

MagIC Job Aid – Basic Functions

MagIC 4.0

To Launch MagIC 4.0:

1. From the **Start Menu**, choose **Programs → PEI Products**.
2. From available list, click once on **MagIC Monitor** to launch.
3. From the **Login** box, enter your Username **(Agent)** and Password **(Agent)**.

MagIC Toolbar

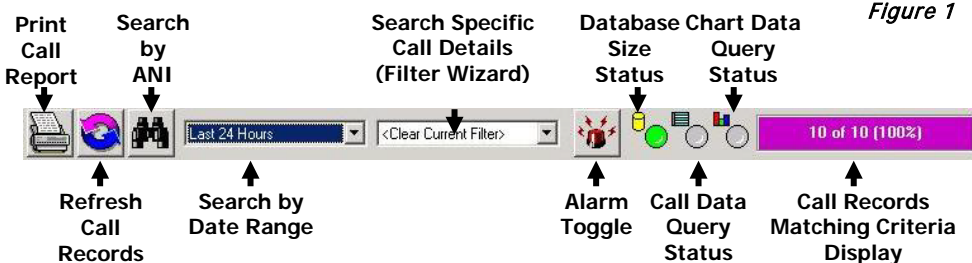


Figure 1

To View Call Records by Date Range:

1. From the **MagIC Toolbar** (Figure 1), click once on the **Date Range** drop down list to select a date range to search within.
*Dates ranges can be defined by a **Preset Date Range** listed (Last Hour, Today, Last 24 Hours, Yesterday) **OR** by a **Custom Date Range**. When searching for a **Custom Date Range**, the **Date & Time Ranges** dialog box will open and require you to specify your chosen date and time range for the search.*
2. Once the appropriate date range has been selected, call records matching your criteria will be displayed in the **Call Data** window.
*All records will be displayed in a grid format within the Call Data window. If desired, you can reformat the call grid by choosing **Tools → Options**. From the **Options** dialog box, click once on the **General** tab and then click once on the **Reset Grid** button.*

To Sort Call Records within the Call Data Window:

MagIC allows you to resort the order of the calls being displayed in the Call Data Window displayed for easier viewing of information.

1. Within the **Call Data** window, click once on any column heading to begin sorting the call records.
*By default, call records are first listed as unsorted. **PLEASE NOTE:** Only one column can be sorted at a time.*
2. To sort call records, click once on any column heading within the **Call Data** window.
Ascending order : The icon shown will be displayed next to any column heading being sorted in ascending order. (Ascending order status will be displayed within the Status Bar at the bottom of the screen.)
Descending order : The icon shown will be displayed next to any column heading being sorted in descending order. (Descending order status will be displayed within the Status Bar.)
Unsorted order: NO icon is displayed next to a column heading when it is unsorted (Unsorted status will be displayed within the Status Bar.)

To View Details of a Selected Call:

1. From the **Call Data** window, click once on any call record from the list.

Call Data: 10 of 10 (100%)									
Call Info		Times		Line		Line Group		Call Types	
ANI	pANI	Start	End	Duration	Line	Line Group	Outbound	Abandon	Hit
7322302484	5082114463	10/17/05 11:04:32	10/17/05 11:04:51	00:00:19	WSBO 4 - Abandoned	Westboro Wireline	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7322302484	5082114464	10/17/05 11:04:52	10/17/05 11:06:06	00:01:14	NATN W4 - Abandoned	Northampton Wireless	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7322302484	5082114455	10/17/05 11:06:37	10/17/05 11:07:26	00:00:49	WSBO 5	Westboro Wireline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Once a call is selected, the specific details about the call will automatically populate into the **Call Details** window (on the right hand side of the screen).



3. Click once on any named tab (ALI, TTY, Notes, Recordings, MagIC Events, Raw Data, Call Flow) to view the related call details.

To Print a Report for a Selected Call:

1. From the **Call Data** window, click once on a call record you wish to print from the list.
2. Click once on the **Print** button within the **MagIC Toolbar**.
*Once the Print button is pressed, a preview of the **Call Report** details will be generated and displayed within the **Report Preview** dialog box.*
3. With the **Report Preview** dialog box displayed, you can review each page of the **Call Report** for information using the various page **Navigation Tools** or print the report for a paper record using the **Print** button.
*See below for an explanation of the **Report Preview Toolbar** (Figure 2).*


To Print a Report for a Call List:

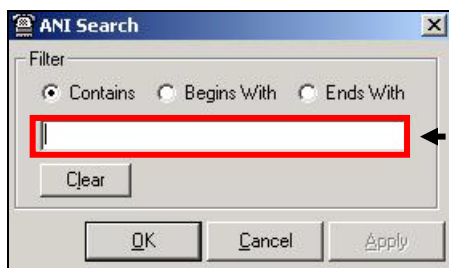
1. With your chosen list of call records displayed in the **Call Data** window, choose the **File Menu** from the Menu bar at the top of the MagIC Monitor screen.
2. Within the **File Menu**, click once on the **Print Call List** option.
*All call records displayed in the Call Data window will be generated into a **Call List Report** in the order they appear. Any resorting or filtering of information should occur prior to sending the report to be printed. The **Call List Report** will be displayed within the **Report Preview** dialog box. See below for an explanation of the **Report Preview Toolbar** (Figure 2).*



Figure 2



To Search Call Records for a Specific ANI:

1. From the **MagIC Toolbar**, click once on the **Search ANI** button 
The **ANI Search** dialog box will be displayed.
2. Within the **ANI Search** dialog box, choose your desired searching method and enter the numeric digits in the available field.
An ANI Search can be performed using the following search methods:
"Contains" – searches for the specified sequence of numeric digits within the ANI
"Begins with" – searches for ANIs beginning with the specified sequence of numeric digits.
"Ends with" – searches for ANIs ending in the specified sequence of numeric digits.
3. Click either **OK** or **Apply** to perform search.
All records matching your ANI Search criteria will be displayed within the **Call Data** window.




ANI Data
Entry Field

To Clear an Applied ANI Search:

1. From the **MagIC Toolbar**, click once on the **Search ANI** button 
The **ANI Search** dialog box will be displayed.
2. Within the **ANI Search** dialog box, click once on the **Clear** button .
3. Click either **OK** or **Apply** to clear the current ANI Search applied to the Call Data.
PLEASE NOTE: Any applied filter such as this MUST BE cleared before performing another filter or desired information may not appear.

To Refresh Call Records in the Call Data Window:

To assist with monitoring call activity of a PSAP, you can have the MAGIC system active while receiving calls. However, the call information will not automatically be sent to you, you will need to Refresh your screen to view recent call records.

1. From the **MagIC Toolbar**, click once on the **Refresh** button 
MAGIC will automatically import any new call records that have occurred since the last refresh.
All records will continue to be seen in the **Call Data** window


To View Additional Call Records in the Call Data Window:

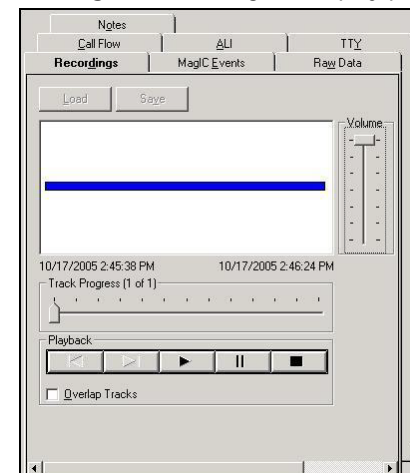
MAGIC will only display the first 199 in the Call Data Window call records when a search is performed. To view additional records from the list:

1. Scroll to the bottom of the call records in the current list and click once on the very last record listed. The system automatically advances to display the next 200 records.

To Load a Recording for a Selected Call:

Within Magic, you can now listen to the recording without accessing the NICE recording system applications. **PLEASE NOTE:** Saving of the recording and creation of audio tapes/CDs must still occur within Scenario Replay.

1. Click once on the **Recordings** tab within the **Call Details** window.
2. Within the **Recordings** tab, click once on the **Load** button 
The Load button will only be active (black letters) when the call record you have chosen contains a recording. If there is no recording available, the Load button will be inactive (gray letters). Loading a recording accesses to it from the NICE recorder, but does not download it.
3. Once loaded, the **Recording** tab will change to display playback options.



PLEASE NOTE: Downloaded recordings will only stay in the recording tab as long as the call is selected. Once you select a different call, the recording must be loaded again to listen to it subsequent times. **Recordings cannot be saved into the MagIC record.**

To Playback a Recording for a Selected Call:

1. Once the chosen recording has been loaded, the **Recording** tab will allow you to playback and listen to the recording.



If accessing MagIC from a PSAP Administration position, the recording will playback on the external speakers of the PC.

PLEASE NOTE: If accessing MagIC from a 9-1-1 position, you must be logged into the VESTA application in order to hear the recording. Any changes to the playback location (Headset or Speaker) must be made through the Master Volume settings in VESTA.