



Modifying Synch Status

There was the occasional need in OTM to be able to modify a synch status of a telephone record in order to complete various tasks. This is also needed with the Telephone Manager for the same reasons although the screens are different for implementing the task. Telephone records in TM appear as they do in **Figure 1**. The example shows changing the Synch Status from **Transmitted** to **New** so that the record can be outed from the TM database and re-retrieved from the PBX.

Figure 1 – Basic Search

The screenshot shows the 'Basic Search Telephones' interface. The search criteria are: Site - System: ISI Telemanagement Inc, Option 11C, Search Field: Prime DN, Value: 390. The search results table is as follows:

Customer	TN	Prime DN	Designation	Telephone Type	Sync Status	CPND Last Name	CPND First Name	Assigned to Employee	
<input checked="" type="checkbox"/>	0	007.0.00.05	390	007000	M2616	Transmitted	TEST	PBX	Yes

1. Search for a record by using the Basic or Advanced search technique.
2. Select (check) the record in the first column as in **Figure 1**.
3. Click the **Edit** button to reveal the Edit screen shown in **Figure 2** below.
4. In the **Edit Specification** drop-down box, select **SYNCSTATUS – Sync Status**.
5. For the **Old Value**, select the current status or use the asterisk (*) as a wildcard.
6. For the **New Value**, select an alternate status such as **New** shown in the example.
7. Click the **Add** button to position the action in the body of the window as in **Figure 3** below.
8. Check the operation box as in **Figure 3**, and click the **Submit** button to finish the procedure.

Since the record would now have a Sync Status of NEW, it can be deleted from the TM database only. Then you can perform a Retrieve – Specify and retrieve the Terminal Number back into the database in an accurate “Transmitted” state.

To permanently remove a record from the Telephone Manager and the PBX, you would select/check a record that has a “Transmitted” status, and click the **Delete** button. This would launch an immediate task to the PBX for removal of the station.

The Edit Specification window can also be used for a variety of other updates, even global, to Keys and Key features, Classes of Service, and other TM parameters. These are accessed via the Edit Specification drop-down arrow and are processed in the same manner by designating the Old Value and selecting a New Value.



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Figure 2 – Select Sync Status

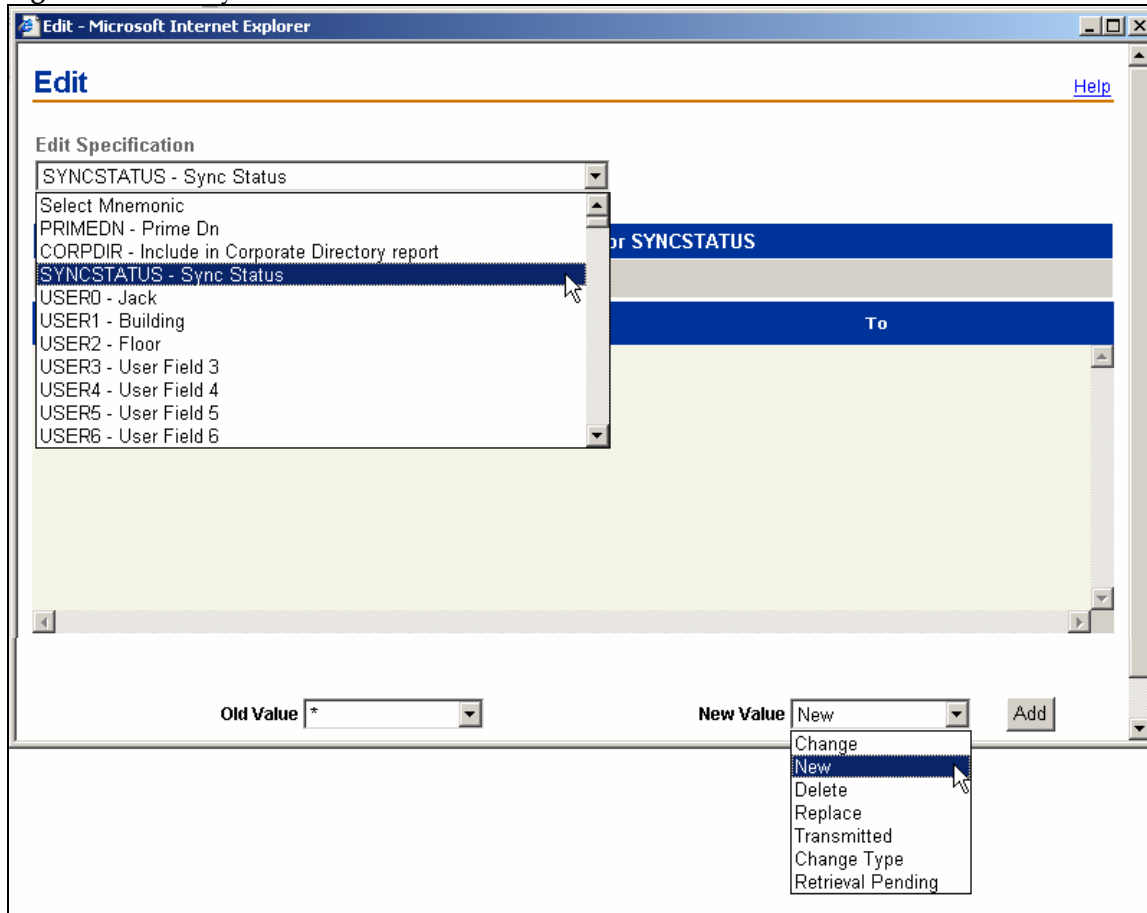


Figure 3 – Submit the Change

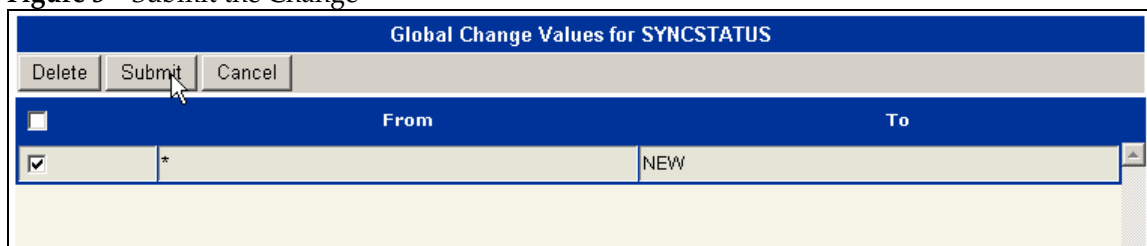


Figure 4

