Operator Dispatcher Console

Guide

SELTA

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Preface

SELTA Operator Dispatcher Console (ODC) is a call management and dispatching device for SELTA communication systems.

SELTA Operator Dispatcher Console is a software application based on MS Windows O.S.

SELTA Operator Dispatcher Console communicates with SELTA systems, by using SIP protocol, by means of the IP Network.

SELTA Operator Dispatcher Console provides an intuitive and user-friendly graphical user interface (GUI), simulates an attendant console, allows the user to perform basic and advanced telephony features by clicking its numerous virtual buttons. The interface is designed to allow the management with a touch screen device.

SELTA Operator Dispatcher Console implements the following main features:
- Programmable speed-dial keys
- Monitor line status keys (BLF)
- Call park/resume
- Call transfer
- Call intrusion
- Call completion
- Call conference

Purposes of this guide are:
- understanding GUI interface and features offered
- using GUI interface to handle incoming and outgoing calls
- organizing the GUI dispatcher console
- configuring programming buttons
- configuring the directory and customizing the contacts
- understanding the monitor line status.

Multiple SELTA Operator Dispatcher Consoles can work for the same SELTA communication system.

Each SELTA Operator Dispatcher Console can have up to 8 accounts.

This document is a complete guide for users and system administrators.

It is divided into:
- first section provides operating reference, use and procedure guide for users;
- second section contains information about installation, startup procedure, basic and advanced configuration, directed to system administrators.
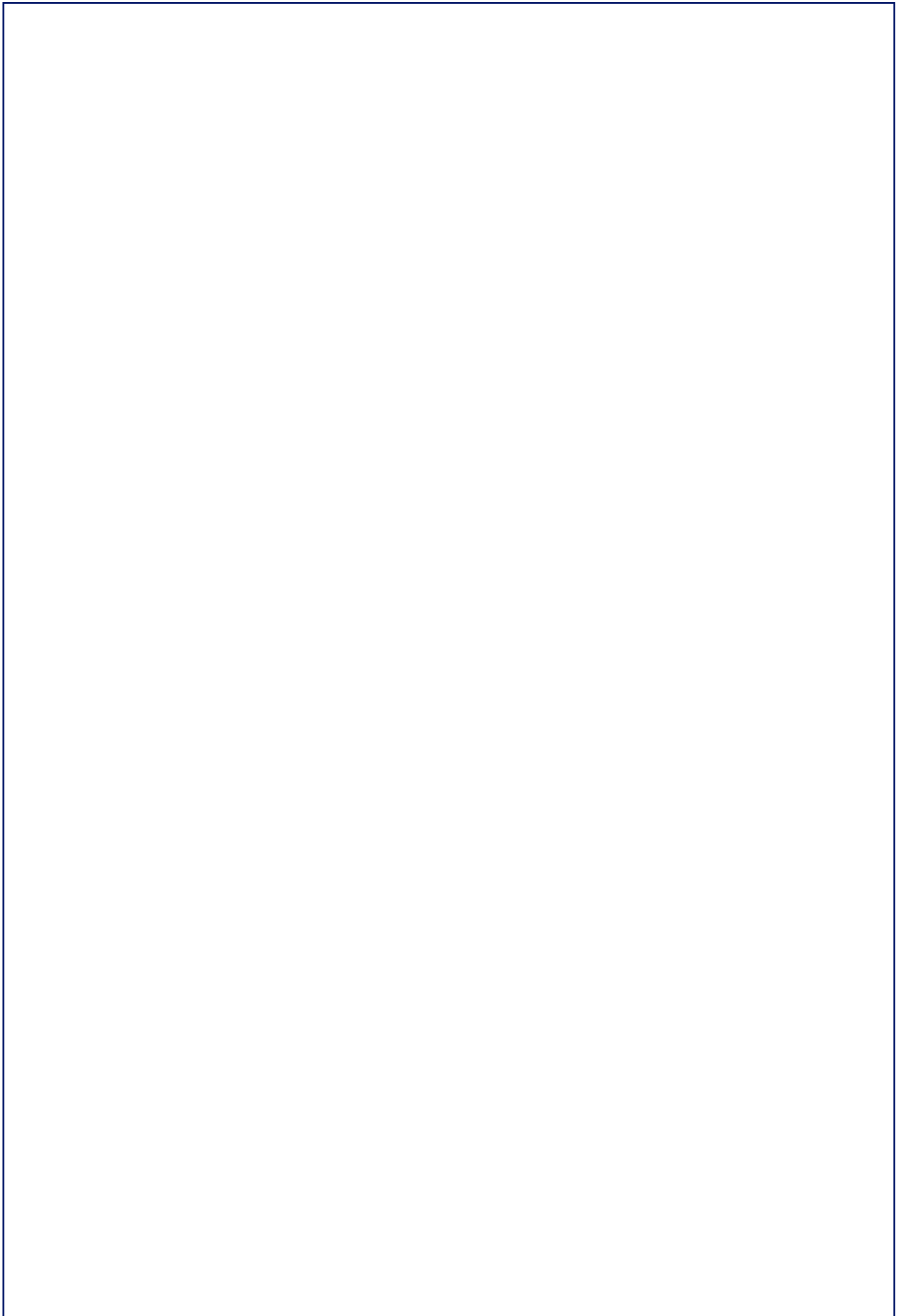
USER'S GUIDE

- SECTION ONE -

Getting started

Handling calls

Complete list of function

Shortcuts table

Reference table of dynamic colours of function keys

Chapter 1 - Getting started

Run "**SeltaDispatcher.exe**" executable file and open the main dialog box of SELTA Operator Dispatcher Console.

The main form prompts you the SELTA Operator Dispatcher Console interface with virtual function buttons as explained in the following sections.
Your system administrator will have already provided you a customized interface to meet your needs.

The images contained in this guide are referred to default configuration provided with setup installer.

1.1. Operator Dispatcher Console interface description

The graphical user interface displays a variable number of small squares of equal dimensions, placed side by side, with labels on them to explain their functions (read more in Complete list of function paragraph) and they dinamically may change colour (read more in Reference table of dynamic colours of function keys paragraph); each small square represents the function keys of the attendant console.

The graphical user interface is virtually divided in two areas: a fixed and a dynamic area. Bottons placed in fixed area are always visible, those placed in dynamic area are visible according to the active page.

The following figure shows:
- the fixed area with function keys buttons (default configuration):
- the dynamic area that can be displayed with page selection keys, placed on the fixed area (Page 1... Page X); for example to select Page1 just press Page1 key and so on. Default configuration shows an empty dynamic area because it may vary according to the custom phone numbers.
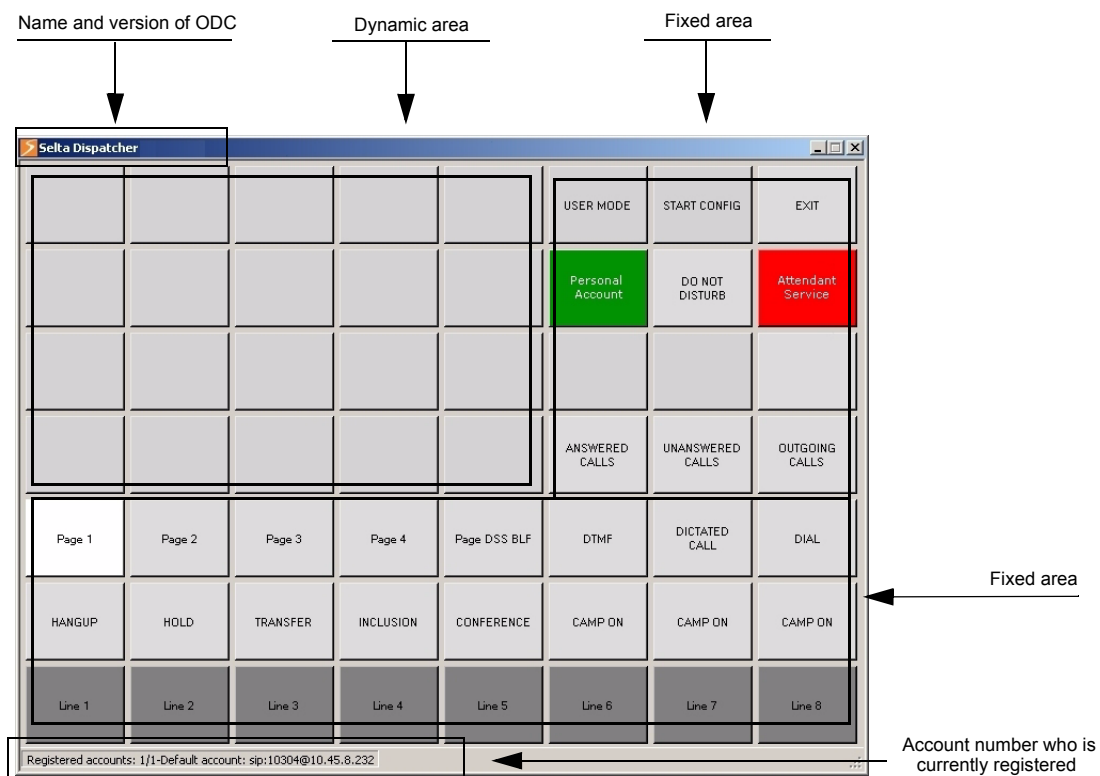
1.1.1. Description of default keys on fixed area

The following table provides a detailed description of default keys placed on fixed area, the complete list of functions available with ODC application is described in the Complete list of function paragraph:

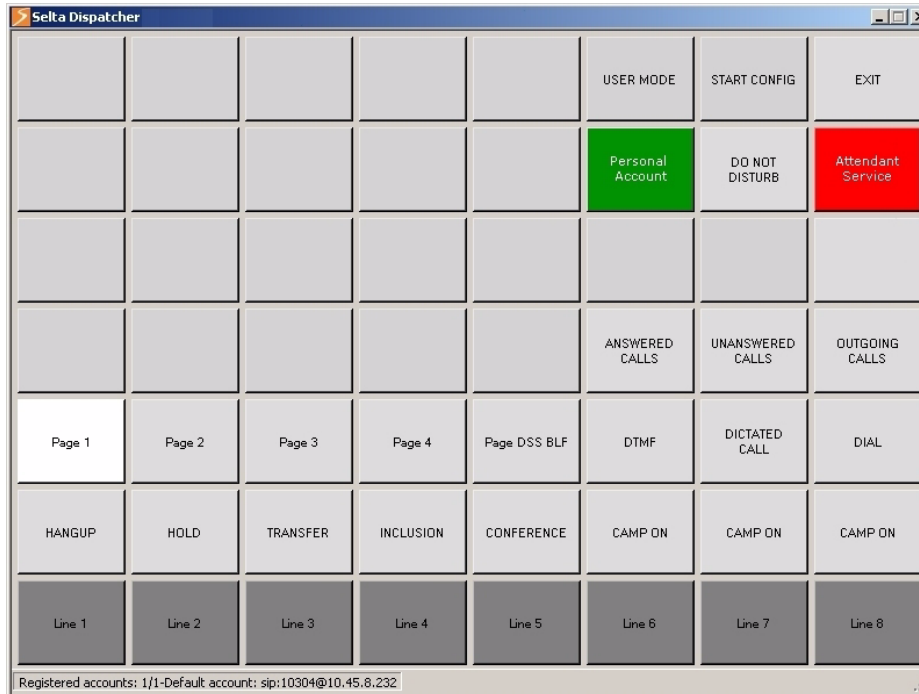| KEY	ACTION / DESCRIPTION	COLOUR
Attendant service	• Attendant service button includes/excludes the console from the telephone traffic <u>directed to the account who performs the attendant console</u>. It includes/excludes also from the possibility to receive incoming external calls in return call, signalled on LINE keys.	• RED: excluded • GREEN: included
Personal account	• Button related to the main account	• RED: account not registered • GREEN: account registered
LINE 1...8	• Receive direct incoming calls and display the Caller-ID (even if Attendant Service is excluded, red colour) • Receive incoming external calls in return call to the Operator Console (only if Attendant Service is included, green colour) • Park keys, when pressed with a call in progress	• GREY: idle state • YELLOW: incoming call • LIGHT GREEN: outgoing call • DARK GREEN: call in progress • RED: the number called is busy • ORANGE: parked call • PALE BLUE: call on hold
Do Not Disturb	• Enable DND status, block of all incoming internal and external calls	• RED: Do Not Disturb ON
HANGUP	• Close the phone call	• NONE dynamic colour
HOLD	• Put on hold the call in progress and resume from hold	• PALE BLUE: call on hold
TRANSFER	• Make a consult transfer or a direct transfer of the call	• NONE dynamic colour
INCLUSION	• Perform an inclusion on the called party in conversation	• NONE dynamic colour
CONFERENCE	• Enable a conference with two or more partners in conversation	• PALE YELLOW: conference in progress
CAMP ON	• Call completion to a user that doesn't answer	• RED label: request executed • LIGHT GREEN: the party can be called

DTMF	• Enable DTMF tones	• NONE dynamic colour
DICTATED CALL	• Open the dial pad window to write a phone number to call	• NONE dynamic colour
DIAL	• Open the dial pad window, read more in Handling calls paragraph	• NONE dynamic colour
ANSWERED CALLS	• Open the window with the list of answered calls	• NONE dynamic colour
UNANSWERED CALLS	• Open the window with the list of unanswered calls	• NONE dynamic colour
OUTGOING CALLS	• Open the window with the list of outgoing calls	• NONE dynamic colour
PAGE 1...4	• Select the dynamic page (1...4)	• GREY: page not selected • WHITE: page selected

PAGE DSS BLF	• Select the dynamic page with:
	  • Park lamp keys
	  • Monitor keys (press one of them to call the monitored line, if it is in idle)
		Monitor state:
		• GREY: idle state
		• BUSY RED LABEL: user is busy (call in progress, handset on, etc.)
		• DND RED LABEL: user is in Do Not Disturb status
		
		After pressing it:
		• LIGHT GREEN: outgoing call
		• DARK GREEN: call in progress
		• RED: the number called is busy
		• ORANGE: parked call
		• PALE BLUE: call on hold

First station Station UP Station DOWN	• Activate Park lamps function and enter the number of line from which beginning to monitor the free/busy status, by pressing First station key • Scroll UP and DOWN the numbers to monitor, by pressing Station UP and Station DOWN	**Monitor state**: • BLACK label: user is in idle state • RED label: user is busy (call in progress, handset on, etc.)
USER MODE	• Switch between USER and ADMIN mode	• Key changes from [USER MODE] to [ADMIN MODE]
START CONFIG	• Start configuration mode • Save changes	• Key changes from [START CONFIG] to [CONFIG PAG 0]
EXIT	• Exit and close the application window	• NONE dynamic colour

1.2. Dial Pad window

The Dial Pad window simulates the keypad of the telephone, you can dial a number and then press OK button to send the selection.

Use it every time you are required to dial a telephone number, for example to make a call, to make a transfer, etc.

To open: click DIAL key.

Enter the number that you want to dial, use the mouse or your keyboard or the touchscreen and read the number in next field

Press OK to send the selection

Press DEL to cancel a character

Press ESC to close the window
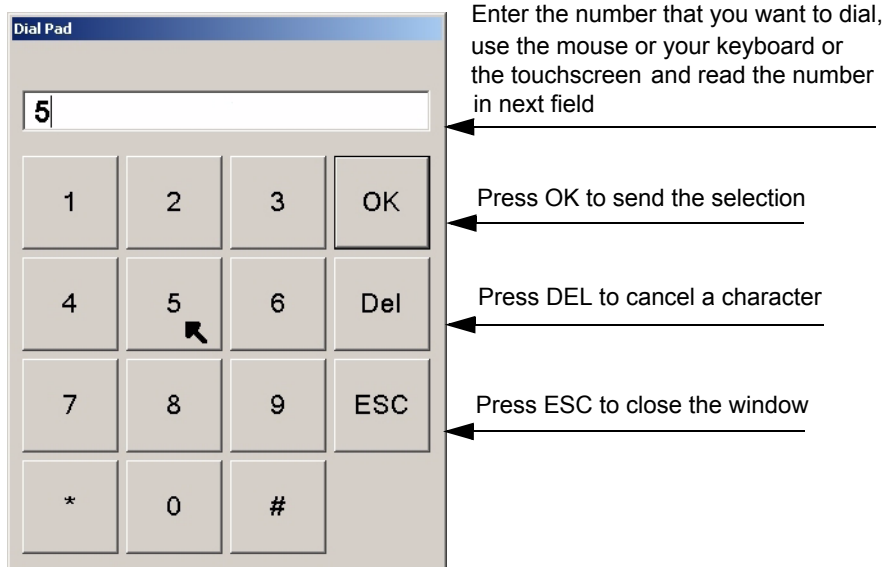
1.3. Directory window

The Directory window opens the list of contacts present in the connected database.

To open: click DIRECTORY key.

Contact information = Title + Surname + Name + Company

Enter the name that you are searching or scroll up and down the list

Job and Address information

Click the number to call, max 4 numbers each contact

Click ESC to exit

The searching operation on SQL database matches the first characters (no case sensitive) of surname, name, title and company fields of contacts.

Chapter 2 - Handling calls

This chapter explains how to handle incoming and outgoing calls by using the mouse and/or the keyboard.
You can also perform the following procedures from a touch-enabled monitor.

We suggest to read Complete list of function paragraph to better understand the meaning of the function keys cited below. Even notice that to perform the operations described below, the function keys cited must be present on your GUI interface, otherwise contact your system administrator.

The following procedures can be performed both with *Handset mode* and *Handsfree mode*, press HANDSFREE/HANDSET key (if present in the GUI interface) to switch between them.

Browse dynamic pages by pressing PAGE keys.

2.1. Basic operations
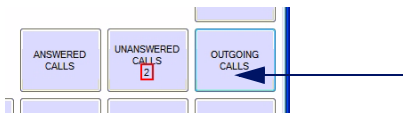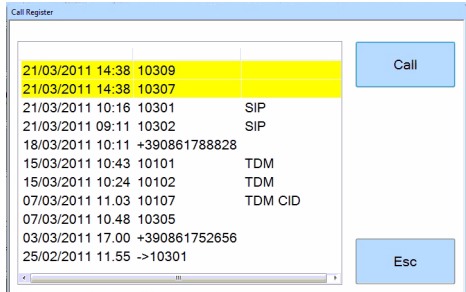
To:	You have to:
Make a phone call	• Click the DIAL key to open the Dial Pad window (read more in Dial Pad window paragraph) • Enter the telephone number to dial • Click OK button to make the call **or** • Click one of the speed dial keys (if present the CONTACT keys in the dynamic area of GUI interface) to call the programmed number **or** • Click one of the DSSBLF keys to call the number monitored (present on PAGE DSS BLF of default GUI configuration)
Make a phone call from directory	• Click the DIRECTORY key to open the contacts window • Make a search of the contact's name and select it • Click the button with the phone number to call
End a phone call	• Click the HANGUP key
Answer a phone call	• Answer a phone call by clicking the LINE key or the CONTACT key (if present the CONTACT keys in the dynamic area of GUI interface) which turn yellow.
Answer a second incoming call	• Answering a second incoming call while you are on the phone, is possible: just press the button of incoming call; automatically the LINE key and the first call will be parked (keys involved will turn orange). **Note:** the user **CANNOT** answer a second call if the first one has been put on hold or parked by the partner.
Put the call on hold	• Click the HOLD key (keys involved will turn pale blue)

Resume the call from hold	• Click the HOLD key **or** • Click the LINE key corresponding to the line put on hold **or** • Click the CONTACT key (if present the [CONTACT](#) keys in the dynamic area of GUI interface) corresponding to the partner put on hold
Park call/ Pickup parked call	• Click the LINE key corresponding to the line engaged **or** • Click the CONTACT key (if present the [CONTACT](#) keys in the dynamic area of GUI interface) corresponding to the number engaged (keys involved will turn pale blue) • Pickup parked calls by clicking the same keys again
Making an attended call transfer	• Put the party on hold by clicking the HOLD key • Dial the third party's telephone number from dial pad window + press <OK> key • Wait for the answer • Press TRANSFER key to complete the transfer
Making a blind call transfer	• Put the party on hold by clicking the HOLD key • Dial the third party's telephone number from dial pad window + press <OK> key • Without waiting for the answer, press TRANSFER key to complete the transfer
Activate/Deactivate Do Not Disturb	• Click the DO NOT DISTURB key (key involved will turn red) **Note:** A user placed in the "Do Not Disturb" state, cannot be called but can perform normal outgoing telephone traffic.
Conference	To start a conference call, assume that extension A wishes to set up a conference with B and C: • A, the promoter, places the first party (B) on hold • dials third telephone number (C) from dial pad window (or use speed dial key) • when the call is answered, A clicks CONFERENCE function key • lastly, resume the first party from hold. If the promoter wants to exit the conference and leave both the partners in conversation, presses the CONFERENCE key. The conference stops completely if the promoter hangs up, while it continuous if only one partner hangs up. (keys involved will turn pale yellow)
Call completion	If the called party does not answer, click CAMP-ON key and close with HANGUP key. The label on CAMP-ON key will turn red and the number of the called party, who didn't answer, appears on it. When the party can be called, CAMP-ON key turns green. Click it to call completion.
Inclusion	If the called party is in conversation with another user, press INCLUSION key to make an inclusion and speak with him.

Dictated call	While a call is in progress, click DICTATED CALL key to open the dial pad window, to dial a new number to call. The first call is automatically put on hold.
DTMF ON/OFF	Click DTMF key to activate/deactivate the DTMF tones, while the call is in progress

2.2. Advanced operations

In the following table see the description of advanced telephone functions provided with the Operator Dispatcher Console.

Operation:	Description:
Include/Exclude attendant console from traffic	Press Attendant service key to allows the attendant console's account to be logged-out or logged-back in, to handle telephone traffic. Key turns green when the console is included and red when is excluded.
Monitoring the state of users (BLF buttons)	The DSSBLF keys monitor the state of users: idle / busy / DND state by labels of different colours.
	You can also press DSSBLF function key to call the number pre-programmed.
Open the lists of answered, unanswered and outgoing calls	In these lists the incoming calls that did not receive answer and the last outgoing and incoming calls answered, are stored and chronologically ordered from the most recent to the oldest. If a caller calls several times only the last call is registered (outgoing, answered and unanswered). The number of unanswered calls not still inspected is signalled on the Unanswered Calls button: The calls not still inspected are highlighted with yellow colour: From the window list, you can select a call and dial the number by pressing CALL button.

Activate Park Lamp function	A whole dynamic page to realize the "Park Lamps" function is present in the default configuration. It allows you to monitor the free/busy status of users and lines present in the system by scrolling the blocks of programmed keys. • Press DSS_BLF (default labeled "First station") key to activate the service and enter the number of user/line from which to begin to monitor the free/busy status. • Press DSS_BLF_UP (default labeled "Station up") and DSS_BLF_DOWN (default labeled "Station down") keys to scroll up and down the numbers to monitor. Busy status of the extensions/lines is signalled by red labels, the idle state by black labels. If the key is in idle state, you can call the number monitored by pressing it.

Customize **CONTACT** keys	1. Press START CONFIG key
	2. Enter the number of page to configure dynamic area
	The START CONFIG button will have meanwhile changed from to
	3. Click a free key on dynamic area
	4. Select CONTACT from the list box of Type field
	5. Enter a brief comment in the Descr. field
	6. Enter the number to call directly
	7. Press OK to save and exit (or ESC to reject changes and exit)
	CONTACT Key configured Enter a brief comment Select CONTACT from list box Enter the number to call directly
	8. Save configuration by clicking <CONFIG PAG X> button (or press ESC to reject)
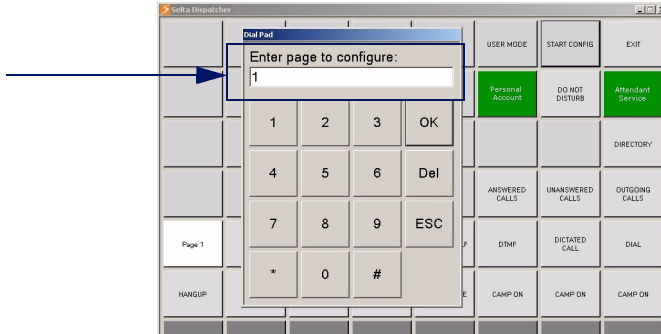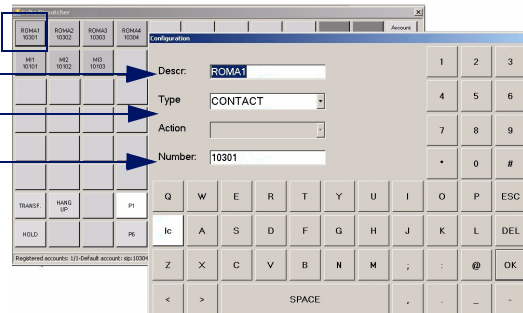
Use of prefixes	Operator Dispatcher Console can use some of the prefixes available for traditional terminals as "activation/deactivation of call forwarding", "changing class of service", etc. Send the request by using the "Dial Pad window". On completion of a request of such a type, a MESSAGE will be sent (similar to a pop-up message) containing the result of the request. The following image shows the answer of the system, to the request of activation of a call forwarding: Click <OK> button to close the message box and then the destination of the forward will be displayed on the account button, as the following figure shows:
Listening to your voice messages	The presence of Voice Mail messages is signalled by the message "VM message available/s ", on the lower side of the form. To listen to them, dial the Voice Mail number and follow the voice instructions.
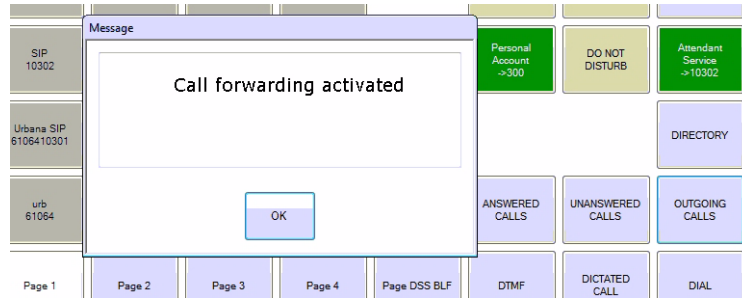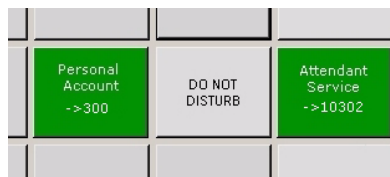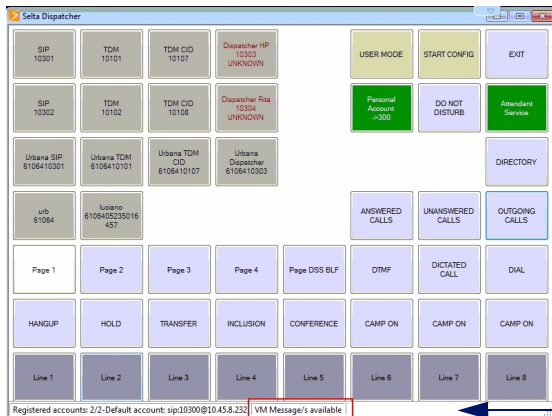
Chapter 3 - Complete list of function

All keys contained in the Operator Dispatcher Console (ODC) dialog box are configured by the system administrator and he decides which of them customize and where place them inside the window and their labels.
In the Description of default keys on fixed area paragraph only the default configuration is described.

This chapter describes the functions that each button can assume and will let the system administrator explain to the user the position of the buttons and how to recognize them by label.

See below the complete list of possible type of buttons that you can find in the ODC window:

FUNCTION	Action / Description
LINE	• Receive direct incoming calls and display the Caller-ID (even if Attendant Service is excluded, red colour) • Receive incoming external calls in return call to the Operator Console (only if Attendant Service is included, green colour) • Park keys when pressed with a call in progress
CONTACT	• Speed-dial keys: dial the programmed number (telephone number, sequence, etc.) • Park keys when pressed with a call in progress
DSSBLF	• Park lamp keys • Monitor keys • Call the monitor lines/contacts when pressed
ACCOUNT	• Account keys (max 8 accounts for each console)
HANG-UP	• Close the phone call
HOLD	• Put on hold the call in progress and resume from hold
TRANSFER	• Make an attended transfer or a blind transfer of the call
CONFERENCE	• Enable a conference with two or more partners
INCLUSION	• Perform an inclusion on the called party in conversation
CAMP-ON	• Call completion to a user that doesn't answer
DICTATED CALL	• Open the dial pad window to write a phone number to call
DO NOT DISTURB	• Enable DND status
DTMF	• Enable DTMF tones
DIAL	• Open the dial pad window
PAGE	• Select the dynamic page
HANDSFREE/ HANDSET	• Switch between Handset and Handsfree mode
DSS_BLF DSS_BLF_UP DSS_BLF_DOWN	• Activate Park lamps function and enter the number of line from which beginning to monitor the free/busy status, by pressing First station key • Scroll UP and DOWN the numbers to monitor, by pressing Station UP and Station DOWN (a whole dynamic page has to be programmed with DSSBLF keys to realize the "Park Lamps" function)

LOGIN	• Switch between User Mode and Admin Mode
UNANSWERED CALLS	• Open the window with the list of unanswered calls
OUTGOING CALLS	• Open the window with the list of outgoing calls
ANSWERED CALLS	• Open the window with the list of answered calls
DIRECTORY	• Open the contacts directory database configured
CONFIGURE	• Start configuration mode • Save changes
EXIT	• Exit and close the application window
VOL + / VOL -	• Adjust the volume of the device in use (e.g.: in idle state = adjust the volume of the ringer)

Chapter 4 - Shortcuts table

Default shortcuts are provided in the file <xml_config.xml>.
The table allows to configure one or more keyboard keys connected to the console, to invoke a dispatcher function. When the keys are pressed, activate such functions.

See below the list of shortcuts keys included in the default configuration:

SHORTCUT	FUNCTION
Ctrl-F1	GOTO
Alt-F1	HOLD
F2	GENERIC_ANSWER
F3	TRANSFER
F4	GENERIC_PARK
F5	GENERIC_UNHOLD
Ctrl-F1	ACCOUNT
Escape	HANGUP
Add	VOL_INC
Subtract	VOL_DEC
PageUp	PAGE_UP
Next	PAGE_DOWN
Ctrl-Up	DOWN
Ctrl-Down	UP
Ctrl-Left	LEFT
Ctrl-Right	RIGHT
Home	HOME
End	END
Ctrl-Home	HOME
Ctrl-End	END

Chapter 5 - Reference table of dynamic colours of function keys

The following table describes the signallings (different colours of the buttons and label messages) provided with the application according to the function performed.

FUNCTION	COLOURS
LINE	• GREY: idle state • YELLOW: incoming call • LIGHT GREEN: outgoing call • DARK GREEN: call in progress • RED: the number called is busy • ORANGE: parked call • PALE BLUE: call on hold
CONTACT	• GREY: idle state • YELLOW: incoming call • LIGHT GREEN: outgoing call • DARK GREEN: call in progress • RED: the number called is busy • ORANGE: parked call • PALE BLUE: call on hold
DSSBLF	**Monitor state**: • GREY: idle state • "BUSY" RED LABEL: user is busy (call in progress, handset on, etc.) • "DND" RED LABEL: user is in Do Not Disturb status **After pressing it**: • LIGHT GREEN: outgoing call • DARK GREEN: call in progress • RED: the number called is busy • ORANGE: parked call • PALE BLUE: call on hold
ACCOUNT	• GREEN: the account is registered • RED: the account is not registered
HANG-UP	• NONE dynamic colour
HOLD	• PALE BLUE: call on hold
TRANSFER	• NONE dynamic colour
CONFERENCE	• PALE YELLOW: conference in progress
INCLUSION	• NONE dynamic colour

CAMP-ON	• RED label: request executed • LIGHT GREEN: the party can be called
DICTATED CALL	• NONE dynamic colour
DO NOT DISTURB	• RED: request executed
DTMF	• NONE dynamic colour
DIAL	• NONE dynamic colour
PAGE	• GREY: page not selected • WHITE: page selected
HANDSFREE/ HANDSET	• NONE dynamic colour (just the black label changes)
DSS_BLF DSS_BLF_UP DSS_BLF_DOWN	**Monitor state**: • BLACK label: user is in idle state • RED label: user is busy (call in progress, handset on, etc.)
UNANSWERED CALLS	• NONE dynamic colour
OUTGOING CALLS	• NONE dynamic colour
ANSWERED CALLS	• NONE dynamic colour
DIRECTORY	• NONE dynamic colour
LOGIN	• Key changes from [USER MODE] to [ADMIN MODE]
CONFIGURE	• Key changes from [START CONFIG] to [CONFIG PAG 0]

ADMINISTRATOR'S GUIDE

- SECTION TWO -

Basic configuration

Advanced configuration

Centralized configuration
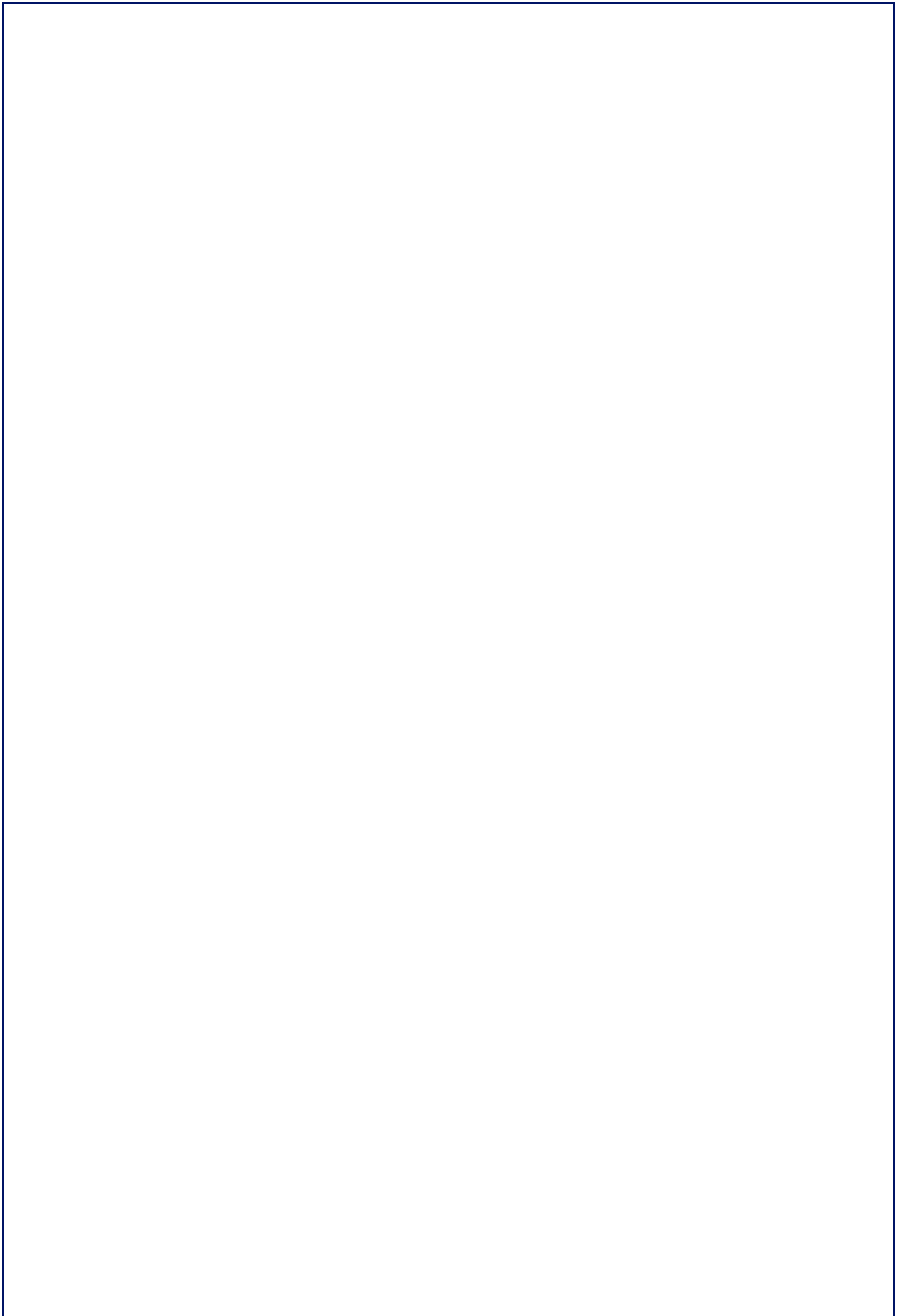
Chapter 6 - Installing Operator Dispatcher Console

The instructions to install Operator Dispatcher Console application and the tools necessary to make it works are described in this chapter.

All the software mentioned in this paragraphs are provided on a CD, accompanying the apparatus.

Installing the following modules are necessary:

- SW for CONSOLE DISPATCHER cod. 653034011-A0-IT (licence on USB key is required).

Install and check that the USB key provided by SELTA relating to the license, is properly inserted into the port of the PC (signalled by red LED on).

To install the SELTA Operator Dispatcher Console application, it is necessary to launch Setup program supplied on the CD-ROM and confirm default parameters.

The path of local installation will contain the following files:

- **SeltaDisptacher.exe**: executable file;
- **SeltaDisptacher.exe.config**: contains general parameters and TFTP server IP address;
- **xml_config.xml**: it is the local configuration file with SIP factory parameters, includes a telephone number, a basic configuration keys and accounts, and the list of shortcut keys (see Shortcuts table);
- **call_log.xml**: empty structure where the lists of answered, unanswered and outgoing calls will be saved
- **SeltaDisptacher.exe.manifest**: identity of the ODC application (release, operating system compatibility, etc.).
- **SeltaDispatcherString.csv**: allows the management of the languages.

6.1. Compatibility

- Windows XP or Windows 7   O.S.
- SW SAMIP Platform: VER. 4.5.6 and upper - code 658034036-A0-IT

Chapter 7 - Basic configuration

After you install SELTA Operator Dispatcher Console application and before launching the executable file, perform the following basic configuration steps.

Open **xml_config.xml** file in the local installation path, with a text editor, and customize the "Personal Account" (first account) and the "Attendant Service" (second account) (go to the end of file), save and close. See below how to change properly the configuration file:

Default ACCOUNT parameters of xml_config.xml

To customize 1st ACCOUNT (ACCOUNT 0) just replace the parameters highlighted with green colour according to the configuration of your system:

```
<ACCOUNT_params>
  <acc_descr>Account 0</acc_descr>
  <acc_id>sip:100@192.168.1.100</acc_id>       //account number + sip server IP address
  <acc_id_name>Personal Account</acc_id_name>
  <acc_registrar>sip:192.168.1.100</acc_registrar> //registrar sip IP address
  <acc_reg_timeout>5</acc_reg_timeout>
  <acc_realm>*</acc_realm>
  <acc_username>100</acc_username>              //account number
  <acc_password>100</acc_password>              //account password
  <acc_proxy>sip:192.168.1.100;lr</acc_proxy>   //proxy IP address
  <acc_publish>1</acc_publish>
</ACCOUNT_params>
```

To customize 2nd ACCOUNT (ACCOUNT 1) just replace the parameters highlighted with green colour according to the configuration of your system:

```
<ACCOUNT_params>
  <acc_descr>Account 1</acc_descr>
  <acc_id>sip:111@192.168.1.100</acc_id>       //account number + sip server IP address
  <acc_id_name>Attendant Service</acc_id_name>
  <acc_registrar>sip:192.168.1.100</acc_registrar> //registrar server IP address
  <acc_reg_timeout>5</acc_reg_timeout>
  <acc_realm>*</acc_realm>
  <acc_username>111</acc_username>              //account number
  <acc_password>111</acc_password>              //account password
  <acc_proxy>sip:192.168.1.100;lr</acc_proxy>   //proxy IP address
  <acc_publish>1</acc_publish>
</ACCOUNT_params>
```

Launch "**SeltaDispatcher.exe**" executable file, by double-clicking the ODC icon on desktop or choose **Start -> Programs -> Selta Dispatcher**.
Now return to Getting started paragraph and follow the instruction.

Chapter 8 - Advanced configuration

GUI interface is virtually divided into a dynamic and a fixed area as described in "Operator Dispatcher Console interface description" paragraph.

GUI interface is fully configurable (even if a default configuration is provided from the factory) administrator can define the dimension of the window depending on the number of orizontal and vertical keys placed, their position inside the window and the number of function keys (type and action), the number of dynamic pages and their organization.

Focus the following configuration tips:
a) place the phone function keys (transfer, conference, inclusion, line, etc.) on fixed area;
b) place the speed dial keys (direct calls) on dynamic area;
c) place the page selection keys on fixed area;
d) place the information keys (monitor status, call completion status, etc.) on a dedicated dynamic area or fixed area.

Configuration of each ODC application, and future changes, will be saved in *<authentication windows name>*.xml file (e.g."*rossimario.xml*") on TFTP server, file must have **write permission**, and locally to the host, in the user's windows path (e.g. "*C:\Documents and Settings\petror.SELTATEL\Dati applicazioni\SeltaDispatcher*") in the file named <xml_config.xml>.

8.1. Configuring keys from ODC interface
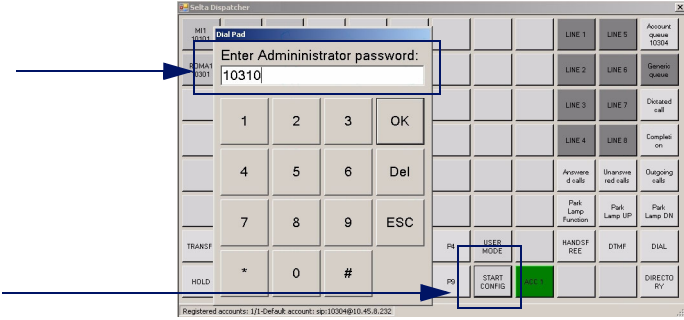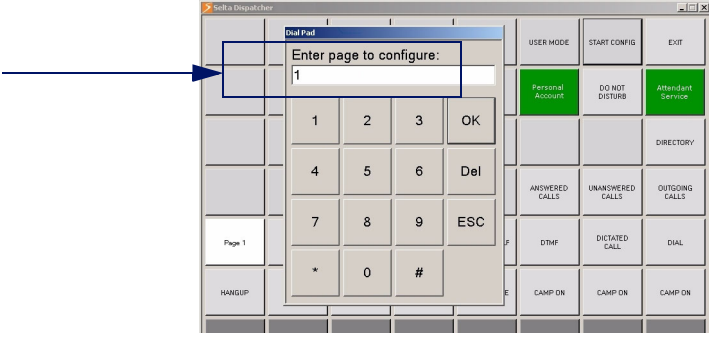
8.1.1. Starting ODC application

Launch the application by double-clicking the ODC icon on desktop or choose **Start > Programs > Selta Dispatcher**.

8.1.2. Starting configuration mode

Start now to configure the real attendant console. It is important to have carefully planned the design of console you have to realize.

Perform the following procedure for starting configuration mode.

Step	Description
1	Click <START CONFIG> button and enter the <Administrator Password> (e.g. 10310, it is the number of a SIP user configured in the system as "system administrator")
2	Enter the number of page to configure. *Of course you will start from page 0.* The <START CONFIG> button will have meanwhile changed from **START CONFIG** to **CONFIG PAG 0** The <USER MODE> key will have changed from **USER MODE** to **ADMIN MODE** as well.
3	Configure the keys as you planned. Please consult "Binding a key to a function" paragraph. It will provide a set of examples for each typology of command/function available.
4	Save configuration by clicking <CONFIG PAG X> button (or press ESC to reject). Configuration will be saved in *<authentication windows name>*.xml file (e.g."*rossimario.xml*") on TFTP server, file must have **write permission**, and locally to the host in the user's windows path (e.g. "*C:\Documents and Settings\petror.SELTATEL\Dati applicazioni\SeltaDispatcher*") in the file named <xml_config.xml>.

8.1.3. Binding a key to a function

See below the list of possible type of functions that administrator can bind to a key and a step-by-step description to perform it.

For further details about description of functions, read "Complete list of function" paragraph.

CONTACT

1. Click a free key on dynamica area;
2. select CONTACT from the list box of Type field;
3. enter a brief comment in the Descr. field
   (to write use keyboard, touch screen or screen keyboard as you prefer);
4. enter the number to call directly
5. press OK to save and exit (or ESC to reject changes and exit)
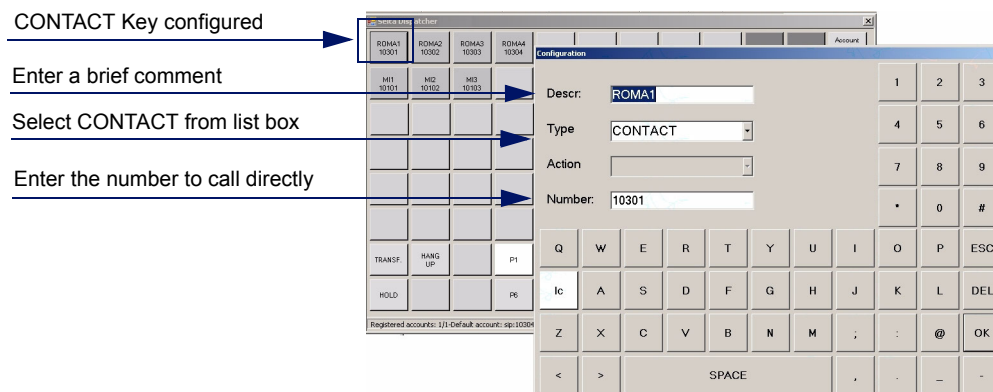
LINE

1. Click a free key on fixed area;
2. select LINE from the list box of Type field;
3. enter a brief comment in the Descr. field
   (to write use keyboard, touch screen or screen keyboard as you prefer);
4. press OK to save and exit (or ESC to reject changes and exit)

LINE Key configured

Enter a brief comment

Select LINE from list box
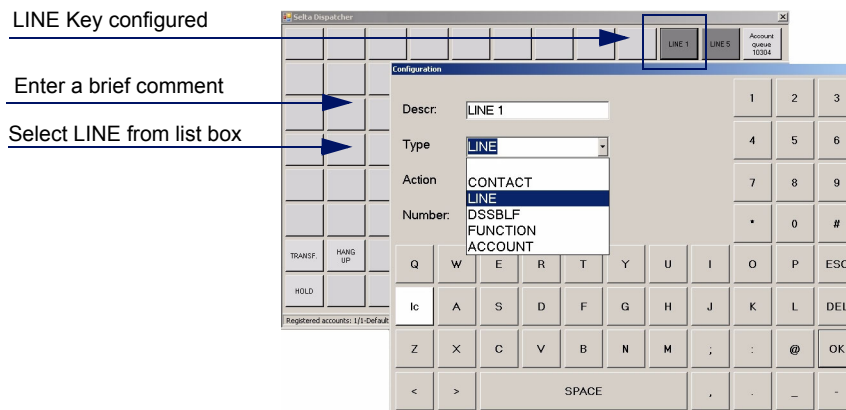
DSSBLF

1. Click a free key on dynamic area;

2. select DSSBLF from the list box of Type field;

3. enter a brief comment in the Descr. field

   (to write use keyboard, touch screen or screen keyboard as you prefer);

4. enter the number to monitor

5. press OK to save and exit (or ESC to reject changes and exit)

DSSBLF Key configured

Enter a brief comment

Select DSSBLF from list box

Enter the number to monitor
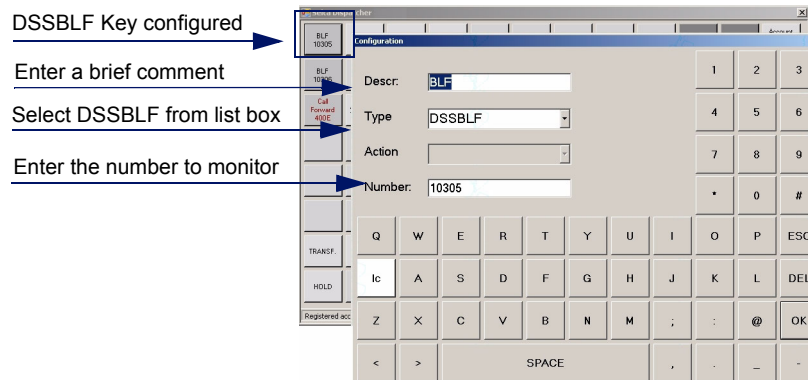
ACCOUNT

1. Click a free key on fixed area;

2. select ACCOUNT from the list box of Type field;

3. enter a brief comment in the Descr. field

   (to write use keyboard, touch screen or screen keyboard as you prefer);

4. enter the account number (from 0 to 7).

• **Remember that the following accounts are reserved**:

- account 0 (first account = dispatcher console),
- account 1 (second account = administrator),
- account 2 (third account = operator console);

or, only in case of configuring backup proxy server:
- account 0 (first account = dispatcher console),
- account 1 (second account = backup proxy server),
- account 2 (third account = administrator),
- account 3 (fourth account = operator console).

5. press OK to save and exit (or ESC to reject changes and exit)

Enter a brief comment
Select ACCOUNT from list box
Enter the account number
ACCOUNT Key configured

HANG-UP

1. Click a free key on fixed area;

2. select FUNCTION from the list box of Type field;

3. select HANG-UP from the list of Action field;

4. enter a brief comment in the Descr. field

   (to write use keyboard, touch screen or screen keyboard as you prefer);

5. press OK to save and exit (or ESC to reject changes and exit)

Enter a brief comment
Select FUNCTION from list box
Select HANGUP from list box
HANGUP Key configured
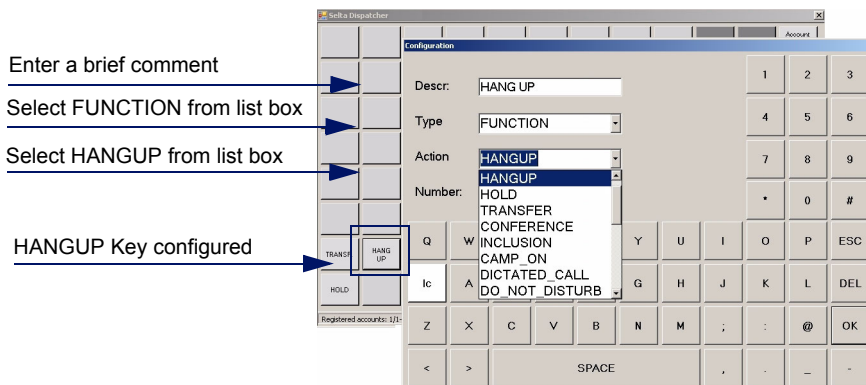
HOLD

1. Click a free key on fixed area;

2. select FUNCTION from the list box of Type field;

3. select HOLD from the list of Action field;

4. enter a brief comment in the Descr. field

   (to write use keyboard, touch screen or screen keyboard as you prefer);

5. press OK to save and exit (or ESC to reject changes and exit)

Enter a brief comment

Select FUNCTION from list box

Select HOLD from list box

HOLD Key configured

TRANSFER

1. Click a free key on fixed area;

2. select FUNCTION from the list box of Type field;

3. select TRANSFER from the list of Action field;

4. enter a brief comment in the Descr. field

   (to write use keyboard, touch screen or screen keyboard as you prefer);

5. press OK to save and exit (or ESC to reject changes and exit)

Enter a brief comment

Select FUNCTION from list box

Select TRANSFER from list box

TRANSFER Key configured

CONFERENCE

1. Click a free key on fixed area;

2. select FUNCTION from the list box of Type field;

3. select CONFERENCE from the list of Action field;

4. enter a brief comment in the Descr. field

   (to write use keyboard, touch screen or screen keyboard as you prefer);

5. press OK to save and exit (or ESC to reject changes and exit)

Enter a brief comment

Select FUNCTION from list box

Select CONFERENCE from list box

CONFERENCE Key configured

INCLUSION

1. Click a free key on fixed area;

2. select FUNCTION from the list box of Type field;

3. select INCLUSION from the list of Action field;

4. enter a brief comment in the Descr. field

   (to write use keyboard, touch screen or screen keyboard as you prefer);

5. press OK to save and exit (or ESC to reject changes and exit)

Enter a brief comment

Select FUNCTION from list box

Select INCLUSION from list box

INCLUSION Key configured

CAMP-ON

1. Click a free key on fixed area ;

2. select FUNCTION from the list box of Type field;

3. select CAMP-ON from the list of Action field;

4. enter a brief comment in the Descr. field

   (to write use keyboard, touch screen or screen keyboard as you prefer);

5. press OK to save and exit (or ESC to reject changes and exit)
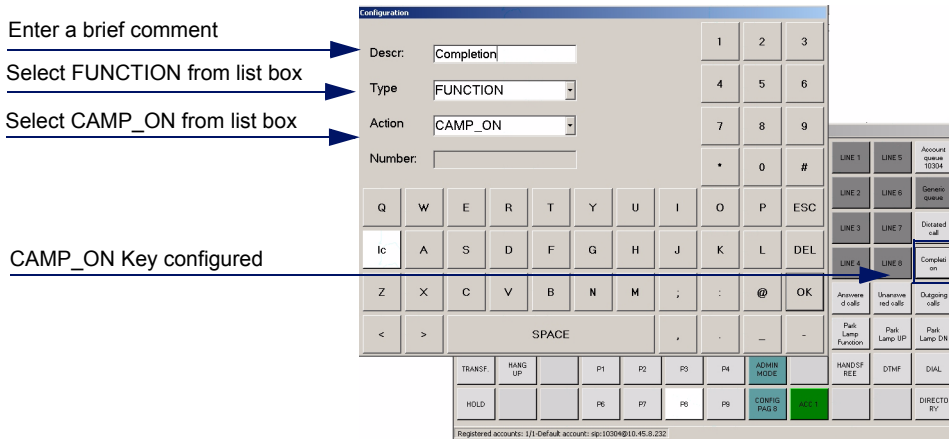
DICTATED CALL

1. Click a free key on fixed area;

2. select FUNCTION from the list box of Type field;

3. select DICTATED CALL from the list of Action field;

4. enter a brief comment in the Descr. field

   (to write use keyboard, touch screen or screen keyboard as you prefer);

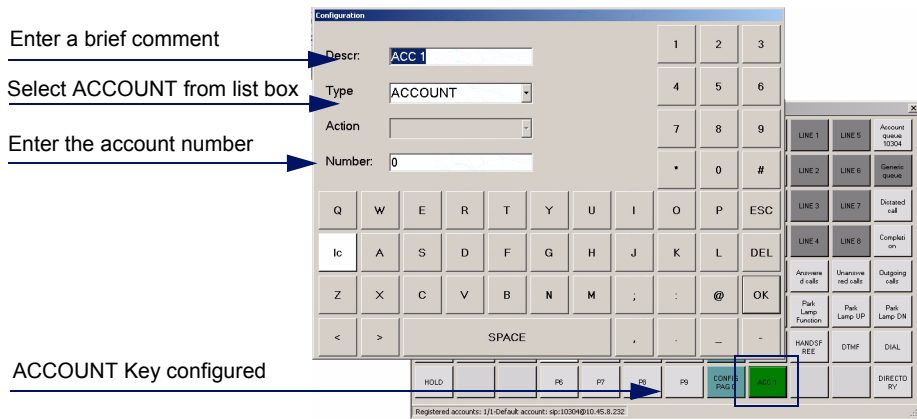5. press OK to save and exit (or ESC to reject changes and exit)
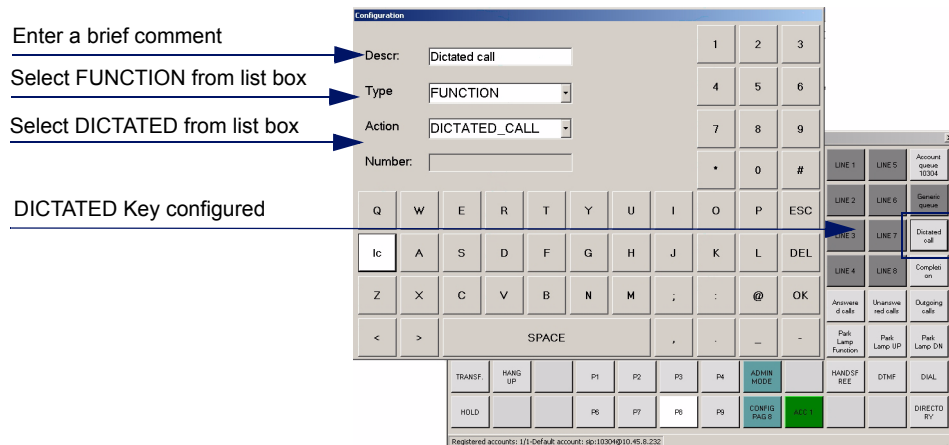
DO NOT DISTURB

1. Click a free key on fixed area;

2. select FUNCTION from the list box of Type field;

3. select DO NOT DISTURB from the list of Action field;

4. enter a brief comment in the Descr. field

   (to write use keyboard, touch screen or screen keyboard as you prefer);

5. press OK to save and exit (or ESC to reject changes and exit)
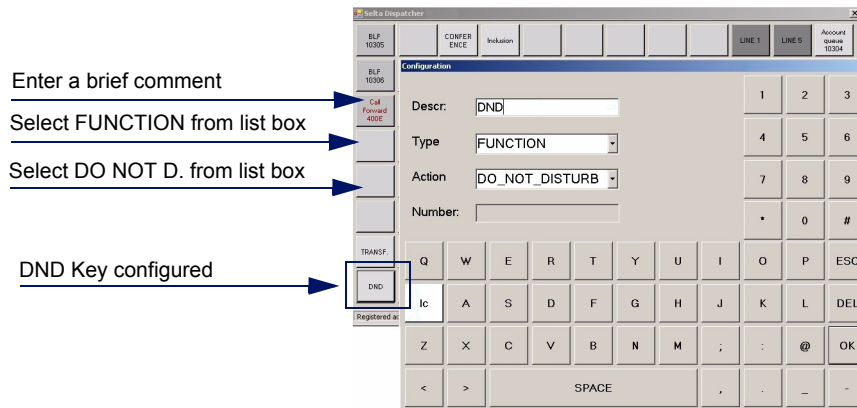
DTMF

1. Click a free key on fixed area;

2. select FUNCTION from the list box of Type field;

3. select DTMF from the list of Action field;

4. enter a brief comment in the Descr. field

   (to write use keyboard, touch screen or screen keyboard as you prefer);

5. press OK to save and exit (or ESC to reject changes and exit)
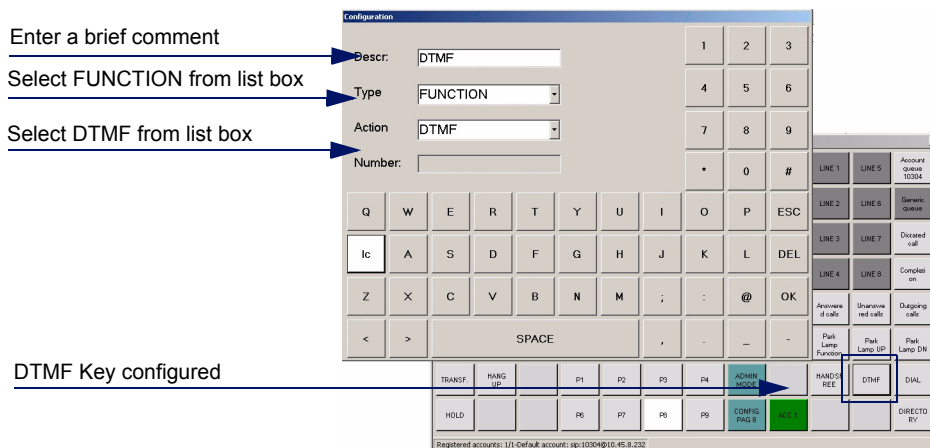
DIAL

1. Click a free key on fixed area;

2. select FUNCTION from the list box of Type field;

3. select DIAL from the list of Action field;

4. enter a brief comment in the Descr. field

   (to write use keyboard, touch screen or screen keyboard as you prefer);

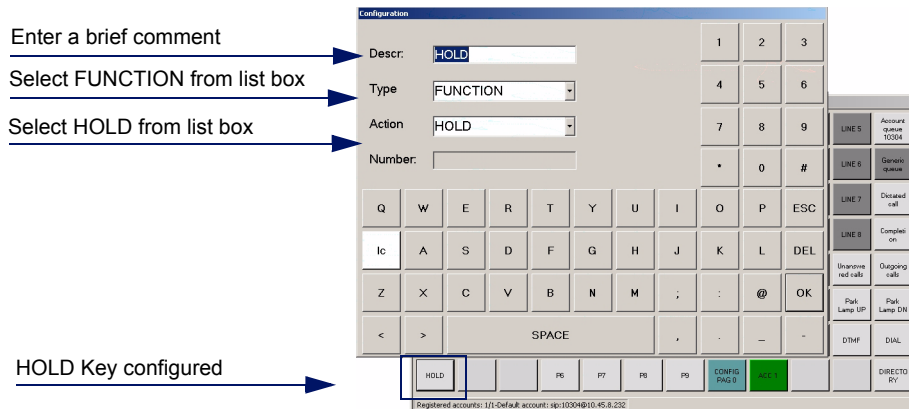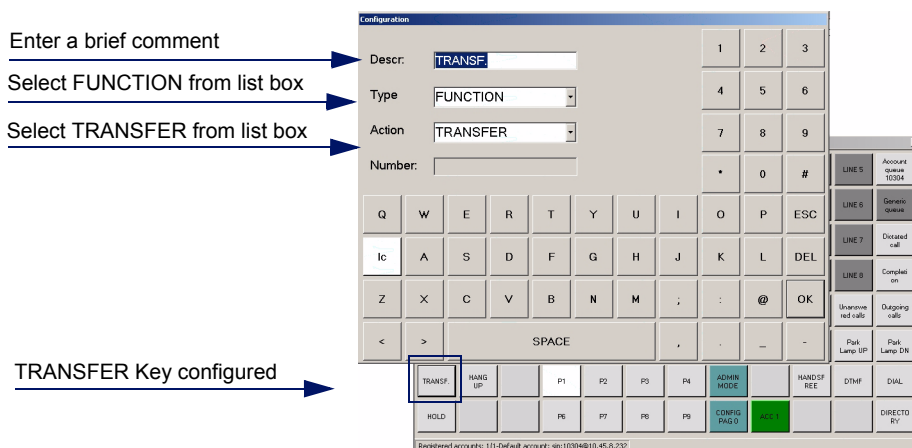5. press OK to save and exit (or ESC to reject changes and exit)
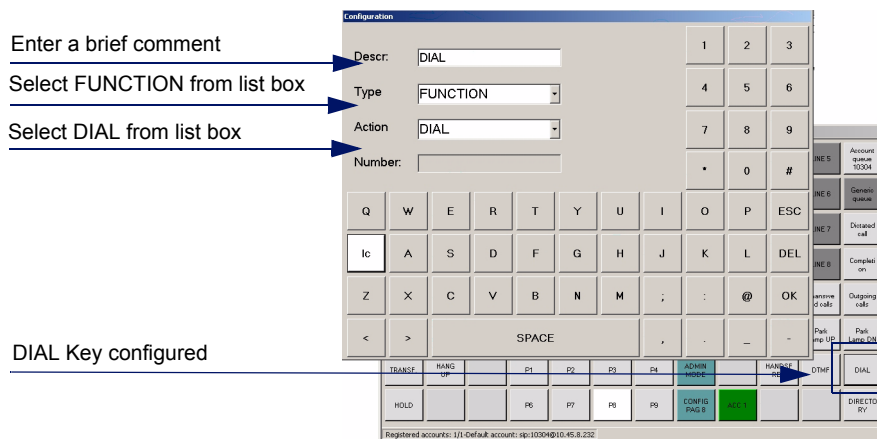
PAGE

1. Click a free key on fixed area;

2. select FUNCTION from the list box of Type field;

3. select PAGE from the list of Action field;

4. enter a brief comment in the Descr. field

   (to write use keyboard, touch screen or screen keyboard as you prefer);

5. enter the page number (from 0 to 12)

6. press OK to save and exit (or ESC to reject changes and exit)

Enter a brief comment
Select FUNCTION from list box
Select PAGE from list box
Enter the page number

PAGE Key configured
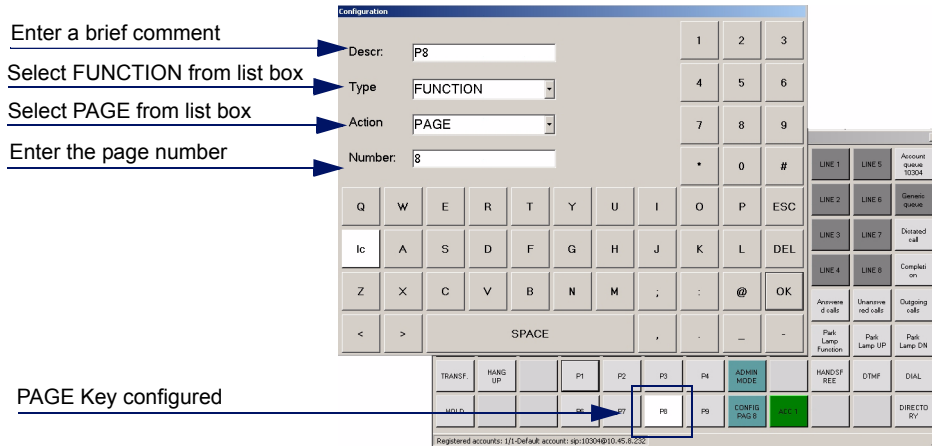
HANDSFREE/HANDSET

1. Click a free key on fixed area;

2. select FUNCTION from the list box of Type field;

3. select HANDS-FREE from the list of Action field;

4. enter a brief comment in the Descr. field

   (to write use keyboard, touch screen or screen keyboard as you prefer);

5. press OK to save and exit (or ESC to reject changes and exit)
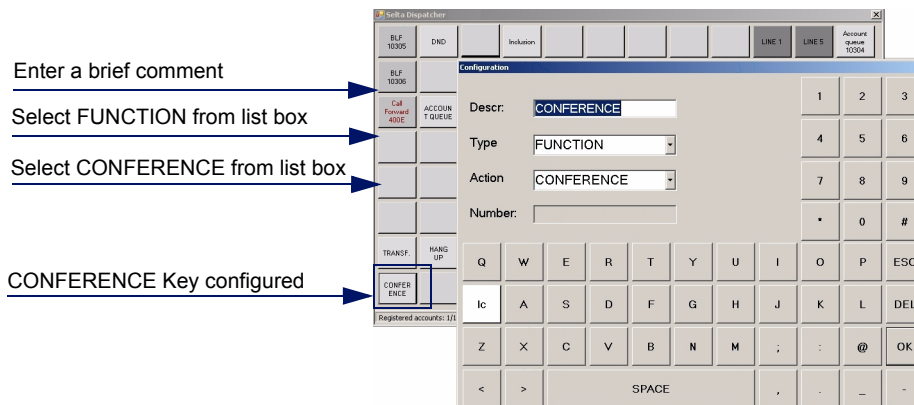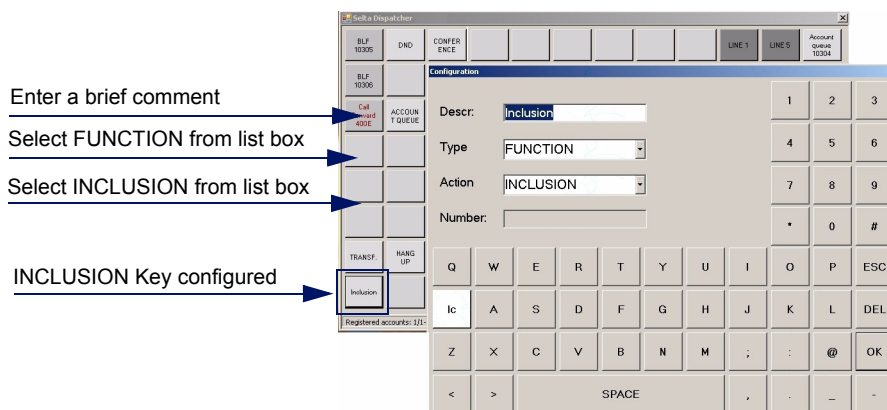

Enter a brief comment
Select FUNCTION from list box
Select HANDS-FREE from list box

HANDSFREE Key configured
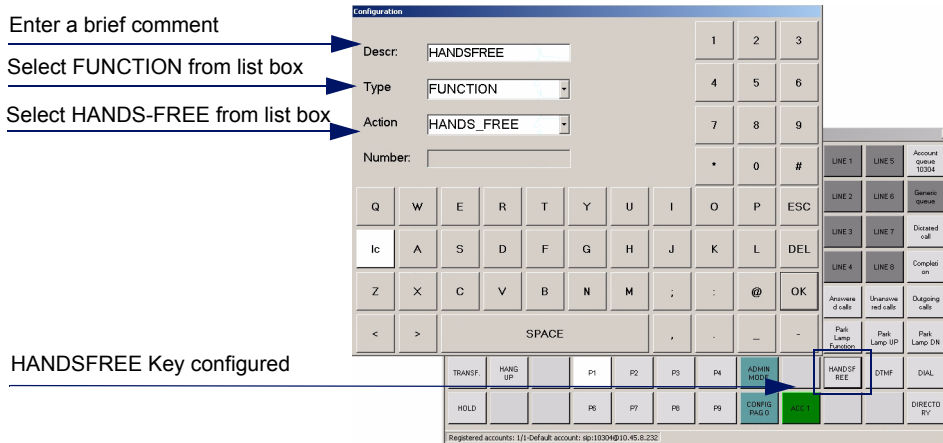
DSS-BLF DSS-BLF-UP DSS-BLF-DOWN

1. Click a free key on fixed area;

2. select FUNCTION from the list box of Type field;

3. select DSS_BLF/DSS_BLF_DN/DSS_BLF_DOWN from the list of Action field;

4. enter a brief comment in the Descr. field

   (to write use keyboard, touch screen or screen keyboard as you prefer);

5. enter the page number where DSSBLF keys, dedicated to park lamp feature, have been

   configured (*remember that a whole dynamic page has to be programmed with DSSBLF keys*

   to realize the "Park Lamps" function)

6. press OK to save and exit (or ESC to reject changes and exit)
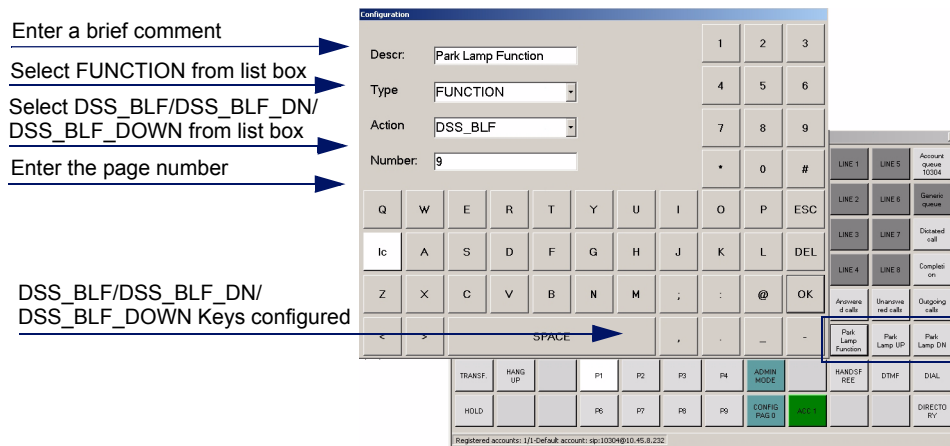
LOGIN

1. Click a free key on fixed area;

2. select FUNCTION from the list box of Type field;

3. select LOGIN from the list of Action field;

4. enter a brief comment in the Descr. field

   (to write use keyboard, touch screen or screen keyboard as you prefer);

5. press OK to save and exit (or ESC to reject changes and exit)

Enter a brief comment
Select FUNCTION from list box
Select LOGIN from list box

LOGIN Key configured
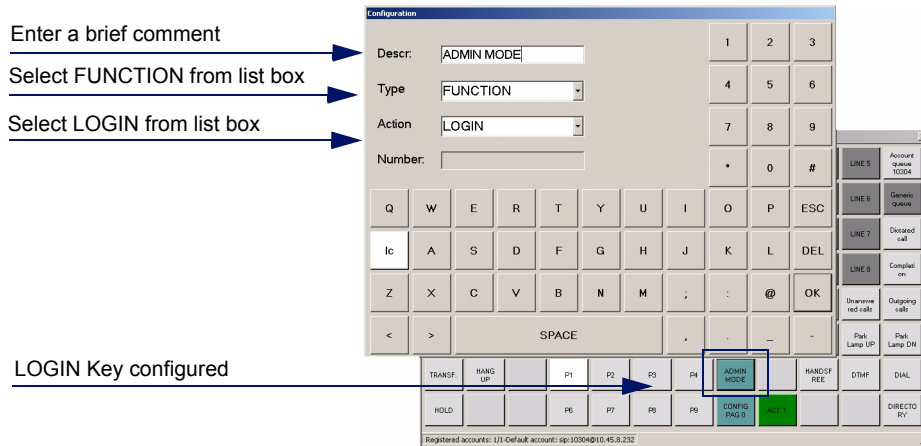
UNANSWERED CALLS   OUTGOING CALLS   ANSWERED CALLS

1. Click a free key on fixed area;
2. select FUNCTION from the list box of Type field;
3. select UNANSWERED/OUTGOING/ANSWERED CALLS from the list of Action field;
4. enter a brief comment in the Descr. field

   (to write use keyboard, touch screen or screen keyboard as you prefer);
5. press OK to save and exit (or ESC to reject changes and exit)

Enter a brief comment
Select FUNCTION from list box
Select one by one the functions UNANSWERED-OUTGOING-ANSWERED CALLS from list box

UNANSWERED-OUTGOING-ANSWERED CALLS Keys configured
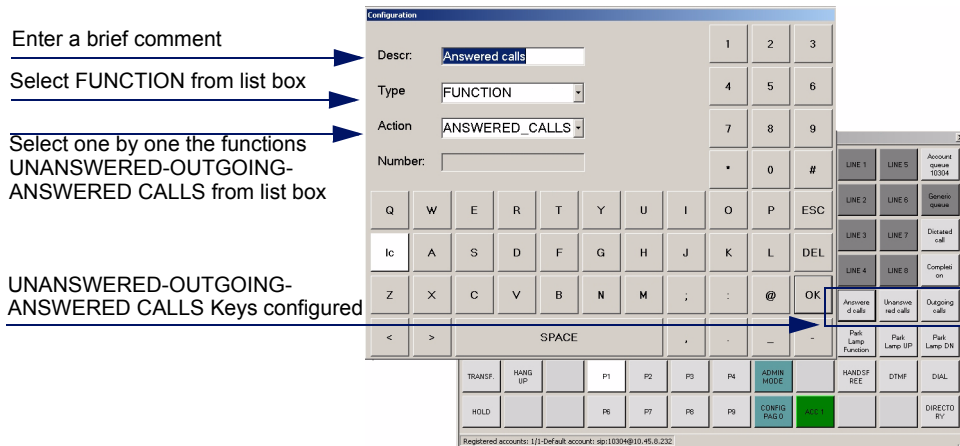
DIRECTORY

1. Click a free key on fixed area;

2. select FUNCTION from the list box of Type field;

3. select DIRECTORY from the list of Action field;

4. enter a brief comment in the Descr. field

   (to write use keyboard, touch screen or screen keyboard as you prefer);

5. press OK to save and exit (or ESC to reject changes and exit)
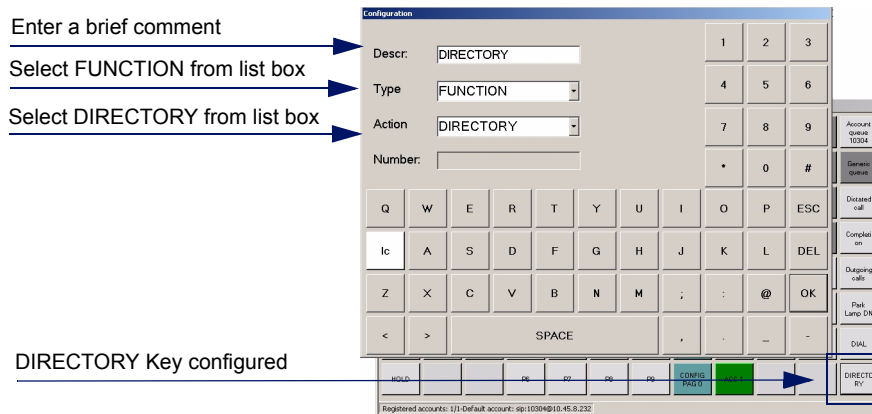
6. open **xml_config.xml** file in the local installation path and follow carefully the instructions of Configuring Directory database paragraph.

8.2. Configuring ODC application from <xml_config.xml>

Open **xml_config.xml** file in the local installation path, with a text editor and set the basic window characteristics.

8.2.1. Building the window interface

The following table shows the significant parameters for setting physical characteristics of GUI interface.

Parameter	Description
<xFormPixels>800</xFormPixels> <yFormPixels>600</yFormPixels>	Set the resolution of the image, indicate two dimensions (x and y). e.g.: 800 x 600 or 640 x 480, etc.
<font_size>7</font_size>	Set a single size of characters. e.g.: 7
<nrows>7</nrows>	Set the heigh of the window. Multiply rows and columns and get the number of keys available per page. (e.g. 7x8=56) Note: first row is row 0 (zero). e.g.: 7
<ncols>8</ncols>	Set the width of the window. Multiply rows and columns to get the number of keys available per page. (e.g. 7x8=56) Note: first column is column 0 (zero). e.g.: 8
<npages>12</npages>	Set the maximum number of pages to handle. Note: first page is page 0 (zero). e.g.: 12
<show_all_buttons>Y</show_all_buttons>	If value = N the image of buttons not configured won't be shown in the window (empty area); if value = Y also buttons not configured will be shown in the window (button all grey). e.g.: Y
<handsfree_device>SoundMAX Digital Audio</handsfree_device>	Set the handsfree device according to the audio peripheral of the host. e.g.: SoundMAX Digital Audio
<handset_device>C-Media USB Headphone Set</handset_device>	Set the handset device according to the audio peripheral of the host e.g.: C-Media USB Headphone Set
<ringer_device>SoundMAX Digital Audio</ringer_device>	Set the ringer device according to the audio peripheral of the host e.g.: SoundMAX Digital Audio
<handsfree_device_in_volume>0</handsfree_device_in_volume> <handsfree_device_out_volume>0</handsfree_device_out_volume>	Set the starting volume (in and out) of the handsfree Possible values: from -127 (mute) to +127. e.g.: 0 (medium)

Parameter	Description
<handset_device_in_volume>0</ handset_device_in_volume> <handset_device_out_volume>0</ handset_device_out_volume>	Set the starting volume (in and out) of the handset Possible values: from -127 (mute) to +127. e.g.: 0 (medium)
<ringer_device_out_volume>0</ ringer_device_out_volume>	Set the starting volume (out) of the ringer Possible values: from -127 (mute) to +127. e.g.: 0 (medium)

8.2.2. Configuring SIP account

Assign the telephone number to ODC console accoring with the SELTA system numbering plan.

The following table shows only the significant parameters for setting first account.

Parameter	Description
<sip_config_account>10304</sip_config_account>	Enter the account number; it is the same as the telephone number configured in the system as SIP user. e.g.: 10304.

8.2.3. Configuring Directory database

The following table shows the significant parameters for setting directory database.

The examples given are referred to SAMIP scenario where dispatchers automatically acquire contacts from the system to which they belong.

Parameter	Description
<sql_server></sql_server>	Enter the name of sql server: <sql_server>*name*\sqlexpress</sql_server>
<sql_db></sql_db>	Enter the name of directory database: <sql_db>DB-SAMIP</sql_db>
<sql_table></sql_table>	Enter the name of the table with the list of contacts (the name of the table is equal to the name of the SAMIP system): <sql_table>*name-of-the-system*</sql_table>
<sql_auth></sql_auth>	Enter the authentication type: <sql_auth>sql</sql_auth>
<sql_username />	Enter the username authentication: <sql_username>sa</sql_username>
<sql_password />	Enter the password authentication: <sql_password>Password01</sql_password>

The following figure explains the automatic process to acquire contacts from the SQL database.
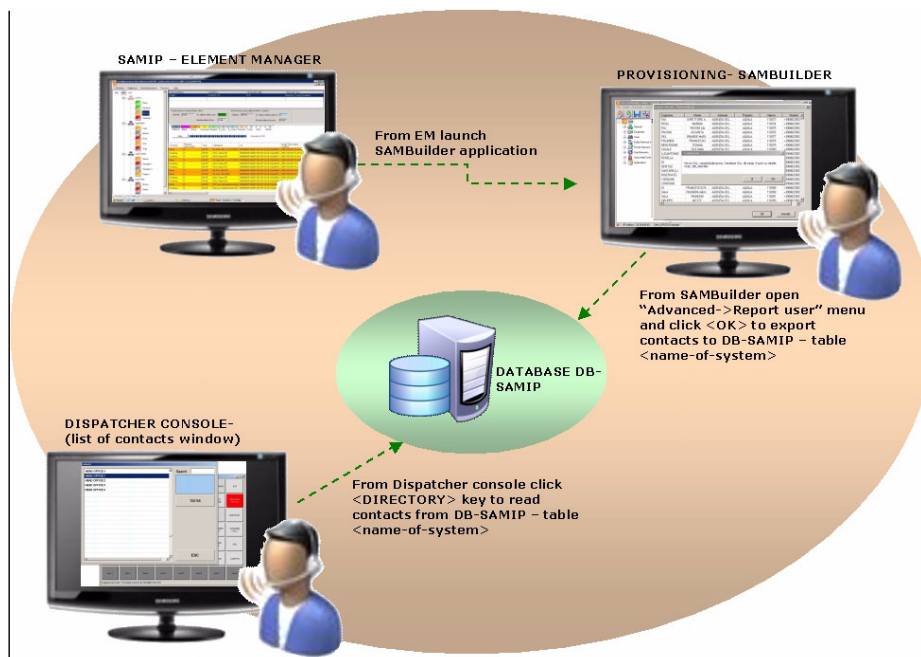
The Directory window opens the list of contacts present in the connected database, and the information displayed are exported from <SAMBuilder->Users->Advanced->LDAP Users> table.

8.2.4. Configuring functions keys

The following table shows how to set all the provided function.

Function	Example

CONTACT	`<KEY>`
	  `<page>1</page>`
	  `<col>0</col>`
	  `<row>1</row>`
	  `<descr>ROMA1</descr>`
	  `<type>CONTACT</type>`
	  `<action />`
	  `<number>10301</number>`
	`</KEY>`

LINE	`<KEY>`
	  `<page>0</page>`
	  `<col>9</col>`
	  `<row>0</row>`
	  `<descr>LINE 1</descr>`
	  `<type>LINE</type>`
	  `<action />`
	  `<number />`
	`</KEY>`

DSSBLF	`<KEY>`
	  `<page>8</page>`
	  `<col>0</col>`
	  `<row>0</row>`
	  `<descr>BLF</descr>`
	  `<type>DSSBLF</type>`
	  `<action />`
	  `<number>10305</number>`
	`</KEY>`

ACCOUNT	`<KEY>`
	  `<page>0</page>`
	  `<col>8</col>`
	  `<row>7</row>`
	  `<descr>ACC 1</descr>`
	  `<type>ACCOUNT</type>`
	  `<action />`
	  `<number>10304</number>`
	`</KEY>`

HANGUP	`<KEY>`
	  `<page>0</page>`
	  `<col>1</col>`
	  `<row>6</row>`
	  `<descr>HANG UP</descr>`
	  `<type>FUNCTION</type>`
	  `<action>HANGUP</action>`
	  `<number />`
	`</KEY>`

Function	Example

HOLD	```<KEY>```
	 ```<page>0</page>```
	 ```<col>0</col>```
	 ```<row>7</row>```
	 ```<descr>HOLD</descr>```
	 ```<type>FUNCTION</type>```
	 ```<action>HOLD</action>```
	 ```<number />```
	 ```</KEY>```

TRANSFER	```<KEY>```
	 ```<page>0</page>```
	 ```<col>0</col>```
	 ```<row>6</row>```
	 ```<descr>TRANSF.</descr>```
	 ```<type>FUNCTION</type>```
	 ```<action>TRANSFER</action>```
	 ```<number />```
	 ```</KEY>```

CONFERENCE	```<KEY>```
	 ```<page>0</page>```
	 ```<col>0</col>```
	 ```<row>7</row>```
	 ```<descr>CONFERENCE</descr>```
	 ```<type>FUNCTION</type>```
	 ```<action>CONFERENCE</action>```
	 ```<number />```
	 ```</KEY>```

INCLUSION	```<KEY>```
	 ```<page>0</page>```
	 ```<col>0</col>```
	 ```<row>7</row>```
	 ```<descr>Inclusion</descr>```
	 ```<type>FUNCTION</type>```
	 ```<action>INCLUSION</action>```
	 ```<number />```
	 ```</KEY>```

CAMP ON	```<KEY>```
	 ```<page>0</page>```
	 ```<col>11</col>```
	 ```<row>3</row>```
	 ```<descr>Completion</descr>```
	 ```<type>FUNCTION</type>```
	 ```<action>CAMP_ON</action>```
	 ```<number />```
	 ```</KEY>```

DICTATED CALL	```<KEY>```
	 ```<page>0</page>```
	 ```<col>11</col>```
	 ```<row>2</row>```
	 ```<descr>Dictated call</descr>```
	 ```<type>FUNCTION</type>```
	 ```<action>DICTATED_CALL</action>```
	 ```<number />```
	 ```</KEY>```

Function	Example

DO NOT DISTURB	`<KEY>`
	`<page>0</page>`
	`<col>0</col>`
	`<row>7</row>`
	`<descr>DND</descr>`
	`<type>FUNCTION</type>`
	`<action>DO_NOT_DISTURB</action>`
	`<number />`
	`</KEY>`

DTMF	`<KEY>`
	`<page>0</page>`
	`<col>10</col>`
	`<row>6</row>`
	`<descr>DTMF</descr>`
	`<type>FUNCTION</type>`
	`<action>DTMF</action>`
	`<number />`
	`</KEY>`

DIAL	`<KEY>`
	`<page>0</page>`
	`<col>11</col>`
	`<row>6</row>`
	`<descr>DIAL</descr>`
	`<type>FUNCTION</type>`
	`<action>DIAL</action>`
	`<number />`
	`</KEY>`

PAGE	`<KEY>`
	`<page>0</page>`
	`<col>5</col>`
	`<row>7</row>`
	`<descr>P8</descr>`
	`<type>FUNCTION</type>`
	`<action>PAGE</action>`
	`<number>8</number>`
	`</KEY>`

HANDSFREE/ HANSET	`<KEY>`
	`<page>0</page>`
	`<col>9</col>`
	`<row>6</row>`
	`<descr>HANDSFREE</descr>`
	`<type>FUNCTION</type>`
	`<action>HANDS_FREE</action>`
	`<number />`
	`</KEY>`

Function	Example

DSS_BLF/
DSS_BLF_DN/
DSS_BLF_DOWN
	``xml
	<KEY>
	  <page>0</page>
	  <col>9</col>
	  <row>5</row>
	  <descr>Park Lamp Function</descr>
	  <type>FUNCTION</type>
	  <action>DSS_BLF</action>
	  <number>9</number>
	</KEY>
	<KEY>
	  <page>0</page>
	  <col>11</col>
	  <row>5</row>
	  <descr>Park Lamp DN</descr>
	  <type>FUNCTION</type>
	  <action>DSS_BLF_DN</action>
	  <number>9</number>
	</KEY>
	<KEY>
	  <page>0</page>
	  <col>10</col>
	  <row>5</row>
	  <descr>Park Lamp UP</descr>
	  <type>FUNCTION</type>
	  <action>DSS_BLF_UP</action>
	  <number>9</number>
	</KEY>
	``

LOGIN	```xml
	<KEY>
	  <page>0</page>
	  <col>7</col>
	  <row>6</row>
	  <descr />
	  <type>FUNCTION</type>
	  <action>LOGIN</action>
	</KEY>
	``

Function	Example

UNANSWERED/ OUTGOING/ ANSWERED CALLS	`<KEY>`
	`<page>0</page>`
	`<col>9</col>`
	`<row>4</row>`
	`<descr>Answered calls</descr>`
	`<type>FUNCTION</type>`
	`<action>ANSWERED_CALLS</action>`
	`<number />`
	`</KEY>`
	`<KEY>`
	`<page>0</page>`
	`<col>10</col>`
	`<row>4</row>`
	`<descr>Unanswered calls</descr>`
	`<type>FUNCTION</type>`
	`<action>UNANSWERED_CALLS</action>`
	`<number />`
	`</KEY>`
	`<KEY>`
	`<page>0</page>`
	`<col>11</col>`
	`<row>4</row>`
	`<descr>Outgoing calls</descr>`
	`<type>FUNCTION</type>`
	`<action>OUTGOING_CALLS</action>`
	`<number />`
	`</KEY>`

DIRECTORY	`<KEY>`
	`<page>0</page>`
	`<col>11</col>`
	`<row>7</row>`
	`<descr>DIRECTORY</descr>`
	`<type>FUNCTION</type>`
	`<action>DIRECTORY</action>`
	`<number />`
	`</KEY>`

CONFIGURE	`<KEY>`
	`<page>0</page>`
	`<col>6</col>`
	`<row>0</row>`
	`<descr />`
	`<type>FUNCTION</type>`
	`<action>CONFIGURE</action>`
	`<number />`
	`</KEY>`

EXIT	`<KEY>`
	`<page>0</page>`
	`<col>7</col>`
	`<row>0</row>`
	`<descr />`
	`<type>FUNCTION</type>`
	`<action>EXIT</action>`
	`<number />`
	`</KEY>`

Function	Example
VOL + / VOL -	```<KEY>
<page>0</page>
<col>5</col>
<row>2</row>
</KEY>
<KEY>
<page>0</page>
<col>6</col>
<row>2</row>
</KEY>```

8.2.5. Configuring shortcut keys

The following example shows how to set a new shortcut key in the table, besides the default keys described in [Shortcuts table](#) paragraph:

```
    ...
      <Shortcuts>
       <key>F6</key>
       <type>FUNCTION</type>
       <action>DICTATED CALL</action>
      </Shortcuts>
    ...
```

The meaning of the parameters is the following:

Parameter	Description
Key	String with which Windows identifies a particular keys combination.
Type	Available values are: • CONTACT • LINE • DSSBLF • ACCOUNT • FUNCTION

| Action	If Type = FUNCTION the values available are: • HANG-UP • HOLD • TRANSFER • CONFERENCE • INCLUSION • CAMP-ON • DICTATED CALL • DO NOT DISTURB • DTMF • DIAL • UNANSWERED CALLS • OUTGOING CALLS • ANSWERED CALLS • DIRECTORY • EXIT • VOL + / VOL -
Number	Enter a number when required. See more in <u>Complete list of function</u> paragraph.

8.3. Configuring SIP Publish

To collect and advertise presence in Presence Server, the presentity is preformed by "Line State Server" application of SELTA.

To install and configure "Line State Server" application please consult "Line State Server - Administrator's guide code 723034015-A0-GB" and finish with the configuration of publish method as described below.

From the command line, execute "**LineStateSrv - config**" and open the Line State Server configuration main form and setup the following:

Configure SIP PUBLISH
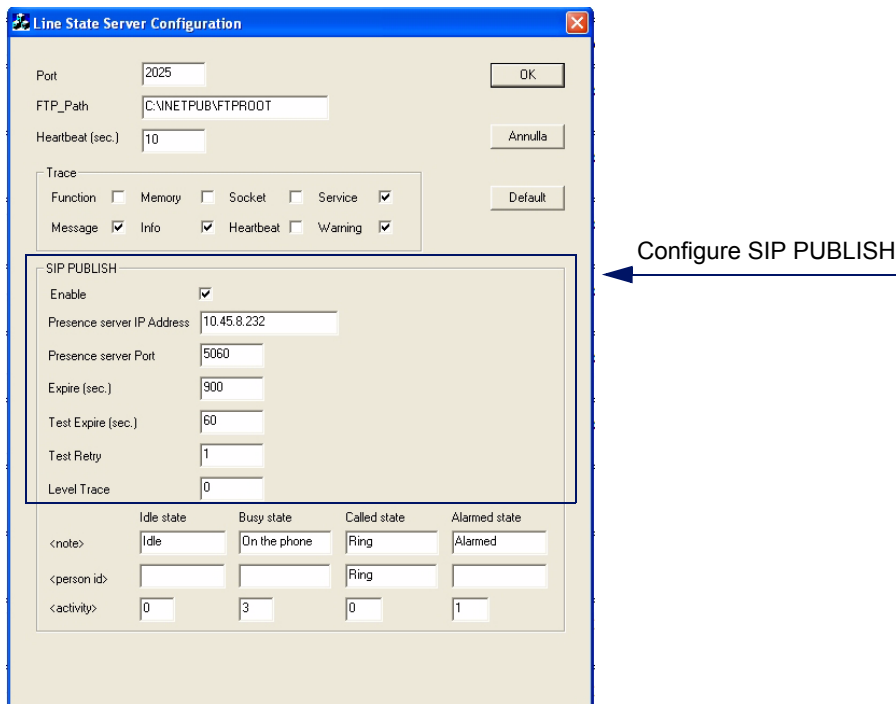
Field	Description
Enable	Enable the feature
Presence server IP Address	Indicate IP Address of Presence server
Presence server Port	Indicate Port of Presence server (the default value of 5060 should not be modified unless in the case of special requirements.)
Expire	Indicate time expiring before Line State Server sends a PUBLISH message of refresh, in the absence of variation in state of the system (leave default value: 900 seconds)
Test Expire	Indicate time expiring for publishing test (leave default value: 60 seconds)
Test Retry	High level number of retry before considering the server down (leave default value)

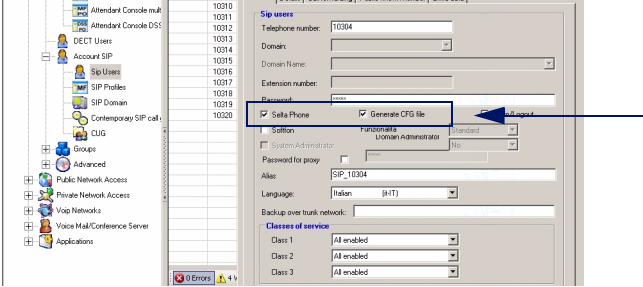| Level Trace	Levels of trace, possible values are: 0=errors (default) 1=errors, info, PUBLISH e response messages (refresh excluded) 2=errors, info, PUBLISH e response messages (refresh included) 3=errors, info, PUBLISH e response messages (refresh included), debug (leave default value)
Note	Status are distinguished by Id (leave default value)
Person Id	Status are also distinguished by Person Id (leave default value)
Activity	Possible values are: 0=unknown, 1=absent, 2=busy, 3=present (leave default value)

Chapter 9 - Centralized configuration

The path of user's windows will contain the following files, when the application will regularly run:

- **xml_config.xml** file: contains ODC parameters configuration (*personal function keys, configuration pages, etc.*);
- **sip_config.cfg**: it is the configuration file with SIP parameters;
- **call_log.xml**: contains the lists of saved answered, unanswered and outgoing calls.

CAUTION! Basic requirements are the following:

1. TFTP server is required;

2. on TFTP server, there must be one SIP configuration file for each ODC console belonging to SELTA system;

3. configuration of each ODC application, and future changes, will be saved in <authentication windows name>.xml file (e.g."*rossimario.xml*") on TFTP server, file must have **write permission**, and locally to the host, in the user's windows path (e.g. "*C:\Documents and Settings\petror.SELTATEL\Dati applicazioni\SeltaDispatcher*") in the file named <xml_config.xml.>

Step	Description
1	Open SAMBuilder application, Users->Account SIP ->SIP Users table and set up each dispatcher console with: 1. a telephone number that will correspond to the first account of console and to the file name on TFTP server (e.g. 10304.cfg) 2. the **automatic generation of SIP configuration files** by enabling "Generate CFG file" check box; 3. enable "Selta phone" check box. **NOTE**: We recommend the use of the utility <Generate CFG file> only in the initial configuration of the ODCs. The purpose of this utility is to obtain the generation of SIP configuration files on the TFTP site with the same name as ODCs numbers configured, whose basic content is a track for work to help the system administrator for future changes. System administrator has to generate as many configuration files as ODC users present in the system (included a number to identify an administrator account and attendant console/s) containing the correct SIP account options. For more details, please consult "SAMIP - Provisioning guide" or Help-on-line of SAMBuilder application.
2	Open SAMBuilder application, Users->Account SIP ->SIP Users table and **create an ADMINISTRATOR account** to be used to configure ODC application in ADMIN mode and set up the following characteristics: 1. a telephone number that will correspond to the administrator account of console and to the file name on TFTP server (e.g. 10310.cfg) 2. enable "System Administrator" check box; 3. do not enable "Selta phone" check box. It will correspond to the second account of all consoles of SELTA system (or third account if you configure the backup proxy server, see Configuring Backup Proxy Server paragraph).

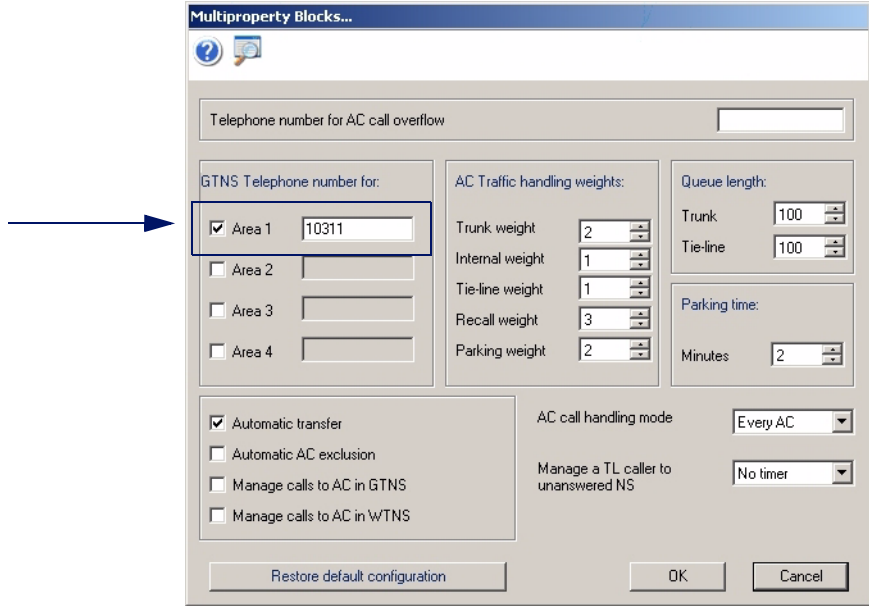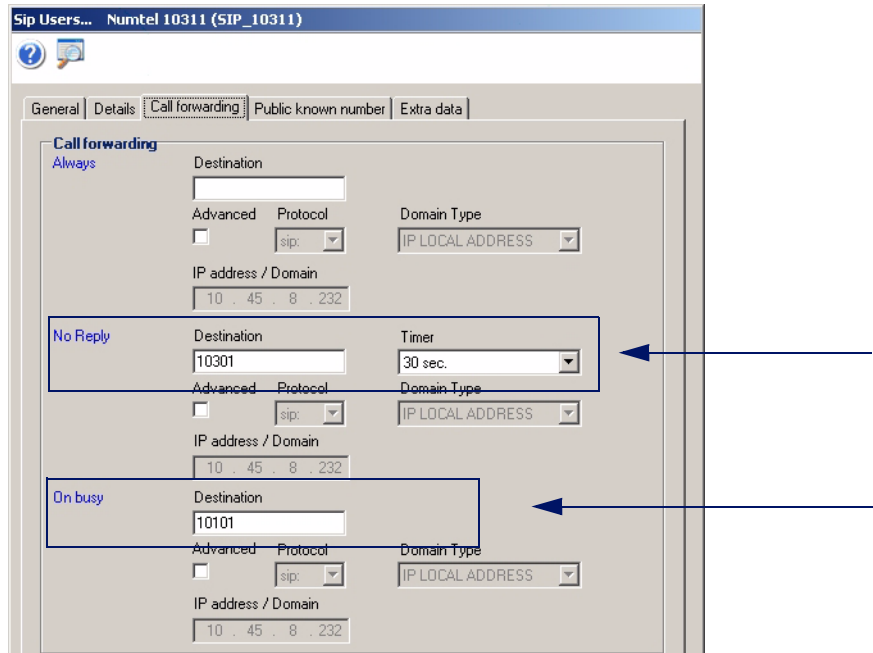| 3	Open SAMBuilder application, Users->Account SIP ->SIP Profiles table and **create** a profile with a QUEUE function each key, the number of keys depends on **the** numbers of **ACCOUNTS** you need for each console. Infact, each QUEUE function key will correspond to an account (max 8 accounts). Set up the following characteristics: 1. the first Queue Account ID key (e.g.: 10311) will correspond to the third account of all consoles with the same SIP profile (or forth account if you configure the backup proxy server, see Configuring Backup Proxy Server paragraph) and it will represent the number of the dispatcher with attendant console functions. 2. Buddy Queue field = ACCOUNT
4	Open SAMBuilder application, Users->Account SIP ->SIP Users table and **bind the profile to dispatcher consoles**: 1. find "SIP profile" field in the table and select the profile name configured before, from the list.
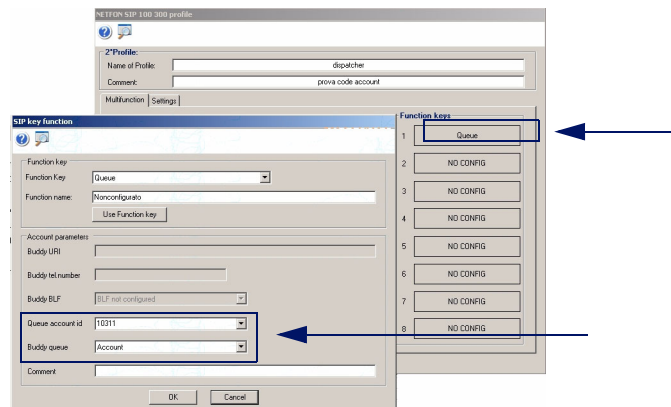
| 5	Open SAMBuilder application, General->Advanced ->Multiproperty Blocks table, enable AREA 1 check box and enter the telephone number that you configured in STEP 3 (first Queue Account ID key, e.g.: 10311). It will guarantee the exclusion from traffic of attendant console account (e.g.:10311) when required.
6	Open SAMBuilder application, Users->Account SIP ->SIP Users table, select the number of the attendant console (e.g.: 10311) and setup: 1. the call forwarding on No Reply after 30 seconds; 2. the call forwarding On Busy. The destination numbers can correspond to analogue, digital, IP or SIP users or to Voice Mail number. It will guarantee the call answer by a user or by a message of Voice Mail.

7	**Update configuration** of the system.

8	Open **SeltaDisptacher.exe.config** file from installation directory:
	    1. configure the TFTP server IP address ("TftpServerPath" key):
	
	      e.g.: ......
	            `<add key="TftpServerPath" value="10.45.8.232"/>`
	        ....
	    2. configure the language if different from the Windows O.S. language
	
	    ("LocaleParameter" key):
	
	      e.g.: ......
	            `<add key="LocaleParameter" value="en"/>`
	        ....
	    3. Save and close.

9	Open **xml_config.xml** file from installation directory:
	    1. configure the ODC telephone number (\<sip_config_account\> parameter):
	
	      e.g.: ......
	            `<sip_config_account>10304</sip_config_account>`
	        ....
	    2. configure the audio device for handsfree (in/out), handset (in/out) and ringer
	
	    (out) according to the audio peripherals(*) of the host:
	
	      e.g.: ......
	          `<handsfree_device>`SoundMAX Digital Audio`</handsfree_device>`
	          `<handset_device>`C-Media USB Headphone Set`</handset_device>`
	          `<ringer_device>`SoundMAX Digital Audio`</ringer_device>`
	      ....
	    (*) *example*: Find Audio peripherals settings in Windows XP O.S.:
	     - open START->Settings->Control panel->Sounds and Audio Devices
	      Peripherals,
	     - setup the name that you read in "Default device" fields
	
	    3. Save and close.

| 10 | **Lanch SeltaDisptacher.exe** executable file and the GUI interface default configuration will start.

Warning! If the USB key with licence is not installed, the following message will be shown:
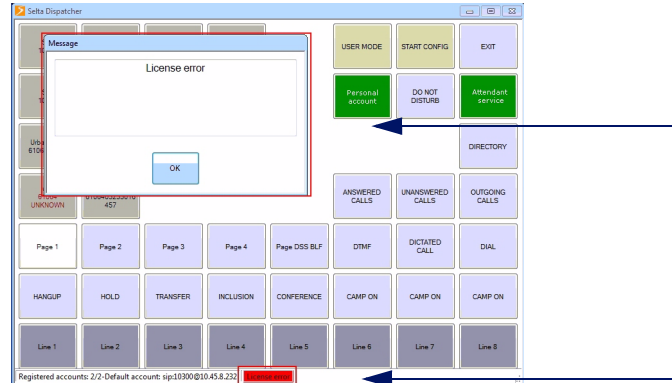
NOTE: To customize ODC application, please consult [Advanced configuration](#) paragraph. |
|----|-----|
| 11 | From GUI interface configure the dynamic area according to your custom phone numbers, please consult [Configuring keys from ODC interface](#) paragraph to continue. |

9.1. Example of <Account parameters> in configuration file

See below an extract of configuration file on TFTP server (e.g. 10304.cfg), concerning only the **fixed** "Account parameters", generated after the configuration from SAMBuilder, as described previously. So notice that the numbers present in the following extract (account numbers and IP addresses), may obviously change.

_____

\#
\#ACCOUNT 0: MAIN (first account)
\#
--id sip:10304@10.45.8.232
--registrar sip:10.45.8.232
--reg-timeout 10
--realm *
--username 10304
--password 10304
--publish
--proxy sip:10.45.8.232;lr
--next-account

\#
\#ACCOUNT 1: ADMINISTRATOR (second account)
\#
--id sip:10310@10.45.8.232
--registrar sip:10.45.8.232
--reg-timeout 10
--realm *
--username 10310
--proxy sip:10.45.8.232;lr
--next-account

\#
\#ACCOUNT 2: ATTENDANT CONSOLE (third account)
\#
--id sip:10311@10.45.8.232
--registrar sip:10.45.8.232
--reg-timeout 10
--realm *
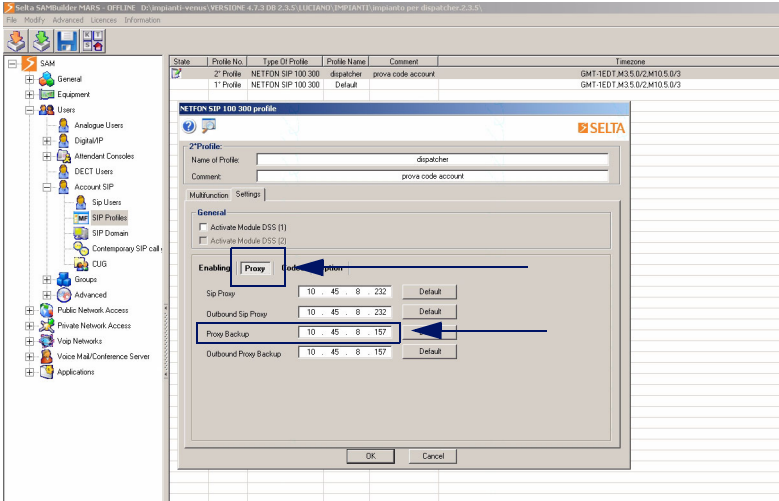--username 10311
--password 10311
--proxy sip:10.45.8.232;lr

_____

If you configure the backup proxy server, the **fixed** "Account parameters" will be as the following example:
\#
\#ACCOUNT 0: MAIN (first account)
\#
--id sip:10304@10.45.8.232
--registrar sip:10.45.8.232
--reg-timeout 10
--realm *
--username 10304
--password 10304
--publish
--proxy sip:10.45.8.232;lr
--next-account

```
#
#ACCOUNT 1: BACKUP PROXY SERVER (second account)
#
--id sip:10304@10.45.8.157
--registrar sip:10.45.8.157
--reg-timeout 10
--realm *
--username 10304
--password 1234
--proxy sip:10.45.8.157;lr
--next-account


#
#ACCOUNT 2: ADMINISTRATOR (third account)
#
--id sip:10310@10.45.8.232
--registrar sip:10.45.8.232
--reg-timeout 10
--realm *
--username 10310
--proxy sip:10.45.8.232;lr
--next-account


#
#ACCOUNT 3: ATTENDANT CONSOLE (fourth account)
#
--id sip:10311@10.45.8.232
--registrar sip:10.45.8.232
--reg-timeout 10
--realm *
--username 10311
--password 10311
--proxy sip:10.45.8.232;lr
```

9.2. Basic configuration - optional steps

9.2.1. Configuring Backup Proxy Server

Step	Description
1	Open SAMBuilder application, Users->Account SIP ->SIP Profiles table and configure the IP address of Backup Proxy server. It will correspond to the second account of all consoles with the same SIP profile, the accounts already present will shift one place (in configuration file named e.g..: <10304.cfg>).

Chapter 10 - Installing Operator Dispatcher Console on BeFree console

Operator Dispatcher Console application can run on a BeFree console integrating a 15.0" touchmonitor and an industrial computer. It is an all-in-one unit integrating compact PC and touchscreen and represents the ideal device to use all ODC functionalities in an optimal way.

Please consult the technical documentation, provided with "CONSOLE DISPATCHER TOUCH PC+ACC. code 691000027-A0-IT", for technical characteristics and connections.

The description of the speakerbox keys supplied, is the following: