



**Park-N-Page: Automated Paging Attendant  
User Manual Version 1.0.22**

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# Park-N-Page: Automated Paging Attendant

## Overview

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*by Syn-Apps*

*Park-N-Page is an automated paging attendant that will page phone users who do not answer their phone. Using advanced text to speech technology or customized prerecorded messages, Park-N-Page broadcasts to SA-Announce page groups and legacy overhead paging systems. After a selectable number of broadcasts the system will send the call directly to the destination user's voicemail. An intuitive web interface allows for easy management of the system.*

## About Syn-Apps

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*Syn-Apps L.L.C. was founded in 2000 as a consulting firm focused on developing software for IP telephony. Since that time Syn-Apps has more than tripled in size and has expanded its consulting services to include enterprise application development. We believe that our relatively small firm is able to fulfill the needs of our customers more efficiently and inexpensively than our larger competitors.*

*Syn-Apps has an extensive knowledge base in numerous technologies, including .NET, C#, VB.Net, SQL Server, Java, C++ and other mainstream development tools. Syn-Apps additionally has a strong background in network design and networking fundamentals. We believe this combination of experience in a broad range of technologies allows us to offer our customers an end-to-end application development solution.*

*We believe that in order to have a successful application deployment one should not only understand the development environment but also understand how the application will interact with the rest of network. Syn-Apps employs one of the Cisco Systems Engineers that was responsible for the network development and design for many Fortune 100 companies. We believe that this enables us to become a valuable asset to any development team.*

*Syn-Apps developers have a wide variety of development experience in many diverse industries. Our developers have been employed by, or consulted for companies such as Microsoft, Cisco, General Motors, General Dynamics, Bloomberg, and many others. All of our developers have a keen understanding of the software development life cycle and know how to develop successful applications.*

*At Syn-Apps we understand the importance of a team environment and are comfortable developing and sharing information to ensure that the best of breed product is produced.*

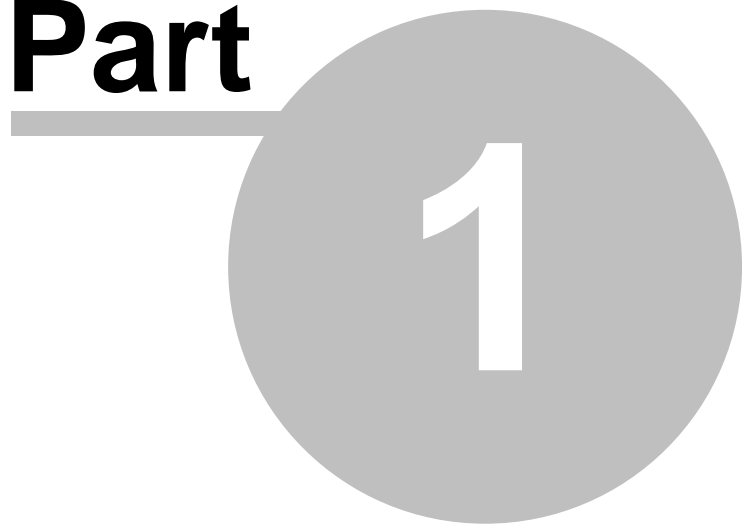
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# Application Features

**Part**



# 1 Application Features

Park-N-Page offers its users a multitude of features.

- Automatically pages users who do not answer their phone
- Supports SA-Announce page groups and legacy overhead paging systems
- Configurable parameters:
  - Time to Ring
  - Number of Announcements
  - Number of Message Repeats
  - Delay Between Announcements
  - Park Cycle Time
  - Number of Park Cycles
  - Number of Virtual Phones
- Users can access the system from any phone on the network
- Syn-Apps delivers only superbly engineered products. They all feature:
- Windows installer, with automated Communications Manager configuration
- Support for CallManager versions Express, 3.x, 4.x, 5.x and 6.x
- Supported IP phones – 7905/06, 7911/12, 7920/21, 7930/31/35, 7940/41/42/45, 7960/61/62/65, 7970/71/75, and IP Communicator
- SQL Server or MSDE databases
- Built-in support features, enabling us to quickly detect and correct problems



# System Requirements

**Part**



**2**

## 2 System Requirements

In order for Park-N-Page to function properly, there are a few system requirements that need to be met.

### 2.1 Applicationm Server Requirements

The Server must meet the following requirements before the Park-N-Page application will function correctly:

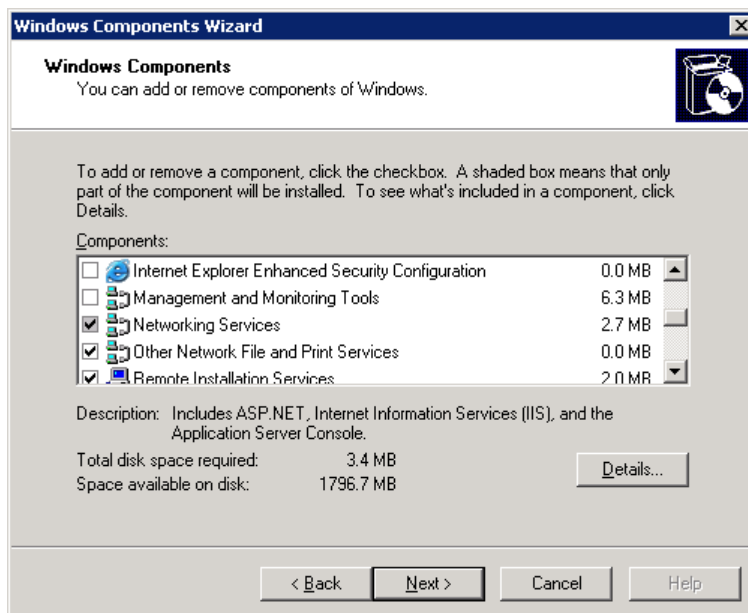
- Microsoft .Net 1.1
- Windows 2000 or Windows 2003
- Microsoft SQL Server 2000 or MSDE ([Core Components](#))
- Microsoft IIS
- 1 gigabyte of system memory (minimum requirement)
- 1 gigabyte of hard disk space (minimum requirement)

**\*\*If you are integrating our Park-N-Page application with our SA-Announce paging application the SA-Announce pages will be done in Unicast mode which requires 80k of bandwidth per IP Telephone destination\*\***

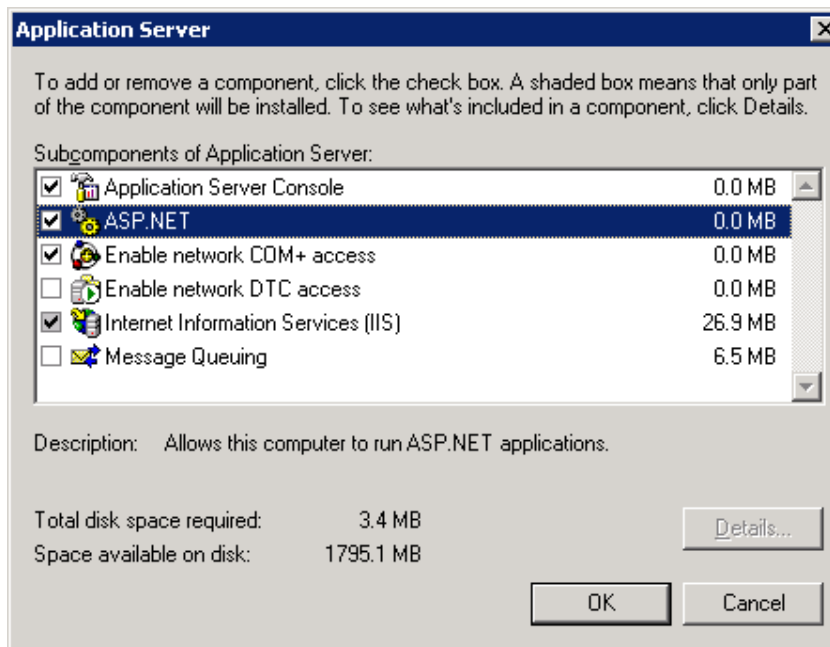
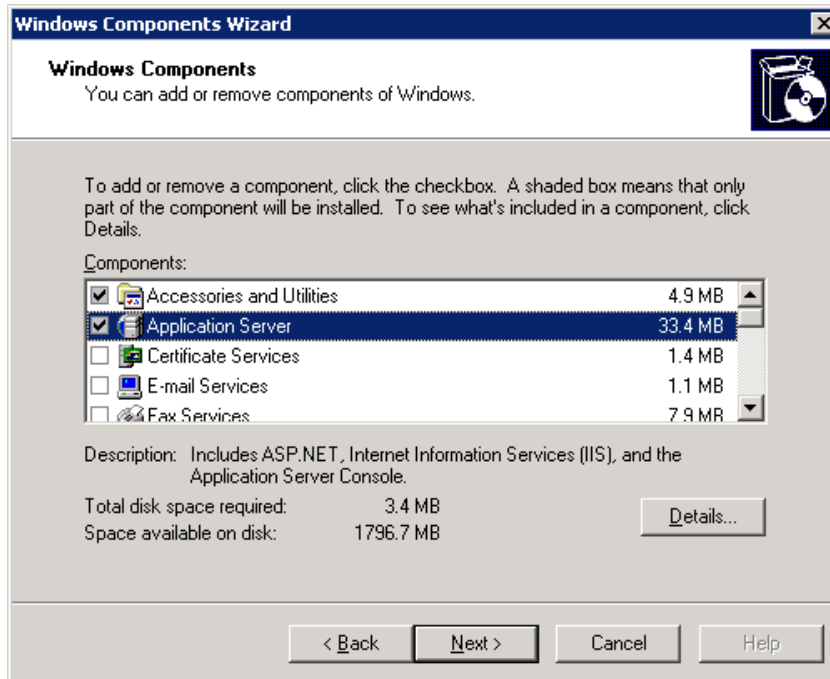
#### Windows 2003 Server

The Following items must be performed on a supported OS while logged in as the local Administrator.

1. You must first download the [Core Components](#). Once the install process has completed you must start MSSQL\$SYNAPPS, please note you must start before continuing.
2. Windows Components:
  - a. Internet Explorer Enhanced Security Configuration Box must be unchecked.



b. Under Application Server the ASP.NET check box must be checked.



3. Continue to Install Application

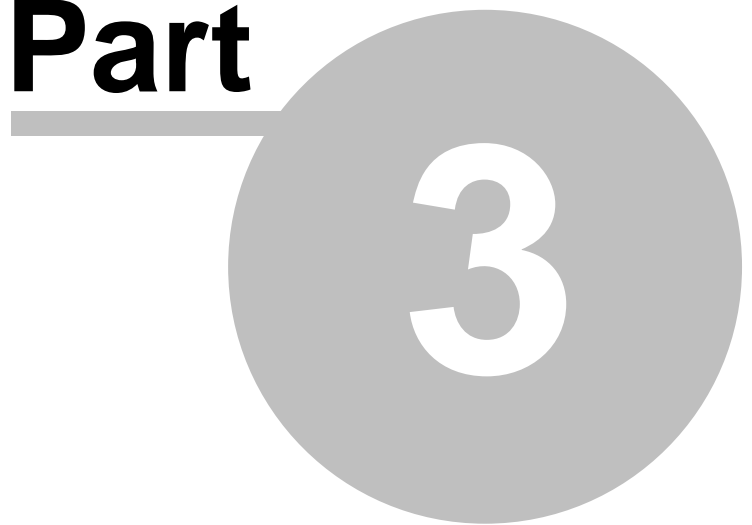
## Windows 2000 Server

Your Windows 2000 Server does not require any additional components to be configured.



# Installation Procedure

**Part**



**3**

## 3 Installation Procedure

*\*Note: Before beginning installation, you must first download Java and the Cepstral Voice. (See the Java and Cepstral Voice section of the manual for more information).*

### 3.1 Java

Before installing the Park-N-Page application, you must download Java. This can be completed by visiting

[http://www.java.com/en/download/download\\_the\\_latest.jsp](http://www.java.com/en/download/download_the_latest.jsp).

### 3.2 Cepstral Voice

You must also install a Cepstral voice of your choice prior to installing the application. We recommend Cepstral voices David or Diane.

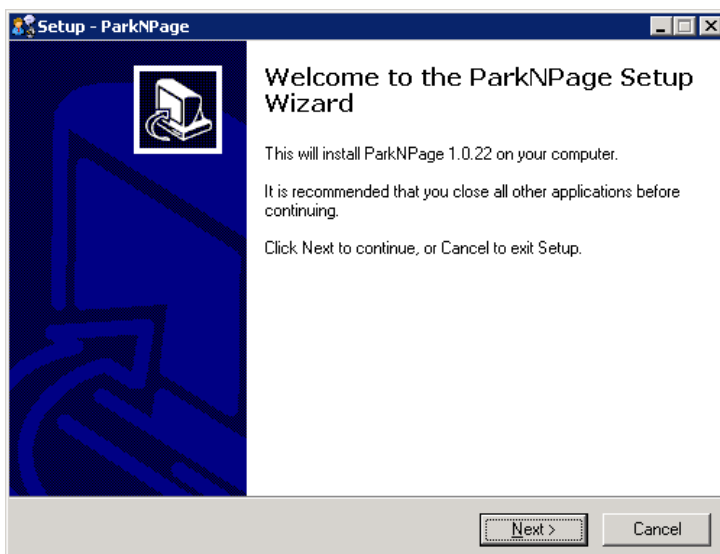
You can purchase the voices from Cepstral at <https://www.cepstral.com/cgi-bin/store/home>.

### 3.3 Application

To begin the application installation, place the Syn-Apps application CD into the drive. The Syn-Apps Splash screen will start automatically. Select the **Install Applications** link, install the **Core Components** first. Once the **Core Components** install has completed, please make sure the MSSQL\$SYNAPPS service is started on your machine. Next, click on the **Install SA-Announce Park-N-Page** link from the Syn-Apps application CD.

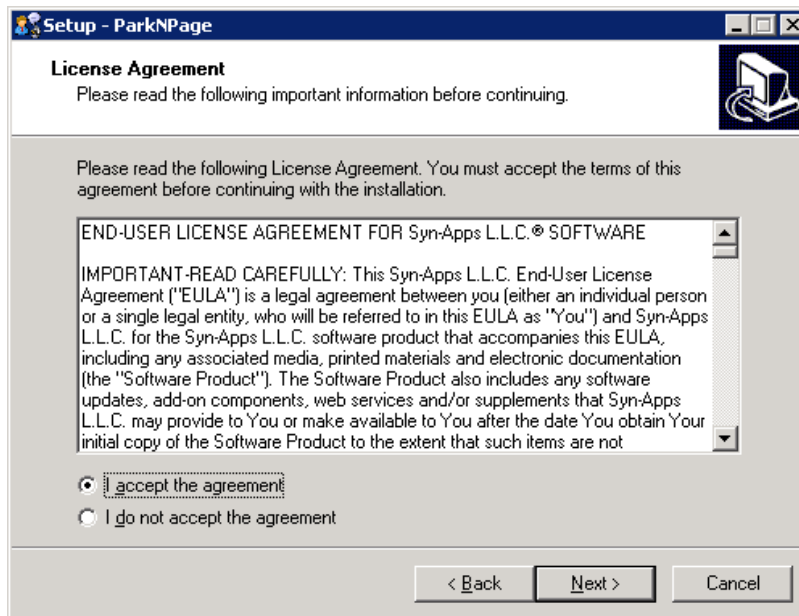
If the Install Wizard does not start installation, manually begin installation by:

- Click **Start** off of the Desktop
- Select **Run**
- Type in: **E:\SA-Announce Park-N-Page\SA-Announce Park-N-Page.exe** (where E: represents your CD drive)



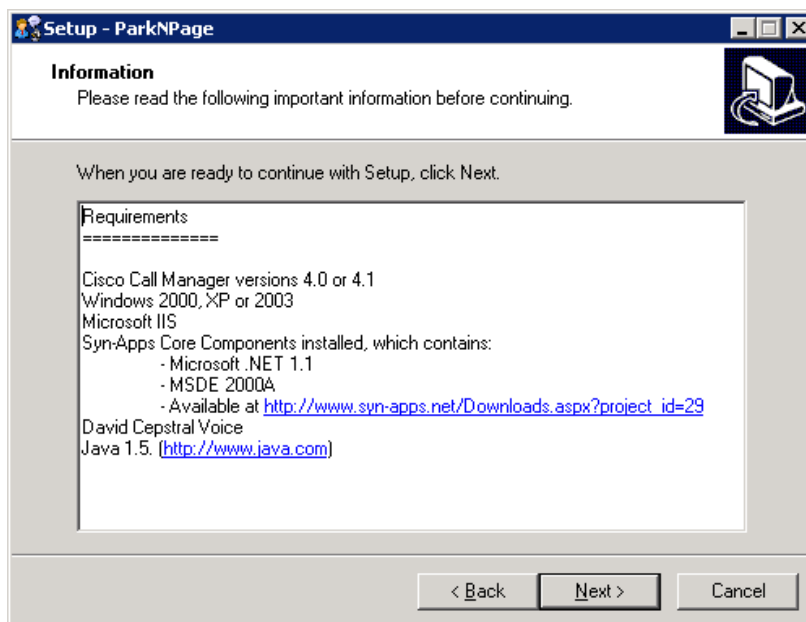
## License Agreement

You will be prompted to read your License Agreement to use the Syn-Apps SA-Announce Park-N-Page product. You may use your page down key to view by page. Once you agree with the terms, click **Next** to proceed.



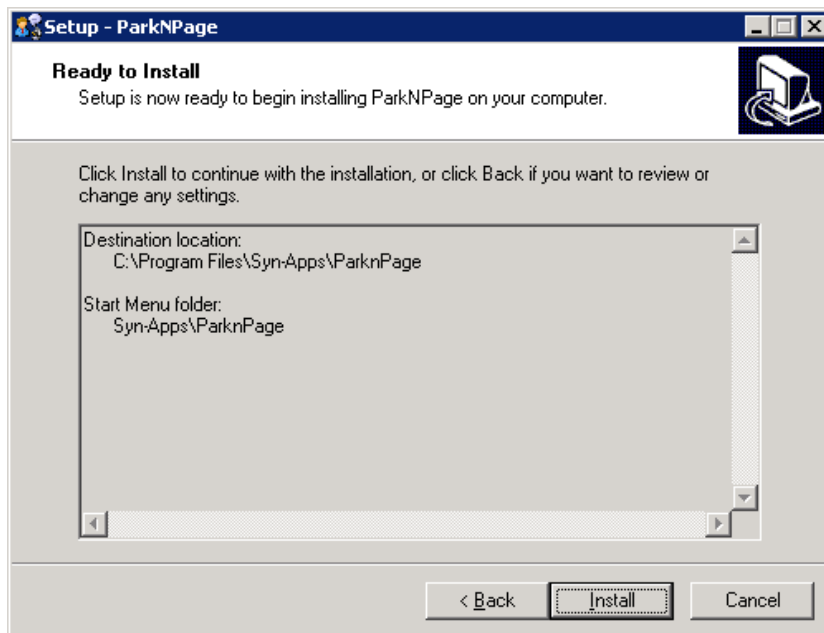
## Setup Information

Click **Next** after you have reviewed and verified the software product and version requirements.

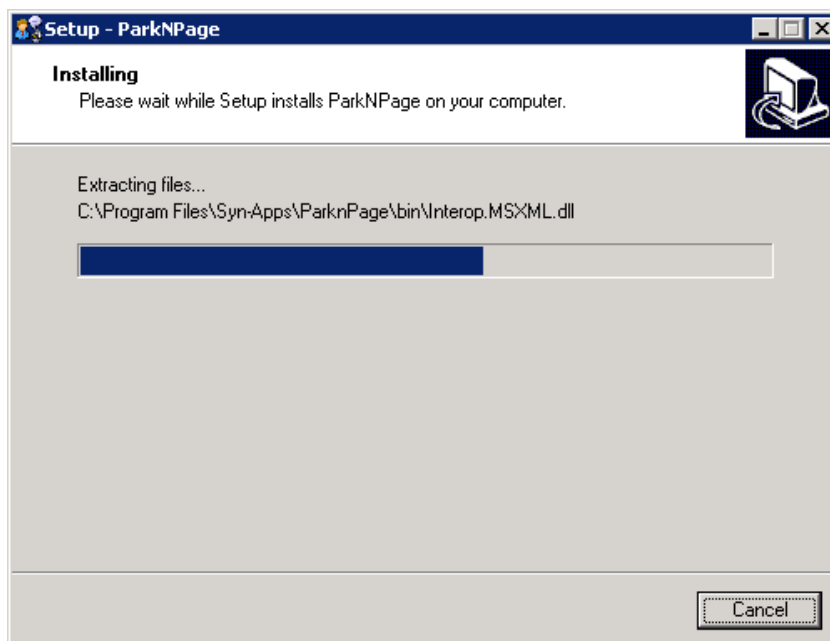


## Ready to Install

Click **Install** if you are ready to proceed with the SA-Announce Park-N-Page installation.



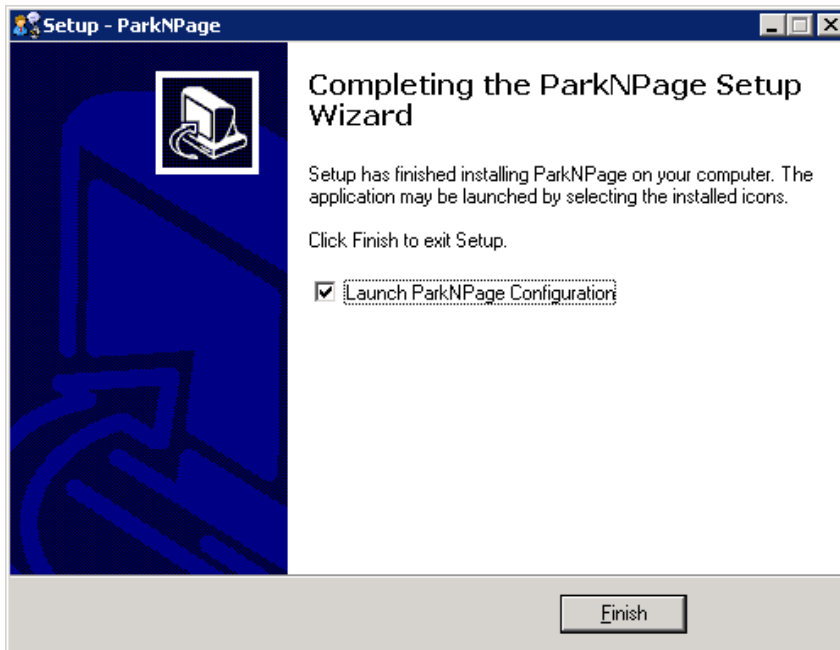
## Installing



**\*Please wait while Setup installs SA-Announce Park-N-Page on your computer.**



Once SA-Announce Park-N-Page has been successfully installed, this message will appear. Click **Finish**.



# Cepstral Registration


**Part**

**4**

## 4 Cepstral Registration

Please enter the license information you received after purchasing the Cepstral voice.

**Cepstral Registration**



**ParkNPage**

**Cepstral Registration**  
Please enter the license information you received for the Cepstral TTS engine.

User name:

Company Name:

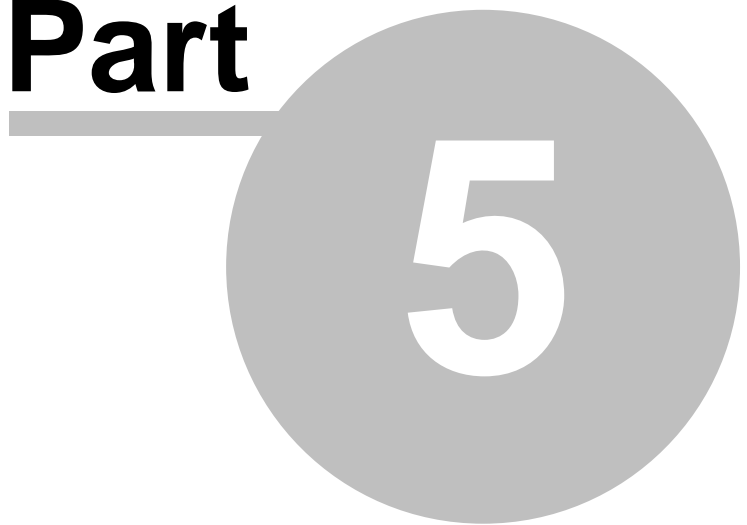
Voice:

Cepstral License Key:



# Configuration Steps

**Part**

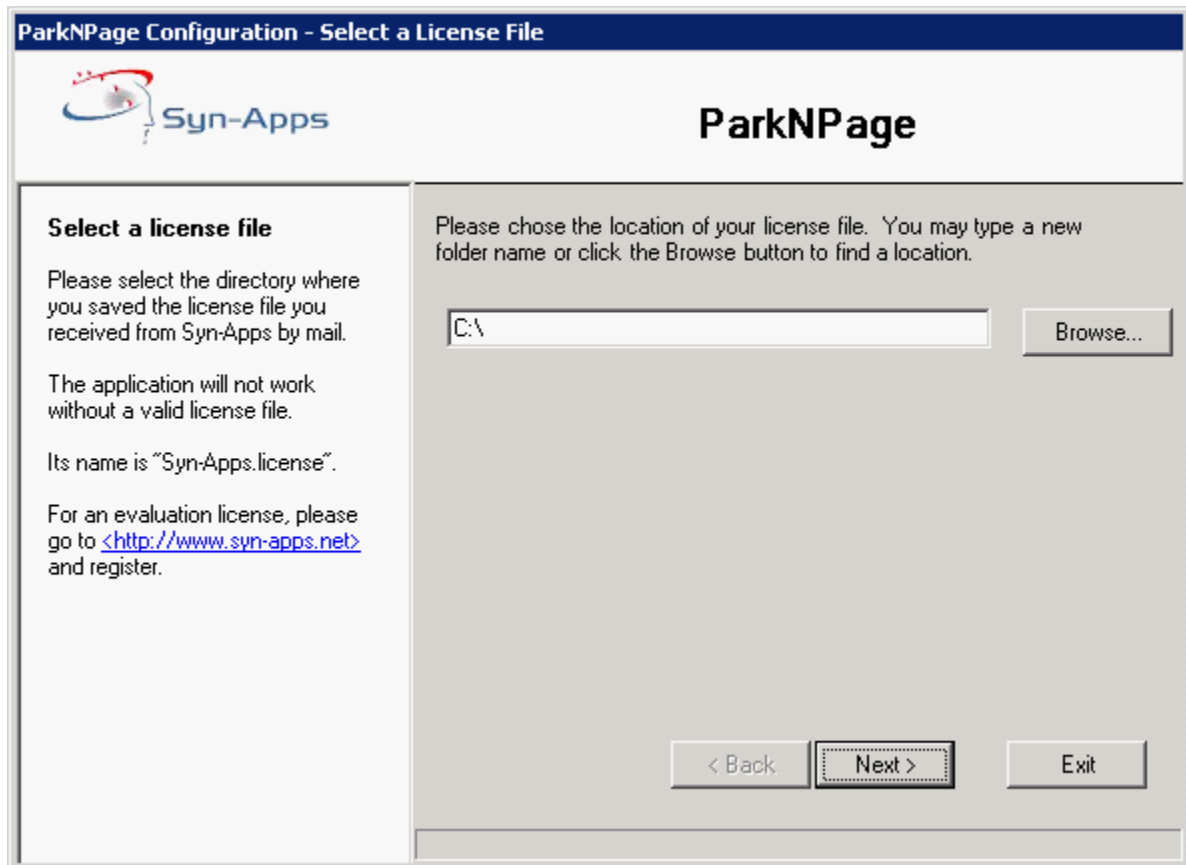


**5**

## 5 Configuration Steps

In order to use the SA-Announce Park-N-Page software, a valid license key must be obtained. You can register and obtain product licenses by visiting the Syn-Apps website at [www.syn-apps.com](http://www.syn-apps.com). Once you have received a license file, save it to a known location. If you have already obtained your license key by mail, insert the Syn-Apps floppy disk into your computer. Click **Browse** to locate the license file. Once you have located the appropriate license key, select it and click **Open**.

Click **Next** to proceed.



The screenshot shows a dialog box titled "ParkNPage Configuration - Select a License File". The dialog has a blue header bar with the title. Below the header, there is a logo for "Syn-Apps" on the left and the text "ParkNPage" on the right. The main area is divided into two columns. The left column contains instructions: "Select a license file", "Please select the directory where you saved the license file you received from Syn-Apps by mail.", "The application will not work without a valid license file.", "Its name is 'Syn-Apps.license'.", and "For an evaluation license, please go to <<http://www.syn-apps.net>> and register." The right column contains the text "Please chose the location of your license file. You may type a new folder name or click the Browse button to find a location." Below this text is a text input field containing "C:\\" and a "Browse..." button. At the bottom of the dialog, there are three buttons: "< Back", "Next >" (which is highlighted with a dashed border), and "Exit".



## Configuring Communications Manager Addresses

Type the IP address of your Communications Manager Server(s). You are allowed to input a maximum of five Communications Manager Servers. The first IP address field populated designates the primary Communications Manager server. In the event that you wish to designate a secondary Communications Manager for the SA-Announce Park-N-Page Paging System to rollover to in case of system failure, you may designate up to 4 back up Communications Manager servers. All servers are required to have the same administrator user ID and password designated and must be running the same version of Communications Manager. Additionally all back-up Communications Manager servers must be using the same SQL SA password.

Click **Next** to proceed.

The screenshot shows a web-based configuration window titled "ParkNPage - Call Manager Addresses". The window has a dark blue header bar with the title. Below the header, there is a logo for "Syn-Apps" on the left and the text "ParkNPage" on the right. The main content area is divided into two sections. On the left, there is a sidebar with the title "Call Manager Addresses" and the instruction "Please enter the addresses of your Call Managers." On the right, there are five input fields labeled "Call Manager 1 (Publisher)", "Call Manager 2:", "Call Manager 3:", "Call Manager 4:", and "Call Manager 5:". The first field contains the IP address "10.0.0.201". At the bottom of the window, there are three buttons: "< Back", "Next >" (which is highlighted with a dashed border), and "Exit".



## Communications Manager NT Authentication

Enter the Windows user account name for the Communications Manager. (This user and password must be the same on all Communications Manager servers and the Syn-Apps application server.)

Click **Next**

**ParkNPage - Call Manager NT Authentication**

**Syn-Apps**

**ParkNPage**

**Call Manager NT Authentication**

Enter the user and password for Call Manager NT administrator account. The application requires you to be logged on local machine (not on the domain) with an identical user as the Call Manager NT Administrator, with an identical password.

Using the "administrator" account, with the password identical to the one on CallManager is recommended.

When it is not possible to change the local "administrator" user, there is the option of creating a user which is member of the Administrators group, with that same name and password as the local user, on all CallManagers.

Call Manager NT User:  
administrator

Call Manager NT Password:  
\*\*\*\*\*

< Back    Next >    Exit




## Application Database Server

If you have installed the Syn-Apps Core Components (Required) please enter <localhost>\SynApps as your **SQL Server** name and SynApps as your **Instance Name**.

Click **Next** to proceed.

**ParkNPage - Application Database**

 **ParkNPage**

**Application Database Server**

Enter SQL Server instance where you want to install the application database.

If you installed *Syn-Apps Core Components* (recommended), use "SynApps" for the instance name.

Syn-Apps Core Components can be downloaded from  
<[http://www.syn-apps.net/Downloads.aspx?project\\_id=12](http://www.syn-apps.net/Downloads.aspx?project_id=12)>.

If you don't have a named instance, leave the instance name field blank.

You can only use a local database.

SQL Server:  
synapps02

Instance Name (leave blank for default):  
SynApps

Database Name:  
ParkNPage 1.0

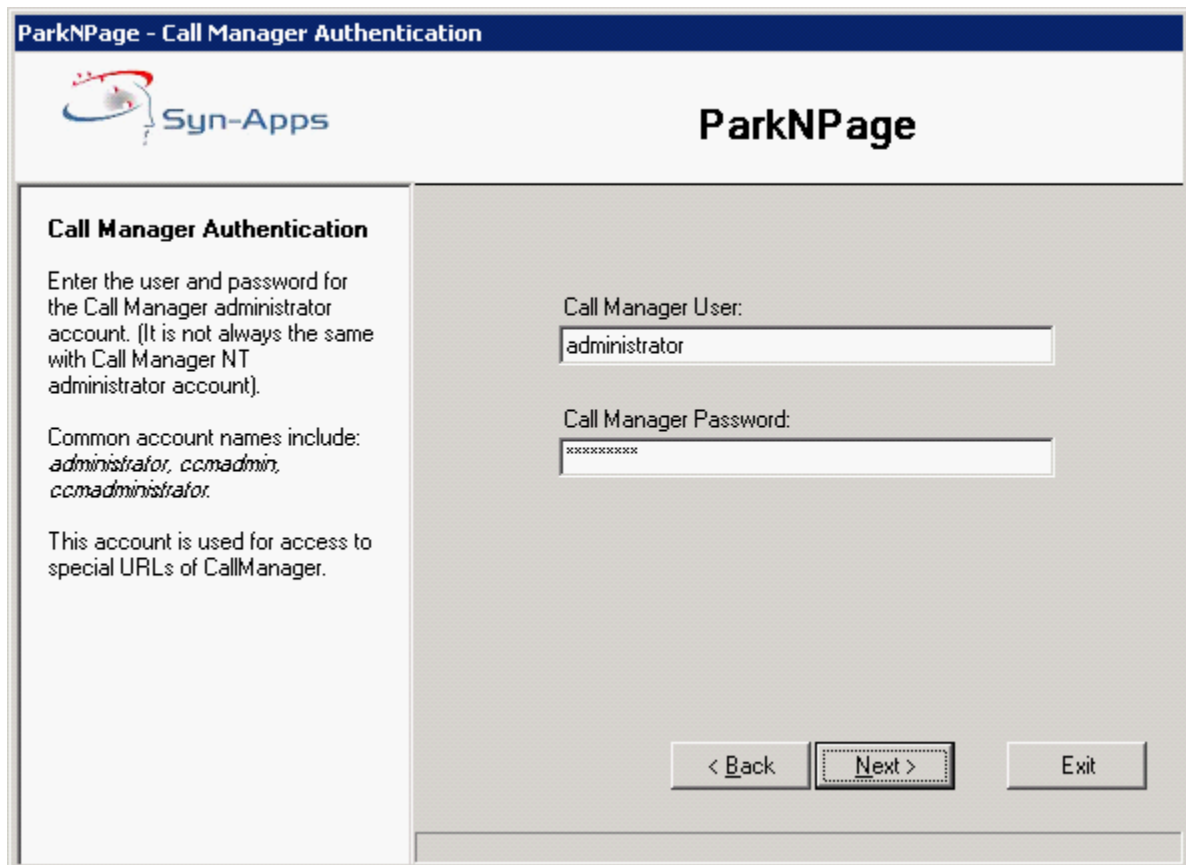
< Back   **Next >**   Exit



## Communications Manager Authentication

Enter the Windows user account name for the Communications Manager. (This user and password must be the same on all Communications Manager servers and the Syn-Apps application server.)

Click **Next**



The screenshot shows a dialog box titled "ParkNPage - Call Manager Authentication". The window has a blue header bar with the title. Below the header, the "Syn-Apps" logo is on the left and "ParkNPage" is on the right. The main area is divided into two columns. The left column contains instructions for "Call Manager Authentication", including a note that the user and password must be the same on all servers, a list of common account names (administrator, ccadmin, ccadministrator), and a note that the account is used for access to special URLs. The right column contains two input fields: "Call Manager User:" with the text "administrator" entered, and "Call Manager Password:" with a masked password "\*\*\*\*\*". At the bottom right, there are three buttons: "< Back", "Next >" (which is highlighted with a dashed border), and "Exit".

**ParkNPage - Call Manager Authentication**

**Syn-Apps** **ParkNPage**

**Call Manager Authentication**

Enter the user and password for the Call Manager administrator account. (It is not always the same with Call Manager NT administrator account).

Common account names include:  
*administrator, ccadmin, ccadministrator.*

This account is used for access to special URLs of CallManager.

Call Manager User:  
administrator

Call Manager Password:  
\*\*\*\*\*

< Back **Next >** Exit



## Sites

The next step is to define sites. Choose the option you wish to define sites by:

- Device Pool:
- Calling Search Space:

Select **Next** to continue.

**ParkNPage - Sites**

**Syn-Apps**

**ParkNPage**

**Sites**

Site multicast options can be defined by Device Pool or by Calling Search Space. You can change this setting by running configuration again.

How to define sites?

By Device Pool

By Calling Search Space

< Back   **Next >**   Exit



## Special Lines

Here you will set the **Main Line Prefix** and **Main Line Pattern** so that a pattern is formed to match calls to Park-N-Page. **Main Line Prefix** is used to send a call to Park-N-Page. **Main Line Pattern** is the pattern to match after the prefix (i.e. for a deployment that uses 4 digit extensions enter XXXX). The **Retrieve Line Prefix** and **Retrieve Line Pattern** are set in order to form a pattern that enables calls to be retrieved by the user after the call has been parked. A retrieve line prefix of ## means users will dial ## followed by the retrieve line pattern (i.e. their extension number) to retrieve the call that has been parked. The **Dialer Line Number** is the line number for a virtual phone used to call the user directly. If the user answers the call, it will be transferred to him. If the user does not answer, the paging system will automatically start an announcement for the user. The **Unparker Line Number** is a line number used internally to park/unpark calls in order to make sure calls do not expire too quickly.

For example, when a receptionist receives a call for extension 2000, the call is transferred to #2000. If the user at extension 2000 does not answer, a page informing the user of the call on hold will begin. In order for the user to answer the page, the user will dial ##2000 from any phone and the user will be transferred to the parked call. At this point, the page will end.

Click **Next** to continue.

ParkNPage - Special Lines
ParkNPage

**Special Lines**

Main Line prefix and Main Line Pattern form a pattern that will match calls to ParknPage. Defaults are # and XXXX. In this case all the calls to a number starting with # and having a total of 5 digits will go to ParknPage.

Retrieve Line Prefix and Retrieve Line Pattern form a pattern that will match calls made by users to retrieve parked calls. Defaults are \* and XXXX. This means that 2000 will have to call \*2000 to retrieve a call parked by the application.

Dialer Line Number is the line number for a virtual phone used to call the user directly. If the user answers the call will be transferred to him.

Unparker Line Number is a line

<b>Park:</b>	Main Line Prefix: <input type="text" value="#"/>	Main Line Pattern: <input type="text" value="XXXX"/>
<b>Retrieve:</b>	Prefix: <input type="text" value="##"/>	Retrieve Line Pattern: <input type="text" value="XXXX"/>
	Dialer Line Number: <input type="text" value="8000"/>	
	Unparker Line Number: <input type="text" value="8001"/>	
	Renamer Route Point Line Number: <input type="text" value="8002"/>	
<b>Voice mail:</b>	Prefix: <input type="text" value="*"/>	

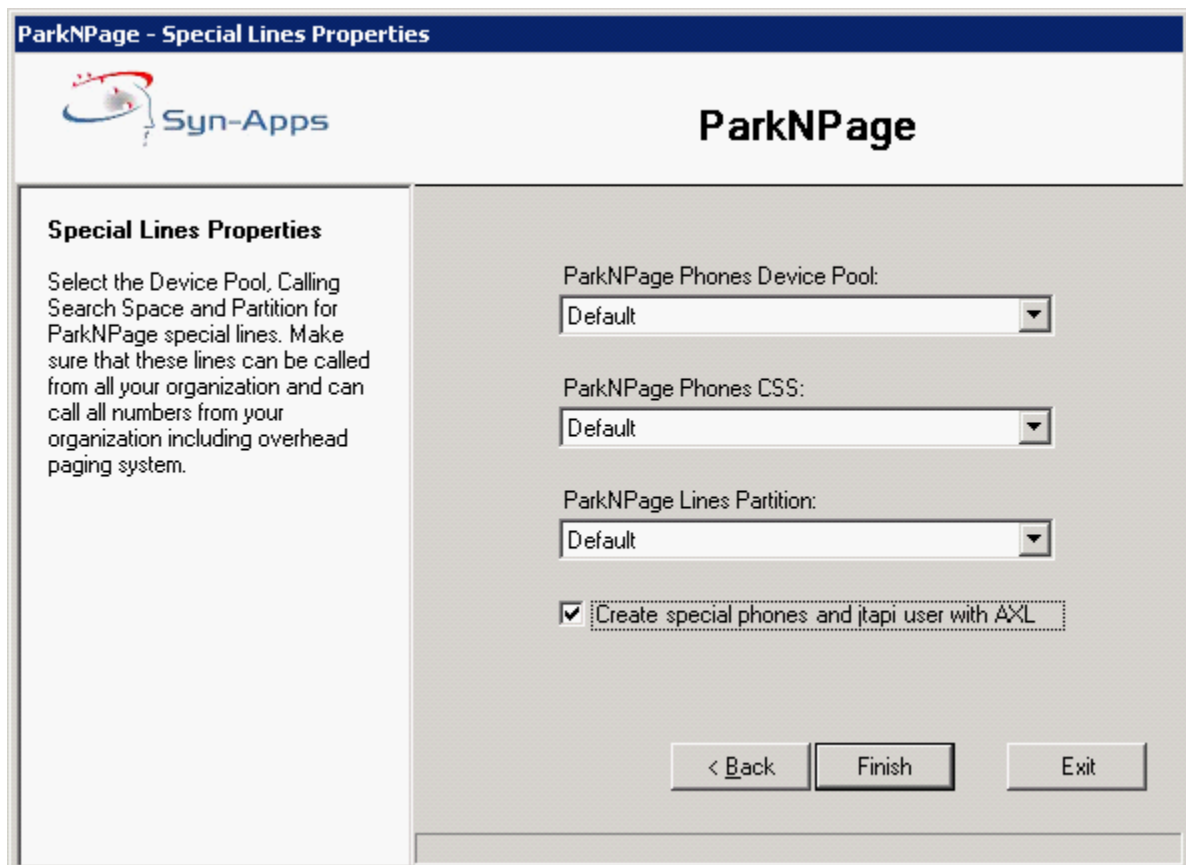


## Special Lines Properties

Here you select the **Phone Device Pool**, **Calling Search Space**, and **Lines Partition** which Park-N-Page will use to insert its special lines. Make sure the lines can be called from and can call all numbers within your organization, including your overhead paging system.

Click the **Create special phones and jtapi user with AXL** box. **\*Note: The checkbox must be checked.**

Click **Finish**.



The screenshot shows a web-based configuration window titled "ParkNPage - Special Lines Properties". The window has a blue header bar with the title and the Syn-Apps logo. Below the header, the main content area is divided into two sections. On the left, there is a sidebar with the title "Special Lines Properties" and a paragraph of instructions: "Select the Device Pool, Calling Search Space and Partition for ParkNPage special lines. Make sure that these lines can be called from all your organization and can call all numbers from your organization including overhead paging system." On the right, there are three dropdown menus: "ParkNPage Phones Device Pool:" (set to "Default"), "ParkNPage Phones CSS:" (set to "Default"), and "ParkNPage Lines Partition:" (set to "Default"). Below these menus is a checkbox labeled "Create special phones and jtapi user with AXL" which is checked. At the bottom of the window, there are three buttons: "< Back", "Finish", and "Exit".

## Successful Configuration

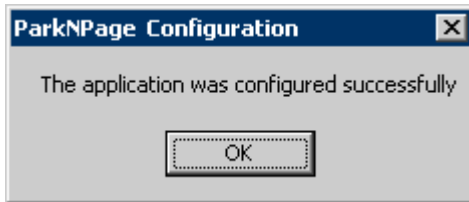
After clicking the Finish button:

You will see a series of windows and the status bar will be updated as steps are completed.

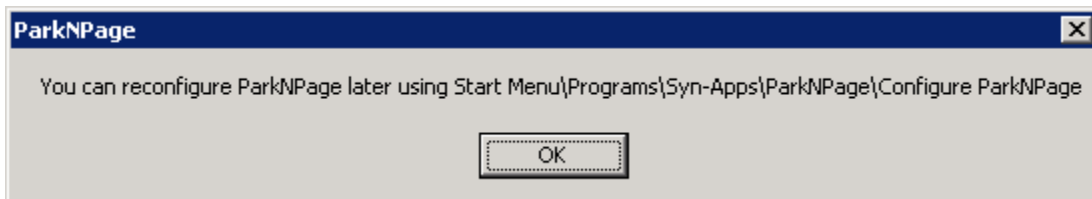
When the application is configured you will see the following success window.

Click **OK** to proceed.





Click **OK** to proceed.



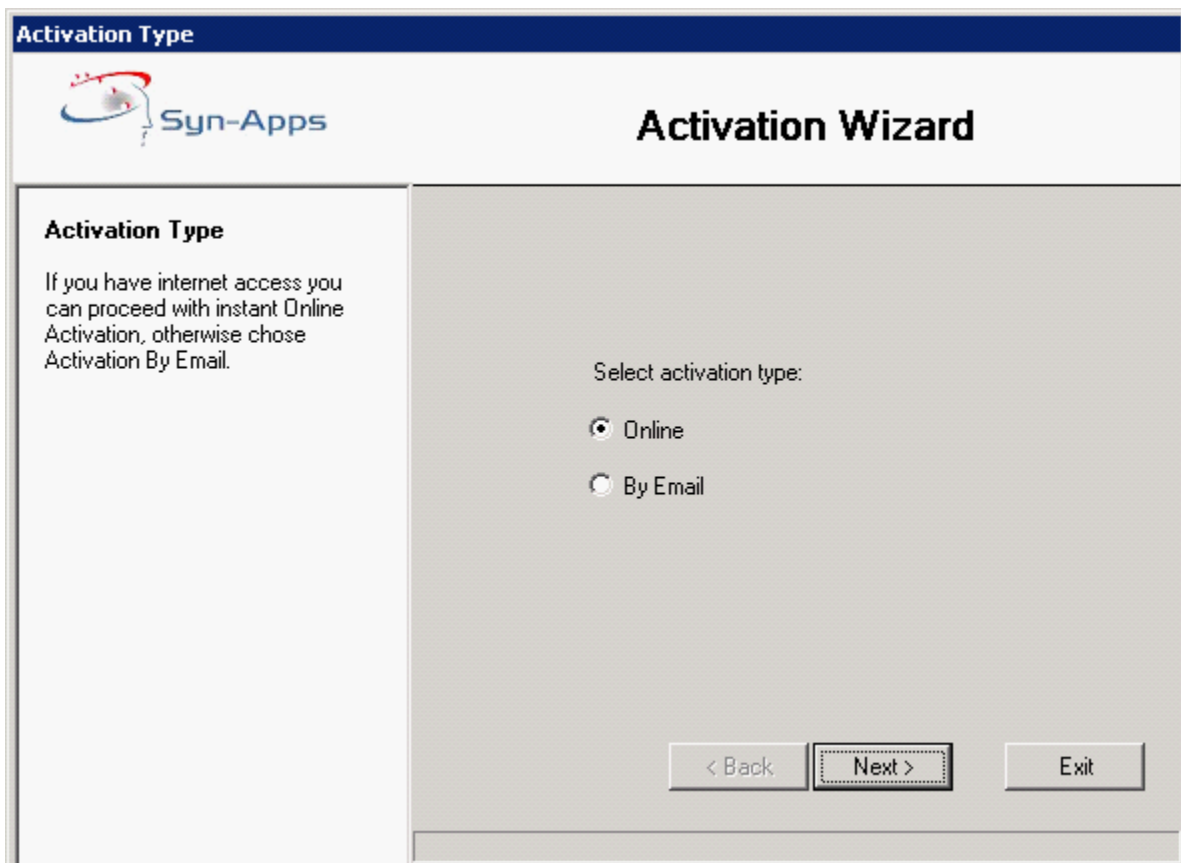
### Activation Type

You are now required to activate your copy of SA-Announce Park-N-Page.

Select **Activate** online if your SA-Announce Park-N-Page server has access to the Internet.

Select **By Email** if your SA-Announce Park-N-Page server does not have access to the Internet.

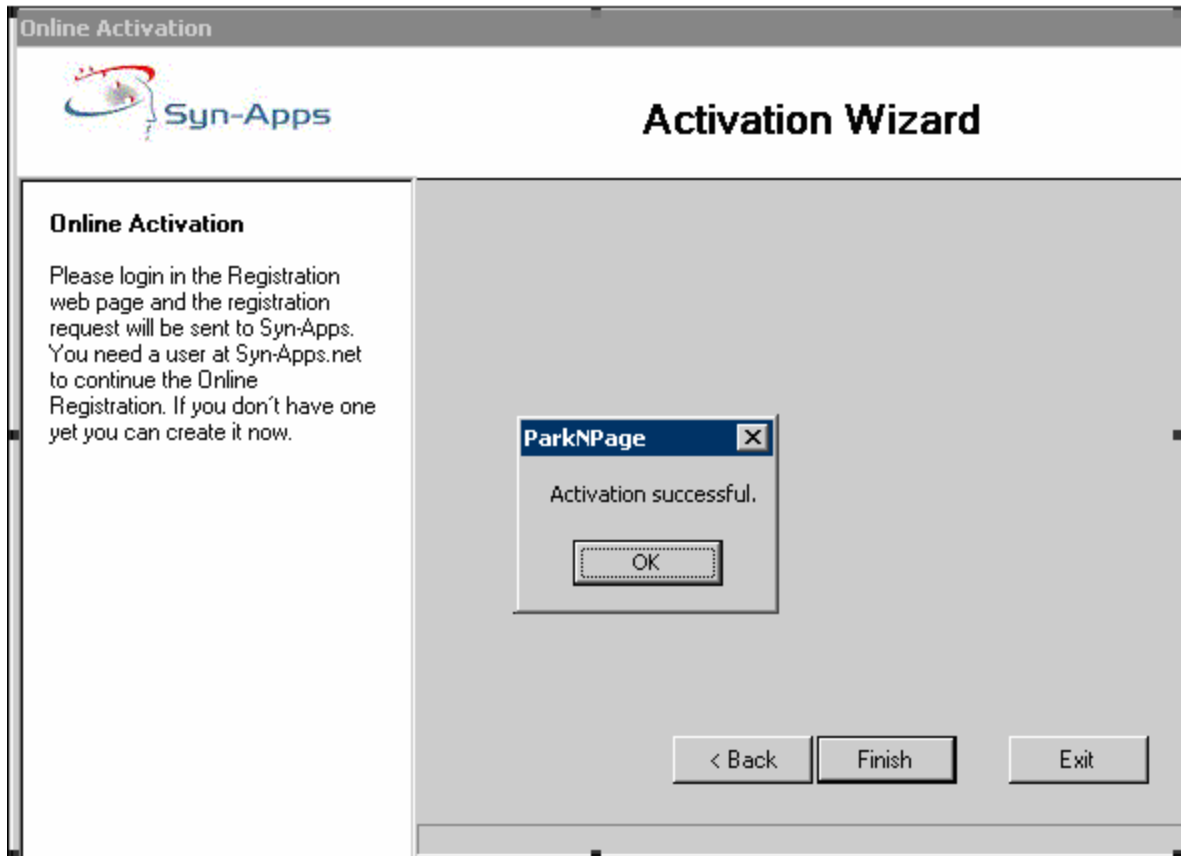
Click **Next** to proceed.



## Online Activation

If you selected the Online option you will be presented with a success window once your application is activated.

Click **OK** to continue.



Once the Install Wizard has completed the installation you will see a shortcut on the desktop labeled **Park-N-Page**.

**This completes the Park-N-Page Installation Procedure.**

# Configuring System Options

**Part**



**6**

## 6 Configuring System Options

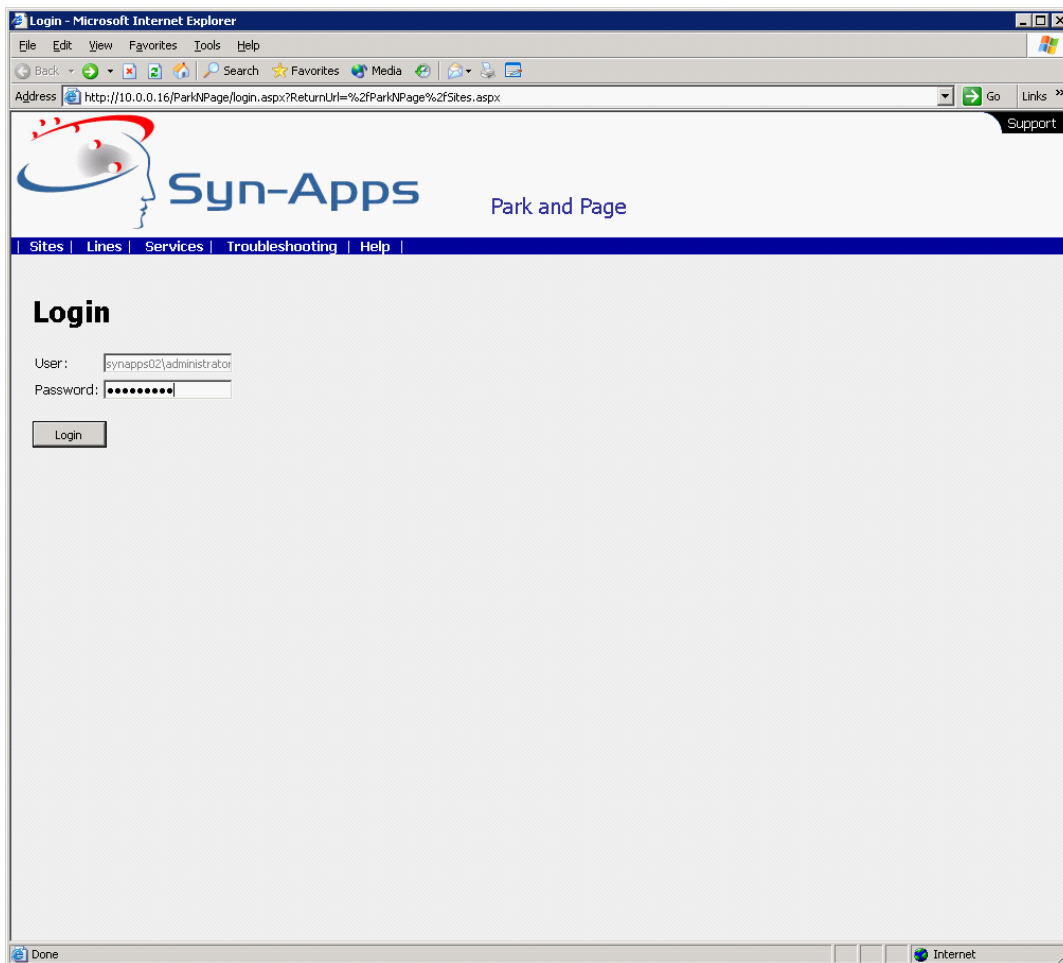
Once installation has been completed you are now ready to link the Communications Manager phones and extensions into the SA-Announce Park-N-Page Paging System and test connectivity.

Double click on the **SA-Announce Park-N-Page shortcut** that was created on your desktop. You will be prompted to log into the application. The default user name and password is:

User name: <localhost>\administrator

Password: your administrator password

Click **Login**.



# Implementation

**Part**



## 7 Implementation

### 7.1 Default

Park-N-Page allows a person that is fielding calls for a company to make transfers into the Park-N-Page system which will try to locate the user by performing the following steps. When a call is transferred into Park-N-Page, it will ring the destination a configurable amount of times. If the call is not picked up Park-N-Page will page the user to pick up their call for a specified number of times. You are able to set the number of times Park-N-Page rings the line and pages the overheads before it transfers the call back to the desired user's voicemail.

### 7.2 Call Handler

In a situation when no one is available to field incoming calls, you are able to utilize a call handler such as Unity. This works as if someone were actually fielding the calls. If there is no answer on the line the caller is attempting to reach in a set amount of rings (which is configurable as well), the call will be transferred to voicemail. You can configure Park-N-Page to page the desired person before the caller is asked to leave a voicemail.

**\*\*If you are using a call handler such as Unity to manage incoming calls the call handler must be set for supervised transfer\*\***

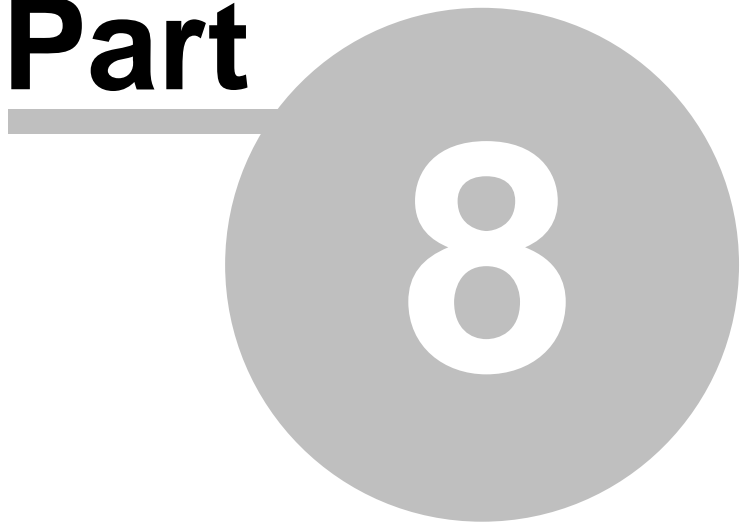
#### 7.2.1 Call Handler-Night Ring

If a night ring implementation is being used, you are able to transfer calls that come into your voicemail system to different locations after hours. With a call handler system managing calls after business hours, you are able to configure that system to page through Park-N-Page any time a call is made to a specific line. Again, when using a call handler to manage incoming calls the call handler must be set to supervised transfer.



# Managing Sites

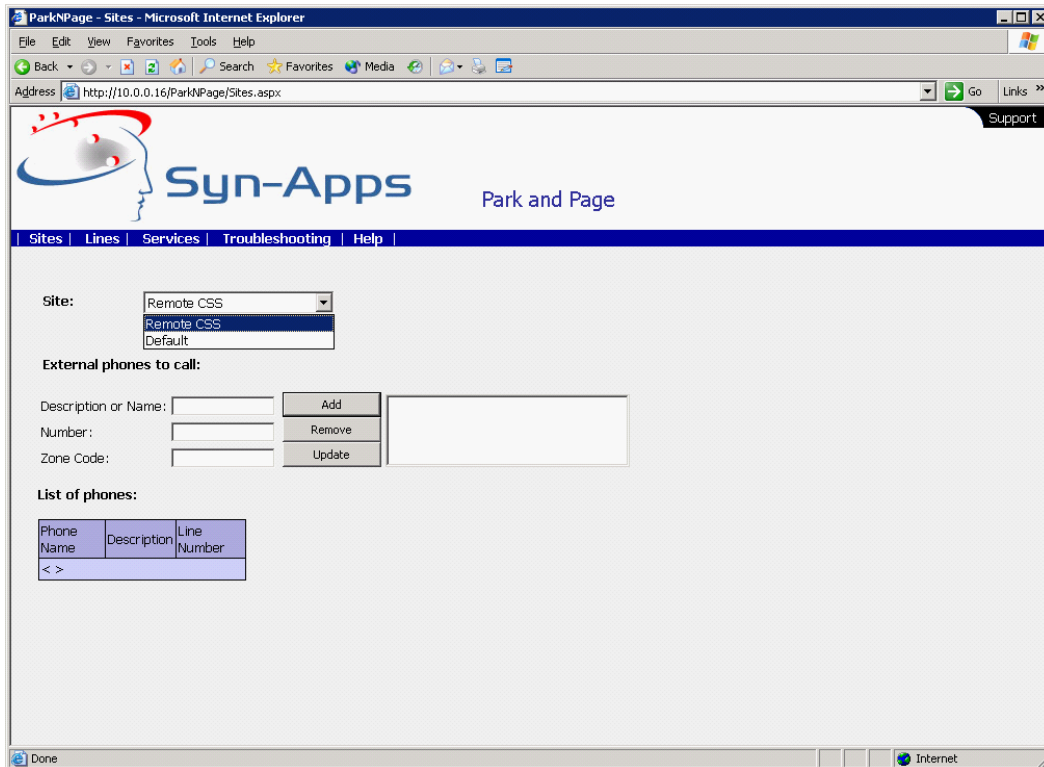
**Part**



## 8 Managing Sites

First click on the **Sites** menu item. The sites page allows administrators to manage the paging sites that the Park-N-Page application is configured on.

Within the sites drop down menu, you will find a list of available Calling Search Spaces or Device Pools (depending on how you configured the application). By selecting a Calling Search Space/Device pool, you will be able to assign external phones to each site. When an incoming call is parked to Park-N-Page, the application will broadcast to all external phones listed in the [Adding External Phones to Call](#) section. The next section describes the process of adding external phones in detail.



## 8.1 Adding External Phones to Call

Once a site is selected, a list of member phone/lines will be shown at the bottom of the page under **List of phones**.

For each site set the external phones that will be used to announce the parked calls under the **External phones to call** portion.

### External Phones can consist of:

- Bogen Overhead paging systems
- Valcom Overhead paging systems
- Syn-Apps SA-Announce paging zones

### External phones to call:

- **Description or Name:** Enter a description for the external phone in the provided field.
- **Number:** Enter the number to dial in the provided field.
- **Zone Code:** Enter the DTMF code in the provided field (used to select zones).

Click **Add**.

Site:

**External phones to call:**

Description or Name:

Number:

Zone Code:

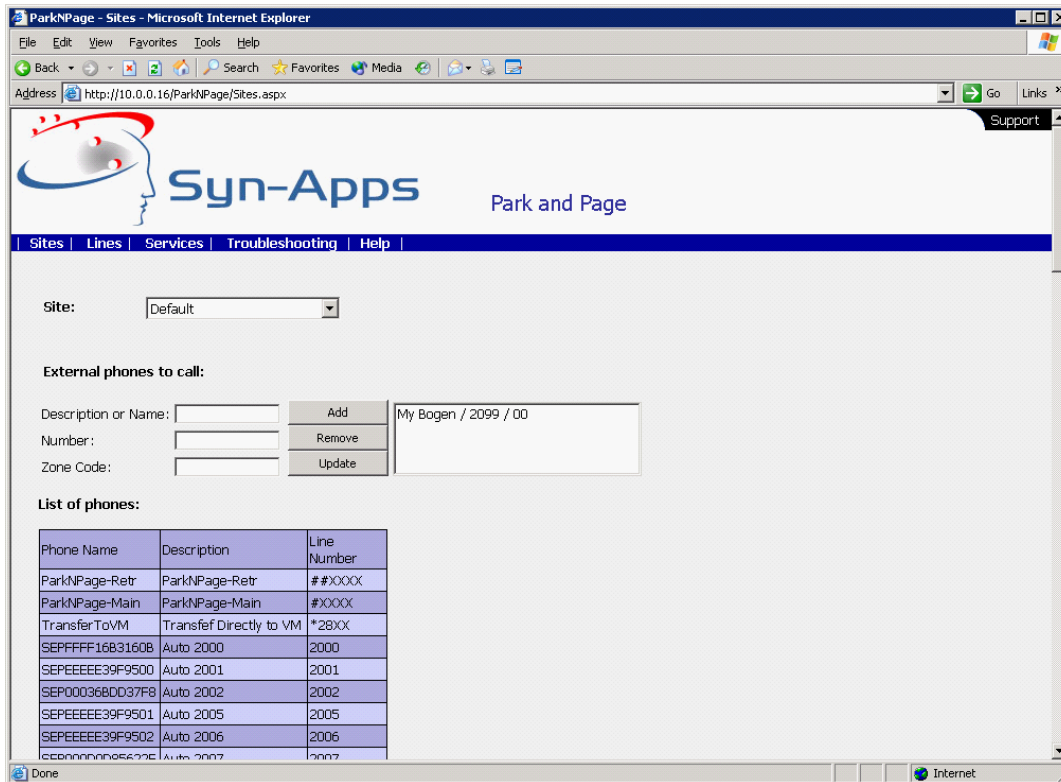
**List of phones:**

Phone Name	Description	Line Number
ParkNPage-Retr	ParkNPage-Retr	##XXXX
ParkNPage-Main	ParkNPage-Main	#XXXX
TransferToVM	Transfer Directly to VM	*28XX
SEFFFF16B3160B	Auto 2000	2000
SEPEEEEE39F9500	Auto 2001	2001
SEP000368DD37F8	Auto 2002	2002
SEPEEEEE39F9501	Auto 2005	2005
SEPEEEEE39F9502	Auto 2006	2006
SEPEEEEE39F9503	Auto 2007	2007



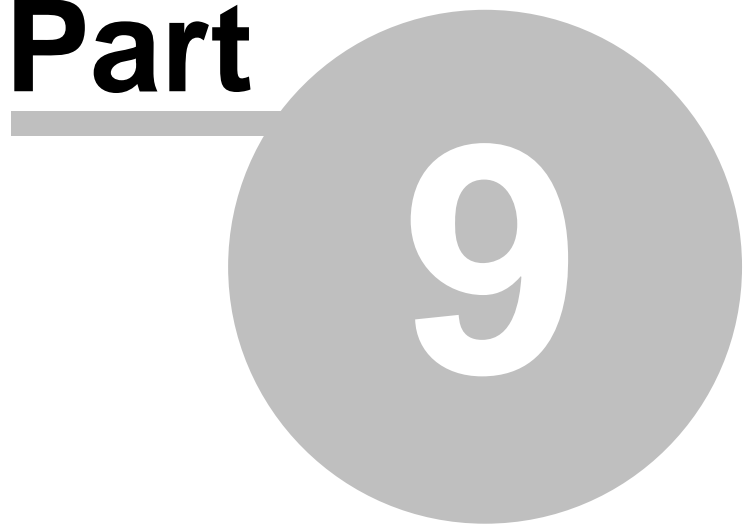
The newly created external phone devices will now be able to send out pages to the user.

**\*Note:** An external phone can also be removed or updated from this tab. In order to remove or update, select the external phone from the right hand field and press the **Remove** or **Update** buttons to make the desired changes.



# Managing Broadcast Audio

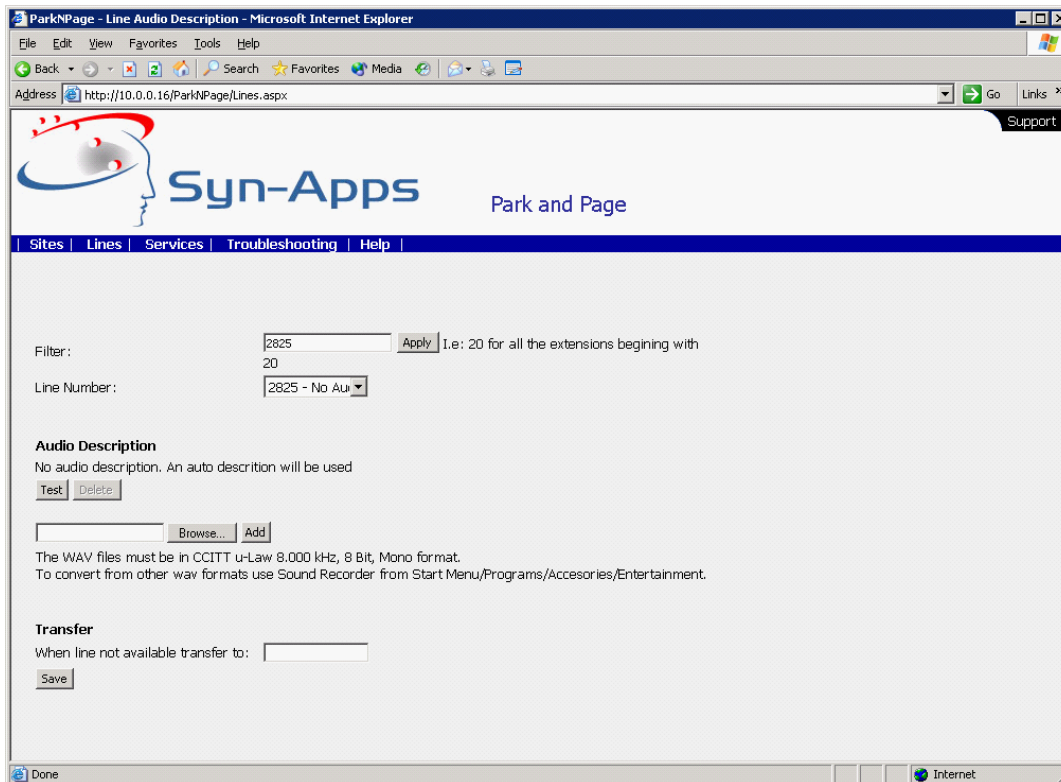
**Part**



## 9 Managing Broadcast Audio

Under the **Lines** tab, you will be able to assign an **Audio Description** to each line number. By default, the application uses the Cepstral text to speech engine. By default, the paging system will announce “User with extension XXXX please call ##XXXX”). To assign custom audio broadcast messages follow the instructions in the next section, Customizing Audio Descriptions.

The **Filter** tab can be used to quickly find line numbers by entering the desired line/extension and clicking **Apply**.



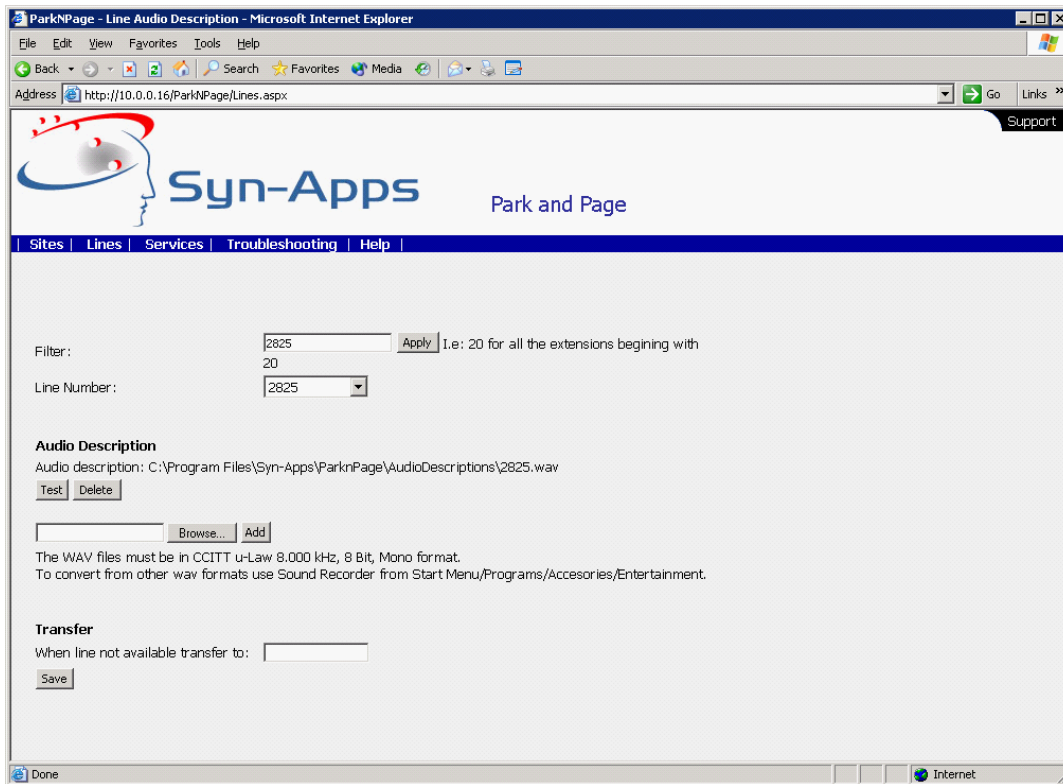
## 9.1 Customizing Audio Descriptions

Custom audio descriptions can be imported and saved per line. This will replace the automated text to speech announcement used for audio paging.

**Note:** The custom recording can be recorded through Start>Programs>Accessories>Entertainment>Sound Recorder. The WAV files must be in CCITT u-Law 8.000 kHz, 8 Bit, Mono format.

After the recording has been made in the proper format, click the **Browse** button located under the **Audio Description** heading. Find your custom recording, select it, click **Open**, and then click **Add**. To test the audio description, click on the **Test** button.

The custom description can be deleted by clicking the **Delete** button in order to use the default mode.



\*The above example has added a custom audio description to line/extension 2825.

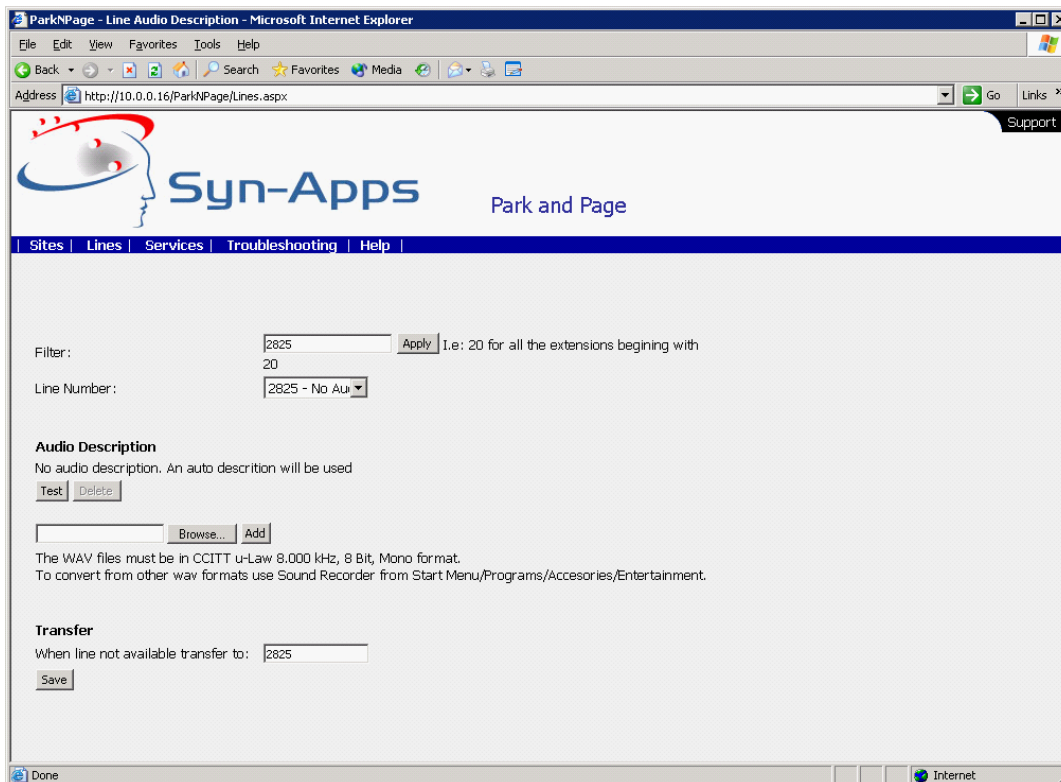


## 9.2 Transfer

If the user does not answer a call and does not un-park a call in **Max time to ring destination (sec)** ( [See Services: Settings page](#)) the call will be transferred to the **When line not available transfer to** line. If no transfer line is set, the call will be transferred to the user's voicemail.

To set the transfer line, enter the desired transfer line number into the **When line not available transfer to** box. Click **Save**.

**\*Note:** The system defaults the **When Line not available transfer** setting to the Settings Tab Voicemail prefix + user's extension.



# Services

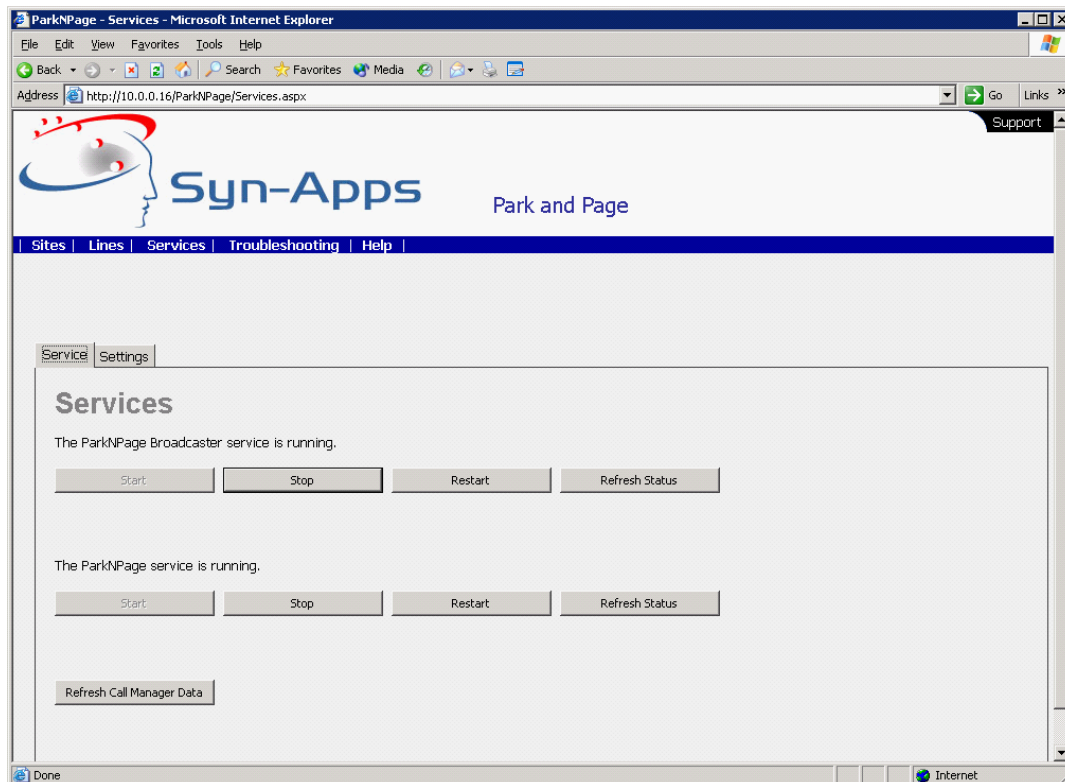
**Part**

**10**

## 10 Services

### 10.1 Service Tab

The Service tab includes the **Start**, **Stop**, **Restart**, and **Refresh Status** buttons used to control the Park-N-Page Broadcaster service. The **Refresh Communications Manager Data** button obtains the latest information from Communications Manager. This should be used when phones, lines, device pools or calling search spaces change.



## 10.2 Settings Tab

Under the Settings tab are the application's configurable parameters. A detailed description for each parameter is given below.

- **Number of virtual phones used to call external zone** is the number of simultaneous outgoing calls that the Park-N-Page application is allowed.
- **Max Park cycles** is the number of overhead announcements for a call sent to Park-N-Page.
- **Park cycle length (sec)** is the time span until the application forces the re-park of a call. Must be smaller than park expire time.
- When **Max time to ring destination (sec)** elapses the application will un-park the call and will transfer it to the user extension (or the forward number specified for each line).
- **Max number of announcements per call** is the maximum number of times an announcement will broadcast (per cycle) when a user is not answering the line. If the paging system is busy the actual number of announcements can be smaller.
- **Delay between announcements (sec)** is the interval between two announcements for the same user. If the paging system is busy the actual delay can be larger.
- **Times to repeat message in an announcement** is the number of times a message (audio description) is paged for a user during an announcement.
- The delay between messages is set by **Delay between messages in an announcement (sec)**.
- **Voicemail prefix** is a prefix the application uses to transfer calls directly to voicemail. Park-N-Page adds this prefix to the user's extension and transfers calls that are not picked up by the user to this number if you have not defined a value for the **When line not available transfer to line** setting on the Lines configuration.
- Click **Save** to save changes and restart service to apply.

The screenshot shows the 'Settings' tab in the ParkNPage Services configuration interface. The form contains the following parameters and values:

Number of virtual phones used to call external zone:	5
Max Park cycles:	3
Park cycle length (sec):	50
Max time to ring destination (sec):	10
Max number of announcements per call:	3
Delay between announcements (sec):	50
Times to repeat message in an announcement:	2
Delay between messages in an announcement (sec):	2
Voice mail prefix:	*

A 'Save' button is located at the bottom of the form.



# Troubleshooting

**Part**

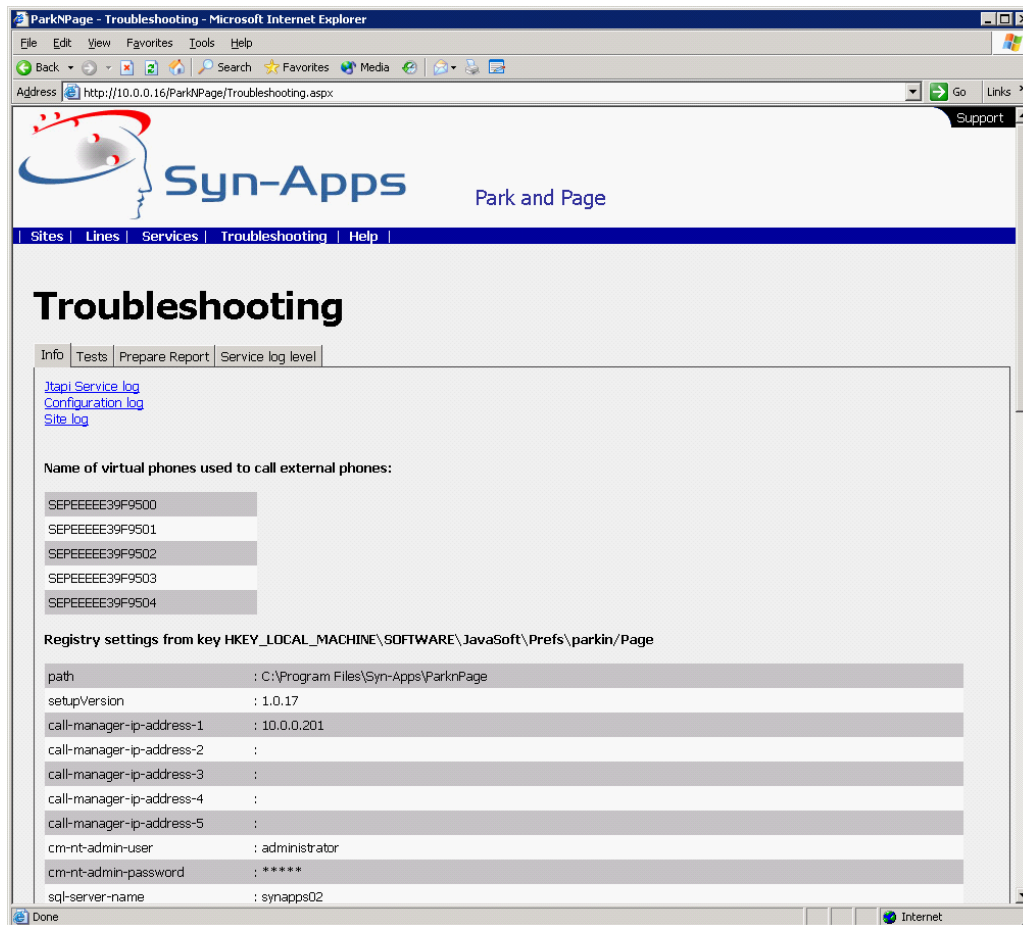
**11**

## 11 Troubleshooting

Within the Troubleshooting tab, you will be able to view several options by using the **Info**, **Tests**, **Prepare Report**, and **Service log level** buttons.

### 11.1 Info

The **Info** tab, shown below, provides a list of the application settings.



The screenshot shows a web browser window titled "ParkNPage - Troubleshooting - Microsoft Internet Explorer". The address bar shows "http://10.0.0.16/ParkNPage/Troubleshooting.aspx". The page features the Syn-Apps logo and the text "Park and Page". A navigation bar includes "Sites", "Lines", "Services", "Troubleshooting", and "Help". The "Troubleshooting" section has tabs for "Info", "Tests", "Prepare Report", and "Service log level". The "Info" tab is active, showing links for "Service log", "Configuration log", and "Site log". Below these links, there is a section titled "Name of virtual phones used to call external phones:" with a list of five phone numbers: SEPEEEEE39F9500, SEPEEEEE39F9501, SEPEEEEE39F9502, SEPEEEEE39F9503, and SEPEEEEE39F9504. The final section is titled "Registry settings from key HKEY\_LOCAL\_MACHINE\SOFTWARE\JavaSoft\Prefs\parkin/Page" and contains a table of settings.

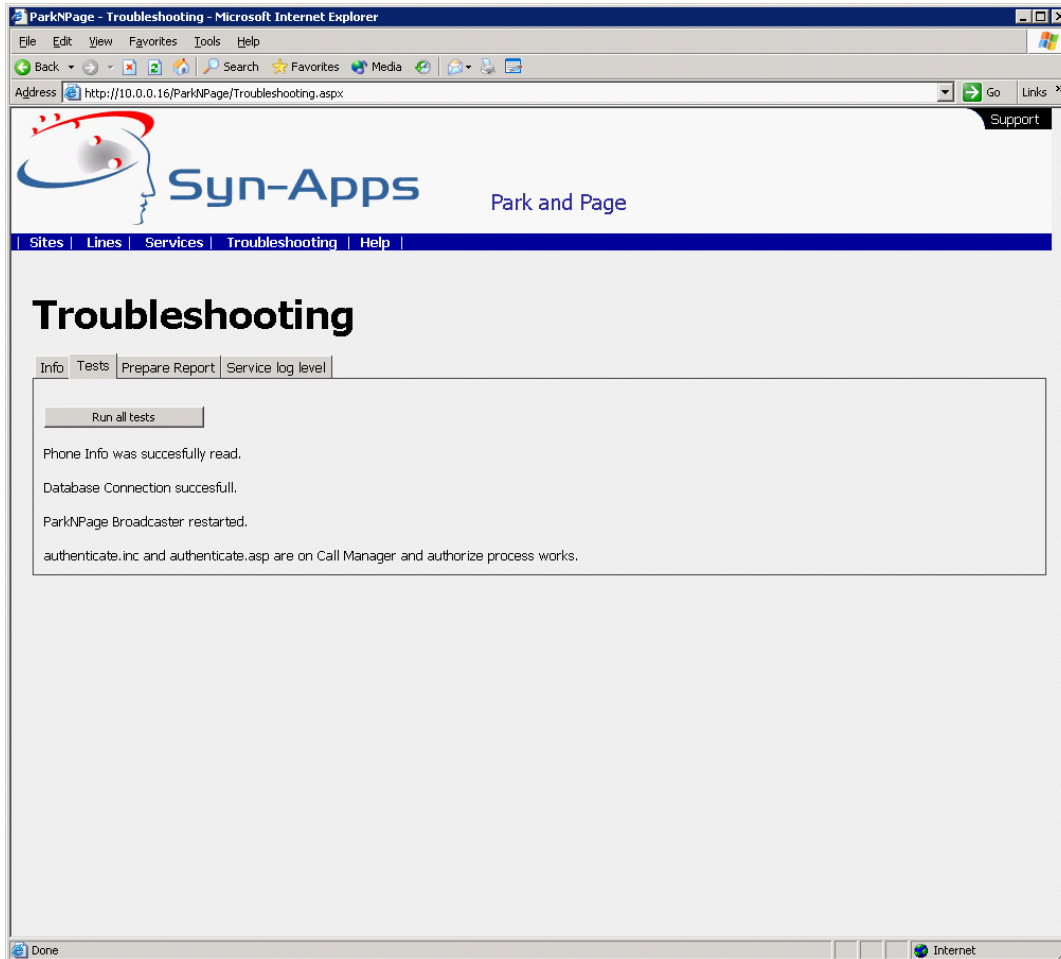
Registry Key	Value
path	C:\Program Files\Syn-Apps\ParkNPage
setupVersion	1.0.17
call-manager-ip-address-1	10.0.0.201
call-manager-ip-address-2	
call-manager-ip-address-3	
call-manager-ip-address-4	
call-manager-ip-address-5	
cm-nt-admin-user	administrator
cm-nt-admin-password	*****
sql-server-name	synapps02



## 11.2 Tests

The **Tests** tab, shown below, provides a basic self test mechanism.

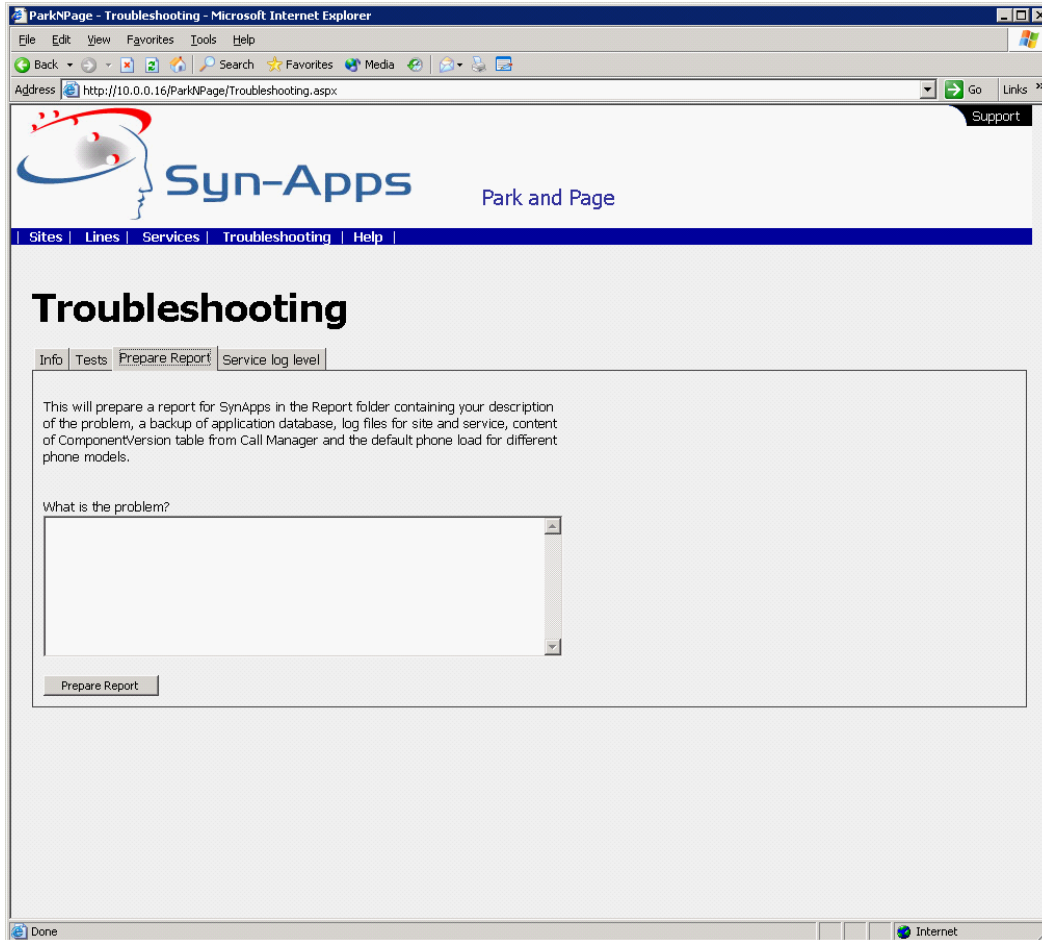
If you click the **Run all test** button, the following report will be shown.



## 11.3 Prepare Reports

As shown below, the **Prepare Reports** tab enables you to provide information in order to prepare a report for Syn-Apps. The information that is entered into the provided field should contain a description of the problem.

Click the **Prepare Report** button. When the page stops loading, the report will be ready at: C:\Program Files\Syn-Apps\ParkNPage\Report\ [today's date]. Zip the folder and send it to [support@syn-apps.com](mailto:support@syn-apps.com).

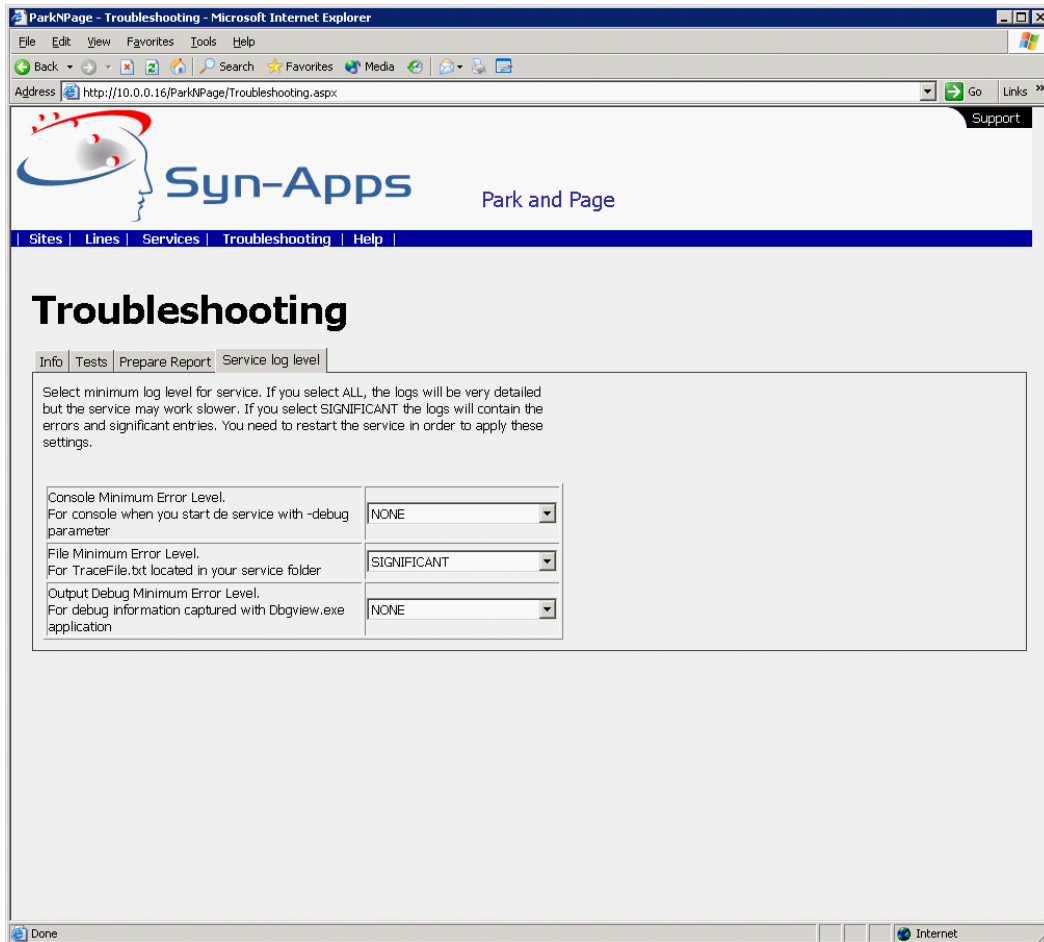


## 11.4 Service log level

The **Service log level** is for setting the log level for the Call Alert service.

The default settings should be:

- **Console Minimum Error log level = None**
- **File Minimum Error level log level = Significant**
- **Output Debug Minimum error level = None**



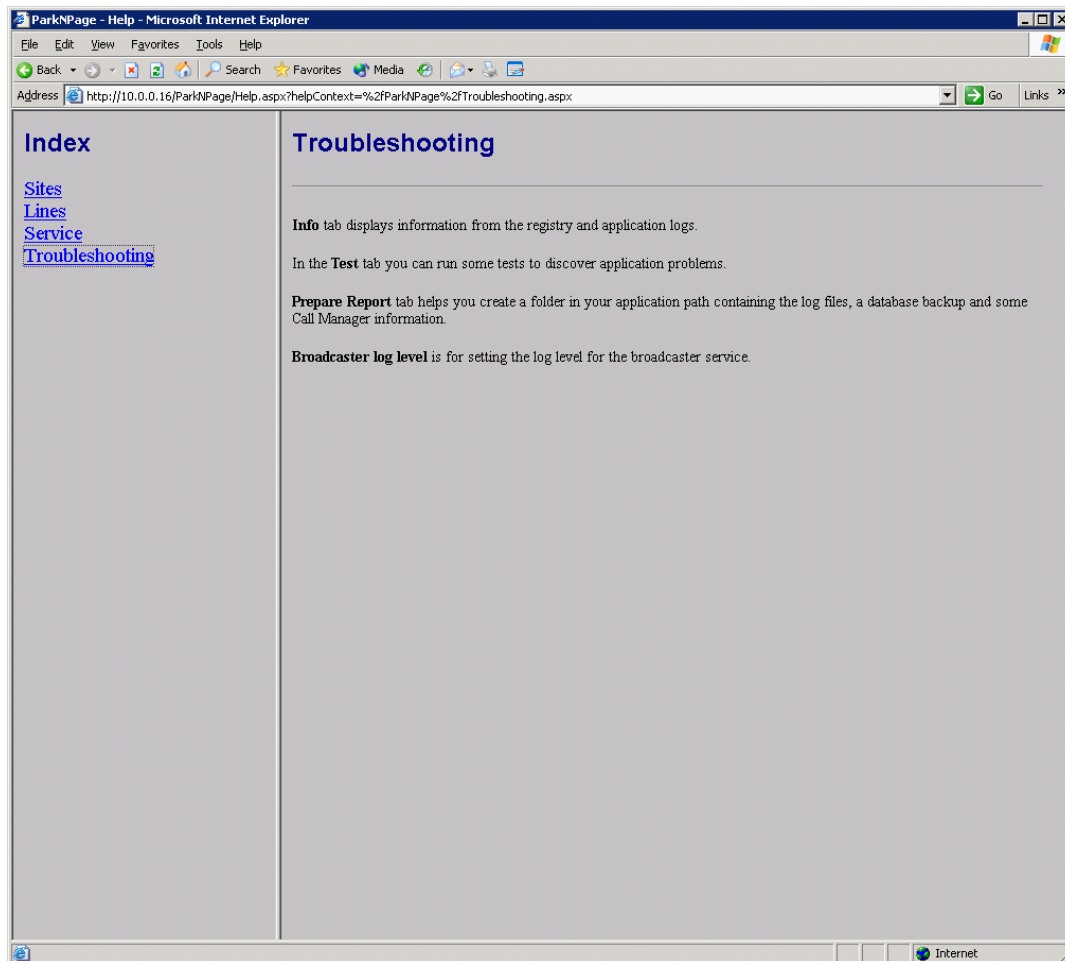
**Help**

**Part**

**12**

## 12 Help

Below is a screen shot of the **Help** page. By clicking on the menu items listed under the **Index (Sites, Lines, Services, and Troubleshooting)** on the left hand side, additional information is given in order to assist you when help is needed.





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