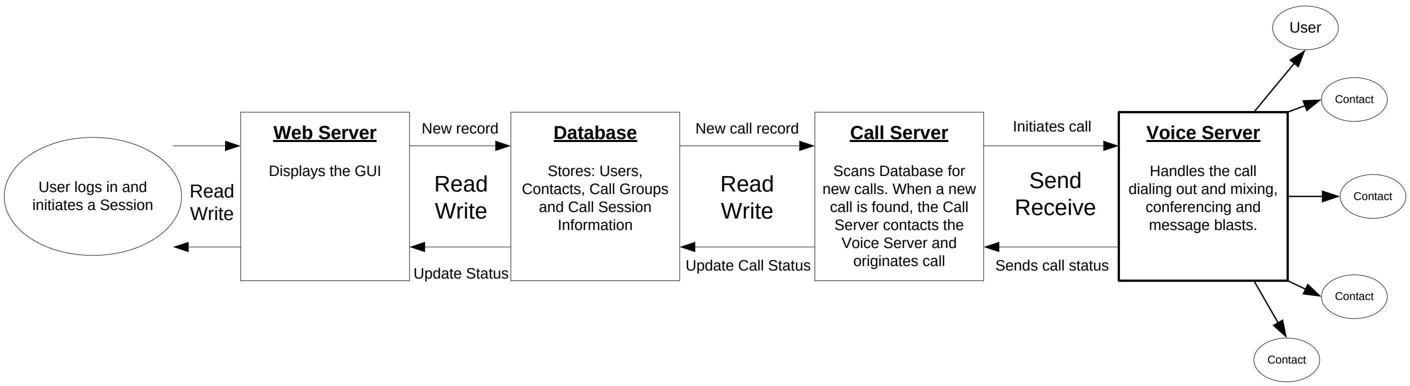
A. GlobalTalk™ Application Overview



The above diagram gives a basic layout of the GlobalTalk™ software architecture.

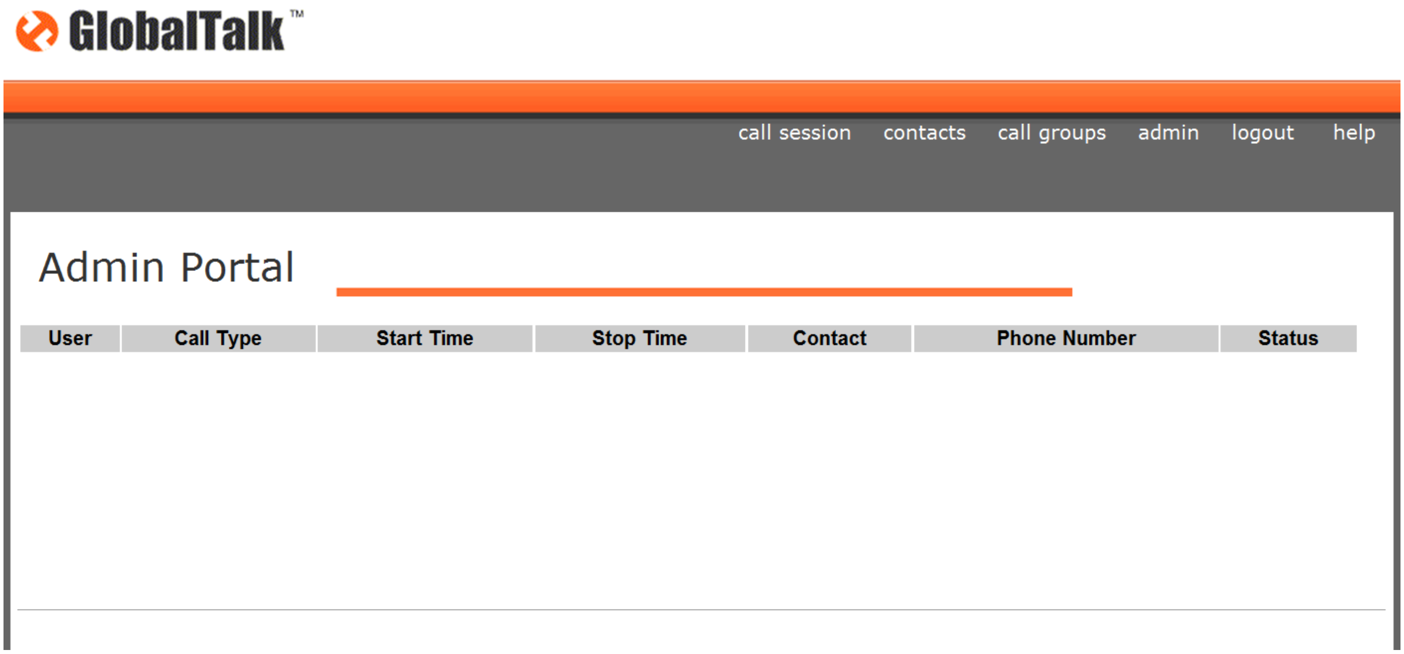
A1. Software Architecture

GlobalTalk™ is designed with "modules". Each module has its own specific role and each one is required in order for GlobalTalk™ to function.

When a user logs in and executes a new Call Session the Web Server adds new records in the database. The Call Server (which is monitoring the database) picks up the new call records and sends the call information to the Voice Server which in turn dials the user and the chosen contacts. The Voice Server mixes the calls and does the bulk of the call processing and in turn sends status information back to the Call Server e.g. whether a call was answered or busy, etc. The Call Server then sends the information back to the database which is in turn scanned by the Web Server upon request from the user's browser.

A. Admin Portal Overview

The GlobalTalk™ Admin portal shows a real-time status view of all users' current calls.



B1. Admin Portal

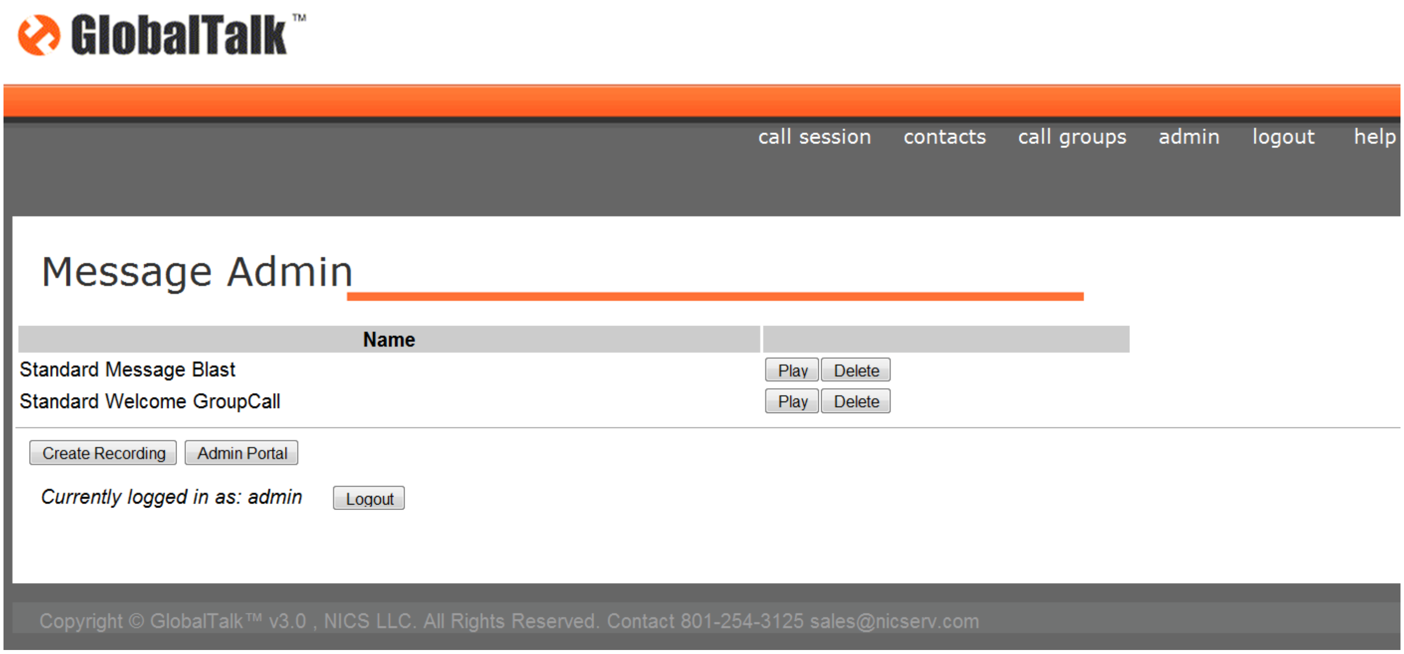
The GlobalTalk™ Admin portal shows a real-time status view of all users' current calls. It will continue to show call status until a user clicks the "End Call" Button on the Call Status Dashboard page.

Below the status pane are 4 menu items:

1. Message Admin – Where the messages for Group Calls and Message Blasts are managed.
2. User Admin – Where GlobalTalk™ user accounts are managed. These are the users that can log in to use the GlobalTalk™ system.
3. Internal Extensions – Management of the list of internal extensions that do not require a 9 to access.
4. System Backup – Management of the system backup.
5. System Status – Management of server processes that are the backbone of the application

B. Message Admin Overview

The Message Admin is where you can delete, create, and test the message recordings for Group Call and Message Blasts.



C1. Message Admin

Click the “Message Admin” button to access the Message Admin screen from the Admin Portal

To play a message:

- Click “Play” in the appropriate row
- The system will call the **user’s phone number stored in the User Details**
- Pick up the handset. The recorded message will play over the handset

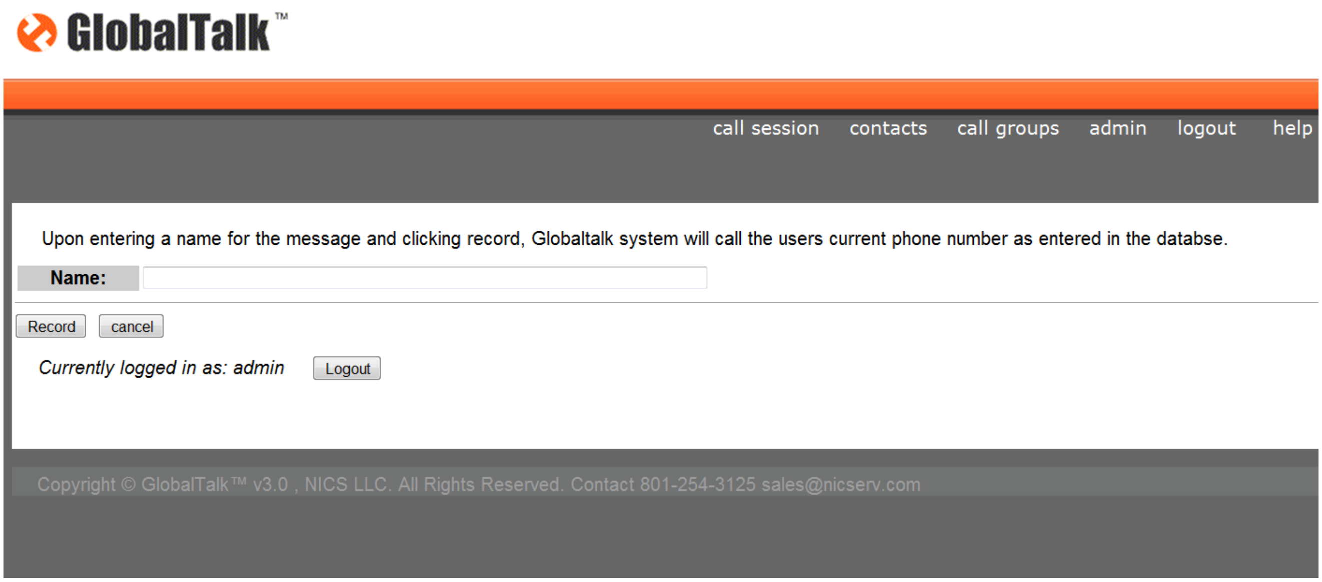
To delete a recorded message:

- click the “Delete” button in the appropriate row

C2. Creating a New Message

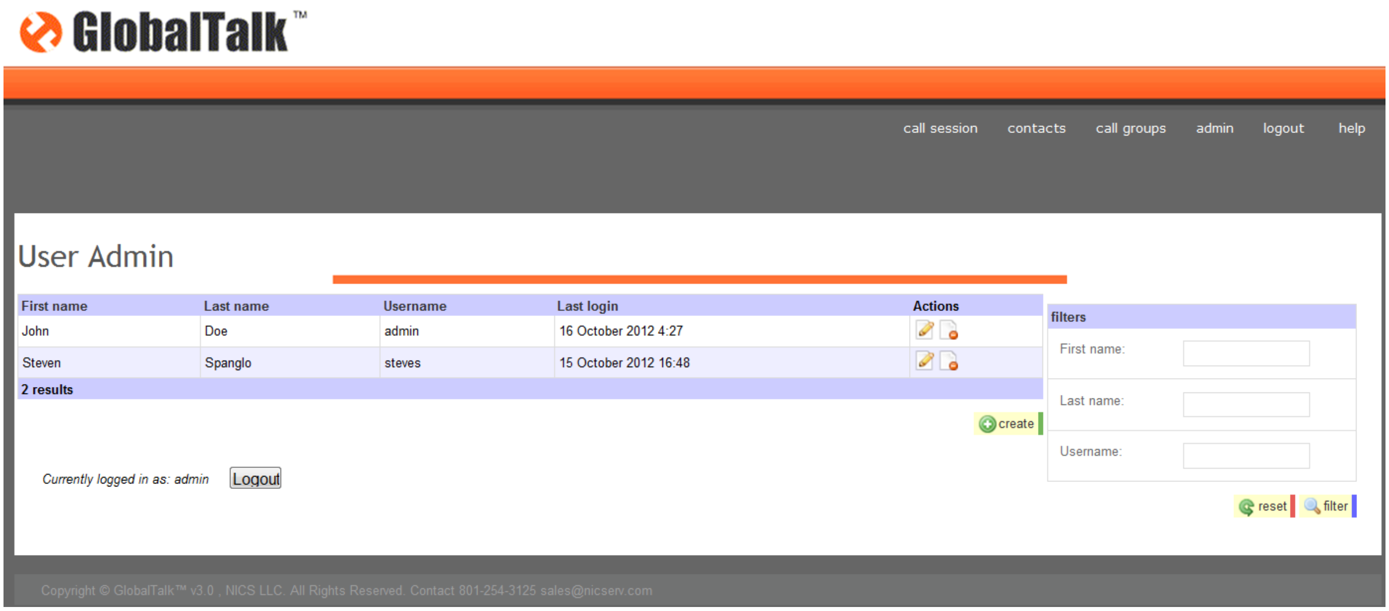
To create a new message:

- Click “Create Recording”. New screen will be displayed to create Name and record the call.
- Enter a name for the message in the ‘Name’ field. Click “Record”.



- The system will call the **user's phone number stored in the User Details**. The same process is used for Blast Out or conference introduction messages
- Record your message into the telephone.
- Once you have finished recording your message, hang-up the phone by pressing the 'goodbye' key on the handset. If you hang up the phone by using the cradle, the message will record a loud click which will be heard when played. To listen to the recording, click the "Play" button.

C. User Admin Overview



D1. User Management

The GlobalTalk™ User Admin allows the administrator to search for, edit, delete and create users.

Click "**User Admin'** from the Admin Portal screen to access the User Management screen

To filter or search the list:

- Enter the search criteria in the list of filters and then click the "filter" button.

To reset the list:

- Click the "reset" button.

To edit a user:

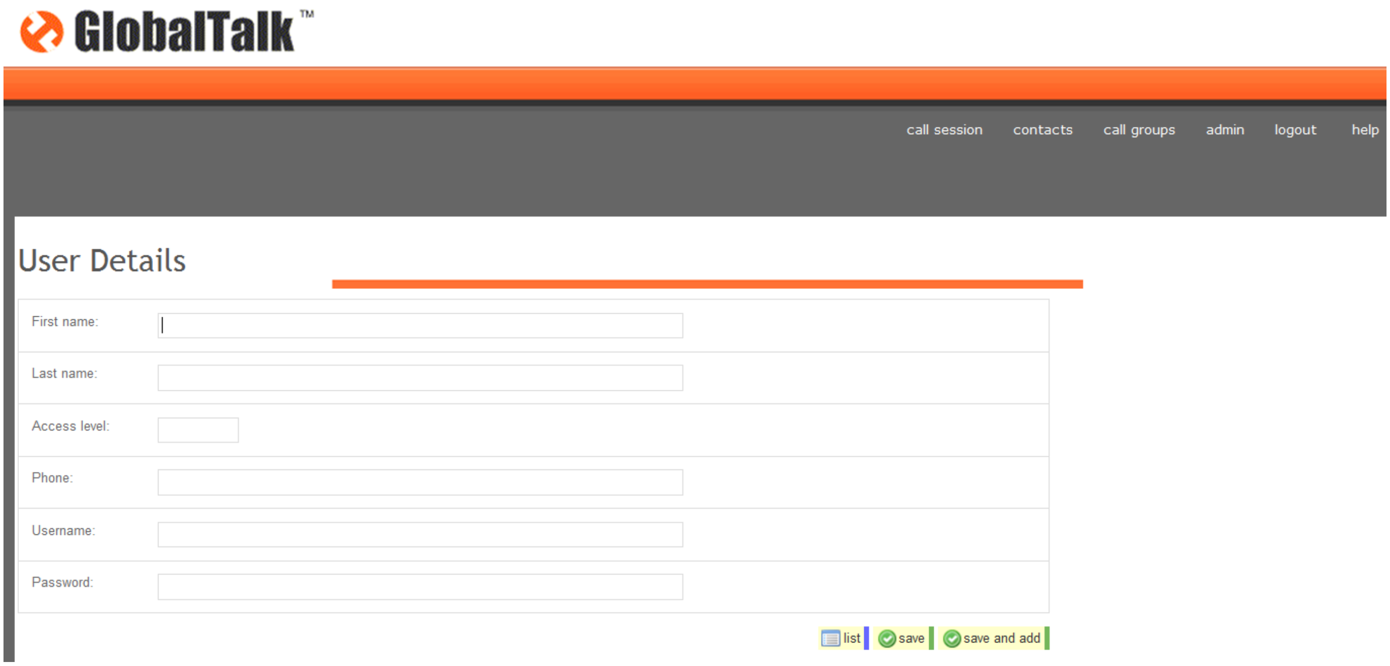
- Click on the pencil icon in the row of the user that you wish to edit.

To remove a user:

- Click on the remove icon next to the pencil icon in the row of the user that you wish to remove.

To create a new user:

- click on the "create" button.
- The User Detail screen will be displayed



To create a new user (continued):

- The following fields need to be completed on the User Detail screen:
  - **First Name –** Information only
  - **Last Name -** Information only
  - **Access level**
    - Enter the access level:
      - **1 = Basic User** has access to everything except the Admin Portal, and the ability to Delete Contacts. Intended for trainees
      - **2 = Super User** has access to everything except the System Backup, User Admin and Internal Extensions. Will be assigned by desk and/or user
      - **3 = Administrator** has access to all screens and functions.
  - **Phone Number**
    - The Phone number is the extension that GlobalTalk™ calls whenever the user executes a Group Call or Message Blast. This is required in order to ensure recording is activated when the call is executed.
  - **Username**
    - Enter the Username that will be used to sign onto the application on the Login screen
  - **Password**
    - Enter the password (at least 8 characters) that is used with the Username to signon onto the Login Screen
  - Click ‘save’ to save changes

  - To cancel the changes and return to the list, click “list”.

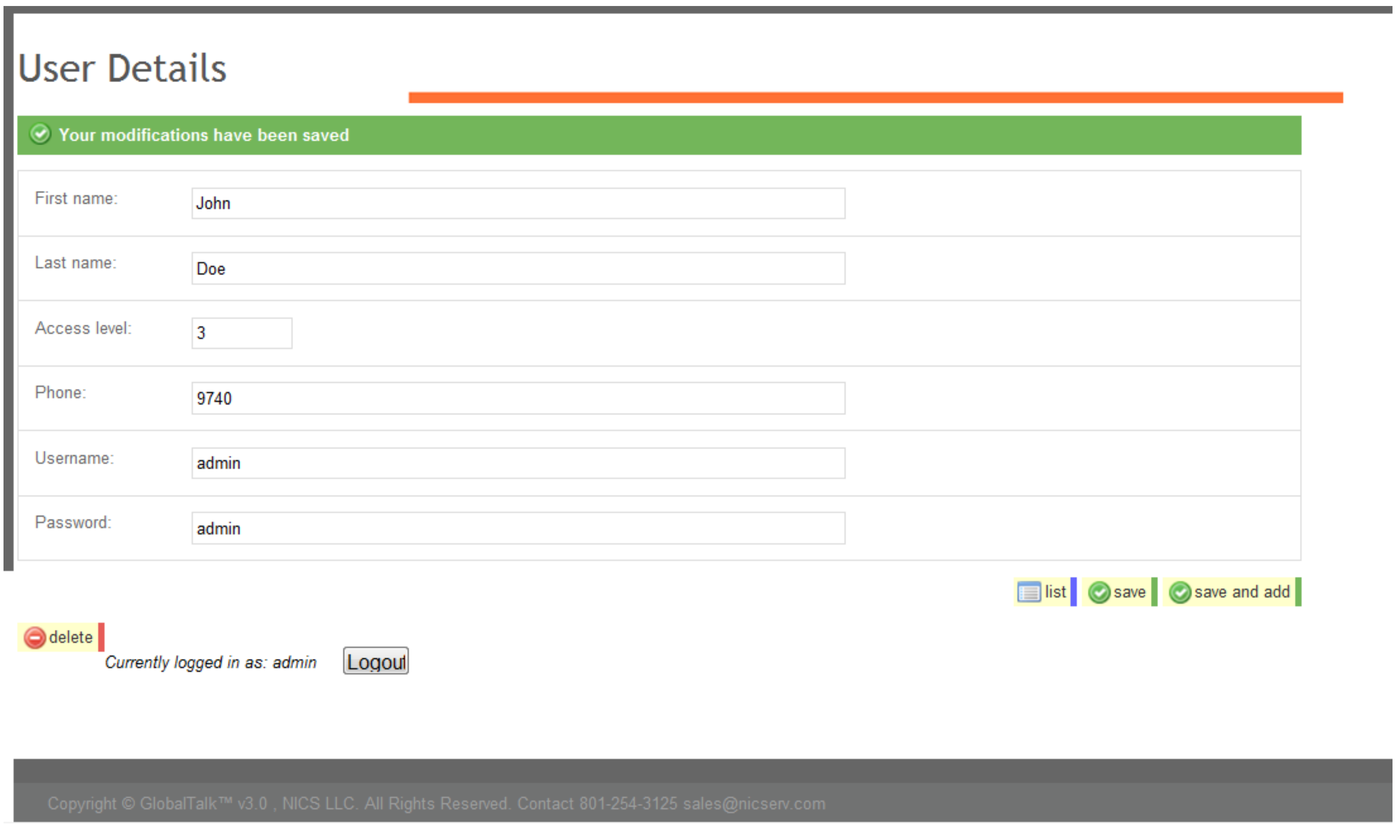
  - To save and add another new user click “save and add”.

NOTE: Changes will go into effect when the user completes a "Logout" and then a "Login".

To Delete a user:

- Click 'delete'
- A message box 'Are you sure' will be displayed. Click 'OK' to delete or 'Cancel' to abort.

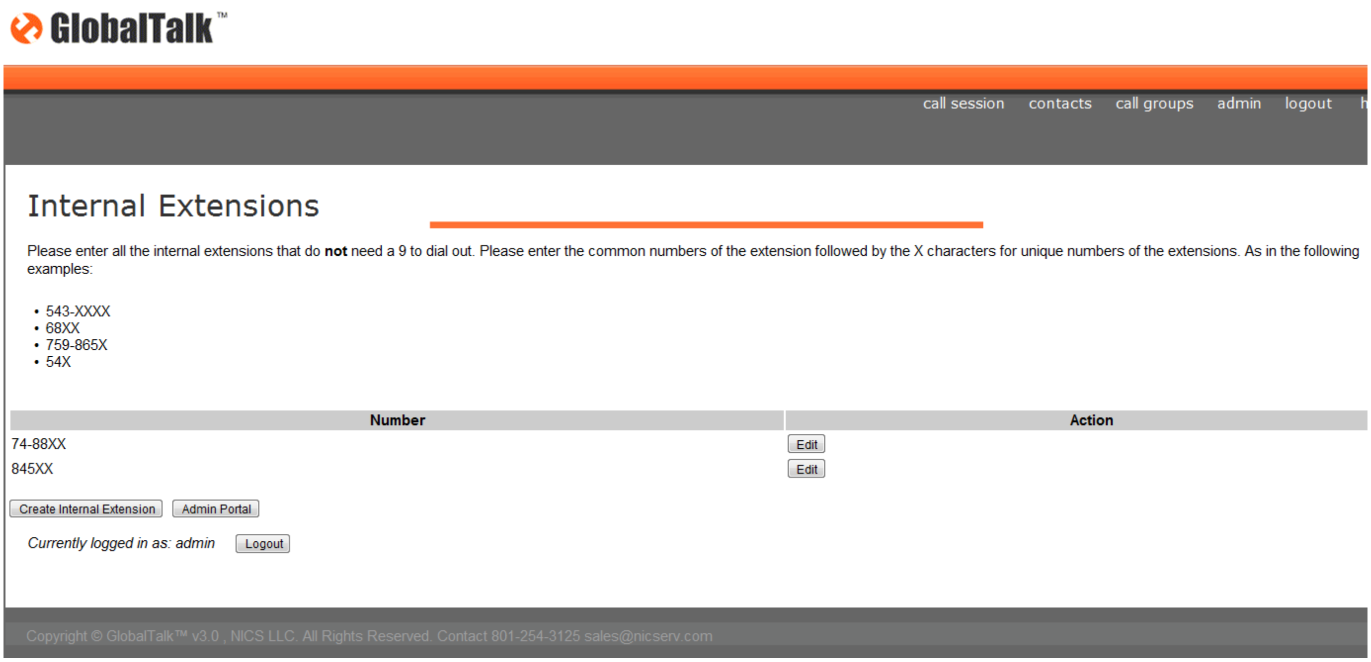
Example of completed User Detail screen:



D. Internal Extensions Overview

The Internal Extension Screen is used to manage internal extensions (eliminates need to enter ‘9’ when adding contact phone numbers.

Click the “Internal Extensions” button to access the Internal Extensions screen from the Admin Portal:



E1. Internal Extensions

All the Internal Extensions that do not require a 9 to dial out are entered by the Administrator.

To edit an extension:

- Click on the “Edit” button next to the extension
- A screen with the ‘ID’ and ‘Number’ will be displayed
- Click “edit’, a screen with the ‘Number’ will be displayed.
- Click on “Number” field and make changes
- Click “save”

To add a new extension:

- Click “Create Internal Extension”
- Enter the common numbers of the extension followed by the X characters representing the unique numbers of the extension.
    - **For example:**
        - If the internal extension numbers are:
            - 5433-5499
            - 2099-2999
        - Then add the following internal extension numbers:
            - 54XX
            - 2XXX
- Click “save” to add extension or ‘cancel’ to abort

To delete an extension:

- Click on the “Edit” button next to the extension
- A screen with the ‘ID’ and ‘Number’ will be displayed
- Click “edit’ , a screen with the ‘Number’ will be displayed.
- Click on “Number” field and make changes
- Click “delete” to delete extension record
- A message ‘Are you sure’ will be displayed. Click OK.
- Extension will be deleted and the List screen will be displayed

E. System Backup Overview

The GlobalTalk™ system is designed to be managed by the administrator. The following functions can be managed:

- Download System backup – create backup of data and voice files
- Download Excel Contacts List – view excel report showing contact, company, phone number(s) and group(s)
- Upload Csv file - Upload new/additional contact information to add to contacts database

- Upload System Backup File – Restore database in event of corruption or new hardware

Click the “System Backup” button to access the Internal Extensions screen from the Admin Portal:

F1. System Backup/Restore Overview

To backup the contacts and message database:

- Click the “Download System Backup” button from the System Backup Screen(Admin)
- Message box ‘Do you want to save this file? will be displayed
- Click ‘Save’. Choose location to save file, rename file ‘AC1DateTime’
- Click “Save”
- The file will be saved – Opening the file will not reveal any data….it must be restored to application

To restore the contacts and message database:

- Click the “Browse” button under ‘Upload System Backup File’ from the System Backup Screen(Admin)
- Select the appropriate backup file and click “Upload”.
- The system is instantly restored back to the state of the backup.

Note: All existing data in the database prior to this restore will be deleted and replaced with the backup.

F2. Down Excel Contacts List Overview

To download a printable list of the Contacts:

- Click on the “Download Excel Contacts List”.
- Message box ‘Do you want to open or save this file’ will be displayed
- Click ‘Open’ and you should be automatically routed to Microsoft Excel – Contacts spreadsheet.
- Note: If you aren’t looking at the spreadsheet check the Excel application and manually choose the contacts file in Excel.
- The spreadsheet will display a file similar to:

Contact Name	Company	Phone(s)	Groups
Tim	NICS	9-938-1015 – desk 9-870-4393 - cell	test100,
Steve	NICS	9-938-1018 – desk 9-232-8790 - cell	March 8 test 1, test Mar 11,
Wes	NICS	9-938-1017 – desk 9-870-2752 - cell	March 8 test 1, test Mar 11,
NICS Group	NICS	9-938-1027 - evac cell1 9-870-4393 - evac cell 2 9-870-2752 - private line	AC Accept,

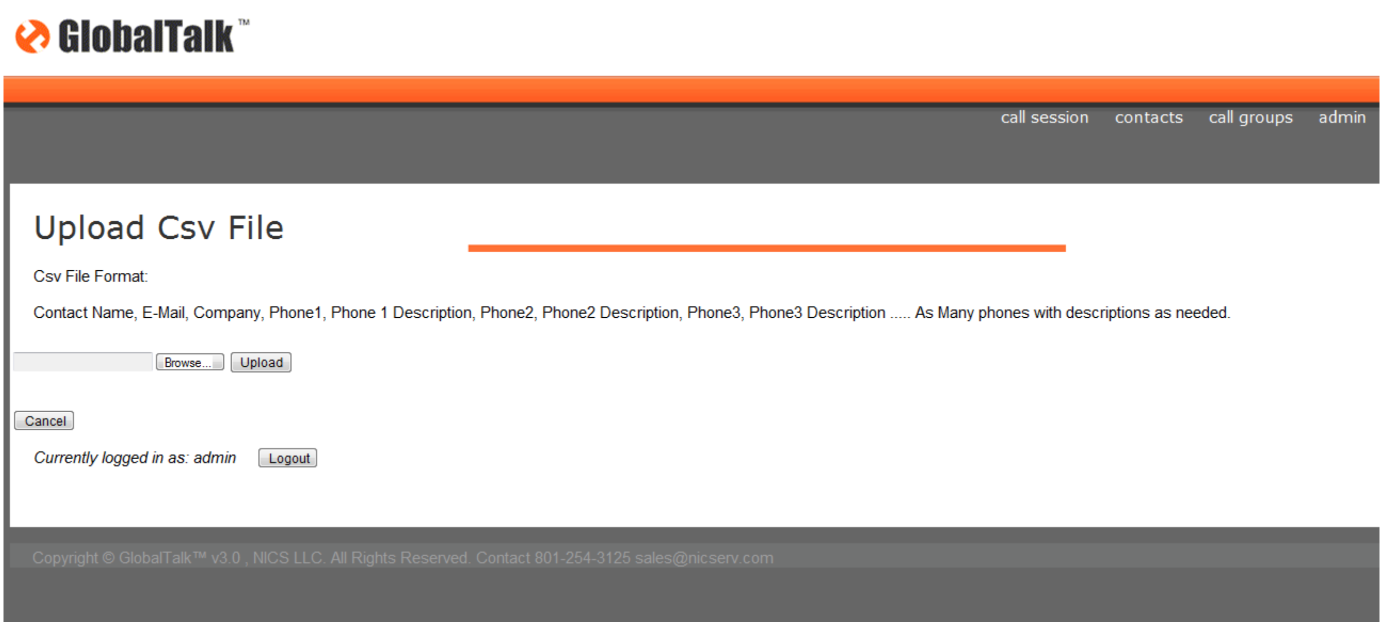
F3. Upload Csv File

To upload a Csv file of Contacts:

- Backup current database (see **F1 To backup the contacts and message database)**
- Click ‘Upload Csv File’ from the System Backup Screen (from Admin)
- Click the “Browse” button under Upload Csv File
- Select the appropriate CSV file. See ‘ Required Csv File format”

Note: Ensure the format is correct – if you load a file *.xls file in error, the database will be corrupted.

- Click “Upload” which will append all contacts in the Csv file to the existing database.



Required Csv File Format:

The file must be in the following format and saved as .csv file:

Contact Name, E-Mail, Company, Phone1, Phone 1 Description, Phone2, Phone2 Description, Phone3, Phone3 Description ..... for as many phones with descriptions as are needed.

See Sample .csv file below:

NICS North Desk,,,Control Room,91(800) 267-1510,Bus ,91(800) 660-1811,Business2,,,,,91 (800) 700-1186,Radio
NICS South Desk,,,Control Room,91(800) 267-1520,Bus ,,,,,,,91 (800) 700-1186,Radio
NICS Control Centre,,,Control Room,91(800) 632-1251,Bus ,91 (800) 632-1252,Business2,,,,,91 (800) 700-0907,Radio

Note1: E-mail will always be a blank field and represented by ','.

Note 2: It is not necessary to put a comma at the end of the last data field or on end of each line.

Note 3: If file is created in Excel and saved to .csv format, check the saved file from Notepad (Start/All Programs/Accessories/Notepad) to ensure the file is correct.

Always backup existing file before making any uploads to add new contacts.

F.System Status Overview

There are 4 processes that must be running for the Audio Conference system to operate. The processes are:

- Web Server
- Voice Server
- Call Server
- Database Server

There is also a counter showing the uptime of the application called the Global Talk Server Uptime.

Click the "System Status" button to access the Internal Extensions screen from the Admin Portal.

If any of the processes are not 'running':

- Click the 'Reboot Server' Button. No data should be lost on any open user screens with a reboot.

Note: The Global Talk Server Uptime field as well as the System status for each process is not a real time update fields. You must press the 'Refresh' button on the Microsoft Internet toolbar to update the time and status.