

Spectrum Data Manager and Agent Station R2-09 Service Pack 1

Release 2 — 2009 SP 1

October 2009

Overview

This update contains improvements and corrections to the R2-09 version of Spectrum Data Manager, Agent, and On-Call Editor. An enhancement to the Spectrum SmartScript is also included.

The sections that follow provide detail on each enhancement to the system. The various changes and corrections to the programs are listed at the end of the document.

Software Updated in Release 2 — 2009 Service Pack 1

Spectrum Data Manager	Version 9.2.1.0
Spectrum Agent	Version 9.2.1.0
Spectrum SmartScript Designer	Version 9.2.1.0
Spectrum On-Call Editor	Version 9.2.1.0

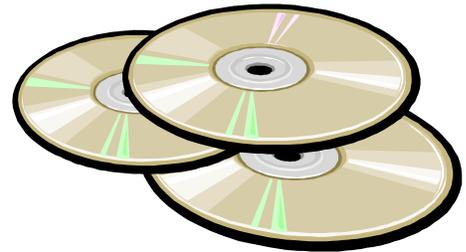
Installing the Update

Included in your shipment are instructions for updating each of the affected system components along with their corresponding update CDs. These include:

1. *Spectrum Data Manager* R2-09 Service Pack 1
2. *Spectrum Agent Station* R2-09 Service Pack 1
3. *Spectrum SmartScript Designer* R2-09 Service Pack 1
4. *Spectrum On-Call Editor* R2-09 Service Pack 1

The programs should be updated in the order listed above.

There are no changes to the CommServer programs in this Service Pack, although the update CD contains their latest version and may be used to update them to R2-09 if this has not been done already.



Carefully review the enclosed instructions and call with any questions. Phone support for the update is available from 9:00 AM to 5:00 PM Central Time at (314) 426-7662.

Spectrum Data Manager and Agent Enhancements

Alternative 'Large' Font for Agent

Based on feedback from users, the Agent program now allows an alternative font size to be selected. The alternative font (referred to as 'Large Font' in the configuration window) enlarges the size of most of the text being displayed in the Agent window, including the Information Screens, the Alert, the message lists, the message text and the On-Call schedule. This enhancement allows higher screen resolutions to be used more effectively, not only allowing for larger text, but also facilitating a resolution choice more appropriate to the size and aspect ratio of the PC monitor. The new window sizes are as follows:

Default: 1032 x 766

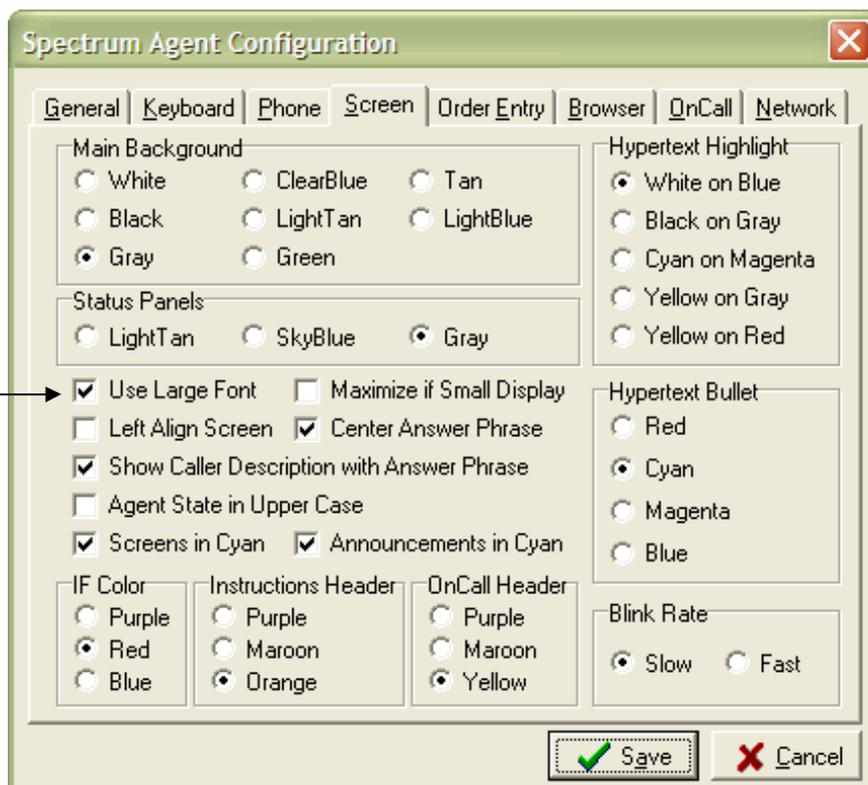
Large Font: 1110 x 852

Note that the default window size has been reduced slightly. The default font is best used with a vertical screen resolution of 800 or higher. The large font is usable at a vertical resolution of 864 or higher.

To use the large font, check the 'Use Large Font' checkbox.

Using 1024 x 768 Resolution

There are some instances where it is desirable to use the Agent program with a 1024 x 768 screen resolution, for instance in a dual-monitor setup. In this case, do not use the large font. The Agent window should fill the screen, but be entirely accessible. If preferred, the Agent window can be maximized at that resolution by checking the 'Maximize if Small Display' checkbox. This will also have the side effect of locking the Agent window in place.



Alternative Colors for Section Headers

Note in the screenshot above that the color of the IF Message signifier now allows for a couple alternatives. The same applies to the Instructions Header and the OnCall Header. Originally, purple was the only choice. The choices for the additional colors tries to balance usability across the available choices of the 'Main Background'.

Optional Spectrum Messenger Icon

When in the Agent window, the operator can give focus to the Spectrum Messenger window by pressing Ctrl-Enter-Msg. Now, optionally, an icon can be made to appear in the lower right corner of the Agent window which, when clicked on, will perform the same function.

To enable this, check the 'Show Messenger Icon' checkbox on the 'General' tab.

Show Messenger Icon

Spectrum Data Manager and Agent Enhancements

Re-Entering a Message

A new feature has been added whereby a message can be effectively 're-entered'. As currently implemented this can only be done on a message that does not have page tickets attached, although if desired, a page ticket can be attached to the message while re-entry is in progress.

To initiate re-entry, press 'Alt-Edit' while viewing the message in the 'Delivering Message' or the 'Redelivering' state. A confirmation prompt will appear. Pressing 'Y' will proceed to the 'Entering Message' state, whereas any other key cancels the request. Note: once re-entry is started, the operator will not be allowed to cancel the message — the re-entered message must be filed.

If appropriate hypertext is available (eg. the 'd' command), or if the sub-account list is accessed, the message can be 'moved' to a specified target account before the 'File' key is pressed.

Saving, Copying or Re-Entering a Scripted Message

With the R2-09 SP1 Agent program, the process of Saving, Copying or Re-Entering a scripted message has been enhanced to allow a full reinterpretation of the script, including the processing of decision tables. This allows not only simple text changes to be made, but also allows the entire character of the resultant message to change, if necessary. The lone exception to the above is that hypertext commands in a decision table will not be performed when a scripted message is being 'saved' because most hypertext commands are not allowed when 'saving' a message. But this restriction does not apply to copying or re-entering a message.

Note, that if a scripted message was taken using an older version of the Agent program, it would have been stripped of its prompts and decision tables. Therefore only a scripted message taken with the R2-09 SP1 Agent will be editable in the new way—prior messages, although editable, will not contain prompts or decision tables. Also, because re-entry of a message cannot be canceled, only the R2-09 SP1 Agent is allowed by SDM to re-enter a scripted message.

Changes and Corrections

Spectrum Data Manager

1. SDM will now properly allow a time-zone other than 'Local' to be specified when creating an account from the Agent station.
2. When 'Saving' a scripted message, the earlier internal copy will now be properly de-allocated.
3. When delivering messages, the message counters in the upper-left corner of the Agent window will now be properly updated as each selected message is down-filed.
4. When using the new Agent, SDM will now allow On-Call schedules to be referenced through the 'Master Locate' that do not have a corresponding account defined on SDM. The R2-09 had erroneously disabled this capability, but it is now restored.
5. When entering a Page Ticket for a message that has already been marked either as 'Held' or 'Delivered', a notification will be displayed to the operator within the page ticket area. This feature was not working properly with the R2-09 Agent program and has been corrected.
6. When entering or tracing a page ticket, use of the TAB key will now properly display the taken and delivered information of the associated message.

Spectrum

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Changes and Corrections (continued)

Agent

1. The Caller-Id will now be displayed properly when changing the account on an inbound call. This was not working properly in all cases if the caller-id did not have a pre-programmed description.
2. If three or more 'Incompletes' are pending, the notification color will change to yellow. This was not working properly in R2-09.
3. When Expanded Locate Instructions are available, the green 'Instructions Header' will flash.
4. The master account associated with a reminder is now displayed in the reminder list, and when the reminder is 'Viewed', the 'For' field will now be displayed along with the body of the reminder.
5. When showing a list of messages or the current On-Call Schedule, the Agent will now properly render text that included special characters, such as angle brackets.
6. When entering a Page Ticket, the 'For' field is now displayed in red to better distinguish it for the operator.
7. The message and page ticket area has been altered to give greater separation between the sub-sections with the goal of improved readability.
8. When initiating a 'Re-Page' on a message, the current On-Call schedule will be displayed. This was not being done in the original R2-09.
9. The 'View Schedule' for the integrated On-Call no longer supports the 'Day View'. In turn, the ability to view all items for a any particular day is now supported via a checkbox. Also, the 'Month View' has been renamed to 'Calendar View'.
10. The creation and editing of a scheduled On-Call item has been enhanced (see 2 & 3 under *On-Call Editor*).
11. New code has been added to properly initialize the connection to the On-Call Scheduler database in certain versions of Windows. In the original R2-09 Agent, this problem may have manifested with a 'CoInitialize has not been called' error message.
12. Changes to the 'Screen' tab of the Agent Configuration window necessitated a relocation of the 'Speed Dial String' and the 'Hide Activity Buttons' checkbox to the 'Keyboard' and 'Phone' tabs, respectively.

SmartScript Designer

1. The 'Include' property can now be specified for a phone number. This will allow caller-id fields to be included in the resultant message without the need for the operator to 'visit' the field.

On-Call Editor

1. When copying a scheduled item, the pre-defined timeframe (if specified) will now be properly copied to the target items.
2. When creating or editing a scheduled item using a pre-defined timeframe that spans midnight, the Editor will now automatically set the target 'end day' to the next day beyond the specified 'start day'.
3. When creating or editing a scheduled item using a custom timeframe, the default starting and ending time will be 'all day'. Previously it defaulted to 8 am to 5 pm.