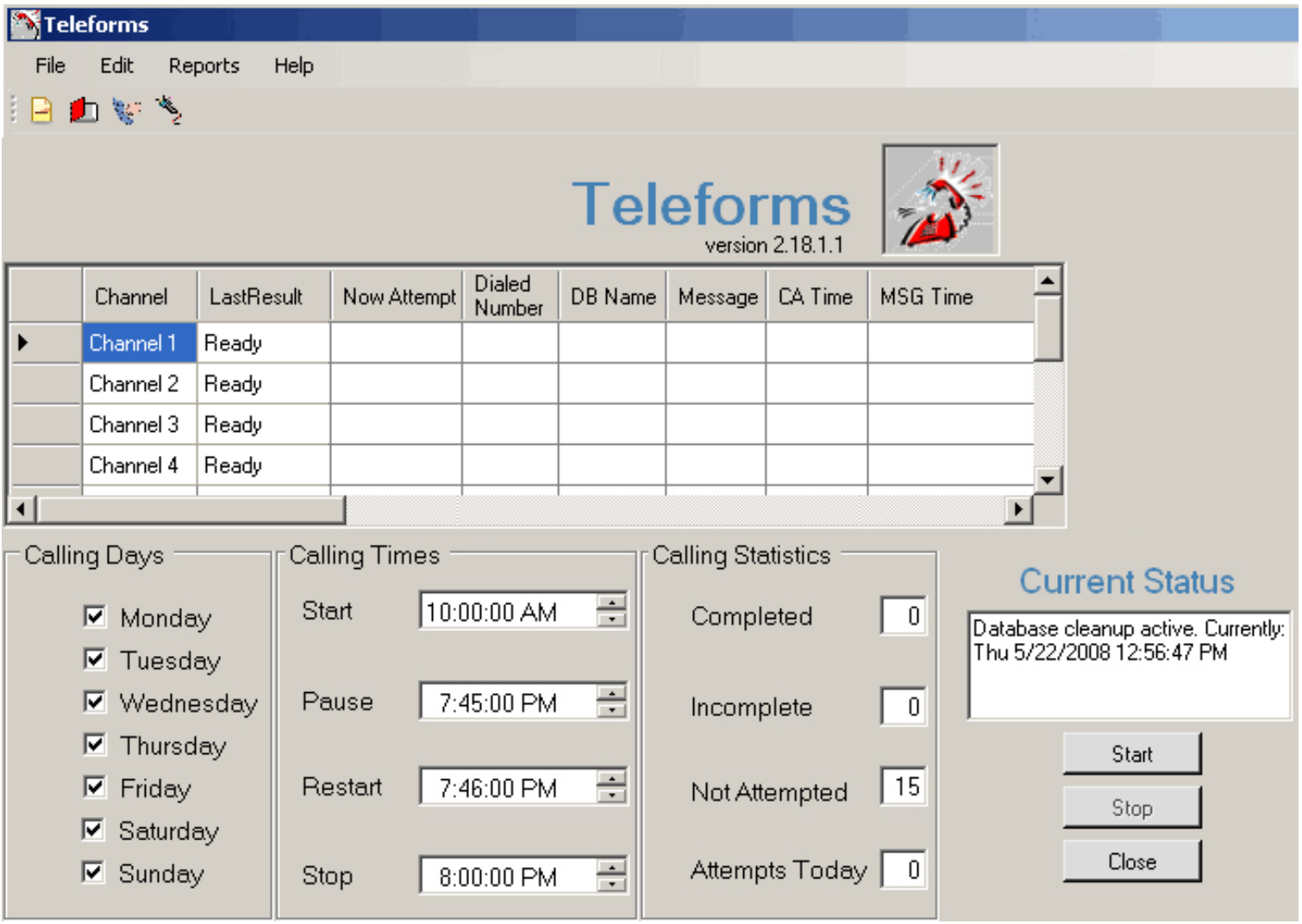
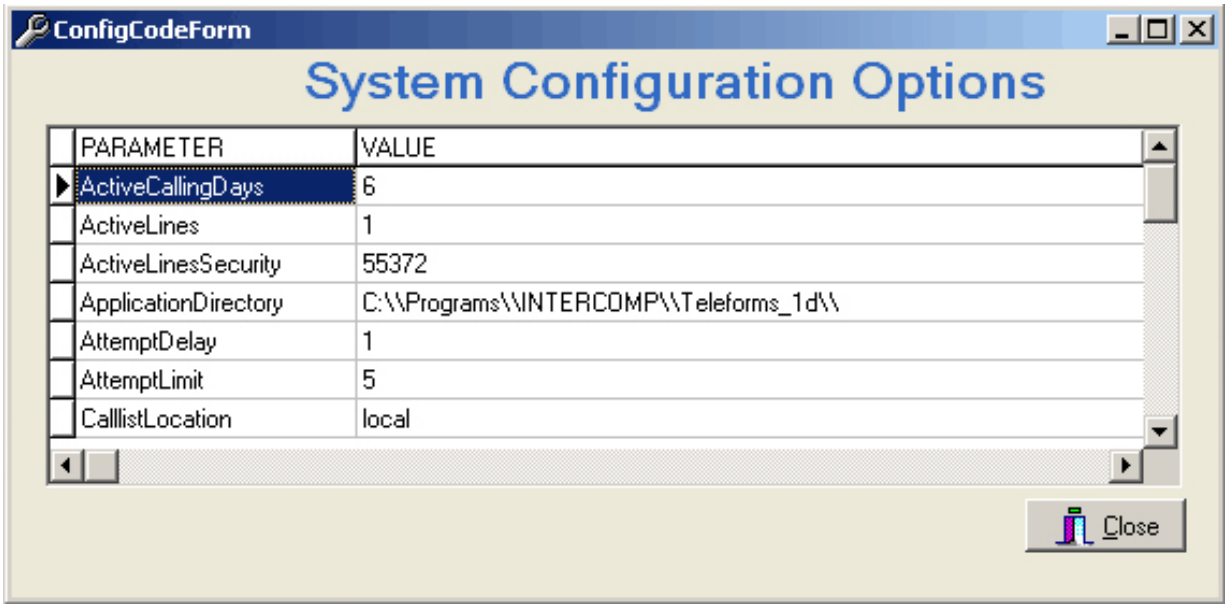
configure options

Before the system can start calling patrons, your library must configure certain system options. If your Teleforms machine is already running and you would like to change some options, you will need to stop calls (click Stop button found under Current Status) before changing options. You can find these options in the Teleforms Edit drop-down menu under Configure Options.





In the System Configuration Options menu that appears, you will see a list of options. Because the window to view these options is fixed, you can scroll to the right to view a very brief description of each option. After making the change, tab through to make the change permanent. **Innovative recommends that you configure or change ONLY the following options on your own.** Changing any of the other listed options may cause your system to become unstable and not work properly.

Attempt Delay Enter the number of minutes you would like the Call Manager to be idle between attempting the same phone number. If the number of calls your library is making per day is relatively low, so that all calls finish in the morning, for example, then set this number fairly high. Unless there is a very high volume of calls, a low number can potentially attempt to call a patron several times during a short time period.

Attempt Limit Enter the number of times you would like Teleforms to attempt dials before a call is considered incomplete. If you set this number to 3, Teleforms will attempt to dial three times before listing the call as incomplete. Notices for incomplete calls can then be printed.

CalllistLocation This option has two choices Remote and Local (case sensitive) and is changed only during testing. The setting for a Teleforms PC running on a live Millennium server should be Remote.

Global Prefix Enter the number (or code) the library uses to connect to an outside line. Many organizations use the number 9. You can also ask Teleforms to pause for a split-second before dialing by placing a comma in this cell, ie: 9, means Teleforms will dial 9 then pause for a split second before dialing.

Portloca The portloca value corresponds to the entries in the Locations Served table. If your library has only one Teleforms PC, this option should be set to **0** (all Locations Served). If your library has more than one Teleforms machine, see Multiple Machines.

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