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Guide to Using Remote Client

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1 About This Document


1.1 Intended Audience


This document is intended for installers and administrators of a Cheetah PBX. It is a user's guide document designed to provide you with information on using the Telegato Cheetah Attendant Console.

1.2 Conventions Used In This Document

This manual uses several conventions to help you learn to use the program quickly and easily.

Menus and dialog options that have an underlined letter in their name represent the shortcut key assigned to the menu or option. Pressing the shortcut keys assigned to the menu or option is equivalent to clicking the menu or option. For example, the following figure shows a sample menu that uses shortcut keys. Procedures in this manual reflect shortcut keys if they are available.

The Caution and Warning symbol, , indicates information or a step that could be potentially dangerous, such as a step that could permanently affect the database or a user's access to the program.

The light bulb, , indicates a tip or information that will help you in using this document.

1.3 Disclaimer

This document is provided to you for informational purposes only and is believed to be accurate as of the date of its publication, and is subject to change without notice. Telegato LLC assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

1.4 Logging In

To log in to the System Management Console refer to the Logging In Guide.

2 Getting Started

Remote Client is a program you can use to monitor and maintain processes and data on System systems/hosts. A System system is a set of multiple software applications that work together to provide multiple telephony capabilities.

Remote Client has easy-to-use windows and dialogs that show near-real-time information about call activity running on a host. Near-real-time means that the information Remote Client provides is as current as possible. Being able to monitor near-real-time information is important so you can ensure that the processes running on a System system, and the services associated with those processes, run efficiently.

2.1 Basic Concepts

Through Remote Client, you can use System to interact with callers to perform many processes and custom services:

- analyzing caller identification information
- placing outbound calls
- answering inbound calls
- detecting a hang up
- prompting for digits to gather information
- playing voice files to report information
- handling call flow to determine services or selections a caller wants
- recording caller voice
- connecting two telephone connections
- send email
- query a database
- write logging information

System can perform custom processing because it uses scripts rather than embedded code. Scripts are programs that tell each line on a Telco board what to do. For example, System comes with scripts that tell the lines to answer calls, play audio messages, and collect Dual Tone Multi-frequency Digits (DTMF) digits. Because you can edit and write new scripts, you can customize

System functionality, which makes System a very powerful and flexible system.

System doesn't use a script until you assign the script to a line. A line is a logical destination (number) given to a physical port on a Telco board that resides in the PC. Lines start at zero and no two lines can have the same line ID (number). Each line has a default script that runs when the line is started. Any script can refer to other scripts.

When System initializes, it reads a configuration file to determine the lines that have been specified, the default script assigned to each line, and any special attributes of a line.

Each configured line then independently processes its default script as specified in the System configuration file. When a line processes a script, it compiles each text line within the script into an internal binary format. During that process, the line also checks for references to other script names.

After compiling each script, the line compiles any referenced scripts not yet compiled. This repetitive compilation process repeats until the line has compiled all referenced scripts.

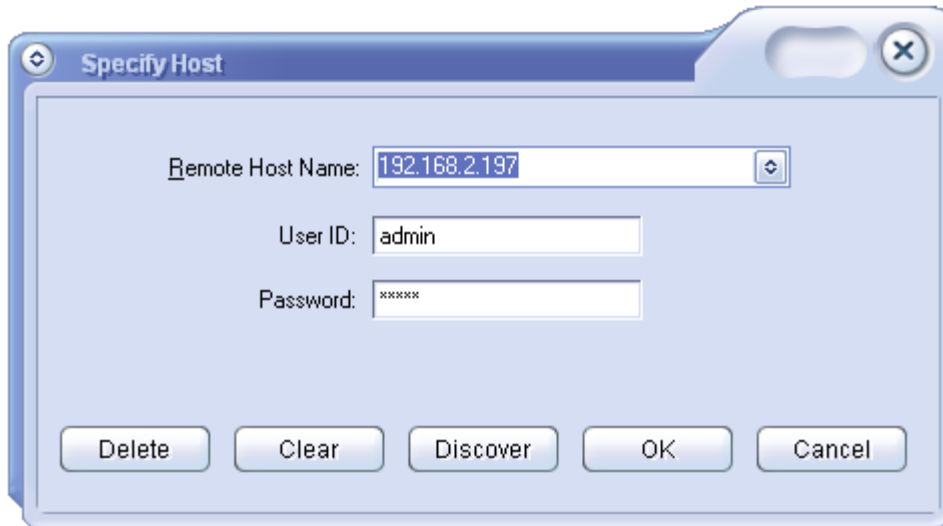
Because each line loads and compiles scripts in this way, you must always reload new and/or edited scripts or the line will ignore the changes. A line only uses those scripts that have been most recently loaded.

2.2 Starting and Exiting Remote Client

To start Remote Client,

- 1 Open Windows Start menu and select ▶ Programs ▶ Telegato System Client ▶ Remote Client

Remote Client starts and opens a dialog for connecting to and logging into a remote host:



- 2 Click the Remote Host Name box and select the remote host to which you want to connect.

The Remote Host Name list contains all hosts available to Remote Client. By default the Remote Host Name box shows the name of the host to which you last connected. Because this host may now be unavailable, always select a host from the Remote Host Name list.

- 3 Enter your User ID box and password.
User IDs and passwords are case sensitive.
- 4 Select the Remember login information check box if you want System programs to automatically include the user ID and password in the Specify Host dialog for this host from now on. System programs can remember a separate user ID and password for each available host.
- 5 Click OK.

The Remote Client window opens. For details on this window, see the following section—The Remote Client Window at a Glance.

To exit Remote Client,

- 1 Click Close from the Remote Client main window.
The Remote Client main window closes and the Connect dialog appears.

- 2 Click Exit from the Connect dialog.
Remote Client disconnects from its host and closes.



Tips for Troubleshooting

For each system that you have, you may want to run one copy of Remote Client and Remote Event Viewer to monitor and adjust the system as you see fit. If you have trouble with a system, you may also want to run the Trace Viewer from Remote Client and report what it says to your customer support representative so they can diagnose and solve the problem.

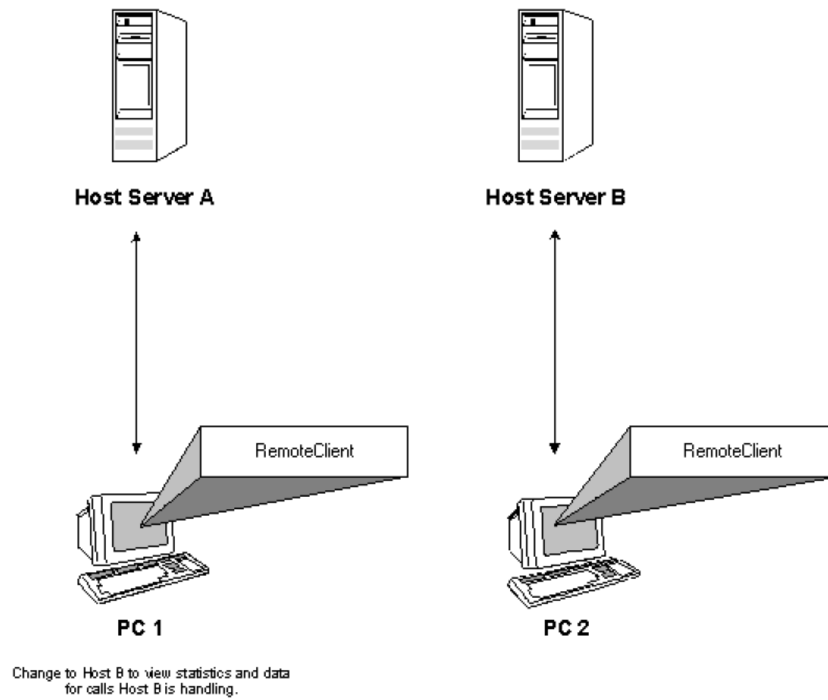
2.3 Changing Hosts

In generic terms, a server (or host) is a computer that has full two-way access to other computers on a network. A host has a specific "local or host number" that, together with the network number, forms its unique IP address.

In terms of the System system, a host is a machine that runs the System application and stores its data. The host distributes this data to the Remote Client program. This setup allows you to use any PC to administer and monitor a host, provided the Remote Client program is installed on the PC.

The data, scripts, and call control configuration running on a host exist on that host only. System supports multiple hosts so that each host can run its own set of scripts and call control configuration. For this reason, if you want to use your machine to view statistics and data on other hosts, you must disconnect from the current host and connect to each of the other hosts, one at a time.

As an example, the following figure shows a situation where a system is supporting two hosts. If the Remote Client application is currently connected to Host A, you would have to change to Host B to see statistics and data on Host B.



To change hosts from within Remote Client,

- 1 Click Change Host from the Remote Client window.

The Specify Host dialog opens:



- 2 Click the Remote Host Name box and select the host to which you want to connect.

The Remote Host Name list contains all hosts available to Remote Client. By default the Remote Host Name box shows the name of the host to which you last connected. Because this host may now be unavailable, always select a host from the Remote Host Name list.

- 3 Enter your User ID box and password.
User IDs and passwords are case sensitive.
- 4 Select the Remember login information check box if you want System programs to automatically include the user ID and password in the Specify Host dialog for this host from now on. System programs can remember a separate user ID and password for each available host.
- 5 Click OK.

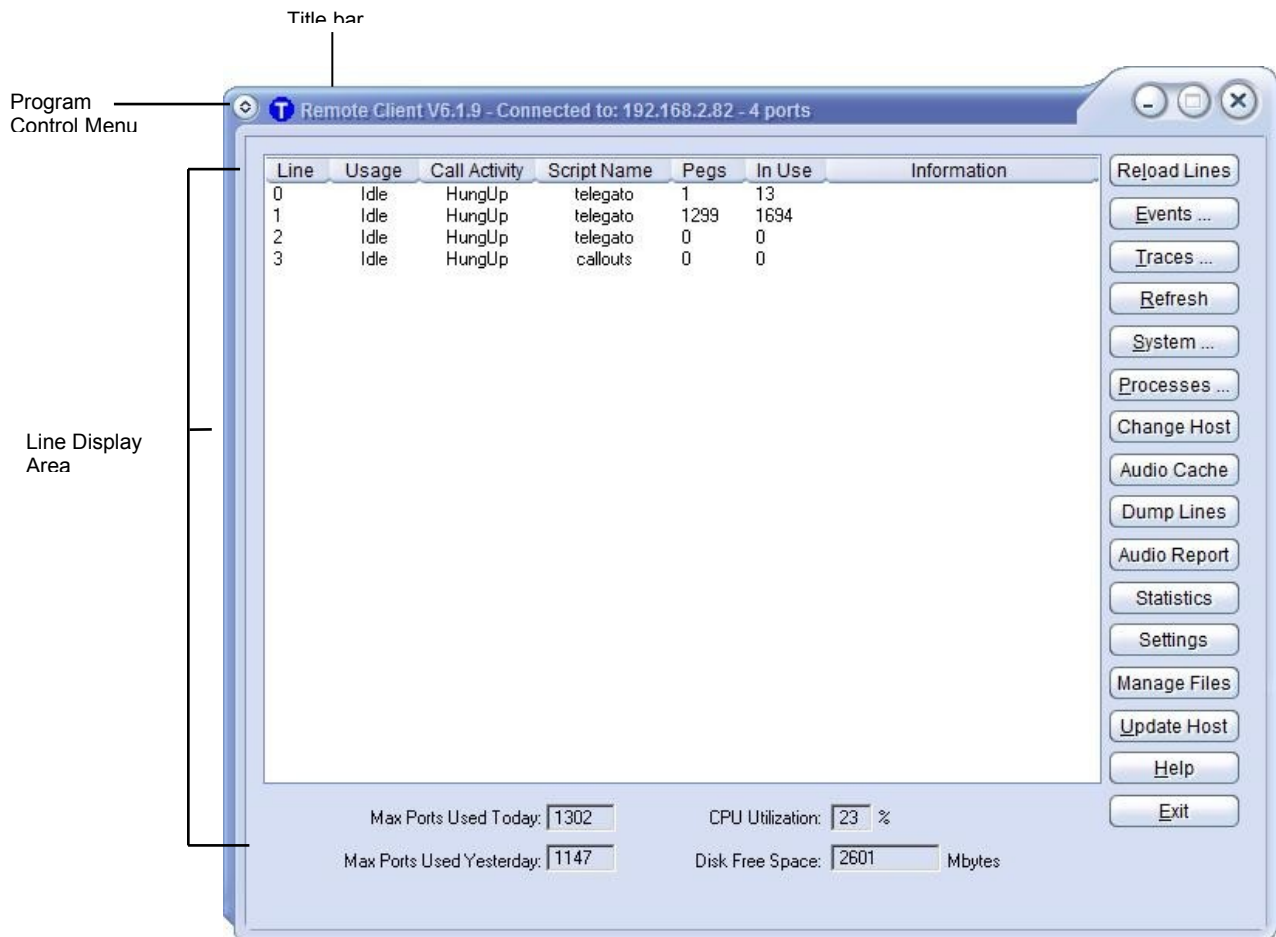
The Remote Client main window now shows data for the newly selected host. The name of the newly selected host appears in the lower left corner of the Remote Client window.

2.4 Remote Client Window At A Glance

When monitoring call activity, the window you will most often work with is the Remote Client main window (Figure 1).

The Remote Client main window shows information about call activity the selected host is handling and allows you to access functions and dialogs necessary to maintain data on the host. The information in the main window is shown in near-real-time (one second after you click the refresh button).

Figure 1: Remote Client Main Window



The Remote Client main window contains the following elements:

- Title Bar
- Line Display Area
- Command Buttons

2.5 Title Bar

The Title Bar, as the name implies, indicates the name of the window or dialog that is currently open and contains the minimize, maximize, and close buttons. In the case of the main window, the title bar displays the number of ports/lines running on the selected host.

The Title Bar also contains a Program Control Menu that when clicked opens a shortcut menu for manipulating the Remote Client window and for viewing information about Remote Client.

Selecting About RemoteClient from the shortcut menu opens a dialog that shows release information about Remote Client (see Figure 2). The About RemoteClient window also shows information about the remote host to which Remote Client is connected:

- when the remote host was last started
- number of calls the remote host has handled since it was last started
- number of seconds the remote host has been running since it was last started.

To open the About RemoteClient window,


- 1 Click  from the title bar.
- 2 Click About RemoteClient from the shortcut menu.

Figure 2: About RemoteClient window



2.6 Line Display Area

The Line Display Area shows near-real-time information on the lines System is running and calls it is processing, such as what lines System is currently using, whether the line is idle or busy, or what script each line is running. See Section 3, “Working with the Line Display Window,” for details on this feature.

2.7 Command Buttons

The following table lists and describes the command buttons that appear in the Remote Client window.

Command Button	Description
Reload Lines	Reloads the host’s system defaults, configuration file, and scripts. This option is only available if you have Full or Normal access rights.
Events	Starts the Remote Event Viewer program for monitoring events that occur on the host. For more information about this application, see the Remote Event Viewer User’s Guide.
Traces	Starts the Remote Trace Viewer program for viewing traces that are generated according to trace level settings.
Refresh	Updates the information shown in the Remote Client window. Click the button to ensure you’re viewing the most current information.
System	Opens a dialog of system commands for remotely stopping processes on the host and for shutting down or restarting the host. You may only use the system commands if you have Full or Normal access rights.
Processes	Opens the Process Management dialog.
Change Host	Opens the Specify Host dialog for connecting to another host.
Audio Cache	Opens the Audio Cache window for monitoring and clearing of audio cache.
Dump Lines	Creates a text file with all information about all lines that are executing scripts.
Help	Opens Remote Client’s online help system.
Exit	Closes the Remote Client program.

2.8 Shortcut Menu

A short cut menu for selecting commonly used commands is available by right-clicking a line in the Line Display area of the Remote Client window.

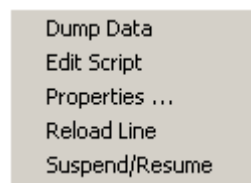
The shortcut menu (see Figure 3) includes the following commands for managing a selected line:

- **Dump Data**—dumps all internal information regarding the line's current state into a file
- **Edit Script**—opens a dialog to locate and edit a script that controls how the line processes calls
- **Properties**—opens the Properties dialog for the selected line
- **Reload Line**—reloads the script for this line (just like the Reload Scripts button does on the Line Properties dialog)
- **Suspend/Resume**—temporarily stops a line from processing calls; makes a line start processing calls again

For more information about these commands and the Properties dialog, see Chapter 3, “Setting Line Properties.”

Note: You must have Full or Normal access rights to use the shortcut menu.

Figure 3: Shortcut Menu



2.9 Reloading System Defaults, the Configuration File, and Scripts

Use the Reload button in the Remote Client main window to request the remote system reload the system defaults, configuration file, and all scripts. The System Configuration program controls the defaults your system uses. When you set or change a default, you must reload the defaults for the system to use them. For more information on system defaults, see the *System Configuration User's Guide*.

The System configuration file determines the lines the system will use, the default script assigned to each line, and any special attributes of the lines. For more information on the configuration file, see the *Script Writing Guide*.

Scripts are programs that tell each line on a Telco board what to do. For example, System comes with scripts that tell the lines to answer calls, play audio messages, and collect Dual Tone Multi-frequency Digits (DTMF) digits. System doesn't use a script until you assign the script to a line.

To reload the system defaults, configuration file, and all scripts to the host,

- 1 Click Reload from the Remote Client main window.

Note:The Reload button is only available if you have Full or Normal access rights.

- 2 Click Yes to confirm the action.
- 3 The Remote Client displays a status message when it has finished reloading the defaults, configuration file, and all scripts.
- 4 Click OK.

See "Reloading Scripts for a Line" for information on how to reload scripts for a specific line.

2.10 Getting Help

Use the online help available with Remote Client if you have questions on how to use the application.

Note: You must have Internet Explorer 6.0 or greater to use Remote Client's online help.

Open Remote Client's online help using either of the following methods:

- Click Help.
- Press the <F1> function key while in a window or dialog to display online help specific to the current window or dialog.

3 Working With Line Display Area

The Line Display Area (Figure 4) shows near-real-time information on the lines System is running. The Line Display Area organizes this information into the following columns:

- Line
- Usage
- Call Activity
- Script Name
- Pegs
- In Use
- Information

To sort the information displayed:

- Click the column header of the information you want to sort.

For example, clicking the Line header sorts the information in the Line Display Area by line.

Clicking the column header again will sort the information in reverse order.

Figure 4: Line Display Area

Line	Usage	Call Activity	Script Name	Pegs	In Use	Information
0	Idle	HungUp	pbx_autoAtte...	0	0	
1	Idle	HungUp	pbx_autoAtte...	0	0	
2	Idle	HungUp	pbx_autoAtte...	0	0	
3	Idle	HungUp	pbx_autoAtte...	0	0	
4	Idle	HungUp	Station	1	86	Idle
5	Idle	HungUp	Station	0	0	
6	Idle	HungUp	Station	0	0	
7	Idle	HungUp	Station	0	0	
8	Idle	HungUp	Station	0	0	
9	Idle	HungUp	Station	0	0	
10	Idle	HungUp	Station	0	0	
11	Idle	HungUp	Station	0	0	
12	Idle	HungUp	Station	0	0	
13	Idle	HungUp	Station	0	0	
14	Idle	HungUp	Station	0	0	
15	Idle	HungUp	Station	0	0	

3.1 Line

System places and receives calls on lines. A line has a logical line number and is a physical telephone port. System uses analog lines and T1 lines and VoIP. An analog line is a single line while a T1 line is composed of up to 24 lines.

The Line column lists the logical line numbers System is currently using. When monitoring a Line you may see a number as high as 672.

Note: Lines do not have to be consecutive.

Clicking the Line header sorts the lines in numerical order. Double-clicking the line opens the Line Properties dialog. Use the Line Properties dialog to set a line’s properties, such as its default script or tracing properties. See Chapter 3, “Setting Line Properties,” for details on the Line Properties dialog. Right-clicking a line brings up a shortcut menu that includes the functions Reload line, Properties, Suspend/Resume, Registers, Dump Data, and Edit Scripts. These functions are specific to the highlighted line.

Note: Resuming operation of a line automatically reloads the scripts.

3.2 Usage

The Usage column shows whether a line is “idle” or “busy.” Monitoring the Usage of a line shows whether System is using the line.

3.3 Call Activity

The Call Activity column shows the function a line is currently running. For example, the Call Activity column in Figure 4 shows that Line 0 is hung-up. This information is important to ensure that the lines are properly processing calls.

A line can have one of eighteen types of call activity. lists and explains these types of call activity.

Call Activity	Description
Answered	The line answered the call.
Answering	The line is answering a call.
Bridged	The process of bridging is complete. See bridging.
Bridging	A process where two calls connect together; for example, an incoming call connecting with an outbound call.
Collected	The line has finished collecting digits a caller entered.
Collecting	The line is collecting digits a caller entered.
Dialed	The outbound caller's dialing is complete.
Dialing	The process of dialing an outbound call.
Disconnected	The caller hung up the phone.
Hung Up	The line has hung up and ended the call.
Locked Out	The line is currently locked out (blocked).
On Hold	The caller is on hold and is hearing background messages.
Played	The line has completed playing a message.
Playing	The line is playing a message.
Recorded	The line has completed recording a caller's message.
Recording	The line is recording a caller's message.
Ringing	The line is currently ringing; the line has not answered yet.
Suspended	The line is currently suspended.

Table 1: Types of Call Activity

3.4 Script Name

The Script Name column shows the script a line is currently running. Scripts are programs that tell each line what to do by controlling what functionality System runs on a line. Usually, the script name will only concern your System Administrator who uses this information to see lines running “behind the scenes” and to use when troubleshooting a problem.

3.5 Pegs

The Pegs column (short for peg counts) shows the number of calls System has received on a line since it last started. Monitor the Pegs column to ensure lines are properly

receiving calls. For example, a line that has no pegs or very few pegs compared to another line might have a problem.

3.6 In Use

The In Use column shows the number of seconds a line has been processing calls. You can use this information along with the Pegs column to average the time a line has held a call and to ensure the line is working properly. For example, if a call appears to be connected indefinitely, the line might have a problem. A line that has a low number of pegs and a high “In Use” number indicates the line might be hung.

3.7 Information

The Information column shows personalized information the script writer wants the line to display. For example, the script writer might want to display what functionality System is currently performing, such as “transferring funds” or “sending fax.”

4 Setting Line Properties

Calls come into System on lines. A line is a logical identifier (number) given to a port. Each line has the following properties associated with it:

- trace flags—types of information the line will report when processing calls
- line state—the state in which a line exists
- usage state—whether the line is idle or busy
- default script—the first script System will execute on a line.

When monitoring or setting these line properties, use the Line Properties dialog (Figure 5). Using the Line Properties dialog, you can

- assign a default script to a line
- change the state of a line
- dump all internal information regarding a line's current state into a file
- change the default script for a line
- dynamically edit variables a script is using
- lock out and unlock a line
- edit scripts
- reload scripts

If you edit a script, you must reload the scripts assigned to that line for System to recognize those changes.

To open the Line Properties dialog,

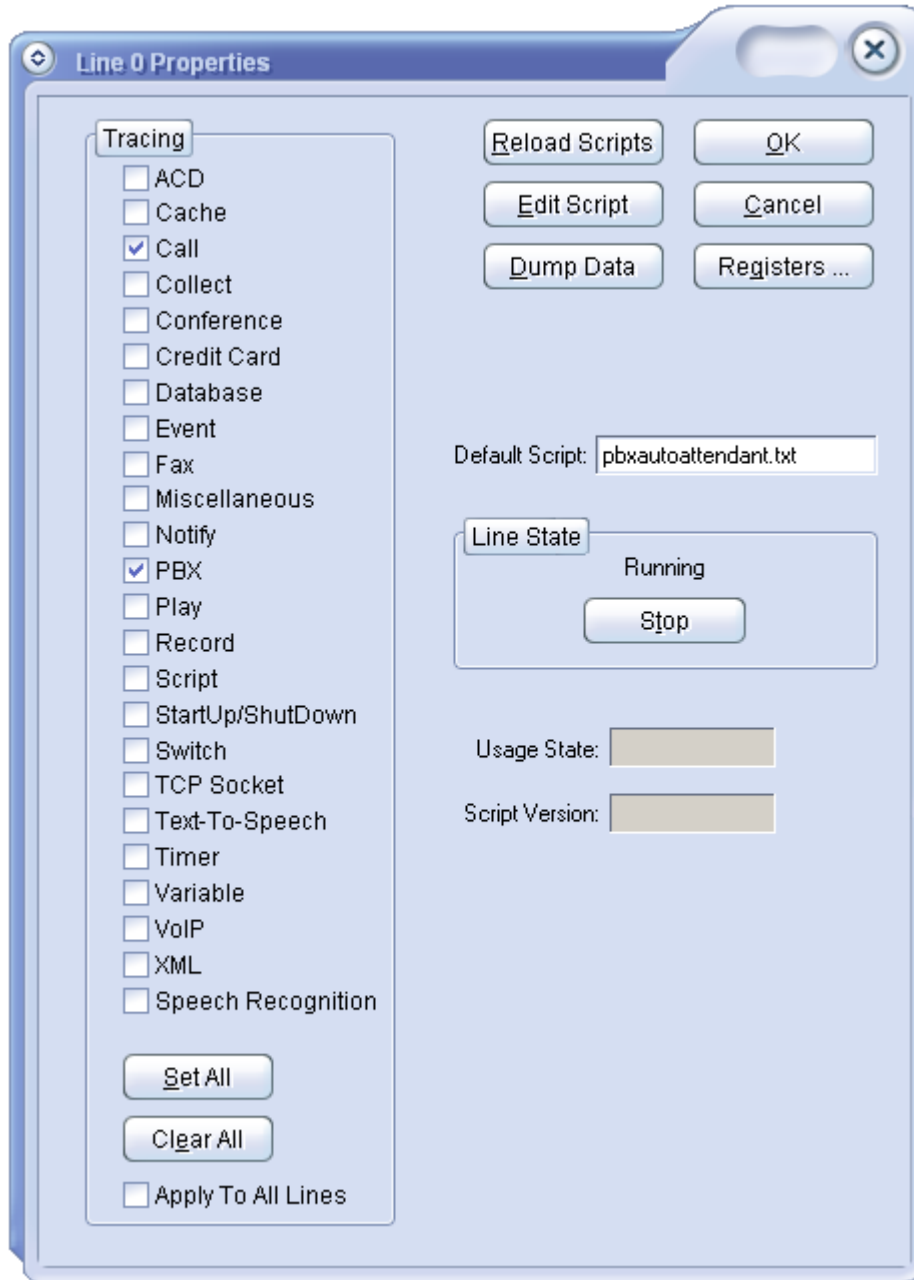
- 1 Access the Remote Client main window.
- 2 In the Line column, double-click the number of the line having properties you want to see or set.

The properties shown in the Line Properties dialog apply only to the selected line.



Caution: Changing line properties can greatly affect whether your system operates correctly.

Figure 5: Line Properties Dialog



The following sections describe the parts of the Line Properties dialog and how to use them.



Shortcut Menu Functions

If you have Full or Normal access rights, you can quickly access many of the commands in the Line Properties dialog, such as Suspend/Resume, Dump Data, and Reload Line, by right-clicking a line in the Remote Client main window. Right-clicking a line opens a shortcut menu (see following figure). Selecting a command from this shortcut menu opens the function specific to the highlighted line. For example, if you select Dump Data, you'll Dump Data **only** on the line you highlighted and right-clicked.

- Dump Data
- Edit Script
- Properties ...
- Reload Line
- Suspend/Resume
- Audio Admin
- Trace Viewer

The last two right-click commands launch applications—the Audio Administrator and the Trace Viewer applications. You can start these applications from their own icons independent of Remote Client, or you can start them through this right-click menu in Remote Client.

Note: You must have Full or Normal access rights to use the shortcut menu.

The TraceViewer program allows you to monitor the performance of a line. See the *TraceViewer User's Guide* for more information.

The Audio Administrator allows you to activate new voice files you have recorded so that System plays them when it processes a call. It also allows you to listen to or remove either New or Active voice files. (For more information about the Audio Administrator, see the *Audio Administrator's Guide*.)

4.1 Assigning a Default Script to a Line

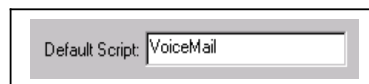
Each line has a default script assigned to it. Scripts are programs that tell each line what to do. For example, System comes with scripts that tell the lines to answer calls, play audio messages, and collect DTMF digits. Scripts sometimes refer to other scripts. When a call comes into System, System determines which line the call came in on and runs the default script assigned to that line.

When System initializes, it processes all scripts assigned to all lines that have been configured. In processing the default scripts, System searches the scripts to see if they reference other scripts. If the default scripts reference other scripts, System processes (converts the script to an internal binary image) and saves the names of those scripts in a load-list. It then searches those additional scripts for other script references. If System finds other script references, it loads their names to the load-list and the process continues. This process repeats until System has determined and processed all referenced scripts. By going through this loading process, System knows what scripts it will need to process calls on the lines that are turned on and makes them available to use later.

Because System processes all scripts during initialization, editing scripts has no effect on lines running on System until you reload the scripts.

The Default Script box (Figure 6) in the Line Properties dialog shows the default script currently assigned to the selected line.

Figure 6: Default Script Box



Use the Default Script box to see which default script is assigned for the selected line. You can also use the Default Script box to assign a different default script to the selected line without having to shut the system down.

To assign a default script to the selected line,

- 1 Access the Remote Client main window.
- 2 Double-click the line number for which you want to assign a default script.
- 3 Click the Default Script box and type the name of the script you want the line to use as the default.
- 4 Click Reload Scripts for the new default script to go into affect.

Note: The Reload Scripts button reloads all scripts for this line only.

4.2 Setting Line Properties to Trace

As System executes scripts, it can date and time stamp information and log it to a trace file called trace_out.log. You can find the trace_out.log file in the directory in which System is running. This process of logging information is called tracing. By tracing line properties, support personnel can better diagnose problems the system might be having.

If you have assigned a name to System in the System configuration file (using the -n parameter), the name will appear in the name of the log file. For example, if the assigned name of System was XYZ, the name of the log file would be XYZ_out.log.

The Line Properties dialog has a list of checkboxes (Figure 7) that show the properties you can trace. Check a box to trace a property or leave it empty to have System ignore the property. Checked Tracing boxes apply to the selected line only. Other lines might have different Tracing boxes checked.

Use the Set All and Clear All buttons to check or empty all trace properties in one step. lists and describes the properties available to trace.



Caution: Leaving logging on permanently can use a considerable amount disk space.

Figure 7: Tracing Options

Check a box to have System trace that property. Leave a box empty to have System ignore the property.

Tracing

- ACD
- Cache
- Call
- Collect
- Conference
- Credit Card
- Database
- Event
- Fax
- Miscellaneous
- Notify
- PBX
- Play
- Record
- Script
- StartUp/ShutDown
- Switch
- TCP Socket
- Text-To-Speech
- Timer
- Variable
- VoIP
- XML
- Speech Recognition

Apply To All Lines

Table 2: Tracing Options

Tracing Property	Information Traced
Play	Activities relating to playing audio messages.
Collect	Activities relating to collecting DTMF digits from a caller.
Call	Activities relating to placing outbound and receiving inbound calls.
Script	Information about each line of text in a script as System executes it.
Switch	Activities related to MVIP switching.
Variable	Activities related to the decomposition and manipulation of variables.
Text-To-Speech	Activities related to converting text to audio.
Record	Activities relating to recording audio messages.
Database	Activities relating to database actions.
Fax	Activities relating to sending and receiving faxes.
Miscellaneous	Activities not falling within any other trace category but deemed important information.
Timer	Activities relating to timers.
Background	Activities relating to playing audio messages as background.
WinSock	Activities relating to TCP/IP connections.
Cache	Activities relating to caching of audio messages.
Events	All Telco events as reported by the Telco board.
ACD	Activities relating to ACD actions.
PBX	Activities relating to PBX actions.
VoIP	Activities relating to SIP based calls.
StartUp/ShutDown	Activities relating to the starting or stopping of individual Lines.

To set which line properties System is to trace,

- 1 Ensure the Remote Client main window is open.
- 2 Double-click the line number having properties you want to trace.
- 3 Check the boxes in the Tracing field for the types of information you want to trace or leave them empty to have System ignore that type of trace information.

NOTE: Click Set All or Clear All to select or deselect all trace properties in one step.

- 4 Click OK.

4.3 Locking and Unlocking Lines

Use the Lock Out/UnLock button to lock and unlock a line. Locking a line blocks calls from being originated from System on the line. For example, you may need to lock out a line for testing or facility failure.

The Lock Out/UnLock button changes depending on whether a line is locked out or unlocked. If a line is locked out, the Call Activity column in the Remote Client main window will show the line is “Locked Out.”

A line's lockout state is maintained in the registry and, therefore, persistent between running sessions of System.

To lock out a line,

- Click Lock Out in the Line Properties dialog.

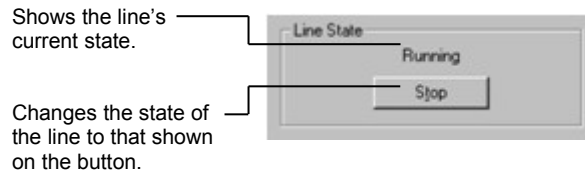
To unlock a line,

- Click UnLock in the Line Properties dialog.

4.4 Monitoring and Changing the State of Lines

As a line processes calls, its state may change. To monitor or change a line's state, use the Line State field (Figure 8).

Figure 8: Line State Field



The Line State field shows the state of the line and includes a button to change that state. The button that appears depends on the current state of the line.



Caution: Do not push this button unless support personnel or this user guide instructs you to do so. If you click this button a confirmation dialog appears. Changing the state of a line can disrupt call processing.

A line can be in one of six states. See Table 3 for details on these line states and how they affect the button.

Table 3: Line States

Line State	Description	Associated Button
Running	The line is running.	Stop
Terminating	The line is in the process of stopping.	Button will be blank
Terminated	The line is shutdown and will no longer process calls. Note: Usually, if a line is in a terminated state, the application is shutting down or a major fault has occurred on the line.	Button will be blank
Stopped	The line is stopped and is waiting for System to tell it to do something.	Start
Starting	The line is starting and initializing.	Button will be blank
Suspended	The line was processing a call but a script command or System has temporarily stopped it. Note: System usually suspends outbound lines when not using them.	Start

Complete the following steps to monitor or change the state of a line.



Caution: Because changing the state of a line can disrupt call processing, do not change the state of a line unless support personnel or this user guide instructs you to do so.

- 1 Access the Remote Client main window.
- 2 Double-click the number of the line for which you want to monitor or change its state.
- 3 Click the button in the Line State field.

The state shown on the button is the state to which System will change the line. The state changes as soon as you push the button.
- 4 If you're stopping a line from running, Remote Client prompts you to confirm the line suspension. Select Yes to confirm line suspension.

The button will not reflect the change until you click OK and reopen the Line Properties dialog.



Suspending and Resuming Lines from the Main Window

If you have Full or Normal access rights, you can quickly suspend and resume lines from the Remote Client main window:

1. From the Remote Client main window, right-click the line you want to suspend or resume to open a shortcut menu.
2. Select Suspend/Resume from the shortcut menu.

4.5 Saving Information about a Line's Current State

Clicking the Dump Data button in the Line Properties dialog dumps all internal information regarding a line's current state into an ASCII file you can open and view. This ASCII file will reside on the server (host).

The naming convention System uses when naming this file is as follows:

```
line_<line number>_dump.txt
```

You can find this file in the working directory from which System is launched, that is, on the server (host). By default, this location is as follows:

C:\System

For example, if you dump line information for line 3, System places the information in the following location:

C:\System\line_3_dump.txt

The following example shows the contents of a sample line dump file:

```
Current script:          BasicTest
Current script line:    11
Connected Line ID:      9999
Assigned to Line:       None
Current Usage State:    Busy
Waiting For Hangup:     False
ADI Call state:         ADI_CC_STATE_CONNECTED
Last Event ID:          ADIEVN_CALL_CONNECTED
System Call State:      Playing
RemoteClient            State:Ready
```

To dump line information to an ASCII file,

- Click Dump Data from the Line Properties dialog.

To view dump line information in its ASCII file,

- Locate and open the following directory and file:
\\<server(host)name>\C_drive\System\line_<line number>_dump.txt



Saving Line Information from the Main Window

If you have Full or Normal access rights, you can quickly save line information from the Remote Client main window:

1. From the Remote Client main window, right-click the line for which you want to save its information.
2. Select Dump Data from the shortcut menu.

4.6 Monitoring Line Usage

Lines are either idle or busy. The Line Usage box indicates whether a line is idle or busy. Lines that are busy are lines that are handling phone calls. Idle lines are lines that are available to receive calls.

4.7 Editing Scripts

Remote Client allows you to edit scripts in two ways, depending on the location and file type of the script you want to edit. You can download a line's default script from a System host and edit it, or you can open a script on your PC and edit it. If you download the script from a host, the file will be a .txt file type. Download the .txt script from a host if you are confident editing scripts with a text editor. If you open a script on your PC, it is a .gsc file type. Open and use this file type if you are new at editing scripts. You will use the VisEd application to edit these scripts, which has a user-friendly, graphical user interface. Once you are finished editing a .gsc script in VisEd, you will use VisEd to generate a .txt file of the script that you can then Reload for a line—see Reloading Scripts for a Line.

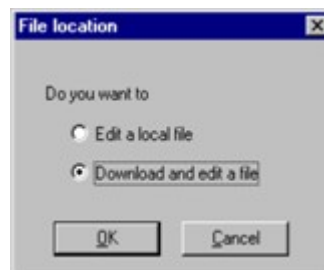
4.7.1 Editing a Script Located on a System Host

Remote Client allows you to open a line's default script and edit it from within the application, using a text editor such as WordPad or Notepad.

To edit a .txt script from a System host,

- 1 Access the Remote Client main window.
- 2 Double-click any line's number in the Remote Client main window to open the Line Properties dialog.
- 3 Click Edit Script.

The File Location dialog opens:

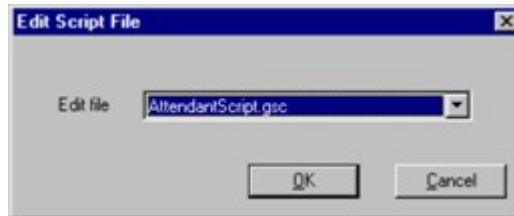


- 4 Ensure that “Download and edit a file” is selected, then click OK.

- 5 When the following dialog opens, select the editor in which you want to edit the script:



- 6 Click the Edit file box from the following dialog and select the script file you want to edit.



- 7 Click OK.

The script opens in the editor you selected.

- 8 Edit the script.
- 9 Save the script.
- 10 Close the editor.

A dialog opens asking whether you want to send the file to the remote system from which you downloaded the file.



- 11 Click Yes to return the script to the remote system.

Note: You must reload the edited script for System to recognize it. To learn how to reload scripts for a line, see the section “Reloading Scripts for a Line.”



Opening Scripts from the Main Window

If you have Full or Normal access rights, you can quickly open a script for editing from the Remote Client main window:

1. From the Remote Client main window, right-click the line running the script you want to edit.
2. Select Edit Script from the shortcut menu.

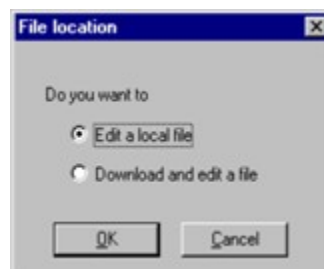
4.7.2 Editing a Script Located on Your PC

Remote Client allows you to open a .gsc version of a script from your PC so you can edit it with the VisEd application. VisEd is a user-friendly application with a graphical user interface that you can use if you're inexperienced with editing scripts in a text editor like WordPad or Notepad.

To edit a script through Remote Client,

- 1 Access the Remote Client main window.
- 2 Double-click any line's number in the Remote Client main window to open the Line Properties dialog.
- 3 Click Edit Script.

The File Location dialog opens:



- 4 Ensure that "Edit a local file" is selected, then click OK.

- 5 From the Open dialog, locate the relevant .gsc script and click Open.

The .gsc opens in the VisEd application.

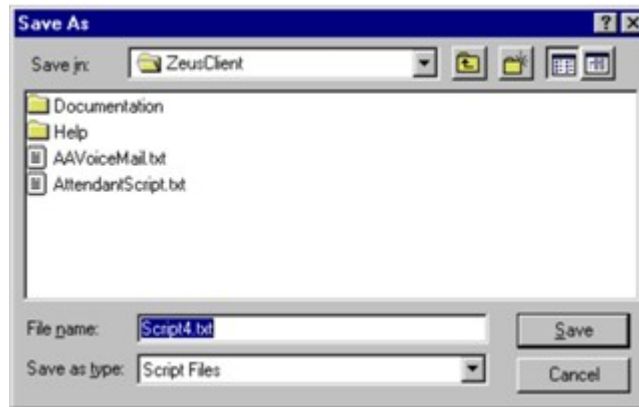
- 6 In VisEd, edit the script.

Note: See the *VisEd User's Guide* for details on how to use VisEd to edit scripts.

- 7 In VisEd, save the script.

- 8 In VisEd, open the Script menu and select Generate to generate a .txt script file that you can run on the remote system.

A Save As dialog opens:



- 9 Click Save.

- 10 Close VisEd.

A dialog opens asking whether you want to send the file to a remote system.



- 11 Click Yes to send the script to the relevant remote system.

Note: You must reload the edited script for System to recognize it. See the following section to learn how to reload scripts for a line.



Opening Scripts from the Main Window

If you have Full or Normal access rights, you can quickly open a script for editing from the Remote Client main window:

1. From the Remote Client main window, right-click the line running the script you want to edit.
2. Select Edit Script from the shortcut menu.

4.8 Reloading Scripts for a Line

If you edit a script, the line using the script will ignore the edits until you reload the script. Without reloading scripts, the line will continue to use the previously loaded script. To reload scripts for a specific line, use the Reload Scripts button (Figure 9).

Figure 9: Reload Scripts Button



To reload scripts for a selected line,

- 1 Access the Remote Client main window.
- 2 Double-click the number of the line having scripts you want to reload. The Line Properties dialog opens.
- 3 Click Reload Scripts.

Note: The Reload Scripts button reloads all scripts for this line only.



Reloading Scripts from the Main Window

If you have Full or Normal access rights, you can quickly reload lines from the Remote Client main window:

To reload scripts for a specific line,

1. From the Remote Client main window, right-click the line running the script you want to reload.
2. Select Reload Line from the shortcut menu.

To reload all scripts, the configuration file, and system defaults,

1. Click Reload from the Remote Client main window.

2. Click Yes to confirm the action.

The Remote Client displays a status message when it has finished reloading the defaults, configuration file, and all scripts.

3. Click OK.

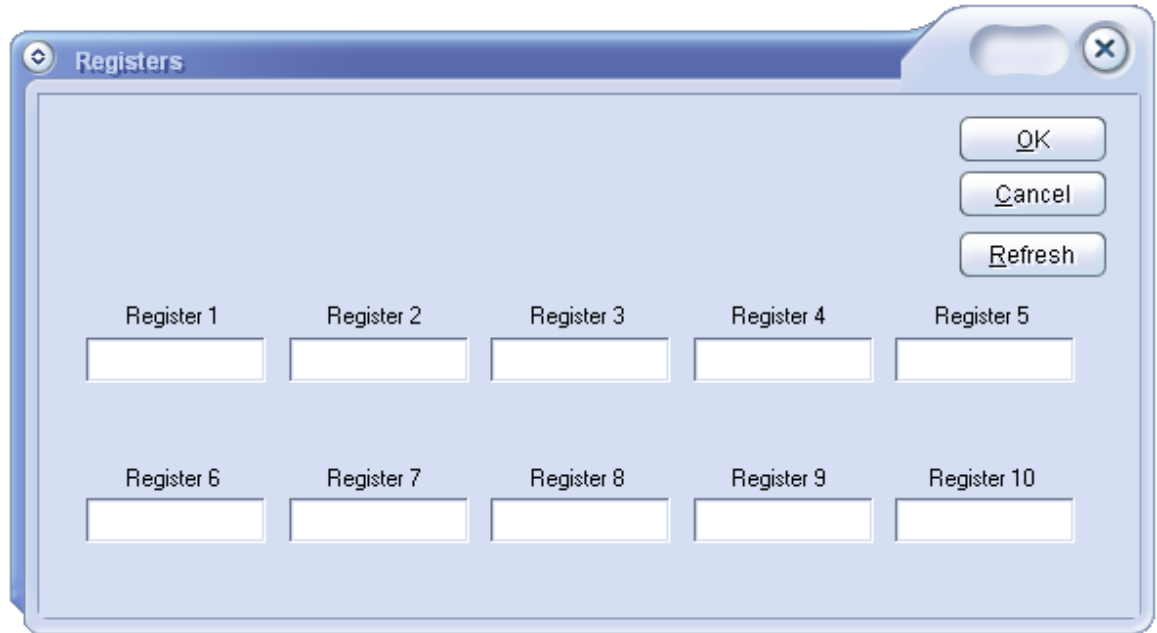
4.9 Using Registers

Registers are a form of variable you can use to dynamically add information to, or modify information in, a script while the system is running. You can assign up to ten registers for each line.

Once you name a register in a script, you can use the Registers dialog (Figure 10) to change the value of the register at anytime, even as System is using the script.

Open the Registers dialog by clicking the Registers button in the Line Properties dialog.

Figure 10: Registers Dialog



You must name registers in your script for them to appear in the Registers dialog.

As an example of using Registers, assume you want to use one script to dial a range of telephone numbers but also want to be able to change the range at any time. To accomplish this action, you would need to name three registers in your scripts as "FirstNumber," "LastNumber," and "OkToRun." Use the following script statement to name scripts:

```
Set register.name [1] <name>
```

Once you have named the registers in your scripts, the next step you would need to take is to open the Registers dialog and specify the telephone number range desired by entering a starting telephone number into the "FirstNumber" register and an ending telephone number in the "LastNumber" register (as shown in Figure 10). Then, set the "OkToRun" register to "stop."

When you're ready for System to begin dialing the range of numbers, use the Registers dialog to change the OkToRun register to "go." System dials each number in the range until it reaches the number set in the LastNumber register. You could manually stop System from dialing by changing the OktoRun to "stop."

You need to ensure the script checks the OkToRun register before dialing each call so that it stops dialing calls when it sees the register is not set to "go."

Because each line can own up to ten registers, you could have a number of lines all dialing different ranges and control those ranges by entering register information in real time into the Registers dialog.

Figure 11 shows what the script for this example might look like. See the *Script Writing Guide* for more details on using Registers in scripts.

Figure 11: Sample Script Using Registers

```
!RegisterTest

Declare x as int

    Set register.name[1] to StartNumber
    Set register.name[2] to EndNumber
    Set register.name[3] to From

    Display value[2] = $Register.value[2]

    Display Stopped

// Wait for someone to tell us to go
WaitLoop:
    if $Register.value[3] = GO then
        Set register.value[3] to Running
        Goto Loop
    else
        Wait 500
        Goto WaitLoop
    endif

Loop:
    Set x to $Register.value[1]
    if $Register.value[1] = $Register.value[2] then
        Goto Done
    else
        Set x to ($x + 1)
        Set Register.value[1] to $x
        Wait 250
        Goto Loop
```

```
endif
```

Done:

```
Set Register.value[3] to Stopped
```

```
Display Stopped
```

```
suspend
```



Accessing Registers from the Main Window

If you have Full or Normal access rights, you can quickly access registers from the Remote Client main window:

1. From the Remote Client main window, right-click the line running the registers you want to administer.
2. Select Registers from the shortcut menu.

The Registers dialog opens to display the registers running on the selected line.

4.9.1 Assigning Values to Registers

Remember the following rules when assigning values to registers:

- Each line has its own set of ten registers
- A register does not exist until a script gives it a name and has at least one script statement that uses it
- You must name registers in your script for them to appear in the Registers dialog

If you have met the rules in the previous list, complete the following steps to dynamically assign values to registers:

- 1 Access the Remote Client main window.
- 2 Double-click the number of the line for which you want to assign a register value. The Line Properties dialog opens.
- 3 Click Registers from the Line Properties dialog. The Registers dialog opens.

- 4 Click the register box listing the name of the register to change.
- 5 Type the value to assign the register.
- 6 Click OK.

4.9.2 Viewing the Most Current Register Values

To view the most current value assigned to a register,

- Click Refresh from the Registers dialog.

5 System Commands

Clicking the System button from the Remote Client window opens a window for controlling the remote system itself.

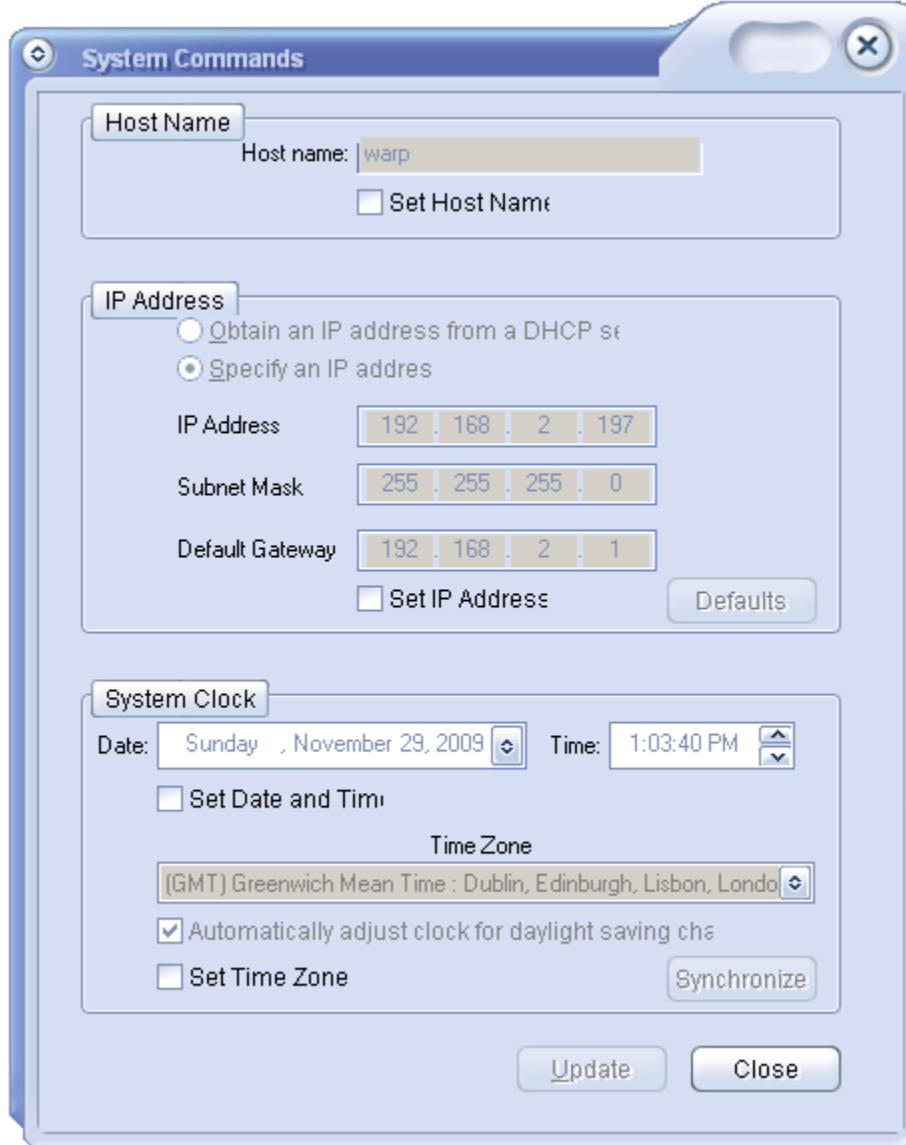
Press the System button to open the System Commands window (see Figure 12). From this window, you can start and stop the selected host and its processes, changing its IP address, changing its host name, changing its time of day, and changing its time zone.

One option available to System hosts is to have their processes managed by a program called the Process Manager. The Process Manager program monitors other programs to ensure they remain running at all times without human intervention. If one of those processes should die for some reason, Process Manager automatically restarts the process.

If the Process Manager program is managing processes on the selected host, the System Commands dialog also lists the number of processes Process Manager is configured to manage and how many of those processes are running. Remote Client updates the information shown in the System Commands dialog every five seconds. The Perform Process Management check box lets you pause and continue the Process Manager program from managing its configured processes.

Note: You may only use the options in the System Commands dialog if you have Full or Normal access rights.

Figure 12: System Commands Dialog



5.1 Changing the Host Name

To change the system's host name, check the Set Host Name checkbox. The Host Name field will be enabled. Enter the new name of the host. If there are no more changes, press the Update button.

5.2 Changing the IP Address

To change the system's IP address, check the Set IP Address checkbox. All fields and controls in the IP Address group will be enabled. If you wish to use DHCP, select the "Obtain an IP address from a DHCP server" radio button. Otherwise, select the "Specify an IP address" radio button.

If you select the "Specify an IP address" the IP Address, Subnet Mask and Default Gateway fields will be enabled. Otherwise, they will be disabled. Enter the new IP Address, subnet mask and default gateway address.

To return all IP Address settings to their defaults, press the Defaults button.

If there are no more changes, press the Update button.

5.3 Changing the System Clock

To change the system's clock settings, check the "Set Date and Time" checkbox. The Date and Time fields will be enabled. Enter the new date and time.

To change the system's time zone settings, check the "Set Time Zone" checkbox. The Time Zone drop down list and "Automatically adjust for daylight saving changes" checkbox will be enabled. Enter the time zone and check the checkbox if you are in a daylight saving area..

To set the date and time to match those of your system, press the Synchronize button.

If there are no more changes, press the Update button.

6 Process Management

Clicking the Processes button from the Remote Client window opens a window for controlling the remote system itself.

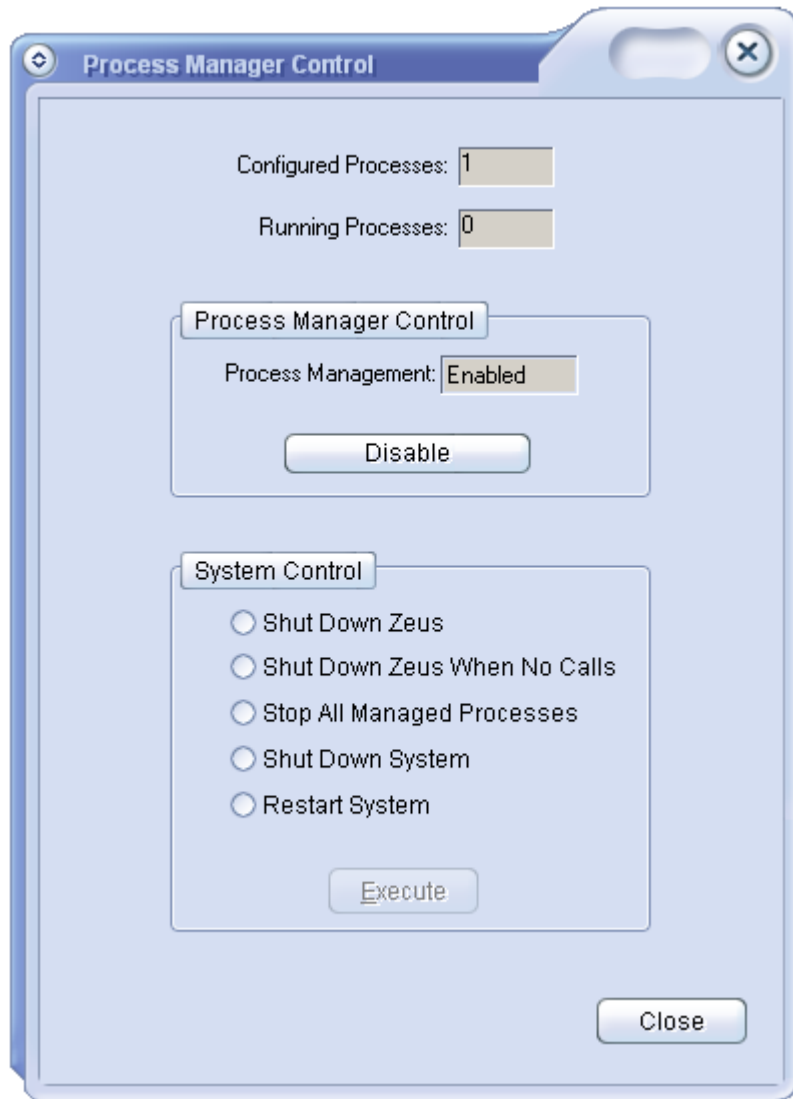
Press the Processes button to open the Process Manager Control window (see Figure 12). From this window, you can start and stop the selected host and its processes, changing its IP address, changing its host name, changing its time of day, and changing its time zone.

One option available to System hosts is to have their processes managed by a program called the Process Manager. The Process Manager program monitors other programs to ensure they remain running at all times without human intervention. If one of those processes should die for some reason, Process Manager automatically restarts the process.

If the Process Manager program is managing processes on the selected host, the System Commands dialog also lists the number of processes Process Manager is configured to manage and how many of those processes are running. Remote Client updates the information shown in the System Commands dialog every five seconds. The Perform Process Management check box lets you pause and continue the Process Manager program from managing its configured processes.

Note: You may only use the options in the System Commands dialog if you have Full or Normal access rights.

Figure 13: Process Manager Control Dialog



6.1 Controlling Process Management

Pausing Process Management is useful in situations where you need to briefly stop a process that Process Manager is monitoring, for example, to update a program being monitored. Without this option, Process Manager would restart the program or process, which would prevent you from being able to update the program. When you select the *Perform Process Management* check box, Process Manager continues running but stops monitoring processes and programs.

To pause process management so that Process Manager ignores programs and processes it is configured to monitor,

Press the Disable button.

Once process management has successfully been disabled, this button will change to Enable.

To continue process management,

Press the Enable button.

Once process management has successfully been enabled, this button will change to Disable .

7 Audio Cache

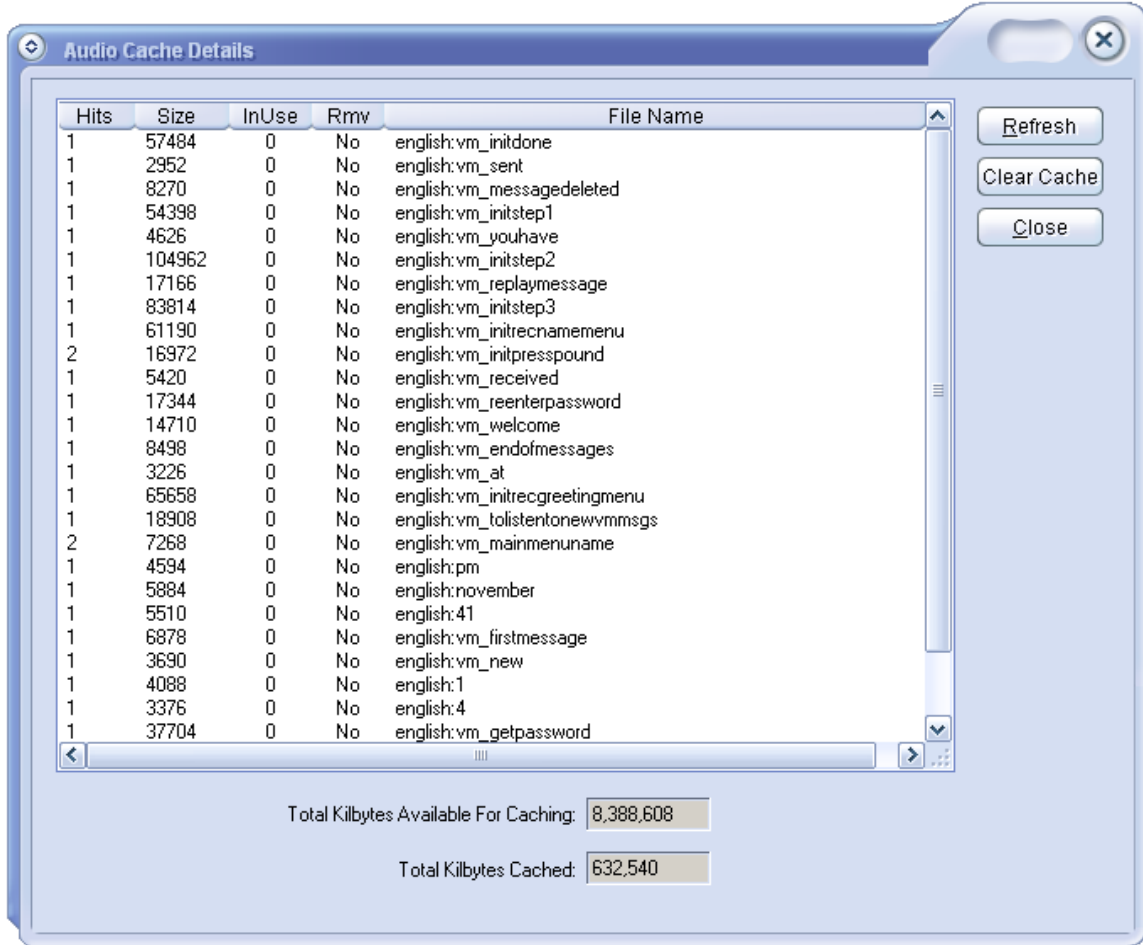
Clicking the Audio Cache button from the Remote Client window opens a window for monitoring and controlling the audio cache.

Press the Audio Cache button to open the Audio Cache Details window (see Figure 12). From this window, you view all audio files that have been loaded into cache, see the total amount of memory allocated for audio caching, see the current amount of memory actually used for audio caching, and clear the audio cache.

The Audio Cache is automatically cleared of old files that have not been used within the last 24 hours each night. Updated physical files are detected by The system and cause their cached image to be automatically updated.

However, if you have updated a file and it's cache did not automatically get updated (you still hear the old audio) you can manually clear all cached files. Once cleared, each instance of first use of an audio file will cause to once again be inserted into cache.

Figure 14: Audio Cache Details Dialog



7.1 Clearing Audio Cache

Clearing the Audio Cache causes all file images in memory to be cleared.

To clear all files from the Audio,

- 1 Click Clear Cache.

7.2 Stopping The System Process

The Shut Down System option lets you gracefully stop the System. For example, you might want to use this option if you need to update the System application.

To stop the System application,

- 1 Select the Shut Down System or the Shut Down System When No Calls radio button.
- 2 Click Execute.

An acknowledge window will pop up to confirm your request has been sent:



7.3 Stopping All Processes Running on the Host

The Stop All Processes option lets you quickly stop and shutdown all programs and processes the Process Manager program is monitoring. For example, you might want to use this option if you need to shut the system down and perform system maintenance.

To stop processes and programs,

- 3 Select the Stop All Processes check box.
- 4 Click Execute.

An event message opens to verify if Remote Client could submit your request.

- 5 Click OK to acknowledge and close the event message.

Note: Process Manager will restart the programs and processes at its scheduled time unless you have paused process management. To have the processes remain stopped, ensure you have selected the *Perform Process Management* check box to pause process management. See the previous section for details on pausing process management.

7.4 Restarting the System

Restarting a system stops all processes on the system and has the system perform a graceful shut down before it restarts.

To restart the selected system/host,

- 1 Click Restart System.

- 2 Click Execute.

An event message opens to verify if Remote Client could submit your request.

- 3 Click OK to acknowledge and close the event message.

7.5 Shutting Down the System

Restarting a system stops all processes on the system and has the system perform a graceful shut down.

To shut down the system/host,

- 1 Click Shut Down System.

- 2 Click Execute.

An event message opens to verify if Remote Client could submit your request.

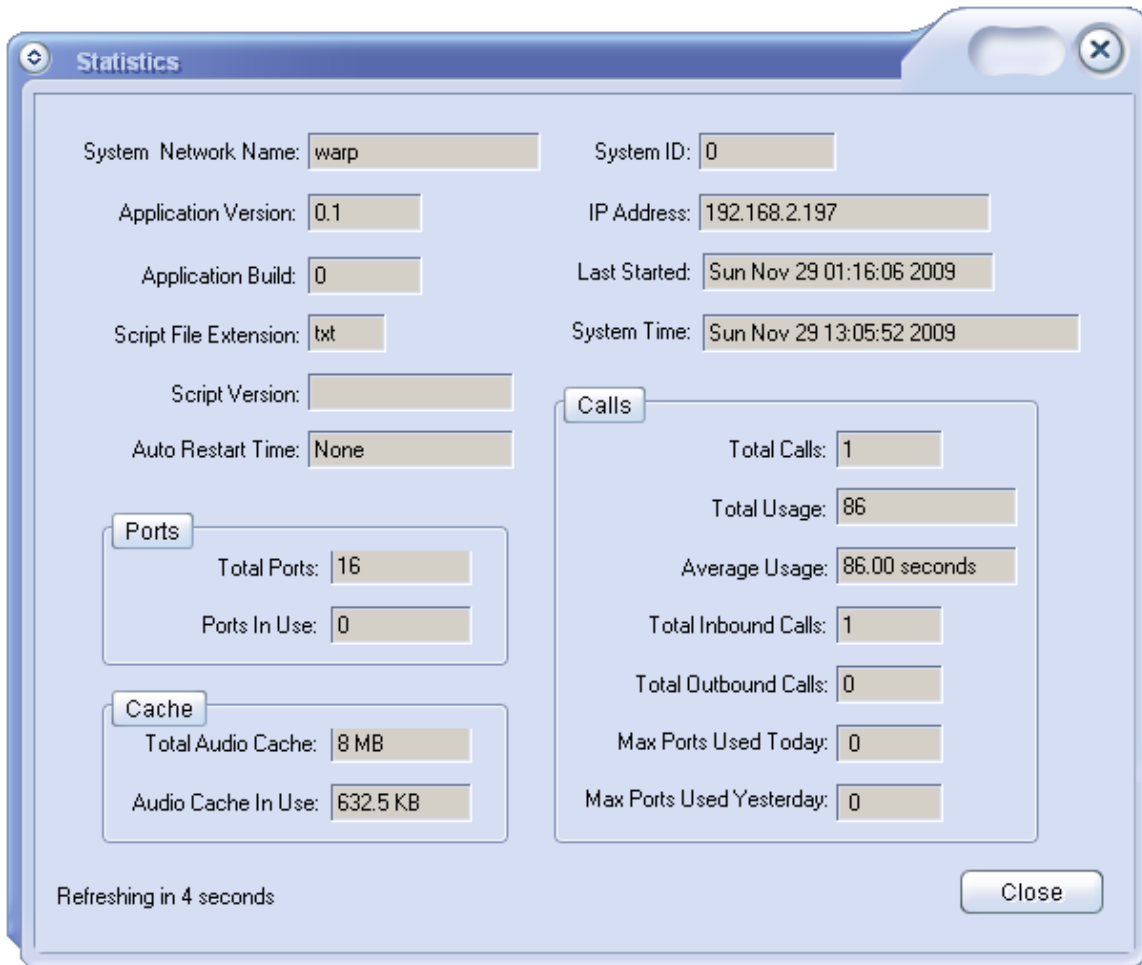
- 3 Click OK to acknowledge and close the event message.

8 Statistics

Clicking the Statistics button from the Remote Client window opens the statistics dialog. This dialog shows both configuration information and statistical information.

There are no input fields in this dialog. It is for review and informational purposes only.

Figure 15: Statistics Dialog



This statistics dialog shows various information about The system configuration and running statistics.

Field	Description
System Network Name	The name of the system as seen from the LAN.
Application Version	The System software version number
Application Build	The System software build number.
Script File Extension	The file extension used for System scripts.
Script Version	An optional version number assigned in the scripts.
Auto Restart Time	The time of day System is scheduled to restart every day.
System ID	An optional System ID assigned to the system.

IP Address	One or more IP Addresses assigned to the system.
Last Started	The date and time the System application was last started.
System Time	The current time on the PC where System is running.
Total Ports	The total number of ports currently running.
Ports In Use	The total number of ports currently in use.
Total Audio Cache	The number of MB of memory reserved for audio cache.
Audio Cache In Use	The amount of memory currently used for audio cache.
Total Calls	The total number of calls since System was last restarted.
Total Usage	The total number of seconds of usage for all calls since System was last restarted.
Average Usage	The average number of seconds of usage for each call since System was last restarted.
Total Inbound Calls	Number of the total calls that were inbound.
Total Outbound Calls	Number of the total calls that were outbound.
Max Ports Used Today	The most ports at any one time that have been used today.
Max Ports Used Yesterday	The most ports at any one time that were used yesterday.

9 Settings

Clicking the Settings button from the Remote Client window opens the Settings dialog. This dialog is used to review and modify the values of global variables used in scripts.

10 Starting Programs

You can open the following programs from within Remote Client:

- Remote Event Viewer
- Trace Viewer

10.1 Starting the Remote Event Viewer

The Remote Event Viewer is a program you use to monitor events that occur on your system. By monitoring events, you can ensure your system is running as expected. If errors occur, Remote Event Viewer notifies you of the error.

To open Remote Event Viewer from the Remote Client program,

- Click Events.

Note: See the *Remote Event Viewer User's Guide* for details.

10.2 Starting Remote Trace Viewer

The Remote Trace Viewer program is a configurable line monitoring feature, which displays all the trace information elements as set in the Remote Client's Line Properties dialog. Use Remote Trace Viewer to monitor different information elements, such as status messages, script execution, and telephony events that occur on lines handling calls.

To start Trace Viewer from within Remote Client,

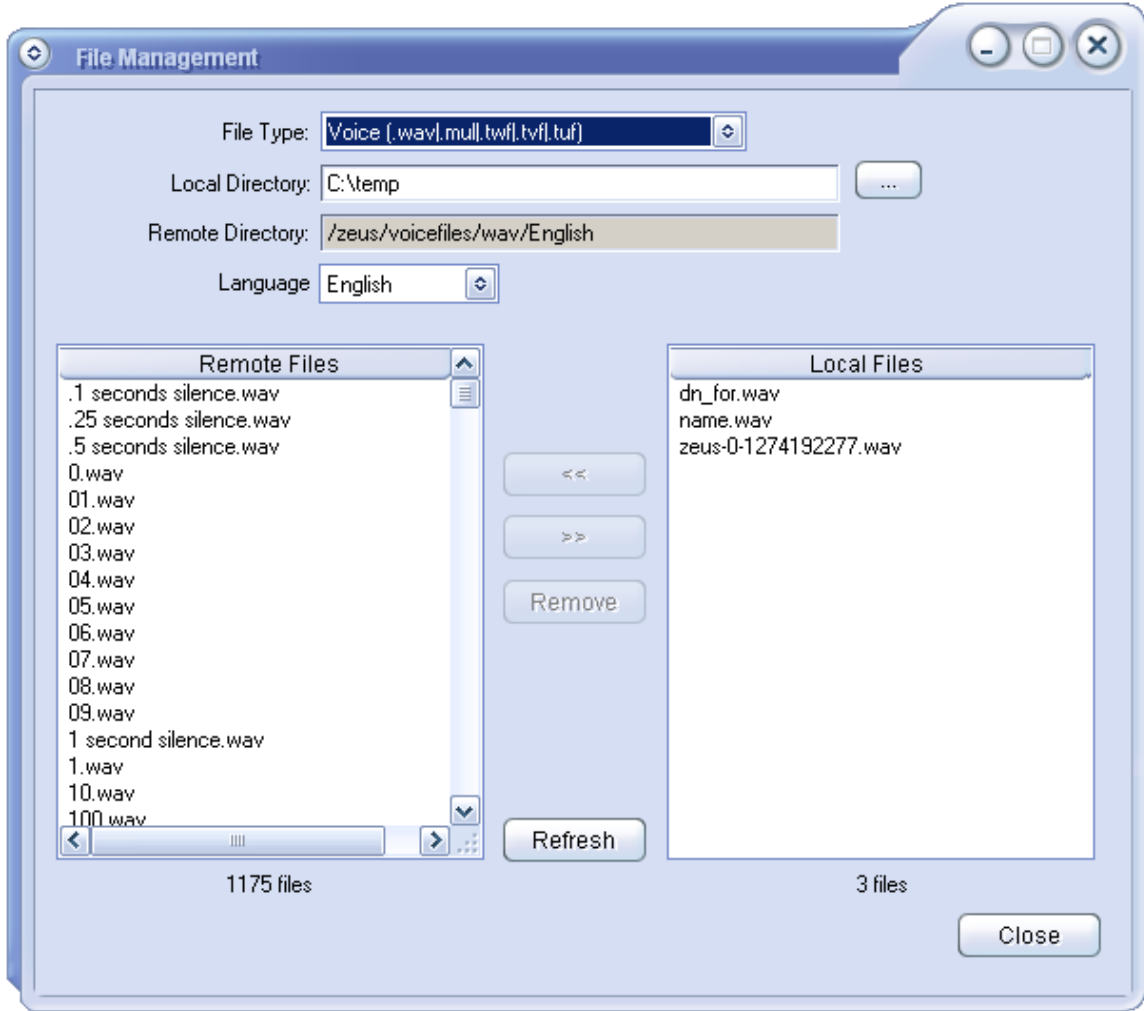
- 1 Right-click a line in the Remote Client window.
- 2 Select Trace Viewer from the shortcut menu.

Note: You must have Full or Normal access rights to use the shortcut menu.

11 Managing Files

Clicking the Manage Files button from the Remote Client window opens the File Management dialog. This dialog is used to copy files to and from your PC to the system. Script, log, and voice files can all be copied.

Figure 17 File Management



Field	Description
File Type	The type of file to be displayed. This can be: CSV, script, log, voice, xml
Local Directory	The directory on your PC to use for local files.
Remote Directory	The directory on the remote system.
Language	The language. This applies only to voice files.
Remote Files	A list of files found on the remote system.
Local Files	A list of files found on your local system.
>>	When pressed, will copy the selected file from the remote system to your local system in the directory specified in the Local Directory setting.
<<	When pressed, will copy the selected file from the local system to your remote system.
Remove	When pressed, will delete the selected file.
Refresh	Will refresh the remote and local file listings.
Close	Will close this dialog.

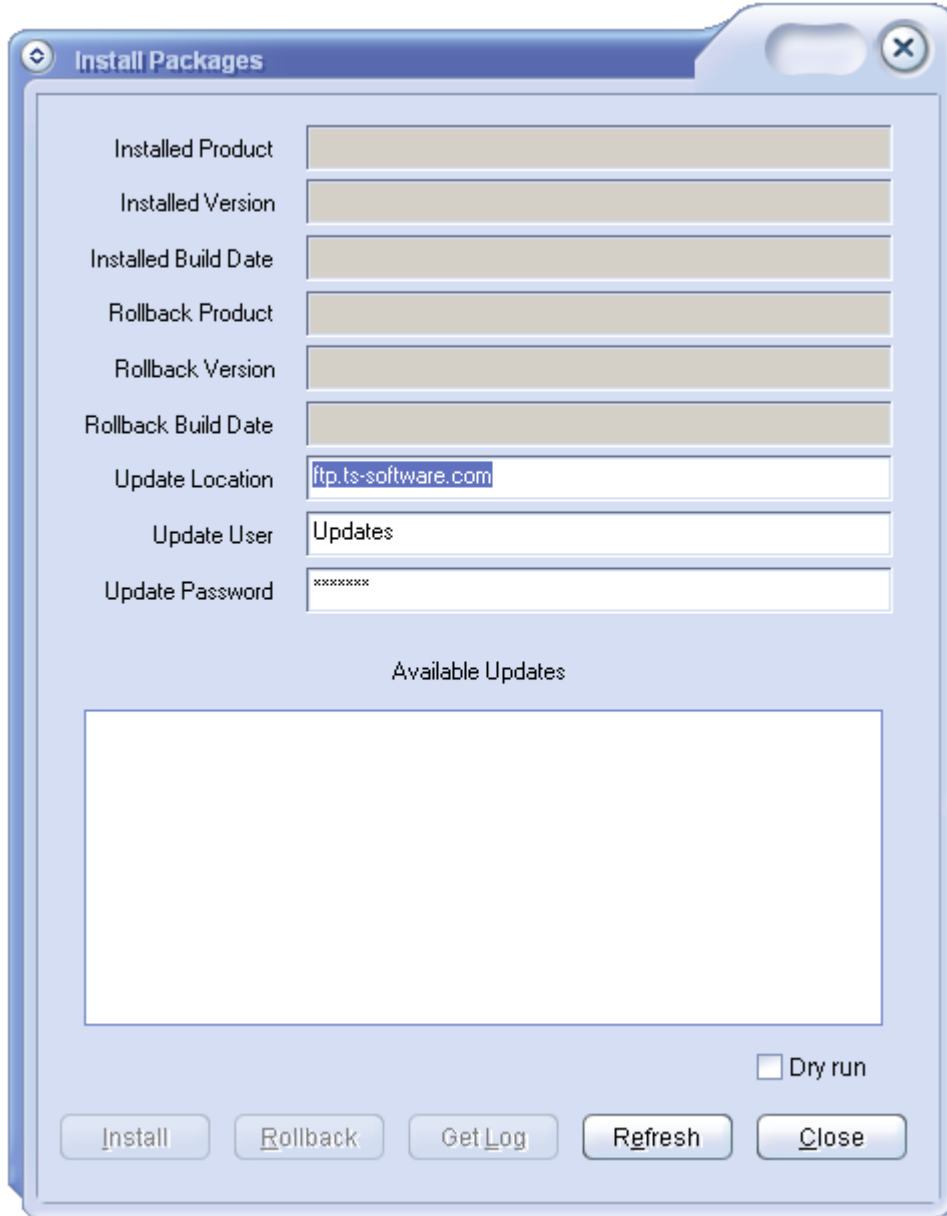
12 Update Host

Clicking the Update Host button from the Remote Client window opens the File Management dialog. This dialog is used to view your currently installed software package as well as update to a newer version or roll back to a previous version.

This dialog is used to manage software packages for your system. A package is a bundle of various software programs and files that will typically provide fixes and enhancements to your current functionality.

If you are not sure about the use of this dialog, please contact customer support.

Figure 18 Install Packages Dialog



Field	Description
Installed Product	The product that is currently installed.
Installed Version	The version of the installed product.
Install Build date	The date the installed product was built.
Rollback Product	The product that is available to rollback to.
Rollback Version	The version of the rollback product.
Rollback Build Date	The date the rollback product was built.
Update Location	The ftp site where updates can be found. This is provided by your vendor.
Update User	The user ID the system should use to log into the FTP site.
Update Password	The password the system should use to log into the FTP site.
Dry Run	This should only be checked when requested by support personnel.
Install	Pressing this button will install the new package.
Rollback	Pressing this button will rollback the current version to a previous one.
Get Log	This will retrieve the update log.
Refresh	This will re-query the FTP server for new updates
Close	This will close this dialog.

Evaluation

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Guide To Using Remote Client
100-6.1-021-001-1.1
Software Release 6.1, Document Issue 1.1