

# CallAid

## User's guide



## Operator Console for 'AASTRA OIP TAPI'



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Rel. 1.5

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## Product Description

CallAid is a telephone console for PC developed for visually handicapped or partially sighted telephone operators working on AASTRA OIP Systems (Open Interfaces Platform).

Console information representation (i.e. call state, numbers, names, time,...) is made by Braille Terminal, Zoom and Speech Synthesis.

CallAid allows to manage calls with the same scheme of Office 1560, where there are lists of internal and external calls queue and the list of current call.

A convenient list of the last dialled numbers is available, as well as list of the not answered calls, from which it's possible to dial the numbers automatically.

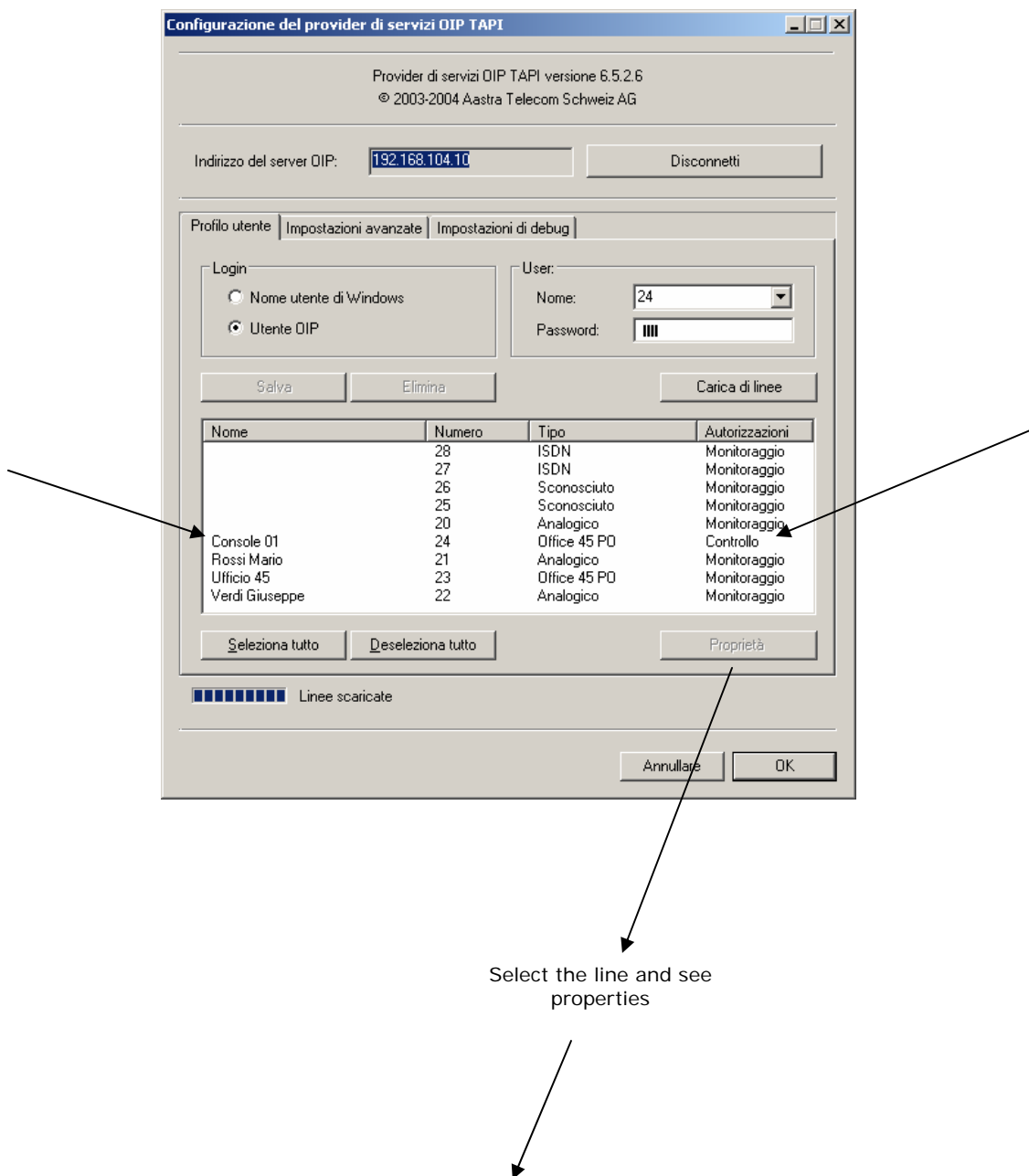
Many function keys on PC keyboard and Braille Terminal have been created and are configurable to manage calls and move through lists.

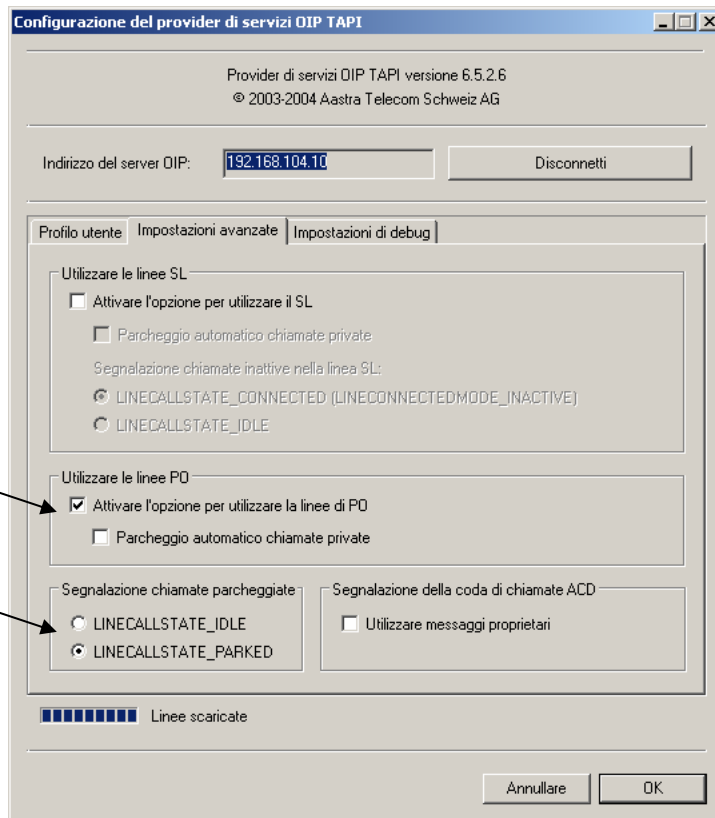
## Requirements

AASTRA OIP TAPI driver must be installed and configured for the console number.

You must assign a name to the console number (i.e. "Console 01").

The name/number must appear with "Control" authorization in the list of driver OIP TAPI lines.





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## Installation

### **WARNING!**

**The user installing and activating must own administrative privileges.**

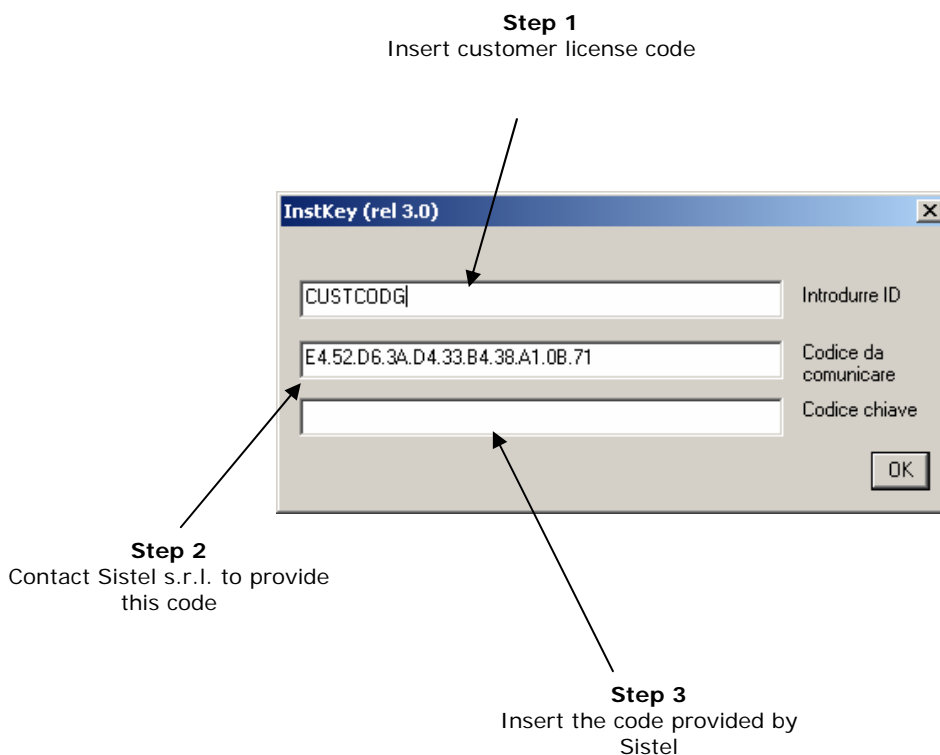
Proceed as follows:

- Run CallAid\_setup.exe and confirm requests.
- Confirm PC restart.

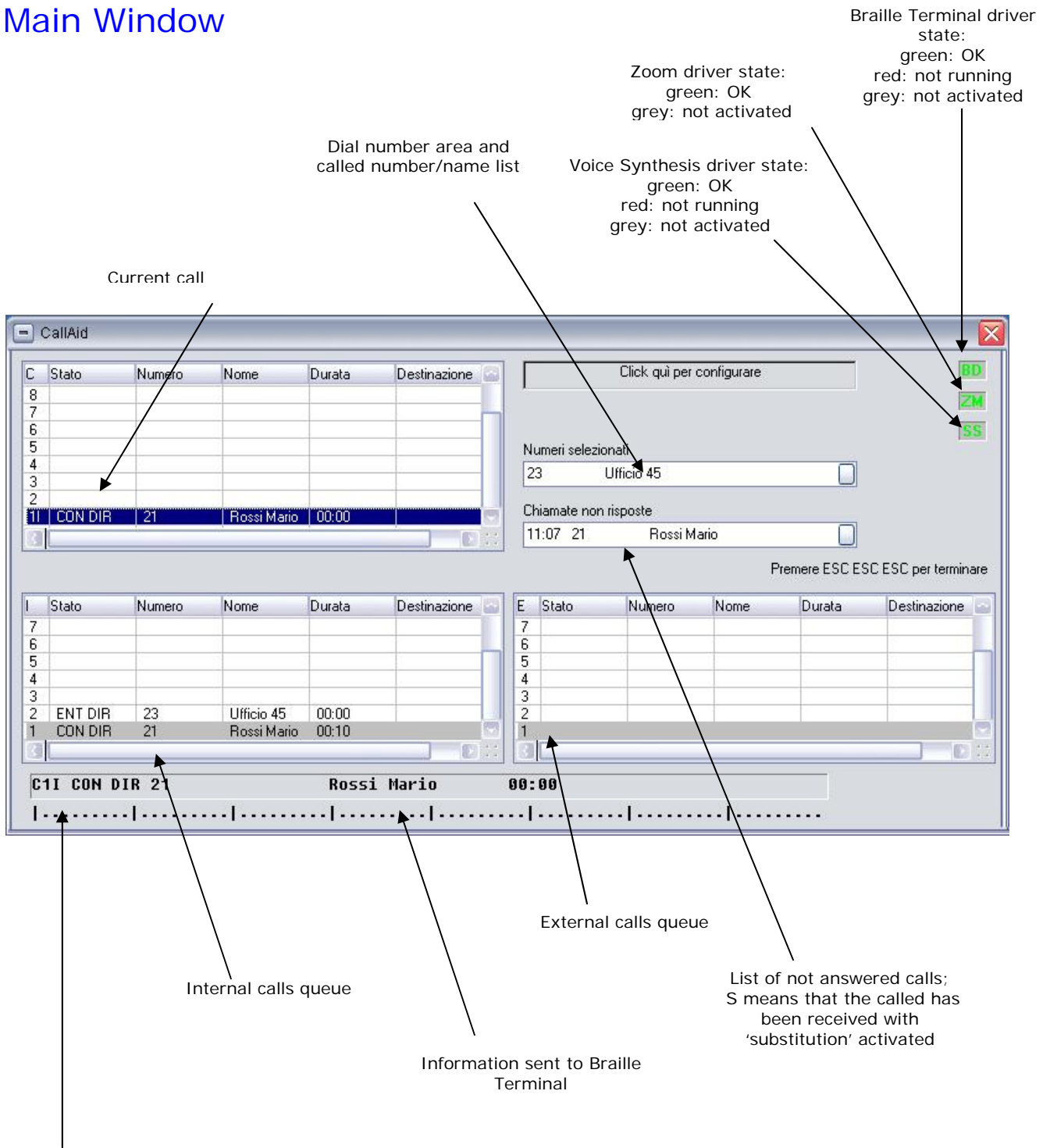
Braille Terminal software installation begins automatically.

## Console activation

CallAid can run only if activated through SW or HW key (see 'USB key install.pdf').  
Run InstKey.exe provided in the installation CD and follows the next steps.



# Main Window

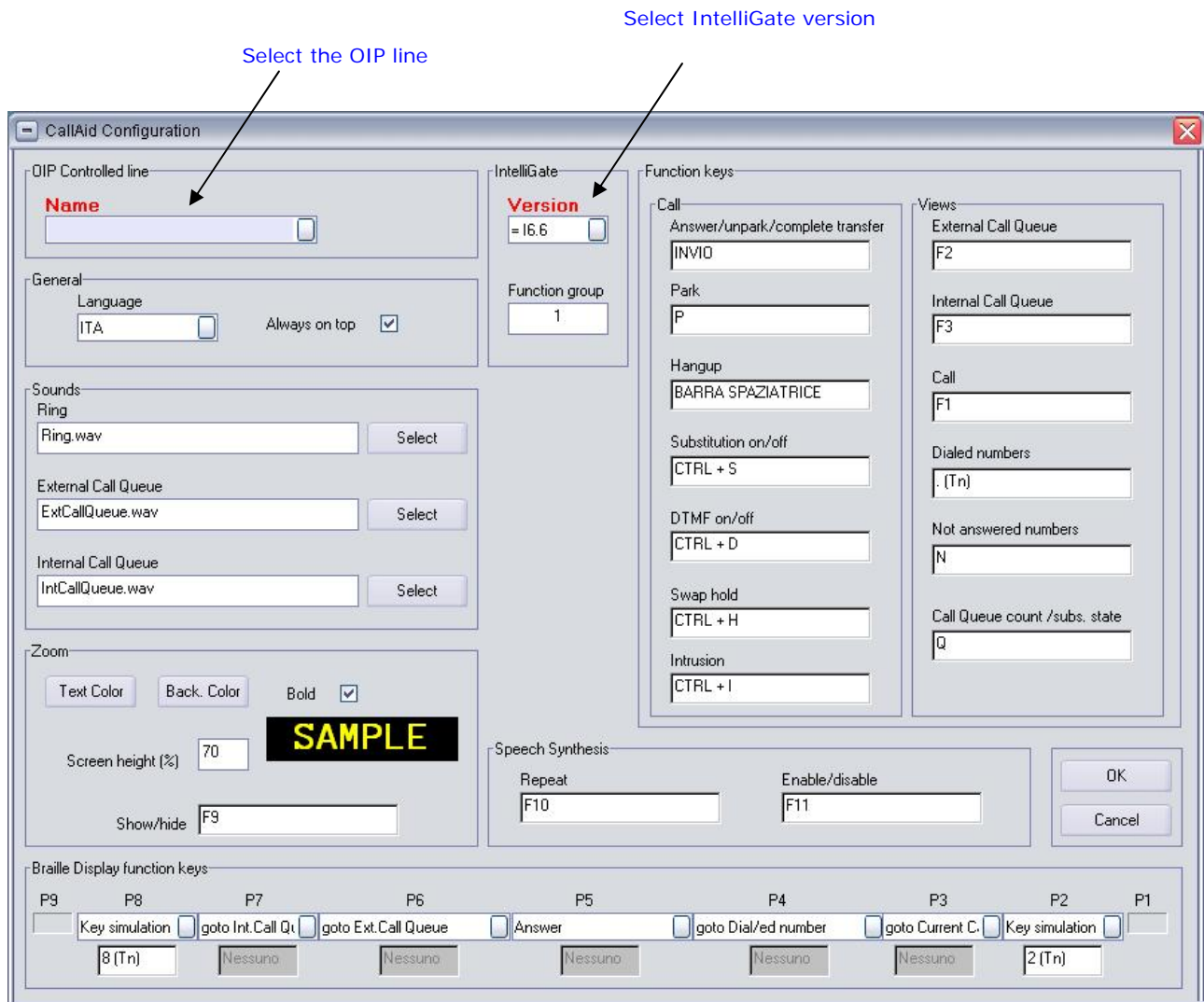


**C11** = Current internal call n° 1  
 es.  
**I3** = 3rd call from internal queue  
 es.  
**E2** = 2nd call from external queue

## Configuration

When the console is activated, You will be asked, through configuration mask, to select the OIP line (the label "name" is red and flashing) and IntelliGate parameters (version and console line group; used to activate day/night/weekend services).

In the same mask it's possible to modify the sounds used for ringers, function keys to manage calls and those for calls display (current, internal queue and external queue).



## Sounds

CallAid lets visually handicapped operator knows if there are calls in the internal/external queue.

These sounds are reproduced immediately after the "ring" sound; every sound is configurable from the configuration mask specifying the name of a file.wav reproducible by PC.

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## Commands

Main commands are configurable through configuration mask visible by clicking on "Click here to configure" on main mask.

Hereafter there is a list of preimposed values.

### Answer/Unpark/Complete transfer

PC keyboard	<b>ENTER</b>
Braille Terminal	<b>P5</b>

### Release

PC keyboard	<b>SPACE BAR</b>
Braille Terminal	<i>Not Assigned</i>

### Parking

PC keyboard	<b>P</b>
Braille Terminal	<i>Not Assigned</i>

### Substitution (activate/deactivate)

PC keyboard	<b>CTRL+S</b>
Braille Terminal	<i>Not Assigned</i>

### Intrusion

PC keyboard	<b>CTRL+I</b>
Braille Terminal	<i>Not Assigned</i>

### DTFM/ Post Selection (activate/deactivate)

PC keyboard	<b>CTRL + D</b>
Braille Terminal	<i>Not Assigned</i>

### Unpark in transferring

PC keyboard	<b>CTRL + H</b>
Braille Terminal	<i>Not Assigned</i>

### Place on the list of current call

PC keyboard	<b>F1</b>
Braille Terminal	<b>P3</b>

---

### Place on the list of external calls queue

PC keyboard	<b>F2</b>
Braille Terminal	<b>P6</b>

### Place on the list of internal calls queue

PC keyboard	<b>F3</b>
Braille Terminal	<b>P7</b>

### Place on composition field/ Place on the list of dialled numbers

PC keyboard	<b>. (number keyboard)</b>
Braille Terminal	<b>P4</b>

### Place on the list of not answered calls

PC keyboard	<b>N</b>
Braille Terminal	<i>Not Assigned</i>

### Display number of waiting calls and state of Substitution

PC keyboard	<b>Q</b>
Braille Terminal	<i>Not Assigned</i>

### Day service

PC keyboard	<b>CTRL+SHIFT+F1</b>
Braille Terminal	<i>Not Assigned</i>

### Night service

PC keyboard	<b>CTRL+SHIFT+F2</b>
Braille Terminal	<i>Not Assigned</i>

### Weekend service

PC keyboard	<b>CTRL+SHIFT+F3</b>
Braille Terminal	<i>Not Assigned</i>

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**End of program**

PC software	<b>ESC ESC ESC (consecut.)</b>
Braille Terminal	<i>Not Assigned</i>

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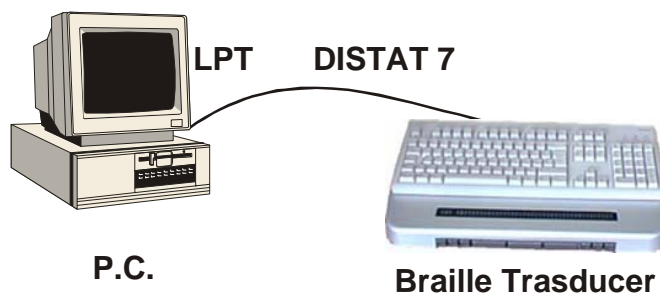
## Braille Terminal

CallAid can be used by visually handicapped operators through Sistel's Braille Terminal.

### Hardware installation

Proceed as follows:

- Check the presence of a free parallel port on PC (LPT1 o LPT2);
- Connect DISTAT 7 cable between DB25F connector of PC parrallel port (LPT1 or LPT2) and DB9M connector od Braille Trasducer;
- Place Braille Terminal under PC keyboard to have the line of readable characters under keyboard space bar;
- Connect 230 Vac supply cable to the plug on the back of Braille Terminal, use the nearby switch to turn it on.



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## Software Installation

### **WARNING !**

**The user installing and activating must own administrative privileges.**

This software installation runs automatically after CallAid installation.

1. Installation software will run showing welcoming window (fig.1).



fig. 1

2. At the following window press "Install" to continue installation (fig. 2)

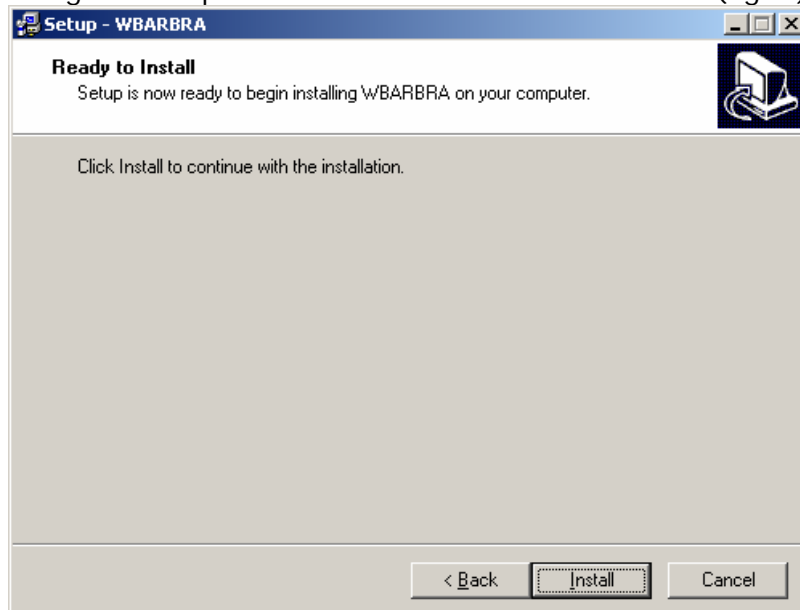


fig. 2

- 
3. Software installation is over, press "Finish" to run WBARBRA software (fig.3)



fig. 3

4. If You have a Windows 98 operative system, at the end of installation restart PC to end installation procedure. If You are using Windows NT/2000/XP, go to point 5.

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## PC Configuration

If You are using Windows NT/2000/XP, go to system properties and select “Hardware”, the window underneath will appear; press “Peripherals Management” (fig. 4).

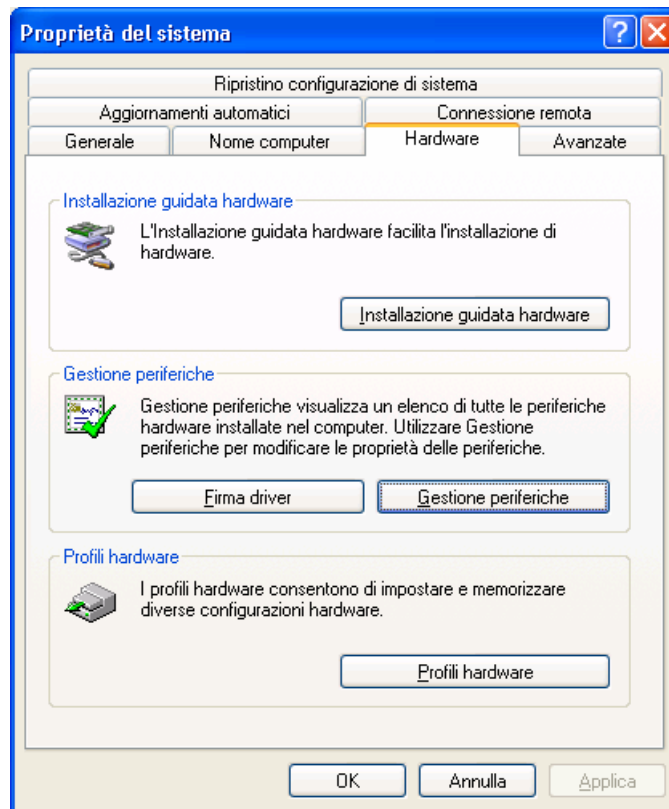


fig. 4

5. With “Peripherals Management” activated select “Ports (COM and LPT)” and double click on “Printer Port (LPT1)” as in figure 5.

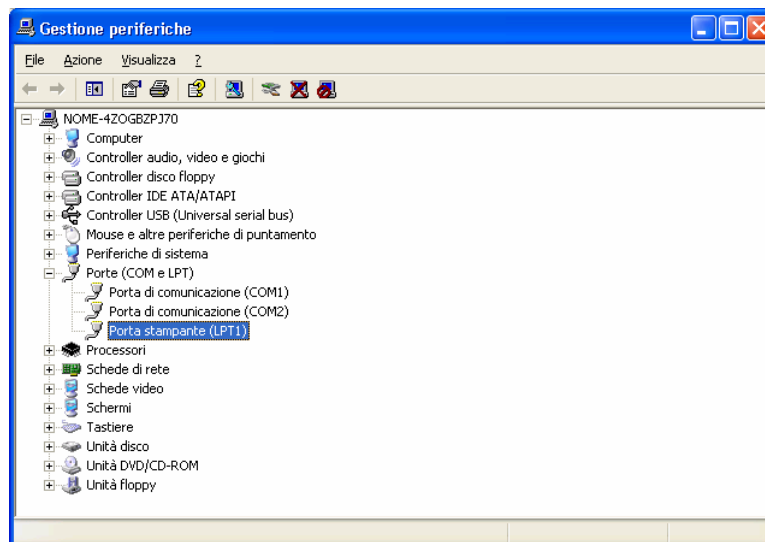


fig. 5

- At this point the properties window of printer port (LPT1) will appear; go to options "Port settings", the window underneath will appear. Select "Use any interrupt assigned to the port".

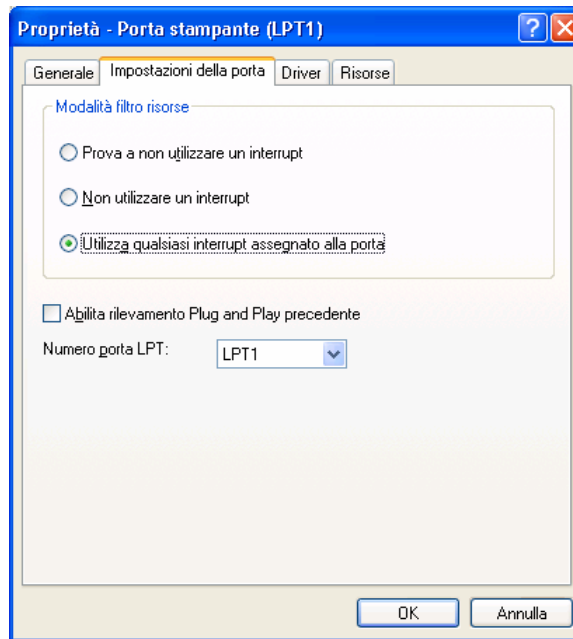


fig. 6

- In the printer port properties window select option "Resources", figure 7 will appear. Deselect "Automatic setting", go to "Current configuration" and select "Base Configuration 0000" (fig. 8); in the resources settings window the value "IRQ 07" will appear. Confirm with "OK" the changes. At the end restart the PC.

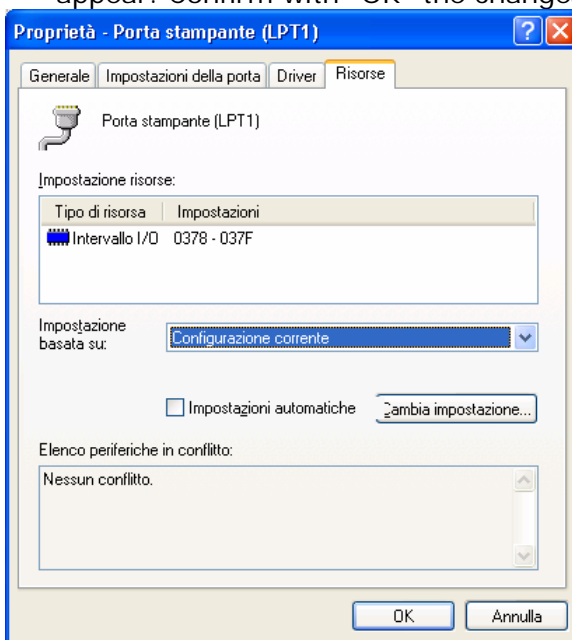


fig. 7

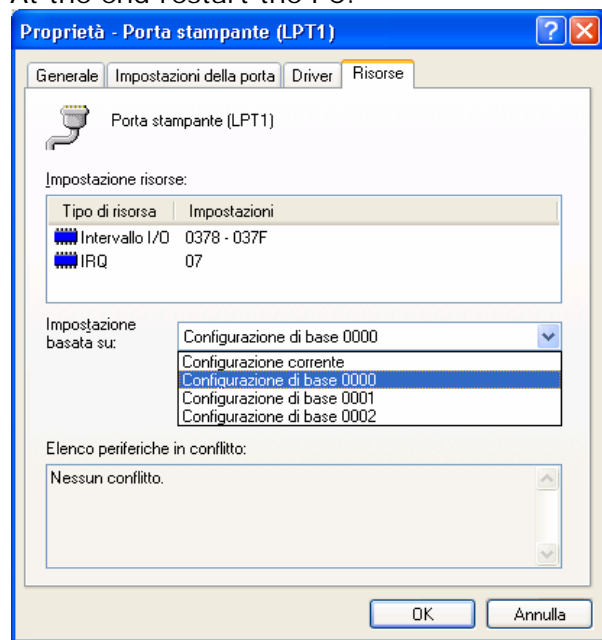


fig. 8

- At the end You need to insert in the "Automatic Running" of user using Braille Terminal the connection to the software: **C:\Programmi\Siste\WBARBRA\wbarbra.exe**

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## Configuration

You need to configure Braille Terminal software when You own a Braille Terminal with a number of characters different from 40 or when You want to change Braille table (6/8 points).

Configuration is made modifying configuration file **C:\Programmi\Sistel\WBARBRA\bb.ini**  
To save changes You need to restart the PC.

### Braille Terminal Model

Open configuration file and set, in [Braille] section, parameter "Characters number" as the number of characters of Braille Terminal.

For example, for a Braille Terminal of 80 characters:

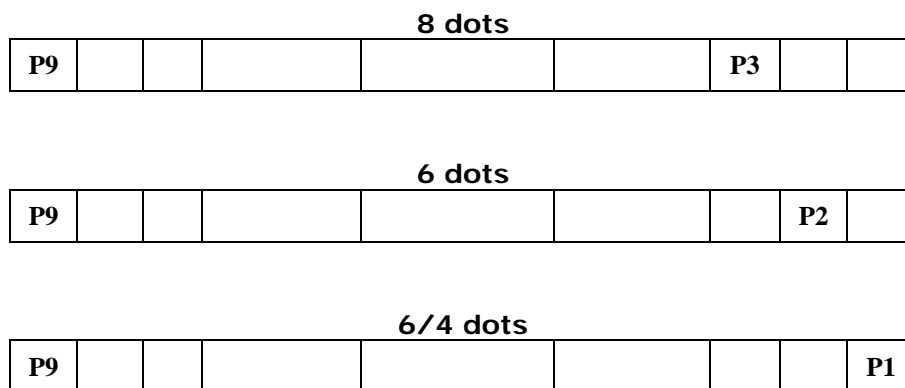
```
[Braille]
:
:
Numero caratteri=80
```

### Braille Table

Three table are available and can be set by pressing Braille Terminal keys or by configuration file.

Available table have 8 dots (DEU8), 6 dots (DEU6) or 6/4 dots (it uses 6 dots table as base but digits have 4 dots = 64 PT)

Contemporaneous pression of Braille Terminal keys hereafter (frontal sight) sets the table.



This setting can be realized by modifying, in the configuration file, "Table" parameter of [Braille] section; assignable values are:

```
Table=DEU8
Table=DEU6
Table=64PT
```

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## Function keys of Braille Terminal

On the frontal side of Braille Terminal 9 function keys are available to which most used functions are assigned.

Key numbering is the following (frontal sight):

<b>P9</b>	<b>P8</b>	<b>P7</b>	<b>P6</b>	<b>P5</b>	<b>P4</b>	<b>P3</b>	<b>P2</b>	<b>P1</b>
-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------

**P9** = Text scrolling to left (if the text is longer than Braille Terminal)

**P8** = Arrow up (to scroll through the lists)

**P7** = place on the list of internal calls queue

**P6** = place on the list of external calls queue

**P5** = answer/retake from the parking/complete transfer

**P4** = place on the dialling field/dialled numbers

**P3** = place on the list of current call

**P2** = Arrow down (to scroll through the lists)

**P1** = Text scrolling to right (if the text is longer than Braille Terminal)

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## Function keys configuration

In the area 'Braille Display function keys' of configuration mask it is possible to assign the function to Braille Terminal keys.

For each key (except from P1 and P9) a list allows to chose the desired function (see list underneath).

<b>Value</b>	<b>Function</b>
Park	Parking
Release	Release
Substitution on/off	Substitution (activate/deactivate)
DTMF/PostSelection on/off	DTMF/Postselection (activate/deactivate)
UnPark	Retake from parking in transferring
goto Current Call	Current call list
goto Ext.Call Queue	External call queue
goto Int.Call Queue	Internal call queue
goto Dial/ed number	Dial field/dialled numbers
Queue count/state	Number of waiting calls and substitution state
Answer	Answer/Retake from parking/complete transfer
Intrusion	Intrusion
goto Not Answered Calls	List of not answered calls
Key simulation	It's used to simulate the pression of a keyboard key; digit in the table the combination of key to simulate

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## Zoom

CallAid can be used by partially sighted operators with the Zoom.

It's an area in the lower part of the screen in which it is represented the information selected in one of the lists of the main window.

In the configuration mask it's possible to modify text color, background color and dimension (in percentage to the high of the screen) of the Zoom window.

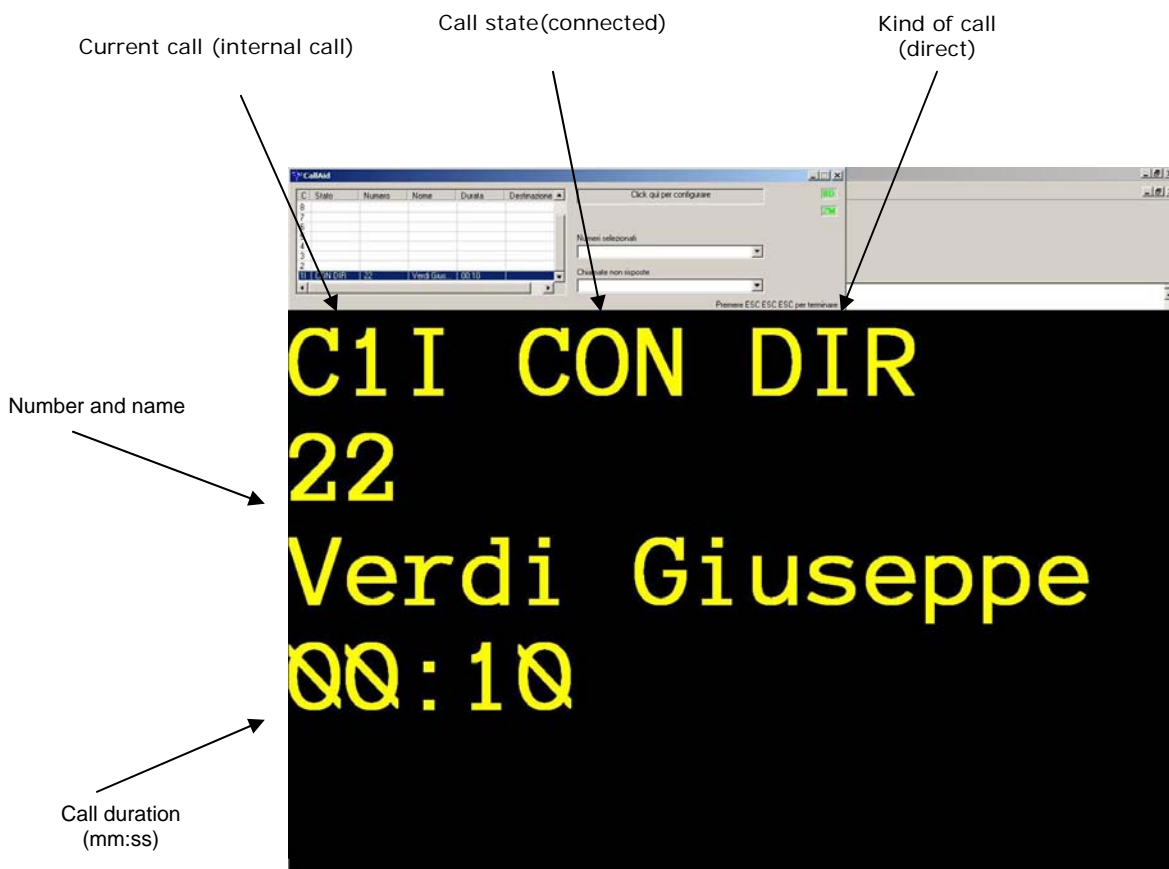
Zoom is integral part of CallAid and You don't need to install it separately.

### Show/Hide Zoom window

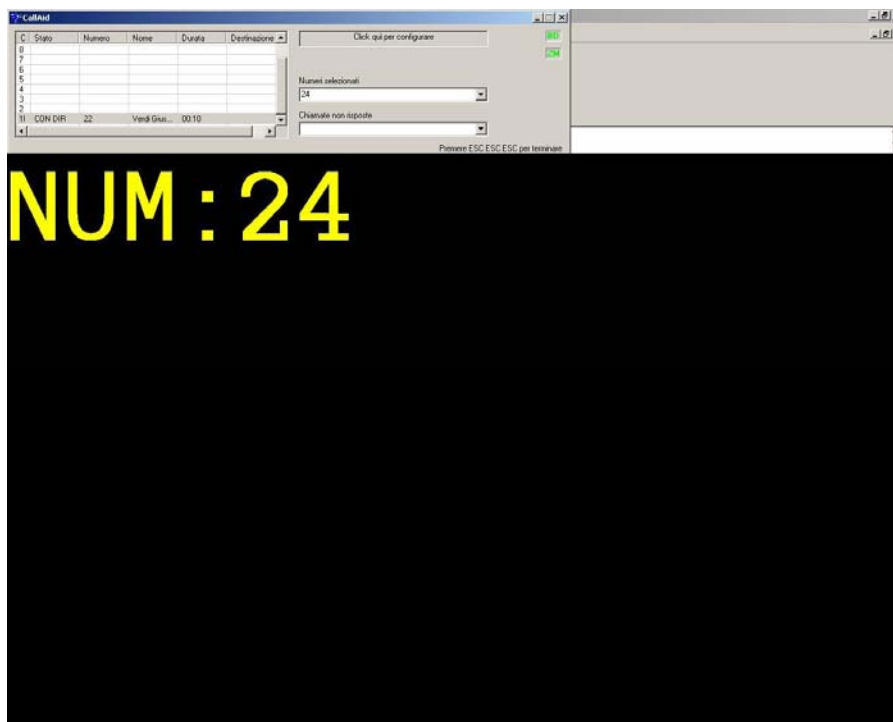
If activated with the right license, CallAid show the Zoom window. If You need to hide it and display it it's possible through:

PC keyboard: **F9**

Example of display of entering call:



Example of display number dialling



Example of call display from operator to internal user



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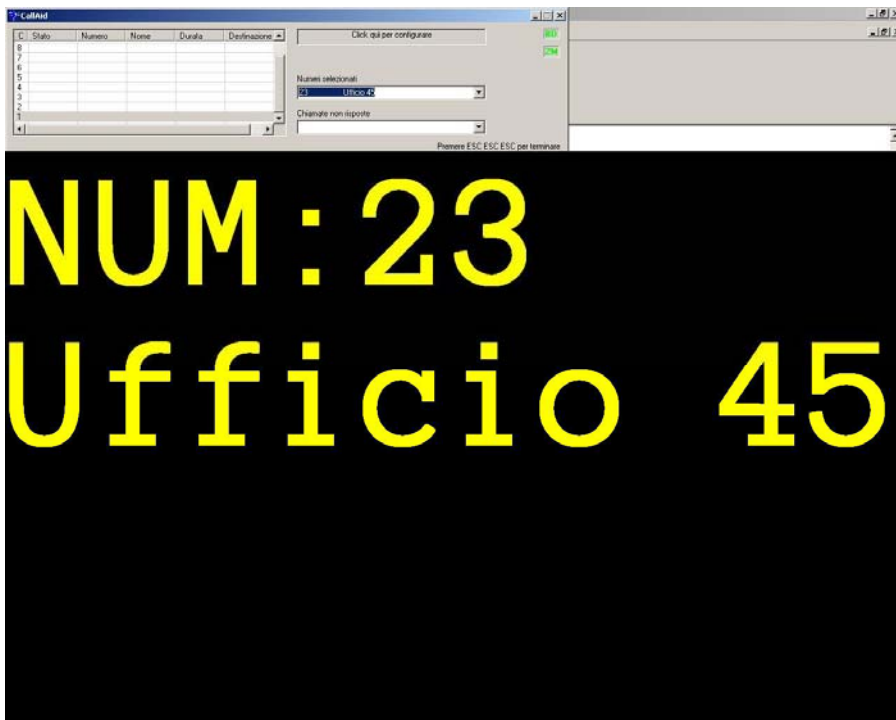
## Character dimension

With an easy command by keyboard it is possible to instantly enlarge the dimension of the character used in the Zoom window.

**CTRL + '+'** (+ sign of numeric keyboard) and **CTRL + '-'** (- sign of numeric keyboard) allows to enlarge and decrease the dimension of character.



↓  
CTRL +  
↓



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# Speech Synthesis

CallAid can be used by visually handicapped operators with Sistel Speech Synthesis.

## Software Installation

### **WARNING !**

**The user installing must own administrative privileges.**

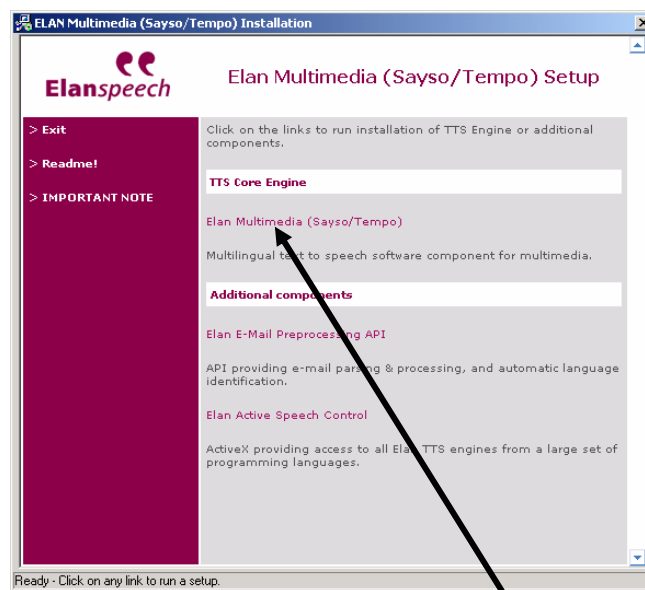
To install Speech Synthesis You need to run two setup:

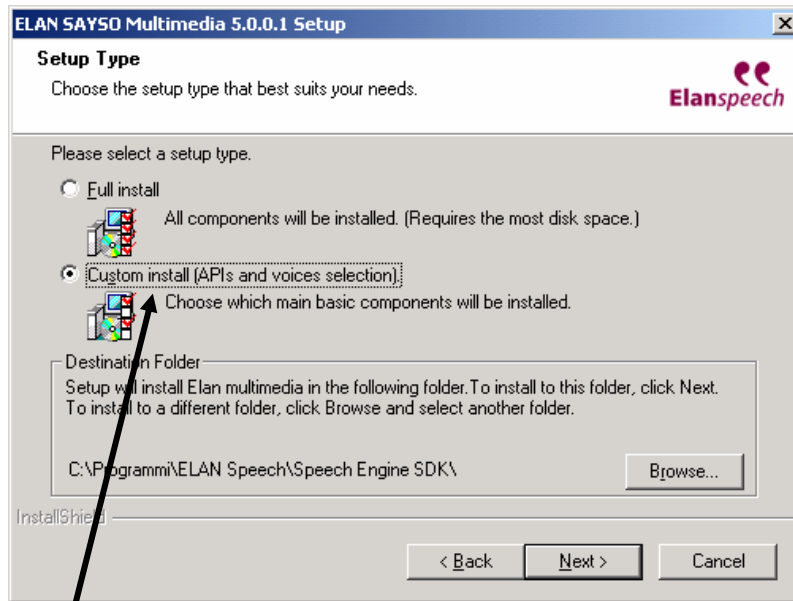
- 1) That of Speech Synthesis – TTSMng Sistel (SintesiVocaleTTSMng\_setup.exe)
- 2) That of phonema Elan (Elan\_setup.exe)

You can find Setup files in the folder of installation CD.

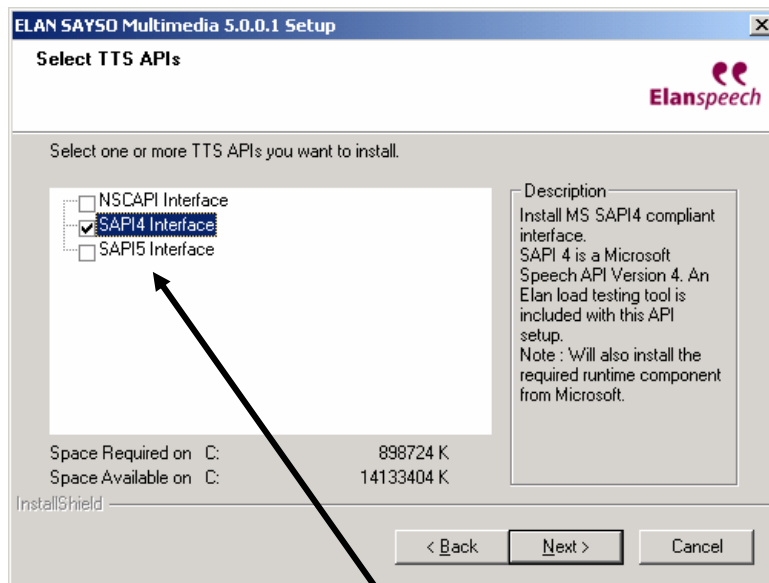
Run SintesiVocaleTTSMng\_setup.exe e confirm requests.

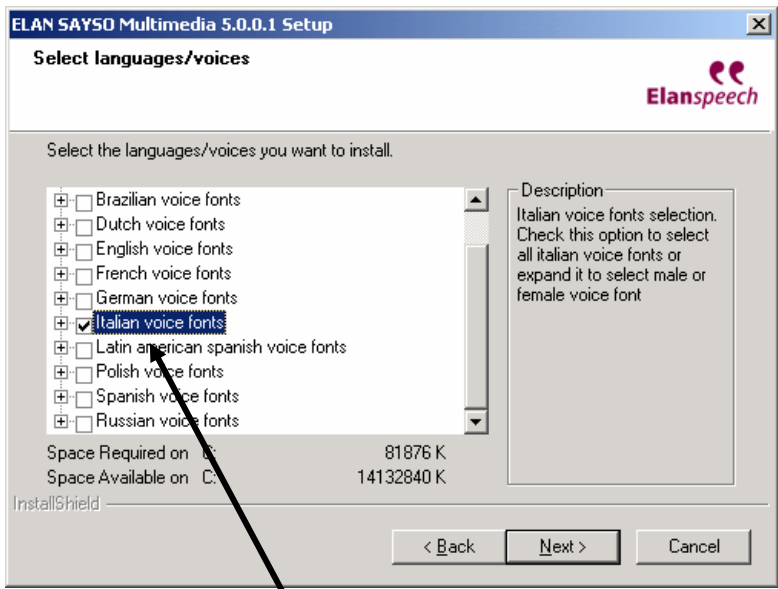
Run Elan\_setup.exe and follows the following instructions (if not specified confirm default requests).



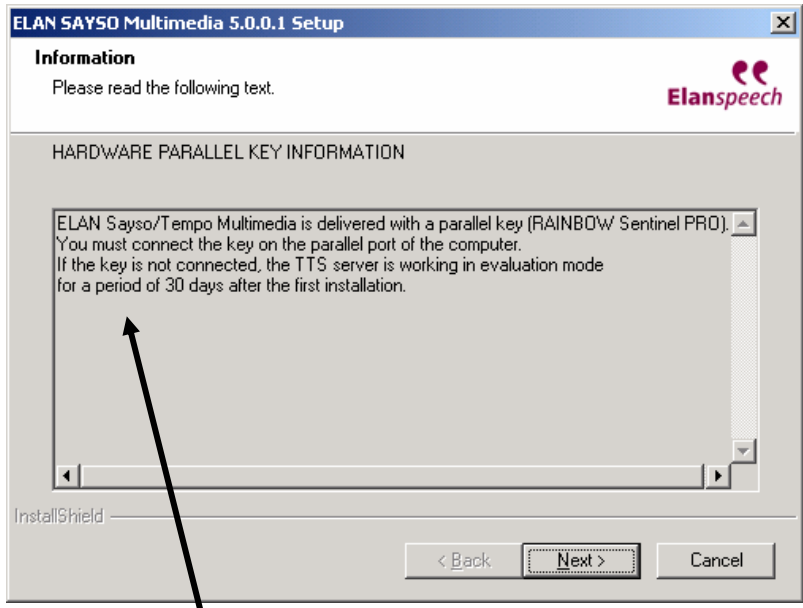


If You have free space on hard-disk (1Gb durino installation and 500Mb for complete installation) You can run complete installation ('Full install').





Select the language You want to use

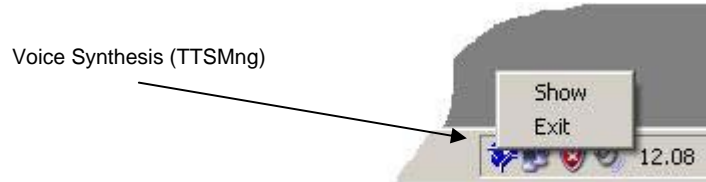


Don't worry about this message:  
TTS is activated by Sistel  
software doesn't need hardware  
key

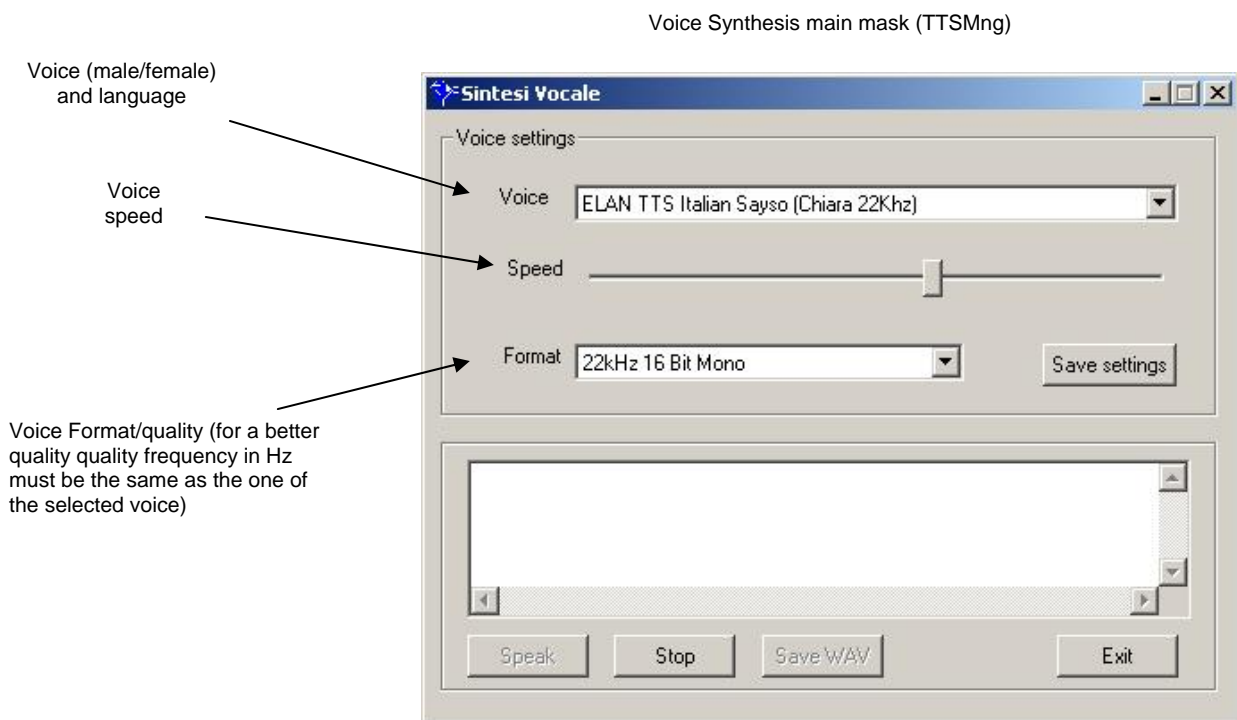
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## Functioning

Speech Synthesis (TTS Mng) runs and ends automatically (if activated by the right license); if it is running You can see the icon in the lower right corner of application bar on which, if You move the mouse, You can see the version.



To display the main mask of Speech Synthesis, where it's possible to modify functioning parameters, You need to right-click the mouse on the icon and select "Show" from the menu.



To interact with this mask You need to temporary deactivate the option 'Always on top' (configuration mask) of CallAid.

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## Voice

Many languages and voices are available (female and male) which can be selected through the list 'Voice' on the main mask.

## Speed

Moving the cursor 'Speed' You can set the desired speeds.

## Format

Voice Format/quality; for a better qualità frequency (in Hz) must be the same of the selected voice.

## IMPORTANT!

To save the changes to the Voice, Speed and Format it is necessary confirm with "Save setting" key.

## Commands

Commands are configurable through configuration mask which can be displayed with a click on "Click here to configure" on the main mask.  
Hereafter are listed preimposed values.

### Repetition last vocalization

PC keyboard	<b>F10</b>
-------------	------------

### Activate / deactivate

PC keyboard	<b>F11</b>
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## Vocalization Configuration

Note !

For this kind of configuration the presence of expert users is needed!

Every message (i.e. number, empty, call) and call state (i.e. coming in, free, busy) are defined for every language (ITA\_ for Italian, ENG\_ for English, ...) in the configuration file CallAidLang.ini which is in the same folder of the applicative.

In the sections [SpeechSynthesis], [SpeechSynthesis TAPI STATE] and [SpeechSynthesis TAPI REASON] the words to be vocalized are defined, where they can be modified or deleted.

If You make changes on this file You need to restart CallAid to save the changes.

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## Minimal Requirements

- Personal Computer IBM compatible
- Operative System WIN 2000/XP
- PENTIUM III Processor
- Ram 256 MB Memory
- Monitor resolution 800 x 600
- 10 Mbyte of free space on hard-disk (500 Mb if You use the speech synthesis complete of all the phonemes)
- Sound Card + loudspeaker (where it's not possible to use the PC integrated loudspeaker)