

# DOCUMENT LIBRARIAN BLOCK

## Description

A Document Librarian manages the fax blocks whose documents together form its fax library. Its primary mission is to make sure the fax library is not outdated; and the caller gets a copy of the fax documents he is authorized to receive when and where he wants them.

The Document Librarian Block does not contain the fax documents themselves, nor does it house the documents. Instead, it is a management object that acts as a 'gateway', controlling access to the Information Container Objects known as Fax Blocks. Its Personality page determines whether individual subscribers are authorized to modify its documents and sets the password controlling an administrator's telephone access to recording the voice label. If so authorized, the administrator may create Fax Blocks over the phone, in addition to editing or deleting the documents.

There is no limit to the number of Fax Blocks a Librarian may manage. Also, an individual Fax Block may be accessed through different Document Librarians. The Librarian determines when a document should be discarded based on either elapsed time, or how many times it should be transmitted. The retention time may also be reinitialized each time the fax document is transmitted. These controls assure the information available is always current.

The screenshot shows a configuration window for a Document Librarian. At the top, it displays 'SVMi-20E', 'DocumentLib - 01', 'TEMPLATE DTL', and 'Page 1 of 4'. The main area is divided into several sections: 'Administration Controls' with fields for Max voice label size (60), Retention days (0), Maximum accesses (0), Refresh retention (Y), User can create fax (Y), and Admin password (0000); 'Cover Page Document Information' with a Cover Page field; 'Transmitted Station Identification' with a Station ID field; 'Faxback Delivery Plan from Local Area Code' with a field for Ports to use (All); and a table for delivery parameters including Wait for fax tone (45), Delivery attempts (3), Retry Interval for Busy (5), and No-Answer (15). A table at the bottom allows for authorizing stations with columns for Y/N and Station Name. A footer bar indicates 'Maximum voice label length in seconds'.

Authorize	Y/N	Station Name
On Premise	Y	
Local call area	Y	
Long distance	Y	

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## General Parameters

**LIBRARY GROUP NUMBER** is located to the left of the Document librarian Label name. Group numbers are convenient for organizing large sets of fax documents into application specific groups. This number must be the same as the Group Number for the Fax Blocks this Librarian accesses. It will be used by a Menu Block's Srch Input Pointer to select which Fax Group will be accessed to send or receive a fax. In small applications, the default value of 01 is normally used. Values from 01 to 99 are valid. This group number is assigned when you create the Document Librarian.

**MAX VOICE LABEL SIZE** The maximum recordable length, in seconds, of Voice Labels for all Fax Blocks accessed by this Librarian. Voice Labels are played to the caller upon selecting a fax document. They usually describe the content or subject of the selected fax. Valid lengths are from 1 to 300 seconds.

**RETENTION DAYS** The number of days, from 1 to 99, the SVMi-20E will retain fax documents in Fax Blocks accessed through this Librarian, if they are not selected for transmission. This value is reset each time a fax is selected for transmission, if the parameter Refresh Retention below is set to 'Y'.

**MAXIMUM ACCESSES** The number of times 1~99, documents accessed through this Librarian may be selected for transmission before being deleted. Set the value to '0' to disable this feature and control retention based on time only.

**REFRESH RETENTION** Set to 'Y' to reinitialize the Retention Days timer each time a document is selected. If set to 'N' the documents will be deleted at Daily Maintenance time when the Retention Day timer expires.

**USER CAN CREATE FAX** Set this parameter to 'Y' to allow the user to create new fax documents over the telephone.

**ADMIN PASSWORD** The administrative password used to allow the caller to perform fax administration functions. When entering the administrative password over the phone, it must be preceded by the Admin Digit specified in the Document Librarian Second Personality Screen, plus the number of the Fax Block to be edited. The length of the password may be from 1 to 8 digits.

## Cover Page and Header Information

**COVER PAGE** This is the fax block to use as a cover page for the fax document. The file must be of the type 'CVPG'. Press [CTRL]+[O] to bring up the Target Generator, then select a new or existing CVPG document from the Target Generator pick list.

**TRANSMITTED IDENTIFICATION** The fax ID to be printed in the header of all faxes transmitted by this Librarian. This may be a telephone number or machine 'name'. When both the "Transmitted document title" and "Transmitted local ID" are set to blank, the SVMi-20E will not place a header on the transmitted document.

## Fax Back Delivery Plan From

**LOCAL AREA CODE** The local area code must be entered in this field so SVMi-20E can determine when to include an area code for dialing fax call back telephone numbers.

## Authorize Fax Back Delivery

**ON PREMISE Y/N** Enter 'Y' in the Y/N field to allow faxback delivery. Enter 'N' to restrict delivery.

**ON PREMISE STATION NAME** The Station type to use for on premise fax back deliveries. Press ENTER to bring up the Target Generator. Select a new or existing Block. Press [CTRL]+[O] to review or edit the corresponding Station Block.

**LOCAL CALL AREA Y/N** Set to 'Y' to allow call back delivery to telephone numbers in the local area code.

**LOCAL CALL AREA STATION NAME** The Station type to use for off premise fax back deliveries. Press ENTER to bring up the Target Generator. Select a new or existing Block. Press [CTRL]+[O] to review or edit the corresponding Station Block. The Prefix field in the corresponding Station Block should include any digits required for the SVMi-20E to obtain dial tone from the local CO (e.g., '9' to access a trunk on the PBX). The Prefix may include up to eight digits. Valid dialing characters are 1234567890\*#abcd&.,WKX. In most areas a Suffix is not required for local area delivery. If it is, the valid dialing characters are the same as for the Prefix field. The SVMi-20E executes a call back by first dialing the Prefix, followed immediately by the telephone number entered by the call requesting the delivery, and finally outdials the Suffix, all as one continuous digit string.

**LONG DISTANCE Y/N** Set to 'Y' to allow long distance call back delivery of documents.

**LONG DISTANCE STATION NAME** The Station type to use for off premise fax back deliveries. Press ENTER to bring up the Target Generator. Select a new or existing Block. Press [CTRL]+[O] to review or edit the corresponding Station Block. Set the Prefix as in Local Calls, and include any special access codes for the desired long distance carrier to use, or Least Cost Routing codes. Account codes may also be included, as long as the field length of eight digits is not exceeded. Both Long Distance Prefix and Suffix accept the same digits as in Local Call fields.

**WAIT FOR FAX TONES** If the Rings for No-Answer is set to '0' or '1' for using blind or partial transfer supervision on fax call backs, this field should be set from 1 to 99 seconds to tell the SVMi-20E to listen that length of time for the remote fax machine's answer tone, before aborting a call as not answered. If rings are set to 2 or more for full supervision, the SVMi-20E will automatically listen for an answer tone during that interval.

**DELIVERY ATTEMPTS** The number of times, from 1 to 99, the SVMi-20E will retry to deliver a fax if the initial attempt failed.

**RETRY INTERVALS** The length of time, from 1 to 99 minutes, to wait between retry attempts for delivery of fax documents.

SVMi-20E		DocumentLib - 01		TEMPLATE DTL		Page 2 of 4	
<b>Caller Interface</b>				<b>Interface Digit Assignments</b>			
Wait for caller entry...	3	Confirm...	1	Wild card:	a		
Repeat pmts if no entry:	2	Reject...	2	Admin....	#		
Retry on invalid entry..	2	Replay...	3	Escape....	*		
Maximum faxes per call..	3			Operator..	0		
Confirm each fax.....	N	Receive...	4	This call:	1		
Play last revision date..	N	Get more..	5	Call back:	2		

Number of seconds to wait for caller entry

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## Caller Interface

**WAIT FOR CALLER ENTRY** The number of seconds, from 0 to 20, the SVMi-20E waits for an entry after the caller has been prompted to select an option. The time begins at the end of any prompt that requests an entry from the caller.

**REPEAT PMTS IF NO ENTRY** The number of times callers are prompted to select an option if they make no entry after the initial prompt. If set to '0', prompts for options are not repeated. Values of 0 to 20 are valid.

**RETRY ON INVALID ENTRY** The number of times, from 0 to 20, callers are allowed to re-enter an option digit, if their initial entry is not a valid digit. If set to '0', only the initial entry is allowed.

**MAXIMUM FAXES PER CALL** The number of faxes, from 1 to 10, callers may select during a single call, whether for 'This Call' or via 'Call Back'.

**CONFIRM EACH FAX** Set to 'Y' to allow callers to confirm each selected fax independently, or 'N' to allow confirmation only after the final selection. If the "Confirm" and "Receive" fields are left blank, the SVMi-20E will bypass the confirmation steps.

**PLAY LAST REVISION DATE** Set to 'Y' to inform caller of the last date this document was revised. The SVMi-20E determines this date based on the operating system's file statistics. It is automatically updated each time the document is edited or replaced. No update prompt is play if the field is set to 'N'.

## Interface Digit Assignments

**WILD CARD DIGIT** The Wild Card Digit is used to access a set of fax documents in a continuous series whose Fax Block Numbers all match the wild card specification. Faxes are selected in ascending numeric order.

Example: When callers enter any number from 500 through 599, the Menu translates this entry to 5## (if # is the wild card digit). The caller then receives all faxes in Blocks having numbers that are 3 digits in length and begin with the digit '5'. Be sure this digit is not the same as that used for Admin. Any digit on the phone keypad is valid.

**ADMIN DIGIT** The digit used to signal the SVMi-20E that the caller wishes to perform administrative functions (delete or replace existing faxes, input new documents, edit Voice Labels). It is not included in the length of the Admin. Password. To prevent unauthorized access, it may be desirable to disable the option by leaving the field blank in Librarians providing regular caller access. Create a separate Librarian in the same Fax Group to allow administrative access.

**CONFIRM DIGIT** The digit which a caller may press to confirm a selected document for delivery. The same digit is used to confirm the caller's fax machine number for fax Call Back delivery. If the field is blank, callers will not be given the option to confirm selected documents or call back numbers.

**REPLAY DIGIT** The digit used by a caller to replay the Voice Label of a selected fax document. Leave the field blank to disable the option of replay.

**REJECT DIGIT** The digit allowing a caller to reject a selected document or an improperly entered call back number. If left blank, callers will not be given the option to reject and re-enter documents or call back numbers.

**RECEIVE DIGIT** The digit used to signal the SVMi-20E the caller is finished selecting documents and is ready to receive them.

**THIS CALL DIGIT** The digit a caller is prompted to press to receive selected documents during the current call (assumes caller is calling from handset of fax machine). If this field is blank, and a digit is set in the 'Call Back' field, no option to receive during this call will be provided.

**CALL BACK DIGIT** The digit a caller is prompted to press to request fax delivery via a later Call Back. Setting digits for this field and 'This Call' allows the caller to choose which delivery method they prefer. If left blank, only 'This Call' will be available.

**ESCAPE DIGIT** The Escape digit (normally the '\*' key) causes an immediate exit from fax selection. When the Escape digit is pressed the SVMi-20E will not wait for subsequent digits to be pressed, but goes immediately to the Target of the active Escape Pointer.

**OPERATOR DIGIT** The digit callers may press to abort the fax application and go directly to an operator or other live assistant. This is not the actual extension or telephone number to be dialed, only the single digit used to select the option. If the field is left blank, the option is not announced to the caller.

**GET MORE DIGIT** The digit callers may use to select more than one document during the current call. If left blank, only one document may be requested per call - unless a wild card is used to select a set of documents.

SVMi-20E		DocumentLib - 01		TEMPLATE DTL		Page 3 of 4	
Operating MODE.. 00		CallDirector					
Default		Event	Action	Typ	Gp	Target Name	
		NEXT	Goto	MNU		Night Main	
		NO-DATA	Goto	MNU		Night Main	
		USER-EXIT	Goto	MNU		Night Main	
		ESCAPE	Goto	MNU		Night Main	
		MORE	Goto	MNU		Night Main	
		OPERATOR					
		NO-ENTRY	Goto	BYE		GoodBye	
		INVALID	Goto	BYE		GoodBye	
<input type="button" value="Open Fax Documents"/>							
Mode number and name for pointers being edited or created							

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## Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01 - 99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field opens a Pointer Mode Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references. For example, the Escape pointer might route callers to an operator's Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Night Options Menu during 'Night' Mode. Pointers set in the Default Mode are always in effect unless the same Pointer is set in the current Operating Mode. The SVMi-20E will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

## CallDirector Event Pointers

To edit any of the Event Pointers, press ENTER to bring up the Target Generator. Select and open the appropriate Block type from the pick list. Choose an existing Block of that type or create a new Block. Press [CTRL]+[O] to review or edit the chosen Block.

**NEXT POINTER** Determines the Block control will be given to after document selection is completed if the caller does not terminate the call with a 'This Call' delivery, or by hanging up.

**NO-DATA POINTER** The Target of this pointer will receive control of the call if an existing Fax Block is selected and it contains no fax document.

**USER-EXIT POINTER** This pointer's Target will be activated when the administrator finishes inputting a document. For convenience, it should be the same Menu Block from which fax administration was initiated. This allows the administrator to continue to add more documents to the Library.

**ESCAPE POINTER** This determines the Block to which control will be passed if the caller presses the Escape digit. It is usually a Menu Block to provide the caller with other options.

**MORE POINTER** If a caller presses the digit for Get More documents, this pointer's Target Block receives control. It would normally be the same Menu from which the caller originally entered the fax application. In a large document Library, it might be a Menu of Document Subjects.

**OPERATOR POINTER** This pointer should specify the Extension or Dial Block for the person to whom the caller will be transferred if they press the digit for human assistance. It should always be answered by a person, not a Mailbox!

**NO-ENTRY POINTER** If a caller does not enter a digit when prompted to select an option, this pointer's Target will take control. In cases where option prompts are repeated more than one time, this may mean the caller hung up, but the SVMi-20E has not yet received a disconnect signal. A Bye Block would be an appropriate Target in such cases, otherwise an Extension might be used.

**INVALID POINTER** Multiple invalid entries by a caller may indicate 'hacking', or simply a confused caller. The Target for this pointer is usually an Extension to provide human assistance for the latter case. The Invalid Pointer provides active prevention of hacking unlike passive logging devices which only document these attempts.

## Open Fax Documents

**OPEN FAX DOCUMENTS** This field is a navigation facility which provides easy access to reviewing existing Fax Blocks or creating new Blocks. Press ENTER at this field to bring up the Target Generator. Select and open a new or existing Fax Block from the Target Generator pick list.

SVMi-20E		DocumentLib - 01		TEMPLATE DTL		Page 4 of 4	
Caller Interface Prompts							
Document voice label: 0200		Confirm: 0203		Get more: 0207			
Last revision date... 0201		Reject.. 0204		Cancel... 0208			
Document unavailable: 0202		Replay.. 0205		Operator: 0209			
		Receive: 0206		Delivery: 0210			
Get phone number.... 0211		Deliver: 0214		Error.... 0216			
Phone prefix..... 0212		Start... 0215		Invalid.. 0217			
Confirm phone number: 0213							
Library Administration Prompts							
Request Password.... 0218		Begin fax transmit..... 0223					
Select voice admin... 0219		Receipt confirmation..... 0224					
Load a new document.. 0220		Erase confirmation..... 0225					
Erase a fax document: 0221							
Exit..... 0222		Disk full error..... 0226					
Prompt introducing the fax document voice label							

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## Caller Interface Prompts

**PROMPTS** These are the prompts spoken to callers when they send and/or receive fax documents. The default prompts (200—217) are prerecorded and contain all the appropriate verbiage. If these prompts are to be re-recorded, the new prompts should contain the identical information on a per prompt basis to ensure that the caller is prompted for the correct entries. To review the prompt text, press [CTRL]+[O] at the prompt number field. To use a different prompt, enter the number of the desired prompt and press [CTRL]+[O] to enter the prompt text.

## Library Administration Prompts

**PROMPTS** These are the prompts spoken for Library Administration. The default prompts (218—217) are prerecorded and contain all the appropriate verbiage.