



CUSTOMER SUPPORT BULLETIN

Assistant Producer/Teloserve Frequently Asked Questions

For all software versions through 1.17C

5 March, 2000

Q: How does the Firmware Revision Version in my interface box affect AP?

A: AP is designed to support as much of the functionality of your interface box as possible. It does not merely provide the basics. Since the control protocol of the different firmware revisions has changed, AP is only designed to function properly with the latest chip revisions. While some earlier chips versions may work fine, some of the problems you may encounter with earlier chip versions include but are not limited to: Teloserv and/or AP crashing or locking up, certain features not working, erratic behavior. Listed below are all of the current chip versions. If you are having problems this is one of the first things to check. You may contact Telos for updated chips.

Firmware Revision Versions

1A2	5.41
DIM	1.48.9 (or 1.48.4 - my chip is handwritten on the label so I am unsure)
1X6	?

Q: Why does TeloServ keep crashing with my 1A2 when I send caller data?

A: Check your Firmware Revision. The latest version is 5.41. Earlier chip versions will cause crashing.

Q: Why is the setup process so complicated for TeloServe?

The TeloServe/AP call screening system is designed to support a host of features and systems. It is designed to act as a facility wide system. A facility may include a multitude of different Telos Phone interface boxes and a single instance of the TeloServe software is designed to serve all of these boxes and multiple call sceeening shows simultaneously. Unfortunately, in order to support all of these possibilities there have to be a number of setup options included. Since the complexity of this setup has been a point of concern we are in the process of providing a set of Template files in the form of self extracting .exe files which will install the configuration files automatically for several of the standard simple setups. Please contact Telos for information.

Q: My settings are incorrect. Do I need to uninstall and reinstall to get back to the beginning?

A: You do not need to uninstall the software. If for some reason you want to wipe out all configuration information and start over, delete the following files and then restart Teloserve.

(more)

In the Teloserve directory (probably C:\Program Files\Teloserve\) delete:

- Security.mdb
- StudioConfig.mdb
- Teloserve.inf

In the AssisPro directory (probably C:\Program Files\AssisPro\) delete:

- Writ.inf

Set up Teloserve. Shut Teloserve to make sure its settings have been saved and then restart Teloserve. Next start up AssisPro and set it up. Finally shut down and restart AP to make sure its settings are saved.

Both Teloserve and AssisPro save their current settings when the program is shut down.

Q: What do the various Configuration files do?

A: Not all of these files will appear for older versions of Teloserve and AP.

In the Teloserve directory (probably C:\Program Files\Teloserve\):

StudioConfig.mdb This file holds all of the configuration data defined in the Config page of Teloserve. It stores the lines, interface type and definitions and Studio Group definitions.

Security.mdb This file holds all of the user profile information. It holds all of the definitions defined in the user profile section of Teloserve. It also holds all of the screen settings of each user from the last time they used AP, so that AP looks the same for them wherever they log in.

Teloserve.inf This file holds global Teloserve information such as the master winsock port information and whether the password required check is turned on or off.

In the AssisPro directory (probably C:\Program Files\AssisPro\):

Writ.inf This file stores master settings for AssisPro including the TCP/IP settings necessary to contact TeloServe as well as other screen settings not included in the user profile.

Q: How can I make a backup of current AssisPro and Teloserve Settings in case someone accidentally changes them or they get corrupted?

A: Simply make a copy of the 4 files listed above somewhere on your computer. If the settings get screwed up just replace them with your copy of these four files and restart the program.

Q: Why does Teloserve sometimes switch to a different Winsock Port?

A: This problem has been fixed for the most part. However, in older versions of the manual it was suggested that you use Winsock Port 1. This is a bad idea. The bottom 1024 Winsock Ports are reserved for OS system use. When the system takes them over, Teloserve is forced to switch. We use socket number 1037 with no problems.

(more)

Q: I just set up Teloserve and AssisPro, but my settings did not get saved properly.

A: The settings for both of these programs get saved when the programs are shut down. The programs need to be shut down properly to save the settings. I usually set all of my settings and then shut down and restart the program once to be sure that they are stored and retrieved properly.

Q: I just set up AssisPro and when I logged in under another user name the settings were different.

A: All of the current settings of AP are stored in each user's (Log in name set up under Teloserve) profile. You must set up the appropriate AP options under each person's profile.

Q: Why do I get the red On-Air bar when I use the producer phone with the 1X6?

A: 1X6 systems may either be set up as having 1 hybrid and 1 producer phone or 2 hybrids. The scenario which you wish to use must be defined in the Teloserve Configuration page. When a 1X6 is defined as the interface type, you will notice that in any of the studio groups assigned to this interface, several of the checkmarks for hybrids or mitel phones are disabled. The Hybrid 1 is always available. If you unselect hybrid2, you will notice that both the hybrid 2 and the Mitel (Producer Phone) 1 become available. Click on the one you will be using. If your scenario has a producer phone tied to the system click on Mitel 1. If you are using 2 hybrids, click on hybrid 2.

Q: I set up two instances of AP - One of them as Talent and one as Producer. Why do they keep switching roles?

A: If you are using the same log-in account (for example the Admin account) for both computers, whichever one was the last one to shut down AP stores its user settings in the Admin Profile. Thus when any machine logs in under the Admin Profile, the Talent/Producer mode which was used by that machine is returned. All screen settings including the Talent/Producer mode are saved to the Profile. The solution is to create two user names - one for the producer and one for the talent. At that point all settings will be returned correctly. This will also create different names for the comments in the Message box so that everyone knows where each comment comes from.

Q: How do I use the Telos Template Files?

A: In order to aid in the setup process Telos has now provided Template self-extracting .exe files which will install the configuration files for most standard setups. Just contact them and let them know what type of interface you are using. They will provide two tiny .exe files which will automatically install configuration files into your Teloserve and AssisPro folder as long as they are in the C:\Program Files directory. The default configuration includes 3 users Admin (Password:Admin), Talent(Password:Talent), and Producer(Password:Producer). The producer and talent logins have settings saved to bring up the AP screen in either producer or talent mode.

Q: How do I modify the Setup after installing the template files?

The configurations can then be modified as you wish. If you need fewer than the default number of lines, simply remove some from the studio group. It is best to leave a full complement of lines assigned to the interface. Please be aware that the order of the

(more)

lines does correspond to the I/O sockets on the interface box. If you delete the line in the studio group that corresponds to the 3rd line on the interface definition, Line three on the interface box will not be available, and the third line on the AP screen will actually be the 4th line on the interface box.

Q: I do not want my engineers to have to log in to AP. How do I disable this and still have all of the right screen display and settings show up?

A: Create log in names for producer and talent. If you are using the template files they are already created. Be sure that the password required check is on in Teloserve. Then start up AP on each of the computers logging in with either Talent or Producer usernames if you are using the template files, or whatever usernames you have set up otherwise. Then shut AP down on all computers. Finally unselect the password required check in Teloserve. AP saves to its local writ file the last username used for a log-in when it shuts down. When you start it up again it uses this username first. If Require Password option in Teloserve is on it will bring up the screen asking for the users password. If Password required option is off it just logs into Teloserve using whatever the last login name was. In this way you can get the correct screen settings and message user name to show up on each individual instance of AP without requiring a login.

Q: Why do my disabled buttons in my 1X6 AP setup sometimes appear to be enabled?

A: This is a benign bug which has been fixed. The fix will be released in the next version. This only occurs in 1X6 configurations and it is benign in that while the buttons appear to be enabled they will not actually function. It is just a graphics issue.

Q: Why does my AP window sometimes appear to be cut off?

A: This is an issue that has been reported by two or three users, but we have not been able to duplicate it at Telos so it has not been fixed yet. Some people have gotten rid of it by uninstalling and reinstalling the software, and some have gotten rid of it by changing to a 640X480 screen resolution in their display. We will continue to pursue a solution to this problem.