

ALI Injection Configuration

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Setting Up an ALI Injection

An ALI injection number is the number that displays on the user's phone as the number from which the Operator is calling. If the number displays as a Monitoring Company or Dealer number the call recipient recognizes, he is more likely to answer the call.

You can set up an ALI injection for a Monitoring Company, a Dealer, or a Customer account.

Note: If you are setting up an ALI injection and are using Aeonix with the M800 or M801 hardware, there are certain rule statements you **MUST** remove. Refer to the "M800 and M801" section in the "Receiver Reference Information" section of this document for detailed instructions on how to remove the statement.

If they need these rules reflected in the ALI injection setup (but in a manner that doesn't override ALI injection at the Dealer level), you can recreate them as ALI injection at another level. Remember that the order of priority their injection rules will follow is Customer > Dealer > Monitoring Company.

Please bear in mind that they will need to dial out either from an Action Pattern or using the drop-down option in the Contact List of the customer/dealer for ALI injection to function; manual calls from the dialer under Tools will NOT have Caller ID injected in place.

Setting Up an ALI Injection for a Monitoring Company

Perform the following steps to set up an ALI injection for a Monitoring Company:

1. Open the Manitou Operator Workstation.
2. Navigate to the Maintenance menu, and select the Monitoring Company option.

Result: the following Monitoring Company form displays:

3. Click Edit.

4. If there is no “ALI Injection” field in the Contact area of the form, determine which existing “Contact” area field you use the least. This is the field you should transform into an “ALI Injection” field. For this example, we will transform the “Business” field into an “ALI Injection” field.

5. Click the Business drop-down arrow, and select the ALI Injection option as shown in the following screenshot:

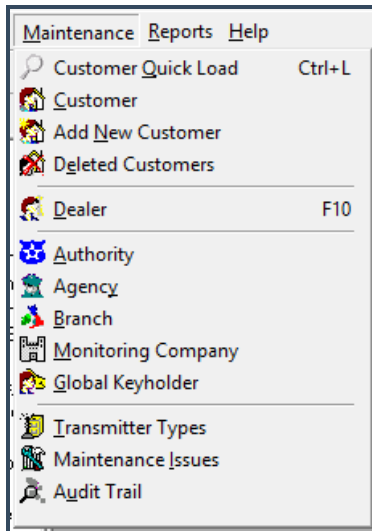
Result: the field you modified now displays labeled as ALI Injection as shown in the following screenshot:

6. Enter the number you want into the ALI Injection field, and then click Save.

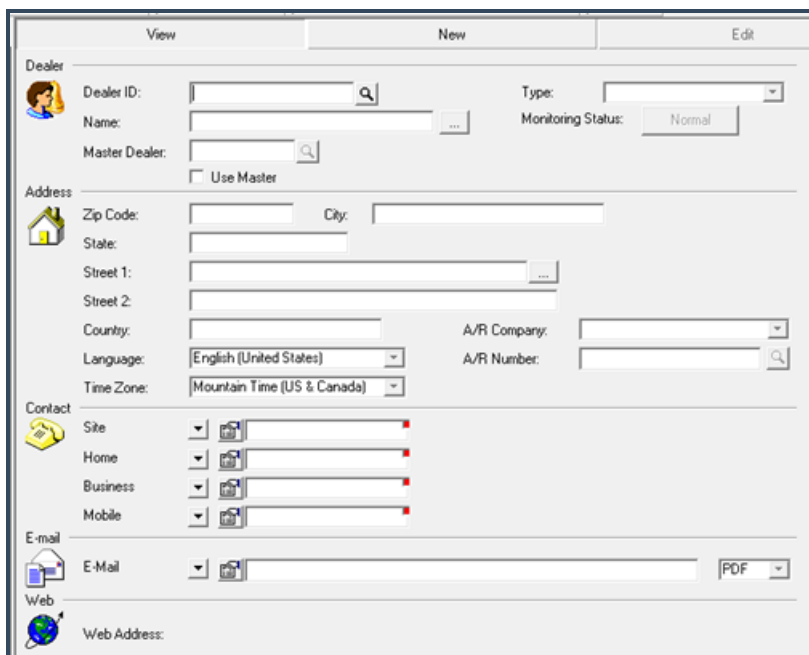
Setting Up an ALI Injection for a Dealer

Perform the following steps to set up an ALI Injection for a Dealer account:

1. Open the Manitou Operator Workstation.
2. Navigate to the Maintenance menu, and select Dealer as shown in the following screenshot:




Result: the following Dealer window displays:



3. Open the Dealer for whom you want to add an ALI injection.
4. Click Edit.
5. If there is no "ALI Injection" field in the Contact area of the form, determine which existing "Contact" area field you use the least. This is the field you should transform into an "ALI Injection" field. For this example, we will transform the "Business" field into an "ALI Injection" field.
6. Click the Business drop-down arrow, and select the ALI Injection option as shown in the following screenshot:

<input checked="" type="checkbox"/>	Site
<input checked="" type="checkbox"/>	Home
	Business
	Mobile
	Pager
	Home Fax
	Business Fax
	OpenVoice
	AutoText
	AutoText Simulator
	ALI Injection
	Caller ID
<input checked="" type="checkbox"/>	Call-back Number

Result: the field you modified now displays labeled as ALI Injection as shown in the following screenshot:

Contact	
	Site <input type="text" value="(777) 666-5555"/>
	Call-back Number <input type="text" value="(719) 555-1212"/>
	Home <input type="text" value="(654) 321-3213"/>
	ALI Injection <input type="text"/>

7. Enter the number you want into the ALI Injection field, and click Save.