

# PhonEX Pro Guard

Toll Fraud Module  
*for Windows*

User's Guide

PhonEX Pro Guard for *Windows*

Version 7.0



Mind CTI LTD.

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*Windows*, as used in this manual, shall see the *Microsoft*® implementation of a *Windows*<sup>TM</sup> system.

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# Introduction

## What is PhonEX Pro Guard?

Strict monitoring of telephone and network use is critical for any telecommunications manager. PhonEX Pro Guard provides sophisticated tools that can detect and filter unauthorized usage. PhonEX Pro Guard can be programmed to warn you of violations and can be set to act when critical alarms are set off.

The PhonEX Pro Guard works together with PhonEX Pro and accesses information stored and processed by the system. This module is completely integrated within PhonEX Pro and takes full advantage of the system's database and processing capabilities.

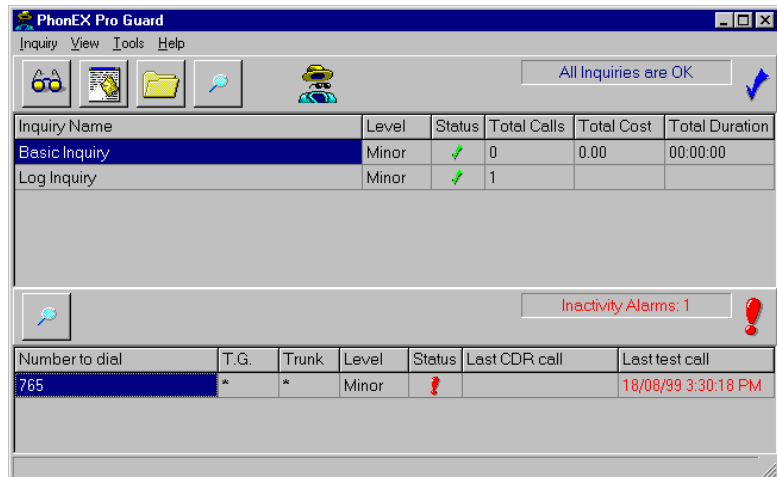
## Requirements

PhonEX Pro Guard requires the following minimum system configuration:

- Microsoft *Windows 95* or Microsoft *Windows NT* operating system
- PC with a Pentium 133 or higher processor
- 16 megabytes (MB) of RAM
- 3.5-inch high-density disk drive
- 5 MB of free hard disk space

# Main Window

The PhonEX Pro Guard Main Window displays the inquiries defined for the system. These inquiries detect suspicious activity in your organization (for more information, see Inquiries, page 4). The Main Window is displayed when the program is invoked.



*PhonEX Pro Guard Main Window*

The Main Window is divided into the following sections:

- Main menu
- Toolbar
- Alarm counters
- Inquiries panel
- Inactivity Tests panel

## Toolbar

The toolbar gives you quick access to functions used to manage system inquiries. Each of the tasks on the toolbar affects the highlighted inquiry. A list of the buttons and the function of each appears below:

### **Inquiry Information Button**



This function displays the inquiry definition and recent call data. To view information for an inquiry, select the inquiry and click this button. See page 13 for a complete description of this function.

### **Clear Inquiry Button**



Inquiry Information is stored in the system and can be viewed at any time. You can choose to clear the values displayed for an inquiry. To clear an inquiry, select the inquiry and click this button. You will be prompted before the information is removed.

### **Update Inquiry Button**



Inquiries, once defined, can be updated and revised. To update an inquiry, select the inquiry and click this button. For more information on updating an inquiry, see Defining New Log Inquiries, page 13.

### **Inquiries List / Inactivity Test Trunks List Buttons**



The information displayed in the Inquiries panel and the Inactivity Tests panel can be generated as standard PhonEX Pro reports. To view this report in the Report viewer, click this button in the appropriate panel.

## Alarm Counters



These counters appear to the upper right of the Inquiries panel and the Inactivity Tests panel. They display the number of alarms that have been triggered. If no alarms have been triggered, the message, “ All Inquiries are OK” (or “All Tested Trunks are OK” for the Inactivity Tests panel) will be displayed.

## Inquiries Panel

The Inquiries panel contains a complete list of the inquiries defined in the system. This list displays the Warning Level, Status, Total Calls, Total Cost, and Total Duration defined for each inquiry. The list of inquiries can be sorted according to your preference (see [Sorting](#), below).

### Status

Each inquiry has a given status. This status indicates whether or not the inquiry is active, and if an alarm has been triggered by the inquiry. The following statuses exist:

- OK**  The inquiry is active. No alarms have been triggered.
- Alarm**  The inquiry is active. An alarm has been triggered.
- Empty** The inquiry is disabled.

## Inactivity Tests Panel

The Inactivity Tests panel contains current data for the inactivity tests defined in the system. This list displays the Trunk Group, Trunk, Warning Level, Status, last CDR call, and last test call made to the trunk.

## Sorting

You can sort the display of inquiries according to name, alarm level, or status. To sort according to one of these criteria, select **Sort** from the View menu, and then select the desired sort criterion.

### Saving the Layout

When the system is started up, the Main Window is displayed according to the saved layout. If you do not save the layout, the system will revert to its default sorting method. To save the current layout, select **Save Layout** from the View menu.

---

# Inquiries

An inquiry defines a specific set of parameters that are matched against information processed by the system. Call inquiries track specified parameters in calls made through the system. Log inquiries track specified parameters in log files which are transmitted with the CDR files. An alarm is assigned to thresholds for each inquiry.

Inquiries are defined to sample calls in a specified range over a given period of time. For example, you can define an inquiry which, every three hours, samples all Outgoing Calls whose duration exceeds two hours. You can then define an alarm to be triggered when a set of thresholds has been exceeded.

In the case of call inquiries, you may want to investigate international calls originating from a particular extension after normal working hours. You can define a call inquiry that polls that extension, focusing on calls made after a given time, and that triggers an alarm when certain conditions occur.

In the case of log inquiries, you may want to trigger an alarm whenever a log file returns text which includes a “no trunks” message. You can define a log inquiry which searches for that text. To define a new log inquiry, see *Defining New Log Inquiries*, page 13.

## Defining New Call Inquiries

To begin defining a new call inquiry, select **New** from the Inquiry menu, and then select **New call inquiry**. The New Call Inquiry dialog box is displayed:

*New Call Inquiry dialog box*

A call inquiry is defined by the following parameters:

### Inquiry Definition

#### **Name**

Type a name (45 characters maximum) that describes the inquiry.

#### **Alarm Level**

The system offers four alarm levels (Warning, Minor, Major, Critical). Each of these alarm levels can be assigned a given reaction (see Alarm Operations, page 17). Assign the inquiry an alarm Level.

#### **Inquiry Period**

You can define the length of time over which you wish to sample calls. The values chosen for summary thresholds (see below) are sampled over this period of time. Select the unit of time to be used (Minutes or Hours), and then

type the value for this unit in the Inquiry Period field.

**Disable**

You can suspend the operation of a given inquiry while saving its parameters for future use. To disable an inquiry, select the Disable check box. Disabled inquiries are displayed in the system Main Window, but only their names and alarm levels are displayed.

To reactivate an inquiry, clear the Disable check box. The inquiry will be activated the next time data is processed.

**Summary Thresholds**

Over a given inquiry period, the total cost, number of calls, and duration of calls that fall within the boundaries of the inquiry are compared with the summary thresholds.

To view the thresholds set for an inquiry, double click that inquiry in the main window. The inquiry information is displayed, including summary thresholds.

Summary thresholds are inclusive. This means that *all* of the thresholds must be exceeded in order to trigger an alarm. If only one or two of these thresholds are exceeded, no alarm is triggered.

Enter data in the following fields:

**Total Cost**

Type the total acceptable cost for calls made during the inquiry period. Cost units are determined by settings in PhonEX Pro (see **International** in the PhonEX Pro documentation).

**Total Duration**

Type the total acceptable duration for calls made during the inquiry period, using HH:MM format. For example, type 02:15 for two hours and fifteen minutes.

**Total Calls**

Type the total acceptable number of calls made during the inquiry Period. This value is compared with the number of calls that fall under the Suspicious Calls Criteria (see below).

**Activate Alarm Below/Above Thresholds**

Select **Below Thresholds** to trigger an alarm when none of the thresholds are

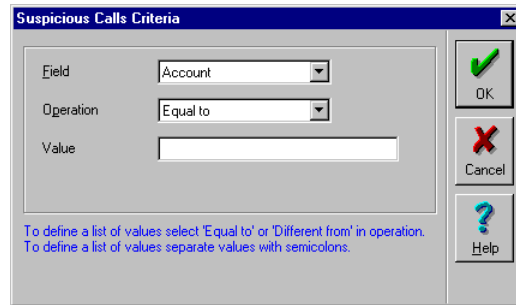
reached. Select **Above Thresholds** to trigger an alarm when all of the thresholds are exceeded.

### Suspicious Calls Criteria

This panel defines the parameters for calls included in the inquiry. A call must match all of the criteria to be included from the inquiry. You can set a number of criteria for each inquiry

#### Adding New Call Criteria

To add a new criterion to the inquiry, click **Add**. The Suspicious Call Criteria dialog box is displayed:



#### *Suspicious Call Criteria dialog box*


Enter data in the following fields:

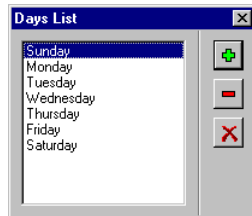
#### Field

Click to select a system field from the drop-down list. These fields are part of your system database. Be aware that calls may not have values for every field. For instance, some calls may not have an associate account, but every call has a duration. The value of this field for each call is compared with the target value (see below).




The following fields are available:

- Account
- Date

- Time
- Call type (see Defining Call Types, page 10)
- Cost
- Day: When you select this field, the ellipsis button  is displayed next to the Value field. Click this button to display the Days List dialog box:



*Days List dialog box*

Click to select any day of the week. Click  to add that day to the Value field. Click  to remove that day from the Value field. Click  to close the Days List dialog box.

- Destination
- Duration
- Extension
- Trunk Group
- Trunk

#### Operation

This field contains the operand in an expression that compares the selected field and the target value. The available operands vary, depending on the field selected. For each call processed, the value of the field is compared with the

target value. If a defined criterion is met, and the call data fall within any other defined criteria, then the call will be included in the inquiry.

Select the operant from the list of choices.

#### **Value (Target Value)**

This parameter is compared with the field data for each call that is processed. The format of this value depends upon the Field selected.

#### **Dialog Box Help Text**

The Suspicious Call Criteria dialog box contains Help text for each specific field type. For example, if you select **Date** for the Field, the text will prompt you to type the date in the proper date format.


#### **Updating Call Criteria**

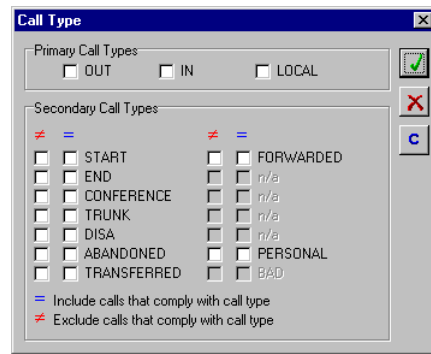
To update a criterion, select the criterion to update and click **Update**. The Suspicious Call Criteria dialog box is displayed. Modify the settings as required, and then click **OK**, or click **Cancel** to close the dialog box without making changes.

#### **Deleting Call Criteria**

To delete a criterion, select the criterion to delete, and then click **Delete**. You will be prompted to confirm the deletion. Click **Yes** to delete the criterion, or **No** to leave the data as it is.

#### **Defining Call Types**

When you select the Call Type field for suspicious calls criteria, the ellipsis button  is displayed next to the Primary Type field. Click this button to display the Call Type dialog box:



*Call Type dialog box*

Select one of the following primary call types:

- **Out:** Outgoing calls from your PBX
- **In:** Incoming calls to your PBX
- **Local:** Calls from extension to extension within your organization

Select secondary call types to be included or excluded from the inquiry by selecting check boxes next to call types. Select a check box under the = column to include the call type in the inquiry. Select the check box under the ≠ column to exclude the call type.

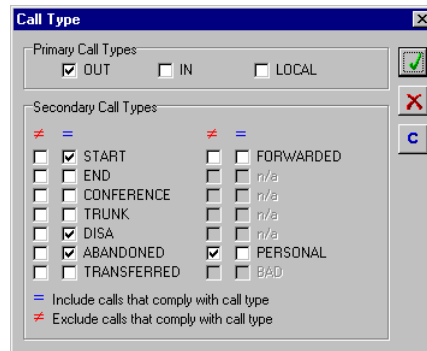
Select from the following types:

- **Start:** Calls that originate transfers
- **End:** Calls that terminate transfers
- **Conference:** Calls that simultaneously involve more than two extensions or destinations
- **Trunk:** Tie calls from one trunk group to another
- **DISA:** Calls made from one extension but charged to a different


extension through the charge code assignment

- **Abandoned:** Calls that are started but not completed
- **Transferred:** Calls that are transferred between extensions
- **Forwarded:** Calls that are automatically forwarded or diverted to another extension. The extension that the call reaches is not the extension originally dialed by the caller.
- **Personal:** Personal calls

For example, if you select the following settings, all outgoing Start calls, outgoing DISA calls, and outgoing Abandoned calls are included in the report, but no Personal calls are included:



***Call Types example***

Click  to save your selections. The Suspicious Calls Criteria dialog box is updated with the selected call types, in the following fields: Primary Type,, Include, and Exclude.

## Defining New Log Inquiries

To begin defining a new log inquiry, select **New** from the Inquiry menu, and then select **New log inquiry**. The New Log Inquiry dialog box is displayed:

**New Inquiry**

Inquiry Definition

Name:

Alarm level:  Disabled:

Inquiry period:

Total Thresholds For Alarming

Total calls:

Mask Definition

Mask:  Test

Legal Commands

[A B .]	Stand for character A or B
[X]	Any character exclude X, X can be A or A B ...
*	Any character
[X]N	N times X, X can be * or any other character
!	End of line. Without it the mask is used as prefix
\	To use special character write \ before it
All other	Any character

OK  
Cancel  
Help

### *New Log Inquiry dialog box*

A log inquiry is defined by the following parameters:

#### **Name**

Type a name (45 characters maximum) that describes the inquiry.

#### **Alarm Level**

The system offers four alarm levels (Warning, Minor, Major, Critical). Each of these alarm levels can be assigned a given reaction (see Alarm Operations, page 17). Assign the inquiry an alarm Level.

#### **Inquiry Period**

You can define the length of time over which you wish to sample calls. The values chosen for summary thresholds (see below) are sampled over this period of time. Select the unit of time to be used (Minutes or Hours), and then type the value for this unit in the Inquiry Period field.

### **Disable**

You can suspend the operation of a given inquiry while saving its parameters for future use. To disable an inquiry, select the Disable check box. Disabled inquiries are displayed in the system Main Window, but only their names and alarm levels are displayed.

To reactivate an inquiry, clear the Disable check box. The inquiry will be activated the next time data is processed.

### **Total Calls**

Type the total number of calls required during the inquiry Period to activate the log inquiry. For example, you can define a log inquiry to search for a “trunk does not respond” response in the log text only if at least 100 calls are included in the log.

### **Mask Definition**

Type the log text to be searched for in the Mask field. The Legal Commands panel displays all of the commands which can be used in this field. For example, to search for all text including the word “error”, type \* **error** \* in the Mask field.

### ***Testing the Mask Definition***

Click **Test** to test the mask definition. The Mask Test dialog box is displayed. Type the line to be tested in the Line To Test field. The Test Result field displays **Test succeeded** or **Test failed**, depending on the result of the test.

## **Updating Inquiries**

To update an inquiry (call or log), select the inquiry to update, and then select **Update** from the Inquiry menu. The Inquiry Update dialog box is displayed. Modify the settings as required, and then click **OK**, or click **Cancel** to close the dialog box without making changes.

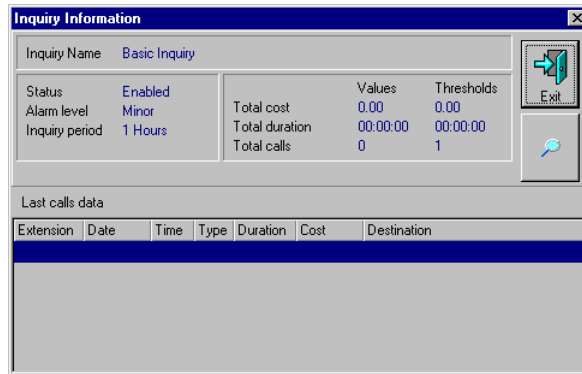
## **Deleting Inquiries**

To delete an inquiry (call or log), select the inquiry to delete, and then select **Delete** from the Inquiry menu. You will be prompted to confirm the deletion. Click **Yes** to delete the inquiry, or **No** to leave the data as it is.

## Viewing Inquiry Information

Each inquiry records the number of calls that match the parameters defined for the inquiry. In the case of call inquiries, the system also tracks the total cost and duration included in the inquiry.

To view these totals, the summary thresholds, and a list of matching calls in the inquiry from the previous inquiry period, select an inquiry (call or log), and then select **Information** from the Inquiry menu. The Inquiry Information dialog box is displayed:



*Inquiry Information dialog box*

The upper part of the dialog box contains the name of the inquiry, the summary thresholds, and some of the inquiry definitions.

The lower part of the dialog box contains a list of calls (from the previous inquiry period) included in the inquiry. This list can be scrolled to view specific call data.

## Clearing Totals

If you want to clear the current values of a given inquiry (call or log), select the inquiry and select **Clear Totals** from the Inquiry menu. You will be prompted before the totals are cleared.

## Exiting PhonEX Pro Guard

If you exit the system, PhonEX Pro Guard will *not* be able to trigger alarms, and will suspend toll fraud detection. To exit the system, select **Exit** from the

Inquiry menu. You will be prompted for your user name and password before PhonEX Pro Guard closes.

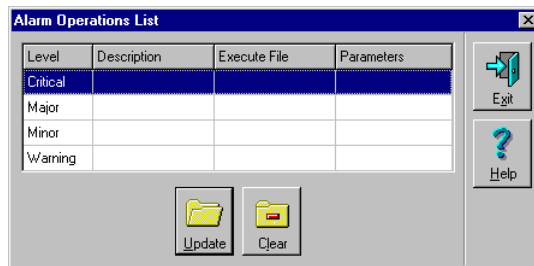
# Tools

PhonEX Pro Guard provides Tools to monitor the following functions:

- Alarm operations
- Inactivity tests
- Online activity

## Alarm Operations

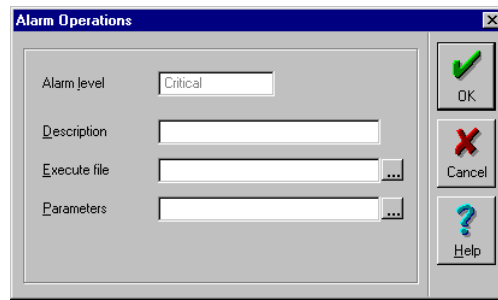
The system has four defined warning levels, or alarms. Each of these alarms can be customized to suit your needs. To edit the definition of an alarm, select **Alarm Operations** from the Tools menu. The Alarm Operations List is displayed:



*Alarm Operations List*

### Updating Alarm Definitions

To update the current definition of an alarm, select the alarm and click **Update**. The Alarm Operations dialog box for that alarm level is displayed:



*Alarm Operations dialog box*

### **Alarm Level**


The alarm level is displayed in this field, which cannot be edited. To modify a different alarm level, return to the Alarm Operations List and select another level.

### **Description**


Type a description of the alarm.

### **Execute File**

When call data triggers an alarm, you may want the system to take action. In addition to the visual alarm displayed on the monitor, you can define an action to be triggered along with the alarm. This action opens an executable file (with the suffix **exe**, **bat**, or **com**). Type the path and file name of the file to be opened when the alarm is triggered.

To browse for the file, click . The standard *Windows* File dialog box is displayed. Select the file to be executed, and then click **OK**.

### **Parameters**

If the Execute File that is triggered by the alarm requires a parameter, type the parameter in this field. To select a predefined parameter, click . The Operation Parameters dialog box displays the following two options:

- **Alarmed inquiries log file name:** Select this parameter to apply the Execute File to the list of all previously recorded inquiries which triggered alarms. This can be useful if alarms are registered over a long period without user intervention (for example, at nighttime).

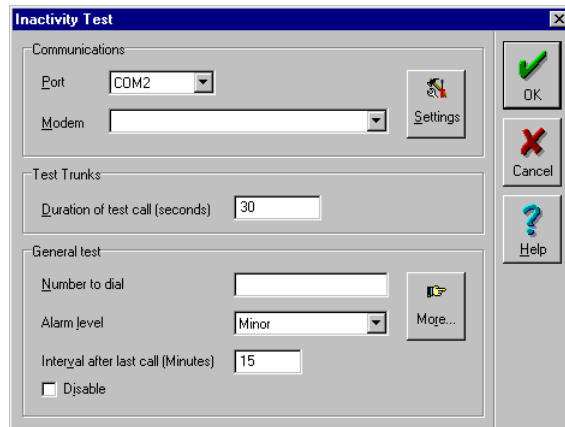
- **Triggering inquiries log file name:** Select this parameter to apply the Execute File to the list of inquiries which triggered the most recent alarm. This list can include several inquiries.

### Clearing Alarm Definitions

To clear all current alarm definitions, click **Clear**. You will be prompted before the definitions are cleared.

## Inactivity Tests

PhonEX Pro Guard can check any trunk in the system for inactivity. To define inactivity tests, select **Inactivity Test** from the Tools menu. The Inactivity Test dialog box is displayed:



*Inactivity Test dialog box*

Enter data in the following fields:

#### **Port**

Select the port connected to the modem used for the test.

#### **Modem**

Select the modem used for the test from the drop-down list.

#### **Modem Settings**

To add a new modem, update settings for an existing modem, or delete a



**Name**

Type the name of the modem.

**Commands**

Each field displays a default string for that command. You can use this default, or type a different string according to your modem's user manual.

**Return Codes**

Each field displays a default message for that situation. For example, the default message for a busy signal is **BUSY**. You can use this default, or type a different text.

***Updating Modem Settings***

To update settings for a modem, select the modem to update and click **Update**. The Modem Configuration Strings dialog box is displayed. Modify the settings as required, and then click **OK**, or click **Cancel** to close the dialog box without making changes.

***Deleting Modems***

To delete a modem, select the modem to delete, and then click **Delete**. You will be prompted to confirm the deletion. Click **Yes** to delete the modem, or **No** to leave the data as it is.

**Test Trunks**

Type the duration in seconds of the test call.

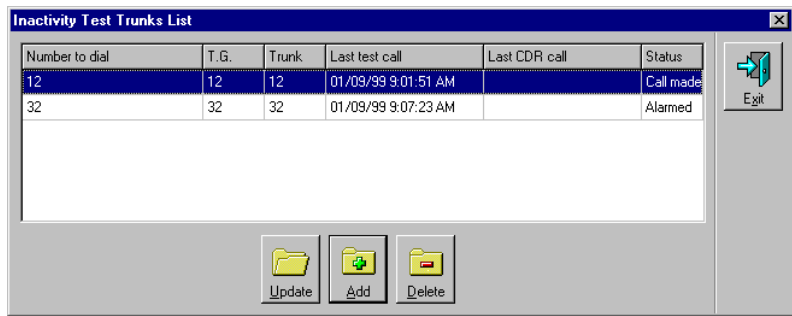
**Number to Dial**

Type the phone number of the PBX to be tested for inactivity.

**Defining Test Trunks**

You can test inactivity for an entire PBX, or for specific trunks of the PBX.

To define specific trunks to be tested, click **More**. The Inactivity Test Trunks dialog box is displayed:



Number to dial	T.G.	Trunk	Last test call	Last CDR call	Status
12	12	12	01/09/99 9:01:51 AM		Call made
32	32	32	01/09/99 9:07:23 AM		Alarmed

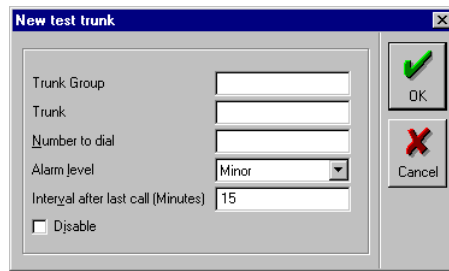
### *Inactivity Test Trunks dialog box*

The Inactivity Test Trunks dialog box displays the following information:

- Number to dial: the number of the trunk
- T.G.: the trunk group to which the trunk is assigned
- Trunk: a description of the trunk
- Last test call: the date and time of the last test call made to that trunk
- Last CDR call: the date and time of the last CDR call recorded from that trunk
- Status: either **Disabled** or **Alarmed**

### **Defining New Test Trunks**

To define a new test trunk, click **Add**. The New Test Trunk dialog box is displayed:



### *New Test Trunk dialog box*

Enter data in the following fields:

#### **Trunk Group**

Type the number of the trunk group.

#### **Trunk**

Type a description of the trunk.

#### **Number to Dial**

Type the number of the trunk.

#### **Alarm Level**

Select the level of the alarm triggered when inactivity is detected on the specified trunk.

#### **Interval After Last Call (Minutes)**

Type the number of minutes of inactivity on the specified trunk required to trigger an alarm.

#### **Disable**

You can suspend the operation of a given trunk test while saving its parameters for future use. To disable a trunk test, select the Disable check box. To reactivate a trunk test, clear the Disable check box.

### **Updating Test Trunks**

To update a test trunk, select the test trunk to update and click **Update**. The Update Test Trunk dialog box is displayed. Modify the settings as required, and then click **OK**, or click **Cancel** to close the dialog box without making changes.

**Deleting Test Trunks**

To delete a test trunk, select the test trunk to delete, and then click **Delete**. You will be prompted to confirm the deletion. Click **Yes** to delete the test trunk, or **No** to leave the data as it is.

**Alarm Level**

Select the level of the alarm triggered when inactivity is detected on the PBX.

**Interval After Last Call (Minutes)**

Type the number of minutes of inactivity on the PBX required to trigger an alarm.

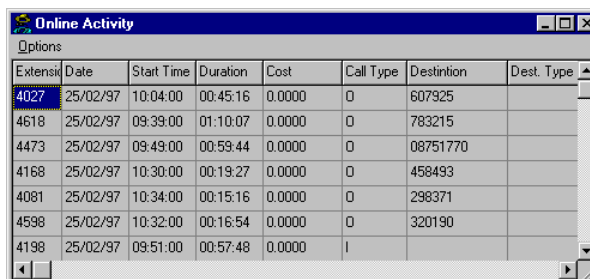
**Disable**

You can suspend the operation of an inactivity test while saving its parameters for future use. If you disable the inactivity test for the PBX, then none of the tests defined for trunks on that PBX will be performed, even if those trunk tests are currently alarmed.

To disable an inactivity test, select the Disable check box. To reactivate an inactivity test, clear the Disable check box.

## Online Activities

This tool allows you to view call data as it is being processed by the system. To activate the Online Activity monitor, select **Online Activity** from the Tools menu. The Online Activity monitor displays the Extension, Date, Start Time, Duration, Cost, Call Type, Destination, and Destination Type for each call as it is executed.



Extensid	Date	Start Time	Duration	Cost	Call Type	Destination	Dest. Type
4027	25/02/97	10:04:00	00:45:16	0.0000	0	607925	
4618	25/02/97	09:39:00	01:10:07	0.0000	0	783215	
4473	25/02/97	09:49:00	00:59:44	0.0000	0	08751770	
4168	25/02/97	10:30:00	00:19:27	0.0000	0	458493	
4081	25/02/97	10:34:00	00:15:16	0.0000	0	298371	
4598	25/02/97	10:32:00	00:16:54	0.0000	0	320190	
4198	25/02/97	09:51:00	00:57:48	0.0000	1		

**Online Activity monitor**

This display retains the call data until the monitor is closed. The data in this

window can be scrolled.

You can resize the columns of the Online Activity monitor to allow viewing of data of varying lengths. For example, if your extension numbers have 10 digits, you can increase the width of the Extension column.

To save these column widths, select **Save Layout** from the Options menu. If you do not save the layout, then the next time you open the Online Activity monitor the columns will revert to their default widths.

To close the Online Activity monitor, select **Exit** from the Options menu.

# Help

Online Help is available from the main menu bar. Additionally, you can receive immediate help from the PhonEX Pro Online Help tool by pressing F1 or clicking the Help button located in most dialog boxes. Help displays instructions, explanations, and an index of topics to choose from. A topic in Help is similar to a page in a book.

You can bookmark a Help topic to make it easy to find again. Select **Define** from the Bookmark menu in Help, and type a name for the bookmark. Next time you want that Help topic, select its bookmark from the Bookmark menu, and the topic is immediately displayed. A complete description of the Help system can be found in the *Windows* User Guide.

Within the main online Help menu, there are several other features:

- For a list of major Help topics (like the table of contents in a book), select **Contents** from the Help menu, and then select a topic. Help displays a list of specific topics to choose from.
- To display copyright information, select **About...** from the Help menu.

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