

Development-Interface-Call-Watcher

12/29/2023 1:34 pm EST

Installing CallWatcher

- If this machine has had a previous version of CallWatcher installed, uninstall it from Programs and Features.
- Run the PhoneWatcherForManitou.exe installer (located in \\fileserv02\Pre-Release\Manitou\Pre-Release-DevOps\Other\CallWatcher).

Configuration of CallWatcher

1. On the client machine:
 - a. Run the LocalCertificateUtility program with the options --p=7023 --ue
 - b. Navigate to C:\Program Files (x86)\Interface Security Systems\CallWatcher.
 - c. Edit PhoneWatcher.exe.config, and where it says <add key="IpAddress" value=""/>, enter the IP address of the Aeonix server. Save and close.
 - d. Right click on PhoneWatcher.exe, and choose "Run as administrator". (This is only needed when changing settings from within CallWatcher so the program can save the changes to the config file.)
 - e. Switch to the Settings tab, then the Extension tab under that.
 - f. Enter your work phone extension under Extension Number:, and click Save.
 - g. Exit PhoneWatcher.
2. In Supervisor Workstation, under Subtypes, ensure the desired Quick Signal subtypes are set up as appropriate.

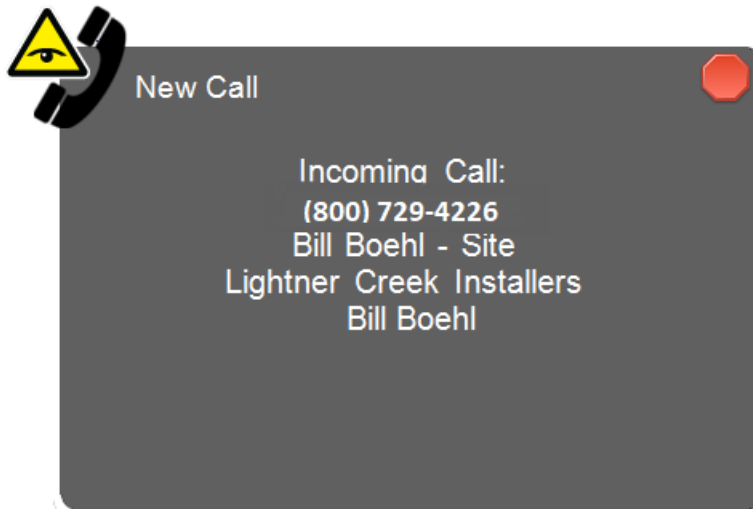
Manitou Web.Config Settings

- Edit the Manitou Client web.config <appSettings> section and add: <add key="CallWatcherServicePort" value="7023"/>

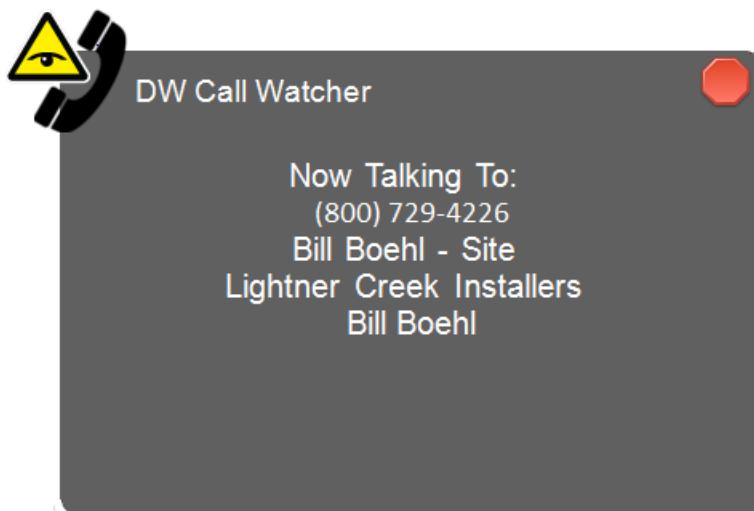
Using CallWatcher with Manitou

1. Launch Call Watcher from the desktop shortcut. If you get a message saying "Another copy of CallWatcher is already running!", click OK to close and relaunch the program.

2. A window labeled "DW Call Watcher for ManitouNeo 2.1.0.1" will display. This can be minimized, and shows a log of the recent calls.
3. A notification window will briefly show above the system tray, and then minimize. This is where information on incoming calls will appear.
4. When an incoming call is detected, the notification window will slide up with the caller id, and if the phone number is in Manitou, site information:



5. When the call has been answered, the notification window will change to indicate the call is active. You can click on this text to pull up the call site actions dialog.



6. In the call site actions dialog, the caller ID information is displayed, along with several options.

CALL SITE ACTIONS

CALLER ID INFORMATION:
 (800) 729-4226
 BILL BOEHL - SITE
 LIGHTNER CREEK INSTALLERS
 BILL BOEHL

CREATE OPERATOR EVENT:
 ENTER HISTORY NOTES:

Client Test

CREATE EVENT INFO ONLY CLOSE

7. The drop down box is populated with options from the Manitou Quick Signal subtypes. In Supervisor Workstation, you can flag any of the Quick Signals to not be included in the drop down (Hide in Call Watcher), and select a single Quick Signal to be the default selected Quick Signal (Default in Call Watcher). The default Quick Signal can not also be hidden, and a hidden Quick Signal can not be marked default.
8. Enter any notes in the "HISTORY NOTES" section. Some event types may require a comment before the "CREATE EVENT" button is enabled and is defined in that entry's Quick Signal subtype. Event notes are always required before the "INFO ONLY" button is enabled.
9. Clicking the "INFO ONLY" button will add a comment to the customer's activity.
10. Clicking the "CREATE EVENT" button will send in a manual signal with the event code as defined in the Quick Signal subtype.
11. Clicking "CLOSE" will close the call site action dialog. To view this again, right click on the red phone icon in the system tray (may need to expand hidden items), and choose "Show Last Message".
12. Once the call has completed, the pop up notification window will show the call has ended.