

CALLMaster Installation Guide



Overview

This document provides a step-by-step guide to installing CALLMaster software. The installation is divided into 3 steps:

- Step 1: CALLMaster Prerequisite Software Installation
- Step 2: Dialogic Drivers & Board Installation
- Step 3: CALLMaster Software Installation

Following the sequence outlined above will insure a successful installation of CALLMaster.

On completion of all three steps the following documentation is available for reference:

- Read the Readme file on the Start/Programs/CALLMaster folder for a quick overview to get started.
- Review on-line Documentation from www.speechsoft.com/cmdoc/contents.htm
- First time users of CALLMaster should read the CALLMaster Tour as well as the Walkthroughs

Preparing for CALLMaster Install

Download Required Software.

Your computer must be running **Windows XP, Windows 7, Vista or 2003/2008 Server**. Additionally, you should have downloaded the required software from the [SpeechSoft Downloads](#). This should include:

1. Prerequisite Software for XP (for Windows XP only)
 - Microsoft .Net Framework 3.5 SP1
2. Dialogic Drivers (from board vendor)
3. CALLMaster Software

The Dialogic Drivers and CALLMaster Software are also available on CD-Rom if you have purchased the board from SpeechSoft.

Step 1 - CALLMaster Prerequisite Software Installation

Prerequisite software required for Windows XP only.

Proceed to Step 2 for other operating systems.

1. **Verify the existence of prerequisite software "Microsoft .Net3.5 Framework SP1" on the computer**
 1. Confirm by opening the Control Panel's "Add/Remove Programs" or "Uninstall Programs" window and check that the entry for "Microsoft .Net3.5 Framework SP1" is listed.
 2. If listed then skip to Step 2.
2. **Download "Microsoft .Net3.5 Framework SP1" via the SpeechSoft downloads link above and save in My Documents**
3. **Installing Microsoft .Net Framework 3.5 SP1**
 1. Run dotnetFx35Setup.exe by double clicking it. This installation takes about 10-20 minutes to first download files from Microsoft servers and then about 5 minutes to install.
 2. You will see 'Extracting files' window. Once the files are extracted, the 'Set-up' window will be displayed. This will take several minutes, please be patient.

3. The 'License Agreement' window will be displayed. Read and Accept the license terms, then click 'Install' to proceed.
4. The 'Download and Install' progress bar will be displayed.
5. At the 'Setup Complete' window, click 'Exit' to complete installation.

4. Confirm Prerequisite programs' existence on the PC

1. Open Control Panel "Add/Remove Programs" or "Uninstall Programs" Window
2. Check that the following entry is listed:
 - Microsoft .Net Framework 3.5 SP1

If the entry is listed then you have successfully installed the CALLMaster Prerequisite Software; If not retry Step 1.

Next: Step 2 – Dialogic Driver & Board Installation



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Step 2 – Dialogic Drivers & Board Installation (Drivers available from your board vendor)

If you have purchased the Dialogic Board with the Dialogic System Software (Drivers) from SpeechSoft, you can [download the drivers](#) from our website or use the drivers from the CD provided. To install the drivers and configure the board, continue with this Step. If not then proceed to Step 3.

Dialogic Drivers must be installed prior to installing CALLMaster. If installing from the website, follow the instructions from the website to download, save and extract the required setup files. Running setup.exe from the downloaded Dialogic folder will start the driver installation. If you are installing from the CD-ROM, cancel the CALLMaster set-up that automatically starts on inserting the CD, then from the CD-Rom drive, open folder Dialogic and double click setup.exe to first install the Dialogic Drivers.

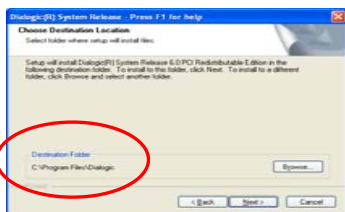
You must be logged in as the local Administrator. Follow steps below to install the Dialogic Software (drivers).

A. Install Drivers

1. At the “Welcome” screen, click ‘Next’.

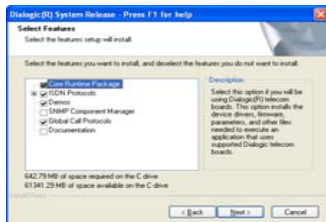


2. Enter the User & Company Name then click ‘Next’
3. Choose Destination Location to install the drivers.



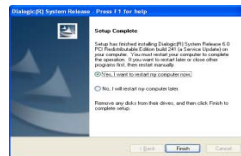
Keep the default ‘C:’ drive or Browse to the desired location. Click ‘Next’.

4. Select features to install.



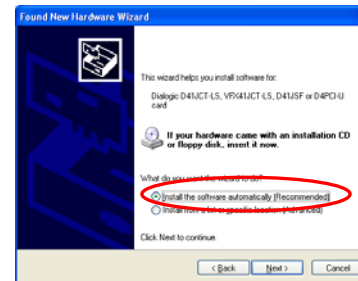
- Core Runtime Package
- Demos

- ISDN Protocols (optional)
- Global Call Protocols (optional)
- Click ‘Next’
- Click ‘Yes’ to accept third party software installation.
- Click ‘OK’ and ignore the Java runtime message, if displayed.
- At “Select Program Folder”, keep default value and click ‘Next’.
- Click ‘Next’ to “Start Copying Files”.
- “Setup Status” window will display installation progress.
- If you have already installed the board, you will get the “Found New Hardware wizard”. Click ‘Cancel’.
- At “Setup Complete”, select ‘Yes’ to restart computer then click ‘Finish’.



B. Install Board

1. Shut down the PC and install board. Restart PC.
2. At the “Found New Hardware wizard”, select ‘No, not this time’, click ‘Next’.
3. Select ‘Install the software automatically [Recommended]’.

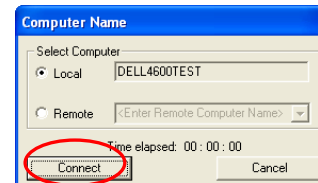


Click ‘Next’.

4. The wizard will then install the Dialogic driver software
5. Click ‘Finish’ when “Found New Hardware wizard” has completed install.

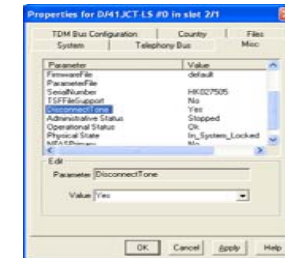
C. Configure Board

1. Run Dialogic Configuration Manager by clicking Start/Programs/Intel Dialogic System Release/Configuration Manager – DCM.
2. Verify computer name, select ‘Local’ and click ‘Connect’.

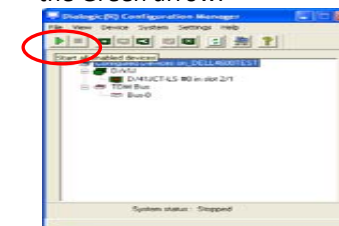


3. The installed boards will be detected and displayed. Confirm you see your board’s model number and icon.

4. Highlight each board and double click to view Properties. At the “Misc” tab, select DisconnectTone and set “Value” to ‘Yes’ if your PBX sends a disconnect tone. Click ‘Apply’ then ‘OK’.



5. Start the Dialogic service by clicking the Green arrow.



6. The status bar at the bottom of the window will show the System status: Start Pending while it is starting the service. It will switch to ‘Running’ and then display ‘System Started’. Close the DCM.

Next: Step 3 –
CALLMaster Installation



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Step 3 – CALLMaster Software Installation

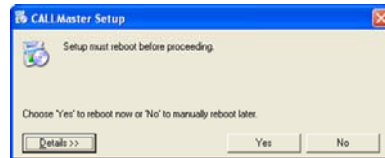
You can install CALLMaster from our website or use the CD-Rom provided by SpeechSoft. To install from the web, [download the CALLMaster software](#) and follow instructions provided to download, save and extract the required setup files. Running CMSetup.exe from the downloaded CMSetup folder will start the installation. If installing from the CD-Rom, inserting the CD-Rom will initiate the CALLMaster installation or double click on CMSetup.exe from the CD-Rom CALLMaster folder. Make sure that the Prerequisites and the Dialogic System Software are installed before proceeding.

You must be logged in as the local Administrator. Follow the steps below to install the CALLMaster Software.

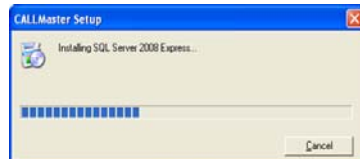
1. The CALLMaster Logo screen will be displayed.
2. At the “CALLMaster Installation Notice” displayed, click ‘OK’ to proceed.
3. First the “Windows Installer 4.5” license will be displayed if it is being installed. Review and click ‘Accept’ to continue.
4. Next, if SQLExpress SP1 is being installed the “SQL Express 2008 License Agreement” will be displayed. Review and click ‘Accept’ to continue.



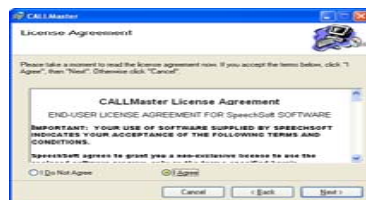
5. The “Windows Installer 4.5” will install first. Once installed, the setup will require you to reboot before proceeding. Close and save all files on your PC then choose ‘Yes’ to reboot.



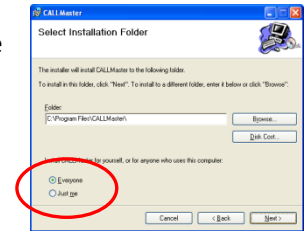
6. Once the reboot is complete and system has restarted, the CALLMaster install will automatically continue with the “SQLExpress Server 2008 Express Edition” installation. The SQL Server installation will take about 15-20 minutes.



7. The CALLMaster Software Setup will start once the SQLExpress 2008 Server Service Pack 1 installation is complete. Click ‘Next’ at the CALLMaster Logo to start.
8. Review the CALLMaster Setup Wizard, click ‘Next’.
9. The CALLMaster License Agreement is presented. Read and select “I Agree” to confirm acceptance of the CALLMaster License agreement. Press ‘Next’ if you wish to continue.

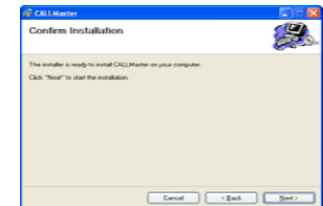


10. ‘Browse’ to choose the desired location, changing the Directory Path ONLY. Make sure that install CALLMaster for “Everyone” is selected. By default “C:\Program Files\CALLMaster\” folder is select and recommended for installation, then press ‘Next’ to start the installation.



11. You will be prompted to confirm installation. Click Next to start installation. There will be several screens displaying the installation progress.

12. Read the CALLMaster Readme Information for a quick review of CALLMaster, click ‘Next’ to proceed.



13. When the “Installation Complete” window is presented, click ‘Close’ to exit.

The CALLMaster installation is now complete.

CALLMaster is now installed on your PC

CALLMaster is ready to be used. If you have purchased CALLMaster, make sure you put the CALLMaster software license file in the CALLMaster\Data folder. CALLMaster will run for 30 days if the license file is not detected. Contact support@speechsoft.com or call SpeechSoft Technical Support (914) 273-1280 x3 if assistance is needed.



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Uninstalling

CALLMaster Software

1. Confirm that the CALLMaster Service is stopped. You can see the status of the CALLMaster Service by opening the Control Panel/Administrative Tools/Services window. If CALLMaster service is running then the Status column will show "Started" otherwise the Column will be blank if the Service is stopped. If the status is "Started" then select the CALLMaster entry and right Click then choose "Stop" or click the square "Stop" button on the toolbar to stop the service. You may need to Refresh or close and open the Services window for the latest status.
2. Open the "Add/Remove Programs" or "Uninstall Programs" window in the Control Panel. Select the CALLMaster entry and it will expand and display 'Change' and 'Remove' buttons. Click Remove and follow the uninstall wizard to completely remove the CALLMaster software.
3. If no files were created (i.e. log files or audio recordings) since the program was installed then the uninstall will remove all the folders it created (i.e. \Program Files\CALLMaster\ and all its sub folders). If any files were created then those files and the folders that contain them will not be removed. **Check and manually delete the main CALLMaster folder if it exists.**

Dialogic Drivers

1. Before uninstalling the Dialogic System Software confirm that the "Dialogic System Service" is not running. You can see the status of the Dialogic System Service by opening the Control Panel/Administrative Tools/Services window. If Dialogic System Service is running then the Status column will show "Started" otherwise the Column will be blank if the Service is stopped. If the status is "Started" then select the Dialogic System Service entry and right click then choose "Stop" or click the square "Stop" button on the toolbar to stop the service. You may need to Refresh or close and open the Services window to get the latest status.
2. In the "Add/Remove Programs" or "Uninstall Programs" window select "Dialogic System Release 6.0 PCI Redistributable Edition" and click 'Remove'. If the service is not stopped, a pop up message will tell you to stop it before removing.
 - 2.1. You have the option of saving your current Dialogic configuration if you plan to reinstall or upgrade the Dialogic Software otherwise click 'No'. Then click 'OK' to remove the Dialogic software.
3. When complete you will be prompted to reboot, choose 'Yes' and reboot the computer.

CALLMaster Prerequisites

After uninstalling CALLMaster you can uninstall the additional components if desired or you may leave them on your system if used by other programs or plan to reinstall CALLMaster. Uninstall the components in the order listed below.

1. Uninstall SQL Server.

Microsoft SQLExpress Server 2008 is installed as part of CALLMaster Installation but is not uninstalled with CALLMaster software. Follow steps below if you wish to uninstall SQLExpress Server 2008. In the "Add/Remove Programs" or "Uninstall Programs" window select Microsoft SQL Server 2005 and click 'Remove'. In the 'Components Selection' window, select 'Remove SQL Server 2005 instance components', 'SQLEXPRESS Database Engine' and 'Workstation Components', then click 'Next' then 'Finish' to uninstall SQL Server Express. A "Setup Progress" window will display the removal progress and display the status of the components removed. When done they should all have a green check mark and status: Setup Finished. Then press 'F5' or close and reopen the "Add/Remove Programs" or "Uninstall Programs" window to refresh the displayed list of installed programs. Only the "Microsoft SQL Server Native Client" should still be listed. Select that entry and click 'Remove' to remove that component from the computer.

2. Uninstall "Microsoft .NET Framework 3.5 SP1, 3.0 and 2.0"

In the "Add/Remove Programs" or "Uninstall Programs" window select "Microsoft .NET Framework 3.5 SP1" and click 'Remove' and then "uninstall" to uninstall that component. .NET Framework 3.0 and 2.0 can both be uninstalled in the same manner.

The computer now is back to the state it was before you started installing CALLMaster. If you left a Dialogic board in the machine when it reboots it will display the "Found New hardware" wizard which you can cancel and run at another time or after you reinstall the Dialogic software or remove the board to avoid this message.

