

For more information on call queuing, also refer to:

- The NUMBER OF LINES ALLOWED TO HOLD field and NUMBER OF RE-TRIES BEFORE RETURNING TO CALLER fields (DOSVP systems) / TRY EXTENSION X TIMES field (WINVP systems) on the CLASS OF SERVICE screen.
- Section 15 for information on optional pre-recorded system prompts and the system hold prompts.
- Section 4.11 for information on customizing system prompts.

7.10 Viewing VP System Status Screens

7.10.1 Understanding the Line Status Screen (DOS-based VP Systems)

When the Line Status screen is displayed, you can perform several actions. These actions and their associated keys are summarized in Table 7-2 and described in more detail below.

Key	Function	Description
ESC	Exit	Exits the VP system program.
PgUp	Next mailboxes	Displays the next 50 mailbox / messages.
PgDn	Previous mailboxes	Displays the previous 50 mailbox / messages.
F1	Help	Displays Help information.
F2	Disconnect	Disconnects the specified line.
F3	Change display	Changes the display: Logo -> Messages -> Calls.
F4	Go offhook	Takes a line off-hook (for example, for testing).
F5	Previous 12 lines	Displays the status of the previous 12 lines.
F6	Next 12 lines	Displays the status of the next 12 lines.
F7	Reset counts	Resets the call counters to 0.
F8	<i>Not used</i>	
F9	<i>Not used</i>	
F10	Database	Access the VP system database.
Ctrl-F1	MW refresh	Refreshes all message waiting lamps.
Ctrl-F2	MW cancel	Cancels update of message waiting lamps.
Ctrl-F3	Reset	Resets a mailbox.
Ctrl-F4	<i>Not used</i>	
Ctrl-F5	Adjust clock	Moves the PC clock back 1 hour.
Ctrl-F6	Adjust clock	Moves the PC clock forward 1 hour.
Ctrl-F7	Adjust clock	Moves the PC clock backward 1 minute.

Key	Function	Description
Ctrl-F8	Adjust clock	Moves the PC clock forward 1 minute.
Ctrl-F9	<i>Not used</i>	
Ctrl-F10	Test	Generates a dummy error message, for testing.
Alt-F1	<i>Not used</i>	
Alt-F2	Trace to file	Sends diagnostic trace information to file TRACE.LOG.
Alt-F3	Trace to printer	Sends diagnostic trace information to a printer.
Alt-F4	Version info	Displays version information.
Alt-F5	Trace	Turns diagnostic trace on/off.
Alt-F6	Display memory	Shows the amount of free memory remaining.
Alt-F7 through Alt-F10	<i>Not used</i>	

Table 7-2 Keys Available on Line Status Screen

Exit to DOS <Esc>

Pressing the <Esc> key instructs the VP system that you want to exit the program. Before allowing you to exit, the VP system asks you for the database password. The default Technician password is **1234**. (Passwords are specified on the GENERAL INFORMATION screen).

The password can be entered in either upper or lower case. As you enter the password, the VP system displays an asterisk (*) for each letter you type. This prevents anyone from learning the password by watching the screen as you type. If you enter the password correctly, the VP system begins its clear-down sequence. The VP system does not answer subsequent incoming calls and waits for all existing calls to clear. When all calls have ended, the VP system exits to DOS. While waiting for the calls to clear, you can press <F10> to terminate the calls immediately.

Help <F1>

Pressing <F1> displays the Help screen. On some VP systems, you may notice that when the Help screen is displayed, the “beating heart” stops, and the on-screen clock is not updated. The system is still running normally; it is simply not updating the screen information. The clock and heart return to normal when you exit the Help screen.

Terminate the Call On One Specific Line <F2>

Pressing <F2> terminates the call on one specific line. When you press <F2>, the VP system asks you which line to disconnect. Enter the line number, then press <Enter> (or press <Esc> to cancel the request).

Change Display Mode <F3>

Pressing <F3> switches the display between the Logo screen, Message Status screen, and Incoming Call screen (also the Outbound Call Activity screen if you are using the optional Outbound Telemarketing module).

Taking a Line Off-Hook <F4>

Pressing the <F4> key takes a line off-hook (for testing, etc.). When you press <F4>, the VP system asks you which line to take off-hook. Enter the line number, then press <Enter> (or <Esc> to cancel the request). When the line goes off-hook, the greeting in the Initial box assigned to that line for the current time mode (Day Service, Night Service, Lunch Service) begins to play and proceeds just as if an incoming call was received on that line. You can terminate the call by pressing <F2> as discussed above.

Displaying Line Activity <F5> and <F6>

The VP system displays the activity for each line on the system, such as the box number being processed, the name of the box, and the current activity (for example, recording message, entering password, etc.). The VP system can display a maximum of 12 lines at one time. If you have more than 12 lines, you can view the next 12 by pressing <F6> or view the previous 12 by pressing <F5>.

Reset Call Counts <F7>

Pressing <F7> sets the call counters for all lines to zero.

Access the Database <F10>

Pressing <F10> informs the VP system you want to access the database (for viewing or programming). Before giving you access to the database, the VP system asks you for the database password. Note that there are two levels of password: The *Technician* password and the *Customer* password (DOSVP systems) or *Administrator* password (WINVP systems). The Technician password provides access to all database screens and fields. By default, this password is **1234**. Passwords are specified on the GENERAL INFORMATION screen.

The password can be entered in either upper or lower-case. As you enter the password, the VP system displays an asterisk (*) for each letter you type. This prevents anyone from learning the password by watching the screen as you type. If you enter a valid password, the VP system displays the Main menu.

Manually Activate Message Waiting Lamp Refresh <Ctrl-F1>

If the status of the telephone system's message waiting lamps has been disrupted (due to a power failure, for example), you can request that the VP system refresh the status for each mailbox that has message waiting on and off codes programmed. Pressing <Ctrl-F1> starts the process. A system advisory message displays to show that the request is being processed.

The refresh operation terminates automatically once the message waiting status for all mailboxes has been sent to the telephone system. You can manually terminate the process by pressing <Ctrl-F2>. Be advised that because this process can generate a high volume of outgoing calls, you should limit the use of this function to times of low incoming call traffic.

The message waiting lamp refresh can also be set to execute daily at a pre-determined time. See section 4.9 for details.

Resetting a Mailbox <Ctrl-F3>

Pressing <F3> informs the VP system that you want to reset a mailbox. If you press <Ctrl-F3> the VP system asks you which mailbox you want to reset. Enter the mailbox number, then press <Enter> or press <Esc> to cancel the request.

Resetting a mailbox triggers the following actions:

- All messages are deleted from the mailbox.
- The tutorial is enabled.
- All personal greetings are deleted.
- The password is reset to a default password (copied from the prototype mailbox).
- The mailbox is removed from the dial-by-name directory.

For more information on resetting the mailbox, see section 7.11.

Adjusting the PC Clock

Use the following keys to adjust the PC's clock:

- <Ctrl-F5>—rewinds the clock 1 hour.
- <Ctrl-F6>—advances the clock 1 hour.
- <Ctrl-F7>—rewinds the clock 1 minute.
- <Ctrl-F8>—advances the clock 1 minute.

Display Software Versions <Alt-F4>

You can display certain information about the software currently running in the system by pressing <Alt-F4>. An Advisory displays on the screen in the area below the Line Status area of the screen. The display contains the following information about the system:

- The VP system software version number, displayed, for example: **V:8.3**
- The release level of the version, displayed, for example: **R:2**
- The software level of the operating system, displayed, for example: **DOS:6.22**
- The software level of the voice board driver, displayed, for example: **H:5.38**
 - * If the version is **4.xx** the system includes **Dialogic** boards
 - * If the version is **5.xx** the system includes **Rhetorex** boards
 - * If the version is **7.xx** the system includes **Rhetorex digital (IVPC)** boards

7.10.2 Viewing Available Line Status Screen Displays (DOS-based VP Systems)

The fields discussed below are common to all the screen displays. When the VP system is displaying the Line Status screen (the main screen), you can press <F3> to select 1 of 3 different displays:

- The VP system logo
- The Mailbox Status screen