

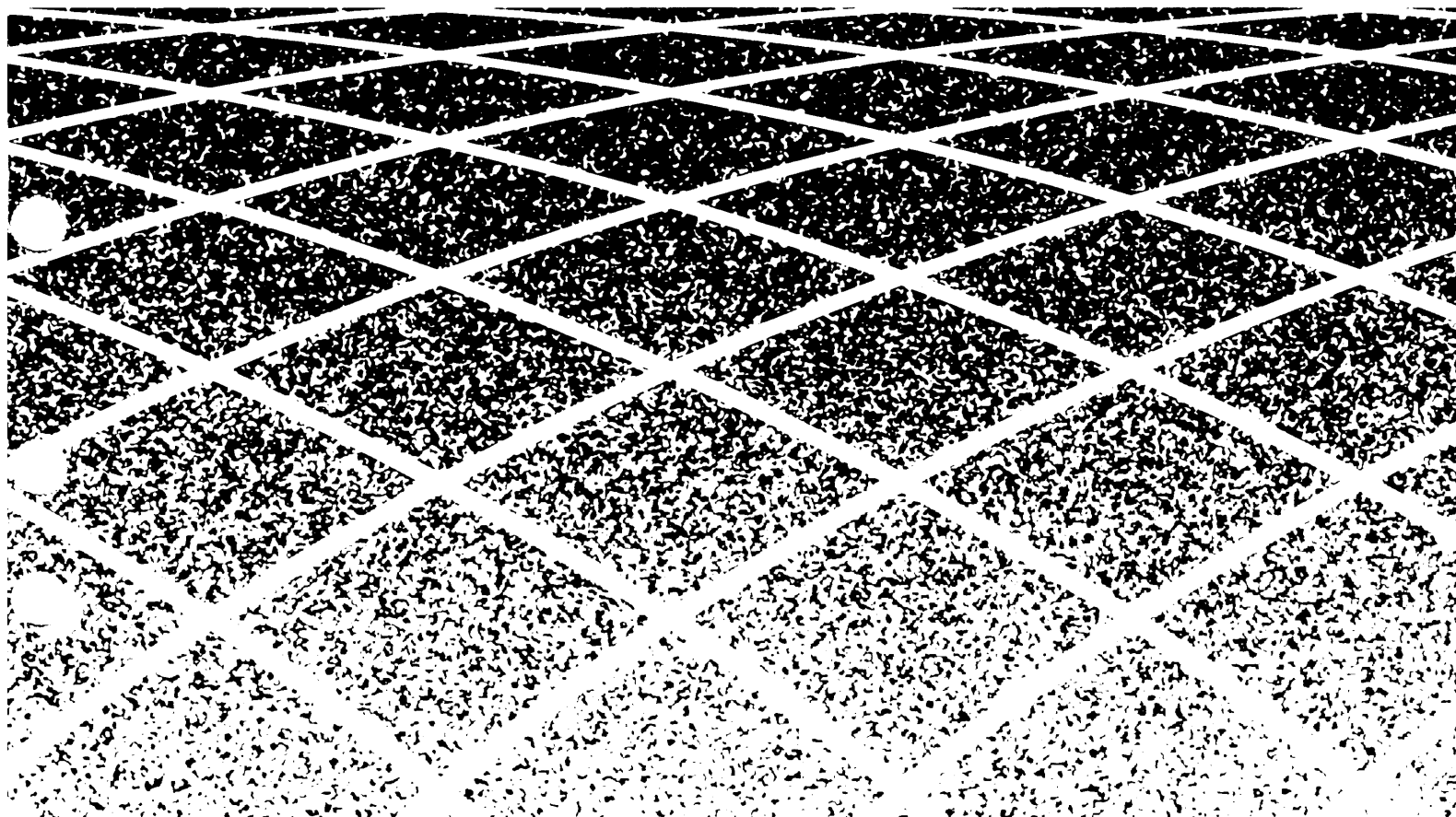


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AT&T SYSTEM 25

CALL MANAGEMENT SYSTEM INSTALLATION AND STARTUP GUIDE



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**Call Management System
Installation and
Startup Guide
Prepared by System 25
Document Development Group and the
Technical Publications Group**

Warning

The Call Management System (CMS) hardware generates, uses, and can radiate radio frequency energy. If it is not installed and used in accordance with the directions in this guide and the instructions that come with the Personal Computer (PC), it may cause interference to radio communications.

The CMS hardware has been tested and found to comply with the limits for a Class A computing device as given in Subpart J of Part 15 of the FCC Rules. These requirements are designed to provide reasonable protection against radio frequency interference when operated in a commercial environment.

Operating this equipment in a residential area is likely to cause interference. If this occurs, the user, at his or her own expense, will be required to take the necessary measures to correct the interference.

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The *AT&T System 25 Call Management System Installation and Startup Guide* (CMS Installation and Startup Guide) is intended for the System 25 CMS installer. This guide leads you through the following steps that get the Call Management System (CMS) up and running on the AT&T System 25 Communications System (System 25). They include:

- Assigning System 25 port numbers to CMS equipment and facilities (trunks)
- Setting up the voice announcement unit(s)
- Unpacking and installing the AT&T Personal Computer (PC)
- Installing MS-DOS¹ on the PC's hard disk
- Preparing duplicate copies of the CMS diskettes
- Installing the CMS software on the PC's hard disk
- Administering CMS on the PC
- Printing System 25 administration instructions on the PC's printer
- Organizing the System 25/CMS implementation forms
- Connecting CMS hardware and facilities to System 25
- Administering System 25 for CMS
- Labeling the CMS agents' and supervisor's voice terminal feature buttons
- Testing CMS
- Backing up CMS administration
- Saving System 25 translations

Once you have CMS up and running, the CMS Supervisor can then fine-tune the system, add shift configurations, and customize CMS to fit business needs. The CMS Supervisor should refer to the *AT&T System 25 Call Management System System Manual* (CMS System Manual) for detailed explanations and instructions.

The instructions in this CMS Installation and Startup Guide assume that:

- A System 25 PBX has been installed with sufficient hardware and building wiring to accommodate CMS equipment (i.e., voice terminals, PC jacks, and voice announcement units).
- A dedicated PC is being used with CMS.
- All components are on site and have the appropriate documentation.

1. MS-DOS is a registered trademark of Microsoft Corporation.

WHAT'S IN THIS MANUAL

This manual guides you through the steps listed above, and is organized as follows:

Introduction

Explains the organization of this guide, and includes a list of the CMS Planning Forms and System 25/CMS implementation forms that must have been completed by the CMS Supervisor and the System 25 Administrator in order for you to install and administer CMS.

Assigning System 25 Port Numbers

Lists the CMS components for which port numbers must be assigned and the forms on which you record these port numbers.

Installing CMS Hardware

Describes how to install and set up the voice announcement units and the CMS PC.

Installing The Software

Discusses installing MS-DOS, and describes how to duplicate the CMS diskettes and use the duplicates to install the CMS software onto the hard disk. This section also explains how to set the time and date on the PC to ensure accuracy on the CMS reports.

Starting CMS and Entering Data

Gives a brief explanation about starting CMS and entering and editing data.

Administering CMS

Describes entering the information from the CMS Planning Forms into the system. Included are instructions for:

- Administering stations
- Administering lines and line groups
- Administering transfer-queue lines
- Administering the voice announcement units and assigning them to line groups
- Creating an agent directory
- Building and naming at least one shift configuration

Printing System 25 Administration Instructions

Describes how to print the System 25 administration instructions used to administer System 25 to support CMS.

Organizing the System 25/CMS Implementation Forms

Describes how to organize the hand-completed and computer-generated System 25/CMS implementation forms for each CMS component.

Connecting CMS Equipment and Facilities to System 25

Lists the CMS hardware that needs to be connected to System 25.

Performing Software Translations for CMS

Describes the System 25 administration that must be done to support CMS. Also describes how to label the CMS agent and supervisor voice terminal feature buttons.

Testing CMS

Includes brief tests to verify that CMS has been set up correctly.

Backing Up CMS and System 25 Administration

Describes how to back up CMS administration onto the working copy diskette. A reminder to backup System 25 translations is included.

Guide to CMS Screens

Contains menu maps that illustrate the network of CMS screens and functions used during CMS administration and call management.

Completed Planning and Implementation Forms

The CMS Supervisor together with the System 25 Administrator must have completed the following forms *prior* to CMS installation. Directions for filling out the CMS planning and CMS/System 25 implementation forms can be found in the *AT&T System 25 Call Management System Planning Guide*.

CMS Component	CMS Planning Form	System 25/CMS Implementation Form
Agent stations Supervisor stations	Station Assignments Planning Form	One voice terminal implementation form for each agent and supervisor voice terminal.
PC jack CU1 PC jack CU2	Station Assignments Planning Form	One 34-Button Voice Terminal implementation form for CU1, and one implementation form for CU2.
Voice announcement unit(s)	Voice Announcement Unit Planning Form	One Single-Line Voice Terminal implementation form for each voice announcement unit.
CMS lines	Line Groups Planning Form	Central Office Trunks form(s)
Transfer-queue lines (<i>optional feature</i>)	Transfer-into-Queue Planning Form	Central Office Trunk form(s) (for the Loop Start trunks) One Single-Line Voice Terminal implementation form for each transfer-queue line.
CMS contingency plan	None	Direct Group Calling List One 34-Button Voice Terminal implementation form for each DGC “ghost” voice terminal. Group Coverage Plan

Assigning System 25 Port Numbers

System 25 port numbers must be assigned to each CMS component and recorded on the appropriate CMS planning and System 25/CMS implementation forms discussed below. The System 25 Trunk Port Records form and the System 25 Voice and Data Records form in the *AT&T System 25 Administration Records* (Administration Records) binder must also be updated.

AGENT STATIONS AND SUPERVISOR STATION(S)

Each agent or supervisor voice terminal must be assigned a port on an ATL Line Circuit Pack.

- Enter the assigned port numbers on the voice terminal implementation forms for these stations.
- Enter the port numbers on the Station Assignments Planning Form.

PC JACKS CU1 AND CU2

PC jacks CU1 and CU2 must be assigned ports on the *same* ATL Line Circuit Pack.

- Enter these port number assignments on the 34-Button Voice Terminal implementation forms designated for CU1 and CU2.
- Enter the port numbers on the Station Assignments Planning Form.

VOICE ANNOUNCEMENT UNIT(S)

Assign each voice announcement unit a port on either a Tip Ring Line or Analog Line Circuit Pack.

- Enter the port number assignment on the Single-Line Voice Terminal implementation form for each voice announcement unit.
- Enter the port number(s) on the Voice Announcement Unit Planning Form.

CMS LINES

For each CMS line (Central Office trunk), assign a port on a Ground Start Trunk or a Loop Start Trunk Circuit Pack, as appropriate.

- Enter the port number assignments on the Central Office Trunks implementation form(s) with “CMS Lines” next to “Trunk Use.”
- Enter the port numbers on the Line Groups Planning Form.

TRANSFER-QUEUE LINES

Each transfer-queue line (used for the Transfer-into-Queue feature) requires a port on a Loop Start Trunk Circuit Pack *and* a port on a Tip Ring Line or Analog Line Circuit Pack.

- Enter the port number(s) for the Loop Start trunk(s) on the Central Office Trunks implementation form(s) with “CMS Transfer-Queue Lines” next to “Trunk Use.”
- Enter the port number for the single-line port on the single-line voice terminal implementation form designated for Transfer-Queue Lines *and* on the Transfer-into-Queue Planning Form.

**CMS CONTINGENCY PLAN
“GHOST” VOICE
TERMINALS**

Each “ghost” 34-button voice terminal for the CMS contingency plan requires a valid System 25 port number assignment. Since no hardware will be connected to these ports, assign port numbers on a non-existent circuit pack. For example, if you are working with a two-cabinet system, and you need to assign ports for two “ghost” voice terminals, use port numbers on an imaginary ATL Line Circuit Pack in an imaginary third cabinet, for example, port numbers 31201 and 31202.

NOTE: If you have a fully loaded 3-cabinet system, you will have to reserve a real port on a real ATL Line Circuit Pack for each “ghost” voice terminal.

- Enter the port assignment on the 34-Button Voice Terminal implementation form for each CMS contingency plan “ghost” voice terminal.
- Be sure to add CMS contingency plan “ghost” voice terminal(s) on the System 25 Voice and Data Station Records form in the Administration Records binder. Write “CMS Ghost” in the Employee Name column.

IMPORTANT: The administration of fictitious System 25 voice terminal ports causes the following message to be entered as a Permanent System Alarm and also causes the Alarm light on the Attendant console to flash following a Warm Start of System 25:

XXXXX Port Board Missing But Administered

(XXXXX represents the port number of the fictitious port.)

The Attendant Alarm light can be turned off by removing the Permanent System Alarm message through System 25 administration. The System 25 translations for the fictitious port(s) must not be removed or the CMS contingency plan, mentioned above, will not work.

Installing CMS Hardware

Use the following instructions and suggestions for installing and setting up the CMS PC and voice announcement unit(s).

Setting Up the Voice Announcement Unit

A CMS can have up to four voice announcement units. Use the instructions that come with the DACON voice announcement unit to unpack and set up the unit(s) that will be used with CMS.

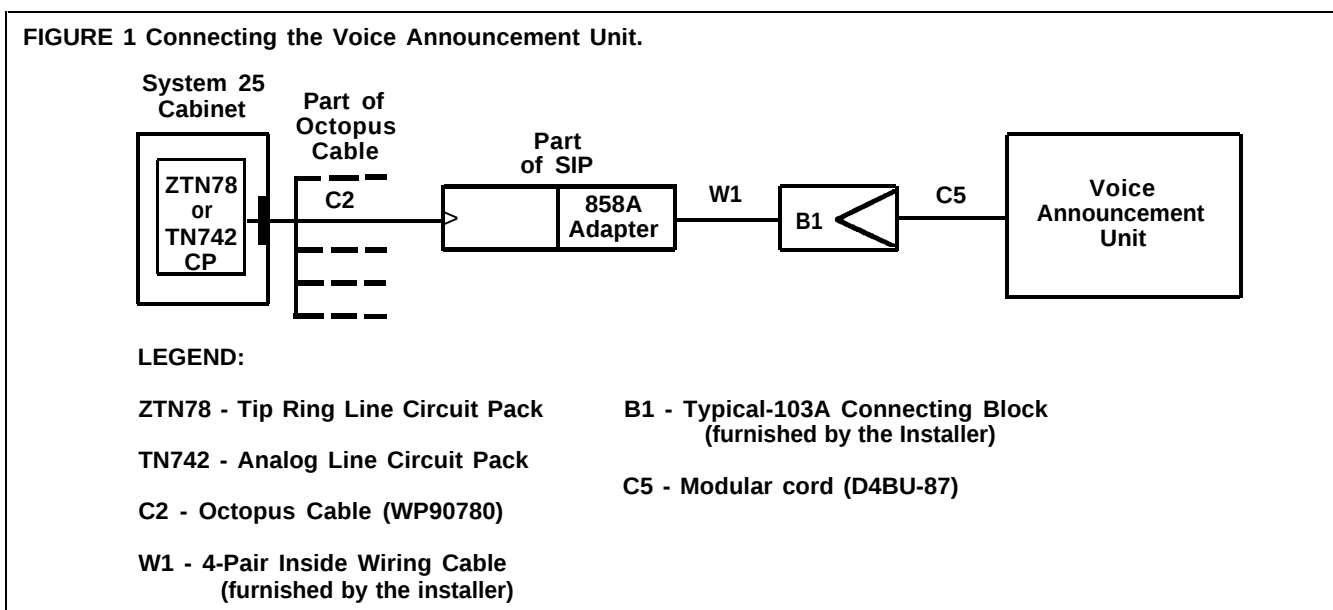
When the voice announcement units have been set up, have the person responsible record a Day Service announcement on each unit. A Night Service announcement can also be recorded. For directions on recording a message, refer to the instructions that came with the unit or see "Recording Messages" in Section 2, "Understanding CMS," in the CMS System Manual.

NOTE: Leave three or four seconds of silence at the beginning of the message to ensure that a caller will hear the delay message from the beginning.

After the messages are recorded, time the length of the Day Service message recorded on each announcement unit. (Be sure to include the three or four seconds of silence at the beginning of the message.) Enter the number of seconds in the "Maximum msg length" column on the Voice Announcement Unit Planning Form.

If AT&T tape answering machine units will be used for Night Service, unpack and set up these units also. Follow the instructions that came with the unit.

Figure 1 shows a connectivity diagram for a voice announcement unit.



Installing the CMS PC Interface Card in the PC

Unpack and install the PC's main unit, keyboard, monitor, and printer using the instructions in the guides that came with the equipment. Then use the following procedure for installing the AT&T CMS PC Interface Card in your PC. A flat-blade screwdriver is the only tool you need.

DISCONNECT THE POWER

- 1 Turn off the power to the PC.
- 2 Turn off the power to the printer and any other peripheral equipment.
- 3 Unplug the computer's power cord from the electrical outlet.

DANGER

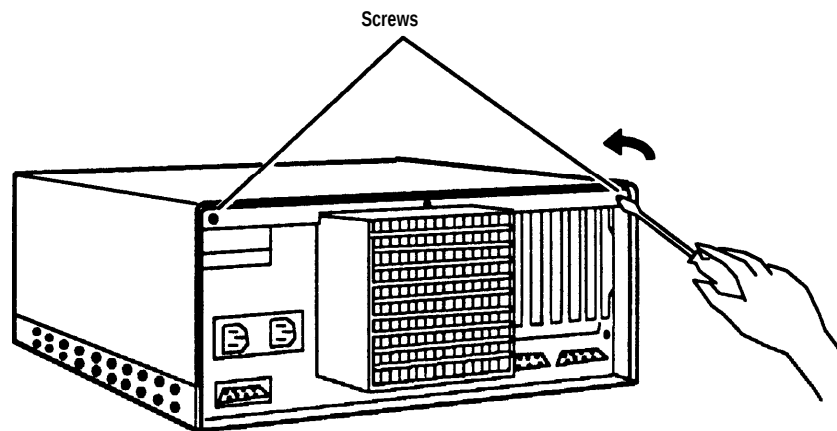
Failure to disconnect the power may damage the computer or result in electrical shock.

REMOVE THE COVER FROM THE PC

- 1 Locate the two screws on the upper back of the unit, as shown in Figure 2.
- 2 Using a flat-blade screwdriver, unscrew them about 1/4 of an inch, or until they move freely.

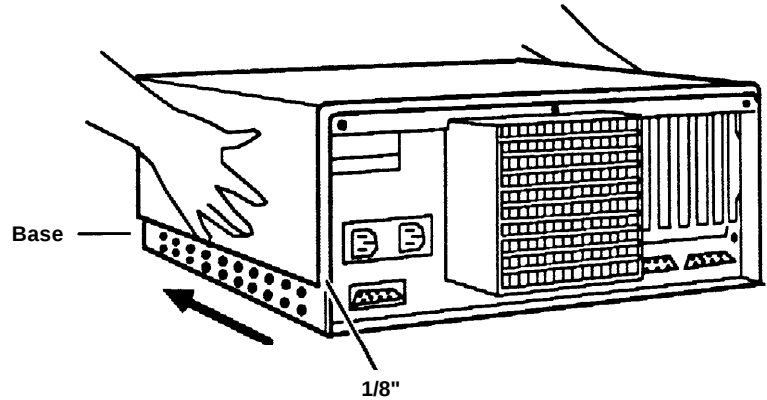
NOTE: Do not try to unscrew the middle screw. It holds the unit together.

FIGURE 2 Loosening the Screws on the PC.



- 2 Stand in front of the unit and place your hands on the sides of the cover, as shown in Figure 3.

FIGURE 3 Sliding the Cover of the PC Forward.

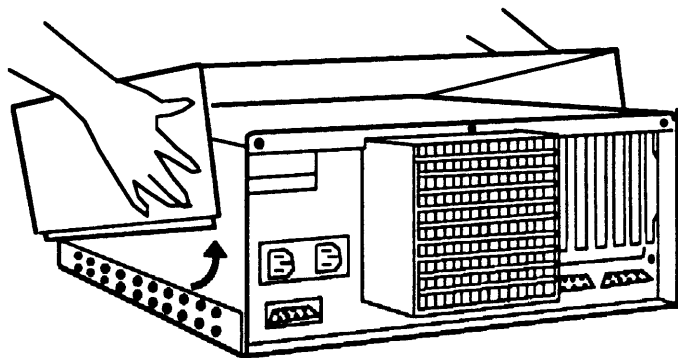


- 3 Brace the base of the unit against your hip or thigh, and firmly slide the cover toward the front of the unit. (It will move only about 1/8 of an inch.)

NOTE: The cover fits snugly, and it may be difficult to move out of its normal position. If the cover does not move, you may have to loosen the screws a bit more or gently pry the cover forward with the screwdriver.

- 4 Place your hands on the sides of the cover toward the rear and tilt it so that the rear section is higher than the front, as shown in Figure 4.

FIGURE 4 Removing the Cover of the PC.

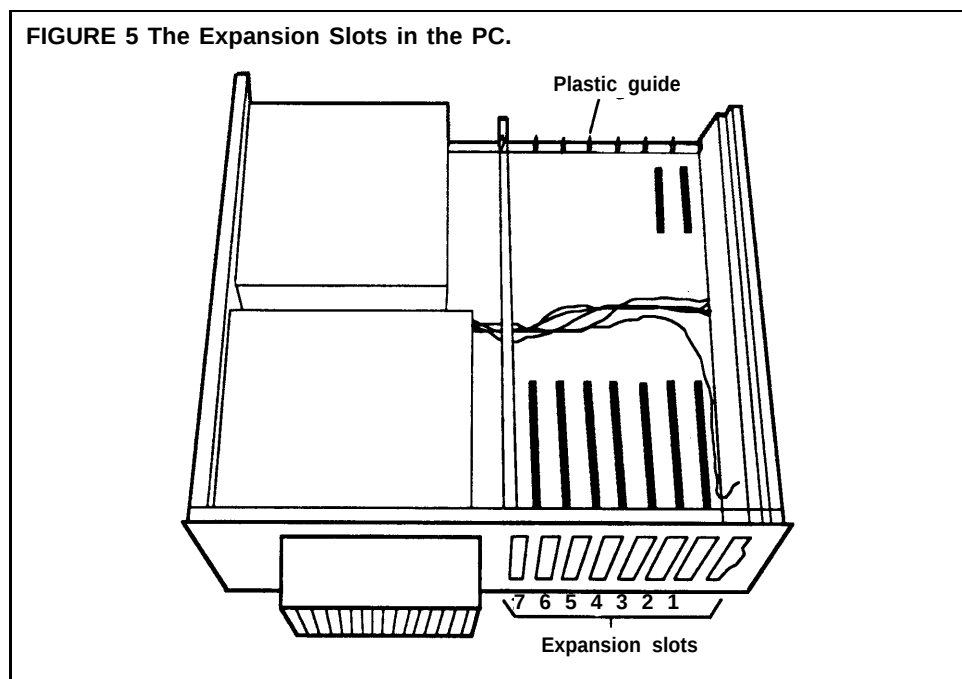


- 5 Lift and remove the cover from the base unit and set it aside.

INSTALLING THE VIDEO DISPLAY CONTROLLER CARD

Once you have removed the cover from your PC, you are ready to insert the Video Display Controller Card and the CMS PC Interface Card.

In your PC there are seven expansion slots numbered 1 through 7, as shown in Figure 5. At the front of the PC, there's a plastic guide aligned with each expansion slot. The Video Display Controller Card and the CMS PC Interface Card must each fit into an expansion slot receptacle and its corresponding plastic guide.



Insert the Video Display Controller Card into one of the PC expansion slots according to the directions that came with your PC.

BEFORE YOU INSERT THE CMS PC INTERFACE CARD INTO THE PC

Before you begin to insert the CMS PC Interface Card in the PC, you should note these important points:

A Note on the RAM Address and the IRQ Select

Each card in a personal computer requires exclusive use of certain areas (addresses) in the computer's memory. Two PC cards cannot share the same address(es).

The CMS PC Interface Card uses the following RAM (Random Access Memory) hexadecimal addresses and IRQ (Interrupt Request) select. *These are set by the factory and cannot be changed.*

RAM C0000—C03FF

IRQ 3

If another card installed in the PC uses the RAM address C0000—C03FF and/or IRQ 3, the RAM address and the IRQ select on that card must be changed so that they are not the same as those on the CMS PC Interface Card. Otherwise, CMS will not function properly. If they cannot be changed, you must remove the other card.

NOTE: A card connected to the hard disk already occupies an expansion slot in the PC. Neither the address of this card nor the address of the Video Controller Card needs to be changed.

OTHER CONSIDERATIONS

Also note the following important considerations when you are ready to insert the card in the PC:

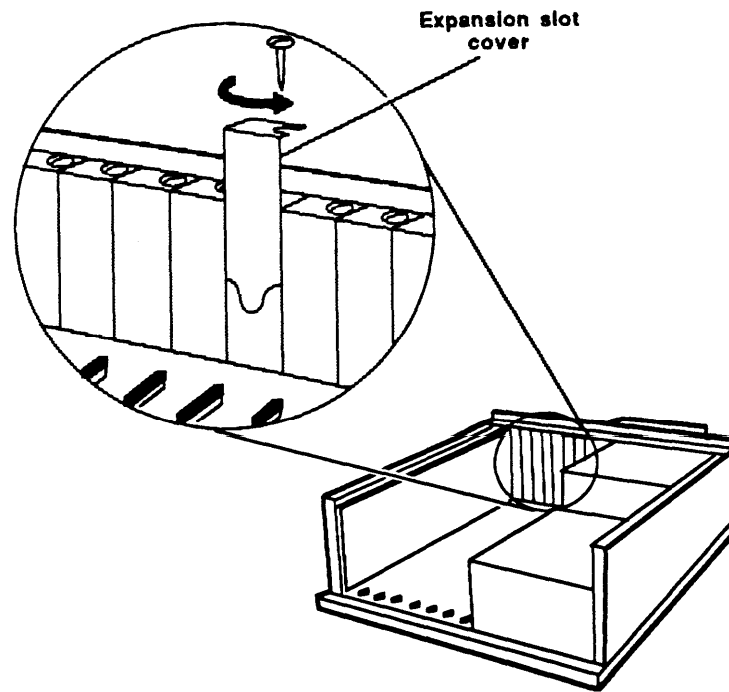
- Avoid touching the gold “fingers” at the base of the card. Always hold the card by its top corner edges.
- As you insert the card, be sure that you do not bend it.

INSERT THE INTERFACE CARD INTO THE PC

To insert the CMS PC Interface Card in one of the expansion slots, follow these directions:

- 1 Select an empty slot for the CMS PC Interface Card.
If there are other cards inside the unit, be sure they do not interfere with the space you need for the CMS PC Interface Card.
- 2 Using the flat-blade screwdriver, remove the screw from the metal cover of the expansion slot that you have chosen. (See Figure 6.) Set the screw aside because you will need it later.
- 3 Remove the metal expansion slot cover by sliding it up, as shown in Figure 6.
- 4 If required, use the screwdriver to pry off the plastic slot cover that protects the expansion slot. (Position the screwdriver *behind*, rather than inside, the unit to do this.)

FIGURE 6 Removing the Metal Expansion Slot Cover.

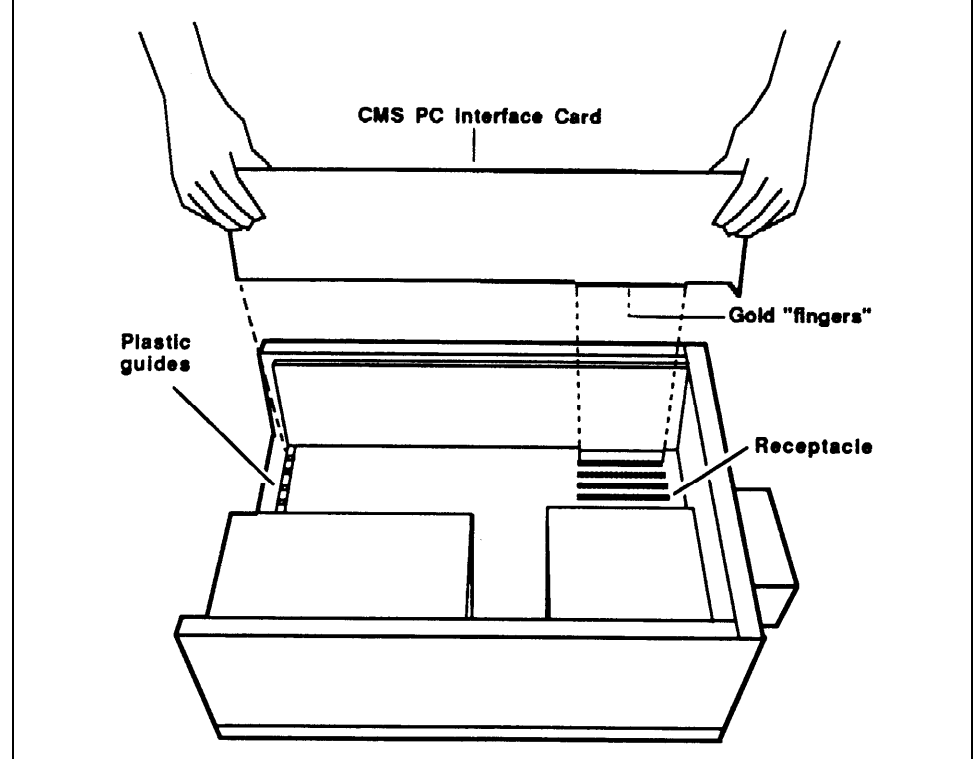


NOTE: In Figure 6, neither the hard disk controller card in slot 7 of the PC nor the Video Display Controller Card is shown.

- 5 Make sure the expansion slot is clear. Position the colored wires crossing the slot so they lie beneath the card as you install it.

- 6 Holding the CMS PC Interface Card by its top corner edges, lower the card into the expansion slot receptacle you have chosen, as shown in Figure 7. (Do not try to insert the card through the back of the unit.)
- 7 Position the card so the electrical contacts, the gold “fingers,” are aligned with the receptacle in the expansion slot and the back edge of the card fits into the groove on the plastic guide, as shown in Figure 7.

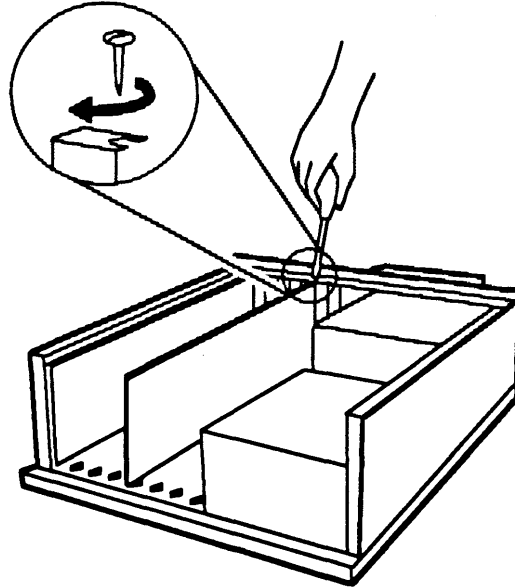
FIGURE 7 Lowering the CMS PC Interface Card into the Receptacle.



- 8 Press down on the top edge of the card until you feel and hear the card “lock” into place. The card is “locked” when the frame of the card is flush with the frame of the unit.
 - If the card tilts or wobbles when you press on either end, the card is not properly installed. Take out the card and reinsert it. Be careful that you do not bend the card.
 - Make sure that the CMS PC Interface Card is not touching any other card. If it is, move the CMS PC Interface Card to another slot.
 - Be sure the bracket that replaces the slot cover slides into the appropriate slot.

-
- 9 Screw down the CMS PC Interface Card with the screw you removed from the metal expansion slot cover, as shown in Figure 8.

FIGURE 8 Screwing Down the CMS PC Interface Card.

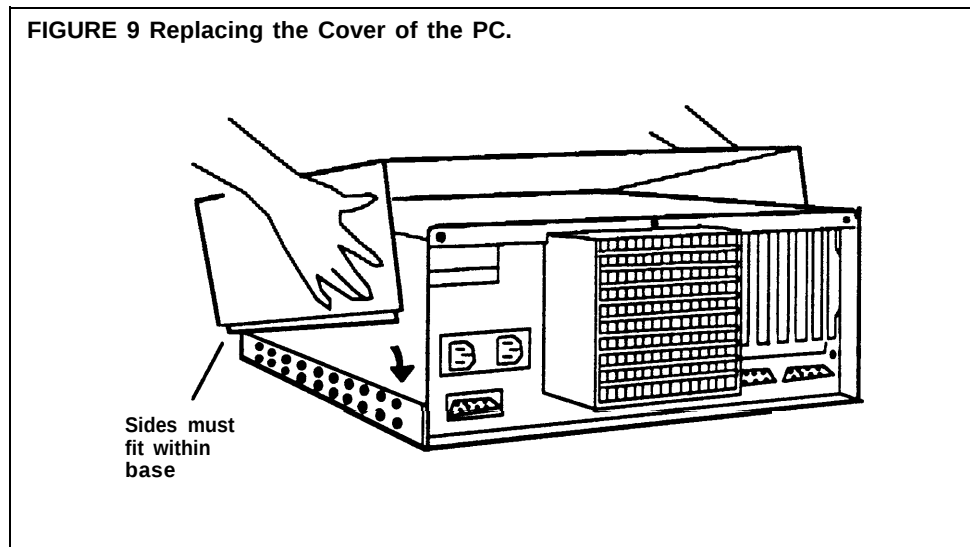


REASSEMBLE THE PC

When you have inserted both the Video Display Controller Card and the CMS PC Interface Card, reassemble the PC by following this procedure:

- 1 Face the front of the unit and lower the front of the cover so that the rear is slightly higher than the front.
- 2 Align the front of the cover with the front of the base, as shown in Figure 9. Make sure that the sides of the cover fit within the base of the unit at the front, and that the plastic tabs at the front of the cover are under the disk drive.

FIGURE 9 Replacing the Cover of the PC.



- 3 Lower the back of the cover onto the base.
- 4 Slide the cover about 1/8 of an inch toward the front of the unit.
- 5 Then, slide the cover toward the rear of the unit. The sides of the cover should now fit within the base.
- 6 Tighten the two screws that you previously loosened at the back of the unit.
- 7 If you haven't done so already, connect the monitor, keyboard, and printer according to the directions that came with the PC.
- 8 Plug the PC's power cord into an ac outlet.

Installing the Software

Installing MS-DOS

Turn on the PC and then install MS-DOS onto the PC's hard disk following the instructions in the user guide that came with the MS-DOS diskette.

Duplicating the CMS Diskettes

To protect the original CMS floppy diskettes from damage or wear, use blank diskettes to make working copies of the originals. Then store the originals in a safe place in case they are needed later.

You need the following to make the duplicates:

- The PC with MS-DOS installed on its hard disk
- The CMS diskettes, labeled “SYSTEM 25 CMS SYSTEM” and “SYSTEM 25 CMS REPORT AND ADMIN” (packaged with the CMS binder)
- Two blank diskettes (also packaged with the CMS binder).

COPYING THE CMS DISKETTES

To make duplicate copies of the original CMS diskettes:

- 1 Turn on the PC (if it isn't already on).
- 2 When the **C>** prompt appears, type:

diskcopy a: a:

and press [**Enter**].

This message appears:

Insert source diskette in drive A:
Strike any key when ready.

NOTE: PC responses may be slightly different from the ones shown here, depending on the version of MS-DOS you are using.

- 3 Insert the CMS diskette, with the label “SYSTEM 25 CMS SYSTEM” facing upwards, into drive A. (The notch in the side of the diskette should be on the left). When you hear a click, indicating that the diskette has been fully inserted, press down the latch on drive A until you hear the latch lock. The “SYSTEM 25 CMS SYSTEM” diskette is the “source” diskette, the diskette that contains the information being copied.

-
- 4 When you are ready, press any key.

The in-use light on disk drive A comes on while the system is reading the source diskette.

CAUTION
Do not remove a diskette from the drive while the in-use light is on.

When the system has read the the diskette, the following messages are displayed:

Insert target diskette in drive A:

Strike any key when ready.

- 5 When the in-use light on drive A goes off, remove the source diskette, insert a blank diskette, and press any key. This diskette is the “target” diskette, the diskette onto which the information is being copied.

The in-use light comes on while the system copies the information onto the target diskette. If the blank diskette is not formatted, the message

Formatting While Copying

appears on the screen.

NOTE: Depending on the amount of memory the PC has, the system may prompt you to swap diskettes during diskcopy.

When the copying process is finished, you see:

Copy another (Y/N)?

- 6 Remove the duplicate diskette, and, using a felt tip pen, write “SYSTEM 25 CMS SYSTEM WORKING COPY” on a label, apply the label to the diskette, and put the diskette in its paper sleeve. Return the original diskette to its paper sleeve.
- 7 Type **y**. Do not press **[Enter]**. The following messages appear:
- Insert source diskette in drive A:
Strike any key when ready.
- 8 Insert the CMS diskette labeled “SYSTEM 25 CMS REPORT AND ADMIN” into drive A. This is the “source” diskette.
- 9 Repeat Steps 4 and 5, using the second blank diskette as the “target” diskette.
- 10 Type **n** when prompted to copy another diskette.

-
- 11** When the **C>** prompt appears, remove the duplicate diskette, write “SYSTEM 25 CMS REPORT AND ADMIN WORKING COPY” on a label, apply the label to the diskette, and store the diskette in its paper sleeve. Return the original diskette to its paper sleeve.
 - 12** Store both original CMS diskettes in a safe place.

You are now ready to install the CMS software using the working copies of the CMS diskettes.

Installing the CMS Software

Installing the CMS software involves copying the contents of the two CMS working copy diskettes onto the PC's hard disk.

Perform the following software installation procedures to install the CMS software. When you are finished, the system will have copied the files required for CMS operations onto the PC hard disk.

COPYING THE CMS SOFTWARE ONTO THE PC'S HARD DISK

To copy the CMS software onto the PC's hard disk:

- 1 Insert the diskette labeled "SYSTEM 25 CMS SYSTEM WORKING COPY" into drive A.

- 2 At the **C>** prompt, type

a:\cmsinstall

and then press [**Enter**].

The following messages appear in the upper portion of the screen:

******SYSTEM 25 Call Management System**

******Installation Procedure**

These messages remain on the screen throughout the installation procedure. Additional messages appear in the lower area of the screen.

- 3 While the installation procedure is in progress, the following message usually appears on your screen:

******Installation Now In Progress. Please Wait...**

However, the installation procedure could be interrupted if either of the following situations exist:

- If there are errors on the CMS working copy diskette that prevent the installation program from continuing, the following messages appear on the screen:

******ERROR on Installation Floppy Disk**

Try Installation from Another Floppy

NOTE: Discard the CMS working copy diskette, make another copy of the original CMS diskette, and then begin the CMS software installation procedure again.

- If there is insufficient storage space on the hard disk for new information, the following messages appear on the screen:

******Insufficient Disk Space for CMS.**

An Additional xxxK is Required.

Delete Old Files and Try Installation Again.

NOTE: If you need directions on using the MS-DOS "delete" (del) and "directory" (dir) commands to delete files, see the user's guide that came with the MS-DOS diskette.

-
- 4 After the contents of the “SYSTEM 25 CMS SYSTEM WORKING COPY” diskette have been copied onto the hard disk, the following messages are displayed:

****Please remove the diskette currently in floppy disk drive A.

****Insert the diskette labeled SYSTEM 25 CMS REPORT AND ADMIN
into drive A.

Press 'c' to continue or 'q' to quit.

- 5 Remove the “SYSTEM 25 CMS SYSTEM WORKING COPY” diskette and place it in its protective cover.

- 6 Insert the diskette labeled “SYSTEM 25 CMS REPORT AND ADMIN WORKING COPY” into the drive A and press **c**.

- 7 Once the installation program has copied all the CMS programs and files onto the hard disk, the final installation messages appear on the screen:

****Call Management System Successfully Installed.

****Please remove the diskette currently in floppy disk drive A.

****Reboot the system by holding down 'CTRL' and 'ALT' while
pressing 'DEL.'

- 8 Remove the “SYSTEM 25 CMS REPORT AND ADMIN WORKING COPY” diskette from the disk drive and place it in its paper sleeve.

- 9 Reboot the system by holding down [**Ctrl**] and [**Alt**] while pressing [**Delete**].

After Resident Diagnostics are run, the CMS Menu appears on the screen.

- 10 Store the working CMS diskettes in a safe place.

Setting the Time and Date

Since the date and time are important parts of the CMS statistics, it is important that the PC screen and reports show the correct date and time. Examine the date and time displayed in the top right corner of the CMS Menu screen. If either needs to be changed, exit CMS and return to MS-DOS by pressing [**F8**] (labeled "Exit to DOS").

To change the date on the PC:

- 1 At the **c>** prompt, type **date** and press [**Enter**].

The following messages appear on the screen:

Current date is Wed 04-07-1988

Enter new date (mm-dd-yy):

- 2 Type in the correct date in the form mm-dd-yy (for example, **04-08-88**) and press [**Enter**].

To change the time on the PC:

- 1 At the **c>** prompt, type **time** and press [**Enter**].

The following messages appear on the screen:

Current time is 12:15:30.80

Enter new time:

- 2 Type in the correct hour and minute in the form hh:mm (for example, **9:03**) and press [**Enter**]. (MS-DOS works on the basis of a 24-hour clock, so to enter the time as 2:30 P.M., type **14:30**.)

Starting CMS and Entering Data

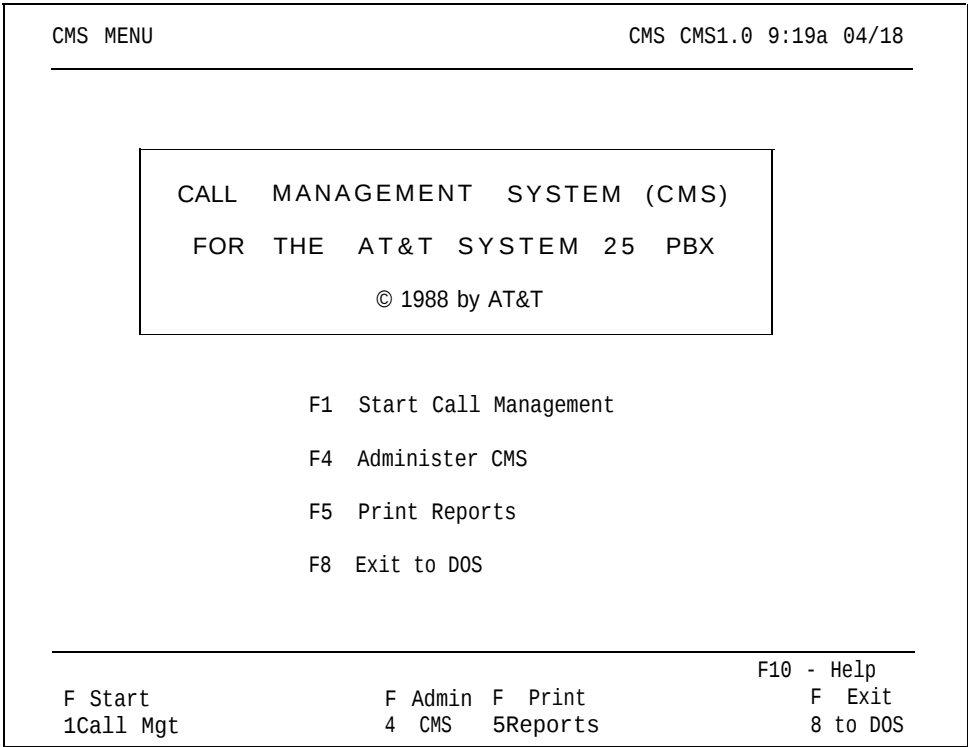
This section describes how to access the CMS Menu, the starting point for CMS activities. It also explains how to respond to prompts and enter and edit data.

STARTING CMS

To start CMS and access the CMS Menu:

- Turn on the PC.

After resident diagnostics are run, the CMS Menu, shown below, appears.



NOTE: If the PC is already on, and the **c>** prompt appears on the screen, do the following to display the CMS Menu:

- 1 Type **cd lcms** then press **[Enter]** .
- 2 Type **cms** then press **[Enter]** .

Once the CMS Menu appears, you are ready to enter data.

Guide to Entering and Editing Data

Entering and editing data is easy. You enter data by pressing a function key and responding to the prompt(s) that appears on the PC screen. A **prompt** is a message that appears on the PC screen requesting that you enter information. This information is entered in **fields**, the spaces provided in the prompt for your response. Whenever a prompt appears, the function keys are relabeled with data entry functions, as shown below.

CONFIGURE DELAYADMIN CMS1.0 3:31p 04/18

AGENT SPLITS

--Agent--

SplitPDCID

1 PUBLIC 401 LINDA

402 JOEL

403 IEN

404 JENNY

405 SCOTT

406 BILL

2 BUSNS 407 SARAH

408 JOHN

409 JIM

3 CHART 410 BERNE

411 DON

412 ALLAN

4 SUPPT 415 ANDY

416 LOU

--Agent--

SplitPDCID

4 SUPPT 417 CRAIG

418 BARB

424 CJ

ANSWER/FORCE DELAY

NumAnswerForce

GroupLinesDelayDelay

A PUBLIC 9 10s Off

B BUSNS 6 0s On

C CHART 5 5s Off

D - 0 5s Off

CALL FLOW

--Splits--

GpMainSecIntra SplFlow

1 50s

A 1 4 On 2 30s

B 2 3 Off 3 30s

C 3 2 Off 4 30s

D - - Off 5 30s

6 30s

Configuration #1 - DAY

ANS/FORCE DELAY: Grp(A-D):_ Ans Delay (0-99 sec):_ Force Delay (ON/OFF):_

F CancelF PreviousF NextF Enter

1 Prompt5 Field6 Field8 Data

Prompt line

Function keys

MOVING THE CURSOR

Many CMS prompts contain several fields, as in the following example:

ADD AGENT: Last Name: _____ First: _____ ID: _____

When a prompt appears, the cursor is positioned at the beginning of the first field. Use the keys shown below to move the cursor within a prompt.

Press	Or	To move the cursor
[F5] (Previous Field)	[Shift] + [Tab] (both at once)	to the beginning of the previous field.
[F6] (Next Field)	[Tab]	to the beginning of the next field.
[→] (the right arrow key on the numeric keypad)		one character to the right. This does not work in a blank field.
[Backspace]	[←] (the left arrow key on the numeric keypad)	one character to the left. This does not work in a blank field.

RESPONDING TO A PROMPT

Follow these guidelines when completing the fields in a prompt:

- Depending on the field, you may enter letters, numbers, special characters (such as * or %), or a combination of the three.
- You can type letters using uppercase or lowercase. Except for agent names, all letters you type appear in uppercase on the screen, even if you type lowercase letters. Letters in agent names, on the other hand, always appear exactly as you type them.
- Spaces are not allowed between characters in a field, so you may want to use underlines instead.

NOTE: To cancel any prompt, press [F1] (labeled “Cancel Prompt”) or [Delete]. Any data you entered in the prompt fields are ignored, the prompt disappears, and the function key labels change from data entry labels to the labels for the particular CMS screen.

EDITING DATA WITHIN A FIELD

Follow the instructions shown in the table below to change entries within a field.

To	Do this
Change a character in a field.	Move the cursor to the incorrect character and type another character over it.
Add characters at the end of an entry.	Press [→] after the last character and type the additional characters.
Insert characters in an entry.	Move the cursor to the first character you want to change and retype the entire entry from that character onward. (You cannot use [Insert] to insert a character between other characters.)
Replace a long entry with a shorter one.	Type over the characters you want to change, then press the space bar after the last character of the new entry. The remaining characters in the previous entry disappear. For example, to change “Joseph” to “Joe”: 1 Move the cursor to “s” 2 Type “e” 3 Press the space bar. The letters “eph” disappear.

SENDING DATA TO CMS

When you finish filling in the necessary information in a field, press [**F8**] (labeled “Enter Data”) or [**Enter**] to send the data to CMS. The cursor can be in *any* field when you press these keys.

VALIDATING DATA

CMS validates the information entered in two ways:

- 1 The first type of validation occurs as you type each piece of information in a field. If you make an invalid entry (for instance, entering a letter in a numeric field), the PC beeps, the character does not display, and the cursor remains in the same position so you can make another entry.
- 2 The second type of validation occurs after you press [**F8**] (labeled “Enter Data”). At this point, CMS begins to validate each field of information from left to right. If there is an invalid entry or you left a required field blank, the PC beeps, and an error message appears above the prompt. The cursor returns to the first error field so you can correct the entry.

USING THE HELP SCREENS

To receive more information about the function keys for individual screens, press **[F10]** (labeled “Help”) when you are looking at the screen. A Help screen describing the purpose of each function key appears.

To exit a Help screen and return to your previous place, press the space bar. If you press a *function key* to exit a Help screen, CMS exits the Help screen and then performs the labeled function of that particular function key.

Administering CMS

Administering CMS involves entering information from the following CMS Planning forms:

- Station Assignments Planning Form
- Line Groups Planning Form
- Transfer-into-Queue Planning Form
- Voice Announcement Unit Planning Form
- Agent Directory Planning Form
- Shift Configuration Planning Form

NOTE: It is important to enter the information *exactly* as it appears on the forms. After all the information from a form has been entered, it is strongly recommended that the displayed information be checked for completeness and accuracy. This will help prevent problems later in the installation and startup process.

The starting point for administration of CMS is the Administration Menu, shown below. Press **[F4]** (labeled “Admin CMS”) on the CMS Menu to reach this screen.

ADMINISTRATION MENU	ADMIN CMS1.0 9:35a 04/18
Administration Menu	
F1 Administer Stations	
F2 Administer Lines, Line Groups and Announcements	
F3 Agent Directory	
F4 Shift Configurations	
F5 Set Options	
F6 Select Exception Thresholds to be Monitored	
F7 Print SYSTEM 25 Administration Instructions	
F8 Exit Administration (Go to CMS MENU)	
SELECT ADMINISTRATION FUNCTION	
F10 - Help	
F Admin F Agent F Lines/ F ConfigF Set F Select FS25 AdmnF Exit	
1Stations 2Line Gps 3Directry 4 List 5 Options6Exceptns 7Instrctn 8 Admin	

Administering Stations

Administering CMS stations for the first time involves:

- Entering the System 25 PDC, port number, and voice terminal type for each agent station (voice terminal)
- Entering the System 25 PDCs and port numbers for one or two CMS Supervisor stations
- Entering the System 25 PDCs and port numbers for PC jacks CU1 and CU2.

Before you begin to administer stations, make sure you have the completed Station Assignments Planning Form in front of you.

Press **[F1]** (labeled “Admin Stations”) on the Administration Menu to select the Administer Stations screen. The Administer Stations screen shown below contains sample data.

ADMINISTER STATIONS			ADMIN CMS1.0 9:44a 04/19		
AGENT STATIONS					
<u>PDC</u>	<u>Port #</u>	<u>Type</u>	<u>PDC</u>	<u>Port #</u>	<u>Type</u>
401	11101	304	411	11203	304
402	11102	304	412	11204	304
403	11103	304	413	11205	304
404	11104	304	414	11206	304
405	11105	304	415	11207	304
406	11106	304	416	11208	308
407	11107	304	417	11004	304
408	11108	304	418	11006	304
409	11201	304	424	10902	307
410	11202	304			
Other Connections					
	<u>USE</u>	<u>PDC</u>	<u>Port #</u>		
SUPVR STA:	430	11001			
	431	11002			
PC Jack CU1:	600	11003			
PC Jack CU2:	601	11005			
F10 - Help					
F Add	F Remove	F Change	F Admin	F Admin	F Admin
1Agnt Stn	2Agnt Stn	3Agnt Stn	5Supervsr	6PC Jacks	8 Menu

ADDING AGENT STATIONS

You add an agent station to CMS by identifying its System 25 PDC, port number and voice terminal type. This information is on the completed Station Assignments Planning Form.

To add an agent station:

- 1 Press **[F1]** (labeled “Add Agnt Stn”).

The following prompt appears:

ADD AGENT STATION: PDC:_____ Port #:_____ Type : _

- 2 Refer to the Agents Station Assignments section of the Station Assignments Planning Form, and enter the agent station information in the appropriate fields. Then press **[F8]** (labeled “Enter Data”).

The prompt disappears, the function key labels change, and the agent station appears on the screen.

NOTE: If you make a typing error, *before* pressing [**F8**], or if, after pressing [**F8**], the validation check finds an error, you can use either the function keys [**F5**] (labeled “Previous Field”) and [**F6**] (labeled “Next Field”), or the right and left arrow keys to position the cursor and make the necessary corrections.

To change agent station information *after* it has been accepted by CMS and appears in the list of agent stations, you can do the following:

- To change the PDC you must first remove the agent station by pressing [**F2**] (labeled “Remove Agnt Stn”). Then, add the agent station correctly using [**F1**] (labeled “Add Agnt Stn”).
- To change only the Port # or Type field, press [**F3**] (labeled “Change Agnt Stn”). Type in the PDC field and the field(s) (Port # and/or Type) that you want to change, Then press [**F8**] (labeled “Enter Data”).

3 Repeat Steps 1 and 2 for each agent station.

ADMINISTERING SUPERVISOR STATION(S)

In the Supervisor Station Assignments section of the Station Assignments Planning Form, one or two supervisor stations are identified.

To add the supervisor station(s):

- 1** Press [**F5**] (labeled “Admin Supervsr”) from the Administer Stations screen.

The following prompt appears:

SUPERVISOR STATION(S): PDC: _____ Port # : _____ 2nd PDC: _____ 2nd Port #: _____

- 2** Referring to the Station Assignments Planning Form, enter the supervisor station(s) information in the appropriate fields.

NOTE: If you are adding only one supervisor station, fill out the first two fields (PDC and Port #), and leave the third and fourth fields (2nd PDC and 2nd Port #) blank.

- 3** Press [**F8**] (labeled “Enter Data”).

The prompt disappears, the function key labels change, and the supervisor station(s) appears on the screen.

NOTE: If you make a typing error *before* pressing [**F8**], or if, after pressing [**F8**], the validation check finds an error, you can use either the function keys [**F5**] (labeled “Previous Field”) and [**F6**] (labeled “Next Field”), or the right and left arrow keys to position the cursor and make the necessary corrections.

To change supervisor station information *after* it has been accepted by CMS and appears in the Other Connections section of the screen, press [**F5**] (labeled “Admin Supervsr”). Type in the PDC field and/or Port # that you want to change. Then press [**F8**] (labeled “Enter Data”).

ADMINISTERING CMS PC JACKS (CU1 AND CU2)

The CMS PC Interface Card in the PC has two jacks (labeled CU1 and CU2) for connecting to System 25. Administer the two CMS PC jacks by identifying their System 25 PDCs and port numbers, as recorded on the PC Jack Assignments section of the Station Assignments Planning Form.

To administer CMS PC jacks:

- 1 Press **[F6]** (labeled “Admin PC Jacks”) from the Administer Stations screen.

The following prompt appears:

PC JACKS: CU1-PDC: _____CU1-Port #: _____CU2-PDC: _____CU2-Port #: _____

- 2 Enter the information for CMS PC jacks CU1 and CU2 in the appropriate fields, and press **[F8]** (labeled “Enter Data”).

The prompt disappears, the function key labels change, and the CMS PC jack information appears on the screen.

NOTE: If you make a typing error *before* pressing **[F8]**, or if, after pressing **[F8]**, the validation check finds an error, you can use either the function keys **[F5]** (labeled “Previous Field”) and **[F6]** (labeled “Next Field”), or the right and left arrow keys to position the cursor and make the necessary corrections.

To change PC jack information *after* it has been accepted by CMS and appears in the Other Connections section of the screen, press **[F6]** (labeled “Admin PC Jacks”). Type in the PDC(s) and/or port number(s) that you want to change for the CU1 and/or CU2 PC jacks. Then press **[F8]** (labeled “Enter Data”).

WHEN YOU FINISH ADMINISTERING STATIONS

Carefully check the information displayed on the Administer Stations screen against the information on the Station Assignments Planning Form. Make corrections if necessary.

Then press **[F8]** (labeled “Admin Menu”) to return to the Administration Menu.

Administering Lines and Line Groups

Press **[F2]** (labeled “Lines/Lines Gps”) on the Administration Menu to display the Administer Line Groups screen, shown below with sample data.

ADMINISTER LINE GROUPS

ADMIN CMS1.0 2:52p 04/18

LINE GROUPS

-----Line-----						-----Line-----						
Group	SbGrp	Port #	ID	Tk #	Typ P	Group	SbGrp	Port #	ID	Tk #	Typ P	
A PUBLIC	PL	10401	L3070	3070	G	C CHART	CL	10603	L1234	1234	G	
	PL	10402	L3071	3071	G		CL	10604	L1235	1235	G	
	PL	10403	L3072	3072	G		CW	10605	W3000	3000	G	
	PL	10404	L3073	3073	G		CW	10606	W3001	3001	G	
	PW	10405	W4185	4185	G		CW	10607	W3002	3002	G	
	PW	10406	W4186	4186	G							
	PS	10407	S4950	4950	G + D							
	PS	10408	S4951	4951	G +							
	Q1	10701	Q500	8000	L +							
B BUSNS	BW	10501	W1242	1242	G							
	BW	10502	W1243	1243	G							
	BW	10503	W1244	1244	G							
	BW	10504	W1245	1245	G							
	BL	10601	L8300	8300	G							
	BL	10602	L8301	8301	G							

F10 - Help

F Add CMS F Remove FMove CMS FChg CMS FASgn/Chg F Admin F Admin F Admin

1 Line 2CMS Line 3 Line 4LineInfo 5Group ID 6Xfr Que 7 Annncs 8 Menu

Make sure you have a completed Line Groups Planning Form in front of you. Refer to it as you assign line group IDs, add lines, and assign priority lines. Select an administration task by pressing the appropriate function key for the activity you want to perform. Then enter data in response to the prompt(s).

Since line groups are being administered for the first time, follow this order:

- 1 Assign line group IDs with **[F5]** (labeled “Asgn/Chg Group ID”).
- 2 Add CMS lines with **[F1]** (labeled “Add CMS Line”).
- 3 Where indicated on the Line Groups Planning Form, designate certain lines as priority lines with **[F4]** (labeled “Chg CMS LineInfo”).

ASSIGNING LINE GROUP IDS

To assign a line group ID:

- 1 Press **[F5]** (labeled “Asgn/Chg Group ID”) on the Administer Line Groups screen.

The following prompt appears:

ASSIGN/CHANGE GROUP ID: Group (A-D): ____ New ID: _____

-
- 2 Enter the line group letter and the line group ID. Then press **[F8]** (labeled “Enter Data”).

NOTE: If you make a typing error *before* pressing **[F8]**, or if, after pressing **[F8]**, the validation check finds an error, you can use either the function keys **[F5]** (labeled “Previous Field”) and **[F6]** (labeled “Next Field”), or the right and left arrow keys to position the cursor and make the necessary corrections.

To change the line group ID *after* it has been accepted by CMS and appears on the screen, press **[F5]** (labeled “Asgn/Chg Group ID”). Enter the line group letter and the new line group ID. Then press **[F8]** (labeled “Enter Data”).

- 3 Repeat Steps 1 and 2 for each line group.

ADDING CMS LINES

To add a CMS line and assign it to a line group:

- 1 Press **[F1]** (labeled “Add CMS Line”).

The following prompt appears:

ADD LINE: Grp (A-D):__ SubGrp:__ Port #:_____ ID:_____ Trunk #:_____ Type:__

- 2 Enter the necessary line information in each field. (If a line has not been assigned a sub-group ID, press **[F5]** (labeled “Next Field”) to skip that field.)
- 3 Press **[F8]** (labeled “Enter Data”).

The prompt disappears, the function keys are relabeled, and the new line appears on the screen.

NOTE: If you make a typing error *before* pressing **[F8]**, or if, after pressing **[F8]**, the validation check finds an error, you can use either the function keys **[F5]** (labeled “Previous Field”) and **[F6]** (labeled “Next Field”), or the right and left arrow keys to position the cursor and make the necessary corrections.

To change line information after it has been accepted by CMS and appears on the screen:

- a Press **[F4]** (labeled “Chg CMS LineInfo”).
 - b Enter the ID of the CMS line you want to change; then press **[F8]** (labeled “Enter Data”).
 - c When the secondary prompt displays, enter line information in the field(s) you want to change; then press **[F8]** (labeled “Enter Data”).
- 4 Repeat Steps 1 through 3 for each line.

ASSIGNING PRIORITY TO CMS LINES

For each line that was assigned priority (indicated by a “+” in the “Priority (+)” column on the Line Groups Planning Form), do the following:

- 1 Press [**F4**] (labeled “Chg CMS LineInfo”) on the Administer Lines Groups screen.

The following prompt appears:

CHANGE CMS LINE INFORMATION: for Old Line ID:_____

- 2 Enter the line ID of the line to be assigned priority.
- 3 Press [**F8**] (labeled “Enter Data”).

A second prompt appears:

Line XXXXX: SbGrp:___ Prt#:_____ ID:_____ Trk #:_____ Typ:_Pri(ON/OFF): _____

- 4 Press [**F6**] (labeled “Next Field”) until the cursor is in the Pri(ON / OFF) field.
- 5 Type **on** to turn priority on for the line.
- 6 Press [**F8**] (labeled “Enter Data”).

The prompt disappears, the function keys are relabeled, and a “+” appears on the screen in the Priority (P) column for that line.

- 7 Repeat Steps 1 through 6 for each CMS line that was assigned priority on the Line Groups Planning Form.

WHEN YOU FINISH ADMINISTERING CMS LINES

Carefully review the Administer Line Groups screen to make sure all the information from the Line Groups Planning Form is entered correctly. Make corrections if necessary.

If the Transfer-into-Queue Planning Form is completed, press [**F6**] (labeled “Admin Xfr Que”). Otherwise, press [**F7**] (labeled “Admin Annncs”) and continue with “Administering Announcements” later in this guide.

Administering Transfer-Queue Lines

If the Transfer-into-Queue Planning Form is completed, you need to administer transfer-queue lines. Of the 28 lines available per line group, three can be designated as transfer-queue lines. Each transfer-queue line is assigned ports on two System 25 circuit packs — a trunk port (on a Loop Start Trunk Circuit Pack) and a single-line port (on a Tip Ring Line or Analog Line Circuit Pack).

Each transfer-queue line is automatically assigned a line ID that cannot be changed. This is designated by a “Q” followed by the PDC of the associated single-line port. In addition, each transfer-queue line is automatically designated as a priority line.

If you haven’t already done so, press **[F6]** (labeled “Admin Xfr Que”) on the Administer Line Groups screen to display the Admin Queued Transfer screen, shown below with sample data.

ADMIN QUEUED TRANSFER									
ADMIN CMS1.0 2:54p 04/18									
LINE GROUPS									
-----Trunk Port-----					Single-Line Port-				
Group	SubGrp	Port #	ID	Trk #	Type	Prior	PDC	Port #	
A PUBLIC	Q1	10701	Q500	8000	L	+	500	10801	
FAdd Xfr F Remove FChg Xfr FChg Xfr									
1Que Line 2Que Line 3Que Line 4Que Info									
F10 - Help									
F Admin									
8LineGrps									

The information you enter on this screen should come from the completed Transfer-into-Queue Planning Form.

ADDING TRANSFER-QUEUE LINES

To administer a transfer-queue line:

- 1 Press **[F1]** (labeled “Add Xfr Que Line”).

The following prompt appears on the screen:

ADD TRUNK PORT FOR XFR QUEUE: Grp (A-D):__ SubGrp: Port #:_____ Trunk #:_____

- 2 Enter the letter of the line group (A through D) to which the transfer-queue line is to be assigned.
- 3 Enter the ID of the sub-group in which the transfer-queue line is to be included. Leave this field *blank* if there is to be no sub-group assignment.
- 4 Enter the 5-digit System 25 port number for the Loop Start trunk port associated with the transfer-queue line.
- 5 Enter the 4-digit System 25 trunk number for the Loop Start trunk port associated with the transfer-queue line.
- 6 Press **[F8]** (labeled “Enter Data”).

A second prompt appears:

ADD SINGLE-LINE PORT: PDC:_____ Port #:_____

- 7 Enter the System 25 PDC of the single-line port associated with the transfer-queue line.
- 8 Enter the System 25 single-line port number.
- 9 Press **[F8]** (labeled “Enter Data”).

NOTE: If you make a typing error *before* pressing **[F8]**, or if, after pressing **[F8]** the validation check finds an error, you can use either the function keys **[F5]** (labeled “Previous Field”) and **[F6]** (labeled “Next Field”), or the right and left arrow keys to position the cursor and make the necessary corrections.

If you need to change the ID of a transfer-queue line *after* it has been accepted by CMS and appears on the screen, you must first remove the transfer-queue line by pressing **[F2]** (labeled “Remove Que Line”) and then add the line with the correct information using **[F1]** (labeled “Add Xfr Que Line”).

To change any information for a transfer-queue line (other than the ID) *after* it has been accepted by CMS and appears on the screen, do the following:

- a Press **[F4]** (labeled “Chg Xfr Que Info”).

The following prompt appears:

CHG INFO: ID:_____ SbGrp:_____ Tk Prt#:_____ Trk #:_____ PDC:_____ SL Prt #:_____

- b Enter the ID of the transfer-queue line.
 - c Enter the information only in the field(s) you want to change.
 - d Press **[F8]** (labeled “Enter Data”).
- 10 Repeat Steps 1 through 9 for each transfer-queue line.

**WHEN YOU FINISH
ADMINISTERING
TRANSFER-QUEUE LINES**

Carefully review the Admin Queued Transfer screen to make sure all the information from the Transfer-into-Queue Planning Form is entered correctly. Make corrections if necessary.

Press [**F8**] (labeled “Admin LineGrps”) to return to the Administer Line Groups screen.

Administering Announcements

Information about voice announcement units is on the completed Voice Announcement Unit Planning Form. Three screens are used to enter this information:

- Administer Announcement screen
- Select Announcement screen
- Assign Announcement screen

To begin administering voice announcement units, press **[F7]** (labeled “Admin Anncs”) on the Administer Line Groups screen. The Administer Announcement screen appears. Use this screen to add the voice announcement units. The Administer Announcement screen shown below contains sample data.

ADMINISTER ANNOUNCEMENT

ADMIN CMS1.0 2:57p 04/18

ADMINISTER ANNOUNCEMENTS

ANNS#	ANNC ID	PORT#	PDC
1	PUBLIC	10802	610
2	BUSINES	10803	611
3	CHARTER	10804	612
4			

F Add F Remove F Change

1 Annc 2 Annc 3 Annc

F Assign F Admin F Admin

6 Anncs 7LineGrps 8 Menu

F10 - Help

ADDING VOICE ANNOUNCEMENT UNITS

To add a voice announcement unit to CMS:

- 1 Press **[F1]** (labeled “Add Annc”) on the Administer Announcement screen.

The following prompt appears:

ADD ANNOUNCEMENT: Annc ID:_____ Port #:_____ PDC:_____

- 2 Referring to the Voice Announcement Unit Planning Form, enter the information in each field for the voice announcement unit; then press **[F8]** (labeled “Enter Data”).

The prompt disappears, the function keys are relabeled, and the voice announcement unit information appears on the screen.

NOTE: If you make a typing error before pressing **[F8]**, or if, after pressing **[F8]** the validation check finds an error, you can use either the function keys **[F5]** (labeled “Previous Field”) and **[F6]** (labeled “Next Field”), or the right and left arrow keys to position the cursor and make the necessary corrections.

To change announcement unit information after it has been accepted by CMS and appears on the screen, do the following:

- a Press **[F3]** (labeled “Change Annc”).

You see the following prompt:

CHANGE ANNC INFO: Annc #:_ Annc ID:_____ Port #:_____ PDC:_____

- b Enter the announcement number of the announcement you want to change.
- c Move to the field(s) you want to change and enter the new information; then press **[F8]** (labeled “Enter Data”).

The prompt disappears, the function key labels change, and you see the new voice announcement information on the screen.

- 3 Repeat Steps 1 and 2 for each voice announcement unit.

WHEN YOU FINISH ADMINISTERING ANNOUNCEMENTS

Carefully review the Administer Announcement screen to make sure that all the information from the Voice Announcement Unit Planning Form is entered correctly. Make corrections if necessary.

Then press **[F6]** (labeled “Assign Annncs”) on the Administer Announcement screen to enter the message length of each Day Service delay message and assign your voice announcement unit(s) to line groups, as indicated on the Voice Announcement Planning Form. The Select Announcement screen appears.

Assigning Announcements to Line Groups

The Select Announcement screen (shown below with sample data) is displayed.

SELECT ANNOUNCEMENT					ADMIN CMS1.0 3:07p 04/18		
ANNOUNCEMENT ASSIGNMENTS							
<u>ANNC#</u>	<u>ANNC ID</u>	<u>MAX MSG LENGTH</u>	<u>ANNC CONDTN</u>	<u>LINE GP A PUBLC</u>	<u>LINE GP B BUSNS</u>	<u>LINE GP C CHART</u>	<u>LINE GP D</u>
1	PUBLIC	18 sec	REMOVED	X	-	-	-
2	BUSINES	15 sec	AVAIL	-	X	-	-
3	CHARTER	13 sec	AVAIL	-	-	X	-
4							
F Select							F10 - Help
1 Annc							F Admin
							8 AnnCS

SELECTING ANNOUNCEMENT UNITS

To select an announcement unit:

- 1 Press **[F1]** (labeled “Select Annc”).

The following prompt appears:

SELECT ANNOUNCEMENT: Announcement Number: _

- 2 Enter the number of the voice announcement unit and press **[F8]** (labeled “Enter Data”).

A box appears around the data for the voice announcement unit selected. The screen title changes to Assign Announcement and a new set of function keys appear on the bottom of the following screen.

ANNOUNCEMENT ASSIGNMENTS

<u>ANNC#</u>	<u>ANNC ID</u>	<u>MAX MSG</u> <u>LENGTH</u>	<u>ANNC</u> <u>CONDTN</u>	<u>LINE GP A</u> <u>PUBLIC</u>	<u>LINE GP B</u> <u>BUSNS</u>	<u>LINE GP C</u> <u>CHART</u>	<u>LINE GP D</u> <u>-</u>
1	PUBLIC	18 sec	REMVD	X	-	-	-
2	BUSINES	15 sec	AVAIL	-	X	-	-
3	CHARTER	13 sec	AVAIL	-	-	X	-
4							

F10 - Help

F Select FChg Max FChange FLn Gp A FLn Gp B FLn Gp C FLn GP D F Admin
 1 Annc 2Msg Len 3CondtN 4Asgn/Rmv 5Asgn/Rmv 6Asgn/Rmv 7Asgn/Rmv 8 Annc

ASSIGNING ANNOUNCEMENTS

To assign each of the other voice announcement units:

- Enter the maximum message length of the unit's Day Service delay message.
- Assign the unit to one or more line groups as indicated on the Voice Announcement Unit Planning Form.

The function keys used to perform these tasks are described below. Press the function key for the voice announcement task you want to perform.

[F1] Select Annc (Select Announcement)

Press this function key to display the prompt for selecting a voice announcement unit.

Prompt: **SELECT ANNOUNCEMENT: Announcement Number:___**

- Action:
- 1 Enter the number of a voice announcement unit.
 - 2 Press [F8] (labeled "Enter Data").

[F2] Chg Max Msg Len (Change Maximum Message Length)

Press this function key to display the prompt for changing the maximum message length of the selected voice announcement unit. The time you enter must include the 3 to 4 seconds left at the beginning of the recorded message. CMS gives this field an initial (default) setting of 10 seconds.

Change the value to reflect the actual message length of the Day Service delay message.

Prompt: **Maximum Message Length in Seconds (1-999):**_____

Action: **1** Enter the maximum message length in seconds.

2 Press [**F8**] (labeled “Enter Data”).

[**F4**] **Ln Gp A Asgn/Rmv** (Line Group A Assign/Remove)

[**F5**] **Ln Gp B Asgn/Rmv** (Line Group B Assign/Remove)

[**F6**] **Ln Gp C Asgn/Rmv** (Line Group C Assign/Remove)

[**F7**] **Ln Gp D Asgn/Rmv** (Line Group D Assign/Remove)

Press the appropriate function key(s) listed above to assign the selected voice announcement unit to one or more line groups. An “X” will appear on the screen under the line group column to indicate that unit is assigned to that line group. A hyphen (-) indicates the unit is not assigned to that line group.

NOTE: If you assign the announcement unit to the wrong line group, press the appropriate function key, [**F4**], [**F5**], [**F6**], or [**F7**] to remove the assignment.

WHEN YOU FINISH ASSIGNING ANNOUNCEMENTS

Carefully compare and review the Assign Announcement screen against the Voice Announcement Unit Planning Form to make sure that the Maximum Message Length and the Line Group Assignments are correct for each announcement unit. Make corrections if necessary.

Press [**F8**] (labeled “Admin Annncs”) to return to the Administer Announcement screen. Then press [**F8**] (labeled “Admin Menu”) to return to the Administration Menu screen.

Creating an Agent Directory

The Agent Directory is the master list of agents. Use the information on the completed Agent Directory Planning Form to create the Agent Directory.

Press **[F3]** (labeled “Agent Directry”) on the Administration Menu to reach the Agent Directory screen. When you add an agent to the directory, the agent appears in the list alphabetically by last name. A sample Agent Directory screen follows.

AGENT DIRECTORY

ADMIN CMS1.0 2:31p 04/18

AGENT DIRECTORY

<u>Last Name</u>	<u>First</u>	<u>ID</u>	<u>Last Name</u>	<u>First</u>	<u>ID</u>
Abell	Mary-Ann	MARYA	Marietta	Jane	JANE
Beckman	Jim	JIM	Masson	William	BILL
Brown	Allan	ALLAN	Ong	Ien	IEN
Chu	David	DAVE	Opalach	Joseph	JOE
Dumbra	Marie	MARIE	Reicheg	Louis	LOU
Fang	John	JOHN	Rowlinson	Don	DON
Fenton	Scott	SCOTT	Seiler	Linda	LINDA
Garcia	Jose	JOSE	Siegel	Lawrence	LARRY
Gerkensmeier	Otto	OTTO	Smith	Bernard	BERNE
Johnson	Andrew	ANDY	Son	Sarah	SARAH
Kesselring	Ana	ANA	Stickler	Craig	CRAIG
Leonard	Michael	MIKE	Vatier	Barbara	BARB
Lindquist	Hal	HAL1	Walsh	Jennifer	JENNY
Lindquist	Hal	HAL2	Woll	Harvey	HARV
Mack	Joel	JOEL	Yang	CJ	CJ

F10 - Help

F Add	F Remove	F Change	F Next	F Config	F Admin
1 Agent	2 Agent	3 Agt Name	5 Page	7 Splits	8 Menu

ADDING AGENTS TO THE AGENT DIRECTORY

To add an agent to the Agent Directory:

- 1 Press **[F1]** (labeled “Add Agent”) on the Agent Directory screen.
The screen’s function keys are relabeled, and the following prompt appears:

ADD AGENT: Last Name: _____ First: _____ ID: _____
- 2 Referring to the Agent Directory Planning Form, make entries in each of the fields.
NOTE: Agent names appear in uppercase and lowercase letters, exactly as you type them. IDs appear in uppercase letters.
- 3 Then press **[F8]** (labeled “Enter Data”).
The prompt disappears, the screen’s function keys are relabeled, and the new agent appears in the Agent Directory.
NOTE: If you make a typing error before pressing **[F8]**, or if the validation check finds an error, you can use either the function keys **[F5]** (labeled “Previous Field”) and **[F6]** (labeled “Next Field”), or the right and left arrow keys to position the cursor and make the necessary corrections.

To change agent information *after* the agent has been added to the Agent Directory, do the following:

- To change an agent's first and/or last name, press [**F3**] (labeled "Change Agt Name"). Enter the agent's ID and the corrected name; then press [**F8**] (labeled "Enter Data").
- To change an agent's ID, you must first remove the agent using [**F2**] (labeled "Remove Agent"); then add the agent with the correct information using [**F1**] (labeled "Add Agent").

- 4 Repeat Steps 1 through 3 for each agent listed on the Agent Directory Planning Form.

WHEN YOU FINISH CREATING THE AGENT DIRECTORY

Carefully compare and review the information on the Agent Directory screen against the Agent Directory Planning Form to make sure all the information is entered correctly. Make corrections if necessary.

Then press [**F8**] (labeled "Admin Menu") to return to the Administration Menu.

Building a Shift Configuration

Before CMS can operate, at least one shift configuration must be built. Build the first shift configuration in this order:

- 1 Select the configuration to be built.
- 2 Administer the splits (involves assigning each split an ID and some agents).
- 3 Administer call flow (involves assigning splits to handle calls to specific line groups).
- 4 Name the configuration.

The information you need to build a shift configuration is on the completed Shift Configuration Planning Form.

Press **[F4]** (labeled “Config List”) on the Administration Menu to display the Configuration List screen, shown below. This screen displays the names and numbers of the six shift configurations CMS can store. At first, all configurations are named “UNUSED.”

CONFIGURATION LIST

ADMIN CMS1.0 3:18p 04/18

STORED SHIFT CONFIGURATIONS

1 - UNUSED

2 - UNUSED

3 - UNUSED

4 - UNUSED

5 - UNUSED

6 - UNUSED

F Select F Save F Rename F Choose

1 Config 2 Config 3 Config 4Startup

F10 - Help

F Config F Admin

7 Screen 8 Menu

SELECTING A CONFIGURATION

Before you can assign splits to line groups, you have to select the configuration you want to build.

To select the configuration:

- 1 Press **[F1]** (labeled “Select Config”) on the Configuration List screen.
The screen’s function keys are relabeled and the following prompt appears:
SELECT CONFIGURATION: Config # (1-6):__
- 2 Type **1** to select the first configuration. Then press **[F8]** (labeled “Enter Data”).

The Configuration screen for shift configuration 1, shown below, is displayed with the shift configuration you selected.

CONFIGURATION						ADMIN CMS1.0 3:24p 04/18			
AGENT SPLITS						ANSWER/FORCE DELAY			
--Agent--			--Agent--			Num Answer Force			
<u>Split</u>	<u>PDC</u>	<u>ID</u>	<u>Split</u>	<u>PDC</u>	<u>ID</u>	<u>Group</u>	<u>Lines</u>	<u>Delay</u>	<u>Delay</u>
1 -						A PUBL	9	5s	Off
2 -						B BUSNS	6	5s	Off
3 -						C CHART	5	5s	Off
4 -						D -	0	5s	Off
5 -									
6 -									
						CALL FLOW			
						Flow			
						-Splits- Intra Spl Thresh			
<u>Gp</u>	<u>Main</u>	<u>Sec</u>	<u>Flow</u>	<u>Flow</u>	<u>Flow</u>	<u>1</u>	<u>30s</u>		
A	-	-	Off	2	30s				
B	-	-	Off	3	30s				
C	-	-	Off	4	30s				
D	-	-	Off	5	30s				
				6	30s				
Configuration #1 - CONFIG_1									
						F10 - Help			
F Splits	FAns/Forc	F Call	F Clear	F Config	F Admin				
1	2 Delay	3 Flow	5 Config	7 List	8 Menu				

Note that the following initial settings are supplied for a new configuration:

- Agent Splits section of the screen
 - Split numbers 1 through 6 are displayed in the Agent Splits area.
- Answer/Force Delay section of the screen
 - The line group names and number of lines are shown.
 - Answer Delay is set to 5 seconds for all line groups.
 - Force Delay is turned off for all line groups.
- Call Flow section of the screen
 - Main and secondary splits are unassigned (indicated by hyphens).
 - Intraflow is turned off for all line groups.
 - Intraflow Thresholds are set to 30 seconds for all splits.

ADMINISTERING AGENT SPLITS

To begin, press **[F1]** (labeled “Splits”) from the Configuration screen to select the Configure Splits screen for Configuration 1. An example of this screen with sample agent split data appears below.

CONFIGURE SPLITS

ADMIN CMS1.0 3:27p 04/18

AGENT SPLITS

--Agent--			--Agent--		
Split	PDC	ID	Split	PDC	ID
1	PUBLIC	401 LINDA	4	SUPPT	417 CRAIG
		402 JOEL			418 BARB
		403 IEN			424 CJ
		404 JENNY	5	-	
		405 SCOTT	6	-	
		406 BILL			
2	BUSNS	407 SARAH			
		408 JOHN			
		409 JIM			
3	CHART	410 BERNE			
		411 DON			
		412 ALLAN			
4	SUPPT	415 ANDY			
		416 LOU			

ANSWER/FORCE DELAY

Group	Lines	Delay	Force
A	PUBLIC	9 5s	Off
B	BUSNS	6 5s	Off
C	CHART	5 5s	Off
D	-	0 5s	Off

CALL FLOW

Gp	-Splits-			Intra	Spl	Flow	Thresh
	Main	Sec	Flow				
A	-	-	Off	2	30s		
B	-	-	Off	3	30s		
C	-	-	Off	4	30s		
D	-	-	Off	5	30s		
				6	30s		

Configuration #1 - CONFIG_1

F Add F Remove F Move F Replace F New F Change F Config F Agent

1 Agent 2 Agent 3 Agent 4 Agent 5 Agent 6 Split ID 7 Screen 8 Directry

F10 - Help

NAMING A SPLIT

To name a split:

- 1 Press **[F6]** (labeled “Change Split ID”).

The function keys are relabeled and the following prompt appears:

CHANGE SPLIT ID: Split # (1-6):_ New Split ID:_____

- 2 Referring to the Shift Configuration Planning Form, enter the split number and the split ID. Then press **[F8]** (labeled “Enter Data”).

The prompt disappears, the function keys are relabeled, and the new split ID appears on the screen.

NOTE: If you notice that you’ve made an error after CMS has accepted the information and displayed the split ID, use **[F6]** (labeled “Change Split ID”) to correct the error.

- 3 Repeat Steps 1 and 2 to name any additional splits in the shift configuration.

ASSIGNING AGENTS TO AGENT SPLITS

To assign agents to a split:

- 1 Press [**F1**] (labeled “Add Agent”).

The function keys are relabeled and the following prompt appears:

ADD AGENT: ID:_____PDC: _____ to Split #:_

- 2 Refer to the Shift Configuration Planning Form, then enter the agent ID, PDC, and split number. Then press [**F8**] (labeled “Enter Data”).

The prompt disappears, the function keys are relabeled, and the information you entered appears on the screen.

NOTE: If you notice that you have made an error *after* CMS has accepted the information and displayed it on the screen, use [**F2**] (labeled “Remove Agent”) to remove the agent. Then press [**F1**] (labeled “Add Agent”) to add the agent using the correct information.

- 3 Repeat Steps 1 and 2 to add the remaining agents listed on the Shift Configuration Planning Form.

WHEN YOU FINISH ADMINISTERING SPLITS

When you finish administering splits, compare and review the information displayed on the Configuration List screen against the information on the Shift Configuration Planning Form to make sure all the information is entered correctly. Make corrections if necessary. Then press [**F7**] (labeled “Config Screen”) to return to the Configuration Screen.

ADMINISTERING CALL FLOW

Refer to the Call Flow section of the Shift Configuration Planning Form and assign main and secondary splits to line groups as follows:

- 1 Press [**F3**] (labeled “Call Flow”) on the Configuration screen.

The Configure Call Flow screen for configuration 1 appears, shown below with sample data.

CONFIGURE CALL FLOW										ADMIN CMS1.0 3:32p 04/18																																																																																																																					
AGENT SPLITS <table border="1"> <thead> <tr> <th colspan="3"> --Agent-- </th> <th colspan="3"> --Agent-- </th> </tr> <tr> <th>Split</th> <th>PDC</th> <th>ID</th> <th>Split</th> <th>PDC</th> <th>ID</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>PUBLIC</td> <td>401 LINDA</td> <td>4</td> <td>SUPPT</td> <td>417 CRAIG</td> </tr> <tr> <td></td> <td></td> <td>402 JOEL</td> <td></td> <td></td> <td>418 BARB</td> </tr> <tr> <td></td> <td></td> <td>403 IEN</td> <td></td> <td></td> <td>424 CJ</td> </tr> <tr> <td></td> <td></td> <td>404 JENNY</td> <td>5</td> <td>-</td> <td></td> </tr> <tr> <td></td> <td></td> <td>405 SCOTT</td> <td>6</td> <td>-</td> <td></td> </tr> <tr> <td></td> <td></td> <td>406 BILL</td> <td></td> <td></td> <td></td> </tr> <tr> <td>2</td> <td>BUSNS</td> <td>407 SARAH</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td>408 JOHN</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td>409 JIM</td> <td></td> <td></td> <td></td> </tr> <tr> <td>3</td> <td>CHART</td> <td>410 BERNE</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td>411 DON</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td>412 ALLAN</td> <td></td> <td></td> <td></td> </tr> <tr> <td>4</td> <td>SUPPT</td> <td>415 ANDY</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td>416 LOU</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> ANSWER/FORCE DELAY <table border="1"> <thead> <tr> <th>Group</th> <th>Lines</th> <th>Answer Delay</th> <th>Force Delay</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>PUBLIC</td> <td>9 5s</td> <td>Off</td> </tr> <tr> <td>B</td> <td>BUSNS</td> <td>6 5s</td> <td>Off</td> </tr> <tr> <td>C</td> <td>CHART</td> <td>5 5s</td> <td>Off</td> </tr> <tr> <td>D</td> <td>-</td> <td>0 5s</td> <td>Off</td> </tr> </tbody> </table>												--Agent--			--Agent--			Split	PDC	ID	Split	PDC	ID	1	PUBLIC	401 LINDA	4	SUPPT	417 CRAIG			402 JOEL			418 BARB			403 IEN			424 CJ			404 JENNY	5	-				405 SCOTT	6	-				406 BILL				2	BUSNS	407 SARAH						408 JOHN						409 JIM				3	CHART	410 BERNE						411 DON						412 ALLAN				4	SUPPT	415 ANDY						416 LOU				Group	Lines	Answer Delay	Force Delay	A	PUBLIC	9 5s	Off	B	BUSNS	6 5s	Off	C	CHART	5 5s	Off	D	-	0 5s	Off
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- 2 Press **[F1]** (labeled “Assign Splits”).

The screen’s function keys are relabeled and the following prompt appears:

ASSIGN SPLITS for Call Flow: Line Group (A-D):_ Main Split:_ Secondary Split:_

- 3 Enter the information for a line group.

If no secondary split has been designated, enter a hyphen (-) in that field.

- 4 Press **[F8]** (labeled “Enter Data”).

The prompt disappears, the function keys are relabeled, and the information appears on the screen.

NOTE: If you notice that you have made an error after CMS has accepted the information and displayed it on the screen, use **[F1]** (labeled “Assign Splits”) and reenter the information correctly.

- 5 Repeat steps 2 through 4 for each line group.

WHEN YOU FINISH ADMINISTERING CALL FLOW

Carefully compare and review the Configure Call Flow screen against the information on the Call Flow section of the Shift Configuration Planning Form to make sure all the information is entered correctly. Make corrections if necessary. Then press **[F7]** (labeled “Config Screen”) to return to the Configuration Screen.

SAVING CONFIGURATION CHANGES

After building (or changing) a shift configuration on the screen, you must *save* the configuration (or changes).

To save a shift configuration:

- 1 From the Configuration screen, press **[F7]** (labeled “Config List”).

The Configuration List screen appears. The configuration you have been working on is highlighted, and the word “edited” appears to the left of the configuration name on the screen.

- 2 Press **[F2]** (labeled “Save Config”).

The screen’s function keys are relabeled and the following prompt appears:

SAVE CONFIGURATION: In Config #:_

- 3 Enter the configuration number, in this case, **1**. Then press **[F8]** (labeled “Enter Data”).

The following prompt appears:

SAVE CONFIGURATION: Replace Contents of Config # 1 - CONFIG_1? (Y/N):_

- 4 Type **y** to confirm. Then press **[F8]** (labeled “Enter Data”).

The prompt disappears, the function keys are relabeled, and “edited” no longer appears on the screen.

NAMING THE CONFIGURATION

By default, the shift configuration you just built is named CONFIG_1. To change the name of the configuration to the one indicated on the Shift Configuration Planning Form, do the following:

- 1 Press **[F3]** (labeled “Rename Config”).

The screen’s function keys are relabeled, and the following prompt appears:

RENAME CONFIGURATION: Config # (1-6):_ **New Name:**_____

- 2 Type **1**, since that is the configuration you just built, and then enter the configuration name indicated on the Shift Configuration Planning Form.
- 3 Press **[F8]** (labeled “Enter Data”).

The prompt disappears, the screen’s function keys are relabeled, and the new name for the first shift configuration appears on the screen.

WHEN YOU ARE DONE

You have completed the basic CMS administration necessary to get CMS up and running with one configuration. Press **[F8]** (labeled “Admin Menu”) to return to the Administration Menu screen. Continue with “Printing System 25 Administration Instructions.”

Printing System 25 Administration Instructions

System 25 must be administered to support CMS operation. In order for CMS to function properly, System 25 must reflect the same port numbers, trunk numbers, PDCs, voice terminal types, and trunk types as CMS.

To print the System 25 administration instructions:

- 1 Press **[F7]** (labeled “S25 Admn Instrctn”) from the Administration Menu.

PRINT SYSTEM25 INSTRUCTADMIN CSM1.0 3:44p 04/18

Form Print

System 25 CMS Administration

Turn on Printer and Align Paper. (When Ready, Select a Labeled Function Key)

F Full FPartial F UpdateF Admin

1 Print 2 Print 3S25 File8 Menu

The Print System25 Instruct screen shown above appears, and you see the following message on the prompt line:

Turn on Printer and Align Paper. (When Ready, Select a Labeled Function Key)

- 2 Turn on the printer. Make sure that the printer is ready to print.
- 3 Press **[F1]** (labeled “Full Print”).

The screen’s function keys are relabeled and the following prompt appears:

FULL PRINT: Print all SYSTEM 25 Instructions: (Y/N)?_

Enter *y* and press **[F8]** (labeled “Enter Data”).

As the instructions begin to print, and the following message appears:

Printing SYSTEM 25 Instructions

NOTE: If the printer stops during the printout process, you must reprint the entire set of instructions. The system does not restart where printing stopped.

When the printout is complete, the following message appears:

Printing Completed

- 4 Remove the instructions from the printer.

PRINTER PROBLEMS

CMS displays an error message if:

- You request a print when the printer is out of paper, has a paper jam, is disconnected from the PC, is powered off, or is off line.
- Your printing process is interrupted by a power failure, a paper jam, or a lack of paper.
- You turn off the printer immediately after selecting and confirming a print request.

Correct the problem and request the print again.

EXITING CMS ADMINISTRATION

To exit CMS administration:

- 1 From the Print System25 Instruct screen, press [**F8**] (labeled “Admin Menu”).

The Administration Menu screen appears with relabeled function keys.

- 2 Press [**F8**] (labeled “Exit Admin”) to exit administration and return to the CMS Menu.

The function keys are relabeled and the following confirmation prompt appears:

EXIT CMS ADMINISTRATION and go to CMS MENU. Are you sure? (Y/N):_

- 3 Type *y* and press [**F8**] (labeled “Enter Data”) to exit CMS administration.
The CMS Menu screen appears and the function keys are relabeled.

Organizing the System 25/CMS Implementation Forms

In this section you will organize the following two sets of System 25/CMS implementation forms, integrate the information onto one set of forms, and staple the forms together. Later, you will use these forms to perform software translations for System 25 to support CMS.

- The *hand-completed* System 25/CMS implementation forms that the CMS Supervisor and the System 25 Administrator filled out during the CMS planning process. (If you need more information about these implementation forms, refer to the CMS Planning Guide, or see “Completed Planning and Implementation Forms,” earlier in this guide.)
- The *computer-generated* System 25 administration instructions implementation forms. (For information on printing these administration instructions, see “Printing System 25 Administration Instructions,” earlier in this guide.)

Organize the hand-completed implementation forms in the following order:

- 1 PC jack CU1
- 2 PC jack CU2
- 3 Central Office trunks (CMS lines *and* transfer-queue lines)
- 4 Voice announcement unit(s)
- 5 Agent voice terminals
- 6 Supervisor voice terminal(s)
- 7 Transfer-into-Queue single-line voice terminals
- 8 If the CMS contingency plan will be set up, you have three types of hand-completed implementation forms used for describing the backup plan.
 - a Direct Group Calling List(s)
 - b A “Ghost” Single-Line Voice Terminal implementation form for each “ghost” voice terminal used in the CMS contingency plan
 - c Group Coverage Plan

When you have done this, complete the following steps for integrating the information on the hand-completed and computer-generated forms.

FORMS FOR PC JACKS, CU1 AND CU2

For *each* of the two PC jacks, CU1 *and* CU2, there are the following forms:

- A hand-completed 34-Button Voice Terminal implementation form designated for each of the PC jacks
- Two computer-generated forms for each of the two PC jacks, titled
 - “CMS-PORT (for PC Jack CUn) IMPLEMENTATION FORM” (where “n” represents the jack number)
 - “CMS-PORT #n (for PC Jack CUn) BUTTON LAYOUT” (where “n” represents the jack number)

Locate these forms and then do the following:

- 1 Staple the two computer-generated pages for PC jack CU1 on top of the hand-completed implementation form for PC jack CU1.
- 2 Staple the two computer-generated pages for PC jack CU2 on top of the hand-completed implementation form for PC jack CU2.

NOTE: Be careful not to mix the forms for CU1 with those for CU2.

FORMS FOR CMS AND TRANSFER-QUEUE LINES

For CMS trunks and for transfer-queue lines, there are the following two types of forms:

- Hand-completed Central Office Trunks implementation forms. (On the forms containing CMS lines, “CMS Lines” appears next to “Trunk Use”; on the forms for transfer-queue lines, “CMS Transfer-Queue Line” appears next to “Trunk Use.”)
- Computer-generated forms for the CMS trunks titled “CMS INCOMING LINES IMPLEMENTATION FORM.” On these forms all lines, whether CMS or transfer-queue lines, *that are connected to the same System 25 circuit pack*, are printed on the same form. Consequently, CMS lines that are Loop Start trunks will appear on the same page as transfer-queue lines, if they are connected to the same circuit pack.

Follow these directions for each trunk assigned to CMS:

- 1 On the computer-generated forms, look at the trunk number (item number 3) for a trunk.
- 2 Locate the trunk with the same trunk number on a hand-completed trunk implementation form.
- 3 On the hand-completed trunk form, check the column for the trunk and see if any changes to pre-printed options have been written in. If so, copy the changes noted for that trunk into the appropriate boxes on the computer-generated form. Make sure the correct trunk type in item number 2, “Trunk Type,” is printed on the computer-generated form. If it is not, write it in.
- 4 Repeat steps 1 through 3 for each trunk listed on the computer-generated forms.
- 5 When you have finished, staple the computer-generated trunk implementation forms on top of the hand-completed implementation forms.

FORMS FOR THE VOICE ANNOUNCEMENT UNIT(S)

For each voice announcement unit used with CMS, there are the following forms:

- A hand-completed Single-Line Voice Terminal implementation form designated for a voice announcement unit
- A computer-generated form titled “CMS ANNOUNCEMENT #n IMPLEMENTATION FORM “ (where “n” represents the announcement unit number).

Staple the computer-generated form for each voice announcement unit on top of the hand-completed form for the same unit.

FORMS FOR THE AGENT STATIONS

For each agent station you have the following forms:

- A hand-completed voice terminal implementation form designated for “CMS Agent.”
- A computer-generated agent station form. The form is titled “AGENT STATION IMPLEMENTATION FORM (CMS-ONLY ADMIN).”

Follow these instructions for coordinating the agent voice terminal forms:

- 1 Match the computer-generated page with the corresponding hand-completed implementation form. (You can match the forms by checking the PDC on each form.)
- 2 Buttons 9, 10, and 11 on the agent voice terminals are used for the agent-status (Available, ACW, and Logged Out) buttons. (On a Switched Loop Attendant Console used as an agent voice terminal, Buttons 19, 20, and 21 are used for this purpose.)

On the computer-generated implementation forms, two sets of numbers appear in the lower right box of the three agent-status buttons. These numbers represent the PDC assigned to PC jack CU2, and the number of the CMS Monitor button on PC jack CU2 that corresponds with this agent voice terminal.

On the hand-completed implementation form, copy these numbers for this agent voice terminal into the lower right box of each agent-status button representation. On the left, in the example below, a button representation from a computer-generated implementation form is shown. To the right is the same button on a hand-completed voice terminal implementation form with the appropriate information copied in the lower right box.

9	CMS AVAIL [42]
1	3456/26

PDC assigned
to PC jack CU2

Monitor Button number
on PC port CU2

9	REMOVAL Available
1	3456/26

- 3 Staple the appropriate hand-completed agent voice terminal form on top of the associated computer-generated implementation form.

FORMS FOR THE SUPERVISOR VOICE TERMINAL

There is only a hand-completed implementation form for a CMS Supervisor's voice terminal. There is *no* computer-generated form.

Keep the hand-completed implementation form(s) for the supervisor voice terminal(s) with the agent station forms.

FORMS FOR THE TRANSFER-INTO-QUEUE SINGLE-LINE VOICE TERMINAL

If the Transfer-into-Queue feature is being used, there will be the following forms for each single-line port associated with a transfer-queue line:

- A hand-completed Single-Line Voice Terminal implementation form for "CMS Transfer-into-Queue"
- A computer-generated form titled "CMS QUEUED TRANSFER STATION IMPLEMENTATION FORM."

Complete the following directions for these forms:

- 1 Match the computer-generated form with the hand-completed form by matching the PDCs on the two forms.
- 2 Staple the computer-generated form on top of the hand-completed form.

DGC CONTINGENCY PLAN

For the CMS contingency plan, you have the following forms:

- There are three types of hand-completed System 25 implementation forms completed for the CMS backup plan:
 - Direct Group Calling List form(s)
 - A "Ghost" Voice terminal implementation form for each "ghost" voice terminal used in the CMS contingency plan
 - Group Coverage Plan form
- *No* computer-generated forms are printed for the CMS contingency plan.

Locate these hand-completed forms, and place them in back of the other implementation forms.

WHEN YOU ARE FINISHED

When you have finished organizing the implementation forms, transferring information from one set to the other, and stapling the hand-completed and the computer-generated forms together, keep the forms handy. You will use the information on these forms to perform the System 25 software translations for CMS described in "Performing Software Translations for CMS," later in this guide.

Connecting CMS Equipment and Facilities to System 25

If you have not already connected the following required equipment and facilities needed for CMS operation, do so now:

- Central Office (CO) trunks
- Agent voice terminals
- CMS Supervisor voice terminal(s)
- Voice announcement unit(s)

For System 25 port assignments for each CO trunk, voice terminal, and voice announcement unit, refer to the appropriate System 25/CMS implementation form. A connectivity diagram for a voice announcement unit can be found in “Setting Up the Voice Announcement Unit,” earlier in this guide.

IMPORTANT: When you connect CMS equipment or facilities to System 25, it is strongly recommended that you do not change their System 25 port assignments from those specified on the System 25/CMS implementation forms. If you do, you also have to do the following:

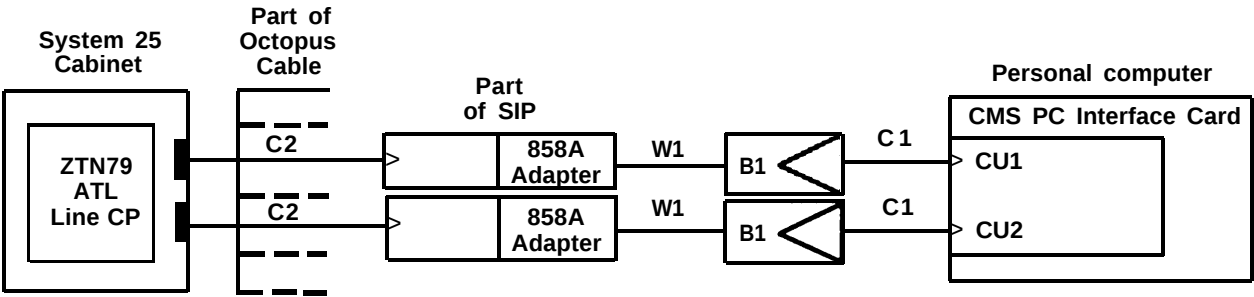
- 1 Update the CMS planning forms and System 25/CMS implementation forms with the new port numbers.
- 2 Readminister CMS to reflect the new port assignments.
- 3 Do a Partial Print of System 25 administration instructions from the Print System25 Instruct screen.
- 4 Update the System 25 file from the Print System25 Instruct screen.

Now, connect the PC jacks and transfer-queue lines, as described below.

CONNECTING THE PC JACKS

Connect each PC jack, CU1 and CU2, to ports on the *same* ATL Line Circuit Pack, as indicated on the computer-generated implementation form. Figure 10 shows a connectivity diagram for the PC jacks.

FIGURE 10 Connecting PC Jacks CU1 and CU2 to System 25.



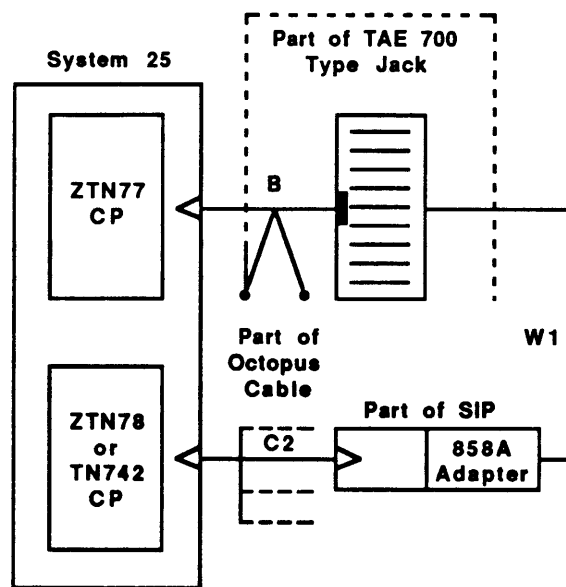
LEGEND:

- | | |
|---|--|
| ZTN79 - ATL Line Circuit Pack | B1 - Typical-103A Connecting Block
(furnished by the installer) |
| C2 - Octopus Cable (WP80780) | C1 - Modular cord (D8W-87)
(furnished in the CMS PC Interface Card box) |
| W1 - 4-Pair Inside Wiring Cable
(furnished by the installer) | |

CONNECTING TRANSFER- QUEUE LINES

For each transfer-queue line, connect the Loop Start trunk port to its associated single-line voice terminal port. To see which ports need to be connected, refer to the computer-generated forms titled "CMS QUEUED TRANSFER STATION IMPLEMENTATION FORM." On this form, in the upper right corner next to "Port," you will see the port number of the transfer-queue line's associated single-line port. The sentence under "OTHER OPTIONS AND CHANGES," at the bottom of the form, tells you the Loop Start Trunk Circuit Pack port number to which you will connect the single-line port. Figure 11 shows you how to make the hardware connections.

FIGURE 11 Hardware Connection for the Transfer-into-Queue Feature.



LEGEND:

ZTN77 - C.O. Line Loop Start Trunk Circuit Pack
ZTN78 - Tip Ring Line Circuit Pack
TN742 - Analog Line Circuit Pack

B - 3 to 1 Splitter Connectorized Cable (OR6016)
W1 - 1-Pair Inside Wiring Cable
C2 - Octopus Cable (WP90780)

Performing Software Translations for CMS

Once CMS hardware and facilities have been connected to System 25, use the System 25/CMS implementation forms you have organized to perform System 25 translations for CMS operation. System 25 administration must be done in the following order. You may find it helpful to make a copy of this page and check off each administration step as you complete it.

IMPORTANT: When working with the implementation forms, follow these conventions:

- A value that has been preprinted on the form and does not have either { } or () around it must *not* be changed because it is required for proper CMS functioning.
- If a value is preprinted on the form in (), it is strongly recommended that this value *not* be changed, in order to ensure optimal CMS functioning.
- A value preprinted on the form appearing in { } may be left as it is or can be changed if desired. It will not affect CMS operation.

- 1 Administer CMS Central Office trunks (for regular CMS lines *and* transfer-queue lines) according to the information on the computer-generated forms titled “CMS INCOMING LINES IMPLEMENTATION FORM.”
- 2 Administer the single-line port(s) for the Transfer-into-Queue feature using the information on the computer-generated form titled “CMS QUEUED TRANSFER STATION IMPLEMENTATION FORM.”
- 3 Administer the voice announcement unit(s) used for CMS according to the information on the computer-generated form(s) titled “CMS ANNOUNCEMENT #n IMPLEMENTATION FORM.”
- 4 Administer the PDC, port number, and all class of service information for PC jack CU1 that appears on the computer-generated form titled “CMS-PORT (for PC Jack CU1) IMPLEMENTATION FORM.”

Next, administer the button assignments for PC jack CU1 as shown on the computer-generated form titled “CMS-PORT # 1 (for PC Jack CU1) BUTTON LAYOUT.”

- 5 Administer the PDC, port number, and all class of service information for PC jack CU2. This information appears on the computer-generated form titled “CMS-PORT (for PC Jack CU2) IMPLEMENTATION FORM.”

Next, administer the button assignments for PC jack CU2 as they appear on the computer-generated form titled “CMS-PORT #2 (for PC Jack CU2) BUTTON LAYOUT.”

- 6 Using the information on the hand-completed CMS agent voice terminal implementation forms, administer the agent voice terminals. Assign the voice terminals to a port and administer the class of service options specified on the voice terminal implementation form. *Do not administer button assignments on the voice terminals yet.*

-
- 7** Using the information on the hand-completed CMS Supervisor's voice terminal implementation form(s), administer the CMS Supervisor's voice terminal(s). Assign the voice terminal(s) to a port and administer the class of service options as specified on the voice terminal implementation form(s).

Next, administer the button assignments on each CMS Supervisor's voice terminal following the button assignments shown on the hand-completed CMS Supervisor's voice terminal implementation form(s).

- 8** Administer the buttons on each agent voice terminal following the button assignments shown on the hand-completed agent voice terminal implementation forms.
- 9** Administer the information on the hand-completed Direct Group Calling List form(s) for the CMS contingency plan.
- 10** Administer ports for the 34-button "ghost" voice terminal for the CMS contingency plan using the information on the hand-completed implementation form(s).

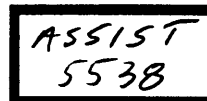
WHEN YOU ARE FINISHED

After you finish administering System 25 for CMS operation, use the directions that follow, in "Labeling Voice Terminals," to label agent and supervisor voice terminal buttons with the appropriate System 25 and CMS features.

Labeling Voice Terminals

Once the System 25 administration has been completed and all of the System 25 and CMS equipment has been installed, label the CMS agent and supervisor voice terminal feature buttons with the appropriate features. Keep the System 25/CMS voice terminal implementation forms for the agent and supervisor stations handy as you do the labeling. Buttons should be labeled as described in the *AT&T System 25 Installation and Maintenance Manual* (Installation and Maintenance Manual). The following types of buttons also need to be labeled:

- On agent and supervisor voice terminals, label the MSG WAIT button ASSIST. Include the PDC of the paired station on the button label, as shown below.



- On the supervisor voice terminal(s), include the System 25 trunk number and the Line ID on each Personal Line button. (The Line IDs for CMS lines can be found on the Line Group Planning Form and the Line IDs for transfer-queue lines can be found on the Transfer-into-Queue Planning Form.) An example of the button label appears below.



WHEN YOU ARE FINISHED

When you have connected all of the hardware and facilities for CMS operation, administered System 25 to support CMS, and labeled the buttons on agent and supervisor voice terminals, test CMS operation to verify that all administration and hardware and facilities connections are correct. Directions for testing CMS are described in the next section of this guide.

If this is a new System 25 installation prior to testing CMS, perform all applicable System 25 tests outlined in the Installation and Maintenance Manual and verify that the following components are working correctly:

- Trunk ports for all CMS and transfer-queue lines
- ATL line ports for all CMS agent and supervisor voice terminals and for PC jacks CU1 and CU2
- Single-line ports for voice announcement units and any transfer-queue lines.

After CMS installation and System 25 administration have been completed, you must test CMS operation to confirm that System 25 administration to support CMS has been performed correctly. This includes administration of the following:

- The CMS agent-status buttons on each of the agent stations
- The Loop Start trunk ports and single-line ports required for any CMS transfer-queue lines
- The ATL line ports connected to PC jacks, CU1 and CU2.

NOTE: Administration of the buttons on PC jacks CU1 and CU2 must be correct for CMS to function properly. Problems can be prevented and time saved if administration for the PC jacks is reviewed prior to the tests. Use the computer-generated button layout implementation forms for CU1 and CU2 to review the button assignments administered for the PC jacks.

To perform some of these verification tests, you will need the assistance of a second person.

TESTS FOR THE CMS CONTINGENCY PLAN

If you administered the CMS contingency plan, you need to verify that calls are distributed to the proper DGC groups when CMS is not managing calls. However, since the contingency plan and CMS call management cannot be in operation at the same time, you need to turn off the PC when performing tests for the CMS contingency plan. Once these tests are complete and you are satisfied that the administration needed for the contingency plan is correct, you can start up CMS call management.

There are two aspects of the CMS contingency plan that must be confirmed:

- Agent stations are assigned to the correct DGC groups.
- The “ghost” voice terminals are correctly administered with the appropriate DGC group coverage, and they have the correct Personal Line appearances administered on them.

Log In Agent Voice Terminals to DGC Groups

Each agent voice terminal in the CMS contingency plan is assigned to a DGC group. Refer to the Direct Group Calling List to see which agent voice terminals have been assigned to each DGC group. Go to each agent station and log the voice terminal into its assigned DGC group by following this procedure:

- 1 Lift the handset and listen for dial tone.
- 2 Dial *6.
- 3 Listen for confirmation tone and then hang up.

NOTE: If you hear a busy signal, the station has not been put into a DGC group. You need to assign the voice terminal to a DGC group at this time.

- 4 Leave the agent voice terminals logged into their DGC groups for the remainder of the CMS contingency plan tests.

Verify Agent Voice Terminal Assignments to DGC Groups

This test involves placing calls to each DGC group to confirm that each agent voice terminal has been assigned to the correct DGC group, and that all the voice terminals assigned to a DGC group have actually been administered to it. Refer to the Direct Group Calling List forms to obtain each DGC group's access code and to see which agent voice terminals are assigned to each DGC group.

- 1 Dial the access code for one DGC group.
One of the voice terminals in the DGC group should ring.
- 2 Dial the same DGC group's access code again.
Another voice terminal in the DGC group should ring.
- 3 Continue to dial the access code until one of the voice terminals that has already rung rings again.

Corrective Action. If a call rings at a voice terminal that is not in the DGC group being tested, remove the voice terminal from the DGC group. If a voice terminal that is supposed to be in the DGC group does not ring, add it to the DGC group.

Verify the DGC Coverage Assignments

The purpose of this test is to confirm that the correct DGC group has been assigned to cover each of the "ghost" voice terminals.

NOTE: Each of the DGC "ghost" voice terminals has a PDC. You can find the PDCs of the "ghost" voice terminals on the "Ghost" Voice Terminal implementation forms.

- 1 Dial the PDC of one of the CMS contingency plan's "ghost" voice terminals.

Since the call is not answered at the "ghost" voice terminal, it will ring at one of the DGC group members covering the "ghost" voice terminal.

NOTE: There is a delay before the call rings at the agent voice terminal. This delay time is based on the System 25 option that sets the number of rings before calls are sent to coverage.

-
- 2 Repeat step 1 for each of the other “ghost” voice terminals.

Corrective Action. If a voice terminal in the correct DGC group does not ring, check to see that the correct DGC group has been administered to cover the “ghost” voice terminal.

Verify Personal Line Button Assignments on the “Ghost” Voice Terminal(s)

Each CMS and transfer-queue line that will receive coverage by a DGC group is assigned a personal line appearance on a “ghost” voice terminal. To verify that the correct lines have been administered on the correct “ghost” voice terminal, place a call to each of the lines.

- 1 Dial one of the lines assigned to a “ghost” voice terminal.
 - Local lines, WATS lines within the local WATS area, and Foreign exchange lines can be dialed directly.
 - For WATS lines from outside the local area, you will need to know the plant test numbers.
 - Groups of trunks, WATS or local, which have a single published lead number may require that several calls be placed in succession, or that several calls be placed simultaneously, to ensure that each trunk is working correctly. This will depend on how the local Central Office distributes traffic on those trunks.

After a delay (equal to the System 25 option that sets the number of rings before a call goes to coverage), the call should ring at one of the members of the DGC coverage group for the “ghost” voice terminal.

- 2 Repeat step 1 for every personal line assigned to the “ghost” voice terminal. Then do the same for the lines assigned to the other “ghost” voice terminals.

Corrective Action. If there are problems, check administration of all personal lines on the “ghost” voice terminal. Make certain that each trunk is assigned to the correct “ghost” voice terminal and that the “ghost” voice terminal is the principal owner of the line.

LOG AGENT VOICE TERMINALS OUT OF THEIR DGC GROUPS

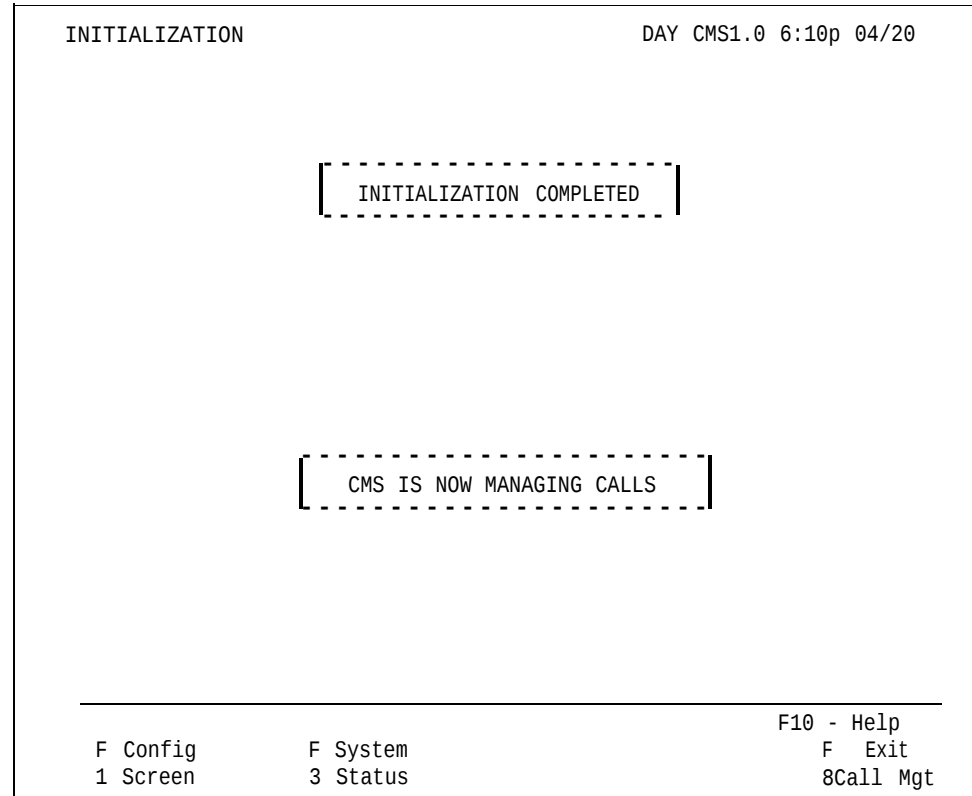
Before you begin the tests for CMS operation, log the agent voice terminals out of their DGC groups by doing the following:

- 1 Lift the handset at an agent voice terminal and listen for dial tone.
- 2 Dial *4.
- 3 Listen for confirmation tone and then hang up.
- 4 Repeat steps 1 through 3 for each agent voice terminal assigned to a DGC group.

CALL MANAGEMENT STARTUP TEST

To confirm that CMS call management starts without any errors, follow these steps:

- 1 Turn on the PC.
- 2 During the initialization process, CMS performs a series of checks. If no fatal errors are detected, that is, errors that keep CMS call management from proceeding, the following screen appears and call management begins.



- 3 If any error or warning messages are displayed on the screen, check the meaning of the messages in Section 9, "Troubleshooting," of the CMS System Manual and follow directions there to correct the problem.

NOTE: Only 14 errors can be displayed at one time on the Initialization screen. If more than 14 errors are found, the earlier errors will scroll off the screen. To get a list of all errors, exit call management by pressing **[F8]** (labeled "Exit Call Management") to return to the CMS menu. Then press **[F5]** (labeled Print Reports). From the Print Reports Menu, press **[F7]** (labeled "Events Log Rept"). The Events Log Report will contain all the error messages.

AGENT STATUS TESTS

Confirm that agent voice terminals can enter and leave the three agent work-states: the Available, After-Call-Work (ACW), and Logged Out states by performing the following tests. You will need an assistant for these tests.

- 1** At CMS call management startup, all agent stations are put into the Logged Out state. Display the Split Status screen for one split, as described below, and check the “Stat” column on the Split Status screen to see that all agents are in the Logged Out state.
 - a** From the initialization screen, press **[F3]** (labeled “System Status”).
 - b** From the System Status screen, press **[F6]** (labeled “Split Status”) to access the Split Status screen. (You are prompted for the split number.) Enter the number of the split, then press **[F8]** (labeled “Enter Data”).
 - c** On the Split Status screen, in the “Stat” column, you should see **LOut** for each agent.
- 2** Have your assistant go to each agent voice terminal in the displayed split and press each agent-status button in turn while you check the Split Status screen to verify that changing the state of an agent station is reflected in the “Stat” column on the PC screen. Your assistant should leave each agent voice terminal in the Available state.

The screen should read alternately **Aval**, **ACW**, **LOut**, and then **Aval** again. Your assistant should see the light next to each agent-status button go on as the button is pressed.
- 3** Check the “Stat” column on the Split Status screen to see that all agents are shown as **Aval**.
- 4** Display a different split in the current configuration and repeat steps 1 through 3.

Corrective Action. If the Split Status screen does not reflect the correct agent work state as your assistant presses the three agent-status buttons, check the administration of the three agent-status buttons (Available, ACW, and Logged Out) on the agent voice terminal.

If the three agent-status buttons are administered correctly on the agent voice terminal, check the administration of the corresponding CMS Monitor button on PC jack CU2. To see which CMS Monitor button has been administered for this voice terminal, locate the hand-completed implementation form for the agent voice terminal. Look at the button representation for any of the agent-status buttons (Available, ACW, or Logged Out). In the bottom right box of the button representation, the numbers after the “/” represent the button number of the button on CU2 that has been administered as the CMS Monitor button for this voice terminal. The example below shows you how to find this button number.

9	CMS AVAIL [42]
1	3456/26

↑
Monitor Button number
on PC port CU2

CALL DISTRIBUTION TEST

To verify that CMS calls are distributed to the correct agent voice terminal and voice announcements, do the following:

- 1 Check the Line Groups and Transfer-into-Queue Planning Forms or the Line Status screen to see which lines are in each line group. Check the Shift Configuration Planning Form or the Call Flow section of the Line Status screen to see which split is the main split for each line group.
- 2 Display the Split Status screen for one of the main splits.
- 3 Place one call into the line group covered by that split by dialing the listed directory number of a line in that line group. Do not answer the call at any agent station. Let each station, in turn, “refuse the call.”
- 4 Check the “Stat” column on the Split Status screen for the split covering the line group.

The screen shows **Ring** next to each agent as the call rings at the agent station and shows **ACW** when the call is refused.

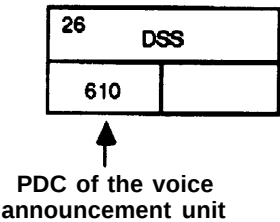
- 5 Let the call go to the voice announcement unit. Listen to the message and check to see if the message is the appropriate one for the line group.
- 6 Check to see that the call is put on hold once the message is finished.
- 7 Repeat steps 2 through 6 for another main split.

Corrective Action. If any voice terminal in the split does not ring, do the following:

- 1 Check the administration of the three agent-status button assignments on the agent voice terminal that didn’t ring. You may need to correct the administration of these buttons.
- 2 Check the administration of the associated CMS Monitor button on PC jack CU2 for that agent station. See “Corrective Action” for the Agent Status Tests, earlier in this section, for instructions.

If the wrong voice announcement unit answers the call, check the unit’s line group assignment on the Select Announcement screen. Make changes from the Assign Announcement screen.

If the voice announcement unit doesn’t answer the call, check the Voice Announcement Unit implementation form for the PDC of the unit. Then look on the computer-generated implementation form titled “CMS-PORT #1 (for PC Jack CU1) BUTTON LAYOUT” for the DSS button for that PDC. An example of a button representation for a voice announcement unit on the CU1 implementation form appears below:



Check the administration of the DSS button. Readminister the button, if necessary.

TRUNK TESTS

To test CO trunks assigned to CMS, and verify the Personal Line appearances of these lines on PC jack CU1, do the following:

- 1 Display the Line Status screen.
- 2 Place at least one call on each trunk. (All of these trunks should have been tested when System 25 was installed.) For directions on placing calls on CMS and transfer-queue trunks, refer to “Verify Personal Line Button Assignments on the “Ghost” Voice Terminal(s),” earlier in this section.
- 3 Check the “Status” column on the Line Status screen to see if **Ring** appears next to the appropriate trunk.
- 4 Hang up.

To test transfer-queue lines within the System 25 CMS, do the following:

- 1 Display the Line Status screen.
- 2 Dial the PDC of the associated single-line port of the transfer-queue line.
- 3 Check the “Status” column on the Line Status screen to see if **Ring** appears next to the appropriate trunk.
- 4 Hang up.

Corrective Action. If any of the tests for CO and transfer-queue trunks fail, do the following:

- Check the administration of the Personal Line button assignment on PC jack CU1 for the line you are testing.
- If you cannot find any errors there, check the System 25 hardware.
 - If there is a problem with a CO trunk, check the appropriate circuit pack to be sure that it is working properly.
 - If there is a problem with a transfer-queue line, check to see that the port on the Tip Ring Line (ZTN78) or Analog Line (TN742) Circuit Pack is correctly connected to the correct port on the Loop Start Trunk (ZTN77) Circuit Pack.

Changing CMS Administration

If you need to readminister CMS to correct an error after the initial printing of CMS administration instructions, do the following:

- 1 From the CMS Menu, press [**F4**] (labeled “Admin CMS”).
- 2 Select the screen(s) you need and make the necessary changes.
- 3 Press [**F8**] (labeled “Admin Menu”) to return to the Administration Menu.
- 4 At the Administration Menu, press [**F7**] (labeled “S25 Admn Instrctn”).
- 5 At the Print System25 Instruct screen, press [**F2**] (labeled “Partial Print”).

NOTE: If there are changes that have been made that require System 25 administration, those changes will appear on the printout.

- 6 Press [**F3**] (labeled “Update S25 File”).
- 7 Readminister System 25, if necessary, as shown on the forms.
- 8 Staple the page(s) showing changes onto the original implementation form(s).
- 9 Repeat necessary testing.

Backing Up CMS and System 25 Administration

BACKING UP CMS ADMINISTRATION

After all CMS testing has been completed and any problems identified and corrected, copy the following CMS files onto the “CMS SYSTEM WORKING COPY” diskette:

- **systbls.cms**
- **shift1.cms**

To copy these files on the diskette, follow this procedure:

- 1 Exit to MS-DOS from the CMS Menu by pressing [**F8**] (labeled “Exit to DOS”).
- 2 When the **c>** prompt appears, type

`cd\cms\cmsgmt`

and press [**Enter**].
- 3 Insert the “CMS SYSTEM WORKING COPY” diskette in drive A.
- 4 At the **c>** prompt, type

`copy systbls.cms a:`

and press [**Enter**].
- 5 When the MS-DOS **c>** prompt appears again, type

`copy shift1.cms a:`

and press [**Enter**].
- 6 When the MS-DOS **c>** prompt appears again, remove the diskette from drive A, return it to its paper sleeve, and store it in a safe place.

SAVING SYSTEM 25 TRANSLATIONS

System 25 translations should be backed up on tape or floppy diskette, as appropriate. For details, see the *AT&T System 25 Administration Manual for R2V1*.

STORING CMS PLANNING AND IMPLEMENTATION FORMS

When you have completed administering CMS, store the CMS planning and implementation forms in the following places:

- Place the completed CMS planning forms behind the tab labeled “Completed Planning Forms” in the CMS binder.
- Place the completed System 25/CMS implementation forms in the Administration Records binder, behind the tab labeled “CMS.”

Guide to CMS Screens

The menu maps below illustrate the network of CMS screens and functions during administration and call management.

FIGURE 12 Menu Map for CMS Administration.

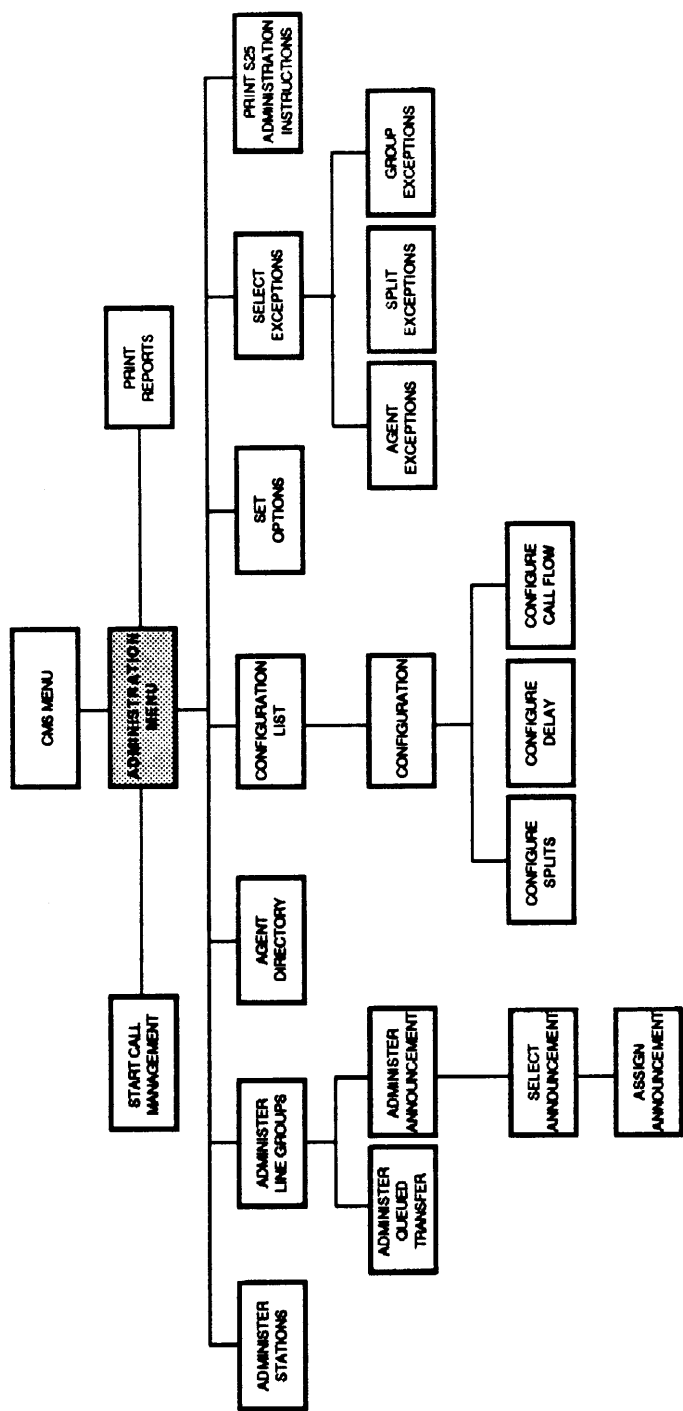


FIGURE 13 Menu Map for Call Management.

