

Freedom Fone



FREEDOM ★ FONE
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Quick Start Guide

Freedom Fone Pictus Lupinus 1.6


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 <p>Stage 1: Installing the software</p> <p>Note: Estimated time for installation is 15 minutes</p>	<p>Warning: Please note that the Freedom Fone v1.6 DVD will overwrite all data currently on the computer.</p> <ul style="list-style-type: none">• Insert the Freedom Fone DVD into your DVD drive 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 installation 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 press the Enter button on your keyboard.• Wait for the computer to reboot and when prompted 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.• Click 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 and click the Authenticate button.• 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</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">• Detailed functionality information about the Polls, Leave-a-Message, Voice menus and Dashboard features, can be found on the Help > Functionality pages.• For context specific help, float your cursor over the light bulb icon, if you see


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<p>the Freedom Fone user interface</p>	<p>one on the page.</p> <ul style="list-style-type: none"> • For other information, look in the Documentation folder on the Desktop. Latest versions of all documentation can be found on the Freedom Fone website: http://www.freedomfone.org/page/documentation • If you prefer, change the language of the user interface to one of the others offered using the Dashboard > Language menu. • Take a look at the other menu options and then move on to Stage 5.
<div style="text-align: center;">  </div> <p>Stage 5: Getting the SIM card ready for use</p>	<p>To avoid problems, switch off the computer AND the MobiGater, before inserting or removing SIM cards.</p> <ul style="list-style-type: none"> • Insert the SIM card in a mobile phone and ensure that: <ul style="list-style-type: none"> ○ the SIM card has been activated. ○ the SIM's settings are modified to deactivate future PIN requests - this option is often found under the phone's Security Settings menu. ○ there is good mobile network coverage in your work area. • 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. • 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, next to the SIM card and 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.
<div style="text-align: center;">  </div> <p>Stage 6: Connecting the computer to the Mobigater</p>	<p>If you are using a VoicBlue Lite, please read the guide for connecting other devices in the Documentation folder on the Desktop. If using more than one MobiGater, please connect one device at a time and make test calls before adding any further devices.</p> <ul style="list-style-type: none"> • If it is on, switch your computer off by selecting the Shut Down button in the top right hand corner of your screen, BEFORE you add each MobiGater. • Connect the MobiGater to the computer via its 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, double click 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 click the Refresh button a number of times to see this. Check the IMEI

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	<p>number and compare it with the notes you took in Stage 5.</p> <ul style="list-style-type: none">• If you accidentally connected the MobiGater whilst the computer was on, and the MobiGater does not display under GSM channels, you may have to start the whole installation from Stage 1 again.• Note that you can connect up to 3 MobiGaters without any additional equipment. After that, to add more MobiGaters you will need to use multi-TT USB hubs. See the Troubleshooting Guide in the Documentation folder on the Desktop if you are having difficulty connecting MobiGaters.
 <p>Stage 7a: Creating Menu options for your own Voice menu</p>	<p>Prepare for creating a Voice menu by uploading the Menu option files associated with it.</p> <ul style="list-style-type: none">• Menu option files are the audio files that play when a caller selects one of the options offered in your Instructions prompt.• Please do not upload basic menu prompts, like your Welcome message, using this screen. They are uploaded when you create or edit a menu from the Voice menus > Voice menus screen.• Please note that audio files should be recorded as mono, 8Khz files, less than 10MB in size. Either WAV or MP3 files can be used. See the Notes at the end of this guide for information on free sound editing software.• To upload Menu options, 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.• Give the audio file a title and browse the server for the audio file (WAV or MP3) that you want to upload.• Click the Save button and you will be returned to the Menu options page where an entry for your new Menu option file should be displayed.• If you are NOT returned to the Menu options page, the chances are that the file you tried to upload was larger than the maximum file size allowed. Downsize the audio file by shortening its duration and/or ensuring it has been recorded as stipulated earlier in these Stage 7A instructions.• To listen to your Menu option files, you will need your speakers plugged in and switched on. Click the play icon next to a Menu option file to start the Flash audio player.• If the Flash audio player appears to play and your speakers are connected and switched on, but you CANNOT hear the file play, see the Troubleshooting Guide in the Documentation file on the Desktop.

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Stage 7b: Creating your own Voice menus

From v1.6, the first MobiGater connected to the Freedom Fone server will connect to the default Voice menu.

- To create your own Voice menus, select Voice menus > Voice menus from the main Freedom Fone menu.
- Click the Create new button and give the new Voice menu a name.
- Text-to-Speech (TTS) feature
 - If you have a licence for the Cepstral synthetic voice included with Freedom Fone (Allison 8kHz), you can experiment with TTS by using text instead of audio files for basic menu prompts like your Welcome message and Instruction message. See the Troubleshooting guide in the Documentation file on the Desktop for information on licensing the default voice included with Freedom Fone.
 - If you do NOT have a licence for the default Cepstral voice then, when you call any number connected with this Voice menu, you will hear an automated voice play before each text prompt is synthesized, reminding you to buy a licence. Upload your own audio files as soon as possible to avoid using the unlicensed TTS voice.
- For all audio file prompts, please note that files should be recorded 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:
 - use the drop down lists next to each valid menu option for your Voice menu, and select the Menu option 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. Remember to edit the Leave-a-Message IVR as per instructions in Stage 8A before you test this aspect of your Voice menu.
- 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. For more information on this, see the last two bullets of Stage 7A.
- Before you call in and test your Voice menu, check to see it is set as the default menu on the Voice menus > Voice menus screen. If the radio button next to your menu is not selected, click on the radio button and then click the Update default button.




Stage 7c: Calling the default Voice menu

Test the phone number of the SIM in the MobiGater or VoiceBlue Lite connected to the default Voice menu.

- Call the mobile number of the SIM card in the first or second MobiGater connected, or one which is designated in the Voice Blue Lite to connect to the default Voice menu.
- Listen carefully to the prompts and select one of the Menu options offered. Once the Menu option completes, you will hear the Voice menu's



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	<p>Instructions prompt repeat.</p> <ul style="list-style-type: none">• From v1.6.5 you will be able to interrupt the Menu option file that is playing and return to the Voice menu's Instruction prompt.• If you CANNOT get Freedom Fone to respond to the selections you are making using your phone's key pad, see the Troubleshooting Guide in the Documentation folder on the Desktop.• To monitor your call, select System Data > 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.• You can see details of key selections made by a caller in response to a Voice menu by selecting Voice menus > Monitoring from the main Freedom Fone menu.
 <p>Stage 7d: Testing the Leave-a- Message service</p>	<p>If you have selected the Leave-a-Message component as a Menu option, call again and test this feature now.</p> <ul style="list-style-type: none">• If you have not yet modified the Leave-a-Message voice menu, using the Leave-a-Message > IVR Menu screen (see Stage 8A):<ul style="list-style-type: none">○ You will hear the default Freedom Fone Leave-a-Message IVR Menu and experience the basic Leave-a-Message functionality.○ After you hear a beep, you should leave your voice message and then hang up.○ This action will automatically cause your voice message to be saved.• If the Leave-a-Message IVR Menu includes one or more text prompts in the place of audio files AND you are NOT using a licensed copy of the default Cepstral voice, you will hear an automated voice play before each text prompt is synthesized, reminding you to buy a licence.• Read the Troubleshooting Guide in the Documentation folder on the 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.





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 <p>Stage 7e: Listening to Voice messages</p>	<p>Review, title and categorise your Voice message.</p> <ul style="list-style-type: none">• If you have successfully left a voice message, select Leave-a-Message > Inbox from the main 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. Click the play icon next to your voice message to start the Flash audio player. If the Flash audio player appears to play and your speakers are connected and switched on, but you CANNOT hear the voice message, see the Troubleshooting Guide.• Create Tags and Categories to manage voice messages by using the Leave-a-Message menu options by the same names. You can title, rate, tag, categorise and add a comment to voice messages when you edit the voice message entry. You can use the status field to archive or re-activate the voice message.• Export voice messages as MP3 files by clicking the Download icon.
 <p>Stage 8a: Editing the Leave-a- Message IVR Menu</p>	<p>Edit the Leave-a-Message IVR Menu 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.• When you create audio files for this menu, make sure to record them as mono, 8Khz files, less than 10MB in size. Either WAV or MP3 files can be used.• The simple, default Leave-a-Message functionality requires callers to leave a voice message after they hear a beep and then hang up. Accordingly, the Leave-a-Message IVR requires a Welcome message and a Record Message Instructions prompt. Callers should be instructed to leave a message after the beep and then hang up. Their voice message is saved as soon as they hang up.• The advanced Leave-a-Message functionality requires callers to leave a voice message after they hear a beep and then press the hash key (#) for further instructions. Thereafter they can be provided with the following options: To listen to their message, press *, to delete the message press 0, to save the message press 1. <p>Important note: If callers press the # key but then fail to press 1 to save their message before hanging up, the voice message will be deleted. If they end the call before pressing the # key for further instructions, their voice message will be saved.</p> <ul style="list-style-type: none">• To access the Advanced Leave-a-Message prompts, click advanced options at the bottom of the screen, above the Save button. This link is a toggle, so click it again to hide the advanced option fields once more. <p>The caller's selection after leaving a voice message determines whether the simple or advanced functionality is used by the system. If they hang up directly after leaving a voice message, the message is saved; if they press the # key after leaving their voice message, the system will await further key selections to determine what should be done with the voice message.</p>

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 <p>Stage 8b: Calling the Leave-a- Message IVR Menu directly</p>	<p>The third MobiGater connected to the Freedom Fone server will, by default, connect to the Leave-a-Message IVR Menu. To modify this setting, see the Notes section of this guide.</p> <ul style="list-style-type: none"> • Call the mobile number of the SIM card in the third MobiGater connected. • Proceed as per Stage 7D Testing the Leave-a-Message service • Proceed as per Stage 7E Listening to Voice messages
 <p>Stage 9: 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. • Note that the transfer of SMS messages from the VoiceBlue Lite is not currently supported.
 <p>Stage 10: Testing telephony device with Poll function</p>	<p>Please read the rules for Polls under Help > Functionality > Poll and then set up a test poll to experiment with the Poll function.</p> <ul style="list-style-type: none"> • 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 a space and then 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.
 <p>Stage 11: 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"> ○ the first and second telephony devices are connected to the default voice menu - created and set using the Freedom Fone Voice menus > Voice menus screen.

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	<ul style="list-style-type: none">○ the third device is connected to the Leave-a-Message service.• You can connect up to 3 MobiGaters without any additional equipment. After that, to add more MobiGaters you will need to use multi-TT USB hubs. See the Troubleshooting Guide in the Documentation folder on the Desktop if you are having difficulty connecting MobiGaters.• If you want to add or modify connection settings for MobiGaters, see the Notes section of this guide.
Notes	<p>Free cross platform sound editing software</p> <ul style="list-style-type: none">• Download Audacity from http://audacity.sourceforge.net/ <p>Advanced Leave-a-Message functionality</p> <ul style="list-style-type: none">• **** Pending <p>Physical location of Voice message audio:</p> <ul style="list-style-type: none">• /usr/local/freedomfone/freeswitch/scripts/freedomfone/leave_message/100/messages <p>To edit a Freedom Fone configuration file</p> <ul style="list-style-type: none">• Open a terminal window by clicking the terminal shortcut on the Desktop• Enter lupinus as the password• On the command line, type <code>gedit</code> before the full path name of the file and then press the Enter key eg <code>gedit /usr/local/freedomfone/xml_curl/dialplan.xml</code>• Make the necessary changes to the file• Close the gedit window (you must do this to be able to type any further commands on the command line in the terminal window)• Return to the terminal window• Type <code>exit</code> on the command line to close the terminal window <p>To add or modify connection settings for MobiGaters</p> <ul style="list-style-type: none">• The preconfigured connection settings for the MobiGaters can be modified by editing this file on the Freedom Fone server: /usr/local/freedomfone/xml_curl/dialplan.xml• Look for this code: <pre><extension name="inbound_Mobigater1"> <condition field="destination_number"expression="^5000\$"> <action application="transfer" data="4100 XML default"/> </condition> </extension> <extension name="inbound_Mobigater2"></pre>

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	<pre><condition field="destination_number" expression="^5001\$"> <action application="transfer" data="4100 XML default"/> </condition> </extension> <extension name="inbound_Mobigater3"> <condition field="destination_number"expression="^5002\$"> <action application="transfer" data="2100 XML default"/> </condition> </extension></pre> <ul style="list-style-type: none">• If any of the first 3 MobiGaters are not allocated to the default voice menu or LAM IVR as you require, make sure to change the action line appropriately, where data="4100 XML default" will connect to the default voice menu and data="2100 XML default" will connect to the LAM IVR.
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