

# CALLMaster Installation Guide



## Overview

This document provides a step-by-step guide to installing CALLMaster software and a section on Getting Started with CALLMaster.

The installation is divided into 3 steps:

Step 1: CALLMaster Prerequisite Software Installation

Step 2: Dialogic Drivers & Board Installation

Step 3: CALLMaster Software Installation

Following the sequence outlined above will insure a successful installation of CALLMaster.

On completion of all three steps:

- Read the Getting Started section provided in this document
- Review on-line Documentation from [www.speechsoft.com/cmdoc/contents.htm](http://www.speechsoft.com/cmdoc/contents.htm)
- First time users of CALLMaster MUST READ the section on the CALLMaster Tour as well as the Walkthroughs

## Preparing for CALLMaster Install

### Download Required Software.

Your computer must be running Windows XP or 2003 server. Additionally, you should have downloaded the required software from the [SpeechSoft Downloads](#). This should include:

1. Prerequisite Software
  - Microsoft Visual C++ 2008 Redistributable-x8
  - Microsoft .Net Framework 3.5 SP1
2. Dialogic Drivers
3. CALLMaster Software

## Step 1 - CALLMaster Prerequisite Software Installation

1. **Installing Prerequisite Software - Install Microsoft Visual C++ 2008 Redistributable-x8**
  1. Double click on the vcredist\_x86.exe downloaded above and follow instructions to install.
2. **Installing Prerequisite Software - Install Microsoft .Net Framework 3.5 SP1**
  1. Run dotnetFx35Setup.exe by double clicking it. This installation takes about 10-20 minutes to first download files from Microsoft servers and then about 5 minutes to install.
  2. You will see 'Extracting files' window. Once the files are extracted, the 'Set-up' window will be displayed. This will take several minutes, please be patient.
  3. The 'License Agreement' window will be displayed. Read and Accept the license terms, then click 'Install' to proceed.
  4. The 'Download and Install' progress bar will be displayed.
  5. At the 'Setup Complete' window, click 'Exit' to complete installation.

### 3. Confirm Prerequisite programs' existence on the PC

1. Open Control Panel "Add/Remove Programs" Window
2. Check that the two following entries are listed:
  - Microsoft Visual C++ 2008 Redistributable-x8
  - Microsoft .Net Framework 3.5 SP1

If both entries are listed then you have successfully installed the CALLMaster Prerequisite Software;  
If not retry Step 1.

**Note:** During installation, if you receive a message requesting a Windows Installer version update, you can either:

- Download the latest release of the [Windows Installer 3.1](#) from the Microsoft website and install; or
- Download [WindowsInstaller-KB893803-v2-x86.exe](#) from the SpeechSoft website and install "Windows Installer 3.1". Run WindowsInstaller-KB893803-v2-x86.exe by double clicking it. It should complete within a minute. Reboot when done.

Next: Step 2 – Dialogic Driver & Board Installation



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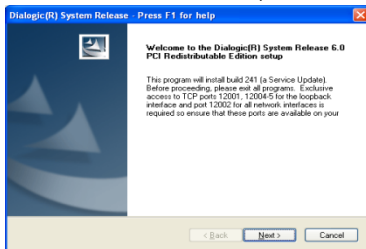
## Step 2 – Dialogic Drivers & Board Installation (Drivers available from your board vendor)

To install the drivers and configure the board, continue with this Step. If not then proceed to Step 3. If you have purchased the Dialogic System Software (Drivers) or the Dialogic Board from SpeechSoft, you must [download the drivers](#) from our website. Follow the instructions from the website to download, save and extract the required setup files. Follow steps below to install the downloaded software.

**You must be logged in as the local Administrator. Running setup.exe from the downloaded Dialogic folder will start the driver installation.**

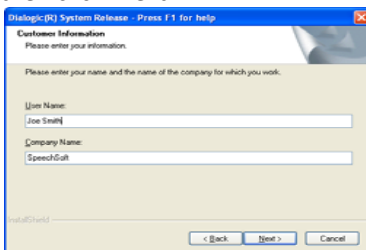
### A. Install Drivers

1. At the Welcome screen,

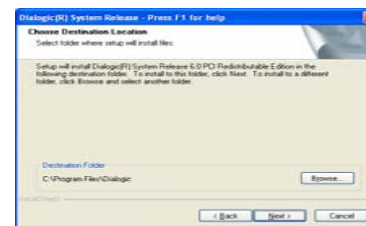


Click 'Next'.

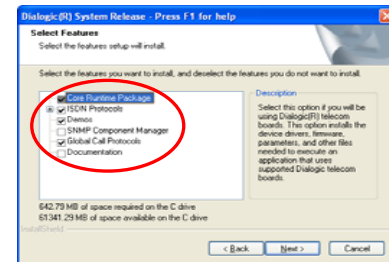
2. Enter the User & Company Name then click 'Next'



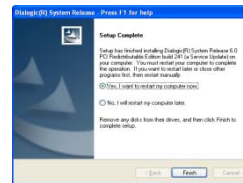
3. Choose Destination Location to install the drivers. Keep the default 'C:' drive or Browse to the desired location. Click 'Next'.
4. Select features to install.



- Core Runtime Package
  - ISDN Protocols
  - Demos
  - Global Call Protocols
- Click 'Next'

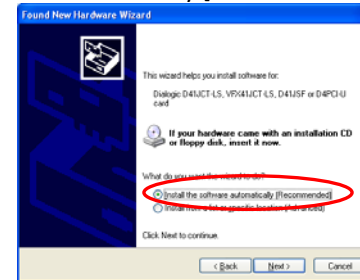


5. Click 'Yes' to accept third party software installation.
6. Click 'OK' and ignore the Java runtime message.
7. At Select Program Folder, keep default value and click 'Next'.
8. Click 'Next' to Start Copying Files.
9. Setup Status window will display installation progress.
10. If you have already installed the board, you will get the Found New Hardware wizard. Click 'Cancel'.
11. When Install Complete, select 'Yes' to restart computer then 'Finish'.



### B. Install Board

1. Shut down the PC and install board. Restart PC.
2. At the Found New Hardware wizard, select 'No, not this time', click 'Next'.
3. Select 'Install the software automatically [Recommended]'.

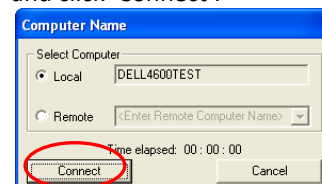


Click 'Next'.

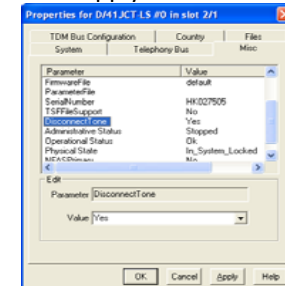
4. The wizard will then install the Dialogic driver software
5. Click 'Finish' when wizard has completed install.

### C. Configure Board

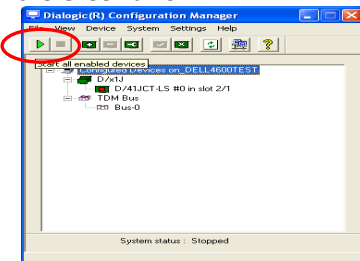
1. Run Dialogic Configuration Manager by clicking Start/Programs/Intel Dialogic System Release/Configuration Manager – DCM.
2. Verify computer name, select 'Local' and click 'Connect'.



3. The installed boards will be detected and displayed. Confirm you see your board's model number and icon.
4. Highlight each board and double click to view Properties. Select DisconnectTone and set to Yes. Click 'Apply' then 'OK'.



5. Start the Dialogic service by clicking the Green arrow.



6. The status bar at the bottom of the window will show the System status: Start Pending while it is starting the service. It will switch to 'Running' and then display 'System Started'. Close the DCM.

Next: Step 3 – CALLMaster Installation



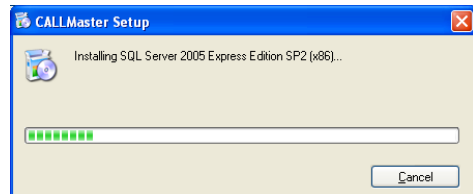
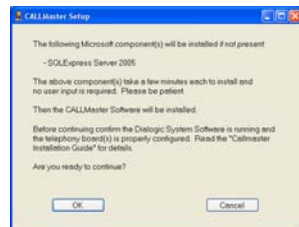
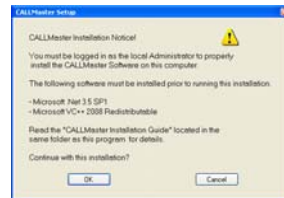
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## Step 3 - CALLMaster Software Installation

You must [download the CALLMaster software](#) from our website to install CALLMaster. This install includes 2 additional software components:- Microsoft SQL Express and Visual C++ Runtime Libraries.

**You must be logged in as the local Administrator. Running CMSetup.exe from the downloaded CMSetup folder will start the installation.**

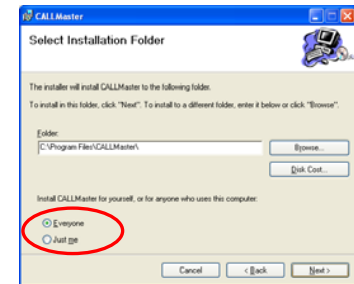
1. At the CALLMaster Logo screen, click 'Next'.
2. Review the Installation Notice displayed, and then click 'OK' to proceed.
3. Next, you will be informed that "SQL Express 2005" will be installed if it is not already installed on the computer. Press 'OK' to continue.
4. The "SQL Express License Agreement" will be displayed. Review and click 'Accept' to continue.
5. The "Visual C++ Runtime Libraries" install will run first. Click 'Install' to continue.
6. The "SQL Server 2005 Express Edition SP2" installation will follow. The SQL Server installation will take about 10-15 minutes.



7. The CALLMaster Software Setup will start automatically once the SQL Server installation is complete. Click 'Next' at the CALLMaster Logo to start.
8. Review the CALLMaster Setup Wizard, click 'Next'.
9. The CALLMaster License Agreement is presented. Read and select "I Agree" to confirm acceptance of the CALLMaster License Agreement. Press 'Next' if you wish to continue.

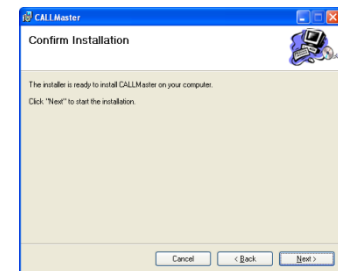


10. In the "Select Installation Folder" window, click 'Browse' to choose the desired location, changing the Directory Path ONLY. Make sure that install CALLMaster for "Everyone" is selected.



By default "C:\Program Files\CALLMaster\" folder is select and recommended for installation, then press 'Next' to start the installation.

11. You will be prompted to confirm installation. Click Next to start installation.
12. There will be several screens displaying the installation progress.
13. Read the CALLMaster Information for a quick review of CALLMaster, click 'Next' to proceed.
14. When the "Installation Complete" window is presented, click 'Close' to exit.



The CALLMaster installation is now complete.

**CALLMaster is now installed on your PC**

CALLMaster is ready to be used. If you have purchased CALLMaster, make sure you put the CALLMaster software license file in the CALLMaster\Data folder. CALLMaster will run for 30 days if the license file is not detected.



# CALLMaster Installation Guide

## Uninstalling

### CALLMaster Software

1. Confirm that the CALLMaster Service is stopped. You can see the status of the CALLMaster Service by opening the Control Panel/Administrative Tools/Services window. If CALLMaster service is running then the Status column will show "Started" otherwise the Column will be blank if the Service is stopped. If the status is "Started" then select the CALLMaster entry and right Click then choose "Stop" or click the square "Stop" button on the toolbar to stop the service. You may need to Refresh or close and open the Services window to get the latest status.
2. Open the "Add/Remove Programs" window in the Control Panel. Select the CALLMaster entry and it will expand and display 'Change' and 'Remove' buttons. Click Remove and follow the uninstall wizard to completely remove the CALLMaster software.
3. If no files were created (i.e. log files or audio recordings) since the program was installed then the uninstall will remove all the folders it created (i.e. \Program Files\CALLMaster\ and all its sub folders). If any files were created then those files and the folders that contain them will not be removed. **Check and manually delete the main CALLMaster folder if it exists.**

### Dialogic Drivers

1. Before uninstalling the Dialogic System Software confirm that the "Dialogic System Service" is not running. You can see the status of the Dialogic System Service by opening the Control Panel/Administrative Tools/Services window. If Dialogic System Service is running then the Status column will show "Started" otherwise the Column will be blank if the Service is stopped. If the status is "Started" then select the Dialogic System Service entry and right click then choose "Stop" or click the square "Stop" button on the toolbar to stop the service. You may need to Refresh or close and open the Services window to get the latest status.
2. In the "Add/Remove Programs" window select "Dialogic System Release 6.0 PCI Redistributable Edition" and click 'Remove'. If the service is not stopped, a pop up message will tell you to stop it before removing.
  - 2.1. You have the option of saving your current Dialogic configuration if you plan to reinstall or upgrade the Dialogic Software otherwise click 'No'. Then click 'OK' to remove the Dialogic software.
3. When complete you will be prompted to reboot, choose 'Yes' and reboot the computer.

### CALLMaster Prerequisites

After uninstalling CALLMaster you can uninstall the additional components if desired or you may leave them on your system if used by other programs or plan to reinstall CALLMaster. Uninstall the components in the order listed below.

#### 1. Uninstall SQL Server.

In the "Add/Remove Programs" window select Microsoft SQL Server 2005 and click 'Remove'. In the 'Components Selection' window, select 'Remove SQL Server 2005 instance components', 'SQLEXPRESS Database Engine' and 'Workstation Components', then click 'Next' then 'Finish' to uninstall SQL Server Express. A "Setup Progress" window will display the removal progress and display the status of the components removed. When done they should all have a green check mark and status: Setup Finished.

Then press 'F5' or close and reopen the "Add/Remove Programs" window to refresh the displayed list of installed programs. Only the "Microsoft SQL Server Native Client" should still be listed. Select that entry and click 'Remove' to remove that component from the computer.

#### 2. Uninstall "Microsoft Visual C++ 2008 Redistributable"

In the "Add/Remove Programs" window select "Microsoft Visual C++ 2008 Redistributable-x86" and click the 'Remove' button to uninstall component.

#### 3. Uninstall "Microsoft .NET Framework 3.5 SP1, 3.0 and 2.0"

In the "Add/Remove Programs" window select "Microsoft .NET Framework 3.5 SP1" and click 'Remove' and then "uninstall" to uninstall that component. .NET Framework 3.0 and 2.0 can both be uninstalled in the same manner.

#### 4. Uninstall "Windows Installer 3.1"

In the "Add/Remove Programs" window select "Windows Installer 3.1" and click 'Remove' and then 'Next' to uninstall this component. If popup message displays a list of "programs that it thinks might not work properly if this component is uninstalled" you can click 'Yes' if only the Dialogic System Release 6.0 is in the list to continue. Click 'No' to remove those other components first and then remove this component later. There is an option to reboot. You can delay the reboot if you still need to "Uninstall Dialogic System Software".

**The computer now is back to the state it was before you started installing CALLMaster. If you left a Dialogic board in the machine when it reboots it will display the "Found New hardware" wizard which you can cancel and run at another time or after you reinstall the Dialogic software or remove the board to avoid this message.**

