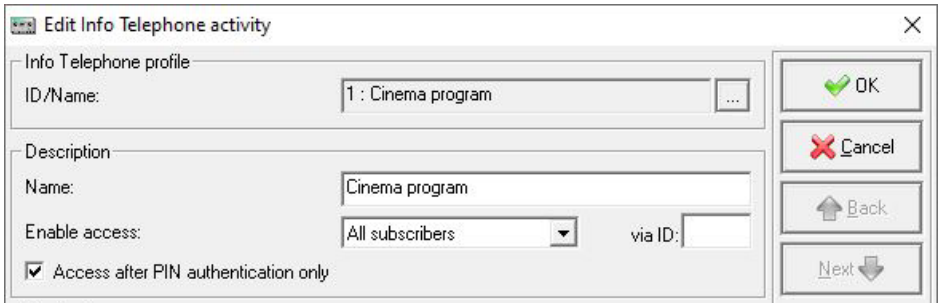
Field	Description
	
Window area "Info Telephone profile"	
ID/Name	Display of the ID and the name of the Info Telephone profile to which the Info Telephone activity is assigned.
Window area "Description"	
Name	Input field for a brief description of the Info Telephone activity (max. 20 characters), used in tables and list fields.

Table 13-9 Fields in window "Edit Info Telephone activity"

Field	Description
Enable access	This field determines which callers may access the Info Telephone activity: • All callers (default) • Only internal subscribers • Only external subscribers
via ID	Input field to enter the access number for the Info Telephone activity (max 4 digits). If you want in-house and external callers sharing one and the same profile to be played different announcements at the same access number, you can allocate the same ID twice, i.e. for both in-house and external access.
Access after PIN authentification only	The checkbox determines that the message will only be returned after successful PIN authentication.
Window area "Playback"	
Type	Selection field to choose the type of playback: • Announcement only The caller hears an announcement that is created in the OScAR server. • Audio playback (only shown in combination with audio inputs) The caller hears an audio source. • Last broadcast announcements The caller hears the announcements that were used in the last Broadcasts; up to 5 announcements. (default: "Announcement only")

Table 13-9 Fields in window "Edit Info Telephone activity"

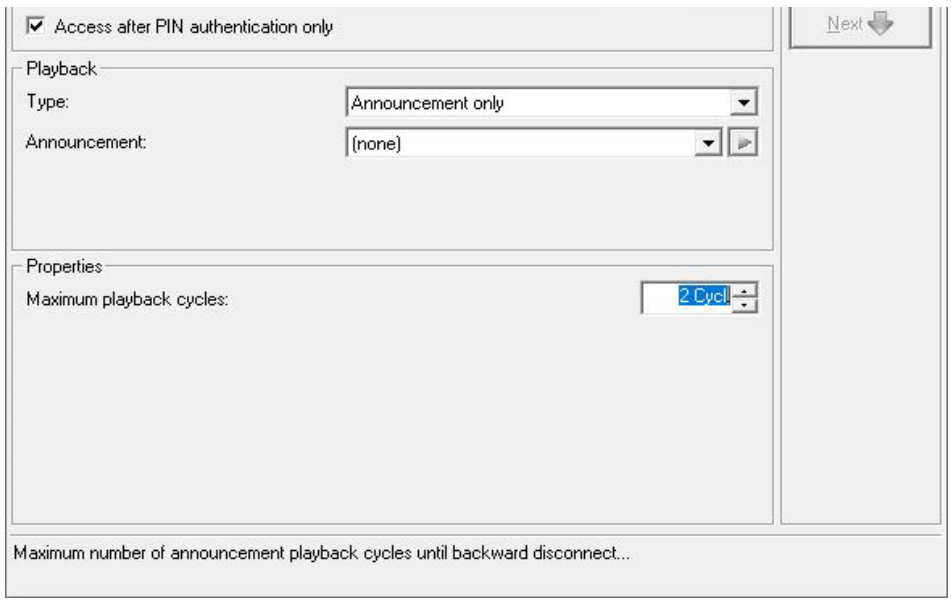
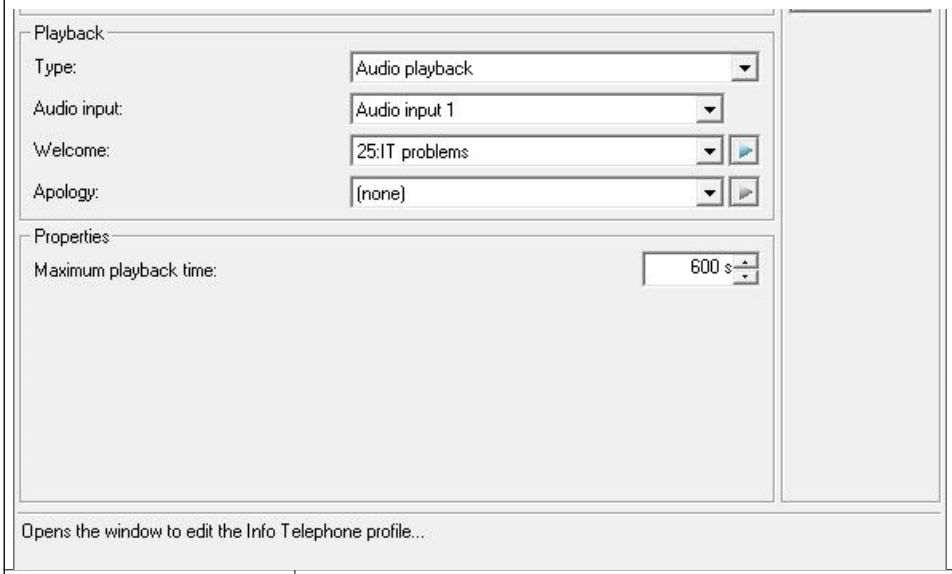
Field	Description
If you set the field "Type" to "Announcement only":	
	
Announcement	Use this to choose the announcement that will be played. (default: "(none)")
Window area "Properties"	
Maximum playback cycles	This field determines the number of playback cycles (1 to 5), before the OScAR server cuts the connection (protection against blockage). (default: "2 cyc.")
If you set the field "Type" to "Audio playback":	
	
Audio input	This field determines which one of the audio inputs (1 to max. 8) is used for playback. (default: "(none)")
Welcome	This field determines the welcome or info announcement that is prepended to the audio playback. (default: "(none)")

Table 13-9 Fields in window "Edit Info Telephone activity"

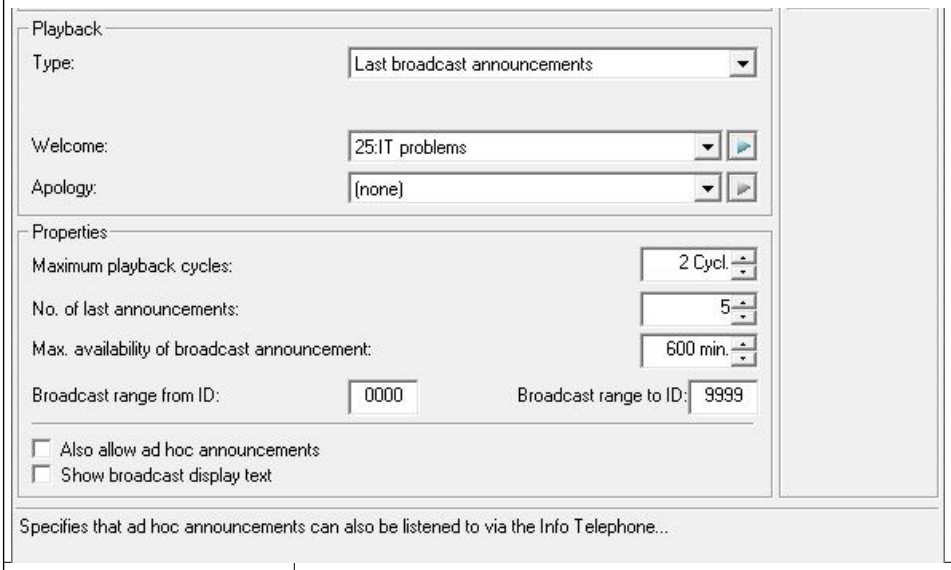
Field	Description
Apology	This field determines the announcement that is played if the audio input is deactivated via digital input, or if the welcome announcement was deleted. (default: "(none)")
Window area "Properties"	
Maximum playback time	Use this field to determine the time in seconds until the OScAR server cuts the connection (protection against blocking), or select "unlimited" if you want to avoid a disconnect. (default: "unlimited")
If you set the field "Type" to "Last broadcast announcements":	
	
Welcome	This field determines the welcome announcement that is played before the Broadcast announcements. (default: "(none)")
Apology	This field determines the announcement that is played if no Broadcast announcements are available. (default: "(none)")
Window area "Properties"	
Maximum playback cycles	This field determines the number of playback cycles (1 to 5), before the OScAR server cuts the connection (protection against blockage). (default: "2 cyc.")
No. of last announcements	This field determines how many Broadcast announcements are made available for this activity. (default: "5")
Maximum availability of broadcast announcement	The entry made in this field defines the maximum length of time in minutes that the Broadcast announcement(s) can still be played back in the Info Telephone after the actual Broadcast end (Timeout). (default: "unlimited")
Broadcast range from ID Broadcast range to ID	The values entered in these fields determines the Broadcasts whose announcements are made available. (defaults: "0000" and "9999")

Table 13-9 Fields in window "Edit Info Telephone activity"

Field	Description
Also allow ad hoc announcements	When this box is ticked, also ad hoc announcements are played back (i.e. announcements that were only recorded when this Broadcast was launched or generated through text-to-voice). (default: not selected)
Show broadcast display text	When this box is ticked, the system not only plays the announcement but also shows the caller the corresponding display text that announcement. (default: not selected)

Table 13-9 Fields in window "Edit Info Telephone activity"



Note:
You can also temporarily block the access to audio playbacks:
- either by deleting the assigned welcome announcement or
- by blocking the assigned low frequency audio input at the digital input (if available).

As soon as the access is blocked, all existing connections are cut. All later callers will either hear a busy signal or, if wanted, receive the apology message as specified in the selection field "Apology".
(Default: "(none)")

13.6.2 Delete Info Telephone activities

Follow the below instructions to delete an Info Telephone activity:

No.	Step
1.	Go to the tree and select the node "Info Telephone".
2.	In the tree, select the Info Telephone profile from which you want to delete activities. All Info Telephone activities that are assigned to this profile are shown in the list window.
3.	In the list window, select the Info Telephone activities you want to deactivate.
4.	Click in the menu bar.
5.	Confirm the prompt with Yes. The Info Telephone activities are now deleted.

Table 13-10 Delete Info Telephone activities

13.6.3 Use call forwarding to the Info Telephone

If you prefer not to make the OScAR server's call number (phone number) known publicly, we recommend you configure an ID subscriber in the PBX system that forwards all callers to the OScAR Info Telephone.

13.7 Operate the Info Telephone via the OScAR-TT Operator-Tool

Note:
To operate the Info Telephone via the OScAR-TT Operator-Tool, you need the pertinent operator rights and a password, as well as a PIN.

The OScAR-TT Operator-Tool gives you a variety of options how to activate an Info Telephone profile or switch off the Info Telephone. These options are explained below.

- Command bar
- Pull down menu

Activate or deactivate the Info Telephone profile from the selection window in the toolbar

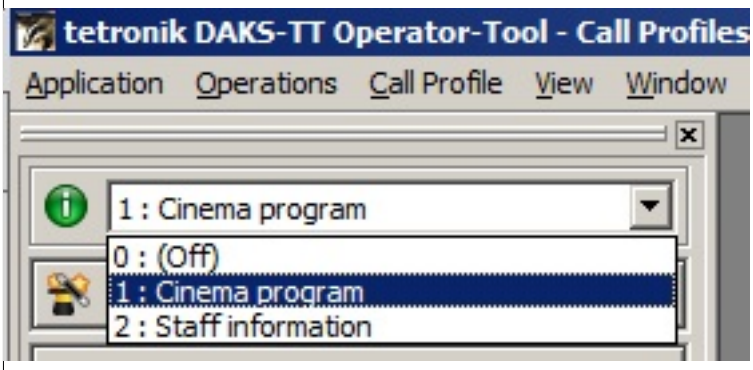
No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	Select the correct profile from the "Info Telephone" selection list in the command bar, or choose: "Off". 

Table 13-11 Activate/deactivate Info Telephone profile from selection window in toolbar

Activate or deactivate the Info Telephone profile from the pull-down menu in the command bar

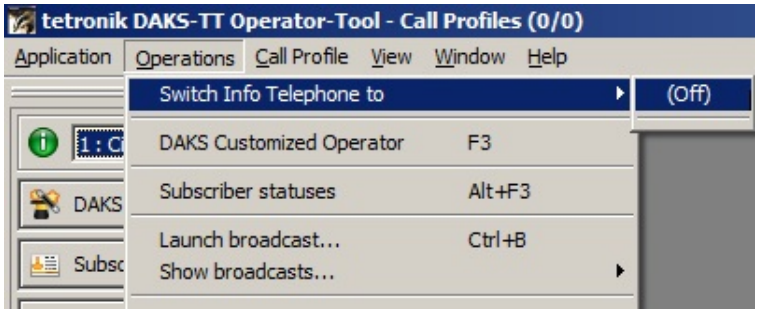
No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	Open the "Operations" pull-down menu.
3.	Select "Switch Info Telephone to" and select the wanted profile, or choose "Off“. 

Table 13-12 Activate/deactivate Info Telephone profile from pull-down menu in command bar

13.8 Operate the Info Telephone over the phone

This section shows you how to operate and use the Info Telephone over the phone. The instructions also offer example entries. The examples are based on the assumption that the OScAR server is reached with the tie trunk code (OScAR call number) 800. The dialthru codes are set to default.

➤ see Section 5.6, "Configure dialthru codes"

The PIN that is used here reads: 4321. For a representation that is easier to read, the input blocks are separated by spaces.

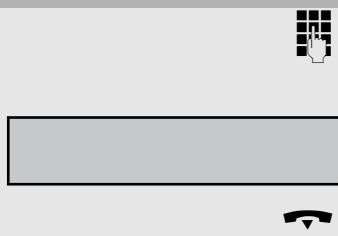
To reproduce the examples, replace the tie trunk code 800 with the phone number of your OScAR server, enter your PIN and, if necessary, adjust the dialthru codes.

Note:
Please note that you must have the pertinent administrator or operator rights and a PIN to edit announcements over the phone.

Note:
If application announcements (e.g. "Please enter your PIN") are not assigned or not recorded, the OScAR server plays one long tone or a sequence of tones, instead.If application announcements (e.g. "Please enter your PIN") are not assigned or not recorded, the OScAR server plays one long tone or a sequence of tones, instead.

13.8.1 Access the Info Telephone, from any communication device

Follow the below instructions to access the Info Telephone from from any communication device:

Step by step	
	Enter the OScAR server's call number + the dialthru code for "Info Telephone - Access" + the ID of the Info Telephone activity, e.g.: "800 20 11". The Info Telephone activity will now be played back. Please hang up.

Note:
Bear in mind that to do so, the Info Telephone profile must be activated and the correct playback must be enabled, i.e. an ID must be properly assigned to the activity, in this example the ID: "11".

13.8.2 Access the Info Telephone, in a dialog

Follow the below instructions to access the Info Telephone, in a dialog:

Step by step	
	Enter the OScAR server's call number + the dialthru code for "Info Telephone - Access with dialog", e.g.: "800 23".
The following case occurs if at least one profile ID is assigned:	
	Application announcement "ID entry request for active profile n" (n = number of the currently active Info Telephone profile).
	Enter the ID of the wanted Info Telephone activity.
The following case occurs if a PIN is assigned:	
	Application announcement: "PIN input request"
	Enter your PIN.
After correct entry:	
	The Info Telephone activity will now be played back.
	Please hang up.



Note:
Bear in mind that to do so, the Info Telephone profile must be activated and the correct playback must be enabled, i.e. the corresponding ID must be properly assigned to the activity.

13.8.3 Switch an Info Telephone profile, in a dialog

Follow the below instructions to switch an Info Telephone profile, in a dialog:

Step by step	
	Enter the OScAR server's call number + the dialthru code for "Info Telephone - Switch with dialog" + PIN, e.g.: "800 22".
The following case occurs if a PIN is assigned:	
	Application announcement: "PIN input request"
	Enter your PIN.
The following case occurs if at least one profile ID is assigned:	
	Application announcement: "Profile-ID entry request"
	Enter the ID of the wanted Info Telephone activity.
After correct entry:	
0	To deactivate the Info Telephone, press 0 .
or	
1 … 9	Otherwise, press 1 to 9 to activate one of the 9 possible Info Telephone Profiles.
	3-tone confirmation sequence.
	The OScAR server will cut the connection; please hang up.

13.8.4 Switch the Info Telephone via system telephone

Follow the below instructions to switch the Info Telephone via system telephone:

Step by step	
	Enter the OScAR server's call number + the dialthru code for "Info Telephone - Switch via DIGITE", e.g. "800 21".
	Enter your PIN.
	The currently active profile is <Profile-ID>,
or	or
	no profile is currently active.
0	To deactivate the Info Telephone, press 0 .
or	
1 … 9	Otherwise, press 1 to 9 to activate one of the 9 possible Info Telephone Profiles.
	This dialog only appears on your display if you pressed 0 .
	This dialog will be output on your display as soon as you selected one of the 9 different profiles.
SAVE? *=YES	
*	To save your entries press the star * key. Press any other key to return to the profile selection.
	The saving of your entries is confirmed with a long tone.
	The OScAR server will cut the connection; please hang up.

14 Configure, Administrate and Activate Scenarios

Overview

This chapter shows you how to configure, administrate and launch Scenarios. It explains the functions that apply to the OScAR-TT Administrator-Tool as well as the functions that are carried out over the telephone and through the OScAR-TT Operator-Tool.

Content

The following areas are covered in this chapter:

14.1 Scenarios - Quick Overview
14.2 Dependence of Scenario settings on other settings
14.3 Configure and launch Scenarios - Quick Summary
14.4 Manage Scenarios
14.4.1 Add and edit Scenarios
14.4.2 Delete a Scenario
14.5 Start Scenarios via the DAKS-TT Operator-Tool
14.6 Start Scenarios over the phone

14.1 Scenarios - Quick Overview

With Scenarios you can start up to 30 different activities in the OScAR server all in one step, i.e. with one single Scenario, for example:

- start one or more Broadcasts (also buffered, if you want to activate more Broadcasts than can be processed simultaneously)
- start one or more conferences
- start a Broadcast (alarm) and a conference (emergency meeting) at the same time
- switch the Info Telephone
- activate audio inputs

Functionality through simulation of digital inputs

The functionality of a Scenario is attained by simulating the activation of up to 30 digital inputs.

The way in which the system responds to these activated digital inputs is defined in the inputs' administration.

➤ see Section 5.11.4, "Configure Profibus® inputs"



Note:
If the digital inputs are not configured, you cannot assign actions to the Scenario!

In total, you can define up to 200 different Scenarios.

Launch a Scenario

scenarios can be started:

- via the OScAR-TT Operator-Tool
  ➤ see Section 14.5, "Start Scenarios via the DAKS-TT Operator-Tool"
- over the telephone
  ➤ see Section 14.6, "Start Scenarios over the phone"

14.2 Dependence of Scenario settings on other settings

In addition to the windows that are used for their administration, there are also other windows that can influence Scenarios.

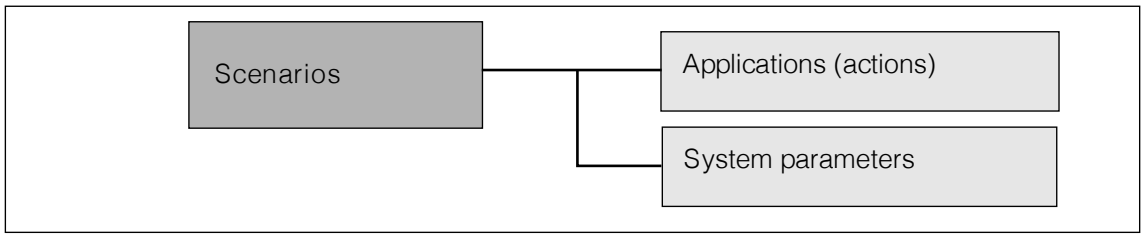


Image 14-1 Dependence of Scenario settings on other settings

Applications:

To create Scenarios, processes must first be properly configured in the different applications (e.g. Broadcasting, Conferences, Info Telephone). After these applications are configured, they can be activated in a Scenario.

System parameters:

You need to assign actions to virtual digital inputs so that they can be successfully integrated into Scenarios.

➤ see Section 5.11.4, "Configure Profibus® inputs"

14.3 Configure and launch Scenarios - Quick Summary

Note:
Please bear in mind that you must have the proper administrator rights to create and edit Scenarios. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations.

➤ see Section 8.4.3, "Administrative rights"

Quick start

The following section gives you with a quick overview of the most important steps you need to make in order to configure and start (launch) Scenarios. The individual steps are covered in greater detail in the later sections.

No.	Step	Section
1.	Assign digital inputs to the applications (actions) that you want to use in the Scenario.	➤ see Section 5.11.4, "Configure Profibus® inputs"
2.	Add a Scenario.	➤ see Section 14.4.1, "Add and edit Scenarios"
3.	Assign to the Scenario the wanted and available objects (digital inputs).	➤ see Section 14.4.1, "Add and edit Scenarios"
4.	Activate the Scenario through the OScAR-TT Operator-Tool or over a telephone.	➤ see Section 14.5, "Start Scenarios via the DAKS-TT Operator-Tool" ➤ see Section 14.6, "Start Scenarios over the phone"

Table 14-1 Configure and launch Scenarios

14.4 Manage Scenarios

Scenarios contain a combination of actions that are administrated via virtual digital inputs. Scenarios can be started and monitored via the OScAR-TT Operator-Tool. To each Scenario you can assign an ID, enabling you to also start the Scenario over the telephone.

14.4.1 Add and edit Scenarios

Follow the below instructions to add or edit a Scenario:

No.	Step
1.	Go to the tree and select the node "Scenarios". The list window will output all existing Scenarios.
2.	Click in the menu bar to add a new Scenario, or go to the list window, select the Scenario you want to edit and click . The window "Edit scenario" will pop up.
3.	Carry out the settings in keeping with the subsequent field descriptions.
4.	Confirm the security prompt and save your changes with Ok.

Table 14-2 Add/edit Scenarios

Description of the fields in the window "Edit scenario".

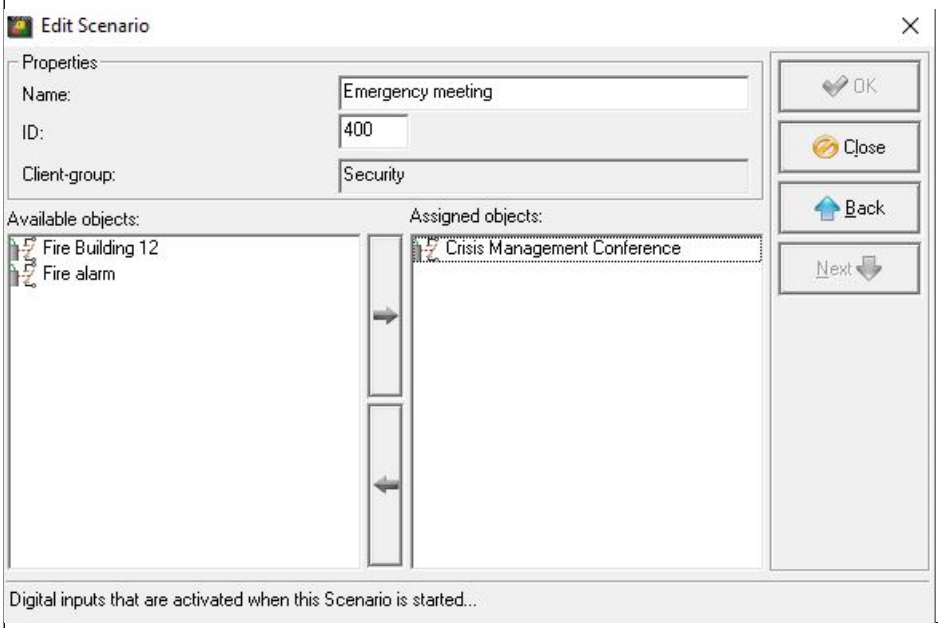
Field	Description
	
Window area "Properties"	
Name	Input field to enter a short name for the Scenario (max 20 characters), used in tables and list fields.
ID	Input field for the identifier to activate the Scenario (max. 4 digits).
Client-group	The input field determines the client-group to which the scenario belongs. It can only be managed and started by members of the respective client.

Table 14-3 Fields in window "Edit scenario"

Field	Description
Window area "Objects"	
Available objects	This list field shows all available virtual digital inputs that are not yet assigned to it, but that can be used in this Scenario. To assign an available digital input, select the entry/entries you want to assign and use the upper arrow button. Note: This list field only itemizes the digital inputs to which a function is properly assigned. ➤ see Section 5.11, "Configure the Digital I/Os"
Assigned objects	This list field shows the digital inputs (actions) that are assigned to the Scenario. To remove assigned digital inputs, select the entry/entries in question and click the lower arrow button. (default: empty)

Table 14-3 Fields in window "Edit scenario"

14.4.2 Delete a Scenario

Follow the below instructions to delete a Scenario:

No.	Step
1.	Go to the tree and select the node "Scenarios". The list window will output all existing Scenarios.
2.	In the list window, select all Scenarios you want to delete.
3.	Click in the menu bar.
4.	Confirm the prompt with Yes. The Scenarios are deleted.

Table 14-4 Delete a Scenario

14.5 Start Scenarios via the OScAR-TT Operator-Tool

Note:
To start (launch) Scenarios via the OScAR-TT Operator-Tool you need the pertinent operator rights and a PIN.

Follow the below instructions to start a Scenario:

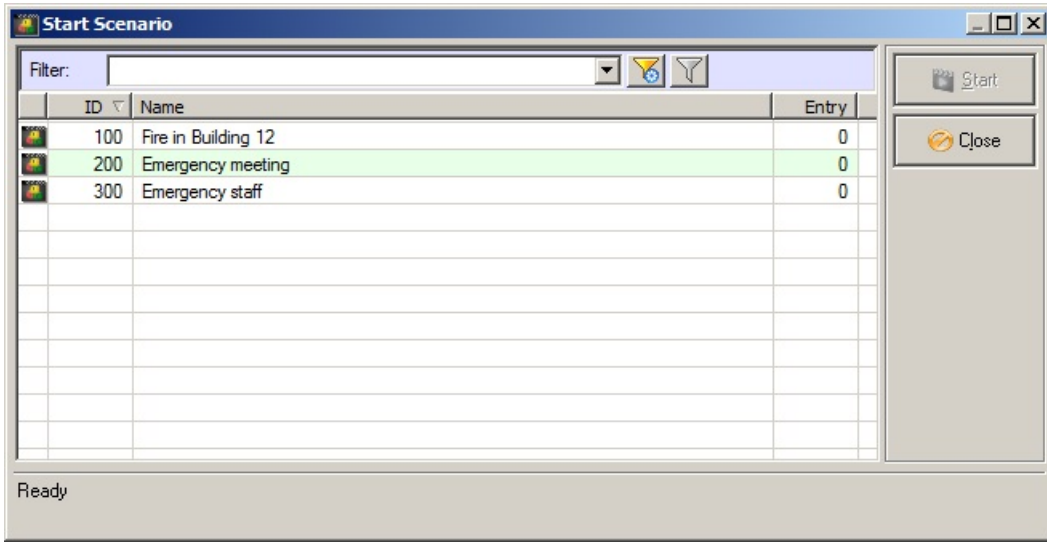
No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	There are three different ways to start (launch) Scenarios: • open the pull-down menu "Operations" and select the item "Launch scenario", • go to the command bar to the right of the button "Scenarios" and click , or • press the hotkey <CTRL+C>. All of these choices will open the window "Start scenario": 
3.	From the list field, select the Scenario you want to start.
4.	Click Ok to start the Scenario.

Table 14-5 Start Scenarios via OScAR-TT Operator-Tool

14.6 Start Scenarios over the phone

This section shows you how to start (launch) Scenarios over the telephone. For the purpose of the following examples, let us assume the OScAR server is reached with the tie trunk code (OScAR server's call number) 800. The dialthru codes are set to default.

➤ see Section 5.6, "Configure dialthru codes"

The PIN that is used here reads: 4321. For a representation that is easier to read, the input blocks are separated by spaces.

To reproduce the examples, replace the tie trunk code 800 with the phone number of your OScAR server, enter your PIN and, if needed, adjust the dialthru codes.



Note:
Bear in mind that you must have the pertinent administrator and operator rights and a PIN to use Scenarios over the phone.



Note:
If system announcements (e.g. "PIN input request") are not assigned or not recorded, the OScAR server will play a long tone or a sequence of tones instead.

Follow the below instructions to launch a Scenario over the phone:

Step by step	
	Enter the OScAR server's call number + the dialthru code for "System function - Launch scenario" + the PIN + the Scenario access code, e.g. "800 05 4321 55".
	Long tone.
	Confirm your entry with the star * key.
	3-tone sequence.
	The scenario is now started and the OScAR server releases the connection again (disconnect). Please hang up.

15 Configure and Manage Schedules

Overview

This chapter shows you how to configure and manage Schedules.

Content

The following areas are covered in this chapter:

15.1 Overview of Schedules
15.2 Dependence of Schedule settings on other settings
15.3 Management of Schedules
15.3.1 Add and edit scheduled actions
15.3.2 Configure Schedules for Broadcasts
15.3.3 Configure Schedules for the application Conferences
15.3.4 Configure Schedules for the Info Telephone
15.3.5 Configure Schedules for subscriber priorities
15.3.6 Delete scheduled actions

15.1 Overview of Schedules

OScAR Schedules are comparable to timetables that enable you to activate recurring actions, in a time-controlled manner (e.g. every fortnight on Monday).

OScAR supports 4 different Schedules for the following tasks:

- Launch Broadcasts
- Convene Conferences
- Switch the Info Telephone
- change subscriber priorities

In total you can define and administrate up to 200 different entries in the Schedulers.

Note that in the explanations below, the individual entries that are made in the Schedules are also referred to as "scheduled actions".

Functionality via the application OScAR-TTProcessServer

All time-controlled actions entered in the Schedules are triggered by the OScAR-TTProcessServer. They are carried out exclusively on a OScAR group's OScAR server that is currently active.

➤ see OScAR-TT Installation Manual, DAKSpro 5

Consequently, the OScAR-TTProcessServer on which the action shall be carried out must be connected with its OScAR server (= be online).



Note:
If the OScAR-TTProcessServer is NOT connected with its OScAR server (= is not online) when the action is activated, the scheduled action CANNOT be carried out!

15.2 Dependence of Schedule settings on other settings

In addition to the windows that are used for the administration of the Schedules, there are also other windows that influence these timetables.

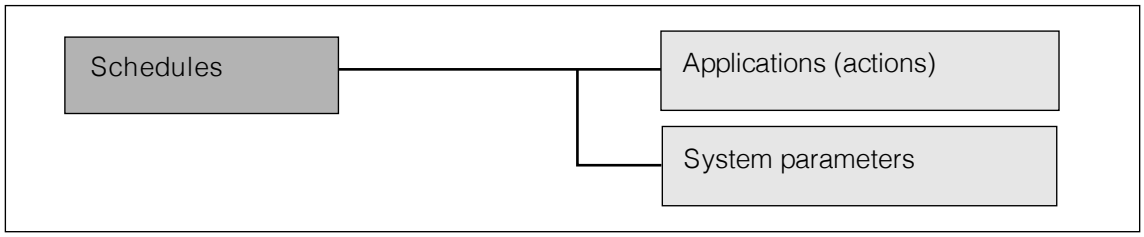


Image 15-1 Dependence of Schedule settings on other settings

Applications (actions):

To add entries to a Schedule, the corresponding subscribers or processes must first be properly configured within the relevant applications (e.g. Broadcasting, Conferences, Info Telephone). If needed, use the OScAR-TT Operator-Tool to test these processes.

System parameters:

- Basic Settings
  The Basic settings can contain resource restrictions that may impede the launch of a scheduled action.
  ➤ see Section 5.2, "Edit the Basic settings"
- Application settings
  The parameters of the relevant applications may also contain resource restrictions that can impede the launch of a scheduled action.

15.3 Management of Schedules

Every entry in the Schedule specifies a date and, if applicable, its recurrence, as well as a minimum of one action that shall be activated. The scheduled action will then be initiated or activated through the defined OScAR-TTProcessServer, at the predefined times.

Processes that are activated through Schedules can be monitored and controlled through the OScAR-TT Operator-Tool.

Note:
Please bear in mind that you must have the proper Administrator and Operator rights to create and edit scheduled actions.
After the installation, the user with the user ID "sysadm" and the password "sysadm" has the administrative rights.
➤ see Section 8.4.3, "Administrative rights"
If needed, you may also need to give this user a PIN and the operative rights.
➤ see Section 8.4.1, "Operator rights"

15.3.1 Add and edit scheduled actions

Follow the below instructions to add or edit a scheduled action:

No.	Step
1.	Go to the tree and open the node "Schedules".
2.	In the tree view, select the proper application (e.g. "Conferences"). The list window will now show all scheduled actions that are available for this application.
3.	Click in the menu bar to add a new scheduled action, or or in the list view, select the scheduled action you want to edit and click . This will open the window "Edit scheduled actions".
4.	Carry out the settings in keeping with the subsequent field descriptions.
5.	Confirm the security prompt and save your changes with Ok.

Table 15-1 Add/edit scheduled actions

Description of the fields in the window "Edit scheduled actions"

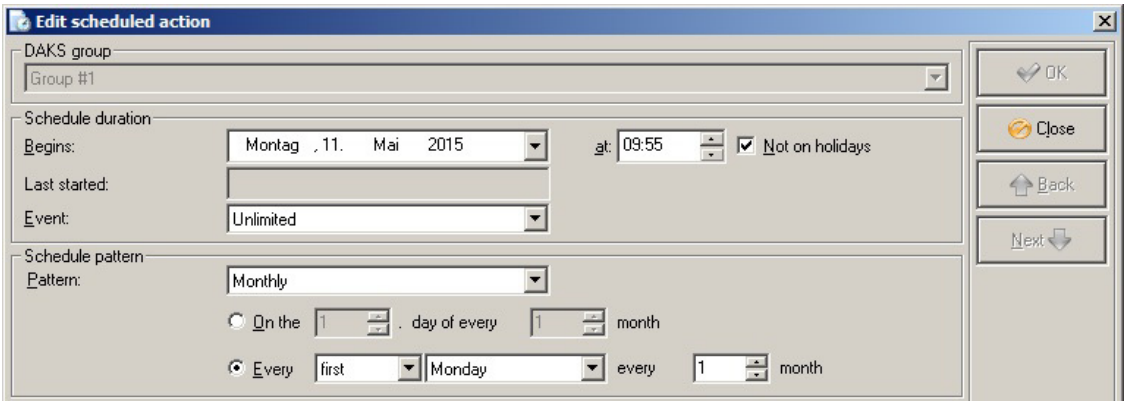
Field	Description
	
Window area "OScAR group"	
	This field is only active if two OScAR groups are administrated in the OScAR-TT-DbServer. This selection field determines the OScAR group that shall carry out the scheduled action. (default: first group)
Window area "Schedule duration"	
Begins	Entry field to define the date when the action shall be started for the first time. (Default: today's date)
at	Entry field for the time of the activation. (default: time now + 1 hour)
Not on holidays	
Last scheduled	Display field indicating the last time when this action was successfully started. Note that if this field is empty, the action has never been started.
Event	This selection field determines the sequence that is applied for the recurrence of the action. Choose from the following options: • Single The action will be started only once. • Unlimited The action will be repeated endlessly. • Ends on: The action will be repeated until the end date (final date) is exceeded. (default: "Single")
End date	This field only becomes visible when you set the field "Event" to "Ends on:". Entry field to define the date when the action shall be started for the last time. The value entered here needs not necessary be equivalent to one of the actual activation times. (default: today's date + 30 days)
Window area "Schedule pattern"	

Table 15-2 Fields in window "Edit scheduled actions"

Field		Description
Pattern		Use this selection field to define the series pattern with which you want the action to be repeated. Chose between the following options: • Daily • Weekly • Monthly • Annually
Note that this field is only shown when you set the field "Pattern" to "Weekly".		
	Every ... Week(s) on	Selection field to specify the recurrence frequency in weeks (1 ... 5), e.g. 2 = every 14 days, 3 = every 21 days. (default: "2")
	Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday	Tick the pertinent boxes (= days of the week) when you want the action to be carried out. (default: all are selected)
Note that this field is only shown when you set the field "Pattern" to "Monthly".		
	Every ... day of every ... . month	Use these selection to determine the days in a month when the action is carried out, plus the specific monthly cycle. For example, "On the 5th day of every 3rd month" means that the action is carried out every 3 months and on the 5th day of that month. (Default: not selected)
	Every ... ... every ... . month	Use these selection fields to determine the weekdays in a month when the action is carried out, plus the specific monthly cycle. For example, "Every second Monday of every 3rd month" means that the scheduled action is carried out every 3 months on the second Monday of that month. (Default: marked - "first", "Monday" in "1". month)
Note that this field is only shown when you set the field "Pattern" to "Annually".		
	Every	Use these selection fields to determine the days in a specific month when the action is carried out. For example, "On the 7 February" signifies that the scheduled action is carried out once a year, namely on the 7th of February. (Default: not selected)
	Every ... ... in ...	Use these selection fields to determine the weekdays of a specific month when the action is carried out. For example, "Every second Monday in May“ means that the scheduled action will be carried out every year, namely on the second Monday in the month of May. (default: selected - "first", "Monday" of current month)

Table 15-2 Fields in window "Edit scheduled actions"

Field	Description	
The below window areas depend on the context in which a scheduled action is configured or edited.		
• Broadcasts:	15.3.2	Configure Schedules for Broadcasts
• Conferences:	15.3.3	Configure Schedules for the application Conferences
• Info Telephone:	15.3.4	Configure Schedules for the Info Telephone
• Subscriber Priority:	15.3.5	Configure Schedules for subscriber priorities

Table 15-2 Fields in window "Edit scheduled actions"

15.3.2 Configure Schedules for Broadcasts

Description of the fields in the window area "Broadcast to launch" for single groups

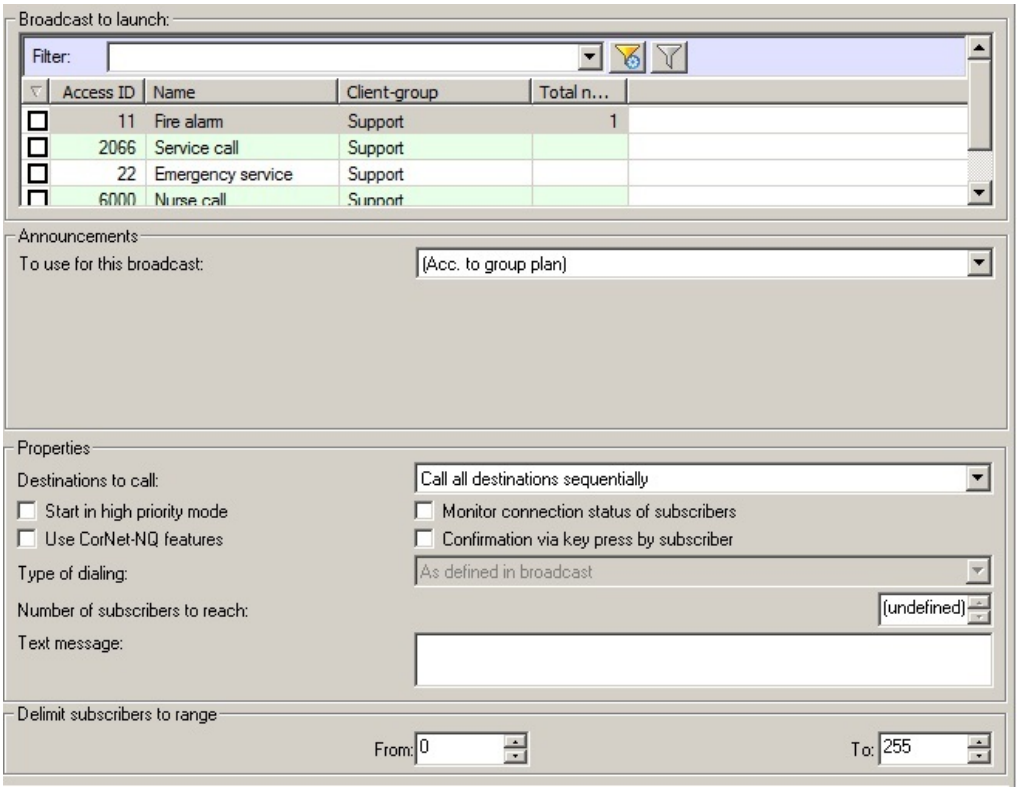
Field	Description
Window area "Broadcast to launch" (exactly one Broadcast marked!). 	
Checkbox list	Checkboxes in the list define the Broadcasts that can be used in connection with this scheduled action. Set the symbol ☑ for the Broadcasts that shall be launched at the specified time. Note: The Ok button is only enabled when a minimum of one Broadcast is selected.
Window area "Announcements"	
To use for this broadcast	Use this drop-down combobox to define an announcement for this Broadcast. In addition to the predefined announcements you can also choose: • according to group plan Here, the subscribers are played the announcements that have been defined for this Broadcast or for its its members. • ** Compose announcement ... ** Opens a window to compose an ad hoc announcement on the fly. ➤ see Section 9.10.4, "Start Broadcast with announcements composed on the fly (ad hoc)" (Default: if available "(According to group plan)", otherwise: blank)

Table 15-3 Description of fields in window area "Broadcast to launch", for single groups

Field	Description
To use for this broadcast (Fortsetzung)	Note: Only if the selection "(According to group plan)" is made are the announcements played to the Broadcast subscribers, in the way they are defined in the Broadcast group's configuration. In all other cases, all Broadcast members/subscribers will consistently receive the same announcement as defined here.
Window area "Properties"	
Destinations to call	This selection field determines which destination numbers of the subscriber are called. • Call all destinations sequentially With this setting, the Broadcast subscribers are called at their 1st destination (phone number); if unable to reach them there, the system will call the subscribers at their 2nd destination; if still unable, the system will proceed to the 3rd destination and after that to the 4th destination. • Only call 1st destination With this setting, the members/subscribers are only called at their 1st destinations (first phone numbers). • Start call from 2nd destination With this setting, the Broadcast subscribers are called at their 2nd destination; if unable to reach them there, the system will call them at their 3rd destination and after that at their 4th destination. (Default: "Call all destinations sequentially")
Type of dialing	Selection field to define the way in which the Broadcast members are called. You can chose between: • As defined in broadcast • Parallel dialing • Sequential dialing (default: "As defined in broadcast")
Number of subscribers to reach	This selection field defines where needed the message (max. 160 characters) that is output to all subscribers on the display or as SMS. (default: "empty")
Text message	Input field to enter a message (max. 160 characters) that is output to all members/subscribers on their display, or sent as as a text message. (Default: empty)
Window area "Delimit subscribers to range"	
from to	These selection fields limit the group of subscribers who are called by OScAR, to ranges of sequential numbers (e.g. to specific sections along a railway line). The system will also call Broadcast subscribers who are not assigned an order number ("Unspecified"), even if the range of the order numbers was limited. (Default: "0" and "255")

Table 15-3 Description of fields in window area "Broadcast to launch", for single groups

Description of the fields in the window area "Broadcast to launch", for hunt groups

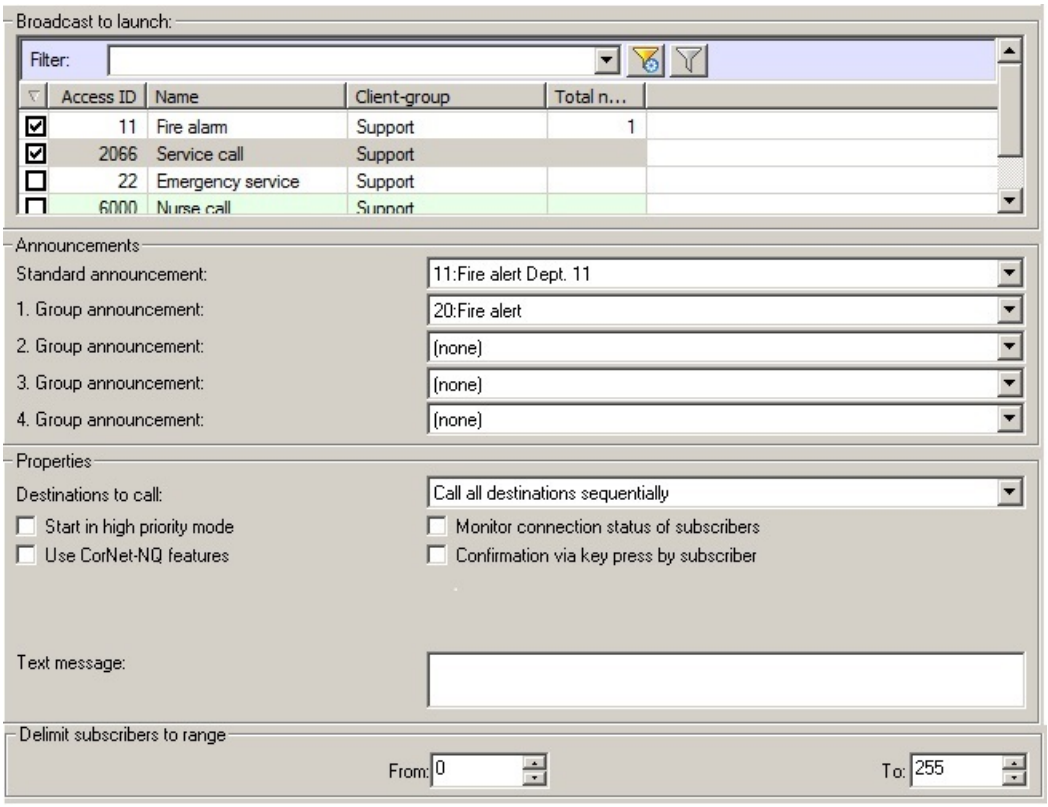
Field	Description
Window area "Broadcast to launch" (several Broadcast are marked!) 	
Checkbox list	Checkboxes in the list define the Broadcasts that can be used in connection with this scheduled action. Set the symbol ☑ for the Broadcasts that shall be launched at the specified time. Note: The Ok button is only enabled when a minimum of one Broadcast is selected.
Window area "Announcements"	
Default message (or pertinent description)	Use this field to determine the default announcement for the Broadcast. This announcement is played if no specific announcement group is assigned to the member/subscriber, and the Broadcast is launched "(According to group plan)". ➤ see Section 9.10, "Operate Broadcasts via the DAKS-TT Operator-Tool" ➤ see Section 9.11, "Operate Broadcasts over the phone" (Default: "(none)")

Table 15-4 Fields in window area "Broadcast to launch" for hunt groups

Field	Description
Group <no.> (or corresponding description)	Up to 4 selection fields to determine the group-specific announcements that shall be applied in the hunt group. How many selection fields are shown here depends on the value that is entered in the window "Broadcasts - Edit application settings", and there in the tab "General" under: "Number of announcement groups". These additional announcements make it possible to define that, in an individual Broadcast, the system plays different announcements to different alerted members/subscribers. ➤ see Section 9.8, "Manage Broadcast members" This is of particular benefit: • in a multi-lingual environment (in hotels or in multi-lingual countries, such as Switzerland), • for Broadcasts that shall be used to relay both unclassified and confidential information at the same time. (Default: "(none)") If a member/subscriber is assigned to an announcement group, but that announcement group is not assigned an announcement here or if the assigned announcement is not yet recorded, the member/subscriber will be played the default message instead.
Window area "Properties"	
Destinations to call	This selection field determines which destination numbers of the subscriber are called. • Call all destinations sequentially With this setting, the Broadcast subscribers are called at their 1st destination (phone number); if unable to reach them there, the system will call the subscribers at their 2nd destination; if still unable, the system will proceed to the 3rd destination and after that to the 4th destination. • Only call 1st destination With this setting, the members/subscribers are only called at their 1st destinations (first phone numbers). • Begin call from 2nd destination With this setting, the Broadcast subscribers are called at their 2nd destination; if unable to reach them there, the system will call them at their 3rd destination and after that at their 4th destination. (Default: "Call all destinations sequentially")
Start in high priority mode	When this box is ticked, the Broadcast is given a high priority, otherwise a low priority. When a Broadcast has high priority and is started, it will end all currently active low priority: • Broadcasts, • Conferences and • Call Profiles. In contrast, high priority Broadcasts cannot be ended by other high priority processes. (Default: not selected)

Table 15-4 Fields in window area "Broadcast to launch" for hunt groups

Field	Description
Use CorNet-NQ features	When this box is ticked, you can use system-specific features assigned to the destinations of this subscriber (e.g. call waiting, call override, forced release). Please bear in mind that these features are only available within the CorNet-NQ-/SIP-Q network. (Default: not selected)
Monitor connection status of subscribers	When this box is ticked, a reached subscriber is immediately disconnected when he/she goes into a consultation hold or tries to convene a local 3-party Conference (essential for confidential calls). (Default: not selected)
Confirmation through numeric key	When this box is ticked, all reached subscribers are requested to confirm the receipt of the call by pressing a numeric key (any) on their telephone. This makes sure that no call that accidentally ran into an answering machine is counted as "Subscriber has been successfully reached". (Default: not selected)
Text message	Input field to enter a short message (max. 160 characters) that is output to all subscribers on their display, or sent as as text message. (Default: empty)
Window area "Delimit subscribers to range"	
from to	These selection fields limit the group of subscribers who are called by OScAR, to ranges of sequential numbers (e.g. to specific sections along a railway line). The system will also call Broadcast subscribers who are not assigned an order number ("Unspecified"), even if the range of the order numbers was limited. (Default: "0" and "255")

Table 15-4 Fields in window area "Broadcast to launch" for hunt groups

15.3.3 Configure Schedules for the application Conferences

Description of the fields in the window "Conference to convene"

Field	Description
Window area "Conference to convene"	
Checkbox list	Checkboxes in the list define the Conferences that can be used in connection with this scheduled action. Set the symbol ☑ for the Conference that shall be started at the scheduled time. Note: The Ok button is only enabled when precisely one Conference is selected.
Window area "Call conferees"	Select this checkbox to make sure that conferees who are selected in the "Is called at the conference start" field (see window "Edit conferee") are called at the start of the Conference. (Default: not selected)

Table 15-5 Fields in window "Conference to convene"

Field	Description
Destinations to call	This selection field determines which destination numbers of the subscriber are called. • Only call 1st destinations Here, the subscribers are only be called at their 1st destination (phone number). • Only call 2nd destinations Here, the subscribers are only be called at their 2nd destination (phone number). • Only call 3rd destinations Here, the subscribers are only be called at their 3rd destination (phone number). • Only call 4th destinations Here, the subscribers are only be called at 4th fourth destination (phone number). • Call all destinations sequentially The subscribers are called at all of their destinations (phone numbers), but only one number after the other. • Call all destinations simultaneously The subscribers are called at all of their destinations (phone numbers), all at the same time. (default: "Call all subscribers sequentially")

Table 15-5 Fields in window "Conference to convene"

15.3.4 Configure Schedules for the Info Telephone

Description of the fields in the window "Info Telephone profile to switch to"

Field	Description
Window area "Info Telephone profile to switch to" 	
Selection field	The entry in this field determines the Info Telephone profile to which the system will switch at the scheduled time. (default: "Off")

Table 15-6 Fields in window "Info Telephone profile to switch"

15.3.5 Configure Schedules for subscriber priorities

By changing the priority of subscribers using schedules you can individually edit for each subscriber the way he/she is called in Broadcasts and also deactivate him/her automatically, system-wide.

Note:
When a priority of a subscriber is changed using a Schedule, these changes will only have an effect in Broadcasts if the priority "subscriber-specific" was also selected for that Broadcast subscriber.

➤ see Section 9.8.2, "Edit Broadcast members"

To find out which priority is currently applied for a subscriber, go to the OScAR-TT Operator-Tool and open the subscriber list window. There, all subscribers whose priority has been changed via a Schedule will be highlighted in a different color.

Description of the fields in the window areas "Subscriber" and "Properties"

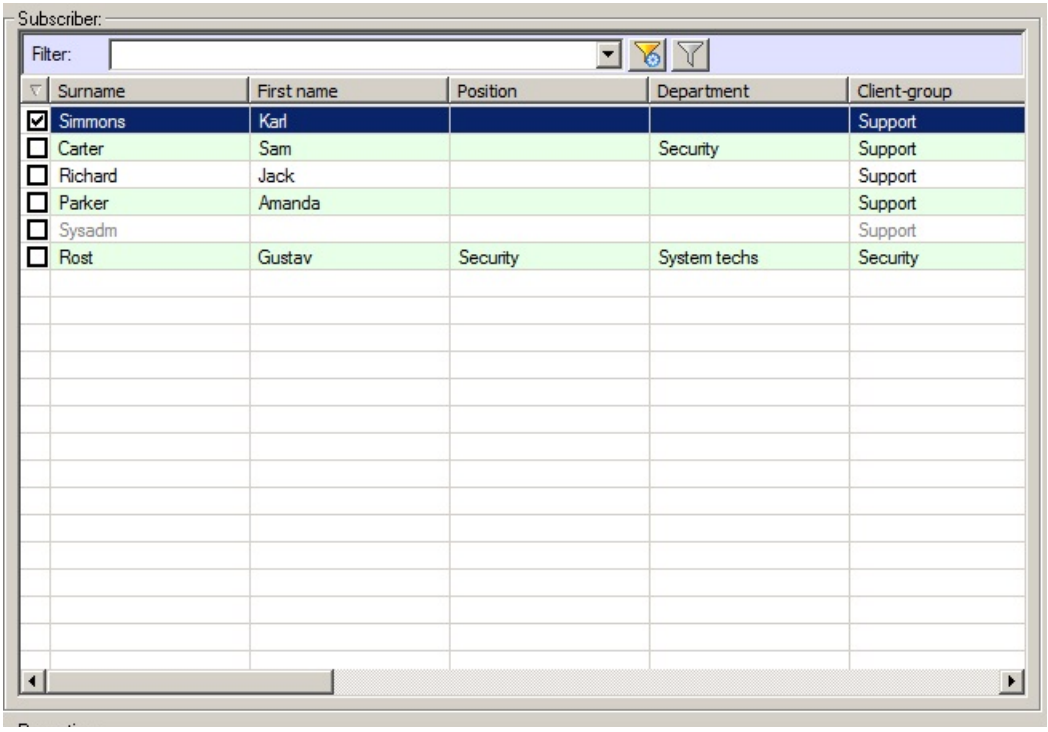
Field	Description
Window area "Subscriber". 	
Checkbox list	Checkboxes in the list define the subscribers that can be used in connection with this scheduled action. Activate the symbol ☑ for the subscriber whose priority shall be changed at the scheduled time. Note: The Ok button is only enabled when precisely one subscriber is selected accordingly.

Table 15-7 Fields in window areas "Subscriber" / "Properties"

Field	Description
Window area "Properties"	
Priority	This selection field determines the priority which the subscriber will be given at the scheduled time. Select "(subs.-spec.)" to reset the subscriber to his/her own priority level. (Default: "(sub.-spec.)"

Table 15-7 Fields in window areas "Subscriber" / "Properties"

15.3.6 Delete scheduled actions

Follow the below instructions to delete a scheduled action:

No.	Step
1.	Go to the tree and open the node "Schedules".
2.	Go to the tree and select the Schedule from which you want to delete scheduled actions. The list window will show all available scheduled actions.
3.	In the list window, select the scheduled actions you want to delete.
4.	Click in the menu bar.
5.	Confirm the prompt with Yes. The scheduled actions are now deleted.

Table 15-8 Delete scheduled actions

16 Configure and Administrate the OScAR-Positioning-Services

Overview

This chapter shows you how to configure, administrate and manage and use the OScAR Positioning Services, short DPS. It explains the functions that apply to the OScAR-TT Administrator-Tool as well as the functions that are carried out over the telephone and through the OScAR-TT Operator-Tool.

Content

The following areas are covered in this chapter:

16.1 Overview
16.2 Dependence of DPS settings on other settings
16.3 General aspects of DAKS-Positioning-Services
- 16.3.1 Location ranges (areas of interest)
  - 16.3.1.1 Voice announcements for location ranges (areas of interest)
  - 16.3.1.2 Display text messages for location ranges (areas of interest)
- 16.3.2 Special features of positionings within DECT infrastructures
  - 16.3.2.1 Ambiguity algorithm
  - 16.3.2.2 Positioning in Unify OpenScape 4000 DECT infrastructures
  - 16.3.2.3 Positioning in any DECT infrastructure
- 16.3.3 Positioning Accuracy Level 1
- 16.3.4 DPS Accuracy Level 2
  - 16.3.4.1 Voice and display messaged at the telephone
  - 16.3.4.2 Display texts in the DAKS-TT Operator-Tool
  - 16.3.4.3 Visualization via DAKS-TT Operator-Tool in comb. w. DPS-view
- 16.3.5 Positioning Accuracy Level 3
- 16.3.6 Topicality of positioning results
- 16.3.7 Locatable devices
- 16.3.8 Special features in positioning inquiries for WL2 handsets
- 16.3.9 Visualization through DPS-view

16.4 Details on external positioning servers
- 16.4.1 External positioning server: HiPath-Positioning-System (HPS)
- 16.4.2 External positioning server: Ekahau Positioning Engine (EPE)

16.5 Configure and Administrate DAKS-Positioning-Services
- 16.5.1 Create DPS-view import files
- 16.5.2 Edit the DPS application settings
- 16.5.3 Management of connected servers
  - 16.5.3.1 Add and edit connected servers
  - 16.5.3.2 Delete connected servers
- 16.5.4 Management of location ranges (areas of interest)
  - 16.5.4.1 Add and edit a site
  - 16.5.4.2 Add and edit a wide range
  - 16.5.4.3 Add and edit a close range
  - 16.5.4.4 Delete a location range
  - 16.5.4.5 Edit or delete location range references
- 16.5.5 Management of DECT base station
  - 16.5.5.1 Add and edit DECT base stations
  - 16.5.5.2 Delete a DECT base station
- 16.5.6 Administrate WiFi access points
  - 16.5.6.1 Add and edit WiFi access points
  - 16.5.6.2 Delete a WiFi access point
  - 16.5.6.3 Add or edit a MAC address

16.6 Operate DPS through the DAKS-TT Operator-Tool
16.6.1 Locate individual devices
16.6.1.1 Toolbar and menu items
16.6.1.2 Show results of an individual positioning process
16.6.2 Positioning in Broadcasts, Conferences and Personal Security processes
16.6.2.1 Toolbar and menu items
16.6.2.2 Output positioning results in Broadcasts and Conferences
16.6.3 Customize the DAKS Positioning Services process view
16.7 Locate devices over the phone

16.1 Overview

The ability to identify the location of mobile staff and persons throughout a company's premises, with accurate positioning and tracking processes that cover the entire area, has become a key element when it comes to modern staff protection at work, but also for logistics systems. Cordless telephones can be located in DECT as well as in WiFi networks. The handsets and devices that can be positioned range from simple telephones and emergency devices, to single button medallions without voice communication.

OScAR uses positioning results for example:

- in combination with emergency calls in which alerted subscribers that are called by the system are informed of the location of a distressed or exposed person,
- in geriatric care as extra information for the care staff members that are called automatically when a disoriented patient leaves his/her allowed area,
- if, independent of the alarm situation, the present location of a specific person needs to be identified.

The OScAR-Positioning-Services (DPS) constitute the central positioning manager of DAKSpro 5:

- in combination with the OScAR server, they transmit the computed positioning results in form of voice announcements or display text messages to the telephones,
- present the positioning results as text message through the OScAR-TT Operator-Tool, and
- visualize, with the help of DPS-view, the obtained positioning results in hierarchically-structured maps.

Which positioning results are output depends on the devices that need to be located and on the parameters of DPS, but particularly also on the fact whether or not the OScAR Positioning Services operate independently, or in combination with one (exceptionally also with two) external positioning servers.

DPS Positioning

When the OScAR-Positioning-Services operate autonomously, this operation is referred to as DPS-positioning. The input information that is received by DPS consists of:

- either the Visited Station, i.e. the base station or access point that the device or handset you need to locate is currently using to communicate with the system (= DPS Accuracy Level 1),
- or details on the base stations or access points which the device or handset is receiving, including their signal strengths (= DPS Accuracy Level 2).

As positioning results, DPS renders this data either directly or if needed also filtered, or together with information on larger possible areas of interest where the wanted person/device might be currently located.

DPS offers the Accuracy Level 1 in combination with Ascom telephones without Ekahau-Clients or OpenStage WL3 telephones should these devices raise an alarm.

DPS offers the DPS Accuracy Level 2 in combination with all current Gigaset telephones in Unify OpenScape 4000 DECT infrastructures, but also for GMD medallions or WL2 telephones.



Note:
Bear in mind that the GMD function is not officially released and its application is without any support by tetronik.

Expanded positioning

When operating together with external positioning servers, these servers compute the location from the received base stations or from the received access points with their field strengths by applying complex algorithms and including reference measurements.

It is this information that is then transmitted from the external positioning servers to the OScAR-Positioning-Services, which in return output the positioning results (= DPS Accuracy Level 3).

In this process, the base station or access point details and field strength values are sent to the external positioning servers:

- either using their own interfaces to the respective devices,
- or through DPS.

If the information is received through DPS, the positioning can be carried out through DPS which then functions as fall-back level for positioning processes that are carried out through the external positioning server, e.g. if there is a malfunction of that server, if no positioning results are received or if the results that are received make no sense.

OScAR presently supports the following external positioning servers:

- External positioning server: HiPath-Positioning-System (HPS) for the minute positioning of Gigaset or OpenStage DECT telephones, GMD medallions and WL2 handsets
  ➤ see Section 16.4.1, "External positioning server: HiPath-Positioning-System (HPS)"
- External positioning server: Ekahau Positioning Engine (EPE) for the minute positioning of Ekahau-TAGs, WL2 handsets and Ascom telephones with Ekahau clients.
  ➤ see Section 16.4.2, "External positioning server: Ekahau Positioning Engine (EPE)"

➤ see Section 16.3.5, "Positioning Accuracy Level 3"

For the positioning DPS Accuracy Levels 2 and 3 you need so-called fully trackable devices. These are end devices that are able to output the received base stations including the field strengths with which they are received.

Note:
The DPS positioning within the WiFi operates in any WiFi infrastructure, i.e. it does not apply any positioning methods in which the network infrastructure must identify the field strength with which an individual handset is received.

Please find below a graphic illustration of the communications flows that are possible with DPS

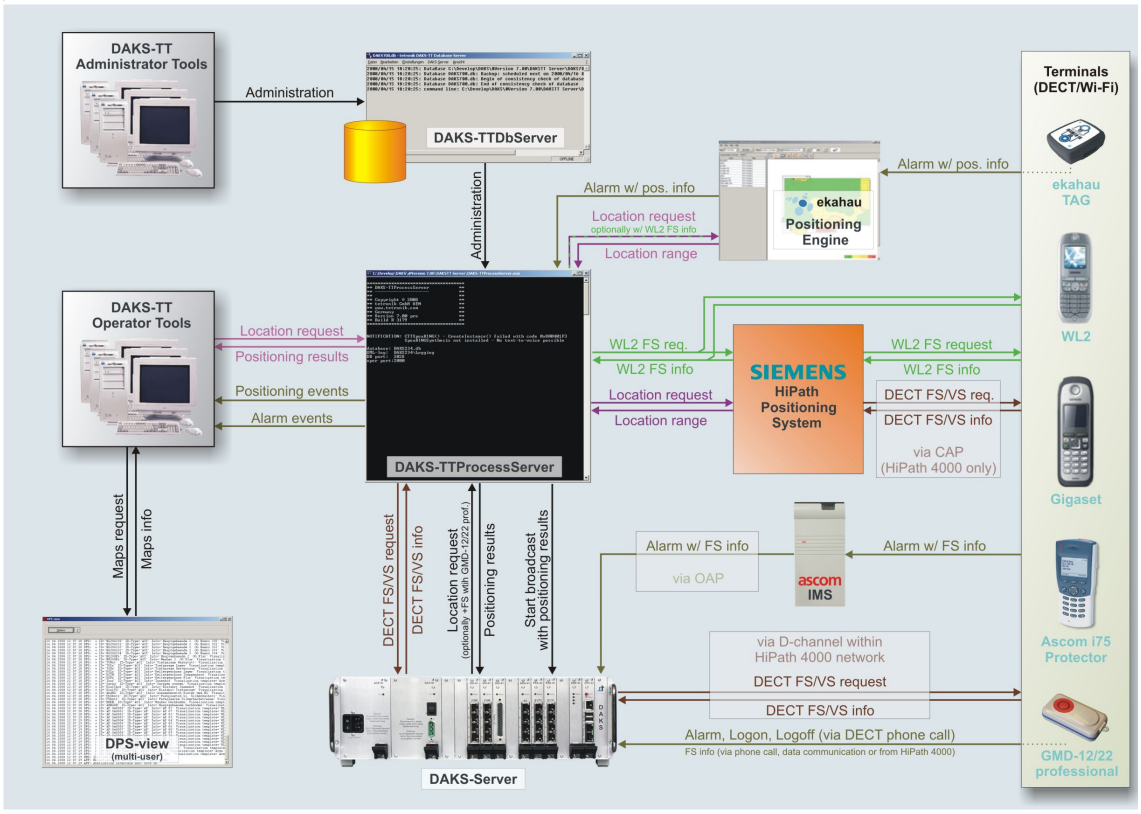


Image 16-1 Communication flows for OScAR with DPS

16.2 Dependence of DPS settings on other settings

Apart from the settings in the windows that are used for the administration of DPS, there are also fields in other windows that have an immediate effect on DPS.

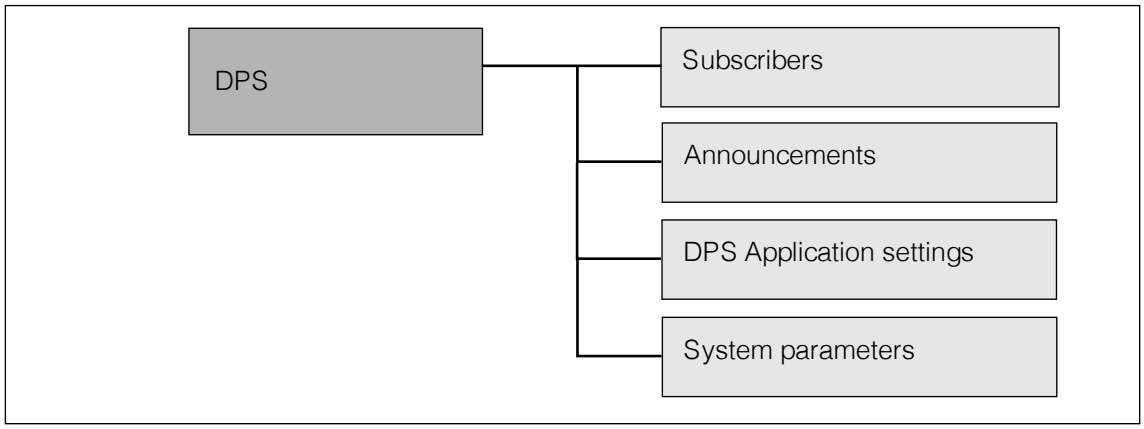


Image 16-2 Dependence of DPS settings on other settings

Subscriber:

For the subscriber destinations you need to administrate the trackable devices.

➤ see Chapter 8, "Configure and Administrate Subscribers"

Announcement(s):

On condition they are already properly prepared, announcements can be assigned to the different location ranges, the so-called areas of interest, as well as to external servers.

➤ see Chapter 7, "Configure and Administrate Voice Announcements"

Broadcast application settings

The application settings for OScAR-Positioning-Services define the basic settings that apply to DPS.

➤ see Section 16.5.2, "Edit the DPS application settings"

System parameters:

- Dialthru codes
  Dialthru codes define the combination of digits that make it possible to initiate, over the telephone, the positioning of administrated devices.
  ➤ see Section 5.6, "Configure dialthru codes"

16.3 General aspects of OScAR-Positioning-Services

DPS is an integral component of the OScAR-TTProcessServer. For the positioning functionality, DPS constitutes the central unit in the communications flows between the various components of the positioning functionality.

DPS accepts positioning requests from the OScAR server, or from the OScAR-TT Operator-Tool, sends inquires to external positioning servers (if available), edits voice and display text messages, and provides the received information for visualization of the positioning results via DPS-view.

16.3.1 Location ranges (areas of interest)

DPS differentiates between 3 hierarchically organized types of location ranges or areas of interest:

- Sites are company sites or campus grounds, e.g. located in different urban areas.
  - Normally they do not have overlapping radio zones areas.
  - They can have different DECT IDs.
- Wide ranges are large areas within a company ground, e.g. all buildings or the entire north/ south lot.
  - All wide ranges of a site share the same DECT ID.
- Close ranges are smaller areas within a wide range, e.g. a room ("Canteen" or "Room No. 214"), halls or entire floors.

Access points and basis stations are always assigned to a close range.

You can configure on a project.specific basis if you want the system to make a distinction between wide ranges and/or sites. If only one site is administrated or if no distinction shall be made for wide ranges, the system allows the user to hide the sites or wide ranges in the administration.

Every location range has a unique identifier that is used as reference by the external positioning server (EPE or HPS) when positioning a person with interpretation of the positioning results (DPS Accuracy Level 3), and that is also included when the external server sends these results to DPS.

In principle, the external positioning servers can report a site, a wide range or a close range as positioning results; usually, however, it is a close range that is communicated.

16.3.1.1 Voice announcements for location ranges (areas of interest)

You can assign exactly 1 announcement to every site and wide range, whereas you can assign up to 3 announcement to every close range.

➤ see Chapter 7, "Configure and Administrate Voice Announcements"

If one or several location ranges are identified as positioning results, the voice announcements per location range will consist of up to 3 announcements (only if available), to reflect the 3 different hierarchy levels as follows:

- If a site is identified in the results, the system will play:
  - `Site announcement`
- If a wide range is identified in the results, the system will play:
  - if different sites are distinguished:
    `site announcement + wide range announcement`
  - otherwise:
    `wide range announcement`

- If a close range is identified in the results, the system will play:
  - if sites as well as wide ranges are distinguished, and if both the site announcement and the wide range announcement is available:
    `site announcement + wide range announcement + 1st close range announcement`
  - if sites but no wide ranges are distinguished, and if the site announcement is available:
    `site announcement + 1st close range announcement + 2nd close range announcement`
  - if wide ranges but sites are distinguished, and if the wide range announcement is available:
    `wide range announcement + 1st close range announcement + 2nd close range announcement`
  - in all other cases:
    `1st close range announcement + 2nd close range announcement + 3rd close range announcement`

16.3.1.2 Display text messages for location ranges (areas of interest)

You can assign exactly one display text to each site, wide range and close range.

If one or several areas of interest (location ranges) are identified in the positioning results, the display text outputs will consist of the different display texts that are assigned to the individual hierarchy levels.

- If a site is identified in the positioning results, the system will output:
  - `Site display text`
- If a wide range is identified in the positioning results, the system will output:
  - if different sites are distinguished:
    `site display text + wide range display text`
  - otherwise:
    `wide range display text`
- If a close range is identified in the positioning results, the system will output:
  - if sites as well as wide ranges are distinguished:
    `site display text + wide range display text + close range display text`
  - if sites but no wide ranges are distinguished:
    `site display text + close range display text`
  - if wide ranges but no sites are distinguished:
    `wide ranges display text + close range display text`
  - in all other cases:
    `close range display text`

16.3.2 Special features of positionings within DECT infrastructures

16.3.2.1 Ambiguity algorithm

Within the network, DECT base stations send (purs. to GAP standard) their identifiers as 8-bit information. It is on the basis of this information that DECT handsets can, within a DECT network, differentiate between up to 256 individual base stations.

Very large networks with over 256 base stations (or more than 16 SLCs respectively, see below), may experience ambiguous results, i. e. two or more base stations may send IDs that are identical in DECT. These ambiguities are resolved by DPS with the help of the so-called ambiguity algorithm.

To resolve the ambiguity, DPS requires:

- the unequivocal information on the visited station of the device that shall be positioned (currently only provided by Unify OpenScape 4000 DECT networks via CorNet-NQ or SIP-Q) and
- the x/y-coordinates of all base stations with regard to any point of reference on the company premises. These coordinates must also be additionally administrated in the base station database of DPS.

During a positioning process to locate a device, the ambiguity algorithm operates as follows:

- Based on the unequivocal information on the visited station and as a result of the restricted reach of DECT, the radius of the area surrounding (near) the visited station where the positioned device must be located is limited in size.
- By applying the coordinates of the base stations that are received by the device, the system can now compute if the device that shall be located can "see" both an unequivocal base station and the visited station at the same time, or not. This makes it possible to filter all base stations that can be neglected because of their location.
- Finally, the system verifies if, after the filtering process, other unequivocal base stations were also detected. If so, these base stations also will also be neglected. If the network was planned carefully, this last step should rarely be necessary.

16.3.2.2 Positioning in Unify OpenScape 4000 DECT infrastructures

DPS receives the visited station as well as the field strength values of fully trackable devices via the communication protocols CorNet-NQ or SIP-Q, respectively, including the indication of the call number from the networking interface.

In these infrastructures, a base station is identified on the grounds of:

- the DECT ID:
  Every self-contained and logical DECT network carries a unique DECT ID between 0x0 and 0xFFFFFFFF (4 bytes hexadecimal).
- the SLC number:
  Every SLC (cordless board in a Unify OpenScape 4000) within a DECT network (characterized by its DECT ID) carries a unique number between 0x0 and 0xFFFF (2 bytes hexadecimal).
- and the Port number:
  Every base station connected to an SLC identifies itself on the basis of the number of its connection port, ranging between 0 and 15 (4 bit encoded).

When a positioning inquiry is received to locate a DECT handset or its phone number, respectively,OpenScape typically sends back the following positioning data after maximally 35 seconds:

- Visited Station
  (exactly 1 entry): Complete base station identifier consisting of: DECT ID, SLC number and port number.
- Received base station incl. received field strength
  (only for fully trackable end devices; 1 entry for each received base station), each consisting of:
  - the abbreviated base station identifier (8 bits in keeping with GAP standard, see above) = the bottom 4 bits of the SLC number + Port number (4 bits) of the SLC board
  - and the field strength value (RSSI value) as 1 byte information.

As mentioned above, the fact that the base station identifier is only transferred incomplete can lead to ambiguities; in OpenScape this is always the case when the bottom 4 bits of two SLC numbers are identical (e. g. SLC numbers 1 and 17, or 3 and 35). This ambivalence appears in DECT networks with over 16 SLCs and can be resolved with the ambiguity algorithm.

➤ see Section 16.3.2.1, "Ambiguity algorithm"

As a rule, a positioning request is initially directed at the home SLC of the device in question. The home SLC forwards the request, where needed, to the currently visited SLC.

Due to the fact that a single SLC can normally manage up to 5 (maximally up to 8) parallel location tracking inquiries, the maximum number of simultaneous inquiries to the Unify OpenScape 4000 must be restricted in DPS.

➤ see Section 16.5.2, "Edit the DPS application settings"

The maximum possible number of inquiries usually depends on the number of devices that need to be located, and on the distribution of these devices to the different SLCs throughout the OpenScape network.

In the best case, all devices that need to be located are spread evenly over all SLCs of the OpenScape network, and when positioned they are preferably located within the radio range of the base station of their home SLC. Ideally these devices are, statistically, also positioned equally often.

In the worst case, all devices whose location needs to be tracked are configured on one and the same SLC, and are also currently moving outside of the radio range of that SLC. Although the number of positioning inquiries that can in fact be processed in parallel also depends on the actual physical structures on-site, it would be safe to say that a maximum of 5 simultaneous positioning requests will not cause an overload to the SLC.

DPS computes the positioning results on the basis of a number of successive field strength measurements (number is configurable) for a device to reduce possible measurement inaccuracies in the measurement results (e.g cased by body shading or other).

➤ see Section 16.5.2, "Edit the DPS application settings"

If an inquiry exceeds the configurable time limit, e.g. because the conditions for reception are poor or as a result of an overload on the side of the PBX, DPS will stop the inquiry and compute the positioning results on the basis of the field strength tables that have already been obtained.

➤ see Section 16.5.2, "Edit the DPS application settings"

If a positioning failed, DPS will repeat, after a configurable time period, the inquiry of the field strength table, provided the cause of the failure that was sent by the SLC indicates that a renewed attempt makes sense.

➤ see Section 16.5.2, "Edit the DPS application settings"

Error messages from Unify OpenScape 4000 in positioning inquiries

The below table shall indicate the potential error numbers that can be received by DPS in connection with positioning inquiries in the Unify OpenScape 4000 Cordless network, including the info if a renewed positioning inquiry is recommended:

No.	Description	Repeat recommended
0.	No error on SLC and PP	no
1.	Error from PP see: PNCAP	no
2.	Unable to reach current location SLC	no
3.	Home SLC in seizure blocking	yes
4.	Current location SLC in seizure blocking	no
5.	PP not responding to paging	no
6.	Timeout for PP response	no
7.	Disconnect	yes
8.	Second inquiry for the same subscriber	yes
9.	Request rejected due to insufficient capacity (home SLC)	yes
10.	Home SLC not DPS-able	no
11.	PP not DPS-able	no
12.	Wrong authentication	no
13.	Wrong ciphering	yes
14.	No mobile device logged in	no
15.	End of positioning	yes
16.	Request rejected due to insufficient capacity (visited SLC)	no
17.	Unknown error	no
18.	Service momentarily not available	yes
19.	User logged off	no
20.	Wrong info elements	no

Table 16-1 Error messages from Unify OpenScape 4000 in positioning inquiries

16.3.2.3 Positioning in any DECT infrastructure

In DECT infrastructures other than Unify OpenScape 4000, DPS can only track the location of GMD medallions because the positioning inquiry is not available here via the trunking interface.

DPS receives the information through the received base stations (again in keeping with GAP a 8 bits information), and the received field strength values directly from the GMD medallions in form of DTMF signals.

Due to the fact that OScAR server, in this scenario, does not get any information on the visited station, the ambiguity algorithm cannot be applied here.

➤ see Section 16.3.2.1, "Ambiguity algorithm"

16.3.3 Positioning Accuracy Level 1

For the DPS Accuracy Level 1 (lowest degree of positioning accuracy), the positioning results consist exclusively of the visited station, i.e. of the base station (BS) or access point (AP) that is/are presently being used by the device to communicate.

DPS receives the identifier of the BS or the MAC address of the AP, respectively. Next, it browses the BS or AP databases for the pertinent entry, and outputs the information found there in the positioning results as visited station:

- as voice message and display text message over the phone
- via the OScAR-TT Operator-Tool as text message
- via the OScAR-TT Operator-Tool in combination with DPS-view as text information and using hierarchically structured maps.

The drawback of the DPS Accuracy Level 1 is that the device whose location shall be tracked may be located quite far from the visited station, for example:

- when the networks are designed to avoid, if possible, any unnecessary alternation of the visited station (to alleviate the network load), or
- when the device is located near the edge of a covered radio zone, and the visited station can no longer be handed over (no other stronger base stations found within reach).

16.3.4 DPS Accuracy Level 2

For the DPS Accuracy Level 2 (medium degree of positioning accuracy) DPS receives information on the base stations (BS) or access points (AP) that are the devices whose location needs to be tracked is receiving, and their field strength values. If available, this level also comes with details on the visited station.

To process the positioning results DPS proceeds as follows:

- DPS reads all measuring results (RSSI values) against an internal standardization table that is depending on the end device type, and in this way obtains a measurement result that is normed (standardized) to percentage values (value range 0...99%).
- If several values are available for one BS or AP (because several virtual networks, short VNS, were configured or because several successive measurements were carried out), a medium value is calculated from the valid measurements.
- DPS will then verify in how many defined close ranges (see above) the positioned device may be located.

  To do so, you can configure in the OScAR database the normed (standardized) field strength with which the BS or AP must be received (threshold value, standard or individual) in order to also distinguish the matching close range as a possible location of the device.

The information that is obtained is further processed depending on the parameters described below, and output as follows:

- by the output device,
- by the DPS parameterization, and
- the processed location data

16.3.4.1 Voice and display messaged at the telephone

- If at least one close range is detected, but not more than the maximum number of close ranges than are allowed for the indication of a location range (number is configurable), DPS will show the possible close ranges (incl. the superimposed wide range and site, if several close ranges are distinguished).
- If no close range or too many close ranges are detected, DPS will show the information on the received base stations (incl. the superimposed wide range and site, if a several close ranges are distinguished.

  Here, the following details can be configured:
  - the number of base stations or access points that may be maximally indicated (i.e. only the ones with the strongest signals),
  - the additional information that shall be included in the results (none, field strength in %, field strength as a symbol, or RSSI value), and
  - how many field strength areas may lie between the strongest and the weakest signal that is indicated in the results.



Note:
If a BS or AP is received with a very strong signal, the BS or AP that was received with a very weak signal can surely be ignored in the tracking information.

16.3.4.2 Display texts in the OScAR-TT Operator-Tool

In principle, the text messages that are shown in the OScAR-TT Operator-Tool correspond to the display text messages that are output at the telephone, but are graphically adjusted to the layout of a PC screen.

In addition, you can have more positioning details shown to you (including the raw date or the filtered-out details, respectively).

For more infromation on the positioning function and the positioning results via the OScAR-TT Operator-Too:

➤ see Section 16.6.1.2, "Show results of an individual positioning process"

16.3.4.3 Visualization via OScAR-TT Operator-Tool in comb. w. DPS-view

In combination with DPS-view, the positioning results obtained with the DPS Accuracy Level 2 are rendered graphically, in hierarchically structured maps and in the following way:

- all potential close ranges in form of colored polygons (irrespective of their total number),
- all received base stations or access points with adjustable color and size, depending on the field strength with which they are received (irrespective of their total number), and if needed with additional details on the visited station.

For more infromation on the positioning function and the positioning results via the OScAR-TT Operator-Tool:

➤ see Section 16.6.1.2, "Show results of an individual positioning process"

16.3.5 Positioning Accuracy Level 3

In the DPS Accuracy Level 3 (highest degree of positioning accuracy), the positioning results are computed by external positioning servers.

DPS currently supports:

- both the Unify HiPath-Positioning-System (HPS) for precise positioning of Gigaset or OpenStage DECT telephones, GMD Medallions and WL2 devices,
  ➤ see Section 16.4.1, "External positioning server: HiPath-Positioning-System (HPS)"
- as well as the External positioning server: Ekahau Positioning Engine (EPE) for exact positioning of Ekahau-TAGs, Unify WL2 telephones and Ascom telephones with Ekahau-Clients.
  ➤ see Section 16.4.2, "External positioning server: Ekahau Positioning Engine (EPE)"

The basis for any precise positioning carried out by an external positioning server are the true-to-scale maps, but also the extensive reference measurements that are made throughout the entire tracking area that shall be covered.

Here, the most likely whereabouts of a device are computed by reading and interpreting the present field strength measurements against the those of a database, using statistic algorithms.

The positioning results then constitutes a location range (area of interest) in the database of the external positioning server (in HPS the so-called "Points-of-Interest" (POI); for EPE these ranges are so-called "Zones").

Usually, the external positioning server then forwards to DPS the identifier of a location range as configured in the OScAR database, together with an evaluation of the quality of the measuring process, the latter of which is translated by DPS to a quality percentage between 0% and 100%.

Finally, DPS outputs the positioning results keeping with the data that is configured in the OScAR database:

- over the phone:
  location range (area of interest) as voice message and display text
- via OScAR-TT Operator-Tool:
  location range (area of interest) as display text message, incl. the quality details
- via OScAR-TT Operator-Tool in combination with DPS-view:
  location range (area of interest) incl. the quality details, visualized through hierarchically structured maps

As an alternative to rendering the identifier of a location range (area of interest) as administrated in the OScAR database, HPS can also hand over to DPS a display text for output, plus the identifiers of the partial-announcements that are already stored in the OScAR server and that shall be linked together and played with the positioning results (linked).

In this case, DPS outputs:

- over the phone
  HPS display text and voice message, as defined by HPS (also linked OScAR partial announcements)
- via OScAR-TT Operator-Tool
  HPS display text
- via OScAR-TT Operator-Tool in combination with DPS-view
  no visualization possible

16.3.6 Topicality of positioning results

The validity of positioning results can be configured in the application settings for OScAR-Positioning-Services. This provides the following output options:

- The last positioning results are no longer valid (validity expired):
  OScAR-Positioning-Services is currently carrying ou a new positioning process.
- Last positioning results are still valid:
  OScAR-Positioning-Services is using positioning results that are still valid.

16.3.7 Locatable devices

The various end devices that can be positioned directly with OScAR-Positioning-Services, or in combination with an external positioning server, differ substantially in terms of their radio technology, their features and the way in which they are located.

The below table is designed to give you an overview of the positionings that can be carried out for the individual devices:

Device	Accuracy Level 1	Positioning Accuracy Level 2	Positioning Accuracy Level 3	Principle of operation
OpenStage or Gigaset telephones in Unify Open Stage 4000 or DECT infrastructures	yes	yes	in comb. with HPS; DPS-positioning as fallback level	Upon request the devices send their field strength data to the visited station. The OScAR server received the positioning data via D-channel (CorNet-NQ/SIP-Q)
GMD medallions in any DECT infrastructure	only in Unify OpenScape 4000 DECT infrastructures	yes *)	no	In Open Scape DECT infrastructures same as Gigasets, otherwise DTMF dialog between the OScAR server and the device
other DECT devices in Unify OpenScape 4000 DECT infrastructures	yes	no	no	The OScAR server is informed of the visited station via D-channel (CorNet-NQ/SIP-Q)
WL2 telephones	no	yes	in comb. with EPE or HPS	Without ext. positioning server: HTML positioning requests from the OScAR-TTProcessServer to the device With EPE: same as before, but add. with transfer of the field strength data to EPE for positioning with interpreting With HPS: DTMF positioning inquiries from the OScAR-TTProcessServer to the device

Table 16-2 End-device dependent positioning

Device	Accuracy Level 1	Positioning Accuracy Level 2	Positioning Accuracy Level 3	Principle of operation
Ekahau TAGs	no	no	yes	The devices send field strength data to the EPE, on a cyclical basis or in an alarm. The OScAR server receives the positioning details upon request, or when an alarm is raised from the EPE
Ascom i62-Protector telephones OpenStage WL3-Plus telephones	yes	no	in comb. with Ekahau-Client and EPE	In an alarm the OScAR server is informed of the visited station via OAP. In comb. with the Ekahau-Client, add. same behavior as Ekahau tag, s.a.

Table 16-2 End-device dependent positioning

*) Ambiguity algorithm only in combination with Unify OpenScape 4000 DECT networks



Note:
Bear in mind that the GMD function is not officially released and its application is without any support by tetronik.

16.3.8 Special features in positioning inquiries for WL2 handsets

WL2 terminals communicate with OScAR-Positioning-Services through the Java module `LOCATION.JAR`, the TSSL/HTTPS adapter. It is started by OScAR-Positioning-Services from within the OScAR-TTProcessServer, and OScAR-Positioning-Services maintains a permanent TCP/IP connection to it, with cyclical exchange of heartbeats. In the event the TSSL/HTTPS adapter is deactivated, it is automatically rebooted by OScAR-Positioning-Services.

In order to be located,

- make sure the OScAR-TTProcessServer is configured as positioning server in the WL2 device
  ➤ see the configuration manual of the WL2
- make sure the WL2 device is properly administrated with a call number and a MAC address via the OScAR-TT Administrator-Tool.
  ➤ see Section 8.3.1, "Add and edit Subscribers"

So soon as the WL2 has registered in the LAN and received an IP address, it reports to OScAR-Positioning-Services through the OScAR-TTProcessServer and sends the status "Currently active". In this process, it sends its MAC address and the IP address, both of which are stored by OScAR-Positioning-Services.

During the positioning process OScAR-Positioning-Services queries the present field strength values via HTTPS by using the current WL2's IP address.



Note:
Because the administration of the WL2 telephone only allows for the entry of one OScAR-Positioning-Services, a failure of the corresponding OScAR-TTProcessServer may entail that the location of the WL2 can no longer be positioned (this applies especially to redundant OScAR environments).

16.3.9 Visualization through DPS-view

DPS-view is an external application and consists of DPS-view-Server and DPS-view-Edit.

➤ see "DPS-view Administrator and User Manual"

The graphic rendition of the location ranges, within which a terminal is tracked, but also that of the access points and base stations in the different zoom levels is initially configured with DPS-view-Edit.

After this, DPS-view can show the positioning results from DPS, HPS or EPE visually, in hierarchically structured maps.

The visualization of the positioning results is carried out in a browser window of the OScAR-TT Operator-Tool.

- Location ranges (areas of interest):
  Visualization of the location ranges, or areas of interest, in form of colored polygons, with the color depending on the quality of the positioning results.
- DECT base stations (BS) and WiFi access points (AP):
  Visualization of DECT base stations or WiFi access points through symbols, with both the size and the color depending on the received field strength, including a special visual output of the visited station.



Note:
The individual field strength values that are received are shown in form of a tooltip as you move your mouse to the respective base station or access point.

16.4 Details on external positioning servers

16.4.1 External positioning server: HiPath-Positioning-System (HPS)

Based on the present field strength values of the device whose location needs to be tracked, the Unify HiPath Positioning System (HPS) computes, in combination with previous reference measurements, the cartesian coordinates of the device's most probable location.

➤ see Section 16.3.5, "Positioning Accuracy Level 3"

Within HPS, points that are of particular interest or importance (POI = points of interest) can be anchored in the system's map material.

POIs have a text field "Text". This field contains:

- either the identifier - parenthesized in defined special characters - of an assigned DPS location range (= DPS-Identifier); here: the DPS location ranges, or areas of interest, can be visualized correlating in HPS, with the option to also assign several POIs to the same DPS location range,
- or directly the text that shall be output as the positioning result; here, also the announcement identifier "Speech ID" is administrated in HPS and sent as positioning result.

The positioning results sent from HPS to OScAR-Positioning-Services include:

- either the DPS identifier of the site, wide range or close range
  or a display text message generated by HPS, and the IDs of announcements defined in OScAR,
- the list of all received base stations/access points, including their field strengths,
- the visited station, and
- the positioning quality (see below).

In HPS, the DPS identifier is entered in the program "HPS Measurement-Tool", and there in the entry field "Text".

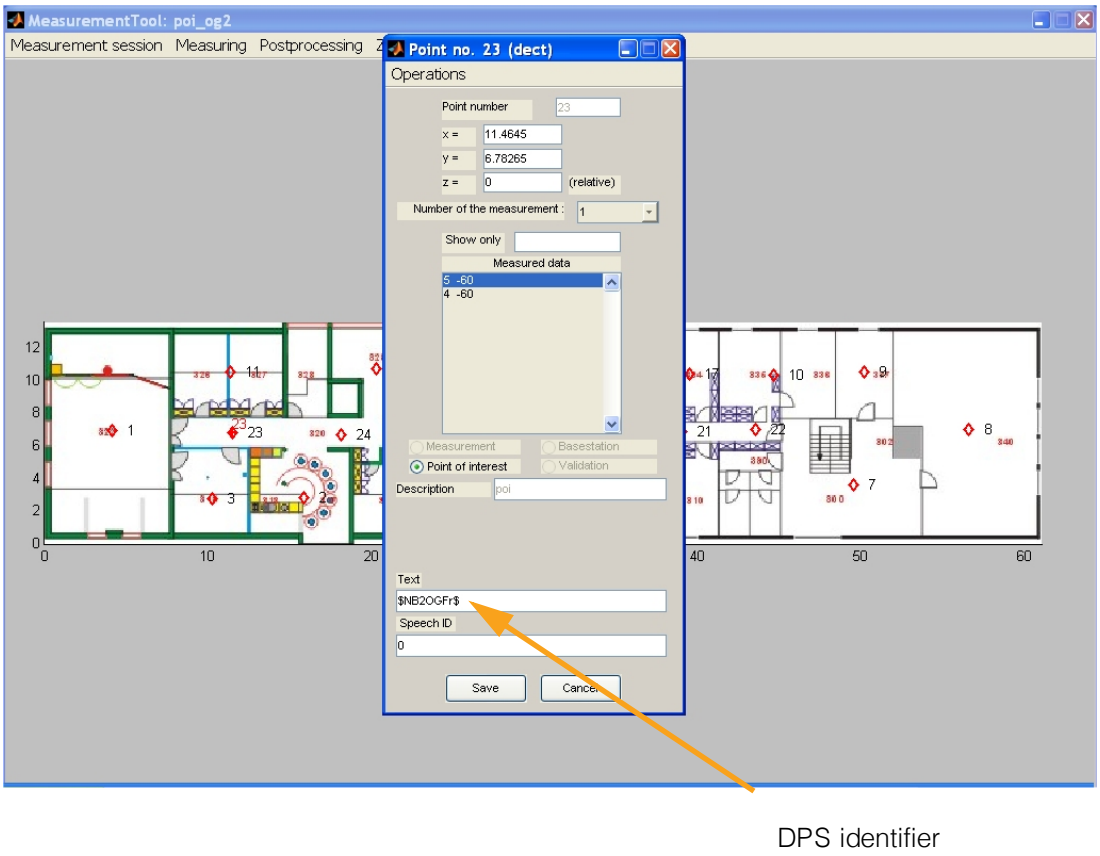


Image 16-3 Entry of the DPS identifier in HPS

Positioning quality

The most probable location, as computed by HPS, provides as result a circle k with a size between 6 and 12 meters, in which the device is most probably located.

Here, the computation is based on the following parameters:

- the number of reference points in the respective range,
- the array of measuring values obtained for that range.

With a linear distribution of the value range, this translates in the positioning quality w:

$$\mathbf{w} = 99 - \frac{99}{6\mathrm{m}}(\mathbf{k} - 6\mathrm{m})$$



Note:
The probability values of HPS only refer to the quality of the survey measuring. The current measuring results are not taken into consideration for the quality statement.

Topicality of the positioning results

HPS stores the last tracking information internally for adjustable storage periods (Unify documentation for HPS).

For positioning requests from OScAR-Positioning-Services, this translates to the following options:

- Last positioning results are invalid (validity has expired):
  HPS triggers a new positioning process for the device and sends the new information back to OScAR-Positioning-Services.
- Last positioning results are still valid:
  HPS sends back to OScAR-Positioning-Services the last valid positioning results.

16.4.2 External positioning server: Ekahau Positioning Engine (EPE)

The EPE operates only in WiFi networks, NOT in DECT networks. Based on the present field strength values of the device whose location needs to be tracked, the EPE computes in combination with previous reference measurements the cartesian coordinates of the devices's most probable location.

➤ see Section 16.3.5, "Positioning Accuracy Level 3"

In the program "Ekahau-Location-Survey", so-called zones can be added that correspond to the DPS location ranges. The DPS identifier is entered directly in the column "Zone", parenthesized in definable trigger characters.

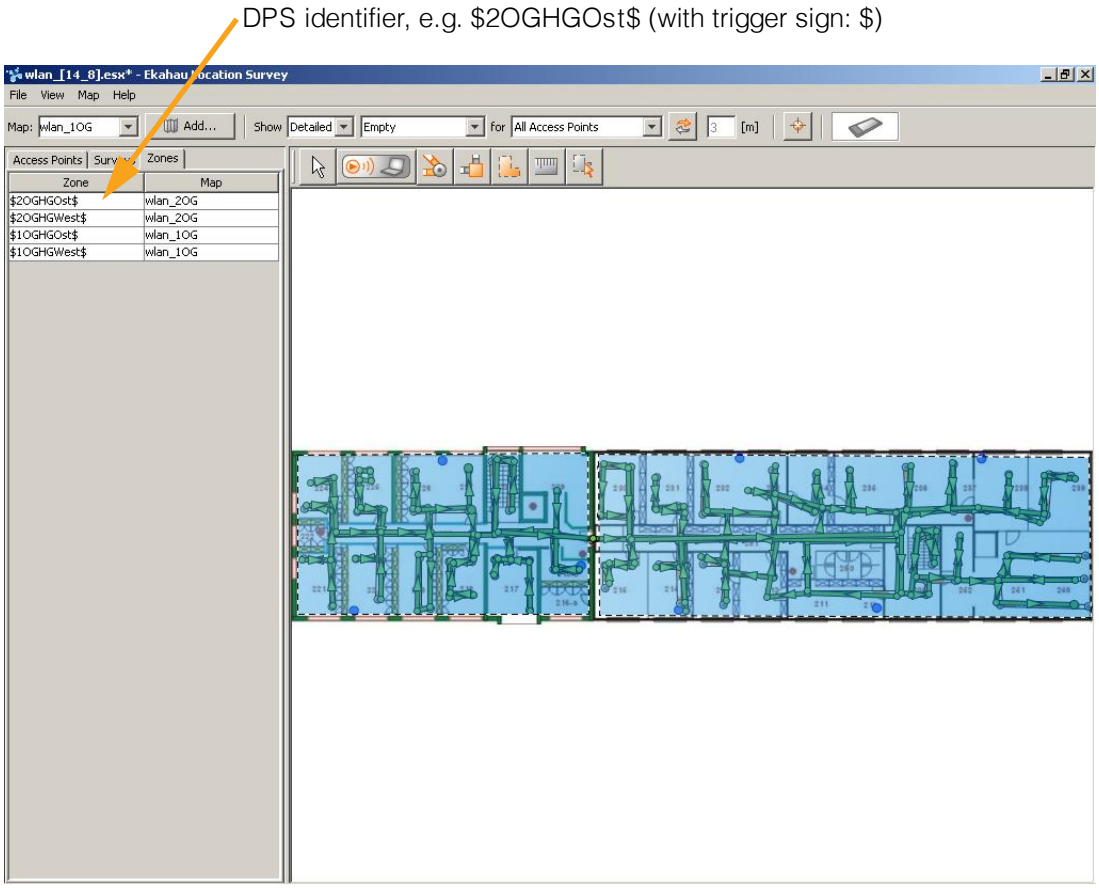


Image 16-4 Entry of DPS identifier in EPE

In a positioning process, EPE uses the positioning coordinates to compute the most probable "physical area" in which the device is currently located, and sends the obtained results back to OScAR-Positioning-Services.

The positioning results sent from EPE to OScAR-Positioning-Services include:

- the DPS identifier of the site, wide range or close range - parenthesized in trigger characters - and
- the positioning quality in form of a probability value between 0...99.

Using the DPS identifier that is included in the received positioning results, OScAR-Positioning-Services triggers the corresponding voice announcements and display text messages, and in combination with DPS-view also the graphic visualization.

Alarm activation through the EPE

Alarms from Ekahau tags (devices without voice communication based on WiFi) are sent directly from the tags to the EPE, and then forwarded by the EPE to OScAR-Positioning-Services, together with the positioning results.

Ekahau tags cannot be positioned actively, but instead send their field strength information autonomously to the EPE and on a cyclical basis, or when certain events occur (e.g. upon key press, inert after movement). The pressing of the alarm button of the tag constitutes such a special event.

When configuring the EPE in OScAR-Positioning-Services, Broadcasts can be defined for the EPE that will be started when specific tag alarms are set off.

➤ see Section 9.7, "Manage Broadcasts"

OScAR-Positioning-Services receives the tag alarms from the EPE and activates the assigned Broadcast with all voice announcements and display text messages, as well as, where applicable, with graphic visualizations (only in combination with DPS-view) that are assigned to the reported DPS identifier.

Topicality of the positioning results

Ekahau tags send to the EPE the received access points including their field strength values and do so autonomously and on a cyclical basis, and upon certain events (e. g. key press), but cannot be queried directly in between. However, they cannot be queried directly in between.

Therefore, when a positioning request is received from OScAR-Positioning-Services, the EPE sends back the most recent positioning information for that tag as saved in the internal EPE database. The actual topicality of this information depends on the history and on the tag's parameters.

Alarm activation and EPE positioning of WL2 WiFi telephones

When WL2 telephones are positioned via the EPE, the results that are obtained are always up to date because OScAR-Positioning-Services first queries the received access points and their field strength values from the pertinent WL2 telephone before it sends these details to the EPE, whereupon it receives back the current positioning results from the EPE.

Alarm activation and EPE positioning of Ascom i75, i62 WiFi telephones and OpenStage WL3 telephones

Ascom i75, i62 WiFi- and OpenStage WL3 telephones can be equipped with an Ekahau client. It is used by these telephones to send field strength information to the EPE on a cyclical basis, or when a special event occurs.

Irrespective of the above, these telephones send alarms directly to OScAR-Positioning-Services, including the "Visited Station", through the OAP protocol and the OScAR server.

16.5 Configure and Administrate OScAR-Positioning-Services

OScAR-Positioning-Services has its own root entry in the tree of the OScAR-TT Administrator-Tool.

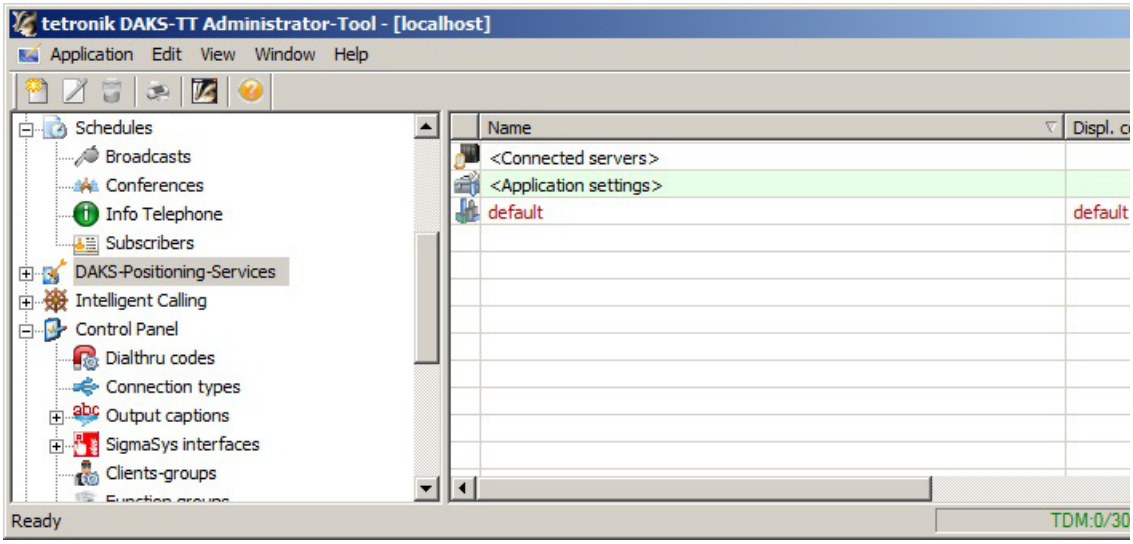


Image 16-5 Tree view of OScAR Positioning Services

General information on the structure

As covered in the, OScAR-Positioning-Services differentiates between 3 kinds of location ranges or areas of interest, namely: sites, wide ranges and close ranges. This makes it possible to structure the tracking information hierarchically.

➤ see Section 16.3.1, "Location ranges (areas of interest)"

Use the application settings for OScAR-Positioning-Services to specify if you are working with DECT and/or WiFi devices and to define the hierarchy levels you want to utilize.

➤ see Section 16.5.2, "Edit the DPS application settings"

The will influence the rendition of the tree structure "OScAR-Positioning-Services". In principle, however, the levels that are not used are only hidden, and all 3 levels always remain in the DPS data structure. Here, wide ranges are subordinate to sites, close ranges are subordinate to wide ranges, and base stations/access points are subordinate to close ranges.

The below table lists the output in the list view, depending on the fields that are selected in the application settings for OScAR-Positioning-Services, and the entry that is selected in the tree view:

Entry selected in the tree view	Use Sites	Use Wide ranges	Use-Close rang-es	DECT track-ing	WiFi-track-ing	Output in list window
OScAR-Positioning-Services	no	no	no	no	yes	List of all WiFi access points (AP)
	no	no	no	yes	no	List of all DECT base stations (BS)
	no	no	no	yes	yes	Entry: "WiFi Access Points" Entry: "DECT Base Stations"
	no	no	yes	don't care	don't care	List all all close ranges
	no	yes	don't care	don't care	don't care	List of all wide ranges
	yes	don't care	don't care	don't care	don't care	List of all sites
"a site"	yes	no	no	no	yes	List of all APs of this site
	yes	no	no	yes	no	List of all BSs of this site
	yes	no	no	yes	yes	Entry: "WiFi Access Points" Entry: "DECT Base Stations"
	yes	no	yes	don't care	don't care	List of all close ranges of this site
	yes	yes	don't care	don't care	don't care	List of all wide ranges of this site
"a wide range"	don't care	yes	no	no	yes	List of all APs of this wide range
	don't care	yes	no	yes	no	List of all BSs of this wide range
	don't care	yes	no	yes	yes	Entry: "WiFi Access Points" Entry: "DECT Base Stations"
	don't care	yes	yes	don't care	don't care	List of all close ranges of this site
"a close range"	don't care	don't care	yes	no	yes	List of all APs of this close range
	don't care	don't care	yes	yes	no	List of all BSs of this close range
	don't care	don't care	yes	yes	yes	Entry: "WiFi Access Points" Entry: "DECT Base Stations"
WiFi access points	don't care	don't care	don't care	yes	yes	List of all APs depending on the hierarchy
DECT Base Stations	don't care	don't care	don't care	yes	yes	List of all BSs depending on the hierarchy

Table 16-3 List window dep. on DPS application settings and tree view

OScAR-Positioning-Services automatically creates a default site, for each site a default wide range, and for each wide range a default close range.

These default location ranges are initially given the name "Default". The values of the default location ranges can be adjusted but not directly deleted, and are therefore output in red.

➤ see Image 16-5, Section 16.5.4.4, "Delete a location range"

16.5.1 Create DPS-view import files

DPS makes it possible to also import location ranges, base stations and access points to DPS-view using XML text files, i.e. to create so-called DPS-view import files.

Follow the below instructions:

No.	Step
1.	Go to the tree on the right and select the node "OScAR-Positioning-Services".
2.	There are two ways to create a DPS-view import file: • go to the menu bar, open "Edit" and select "Create DPS-view import file...", or • in the tree view, make a right mouse click on "OScAR Positioning Services", and select "Create DPS-view import file..." from the context menu. This will open a user window to save the file.
3.	In this window, select the target directory and enter a file name.
4.	Click Save to save the file.
5.	A message will confirm that the file was successfully created. Confirm with Ok.
6.	Upload the file to DPS-view using the DPS-view-Editor. ➤ see "DPS-view Administrator and User Manual"

Table 16-4 Create DPS-view import file

16.5.2 Edit the DPS application settings

Follow the below instructions to edit the application settings for OScAR-Positioning-Services:

No.	Step
1.	Go to the tree on the right and select the node "OScAR-Positioning-Services". The list window will output the parameters as well as the available location ranges or base stations/access points.
2.	In the list window, select the entry <Parameters"> and click . This will open the window "DPS - Edit application settings".
3.	Carry out the settings in keeping with the subsequent field descriptions.
4.	Confirm the security prompt and save your changes with Ok.

Table 16-5 Edit the application settings of OScAR-Positioning-Services

Description of the fields in the window "DPS - Edit application settings"

Note:
All required announcements must be properly recorded and assigned to ensure that called members/subscribers can receive and respond correctly to the respective instructions and prompts. If announcements are not assigned or recorded, the OScAR server will play a long tone instead.

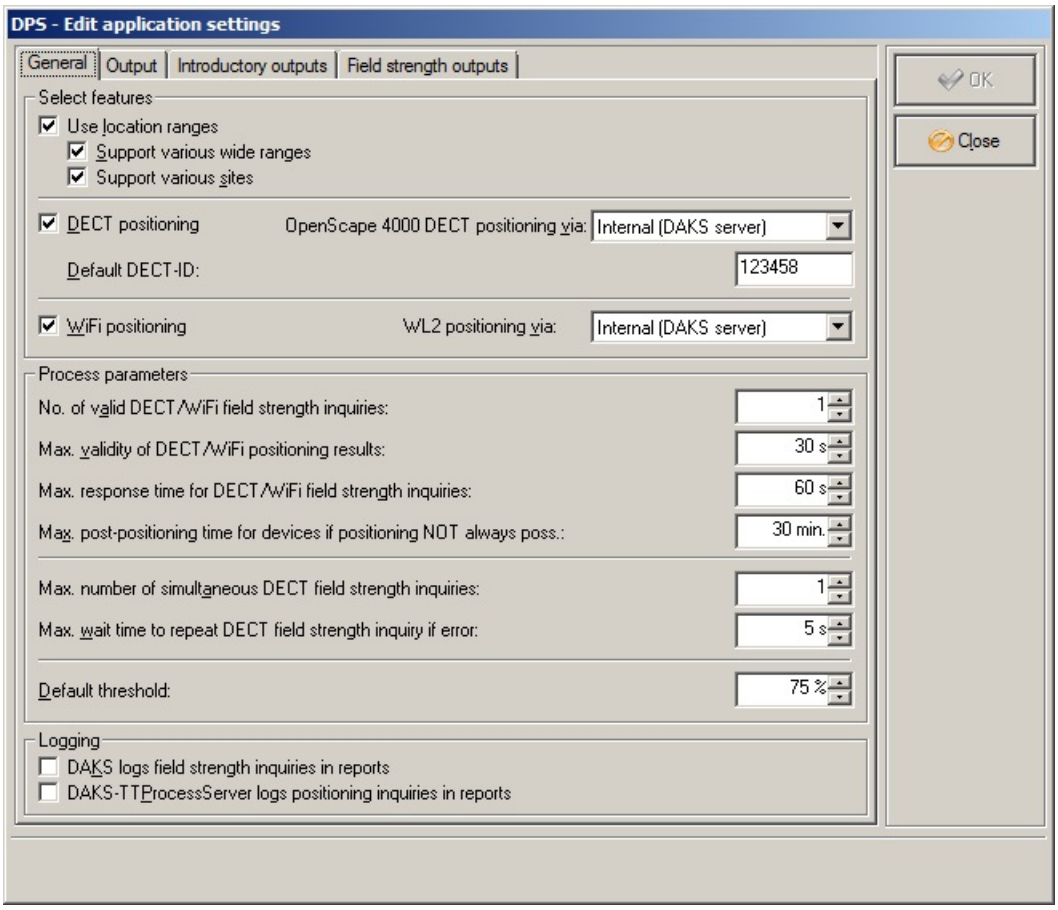
Field	Description
The tab "General"	
	
Window area "Select features"	
Use location ranges	If a differentiation is made at least once between several close ranges underneath the superimposed level, this field is marked but remains inactive (i. e. no deactivation possible). When this box is ticked, OScAR-Positioning-Services operates with location ranges or close ranges. (Default: not selected)
Support several wide ranges	When this box is ticked, "Wide ranges" are be output. If "Support various sites" is also selected the system will support these underneath the respective site; otherwise directly under "OScAR-Positioning-Services". If a differentiation is made at least once between several wide ranges under the superimposed level, this field is marked but remains inactive (i. e. no deactivation possible). (Default: not selected)

Table 16-6 Fields in window "DPS - Edit application settings"

Field	Description
Support various sites	When this box is ticked, the "Sites" are output underneath "OScAR-Positioning-Services". If several sites are administrated, this field is marked but will remain inactive (i.e. no deactivation possible). (Default: not selected)
DECT positioning	When this box is ticked, the DECT positioning is activated. This includes the option to administrate base stations and DECT-specific application settings for OScAR-Positioning-Services. (Default: not selected)
Unify HiPath 4000 DECT	This feature only becomes active when the field "DECT positioning" is enabled. Use this selection field to specify the path to query the base station field strength values Unify OpenScape 4000 DECT networks. The following options are available: • internal (OScAR server) The field strengths are queried through the OScAR server, • HPS The field strengths are queried through the Unify HiPath Positioning System. (Default: "internal (OScAR server)")
Default DECT- ID	This feature only becomes active when the field "DECT positioning" is enabled. Input field for the standard DECT ID of the DECT network, used as default when adding a new "Site". If there is only one "Site", please enter the DECT ID of the pertinent DECT network. (Default: empty)
WiFi positioning	When this box is ticked, the WiFi positioning is activated. This includes the option to administrate access points and WiFi-specific application settings for OScAR-Positioning-Services. (Default: not selected)
Unify WL2 positioning via	This feature only becomes active when the field "WiFi positioning" is enabled. Use this selection field to define the way in which the access point field strengths, that are received by the WL2, shall be queried, and when so, if the WL2 telephones shall be positioned with interpretation (DPS Accuracy Level 3). The following options are available: • Internal (OScAR server) OScAR-Positioning-Services queries the field strengths; the positioning is without interpreting. • HPS HPS queries the field strengths and the positioning is with interpreting • EKAHAU Positioning Engine OScAR-Positioning-Services queries the field strengths and sends the data to the EPE for positioning with interpreting. (Default: "internal (OScAR server)")
Window area "Process parameters"	

Table 16-6 Fields in window "DPS - Edit application settings"

Field	Description
Number of valid DECT/WiFi field strength inquiries	This edit field specifies how many valid field strength inquires are used to compute the positioning results. (default: "3")
Max. validity of DECT/WiFi positioning results	This edit field determines in seconds how long positioning results remain valid. When the time that is specified in this field has expired, a new positioning process will be triggered when a new positioning request is received. (default: "30 s")
Max. response time for DECT/WiFi field strength inquiries	This edit field determines in seconds the maximum time for the addressed server (OScAR, HPS, EPE) to respond to a field strength inquiry. (default: "30 s")
Max. post-positioning time for devices if positioning NOT always poss.:	This edit field determines in minutes how long devices for which the feature "Positioning possible at any time" was NOT enabled, and that have initiated a Broadcast or Conference process which has meanwhile ended, may be positioned. ➤ see Section 8.3.2, "Edit subscriber destinations" (default: "30 min")
Max. number of simultaneous DECT field strength inquiries	This feature only becomes active when the field "DECT positioning" is enabled. This field determines how many field strength inquiries OScAR-Positioning-Services maximally sends in parallel to a Unify OpenScape 4000 DECT network. (default: "5")
Max. wait time to repeat DECT field strength inquiry if error	This feature only becomes active when the field "DECT positioning" is enabled. This field determines in seconds how long OScAR-Positioning-Services will wait in the event of an error, before it sends the field strength inquiry again via DECT. (default: "10 s")
Default threshold	This edit field determines the field strength's default threshold value (in a percentage) that is applied in combination with the DPS Accuracy Level 2, i.e. when computing the positioning results to discover the close range in which the base station or access point is located, and to evaluate it as the area in which the wanted device might be located. ➤ see Section 16.5.4, "Management of location ranges (areas of interest)" (default: "75%")
Window area "Logging"	
OScAR logs field strength inquiries in reports	When this box is ticked, the OScAR server will output, directly at the system printer, all DECT field strength inquiries. (Default: not selected)
OScAR-TTProcessServer logs positioning inquiries in reports	When this box is ticked, all positioning inquiries addressed to OScAR-Positioning-Services are logged in form of XML files. (Default: not selected)

Table 16-6 Fields in window "DPS - Edit application settings"

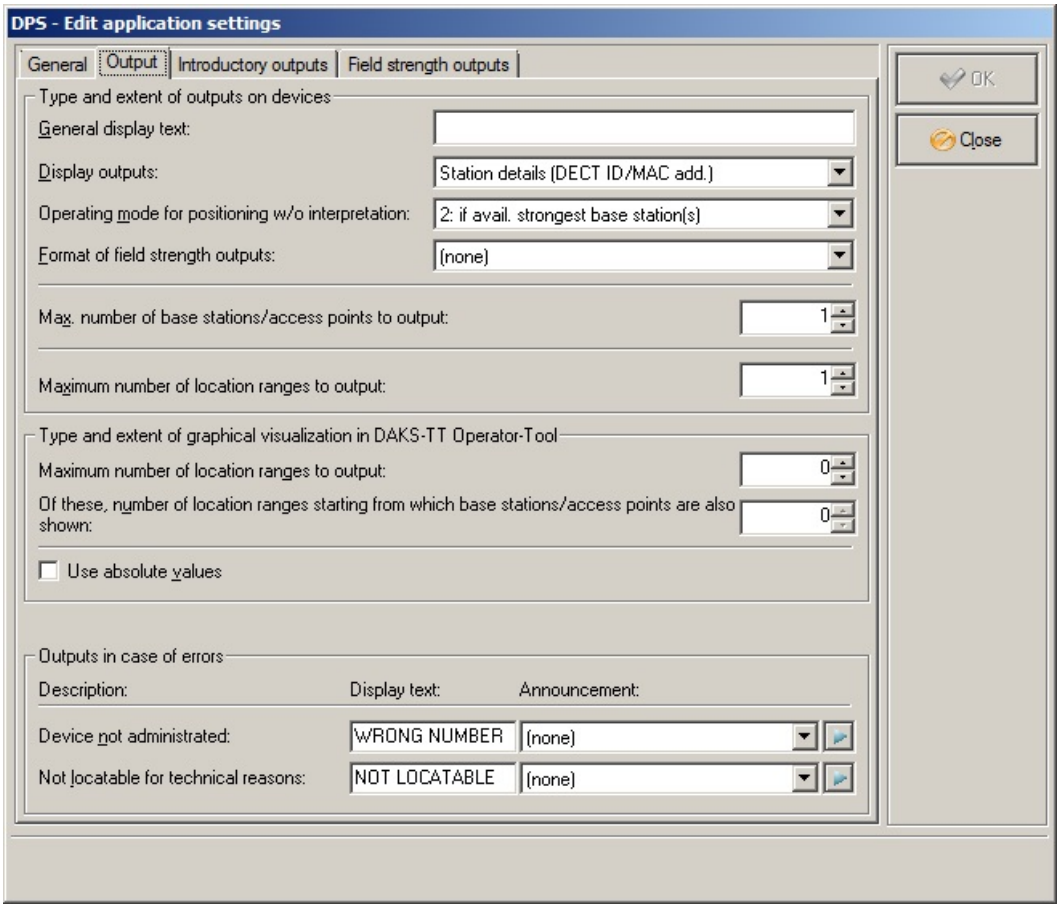
Field	Description
Tab "Display settings"	
	
Window area "Type and extent of outputs on devices"	
Common display text	This edit field determines the general display text (maximally 16 characters) that is used as intro for the display text messages are sent to the subscribers. (Default: empty)
Display outputs	This feature only becomes active when either of the two fields "DECT positioning" or "WiFi positioning" is enabled. Use this selection field to define the type of the display outputs: • Assembled output text The display output consist of a combination of linked display texts on location ranges (areas of interest) and/or base stations or access points. • Station details (DECT ID/MAC add.) Provided station information is available, the display text for DECT will consist of the DECT ID as well as of the SLC and BS number, for WiFi of the MAC address of the access point. Note: This function should only be used for testing purposes. (default: "Assembled output text")

Table 16-6 Fields in window "DPS - Edit application settings"

Field	Description
Operating mode for positioning w/o interpretation	This feature only becomes active when either of the two fields "DECT positioning" or "WiFi positioning" is enabled. This selection field determines the operational mode for the positioning process without an interpretation (evaluation) of the obtained results: • 1. generally visited station only (if available) Provided information on the "Visited station" is available, OScAR-Positioning-Services will only output the "Visited station" also if field strength information was received; otherwise same behavior as in "2". • 2: strongest base station(s) For fully positionable DECT devices, OScAR-Positioning-Services outputs the strongest base stations or access points; for devices with a limited positioning ability, only the "Visited station". • 3: Strongest base station(s) + ambiguity Same as in operation mode 2, but for DECT the ambiguity algorithm is applied. ➤ see Section 16.3.2.1, "Ambiguity algorithm", and ➤ see Section 16.3.2.3, "Positioning in any DECT infrastructure", and following (default: "1: generally visited station only")

Table 16-6 Fields in window "DPS - Edit application settings"

Field	Description
Format of field strength outputs	This feature only becomes active when at least one of the two fields "DECT positioning" or "WiFi positioning" (see tab: Common) is enabled, and also on condition that the "Operational mode for positioning without interpretation" (see tab: Display settings) is set to "2: if avail., strongest base station(s)" or "3: if avail., strongest base station(s) + ambiguity". Use this selection field to define the way in which the field strength is rendered in the display texts: • (none) Display output of the base station without any further details (e. g.: "`1st floor canteen`"). • Direct, not standardized Output of the display information together with the absolute field strength value sent by the device (right aligned between 1...n; with "n" defined by the device type; max. 255) (e. g. "`1st floor canteen 60`"). Note: This function should only be used for testing purposes. • Standardized to percentage Output of the display information together with a field strength value that is depending on the device type, normed (standardized) between 1% and 99% (e. g.: "`1st floor canteen %75`"). • Standardized to symbols • Output of the display information together with configurable symbols (see tab "Field strength outputs") for each field strength area (e. g. "`1st floor office 3 ++`"). Note: This entry can only be selected if the field "Number of supported field strength value ranges" in the tab "Field strength outputs" is set to a number larger than 1. (Default: "(none)") Note: If you select "direct, not normed", "normed to percentages" and "normed to symbols", any display text for output will be curtailed to 13 characters.
Max. number of base stations/access points to output	This feature only becomes active when either of the two fields "DECT positioning" or "WiFi positioning" is enabled. This selection field defines the total amount of base stations or access points that are sent to the called subscriber in an alarm over the phone, either as voice message or as display text message (applies only if the field "Format of field strength outputs" is set to the operation mode 2 or 3). (default: "3")
Maximum number of location ranges to output	This edit field determines the maximum number of location ranges (areas of interest) that may be identified to an alerted subscriber, in form of a voice announcement or display text message. (default: "3")
Window area "Type and extent of graphical outputs at OScAR-TT Operator-Tool"	

Table 16-6 Fields in window "DPS - Edit application settings"

Field	Description
Maximum number of location ranges to output	This edit field determines the maximum number of location ranges that will be rendered graphically when positioning results are visualized at the OScAR-TT Operator-Tool. (default: "3")
Of these, number of location ranges starting from which base stations/access points are also shown	This edit field determines the number of location ranges starting from which the computed base stations or access points are also included and shown in the visual rendition of the positioning results. (default: "3")
Use absolute values	When this box is ticked, the field strength values are shown in the graphic rendition of the positioning results, in absolute values and not in percentages. (Default: not selected)
Window area "Outputs in case of errors"	
Device not administrated	This edit field determines the display text and the adjacent drop-down combobox determines the announcement that will be used in the error event when the system tries to position a device that is not administrated in OScAR-Positioning-Services. (defaults: "illegal number", "(none)")
Not locatable for technical reasons	This edit field determines the display text and the adjacent drop-down combobox determines the announcement that will be used in the error event when a positioning attempt fails for other reasons. (default: "no. unlocatable", "(none)")

Table 16-6 Fields in window "DPS - Edit application settings"

Field	Description
Tab "Introductory outputs"	

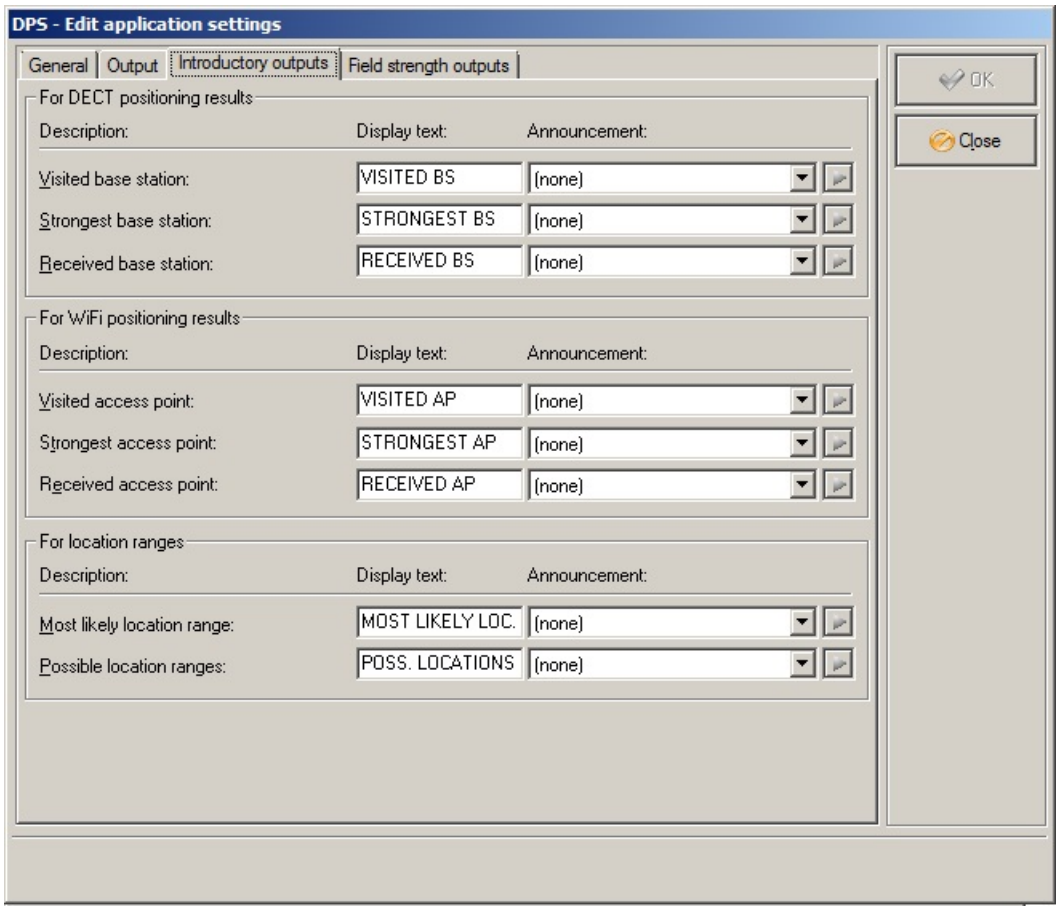


Table 16-6 Fields in window "DPS - Edit application settings"

Field	Description
Window area "For DECT positioning results"	
Currently used base station	This feature only becomes active when the field "DECT positioning" is enabled. Use this input field to enter a display text, and use the adjacent selection field to choose the announcement that will be used as introduction when the system indicates the base station which the DECT device is currently using to communicate with the system (Visited Station). (defaults: "active BS", "(none)")
Strongest base station	This feature only becomes active when the field "DECT positioning" is enabled. Use this input field to enter a display text, and use the adjacent selection field to choose the announcement that will be used as introduction when the system indicates the base station which the DECT device is currently receiving with the strongest field strength. (defaults: "strongest BS", "(none)")
Received base station	This feature only becomes active when the field "DECT positioning" is enabled. Use this input field to enter a display text, and use the adjacent selection field to choose the announcement that will be used as introduction when the system indicates the received the base stations. (Default: "Received base station", "(none)")
Window area "For WiFi positioning results"	
Visited access point	This feature only becomes active when the field "WiFi positioning" is enabled. Use this input field to enter a display text, and use the adjacent selection field to choose the announcement that will be used as introduction when the system indicates the access point which the WiFi device is currently using to communicate with the system (Visited Station). (defaults: "active AP", "(none)")
Strongest access point	This feature only becomes active when the field "WiFi positioning" is enabled. Use this input field to enter a display text, and use the adjacent selection field to choose the announcement that will be used as introduction when the system indicates the access point which the WiFi device is currently receiving with the strongest field strength. (defaults: "strongest AP", "(none)")
Received access point	This feature only becomes active when the field "WiFi positioning" is enabled. Use this input field to enter a display text, and use the adjacent selection field to choose the announcement that will be used as introduction when the system indicates the access points that are received. (Default: "Received AP", "(none)")
Window area "For location ranges"	
Most likely location range	This edit field determines the display text and the adjacent selection field determines the announcement that will be used as introduction when the system indicates the area in which the device is most likely located. (defaults: "most prob. Loc.", "(none)")

Table 16-6 Fields in window "DPS - Edit application settings"

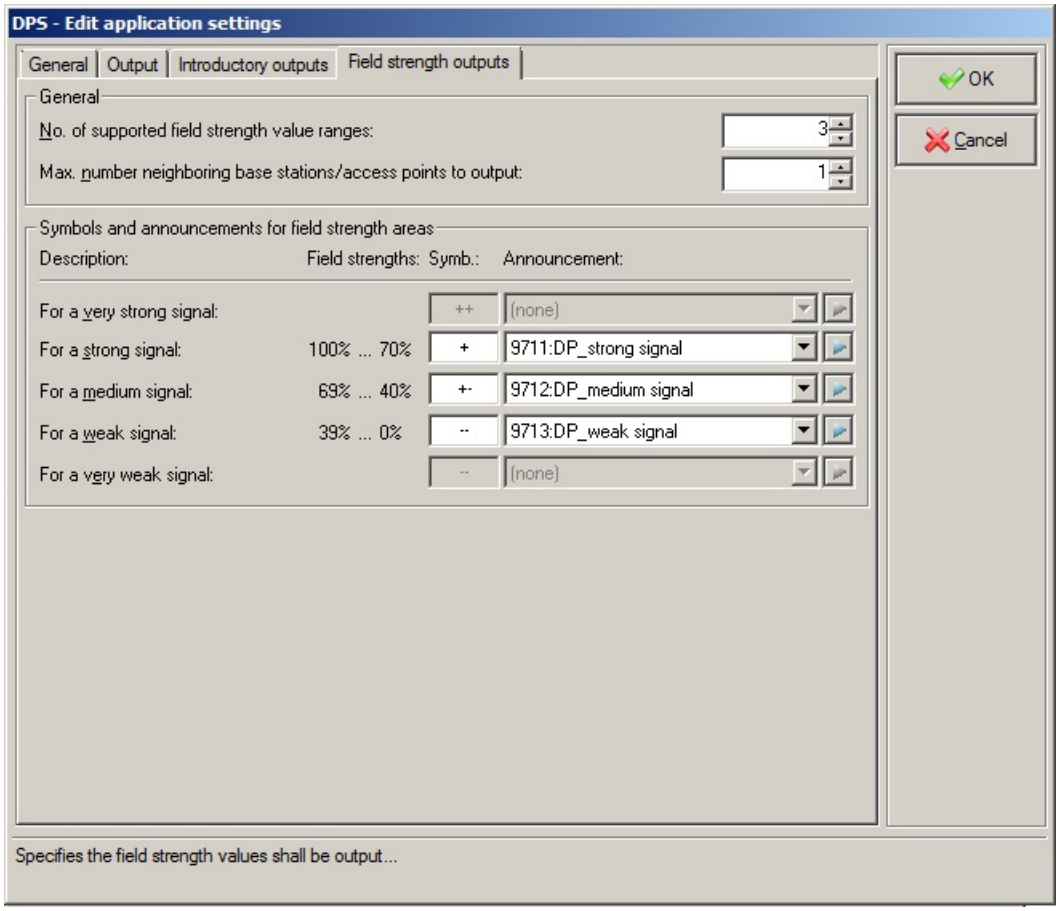
Field	Description
Possible location ranges	This edit field determines the display text and the adjacent selection field determines the announcement that will be used as introduction when the system indicates the areas in which the device might be located. (defaults: "poss. loc.", "(none)")
Tab "Field strength outputs"	
	
Window area "General features"	
Total number of field strength areas supported	This feature only becomes active when the field "DECT positioning" is enabled. This selection field specifies how many field strength value ranges the system will differentiate for the purposes of the DPS positioning Accuracy Level 2. (default: "1").
Max. number neighboring base stations/access points to output	This feature only becomes active when the field "DECT positioning" is enabled. This field determines the maximum distance that may lie between the individual field strength value ranges which are output for DPS positioning Accuracy Level 2. (default: "1")
Window area "Symbols and announcements for field strength value ranges"	

Table 16-6 Fields in window "DPS - Edit application settings"

Field	Description
For a very strong signal	This feature only becomes active when the field "DECT positioning" is enabled, and if the field "Number of supported field strength value ranges" is set to at least "4". Use this field to determine the symbol and use the adjacent the selection field to choose the announcement that will be used to indicate a very strong signal. (defaults: "++"; "(none)")
For a strong signal	This feature only becomes active when the field "DECT positioning" is enabled, and if the field "Number of supported field strength value ranges" is set to at least "2". Use this field to determine the symbol and use the adjacent the selection field to choose the announcement that will be used to indicate a strong signal. (defaults: "+"; "(none)")
For a medium signal	This feature only becomes active when the field "DECT positioning" is enabled, and if the field "Number of supported field strength value ranges" is set to either "3" or "5". Use this field to determine the symbol and use the adjacent the selection field to choose the announcement that will be used to indicate a medium signal. (defaults: "+-"; "(none)")
For a weak signal	This feature only becomes active when the field "DECT positioning" is enabled, and if the field "Number of supported field strength value ranges" is set to at least "2". Use this field to determine the symbol and use the adjacent the selection field to choose the announcement that will be used to indicate a weak signal. (defaults: "-"; "(none)")
For a very weak signal	This feature only becomes active when the field "DECT positioning" is enabled, and if the field "Number of supported field strength value ranges" is set to at least "4". Use this field to determine the symbol and use the adjacent the selection field to choose the announcement that will be used to indicate a very weak signal. (defaults: "--"; "(none)")

Table 16-6 Fields in window "DPS - Edit application settings"

16.5.3 Management of connected servers

Underneath the tree entry "OScAR-Positioning-Services" you will find the parameter entry "<Connected servers>".

Use this entry to administrate the connection of the following 3 external applications, all of which can be setup in redundant form for backup:

- DPS-view server
  ➤ see Section 16.6, "Operate DPS through the DAKS-TT Operator-Tool"
- HPS
  ➤ see Section 16.4.1, "External positioning server: HiPath-Positioning-System (HPS)"
- EKAHAU Positioning Engine
  ➤ see Section 16.4.2, "External positioning server: Ekahau Positioning Engine (EPE)"

16.5.3.1 Add and edit connected servers

Follow the below instructions to connect a new server or to edit an already connected one:

No.	Step
1.	Go to the tree and open the node "OScAR-Positioning-Services".
2.	In the tree, select the node "Connected servers". The list window will show you all available servers.
3.	Click in the menu bar to connect with a new server, or go to the list window, select the server you want to edit and click . This will open the window "Edit DPS server".
4.	Carry out the settings in keeping with the subsequent field descriptions.
5.	Save your entries with Ok.

Table 16-7 Connect/edit DPS servers

Description of the fields in the window "Edit DPS server"

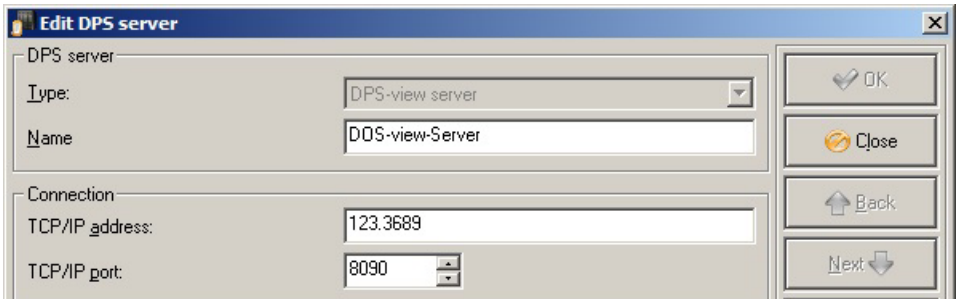
Field	Description
	
Window area "DPS server"	
Type	This selection field determines the type of the server (in the following text only called DPS server): • DPS-view server Creates a connection to DPS-view • HPS Creates a connection to Unify HPS • EKAHAU Positioning Engine Creates a connection to an Ekahau Positioning Engine (default: "DPS-view server")
Name	This edit field determines the unique name for the DPS server (max. 50 characters). (Default: empty)
Window area "Connection"	
TCP/IP address	This edit field determines the TCP/IP address or the PC name of the connected DPS server. (Default: empty)
TCP/IP port	This field determines the TCP/IP port used by OScAR-Positioning-Services to communicate with the connected DPS server. (default: "8090")

Table 16-8 Fields in window "Edit DPS server"

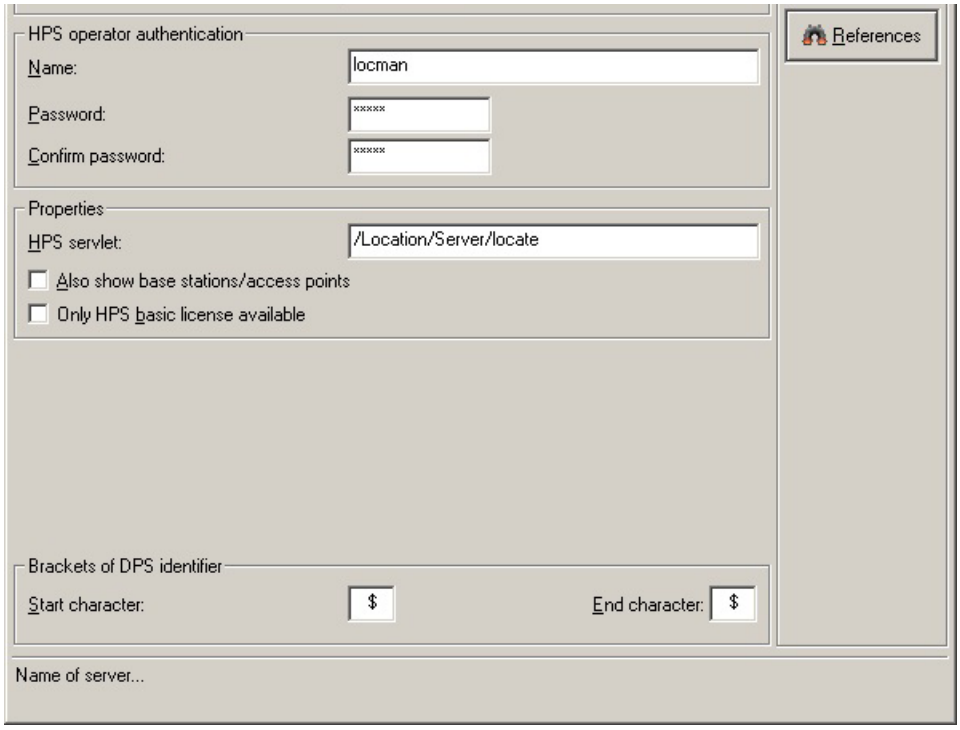
Field	Description
Only if the field "Type" is set to "HPS":	
	
Window area "HPS operator authentication"	
Name	This edit field determines the login name to logon to an HPS as operator (for more information see the Unify documentation on HPS). (Default: empty)
Password	This edit field determines the password for the login name, for logon to an HPS as operator (for more information see the Unify documentation on HPS). (default: "*****")
Confirm password	Use this edit field to repeat the password, to safeguard correct authentication. (default: "*****")
Window area "Properties"	
HPS servlet	This edit field determines the name of the servlet, where OScAR-Positioning-Services can reach the HPS (for more information see the Unify documentation on HPS). (Default: empty)
Also show base stations/access points	When this box is ticked, not only the location ranges but also the base stations/access points will be shown when visualized though DPS-view, otherwise only the location range. (Default: not selected)
Only HPS basic license available	When this box is ticked, HPS will only be used as gateway to query the field strength values for WL2 telephones. Consequently HPS needs not be administrated with any map material or base station lists. When this box is NOT ticked, HPS will be connected as positioning server with interpretation of the results. (Default: not selected)

Table 16-8 Fields in window "Edit DPS server"

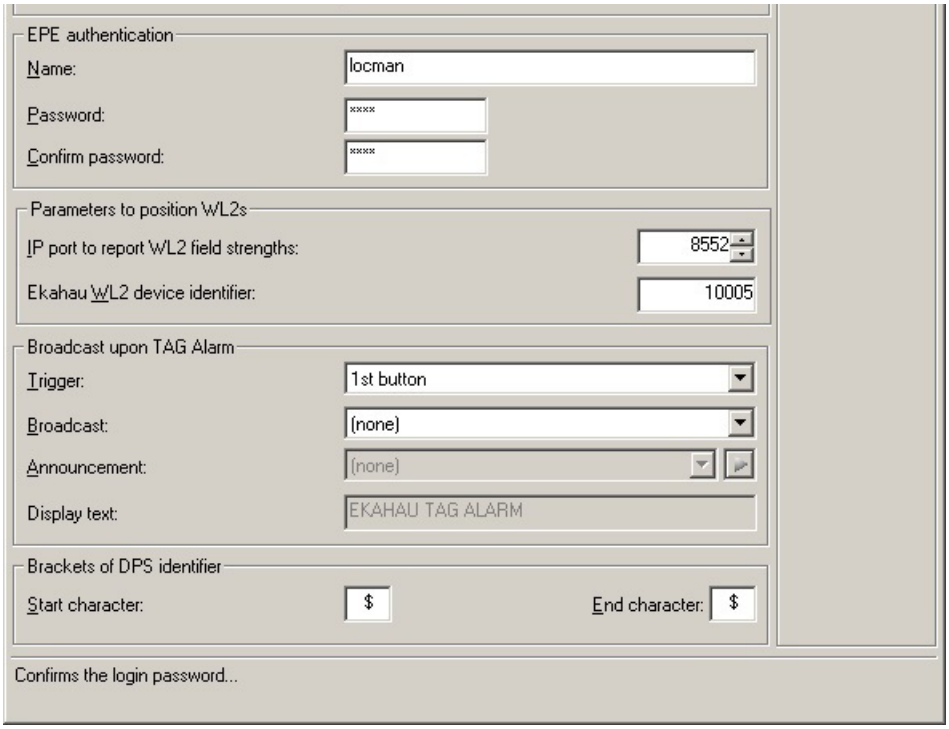
Field	Description
Window area "Brackets for DPS identifiers“	
Start character	This edit field determines the character for the context-dependent recognition of the identifier which is prepended to the DPS-IDs for sites, wide ranges and close ranges. ➤ see Section 16.4.1, "External positioning server: HiPath-Positioning-System (HPS)" (default: "$")
End character	This edit field determines the character for the context-dependent recognition of the identifier which is appended to the DPS-IDs for sites, wide ranges and close ranges. ➤ see Section 16.4.1, "External positioning server: HiPath-Positioning-System (HPS)" (default: "$")
Only if the field "Type" is set to "Ekahau-Positioning-Engine":	
	
Window area "EPE authentication"	
Name	This edit field determines the login name for logon to an EPE as operator (for more information see the EPE documentation). (Default: empty)
Password	This edit field determines the password for the login name, for logon to an EPE as operator (for more information see the EPE documentation). (default: "*****")
Confirm password	Use this edit field to repeat the password, to safeguard correct authentication. (default: "*****")
Window area "Parameter to position WL2s"	

Table 16-8 Fields in window "Edit DPS server"

Field		Description
	IP port to report WL2 field strengths	This edit field determines the TCP/IP port where the EPE listens for the WL2 field strength information. (default: "8552")
	Ekahau WL2 device identifier	This edit field determines the WL2 device identifier enables the EPE to identify if the reported field strength information belongs to a WL2 device. (default: "10005")
	Window area "Broadcast upon TAG alarm"	
	Initiator	Use this drop-down combobox to define how the next two fields "Broadcast" and "Announcement" are assigned, based on the trigger type. • 1st button • 2nd button • 3rd button • Pull-off cord (default: "1st button")
	Broadcast	Use this drop-down combobox to choose the Broadcast that is launched when OScAR-Positioning-Services receives a TAG alarm from the EPE. (Default: "(none)")
	Announcement	This field only becomes active when a Broadcast was selected for the field "Broadcast". Use this drop-down combobox to choose the announcement that is used for the Broadcast selected above. (Default: "(none)")
	Display text	This field only becomes active when a Broadcast was selected for the field "Broadcast". This edit field determines the display text message that is used for the Broadcast selected above. (default: "(EKAHAU TAG-ALARM")
	Window area "Brackets for DPS identifiers“	
	Start character	This edit field determines the character for the context-dependent recognition of the identifier which is prepended to the DPS-IDs for sites, wide ranges and close ranges. ➤ see Section 16.4.2, "External positioning server: Ekahau Positioning Engine (EPE)" (default: "$")
	End character	This edit field determines determines the character for the context-dependent recognition of the identifier which is appended to the DPS-IDs for sites, wide ranges and close ranges. ➤ see Section 16.4.2, "External positioning server: Ekahau Positioning Engine (EPE)" (default: "$")

Table 16-8 Fields in window "Edit DPS server"

16.5.3.2 Delete connected servers

Follow the below instructions to delete a connected server:

No.	Step
1.	Go to the tree and open the node "OScAR-Positioning-Services".
2.	In the tree, select the node "Connected servers". The list window will show you all available servers.
3.	In the list window select the connected servers that you want to delete.
4.	Click in the menu bar.
5.	Confirm the prompt with Yes. The connected servers are now deleted.

Table 16-9 Delete connected server

16.5.4 Management of location ranges (areas of interest)

As covered in Section 16.3.1, "Location ranges (areas of interest)", OScAR-Positioning-Services differentiates between 3 kinds of location ranges or areas of interest, namely: sites, wide ranges and close ranges.

16.5.4.1 Add and edit a site

To add and edit sites, the field "Support various sites" must be enabled (ticked) in the window application settings for OScAR-Positioning-Services.

➤ see Section 16.5.2, "Edit the DPS application settings"

Follow the below instructions to add or edit a site:

No.	Step
1.	Go to the tree on the right and select the node "OScAR-Positioning-Services". All existing sites will be shown in the list window.
2.	Click in the menu bar to add a new site, or go to the list window, select the site you want to edit and click . This will open the window "Edit DPS site".
3.	Carry out the settings in keeping with the subsequent field descriptions.
4.	Save your entries with Ok.

Table 16-10 Add and edit a DPS site

Description of the fields in the window "Edit DPS site"

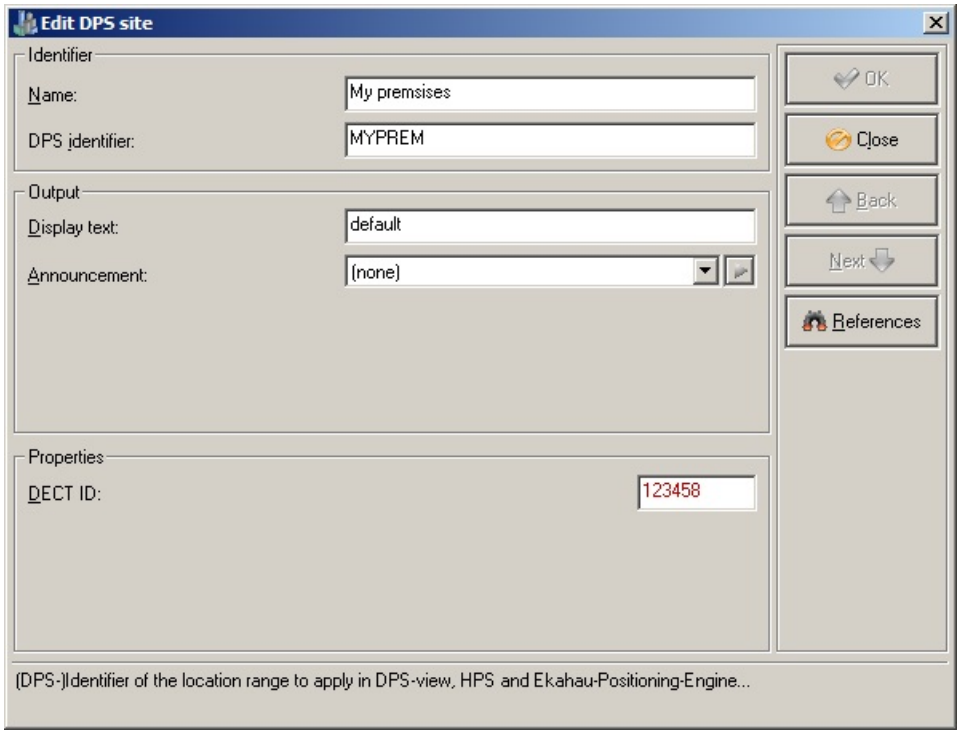
Field	Description
	
Window area "Identifier"	
Name	This edit field determines the name of the site (max. 50 characters), used to describe this site in the tables and list fields. (Default: empty)
DPS identifier	This edit field determines the unique ID for the location range (max. 8 characters) that is applied in combination with external positioning servers and DPS-view. (Default: empty)
Window area "Output"	
Display text	This edit field determines the display text (max. 16 characters) that identifies the site. (Default: empty)
Announcement	Use this selection field to choose the announcement used to describe the site. (Default: "(none)")
Window area "Properties"	
DECT ID	This edit field determines the DECT ID (max. 8 characters, 0...9 and A...F) of the DECT network at the site. (Default: empty)

Table 16-11 Fields in window "Edit DPS site"

16.5.4.2 Add and edit a wide range

To add and edit wide ranges, the field "Distinguish wide ranges" must be enabled (ticked) in the window application settings for OScAR-Positioning-Services.

➤ see Section 16.5.2, "Edit the DPS application settings"

Follow the below instructions to add or edit a wide range:

No.	Step
1.	Go to the tree and open the node "OScAR-Positioning-Services".
2.	In the tree, select the site to which you want to add a wide range, or whose wide range(s) you want to edit. All existing wide ranges will be shown in the list window. Note: Depending on the levels that have been enabled in the application settings for OScAR-Positioning-Services, the site nodes may be hidden. If this is the case, please skip this step.
3.	Click in the menu bar to add a wide range, or go to the list window, select the wide range you want to edit and click . This will open the window "Edit DPS wide range".
4.	Carry out the settings in keeping with the subsequent field descriptions.
5.	Save your entries with Ok.

Table 16-12 Add/edit a DPS wide range

Description of the fields in the window "Edit DPS wide range"

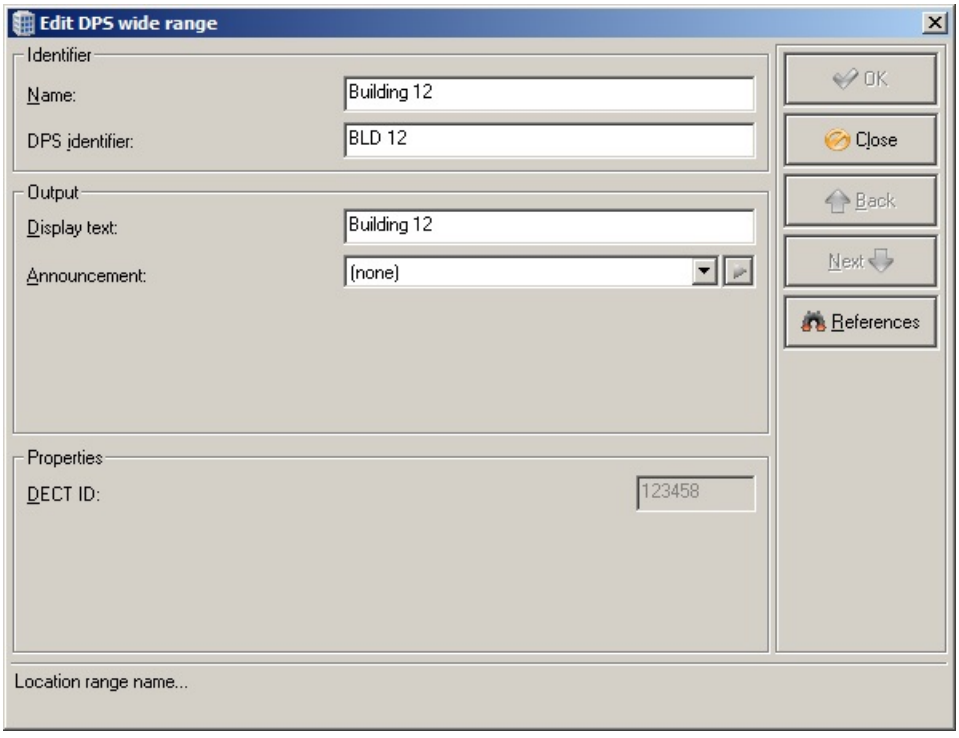
Field	Description
	
WinWindow area "Identifier"dow area "Identification"	

Table 16-13 Fields in window "Edit DPS wide range"

Field	Description
Name	This edit field determines the name of the wide range (max. 50 characters), for output in the tables and list fields. (Default: empty)
DPS identifier	This edit field determines the unique ID for the location range (max. 8 characters) that is applied in combination with external positioning servers and DPS-view. (Default: empty)
Window area "Output"	
Display text	This edit field determines the display text (max. 16 characters) that identifies the wide range. (Default: empty)
Announcement	Use this selection field to choose the announcement that is used to describe the wide range. (Default: "(none)")
Window area "Properties"	
DECT ID	This field shows the DECT ID of the DECT network in this wide range.

Table 16-13 Fields in window "Edit DPS wide range"

16.5.4.3 Add and edit a close range

To add and edit close ranges, the field "Distinguish wide ranges" must be enabled (ticked) in the window application settings for OScAR-Positioning-Services.

➤ see Section 16.5.2, "Edit the DPS application settings"



Note:

Depending on the levels that have been enabled in the application settings for OScAR-Positioning-Services, the sites and wide ranges nodes may be hidden. If this is the case, please skip the pertinent step.

Follow the below instructions to add or edit a close range:

No.	Step
1.	Go to the tree and open the node "OScAR-Positioning-Services".
2.	Still in the tree, open the pertinent site.
3.	In the tree, select the wide range to which you want to add a close range, or whose close range(s) you want to edit. All existing close ranges will be shown in the list window.
4.	Click in the menu bar to add a close range, or go to the list window, select the close range you want to edit and click . This will open the window "Edit DPS close range".
5.	Carry out the settings in keeping with the subsequent field descriptions.
6.	Save your entries with Ok.

Table 16-14 Add/edit a DPS close range

Description of the fields in the window "Edit DPS close range"

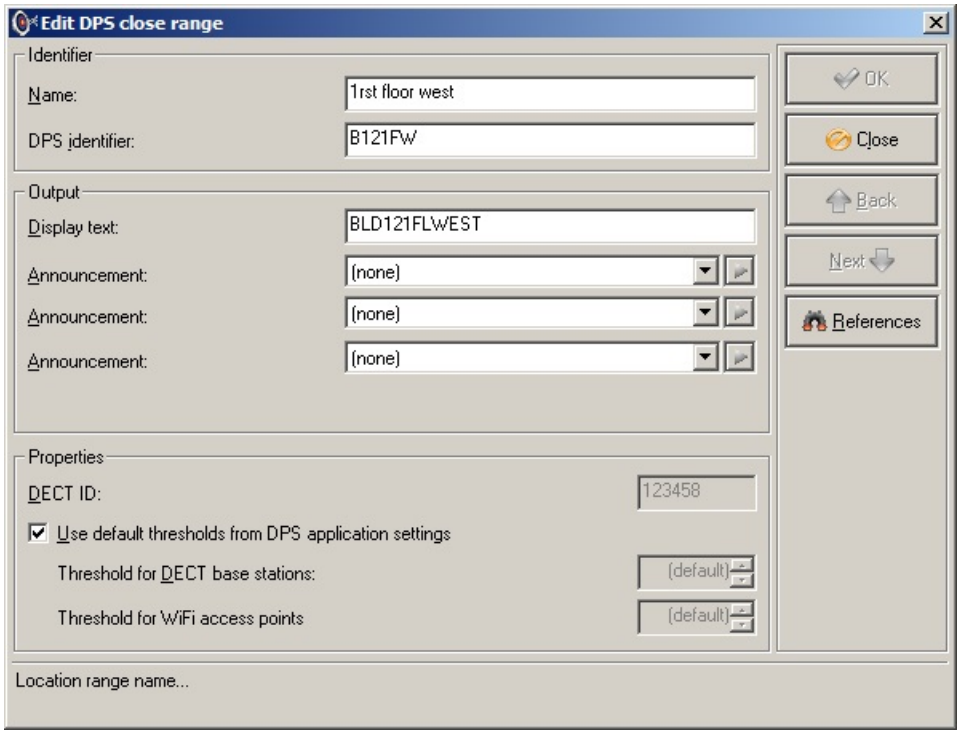
Field	Description
	
Window area "Identifier"	
Name	This edit field determines the name of the close range (max. 50 characters), for output in the tables and list fields. (Default: empty)
DPS identifier	This edit field determines the unique ID for the location range (max. 8 characters) that is applied in combination with external positioning servers and DPS-view. (Default: empty)
Window area "Output"	
Display text	This edit field determines the display text (max. 16 characters) that identifies the close range. (Default: empty)
Announcement (3x)	Use these three selection fields to choose the announcements that are used to describe the close range. (Default: "(none)")
Window area "Properties"	
DECT ID	This field shows the DECT ID of the DECT network in this close range.
Use default thresholds from DPS application settings	When this box is ticked, DPS will apply for the next two fields, to indicate if the device might be located within the close range to which the access points or base stations are assigned, the default threshold value from the application settings for OScAR-Positioning-Services. (Default: not selected)

Table 16-15 Fields in window "Edit DPS close range"

Field	Description
Threshold for DECT base stations	This feature is only shown if the field "DECT positioning" is enabled in the application settings for OScAR-Positioning-Services. ➤ see Section 16.5.2, "Edit the DPS application settings" Selection field to choose the close range-specific threshold value for assigned DECT base stations (default 75%). This field is only enabled if the box "Default threshold" is not enabled in the application settings for OScAR-Positioning-Services. (Default: "(default)")
Threshold for WiFi access points	This feature is only shown if the field "WiFi positioning" is enabled in the application settings for OScAR-Positioning-Services. ➤ see Section 16.5.2, "Edit the DPS application settings" Selection field to choose the close range-specific threshold value for assigned WiFi access points (default 75%). This field is only enabled if the box "Default threshold" is not enabled in the application settings for OScAR-Positioning-Services. (Default: "(default)")

Table 16-15 Fields in window "Edit DPS close range"

16.5.4.4 Delete a location range

Location ranges that appear in red are default entries and cannot be deleted directly. If superimposed levels are not shown in red, they can be deleted directly. Please bear in mind that all default subordinate levels will also be removed in this process.

If a location range still has active references, such as base stations or access points on their furthest down level, these base stations and access points will be moved to the default location range level that was created for the location range you are tying to delete.



Note:

Depending on the levels that have been enabled in the application settings for OScAR-Positioning-Services, the sites and wide ranges nodes may be hidden. If this is the case, please skip the pertinent step.

Follow the below instructions to delete a location range:

No.	Step
1.	To delete a site, go to the tree and select the node "OScAR-Positioning-Services", otherwise open this node.
2.	To delete a wide ranges, go to the tree and select the pertinent wide range, otherwise open this node.
3.	To delete a close range, go to the tree and select the pertinent wide range.
4.	The location ranges that are shown in the list window (sites, wide ranges, close ranges) depend on the level you select in the tree view.
5.	In the list window, select the location ranges you want to delete.
6.	Click in the menu bar.
7.	Confirm the prompt with Yes. The location ranges are now deleted. If the location range still has active references, for example other location ranges or base stations/access points, the window "Delete location range with references" will now pop up. ➤ see Section 16.5.4.5, "Edit or delete location range references"

Table 16-16 Delete a location range

16.5.4.5 Edit or delete location range references

In the windows "Edit DPS site", "Edit DPS wide range" and "Edit DPS close range", you can click the button References to directly open the window "Location range references".

In this window you will find this locations range's subordinate ranges, as well as its assigned base stations and access points. Use this window to edit or delete the assigned entries that are listed here.

Note:
When you try to delete a location range that still has active references, e.g. subordinate location ranges or assigned base stations/access points, the window "Delete location range with references" will automatically pop up.

Follow the below instructions to edit or delete location range references:

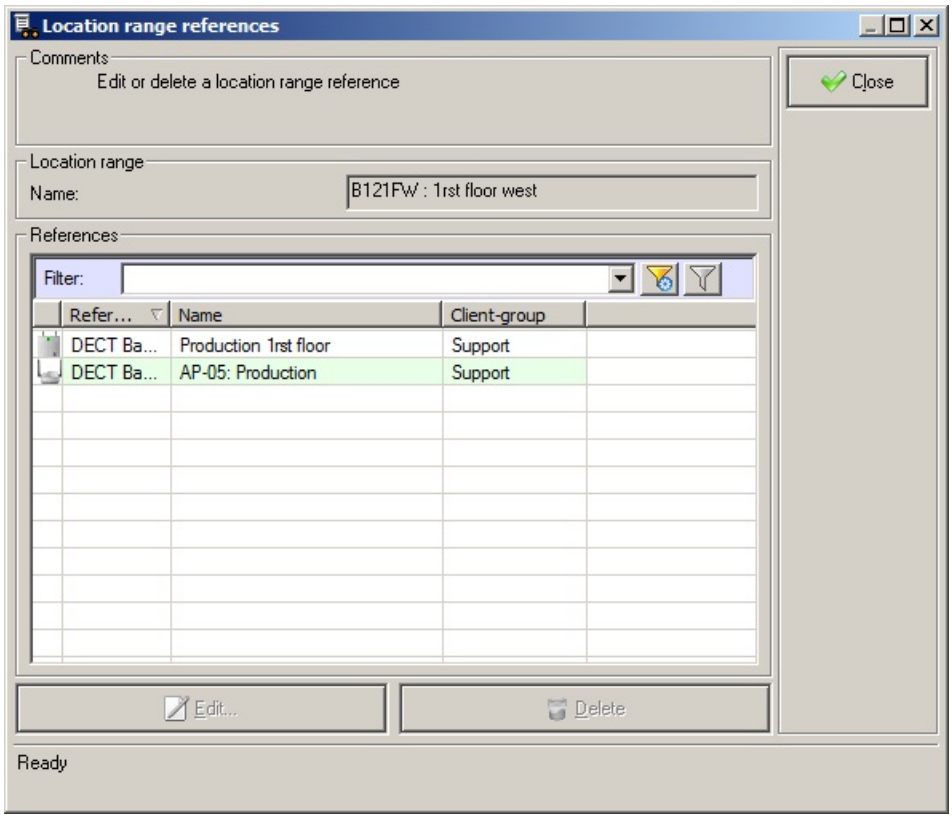
No.	Step
1.	Open the location range you want to edit and click References. This will open the window "Location range references". 

Table 16-17 Edit or delete location range references

No.	Step
2.	Edit location range/base station/access point/subscriber: Go to the list area of this window, select the reference entries you want to edit and click Edit.., or double-click the entry itself. This will open the window to edit the selected entry. In this window, make all required changes. ➤ see Section 16.5.4, "Management of location ranges (areas of interest)" ➤ see Section 16.5.5, "Management of DECT base station" ➤ see Section 16.5.6, "Administrate WiFi access points" Delete location range/base station/access point: Go to the list area of this window, select the reference entries you want to delete and click Delete. Confirm the prompt with Yes. The reference entries are deleted. When the listbox is empty, the location range can also be deleted.

Table 16-17 Edit or delete location range references

16.5.5 Management of DECT base station

16.5.5.1 Add and edit DECT base stations

To add and edit DECT base stations, the field "DECT positioning" must be enabled (ticked) in the application settings for OScAR-Positioning-Services

➤ see Section 16.5.2, "Edit the DPS application settings"



Note:

Depending on the levels that have been enabled in the application settings for OScAR-Positioning-Services, the nodes for sites, wide ranges and close range may be hidden. If this is the case, please select the higher level and skip the pertinent step.

Follow the below instructions to add or edit a DECT base stations:

No.	Step
1.	Go to the tree and open the node "OScAR-Positioning-Services".
2.	Go to the tree structure and open the pertinent site.
3.	Go to the tree and open the pertinent wide range.
4.	Select the close range in the tree structure, underneath which you want to add a new or edit an already existing DECT base station.
5.	Go to the tree on the right and select the node "DECT base stations". All existing DECT base stations are shown in the list window.
6.	Click in the menu bar to add a new DECT base station, or go to the list window, select the DECT base station you want to edit and click . This will open the window "Edit DECT base station".
7.	Carry out the settings in keeping with the subsequent field descriptions.
8.	Save your entries with Ok.

Table 16-18 Add and edit DECT a base station

Description of the fields in the window "Edit DECT base station"

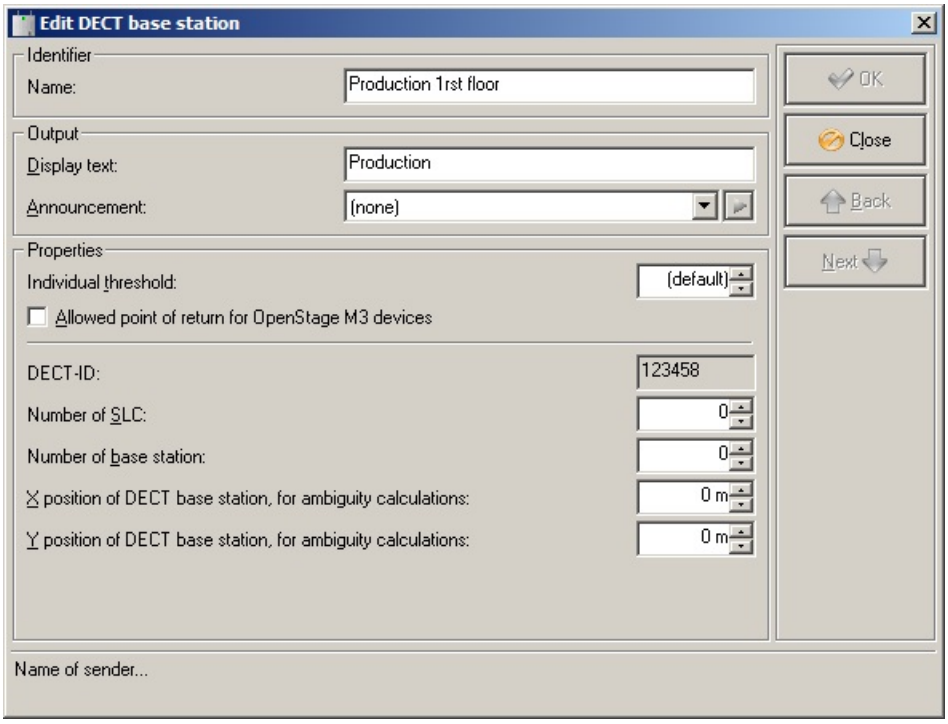
Field	Description
	
Window area "Identifier"	
Name	This edit field determines the name of the base station (max. 50 characters), for output in the tables and list fields. (Default: empty)
Window area "Output"	
Display text	This edit field determines the display text message (max. 16 characters) used to describe where the base station is positioned. (Default: empty)
Announcement	Use this selection field to choose the announcement that identifies the position of the base station. (Default: "(none)")
Window area "Properties"	
Individual threshold	Use this selection field to determine the threshold value that, when the field strength is exceeded, will be used to indicate that the device may be located in the close range to which this base station is assigned. If "(default)" is entered here, the system will apply the threshold value as entered for the close range in the field "Threshold for DECT base stations". (default: "75%")
Is an allowed point of return for OpenStage M3	When this box is ticked, OpenStage M3 devices may be returned and logged off at this base station when a verification of the point of return is required.
DECT ID	This field shows the DECT ID of the DECT network.

Table 16-19 Fields in window "Edit DECT base station"

Field	Description
Number of SLC	This edit field determines the SLC number in keeping with the Unify CA Tool of the OpenScape Administration (or purs. to the corresponding entry in a non-Unify OpenScape 4000 DECT environment). (default: "0")
Number of base station:	This edit field determines the port number of the SLC within Unify OpenScape 4000, to which the base station is physically connected in keeping with the Unify CA Tool of the OpenScape Administration (or purs. to the corresponding entry in a non- Unify OpenScape 4000 DECT environment). (default: "0")
X position of DECT base station for ambiguity calculations	This field only has effect in combination with the ambiguity algorithm. ➤ see Section 16.3.2.1, "Ambiguity algorithm" This selection field determines the X coordinate (in meters) of the base station in terms of a system of coordinates that is consistent for the entire company site. (default: "0 m")
Y position of DECT base station for ambiguity calculations	This field only has effect in combination with the ambiguity algorithm. ➤ see Section 16.3.2.1, "Ambiguity algorithm" This selection field determines the Y coordinate (in meters) of the base station in terms of a system of coordinates that is consistent for the entire company site. (default: "0 m")

Table 16-19 Fields in window "Edit DECT base station"

16.5.5.2 Delete a DECT base station



Note:

Depending on the levels that have been enabled in the application settings for OScAR-Positioning-Services, the nodes for sites, wide ranges and close range may be hidden. If this is the case, please select the higher level and skip the pertinent step.

Follow the below instructions to delete a DECT base station:

No.	Step
1.	Go to the tree and open the node "OScAR-Positioning-Services".
2.	Go to the tree structure and open the pertinent site.
3.	Go to the tree and open the pertinent wide range.
4.	Select the close range in the tree structure, underneath which you want to add a new or edit an already existing DECT base station.
5.	Go to the tree on the right and select the node "DECT base stations". All existing DECT base stations are shown in the list window.
6.	In the list window, select the DECT base station(s) you want to delete.
7.	Click in the menu bar.
8.	Confirm the prompt with Yes. The DECT base station(s) is/are now deleted

Table 16-20 Delete DECT base station

16.5.6 Administrate WiFi access points

16.5.6.1 Add and edit WiFi access points

To add and edit WiFi access points, make sure the box "WiFi positioning" is enabled in application settings for OScAR-Positioning-Services.

➤ see Section 16.5.2, "Edit the DPS application settings"



Note:

Depending on the levels that have been enabled in the application settings for OScAR-Positioning-Services, the nodes for sites, wide ranges and close range may be hidden. If this is the case, please select the higher level and skip the pertinent step.

Follow the below instructions to add or edit a WiFi access point:

No.	Step
1.	Go to the tree and open the node "OScAR-Positioning-Services".
2.	Go to the tree structure and open the pertinent site.
3.	Go to the tree and open the pertinent wide range.
4.	In the tree, open the close range underneath which you want to add a new WiFi access point, or whose subordinate WiFi access point you want to edit.
5.	In the tree, select the node "WiFi access points". All existing WiFi access points are shown in the list window.
6.	Click in the menu bar to add a new WiFi access point, or go to the list window, select the WiFi access point you want to edit and click . This will open the window "Edit WiFi access point".
7.	Carry out the settings in keeping with the subsequent field descriptions.
8.	Save your entries with Ok.

Table 16-21 Add/edit WiFi access point

Description of the fields in the window "Edit WiFi access point"

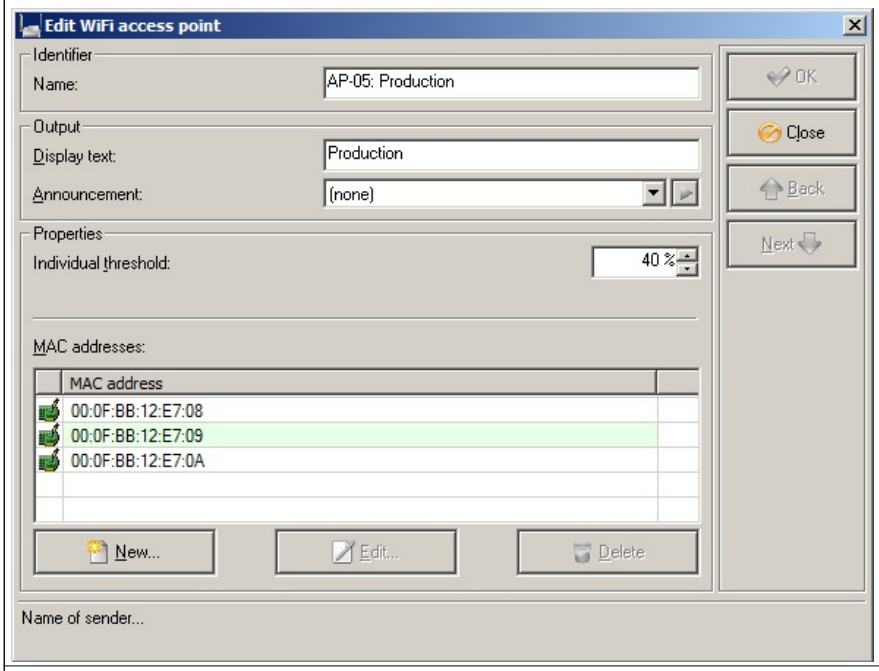
Field	Description
	
Window area "Identifier"	
Name	This edit field determines the name of the access point (max. 50 characters), used to show this access point in the tables and list fields. (Default: empty)
Window area "Output"	
Display text	This edit field determines the display text message (max. 16 characters), used to describe the position of the access point. (Default: empty)
Announcement	Use this selection field to determine the announcement that describes where the access point is located. (Default: "(none)")
Window area "Properties"	
Individual threshold	This edit field determines the threshold value that, when the field strength is exceeded, will be applied to indicate that the device may be located in the close range to which this access point is assigned. If "(default)" is entered here, the system will apply the threshold value entered for the close range in the field "Threshold for WiFi access points". (default: "75%")
MAC addresses	This list itemizes all VNS MAC addresses assigned to this access point.
New...	Use this button to open a user window and add a new MAC address for this access point. ➤ see Section 16.5.6.3, "Add or edit a MAC address"
Edit...	Use this button to open a user window and edit the MAC address(es) you selected in the list view. ➤ see Section 16.5.6.3, "Add or edit a MAC address"
Delete	Use this button to delete the MAC address(es) selected in the list view.

Table 16-22 Fields in window "Edit WiFi access point"

16.5.6.2 Delete a WiFi access point

Note:

Depending on the levels that have been enabled in the application settings for OScAR-Positioning-Services, the nodes for sites, wide ranges and close range may be hidden. If this is the case, please select the higher level and skip the pertinent step.

Follow the below instructions to delete a WiFi access point:

No.	Step
1.	Go to the tree and open the node "OScAR-Positioning-Services".
2.	Go to the tree structure and open the pertinent site.
3.	Go to the tree and open the pertinent wide range.
4.	In the tree, open the close range underneath which you want to add a new WiFi access point, or whose subordinate WiFi access point you want to edit.
5.	In the tree, select the node "WiFi access points". All existing WiFi access points are shown in the list window.
6.	In the list window, select the WiFi access point(s) you want to delete.
7.	Click in the menu bar.
8.	Confirm the prompt with Yes. The WiFi access points are now deleted.

Table 16-23 Delete WiFi access point

16.5.6.3 Add or edit a MAC address

No.	Step
1.	Open the matching WiFi access point you want to edit. ➤ see Section 16.5.6.1, "Add and edit WiFi access points"
2.	Click the button New... or select from the list of MAC addresses the entry you want to edit and click Edit... This will open the window "Edit MAC address".
3.	Carry out the settings in keeping with the subsequent field descriptions.
4.	Save your entries with Ok.

Table 16-24 Edit a MAC address

Description of the fields in the window "Edit MAC address"

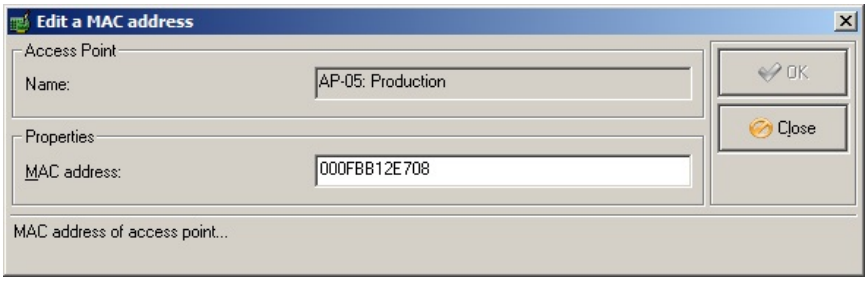
Field	Description
	
Window area "Access point"	
Name	This edit field determines the MAC address of the aforementioned access point (12 characters from 0...9 and from A...F). (Default: empty)

Table 16-25 Fields in window "Edit MAC address"

16.6 Operate DPS through the OScAR-TT Operator-Tool

Note:
To operate OScAR-Positioning-Services through the OScAR-TT Operator-Tool you need to have the pertinent operator rights including a password and a PIN.

The OScAR-TT Operator-Tool makes it possible to visualize the results of individual positioning processes, as well as the results of the positioning processes that are carried out in the course of Broadcasts and Conferences and Personal Security measures.

16.6.1 Locate individual devices

Follow the below instructions to position individual devices:

No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	There are three different ways how your can activate the positioning process of an individual device: • Open the pull-down menu "Operations" and select the item "Start DPS-Positioning-Services...", or • go to the command bar, and there to the right of the button "OScAR-Positioning-Services (m)", and click , or • press the hotkey <CTRL+O>. This will open the window "Select device to position".
3.	From the list field, select the device that you want to locate. Note: This list only shows devices for which the destination features "Positioning of device" and "Positioning possible at any time" have been fully enabled. ➤ see Section 8.3.2, "Edit subscriber destinations"
4.	Carry out the settings in keeping with the subsequent field descriptions.
5.	Use the lower boxes to define if the positioning results shall be presented in form of a display text message, or in form of a visualization, and also to specify if the device shall continue to be tracked (positioned) on a cyclical basis and, if so, the interval in which it shall be tracked.
6.	Click Ok to start the positioning process. This will set off the positioning process and open the positioning window. ➤ see Section 16.6.1.2, "Show results of an individual positioning process"

Table 16-26 Position individual devices

Description of the fields in the window "Select device to position"

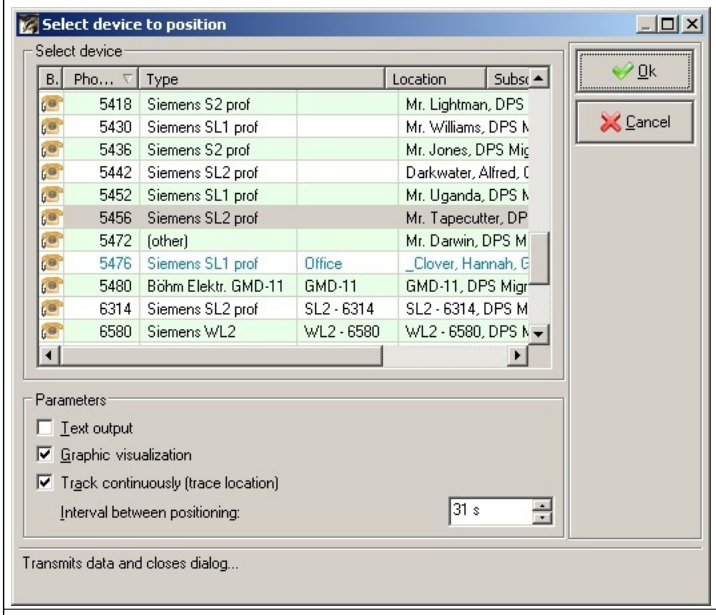
Field	Description
	
Lists of all available devices.	
Phone number	Column listing the device's phone number.
Type	Column listing the device's type.
Location	Column listing the location attributed to the device.
Subscribers	Column showing the name of the subscriber for whom the device is administrated as destination.
Window area "Parameters"	
Text output	Is this box is ticked the positioning results are output purely in form of a text message. ➤ see Section 16.6.1.2, "Show results of an individual positioning process"
Visual output	When this box is ticked, the positioning results are output in a graphical form generated by DPS-view. ➤ see Section 16.6.1.2, "Show results of an individual positioning process"
Track continuously (trace location)	When this box is ticked, the positioning or tracking process will be repeated on a cyclical basis and the output will be refreshed accordingly.
Interval between positioning	This box is only enabled if the field "track continuously (trace location)" is ticked. This field determines in seconds how soon the positioning process is repeated (= interval). (default: "31 s")

Table 16-27 Fields in window "Select device to position"

Note:
Devices for which the features "Location tracking possible at any time" is NOT enabled but that can, due to a previously initiated and already ended process (Broadcast or Conference), be continuously tracked, are shown in blue and given the symbol .
➤ see Section 8.3.2, "Edit subscriber destinations"

16.6.1.1 Toolbar and menu items

This section describes the buttons and special menu items that are used to output individual positioning processes, as well as for positioning processes that are carried out in combination with Broadcasts, Conferences and Personal Security measures.

Field/Symbol	Description
Summary of the pull-down menu "File"	
Save as...<CTRL + S> 	Saves the present positioning results in form of an HTML file.
Send... 	Emails the present positioning results in form of an HTML file.
Print directly. (<CTRL + P>) 	Prints the positioning results at the default printer.
Print at... 	Prints the positioning results at the printer selected in a subsequent user dialog.
Pull down menu "Positioning"	
Position device... 	Opens the window "Select target to track". ➤ see Section 16.6.1, "Locate individual devices"
Visual output 	Use this button to toggle between the visual output and the output in form of a text message.
Track continuously (trace position) 	Toggles between individual and cyclical positioning. To repeat an individual positioning process, simply click this button twice shortly, i.e. 2 x in a row (but do not doubleclick!).

Table 16-28 Toolbar and menu items for individual positioning processes

16.6.1.2 Show results of an individual positioning process

There are two ways to show the results of an individual positioning process:

- in form of a text message where the details are presented in a table, or
- in form of a graphic (visual) output, where the positioning results are processed by the DPS-view server and the results are visualized in hierarchically structured maps.

Output results of an individual positioning process as text message

The below table shows you how positioning results are shown as text information. Similar to the texts for printout, the details of positioning results are HTML-edited

Field/Symbol	Description
The window area "DPS positioning" This area contains the data of the last positioning request.	
Device	This field shows the phone number of the positioned device.
Subscribers	This field shows the name of the subscriber to whom the positioned device is assigned.
Status	This field shows the status of the indicated positioning results.
Date and time of positioning	This field shows the date and time of the positioning results.
e. g.: Received base stations	This field shows the computed positioning details in keeping with the settings made in the application settings of OScAR-Positioning-Services.
Timestamp of last position	This field shows the timestamp of the positioning server.
...more >	Click this button For more infromation on the positioning results.

Table 16-29 Description of the symbols and areas of positioning results

Output results of an individual positioning process as text message

The following table covers the detailed view for positioning results, shown in a text view. While the upper area remains unchanged, the fields of the lower area are now also shown and described in this section.

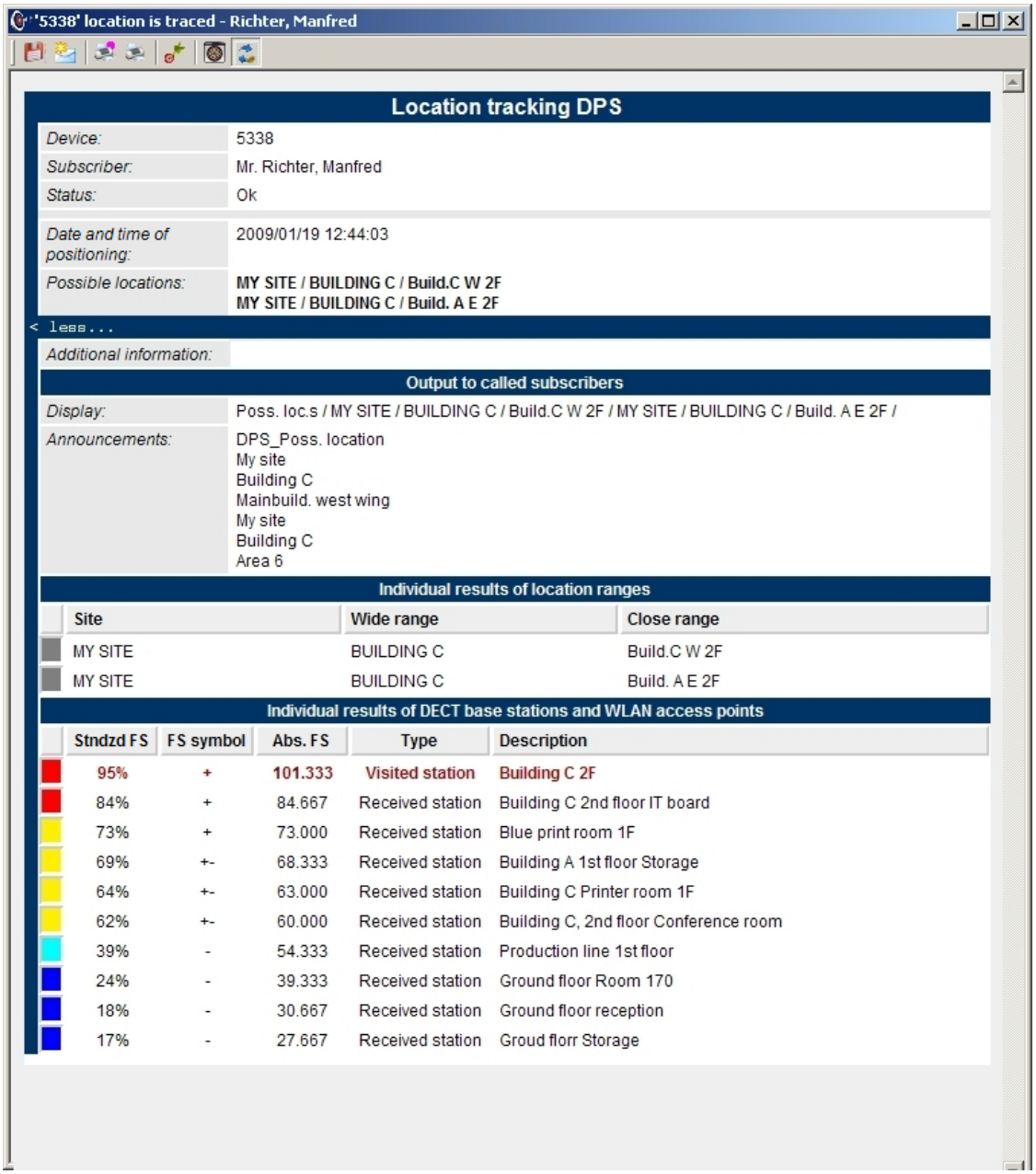
Field/Symbol	Description
	
Additional information	This field is used for status ACK messages from the positioning server, and for other indications.
Window area "Output to called subscribers“	
Display text	Shows the text that is output on the display of the devices of the called subscribers. Here, the vertical spacing in the text output are replaced by " / ".
Announcements	Shows the announcement(s) sequence played to the called subscribers, in the order in which they were played.

Table 16-30 Description of the symbols and areas of positioning results

Field/Symbol	Description
Window area "Individual details on location ranges" This area lists all detected location ranges in which the positioned device may be located. The columns from left to right reflect the hierarchical structure of the location ranges.	
(Symbol)	gray square for all entries
Location	Column with all identified sites
Wide range	Column with all identified wide ranges
Close range	Column with all identified close ranges
Window area "Individual details on base stations and access points" List of all detected base stations and/or access points	
(Symbol)	Colored square, in keeping with the normed (standardized) field strength value, ranging from red (strong signal) to yellow and green, and finally to blue (weak signal)
Stndzd. FS	Column with all received field strength values, normed (standardized) to percentages
FS symbol	Column with the field strength values that are shown on device's display, in form of a symbol
Abs. FS	Column showing the received field strength value, in absolute values
Type	Column showing the type of the base station or access point
Name	Column showing the assigned description of the base station or access point

Table 16-30 Description of the symbols and areas of positioning results

Visual (graphic) output of results of an individual positioning process

The below image shows the way in which positioning results are graphically output (visualized). To output positioning results in this way, DPS-view must be licensed, the DPS-view server must be properly configured and it must be possible to address the DPS-view server.

➤ see Section 16.5.3, "Management of connected servers"

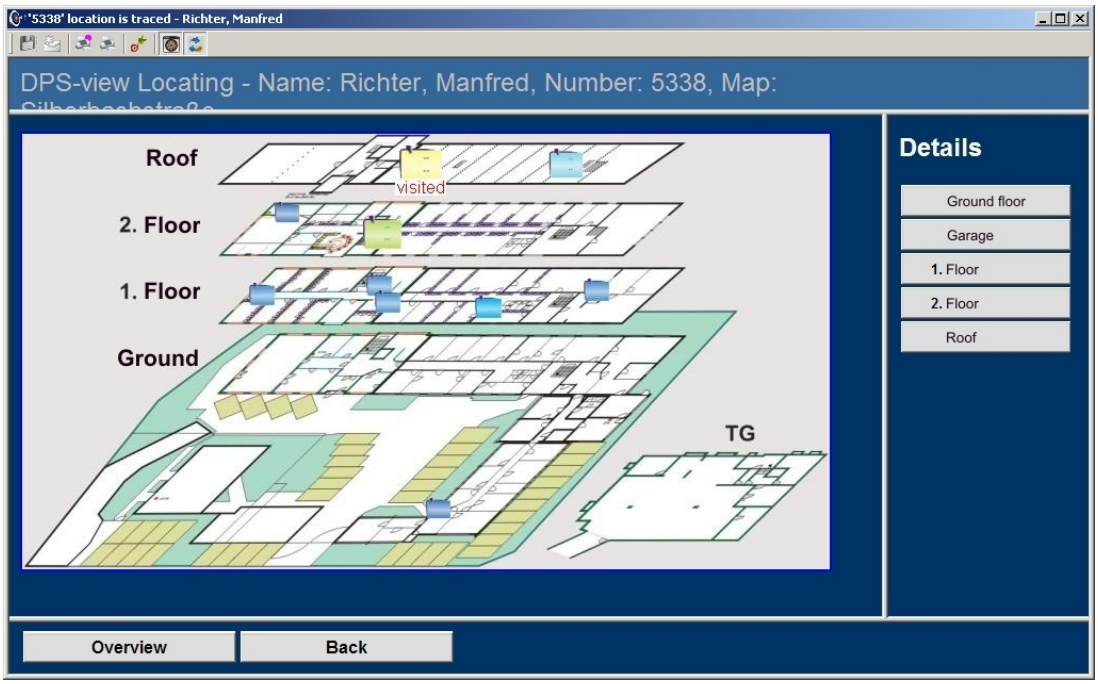


Image 16-6 Visualization of positioning results

Note:
Use the toolbar button to toggle between the text and the graphic output format.
Use the button located in the toolbar to activate or deactivate the cyclical repetition of the positioning (staff monitoring) at any time.

Note:
For a correct visualization of the cyclical positioning process, please make sure you disable the buffering of web pages in the Microsoft Internet-Explorer.
To disable this function, open the Microsoft Internet-Explorer and click the menu item "Extras" and select "Internet options".

This will open the window "Internet options". Now open the tab "Common" and click the button "Settings" in the window area "Browser process".

This will open the window "Temporary Internet files and process". Go to the window area "Temporary internet files" and select the option "For every access of this web site".

Click Ok to save your entries in both windows.

16.6.2 Positioning in Broadcasts, Conferences and Personal Security processes

When administrating Broadcasts and Conferences, you can also specify if the system shall also specify the present location of the Broadcast initiator or Conference convenor.

➤ see Section 9.7, "Manage Broadcasts"
➤ see Section 11.7, "Manage Conferences"

In addition, you can define in the Broadcast if the location of that initiator shall be tracked on a cyclical basis.

In the Personal Security function you can define if a member shall be positioned "always", "while 'ALARM' only", or "while 'surveillance' or 'ALARM'". When a Broadcast or Conference is started with the positioning function, OScAR will first try to locate the initiator/convenor before commencing with the actual calling process.

If unable to locate the Broadcast initiator or Conference convenor within 15 seconds, the system will start the Broadcast or Conference without positioning results.

In the OScAR-TT Operator-Tool, Broadcasts, Conferences and the Personal Security function that are activated with positioning are shown in the same way as those that are started without, with the only difference being that the additional positioning results are shown in the pertinent process window.

After the end of the Broadcast or Conference, you can continue to locate the present position of the Broadcast initiator or Conference convenor, even if "Positioning possible at any time" was not marked.

➤ see Section 8.3.2, "Edit subscriber destinations"

The continued positioning is adjustable via "Max. post process tracking time for devices that are NOT 'always locatable'".

➤ see Section 16.5.2, "Edit the DPS application settings"



Note:
Because the post-positioning time for devices from which a Broadcast or Conference was started is stored in the OScAR-TT Operator-Tool on a temporary basis only, these settings will be lost when the OScAR-TT Operator-Tool is closed.

16.6.2.1 Toolbar and menu items

The below table covers the buttons and menu items for spontaneous (ad hoc) positionings, and for positionings in combination with Broadcasts and Conferences.

Field/Symbol	Description
Pull down menu "Broadcast" or "Conference", resp.	
Output positioning results 	Use this button to toggle between the normal Broadcast output and the positioning results. ➤ see Section 9.10.5, "Start Broadcast with an ad hoc announcement generated from a text"
Visual output 	This button is only active in comb. with the visualization of the positioning results. Use this button to toggle between the visual output and the output in form of a text message.
Cont. position initiator/convenor 	This button is only active after the end of the Broadcast or Conference, and in combination with the output of the positioning results. Activates a single post positioning process aimed at locating the Broadcast initiator or Conference convenor.

Table 16-31 Toolbar and menu items for positioning results

16.6.2.2 Output positioning results in Broadcasts and Conferences

Here, similar to the individual positioning processes, the positioning results can be rendered in two different ways:

- in form of a text message in which all details are listed in a table. For more information:
  ➤ see Section 16.6.1.2, "Show results of an individual positioning process"
- in form of a graphic (visual) output, where the positioning results are processed by the DPS-view server, and the results are visualized in hierarchically structured maps.

The cyclical tracking (positioning) process can only be carried out in Broadcasts, and is controlled by the OScAR server.

Here, the called Broadcast members are constantly provided with the latest positioning details, either shown in form of text messages on their displays or sent in form of voice announcements.

Output of positioning results in Broadcasts/Conferences as text message

The below image shows the way in which positioning results are output as a text messages in a Broadcast (the same applies in similar form to Conferences):

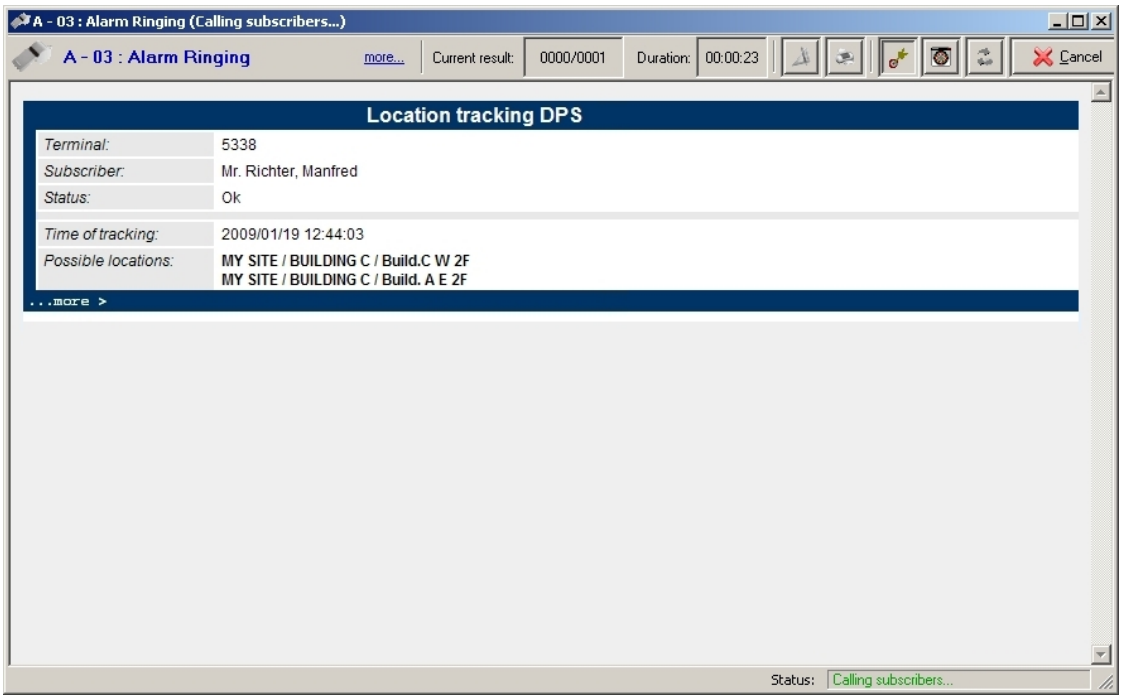


Image 16-7 Output of Broadcast positioning results in as text message

Visual (graphic) output of positioning results in a Broadcast or Conference

The below image shows the way in which location tracking results are visualized in a Broadcast (the same applies in similar form to Conferences) .

To output positioning results in this way, the DPS-view must be licensed, the DPS-view server must be properly configured, and it must be possible to address the DPS-view server.

➤ see Section 16.5.3, "Management of connected servers"

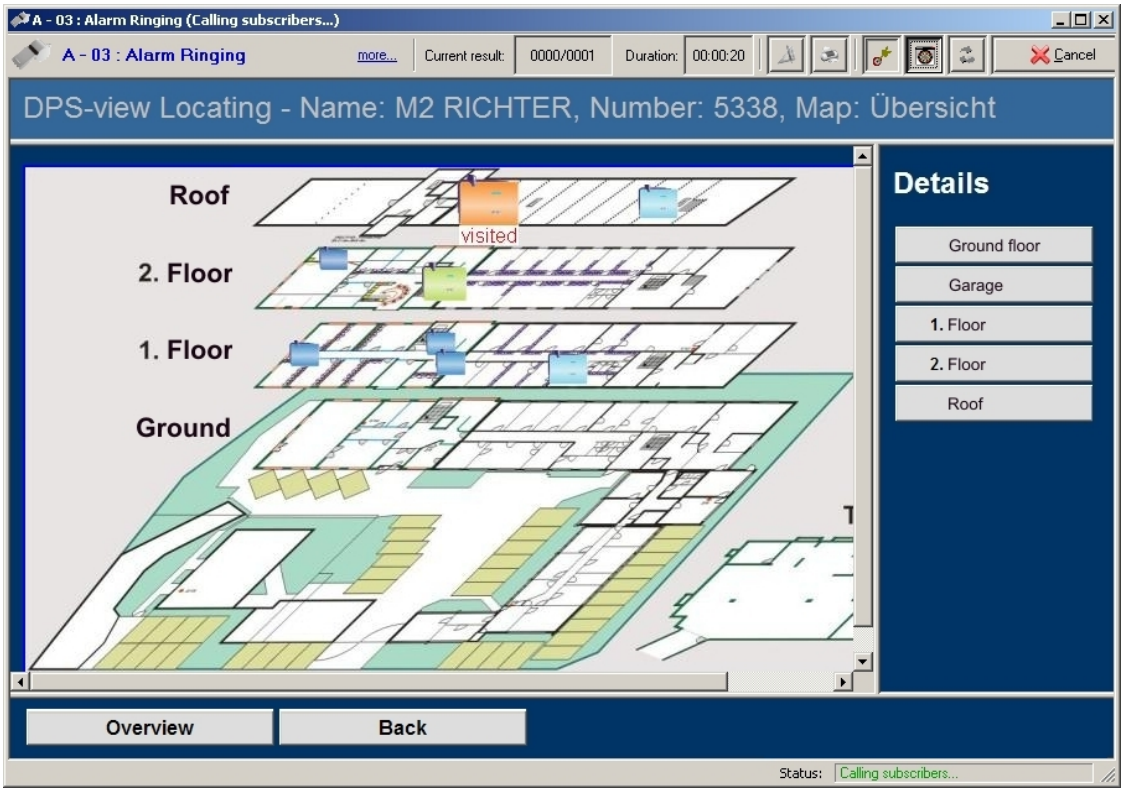


Image 16-8 Visual (graphic) rendition of Broadcast positioning results

Note:

For Broadcasts and Conferences that are currently active, use the toolbar button to toggle between the output of the positioning details in form of a text message, and the graphic rendition of these details.

Use the button to toggle between this view and the process view of the Broadcast or Conference.

➤ see Section 9.10.5, "Start Broadcast with an ad hoc announcement generated from a text"

➤ see Section 11.10.2, "Monitor Conferences"

16.6.3 Customize the OScAR Positioning Services process view

Follow the below instructions to customize the process view for OScAR-Positioning-Services:

No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	In the command bar click Options or go to the menu bar to select: "Operations" → "Options..."
3.	Now open the tab "Process display options".
4.	Click OScAR-Positioning-Services....
5.	Carry out the settings in keeping with the subsequent field descriptions.
6.	Save your changes with Ok.

Table 16-32 Customize process view of DPS positionings

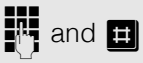
Description of the fields in the window "OScAR-Positioning-Service process view"

Field	Description
	
Window area: "Colors of buttons on command bar"	
Upon active positioning processes	Use the buttons to customize the colors of the command bar buttons "OScAR-Positioning-Services (m)" when at least one positioning process is currently active. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
In all other cases	Use the buttons to customize the colors of the command bar buttons "OScAR-Positioning-Services (m)" when no positioning process is currently active. Click the buttons Title... and Background... to open the matching user window and select the wanted color.
	Button to reset all color values assigned to the command bar button for "OScAR-Positioning-Processes (m)" to the defaults.

Table 16-33 Fields in window "OScAR-Positioning-Services process view"

16.7 Locate devices over the phone

Follow the below instructions to locate a device over the phone:

Step by step	
	Enter the OScAR server's call number + dialthru code for "System function - initiate location tracking over the phone", e.g. "800 090"
PIN?	Request announcement to "Enter PIN" or a long tone if this announcement is not available.
	Enter your PIN.
PHONE NUMBER+# ?	Request announcement to enter the phone number or a long tone if this announcement is not available.
	Enter the phone number of the device you want to locate and close your entry with the pound key.
POSITIONING <PNO> ...	Info announcement "Positioning active, please wait...", or a long tone if this announcement is not available.
<positioning results>	approx. every 3 seconds, the display shows the computed positioning results and the voice announcement(s) assigned to the computed location range(s) is/are played.
	In a positioning that is initiated over the phone, the system will carry out one positioning process and present the positioning results until you hang up again.

17 Configure, Administrate and Operate Intelligent Calling

Overview

This chapter shows you how to configure, administrate and utilize the Intelligent Calling function of OScAR. It covers the functions that apply to the OScAR-TT Administrator-Tool as well as the functionality in general.

Content

The following areas are covered in this chapter:

17.1 Overview
17.2 Application of the different Intelligent Calling (InA) modes
- 17.2.1 InA Mode 1: "Dest. variable, if known: call with spec. features"
- 17.2.2 InA Mode 2: "Dest. variable, if unknown: ann. before thru-connect"
- 17.2.3 InA Mode 3: "Dest. = Redir. No.; if source unknown: ann. bef. thru-connect"
- 17.2.4 InA Mode 4: "Dest. variable; if source unknown: ann. and disconnect"

17.3 Dependence of InA settings on other settings
17.4 Configure and start Intelligent Calling - Quick summary
17.5 Edit the Intelligent Calling application settings
17.6 Manage Intelligent Calling Profiles
- 17.6.1 Add or edit Intelligent Calling Profiles
- 17.6.2 Delete Intelligent Calling Profiles

17.7 Management of known phone numbers
- 17.7.1 Add or edit known phone numbers
- 17.7.2 Delete known phone numbers

17.8 Manage the country-specific codes
- 17.8.1 Add and edit a country-specific code
- 17.8.2 Delete a country-specific code

17.9 Use the Intelligent Calling function over the phone
- 17.9.1 "Destination variable; if unknown: ann. before thru-connect" over the phone
- 17.9.2 "Dest. = Redir. No.; if source unknown: ann. bef. thru-connect" over the phone
- 17.9.3 "Destination variable; if known: call w. spec. features" over the phone
- 17.9.4 "Dest. variable; if source unknown: ann. and disconnect" over the phone

17.1 Overview

General

The function "Intelligent Calling" (= InA) supports three different modes, 10 of which may be active at the same time in a OScAR server.

- Mode 1: "Dest. variable, if known: call with spec. features"
  Calling with CorNet-NQ/SIP-Q-specific features, i.e. only the subscribers who are properly listed in the InA whitelist (= Intelligent Calling whitelist) are called with these features.
- Mode 2: "Dest. variable, if unknown: ann. before thru-connect"
  Playback/suppress of an announcement to the called subscribers before the thru-connect of the call, i.e. the playback of the announcement is only suppressed if the called subscriber is properly listed in the InA whitelist (= Intelligent Calling whitelist).
- Mode 3: "Dest. = Redir. No.; if source unknown: ann. bef. thru-connect"
  Playback/suppress of an announcement to callers before their call is thru-connected, i.e. the playback of the announcement is only suppressed if the caller is properly listed in the InA (= Intelligent Calling) whitelist.
- Mode 4: "Dest. variable, if source unknown: ann. and disconnect“
  Reject of unauthorized callers attempting to call variable destinations, i.e. rejection of all callers who are not properly listed in the InA whitelist (= Intelligent Calling whitelist), Any unauthorized caller gets a voice announcement and is disconnected. Authorized callers may call variable destinations and are thru-connected.

Every mode of the Intelligent Calling function (InA mode) operates with a list of known phone numbers (InA whitelist) that contains a total of up to 10,000 entries:

- for phone numbers in their full length and
- for phone number prefixes, e.g. phone numbers of companies (max. 20 digits, only for Mode 2 and Mode 3),

These phone numbers and phone number prefixes that can also be uploaded to OScAR via data import from a CSV file.

In addition, the Intelligent Calling whitelist (InA whitelist) supports up to 20 different phone number beginnings (e.g. for country codes), each with two assigned info announcements (for Mode 2 and Mode 3), e.g. to provide calling or called parties with important voice announcements in their own language.

For all InA calling modes, a configuration can be made to the effect that the OScAR server, after it has thru-connected a call, hands the call back to the PBX network using path replacement or route optimization. This reduces the channel load on the tie lines (2 channels per call) and saves OScAR resources. However, this function is only possible if it is also supported on PBX network side, and on the trunk(s) to the OScAR server.

Additional Intelligent Calling application settings can be administrated. For the entire service, these are:

- the intrusion voice message, the maximum channel resources, functionality also in a high-priority server state (yes or no), as well as default display messages

and individually, for each of the up to 10 activated modes:

- the default info voice message and the user guidance message (if applicable), as well as the relevant connection type for the outgoing call.

17.2 Application of the different Intelligent Calling (InA) modes

Mode 1

Mode 1 is e.g. designed for businesses:

- that do not want to globally enable the special calling features but only want these features to be activated in the direction of specific subscribers, and
- that also want to be provided with the an easy-to-use option of modifying the InA whitelist of known phone numbers and/or the configured special calling features, without having to change the administration of the entire PBX network.

Mode 2 and Mode 3

Mode 2 and Mode 3 are applied in combination with hotlines to record the agent-client calls, e.g. for the purposes of quality assurance.

In this mode is usually applied when the obligation exists to notify clients, before they enter into the actual call, that their call will be recorded. However, on condition a pertinent agreement has been reached with the client, this obligation may be omitted and the hotline operator may be released therefrom.

The Intelligent Calling modes 2 and 3 support this optimization option for clients calls:

- for outbound agent calls, i.e. when agents call clients, and
- for incoming agent calls, i.e. when clients call the agents.

Mode 4

Mode 4 is, for example, designed for businesses:

- that do not want to enable specific destinations globally as a whole, but only for specific subscribers, and
- that also want to be provided with the an easy-to-use option to modify the InA whitelist of authorized subscribers without having to undergo administration of the entire PBX network.

The functions of the four different Intelligent Calling modes are described in detail below.

17.2.1 InA Mode 1: "Dest. variable, if known: call with spec. features"

In this mode, the caller first dials a prefix (OScAR server call number + dialthru code) to activate this function, followed by the subscriber's call number.

If the caller stops dialing after the dialthru code, the OScAR server will send a user guidance message, e.g. "Please enter the phone number of the person you want to reach".

On condition the called subscriber is properly listed in the InA whitelist of known phone numbers (InA whitelist), the call is made with the special calling features as configured for this subscriber, e.g. camp-on, emergency camp on or emergency disconnect on busy, and/or speakerphone control or emergency ringing for free subscriber lines. If the called subscriber is NOT properly included in said whitelist, the OScAR server will clear (release) the call.



Note:
Wildcards must be filled with "x" according to the length of the number to be dialed.
For example, if all phone numbers beginning with "3" and having 4 digits are to be dialed, a wildcard "3xxx" must be configured.

While it establishes the call connection, the OScAR server forwards the ringing and busy line tones to the caller, and, once the call has been accepted, also transparently thru-connects the voice information.

17.2.2 InA Mode 2: "Dest. variable, if unknown: ann. before thru-connect"

In this mode, agents do not call their clients directly, but instead dial first a prefix to activate the function (OScAR server's call number + dialthru code), followed by the phone number of the subscriber (client) they want to reach.

The OScAR server verifies the called phone number and thru-connects the call without playback of the info announcement if the called subscriber*) is included in the list of known phone numbers (InA whitelist).

However, if the subscriber is not included in the InA whitelist, the client will be played the pertinent pre-recorded info announcement (to notify that the call will be recorded) before the call is thru-connected. This is:

- the specific info announcement, provided the called phone number begins with a digit sequence to which a special info announcement was assigned (e.g. 00033 with an info announcement in French; here, the 3rd zero (0) stands for the CO line),
- in all other cases the general info announcement.

While it establishes a call connection, the OScAR server forwards the ringing and line busy tones to the agent. It also signals to the agent the beginning and the end of the info announcement and transparently thru-connects, after the end of the info announcement, the voice information.

*) Because both full-length telephone numbers and phone number prefixes can be entered in the list of known phone numbers)InA whitelist), a single entry in the list makes it possible to avoid (suppress) the playback of the info announcement to all employees of a company or business.

17.2.3 InA Mode 3: "Dest. = Redir. No.; if source unknown: ann. bef. thru-connect"



Note:
For this mode, the OScAR server must be able to call the pertinent agents with the call functions "Ignore call deflection". This feature is currently only supported for OScAR systems of Unify OpenScape 4000 and OpenScape-Voice PBX systems.

Here, agents directed their calls to this InA function (InA = Intelligent Calling), with the effect that all clients who call these agent (directly or with an upstreamed call center), do not reach the agents directly, but the InA function first.

The OScAR server verifies the caller's phone number and, on condition the caller*) is properly listed in the InA whitelist, thru-connects the call to the agent without playback of the info announcement indicating that the call will be recorded. In this process, the OScAR server calls the so-called "Redirecting number" and applies the CorNet-NQ/SIP-Q-specific feature "Ignore call deflection".

If, however, the subscriber is not included in the InA whitelist, the OScAR server will play back to the caller the corresponding pre-recorded info announcement before calling the agent.

This is:

- the specific info announcement, provided the caller's phone number begins with a digit sequence and a special info announcement was assigned to this sequence, (e.g. 00033 with an info announcement in French; here, the 3rd zero (0) standing for the CO line),
- in all other cases the general info announcement.

While it calls the agent, the OScAR server forwards the ringing and busy line tones it receives from the called side to the caller (client) and, after the call has been accepted by the agent, transparently thru-connects the voice information.

*)Because both full-length phone numbers and phone number prefixes can be entered in the list of known phone numbers (InA whitelist) for the Intelligent Calling function, a single entry in the list makes it possible to avoid (suppress) the playback of the info announcement to all employees of a company or business.

17.2.4 InA Mode 4: "Dest. variable; if source unknown: ann. and disconnect"

In this mode, employees do not call specific call destinations directly, but instead dial first a prefix to activate this function (OScAR server's call number + dialthru code), followed by the phone number of the specific destination they want to reach.

The OScAR server verifies the call number (calling number of the employee) and only when this call number is properly listed in the InA whitelist does it thru-connect the call.

While it establishes the call connection, the OScAR server forwards the ringing and busy line tones to the caller, and, once the call has been accepted, also transparently thru-connects the voice information.

If, however, the employee is not properly listed in the InA whitelist, the info announcement is played and the employee is disconnected.

17.3 Dependence of InA settings on other settings

Apart from the fields of the windows that are used to administrate Intelligent Calling (InA), there are also fields in other windows that have an immediate effect on this function.

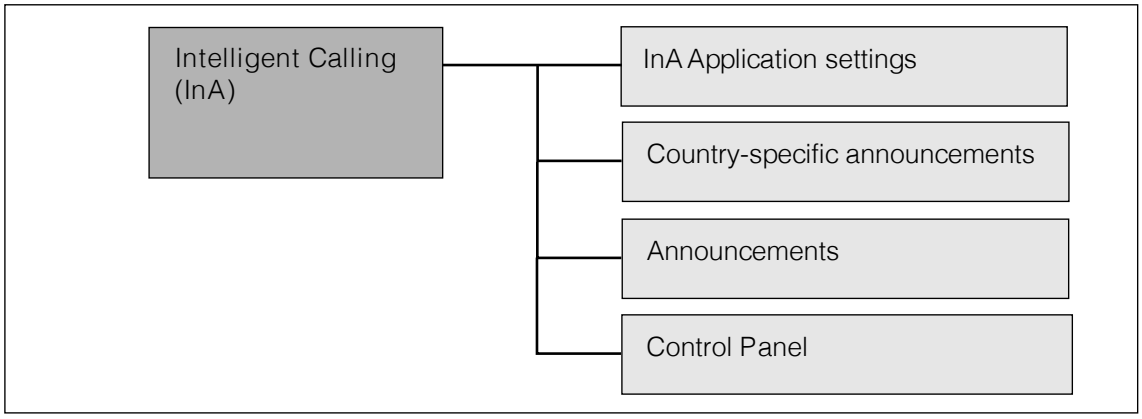


Image 17-1 Dependence of Intelligent Calling settings on other settings

InA application settings (application settings for the Intelligent Calling function):

The basic settings for the Intelligent Calling function are made in the Intelligent Calling application settings.

➤ see Section 17.5, "Edit the Intelligent Calling application settings"

Country-specific voice announcements:

Different info voice announcements can be configured for each country and dialthru code of the Intelligent Calling function.

➤ see Section 17.9, "Use the Intelligent Calling function over the phone"

Voice announcements:

Voice announcements can be assigned both in the InA application settings and in the country-specific announcements.

➤ see Chapter 7, "Configure and Administrate Voice Announcements"

Control panel:

- Connection types
  Connection types determine the possible routes that may be used, e.g. for in-house calls (internal) and outside calls (external).
  ➤ see Section 5.3, "Configure connection types"
- Basic Settings
  The Basic settings is where, among other things, the tie line codes of the OScAR server and the total number of available internal and external channels are entered.
  ➤ see Section 5.2, "Edit the Basic settings"
- Dialthru codes:
  Dialthru codes define the numeric sequence that make it possible to activate the Intelligent Calling.
  ➤ see Section 5.6, "Configure dialthru codes"

17.4 Configure and start Intelligent Calling - Quick summary



Note:
You must have the respective administrator rights to administrate the function Intelligent Calling. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations.
➤ see Section 8.4.3, "Administrative rights"

Quick start

The following section gives you with a brief overview of the most important steps that must be carried out to configure and start the Intelligent Calling function. The individual steps are covered in greater detail in the later sections.

No.	Step	Section
1.	If needed, configure the application settings for the Intelligent Calling.	➤ see Section 17.5, "Edit the Intelligent Calling application settings"
2.	Add known phone numbers or wildcards.	➤ see Section 17.7.1, "Add or edit known phone numbers"
3.	If needed, create country-specific voice announcements.	➤ see Section 17.8.1, "Add and edit a country-specific code"
4.	Call the subscribers over the phone and via the Intelligent Calling function.	➤ see Section 17.9, "Use the Intelligent Calling function over the phone"

Table 17-1 Configure and start Intelligent Calling

17.5 Edit the Intelligent Calling application settings

Follow the below instructions to edit the application settings of Intelligent Calling:

No.	Step
1.	Go to the tree view and select the node "Intelligent Calling".
2.	In the list window, select the entry "Application settings" and click . This will open the window "Intelligent Calling - Edit application settings".
3.	Carry out the settings in keeping with the subsequent field descriptions.
4.	Confirm the security prompt and save your changes with Ok.

Table 17-2 Edit application settings for Intelligent Calling

Note:
All required announcements must be properly recorded and assigned to ensure that called members/subscribers can receive and respond correctly to the respective instructions and prompts.
If announcements are not assigned or recorded, the OScAR server usually plays a long sequence of tones, instead.

Description of the fields in the window " Intelligent Calling - Edit application settings"

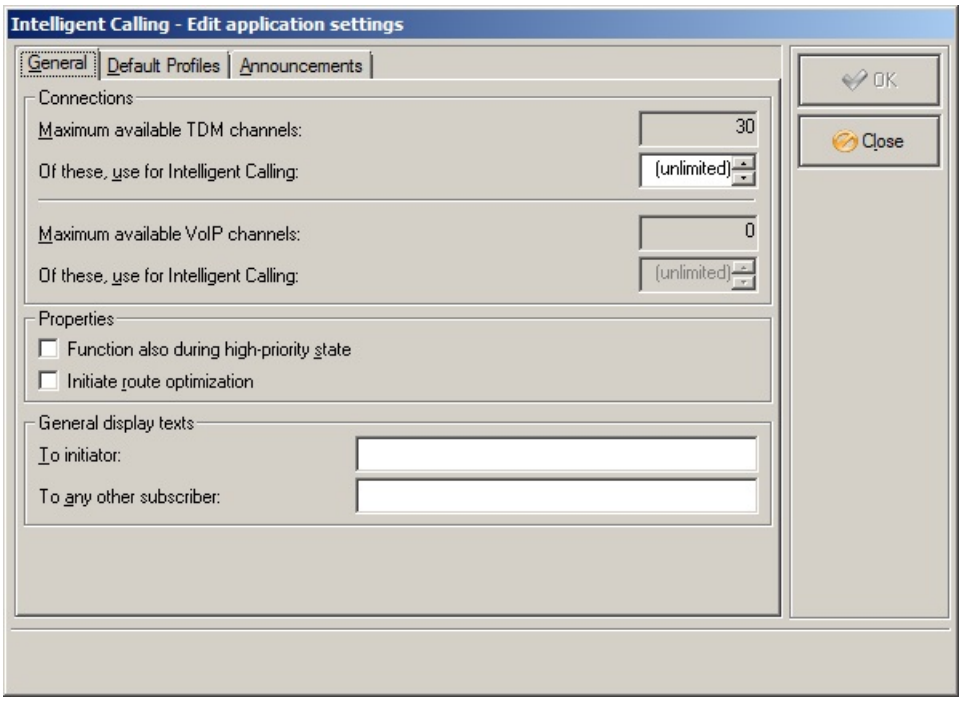
Field	Description
	
Window area "Connections"	
Maximum available TDM channels	Display field with the number of TDM channels that are licensed in the system. The number is identical to the number of TDM channels between the OScAR server and the PBX.
Of these, use for Intelligent Calling	Selection field to determine the number of TDM channels that can be used simultaneously for the Intelligent Calling function. In this way, you can save channels and keep them open for other applications. (default: "unlimited")

Table 17-3 Fields in window "Intelligent Calling - Edit application settings"

Field	Description
Maximum available VoIP channels	Display field with the number of VoIP channels that are licensed in the system. The number is identical to the number of TDM channels between the OScAR server and the PBX.
Of these, use for Intelligent Calling	Selection field to determine the number of VoIP channels that can be used simultaneously for the Intelligent Calling function. In this way, you can save channels and keep them open for other applications. (default: "unlimited")
Window area "Properties"	
Function also during high-priority state	When this box is ticked, Intelligent Calling calls are NOT released by other high-priority applications. However, if this box is not ticked, already ongoing calls will be released when another high-priority application is started, and can only be used again after the last high-priority application has ended. (default: not selected)
Initiate route optimization	When this box is ticked, the OScAR server will try to initiate route optimization as soon as both call partners are thru-connected (path replacement). Here, the objective is to hand back the call to the telecommunications network and, in doing so, release two OScAR channels again. (default: not selected)
Window area "General display texts"	
To initiator	This field determines the display message (max. 20 characters) that is, where applicable, output to initiators of calls that are made via the Intelligent Calling function. Please bear in mind that some devices can only display capital letters and do not support any German Umlauts (ä,ö,ü). Please take this into consideration as you define your text. (default: "OScAR InA")
To any other target	This field determines the display message (max. 20 characters) that is, where applicable, output to called subscribers, in calls that are made via the Intelligent Calling function. Please bear in mind that some devices can only display capital letters and do not support any German Umlauts (ä,ö,ü). Please take this into consideration as you define your text. (default: "OScAR InA")

Table 17-3 Fields in window "Intelligent Calling - Edit application settings"

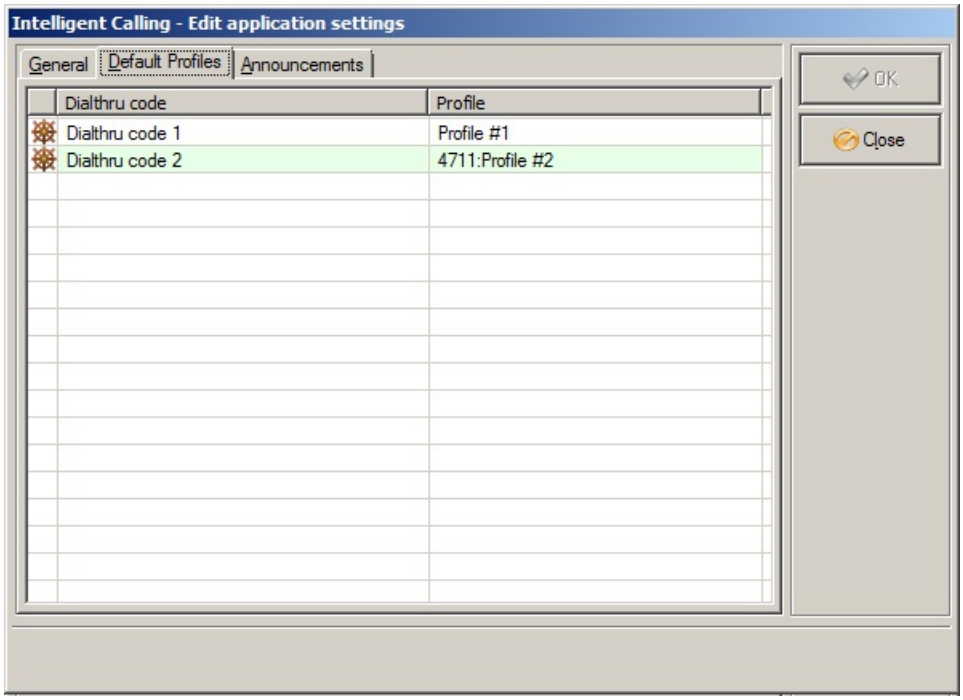
Field	Description
Tab "Default Profiles" 	
The selection fields of the listbox define the Profiles that are assigned to the 1st and 2nd dialthru code. To assign the administrated Profiles, double click the listbox "Profiles". This will open the a drop-down box -from which you can select no Profile, "(none)", or a Profile that has already been administrated. (Default for all fields: "(none)")	

Table 17-3 Fields in window "Intelligent Calling - Edit application settings"

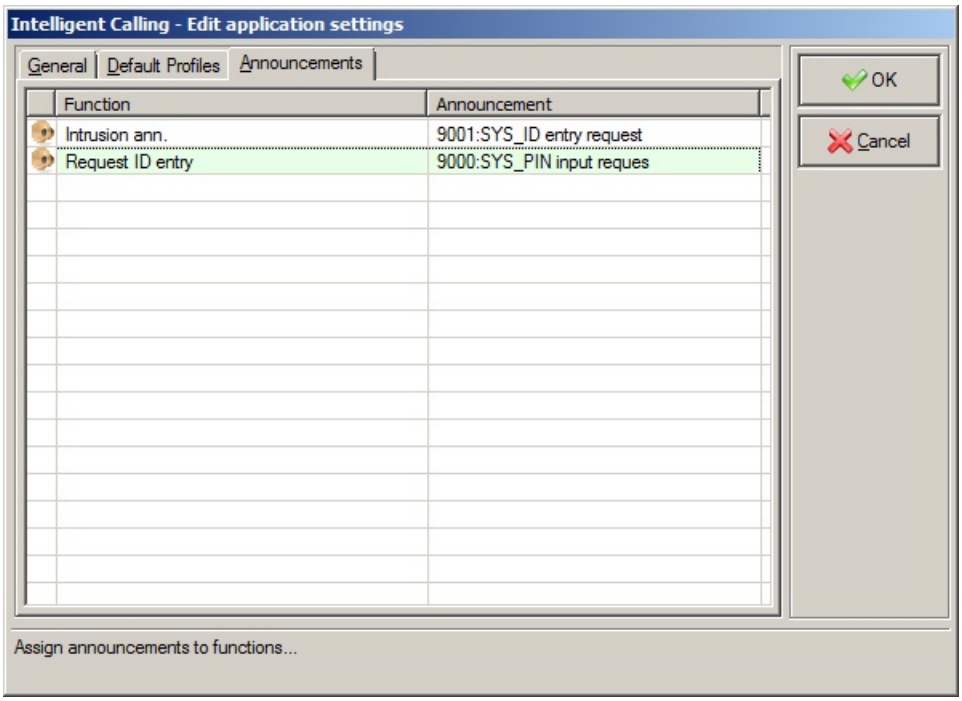
Field	Description
Tab "Announcements" 	The selection fields of the listbox define the announcements that are assigned to the Intelligent Calling functions. • Intrusion announcement • Request ID entry To assign the announcements that are included ex-works, make a right mouse click in the listbox and select "Set all to default" from the context menu. For a more detailed description of the default announcements that are included in the delivery ➤ see Section 7.6.8, "Application Intelligent Calling". (Default for all fields: "(none)")

Table 17-3 Fields in window "Intelligent Calling - Edit application settings"

17.6 Manage Intelligent Calling Profiles

To also put the application Intelligent Calling to the best possible use in business environments and companies that operate internationally, you can create country-specific announcements.

As soon as the system identifies the corresponding country codes, it will play back the country-specific announcements, and not the info announcements as defined in the application settings for the pertinent dialthru code.

17.6.1 Add or edit Intelligent Calling Profiles

Follow the below instructions to edit or add a new Intelligent Calling Profile:

No.	Step
1.	Go to the tree view and open the node "Intelligent Calling".
2.	Go to the tree view and select the node "Intelligent Calling". The list window will output all existing Intelligent Calling Profiles.
3.	Click in the menu bar to add a new Intelligent Calling Profile, or go to the list window, select the Intelligent Calling Profile you want to edit and click . This will open the window "Intelligent Calling Profile".
4.	Carry out the settings in keeping with the subsequent field descriptions.
5.	Save your entries with Ok.

Table 17-4 Add/edit new Intelligent Calling Profile

Summary of the fields in the window "Intelligent Calling Profile"

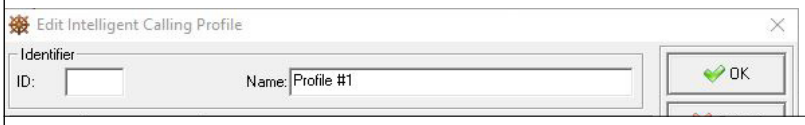
Field	Description
	
Window area "Identifier"	
Name	Input field to enter the name of the country-specific announcement (max. 30 characters), for output in tables and listboxes. (default: empty)
ID	Use this field to enter the pertinent country code (up to 6 digits). (default: empty)

Table 17-5 Summary of the fields in the window "Intelligent Calling Profile"

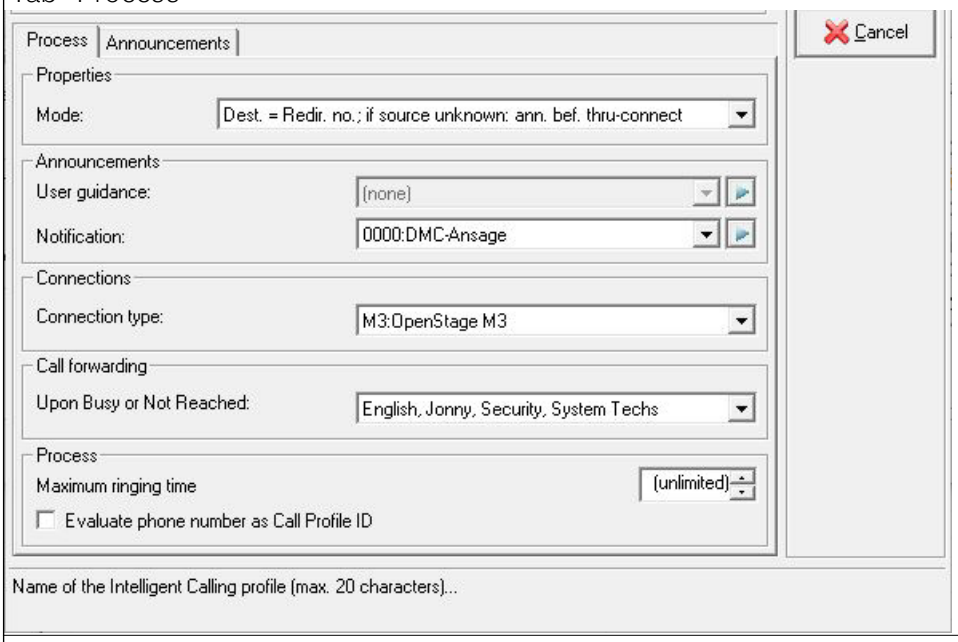
Field	Description
Tab "Process"	
	
Window area "Properties"	
Mode	This drop-down combobox determines the mode that is applied by the OScAR server for incoming calls made via the pertinent dialthru code. You can chose between: • Switched off The dialthru code is deactivated. • Destination variable; if unknown: ann. before thru-connect ➤ see Section 17.9.1, ""Destination variable; if unknown: ann. before thru-connect" over the phone". • Destination variable; if known: call w. spec. features ➤ see Section 17.2.1, "InA Mode 1: "Dest. variable, if known: call with spec. features"" • Dest. = Redir. no.; if source unknown: ann. bef. thru-connect ➤ see Section 17.9.2, ""Dest. = Redir. No.; if source unknown: ann. bef. thru-connect" over the phone" • Destination variable; if source unknown: ann. and thru-connect ➤ see Section 17.2.2, "InA Mode 2: "Dest. variable, if unknown: ann. before thru-connect""
Window area "Announcements"	
User guidance	Use this drop-down combobox to define the user guidance announcement that is played to the initiator of a call made via the pertinent dialthru code. This announcement is only played if no target phone number was dialed directly after the dialthru code. (default: "(none)")
Info announcement	Use this drop-down combobox to define the info announcement played by the system, to notify either to the initiator of the call or the called subscriber, depending on the mode. (default: "(none)")
Window area "Connections"	

Table 17-5 Summary of the fields in the window "Intelligent Calling Profile"

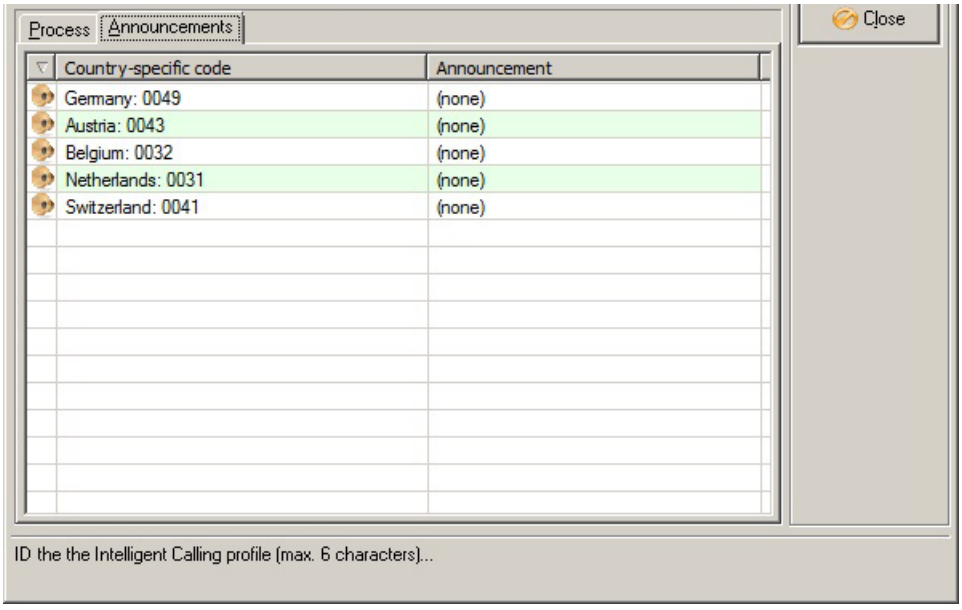
Field	Description
Connection type	Use this drop-down combobox to define the connection type that will be used for outgoing calls. ➤ see Section 5.3, "Configure connection types" (default: "Int:Intern")
Window area "Call forwarding"	
Upon Busy or Not Reached	This drop-down combo box defines the device to which the call is forwarded when the called target cannot be reached or when his/her line is busy. (default: "(none)")
Window area "Process"	
Maximum ringing time	This edit field determines the maximum duration (in seconds) of the call signaling per call attempt. (default: "60 s")
Evaluate phone number as Call Profile ID	This Selection field determines that instead of calling the "Redirecting Number", a dialing profile with the same number is started. Note: This field is only active in the mode "Dest. = Redir. no...".
Tab "Announcements"  	
The selection fields of the listbox define the announcements that are assigned to the country-specific codes as welcome announcements. (Default for all fields: "(none)")	

Table 17-5 Summary of the fields in the window "Intelligent Calling Profile"

17.6.2 Delete Intelligent Calling Profiles

Follow the below instructions to delete an Intelligent Calling Profile:

No.	Step
1.	Go to the tree view and open the node "Intelligent Calling".
2.	Go to the tree view and select the node "Intelligent Calling". The Info Telephone profiles are shown in the listbox.

Table 17-6 Delete Intelligent Calling Profiles

No.	Step
3.	From the listbox, select the Profile you want to delete.
4.	Click in the menu bar.
5.	Confirm the prompt with Yes. The Intelligent Calling Profile is now deleted.

Table 17-6 Delete Intelligent Calling Profiles

17.7 Management of known phone numbers

To apply the Intelligent Calling function, the OScAR server needs phone numbers to verify for recognition, i.e. it check if these numbers are already "known" to the system. Depending on the mode configured for the pertinent dialthru code, these numbers are either phone numbers of a destination (Called Number), or the phone numbers of callers (Calling Number).

In addition to entering dedicated phone numbers, you can also use so-called "Wildcards". A wildcard entry contains the beginning of the phone number (phone number prefix), that is the same for every subscriber in a group.

Example of a wildcard entry:

An affiliated company has the so-called header number "(01234) 567-xxx". The telephone number of the switch board would therefore read: (01234) 567-0, and the phone number of the Sales Department would e.g. read: (01234) 567-100.

If you want the phone numbers of all employees of a company to be recorded as "Known phone numbers", go to the Intelligent Calling function and add a new known phone number of the type "Wildcard", and give it the number "01234 567". As a result, OScAR will recognize all phone numbers that begin with "01234567" as known phone numbers.

17.7.1 Add or edit known phone numbers

Follow the below instructions to add or edit a new known phone number to the Intelligent Calling function:

No.	Step
1.	Go to the tree view and open the node "Intelligent Calling".
2.	In the tree, select the node "<Known phone numbers>". The list window will show you all already existing known phone numbers.
3.	Click in the menu bar to add a new phone number, or go to the list window, select the phone number you want to edit and click . This will open the window "Edit phone number for Intelligent Calling".
4.	When adding a new entry, start by defining the type of entry (Wildcard or Phone number).
5.	Make all necessary additional settings in keeping with the subsequent field descriptions.
6.	Save your entries with Ok.

Table 17-7 Add or edit known phone numbers

Description of the fields in the window "Edit phone number for Intelligent Calling"

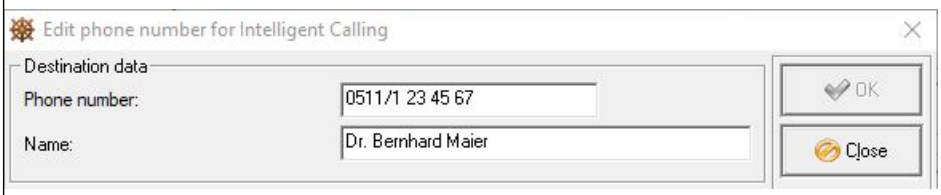
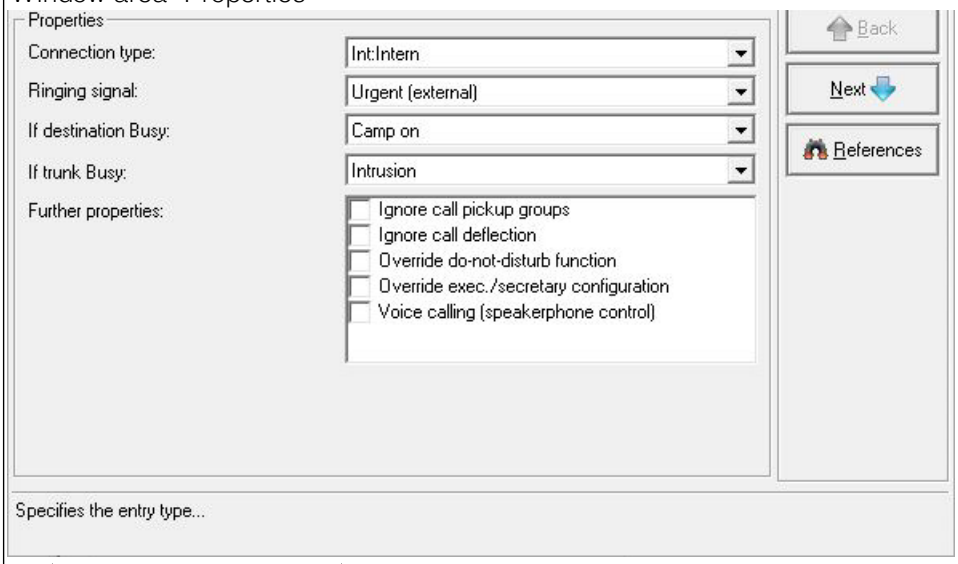
Field	Description
	
Window area "Destination data"	
Phone number	This field determines • Wildcard or • Phone number For each new entry, use this drop-down combobox to define the entry type. For already existing entries, the system will here show you the entry type in form of the description or name. (default: "Wildcard")
Name	This field defines the known phone number or phone number prefix (wildcard) of the entry and may consist of: maximally 18 characters including digits, *, #, and separators ( ) - + / SPACE. (default: empty)
Only shown if subscriber destination is "Phone number:"	
Window area "Properties" 	
Connection type	Selection field for the connection path (route) that is used when calling this number. The options that are available here as well as their functionalities depend on the configured connection types. ➤ see Section 5.3, "Configure connection types" (default: "NDI:No dialing")
If applicable, use the following CorNet-NQ/SIP-Q-specific options to reach subscribers. Bear in mind that the display of the following fields depends on what is enabled for the connection type.	

Table 17-8 Fields in window "Edit phone number for Intelligent Calling"

Field	Description
Ring. signal	Use this selection field to determine the ringing signal for the call: • Normal Default ringing signal (internal call, preset) • Urgent (external) Ringing signal with increased urgency (typical: external call) • Alarm Alarm ringing signal (typical: prolonged ringing) (default: "Normal)
If destination busy	Use this drop-down combobox to define the system behavior if a destination is busy: • (nothing) The OScAR server does not apply any of the special options (default). • Camp on A camp-on signal is played repeatedly in the current call, requesting the subscriber to end or to alternate (toggle) the call, (not available with SIP-Q®). • Intrusion An application-specific intrusion announcement (must be defined) is played to the routed call. This signals to the subscriber to end the call, or to alternate. • Emergency intrusion Same as intrusion, with the exception that emergency intrusion cannot be prevented by an intrusion protection that may be currently activated on the user-specific side. • Forced release As a result, the ongoing call is automatically terminated. As soon as the subscriber hangs up, he/she is called again. (default: "(none)")
If trunk busy	Use this drop-down combobox to define the system behavior if the tie trunk connection between two PBX systems is busy. If the capacity of the tie trunk connections is full, the OScAR server can apply override or forced release in keeping with the pertinent settings. This also applies to call connections that were not established by the OScAR server. • (nothing) The OScAR server does not apply any of the special options (default). • Intrusion An application-specific intrusion announcement (must be defined) is played to the routed call. This prompts subscribers to end the call. The line that is released in this way is used to reach the actual destination. • Forced release As a result, the ongoing call is automatically terminated. The line that is released in this way is used to reach the actual destination. (default: "(none)")

Table 17-8 Fields in window "Edit phone number for Intelligent Calling"

Field		Description
	Further properties	These options define: • Ignore call-pickup group If the selected subscriber is in a call pickup group and is called by the OScAR server, this information is not provided to the other subscribers in the call pickup group when this box is ticked. Also, the call cannot be answered by another colleague. • Ignore call forwarding When this box is ticked, a "call forwarding" or "call forwarding no reply" configured beforehand (even one for "Voicemail") is not carried out. This is particularly important if you want to reach a specific location but not the employees who normally work there, e. g. in conjunction with building evacuation. • Override do-not-disturb function Tick this checkbox to make sure that an activated "Do not disturb" is ignored (e.g. important in conjunction with emergency calls). • Override executive/secretary (= CheSe) function When this box is ticked, the OScAR server call will be directed right to the executive you want to reach, even if all of his/her calls are normally routed to an assistant or secretary. This feature cannot be selected together with "Ignore call forwarding" or "Forced release" functions (not supported by Unify OpenScape 4000). • Voice calling (speakerphone control) The speaker of a digital hands-free phone is automatically activated, without the called subscriber having to take the call (e.g. by picking up the handset). (default: no box ticked)

Table 17-8 Fields in window "Edit phone number for Intelligent Calling"

17.7.2 Delete known phone numbers

Follow the below instructions to delete a known phone number:

No.	Step
1.	Go to the tree view and open the node "Intelligent Calling".
2.	In the tree, select the node "<Known phone numbers>". The list window will show you all already existing known phone numbers.
3.	In the list window, select the phone numbers you want to delete.
4.	Click in the menu bar.
5.	Confirm the prompt with Yes. The phone numbers are now deleted.

Table 17-9 Delete known phone numbers

17.8 Manage the country-specific codes

17.8.1 Add and edit a country-specific code

Follow the below instructions to add or edit a country-specific code:

No.	Task
1.	Go to the tree view and open the node "Intelligent Calling".
2.	In the tree view, select the node "<Country-specific codes>". The listbox will output all country-specific codes that already exist.
3.	Click the icon in the menu bar to add a new country-specific code, or in the same listbox, select the country-specific code that you want to edit and click . This will open the window "Edit country-specific code".
4.	Carry out the settings in keeping with the subsequent field descriptions.
5.	Save your entries with Ok.

Table 17-10 Add and edit country-specific code

Description of the fields in the window "Edit country-specific code"

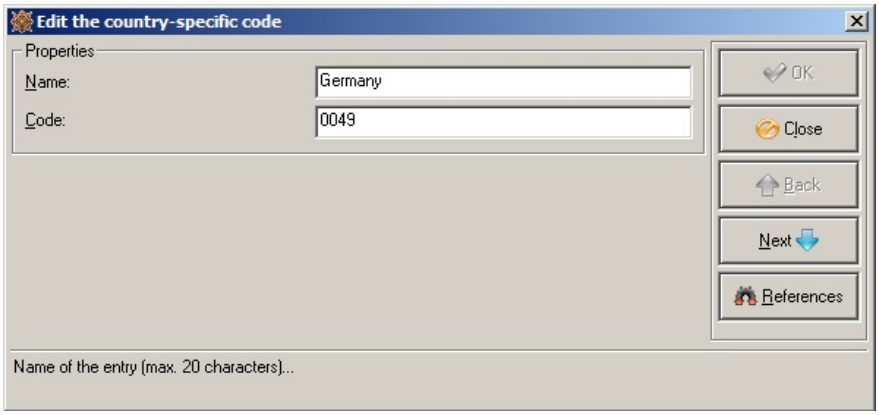
Field	Description
	
Window area "Properties"	
Name	Input field to enter the name of the country-specific announcement (max. 30 characters), for output in tables and list fields. (default: empty)
Country code	Use this field to enter the pertinent country code (up to 6 digits). (default: empty)

Table 17-11 Fields in window "Edit country-specific code"

17.8.2 Delete a country-specific code

Follow the below instructions to delete a country-specific code:

No.	Task
1.	Go to the tree view and open the node "Intelligent Calling".
2.	In the tree view, select the node "<Country-specific codes>". The list window will show you the country-specific codes.
3.	In the list window, select the country-specific code you want to delete.
4.	Click in the menu bar.
5.	Confirm the prompt with Yes. The country-specific code is now deleted.

Table 17-12 Delete a country-specific code

17.9 Use the Intelligent Calling function over the phone

This section shows you how to utilize the Intelligent Calling function over the phone. The instructions also offer example entries. The examples are based on the assumption that the OScAR server is reached with the tie trunk code (OScAR phone number) 800 and that the dialthru codes are set to the defaults. The PIN that is used here reads: 4321. For a representation that is easier to read, the input blocks are separated by spaces.

➤ see Section 5.3, "Configure connection types"

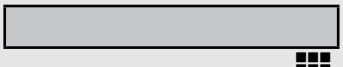
To reproduce the examples, replace the tie trunk code 800 with the phone number of your OScAR server, enter your PIN and, if needed, adjust the dialthru codes. Spaces are not entered.



Note:
If no announcements are available or assigned (e.g. the announcement: "This call will be recorded. If you do not want you call to be recorded, please hang up now"), the system will signal this by playing a long tone, instead.

17.9.1 "Destination variable; if unknown: ann. before thru-connect" over the phone

Follow the below instructions to operate the Intelligent Calling mode "Dest. variable, if unknown: ann. before thru-connect" over the phone:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Intelligent Calling", e.g. "800 60".
	Application announcement "User guidance".
	Enter the destination phone number. You can also dial the entire
	The system will now call the phone number; in addition, the dialled number will be shown on the display (if necc. the display text will be shortened), e.g..: "0123456789 OScAR InA"
	If the line of the subscriber is busy, you will hear a busy tone.

If the phone number is unknown (phone number/wildcard NOT found):

	You will hear an dial tone until the subscriber has taken (answered) the call.
	Once the call is answered (call acceptance), the called person hears either the announcement as defined in the application settings for the Intelligent Calling function, or the equivalent country-specific announcement.
	Both the beginning and end of the playback of this announcement is signaled with a 3-tone sequence.
	

In all cases:

	You will now be connected with the subscriber.
	Hang up after the end of the call.

17.9.2 "Dest. = Redir. No.; if source unknown: ann. bef. thru-connect" over the phone

Note:
To use this Intelligent Calling mode, you must forward the internal destination telephone to this function using call deflection.

Follow the below instructions to operate the Intelligent Calling mode "Dest. = Redir. No.; if source unknown: ann. bef. thru-connect" over the phone

Step by step	
	Configure a call deflection at the target phone using the following phone number: OScAR server's call number + dialthru code for "Intelligent Calling", e.g. "800 60".
	The caller dials he phone number of the target's telephone, where you have already activated the call deflection. The call is redirected to the Intelligent Calling function in the OScAR server.

If the phone number of the caller is known (phone number/wildcard is found):

	OScAR will directly call the "Redirecting Number" (destination telephone) and apply the CorNet-NQ/SIP-Q feature "Ignore call deflection".
	Depending on the state of the target's telephone, the caller will hear a ringing tone or a busy tone.

If the phone number of the caller is unknown (phone number/wildcard NOT found):

	The caller hears: • either the info message assigned in the InA application settings • or the equivalent country-specific info message. Only after the OScAR server has fully played back the entire info announcement will it call the "Redirecting Number" (destination telephone) and apply the CorNet-NQ/SIP-Q feature "Ignore call deflection".
	Depending on the state of the target's telephone, the caller will hear a ringing tone or a busy tone.

In all cases:

	The caller is not connected with subscriber.
	Hang up after the end of the call.

17.9.3 "Destination variable; if known: call w. spec. features" over the phone

Follow the below instructions to to operate the Intelligent Calling mode "Dest. variable, if known: call with spec. features" over the phone.

Step by step	
	Enter the OScAR server's call number + dialthru code for "Intelligent Calling", e.g. "800 60".
PHONE NO ?	Application announcement "User guidance". Wrong entries over the phone can be corrected (up to 3 times) by pressing the star  key. When doing so, the entire entry will be deleted and you can enter the phone number again, in full and from the beginning.
	Enter the destination phone number. You can also call the destination phone number directly, and in the process fully skip the prompt to enter the phone number as described here, e.g.: "800 60 4711".

If the phone number of the caller is known (phone number/wildcard is found):

	OScAR calls the destination telephone and applies the CorNet-NQ/SIP-Q specific features that are configured for this phone number.
	Depending on the current state of the destination telephone and the configured CorNet-NQ/SIP-Q features, you will hear a ringing tone or a busy tone.
	You will now be connected with the subscriber.
	Hang up after the end of the call.

If the phone number of the caller is unknown (phone number/wildcard NOT found):

	The call is rejected with a busy tone. Please hang up.

17.9.4 "Dest. variable; if source unknown: ann. and disconnect" over the phone

Follow the below instructions to operate the Intelligent Calling mode "Dest. variable, if source unknown: ann. and disconnect" over the phone:

Step by step	
	Enter the OScAR server's call number + dialthru code for "Intelligent Calling", e.g. "800 60".

If the phone number of the caller is known (phone number/wildcard is found):

	• Enter the destination phone number, e.g.: "4711".
	The destination number is called.
	While it establishes the call connection, the OScAR server forwards the ringing and busy line tones to the caller.
	After the call has been accepted, the OScAR server transparently thru-connects the voice information.
	Hang up after the end of the call.

If the phone number of the caller is unknown (phone number/wildcard NOT found):

	Intelligent calling info announcement, e.g. ""You are not authorized to use this phone number. Please hang up now."
	OScAR releases the connection (disconnect).

18 OScAR in Combination with Call Systems

Overview

This chapter shows you how call systems communicate with OScAR. It also offers real-life setup examples and characteristics in combination with the link-up to various specific call systems.

Content

The following areas are covered in this chapter:

18.1 System overview, interworking between call system and DAKS
18.2 Configuration of the DAKS server
- 18.2.1 Key steps to connect DAKS with nurse call systems
- 18.2.2 Define, record and assign announcements
- 18.2.3 Configure subscribers in the subscriber list
- 18.2.4 Configure Broadcasts and Broadcast members

18.3 DAKS- certified ESPA 4.4.4. connections
- 18.3.1 Special options in combination with Ackermann "clinocom 21"
- 18.3.2 Special features in comb. with TotalWalther "medicall 800"
  - 18.3.2.1 Configuration of the telephone/nurse call interface
  - 18.3.2.2 Special function: "Broadcast to station"
- 18.3.3 Special options in combination with Tunstall "NewLine C201"
- 18.3.4 Special options in combination with the Siemens "HiCall" system

18.4 Configure an emergency call with the latest location announcement

18.1 System overview, interworking between call system and OScAR

The communication between a call system and OScAR is via the data interface of the OScAR server that must be configured as a nurse call interface with the serial protocol ESPA 4.4.4., or with the TCP/IP-based protocol ESPA-X.

➤ see "Server Configuration Manual DAKSpro 5"

It is via these interfaces that commands to launch/cancel predefined OScAR Broadcasts and, where applicable, confirmation messages on the alarm results are sent.

➤ see Chapter 9, "Configure, Administrate, Start and Monitor Broadcasts"

In combination with an optional add-on of the data interface, direct callback to calling patients can also be realized, namely:

- either via an telephone/nurse call interface connected analog (a/b) and an audio path to the nurse call system, or
- via a digital telephone/nurse call interface connected via S_0 and an audio path to the nurse call system, or
- via a system telephone connected directly to the PBX (e.g. Unify OpenScape 4000).

In all of these solutions, it is the call system that determines how the call is processed, if a callback can be made and, if callback is possible, the route that is applied.

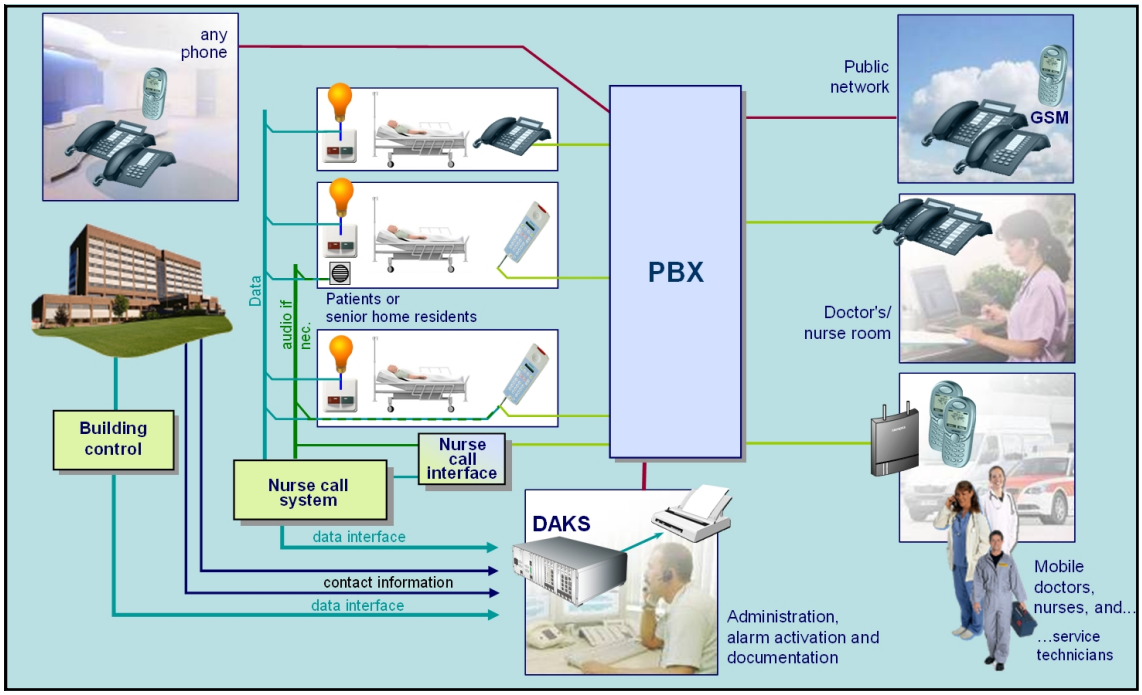


Image 18-1 OScAR and nurse call systems

The following elements are administrated in nurse call systems:

- the identifier (ID) of the subscriber groups that shall be activated, depending on the unit/ward, nursing group and connection type,
- the display texts,
- if needed, the patients' phone numbers for callbacks,
- if needed, the ID codes that shall be used by the OScAR server to address the telephone/ nurse call interfaces,
- if needed, the (call) numbers to activate the respective loudspeakers/patient's voice stations, and
- if needed, the details on the urgency of the information.

The following information is administrated in OScAR:

- the Broadcasts with the subscribers that shall be called, plus the group-specific details such as the call processing strategy, the announcements to be played etc., as well as
- if needed, the telephone numbers and parameters needed to address the telephone/nurse call interfaces from the OScAR server.

18.2 Configuration of the OScAR server

To couple OScAR with call systems, the interface to the OScAR server must be configured in keeping with the respective call system. Also, Broadcast must be configured to alert the subscribers/members.

18.2.1 Key steps to connect OScAR with nurse call systems

Follow the below instructions to establish a connection with call systems:

No.	Step	Section
1.	Install the OScAR server as described in the OScAR Service Manuals and put the system into operation without a data interface to the call system.	➤ see "Hardware Service Manual, DAKSpro 5", ➤ see "Server Configuration Manual DAKSpro 5"
2.	Install and configure the OScAR-TT tools and the OScAR-TT server applications.	➤ see OScAR-TT Installation Manual, DAKSpro 5
3.	Carry out the basic settings.	➤ see Section 5.2, "Edit the Basic settings"
4.	Configure the subscribers who shall be reached by the call system.	➤ see Section 18.2.3, "Configure subscribers in the subscriber list" ➤ see Chapter 8, "Configure and Administrate Subscribers"
5.	Configure one or several Broadcasts and assign subscribers.	➤ see Section 18.2.4, "Configure Broadcasts and Broadcast members" ➤ see Chapter 9, "Configure, Administrate, Start and Monitor Broadcasts"
6.	Configure the pertinent serial or TCP/IP interface to the nurse call system.	➤ see "Server Configuration Manual DAKSpro 5"
7.	Start up the data interface to the nurse call system.	➤ see "Server Configuration Manual DAKSpro 5"

Table 18-1 Basic configuration for the link-up to call systems

No.	Step	Section
8.	Test the configuration of the call system.	

Table 18-1 Basic configuration for the link-up to call systems

18.2.2 Define, record and assign announcements

To operate with external call systems, specific announcements must be available. They need to be created via the OScAR-TT Administrator-Tool and, where needed, recorded and either assigned to the pertinent Broadcasts or to the functions via the Broadcast application settings.

➤ see Section 9.7, "Manage Broadcasts"
➤ see Section 9.6, "Edit the Broadcasts application settings"



Note:
For further details on the administration and recording of announcements.
➤ see Section , "Configure and Administrate Voice Announcements"
here you will also find a list of all announcements that are delivered ex-works, with the matching display texts.



Note:
If you prefer not to use certain announcements you can simply omit them. In this case, the OScAR server will play a tone or a tone sequences, instead.

Usually, the following announcements are required:

Type of announcement	Text example	for *)
Intrusion announcement	"Nurse call.... Please hang up now."	all
if confirmation is positive, **)	"You have acknowledged the call."	all
if confirmation is negative, **)	"You have refused the call."	all
Pos./neg. confirmation request, **)	"If you want to retain the call press 1. If you cannot take the call press 0."	all
Pos./neg. confirmation request or callback with 5, **)	"To talk to the caller press 5. To mark the call press 1. If you are not able to attend to this call, press 0."	A, To
Neg. confirmation request/connect with 5, **)	"To talk to the caller, press 5. If you are not able to attend to this call, press 0."	Tu
Pos./neg. confirmation request or callback with 5 or 6, ***), ***)	"To callback over the loudspeaker, press 5. To callback by telephone, press 6. To mark the call, press 1. If you are not able to attend to this call, press 0."	To
End of broadcast announcement	"The broadcast is already being processed; please hang up."	all
Nurse call, ****)	"Patient call, please check your display" 4)	all
Emergency doctor call, *****)	"Emergency doctor call, please check your display" 4)	all
Cardiac alarm, *****)	"Cardiac alarm, please check your display" 4)	all
Technical malfunction, *****)	"Technical malfunction, please check your display." 4)	all

Table 18-2 Announcements for the connection with call systems

*. Call systems that support these functionalities include:
A: Ackermann "clinocom 21"
To: TotalWalther "medicall 800"
Tu: Tunstall "NewLine C201"
**. 2) general announcement
***. 3) This function has not yet been realized within TotalWalther "medicall 800".
****. 4) When the phone rings and someone picks it up and puts it to his/her ear, the above announcements will inform the listener that the place from where the call was set off is shown on the handset's display.
*****. 5) group-specific announcement

18.2.3 Configure subscribers in the subscriber list

All subscribers, including but not limited to nurses, doctors, technical staff members, who need to be reached in combination with a nurse call system, must be included in the OScAR subscriber list like any other regular subscriber:

- either user-specific, if the handset is permanently assigned to a specific person, or
- function-specific, if the handset is handed over to the next user at the change of shifts.

➤ see Section 8.3, "Management of Subscribers"

The following table will give you two examples:

Subscriber data	Example Function-specific	Example User-specific
Name	Nursing staff 1	Dr. Faber
First name	Unit 2 / Group 3	Horst
Position		Chief Resident
Department		Unit/Ward 1
Call number first destination	3821	3505
Connection type	Internal	Internal
Ring. signal	Alarm	Alarm
if destination busy	Emergency intrusion 1)	Emergency intrusion *)
other options	usually none	usually none
Where applicable, only call during certain time segments	As a rule, call during all time segments	As a rule, call during all time segments

Table 18-3 Example of subscriber data (function-specific and user-specific)

1) , *)It is especially the behavior on busy during an emergency call that needs to be specified directly with the customer. Here, the options that are available include forced release, emergency intrusion, intrusion, camp on (call waiting), or redial.

18.2.4 Configure Broadcasts and Broadcast members

This section shows you special settings and gives you examples how to configure Broadcasts and Broadcast members in combination with call systems. For more information:

➤ see Chapter 9, "Configure, Administrate, Start and Monitor Broadcasts".

Identifiers and descriptions

The below tables show you how to allocate Broadcast IDs and Broadcast names that tally with the standard databases of call systems.

Consideration is paid to:

- emergency doctor calls: hospital-wide and across all unit/station
- cardiac alarms: hospital-wide and across the unit/station
- regular nurse calls: for specific nurse groups and across the entire unit/station
- Technical malfunctions: hospital-wide and across the unit/station

Broadcast ID	Name	Ward	Nurse group	Connecting interface [1)]
0077	EMERGENCY DOCTOR CALL ALL	Hospital-wide		
0177	EMERGENCY DOCTOR CALL WD1	1		T01 or A01
0277	EMERGENCY DOCTOR CALL WD2	2		T02 or A02
:				
1577	EMERGENCY DOCTOR CALL WD15	15		T15 or A15

Table 18-4 Recommendations for emergency doctor calls

Broadcast ID	Name	Ward	Nurse group	Connecting interface [1)]
0088	CARDIAC ALARM ALL	Hospital-wide		
0188	CARDIAC ALARM WD1	1		T01 or A01
0288	CARDIAC ALARM WD2	2		T02 or A02
:				
1588	CARDIAC ALARM WD15	15		T15 or A15

Table 18-5 Recommendations for cardiac alarms

Broadcast ID	Name	Ward	Nurse group	Connecting interface [1)]
0100	NURSING STAFF CALL WD1	1		T01 or A01
0101	NURSING STAFF CALL WD1 GR 1	1	1	T01 or A01
0102	NURSING STAFF CALL WD1 GR 2	1	2	T01 or A01
:				

Table 18-6 Recommendations for nurse calls to Ward 1

Broadcast ID	Name	Ward	Nurse group	Connecting interface [1]
0105	NURSING STAFF CALL WD1 GR 5	1	5	T01 or A01

Table 18-6 Recommendations for nurse calls to Ward 1

Broadcast ID	Name	Ward	Nurse group	Connecting interface [1]
0200	NURSING STAFF CALL WD2	2		T02 or A02
0201	NURSING STAFF CALL WD2 GR 1	2	1	T02 or A02
0202	NURSING STAFF CALL WD2 GR 2	2	2	T02 or A02
:				
0205	NURSING STAFF CALL WD2 GR 5	2	5	T02 or A02

Table 18-7 Recommendations for nurse calls to Ward 2

Table 18-8

Broadcast ID	Name	Ward	Nurse group	Connecting interface [1]
1500	NURSING STAFF CALL WD15	15		T15 or A15
1501	NURSING STAFF CALL WD15 GR 1	15	1	T15 or A15
1502	NURSING STAFF CALL WD15 GR 2	15	2	T15 or A15
:				
1505	NURSING STAFF CALL WD15 GR 5	15	5	T15 or A15

Table 18-9 Recommendations for nurse calls to Ward 15

Broadcast ID	Name	Ward	Nurse group	Connecting interface [1]
0099	MALFUNCTION GENER-AL	Hospital-wide		
0199	MALFUNCTION WD1	1		
0299	MALFUNCTION WD2	2		
:				
1599	MALFUNCTION WD15	15		

Table 18-10 Recommendations for malfunction calls

1) Must be configured only for Ackermann "clinocom 21" and TotalWalther "medicall 800". For TotalWalther, the name of the interface must be "T..."; for Ackermann the name can be selected freely (in this example: "A...").

Application of CorNet-NQ/SIP-Q features

If needed, check the box "Use CorNet-NQ features" (tab: "Properties", window "Edit broadcast").

When this box is ticked, the system will activate all subscriber-specific CorNet-NQ/SIP-Q features that are entered here, at the dial-up (i.e. special ringing signals, special behavior on busy etc.).

We recommend that this box is ticked:

- for cardiac alarms and
- for emergency doctor calls.

We recommend that this box is NOT ticked:

- for regular nurse calls and
- for error messages.



Note:
If intrusion or camp on at busy are the only CorNet-NQ/SIP-Q features that shall be activated when coupling OScAR with Ackermann "clinocom 21" or TotalWalther "medicall 800", do NOT tick the box "Use CorNet-NQ features" and be sure to configure the nurse call system to the effect that "Priority = 2" is included in the ESPA dataset or in the ESPA-X datagram, respectively.

Process

To enable callback to patients, the following settings must be made in the tab "Process" of the window "Edit broadcast":

- Be sure to set the field "Number of subscribers to reach (not in function groups)" to "1".
- For parallel calls, i.e. if the box "Call subscribers sequentially" is not ticked, be careful to enable the feature "Terminate on success".
- Do not forget to check the box "Also negative confirmation possible".

We recommend the following setups:

- For regular nurse calls and for error or malfunction messages:
  - tick the field "Also negative confirmation possible"
  - do NOT tick the box "Process calls priority level by priority level"
  - be sure to set the field "Number of subscribers to reach (not in function groups)" to "1"
  - select sequential or parallel dialing, depending on the needs of the customer (i.e. tick/do not tick the box "Call subscribers sequentially")
  - if the box "Call subscribers sequentially" is NOT ticked (sequential dialing), be careful to enable the feature "Terminate on success"
- For emergency doctor calls:
  - tick the field "Also negative confirmation possible"
  - do NOT tick the box "Process calls priority level by priority level"
  - Be sure to set the field "Number of subscribers to reach (not in function groups)" to "1".
  - do NOT tick the box "Call subscribers sequentially" (parallel dialing)
  - tick the box "Terminate on success"
- For cardiac alarms:
  - do NOT tick the box "Also negative confirmation possible"
  - do NOT tick the box "Process calls priority level by priority level"
  - be sure to set the field "Number of subscribers to reach (not in function groups)" to "undef."
  - do NOT tick the box "Call subscribers sequentially" (parallel dialing)
  - do NOT tick the box "Terminate on success"

Announcements

All announcements that you want the system to use must be assigned to the relevant Broadcasts as standard announcements, namely in the tab "Announcements" of the window "Edit broadcast ":

- for regular nurse calls: the "Nurse Call" announcement
- for error/malfunction messages, the "Technical malfunction" announcement
- For emergency doctor calls the "Emergency doctor" announcement
- for cardiac alarms the "Cardiac alarm" announcement

➤ see e.g. Section 18.2.2, "Define, record and assign announcements"

Output

All Broadcast can be assigned the same display messages, in the tab "Display" of the window "Edit broadcast":

- Display output to initiator:
  "Group-specific text" (no effect if activated via data interface)
- Number to initiator
  "No further digits" (has no effect if activated via data interface)
- Display output to other subscribers
  "Initiator/input name" (used to output the received text)
- Number to other subscribers
  "none" (used to output, where applicable, the "Calling Number" if included in the text string)
- DTMF message to pagers:
  "None" (usually, no pagers are called)

Settings for Broadcast members

Usually, the setting for "Priority" in the window "Edit broadcast members" remains subscriber-specific, i.e. "(subs.-spec.)". Likewise, in the window area "Announcement" it is the subscriber-specific announcement group that is assigned. i.e. "(subs.-spec)".

Text messages

If an SMS memory is available, the messages to be stored there must be specified together with the customer. To enter the relevant settings, go to the field "Save in SMS memory" in the window "Edit broadcast member".

The following options are available:

- No transfer
- Transfer only on neg. results
  "What have I missed?"
- Transfer only on neg. results
  "What must I do?"
- Transfer always

Confirmation for Broadcasts

For the purposes of confirmation, we recommend you make the following setting in the window "Edit broadcast member":

- For regular nurse calls, error/malfunction messages and emergency doctor calls:
  tick the box: "Confirmation through numeric key"
- For cardiac alarms:
  do not tick any of the boxes in the window area "Special confirmation"



Note:
Callback calls to patients are only possible if you check the box "Confirmation through numeric key" for Broadcast members (in the window area "Special confirmation", window "Edit broadcast member").

Note that the box "Interpret ring only as confirmation" is only used for rather insignificant notifications, or when as few subscribers (nurses) as possible shall be disturbed. When this box is ticked and a subscriber does NOT take the call during the maximum ring time, the system will launch a forward disconnect.

This leads to:

- the status "Waiting for callback", provided negative confirmation is also enabled for this Broadcast,
- or immediately to a positive end result, if negative confirmation is not enabled for this Broadcast,

In the first case, the OScAR server will therefore, for sequential calling, first wait for a callback (time configurable) before calling the next subscriber.

➤ see Section 9.6, "Edit the Broadcasts application settings"

This enables a nurse who is available but presently unable to pick up the phone and answer the call directly, to confirm positive with a callback to the OScAR server before the system proceeds to call the next nurse.

➤ see Section 9.11.7, "Confirm Broadcasts positive/negative by callback with PIN"



Note:
Remember that once the call is confirmed by callback, the system can no longer connect the call to the patient.

18.3 OScAR- certified ESPA 4.4.4. connections

The following four call systems, Ackermann "clinocom21", TotalWalther "medicall 800", Tunstall "NewLine C201" and Siemens "HiCall", are all certified with ESPA 4.4.4. couplings and apply different strategies with regard to:

- the connecting interface,
- the callback procedure,
- the signaling of the callback destination,
- the signaling during the call, and
- the options that are available to the nurse.

See the below table for a comparison of these details:

	Ackermann "clinocom 21"	TotalWalther "medicall 800"	Tunstall "NewLine C201"	Siemens "HiCall"
the connecting interface	Digital S_0/ S_{2M} (TI)	analog a/b (LVTI)	analog	digital $U_{P0/E}$
Callback procedure	OScAR server calls the connecting interface	OScAR server calls the connecting interface	The connecting interface places a preparatory call to the OScAR server before sending the ESPA dataset to the OScAR server	The OScAR server calls the patient's room or the patient's phone directly
Signaling of destination within the call system	Signaling via ESPA 4.4.4.	Signaling via ESPA 4.4.4.	resulting from the preparatory call made	Signaling via ESPA 4.4.4.
Signaling during the call between the nurse and the patient	Signaling via ESPA 4.4.4. status message	Conversion of keypad signaling (by nurse) to DTMF signaling, in the direction of the connecting interface	Conversion of keypad signaling (by nurse) to DTMF signaling, in the direction of the connecting interface	none
options available to the nurse	• refuse • accept without voice connection • accept with voice connection	• refuse • accept without voice connection • accept with voice connection	• refuse • accept with voice connection	• refuse • accept without voice connection • accept with voice connection

Table 18-11 Comparison of ESPA 4.4.4.-certified call systems

18.3.1 Special options in combination with Ackermann "clinocom 21"

The following special features apply in combination with Ackermann "clinocom 21":

- A Broadcast is triggered by the call system via the ESPA 4.4.4. interface.
- The called subscriber can confirm positive or negative at the push of a button, or establish a voice connection to the calling patient.
- Only if a voice connection is wanted will the OScAR server establish a telephone connection via the digital telephone interface TI (S_0 or S_{2M}), in form of a callback to the patient's bedside telephone.

Configuration of the telephone interface

Every telephone interface (TI) to the nurse call system that needs to be activated must additionally be configured as individual connection type in the following way:

- Name/ID code can be freely selected, e.g.:
  "A01" / "TI for Ward 1"
  "A02" / "TI for Ward 2", etc.
- Type of handset/device:
  Normal subscribers
- Access prefix:
  call number of the pertinent TI
- Max. no. outgoing connections:
  not more than the max. number of lines available at the TI

➤ see Section 5.3, "Configure connection types"

18.3.2 Special features in comb. with TotalWalther "medicall 800"

The following special features apply in combination with TotalWalther "medicall 800"

- A Broadcast is triggered by the call system via the ESPA 4.4.4. interface.
- The called subscriber can confirm at the push of a button, either positive or negative, or establish a voice connection to the calling patient.
- Only if voice connection is wanted will the OScAR server establish a telephone connection via the analog telephone interface TI LVTI (a/b), as callback to the patient's bedside telephone.

18.3.2.1 Configuration of the telephone/nurse call interface

Every telephone interface (TI) to the nurse call system that needs to be activated must additionally be configured as individual connection type in the following way:

- Name/ID:
  "A01" / "LVTI for Ward 1"
  "A02" / "LVTI for Ward 1"
  etc.
- Type of handset/device:
  Pager with DTMF dialing and audio
- Access prefix:
  call number of the a/b port for the pertinent LVTI
- Max. no. outgoing connections:
  exactly "1"
- Waiting time after seizure before DTMF output:
  "2 s"
- Duration between DTMF outputs:
  "2 s"

➤ see Section 5.3, "Configure connection types"

18.3.2.2 Special function: "Broadcast to station"

This function enables you to have a predefined Broadcast text issued via the loudspeakers of the nurse call system. To use this function, OScAR must be arranged in the following way:

Add additional subscribers for every LVTI that shall be activated:

- Name:
  e.g. "Announcement"
- First name:
  e.g. "to station x"
- Call number first destination:
  *1#
- Connection type:
  LVTI Station x
- Special options:
  none

Administrate and record the announcement(s):

- Announcement:
  e.g. "Evacuation alarm! Please leave the building immediately."



Note:
After you begin the recording process and press the star "*" key, wait for about 5 seconds before you begin with to record the announcement. This ensures that the announcement is always played back after the "beep".

Configure the Broadcasts:

Settings in the window "Edit broadcast":

- Name:
  e.g. "BROADCAST x"
- ID:
  e.g. "9901...9915" for stations/wards 1 to 15.
- Tab "Process":
  - do NOT tick the box "Also negative confirmation possible"
  - do NOT tick the box "Process calls priority level by priority level"
  - be sure to set the field "Number of subscribers to reach (not in function groups)" to "undef."
  - do NOT tick the box "Terminate on success"
  - do NOT tick the box "Call subscribers sequentially" (parallel dialing)
- Tab "Properties":
  Where needed, tick the box "Continue broadcast even after initiator hangs up"
- Tab "Announcements"
  - Default message:
    - e.g. "Evacuation alarm announcement" (prepare and record this announcement in advance)
- Tab "Display":
  - Display output to initiator:
  - "Group-specific text"
  - Number to initiator:
    "No further digits"

  - Display output to other subscribers:
    "Group-specific text"
  - Number to other subscribers:
    "ditto/via tel. calling no." (not relevant here)
  - DTMF message to pagers:
    "None"

Broadcast member = pertinent LVTI with the following specific properties:

- Window area "Subscr. specific attributes":
  - "Priority"“
    "(subs.-spec.)" or "9"
  - "Announcement":
    "(subs.-spec.)"
  - "Save in SMS memory"
    "no transfer"
- window area "Special confirmation"
  - make no selection



Note:
Broadcasts can also be addressed to several stations/wards or to an entire building; to use this feature, simply assign several LVTIs to the Broadcasts.

18.3.3 Special options in combination with Tunstall "NewLine C201"

The following special features are available in combination with Tunstall "NewLine C201"

- Here, callback is realized by the call system making a preparatory call to the OScAR server first.
- A corresponding ESPA 4.4.4. dataset is only sent after this call is made.
- The called nurse can either refuse or take the call. If the call is accepted, the nurse will automatically be put through to the connection that is already established by the call system (incl. keypad signaling after DTMF conversion).
- Note that no callback interface needs to be configured for this option.

18.3.4 Special options in combination with the Siemens "HiCall" system

The following special features are available in combination with Siemens "HiCall" system"

- Per room HiCall supports $U_{P0/E}$ as telephone interface.
- In the field "Display message" of the pertinent des ESPA 4.4.4. dataset, HiCall transmits to the OScAR server the callback number of the room or of the patient bedside phone.
- The callback from the OScAR server is sent to the patient telephone using the connection type "Normal subscriber".
- HiCall exclusively applies the ESPA 4.4.4. priorities 2 and 3.
- In combination with HiCall, the ESPA 4.4.4. addresses are static, with the address 0 used for HiCall and the address 1 used for the OScAR server.

18.4 Configure an emergency call with the latest location announcement

Even though the emergency call function is carried out exclusively by the OScAR server (without the call system), and although it is covered in detail in Chapter 9, "Configure, Administrate, Start and Monitor Broadcasts", it is a function that is of particular importance in the area of hospitals and nursing homes and therefore described here using real-life examples.

An emergency call with the latest announcement indicating the current location of a distressed person can be used to summon first responders to a location where no nurse call handsets with automatic localization are available (e.g. outdoor areas, entrance halls, canteens, cellars, corridors, etc.).

The activation is made over the phone:

- either by dialing an easy to remember call number, e.g. "3333",
  (rerouted internally in Unify OpenScape 4000 to the pertinent function),
- by a fixed telephone directory entry, e.g. "Emergency Call", or
- via speed-dialing.

The OScAR server expects the <activation code> + the <valid PIN> + the <process identifier>.

➤ see Chapter 9, "Start Broadcasts with ad hoc announcement"

Timing

After an info announcement, the site where the event occurred and the type of the emergency can immediately be recorded in form of an ad hoc announcement, and confirmed with the star * key.

This call will then be transferred, e.g. to the resuscitation team on duty (hospital/clinic-wide). The pertinent announcement consists of the Broadcast announcement and the most recent (current) recording. This call will also be played to the distressed person for verification.

To use this function, the above-mentioned advisory announcement must be defined and recorded in the OScAR server. In addition, you need to configure a Broadcast in the following way:

Settings in the window "Edit broadcast"

- Name:
  e.g. "DECT EMERGENCY CALL"
- ID:
  e.g. "9990"
- Tab "Process":
  - do NOT tick the box "Also negative confirmation possible"
  - do NOT tick the box "Process calls priority level by priority level"
  - be sure to set the field "Number of subscribers to reach (not in function groups)" to "undef."
  - do NOT tick the box "Terminate on success"
  - do NOT tick the box "Call subscribers sequentially" (parallel dialing)
- Tab "Properties":
  - tick the box "Use CorNet-NQ features"
  - tick the box "Continue broadcast even after initiator hangs up"
- Tab "Announcements":
  - Default message:
    "Emergency call" announcement (be careful to configure and record this announcement in advance)

- Tab "Display":
  - Display output to initiator:
    "Group-specific text"
  - Number to initiator:
    "No further digits"
  - Display output to other subscribers:
    "Group-specific text"
  - Number to other subscribers:
    "ditto/via Tel: calling number"
  - DTMF message to pagers:
    "None"

Settings in the window "Edit broadcast member"

- Window area "Subscr. specific attributes":
  - "Priority"“
    "(subs.-spec.)" or "9"
  - "Announcement":
    "(subs.-spec.)"
  - "Save in SMS memory"
    "no transfer"
- window area "Special confirmation"
  - make no selection

19 Configure and Administrate the Subswitch/Gateway

Overview

This chapter shows you how to configure, administrate and use the Subswitch/Gateway functionality. It covers the functions that apply to the OScAR-TT Administrator-Tool as well as the functionality over the phone and the applications as a whole.

Content

The following areas are covered in this chapter:

19.1 Overview
- 19.1.1 Direct connection of SIP devices (Registrar)
- 19.1.2 The Gateway function

19.2 Dependence of Subswitch/Gateway settings on other settings

19.3 Configuration of the Subswitch/Gateway parameters

19.1 Overview

In addition to the connectivity to the telephone network or to the convergent voice/data network (= primary connection side, see right-hand side of illustration), OScAR also supports a secondary connection side (see left-hand side of illustration):

- to link-up a VoIP subsystem (connected to the OScAR server via SIP trunk, e.g. an Asterisk softswitch-based nurse call system in a hospital),
- to link-up a call system of the type Medicall 800 or EZ-Care (Mc800) (connected to the OScAR server via special trunk), or
- or to directly connect SIP terminals directly to the OScAR server (e.g. µOScAR-Phone; in this case, both the Registrar (for 100...1000 registrations, number depends on the system size and dimensions) and the Proxy for the devices are located directly in the OScAR server).

Note:
OScAR does not support a VoIP subswitch and directly connected SIP terminals at the same time. Only SIP devices that have been certified by tetronik may be connected directly to the OScAR server. Only systems that have been certified by tetronik may be connected directly at the OScAR server as subswitches.

Access to the OScAR applications is possible both from the primary connection side and from the secondary connection side (4…20 channels, number depends on the size of the system and its dimensions), with the OScAR applications able to call subscribers on both of these two sides.

In this way, you can for example:

- activate Broadcasts also from the secondary connection side,
- establish call connections between the primary and the secondary connection side, or
- configure Call Profiles for both sides and activate these Call Profiles from both sides.

In combination with SIP devices that are connected directly to the OScAR server, OScAR also supports a Mini-Switch (virtual PBX system, is a separate order position) that enables up to 50 calls in parallel and at the same time between these terminals.

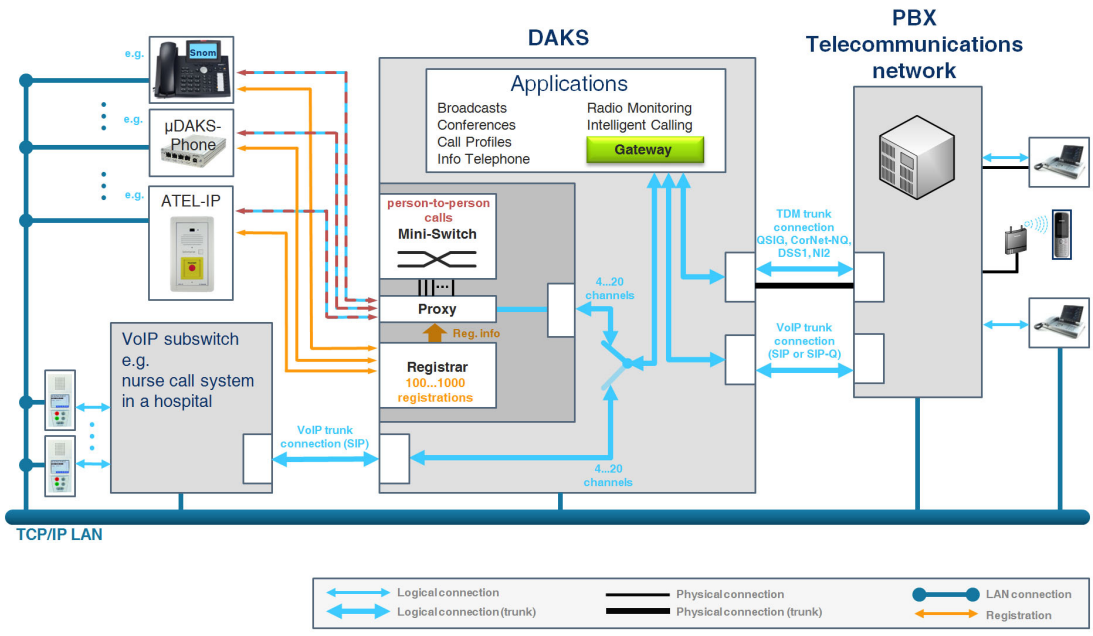


Image 19-1 Diagram of Subswitch/Gateway functionality

19.1.1 Direct connection of SIP devices (Registrar)

The direct connection of SIP devices includes a registrar for up to 1000 SIP devices and a proxy with an internal trunk for the communication via up to 20 channels between the devices and the OScAR applications.

In addition to the Basic-Call functionality, OScAR here supports:

- the transfer of names and numbers, including the call transfer information
- the transmission of DTMF in keeping with RFC 2833
- the transmission of tetronik-User-to-User information

19.1.2 The Gateway function

The Gateway function makes it possible to realize any calls between the telephone network or the convergent voice/data network on the one side (= primary connection side), with either:

- a VoIP subswitch
  (connected to the OScAR server via SIP trunk)
- a call system of the type Medicall 800 or EZ-Care (Mc800)
  (connected to the OScAR server via special trunk), or
- SIP devices connected directly to the OScAR server.

Using two dialthru codes, calls can be made from the primary connection side to the secondary connection side and vice versa.

For best adjustment to the existing conditions on-site, the Gateway function supports the following parameters:

- the maximum number of simultaneous calls,
- the specification if the function shall also be applied / shall not be applied when in a high priority state,
- the restriction of the number of digits that may be dialed to avoid costly outside calls,
- the editing of call numbers so that both sides can see the correct numbers.

19.2 Dependence of Subswitch/Gateway settings on other settings

Apart from the fields of the windows that are used to configure the Subswitch/Gateway functionality, there are also fields in other windows that have an immediate effect on this functionality.

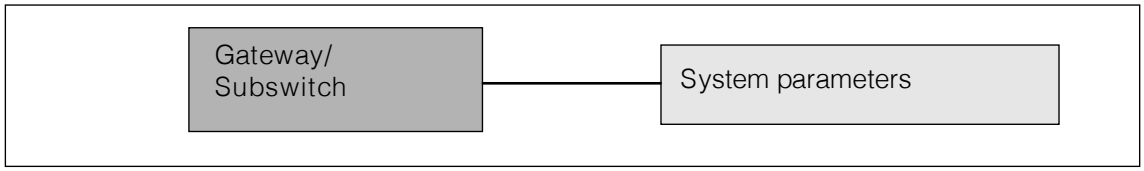


Image 19-2 Dependence Subswitch/Gateway settings on other settings

System parameters:

- Connection types
  Connection types determine the possible routes that may be used, e.g. routes for in-house calls, external calls or pager calls.
  ➤ see Section 5.3, "Configure connection types"
- Basic Settings
  The Basic settings is where, among other things, the tie line codes of the OScAR server and the total number of available internal and external channels are entered.
  ➤ see Section 5.2, "Edit the Basic settings"

19.3 Configuration of the Subswitch/Gateway parameters

The Gateway parameters are part of the Basic settings.

Follow the below instructions to configure the parameters of the subswitches/Gateway in the Basic settings:

No.	Step
1.	Go to the tree and select the node "Control panel". This will output all parameters in the list window.
2.	In the list window, select the entry "Basic settings" and click . This will open the window "Edit basic settings".
3.	Open the tab "Gateway".
4.	Carry out the settings in keeping with the subsequent field descriptions.
5.	Save your changes with Ok.

Table 19-1 Subswitch/Gateway parameters in the Basic settings

Description of the fields in the window "Edit basic settings"

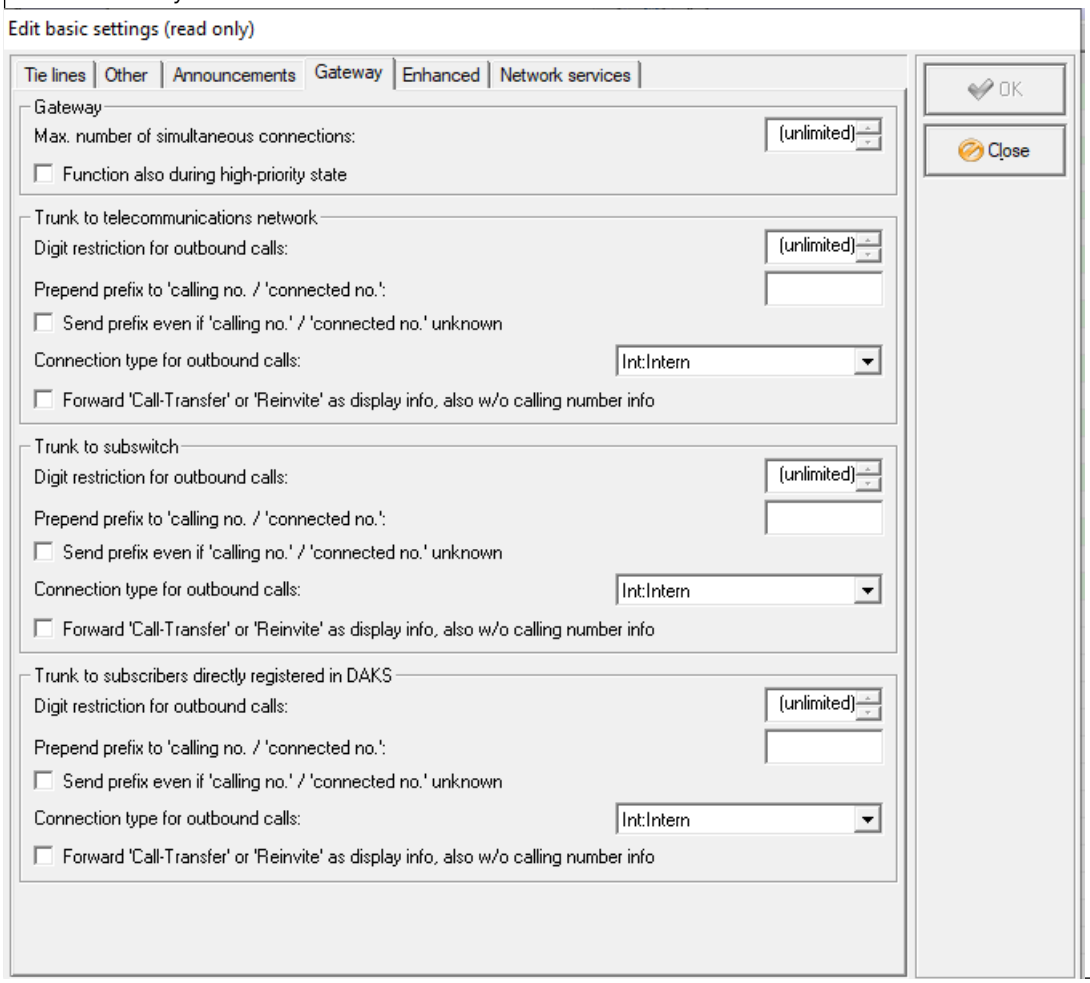
Field	Description
Tab "Gateway"	
	

Table 19-2 Fields of tab "Gateway" in window "Edit basic settings"

Field	Description
Window area "Gateway"	
Maximum no. of simultaneous calls	This field determines the maximum number of channels that can be used simultaneously for the Subswitch/Gateway functionality. (default: "unlimited")
Function also during high-priority state	When this box is ticked, the Gateway features will also be supported when a high-priority process is already active. When this box is NOT ticked, all active Gateway connections will be disconnected by the OScAR server upon the start of the first high-priority process, and can only be used again when the last high-priority process has ended. (default: not selected)
Window area "Trunk to telecommunications network"	
Digit restriction for outbound calls	This field determines the maximum number of digits that can be dialed and that will be forwarded, when calling into the telecommunications network that is connected to the OScAR server. (default: "unlimited")
Prepend prefix to 'calling no.' / 'connected no.'	This field determines the prefix (max. 8 characters) that is prepended to the calling number or connected number, respectively, and sent in the direction of the telecommunications network. (default: empty)
Send prefix even if 'calling no.' / 'connected no.' unknown	When this box is ticked, the prefix will also be sent if the current calling number or connected number is unknown or not filled (empty). (default: not selected)
Connection type for outbound calls	Use this drop-down combobox to define the connection type that will be used by the OScAR server for outgoing calls into the telecommunications network. ➤ see Section 5.3, "Configure connection types" (default: "Int:Intern")
Forward Call-Transfer or Reinvite as display info, also w/o calling number info	When this box is ticked, call-transfer or reinvite messages will also be forwarded to the telecommunications network when the messages do not contain a number (default: not selected)
Window area "Trunk to subswitch"	
Digit restriction for outbound calls	This field determines the maximum number of digits that can be dialed and that will be forwarded when calling into the subswitch that is connected to the OScAR server (default: unlimited). (default: "unlimited")
Prepend prefix to 'calling no.' / 'connected no.'	This field determines the prefix (max. 8 characters) that is prepended to the calling number or connected number, respectively, and sent in the direction of the subswitch. (default: empty)
Send prefix even if 'calling no.' / 'connected no.' unknown	When this box is ticked, the prefix will also be sent if the current calling number or connected number is unknown or not filled (empty). (default: not selected)
Connection type for outbound calls	Use this drop-down combobox to define the connection type that will be used for outgoing calls from the OScAR server to the subswitch. ➤ see Section 5.3, "Configure connection types" (default: "Int:Intern")

Table 19-2 Fields of tab "Gateway" in window "Edit basic settings"

Field	Description
Forward Call-Transfer or Reinvite as display info, also w/o calling number info	When this box is ticked, call-transfer or reinvite messages will be forwarded to the subswitch even when when the messages do not contain a number. (default: not selected)
Window area "Trunk to subscribers directly registered in OScAR"	
Digit restriction for outbound calls	This field determines the maximum number of digits that can be dialed and that will be forwarded when calling subscribers that are properly registered in the OScAR server. (default: "unlimited")
Prepend prefix to 'calling no.' / 'connected no.'	This field determines the prefix (max. 8 characters) that is prepended to the calling number or connected number, respectively, and sent to subscribers who are properly registered in the OScAR server. (default: empty)
Send prefix even if 'calling no.' / 'connected no.' unknown	When this box is ticked, the prefix will also be sent if the current calling number or connected number is unknown or not filled (empty). (default: not selected)
Connection type for outbound calls	Use this drop-down combobox to define the connection type that will be used for outgoing calls to subscribers who are properly registered in the OScAR server. ➤ Section 5.3, "Configure connection types" (default: "Int:Intern")
Forward Call-Transfer or Reinvite as display info, also w/o calling number info	When this box is ticked, call-transfer or reinvite messages will be forwarded to the subscribers registered directly in the OScAR server even if the messages do not contain a number (default: not selected)

Table 19-2 Fields of tab "Gateway" in window "Edit basic settings"

20 Configure the Multi-Level Precedence and Preemption

Overview

This chapter shows you how yo apply, administrate and utilize the Multilevel Precedence and Preemption (MLPP). It covers the functions that apply to the OScAR-TT Administrator-Tool as well as the enhanced functions in Broadcasts and Conferences.

Content

The following areas are covered in this chapter:

20.1 Overview
20.2 Dependence of MLPP settings on other settings
20.3 Edit the MLPP parameters in the Basic settings
20.4 Broadcasts with MLPP
20.4.1 Edit the MLPP parameters of a Broadcast
20.4.2 Details
20.5 Conferences with MLPP
20.5.1 Edit the MLPP parameters of a Conference
20.5.2 General information and details
20.5.3 Chatrooms
20.5.4 Preset and Progressive Conferences

20.1 Overview

Multilevel Precedence and Preemption (MLPP) is an enhanced protocol functionality that is predominantly applied in the telecommunications networks of the armed forces and public authorities.

The following priority or precedence levels are defined for MLPP:

Priority	full name	num. value	Description
ROUTINE	Routine	4	A routine or normal call
PRTY	Precedence	3	A call with heightened priority
IMMED	Immediate	2	An urgent or immediate call
FLASH	Flash	1	Flash call
FLASHOV	Flash Override	0	A flash override call with top priority

Table 20-1 MLPP precedence levels

The International Telecommunication Union (ITU) describes MLPP approximately as follows:

The MLPP service allows placement of priority calls and consists of 2 parts:

- Precedence (designating the process of assigning a priority level to a call) and
- Preemption (designating the process of releasing occupied resources that are currently being used for calls of a lower priority or precedence level, in order to use the vacated resources for calls with a higher priority or precedence level, if no other resources are presently available).

➤ see ITU-T Q.85, 3. Section, MLPP

The below example illustrates this procedure:

- Subscriber A (e.g. a Sergeant) calls subscriber B (e.g. a Captain), and this calls has the precedence level `ROUTINE`. Both subscribers are currently talking (in the talk state).
- Now, subscriber C (e.g. a Colonel) tries to contact subscriber B (the Captain), again the same precedence level `ROUTINE`. Due to the already ongoing call between subscriber A and subscriber B, subscriber C gets a "busy line" signal.
- Next, subscriber C repeats his call attempt, this time with a higher precedence level (e.g. `PRTY`). The ongoing call between A and B is cleared after a preemption tone, and the new call is signaled to subscriber B.

20.2 Dependence of MLPP settings on other settings

In OScAR, MLPP is supported in the applications Broadcasting and Conferences.

➤ see Chapter 9, "Configure, Administrate, Start and Monitor Broadcasts"
➤ see Chapter 11, "Configure, Convene and Moderate Conferences"

The following windows have an effect on MLPP:

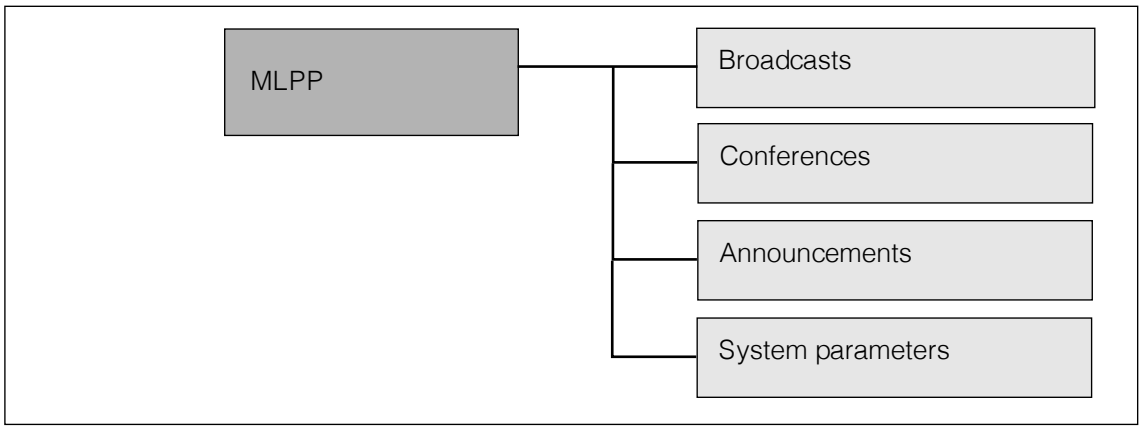


Image 20-1 Dependence of MLPP settings on other settings

- Broadcasts
  For Broadcasts the default MLPP precedence level is specified.
- Conferences
  For Conferences, the default MLPP precedence level is specified.
- Announcements
  On condition they are already recorded, announcements can be assigned to both of the MLPP preemption tones.
  ➤ see Chapter 7, "Configure and Administrate Voice Announcements"
- System parameters
  – Basic Settings
  It is in the Basic settings that you specify if you want to use MLPP in OScAR or not. The Basic settings is also where MLPP is customized in keeping with the customer's needs and requirements.

20.3 Edit the MLPP parameters in the Basic settings

Follow the below instructions to edit the MLPP parameters in the Basic settings:

No.	Step
1.	Go to the tree and select the node "Control panel". This will output all parameters in the list window.
2.	In the list window, select the entry "Basic settings" and click . This will open the window "Edit basic settings".
3.	Open the tab "Enhanced"
4.	Carry out the MLPP settings in keeping with the subsequent field descriptions.
5.	Save your changes with Ok.

Table 20-2 Edit MLPP parameters in Basic settings

Description of the MLPP properties in the window "Edit basic settings"

Field	Description
Tab "Enhanced"	

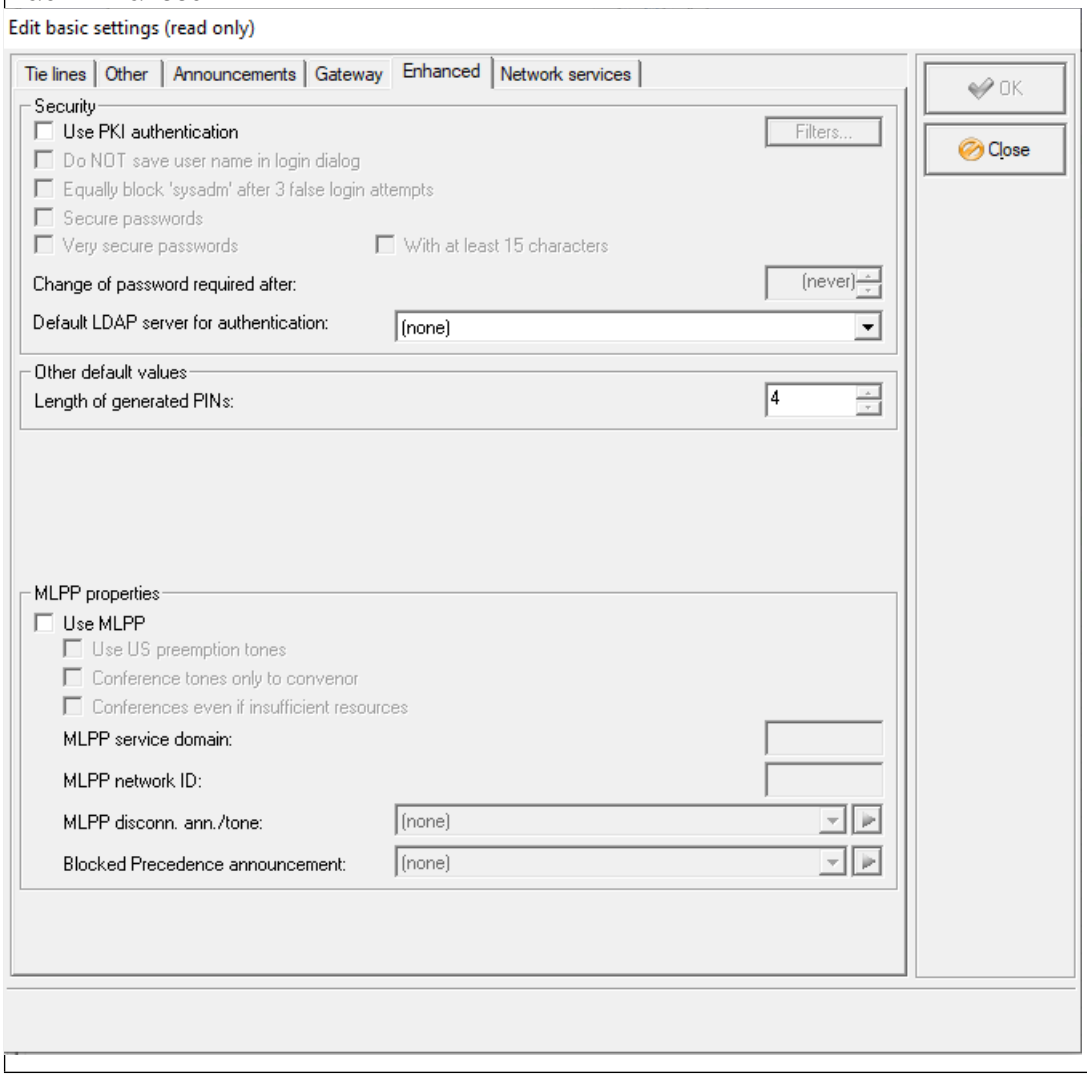


Table 20-3 MLPP in window "Edit basic settings"

Field	Description
Window area "MLPP properties"	
Use MLPP	When this box is ticked, OScAR supports the MLPP functionality system-wide, (default: not selected)
Use US preemption tones	This checkbox only becomes active when the field "Use MLPP" is checked. When this box is ticked, the system will use the US preemption tone instead of the European preemption tone. (default: not selected)
Conference tones only to convenor	This checkbox only becomes active when the field "Use MLPP" is checked. When this box is ticked, the Conference tones (conferee entering/leaving the Conference) are only output to the initiator of the Conference. (default: not selected)
Conferences even insufficient resources	This checkbox only becomes active when the field "Use MLPP" is checked. When this box is ticked, Conferences are routed even if the OScAR server is unable to provide sufficient resources. ➤ see Section 20.5.4, "Preset and Progressive Conferences" (default: not selected)
MLPP service domain	This checkbox only becomes active when the field "Use MLPP" is checked. Input field to specify the MLPP service domain (max. 8-digits from 0...9 and A...F), into which the OScAR server is integrated. (default: empty)
MLPP network ID	This checkbox only becomes active when the field "Use MLPP" is checked. Input field to specify the MLPP network ID (4-digit integer). (default: empty)
MLPP disconn. ann./ tone	This checkbox only becomes active when the field "Use MLPP" is checked. Selection field to define the announcement (e.g. the precedence tone) that is played to a subscriber when his/her call is cleared because of a call with a higher MLPP precedence level (higher priority). (default: "(none)")
Blocked precedence ann.	This checkbox only becomes active when the field "Use MLPP" is checked. Use this selection field to define the announcement (e.g. the precedence-blocked tone) that is played to a subscriber when the attempt to clear another call has failed. (default: "(none)")

Table 20-3 MLPP in window "Edit basic settings"

Note:
MLPP is only supported for validated subscribers who have been assigned to the aforementioned MLPP service domain and who have the above-mentioned MLPP network ID.
When administrating a Unify OpenScape 4000, the MLPP network ID and the MLPP service domain must be registered as a common value in the AMO "ZAND", and there in the entry "MLPPDOM". Here, the first 2 bytes are reserved for the ID while the subsequent 3 bytes are reserved for the service domain.

Example:

For `MLPPDOM: 1-2-3-4-5` the following applies:

`1-2` is the MLPP network ID, for OScAR "*0102*", and
`3-4-5` is the MLPP service domain, for OScAR "`030405`".

Note:
To utilize the MLPP functionality properly, it is important that the selection field "Reserve TDM channels for activation" or the field "Reserve VoIP channels for activation" (see tab "Tie lines" of window "Edit basic settings") is set to the minimum value of 1.

20.4 Broadcasts with MLPP

20.4.1 Edit the MLPP parameters of a Broadcast

Follow the below instructions to edit the MLPP parameters of a Broadcast:

No.	Step
1.	Go to the tree and select the node "Broadcasts". This will output all available Broadcasts in the list window.
2.	Go to the list window, select the Broadcast whose MLPP parameters you want to edit and click . This will open the window "Edit broadcast".
3.	Open the tab "Properties"
4.	In the field "Default MLPP level" in the window area "Additional security options", select the MLPP level that shall be applied.
5.	Save your entries with Ok.

Table 20-4 Edit MLPP parameters of a Broadcast

20.4.2 Details

When a Broadcast is started over the phone and the initiator has an MLPP precedence level, all Broadcast subscribers will be called with the same MLPP precedence level as the Broadcast initiator.

When a Broadcast is NOT started over the phone but e.g. through the OScAR-TT Operator-Tool or via a digital input, the Broadcast members are called with the MLPP precedence level that is defined as the "Default MLPP level" for this Broadcast.

20.5 Conferences with MLPP

20.5.1 Edit the MLPP parameters of a Conference

Follow the below instructions to edit the MLPP parameters of a Conference:

No.	Step
1.	Go to the tree and select the node "Conferences". This will output all available Conferences in the list window.
2.	Go to the list window, select the Conference whose MLPP parameters you want to edit and click . This will open the window "Edit conference“.
3.	Open the tab "Properties"
4.	In the field "Default MLPP level" in the window area "Additional security options", select the MLPP level that shall be applied.
5.	Save your entries with Ok.

Table 20-5 Edit MLPP parameters of a Conference

Note:
Due to the fact that the application of the MLPP functionality contradicts the application of urgent Conferences, the parameter "Is an urgent Conference" is not visible here.
➤ see Section 11.7.1, "Add and edit Conferences"

20.5.2 General information and details

In the military sector, a differentiation is made between Meet-Me-, Preset- and Progressive Conferences.

The differentiation that is made between the Preset Conferences and the Progressive Conferences in the OScAR environment is relatively small.

For "Preset Conferences" the value that is entered in the field "Max. number of not in conf. predefined conferees" is: "(none"), whereas for "Progressive Conferences" this value is at least: "1".

For simplicity and to make things easier, "Preset Conference" is used for both types of Conferences in the below examples.

Note:
We recommend you assign the tone sequence of the preemption tone to the announcement "Participation timeout", see tab "Announcement" of the Conference parameters.
➤ Section 11.6, "Edit the Conference application settings"

20.5.3 Chatrooms

Chatrooms are Conferences that usually do not have any predefined conferees; instead, in Conferences of this type, all subscribers use the same phone number to call in.

➤ see Section 11.4.1, "Individual Meet-Me Conferences"

The phone number that is used to convene the Conference and the phone number that is used by other subscribers to dial into the Conference is one and the same. It consists of:

- OScAR server call number (digital trunk number)
- plus the dialthru code to access Conferences.
  ➤ see Section 5.6, "Configure dialthru codes"
- plus the ID in the window area "Convene over the phone".

Behavior of a chatroom

The first subscriber who dials the Conference call number (see table below, Step 3) is the one who convenes the Conference.

➤ see Table 20-6, "Add/edit MLPP Chatroom", on page 8

All other subscribers who dial the Conference call number are switched into the Conference by way of "Simulated substitute dialing", and become active conferees.

When the Conference is full (i.e. the number of conferees in the Conference has reached the defined "Max. number of not in conf. predefined conferees"), and another subscriber tries to enter the Conference by dialing in, the system will evaluate this subscriber's MLPP precedence level.

Provided it is available, a conferee with a lower precedence level is currently in the Conference, he/she will be cleared from the Conference to make room for the subscriber who is dialing in with a higher precedence level.

If no further conferee can be cleared from the Conference, the subscriber dialing in will be played the "Blocked precedence announcement" and his/her call will be cleared by the OScAR server.

Add or edit a Chatroom

Follow the below instructions to define an Chatroom in OScAR:

No.	Step
1.	Go to the tree and select the node "Conferences". This will output all available Conferences in the list window.
2.	Click in the menu bar to add a new Conference, or go to the list window, select the entry you want to edit and click . This will open the window "Edit conference“.
3.	Go to the window area "Convene over the phone" and allocate a unique ID.
4.	In the window area "Access for active participation" assign another unique ID and tick the box "Subs. becomes master“.
5.	In the input field "Simulated substitute dialing", enter both the dialthru code to access Conferences and the ID derived from "Access for active participation". ➤ see Section 5.6, "Configure dialthru codes"
6.	Restrict the maximum Conference size by specifying the "Max. number of not in conf. predefined conferees".
7.	Specify further properties of the Conference. ➤ see Section 11.7.1, "Add and edit Conferences"
8.	Save your entries with Ok.

Table 20-6 Add/edit MLPP Chatroom



Note:
When the first subscriber who calls into the Conference, which by definition is the Conference master or the initiator of the Conference, uses a different number than the rest of the conferees, the Conference is a Meet-Me Conference.

20.5.4 Preset and Progressive Conferences

The differentiation that is made between the Preset Conferences and the Progressive Conferences in the OScAR environment is relatively small. For "Preset Conferences" the value that is entered in the field "Max. number of not in conf. predefined conferees" is: "(none"), whereas for "Progressive Conferences" this value is at least: "1". For simplicity and to make things easier, "Preset Conference" is used for both types of Conferences in the below examples.

When a Preset Conference is convened over the phone and the Conference initiator has an MLPP precedence level (priority), it is this priority level that will be adopted for the Conference, also. In this case, all conferees that need to be called by the OScAR server will be called by the OScAR server with the same MLPP precedence level (priority).

When a Preset Conference is NOT started over the phone but e.g. through the OScAR-TT Operator-Tool or via a digital input, the conferees will be called with the MLPP precedence level that was defined as the "Default MLPP level" for this Conference.

Resource management

If at any time several Conferences are active in parallel in the OScAR server and a new Preset Conference is convened, the OScAR server will verify if sufficient resources are still available for the new Conference.

If it detects a lack of resources the OScAR server will go to the Basic settings and check if the box "Conferences even w/o resources" was ticked.

- If this field was enabled (box was ticked):
  The OScAR server will create an internal list of all subscribers who are already active conferees in a Conference and whose MLPP precedence level is lower than that of the Conference that was started.
  From this list, the OScAR server will now clear as many conferees as are needed in numbers of channels for the Conference that was just been started. Here, the system will also take into consideration that conferees with the status "Master" are not cleared unless the system is unable to find, in this list, any other conferees who do not have said "Master" status.
  ➤ see Section 11.3, "Masters and Operators in Conferences"
  The clearing of a conferee of this kind can ultimately cause another Conference to end, if that conferee was the last Master in the Conference, or the only one in the Conference with the "Master" status.
  Whenever the OScAR server clears conferees from Conferences, these cleared conferees are played an announcement as specified Conference application settings (see field "Participation timeout" of tab "Announcements, in window "Edit conference").
  ➤ see Section 11.6, "Edit the Conference application settings"
- If this field was not enabled (box was not ticked):
  In this case, the OScAR server will first reject that this Conference is convened and play the announcement "Blocked Precedence" to the initiator. After the playback, the initiator is released by the OScAR server.

➤ see Section 20.3, "Edit the MLPP parameters in the Basic settings"

Special features

If an already active and ongoing Conferences with a particular MLPP precedence level is convened again by an initiator with a higher MLPP precedence level, all conferees in the active Conference will be cleared by the OScAR server.

The conferees will be played the announcement as assigned in the Conference application settings, in the field "Participation timeout" of the tab "Announcements". After that, the system will restart the Conference and call all predefined conferees, but this time with the higher MLPP precedence level.

➤ see Section 11.6, "Edit the Conference application settings"

When a conferee (A) is called directly - thus from outside the OScAR server - and by another conferee (B) who has a higher MLPP precedence level, the connection of conferee A will be cleared by the Unify OpenScape 4000 system and the conferee A will leave the Conference.

This process will be signaled by the OScAR server with a long tone that is played into the Conference.

If the conferee A was the last one in the Conference or the only conferee in the Conference with the status "Master", the preemption tone generated by Unify OpenScape 4000 will be played into the Conference. The Conference will be ended and the OScAR server will clear all other conferees who are still in the Conference.

➤ see Section 11.3, "Masters and Operators in Conferences"

Add or edit a Preset Conference

Follow the below instructions to define a Preset Conference in OScAR:

No.	Step
1.	Go to the tree and select the node "Conferences". This will output all available Conferences in the list window.
2.	Click in the menu bar to add a new Conference, or go to the list window, select the Conference you want to edit and click . This will open the window "Edit conference“.
3.	Go to the window area "Convene over the phone" and allocate a unique ID.
4.	Now open the tab "Dialing in/out", assign another unique ID in the window area "Access for active participation", and do NOT enable the feature "Subs. becomes master“.
5.	Leave the field "Simulated substitute dialing" empty.
6.	Enter a value in the field "Max. number of not in conf. predefined conferees", e.g. "5".
7.	Open the tab "Properties" and tick the box "Delay conference start".
8.	If this Conference shall be expandable (Progressive Conference), tick the box "This conference is expandable (ad hoc/progressive)", on the tab "Properties".
9.	Specify further properties of the Conference. ➤ see Section 11.7.1, "Add and edit Conferences"
10.	Save your entries with Ok.

Table 20-7 Add a new or edit MLPP Preset Conference

21 Configure and Manage Certificates for User Authentication

Overview

This chapter shows you how to use and administrate certificates for user logon (PKI authentication). It covers the functions that apply to the OScAR-TT Administrator-Tool as well as the functionality in general.

Content

The following areas are covered in this chapter:

21.1 Overview
- 21.1.1 Expansions of the DAKS-TT tools
- 21.1.2 Expansions of the DAKS-TT server applications
- 21.1.3 Rules of certificate validation

21.2 Dependence of certificate logon settings on other settings

21.3 Configuration of DAKS for logon via certificate
- 21.3.1 Configuration of the DAKS-TT Server Applications
- 21.3.2 DAKS-TTDbServer
  - 21.3.2.1 DAKS-TTProcessServer
  - 21.3.2.2 Install Root-CA and Sub-CA certificates
- 21.3.3 Add, edit and delete authentication URLs
  - 21.3.3.1 Add or edit the authentication URLs
  - 21.3.3.2 Delete authentication URLs
  - 21.3.3.3 Activate/deactivate user authentication via certificate

21.4 Management of Certificates
- 21.4.1 Import certificates and assign certificates to users
- 21.4.2 View certificates linked to users
- 21.4.3 Delete user-certificates links

21.5 Altered logon procedures
- 21.5.1 Configuration of the connection parameters
- 21.5.2 Login to a DAKS-TT tool
- 21.5.3 Delete certificates during the ongoing operation

21.1 Overview

The PKI certificates for user logon and user authentication meets the requirements of the US Department of Defence (US Department of Defense, DOD), stipulating that this performance feature is required for all products that are used in connection with any US institutions of defense.

The certificates that are employed in this context can either be available on a permanent basis in the certificates database of the user PC, or they can be available on a temporary basis and via a PKI smartcard (e.g. with USB card reader).

21.1.1 Expansions of the OScAR-TT tools

The two OScAR-TT tools (OScAR-TT Administrator-Tool and OScAR-TT Operator-Tool) produce this performance feature as follows:

- When logging in with a certificate, no user password needs to be entered as the password is replaced by the certificate.

  However, because in OScAR a user can operate in various functions (e.g. in the context of different clients) and therefore needs to be able to logon using different user IDs, the user must nonetheless be known to OScAR (= OScAR user).
- When a OScAR user logs for the very first time via certificate, the certificate is sent to the OScAR-TT server application, saved in the OScAR database, and linked directly to the OScAR user.
- The verification of e.g. the validity and authenticity of the certificate is carried out exclusively by the OScAR-TT server applications. This warrants that even when a manipulated OScAR-TT tool is used, no system logon will be possible.
- In order to recognize forged certificates or falsified PKI smartcards, and to be able to resolve such attacks, the OScAR-TT tools receives an authentication code from the correlated OScAR-TT server application.

  The code is encrypted by the OScAR-TT tools, with the private key of the certificate, and send to the OScAR-TT server application. The OScAR-TT server application, in return, validates the authentication code using the certificate's public key, which it obtains from a trustworthy certification authority (CA).
- The cyclic verification of the certificate ensures that, when a certificate is removed, the user is automatically logged off after a warning and after a delay of 60 seconds.
- The OScAR-TT Administrator-Tool comes with a certificate administration. It includes:
  - The administration of the certificates that are registered in the OScAR database, as well as other parameters that are needed for the validation of the certificates.
  - The manual upload of certificates, incl. the process of linking the certificate with a OScAR user.
  - The user-friendly activation/deactivation of the PKI certificate authentication via a single checkbox.

21.1.2 Expansions of the OScAR-TT server applications

The two OScAR-TT server applications (OScAR-TTDbServer and OScAR-TTProcessServer) serve the following functions:

- validation of user certificates that are used for logon by reading them against the corresponding CAs (Root-CA or Sub-CA), and by comparing them to the latest "Certificate Revocation" lists (CRL, list of all revoked/withdrawn certificates)
- cyclic retrieval of the public CRL lists

21.1.3 Rules of certificate validation

Certificates for user logon are verified exclusively by the OScAR-TT server applications.

A certificate is deemed invalid if:

- no matching Root-CA is administrated in the OScAR database,
- (where applicable) no matching Sub-CA is administrated in the OScAR database,
- (where applicable) no matching Sub-CA certificate is installed in the OScAR database,
- no URLs are properly administrated in the OScAR database, that could be used for the retrieval of CAs and CRLs,
- in the OScAR database, URLs for the retrieval of CAs and CRLs are properly administrated but the OScAR-TT server application is unable to reach these URLs via the network (e.g. because of firewall settings, routing errors etc.), or
- other certificate or transmission errors have occurred.

A certificate is deemed expired when:

- the certificate has become invalid because of its "Valid until" date has expired, or
- the certificate was identified in a CRL list.

21.2 Dependence of certificate logon settings on other settings

Apart from the fields of the windows that are used to configure the user authentication via certificate, there are also fields in other windows that have an immediate effect on this functionality.

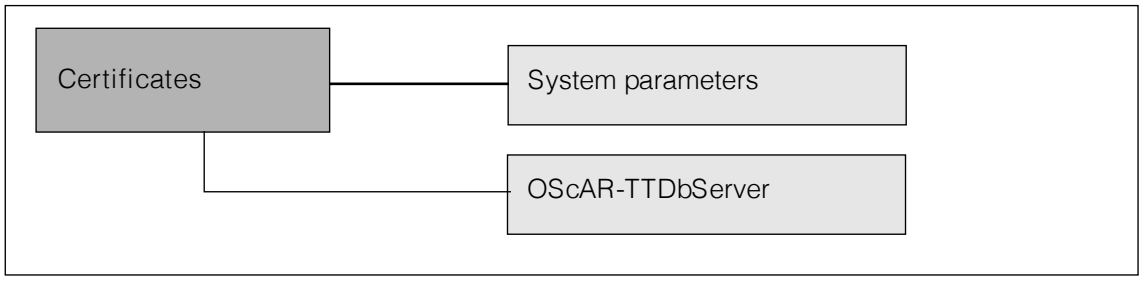


Image 21-1 Dependence of certificate settings on other settings

System parameters:

- Basic Settings
  It is in the Basic settings that you specify, among other things, if you want to use certificates or not.
- OScAR-TTDbServer
  In OScAR-TTDbServer you can configure, among other things, a warning sign for output after the user logs on.

21.3 Configuration of OScAR for logon via certificate

21.3.1 Configuration of the OScAR-TT Server Applications

You need to configure 3 directory paths each on both OScAR-TT server applications:

- path where the Root-CA certificates are available,
- path where the Sub-CA certificates are available,
- path used by the OScAR-TT server application to save the CRLs.

21.3.2 OScAR-TTDbServer

Depending on how the OScAR-TTDbServer is installed and operated, there are two ways to configure the paths.

When OScAR-TTDbServer is operated as service

In this case, proceed as follows to edit the paths for the certificate authentication:

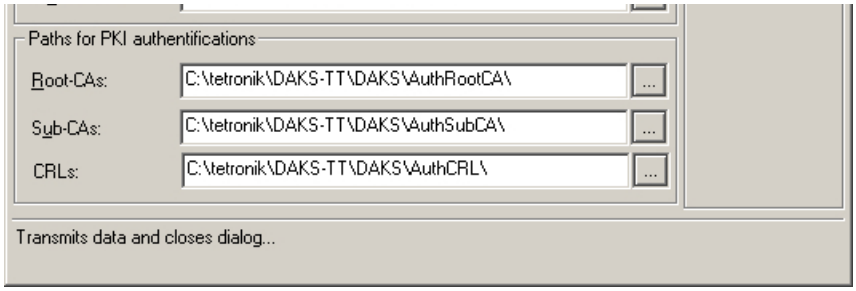
No.	Step
1.	Start the OScAR-TT Administrator-Tool on the system where the OScAR-TTDbServer is configured as service and currently also up and running, and log in.
1.	Go to the tree and select the node "OScAR-TTDbServer". This will output all parameters in the list window.
2.	In the list window, select the entry "Configure OScAR-TTDbServer" and click . This will open the window "Configure OScAR-TTDbServer".
3.	In the window area "Paths for PKI authentication", enter the paths for "Root-CAs", "Sub-CAs" and "CRLs" (if needed use button ...). 
4.	Save your changes with Ok.

Table 21-1 Configuration of paths for certificate authentication when OScAR-TTDbServer used as service

When the OScAR-TTDbServer is operated as application

In this case, proceed as follows to edit the paths for the certificate authentication:

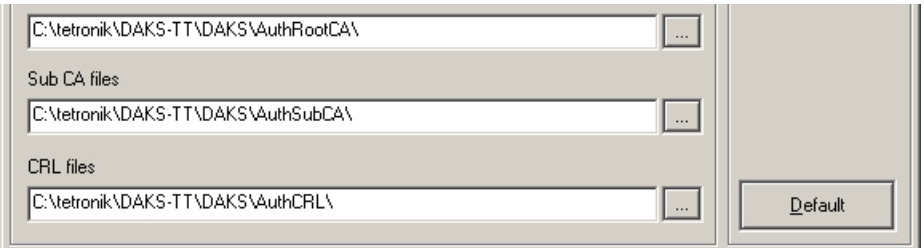
No.	Step
1.	Start the OScAR-TTDbServer.
2.	In the pull-down menu "Settings" of the OScAR-TTDbServer, select the menu item "Directories...".
3.	In the window area "Paths for PKI authentication", enter the paths for "Root-CAs", "Sub-CAs" and "CRLs" (best use the buttons [...]).  Click Default to have the system enter the default paths.
4.	Save your changes with Ok.

Table 21-2 Configuration of the paths when OScAR-TTDbServer is used as an application

21.3.2.1 OScAR-TTProcessServer

Follow the below instructions to edit the required paths for the certificate authentication:

No.	Step
1.	Open the file `OScAR-TTProcessServer.ini` in a text editor. This file is usually saved in the same directory in which the executable file is also installed (`OScAR-TTProcessServer.exe`). Usually this is: `C:\tetronik\OScAR-TT`.

2.	In all sections `[OScAR-TTProcessServer_nn]` (with *nn* = 2-digit integer, usually *00*),enter the lines
	• `RootCA=`<valid path for the Root-CAs>
	• `SubCA=`<valid path for the Sub-CAs>
	• `CRL=`<valid path for the CRLs>
	• `ReloadCRL=`<refresh interval in minutes>
	For example:
	`[OScAR-TTProcessServer_00]`
	`RootCA=C:\tetronik\OScAR-TT\OScAR\AuthRootCA\`
	`SubCA=C:\tetronik\OScAR-TT\OScAR\AuthSubCA\`
	`CRL=C:\tetronik\OScAR-TT\OScAR\AuthCRL\`
	`ReloadCRL=120`

3.	Save the changes.

Table 21-3 Configuration of paths for OScAR-TTProcessServer

21.3.2.2 Install Root-CA and Sub-CA certificates

From the Windows® certificate database, export all matching Root-CA certificate types that you want to use (as X.509 `*.cer` files).

Copy the `*.cer` files to the path that you just entered in the OScAR-TT server applications as the "Root-CA" path (see above).

From the Windows® certificate database, export all matching Sub-CA certificate types that you want to use (as X.509 `*.cer` files).

Copy these `*.cer` files to the path that you just entered in the OScAR-TT server applications as the "Sub-CA" path (see above).

21.3.3 Add, edit and delete authentication URLs

Note:
To manage the authentication URLs, you need to have the administrator right "Manage PKI authentication". After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations.
➤ see Section 8.4.3, "Administrative rights"

The authentication URLs are internet paths or addresses, where the OScAR-TT sever applications retrieve trustworthy certificate copies and CRLs. They are needed to validate the certificates for user logon.

21.3.3.1 Add or edit the authentication URLs

Follow the below instructions to add a new authentication URL or to edit an already existing one.

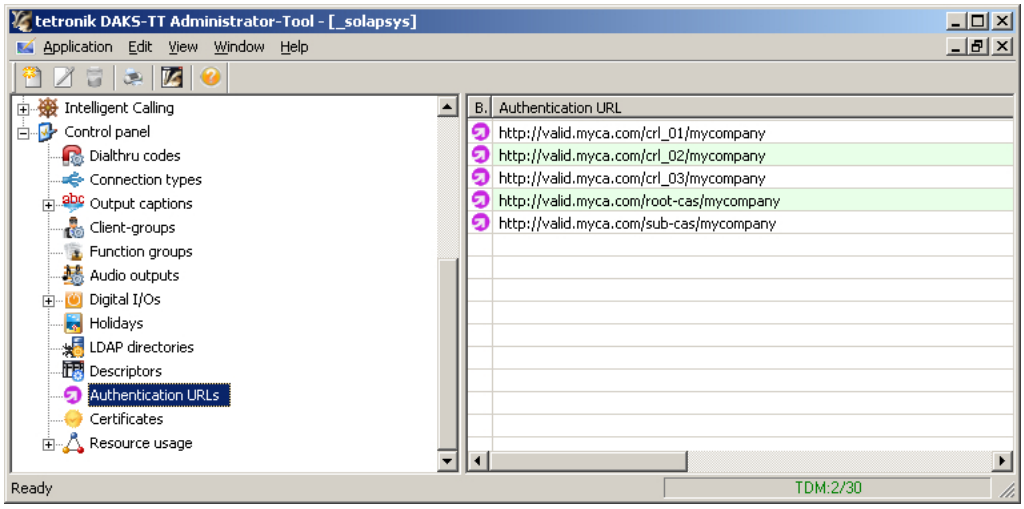
No.	Step
1.	Go to the tree and select the node "Control Panel".
2.	Go to the tree and select "Authentication URLs". The list window will output all available authentication URLs. 
3.	Click in the menu bar to add a new authentication URL, or go to the list window, select the authentication URL you want to edit and click . The new authentication URL is created or the authentication URL is released for editing.
4.	Enter a valid internet address (URL) for the authentication URL and confirm your entry with Enter.

Table 21-4 Add/edit authentication URLs

Caution!
Make sure that the systems where the OScAR-TT server application is installed and operated have full access to all authentication URLs as the validation will otherwise fail.
➤ see Section 21.1.3, "Rules of certificate validation"

21.3.3.2 Delete authentication URLs

Follow the below instructions to delete authentication URLs:

No.	Step
1.	Go to the tree structure on the right and open the node "Control Panel".
2.	Go to the tree and select "Authentication URLs". All available authentication URLs are shown in the list window.
3.	In the list window, select the authentication URL(s) you want to delete.
4.	Click in the menu bar.
5.	Confirm the prompt with Yes. The authentication URLs are now deleted.

Table 21-5 Delete functions of optocoupler outputs

21.3.3.3 Activate/deactivate user authentication via certificate

Note:
To activate/deactivate authentication URLs, you need to have the administrator right "Manage PKI authentication". After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations.
➤ see Section 8.4.3, "Administrative rights"

Follow the below instructions to tweak the Basic settings:

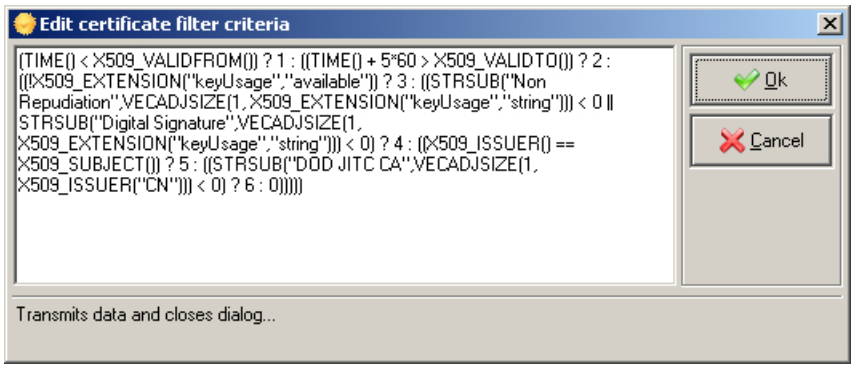
No.	Step
1.	Go to the tree and select the node "Control Panel". This will output all parameters in the list window.
2.	In the list window, select the entry "Basic settings" and click . This will open the window "Edit basic settings".
3.	Open the tab "Enhanced"
4.	To activate the user authentication via certificate, tick the field "Use PKI authentication", otherwise remove the tick.
5.	If you enabled the user authentication via certificate, click Filter...
6.	This will open the window "Edit certificate filter criteria". 
7.	Enter a valid filter algorithm in the window "Edit certificate filter criteria" and click Ok.

Table 21-6 Activate/deactivate user authentication via certificate

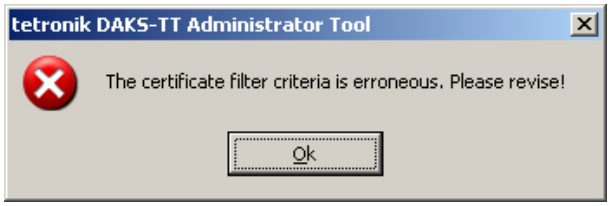
No.	Step
8.	The filter algorithm is checked for proper syntax and, if found incorrect, the following message will appear:  Note: This window can only be closed if either no filter algorithm is entered at all, if a correct algorithm is entered, or with Cancel.
9.	In the window "Edit basic settings", click Ok to save your changes.

Table 21-6 Activate/deactivate user authentication via certificate

21.4 Management of Certificates

When a new OScAR user is configured via the OScAR-TT Administrator-Tool (user with user name and password, Section 8.3.1, "Add and edit Subscribers"), he/she does not immediately have a certificate in the OScAR database.

At the first logon, the OScAR-TT tool will prompt this user to authenticate in the usual way, i.e. with his/her password.

The OScAR-TT server application recognizes that no certificate is yet configured for this OScAR user and, when he/she logs on, links to him/her the certificate that is received at the logon and that is then already validated.

In addition, it is also possible to delete links between OScAR users and certificates, or to add such links by hand (manually).



Note:
To manage the certificate-user links, you need to have the administrator right "Manage PKI authentication". After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations.

➤ see Section 8.4.3, "Administrative rights"

21.4.1 Import certificates and assign certificates to users

Follow the below instructions to import a certificate and to link a certificate to an already configured OScAR user:

No.	Step
1.	Ask the user to export the certificate you want to install from his/her PC as x.509 `*.cer` file. Proceed as follows: • Open the Windows® Control Panel. • Open the "Internet options". • Go to the tab "Contents". • Click Certificates. • Select the wanted certificate and click Export... • In the "Certificate Export Assistant" select the "DER-encoded-binary X.509 (.CER)“ and enter the path and the name of the file.
2.	Go to the tree structure on the right and open the node "Control Panel".
3.	In the list window, select the entry "Certificates". The list window will show all available certificates that are already assigned to users.

Table 21-7 Import certificates and assign certificates to users

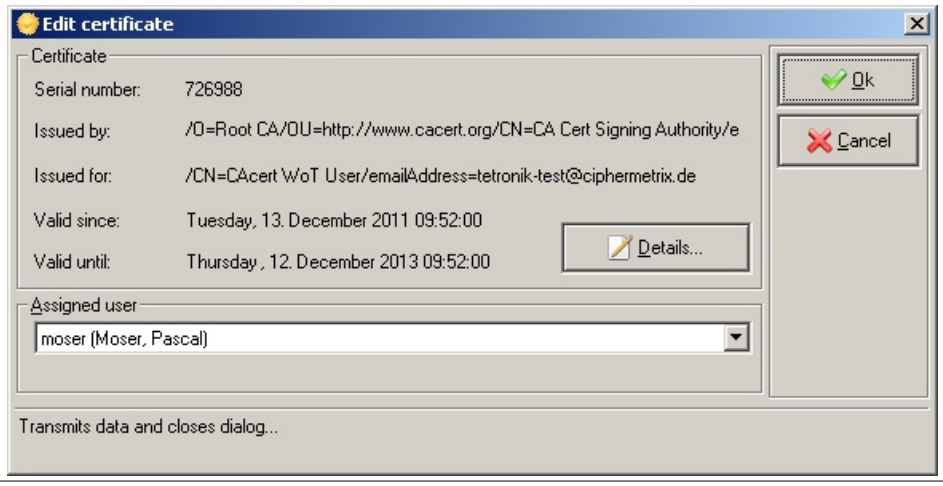
No.	Step
4.	Click in the menu bar to upload a new certificate and assign it to a OScAR user. First, a window will pop up to select the `*.cer` file that was exported previously. On condition the certificate meets the internal requirements, the window "Edit certificate" will now pop up. 
5.	If needed, click Details... for the certificate contents.
6.	Click Ok to upload the certificate and to link it to the wanted user.
7.	If the user you selected is already linked to a certificate, the following message will appear:  Proceed by first deleting the already linked certificate and repeat the steps, or choose another user. ➤ see Section 21.4.3, "Delete user-certificates links"

Table 21-7 Import certificates and assign certificates to users

21.4.2 View certificates linked to users

Follow the below instructions to view a user-certificate link:

No.	Step
1.	Go to the tree and select the node "Control Panel".
2.	In the list window, select the entry "Certificates". The list window will show all available certificates that are already assigned to users.
3.	go to the list window, select the certificate you want to edit and click . This will open the window "Edit certificate".
4.	Click Details... for the certificate contents.
5.	Click Ok to close the window.

Table 21-8 View user-certificate link

21.4.3 Delete user-certificates links

Follow the below instructions to delete a user-certificate link:

No.	Step
1.	Go to the tree and select the node "Control Panel".
2.	In the list window, select the entry "Certificates". The list window will show all available certificates that are already assigned to users.
3.	In the list window, select the certificates you want to delete.
4.	Click in the menu bar.
5.	Confirm the prompt with Yes. The certificates are now deleted, and hence the links to the users are removed.

Table 21-9 Delete user-certificates links

21.5 Altered logon procedures

When configuring links between the OScAR-TT tools and the correlating OScAR-TT server applications, you can also define if the user logon shall be made via certificate.

In addition, the OScAR-TT tool autonomously detects, and no later than upon the first successful logon to the correlating OScAR-TT server application, that a user authentication via certificate is configured and required, and adjusts the connection parameters accordingly.

21.5.1 Configuration of the connection parameters

Follow the below instructions to configure a database connection of a OScAR-TT tool for the certificate authentication:

No.	Step
1.	Start either of the two OScAR-TT tools.
2.	From the drop-down combobox "OScAR-TT database", select the entry "(Manage connections...)". This will open the window "Manage tetronik OScAR-TT database connections".
3.	In the list field "Connections" select the wanted connection and click Edit... . This will open the window "Edit OScAR-TT connection".
4.	Enable the feature "Authenticate through certificates" in the window area "Connections properties".
5.	In the window "Edit OScAR-TT connection" click Ok to save your changes.
6.	In the window "Manage tetronik OScAR-TT database connections", click Ok to save your changes.
7.	Because a password is no longer required when a user logs on via certificate, the corresponding field to enter the password in the logon window "Login to tetronik OScAR-TT ...-Tool" will not be active.

Table 21-10 Configuration of connection parameters



Note:
For more information how to create and configure connections:
➤ see OScAR-TT Installation Manual, DAKSpro 5

21.5.2 Login to a OScAR-TT tool

If the user authentication via certificate is activated, a user needs only enter his/her user name in the logon window "Login to tetronik OScAR-TT ...-Tool" to log in (the user application keeps track of the user name that was used last).

The field "Password" is inactive and the logon can be made directly by clicking Ok.

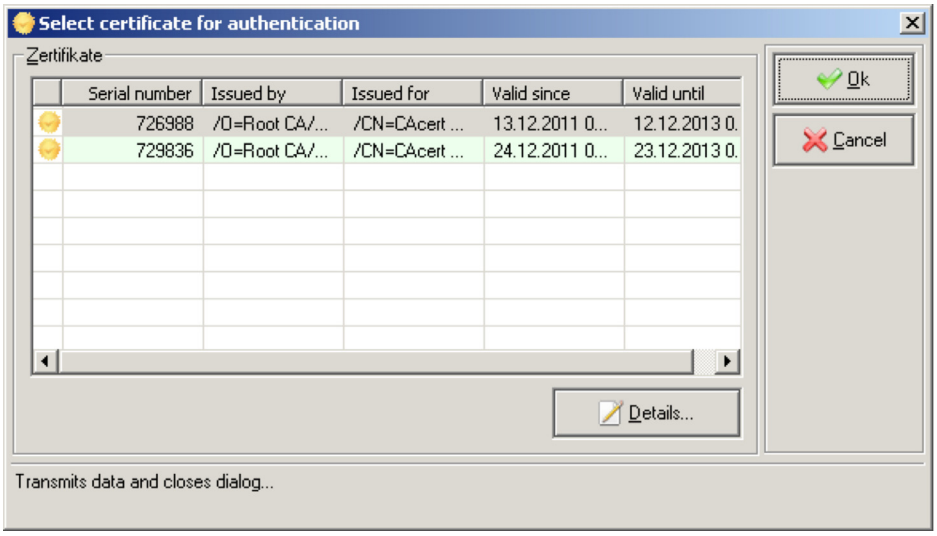
First, the OScAR-TT tool will receive, from the OScAR-TT server application, the certificate filter to apply.

➤ see Section 21.3.3.3, "Activate/deactivate user authentication via certificate"

Next, the OScAR-TT tools will browse the local Windows® certificate database, and filter out all those certificates that do NOT match the certificate filter that was just received.

If, at the end of the filter process, exactly 1 certificate is left, it will be used for the subsequent logon process. If, after the filter process, several certificates are left, the user will need to select the certificate that shall be applied.

The window "Select certificate for authentication" will pop up for this purpose:



Select the proper certificate and click Ok.

If needed, click Details... to have the contents of the respective certificate shown to you first.

Note:
When the current OScAR user logs on for the very first time via a certificate, the window "Login to tetronik OScAR-TT ...-Tool" will open again, and this time the field "Password" will be active.
Here, the user will need to log in one last time with his/her password in order to link the certificate with his/her OScAR user account.

21.5.3 Delete certificates during the ongoing operation

If a certificate that was used for the user logon is removed during an active and ongoing session of the OScAR-TT user application (e.g. by pulling a PKI smartcard), the system will immediately detect the removal and output the following warning sign:



You will now have up to 60 seconds to restore the certificate, e.g. by plugging the PKI smartcard back in.

After this, the OScAR-TT tool closes automatically.

22 Reports and Printouts

Overview

This chapter covers the different logging options in OScAR. It shows you how reports are created and organized, and how they can be printed out or saved as a file. It also shows you how to print database overviews from the OScAR-TT Administrator-Tool.

Content

The following areas are covered in this chapter:

22.1 Reports and printouts - Overview
22.2 Template files
22.3 Output of database overviews via DAKS-TT Administrator-Tool
22.4 Output application-specific reports via DAKS-TT Operator-Tool
22.5 Application-specific reports via USB-printer interface
22.6 Add comments to application-specific reports

22.1 Reports and printouts - Overview

The system processes are logged by OScAR at several places and these reports are made available in various forms. Please see below for a quick overview of these reports. You will find a detailed description in the sections that follow thereafter.

Logging via OScAR-TTDbServer

The OScAR-TTDbServer logs events and outputs these events directly at the user interface, and writes them in a log file. For further details see the OScAR-TT Installation Manual, DAKSpro 5.

Reports via OScAR server printer-interface

To have events logged directly at a printer, connect a printer to the OScAR server via the USB printer interface.

This function can also be used via VCON by spooling the output in a file.

➤ see "Server Configuration Manual DAKSpro 5"

Database overviews via the OScAR-TT Administrator-Tool

Database overviews can be output via the OScAR-TT Administrator-Tool. These overviews are shown in a browser window in the OScAR-TT Administrator-Tool, from there you can save them in HTML-files, send them as attachments in emails, or print them out as hardcopies.

Application-specific reports via the OScAR-TT Operator-Tool

The OScAR-TT Operator-Tool can be used to output application-specific reports. Among other things, this enables you to output the process of a specific Broadcast. These reports are shown in a browser window in the OScAR-TT Operator-Tool, where you can save them in HTML-files, send them as attachments in emails, or print them out as hardcopies.

Windows® Events Viewer

The Windows® Events Viewer can be invoked directly from the OScAR-TT tools. Messages generated by the OScAR-TT software are listed there under "Applications", together with messages from other Windows® applications.

For more infromation:

➤ see "OScAR-TT Installation Manual, DAKSpro 5"

SYSLOG connection

The messages that are written to the Windows® Events Viewer by the OScAR-TT server applications and by the OScAR-TT tools can also be sent in parallel to a central SYSLOG server.

You can select the SYSLOG server you want to use in the OScAR-TT Administrator-Tool, and there in the Basic settings.

➤ see Section 5.2, "Edit the Basic settings"

The OScAR server itself can equally send its report outputs to a SYSLOG server. Note that the configuration of the SYSLOG server that shall be used by the OScAR server is made via VCON.

➤ see "Server Configuration Manual DAKSpro 5"

22.2 Template files

To generate database printouts and reports, the OScAR-TT tools draw on template files in the text format (TEXT).

These files contain:

- keywords (placed inbetween 2 Dollar sign brackets: $...$) which, when the printouts and reports are generated by the OScAR-TT software, are replaced by data from the database or report files, and
- processing instructions (placed inbetween brackets using the greater-than and less-than signs: <...>) commanding the OScAR-TT software how specific sections shall be processed in the templates (conditions, loop statements, etc).

Template files are in the text-based HTML-format and are installed together with the OScAR-TTDbServer. After the installation, they are located in the directory "Templates". Usually, this is:

`C:\tetronik\OScAR-TT\Templates`.

➤ see "OScAR-TT Installation Manual, OScAR-Pro Release 8"

Experts with the relevant HTML knowledge can customize these templates, but must be careful not to alter the keywords or the processing instructions.

Template files for database printouts

After the installation, the following two templates files are available for the database printouts:

- `PrintTemplate DE.htm`
  for printouts in the German language and
- `PrintTemplate EN.htm`
  for printouts in the English language.

Template files for report printouts

After the installation, the following two templates files are available for the report printouts:

- for reports in the German language:
  - `ProtTemplate Joint Compact DE.htm`
    (compact, in chronologic order)
  - `ProtTemplate Joint DE.htm`
    (extensive, in chronologic order)
  - `ProtTemplate Splitted Compact DE.htm`
    (compact, grouped on the basis of subscriber events)
  - `ProtTemplate Splitted Compact DE.htm`
    (extensive, grouped on the basis of subscriber events)
- for reports in the English language:
  - `ProtTemplate Joint Compact EN.htm`
    (compact, in chronologic order)
  - `ProtTemplate Joint EN.htm`
    (extensive, in chronologic order)
  - `ProtTemplate Splitted Compact EN.htm`
    (compact, grouped on the basis of subscriber events)
  - `ProtTemplate Splitted EN.htm`
    (extensive, grouped on the basis of subscriber events)

22.3 Output of database overviews via OScAR-TT Administrator-Tool

From the OScAR-TT Administrator-Tool, you can have an overview of the current database output in the standard browser, and also have this overview printed out as hardcopy.

Follow the below instructions to output database overviews via the OScAR-TT Administrator-Tool

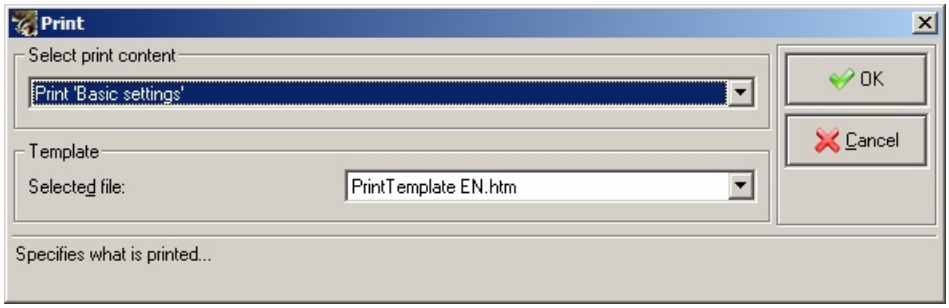
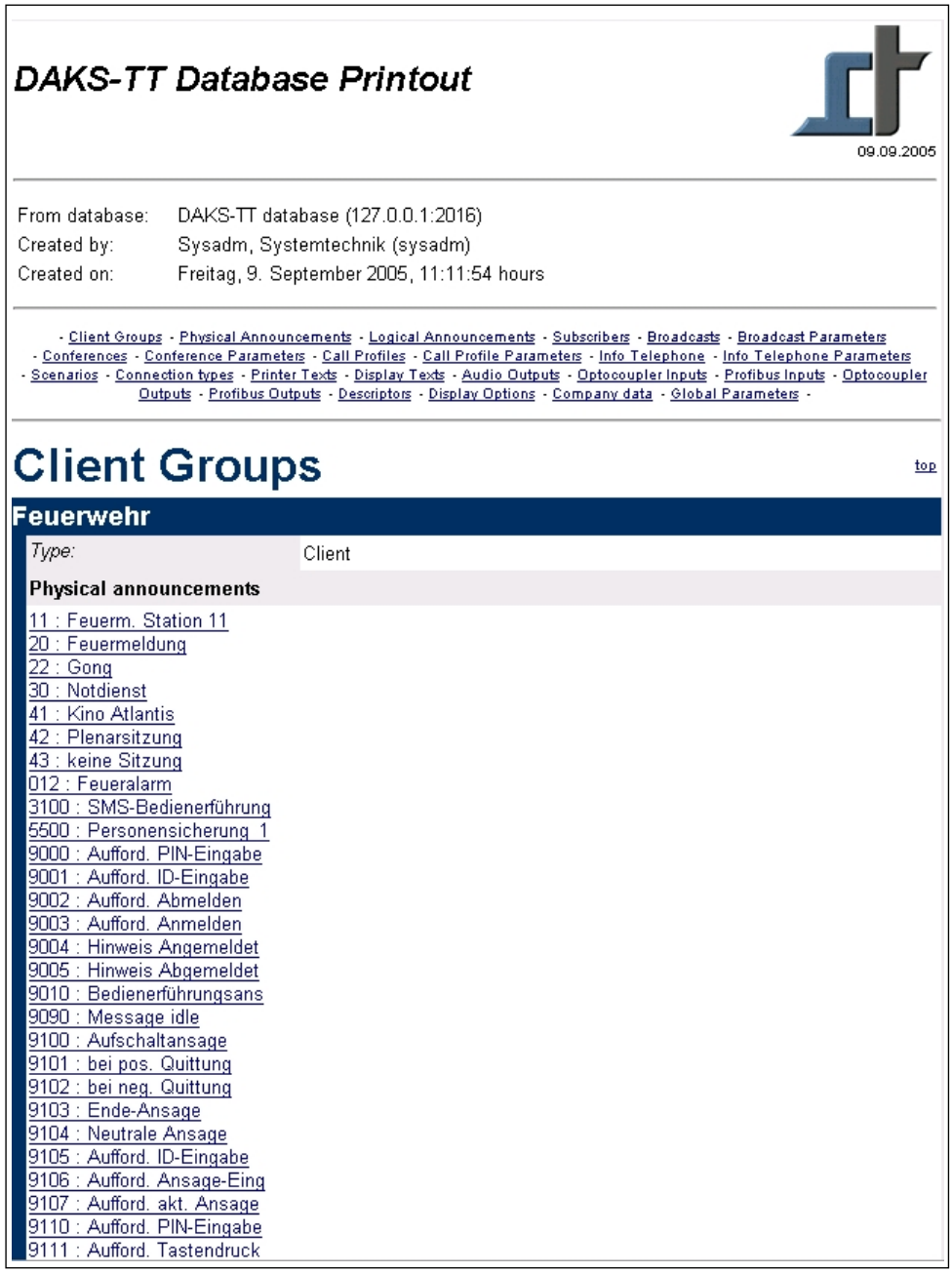
No.	Step
1.	Select the "Print..." menu item in the "Application" menu. This will open the user window "Print": 
2.	Select a template file in the "Selected file" field.
3.	Click Ok to generate the database overview that will be shown in a child window in the OScAR-TT Administrator-Tool. In this window, you can jump to the different areas of the database overview directly by using the links, or have the entire overview printed out.

Table 22-1 Output database overview via OScAR-TT Administrator-Tool

Example of a database overview



DAKS-TT Database Printout

09.09.2005

From database: DAKS-TT database (127.0.0.1:2016)
Created by: Sysadm, Systemtechnik (sysadm)
Created on: Freitag, 9. September 2005, 11:11:54 hours

- Client Groups - Physical Announcements - Logical Announcements - Subscribers - Broadcasts - Broadcast Parameters - Conferences - Conference Parameters - Call Profiles - Call Profile Parameters - Info Telephone - Info Telephone Parameters - Scenarios - Connection types - Printer Texts - Display Texts - Audio Outputs - Optocoupler Inputs - Profibus Inputs - Optocoupler Outputs - Profibus Outputs - Descriptors - Display Options - Company data - Global Parameters -

Client Groups

top

Feuerwehr

Type: Client

Physical announcements

11 : Feuerm. Station 11
20 : Feuermeldung
22 : Gong
30 : Notdienst
41 : Kino Atlantis
42 : Plenarsitzung
43 : keine Sitzung
012 : Feueralarm
3100 : SMS-Bedienerführung
5500 : Personensicherung 1
9000 : Aufford. PIN-Eingabe
9001 : Aufford. ID-Eingabe
9002 : Aufford. Abmelden
9003 : Aufford. Anmelden
9004 : Hinweis Angemeldet
9005 : Hinweis Abgemeldet
9010 : Bedienerführungsans
9090 : Message idle
9100 : Aufschaltansage
9101 : bei pos. Quittung
9102 : bei neg. Quittung
9103 : Ende-Ansage
9104 : Neutrale Ansage
9105 : Aufford. ID-Eingabe
9106 : Aufford. Ansage-Eing
9107 : Aufford. akt. Ansage
9110 : Aufford. PIN-Eingabe
9111 : Aufford. Tastendruck

22.4 Output application-specific reports via OScAR-TT Operator-Tool

The OScAR-TT Operator-Tool can be used to output application-specific reports in the standard browser, e.g. to verify the processes and workflows of a specific Broadcast.

Follow the below instructions to output reports via the OScAR-TT Administrator-Tool

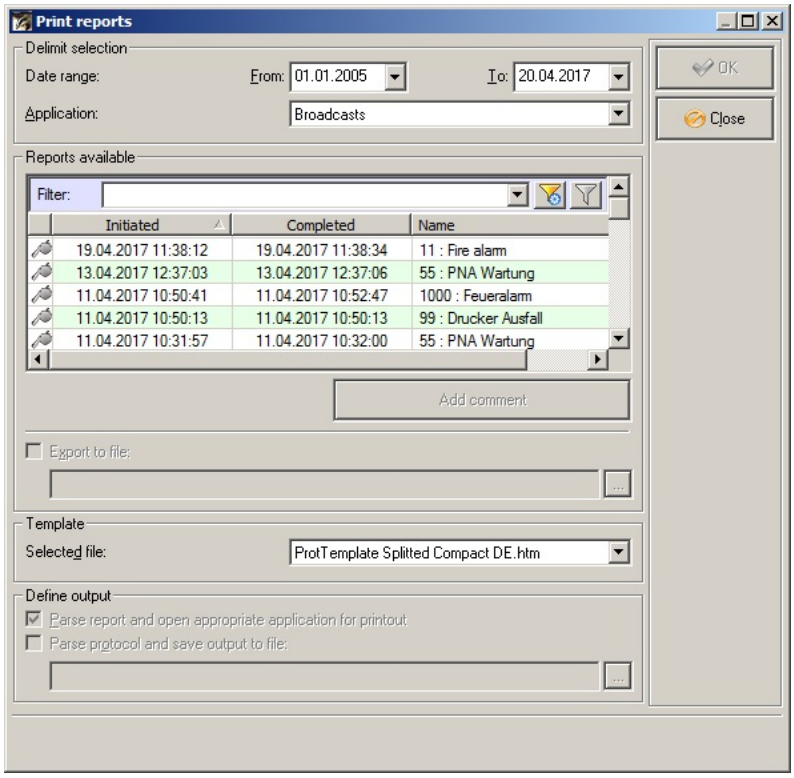
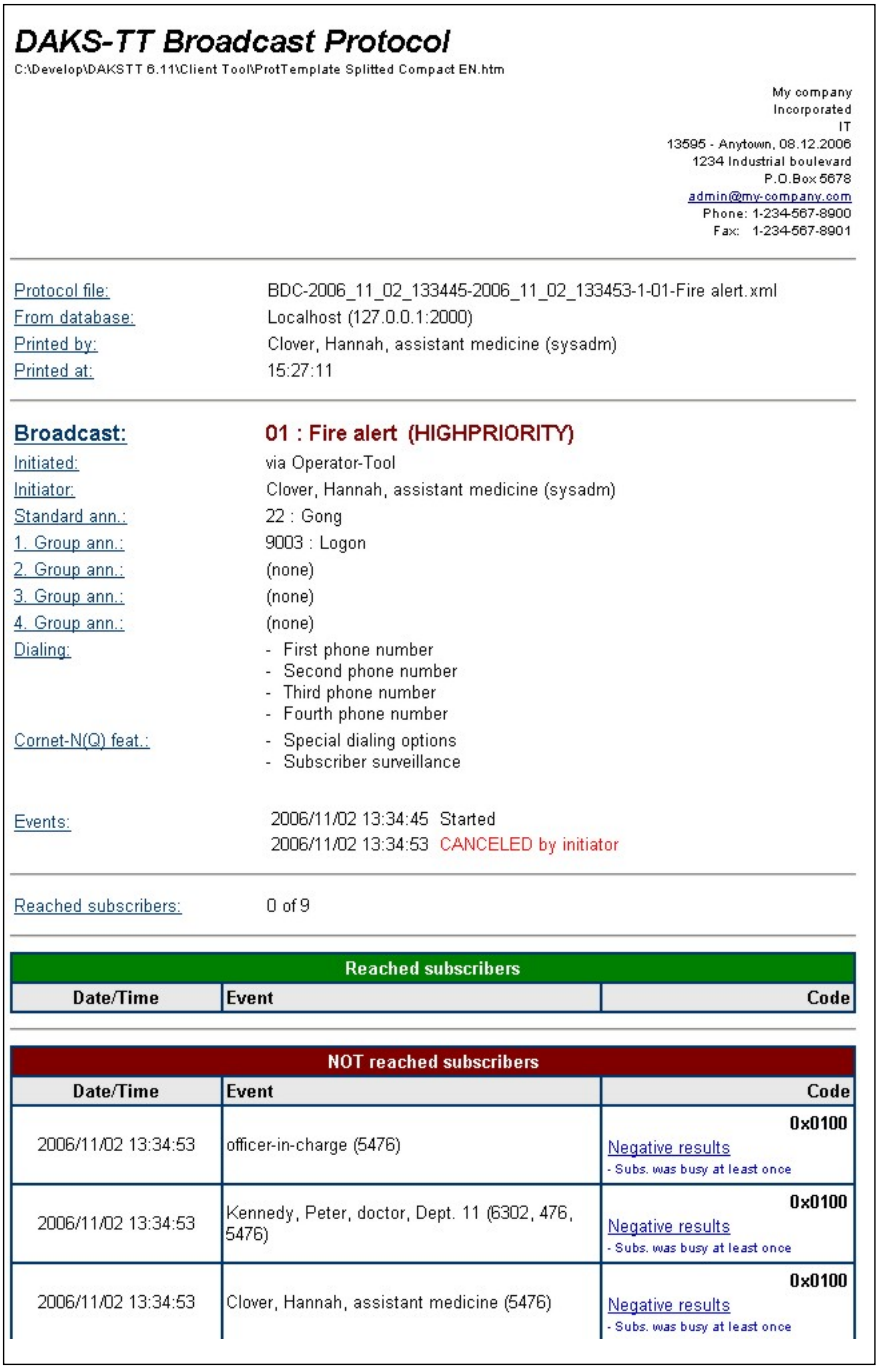
No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	Go to "Application" in the menu bar and select "Print reports..." This will open the window "Print Report": 
3.	Select the time period (from/to) and the application you want to use. All available report files will be displayed in the list window.
4.	From the list field, select the report that you want to output. You can select up to 50 reports. Caution! When more than one report is selected, no local copies can be made of the .xml files and no local printouts can be made.
5.	Select a template file in the field "Selected file".
6.	There are several ways to output report files: • Select the feature "Export report to file" and use the button [...]. This will save the report as XML-file. • Enable the feature "Parse report and open the corresponding application to print". This will parse the report in keeping with the template file and open it in the standard browser for printout. • Select "Parse report and save output in file" and click [...] to select the file path you want to use. The report will be saved as HTML file and can be opened later in the browser window and printed.

Table 22-2 Output reports via OScAR-TT Operator-Tool

No.	Step
7.	Click Ok to open the report in the browser and/or save it as file(s).

Table 22-2 Output reports via OScAR-TT Operator-Tool

Example of a report as shown in the browser



DAKS-TT Broadcast Protocol

C:\Develop\DAKSTT 6.11\Client Tool\ProtTemplate Splitted Compact EN.htm

My company
Incorporated
IT
13595 - Anytown, 08.12.2006
1234 Industrial boulevard
P.O.Box 5678
admin@my-company.com
Phone: 1-234-567-8900
Fax: 1-234-567-8901

Protocol file:	BDC-2006_11_02_133445-2006_11_02_133453-1-01-Fire alert.xml
From database:	Localhost (127.0.0.1:2000)
Printed by:	Clover, Hannah, assistant medicine (sysadm)
Printed at:	15:27:11

Broadcast:	**01 : Fire alert (HIGHPRIORITY)**
Initiated:	via Operator-Tool
Initiator:	Clover, Hannah, assistant medicine (sysadm)
Standard ann.:	22 : Gong
1. Group ann.:	9003 : Logon
2. Group ann.:	(none)
3. Group ann.:	(none)
4. Group ann.:	(none)
Dialing:	- First phone number - Second phone number - Third phone number - Fourth phone number
Cornet-N(Q) feat.:	- Special dialing options - Subscriber surveillance
Events:	2006/11/02 13:34:45 Started 2006/11/02 13:34:53 CANCELED by initiator

Reached subscribers: 0 of 9

Reached subscribers

Date/Time	Event	Code

NOT reached subscribers

Date/Time	Event	Code
2006/11/02 13:34:53	officer-in-charge (5476)	0x0100 Negative results - Subs. was busy at least once
2006/11/02 13:34:53	Kennedy, Peter, doctor, Dept. 11 (6302, 476, 5476)	0x0100 Negative results - Subs. was busy at least once
2006/11/02 13:34:53	Clover, Hannah, assistant medicine (5476)	0x0100 Negative results - Subs. was busy at least once

22.5 Application-specific reports via USB-printer interface

The logging is via a system printer connected to the OScAR server via either of its two USB interfaces.

This function not only enables the traceability of processes, i.e. of alarms, Conference processes, the dialing of personal or group calls etc., but also makes it possible to document the status changes of the OScAR server.

In the individual applications, you can specify which events shall be logged in a report. Here, the system differentiates if OScAR-TTProcessServer is connected with the OScAR server or not (database online/offline).

The following settings can be made:

- Broadcasts (per broadcast)
  Nothing (none), only start & end, incl. non-reached subs., with reached subs., everything (all)
- Conferences (per conference)
  Nothing (none), only start & end, everything (all)
- Call Profiles (per broadcast)
  Nothing (none), only calls, only changes of Active No., everything (all)
- Info Telephone
  Nothing (none), only accesses, only switching of the profile, everything (all)
- Intelligent Calling
  Everything (all) yes/no
- Basic Settings
  Announcement changes yes/no
- Optocoupler and Profibus® inputs (for every input/output):
  Activation of the inputs and outputs

Examples

Please find below sample printouts, with the pertinent explanations:

Logging the logon/logoff of the OScAR-TTDbServer to/from the OScAR server
`22.06.2003 14:29:55 SYS:PC-OScAR connected to 192.168.6.197`
`22.06.2003 15:20:58 SYS:PC-OScAR closed`

Logging a subscriber logon/logoff
`28.07.2003 08:59:33.1750 [0000010c]:SMS:Subscriber logoff Steffens, Dieter`
`28.07.2003 08:59:45.4954 [0000010c]:SMS:Subscriber logon Bauer, Karl`

Report for a Broadcast (started over the phone)
`22.06.2003 14:35:48 ALS:(A) 1030: Service Team 1 broadcast started initiated via telephone 6049, OPTI-49`
`- cost center 000000`
`22.06.2003 14:35:59 ALM:(A) 1020 neg. confirmed 4098 Huber, Edgar`
`22.06.2003 14:36:19 ALE:(A) 9800 pos. confirmed 6048 Meier, Peter`
`22.06.2003 14:36:19 ALE:(A) Broadcast ended`

Report for a conference (started via PC)
`22.06.2003 14:35:48 ALS:(A) 4010: Marketing conference convened initiated via telephone 6049, Sys-Adm,`
`SysAdm - cost center 000000`
`number of participants: 4`

Logging the switching of an Info Telephone profile and the subsequent access to the Info Telephone, from outside and over the phone
`22.06.2003 14:40:30 INS:(1) Info tel. switched to profile 1`
`22.06.2003 14:42:58 INA:(1) Info Telephone access 0987654321098`

Logging the changes of a Call Profile's active number and the activation of a Call Profile, over the phone
`22.06.2003 14:41:35 PCN: 711: Service technician 1 6048`
`Active number changed 712`
`22.06.2003 14:43:00 PCA: 712: Service technician 1P 1049 6048`
`20 s 52 s`

Logging of an announcement recorded over the phone
`22.06.2003 14:50:12 REC:Announcement deleted - 063 Alarm announcement`
`6048 0 sec`
`22.06.2003 14:50:17 REC:Announcement recorded - 063 Alarm announcement`
`6048 3 sec`

Table 22-3 Sample printouts via system printer

Logging of the activation of a Personal Security measure, incl. recording of the monitoring announcement followed by the activation of an alarm (Broadcast start), as well as the activation of a Personal Security measure with successful response of the monitored person followed by the alarm deactivation

```
22.06.2003 14:59:40 PSC:1 Personal protection activated
                          Müller, Service 6048

22.06.2003 15:01:28 PSC:1 Personal protection alarm
                          Müller, Service 6048

22.06.2003 15:01:29 ALS:(A) 1001: Doctor call started
                                  initiated via telephone 6048, Sys-
Adm,
                                  SysAdm - cost center 000000
22.06.2003 15:01:45 ALM:(A) 9800 confirmed pos.  6049
                                  Spock, Carl W., Dr.
22.06.2003 15:01:45 ALE:(A) broadcast ended
22.06.2003 15:13:07 PSC:1 Personal protection activated    Kummer,
Rolf 7660
22.06.2003 15:15:12 PSC:1 Protection call successful   Kummer, Rolf
7660
22.06.2003 15:16:43 PSC:1 Personal protection deactivated Kummer,
Rolf 7660
```

Table 22-3 Sample printouts via system printer

22.6 Add comments to application-specific reports

In the OScAR-TT Operator-Tool, you can add comments to an ongoing and active Broadcast or Conference process. These comments are shown in the corresponding reports after the end of the process, but you can also add more comments to it.

Follow the below instructions to add comments to reports through the OScAR-TT Operator-Tool and to have reports with comments output to you:

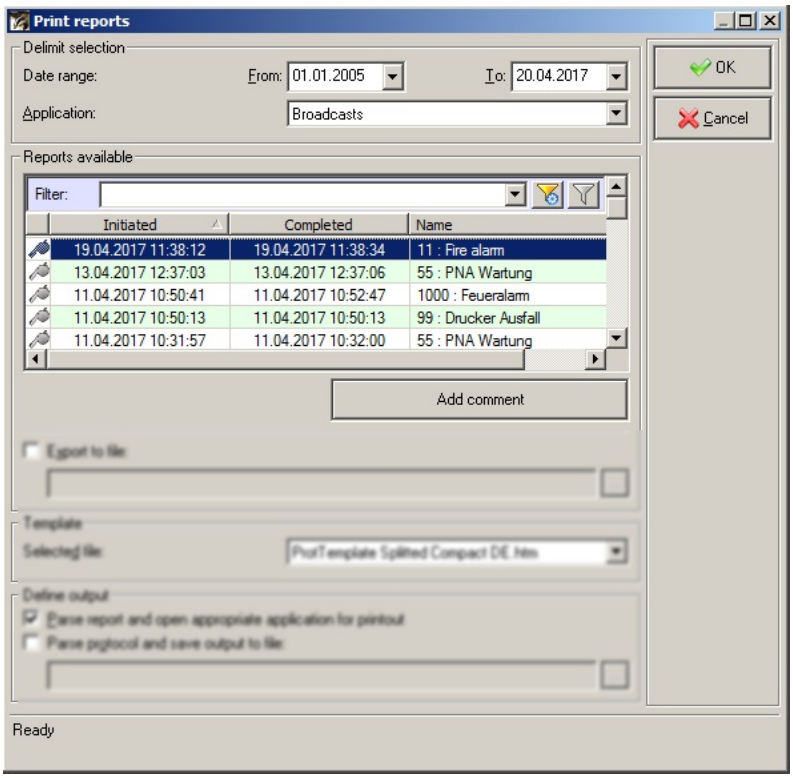
No.	Step
1.	Start the OScAR-TT Operator-Tool and log in.
2.	Go to "Application" in the menu bar and select "Print reports..." This will open the window "Print Report": 
3.	Select the time period (from/to) and the application you want to use. All available reports will be displayed in the list window.
4.	Select the report to which you wan to add a comment. The selected report is marked.

Table 22-4 Output reports with comments via OScAR-TT Operator-Tool

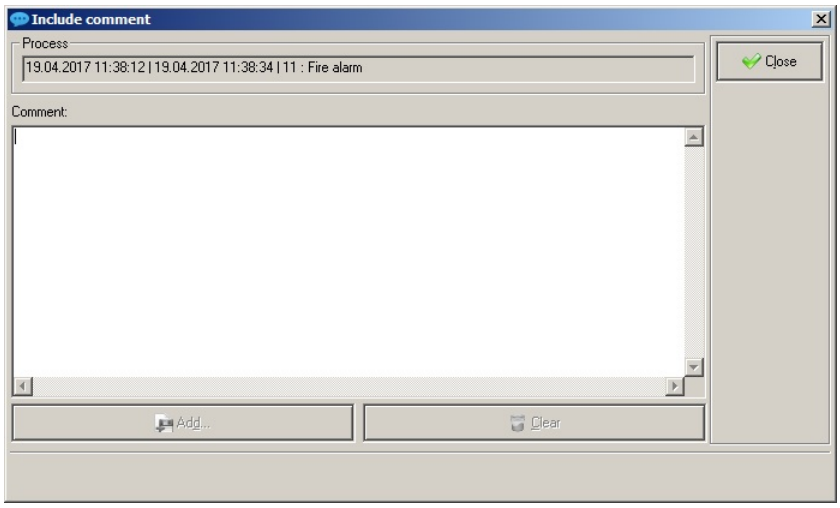
No.	Step
5.	Click the button Add comment. This will open the following window: 
6.	Enter your comment in the text field and click Save. The comment is saved to the report.
7.	Click Ok to open the report in the browser and/or save it as file(s).

Table 22-4 Output reports with comments via OScAR-TT Operator-Tool

23 Functions of the Browser Interface OScAR-TT

Overview

This chapter covers the functions of the browser interface OScAR-TT Notifier-Pro and includes general user instructions.

Content

This chapter covers the following sections:

23.1 Notifier-Pro
23.1.2 Logon to OScAR-TT Notifier-Pro
23.1.3 Simple Mode
23.1.4 Advanced Mode

23.1 Notifier-Pro

23.1.1 General

Through OScAR-TT Notifier-Pro, OScAR-Pro offers an intuitive, user-friendly browser interface.

You can use it to launch Broadcast groups and to inform subscribers and Broadcast members through text messages. The Broadcast groups or their members and subscribers can be filtered using various criteria and notified with predefined template texts.

To utilize the optimum output and functionality of the user interface, you need one of the below-listed browsers:

- Mozilla Firefox Version 40 and up
- Microsoft Internet Explorer Version 11 and up



Note:

For a user to be able to logon to OScAR-TT Notifier-Pro, he/she must be given the administrative right to "Use Notifier-Pro" in the OScAR-TT Administrator-Tool.

➤ see Section 8.4.3, "Administrative rights"

➤ see Section 8.4.4, "Edit user status and administrative rights"



Caution!

To output the user interface of OScAR-TT Notifier-Pro, make sure you activate JavaScript in your browser (default setting of the above-mentioned browsers).



Note:

Bear in mind that to return to a previous page in the browser, you cannot use the browser's usual navigation keys in OScAR-TT Notifier-Pro.

Instead, you will need to press Back or to switch to the previous page with the menu bar or the breadcrumb trail:

23.1.2 Logon to OScAR-TT Notifier-Pro

Open the browser and enter the following URL:

- if you are using HTTPS: https://<Host>:<Port>
- if you are using HTTP: http://<Host>:<Port>
- <Host> Nam or address of the OScAR-TT Web-Access
- <Port> The IP ports are freely administrable.
  If you decide to use the default port, please note that you can omit both the port and the opening colon.
  (default settings ex works: IP port HTTP 80; IP port HTTPS 8080)

This will open the login window of OScAR-TT Notifier-Pro. Enter your user name and password.

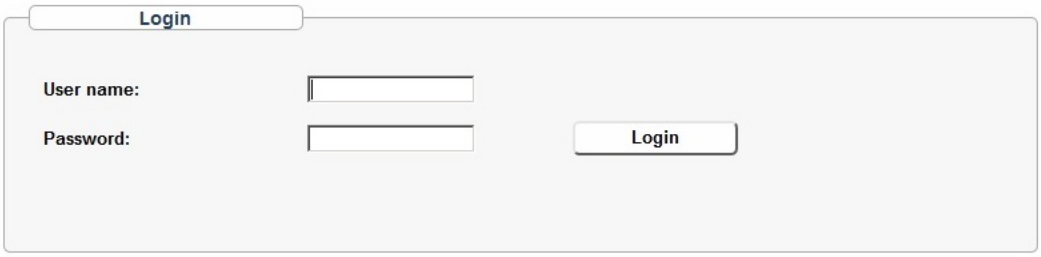


Image 23-1 Login window OScAR-TT Notifier-Pro

If a wrong user name or password is entered, the system will reject the login and the following message will appear:

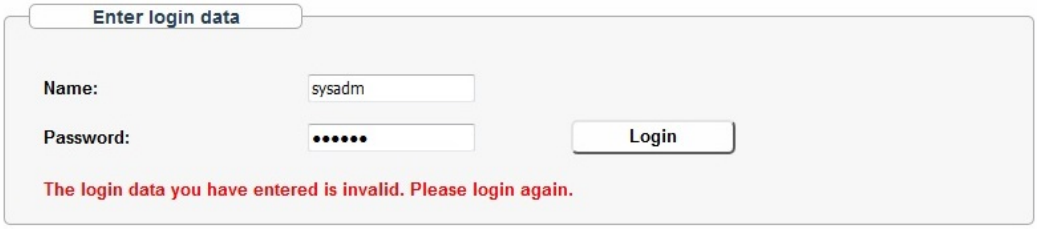


Image 23-2 Wrong user login data

If a user tries to login while another user is already connected, the system will send the following message:

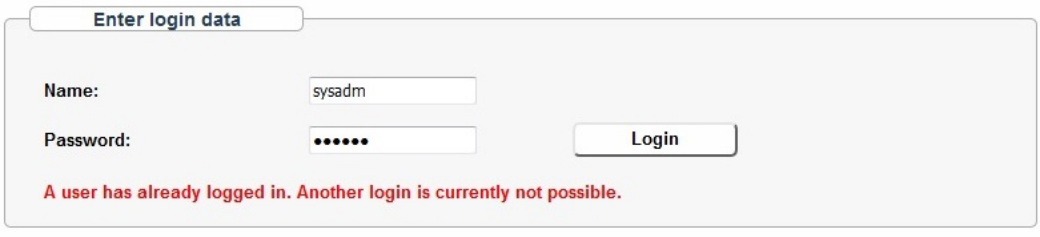


Image 23-3 Another user already logged in to OScAR-TT Notifier-Pro

23.1.3 Simple Mode

In the view "Simple Mode", Broadcast groups that are predefined in OScAR can be started and text messages can be dispatched to subscribers and Broadcast members.

Note:
The "Simple Mode" of OScAR-TT Notifier-Pro is configured in VCON and there in the server application OScAR-TT Web-Access.

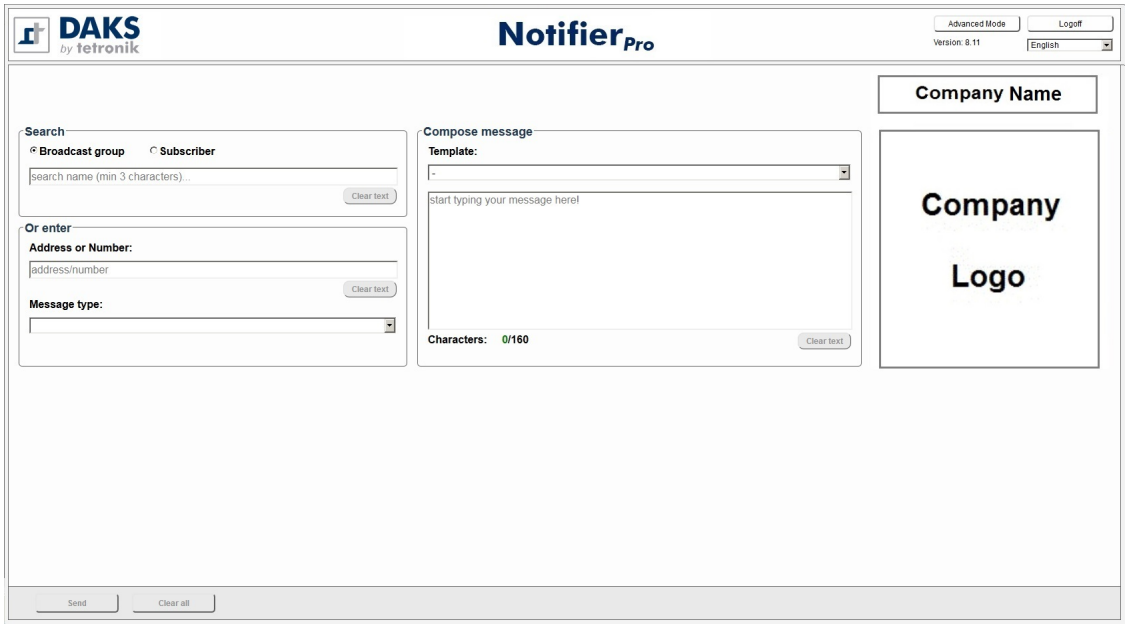


Image 23-4 User interface OScAR-TT Notifier-Pro "Simple Mode"

Summary of the fields in the OScAR-TT Notifier-Pro window "Simple Mode"

Field	Description
Advanced Mode	Use this button to have OScAR-TT Notifier-Pro switch from the "Simple Mode" to the "Advanced Mode". ➤ see Section 23.1.4, "Advanced Mode"
Window area "Search" Search Broadcast group Subscriber search name (min 3 characters)... Clear text	
When selecting "Broadcast group"	
Edit field for the broadcast group	Use this edit field to select a Broadcast group that is administrated in OScAR-Pro. As soon as you have entered three characters of the name of the Broadcast group, the system will show every Broadcast whose name includes these three characters, in a list. When, however, these three letters are not found the system will output the error message "No broadcast groups found". ➤ see Section 9.7.1, "Add and edit Broadcasts"

Table 23-1 Edit fields in OScAR-TT Notifier-Pro window "Simple Mode"

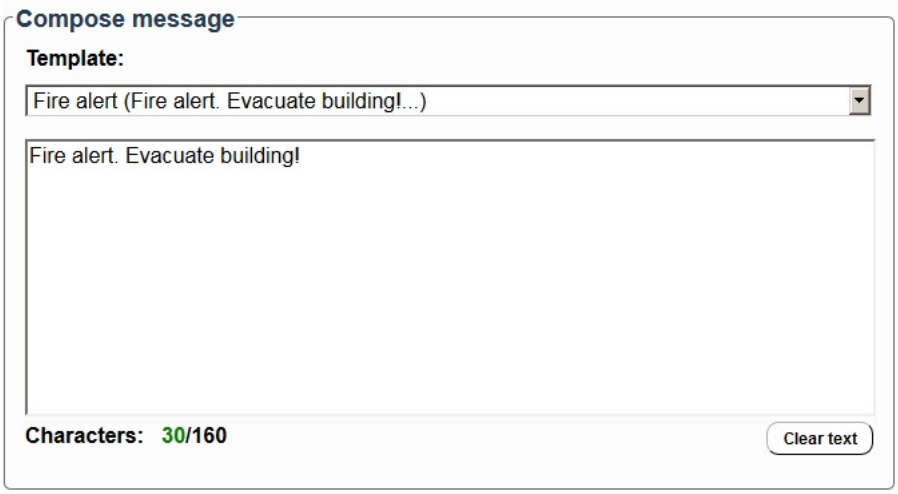
Field	Description
When selecting "Subscriber"	
Edit field for a subscriber	Use this edit field to enter a subscriber administrated in OScAR-Pro. As soon as you have entered the name or first name of the subscriber, the system will show every subscriber whose name or first name includes these three characters, in a list. When, however, these three letters are not found the system will output the error message "No subscribers found". The subscriber that is selected here gets a message at all of his/her destinations (phone numbers) that are enabled for this application. ➤ see Section 8.3.1, "Add and edit Subscribers"
Window area "Or enter" 	
Address or Number	As an alternative, you can also enter the email address or phone number of a subscriber who is not administrated in OScAR-Pro to send him/her a message.
Connection type	This edit field determines the connection type that shall be used to send the message. ➤ see Section 5.4, "Add and edit a connection type"
Window area "Compose message" 	

Table 23-1 Edit fields in OScAR-TT Notifier-Pro window "Simple Mode"

Field	Description
Template	Use this selection field to choose all announcements administrated in OScAR-Pro and use it as a template for the display message. Once you have made your selection the text will be shown in the edit field underneath, where you can edited and add to it. You can enter a maximum of 160 characters. ➤ see Section 7.3.2, "Description of the fields in the window "Edit physical announcement""
text	This edit field defines the text message that will be sent to the selected subscribers.
Characters	This counter indicated how many ("x") of the maximally 160 characters are already used.
This area is used to show the individual company logo.	
	

Table 23-1 Edit fields in OScAR-TT Notifier-Pro window "Simple Mode"

23.1.4 Advanced Mode

When in the "Advanced Mode", you can send text messages to multiple subscribers through different connection types.

Note:
For a OScAR-TT Notifier-Pro user to be able to use this mode, he/she must be authorized to use the OScAR-TT Administrator-Tool administrative right "Use Advanced Mode".

➤ see Section 8.4.3, "Administrative rights"
➤ see Section 8.4.4, "Edit user status and administrative rights"

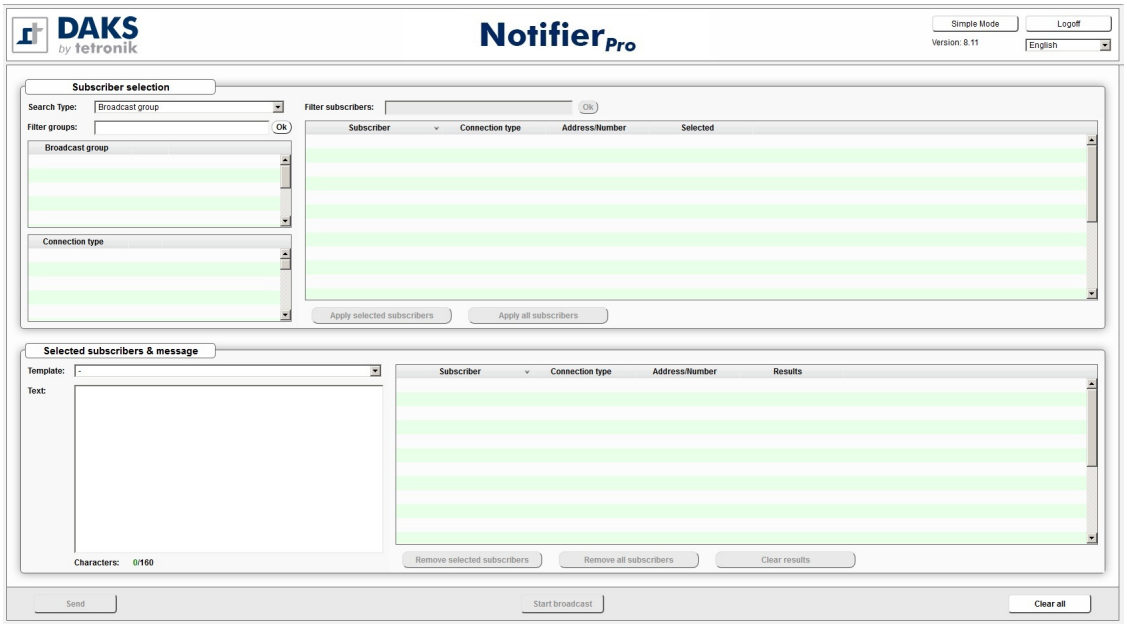


Image 23-5 User interface OScAR-TT Notifier-Pro "Advanced Mode"

Summary of the fields in the window "Advanced Mode"

Field	Description
Simple Mode	Use this button to have OScAR-TT Notifier-Pro switch from the "Advanced Mode" to the "Simple Mode". ➤ see Section 23.1.3, "Simple Mode"
Window area "Subscriber selection" Subscriber selection Search Type: Individual subscriber	
Search Type	Use this field to choose between: • Broadcast groups • Individual subscribers • Ad-hoc conferees

Table 23-2 Edit fields in OScAR-TT Notifier-Pro window "Advanced Mode"

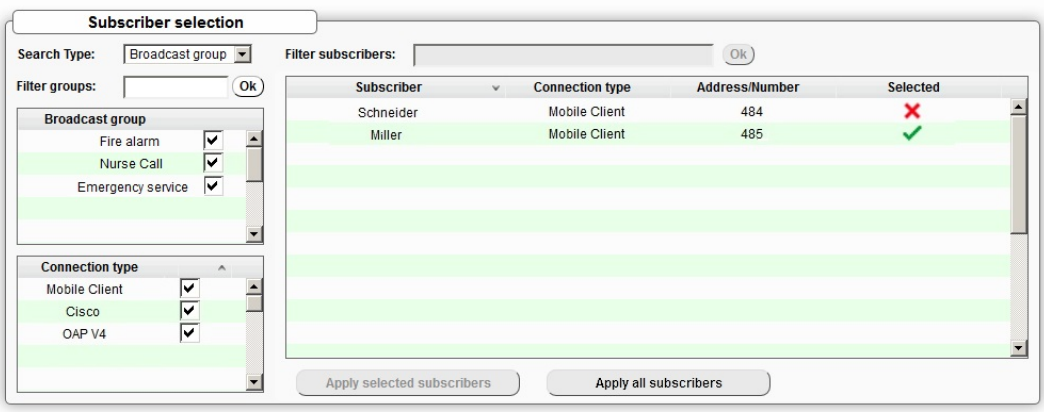
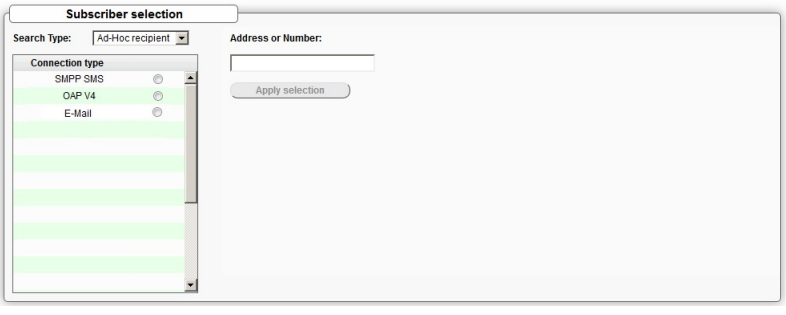
Field	Description
Window area "Subscriber selection" when choosing "Broadcast group" 	
Filter subscribers	This edit field determines the search criteria that is used to filter the subscriber list. With Ok, all subscribers whose first or last names include the indicated characters are shown in a list that you can select from. To void the filter, empty the edit field and confirm with Ok. ➤ see Section 8.3.1, "Add and edit Subscribers"
Filter groups	This edit field determines the search criteria that is used to filter the Broadcast groups. With Ok, all Broadcast groups whose names include the indicated characters are shown in a list that you can select from. To void the filter, empty the edit field and confirm with Ok.
Broadcast group	This list itemizes all Broadcasts groups that have been administrated in OScAR-Pro to be available for OScAR-TT Notifier-Pro. When the box next to the Broadcast group is ticked, the subscribers and members of this Broadcast group are made available and shown in the subscriber list.
Connection type	When you select "Connection type", the system sorts the subscriber list after the destinations that have that specific connection type.
Window area "Subscriber selection" when choosing "Ad hoc subscribers" 	
Connection type	When you select "Connection type", you specify the way used to notify the subscribers.
Address or Number	You can enter the email address or phone number of a subscriber who is not administrated in OScAR-Pro to send him/her a message.
	When you tick this box, the ad-hoc subscriber is accepted into the area "Selected subscribers & message", together with the entered address or phone number.

Table 23-2 Edit fields in OScAR-TT Notifier-Pro window "Advanced Mode"

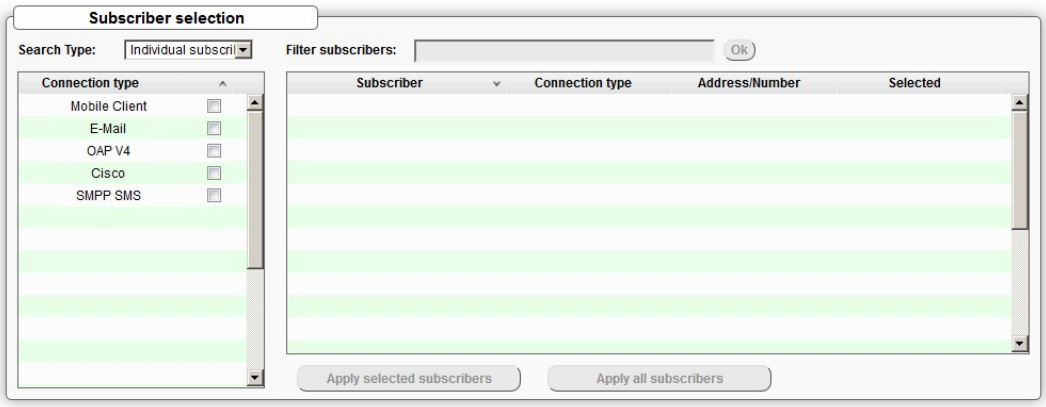
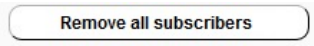
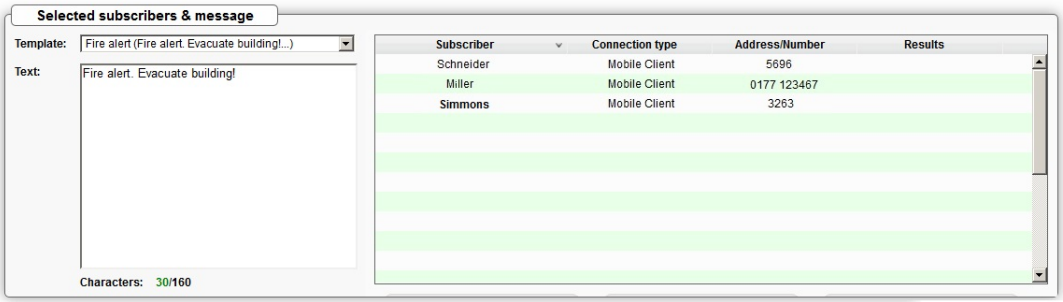
Field	Description
Window area "Subscriber selection" when choosing "Individual subscribers" 	
Filter subscribers	This edit field determines the search criteria that is used to filter the subscriber list. With Ok, all subscribers whose first or last name includes the indicated characters are shown in a list that you can select from. To void the filter, empty the edit field and confirm with Ok. ➤ see Section 8.3.1, "Add and edit Subscribers"
Connection type	By choosing the connection types, all subscribers whose destinations have this connection type are shown in the subscriber list. ➤ see Section 5.4, "Add and edit a connection type"
	Use this button to accept all selected subscribers to the area "Selected subscribers & message".
	Use this button to accept all subscribers to the area "Selected subscribers & message".
Window area "Selected subscribers & message" 	
Template	Use this selection field to choose all announcements administrated in OScAR-Pro and use it as a template for the display message. Once you have made your selection the text will be shown in the edit field underneath, where you can edited and add to it. You can enter a maximum of 160 characters. ➤ see Section 7.3.2, "Description of the fields in the window "Edit physical announcement""
text	This edit field defines the text message that will be sent to the selected subscribers.

Table 23-2 Edit fields in OScAR-TT Notifier-Pro window "Advanced Mode"

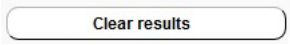
Field	Description
Characters	This counter indicated how many ("x") of the maximally 160 characters are already used.
	Use this button to delete the selected subscribers.
	Use this button to delete all subscribers.
	Use this button to delete all events from the table and to have the button to "Send" become active again.

Table 23-2 Edit fields in OScAR-TT Notifier-Pro window "Advanced Mode"

23.2 OScAR Mobile Client (DMC) Config-Tool

With the DMC Config-Tool, up to 100 different configurations can be created for different user groups of the DMC-App.

Note:
All adjustable parameters are not described in this chapter but in the "User Manual OScAR Mobile Client".

➤ see User Manual OScAR Mobile Client

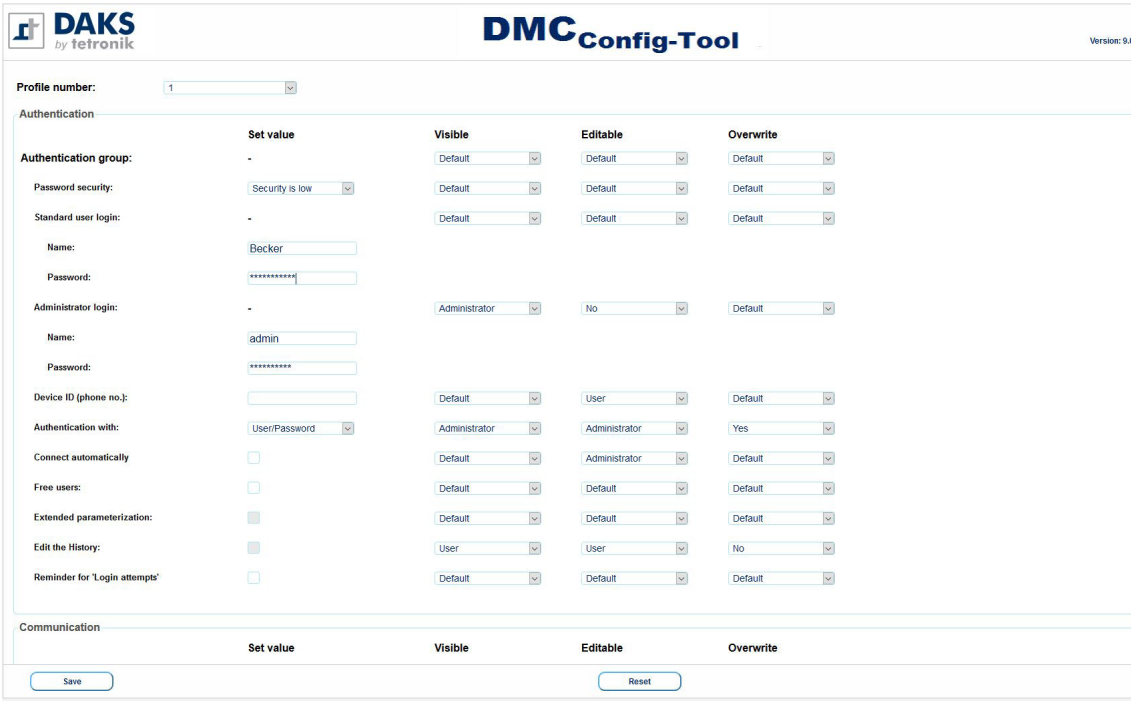


Bild 23-6 User interface DMC Config-Tool

Description of the columns

Column	Explanation
Determine value	In this column the value of the parameter can be set. Note: „User Manual OScAR Mobile Client“
Sichtbar	In this column you can set whether the respective parameter is visible in the DMC app: – according to the default setting of the app – no – for the administrator – for the user
Editierbar	In this column you can set whether the respective parameter can be edited in the DMC app: – according to the default setting of the app – no – for the administrator – for the user

Tabelle 23-3 Columns in the DMC Config-Tool

Column	Explanation
Überschreiben	In this column you can set whether the respective parameter can be overwritten in the DMC app: – according to the de,fault setting of the app – no – for the administrator – for the user

Tabelle 23-3 Columns in the DMC Config-Tool

23.3 Dienstbasierte Telefonie

With service-based telephony, those responsible for duty can dynamically register or deregister their employees or co-workers for services via browser or telephone in broadcast calls and dialing profiles, e.g. the emergency doctor on duty.

Note:
Logging on and off in broadcast calls is described in chapter 9:

- ➤ see Section 9.7.1, "Add and edit Broadcasts" (Register Eigenschaften)
- ➤ Section 9.8.5, "Register/Deregister Broadcast members"

Logging on and off for dialing profiles is described in Chapter 12:

- ➤ Section 12.5, "Examples for "Services-based Telephony""

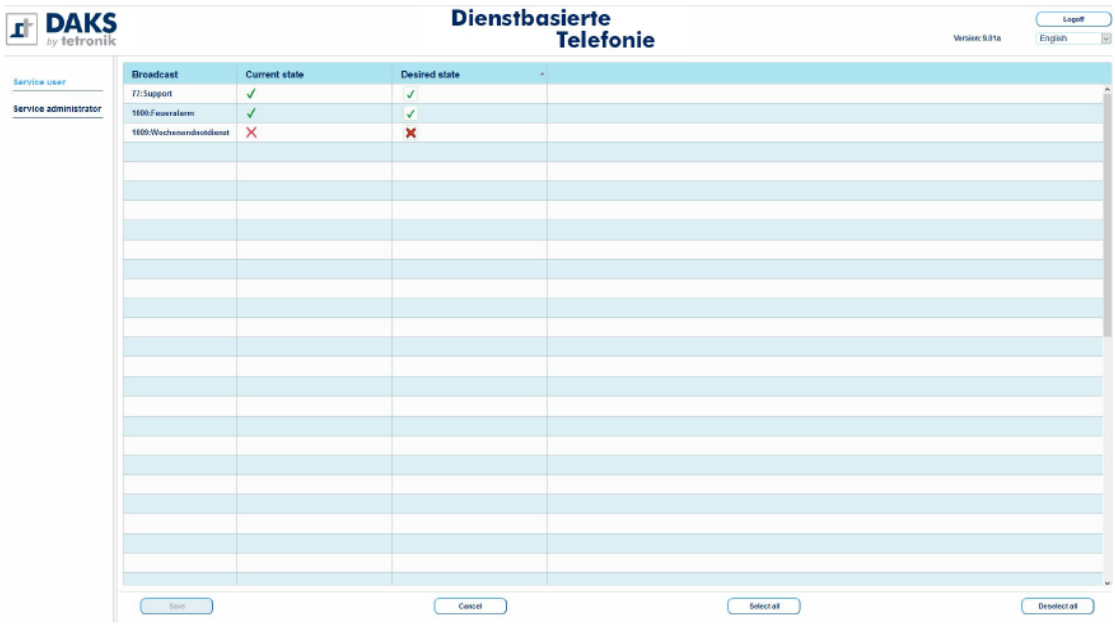


Bild 23-7 User interface Service based telephony

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