

# **UC for Enterprise (UCE) Message Center Administrator (UNIVERGE UA5200)**

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*A UA5200 Solution*

## **Operations Guide**

**NEC** NEC Corporation

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# 1

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## Introduction

The *Message Center Administrator Operations Guide* provides the information you need to install and configure the Message Center Administrator application.

The following topics are included in this chapter:

*Chapter Topics*

- [Overview](#)
- [How This Guide is Organized](#)

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## Overview

The Message Center Administrator (MC Admin) allows a System Administrator to establish contact groups, create shared access groups, and to initiate general message settings for use by an operator within the Message Center Attendant application. Refer to the Message Center Attendant Online Help for more information.

The message recipient may check messages and provide special instructions for operators who take their messages through a secure web interface.

The system administrator and the message recipient share the ability to create reports based on call history as established by a number of pre-defined search criteria.

Message Center Administrator provides the system administrator, message recipient, and the recipient-designated assistants the ability to enter special instructions, read messages, and provide an historical reporting facility within the application.

MC Admin integrates with the OW5000 system to provide data backups.

The user interface is web-based and interacts with the Windows form-based Message Center Attendant.

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## How This Guide is Organized

- Chapter 1  
Introduction* This chapter outlines how to use this guide, including the organization and chapter layout for the Message Center Administrator application.
- Chapter 2  
Installing Message Center  
Administrator* This chapter describes the initial requirements for installing Message Center Administrator, along with the step-by-step procedures needed to install the application.
- Chapter 3  
Configuring Message Center  
Administrator* This chapter provides the steps and information needed to start and configure the Message Center Administrator application.

# 2

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## Installing Message Center Administrator

This chapter provides step-by-step procedures to install the Message Center Administrator (MC Admin) application. Descriptions and procedures are found in the following sections of this chapter:

*Chapter Topics*

- [Before Starting the Installation Procedure](#)
- [Installing Message Center Administrator](#)

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### Before Starting the Installation Procedure

This section describes the required components that must be in place before installing the Message Center Administrator software.

- OW5000 Runtime Platform and UA5200 Server must be installed prior to installing UA5200 Message Center Administrator so that the database is created and ready for storing and retrieving data.

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### Hardware and Software Requirements

Prior to installing any software, refer to the Requirements section in the *UNIVERGE OW5000 System Manual* for more details about the Application Environment requirements.

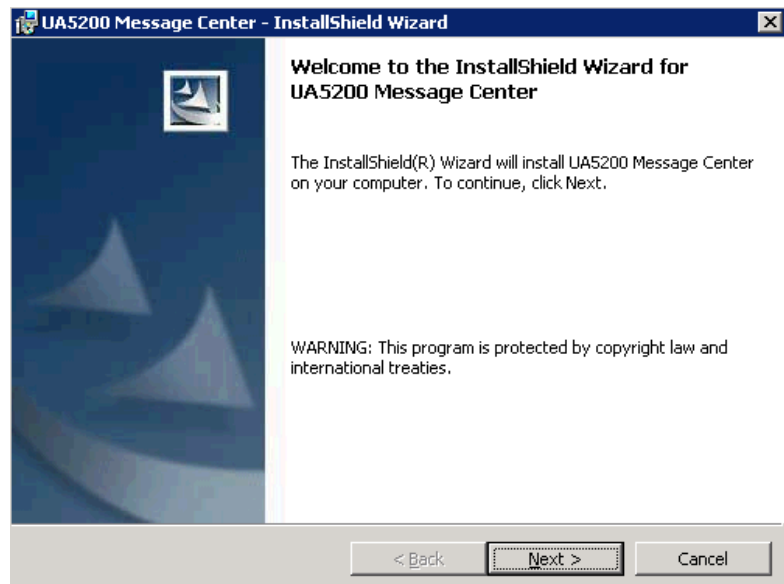
## Installing Message Center Administrator

This section details the step-by-step instructions for installing the Message Center Administrator software.

Use the following steps to install the Message Center Administrator software.

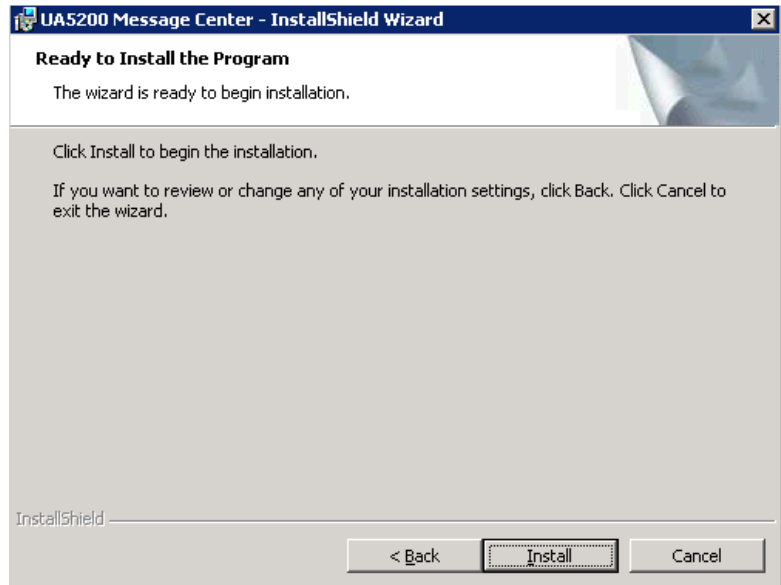
- Step 1** Place the UCE DVD into the computer's **DVD-ROM drive**. On most computers, setup will automatically start when the DVD is loaded. If Autorun is not enabled on the computer, do the following:
- After placing the UCE DVD into the computer's DVD-ROM drive, open Windows Explorer and double-click the **DVD-ROM drive** icon.
  - In the DVD-ROM file list, double-click the **Setup.exe** file. An Installation Menu displays.
- Step 2** From the Installation Menu, choose the **UA5200 Message Center** link to start the program. A Preparing to Install screen displays briefly and then a Welcome Message Center dialog box displays (Figure 2-1).

**Figure 2-1** Welcome Message Center dialog box



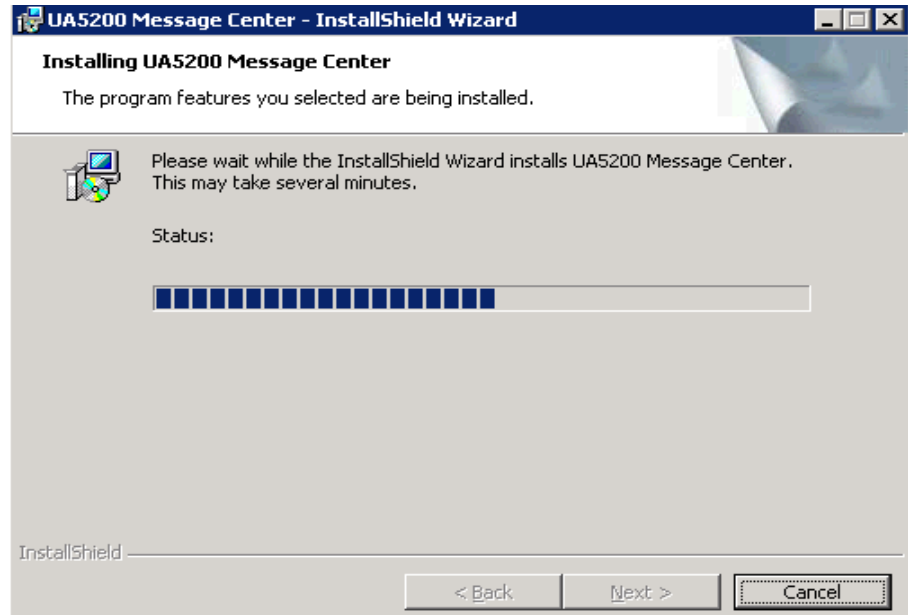
- Step 3** Click **Next**. A Ready to Install dialog box displays (Figure 2-2).

Figure 2-2 Ready to Install dialog box



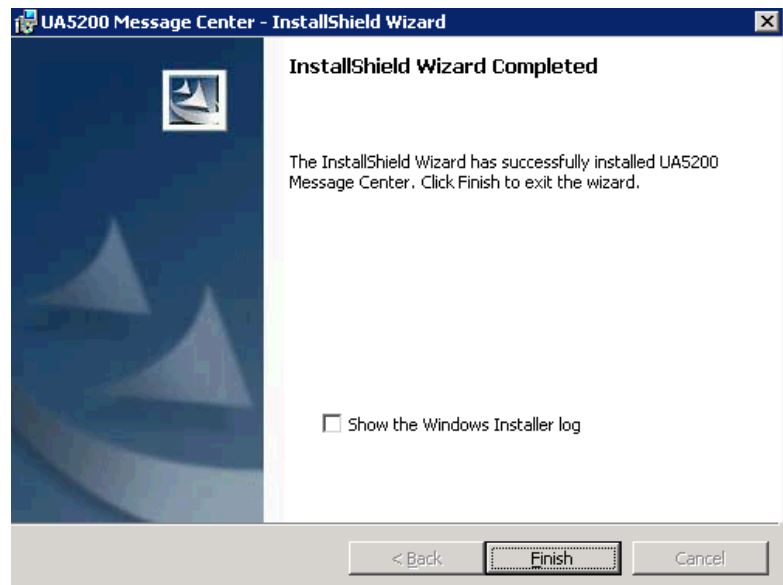
**Step 4** Click **Install**. An Installing Message Center dialog box briefly displays (Figure 2-3).

Figure 2-3 Installing Message Center dialog box



**Step 5** Click **Next** when installation stops. An Installation Complete dialog box displays (Figure 2-4).

**Figure 2-4** Installation Complete dialog box



**Step 6** Click **Finish** to complete the Message Center installation.

# 3

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## Configuring Message Center Administrator

The functions and associated screen displays for configuring the Message Center Administrator are described in this chapter.

OW5000 Administrator is the OW5000 Runtime Platform utility used to configure applications and tools. It also provides a graphical user interface to modify user account information.

OW5000 Administrator provides a view of database information, login settings, installed applications, and application settings. You may browse and request modifications to the system repository by clicking on the desired application in the navigation pane.

A Message Center Administrator creates and manages call groups, shared message access, Message Center system settings, and pre-configured messages.

A reporting feature tracks activity related to the reading of messages by the message recipient. This provides an historical feature for viewing and is searchable by Start Date, End Date, Recipient Name, Attendant Name, Subject, Read Status, and Message Priority.

Message Center Administrator users must have access privileges prior to using the web interface and administration portion of the application.

## Privileges for Message Center Roles

The following Message Center roles are defined by the OW5000 Administrator User Manager.

**Table 3-1** Privileges for Message Center Roles Access Rights

	MC Adminis- trator	MC Admin Recipient	MC Recipient	MC Assistant Recipient	MC Assistant
Generate Reports on Messages for Others	Y	Y	N	Only for Recipients associated with Assistant in one or more Shared Access Groups	Only for Recipients associated with Assistant in one or more Shared Access Groups
Generate Reports on Messages for Self	n/a	Y	Y	Y	n/a
Create / Edit / Delete Call Groups	Y	Y	N	N	N
Create / Edit / Delete Shared Access Groups	Y	Y	N	N	N
Modify General Settings	Y	Y	N	N	N
Create / Edit / Delete Pre-Configured Messages	Y	Y	N	N	N
Create / Edit / Delete Special Instructions for Self	n/a	Y	Y	Y	n/a
Create / Edit / Delete Special Instructions for Others	N	N	N	Only for Recipients associated with Assistant in one or more Shared Access Groups	Only for Recipients associated with Assistant in one or more Shared Access Groups
Read Messages for Others	n/a	N	N	Only for Recipients associated with Assistant in one or more Shared Access Groups	Only for Recipients associated with Assistant in one or more Shared Access Groups
Read Messages for Self	n/a	Y	Y	Y	n/a/



	MC Adminis- trator	MC Admin Recipient	MC Recipient	MC Assistant Recipient	MC Assistant
All Message Center Attendant Functions	Y	Y	Y	Y	Y

The System Administrator can assign a user role and specific security authorizations to all persons using the MC Admin application. Based on the security authorization, the user will be able to perform certain tasks within the application module. The Message Center tab is visible only if an attendant has access rights based on their security authorization. In some cases, certain icons under this tab will also be visible only under these conditions.

Chapter Topics

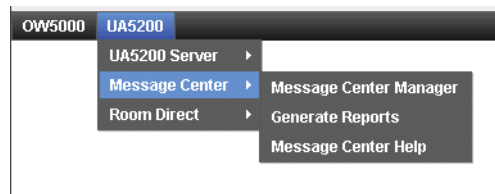
- [Configuring Call Groups](#)
- [Configuring Shared Access](#)
- [Configuring Settings](#)
- [Configuring Pre-Configured Messages](#)
- [Generating Reports](#)
- [Message Center Recipients](#)

## Configuring Call Groups

Call Groups allow the operator to deliver a message to multiple Message Recipients at the same time. This is accomplished by organizing Recipients into call groups.

You must login to the OW5000 Administrator as a user with either MC Administrator or MC Admin Recipient privileges in order to configure the Message Center application. Refer to the *UNIVERGE OW5000 System Manual* for information on how to login to the OW5000 Administrator. When you have finished configuring the application, you can either log out or just close your browser.

Figure 3-1 Message Center Configuration Options



Some of the following options are originally configured during either the OW5000 Runtime Platform installation or during the Message Center

installation process. They may be reconfigured through OW5000 Administrator by completing the steps below.

**Step 1** Login to the OW5000 Administrator program. Once you are logged into OW5000 Administrator, follow this path to open the Message Center configuration options: **UA5200 > Message Center > Message Center Manager**. A Message Center Administrator dialog box displays (Figure 3-2).

**Figure 3-2** Message Center Administrator dialog box

Call Groups		Shared Access	Settings	Pre-Configured Messages
Add New				
1 - 2 of 2 records   10 Results per page				Page: 1 of 1
	Description	Contact Method		
	Test	Other Email Address		
	Managers	Other Email Address		
1 - 2 of 2 records   10 Results per page				Page: 1 of 1

If records have previously been added, the display is sorted alphabetically by description. Each record has a **Pencil** icon for editing and a **Trashcan** icon for deleting a record.

### Adding a Call Group

To add a call group, click **Add New** from the Message Center Administrator dialog box. A New Call Group dialog box displays (Figure 3-3).

Figure 3-3 New Call Group dialog box

**Step 1** Enter a name for this group in the **Group Name** field. (50 characters maximum and 1 character minimum)

**Step 2** Select a **Contact Method** from the drop-down menu (Figure 3-4).



NOTE

Only two types of contact methods are supported for automation; **email** and **pager**.

Figure 3-4 Contact Method Options

**Step 3** Click **Organization**, **Location**, **Role**, or **Security** to locate group members.

**Step 4** As the Results list box fills with potential member names, enter text in the **Search** text box to further define the search.

- Step 5** Select the desired members from the results list box and click the >> button to move them to the **Selected Members** list box.



NOTE

*In order for a person to be added to a call group, they must have the Recipient privilege, as defined by the OW5000 Administrator in the User Management function. MC Recipient, MC Admin Recipient, and MC Assistant Recipient users are all eligible to be members of a Call Group.*

*Users to be added to a call group must also have a common contact method defined in the OW5000 Administrator Person database. If "Work Email Address" is selected as the Contact Method for a new call group, then every Recipient member must have a Work Email Address contact method defined in the Person database. Their respective e-mail addresses can be unique, but an email address must be defined for each person to be added to a call group using this contact method. If these criteria are not met, a message displays describing the items that the person is lacking.*

- Step 6** Current Call Group members may be removed from the group by selecting them in the **Selected Members** list box and using the << button to move them back to the Results tab.



NOTE

*Using the << button indicates removal from the Call Group only, and does not signify the addition of the de-selected members back into any Organization, Location, or Role.*

- Step 7** In the **Special Instructions** text box, enter any instructions an operator is to follow when taking messages for the call group.

- Step 8** To create a **Phone Link** or an **Email Link**, highlight the appropriate text in the special instructions textbox and then click the command button that corresponds to the type of hyperlink required. This hyperlink will be viewable in the MC Attendant application and can be deployed by the operator whenever the contact methods provided in the Special Instructions are more appropriate than the default contact method defined for the Call Group.

The highlighted text is then marked with beginning and ending hyperlink marks to identify the string as a link that can be interpreted by the UA5200 Client software. These special characters should only be removed if and when you want to disable the hyperlink.




NOTE

*The beginning and ending hyperlink marks are not visible on the operator's console.*

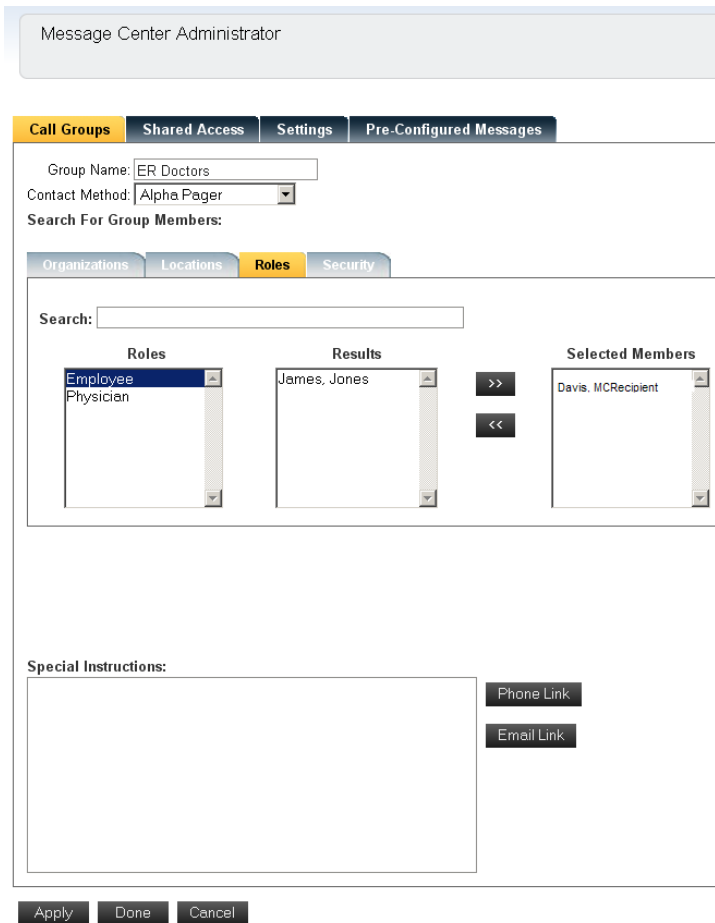
- Step 9** Do one of the following:
- Click **Apply** to save the record and refresh [Figure 3-2](#).
  - Click **Done** to save the record and close the dialog box.
  - Click **Cancel** to exit without saving the changes.

## Editing a Call Group

To edit a Call Group record, follow the steps below:

- Step 1** Click the **Pencil** icon  next to the record to edit. A Call Group Details dialog box displays (Figure 3-5).

**Figure 3-5** Call Group Details dialog box



Message Center Administrator

Call Groups Shared Access Settings Pre-Configured Messages

Group Name: ER Doctors  
 Contact Method: Alpha Pager

Search For Group Members:

Organizations Locations Roles Security

Search:

Roles	Results	Selected Members
Employee Physician	James, Jones	Davis, MCRipient

Special Instructions:


Phone Link  
 Email Link

Apply Done Cancel

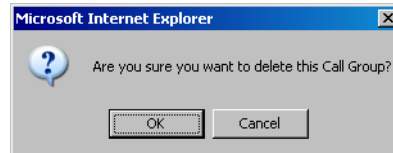
- Step 2** Make the desired changes to the Call Group and then do one of the following:
- Click **Apply** to update the record and refresh Figure 3-2.
  - Click **Done** to update the record and close the dialog box.
  - Click **Cancel** to exit without saving the changes.

## Deleting a Call Group

To delete a Call Group from the Call Group records, follow the steps below.

- Step 1** Click the **Trashcan**  icon next to the desired record to delete. A Delete Call Group Confirmation dialog box displays (Figure 3-6).

**Figure 3-6** Delete Call Group Confirmation dialog box



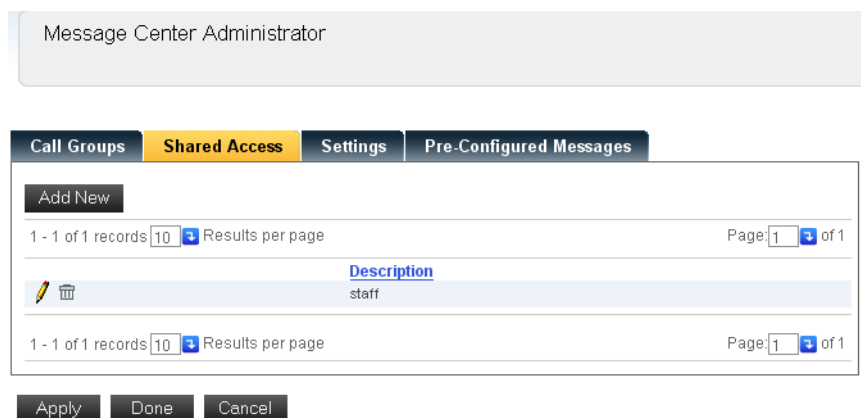
- Step 2** Click **OK**. The Call Group is deleted.

## Configuring Shared Access

The **Shared Access** option allows a Message Center Administrator to assign a user to assist more than one person authorized to receive messages. This might occur in a shared doctor's office, where the same assistant might read messages for more than one physician. Follow the steps below to create, edit, or delete a Shared Access Group.

- Step 1** Login to the OW5000 Administrator program. Once you are logged in to OW5000 Administrator, follow this path to open the Message Center configuration options: **Message Center > Message Center Manager > Shared Access**. A Shared Access Configuration dialog box displays (Figure 3-7).

**Figure 3-7** Shared Access Configuration dialog box



If records have previously been added, the display is sorted alphabetically by description. Each record has a **Pencil** icon for editing and a **Trashcan** icon for deleting a record.

## Adding a Shared Access Group

Follow the steps below to add a Shared Access Group.

- Step 1** Click **Add New** to add a new shared access group to the list. An Add Shared Access Configuration dialog box displays (Figure 3-8).

**Figure 3-8** Add Shared Access Configuration dialog box

- Step 2** Enter the name for this group in the **Shared Access Name** text box. Name must be between 1 and 50 characters.
- Step 3** Select a list of assistants by locating potential assistants by their **Organization, Location, Role, or Security**.
- Step 4** As the Results list box fills with potential assistants, enter text in the **Search** text box to further define the search.
- Step 5** Select the desired assistants from the results list box and click the **>>** button to move them to the **Selected Members** list box.



Only users with MC Assistant or MC Assistant Recipient privileges can be selected as Assistant members of a Shared Access Group.

**Step 6** Current Shared Access assistant members may be removed from the assistant group by selecting them in the **Selected Members** list box and using the << button to move them back to the Results tab.



NOTE

Using the << button indicates removal from the Shared Access assistant group only, and does not signify the addition of the de-selected members back into any Organization, Location, or Role.

**Step 7** Once you have selected assistant members, select the message recipient members whose messages, special instructions, and reports will be made available to the assistants. Follow [Step 3](#) thru [Step 6](#) outlined above for message recipient group selection.



NOTE

Only users with MC Recipient, MC Admin Recipient, or MC Assistant Recipient privileges can be selected as Recipient members of a Shared Access Group.


**Step 8** Do one of the following:

- Click **Apply** to save the record and return to the Shared Access Master List.
- Click **Done** to save the record and close the dialog box.
- Click **Cancel** to exit without saving the changes.

---

## Editing a Shared Access Group

To edit a Shared Access Group, follow the steps below.

**Step 1** Click the **Pencil** icon  next to the record to edit. A Shared Access Details dialog box displays ([Figure 3-9](#)).



**Figure 3-9** Shared Access Details dialog box

Message Center Administrator

Call Groups **Shared Access** Settings Pre-Configured Messages

Shared Access Name:

Select Assistants Picking Up Messages:

**Organizations** Locations Roles Security

Search:

Organizations	Results		Selected Members
NEC Unified So		>>	Harrington
		<<	

Select Recipients Who Recieve Messages:

**Organizations** Locations Roles Security

Search:

Organizations	Results		Selected Members
		>>	Bartosh, MC
		<<	


Apply Done Cancel

- Step 2** Make the desired changes to the Shared Access Group and then do one of the following:
- Click **Apply** to update the record and refresh the Shared Access Master List (Figure 3-7).
  - Click **Done** to update the record and close the dialog box.
  - Click **Cancel** to exit without saving the changes.

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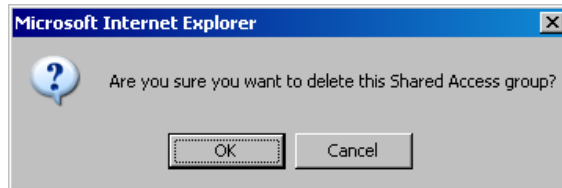
## Deleting a Shared Access Group

To delete a Shared Access Group, follow the steps below:

- Step 1** Click the **Trashcan**  icon next to the desired record to delete. A Delete Shared Access Group Confirmation dialog box displays ([Figure 3-10](#)).

---

**Figure 3-10** Delete Shared Access Group Confirmation dialog box



- Step 2** Click **OK**. The Shared Access Group is deleted.

---

## Configuring Settings

The **Settings** option allows a Message Center Administrator to create and edit settings that apply to the Message Center application; both Message Center Administrator and the Message Center Attendant.

These settings are used to set the time before archived messages are moved from one database store to another, to set the elapsed time before re-contacting a person if an urgent message cannot be delivered, to set the number of days a message can be viewed by an operator, or a milestone period after which messages must be archived to another database store.

A clear description of each setting is defined in [Table 3-2](#). Follow the steps below to create or edit the Settings.

- Step 1** Login to the OW5000 Administrator program. Once you are logged in to OW5000 Administrator, follow this path to open the Message Center configuration options: **Message Center > Message Center Manager > Settings**. A General Settings Configuration box displays ([Figure 3-11](#)).

Figure 3-11 General Settings Configuration dialog box

Message Center Administrator

Call Groups Shared Access **Settings** Pre-Configured Messages

Urgent Message Timeout:  (30 - 6000 seconds)

Message Viewable in Attendant's Current Tab:  (1 - 744 hours, 0 for all)

Message History Viewable by Recipient/Assistant:  (1 - 365 days, 0 for all)

Archive Messages to DB Store:  (1 - 365 days)

View Subject Header?

**SMTP Server Settings**

SMTP Server Name:  (e.g. 'server.domain.prv')

Server SMTP Port:  (1 - 65535; default '25')

Username:

Password:

Apply Done Cancel

- Step 2** Enter the number of seconds before responding to urgent messages in the **Urgent Message Timeout** field. This signifies the time before a message is presented in the UA5200 Client's incoming call queue as a reminder that the message needs to be delivered.
- Step 3** Enter the number of hours that an attendant can view messages in the history log in the **Message Viewable in Attendant's Current Tab** field.
- Step 4** Enter the number of days that messages are viewable in the **Message History Viewable by Recipient/Assistant** field.
- Step 5** Enter the number of days to keep messages before archiving in the **Archive Messages to DB Store** field.
- Step 6** In the **View Subject Header** field, select whether or not the subject header will display to the user in messages by selecting **Yes** or **No** from the drop-down menu. This specifies that the subject field will be presented to the UA5200 Client to allow adding a subject to messages.
- Step 7** After entering or changing the values, do one of the following:
- Click **Apply** to save the changes and remain on the active screen.
  - Press **Done** to save the changes and close the dialog box.
  - Press **Cancel** to exit without saving the changes.

**Table 3-2** Definition of Settings Values

Setting	Description	Privilege Level
Urgent Message Timeout	number of seconds before the message recipient will be re-contacted with an urgent message Min - 1 character Max - 10 characters	MC Administrator
Message Viewable in Attendant's Current Tab	number of hours that messages will be viewable in the Attendant's Current tab Min - 1 character Max - 10 characters	MC Administrator
Recipient/Assistant Message History Text Box	number of days that a recipient's read messages will be retained in history before the recipient or their assistant can no longer view them; except in reports Min - 1 character Max - 10 characters	MC Administrator
Archive Message Text Box	the number of days that messages will be retained in history before being moved to an archival DB store Min - 1 character Max - 10 characters	MC Administrator

## Configuring Pre-Configured Messages

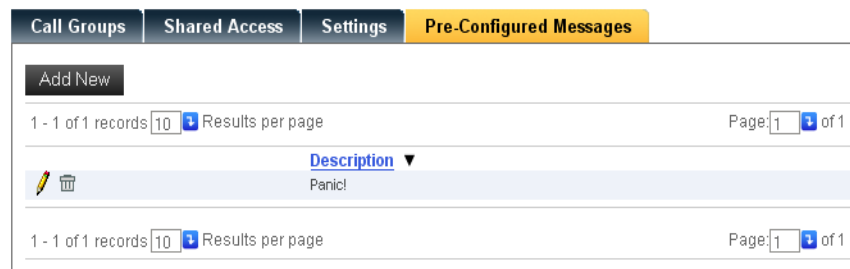
Pre-Configured Messages are utilized by the MC Attendant application to contact a message recipient using a list of pre-defined messages. Follow the steps below to create, edit, or delete pre-configured messages.

**Step 1** Login to the OW5000 Administrator program. Once you are logged in to OW5000 Administrator, follow this path to open the Message Center configuration options: **Message Center > Message Center Manager > Pre-Configured Messages**. A Pre-Configured Messages dialog box displays (Figure 3-12).

### Creating a Pre-Configured Message

Selecting the **Pre-Configured Message** tab displays previously pre-configured messages along with a **Pencil**  icon and a **Trashcan**  icon.

**Figure 3-12** Pre-Configured Message dialog box



**Step 1** Click **Add New**. A Pre-Configured Messages—Add New dialog box displays (Figure 3-13).

**Figure 3-13** Pre-Configured Messages—Add New dialog box

Message Center Administrator

Call Groups Shared Access Settings **Pre-Configured Messages**

Message Name:

Pre-configured Message Text:

Apply Done Cancel

**Step 2** Enter the name for this message in the **Message Name** field. (maximum 50 characters - minimum 1)



*The Message Name will be displayed in a list of Pre-Configured Messages from which the operator can make a selection. Additionally, if the **View Subject Header?** option is enabled in Settings, this Message Name will become the Subject header for a new message when the operator selects this Pre-Configured message. Both the Subject header and the body of the pre-configured message can be edited by the operator before saving it.*


**Step 3** Enter the content body in the **Pre-configured Message Text** field. (maximum 20,000 characters - minimum 1)

**Step 4** Do one of the following:

- Click **Apply** to save the new record and return to (Figure 3-12).
- Click **Done** to save the new record and close the dialog box.
- Click **Cancel** to exit without saving the new record.

## Editing a Pre-Configured Message

To edit a Pre-Configured Message, do the following.


**Step 1** Click the **Pencil** icon  next to the desired pre-configured message record.

**Step 2** Change the name or message and do one of the following:

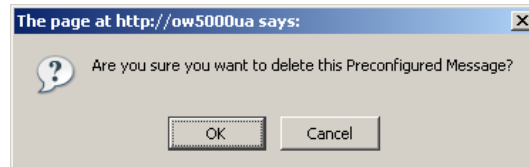
- Click **Apply** to save the changes
- Click **Done** to update the record and close the dialog box
- Click **Cancel** to exit without saving the changes.

## Deleting a Pre-Configured Message

To delete a Pre-Configured Message, follow the steps below.

- Step 1** Click the **Trashcan**  icon next to the desired record to delete. A Pre-configured Messages—Delete Confirmation dialog box displays (Figure 3-14).

**Figure 3-14** Pre-configured Messages—Delete Confirmation dialog box



- Step 2** Click **OK** to delete the message and refresh the screen (Figure 3-12).

## Generating Reports

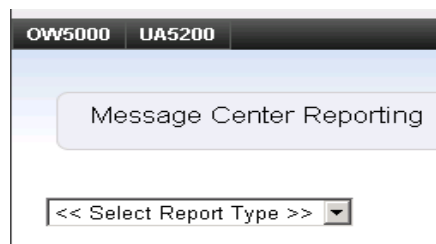
Each call to the Message Center queue is logged with the recipient name, a timestamp, the attendant, message content, the content of any special instructions, and follow-up notes content. Depending on your security authorization, access to this information is retrievable from the MC Admin application.

A user defined to a Shared Access Group as an Assistant can generate reports for any Recipient defined to that same group. A user, defined as a Recipient, can only generate reports for his or her own messages.

The following steps will guide you in generating a report.

- Step 1** Login to the OW5000 Administrator program. Once you are logged in to OW5000 Administrator, follow this path to open the Message Center configuration options: **Message Center > Generate Reports**. A Message Center Reporting Select Report Type box displays (Figure 3-15). Select a Report Type from the drop-down list.

**Figure 3-15** Message Center Reporting - Select Report



- Step 2** Select the **Grouping Type** from the drop-down list (Figure 3-16). A Message Center Reporting dialog box displays (Figure 3-17).


The Grouping Type choices are **Attendant Name**, **Event Date**, **Message Id**, **Recipient Name**, and **Subject**. For instance, if you choose Recipient Name as the Grouping Type, the report displays with the first column sorted by Recipient Name, as shown in [Figure 3-18](#).

**Figure 3-16** Message Center Reporting - Select Grouping Type

The screenshot shows a window titled "Message Center Reporting". Inside, there is a dropdown menu for "Message Center Audit Log" and another dropdown menu for "Select Report Grouping". The "Select Report Grouping" dropdown is open, showing a list of options: "<< Select Report Grouping >>", "Attendant Name", "Event Date", "Message Id", "Recipient Name", and "Subject".

**Figure 3-17** Message Center Reporting dialog box

The screenshot shows the "Message Center Reporting" dialog box. It features a "Message Center Audit Log" dropdown and a "Recipient Name" dropdown. Below these are several filter fields: "Recipient Name" (All), "Attendant Name" (All), "Read Status" (All), and "Priority Status" (All). There are also "Start Date" and "End Date" fields with calendar icons, and a "Subject" field. A "Generate Report" button is located to the right of the "Recipient Name" dropdown.

- Step 3** Do one of the following to select a **Recipient Name**.
- select a name from the drop-down list
  - choose **All** to include all recipients in the report
- Step 4** Do one of the following to select an **Attendant Name**.
- select a name from the drop-down list
  - choose **All** to include all attendants in the report
- Step 5** Select a **Read Status** from the drop-down list (**All**, **Read Only**, or **Unread Only**).
- Step 6** Choose a **Priority Status** from the drop-down list (**All**, **Low Only**, or **High Only**).
- Step 7** If desired, choose a **Start Date** or an **End Date** by clicking the calendar icon.
- Step 8** To delete a **Start Date** or **End Date**, click the **Trashcan**  icon.



**Step 9** Enter the message **Subject** to search for all audit records containing the exact subject title.

Table 3-3 lists the field names with a description of each field. The security level needed to perform the procedure is referenced in [Privileges for Message Center Roles on page 3-2](#).

**Table 3-3** Reporting Fields

Field	Description
Recipient List Box	Only one person at a time may be picked from the list. The list will be filled alphabetically by the full name.
Start Date Text Box	Allows a criteria search based on the earliest date that the audit records should have occurred. Max - 20 characters Min - 1 character
End Date Text Box	Allows a criteria search based on the latest date that the audit records should have occurred. Max - 20 characters Min - 1 character
Attendant Text Box	Only one person at a time may be picked from the list. The list will be filled alphabetically by the full name.
Subject Text Box	Allows a search for all audit records containing the exact subject title. Max - 75 characters Min - 1 character
List Of Messages Grid	All records display Read Status, Subject, Recipient, Attendant, and Timestamp - all fields are sortable. By default, the records are sorted by Timestamp.
Content Text Box	Displays the content for either the Message, Special Instructions, or Follow-up Notes that pertain to the contact attempt. The header label reflects the type of content being displayed for the selected record.
Generate Report Button	Displays the Report Viewer web page.

**Step 10** Click **Generate Report**. A Report Viewer dialog box displays [\(Figure 3-18\)](#).

## Report Viewer

Depending on user privileges, the reports are available to view, print, or export the results. For more information on privileges, refer to [Privileges for Message Center Roles](#) on page 3-2.

**Figure 3-18** Report Viewer dialog box

Recipient	Id	Event Type	Event Date	Attendant	Read	Priority	Subject	Message	Instructions	Note
<b>Anne Xavier</b>										
	104	Delivery	3/24/2008 1:28:34 PM	Feng2 Hu2	No	High	a12	3/24/2008 1:27:56 PM hiha		
	104	Acknowledgment	3/24/2008 1:28:50 PM	Feng2 Hu2	Yes	High	a12	3/24/2008 1:28:50 PM dadfadsdfasdfas 3/24/2008 1:27:56 PM hiha		
	110	Acknowledgment	3/24/2008 4:42:38 PM	Wang, Julia	Yes	High	AlarmGroup-a12	3/24/2008 4:42:23 PM AlarmGroup-a12		
<b>Frank Xavier</b>										
	23	Acknowledgment	2/20/2008 11:10:45 AM	Wang, Julia	Yes	High	SED Priority Message	2/20/2008 11:10:30 AM dfas 2/20/2008 11:10:22 AM dfas 2/20/2008 11:08:45 AM SED Priority Message		

**Step 1** To save a report, select the format type from the drop-down list. Available options are listed below:

- XML file with report data
- CSV (comma delimited)
- TIFF file
- Acrobat (PDF) file
- Web archive
- Excel
- Microsoft Word



*If you are using SQL Server Express, there are only two export options: Acrobat (PDF) file and Excel.*

**NOTE**

**Step 2** Click **Export**. The report displays in the format type you selected.

**Step 3** To print reports to a locally installed printer on your computer, select the printer and accompanying parameters, and then click the **Print** icon.



*If you do not have a locally installed printer, you must allow a print driver to be downloaded to your local system. To allow this download, the Internet Explorer settings must be modified on your system. See [Configuring the Print Control for Server Reports Using the ReportViewer Web Server Control](#).*

### Configuring the Print Control for Server Reports Using the ReportViewer Web Server Control

The ReportViewer Web server control provides an ActiveX print control for server reports that are processed on a remote SQL Server 2005 Reporting Services report server. This control downloads automatically the first time the Print command on the ReportViewer toolbar is clicked, and is installed on your computer. If you do not install the control, or if support for the print control is disabled on the report server, the Print command cannot be used. After the control is installed, you can use the print control to print server reports configured to run in the ReportViewer Web server control.

Depending on your browser settings, you may need to configure the browser to enable an ActiveX control download. To configure Internet Explorer to allow ActiveX control downloads, follow these steps:

- Step 1** In Microsoft Internet Explorer, from the **Tools** menu, choose **Internet Options**, and then click the **Security** tab.
- Step 2** Select the Trusted sites Web content zone, and then click **Sites**.
- Step 3** Type the report server URL. By default, this is **https://<ComputerName>/reportserver** if you are using Secure Sockets Layer (SSL).
- Step 4** Click **Add** and then click **OK**.
- Step 5** Click the **Custom Level** button. Scroll to the ActiveX controls and plug-ins node.
- Step 6** Click **Enable** for Download signed ActiveX controls, and then click **OK**.

## Message Center Recipients

A message recipient or their designated assistant can add special instructions to the operator for informational purposes to use when the operator is deciding how best to reach a recipient after receiving a message intended for that recipient. The special instructions are shared with the MC Attendant application, where the operator, based on their security authorization, may have the ability to edit or replace existing special instructions from within the MC Attendant. Markup buttons are provided to turn selected text into hyperlinks.

Some of the following options are originally configured during either the OW5000 Runtime Platform installation or during the Message Center installation process. They may be reconfigured through OW5000 Administrator by completing the steps below.

### Special Instructions

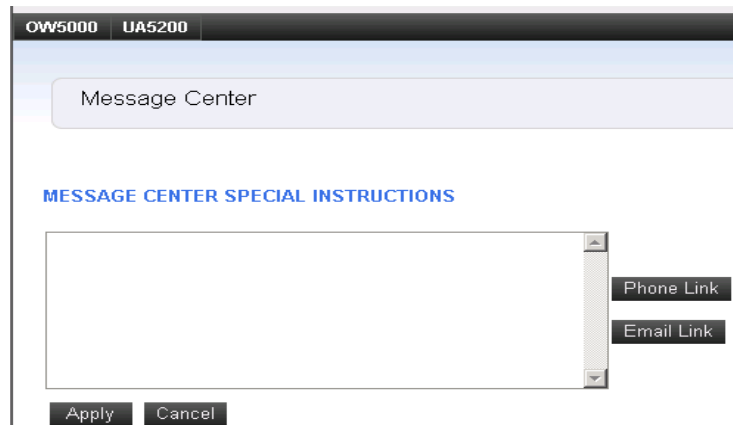
Follow the steps below to add Special Instructions:

- Step 1** Login to the OW5000 Administrator program. Once you are logged into OW5000 Administrator, follow this path to open the Message Center configuration options: **Message Center > Review Special Instructions**. A Message Center Special Instructions dialog box displays (Figure 3-19).



You must be a Message Center Admin Recipient user or a Message Center Recipient user to see the Message Recipients screen.

**Figure 3-19** Message Center Special Instructions dialog box



If special instructions exist for the selected recipient, they will appear in the special instructions text box.

- Step 2** Enter the **Special Instructions** in the text box by direct entry or cut and paste.

**Step 3** To hyperlink a pager number, a phone number, or an email address, highlight the appropriate text and then select the command button that corresponds to the type of hyperlink required.

The highlighted text will be marked with beginning and ending hyperlink markup characters. This hyperlink is viewable in the MC Attendant application and can be used by the operator to contact the recipient.

**Step 4** Click **Apply** to save the changes to the database.

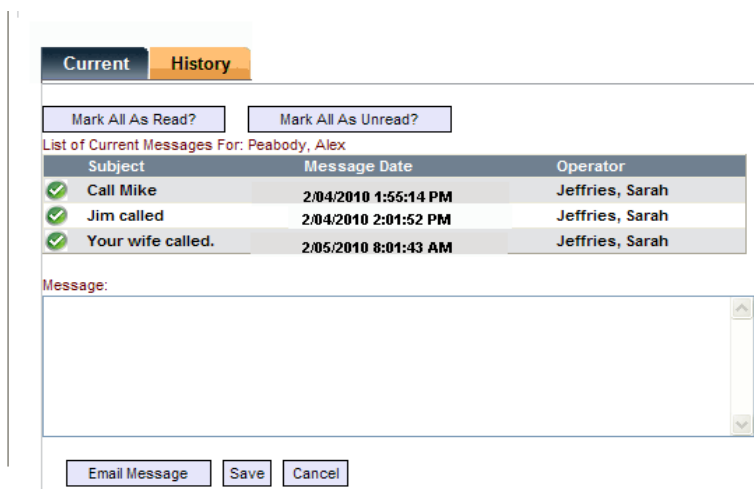
**Step 5** Click **Cancel** to exit without saving the changes.

## Read Messages

Message Retrieval enables the recipient to review their messages that are stored in the database. After reading and saving messages, they will automatically archive to the history log for review at a later time through the **History** tab.

**Step 1** Login to the OW5000 Administrator program. Once you are logged into OW5000 Administrator, follow this path to open the Message Center configuration options: **Message Center Administrator > Message Recipients > Read Messages**. A Message Center Messages dialog box displays (Figure 3-20).

**Figure 3-20** Message Center Messages dialog box



A list of all messages displays along with two tabs: **Current** and **History**.

The **Current** tab displays a list of all unread messages. The **History** tab displays messages that have already been marked as **read**, either when delivered by an operator or when read by the assistant and marked as such.

Messages can be sorted by **Subject**, **Message Date**, or **Operator**.

- Step 2** Click the check mark next to the desired message to display it in the **Message** text box.
- Step 3** (Optional) Click **Mark All As Read?** or **Mark All As Unread?**
- Step 4** Click **Email Message** to send the contents of the message to a recipient via email.
- Step 5** Click **Save** to move the message(s) to the History log.
- Step 6** Click **Cancel** to exit without saving the message as read.



NOTE

Unread message headings are in bold, as in [Figure 3-20](#). If you select **Cancel** after viewing a message, the next time you open your messages, the message heading for the read and unsaved message will be unbolded.

A message recipient can also designate an Assistant to access their messages. By designating an Assistant in Shared Access under the Message Center Manager, the recipient allows an Assistant to retrieve the recipient's messages as depicted in [Figure 3-21](#).

**Figure 3-21** Message Center Assistant

Call Groups | **Shared Access** | Settings | Pre-Configured Messages

Shared Access Name:

Select Assistants Picking Up Messages:

Organizations | Locations | **Roles** | Security

Filter:

Roles	Results		Selected Members
Employee	Schmidt, Jeremy	>>	Swan, Estelle
		<<	

Select Recipients Who Receive Messages:

Organizations | Locations | Roles | Security

Filter:

Organizations	Results		Selected Members
		>>	Schmidt, Jeremy
		<<	

Apply Done Cancel

***For additional information or support on this NEC Corporation product, contact your NEC Corporation representative.***

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**Message Center Administrator Operations Guide**

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