



TriCom Alert System 3.0

Contact Members Effectively via Phone, Fax & Email

TriCom Alert System 3.0

Operating Instructions

Last updated May 10, 2010

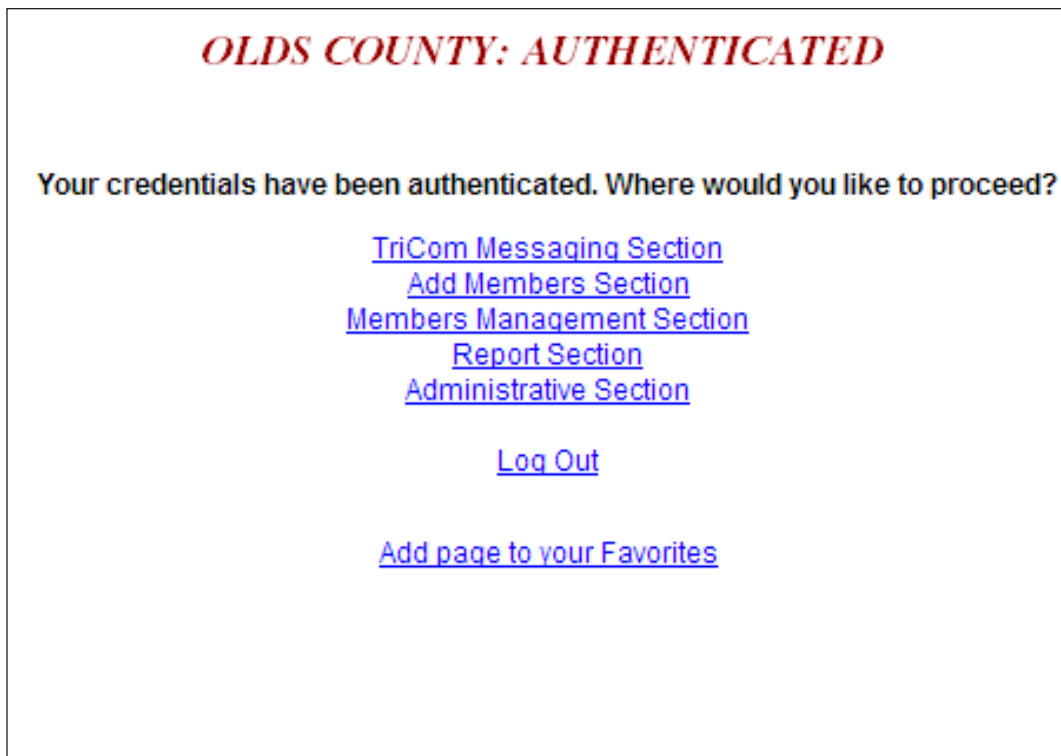
Documents and downloads available at

www.melnitech.com/tricom

Using the TriCom Management System Website

The database where member information is stored and managed is located on a dedicated website hosted on the TriCom server. The site is used to enter members, view and modify existing members, and view / modify site administrators. The website can be accessed via Internet Explorer version 6.0 or higher.

Navigation menu: When You Log In



OLDS COUNTY: AUTHENTICATED

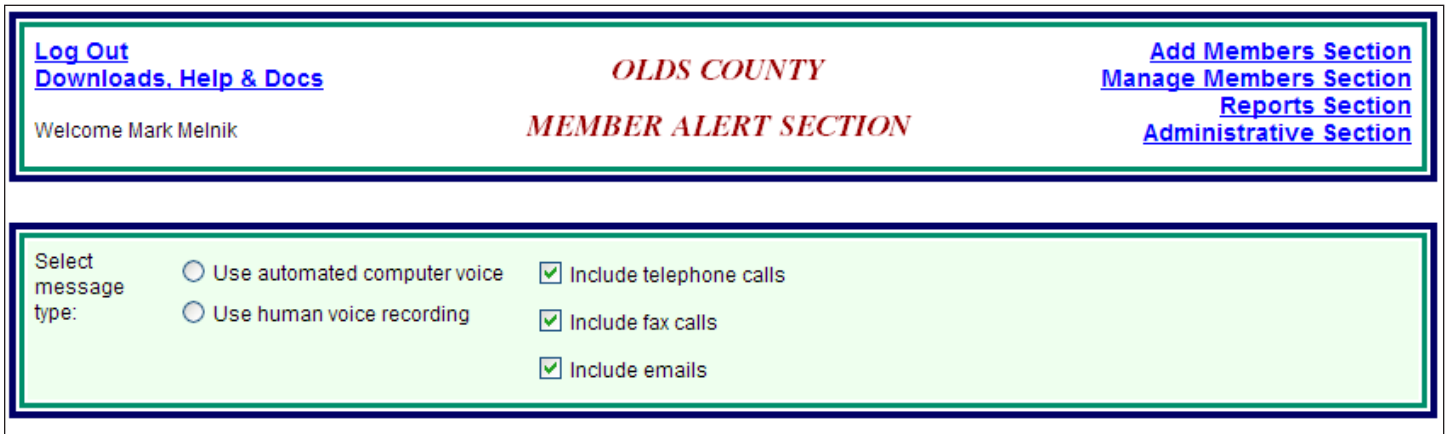
Your credentials have been authenticated. Where would you like to proceed?

- [TriCom Messaging Section](#)
- [Add Members Section](#)
- [Members Management Section](#)
- [Report Section](#)
- [Administrative Section](#)
- [Log Out](#)
- [Add page to your Favorites](#)

After you log in to the TriCom Management Website, you will see an interface similar to the picture on the left. From here, you can go to the TriCom Messaging Section to send a fan-out, add new members, edit existing members, create reports or mailing labels, or enter the section for creating or editing Users for the TriCom Management System.

TriCom Messaging Section

When you enter the TriCom Messaging Section, you will see an interface similar to the following.



The screenshot shows a web interface for the TriCom Messaging Section. At the top, there is a navigation bar with links for 'Log Out', 'Downloads, Help & Docs', 'Add Members Section', 'Manage Members Section', 'Reports Section', and 'Administrative Section'. The main header area displays 'OLDS COUNTY' and 'MEMBER ALERT SECTION'. Below this, there is a section for selecting message type, with two radio button options: 'Use automated computer voice' and 'Use human voice recording'. To the right of these options are three checked checkboxes: 'Include telephone calls', 'Include fax calls', and 'Include emails'.

Using the TriCom Messaging Section for sending a fan-out is very simple. All you do is perform the following steps. Before starting, decide if you want to use the automated computer-generated voice, or your own voice. The synthetic voice is convenient, but not as ‘warm’ and accurate as the voice of a real live person.

Method 1: Using the Synthetic Computer-Generated Voice

1. When you select *Use automated computer voice*, the interface will change to show the appropriate options.
2. Type or paste the message into the *Telephone Message* box and the *Fax & Email Message* box.
3. Click the *Preview message* link beside the *Telephone Message* box. After a short delay, you will be able to listen to the computer-generated voice.
4. It is possible that the Telephone Message may need to be tweaked in order for it to sound correct. The computer voice does a good job of reading normal words, but it may not be able to pronounce names and abbreviations properly. To correct this, you may need to change the spelling of certain words, or add punctuation characters to improve clarity. For example, the word “Fort Saskatchewan” may sound better if it is spelled “Fort Sas-katch-a-one”. The phrase “Range Road 15” may sound better if it is spelled “Range Road 1 5”. Inserting the spaces will help to slow down the pronunciation of “15” and make it sound clearer. Also, if certain phrases seem to be running together and being spoken too quickly, adding a comma will insert slight pauses at those points. Feel free to experiment a little. You can preview the message as many times as you like until it sounds correct. **PLEASE NOTE** that the Fax/Email message does not need to be tweaked, but should be entered exactly as you want it to appear in a Fax or Email.
5. Check the zones that you want to send the message to.
6. Press the *Send Alert to Selected Members* button.
7. You should then see a message indicating the status of the system. Normally the message will indicate that the notification has started successfully.
8. You are finished with sending the fan-out, and can now log out of the website. For security purposes, click the *Log Out* link when you are finished with the site, and avoid using the *Back* button or *Close* button on your browser.
9. An email will be sent to your designated Administrator when the fan-out is completed, and will

list any contacts that were not successful.

Method 2: Using Your Own Voice

1. When you select *Use human voice recording*, the interface will change to show the appropriate options.
2. Minimize your internet browser and click on the *TriCom Voice Recorder* icon on your computer's desktop. (If the utility is not installed on your computer, go to the *Downloads, Help & Docs* section by clicking the link near the top left of the web page. From here, you can download and install the *TriCom Voice Recorder* utility to your computer.)
3. Find the microphone volume on your computer and set it to near maximum.
4. Press the red *Start Recording* button to start recording. Narrate the message clearly into the microphone.
5. Press the blue *Stop Recording and Save File* button when you are finished recording.
6. To remove the silences at the start and end of the recording, you can select the appropriate areas of the waveform display and use the *Delete* function. You can also use the *Delete* function to remove coughs, periods of silence, or other problems in the recording.
7. You can press the green *Play File* button to review the file at any time.
8. When you are finished, press the 'Optimize the Volume' button. This will automatically set the recording to the correct volume for playback through the phone line.
9. Close the program and go back to the TriCom website.
10. Type or paste the message into the *Fax & Email Message* box.
11. Check the zones that you want to send the message to.
12. Press the *Send Alert to Selected Members* button.
13. Browse to the audio file you just recorded. It should be in your My Documents folder. Select the file named *tricomMessage.wav*.
14. You should then see a message indicating the status of the system. Normally the message will indicate that the notification has started successfully.
15. You are finished with sending the fan-out, and can now log out of the website. For security purposes, click the *Log Out* link when you are finished with the site, and avoid using the *Back* button or *Close* button on your browser.
16. An email will be sent to your designated Administrator when the fan-out is completed, and will list any contacts that were not successful.

TriCom Add New Members Section

When you go into the *Add New Members* section, you will see an interface similar to the following.

Log Out Welcome Mark D. Melnik		MT COUNTY RURAL CRIME WATCH ADD MEMBERS SECTION		TriCom Messaging Section Manage Members Section Reports Section Administrative Section	
---------------------------------------------------	--	------------------------------------------------------------------	--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------	--

Access Information	Member Information	Contact Information	
* Member number: <input type="text" value="89011"/> * Zone: <input type="text"/> Expiry date: <input type="text" value="na"/> Member notes: <input type="text"/>	* Primary first name: <input type="text"/> * Primary last name: <input type="text"/> Alternate first name: <input type="text"/> Alternate last name: <input type="text"/> * Mailing address: <input type="text"/> * Town/City: <input type="text"/> * Postal code: <input type="text"/> Rural address: <input type="text"/> * Contact area code: <input type="text" value="-"/> * Contact telephone: <input type="text"/>	* Main notification: <input type="text" value="Telephone"/> * Second notification: <input type="text" value="None"/> * Third notification: <input type="text" value="None"/> * Tel area code: <input type="text" value="-"/> * Tel number: <input type="text"/> * Tel long distance: <input type="text" value="-"/> * Tel answer service: <input type="text" value="None"/> * Fax area code: <input type="text" value="-"/> * Fax number: <input type="text"/> * Fax long distance: <input type="text" value="-"/> * Main email address: <input type="text"/> Alternate email address: <input type="text"/>	Add Member Cancel

This form is for the adding of new members to your association's member list. Simply fill in the fields as listed. Items that have a red asterisk are mandatory. Fields that have a blue asterisk may be mandatory, depending on the contact methods selected. For example, if *Email* is selected as a contact method, then an *Email address* must be entered. When you have entered the data, click the *Add Member* link to add the member.

To help you keep track of miscellaneous information concerning your members, there are two fields provided. One is the *Expiry date*. This is an optional field that you can use to keep track of when that person's membership expires. The *Member notes* is also an optional field, and can be used for any extra information that you may want to note concerning the member. Both of these fields are included on the printed reports that can be created in the *Reports* section of the TriCom website.

TriCom Manage Members Section

When you go into the *Manage Members* section, you will see an interface similar to the following.

Log Out Welcome Mark D. Melnik	MT COUNTY RURAL CRIME WATCH MEMBERS MANAGEMENT SECTION	TriCom Messaging Section Add Members Section Reports Section Administrative Section
---------------------------------------------------	-------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------

SEARCH BY ZONE	SEARCH BY MEMBER
99 <input type="button" value="Go"/>	Last name: <input type="text"/> <input type="button" value="Go"/>
	Member #: <input type="text"/> <input type="button" value="Go"/>

1	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="padding: 5px;">Access Information</th> </tr> <tr> <td style="padding: 5px;"> Member number: <input type="text" value="90002"/> Zone: <input type="text" value="99"/> Expiry date: <input type="text"/> Member notes: <input type="text"/> </td> </tr> </table>	Access Information	Member number: <input type="text" value="90002"/> Zone: <input type="text" value="99"/> Expiry date: <input type="text"/> Member notes: <input type="text"/>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="padding: 5px;">Member Information</th> </tr> <tr> <td style="padding: 5px;"> Primary first name: <input type="text" value="MarkA"/> Primary last name: <input type="text" value="MelnikA"/> Alternate first name: <input type="text"/> Alternate last name: <input type="text"/> Mailing address: <input type="text" value="na"/> Town/City: <input type="text" value="Barrhead"/> Postal code: <input type="text" value="T7N1C4"/> Rural address: <input type="text" value="5831451 6692607"/> Contact area code: <input type="text" value="780"/> Contact telephone: <input type="text" value="6747530"/> </td> </tr> </table>	Member Information	Primary first name: <input type="text" value="MarkA"/> Primary last name: <input type="text" value="MelnikA"/> Alternate first name: <input type="text"/> Alternate last name: <input type="text"/> Mailing address: <input type="text" value="na"/> Town/City: <input type="text" value="Barrhead"/> Postal code: <input type="text" value="T7N1C4"/> Rural address: <input type="text" value="5831451 6692607"/> Contact area code: <input type="text" value="780"/> Contact telephone: <input type="text" value="6747530"/>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="padding: 5px;">Contact Information</th> </tr> <tr> <td style="padding: 5px;"> Main notification: <input type="text" value="Telephone"/> Second notification: <input type="text" value="None"/> Third notification: <input type="text" value="None"/> Tel area code: <input type="text" value="780"/> Tel number: <input type="text" value="9862199"/> Tel long distance: <input type="text" value="No"/> Tel answer service: <input type="text" value="Ans Mach"/> Fax area code: <input type="text" value="866"/> Fax number: <input type="text" value="5831451"/> Fax long distance: <input type="text" value="Yes"/> Main email address: <input type="text" value="mark11@allmail.ne"/> Alternate email address: <input type="text" value="mm@customwebci"/> </td> </tr> </table>	Contact Information	Main notification: <input type="text" value="Telephone"/> Second notification: <input type="text" value="None"/> Third notification: <input type="text" value="None"/> Tel area code: <input type="text" value="780"/> Tel number: <input type="text" value="9862199"/> Tel long distance: <input type="text" value="No"/> Tel answer service: <input type="text" value="Ans Mach"/> Fax area code: <input type="text" value="866"/> Fax number: <input type="text" value="5831451"/> Fax long distance: <input type="text" value="Yes"/> Main email address: <input type="text" value="mark11@allmail.ne"/> Alternate email address: <input type="text" value="mm@customwebci"/>	Edit	Delete
Access Information											
Member number: <input type="text" value="90002"/> Zone: <input type="text" value="99"/> Expiry date: <input type="text"/> Member notes: <input type="text"/>											
Member Information											
Primary first name: <input type="text" value="MarkA"/> Primary last name: <input type="text" value="MelnikA"/> Alternate first name: <input type="text"/> Alternate last name: <input type="text"/> Mailing address: <input type="text" value="na"/> Town/City: <input type="text" value="Barrhead"/> Postal code: <input type="text" value="T7N1C4"/> Rural address: <input type="text" value="5831451 6692607"/> Contact area code: <input type="text" value="780"/> Contact telephone: <input type="text" value="6747530"/>											
Contact Information											
Main notification: <input type="text" value="Telephone"/> Second notification: <input type="text" value="None"/> Third notification: <input type="text" value="None"/> Tel area code: <input type="text" value="780"/> Tel number: <input type="text" value="9862199"/> Tel long distance: <input type="text" value="No"/> Tel answer service: <input type="text" value="Ans Mach"/> Fax area code: <input type="text" value="866"/> Fax number: <input type="text" value="5831451"/> Fax long distance: <input type="text" value="Yes"/> Main email address: <input type="text" value="mark11@allmail.ne"/> Alternate email address: <input type="text" value="mm@customwebci"/>											
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;"> Member number: <input type="text" value="90003"/> </td> <td style="padding: 5px;"> Primary first name: <input type="text" value="MarkB"/> </td> <td style="padding: 5px;"> Main notification: <input type="text" value="Telephone"/> </td> <td style="padding: 5px; text-align: center;"> Edit </td> <td style="padding: 5px; text-align: center;"> Delete </td> </tr> </table>	Member number: <input type="text" value="90003"/>	Primary first name: <input type="text" value="MarkB"/>	Main notification: <input type="text" value="Telephone"/>	Edit	Delete					
Member number: <input type="text" value="90003"/>	Primary first name: <input type="text" value="MarkB"/>	Main notification: <input type="text" value="Telephone"/>	Edit	Delete							

This is where you can look up and edit member information, or delete any members from the system. At the top of the form is a search area. Here you can search by zone, or you can enter the name of a specific member whom you wish to edit. To edit a member's information, first find that member by doing a search by zone, last name, or the member number. Then, when you have found the member, click the *Edit* link. After you have updated the member's information, click the *Save changes* link to save the new information. If you want to remove the member from the system, simply click the *Delete* link.

TriCom Member Report Section

The Member Report section allows you to generate reports for viewing online or for printing. You can also create Mailing Labels from this interface.

Creating a Report

To create a report, simply select each zone that you want the report to include. You can select multiple zones by holding the *Control* key while left-clicking on each zone with your mouse. Once you have selected the zones for which you want to create the report, press the *Display Report* button. You will then see an interface similar to the following.

Log Out	MT COUNTY RURAL CRIME WATCH	TriCom Messaging Section
Welcome Mark D. Melnik	MEMBER REPORT SECTION	Add Members Section
		Manage Members Section
		Administrative Section

SELECT ZONES	DISPLAY ORDER	INSTRUCTIONS
<div style="border: 1px solid black; padding: 2px;"><ul style="list-style-type: none">8089959697<li style="background-color: #e0e0e0;">99</div> <p>Hold 'Control' to select more than one zone</p>	<p><input checked="" type="radio"/> Sort by member number</p> <p><input type="radio"/> Sort by last name</p> <p><input type="radio"/> Sort by zone</p> <p><input type="button" value="Display Report"/></p> <p><input type="button" value="Print Report"/></p> <p><input type="button" value="Create Mail Labels"/></p>	<p>To create a Members report, select the zones that you want included in the report, select the desired sort order, and click "Display Report". You can then print the report by clicking "Print Report". To create Mailing Labels, select the desired zones and click the "Create Mail Labels" button. A Microsoft Excel spreadsheet will be created dynamically, and you will be prompted to save this file to your computer. You can then use a program designed to print mailing labels from an Excel spreadsheet for the specific type of label you are using. One program that is very easy to use and can print to a wide variety of labels is called "Avery Wizard for Microsoft Office", which can be obtained via free download from www.avery.com</p>

Comprehensive Members Report		
Tuesday, February 05, 2008		
Melnika, MarkA	AlternateName: na	Expiry:
Zone: 99	Notify1: Telephone [780-986-2199]	MA: na Barrhead T7N1C4
MemNum: 90002	Notify2: None	RA: 5831451 6692607
TelNum: 780-674-7530	Notify3: None	MemNotes:

If you press the *Print Report* button, you can now send the report to your printer.

Creating Mailing Labels

If you intend to print Mailing Labels for the selected zones, pressing the *Create Mail Labels* button will allow you to save a Microsoft Excel spreadsheet to your computer. You can then print the labels, using Microsoft Excel, to the mailing labels of your choice. If you are printing to Avery mailing labels, you may want to install the free Avery program as described under *Instructions*.

TriCom Administrative Section

Only Administrators can access this section. The TriCom Administrative Section allows users to be created who can then log in to the TriCom Management System Website.

The only people who have access to the TriCom Management System Website are individuals who have login credentials. There are 3 capacities that a user can have: AddOnly, AddModify, and Admin. When you add a user you can set them up with one of those 3 capacities, depending on what you want them to be able to do. User capacities are as follows:

1. AddOnly: The user can add new members, but cannot view existing member information.
2. AddModify: The user can add new members, and can both view and modify existing member information. The user can also access the TriCom Messaging System and the Reports section.
3. Admin: The user has AddModify rights, and also can both view and modify existing user information. The user can also access the TriCom Messaging System and the Reports section.

From the Administrative Section, new users can be created with an appropriate level of access, or existing users can be edited as desired.

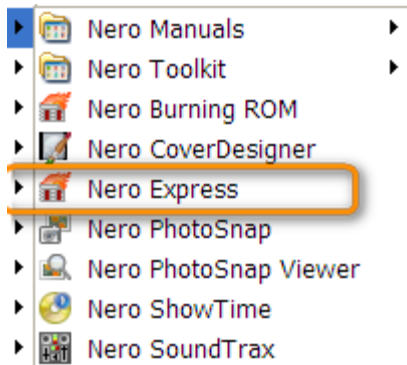
The lower part of the Administrative Section contains settings that pertain to the interfacing of the TriCom Management System Website to the TriCom Telephone Server. These settings should not be changed.

Backing Up the TriCom 3.0 Server

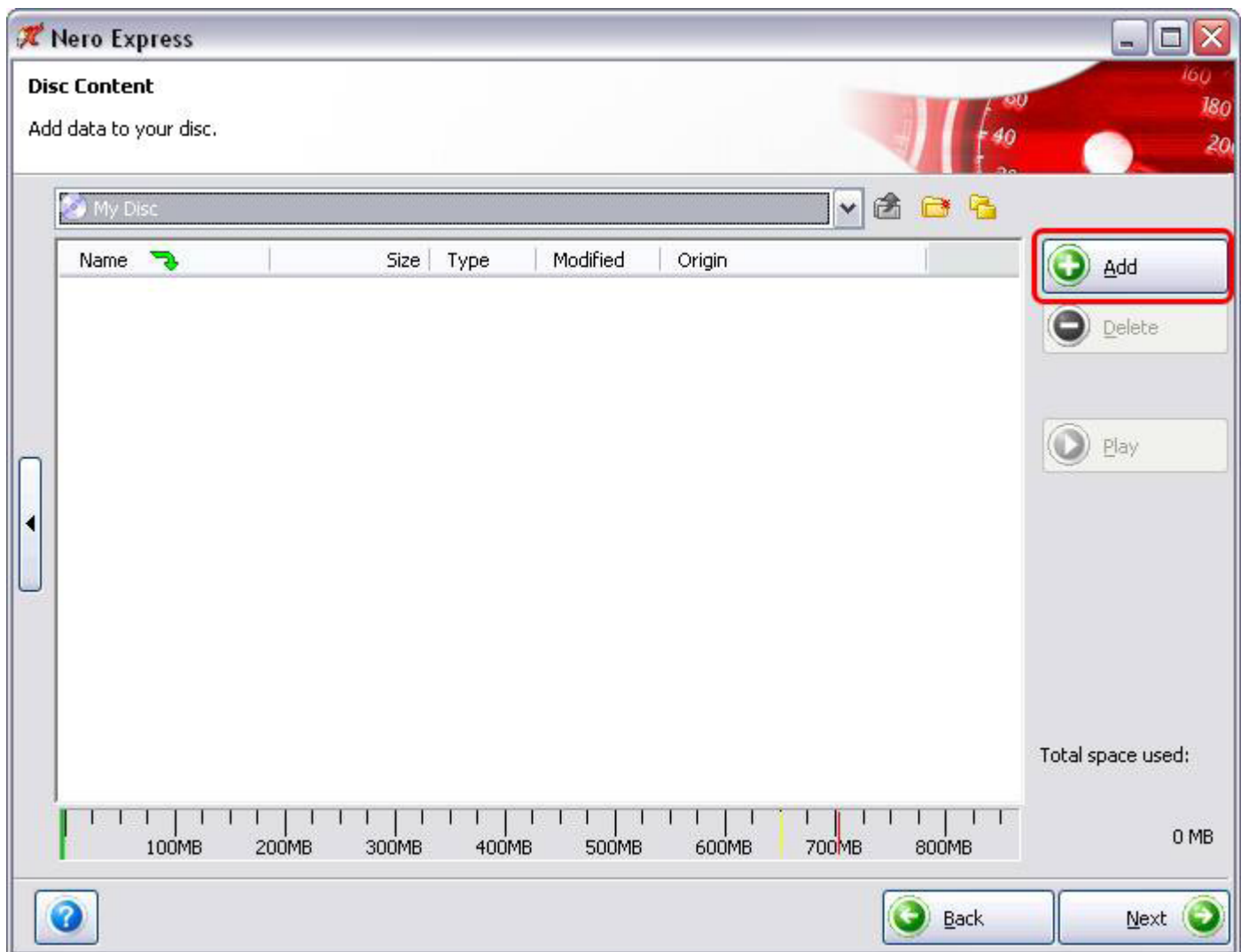
The following instructions describe how to perform a backup of the TriCom Server that hosts the TriCom application components. You can use any decent CD Writing software that you wish, but *Ahead Nero Express* or *Ahead Nero Burning ROM* are recommended.

How to Perform a Server Backup for the TriCom 3.0 Server using Nero Express

Open **Nero Express**.

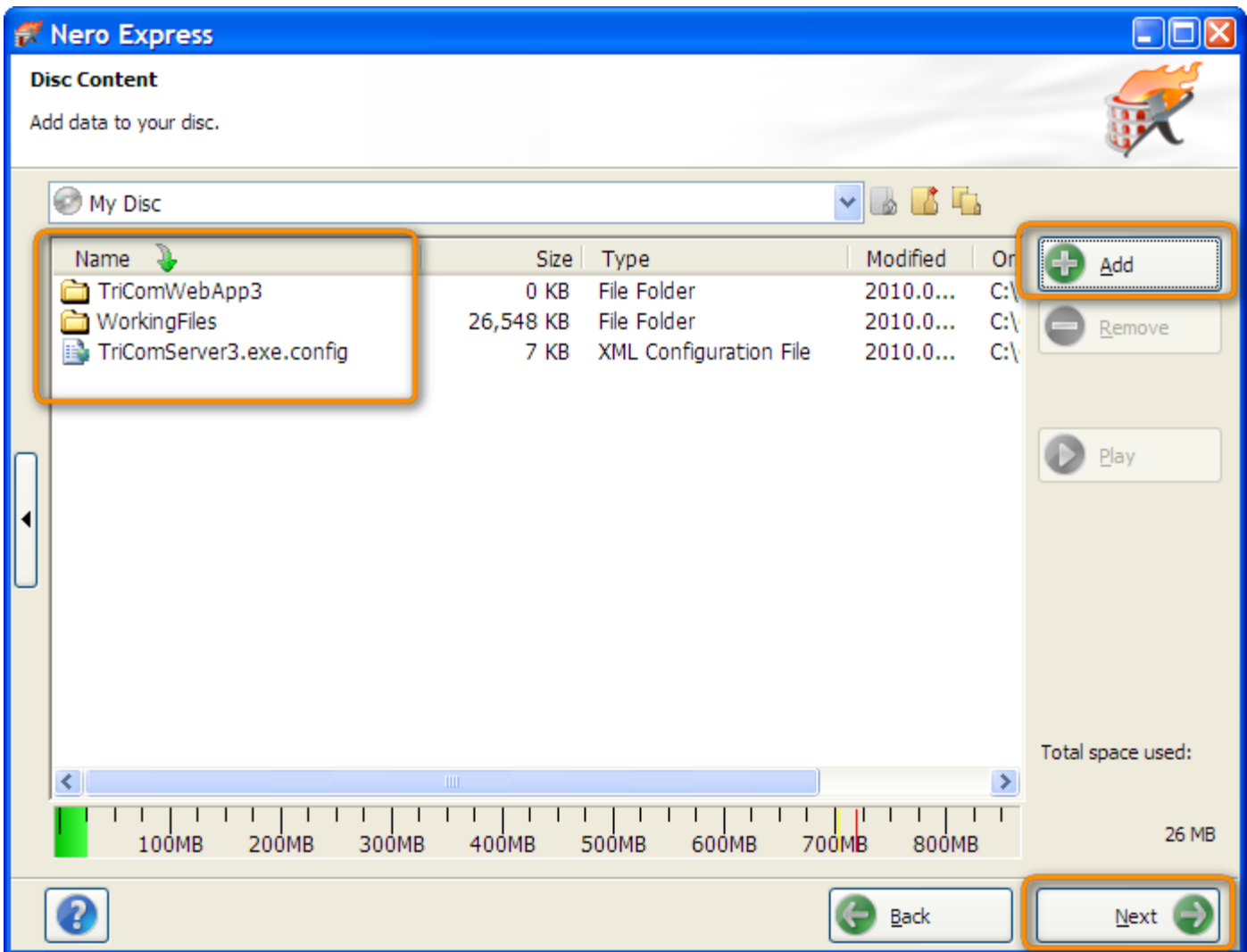


Click the **Add** button in the **Disc Content** window.



Browse for the files you want to back up and highlight them before you click the **Add** button. The following files need to be added to the compilation.

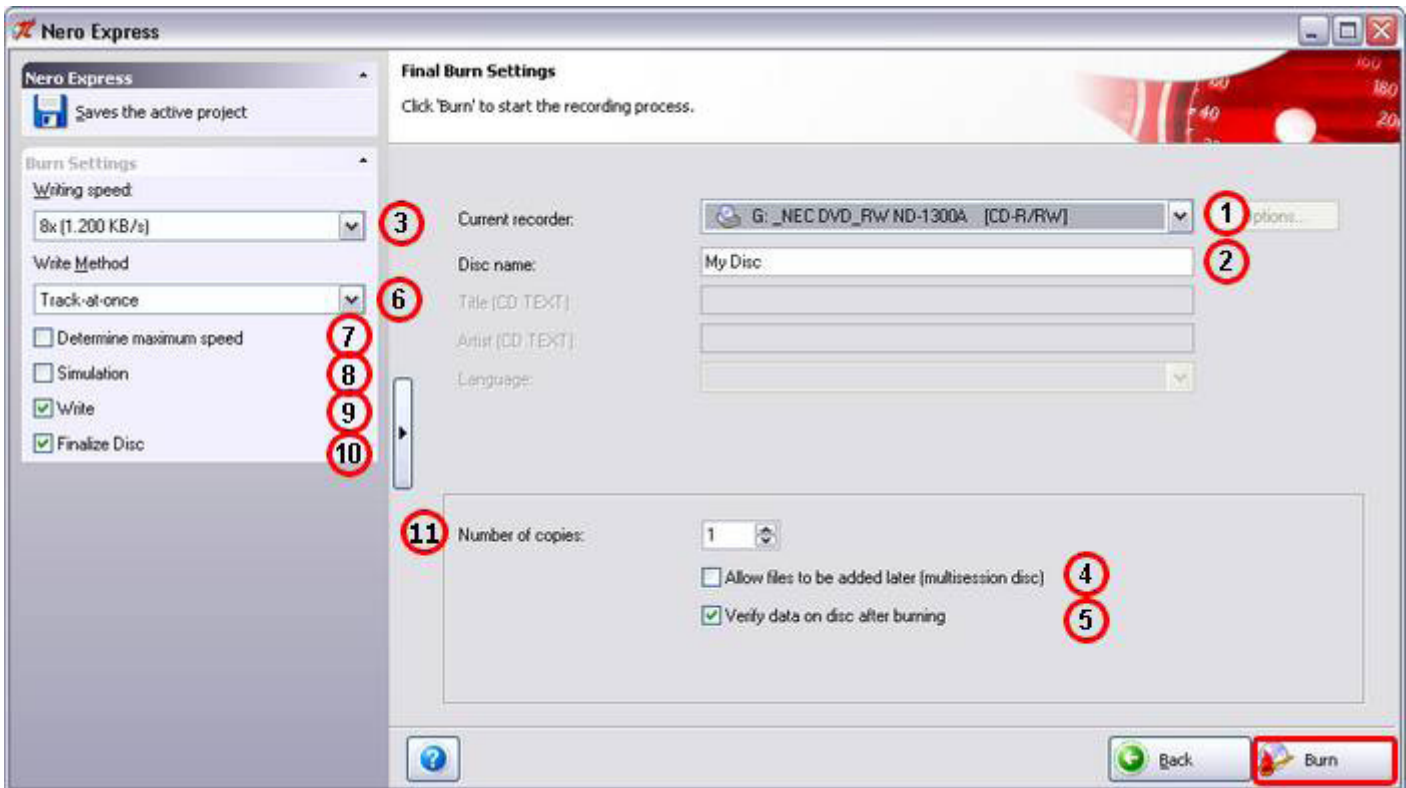
- Folder: C:\Inetpub\wwwroot\TriComWebApp3
- Folder: C:\Program Files\TriCom\TriCom Server 3\WorkingFiles
- File: C:\Program Files\TriCom\TriCom Server 3\TriComServer3.exe.config



Click the **Close** button after all files and folders have been added to the compilation.

Click the **Next** button to continue.

Select the final burn settings.



(1) Current recorder

Select the recorder you want to use.

(2) Insert a Disc name.

(3) Select the Writing speed.

(4) Allow files to be added later

Creates a multisession disc.

Further data can be added to the disc later. The disc will not be finalized.

Refer to the **Nero Express** manual for further details about how to create **multisession** discs.

(5) Verify data on disc after burning

Nero compares the burned files on the disc bit by bit with the original files on the hard drive.

(6) Write Method

Select either **Disc-at-once** or **Track-at-once**.

Use **Track-at-once** when burning a multisession disc, otherwise always use **Disc-at-once**.

Disc-at-once: The entire CD/DVD is written in one go without deactivating the laser.

Track-at-once: Every track is written individually. The laser is turned off after every track.

(7) Determine maximum speed

A speed test is performed before recording.

Nero will determine the safest maximum speed for burning your disc.

(8) Simulation

A simulation burn will be performed to check if the disc is ready.

No data is actually written on the disc.

(9) **Write**

Starts the actual physical burning process.

(10) **Finalize disc**

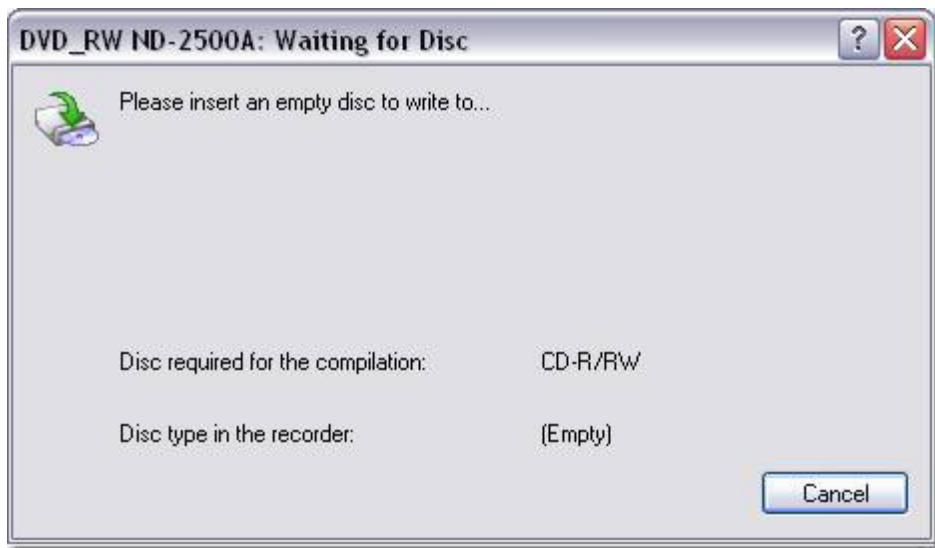
The disc will be closed after burning. No further data can be added to the disc later.

(11) **Number of copies**

Select the number of copies.

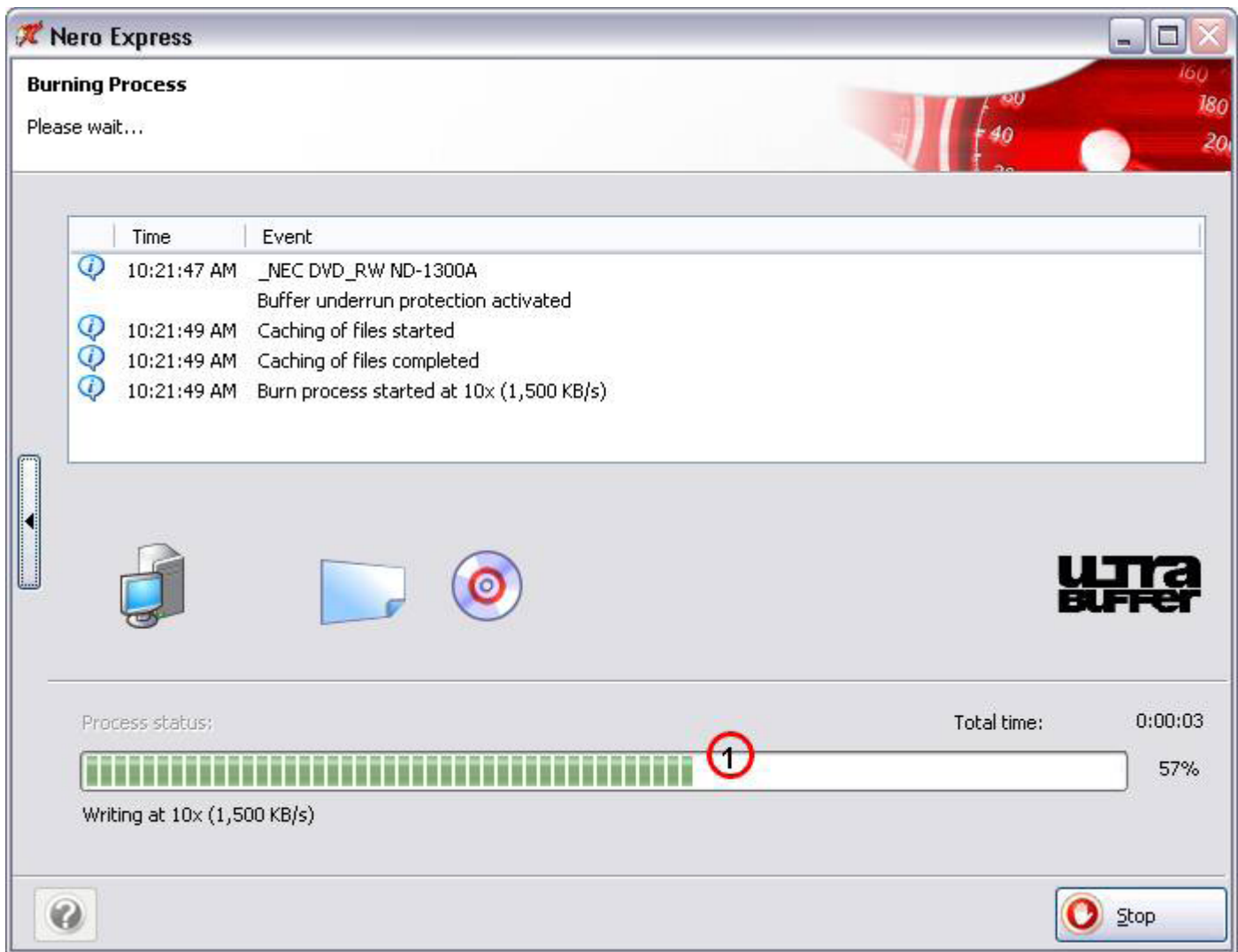
Click the **Burn** button to start the burning process.

Nero will open the following window if it does not detect a blank CD-R or CD-RW medium in the recorder drive.



Insert a blank disc. Nero will detect the disc and will start the burning process automatically. (Do **not** click the **Cancel** button!)

Follow the status of the burning process in this window:

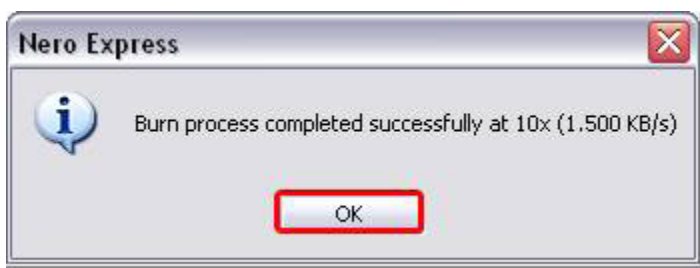


(1) Process status

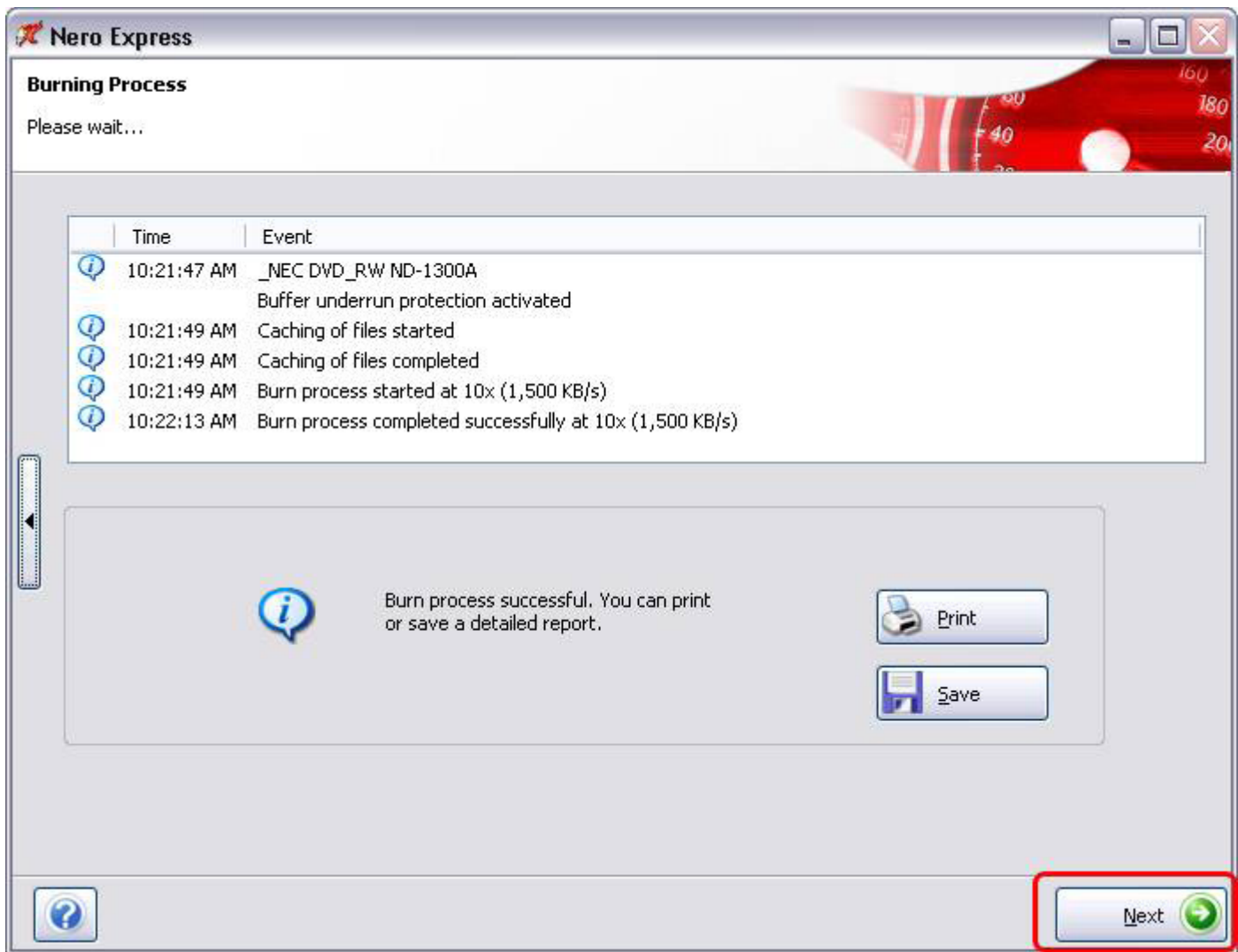
Progress bar of the burning process.

The burning process has been completed successfully.

Click the **OK** button to continue.



Click the **Next** button to finish the burning process.



Select **Exit** Nero Express to finish the data CD burning process.

Additional Help & Information

Additional documentation for the TriCom Alert System is provided at www.melnitech.com/tricom or on your TriCom website.