

T-CAS

IED0633 / IED0633C

TEXT-TO-SPEECH
COURTESY ANNOUNCEMENT SYSTEM

USER MANUAL
VERSION 1.02

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Introduction

T-CAS is a Client/Server application used to broadcast standard Courtesy Announcements, or other ad-hoc messages into public spaces. Message content is entered via computer workstation(s) into a user-defined announcement template, with the corresponding operator-selectable zone group chosen for audio broadcast. Given the proper hardware and software components, synchronized text messages can also be seen on visual paging displays. T-CAS (audio only) requires the software components listed below:

- IED0633 – T-CAS Server Software
- IED0633C – T-CAS Client Software

The system can be configured to work with a combination of standard IED Microphone Stations (both analog such as 500 and 508, and digital such as the 528), or the system's Text-to-Speech (TTS) voice synthesis program. Use of this option requires additional components as listed below:

- IED0633-AxLx – Text-to-Speech Engine
- IED0633L-xxx – Text-to-Speech Language Pack

The T-CAS Client application is web-based, and can be accessed from any computer on the system's network (or connection thereto). The T-CAS Server utilizes Microsoft SQL Server and Internet Information Server (IIS) technology to store and manipulate announcement data.

Key features

- Announcements may be initiated from any client workstation
- Provides both spoken/recorded audio (from a mic station) and text-to-speech capabilities
- Announcements may be broadcast in multiple languages (selectable for each message that is played)
- User-supplied Microsoft SAPI 5 compatible TTS engines may also be employed
- Software utilizes a client/server architecture
- Can drive visual displays with ADA (Americans with Disabilities Act) compliant text
- For ease of use, system can be configured with preset text templates in multiple languages, as well as pre-defined, commonly-used variables in multiple languages
- Operator can attach private messages for announcement recipients, to be relayed when the recipient responds
- Messages can be launched to play to any zone map in the facility, with or without repeats, and/or with an optional delayed start (e.g., after expected arrival of recipient's flight)
- Any operator can quickly access messages and retrieve the attached private content

- Previously-broadcast messages may be quickly replayed by accessing the current announcements list
- An archive of at least 30 days (longer if necessary) of messages is maintained for possible reference, should any question or dispute arise
- Batching automatically combines names for the same type of announcement into a single message to prevent excessive message playbacks. When a message is marked as Delivered, that name will be removed from the batched message.

System Requirements

Minimum Server Requirements

Operating System

May be any one of the following: Microsoft Windows 2000 Server with Service Pack (SP) 4 or later; Windows 2000 Professional Edition with SP 4 or later; Windows XP with SP 2 or later; Windows Server 2003 Enterprise Edition, Standard Edition, or Datacenter Edition with SP 1 or later; Windows Small Business Server 2003 with SP 1 or later

Memory

512 megabytes (MB) of RAM Minimum (Recommended 1 Gigabyte (GB) or more)

Additional Software

Microsoft SQL Server 2005 or 2008, with Client Access Licenses (CAL's) for each workstation

Microsoft Internet Information Server (IIS) 5.0 or later

Microsoft XML 4.0 or Higher

IED Enterprise Server Application Suite

3rd Party Text-to-Speech Engines

Text-to-Speech engines not supplied by IED must be Microsoft SAPI 5 compliant

Minimum Client Requirements

Operating System

May be any one of the following: Microsoft Windows 2000 Server with Service Pack (SP) 4 or later; Windows 2000 Professional Edition with SP 4 or later; Windows XP with SP 2 or later; Windows Server 2003 Enterprise Edition, Standard Edition, or Datacenter Edition with SP 1 or later; Windows Small Business Server 2003 with SP 1 or later

Software

Microsoft Internet Explorer Version 7.0 (but not 8.0 or later)

Login

For security, T-CAS is password protected and requires users to enter username and password to access the system. All users have the ability to change their own password as outlined in this section. System administrators have the ability to change any user's password.

Login / Logout

The figure below shows the *User Login* screen. This will appear when you first access the system web page or after a period of inactive time when the system automatically logs the active user out of the system. Enter the username in the **User Name** field and the password in the **Password** field. Click the **Login** button to access the system. You will be prompted to try again if an invalid username/password combination is entered.

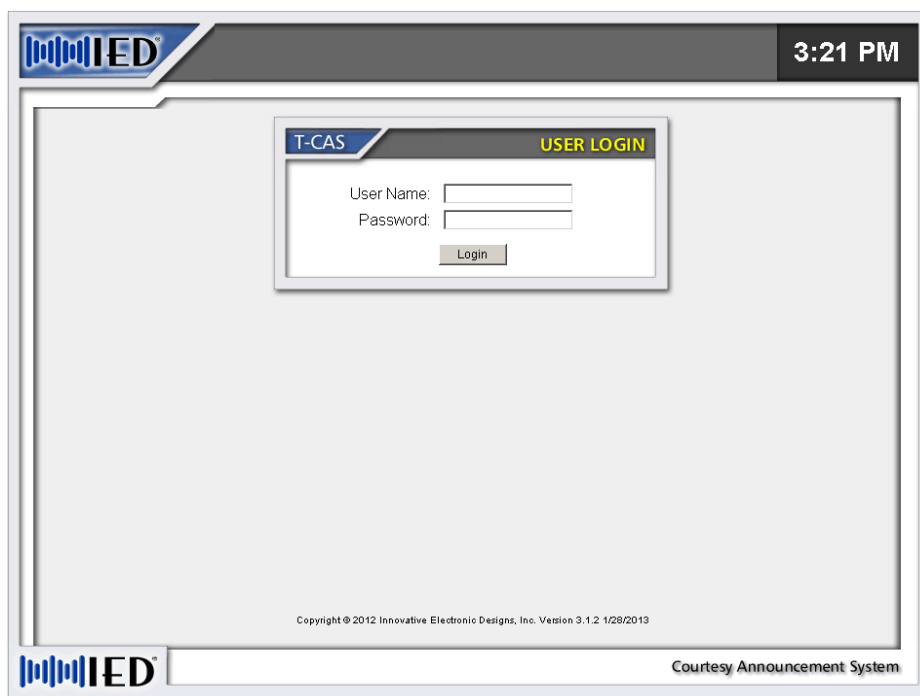


Figure 2-1: User Login Screen

When a user is logged into the system, the active user's login name will appear at the bottom of the screen as indicated in the following figure. You will also see a **LOG OUT** button. Click this button to exit the system. You can also click the **HELP** button to access the system help file.

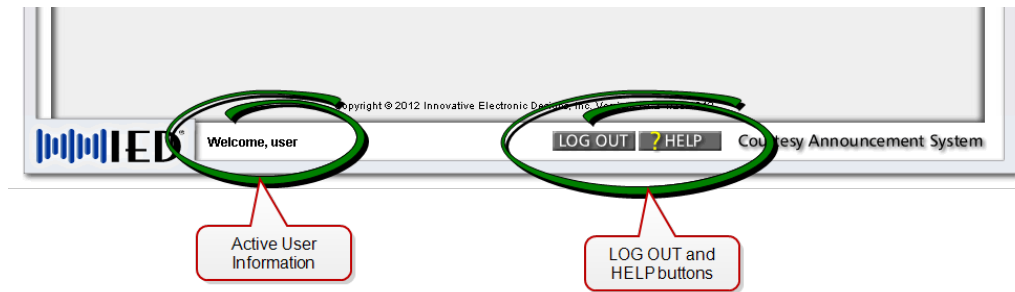


Figure 2-2: User Info, LOG OUT, and HELP

Change Password

Users are able to change their own password by going to the *Setup* page by selecting the **Setup** button located at the top of the screen.



Figure 2-3: Setup Button

The user must enter their current password in the *Enter current password* field. Then they must enter a new password in the *Enter new password* field and then confirm it again by entering it in the *Confirm new password* field.

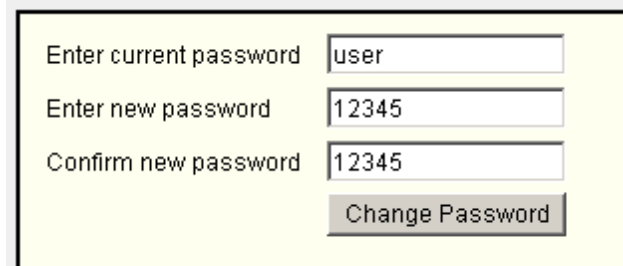
A screenshot of a 'Change Password' form. It has a light yellow background. There are three text input fields stacked vertically. The first is labeled 'Enter current password' and contains the text 'user'. The second is labeled 'Enter new password' and contains the text '12345'. The third is labeled 'Confirm new password' and contains the text '12345'. Below the third field is a grey button labeled 'Change Password'.

Figure 2-4: Change Password Screen

Click the **Change Password** button to change the password. You will see a confirmation like the one below if it was changed successfully.

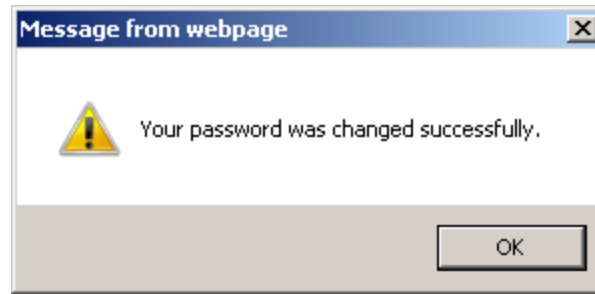


Figure 2-5: Change Successful

If you entered the current password incorrectly, you will receive the following error.

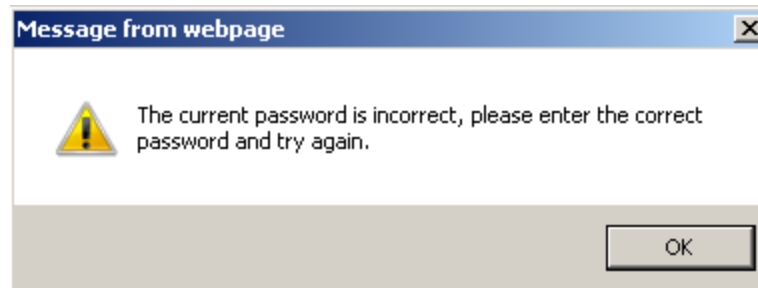


Figure 2-6: Current Password Incorrect

If the two new password entry fields do not match, you will receive the following error.

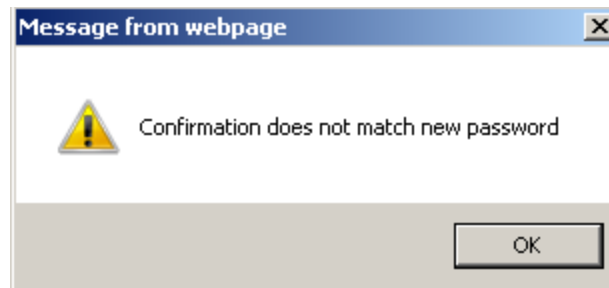


Figure 2-7: New Passwords Do Not Match

This page has been intentionally left blank.

New Announcement

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



Figure 3-1: New Announcement Button

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

Figure 3-2: New Announcement Screen

Lets go through the steps of creating a New Announcement.

Select A Template

Lets say that we want to page about an item left at the security checkpoint. 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.)

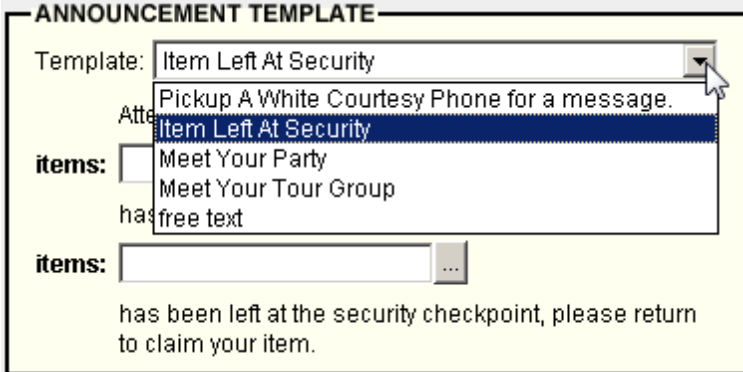


Figure 3-3: Select an Announcement Template

Depending on the template selected, you may have to fill in some fields in order to complete the announcement. For the "Item Left At Security" template selected, you will need to fill in items left.

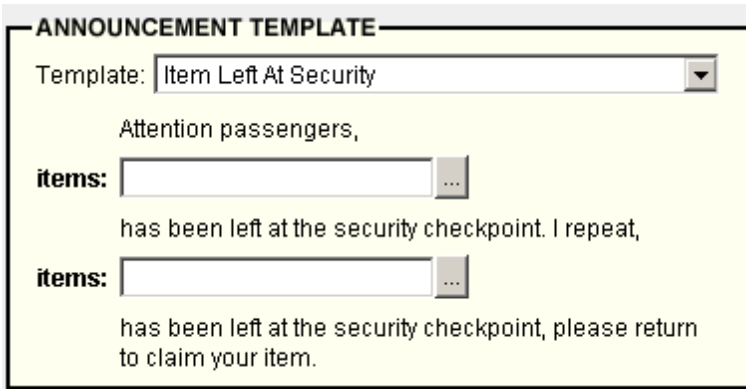



Figure 3-4: Insert Variables

Insert Variables

You can fill the items field with whichever text 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. You can also select the item with the left mouse button and then click the **OK** button. Click the **Cancel** button to close the window without selecting anything.

In this example, the *Items* field is repeated in the message. The second field will automatically be populated with the same text or selected variable when you click either the **Text-to-Speech Announcement** or the **Record Voice Announcement** buttons.

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

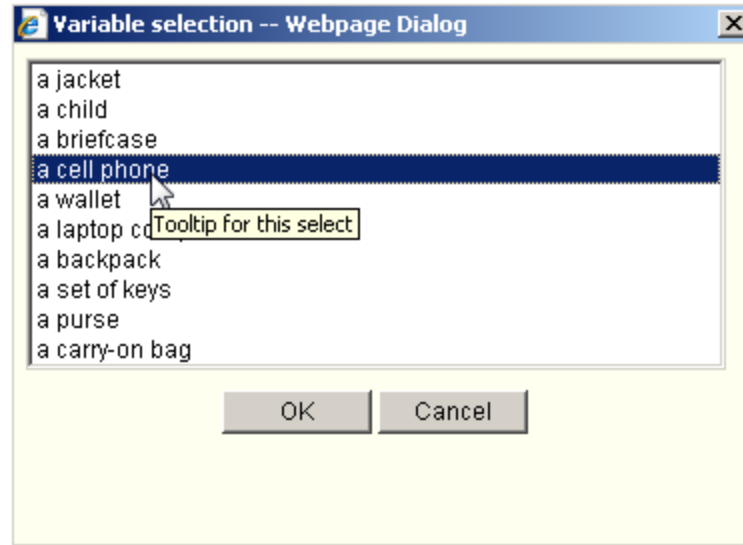


Figure 3-5: Variable Selection List

Optional Fields

Message For Recipient

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 and a field is provided to indicate the person that left the message.

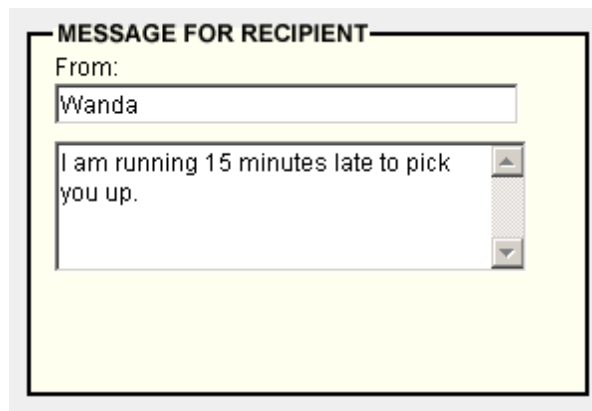


Figure 3-6: Message For Recipient

Announcement Settings

Each announcement has specific settings. Each option has a default setting that will automatically be used, but can be overridden as necessary.

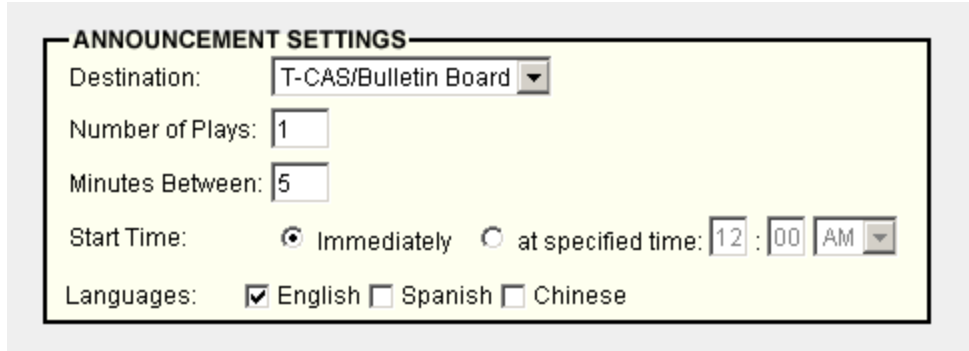


Figure 3-7: Announcement Settings

Here is a description of each option:

- **Destination** – Use this drop-down list to select the area that you wish to page. You can only select from the locations in the list, which can be edited by your system administrator.
- **Number of Plays** – This is the number of times that the announcement will be played.
- **Minutes between Plays** – This is the time interval (in minutes) between repeats of the announcement.
- **Start Time** – Use this radio button to either immediately play the message or specify a later time to start the announcement. This will default to play immediately.
- **Languages** – These are language(s) in which this announcement will be played. The default language will already be checked and you can check additional languages as needed.

Preview Announcement

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



Figure 3-8: Select Method of Announcement Preparation

If you have a microphone station and will be speaking this announcement yourself, click the **Record Voice Announcement** button. (See *"Recording An Announcement"* on page 11 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"* on page 12 for details.)

Recording An Announcement

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

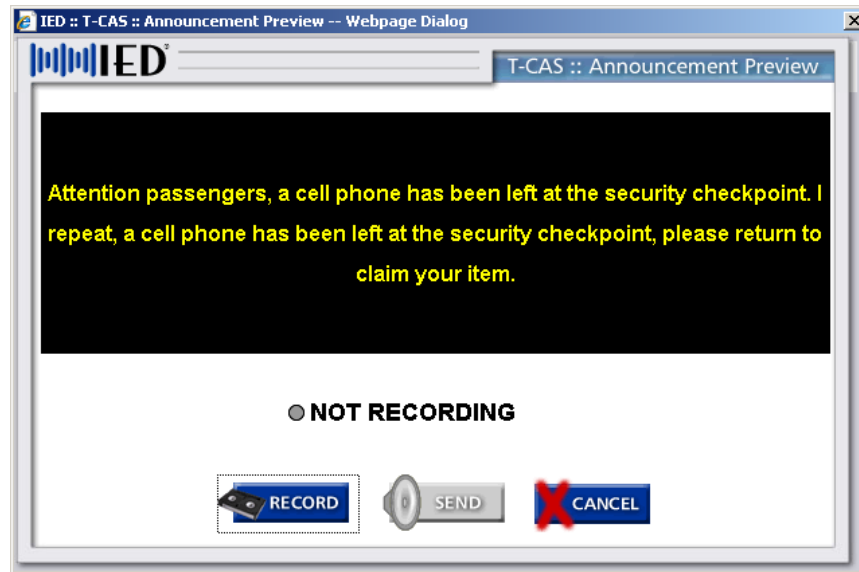


Figure 3-9: T-CAS Announcement Preview

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 may 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. |
| COMPLETED | The announcement is ready to be "Sent" (see below) |
| FAILED | The announcement recording failed. |

Sending The Announcement

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



Figure 3-10: Send Button

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 close the window without playing the announcement.

Sending A Text-to-Speech Announcement

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

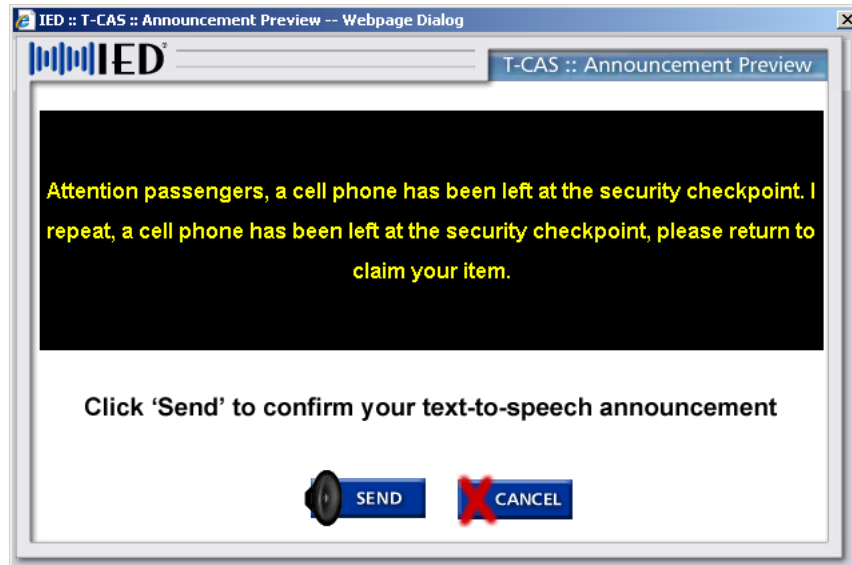


Figure 3-11: T-CAS Announcement Preview

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 close the window without playing the announcement.

Current Announcements

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



Figure 4-1: Current Announcements Button

Your *Current Announcements* page should look similar to the one below.

Current Announcements

Search Show Options ☒ Waiting ☒ Active ☒ Completed ☒ Failed

Name	Start Time	Template	Show	Message
Steve Young	15:06:07 01/14/2013	Pickup A White Courtesy Phone for a message.	Show	Message
Hardy Martin	15:06:04 01/14/2013	Meet Your Party	Show	Replay Deliver
Carmen Bensing	15:06:01 01/14/2013	Pickup A White Courtesy Phone for a message.	Show	Message
Ashleigh Kleiman	15:05:53 01/14/2013	Pickup A White Courtesy Phone for a message.	Show	Message
Ashleigh Kleiman	15:05:49 01/14/2013	Pickup A White Courtesy Phone for a message.	Show	Replay Message
Ashleigh Kleiman	15:05:38 01/14/2013	Pickup A White Courtesy Phone for a message.	Show	Replay Message
	15:05:25 01/14/2013	Item Left At Security	Show	Replay Deliver
	15:05:22 01/14/2013	Item Left At Security	Show	Replay Deliver
	15:05:12 01/14/2013	Item Left At Security	Show	Replay Deliver
	15:05:08 01/14/2013	Item Left At Security	Show	Replay Deliver
	15:05:05 01/14/2013	Item Left At Security	Show	Replay Deliver
Steve Young	15:03:36 01/14/2013	Pickup A White Courtesy Phone for a message.	Show	Message
	15:03:31 01/14/2013	Item Left At Security	Show	Replay Deliver
	14:21:48 01/14/2013	Item Left At Security	Show	Replay Deliver
Steve Young	14:20:57 01/14/2013	Pickup A White Courtesy Phone for a message.	Show	Replay Message

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IED Welcome, IED LOG OUT ? HELP Courtesy Announcement System

Figure 4-2: Current Announcements Page

Use the *Current Announcements* page 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.

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:

- **Red** – Announcement is waiting to play (This is actually a salmon color)
- **Green** – Announcement is currently playing
- **Blue** – Announcement has completed playing
- **Black** – Announcement failed playing (This is actually more of a gray)

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

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.



Figure 4-3: Keyword Search Box

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



Figure 4-4: Current Announcements Search Options

- **Per Page** – Select 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. 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

Figure 4-5: Template Column Header

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

Template ▲

Figure 4-6: Template Column Header when Sorted

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.

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.



Figure 4-7: Show Announcement Text

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 (or have multiple plays) 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.



Figure 4-8: Stop Announcement

Replaying An Announcement

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



Figure 4-9: Replay Announcement

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



Figure 4-10: Replay Message Window

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 without replaying the message.

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 Steve Young 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 *Steve Young* in the names column on the left of the screen and locate a line similar to the one below:

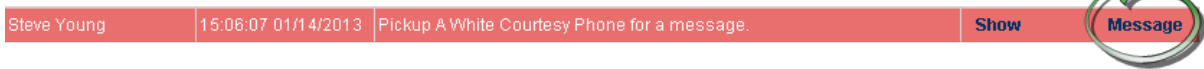


Figure 4-11: Current Announcement

To give Steve Young his message, click the word **Message** (circled above).

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

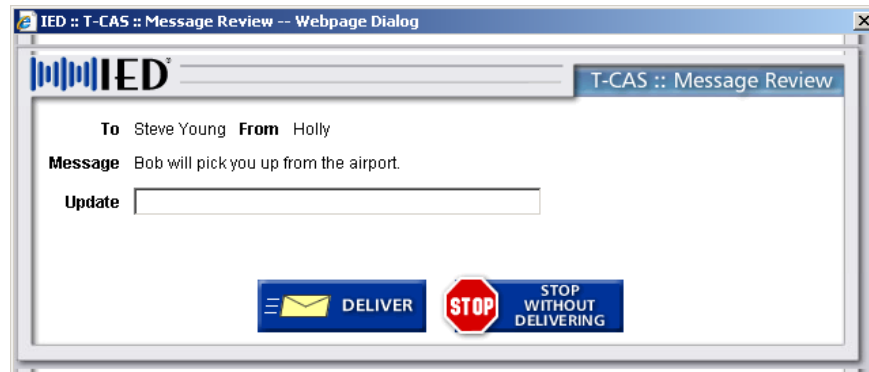


Figure 4-12: T-CAS Message Review Window

You would now give Steve Young the message that Bob will pick him up at the airport 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 from playing without telling Steve Young, 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** field 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.

This page has been intentionally left blank.

Announcement Log

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



Figure 5-1: Announcement Log Button

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

ANNOUNCEMENT LOG

Search Show Options Printable Version Save To File

Name	Destination	Created By	Start Time	Deliver/Cancel Time	Played	Status
	T-CAS/Bulletin Board	ied	15:09:01 01/14/2013		1/1	Completed
Steve Young	T-CAS/Bulletin Board	ied	15:06:07 01/14/2013		1/3	Waiting
Hardy Martin	T-CAS/Bulletin Board	ied	15:06:04 01/14/2013		1/1	Completed
Carmen Bensing	T-CAS/Bulletin Board	ied	15:06:01 01/14/2013		1/3	Waiting
Ashleigh Kleiman	T-CAS/Bulletin Board	ied	15:05:53 01/14/2013		1/3	Waiting
Ashleigh Kleiman	T-CAS/Bulletin Board	ied	15:05:49 01/14/2013	15:06:17 01/14/2013	0/3	Canceled
Ashleigh Kleiman	T-CAS/Bulletin Board	ied	15:05:38 01/14/2013	15:06:24 01/14/2013	0/3	Delivered
	T-CAS/Bulletin Board	ied	15:05:25 01/14/2013		1/1	Completed
	T-CAS/Bulletin Board	ied	15:05:22 01/14/2013		1/1	Completed
	T-CAS/Bulletin Board	ied	15:05:12 01/14/2013		1/1	Completed
	T-CAS/Bulletin Board	ied	15:05:08 01/14/2013		1/1	Completed
	T-CAS/Bulletin Board	ied	15:05:05 01/14/2013		1/1	Completed
Steve Young	T-CAS/Bulletin Board	ied	15:03:36 01/14/2013		2/3	Waiting
	T-CAS/Bulletin Board	ied	15:03:31 01/14/2013		1/1	Completed
	T-CAS/Bulletin Board	hmartin	14:21:48 01/14/2013		1/1	Completed

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Welcome, IED LOG OUT ? HELP Courtesy Announcement System

Figure 5-2: Announcement Log Screen

The following will show how to search through announcements.

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 "Viewing, Delivering, and Canceling Messages" on page 16 for more information.

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.

Searching and Sorting Announcements

At the top left of the *Announcement Log* page there is a keyword search field which will search the text of the announcement or the message associated with an announcement. Type the desired text in the field and click the **Search** button to activate the search.

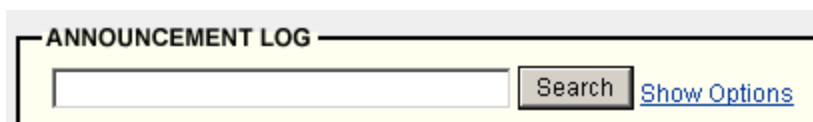
The image shows a web interface for the 'ANNOUNCEMENT LOG'. It features a search bar with a text input field, a 'Search' button, and a 'Show Options' link.

Figure 5-3: Announcement Log Search Field

There is also a link titled **Show Options** which will show more options to search on when clicked. These options are:

- **Template** – If you only want to show announcements that were played using a specific template, select the template from the drop-down list.
- **Date** – Enter a date range for the announcement log to show only announcements made within that range.
- **Per Page** – Select the number of records to display on a page.

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 ▼

Figure 5-4: Column Headings Showing Sort Order

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.



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