CS Call Management – Installation Overview

CS Call Management is a "network" application that includes Both LAN and Telos communication links. Designed for use with the Telos TWOx12, NX, HX and VX systems. The package includes both the call screening module CSScreener and the show scheduler CSShowScheduler for scheduling topic information and access to a contact database. These programs are used by different departments running on different computers so the installation is in two parts.

The first step is the "server" installation wich is run once to create a common directory or "**File Server**" where all of the programs and data will be stored. This installation does NOT add or run any applications on this computer.

For VX Systems that are only using the Call Screening functions, the File Server can be installed on a computer on the LiveWire network with a shared directory as the File Server. Stations using CS Contest Management and/or Center Stage Live, should install the File Server on the Stations local area network. This will require Dual Network cards for the Call Screening workstations.

Second, the "Client" installations are used to install the various modules on the appropriate computers. The client install will register the software and create a shortcut pointing to the program in the file server directory created during the server installation. ***Note: The user will require full rights to the File Server directory.***

Where to Install the CS Call Management Clients

The CS Call Management package is very compact and does not require a lot of computing power or disk space and can be installed on any Windows computer. However, the computer will need network access to the CS Call Management File Server directory and the user will require full rights in order to access and maintain caller information. If connected to our CS Contest Maintenance package and/or Center Stage Lives Data Casting processes, the user will also require access to the CS Contest Management and/or Center Stage Live Installation directories.

The CSScreener call screening module will also require a network connection to the Telos system.

System Requirements: CS Call Management File Server will require 25-50meg of disk space. There are no server applications as the "server" is simply a common data storage area. Workstations will need the appropriate network cards and access to the file server directory and Telos Network (VX LiveWire Network).

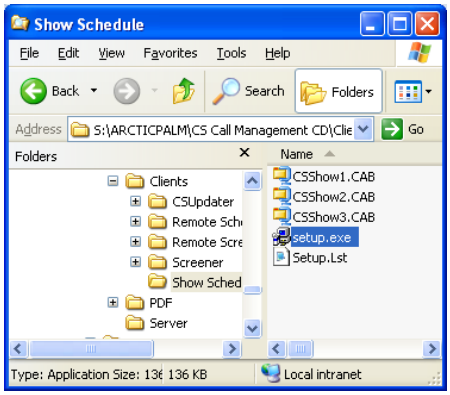
CS Call Management Clients

Once the Server installation is completed, the following clients can be installed on all necessary workstations using the setup program from the associated Client subdirectory.

Call Scheduling		
Client Directory	**User Group**	**Purpose**
Clients/Show Schedule	Off Air Talent and/or Producer workstations	This module is used to schedule show topic and guest information. While the topic and guest processes are optional, this program is also **used to enter the basic station configuration information.**
On-Air		
Clients/Screener	On-Air Studio	The CSScreener module is the actual call screening package that will monitor the Telos system, accept caller information from the producer and relay that data to the talent.
Clients/CallerID	On-Air Studio	For stations using Analog telephone systems and have the WHOZZ calling caller ID unit, this module will capture and display the caller ID information highlighting previous winners.

Installation for CS Call Management

The CS Call Management installation process follows the Standard Microsoft installation procedures with on-line instructions. **You will need to be logged in as an Administrator to install the applications**. Once installed and configured, the program can be run with user level rights.

1. Download the Installation Set From: http://www.arcticpalm.com/downloads/csscreener.exe	When requested, select Save and download the install set to your computer.
2. Unpack the Installation Software Run the csscreener.exe downloaded in step 1	When requested, select Unzip to extract all of the installation software.
3. Run the Server Installation Browse to the ARCTICPALM\CS Call Management CD\Server directory and run the setup.exe in this directory.	 This setup is only run once to create the CS Contest File Server directory containing all of the CS Contest programs and files.
4. CSShowScheduler Installation Once the server installation is completed, browse to the ARCTICPALM\CS Call Management CD\Clients\Show Schedule directory and run the setup.exe in this directory. When requested, use the Change Directory command to browse to the CS Call Management Installation directory created during the server installation. **To install other modules on this or other computers, use the setup.exe in the various Client subdirectories.** **Note:If used, each computer will need a drive mapping or UNC path to the CS Call Management and/or the Center Stage Live Installation directory.**	 This will add the the CS Call Maintenance module to the workstation's Start Menu and Desktop.

****Note: CS Call Management is designed to run on all versions of Windows and includes some older drivers for earlier versions of windows. As such, you may see the warning about installing an older version of a driver. If so, ALWAYS select KEEP to keep the existing version.**

CS Call Management Configuration

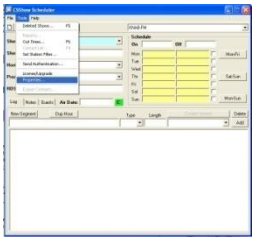
The following is a brief description of the configuration settings required for CS Call Management. This is controlled by the show scheduling program. This only needs to be done once and is used by all other CS Call Management applications. For detailed configuration settings see the **CS Show Scheduler User Guide.PDF** in the PDF directory of the CD.

1. Start CS Show Scheduler as a System Administrator

Double click the CS Show Scheduler icon to start the program. The first time the program is run, you will receive the configuration warning.

2. Open the Properties Window

Select Tools→ Properties to open the Properties window and configure CS Call Management.

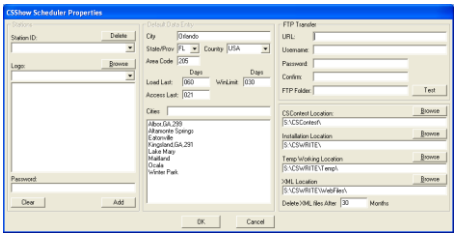


3. Properties

Use this window to configure the contest system as follows:

If linked to CS Contesting this information will be taken from the contest installation and will be disabled in this window.

Station – Enter the Call letters for the station and use the Browse command to find the logo file for this station. The logo file can be any valid picture format (JPG, GIF, BMP, etc). Once entered, Click Add. Repeat until all stations are entered.
Default Data – Enter the most commonly used city, state/province, country and area code.
Access – While all contest data will be kept until purged by the station, access to information may be limited for speed and privacy issues. The limits are:
Load Last – This is the number of days the on-air studio has access to previous winner information (45-60 days)
Win Limit – The is the number of days before the listener is eligible to win another contest.
Access Last – This limits the number of days after a contest has ended before it is removed from the maintenance drop down list. ***This is a housekeeping setting and all contests are still available for reporting.***



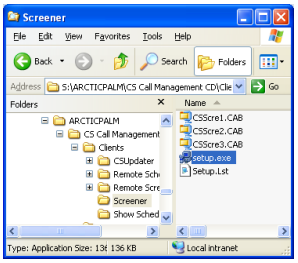
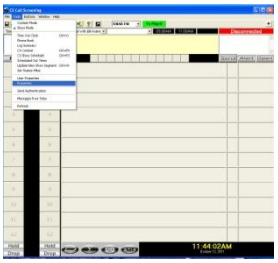
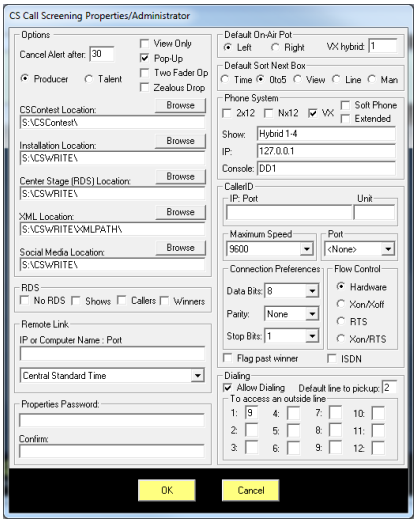
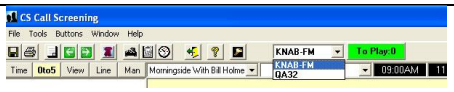
To Link to CS Contest Management, enter the Path to the CS Contest Management installation directory.

Enter the Installation and Temp working directories for this CS Call Management installation.

If using the show schedule to schedule show and topic information, enter the path to the directory where this information will be saved and set the period to save old files.

CS Screener Installation

Once the configuration settings have been updated, we may install and configure the screening application, CSScreener. For detailed information, see the CSScreener.PDF in the PDF directory of the install set.

1. Install the CSScreener Client Run the CSScreener Client installation from the Clients/Screener subdirectory. When requested, use the Change Directory command to browse to the CS Call Management installation directory created during the server installation. **To install other modules on this or other computers, use the setup.exe in the various Client subdirectories. Note: Each computer will need a drive mapping or UNC path to the CS Contest Management Installation directory.**	
2. Open the Properties Window Select Tools→ Properties to open the Properties window and configure CS Call Management.	
3. **Basic settings for this instance of CSScreener** for Details see the CSScreener.PDF. **Cancel Alert after** – Set the time to remove an alert message. **Type** - Set the desktop director as Producer or Talent. **Installation Location** – Ensure the path to the Call Management installation directory is correct. **Select the Phone System** as 2X12, NXS12 or VX If this install will NOT be connected to a VSET, select Soft Phone.(audio will be through the board) **IP –** Enter the IP for the Telos unit **Console**- For TWOx12 and NX systems enter the Identifier for the console this instance is to monitor. Dialing – If dial out is allowed, select Allow Dialing, the default line to use for outbound calling and any necessary outside line numbers. When completed, click OK to return to the main menu. Restart the program to ensure it connects to the Telos unit.	
4. Set the Station When the program reopens, select the station from the drop down list.