Computer Telephony Integration Application Bulletin



Application 2: Executive Desktop

Using this application at the desktop with StrataLink TAPI software provides a method to have Caller ID and time stamps placed on your pager messages. Another application allows for the use of screen pops from your favorite contact manager. For example, while at your desk you may use a screen pop option for call notification, or while away from your desk, a delay option is available to automatically send the Caller ID to your pager. This provides the convenience of identifying callers while in or out of your office.

Golden Gate Pager Installation Guidelines

The installation program guides the installation process. You will need to select the option for installing both the Service Provider and StrataLink (Place StrataLink in the Startup Menu so that it loads during power up of your PC. All other options should remain at the default settings.)

► To install StrataLink to enable automatic paging

- 1. Insert Disk 1 of the TAPI Service Provider and StrataLink into the A: drive.
- 2. Select the Run... function and enter A:\SETUP.EXE

► To install Golden Page Server and Send Page software

Follow the directions found with your Golden Page Server and Golden Page Send Page applications.

Golden Page Server is loaded into a PC that provides access to all users. That location must install the "key" which defines the number of dispatchers (clients) allowed to use the Page Server. The Send Page application is installed on PCs which need to send paging messages.

Add/Edit Action	×
Action Name:	DDE Execute:
Beep My Pager	App Name: SENDPAGE
Type: DDE Execute	App Topic: SYSTEM
<u>O</u> K <u>C</u> ancel <u>Apply</u>	DDE Execute String:
Show <u>T</u> est Params	

Within the "Setup" item on the Main Menu is a method to configure the Page Services for specific pager access. Within the "Client Users" tab on the dialog box screen shown above, a list of clients or dispatchers are assigned. Each PC needing to send pages manually or automatically will require a unique Client Name that matches one name in this list.

To install Send Page settings for AutoPage operation

The main dialog box screen for the Send Page application is shown to the right.

In the Setup main menu are two options for configuring the Send Page application for the AutoPage feature. The first setting defines operation Preferences, while the second finds

<u></u> , S	end Pa	ge	
<u>F</u> ile	<u>S</u> etup	<u>H</u> elp	
	P <u>ag</u> er	All Inside Pagers	▼ Update
Pa	ge <u>M</u> es	sage:	
Ŀ			
ļ	<u>P</u> age N	ow Clear Msg	<u>C</u> ancel

the path for Send Page to locate the Page Server.

1. Within the Set Preferences dialog box below, turn off the Show Confirmation Msg so a confirmation is not required before page transmission.

It is beneficial to automatically minimize the Page window when a page is sent manually. This is not necessary for AutoPage functions.

2. Engage the "Hot Key" by clicking on the "Enabled" box.

This will give quick key access when the Send Page function is needed. For easy access when using Windows 95, the Send Page should be always on the Task Bar.

Set Preferences		
- On Succesful Page Schedule: -		
Show Confimation Msg		
Minimize Page Window		
Clear Message Window		
Popup if Hot Key pressed:		
Enabled (Alt-PgUp or Alt-P)		
Always On Top		
<u>S</u> ave <u>C</u> ancel		

3. To make the connection to the Page Server function, select Setup, Page Server.

> This dialog box allows for server path selection and for the entry of a valid Client User Name. Green lights turn on whenever a valid path and User Name is found. This in turn indicates if the application is running or not. See your Golden Page instructions for details

Server Status: Valid Server: Operating Server Location:
Valid Server: Operating Server Location:
Server Location:
c :
[⊖ c:\
🕞 gpage 🔤
🖻 req 🔽
Username:
Valid UserName
JGREEN
<u>Save</u>

► To select and edit Actions in the DDE Execute String

The action required is selected from the available Actions within the list of predefined actions. For the Beep My Pager function, the DDE Execute String needs to be edited to indicate the Pager to be accessed. Optionally, the message that displays in the pager can be modified.

Important! In general, do not change other items in the action unless specifically instructed to do so.

Add/Edit Action	×
Action Name:	DDE Execute:
Beep My Pager2	App Name: SENDPAGE
Type: DDE Execute	App Topic: SYSTEM
	DDE Execute String:
	PAGE, MYPAGER, "Call Pvt Line at &T",1
Show <u>T</u> est Params	

- 1. Under the "DDE Execute String:" line in the above dialog box, to identify the pager to alert, change the MYPAGER name to the Pager ID name programmed into the Page Server Application.
- 2. Optionally, modify the "Call From: &P,&N" message with any text and available tokens described in StrataLink. Enter the message within the quotation marks. Do not remove these marks since the message must be within the ability of the pager to display. Sometimes, a message that is too long will not display.

• To enter the Trigger Rule(s) in StrataLink

- 1. Open StrataLink and select Setup, Trigger Rules.
- 2. Add a new Trigger event as follows. If not already defined:
- The Trigger rule can be defined to occur with or without Caller ID.
- A delay option is available to stop a page, unless the call continues ringing after the delay period.
- Add/Change Trigger Rule X Triggering Event: Action: Beep My Pager Call Ringing • • Caller ID: 1 Phone State: Edit Actions In none Required 🔲 If Not Talking C any Number 🔲 lf Trunk Num Avail Trigger Delay 100 tenths Appearance: <any> Ŧ <u>0</u>K Cancel Apply
- The rule can be applied to any button defined in the DKT TSPI Driver Setup or a specific line button.
- **Note** The Trigger Delay setting configures to tenth of a second increments. The default is zero and may be changed on an as needed basis.

Application Example:

For example, the pager will display "Call From: 205, Jerry" if the call were an internal call from a station with Caller ID number 205 and the name of Jerry. When a call rings on the button marked Pvt Line, then a message will be sent immediately to alert the pager with a message "Call Pvt Line at 10:32". You will thus be notified differently for each call type.

Creating a unique message for the PVT Line

Sometimes, you may need to create a unique message for one line button.

To do this, add a new Action identical to the BEEP MY PAGER Action, except it needs a new "Action Name." See below for details:

Add/Edit Action	×
Action Name:	DDE Execute:
Beep My Pager2	App Name: SENDPAGE
Type: DDE Execute	App Topic: SYSTEM
	DDE Execute String:
	PAGE, MYPAGER, "Call Pvt Line at &T",1
Show <u>T</u> est Params	

The displayed message can be edited to match the preceding dialog box. A new trigger rule is needed to use this action. Note, the rule is written to use only the line button labeled "Pvr Line." This button was previously defined in the Driver Setup during configuration of the telephone connected to this TAPI interface. The trigger rule is written to ensure that Caller ID is not received on this line. These two rules will cause the pager to display anytime any line rings and a Caller ID number is provided.

Add/Change Trigger Rule		×
Triggering Event:	Action: Beep My F	Pager2 💌
Caller ID: • none Required • any Number Trigger Delay • tenths	Phone State: If Not Talking If Trunk Num Avail	Edit Actions
Appearance: Pvt Line		
<u> </u>	Apply	