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INTRODUCTION

Welcome to the TNS, the Telephone Notification System, tutorial. This tutorial will guide you through setting up the TNS product which is used as part of your Innovative Circulation module. The goal of the tutorial is to enable you to go live with TNS when you have completed the tutorial.

When you have completed the tutorial you will:

- have installed the TNS PC
- have prepared and recorded telephone messages and profiles
- have set the telephone area code and exchange matrix
- have set up telephone calling schedules
- be ready to use TNS as part of your regular circulation notice procedure

HOW TNS WORKS

TNS delivers overdue notices and hold pickup notices via the telephone. TNS is designed to be your library's primary method of sending hold pickup and overdue notices. Features include:

- a dedicated PC equipped with TNS software and hardware is used to make telephone calls to patrons and deliver pre-recorded messages
- your Innovative Circulation module generates lists of telephone calls for TNS to place, and prints notices from calls not completed successfully
- TNS will deliver notices to all patrons that have phone numbers in the TELEPHONE field of their patron records. But see below *
 - the number of calls TNS sends an hour per phone line will vary depending on the length of the message, and whether or not messages need to be repeated, for example, in more than one language
- TNS places only hold pickup and overdue notices. All other types of circulation notices and statements (including Hold cancellation notices) are not used by TNS and are printed or sent via electronic mail

* There are 3 ways to prevent TNS from universally sending notices to all patrons with phone numbers:

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1. Enter a TNS block in the patron phone number by inserting ## in front of the telephone number in the TELEPHONE field of a patron record
2. Set up global blocks for specific area codes or exchanges in your TNS matrix. See [Step 6 - Set up the TNS Matrix](#)
3. Enter data in the EMAIL ADDR field of the patron record. See [Email and Printed notices](#)

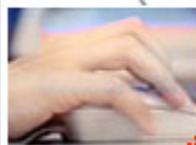
Please consult the [User Manual](#) for more information on TNS.

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EMAIL AND PRINTED NOTICES

If your library also uses the optional Circulation Notices Via Email software (product code 305A), notices will automatically default to email. If your patron records contain both a phone number (in the TELEPHONE field) and an email address (in the EMAIL ADDR field), patrons will receive notices only via email.

If you want some patrons to receive e-mail notices and some patrons to receive telephone notices, you can accomplish this by entering the patron's email address in a field other than the EMAIL ADDR field (e.g., NOTE field). The absence of the EMAIL ADDR field will cause notices to default to TNS.

With both Circulation Notices Via Email and TNS, you have the option to print notices. After you generate overdue or hold pickup notices in your Innovative Circulation module:

C > CIRCULATION subsystem
A > ADDITIONAL circulation functions
N > Print circulation NOTICES
O > Print OVERDUE notices or P > Print hold PICKUPS

You'll see the following menu:

T > TELEPHONE notices with XX items
E > E-MAIL notices with XX items
C > CHANGE method of sending notices

If you choose C you will have the choices:

T > Transfer TELEPHONE notices to print queue
E > Transfer E-MAIL notices to print queue

Note: You may change telephone or email notices to print, but you cannot change telephone notices to email or vice versa. Once you have transferred notices to print, you cannot change them back to telephone or email.

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USING THE TUTORIAL

Navigation

- At the bottom of each tutorial page are links to the next and previous pages
 - We recommend you follow through the tutorial steps using the next page links
- At any time you can select from the drop down menus on the navigation bar across the top of each page
 - Links at the top of each page indicate where you are in the tutorial
- Links to other pages inside and outside the tutorial open in a separate browser window
 - To return to the tutorial, close the most recent window, or click on the tutorial window to make it active
 - Graphic examples are included on many pages. To view one in a separate window, click on the symbol shown below:
Close the window by selecting the button close window, or click the X button in the window's top right corner

Search

- TNS search: keyword search of the TNS tutorial
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Working in your system

For most of the TNS set up you will be working on the TNS dedicated PC.
We recommend that you work through the tutorial on a computer that is close to the TNS PC so that you can follow the steps as you work on the TNS set up.

Printing

You can print each screen image separately, and a printer friendly page link on each tutorial page presents a text-only Web page that you can print using the Print this page button.
The complete tutorial can also be printed in [PDF format](#). To view and print it you'll need Adobe Acrobat Reader software

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TNS**TELEPHONE NOTIFICATION SYSTEM TUTORIAL****RELEASE 2002**[INTRODUCTION](#)[TUTORIAL STEPS](#)[TROUBLESHOOTING](#)[ADDITIONAL INFO](#)[FAQ](#)You are here: [➤ Introduction](#) Tutorial requirementsTNS SOFTWARE
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PAGE**TUTORIAL REQUIREMENTS**

Before you start the TNS tutorial please verify the following:

1. The Innovative Circulation module is installed on your system
2. The Circulation loan rules and loan rule table are set up and working correctly on your Innovative system
3. You have received your complete TNS shipment from Innovative:
 - the TNS PC (the necessary hardware and software is installed by Innovative prior to shipping)
4. You have organized the required phone line(s) and network connections for the TNS PC

Tutorial recommended software and hardware settings:

- web browser: Internet Explorer v.4.5 or above; Netscape Communicator 4.5 or above
- monitor setting: 800 x 600 or higher resolution
- colors: at least 256 or higher

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INSTALL THE TNS PC

The PC shipped with your TNS software must be for dedicated use only. Do not install other software programs or applications on the PC.

- The PC must connect to your library's Innovative server via a dedicated network port using a static IP address. Supply the IP address to your Technical Support Specialist

- Install the TNS PC in an area that has easy access to a working phone line (or multiple lines if your library acquired this option). The TNS PC also needs to be close to a computer with access to the Innovative system

- If you have questions about hardware installation, contact the Technical Support Specialist who set up your machine. He or she should already have been in touch with you in preparation for shipping the hardware

- For questions about the TNS software installed on the TNS PC, please contact your Technical Support Specialist

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CHECK THE TNS PC INTERNAL CLOCK

Innovative recommends that you check the PC's internal clock everytime you start the TNS software. If the clock is incorrect, calls will not process correctly.

Check the time as follows:

1. on the TNS PC, before you start the TNS program, go to the DOS prompt, e.g. C:\TNS\ENS6
2. type the word time
3. the PC's time displays
4. enter a new time if necessary, in the format 08:12a (for AM), or 04:10p (for PM)
5. from the DOS prompt, type go to restart the TNS program

TNS does not automatically reset the time, so if your TNS program has not been used for 24 hours or longer, we recommend that you reset the time by following the steps above.

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RECORD MESSAGES

Now you are ready to record the messages that the TNS program will play over the phone to your patrons. You will need to do the following:

- prepare your message component texts: [Step 3.1](#)
- record message component texts: [Step 3.2](#)
- edit the message profiles which contain the components that make up each message: [Step 4](#)
- place a sample call to preview the messages: [Step 7](#)

Message components

The TNS PC comes with some pre-recorded message components that are used to make up a whole message. For example:

Component	Message
HELLO	Hello
INTRO	This is your Public Library
PAST	Our records indicate that a patron at this number has overdue materials
HOLD	The materials that a patron at this number requested are now available
REPEAT	To repeat this message please stay on the line
GOODBYE	Thankyou. Goodbye.

Hold pickup message components

If you use the hold pickup messages you can include a date component indicating until when an item will be held (time to pickup element from the Circulation loan rules). The date components include dates of the month, days of the week, and months of the year. TNS uses these components to construct a date.

For example, to speak the date Wednesday, November 6, TNS combines the following components:

Component	Message
wed	Wednesday
nov	November
6th	Sixth

You will use the TNS [Recording Studio](#) in the next step to play and replace the pre-recorded message components with your own recordings.

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PREPARE MESSAGE TEXT

Each message component in the TNS program is a separate file with a unique file name.

You can replace the text of the default pre-recorded messages with your own text, and re-record the texts for existing files.

1. To view the list of message component files, open the TNS program on your TNS PC
2. From the TNS Main Menu, select 8. Recording Studio and press Enter
A list of files displays similar to those in the image below:



3. To move the highlight bar up and down the list of files, use the arrow keys on your PC
4. To listen to a pre-recorded message, highlight the file name and press P to Play
5. Determine which message components you need to record. For example for a Hold pickup message you may need:
INTRO.MSG: Hello. This is a recorded message from the Innovative Public Library.
HOLD.MSG: A member of this household has requested materials that are now available for pick up at the Circulation Desk. These materials will be held until [DATE.V] Saturday, December 7th.
REPEAT.MSG Please stay on the line and this message will repeat.
INTRO.MSG same as above
HOLD.MSG same as above
GOODBYE.MSG Thank you. Goodbye.
The date components are automatically inserted into the message in DATE.V to compose the date specified in the TIME TO PICKUP element of the loan rule the item is checked out under. If you do not want to include a spoken date leave the date component out. You may want to replace it in the HOLD.MSG with the number of days the item will be held
6. Prepare the text of each component message you wish to record for its corresponding file name. Use the [Recording Studio: File Name / Component Worksheet](#) to compose the messages before you record them
7. When you are ready to record, go to the [next step](#)

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RECORD MESSAGES

The TNS program comes with pre-recorded message component files that are spoken when TNS makes telephone calls to patrons.

- You can re-record over the current files to insert the messages you want
- You can add new files for additional messages
- For consistency of sound one person should record all message components in one recording session

Before you record, prepare your message texts as specified in [Step 3.1](#).

To record message components, use the TNS PC's microphone. Have your prepared Recording Studio: Filename/Component Worksheet with you.

1. Open the TNS program on your TNS PC
2. From the TNS Main Menu, move your arrow key to select 8. Recording Studio and press Enter
3. A list of filenames and keyboard commands displays



Keyboard commands

The Recording Studio commands displayed at the bottom of the TNS screen have the following functions:

[A]dd adds a new file. Prompts for a file name, then prompts to record a new message component.
[D]elete deletes the highlighted file from the system (after confirmation).

[L]evel sets the level (length) of silence that the system places between message components. You need to set the level for each component at the time of recording.

[P]lay plays the highlighted file over the speaker.

[Q]uit quits back to the TNS Main Menu.

[R]ecord records a new message for the highlighted file. Overwrites the existing component file.

[S]how displays the number of bytes the highlighted file uses.

4. Press l to set the level of silence. For dates (.V files, only needed for Hold pickup messages) set the level to 100ms (milliseconds). For all other messages (.MSG files) press l and set the level to 1000ms. A set level remains until you change it.
5. To re-record and overwrite an existing message, move the PC's arrow key to highlight the filename

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6. Press r to record the message. You will hear a beep which indicates that the TNS PC is recording. Start speaking. The recording continues until you stop speaking. A few minutes after you stop the TNS PC plays your recorded message over the speaker
7. Re-record messages using the r key as many times as you need
8. To add a new file, press a. When prompted enter a new filename with extension of up to 3 letters. TNS will prompt you to record the new file's message

Filenames

- Do not change the names of existing files
- You can create and record files for new message components and add your own filename extension of up to 3 letters
- For multiple Hold Pickup messages ([Step 5](#)) you will need separate message components in files for each branch
- You can record message components in different languages and use language filename extensions to group them together in the list
- If you delete a date file (date, month or day) you must replace it with a new file using the same filename

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EDIT MESSAGE PROFILES

A TNS message profile is a list of recorded message components in the order that they should play to construct a message. The TNS software includes two pre-defined message profiles:

HPØ, (i.e. HPzero) for the Hold pickup notice
ODØ, (i.e. ODzero) for the Overdue materials notice.

You will need to edit the message profiles for your TNS system to incorporate your message components, recorded in [step 3.2](#) and to set the call priorities and number of attempts to place a call.

1. Specify the components for each of your message profiles in the [Message profile worksheet](#). You will need a profile for each message: Overdue, and Hold pickups (if used)
2. To view an existing message profile, open the TNS program on your TNS PC
3. From the TNS Main menu select:
7 > Parameter setup Press Enter
2 > Message profile Press Enter
4. At 01 MSG_ID line, type the file name in capitals, e.g. HPØ (zero) and press Enter
TNS is case sensitive so be careful to type in upper case. If you type a profile name that does not exist, TNS assumes you are creating a new profile and displays the message You are adding a new item. Type end and press Enter to return to a blank message profile screen
5. TNS fills in the profile settings - see image below



Hold pickup message (for a single location)

Line	Value	Description
01 MSG_ID	ODØ	file name of the message profile
02 DESC	Hold pickup	text description of the message profile

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03 PRIORITY	1		order that a call is placed in a call loop. If you have two message profiles HPØ and ODØ, and want hold messages to be delivered before overdues, set the priorities HPØ - 1, ODØ - 2.
04 MAX_ATTEMPTS	6		number of times TNS will try to place a call before marking it unsuccessful.
05 MAX_DAYS	1		number of consecutive days TNS tries to deliver the message before marking it unsuccessful.
06 COMPONENT_FILES		INTRO.MSG, HOLD.MSG, [DATE].V, REPEAT.MSG, HOLD.MSG, [DATE].V	the message components you recorded in the Recording Studio

The message delivers as: Hello. This is a recorded message from the Innovative Public Library. A member of this household has requested materials that are now available for pick up at the Circulation Desk. These materials will be held until Saturday, December 5. Please stay on the line and this message will repeat. A member of this household has requested materials that are now available for pick up at the Circulation Desk. These materials will be held until Saturday, December 5.

TNS inserts the appropriate date files where the [DATE].XXX appears in the COMPONENT_FILES of a hold message profile (XXX is the file extension for the date components you specify).

The [DATE] command automatically combines the date files to compose the TIME TO PICKUP element of the loan rule of the item. In the above example the [DATE] command consults the loan rule and inserts files SAT.V,DEC.V,5th.V to speak Saturday, December 5th.

The [DATE] command automatically combines the date files to compose the TIME TO PICKUP element of the loan rule of the item. In the above example the [DATE] command consults the loan rule and inserts files SAT.V,DEC.V,5th.V to speak Saturday, December 5th.

- To change a parameter, type the line number at the Change? prompt and press Enter
- Use the keyboard arrow keys to move forward or backward in a field

8. Type over existing text
9. To insert new text without overwriting existing text, press Insert on your keyboard to enable the Insert mode. INS displays in the upper right-hand corner of the TNS screen to indicate you are using insert mode



10. At line 06 COMPONENT_FILES enter file names in all caps, comma separated, no spaces, e.g. INTRO.MSG,HOLD.MSG,[DATE].V
11. Press Enter to save your changes, or to accept the defaults
12. Type end and press Enter to exit without saving your changes

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ADD A MESSAGE PROFILE

You need to add a new message profile only if you acquired more than one phone line and multiple hold pickup location profiles, or if you need to replace a deleted message profile.

1. Prepare your Message Profile as explained in [Step 4](#), using the Message Profile Worksheet
2. From the TNS Main menu select:
7 > Parameter setup Press Enter
2 > Message profile Press Enter
3. At 01 MSG_ID line, type a message profile name in capitals. Each message ID must begin with HPØ or ODØ, followed by text to identify the branch. each profile name can have a maximum of 8 characters. e.g., HPØmain, HPØsouth
4. In line 06 COMPONENT_FILES enter the exact message component file names
5. Enter the component file names in capitals, comma separated, no spaces, e.g.:
INTRO.MSG,HOLD.MSG,[DATE].V,REPEAT.MSG,INTRO.MSG,HOLD.MSG,MAIN.MSG,[DATE].V,GOODBYE.MSG

TO VIEW MESSAGE PROFILES

When you create and edit message profiles, they are saved in your TNS software. To see a list of your message profiles and check that the file components are correct:

1. from any TNS menu, press function key F9 on your keyboard until text on the screen clears and you see the command line prompt, a colon : at the bottom of the screen
2. type LIST ENS.MSG in upper case - note there is a space between LIST and ENS. A list of your message profiles displays
3. to see more of the list type e and press Enter
4. to return to the TNS Main menu, at the colon prompt : type ENS in upper case

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DELETE A MESSAGE PROFILE

Do not delete message profiles HPØ or ODØ. If you do, use [Add a message profile](#) to add the profile again.

- Note the MSG_ID of the message profile you want to delete. To see a list of message profiles:
 - press function key F9 until text on the screen clears and you see a command line prompt colon : at the bottom of the screen
 - type LIST ENS.MSG - with a space between LIST and ENS. A list of your message profiles displays
 - to see more of the list type e and press Enter
 - to return to the TNS Main menu, at the colon prompt : type ENS in upper case
- To retrieve a message profile, from the TNS Mainmenu select:
 - 7> Parameter setup
 - 2> Message profile
- At 01 MSG_ID type the name the message profile exactly as it appears in the list of profiles, e.g. HPØmain
- When the cursor is at the Change? prompt, press CTRL d
- The system prompts: Are you sure? Type Delete or press CNTRL d again
- Type delete or CTRL d to delete the message

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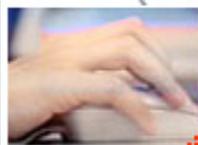
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SPECIFY HOLD PICKUP LOCATIONS

OPTIONAL

This step is necessary only if you have purchased Hold pickup messages for multiple pickup locations.

1. Record message components for all pickup locations
[Step 3: Record messages](#)
2. Add a new message profile for each pickup location
[Step 4.1: Add message profiles](#)
3. Edit the TNS Location Map File in your Innovative character-based system as follows:

3.1 Connect to your character-based Innovative system using [Telnet](#) or your regular method of connecting.

Select:

C > CIRCULATION subsystem

A > ADDITIONAL circulation functions

N > PRINT Circulation Notices

M > EDIT TNS LOCATION MAP FILE You will only see this line if you have multiple hold pickup messages

3.2 Select the option A > ADD an entry

3.3 Enter the location part only of the message profile name that contains the message components for each Hold pickup location you have purchased

For example, if the message profile name is HPØmain, enter only main

As TNS is case sensitive, make sure the entry uses exactly the same case as you used in the TNS message profile.

3.4 To associate specific branch locations with this pickup location, select A > ADD a location. Enter a library location code that corresponds with the pickup location(e.g., mfic)

3.5 Continue selecting A > ADD a location to enter all item location codes associated with the Hold pickup location



4. R > RETURN to previous menu
5. Continue to A > ADD an entry for as many hold pickup location message profiles you have created

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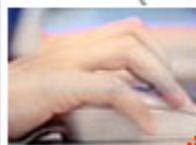
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SET UP THE TNS MATRIX

The phone matrix defines the calling instructions for 1,000 possible area codes, each of which contains 1,000 exchanges, for a total of up to 1,000,000 combinations of area codes and exchanges.

When the TNS machine arrives at your library, the phone matrix is set up so that calls to all area codes and prefixes are blocked. You need to modify the matrix to give the TNS PC instructions for dialling area codes and/or exchanges in your library's service area. The [Sample Call](#) can be made without modifying the phone matrix.

1. First enter the area code details for all your patron telephone numbers in the [TNS Matrix Worksheet](#). The matrix is stored in your TNS software but does not display, so be sure to keep a hard copy of your matrix worksheets.

- The area code is the first set of three digits in a telephone number, and the exchange is the second set of three digits., e.g.:

(617) 846-6775

↑

↑

area code

exchange

2. To modify the phone matrix, from the TNS Main Menu:

- select 9. Utilities and press Enter
- select 3. Modify Phone Matrix and press Enter to display the Dialing Normalization Matrix screen



In the Dialing Normalization Matrix screen, the cursor highlight is in the Area Code field. To specify an Area Code number:

- use the Page Up and Page Down keys on the PC's keyboard to set the hundreds digit
- use the keyboard up and down arrow keys to set the ones and tens digits

Specify an exchange number, for example you may want to restrict or block calls to specific exchanges in a certain area code:

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- use the right arrow key to move to cursor to the Exchange field
- use the Page Up and Page Down keys on the PC's keyboard to set the hundreds digit
- use the up and down arrow keys to set the ones and tens digits
- to dial all exchanges in an area code, press the Page Down key until ANY displays instead of a number

Edit instructions Add Prefix, Add Suffix, Remove AC, Block Call:

- press the Shift e keys
 - add a Prefix if needed, eg. 1 for long distance calls. TNS is programmed to dial 9 to exit your library phone system so it is not necessary to add 9 as a prefix. Do not enter a space after the number. Press Enter
- arrow key down to Add a Suffix if needed. Do not enter a space after the number. Press Enter
- arrow key down to Remove AC (area code). Type Y to instruct TNS to call an Area Code. Type N to instruct TNS not to call an Area Code
- arrow key down to Block call. Press N to unblock calls to the Area code. Press Y to block calls

EXAMPLE 1: Local calls from area code 510. TELEPHONE field in patron record entered as 510-655-6200. TNS does not need to call the area code (AC) or all exchanges.



EXAMPLE 2: Calls from area code 510. TELEPHONE field in patron record entered as 650-343-6829. TNS does need to call area code (AC).



3. Repeat for all area codes listed in your TNS Matrix Worksheet. When complete press q to quit back to the Utilities menu
4. To change settings for an area code at any time:
 - move the cursor highlight to the Area Code field
 - retrieve the area code number using the keyboard Page up, Page down and arrow keys
 - press Shift e to edit the instructions for the area code
 - press q to quit back to the Utilities menu
5. If you want to delete all area code entries and start

again, use Reset Phone Matrix:

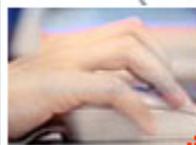
- from the Utilities menu, select 2. Reset Phone Matrix
- TNS prompts: Are you absolutely sure you want to run this program (y/n):
- press n to return to the Utilities menu
- press y and the system prompts: Allow long distance calls (y/n):
- enter n and press Enter to block all area code calls
- if you press y and enter, calls to all area codes are allowed
- from the Utilities menu select 3. Modify Phone Matrix and specify instructions for area codes as shown above

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PLACE SAMPLE CALL

After recording messages and setting up the message profiles you need to preview the new messages by placing a sample call within your library. You should preview all [message profiles](#) that you change, or new message [component files](#) you record.

The TNS Sample Call function allows you to deliver a call without dialling a standard prefix such as 9 before the telephone number.

1. From the TNS Main Menu, press 9 or move your arrow key to select 9. Utilities and press the Enter key
2. Select 1. Sample call, and press the Enter key
3. At the Phone number prompt you will see the last number used for testing
4. To use the existing number press the Enter key, or Type a new telephone number and press the Enter key
5. At the TNS prompt Message Profile, type the profile name you want to preview exactly as you named it, e.g. HPØ, ODØ
6. If you entered a Hold pickup message profile name, e.g. HPØ, the system will prompt you to enter a Spoken date. This corresponds to the [DATE.xxx] component of the message profile. Enter a date in mm-dd-yy format to have it previewed in the sample call
7. At the prompt OK to place call, if the data you have entered is correct, type y for yes.
If you need to change the data you entered, type n for no, and TNS returns you to the Utilities menu. Select 1. Sample call and enter correct data
8. Listen to your sample call, and adjust your [message profiles](#), or [re-record message components](#) if necessary

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SET UP THE TNS CALLING SCHEDULE

The final step in your TNS set up is to specify the times of day for TNS to begin and end its calling loops.

- TNS places calls during three morning and three evening call loops
- During each loop TNS tries to place each call in its queue
 - If a call is successfully delivered, TNS removes the call from its queue. If not, it continues to try to deliver it in the next loop
- You can instruct TNS when to start and stop each session of three loops, including a break for dinner

After you have completed this step TNS will be ready to deliver calls at the times you specify.

Setting the TNS schedule requires three steps:

1. First check that the TNS PC clock is correct - see [step 2](#)
2. Set holiday exemptions - days when you do not want TNS to call--> [Step 8.1](#)
3. Set times for TNS to place daily call --> [Step 8.2](#)

For more information about how TNS places the calls, see the [User Manual TNS](#) - TNS Call processing script.

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SET HOLIDAY EXEMPTION DATES

Holiday exemption dates are the days on which you do not want TNS to place calls.

TNS counts the holiday exempted dates when it calculates the total number of consecutive days it tries to deliver a call before marking it unsuccessful. You set this parameter in the MAX_DAYS element of a [Message profile](#).

To change the holiday exemption dates:

1. From the TNS Main Menu select 7. Parameter setup and press the Enter key
2. From the Parameter setup menu select 3. Holiday Exemption. See the image below for a typical screen



3. To see the existing list of holidays, at the line Exemption date MM-DD, type list and press the Enter key
4. To add, edit or delete a holiday date to be exempted, type E to return to the Holiday exemption table screen
5. Type the date to change or add in the format MM-DD (note, you must type the -), e.g. 09-02. If an exemption is already set up for this date, the description will display
6. If the date is not set up, type a name in the DESCRIPTION field
7. Press the Enter key to save the entry
8. Continue adding more dates as needed
9. To edit a date, type the date in the format MM-DD. Make changes as required by typing over existing data
10. Press the Enter key to save
11. To delete an entry, type the date in the format MM-DD, and press d followed by Enter
12. To exit and save all changes press q at the prompt MM-DD, or the esc key, followed by the Enter key to return to the Setup parameters menu

You will need to update the Holiday exemption table each year to change dates as required.

Go to the next step to set up the times for TNS to [place calls](#).

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SET TIMES TO PLACE CALLS

TNS uses four master times to start and finish placing calls:

morning wakeup	Time to start placing morning call loops. You cannot set this time earlier than 8am
stop for dinner	TNS stops calling for dinner time, even if it has not completed its current loop
evening wakeup	TNS resumes placing calls after the dinner hour
goodnight	TNS stops placing calls, even if it has not completed its call list

You need to set the times shown above for your system.

To set the calling times:

1. From the TNS Main Menu, select 7. Parameter setup and press the Enter key
2. Select 4. Master Time Control and press the Enter key. You will see the Modify Times screen:



3. Enter the time for the morning wakeup to begin in the following format 08:30AM. You must type the colon : and AM in capital letters
4. Press the Enter key to save and display the next time: stop for dinner. Type a time in the format 06:00, including the colon and PM in capital letters
5. Continue keying times for the remaining two settings: evening wakeup and goodnight
6. To use an existing time, press the Enter key
7. When you have viewed and edited the four master times, TNS returns to the Set up parameters menu

Go to the next step to [contact the Innovative Technical Specialist](#) to turn TNS on!

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TNS

TELEPHONE NOTIFICATION SYSTEM TUTORIAL

RELEASE 2002

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PAGE**CONTACT TECH SPECIALIST**

Your TNS PC and software were set up by an Innovative Technical Specialist.

When you are ready to start using TNS to deliver overdue and/or hold pickup notices you need to contact the same Technical Specialist and request that he or she turn on TNS notice delivery.

1. Check that you have completed all previous steps in this tutorial to set up the TNS parameters
2. Contact your Technical Specialist by phone or email to schedule a time for TNS notices to become active
3. Remember to allow time for the Technical Specialist to schedule your request
4. If the Technical Specialist is not available, please contact the [Help desk](#)
5. As soon as the Technical Specialist activates TNS, your Innovative circulation system will collect notices for TNS and you can start to deliver notices by phone
6. See [step 10: Go Live](#) for details

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GO LIVE !

Checklist to go live with TNS:

1. You have recorded all message texts, [Step 3: Record messages](#)
2. You have completed the message profiles for all messages your library will be using (overdue and/or hold pickup). See [Step 4: Edit message profiles](#), and [Step 5: Specify Hold pickup locations](#) (optional)
3. You have defined the TNS area code matrix, [Step 6](#), and placed sample calls: [Step 7](#)
4. You have set up the calling schedule. See [Step 8](#)
5. As soon as the Innovative Technical Specialist has turned on TNS: [Step 9](#), your system will be ready to deliver telephone notices to your patrons

You will go live in two steps:

1. Use TNS for the [first time](#), then
2. Your [daily TNS procedures](#)

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FIRST TIME

When running TNS notices for the very first time after you have recorded, tested, and contacted your Innovative Technical specialist, the procedure will be as follows:

1. Connect to your Innovative server using Telnet or your regular method of connecting
2. From the Mainmenu select:
 - C > Circulation subsystem
 - A > Additional circulation functions
 - N > Print circulation notices
3. Select O > Print OVERDUE notices
4. Follow the steps you normally take to print overdue notices: select a location and levels of notices to print
5. You will now see a new menu entry:
 - T > TELEPHONE notices with xx items
6. Press t and you will see a message
 - xx items queued for TNS delivery. Press SPACE to continue
 - A new batch of telephone notices is sent to a TNS file on your Innovative server
7. If you use TNS to deliver Hold Pickup notices, select:
 - H > Print HOLD pickup and cancellation notices
 - P > Print hold PICKUPS TNS does **not** deliver hold cancellation notices
8. You will now see a new menu entry:
 - T > TELEPHONE notices with xx items
9. Press t and you will see a message
 - xx items queued for TNS delivery. Press SPACE to continue
10. To transfer the files of notices from your Innovative server to TNS for delivery, go to the TNS PC
11. From the TNS Mainmenu choose:
 1. Download from INNOPAC. Telephone notices are now in TNS and ready for delivery
12. To begin calling, from the TNS Mainmenu select:
 - 3 > Call Processing
13. Start with morning wakeup Press Enter or to view and begin with another loop
14. Press G to go and begin calls processing
 - TNS begins its calling loop and delivers calls unattended throughout the day using the master times you set in [step 8.2](#)
15. Press q or esc to exit to the TNS Mainmenu

Go to the next step for the [daily TNS procedures](#).

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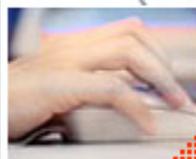
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DAILY TNS PROCEDURES

Once you go live with TNS, after the [first time](#), your regular daily procedure before printing any other notices will be:

1. Transfer undelivered calls from the previous TNS run to the print queue on the Innovative server
On the TNS PC select from the Mainmenu:
2 > Upload to INNOPAC. and press Enter
2. In your Innovative system, print or email the undelivered TNS notices as follows:
Connect to your Innovative server using Telnet or your regular method of connecting
From the Mainmenu select:
C > Circulation subsystem
A > Additional circulation functions
N > Print circulation notices
T > Print notices for unsuccessful TNS calls. You must generate unsuccessful TNS calls to print or e-mail before you instruct TNS to deliver new calls
3. Select O > Print OVERDUE notices
4. Follow the steps you normally take to print overdue notices: select a location and levels of notices to print
5. You will see the menu entry:
T > TELEPHONE notices with xx items
6. Press t and you will see a message
xx items queued for TNS delivery. Press SPACE to continue
A new batch of telephone notices is automatically sent to a TNS file on your Innovative server
7. If you use TNS to deliver Hold Pickup notices, select:
H > Print HOLD pickup and cancellation notices
P > Print hold PICKUPS TNS **does not** deliver hold cancellation notices
8. To transfer these files of notices to TNS go to your TNS PC:
9. From the TNS Mainmenu select: 1 > Download from INNOPAC. The latest telephone notices are now in TNS and ready for delivery.
10. Select 3 > Call Processing
11. Start with morning wakeup or press Enter to view and begin with another loop.
12. Then press G to go. TNS begins its calling loop and delivers calls unattended throughout the day using the master times you set in step 8.2.
13. Press q or esc to exit to the TNS Mainmenu.
14. The next day, start the procedure again on your TNS PC. See (1) above:
Transfer undelivered calls from the previous TNS run to the print queue on the Innovative server.

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TNS

TELEPHONE NOTIFICATION SYSTEM TUTORIAL

RELEASE 2002

Thank you for using the Telephone Notification System tutorial.
Please send comments on the tutorial or the product using the form below.

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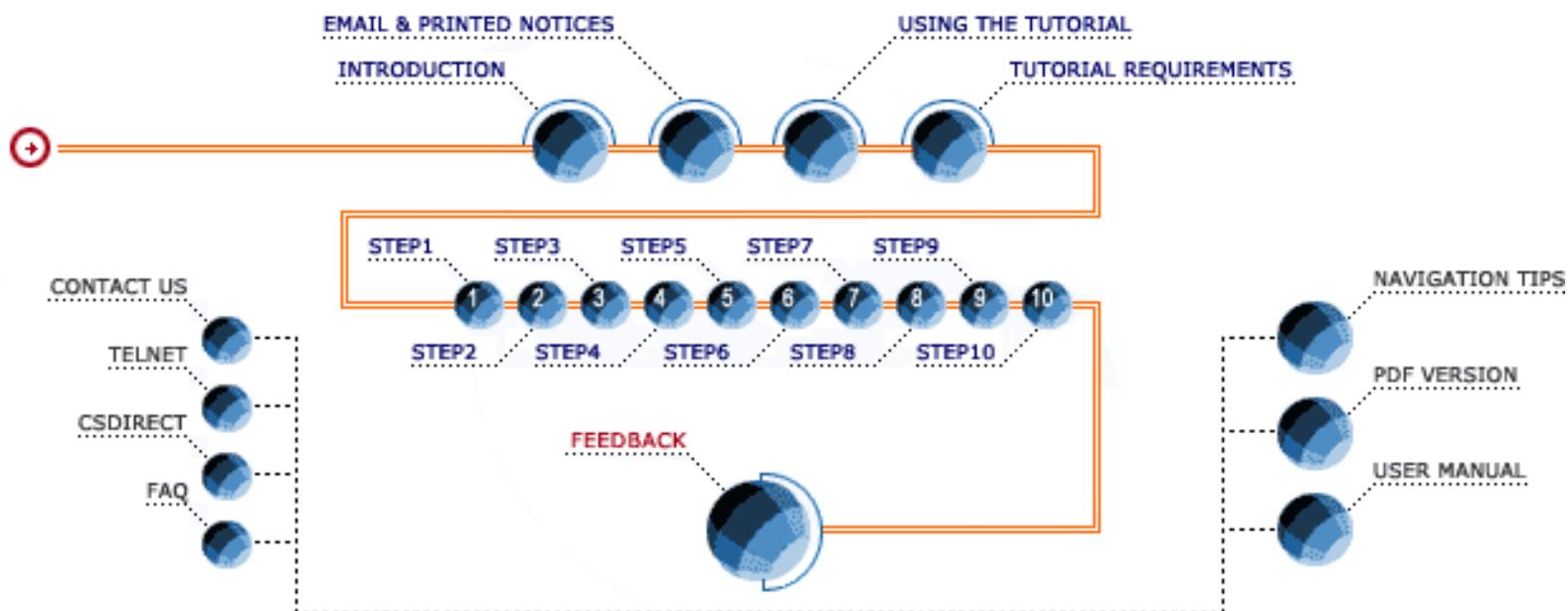
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TNS TUTORIAL SITE MAP



Telephone Notification System

TNS, the Telephone Notification System, delivers overdue notices and hold pickup notices via the telephone. TNS is designed to be your library's primary method of sending hold pickup and overdue notices.

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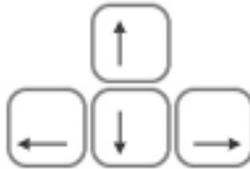
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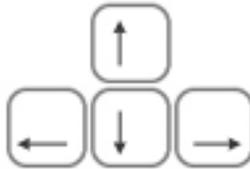


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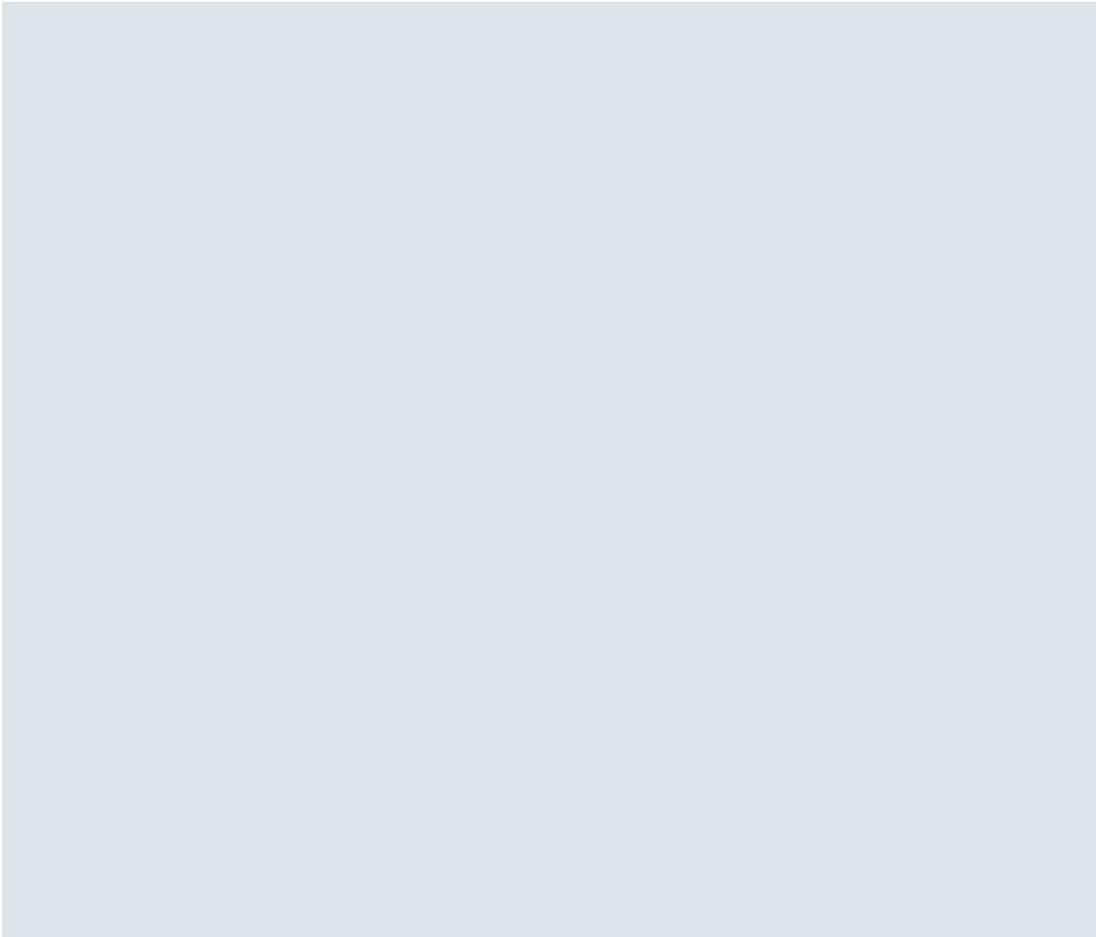


- to navigate through menus press the menu line number and the Enter key
- some commands are case sensitive, i.e. <E> dit means press keys shift and e to edit



- arrow keys refer to the keys  on your keyboard
- Retrn means press the Enter key
- pgup refers to the Page Up key
- pgdw and pgdn refer to the Page Down key
- <cr> means carriage return. Press the Enter key
- end means type the word end, and press the Enter key

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INTRODUCTION

Welcome to the TNS, the Telephone Notification System, tutorial. This tutorial will guide you through setting up the TNS product which is used as part of your Innovative Circulation module. The goal of the tutorial is to enable you to go live with TNS when you have completed the tutorial.

When you have completed the tutorial you will:

- have installed the TNS PC
- have prepared and recorded telephone messages and profiles
- have set the telephone area code and exchange matrix
- have set up telephone calling schedules
- be ready to use TNS as part of your regular circulation notice procedure

HOW TNS WORKS

TNS delivers overdue notices and hold pickup notices via the telephone. TNS is designed to be your library's primary method of sending hold pickup and overdue notices. Features include:

- a dedicated PC equipped with TNS software and hardware is used to make telephone calls to patrons and deliver pre-recorded messages
- your Innovative Circulation module generates lists of telephone calls for TNS to place, and prints notices from calls not completed successfully
- TNS will deliver notices to all patrons that have phone numbers in the TELEPHONE field of their patron records.
But see below *
- the number of calls TNS sends an hour per phone line will vary depending on the length of the message, and whether or not messages need to be repeated, for example, in more than one language
- TNS places only hold pickup and overdue notices. All other types of circulation notices and statements (including Hold cancellation notices) are not used by TNS and are printed or sent via electronic mail

* There are 3 ways to prevent TNS from universally sending notices to all patrons with phone numbers:

1. Enter a TNS block in the patron phone number by inserting ## in front of the telephone number in the TELEPHONE field of a patron record
2. Set up global blocks for specific area codes or exchanges in your TNS matrix. See Step 6 - Set up the TNS Matrix
3. Enter data in the EMAIL ADDR field of the patron record. See Email and Printed notices

Please consult the User Manual for more information on TNS.

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EMAIL AND PRINTED NOTICES

If your library also uses the optional Circulation Notices Via Email software (product code 305A), notices will automatically default to email. If your patron records contain both a phone number (in the TELEPHONE field) and an email address (in the EMAIL ADDR field), patrons will receive notices only via email.

If you want some patrons to receive e-mail notices and some patrons to receive telephone notices, you can accomplish this by entering the patron's email address in a field other than the EMAIL ADDR field (e.g., NOTE field). The absence of the EMAIL ADDR field will cause notices to default to TNS.

With both Circulation Notices Via Email and TNS, you have the option to print notices. After you generate overdue or hold pickup notices in your Innovative Circulation module:

- C > CIRCULATION subsystem
- A > ADDITIONAL circulation functions
- N > Print circulation NOTICES
- O > Print OVERDUE notices or P > Print hold PICKUPS

You'll see the following menu:

- T > TELEPHONE notices with XX items
- E > E-MAIL notices with XX items
- C > CHANGE method of sending notices

If you choose C you will have the choices:

- T > Transfer TELEPHONE notices to print queue
- E > Transfer E-MAIL notices to print queue

Note: You may change telephone or email notices to print, but you cannot change telephone notices to email or vice versa. Once you have transferred notices to print, you cannot change them back to telephone or email.

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TUTORIAL REQUIREMENTS

Before you start the TNS tutorial please verify the following:

1. The Innovative Circulation module is installed on your system
2. The Circulation loan rules and loan rule table are set up and working correctly on your Innovative system
3. You have received your complete TNS shipment from Innovative:
 - the TNS PC (the necessary hardware and software is installed by Innovative prior to shipping)
4. You have organized the required phone line(s) and network connections for the TNS PC

Tutorial recommended software and hardware settings:

- web browser: Internet Explorer v.4.5 or above; Netscape Communicator 4.5 or above
- monitor setting: 800 x 600 or higher resolution
- colors: at least 256 or higher

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INSTALL THE TNS PC

The PC shipped with your TNS software must be for dedicated use only. Do not install other software programs or applications on the PC.

- The PC must connect to your library's Innovative server via a dedicated network port using a static IP address. Supply the IP address to your Technical Support Specialist
- Install the TNS PC in an area that has easy access to a working phone line (or multiple lines if your library acquired this option). The TNS PC also needs to be close to a computer with access to the Innovative system
- If you have questions about hardware installation, contact the Technical Support Specialist who set up your machine. He or she should already have been in touch with you in preparation for shipping the hardware
- For questions about the TNS software installed on the TNS PC, please contact your Technical Support Specialist

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CHECK THE TNS PC INTERNAL CLOCK

Innovative recommends that you check the PC's internal clock everytime you start the TNS software. If the clock is incorrect, calls will not process correctly.

Check the time as follows:

1. on the TNS PC, before you start the TNS program, go to the DOS prompt, e.g.
C:\TNS\ENS6
2. type the word time
3. the PC's time displays
4. enter a new time if necessary, in the format 08:12a (for AM), or 04:10p (for PM)
5. from the DOS prompt, type go to restart the TNS program

TNS does not automatically reset the time, so if your TNS program has not been used for 24 hours or longer, we recommend that you reset the time by following the steps above.

[close window](#)

Electronic Notification System

Recording Studio Menu

HOLD.MSG	11TH.U	31ST.U
PAST.MSG	12TH.U	JAN.U
REPEAT.MSG	13TH.U	FEB.U
INTRO.MSG	14TH.U	MAR.U
GOODBYE.MSG	15TH.U	APR.U
HELLO.MSG	16TH.U	MAY.U
HELLO2.MSG	17TH.U	JUN.U
REPEAT2.MSG	18TH.U	JUL.U
PAST2.MSG	19TH.U	AUG.U
INTRO2.MSG	20TH.U	SEP.U
1ST.U	21ST.U	OCT.U
2ND.U	22ND.U	NOV.U
3RD.U	23RD.U	DEC.U
4TH.U	24TH.U	MON.U
5TH.U	25TH.U	WED.U
6TH.U	26TH.U	THU.U
7TH.U	27TH.U	FRI.U
8TH.U	28TH.U	SAT.U
9TH.U	29TH.U	SUN.U
10TH.U	30TH.U	TUE.U

Options: arrows pgup pgdn [A]dd [D]elete [L]evel [P]lay [Q]uit [R]ecord [S]how

[close window](#)

SET TIMES TO PLACE CALLS

TNS uses four master times to start and finish placing calls:

morning wakeup	Time to start placing morning call loops. You cannot set this time earlier than 8am
stop for dinner	TNS stops calling for dinner time, even if it has not completed its current loop
evening wakeup	TNS resumes placing calls after the dinner hour
goodnight	TNS stops placing calls, even if it has not completed its call list

You need to set the times shown above for your system.

To set the calling times:

1. From the TNS Main Menu, select 7. Parameter setup and press the Enter key
2. Select 4. Master Time Control and press the Enter key. You will see the Modify Times screen:



3. Enter the time for the morning wakeup to begin in the following format 08:30AM. You must type the colon : and AM in capital letters
4. Press the Enter key to save and display the next time: stop for dinner. Type a time in the format 06:00, including the colon and PM in capital letters
5. Continue keying times for the remaining two settings: evening wakeup and goodnight
6. To use an existing time, press the Enter key
7. When you have viewed and edited the four master times, TNS returns to the Set up parameters menu

Go to the next step to contact the Innovative Technical Specialist to turn TNS on!

++ PREVIOUS NEXT ++

[close window](#)

Holiday Exemption Table

16:03:38 03 JUL 2002

Exemption Date: MM-DD

Description :

Q<cr> or <esc><cr> to return to menu, <list> current exemptions.

[close window](#)

ADD A MESSAGE PROFILE

You need to add a new message profile only if you acquired more than one phone line and multiple hold pickup location profiles, or if you need to replace a deleted message profile.

1. Prepare your Message Profile as explained in Step 4, using the Message Profile Worksheet
2. From the TNS Main menu select:
7 > Parameter setup Press Enter
2 > Message profile Press Enter
3. At 01 MSG_ID line, type a message profile name in capitals. Each message ID must begin with HPØ or ODØ, followed by text to identify the branch. each profile name can have a maximum of 8 characters. e.g., HPØmain, HPØsouth
4. In line 06 COMPONENT_FILES enter the exact message component file names
5. Enter the component file names in capitals, comma separated, no spaces, e.g.:
INTRO.MSG,HOLD.MSG,[DATE].V,REPEAT.MSG,INTRO.MSG,HOLD.MSG,MAIN.MSG,[DATE].V,GOODBYE.MSG

TO VIEW MESSAGE PROFILES

When you create and edit message profiles, they are saved in your TNS software. To see a list of your message profiles and check that the file components are correct:

1. from any TNS menu, press function key F9 on your keyboard until text on the screen clears and you see the command line prompt, a colon : at the bottom of the screen
2. type LIST ENS.MSG in upper case - note there is a space between LIST and ENS. A list of your message profiles displays
3. to see more of the list type e and press Enter
4. to return to the TNS Main menu, at the colon prompt : type ENS in upper case

[close window](#)

RECORD MESSAGES

Now you are ready to record the messages that the TNS program will play over the phone to your patrons.

You will need to do the following:

- prepare your message component texts: Step 3.1
- record message component texts: Step 3.2
- edit the message profiles which contain the components that make up each message: Step 4
- place a sample call to preview the messages: Step 7

Message components

The TNS PC comes with some pre-recorded message components that are used to make up a whole message. For example:

Component	Message
HELLO	Hello
INTRO	This is your Public Library
PAST	Our records indicate that a patron at this number has overdue materials
HOLD	The materials that a patron at this number requested are now available
REPEAT	To repeat this message please stay on the line
GOODBYE	Thankyou. Goodbye.

Hold pickup message components

If you use the hold pickup messages you can include a date component indicating until when an item will be held (time to pickup element from the Circulation loan rules).

The date components include dates of the month, days of the week, and months of the year. TNS uses these components to construct a date.

For example, to speak the date Wednesday, November 6, TNS combines the following components:

Component	Message
wed	Wednesday
nov	November
6th	Sixth

You will use the TNS Recording Studio in the next step to play and replace the pre-recorded message components with your own recordings.

[close window](#)

Message Profile

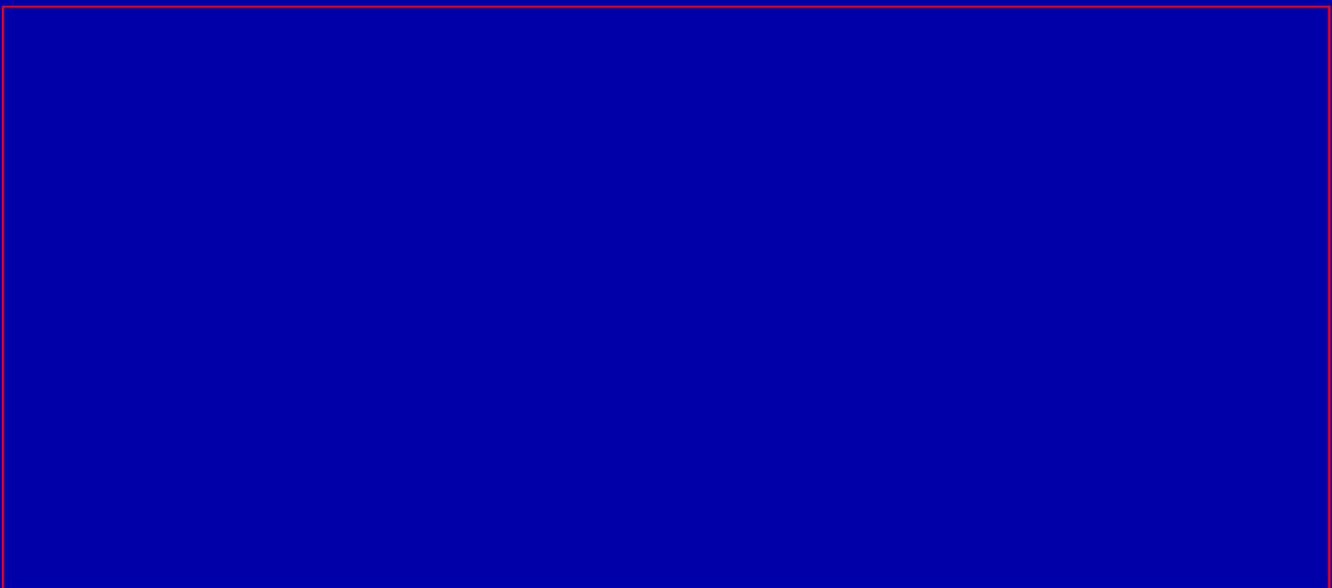
<I-1>

01	MSG_ID	OD0
02	DESC	Overdue Materials
03	PRIORITY	1
04	MAX_ATTEMPTS	3
05	MAX_DAYS	1
06	COMPONENT_FILES	INTRO.MSG,PAST.MSG,REPEAT.MSG,INTRO.MSG,PAST.MSG,G

? for help, END to return to menu.

CHANGE ? _

[close window](#)



[close window](#)

Modify Times

18:16:21 03 JUL 2002

morning wakeup 08:36AM

Please enter new time, <CR> = no change

[close window](#)

Electronic Notification System
Dialing Normalization Matrix

Area Code
510

Exchange
ANY

Add Prefix:
Add Suffix:
Remove AC : YES
Block Call: NO

arrow keys, pgup, pgdw, <E>dit, <Q>uit

[close window](#)

Electronic Notification System
Dialing Normalization Matrix

Area Code
650

Exchange
ANY

Add Prefix: 1
Add Suffix:
Remove AC : NO
Block Call: NO

arrow keys, pgup, pgdw, <E>dit, <Q>uit

[close window](#)

Message Profile

INS <I-1>

01	MSG_ID	OD0
02	DESC	Overdue Materials
03	PRIORITY	2
04	MAX_ATTEMPTS	3
05	MAX_DAYS	1
06	COMPONENT_FILES	INTRO.MSG,PAST.MSG,REPEAT.MSG,INTRO.MSG,PAST.MSG,G

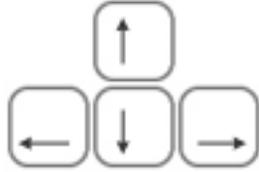
? for help, END to ret

CHANGE ? 6

[close window](#)

NAVIGATION TIPS**WHEN USING THE TNS SOFTWARE**

- to navigate through menus press the menu line number and the Enter key
- some commands are case sensitive, i.e. <E> dit means press keys shift and e to edit



▪ arrow keys refer to the keys on your keyboard

- Retrn means press the Enter key
- pgup refers to the Page Up key
- pgdw and pgdn refer to the Page Down key
- < cr> means carriage return. Press the Enter key
- end means type the word end, and press the Enter key

[close window](#)

PLACE SAMPLE CALL

After recording messages and setting up the message profiles you need to preview the new messages by placing a sample call within your library. You should preview all message profiles that you change, or new message component files you record.

The TNS Sample Call function allows you to deliver a call without dialling a standard prefix such as 9 before the telephone number.

1. From the TNS Main Menu, press 9 or move your arrow key to select 9. Utilities and press the Enter key
2. Select 1. Sample call, and press the Enter key
3. At the Phone number prompt you will see the last number used for testing
4. To use the existing number press the Enter key, or Type a new telephone number and press the Enter key
5. At the TNS prompt Message Profile, type the profile name you want to preview exactly as you named it, e.g. HPØ, ODØ
6. If you entered a Hold pickup message profile name, e.g. HPØ, the system will prompt you to enter a Spoken date. This corresponds to the [DATE.xxx] component of the message profile. Enter a date in mm-dd-yy format to have it previewed in the sample call
7. At the prompt OK to place call, if the data you have entered is correct, type y for yes. If you need to change the data you entered, type n for no, and TNS returns you to the Utilities menu.
Select 1. Sample call and enter correct data
8. Listen to your sample call, and adjust your message profiles, or re-record message components if necessary

[close window](#)

USING THE TUTORIAL

Navigation

- At the bottom of each tutorial page are links to the next and previous pages
We recommend you follow through the tutorial steps using the next page links
 - At any time you can select from the drop down menus on the navigation bar across the top of each page
 - Links at the top of each page indicate where you are in the tutorial
- Links to other pages inside and outside the tutorial open in a separate browser window
- To return to the tutorial, close the most recent window, or click on the tutorial window to make it active
 - Graphic examples are included on many pages. To view one in a separate window, click on the symbol shown below:
Close the window by selecting the button close window, or click the X button in the window's top right corner

Search

- TNS search: keyword search of the TNS tutorial
- Advanced search: keyword search across all tutorials on CSDirect. If you select another tutorial from the result, you will leave the TNS tutorial

Working in your system

For most of the TNS set up you will be working on the TNS dedicated PC.
We recommend that you work through the tutorial on a computer that is close to the TNS PC so that you can follow the steps as you work on the TNS set up.

Printing

You can print each screen image separately, and a printer friendly page link on each tutorial page presents a text-only Web page that you can print using the Print this page button.
The complete tutorial can also be printed in PDF format. To view and print it you'll need Adobe



Acrobat Reader software which you can download from

Please contact us if you have questions, comments or problems.

[close window](#)

PREPARE MESSAGE TEXT

Each message component in the TNS program is a separate file with a unique file name. You can replace the text of the default pre-recorded messages with your own text, and re-record the texts for existing files.

1. To view the list of message component files, open the TNS program on your TNS PC
2. From the TNS Main Menu, select 8. Recording Studio and press Enter
A list of files displays similar to those in the image below:



3. To move the highlight bar up and down the list of files, use the arrow keys on your PC
4. To listen to a pre-recorded message, highlight the file name and press P to Play
5. Determine which message components you need to record. For example for a Hold pickup message you may need:
INTRO.MSG: Hello. This is a recorded message from the Innovative Public Library.
HOLD.MSG: A member of this household has requested materials that are now available for pick up at the Circulation Desk. These materials will be held until [DATE.V] Saturday, December 7th.
REPEAT.MSG Please stay on the line and this message will repeat.
INTRO.MSG same as above
HOLD.MSG same as above
GOODBYE.MSG Thank you. Goodbye.
The date components are automatically inserted into the message in DATE.V to compose the date specified in the TIME TO PICKUP element of the loan rule the item is checked out under. If you do not want to include a spoken date leave the date component out. You may want to replace it in the HOLD.MSG with the number of days the item will be held
6. Prepare the text of each component message you wish to record for its corresponding file name. Use the Recording Studio: File Name / Component Worksheet to compose the messages before you record them
7. When you are ready to record, go to the next step

[close window](#)

RECORD MESSAGES

The TNS program comes with pre-recorded message component files that are spoken when TNS makes telephone calls to patrons.

- You can re-record over the current files to insert the messages you want
- You can add new files for additional messages
- For consistency of sound one person should record all message components in one recording session

Before you record, prepare your message texts as specified in Step 3.1.

To record message components, use the TNS PC's microphone. Have your prepared Recording Studio: Filename/Component Worksheet with you.

1. Open the TNS program on your TNS PC
2. From the TNS Main Menu, move your arrow key to select 8. Recording Studio and press Enter
3. A list of filenames and keyboard commands displays



Keyboard commands

The Recording Studio commands displayed at the bottom of the TNS screen have the following functions:

[A]dd adds a new file. Prompts for a file name, then prompts to record a new message component.

[D]elete deletes the highlighted file from the system (after confirmation).

[L]evel sets the level (length) of silence that the system places between message components.

You need to set the level for each component at the time of recording.

[P]lay plays the highlighted file over the speaker.

[Q]uit quits back to the TNS Main Menu.

[R]ecord records a new message for the highlighted file. Overwrites the existing component file.

[S]how displays the number of bytes the highlighted file uses.

4. Press l to set the level of silence. For dates (.V files, only needed for Hold pickup messages) set the level to 100ms (milliseconds). For all other messages (.MSG files) press l and set the level to 1000ms. A set level remains until you change it.
5. To re-record and overwrite an existing message, move the PC's arrow key to highlight the filename
6. Press r to record the message. You will hear a beep which indicates that the TNS PC is recording. Start speaking The recording continues until you stop speaking. A few minutes after you stop the TNS PC plays your recorded message over the speaker
7. Re-record messages using the r key as many times as you need
8. To add a new file, press a. When prompted enter a new filename with extension of up to 3 letters
TNS will prompt you to record the new file's message

Filenames

- Do not change the names of existing files
- You can create and record files for new message components and add your own filename extension of up to 3 letters

- For multiple Hold Pickup messages (Step 5) you will need separate message components in files for each branch
- You can record message components in different languages and use language filename extensions to group them together in the list
- If you delete a date file (date, month or day) you must replace it with a new file using the same filename

[close window](#)

EDIT MESSAGE PROFILES

A TNS message profile is a list of recorded message components in the order that they should play to construct a message. The TNS software includes two pre-defined message profiles:

HPØ, (i.e. HPzero) for the Hold pickup notice

ODØ, (i.e. ODzero) for the Overdue materials notice.

You will need to edit the message profiles for your TNS system to incorporate your message components, recorded in step 3.2 and to set the call priorities and number of attempts to place a call.

1. Specify the components for each of your message profiles in the Message profile worksheet. You will need a profile for each message: Overdue, and Hold pickups (if used)
2. To view an existing message profile, open the TNS program on your TNS PC
3. From the TNS Main menu select:
7 > Parameter setup Press Enter
2 > Message profile Press Enter
4. At 01 MSG_ID line, type the file name in capitals, e.g. HPØ (zero) and press Enter
TNS is case sensitive so be careful to type in upper case. If you type a profile name that does not exist, TNS assumes you are creating a new profile and displays the message You are adding a new item.
Type end and press Enter to return to a blank message profile screen
5. TNS fills in the profile settings - see image below



Hold pickup message (for a single location)

Line	Value	Description
01 MSG_ID	ODØ	file name of the message profile
02 DESC	Hold pickup	text description of the message profile
03 PRIORITY	1	order that a call is placed in a call loop. If you have two message profiles HPØ and ODØ, and want hold messages to be delivered before overdues, set the priorities HPØ - 1, ODØ - 2.
04 MAX_ATTEMPTS	6	number of times TNS will try to place a call before marking it unsuccessful.
05 MAX_DAYS	1	number of consecutive days TNS tries to deliver the message before marking it unsuccessful.
06 COMPONENT_FILES	INTRO.MSG, HOLD.MSG, [DATE].V, REPEAT.MSG, HOLD.MSG, [DATE].V	the message components you recorded in the Recording Studio

The message delivers as: Hello. This is a recorded message from the Innovative Public Library. A member of this household has requested materials that are now available for pick up at the Circulation Desk. These materials will be held until Saturday, December 5. Please stay on the line and this message will repeat. A member of this household has requested materials that are now available for pick up at the Circulation Desk. These materials will be held until Saturday, December 5.

TNS inserts the appropriate date files where the [DATE].XXX appears in the COMPONENT_FILES of a hold message profile (XXX is the file extension for the date components you specify).

The [DATE] command automatically combines the date files to compose the TIME TO PICKUP element of the loan rule of the item. In the above example the [DATE] command consults the loan rule and inserts files SAT.V,DEC.V,5th.V to speak Saturday, December 5th.

The [DATE] command automatically combines the date files to compose the TIME TO PICKUP element of the loan rule of the item. In the above example the [DATE] command consults the loan rule and inserts files SAT.V,DEC.V,5th.V to speak Saturday, December 5th.

6. To change a parameter, type the line number at the Change? prompt and press Enter
7. Use the keyboard arrow keys to move forward or backward in a field
8. Type over existing text
9. To insert new text without overwriting existing text, press Insert on your keyboard to enable the Insert mode. INS displays in the upper right-hand corner of the TNS screen to indicate you are using insert mode



10. At line 06 COMPONENT_FILES enter file names in all caps, comma separated, no spaces, e.g. INTRO.MSG,HOLD.MSG,[DATE].V
11. Press Enter to save your changes, or to accept the defaults
12. Type end and press Enter to exit without saving your changes

[close window](#)

DELETE A MESSAGE PROFILE

Do not delete message profiles HPØ or ODØ. If you do, use Add a message profile to add the profile again.

1. Note the MSG_ID of the message profile you want to delete. To see a list of message profiles:
 - press function key F9 until text on the screen clears and you see a command line prompt colon : at the bottom of the screen
 - type LIST ENS.MSG - with a space between LIST and ENS. A list of your message profiles displays
 - to see more of the list type e and press Enter
 - to return to the TNS Main menu, at the colon prompt : type ENS in upper case
2. To retrieve a message profile, from the TNS Mainmenu select:
 - 7> Parameter setup
 - 2> Message profile
3. At 01 MSG_ID type the name the message profile exactly as it appears in the list of profiles, e.g. HPØmain
4. When the cursor is at the Change? prompt, press CTRL d
5. The system prompts: Are you sure? Type Delete or press CNTRL d again
6. Type delete or CTRL d to delete the message

[close window](#)

SPECIFY HOLD PICKUP LOCATIONS

OPTIONAL

This step is necessary only if you have purchased Hold pickup messages for multiple pickup locations.

1. Record message components for all pickup locations Step 3: Record messages
2. Add a new message profile for each pickup location Step 4.1: Add message profiles
3. Edit the TNS Location Map File in your Innovative character-based system as follows:

3.1 Connect to your character-based Innovative system using Telnet or your regular method of connecting.

Select:

C > CIRCULATION subsystem

A > ADDITIONAL circulation functions

N > PRINT Circulation Notices

M > EDIT TNS LOCATION MAP FILE You will only see this line if you have multiple hold pickup messages

3.2 Select the option A > ADD an entry

3.3 Enter the location part only of the message profile name that contains the message components for each Hold pickup location you have purchased

For example, if the message profile name is HPØmain, enter only main

As TNS is case sensitive, make sure the entry uses exactly the same case as you used in the TNS message profile.

3.4 To associate specific branch locations with this pickup location, select

A > ADD a location. Enter a library location code that corresponds with the pickup location(e.g., mfc)

3.5 Continue selecting A > ADD a location to enter all item location codes associated with the Hold pickup location



4. R > RETURN to previous menu
5. Continue to A > ADD an entry for as many hold pickup location message profiles you have created

[close window](#)

SET UP THE TNS MATRIX

The phone matrix defines the calling instructions for 1,000 possible area codes, each of which contains 1,000 exchanges, for a total of up to 1,000,000 combinations of area codes and exchanges.

When the TNS machine arrives at your library, the phone matrix is set up so that calls to all area codes and prefixes are blocked. You need to modify the matrix to give the TNS PC instructions for dialling area codes and/or exchanges in your library's service area. The Sample Call can be made without modifying the phone matrix.

1. First enter the area code details for all your patron telephone numbers in the TNS Matrix Worksheet. The matrix is stored in your TNS software but does not display, so be sure to keep a hard copy of your matrix worksheets.

- The area code is the first set of three digits in a telephone number, and the exchange is the second set of three digits., e.g.:



2. To modify the phone matrix, from the TNS Main Menu:

- select 9. Utilities and press Enter
- select 3. Modify Phone Matrix and press Enter to display the Dialing Normalization Matrix screen



In the Dialing Normalization Matrix screen, the cursor highlight is in the Area Code field. To specify an Area Code number:

- use the Page Up and Page Down keys on the PC's keyboard to set the hundreds digit
- use the keyboard up and down arrow keys to set the ones and tens digits

Specify an exchange number, for example you may want to restrict or block calls to specific exchanges in a certain area code:

- use the right arrow key to move to cursor to the Exchange field
- use the Page Up and Page Down keys on the PC's keyboard to set the hundreds digit
- use the up and down arrow keys to set the ones and tens digits
- to dial all exchanges in an area code, press the Page Down key until ANY displays instead of a number

Edit instructions Add Prefix, Add Suffix, Remove AC, Block Call:

- press the Shift e keys
- add a Prefix if needed, eg. 1 for long distance calls. TNS is programmed to dial 9 to exit your library phone system so it is not necessary to add 9 as a prefix. Do not enter a space after the number. Press Enter

- arrow key down to Add a Suffix if needed. Do not enter a space after the number. Press Enter
- arrow key down to Remove AC (area code). Type Y to instruct TNS to call an Area Code. Type N to instruct TNS not to call an Area Code
- arrow key down to Block call. Press N to unblock calls to the Area code. Press Y to block calls

EXAMPLE 1: Local calls from area code 510. TELEPHONE field in patron record entered as 510-655-6200. TNS does not need to call the area code (AC) or all exchanges.



EXAMPLE 2: Calls from area code 510. TELEPHONE field in patron record entered as 650-343-6829. TNS does need to call area code (AC).



3. Repeat for all area codes listed in your TNS Matrix Worksheet. When complete press q to quit back to the Utilities menu
4. To change settings for an area code at any time:
 - move the cursor highlight to the Area Code field
 - retrieve the area code number using the keyboard Page up, Page down and arrow keys
 - press Shift e to edit the instructions for the area code
 - press q to quit back to the Utilities menu
5. If you want to delete all area code entries and start again, use Reset Phone Matrix:
 - from the Utilities menu, select 2. Reset Phone Matrix
 - TNS prompts: Are you absolutely sure you want to run this program (y/n):
 - press n to return to the Utilities menu
 - press y and the system prompts: Allow long distance calls (y/n):
 - enter n and press Enter to block all area code calls
 - if you press y and enter, calls to all area codes are allowed
 - from the Utilities menu select 3. Modify Phone Matrix and specify instructions for area codes as shown above

SET UP THE TNS CALLING SCHEDULE

The final step in your TNS set up is to specify the times of day for TNS to begin and end its calling loops.

- TNS places calls during three morning and three evening call loops
- During each loop TNS tries to place each call in its queue
- If a call is successfully delivered, TNS removes the call from its queue. If not, it continues to try to deliver it in the next loop
- You can instruct TNS when to start and stop each session of three loops, including a break for dinner

After you have completed this step TNS will be ready to deliver calls at the times you specify.

Setting the TNS schedule requires three steps:

1. First check that the TNS PC clock is correct - see step 2
2. Set holiday exemptions - days when you do not want TNS to call--> Step 8.1
3. Set times for TNS to place daily call --> Step 8.2

For more information about how TNS places the calls, see the User Manual TNS - TNS Call processing script.

[close window](#)

SET HOLIDAY EXEMPTION DATES

Holiday exemption dates are the days on which you do not want TNS to place calls.

TNS counts the holiday exempted dates when it calculates the total number of consecutive days it tries to deliver a call before marking it unsuccessful. You set this parameter in the MAX_DAYS element of a Message profile.

To change the holiday exemption dates:

1. From the TNS Main Menu select 7. Parameter setup and press the Enter key
2. From the Parameter setup menu select 3. Holiday Exemption. See the image below for a typical screen



3. To see the existing list of holidays, at the line Exemption date MM-DD, type list and press the Enter key
4. To add, edit or delete a holiday date to be exempted, type E to return to the Holiday exemption table screen
5. Type the date to change or add in the format MM-DD (note, you must type the -), e.g. 09-02.
If an exemption is already set up for this date, the description will display
6. If the date is not set up, type a name in the DESCRIPTION field
7. Press the Enter key to save the entry
8. Continue adding more dates as needed
9. To edit a date, type the date in the format MM-DD. Make changes as required by typing over existing data
10. Press the Enter key to save
11. To delete an entry, type the date in the format MM-DD, and press d followed by Enter
12. To exit and save all changes press q at the prompt MM-DD, or the esc key, followed by the Enter key to return to the Setup parameters menu

You will need to update the Holiday exemption table each year to change dates as required.

Go to the next step to set up the times for TNS to place calls.

[close window](#)

CONTACT TECH SPECIALIST

Your TNS PC and software were set up by an Innovative Technical Specialist.

When you are ready to start using TNS to deliver overdue and/or hold pickup notices you need to contact the same Technical Specialist and request that he or she turn on TNS notice delivery.

1. Check that you have completed all previous steps in this tutorial to set up the TNS parameters
2. Contact your Technical Specialist by phone or email to schedule a time for TNS notices to become active
3. Remember to allow time for the Technical Specialist to schedule your request
4. If the Technical Specialist is not available, please contact the Help desk
5. As soon as the Technical Specialist activates TNS, your Innovative circulation system will collect notices for TNS and you can start to deliver notices by phone
6. See step 10: Go Live for details

[close window](#)

GO LIVE !

Checklist to go live with TNS:

1. You have recorded all message texts, Step 3: Record messages
2. You have completed the message profiles for all messages your library will be using (overdue and/or hold pickup). See Step 4: Edit message profiles, and Step 5: Specify Hold pickup locations (optional)
3. You have defined the TNS area code matrix, Step 6, and placed sample calls: Step 7
4. You have set up the calling schedule. See Step 8
5. As soon as the Innovative Technical Specialist has turned on TNS: Step 9, your system will be ready to deliver telephone notices to your patrons

You will go live in two steps:

1. Use TNS for the first time, then
2. Your daily TNS procedures

[close window](#)

FIRST TIME

.....

When running TNS notices for the very first time after you have recorded, tested, and contacted your Innovative Technical specialist, the procedure will be as follows:

1. Connect to your Innovative server using Telnet or your regular method of connecting
2. From the Mainmenu select:
C > Circulation subsystem
A > Additional circulation functions
N > Print circulation notices
3. Select O > Print OVERDUE notices
4. Follow the steps you normally take to print overdue notices: select a location and levels of notices to print
5. You will now see a new menu entry:
T > TELEPHONE notices with xx items
6. Press t and you will see a message
xx items queued for TNS delivery. Press SPACE to continue
A new batch of telephone notices is sent to a TNS file on your Innovative server
7. If you use TNS to deliver Hold Pickup notices, select:
H > Print HOLD pickup and cancellation notices
P > Print hold PICKUPS TNS **does not** deliver hold cancellation notices
8. You will now see a new menu entry:
T > TELEPHONE notices with xx items
9. Press t and you will see a message
xx items queued for TNS delivery. Press SPACE to continue
10. To transfer the files of notices from your Innovative server to TNS for delivery, go to the TNS PC
11. From the TNS Mainmenu choose:
1. Download from INNOPAC. Telephone notices are now in TNS and ready for delivery
12. To begin calling, from the TNS Mainmenu select:
3 > Call Processing
13. Start with morning wakeup Press Enter or to view and begin with another loop
14. Press G to go and begin calls processing
TNS begins its calling loop and delivers calls unattended throughout the day using the master times you set in step 8.2
15. Press q or esc to exit to the TNS Mainmenu

Go to the next step for the daily TNS procedures.

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DAILY TNS PROCEDURES

Once you go live with TNS, after the first time, your regular daily procedure before printing any other notices will be:

1. Transfer undelivered calls from the previous TNS run to the print queue on the Innovative server
On the TNS PC select from the Mainmenu:
2 > Upload to INNOPAC. and press Enter
2. In your Innovative system, print or email the undelivered TNS notices as follows:
Connect to your Innovative server using Telnet or your regular method of connecting
From the Mainmenu select:
C > Circulation subsystem
A > Additional circulation functions
N > Print circulation notices
T > Print notices for unsuccessful TNS calls. You must generate unsuccessful TNS calls to print or e-mail before you instruct TNS to deliver new calls
3. Select O > Print OVERDUE notices
4. Follow the steps you normally take to print overdue notices: select a location and levels of notices to print
5. You will see the menu entry:
T > TELEPHONE notices with xx items
6. Press t and you will see a message
xx items queued for TNS delivery. Press SPACE to continue
A new batch of telephone notices is automatically sent to a TNS file on your Innovative server
7. If you use TNS to deliver Hold Pickup notices, select:
H > Print HOLD pickup and cancellation notices
P > Print hold PICKUPS TNS does **not** deliver hold cancellation notices
8. To transfer these files of notices to TNS go to your TNS PC:
9. From the TNS Mainmenu select: 1 > Download from INNOPAC. The latest telephone notices are now in TNS and ready for delivery.
10. Select 3 > Call Processing
11. Start with morning wakeup or press Enter to view and begin with another loop.
12. Then press G to go. TNS begins its calling loop and delivers calls unattended throughout the day using the master times you set in step 8.2.
13. Press q or esc to exit to the TNS Mainmenu.
14. The next day, start the procedure again on your TNS PC. See (1) above:
Transfer undelivered calls from the previous TNS run to the print queue on the Innovative server.

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1. If we use TNS, can we use other methods for delivering notices?

TNS can serve as your library's primary method of delivering hold pickup and overdue messages, or it can also be used in conjunction with [e-mail and printed notices](#).

2. How should we decide when to go "live" with TNS?

The timeline for going "live" with TNS is determined by you. If you have completed the necessary preparations ahead of time, most libraries can go "live" with TNS immediately after testing. Contact your [Technical Support Specialist](#) to arrange for TNS to be turned on. Once TNS is turned on, it is "live."

3. How can we make sure TNS is working properly before we go "live?"

TNS comes with its own [call testing process](#). The TNS call testing lets you place actual calls to actual phone numbers. Most libraries test messages using staff home or work phone numbers.

4. We're a multi-branch library and each branch does its own notice production. Can we keep this de-centralized approach with TNS?

No. All TNS calls must be delivered from the PC where the TNS software is installed.

5. We need to be able to deliver TNS notices in multiple languages. Can we?

Yes.

6. What happens if TNS reaches a TTY machine when dialing out?

The message will be considered 'delivered'.

7. What happens if TNS gets a 'number no longer in service' message?

The message will be considered 'not delivered'.

8. We're a very large public library and we'll need to send way more than 75 notices an hour. How does TNS handle that?

TNS can be installed on up to 4 different phone lines to increase the number of calls that can be placed each day.

9. If a patron has several holds will he/she get multiple phone calls?

- a) If all the holds will be picked up at the same location, the patron will get one phone call
- b) If the patron has a hold and an overdue, two calls are made
- c) If the patron has holds at more than one location and those locations have separate HPØ <msg> files (additional TNS messages have been purchased), the patron will get more than 1 call
- d) If the patron has two holds at more than one pickup location (with separate HPØ <msg> files) and 1 overdue, then three calls are made
- e) If the patron has 2 holds at two "locations" but the locations are included in one HPØ <msg> file, then one call is made

10. What if there is data other than the phone number in the first phone number field [the one TNS uses]? Does that cause a problem for TNS? For example, what if the telephone field contains "WORK

555-1222" or "555-1222 WORK"?

Text before or after the phone number is fine. '##' anywhere in the phone number field blocks TNS calls for that number.

11. What does Innovative recommend as the maximum number of rings?

Innovative recommends 7 rings. While this can be changed, it is not recommended, as 7 rings is a number which accommodates the majority of answering machines and voice messaging systems but also keep the calls progressing in a timely manner.



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