League of Friends
Radio Heatherwood Mobile Text Service

Operation Guidelines Inc Studio Software

Rel 01

Author PJ Davidson-Smith

League Secretary

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Introduction

The following pages have been compiled to assist you in understanding the operation of how we receive text messages from the public and also what is happening process wise, when a text message is received.

Our text service is being delivered by BT-TEXT which uses existing telephone lines with caller display to accept/send text messages.

Our studio has an SMS modem called the Ztext. This modem intercepts those texts and triggers a number of tasks on the computer to deliver them to all computers in the studio's

This companion gives guidance on how to use the studio software program "Bassline" to ensure you are comfortable with how to use it.

The station has also drawn up a couple of it's own guidelines which it considers will be good practice.

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1. Background

Who Might Use The Service ?

Radio Heatherwood has set up a number of methods for contact, internet on-line form, email and normal phone, plus hospital phone. The change in our social lives brought about by the use of mobile text service cannot be ignored. The radio service can benefit from a greater interaction with it's listeners and supporters if we can offer the option for them to contact us.

Category 1 Patient

The patient has the terminal above the bed but as we all know it's the cost of the calls and also not knowing how to use or no headphones etc. When Den was in ward 4 last year she noticed that the majority of patients did have there own mobile phones and were secretly texting their relatives. Rightly or wrongly.

Category 2 Visitor/Friend/Family

Unless the patient has been listening, the relatives would more than likely try and put some money on their cards either for the phone or the TV. If our screen saver was the correct size on the terminals and they were listening and saw our telephone number, yes you could receive a phone call.

Category 3 Staff

All staff have mobiles and will often make requests for songs if you ask them.

Category 4 On-Line Request Form.

This is more geared to those who are internet aware and maybe not able to visit when one of their family is in the hospital. This has been born out by the majority of these coming from a long way across the pond etc.

To make the mobile text service work for us we need to promote it's use as in making all of the above aware. We have produced leaflets and posters around the wards, a web page with info plus our own on-air promotions. The screen saver for hospicom will also carry the short code number.

I believe we are doing the right thing, adapting to the social change which texting is now firmly part of people's daily life.

We must be in a position to respond to this type of communication whether we have reservations or not.

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2. Glossary

The following might help you to understand some of the references used in this guide

BT Text Service

A standard telephone line which has caller display can receive texts from mobiles. If you have not got an SMS phone when you answer the call the message is read back to you or it invites you to phone the retrieval number where the message will also be read back to you. If you have an SMS enabled phone or modem it will capture the message. The cost to use this service is your normal network rates i.e. 10p

Caller Display

A phone enabled to show the calling parties number before you answer.

Bassline

The software in the studio which helps to let us know we have new messages is called Bassline. This uses the standard messaging service you find with network computers. Why it's called Bassline is the author thought it was the most important part of music is the Bassline?.

Ztext Modem And SMS Reception Software

This hardware/software takes the incoming messages from the studio phone and saves them to the engineering computer. This then passes them to Bassline for distribution to all pc's

Heatherwood

All computer networks will have a name of which all the computers in any group will have the same network workgroup. Our workgroup for Radio Heatherwood is "Heatherwood" and as such all messages sent to Heatherwood with the message program Bassline will end up at every PC because they are all part of the same workgroup.

Workgroup

A collection of computers will normally belong to a network workgroup with it's own unique name.

Macro Express

An automated software program, carrying out the tasks (macro's) for message handling for the library/engineering computers.

LibraryMoby.mex

This is a macro batch file which runs at startup on the library computer. This captures the summary text file from the previous hours/days and loads it into Bassline for reviewing.

Batch File

A sequence of events carried out by the computer in a particular order.

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3. Text Reception Process

The technical aspect is as follows:-

Ztext SMS Modem

A text message sent to 01344 625818 will be handled by the Ztext modem. An incoming message will be answered by the modem and processed by the engineering computer (FYI The phone does not ring when a text message arrives).

Engineering Computer

The engineering computer will handle the message with the SMS ZTEXT reception software. This carries out three functions it stores each message with a unique number for archiving plus a summary text file for delivery to new broadcast nights. A new night who broadcast will need to see messages received whilst the studio was unattended. The third function is the software sends the message across the Bassline message group (Heatherwood) which incorporates all the studio pc's.

Library Computer

The incoming message will display immediately on the screen during live sessions.

On switch on for a new night the computer will launch Bassline and pull the summary file up and display all messages which have come in since the last broadcast night.

When you switch this on a batch file will run on the main screen, do not interrupt this wait until it has completed before trying to use the computer. On average this will take 40 seconds no messages or 2 minutes with new messages.

Studio 1 & 2 Computers

The incoming messages to the studio machines will flash the icons in the task bar. They will not display on the screen until you click the icon on the taskbar.

Message Reception Off-Line (Studio Unmanned)

When the studio is unmanned the incoming messages are stored on the engineering computer in a summary file. This file will be copied to the library computer when it is switched on at the next broadcast session.

Message Reception On-Line

When the studio is manned incoming messages will be captured every 15 minutes from the Ztext modem. The macro express software will then send it across all switched on pc's using the Bassline software.

Library computer will announce a new message by playing a sound file as well as the Bassline message box appearing across the screen.

In studio 1&2 the icon will flash in the taskbar.

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4. SMS Text Back Up Service

There may be an occasion where for whatever reason the modem doesn't answer the text's because the computer is faulty etc

What Happens To Incoming Texts ?

The BT text service; if it is not able to deliver the message to a SMS modem or enabled telephone it will deliver the text as a voice message.

If you answer the phone as the BT message centre tries to deliver the message you will get the text read out to you by the automated voice.

If the studio is unmanned it will leave a message on the answer machine saying you can retrieve your message by dialing the message centre number. This will be programmed into the phone system and you will be able to retrieve those messages.

Message Centre 0845-6021111

5. Studio Power Up Sequence

What's The Importance of Powering Up In A Particular Order ?

When new nights arrive to start it will be fairly important to power up the studio's in a particular sequence. **Why ?**

The library computer carries out the function to pull in the summary text file from the previous hours/days, After it has loaded that file it then sends it across the network to all pc's. If you have not started up the pc's in the broadcast studio's first, they will not see visibility of the summary messages.

The order of power up should be as follows:-

1. Power up the broadcast studios and ensure the pc's are on
2. Power up the library computer.

Whilst it's not the end of the world if you do it in reverse it does mean that if someone has an accident and deletes the summary message at startup you will then have no backup with which can be referred to on the other pc's.

6. Library Computer Power Up

When the library computer powers up to accommodate the message recovery from previous days/hours it will now carry out a number of tasks. Having switched on the computer you should not try to use the computer until the following tasks have been carried out.

After the initial start-up a pause of 40 seconds takes place and then the macro program Macro Express starts up and will carry out the automated tasks dictated by the LibraryMoby Macro.

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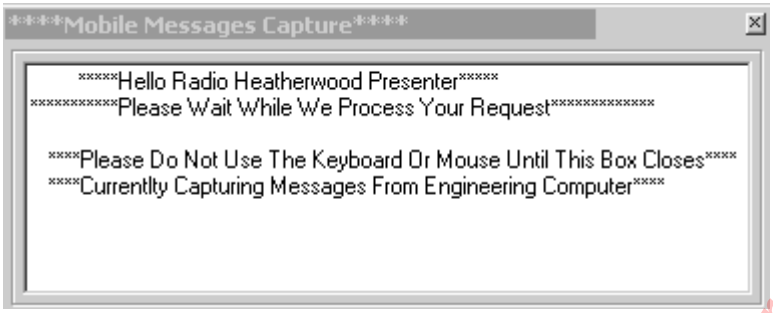
Mobile Message Capture Dialog Box



The above message box will display and remain on screen all the time the LibraryMoby macro is running.

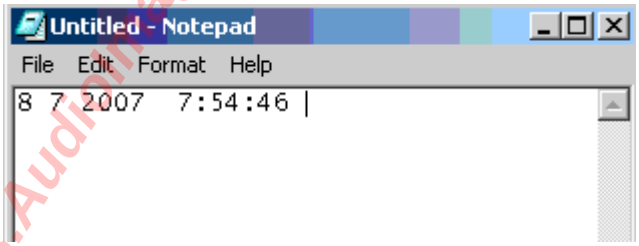
Running Man Icon

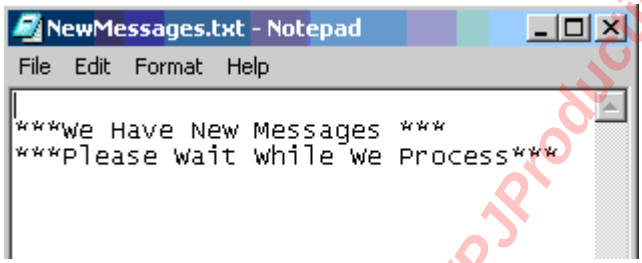
In the task bar a running man icon will show all the time the macro is running. You should not use the computer until this icon has disappeared.

Date Compare

The macro has to log the current date from the Ztext sms software and compare it with the one stored on file.

Notepad appears and also a number of dialog boxes of which you do not need to carry out any action on whatsoever.





New Messages Text

If the logged date is different it will display the box opposite and will copy the summary file with all the messages and send them across all the pc's using the Bassline software.

It will take at least 2 minutes to complete the task if there are new messages.

See Bassline instructions for message handling.

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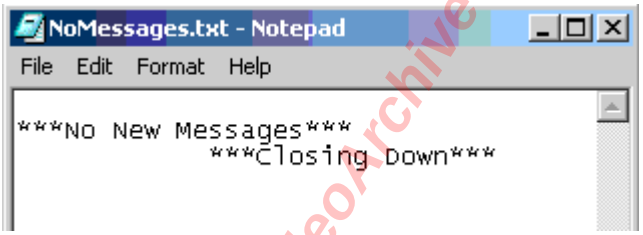
Messages Received But Wait!!!!

If messages are received you will be distracted by the Bassline dialog box displaying.
Don't be tempted to start reviewing these wait until the library program has loaded and the running man icon has disappeared from the task bar.

No Messages Text

If the date has not changed the dialog box across displays and the macro will then shut down all it's activities.

If there are no messages it will complete all tasks within 40 seconds.



When all macro tasks have been completed !

It doesn't matter whether there are messages or not, the final task for the macro is to launch the library program. This will then display on the screen and the running man icon will disappear from the task bar.

It's now safe to use the library computer for all your searches etc!

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7. Bassline Message Software

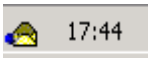
Flash Screen At Startup

When the computers are switched on the flash screen across will display.

All computers will automatically start the program when you first power up.

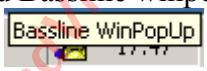
Program Task Bar Icons Etc

The envelope symbol will show on task bar

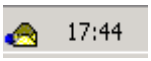


If you click this once you will open the received message main dialog box

Hover over it and Bassline winpopup will display



The envelope will change when messages have been received



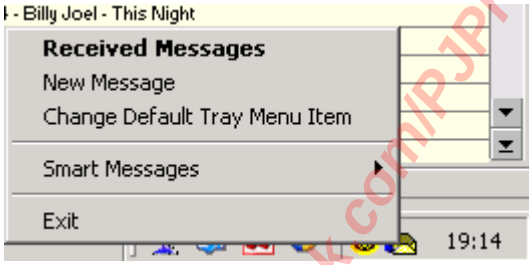
If you click this once you will open the received message main dialog box

The envelope will have a white flashing page when new un-read messages are in your inbox

If you click this once you will open the received message main dialog box

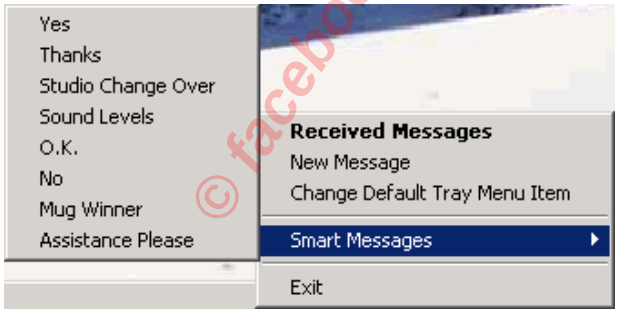
Shortcut provided on desktop when you need to launch program if you have shut it down by accident.

Right Hand Click On Task Bar Yellow Envelope Icon



We have four options to choose we are only interested in received messages new message and smart message.

If we select "change tray item" it will open the send message box when you click on the envelope. This selection toggles between sent and received boxes being displayed. We do not need to use or change.



Having selected smart messages by highlighting one of the message titles, it will open the send message box with the pre selected message ready to be sent.

The smart messages have been designed around our set-up and can be added to.

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Task Bar Icons In View Studio's Only

Program icon on taskbar in both broadcast studio's

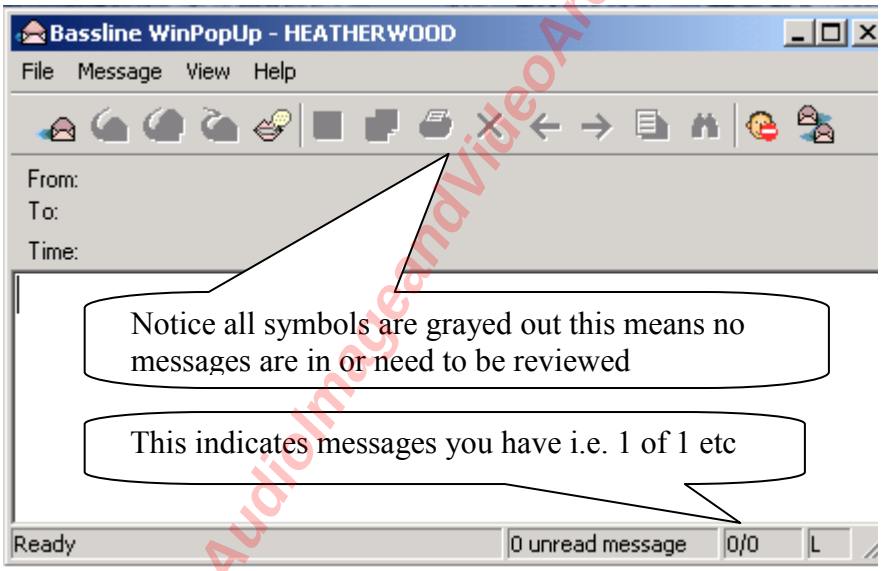
Messages received flashing blue

These task bar icons which appear on the studio machines is to let the presenter know of received messages. By using these we prevent an incoming message displaying the large screen and moving focus away from wavecart and preventing the keypad/numbers being disabled.

Main Received Message Display Screen No Messages

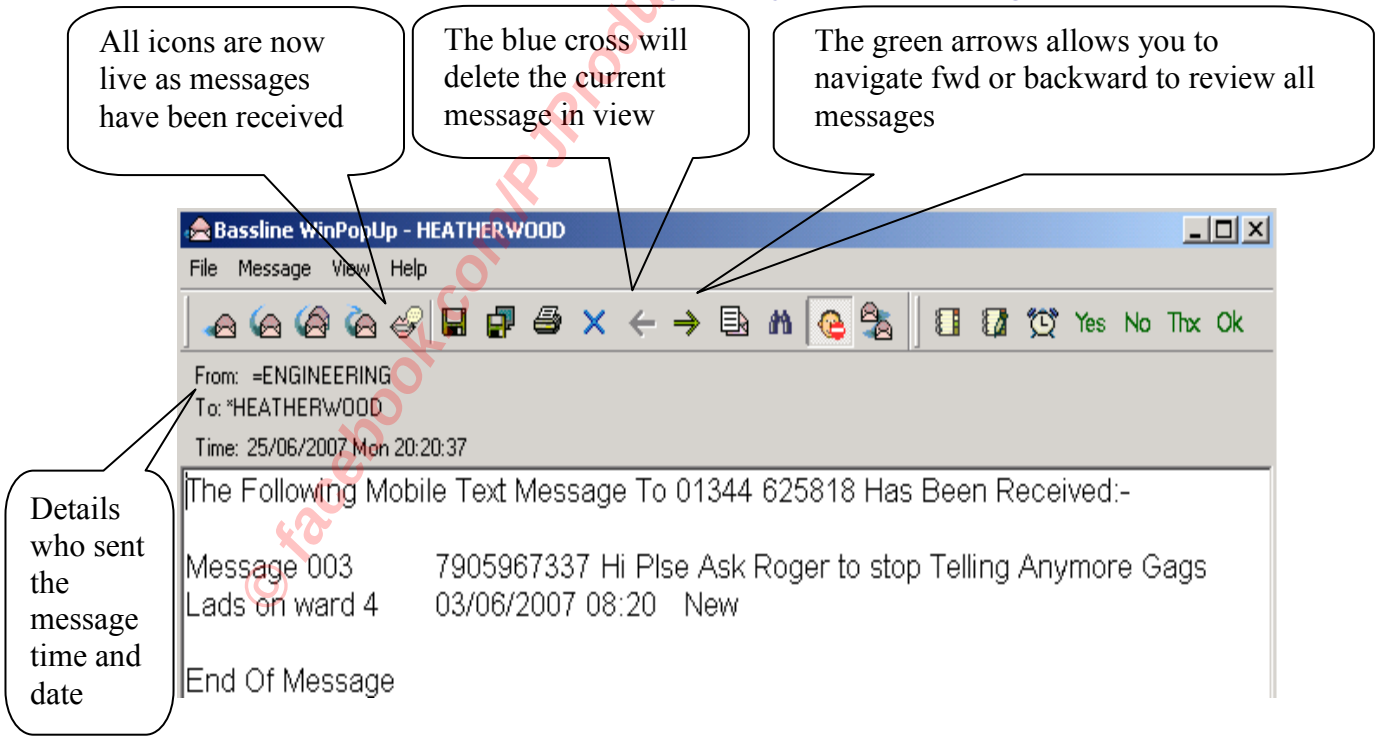
When the program launches on the computers the across screen will be seen.
It will only display automatically on the library computer.

To display it on the Studio 1 & 2 computers you will have to click once on the yellow envelope symbol or the pink Bassline winpopup icon on the task bar.



This image is not the actual size of the screen you can have it full size but we have reduced it in size for this guide. The size which displays on the computer screen is set to an average size window view. No need to have it full screen.

Main Received Message Display Screen New Messages



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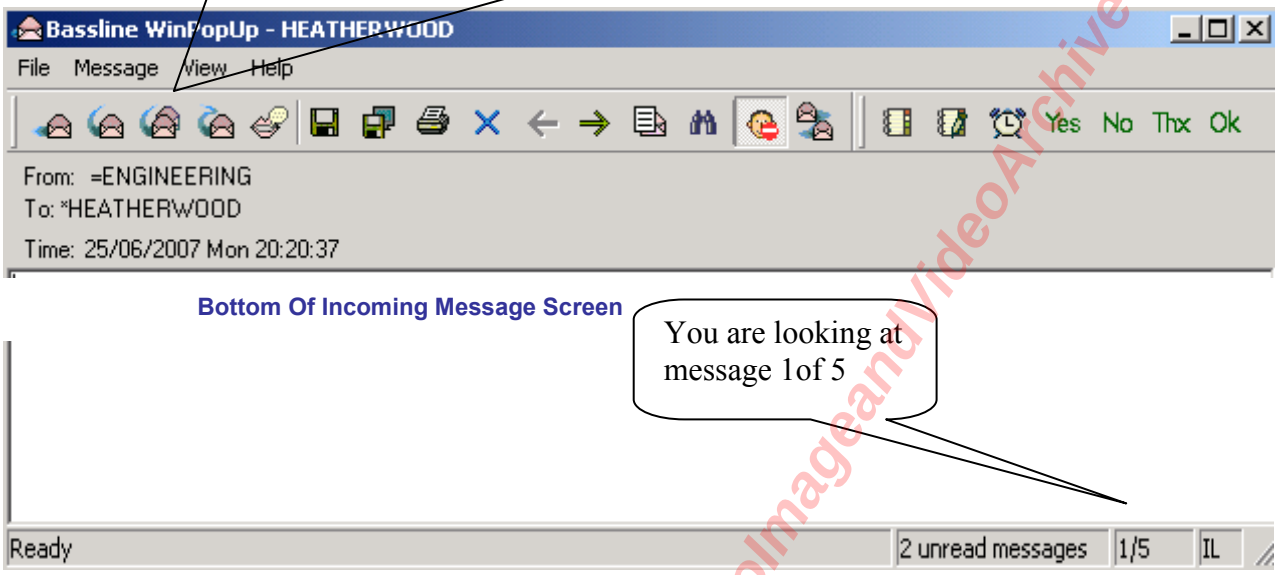
The pink envelope symbols left to right are :-
New message, reply, reply to all, forward. The last symbol is for chat services unlikely we would use. The double pink envelope symbol on the right is for auto reply don't think we will use.



Bottom Of Incoming Message Screen

Top Menu
File & Message + Help
Need To Be Used
View should not be used as there is nothing that needs to be changed.

The view menu option has all the configuration information relevant to the pc you are using. Please do not make any changes here as you will affect the operation of the service. And if you are using the pc in one of the broadcast studio's you may find some un-expected results Leave Alone!!!

Closing Received Message Screen Once All Messages Have Been Reviewed/Deleted.

When you have reviewed all of the messages and or deleted them the screen will minimize automatically or you can minimize it by pressing the "ESC" key.

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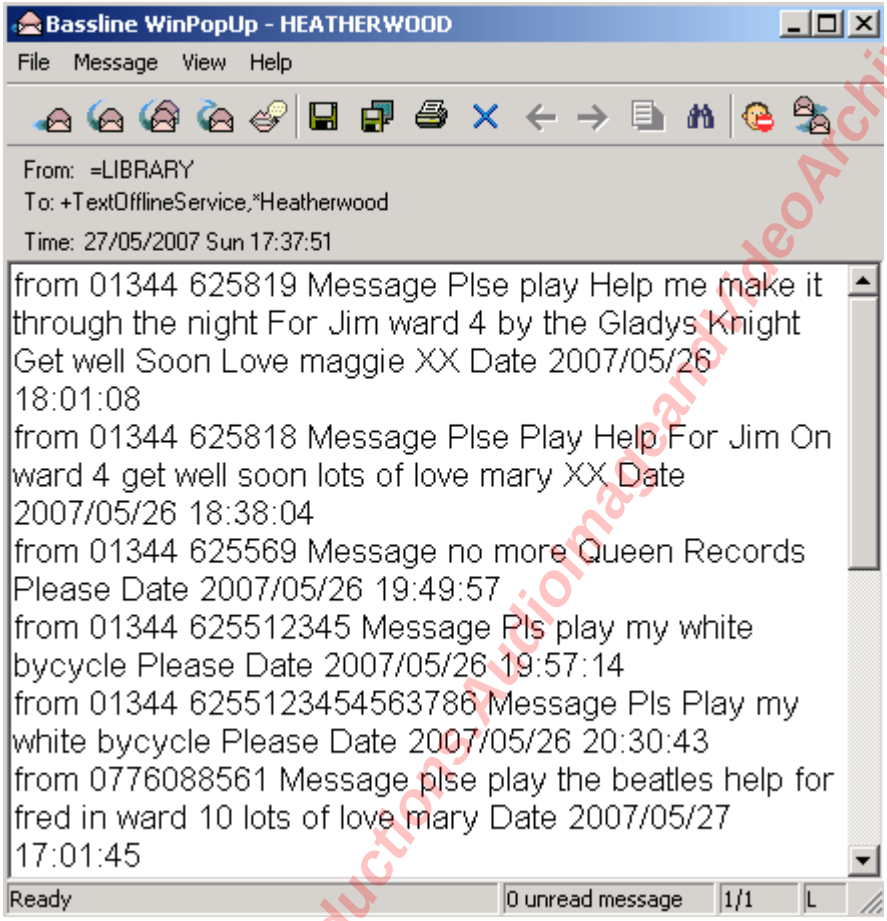
Library Switch On Summary Message Compilation

The library computer when switched on will automatically load the summary sheet from the previous hours/days. All messages will be displayed as one page on the screen.

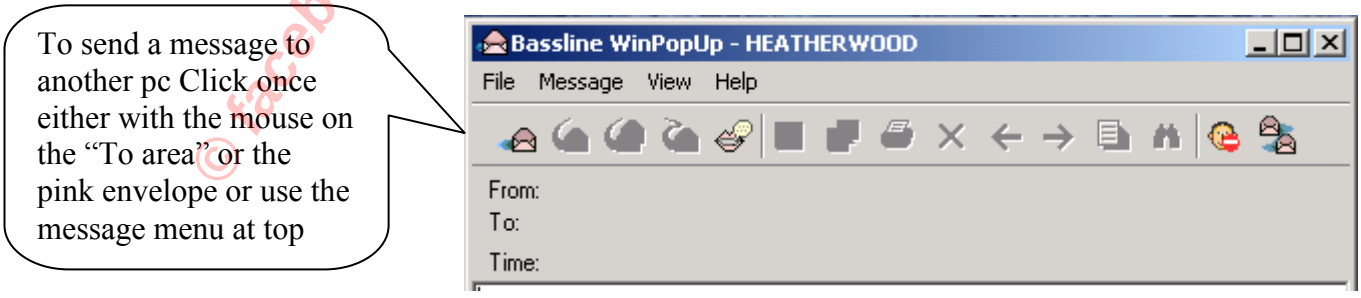


Reviewing The Messages On The Summary Sheet

The summary sheet could be carrying anything up to seven days of messages. You will need to only act upon those messages which have arrived since the last broadcast night. Each week I will arrange for the message summary sheet to be cleared of all old messages.

Sending A Message To Another PC In The Studio

The program we have purchased is normally used in a business environment where staff can reply to users within their building. We are primarily using the service to distribute incoming text messages to all the pc's. We do however, now have the option to send a message to another pc.



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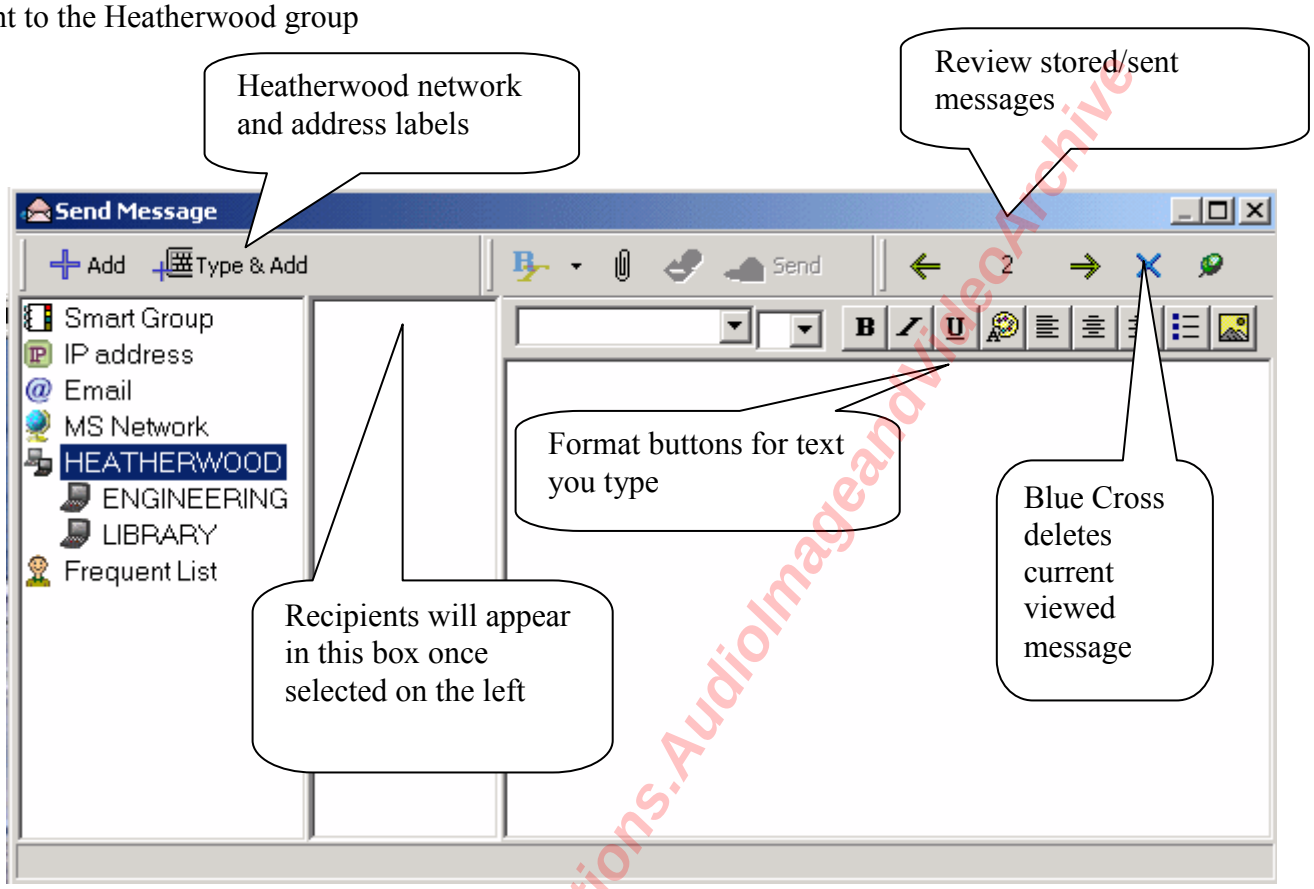
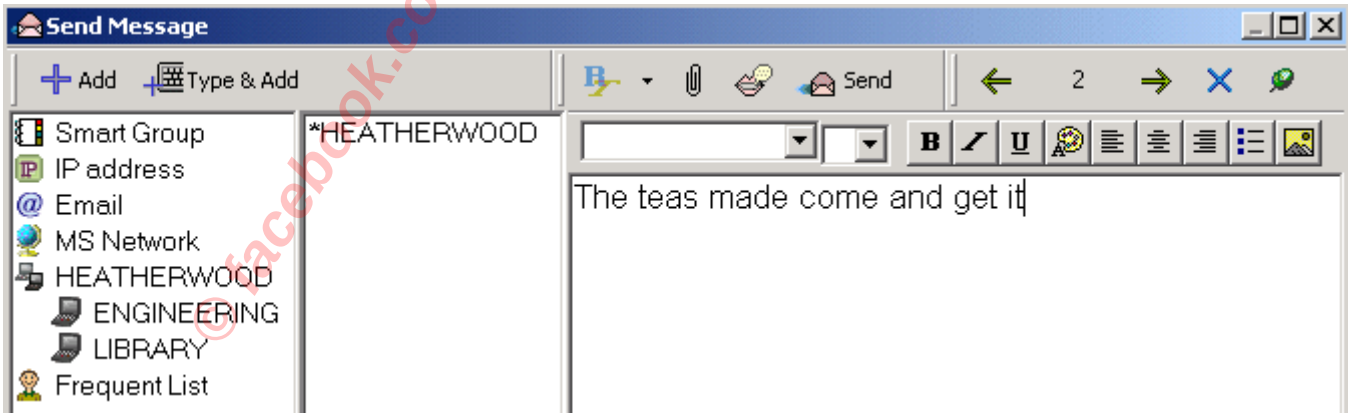
Sending A Message To Another PC In The Studio Dialog Box

Having completed the task on the previous page, the following dialog box opens. This has two functions. It can allow you to send messages to any of the other pc's as well as look at stored messages sent to the Heatherwood group



In the box below I have clicked on Heatherwood on the left hand box and this has added the name to the recipients middle box. This will send the message to all pc's. I could have just selected library and in which case the message would only go to the nominated address. I have then typed in some text in the right hand box. Before I send it using the send key, I could change the colour of the text format paragraph style or even add some file. Once ready to send click "send" once.



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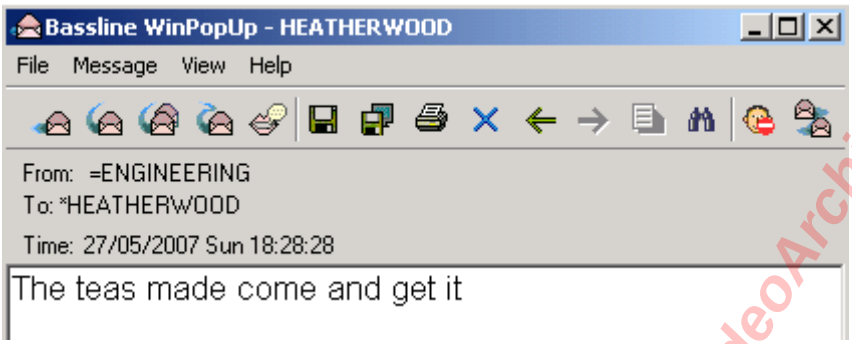
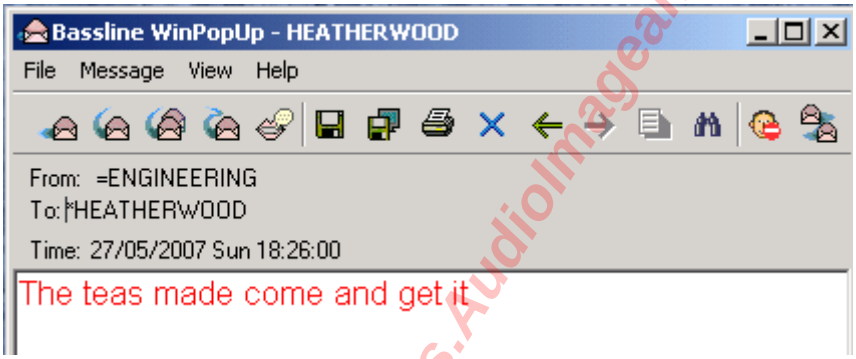
Sent Message Results

Here we can see the result of the sent message immediately displayed on any of the computers



Here we can see the result of the sent message immediately displayed on any of the computers this time I changed the text to red before I sent it



How To Send Smart Messages

In addition to sending a standard message in the previous manner, we also have some automated messages called smart messages the text has already been written into a file with the appropriate heading. If we select the title of the one we wish to use it will automatically load the send box with the message in and all you need do is click on “send”.

The smart message menu can be access by the top message menu or by right clicking the yellow envelope icon in the task bar.

For our example I have clicked on mug winner.

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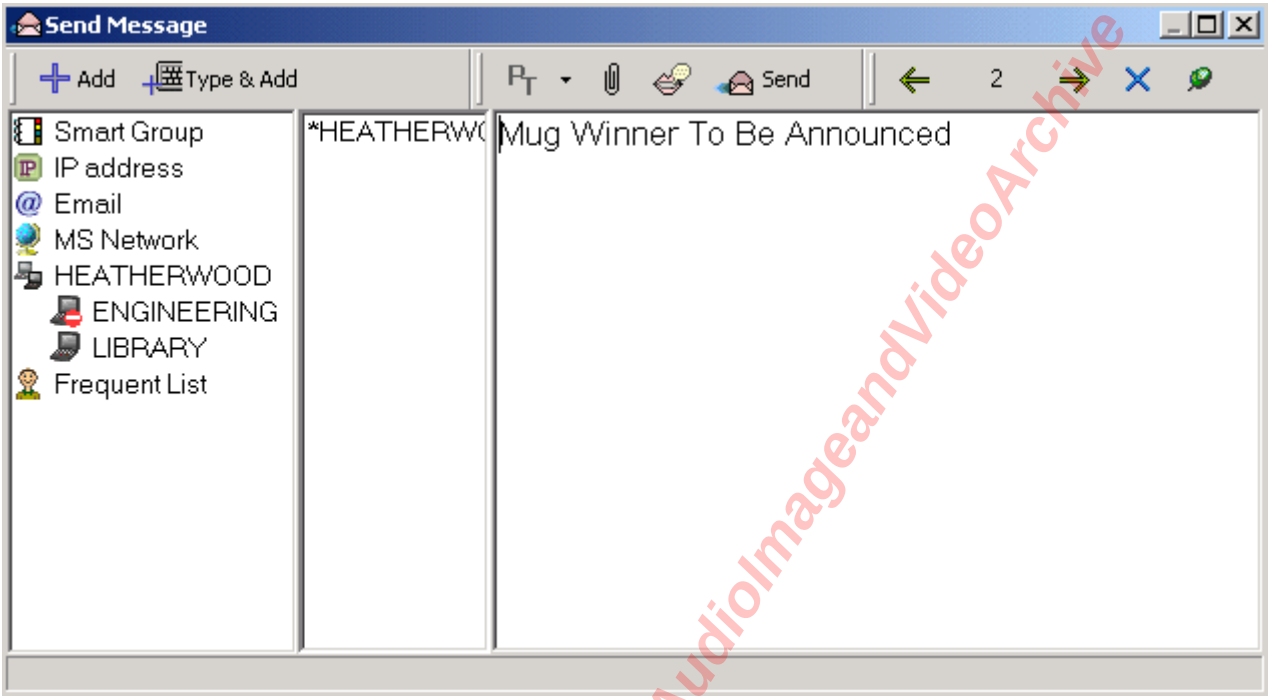
Smart Message Send Dialog Box

In our previous page we showed how to launch the smart message, here we see the automated send box has displayed and all we need do is click on “Send” By default all of the smart messages have been set to deliver to the Heatherwood network



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Faq Baseline Software

Can we send a reply to the sender of the text message using the software ?

No the software is for internal use only and cannot interact with the external line to send replies.

Why can't we display the message received screen on the computers in Studio 1 & 2?

This software program in that instance would take the focus away from wavecart and whilst doing your show you would loose the option to use the keypad/keyboard.

Can we change any of the settings via the view menu ?

Each individual computer set-up for baseline is relevant to it's location on the network. Changing any of the settings could cause some un-expected effects. The view menu options should be left as set.

If I delete the message by the blue cross by mistake can I retrieve the message ?

On the file menu is an option to un-delete or use Ctrl Z. You can also look at the send message screen using the green forward or backward arrows should show you the deleted message.

Can I delete messages once I have read them ?

Once messages have been read and acted upon, yes you can delete them you may also delete the summary message at startup.

How do I start the program up if I have used exit by mistake ?

On each desktop there is a pink envelope icon double click on this to re-start the program

Does the summary message capture all our internal messages ?

No summary message file is only capturing the mobile phone messages received at the studio.

On the send messages screen there is a green acorn, What does it do ?

If you change the size of the send message box or change it's position on the screen pressing this green acorn will memorize the positions/size you have chosen the next time you open the send message screen.

There is a face symbol with a stop sign in front, what does this do and what happens if I select it ?

This activates what we call doze mode. The two studios are already set to doze mode automatically at start up. This invoked prevents incoming messages from displaying full screen. This should not be changed on any pc.

There is a red stop symbol against studio 1 & 2 on the send message screen what does this mean ?

These pc's are in doze mode you can still send messages to them but they only flash icons on the task bar and will not display the full screen received message box.

Where can I find additional help ?

On the received message screen there is the help menu option which covers all aspects of the bassline software,

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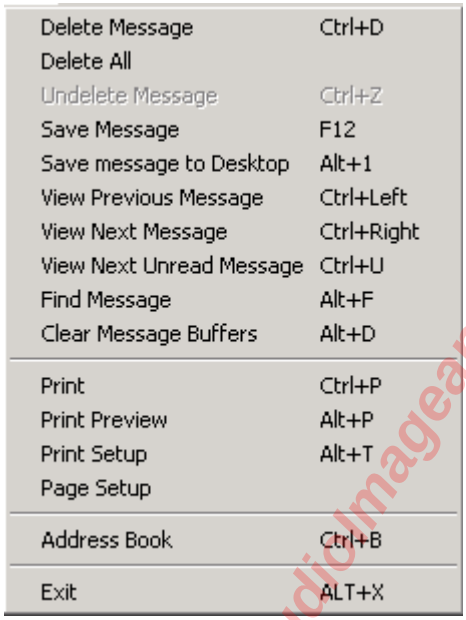
Keyboard Shortcuts

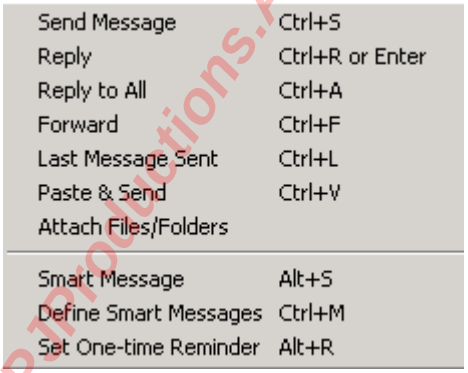
ESC Key Close from full screen mode to minimized on taskbar

CTRL+Z Undelete Message

File Menu Options With Keyboard Shortcuts



Message Menu Options With Keyboard Shortcuts



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8. Radio Heatherwood Station Policy For Mobile Text Service

The station and all it's staff have a responsibility to ensure that all those using the mobile text service are aware of the costs and limitations which we are under.

On Air Promotions For The Text Service

When conducting live voice-overs for the service, presenters must in all instances advise the listeners that the service will charge there normal network text rates will apply(Normally 10p). The emphasis should be on telling listeners to encourage their friend's or family and visitors to drop us a text requesting a song and or dedication, jokes or any general chit chat.

Our Costs For The Service

We have to pay caller display to BT each month on our phone line, so it has actually increased our running costs.(£1.75 per Month)

On-Air Quizzes.

Strictly no on-air quizzes at this stage inviting patients to text in their answers. Patients are not encouraged to bring in mobile phones, so we do not wish to frustrate those who don't. Until the trust reviews it's policy on mobile phones we cannot seem to be encouraging use of mobiles from patients at this stage.

Our Response To Messages Received

We are not in a position to send personal replies to each message these will be done on-air. When talking about the service let listeners know we do not have the funding to offer a personal reply.

Protection Of Senders Data

The messages coming in from the text service will display the sender's number. Under no circumstances must this number be given out on air.

Misuse Of Senders Data

No member of staff is to take it upon themselves to send a text reply to any message using their own mobile phone. ***Anyone found to be doing so, will be suspended, pending further investigations.***

Passing Senders Data To Other Services Or Parties

No one must take the phone number information and pass it to anyone outside the radio for the purposes of subscription services or any other marketing/contact purposes. ***Anyone found to be doing so will be dismissed.***

Staff Absence Or Problems

If you have a problem in attending or you are going to be late you should inform your team-leader in the normal fashion. It's not advisable to use the text service for passing staff messages to your team. It can be used but not as the norm.

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Index

1. Background 3

Who Might Use The Service ? 3

Category 1 Patient 3
Category 2 Visitor/Friend/Family 3
Category 3 Staff 3
Category 4 On-Line Request Form 3

2. Glossary 4

BT Text Service 4
Caller Display 4
Bassline 4
Ztext Modem And SMS Reception Software 4
Heatherwood 4
Workgroup 4
Macro Express 4
LibraryMoby.mex 4
Batch File 4

3. Text Reception Process 5

Ztext SMS Modem 5
Engineering Computer 5
Library Computer 5
Studio 1 & 2 Computers 5
Message Reception Off-Line (Studio Unmanned) 5
Message Reception On-Line 5

4. SMS Text Back Up Service 6

What Happens To Incoming Texts ? 6

5. Studio Power Up Sequence 6

What's The Importance of Powering Up In A Particular Order ? 6

6. Library Computer Power Up 6

Mobile Message Capture Dialog Box 7
Running Man Icon 7
Date Compare 7
New Messages Text 7
Messages Received But Wait!!!! 8
No Messages Text 8
When all macro tasks have been completed ! 8
It's now safe to use the library computer for all your searches etc! 8

7. Bassline Message Software 9

Flash Screen At Startup 9
Program Task Bar Icons Etc 9
Right Hand Click On Task Bar Yellow Envelope Icon 9
Task Bar Icons In View Studio's Only 10
Main Received Message Display Screen No Messages 10
Main Received Message Display Screen New Messages 10
Bottom Of Incoming Message Screen 11
Closing Received Message Screen Once All Messages Have Been Reviewed/Deleted 11
Library Switch On Summary Message Compilation 12
Reviewing The Messages On The Summary Sheet 12
Sending A Message To Another PC In The Studio 12
Sending A Message To Another PC In The Studio Dialog Box 13

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Sent Message Results 14
How To Send Smart Messages 14
Smart Message Send Dialog Box 15

Faq Baseline Software 16
Can we send a reply to the sender of the text message using the software ? 16
Why can't we display the message received screen on the computers in Studio 1 & 2? 16
Can we change any of the settings via the view menu ? 16
If I delete the message by the blue cross by mistake can I retrieve the message ? 16
Can I delete messages once I have read them ? 16
How do I start the program up if I have used exit by mistake ? 16
Does the summary message capture all our internal messages ? 16
On the send messages screen there is a green acorn, What does it do ? 16
There is a face symbol with a stop sign in front, what does this do and what happens if I select it ? 16
There is a red stop symbol against studio 1 & 2 on the send message screen what does this mean ? 16
Where can I find additional help ? 16

Keyboard Shortcuts 17
ESC Key 17
CTRL+Z 17
File Menu Options With Keyboard Shortcuts 17
Message Menu Options With Keyboard Shortcuts 17

8. Radio Heatherwood Station Policy For Mobile Text Service 18

On Air Promotions For The Text Service 18
Our Costs For The Service 18
On-Air Quizzes. 18
Our Response To Messages Received 18
Protection Of Senders Data 18
Misuse Of Senders Data 18
Passing Senders Data To Other Services Or Parties 18
Staff Absence Or Problems 18

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