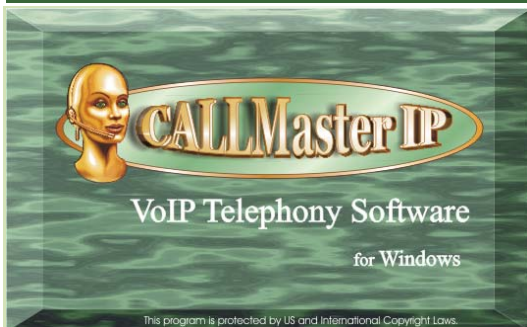# CALLMaster IP Installation Guide

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 HMP Drivers Installation and Configuration
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
- 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, Windows 7, Vista or 2003/2008 server. Additionally, you should have downloaded the required software from the SpeechSoft Downloads. This should include:
1. Prerequisite Software
   - Microsoft .Net Framework 3.5 SP1
2. Dialogic HMP Drivers
3. CALLMaster Software

Step 1 - CALLMaster Prerequisite Software Installation

Prerequisite software required for Windows XP only.
Proceed to Step 2 for other operating systems.
1. **Verify the existence of prerequisite software "Microsoft .Net3.5 Framework SP1" on the computer**
   1. Confirm by opening the Control Panel's "Add/Remove Programs" or "Uninstall Programs" window and check that the entry for "Microsoft .Net3.5 Framework SP1" is listed.
   2. If listed then skip to Step 2.
2. **Download "Microsoft .Net3.5 Framework SP1" via the SpeechSoft downloads link above and save in My Documents**
3. **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.

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4. **Confirm Prerequisite programs' existence on the PC**
   1. Open Control Panel "Add/Remove Programs" Window
   2. Check that the following entry is listed:
      - Microsoft .Net Framework 3.5 SP1

If the entry is listed then you have successfully installed the CALLMaster Prerequisite Software; If not retry Step 1.

Next: Step2 – Dialogic HMP Driver Installation & Configuration

CALLMaster IP Installation Guide

## Step2 – Dialogic HMP Driver Installation & Configuration

To install and configure the HMP drivers, continue with this Step. If not then proceed to Step 3. If you have purchased CALLMaster IP, you can download the HMP drivers from our website. Follow the instructions from the website to download, save and extract the required setup files. Follow the steps below to install the software.
You must be logged in as the local Administrator. Running setup.exe from the downloaded Dialogic folder will start the HMP driver installation.

A. Install HMP Drivers

1. At the Welcome screen, Click 'Next'.
2. Choose Destination Location to install the drivers.
   Keep the default 'C:' drive or Browse to the desired location.
   Click 'Next'.
3. Select features to install.
   - Core Runtime Package and Demos
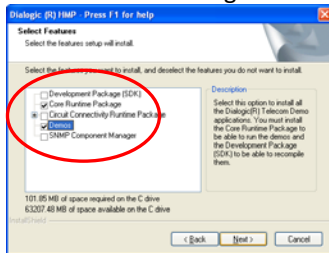
   Click 'Next'
4. Click 'Yes' to accept third party software installation.

5. At Select Program Folder, keep default value and click 'Next'.
6. Click 'Next' to Start Copying Files.
7. Setup Status window will display installation progress.
8. When Install Complete, select 'Yes' to restart computer then 'Finish'.

B. Configure Drivers

1. Run Dialogic Configuration Manager by clicking Start/Programs/ Dialogic HMP/Configuration Manager – DCM.
2. The configuration manager will be displayed with 'System Status: Stopped'.
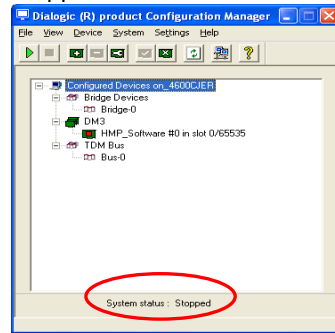
3. Start the Dialogic HMP service by clicking the Green arrow.
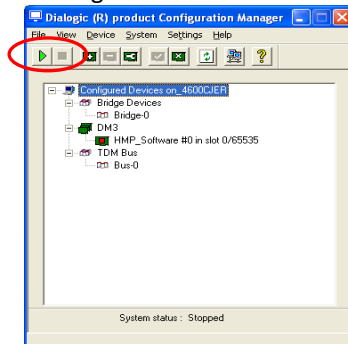
4. The status bar at the bottom of the window will show the System status: 'Start Pending' while it is starting the service. It will switch to 'Running' and then display 'System Started'. Close the DCM.
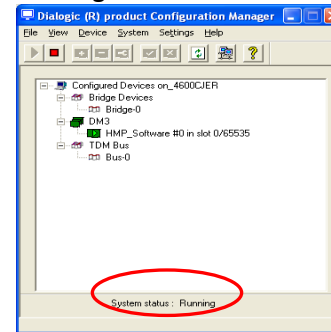
C. Install HMP License.

Get MAC Address and Submit to SpeechSoft
1. Run the HMP License Manager. From the 'Start|Programs|Dialogic HMP' program group select 'HMP License Manager'.
2. At the bottom left of the 'HMP License Manager', click on 'Show MAC Addresses' to get a list of the available MAC Addresses on your machine. Chose and record the MAC Address to which you want to lock the HMP License.
3. Email the chosen MAC Address to Support@speechsoft.com with your Company Name and Order ID.

Activate HMP License
1. SpeechSoft will generate and email the HMP License file locked to the MAC Address provided.
2. Put the HMP license file (.lic) received from SpeechSoft in the 'Program Files\Dialogic\HMP\Data' folder.
3. Run the HMP License Manager. From the 'Start|Programs|Dialogic HMP' program group select 'HMP License Manager'.
4. From the 'Choose License File' section, click the 'Browse' button and select the HMP License file issued to you.
5. Once you have selected the file, you will see the feature details purchased.
6. Verify details and click 'Activate License'. You will see a pop-up confirming license activated. Click 'OK' to close HMP License Manager.

Use New License
7. Open the Dialogic Configuration Manager (Start|Programs|Dialogic HMP|Configuration Manager – DCM):
   a. Highlight the HMP_Software. From the Device Menu, select 'Restore Defaults'.
   b. From the System Menu, select 'Start System'

Step 3 – CALLMaster Software Installation

CALLMaster IP Installation Guide

## Step 3 – CALLMaster Software Installation

The CALLMaster installation includes installation of Microsoft SQL 2008 Server Express. This will be installed as part of the CALLMaster installation if it is not already installed. You can download the CALLMaster IP software from our website and follow the instructions to download, save and extract the required CALLMaster setup files. Follow the steps below to install the software. Make sure that the Prerequisites and the Dialogic System Software are installed before proceeding. **You must be logged in as the local Administrator. Running CMSetup.exe from the downloaded CMIPSetup folder will start the installation.**

1. The CALLMaster Logo screen will be displayed.
2. At the "CALLMaster Installation Notice" displayed, click 'OK' to proceed.
3. First the "Windows Installer 4.5" license will be displayed if it is being installed. Review and click 'Accept' to continue.
4. Next, if SQLExpress SP1 is being installed the "SQL Express 2008 License Agreement" will be displayed. Review and click 'Accept' to continue.

5. The "Windows Installer 4.5" will install first. Once installed, the setup will require you to reboot before proceeding. Close and save all files on your PC then choose 'Yes' to reboot.
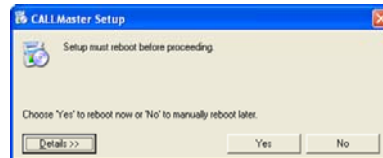
6. Once Once the reboot is complete and system has restarted, the CALLMaster install will automatically continue with the "SQLExpress Server 2008 Express Edition" installation. The SQL Server installation will take about 15-20 minutes.
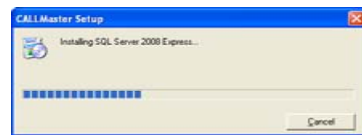
7. The CALLMaster IP Software Setup will start automatically once the SQL Server installation is complete. Click 'Next' at the CALLMaster IP Logo to start.
8. Review the CALLMaster Setup Wizard, click 'Next'.
9. The CALLMaster License Agreement is presented. Read and select "I Agree" to confirm acceptance 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.
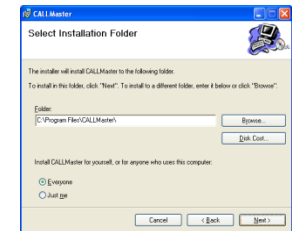
11. You will be prompted to confirm installation. Click Next to start installation.
12. There will be several screens displaying the installation progress.
13. When the "Installation Complete" window is presented, click 'Close' to exit.
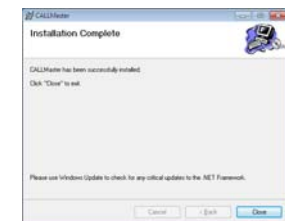
The CALLMaster installation is now complete.

CALLMaster is now installed on your PC

Set IP Address
Using Notepad, open the CMVOIP.cfg from the C:\Program Files\CALLMaster\Data folder. Set the IP Address for variable 'GWLocalAlias'

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 IP 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" or the "Uninstall 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 HMP Drivers

1. Before uninstalling the Dialogic HMP Software confirm that the "Dialogic HMP License Manager" is not running. You can see the status of the Dialogic HMP License Manager by opening the Control Panel/Administrative Tools/Services window. If Dialogic HMP License Manager 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 HMP License Manager 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" or the "Uninstall Programs" window select "Dialogic HMP Software Release 3.0" and click 'Remove'. If the service is not stopped, a pop up message will tell you to stop it before removing.

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" or the "Uninstall Programs" window select Microsoft SQL Server 2008 and click 'Remove'. In the 'Components Selection' window, select 'Remove SQL Server 2008 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" or the "Uninstall 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 .NET Framework 3.5 SP1, 3.0 and 2.0"**
   In the "Add/Remove Programs" or the "Uninstall 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.

The computer now is back to the state it was before you started installing CALLMaster.