AttendantSolutions™

User Guide 6.4

BTi
collect . manage . deliver :data

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Preface

Welcome to the Attendant™ Solutions 6.4 User Guide. This guide describes the technical details of the Attendant Solutions™ platform.

Intended Audience

This guide has been written for technical staff who will be configuring Attendant Solutions™.

BTi Technical Support

Technical support is available to answer questions and to help with any problems encountered using the Attendant Solutions suite of products. BTi Technical Support may be contacted in several ways:

Method of Contact	Information
Website	www.bti.tv
Email	support@bti.tv
Voice U.S.	615-591-1900 ex 1

We Value Your Input

We are interested in hearing your comments about this book, particularly if it fell short of your needs or expectations. Please send your comments to support@bti.tv .

1

Introduction

Attendant Solutions™ is a feature-rich set of software applications designed to automate and manage a variety of data gathering, broadcasting, and information transfer processes. It combines and synchronizes a number of technologies (telephone, computer, character generator, World Wide Web, News Room system, Wire Service) into a single, seamless, easy-to-use set of applications.

Attendant Solutions™ provides the station with:

- A much faster, more accurate way to gather, schedule, distribute and communicate news data and community-interest information to the viewing audience
- A significant reduction in manpower, operating expense, and organizational stress associated with providing this information
- A single processing platform to implement additional Attendant Solutions™ applications

About This Book

BTi developed this user guide to describe the technical details of Attendant Solutions™. It consists of the following sections:

Section	Description
2 – Software Requirements	Discusses software which must be installed on the system including Microsoft Windows, TeamViewer, anti-virus, Microsoft SQL Server, and Intel Dialogic
3 – BTi Application Server	Discusses the BTi application server including domain vs. workgroup, file share rights, local "System" account, and starting up remote processes
4 – Installing Attendant Solutions™	Describes how to install Attendant Solutions™ on workstations

Section	Description
5 – System Overview	Discusses Attendant Solutions™ system concepts and agents used to automate the collection, management and delivery of content
6 – Configuring Attendant Solutions™	Discusses configuring telephone lines, notifications, recording messages, station logo, outgoing email, synchronizing updates, time zone, and workstation details
7 – Using Backup Utility	Discusses backing up Attendant Solutions™
8 – Maintaining Users	Describes adding users, changing profile settings, creating profiles, and viewing current users
9 – Monitoring Processes	Discusses how processes are monitored including transmission job controllers, captures, and extracts that can be monitored
Glossary	Definitions of terminology
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2

Software Requirements

BTi offers its software pre-loaded onto a dedicated applications server, or as a software package which is loaded onto a server provided by the facility. The following section describes the requirements of the server onto which BTi's software is installed. A more detailed list of requirements is located here on BTi's website: http://www.bti.tv/images/SolutionsPage/SpecSheet.pdf

If the station provides the server, BTi installs necessary software on that system. If the following required software is not pre-installed, the station must provide it. Both remote access and anti-virus software are required on all BTi application servers.

Software which must be installed on the system includes the following:

Microsoft Windows

The BTi Application Server runs on all of the following 32 and 64 bit operating systems: Windows 7, Windows 8, Windows 10, Windows 2008 Server, Windows 2012 Server, and Windows 2012 Server R2. The preferred operating system is 2012 Server R2.

Note: It is the station's responsibility to keep the BTi Application Server up-to-date with the latest patches, hot fixes, and service packs from Microsoft.

TeamViewer

TeamViewer enables BTi support staff to log into the system in order to diagnose problems and send software updates. It requires a client which should be downloaded at the BTi website: www.bti.tv. The Teamviewer client download is located under Solutions > Downloads > Teamviewer Software.
Downloading and installing the client from this location ensures that the server will automatically be added to BTi's list of clients.

Anti-virus

Anti-virus software protects the BTi Application Server from viruses and malware disseminated via the network.

Note: It is imperative that anti-virus software is installed. The choice of anti-virus software is up to the station's IT administrator. Failure to install anti-virus software is a breach of the Terms of Service Agreement.

Keeping the anti-virus software up-to-date is the responsibility of the station. BTi recommends enabling automatic update of virus definitions.

Microsoft SQL Server

The Microsoft SQL Server is a fast, reliable database which ensures that the captured content is safe and can be delivered on-air quickly.

SQL Server starts automatically when Windows is started.

Note: The station is responsible for keeping SQL Server up-to-date with the latest service packs and updates.

3

BTi Application Server

This section discusses the BTi Application Server installation including:

- Workstation Access
- Domain vs. Workgroup
- Local "system" account
- File share rights
- Remote processes startup

Workstation Access

The BTi Application Server must be installed on a network that allows access by workstations using the TCP / IP protocol.

NOTE: Ports 80 and 1433 must be enabled on the server and any device which will communicate with the server (workstations, CG's, etc.).

Workstations run the programs utilizing a file share on the server. Once the programs are running, they access the server using TCP / IP for file reads and Named Pipes for SQL Server access.

Domain vs. Workgroup

The BTi Application Server is typically installed as part of the domain or on a workgroup. Installing the server on the domain provides advantages over a workgroup, and is preferred by BTi. Users run Attendant Solutions™ applications from a network share on the server, thus they need access to this network file share.

When the server is on the domain, each user authenticates with the domain to gain access to the network file share. The file share then grants access to everyone or to a BTi user's group set up in Active Directory.

When the server is set up on a workgroup, each user must be added as a local user on the server. This quickly becomes difficult to maintain as more and more users need access to the server.

Note: Forcing users to "Connect As" is not acceptable and forbidden by the Terms of Service Agreement.

Local "System" Account

The type of Windows account used to log on to the system is user-defined. This can be either an administrator's account or some other custom account.

The local "System" account needs to have:

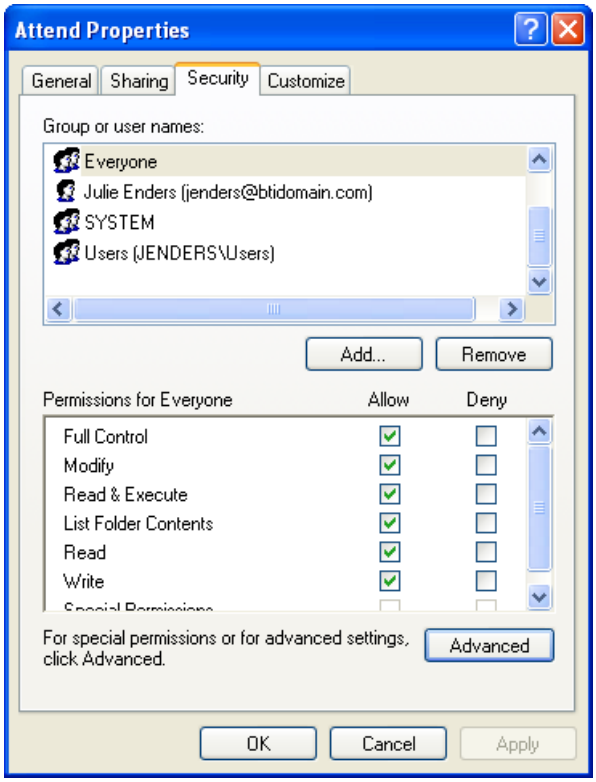
- Full rights to the "Attend" folder
- Read and write access to the Windows folder
- Read and write access to the registry

File Share Rights

The BTi Application Server default setup allows everyone to access the "Attend" folder. The "Everyone" group allows all permissions including special permissions.

If the station's corporate policy does not allow file shares to be shared by everyone, or if there is concern about giving access to everyone, add a custom user group in Active Directory.

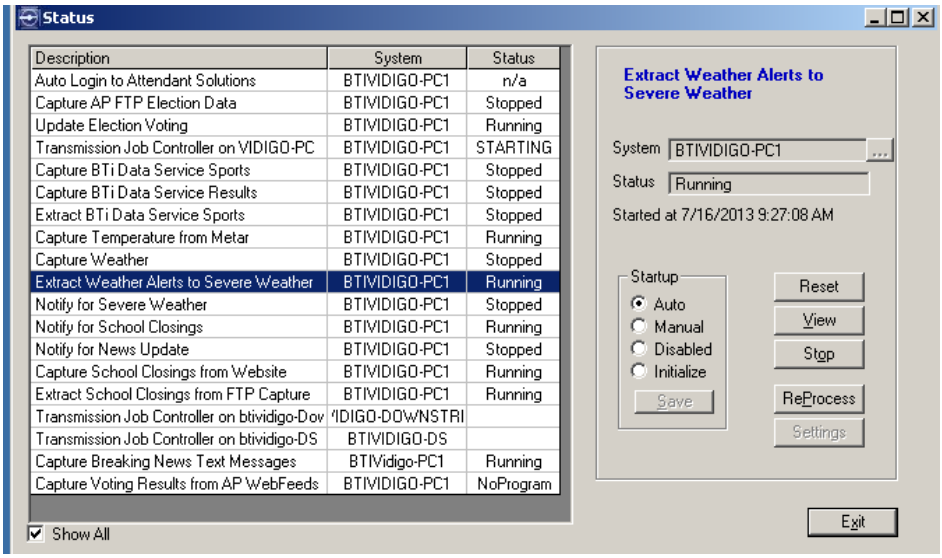
Note: Any group added to the file share must be allowed all privileges to the file share, as users must be able to both read and write from files in the share. In addition, the "System" account must be added to the network share since SQL Server runs at the "System" level.



Remote Processes Startup

All workstations have a Datacast Manager shortcut (called DM-Startup) located in the Startup folder of the "All Users" account.

This shortcut points to the initialization process which will automatically start the agents (remote processes) configured to run on the local workstation when it boots up.



Note: If the path to the "Attend" folder cannot be resolved for any reason, an error displays on the workstation.

Remote processes that don't start may result in the BTi Application Server not being able to get captured content on air. Make sure the path to the "Attend" folder can always be resolved when the system is started or a user logs onto Windows.

Transmission Job Controller

A transmission job controller is required to start on-air transmissions on remote workstations. The transmission job controller listens on a network socket for messages from remote machines.

If Transmission Generator[tm] is being used to air transmissions to a particular video device, the transmission job controller is incorporated into the Transmission Playout process, so a separate process is not required.

Note: Remote machines must be able to resolve the path to the transmission job controllers by name. Transmission job controllers cannot be contacted by IP address alone. Make sure all machines which are hosting transmission job controllers have the correct DNS entries for IP address translation.

4

Installing Attendant Solutions™

This chapter describes how to install Attendant Solutions™ on a workstation. The workstation must have network access to the BTi server.

Prerequisites

Log on as "Administrator" before running the workstation install.

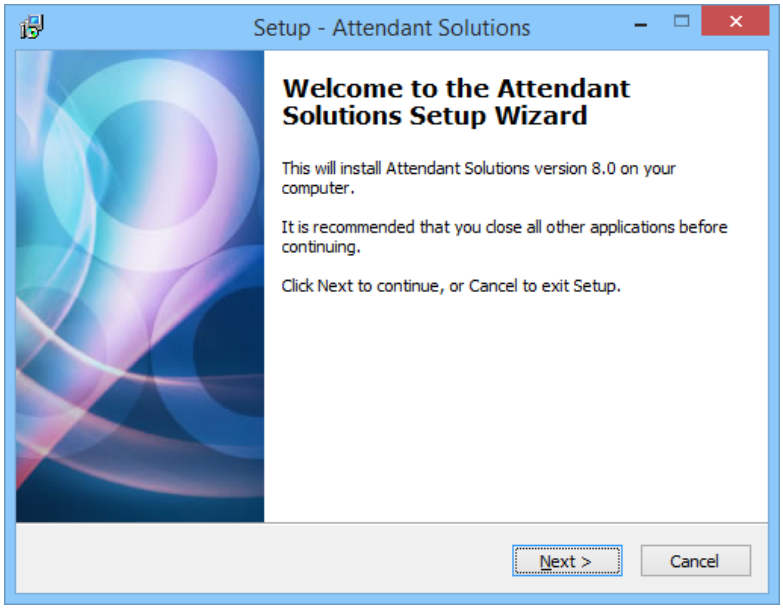
Go to BTi's website at http://www.bti.tv and under the heading "Downloads", download "Attendant Solutions Workstation v8.x". For most installations, the executable version (.exe) can be used, but a zipped version (.zip) is also provided for facilities that do not allow downloading executable files.

Note: If this workstation is to be used for telephone communications with a Dialogic card, please contact BTi for alternate installation instructions.

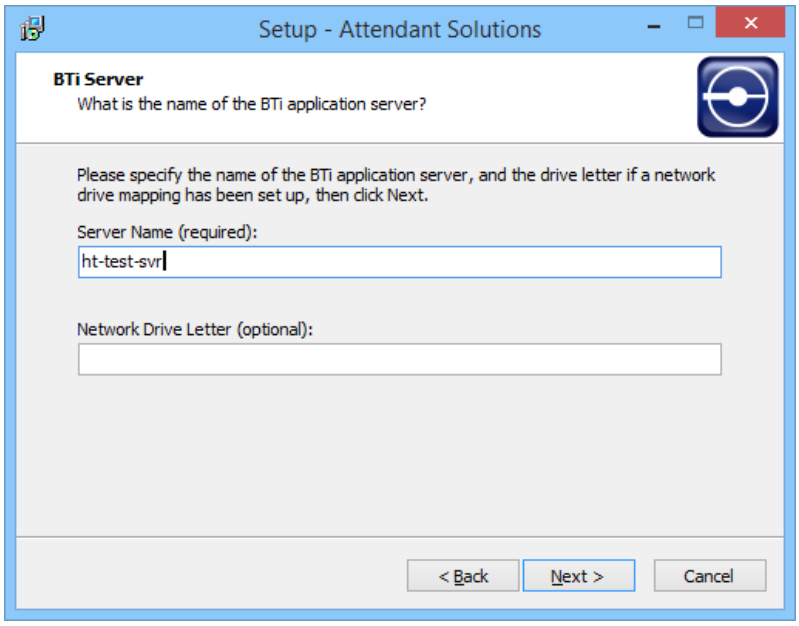
Install Process

To install Attendant Solutions™ on the workstation:

Open the workstation installation file previously downloaded. The Attendant Solutions Setup Wizard will display.
Click [Next].

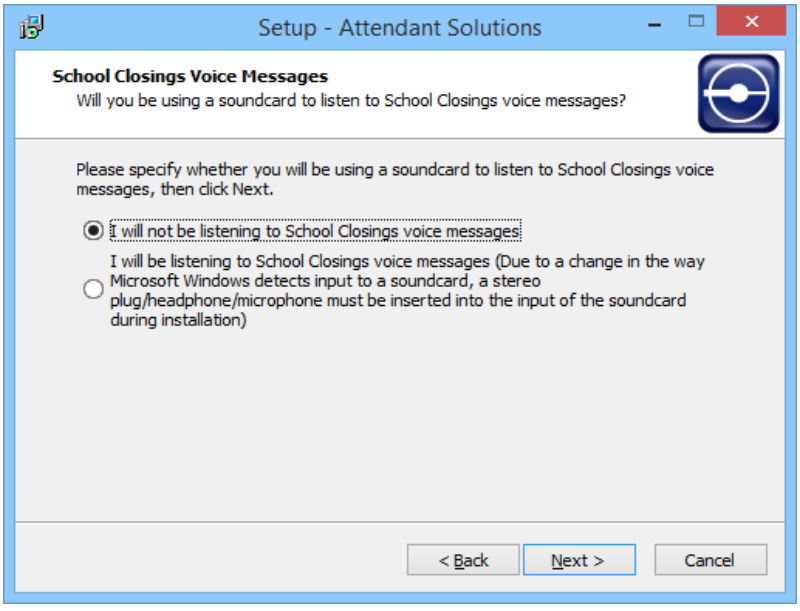


Enter the name of the Attendant Solutions server (and a network drive letter if it was mapped) and click [Next].



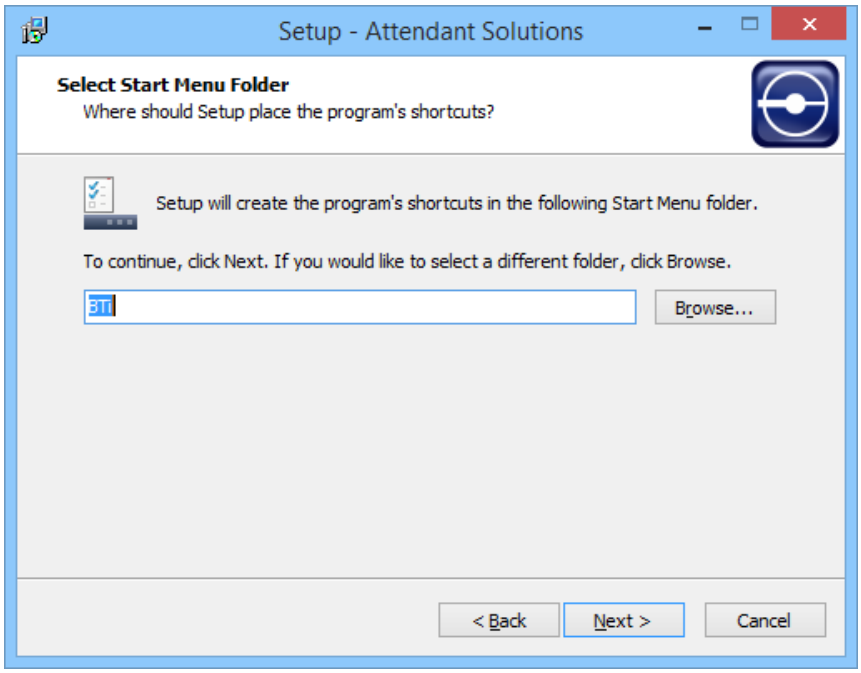
If this workstation will be used to record and/or listen to School Closing voice messages, select the appropriate radio button.

NOTE: Windows 7 and later versions require that a device be plugged into the audio jack(s) during the time of installation in order for Attendant Solutions to be set up correctly.

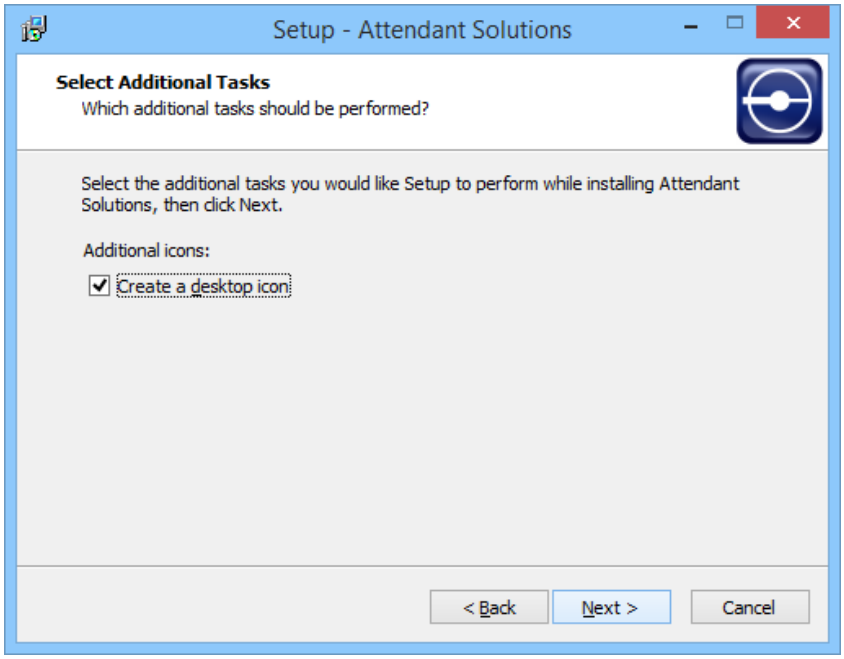


After choosing the appropriate option and, if necessary, plugging in an audio device, click [Next].

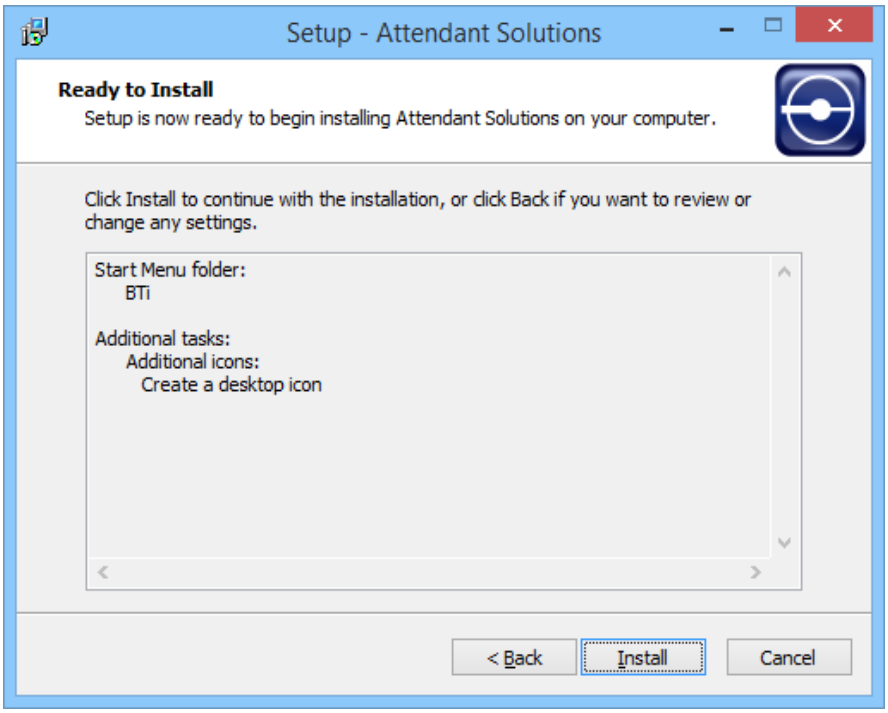
For best results, accept the default folder that Setup creates. Click [Next].



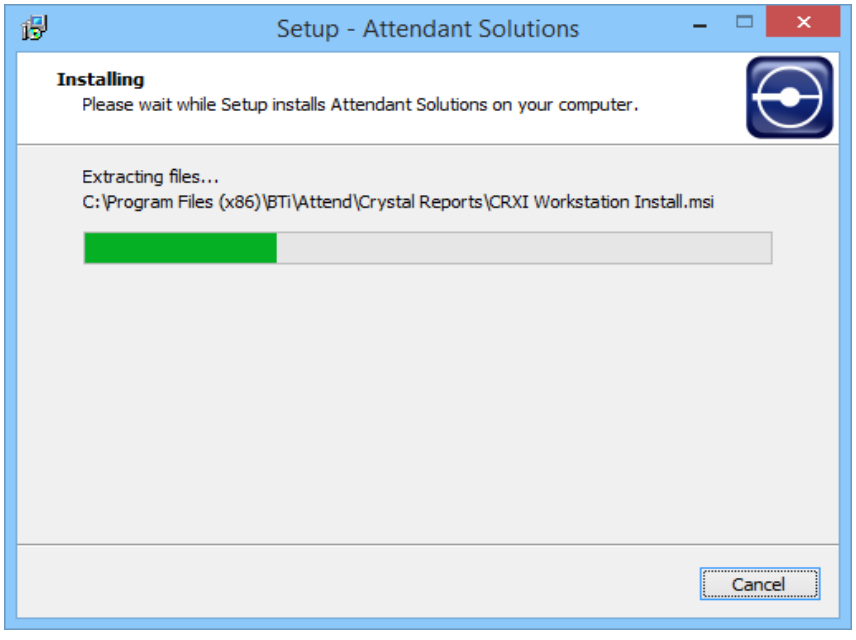
A desktop icon is created by default. Uncheck the box if an icon is not wanted. Click [Next].



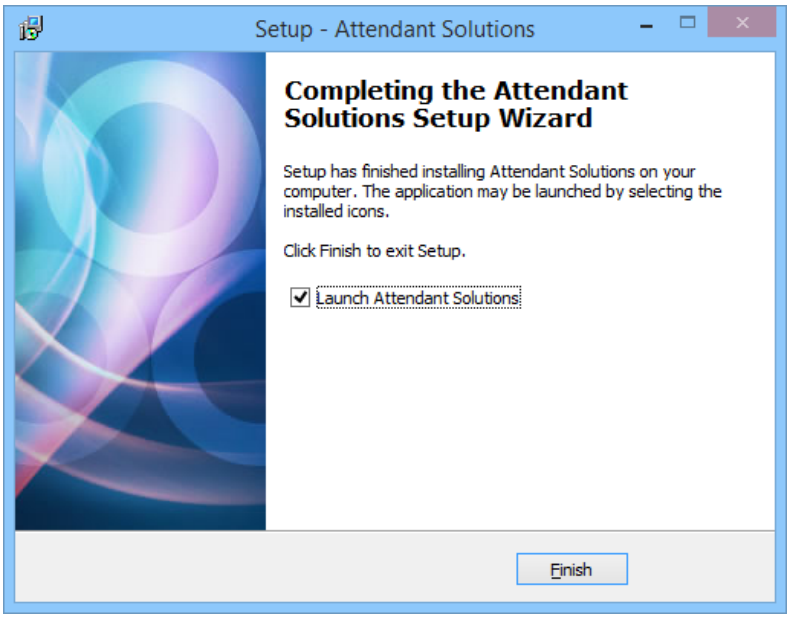
Click [Install] to begin the installation process.



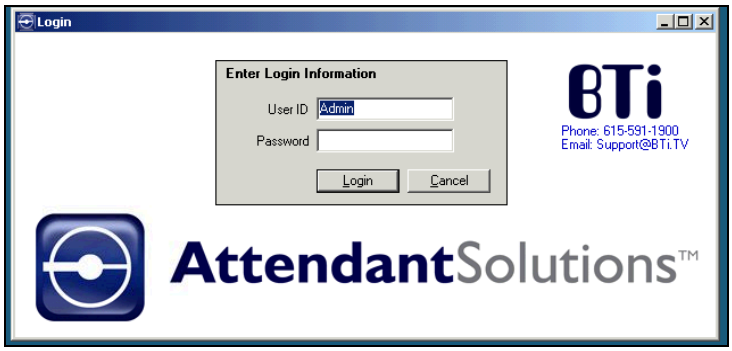
The installer displays information on the files being installed and a progress bar.



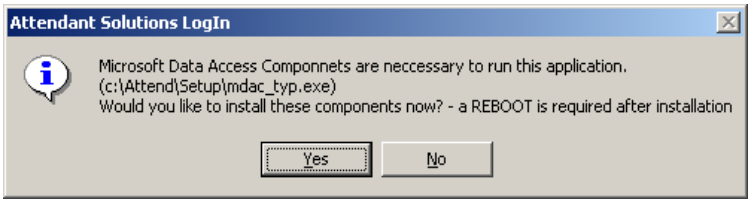
Click [Finish] when the installation process completes.



After installing it on the workstation, log in to Attendant Solutions™. The default password is blank.

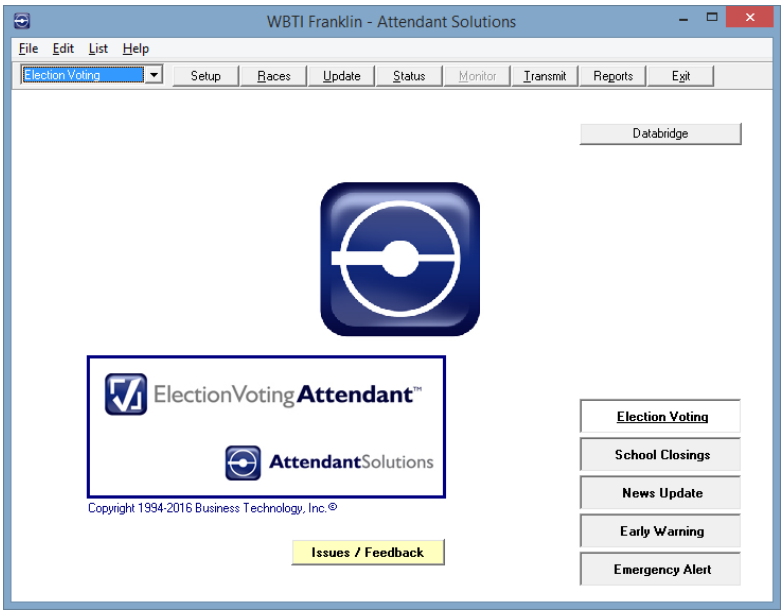


A prompt to install Microsoft Data Access Components will appear if the workstation does not have version 2.7 or higher.

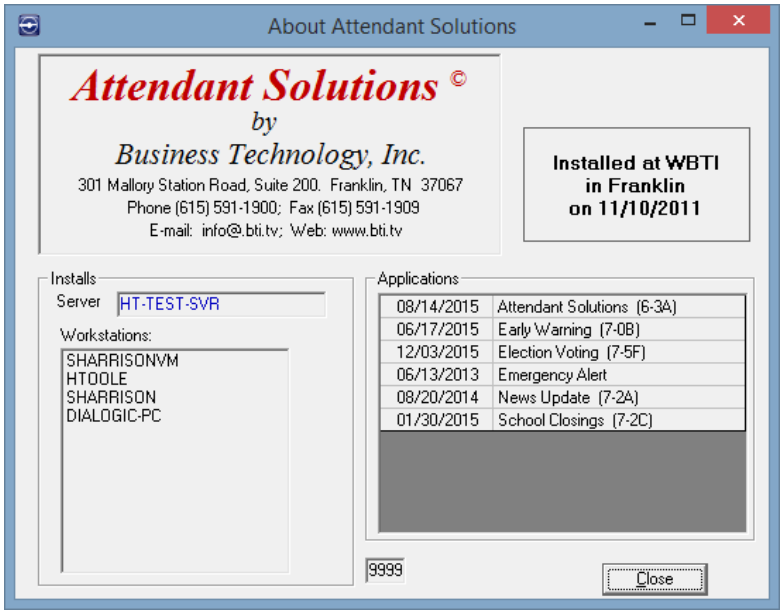


Click [Yes] to install the components.

When the Attendant Solutions™ Main screen displays, the installation is complete.



Click Help > About to display the About Attendant Solutions window.



This window contains BTI's contact information, along with the customer name, city and install date; applications this customer purchased; the installation master server and workstation names; and the number of concurrent user licenses purchased.

For Administrators: Command Line Installation

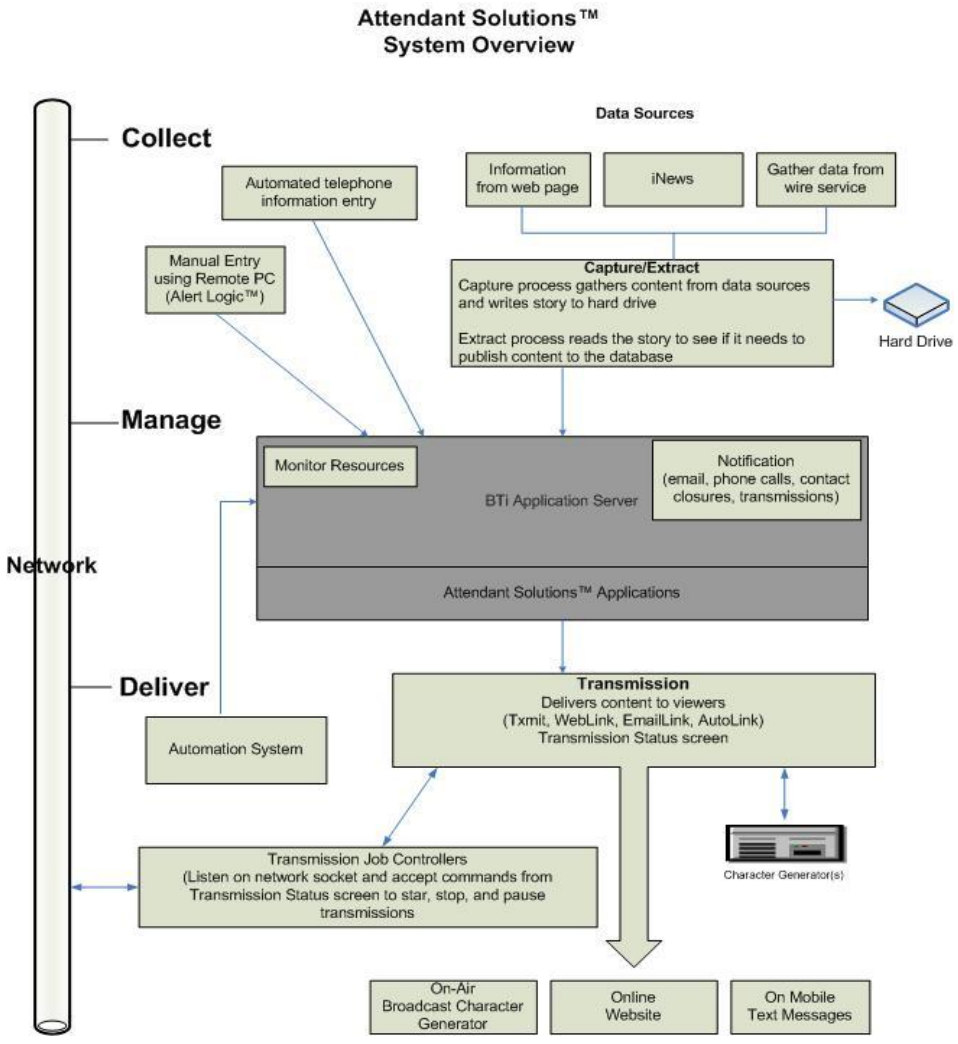
To install Attendant Solutions automatically and silently using a command line, use the following command and parameters:
setup.exe /SP- /silent /noicons /server="*servername*".

5

System Overview

This chapter discusses the Attendant Solutions™ concepts and agents used to automate the capture, management, and delivery of content.

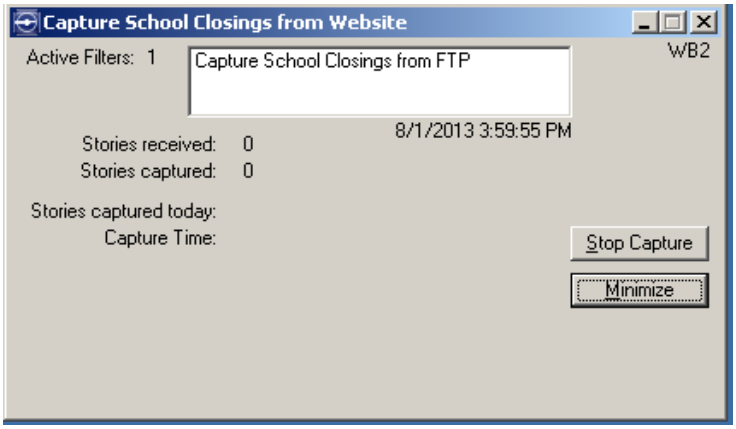
The following system overview diagram is organized to show the type of data that is collected, managed, and delivered.



Capture / Extract

The capture / extract process collects and filters content from a data source, then reads the data and makes decisions on what content to publish.

A capture gathers content from a data source and writes out a story to the hard drive.



Each capture contains filters that tell the capture what to do and which content to include and exclude from the story.

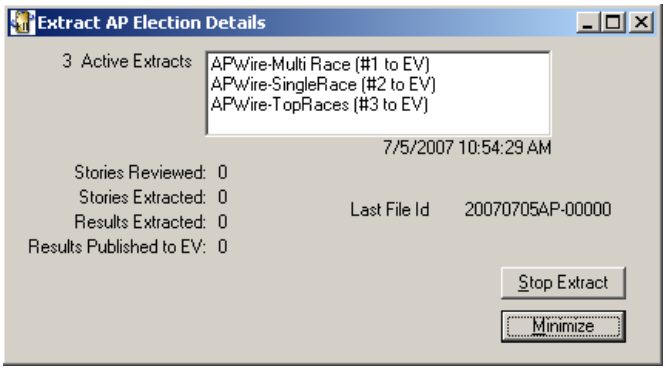
Captures can get content from practically any source that delivers it. All captures start up automatically when the system is started.

A capture may be:

- Pulling content from an FTP site
- Reading content from a serial wire
- Hitting a web page
- Downloading emails

Troubleshooting: If content is not being received by the system, make sure the captures are running. If there is still no content coming in, possible problems could be: serial cable is loose, website is down, the user name / password for the site is incorrect, or connection to the Internet is down.

Once a story is written to the hard drive by capture, each extract reads the story to see if it needs to publish the content to the database.



The extract makes decisions about:

- Whether the content needs to be published
- Where the content needs to be published
- How the content should be formatted

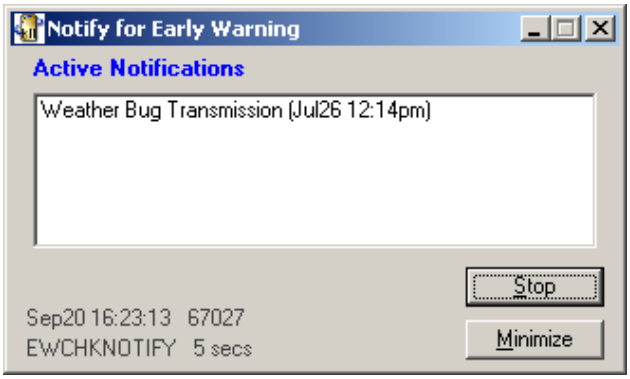
Note: If content is being captured from a data source and should be extracted to the database but the extraction is not happening, the format of the content may have changed.

Notifications

Notifications are user-defined and customized as to how the user wants the system to behave and react to events. For example, notifications could be triggered when:

- New weather alerts are received
- New school closings are reported
- Data is not extracting
- A message has been received

Different types of notifications include: email, phone calls, contact closures, and transmissions.

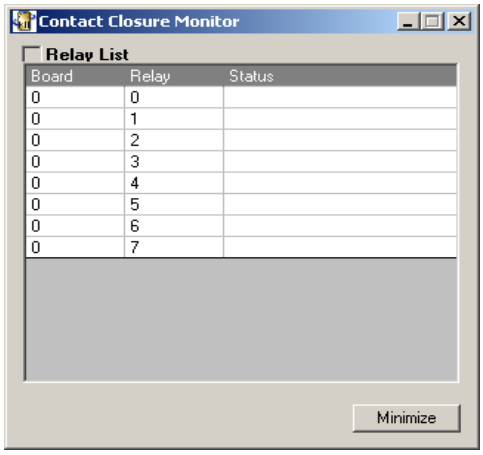


Note: Each newsroom application has a notification module containing a list of notifications to fire off for the application. These modules are started automatically when the system is started and must be running to receive notifications.

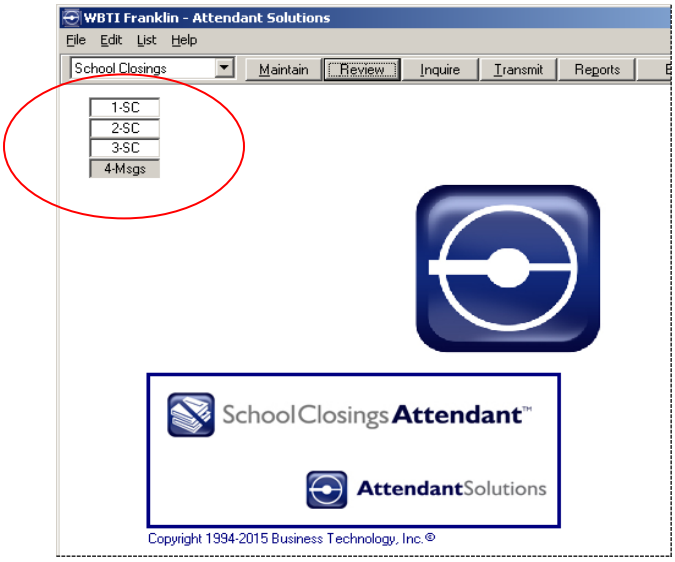
Monitors

A monitor watches a resource and controls how that resource behaves. It may watch a phone line for incoming calls, a message line for outgoing messages, or a contact closure unit. All monitors start up automatically when the system is started.

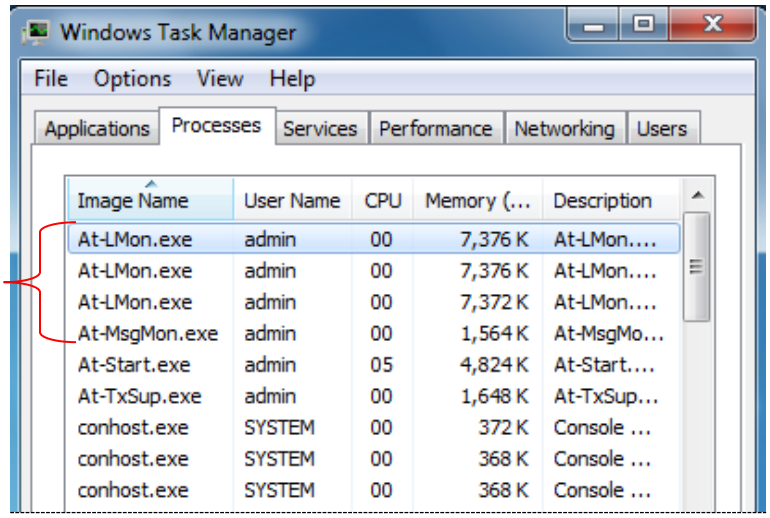
Each monitor has a custom user interface, depending upon the resource it is watching.



The line monitors which are watching incoming phone calls appear on the main screen. Each time a phone call comes in, the associated line monitor changes color to yellow. This information is shown only on the server or workstation which contains the phone line interface hardware.



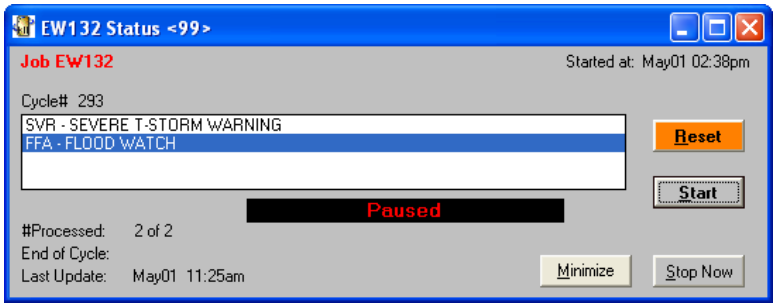
Note: The running line monitors can be seen in the Task Manager under the 'Processes' tab.



Transmissions

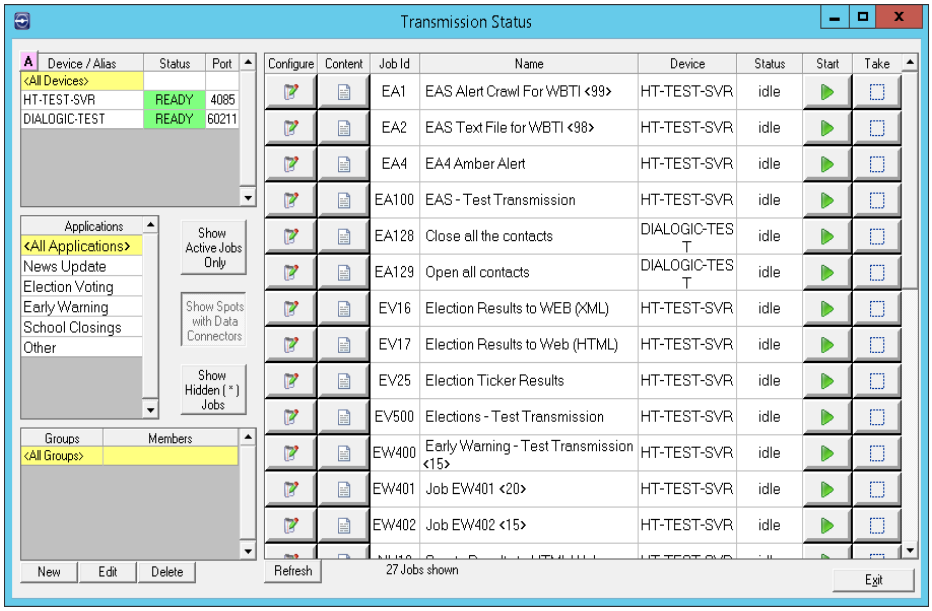
Transmissions deliver content to the viewers. They drive and interface with character generators from Chyron, Harris, Miranda, Avid, Pixel Power, Vidigo, VizRt, and Ross to deliver content customized for the station's look and feel.

The Status screen for a current (running) transmission will look similar to this:



Transmissions send HTML, XML, or CSV files to web servers for display on the station's web page.

All transmission control is centralized in the Transmission Status screen to provide a consistent interface to deliver content to multiple destinations. Transmission jobs may be created, edited, copied, and deleted in this screen.



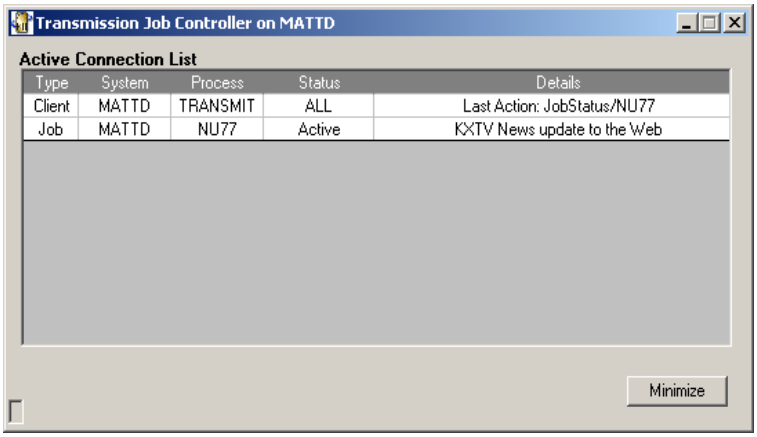
Along with the list of transmission jobs, this screen also contains:

- A list of available output devices, usually character generators
- A list of the BTi applications installed on the system, allowing a filtered view of the transmission jobs
- A list of groups, allowing the user to group jobs according to purpose

For more information on this screen, please refer to the specific User Guide for each application.

Transmission Job Controllers

Transmission job controllers listen on a network socket and accept commands from the Status screen to start, pause, and stop transmissions.



Transmission job controllers start automatically on all workstations or character generators running a transmission.

Troubleshooting: If a transmission is not starting, make sure the transmission job controller is running on the target device.

The Transmission Status screen displays the connections to all job controllers on the network. If the word “err” appears next to a job controller, the job controller is not running or there is a problem with the network. If it is necessary to restart the job controller, it must be restarted from the system on which it runs.

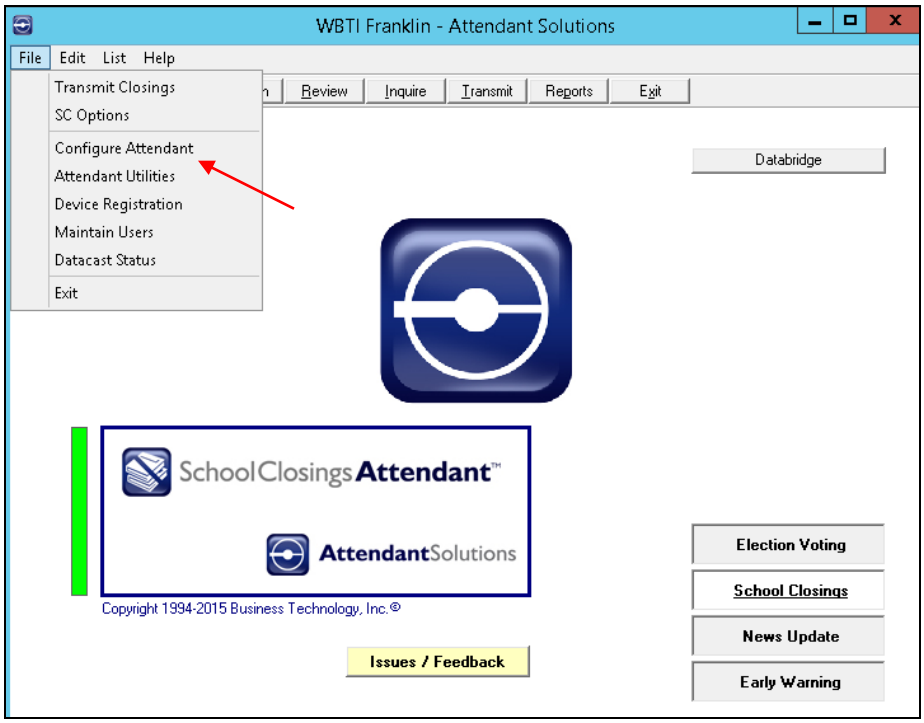
6

Configuring Attendant Solutions™

This section describes the Configure Attendant screen, which is used to customize how the system works.

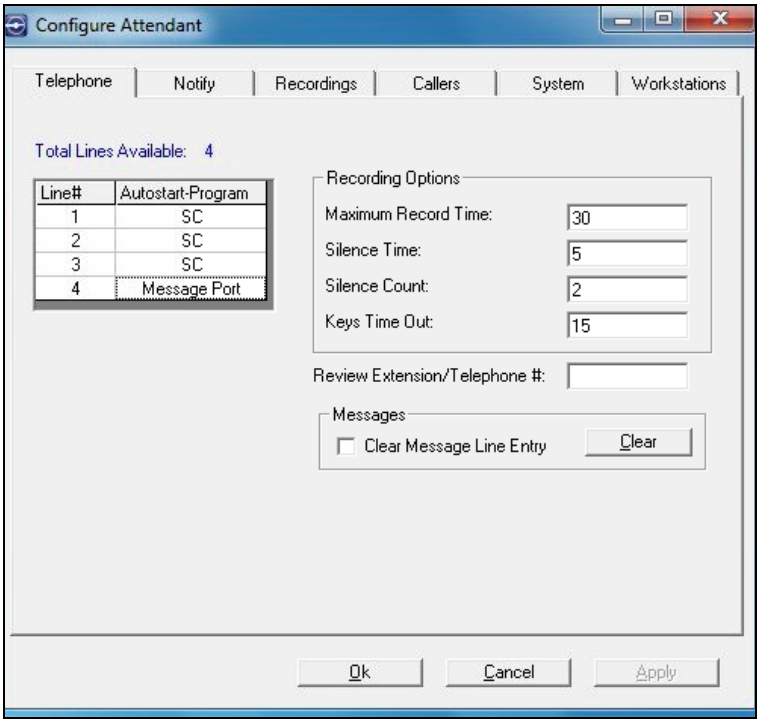
To configure Attendant Solutions™, start from the Attendant Solutions™ main menu.

Click File and choose Configure Attendant.



The Configure Attendant screen displays.

Note: This screen may show different tabs depending upon the configuration of the system being used to access the screen.



'Telephone' Tab

If the system has an Intel Dialogic board, the 'Telephone' tab shows the configuration of how the telephone lines should behave. "Total Lines Available" shows the number of telephone lines connected.

To configure the telephone lines, double-click a line to change its monitoring assignment.

Indicate which telephone lines will use the Auto-Start Program and which telephone line will be used as the message line. One of the lines - and only one - must be set as the message line. The message line is used to record and listen to messages on a telephone designated for that purpose.

Recording Options configure how the system behaves when school principals or other authorized personnel call into the system. The following values may be set:

- "Maximum Record Time" – amount of time a recording may last
- "Silence Time" – how many seconds the program waits for a response such as "Hello"

- "Silence Count" – how many times silence should be detected before automatically hanging up
- "Keys Time Out" – number of seconds a timeout lasts while waiting for keys to be pressed

"Review Extension/Telephone #" - Enter the full number or extension of the phone used for reviewing messages.

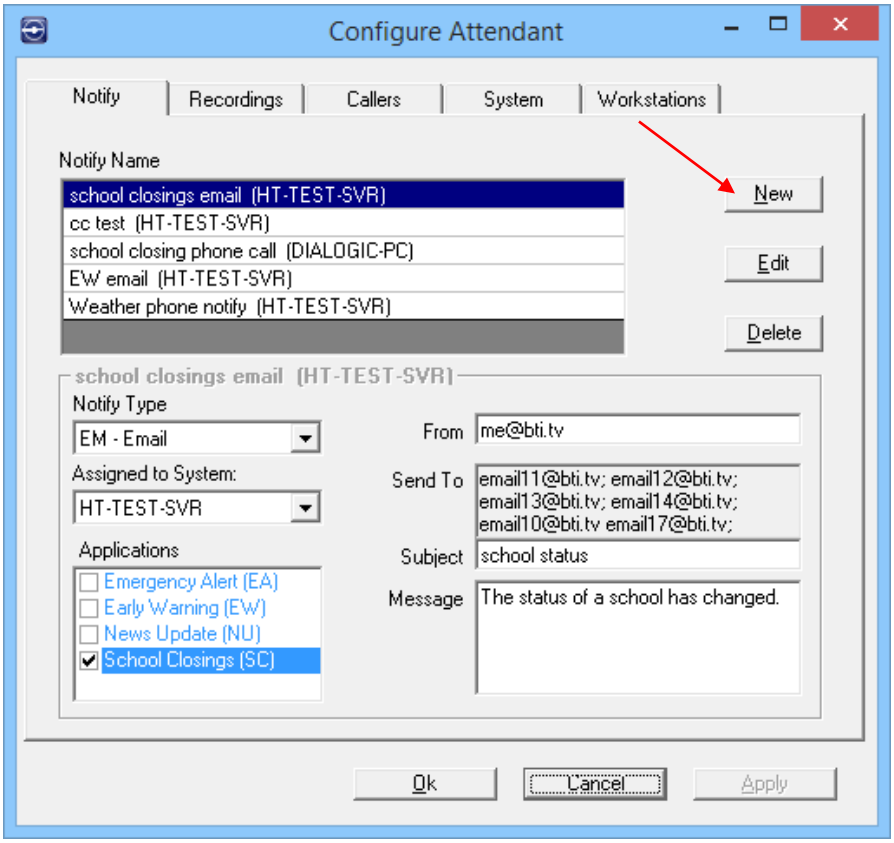
Optionally, click the "Clear Message Line Entry" check box and then click the [Clear] button to clear the message line. This is often used in troubleshooting.

'Notify' Tab

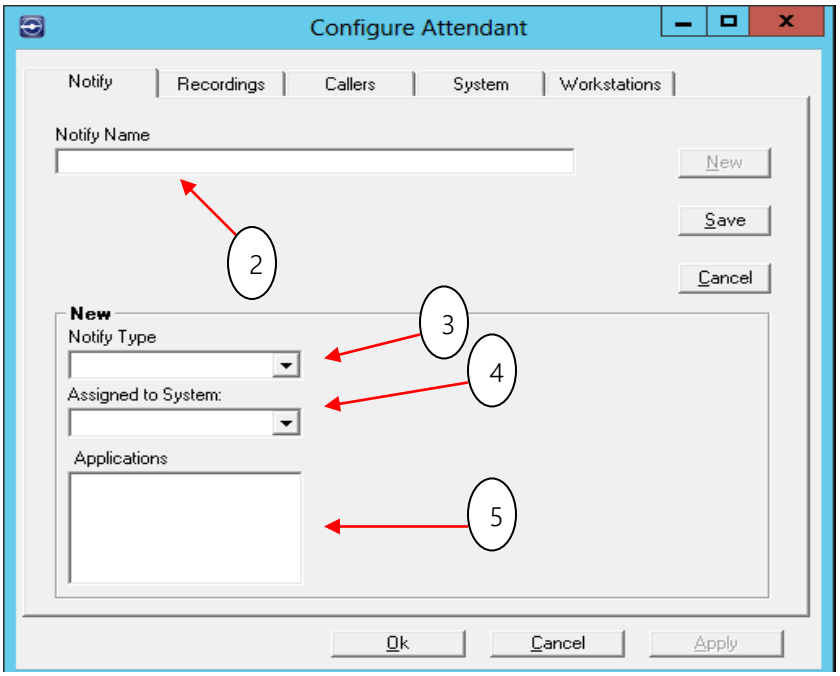
The 'Notify' tab is used to create, edit, and delete notifications. A notification may be used to alert station employees by telephone or email whenever information comes into the system. Notifications can also be used to start a transmission or set off an alert in the control room.

To create new notifications:

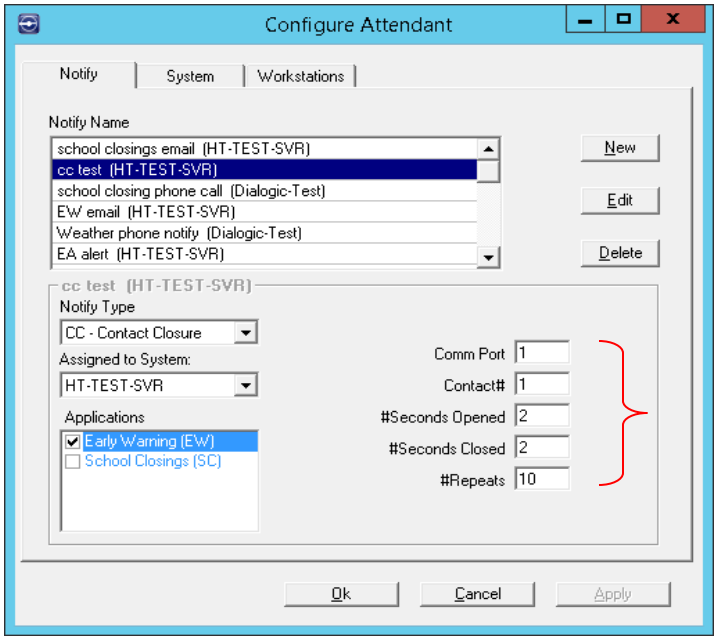
1. Click [New].



2. Enter a name that defines how the notification is used.



3. Choose a notify type.
   - CC – Contact Closure (requires ADR2205 contact closure device)
   - EM – Email
   - PH – Telephony
   - TX – Transmit
4. Choose a system to which the notification will be assigned.
5. Choose the application(s) to which the notification applies.
   - If "CC- Contact Closure" is chosen as the type, the notification must be set up serially between the contact closure box and the BTi server.

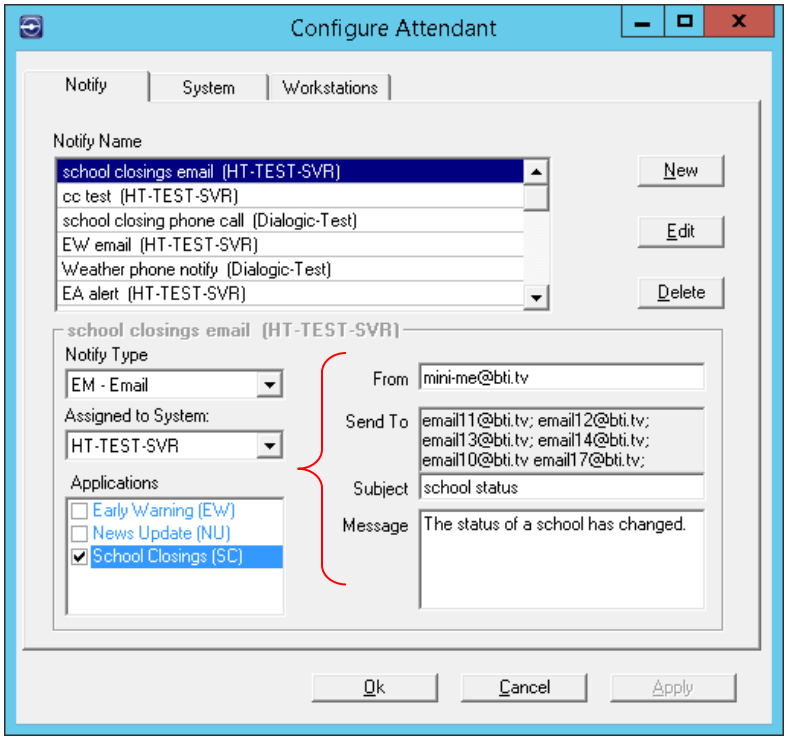


Enter the following:

- Communications Port on the PC that connects to the contact closure box.
- The contact number on the contact closure box.
- The number of seconds the contact closure will be opened.
- The number of seconds it will be closed.
- The number of repeats.

Click [Save]. The newly created notification displays in the list of Notify Names.

- If "EM - Email" is chosen as the type, assign a “From" address for the email (the Server Name outgoing email address), enter “Send To” addresses, the subject of the email, and the email message.



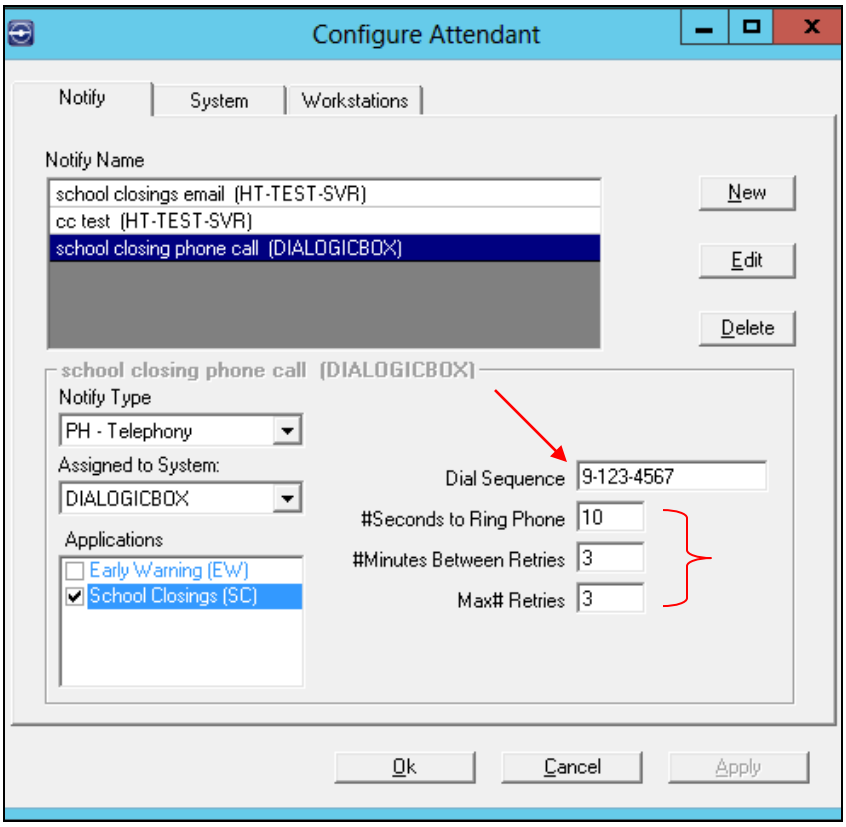
Click [Save]. The newly created notification displays in the list of Notify Names.

Note: There is a limit to the number of email addresses which may be entered in the "Send To" field. This limitation is based upon the total number of characters in the field, so the number of addresses allowed will vary. If notifications are to be sent to a large number of recipients, the best practice would be to create a group or distribution list in the email server and then send the notification to the group or list.

- If "PH - Telephony" is chosen as the type, enter the dial sequence.

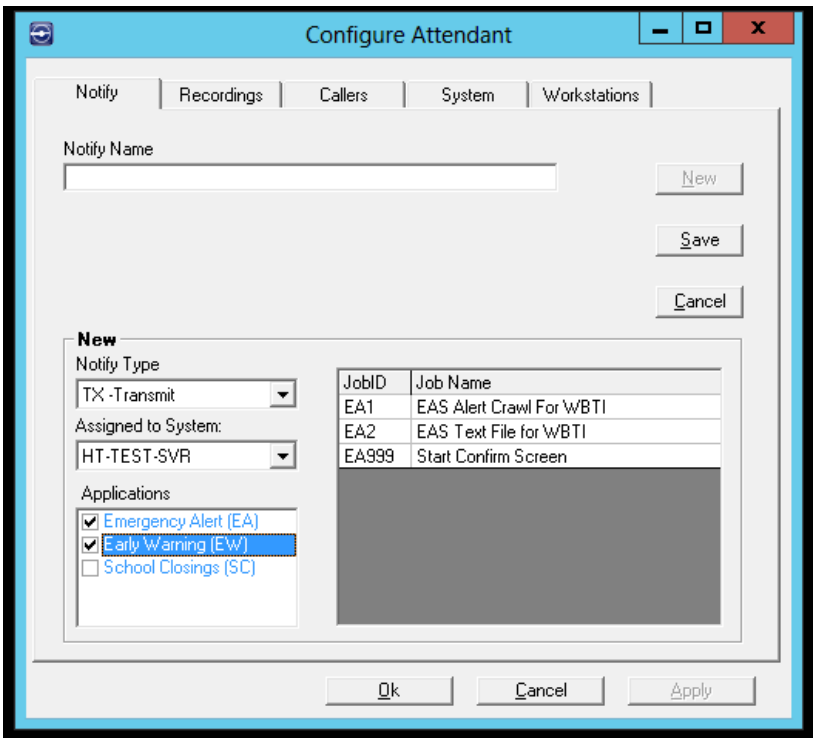
  Note: Whether the number is an in-house extension or an outside line, enter the number in the same way you would dial if calling from your desk.

  Enter the following:
  - The number of seconds for the phone to ring if no one answers immediately.
  - The number of minutes the system waits between retries in the event the call was not answered.
  - The maximum number of retries the system makes in the event that there is no answer.



Click [Save]. The newly created notification displays in the list of Notify Names.

- If "TX - Transmit" is chosen as the type, select the Application(s) and then the specific transmission job that the notification is to fire.



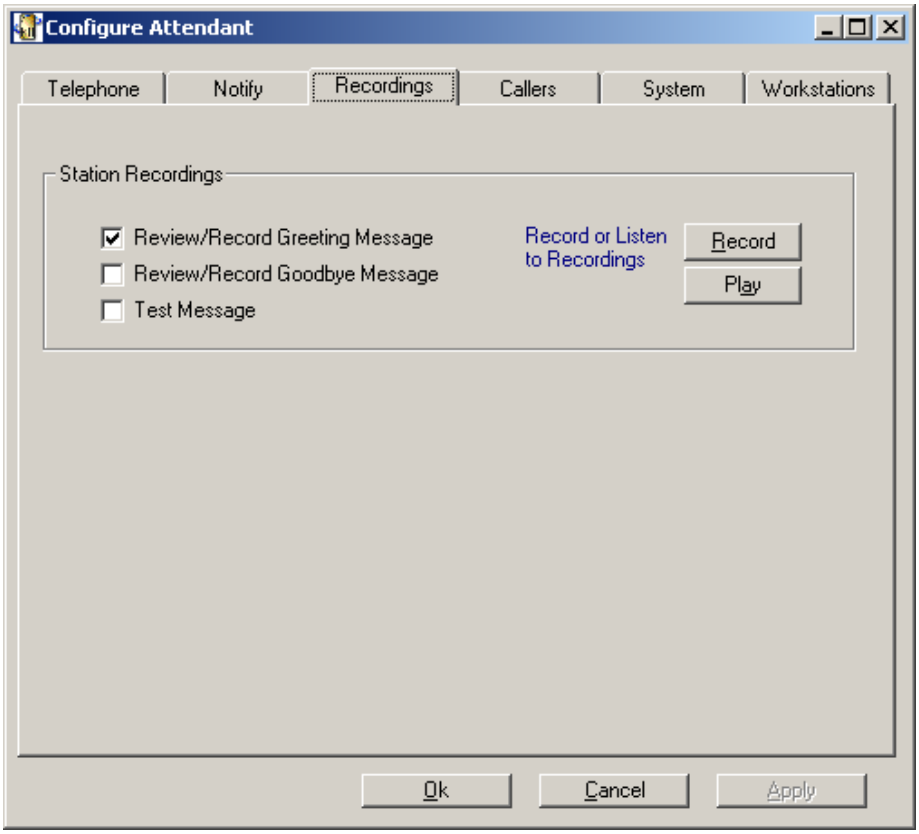
Click [Save]. The newly created notification displays in the list of Notify Names.

To edit a notification, click the Notify Name to be edited and then click [Edit]. After making changes, click [Save].

To delete a notification, click the Notify Name to be deleted and then click [Delete]. Confirm the deletion by clicking [Yes].

'Recordings' Tab

The 'Recordings' tab is used to record the station's "greeting" and "goodbye" messages to be played when a telephone call is placed to the system for a school closing.



To record a station message, click the checkbox next to the desired option.

Click [Record].

- If recording on a telephone, pick up the phone when it rings and complete the greeting message following the prompt.
- If recording on a microphone, speak directly into the microphone after the prompt.

To end the recording, click [Stop].

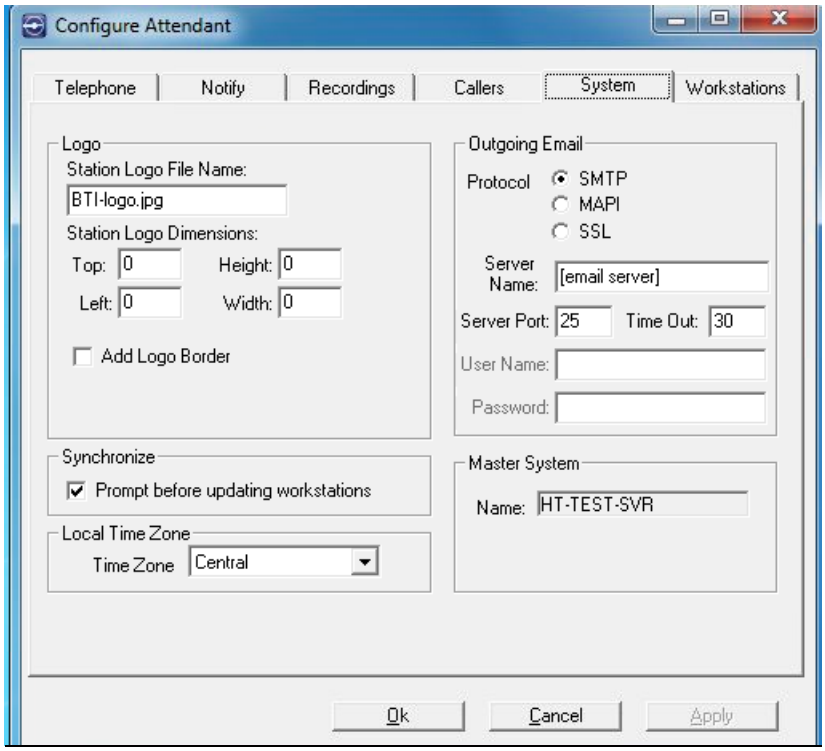
Click [Play] to hear the recording.

'Callers' Tab

The 'Callers' tab is no longer used and will be phased out.

'System' Tab

The 'System' tab is used to configure the logo displayed on the main menu, define the system that sends emails, prompt for workstation updates, set local time zone for email, and view the name of the master system.



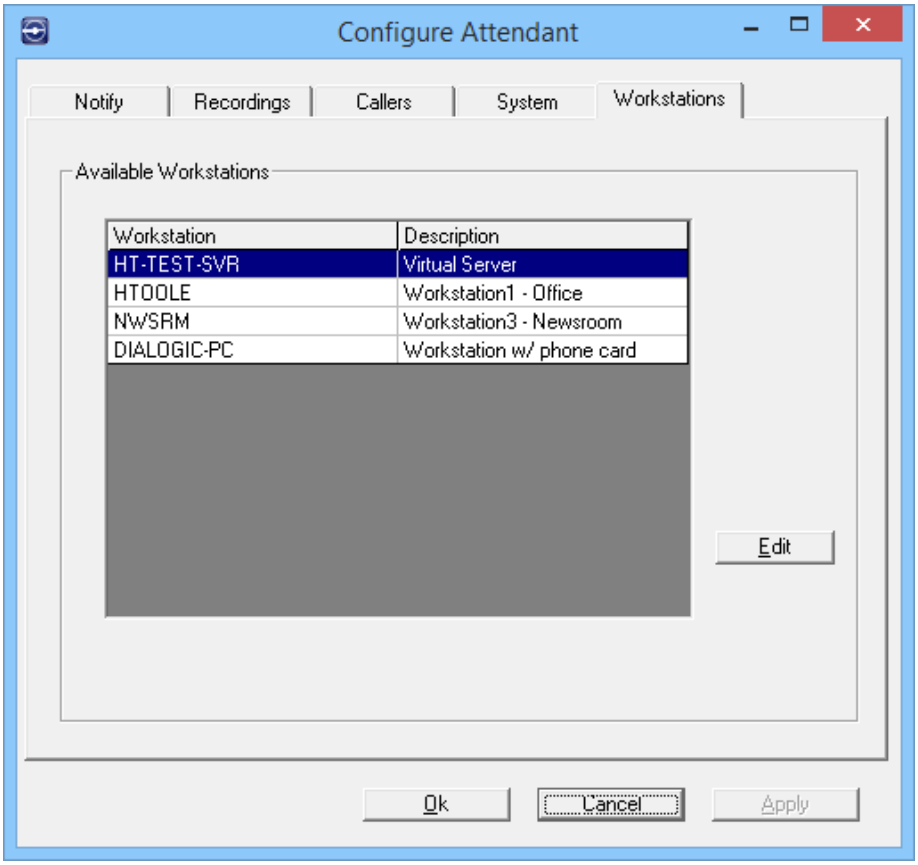
To configure system information, complete the following steps:

1. To configure a station logo, enter the logo file name and its dimensions. Clicking in the dimension windows will display explanatory text near the bottom of the screen. Indicate whether to add a logo border.
2. To configure outgoing email, choose the email protocol and then enter the server name, server port, and the number of seconds the system will try connecting before timing out. When using the MAPI and SSL protocols, a user name and password must be provided in order for the system to access the server.
3. Optionally, click the "Prompt before updating workstations" check box to receive a prompt that an update is available. If this box is not checked, the updates will install automatically.

   Warning: If the server is updated and workstations do not accept the updates, the workstations may not function properly.
4. To display local time on emails, choose the local time zone from the drop down list.

'Workstations' Tab

The 'Workstations' tab shows a list of the workstations associated with the server and permits the user to edit workstation descriptions.



To edit a workstation description, select the workstation to be edited by clicking it.

Click [Edit].

Enter a description and click [Save].

7

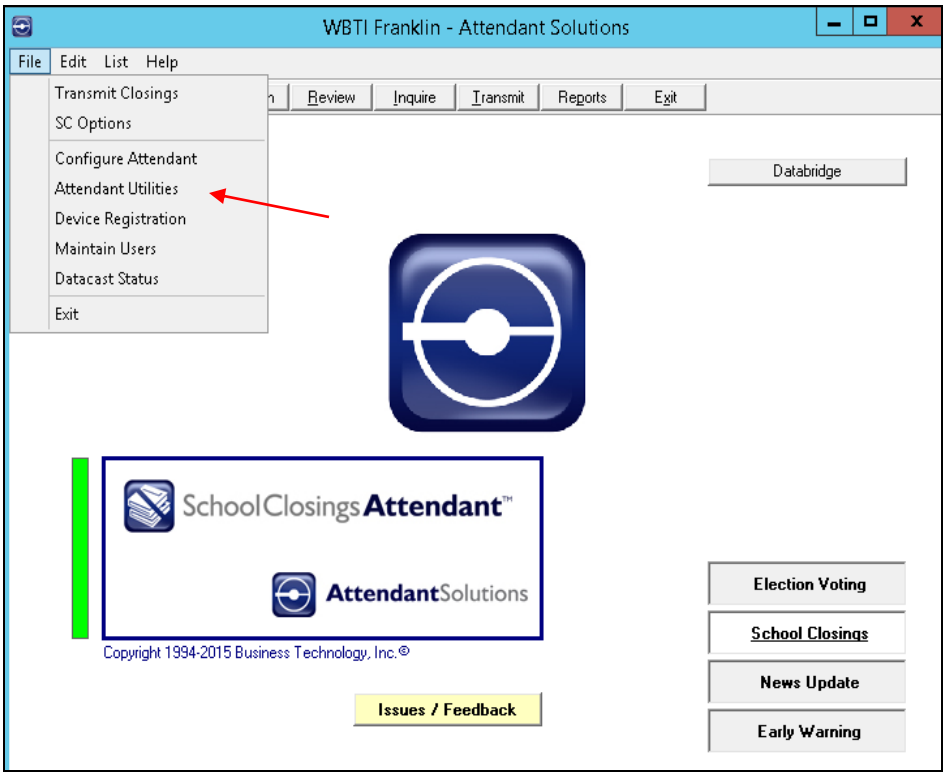
Attendant Solutions Utilities

This section describes the Attendant Solutions Utilities screen. This screen is used to

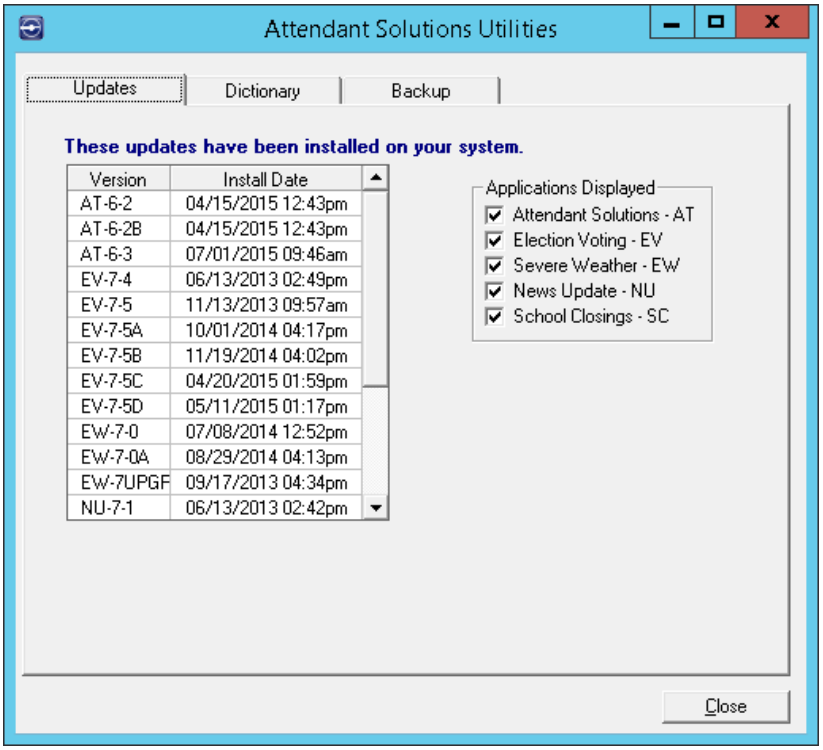
- Display the updates installed on the server
- Allow additions and modifications to the system dictionary
- Give the option of backing up the data contained in the applications.

To access these utilities, begin at the main menu.

Click File and choose Attendant Utilities.



The Attendant Solutions Utilities screen will display with the 'Updates' tab open.



'Updates' Tab

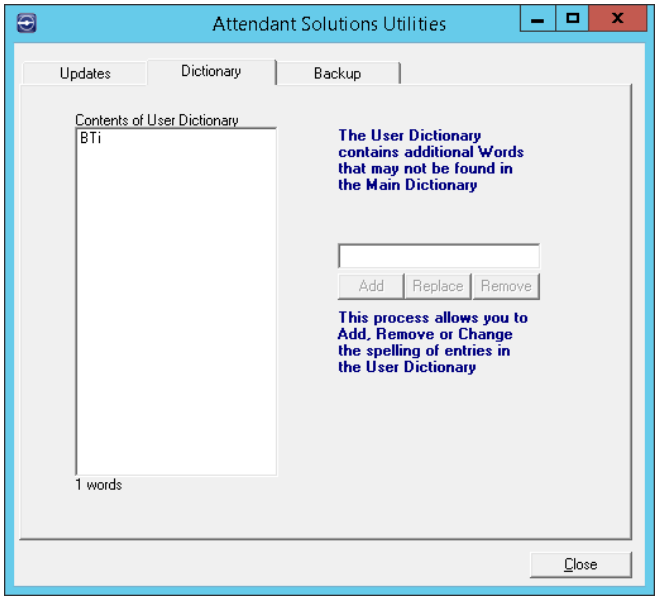
The 'Updates' tab shows a list of the applications installed on the server, the versions installed, and the date and time of installation.

The displayed list may be filtered by checking or clearing the box beside the name of the application on the right side of the screen.

'Dictionary' Tab

The 'Dictionary' tab allows the user to add, replace, or remove words from the dictionary used in the spell checking feature of the News Update application.

When a word is not recognized when typed into a News Update entry, the word is colored red, indicating that it might be misspelled. By adding these recurring words to the User Dictionary, the number of words colored red may be reduced.

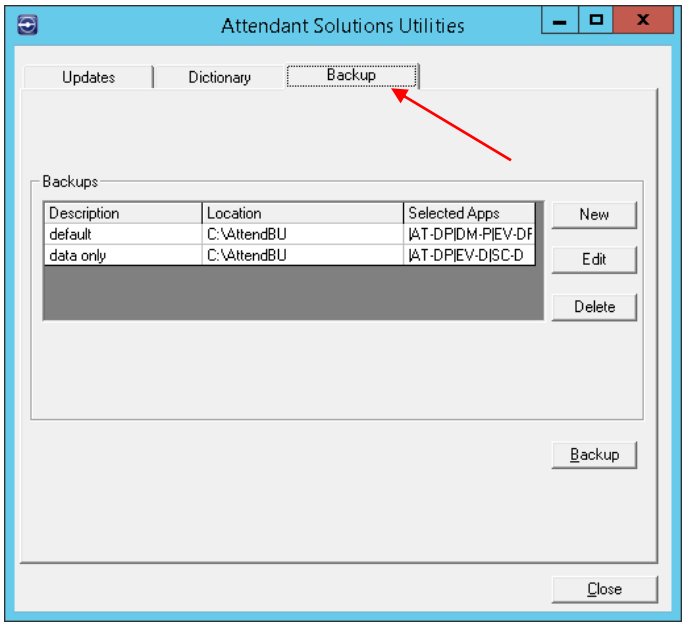


When an entry is typed into the field on the right, the [Add] button is enabled, permitting the entry to be added to the User Dictionary.

When a word in the User Dictionary is selected, it may be removed or replaced with another word entered in the field.

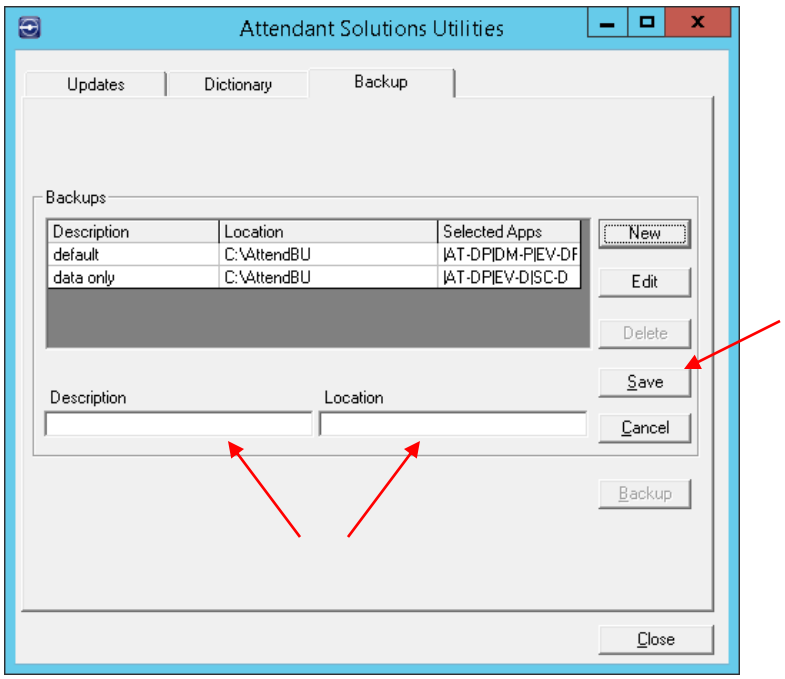
'Backup' Tab

The 'Backup' tab allows the user to back up programs and data, including configuration files, voice (vox) files, messages, and captures.

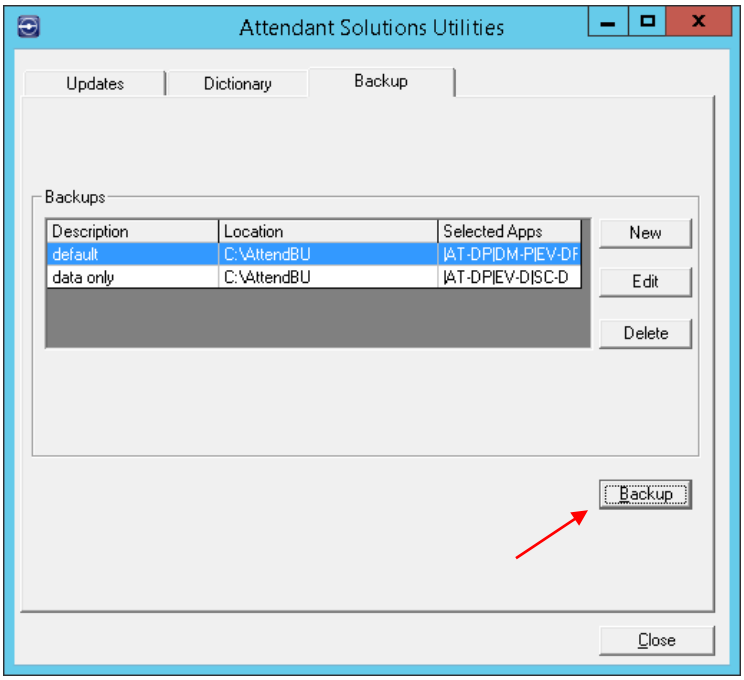


Select an existing backup or click [New].

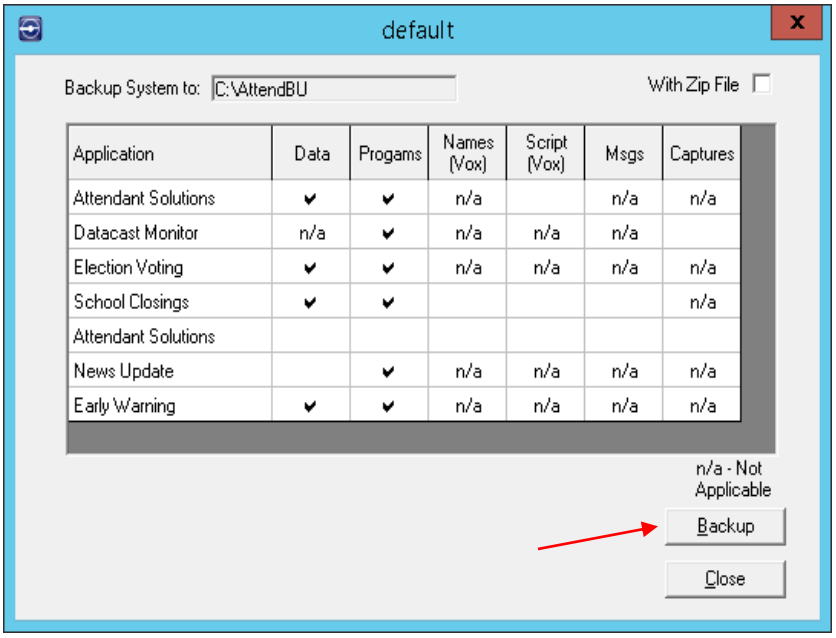
If a New backup was chosen, enter a backup description and location for where the backup is to be stored and click [Save].



Once a backup has been selected, click [Backup].



The named Backup screen displays.



Choose the files and/or programs to be backed up by clicking the appropriate cells. A check mark displays in the selected cells.

To create a zip file, click the "With Zip File" check box at the upper right.

Click [Backup].
A confirmation screen will appear when the backup is finished.

8

Maintaining Users

This section discusses users and user profiles, ways to set up users, and how to assign users to more than one profile. It also describes the User Maintenance screen, which is used to set up user logins and profiles for the facility.

Note: Only users with administrative rights can maintain users.

Users and User Profiles

A user is any individual who interacts with the computer at an application level.

Each user is assigned to a profile. In a Windows environment, a user profile is a record of user-specific data that define the user's working environment. The record can include display settings, application settings, and network connections. What the user sees on his or her computer screen, as well as what files, applications, and directories they have access to, is determined by how the administrator has set up the user's profile.

User profiles enable several users to work on the same computer with their own desktop setup. When stored in a server, user profiles enable users to obtain their desktop configuration when working at a different machine.

Note: If the rights for a user are changed, the rights for the profile assigned to that user must also be changed.

Ways to Set Up Users

There are a couple of common ways to set up users for the BTi system.

- One common scheme is to set up a user account for each person who uses the system. In the event of problems, the system can track who has done what and when it was done.
- Another common scheme is to have one user account per department. For example, one for news, and another for operations. This simplifies logging into the system. However, it does not allow for individual accountability if mistakes are made.

Assigning Users to More than One Profile

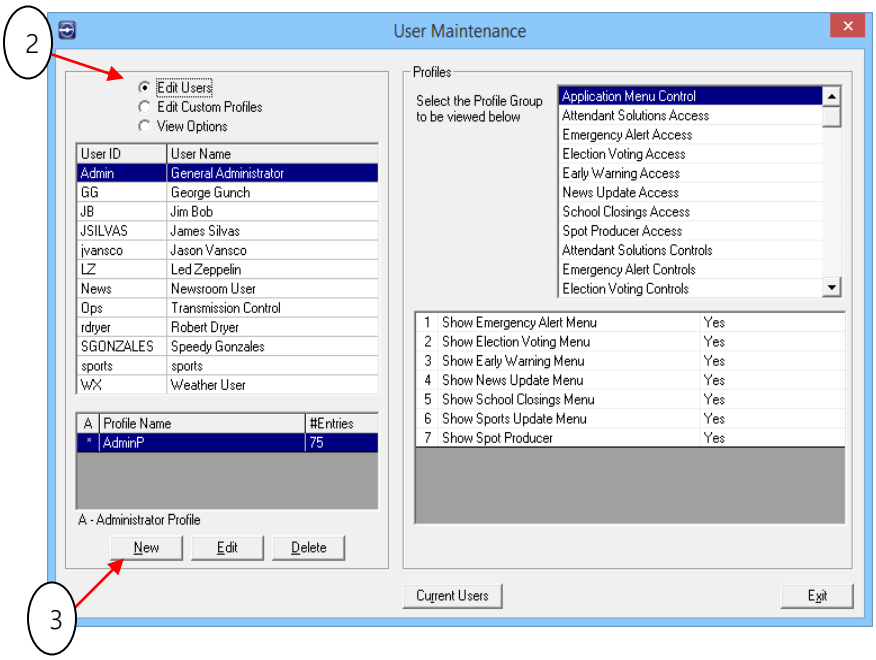
If Attendant Solutions™ is used as a centralized multi-casting application, users may need to be assigned to more than one profile. This allows users to log on to different machines at different locations. Once a user is on the system, they can quickly change profiles to log on to a different BTi Application Server.

Adding Users

To add users in Attendant Solutions™:

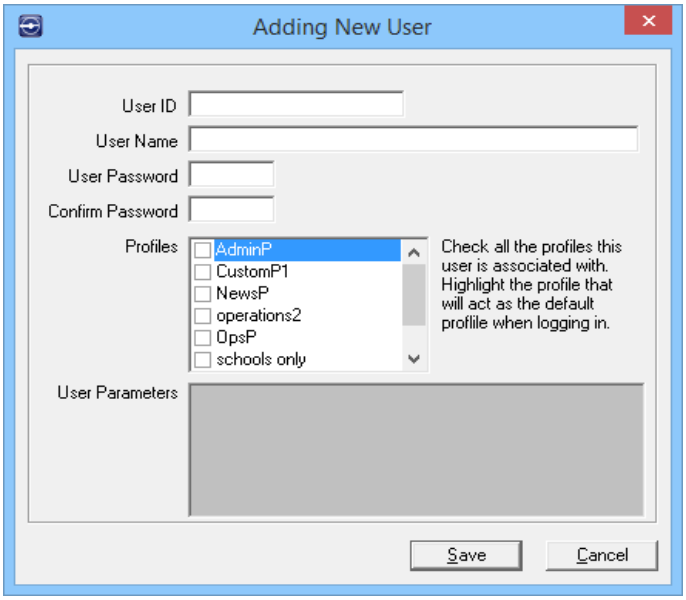
1. From the Attendant Solutions™ main menu, choose File > Maintain Users.

   The User Maintenance screen displays.



2. Select the "Edit Users" option at the top left of the screen.

3. Click [New] to display the Adding New User screen.



4. Enter a user ID, User Name, Password, and confirm the password.

Field	Description
User ID	The user identifier that is used to log on to the system
User Name	Name that helps the administrator identify a user or group of users
User Password	Optional user-defined key to log on
Confirm Password	Optional user-defined key to log on confirmation

5. Click the check box for all profiles associated with the user or user group.
6. Highlight the profile that will act as the default profile when this user logs in.
7. Click [Save].

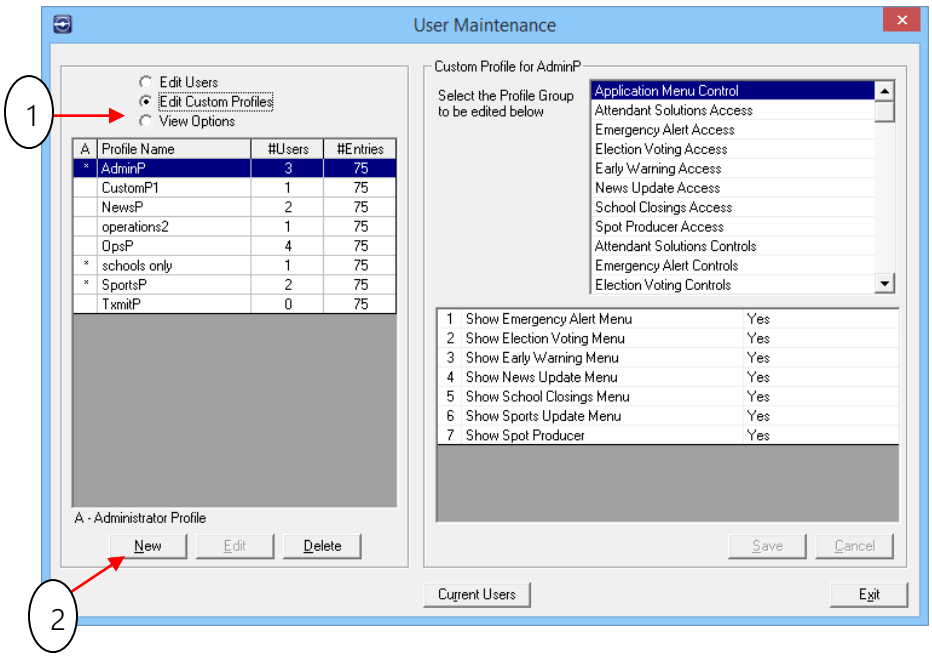
Creating a New Custom Profile

There are three default profiles that BTi sets up:

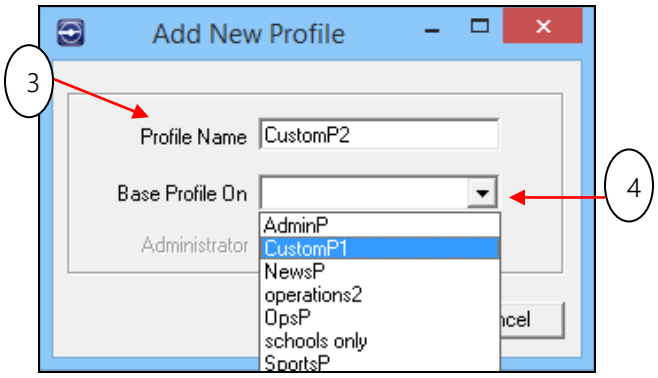
- Administrator
- News
- Operations

To create a new custom profile:

1. From the User Maintenance screen, click the "Edit Custom Profiles" option at the top left of the screen.



2. Click [New] to display the Add New Profile screen.



3. Enter a profile name.
4. Using the drop-down arrow, choose a profile on which to base the new profile. The new profile will have the same settings as the profile on which it was based. These settings may be edited later.
5. Click [Save]. The newly created profile displays in the profile name list.

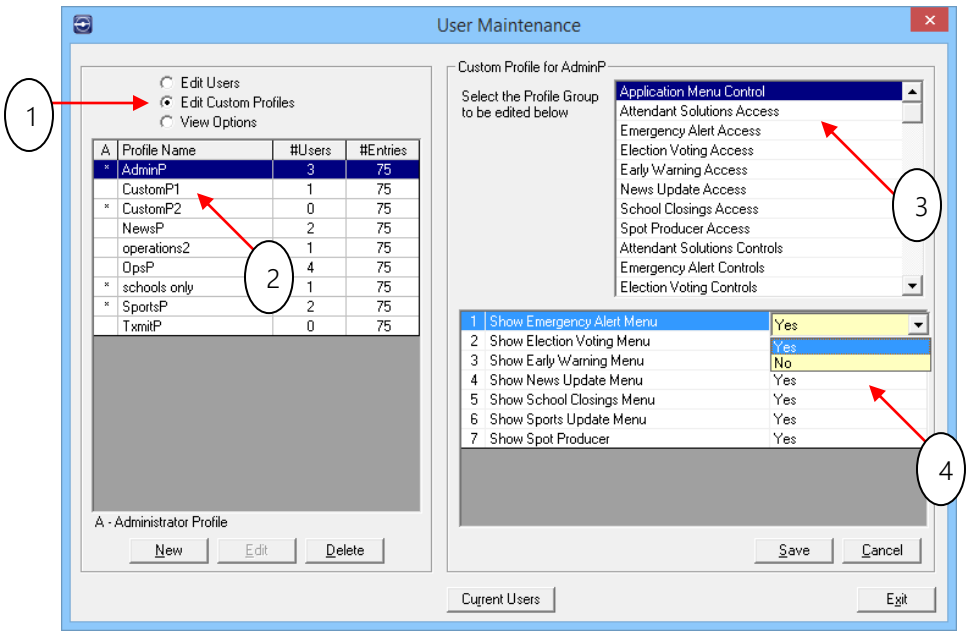
To delete a profile, highlight the profile to be deleted and click [Delete]. When asked to confirm, click [Yes].

Note: A profile cannot be deleted as long as any users are associated with that profile.

Changing Profile Settings

To change profile settings:

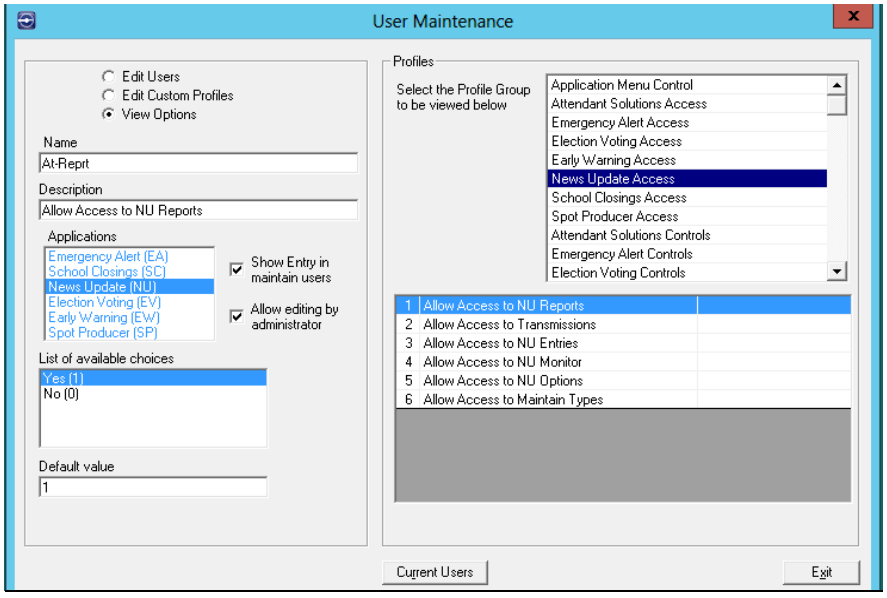
1. From the User Maintenance screen, click "Edit Custom Profiles".



2. Select the name of the profile to be changed.
3. Select the profile group to be edited.
4. Change the settings by clicking the Yes or No cell to display a drop down list. (Other choices may be offered, depending upon the profile and setting.)
5. Click [Save].

View Options

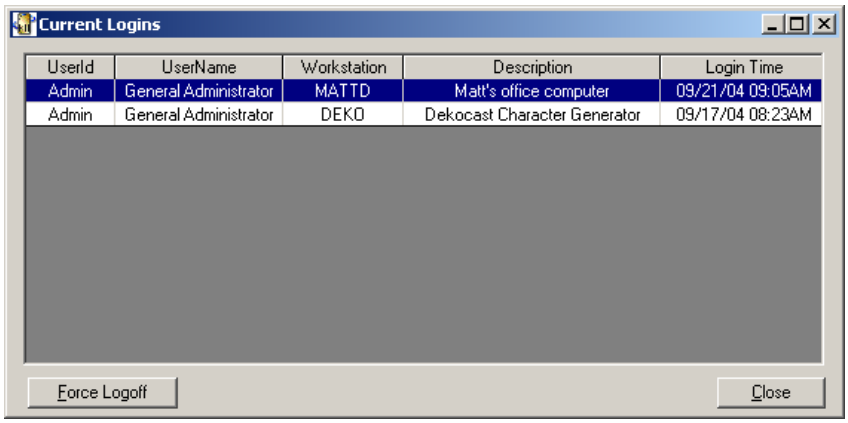
The "View Options" button on the User Maintenance screen is used by BTi support staff when new options need to be added or current options need to be changed.



Viewing Current Users

To view the users logged onto the system, click [Current Users] at the bottom of the screen.

The Current Logins screen displays.



The table shows user ID, user name, workstation, description, and login time.

To force a user off the system, highlight the user and click [Force Logoff]. This situation may arise if the number of concurrent user licenses runs out and another user needs access to the system.

9

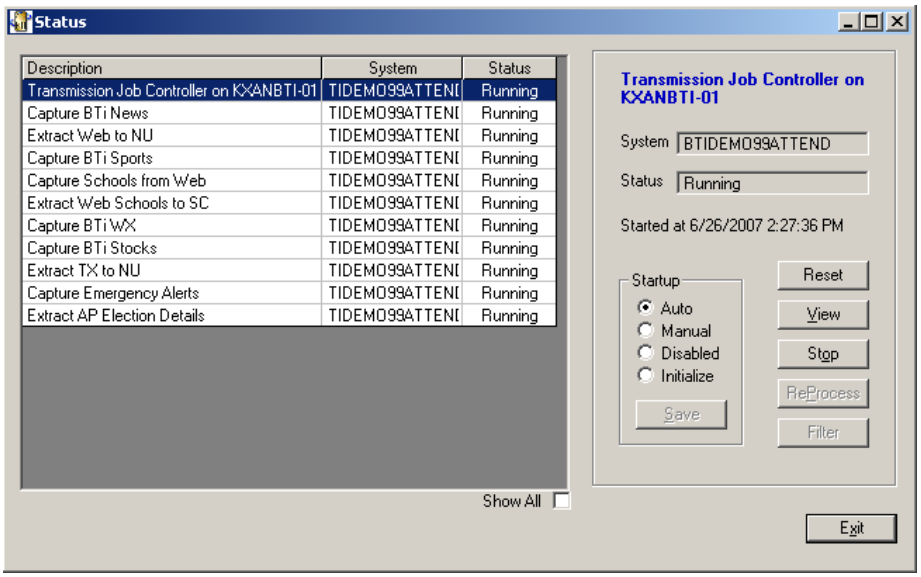
Monitoring Processes

The status of processes may be monitored using the Datacast Manager. These processes include transmission jobs and job controllers, captures, and extracts. This section describes how to start, view, stop, reprocess, and filter processes.

The Attendant Solutions™ Main Menu on the server displays a green bar when all processes are running. Any amount of red in the bar means some processes are not running. An all red bar indicates no processes are running.

Note: Most processes can be stopped and started either on the server or from a workstation. Transmission Job Controllers can be stopped on a workstation but can only be started on the system to which they are assigned.

If the BTi application server is not showing data that is coming through a data source, check the Datacast status screen to make sure the processes are running. Double click the green / red bar on the server or select Files>Datacast Status from the Main Menu to display the Status screen.



Captures gather information from data sources and write it to the hard drive.

Extracts read the captured files to see if they include data that needs to be published to the database. The extract makes decisions about where the data should be published and how it should be formatted.

Transmission jobs deliver content to viewers.

Each process has one of the following types of status:

- Starting – process is starting up
- Running – process is running
- Stopping – process is shutting down
- Stopped – process is stopped

Each process has one of the following startup modes:

Startup Mode	Description
Auto	Process starts automatically when the workstation or server is started
Manual	Process must be started manually from the Status screen when the server or workstation is restarted
Disabled	Process should be disabled when the server or workstation is restarted. Click the "Show All" check box to view disabled agents.
Initialize	Process starts automatically when the server or workstation is restarted but is not controlled from the Status screen

Note: The transmission jobs start up automatically only if a shortcut to DM-Startup is in the Startup folder of the All Users account. This shortcut is automatically installed when the workstation installation is run.

Starting Processes

To start a process on a remote workstation, go to that workstation (or access it via remote control) and start the process from the Datacast Status screen on that system.

From the Status screen, click the process to be started.

Click [Start].

Note: A process can be started only from the machine to which it is assigned.

The status of the process changes from "Stopped" to "Starting". If the process cannot be started, its status returns to "Stopped".

Once the process is started, its status changes to "Running".

Stopping Processes

Processes can be stopped remotely from any system on the network; however, a process can only be started from the machine to which it is assigned.

To stop a process, click the process to be stopped and click [Stop].

The status of the process changes from “Running” to "Stopped”. If the process cannot shut down, its status returns to “Running”. Some processes may be configured so that they cannot be stopped this way.

Once the process is stopped, its status changes to “Stopped”.

Resetting Processes

Stopping and restarting a capture process forces the process to reload its filters. This can be helpful in getting content immediately or in testing the capture. A capture process pulls content from a resource at set intervals. Resetting this capture forces the capture to pull the content immediately. Captures accept pushed data, then reload their captures and continue to work normally.

Stopping and restarting an extract agent forces the process to reload its extracts. Stopping and restarting a notification process forces it to reload its list of notifications.

Filter

When a capture is highlighted, its settings may be displayed. Its associated Filter(s) are displayed on the screen and can be edited (not recommended without instructions from BTI).

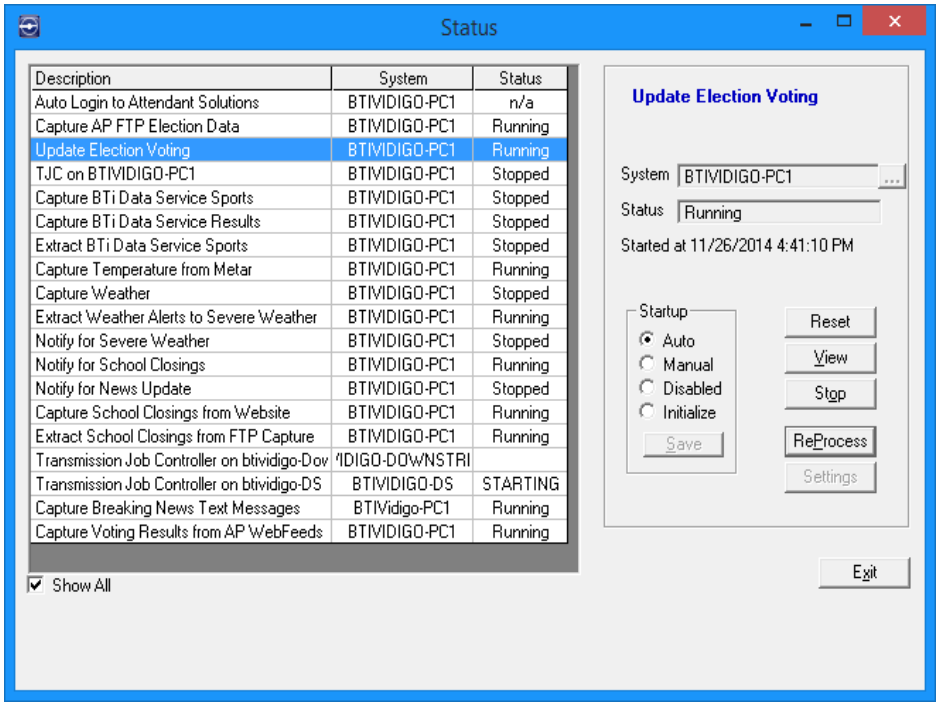
Reprocessing Extracts

The content from extract agents may be reprocessed, which forces the extract to look over the stories again and publish the content to the database.

Reprocessing is useful for elections in which some results may have been missed because of incorrect wire codes. Once the wire codes have been corrected, the stories can be reprocessed to see if all the results are now there.

To reprocess extracts:

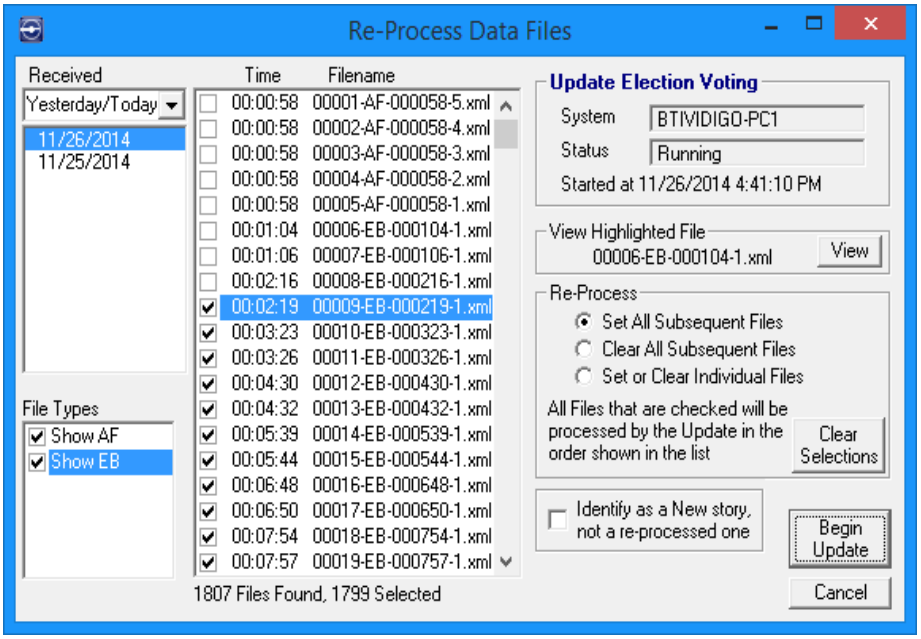
From the Datacast Status screen, select the extract to reprocess.



Stop the extract by clicking [Stop] on the right.

When the extract has stopped, click [ReProcess].

The Extract screen displays.



Choose a date in the 'Received' list to start reading stories. By default, the most recent two days are listed, but others may be chosen using the drop-down arrow.

The list of files may be filtered by using the check boxes in the 'File Types' list.

Choose a beginning story time by clicking the appropriate checkbox(s). Use the options in the Re-Process box to set and clear multiple checkboxes.

NOTE: The option to "Identify as a New story..." *is used for testing purposes and should not be used when going to air.*

Click [Begin Update] to start reprocessing.

Glossary

Active Life

(News Update) - Length of time a news "headline" will be considered active and go into the transmission.

Alerts

Actual individual weather event.

Analog telephone line

An analog line transmits continuously variable signals or data, through cables. This is a standard telephone line, found in a home or business, commonly referred to as a land line.

Application

An application is a set of instructions, written in a computer programming language, that a computer uses internally to perform relatively complex tasks, either in response to input from a keyboard or mouse, in response to incoming data or other signals, or automatically. Common application types include such things as word processors, spreadsheets, and graphics presentation programs. Applications installed on the BTi Application Server can gather, format, and transmit data,

Associations

(School Closings) - Schools can be grouped together through Associations. For example, in Bedford County, there are Bedford County Schools, Shelbyville City Schools, and Webb School. These are associated together under Bedford County Schools because these schools have agreed they will all be closed if the county schools are closed. However, either Webb School or Shelbyville City Schools could close without affecting the other two entities.

Auto Response Mode

(Early Warning) - Checks for new alerts that meet the critical severity level - Early Warning Attendant responds with the appropriate notification and transmissions.

Capture

Process that collects and filters content from a data source and writes a story to the hard drive.

Categories

Types of weather events to be reported - custom categories are associated with one or more National Weather Service (NWS) categories. Any time an alert is received for a NWS category it is assigned to the custom category that contains that alert.

CG (Character Generator)

System by which the data collected in Attendant Solutions will be put on air.

Datacast Manager (DM)

Software located in the Startup folder that starts the remote processes configured to run on the workstation which points to the server. The file name is *DM-startup.exe*

Data Sources

Represent the different sources from which data is gathered. Examples of data sources include wire services, web services, web pages, and manual entry.

Dedicated line

A telephone or data line that is always available for a distinct purpose. It is not used for purposes other than the designated one and is never disconnected.

Dialogic Configuration Manager (DCM)

A service installed on the BTi Application Server which allows viewing the status of the telephone service.

District Reporting Unit

(Election Voting) - Precincts, counties, wards, townships, islands, and states that are used to report the results for an election. The reporting units that are set up depend upon how the data sources report the results for an election. If the local election commissions report by county, then those counties must be set up as reporting units. If reporters are calling in results for each precinct, then each precinct must be set up as a reporting unit.

Early Warning Attendant

Automatically extracts emergency weather information and displays the warning on air, online and on mobile devices.

Election Voting Attendant

Automatically configures, captures, and delivers all local, regional, and national election results to viewers on air, online and on mobile devices.

Emergency Alert Attendant

Automated solution which captures and broadcasts Emergency Alert information from Federal or State emergency management officials - can include AMBER alerts.

Encryption

A way of coding information in a file or e-mail message so that if it is intercepted by a third party as it travels over a network, it cannot be read.

Entities

(School Closings) - Type of school or business, etc. For example, TN Schools, KY Schools, Private Schools, Businesses, Daycares, and Churches can all be set up as entities. Setting these up separately in this manner allows like entities to be sorted together in the transmission.

Ethernet

A networking type widely used in facilities or organizations because it can network a wide variety of computers; it is not proprietary, and components are readily available. It can operate on several different media including fiber optic, coaxial cable, and twisted pair cable.

Extract

Process that reads a captured story to see if it needs to publish content to the database.

FTP

File Transfer Protocol. A format for exchanging files, from one device to another over a network.

Global League

(News Update) - League set up and assigned to a certain sport but does not have any teams associated. By default, actually all teams in the selected sport and at the selected level are a part of the Global League. This is used to schedule games across different leagues / conferences.

GPI

General Purpose Interface - A trigger that can be configured to detect when a certain condition is present on a device and thus invoke an action on another device, or that can invoke an action with manual signals.

Hardware platform

The physical box or computer and its internal operating system, on which the software operates.

HTML

Hypertext Markup Language - The programming language used to create documents for display on the World Wide Web.

Job

See Transmission.

Monitor

A process that watches a resource and controls how that resource behaves. A monitor may check phone lines for incoming calls, a message line for outgoing

messages, or a contact closure unit. All monitors start up automatically when the system is started.

News Types

Groups of headlines / news entries that are related types and should run together in a transmission - examples might include “Breaking Headlines”, “Lottery Results”, “Temperatures for Local Cities”, “Entertainment Headlines”, etc. Any number of News Types can be set up.

News Update Attendant

Automates the capture of news or any type of information data source such as temperatures, lottery results and stock reports - also easily allows manual data entry - delivers the information on air, online, and on mobile devices.

Notifications

User-defined alerts customized as to how the user wants the system to behave and react to events. The system can notify staff by phone or email, or can start a transmission or set off an alert in the control room.

Office

(Election Voting) - Represents the election offices that are contested from election to election. Once an office is created, it is stored and can be used in subsequent elections where it is being contested.

PEG Attendant (Public, Educational and Government Access cable)

Gives PEG stations the options available in News Update in a multi-zone on air display - allows access by different departments to add information such as job openings or meeting schedules. In addition, Meeting Attendant provides a live “ticker” corresponding with a meeting agenda and actions taken (such as votes) while simultaneously updating a website.

Profile

A record of user-specific data that defines a user’s working environment.

RJ11 connector

RJ stands for Registered Jack. RJ11 is a standard single line telephone jack, with six positions and two pins, installed at positions three and four.

RS-232 serial cable

RS-232 is an interface for the transfer of serial data from one type of equipment to another, employing Serial Binary Data Interchange. This is a type of connection for connecting computers to other devices such as printers or modems.

Review Alerts

(Early Warning) - Screen that is targeted at the weather department who edits the weather alerts and decides which alerts to send to air - Review Alerts shows all of

the alerts being captured from the National Weather Service including long-duration and disabled alerts, as well as alerts that need to be modified before being sent to air. When the alerts have been edited and configured for on-air display, then the Update process confirms these alerts for air.

School Closings Attendant

Automates the collection, management and delivery of school, business, church and other public related closings information - captures information from inbound phone lines, web sites or central reporting services. Information can then be transmitted on air, online and on mobile devices.

Secondary Call-in Menu

(School Closings) - A sub-menu under Caller options. The primary menu includes options such as “Closed”, “Opening late”, “Closing early”, etc. The Secondary Call-in Menu gives the viewer additional information. The choices are “Use Bus Secondary Menu” (containing options such as 'buses running late', 'buses running snow routes only', etc.), “Exclude Secondary Menu”, or “Use Special Status Codes.”

Sequence Code

(News Update) - A numerical value added to an individual headline to facilitate sorting.

Server

A computer that shares it resources with other computers on the same network or connected to it. The BTi Application Server shares user interfaces with workstations on the network and sends transmissions to character generators, web servers, or the newsroom computer system.

Sound card

An expansion board inside a computer, that enables the computer to record sound input through a microphone, to manipulate sound stored on a disk, or to output sounds from a speaker connected to the board. The sound card is often an integral part of the motherboard and is not a separate card.

Special Status Codes

(School Closings) - Options set up by the station to make more detailed choices available for the caller. Examples include “No Morning Classes”, “No After School Care”, “No Sporting Events”, etc.

TCP / IP

Transmission Control Protocol / Internet Protocol - A set of protocols, or ways of translating communications from one device to another, used by the internet to support services such as remote login, file transfer (FTP), and email.

Telephony

The technology of translating sound into electrical signals, transmitting them, and converting them back into sound or data. Commonly used with telephone lines.

Transmission

Data sent over a communication network that delivers content to viewers. It interfaces with and drives character generators to deliver content customized for a particular station's look and feel. Transmissions can be started automatically, manually or scheduled based upon settings and other equipment.

Transmission Generator™

A BTi product that allows customers to schedule and insert branding and promotional graphics into the program stream. Also has the ability to set up schedules for the start of BTi jobs.

Transmission Job Controller

Device that listens on a network socket and accepts commands from the Attendant Solutions™ Status screen to start, pause, or stop transmissions.

View Status of Alerts

Screen that only shows alerts that have been confirmed for on air display - Status is targeted at operators who only need to see that there is an alert to send on air and are not responsible for editing or configuring the alerts.

VPN

Virtual Private Network - A network created using public wires, such as the Internet, to connect entities on the network, but utilizing encryption and other security mechanisms to ensure that only authorized users can access the network and the data transmitted on that network.

XML

Extensible Markup Language - The Webpage coding language that allows site designers to program their own markup commands, which can then be used as if they were standard HTML commands.

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