InfoExpress℠

AWS User and Installation Guide

April 2006

VOLTDELTA
CONNECTING PEOPLE & INFORMATION

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This document contains information on system upgrades delivered in releases up to and including the release level listed above. Note that a subsequent release does not necessarily require update to this manual. As a result, the current manual may have a different release level from your software.

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Chapter 1
Introduction

Overview

This chapter contains an overview of the Administrative Workstation (AWS), including its functions and directory structure.

This chapter contains the following sections:

Summary of AWS Functions

The AWS is a personal computer (PC) that runs on the Windows XP Professional operating system. Utilities are installed on the AWS that provide the capability to perform several management functions. Typically, an AWS is located at the Operator Services Center (OSC) and the Data Operations Center (DOC).

This guide provides procedures for using the following utilities, which can be included on the AWS:

- **Message Maintenance Utility—**Used to create the Broadcast Message and the Message of the Day. After messages are created, they are transferred to the Local Support Server (LSS) and then to the operator workstation at operator logon. For procedures, see *Chapter 2, Using Message Maintenance*.

  The messages are described as follows:

  – Broadcast Message—A message to all operators currently logged on.

  – Message of the Day—A longer message that appears to operators when they log on.

  An operator can re-display either message at any time during a logon session.

- **Outside View** program—Used for Tandem terminal emulation to access the Service Control Node (SCN) and the Operations, Administration, and Maintenance (OAM) facility. For procedures on using Outside View, see *Chapter 3, Using Outside View Terminal Emulation*.
- **Voice Record Utility** (VRU)—Used to record default operator greetings and greetings in an operator's voice. For procedures, see *Chapter 4, Using the Voice Record Utility*.
- **FreedomStation** application—Used to perform such tasks as verifying the accuracy of listings entered through Online Update and testing retrieval strategies. No switch connection is supported for the FreedomStation application running on an AWS platform, which means that no functionality requiring a switch connection is available. For information about using FreedomStation, see the *FreedomStation User's Guide*.

Note: VoltDelta recommends that you use the AWS PC to run only the utilities listed or other utilities as directed by VoltDelta.

AWS Directory and File Structure

The installation procedures for the utilities on the AWS allow you to accept the default directory or select a new directory to use as the destination for the files. However, in most installations, the default directories are used. The directory and file structure described in this section is based on a default installation. Your AWS might be different.

The AWS and VRU installation programs create the following directory structure within the Program Files folder:

```
VoltDelta
  AWS
    VRU
       SoundBlaster Driver
        VTAPCI
```

Table 1-1 describes the AWS folders. (For FreedomStation and OutsideView folders and files, refer to the product's documentation.)

Table 1-1. AWS Folders

Folder Name	Description
AWS	Contains the Message Maintenance application. Also used to store the Message of the Day (MSGOFDAY.TXT) and the Broadcast Message (BRDCST.TXT) text files.
VRU	Contains the Voice Record Utility application.
SoundBlaster Driver	Contains the device driver for the SoundBlaster card.
VTAPCI	Contains programs to test the VTA/SoundBlaster combination. Used only by VoltDelta Customer Support.

Chapter 2

Using Message Maintenance

Overview

This chapter provides procedures for using VoltDelta's Message Maintenance Utility on the Administrative Workstation (AWS).

For procedures for installing the Message Maintenance Utility, see *Chapter 5, Installing the AWS.*

This chapter contains the following sections:

Basic Concepts

You use the Message Maintenance Utility to create files for the Broadcast Message and the Message of the Day. The utility transfers the files to the Local Support Servers (LSSs) configured in the utility.

Immediately after an operator logs on, both the Message of the Day and the Broadcast Message appear on the screen.

Once an operator is logged on, the operator workstation periodically checks the LSS for a new Broadcast Message or a Message of the Day file. If the operator workstation finds a new message file, the operator workstation downloads the file. The corresponding icon, Broadcast Message or Message of the Day, on the directory assistance screen is enabled. After an operator reads the message, the icon appears dimmed until the operator workstation downloads a new message.

Using the Message Maintenance Interface

To start the Message Maintenance Utility and display the Message Maintenance window, double-click the Message Maintenance icon on your desktop. Alternatively, you can click the Windows Start menu and choose the following:

All Programs > AWS > Message Maintenance

The Message Maintenance window appears, as shown in Figure 2-1.

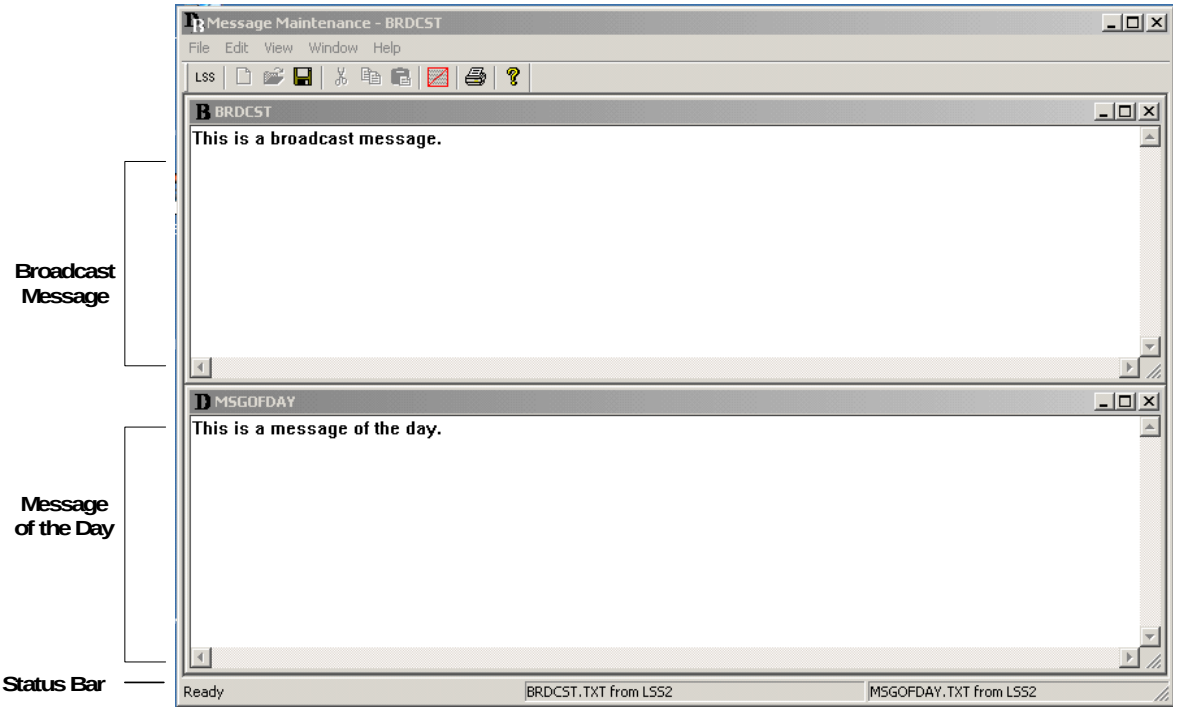

Figure 2-1. Message Maintenance Window

Each message file has a window. The window labeled BRDCST enables you to create or edit the Broadcast Message. The window labeled MSGOFDAY enables you to create or edit the Message of the Day. For each message file, you can open only one window at a time.

In the windows, the utility displays message files from the first configured LSS. If the utility cannot copy a message file from the first LSS, the utility tries to copy a message file from the next LSS. The process continues until the utility either finds message files or checks the last configured LSS. The status bar at the bottom displays the LSS number where the message originated.

The Message Maintenance window provides menu options, key combinations, and buttons. A menu option that you cannot use appears dimmed. The following tables describe the menu options, key combinations, and buttons.

Table 2-1. File Menu Options—Message Maintenance Utility

Option Name	Description	Keys/Button
Configure LSS	Displays the LSS Configuration window, in which you can assign an LSS for file download.	CTRL + L 
New Broadcast Message	Displays a new, blank window for you to enter the Broadcast Message.	CTRL + B 
New Message of the Day	Displays a new, blank window for you to enter the Message of the Day.	CTRL + D 
Open Broadcast Message	Displays the current Broadcast Message from the LSS.	CTRL + O 
Open Message of the Day	Displays the current Message of the Day from the LSS.	CTRL + M 
Close	Closes the message window currently in focus. This option does not save data or download data to the LSS. All entered, unsaved data is lost. No change is made to the message files on the LSS.	
Save	Saves the message currently in focus and copies it to all configured LSSs. If the window is blank when Save is selected, the file on the LSS is deleted.	CTRL + S 
Save All	Saves the messages in both the Broadcast Message and the Message of the Day windows to all configured LSSs. If a window is blank when Save All is selected, the files on the LSS are deleted.	
Print…	Prints the window currently in focus on the configured printer.	CTRL + P 
Print Setup	Displays the standard print setup window.	
Exit	Exits the Message Maintenance Utility.	

Table 2-2. Edit Menu Options—Message Maintenance Utility

Option Name	Description	Keys/Button
Clear	Clears the current contents of the message window.	CTRL + A 
Undo	Reverses the last action performed.	CTRL + Z
Cut	Moves the selected text to the Clipboard. The text is deleted from the current location.	CTRL + X 
Copy	Copies the selected text to the Clipboard.	CTRL + C 
Paste	Pastes the contents of the Clipboard into the window in focus at the current cursor position.	CTRL + V 

Table 2-3. View Menu Options—Message Maintenance Utility

Option Name	Description
Toolbar	When selected, displays the toolbar with the shortcut icons. When cleared, this option hides the toolbar.
Status Bar	When selected, displays the status bar with the LSS from which the message file was retrieved. When cleared, this option hides the status bar.

Table 2-4. Window Menu Options—Message Maintenance Utility

Option Name	Description
Cascade	Stacks the windows on top of one another.
Tile	Arranges the windows horizontally.
BRDCST	When cselected, places the focus on the Broadcast Message window. When cleared, this option removes the focus from the Broadcast Message window.
MSGOFDAY	When selected, places the focus on the Message of the Day window. When cleared, this option removes the focus from the Broadcast Message window.

Table 2-5. Help Menu Option—Message Maintenance Utility

Option Name	Description	Keys/Button
About	Displays the Message Maintenance software version.	

Creating a Message

The Message Maintenance menu provides several methods to create a Broadcast Message or Message of the Day. The following procedure describes one method you can use.

1. Start the Message Maintenance Utility. To do so, double-click the Message Maintenance icon on your desktop.

   The window labeled BRDCST enables you to create or edit the Broadcast Message. The window labeled MSGOFDAY enables you to create or edit the Message of the Day. The windows contain the current Broadcast Message and Massage of the Day, if any. By default, the top window is in focus.

   The window contains the current Broadcast Message and Message of the Day, if the messages exist at an LSS.

2. Bring into focus the window with the message you want to create. To do so, click in the window.

3. If the window is blank (no message appears), skip to step 4.

   If a message text appears, delete the text. Do one of the following

   – Press and hold DELETE.

   – Choose Edit > Clear.

   – Click  .

4. Enter the message text. You can use the editing functions described in Table 2-2, page 2-4.

   The operator workstation uses a variable-length font (also called proportional font) and can display up to 18 lines. To be sure that all of your message text appears, VoltDelta recommends the following limits on the amount of text you enter:

   – Broadcast Message—Up to 78 characters.

– Message of the Day—Up to 80 characters per line.

5. Save the message text. Do one of the following:

   – To save the message text in the current window, do one of the following:

     - Choose File > Save.
     - Press CTRL+S.
     - Click  .

   – To save both created messages, choose File > Save All.

   A confirmation window appears.

6. Check your entry. Do one of the following:

   – To make changes to your message, click No.
   – To cancel your message without saving, click Cancel.
   – To save the message, click Yes.

   If you click Yes, the utility saves and copies the new message file(s) to all configured LSSs.

   When the process is finished, a status window appears for each message you saved, as shown in Figure 2-2. The example window shows that the Message of the Day was saved and copied to the LSSs.

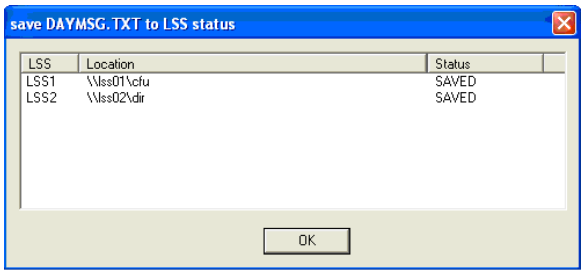

Figure 2-2. Save Status Window—Message Maintenance Utility

If the status is Failed, the message was not copied to the LSS. A Failed status indicates the LSS location is incorrect in the Message Maintenance utility, the connection to the LSS is down, or the LSS is down. Contact VoltDelta Customer Support for assistance.

Alternatively, to create a new message, you can close the message window and use menu options or keyboard shortcuts to open a new window, as follows:

1. Close the window. Do one of the following:

   – Choose File > Close.
   – Click the CLOSE button in the upper, right corner of the window.

2. Open a window for a new message.

   For a **Broadcast Message**, do one of the following:

   – Choose File > New Broadcast Message.
   – Press CTRL+B.

   For a **Message of the Day**, do one of the following

   – Choose File > New Message of the Day.
   – Press CTRL+D.

Use the methods described in the previous procedure to enter text and to save the messages.

Chapter 3

Using Outside View Terminal Emulation

Overview

This chapter provides procedures for using the Outside View terminal emulation program from the Administrative Workstation (AWS). You can use Outside View to access the Operations, Administration, and Maintenance (OAM) application on the Tandem Service Control Node (SCN). Using OAM, you can perform administrative tasks, such as requesting reports and maintaining operator accounts. With Outside View, you can open one or multiple SCN sessions.

This chapter contains the following sections:

Starting Outside View and Accessing the SCN

To start Outside View and open a session on the SCN, do the following:

1. On your desktop, double-click the Outside View icon. Typically, the icon is labeled TANDEM WORKSPACE.

   The Outside View Tandem Workspace window appears, as shown in Figure 3-1.

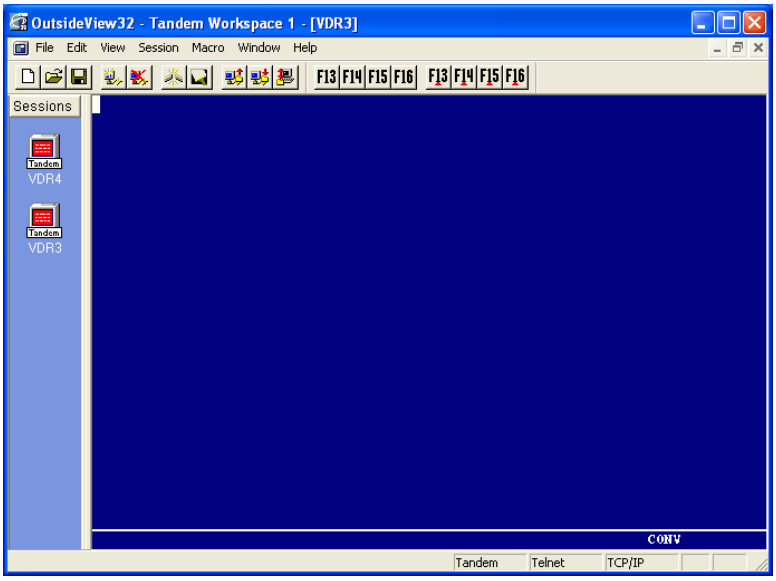

Figure 3-1. Outside View Tandem Workspace

2. Do one of the following to open a retained SCN session, a previously saved SCN session, or a new SCN session:

   – To open a **retained session**—Click the icon in the Sessions pane in the Tandem Workspace window. Then click the RECONNECT button or choose Sessions > Reconnect.

     The SCN logon window appears, as shown in Figure 3-2.

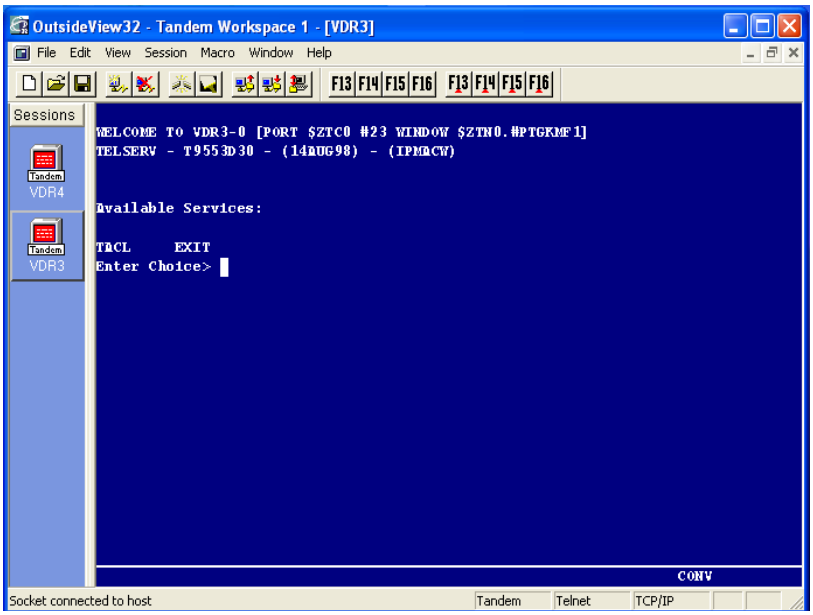

Figure 3-2. Outside View Tandem Workspace Window

(If you want to retain a session so the icon appears in the Sessions pane immediately when the Tandem Workspace window opens, choose Session > Retain Session during an SCN session.)

– To open a **saved session**—Choose File > Open Session.

The Open Session File window appears, as shown in Figure 3-3. The names of previously saved sessions are listed.

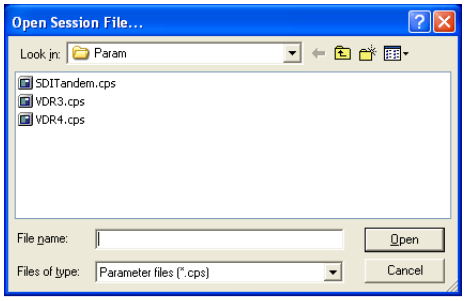

Figure 3-3. Outside View Open Session File

Do both of the following:

- Click to select a session name. Click OPEN.
- Click the RECONNECT button or choose Sessions > Reconnect.

The SCN logon window appears.

– To open a **new session**—Choose File > New Session.

The Session tab in the Session Settings window appears, as shown in Figure 3-4.

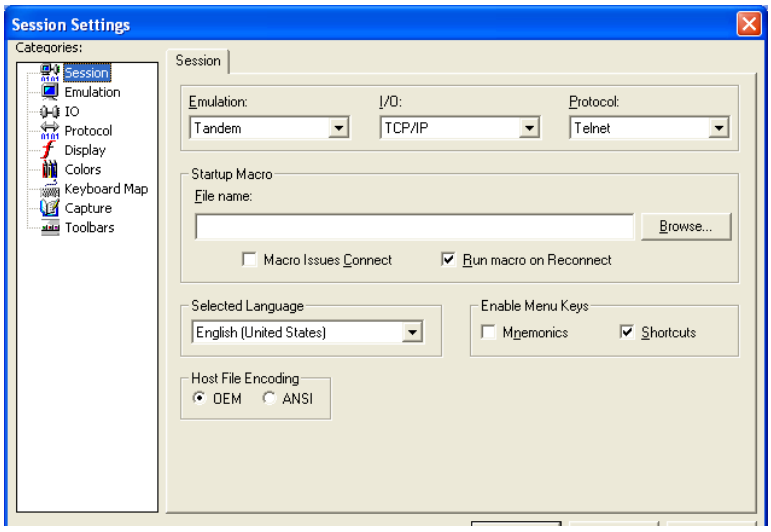

Figure 3-4. Outside View Session Settings—Session Tab

Ensure that the following fields contain the listed values and then click OK:

- Emulation field—Tandem
- I/O field—TCP/IP
- Protocol field—Telnet

The TCP/IP tab in the Session Settings window appears, as shown in Figure 3-5.

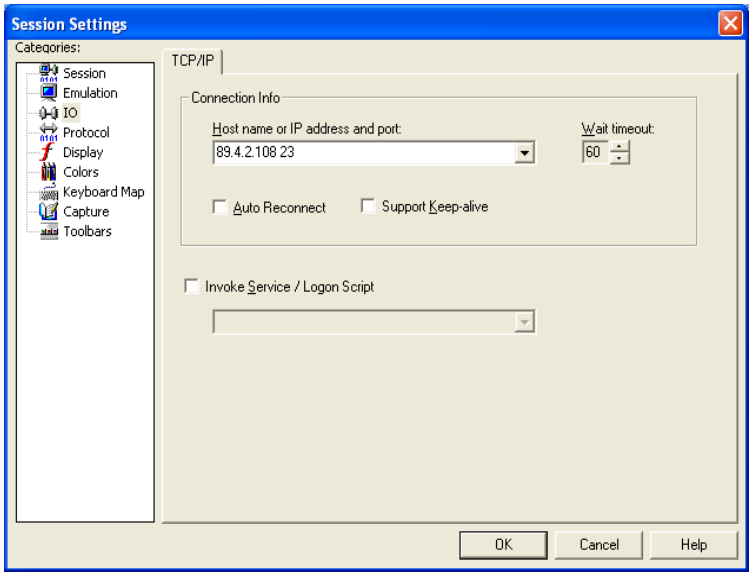

Figure 3-5. Outside View Session Settings—TCP/IP Tab

In the Host name or IP address and port field, enter the IP address and port number of the SCN. Click OK.

The SCN logon window appears, as shown in Figure 3-2, page 3-2.

Closing Outside View

After you have performed administrative tasks on the SCN, do the following to close your Outside View session:

1. Log off OAM and the SCN. Use procedures in the *Operations, Administration, and Maintenance Guide.*
2. In the Tandem Workspace window, choose File > Exit Outside View 32.

Transferring a File From the SCN

Outside View includes a communication protocol called Information Xchange Facility (IXF). The IXF protocol is designed especially for transferring files between a PC and the SCN. After a file is received at your PC, you can use a text editor, such as Notepad, to display, edit, and print the file.

To transfer a file from the SCN to the AWS, do the following:

1. Open Outside View and start an SCN session, as described in *Starting Outside View and Accessing the SCN*, page 3-1.
2. In the Tandem Workspace window, choose the following:

   Session > Receive File

   The IXF Receive dialog window appears, as shown in Figure 3-6.

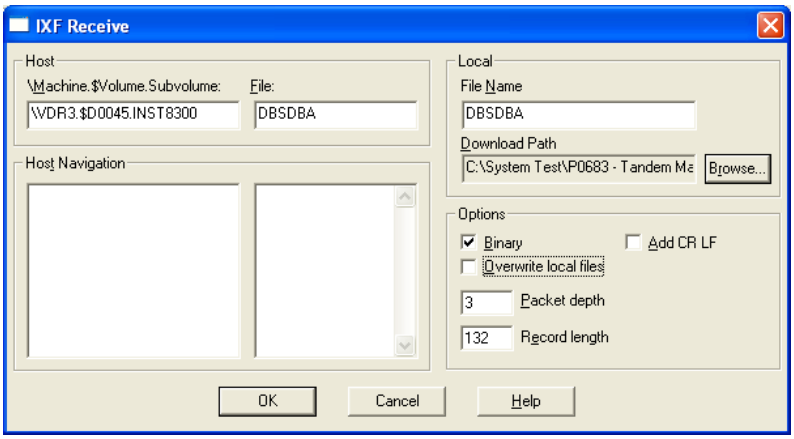

Figure 3-6. Outside View Receive File Window

3. In the IXF Receive window, enter the following options in the Host area and the Local area:
   - **Host area—**This area contains information about the SCN from which you are downloading the file. Fields are as follows:
     - **\Machine.$Volume.Subvolume**—The name of the SCN is included, along with the volume and subvolume location of the file. Verify or enter the correct information.
     - **File—**Enter the name of the file you want to receive from the SCN. You can use the asterisk (*) and question mark (?) wildcards to select a range of files.

       Optionally, you can specify the $volume.subvolume.file name in this field.

– **Local area—**This area contains information about the AWS to which you are downloading the file. Fields are as follows:

  - **File Name—**Enter the name you want the file to have at the AWS. If you do not specify a name, the file is downloaded with same name as on the SCN. Note that when you use a wildcard to enter the file name in the Host area, you must also enter a wildcard in this field.
  - **Download Path—**Choose the path and directory where you want the file to be stored on the AWS. The name of the current directory is always displayed. You can click the BROWSE button to select another path and directory.
  - **Options—**Generally, accept most of the default values for transferring files from the SCN. However, you can select the check box Overwrite existing files if you want to replace files on the AWS that have the same name as the files being received. If you do not check this option, files with the same name are not replaced. Also, you can select the Binary check box to receive files in binary format.

4. Click OK to initiate the IXF file transfer and begin receiving the file or range of files you specified.

   The IXF Receive status window displays the status of the file transfer, as shown in Figure 3-7. At the end of a successful file transfer, the Status field displays Transfer Complete.

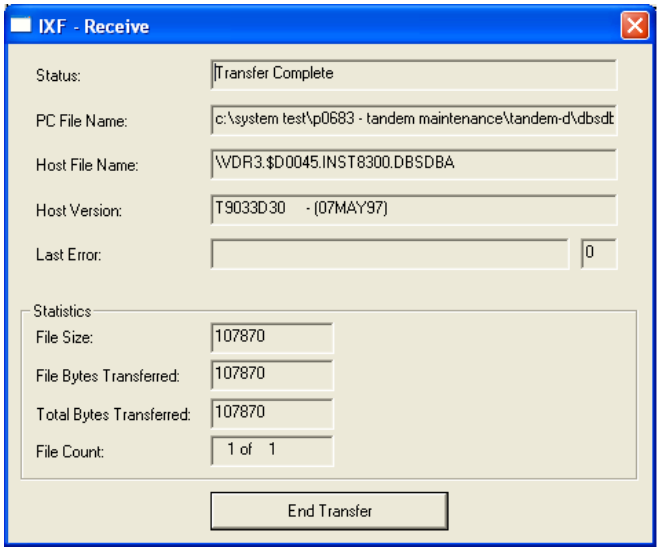

Figure 3-7. Outside View IXF Receive Status Window

5. Click END TRANSFER to close the IXF Receive status window and return to Outside View.

Capturing an SCN Session

Outside View enables you to capture an SCN session to a file on the AWS or to a printer.

Note: The number of printed pages in a captured session is difficult to estimate. VoltDelta recommends that you capture a session to a file rather than to a printer. After you view the file, you can decide whether to print the contents.

After you initiate the capture process, all subsequent commands and responses to and from the SCN are stored in an ASCII file on the AWS. The process stops when you turn off the capture process. When you are finished capturing a session, you can use a text editor, such as Notepad, to display, edit, and print the file.

To capture an SCN session, do the following:

1. Open Outside View and start an SCN session.
2. Choose the following:

   File > Log Incoming > To File

   The option displays a check mark to show that capture is turned on.

Note: If you select To Printer instead of To File, the session is directed to the printer configured for the AWS.

The Enter Log File Name window appears, as shown in Figure 3-8.

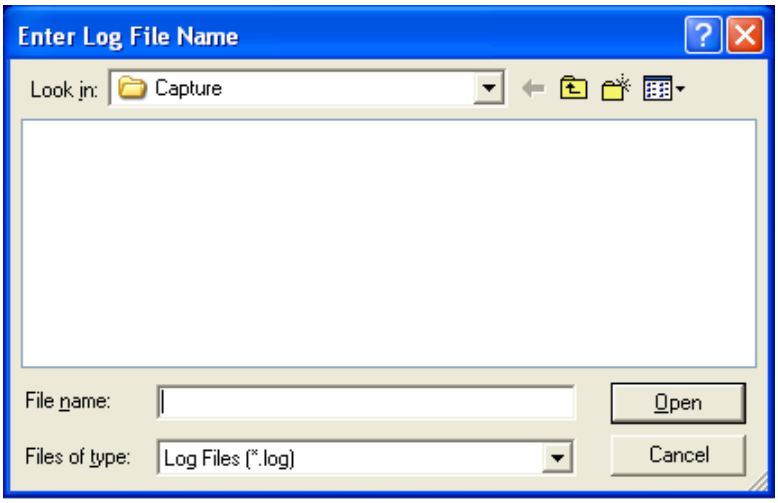

Figure 3-8. Outside View Enter Log File Name Window

3. In the Enter Log File Name window, enter the following options:
   - **Look in—**Choose the directory where the file is to be stored on the AWS. The Capture directory appears by default.
   - **File name—**Enter the name of the file to contain the data for the captured SCN session.
   - **Files of type—**Keep the default value *.log to create a log file.
4. To start capturing and saving the current SCN session, choose OPEN.
5. To stop capturing the SCN session, in the Tandem Workspace window, choose the following:

   File > Log Incoming >To File

   The previously displayed check mark is removed to show that capture is turned off.

Printing the Current SCN Window

Outside View enables you to print the contents of the currently displayed window from an SCN session on the printer configured for the AWS.

To print a window from an SCN session, do the following:

1. Open Outside View and start an SCN session.
2. Choose the following:

   File > Print Screen

   The current window prints on the configured printer.

Chapter 4

Using the Voice Record Utility

Overview

This chapter provides procedures for using VoltDelta's Voice Record Utility (VRU) on the Administrative Workstation (AWS). The VRU is used to record default male and female greetings, as well as personal greetings in an operator's voice.

For procedures for installing the VRU, see *Chapter 5, Installing the AWS*.

This chapter contains the following sections:

Basic Concepts

The VRU enables each operator to record a separate personal greeting for new, reconnected, and transferred calls. In addition, default greetings of the same types can be recorded in male and female voices.

The operator records each greeting and reviews the recording for quality. Then a manager reviews the recording. If the recording is acceptable, the file is saved.

The file name for each voice file is a combination of the following:

- VX for voice recording.
- Greeting type, as follows:
  - D—New directory assistance (DA) call.
  - R—Reconnect call.
  - T—Transfer call.
- Greeting language indicator—For example, English (00) or Spanish (01).

- Call type number—The Operator Greeting Index call treatment, a number between 00 and 99.
- Gender indicator—M (for male) or F (for female). The value is meaningful for default recordings only.

For example, for a default greeting for a new DA call (VXD), in English (00), for call type 01, in a female voice (F), the voice file number would be VXD0001F.

The personal or default greetings are identified by the logon name entered at the VRU. Before recording a personal greeting, an operator logs on to the VRU using the same logon name used to log on to the operator workstation. The default greetings are identified by the logon names GENERICM (for a male default greeting) and GENERICF (for a female default greeting).

For each logon name, including GENERICM and GENERICF, a directory of greeting files is created at the VRU and transferred to the Local Support Server (LSS). When an operator logs on to an operator workstation, the directory of VRU greeting files that matches the operator's logon name is transferred from the LSS to the operator workstation. The appropriate greetings play to callers automatically at the operator workstation. If a greeting in the operator's own voice is not available or not configured for a call, the default greeting plays.

The sections that follow contain procedures for operators and managers to use when recording and reviewing greetings.

Recording a Greeting

For an operator to record and review a greeting, do the following:

1. Put on the headset and plug the headset into the jack.
2. To start the VRU, double-click the Voice Record Utility icon on the desktop.

   Alternatively, you can click the Windows Start menu and choose the following:

   All Programs > AWS > Voice Record

   The initial Voice Record Utility window appears, as shown in Figure 4-1.

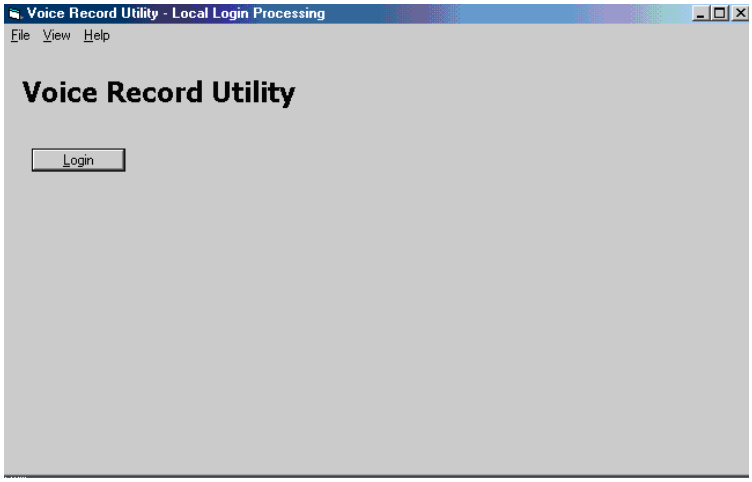

Figure 4-1. VRU Initial Window

3. Click LOGIN.

   The Local Login Processing window appears, as shown in Figure 4-2.

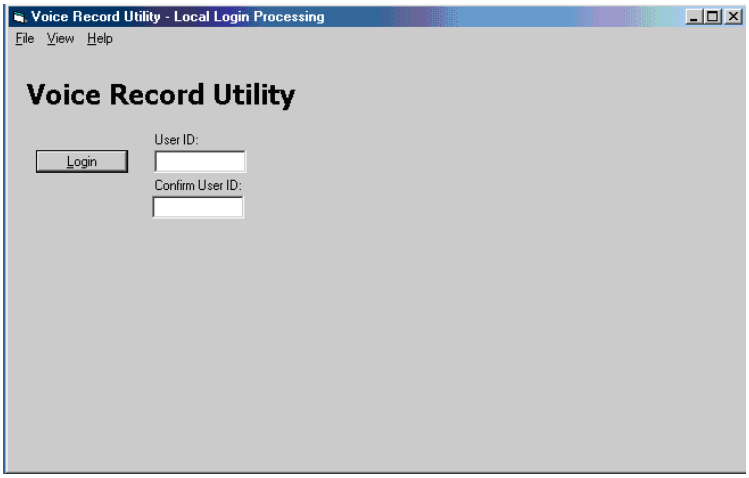

Figure 4-2. VRU Local Login Processing Window

4. In the User ID field, enter one of the following, for a personal greeting or for a default greeting:
   - For a **personal** greeting, enter the same user name that you use to log on to the operator workstation. Press TAB.
   - For a **default** male or female greeting, enter one of the following and then press TAB:
     - GENERICM—For a male default greeting.
     - GENERICF—For a female default greeting.

The cursor moves to the Confirm User ID field.

5. In the Confirm User ID field, enter the same logon name again that you entered in the User ID field. The entries in the two fields must be identical. Press ENTER.

   The Voice Record Utility main window appears, as shown in Figure 4-3. Table 4-1 describes the fields in the window.

Note: Entries in the RecordUtility.ini file establish the field values in the drop-down selection boxes. Refer to Figure 5-1, page 5-8 for information about RecordUtility.ini entries.

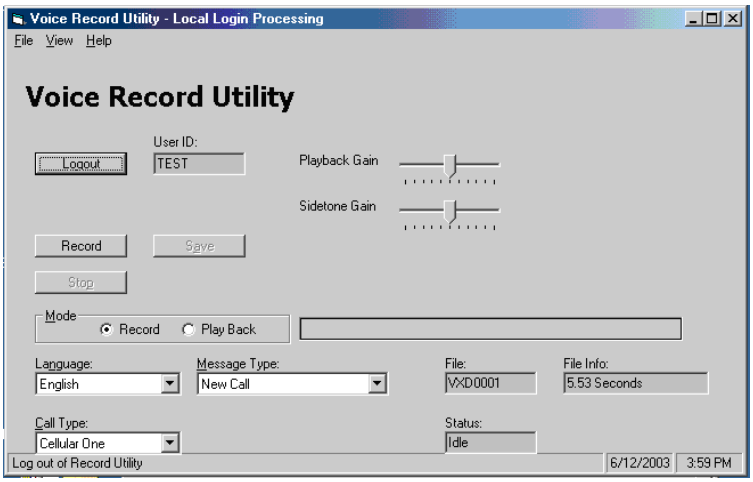

Figure 4-3. VRU Main Window

Table 4-1. Record Utility Fields

Field	Function
Mode	Do not change the default value, Record. The other Mode value, Play Back, is used by a manager to listen to a recording for approval.
Language	Click the drop-down list and select a language for the recording. The default value is English.
Message Type	Click the drop-down list and select the type of call for which the recording will play. Values are as follows: • New Call—default • Reconnect • Transfer

Table 4-1. Record Utility Fields (continued)

Field	Function
Call Type	Click the drop-down list and select the greeting in the voice file. The values in the drop-down list must correspond to the Operator Greeting Index call treatment values. With the Operator Greeting Index call treatment, different callers can hear different greeting messages. For example, mobile callers can hear a different greeting from other callers. If your site does not use the Operator Greeting Index call treatment, this field contains a single value that cannot be changed.
File (Display only)	Based on your previous selections, this field displays the file number for the current recording.
File Info (Display only)	This field displays the length of the recording, in hundredths of seconds.
Status (Display only)	This field displays the current status of the Voice Record Utility. Values are as follows: • Idle • Recording • Playing • Processing
Playback Gain slider	Move the slider to the right to increase the playback volume of the recording.
Sidetone Gain slider	Move the slider to the right to increase the volume of the sidetone. Sidetone is the volume level of the operator's own voice transmitted back to the headset.

6. To start the recording, click START.
7. Begin speaking when bars appear in the recording meter. (The recording meter is located next to the Mode area.)
8. To stop recording, click STOP. Alternatively, if you wait 15 seconds after you stop speaking, the recording stops automatically.

   The recording automatically plays back for operator verification. The recording is truncated to exclude silences before and after the greeting.

Reviewing and Saving a Greeting

After an operator finishes recording a greeting, the manager reviews the recording and saves the recording file for transfer to the LSS.

To review an operator's greeting, do the following:

1. Unplug the operator's headset, and plug in the manager's headset.
2. In the Mode area, select Play Back.
3. To listen to the operator's greeting, click START. Verify that the recording is clear and complete.

   If the recording is unacceptable, the operator can re-record the greeting.
4. If the recording is acceptable, click SAVE.

   The files are saved and transferred to the LSS and are available for download to the operator workstation at operator logon.

   After the recording is saved, the operator can record another greeting, such as a greeting for reconnect calls.
5. If the operator has recorded all required greetings, click LOGOUT to end the recording session for the current operator.

   The initial Voice Record Utility window appears, as shown in Figure 4-1, page 4-3. The utility is ready for the next operator to log on and record greetings.
6. If you are finished using the VRU for this session, click the X at the far right of the Title bar to exit the utility.

   The VRU closes, and the desktop appears.

Chapter 5
Installing the AWS

Overview

This chapter provides information for installing the Administrative Workstation (AWS) software and the Voice Record Utility (VRU) software on the AWS. The AWS software installs the Message Maintenance Utility.

Since the VRU can be installed on the same personal computer (PC) as the AWS, the requirements include hardware elements to support both applications. However, some sites install the VRU on a separate PC in a quieter location than the AWS. To accommodate a separate PC with the VRU, the installation procedure makes note of steps that apply only when VRU software is installed.

This chapter includes the following sections:

Step 1. Verify the Hardware and Software Requirements

Before you install application software, make sure the prerequisite hardware and software is in place.

Hardware Requirements

The minimum hardware requirements and recommendations for running the AWS on Windows XP Professional are as follows:

Note: The hardware elements must be on the Microsoft Hardware Compatibility List (HCL) for Windows XP Professional.

- Pentium III processor of 1 GHz or faster.
- 6-GB hard drive.
- 512 MB RAM.
- Floppy disk drive—Not required but recommended for support and administrative convenience. A floppy disk drive, if included, should be a 1.44 MB 3.5-inch drive.
- Network Interface card (NIC)—Ethernet 10 MBit/sec or greater.
- 4 Universal Serial Bus (USB) ports.
- CD-ROM drive.
- Mouse.
- VTA-PCI headset adapter card—Required for VRU. The card's serial interface cable connector **must** be plugged into COM1. The VRU software uses the COM1 port to detect the plugging and unplugging of the headset.
- Either of the following sound cards—Required for VRU.
  - SoundBlaster SB-16 sound card, model CT4750.
  - Hong Kong SoundBlaster Clone.

Note: Before you install the sound card, you must disable the embedded sound card on the AWS. For instructructions, refer to the following section, *Disable the Embedded Sound Card (VRU Only)*, page 5-3.

- PCI slots for the VTA-PCI card and SoundBlaster card—Required for VRU.
- COM1 port—Required for VRU.
- PS/2 port—Required for connection to a standard 101-keyboard.
- Standard 101-keyboard.

Software Requirements

The minimum software requirements and recommendations for running the AWS are as follows:

- Microsoft Windows XP Professional operating system, with Service Pack 2 or higher. The operating system is not supplied as an AWS software deliverable.
- Selected Windows XP security patches that VoltDelta has tested and verified.

  Following are the 11 required, approved security patches:

  – KB887742
  – KB885894
  – KB884020
  – KB888113
  – KB893086
  – KB893066
  – KB890923
  – KB890859
  – KB885835
  – KB885250
  – KB886185

Step 2. Disable the Embedded Sound Card (VRU Only)

Complete this step only if the VRU software will be installed on the PC.

The VTA-PCI headset adapter card requires either the SoundBlaster SB-16, Model CT4750 sound card or the Hong Kong SoundBlaster Clone sound card. Before you install the sound card, you must disable the embedded sound card on the AWS.

The procedure for disabling the embedded sound card varies according to the workstation manufacturer. Following is a n example procedure that disables the embedded sound card on an HP COMPAQ D530S; however, the procedure provided by your computer manufacturer might be different.

Example Procedure

1. Turn on the target workstation.

2. During the initial boot, press the appropriate keyboard key to access the BIOS. For example, on some systems you can access the BIOS by pressing F2.
3. Choose the following:

   Advanced > Device Options
4. Use the cursor to move down to the Audio section.
5. Right-click and select disable.
6. Accept the new setting.
7. Save your change and exit.

Follow the manufacturer's instructions to install both the SoundBlaster and VTA-PCI cards.

Step 3. Install the SoundBlaster Driver (VRU Only)

Complete this step only if the VRU software will be installed on the PC.

The installation procedure for the SoundBlaster driver differs depending upon whether you are performing a local or network installation of AWS.

Use one of the following procedures, depending upon the type of installation.

Local Installation

For a local installation, the executable you need to install the SoundBlaster driver is provided with the VRU software.

To install the driver on a target AWS, do the following:

1. Locate a copy of the following SoundBlaster executable:

   SBPCI_WebDrvsV5_12_01.exe.
2. Copy the executable to the target AWS.
3. Double-click the executable to invoke the SoundBlaster driver Installation Wizard:

   SBPCI_WebDrvsV5_12_01.exe

   The InstallShield Wizard starts.
4. Accept all default values in the InstallShield Wizard.
5. When prompted, restart the AWS.

The correct SoundBlaster driver is installed on the target AWS.

Network Installation

For a network installation, if LibertyStation or FreedomStation was installed on the Local Support Server (LSS), the executable you need to install the SoundBlaster driver is located on the LSS.

To access the LSS and install the driver on a target workstation, do the following:

1. From the target AWS, navigate to the following path on the LSS:

   \\LSSnn\Install\drivers\sb162

2. Double-click the following file to invoke the SoundBlaster driver Installation Wizard:

   SBPCI_WebDrvsV5_12_01.exe

3. Accept all default values in the InstallShield Wizard.
4. When prompted, restart the AWS.

   The correct SoundBlaster driver is installed on the target AWS.

Step 4. Disable the Spatial Setting (VRU Only)

Complete this step only if the VRU software will be installed on the PC.

The VTA-PCI headset adapter card requires that in Windows XP the Sound Card setting for Spatial be disabled. To disable the Spatial setting, do the following:

1. Navigate to the Spatial field, as follows:
   - Start > Control Panel > Sounds and Audio Devices.
   - On the Volume tab, click Advanced.
   - In the Playback section of the window, click Advanced.
2. In the Advanced Controls for Playback Control window, clear the Spatial check box.
3. Close the Advanced Controls for Playback Control window.

Step 5. Install FreedomStation (Optional), Disable Sound

Typically, the following software components reside on an AWS.

- FreedomStation
- VRU
- AWS Software—Message Maintenance
- Outside View

If you are installing a new AWS, install FreedomStation software first, before VRU or AWS. For instructions, refer to the F*reedomStation Installation and Administration Guide*.

After you install FreedomStation, disable the FreedomStation sound component. Do the following:

- Create an empty HAC.FIL file. The file size is zero.
- Place the empty HAC.FIL in the c:\ows_win\data directory.

Step 6. Install VRU

To install the VRU software on the AWS, do the following:

1. Insert the VRU CD-ROM into the CD-ROM drive on the AWS.
2. Navigate to the root directory and double-click setup.exe.

   The InstallShield Wizard starts. The InstallShield setup type is Typical. The setup type cannot be changed.

   The Welcome window appears.
3. Click NEXT.

   The Customer Information window appears.
4. Enter your User Name and Organization.
5. In the Install this application for area, in most cases, do not change the default selection: Anyone who uses this computer (all users).

   Since VoltDelta recommends that you do not use the AWS PC other than for OSC management by means of the utilities described in this guide, the AWS can remain available to any user with a Windows logon. However, if the AWS PC is used for other purposes, you might want to limit AWS access for security reasons to the user whose logon is used to install the software. In this case, select Only for me (*Customer Name*).
6. Click NEXT.

The Destination Folder window appears.

7. Click NEXT to accept the following default destination folder:

   C:\Program Files\AWS\VRU\

   The Ready to Install the Program window appears.

8. Review the values for the installation. Do one of the following:
   - If you need to make changes, click BACK.
   - Click INSTALL to accept the values and begin installation of the program files.

     The Installing Default window appears. The window displays a status bar to show the status of the installation. To stop the installation, click CANCEL.

     The InstallShield Wizard Completed window appears.

9. Click FINISH to exit.

   The installation automatically creates entries in the Start Menu and on the Windows desktop.

   On the Start Menu, the menu selection is as follows:

   All Programs > AWS > Voice Record Utility

   On the Windows desktop, an icon labeled Voice Record Utility appears.

Step 7. Edit the RecordUtility.ini File (VRU Only)

After installation, edit the RecordUtility.ini file to contain site-specific values. Before you start to edit, gather the following information:

- Path to LSS.
- Languages, if the Language call treatment is used.
- Operator Greeting Index numbers, if the Operator Greeting Index call treatment is used.

To edit the file, do the following:

1. Remove the Read-only Attribute on the RecordUility.ini file. Do the following:
   - Start Windows Explorer.
   - Right-click the following file:

     C:\Program Files\VoltDelta\AWS\VRU\RecordUtility.ini
   - Select Properties from the drop-down list.

- Clear the Read-only check box.
- Click OK.

2. Open the RecordUtility.ini file. To do so, double-click the file.
3. Review the entries in each section. Make site-specific changes. Refer to Table 5-1 for a description of file entries.

Table 5-1. RecordUtility.ini File

Section Default Values	Section Description
[MODE] ; 0=WSCP Login Req'd...1=local login, ie ID=PW StandAlone=1	Reserved for future use. Do not remove or change the default values.
[INSTALLATION] Site=Record Utility Development @ Orange	Identifies location where VRU is installed. For reference purposes only.
[LSS] MaxLSS=2 LSS1=\\lss1 LSS2=\\lss2	Identifies the number of and path to LSSs to which the VRU sends the voice files. Enter site-specific values. The MaxLSS value must be equal to the number of LSS*n* entries.
[MESSAGE TYPE] MaxMessage=3 TYPE0=New Call TYPE1=Reconnect TYPE2=Transfer TYPE3=Phrase	Identifies the type of call for which the voice file plays. Do not remove or change the default values. Values appear in a drop-down menu in the Message Type field. The VRU uses the selected value when creating a file name for a greeting.
[LANGUAGE] MaxLanguage=2 LANG0=English LANG1=Spanish	Identifies the language in which a greeting is recorded. Values appear in a drop-down menu in the Language field. The VRU uses the selected value when creating a file name for a voice file. The values in this section correspond to values for the Language call treatment. Enter site-specific values. If the site does not use the Language call treatment, set MaxLanguage=1 and LANG0=*Language Used*, such as English. The MaxLanguage value must be equal to the number of LANG*n* entries.

Table 5-1. RecordUtility.ini File

Section Default Values	Section Description
[GREETING TYPE] MaxGreet=2 GREET0=CustomerOne GREET1=CustomerTwo	Identifies the greeting in a voice file. Values appear in a drop-down menu in the Call Type field. The VRU uses the selected value when creating a file name for a voice file. The values in this section correspond to values for the Operator Greeting Index call treatment. Based on call treatment values, the system selects the operator greeting voice file to play. Different callers can hear different greeting messages. For example, mobile callers can hear a different greeting from other callers. Enter site-specific values. If the site does not use the Operator Greeting Index call treatment, set MaxGreet=1 and GREET0=*Customer Name.* The MaxGreet value must be equal to the number of GREET*n* entries.
[PHRASES] MaxPhrase=5 PHRASE0=Speak Louder “Please repeat that a little louder PHRASE1=Speak Slower”Please repeat that a little slower PHRASE2=Please Spell That”Could you please spell that? PHRASE3=Call Back Later”Please call back later PHRASE4=Don’t Call Back”Please don’t call again	Reserved for future use. Do not remove or change the default values.
[WSCP] ;there should be 2, so if you only have 1, duplicate it! HostName1=89.4.x.xx HostPort1=20000 HostName2=89.4.xx HostPort2=20000	Reserved for future use. Do not remove or change the default values.
[Sound] Soundtype=HKSoundBlasterClonePCI DirectXBuffersize=40	Identifies the sound card installed in the workstation. Enter site-specific values.

Step 8. Install AWS Software

To install this AWS software providing the Message Maintenance Utility, do the following:

1. Insert the ADMINWORKSTN CD-ROM into the CD-ROM drive on the AWS.
2. Navigate to the root directory and double-click setup.exe.

   The InstallShield Wizard starts. The InstallShield setup type is Typical. The setup type cannot be changed.

   The Welcome window appears.
3. Click NEXT.

   The Customer Information window appears, as shown in Figure 5-1.

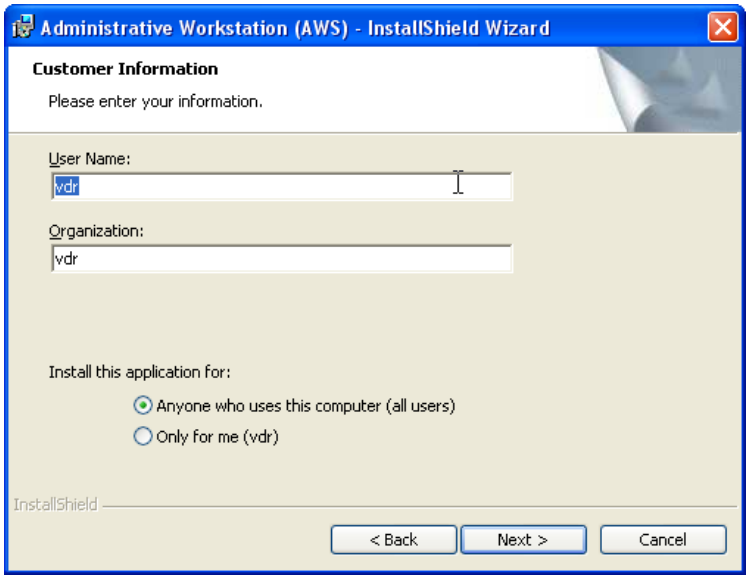

Figure 5-1. AWS Installation—Customer Information Window

4. Enter your User Name and Organization.
5. In the Install this application for area, in most cases, do not change the default selection: Anyone who uses this computer (all users).

   Since VoltDelta recommends that you do not use the AWS PC other than for OSC management by means of the utilities described in this guide, the AWS can remain available to any user with a Windows logon. However, if the AWS PC is used for other purposes, you might want to limit AWS access for security reasons to the user whose logon is used to install the software. In this case, select Only for me (*Customer Name*).

6. Click NEXT.

   The Destination Folder window appears.

7. Click NEXT to accept the following default destination folder:

   C:\Program Files\VoltDelta\AWS\

   The Ready to Install the Program window appears.

8. Review the values for the installation. Do one of the following:
   - If you need to make changes, click BACK.
   - To accept the values and begin installation of the program files, click INSTALL.

     The Installing Administrative Workstation (AWS) window appears. The window displays a status bar to show the status of the installation. To stop the installation, click CANCEL.

     The InstallShield Wizard Completed window appears.

9. Click FINISH to exit.

   The installation automatically creates entries in the Windows Start Menu and on the Windows desktop.

   On the Start menu, the menu selection is as follows:

   All Programs > AWS > Message Maintenance

   On the Windows desktop, an icon labeled Message Maintenance appears.

Step 9. Configure LSSs for Message Maintenance

The Message Maintenance Utility sends message files to and copies message files from the LSSs. In the Message Maintenance Utility, you must configure the number and the location of the LSSs.

Adding an LSS

To add an LSS to the configuration, do the following:

1. At startup, if the Message Maintenance Utility does not find an LSS, the LSS configuration window appears automatically.

   To display the LSS Configuration window, do one of the following within the Message Maintenance window:
   - Choose File > Configure LSS.
   - Press CTRL+L.
   - Click LSS.

   The LSS Configuration window appears, as shown in Figure 5-2.

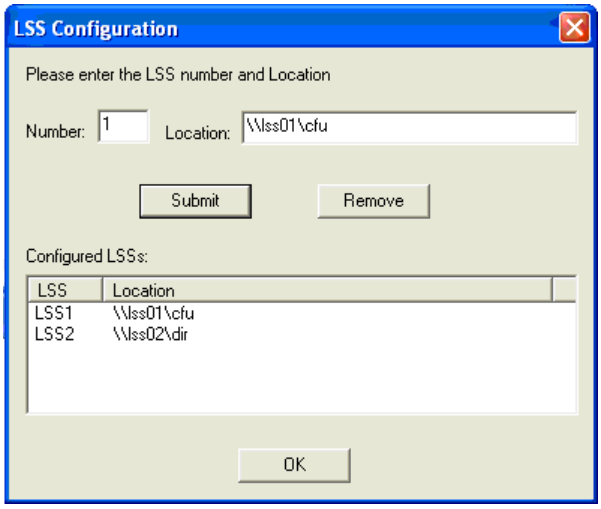

Figure 5-2. LSS Configuration Window—Message Maintenance Utility

In Figure 5-2, the Configured LSSs area displays the names and locations of the configured LSSs. The text is display only.

2. Enter data into the fields as follows:
   - **Number—**Enter the consecutive number of this LSS, such as 1.
   - **Location—**Enter the machine name of the LSS and the path on the LSS of the location where the files are to be transferred.
3. Click SUBMIT to save your changes.

Note: If you entered a Number but did not enter a Location, the utility asks if you want to delete the entered LSS. Click Cancel to return to the Location field and enter a value.

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4. Click OK to close the LSS Configuration window.

Deleting an LSS

To delete an LSS from the configuration, do the following:

1. To display the LSS Configuration window, do one of the following within the Message Maintenance window:
   - Choose File > Configure LSS.
   - Press CTRL+L.
   - Click LSS.

   The LSS Configuration window appears, as shown in Figure 5-2.
2. Do one of the following:
   - In the Configured LSSs window, click to select the line containing the LSS to delete.

- In the Number field, enter the number of the LSS to delete.

3. Click REMOVE.
4. To close the LSS Configuration window, click OK.

Glossary

AWS	Administrative Workstation PC that provides access to the Operations, Administration, and Maintenance (OAM) subsystem on the Service Control Node (SCN). OAM provides administrative functions to supervisors and administrators at the Operator Service Center (OSC), database and system administration personnel, computer operators, and database edit personnel. AWS software installs the Message Maintenance Utility.
application	Generally, software that performs a specific set of functions. Specifically, software that provides DOSS functionality.
ASCII	American Standard Code for Information Interchange Encoding method used to convert letters, numbers, punctuation, and control codes into digital form.
BLOCK	Message in the lower-right corner of the screen on block-mode terminals (or PC using a terminal emulator to function as a block-mode terminal) meaning that the terminal is ready to accept input. See also *CONV.*
Broadcast Message	Text file created by an Operator Services Center (OSC) manager for distribution to operator workstations. The message appears at logon but can also be displayed during a logon session, at the operator's convenience.
call completion	(CC) DOSS service that enables both directory assistance (DA) and intercepted callers to be connected to the requested number without hanging up and re-dialing.
call determinant	Attribute of a directory assistance (DA) call, such as the trunk group or switch ID, used to categorize the call and determine the treatment it receives.
call processing	DOSS operations required to receive a call from the switch, select a workstation, open voice and data links to the operator workstation, direct the call to a workstation, and request voice services from the Voice Feature Node (VFN).
call treatment	Defines call-handling features, grouping, or parameters that are assigned to an incoming call and determines applicable, specific announcement the caller is to hear, including a recorded announcement to play from the Voice Feature Node (VFN) or operator-read text.
CONV	Message in the lower-right corner of the screen on block-mode terminals (or PC using a terminal emulator to function as a block-mode terminal) meaning that the terminal is ready to accept input. See also *BLOCK*.

Customer Name and Address	(CNA) Database search in which the search key is a telephone number, and the yield of the search is the customer name and address associated with that number.
DA	directory assistance InfoExpress product in which the caller dials a service code (for example, 411) and receives a telephone number or other information verbally from an operator or by an automated announcement.
default	Value supplied by the system when a user does not specify a required value.
device profile	Network address, installation information, and maintenance history for DOSS hardware devices, such as operator workstations, printers, and Voice Feature Nodes (VFNs). Listed in the Device Profile table.
DOC	Data Operations Center Location where the Service Control Node (SCN) resides.
DOSS	Delta Operator Services System Integrated information retrieval system that provides directory assistance, Intercept, Toll and Assist, and call completion services.
echo	Sound of the operator's own voice amplified back through the headset. Controlled through settings in the operator profile.
field	Designated space on a screen that is intended for specific data entry.
FreedomStation	PC used as a multipurpose workstation for performing all directory assistance (DA) and call completion functions, and for interacting with the Intercept and Toll and Assist functions whenever necessary.
gain	Increase in signaling power that can produce loud or annoying sounds through the operator's headset. Controlled through settings in the operator profile.
information provider	Business or person who supplies information to the public for money. For example, the subscriber to a 900 telephone number who provides weather information to callers for a fee above the cost of the telephone call.
IP address	Internet Protocol address Unique network address consisting of four parts in the format *n.n.n.n*, where *n* is a number between 0 and 255 with no leading 0.
LibertyStation	PC used as a multipurpose workstation for performing all directory assistance (DA) and call completion functions, and for interacting with the Intercept and Toll and Assist functions whenever necessary.
logon account	Combination of a name and password that enable a user to access specified portions of the Service Control Node (SCN) operating system and/or the DOSS application. The name, password, and access privileges are listed in the *user profile*.

LSDB	Listing Services Database Relational database containing telephone listings and other listing information.
LSS	Local Support Server PC that provides file transfer and print services between the Service Control Node (SCN) and the LibertyStation or FreedomStation.
Message Maintenance Utility	Utility installed on the AWS, used to create and upload to the Local Support Server (LSS) the Broadcast Message and the Message of the Day.
Message of the Day	Text file created by an Operator Services Center (OSC) manager for distribution to operator workstations. The message appears at logon but can also be displayed at the operator's convenience. The message can include up to 17 lines of text.
OAM	Operations, Administration, and Maintenance Subsystem Application subsystem that serves as the central point of connection for all DOSS subsystems. OAM functions encompass operator services management, database administration, and computer system operation and management. The OAM interface provides access to the Service Control Node (SCN) and applications needed to run DOSS.
Online Update	Collection of facilities used to add, delete, or change data manually in the database. Facilities include emergency (immediate), non-emergency (scheduled batch), and special (dead listing retrieval). Also, the facility that accepts and processes manual data entries for insertion into or deletion from the database through batch processing.
operator	Person who supplies information to callers. Also called *agent*.
operator workstation	LibertyStation and FreedomStation.
OSC	Operator Services Center Location in which operators and Service Assistants work.
Outside View	Windows application that provides terminal emulation for Tandem, UNIX, and other terminal interfaces.
program	Set of high-level computer instructions that accomplish a defined task. Often used interchangeably with *process*.
prompt	Query that requires a response. For example, a screen message asking the user to make a choice, or an audio announcement asking the caller to make a choice.
SCN	Service Control Node Tandem computer that houses the Annoucement Control Process (ACP). The SCN provides various DA services in a Delta Operator Services System (DOSS) environment.

server	For PCs, a computer or device on a network that manages network resources. For example, a file server stores files, a print server manages one or more printers, a network server manages network traffic, and a database server processes database queries. On the Service Control Node (SCN), a process provides database and computing services.
sidetone	Sound of the operator's own voice through the headset. Sidetone is controlled through settings in the operator profile.
TCP/IP	Transmission Control Protocol/Internet Protocol Entire suite of protocols based on the Internet Protocol (IP) datagram protocol. This includes TCP for connection-oriented service, UDP for connectionless service, FTP for file transfer, and TELNET for remote terminal-type communications. TCP/IP is the primary communication service used in DOSS, connecting virtually every hardware component of the network, including LibertyStations, Workstation Switch Interfaces (WSIs), Voice Feature Nodes (VFNs), Service Control Nodes (SCNs), and Administrative Workstations (AWSs).
Telnet	Transmission Control Protocol/Internet Protocol (TCP/IP) utility that enables a user on one computer to remotely use another computer via terminal emulation.
terminal emulator	Software that enables a PC to access a multiple-processor computer as a terminal user. In DOSS, the software that enables the Administrative Workstation (AWS) to connect to the Service Control Node (SCN). See also *Outside View.*
third-party	Company other than Volt Delta or the customer that supplies a part of the DOSS system (either hardware or software).
trace	Utility that writes program or channel messages to a screen or log file for problem analysis.
user profile	SQL tables maintained through the Operations, Administration, and Maintenance (OAM) menu facility that are used to ensure system security and establish operator workstation screen format, control system access, and route communications.
Viewpoint	Service Control Node (SCN) console application that makes available the event log file for application alarms and informational messages created by the Event Message System (EMS).
Viewsys	Software application that provides authorized system users the ability to view Service Control Node (SCN) system resource use.
VRU	Voice Record Utility Utility installed on the AWS, used to record default operator greetings and greetings in an operator's voice.

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