

T-CAS**TEXT-TO-SPEECH COURTESY ANNOUNCEMENT SYSTEM**

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WELCOME

T-CAS stands for **Text-to-Speech Courtesy Announcement System**. This system was designed by IED for creating and logging announcements. This help file shows how to use T-CAS to its full potential.

- [How To Create A New Announcement](#)
- [Viewing and Managing Current Announcements](#)
- [Viewing Announcement Log](#)
- [Setup](#)

HOW TO CREATE A NEW ANNOUNCEMENT

To navigate to the New Announcement page, click on the **New Announcement** button at the top of the T-CAS window.

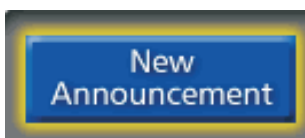


Figure 1 - New Announcement Button

Your New Announcement screen should look similar to the one below.

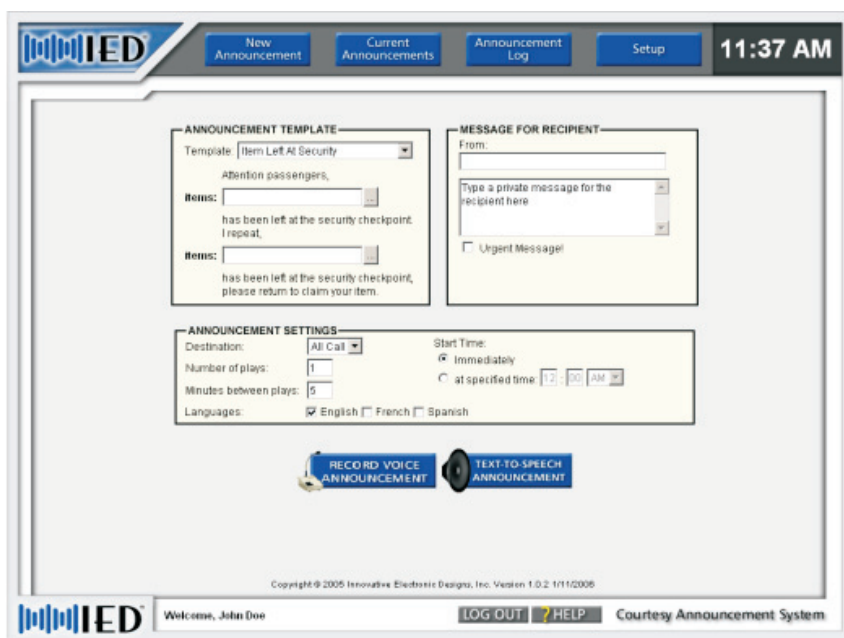


Figure 2 - New Announcement Screen



Lets go through the steps of creating a New Announcement.

I. SELECT A TEMPLATE

Lets say that we want to page all members of a tour group to a specific location. First we need to select the appropriate template from the drop down list, as shown below. (Your templates will vary from the ones shown depending on which templates are installed on your system. See [Setup - How to Add, Edit, Delete and Change Sort Order for Templates](#))

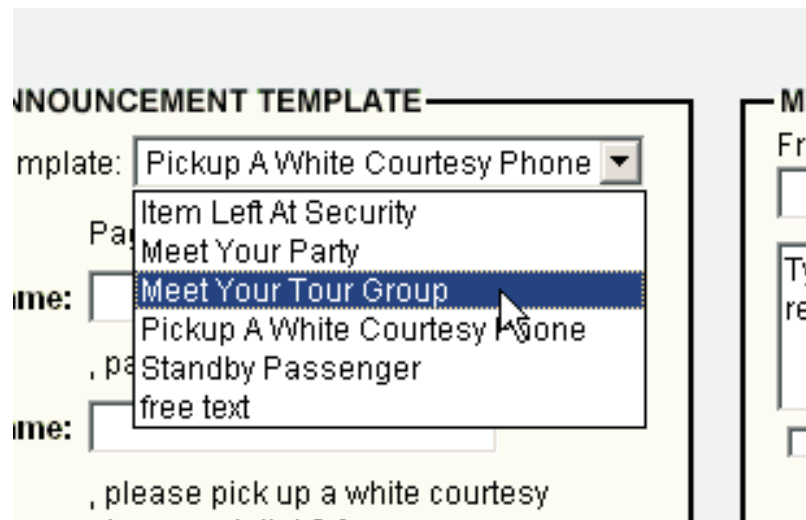


Figure 3 - Select an Announcement Template


Depending on the template selected, you may have to fill in some fields in order to page a specific person or group. For the "Meet Your Tour Group" template selected, you will need to fill in a tour group name and a location for the tour group to meet.

Figure 4 - Insert Variables

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II. INSERT VARIABLES

You can fill the tour group or location in with whichever values you like. However, if you

click the  button you will be presented with a list of items to choose from. Instead of having to type it in every time, you can simply double-click the item in the list and it will be inserted for you.

Here is an example of a list of Tour Groups to choose from.

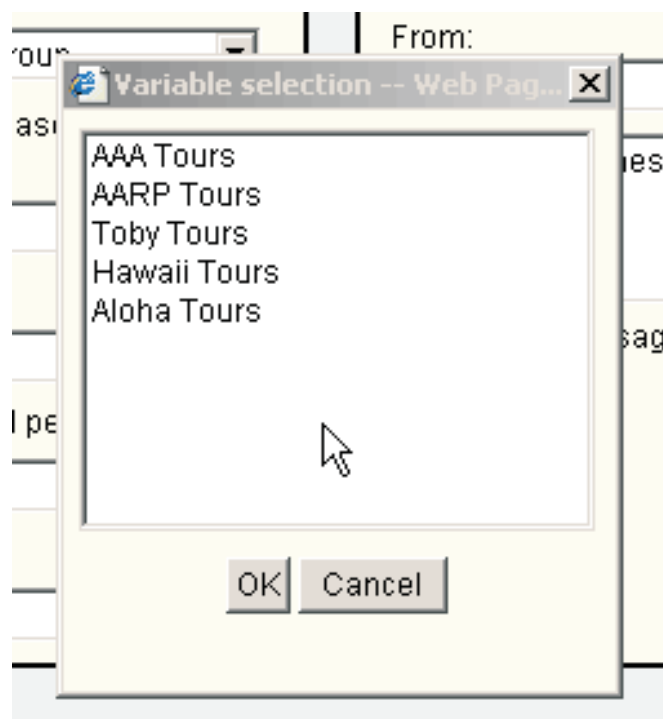


Figure 5 - Variable Selection List

III. OPTIONAL FIELDS

a. Message

An announcement that is for a specified party or recipient may have a message attached. The message can be given to the person or persons being paged. You can specify who the message is from and or flag it as urgent by checking "Urgent Message!"

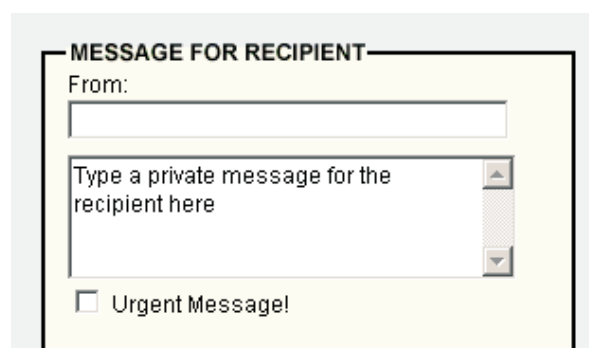


Figure 6 - Message For Recipient

b. Settings

Each announcement has specific settings. Here is a description of each:

- **Destination** - This is the area you wish to page. A drop-down window appears. You can only select from the locations listed in this window.
- **Number of Plays** - This is the number of times that the announcement will be played.
- **Minutes between Plays** - This is the time interval between repeats of the announcement.
- **Languages** - These are language(s) in which this announcement will be spoken.
- **Start Time** - This is the time when the announcement will be started. It will be played immediately unless you specify a later time to play.

IV. PREVIEW ANNOUNCEMENT

Once you are done preparing your announcement, you will see one or both of these two buttons:

If you have a microphone station and will be speaking this announcement yourself, click



Figure 7 - Select Method of Announcement Preparation

the **Record Voice Announcement** button. (See [Recording An Announcement](#) for details.)

If you want the Text-to-Speech feature of T-CAS to speak this announcement, click the **Text-to-Speech Announcement** button.

(See [Sending A Text-To-Speech Announcement](#) for details.)

RECORDING AN ANNOUNCEMENT

After clicking the **Record Voice Announcement** button on the New Announcements page, the following screen will appear:

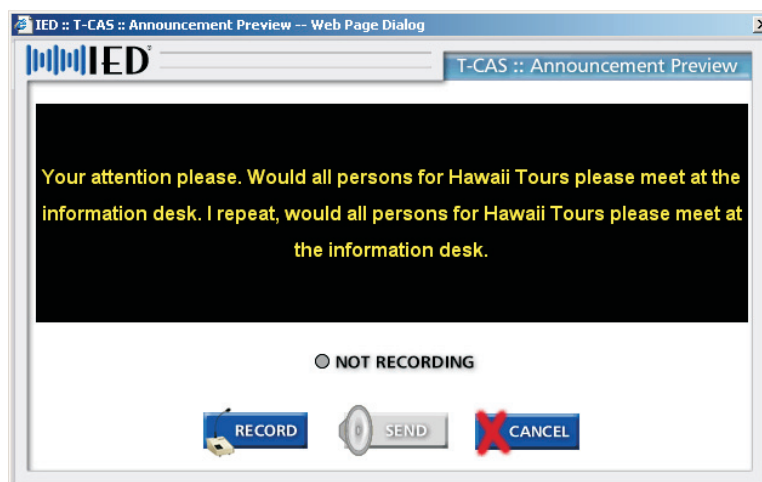








Figure 8 - T-CAS Announcement Preview

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Clicking record will send a message to the microphone station telling it to start recording. The status lights will indicate what the microphone station is doing.

When recording an announcement, you should see these status lights:

 NOT RECORDING	The Record button has not been clicked.
 WAITING TO RECORD	Waiting for the microphone station to activate.
 READY TO RECORD	Waiting for someone to pick up a microphone and activate it.
 RECORDING	Someone has activated the microphone.
 SAVING	The recorded announcement is being saved.
 COMPLETED	The announcement is ready to be "Sent" (see below)

Sending The Announcement

Once the announcement has been completed the **Send** button will light up as shown:



If satisfied with the recording, click the **Send** button. Otherwise you can re-record the announcement by clicking the **Record** button again or click **Cancel** to cancel the announcement entirely.

SENDING A TEXT-TO-SPEECH ANNOUNCEMENT

After clicking the **Text-To-Speech Announcement** button on the New Announcements page, the following screen will appear:

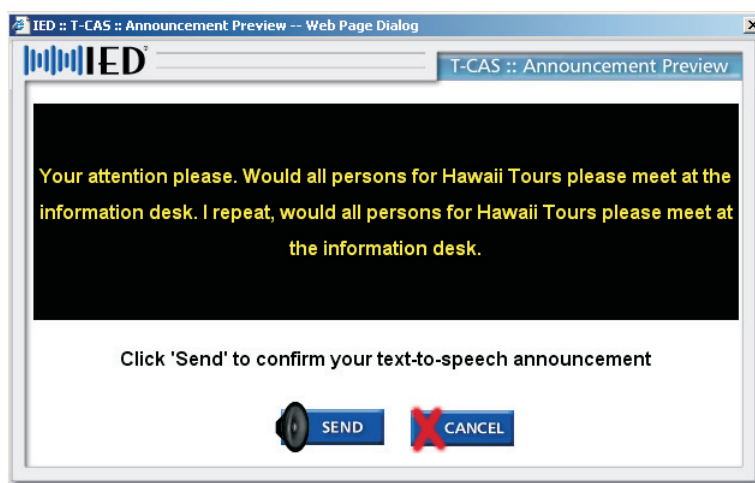


figure 9 - T-CAS
Announcement
Preview



This screen is to preview the announcement text before you send it to T-CAS to speak. You can either click **Send** to tell T-CAS to start playing this announcement or click **Cancel** to cancel the announcement entirely.

VIEWING AND MANAGING CURRENT ANNOUNCEMENTS

To navigate to the Current Announcements page, click on the **Current Announcements** button at the top of the T-CAS window.



Your Current Announcements screen should look similar to the one below.

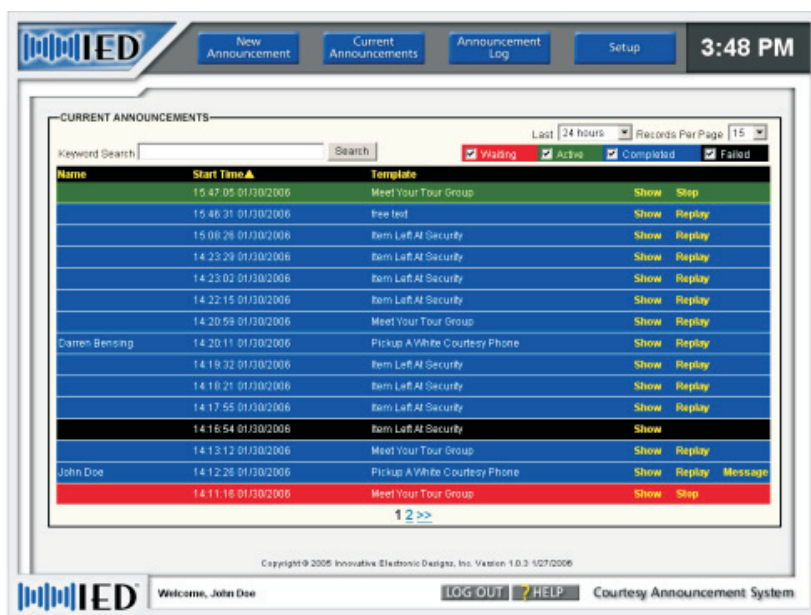


Figure 10 - Current Announcements Page

Use the Current Announcements screen to stop, replay, and view announcements. The Current Announcements page can also be used to view and deliver a message (if any) associated with an announcement. The Current Announcements page will display any announcement made within the last 24 hours.

I. READING THE CURRENT ANNOUNCEMENTS PAGE

Each announcement listed on the screen will display in one of four colors: Red, Green, Blue, or Black. These colors indicate the current status of the announcement. Here is a description of each:

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- **Red** - Announcement is waiting to play
- **Green** - Announcement is currently playing
- **Blue** - Announcement has completed playing
- **Black** - Announcement failed playing

There are three fields which are shown for each announcement in the table. These are listed below:

- **Name** - The name of the recipient/recipients of the announcement
- **Start Time** - The time the announcement was added to the log
- **Template** - Which template was chosen for this announcement

II. SEARCHING AND SORTING ANNOUNCEMENTS

At the top left of the Current Announcements page there is an entry box for a keyword search which will search the text of the announcement or the message associated with an announcement.

Keyword Search

If you click "Show Options" you will be presented with these search options to filter your search.

- **Per Page** - how many records will be seen on one page. If the records continue on to another page, there will be a page number listed at the bottom of the page in order to navigate past the first page.
- **Last <10,15,30 Minutes, 1,6,12,24 Hours>** - Another filter is for how far in the past to search the log (10 minutes, 15 minutes, 30 minutes, 1 hour, 6 hours, 12 hours, or 24 hours).

There are also a series of checkboxes in the top right corner from which you can filter on one of four announcement statuses. These statuses along with their descriptions are summarized above in Section I. Any combination of statuses can be shown. To sort records by name, start time, or template, click the column header of the column you wish to sort. For example if you wish to sort on Template name, click on the word Template at the top of the table.

Template

Once you click on it an arrow will show next to the column name like this:

Template ▲

An up arrow means the column is sorted descending, a down arrow means the column is sorted ascending. Click on the same column again to change the direction of the arrow and reverse the sort order.

III. VIEWING, STOPPING, AND REPLAYING ANNOUNCEMENTS

• Viewing An Announcement

To view the text of a Current Announcement, simply click the word “Show” next to the announcement you wish to view.



When the word “Show” is clicked, a new window will pop up showing the text of the announcement.

• Stopping An Announcement

Announcements that are currently in progress can be stopped from the Current Announcements page. To stop an announcement click the word “Stop” next to the announcement you wish to stop and the announcement will stop.



• Replaying An Announcement

You can replay completed announcements. For these announcements, the word “Replay” will appear to the right of the word “Show”.



When the word “Replay” is clicked a new window will pop up. It will look similar to the one below:

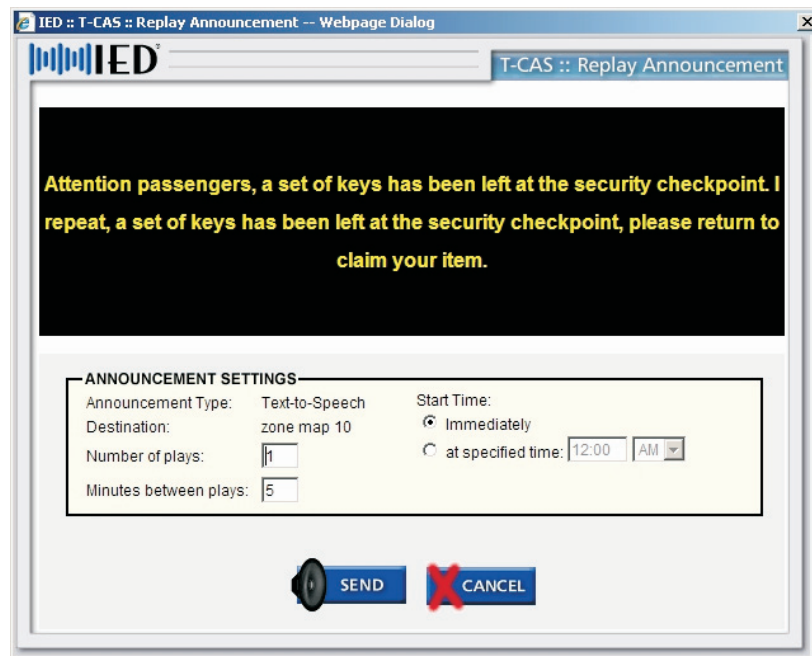


Figure 11 - Replay Message Window

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From this screen, you can change how many times you want to play the announcement, the minutes in between each play of the announcement, and what time you want to start the announcement. Once the **Send** button is clicked, another instance of the announcement will be added to the Current Announcements page. Clicking the **Cancel** button will close the window.

IV. VIEWING, DELIVERING, AND CANCELING MESSAGES

One of the features of T-CAS is that you can associate a message with each announcement you want to make. If a person was paged to come to a courtesy phone, the associated message could be given when the person calls in.

Let's say John Doe calls in and wants to find out why he was paged to the courtesy phone. First, you would navigate to the "Current Announcements" page by using the buttons at the top of the screen. Next, you would look for the name "John Doe" in the names column on the left of the screen and locate a line similar to the one below:

John Doe	09:54:22 01/31/2006	Pickup A White Courtesy Phone	Show	Message
----------	---------------------	-------------------------------	------	---------

To give John Doe his message, click the word "Message" (circled below):

John Doe	09:54:22 01/31/2006	Pickup A White Courtesy Phone	Show	Message
----------	---------------------	-------------------------------	------	---------

Once the word "Message" is clicked, a new window containing the message will open. It will be similar to the one below:

Figure 12 - T-CAS Message Review Window

You would now give John Doe the message to call Jane Doe on her cell phone and then click the **Deliver** button. This will stop the announcement from playing and mark the announcement as "Delivered". However, if you want to stop the announcement without telling John Doe, click the **Stop Without Delivering** button. This will mark the announcement as "Canceled". To easily view delivered and canceled announcements, view the [Announcement Log](#) page. The "Update" blank in the message review window allows you to add a note describing any additional action taken. The note will appear in the "Message Review" window along with the text of the message.

VIEWING ANNOUNCEMENT LOG

To navigate to the Announcement Log page, click on the **Announcement Log** button at the top of the T-CAS window.



Your Announcement Log screen should look similar to the one below.

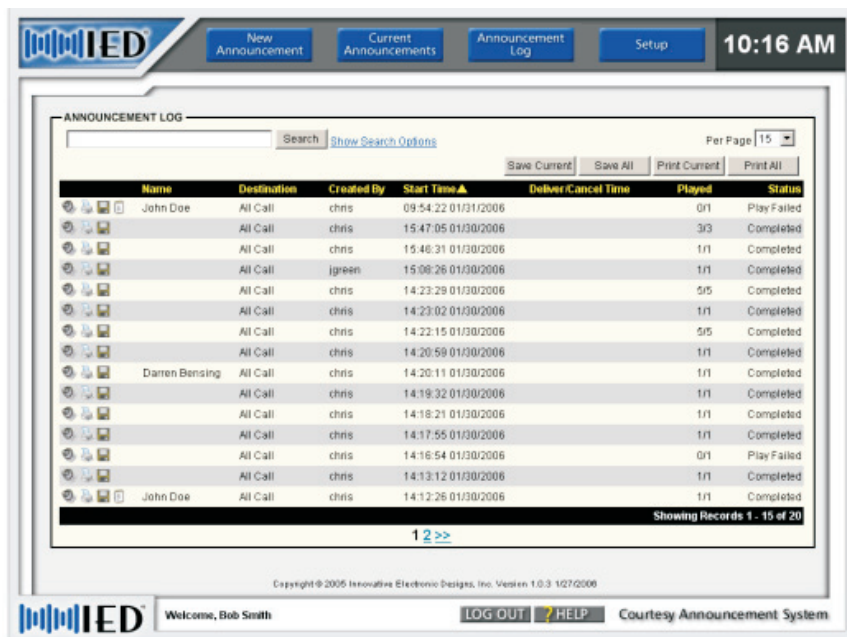




Figure 13 - Announcement Log Screen

The following will show how to search through announcements.

I. READING THE ANNOUNCEMENT LOG

From the Announcement Log, you can view the text of the each announcement. To do this, click on the  icon in the row of the announcement you wish to view. After clicking, a pop-up window will be displayed with the announcement's text.

You can also view the message (if any) associated with the announcement. To do this, click on the  icon in the row of the announcement you wish to view the message of. After clicking, a pop-up window will be displayed with the message text. You can deliver or cancel the message at this point. See Section IV in the help for more information.

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Other fields shown on the Announcement Log page:

- **Name** - The person/persons for whom the announcement is intended
- **Destination** - The area the page was heard.
- **Created By** - The T-CAS username who made the announcement
- **Start Time** - The time the announcement was started.
- **Deliver/Cancel Time** - The time the announcement was completed/stopped.
- **Played** - How many times the announcement has to play and how many times the announcement is scheduled to play.
- **Status** - The current status of the announcement.

II. SEARCHING AND SORTING ANNOUNCEMENTS

At the top left of the Announcement Log page there is a keyword search which will search the text of the announcement or the message associated with an announcement. There is also a link titled "Show Search Options" which will show more options to search on when clicked. These options are:

- **Template** - When searching for a particular template, select the template you want to search for in the drop-down list.
- **Date** - Denotes the date range you wish to search
- **Per Page** - How many records per page you wish to see on a search.

If the records continue on to another page, there will be a page numbers listed at the bottom of the page in order to navigate past the first page.



As with the Current Announcement screen, you can sort on a specific column. Simply click on the column header and it will sort ascending. If you click on the same column header again, it will reverse the sort to descending.

Start Time▲

Start Time▼

III. PRINTING AND SAVING FROM THE LOG

You can print and save from the Announcement Log page.

- **Save Records On Current Screen** - If you wish to only save announcements from the page you are viewing, click the **Save To File** button at the top right of the screen.
- **Print Records On Current Screen** - If you wish to only print announcements from the page you are viewing, click the **Printable Version** link at the top right of the screen. You will then be presented with a pop-up showing what is going to print. Click the **Print** button on this pop-up to print the page.
- **Save One Record** - Next to each announcement in the row is a disk icon , click it to save the record in that row to an HTML file.
- **Print One Record** - Next to each announcement in the row is a printer icon , click it to print the record in that row.

SETUP

To navigate to the Setup page, click on the **Setup** button at the top of the T-CAS window. Setup is only available for administrators.



Your Setup screen should look similar to the one below.

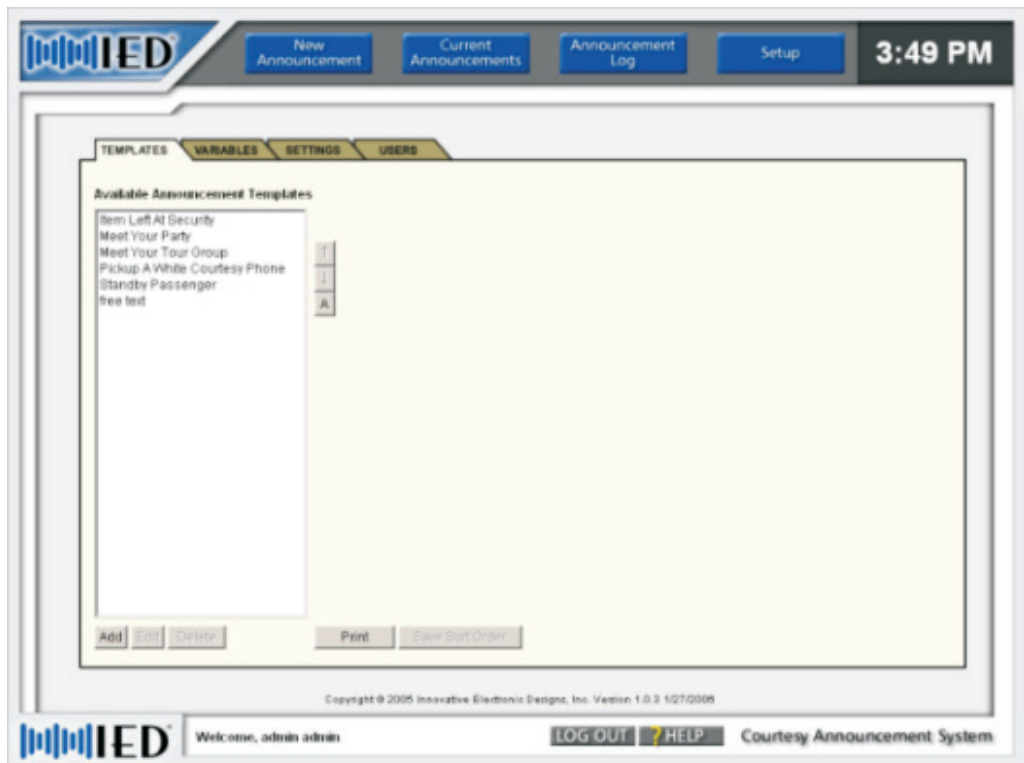


Figure 14 - T-CAS Setup Screen

You will notice at the top of this page there are four tabs, as below:



Click on the tab representing the area of T-CAS you wish to configure.

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These areas are described in the links below:

- [Templates](#)
- [Variables](#)
- [Settings](#)
- [Users](#)

SETUP - TEMPLATES

To navigate to the Templates Setup, click on the **Templates** tab on the **Setup** page (see below). You must be on this page to add, edit, or delete templates.



Your screen should look similar to the one below:

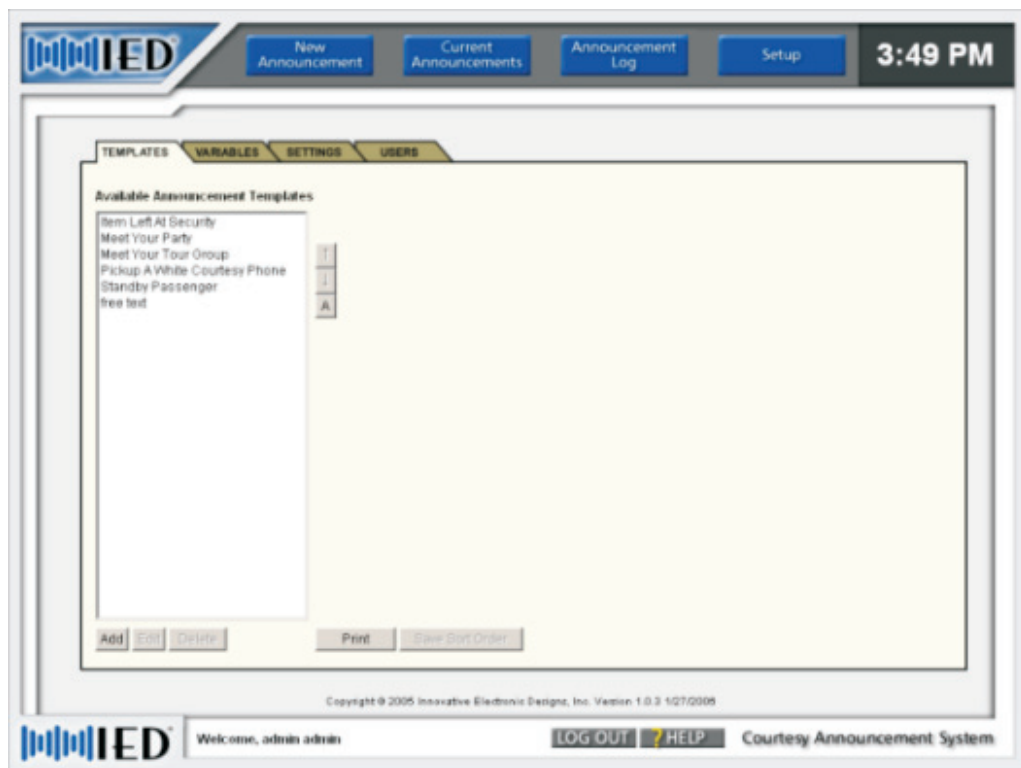


Figure 15 - Template Setup Screen

I. TEMPLATE SORT ORDER

You can change the order templates appear in the drop down box on the New Announcement page. First, select the template you wish to move (as shown below):

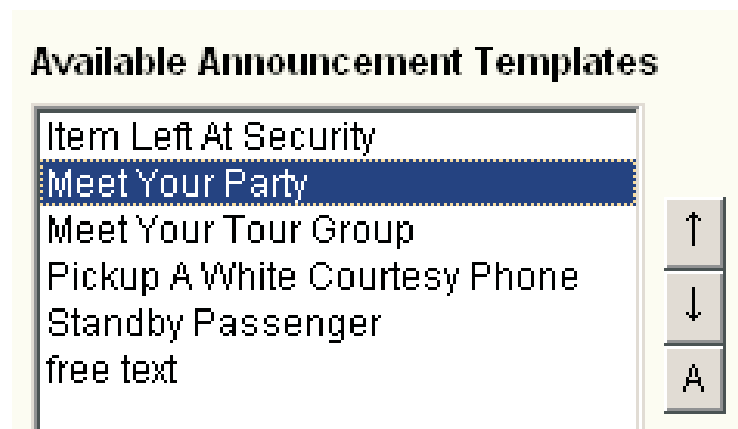


Figure 16 - Template Sort Order Screen

To move the template up in the list, click the button. To move the template down in the list, click the button. To order all templates in the list alphabetically, click the button. To Print the Template list, press the button. To save the new sort order, press the button.

II. ADDING OR EDITING A TEMPLATE

To add a template to the list click the **Add** button, to edit a template already on the list, click the **Edit** button. A T-CAS Template Management window will then pop up, similar to the one below:

For a given template, the following settings/options can be configured:

- **Template Name** - This is the new template name.

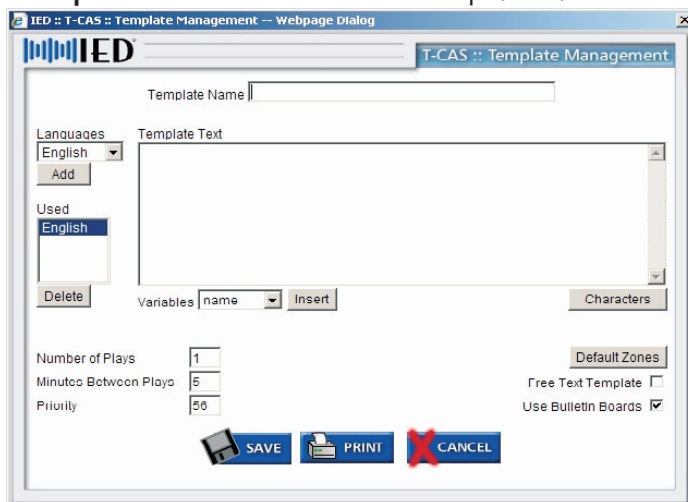


Figure 17 - Template Management Window

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- **Languages** - This is a list of languages. Press the **Add** button to add languages to the **Used** list. Press the **Del** button to delete the selected language from the **Used** list.

- **Template Text** - This is the announcement text that includes the **Variable** tags.

For example, suppose an announcement would say "Paging Jim Smith. You have your family waiting for you at the front lobby." A template to build this kind of announcement with would be created as follows:

- Type "Paging"
- **Insert** the tag from the **Variable** list item "name". It would appear as `<name/>`.
- Type "You have"
- **Insert** the tag from the **Variable** list item "items". It would appear as `<items/>`.
- Type "waiting for you at".
- **Insert** the tag from the **Variable** list item "location". It would appear as `<location/>`.

The announcement in the **Template Text** would look like: **Paging <name/>. You have <items/> waiting for you at the <location/>**.

- **Characters** - This button pops up a special characters dialog which is useful for adding Template Text for non-English languages.
- **Number of Plays** - This is the default number of times that the announcement will be played for this template.
- **Minutes between Plays** - This is the default time interval between repeating the announcement for this template.
- **Default Zones** - Will bring up a screen where you can pick the default zone to play this template to when the "New Announcements" screen appears.
- **Free Text Template** - This denotes whether the user can type in the text for the announcement, rather than having set text.
- **Save** - Saves the template.
- **Print** - Print this template's text.
- **Cancel** - Close the screen without saving

III. DELETING A TEMPLATE

To delete a template, click the name of the template in the list you wish to delete and then click the **Delete** button.

IV. PRINTING ALL TEMPLATES

Available Announcement Templates is a list of templates that are available for use. Template Information will appear to the right when any template item is pressed.

This information includes:

- **Default Number of Plays** - This is the default number of times that the announcement will be played.
- **Minutes between Plays** - This is the default time interval between repeating the announcement.
- **Bulletin Boards** - Adds This template's visual announcement description to the Bulletin Board list.
- **Free Text Template** - This template consists of only user-entered (free) text with no fixed or variable parts to it.



SETUP - VARIABLES

To navigate to the Variables Setup, click on the **Variables** tab on the **Setup** page. You must be on this page to add, edit, or delete variables.

Your screen should look similar to the one below:

A “Variable” is a portion of a template that is changeable. For example, a page to come to an airline ticket counter will pretty much always be the same “Paging XXX please come to the ticket counter for YYY”. Here XXX represents the name of the person being paged, and YYY represents the name of the airline. XXX and YYY are known as

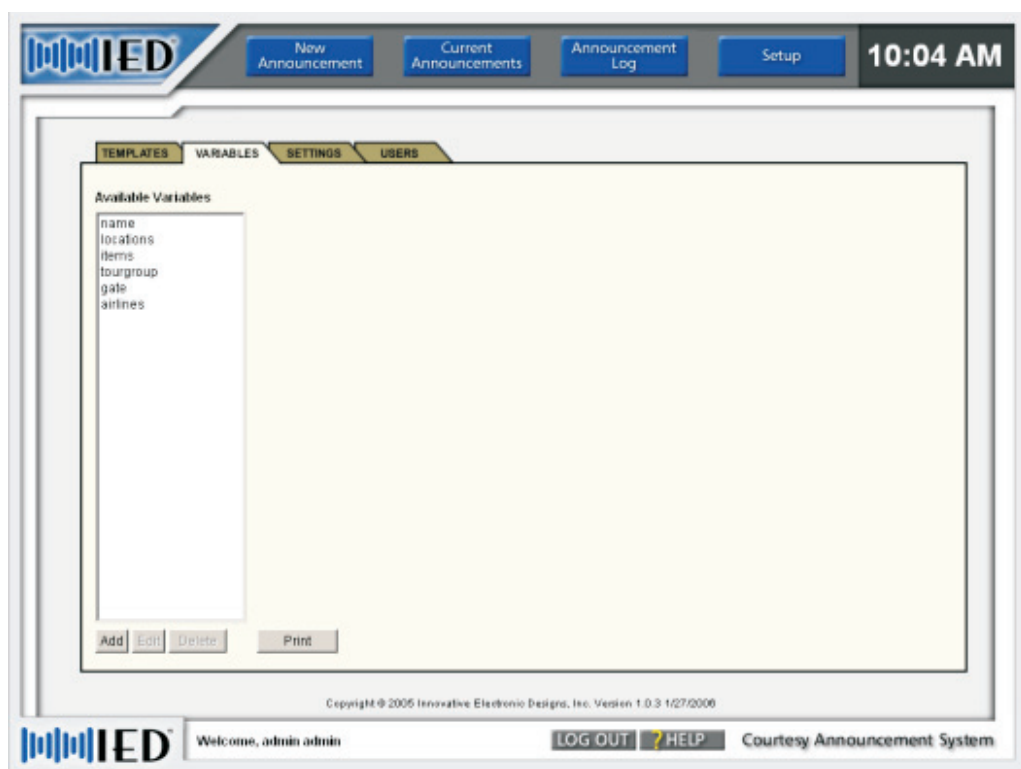
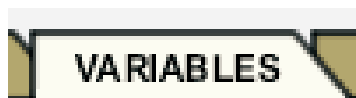


Figure 18 - Variables Setup screen

“Variables”. This setup page allows you to set a predefined set of variables for inserting into a template. Let’s say in the example above, that you know there will only be five airlines needing pages. You can add in these five airlines on this page.

The steps involved in adding, editing, deleting variables are as follows:

I. ADDING, EDITING, AND DELETING A VARIABLE TYPE

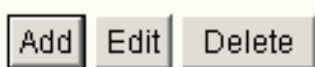
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If you need to add a variable type (e.g., name, airlines, locations). Click the **Add** button under the “Available Variables” list. A new window will pop up, prompting for a name and an optional description for a variable type. To edit a variable type, select a variable type on the list, and click the **Edit** button. The same window will pop up with the name and description already populated. To delete a variable type, select a variable type on the list, and click the **Delete** button underneath the variable list. The **Add**, **Edit**, and **Delete** buttons are shown below:

II. ADDING, EDITING, DELETING VARIABLES

Adding

To add a variable, click on the “Variable Type” of the variable you wish to edit. For example, if you wish to add an airline, click on the word “airlines” in the “Available



Variables” list to the left. The “Add airlines” button will now appear as shown below:

Once you click the “Add airlines” button, a new window will pop up prompting for the name of the airline you wish to add. In this window you can put the translation of “Bobs Air” for every language installed. However, in this case, we will just keep the name “Bobs Air” for every language. This is shown below:

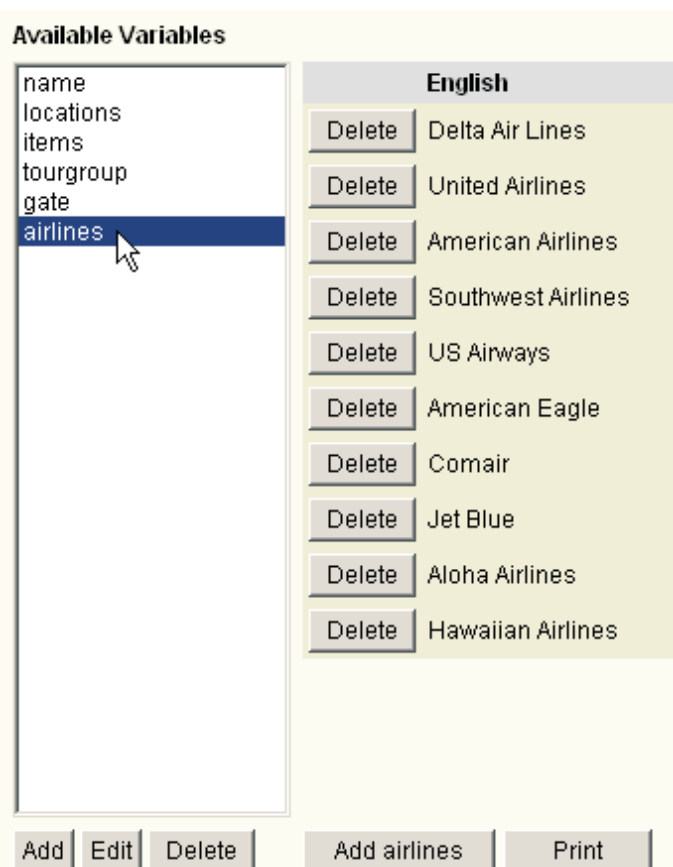


Figure 19 - Adding, Editing and Deleting Screen for Available Variables

After clicking the **OK** button, the “Bobs Air” variable is added to the list of airlines, as shown below:

Editing

Let’s say we want to change “Bobs Air” to “Toms Air”. First move the mouse over and



Figure 20 - Add Variable Values, Airline Name Window

double-click on the name “Bobs Air” in the list of variables:



Figure 21 - Available Variables, Airlines
Showing new airline added

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Now, the same window as earlier pops up, and we will change all languages to say “Tom’s Air”.

Click the **OK** button, and “Bobs Air” is now changed to “Toms Air”:



Deleting

To delete “Toms Air”, click the **Delete** button on the left of the row containing the name



Figure 22 - Add Variable Values, Airline Name Window showing airline name changed

“Toms Air”:



III. PRINTING VARIABLES

To print the entire list of variables, click the **Print** button at the bottom of the page.

SETUP SETTINGS



To navigate to the Settings Setup, click on the **Settings** tab on the **Setup** page. This page allows you to configure microphone stations, zones, and enable/disable free text templates.

Your screen should look similar to the one below:

You must click the “Save” button on the bottom left hand corner of the screen before any changes made will be applied.

I. CURRENT CLIENT SETTINGS



All settings in this section pertain to the current machine only. You may or may not have

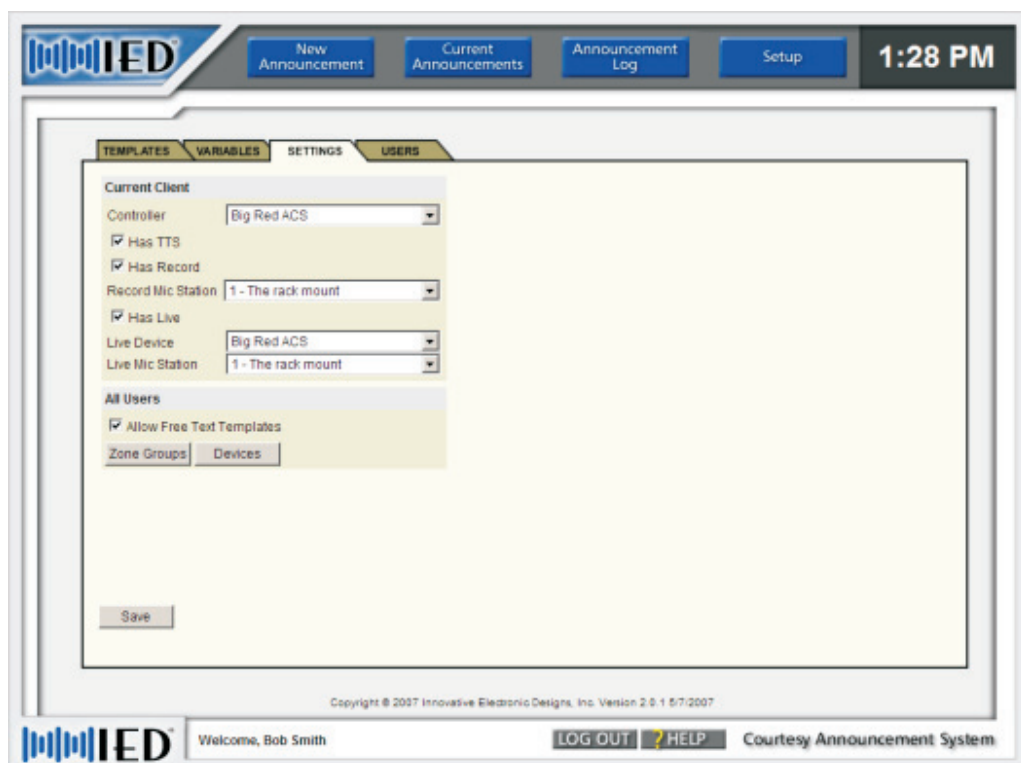


Figure 23 - Setup Screen, Settings Tab

these settings depending on what type of T-CAS installation you have.

- **Controller** - Which controller this client will be using for TTS and/or recorded messages.

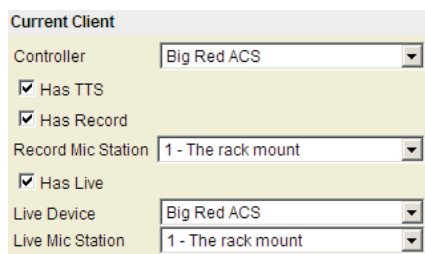


Figure 24 - Current Client

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The following settings are for TTS T-CAS systems only:

Has TTS - Does this client have TTS access

The following settings are for Recording T-CAS systems only:

Has Record - Does this client have Recording announcement access

- **Record Mic Station** - The microphone station that will be used to Record announcements.

The following settings are for Live T-CAS systems only:

- **Has Live** - Does this client have Live announcement access
- **Live Device** - Device to use to play live announcements
- **Live Mic Station** - Microphone station to use to play live announcements

Note: Text from Live Announcement **DOES NOT** show on any of the displays.

II. ALL USERS SETTINGS

All settings in this section pertain to all T-CAS users.

- **Allow Free Text Templates** - Sets whether Free Text Templates are shown.

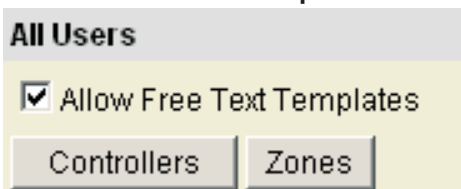


Figure 25 - All Users

- **Devices** - **This screen is for TTS T-CAS systems only** - When you click the **Devices** button, a new dialog will appear like the one below:

The devices screen shows a list of every sound card channel on the T-CAS server. Here you can map ACS line-in microphones (as set up in IED Enterprise) to a particular channel on a sound card.

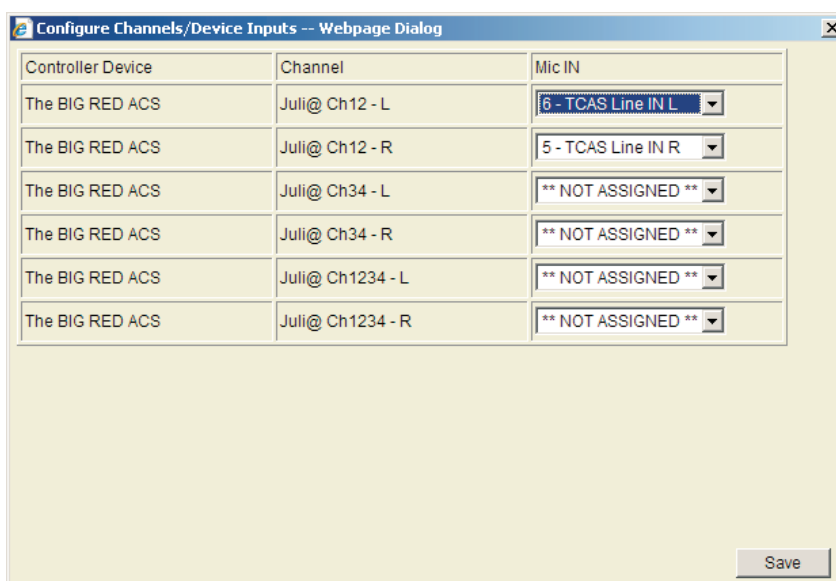


Figure 26 - Configure Channels/Device Inputs



- **Zone Groups** - When you click the **Zone Groups** button, a new dialog will appear like the one below:

From this screen, you can pick and add the zone groups from each Device that you wish to use in T-CAS. In the example above, for “The Big Red ACS” device, there are four zone groups which can be used in T-CAS. To add another zone group, choose from the

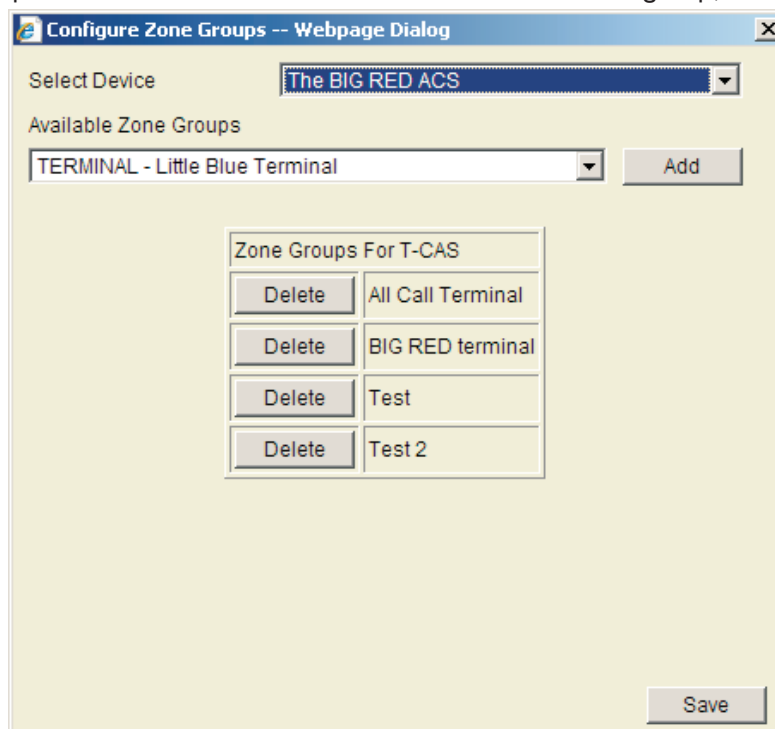


Figure 27 - Configure Zone Groups

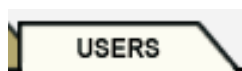
Available Zone Groups” list and click the “Add” button. If you wish to no longer use a zone group, click the “Delete” button next to the zone group you no longer wish to use. If you wish to set up zone groups for another device, change the “Select Device” drop-down at the top of the screen.

SETUP - USERS

To navigate to the Users Setup, click on the **Users** tab on the **Setup** page. You must be on this page to add, edit, or delete users.

Your screen should look similar to the one on the next page:

You can add, edit, or delete a user from this page.



The steps involved in adding, editing, deleting variables are as follows:

I. ADDING, EDITING OR DELETING A USER

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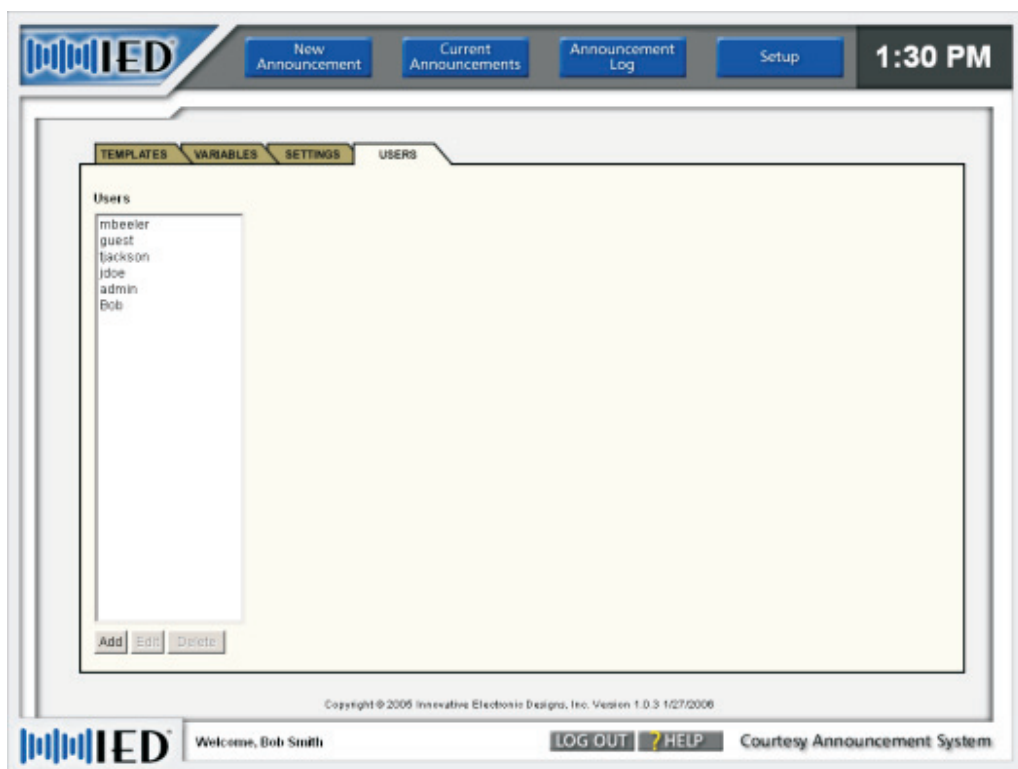


Figure 28 - Setup Screen, Users Tab

To add a user, click the **Add** button under the users list at the bottom of the page. A new window will pop up where you can enter the username, password, first name, and last name of the new user. You can also specify whether this person is an administrator. Only administrators have access to the setup screens. Click **OK** to save



the new user.

To edit a user, click the name of the user you wish to edit, then click the **Edit** button under the users list at the bottom of the page. A new window will pop up with all information pertaining to the user filled in. Click **OK** to save the changes.

To delete a user, click the name of the user you wish to delete, then click the **Delete** button under the users list at the bottom of the page. A window will pop up asking you to confirm that you want to delete the user. Click **OK** to delete the user.

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