Dispatch Service Plug-ins
User’s Guide

Fax Service ~ Paging Service ~ E-Mail Service ~ SMS Center

STARTTEL®
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This manual reflects version 8.0 of STARTEL Administrative Controls.

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Before your Startel CMC or CPS system can dispatch faxes, e-mails, pages, or short messages (CMC only) to clients, it is necessary to set up your system’s Fax, E-Mail, Paging, and Short Message services using the following Administrative Controls plug-ins:

- Fax Service Plug-in (page 8)
- Paging Service Plug-in (page 14)
- E-Mail Service Plug-in (page 25)
- SMS Center Plug-in (page 27)

During the installation of your system, a Startel technician will typically configure required dispatch services for you. The instructions in this document are intended primarily to give you an understanding of how the Dispatch Service plug-ins work, and to provide assistance in the event that you need to make changes at a later time.

For instructions on how to configure dispatch services for individual clients, refer to the Client Maintenance Plug-in User’s Guide.

Note: The SMS Center Plug-in is available for CMC systems only.

Each of the Dispatch Service plug-ins is licensed separately.
USING THE FAX SERVICE PLUG-IN

You use the Fax Service plug-in to configure the Startel Fax Dispatch Service for your call center.

Here are the steps:

1. Log in to STARTEL Administrative Controls (AC).

2. Double-click the Fax Service shortcut in the AC Home page.
   
   A screen like the following is displayed:

   ![Fax Service opening screen](image)

   Figure 1.1 Fax Service opening screen

3. Click the Channel Settings element on the left side of the screen.

   ➤ **NOTE**: Selectable items that are located in the left panel of this and other AC plug-in windows represent program components referred to as elements.
The Fax Channel Settings screen is displayed. Here, you set up each of the channels that will be used for faxing.

4 To set up the first fax channel, click (Add) on the AC toolbar. The following screen appears:

5 In the Description field, type a channel name—e.g., Channel 1.
6 In the **Channel Number** field, enter a 1.

7 In the **Dial Prefix** field, enter any standard dial prefix that is necessary for accessing an outside phone line. For example, if it’s necessary to dial 9 before sending a fax, enter a 9.

8 If a pause following the prefix is necessary, enter a comma after the prefix for each 1.5 second delay required.

9 If it is not already selected, select the **In Service** checkbox.

10 Click the **Save** button on the AC toolbar to save the fax channel. When prompted to confirm the save, select **Yes**.

11 Click the **Back** button.

The screen should now look something like this:

![STARTEL Administrative Controls - Fax Service - Fax Channel Settings](image)

The comma following this dial prefix adds a 1.5 second pause.

12 Repeat steps 4 - 11 for each additional fax channel that you want to set up. (Enter channel numbers 2, 3, and so on, for subsequent fax channels.)

➤ **NOTE:** The maximum number of fax channels that you can set up is determined by the number of fax channels licensed for your site.

13 When all the fax channels are set up and saved, select the **Channel Groups** element on the left side of the screen.
The **Fax Channel Groups** screen appears. You use this screen to define fax channel groups.

![Fax Channel Groups opening screen](image)

**Fax Channel Groups**

Fax channel groups, which consist of one or more fax channels, allow you to assign specific fax channels to specific clients or members for the purpose of controlling the flow of fax traffic from your call center.

Fax channel groups are especially useful for implementing *priorities* with respect to faxing. For example, if your call center has some very high priority clients, you can create a low-traffic channel group to ensure that faxes to those clients are delivered without delay.

Fax channel groups are assigned to clients and members in the Client Maintenance plug-in.

To add a channel group, click the **(Add)** button on the AC toolbar, or double-click an empty row in the grid.
This screen contains a Description field and a list of the fax channels that you defined in steps 4 - 12:

![Fax Channel Groups “Add” screen](image)

**Figure 1.5** Fax Channel Groups “Add” screen

15 In the Description field, enter a name for the fax channel group. (For example, **High Priority Group**.)

16 Select the checkbox next to each channel that you want included in the group.

17 Click the (Back) button on the AC toolbar.

18 When prompted to save, select Yes.
Now the new channel group is listed in the Fax Channel Groups grid.

19 Repeat steps 13 - 18 for each additional group that you want to create.

Assigning Channel Groups to Clients and Members
Once channel groups are defined, you can assign the groups to clients and client members when you set up their fax services in the Client Maintenance plug-in.

See the *Client Maintenance Plug-in User’s Guide* for detailed instructions.
**USING THE PAGING SERVICE PLUG-IN**

You use the **Paging Service** plug-in to configure the Startel Paging Dispatch Service for your call center.

➢ **NOTE:** The Paging Dispatch Service is used for dispatching both digital pages and alpha pages.

Here are the steps:

1. Log in to STARTEL Administrative Controls (AC).

2. Double-click the **(Paging Service)** shortcut in the AC Home page.

A screen like the following is displayed:

![Paging Service opening window](image)

Figure 1.6  Paging Service opening window

3. Click the **(Add)** button on the AC toolbar, or double-click an empty row in the grid.

To support paging, your system must have available COM ports. If your system does not, contact Startel to find out about different COM port expansion options.
Now the screen looks like the one shown below.

**NOTE:** Don’t worry about the unavailable elements on the left side of the screen. These will become enabled as you continue through the procedure.

4 In the **Description** field, type in a descriptive name—for example **Paging Service 1**.

5 In the **IP Address** field, type the IP address of the machine that is running the Paging Dispatch Service.

6 Click the **Save** button on the AC toolbar.

7 When prompted to confirm, select **Yes**.
Now the **Port Settings** element on the left side of the screen is enabled.

The Port Settings element is used to specify the COM ports that will be dedicated to paging.

8. Click on the **Port Settings** element.

The **Port Settings** screen is displayed:

![Port Settings Screen](image1.png)

Figure 1.8 Paging Service “Port Settings” opening screen
9 Click the **Add** button on the AC toolbar or double-click an empty row in the grid.

A screen like the following appears:

![Paging Service “Add Port” screen](image)

### Figure 1.9 Paging Service “Add Port” screen

10 In the **Description** field, enter a name for the COM port—for example, **Port 1**.

11 In the **Port Number** field, enter the number of an available COM port.

12 In the **Dial Prefix** field, enter any dial prefix that is necessary for sending a page. (For example, if it’s necessary to dial a 9 to dial out to a digital or alpha paging terminal, enter 9.) If no dial prefix is necessary, leave this blank.

13 If a pause following the prefix is necessary, enter a comma after the prefix for each 1.5 second delay required.

14 In the **Modem Init String** field, enter the initialization string required by the modem you’re using.

> **NOTE:** If you’re using a *MultiTech Multi Modem* internal modem, you can leave the **Modem Init String** and **Modem Reset String** fields blank. Startel uses the strings required by this modem by default. (AT&FQ0V1&W0 and ATZ, respectively.)
15 In the **Modem Reset String** field, enter the reset string required by the modem you’re using. (This string will be prefixed with the letters **AT**.)

16 If it is not already selected, select the **In Service** checkbox.

17 If the port you are configuring is a **serial only** port, select the **Serial Only** checkbox.

18 Click the **(Back)** button on the AC toolbar.

19 When prompted to save, select **Yes**.

Now the port you added is listed in the Port Settings opening screen:

20 Repeat steps 9 - 19 for each additional port that you want to dedicate to digital or alpha paging.

**NOTE:** You can also add ports by **copying** ports that are already defined. This is sometimes quicker than starting from scratch. To copy a port, select the port in the Port Settings screen, click the **(Copy)** button on the AC toolbar, and then edit the Description field and other fields as appropriate. When you save and exit, the new port will be listed in the Port Settings screen.

21 When you’re finished adding ports, use the **(Save)** button to save your changes. When prompted to confirm, select **Yes**.
Next, select the Port Groups element on the left side of the screen.

The Port Groups opening screen is displayed. From this screen you can define port groups.

**Port Groups**

Port groups, which consist of one or more COM ports, allow you to assign specific ports to specific clients and client members for the purpose of controlling the flow of paging traffic in your call center.

Port groups are especially useful for implementing priorities with respect to paging. For example, if your call center has some very high priority clients, you can create a low-traffic port group to ensure that pages to those clients are delivered without delay.

Port groups are assigned to clients and members in the Client Maintenance plug-in.

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To define a port group, click the (Add) button on the AC toolbar, or double-click an empty row in the grid.
Now a screen like this appears. Listed in the screen are all the ports that you defined using the Port Settings element.

**Figure 1.11 Paging Service “Add Port Groups” screen**

24 In the **Description** field, enter a name for the port group. (For example, **High Priority Group**.)

25 Select the checkbox next to each port that you want included in the group.

26 Click the **(Back)** button on the AC toolbar.

27 When prompted to save, select **Yes**.
The port group is now listed in the Port Groups opening screen:

![Port Groups opening screen](image)

28 Repeat step 23 – 27 for each additional port group that you want to create.

To delete or edit a port group from the list of groups, select the item you want to delete or edit and then click the (Remove) or (Edit) button on the AC toolbar.

### Assigning Port Groups to Clients and Members

Once port groups are defined, you can assign the groups to clients and members in the Client Maintenance plug-in.

For alpha paging, port groups are assigned to clients and members indirectly via their alpha paging terminals (which are assigned in Client Maintenance). See page 23 for information on how port groups are assigned to alpha paging terminals.

29 Once you’ve finished creating port groups, click on the Alpha Paging Terminals element on the left side of the screen.

- **NOTE:** The Alpha Paging Terminals element applies to alpha paging only. If your call center supports digital paging, but not alpha paging, you can skip this element.
The **Alpha Paging Terminals** screen is displayed.

From this screen, you add the alpha paging terminals that your clients use for alpha paging.

![Alpha Paging Terminals opening screen](image)

**Figure 1.12** Paging Service “Alpha Paging Terminals” opening screen

To add an alpha paging terminal, click the ![Add](image) button on the AC toolbar, or double-click an empty row in the grid.
The following screen is displayed:

![Add Alpha Paging Terminals Screen](image)

**Figure 1.13 Paging Service “Add Alpha Paging Terminals” screen**

**Note:**
After entering the Description, you can spell check the Description text if you like by clicking the check button on the AC toolbar.

If you don’t know what to enter in some of these fields, consult your system administrator or the paging company that administers the alpha paging terminal.

31 Do the following in this screen:

- In the Description field, enter a name describing the alpha paging terminal.
- If your system communicates with the alpha paging terminal via modem, make sure that the Use Modem checkbox is selected.
- If you checked Use Modem, enter the alpha paging terminal’s phone number in the Number field (do not enter the dialing prefix).
- Select from the COM Port Group drop-down menu to choose the port group that you want used for this terminal.
- If a password is required for this terminal, fill in the Password field.
- Enter appropriate Serial Communications values for the modem that will receive the paged messages for the paging company’s paging terminal.
- Select Connection Conditions values. (See the table on the following page for guidance.)

**NOTE:** If your system has a direct connection to the alpha paging terminal, make sure to clear the Modem checkbox and leave the Number field blank.
When you’ve completed the screen, click the \( \text{Back} \) button on the AC toolbar. When prompted to save, select Yes. You will now see the paging terminal listed in the Alpha Paging Terminals grid.

33 Repeat steps 30 - 33 for each additional paging terminal that you want to add.

- **NOTE:** You can also define alpha paging terminals by copying terminals that are already defined. This is sometimes quicker than starting from scratch. To copy an alpha paging terminal, select the terminal in the Alpha Paging Terminals grid, click the \( \text{Copy} \) button on the AC toolbar, and then edit the Description field and other fields, as appropriate. When you save and exit, the new alpha paging terminal will be listed in the opening screen.

### Assigning Alpha Paging Terminals to Clients and Members

Once an alpha paging terminal has been configured in the Paging Service plug-in, it can be selected for an alpha pager in the Client Maintenance \textit{Client Info} or \textit{Members} element.

When an alpha pager has been defined in Client Maintenance to use a particular alpha paging terminal, that alpha pager will be listed for the terminal as an \textit{Assigned Alpha Pager} in the screen shown on page 23.
USING THE E-MAIL SERVICE PLUG-IN

You use the E-mail Service plug-in to configure the Startel E-mail Dispatch Service for your call center.

Here are the steps:

1. Log in to STARTEL Administrative Controls (AC).

2. Double-click the (E-mail Service) shortcut in the AC Home page.

   A screen like the following is displayed:

   ![E-mail Service screen](image)

   Figure 1.14 E-mail Service screen

3. In the Reply E-Mail Address field, enter the single e-mail address that should receive e-mails when the Reply function is initiated from an e-mail dispatched to a client.

4. In the Display E-Mail Address field, enter the words that you want displayed in the From field of e-mails dispatched to clients. (For example, ABC Answering Service.)

Note: Any time you make a change in the E-Mail Service plug-in, you need to stop and then restart the service on the Dispatch server before the change will take effect.

- **NOTE:** Some Internet Service Providers (ISPs) require the Display address to be an e-mail address. If your ISP is in this category, try the following: In the Display Email Address field, enter the e-mail address that is entered in the Reply E-Mail Address field followed by a “greater than” symbol (>) followed by the Display text you want to use. For example: ABCAnswering@emailaddress.com>ABC Answering Service. This workaround is supported by some ISPs.
5 In the **SMTP IP Address** field, type the IP address of the SMTP service that supports your site’s E-Mail services. If you don’t know what to enter here, consult your ISP or system administrator.

6 In the **SMTP Port** field, enter the number of the SMTP port that you would like used for sending e-mail messages.

7 In the **Authentication Type** field, select one of the following from a drop-down menu to identify your E-mail service’s SMTP authentication method.

   - Select **None** if no authentication method is required by your SMTP service.
   - Select **Plain** if the “Plain” method is supported by your SMTP service.
   - Select **Login** if the “Login” method is supported by your SMTP service.

   ➢ **NOTE:** Consult with your system administrator or Internet Service Provider (ISP) if you don’t know which SMTP Authentication type to select.

8 If you selected **Plain** or **Login** in step 6, enter the User ID required for SMTP authentication in the **Authentication User ID** field.

9 If you selected **Plain** or **Login** in step 6, enter the password required for SMTP authentication in the **Authentication Password** field.

10 When you’re finished filling in the screen, click the **Save** button on the AC toolbar.

11 When prompted to confirm, select **Yes**.
Note:
Before you can configure support for a given SMS Center, you'll need to obtain technical information regarding the SMS Center (i.e., the IP address, TCPIP port number, System ID, and so on).

**Using the SMS Center Plug-in (CMC Only)**

You use the SMS Center plug-in—available in CMC systems only—to configure your call center’s Short Message service to support the SMS Centers associated with your clients’ SMS-enabled and Numeric-SMS enabled cell phones and pagers.

Follow these steps for each SMS Center you want to support:

1. Log in to STARTEL Administrative Controls (AC).
2. Double-click the (SMS Center) shortcut in the AC Home page.

A screen like the following is displayed:

![SMS Center opening screen](image)

3. Click (Add) on the AC toolbar (or double-click in a blank row).
The following screen appears:

![Figure 1.16 SMS Center “Add” screen](image)

4 In the **Description** field, enter the name of the SMS Center.

5 In the **Server** area, select either **Name**, or **IP Address**, then enter one of the following:
   - The Server name associated with the SMS Center.
   - The IP address associated with the SMS Center.

6 In the **Port** field, enter the TCPIP port number associated with the SMS Center.

7 In the **Alternate Server** area, select either **Name**, or **IP Address**, then enter one of the following (if available):
   - The name of the alternate server associated with the SMS Center.
   - An alternate IP address for the SMS Center.

8 In the **Alternate Port** field, enter an alternate TCPIP port number for the SMS Center (if available).
9. If a password is required by the SMS Center, check the **Session Management Required** checkbox. Then enter the required password in the **Password** field, which will now be enabled.

10. In the **System ID** field, type the unique System ID provided by the SMS Center. (This ID is used to identify the originator of messages for billing and logon purposes.)

11. In the **System Type** field, enter the system type value provided by the SMS Center. (This entry identifies the type of SMS messages that can be sent or modified.)

12. In the **Type of Number (TON)** field, enter a value to identify the number dialing format required by the SMS Center. Valid values are 1, 2, and 6:
   - Enter 1 for international format (starts with a country code).
   - Enter 2 for national format (this is the default value used if you don’t fill in the **Type of Number** field).
   - Enter 6 for abbreviated format (for large account identification).

13. In the **Number Plan Indicator (NPI)** field, type the Number Plan Indicator provided by the SMS Center. Valid values are 1, 3, and 5:
   - 1 = **E.164** address (default value if you don’t fill in the **NPI** field).
   - 3 = **X.121** address.
   - 5 = SMSC specific: Private (TCP/IP address/abbreviated number).

14. Open the **Protocol** drop-down menu and select the protocol appropriate for the SMS Center—**UCP** or **SMPP**.

15. If the SMS Center supports paging, select the **Format for Paging** checkbox. (This is used for the numeric paging option available for the paging services—i.e., “If you would like your party paged, press 1 now.”)

16. If the SMS Center does **not** support an extended ASCII character set (128-255), select the **Do Not Use Extended ASCII (128-255)** checkbox.

17. When you’ve finished filling in the screen, click the **Save** button on the AC toolbar. When prompted to confirm the save, select **Yes**.

18. Click the **Back** button.
The screen should now look something like this:

<table>
<thead>
<tr>
<th>Description</th>
<th>IP Address</th>
<th>Port</th>
<th>Alternate IP Address</th>
<th>Alternate Port</th>
<th>System ID</th>
<th>System Type</th>
<th>TID</th>
<th>NPI</th>
<th>Protocol</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>147.187.10.22</td>
<td>25</td>
<td>147.187.10.22</td>
<td>645</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

19 Repeat steps 3 - 18 to configure support for additional SMS Centers, if necessary.

**Assigning SMS Centers to Clients and Members**

Once an SMS Center has been configured in the SMS Center plug-in, it can be selected for a client or member in Client Maintenance in the **SMS** and **Numeric SMS** tabs of the **Client Info** and **Members** elements.
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