

TriCom Remote Control Server 2005 User Manual

Introduction

The TriCom Remote Control Server is essentially six systems in one:

1. An efficient, secure, expandable Members Registration Data Source underlying a professionally-designed Website;
2. An automated Web-Based Telephone Dialing System capable of handling
 - a. Human Interaction,
 - b. Answering Machines,
 - c. Voice Mail,
 - d. Cellular Telephones,
 - e. Long Distance;
3. An automated Email Fan-Out System capable of sending several hundred emails per hour;
4. An automated Facsimile (Fax) System optimized to handle both dedicated and manual-transfer fax scenarios;
5. A convenient and secure Members Management System allowing authorized individuals immediate access to member information; either for adding new members, modifying exiting members' information, or making changes involving membership zones;
6. An Events and Errors Tracking System that continually monitors the TriCom Remote Control Server as it operates and that
 - a. Takes note of successful and unsuccessful contact attempts;
 - b. Automatically attempts to recontact people who have not answered their Telephone, or who did not receive their Email or Facsimile;
 - c. Builds a list of potentially problematic phone numbers and email addresses for administrative review;
 - d. Keeps track of associated technical information that will facilitate diagnosis of any problems that may occur with the system itself.

Given the wide variety of telephone services and devices currently available on the market, and the limitations inherent in any type of automated technology involving extensive human interaction, we realized when originally conceptualizing the TriCom Remote Control Server that a 100% success rate, although ideal, would not be realistic under the circumstances. When we initially determined what would constitute the term "successful" in regard to the operability of the proposed Alert System, we decided that a valid and feasible goal was that the Telephone Component would effectively deliver the Fan-Out to at least 80% of all members who elected to be contacted via telephone; and that the Email and Fax Components would be effective to a rate of about 85%; with no stalls or failures occurring during the Fan-Out process.

We are pleased to report that at this point in time we are experiencing success rates of well over 90% on all three components.

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TriCom Remote Control Server 2005 - Prerequisites

The following prerequisites must be met before the TriCom Remote Control Server can be installed:

1. High Speed Broadband Internet:

A reliable high-speed broadband (always-on) Internet connection must be installed and operational. The TriCom Remote Control Server is designed to send emails through high-speed, broadband internet. A reliable broadband internet connection is also necessary for the Remote Members Registration Website to connect to the TriCom Remote Control Server. If at all possible, the Internet connection should use a Static IP address. If your Internet Service Provider cannot provide you with a Static IP address, TriCom can be configured to use a Dynamic IP address, although the reliability of the system may not be quite as high.

2. Voice Mail with Do Not Disturb:

For each telephone line that the system is connected to, the line **MUST** be set up to **NOT ACCEPT** incoming calls. In other words, your phone line(s) must have a service activated that will prevent the phone from ringing if a phone call comes in. The following services should enable this requirement to be met:

1. "Do Not Disturb": This will simply play a pre-recorded message to the incoming caller.
2. "Do Not Disturb" with "Voice Mail" or "Voice Mail Simple": This will play a pre-recorded message to the incoming caller and permit the option of having them leave a message.
3. "Call Forwarding Variable" or "Call Forwarding Fixed": These will automatically forward the incoming call to a different phone number of your choice.

When creating your recording, the message can contain a phone number to contact for people who missed the Crime Watch update, or a recording of the actual Crime Watch update itself, perhaps along with a contact number in case the member has any more questions. That way, when members call back they can hear your message while TriCom continues to make its calls.

3. Remote Desktop Access:

Windows Remote Desktop needs to be enabled on the TriComRC computer. If your network is behind a firewall, Port 3389 will need to be open for both UDP and TCP traffic, and directed to the Static IP address that the TriComRC computer is set up to use (usually 192.168.1.177).

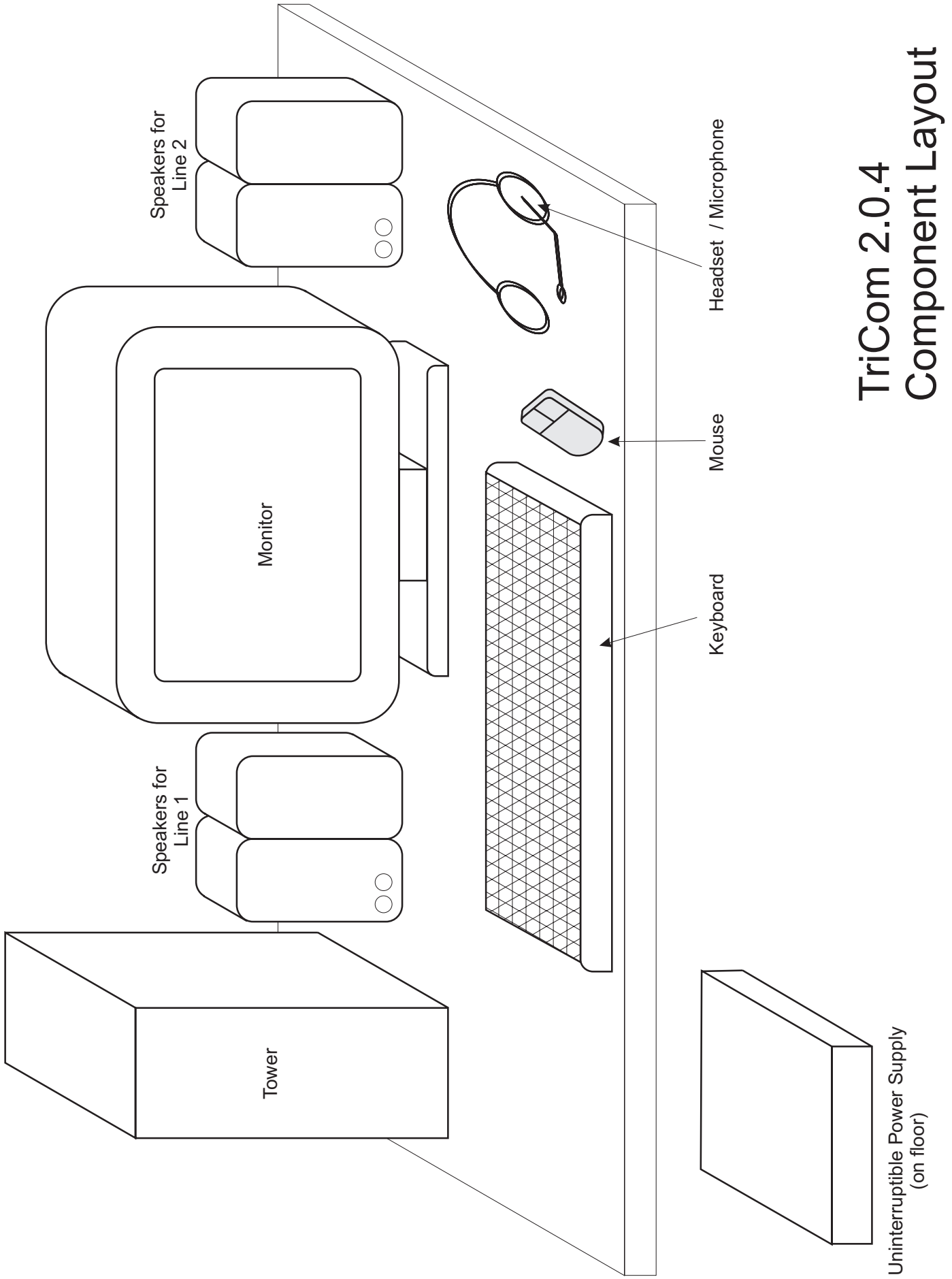
TriCom Remote Control Server 2005 - Connection Procedures

The TriCom Remote Control Server is able to be connected from one to four telephone lines simultaneously. These instructions will outline the steps necessary for connecting it to two lines for dual-line operation. The steps can be modified as appropriate for one, three, or four lines.

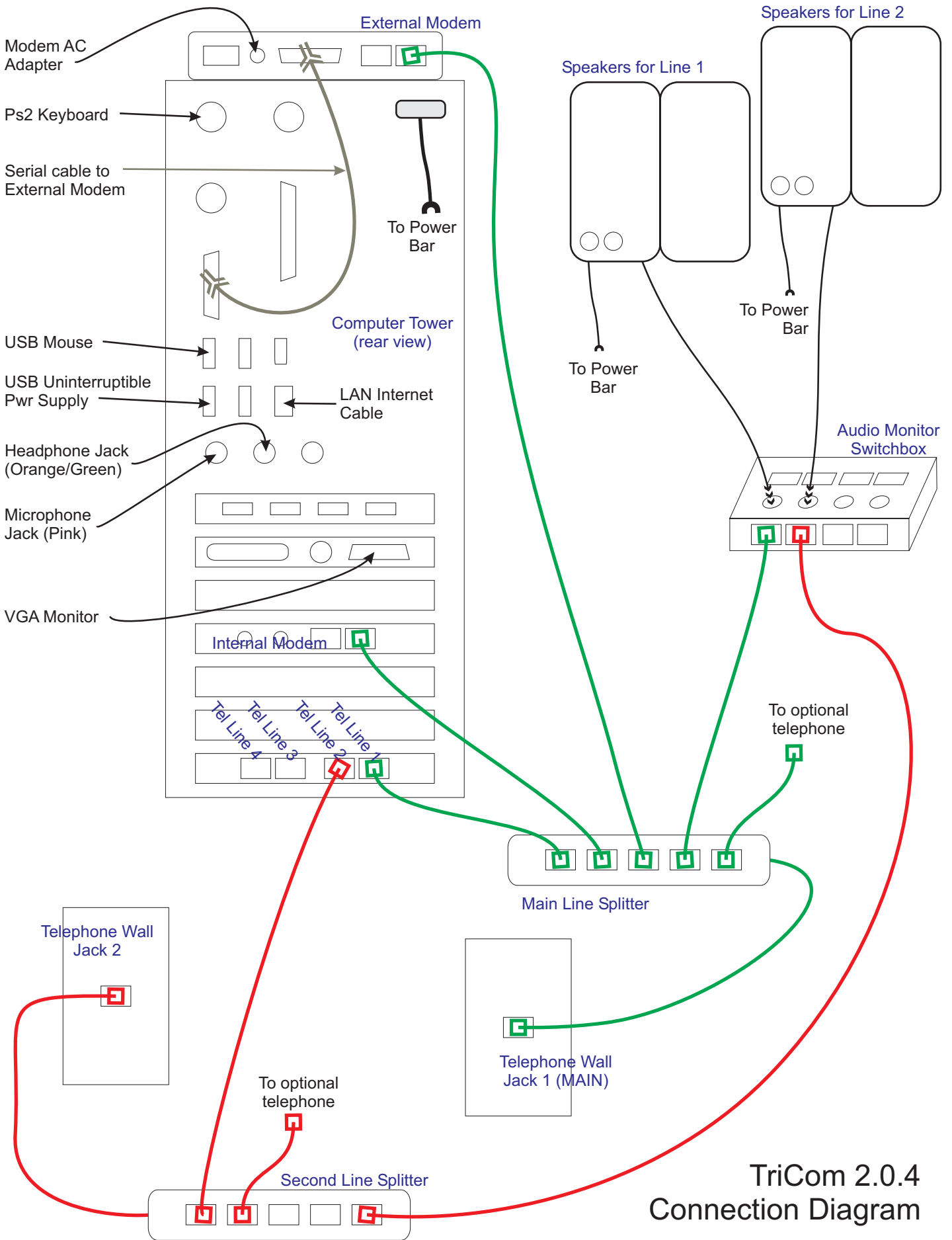
The tower, monitor, and keyboard / mouse should be placed on solid desk in a cool, dust-free location with good ventilation for cooling. The sketch following on the next page is a suggested layout for setting up the components of the TriCom Remote Control Server.

Once the components are in place, they need to be connected as per the diagram that follows. The cables must be connected precisely as described in the diagram. Line 1 is the Main telephone line. It will be used for sending both phone calls and faxes. Lines two to four are used to send phone calls only.

In the diagram that follows, Green represents Line 1, the main telephone line. Red represents Line 2 which is optional. Additional lines can be added by duplicating the section in Red for Lines 3 and 4.



TriCom 2.0.4 Component Layout



TriCom Remote Control Server 2005 Installation / Reinstallation Procedures

Please note that the following steps should be performed only by a person who has a high degree of proficiency in computer hardware and software installations.

Installing the TriCom Remote Control Server consists of two stages. The first stage is the installation of the Prerequisites that the TriCom Remote Control Server needs in order to operate. The second stage is to install the TriCom Remote Control Server itself.

Please note that where square braces ([]) are used in these instructions the text contained within the square braces specify a name, path, etcetera.

Section 1: Install the Preliminary Software

In full, the following programs need to be installed in order to operate the TriCom Remote Control Server. Most can be found on the installation CD's:

1. Windows XP Update - Service Pack 2
2. An antivirus program such as the latest version of NOD32
3. Adobe Reader
4. The dotNET Framework version 1.1
5. Hotfix for the dotNET Framework
6. The ImageViewer program
7. Drivers for the primary modem (usually the US Robotics 5610B)
8. Drivers for the secondary modem (usually the Aopen FM56-PX)
9. The Ahead Nero CD Burning Suite
 - a. Ensure Nero SmartStart is not selected during installation
 - b. Nero Burning ROM and Nero Wave Editor are the only programs that should be installed
 - c. If Nero Wave Editor is not on the CD, then install Acoustica instead (as in Step 10)
10. Acoustica 3.2 (some installations use Nero Wave Editor instead)
11. Zone Edit Dynamic DNS Client
12. ATT Natural Voices (the instructions are in the setup folder)
13. Full Setup for Dialogic D4PCIU or D4PCIUF
 - a. In the [Prerequisites 2] CD, open the folder named [1. Service Release 5.1.1].
 - b. Click on the file named [setup.exe].
 - c. If asked to view the Release Guide, click [No]. Click [Yes] to accept the License agreement. When asked to input your name and company, leave the values as they are by default.
 - d. Select the [Custom] option.
 - e. In addition to what is already checked by default, select [GlobalCall API Package].
 - f. If asked where to install documentation, select [Locally].
 - g. Complete the installation. Do not select to view the DCM nor the Release Guide. Restart the

computer when prompted.

- h. From the [Prerequisites 2] CD, copy the folder named [Additional Drivers] into the directory that the Dialogic drivers are located (usually C:\Program Files\Dialogic) and paste the folder into the directory. When specifying drivers, you will select the drivers from the directory that you just pasted.
- i. Restart the computer.
- j. In the [Prerequisites 2] CD, open the folder named [2. ServicePack1 for SR5.1.1].
- k. Click on the file named “setup.exe” and run through the installation process.
- l. Restart the computer.
- m. In the [Prerequisites 2] CD, open the folder named [3. Point Release D4PCIU].
- n. Click on the file named “setup.exe” and run through the installation process.

Restart the computer. Then go to Windows Update and check for critical updates. Your computer should be configured to check for updates automatically, and to download and install them automatically. Restart if necessary.

Please note: If you need to uninstall the Dialogic software, you must do so in the following order:

1. Go into [Control Panel] and then [Add or Remove Programs]
2. Find [Intel Dialogic Point Release] and uninstall it.
3. Restart the computer.
4. From [Add or Remove Programs], find [System Release 5.1.1 Service Pack 1] and uninstall it.
5. Restart the computer.
6. From [Add or Remove Programs], find [Dialogic System Software] and uninstall it.
7. Restart the computer.

Section 2: Configure Dialogic Utilities

Configure the Dialogic Configuration Manager

1. Go to [Start], then [Programs], then click on [Intel Dialogic... Configuration Manager].
2. If a window comes up with a message about the DSS running, click [OK].
3. Select the item [D/4PCI-U #0...], then click [Service-->Start Service]. If it is dimmed out then the service is already running.
4. Select [Service-->Startup Mode] and ensure [Automatic] is checked and [Manual] is unchecked.
5. Right-click on the item [D/4PCI-U #0...], then select [Configure Device].
6. Refer to the [TriComRC Settings.pdf] file in the [Documentation] folder on the installation CD. Carefully check the settings and ensure they are consistent with the settings specified in the pdf file.
7. Click [OK] when you are finished, and then exit out of the Dialogic Configuration Manager.

Configure the Dialogic TSP

1. Open the Windows Control Panel.
2. Select [Phone and Modem Options].
3. Click the [Advanced] tab.
4. If [Dialogic Generation 2 Service Provider for NT] does not appear in the [Advanced] tab then proceed with steps 5 to 13, otherwise skip them.
5. Click [Add].
6. Select [Dialogic Generation 2 Service Provider for NT] (If you don't see this as a selection, then you did not select the [GlobalCall] option during installation. You must run setup again and check this box while leaving all the others now unchecked.).
7. Click [Detect Boards] to update the list of Dialogic board channels (dxxxB1C1 is board 1 channel 1). The list is updated to match the configuration that was most recently started. You can click [Help] to access online help for the TSP configuration.
8. Click on the [Advanced] button causing the [Configuration Service] dialog box to appear.
9. Refer to the [TriComRC Settings.pdf] file in the [Documentation] folder on the installation CD. Carefully change the settings to exactly match the settings specified in the pdf file.
10. Do the previous step for each other tab.
11. Press OK to save your changes and go back to [Phone and Modem Options].
12. Close [Phone and Modem Options].
13. Reboot the computer.

Activate the Dialogic WAVE Driver

1. Bring up the Windows Control Panel.
2. Select [Add Hardware].
3. Click [Next], then select [Yes, I have already connected the hardware], then click [Next].
4. Scroll to the bottom of the [Installed hardware] list and select [Add a new hardware device], then click [Next].
5. Select [Install... from a list], then click [Next].
6. Scroll down and select [Sound, video and game controllers].
7. Click the button [Have Disk].
8. Browse to [C:\Program Files\DIALOGIC\Additional Drivers\oemsetup.inf] and click OK.
9. Click on the [oemsetup.inf] file and click Open
10. [Dialogic Wave Driver 1.x] should now be listed
11. Complete the installation by clicking Next twice and saying [yes] to the digital signature message
12. If prompted for another driver, select [DLGWAVE.DLL] in the [C:\Program Files\Dialogic\Additional Drivers] folder
13. Verify that [Number of Channels] is greater than zero (>0)
14. Click [Ok] on the Dialogic Wave Driver Config Window
15. Reboot the computer.

To update the Dialogic WAVE configuration after making a change to the board configuration (adding, removing, disabling or enabling boards) or to view the actual number of Dialogic WAVE devices present on the system, do the following:

1. Bring up the Windows Control Panel.
2. Select [Sounds and Audio Devices].
3. Click the [Hardware] tab.
4. Select [Dialogic Wave Driver 1.x] and click [Properties].
5. Select the [Properties] tab. Open [Audio Devices] and double-click [Dialogic WAVE Driver 1.x].
6. Click Settings.
7. Click OK after ensuring that the settings appear legitimate.

Note: If the voice board has been changed in the computer, the Dialogic TAPI/WAVE drivers need to be reinstalled and reconfigured.

This stage of the installation is now complete.

Section 3: Install the TriCom Remote Control Server

Set up and Configure the Router

1. Install the router according to the router's installation manual on the router's installation CD.
2. Ensure that the computer is connecting to the Internet normally.
3. Port Range Forwarding should be set to allow traffic to pass through on [IP Address: 192.168.1.7 & TCP Ports 4001 to 4002] (or as specified in the TriComRC Settings.pdf file).

Ensure the Network is Configured Properly

Sometimes Windows XP will try to "help" you by configuring your PC to talk to your DSL router via the Internet Gateway Device Discovery and Control Client, Internet Connection Sharing (ICS) and UPnP. These can be problematic from both security and performance perspectives. If you go into [Control Panel]-->[Network Connections] and see an "Internet Gateway" in addition to any Local Area Connections, then you will need to perform the following steps to disable the Internet Gateway configuration:

1. Go to [Start—> Settings—> Control Panel—> Add or Remove Programs], then click on [Add/Remove Windows Components] in the left-hand column. When the Windows Components window comes up, scroll down and click on the [Network Services] line, then click [Details].
2. If Internet Gateway Device Discovery and Control Client is selected, unselect it.
3. If RIP Listener is selected, unselect it.
4. If Simple TCP/IP Services is selected, unselect it.
5. If Universal Plug and Play is selected, unselect it.
6. If RIP Listener is selected, unselect it.
7. Click Next, as needed, to get to Finish (you'll need to reboot if you've made any changes).

You will also need to ensure that the SSDP Discovery Service and the Universal Plug and Play Device Host are stopped and disabled in Services. To do this, perform the following:

1. Go to [Start—> Settings—> Control Panel—> Administrative Tools—> Services]
2. Scroll down until you can select [SSDP Discovery Service].
3. Make sure it is listed as [Startup type: Disabled] and [Service Status: Stop].
4. Repeat this process for the [Universal Plug and Play Device Host] service.

Configure the Computer's Network Connection

1. Open the Windows Control Panel and select [Network Connections].
2. Select [Internet Protocol (TCP/IP)] and then click [Properties].
3. Set the connection to use a manual IP address. A typical setting would use an IP address of [192.168.1.177], a Subnet mask of [255.255.255.0], and a Default gateway of [192.168.1.1].
4. Specify the Preferred and Alternate DNS Servers that are to be used according to the DNS server settings for your Internet Service Provider.
5. Select the [Advanced] tab, then click [Settings], then ensure the Windows Firewall is turned off.
6. Click [OK] to finish.
7. Ensure that the computer can connect to the Internet normally.

Install the TriCom Remote Control Software Application

1. Insert the [Release] disk.
2. Run the [setup.exe] file.
3. Leave all the settings at their defaults. Specifically, the program must be installed in the [C:\Program Files\TriCom] directory. Also, the program should be installed only for the current user.

Register the Required Components

1. Go to [C:\Program Files\TriCom\TriComRC 2005] and open the file named [Post-Install Registration.txt].
2. Go to [Start]-->[Run]
2. Perform the following registrations exactly as listed in the file. They must be registered one by one, and in the same order as listed, from top to bottom. Copy-and-paste should be used to ensure there are no typing errors. Ensure each registration is successful. If any registration fails, contact the system administrator.

Set up the Website Server

1. Right-click over the folder [C:\Program Files\TriCom\TriComRC 2005\WebRoot\abCWprocess] folder and select [Properties].
2. Select the [Web Sharing] tab and select [Share this folder].
3. In the window that opens, [Alias] should be named [abCWprocess]. [Access permissions]

should be set to [Read], [Write], while [Script source access] and [Directory browsing] should be unchecked]. [Application permissions] should be set to [Scripts].

Adjust the Operating System's Indexing Service

You will need to completely disable the Windows Index Service. To do so, follow these steps:

1. Open the Windows Control Panel and select [Add or Remove Programs], and then click [Add / Remove Windows Components].
2. Uncheck [Indexing Service], then click [Next] and complete the Wizard.
3. Open the Windows Control Panel and select [Administrative Tools], and then click [Services].
4. Scroll down to [Indexing Service]. Right-click over it and select [Properties].
5. On the [General] tab, set [Startup type] to [Disabled].
6. Click [OK].

Configure Internet Information Services

1. Open the Windows Control Panel and select [Administrative Tools] and then [Internet Information Services].
2. On the left pane, expand the computer node, then expand [Web Sites], then right-click over [Default Web Site], then select [Properties].
3. For the tab [Web Site], the [IP Address] should be same as the IP address used by the computer's Network Connection. The [TCP Port] should be set according to the value in the [TriComRC Settings.pdf] file. A typical setting would be [4002].
4. For the tab [HTTP Headers], [Enable content expiration] should be checked and set to expire after 1 day.
5. For the tab [Home Directory], [Local Path] should already be set to [C:\inetpub\wwwroot].
6. For the tab [Documents], [Enable Default Document] should be unchecked.
7. For the tab [Directory Security], [Anonymous access and ...] --> [Edit] --> [Anonymous access] should be unchecked. [Integrated Windows authentication] should be checked.
8. On the tab [ASP.NET], [ASP.NET version] should be set to [2.0...].
8. Click [Apply] and then [OK] to close the property window.
9. Now on the left pane, expand the [Default Web Site] node, then right-click over [abCWprocess], then select [Properties].
10. For the tab [Virtual Directory], [Local Path] should already be set to [C:\Program Files\TriCom\TriComRC 2005\WebRoot\abCWprocess]. The checkboxes [Read, Write, and Log Visits] should be checked, while [Script source access, Directory browsing, and Index this resource] should be unchecked. [Execute Permissions] should be [Scripts only] and [Application protection] should be [Medium]. [Configuration]-->[Options] should have [Enable session state] checked and set to 20 minutes, [Enable buffering] checked, [Enable parent paths] checked, and [ASP Script timeout] set to 180 seconds. On the [Debugging] tab, both debugging flags should be unchecked. Click [OK].
11. For the tab [Documents], [Enable Default Document] should be unchecked.
12. For the tab [Directory Security], [Anonymous access and ...] --> [Edit] --> [Anonymous access] should be checked, and [Integrated Windows authentication] should be checked.
13. For the tab [HTTP Headers], [Enable content expiration] should be checked and set to

expire after 1 day.

14. Click [Apply] and then [OK] to close the property window.
15. On the left pane, select [Default Web Site]. Then restart the web server by clicking the stop button and then the start button in the icon toolbar.
16. Click [File]-->[Exit] to close the IIS Manager.

Configure the Dynamic DNS Client

1. Open [Zone Edit Dynamic DNS Client]. Set the username, password, and host according to the [TriComRC Settings.pdf] file.
2. Click [OK] and then close the program.

Configure Remote Desktop

1. Open [Control Panel-->System], and select the [Remote] tab. [Remote Assistance] should be unchecked. [Remote Desktop] should be checked. Click [Apply] then [OK].

Configure Windows Firewall

1. Open [Control Panel-->Windows Firewall]. Ensure it is turned [On] and [Don't allow exceptions] is unchecked.
2. On the [Exceptions] tab, ensure that [TriComRC Server 2005] is added as a program, [RCW Web Server] is added as a [TCP Port] using the Web Server Port (usually 4002) from the [TriComRC Settings.pdf] file, and [TriComRC TCP Server] is added as a [TCP Port] using the TCP Server Port (usually 4001) from the [TriComRC Settings.pdf] file. Ensure that [Remote Desktop] is present on this list. If it isn't, add [Remote Desktop] as [TCP Port 3389]. Ensure the [Display a notification... blocks a program] checkbox is checked. Click [OK].

Configure Windows Automatic Updates

1. Open [Control Panel-->Automatic Updates]. Set it to [Notify me but don't automatically download or install them].

Test the TriCom Telephone Web Server

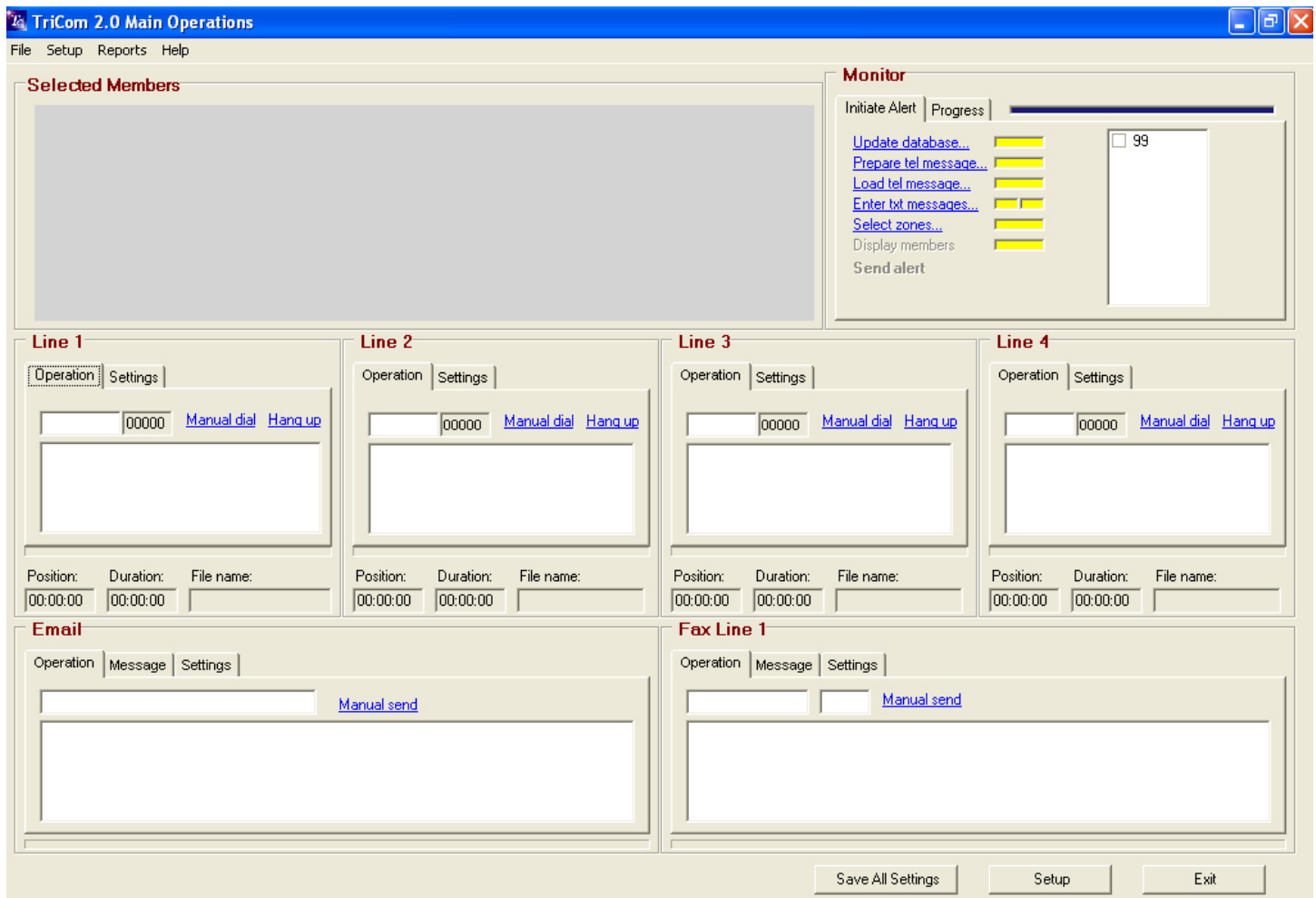
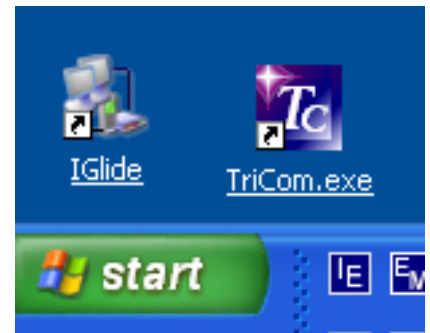
1. From a different computer, open Internet Explorer and go to the web address according to the [TriComRC Settings.pdf] file. An example of what the address might look like is: [http://association.abrcw.info:4002/abCWprocess/default.aspx].
2. You should receive a message indicating that you successfully reached the default web page. If you could not reach the web page, do not proceed until you have investigated and corrected the problem.

Installation and configuration is now complete.

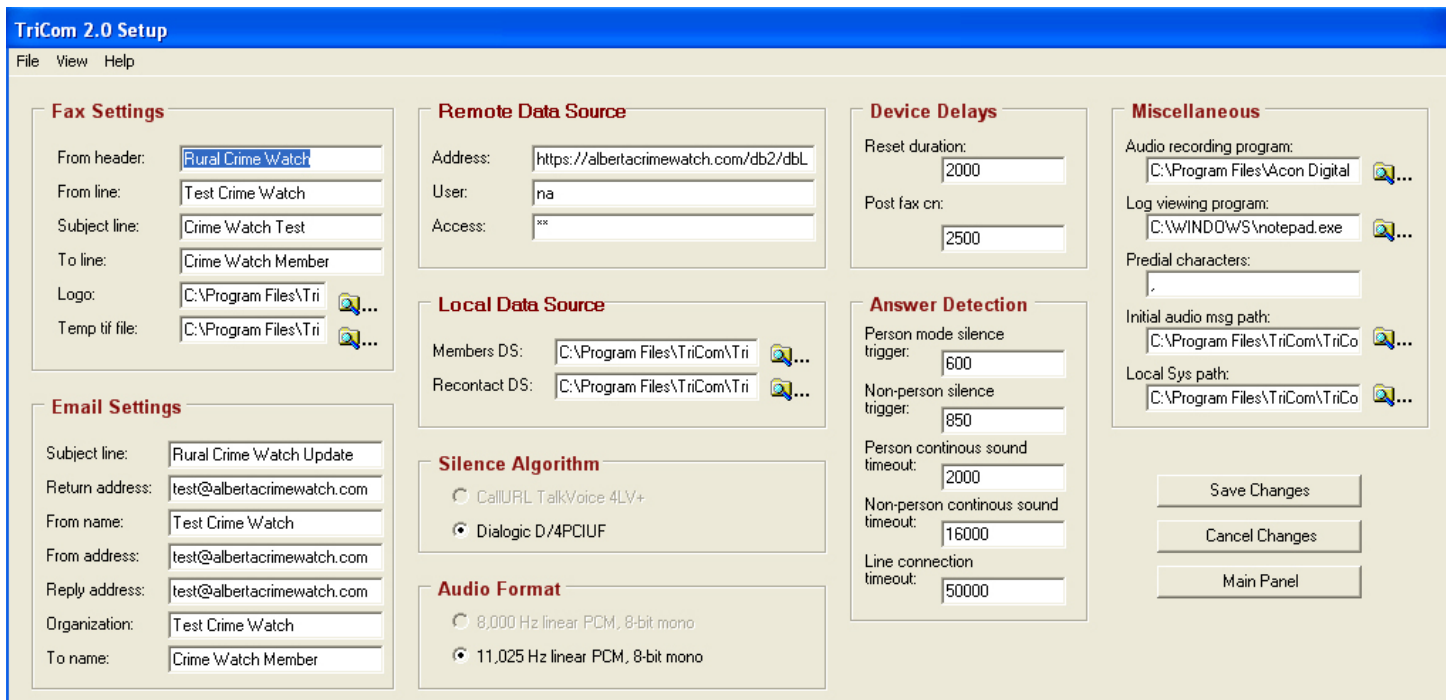
Introduction to the User Interface

Once you have connected the TriCom Remote Control Server as depicted in the preceding diagrams, the system should be ready for testing. Normally the software will have already been installed and tested; and you should need only to verify that the components are connected properly by doing a test run on the program.

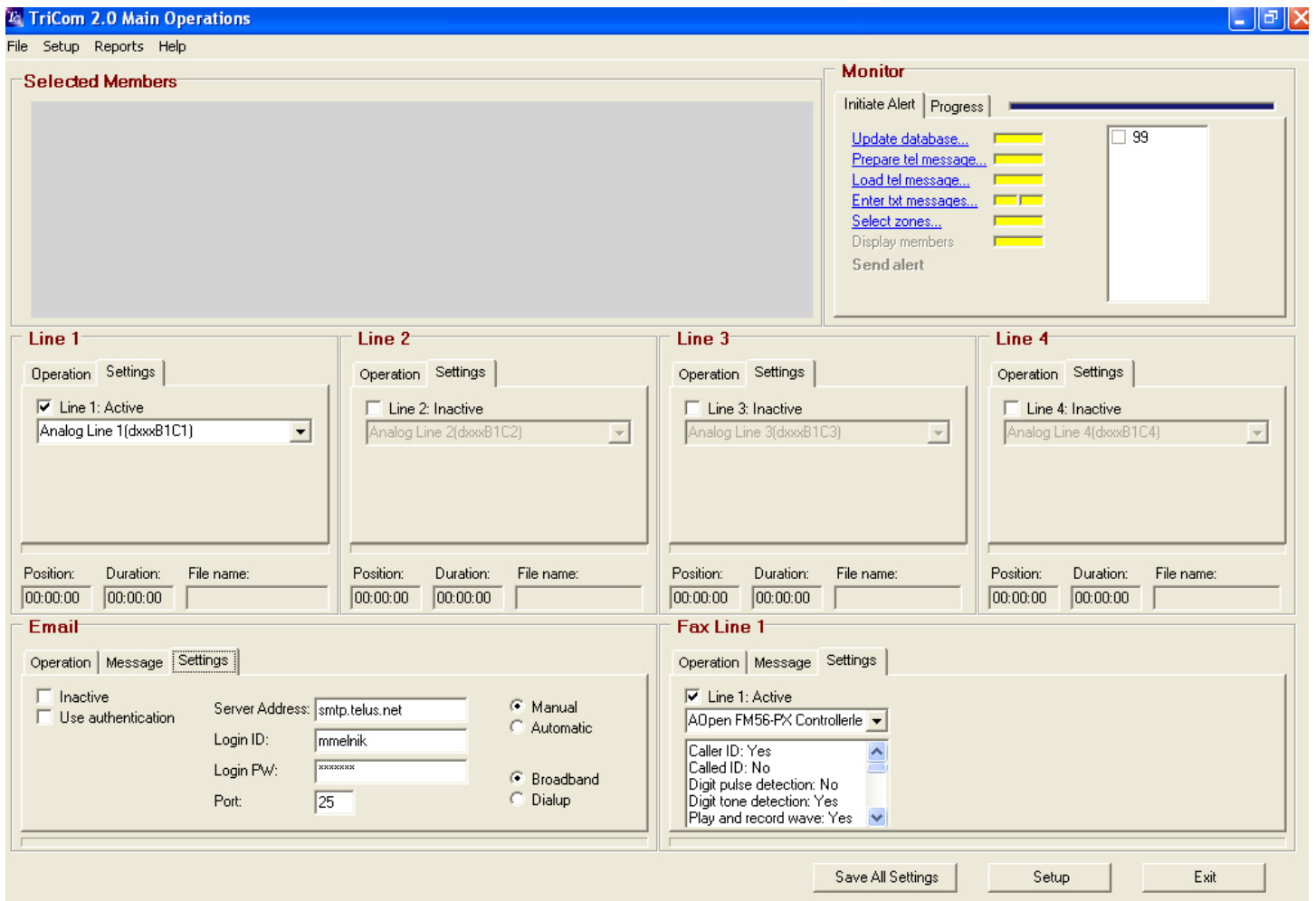
1. Turn on the computer and let it boot up.
2. Click on the TriCom icon on your desktop.
3. You will now see a window similar to the following:



- Click on the “Setup” menu item. You will now see a window similar to the following. Another document, called “TriComRC Settings.pdf” has been provided which will have the correct settings for your system. Normally you shouldn’t need to change any settings on this screen, as they will have already been set for you prior to delivery of the TriCom system. However, if you experience any problems later on, or if for any reason you need the reinstall the software, this is the screen where you will need to go to configure the settings for the program.



- Click on the button, “Main Panel” to return to the main screen.
- The first time you start TriCom, you will need to set the program for the number of phone lines you are using. You will also need to enter some fax settings and email settings. Start by clicking the “Settings” tab on each of the Group Boxes, as in the following:



Line 1: Ensure the “Line 1: Active” checkbox is checked. Set the selected device in the dropdown box to “Analog Line 1...”

Line 2: If you are using 2 telephone lines, then ensure the “Line 2: Active” checkbox is checked. Set the selected device in the dropdown box to “Analog Line 2...”. If you are not using 2 telephone lines then the “Line 2: Active” checkbox must be unchecked.

Line 3: If you are using 3 telephone lines, then ensure the “Line 3: Active” checkbox is checked. Set the selected device in the dropdown box to “Analog Line 3...”. If you are not using 3 telephone lines then the “Line 3: Active” checkbox must be unchecked.

Line 4: If you are using 4 telephone lines, then ensure the “Line 4: Active” checkbox is checked. Set the selected device in the dropdown box to “Analog Line 4...”. If you are not using 4 telephone lines then the “Line 4: Active” checkbox must be unchecked.

Email: If you have connected internet to the TriCom system and you want to send emails to your members, Ensure the “Active / Inactive” checkbox is checked. If you do not want to send emails, this checkbox should be unchecked. The remaining settings in the Email groupbox need to be set according to the settings in the document, “TriComRC Settings.pdf”; or according to the SMTP information provided by your Internet Service Provider for sending emails.

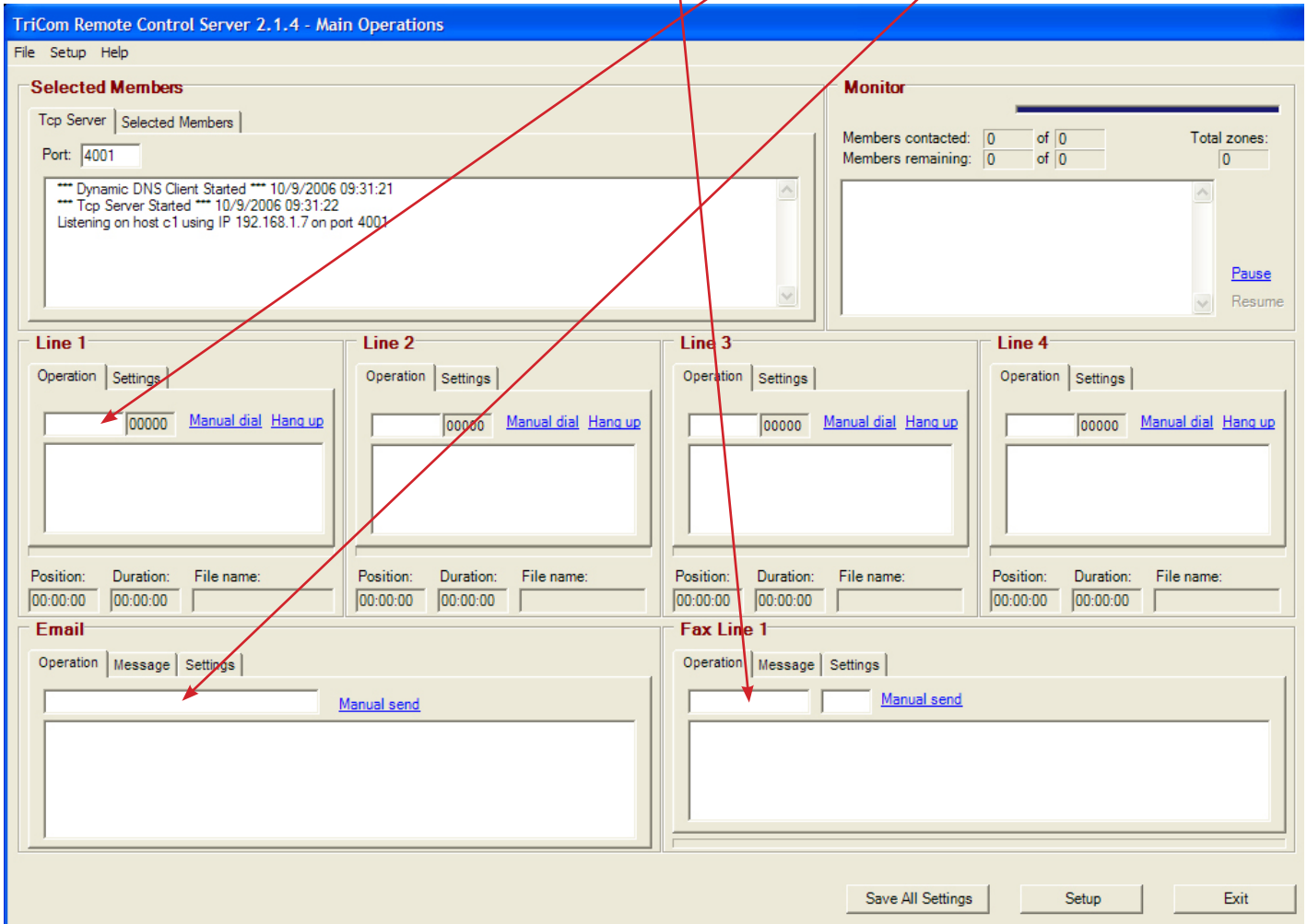
Fax Line 1: In order to determine your modem settings, go to the Windows Control Panel and select [Phone and Modem Options]. Select the [Modems] tab. There should be two modems listed. One will be used by the TriCom system for normal faxing; the other is a backup modem

in case your primary modem ever has any problems. The document “TriComRC Settings.pdf” will tell you which modem is your primary modem. Take note of the [Attached to] field for the primary modem. It will list a COM number, such as “COM 1” or “COM 3”. Now go back to the TriCom program. If you want to send faxes to your members, then ensure that the “Line 1: Active / Inactive” checkbox is checked. [Device class] should be set according to the “TriComRC Settings.pdf” document for each particular modem. [Comm port] should be set to the COM number that you took note of above; for example, 1 or 3. If you ever need to switch to the backup modem, all you have to do is change the [Device class] and [Comm port] entries to the appropriate settings for your backup modem.

10. Now that you have entered the correct settings, click the “Save All Settings” button near the bottom of the screen. This will save your settings for future use.
11. Now click on the “Settings” tab for each of the six groupboxes to return to normal view.
12. Now that you have entered the required settings and familiarized yourself with the user interface, you are ready to send a test message.

Manually Testing the System

When the TriCom program is started, you will see an interface similar to the following. Make a manual test call for each phone line you are using by entering the [phone number] and clicking [Manual dial] for each phone line you are using. Do the same for the [Fax line], as well as for the [Email]. Once proper operation is confirmed, the system is ready to be tested for Web operation.



The “Progress” area will display the current state of the fan-out. The system will send out all the emails first. Then all the faxes will send on Line 1 only. Once all the faxes have been sent, the telephone messages will be sent on as many lines as you have configured for the system (one to four lines).

When the main alert process is complete, TriCom will attempt to recontact any members that were not successfully on the main attempt. Two more recontact attempts will be made after the first one. When the final recontact attempt has been completed, the alert process is complete. A Recontacts Report will be automatically generated so you can see the members that were not able to be reached.

Test before sending:

It is always a good idea to test your message before sending it out to your members. You can set up a “test zone” (for example, zone 99) with yourself entered once listing your cell number. Ensure that the number you enter is different than the number that TriCom uses to dial out from. When you are ready to send a fan-out, you can send it to your “test zone” first, so that you can listen to how the message sounds and ensure that it is okay. Then, you can deselect the “test zone” and select the actual zones you want to send to.

Making a single call:

Another way of making a test call, fax, or email is to enter the number manually in the text box directly underneath the “Operation” tab and click “Manual send” or “Manual dial”. The larger text area will display the status of the call or email as usual.

The TriCom Management System Website

The database where member information is stored and managed is located on a secure website. The site is used to enter members, view and modify existing members, and view / modify site administrators. The website is located at <http://www.albertacrimewatch.com> and can be accessed via Internet Explorer version 6.0 or higher.

Navigation menu: When You Log In

MT COUNTY RURAL CRIME WATCH: 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.

[Log Out](#)**MT COUNTY RURAL CRIME WATCH**[Add Members Section](#)
[Manage Members Section](#)
[Reports Section](#)
[Administrative Section](#)

Welcome Mark D. Melnik**MEMBER ALERT SECTION**

Telephone message:

Type your telephone message here.

Select voice:

Select voice format:

Select voice speed:

Select voice volume:

[Preview recording...](#)

Fax & email message:

Type your fax and email message here.

Info log:

Selected zones:

80 89 95 96 97 99

[Preview selected members...](#)

IP address:

RC server port:

Web server port:

Report email:

Using the TriCom Messaging Section for sending a fan-out is very simple. All you do is perform the following steps:

1. Type or paste the message into the "Telephone Message" box and the "Fax & Email Message" box.
2. 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.
3. 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 "Edmonton" may sound better if it is spelled "Ed-mun-tun". The phrase "RCMP is asking anyone who has seen" may sound better if it is spelled "R.C.M.P. is asking, anyone, who has seen". Inserting the periods will help to slow down the pronunciation of "RCMP", and adding the commas 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

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appear in a Fax or Email.

4. Check the zones that you want to send the message to.
5. Press the “Send Alert to Selected Members” button.

You should then see a message in the “Info log” box stating that the message is being sent. 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. 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	MT COUNTY RURAL CRIME WATCH	TriCom Messaging Section Manage Members Section Reports Section Administrative Section
Welcome Mark D. Melnik	ADD MEMBERS 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 fan-out 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
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SEARCH BY ZONE	SEARCH BY MEMBER
<input type="text" value="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"/>

Access Information		Member Information		Contact Information			
Member number:	<input type="text" value="90002"/>	Primary first name:	<input type="text" value="MarkA"/>	Main notification:	<input type="text" value="Telephone"/>	Edit	Delete
Zone:	<input type="text" value="99"/>	Primary last name:	<input type="text" value="MelnikA"/>	Second notification:	<input type="text" value="None"/>		
Expiry date:	<input type="text"/>	Alternate first name:	<input type="text"/>	Third notification:	<input type="text" value="None"/>		
Member notes:	<input type="text"/>	Alternate last name:	<input type="text"/>	Tel area code:	<input type="text" value="780"/>		
		Mailing address:	<input type="text" value="na"/>	Tel number:	<input type="text" value="9862199"/>		
		Town/City:	<input type="text" value="Barrhead"/>	Tel long distance:	<input type="text" value="No"/>		
		Postal code:	<input type="text" value="T7N1C4"/>	Tel answer service:	<input type="text" value="Ans Mach"/>		
		Rural address:	<input type="text" value="58314516692607"/>	Fax area code:	<input type="text" value="866"/>		
		Contact area code:	<input type="text" value="780"/>	Fax number:	<input type="text" value="5831451"/>		
		Contact telephone:	<input type="text" value="6747530"/>	Fax long distance:	<input type="text" value="Yes"/>		
				Main email address:	<input type="text" value="mark11@allmail.net"/>		
				Alternate email address:	<input type="text" value="mm@customwebc"/>		
Member number:	<input type="text" value="90003"/>	Primary first name:	<input type="text" value="MarkB"/>	Main notification:	<input type="text" value="Telephone"/>	Edit	Delete
Zone:	<input type="text" value="99"/>	Primary last name:	<input type="text" value="MelnikB"/>	Second notification:	<input type="text" value="None"/>		
Expiry date:	<input type="text"/>	Alternate first name:	<input type="text"/>	Third notification:	<input type="text" value="None"/>		
Member notes:	<input type="text"/>	Alternate last name:	<input type="text"/>	Tel area code:	<input type="text" value="780"/>		
		Mailing address:	<input type="text" value="na"/>	Tel number:	<input type="text" value="6747530"/>		
				Tel long distance:	<input type="text" value="Yes"/>		

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 Welcome Mark D. Melnik	MT COUNTY RURAL CRIME WATCH MEMBER REPORT SECTION	TriCom Messaging Section Add Members Section Manage Members Section Administrative Section
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SELECT ZONES	DISPLAY ORDER	INSTRUCTIONS
<div style="border: 1px solid black; padding: 2px;"> 80 89 95 96 97 99 </div> <p>Hold 'Control' to select more than one zone</p>	<input checked="" type="radio"/> Sort by member number <input type="radio"/> Sort by last name <input type="radio"/> Sort by zone <div style="margin-top: 10px;"> <input type="button" value="Display Report"/> <input type="button" value="Print Report"/> <input type="button" value="Create Mail Labels"/> </div>	<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 Zone: 99 MemNum: 90002 TelNum: 780-674-7530	AlternateName: na Notify1: Telephone [780-986-2199] Notify2: None Notify3: None	Expiry: MA: na Barrhead T7N1C4 RA: 5831451 6692607 MemNotes:
MelnikB, MarkB Zone: 99 MemNum: 90003 TelNum: 780-669-2607	AlternateName: na Notify1: Telephone [1-780-674-7530] Notify2: None Notify3: None	Expiry: MA: na Barrhead T7N1C4 RA: 5831451 6692607 MemNotes:
MelnikC, MarkC Zone: 99 MemNum: 90004 TelNum: 780-674-7530	AlternateName: na Notify1: Telephone [1-780-674-7530] Notify2: None Notify3: None	Expiry: MA: na na T7N1C4 RA: 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:

AddOnly: The user can add new members, but cannot view existing member information

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.

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.

Summary of the TriCom Management System Website

The TriCom Management System Website is located at

<http://www.albertacrimewatch.com/>

and has been designed to be as intuitive and easy to use as possible. There are a number of video tutorials located on the website, designed to help you understand how to properly use the TriCom Alert System.

Webmail

As a part of the TriCom Alert System, a webmail account has been created for your Crime Watch Association. Any emails that members reply to, or that bounce due to illegitimate email addresses, can be accessed via your TriCom Webmail account. You can access your albertacrimewatch.com Webmail account by opening Internet Explorer from any computer and going to

<http://webmail.albertacrimewatch.com>

and then logging in using the credentials supplied in the document, "TriComRC Settings.pdf".

Conclusion

If you have any questions or problems with the operation of the TriCom Remote Control Server, please feel free to send an email or make a telephone call using the contact information provided in the albertacrimewatch.com website.