

Freedom Fone



FREEDOM ★ FONE
IT'S FOR YOU

Quick Start Guide

Freedom Fone Pictus Lupinus 1.5.2

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<div style="text-align: center;">  <p>Stage 1: Installing the software</p> <p>Note: Estimated time for installation is 15 minutes</p> </div>	<p>Warning: Please note that the Freedom Fone v1.5 DVD will overwrite all data currently on the computer.</p> <ul style="list-style-type: none"> • Insert the Freedom Fone DVD and restart the computer. • Ensure that the computer's BIOS settings enable the computer to boot from the DVD. If the computer is not currently set to do this, restart the computer and look for the prompt to modify the BIOS settings and set the primary boot device to the CD/DVD player. • At the Boot prompt, type <code>install</code> to begin the installation. • Note: You have less than one minute to do this, before the computer boots as a live CD. Freedom Fone will not work properly as a live CD. You will know that Freedom Fone has loaded as a live CD, if you see the Ubuntu login screen, instead of the install welcome screen. • Step 1: Select the language you prefer for installation. Once selected, click the Forward button. • Step 2: Select the city in which you are running the server. Scroll to the top and bottom of the list to find your country. Once selected, click the Forward button. • Step 3: Select keyboard layout. Check this setting by typing the following characters into the box provided: <code>~, @, , /</code> and ensuring the symbols displayed are correct. Once complete, click the Forward button. • Step 4: Prepare disk space. Select the Guided – use entire disk option and then click the Forward button. • Step 5: Who are you. Enter lupinus as your name. Enter lupinus twice for the password and click the Forward button. • Step 6: There is no step 6. • Step 7: Click install. Once installation is complete, click the Restart now button. • When prompted remove the DVD, close the tray and click the Enter button on your keyboard. • Wait for the computer to reboot and when promoted enter lupinus as your username and password.

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 <p>Stage 2: Checking the time</p>	<p>Date and time are important as they are used to log calls and manage polls. Make sure your settings are correct.</p> <ul style="list-style-type: none">• Check that the date and time displayed in the top right hand corner of the screen is correct for your location.• If you need to adjust the date and time, right click over the date and time, in the top right hand corner of your screen.• Select Adjust Date & Time from the drop down menu.• Click the Unlock button and enter lupinus as the password, when prompted.• Press the Authenticate button• Make the time and date adjustments and click the Close button.
 <p>Stage 3: Connecting to the Internet (Optional)</p>	<p>For those of you who are able and wish to connect to the Internet, this is how you manually configure your connection. (Don't forget to have your ethernet cable plugged in!)</p> <ul style="list-style-type: none">• From the menus at the top of the screen, select System > Administration > Network.• Click the Unlock button.• When prompted, enter the password lupinus.• On the Connections tab, select Wired connection.• Click on the Properties button.• Deselect the Enable Roaming Mode check box.• Depending on how your network is administered either select, Automatic configuration (DHCP) or select the Static IP address from the Configuration drop down list.• If you select Static IP address, ask your network administrator for an IP address, Subnet mask and Gateway address. Enter these details and click the OK button.• Click the DNS tab and add DNS servers, as provided by your network administrator. Click the Close button.• Restart your computer for the networking settings to take effect. The Restart button is in the top right hand corner of your screen or in your System menu.• Wait for the computer to reboot and when prompted enter lupinus as your username and password.
 <p>Stage 4: Becoming familiar with the Freedom Fone user interface</p>	<p>Double click on the Freedom Fone GUI shortcut on the desktop and then take a look at the different Freedom Fone menu options.</p> <ul style="list-style-type: none">• Under the main Freedom Fone menu, use the Functionality option to read about Polls, Leave-a-Message, Voice menus and Dashboard features.• Take a look at the other menu options and then move on to Stage 5.• For context specific help, float your cursor over the light bulb icon, if you see one on the page.• Detailed functionality information can be found on the Freedom Fone > Functionality pages.• For other information, look in the Documentation folder on the desk top. Latest versions of all documentation can be found on the Freedom Fone website: http://www.freedomfone.org/page/documentation

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 <p>Stage 5: Getting the SIM card ready for use</p>	<p>For each SIM card you want to use with Freedom Fone, do the following:</p> <ul style="list-style-type: none"> • Ensure that the SIM card is activated. • If you have a pre-paid SIM card, ensure that it is topped up with airtime and that it meets the pay-as-you-go operational requirements specific to your country. • Insert the SIM card in a mobile phone and ensure the settings are modified to deactivate future pin requests, i.e. so that no pin is requested in the future. • Ensure that there is good network coverage in your work area. • Remove the SIM card from the mobile phone and place it in the telephony device i.e. the MobiGater or VoiceBlue Lite. • Make a note of the IMEI code associated with the MobiGater or VoiceBlue Lite module bay, into which the SIM card is inserted. On the MobiGater this is found under the flap on the base, next to the SIM card. For the VoiceBlue Lite it is on the base of the device. Make a note of the phone number associated with the SIM card. This information will be useful when you test the system later. • To avoid problems, switch off computer and MobiGater, before inserting or removing SIM cards.
 <p>Stage 6: Connecting the computer to the MobiGater</p>	<p>If using more than one MobiGater, please connect one device at a time and test before adding any further devices.</p> <ul style="list-style-type: none"> • If it is on, switch your computer off before you add each MobiGater. • Connect the MobiGater to the computer via a USB cable. • Connect the MobiGater to the power. • Switch the computer on. • If all is correct, the LEDs on the MobiGater will light up as follows: the LEDs under the power and USB icons will both light up red. The LED under the mobile phone icon will flicker red roughly every four seconds, as the SIM card polls the nearest mobile network tower. • If the Freedom Fone user interface is not already open, click on the Freedom Fone shortcut on the desktop. • Select Dashboard > GSM channels from the main Freedom Fone menu. • The MobiGater you've just connected should be displayed. You may need to press refresh to see this. Check the IMEI number and compare it with the notes you took in Stage 5.
 <p>Stage 7a: Testing Telephony device with Leave-a Message</p>	<p>The first MobiGater connected to the Freedom Fone server will, by default, connect to the Leave-a-Message voice menu (IVR).</p> <ul style="list-style-type: none"> • Select Dashboard > Call data records from the main Freedom Fone menu. • The Call data records page will be empty if there have been no previous calls to this system to date. You can click on the Refresh button at any time to view information associated with completed calls or calls in progress. • Call the mobile number of the SIM card in first MobiGater connected. • If you have not yet modified the Leave-a-Message voice menu, when using the Leave-a-Message/IVR menu screen, you will hear the Freedom Fone default voice menu. • Listen carefully to the prompts and leave a message after the beep. • Press # once you have left your voice message. • If you are NOT using a registered copy of Cepstral, you will have an

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	<p>automated voice offering reminders to license the text-to-speech voice, in between the IVR prompts.</p> <ul style="list-style-type: none"> • Read the Troubleshooting Guide in the Documentation folder on your desktop to deal with the Cepstral nag! Upload your own audio files as soon as possible to avoid using the unlicensed text-to-speech voice. • If you can successfully leave a voice message, select Leave-a-Message > Inbox from the Freedom Fone menu to edit details associated with the voice message. Click the Refresh button if you do not see your voice message. • To listen to your voice messages, you will need your speakers plugged in and switched on. • If you CANNOT leave a voice message, because the selections you are making using your phone's key pad, are being ignored, see the Troubleshooting Guide in the Documentation folder on your desktop. • Voice message audio files are located in this folder on the server: /usr/local/freedomfone/freeswitch/scripts/freedomfone/leave_message/100/messages
 <p>Stage 7b: Testing telephony device with SMS</p>	<p>Check to see if the SIM in the MobiGater is receiving ordinary text messages.</p> <ul style="list-style-type: none"> • Send a message to the mobile number associated with the SIM card in the MobiGater. • Select Poll > Other SMS from the Freedom Fone menu to view the SMS messages that have been received. • Click the Refresh button repeatedly until your message can be seen. • If your mobile network's message centre is operating efficiently you should see your message appear within seconds.
 <p>Stage 7c: Testing telephony device with Poll function</p>	<p>Set up a test poll and experiment with the Poll function.</p> <ul style="list-style-type: none"> • Please read the rules for Polls under Freedom Fone > Functionality > Poll. • Select Poll > Manage polls from the main Freedom Fone menu. • Create a new poll, put in a question, give the poll a code, and add two or more options. • Send test SMS messages to your mobile number. • Remember each SMS must start with the poll's code as its first word, followed by one of the allowed options. • Click the Refresh button on the Poll/Manage poll page and watch the votes add up. • Click the poll question for more detailed information on the votes coming in.

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 <p>Stage 7d: Editing the Leave-a- Message IVR</p>	<p>Editing the Leave-a-Message IVR by modifying the text to suit your needs, or creating and uploading your own voice files.</p> <ul style="list-style-type: none">• Select Leave-a-message > IVR Menu from the main Freedom Fone menu.• If you create audio files for this menu, make sure to sample them as mono, 8Khz files less than 10MB in size.• Either WAV or MP3 files can be used.• Call back and listen to your modified menu.
 <p>Stage 8: Adding more Mobigaters (Optional)</p>	<p>If you want to add more MobiGaters, shut down the computer again and connect the next telephony device as per the steps in Stage 6.</p> <ul style="list-style-type: none">• Please note that if more than one telephony device is connected, by default the:<ul style="list-style-type: none">○ first and third devices are connected to the Leave-a-Message service.○ second telephony device is connected to the default voice menu – created and set using the Freedom Fone Voice menus/voice menus screen.• If you want to modify these default associations, read the Troubleshooting Guide in the Documentation folder on your desktop.

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 <p>Stage 9a: Creating your own Voice menu options</p>	<p>Using the Menu options page, upload the files to be used in your Voice Menus.</p> <ul style="list-style-type: none">• Select Voice menus > Menu options from the main Freedom Fone menu.• Click the Upload new button to add an audio file that will be played when a caller makes a selection from your voice menu. Please do not upload basic menu prompts, like Welcome message on this screen, as they are uploaded from the Voice menus > Voice menus screen.• Give the audio file a title and browse the server for the audio file (MP3 or WAV) that you want to upload.• Click the Save button and you will be returned to the Menu options page where an entry for your audio file should be displayed.• Please note that audio files should be created as mono, 8Khz files, less than 10MB in size.• Either WAV or MP3 files can be used.
 <p>Stage 9b: Creating your own Voice menus</p>	<p>Create your own Voice Menus.</p> <ul style="list-style-type: none">• Select Voice menus > Voice menus from the main Freedom Fone menu.• Click the Create new button.• Give the new IVR a name.• If you have licensed a copy of Cepstral, you can experiment with text-to-speech by using text instead of audio files for your Welcome, Instructions etc. messages for your menu.• For all audio file prompts, please note that files should be created as mono, 8Khz files, less than 10MB in size.• Either WAV or MP3 files can be used.• In the Menu options section of this screen either:<ul style="list-style-type: none">○ use the drop down menus next to each valid menu entry for your Voice menu, and select the audio file that should be played when a caller selects that option, or○ select the Leave-a-Message component to direct callers to your Leave-a-Message IVR when they select this menu option.• Once you have saved your menu, you can return in edit mode and use the flash audio player to listen to your prompts and menu option files.