



PRISM Message Gateway

Operation Manual

Release HistoryPrism

Date	Rev	Description
Aug 2006	A	Initial release.
May 2009	B	l:Updated screens and descriptions <ul style="list-style-type: none">••



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Safety Summary

Warning

For your safety and the protection of the equipment, observe these precautions when installing or servicing Prism equipment:

- Follow all warnings and instructions marked on the equipment or included in documentation.
- Only technically qualified service personnel are permitted to install or service the equipment.
- Be aware of and avoid contact with areas subject to high voltage or amperage. Because some components can store dangerous charges even after power is disconnected, always discharge components before touching.
- Never insert objects of any kind through openings in the equipment. Conductive foreign objects could produce a short circuit that could cause fire, electrical shock, or equipment damage.
- Remove rings, watches, and other metallic objects from your body before opening equipment. These items could be electrical shock or burn hazards.
- Ensure that a proper electrostatic discharge device is used, to prevent damage to electronic components.
- Do not attempt internal service of equipment unless another person, capable of rendering aid and resuscitation, is present.
- Do not work near rotating fans unless absolutely necessary. Exercise caution to prevent fans from taking in foreign objects, including hair, clothing, and loose objects.
- Use care when moving equipment, especially rack-mounted modules, which could become unstable. Certain items may be heavy. Use proper care when lifting.

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Introduction

Overview

 **Note**

All the instructions given in this manual assume that the user is reasonably experienced at using a computer equipped with a mouse and running the Windows® operating system. Persons without proper knowledge/skills or authorization must not be allowed access to this computer equipment.

This manual primarily describes the software tools used to add users to the subscriber database and to define their level of service. It is not intended to meet the needs of system installers or maintenance personnel.

The Prism combines hardware and software components to produce a versatile, highly configurable, high-performance message gateway that provides extremely reliable service.

The standard Prism database is based on 10 digit subscriber numbers (expandable) with a range of 1 to 999,999,9999. However, in modern systems capacity and throughput is determined more by the methods of message input and protocol of message output. Prism systems with databases from 100 to 1,000,000 subscriber numbers are typical.

The system may be accessed to send a message using the telephone network or through an Ethernet connection to either a local network or the Internet. Throughout this manual, “subscriber number”, “telephone number”, and “Pager ID number” mean the same; the number used by the Prism to identify a unique database record in the message gateway database.

Prism Documentation

The documentation for the Prism Message Gateway consists of a set of three manuals. The manuals in this set are:

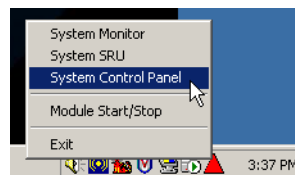
Hardware Installation and Configuration	(PMG4700-A1)
Software Configuration	(PMG4700-B1)
Operation	(PMG4700-C1)

Accessing the Prism System

The Prism Message Gateway includes several Windows Screens and tools for easy use and management of the system. To access these windows, open the Prism System Control Panel by placing the mouse pointer over the Prism icon located in the tray at the bottom right corner of the desktop, then click the right mouse button.

On the Menu you may choose from the following:

- **System Monitor** — to view the activity in software modules
- **System SRU** (Subscriber Record Utility) — to view, add or modify subscriber database records
- **System Control Panel** — to make changes to the system operational configurations
- **Modules Start/Stop** — opens a panel where you can view which modules are running and stop or restart modules during maintenance or certain configuration changes



Start/Stop Control Panel

The **Start All** and **Stop All** buttons will cause most of the Prism software modules to start or stop running. To start or stop individual software modules select the button with the appropriate label.

The status of each software module is shown on the right column of the panel.

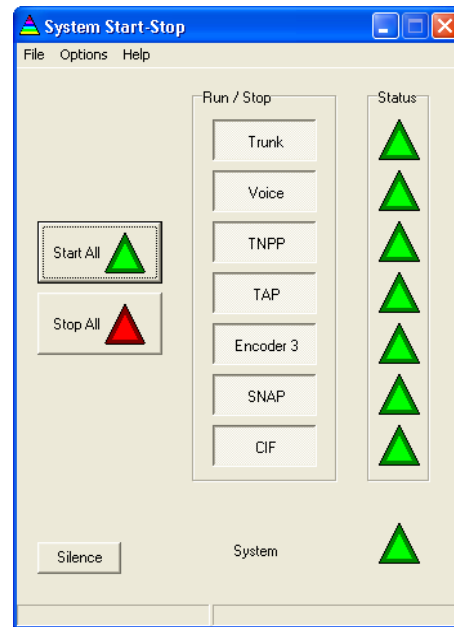
The color green indicates the software module is running.

The color red indicates the software module is stopped.

The color yellow indicates the software module is attempting to stop (may be waiting for trunk or encoder activity to end) or the module is experiencing a problem.

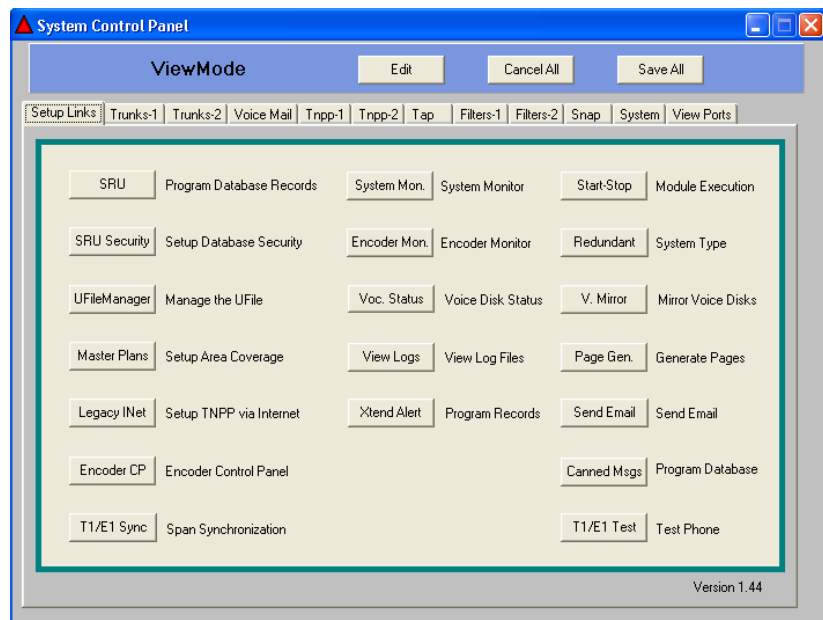
If an individual button is grayed out, it means the software module associated with that button is not installed.

Contact your system administrator for further information.



System Control Panel

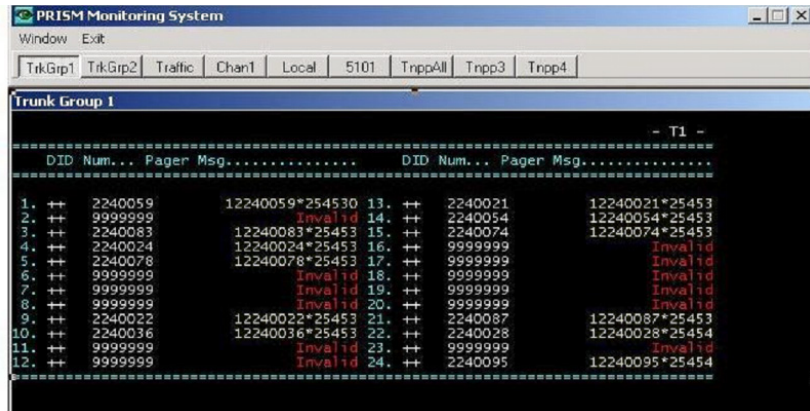
The Prism System Control Panel provides access to many of the system configuration menus for using the Prism Message Gateway. Right click on the Prism icon and choose **System Control Panel** from the pop-up menu.



On the first tab are buttons that provide access to the most frequently used screens for setup and monitoring. The other tabs along the top

open configuration screens that are more specific to the function they represent.

Several of the buttons, such as **System Monitor** and **Encoder Monitor**, open screens similar to the following screen. These screens allow you to observe system operation in real-time.



The use of the various monitor screens is explained in the Prism Message Gateway Software Configuration manual (PMG4700-B1).

Some configuration choices may require making changes on more than one screen. Knowledge of paging and the associated configuration parameters is assumed. This manual is not written as an educational tutorial for configuration selections.

Subscriber Record Utility (SRU) Client Software

Users are now able to log on to the Prism from approved and properly working Windows 2000, XP or Vista based computers running the latest .NET updates and have the SRU Client software installed. Prism will provide the SRU Client software to Prism owners on request. Up to 40 SRU Clients may be logged on to a Prism at one time.

Remember, the SRU Client works with a copy of the database record. If the same record is opened by multiple SRU Client users simultaneously, the data you save may be overwritten by the last SRU Client to save its changes.

Installation of the SRU Client software on a PC is covered in the Prism Message Gateway Software Configuration manual (PMG4700-B1).

Security for Subscriber Database Access

Overview



Note

All the instructions given in this manual assume that the user is reasonably experienced at using a computer equipped with a mouse and running the Windows® operating system. Persons without proper knowledge/skills or authorization must not be allowed access to this computer equipment.

It is necessary to control who has access to the subscriber database. This is true not only to prevent theft-of-service by unauthorized individuals, but also to prevent interruption of service to legitimate subscribers due to inadvertent changes to their records.

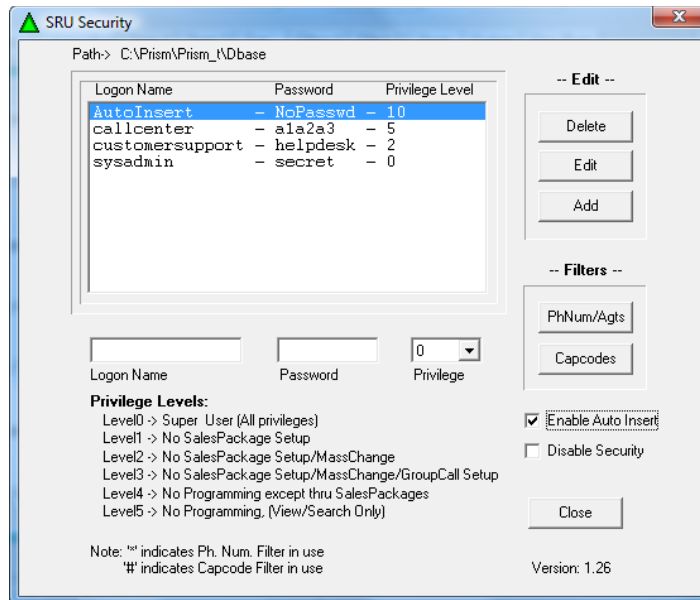
The security settings for the subscriber database can be accessed from the System Control Panel by clicking on the **SRU Security** button. Please note that anyone with access to the System Control Panel can use this button. Therefore, controlling access to the subscriber database is, at least in part, a matter of controlling who has access to the System Control Panel of the Prism terminal.

When entering new users, you assign them a unique logon name, a password, and define their level of access for permission to make changes. If a user has less than full access assigned, you may also limit them to a specific range of phone numbers or pager capcode numbers.

Setting Up Security for Subscriber Database Access

To create, modify, or delete users, click on the **SRU Security** button located on the System Control Panel.

Create User Account for System Log On



◆ Creating a New User

1. Press the **SRU Security** button on the System Control Panel.
2. When the SRU Security dialog opens, type the new user **Logon Name** into that field in the dialog.
3. Type a unique **Password** for the new user into that field.
4. Use the down arrow to select a **Privilege** level for the new user. This setting controls the user's access and the choices are explained in the dialog legend just below the entry fields.
5. If you intend to limit the ability of this user to access subscriber records, click on the **PHNum/Agts** button and use the procedure described in .
6. If you intend to limit the ability of the user to insert certain blocks of capcodes into subscriber records, click on the **Capcodes** button and use the procedure described in .
7. Once the three fields are completed and the filters (if any) set, click the **Add** button to finish the process.

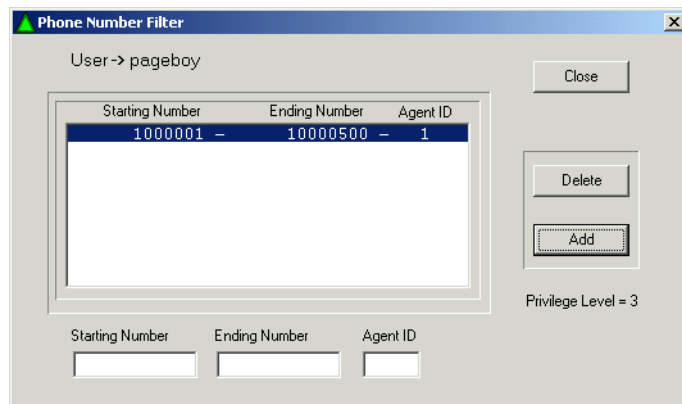
The user will now be able to logon and use the Subscriber Record Utility (SRU) to manage subscriber records in the Prism database.

You can choose **Enable Auto Insert** to allow users to create new Subscriber Records using random telephone numbers. The system allows entering new telephone numbers into the database in blocks of 10,000 numbers or one at a time randomly. The procedure for adding “number blocks” to the database is found in the Prism Paging Message Gateway Software Configuration manual (PMG4700-B1), under the topic covering the Trunks-2 tab on the System Control Panel.

Placing a check in the **Disable Security** check box will disable the security logon for the Prism software. This option will give all SRU users access to database records and should be chosen *only* in situations where system security is provided by other means.

Assign User Phone Number Ranges

Users may be permitted access to and the ability to edit all telephone numbers and capcodes in the system, or they may be restricted to specific ranges of these numbers. Certain other functions and features may also be restricted using the setup utility.

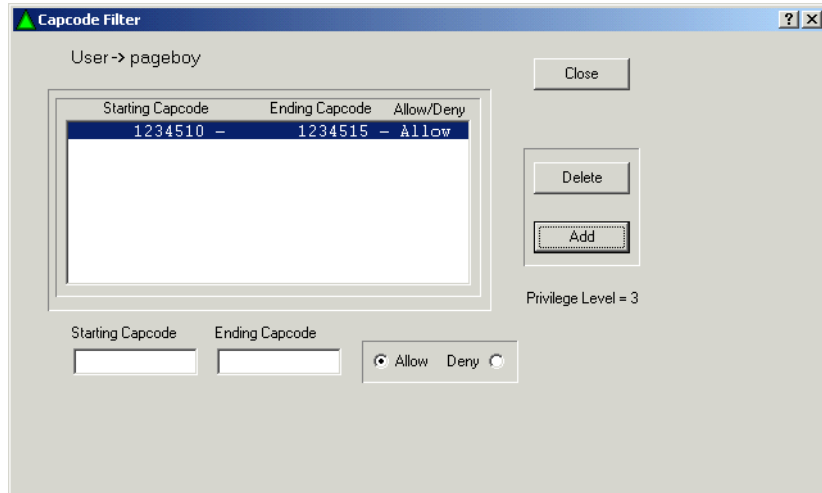


◆ Assigning Telephone Number Ranges to Individual Users

1. In the SRU Security dialog, select the **Logon Name** of the user to which you want to assign number block access.
2. In the **Filters** area of that dialog, click on the **PHNum/Agts** button. This opens the Phone Number Filter dialog.
3. In the fields at the bottom of the Phone Number Filter dialog, enter the **Starting Number** and the **Ending Number** of the range. Your system administrator will supply you the actual number available in this system.
4. Choose an ID number to be associated with this user and enter the number in the **Agent ID** column. The database uses this number to determine which users have access to these database records.
5. Click on the **Add** button and then close the dialog.

Assign User Capcode Number Ranges

Another way to restrict the actions of sales agents is to limit the range of pager capcodes they can insert into subscriber records.



◆ Assigning Pager Capcode Ranges to Individual Users

1. In the SRU Security dialog, select the **Logon Name** of the user to which you want to assign capcode block access.
2. In the **Filters** area of that dialog, click on the **Capcodes** button. This opens the Capcode Filter dialog.
3. Enter both the **Starting Capcode** and the **Ending Capcode** of the range you wish to set. See the system administrator for the actual numbers used in this system.
4. Choose whether you want to **Allow** or **Deny** the user permission to use these capcodes.
5. Click on the **Add** button and then **Close** the dialog.

Subscriber Record Utility Configuration

Overview

The Prism database is indexed by the telephone numbers programmed in the system by the system administrator. Information about pagers and users is stored in the database records. The Subscriber Record Utility (SRU) software is used to access and manage the information in the Prism database.

Users are advised to be careful when making changes, since all changes are permanent when the **Save** button is selected. A database backup utility is provided and is easy to use.

Prism recommends frequent backup of the database to a networked computer or removable storage disk.

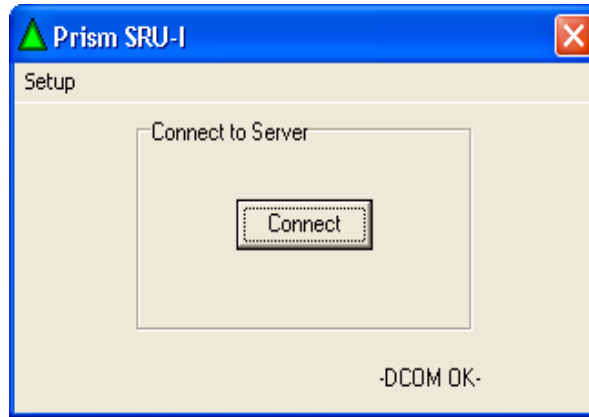
User Log On to Subscriber Record Utility

The SRU software is used to access the Prism database directly on the Message Gateway on which it is installed or from a computer running a compatible version of Microsoft Windows software and connected over a network.

To access the database records open the Subscriber Records Utility (SRU) main window by right click on the Prism Triangle and select SRU.

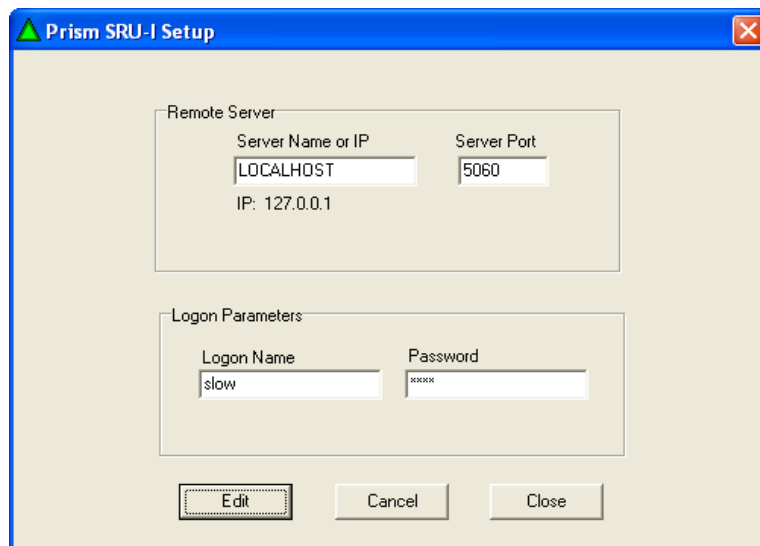
SRU Setup

On the first attempt to run the SRU, or to change the Logon, left click the mouse on Setup.



User Logon

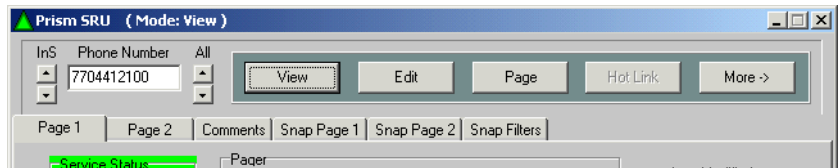
Enter the **Agent Name** (User) and **Password**, and then click on **Logon**.



This will open the SRU setup. As a convenience, the system will save your password for the next logon attempt.

Navigating SRU

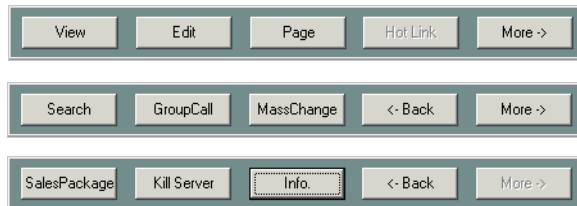
Many of the tools for navigating through the database and the various modes of operation for the SRU software are located in the top part of the screen. The **Phone Number** box on the left is used to enter the unique ID number for a particular subscriber record in the database.



The number you enter in this box can be a telephone number or a customer ID number (from 1 to 999,999,9999). You do not need to add leading zeros in front of numbers shorter than ten digits. You enter only the digits. Do not use dashes, commas, or any other separators in this field. If the number has been entered in the database previously, the SRU will display the record when you select View; whether or not it is currently in service. If the number has not been entered before, the SRU will offer the option to add the number to the database (this happens only if your user account is allowed to add individual subscribers to the database).

The up/down arrows on either side of the **Phone Number** box can be used to move incrementally between records. The arrows on the left will move up/down to the next database record for a subscriber number that is currently listed as In-Service. The arrows on the right will move you to the next database record available, whether or not the subscriber is currently In-Service.

The buttons displayed in the shaded area to the right of the **Phone Number** box are used to select the mode in which the SRU is operating. There are more mode buttons than can be displayed in the area available. At the right end of this row of buttons you will see the **More>** button. Pressing this button causes the row to scroll and display additional buttons. The **<Back** button is used to scroll back towards the beginning of the row.



The default row of buttons on the Main page of the SRU shows the modes **View**, **Edit**, **Page**, and **More**. The second row of buttons (reached by pressing the **More**> button once) contains the modes **Search**, **GroupCall**, and **MassChange**. The last row contains the modes **SalesPackage**, **Kill Server**, and **Info**. These mode buttons will be referred to throughout the manual when discussing how you gain access to various fields in order to program the Message Gateway or retrieve data.

Note
 The **Kill Server** button is used to close all existing connections to the database after certain changes are made to configurations.

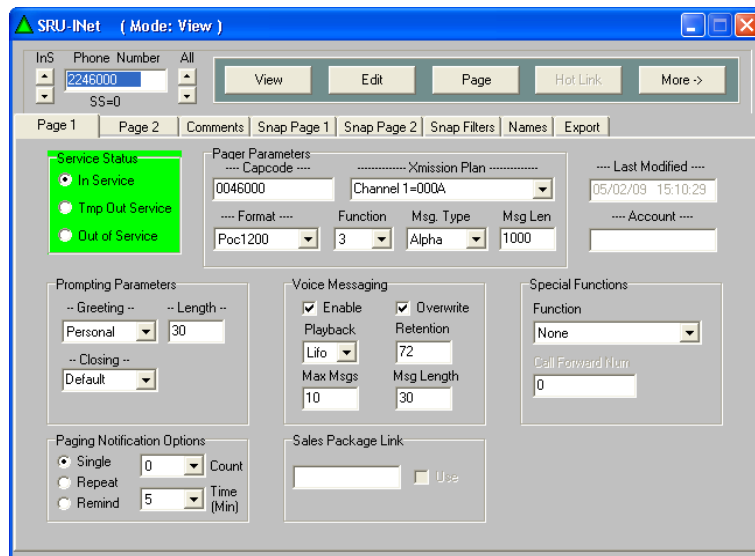
The tabs displayed just under the **Phone Number** box and the mode buttons (**Page-1**, **Page-2**, etc.) are used to display different portions of the database record for the subscriber currently displayed in the upper-left corner of the window.

If a selection is “grayed-out” that means it is unavailable for you to alter. This could be because the parameter does not apply due to the setting of another parameter in the window.

SRU Page 1

The SRU has multiple screens and many options for choosing the features and functions provided in your system.

Certain information may be visible on a screen but may not be accessible. Access to the information in these fields is controlled by the User Logon privilege level. See your system administrator for additional information.



SRU Page 2

Additional features are shown on **Page 2** of the SRU. See the system administrator for information on the features that are active in this system.

The screenshot shows the SRU-INet (Mode: View) window. At the top, there are fields for 'InS', 'Phone Number' (2246000), and 'All'. Below these are buttons for 'View', 'Edit', 'Page', 'Hot Link', and 'More ->'. A navigation bar contains tabs for 'Page 1', 'Page 2', 'Comments', 'Snap Page 1', 'Snap Page 2', 'Snap Filters', 'Names', and 'Export'. The main area is titled '<> RightClick to PopMenu' and contains several sections:

- Features:** A list of checkboxes including Page Assurance, Overdial Access, Page If No Data, Wide Area Voc Mail, <> Group Call Kickoff, Attendant Kickoff, Xtend-Alert Kickoff, <> Sales Package Rec, Block Pay Phones, Time Stamp Pages, Send Alarm Msg., and Build Canned Msg.
- Misc.:** Fields for Service Date (05/02/09), Agent ID (0), ID Page Num (0), Priority (0), Security Code (1234), and TmZ Adj (0). There is also a checkbox for SNAP Acct.
- Display Only:** Fields for Calls = 0, Hold Time = 0, Pages Sent = 0, Chars Sent = 0, Prepaid Remaining = 0, <> Group Call Mem = N, Voice Mail Num = 0, and Page Assur Num = 0. There are also checkboxes for Zero Call Cts and Reload Prepaid.
- Call Authorization:** A field for 0 and a checkbox for User Change. There are also checkboxes for Tri., Tap, and Net.
- Prepaid:** A checkbox for Enable, a dropdown for Prepaid Type (Paging), a field for Reload Value (0), and a dropdown for Reload Type (Replace).

System usage information for paging is also shown on this page. This includes accumulated totals for trunk based **Calls**, trunk **Hold Time**, quantity of **Pages Sent**, quantity of message **Characters Sent**, and other optional feature information.

The totals may be re-set to zero using the billing system interface, or by manually selecting the **Zero Call Cts** check box shown on the SRU. The system administrator may zero all call counts in the database by using the Database Management utility.

SRU - View Subscriber Record Details

To view a subscriber record, enter the subscriber number in the **Phone Number** field and click on the **View** button. If the number is in the database the SRU will display the record and its contents. If the number is not in the system database, an message will pop up on the display window.

The screenshot shows the SRU-INet (Mode: View) window. At the top, there is a search bar with 'InS' and 'Phone Number' labels, containing the number '2246000'. Below the search bar are buttons for 'View', 'Edit', 'Page', 'Hot Link', and 'More ->'. The main area is divided into several sections:

- Service Status:** A green box containing three radio buttons: 'In Service' (selected), 'Tmp Out Service', and 'Out of Service'.
- Pager Parameters:** Fields for 'Capcode' (0046000), 'Channel 1=000A', 'Format' (Poc1200), 'Function' (3), 'Msg. Type' (Alpha), and 'Msg Len' (1000). A 'Last Modified' field shows '05/02/09 15:10:29'.
- Prompting Parameters:** Fields for 'Greeting' (Personal) and 'Length' (30), and 'Closing' (Default).
- Voice Messaging:** Checkboxes for 'Enable' and 'Overwrite' (both checked). Fields for 'Playback' (Lifo), 'Retention' (72), 'Max Msgs' (10), and 'Msg Length' (30).
- Special Functions:** A 'Function' dropdown menu set to 'None' and a 'Call Forward Num' field set to '0'.
- Paging Notification Options:** Radio buttons for 'Single', 'Repeat', and 'Remind'. 'Single' is selected. Fields for 'Count' (0) and 'Time (Min)' (5).
- Sales Package Link:** A text field and a 'Use' checkbox.

If the record is in service (active) the **Service Status** area will turn green and the fields will display the current entries. If the record is not in service the **Service Status** area will turn red. If the record is marked as temporarily out of service the **Service Status** area will turn yellow.

To make changes to the **Service Status** of a record or any of its field entries, click the **Edit** button.

SRU - Edit Mode

To change or add a subscriber record, enter the telephone number in the **Phone Number** field and press the keyboard Enter key or click the **View** button. To enter the Edit mode, click the **Edit** button.

The screenshot shows the SRU-INet (Mode: Edit) window. At the top, there are fields for 'InS', 'Phone Number' (6782425290), and 'All'. Below these are buttons for 'SalesPackage', 'Overlay', 'Save', 'Cancel', and 'Save/Page'. The main area is divided into several sections: 'Service Status' (radio buttons for 'In Service', 'Tmp Out Service', 'Out of Service'), 'Pager Parameters' (fields for 'Capcode' (1234567), 'Ch 1=0003', 'Format' (Poc1200), 'Function' (3), 'Msg. Tjpe' (Alpha), 'Msg Len' (500)), 'Last Modified' (05/02/09 17:33:48), 'Account', 'Prompting Parameters' (fields for 'Greeting' (Default), 'Length' (60), 'Closing' (Default)), 'Voice Messaging' (checkboxes for 'Enable', 'Overwrite', 'Playback', 'Retention', fields for 'Lilo' (72), 'Max Msgs' (10), 'Msg Length' (30)), 'Special Functions' (dropdown for 'Function' (None), 'Call Forward (Fun)'), 'Paging Notification Options' (radio buttons for 'Single', 'Repeat', 'Remind', fields for 'Count' (0), 'Time (Min)' (5)), and 'Sales Package Link' (checkbox for 'Use').

If your logon privileges authorize you to do so, you may now use the drop down menus or type entries in the chosen fields.

For example, to change a field entry using the drop down lists, select the **Pager > Format** (paging protocol), and then select one of the items on the list. This “pastes” the selection in the field.

Enter the unique **Capcode** for this pager (some pagers support multiple capcodes) and **Function** code assignment if it is used. Also designate the **Msg Type**, which determine whether the pager is to receive alphanumeric or just numeric messages. Continue to program the record by entering the maximum message length for characters.

Once you have verified your changes are correct, choose **Save** to update the record.

The choices for many fields are shown in the drop down menus or have been pre-programmed by the system administrator.

SRU Field Descriptions for Page 1

When you first open the SRU the fields will be blank. To see the information for a subscriber record, enter a telephone number in the **Phone Number** field and select the **View** mode button. This will cause the record information to display.

If the number is not within the database range, a message window will popup on the screen with further information. If the number is within the database range the number is accepted.

In addition to the **View** button there are several more buttons along the top of the SRU. These are accessible to authorized users and are used for special functions described later.

This section will explain the many choices for entries in the database record. As a convenience, most SRU fields are grouped by function to help identify required entries.

Service Status

The status of a subscriber record can be one of three conditions at any given time. The **Service Status** display area changes colors to give a visual indication of the status.

In Service

Selecting **In Service** makes the record active and ready for use after the basic fields are programmed and the records has been saved. The **Service Status** display area turns green.

Tmp Out Service

Selecting **Tmp Out Service** temporarily suspends service for this record. Any voice messages saved and/or custom prompts programmed for this subscriber are preserved. Place the record **In Service** again to re-activate service. This selection makes **Service Status** display area turn yellow.

Out of Service

Selecting **Out of Service** takes the record completely out of service and erases all data associated with it. The **Service Status** display area turns red.

Pager

Some of the fields will change names and functions depending on the choices you are making for this record.

Capcode

The **Capcode** (also referred to as RIC) field holds the unique identification or address programmed in the pager. For POCSAG pagers enter 7 digits. For GOLAY (GSC) pagers enter 6 digits. For FLEX pagers enter 7 digits, or up to 13 digits if you are using extended addresses. FLEX capcodes default to E “anyphase”. The default Leading zeros are not required to be entered.

Certain POCSAG capcodes are reserved for special functions and should not be used as pager addresses. The reserved blocks of capcodes are:

0000001-0000008 (requires true NRZ-FSK transmitters)
2007664-2007671
2045056-2045063
2097144-2097151

The FLEX paging format also has reserved codes. Refer to your FLEX pager manual for more information.

Xmission Plan

The drop down menu for **Xmission Plan** (stands for “transmission” plan) displays a list of pre-defined transmitter coverage areas for use with pagers. The system administrator creates and defines these transmission plans using procedures described in the Software Installation and Configuration manual.

Format

Set this field to **NoPager** to program a voice message only record without an assigned pager for notification.

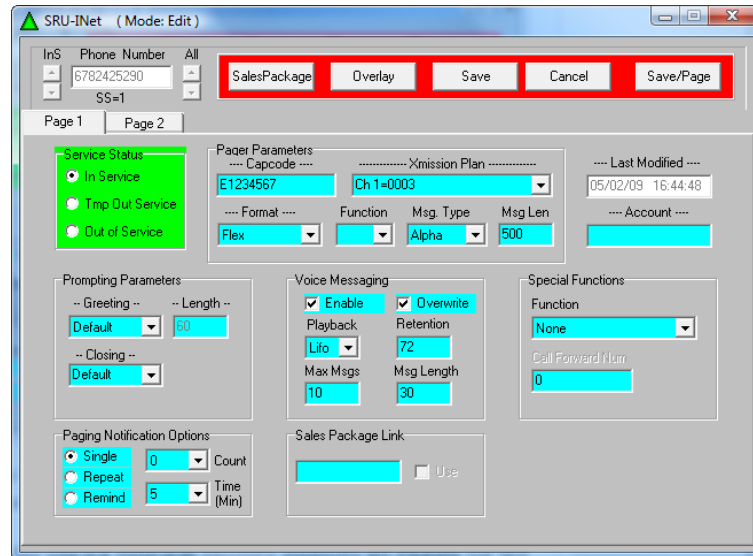
For POCSAG pagers choose **512Poc**, **1200Poc**, or **2400Poc** in order to indicate the signaling speed to use.

Golay is used for Motorola Golay Sequential Code format pagers.

FLEX is used for pagers that use the Motorola FLEX pager protocol.

FLEX Pager

This view of the SRU shows a method of programming a FLEX pager by inputting the capcode digits.



Select **FLEX** in the **Format** drop down menu, then place the cursor in the **Capcode** window and enter the numbers.

Even though the Message Gateway encoder supports all Phases for the FLEX capcodes, the standard Phase used is "E". To enter the **Capcode** use the format as shown in this screen.

Function

Function codes are often used with POCSAG pagers to distinguish the source of the call. Pagers will display a 1, 2, 3, or 4 after the message and beep in a different pattern when paged.

This field changes names and content displayed based on the **Format** selected. If **5Tone** format is selected this field will allow selection of the **Golay Preamble**. An additional field is displayed that allows the choice of sending the diagonal tone.

The **Function** field has no effect with the FLEX format.

Msg. Type

Select **Tone Only** for a type of pager that does not display a message.

Select **Numeric Display** for any pager that can display only numeric messages.

Select **Alphanumeric Display** for any pager that can display messages containing both text and digits.

The **Data** selection is reserved for future use.

Msg. Len

Enter the maximum quantity of numeric digits or alphanumeric message characters you want the system to send. See your system administrator for proper entries for this field.

Note: The message length parameter only applies to messages that arrive via TNPP, TAP, or some other means than being overdialed from the telephone. All messages that a caller enters from the DTMF keypad on a telephone are limited to 30 digits maximum.

Last Modified

The software automatically fills in this field whenever the record is saved. It displays the date when the record was last saved.

Account

This field accepts up to 12 alphanumeric characters and is commonly used for account numbers or some other form of unique identification.

Prompting

These fields determine the progress tones and/or voice prompts the caller hears when calling from a telephone.

Greeting

English is currently the supported system language. All of the default voice prompts are in English.

Default plays the standard system greeting.

Personal plays a personalized recorded instruction message to the caller.

Sys102, Sys103, Cus104 are special greetings created by the system administrator for special purposes.

MsgCenter will greet callers with a voice tag that has been recorded by the subscriber by speaking the account number.

Beep plays a three-beep tone sequence to the caller indicating when to input the message.

Length

Enter the maximum length of time (in seconds) allowed for the subscriber to record a personal greeting. The valid range is from 0 to 999 in seconds. See your system administrator for locally established limits for entries in this field.

Closing

Default plays the system “Thank you - Goodbye” message to the caller at the end of the call.

Sys90-Sys98 are custom messages the system administrator can create to personalize the service.

Voice Messaging

These fields provide choices for managing voice messages for this record. Voice messages pertain to voicemail and voice paging if installed.

Enable

Select this option to activate voice messaging. If left unchecked, the subscriber will still receive system voice or beep prompts from the Prism when calling the Message Gateway.

Overwrite

Select **Overwrite** to have new incoming messages overwrite the oldest, un-played message in the mailbox if the mailbox is full. If **Overwrite** is not selected, and the mailbox is full, callers will hear a message asking them to try the call again later.

Playback

Choose **LIFO** (last in, first out) to play back the newest messages first when in the retrieval mode. Choose **FIFO** (first in, first out) to play the oldest messages first.

Retention

In this field, enter the number of hours voice messages are to be stored in the voice mailbox. When a message becomes older than the allowed time, it is erased from the system. The range for this setting is from 1 to 999. The default value is 72 hours.

Max. Msgs.

In this field, enter the maximum quantity of messages to be stored at a given time. The range for this setting is from 1 to 9999. The default setting is 10 messages.

Msg. Length

In this field, enter the maximum message length, in seconds, for a caller to record a voice message to be stored in the voice mailbox. The range for this setting is from 0 to 999. The default setting is 30 seconds.

◆ To Enable Voice mail for a Subscriber

1. Open the SRU to the **SRU Page-1** and select a subscriber number from the database or enter a new subscriber.
2. Click the **Edit** button at the top of the window.
3. (This would only apply for a new subscriber.) Enable the subscriber and fill in the necessary information about the subscriber's pager and transmission plan.
4. In the Voice Messaging Block, check the **Enable** box to turn on the Voice Mail feature for this subscriber.
5. Accept the default values for Voice Messaging parameters, or edit them as necessary to meet this subscriber's needs.
6. Click the **Save** button at the top of the page to update the database for this subscriber.

Paging Notification Options

Single

Selecting **Single** causes the voicemail message notification page to be sent a single time. This is the default selection and is the preferred choice.

Repeat

Selecting **Repeat** causes pages to be sent multiple times.

This function should be used only when necessary. Extensive use or misuse can cause unnecessary paging traffic to build up in the encoder queues and cause airtime congestion and delayed throughput for all pages.

Remind

Pages can be automatically sent by the system to remind the subscriber there are un-played messages in their voice mailbox.

Count

When the **Repeat** option is selected, this drop-down window allows you to choose from 0 to 5 repeat pages to be sent. Selecting **Max** causes a repeat page to be sent until the Voicemail message has been played.

When the **Reminder** option is selected, this drop-down window allows you to choose from 0 to 5 reminder pages to be sent. Selecting **Max** causes a reminder page to be sent until the Voicemail message has been played.

Time (Min)

Selections in this drop-down window allow you to choose the time interval that will be used between Repeat or Reminder pages. The range available is from 0.5 to 30 minutes. Between 1 and 10, the time increases in increments of one minute. Between 10 and 30, the time increases in five-minute increments.

Special Functions

Call Forward

To forward calls placed to this subscriber record number to a different subscriber record number, enter the destination subscriber record number in the **Call Forward Num** window. This is commonly used to re-direct voicemail messages to “on-call” personnel.

Link Records

For special situations where pager messages must be sent using more than one choice of protocol for the same message, you may use multiple records for configuring the different choices. Use the **Link Records** field to “link” the additional record(s) to the main record. An example of this use would be if you need to send a page via TAP or TNPP IDpage to multiple remote encoders or Message Gateways where different ID’s are required in each system .

Outbound Grp.

This field is used in conjunction with an administrator level configuration utility for routing calls out one or more T1 time slots. The system administrator creates a routing table with a number assigned to each routing plan. This plan number is entered in the **Outbound Group** window if calls to this record number are to be “switched” out via another T1 time slot.

MeetMe

This special feature is used to allow callers and subscribers to speak with each other via telephone connections. Special instructions will be provided separately. This feature is not available if certain other features are active.

Operator Transcription

This feature is not currently used.

Sales Package Link

The system software automatically fills in this field when the record is programmed using a pre-programmed sales package. Sales packages are used to define certain service or signal coverage areas, or feature groups. See the system administrator for details on sales packages used in this system. See for more information about setting up sales packages.

SRU Field Descriptions for Page 2

Features

The following features are optionally available on most systems.

Page Assurance

Page Assurance is sometimes called numeric message retrieval. Numeric page messages are stored and made available for playback like voice messages. This feature requires **Voice Messaging** to be active.

Overdial Access

This option allows callers to send messages to this pager by calling a common access number and entering in the PIN or pager number. This controls use of the Overdial number (sometimes a toll-free number) by limiting its use to only those records that have this option enabled. The requires a system configuration in the trunk setup as well.

Page if No Data

Select this option to allow numeric and alphanumeric pagers to receive tone only pages.

Wide Area Voice Mail

If this box is checked, the subscriber will be able to retrieve his or her voice mail from any one of the Prism units that make up a distributed system. If the box is blank, the subscriber must call into the specific Prism that is designated as that subscriber's "home" terminal in order to listen to voice mail. For this feature to be available, the Message Gateway must be set up as a distributed system and the **Enable Wide Area VMail** box must be checked on the **System** tab of the System Control Panel for each unit.

Group Call Kickoff

Select this option to make this record the "Kickoff" number; the one to call to initiate a group page. Once a call is received for this subscriber number, the Prism pages every pager in the group. Additional setup is required to create a functioning group call. See for more information.

Attendant Kickoff

This is a special use field associated with multi-level voice mailboxes. When this record number is called, greetings and prompts are used to guide a caller to different information stored in "chained" voice mailboxes. See the system administrator for information about this feature.

Xtend-Alert Kickoff

Check this box to make this subscriber record the “Kickoff” number for the **Xtend Alert** feature. It is similar to the **Group Call Kickoff** feature with some important differences. When the extended alert is initiated, the Prism pages only the first subscriber on the list and waits to see if that user acknowledges the page. If no response is received within a set period, the Prism pages the both the first and next pager on the list and waits to see if that subscriber responds. The Prism continues working its way through the list, adding pagers on the list, until it either gets a response or it reaches the end of the list. Additional setup is required to create a group list for this feature. See for more information.

Sales Package Rec.

The system software automatically fills in this field when a sales package is created that uses this record number.

Block Pay Phones

This option is used to deny calls to this record number from pay phones that do not share revenue. See the system administrator for further details.

Time Stamp Pages

This feature places the Prism local time in the message.

Send Alarm Msg.

This option allows the automatic sending of a fixed text message whenever this subscriber is paged. This message is stored in the Canned Message Database; however, the message in the database cannot be altered by the caller and is sent “as is”. For more information on the database itself and how it is programmed, please see the Software Configuration Manual (PMG4700-B1).

Build Canned Msg.

This option is used to allow callers to build simple text messages to be sent to display pagers. By entering simple DTMF commands from their telephone keypad, the caller can string together simple phrases that were previously stored. The phrases used to build messages are stored in the Canned Message Database. For more information on the database itself and how it is programmed, please see the Software Configuration Manual (PMG4700-B1).

Miscellaneous

Service Date

The system software automatically fills in this field when the record is initially programmed. It can be modified by typing a new date in the field.

Agent ID

Enter the **Agent Id** of the user responsible for this record. This number is used in certain reports where usage or account management data is tracked.

ID Page Number

Messages for pagers in this system can also be sent to another Message Gateway by using TNPP IDPage or TAP protocol with the dial-out feature. To send TNPP IDPage enter the pager number as it is programmed in the remote Message Gateway. For TAP-Out place a check mark in the **TapOut** box.

Pager Priority

Priority levels can be assigned to a subscriber record causing its messages to be sent before those messages already in the queue for other pagers. This should only be used under direction of the system administrator. Prism encoders can support up to 255 levels of priority with separate priority for voice paging and SA206 Load Management.

Security Code

Subscribers with certain features enabled, such as voicemail, custom prompts, and page assurance, will need to access the Command Mode. Enter a four-digit security code here for the subscriber to use when accessing voice-messaging menus. Subscribers will call their own record number, press the star (*) on the touch-tone telephone keypad, then after the prompt, enter the security code. Instructions are played automatically.

TmZ Adj

The Time Zone Adjustment parameter allows the system operator to enter an offset value to be used whenever a subscriber calls in to listen to voice mail messages. When the Prism speaks the time/date stamp for a message, it will apply this offset to the time currently indicated by the clock in the Prism.

This offset has no affect on any logs kept by the Prism, including those that record the arrival time of paging traffic. It only affects the time that subscribers hear when they listen to their stored messages. The range for this parameter is from +12 to -12, in hour increments.

SNAP Account

SNAP is the Prism's Special Network Applications Platform feature that allows text messages to be sent to and/or received from network based E-mail services. To activate the SNAP feature setup screen, place a check mark in the SNAP Account box. SNAP features will be configured using a separate screen in the SRU.

Caller Authorization

To restrict callers from sending a page to this account unless they are authorized to do so, enter a four-digit **Authorization Code** in this field.

- **User Change** - Place a check mark in this box to allow the Authorization Code to be changed by the subscriber. To change the code number, the User Options Menu is accessed from a DTMF telephone.
- **Trk** - If this box is checked, the caller will be prompted to enter the Authorization Code to send a page from a telephone.
- **Tap** - If this box is checked, the sender must enter the Authorization Code between two special keyboard characters to send a page from an alphanumeric page entry device using TAP protocol. In standard systems this character is the Tilde (~).
- **Net** - If this box is checked, the sender must enter the Authorization Code between two special keyboard characters to send a page from Email or SNPP. In standard systems this character is the Tilde (~).

Display Only

This section is for View Only. It shows details including:

- Call Counts:** This is the number of times this subscriber has been called from a trunk.
- Hold Time:** This is the amount of time system trunks have been used for processing calls to this record. Includes voicemail calls and calls made by the Subscriber to retrieve messages or manage their account features.
- Pages Sent:** This shows how many pages that have been sent to the pager.

Characters Sent: This is how many numeric and alphanumeric characters have been sent to the pager.

Prepaid Remaining: This shows how many pre-paid calls are left for use by this subscriber.

Group Call Mem: This indicates if this record is a member of a Group Call team. Right click on this area and you can find the group(s) of which this subscriber record is a member.

Voice Mail Num and **Page Assur Num** are for Prism use only.

Prepaid Pages

Enable

Place a check mark in this box to activate prepaid paging for this subscriber record.

Reload Count

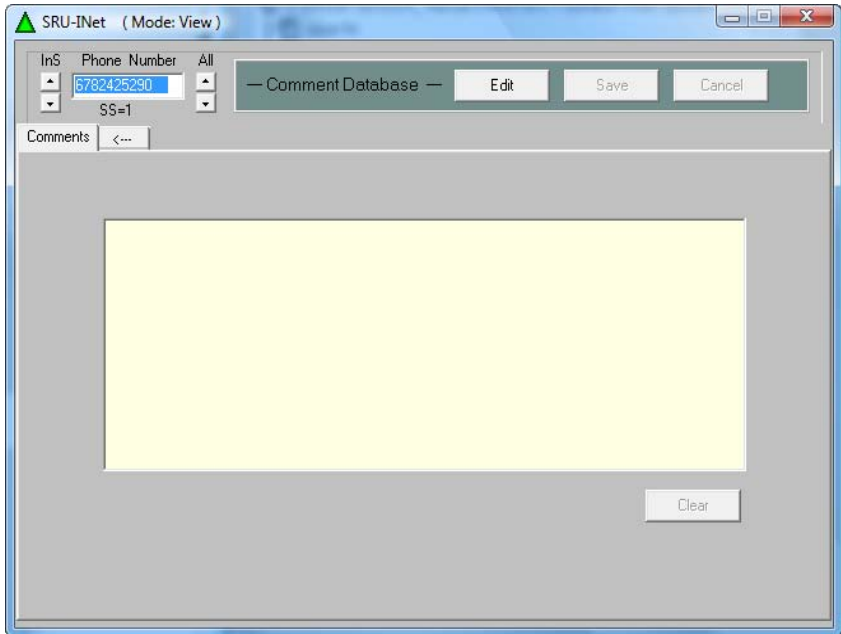
Use this field to enter the quantity of pre-paid pages the subscriber is entitled to use.

Zero Call Cts and Zero Prepaid

These check boxes are reserved for System Administrator's use.

SRU Comments Page

The Comments page is a legacy feature used for storing notes about this account. It is stored in a binary database. The new Names Tab is a better choice for this information.



SNAP Configuration

Overview

The Special Network Applications Platform (SNAP) is a feature that allows pages to be sent to and/or received from network based E-mail services.

The SNAP feature may be enabled/disabled on an individual subscriber basis. To enable SNAP capability for a subscriber, select the **Page 2** tab in that subscriber's record and look in the **Misc** group. Placing a check in the **SNAP Account** check box enables the SNAP features for this subscriber.

◆ **In order to edit the SNAP settings for a subscriber:**

1. Type the telephone number for the user into the **Phone Number** box and press Enter on the keyboard. This opens the record for the subscriber.
2. Select the proper page tab for the page of SNAP programming you wish to edit.
3. Press the **Edit** mode button at the top of the SRU window in order to make the subscriber's settings available for editing.

SNAP Field Descriptions for Page 1

The screenshot shows the SRU-INet (Mode: View) window. At the top, there is a search bar with '6782425290' and 'SS=1' entered. Below this are tabs for 'Snap Page 1' and 'Snap Page 2'. The main area is divided into 'Inbound' and 'Outbound' sections.

Inbound Section:

- Accept:** Checkboxes for SMTP (checked), SNPP (checked), and HTTP (unchecked).
- Inbound Filter:** Three dropdown menus, all set to 'Default Filter=0'.
- Accept mail for the following Aliases:** Three text input fields containing 'useyourname;useanyword;', 'yourname;', and 'Point your existing web page to the Prism SNPP IP address'. A note below states: 'Note: Use semicolon to separate multiple addresses'.

Outbound Section:

- Send:** Checkboxes for SMTP-Msgs (checked), SMTP-VocM (checked), and SNPP-Msgs (checked).
- Outbound Filter:** Three dropdown menus, all set to 'Default Filter=0'.
- Send mail to the following Addresses:** Three text input fields containing 'mydesk@192.168.1.100', 'customer@gmail.com', and '6782425290@nextelSNPP'. A note below states: 'Note: Multiple addresses Allowed. (SNPP-> PIN@Carrier Alias)'.
- SMTP From:** Text input field containing 'Prism1'.
- SNPP From:** Text input field containing 'Prism1'.

At the bottom left, there is a checkbox labeled 'Delete This Record' which is currently unchecked.

Each of the methods for receiving or sending messages using network messaging are installed and activated separately. Check with your system administrator for more information about which features are available in this system.

Inbound

After choosing the **Edit** function, place a check mark in each service you wish to allow for this record.

In the fields making up the **Accept mail for the Following Aliases** column type the E-mail address(es) you want to accept messages from. Multiple addresses may be added by typing a semicolon (;) after each address.

Subscriber Number as Inbound E-mail ID

The telephone number assigned to this pager record is automatically setup to receive messages that have been E-mailed to the pager. These messages will be processed by the associated “filter” and sent to the pager assigned to this database record.

Accept

SMTP: Allows the system to process messages using the Simple Mail Transport Protocol for the address(es) you enter. These messages will be processed by the associated “filter” and sent to the pager assigned to this database record.

SNPP: Allows the system to process messages using the Simple Network Paging Protocol for the addresses you enter. These messages will be processed by the associated “filter” and sent to the pager assigned to this database record.

HTTP: (This option is not offered for security reasons.)

Inbound Filters

The drop boxes in this column allow you to assign a filter to each of the three formats. This filter is used to format information from the incoming messages so it is displayed correctly on the device it is sent to.

Click on the down-arrow to display the various filters that have been set up for each inbound message format. The filters are set up by the system administrator. For more information on how this is done, see .

Accept Mail for the Following Alias

The boxes in this column are used to specify which addresses (E-mail addresses) the Prism should accept inbound messages from for this subscriber. The names must be entered for each service that you selected to receive messages from.

Multiple addresses may be entered for each service. You must enter a semicolon (;) after each address in order to separate them.

Outbound

After choosing the **Edit** function, place a check mark in each service you wish to allow for this subscriber record.

SEND

SMTP-Msgs

Allows the system to send numeric and alphanumeric pager messages as an attachment to Outbound E-mail using the Simple Mail Transport Protocol (SMTP).

SMTP-VocM

Allows the Prism to send a copy of voicemail and voice pager messages to specified Email addresses.

SNPP-Msgs

Allows the system to send Pager messages to server, and eventually a Message Gateway, using the Simple Network Paging Protocol (SNPP).

Outbound Filter

The drop boxes in this column allow you to assign a filter to each of the three formats. This filter is used to package the information of the outbound messages before sending them off to the server or Message Gateway to which they are addressed.

Click on the down-arrow to display the various filters that have been set up for each outbound message format.

The filters are set up by the system administrator. For more information on how this is done, see .

Send Mail to the Following Addresses

The boxes in this column are used to specify which addresses (E-mail addresses) the Prism is allowed to send outbound messages to for this subscriber. The names must be entered for each protocol that you selected to send messages to.

Multiple addresses may be entered for each service. You must enter a semicolon (;) after each address in order to separate them.

SMTP From

Type the SMTP address as you want it to appear in the “Sent From:” field of the outgoing E-mail message. This is used to identify the sender to the recipient of the message. This is the address to which the recipient will reply.

SNPP From

Type the SNPP address as you want it to appear in the “Sent From:” field of the outgoing E-mail. This is used to identify the sender to the recipient of the message. This is the address to which the recipient will reply.

Use Legacy WAV Encoding

Do not use. Factory setting only.

Delete This Record

Select this box if you want to delete the SNAP portion of this subscriber's pager record.

SNAP Field Descriptions for Page 2

SNAP Filters allow configuration and formatting of messages that are accepted by the system, and for sending out to other message address destinations. These filters are necessary to make the messages and content fit the destination address device's display capabilities.

The greeting and closing messages that you enter here will be used by the “default” filter settings.

Inbound

PrePend Greeting: Type a greeting you want to appear before the Incoming E-mail.

PostPend Salutation: Type a closing you want to appear after the Incoming E-mail.

Outbound

PrePend Greeting: Type a greeting you want to appear before the Outgoing E-mail.

PostPend Salutation: Type a closing you want to appear after the Outgoing E-mail.

SNAP Filters - Inbound

The **Inbound Filters** tab found on the **SNAP Filters** page allows you to create subscriber specific filters to better serve the needs of your customers. These filters can be assigned on SNAP Page-1 in place of the default filter.

Filter Alias

Click the **New** button, then type a name for the filter you want to create.

Format Page

Under **Format Page**, check the fields from the original message that you want to appear in the message sent to the pager. Across from each

field, type the word you want to be displayed for the field and enter the maximum characters you want to allow each field to use in the total message for the pager.

PrePend Greeting

Type a greeting you want to appear before the incoming E-mail.

PostPend Salutation

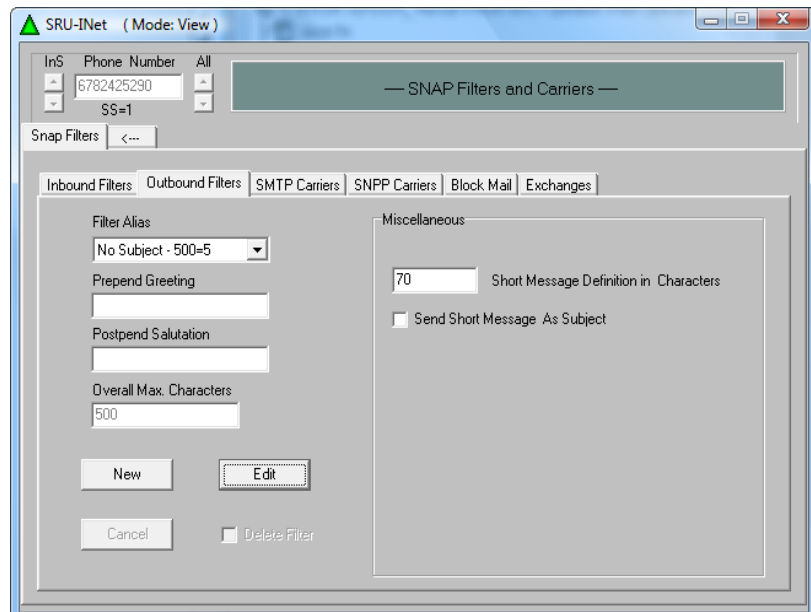
Type a closing you want to appear after the incoming E-mail.

Overall Maximum Characters

Enter the maximum characters allowed to be sent as a single message to the pager. This total will include all content in the message including the Subject, From, and Message Body. Message size limits set elsewhere may affect the actual message sent. Check all parameters including the SRU Fields.

SNAP Filters - Outbound

The **Outbound Filters** tab found on the **SNAP Filters** page allows you to create subscriber specific filters to better serve the needs of your customers. These filters can be assigned on SNAP Page-1 in place of the default filter.



Filter Alias

Create an alias (name) for each configuration for a service the system will send messages to. This is useful when the service provider has a different configuration in its regional or local systems.

PrePend Greeting

Type a greeting you want to appear before the outgoing E-mail.

PostPend Salutation

Type a closing you want to appear after the outgoing E-mail.

Overall Maximum Characters

Enter the maximum quantity of message characters to be sent for each message.

New, Edit, and Cancel

These three buttons are all used in the standard way you would expect to use Windows buttons. Click the **New** button to start the creation of a new filter record. Use the **Filter Alias** box to select an existing filter record and then click the **Edit** button to gain access to its fields to alter the filter. Click the **Cancel** button to undo any entries you have made.

An existing filter record can be completely removed from the database by selecting that filter and then checking the **Delete Filter** check box.

Miscellaneous

Short Message Definition in Characters

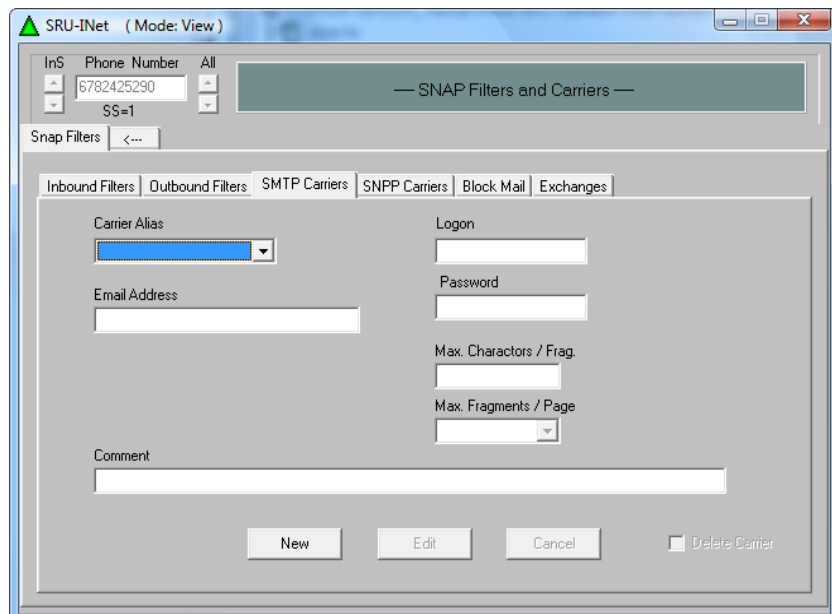
Short messages are normally sent on the subject line to save space on device displays. Use this field to set the limit of message characters to be sent as the Subject. Messages exceeding this limit will be sent in the body of message.

Send Short Message as Subject

If the message is short enough to fit on the subject line of the pager, the Prism will send it as the subject. This is often used for messages sent to pagers to save space for text on the display.

SNAP- SMTP Carriers

The **SMTP Carriers** tab on the **SNAP Filters** page is used to enter information used when sending outbound messages in the SMTP format to the various carriers used by your Prism Paging Message Gateway.



Carrier Alias

Enter a unique name for the destination SMTP service provider. An example would be, if a PCS telephone service provider used regional or local E-mail input addresses you may choose to create a different alias for each location. Some service providers use different SMTP infrastructure in their various regions, each with different parameters or character message lengths.

Another example would be where a hospital or industrial facility uses a different E-mail address extension (*.net* versus *.com*) to distinguish between E-mail routed internal only or external only. For internal only E-mail, the extension (*.net*, *.org*, etc.) does not have to be registered with the Internet Service Provider (ISP). This prevents outside E-mail from being routed to the Message Gateway.

E-mail Address

Enter this subscriber's E-mail address issued by the SMTP service provider. This will usually take the form of a phone number or pager capcode followed by domain information for the provider. For example: phonenumber@prettygoodwireless.net.

Logon

For the **Logon** field, enter the ID string or alias that the Prism is to use when logging on to the SMTP carrier's server.

Password

For the **Password** field, enter the password assigned to this terminal by the service provider.

Maximum Characters/Page

Enter the maximum quantity of message characters to be sent in each page or message.

Maximum Fragments/Page

Enter the maximum quantity of message fragments you want to send. Set this to the device limitations or recipient's preference.

Comment

Enter any comments about this configuration for future reference.

SNAP - SNPP Carriers

The **SNPP Carriers** tab on the **SNAP Filters** page is used to enter information used when sending outbound messages in the SNPP format to the various carriers used by your Prism Paging Message Gateway.

The screenshot shows the SRU-INet (Mode: View) window with the SNPP Carriers tab selected. The configuration fields are as follows:

Field	Value
Carrier Alias	NextelSNPP=1
IP or Remote Host Name	snpp.nextel.com
Remote Port Number	444
Logon	
Password	
Level	1
Max. Characters / Frag.	116
Max. Fragments / Page	3
Comment	Nextel SNPP service

Buttons: New, Edit, Cancel, Delete Carrier

Carrier Alias

Create an alias (name) for each service to which the system will send messages. This is useful when the service provider uses several different configurations in its regional or local systems.

IP or Remote Host Name

Enter the IP address or Name issued by the SNPP service provider. This entry can be in the format “bigpager.net” or “68.44.221.70”.

Remote Port Number

Enter the Port number of the Service provider’s server. A typical entry would be “444”.

Logon

For the **Logon** field enter the ID string or alias that the Prism is to use when logging on to the SNPP carrier’s server.

Level

See service provider for details.

Password

For the **Password** field, enter the password assigned to this terminal by the service provider.

Maximum Fragments/Page

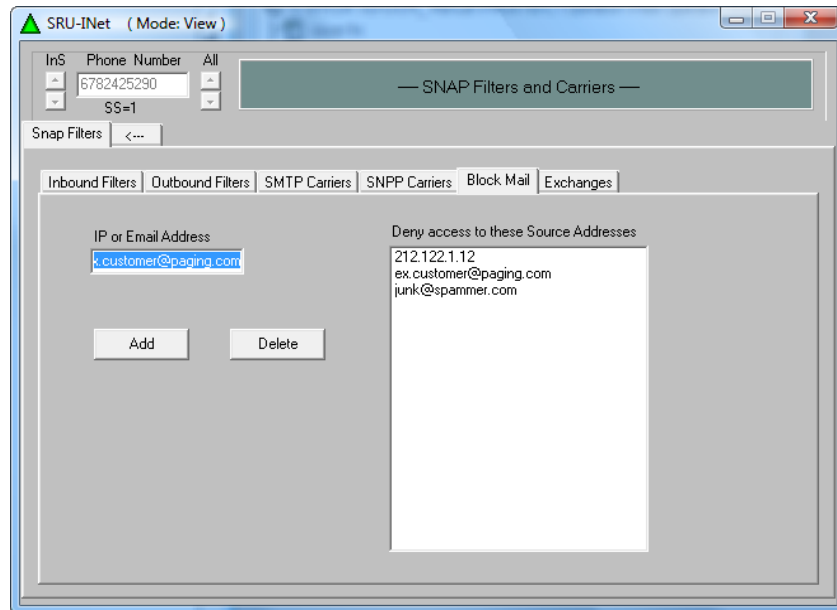
For this field, enter the maximum quantity of message fragments you want to send. Set this to the device limitations or recipient's preference.

Maximum Characters/Page

For this field, enter the maximum quantity of messages characters to be sent in each page or message.

SNAP - Block Mail

The **Block Mail** tab on the **SNAP Filters** page is used to enter IP or E-mail addresses to be blocked from sending messages to this Message Gateway. A list of all the addresses which have been denied access will appear in the large box on the right.



Add

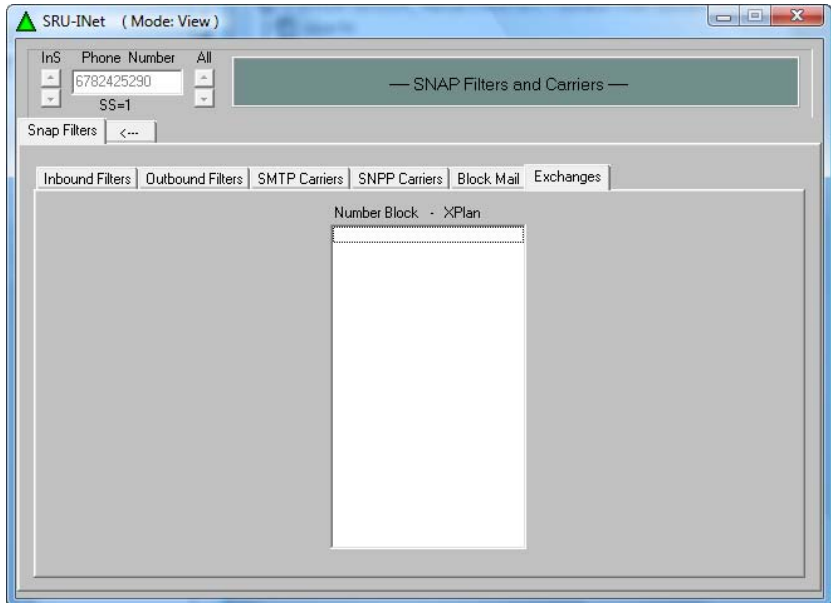
To add another address to the list of blocked addresses, enter the IP address or E-mail address to be blocked in the **IP or Email Address** box on the left and then click the **Add** button.

Delete

To remove an address from the list of blocked addresses, first select the address from those listed in the **Deny access to these Source Addresses** box on the right. After selecting the address to remove from the list, click on the **Delete** button.

SNAP - Exchanges

This option is no longer offered.



Searching and Changing Subscriber Records

Overview

This section of the manual covers three topics.

- Searching the Prism database for information
- Creating the records necessary to perform a group call page
- Mass changes to records

Searching The database of the Prism can be searched on multiple parameter fields simultaneously. You may search either the entire subscriber record database or you may limit the search to only a portion of the total records available.

Once the search has been completed, you can review all of the records that met the search criteria or you may print these records to a file. The file can be used by other applications to analyze the records.

Group Calls Sometimes it is necessary to page several individuals at the same time in order for them to carry out some function that they must perform as a team. If they were all issued the same type of pager and the paging format used supports programming a second capcode into the pager this is easy to do.

Often, the personnel involved do not carry the same model of pager and may not even share a common paging format. The group call feature allows you define a list of subscribers that will all be paged in sequence whenever a call is placed to a single subscriber number.

Mass Changes The need will arise to make the same parameter change to the records of multiple subscribers. The mass change feature allows changing the setting of a common field in multiple records all in a single operation.

Searching the Database

The database of the Prism can be searched using the entry in any field as the criteria. Multiple fields may be used including text fields like the **Account** field.

Search Screen

To search the database for records with unique information, scroll through the mode buttons at the top of the SRU window until the **Search** button is displayed, then click on the **Search** button.

Two things will happen as a result of pressing the **Search** button. First, all of the data fields in the window will go blank to allow you select the fields to search on (by entering data). Second, the mode button bar will change colors and display a new series of buttons: **Run Search**, **View Search**, **Print to File**, and **Cancel**.

Select the field entries you want to use for the search criteria by entering data in the field(s). Once you have selected all the fields to search on, click on the **Run Search** button.

The screenshot shows the SRU-INet (Mode: Search) window. At the top, there is a mode bar with buttons: Run Search, View Search, Print to File, Cancel, and Page. Below this, there are tabs for Page 1 and Page 2. The main area is divided into several sections:

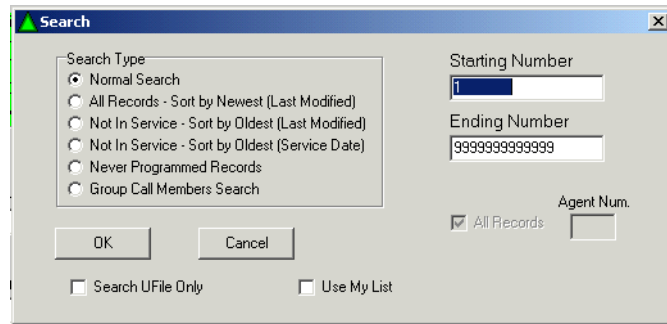
- Service Status:** A list of radio buttons: In Service (selected), Tmp Out Service, Out of Service, and All Service.
- Pager Parameters:** Fields for Capcode, Xmission Plan, Format (Poc1200), Function (3), Msg Type (Alpha), and Msg Len.
- Prompting Parameters:** Fields for Greeting, Length, and Closing.
- Voice Messaging:** Checkboxes for Enable and Overwrite, and fields for Playback Retention, Max Msgs, and Msg Length.
- Special Functions:** A dropdown menu for Function and a field for Call Forward Num.
- Paging Notification Options:** Radio buttons for Single, Repeat, and Remind, with fields for Count and Time (Min).
- Sales Package Link:** A field and a Use checkbox.

At the bottom, there is a note: Press <Del Key> to clear field.

Search Range Screen

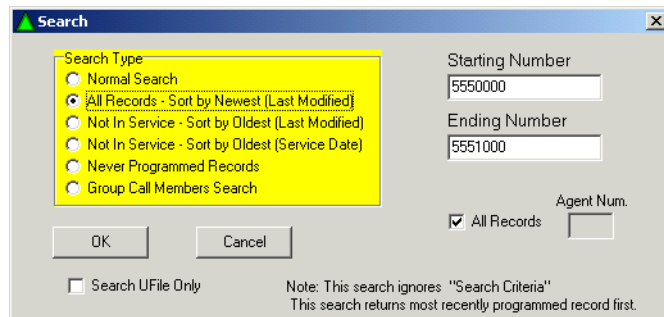
After you click on the **Run Search** button, you will be prompted to enter the range of subscriber numbers to search through. The default selects all records in your database (Normal Search).

You may restrict the search to just a portion of the database (and thus speed the search up quite a bit) by entering new **Starting** and **Ending** numbers in the appropriate fields.



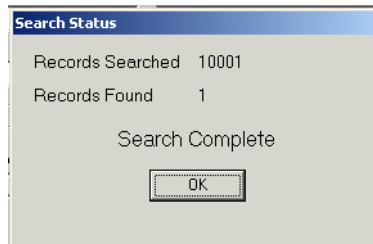
The **Search UFile Only** and **Use My List** checkboxes are special functions for system administration use only.

The radio buttons in the **Search Type** box will also allow you to restrict the search and/or modify the order in which the results are displayed. Please note that using any of these alternate search types will cause the search engine to ignore any search criteria you entered in the main search window. By default, the type of search you selected will be performed on all of the records that fall within the range you entered. If you remove the check mark from the **All Records** check box, the **Agent Num.** field becomes available. Enter a valid agent number in that field and only records created by that agent will appear in the search results.



Search Status Screen

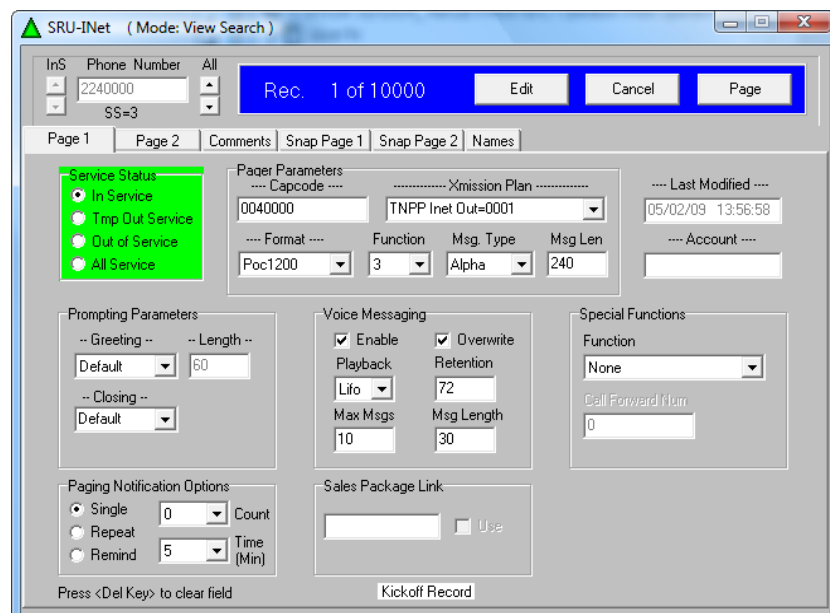
When the search has finished, a **Search Status** window opens showing the quantity of records searched and the quantity of records (if any) that were found matching the search criteria. Click on the **OK** button to close this window so that you may go on to viewing the records or return to the search window to refine the search.



Viewing Search Results

You may view the results of the search and edit any record listed.

Press the **View Search** button in the mode bar at the top of the main Search window to view the records found. To move between individual subscriber records, use the up/down arrows labeled **All**, on the right side of the **Phone Number** field.



The results of a search may also be used with the Mass Change feature for applying changes to the selected list of records. See the system administrator for additional information.

Printing Search Results to a File

To Print using Search results use the SRU Export Tab.

The **Report Name** field holds the file name the text file will be saved under. The default name is shown here. You may alter this file name to suit your needs. The file is saved as a coma-delimited text file. When selecting the fields, please remember two things:

The screenshot shows the SRU-INet application window in 'Mode: View'. At the top, there are search criteria: 'InS' set to '2240000' and 'SS' set to '1'. Below this is an 'Export' button and a dropdown menu currently showing 'Export Database'. The main area is divided into two sections: 'Select Fields to Export' and 'Select Range'. In the 'Select Fields to Export' section, the 'Phone Number' checkbox is checked, while others are unchecked. In the 'Select Range' section, the 'Starting Number' is '1' and the 'Ending Number' is '999999999999999'. There are also checkboxes for 'Use Search Results' (checked), 'U File Only', and 'In Service Only'. At the bottom, a note states: 'Note: Export path-> PrismReports/DatabaseExport'.

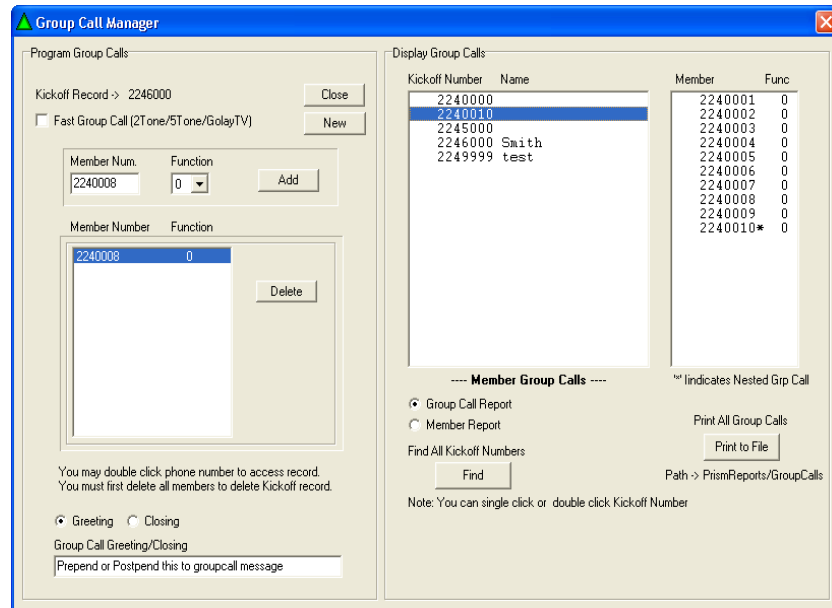
Group Call - Creating a Team

Note

If you want the pager programmed for the Kickoff Number to be included in the group call team, you must include its subscriber number in the member list. You may “nest” entire group call teams within a list simply by including their Kickoff Numbers in the members list. **Be careful** to avoid creating loops!

When a call is received for a subscriber designated as a group call “kickoff” number, the Prism will transmit a page to every subscriber listed as a member of the group.

To create a group call “team”, it is not necessary to select a subscriber record first. To start a new group call record, click on the **New** button.



◆ Creating a Group Call Team

1. Click on the SRU **GroupCall** button at the top of the window.
2. In the popup window that opens, enter the **KickOff Number** (Subscriber Record number that is called to initiate the alert) and click on the **<Enter** button.
3. To add members to the group, type their phone numbers one at a time into the **Member Number** field, set the **Function** code to use for that user, and click on the **Add** button.
4. When all the necessary members have been added to the list, click on the **Close** button to return to the SRU window.

If you are editing an existing list, members can be removed from the list by simply selecting their telephone numbers from the list in the bottom of the Group Call Kickoff dialog and then clicking the **Delete** button.

In the **Function** field you may choose from the following entries:

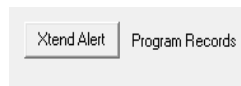
- 0** = uses the **Function** in the Member's Record.
- 1 – 4** = sets this number as the **Function** code for that specific member.
- C** = is for a common capcode that is programmed into each pager. The capcode that will be sent is whatever is entered in the KickOff subscriber record.

Xtend Alert Kickoff - Creating a List

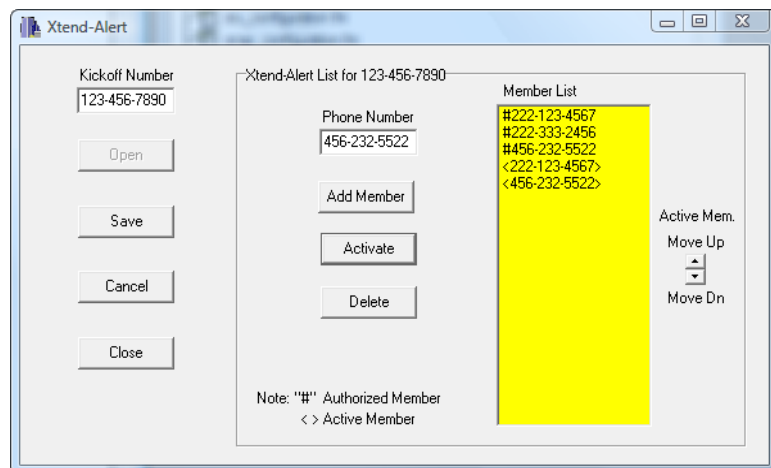
The Xtend Alert Kickoff feature is somewhat like the Group Call Kickoff. In both cases, calling a single subscriber number sets in motion the paging of a pre-defined list of subscribers. The major difference is that, while the Group Call goes out to all the pagers in the group once, the Extended Alert works its way through the list one pager at a time. It gives each pager a certain amount of time to answer and then moves on to the next pager.

After designating a subscriber number to serve as the kickoff number (see), you will need to create a list of subscribers to call. This list may or may not include the kickoff subscriber number.

The Xtend-Alert dialog is opened by clicking the **XtendAlert** button on the System Control Panel.



Once the Xtend-Alert dialog is open, the procedure to create a list or edit an existing list is straightforward and simple.



◆ Creating an Extend Alert list

1. Enter the subscriber number that is to be used to initiate the paging sequence in the **Kickoff Number** field and click on the **Open** button. The Prism requires a 10-digit number here, so pad the entry with leading zeros if necessary.
2. Enter the subscriber number of the first pager in the list in the **Phone Number** field. Enter it as a 10-digit number.
3. Click the **Add Member** button. The subscriber number will appear in the **Member List** box.

4. Repeat steps **2** and **3** until all the members are on the list.
5. Click on the **Save** button to preserve the list.

Just being on a list is not enough to cause an Extended Alert page to be generated. The users on the list must also be activated.

◆ **Activating a subscriber for Extended Alerting**

1. Enter the subscriber number that is to be used to initiate the paging sequence in the **Kickoff Number** field and click on the **Open** button. The Prism requires a 10-digit number here, so pad the entry with leading zeros if necessary.
2. In the **Member List** box, select the subscriber number you wish to activate and click the **Activate** button. The number will appear again at the bottom of the list in arrow-brackets to indicate that it is now activated (for example, <555-0002>).
3. Repeat step **2** as many times as necessary to activate the numbers you want paged.
4. Click the **Save** button to record your changes.

Active members are added to the bottom of the list in the order in which they are activated. This does not always match the order in which the system operator or end users actually want the subscribers to be called. The controls on the right side of the Xtend-Alert dialog are provided to allow the positions of active members to be edited.

◆ **Changing the order of active members**

1. Open the Xtend-Alert dialog and select the Extended Alert list you wish to edit.
2. In the **Member List** window, select the active member number (the instance of it that is bracketed, <nnn-~~nnn~~-nnnn>) you wish to edit.
3. Use the **Move Up/Move Down** arrows to move this member number to the desired place within the list.
4. Click the **Save** button to record this change to the list.

Mass Changes of Records

There is a mode button in SRU for changing the values in one or more database fields in multiple subscriber records as a single task. This button is called **MassChange** and should only be used by the system administrator and then only with great care.

Prism strongly recommends performing a database backup before a Mass Change is executed.

To run the Mass Change function click on the **More** button at the top of the SRU window, and then click the **MassChange** button.

Selecting Fields to Change

After you click on the **MassChange** button, the mode buttons will change to support the Mass Change function and all of the subscriber record fields will be blank. Make the changes *only* to the field(s) you want to change. Values in un-touched fields will remain un-changed.

Remember that the window provides all of the tabs available in a normal subscriber record. You can enter new settings into fields on any of the tabs.

When you have finished filling in all of the fields you want to change, click on the **RunMassChg** button to start the change process.

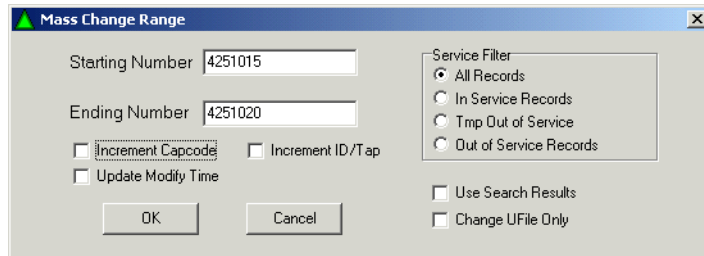
Setting the Number Range

When the Mass Change Range dialog opens, enter the **Starting Number** and **Ending Number** for the range of database records to include in this Mass Change.

Note

The Mass Change feature will only work on records that are already part of the database. It cannot be used to add a new block of subscribers to the database.

In the **Service Filter** box, select the correct radio button for the service status of the records to be included in the Mass Change. This filter refers to the current state of the subscriber records prior to any changes being made.



There are several checkboxes available on the dialog box.

Increment Capcode - If you made an entry in the capcode field and checked this box, SRU will place that capcode in the first record in the range and then increment it by one for each subsequent record. If you do not check this box, then the same capcode will be entered into every record changed.

Increment ID/Tap - If you made an entry in the **ID Page Num.** field and checked this box, SRU will place that ID number in the first record in the range and then increment it by one for each subsequent record. If you do not check this box, then the same ID number will be entered into every record changed.

Update Modify Time - If this box is checked, then SRU will update the date/time stamp on each record involved in the Mass Change. If it is blank, the **Last Modified** field in each record will remain as it was prior to the Mass Change.

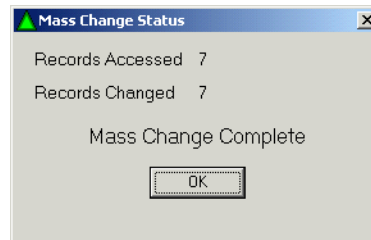
Use Search Results - Check this box if you want to use the results of a search to supply the range of records to be updated during the Mass Change.

Change UFile Only - Check this box if you want to use the UFile created for you by the system administrator to supply the range of records to be updated during the Mass Change.

Mass Change Status

When you click on the **OK** button in the **Mass Change Range** dialog box, the Mass Change will be executed.

When it is finished the **Mass Change Status** box shows how many records were found and how many were changed.



Click on the **OK** button to close this box.

Depending on the filters you selected in the range dialog and whether or not there were any gaps in the subscriber database records (subscriber numbers that had not yet been entered into the database), the number of records found and changed may be quite a bit smaller than the entire range of records you originally entered.

Subscriber Record Programming Templates

Overview

While subscriber records can be entered into the database manually, this can become a burden when a large number of new subscribers need to be added in a short period of time. There is also the issue of mistakes. Certain parameters are supposed to be set the same way for all members of a particular group or class of subscribers, but you get into a hurry and forget to make all of the changes from default for a subscriber.

What can be done to deal with this?

The SRU application provides two different approaches to customer programming templates. These templates automatically fill out the entire subscriber record with the settings that are common to all subscribers in that group. This leaves you with only the information that is unique to each individual subscriber to attend to.

The first template method is called the “Sales Package” method. A template is set up and given a name. When you use the **SalesPackage** button on the mode bar, a drop box will appear and allow you to select the sales package you want to use to set up a new subscriber.

As many sales package templates as is necessary can be created. See for more information on how to set up a sales package.

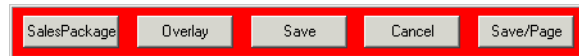
The second template method is called the “overlay” method. In this method, you select the record of an existing subscriber that has settings similar to those you want the new subscriber to have. The SRU then copies the settings of the existing subscriber into the new record.

Sales Package Method

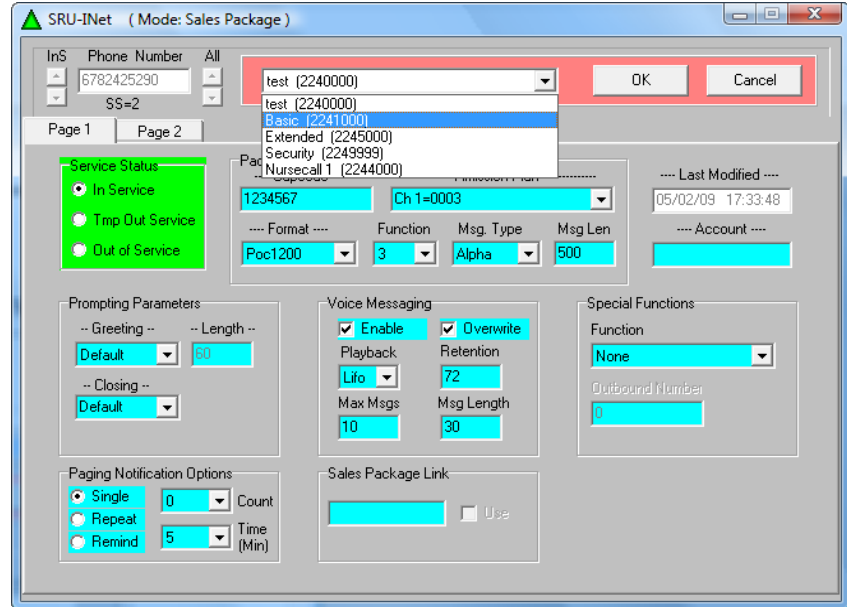
An alternate method for programming subscriber records is to use pre-programmed sales packages. The sales packages are created using the procedure described in .

◆ Setting up a new subscriber using a sales package

1. Type the phone number for the new subscriber into the **Phone Number** field and click the **View** button (or press the Enter key on the keyboard).
2. When prompted about whether or not to add the new subscriber to the database, answer YES.
3. Click the **Edit** button at the top of the window. The contents of the mode bar will change.



4. Click on the **SalesPackage** button.
5. Use the down arrow to open the list of sales packages available. Select a sales package and then click the **OK** button. SRU will copy all of the settings in the sales package you selected into the record you just created.
6. Type in the capcode and any other settings that may be unique to this new subscriber's record. Set the subscriber's **Service Status**.
7. Click on the **Save** button to record all of the new settings for this subscriber.

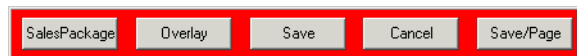


Overlay Method

The “Overlay” method of programming involves copying all of the settings from another subscriber’s record into the new subscriber record you are creating.

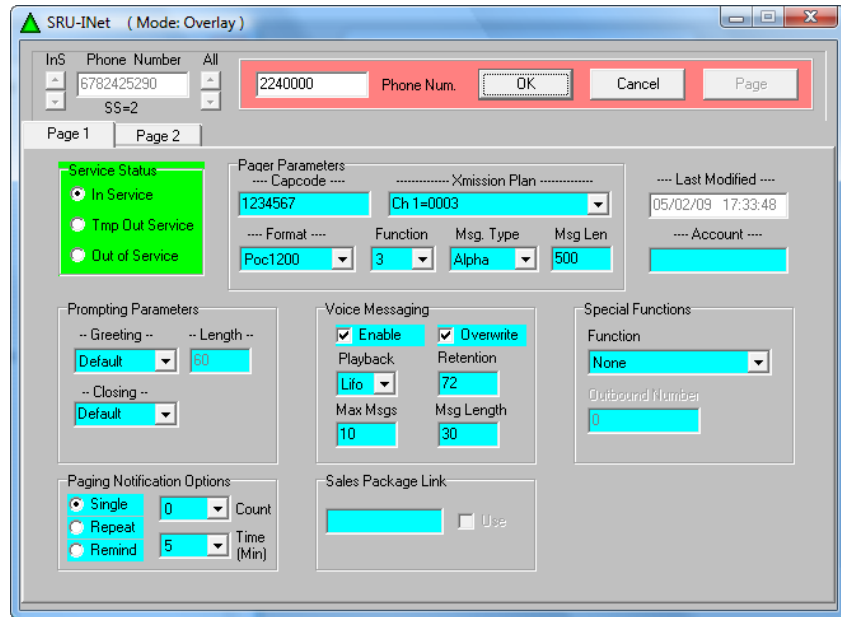
◆ Using the overlay method

1. Type the phone number for the new subscriber into the **Phone Number** field and click the **View** button (or press the Enter key on the keyboard).
2. When prompted about whether or not to add the new subscriber to the database, answer YES.
3. Click the **Edit** button at the top of the window. The contents of the mode bar will change.



4. Click on the **Overlay** button. In the field that opens, type in the record number of the subscriber record to use for the overlay operation. Click the **OK** button. SRU will copy all the settings from the specified record into the new subscriber record.
5. Type in the new pager **Capcode**, set the **Service Status**, and make any other adjustments necessary to the new subscriber record.

6. Click on the **Save** button to update the record in the database.

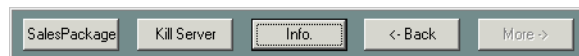


Creating Sales Packages

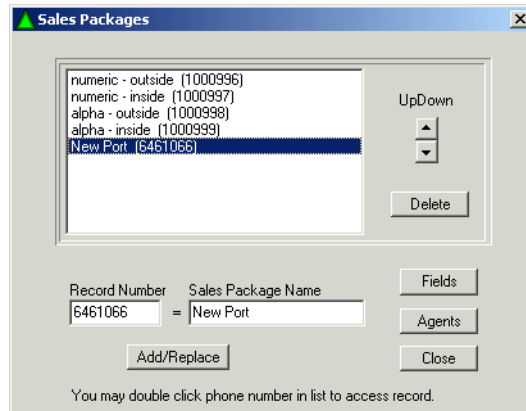
Before a sales package can be used to program new subscriber records, that sales package must be created and programmed itself. Since sales packages are based on an actual subscriber record, you use up one record number for each sales package created. You can also assign names to each of the sales packages. This makes it easier to remember which package you are working with.

The first step in the process of creating a sales package is to select an unused subscriber number and enter it into the database. Program the record to have all of the attributes that you think should be common to all the subscribers that will be created using this sales package. When you finish editing the record, save it to the database.

Look in the mode bar at the top of the window and click on the **More>** button twice to scroll through the available modes. This will cause all of the fields to go blank. Do not worry, you will be given another opportunity to specify the record number.



Click on the **SalesPackage** button to open the Sales Package dialog box.



If the list of available sales packages is longer than can be displayed in a single window, use up/down buttons to scroll through the list. Select a sales package and click on the **Delete** button to remove it from the list.

Fill in the **Record Number** and **Sales Package Name** fields and then click the **Add/Replace** button to either add a new sales package to the list or replace a selected member of the list with a new record.

The **Fields** and **Agents** buttons are not available unless a sales package has been selected from the list.

◆ Creating a Sales Package in the SRU

1. Select an unused subscriber record number and add it to the database.
2. Program the new subscriber record with all the setting that are to be common among subscribers you will later create using this sales package. The record does not need to be placed in service.
3. While the SRU window is in the **View** mode, scroll through the modes and click on the **SalePackage** button.
4. In the Sales Package dialog, type in the record number and a useful name for the new sales package, then click on the **Add/Replace** button.
5. Select the new sales package from the list and click on the **Fields** button. In the dialog that opens, select those fields that authorized agents will be allowed to change when using this sales package. When you are done, click on the **Save** button to close the Fields dialog box.
6. With the sales package still selected, click on the **Agents** button. In the dialog that opens, add the agent ID number of all the users who are allowed to use this sales package. For more information on agent ID numbers, see . When you are finished adding users, click the **Save** button and then the **Close** button to exit.



Note

The order in which the field access and agent access steps are performed is not critical. You can configure the access settings for a sales package in either order.

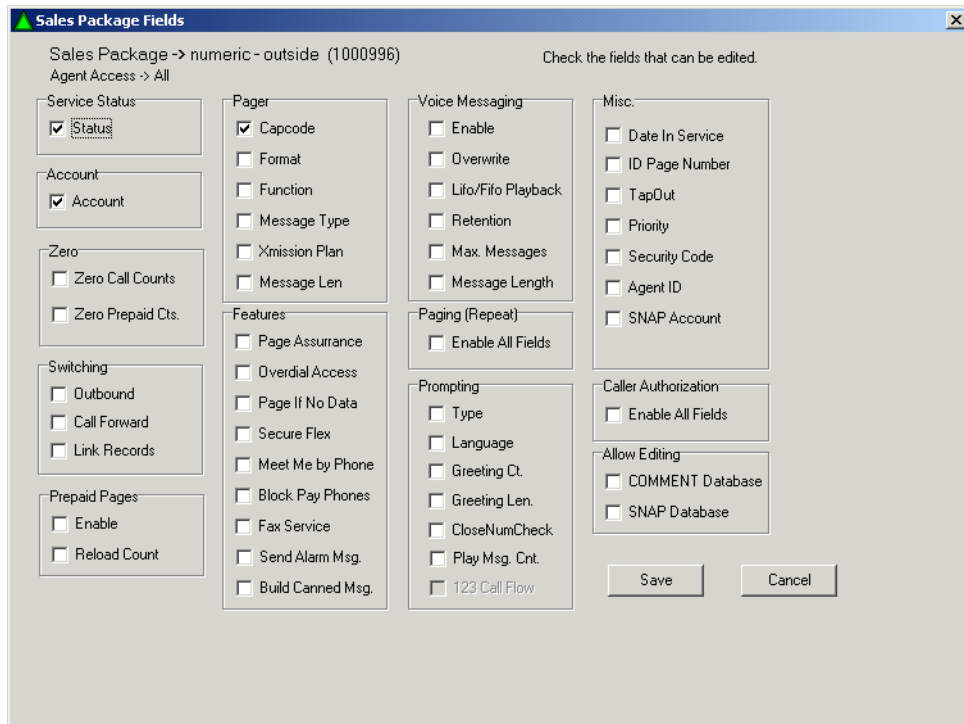
- This completes the set up required to create a sales package. Click on the **Close** button to close the Sales Packages dialog box.

Setup Fields for Agent Access

The Sales Package Fields dialog is where you get to decide which fields the sales agents will be allowed to alter for any particular sales package.

If you do not check the box for a parameter in this dialog, then the agent will see the setting in that field as grayed-out, and will not be able to alter it.

The name of the sales package you are working on is displayed in the upper left of this dialog. The line under that tells you whether there is any restriction on which agents can use this sales package. The choices are **All**, **Access List**, and **Denied List**.



Agent Sales Package Access Setup

The Sales Package Agent Access dialog is used to control which agents have access to using a sales package. Access is configured independently for each sales package.

The default setting shown here is for all agents to be allowed access.



By removing the check mark in the **Everyone has access** box, the **Allow Access** and **Deny Access** buttons become available.



To add an agent to the lists, enter the agent ID number in the **Agent Num.** field and click on one of the buttons. The ID number will be added to the appropriate list *and* the other button/list will now become unavailable. The agent access feature will only operate in a single mode for any given sales package. You can restrict access by creating a list of authorized users or by creating a list of excluded users.

Appendix A Subscriber DTMF Commands

Overview

When customers have voicemail, custom prompts, or page assurance enabled for their account, they use the DTMF Command Mode in order to access and utilize these features.

**Note**

The number of zeros required after the star () in order to enter the DTMF Command Mode is the same as the number of digits used for building canned messages. The default is two digits.*

The user accesses the command mode by calling his or her own account telephone number and, after the greeting and voice tag play, entering the DTMF string “*00”.

The Prism will respond by asking the caller to enter his or her security code. This security code is a four-digit number that was assigned to limit access to a users mailbox. The user can, after accessing the DTMF Command mode, use DTMF commands to change the security code for the mailbox. For more information on how the security code is originally programmed, see .

Once the user has entered the correct security code, the user can access a number of functions/options by entering DTMF commands. The digits entered determined by a menu group/option within that group hierarchy.

At the top level the user has a choice of only two options:

- **7 – Play Messages Menu** – The commands in this menu allow the user to erase, save, or transfer messages left in the voice mailbox.
- **8 – User Options Menu** – The commands in this menu allow the user to alter a Call Authorization code for this phone number, record a Personal Greeting for this phone number, record a Name Tag for this phone number, and change the Security code for this mailbox.

Entering a # causes the Prism to terminate most actions. In some cases it will also quit the menu it was currently working in and return to the top of the Main menu.

To exit the DTMF command mode, you must return to the top level (where you first entered the mode) and enter the digit “9”. After you do this the Prism will play the command mode exit voice message and disconnect.

User DTMF Commands

Play Messages Menu (7)

The commands in this menu are used to review and manage the messages stored in a user's voice mailbox. After the user enters his or her security code, the terminal will play a prompt informing the user that he or she should enter a "7" to review voice messages or an "8" for other options. The user should press "7" once to enter this mode. All of the commands used in this menu are single digit entries.

Digit	Description
*	Message Transfer – Pressing the * key while a message is still being played back stops the play back and causes the Prism to prompt for the mailbox number to which the message should be transferred. Enter the new mailbox number and the Prism acknowledges it and starts playing the next message. The user must know the number of the new mailbox before starting this process.
3	Delete the Current Message – Entering this digit during or after the playback of a message will cause the message to be erased from the mailbox.
4	Scan Messages – This command works like the "Skip" button on a telephone answering machine. If the user enters a "4" <i>while the message is playing</i> , the Prism will skip on to playing the next message in the mailbox.
5	Save the Current Message – Entering this digit during or after the playback of a message will cause the message to be saved.
6	Skip Back 2-4 seconds – Entering the digit "6" will cause the message playback to skip back about 2 seconds. Entering the digit multiple times causes the skip to go farther back in time (though it never skips back farther than the start of the message).
7	Replay the Current Message – When a message finishes playing, entering a "7" (instead of a "3" or a "5") causes the same message to be played again.
8	Play the Time and Date of the Current Message – When a message finishes playing, entering an "8" (instead of a "3" or a "5") causes the time/date stamp for the current message to be played again.
#	Return to the next higher Menu Level – When a message finishes playing, entering a "#" (instead of a "3" or a "5") returns the user to the entry level menu. From here the user can enter the User Options menu by pressing an "8" or exit the DTMF command mode altogether by pressing a "9".

User Options Menu (8)

The commands in this menu are used to record custom greetings and manage the authorization/security codes associated with an individual user's voice mailbox. After the user enters his or her security code, the terminal will play a prompt informing the user that he or she should enter a "7" to review voice messages or an "8" for User Options. The user should press "8" once to enter this mode. All of the commands used in this menu are single digit entries.



Note

The **Change the Authorization Code** command is available only when an Authorization Code is required to page this user. The default setting is for no Authorization Code, therefore, this command is not normally available.

Digit	Description
2	<p>Change the Authorization Code – Enter "2" to change the Authorization Code for this mailbox. After the prompt, enter the new four-digit authorization code for this mailbox. Once the new code is entered, the user is prompted to enter one of the following:</p> <p>2 = To accept and save the new authorization code 3 = To enter a different authorization code # = To quit this option and return to entry level menu</p>
4	<p>Record a Personal Greeting – Enter "4" to record a Personal Greeting for this telephone number. This greeting should both identify the user and provide any instructions necessary to the caller. Record the new greeting and press "#" to stop the recording. When prompted, enter one of the following:</p> <p>2 = To accept and save the greeting 3 = To discard it and record a different greeting 5 = To listen to the greeting you just recorded # = To quit this option and return to entry level menu</p>
6	<p>Record a Name Tag – Enter "6" to record a Name Tag for this telephone number. This tag will be inserted into the standard greeting in place of the terminal reading off the telephone number. Record the new name tag and press "#" to stop the recording. When prompted, enter one of the following:</p> <p>2 = To accept and save your Name Tag 3 = To re-record your Name Tag 5 = To listen to your Name Tag # = To quit and return to the entry level menu</p>
7	<p>Change Your Security Code – Enter "7" to Change Your Security Code. At the prompt, enter your new four-digit security code. When prompted, enter one of the following:</p> <p>2 = To accept and save your security code 3 = To enter a different security code # = To quit and return to entry level menu</p>

Digit	Description
8	<p>More User Options – Enter “8” to access More User Options. At the prompt, enter “4”, “6”, “7”, or “#”.</p> <p>4 = To erase your Personal Greeting</p> <p>6 = To erase your Name Tag</p> <p>7 = To silence the Time/Date stamp on messages, at the prompt enter “1”, “2”, or “#”</p> <p>1 = Standard Menu - Time/Date for each message</p> <p>2 = Express Menu - No Time/Date stamp</p> <p># = To quit and return to More User Options menu</p> <p># = To quit and return to entry level Menu</p>

Appendix B Pages and Voice Messages

Overview

The Paging section of Appendix B is intended to provide brief and concise directions for:

- Calling into the terminal to send a simple numeric page
- Calling into the terminal to send a simple canned message
- Calling into the terminal to string canned message fragments together, along with numeric entries to form a message

The Voice Message section covers the actions necessary for:

- A person to leave voice messages
- A subscriber to call in and review his or her voice messages

Some of this information is also covered in Appendix A; however, this presentation is streamlined a bit since it deals only with listening to your messages and does not cover any of the DTMF command features.

Paging

The procedures and examples discussed here all refer to instances where someone (not necessarily a subscriber) dials into the Prism and places a page by over dialing DTMF digits from the telephone they are using.

When the Call is Answered

Whenever a user calls into the Prism, certain events must take place before you reach the point where the terminal will allow you to leave a message. The following list is provided simply to establish a common starting point for the rest of the procedures discussed here.



Note

The descriptions given here assume that basic voice prompts are enabled. If voice prompts are not used, then a higher level of caller training is required to help them understand the beep prompts issued by the terminal.

1. The phone line rings and the numbers identifying a subscriber are passed to the Prism. This happens in one of two ways:
 - a. The trunk protocol in use supports having the C.O. switch automatically forward the number called to the Prism
 - b. The terminal prompts the caller to enter the digits and the caller manually overdials them before the Prism times out
2. The Prism looks up the subscriber in its database and responds in one of three ways:
 - a. The subscriber is not found in the database or is not currently in service; either way the terminal informs the caller and terminates the call
 - b. The subscriber is found and is in service; the terminal plays the appropriate greeting/subscriber ID prompts and instructs the caller to enter their page followed by a pound (#)
 - c. The subscriber is in service but has an authorization code set up to limit access; the caller is prompted to enter the authorization code before the terminal will allow a page or message to be entered
3. After the greetings and the caller entering any authorization codes required, the terminal beeps to indicate the caller should start entering the pager message (or speaking a voice message for subscribers that are configured for both)

Plain Numeric Messages

Note

Numeric messages entered from the DTMF keypad of a telephone are limited to 30 digits. This is true regardless of the capacity of the pager or what is programmed as the alphanumeric limit for a particular subscriber.

This is the simplest form of message entry.

◆ Entering a numeric message from the telephone

1. At the prompt, the caller enters the digits to be sent to the pager
2. After the last digit, the caller press the “#” key to signal to the Prism that the message is complete
3. The Prism indicates whether or not the message was accepted and terminates the call

If the caller fails to enter the “#” at the end of the message, it will not cause any problems. The terminal will simply wait until the message entry time expires and then terminate the call anyway.

Canned Messages

Canned messages are either short text strings or complete sentences that have been stored in the Prism database by the system operator and assigned 2-digit numbers to facilitate their being entered as paging messages from a DTMF keypad. Canned message strings can be used one at a time or several can be entered in a sequence to build a larger message.

Because the Prism uses the star (*) character to flag that a canned message number is about to be entered and since all canned messages are 2-digit number, you do not need memorize any complicated syntax to enter multiple canned message numbers. Whenever it receives a “*nn” sequence from the telephone, the Prism looks in its canned message database and inserts the text string it finds into the page it is building. If there is not entry in the database for the digits entered, the terminal inserts the literal “*nn” received into the message.

◆ Sending a canned message

1. Call the subscriber to be paged.
2. When prompted to enter your message, enter the canned message number (or numbers)
3. When you have entered the message, remember to enter a “#” to terminate the call

An example may help. A bicycle massager service has arranged for the following canned message to be stored in the Prism:

56 = Priority delivery waiting, return to office at once!

The dispatcher calls the Prism using the telephone number for the courier he wants to carry the package. At the prompt, the dispatcher enters “*56#” from the keypad on his telephone. The Prism responds with the message accepted prompt and hangs up. The eight word text message was sent by overdialing four DTMF digits.

Complex Canned Messages

You can create complex messages by stringing together multiple canned messages and by mixing manually entered digits with the canned messages.

For example, the Prism has been programmed with the following canned message strings and they are available for any of the subscribers to use:

12 = hyphen (-)

88 = Call me at

99 = ASAP!

An outside sales representative needs to send meeting information to a co-worker who is also out of the office at the time. The sales representative needs this person to call customer’s number quickly. The sales representative calls the Message Gateway using the co-workers telephone number and at the prompt enters:

*88404*121234*99#

The Prism accepts the page and sends the message. When the co-worker receives the page the message on the pager display is:

Call me at 404-1234 ASAP!

Voice Messages

If a subscriber is configured to receive voice mail messages as well as display pages, the caller will be able tell this based on the prompt the Prism plays for the subscriber. (This is assuming that voice prompts are used.)

If the caller is allowed to receive voice mail, the terminal will prompt the caller to leave their message at the tone. If the subscriber is configured for paging only, the prompt will instruct the caller to enter their numeric page at the tone.

◆ To Leave a voice mail message

1. Call the terminal and wait through the greeting and the instructions.
2. After the tone, speak you voice message clearly and without rushing.
3. After you finish speaking the message, press the “#” key briefly to confirm to signal the Prism that the message is done and it can stop recording.
4. The terminal will acknowledge the end of the message and terminate the call.

If you do not enter a “#” to stop recording the terminal will stop when it reaches the time limit set for voice mail messages for the subscriber you called. If you are still speaking when this limit is reached, the terminal will still terminate the recording and disconnect.

If you are a subscriber and you wish check your messages, you would do the following.

◆ To check your messages

1. The subscriber calls into the Prism using the telephone number assigned to his or her account.
2. Once the terminal answers and while it is still playing the greeting prompt, the subscriber enters “*00” from the DTMF keypad of the telephone. (The 00 pair is a reserved number that cannot be used for canned messages, it can only indicate the caller wants to enter the DTMF command mode.)
3. The terminal will stop playing the greeting and instruct the caller to enter his or her 4-digit security code.
4. The caller enters the code and the terminal responds by stating how many messages there are and how many are new. The terminal then prompts the caller by offering several DTMF commands the caller can enter.

5. Press the digit “7” to hear the first voice message. The terminal will state the date and time received and play the message. After the message, the terminal will offer the caller two choices, press “3” to delete the message or “5” to save the message.
6. As soon as the “3” or “5” is entered, the terminal moves on to the next message. The caller repeats this process until the terminal states that there are no more new messages.
7. The caller enters a “#” to return to the top menu and then a “9” to exit the DTMF command mode and terminate the call.

There are a number of other commands that can be used while checking messages. These are described in the following table.

Digit	Description
*	Message Transfer – Pressing the * key while a message is still being played stops the play back and causes the Prism to prompt for the mailbox number to which this message should be transferred. Enter the new mailbox number and the Prism acknowledges the action and starts playing the next message. The user must know the number of the new mailbox before starting this process.
3	Delete the Current Message – Entering this digit during or after the playback of a message will cause the message to be erased from the mailbox.
4	Scan Messages – This command works like the “Skip” button on a telephone answering machine. If the user enters a “4” <i>while the message is playing</i> , the Prism will skip on to playing the next message in the mailbox.
5	Save the Current Message – Entering this digit during or after the playback of a message will cause the message to be saved.
6	Skip Back 2-4 seconds – Entering the digit “6” will cause the message playback to skip back about 2 seconds. Entering the digit multiple times causes the skip to go farther back in time (though it never skips back farther than the start of the message).
7	Replay the Current Message – When a message finishes playing, entering a “7” (instead of a “3” or a “5”) causes the same message to be played again.
8	Play the Time and Date of the Current Message – When a message finishes playing, entering an “8” (instead of a “3” or a “5”) causes the time/date stamp for the current message to be played again.
#	Return to the next higher Menu Level – When a message finishes playing, entering a “#” (instead of a “3” or a “5”) returns the user to the entry level menu. From here the user can exit the DTMF command mode altogether by pressing a “9”.

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How to Get Support

Contact	Availability	Services
Phone: (678) 242-5290 Fax: (678) 242-5201 support@prismpaging.com	Monday - Friday (excluding holidays) 9:00 A.M. - 5:00 P.M. Eastern Time	Standard Technical Service Support Qualified service technicians are available to assist you on all Prism products. Provide your name, product model, and a short description of the problem. The first available service technician will respond.
	Evenings, weekends, and holidays	24-Hour Emergency Service Support^a Leave recorded voicemail message and a Prism representative will return your call promptly. Emergency support provided at an hourly rate (one-hour minimum). This service is not covered by product warranty. You will need a credit card (VISA/MasterCard) to use this service.

a. Unless covered by a contract or service plan, a minimum service charge of \$100.00 applies to all emergency service support during non-business hours. Additional charges, such as preparation and shipping costs, may also apply.

Other Support

Visit the Prism web site at <http://www.prismpaging.com> for contact information.

Version History

Date	Version	Description
10 Sept 2006	A	Released Version 4.1
02 May 2009	B	1. Updated Screen and Descriptions • • •