

IFW v. 4.2 ALARMS

Overview

The lower section of the **Infortel for Windows Control Center** contains a window that shows system alarm messages and warnings. These messages are intended to alert a system administrator to unusual conditions, such as:

- Calls of excessive duration or cost,
- Malfunctioning trunks,
- Attempted toll fraud,
- Excessive international calling,
- Maintenance modem access, or
- Equipment malfunctions

Any alarm situations that are detected and displayed in this window can also automatically trigger a pager to alert the appropriate personnel.

To access the Alarms function, with the **Infortel for Windows Control Center** open:

- 1) Click the **Site** tab to access the site for which you want to set alarms.
- 2) Select **Monitors** from the Menu Bar.
- 3) Select the **Alarm Options** menu item.

A tabbed Alarm Parameters dialog box appears, and the first step is to check the **Alarms Enabled** check box. This enables the alarm function. Clearing this check box disables the alarms – it will not clear the specifications. To clear the displayed alarms, open Data Manager, click the **Tools** menu, and select the **Clear Alarms** menu item.

Definitions Tab

The **Definitions** tab is the default. This is where you set times, cost amounts, no-use intervals, and short call duration triggers. The settings you specify on this screen trigger an alarm and display it in the lower section of the **Infortel for Windows Control Center**.

These alarms are saved for reporting and are purged according to the settings specified during installation.

Peg Count Tab

When counts exceed the settings you specify on this screen, an alarm will be triggered and displayed in the lower section of the **Infortel for Windows Control Center**.

Business Hours Tab

In addition to displaying an alarm, the settings you enter here can be used for report purposes (Outside Business Hours report).

Any call made from any telephone in your organization during the specified off-hours, and that exceeds the peg count, triggers an alarm and displays it in the **Infortel for Windows Control Center**.

Extensions Tab

This tab lets you keep track of calls made on particular extensions. To use this feature, follow these steps:

- 1) Click the **Extensions** tab, and click the **Add** button.
- 2) An Add Extension dialog box displays, and enter an extension in the **Extension** text box.
- 3) What is entered in the **Description** text box will be displayed in the Alarms section of the **Infortel for Windows Control Center**.
- 4) Click **OK**.

You can only **Add** or **Remove** extensions with this dialog box; you cannot edit them.

If any of the specified extensions are used at any time, an alarm triggers and displays in the **Infortel for Windows Control Center**.

Phone Number Tab

This option lets you keep track of calls made to or from specific phone numbers. To use this feature, follow these steps:

- 1) Click the **Phone Number** tab, and click the **Add** button.
- 2) An Add Phone Number dialog box displays. Enter the number in the **Phone Number** text box.
- 3) Enter a meaningful description in the **Description** text box.
- 4) Click **OK**.

You can only **Add** or **Remove** phone numbers using this dialog box; you cannot edit them.

If calls are made to or from these phone numbers at any time, an alarm triggers and displays in the **Infortel for Windows Control Center**.

Pager Tab

This option lets you enter a pager phone number of someone you want paged via modem when an alarm triggers. When that person is paged, there is no indication of which alarm was set off at the pager, only a phone number.

After filling in the text boxes, select the appropriate check boxes to specify which alarms will trigger a page to the person whose number you have entered in the **Pager Phone Number** text box. In the **Pager Call Identifier** text box, enter the phone number the paged person should call.

When you have made all the entries you wish, click **OK**.

Please note: you must coordinate these pager settings with the specific needs of your paging system. Infortel for Windows version 4.2 will only support numeric pagers, which display numeric characters in the Call ID field.

Company Holidays Tab

This option lets you enter the holidays observed by your company as non-working days. By telling Infortel for Windows to think of a Company Holiday as an "off day," alarm thresholds are changed accordingly.

The **Company Holidays** tab displays an interactive calendar.

To set Company Holidays, simply click the date in the calendar, or use the scroll bar to move to the desired month.

In addition, the **Company Holidays** tab uses data input at the **Business Hours** and **Peg Count** tabs. The **Business Hours** tab has a Holiday setting, which uses the dates set at the **Company Holidays** tab to trigger an alarm along with the peg count you have set.

When you have made all the necessary entries, click **OK**.