# Table of Contents

**Wallboard Manager** ................................................................................................................................................................................................. 4
  Introduction .................................................................................................................................................................................. 4
  Plasma PC Wallboard .................................................................................................................................................................. 4

**Wallboard Server** ......................................................................................................................................................................................... 5
  Introduction .................................................................................................................................................................................. 5
  Starting the Wallboard Server .............................................................................................................................................................. 6
    Check Wallboard Operation ............................................................................................................................................................ 6
    View Active PC Wallboard ............................................................................................................................................................ 7
    Schedule List ................................................................................................................................................................................. 7
  Administering Messages ................................................................................................................................................................... 8
    Overview .................................................................................................................................................................................. 8
    Alarm Messages ..................................................................................................................................................................... 8
  Alarm Settings .................................................................................................................................................................................. 19
    General ................................................................................................................................................................................ 19
    Alarm Message ..................................................................................................................................................................... 19
    Standard Message ................................................................................................................................................................ 20

**Wallboard Client** ........................................................................................................................................................................................ 21
  Introduction ................................................................................................................................................................................ 21
  Starting the Wallboard Client ................................................................................................................................................................. 21
  Managing Wallboard Client .................................................................................................................................................................... 22
    Schedule List ............................................................................................................................................................................. 22
    Menu Bar Options .................................................................................................................................................................. 22
  Hints and Tips .................................................................................................................................................................................. 24
    Wallboard Client ..................................................................................................................................................................... 24
    PC Wallboard ........................................................................................................................................................................ 24

**Index** ........................................................................................................................................................................................................... 26
**Wallboard Manager**

**Introduction**
Wallboard Manager provides the user with the ability to monitor, in real time, the service being provided to customers and display information on customer service metrics such as number of calls waiting, waiting call length and Service levels.

The Wallboard Manager application comprises of the following elements:

- Wallboard Server - see page 5
- Wallboard Client (Maximum 19) - see page 21
- PC Wallboard (Maximum 250 - dependent upon the number of purchased licenses)
- Physical Wallboards (Maximum 16) in total.

**Note:** The Spectrum and AdvaTel Wallboard devices are required to be licensed.

The Wallboard Server & Client applications use a wizard to drive the creating, editing, scheduling and deleting functions of messages. Simply follow the instructions on each screen, selecting your required options.

Installation of Wallboards is described in the separate CCC Installation Manual.

**Plasma PC Wallboard**
The Plasma PC Wallboard allows real time information to be displayed on a large plasma screen or a bank of PC monitors, for example in a reception area. Plasma mode will allow the PC Wallboard to run even though an agent is not logged on. If an agent logs out, the PC Wallboard will not automatically shut down.

To implement a Plasma PC Wallboard the PC Wallboard shortcut properties need to be amended with either one of the following command line parameters.

a. `/PLASMA` or `/plasma`
   When the user opens PC Wallboard the only perceptible difference is that the user does not have to be logged on.

b. `/PLASMA /NOMENUS` or `/plasma /nomenus`
   When the user opens PC Wallboard from a shortcut containing the above command line, the menu bar, toolbar and status bar will not be visible.

**Note:** A 'phantom' agent can be created solely for the purpose of running a Plasma PC Wallboard. A user needs to be created within IP Office Manager with a login code, i.e. a hot desk user. The Agent ID can be used to access the Plasma PC Wallboard without the user being logged in as an agent.
**Wallboard Server**

**Introduction**

This enables a maximum of 20 users to add, edit and delete Wallboard messages from Wallboard message library. It also provides a sophisticated wizard to display Wallboard messages.

The Wallboard Server enables you to display messages onto a Wallboard device which could be a wall mounted Wallboard (Ferrograph, Spectrum or AdvaTel) or the PC Wallboard. The PC Wallboard can be displayed on a PC Monitor or on a plasma screen.

A message can be created in two formats:

- text only message.

  or

- text incorporating Variable Data.

Variable Data is information received from the telephone system (e.g. Number of Calls Waiting).

Each message has to be scheduled accordingly, to be displayed on to a Wallboard device. A message can be scheduled to be sent immediately or at a predefined time or date. Supervisors may select a message and send it to a single, several or all Wallboard devices.

The Wallboard Server application also enables you to create alarm messages, which are accessible from the Call Center View.

Up to 16 different Wallboard (Ferrograph, Spectrum or AdvaTel) or 250 PC Wallboards can be connected to the PC hosting the Wallboard Server application. These devices are installed and configured individually.
Starting the Wallboard Server

Before starting the Wallboard Server, you must ensure that the Delta Server is running.

Wallboard Server is started by:

1. Click the Start button on the Windows taskbar.
2. Point to Programs and then CCC.
3. Click Wallboard Server from the sub-menu.

If you are not using the Wallboard Server for the first time and, in the splash screen, the Reconnect to last known Delta Server option is selected the Wallboard Server will automatically connect to the last known Delta Server.

If you are using the Wallboard Server for the first time or, if in the splash screen, the Reconnect to last known Delta Server option is not selected, then the search screen appears indicating the Wallboard Server is searching for the Delta Server(s). Once the Delta Server(s) have been located the Find Server screen appears.

1. Select the required Delta Server, then click the Connect button.
2. If your required Delta Server is not listed, click the Advanced button then:
   3. Select one of the options of where to search for the server.
   4. Click the Search button.
   5. From the listed Delta Server(s), select the required server.
   6. Click the Connect button.

**Note:** Every time you start and/or exit the Wallboard Server, the internal buzzer within the Wallboard is triggered whilst resetting the Wallboard device(s).

The first time that the Wallboard Server is started you will have the option to start the wallboard server automatically after a PC re-boot. Both PC Wallboards and Wallboard Clients are reliant upon the Wallboard Server for operation. If you select this feature then the Wallboard Server will be put into the Startup menu. Once the Wallboard Server has been started you can turn autostart on or off from the Setup drop down menu.

Check Wallboard Operation

Once you have started the Wallboard server, you can check the Wallboards that you are connected to.

1. From the Devices menu select Wallboard Properties.
   The list of available Wallboards is shown. If no Wallboards show, you will need to install a Wallboard. Refer to the separate CCC Installation Manual for details on installing a new Wallboard.
2. Select the Wallboard to check from the listing.
3. Click on the Properties button.
4. Click on the Hardware tab.
5. Click the Self Test OFF button to start the self-test. A message will show asking 'The self test will clear any messages on the selected wallboard. Do you wish to continue? Click on the Yes button if there are no messages running.
6. If information appears on the selected Wallboard, click on the Self test ON button to turn the test off.
7. Click the Cancel button.
8. Click the Close button.
View Active PC Wallboard
When this option is selected, you will see a list of PC Wallboards currently connected to the Wallboard Server. To update the list, click Refresh.

Schedule List
Once scheduled, messages appear on the message schedule list. This allows the supervisors to quickly view which messages are currently being sent and which are scheduled to be sent to the Wallboard devices. A total number of 100 messages can be scheduled. The Schedule List displays the following criteria:

- **Status**: Shows if the message is active or inactive.
  - **Active**: Indicates the Scheduled Message is being displayed on the Wallboard device, however this depends upon the priority level of the message.
  - **Inactive**: Indicates the Scheduled Message is not currently displayed on the Wallboard device.
- **Message**: The text of the message to be sent including variables.
- **Client**: The name of the machine which has scheduled the message.
- **User**: The name of the user who has scheduled the message.
- **Priority**: Shows the priority of the message (1-10).
- **Start Date**: The date at which the message will be sent to the Wallboard.
- **Start Time**: The time at which the message will be sent to the Wallboard.
- **End Date**: The last date at which the message will be sent to the Wallboard.
- **End Time**: The last time at which the message will be sent to the Wallboard.
- **Duration**: The duration for which the message will appear on the Wallboard.
- **Delay**: The delay between the message being removed and re-displayed.
- **Repeat**: The number of times the message is to be repeated.
- **Device**: The Wallboard device type to which the message is to be sent.
- **Unit**: The address of the Wallboard to which the message is to be sent.
- **Port**: The Comms port to which the Wallboard is attached.
- **Alpha Tag**: The name of the Wallboard device.
- **Variable 1-6**: The variable type assigned within a message (e.g. calls waiting).
- **DN:1-6**: The directory number(s) on which the variable will report (e.g. Agent 4444).
- **Display Zero Values**: Shows zero values for any selected variable.
Administering Messages

Overview
This section details the procedures required to add, edit and delete messages; create, edit and delete a customized variables, and schedule messages.

Wizards are used to help you set your options. To use a Wizard just follow the instructions on the screen, selecting your required options. Command buttons on each wizard screen are:

- **Back** - To redefine any of your setup options.
- **Next** - To proceed to the next step.
- **Cancel** - To close the screen without making any changes.
- **Update** - To complete and save your message.
- **Finish** - To end the wizard.

Wizard screen toolbar buttons are provided with ToolTips. To review the function of a toolbar button, move the cursor over it. A message appears describing the button's function.

Alarm Messages
Alarm Messages can be created/edited, deleted, and stored in the alarm messages library. These messages are accessible from other CCC applications, e.g. Call Center View.

**Note:** Wallboard Client does not support this feature.

When creating/editing an alarm message, the user must ensure the text format, colours and effects are distinctive for alarms.

1. From the **File** menu, and select **Alarm Messages**.
   You can add, edit or delete alarm messages.

Create a Message
This section details the procedure to create a message, include it in the Message Library and show it on the Wallboard. To create a new message:

1. Click ![Messages](Images) from the Wallboard Server main screen.
2. Select **Add Message**. Click the **Next** button to proceed.
3. Select the format of the characters and the colour of the message.
4. Type in your message and select any variable data. If the message showing in the Message preview area is correct, click on the Update button.
5. Select **Schedule Message**. Click the **Next** button to proceed.
6. Select the message you have just created and then click on the **Next** button.
7. Schedule the message by specifying the starting date and time. Click the **Next** button to proceed.
8. Select the Priority level. Click the **Next** button to proceed.
9. If your message contains variable data, you will have to opportunity to select the directory numbers. Click the **Next** button to proceed.
10. Select the target Wallboard.
11. Click the **Finish** button and **Cancel** if you do not wish to edit or create other messages.
Format Messages

Formatting must be selected **BEFORE** typing a message and the formatting will be applied to the whole message. You cannot format a single word as these features affect the whole message.

The type of formatting available will be dependant upon the wallboard type that the message will be sent to either Ferrograph, Spectrum or AdvaTel.

To format the characters, click the option(s) as required i.e.: 

- **Bold**, 
- **Flashing**, 
- **Inverse**

Format Characters (10/22 Wallboards)

If you are using the 10/22 or Spectrum wallboards you can specify whether to display text on the top line or bottom line (single height), or double height of a Wallboard device. It is possible to display two (single height) messages at once.

- **Top line** - By default this option is selected
  - or
- **Bottom Line**
  - or
- **Double Height**

The following table details the number of characters that it is possible to display on Wallboard devices when using certain formats.

<table>
<thead>
<tr>
<th>Line</th>
<th>Bold</th>
<th>Inverse</th>
<th>Flashing</th>
<th>Characters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top</td>
<td>Off</td>
<td>Off</td>
<td>Off</td>
<td>22 Characters</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>On</td>
<td>On</td>
<td>11 Characters</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>On</td>
<td>Off</td>
<td>11 Characters</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>Off</td>
<td>On</td>
<td>22 Characters</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>On</td>
<td>On</td>
<td>22 Characters</td>
</tr>
<tr>
<td>Bottom</td>
<td>Off</td>
<td>Off</td>
<td>Off</td>
<td>22 Characters</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>Off</td>
<td>Off</td>
<td>11 Characters</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>On</td>
<td>Off</td>
<td>11 Characters</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>On</td>
<td>On</td>
<td>11 Characters</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>On</td>
<td>Off</td>
<td>22 Characters</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>On</td>
<td>On</td>
<td>22 Characters</td>
</tr>
<tr>
<td>Top &amp; Bottom</td>
<td>Off</td>
<td>Off</td>
<td>Off</td>
<td>22 Characters</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>Off</td>
<td>Off</td>
<td>11 Characters</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>Off</td>
<td>Off</td>
<td>11 Characters</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>On</td>
<td>Off</td>
<td>11 Characters</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>On</td>
<td>On</td>
<td>11 Characters</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>On</td>
<td>Off</td>
<td>22 Characters</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>On</td>
<td>On</td>
<td>22 Characters</td>
</tr>
<tr>
<td>Double</td>
<td>Off</td>
<td>Off</td>
<td>Off</td>
<td>11 Characters</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>Off</td>
<td>Off</td>
<td>5 Characters</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>On</td>
<td>Off</td>
<td>5 Characters</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>On</td>
<td>On</td>
<td>5 Characters</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>On</td>
<td>Off</td>
<td>11 Characters</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>On</td>
<td>On</td>
<td>11 Characters</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>Off</td>
<td>On</td>
<td>11 Characters</td>
</tr>
</tbody>
</table>
Format Characters (Spectrum Wallboards)

If you are using the 10/22 or Spectrum wallboards you can specify whether to display text on the top line or bottom line (single height), or double height of a Wallboard device. It is possible to display two (single height) messages at once. When using double height characters, they will automatically be displayed in bold.

- **Top line** - By default this option is selected
  
or

- **Bottom Line**
  
or

- **Double Height**

The following table details the number of characters that it is possible to display on a Spectrum Wallboard when using certain formats.

<table>
<thead>
<tr>
<th>Line</th>
<th>Bold</th>
<th>Flashing</th>
<th>Characters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top</td>
<td>Off</td>
<td>Off</td>
<td>20 Characters</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>On</td>
<td>19 Characters</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>Off</td>
<td>15 Characters</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>On</td>
<td>14 Characters</td>
</tr>
<tr>
<td>Bottom</td>
<td>Off</td>
<td>Off</td>
<td>20 Characters</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>On</td>
<td>19 Characters</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>Off</td>
<td>15 Characters</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>On</td>
<td>14 Characters</td>
</tr>
<tr>
<td>Top &amp; Bottom</td>
<td>Off</td>
<td>Off</td>
<td>20 Characters</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>On</td>
<td>19 Characters</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>Off</td>
<td>15 Characters</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>On</td>
<td>14 Characters</td>
</tr>
<tr>
<td>Double</td>
<td>Off</td>
<td>Off</td>
<td>13 Characters</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>On</td>
<td>13 Characters</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>Off</td>
<td>10 Characters</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>On</td>
<td>10 Characters</td>
</tr>
</tbody>
</table>

- **Note**: The maximum for double height with 'snow' appearance is 13 characters.

Format Characters (AdvaTel)

Up to 26 characters in uppercase can be viewed at any one time. The AdvaTel is a single line wallboard where Bold, Flashing or Inverse formatting is not supported.
**Control the Display Line**

You can also specify the colour as well as the display features (i.e. how the message appears and disappears from the Wallboard device) of the characters on the Wallboard device. These features must be selected prior to typing the text.

**Change Colour & Display features**

Click to change the colour as well as the display features of the characters on the Wallboard device. To change the colour, click any of the colour options.

To change the visual effect of the characters (i.e. Display Features) as they Appear on the Wallboard device, click the pull down arrow for the available options. Select the required feature. The Spectrum Wallboard does not support scrolling from left to right.

- To change the visual effect of the characters on a 10/22 Wallboard (i.e. Display Features) as they Disappear, click the pull down arrow for the available options. Select the required feature.

- When finished, click OK.
- To close the screen without making any changes click Cancel.

**Note:** Some of the Appear Features will not be displayed on the Wallboard devices correctly due to text formatting, e.g. Uppercase letters, Bold, Double Height, etc.

**Buzzer** - This will trigger the internal buzzer whilst the message is being displayed on Wallboard device(s).

**Relay** - This will trigger the external device(s) (e.g. light) whilst the message is being displayed on the Wallboard device(s). It is not possible to trigger an external device independently of the internal buzzer. *(Not currently supported on Spectrum Wallboards.)*

**Pause Message (10/22 Wallboards only)**

This option creates a delay of 2 seconds between scrolling messages. This feature is only valid for messages whose Appear/Disappear features are set to scrolling. If you wish for a delay between scrolling messages, then click associated with Pause.

- **Pause On** - Indicates 2 seconds delay between scrolling messages
- **Pause Off** - Indicates no delay between scrolling messages. *(Default setting)*
Apply Variable Data

Each message can contain text incorporating Variable Data. Variable Data is directory number information received from the telephone system as well as any customised variable that has been created in Summary Variables. Up to 3 different types of Variable Data can be associated with a single message. In the Message text box and Message Preview the text between { } indicates you have selected Variable Data.

To include Variable Data:
1. Click the associated with Variable Data 1.
2. Select the required option from the list.
3. Click to incorporate the variable within the text.
4. Repeat the procedure for Variable Data 2 and 3 if additional variables are required.

Time and Date

Time, Date as well as Time and Date can be selected as variable data to be displayed on the Wallboard. When you select any of these variables, the Clock icon becomes active.

If you want to compensate for a different time zone, click the Clock icon. The Time Offset screen appears. Select an offset in hours (-12 to 12).

Display Zero Values

If you do not wish to display Variable Data when the value is zero, then make sure that there is not a tick in the box to the left of Display Zero Values in the Wallboard wizard screen. This option has no effect on a Scheduled Message with Priority Level 10, as the zero value will always be displayed on the Wallboard device(s).

Display Zero Values: Indicates zero values will be displayed on the Wallboard device.
Display Zero Values: Indicates zero values will not be displayed on the Wallboard device.

Available Variable Data

The available Variable Data are:

- **Agents Active on calls**: The number of Agents on active calls (not available to be displayed on PC Wallboards). If set for a group then all the agents on inbound or outbound external calls will be shown.
- **Answered All**: The total number of all calls (internal and external) answered.
- **Answered Excluding Transfers - All**: The total number of calls (internal and external) answered excluding transfers.
- **Answered Excluding Transfers - External**: The total number of external calls answered excluding transfers.
- **Answered External**: The total number of external calls answered.
- **Average Answer Time All**: The average answer time taken to answer all calls today/this shift.
- **Average Answer Time External**: The average answer time taken to answer external calls today/this shift.
- **Calls Waiting**: The number of calls currently being offered to the group.
- **Date**: Today's date.
- **GOS (Grade of Service)**: The number of calls answered within the target answer time expressed as percentage of calls presented.
- **Group Activity Status**: The current activity of the displayed group.
- **Group Calls Answered All**: The total number of all internal and external incoming answered calls, answered by agents for this group.
• **Group Calls Answered External**: The total number of external incoming answered calls, answered by agents for this group.

• **Group Calls Average Duration**: The average duration of all calls answered for a particular group.

• **Longest Waiting Call**: The length of the current longest call (5 second update).

• **Lost All**: The total number of all calls (internal and external) that were lost.

• **Lost External**: The total number of external calls that were lost.

• **Name**: The name associated with the directory number as defined by the programming.

• **New I/C Presented**: The total number of new incoming calls presented today/this shift.

• **Number in State - Busy Not Available**: The number of agents currently in Busy Not Available.

• **Number in State - Busy**: The number of agents or trunks currently busy.

• **Number in State - Busy-WrapUp**: The number of agents currently in Busy Wrap Up.

• **Number in State - Holding**: The number of agents currently holding calls.

• **Number in State - Incoming**: The number of agents or trunks currently engaged on incoming calls.

• **Number in State - Internal Made**: The number of agents currently on internal made calls.

• **Number in State – Internal Received**: The number of agents currently on internal received calls.

• **Number in State - Logged Off**: The number of agents currently logged off.

• **Number in State - Logged On**: The number of agents currently logged on per group.

• **Number in State - Outgoing**: The number of agents or trunks currently engaged on outgoing calls.

• **Number in State - Ready**: The number of Agents or Trunks currently available to take calls.

• **Number in State - Ringing**: The number of agents whose turret is currently ringing.

• **Outgoing All**: The total number of calls (internal and external) made today/this shift.

• **Outgoing External**: The total number of external calls made today/this shift.

• **PCA (Percentage Calls Answered)**: The number of calls answered within the target answer time expressed as a percentage of calls (PCA).

• **State**: Displays eleven different states: busy, busy not available, busy wrap up, holding, incoming logged off, outgoing, ready, ringing, internal made and internal received. These can be applied to any applicable device.

• **Time and Date**: The current time and today's date.

• **Time**: The current time.

If you have created your own variables, they will also be displayed in the list of available Variable Data. See Summary Variable for how to create variable data.
Summary Variable
The Summary Variable option enables you to create a customized variable. This involves assigning any of the Variable Data choices to a multiple number of directory numbers. When you create a message, the customized variables will show within the variable data list.

To create a variable:
1. From Edit menu, select Summary Variable then Create Variable. The Create Variable screen appears.
2. In the Variable Name text box, type a name for the variable.
3. Select the Variable Data required using the pull down arrow.
4. Click the Search DN button to view the Dn Search screen. The Available Dns list box contains all the directory numbers within the Telephone system associated with the selected Dn Selection categories.
5. To de-select any of the categories, click a ☐ associated with that category.
6. To select any of the categories, click a ☑ associated with that category.
7. Select the required directory number(s) and then click OK.
8. Click the Save button once you have created the variable
9. Click the Close button when you have finished creating the required variable(s).

To edit a variable:
1. From Edit menu, select Summary Variable.
2. Select Edit/Delete Variable. The Edit/Delete Variable screen appears. The Variable Name section displays the created variables. When you click a variable, the assigned directory numbers will be displayed within the Selected Dns pane.

To change the name of a variable:
1. Select the required variable.
2. Click the Rename button.
3. Enter the required name.
4. Click on the Ok button when finished.

To edit a directory number:
1. Click the directory number to remove.
2. Click the Remove button.

To add a directory number:
1. Click the Add button.
2. Select the directory number required from the DN Search screen.
3. Click on the Ok button when finished.

To remove a variable:
1. Select the required variable.
2. Click the Delete button.
Once a message is stored in the library, it can be modified.

**To edit a message:**

1. From the Wallboard Server main screen, click ![Messages...](image)
2. Select **Edit Message**.
3. Click the **Next** button to proceed.
4. Select the required message and then click the **Next** button to proceed.
5. Change the formatting if required.
6. Change the variable data if required.

Once a message is stored in the library, it can be deleted if no longer required.

**To delete a message:**

1. From the Wallboard Server main screen, click ![Messages...](image)
2. Select **Delete Message**.
3. Click the **Next** button to proceed.
4. Select the required message.
5. Click the **Delete** button.
6. Once you have completed deleting the required messages, click the **Finish** button.
Scheduling Messages
When you are scheduling a message you need to consider the following criteria:
1. When to display the message (immediately or preset date and time);
2. The duration of the message to be displayed;
3. How important the message is (i.e. its priority level);
4. How often to display the message (i.e. only once or repeatedly);
5. The directory number, if the message incorporates variable data;
6. Which Wallboard device(s) the message is to be sent to.

Messages can be scheduled when they are created or later. If you have already created a message, you can schedule it by:

1. Click \[\text{Schedule Message}\] from the Wallboard Server main screen.
2. Select **Schedule Message**.
3. Click the **Next** button.
4. Select the required message by clicking on it.
5. Click the **Next** button.

A message can be scheduled for a specific date & time, priority level, specific directory number details and be sent to specific wallboard devices.

Scheduling Date & Time

Send an Immediate Message
If you want to display the message immediately to a Wallboard device:
1. Ensure there is a tick next to the option **Send the message immediately**.
2. Click the **Next** button to continue.

Schedule a Message
To set the date and time for the message to appear on the Wallboard device:
1. Remove the tick from the option **Send the message immediately**
2. Enter the required start Date and Time for the message to be displayed. The Duration enables you to set the length of time that the message will be displayed on a Wallboard device. By default, the Duration is set to 10 seconds.
3. Click the **Next** button to continue. Enter the Starting Date and Time of Message
4. If you want to display the message immediately to a Wallboard device:
   - Ensure there is a tick next to the option **Send the message immediately**.
   - Click the **Next** button to continue.
5. To set the date and time for the message to appear on the Wallboard device:
   - Remove the tick from the option **Send the message immediately**
   - Enter the required start Date and Time for the message to be displayed **Duration** enables you to set the length of time that the message will be displayed on a Wallboard device. By default, the Duration is set to 10 seconds.
   - Click the **Next** button to continue.
**Scheduling Priority**

**Priority Level/Repeat Message**

This option enables you to prioritise your message.

To change the Priority Level:

1. Click on the spin button to obtain the required priority number. The priority levels available are between 5 and 10. Priority Levels 1–4 are designated for messages received from the Call Center View application, see the table shown below. Priority Level 5 can also be utilised to schedule a message from the Library Message Database.
   - 1 = Supervisor Send Message to active PC Wallboards.
   - 2 = Critical Alarm threshold.
   - 3 = Caution Alarm threshold.
   - 4 = Normal Alarm threshold.
   - 5 = Standard Send Message to default Wallboard (10/22 or a Spectrum Wallboard) as well as all active PC Wallboards.

2. Scheduled Messages with priority level 10 will be chained. Chaining allows you to display messages on a Wallboard device in sequence. This means that a series of messages can be displayed one after the other. When a message is chained, the Start Date, Start Time and Delay are adjusted automatically to ensure that the messages are displayed in the correct sequence.

**Note:** The Schedule List displays the order of when a message was scheduled, so chained messages may not be displayed on the Scheduled List in the correct order. The 0 (zero) value will always be displayed on the Wallboard device(s) for a Scheduled Message with Priority Level 10 (i.e. Chained Message).

**Scheduling repeating Messages**

Scheduled messages can appear once or many times.

To prevent messages repeating:

1. Select the **No** option underneath the question *Do you want to repeat the scheduled message?*
2. Click the **Next** button to continue.

To repeat messages:

1. Select the **Yes** option underneath the question *Do you want to repeat the scheduled message?*
2. To display the message repeatedly on the Wallboard device, make sure that there is a tick in the box next to the question *Repeat the message Forever.*

   **Or**

3. To display the message on the Wallboard device only a few times, make sure that there is no tick in the box next to the question *Repeat the message Forever.*
4. Select the number of times to repeat the message. The maximum number of repeats is 999.
5. Amend the delay before the message is repeated. By clicking in the section containing either the hour, minutes or seconds you can change the value using the spin buttons.
6. Click the **Next** button to continue.
**Scheduling to Directory numbers**

**Select Directory Numbers**
This screen appears only if you have selected a message that contains Variable Data using directory numbers. If you have not, you will view the Schedule a Message screen.

The number of entry boxes depends upon the number of Variable Data (1-6) incorporated in the message. (i.e. if a message contains only one Variable Data, then one entry box will appear in this screen).

- **Directory Number for All Variables**
  To monitor the call status of only one directory number for the selected message, then enter the required directory number in this text box. The same number is entered automatically in the selected variable(s).

- **Directory number for Individual Variable**
  To monitor two or three different directory numbers for the selected message, then enter the required directory number in each Variable Data entry box.

1. Click or double click a Variable Data box, the DN Search screen appears.
2. Click the required Directory Number, then click the **OK** button or double click the required directory number.
3. Click the **Next** button to continue.

---

**Scheduling to devices**
Scheduled messages can be displayed on either the Wallboard device(s) or the PC Wallboard.

**To display messages on a Wallboard:**

1. Make sure that Wallboard is selected
2. Check that the target is correct. To display the scheduled message on a different Wallboard device, click on the **Change** button to view the Wallboard Server Browser screen.
3. Select the required Wallboard. If it is not visible, click on any '+' symbols to expand the view until the Wallboard required is visible and click on it.
4. Click the **Select** button.

**To display a message on a PC Wallboard:**

1. Select the PC Wallboard option. A maximum of 250 PC Wallboards can concurrently be connected to a single Wallboard Server.
2. If you know the required directory number, type it in the text box and then click **Finish**; or
3. If the required directory number is not known, click **Agent ID, DN Search** screen appears. You can only select Agent(s) and Agent Group(s) from this screen. Select the required number and then Click **Finish**; or
4. Click **Active PC WB** and select the required PC Wallboard. Click **OK** and then click **Finish**.

**Note:** If there are no PC Wallboards listed there are no PC Wallboards logged on. You will need to launch the application.
Alarm Settings

General
Alarms received from other applications are classified as Emergency, Alarm and Standard alarm types. Their priority level is set within the Wallboard Sever application. You can select the text format for each type of received alarm message(s) to be displayed on the device(s).

The Alarm categories are:

- **Emergency**: Currently not implemented.
- **Alarm (Critical, Caution, and Normal)**: Alarms received from the Call Center View application.
- **Standard**: Standard Send Message received from the Call Center View application.

Notes:
1. To display Alarms, you must ensure Forward Alarms has been checked within the Call Center View application.
2. Wallboard Client does not support this feature.

Alarm Message
When an Alarm message is received from another application, it will be displayed on the selected Wallboard device.

1. From the **File** menu, select **Alarm Setting**, then from the Remote Message Properties, select **Alarm**. Click **Next** and then select the required Wallboard device destination.
2. Click **Next** to specify whether:
   - to display the message on the top line, bottom line (single height), or double height of a Wallboard. **Note**: AdvaTel wallboard has only one display line.
   - apply character formats to the text (e.g. bold, flashing or inverse).
   - change the colour of the text to be displayed on the Wallboard device.

Preview and Colour Preview show the format and colour of the Alarm Message to be displayed on the selected Wallboard device.

- To format the characters, click any of the option(s) as required i.e. **Bold**, **Flashing** and **Inverse**. (**Inverse** is not supported on Spectrum or AdvaTel Wallboards.)

- To alter the display line of text, click: **Top line**, **Bottom line** and **Double Height**. By default, double height is selected.

- To change the colour of the characters on the Wallboard device, click the pull down arrow associated with **Colour**. Select from the listed options.

- To save the settings, click the **Finish** button. The wizard is rotated to the first Remote Message Properties screen.
Standard Message
When a Standard Alarm message is received from another application, it will be displayed on the selected Wallboard device.

1. From the File menu, select Alarm Setting.
2. From the Remote Message Properties, select Standard.
3. Click Next and then select the required Wallboard device destination.
4. Click Next to specify whether to
   - display the message on the top line, bottom line (single height), or double height of a Wallboard.
   - You can apply character formats to the text (e.g. bold, flashing or inverse).
   - You can also change the colour of the text to be displayed on the Wallboard device.

Preview and Colour Preview show the format and colour of the Standard Message, as it will be displayed on the selected Wallboard device.

- To format the characters, click any of the option(s) as required i.e. Bold, Flashing and Inverse. (Inverse is not supported on Spectrum or AdvaTel Wallboards.)
- To alter the display line of text, click: Top line, Bottom line and Double Height. By default, double height is selected.
- To change the colour of the characters on the Wallboard device, click the pull down arrow associated with Colour. Select from the listed options.
- To save the settings, click Finish. The wizard is rotated to the first Remote Message Properties screen.
**Wallboard Client**

**Introduction**
Using the Wallboard Client you have full access to the message database as well as the ability to schedule your required message to the Wallboard media of your choice ie. Ferrograph, Spectrum or AdvaTel or the PC Wallboard.

Wallboard Client does not support the following features:
- Add, Edit and Delete Alarm Messages
- Format Alarm Messages
- Add and configure Wallboard Devices

**Starting the Wallboard Client**
To start the Wallboard Client:

1. Ensure that the Delta Server is running.
2. Ensure that the Wallboard Server is running.
3. Click the **Start** button on the Windows taskbar.
4. Point to **Programs**.
5. Point to **CCC**.
6. Click **Wallboard Client** from the sub-menu.

The Wallboard Client will automatically connect to the last known Delta Server if you are not using the Wallboard Server for the first time, and in the splash screen, the *Reconnect to last known Delta Server* option is selected.

If you are using the Wallboard Client for the first time, or if in the splash screen, the *Reconnect to last known Delta Server* option is not selected, then the Search screen appears indicating the Wallboard Server is searching for the Delta Server(s). Once the Delta Server(s) have been located the Find Server screen appears.

1. Select the required Delta Server, then click the **Connect** button.
2. If your required Delta Server is not listed, click the **Advanced** button then:
   - Select one of the options of where to search for the server.
   - Click the **Search** button.
   - From the listed Delta Server(s), select the required server.
3. Click the **Connect** button.

**Note:** The Wallboard Server and a Wallboard Client cannot run on the same PC.
Managing Wallboard Client

The Scheduled messages are listed on the main Wallboard Client screen. It displays the number of Scheduled Messages, their individual status and settings.

The command buttons on the toolbar are:

- ![Messages button] - Enables you to Add and Schedule Messages
- X - Deletes the selected Scheduled Message
- ![Refresh Schedule button] - Receives an updated listing of the Scheduled messages from the Wallboard Server. This is automatically refreshed every 30 seconds.
- ![Find Server button] - Searches and lists all available Wallboard Servers to which the Wallboard Client may connect.

Schedule List

The scheduled messages are listed on this screen. A total number of 100 messages can be scheduled.

Status **Active** indicates the Scheduled Message is being displayed on the Wallboard device, however this depends upon the priority level of the message.

Status **Inactive** indicates the Scheduled Message is currently not displayed on the Wallboard device.

Menu Bar Options

**File** menu incorporates the following options:

- **Messages**: Enables you to Add, Edit and Delete Messages;
- **Alarm Messages**: The Wallboard Client does not support this option;
- **Alarm Settings**: The Wallboard Client does not support this option;
- **Exit**: Enables you to exit the Wallboard Client.

**Edit** menu incorporates the following options:

- **Summary Variables**: Enables you to create a customized variable, assigning any of the available variable data to a multiple number of directory numbers;
- **Delete Messages**: Enables you to delete Scheduled messages.

**Setup** menu incorporates the following options:

- **Language**: Enables you to select the required language, the Wallboard Client will automatically change to the selected language.

**Note**: The Wallboard Client does not support the Devices menu option.
Delete Scheduled Messages
Any user may delete messages from the Schedule List where the respective user or lower Access Level has scheduled those messages. A user may **Not** delete messages scheduled by peers or users of a higher Access Level.

The Delete button is enabled once you have selected a Scheduled Message. To delete Scheduled Message(s), select the message, then click.

1. Click **Yes** to Delete the selected scheduled message.
2. Click **No** to close the dialog box.

Refresh Schedule
By default, the Scheduled Messages are updated every 30 seconds. However if there are more than one Wallboard Client connected or there are several Scheduled Messages, this delays the process of updating the Scheduled Message List of every Wallboard Client on the network.

To receive an up to date list of the Scheduled Messages from the Wallboard Server, click **Refresh Schedule**.

Find Server
This option enables you to connect to a different Wallboard Server.

1. Click **Find Server**, and then click **No** to remain connected to the current Server.
2. To connect to a different Server, click **Yes**. Refer to the section Starting the Wallboard Client for details.
Hints and Tips

Wallboard Client.
1. When starting Wallboard Client an error shows stating that the database path and filename were not found.
   - This is usually caused by the C:\ drive on the server PC running Wallboard Server not being shared. This may also be because the user of the PC running Wallboard Client not having authentication on the server PC.

PC Wallboard
1. When the PC Wallboard is started the message Searching for Agent ID is shown for longer than 1 minute.
   - Check that the ID being used to log on with is an agent device type. This can be done by scheduling a message containing a variable. In the Wallboard Message Wizard, click Find DN. Click the agent checkbox and ensure that the PC Wallboard agent is listed. If the agent is not listed make sure that the user has a login code and force logon selected within IP Office Manager.
# Index

**A**
- Administering Messages
  - Overview .......................................................... 8
- Administering Messages .................................................. 8
- AdvaTel .................................................. 10
- Alarm .................................................. 8, 19
- Alarm Message .................................................. 8, 19
- Alarm Setting .................................................. 19
- Apply Variable Data .................................................. 12
- Available Variable Data .................................................. 12

**B**
- Bar Options .......................................................... 22

**C**
- Check Wallboard Operation .................................................. 6
- Control
  - Display Line .......................................................... 11
- Control .......................................................... 11

**D**
- Date
  - Scheduling .......................................................... 16
- Date .......................................................... 16
- Delete .......................................................... 15, 23
- Delete Message .......................................................... 15
- Delete Scheduled Messages .................................................. 23
- Devices
  - Scheduling .......................................................... 18
- Devices .......................................................... 18
- Directory numbers
  - Scheduling .......................................................... 18
- Directory numbers .......................................................... 18
- Display Line
  - Control .......................................................... 11
- Display Line .......................................................... 11

**F**
- Find Server .......................................................... 23
- Format Characters .......................................................... 10
- Format Messages .......................................................... 9
- Formatcharacters_FerrographWB .................................................. 9

**G**
- General .......................................................... 8, 19

**I**
- Introduction .......................................................... 4, 5

**M**
- Managing
  - Wallboard Client .......................................................... 22
- Managing .......................................................... 22
- Message .......................................................... 8, 9, 17, 23
Index

O
Overview
  Administering Messages ................................................................. 8
Overview ................................................................................................. 8

P
PC Wallboard .......................................................................................... 4
Plasma ........................................................................................................... 4
Priority
  Scheduling ............................................................................................. 17
Priority ........................................................................................................ 17

R
Refresh Schedule ..................................................................................... 23

S
Schedule List ............................................................................................ 7, 22
Scheduling
  Date ........................................................................................................ 16
  devices ................................................................................................... 18
  Directory numbers ............................................................................... 18
  Priority ................................................................................................... 17
Scheduling .................................................................................................. 16, 17, 18
Spectrum Wallboards ................................................................................ 10
Standard Message ................................................................................... 20
Starting
  Wallboard Client .................................................................................. 21
  Wallboard Server ............................................................................... 6
Starting .................................................................................................... 6, 21
Summary Variable .................................................................................... 14

T
Time ......................................................................................................... 16

V
View Active PC Wallboard ......................................................................... 7

W
Wallboard Client
  Managing .............................................................................................. 22
  Starting ................................................................................................ 21
Wallboard Client ........................................................................................ 21, 22
Wallboard Manager ................................................................................... 4
Wallboard Server
  Starting ................................................................................................ 6
Wallboard Server ....................................................................................... 5, 6, 7
Performance figures and data quoted in this document are typical, and must be specifically confirmed in writing by Avaya before they become applicable to any particular order or contract. The company reserves the right to make alterations or amendments to the detailed specifications at its discretion. The publication of information in this document does not imply freedom from patent or other protective rights of Avaya or others.

Intellectual property related to this product (including trademarks) and registered to Lucent Technologies have been transferred or licensed to Avaya.

All trademarks identified by the ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

This document contains proprietary information of Avaya and is not to be disclosed or used except in accordance with applicable agreements.

Any comments or suggestions regarding this document should be sent to "wgctechpubs@avaya.com".

© 2005 Avaya Inc. All rights reserved.