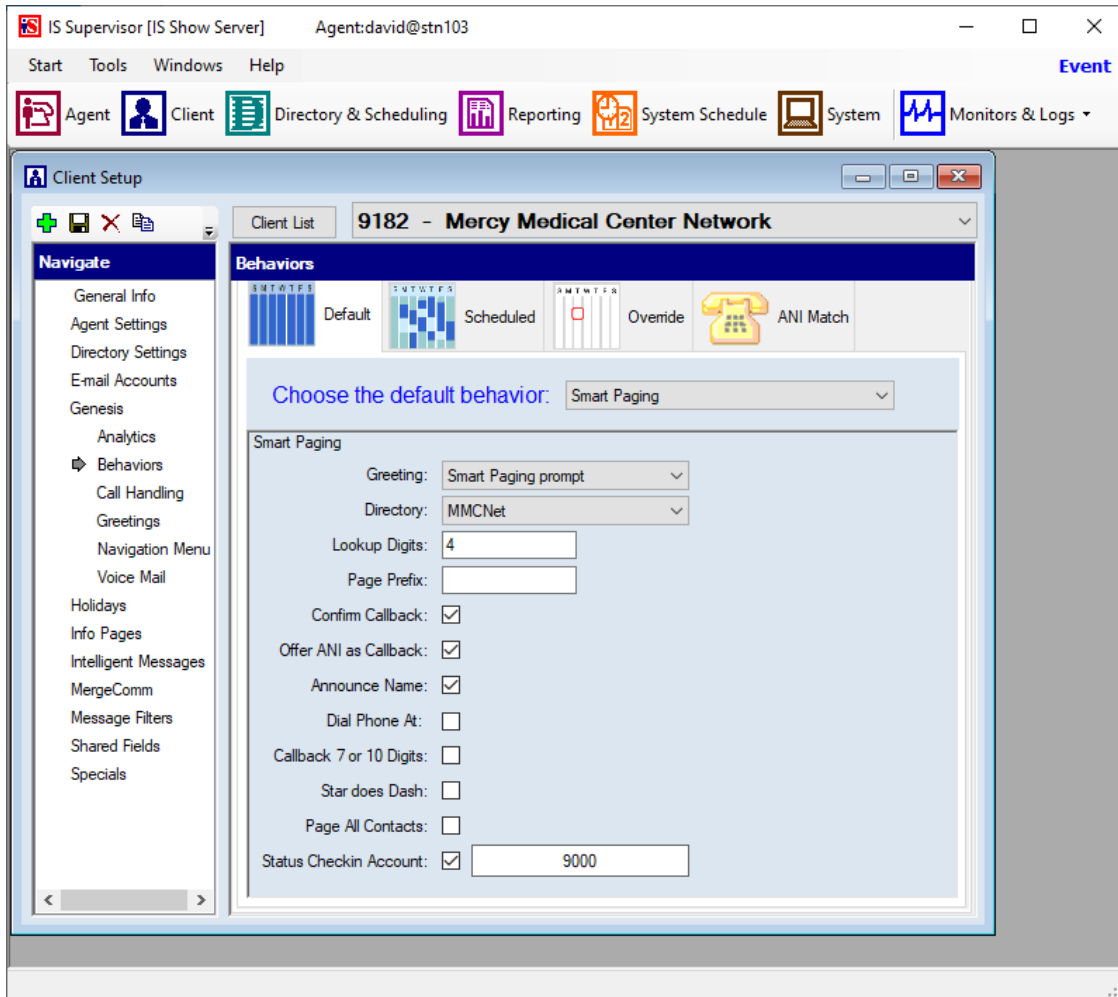


Genesis IS Smart Paging Provides Status-Based Messaging

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The Genesis Intelligent Series (IS) Smart Paging feature enables callers to initiate sending a message to a contact in the IS Directory based on the contact's current status and contact order. Messages can be sent using any of the available IS Contact Methods including e-mail, TAP (Telocator Alphanumeric Protocol) paging, SNPP (Simple Network Paging Protocol) paging, WCTP (Wireless Communications Transfer Protocol) paging, SMS (Short Message Service) text messaging, and miSecureMessages secure messaging.

Contacts can update their IS status by calling the automated IS Smart Paging Checkin Line, by speaking to an operator, by accessing miTeamWeb or the IS Web, or by using the status option within the miSecureMessages app on their smartphones.

Smart Paging and Status Checkin are call behaviors of the Genesis Intelligent Series platform.

Genesis Components

The Genesis platform is the next generation of Amtelco's automated call distribution and unified messaging product line. Genesis is a software-only solution that includes a flexible Session Initiation Protocol (SIP) based telephony switch with intelligent call routing, switch-based configurable call control, and Amtelco's multi-lingual voice processing resources.

Operating System

The Genesis platform runs on the 64-bit version of the GNU/Linux Ubuntu operating system. The Ubuntu operating system is provided by Amtelco and is installed by the Genesis installation utility.

Platform

The Genesis platform is built on the Asterisk open source framework that powers IP PBX systems, VoIP gateways and conference servers. The base feature set includes many of the most popular and powerful PBX functions. Amtelco uses the Asterisk framework as a foundation for the object-oriented programming elements that comprise the Genesis platform.

Database

The Genesis platform incorporates a small, file-based SQLite database to store system configuration and port assignment information, system and client settings and user access settings. This database is accessible only through the tools provided by Amtelco, most notably the IS Supervisor system administration application.

Text-To-Speech Engine

The Genesis platform incorporates the Cepstral text-to-speech engine, which is specifically tuned for use in telephony systems. Cepstral is the leading provider of text-to-speech software for use with the Linux and Asterisk platforms with clearer sound processing optimized for telephony equipment use.

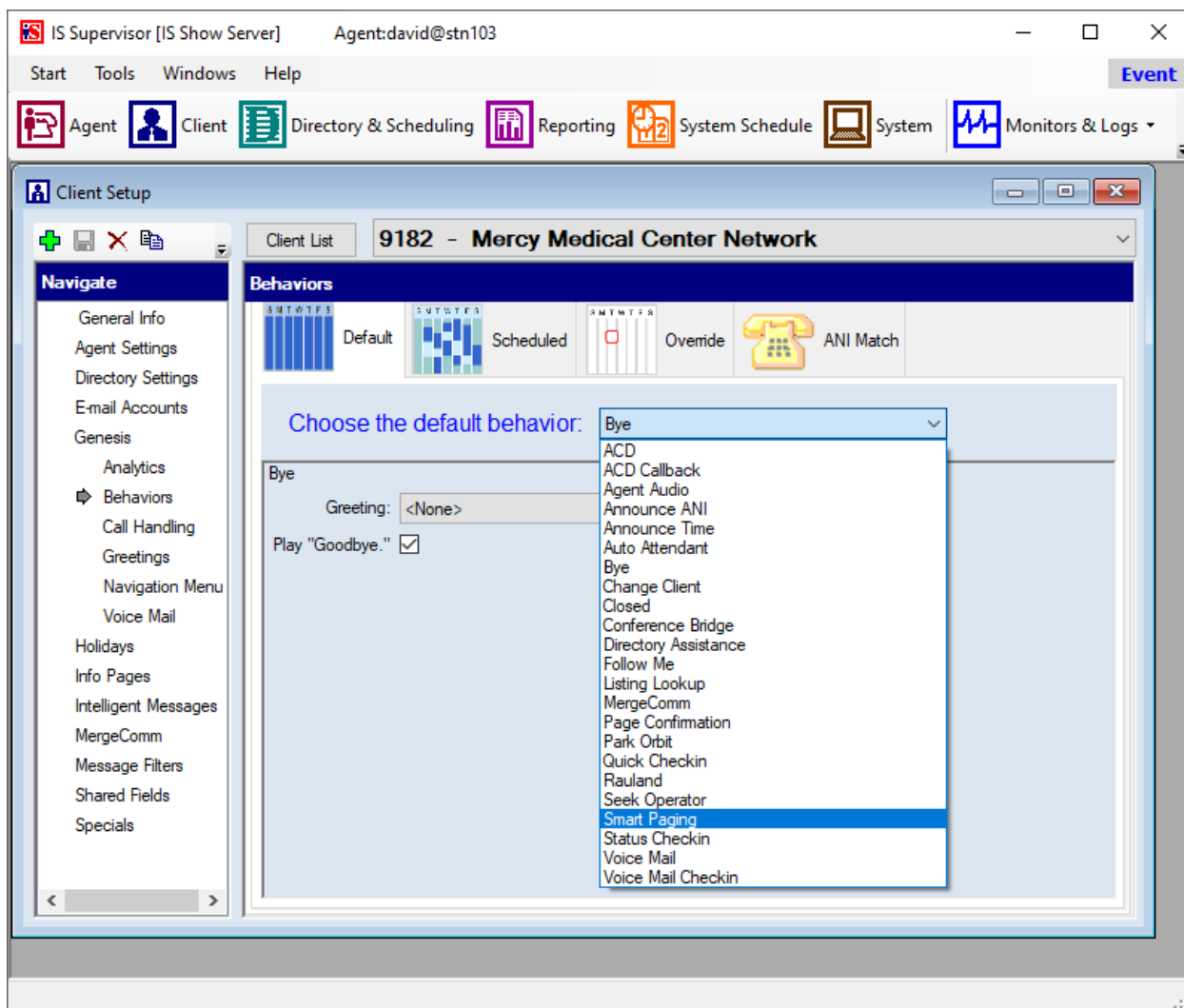
Optional Pre-Recorded Names Database

The Genesis platform offers an optional database of more than 16,000 pre-recorded names developed by Amtelco for use with text-to-speech generated greetings and prompts. From Aarolyn to Zwica, the Genesis platform can correctly pronounce almost any first name and last name whenever a name is needed. Using pre-recorded names ensures the smooth flow of prompts and messages in just one voice and eliminates the need to spend time recording individual names.

Installer

The Genesis platform is equipped with a one-click installation utility that installs all of the system software components. The Genesis platform installation routine automatically installs the Genesis platform software as well as the Ubuntu operating system, the Cepstral text-to-speech engine, the Asterisk PBX platform, and the SQLite system database.

Smart Paging Client Setup



The Smart Paging and Status Checkin behaviors are configured in the Client Setup pages of the IS Supervisor application.

To configure the behaviors for a Client, click the Client Setup icon in the IS Supervisor Toolbar.

The Select Client dialog box is displayed.

Select a Client.

The Client Setup pages are displayed.

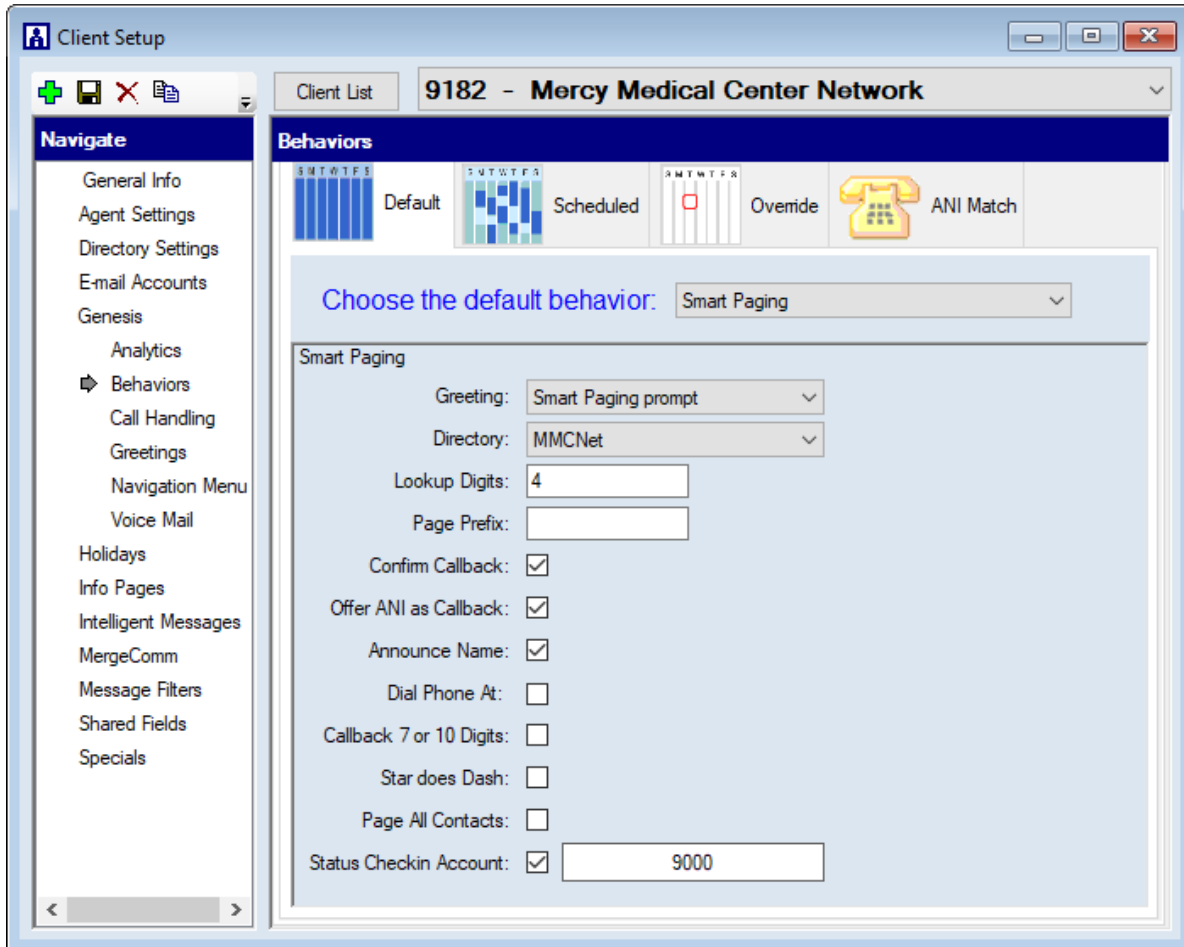
Click the Genesis command in the Client Setup Navigation Menu.

Click the Behaviors command.

Genesis behaviors can be selected as the Default, Scheduled, Override, or ANI Match behavior for a Client, or can be added to one of the branches of a Navigation Menu. More information about behaviors and Navigation Menus is provided in the “Client Setup” section of the *Intelligent Series Supervisor Reference Guide*.

Smart Paging

Smart Paging behavior answers the call, prompts the caller to enter the Lookup ID of the person that the caller wants to page, and then asks for a callback number. The callback number is sent to the IS Contact Method determined by the Genesis settings specified in Directory Setup.



The following settings are displayed when the Smart Paging behavior is selected.

Greeting

A user-friendly greeting can be played when a caller reaches the contact's voice mail box. Greetings can be recorded and saved to IS from the Greetings page.

To play a recorded greeting, select the name of the greeting.

Directory

The Directory setting determines which IS Directory Subject to use to look up contacts.

Select the directory Subject that contains the directory listings for this client.

Lookup Digits

The Lookup Digits setting determines how many digits to expect when Genesis asks the caller to enter the Lookup ID of the person to page.

Enter the number of digits used in the Lookup IDs in the selected directory Subject.

Page Prefix

This setting is not currently implemented.

Confirm Callback

Genesis can say the callback number entered by the caller and prompt the caller verify by entering the digit 5.

Select this check box to have Genesis verify the callback number by saying the number and asking the caller to press 5 if it is correct.

Offer ANI as Callback

The Offer ANI as Callback feature is used to give the caller the option to use their Caller ID number as the callback number. If the “Offer ANI as Callback” check box is selected, Genesis says, “Would you like to use your Caller ID,” plays the phone number provided by Automatic Number Identification (ANI), and then plays “as your callback number?” The caller can enter the digit 1 to use the ANI number as the callback number or can enter the digit 2 and then enter a different callback number.

- **Select this check box to prompt the caller to press 1 to use the ANI number as the callback number or press 2 to enter a different callback number.**
- **Clear this check box to prompt the caller to enter a callback number.**

Announce Name

The Announce Name feature plays the listing’s greeting after the matching Lookup ID is found.

- **Select this check box to play the listing’s greeting after a match is found.**
- **Clear this check box to skip playing the listing’s greeting.**

More information about listing greetings is provided in the “Directory Setup” section of the *Intelligent Series Supervisor Reference Guide*.

Dial Phone At

The “Dial Phone At” setting is used when a contact’s status is set to a phone number or a Phone Contact Method. If this check box is selected, IS will dial the phone number assigned to the contact’s status. If this check box is cleared, IS will announce the phone number to the caller but will not dial it.

- **Select this check box to perform a dialout when the contact’s status is set to a phone number or a Phone Contact Method.**
- **Clear this check box to announce the number but not perform a dial when the contact’s status is set to a phone number or a Phone Contact Method.**

Callback 7 or 10 Digits

The “Callback 7 or 10 Digits” option forces callers to leave a callback number that has either 7 or 10 digits.

- **Select this check box to forces callers to leave a callback number with 7 or 10 digits.**
- **Clear this check box to allow callers to leave a callback number with any number of digits.**

Star Does Dash

The Star Does Dash option allows callers to press the star symbol * to insert a hyphen into the callback number. The asterisk will be converted to a hyphen in the paged message. For example, the caller can enter 711*555*2000 to send a callback number of 711-555-2000.

- **Select this check box to enable callers to use the star symbol * as a hyphen.**
- **Clear this check box to disable callers from using the star symbol * as a hyphen.**

 Page All Contacts

The Page All Contacts option pages all Contact Methods for the contact's current status except Phone Contact Methods. If the Page All Contacts checkbox is clear of checkmarks, then Smart Paging only pages the first Contact Method in the Contact Order for the contact's current status.

For example, if Dr. Allen's Contact Order states he prefers to be contacted through a text message to his cellphone first, and the Page All Contacts checkbox is clear of checkmarks, Smart Paging only pages Dr. Allen's cellphone. If the Page All Contacts checkbox is selected, Smart Paging pages all of Dr. Allen's Contact Methods listed in his current Contact Order except Phone Contact Methods.

- **Select this check box to page all Contact Methods listed in the person's Contact Order specified in the directory listing's Status Schedule (excluding Phone Contact Methods).**
- **Clear this check box to only page the first Contact Method in the person's Contact Order.**

Note: The Smart Paging Behavior is not able to send messages to Phone Contact Methods.

More information about Contact Order is provided in the "Directory Setup" section of the *Intelligent Series Supervisor Reference Guide*.

 Status Checkin Account

The Status Check Account setting allows the caller to press the asterisk key (*) to switch to a Client configured to perform the Status Checkin Behavior.

To give the caller the option to perform the Status Checkin behavior, select the "Status Checkin Account" check box. Then, click the Status Checkin Account box.

The Select Client window is displayed. The Select Client window is used to select a Client. It shows a list of all Clients, sorted by Client Number.

Search

The search field located at the top of the Select Client window is used to search for a specific Client Number or Client Name.

To search for a specific Client, type all or part of the Client Number or Client Name.

OR

Use the scroll bar to scroll through the client list.

Client# | Client Name

All of the Client Numbers and Client Names are listed numerically in the Select Client window.

Select the Client to which callers should be directed to perform Status Checkin.

Click the Select button to save your Client setting and return to the Smart Paging properties.

The Client Number is displayed to the right of the Status Checkin Account check box.

Note: In order for the caller to be able to check in, the Client Settings for the Client selected in the Status Checkin Account box must be configured to use the Status Checkin behavior.

Status Checkin Behavior

Status Checkin behavior answers the call, prompts the caller to enter the caller's Lookup ID, and then prompts the caller to enter the caller's passcode. If the passcode is correct, IS prompts the caller to select a status and an expiration date and time.

If the optional Retrieve Text Messages feature is enabled, the callers can enter the digit 7 to listen to their messages. The messages are played using text to speech.

The screenshot shows the 'Status Checkin' configuration window with the 'General' tab selected. The window has four tabs: 'General', 'Status Menu', 'Digits', and 'Revert Behavior'. The 'General' tab contains the following settings:

- Greeting:** Thank you for calling (dropdown)
- Directory:** MMCNet (dropdown)
- Expiration Options:**
 - If this setting is enabled, the caller is presented with the following expiration options:
 - 1) Expire in 24 hours
 - 2) Never
 - 3) Enter date and time
 - If this setting is disabled, the caller is asked to enter an expiration date and time. (checkbox)
- No Expiration:** (checkbox)
- Play TTS for Alpha Numeric:** (checked)
- Record Name:** (checkbox)
- Revert to Operator:** (checked)
- Announce:**
 - Delivered: (checked)
 - Undelivered: (checked)
- Read:**
 - Delivered: (checked)
 - Undelivered: (checked)
- Do Not Say Delivered/Undelivered Messages:** (checkbox)
- Reach Number Length:** 10 (text input)
- Text Message Prosody:** 90% (dropdown)
- Reach Prompt:**
 - Digits: 10 (text input)
 - Type: Telephone (dropdown)
- Covering Prompt:**
 - Digits: 4 (text input)
 - Type: <None> (dropdown)

General, Status Menu, Digits, and Revert Behavior tabs are displayed when the Status Checkin behavior is selected.

- **Click the General tab to display general settings for the Status Checkin behavior.**
- **Click the Status Menu tab to display the Status Menu settings for the Status Checkin behavior.**
- **Click the Digits tab to display digit settings for the Status Checkin behavior.**
- **Click the Revert Behavior tab to configure the revert behavior.**

General

The General tab is used to configure general settings for the Status Checkin behavior.

Greeting

A recorded greeting can be played.

To play a recorded greeting, select the name of the greeting.

Greetings can be recorded and saved to IS from the Greetings page.

Directory

The Directory setting determines which IS Directory Subject to use to look up the caller and also determines which statuses are available.

Select the directory Subject that contains the directory listings for this client.

Expiration Options

The “Expiration Options” check box is used to provide the caller with the following expiration options when setting a status:

- Expire in 24 hours
- Never expire
- Enter an expiration date and time

If this check box is not selected, the caller is prompted to enter an expiration date and time.

- **Select this check box to provide the caller with status expiration options of expire in 24 hours, never expire, and enter an expiration date and time.**
- **Clear this check box to prompt the caller to enter an expiration date and time.**

Note: The “Expiration Options” setting is ignored when the “No Expiration” check box is selected.

No Expiration

If the “No Expiration” check box is selected, callers will not be prompted to enter an expiration date and time when changing their status. This setting overrides the Expiration Options check box.

- **Select this check box to set status changes to never expire when set using the Status Checkin behavior.**
- **Clear this check box to use the Expiration Options setting to determine which expiration options are presented to the caller.**

Play TTS for Alpha Numeric

If the “Play TTS for Alpha Numeric” check box is selected, text to speech (TTS) is used to play the caller’s IS messages. If this check box is not selected, only Smart Paging callback numbers are played.

- **Select this check box to use text to speech to play the caller’s IS messages.**
- **Clear this check box to play Smart Paging callback numbers only.**

Note: This option only functions when the “Review Text Messages” check box in the listing’s properties is selected. More information about Listing Properties is provided in the “Directory Setup” section of the *Intelligent Series Supervisor Reference Guide*.

Record Name

If the “Record Name” check box is selected, the caller is given the option to record a greeting for his or her directory listing if the “Record Name” check box is also selected in the listing’s properties.

- **Select this check box to give the caller the option to record a greeting if enabled in the caller’s Listing Properties.**
- **Clear this check box to disable the option to record a greeting.**

Note: This option only functions when the “Record Name” check box in the listing’s properties is selected. More information about Listing Properties is provided in the “Directory Setup” section of the *Intelligent Series Supervisor Reference Guide*.

Revert to Operator

If the “Revert to Operator” check box is selected, the caller is given the option to enter the digit 0 (zero) to perform the Revert Behavior specified under the Revert Behavior tab.

- **Select this check box to give the caller the option to press 0 (zero) to perform the Revert Behavior.**
- **Clear this check box to disable the option to perform the Revert Behavior.**

Announce

The Announce settings determine which message counts are played to the caller.

Delivered

If the “Delivered” check box is selected, the number of delivered messages for the contact is played.

- **Select this check box to announce the number of delivered messages.**
- **Clear this check box to skip announcing the number of delivered messages.**

Undelivered

If the “Undelivered” check box is selected, the number of undelivered messages for the contact is played.

- **Select this check box to announce the number of undelivered messages.**
- **Clear this check box to skip announcing the number of undelivered messages.**

Read

The Read settings determine which messages the caller will be given the option to play.

Delivered

If the “Delivered” check box is selected, the caller is given the option to play the delivered messages.

- **Select this check box to give the caller the option to play delivered messages.**
- **Clear this check box to disable the option to play delivered messages.**

Undelivered

If the “Undelivered” check box is selected, the caller is given the option to play the undelivered messages.

- **Select this check box to give the caller the option to play undelivered messages.**
- **Clear this check box to disable the option to play undelivered messages.**

 Do Not Say Delivered/Undelivered Messages

If the “Do Not Say Delivered/Undelivered Messages” check box is selected, caller will not be told whether the messages are delivered or undelivered.

- **Select this check box to omit the words “Delivered” and “Undelivered” when announcing messages.**
- **Clear this check box to say “Delivered” when announcing the number of delivered messages and “Undelivered” when announcing the number of undelivered messages.**

Reach Number Length

The Reach Number Length setting specifies the number of digits that must be entered for callback numbers.

Specify the number of digits callers must enter for callback numbers.

To provide more than one option, enter multiple numbers separated by a comma.

Text Message Prosody

This setting controls the speed at which the messages are read to the caller. The higher the prosody percentage, the faster the messages are read. The default value is 90%.

- **If the messages are being read too fast, decrease the prosody value.**
- **If the messages are being read too slowly, increase the prosody value.**

Reach Prompt

The Reach Prompt settings are used to customize the prompt that is played to the caller when the caller chooses a status of “Reach Number,” “Reachable At,” or “Referred To.”

The Reach Prompt is configured in the following format: “Please enter a *Digits*-digit *Type* number.”

The number entered by the caller will be used as the contact number.

Digits

The Digits setting determines the number of digits that are specified in the Reach Prompt. This should match the number of digits specified in the Reach Number Length field.

Enter the number of digits to request.

Type

The Type setting determines whether the caller is prompted to enter a number, a pager number, or a telephone number.

- **Select “<None>” to request a number, without specifying the type of number.**
- **Select “Pager” to request a pager number.**

- **Select “Telephone” to request a telephone number.**

Covering Prompt

The Covering Prompt settings are used to customize the prompt that is played to the caller when the caller chooses a status of “Covered By.”

The Covering Prompt is configured in the following format: “Please enter a *Digits*-digit *Type* number.”

The number entered by the caller will be compared to the Lookup IDs in the Directory to select the contact that will cover for the caller.

Digits

The Digits setting determines the number of digits that are specified in the Covering Prompt. This should match the length of the Lookup IDs programmed in the Directory.

Enter the number of digits to request.

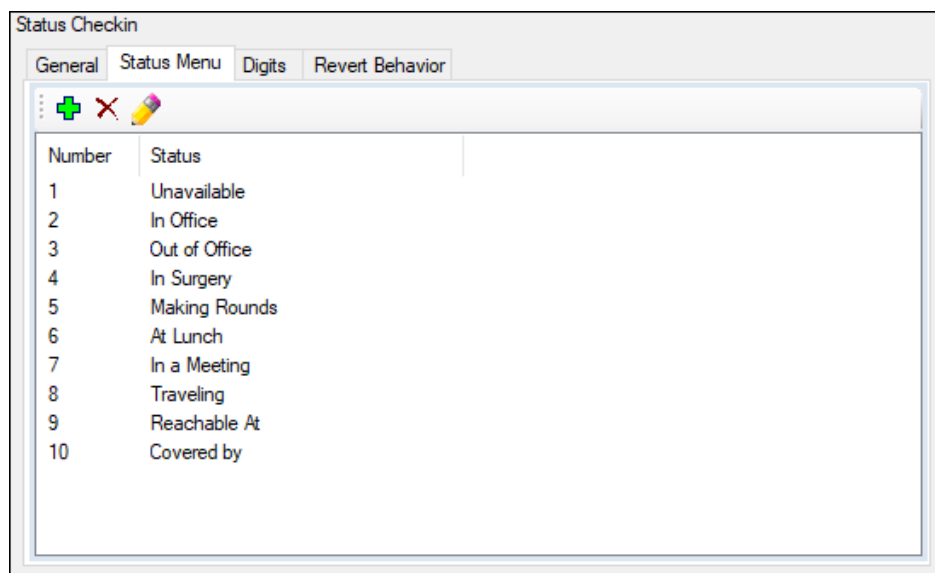
Type

The Type setting determines whether the caller is prompted to enter a number, a pager number, or a telephone number. This should indicate the type of number that is programmed as the Lookup ID of the listings in the Directory.

- **Select “<None>” to request a number, without specifying the type of number.**
- **Select “Pager” to request a pager number.**
- **Select “Telephone” to request a telephone number.**

Status Menu

The Status Menu tab is used to configure Status Menu settings for the Status Checkin behavior.



Status Menu Toolbar

The Status Menu Toolbar is displayed beneath the Status Menu tab. The Status Menu Toolbar is used to map statuses to numbers that the caller can press to change the caller’s status.

Icon	Description
------	-------------



The **Add** icon creates a new choice.



The **Delete** icon deletes the selected choice.



The **Edit** icon is used to edit the selected choice.

Adding and Editing Status Menu Choices

- **To add a choice to the Status Menu, click the Add icon.**
- The Add Status Check-in Choice window is displayed.
- **To edit an existing choice in the Status Menu, select a choice in the Status Menu table and then click the Edit icon.**

The Edit Status Check-in Choice window is displayed.

Note: If a prompt is displayed that says, “The status list is empty for directory <Directory Name>,” the directory Subject that is selected under the General tab does not contain any statuses. Information about adding statuses to a directory Subject is provided in the “Directory Setup” section of the *Intelligent Series Supervisor Reference Guide*.

Number

The Number field is used to assign a menu number to a status.

Select the number to assign to the status.

Status

The Status menu contains a list of status overrides for the Directory Subject selected under the General tab. Status overrides are programmed in the Directory and Scheduling pages of IS Supervisor.

Select the status override to add to the Status Menu.

Name

The Name field is displayed when the Status is set to a status override of type “Status.” The Name menu contains a list of the statuses for the Directory Subject selected under the General tab. Statuses are programmed in the Directory and Scheduling pages of IS Supervisor.

If the Name field is displayed, select the name of the Status to use.

More information about status overrides and statuses is provided in the “Directory Setup” section of the *Intelligent Series Supervisor Reference Guide*.

Click the Add button or the Save button.

The number and status are displayed in the table on the Status Menu.

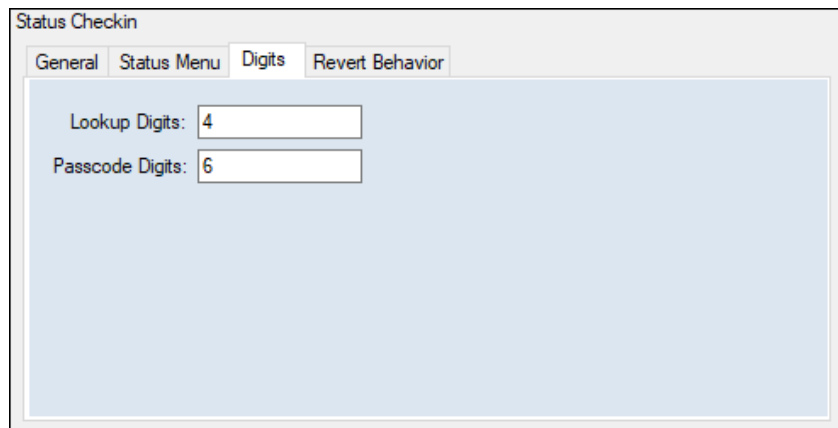
Deleting a Status Menu Choice

To remove a choice from the Status Menu, select the choice in the Status Menu table and then click the Delete icon.

The status is removed from the table.

Digits

The Digits tab is used to configure digit settings for the Status Checkin behavior.



The screenshot shows a configuration window titled "Status Checkin" with four tabs: "General", "Status Menu", "Digits", and "Revert Behavior". The "Digits" tab is selected. It contains two input fields: "Lookup Digits" with the value "4" and "Passcode Digits" with the value "6".

Lookup Digits

The Lookup Digits setting determines how many digits to expect when Genesis asks the caller to enter the caller's Lookup ID.

Enter the number of digits used in the Lookup IDs in the selected directory Subject.

Passcode Digits

The Passcode Digits setting determines how many digits to expect when Genesis asks the caller to enter the caller's passcode.

Enter the number of digits used in the passcode in the selected directory Subject.

Revert Behavior

The Revert Behavior tab is used to configure the behavior to perform when using the "Revert to Operator" option and the caller presses digit 0 (zero).

Behavior

The Behavior setting determines the call behavior that is performed if the "Revert to Operator" option is enabled and the caller presses digit 0 (zero).

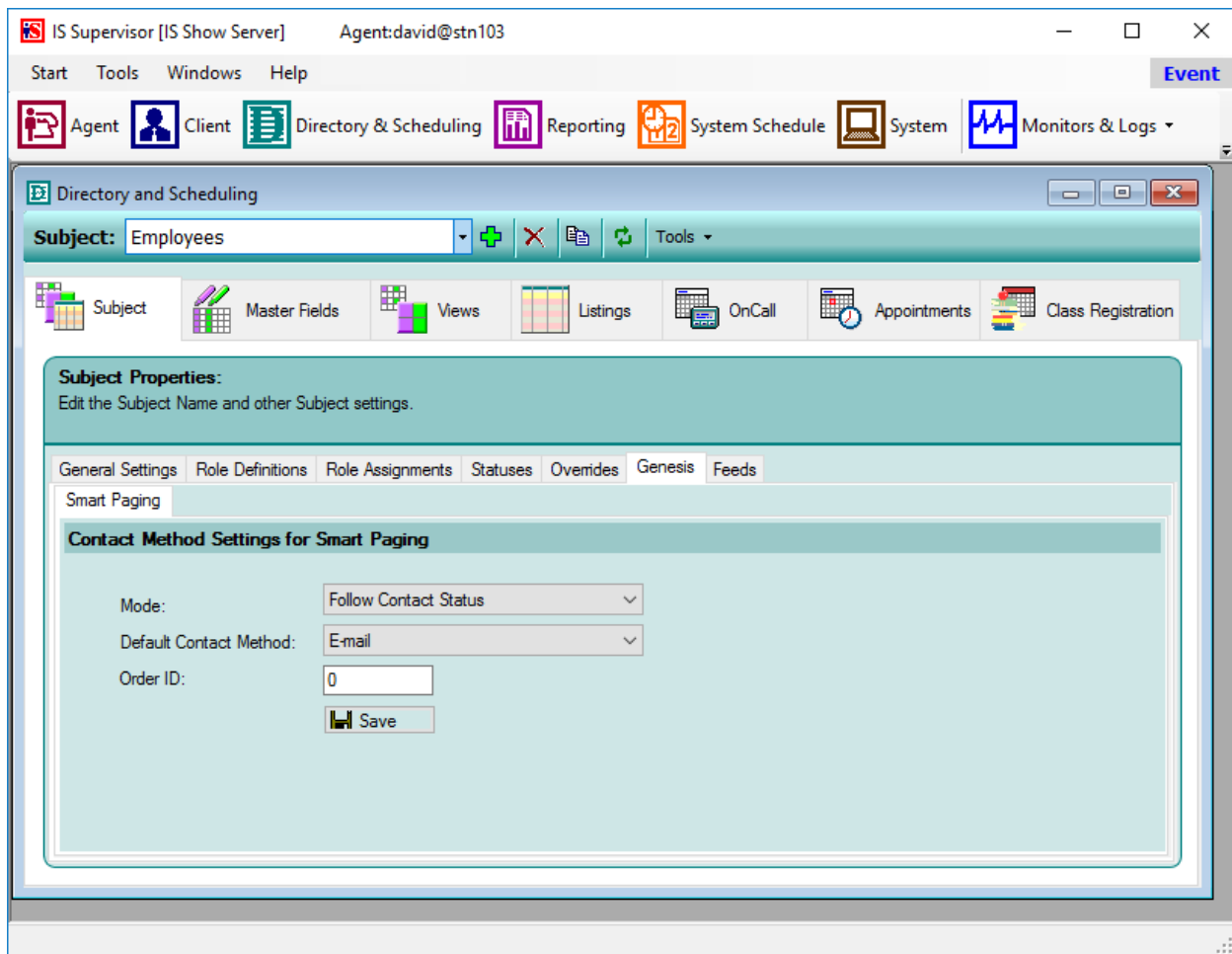
Information about nested behaviors can be found in the "Behaviors" section of the *Intelligent Series Reference Guide*.

Smart Paging Directory Setup

The Smart Paging feature is configured under two tabs in the Directory Setup pages of IS Supervisor:

- The Genesis tab in the IS Directory Subject Properties is used to configure how Contact Methods are selected for use with the Smart Paging feature.
- The Genesis tab in the IS Directory Listing Properties is used to configure playback of listings for the Smart Paging feature.

Subject Properties



The Genesis tab in the IS Directory Subject Properties is used to configure a directory Subject for use with the Smart Paging behavior.

When a call comes into a Client configured for the Smart Paging behavior, Genesis prompts the caller to enter the Lookup ID of the person whom the caller wants to page, and then asks for a callback number. Genesis sends the callback number to the IS Contact Method determined by the settings under this tab.

Mode

The Mode setting specifies how Genesis selects a Contact Method to page.

When the Mode is set to “Follow Subject Default,” Genesis sends the callback number to the Contact Method indicated by the Default Contact Method setting and the Order ID setting. The Default Contact Method setting specifies the type of Contact Method to use and the Order ID setting identifies which of the Contact Methods of that type is used. If the contact does not have a Contact Method with a matching type and Order ID, an error message that says, “We’re sorry, there was an error contacting your party,” is played to the caller.

When the Mode is set to “Follow Contact Status,” Genesis sends the callback number to the first Smart-Paging-compatible Contact Method specified in the Contact Order settings for the contact’s current status. Email, TAP Pager, SMS, Secure Messaging, SNPP, and WCTP Contact Methods are compatible with the Smart Paging feature. If no Smart-Paging-compatible Contact Method is assigned to the contact’s current status, Genesis uses the Contact Method type specified in the Default Contact Method menu and the Order ID specified in the Order ID field to determine which Contact Method to use. If the contact does not have a Contact Method with a matching type and Order ID, an error message that says, “We’re sorry, there was an error contacting your party,” is played to the caller.

Select “Follow Subject Default” to send the callback number to the Contact Method specified by the Default Contact Method and Order ID settings.

OR

Select “Follow Contact Status” to send the callback number to the first Smart-Paging-compatible Contact Method specified in the Contact Order for the contact’s current status.

Default Contact Method

The Default Contact Method setting indicates the type of Contact Method to use to page contacts when the Mode is set to “Follow Subject Default.” It also indicates the type of Contact Method to use if the Mode is set to “Follow Contact Status” and the contact does not have a Smart-Paging-compatible Contact Method assigned to the contact’s current status.

Select the type of Contact Method to use as a default for Smart Paging.

Order ID

The Order ID setting indicates the Order ID of the Contact Method to use to page contacts when the Mode is set to “Follow Subject Default.” It also indicates the type of Contact Method to use if the Mode is set to “Follow Contact Status” and the contact does not have a Smart-Paging-compatible Contact Method assigned to the contact’s current status.

Type the Order ID of the Contact Method to use for Smart Paging.

Example: The Default Contact Method could be set to “Email” and the Order ID could be set to “0.” A caller enters the Lookup ID of a contact named John Smith, whose status is set to “Out of Office,” Genesis checks the Mode setting. If Mode is set to “Follow Contact Status,” Genesis checks John Smith’s Contact Order for the status “Out of Office” to determine which Contact Method to use. Genesis uses the first Smart-Paging-compatible Contact Method in the Contact Order. If none of the Contact Methods assigned to the Contact Order are Smart-Paging-compatible, or if Mode is set to “Follow Subject Default,” Genesis uses the E-mail Contact Method that is assigned to John Smith’s directory listing and is set to an Order ID of 0 (zero). If John Smith does not have an E-mail Contact Method assigned to an Order ID of 0 (zero), an error message that says, “We’re sorry, there was an error contacting your party,” is played to the caller.

When you have finished making changes to the Genesis settings, click the Save button to save your changes.

Listing Properties

Directory and Scheduling

Subject: MMCNet

Tools

Subject Master Fields Views Listings OnCall Appointments Class Registration

Listings Description Template TTS Description Template

View: <MASTER> Display Count: 10 of 54

MMCNet
Listing Properties - Michael Allen, Physician Radiology

Fields Info Card Roles Contact Methods Status Genesis Options

Lookup ID: 60189

Passcode: ●●●●

TTS Greeting: Michael Allen

Change Passcode:

Voice Assisted Transfer:

Record Name:

Review Text Messages:

Voice Recording: Not Recorded

OK Apply Cancel

The Genesis tab is used with the Genesis feature to configure voice settings for use with the Genesis behaviors. Text to speech and voice recordings can be used to play each listing Description. Lookup IDs and Passcodes are used with the Smart Paging behavior to allow contacts to update their status over the phone.

Lookup ID

The Lookup ID is used to assign a number to the listing for use with the Smart Paging behavior and the Status Checkin behavior.

Enter a number to use to identify this listing for Smart Paging and Status Checkin.

Passcode

The Passcode is used to verify the identity of a person using the Status Checkin behavior.

Enter a passcode for this person to use for Status Checkin.

TTS Greeting

When this listing is identified to callers in Genesis behaviors, text to speech (TTS) can be used to play a description of the listing. If no Voice Recording is assigned to this listing and no text is entered in the TTS Greeting field, Genesis will use the text-to-speech engine to play the Description specified under the Fields tab.

To use text to speech to play text other than the listing's Description, enter the text in this field.

Change Passcode

If the “Change Passcode” check box is selected, this person is given the option to change his or her passcode when using the Status Checkin behavior.

- **Select this check box to give this person the option to change his or her passcode when using the Status Checkin behavior.**
- **Clear this check box to disable the option to change the passcode.**

 Voice Assisted Transfer

The Voice Assisted Transfer check box is used to enable or disable Voice Assisted Transfer announcements for individual directory listings.

The Voice Assisted Transfer feature announces a phone or extension number to the caller when the caller is transferred to a listing in the directory. The phone or extension number must be stored in the field indicated by the Voice Assisted Transfer Field setting found on the Subject page under the General Settings tab.

The Voice Assisted Transfer check box can be programmed when doing a directory import with the IS Transformer. Set the destination field type to “Voice Assisted Transfer.” An imported value of “true,” “yes,” or “1” sets the check box. Any other imported value clears the check box. The value is not case sensitive.

- **Select this check box to enable Voice Assisted Transfer for this listing.**
- **Clear this check box to disable Voice Assisted Transfer for this listing.**

 Record Name

If the “Record Name” check box is selected, this person is given the option to record a greeting for his or her directory listing when using the Status Checkin behavior if the “Record Name” check box is also selected in the Status Checkin behavior settings.

- **Select this check box to give this person the option to record a greeting when using the Status Checkin behavior.**
- **Clear this check box to disable the option to record a greeting.**

Note: This option only functions when the “Record Name” check box in the Status Checkin behavior settings is selected. More information about Status Checkin behavior is provided in the “Behaviors” section of the *Intelligent Series Supervisor Reference Guide*.

 Review Text Messages

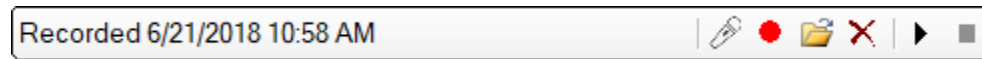
If the “Review Text Messages” check box is selected, this person is given the option to play his or her IS messages when using the Status Checkin behavior if the “Play TTS for Alpha Numeric” check box is selected in the Status Checkin behavior settings. If this check box is not selected, only Smart Paging callback numbers are played.







- **Select this check box to allow this person to play IS messages when using the Status Checkin behavior.**
- **Clear this check box to play Smart Paging callback numbers only.**

Note: This option only functions when the “Play TTS for Alpha Numeric” check box in the Status Checkin behavior settings is selected. More information about Status Checkin behavior is provided in the “Behaviors” section of the *Intelligent Series Supervisor Reference Guide*.

Voice Recording

The Voice Recording Toolbar is used to record a new WAV file or upload a WAV file to play for this listing in Genesis menus.



Icon	Description
	The Microphone icon is not currently implemented.
	The Record icon displays the controls for recording a new WAV file to assign to the listing.
	The Browse icon is used to browse for a WAV file to assign to the listing.
	The Delete icon deletes the WAV file assigned to the listing.
	The Play icon plays the recording for the listing over the computer's audio output device.
	The Stop icon stops playback of the recording.

More information about recording sounds files is provided in the "Directory Setup" section of the *Intelligent Series Supervisor Reference Guide*.

After you have finished setting up the Genesis properties for this listing, click the OK button to save your entries and close the Listing Properties pane.

IS – Smart Paging Report

Smart Paging		Print Date: Tuesday, April 01, 2014:18:03AM																							
Shows Smart Paging activity for clients within a date range. Includes a parameter to show or suppress details. Includes the ability to search on Paged Desc.		<table border="1"> <tr> <td>Start Date:</td> <td>3/1/2014 12:00:00AM</td> </tr> <tr> <td>End Date:</td> <td>3/31/2014 11:59:59PM</td> </tr> <tr> <td>Start Client:</td> <td>2890</td> </tr> <tr> <td>End Client:</td> <td>2891</td> </tr> <tr> <td>Show Details:</td> <td>True</td> </tr> <tr> <td>Search Field:</td> <td></td> </tr> <tr> <td colspan="2">Total Page Count: 2</td> </tr> </table>										Start Date:	3/1/2014 12:00:00AM	End Date:	3/31/2014 11:59:59PM	Start Client:	2890	End Client:	2891	Show Details:	True	Search Field:		Total Page Count: 2	
		Start Date:	3/1/2014 12:00:00AM																						
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Start Client:	2890																								
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Show Details:	True																								
Search Field:																									
Total Page Count: 2																									
		[Paging Status Counts]				[Contact methods Counts]																			
Client Numb	Name	Success	Errors	No Contact	Un-Available	Emails	SMS	MSM	TAP	WTCP	SNPP														
2890	MMCNet	8	0	1	0	5	0	4	0	0	0														
Monday, March 3																									
Call Start	Dur [sec]	Lookup Desc	Paged Desc	Status	Contact Type	To	Page Status	Callback																	
12:24 pm	12	Andrea Ward, Physician	Andrea Ward, Physician	In Office	Email	award@mmcnet.org	Success	7115551212																	
12:24 pm	20	Andrea Ward, Physician	Andrea Ward, Physician	In Office	Email	award@mmcnet.org	Success	7115550008																	
Tuesday, March 4																									
Call Start	Dur [sec]	Lookup Desc	Paged Desc	Status	Contact Type	To	Page Status	Callback																	
4:21 pm	25	Andrea Ward, Physician	Andrea Ward, Physician	In Office	Email	award@mmcnet.org	Success	7115551212																	
Friday, March 7																									
Call Start	Dur [sec]	Lookup Desc	Paged Desc	Status	Contact Type	To	Page Status	Callback																	
12:16 pm	10	Andrea Ward, Physician	Andrea Ward, Physician	In Office	Email	award@mmcnet.org	Success	7115550154																	
Monday, March 10																									
Call Start	Dur [sec]	Lookup Desc	Paged Desc	Status	Contact Type	To	Page Status	Callback																	
4:18 pm	35	Daniel Anderson, Technician	Daniel Anderson, Technician	In Office	Email		NoContact	7115559443																	
Error:	Could not find email contact (0) for listing(37) Daniel Anderson, Technician																								
Tuesday, March 11																									
Call Start	Dur [sec]	Lookup Desc	Paged Desc	Status	Contact Type	To	Page Status	Callback																	
2:57 pm	25	Ryan Sauter, Physician	Ryan Sauter, Physician	In Office	MSM	rsauter	Success	7115559443																	

The IS – Smart Paging Report provides a log and counts of pages sent using the Smart Paging feature. The report displays a tally of paging statuses including success, error, no Contact Method, and Unavailable. It also includes a count of the number of Email, SMS (Short Message Service), MSM (miSecureMessages), TAP (Telocator Alphanumeric Protocol), WTCP (Wireless Communications Transfer Protocol), and SNPP (Simple Network Paging Protocol) pages sent using the Smart Paging feature.

The Show Details parameter determines whether the report displays the details of each page sent. If the Show Details parameter is set to “True,” the date and time of the call, duration of the call, type of Contact Method, address or phone number, and status of each page is provided. The details also include the Description of the lookup person and paged person (they should match), the status of the paged person, and the callback number.

The report includes a search parameter to filter the report to show only pages sent to contacts with listing Descriptions that contain the search text.

More information about running reports is provided in the “Reporting” section of the *Intelligent Series Supervisor Reference Guide*.

Requirements:

- IS Server 5.3 or later
- IS Supervisor 5.3 or later
- IS Supervisor 4.1.4924.5 or later
- IS Smart Paging
- IS Messaging
- IS Directories
- IS OnCall Scheduling (optional)
- 64-bit Microsoft Windows Server 2008 R2 or later
- SQL Server 2008 R2 Standard Edition or later
- .NET Framework 4.5
- Genesis 4.10 or later
- 64-bit Ubuntu 16.04.2 or later Genesis Server

Recommended:

- 64-bit Microsoft Windows Server 2012 R2 or later
- SQL Server 2014 Standard Edition or later

Amtelco Part Number: 268A000

