Customizing Dispatcher

We recommend printing this guide to make it easier to follow the steps.

How V.Com Works

In order to customize V.Com for your office, you will need to understand the V.Com message format. Let's start with a brief overview of this format.

There are 2 basic types of messages in V.Com:

1. *Freeform* Message
2. *Standard* Message

A *Freeform* message is any text that you type in and send in V.Com. This type of message allows the user to send messages that are not part of the pre-defined message codes in V.Com.

Unlike the *Freeform* message, the V.Com *Standard* message allows you to send quick and easy preprogrammed messages throughout your office. Most messages in V.Com use the standard message format.

The V.Com *Standard* message is constructed by using the V.Com "Message Codes." A standard message in V.Com is broken down into three parts. They are

- Recipient
- Message Type
- Location

For example: Dr. Smith-To-Room 5

In the above example

- "**Dr. Smith**"   is the recipient

- "**To**"   is the message type
- "**Room 5**"   is the location

The "Dispatcher Setup" screen allows you to enter the Recipients, Message Types and Locations that you use for your office.

The following section will describe in greater detail the three parts of the standard message in V.Com.

Message Codes

- **Recipient Tab**
  The recipient represents the employees in your office.

- **Message Type Tab**
  These are the different types of messages you send in your office. For example: come to, phone call, bonding, etc.

- **Location Tab**
  The locations are associated with the different message types that you send in the office.

  For Example:
      The "phone call" message might have line 1, line 2, line 3, line 4, etc.
      The "come to" might have "front desk", "doctor's office", chair 1, chair 2, chair 3, etc.

  Hotkeys

  One of the most powerful features of V.Com is that it allows you to set Hotkeys. Hotkeys can be very valuable timesaving shortcuts, since they automate many of the commonly sent messages in the office.

  For Example: Press CTRL+F5 to call Dr. Smith-To-Chair 3.

The Hotkeys feature can add the location the message is being sent from to the end of the message providing the location. In the above example, the person pressing CTRL+F5 was at the computer near chair 3. All the user had to do was press CTRL+F5. **Chair 3** was added automatically

since the message was sent from chair 3. Had this been in a different room, the Lab for example, pressing CTRL+F5 would have sent the message "Dr Smith-To-**Lab.**"

These Hotkeys are set in the "Dispatcher settings."

Sounds

V.Com uses sound to find people in the office. (This is one of the most unique features of V.Com. In fact, it is so unique that V.Com was awarded a U.S Patent for this feature.) When a message is sent, a unique tone that is associated with that person is played. When the user hears his/her tone, they look at the nearest computer for their message.

These sounds can be changed in the Dispatcher setup screen.

Getting Started

Now lets get started customizing V.Com for your office. Go to the computer that is running Dispatcher. If Dispatcher is running, switch to it, if it's not running:
        Go to: Start → All Programs → V.Com → Dispatcher.
Now click on "*Dispatcher Settings*" on the bottom left corner.

Recipient

- Here you will enter your employee names into the box labeled "Employee Name." Now choose a sound using the drop-down menu to the right of "Banner Text," and click "*add/update.*"

- To delete or edit an existing entry, double click on the entry you would like to edit, and it will appear in the boxes on top of the list where you can edit it. When you are finished editing it, click on "*add/update.*"
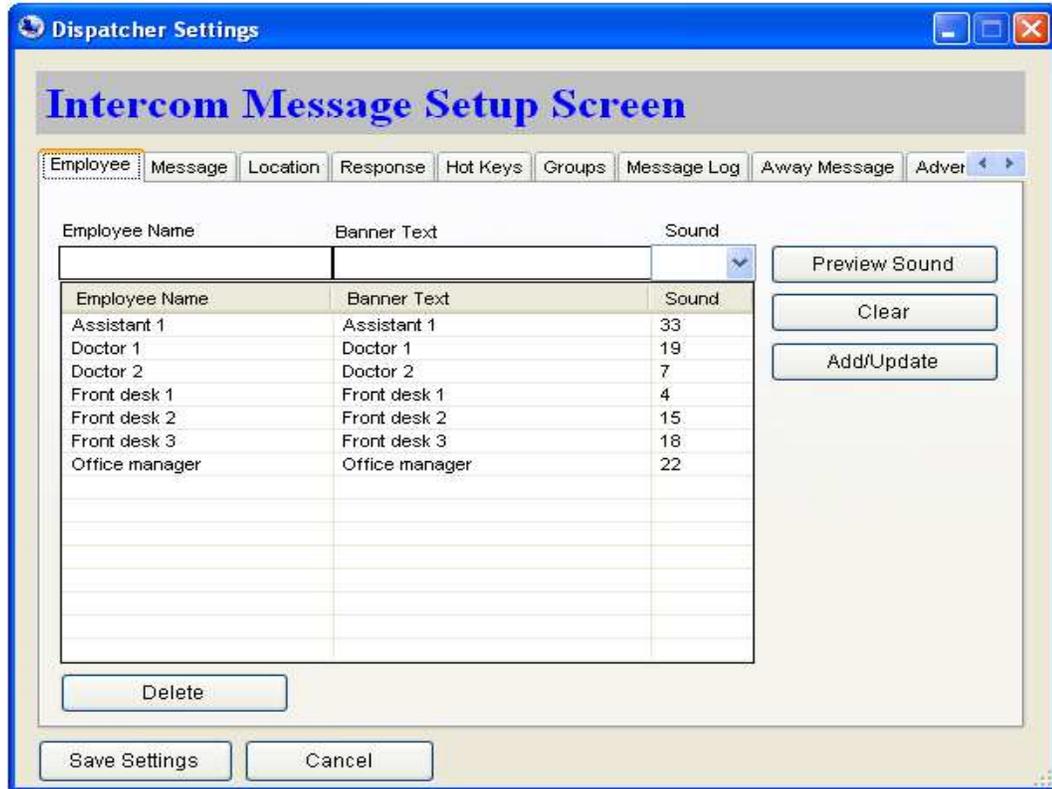
Message Type

When you are done entering your employee names, we can move on to the next tab, "Message." The Message Type is sent as the middle part of the standard message, and can be anything you like. You will see there are four default messages. You can add to or delete from this list as you wish.

- To add a message, just enter it in the box labeled "Message", then click "*add/update*."

- To delete or edit an existing entry, double click on the one you would like to edit, and it will appear in the boxes on top of the list where you can edit it. When you are finished editing it click on "*add/update.*"
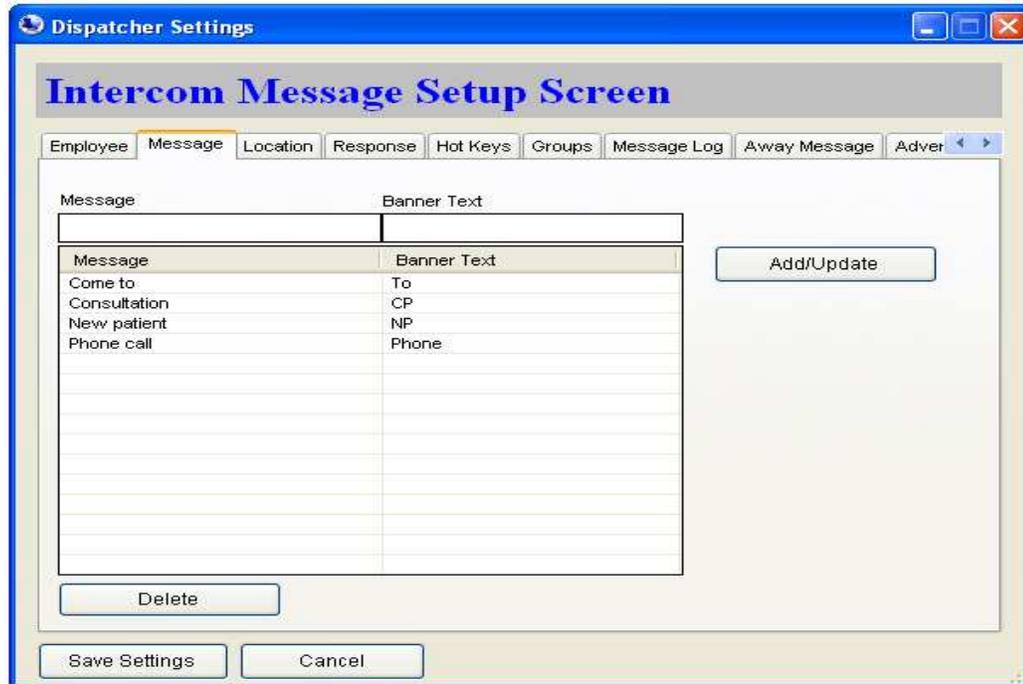
Location

Now we can move on to the next tab, "Location." As was mentioned earlier, the "Location" portion of the message is the 3rd and last section of every Standard message. Now choose a message to edit from the drop down list labeled "Message." You will have a list of default Locations for that specific message.

> **For Example**: In the screenshot below the message selected was "Phone Call". This message has 4 locations:
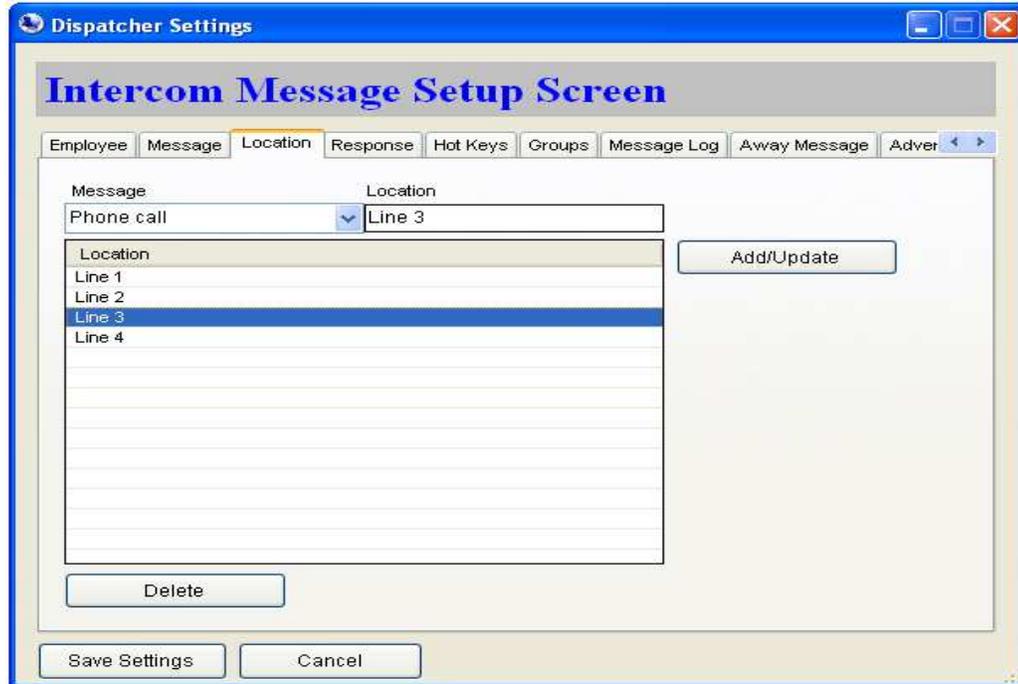
- Line 1
- Line 2
- Line 3
- Line 4

You can add a Location for this Message by entering it into the "Location" box, and clicking "*add/update.*"

You can also edit or delete current Locations by double clicking on the Location, and editing it in the "Location" box. Make sure to click the "*add/update*" button after each step in order to ensure your actions are saved.

Hot Keys

We are now ready to setup the Hot Keys.

You can add a Hot Key by entering a shortcut like "CTRL+F5" into the "Hot Key" box, and then type the message you would like to send with that Hot Key into the box labeled "Message."

Hot Keys can be setup in a dynamic fashion. The same Hot Key can send different messages on different computers, by adding the Intercom ID to the end of the message.

For example, pressing CTRL+F5 from Room 1 can call the Doctor to Room 1. The same CTRL+F5 Hot Key sent from Room 6 can call the Doctor to Room 6.
The Intercom ID is located in the Intercom Banner settings screen and should be set when you start using the Intercom.
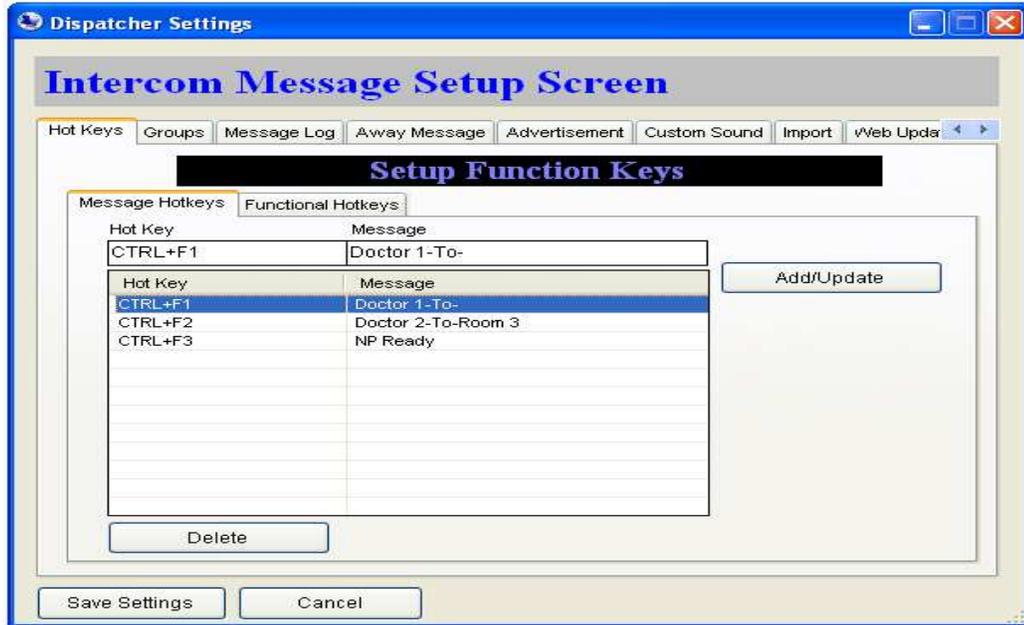
If you would like to set a simple message that will always display the same text regardless of the location it is sent from, you can just fill it into the "Message" box, as can be seen below.
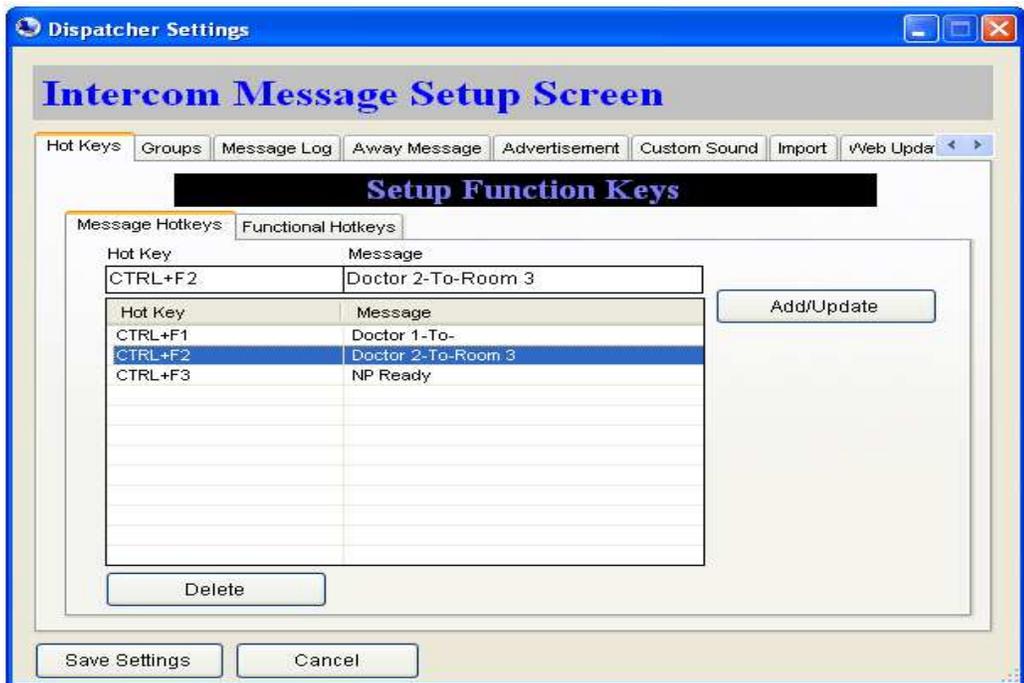
When you are finished click "*add/update*."

You can also edit or delete current Hot Keys by double clicking on the Hot Key, and editing it in the "Message" box. Make sure to click the "*add/update*" button after each step in order to ensure your actions are saved.

When you are finished making all your changes, click the "*Save Settings*" button to ensure your changes take effect.

You have now learned the basics of customizing your V.Com Intercom. V.Com is extremely customizable to fit your practice perfectly, thereby aiding in its efficiency. There are many more features of V.Com that can be customized even further. Please see the Quick Start Guide on the V.Com website for further information.