troubleshooting

If you need to troubleshoot on your own or prior to initial testing with Innovative Interfaces, the following are a series of troubleshooting tips to run through.

My Calls are not being made or Teleforms is registering incomplete calls.

There are several things to examine to solve these problems, starting with your phone lines. Is your system connected to a working phone line? If so, does your library have special procedures for dialing outside lines (ie dial "9" then the number) and are these procedures in the options menu? Are these procedures in the options menu? Is the call made but then immediately hangs up? If so, carefully check the syntax of the Message Profile_Code.

I have Completed Calls but have no messages or short messages on my answering machine/voice mail.

There are two configurations to look at when the messages are cut short by answering machines/voice mail.

Message profile: The message profile is a setting for RepeatMSG. Make sure this is set to True.

Sound files: Review your sound files for accuracy. If a file has been mis-recorded you may need to rerecord.

When I prepare Circulation Notices I do not have any notices for Teleforms.

Check your patron records. Your patrons must have a 10-digit phone number in their records. For testing, select patron records with Notice Preference set to Telephone. For more information how Millennium chooses delivery methods see Diagram.

Nothing is showing up in the Teleforms table displayed or in the Calling List. What should I do?

Did you complete your circulation notice preparation and send the notices to Teleforms? The Circulation Notices must be sent to Teleforms before the notices will appear in the table or the Calling List.

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