

Remote control of you Multimessage M320 or M330 using mfRAD (V1.3) running on a PC under MS Windows OS.

Introduction

Read this section to get an overview of how your Multimessage mf RAD works.

There are two models in the Multimessage mf RAD range:

- ◆ the Model 320, with up to six analogue telephone lines (ports);
- ◆ the Model 330, with up to 31 analogue telephone lines (ports).

These ports may be PBX analogue extension ports, analogue PSTN lines or Siemens PBX TMOM ports.

Apart from their size, the way they work is identical.

The mfRAD program is the same for both models. Viewing the current status and changing the settings can be done while the system continues to answer callers but up and down loading announcement files and profiles requires the suspension of normal answering. You will be prompted with the current status of calls on ports before you suspend answering/disconnect callers.

Available types of set-up

Each port of the Multimessage mf RAD system is assigned an 'act'.

Each 'act' is assigned 1 of the 9 types of set-up, which determines how the 'act' will behave when answering callers.

You think of an 'act' as being like an act of a play in a theatre which could be a simple oration or complex with many actors on stage at once; and think of the port assigned this 'act', as the stage for the performance.

The simplest (default) type is the '[Announce](#)' .

Up to 99 different acts are available.

Act numbers are the same as announcement numbers.

For example, assigning 'act' number 27 to a port is the same as assigning announcement number 27 to that port.

Each caller hears the relevant announcement from the beginning.

Emergency mode when selected, temporarily assigns act 99 to all ports. This is commonly used for building evacuation in the event of fire etc. This program can enable/disable this mode. The access from a simple telephone handset or mobile phone, via the telephone network, is barred while the PC is connected to the system. You must ensure that you press the 'disconnect' button or close the program when leaving.

'Acts' from 1 to 99 may be assigned any of the following types of Set-up:

- 0 Announce** Callers may select any of the other act/announcement numbers by dialling the corresponding number. This is the default set-up when the system is first powered up after installation.
- 1 Music on Hold (MOH)** Typically used to comfort callers who are on hold, or are being held waiting in a queue on an Automatic Call Distribution system (ACD) for an agent to become free. Any port can be configured for MOH. Music, Speech or a combination of both can be directly recorded, using the supplied handset, or downloaded using a cassette tape recorder or CD player via the input socket found on the front panel. MOH ports can be programmed to play continuously.
- 2 String** Announcements can be strung together, allowing callers to listen to them in sequence, being played in "last recorded first heard" order; the 1st announcement being the initial greeting. When recording a new announcement, the 2nd announcement is always used, the previous contents having been shifted to become the 3rd announcement and so on. The number of announcements that make up a "String" can be changed, the last one being known as the "String End".
- 3 String End** This is the last in a "String" of announcements: it terminates the "String" and once played, the call is then cleared.
- 4 Auto Attendant** Allows callers (one caller per port) to connect themselves to the service or information they require, by selecting from a verbal list that is presented to them. Dialling single digits or voice response caters for callers, with or without MF telephone handsets.
- 5 Transfer** This is used to transfer callers to predefined telephone extensions or groups of extensions and is commonly used in conjunction with 'Auto-Attendant'. An announcement, explaining to the caller where they are being transferred to, may be recorded.
- 6 Time & Date** Automatic announcement switching facility. This allows callers to be presented with different acts/announcements at different times on different days of the week or over periods determined by the date and time. Such as Weekends, Bank Holidays and any other special occasions. Daylight saving adjustment is catered for.
- 7 Extension** Callers are invited to dial the PBX extension number required (maximum of 9 digits) following which they are automatically transferred to that extension. A recorded default extension number can be included, in the same way as for Transfer, in order to cater for callers who do not respond.

8 Live Output This provides diverse applications, such as live commentary from sports events or listening to a public enquiry. Callers accessing this service will hear the audio received via the local control handset or the external input socket, if the live feed is enabled. When the live feed is not enabled, callers are answered with the corresponding announcement, which is handled in the same way as MOH.

'Transfer' type or 'Extension' type can only be used when the system is connected to PBX analogue extension ports, so cannot be used when connected to PSTN lines, RAD ports or Siemens PBX TMOM ports.

When installing/reconfiguring a system start by getting the profile nearest to the application that you require click on 'File' then select 'View/Edit another profile'

Act and announcement identification number.
Click on number to select row.
This example shows act 1 selected.

Announcement duration in seconds

Act & announcement name that you can change. **Highlight** shows Act 1 is selected. Other dependant acts are shown **inverted**.
Click to review/edit name & description.

Behaviour set-up type.
Click here to select another set-up type.

1st range of ports assigned this act. A+ denotes more port ranges than shown
Click here to change port assignment.

For Time & Date set-up types. A bar indicates the hour in which the announcement/act prevails. A dot indicates the hour in which other acts prevail.
Click here to change time & date breaks.

The screenshot shows the mRAD software interface. The title bar reads 'mRAD' and the menu bar includes 'File', 'Connection', 'mRAD', 'Calls', 'Announcements', 'Ports', 'Mode', and 'Help'. The status bar at the bottom shows 'Ready'.

The main window displays a table of acts and announcements. The current configuration is 'C:\1w\MODELXP\C\ComplexTime&Date.mch [demonstration]'. The table has columns for 'Id.', 'Len.', 'Name.', 'Setup.', 'Ports.', and days of the week (Monday through Sunday). Row 01 is selected and highlighted in yellow.

Id.	Len.	Name.	Setup.	Ports.	Monday.	Tuesday.	Wednesday.	Thursday.	Friday.	Saturday.	Sunday.
01	24s	Greeting	Time+Date	00-19+
02	3s	No Name	Announce	None.							
03	3s	Morning	Attendant	None.
04	2s	Afternoon	Attendant	None.
05	3s	Lunch	Music	None.
06	3s	No Name	Announce	None.							
07	2s	No Name	Announce	None.							
08	2s	No Name	Announce	None.							
09	2s	No Name	Announce	None.							
10	2s	No Name	Announce	None.							

At the bottom of the window, there are buttons for 'Next ten', 'Previous ten', and 'Connect to mRAD'. A status box on the right indicates 'mRAD not connected - mode unknown.'