Close Talk Control

User Manual

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Minor language corrections and clarifications.
Expanded description of 'Privileged units'.

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Minor language corrections and clarifications.
New configuration settings.
Expanded voting functionality.
Delegate Unit test.

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Support Generation 2 conference system.

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Language and document error corrections.

Rev. 1.06
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Section 1

Introduction

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Welcome!

Thank you for purchasing the Close Talk Conference System. The design philosophy was to make a revolutionary product in both design and productivity. A Close Talk Conference System installation in combination with the Close Talk Control PC software will make it a powerful conference tool including:

- Speaker list management including reply function
- Voting
- Attendance time management
- Attendance fee management
- Roll call
- Agenda management
- Delegate database
- Seating database
- Print and export attendance, fee, vote results, agenda...
- And more...

We hope it will provide a long time of good use.

About Close Talk Marketing

Close Talk Marketing AB is a Swedish company responsible for the development and manufacturing of the Close Talk Conference System product range.

Close Talk Marketing ships its products using a world wide network of distributors. Check the web site at www.closetalk.se to find a local distributor.

We value your input! Please send comments by e-mail to 'sales@closetalk.se'. You may not get a personal response but we can assure you that all input is read. We will use this feedback to improve our products even further.

About this manual

The manual is divided into several sections, each focusing on a specific topic:

- **Introduction**
  This section
- **Installation**
  Software installation process and serial port connection
- **Configuration**
  Close Talk Control configuration. A correctly configured software is the key for a properly working system. Most of the following sections refer to settings described in this section so read it carefully
- **Working with Close Talk Control**
  Describes the basic functionality of Close Talk Control including software interface, database creation and management, etc.
- **Conference**
  Conference system functionality
- **Voting**
  Voting system functionality
- **Null modem cable**
  Custom designed null-modem cable for connecting the Central Unit to a PC. Not required reading, for special use only

Support

Sales questions and support issues should be directed to your local dealer.

If you have a specific problem, please check at www.closetalk.se for software updates before contacting support. Updates are available for download free of charge.

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Section 2

Installation

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Preparations

Software installation and operating requirements

The following computer specs. is required run Close Talk Control:

- Pentium 133MHz CPU or better (>=500Mhz recommended)
- Any of the following Microsoft™ operating systems:
  Windows 95
  Windows 98
  Windows 98 Second Edition
  Windows 98 Millennium Edition
  Windows NT4 Service Pack 3 or greater
  Windows XP or 2000 Professional (recommended)
- Memory requirements vary with operating systems. Below follow some minimum recommendations:

  Windows 95 - 32 MB
  Windows 98 - 64 MB
  Windows 98 Second Edition - 64 MB
  Windows 98 Millennium Edition - 64 MB
  Windows NT4 Service Pack 3 or greater - 64 MB
  Windows XP/2000 Professional - 128 MB (256MB recommended)
- Minimum of 15MB free hard drive space for installation. A general recommendation is to always have at least 300MB free hard drive space
- Mouse pointing device
- Display resolution of 800x600 or better at 65536 colors (1024x768 recommended)
- One free RS-232 serial port. For systems without built-in serial port, an USB-To-Serial adapter will also work. Contact your local computer parts retailer
- 9-pin to 9/25-pin null-modem cable
- 3.5″ floppy disk station or a CD-ROM reader. See installation description later in this chapter
- Software key. See the Configuration section

Optional equipment

The following is not required but will enhance the functionality of Close Talk Control:

- Second computer display adapter/output (recommended)
- Printer
- Computer sound card

Installing the software

Installation media

The Close Talk Control software may be delivered using various media's, on diskettes, on CD-ROM or as downloaded from the www.closetalk.se web site. For a new installation, it is recommended to download the installation software from the www.closetalk.se web site. If in doubt, contact your local dealer.

Important!
Always use the latest version available, even after installation. Check the www.closetalk.se web site at regular intervals to find out if there is a later version available.

Performing the installation

Locate the installation software. If you have diskettes, insert disk number one and run SETUP.EXE. If it was downloaded from the web or on a CD, either run the CTSF_xxxxxxx.EXE file or unpack the installation files to a suitable location and run Setup.EXE.

Starting

The software installer checks the version of the operating systems 'Windows Installer' functionality and may prompt for a re-boot. After restarting the computer, the installation continues automatically.

Very important!
If the computer already contains an installation of Close Talk Software Family with a version number less than 2.2.0.20 (start Close Talk Control and select 'Help'->'About' to verify version), DO NOT uninstall this version of Close Talk Software Family or all settings such as sound levels will be lost. Refer to application note 'Upgrading Close Talk Software Family' for more information.

If the installer prompts for an uninstall

If the system already contains an installation of version 2.2.0.20 or higher, the installer may prompt for an uninstall before continuing.

Click 'OK' to exit the installer and start 'Add/Remove program' in the Control Panel. If the program list only contains one entry of 'Close Talk Software Family', select it and start the uninstaller. Verify that the first prompt header reads 'Windows Installer' as shown in figure 2.1. If not, the installed version is probably older than 2.2.0.20. Click 'No' and continue with the instructions in the next paragraph. Otherwise, click 'Yes' and finish the uninstallation.

Restart the software installer.

If two 'Close Talk Software Family' entries exist in the 'Add/remove program' dialog, proceed as described in application note 'Upgrading Close Talk Software Family', uninstalling *both* entries in the Add/remove program list.

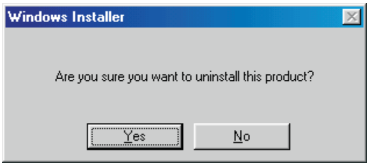

Figure 2.1 - 'Safe' uninstall

Installing

After starting the installation software, the picture in figure 2.2 is shown (figure may look different depending on installer version).

Click **Next** to continue.

Figure 2.2 - Install welcome

The EULA (End User License Agreement) is shown. Read the 'Terms and Conditions' and click the appropriate choice below.

Click **Next** to continue.

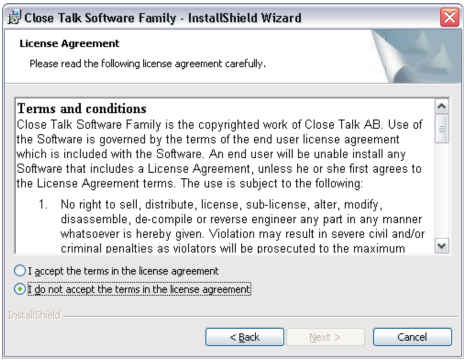

Figure 2.3 - Read the EULA

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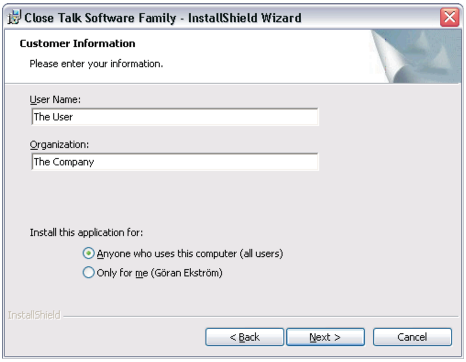

Figure 2.5 - Ready to start

Enter name and company (if applicable). On a multi-user operating system such as Windows 2000 and XP, select if the program should be installed for all users or for a specific user of the computer. Click **Next**.

Ready to install

Figure 2.4 - Ready to start

The installer now has all the information needed. Click **Install** to start the installation

Figure 2.6 - Installing

The installer will start to copy files and update the system.

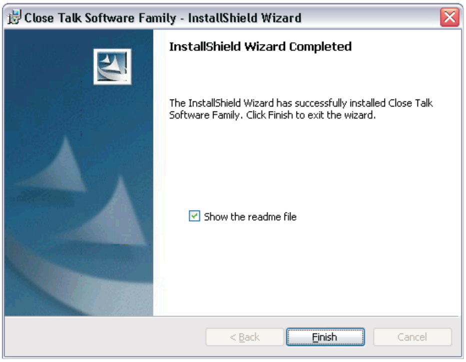

Figure 2.10 - Install done

When the installation is complete, click **Finish**. Close Talk Software Family is now installed on the computer. To start the programs, use the 'Start' menu.

Connecting the Central Unit

Before starting Close Talk Control, the Central Unit needs to be connected to the computer with a null-modem cable which should have been delivered with the system.

Choose serial port

Figure 2.7 -
25 pin serial port

Figure 2.8 -
9 pin serial port

Locate a free serial port on the computer. Serial ports come in two variants, with 25 pins, figure 2.7, and with 9 pins, figure 2.8.

The Windows operating system names serial ports as 'COMx' where 'x' is a number from 1-8. This name is used to tell Close Talk Control which serial port to use (see section "Configuration", page 13).

Connect the null-modem cable connector to the computer serial port. Connect the other end of the null-modem cable to the Central Unit serial port.

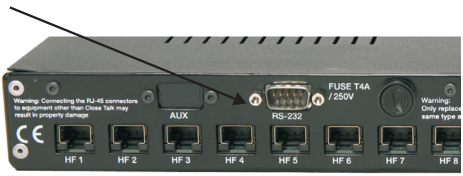

Figure 2.9 - Central Unit, 19" rear panel

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Section 3

Configuration

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The key to a working system

Understanding the configuration of Close Talk Control is necessary to make it work the desired way. The configuration is divided into five categories:

- **Conference**
  Settings for the conference capabilities such as list control, chairman methods, etc.
- **Voting**
  Settings for the voting capabilities such as voting method and time
- **Hardware**
  Settings for serial ports, power off conditions, etc.
- **Program**
  Settings for various program functionality such as report headers, software key, etc.
- **Security**
  Settings for program security

Starting Close Talk Control for the first time

When Close Talk Control is started it tries to establish contact with the Central Unit via the serial port. The default serial port is COM1 which may or may not be the right port.

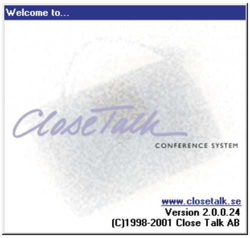

Figure 3.1 - Program start

During start, a splash screen is shown as in figure 3.1. If contact has been established with the Central Unit, the main program window will be shown (see “Working with Close Talk Control”, page 25) after a few seconds.

Figure 3.2 - No contact

No contact...

If the dialog in figure 3.2 is shown, Close Talk Control has not been able to establish contact with the Central Unit. Click **OK**. If the main program window is shown within a few seconds, this is an indication that the serial port is free to use but that no contact was made. Exit Close Talk Control and check that the Central Unit is turned on and that the null-modem cable is connected properly. If no problem can be found, try to connect the null-modem cable to another serial port on the computer. Start Close Talk Control again to see if the problem remains.

Invalid serial port...

If the dialog in figure 3.3 is shown it means that the selected serial port is already used by another software in Windows. Click `OK` and the ‘Settings’ dialog will be shown. Refer to page 21 for more information about selecting serial port.

Figure 3.3 - Can’t use serial port

The Settings dialog

Conference

Figure 3.4 shows the ‘Conference’ tab in the settings dialog.

Settings here control the conference system parts of Close Talk Control. See “Conference”, page 69, for more information.

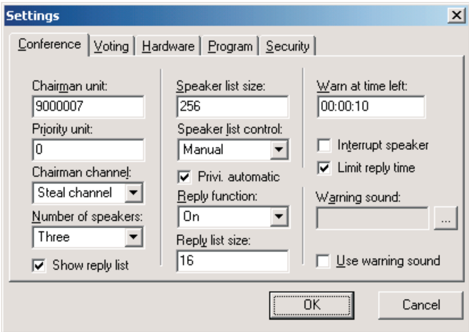

Figure 3.4 - Conference configuration

Chairman unit

The Delegate Unit for the chairman have special functionality (see “Conference”, page 69) and Close Talk Control needs to know which Delegate Unit that is the chairman unit. Turn the chairmans Delegate Unit upside-down and enter the unit serial number in the ‘Chairman unit’ field. If no chairman unit will be used, 0 should be entered.

Priority unit

Similar to the ‘Chairman unit’, a so called ‘Priority Unit’ can be used with special functionality (see “Conference”, page 69). Close Talk Control needs to know which Delegate Unit that is the priority unit, if any. Turn the priority unit upside-down and enter the unit serial number in the ‘Priority unit’ field. If no priority unit will be used, 0 should be entered.

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Chairman channel

Close Talk Conference System has three audio channels and the chairman can be guaranteed access to a channel. This guarantee is implemented using three methods:

- **Steal channel**
  If no audio channels are free for use, the chairman will steal the channel from the speaker that has spoken the longest time. The original speaker will have to re-enter the speaking list
- **Borrow channel**
  If no audio channels are free for use, the chairman will borrow the channel from the speaker that has spoken the longest time. The channel will be returned to the original speaker as soon as the chairman releases it
- **Own channel**
  The chairman has a private audio channel. This leaves a maximum of two audio channels for other speakers

Number of speakers

Close Talk Conference System has a maximum of three audio channels for simultaneous use. This setting can be used to control the number of available channels to either 'One', 'Two' or 'Three'.

Note:
If 'Chairman channel' is set to 'Own channel', settings 'Two' and 'Three' is only available, since channel 'One' is implied to be owned by the chairman.

Show reply list

If 'Reply function' is set to 'On', this check box selects whether to show the reply list or not in the 'Main Display' (see "Working with Close Talk Control", page 25).

Speaker list size

Selects how many delegates that can enter the speaker list at one time. The maximum speaker list size is 512.

Speaker list control

The speaker list can be controlled either automatically or manually. In 'Automatic' mode the speaker list is emptied on a first-in first-out basis. Chairman and Priority units bypass the list.

In 'Manual' mode it is up to the operator to manage the list (see "Conference", page 69, and the 'Privi. Automatic' setting).

Privi. automatic

If ‘Speaker list control’ is set to ‘Manual’, this check box selects whether privileged units (the ‘Chairman unit’ and ‘Priority unit’ settings) are handled automatically or not. If un-checked, it is up to the operator to give privileged units a channel.

Reply function

Turns the reply function ‘On’ or ‘Off’. The reply list is similar to the ordinary speaking list with these exceptions:

- The list is always in ‘Manual’ mode
- Privileged units are handled manually

Reply list size

Selects how many delegates that can enter the reply list at one time. The maximum reply list size is 64.

Warn at time left

Speaking and reply time can be limited for each delegate (see “Working with Close Talk Control”, page 25, and “Conference”, page 69). This settings specifies at how much time left a warning should be emitted (see the ‘Warning sound’, ‘Use warning sound’ and ‘Limit reply time’ settings). Enter in the ‘hH:mM:sS’ format, e.g. ‘0:0:20’ which translates to 0 hours, 0 minutes and 20 seconds.

Interrupt speaker

When a delegates speaking or reply time has run out, this check box selects whether his or her’s audio channel should be turned off automatically.

Note:
Close Talk Conference System only supports this function for speakers on regular Delegate Unit audio channels and *not* for platforms.

Limit reply time

Selects whether reply speakers should be time limited similar to regular speakers.

Warning sound

If the computer is equipped with a sound card, a sound can be played when the specified speaking time warning (see the ‘Warn at time left’ setting) is active. Click the ellipsis button to open a standard file selection dialog and choose the desired sound file. The sound file must be in the WAV-format.

Use warning sound

Selects if a warning sound should be played when the specified speaking time warning (see the ‘Warn at time left’ setting) is active. If the computer has a sound card, a valid sound file must be selected in the ‘Warning sound’ setting. If no sound card is available, a beep is played on the computer speaker.

Voting

Figure 3.7 shows the ‘Voting’ tab in the settings dialog.

Settings here control the voting system parts of Close Talk Control. See “Voting”, page 81, for more information.

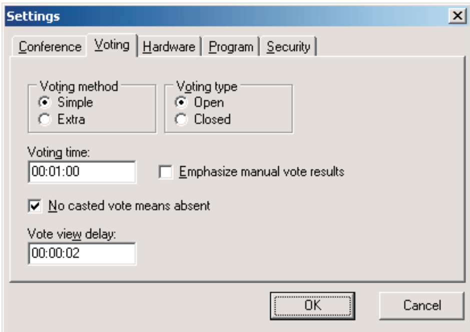

Figure 3.7 - Voting configuration

Voting method

Selects the vote result entry method on the Delegate Unit. The Delegate Unit has three LED’s to indicate a vote result, red for No, yellow for Abstain and green for ‘Yes’.

‘Simple’ method:
At the start of a voting session (see “Voting”, page 81, for more information), all three LED’s blink as figure 3.5 shows. By pressing the left Delegate Unit button, the desired vote result can be selected directly. Each LED is selected in a round-robin style by pressing the left button repeatedly and will stay flashing.

Figure 3.5 - No, Abstain and Yes-LED’s are blinking

Figure 3.6 - Toggle result selection with left button

Figure 3.8 - A yes-vote has been selected

'Extra' method:
At the start of a voting session (see "Voting", page 81, for more information), all three LED's blink as figure 3.5 shows. By pressing the left Delegate Unit button, each LED is selected in a round-robin style and will stay flashing. Acknowledge the vote result by pressing the right button once. The LED will go to a steady glow. To re-select the vote result, simply press the left button again.

Voting type

Selects the default vote type, 'Open' where individual vote results are reported and 'Closed' where they are hidden. This setting can also be controlled from the voting controller dialog described in section "Voting", page 81.

Voting time

Specifies the default maximum time for a vote session. Enter in the 'hH:mM:sS' format, e.g. '0:2:30' which translates to 0 hours, 2 minutes and 30 seconds. This setting can also be controlled from the voting controller dialog described in section "Voting", page 81.

Note:
A vote session can be canceled or stopped at any time, see "Voting", page 81, for more information.

No casted vote means absent

Affects vote result report generation. Specifies whether delegates marked as present that does not vote (no vote result selected) should be counted as 'Did not vote' or as 'Absent'.

Voting view delay

Sets the delay time in seconds before switching vote result views (see figure 6.2 on page 84). During voting, the view selection in 'View' is used in the Main Display and after a successful final read, the Main Display switches to the selection in 'View after'. This parameter specifies the delay for switching to the 'View after' selection.

Emphasize manual vote results

If a problem occurs when reading vote result's from a Delegate Unit, the vote result for the problem unit can be entered manually. By checking this setting, manually entered results shown on the main display and in reports will be printed ALL CAPS.

Hardware

Figure 3.9 shows the 'Hardware' tab in the settings dialog.

Settings here control communication and other hardware related settings.

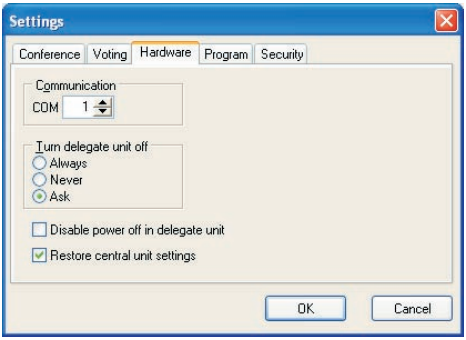

Figure 3.9 - Hardware configuration

Communication

Selects which serial port Close Talk Control should use to communicate with the Central Unit. Valid choices are 'COM1-8'.

Turn delegate unit off

Specifies if and how the Delegate Unit's should be turned off when Close Talk Control is closed where:

- **Always**
  The units are always turned off by Close Talk Control
- **Never**
  The units are never turned off by Close Talk Control
- **Ask**
  Close Talk Control asks if the units should be turned off

Disable power off in delegate unit

If checked, the power-off function in the Delegate Unit right key is turned off as long as Close Talk Control is running.

Note:
The delegate units will not power off automatically as long as Close Talk Control is running unless the battery level goes low.

Restore central unit settings

The Central Unit has its own setting storage which is overridden by Close Talk Control. Check this setting to restore the original Central Unit settings when Close Talk Control is closed.

Program

Figure 3.10 shows the 'Program' tab in the settings dialog.

Settings here control general program functionality such as report headers.

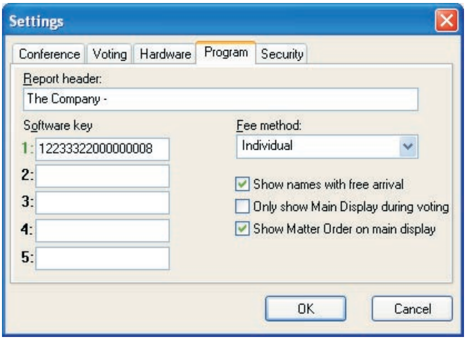

Figure 3.10 - Program configuration

Report header

Enter a text that should appear in the headers of reports.

Software key

Close Talk Control is protected by a 17 digit software key connected to the serial number on the Central Unit. Without this key Close Talk Control will operate in demo mode with limited conference and voting capabilities. The key should have been supplied by the local dealer. Up to five keys can be entered.

Note:
Store this key in a safe place! A new install of Close Talk Control requires this key. Software updates of an existing installation does not require the key.

Fee method

Selects method for calculating fee's for delegates with more than one period of attendance where:

- **Individual**
  Each time period is treated as a separate fee
- **Concatenated**
  The time of all periods is summed and the fee is based on the total time

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Show names with free arrival

If checked, the name of each delegate is shown on the 'Main Display' during roll call type "Free arrival" (page 34). Unchecking this setting will increase roll call speed.

Only show Main Display during voting

If checked, the 'Main Display' is only shown during voting, i.e. the speaker list's cannot be shown.

Show Matter Order on Main Display

By checking this setting, the Matter Order from the Agenda will be shown together with the matter on the Main Display.

Security

Figure 3.11 shows the 'Security' tab in the settings dialog.

Settings here control program security.

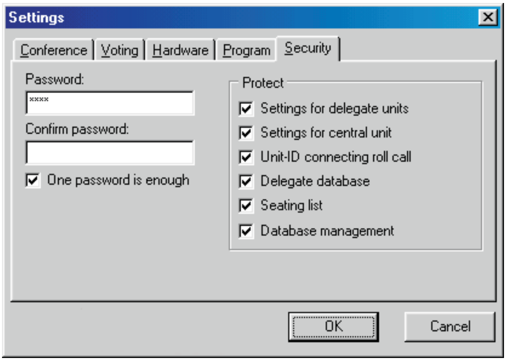

Figure 3.11 - Security configuration

Password

If the Close Talk Control functionality is protected by a password, the password is shown hidden. If not, this field is empty.

To enable password protection or change password:
Enter a password in the 'Password' field. Enter the same password again in the 'Confirm password' field for confirmation. Click **OK**. Close Talk Control is now password protected.

To disable password protection:
Simply clear the 'Password' field. Leave the 'Confirm password' field blank. Click **OK**. Close Talk Control is now without password protection.

Confirm password

See the 'Password' setting description.

One password is enough

If this setting is checked, Close Talk Control will only prompt for a password once as long as Close Talk Control is running.

Note:
If this setting is checked, once a valid password has been entered, Close Talk Control will remain un-protected until restarted.

Protect

Selects which parts of Close Talk Control that should be protected. The 'Settings' dialog is always protected if password protection is enabled.

The various parts that can be protected are:

- **Settings for delegate units**
  Delegate Unit settings such as speaker and headphone levels
- **Settings for central unit**
  Central Unit settings such as system sound levels
- **Unit-ID connecting roll call**
  A Unit-ID connecting roll call is usually only done at system installation
- **Delegate database**
  The delegate database contains information about conference attendees
- **Seating list**
  The seating list is where attendees for a conference is registered and managed
- **Database management**
  Database management is used to create and delete databases

All these parts are described in detail in section "Working with Close Talk Control", page 25.

Section 4

Working with Close Talk Control

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Program overview

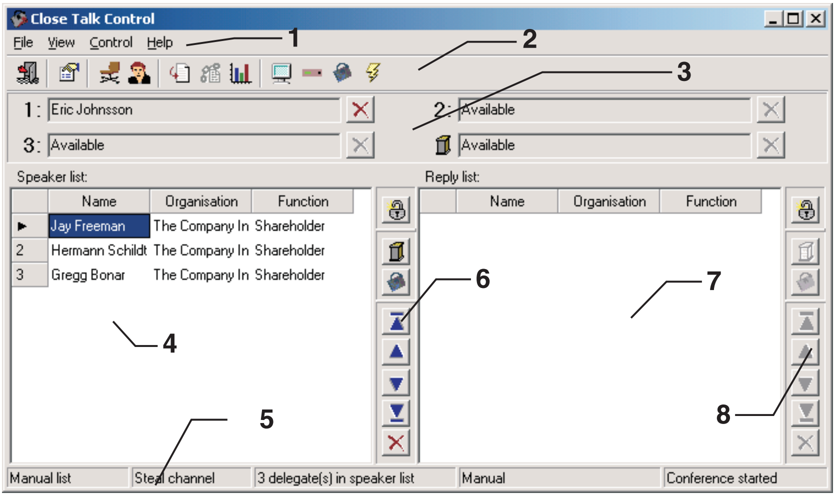

Figure 4.1 - The main program window

Figure 4.1 shows the Close Talk Control main program window. The components are:

- 1
  The main menu. Provides access to the main functions in Close Talk Control
- 2
  The toolbar. The most important functions in Close Talk Control can be reached directly using the toolbar
- 3
  The audio channel status area. Close Talk Control has three built-in audio channels, numbered 1-3, and supports the use of a platform, the platform icon. The adjacent fields shows current speaker for that channel or that the channel is free for use
- 4
  The speaker list area. This area shows the current speaker list contents. See section "Conference", page 69, for more information
- 5
  The program status bar. Contains five fields that show, from left to right, the speaker list handling mode, the chairman audio channel mode, the number of entries in the speaker list, the database name and the conference mode.

- **6**
  The speaker list toolbar. Used to control the speaker list. See section "Conference", page 69, for more information
- **7**
  The reply list area. This area shows the current reply list contents and is only shown if the reply function is enabled. See Configuration, page 13, and section "Conference", page 69, for more information.
- **8**
  The reply list toolbar. Used to control the reply list and is only shown if the reply function is enabled. See Configuration, page 13, and section "Conference", page 69, for more information

Most Close Talk Control windows will retain their old position and size when the program is re-started. This makes it possible to arrange the different windows on the desktop after taste and to maximize the use of the desktop.

The toolbar

The toolbar provides quick access to some of the functions on the main menu. Main menu functions with a toolbar direct access will have it's corresponding toolbar icon included in the following description of the main menu.

'File' menu

Settings

Opens the configuration dialog described in section "Configuration", page 13.

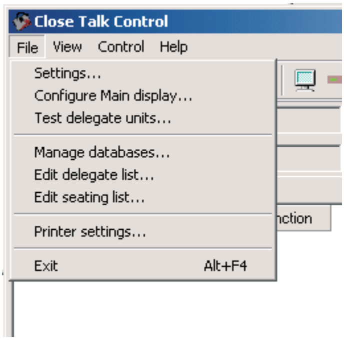

Figure 4.2 - The File menu

Configure Main Display...

Used to configure the Main Display appearance such as fonts, colors and vote result seating views. See page 52.

Test delegate units...

Tools for making connectivity and endurance test's for Delegate Unit's. Should normally only be used by support personnel. See page 64 for more information.

Manage databases...

The database manager is used to create, delete, copy, rename and backup databases and is described in detail on page 36.

Edit delegate list...

The delegate list editor is used to manage personal information about conference attendees and is described in detail on page 38.

Edit seating list...

The seating list is where most job is done during an active meeting. It connects actual delegates to a seat number which in turn is connected to a specific Delegate Unit ID. It is described in detail on page 47.

Printer settings...

Opens a standard printer settings dialog as shown in figure 4.4. These printer settings are used for all print functions in Close Talk Control.

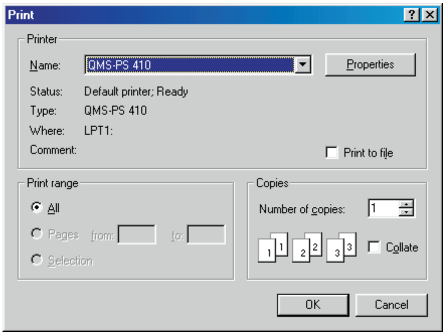

Figure 4.4 - Printer settings

Exit

Closes Close Talk Control. An active conference must be stopped before closing the program or the dialog in figure 4.3 will be shown.

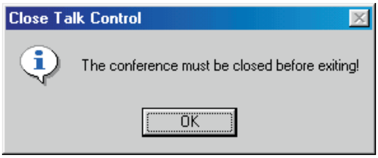

Figure 4.3 - Stop conference before closing

A confirmation prompt is shown to prevent closing accidentally as in figure 4.5.

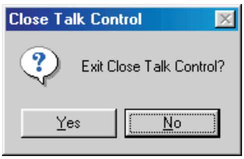

Figure 4.5 - Close confirmation prompt

If configured to do so (see “Configuration”, page 13) , a question about turning the Delegate Unit power off is shown.

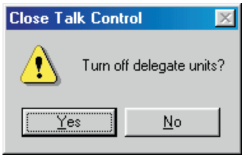

Figure 4.8 - Power off prompt

‘View’ menu

Main display

Figure 4.6 - The View menu

The ‘Main Display’ is a window intended for use on a separate display, for projection, taping or broadcasting on an organizations internal TV network.

Although the main display can be shown on the main Window’s desktop (primary display), it’s best use is with a second display output. Dual graphic adapter/output is supported by Windows 98, Windows 98SE, Windows 98ME, Windows 2000 and Windows XP. At this manuals writing, Close Talk Control with Windows 2000/XP more or less requires two physical graphic adapters since the Windows 2000/XP support of dual-output adapter technology such as the Matrox™ Dual-Head technology has serious limitations.

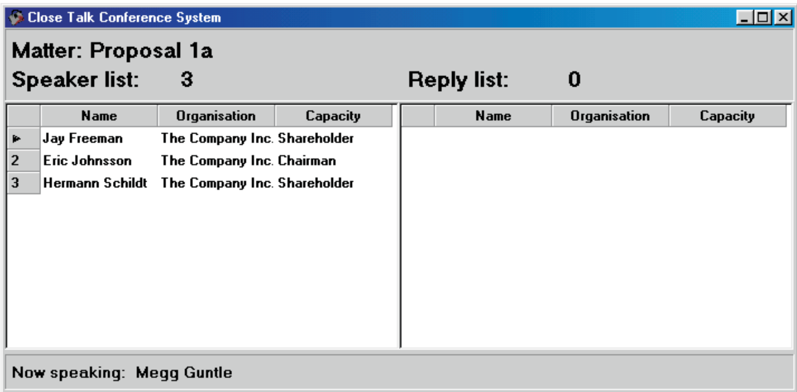

Figure 4.7 - The Main Display

Figure 4.7 shows an example of the Main Display with a status field on top, the speaker and reply list in the middle and the current speaker(s) in the bottom.

The Main Display is used extensively by the Conference and Voting system. See "Main Display configuration", page 52, "Conference", page 69, and "Voting", page 81, for more information.

System status

The system status window shows various system information and is normally used for problem solving and installation support.

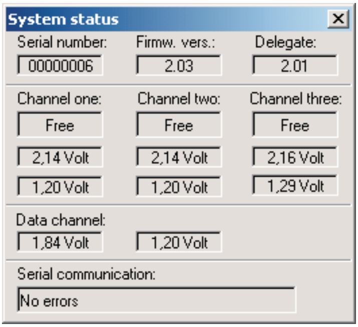

Figure 4.9 - System status

Serial number
The serial number of the Central Unit.

Firmw. vers.
The firmware version in the Central Unit.

Delegate
The version of the Delegate Unit firmware stored in the Central Unit. This firmware is sent on the infra-red data link to update the Delegate Units. See the Close Talk Conference System manual for more information.

Channel 1, 2 and 3
Shows the status for the three audio channel receivers in the Central Unit. The top field shows usage, the middle field shows signal level in volts and the bottom field shows mute threshold level.

Data channel
Shows the status for data channel receiver in the Central Unit. The left field shows signal level in volts and the right field shows mute threshold level.

Serial communication
Shows the most recent error on the serial communication link with the Central Unit. Should normally read 'No errors'. If anything else is shown, check null-modem cable connections, power supplies, computer performance, etc.

Central unit

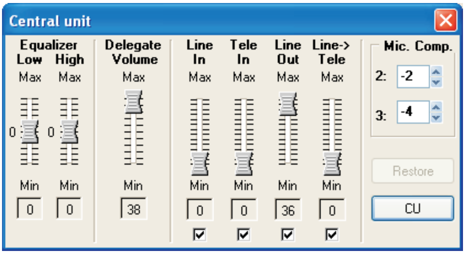

Figure 4.10 - Central Unit control

Figure 4.10 shows the Central Unit control panel. This panel is used to control system audio levels. See the Close Talk Conference System manual for a description of the audio system.

Drag the sliders using the mouse or highlight a slider and use the arrow keys to change settings.

The '**Line In**', '**Tele In**', '**Line->Line**' and '**Line->Tele**' inputs can be muted without changing the pre-set levels by un-checking the check box above the slider.

The '**Restore**' button can be used to abandon all changes done as long as the panel remained open. Once the panel is closed all settings are stored permanently.

The '**CU**' button reads the panel settings from the Central Unit. This makes it possible to make an installation and tune the audio levels without using Close Talk Control. The levels are all stored in the Central Unit and can later be read by Close Talk Control using this button.

Delegate unit

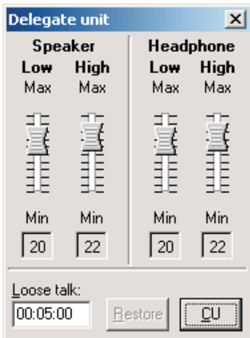

Figure 4.11 - Delegate Unit control

Figure 4.11 shows the Delegate Unit control panel. This panel is used to control the Delegate Unit. See the Close Talk Conference System manual for a description of the audio system.

Drag the sliders using the mouse or highlight a slider and use the arrow keys to change settings.

The '**Restore**' button can be used to abandon all changes done as long as the panel remained open. Once the panel is closed all settings are stored permanently.

The '**CU**' button reads the panel settings from the Central Unit. This makes it possible to make an installation and tune the audio levels without Close Talk Control. The levels are all stored in the Central Unit and can later be read by Close Talk Control using this button.

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Battery level

Figure 4.12 shows the Delegate Unit battery level window. Every time a Delegate Unit request to speak, it's battery level is sent with the request and is checked and displayed in this window.

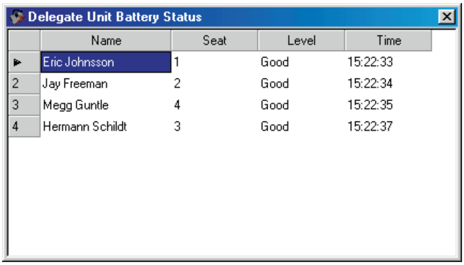

Figure 4.12 - Delegate Unit battery levels

The name, if available otherwise the serial number, is shown together with seat number, level status and time of report. Battery voltage levels are not an exact way to determine expected remaining operating time because of several different factors such as age of battery, temperature, usage intensity, etc. If 'Level' is reported as 'Bad', less than an hour of operating time can be expected, possibly as listen-only. This situation should be avoided so always keep the Delegate Unit batteries fully charged before each conference start.

Note:
Close Talk Control does not actively ask Delegate Unit's about their battery levels. The 'Time' indicator in the window was the last time of report.

'Control' menu

Figure 4.13 - The Control menu

Conference

Conference start and stop is controlled using the Conference Controller panel. This panel also includes creating and using agendas. See section "Conference", page 69, for more information.

Roll call

Several types of roll calls can be performed using the Roll Call panel which is only available before a conference is started. See Roll call on page 34 for more information.

Voting

The Close Talk Control voting function is only available when a conference is started. See section “Voting”, page 81, for a detailed description.

‘Help’ menu

The help menu shows various program information such as software version number.

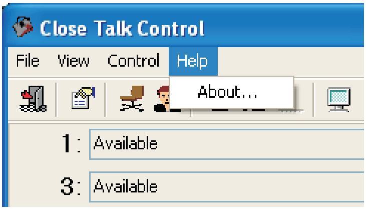

Figure 4.15 - The Help menu

Roll call

Close Talk Control has three methods to make roll calls. They are ‘Connect unit ID’, ‘Traditional’ and ‘Free arrival’. The roll call function interacts directly with the ‘Seating list’, page 47, so an understanding of the seating list functionality is helpful.

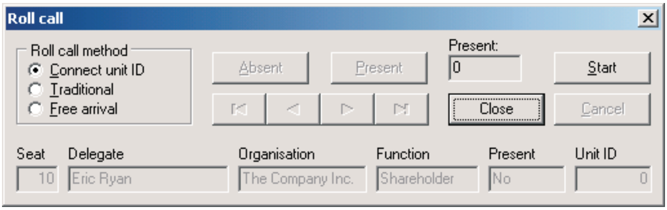

Figure 4.16 - The Roll call panel

After selecting the ‘Roll call’ function, the panel in figure 4.16 is shown. ‘Roll call method’ selects the desired function.

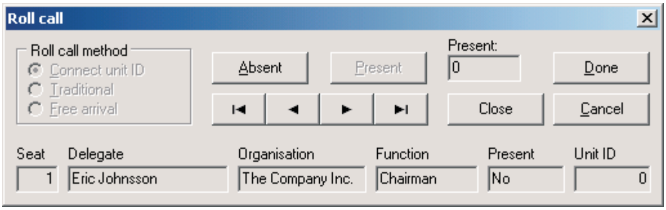

Figure 4.14 - A roll call is started

‘Start’/’Done’ starts and stops a roll call. The roll call function starts with the first seat number in the seating list which is shown in the seat information row at the bottom. ‘Done’ finishes the roll call. It does not check whether all seats have been called for. After ‘Done’ is clicked, the changes to the seating list are made permanent.

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After starting a roll call, seats in the list can be selected at will using the database navigation buttons, 'First', 'Previous', 'Next' and 'Last'.

The 'Absent' and 'Present' buttons can be used to override or replace a delegates response.

'Close' will close the roll call panel. If a roll call is active, the 'Done' button will be clicked automatically before closing.

'Cancel' can be used to abandon a started roll call. No changes to the seating list are made.

'Present' shows the current number of present delegates.

Figure 4.17 - The Main Display during a roll call

The Main Display will show the name of the person currently being called for.

Connect unit ID

A 'Connect unit ID' roll call is usually used during a system installation or with mobile conference system installations. Its main function is to establish the 'seat number-delegate unit ID' connection. It should be used with caution since a carefully updated seating lists unit-ID's may be ruined with a few mouse clicks.

When being called for, delegates respond by pressing the left button once on their units. The yellow LED will blink for a short while and then be turned off. The roll call function updates the panel with the unit ID and the seat will be marked as present. The operator then uses the navigation buttons to select next seat and the next delegate responds a.s.o. After all seats have been called for the navigation right arrow buttons will be greyed. The roll call is done.

Traditional

'Traditional' does a standard roll call.

When being called for, delegates respond by pressing the left button once on their units. The yellow LED will blink for a short while and then be turned off. The response is checked to see that the correct Delegate Unit responded and that the unit has not responded before. If no errors where encountered, the roll call function will update the panel and the seat will be marked as 'Present'. The operator then uses the navigation buttons to select next seat and the next delegate responds a.s.o. After all seats have been called for the navigation right arrow buttons will be greyed. The roll call is done.

Free arrival

'Free arrival' more or less takes care of itself. As delegates arrive at their seats, they press the left Delegate Unit button once. The seating list is checked for that unit ID and if in list, it is marked as 'Present' and the Main Display will show a message, acknowledging them as present automatically for a few seconds. Multiple arrivals will be queued and handled on a first-in first-out basis. The operator can at any time check and update the attendance in the seating table using the navigator, 'Absent' and 'Present' buttons.

Database management

Database management is used to create, copy, delete, rename and backup the Close Talk Control databases.

In a multiuser environment (Windows NT 4, Windows 2000, Windows XP and Windows 9x with multiuser option installed), databases are private, i.e. different users will not have access to each others databases. All other installations use global database management.

An unlimited (limited by hard disk space only) number of databases can be created.

Figure 4.18 shows the database manager window. The currently selected database has it's name followed by (*).

The selected (highlighted) database when 'Close' is clicked will be used by Close Talk Control.

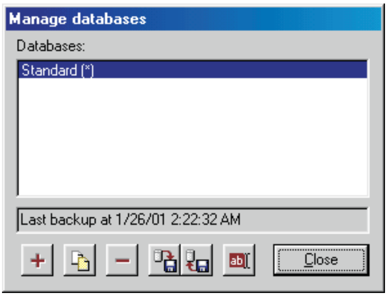


Figure 4.18 - The database manager

The field under the database list shows if, and if so, when a backup was last made.

Create new

'Create new' creates a new, empty database. Enter a descriptive name for the new database and click 'OK'. After a short while the new database will be shown in the database list.

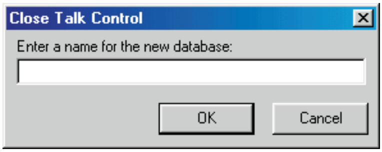


Figure 4.19 - Database name prompt

Copy

'Copy' creates a new database based on an existing one. Select the database to copy in the list and click 'Copy'. Enter a descriptive name for the new database and click 'OK'. After a short while the new database will be shown in the database list.

Delete

'Delete' deletes a database. Select the database to delete in the list and click 'Delete'. A warning prompt is shown. Clicking 'Yes' will delete the database permanently from the hard drive and cannot be undone.

Figure 4.20 - Delete warning

Backup

'Backup' makes a safety copy of the selected database. A safety copy does not show up in the database list and can only be retrieved using the 'Restore' command. The time and date of the last backup is shown below the database list. Only one backup per database can exist so an old, if any, backup will be overwritten by the new.

Note:
This function is not intended to replace any system backups. It is supposed to be used as a normal work safety backup, similar to the 'undo' function in many Window's software's. Use a professional backup solution to protect the complete Window's system.

Restore

‘Restore’ restores a database from the safety copy. Select the database to be restored and click ‘Restore’. A dialog is shown, warning that the original database will be overwritten. Clicking ‘Yes’ will start the restore process.

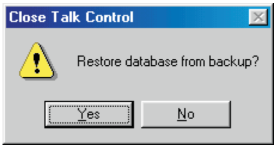


Figure 4.21 - Restore warning

Rename

‘Rename’ changes the name of an existing database. Select the database to be renamed, click ‘Rename’ and enter the new name in the dialog. Click ‘OK’.

Delegate list

Introduction

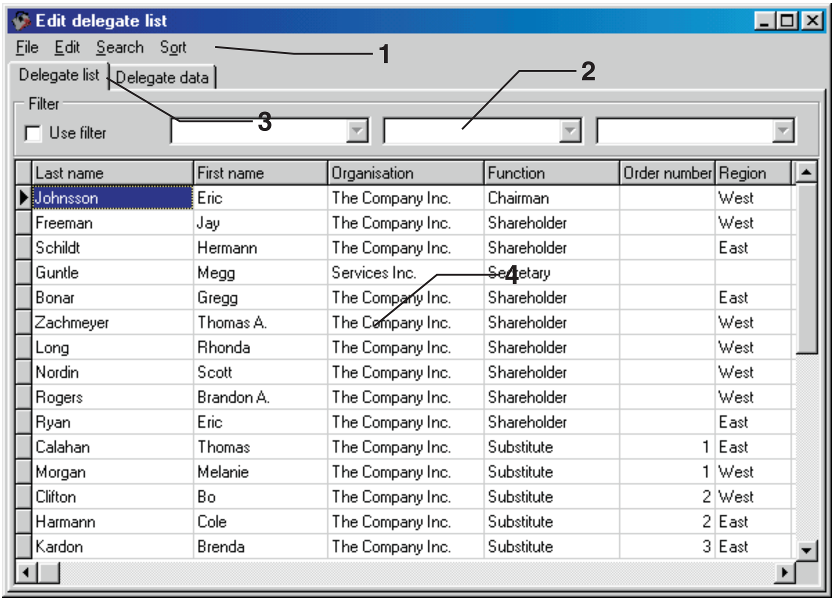
The delegate list holds personal information about conference attendees. This information is used in speaker lists, status fields, reports, etc. It includes powerful edit, search, sort and filter functions for easy maintenance. Many data types can be pre-defined for easy selection and for maintaining organization policies.

The seating list (see page 47) derives much of its information from the delegate list.

Overview

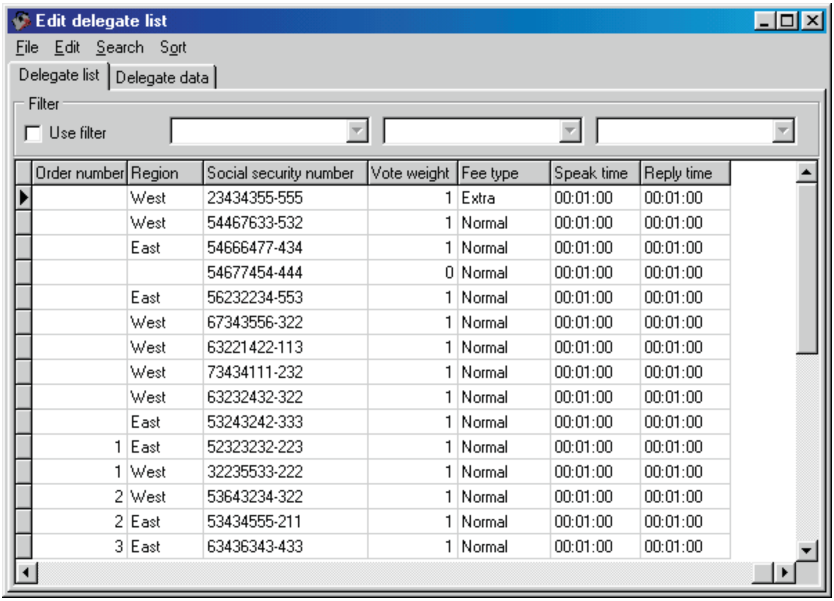
Figure 4.22 shows the main delegate list window. The components are:

- **1**
  The main menu. All delegate list commands are reached from the main menu. In the delegate list, several commands can also be reached by right-clicking
- **2**
  The filter bar. Used to filter the delegate list
- **3**
  The tab selector. Used to switch between the delegate list view and the data pre-defines view
- **4**
  The delegate list table. Figure 4.22 shows the first half and figure 4.23 shows the second half



Last name	First name	Organisation	Function	Order number	Region
Johnsson	Eric	The Company Inc.	Chairman		West
Freeman	Jay	The Company Inc.	Shareholder		West
Schildt	Hermann	The Company Inc.	Shareholder		East
Guntle	Megg	Services Inc.	Secretary		
Bonar	Gregg	The Company Inc.	Shareholder		East
Zachmeyer	Thomas A.	The Company Inc.	Shareholder		West
Long	Rhonda	The Company Inc.	Shareholder		West
Nordin	Scott	The Company Inc.	Shareholder		West
Rogers	Brandon A.	The Company Inc.	Shareholder		West
Ryan	Eric	The Company Inc.	Shareholder		East
Calahan	Thomas	The Company Inc.	Substitute	1	East
Morgan	Melanie	The Company Inc.	Substitute	1	West
Clifton	Bo	The Company Inc.	Substitute	2	West
Harmann	Cole	The Company Inc.	Substitute	2	East
Kardon	Brenda	The Company Inc.	Substitute	3	East

Figure 4.22 - The main delegate list window



Order number	Region	Social security number	Vote weight	Fee type	Speak time	Reply time
	West	23434355-555	1	Extra	00:01:00	00:01:00
	West	54467633-532	1	Normal	00:01:00	00:01:00
	East	54666477-434	1	Normal	00:01:00	00:01:00
		54677454-444	0	Normal	00:01:00	00:01:00
	East	56232234-553	1	Normal	00:01:00	00:01:00
	West	67343556-322	1	Normal	00:01:00	00:01:00
	West	63221422-113	1	Normal	00:01:00	00:01:00
	West	73434111-232	1	Normal	00:01:00	00:01:00
	West	63232432-322	1	Normal	00:01:00	00:01:00
	East	53243242-333	1	Normal	00:01:00	00:01:00
1	East	52323232-223	1	Normal	00:01:00	00:01:00
1	West	32235533-222	1	Normal	00:01:00	00:01:00
2	West	53643234-322	1	Normal	00:01:00	00:01:00
2	East	53434555-211	1	Normal	00:01:00	00:01:00
3	East	63436343-433	1	Normal	00:01:00	00:01:00

Figure 4.23 - The delegate list, second half

Delegate list fields

The delegate list consist of 11 fields. The following list is a description of each field with its corresponding edit methods.

Some fields are required (cannot be left empty). These fields are marked 'Required'.

Most fields are directly editable, i.e. just select the field and start typing. These fields are marked 'Editable'.

Many fields have predefines that can be selected on a drop-down list. These fields are marked 'Pre-defines'.

A few fields can only be used with pre-defines. These fields are marked 'Only pre-defines'.

The delegate list fields are:

- **Last name**, Required, Editable
  The delegates last name
- **First name**, Required, Editable
  The delegates first name
- **Organisation name**, Editable, Pre-defines
  The name of the delegates organization. Can be company names, political parties, etc.
- **Function name**, Editable, Pre-defines
  The delegates function, e.g. 'Chairman', 'Shareholder', etc.
- **Order number**, Editable
  Mainly used for delegate list sorting purposes, e.g. to create a sorting order for delegate substitutes. See the description of the 'Sort' menu on page 44
- **Region**, Editable, Pre-defines
  For grouping delegates by a geographical definition. Used with filtering and sorting functions in the delegate list
- **Social security number**, Editable
  The delegates social security number
- **Vote weight**, Editable
  The delegates vote weight, i.e. how many votes a person has. The vote weight can contain fractions, e.g. 1,34 votes. In parliamentary elections, a citizen has vote weight 1 while a shareholder may have any vote weight. A vote weight of 0 means that the delegate does not participate in voting
- **Fee type**, Only pre-defines
  The data pre-defines tab contains a 'Fee type' section where fee categories are created (see description on page 46). A fee category contains a list of fee time periods

- **Speak time**, Editable, Pre-defines
  A delegates speaking time can be limited by specifying a duration in this field. Select a pre-defined duration or enter a duration as ‘hh:mm:ss’
- **Reply time**, Editable, Pre-defines
  A delegates reply time can be limited by specifying a duration in this field. Select a pre-defined duration or enter a duration as ‘hh:mm:ss’

Regardless of the field types, all fields can use the basic edit commands described in ‘Edit menu’, page 43.

Database editing

Tables

A database consists of several *tables*, each consisting of *records* (lines) which contains *fields* (columns). A table is displayed as a grid as the delegate list example shows in figure 4.22.

Table modes

A table can have different *modes*. The main modes are *browse* and *edit*. Figure 4.22 shows a table in browse mode, indicated by the small solid arrow shown in the leftmost column next to the highlighted field ‘Johnsson’.

Changing a field

To change a fields contents, the table must enter edit mode. There are two ways to enter edit mode

- Highlight a field and start typing (all ‘Editable’ fields)
- Highlight a field and select an item from the drop-down list (some ‘Editable’ and all ‘Pre-defines’ fields)

The solid arrow in the leftmost column changes to a caret to indicate edit mode.

Undo changes

To undo changes in a field, press the ‘Esc’ key once. The original contents is returned *but* the table is still in edit mode.

To exit edit mode, press the ‘Esc’ key until the leftmost column indicator changes back to a solid arrow.

Save changes

As long as the table is in edit mode, nothing has been changed in the actual database. The easiest way to save changes is simply to move with the arrow keys to an adjacent record. The mode indicator changes to a solid arrow.

The tables on the data pre-defines tab can also save changes by pressing enter.

Erase record

A record can be erased by selecting any field in the record and then pressing 'Ctrl-Del'. A confirmation dialog appears to prevent accidental erasing.

Right-clicking any field in a table and selecting 'Erase delegate' can also be used.

Insert record

By pressing the 'Insert' key, a new record can be created. A new record is indicated with an asterix in the leftmost column and is automatically in edit mode. Edit and save the new record as previously described.

A new record can also be created by moving below the last record in the table with the down-arrow key.

A third way is to right-click any field in a table and select 'New delegate'.

Appearance

The column widths can be changed by placing the mouse cursor over a field boundary in the header row and dragging the boundary to a new position.

'File' menu

The file menu is used for printing and exporting the delegate list and for closing the 'Edit delegate list' window.

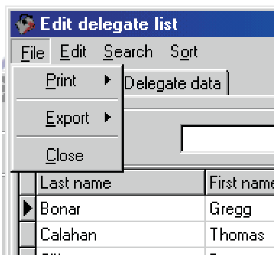


Figure 4.24 - Edit delegate list File menu

Print

Select 'Print->Delegate list' to print the current delegate list. The list is printed with the selected sorting order and filter. If a filter is active, a warning prompt is displayed.

Export

Close Talk Control Can export delegate lists in the RTF (Rich Text Format, a platform independent document format) and as Microsoft Excel.

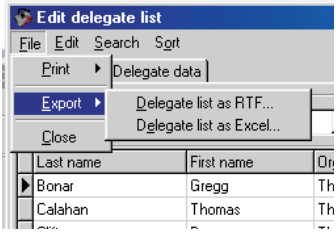


Figure 4.25 - Edit delegate list Export menu

Select 'Export->Delegate list as RTF...' to export to RTF. A file selection dialog is shown. Enter a name for the file and click 'Save'. The RTF file is created.

The export to Excel procedure is the same as for RTF.

Close

Select 'Close' or click the Close Talk Control toolbar button to hide the 'Edit delegate list' window.

'Edit' menu

Figure 4.26 shows the 'Edit' menu. The edit menu is used for editing in tables.

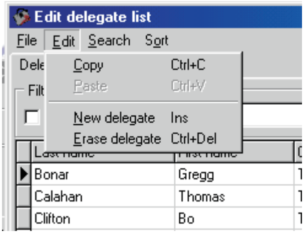


Figure 4.26 - Edit delegate list Edit menu

Copy

The 'Copy' function is used to copy data in table fields. The copy-paste operation is context sensitive, i.e. the contents copied from, for example, the 'Last name' field can only be pasted into a 'Last name' field.

Paste

The 'Paste' function pastes the contents copied with the 'Copy' function into the selected field. The copy-paste operation is context sensitive, i.e. the contents copied from, for example, the 'Last name' field can only be pasted into a 'Last name' field.

New delegate

This function is described under 'Insert record', page 42.

Erase delegate

This function is described under 'Erase record', page 42.

'Search' menu

The 'Search->In column' is a free-text search function.

Select a column (field type) to search in and select 'Search->In column'. A standard search dialog as in figure 4.28 is shown.

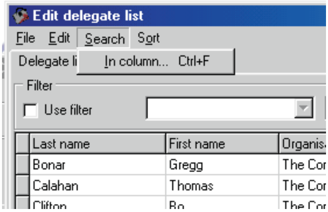


Figure 4.27 - Edit delegate list
Search menu

Enter a text to search for, the search direction and click 'Find next'.

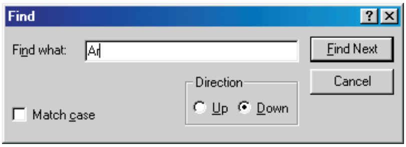


Figure 4.28 - Edit delegate list
Search prompt

If the text is found, it is highlighted in the table. The search dialog can remain open while editing the table and is then ready to search again.

If the specified text cannot be found, a 'Search done' prompt is shown.

'Sort' menu

The 'Sort' menu is used to sort the contents of the delegate list.

Sort list

Turns sorting on or off. A check mark indicates that the list is sorted.

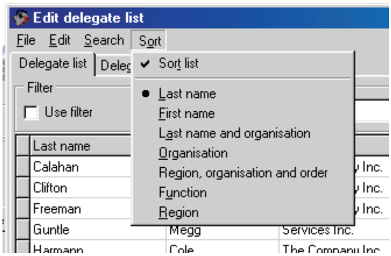


Figure 4.29 - Edit delegate list
Sort menu

Sorting alternatives

Seven different sorting alternatives are available as figure 4.29 shows.

Table filtering

Figure 4.30 shows a filtered delegate list.

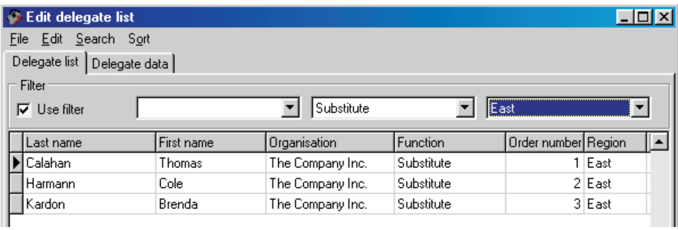


Figure 4.30 - A filtered delegate list

The filter function is used to show records of a particular interest. Using filtering together with sorting makes it very easy to find delegates in the list.

The filter works on three field types, 'Organisation', 'Function' and 'Region'.

To use the filter, turn it on by checking the 'Use filter' check box. Select the filtering criteria with the three drop-down lists. These drop-down lists contains the data from the 'Organisation', 'Function' and 'Region' tables, on the 'Data pre-defines' tab.

To disable the filtering for a particular field type, select the blank line in the drop-down list.

Data pre-defines

Figure 4.31 shows the delegate data pre-defines tab.

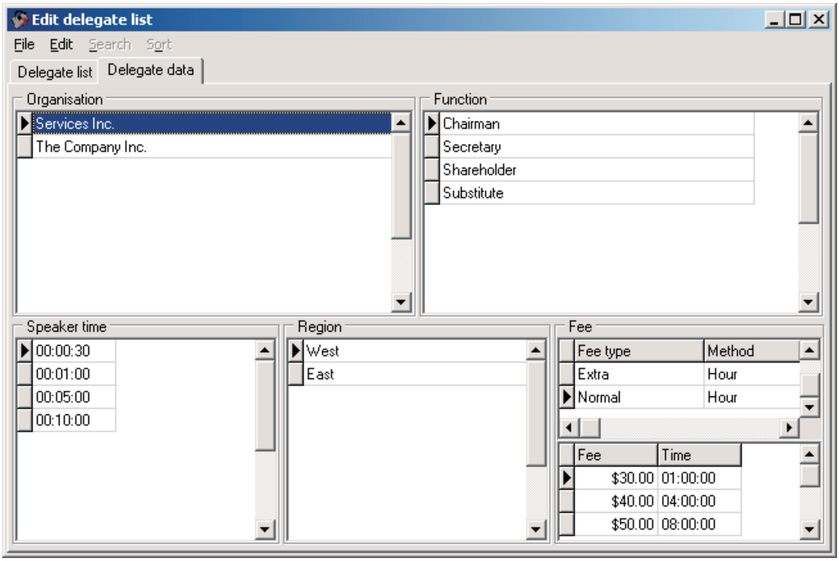


Figure 4.31 - The delegate data pre-defines tab

These tables are used to create pre-defined entries for the delegate list to maintain a consistent appearance and to create filtering criteria. The description of database editing on page 41 applies to these tables as well.

Organisation

Holds organization names.

Function

Holds an organizations function titles or the 'roles' of delegates.

Speaker time

Holds speaking time categories used by the 'Speak time' and 'Reply time' fields in the delegate list. Enter as 'hh:mm:ss'.

Region

Holds an organizations delegate regions.

Fee

The fee database consists of two tables, the 'Fee type' table and the 'Fee' table. The 'Fee type' table holds fee categories. Each fee category has one or more entries in the 'Fee' table.

Create a new fee category by inserting a new record in the 'Fee type' table and entering the category name and specifying the 'Method', 'Hour' or 'Period'. Save the new category by pressing enter. A new 'Fee' table is created.

The 'Fee' table holds fees for one or more time periods. The 'Fee' field holds the fee amount in local currency and the 'Time' field holds the time periods equal-to-or-greater-than duration.

Using the data in figure 4.31 as an example, the 'Normal' fee category contains three time periods, 1 hour, 4 hours and 8 hours.

With 'Fee Method' set to 'Hour', the example reads:

- A delegate present shorter than 1 hour will not receive any fee
- A delegate present more than 1 hour but less than 4 hours will receive a \$30/hour fee
- A delegate present more than 4 hours but less than 8 hours will receive a \$40/hour fee
- A delegate present more than 8 hours will receive a \$50/hour fee

The 'Hour' fee method is calculated on minute basis, e.g. a fee of \$240 per hour is recalculated to \$4 per minute and is then multiplied with the attendance time

Had 'Method' been set to 'Period', the fee would have been the single fixed fee amount, *not* the per-hour fee.

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The maximum normal time period that can be used in the ‘Fee’ table is ‘23:59:58’. The ‘23:59:59’ time period has special meaning. It means ‘the whole meeting’, i.e. delegates present the whole meeting (from conference start to stop, see section Conference, page 69) will receive the fee associated with the ‘23:59:59’ time period, regardless of the actual conference duration.

Seating list

The seating list is a database describing the actual conference system setup in a room. It is based on a list of numbered seats and links each seat to its respective Delegate Unit ID through the ‘Unit-ID’ field. It also describes the ordinary seat holder, the seats current occupant, attendance status and voting participation. It is in this list that delegates arrivals, departures and replacements are updated. The accuracy of this updating directly affects the attendance time and fee reports.

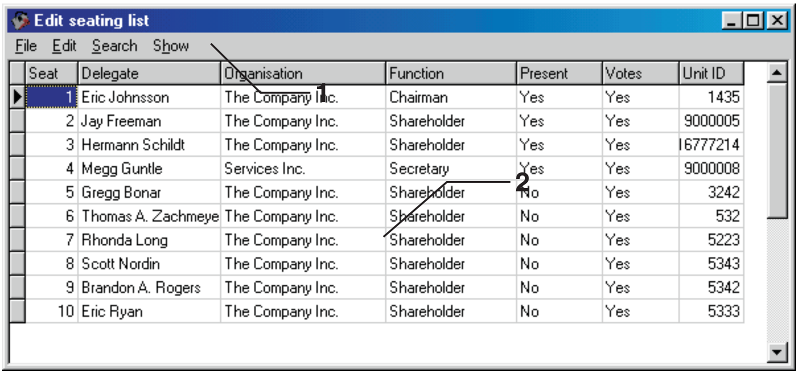
The ‘Connect unit ID’ roll call function described on page 34 can be used to make the seat-unit ID connection in a more automatic fashion. The other alternative is to manually enter each Delegates Unit ID number for each seat.

The same basic database editing functionality described on page 41 also applies to the seating list.

Working with the delegate and seating list is also described in section “Conference”, page 69.

Overview

Figure 4.32 shows the main seating list window:



Seat	Delegate	Organisation	Function	Present	Votes	Unit ID
1	Eric Johnsson	The Company Inc.	Chairman	Yes	Yes	1435
2	Jay Freeman	The Company Inc.	Shareholder	Yes	Yes	9000005
3	Hermann Schildt	The Company Inc.	Shareholder	Yes	Yes	16777214
4	Megg Guntle	Services Inc.	Secretary	Yes	Yes	9000008
5	Gregg Bonar	The Company Inc.	Shareholder	No	Yes	3242
6	Thomas A. Zachmeye	The Company Inc.	Shareholder	No	Yes	532
7	Rhonda Long	The Company Inc.	Shareholder	No	Yes	5223
8	Scott Nordin	The Company Inc.	Shareholder	No	Yes	5343
9	Brandon A. Rogers	The Company Inc.	Shareholder	No	Yes	5342
10	Eric Ryan	The Company Inc.	Shareholder	No	Yes	5333

Figure 4.32 - The seating list main window

The main components are:

- **1**
  The main menu. All seating list commands are reached from the main menu. Several commands can also be reached by right-clicking in the seating list
- **2**
  The seating list table

Seating list fields

The seating list consist of 9 fields. The following list is a description of each field with its corresponding edit methods.

Fields marked ‘Required’ must have a value (cannot be left empty).
Fields marked ‘Delegate list link‘ is edited using the delegate list.
Fields marked ‘Informational’ are for information only and cannot be edited.
Fields marked ‘Editable’ are directly editable, select the field and start typing.
Fields marked ‘Yes/No’ is changed by double-clicking.

The seating list fields are:

- **Seat**, Required, Editable
  The number of the seat. The seating list is sorted in seat number order. Numbering doesn’t have to be sequential.
- **Ordinary**, Delegate list link
  The name of the ordinary seat holder
- **Organisation**, Delegate list link, Informational
  The organization of the ordinary seat holder
- **Delegate**, Delegate list link
  The current seat holder
- **Organisation**, Delegate list link, Informational
  The organization of the current seat holder
- **Function**, Delegate list link, Informational
  The function of the current seat holder
- **Present**, Yes/No
  Marks if the current seat holder is present or not
- **Votes**, Yes/No
  Selects whether the current seat holder participates in voting or not. If the current seat holder has vote weight 0 (see page 38), this field has no effect
- **Unit ID**, Editable
  Holds the ID number for the seats Delegate Unit

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A new seat must be saved before editing. Create a seating list by adding all required seats *first*, entering a value in the 'Seat' field only, leaving the rest of the fields as default, and then edit the rest of the fields.

The seating list has two seat holders, the 'Ordinary' and the 'Delegate' fields. The 'Ordinary' field is meant to be used in, for example, parliamentary situations where the seat holder is ruled by elections. This makes preparations for each conference much easier, the 'Ordinary' fields can be copied to the 'Delegate' fields in one operation. Then, with seats where the ordinary delegate cannot attend, a replacement is easily inserted in the 'Delegate' field. In situations where the attendees change for each conference, the 'Ordinary' field can be left unused (blank).

The 'Unit ID' field crucial for the correct operation of Close Talk Control. It links a physical Delegate Unit to a seat number and delegate name. If this ID number is wrong, either by faulty input in the seating list or that the Delegate Units have been mixed, speaking lists will show the wrong name and more important, voting will be faulty, registering vote results for wrong persons.

'File' menu

The file menu is used for printing and exporting the seating list and for closing the 'Edit seating list' window.

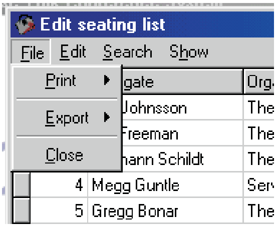

Figure 4.34 - Edit seating list File menu

Print

Select 'Print->Participants in seat order...' to print the current seating list in seat number order.

Select 'Print->Participants in name order...' to print the current seating list in delegate name order.

Export

Close Talk Control can export seating lists in the RTF (Rich Text Format, a platform independent document format).

Figure 4.33 - Edit seating list Export menu

Select 'Export->Participants in seat order as RTF...' or 'Export->Participants in name order as RTF...' to export to RTF. A file selection dialog is shown. Enter a name for the file and click 'Save'. The RTF file is created.

Close

Select 'Close' or click the Close Talk Control toolbar button to hide the 'Edit seating list' window.

'Edit' menu

Figure 4.36 shows the 'Edit' menu. The edit menu is used for editing in the seating list. Many commands are depending on the conference mode.

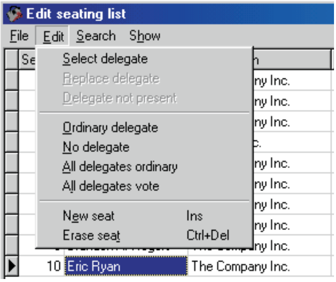

Figure 4.36 - Edit seating list
Edit menu before conference start

Select delegate

Before conference start, inserts the delegate selected in the delegate list at the selected seat, in field 'Ordinary' or 'Delegate'.

After conference start, if field 'Present' is set to 'Yes', the command will mark the previous delegate as 'departed' in the time log and the new delegate as 'arrived' in one operation. If field 'Present' is set to 'No', the command works as before conference start.

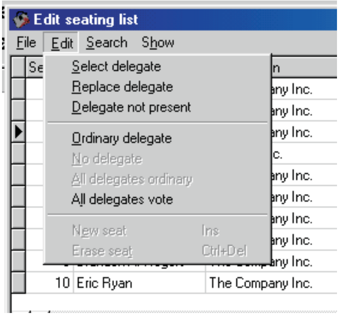

Figure 4.35 - Edit seating list
Edit menu after conference start

Replace delegate

'Replace delegate' only works with a started conference. Inserts the, in the delegate list, selected delegate into the 'Delegate' field. The new delegate will take over the previous delegates time log if field 'Present' is set to 'Yes'.

Delegate not present

'Delegate not present' only works with a started conference. Removes the current delegate from the attendance time log and marks the seat as vacant by setting the 'Present' field to 'No'.

Ordinary delegate

Before conference start, copies the delegate in the 'Ordinary' field to the 'Delegate' field. After conference start, copies the delegate in the 'Ordinary' field to the 'Delegate' field and updates the time log as described in the 'Select delegate' command.

No delegate

Only works before a conference start. Removes the delegate from the selected field.

All delegates ordinary

Only works before a conference start. Copies all the delegates in the 'Ordinary' fields to the 'Delegate' fields.

All delegates vote

Sets the 'Votes' field to 'Yes' for all delegates.

New seat

This function is described under 'Insert record', page 42. Enter a seat number and save the new seat before continuing.

Erase seat

This function is described under 'Erase record', page 42.

'Search' menu

The 'Search->Name' is a free-text function.

It searches the 'Ordinary' and 'Delegate' columns. The 'Ordinary' column is only searched if it is visible (see 'Show' command). A standard search dialog as in figure 4.38 is shown.

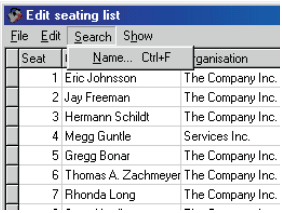

Figure 4.37 - Edit seating list Search menu

Enter a text to search for and click 'Find next'.

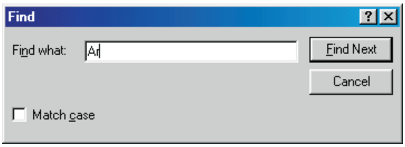

Figure 4.38 - Edit seating list Search prompt

If the text is found, it is highlighted in the table. The search dialog can remain open while editing the table and is then ready to search again. If the specified text cannot be found, a 'Search done' prompt is shown.

‘Show’ menu

Figure 4.39 shows the ‘Show’ menu. It is used for showing/hiding the ‘Ordinary delegate’ and ‘Unit-ID’ columns in the seating table. Since the ‘Ordinary’ and ‘Unit-ID’ columns are more configuration related, hiding these columns will both save desktop space and increase safety.

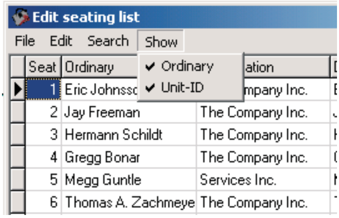

Figure 4.39 - Edit seating list Show menu

Main Display configuration

The Main Display is intended to show conference information to the delegates and is normally used with video projectors, broadcasting and VCR’s. The appearance of the Main Display can be customized to fit existing environments, including background and foreground colors, font type and attributes.

When starting the Main Display configuration utility, the Main Display is shown (if not already visible) with dummy data.

A configuration dialog (see figure 4.40) is shown which is used to change all various attributes of the Main Display. Selecting different tab’s in the dialog updates the Main Display to the corresponding page with dummy data inserted.

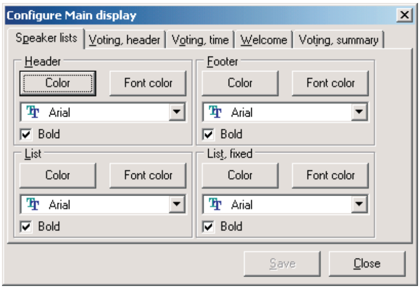

Figure 4.40 - Speaker list configuration

Common components

Many tab’s share the same editing methods. All color selections uses a standard Window’s color selection dialog. The font type can be changed with a drop-down list. A font can be bold or normal.

Speaker lists

This tab is used to change the appearance of the speaker list view. Refer to figure 5.7 on page 79 in the following description.

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Header

Configures the speaker list 'Header' area. **Color** selects the background color. **Font color** selects the font color. Use the drop-down list to select a font type. Checking **Bold** will make the font bold

Footer

Configures the speaker list 'Footer' area. **Color** selects the background color. **Font color** selects the font color. Use the drop-down list to select a font type. Checking **Bold** will make the font bold.

List

Configures the speaker and reply list main area's. **Color** selects the background color. **Font color** selects the font color. Use the drop-down list to select a font type. Checking **Bold** will make the font bold.

List, fixed

Configures the speaker and reply list's column header's and row number. **Color** selects the background color. **Font color** selects the font color. Use the drop-down list to select a font type. Checking **Bold** will make the font bold.

Voting, header

Used to configure the vote result displays that use a common header as shown in figures 6.7, 6.8, 6.11, found in section 6.

Header

The three vote result displays shown in figures 6.7, 6.8, 6.11 share a common header area which is divided into two subareas, **Over** which shows 'Matter' and time, and **Under** which shows result summaries.

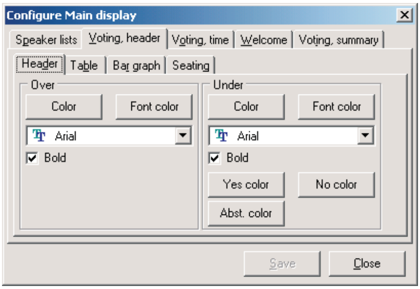

Figure 4.41 - Vote result header

Color selects the background color. **Font color** selects the font color. Use the drop-down list to select a font type. Checking **Bold** will make the font bold. **Yes color**, **No color** and **Abstain color** sets the color for all objects in the Main Display that show color coded results, e.g. the **Yes** indicator in the header area and the bar-graph colors.

Table

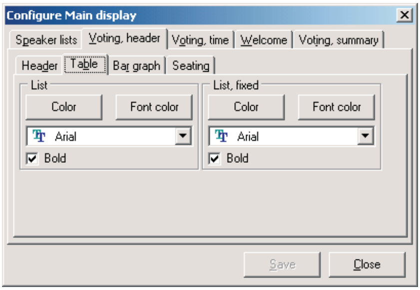

Figure 4.44 - Vote result, table view

Configures the table vote result view shown in figure 6.7 where **List** is the main table area and **List,fixed** is the table area column headers and line numbers. **Color** selects the background color. **Font color** selects the font color. Use the drop-down list to select a font type. Checking **Bold** will make the font bold.

Bar graph

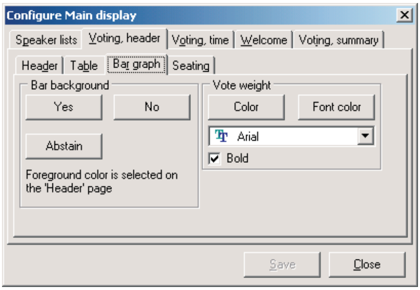

Figure 4.42 - Vote result, bar graph view

Configures the bar graph vote result view shown in figure 6.8 where **Bar background** is the background of a bar and **Vote weight** is the rest of the bar graph area including the vote weight text at the bottom. **Yes, No** and **Abstain** selects the background color of the bar graphs. **Color** selects the background color for the rest of the area. **Font color** selects the font color. Use the drop-down list to select a font type. Checking **Bold** will make the font bold.

Seating

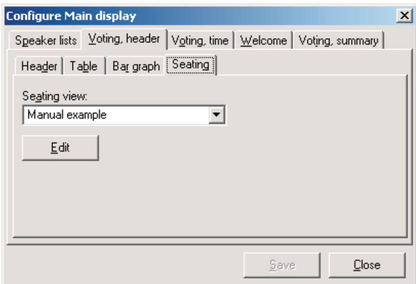

Figure 4.43 - Vote result, seating view

Seating view selects which seating view to use when selecting 'Seating' in the 'View' and 'View after' groups (see figure 6.2) during voting. Seating view's are managed by clicking 'Edit'. If the seating view option should not be available during voting, select '--Disable--' in the 'Seating view' box.

See page 56 for more information about creating Seating View's.

Voting, time

Configures the time vote result view shown in figure 6.9. **Color** selects the background color. **Font color** selects the font color. Use the drop-down list to select a font type. Checking **Bold** will make the font bold.

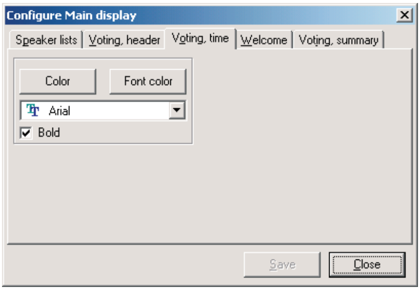

Figure 4.46 - Vote result, time view

Welcome

The ‘Welcome’ tab configures the Main Display appearance before and after a conference. Before a conference, the Main Display is divided into two halves, the upper and the lower.

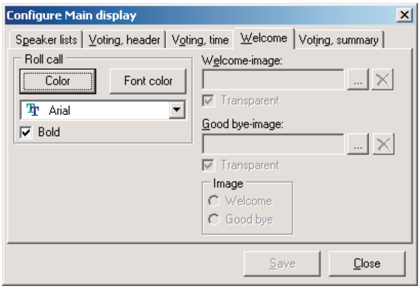

Figure 4.45 - Roll call and greetings

The upper area is used to show a **Welcome image** and a **Goodbye image**. The Welcome image is shown before a conference is started. The Goodbye image is shown when a conference is stopped *as long* as the Conference manager (see page 72) dialog remains open. The images is in the standard windows bitmap format and is specified by clicking the ellipsis button (...) next to the image name field. A standard file selector is opened. Select the image to use and click OK. The image name appears in the name field. The image is centered in the upper area.

Use the X button to remove the image file selection.

By checking **Transparent**, a transparent color is used. A transparent color is a specific color that is not drawn when the image is drawn, leaving the background intact, thus creating the appearance of transparency. The transparent color is derived from the first pixel in the image, usually the left-bottom pixel.

The ‘Image’ box has two settings, ‘Welcome’ and ‘Goodbye’ that provides an easy way to enable/disable the respective image once the images has been specified.

Voting, summary

Configures the summary vote result view shown in figure 6.10. **Color** selects the background color. **Font color** selects the font color. Use the drop-down list to select a font type. Checking **Bold** will make the font bold.

Managing Seating View's

A Seating View is a very powerful way to present vote result's in real time. Figure 4.47 shows an example of a Seating View:

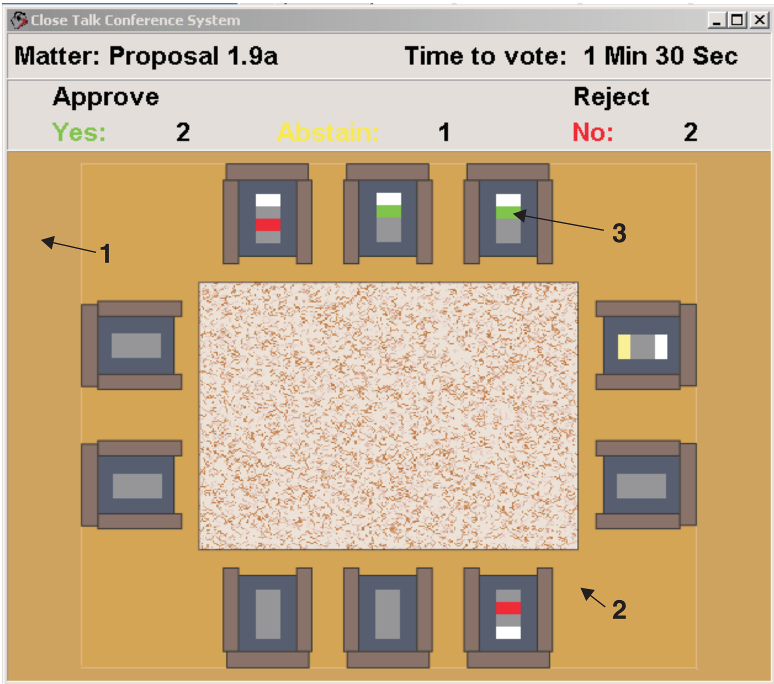

Figure 4.47 - Seating View example

There are several components in this view. At the top there is the standard double row vote result header with matter, vote time and result counters. This header is shared with two other vote result views, the Table view and the Bar Graph view.

The main area below is the actual Seating View, in the example it depicts a small conference room with ten seats and a table in the middle. '1' is the background area, a solid fill color. '2' is the seating view image that shows the carpet, the chairs and the table. '3' is the actual vote result indicators, in the example four for each seat placed in a vertical arrangement. These indicators

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will change colors depending on how the voting process progresses.

The Seating View arrangement is fully editable. The background color can be specified freely. The image is a standard Windows bitmap that can be created by:

- Creating a simple (or complex) drawing of the room in an illustration software such as Corel Draw™ and exporting the drawing as a Windows BMP (bitmap)
- Taking a photograph of the room using a digital camera
- Scanning a photograph, a drawing, etc.

After creating the BMP file, simply tell Close Talk Control where to find it using the Seating View editor.

The shape, on-color, off-color, position and inter-arrangement of the vote result indicators can be specified.

The Seating View editor

Click the 'Edit' button shown in figure 4.43 to start the editor. Two new windows are shown, the work area and the tool-bar:

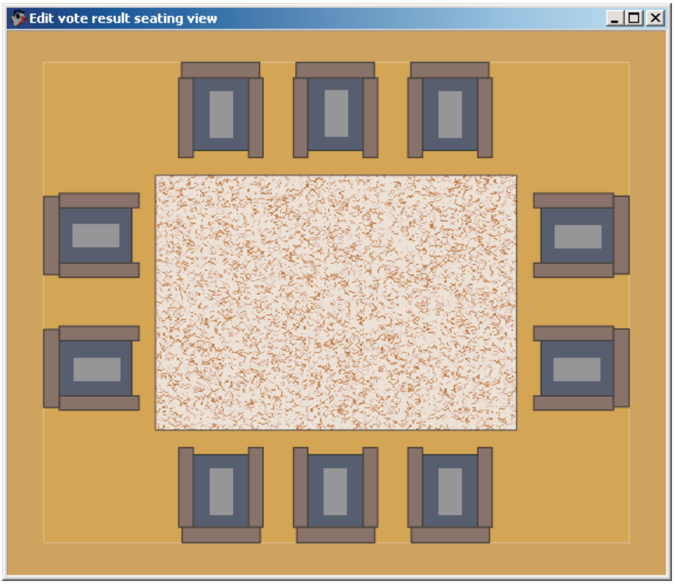

Figure 4.48 - The Seating View work area

The tool-bar contains all the necessary tools for creating and maintaining seating views. The work area only serves as a display, showing the editing as it progresses.

The Seating View editor is a true 'What-You-See-Is-What-You-Get tool. After creating the view and saving it, that is how it will look during voting (adding the vote result header of course).

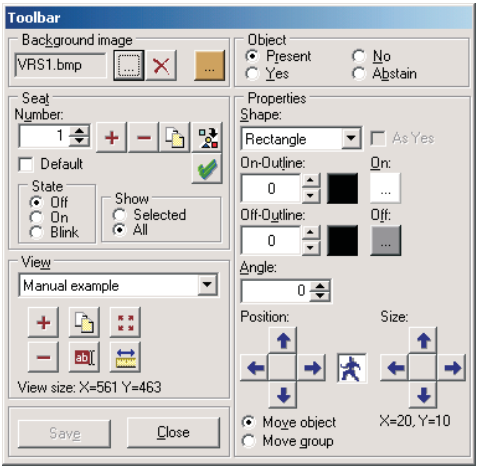

Figure 4.49 - The Seating View tool-bar

Basics

Following are the basic facts about a Seating View, possibilities and limitations helpful to remember during editing:

- The view bottom area must have a fill color
- There can be an image layered on top of the bottom area
- An image must be in Windows bitmap (BMP) or Windows Meta File (WMF) format. The image can be any color depth but 16 bit (65536) or 24 bit (16 million) colors is preferred
- An image is shown in 1:1 format
- An image is centered on the bottom area. Re-sizing the Main Display will also re-center (not re-size) the image
- The voting progress is displayed using so called indicators
- There are two types of indicators, 'Present' and 'Vote result'. The 'Present' indicator shows if the particular seat is participating in the vote session and the 'Vote result' indicators show the actual vote result
- An indicator has several properties, 'Shape', 'On-outline' pen width and color, 'On' state fill color, 'Off-outline' pen width and color, 'Off' state fill color, 'Angle', 'Position' and 'Size'
- The use of any indicator is optional, e.g. only a 'Yes' result indicator can be shown for a seat
- A 'Seat' is a set of up to four indicators
- There is a direct connection between the Seating List seats and the 'Seats' in a Seating View using the seat number
- Any number of seats can be added. Seat numbers not present in the Seating List will still be drawn as designed but will not be used by the voting functionality

- All 'Seats' make a complete *seat group*. The seat group is drawn centered in the work area using the top-leftmost and bottom-rightmost seat indicator as area delimiters
- A Seating View is always drawn in 1:1 scale. Seating View's should be designed against a specific display resolution, e.g. two views may need to be created, one for screen resolution 800x600 and one for 1024x768
- Seating View's can be copied, deleted, renamed and re-sized
- There is a simple one-level undo function implemented via the 'Save' button

The tools

The following parts explains each of the tool groups on the tool-bar shown in figure 4.49.

Background image

Used to specify work area color and an optional image.

To specify the background color, click the right-most ellipsis button. A standard Windows color picker dialog is shown. Select the preferred color and click OK.

To specify a background image, click the ellipsis button next to the file name area. A standard Windows file selector dialog opens. Browse to the required image and select it, then click OK. The image is shown centered in the work area.

To remove the image, click the X-button.

Seat

The Seat tool group is used to browse, add, remove, copy, property-copy and verify seats in a seat group. It is also used to set the indicator states during editing which is a visual aid for designing indicator sets.

Figure 4.50 - Add a seat

To **add** a seat, click the 'Add new seat' button. A prompt is shown. Enter a number and click OK. The seat is added to the group. All seats must have an exclusive seat number.

The '**Remove seat**' button is used to delete a seat from the seat group. Select the seat to be deleted using the 'Number' spinner and click the minus-sign button. A confirmation prompt is shown. Click 'Yes' and the seat is deleted.

To **copy** a seat, select the seat to be copied using the 'Number' spinner. Use the arrow and page-up/down keys for greater speed with a large number of seats. Click the 'Copy seat' button and the prompt in figure 4.50 is shown. Enter a unique seat number and click 'OK'.

A seat's indicator properties can be copied to one or more seats using the '**Copy properties** to all seats' button. Select the seat to copy *from* using the 'Number' spinner. Click the 'Copy properties to all seats' button. The dialog in figure 4.51 is shown. In the 'Object' group, select from which indicators to copy. In the 'Property' group, select which properties to copy. If 'Prompted' is checked, every seat is prompted before copying, making it possible to skip certain seats. If 'Prompted' is not checked, all seats are copied to. Click 'OK' to start copying.

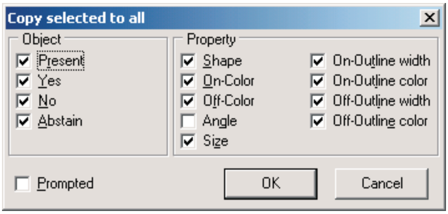

Figure 4.51 - Copy properties

The **'Verify** with seating list' button is used to verify the current Seating View's seat group to the Seating List. Click the button and the verification is started. If a seat in the Seating List does not exist in the seat group, an option to add this seat to the group is presented. This is also an easy way to add all seats present in the Seating List to the seat group.

If a seat in the seat group is not present in the Seating List, a prompt shown in figure 4.52 is shown. Click 'Yes' to delete the seat from the seat group. Important! 'Ghost' seats may be present to aid in positioning the seat group visually. Be certain that the seat is not needed before deleting it.

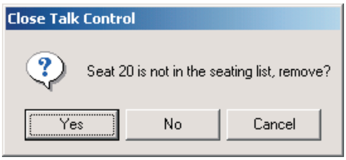

Figure 4.52 - Seat verify

The '**Default**' setting can be used to establish a template seat for creating new seats. Select the seat to use as a template using the 'Number' spinner and then check the 'Default' setting. The template seat number is now shown in parentheses.

The '**State**' combo box is used to select the state of the indicators for the currently select the seat (seat number shown in the 'Number' spinner). Select 'Off' to draw the indicators in their off state, select 'On' to draw the indicators in their on state. Select 'Blink' to draw the indicators blinking, switching between the off and on state.

The ‘**Show**’ combo box is used for showing the indicators for all seats or only the current seat in the work area.

View

The ‘View’ group is used to select, create, delete, copy, rename, center and re-size Seating View’s.

Use the **drop-down list** to select the Seating View to edit.

To **add** a new, blank Seating View, click the ‘New’ button. A prompt for a name for the new Seating View is shown. Enter a name and click ‘OK’. The new, empty Seating View is created and made active for editing.

Figure 4.53 - Name prompt for new Seating View

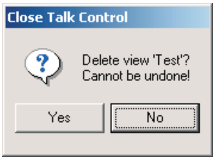

Figure 4.54 - Seating View delete prompt

To **delete** a Seating View, select the view using the drop-down list and click ‘Delete’. A prompt is shown, confirming the delete. Click ‘Yes’ to delete the Seating View. Deleting a Seating View is permanent and cannot be undone.

To **copy** a Seating View, select the view to copy using the drop-down list and click ‘Copy’. A name prompt appears. Enter a name for the new view and click ‘OK’. The Seating View copy is created and made active for editing.

To **rename** a Seating View, select the view to rename using the drop-down list and click ‘Rename’. A prompt for a name is shown. Enter the new name and click ‘OK’.

When new indicators are added, the seat group (all visible indicators) is not automatically re-centered. Use the ‘**Center**’ button to center the seat group in the work area. If centering the indicators over an image is problematic, create ‘Ghost’ seats (seat numbers that does not exist in the Seating List) with size 1, at the top left corner and bottom right corner as centering guides.

When making several versions of the same Seating View, e.g. to create versions for different display resolutions, the ‘**Resize**’ button can be used to stretch or shrink a Seating View. Click the ‘Resize’ button and enter a re-size percentage in the interval 20% to 200% and click ‘OK’. The current seating View is re-sized.

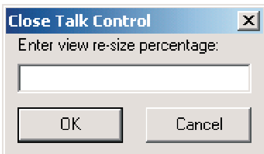

Figure 4.53 - Prompt for Seating View re-size

The ‘View size:’ indicator shows the current size in pixels of the work area.

Object

The ‘Object’ group is used to select which of the four indicator types, ‘Present’, ‘Yes’, ‘No’ and ‘Abstain’, to edit.

Properties

The ‘Properties’ group is where the actual indicator editing is done. First select the desired indicator using the ‘Object’ group.

The ’**Shape**’ drop-down list is used to select the shape of an indicator. There are four choices available:

- **Not used**
  The indicator is not used and will not be drawn
- **Square**
  The indicator is drawn as a filled square and is rotatable
- **Rectangle**
  The indicator is drawn as a filled rectangle and is rotatable
- **Circle**
  The indicator is drawn as a filled circle

‘**As yes**’ is used to make the Yes-indicator be shared for all three vote results, Yes, No, and Abstain. To use this functionality, create the ‘Yes’ indicator first, including size, position and colors. Then create the ‘No’ and ‘Abstain’ indicators, where only the On and Off *colors* are important, and check ‘As yes’. Now position, size and angle is inherited from the ‘Yes’ indicator.

‘**On-Outline**’ width and color is the indicator outline pen width (in pixels) and color for the ON state, i.e. when the indicator is ‘lit’.

‘**On**’ color is the indicator fill color for the ON state, i.e. when the indicator is ‘lit’.

‘**Off-Outline**’ width and color is the indicator outline pen width (in pixels) and color for the OFF state, i.e. when the indicator is ‘dark’.

‘**Off**’ color is the indicator fill color for the OFF state, i.e. when the indicator is ‘dark’.

‘**Angle**’ is the indicator rotation angle in degrees. To change the setting, use the spinner buttons, the arrow-up/down / Page-Up/Down buttons or enter a degree manually.

‘**Position**’ is used to move the indicator. Click the arrow buttons to move indicator to the desired position in 1 pixel steps. Press ‘Shift’ and click the arrow buttons to move in 10 pixel steps. Keep arrow button clicked for auto-repeat moving. ‘**Move object**’ and ‘**Move group**’ is used to select what to move, either the single currently selected indicator or all the indicators for that seat.

‘**Size**’ is used to change the indicator size. Click the arrow buttons to change indicator size in the desired direction in 1 pixel steps. Press ‘Shift’ and click the arrow buttons to change size in 10 pixel steps. Keep arrow button clicked for auto-repeat sizing. The current indicator size is shown below the ‘Size’ button group.

The ‘**running man**’ icon between the ‘Position’ and ‘Size’ button group is a speed-edit function. Click once on the icon. Now the following keyboard commands are available:

- Arrow keys Up/Down/Left/Right controls indicator position in 1 pixel steps. Use Shift-Arrow to move in 10 pixel steps
- Control-Arrow Up/Down/Left/Right controls the indicator size in 1 pixel steps. Use Shift-Control-Arrow to re-size in 10 pixel steps
- Alt-Arrow Left/Right controls the indicator angle
- Control-Alt-Arrow Up/Down selects the current seat number. Use Shift to increase stepping
- P-key selects the ‘Present’ indicator. ‘Y’-key selects the ‘Yes’ indicator. ‘N’-key selects the ‘No’ indicator. ‘A’-key selects the ‘Abstain’ indicator

Save/Close

The ‘Save’ button works as a one-level undo function. The currently edited Seating View is stored internally until the ‘Save’ button is clicked when it is saved to the database.

‘Close’ closes the Seating View editor windows.

Test delegate units

The ‘Test delegate units’ tool can be used as an installation aid, for maintenance, checking that all Delegate Units are turned on and working before a conference or for checking battery levels in the Delegate Units.

Figure 4.57 shows the main window:

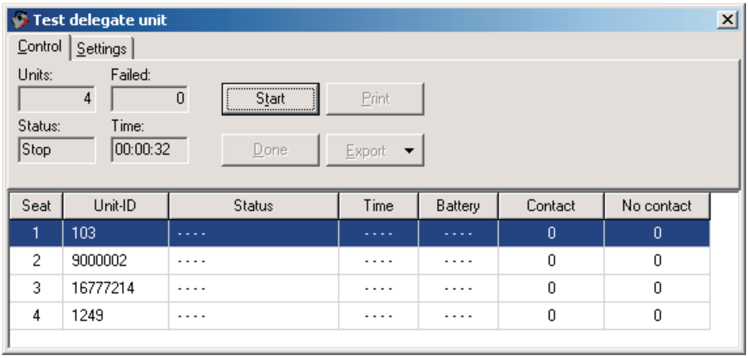

Figure 4.57 - Test Delegate Units

The ‘Settings’ tab is used to prepare for a test:

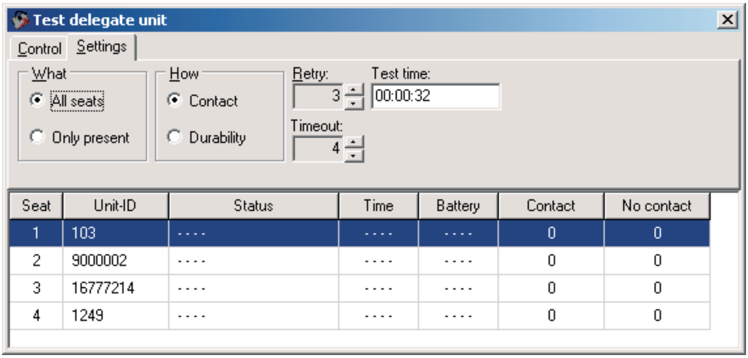

Figure 4.56 - Test Delegate Units

In the ‘**What**’ group, selecting ‘All seats’ will test all the seats in the Seating List with a valid Delegate Unit ID. Selecting ‘Only present’ will only test the seats in the Seating List marked as ‘Present’.

The ‘**How**’ group is used to select the test type. Selecting ‘Contact’ will make a shorter run, testing that all units can be contacted. This is the preferred test method for checking that all units are turned on or to check battery voltage levels. Select ‘Durability’ to make a running time test. The test will continue until all units have been turned off due to low battery. Use this test to determine Delegate Unit battery quality.

The ‘**Retry**’ setting is used to specify how many contact attempts that should be made before a Delegate Unit is considered ‘turned off’.

‘**Timeout**’ specifies how long the time-out for a contact attempt should be in seconds. Specifying a short time can make the test faster but also susceptible to false ‘contact lost’ results. Selecting a longer time reduces false ‘contact lost’ situations but may increase test time. A time-out between 4 and 8 seconds is a good compromise.

‘**Test time**’ is the actual test time in the ‘HH:MM:SS’ format. When making selections in the ‘What’, ‘How’ and ‘Retry’ settings, a suggested test time is updated in this field. Accept the suggested test time or enter another time manually.

When the preparations are ready, switch to the ‘Control’ tab and click the ‘Start’ button.

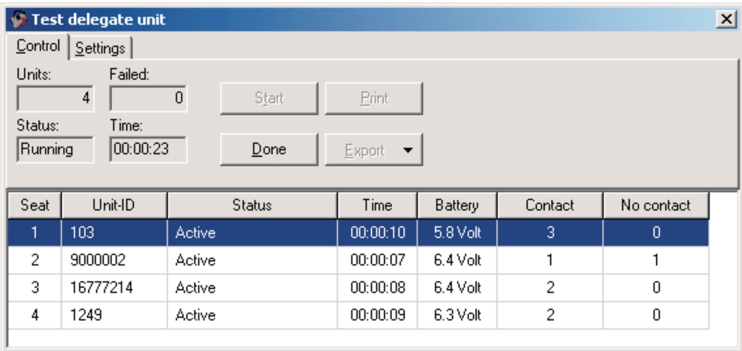

Figure 4.58 - Test started

‘Units’ shows the total number of Delegate Unit’s included in the test. ‘Failed’ shows the total number of units that contact has been lost with. Status’ shows the test state and ‘Time’ counts down the test time. Use the ‘Done’ button to end a test prematurely.

When the test starts, the unit table begins to update with test results. The table contains the following information:

- **Seat**
  The seat number
- **Unit-ID**
  The Delegate Unit ID for that seat
- **Status**
  During a test, shows the current state. After a test, shows the 'final verdict'
- **Time**
  For an active unit, shows the current test time. For a unit that is considered off-line, shows the test time before contact was lost
- **Battery**
  Shows the battery level in volts at the last successful contact attempt
- **Contact**
  Shows the total number of successful contact attempts
- **No contact**
  Shows the total number of failed contact attempts

When the test is done, a summary dialog is shown such as in figure 4.59 where a short conclusion is drawn about the test outcome.

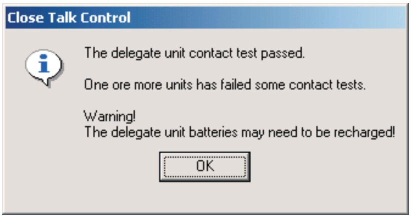

Figure 4.59 - Test done

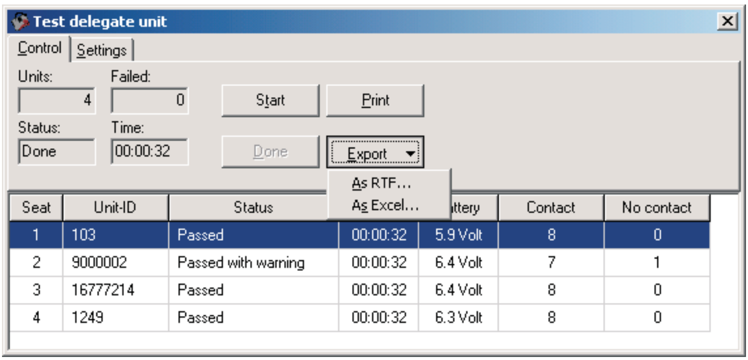

Figure 4.58 - Test done

A test report table report table can be printed and/or exported as RTF (Rich Text Format) or 'Excel'.

Note!
This test function is to be considered as an aid, not a definitive test to be used to determine the working/not working status of a conference system. There are more things to consider than the few parameters presented in the test report. Do not be alarmed if some Delegate Units experience occasional 'No contact' situations. Only when a unit...

- Regularly fails a contact test
- In a duration test, shows an unusually short operation time
- In a duration test, the total time differs greatly from the other units

... is there a cause for concern. If so, contact your local dealer/support organisation for advice.

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Section 5

Conference

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Introduction

The preparation, execution and conclusion of a conference involves such things as:

- Creating and maintaining delegate lists
- Creating and maintaining seating lists
- Creating and maintaining agendas
- Placing the Delegate Units at the seats
- Charging the Delegate Units
- Maintaining speaker and reply lists
- Updating attendance
- Voting with result processing

Careful planning will make Close Talk Conference System and Close Talk Control work much smoother.

Before the conference

Preparing the list's

Preparing the delegate and seating list is half the work. Updating all this basic information *during* a busy conference is stressful and error prone. Take time to learn the behavior of the delegate and seating list *before* the conference is started.

The delegate list

Working with the delegate list is described in section "Working with Close Talk Control", page 25. Make sure the information is accurate and that all delegates attending is included in the list. Pre-set a suitable delegate sorting order and place the delegate list window in a suitable position on the desktop.

The seating list

Update the seating list 'Ordinary' (if used) and 'Delegate' settings according to the expected attendees. As delegates arrive, update the 'Present' setting for each delegate so that the list is ready for conference start.

Make absolutely sure that the 'Unit ID' is correct for each seat. Having mixed ID's, no ID's, missing ID's and wrong ID's results in confusing problems and what looks like complete system malfunction.

The conference controller

Figure 5.3 shows the conference controller. It is used for starting a conference, maintaining and using agenda's, stopping a conference and post-processing attendance and fee results.

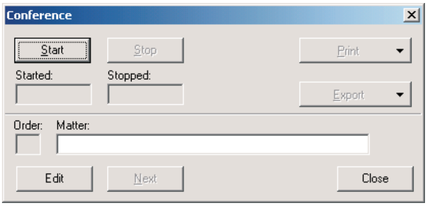

Figure 5.3 - The conference controller

Starting a conference - Start

To start a conference, click 'Start'. A start time dialog is shown. Select 'Current' to use the current computer time or select 'Custom' and enter a time and click 'OK'.

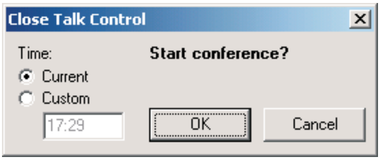

Figure 5.1 - Start prompt

The 'Started' field shows the start time. As long as a conference is not started, the speaker and reply lists are closed and no votes can be made.

As soon as a conference is started, all delegates marked as 'Present = Yes' will enter an attendance time log. The seating table is now 'live' and updates in the seating table such as delegate changes and the 'Present' field affects the time log. The Main Display will change to the speaking list view.

Next

'Next' moves to the next matter on the Agenda. The 'Order' and 'Matter' fields show the current matter.

Stop

'Stop' stops a conference. Enter a stop time and click 'OK' or just click 'OK' to use the current time.

Print

The 'Print' menu is used to print attendance and fee reports. It is only available after a conference has been stopped.

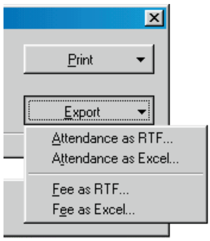

Figure 5.2 - Export menu

Export

The 'Export' menu is used to export attendance and fee reports as RTF (Rich Text Format, a platform independent document format) or as Microsoft Excel. It is only available after a conference has been stopped.

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Order and Matter

The ‘Order’ and ‘Matter’ fields show the currently selected matter on the Agenda. The matter description is shown on the Main Display and on vote result reports. A new matter can be manually entered in the ‘Matter’ field. When ‘Close’ is clicked, the new text is shown on the Main Display and used in reports.

Edit

Opens the Agenda editor. See description later in this section.

Close

Closes the conference controller. Save/export attendance and fee reports before closing if the conference was stopped.

Agenda’s

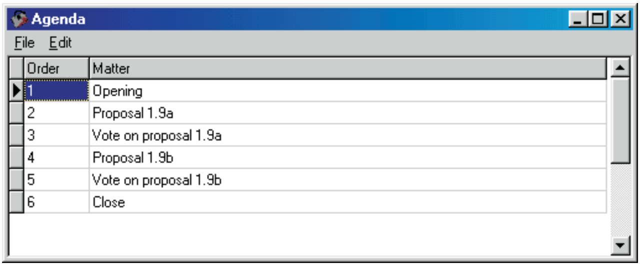

Figure 5.4 - The agenda editor

Creating and using agendas

The agenda editor is used to create a conference agenda. It provides basic database editing functionality as described on page 41.

Matters are sorted by the ‘Order’ field.

Selecting matters from the agenda is done with the ‘Next’ button on the conference controller window or by opening the agenda editor a selecting a new matter. If the conference is started, a confirmation dialog is shown, asking if the new matter should be made active.

During a conference

Controlling the speaker and reply list

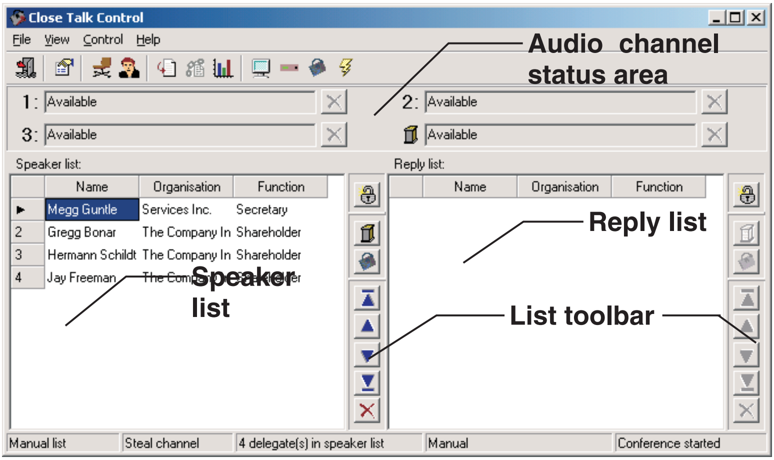

Figure 5.5 - Controlling speaker lists

When a conference is started, speak requests from Delegate Unit's are placed in a list, waiting to be processed. List entries shows up on the 'Speaker' and 'Reply list' as shown above.

Depending on the configuration, the speaker list can be handled automatically or manually. In automatic mode, the speaker list is emptied on a first-in first-out basis, picking off the list as soon as audio channels are available. The operator can re-arrange and delete entries as long as they are in the list.

In manual mode, all requests are placed in the list and it is up to the operator to assign speakers an audio channel using the list toolbars.

Allowing a delegate to speak

If any audio channel is available, an delegate in the speaker or reply list can be given a channel by selecting it in the list and then clicking  on it's list toolbar. The delegate will be given the first available audio channel and show up on the audio channel status area as soon as it has acquired the channel. If the delegate has a maximum speaking time (see page 38), a timer will be started. If Close Talk Control is configured to do so, when the speaking time runs out it will interrupt the speaker automatically, freeing the audio channel. Otherwise, a  image will be shown next to the name in the audio channel status area. It is then up to the operator to free the audio channel (see 'Interrupting a speaker' later in this section).

The delegate can also be given right to speak on a platform by clicking the button. Since Close Talk Conference System does not have control over the platform or it's audio channel, just the name of the speaker will be shown in the platform field on the audio channel status area and the speak request on the delegates Delegate Unit will be canceled. It is up to the operator to update the name of the current platform speaker. As long as all available audio channels are busy, clicking the button will have no effect and as long as the platform is busy (a name is presented in the audio channel status area), clicking the button will have no effect.

Removing a speaker

To remove one or more speakers from a list, select the speaker in the list and click . The selection will be removed and the request on the Delegate Unit will be canceled.

To select a range in the list, select the top-most entry, hold down the shift-key and select the bottom entry.

To make a non-contiguous multiple selection, select both the 'Name' and 'Organisation' field by dragging from 'Name' to 'Organisation'. Hold down the Ctrl-key and make as many more 'Name'+'Organisation' selections as needed.

Re-arranging

Select speakers in the list as described in 'Removing a speaker'. Click to move the selection to the top, to move the selection one step up, to move the selection one step down and to move the selection to the bottom of the list.

Locking/un-locking lists

The speaking and reply list can be locked to prevent more entries in the lists. Click the button. The button changes to , indicating that the list is now locked. Click the button again to un-lock the list.

Controlling the audio channels

The audio channel status area shows the current use of the system speaker audio channels. Up to three audio channels can be active simultaneously. The fourth pseudo-channel is a platform, enabling the speaker list functionality to be used. If a channel is free, 'Available' will be shown in the channels status field, otherwise the name of the current speaker is shown.

Interrupting a speaker

A channel can be freed (except the platform) by clicking the button next to the status field. As soon as the Delegate Unit frees the audio channel, 'Available' will be shown in the channel status field.

Updating attendance

As soon as a conference is started, all delegate arrivals and departures in the seating list is logged. This information is later used to produce attendance and fee reports. Updating arrivals and departures is done using the delegate and seating list.

Delegate is arriving (seat is empty)

All delegates marked as 'Present = Yes' in the seating table are considered 'arrived' when the conference is started.

If a delegate arrives at his or her's *empty* seat, check that the correct name is associated with the seat and then double-click the 'Present' field in the seating table for that seat to change it to 'Yes'. The delegate is now present.

If the wrong name is presented in the seating list 'Delegate' field, correct this *before* changing the 'Present' field to 'Yes' by:

- Find the correct person in the delegate list and select him/her
- Switch to the seating list
- Select the 'Delegate' field for the correct seat
- Select 'Select delegate' on the 'Edit' menu

Delegate is leaving (seat becomes empty)

To mark a delegate as departed:

- Double-click the 'Present' field in the seating table for that seat to change it to 'No'

The seat is now empty and the delegate is logged as 'departed'.

Delegate is substituted (one departed and one arrived)

To switch seat occupant:

- Find the new delegate in the delegate list and select him/her
- Switch to the seating list
- Select the 'Delegate' field for the correct seat

- Select ‘Select delegate’ on the seating list ‘Edit’ menu

The previous delegate is now marked as ‘departed’ and the new delegate as ‘arrived’.

Delegate did not arrive

If a conference is started with the assumption that someone ‘will show up’ (his/her’s time is logged) but doesn’t do so, the seat can be marked as empty without the assumed delegate being included on attendance and fee reports by:

- Select the ‘Delegate’ field for the correct seat
- Select ‘Delegate not present’ on the seating table ‘Edit’ menu

The seat is now marked empty and no time was logged for that delegate.

Another delegate arrived

If a conference is started with the assumption that someone will show up (his/her’s time is logged) but another person shows up for that seat, the time log can be transferred to the new person by:

- Find the new delegate in the delegate list and select him/her
- Switch to the seating list
- Select the ‘Delegate’ field for the correct seat
- Select ‘Replace delegate’ on the seating list ‘Edit’ menu

The new person has now taken over the time log that was started for the person that did not show up.

Agenda’s

During a started conference, selecting matters from the agenda is done with the ‘Next’ button on the conference controller window or by opening the agenda editor a selecting a new matter row. A confirmation dialog is shown, asking if the new matter should be made active.

A new matter can also be entered manually in the matter field on the conference controller panel. It will be in effect until ‘Next’ is clicked again or a new matter is selected in the Agenda editor.

Privileged units

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Privileged units are handled different than regular units. There can be two privileged units in Close Talk Conference System, a chairman unit and a priority unit.

The chairman unit can be guaranteed an audio channel in several ways (see section “Configuration”, page 13) and does not have a limited speaking time.

The Priority unit can be guaranteed an audio channel using the ‘Steal’ method described in section “Configuration”, page 13, and does not have a limited speaking time.

After the conference

The conference controller

The conference controller panel is used to stop a conference. When a conference is stopped, all delegate time log’s are marked as ‘departed’. The Main Display shows a ‘Good-bye’-image if configured to do so (see Configuration, page 13).

Stopping a conference

‘Stop’ stops a conference. Enter a stop time and click ‘OK’ or just click ‘OK’ to use the current time.

Figure 5.6 - Stop prompt

The ‘Stopped’ field shows the stop time. The speaker and reply lists are now closed and no votes can be made.

As soon as a conference is stopped, all delegates marked as ‘Present = Yes’ will have their time log closed. The seating table is now back to normal mode and will not affect the time log.

Printing and exporting

Attendance and fee reports *must* be handled while the conference control panel is still open. After closing the conference control panel, the attendance and fee information will be lost.

Attendance

Attendance is reported for *all* delegates that has attended the conference, full or part time. All time periods (arrival-departure pairs) are reported for each delegate on multiple lines.

Fee

Fee’s are minute-based and rounded to the base currency, e.g. a fee total of $102,34 is rounded to $102. For delegates with more than one time period of attendance, Close Talk Control can be configured to either calculate a fee for each time period or for the total sum of time.

The Main Display

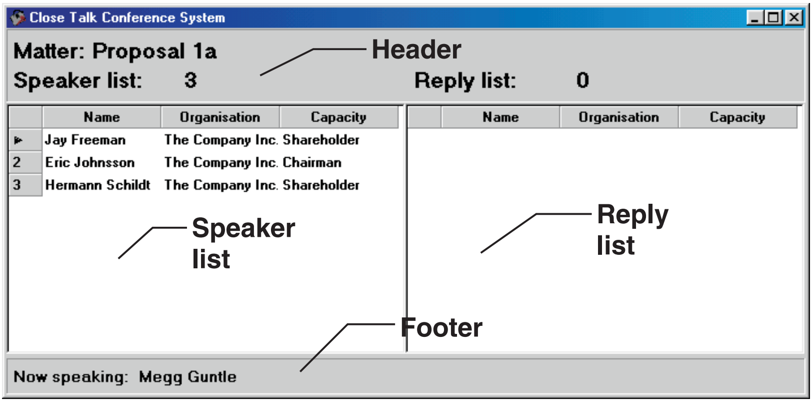

Figure 5.7 - The Main Display with a started conference

The Main Display is used by various parts of the program to show information to the auditorium. In conference mode, the main components are:

- **Header**
  Shows the current matter, number of entries in the speaker and reply list
- **Speaker list**
  Shows the current contents of the speaker list
- **Reply list**
  Shows the current contents of the reply list. This list can be hidden on the 'Settings' dialog, see page 13
- **Footer**
  Shows the current speakers on the audio channels and platform

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Section 6

Voting

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Introduction

The Close Talk Control vote function expands the functionality of Close Talk Conference System by using the Delegate Unit's as entry units for voting.

How it works

The system communicates with the Delegate Unit's via Infra Red light. During a vote session, Close Talk Control continuously asks each participating Delegate Unit about their vote result in a round-robin fashion.

It is necessary that *every* participating Delegate Unit can be contacted without problems or the vote will fail. Make sure all Delegate Units are fully charged before conference start, that they are turned on and that all delegates have been made aware *not* to block the free sight to and from a Delegate Unit and the Transceiver's. Placing even the smallest object on top of the Delegate Unit can cause the vote session to fail. It is recommended to configure Close Talk Control to disable the power-off function in the Delegate Unit during a conference (see section “Configuration”, page 13) to prevent delegates from accidentally turning off the unit.

Preparing for a vote

Having accurate delegate and seating list's is the first step towards a successful vote session. Make sure all voting delegates have the correct vote weight in the delegate list. Make sure the seating list is accurate, especially the ‘Delegate’ and ‘Votes’ fields.

Performing a vote

Starting a vote session

When the ‘Vote’ function is started, Close Talk Control assembles a list of Delegate Unit's participating in the session by examining the seat and delegate lists. When this list is ready, it sets the selected Delegate Unit's into vote mode which respond by blinking the red, yellow and green LED's. A vote result cannot be selected yet. Delegate Unit's that does not participate in voting will be disabled during the vote session.

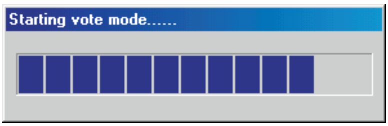

Figure 6.1 - Starting a vote session

As soon as all Delegate Unit's have been set into vote mode, the vote controller panel is shown as in figure 6.2. The top section is an agenda controller similar to the functionality described on page 73. The matter field will be shown on the Main Display and be included in vote result reports. Select a matter from the agenda or edit the matter directly in the 'Matter' field. Click 'Apply' to show the new matter on the Main Display. The main components of the vote controller page are:

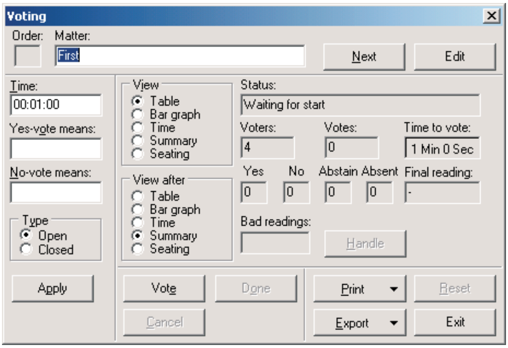

Figure 6.2 - Preparing to vote

- **Status**
  Shows the current status of the vote controller
- **Time**
  Can be used to limit voting time automatically. Regardless of the time left to vote, a vote can be ended by clicking 'Done', or canceled by clicking 'Cancel' at any time. Enter time as 'hH:mM:sS', e.g. '0:2:30' which translates to 0 hours, 2 minutes and 30 seconds. Click 'Apply' to set the new time
- **Yes-vote means** and **No-vote means**
  Can be used to describe the meaning of a Yes and No-vote. It will be shown on the Main Display and be included in vote result reports. Click 'Apply' to show any changes
- **Type**
  Selects if the vote should be 'Open', where individual vote results are shown and reported, or 'Closed' where only a result summary is shown and reported
- **Apply**
  Used to show the changes in the 'Matter', 'Time', 'Yes-vote means' and 'No-vote means' fields
- **View**
  Selects the vote result view on the Main Display *during* voting. See the description of the Main Display later in this section
- **View after**
  Selects the vote result view on the Main Display *after* a successful vote session. See the description of the Main Display later in this section
- **Voters**
  Shows the number of delegates participating in a vote

- **Time to vote**
  Show the time left of a vote
- **Votes**
  Shows how many delegates that have made a result selection during a vote
- **Yes**, **No** and **Abstain**
  Shows the *number of* (not accumulated vote weight) the respective vote results that have been selected
- **Absent**
  Shows the number of absent voters
- **Final reading**
  During the 'final read' (see later), this counter will show the number of Delegate Unit's left ro read
- **Bad readings**
  If Close Talk Control fails to read the result selection from a Delegate Unit, this field shows the number of failed unit's. If any unit's fails vote result reading, the 'Handle' button is made active, enabling manual handling of the problem unit
- **Handle**
  Used to manage problem unit's during a vote. See page 88 for more information
- **Vote**
  Start's a vote
- **Done**
  Concludes a vote and starts the 'final reading' (see later)
- **Cancel**
  Cancel's a vote
- **Print**
  Used to print vote result reports after a successful vote
- **Export**
  Used to export vote result reports after a successful vote
- **Reset**
  After a successful vote, the vote controller remains on hold so the operator can post-process vote results. As soon as this is ready, 'Reset' is clicked and all vote results are erased. Another vote can now be done
- **Exit**
  Used to exit the vote session. The vote controller is closed and all Delegate Unit's are returned to the conference mode

Starting to vote

When all preparations have been done, the vote is started by clicking ‘Vote’. Close Talk Control will immediately start to read vote results from the Delegate Unit’s and the vote controller panel and Main Display view is continually updated. No apparent change is shown on the Delegate Unit’s but delegates can now select vote results as described in section “Configuration” on page 13, under the ‘Voting method’ setting.

During a vote, if the ‘Bad readings’ field show’s other than 0, this is not catastrophic. Use the ‘Handle’ button to handle the problem unit’s manually. See page 88 for more information.

The ‘Final reading’

The operator can let the vote time-out by itself or choose to end the vote by clicking ‘Done’. Then the vote controller starts a final read where all participating Delegate Unit’s are read from the beginning to end, establishing the final vote result.

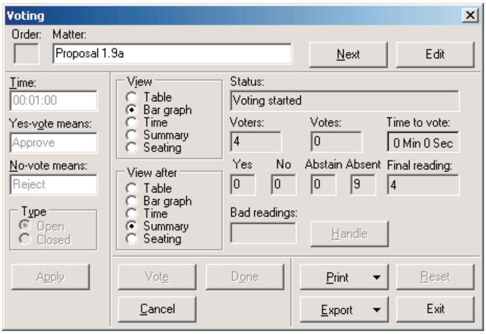

Figure 6.3 - Starting the final reading

During this final read, *all* participating Delegate Unit’s must be read correctly or the final read will fail. If one or more units fail, the ‘Bad readings’ field will show the number of problem unit’s. The problem unit is excluded from further read attempt’s and entered into a ‘problem unit list’. If any bad reading’s exist, the final read must be ended by the override button in the ‘Manage bad readings’ dialog in order to obtain a final vote result. Use the ‘Handle’ button to manage this as described on page 88

The final read will continue until a successful final reading was made (‘Bad readings’ field show’s 0), the final reading is overridden by the ‘Handle’ button functionality or the ‘Cancel’ button is clicked.

Vote done

After a successful vote, the pre-set vote view change delay (see section "Configuration", page 13) will be executed and then the Main Display will switch to the result view selected in the 'View after' setting. The 'Status' field will show 'Vote done'. The vote results can now be printed and/or exported in the RTF (Rich Text Format, a platform independent document format) format.

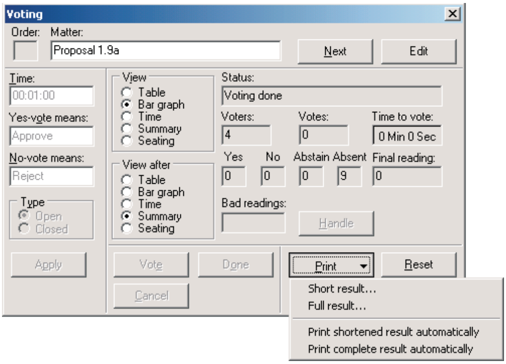

Figure 6.4 - Vote done, Print menu

Two report styles are available, the 'Short result' and the Full result'.

'Short result' is a compacted report format with a summary first followed by the names of Yes and No-voters. This report may accommodate the result of up to 150 voters on a single, A4-size page.

'Full result' is a report in tabular format, presenting a summary first followed by each voter on it's own line with seat number and other personal information.

The 'Export' function exports the above mentioned report formats as RTF-files. A file selection dialog is show. Enter a file name and click 'Save'.

All successful votes are numbered by a running counter which is included in reports. The running counter is reset to 1 each time Close Talk Control is started.

Both the printing and exporting of vote results can be automated by checking the 'Print short result automatically', 'Print full result automatically', 'Export short result automatically' and 'Export full result automatically' respectively. After a successful vote, printing will be done automatically on the default printer selected under 'Printer settings...' on the main menu. Exporting automatically will export using the 'Matter' field contents followed by the vote number running counter as file name. For example, if the matter field reads as in figure 6.4 and the running counter is 6, the file name will be 'Proposal 1.9a_6.RTF'.

The location of exported files is remembered and used by all export functions in Close Talk Control. For example, using the export function in the delegate list will remember the location exported to and Close Talk Control will use that as a default location for all other export functions. Select a new location in, for example, the vote controller export function and *that* location will be the default for Close Talk Control a.s.o.

Note:
Turning on these automatic functions will only be active as long as Close Talk Control remains started. Re-starting Close Talk Control will turn them off to prevent un-intentional printing and saving.

After handling the vote results, click ‘Reset’ to prepare for another vote or ‘Exit’ to close the vote controller panel. If the vote results had not been handled, a warning that the vote results will be lost is shown.

Handle bad reading’s

If reading the vote result from a delegate unit fails, it is entered into a ‘Bad Readings’ list. By entering this list, the faulty delegate unit is excluded from the vote result reading loop and the result for that unit must be managed manually by clicking the ‘Handle’ button shown in figure 6.3.

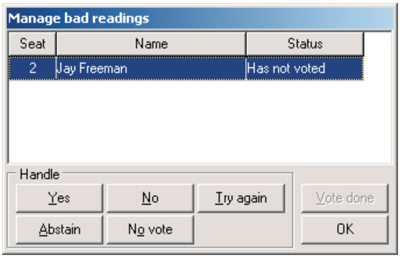

Figure 6.5 - Manage bad reading’s

A dialog is shown as in figure 6.5. There are five ways to manage a faulty unit, either give it one of the four vote results ‘Yes’, ‘No’, ‘Abstain’ or ‘No vote result’ by clicking the corresponding button in the ‘Handle’ group *or* correct the problem (e.g. removing an obstruction of the infra red light path) and click ‘Try again’. By clicking ‘Try again’, the unit is restored into the vote result reading loop and an attempt to read the vote result is made again. If the vote result reading fails again, the unit will be returned to the ‘Bad readings’ list for manual management.

If there are bad reading’s present when the Final Reading is started by clicking the ‘Done’ button in figure 6.3, the final read loop will continue to run until the ‘Vote done’ button is clicked in the ‘Manage bad readings’ dialog as shown in figure 6.6. This button can be seen as an override button, a way to tell the system ‘I know we have bad readings, end the final read anyway’. Make sure that all bad reading unit’s in the list are handled properly before clicking ‘Vote done’.

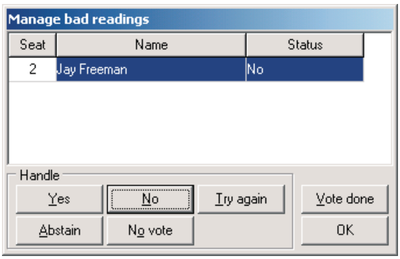

Figure 6.6 - Manage bad reading’s during final reading

The Main Display

The Main Display have five ways of presenting vote results during a vote session. These are:

- **Table**
  The vote result is shown in summary and as individual results in tabular form. See figure 6.7
- **Bar graph**
  The vote results are shown in summary and as a bar graph. See figure 6.8
- **Time**
  The voting time left is shown. No results are presented. See figure 6.9
- **Summary**
  A result summary is shown as in figure 6.10
- **Seating**
  Vote results are shown graphically. See figure 6.11. Seating views can be created as described on page 52.

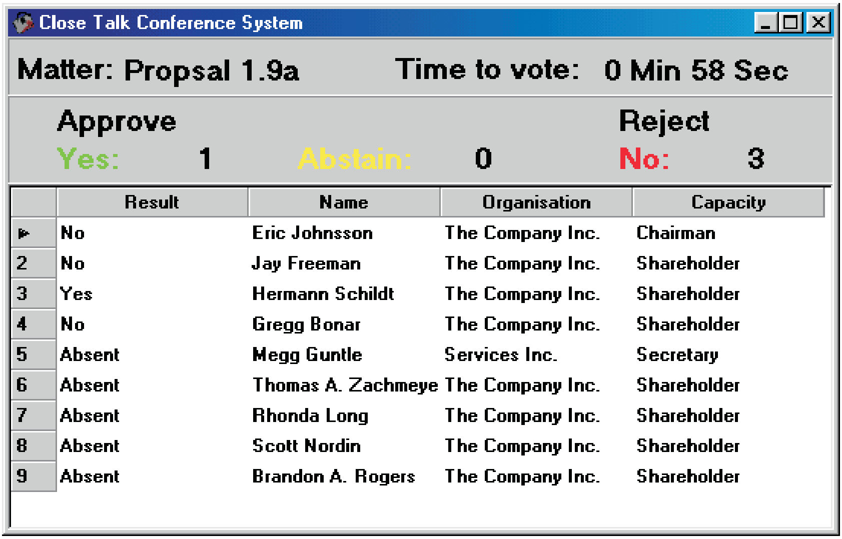

Figure 6.7 - Main Display, 'Table' view

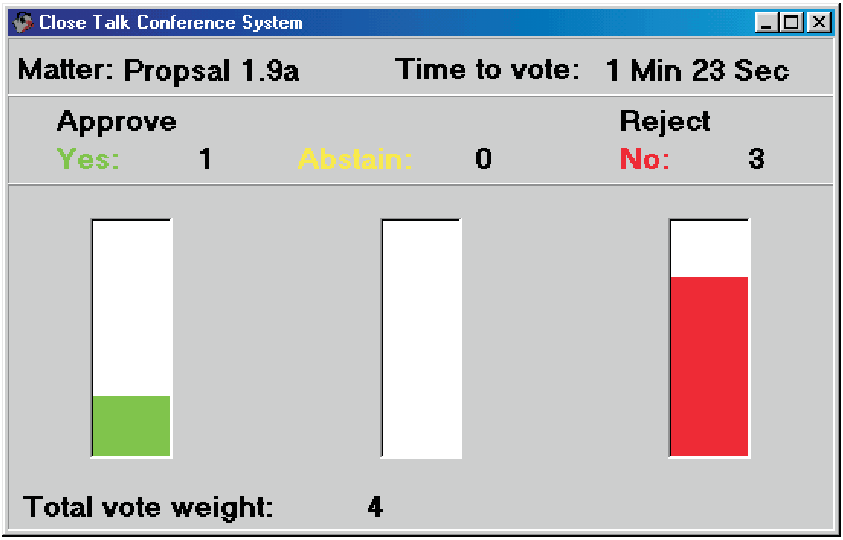

Figure 6.8 - Main Display, 'Bar graph' view

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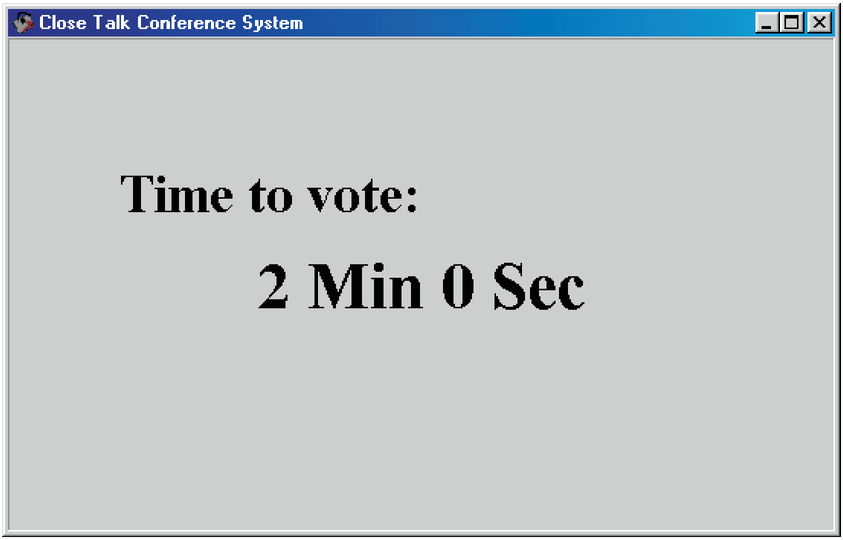

Figure 6.9 - Main Display, 'Time' view

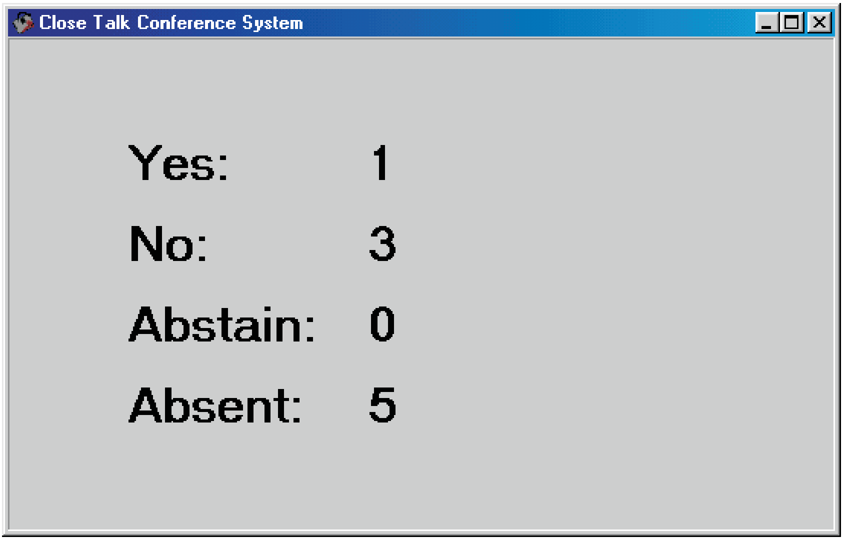

Figure 6.10 - Main Display, 'Summary' view

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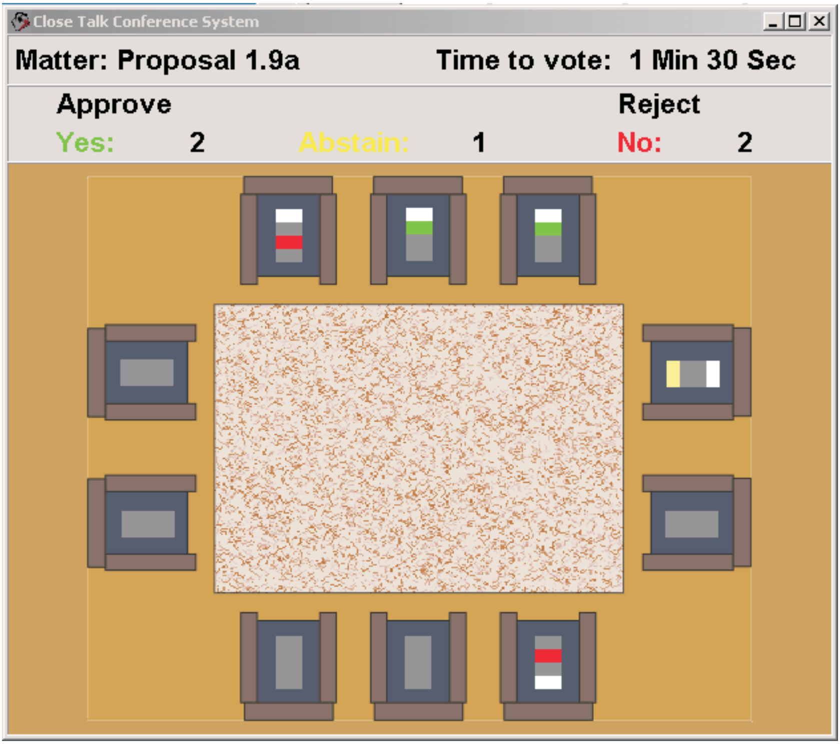

Figure 6.11 - Main Display, 'Seating' view

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Appendix A

Null modem cable

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Custom designed null-modem cable

It is generally recommended to use a purchased null-modem cable. In the event that a longer cable length is needed or if the installation requires it, a custom built cable can be used and should be connected according to the drawings in figure A.1 and A.2.

- Only use high quality foil shielded cables recommended for data communication
- Use high quality connectors with, preferably, shielded connector housings
- Do not exceed the RS-232 specification of a maximum of 15 meters (45 feet) cable length

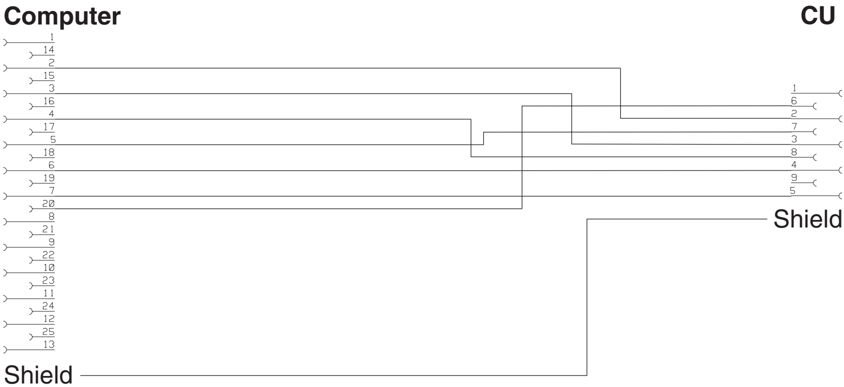

Figure A.1 - 9 to 25 pin null modem cable

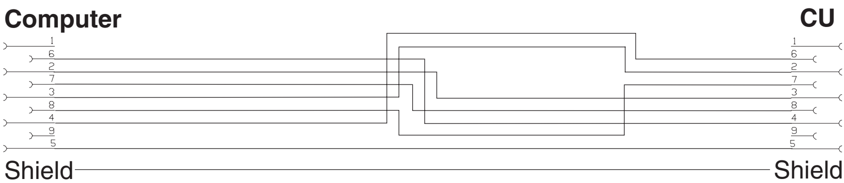

Figure A.2 - 9 to 9 pin null modem cable

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