

# IFW QUICK REFERENCE GUIDE: ALARMS

When setting an alarm, be sure the correct Site tab is selected. **Please note:** if you purchased the optional Lodging module, you may be alerted when your PMS is offline. If this type of alarm is triggered, the alarm message will not display in Data Manager. Data Manager does not have to be running for a PMS offline alarm to be triggered.

## Adding Alarms

To add an alarm, follow these steps:

- 1) At the **IFW Control Center**, point to the **Monitors** menu, and select **Alarm Options**.
- 2) At the Choose Alarm dialog box, click the **Add** button, and the Add Alarm dialog box will appear.
- 3) In the **Name** text box, type in the name of the new alarm.
- 4) Select the type of alarm, click **OK**, and the Alarms screen will appear.

## Alarms Screen

The specifications entered at each tabbed screen are cumulative rather than exclusive. Depending on the alarm type chosen at the Add Alarm dialog box, different controls will be available on the Setup tab, with some tabs not being available.

### TYPES OF ALARMS

- **Call Based** – This type of alarm monitors the CDR for any anomalies that you specify. All tabs are available for this type of alarm.
- **Disk Space** – This alarm will be triggered if disk space on the Headquarters PC falls below an amount you specify. Only the Setup, Contact, and Messages tabs are available for this type of alarm.
- **No CDR** – This alarm will be triggered if no call record data has been collected for an amount of time you specify. Only the Setup, Contact, and Messages tabs are available for this type of alarm.
- **PMS Offline** – (Available only when the IFW Lodging module is purchased.) This alarm will be triggered if communication is interrupted between IFW and your PMS. Only the Setup, Contact, and Messages tabs are available for this type of alarm.

### SETUP TAB

Depending on the alarm type chosen at the Add Alarm dialog box, different controls will be available on the Setup tab. You **must** select the **Active** checkbox to turn on the specific alarm conditions you set.

#### Setup Tab and a Call Based alarm

- 1) In the **Start Time** and **End Time** text boxes, enter the times the alarm will monitor the system.
- 2) In the **Repeat Interval** text box, enter the amount of time the system will wait before an alarm message is re-sent.
- 3) In the **Days Alarm Applies** section, select each day that you want the alarm to monitor. If you select the **Holiday** check box, click the **Define Holidays** button to view, add, or delete holidays.

#### Thresholds section —

- 1) In the **Number of Calls** text box, enter the minimum number of calls, which meet the alarm specifications that you defined, to occur before an alarm is triggered.
- 2) In the **Number of Hours** text box, enter the minimum number of hours the specified number of calls are placed before an alarm is triggered.

**Please note:** the next two text boxes are mutually exclusive. If you fill in one, do not fill in the other. If you want to set up alarms based on call lengths, it is recommended that you set up separate alarms for long call lengths, and for short call lengths.

- 3) In the **Long Call Length** text box, enter the minimum amount of time a call can last before an alarm is triggered.
- 4) In the **Short Call Length** text box, enter the maximum amount of time a call can last before an alarm is triggered.
- 5) In the **Over Cost Amount** text box, enter the minimum amount a call can cost before an alarm is triggered.

If you click **OK** at this point, this alarm will be saved as defined thus far. If you want to add to what you have already defined, select another tab.

#### Setup Tab and a Disk Space Alarm

This alarm will be triggered if disk space on the Headquarters PC falls below an amount you specify.

- 1) In the **Start Time** and **End Time** text boxes, enter the times the alarm will monitor the system.
- 2) In the **Repeat Interval** text box, enter the amount of time the system will wait before an alarm message is re-sent.
- 3) An alarm will be triggered when free disk space on the Headquarters PC falls below the amount specified in the **Min Disk Space** text box.
- 4) In the **Days Alarm Applies** section, select each day that you want the alarm to monitor. If you select the **Holiday** check box, click the **Define Holidays** button to view, add, or delete holidays.

If you click **OK** at this point, this alarm will be saved as defined thus far. If you want to add to what you have already defined, select another tab.

#### Setup Tab and a No CDR Alarm

This alarm is triggered if IFW receives no call records for a specified amount of time.

- 1) In the **Start Time** and **End Time** text boxes, enter the times the alarm will monitor the system.
- 2) In the **Repeat Interval** text box, enter the amount of time the system will wait before an alarm message is re-sent.
- 3) In the **No CDR** text box, enter the minimum amount of time for your PBX to be inactive before an alarm is triggered.
- 4) In the **Days Alarm Applies** section, select each day that you want the alarm to monitor. If you select the **Holiday** check box, click the **Define Holidays** button to view, add, or delete holidays.

If you click **OK** at this point, this alarm will be saved as defined thus far. If you want to add to what you have already defined, select another tab.

#### Setup Tab and a PMS Offline Alarm (Lodging Only)

This alarm will be triggered if communication between IFW and your PMS is interrupted for an amount of time you specify.

- 1) In the **Start Time** and **End Time** text boxes, enter the times the alarm will monitor the system.
- 2) In the **Repeat Interval** text box, enter the amount of time the system will wait before an alarm message is re-sent.
- 3) In the **PMS Offline** text box, enter the minimum amount of time for your PMS connection to be interrupted before an alarm is triggered.
- 4) In the **Days Alarm Applies** section, select each day that you want the alarm to monitor. If you select the **Holiday** check box, click the **Define Holidays** button to view, add, or delete holidays.

If you click **OK** at this point, this alarm will be saved as defined thus far. If you want to add to what you have already defined, select another tab.

### ORGANIZATION TAB

The Organization tab on the Alarms screen enables you to monitor call records from a specific level in your organization down to a person. **Please note:** the entire organization will be monitored if no selection is made.

#### To perform a search —

- 1) In the **Search for** drop-down list box, select the organization level you want to search for, a person's name, or object.
- 2) In the adjoining text box, type in the search string related to the selection made in the list box.
- 3) Click the **Search** button and the results will display in the Search results grid.

#### To select who is to be monitored —

Once a search is performed and the search results are displayed, you can select which of the displayed results you want to monitor.

- 1) Select the result in the Search result grid, and click the **Add Result** button.
- 2) The selection will appear in the lower grid and will be monitored.

If you click **OK** at this point, this alarm will be saved as defined thus far. If you want to add to what you have already defined, select another tab.

### CALLS INFO 1 TAB

The Calls Info 1 tab lets you monitor digits dialed, incoming caller ID numbers (if provided by your PBX), calls placed using equal access digits (e.g., 10-10-321), and types of calls made.

#### Digits Dialed/Caller ID Section —

- 1) To add a number, click the **Add** button.
- 2) Enter the digits in the text box and click **OK**.
- 3) To edit or delete a number, select it and click the appropriate button.
  - If there is a number specified in the Digits Dialed/Caller ID section along with a Call Type selected, then the system will only look for that number that is placed or received using the selected Call Type.

- To monitor calls made internally, add the extension in the **Digits Dialed** section, and select **Internal** from the **Effective Call Types** list.

#### Equal Access Digits Section —

- To add a set of Equal Access Digits, click the **Add** button.
- Enter the Equal Access Digits in the text box and click **OK**.
- To edit or delete a number, select it and click the appropriate button.
  - If there is a number specified in the **Equal Access Digits** section along with a **Call Type** selected, then the system will only look for that number that is placed using the selected **Call Type**.

#### Effective Call Types List —

- In the **Effective Call Types** list, you can select which type of call to monitor.
- Click any number of these check boxes to monitor the types of call you want to monitor. If you want to monitor both incoming and local calls, check the check boxes beside those options.
  - If **NO** Call Types are selected, then **ALL** Call Types are monitored.
  - If there are numbers specified in the **Digits Dialed/Caller ID** or **Equal Access Digits** sections along with a **Call Type** selected, then the system will only look for those numbers that are placed or received using the selected **Call Type**.
- If you click **OK** at this point, this alarm will be saved as defined thus far. If you want to add to what you have already defined, select another tab.

#### CALLS INFO 2 TAB

The **Calls Info 2** tab lets you monitor calls placed or received from a specific site, facility, trunk group, or trunk member. Also, you may monitor calls placed or received from account and matter codes, or extensions.

#### Sites and Facilities —

- To selectively monitor specific sites, select that site in the **Site** section.
- To selectively monitor specific facilities, select each facility in the **Facility** section.
- If **NO** Sites or Facilities are selected, **ALL** Sites or Facilities are monitored.

#### Trunks —

The **Trunk Group** list box contains all the defined trunk groups, and the **Trunk Member** list box contains all the trunk members.

- To selectively monitor a specific trunk group or member, select the trunk group or member from its list box.
- If **NO** trunk group or member is selected, then **ALL** trunk groups or members are monitored.

#### Account and Matter Code Lists —

To monitor calls made to or from specific account and/or matter codes, enter each type of code in its respective text box. You may also enter several codes or a range of codes.

- To enter more than one code in a list, use a comma to separate each code, or a hyphen to indicate a range of codes.
- If **NO** account or matter codes are entered, then **ALL** account or matter codes will be monitored.

#### Extension List —

To monitor calls made to or from specific extensions, enter each extension in the **Extension List** text box. You may also enter several extensions or a range of extensions.

- To enter more than one extension in a list, use a comma to separate each extension, or a hyphen to indicate a range of extensions.
- If **NO** extensions are entered, then **ALL** extensions will be monitored.

#### Trunk-to-Trunk Calls —

In this section, select *how* (as opposed to *which*) trunks are monitored.

- If you select **Include all Calls**, then both trunk-to-trunk and non-trunk-to-trunk calls will be monitored.
- If you select **Include Trunk-to-Trunk Calls Only**, then just calls made from one trunk to another will be monitored.
- If you select **Exclude Trunk-to-Trunk Calls**, then calls made from one trunk to another will not be monitored.

If you click **OK** at this point, this alarm will be saved as defined thus far. If you want to add to what you have already defined, select another tab.

#### CONTACTS TAB

At the **Contacts** tab, you create a list of people who receive a message when an alarm is triggered, and specify how the message is sent:

- Alpha pager (short text)
- Numeric pager
- E-mail (MAPI required)
- Serial printer
- Windows-based printer (These printer must be recognized by the Headquarters PC.)

Once the list of recipients is created, you can select which person or persons will receive a message for each alarm created. In addition, you may add the same recipient several times specifying a different medium to deliver a message each time.

#### Adding a Contact

At the **Contacts** tab, click **Add**, and an **Add/Edit Contact** dialog appears.

- In the **Name** text box, enter the recipient's name.
- In the **Type** section, select the medium that will deliver the message.
- Depending on the medium selected, different options will display:
  - To send a message via alpha pager or e-mail, you need to specify only the e-mail address of the recipient.
  - For the serial printer, you need to specify the phone number for dialing a modem, the COM port for the modem, the modem's baud rate as well as the number of stop bits, data bits, and parity settings.
  - For the numeric pager, you need to specify all the above for the serial printer plus a PIN code.
  - For the Windows based printer, select a printer from the list box.
- Click **OK** to save the settings and return to the **Contacts** tab.

If you click **OK** at this point, this alarm will be saved as defined thus far. If you want to add to what you have already defined, select another tab.

#### Editing a Contact

- At the **Contacts** tab, select the recipient from the list.
- Click **Edit**, and the **Add/Edit Contact** dialog box will display.

- Make the changes, and click **OK** to return to the **Contacts** tab.

#### Deleting a Contact

- At the **Contacts** tab, select the recipient to be deleted from the list.
- Click the **Delete** button, and the recipient will be removed.

#### MESSAGES TAB

At the **Messages** tab, you can specify a message that will be sent to a numeric pager, an alphanumeric pager, a serial printer, or via e-mail. It is recommended that all text boxes at this tab be filled in (staying within the parameters of each medium) no matter what the sending medium is. **Please note:** you **must** enter a message in at least one text message box.

#### Numeric Pager —

This text box only accepts numeric characters. This can be useful if a company has codes representing various alarms.

#### Short Text —

This text box is used for messages sent to an alphanumeric pager and has a limit of 80 characters.

#### Long Text —

This text box is used for messages sent to a serial printer, or to someone's e-mail address. You can enter a maximum of 255 characters.

- This message also appears in the **Alarms** section of the **IFW Control Center**.

#### Replaceable Parameters —

This section contains a list of items that are monitored. This list works with the **Short** and **Long Text** message boxes and is used for including the actual value of the monitored search criteria in the alarm message.

- Type a message in either the **Short** or **Long Text** boxes along with a label for the parameter.
- Double click an item from the **Replaceable Parameters** list, and the parameter will appear to the right of the label.
  - When this alarm is triggered, the actual value will be placed in the alarm message box.
  - When removing a parameter, make sure the entire parameter including both brackets is deleted.

**Please note:** it is recommended that when you set up alarm messages, you include Site IDs in them. The "Location" Replaceable parameter provides the Site ID.

If you click **OK** at this point, this alarm will be saved as defined thus far. If you want to add to what you have already defined, select another tab.

#### Editing/Deleting an Alarm

To edit an alarm, follow these steps:

- At the **IFW Control Center**, point to the **Monitors** menu, and select **Alarm Options**.
- At the **Choose Alarm** dialog box select the alarm, and click the **Edit** or **Delete** button.

If you clicked the **Edit** button, the **Alarms** screen appears. Select a tab to make the desired changes.