
Technical Note

Getting Started with CLAIRE

This technical note explains important steps to help guide you through your CLAIRE setup and configuration; the steps should be followed in the order given. This guide does not replace the user's manual; it merely provides additional information. Please read refer to the *Computerized Local Air Index Reporting System (CLAIRE) User's Manual* before you configure the software. The manual can be found on Agilaire's website at <http://www.agilairecorp.com/support/index.html> and on the CLAIRE installation CD.

Write Design and Scripts

Before you configure the CLAIRE software, write out a design for the flow that calls will follow and the message scripts that will be heard. Sketch a menu structure and what messages will go with each menu option.

► **Note:** The menu can be two levels deep. In other words, callers can press **1#** and get submenus with more options, such as **11**, **12**, and **13**.

Set Properties

CLAIRE properties are critical to the CLAIRE system. It is important to configure the settings on this screen first. To begin, select **Properties** from the **File** menu. You can find an explanation of the fields in the Properties screen (Figure 1) in “Chapter 4 Menu Bar Options” of the *CLAIRE User's Manual*.

Import Sites and Select Parameters

From the sidebar menu, select **Area/Site Setup**, then select the **Sites** tab (Figure 2). Import the **Sites** that are configured in the **E-DAS Ambient** software. Select the parameters from each site to use with CLAIRE.

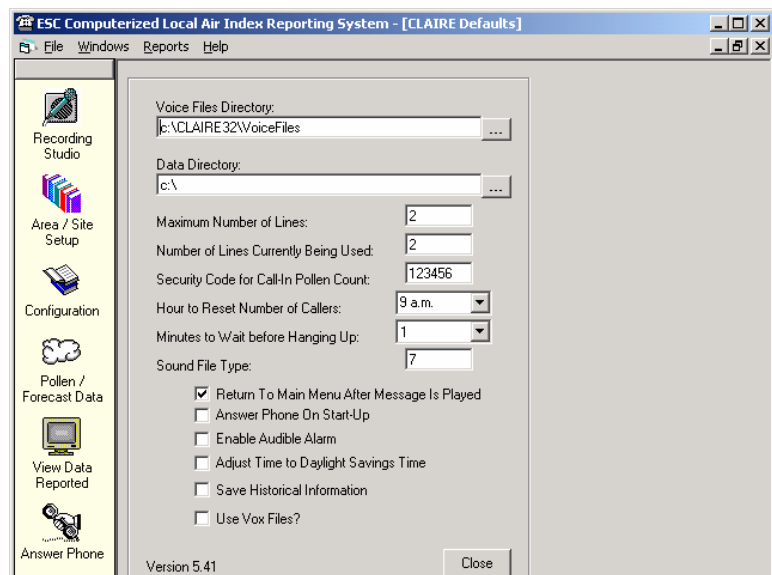


Figure 1 Properties screen from the File menu

Create Areas

Click the **Areas** tab from the **Area/Site Setup** screen and select the **Sites** for each area.

Set Up Health Effects Statements

Click **Configuration** from the sidebar menu and select the **Health Effects Statements** to set up air quality descriptions associated with the data's PSI levels.

Define Pollutants

Pollutants are the parameters configured in **E-DAS Ambient** that will be reported to callers. To set them up click the **Pollutants** tab in the **Configuration** screen.

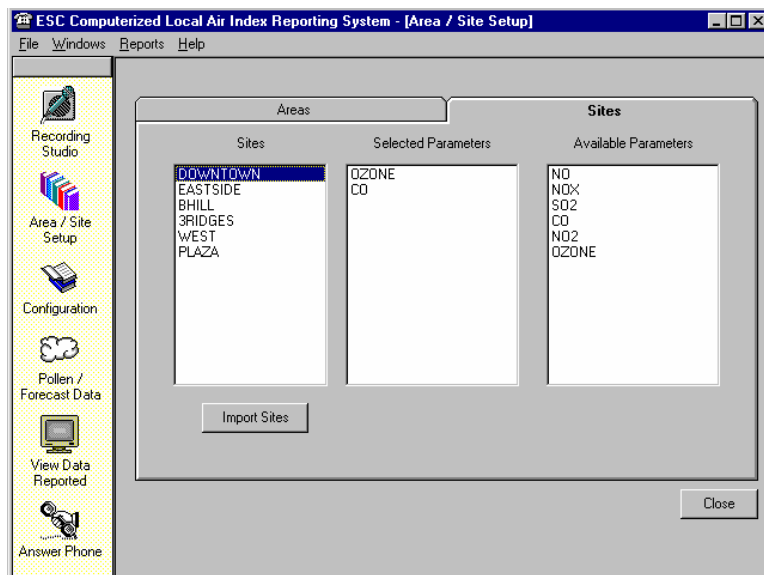


Figure 2 Area/Site Setup

Record Phrases

Click **Recording Studio** from the sidebar menu and select the **Phrases** tab to record the specific phrases that will be used to build messages for calls. Use the scripts you designed in the first step as a guide.

Record Messages

Click the **Record Messages** tab in the **Recording Studio** screen to build the messages for calls. Use the phrases that have been created and the scripts designed in the first step.

Set Up Menu Options

At this point, you are ready to set up messages to be referenced through numbers on the telephone pad. Reopen the **Configuration** screen from the sidebar menu and select the **Menu Options** tab.

Other Data

Now select **Pollen/Forecast Data** from the sidebar menu and set up any **Pollen Count**, **Forecast Data**, and/or **Ozone Watch** settings that will be used.

Answer Phone

After you follow the steps explained in the *CLAIRE User's Manual* in the order described above, the CLAIRE system should be ready to set up to answer phone calls. Click **Answer Phone** from the sidebar menu. That option should change to **Hang Up Phone**, indicating that CLAIRE is ready to take incoming calls.