



*AAS Admin*<sup>TM</sup>  
Actuality Access System

# User Guide

Version 3.0

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# Introduction

The Kuflink *Actuality Access System* (AAS) is a voice response product that provides telephone access to actualities recorded by senators, candidates and other political representatives. *AAS Admin* is a software utility that allows customer personnel to administer AAS users and import/export actualities to the AAS voice response system.

## ***AAS Admin Features***

- Copy/import actualities from an audio workstation on your network
- Create one or more “placeholders” for future actualities/recordings
- Administer candidates/representatives on the voice response system
- Review a list of all actualities that reside on the AAS system
- Produce custom reports showing actualities, user info and call detail
- Convert/export actualities to WAV or MP3 files for use elsewhere
- Send MP3 versions of actualities to specified web sites via FTP

## ***AAS Voice Response Features***

- Media reps can dial into AAS from any touchtone phone.
- Actualities can be accessed by number or by last name.
- Controls are available during playback of an actuality.
- Caller may leave a voice message for press secretary.
- Registered AAS users can log in with their user ID.
- Users may then select a function to perform:
  1. Review and manage actualities
  2. Record a new actuality
  3. Listen to voice messages
  4. Other account options

Most of this User Guide is dedicated to explaining the operation of the *AAS Admin* software. Voice response functions are briefly described on the last pages.

# AAS Admin

## Overview

*AAS Admin* is a simple utility program that will run on any Microsoft *Windows* 98, NT, 2000 or XP computer. It is installed from a setup CD and uses the Borland Database Engine for access to dBase tables on the AAS voice response system. The workstation on which the software is installed must be connected to the same local area network (and in the same workgroup) as the AAS voice response system. The pathname to AAS must be specified in an INI file on your system: C:\Program Files\Kuflink\Kuflink.INI

After the *AAS Admin* software is installed, you may edit the INI file using *Notepad* or any other text editor. The following parameters are contained in this file:

```
[AAS]
### Local directory containing WAV files for import to AAS
WAV_Dir=\Audio
### Data directory on AAS voice response system
Data_Dir=\\Kuflink\Data
### Audio directory on AAS voice response system
IVR_Dir=\\Kuflink\Voice\
### WAV bitrates (low) = 13,14,15,16,17
WAV_Format=15
### MP3 bitrates (low) = 56, 64, 80, 96
MP3_Format=64
### FTP host name/address
FTP_hostname=ftp.domainname.com
### FTP base directory path
FTP_basepath=/home/radio/actualities/
### FTP username for login
FTP_username=admin
### FTP password for login
FTP_password=pass
```

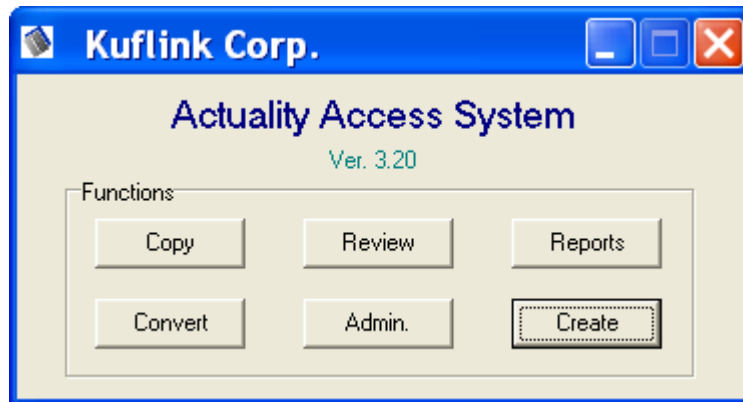
Parameters that you may wish to change are shown in **bold** type. The name you give to the AAS voice response computer will replace the name “Kuflink” in the two directory entries above. These parameters are read into the program when it starts, so changing them while the program is running will have no effect.

## Run Program

Run the program by double-clicking on the *AAS Admin* icon that may be located on your *Windows* desktop, or click on the following:

Start / Programs / Kuflink / AAS Admin

Six buttons are available in the main *AAS Admin* window:



You may move or minimize this window to complement the sound editor you are using. To exit the program, click on the **X** in the upper right corner of the window. Each button has the following function:

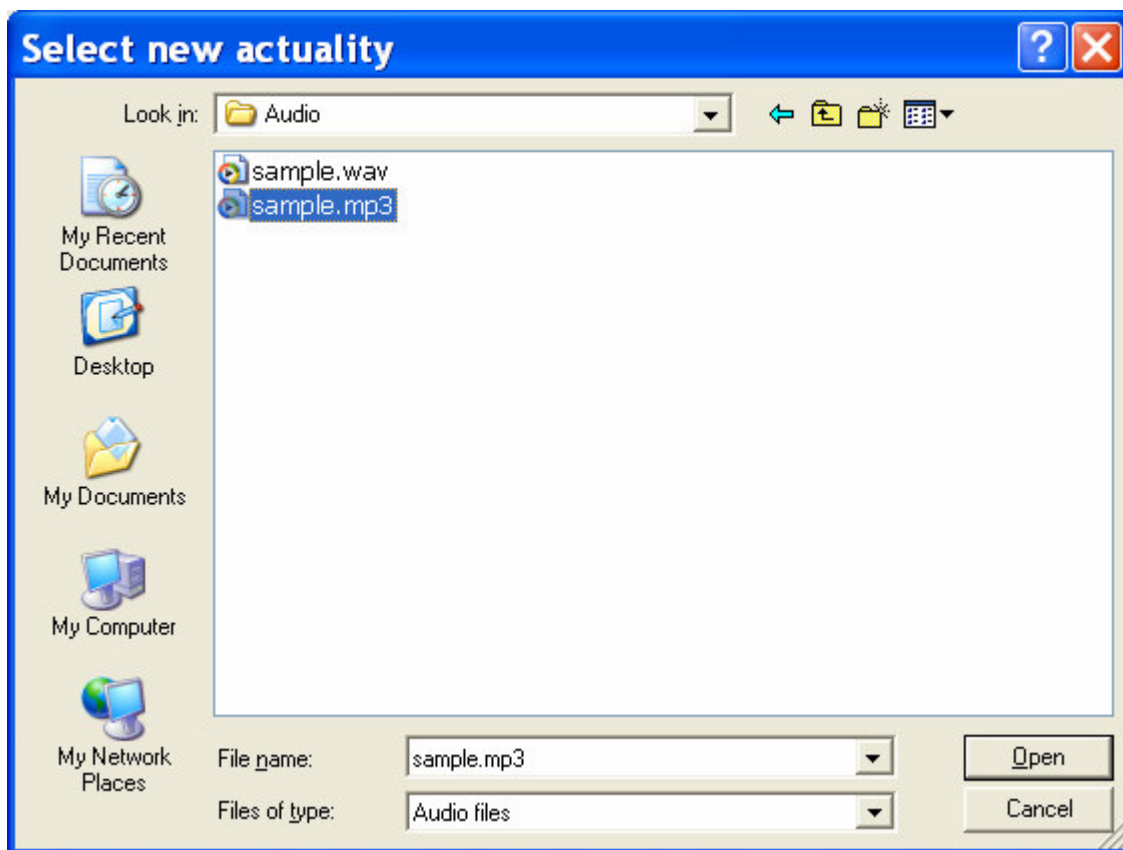
- COPY – import actualities from an audio workstation on your network
- REVIEW – scan the actualities that reside on the AAS computer system
- REPORTS – view or print selected actualities, user info or call detail
- CONVERT – export actualities to WAV or MP3 files for use elsewhere
- ADMIN – administer candidates/representatives on the voice response system
- CREATE – register one or more placeholders for future actualities

Refer to the following sections for a detailed explanation of each function.

## Copy/Import Actualities

The COPY button is used to import actualities from an audio workstation on your LAN network and register them on the AAS voice response system. Audio files are converted from WAV or MP3 format into the compressed format used by the Actuality Access System (i.e., *uLaw* @ 64Kbps). This provides the highest quality audio over standard telephone lines while providing high storage density on the hard drive.

Click the COPY button on the *AAS Admin* window and you will be prompted to select the audio file to be imported:



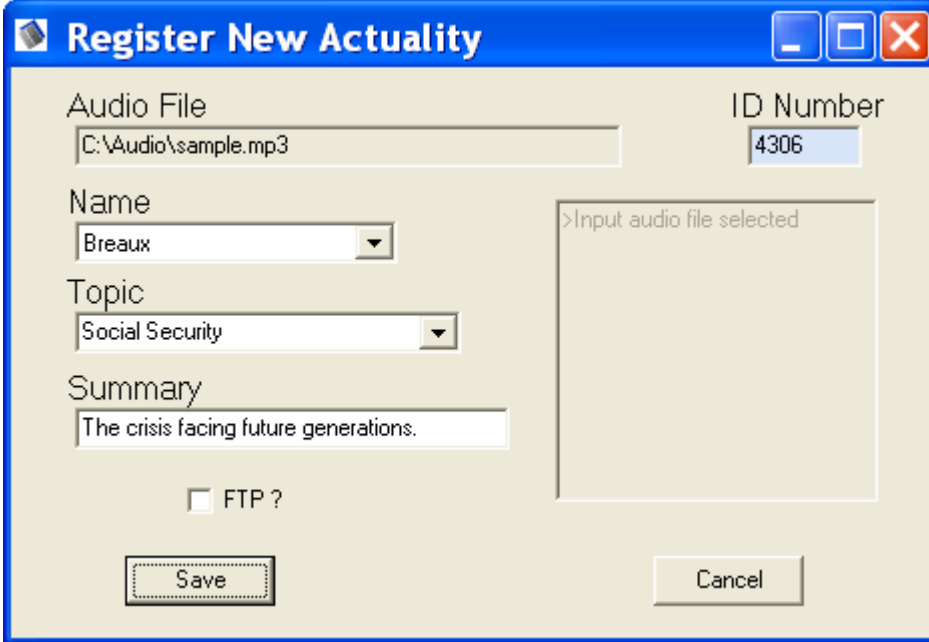
Double-click on the desired filename to select it and continue. Note that the directory which first appears is specified by a parameter in the INI file described earlier:

**WAV\_Dir=\Audio**

After you have selected an audio file, you will register the actuality on the AAS voice response system by specifying the “owner”, the topic and a brief summary.

In the window below, the *Name* must be selected from the pull-down list of individuals already entered into the AAS database (using the ADMIN button). The *Topic* may be selected from the pull-down list or entered manually into the empty box. The *Summary* is optional and may consist of up to 50 characters typed into the text box.

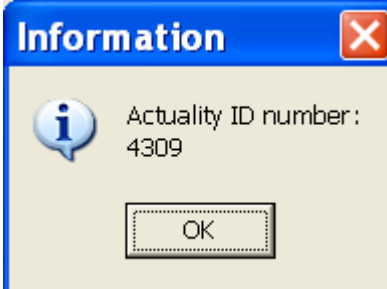
Once this information has been entered, click the SAVE button to complete the process. The source file you selected will be converted to the AAS format and stored on the voice response system. Make a note of the ID number that is automatically assigned, since this is the number that callers will enter to hear the actuality. You may also change the ID number to match a placeholder reserved with the CREATE function.



The image shows a Windows-style dialog box titled "Register New Actuality". It contains several input fields and controls:

- Audio File:** A text box containing "C:\Audio\sample.mp3".
- ID Number:** A text box containing "4306".
- Name:** A dropdown menu with "Breaux" selected.
- Topic:** A dropdown menu with "Social Security" selected.
- Summary:** A text box containing "The crisis facing future generations."
- FTP ?:** A checkbox that is currently unchecked.
- Buttons:** "Save" and "Cancel" buttons at the bottom.
- Preview:** A large text area on the right containing the text ">Input audio file selected".

If the actuality is successfully imported and registered on the voice response system, the ID number will appear in a separate window. Make a note of it and then click OK.



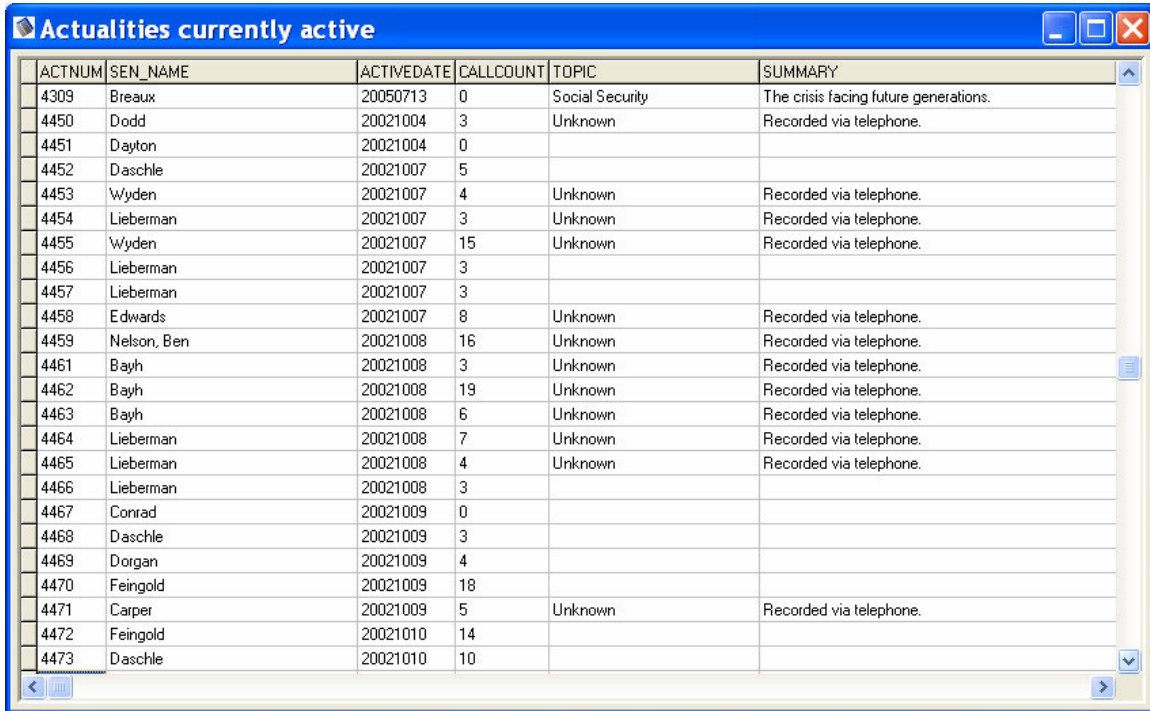
The image shows a small "Information" dialog box with a blue title bar and a close button (X). It contains:

- An information icon (i) next to the text "Actuality ID number : 4309".
- An "OK" button at the bottom.

You will then be returned to the main *AAS Admin* window.

## Review Actualities

Click the REVIEW button to scan the list of actualities that have been registered and are active on the AAS voice response system.



| ACTNUM | SEN_NAME    | ACTIVEDATE | CALLCOUNT | TOPIC           | SUMMARY                               |
|--------|-------------|------------|-----------|-----------------|---------------------------------------|
| 4309   | Breaux      | 20050713   | 0         | Social Security | The crisis facing future generations. |
| 4450   | Dodd        | 20021004   | 3         | Unknown         | Recorded via telephone.               |
| 4451   | Dayton      | 20021004   | 0         |                 |                                       |
| 4452   | Daschle     | 20021007   | 5         |                 |                                       |
| 4453   | Wyden       | 20021007   | 4         | Unknown         | Recorded via telephone.               |
| 4454   | Lieberman   | 20021007   | 3         | Unknown         | Recorded via telephone.               |
| 4455   | Wyden       | 20021007   | 15        | Unknown         | Recorded via telephone.               |
| 4456   | Lieberman   | 20021007   | 3         |                 |                                       |
| 4457   | Lieberman   | 20021007   | 3         |                 |                                       |
| 4458   | Edwards     | 20021007   | 8         | Unknown         | Recorded via telephone.               |
| 4459   | Nelson, Ben | 20021008   | 16        | Unknown         | Recorded via telephone.               |
| 4461   | Bayh        | 20021008   | 3         | Unknown         | Recorded via telephone.               |
| 4462   | Bayh        | 20021008   | 19        | Unknown         | Recorded via telephone.               |
| 4463   | Bayh        | 20021008   | 6         | Unknown         | Recorded via telephone.               |
| 4464   | Lieberman   | 20021008   | 7         | Unknown         | Recorded via telephone.               |
| 4465   | Lieberman   | 20021008   | 4         | Unknown         | Recorded via telephone.               |
| 4466   | Lieberman   | 20021008   | 3         |                 |                                       |
| 4467   | Conrad      | 20021009   | 0         |                 |                                       |
| 4468   | Daschle     | 20021009   | 3         |                 |                                       |
| 4469   | Dorgan      | 20021009   | 4         |                 |                                       |
| 4470   | Feingold    | 20021009   | 18        |                 |                                       |
| 4471   | Carper      | 20021009   | 5         | Unknown         | Recorded via telephone.               |
| 4472   | Feingold    | 20021010   | 14        |                 |                                       |
| 4473   | Daschle     | 20021010   | 10        |                 |                                       |

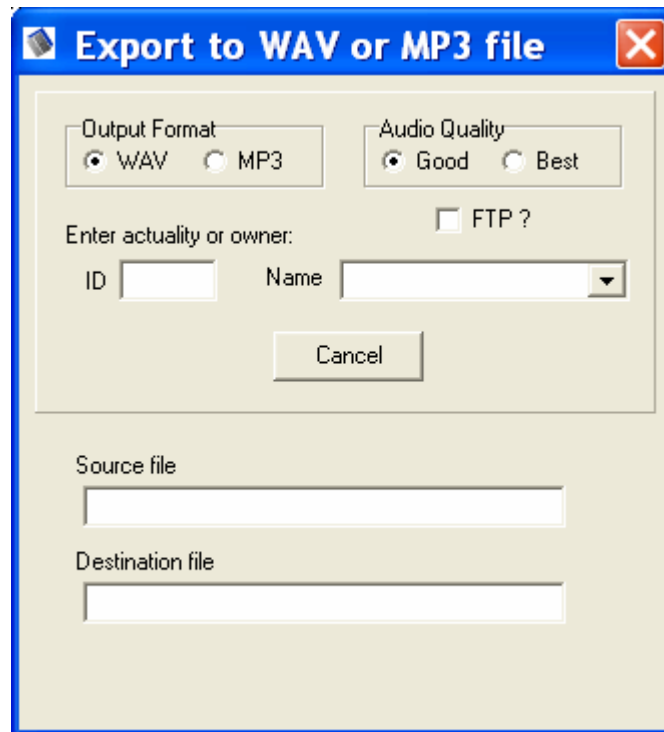
Actualities are listed in numerical order by ID. Use the **PageDown/PageUp** keys or the scroll bar on the right side of the window to move through the list. To close the window and return to the *AAS Admin* window, click on the **X** in the upper right corner.

| COLUMN            | DESCRIPTION  |
|-------------------|--|
| <b>ACT_NUM</b>    | Number that was assigned to this actuality when registered |
| <b>SEN_NAME</b>   | Name of the “owner” of this actuality                      |
| <b>ACTIVEDATE</b> | YYYYMMDD when this actuality was registered                |
| <b>CALLCOUNT</b>  | Number of callers who have listened to this actuality      |
| <b>TOPIC</b>      | Topic that was specified for this actuality (if any)       |
| <b>SUMMARY</b>    | Description that was typed during the registration process |

## Convert/Export Actualities

The CONVERT button is used to export actualities from the AAS voice response system to any directory on your workstation or local area network. Actualities are converted from the AAS format to either WAV or MP3 files. You may select the audio quality to match your production requirements and storage space.

Click the CONVERT button on the *AAS Admin* window and you will be prompted to select the desired output format and audio quality:

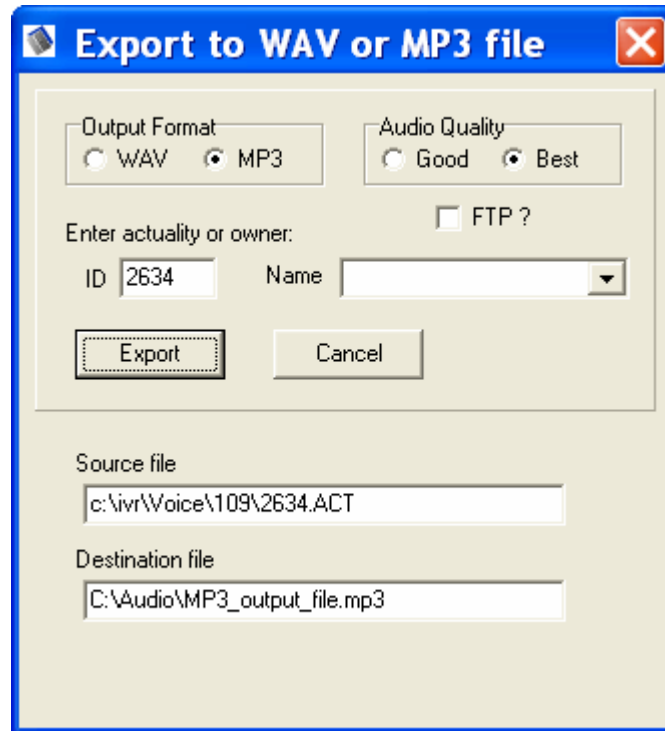


The dialog box is titled "Export to WAV or MP3 file". It features two groups of radio buttons: "Output Format" with "WAV" selected and "MP3" unselected; and "Audio Quality" with "Good" selected and "Best" unselected. There is an unchecked checkbox for "FTP?". Below these are two input fields: "ID" (a text box) and "Name" (a drop-down menu). A "Cancel" button is centered below the input fields. At the bottom of the dialog are two more input fields: "Source file" and "Destination file".

Specify the output format (WAV or MP3) and the audio quality (Good or Best) by clicking the appropriate radio buttons. (Refer to the Appendix at the end of this document for a list of Good/Best values.) If you would like an MP3 version of the actuality sent to the owner's web site, click the FTP checkbox. Note that this transmission process will take significantly longer than the audio conversion.

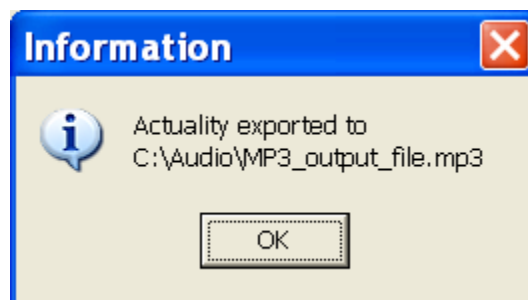
To select the Actuality for export, (1) enter a 4-digit Actuality number in the *ID* box, or (2) click in the *Name* box and select an individual from the drop-down list. Then click the RETRIEVE button and the program will attempt to find the Actuality file. If you chose a name from the list, you will be able to select an Actuality from those that have been recorded for that individual.

Once the Actuality file has been found, its pathname will appear in the “Source file” box. You will then be prompted to specify a destination file. Enter the name (and location) for the new WAV or MP3 file. The output file can be written to the local hard drive or to any directory that is accessible on your network. After you press *OK*, the pathname will appear in the “Destination file” box.



Finally, review the information in the *Export* window for accuracy. You may click in any of the boxes to change your selections. When you are ready, click the **EXPORT** button to convert the Actuality to the chosen format.

*If the Actuality is a large file (i.e., more than a few minutes in length) you may see a “progress bar” at the bottom of the window while the program is working.*



## Administer User Accounts

The ADMIN button is used to manage user accounts on the AAS voice response system. Each candidate or representative must be registered in order to use the system, and will need a unique login ID to record actualities by phone. There is virtually no limit to the number of “users” that can be authorized on the AAS voice response system.

The screenshot shows a window titled "Manage User Data" with a blue header and standard Windows window controls. The window contains the following fields and controls:

- Account #: 107
- Login ID: 2242834
- Name: Breaux
- State: LA
- Phone: 2022244450
- FTP directory: /home/democrats.gov/html/actualities/breaux
- Calls: 4
- Actualities: 409
- Status: OK
- Messages: N
- Navigation buttons: First (left arrow), Previous (left arrow), Next (right arrow), Last (right arrow)
- Action buttons: Add, Remove, Cancel

Use the arrows to scan through the list of users: First ◀, Previous ◀, Next ▶, Last ▶. Click ADD or REMOVE to create and delete user accounts, or CANCEL to return to the main *AAS Admin* window. You may also click in any of the white boxes to edit the user data.

*If you change any of the fields, be sure to click the SAVE button that appears. Or press CANCEL to discard the changes and return to AAS Admin.*

*Login ID* is a 7-digit number (typically the user’s office phone) that is used to log into the AAS voice response system to record actualities by phone. Each user must have a unique ID number. After dialing the system, the user must press \* # followed by his/her Login ID in order to access the user features.

The *Phone* number is for reference purposes only and may some day be used to transfer media callers to the press secretary for further assistance.

*FTP Address* is optional. If present, it will be used to select the web directory where MP3 versions of actualities are stored for this user. Actualities will be sent to this location if the FTP checkbox is checked during COPY and CONVERT operations.

The contents of the gray boxes are described below:

| FIELD       | DESCRIPTION  |
|-------------|--|
| Calls       | Number of times the user has logged into this account  |
| Actualities | Number of actualities recorded/registered by this user |
| Status      | OK (active), NEW (must record name), DEL (removed)     |
| Messages    | Y if there are voice messages waiting, N if not        |

*Account* is a unique, internal number that identifies this user. Unlike the Login ID, it is assigned by the system when a user is **Added** and cannot be changed. If a user is Removed from the system, the old Account number is not re-used but is permanently erased. This is to ensure that old actualities are not accidentally heard by callers to the AAS voice response system.

Actualities are stored in a sub-directory of **IVR\_Dir** (see Kuflink.INI) whose name is the Account number. For example, actualities for the user shown on the previous page would be stored in **\\Kuflink\Voice\107\**.

## Create Placeholders

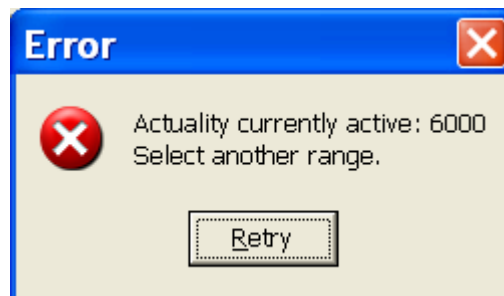
Click the CREATE button to register one or more “placeholders” for future actualities. Placeholders serve to set aside ID numbers for a particular user so that press materials can be prepared in advance. The actualities can then be recorded and registered with the same ID numbers that were reserved with the CREATE function.



The screenshot shows a dialog box titled "Create place-holders". It contains the following fields and buttons:

- Name:** A drop-down menu with "Breaux" selected.
- Starting number:** A text input field containing "6000".
- Quantity:** A text input field containing "5".
- Buttons:** "Find", "Create", and "Cancel".

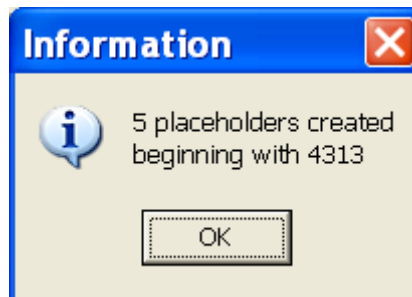
Select the owner's name from the *Name* drop-down list, then enter a starting ID number and the desired quantity of placeholders. Click the CREATE button to register the selected block of ID numbers on the AAS voice response system. If an ID number is already assigned to an active actuality, you will receive an error message:



If you know the number of placeholders you require but are not concerned about the actual starting number, enter the Quantity and click the FIND button to locate a free block of consecutive numbers. The Starting Number will be filled in automatically.



Once you have specified a valid Starting Number, click CREATE to register the block. You will receive a confirmation message, as shown below. Write down this information for use during the COPY function.



## Reports & Maintenance

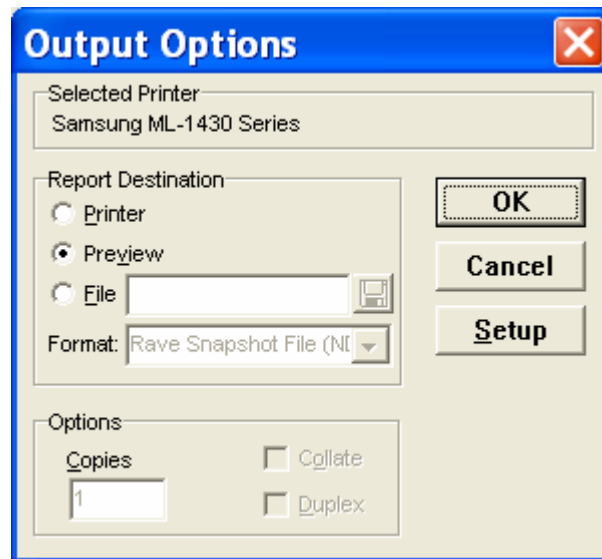
Click the REPORTS button to view or print customized lists of actualities, user info and call detail. This function also includes a PURGE function which removes old actualities from the system. You will be presented with a number of choices:

The *Start Date* and *End Date* fields allow you to set the range of dates to be included in the report. Actualities that were recorded before or after these dates will not be shown. The default Start Date is Jan. 1, 2000, while the default End Date is today's date.

To further limit the information shown in the report, you may specify a user *Name* and/or an *Actuality ID* number. Note that these two parameters *ONLY* apply to the first two Report Selections: *Actualities by ID* and *Actualities by User*. A description of each report is shown in the table below:

| REPORT              | DESCRIPTION  |
|---------------------|--|
| Actualities by ID   | Actuality info, sorted by actuality number           |
| Actualities by User | Actuality info, grouped by User, sorted by date      |
| User Info           | Account listing, all users, sorted by account ID     |
| Call Detail         | Info about calls into the IVR system, sorted by date |

Once you have entered the desired Report Parameters, select the type of report and then click REPORT to produce the information requested. You will then be able to select whether to preview the report on your video screen, send the report to a printer, or create a report file on your hard drive.

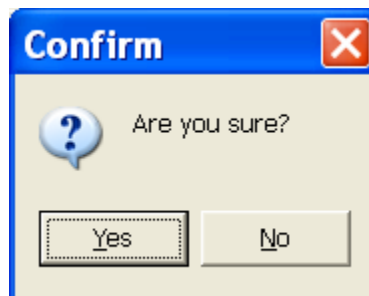


## PURGE Function

Every so often it may be desirable to erase older actualities from the AAS voice response system. The PURGE button makes this fast and easy.

First, enter the range of actualities that should be removed by specifying the Start Date and End Date. The End Date cannot be less than a year earlier than today's date.

Click the PURGE button to start the process. You will be asked to confirm that you want to delete all actualities that fall between the Start and End dates. Corresponding database entries AND audio files will be purged from the AAS system.



## AAS Voice Response System

The voice response system is the heart of the *Actuality Access System*. It contains all the user data, actuality data and audio files, providing telephone access to actualities anytime of day or night. It can handle multiple callers simultaneously, and allows “users” to log in and record new actualities by phone. Media callers can select the desired actuality by ID number or by the last name of the “owner”. Statistics are kept so that the AAS administrator can see how many times each actuality has been heard.

The phone number that callers dial to reach the AAS voice response system was assigned when the system was installed. It may be a local number, a toll-free number, or both. When the system answers a call, it will play a customized greeting message for your organization and then ask for the desired actuality ID number. At this point, the caller has three options:

1. Enter a 4-digit actuality number
2. Press # to enter the “owner’s” last name
3. Press \* # to log into the system with a User ID

If the caller enters a valid number (#1), actuality playback will commence immediately. If the caller presses the pound key (#2), he/she will be prompted to enter the first three letters of the candidate’s/representative’s last name using the telephone keypad. The *most recent* actuality for this individual will then be played for the caller, who can press the pound key to skip to previous actualities.

During actuality playback, the following command digits are allowed:

|   |                              |       |                               |
|---|------------------------------|-------|-------------------------------|
| * | end playback, return to menu | 1,2,3 | [not used]                    |
| # | pause, list options, resume  | 0     | [same as # key – Help]        |
| 4 | rewind 15 seconds and resume | 7     | advance 15 seconds and resume |
| 5 | rewind 60 seconds and resume | 8     | advance 60 seconds and resume |
| 6 | rewind 5 minutes and resume  | 9     | advance 5 minutes and resume  |

If the caller enters \* # followed by a valid User ID (#3 above) he/she will be presented with a menu of options:

1. Review and manage actualities
2. Record a new actuality
3. Listen to voice messages
4. Other options (recorded name, contact number)

Option 1 allows the user to select an actuality for playback, re-record or erase. Option 2 assigns an actuality ID number and allows the user to make a new recording.

*When recording a new actuality, press the pound key (#) to end your recording. Then press the number 3 to approve the recording and return to the menu.*

Option 3 plays any voice messages that have been left by callers who have listened to an actuality and then pressed “0”. Option 4 allows the user to re-record his/her name or specify a new contact number.

To end the call, hang up or press the star key (\*) on the telephone keypad.

## Customer Support

If you have questions or comments about this User Guide or the *Actuality Access System*, please contact us:

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## Appendix

### Audio Quality

The table below lists the WAV and MP3 output formats for the **Convert** function, as determined by the corresponding parameter in Kuflink.INI.

| INI Parameter     | Value     | Good (audio quality)     | Best (audio quality)      |
|-------------------|-----------|--------------------------|---------------------------|
| <b>WAV_format</b> |           |                          |                           |
|                   | 13        | 6 KHz, 8-bit PCM linear  | 44 KHz, 16-bit PCM linear |
|                   | 14        | 8 KHz, 8-bit PCM linear  | 44 KHz, 16-bit PCM linear |
|                   | <b>15</b> | 11 KHz, 8-bit PCM linear | 44 KHz, 16-bit PCM linear |
|                   | 16        | 22 KHz, 8-bit PCM linear | 44 KHz, 16-bit PCM linear |
|                   | 17        | 44 KHz, 8-bit PCM linear | 44 KHz, 16-bit PCM linear |
| <b>MP3_format</b> |           |                          |                           |
|                   | 56        | 56 Kbps MPEG1, Level III | 112 Kbps MPEG1, Level III |
|                   | <b>64</b> | 64 Kbps MPEG1, Level III | 128 Kbps MPEG1, Level III |
|                   | 80        | 80 Kbps MPEG1, Level III | 160 Kbps MPEG1, Level III |
|                   | 96        | 96 Kbps MPEG1, Level III | 192 Kbps MPEG1, Level III |

If you select “Good” quality, then the Actuality will be converted as follows:

WAV = 11KHz/8-bit (default WAV\_format = 15)

MP3 = 64Kbps (default MP3\_format = 64)

If you select “Best” quality, then the Actuality will be converted as follows:

WAV = 44.1KHz/16-bit

MP3 = 128Kbps (or **twice** the bitrate specified by MP3\_format parameter)