CALLTAKER32
INSTALLATION INSTRUCTIONS

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SECTION 1
INSTALLING YOUR DIALOGIC CARD(S) AND DIALOGIC DRIVER SYSTEM RELEASE CD

1. Install your Dialogic card (before loading any software)
These instructions assume you are using a Dialogic PCI/4 or PCIU/4 card. The dialogic card driver is a huge family of files that must be installed on your computer that has the card installed. Click Cancel/Skip on any Windows notifications that it detected new hardware. Do not let Windows try to detect and load drivers for the card if prompted.

2. Install the System Release 6.0 driver CD
Insert the Intel/Dialogic System Release 6.0 CD we provided. We distribute System Release 6.0, which is the earliest release you can use for XP and 2003. It also is compatible with Win2000. Do not use an earlier OS than Win2000. If you received an earlier system release driver, do not use it. Use the one we provided. Run the SETUP program on the CD.

NOTE: YOU MUST HAVE THE COMPUTER CONNECTED TO THE INTERNET AT THIS TIME. It is our understanding that the setup program 'calls home' during the load process, and if it can't, the setup program terminates without error. After installation is complete, Internet connectivity is not necessary.

   a.   The SETUP program starts automatically. If Setup doesn't autorun for you, browse the contents of the CD and double click on SETUP.
   b.   Choose INSTALL INTEL SOFTWARE. It will say Setup is preparing the Install Shield, then it will say Welcome to the Intel Dialogic. Click NEXT.
   c.   Put in your company name and/or user name (you have to type something in both fields). Click NEXT.
   d.   Choose Destination Location. We strongly recommend you accept the C:\Program Files\Dialogic path that is auto-filled into the box. Click NEXT.
   e.   Selected Components. Choose CORE RUNTIME PACKAGE and DOCUMENTATION only. Click NEXT.
   f.   Third party notification. Just say yes/okay when it tells you a bunch of 3rd party applications will be installed.
   g.   Select Program Folder. Accept the Default choice and click NEXT.
   h.   Start Copying Files. Click NEXT. Copying will take a couple minutes. Feel free to take a coffee break.
   i.   Setup is complete. It will ask you to restart your computer. Click YES and click FINISH. If you have other apps running, it's okay to click NO and reboot later, but reboot before you proceed to the next step.

3. Configure the Dialog Card / Enable the service
Again, skip past any windows notifications about new hardware being detected.

     a. Click START, Click PROGRAMS, Click Intel Dialogic System Release 6.0 PCI. Click Configuration Manager-DCM (DCM stands for Dialogic Configuration Manager). If you are running Windows Firewall or any firewall program that detects the DCM program is trying to access the Internet you must ALLOW it or unblock it. Again this is necessary for initial installation. A hierarchy tree will show listing all your Dialogic cards. You should see the D/4PCIU card show up #0 (first card) and it will tell you which slot of your computer it was installed.
     b. Click ONCE (don't double-click) on the D/4PCIU object in the tree. If you accidentally double-click and open the cards properties, just click cancel.
     c. Click on SETTINGS, click on SYSTEM DEVICE/AUTOSTART and click START SYSTEM. If it gives you an NMN or similar error about not being able to store the setting, don't worry it doesn't matter.
     d. Click on SYSTEM and click on START SYSTEM. It should say Device about to start at the bottom of the window and a graph bar should be flashing left to right. After a minute it will say System Started on the very bottom of the window.
     e. Exit the DCM and restart the computer. Go back to the DCM program, and you'll see that the D/PCIU icon in the list now has a green dot in it which means it's running. The system status at the bottom of the window should also say Running. This verifies that from now on the Dialogic drivers will always start up at runtime.

SECTION 2
LOADING AND CONFIGURING CALLTAKER32 SOFTWARE

WARNING: IF YOU ALREADY HAVE A CALLTAKER SYSTEM INSTALLED, DO NOT PERFORM THIS STEP. However you may read it for its technical value as it includes useful information about your system.

1. Install to the correct directories
If you have a CD-ROM from us marked STORMREADY/CALLTAKER, just make a CALLTAKER folder on your C drive (or D drive, etc) and copy/paste the contents of the CD into this folder. We don't make changes to your operating system or registry so there is nothing to install. You just have to copy/paste the files onto your system from the CD. After you do this, click START, RUN, and type CMD and hit ENTER. Type C: (if you put it on the C drive) and hit ENTER, then CD \CALLTAKER and hit ENTER. then type ATTRIB *.* -r /s and hit ENTER. This takes the read-only attributes off all the files.

NOTE: Never do this over an already installed version of StormReady/CallTaker.

2. Change the Connection Path
Change the Connection Path in the CallTaker\Data\Storm Data Link.UDL file to reflect the full path to the Storm.mdb database file that the CallTaker program will use to access the storm.mdb database on your system. The storm database is called storm.mdb and is always located in a DATA subfolder under the CALLTAKER folder. Browse to this folder, right-click on the UDL file, click on the Connection Tab and change the path to reflect the path being used. The default is d:\wireready\calltaker\data\storm.mdb.

3. Re-record the greeting WAV file with your own station name/brand
Under the CallTaker folder, there will be a STORMREADY folder. In this folder, there will be a GREETING and QUESTION folder under the CALLTAKER path (these are the greeting and question paths for specific callers). Information on maintaining and updating your menus is covered in a separate document. However, this is quite simple and you can re-voice any of the recordings as long as you record in linear PCM Windows *.WAV format at 8

bit mono for your settings. **You SHOULD re-record the greeting WAV file with your own station name/brand.** It is also possible to create specific question paths for different callers or types of callers if you ever have the need, but for now, consider the StormReady folder is your default setup for any caller (unless you setup that caller with their own specific list of menu options in the future). When callers call, after hearing a master greeting, they hear the storm greeting.wav file and then they will hunt into the QUESTIONS folder which guides their voice mail like options to find and choose their preferred status.

The menu system that drives the software is quite simple. We read the first found WAV file in the parent folder. Then we will hunt down to the first found folder whose first character matches the number they hit on the touch-tone phone. This repeats, until we reach a subfolder that only has a text file in it and that's what we write in the database.

More information on how this works is found below in the Technical Overview section for the Greeting and Prompts. As mentioned you will want to overwrite the GREETING\StormReadyGreet.WAV file with your own voice/station call/name etc. You can also re-voice (update the WAV files) with your own voice and or remove option/paths you don't think are necessary for callers. Remember to save in an 8Khz 8 bit mono windows uncompressed *.WAV file (PCM).

4. Edit the INI
The CallTaker32.INI file consists of many lines that you should not change. However, the number of answers to ring on, whether or not to log Caller-ID, whether to audit log all incoming calls, can be changed. These INI lines are discussed in the Technical Section and Overview below, but for now we recommend you accept the defaults and proceed to the next step.

5. Make a shortcut
Make a shortcut to CallTaker32.EXE on your desktop. You should also place this shortcut in the Windows STARTUP folder so it starts automatically if the machine is ever rebooted. If you double click on the shortcut, CallTaker will launch on the screen and you should see it initialize your dialogic lines and be waiting for calls. You can minimize CallTaker to the system tray. To shut it down, right-click on the system tray icon, click X and it will shutdown.

If you get an error on startup, make sure your Dialogic card and drivers were installed (see card and driver installation instructions). If you get an error that it can't open the database file, make sure your Storm Data Link.UDL file has a proper connection path to the Storm.MDB file.

NOTE: Always run the CallTaker files on the local drive of the computer that CallTaker runs from. If you must, locate the Storm.MDB file on another computer/server, that's okay. We recommend that the Storm.MDB file be located on the CallTaker computer and made sharable so other users running the StormReady database viewer (see StormReady documentation) can share and access the database. If you locate the Storm.MDB on a different computer, realize that any loss of network connection can prevent CallTaker from running or cause it to hang.

SECTION 3
OVERVIEW OF STORMREADY / CALLTAKER32 SYSTEM & SOFTWARE

CALLTAKER (CT32.EXE or Calltaker32.EXE or Calltaker.EXE)

CallTaker is an automation software program (EXE) that can automatically pick up one or more lines when organizational leaders call to give your station closing and delay announcements. It can also act as an unattended recording system for station reporters and other field personnel. In this mode, callers have an option set in their database record that they are a "Recorder" and not a school. In this fashion, multiple people can have specific WAV files onto which they record.

CallTaker runs on a single computer or server with specialized Intel Dialogic based Telephony cards. CallTaker updates a Microsoft standard Access *.MDB database file when the caller enters a correct ID code and PIN and chooses a status from the station configurable voice prompted menu. For multi-user access through the StormReady database viewer/manager, the MDB file must be on a sharable drive/folder. Some users make the CallTaker machine be the server and we recommend this because by allowing CallTaker to write incoming call information directly to its own drive, there is no risk of network connectivity issues shutting down the automated portion of the system.

STORMREADY (StormReady.exe or SR32.EXE or StormReady32.exe)

Separate from CallTaker32, StormReady is a graphical database viewer and management program that can be setup on one or more computers on a LAN and lets users manually update the database if an organization can't use the automated system. The StormReady program also provides a simple and safe way to add new records to the database, do real time searches and print reports. It allows for manual entry of closings if someone insists on calling the old fashioned way.

NOTE: It is not necessary to reset the database after storms if you take advantage of the kill date when setting up your storm reports.

StormReady consists of a single EXE file (can be distributed locally or you can shortcut everyone to a single EXE on the server). Each user has a path to their own folder where they have their own STORM32.INI file. This can be the exact same file you copy, or you can have users setup with slightly different preferences. If you use our NewsReady Electronic Newsroom System, you generally use your existing USER folder structure and StormReady can be launched from the utilities menu in NewsReady. StormReady runs as a system tray program. Because it can take a minute to load/startup and initialize the windows MDAC and ADO resources, the idea is to leave it running during inclement weather. A single click then pops it back up instantly, and if you click the X to close it goes back to the system tray. To shut it down completely, you can right-click on it.

STORMREADYREPORTGENERATOR.EXE and CSVtoHTML.EXE

A stand-alone report generator program (StormReadyreportgenerator.exe) can be used to generate printed lists, CSV files or to update a SQL based web server. The report generation program is a command line program that uses an INI file. It can be setup as a shortcut on a user's desktop or setup to run automatically through Windows task scheduler. In this fashion, you can setup the exact number of columns of information, the order of the columns and the sort basis. A shortcut to this program on an on-air computer allows for a board operator to have instant access to a readable closing report. Also, a task scheduler calling this program every few minutes can generate the file(s) you use to update your web site.

Another stand-alone report generator, CSVtoHTML can convert CSV files to simple HTML files. You can use your INI file to specify the HTML separator/style codes to dress up the report for web display. If you need automated file transfer to your web site using a pre-made HTML report, our dbcapture program can be setup to monitor the directory where this report is made and move it to a specified FTP path. The CSVtoHTML program is put in the same task scheduler or batch file you've made to generate the file. DBCapture runs 24/7 as a system tray application.

Both CallTaker and StormReady run best when your organizations are categorized. We provide default categories such as Public School, Private Schools, Colleges and Universities, Churches and Synagogues, Daycare, Local and State Government, Civic organizations and Businesses. By categorizing records, you have more options for sorting and generating reports. If you have to answer the phone manually, you get a specific shorter list of common statuses if the category is known. When organizations call the automated system, by choosing a category, they are given fewer choices and fewer steps to find their status. We have preset the database, the searches, and the CallTaker voice menu according to these rules, and over 150 possible statuses have been arranged and grouped within these categories.

SECTION 4
TECHNICAL OVERVIEW OF FILES, STRUCTURE & INI SETTINGS

The contents of CALLTAKER are as follows:

SUBFOLDERS:

Data

This is the default location for the **Storm.MDB** file and the **Storm Data Link.UDL** file. The Storm.MDB file is your StormReady database file that has all your school record information. This assumes you are only running StormReady from the computer running CallTaker or you have your CallTaker box acting as the server/drive for all the folks who will run StormReady over the LAN. If you already have StormReady setup on a different computer/server, you can edit a file (STORM DATA LINK.UDL) to point CallTaker to where ever and whatever your StormReady database is called and found. You can use our StormReady program to view and manage this database, or if you prefer you can use Microsoft Access (version 2000 or later). StormReady can be accessing the database without interfering with CallTaker. However if you do use Microsoft Access, DO NOT change the database form design in any way. The Storm.mdb database file can be located on any shared local drive path, or a network path on a server (or one in the same if the computer running CallTaker is your server. In any case, you can move the location of Storm.mdb. However, the Storm Data Link.UDL file must not be moved. As mentioned in the above procedure, the UDL file must be modified so it's Connection (properties of the UDL file) path to where your Storm.mdb is located, otherwise CallTaker will error out on startup when it can't find the database.

The initial database in the DATA directory is blank. We also made a copy of this called BLANK.MDB. It is not used by the system and is simply there in case you ever want to make a database from scratch.

Dialogic Card Info

This folder has some PDF documentation on the Intel Dialogic PCIU 4-port telephony card. It may have other Intel documents on other Intel cards as well, based on your order.

Greeting

This folder has the greeting.wav file. This is the main greeting that CallTaker plays as a default greeting when organizations call in to close or delay themselves. You may replace this with your own file. However, when saving your WAV file with your preferred editor, it MUST be saved as an 8 bit, 8Khz mono uncompressed, windows wav file (PCM).

Logs

One of the CallTaker32.INI files sets whether the system will maintain a confirmation log of all inbound activity when calls come in. This is a detailed file that shows the inbound telephone number (if callerID is set in the INI), every single touch-tone they hit, the folder the menu system navigated them through, and their final selection. We log the file names, so make sure when constructing your folders that you pick user-friendly names for all sub choices and statuses so the name alone tells you what you want in the log.

NOTE: If you enable caller ID in the Calltaker32.ini file, it will answer on the 2nd ring.

Menu

This is another greeting file for customers who use a menu system for multi-mode CallTaker uses (uses besides storm uses or phone in recording applications). You will not be using this folder. It is there for future use.

Ports DBF files for larger dialogic card(s)

Our system uses a DBF database file that contains port information for Dialogic card configurations. Our software uses this file internally and you will not need to modify this file. It is default set for a 4 port card. If you ever add more cards to your system (you can generally have more than one Dialogic card or combination of Dialogic cards in the same computer), you will have to replace the CALLTAKER\PORTS.DBF file with a file matching your number of port/lines and cards. Sample files may be found in this folder and we can provide additional port configurations upon request. This folder is not used by the system, it is simply there as a place for us to store other size port files if you add card(s) later.

Prompts

CallTaker must have a hard-wired set of prompts for dealing with caller or administrator caused problems. An example would be someone hitting a number for which there is no option in the menu. There are files that someone hears when asked to enter their PIN or ID code. There are hard-wired messages that CallTaker plays when they've made their final selection, for example, "good bye". Another example of a prompt would be if you wrongly construct the menu and forget to put in a status TXT file. The prompt names are self-evident. You may update these prompts to put your own voice in them, but please keep the actual transcript of each prompt exactly the way it is. Remember to save any newly created WAV file as 8 bit, 8khz mono uncompressed Windows *.WAV (PCM) files.

The other files in the CallTaker directory are listed below. Please do not delete them. When upgrading CallTaker in the future, the only file you will likely replace is CallTaker32.EXE. The procedure for upgrading is to shut down the CallTaker program and rename the old CallTaker32.EXE to something else. Then save the new file to this directory. For example, we have made a copy of the CallTaker32.EXE file and called it CallTaker32-ver1011-2002RELEASE.EXE. This is a good naming convention to use when renaming future upgrades if you want to have older versions archived in your CallTaker folder.

- CallTaker32.exe
- CallTaker32.ini
- Config.DBF
- CTI32.DLL
- Errorlog.txt
- Errors.DBF
- Frustatus.log
- GLOBAL.VAP
- LOG.DBF
- NTGDK.DLL
- PORTS.DBF
- Qrpdflib.DLL

DETAILED EXPLANATIONS / MORE INFORMATION

FILE STRUCTURE:
If we provided the computer, our 3Ghz P4 system has a pair of mirrored 200GB hard-drives. The drive is partitioned with a C and a D. The C drive has the Windows 2003 Server Operating system files on it and is reserved primarily for the operating system or any other 3rd party software you need to install on the computer. The D drive partition has a WIREREADY folder. The Windows2003 software has been factory installed. We have left any service pak updates to your IT person. They may also setup security or domains as they see fit. The ADMINISTRATOR is setup as the default local machine account and its password is administrator (lower case). If you didn't buy a computer from us, you will receive a CD with these files. You will copy the WIREREADY folder to a drive D. If you can't copy/unzip the CallTaker files to a drive D, there is a Storm Data Link.UDL file in the DAT subdirectory you need to change to reflect your path to your StormReady file.

CALLTAKER.EXE
This has the CallTaker program, configuration files, and the database for both CallTaker and StormReady.

WIREREADY/DIALOGIC DRIVER CD
This folder has a copy of the Intel Dialogic System Release 6.0 runtime core library files and driver for the PCIU/4 telephony card. If you ever have to setup a new box or reinstall the software, you will run the SETUP program.

NOTE: Because the software calls home, you must have Internet access available or the Setup program will terminate without any error. If you don't want Internet access available after the installation is complete, you can remove the connection at your discretion. Internet access is not necessary to run the system; it is only necessary only to install it. All Intel family telephony cards use this same release software to setup the card in Windows. There is a DIALOGIC/DCM configuration manager software installed in the PROGRAMS of Windows. This software detects and configures the telephony cards and initially, you have to choose the card and define its service as a manual or automatic process as well as defining whether the card automatically initializes when Windows boots. If we have sold you a computer, we have already loaded/installed the Dialogic program,/drivers, and we have gone into DCM clicked on the found telephony card(s), and we've manually started them and then clicked on the choice to always start them automatically whenever the system reboots.

If you ever had to setup a system from scratch, you install the card first, Windows will not be able to detect it, so you skip past any wizards on boot. You then SETUP from the DIALOGIC directory. It runs through several screens that you just say YES/OKAY too. You only need to install the RUNTIME/CORE files. We don't use any of the GAMMAFAX or ISDN options, etc. After running, you reboot. The card will then be detected/setup automatically or it will happen when you run the DCM program from the Dialogic group that appears in the PROGRAMS listing.

WAV AUDIO EDITORS
In case you want to play or edit audio files directly on this computer we provided a copy of AUDACIT, which is a free shareware audio recorder/editor. If you plan to edit/audition the WAV files from other computers on your LAN and you have other WAV compatible audio software, there is no need to use this software. If you do, the computer has a built in sound device on the motherboard that can be used. If necessary, you may install any other sound card should the need arise.

NOTE: All *.WAV files must be saved as 8 bit 8khz files. We have already given you a preset and built menu system with over 150 selectable statuses broken out into 8 categories for callers. It is not necessary to record anything unless you want to add more choices or put your own voices in. The one file you may want to record on day one is the greeting. Any other bit rate/sample rate saved will cause the CallTaker to hang up on the caller when it reaches that WAV file in the menu.

WIREREADY/BACKUP OF ORIGINAL DATABASES
Your original converted database resides here, and we also provided a blank StormReady database if you ever want to start from scratch.

KEY FILES/DIRECTORIES UNDER CALLTAKER

The CallTaker Application:

CallTaker32.EXE
This is the CallTaker program itself. Only one instance should ever be started. A shortcut is available on the desktop and a shortcut is in the STARTUP folder so it starts on boot. CallTaker will start and then wait up to 45 seconds before initializing the Dialog card telephone lines. This is to allow Windows to finish booting and loading all related drivers. When the displayed countdown reaches 0, you will see each line port say WAITING FOR CALL. When you are testing or in a rush, you may click the START button to manually bypass the 45 second wait, but it is a good idea to wait a few seconds to give the Dialogic card and drivers time to fully initialize within Windows.

If you call up a line, you will see that the display shows the status for every incoming call, as ID or PIN code is entered, accepted, and as someone navigates the phone prompts and chooses a status for their organization. A Call counter shows you how many calls have come in. You may maximize the display and adjust the columns to show more of the file name/directory level names if you are trying to track where a caller is at any point in time.

CallTaker is a SYSTEM TRAY program/service. When minimized, it resides in the system tray. If you double-click on it, it will restore to the screen.

To shut down CallTaker, you first have to click the STOP service and wait for up to 30 seconds for it to close all threads. It will then say ALL THREADS ARE STOPPED at the bottom of the window and then you can click the X to close the program. Don't worry if you see any access violations displayed in our dialog screen when you shut down the program, those are okay (they don't hurt anything and it doesn't prevent restarting the program).

WARNING: Dialogic drivers take a long time to load. When your computer first boots, it can take a minute or two after Windows boots before your Telephony card is fully initialized. For this reason, the CallTaker32.ini file has a delay= value that is set to 45 seconds. You may need to increase this value to 90 or 180 based on the speed of your computer to give the dialogic card(s) a chance to fully boot.

Calltaker32.INI (the configuration file)

This INI file controls certain behaviors of Calltaker. The AUDIO group should be left alone; those settings are hardwired.

STARTUP (group)
The STARTUP group has the **DELAY= line**. This is defaulted to 45 and tells CallTaker how long to wait before initializing its threads to the Dialog Card. When Windows boots, the Dialogic drivers run from a service. Windows may not start the Dialogic service(s) right away so we prefer to wait before we start the program (the longer the better, depending on the speed of your computer and OS). Do not choose a number less than 45 because Windows rarely can completely boot up in less than that time even though applications in your Programs\STARTUP folder will be launched earlier in the boot process.

10/26/12 CallTakerInstall-Latest.doc

CALLS (group)

The CALLS group has the **CALLERID=** line. If set to 1, the system will record the telephone numbers from callers when your phone line supports CALLER ID. If CALLERID= is set to 0, the program will not log the phone number.

NOTE: Even when this is set to 0, CallTaker progress messages will show it's trying to get the number, but it will say it can't get the number.

If you have LOGGING=1, then CallTaker will generate a LOG file which displays every call's time, date, number (with caller ID) and a walk through of every choice they made in the menu including the status they chose.

If you have ADDRINGS= to a non-zero number, it adds that many more rings before we answer the phone. This should generally be set to 0. If CALLERID is set to 1, we will automatically answer on the second ring and you DO NOT need to add an additional ring on the ADDRINGS choice. If Caller ID is set to 0, we will answer on the 1st ring.

DNIS=

The DNIS application lines (i.e. StormReady=) have deliberately been left blank and should stay that way unless DNIS is to be used.

The DNIS setting (which is not fully tested) is designed for customers who use 24 and 48 channel T1 systems where the number the customer dialed TO is carried through to the telephone system. Dialogic cards that direct connect to digital T1 and similar multi-channel telephone trunks are available, but they cost thousands of dollars. For this reason, all customers to date use standard analog POTS lines. Some phone companies may support this with standard hunt group POTS lines. This is used in applications where the CallTaker is connected to the same bank of telephone numbers, but greets the caller differently with a different set of options based on the number they dialed. DNIS is a service that may or may not be available through your phone company. For example, if they call 508 393-0200, we know it's for StormReady and if they call 508 393-0255, we know it's for a completely different application (telephone weather or news, for example). This saves a station the cost of having separate physical phone lines from the phone company. To date, no one has tried using DNIS with CallTaker but if a customer wants the need, we will help you do this.

PORT=StormReady

CallTaker can address up to 48 phone lines if equipped with enough Telephony Card(s). Each port can be set to answer for "StormReady" or some other application, or MENU. All ports are default configured to StormReady. If a station has specific lines setup for different systems, you can configure the system to answer a different way. There is a STORMREADY folder under the place CallTaker is run from. When a port configured for StormReady is answered, the voice prompt system will go to the STORMREADY subfolder to find the GREETING file and then run the caller through the QUESTIONS folder. The PORT configuration tells CallTaker what subfolder to use for greeting and talking to callers. We have this to support other modes of answering.

PORT=MENU

If a port is set to MENU, then the caller will be played a WAV file that asks them to choose whether they want access to the StormReady, or another directory answering system. We do not recommend you use the MENU system at this time.

AUTHENTICATION (GROUP)

SWAP=0 (default)

By default CallTaker asks for your ID code first. If you want it to ask callers for their PIN code first, change this value to SWAP=1

CUT OFF TIMES (GROUP)
Example:
For cut off times (to handle today vs tomorrow)

[CUT OFF TIMES]

ENABLE=1
MON-FRI=20:00:00
SAT-SUN=16:00:00

In the above example, the cut off mon-friday is 8 p.m. and the cutoff on weekends is 4 p.m. The times are completely configurable for your preferences.

Organizations need an EASY way to close or delay themselves today and tomorrow when there are hurricanes or big blizzards. Legacy systems made them have to stay up at night and call in after midnight, or wait until O-dark thirty to do this.

With CallTaker, decision makers have a simple to remember cut off time that lets them close "tomorrow" today.

CallTaker watches the clock and plays TWO different greetings based on the time of day. For example, if your cut off time is 7pm, any calls from midnight thru 7pm are today, and anything after 7pm is for tomorrow (your two recorded greeting files make this clear to callers). The regular one lets them know if they want to close or delay tomorrow they can call after 7pm (in this example) and the greeting that plays from 7pm to midnight says right off the bat that any updates they make are for TOMORROW, not today.

This is very simple and convenient and administrators LOVE the ability to call in later the same day to deal with tomorrow.

The reason other stations and WireReady developed this idea is that if an administrator has to choose options when calling in to tell the system whether it's today or tomorrow, it COMPLICATES the voice menu system, and people make mistakes. Believe us, we know. By never having to ask them the today or tomorrow questions, the voice menu is kept simple, and it's dummy proof.

NOTE: To use this feature, you really need 1.0.2.4 of StormReady or later (it has search filters that control whether closings for "today" show or "tomorrow"). This is how kill dates work.

TXT2BRW (GROUP)
Reporters like to know their storm system is working without having to physically check the system or run the StormReady program. For this reason, we give you the ability for CallTaker to send "updates" as a newswire story to radio reporters who use NewsReady. If there has been at least one call, then every 5 minutes, we compile and send them a file that shows all the people who have called in the last 5 minutes (assuming you set the delay for 5 minutes). This serves several purposes. First, they know the system is operating and that calls are coming in. Second, they have quick updates if they are live and want to read up to the minute closings as they come in, and third, if you have a catastrophe and lose access to your database, these summary updates in effect are backup so you have something no matter what (for example if they are printed).

To turn on this feature (it is not enabled by default) you need these lines in your calltaker32.ini file:

[TXT2BRW]
DELAY=5
PATH=C:\CallTaker32\IVR System\

The path above is the default, although if you want these text files to be sent into your NewsReady news system, then the path must be to your WIRE folder's TXT2BRW subfolder (i.e. if your NewsReady runs from W: drive then it's usually W:\WIRE\TXT2BRW). By default, anyone using the WINCAP program will be looking for this location to suck in these files automatically the second CALLTAKER makes them.

NOTE: The delay is in MINUTES, not seconds.

The Txt2brw section controls the creation of the CTREPORT.TXT file in the path specified by the PATH=. The data is flushed out to this file every X minutes controlled by the DELAY= setting.

This is a sample of the CTREPORT.TXT:

Call-Taker-Report-# z z

ACADEMY OF BUSINESS AND TECH., CLOSED, 02/24/2002 03:48:51 PM
CENTRAL CATHOLIC HIGH SCHOOL, CLOSED, 02/24/2002 03:49:24 PM

- We increment the headline with an integer
z z - These are the default categories in WireReady for misc. Every WireReady customer has these categories so it guarantees the reports show up in your WIRES screen.

The CallTaker Database

DATA/Storm Data Link.UDL
When CallTaker starts, it looks for a DATA subfolder under where the CallTaker32.EXE is run from (or the start in path specified in a shortcut if you use a shortcut to start the program). A UDL is a standard Microsoft file used by database programs to find the database. The UDL file is setup as a default to point to the database file in the same folder as the UDL but you may change the UDL if you want to locate the database file elsewhere (for example, the database needs to be hosted on another server).

If you right click on the UDL file, click CONNECTION and you will see:
D:\wireready\calltaker\DATA\Storm.mdb

Change this path to reflect where CallTaker can find our database file. Please leave all other UDL settings alone. The default user name is ADMIN and the password is clear/empty. Changing these values may prevent access to the database. If you need to secure the database, contact us before making any changes.

The StormReady program also looks for the UDL file in the same place that CallTaker does. If StormReady will be run from a different server or location, you may copy the UDL file so that the StormReady program has it's own DATA folder and UDL link to the database. If we have setup a computer for you, there is only one DATA folder and one UDL file.

Storm.mdb
This is the name of the database file that holds all the organization information used by both CallTaker and StormReady. This is a standard Microsoft Access *.MDB file. Please do not make any design changes to the database.

- If you have provided us your data, we have pre-created a storm.mdb file for you.
- If your records lacked ID codes or PIN codes, we have generated them for you.
- If your records lacked category fields, we have categorized them as best we could to make it easier for people to choose a status.
- If you have MS access and WORD, or you have purchased this 3rd party software from us, we can provide you a *.DOC template ready to go if you need to do a bulk mailing to your organizational decision makers to provide them PIN or ID code updates or general notices.

Other than generating labels or letters for mailings, you do not need WORD or ACCESS. ACCESS is also handy if you ever need to mass update a zip code, area code change or things like that.

For a general description for the field design, you can go into the StormReady program and view the fields from within the StormReady software. You can also print the design out from ACCESS.

The name and location of this database file must match whatever you have in the Storm Data Link.UDL file.

If the UDL file, database file are missing or the UDL file does not correctly point to the database file, both CallTaker and StormReady will terminate with errors on startup and you will need to use Task Manager to kill the applications.

WINDOWS MDAC/ADO components

STORMREADY CALLTAKER REQUIRES WIN 2000/XP/2003 AND LATER OPERATING SYSTEMS.

XP PRO AND SERVER 2003 ARE SUPPORTED for the computer running the CallTaker (the one answering the phones). For users on the LAN who want to access the database with StormReady, anything WIn2000 or later will work. Later OS will not likely need ADO /MDAC downloads from Microsoft, but we mention them below just in case.

Windows 2000 and XP already have the correct Microsoft MDAC database access components to run with our software. If you are using Windows 98, you may need to locate the latest MDAC available for Windows98 and install the update before you can run StormReady from a Win98 client connected to the computer/server that has the storm.mdb file.

NOTE: StormReady will run from all Windows OS, but CallTaker (the automated portion) must run on Win NT, Win2000, XP, 2003 or later approved operating systems from Microsoft. We really don't support NT anymore, but some of our customers are still running from it. The ideal OS is XP Pro for the CallTaker computer or Server 2003 or later if you need it to be a server OS. The CallTaker software will not run from 95/98/ME. CallTaker only runs on a single computer - the computer answering the phones with the Dialogic card(s). StormReady may be run from that computer and one or more other clients on your LAN if you have licensed StormReady.

CALLTAKER GREETING SYSTEM

STORMREADY/GREETING (the first thing you hear)
There is a folder called STORMREADY from where Calltaker is run. This has a GREETING subfolder and a QUESTIONS subfolder. When a call is answered, the first thing that happens is CallTaker plays the WAV file called StormReadyGreet.wav, although the file name itself doesn't matter, it plays the first WAV file found in this folder and for this reason no other WAV file should be here.

STORMREADY/QUESTIONS

PROMPTS
The system is hard-wired to ask for the callers PIN code and ID code. These WAV files are in a subfolder called PROMPTS, which is not in the StormReady folder but under where the CallTaker EXE file resides. The system first asks for the PIN code, and then the ID code. Please Enter your PIN.wav and Please Enter your ID.wav are hard-wired files that are played. If you have requested that callers be asked their ID first, then we have reversed the audio. While the file may say Please ENTER your PIN, we may have substituted the audio so that the caller hears Please ENTER your ID.

NOTE: If you are running in the flipped mode, your StormReady database has also been reversed so that everyone's ID codes are stored in the PIN field, and everyone's PIN codes are stored in their ID field. To avoid confusion, we can provide a StormReady program that lets you change how these fields are labeled so station staff won't be confused especially when setting up new accounts in the system.

Other prompts that are hard-wired are GOODBYE.WAV, PROBLEM CALL.WAV, and INVALID ENTRY.WAV. You may over-record these files with your own voice, but be sure that anything you redo is saved to 8 bit 8khz, or the system will malfunction.

QUESTIONS
The voice system is very simple. The way the logic works is that the very next thing a caller will hear is the FIRST WAV file we find in the QUESTIONS folder root. It can be named anything you like, but never put more than one WAV file in this folder. The default WAV file we have put is the main list of choices a caller hears (i.e. hit 1 for public schools, hit 2 for private schools, etc). As soon as the WAV file starts playing, the caller may hit a touch-tone on their phone. If they hit #1 for example, the system will hunt down to the first directory it finds that begins with the number 1 (for example "1 Public Schools"). The directories can be named anything you like, JUST SO LONG as they begin with the number on the touch-tone phone, and there is only one directory per number in any directory level. If the caller hits 1, then the system looks in the 1 Public Schools folder, and plays the first WAV file it finds there, and the process can repeat as many levels down as you like.

The default menu system was designed to give a caller as few decisions as possible to arrive at their status.

To remove a choice/branch in the menu, just remove the subfolder that begins with that number, but be sure to modify your associated WAV file so the caller isn't encouraged to make a choice that no longer exists. IF a caller hits a number for which there is no associated directory, the system will play a hard-wired WAV file found in the PROMPTS directory (Invalid Entry) and it will replay the choices. If they make a mistake twice in a row, the system will apologize, say goodbye and hang up on them.

When the system hunts down so that there are no more subfolders to be found, it will play the WAV file there, and if there is a *.TXT file, the system will take the text found on the first line of the TXT file and write that to the status field in the database.

In this fashion, it is very simple to construct telephone choice branches, go as many levels deep as you like and add statuses you need. Just remember, all WAV files must be 8 bit, 8Khz PCM WAV.

CUSTOM QUESTION DIRECTORIES
Version 1.200 and later of StormReady furnish a new field in the database called CUSTOM DATA PATH which allows you to give certain organizations their own CUSTOM path for their questions. For example, if the custom path is GOVERNMENT, then the system will use the CALLTAKER\STORMREADY\GOVERNMENT data for the menu options those callers here. When this field is blank, the organization will default to the CALLTAKER\STORMREADY\QUESTION folder.

NOTE: StormReady is the user program that is SEPARATE from CallTaker. You do not necessarily have to upgrade StormReady to work with any particular version of CallTaker or vice versa; they are two separate programs that can access and modify the storm database (storm.mdb.)

OTHER FILES
Any DLL, DBF, and VAP files are distributed with the CallTaker32.Exe file. The DBF files are not designed to be user configurable. However, the PORTS.DBF file tells Calltaker32 how many dialogic ports (phone lines) to configure itself for and it must match the actual number of ports on your Dialogic Cards or the CallTaker program may not start. If you purchased a 4-port card, then your DBF file has been preset for 4 ports. If you decide to add more ports, we will give you a DBF file to match your configuration.

ERRORS.DBF and LOG.DBF are files to which CallTaker logs information or errors. You may delete these files if they grow too large on your system. MS Excel can be used to read these files.

LOGS FOLDER
Located under the CallTaker program location, this folder will contain the log for any of the previous 7 days or operation for your CallTaker system if the calltaker.ini file has Logging=1.

REPORT GENERATION AND HTML CONVERSION

There are two freely available programs called STORMREADYREPORTGENERATOR.EXE and CSV2HTML which are simple command line driven (via shortcuts, batch files or task scheduler) programs which will create custom rendered output files in CSV or HTML formats, print to any windows printer or generate SQL forms on a web server.

The report generator uses a simple to modify INI file that is much more powerful than the built-in searches within the StormReady program itself. These external programs look for their INI file in the directory they are run from. In this fashion, you can have multiple instances of this program from different locations, or you can use the INI FILE to establish multiple profiles. The command line program is run with a profile text name (like ALL) that corresponds to the [ALL] group in the INI that has those report's specific settings.

Settings give you the ability to decide which columns are outputted and in which order. You can specify sort orders three levels deep, and you can tell the report to not repeat the same city or status on each line when it's not changing from record line to record line.

The CSV2HTML program is a handy HTML report generator. After a file is created with the report generator, this program can be called and it will insert INI specified HTML codes at the beginning, end and around each category or school field. A typical application involves a task scheduled batch file, which maintains an HTML file that board ops can pull up in their web browser. Another application may be to create a file that is then FTP'd to your web site. We have an automatic FTP program if you lack this and need this with your application.

Separate documentation on these report generators is available. .

We can also create custom outputs, including RS-232 crawls for TV applications.

SECTION 5
TROUBLESHOOTING

When you shut down CallTaker, you may notice that our dialog screen briefly shows access violations as we are shutting down our service. This does not affect operation and it doesn't cause any harm. The messages are just letting us know that we are closing our program without resetting all the registers as we close. However, since we re-initialize those things on startup, this does not affect operation.