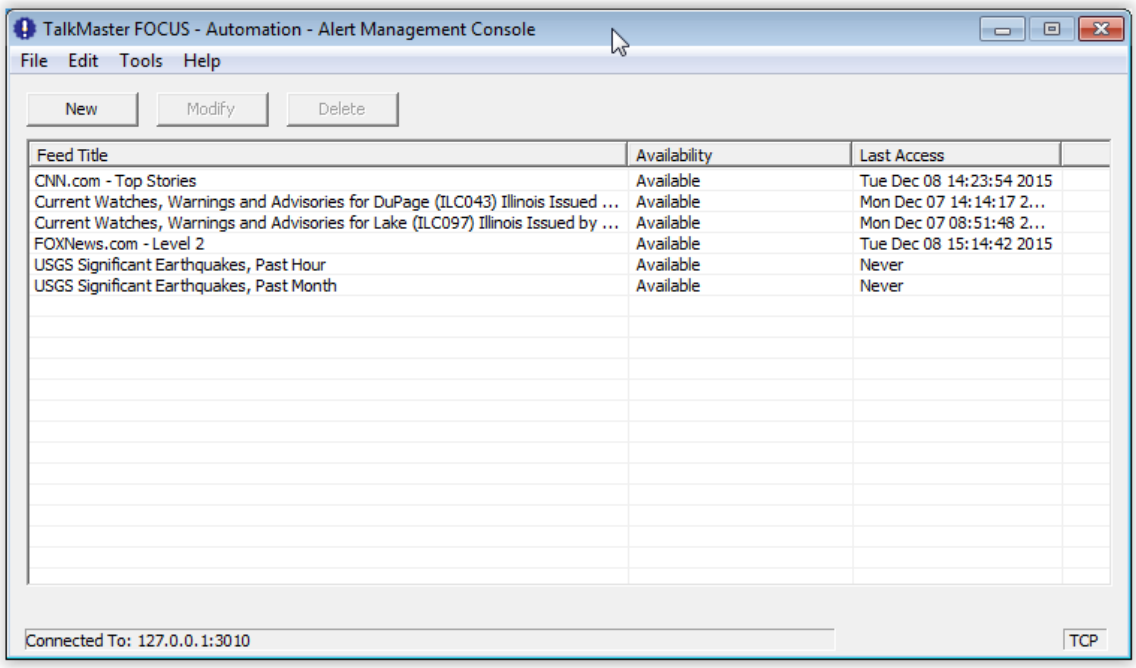
TalkMaster™ FOCUS
Automation

Alert Management Reference Manual



DIGITAL ACOUSTICS

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Getting Started

Welcome To Alert Management

Welcome to the **TalkMaster FOCUS Alert Management** feature of **TalkMaster FOCUS Automation**.

The **Alert Management** feature of **TalkMaster FOCUS Automation*** provides the ability to monitor RSS or CAP/ATOM feeds (i.e. from institutions such as the National Weather Service) and play the associated text from selected messages as notification warnings or informational audio. The basic flow is as follows:

- The **Admin Console** is used to specify the **Queued Paging Groups** and their associated IP Endpoints that are to receive the "spoken" messages
- The **Alert Management Configuration Console** is used to specify the feeds and the criteria that will be used to select the messages as well as the **Queued Paging Group** to send the audio to
- The **Alert Management Service** monitors the feeds and sends the selected text messages to the **TalkMaster FOCUS Serve**r
- The **TalkMaster FOCUS Server** converts the text to speech and plays it to the **Queued Paging Groups**

The **Alert Management Service** typically runs on the same machine as the **TalkMaster FOCUS Server** service.

* **TalkMaster FOCUS Automation** is a separately licensed component of **TalkMaster FOCUS**

Release Notes

V5.2.1 June 2016

- Added support for the CAP 1.2 standard

V5.1 November 2015

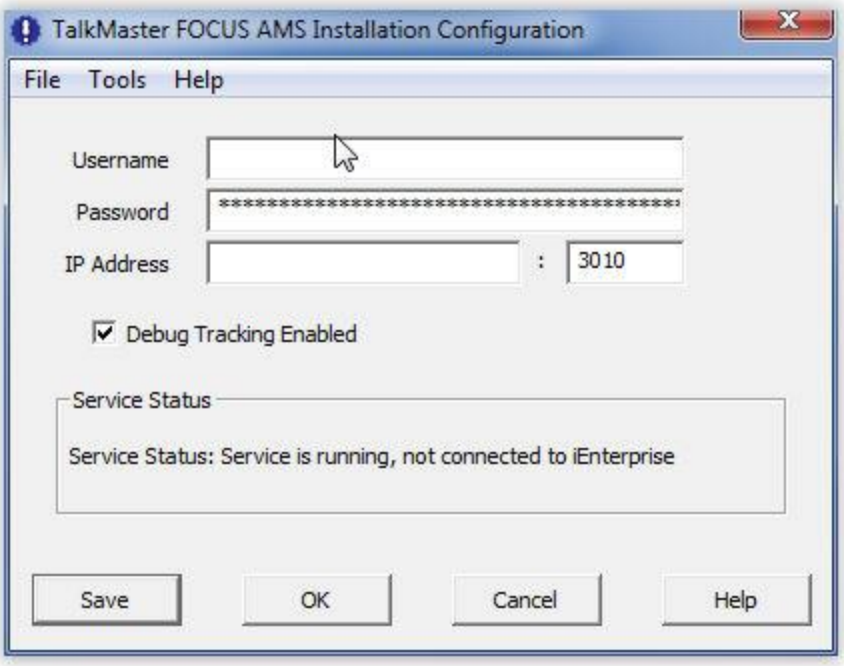
- Initial Release

Alert Management Service

Alert Management Service Configuration

The Alert Management Service typically runs on the same machine as the **TalkMaster FOCUS Server** service. The **TalkMaster FOCUS Alert Management Service** must logon to the **TalkMaster FOCUS Server** in order to communicate with it, so an Operator UserID and Password needs to be supplied to it as a one-time setup.

To configure the logon information for the **TalkMaster FOCUS Alert Management Service**, launch the **Alert Management Service Configuration** console from the **Windows Start** menu **All Programs --> TalkMaster FOCUS --> Automation --> Alert Management Service Configuration**. This console can also be used to display the current status of the service or to restart the service.



- **Username / Password** - Enter the **Username** and Password fields that will be used by the **TalkMaster FOCUS Alert Management Service** to login to the **TalkMaster FOCUS Server**. They must be defined in the **Admin Console** under the **Operators** tab
- **IP Address** - Enter the IP Address is the address of the **TalkMaster FOCUS Server** and the associated **Console Port** as defined in the **Admin Console**. The **Console Port** defaults to 3010
- **Debug Tracking** - This should be left unchecked unless instructed by Digital Acoustics Technical Support
- **Server Status** - The Service Status area will display the current connection status of the service

Save - Once the above changes have been made, press this button to apply the changes:

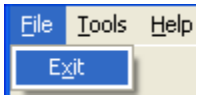
- If the **Server Status** indicates that the **Alert Management Service** is running, but not connected to the **TalkMaster FOCUS Server**, it will try to logon immediately and the **Server Status** should change to **Connected to iEnterprise**
- If the **Server Status** indicates that the **Alert Management Service** is not running, then select menu option **Tools --> Restart Service** to connect with the updated information

OK - Press this button to save the changes and exit

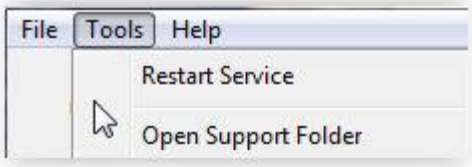
Cancel - Press this button to ignore the unsaved changes and exit

Alert Management Service Configuration Menu

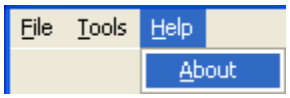
File->Exit - Exits and saves the configuration information



Tools->Restart Service - Restarts the Alert Management Service
Tools->Open Support Folder - Opens the support folder where the Debug Tracking Log is stored



Help->About - Displays the version information for the Alert Management Service Configuration console



Alert Management Configuration Console

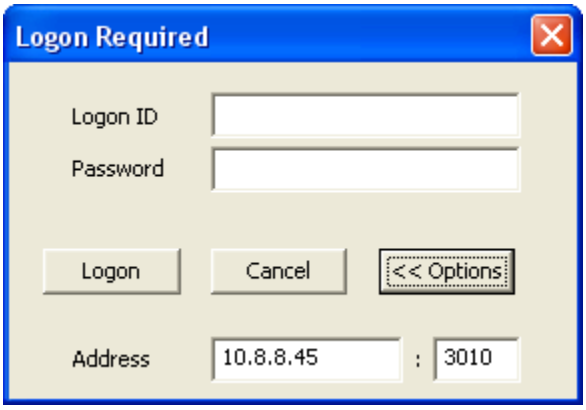
Alert Management Configuration Console Overview

The **Alert Management Configuration Console** is used to setup feeds so them can be processed by the **Alert Management Service**. The configuration console can work with two types of feeds: RSS and CAP/ATOM. RSS is typically used for news feeds that discuss various topics and are available from media outlets such as Fox News, ESPN, and others. CAP/ATOM are feeds that are published for alerting needs from organizations such as National Oceanic and Atmospheric Administration (NOAA), U.S. Geological Survey (USGS), etc. Customer's can also create their own RSS or CAP/ATOM feeds in order to create automated audio alerts.

Once the feeds have been setup, the **Alert Management Service** monitors them to select the messages that will be converted to speech and played on a group of IP7 Endpoints.

Alert Management Configuration Logon

To start the Alert Management Configuration Console, open the **Windows Start** menu --> **All Programs --> TalkMaster FOCUS --> Automation --> Alert Management Configuration**. The following Logon dialog will be presented:

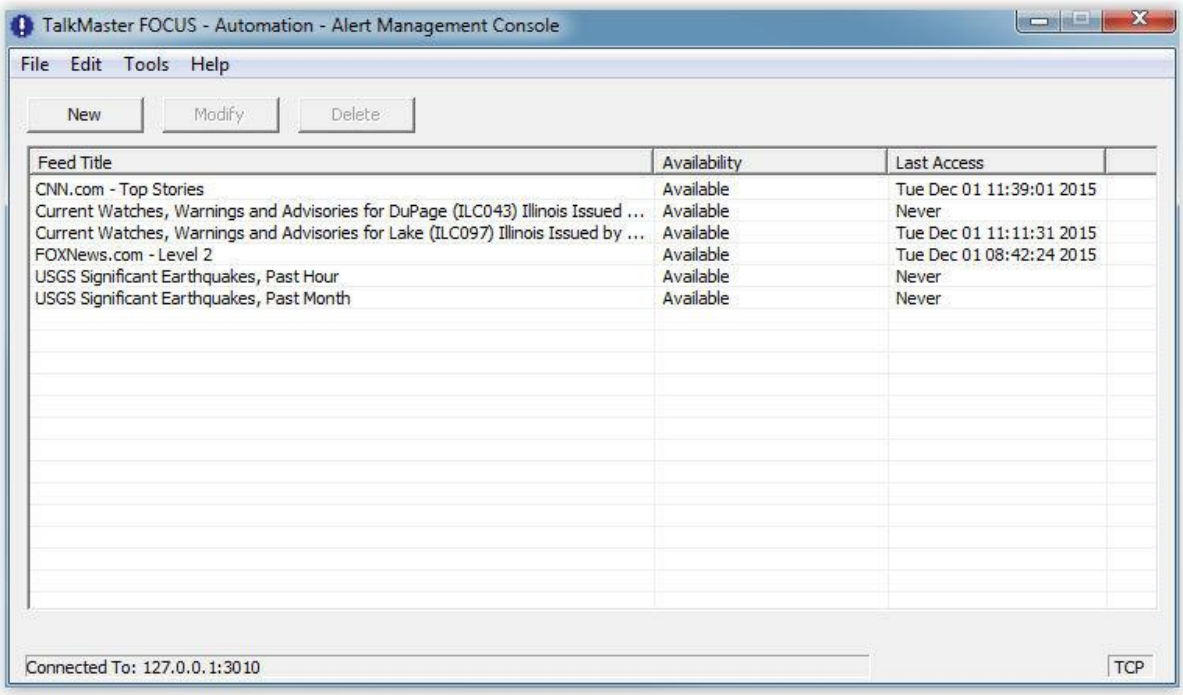


- **Logon ID** - Enter the Logon ID as configured in the **Admin Console --> Operators** tab
- **Password** - Enter the associated password for the Logon ID
- **Address** - Enter the IP Address and port of the TalkMaster FOCUS Server.

In the Admin Console on the Operators tab, check the **Allow Multiple Logons** checkbox for the Operator ID that is used for administering TalkMaster instead of creating a separate UserID for each configuration application

Application Layout

The Alert Management Configuration Console screen lists the Feeds that have been defined.

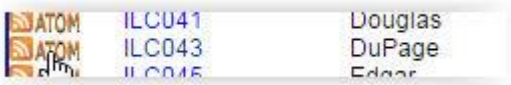


- **Feed Title** - The name of the Feed is automatically provided from the feed
- **Status** - The status will be listed as Available or Unavailable. Unavailable means that the URL cannot be contacted
- **Last Access** - Displays the last date and time since the Configuration Console was open that the Alert was activated
    - By right-clicking on a feed, the **Last Access** date and time can be reset. If the Alert has not expired, it will be played again

Creating a CAP/ATOM Feed

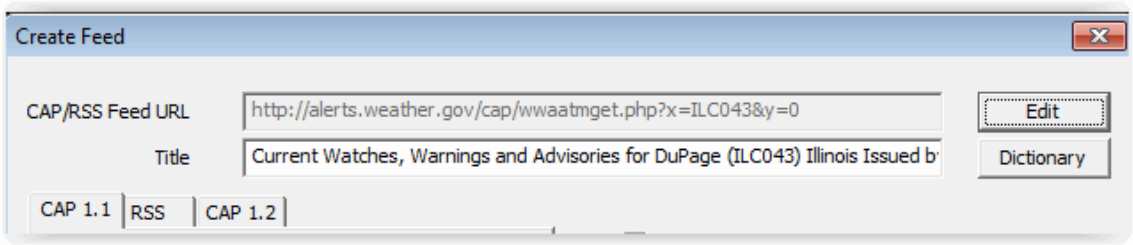
Below is an example of how to setup a CAP/Atom feed.

- Open a web browser to http://alerts.weather.gov/
- **S**croll down the page, find **Illinois** from the list of states, then select **County List**
- Select the Atom icon on the left side of the page for "DuPage"

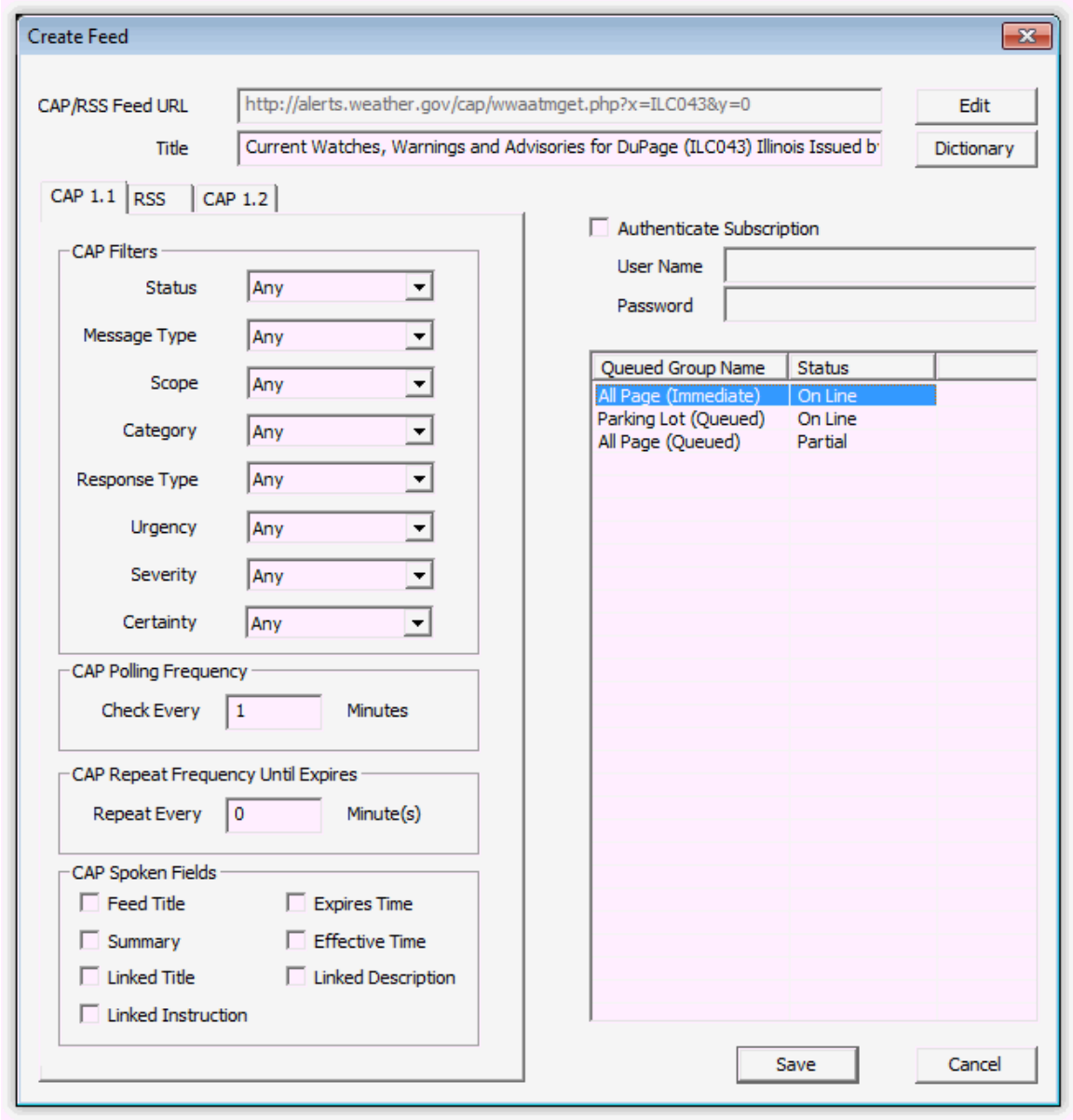


Creating an RSS Feed

- The XML for the page is displayed
- Copy the URL using the keyboard shortcut CTRL-C
- Open and login to the the Alert Management Configuration Console
- Click the **NEW** button
- Using the keyboard shortcut CTRL-V, paste the URL into the CAP/RSS Feed URL shown below

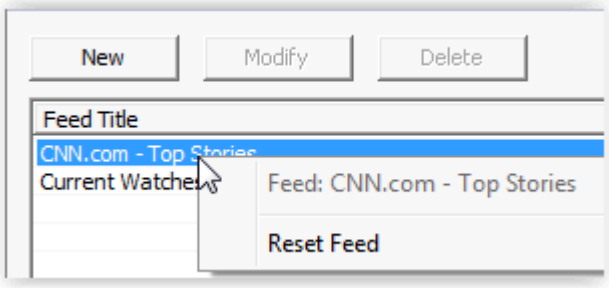


- Click the **Validate** button. The application must be able to reach the URL in order to validate the feed
- The system automatically determines if the feed is a CAP/ATOM or RSS feed and displays the appropriate tab
- Once the feed is validated, the **Title will be displayed** and the **CAP Filters** fields will be enabled



- **Dictionary** button - The system can replace a word with another word or phrase for this specific feed. Refer to Dictionaries for more information
- **Title** - The Title is automatically filled in from the feed, but can be modified to make it more understandable
- **CAP Filters -** Currently, the CAP Filters are not used
- **CAP Polling Frequency** - Enter the number of minutes to wait before checking for new information in the selected feed
- **CAP Repeat Frequency Until Expires** - For alerts that specify an Expiration Time, enter the number of minutes to wait to repeat the alert
- **CAP Spoken Fields -** Check one or more of the text fields to be converted to speech
- **Queued Paging Group** - Select one or more Queued Paging Groups to receive the resulting audio. Use CTRL-Click to select multiple **Queued Paging Groups**. If the an IP Endpoint is in more than one Queued Paging Group, it will only receive the message one time
- At least one **CAP Spoken Fields** and one **Queued Group Name** must been selected before the **Save** button will be enabled

The last message from a feed can be replayed by right clicking on it on the main screen and selecting the **Reset Feed** option. This allows for experimenting with the different **CAP Spoken Fields** to determine the best information to be spoken from a given feed



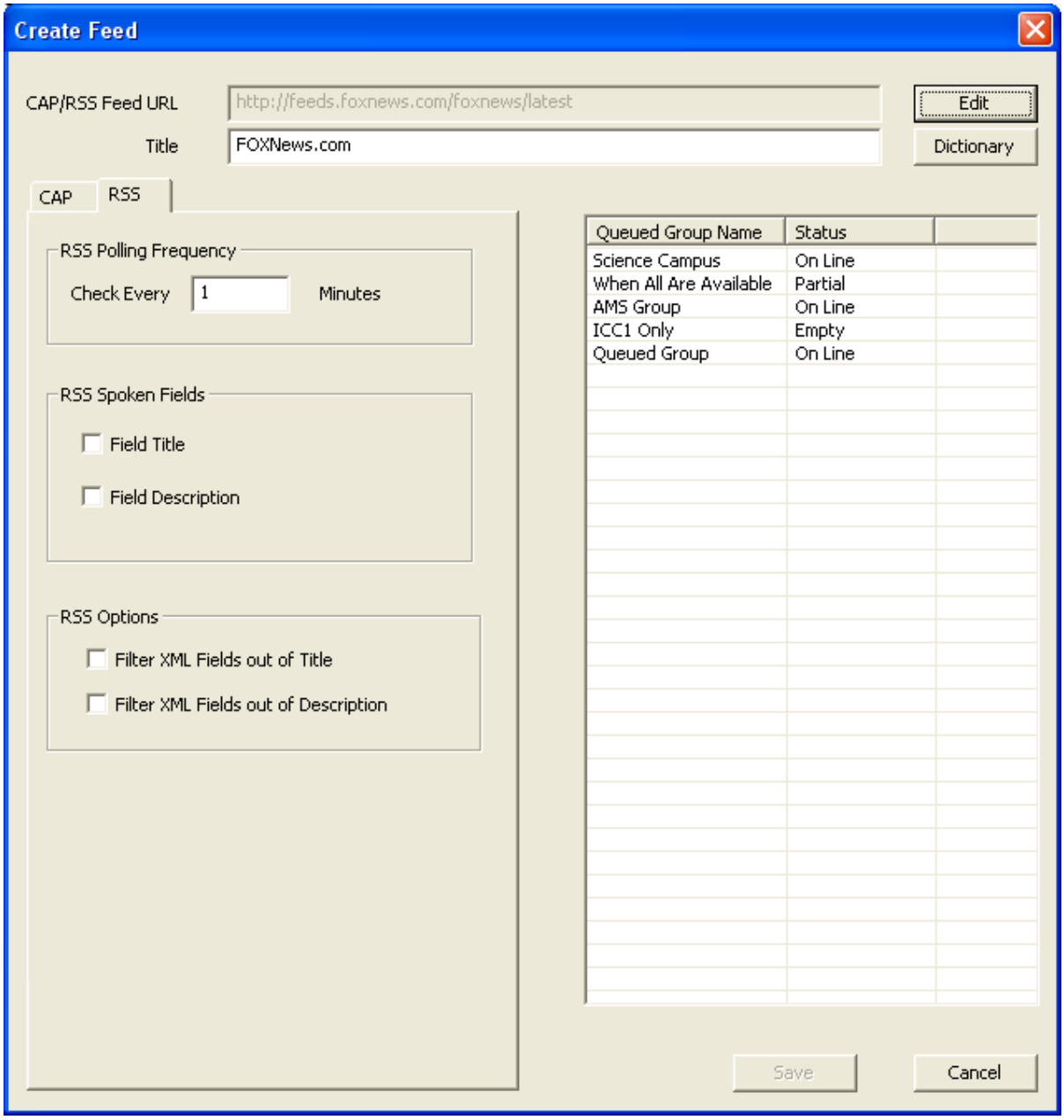
Creating a RSS Feed

Below is an example of creating an RSS feed for Fox News:

- Open a web browser to http://www.foxnews.com and then scroll down to the bottom and click on the RSS icon
- On the next page click the **Subscribe** button with the RSS symbol on it

- Copy the URL from the resulting page using the keyboard shortcut CTRL-C

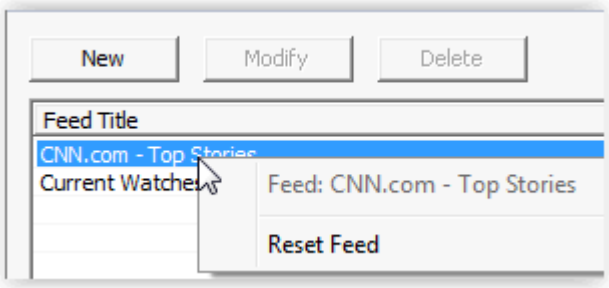
- Open and login to the Alert Management Configuration Console
- Click the **NEW** button
- Using the keyboard shortcut CTRL-V, paste the URL into the CAP/RSS Feed URL shown below



- Click the **Validate** button. The application must be able to reach the URL in order to validate the feed

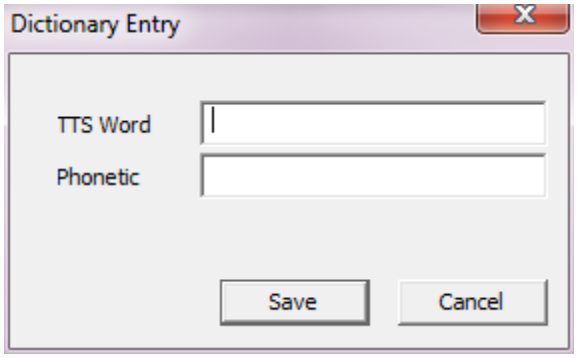
- The system automatically determines if the feed is a CAP/ATOM or RSS feed and displays the appropriate tab
- Once the feed is validated, the **Title** will be displayed and the **RSS** options fields will be enabled
- **Dictionary** button - The system can replace a word with another word or phrase for this specific feed. Refer to Dictionaries for more information
- **RSS Polling Frequency -** Enter the number of minutes to wait before checking for new information in the selected feed
- **RSS Spoken Fields** - Check one or more of the text fields to be converted to speech
- **RSS Options** - Check the boxes to filter out XML fields from the Title and Description to make the feed more intelligible for listeners
- **Queued Paging Group** - Select one or more Queued Paging Groups to receive the resulting audio. Use CTRL-Click to select multiple **Queued Paging Groups**. If the an IP Endpoint is in more than one Queued Paging Group, it will only receive the message one time
- At least one **RSS Spoken Fields** and one **Queued Group Name** must been selected before the **Save** button will be enabled

The last message from a feed can be replayed by right clicking on it on the main screen and selecting the **Reset Feed** option. This allows for experimenting with the different **CAP Spoken Fields** to determine the best information to be spoken from a given feed



Dictionaries

Text to Speak engines have a difficult time properly pronouncing certain names, cities, people, and other words. In order to better pronounce words, this system has the ability to set up dictionaries that will be used to speak certain words more clearly or to substitute words that are more clear.



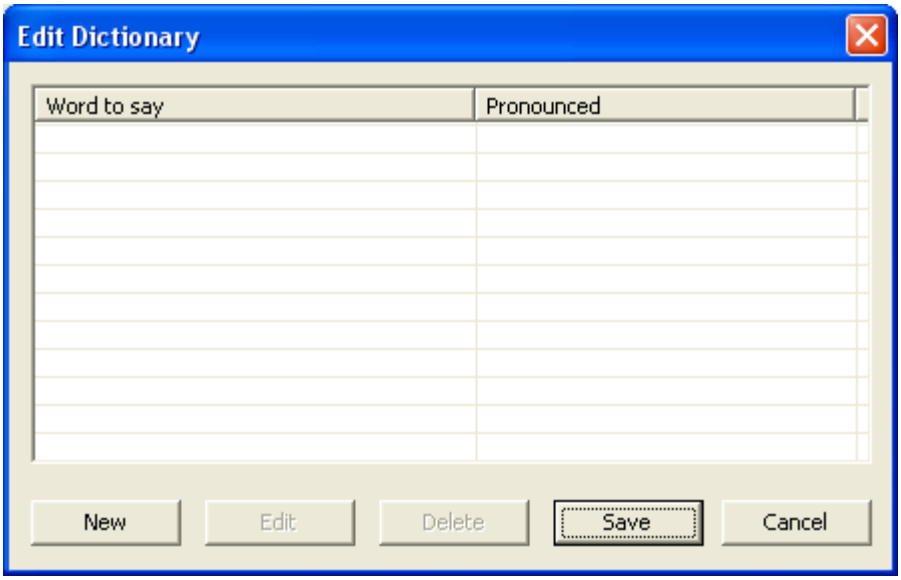
Dictionaries are available for ALL feeds (global), or specific feeds.

The following example will substitute the phrase "place of work" instead of "office":

1. Click **New** at the bottom left of the Edit Dictionary dialog box.
2. An entry box will show up infront of the edit dictionary window
3. Enter "Office" into the Word box
4. Enter "Place of work" in the **Pronounced** box

4.) Click **Save**.

5.) Click **Save** at the bottom right of the Edit Dictionary window.



Menu Options

Edit Menu

Edit->New Feed - Opens the Create Feed dialog so a new RSS, CAP or ATOM feed can be created

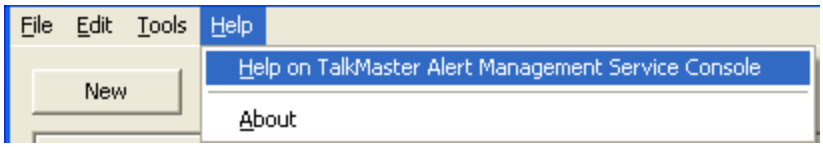
Edit->Modify Feed - Opens the Modify Feed dialog for the currently selected feed

Edit->Delete Feed - Deletes the currently selected feed.

Edit-> Global Dictionary - Displays a dialog where the overall dictionary for all feeds is able to be edited. For more information on Dictionaries, please review the Dictionaries topic

Edit-> Reset Feed Usage - Resets **a feeds activity, and causes it to be re-processed**

Help Menu



Help->Help on TalkMaster FOCUS Automation Alert Service Console - Opens the indexed help file for this application

Help->About - Displays the version information for this application

Support Information

About Us

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