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TASKE® WallSign

WallSign Administrator and WallSign Server are two applications in the TASKE Call Center Management Tools suite of applications. These applications provide a communication link with one or more Spectrum reader boards and act as the interface for the configuration and management of messages displayed on the reader boards. Using the WallSign applications, build sign plans that play messages based on the call center conditions, the time of day, user-defined special days, the day of the week, and the location of a reader board within the call center. Additionally, use the Quick Messages feature to create and save messages that override the sign plan messages when information needs to be conveyed quickly to agents.

Reader board messages can include text, call center statistics, colors, effects, and graphics. Several graphics are provided with the WallSign Administrator and a graphics editor is also available for the creation of user-defined graphics.



The two WallSign applications work together to produce messages and drive the reader boards. Using WallSign Administrator, reader board messages are configured and managed. Meanwhile, the WallSign Server is a background application that analyzes the sign plan and communicates the appropriate message to the Spectrum reader boards based on the conditions specified in the sign plan.

The TASKE WallSign applications run on both Windows 98 and NT platforms. Available for use in single-site call centers or in enterprise situations where a call center has several sites in different locations, WallSign allows reader board messages to be distributed to reader boards at call center locations across the globe.

Call centers using several reader boards establish a sign network. Up to five Spectrum reader boards can be networked from a PC equipped with the WallSign Server. In turn, each of these PCs has access to the reader boards on other PCs through the local call center network. The WallSign Server must be installed on each PC that is physically connected to one or more reader boards. The WallSign Administrator can be installed on any network connected PC for the configuration and management of sign plans. In an enterprise enabled call center, reader board messages can be distributed across the enterprise network and displayed on reader boards at other sites, but the messages must be configured and managed through the local network.

TASKE WallSign Startup and Shutdown

To create or edit sign plan components, graphics, or quick messages, only the WallSign Administrator must be running. However, to establish communication with the reader boards and display messages, the WallSign Server must also be running on PCs that are physically connected to reader boards.

Startup



Startup procedures for WallSign Administrator and WallSign Server are very similar. These procedures are:

1. Double-click the TASKE ToolBox icon on the desktop of the PC to open the TASKE ToolBox folder.
2. Double-click the WallSign Administrator icon to start the WallSign Administrator, or double-click the WallSign Server icon to start the WallSign Server.

When the WallSign Server is successfully installed and running the demo message that is programmed into the WallSign Administrator is played on the reader board(s). This message is:

"Welcome. If you can see this message, you have successfully installed your TASKE WallSign!"

The message is equipped with color, graphics, and effects.


Shutdown

To shutdown the WallSign Administrator and the WallSign Server applications, use the following steps.

WallSign Administrator Shutdown

1. Click File on the menu bar.
2. Select Exit from the File menu.

WallSign Server Shutdown

1. Right-click the  icon on the taskbar of the Windows desktop.
2. Select Shutdown from the pop-up menu.
3. Click Yes to confirm.

The WallSign Server

To play the sign plan messages and quick messages created in the WallSign Administrator, a communication link is required between the TASKE WallSign Server and the reader boards. An application that is invisible to the user, the WallSign Server stores the sign plan and interfaces with the TASKE Information Server to determine

which message should be played based on the current date, time, and call center conditions. The WallSign Server must be running on a PC that is physically connected to one or more reader boards for messages to be displayed on those reader boards.

The WallSign Administrator

The TASKE WallSign Administrator is the user interface for the construction and configuration of reader board messages. Containing real-time statistics, special effects, graphics, color, and formatting, reader board messages are played based on the current call center conditions, the date, the time, and the location of the reader board. To add this type of complexity to reader board messages, it is necessary to define the messages together with the conditions required for them to play.

Using Sign Plans for Message Control

The TASKE WallSign Administrator is the interface for configuring and managing reader board messages and their parameters using sign plans. A sign plan creates associations between messages and call center conditions, dates, times, and reader boards. The components of a sign plan are created separately in the WallSign Administrator.

A sign plan contains all of the components required for a message to be played. Messages are played on a reader board when all of the conditions for the message are true throughout the sign plan. Each sign plan component has a dedicated window provided in the display area and accessed from the Main Control Panel.

ACD Variables

Use the ACD Variables window to define call center statistics for use in reader board messages. An ACD variable is a real-time or recent historical call center statistic that can be included in a reader board message.

Messages

Use the Messages window to combine text, ACD variables, graphics, effects, color, and formatting to produce the text and effects seen on reader boards.

Decisions

Use the Decisions window to create decision trees. A decision tree is comprised of a default decision and optionally, one or more conditional decisions. A conditional decision is a statement that defines the state an ACD variable must be in before its associated message can be played on a reader board. A default decision is not associated with ACD variables and it is the decision used when the current call center conditions do not meet the requirements of the conditional

decisions.

Days

Use the Days window to define special days within the year that require unique messages due to specific events.

Day Plans

Use the Day Plans window to partition a 24-hour period and apply a decision tree to each partition. This process breaks the call center day into segments and allows different messages to be applied to different times of the day.

Scripts

Use the Scripts window to apply day plans to the days of the week and special days. This process produces associations between the day, the time of day, and the call center conditions by creating a link between a script, a day plan, and a decision tree.

Signs (reader boards)

Use the Signs window to assign addresses and scripts to the reader boards in the call center. The address assigned to a reader board in the WallSign Administrator must equal the address setting in the reader board to establish a communication link between the reader board and the WallSign Server. The assignment of a script to a reader board creates a link between the reader board and the day plan, decision trees, and messages used in the script.

Sign plans are built from the top-down. This means that the ACD variables must be defined first and the reader boards last. Messages are played on a reader board when all of the conditions for the message are true throughout the sign plan. ACD variables and special days are not required in a sign plan. All other components must be present.

Just as it is important to create a sign plan in the proper order, the elements of a sign plan must also be deleted in the proper order. Sign plan elements must be deleted in the reverse order of their creation.

Overriding A Sign Plan with Quick Messages

The Quick Messages window is the interface for creating, modifying and controlling messages that can override or alternate with the preset messages of a sign plan. Quick messages are often used in times of emergency or service alerts.

Quick messages are constructed using the same tools as the Messages window. As with the preset messages of a sign plan, quick messages can contain text, ACD variables, color, graphics, special effects, and character formatting.

Creating Custom Graphics

Use the Graphics window to create custom graphic images to include in your reader board messages. The record edit area of the Graphics window contains a color palette and a simulation of a reader board. Each of the gray dots on the reader board represent an LED. Filling these LEDs with color produces the image. Include the graphics in sign plan messages and quick messages.

Using the WallSign Administrator Interface

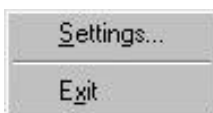
The WallSign Administrator window is comprised of three sections: the menu bar, the Main Control Panel, and the display area.

The Menu Bar



Spanning the top of the WallSign Administrator window, the menu bar contains three menus. The three menus of the menu bar are File, Tools, and Help.

File Menu



Settings - This option displays a WallSign Settings dialog box that prompts for the IP Address, Server Port and Database Path of the sign being accessed.

Exit - This option on the File menu closes the WallSign Administrator. This action does not close the WallSign Server.

Tools Menu



Reset Sign... - This option on the Tools menu clears the RAM (random access memory) on a reader board. Selection of the Reset Sign... option opens the Reset Sign dialog box where the address of the reader board being reset is entered. Clicking OK resets the selected reader board. When a reader board is reset, the last message displayed is displayed again. The reset function is used to verify that the Sign Service is communicating with the selected reader board.

Send Test Message... - This menu option opens the Send Test Message dialog box. Enter the text of the test message in the Message field and input the address of the reader board in the Sign Address field using the up and down

arrow buttons. Click OK to display the test message on the selected reader board. Test messages are used to test the communication between the WallSign Server and the selected reader board.

Get Sign Version... - This menu option opens the Get Version Information For Sign dialog box. To obtain the part number and the release date of the reader board chip for a particular reader board, input the address of the reader board in the Sign Address field using the up and down arrow buttons. The reader board information is returned in the Sign Version Information dialog box. Click Close to close the dialog box.

Set Sign Date/Time From PC... - This menu option opens the Sync Sign Date To PC dialog box. Enter the address of the reader board that requires time and date synchronization in the Sign Address field using the up and down arrow buttons. Click OK to synchronize the time and date of the reader board with the time and date of the PC.

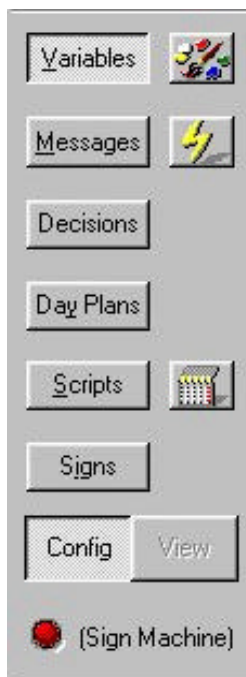
Help Menu



Contents – Access the online help for the TASKE WallSign Administrator and the TASKE WallSign Server.

About Sign... - This menu option opens the About TASKE Sign dialog box. This dialog box provides the software release number, the software version number, and the copyright information. Click OK to exit the dialog box.

Main Control Panel



The Main Control Panel has two functions: mode selection and window selection.

Mode Selection

Clicking the Config and View buttons toggle the TASKE WallSign Administrator program between the configuration mode and the view mode. The configuration mode enables users to create and edit sign plan components, graphics, and quick messages using the windows of the display area. The view mode changes these windows to read-only, real-time displays. In the view mode, the elements that are currently being used to display the message on the reader board are presented in the record area.

Window Selection

The Main Control Panel contains buttons to access the windows of the sign plan components, the quick messages window, and the graphics window. Selection of a button opens its corresponding window in the display area.

Display Area

The window selection buttons of the Main Control Panel provide access to the windows of the display area. These windows are the interface for creating and editing the elements of a sign plan, graphics, and quick messages in the configuration mode and the real-time display of these items in the view mode. The display area is the largest section of the window and is located to the left of the Main Control Panel.

Using the Config and View Modes



The TASKE WallSign Administrator operates in two modes. These modes are configuration and view. To switch between the modes, use the Config and View buttons on the Main Control Panel.

The primary difference between the configuration mode and the view mode is functionality, not the appearance of the program window. The display area of the TASKE WallSign Administrator is a pane that displays one of nine windows. Switch between the windows using the window selection buttons on the Main Control Panel. These windows provide the interface for creating, managing, and viewing sign plan elements, user-defined graphics, and quick messages.

The only difference in appearance between the two modes occurs in the record area of the display area pane. In the configuration mode, the record area provides a detailed list of all defined elements for that window. In the view mode, the record area displays the element that the WallSign Server is currently transmitting to the reader board.

Configuration Mode

The configuration mode is the interface for the creation and management of sign plan elements, graphics, and quick messages. When in the configuration mode, each window accessed from the Main Control Panel displays its existing elements. Use the window in the configuration mode to create new elements and edit the existing elements.

View Mode

The view mode is a read-only, real-time display. When in the view mode, the windows accessed from the Main Control Panel display the element that is currently being used by the Wall Sign application to display the message on the

reader board. This option is only available after configuration is complete and the WallSign Server is started.

It is important to note that the View mode is disabled if the WallSign Server is not running. This is because there is no real-time data available for display.

Using the ACD Variables Window

The ACD Variables window is accessed by clicking the Variables button on the Main Control Panel. An ACD variable is a real-time or recent historical call center statistic that can be included in a reader board message. Each ACD variable included in a reader board message must be defined using the ACD Variables window. This window allows the definition of new ACD variables, the modification of ACD variables already defined, and the deletion of ACD variables that are no longer needed.

Components of the ACD Variables Window

The ACD Variables window is comprised of three sections: the record area, the toolbar, and the record edit area.

Record Area

Variable Name	ACD Performance Variable	ACD Group
greg	Number Of Agents In Out Calls	P006 - Incoming ACD Call Path 5900
fredid	Number Of Agents Unavailable	P901 - Path 5901
gread	Answer Service Percentage - Last 12 ...	P901 - Path 5901
looo	Answer Service Percentage - Last 12 ...	P901 - Path 5901
TSP	Telephone Service Factor - Last 15 M...	P901 - Path 5901

The record area of the ACD Variables window lists the defined ACD variables. Select an ACD variable from the list for editing or deletion. When

selected, an ACD variable is highlighted in blue and its details can be viewed and edited in the record edit area.

Toolbar

Variable Name: Agents on ACD

The toolbar in the ACD Variables window is used to create and name new

ACD variables, edit existing ACD variables, and delete ACD variables no longer needed.

Record Edit Area

Variable Color: Same As Message Text Dependent on Threshold

ACD Variable: Number Of Agents On ACD

ACD Group: 1 - all agents

Field Length: 5

Align: [Left] [Center] [Right]

Color Selection: Green, Yellow, Red

Threshold: 10, 15

The record edit area of the ACD Variables window provides the parameters for the definition of the ACD variables for the reader board messages. This area is used to define new ACD variables and to edit the ACD variables already defined.

Defining ACD Variables

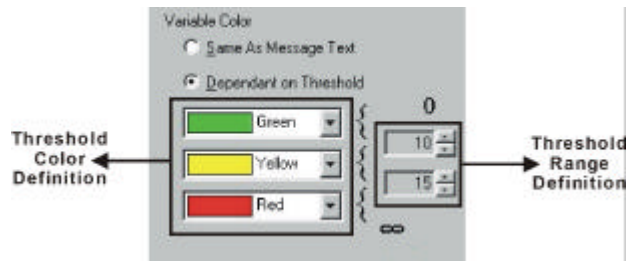
The ACD Variables window provides an interface for defining the ACD variables used in reader board messages.

To define an ACD variable:

1. Click the Config button to choose Configuration mode and the Variables button on the Main Control Panel.
2. Click New on the toolbar.
3. Type a variable name.
4. Select an ACD variable.
5. Select an ACD group.
6. Define a field length.
7. Set the alignment.
8. Select a color option for the ACD variable.
9. Click Update on the toolbar to save the new ACD variable.

Defining the ACD Variable Color

Select the Same As Message Text radio button in the record edit area of the ACD Variables window to have the ACD variable appear the same color as the message text on the reader board. Nothing further is required for defining the ACD variable color when this radio button is selected.



Select the Same As Message Text radio button in the record edit area of the ACD Variables window to have the ACD variable appear the same color as the message text on the reader board. Nothing further is required for defining the ACD variable color when this radio button is selected.

Select the Dependant on Threshold radio button to define

a color range for the display of the ACD variable on the reader board. The color of the ACD variable is dependent on the value of the ACD variable, based on user-defined thresholds. When this radio button is selected, the thresholds and their associated colors must be defined.

To define the color thresholds, select a color for each threshold from the drop-down lists in the three color boxes. To set the threshold values, input the values for the thresholds from 0 to x and from x to infinity, where x equals the value of the ACD variable you are defining. The values are input in the two boxes located to the right of the color boxes.

Deleting ACD Variables

The Delete button on the toolbar of the ACD Variables window deletes the ACD variable selected in the record area of the window. It is only possible to delete ACD variables that are not referenced elsewhere in the sign plan. If an ACD variable is referenced anywhere else in a sign plan, all references must be

removed prior to deleting the ACD variable.

To delete an ACD variable from the ACD Variables window:

1. Select the ACD variable to delete in the record area of the ACD Variables window.
2. Click the Delete button on the toolbar.
3. Click Yes in the Sign dialog box to acknowledge the deletion.

If the ACD variable is not referenced anywhere else in the sign plan, the ACD variable is deleted immediately. If the Sign dialog box opens with the statement:

The selected element(s) cannot be deleted because they are being referenced by another part of the system.

click OK and search the sign plan for references to the ACD variable and delete them before attempting to delete the ACD variable again.

Messages Window

The Messages Window is the interface for the construction of reader board messages. Message construction is the second step in the creation of a sign plan after the definition of the ACD variables. Reader board messages can contain text, ACD variables, color, graphics, special effects, and character formatting.

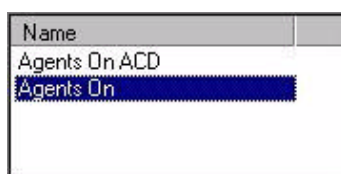
Messages are created using text and using the tools of the record edit area. Simply click the buttons or make menu selections to add ACD variables, color, graphics, and effects to the message text. When one of these components is added to a message, the appropriate code for the component is added to the message string.

When special effects, graphics, and formatting are incorporated into a reader board message, it is important to properly place these components around the message text and ACD variables to achieve the intended effect on the reader board.

Components of the Messages Window

The Messages window is comprised of three sections: the record area, the toolbar, and the record edit area.

Record Area



The record area of the Messages window lists the existing reader board messages. Select a message from the list for editing or deletion. When selected, a message is highlighted in blue and its details can be viewed and edited in the record edit area.

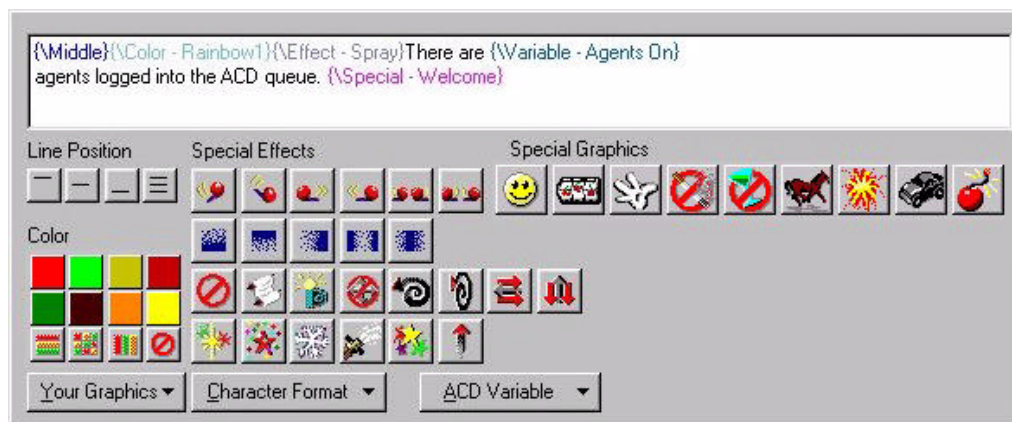
Toolbar



The toolbar in the Messages window is used to create and name new reader board messages, edit existing messages, and delete messages no longer needed.

Record Edit Area

The record edit area of the Messages window provides the platform and the tools for the construction of reader board messages. This area is used to define new reader board messages and to edit the messages already created. The white section of the record edit area is the message platform. This section is where the message is created by typing the message text directly into the message platform and inserting formatting codes using the tools below.



Building A Message

Use the Messages window to construct reader board messages. The positioning of the message components depends on how the message is to play on a reader board. Formatting and effects must be positioned in the message before the message text or the ACD variable it is supposed to affect.

The following steps are suggestions for the order in which a reader board message can be constructed. As the message is constructed, its components are visible in the message platform.





1. Click the Config button to choose Configuration mode and click the Messages button on the main control panel.
2. Click New on the toolbar.
3. Type a message name.
4. Select the line position.
5. Select a special effect.
6. Select a color for the message text.
7. Add character formatting, if desired.
8. Type the message text in the message platform. If character formatting is

- present, ensure that the message text appears between the character formatting tags if both an on and an off tag are present.
9. Select an ACD variable, if desired. Logically position the ACD variable in the message text where its value will make sense when played on a reader board.
 10. Select a special graphic or select a user defined graphic by clicking the Your Graphics button. Position the graphic as it should appear with the message text.
 11. Click Update on the toolbar to save the new message.

Selecting the Line Position

The line position buttons are used to select the vertical alignment of the message text on the reader board. The vertical alignment options are top, middle, bottom, and fill. Selecting the top, middle, or bottom options means the message text will only occupy the selected line on the reader board. Selecting the fill option means that the message text enters the reader board from the top, left corner and is able to occupy all three lines when the message is long enough to fill the reader board.


























Click a line position button to insert code into the message that determines the line position of the message text on the Spectrum reader board.

Button	Code In Message	Description
	{\Top}	The text following the code appears on the top line of the reader board.
	{\Middle}	The text following the code appears on the middle line of the reader board.
	{\Bottom}	The text following the code appears on the bottom line of the reader board.
	{\Fill}	The text following the code fills all three lines of the reader board.

Selecting Special Effects

The special effects buttons are used to define how a message moves across the reader board. If none of the options are specified, the automode option is automatically selected. Automode produces a random selection of the available special effects. Special effects must be placed before the message text or ACD variable they are intended to affect.









The available effects are:

Button	Code In Message	Description
	{\Effect - Roll Up}	Roll Up
	{\Effect - Roll Down}	Roll Down
	{\Effect - Roll Left}	Roll Left
	{\Effect - Roll Right}	Roll Right
	{\Effect - Roll In}	Roll In
	{\Effect - Roll Out}	Roll Out
	{\Effect - Wipe Up}	Wipe Up
	{\Effect - Wipe Down}	Wipe Down
	{\Effect - Wipe Left}	Wipe Left
	{\Effect - Wipe In}	Wipe In
	{\Effect - Wipe Out}	Wipe Out
	{\Effect - Auto Mode}	Automode (randomly selects special effects)
	{\Effect - Scroll}	Scroll
	{\Effect - Flash}	Flash
	{\Effect - Hold}	Hold
	{\Effect - Rotate Left}	Rotate Left
	{\Effect - Compress Rotate}	Compress Rotate
	{\Effect - Switch}	Switch
	{\Effect - Interlock}	Interlock
	{\Effect - Twinkle}	Twinkle
	{\Effect - Sparkle}	Sparkle
	{\Effect - Snow}	Snow
	{\Effect - Spray}	Spray
	{\Effect - Starburst}	Starburst
	{\Effect - Slide}	Slide

Selecting Special Graphics

The special graphics buttons are used to insert the graphics provided with the WallSign Administrator into reader board messages. Clicking one of the Special Graphics buttons inserts the code for the graphic into the message.

The special graphics included with the WallSign Administrator are:

Button	Code In Message	Description
	{\Special - Welcome}	Scroll Welcome
	{\Special - Slot}	Slot Machine
	{\Special - Thank You}	Script Thank You
	{\Special - No Smoking}	No Smoking
	{\Special - Don't Drink & Drive}	Don't Drink and Drive
	{\Special - Animal Running}	Running Animal
	{\Special - Fireworks}	Fireworks
	{\Special - Turbo Car}	Turbo Car
	{\Special - Cherry Bomb}	Cherry Bomb

Character Formatting

The Character Format button is used to insert call information in a message and specify character attributes such as character spacing, width, height and the speed at which characters are scrolled across the screen. The Character Format button produces a menu that contains three sub menus. These menus are Insert, Speed, and Effects. Most of the character formatting options place both an on tag and an off tag in the message. It is important to place the text requiring the formatting between the two tags.



The Character Format button produces a pop-up menu with three sub-menus. The sub-menus contain character formatting options that, when selected, insert code into a message. The code affects the appearance of the text characters following the code. It is important to note that some reader boards do not have the capability to adjust character width and height. A question mark displayed by the reader board indicates this hardware limitation.





Insert Menu		
Menu Option	Code In Message	Description
Call Time	{\Format - Call Time}	Inserts the call time in the message.
Call Date	{\Format - Call Date}	Inserts the date in the message.
Next Line	{\Format - Next Line}	Inserts a carriage return <CR>.
No Hold	{\Format - No Hold}	Prevents pausing between format changes.
Speed Menu		
Menu Option	Code In Message	Description
Speed 1	{\Format - Speed 1}	The rate at which characters are displayed on the reader board. Speed 1 is the slowest and Speed 5 is the fastest.
Speed 2	{\Format - Speed 2}	
Speed 3	{\Format - Speed 3}	
Speed 4	{\Format - Speed 4}	
Speed 5	{\Format - Speed 5}	
Effects Menu		
Menu Option	Code In Message	Description
Double High On	{\Format - Double High On}{\Format - Double High Off}	Doubles the height of the text between the tags.
True Descender On	{\Format - True Descender On}{\Format - True Descender Off}	Causes the characters with sections descending beyond the text baseline, such as lower case y and g, to be displayed below the baseline of the text.
Character Flash On	{\Format - Flash On}{\Format - Flash Off}	Causes the characters between the tags to flash.
Double Stroke On	{\Format - Double Stroke On}{\Format - Double Stroke Off}	Allows the characters two columns of pixels.
Double Wide On	{\Format - Double Wide On}{\Format - Double Wide Off}	Stretches the character to double its regular width.
Fixed Width On	{\Format - Fixed Width On}{\Format - Fixed Width Off}	All of the characters in the message are the same width.
Fancy On	{\Format - Fancy On}{\Format - Fancy Off}	Adds serifs to the font.
Wide Character On	{\Format - Wide Char On}{\Format - Wide Char Off}	Makes the characters between the tags wider.
Full Height Fancy	{\Format - Full Height Fancy}	Widens, heightens, and adds serifs to the characters.
Full Height Standard	{\Format - Full Height Std}	Heightens the characters without widening and adding serifs.
Seven High Standard Character	{\Format - 7 High Std Char}	Characters are seven pixels in height.

Five High Standard Character	{\Format - 5 High Std Char}	Characters are five pixels in height.
Proportional Character Spacing	{\Format - Proportional Character Spacing}	Centers the characters on the reader board.
Fixed Character Spacing	{\Format - Fixed Character Spacing}	Left justifies the characters on the reader board.

Message Color

The Color buttons are used to specify the color of the message text. A different color can be used for each character of the message text. Unless otherwise specified in the ACD Variables window, the color selection also applies to the ACD variables. However, the characters of the ACD variable must all share the same color. Some Spectrum Sign types provide more color choices than others, as outlined in the literature from Spectrum Corporation.

Click the solid color buttons and begin typing the message text in that color. Use the rainbow buttons, the color mix button, and the auto color button to insert code into the message that determines the color of the message text.

Color Button	Code In Message	Description
Red	None	Select the red color button to type the message text in red.
Green	None	Select the green color button to type the message text in green.
Dark Yellow	None	Select the dark yellow color button to type the message text in dark yellow.
Dark Red	None	Select the dark red color button to type the message text in dark red.
Dark Green	None	Select the dark green color button to type the message text in dark green.
Black	None	Select the black color button to type the message text in black.
Orange	None	Select the orange color button to type the message text in orange.
Yellow	None	Select the yellow color button to type the message text in yellow.
	{\Color - Rainbow 1}	Inserts code into the message that makes the message text appear in multiple colors.
	{\Color - Rainbow 2}	Inserts code into the message that makes the message text appear in multiple colors.
	{\Color - Color Mix}	Uses all of the colors allowable by the reader board. Each character is a different color. When all of the colors have been used, the pattern is repeated.
	None	Randomly selects colors for the message text.

Deleting A Message

The Delete button on the toolbar is used to delete reader board messages. A message cannot be deleted if it is referenced anywhere else in the sign plan. All references to the message must be deleted before the message can be deleted.

To delete a message from the Messages window:

1. Select the message to delete in the record area of the Messages window.
2. Click the Delete button on the toolbar.
3. Click Yes in the Sign dialog box to acknowledge the deletion.
4. If the message is not referenced anywhere else in the sign plan, the message is deleted immediately. If the Sign dialog box opens with the statement:

The selected element(s) cannot be deleted because they are being referenced by another part of the system.

click OK and search the sign plan for references to the message and delete them before attempting to delete the message again.

Using the Decisions Window

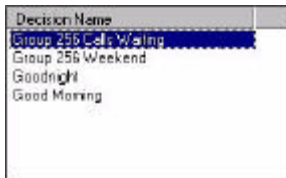
The Decisions window provides an interface for the creation and modification of decision trees. A decision tree is comprised of one or more decisions. Two types of decisions are found in a decision tree: conditional and default. A conditional decision is a statement that defines the state an ACD variable must be in before its associated message can be played on a reader board. A default decision is the decision used when the current call center conditions do not meet the requirements of the conditional decisions.

The decisions of a decision tree are prioritized in the order of their importance. The high priority decisions are at the top of the decision tree and the mandatory default message is always at the bottom of the decision tree. The WallSign Server searches through the decisions of a decision tree, looking for a decision that matches the current call center conditions. If none of the conditional decisions match the current conditions, the default decision is used and its associated message is played on the reader board.

Components of the Decisions Window

The Decisions window is comprised of three sections: the record area, the toolbar, and the record edit area.

Record Area



The record area of the Decisions window lists the defined decision trees. Select a decision tree from the list for editing or deletion. When selected, a decision tree is highlighted in blue and its details can be viewed and edited in the record edit area.

Toolbar



The toolbar in the Decisions window is used to create and name new decision trees, edit existing decision trees, and delete decision trees no longer needed.

Record Edit Area

Play Mess	IF ACD Var	Condition	Min	Max	Sec	Play Tone	Complete Decision
TSP	trfd3	Above	30	60	10	<input checked="" type="checkbox"/>	Play (TSP) IF (trfd3) [Above] 30 for 10s (T
greer	grog3	Below	7	95	30	<input type="checkbox"/>	Play (greer) IF (grog3) [Below] 95 for 30s
Default							Play (Default)


The record edit area of the Decisions window provides the tools and the platform for defining the decisions of a decision tree. This area is

used to define new decisions and to edit the decisions already defined for the decision tree.

Defining Decision Trees

Use the Decisions window to create decision trees that play messages based on the current call center conditions. To do this, apply a message to each decision along with an ACD variable and a set of conditions that the ACD variable must be experiencing for the message to play.

To define a decision tree:

1. Click the Config button to choose Configuration mode and click the Decisions button on the main control panel.
2. Click New on the toolbar.
3. Type a Name for the decision tree.
4. Click the Play Message field in the default decision and select a message.
5. Click  to add a decision to the decision tree.
6. Click the down-arrow in the Play Message field. Select a message from the drop-down list to associate the message with the new decision.
7. Click the down-arrow in the If ACD Variable field. Select an ACD variable

- from the list.
8. Click the down-arrow in the Condition field. Select the condition the ACD variable must be in to play the message.
 9. Input a value in the Min field to define the minimum value for the ACD variable condition.
 10. Input a value in the Max field (if applicable) to define the maximum value for the ACD variable condition.
 11. Input a value in the Sec field to indicate the number of seconds the ACD variable must be in the defined condition before the message will play.
 12. Enable the Tone check box to have the reader board emit a tone when the message associated with the decision is first played.
 13. Repeat steps 6 to 13 to add additional decisions to the decision tree.
14. Click Update on the toolbar to save the new decision tree and add it to the list in the record area.

Identifying the Difference Between Default and Conditional Decisions

Conditional decisions are created by defining the ACD queue conditions that must be in effect for a message to play. This is done by associating a message with an ACD variable and then specifying the conditions the ACD variable must be experiencing in order for the message to play.

Each message and ACD variable association is one decision within a decision tree. The order the decisions are listed within a decision tree identifies their priority within the decision tree.

For example, if decision 2 is satisfied, a message for decision 2 will continue to be played until either:

- a. decision 2 is no longer satisfied because the value of the performance variable has fallen/risen within acceptable service limits and the default decision is used, or
- b. decision 1 is satisfied. A message for the higher priority decision will interrupt a message for the second decision.

Default decisions are used when the current call center conditions do not match any of the conditions specified in the conditional decisions. Unlike the conditional decisions, default decisions cannot be associated with ACD variables. Every decision tree must contain a default decision. In a decision tree, the default decision is always the lowest priority decision.

Deleting A Decision Tree

The Delete button on the toolbar of the Decisions window deletes the decision tree selected in the record area of the window. It is only possible to delete

decision trees that are not referenced elsewhere in the sign plan. If a decision tree is referenced anywhere else in a sign plan, all references must be removed prior to deleting the decision tree.


To delete a decision tree from the Decisions window:

1. Select the decision tree to delete in the record area of the Decisions window.
2. Click the Delete button on the toolbar.
3. Click Yes in the Sign dialog box to acknowledge the deletion.
4. If the message is not referenced anywhere else in the sign plan, the message is deleted immediately. If the Sign dialog box opens with the statement:

The selected element(s) cannot be deleted because they are being referenced by another part of the system.

click OK and search the sign plan for references to the decision tree and delete them before attempting to delete the decision tree again.

Using the Days Window

The Days window is accessed by clicking the  button on the main control panel. This window is used to identify special days that require unique messages. Special days are included in scripts. The scripts associate with messages through the assignment of a day plan.

The WallSign Administrator is provided with a number of pre-defined special days. These days encompass the major holidays and events in a year. Add these pre-defined special days to a script for use in a sign plan, or use the Days window to define any additional days the call center requires.

Days Window Components

The Days window is comprised of three sections: the record area, the toolbar, and the record edit area.

Record Area

Day Name	Day Type	Description	Date	Number Of Days
New Year's Day	Specific	Last day of Christmas Holidays	1 January	1
Agent Training	Reference	New Agent Training	Third Wednesday of June	3

The record area of the Days window lists the defined special days that require specific messages.

Select a special day from the list for editing or deletion. When selected, a special day is highlighted in blue and its details can be viewed and edited in the record edit area.

Toolbar



The toolbar in the Days window is used to create and name new special days, edit existing special days, and delete special days no longer needed.


Record Edit Area

The record edit area of the Days window is the interface for the definition of a special day. This area is used to define new special days and to edit the special days already defined.

Defining Special Days

Use the Days window to define special days or groups of days throughout the year that require specific messages. Special dates can refer to specific calendar dates or to a reference period within a month, such as the third Thursday of February.

To define a special day or a group of special days:

1. Click the Config button to choose Configuration mode and click  on the Main Control Panel.
2. Click New on the toolbar.
3. Type a Name for the day or group of days.
4. Define the date as a specific date or a reference date.
5. Click in the Description field and type a description for the day or group of days.
6. Click Update on the toolbar to save the special day or group of days.

Defining Specific Dates

A special day is defined as a specific date when it applies to a particular calendar date. For instance, Christmas is a specific date because it falls on the 25th of December every year.

To define a day or group of days using a specific date:

1. Enable the Specific radio button to define a specific calendar date or a group of dates.
2. Click on the numeric day of the month and use the up and down arrows to select the day of the month.
3. Click on the month and use the up and down arrows to select the month.
4. Use the up and down arrows in the day(s) field to define the number of days the period encompasses, beginning with the selected date.

Reference Dates

The screenshot shows a dialog box titled "Date is". It has two radio buttons: "Specific" (unselected) and "Reference" (selected). Below the radio buttons are two rows of controls. The first row, corresponding to the "Specific" option, has a date field showing "25 December", a numeric field showing "2", and the text "day(s)". The second row, corresponding to the "Reference" option, has a dropdown menu showing "Third", a text field showing "Wednesday of", a month dropdown showing "June", a numeric field showing "3", and the text "days(s)".

A special day is defined as a reference date when it applies to an event that falls on the same day of the week, in the

same month, every year. Father's Day is considered to be a reference date because it is defined by its occurrence on the third Sunday in June each year.

To define a day or group of days using a reference date:

1. Enable the Reference radio button to define a reference date or group of dates within a month.
2. Click the reference field to select the reference day within the month. The selections in this list are First, Second, Third, Fourth, or Last. These adjectives refer to specific days of the week within a specific month. For instance, it may be referring to the first Friday in June.
3. Click on the day of the week and use the up and down arrows to select a day.
4. Click on the month and use the up and down arrows to select a month.
5. Use the up and down arrows in the day(s) field to define the number of days the period encompasses, beginning with the selected date.

Deleting Special Days

The Delete button on the toolbar of the Days window deletes the special day selected in the record area of the window. It is only possible to delete special days that are not referenced elsewhere in the sign plan. If a special day is referenced anywhere else in a sign plan, all references must be removed prior to deleting the special day.

To delete a special day from the Days window:

1. Select the special day to delete in the record area of the Days window.
2. Click the Delete button on the toolbar.
3. Click Yes in the Sign dialog box to acknowledge the deletion.

4. If the special day is not referenced anywhere else in the sign plan, it is deleted immediately. If the Sign dialog box opens with the statement:

The selected element(s) cannot be deleted because they are being referenced by another part of the system.

Click OK and search the sign plan for references to the special day and delete them before attempting to delete the special day again.

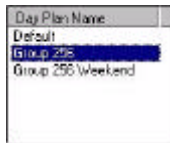
Using the Day Plans Window

The Day Plans window is accessed by clicking the Day Plans button on the main control panel. This window is used to partition a 24-hour period and apply a decision tree to each partition. This process breaks the call center day into segments and allows different messages to be applied to different times of the day. Once defined, the day plans are applied to specific days of the week or special days in the Scripts window.

Components of the Day Plans Window

The Day Plans window is comprised of three sections: the record area, the toolbar, and the record edit area.

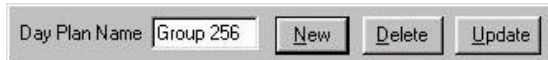
Record Area



The record area of the Day Plans window lists the defined day plans. Select a day plan from the list for editing or deletion. When selected, a day plan is highlighted in blue and its details can be viewed and edited in the record edit area.

Toolbar

The toolbar in the Day Plans window is used to create and name new day plans, edit existing day plans, and delete day plans no longer needed.



Record Edit Area


From	To	Decision Tree
00:00	07:59	Good Morning
08:00	15:59	Calls Waiting on Pilot 255
16:00	23:59	Good Night

The record edit area of the Day Plans window is the interface for defining the time segments of a day plan. This area is used to define new time segments, delete time segments, and to edit the existing time segments of a day plan.

Defining Day Plans

Use the Day Plans window to apply decision trees to specific segments of a 24-hour period. A day plan must begin with 00:00 and end with 23:59. The minimum size of a day plan segment is 1 minute while the maximum size is 24 hours. A default day plan is automatically created in the Day Plans window.

To define a new day plan with three time segments:

1. Click the Config button to choose Configuration mode and click the Day Plans button on the main control panel.
2. Click New on the toolbar.
3. Type a Name for the day plan.
4. Click  twice to add a second and third time segment to the day plan.
5. Set the start time for each time segment in the From column.
6. Set the end time for each time segment in the To column.
7. Select a decision tree for each time segment from the Decision Tree column.
8. Click Update on the toolbar to save the new day plan and add it to the list in the record area.

Deleting a Day Plan

The Delete button on the toolbar of the Day Plans window deletes the day plan selected in the record area of the window. It is only possible to delete a day plan that is not referenced elsewhere in the sign plan. If a day plan is referenced anywhere else in a sign plan, all references must be removed prior to deleting the day plan.

To delete a day plan from the Day Plans window:

1. Select the day plan to delete in the record area of the Day Plans window.
2. Click the Delete button on the toolbar.
3. Click Yes in the Sign dialog box to acknowledge the deletion.
4. If the day plan is not referenced anywhere else in the sign plan, it is deleted immediately. If the Sign dialog box opens with the statement:

The selected element(s) cannot be deleted because they are being referenced by another part of the system.

click OK and search the sign plan for references to the day plan and delete them before attempting to delete the day plan again.

Using the Scripts Window

The Scripts window is accessed by clicking the Scripts button on the main control panel. This window is used to apply day plans to the days of the week and to special days. This process produces associations between the day of the week, the time of day, and the call center conditions by creating a link between a script, a day plan, and a decision tree.

Components of the Scripts Window

The Scripts window is comprised of three sections: the record area, the toolbar, and the record edit area.

Record Area



The record area of the Scripts window lists the defined scripts. Select a script from the list for editing or deletion. When selected, a script is highlighted in blue and its details can be viewed and edited in the record edit area.

Toolbar



The toolbar in the Scripts window is used to create and name new scripts, edit existing scripts, and delete scripts no longer needed.

Record Edit Area

Day	Day Plan
Default	Default
Monday	Pilot 255
Tuesday	Pilot 255
Wednesday	Pilot 255
Thursday	Pilot 255
Friday	Pilot 255


The record edit area of the Scripts window provides the interface for the application of day plans to the days of the week or to special days. Together, these days and their associated day plans create a script. The record edit area is used to add days to a script and to edit the days already defined for an existing script.

Defining a Script

Use the Scripts window to create scripts that apply day plans to the days of the week or to special days. When a new script is created, a default entry is automatically added that uses the default day plan. Use each day of the week or special day only once in each script.

To define a new script:

1. Click the Config button to choose Configuration mode and click the Scripts button on the main control panel.

2. Click New on the toolbar.
3. Type a Name for the new script.
4. Click  to add a new script entry.
5. Click in the Day column for the entry and select a day of the week.
6. Click in the Day Plan column for the entry and select a day plan.
7. Repeat steps 4 to 6 to define additional script entries.
8. Click the Update button on the toolbar to save the new script.

Deleting a Script

The Delete button on the toolbar of the Scripts window deletes the script selected in the record area of the window. It is only possible to delete scripts not referenced elsewhere in a sign plan. If a sign references the script in the Signs window, the reference must be deleted from the Signs window prior to deleting the script.

To delete a script from the Scripts window:

1. Select the script to delete in the record area of the Scripts window.
2. Click the Delete button on the toolbar.
3. Click Yes in the Sign dialog box to acknowledge the deletion.

4. If the script is not referenced anywhere else in the sign plan, the script is deleted immediately. If the Sign dialog box opens with the statement:

The selected element(s) cannot be deleted because they are being referenced by another part of the system.

click OK and search the sign plan for references to the script and delete them before attempting to delete the script again.

Using the Signs Window

The Signs window is the final stop in the creation of a sign plan. Access the Signs window by clicking the Signs button on the main control panel. This window is used to assign addresses and scripts to individual reader boards.

The reader board address in the TASKE WallSign Administrator must equal the address setting in the reader board. Matching the two addresses is essential in establishing a communication link between the reader board and the software.

The assignment of a script to a reader board creates a link between the reader board

and the sign plan. When a script is assigned to a reader board it is linking the reader board to its associated day plan, decision trees, and messages. Using the sign plan components, the WallSign Server is capable of determining which message to play based on the location of the reader board, the day of the week, the time of the day, and the call center conditions.

Components of the Signs Window

The Signs window is comprised of three sections: the record area, the toolbar, and the record edit area.

Record Area

Name	Address	Script
Group 256 Sign	01	Group 256 Weekday Script
Sales Department Sign	02	Group 256 Weekday Script
Technical Support Sign	03	Group 256 Weekday Script

The record area of the Signs window lists the defined reader boards. Select a reader board from the list for editing or deletion. When selected, a reader board is highlighted in blue and its details can be viewed and edited in the record edit area.

Toolbar



The toolbar in the Signs window is used to define and name new reader boards, edit the setup of existing reader boards, and delete the setup of reader boards no longer needed.

Record Edit Area

The record edit area of the Signs window provides the interface for addressing reader boards and assigning scripts to each.

Use this area to address and assign scripts to new reader boards and to edit the addresses and script assignments of existing reader boards.

Defining A Sign (Spectrum Reader Board)

Use the Signs window to associate a Spectrum reader board with a message or a group of messages. To add a reader board to the TASKE system it must be named, addressed, and assigned a script. The assignment of a script to a reader board completes a sign plan. The script associates messages and all of their conditions with a particular reader board.

To add a reader board to the TASKE system:

1. Click the **Config** button to choose Configuration mode and click the **Signs**

- button on the main control panel.
2. Click **New** on the toolbar.
3. Type a **Name** for the reader board.
4. Select an **Address** for the reader board from 00 to 99.
5. Click the **Script** field and select a script.
6. Click the **Update** button on the toolbar to save the settings for the reader board.
7. Follow the instructions from Spectrum Corporation and address the reader board to match the address of the reader board in the WallSign Administrator.

Deleting a Sign

The Delete button on the toolbar of the Signs window deletes the sign selected in the record area of the window. It is only possible to delete signs not referenced elsewhere in a sign plan. If a sign is referenced anywhere in a sign plan, the reference must be deleted from the Signs window prior to deleting the sign.


To delete a sign from the Signs window:

1. Select the sign to delete in the record area of the Signs window.
2. Click the Delete button on the toolbar.
3. Click Yes in the Sign dialog box to acknowledge the deletion.
4. If the sign is not referenced anywhere else in the sign plan, the sign is deleted immediately. If the Sign dialog box opens with the statement:

The selected element(s) cannot be deleted because they are being referenced by another part of the system.

click OK and search the sign plan for references to the sign and delete them before attempting to delete the sign again.

Using the Quick Messages Window

Click the  button to access the Quick Messages window. This window is the interface for creating, modifying, and controlling messages that can override or alternate with the preset messages of a sign plan. Quick messages are often used in times of emergency or service alerts. Quick messages are constructed using the same tools as the Messages window. As with the preset messages of a sign plan, quick messages can contain text, ACD variables, color, graphics, special effects, and character formatting.

Messages are created with text and the tools of the record edit area of the Quick Messages window. Simply click the buttons to add ACD variables, color, graphics, and effects to the message text. When one of these components is added to a message, the

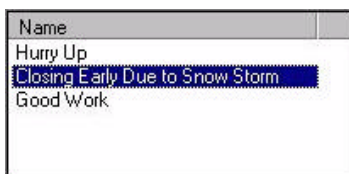
appropriate code for the component is added to the message string.

When special effects, graphics, and formatting are incorporated into a reader board message, it is important to properly place these components around the message text and ACD variables to achieve the intended effect on the reader board.

Components of the Quick Message Window

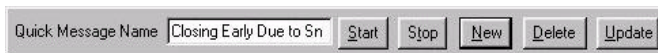
The Quick Messages window is comprised of three sections: the record area, the toolbar, and the record edit area.

Record Area



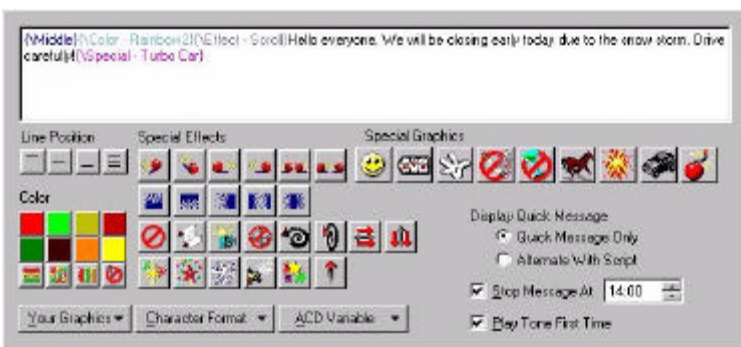
The record area of the Quick Messages window lists the existing quick messages. Select a message from the list for editing or deletion. When selected, a message is highlighted in blue and its details can be viewed and edited in the record edit area.

Toolbar



The toolbar in the Quick Messages window is used to create and name new quick messages, edit existing quick messages, and delete quick messages no longer needed. In addition, the toolbar also provides the controls for starting and stopping the display of the quick messages on the reader boards.

Record Edit Area



The record edit area of the Quick Messages window provides the platform and the tools for the construction of quick messages for a reader board. This area is used to define new reader board quick messages and to edit the quick


messages that have already been created. The white section of the record edit area is the message platform. This section is where the quick message is created by typing the message text directly into the message platform and inserting formatting codes using the tools below.

Creating A Quick Message

Use the Quick Messages window to construct messages for immediate play on one or all reader boards in the sign network. The positioning of the message components depends on how the message is to play on a reader board. Formatting and effects must be positioned in the message before the message text or the ACD variable it is supposed to affect.

As the message is constructed, its components are visible on the message platform of the record edit area.





To construct a quick message:

1. Click the Config button to choose Configuration mode and click the  on the main control panel.
2. Click New on the toolbar.
3. Type a quick message name.
4. Select the line position.
5. Select a special effect.
6. Select a color for the message text.
7. Add character formatting, if desired.
8. Type the message text in the message platform. If character formatting is present, ensure that the message text appears between the character formatting tags if both an on and an off tag are present.
9. Select an ACD variable, if desired. Logically position the ACD variable in the message text where its value will make sense when played on a reader board.
10. Select a special graphic or select a user defined graphic by clicking the Your Graphics button. Position the graphic as it should appear with the message text.
11. Select the desired display options.
12. Click the Update button on the toolbar to save the new quick message.

Selecting the Line Position

The line position buttons are used to select the vertical alignment of the message text on the reader board. The vertical alignment options are top, middle, bottom, and fill. Selecting the top, middle, or bottom options means that the message text will only occupy the selected line on the reader board. Selecting the fill option means that the message text enters the reader board from the top, left corner and is able to occupy all three lines when the message is long enough to fill the reader board.








Click a line position button to insert code into the message that determines the line position of the message text on the Spectrum reader board.

Button	Code In Message	Description
	{\Top}	The text following the code appears on the top line of the reader board.
	{\Middle}	The text following the code appears on the middle line of the reader board.
	{\Bottom}	The text following the code appears on the bottom line of the reader board.
	{\Fill}	The text following the code fills all three lines of the reader board.

Selecting Special Effects

The special effects buttons are used to define how a message moves across the reader board. If none of the options are specified, the automode option is automatically selected. Automode produces a random selection of the available special effects. Special effects must be placed before the message text or ACD variable they are intended to affect.

The available effects are:



Button	Code In Message	Description
	{\Effect - Roll Up}	Roll Up
	{\Effect - Roll Down}	Roll Down
	{\Effect - Roll Left}	Roll Left
	{\Effect - Roll Right}	Roll Right
	{\Effect - Roll In}	Roll In
	{\Effect - Roll Out}	Roll Out
	{\Effect - Wipe Up}	Wipe Up



	{Effect - Wipe Down}	Wipe Down
	{Effect - Wipe Left}	Wipe Left
	{Effect - Wipe In}	Wipe In
	{Effect - Wipe Out}	Wipe Out
	{Effect - Auto Mode}	Automode (randomly selects special effects)
	{Effect - Scroll}	Scroll
	{Effect - Flash}	Flash
	{Effect - Hold}	Hold
	{Effect - Rotate Left}	Rotate Left
	{Effect - Compress Rotate}	Compress Rotate
	{Effect - Switch}	Switch
	{Effect - Interlock}	Interlock
	{Effect - Twinkle}	Twinkle
	{Effect - Sparkle}	Sparkle
	{Effect - Snow}	Snow
	{Effect - Spray}	Spray
	{Effect - Starburst}	Starburst
	{Effect - Slide}	Slide

Selecting Special Graphics

The special graphics buttons are used to insert the graphics provided with the WallSign Administrator into reader board messages. Clicking one of the Special Graphics buttons inserts the code for the graphic into the message.

The special graphics included with the WallSign Administrator are:

Button	Code In Message	Description
	{Special - Welcome}	Scroll Welcome
	{Special - Slot}	Slot Machine

	{\Special - Thank You}	Script Thank You
	{\Special - No Smoking}	No Smoking
	{\Special - Don't Drink & Drive}	Don't Drink and Drive
	{\Special - Animal Running}	Running Animal
	{\Special - Fireworks}	Fireworks
	{\Special - Turbo Car}	Turbo Car
	{\Special - Cherry Bomb}	Cherry Bomb

Character Formatting

The Character Format button is used to insert call information in a message and specify character attributes such as character spacing, width, height and the speed at which characters are scrolled across the screen. The Character Format button produces a menu that contains three sub menus. These menus are Insert, Speed, and Effects. Most of the character formatting options place both an on tag and an off tag in the message. It is important to place the text requiring the formatting between the two tags.



The Character Format button produces a pop-up menu with three sub-menus. The sub-menus contain character formatting options that, when selected, insert code into a message. The code affects the appearance of the text characters following the code. It is important to note that some reader boards do not have the capability to adjust character width and height. A question mark displayed by the reader board indicates this hardware limitation.

The character formatting codes that accessed through the Character Format button are:





Insert Menu		
Menu Option	Code In Message	Description
Call Time	{\Format - Call Time}	Inserts the call time in the message.
Call Date	{\Format - Call Date}	Inserts the date in the message.
Next Line	{\Format - Next Line}	Inserts a carriage return <CR>.
No Hold	{\Format - No Hold}	Prevents pausing between format changes.

Speed Menu		
Menu Option	Code In Message	Description
Speed 1	{\Format - Speed 1}	The rate at which characters are displayed on the reader board. Speed 1 is the slowest and Speed 5 is the fastest.
Speed 2	{\Format - Speed 2}	
Speed 3	{\Format - Speed 3}	
Speed 4	{\Format - Speed 4}	
Speed 5	{\Format - Speed 5}	
Effects Menu		
Menu Option	Code In Message	Description
Double High On	{\Format - Double High On}{\Format - Double High Off}	Doubles the height of the text between the tags.
True Descender On	{\Format - True Descender On}{\Format - True Descender Off}	Causes the characters with sections descending beyond the text baseline, such as lower case y and g, to be displayed below the baseline of the text.
Character Flash On	{\Format - Flash On}{\Format - Flash Off}	Causes the characters between the tags to flash.
Double Stroke On	{\Format - Double Stroke On}{\Format - Double Stroke Off}	Allows the characters two columns of pixels.
Double Wide On	{\Format - Double Wide On}{\Format - Double Wide Off}	Stretches the character to double its regular width.
Fixed Width On	{\Format - Fixed Width On}{\Format - Fixed Width Off}	All of the characters in the message are the same width.
Fancy On	{\Format - Fancy On}{\Format - Fancy Off}	Adds serifs to the font.
Wide Character On	{\Format - Wide Char On}{\Format - Wide Char Off}	Makes the characters between the tags wider.
Full Height Fancy	{\Format - Full Height Fancy}	Widens, heightens, and adds serifs to the characters.
Full Height Standard	{\Format - Full Height Std}	Heightens the characters without widening and adding serifs.
Seven High Standard Character	{\Format - 7 High Std Char}	Characters are seven pixels in height.
Five High Standard Character	{\Format - 5 High Std Char}	Characters are five pixels in height.
Proportional Character Spacing	{\Format - Proportional Character Spacing}	Centers the characters on the reader board.
Fixed Character Spacing	{\Format - Fixed Character Spacing}	Left justifies the characters on the reader board.

Message Color

The Color buttons are used to specify the color of the message text. A different color can be used for each character of the message text. Unless otherwise specified in the ACD Variables window, the color selection also applies to the ACD variables. However, the characters of the ACD variable must all share the same color. Some Spectrum Sign types provide more color choices than others, as outlined in the literature from Spectrum Corporation.

Click the solid color buttons and begin typing the message text in that color. Use the rainbow buttons, the color mix button, and the auto color button to insert code into the message that determines the color of the message text.

Color Button	Code In Message	Description
Red	None	Select the red color button to type the message text in red.
Green	None	Select the green color button to type the message text in green.
Dark Yellow	None	Select the dark yellow color button to type the message text in dark yellow.
Dark Red	None	Select the dark red color button to type the message text in dark red.
Dark Green	None	Select the dark green color button to type the message text in dark green.
Black	None	Select the black color button to type the message text in black.
Orange	None	Select the orange color button to type the message text in orange.
Yellow	None	Select the yellow color button to type the message text in yellow.
	{\Color - Rainbow 1}	Inserts code into the message that makes the message text appear in multiple colors.
	{\Color - Rainbow 2}	Inserts code into the message that makes the message text appear in multiple colors.
	{\Color - Color Mix}	Uses all of the colors allowable by the reader board. Each character is a different color. When all of the colors have been used, the pattern is repeated.
	None	Randomly selects colors for the message text.

Quick Message Display Options



The Display Quick Message section in the record edit area of the Quick Messages window provides display options for the quick messages.

Quick Message Only / Alternate With Script - Enable the Quick Message Only radio button to have the quick message replace the script and its associated messages currently playing on the reader board. Enable the Alternate With Script radio button to have the reader board alternate between the quick message and the messages associated with the script that is currently in use.

Stop Message At - Enable the Stop Message At check box and enter a time in the field next to it to have the quick message stop playing at a specific time. The time must be entered in 24-hour format using the up and down arrows in the field.

Play Tone First Time - Enable the Play Tone First Time check box to have the reader board emit a beep prior to displaying the quick message. The beep is only produced when the message is first played.

Starting and Stopping Quick Messages

The Start button starts the display of the selected quick message on one or more reader boards. Clicking the Start button opens the Select Signs dialog box.



Select a single reader board from the list or enable the Send The Quick Message To All Signs check box to send the quick message to all reader boards in the sign network. Click OK to begin displaying the quick message.

The Stop button on the toolbar of the Quick Messages window stops the display of the quick message on one or more reader boards. Clicking the Stop button opens the Select Signs dialog box.

Select a single reader board from the list or enable the Send The Quick Message To All Signs check box to stop the quick message from playing on all reader boards in the sign network. Click OK to stop displaying the quick message.

Deleting a Quick Message

The Delete button on the toolbar is used to delete quick messages.

To delete a message from the Quick Messages window:

1. Select the quick message to delete in the record area of the Quick

- Messages window.
2. Click Delete on the toolbar.
3. Click Yes in the Sign dialog box to acknowledge the deletion.

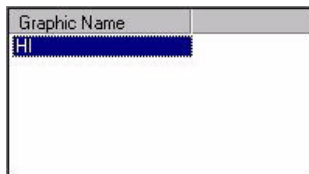
Using the Graphics Window

Use the Graphics window to create custom graphic images to include in the reader board messages. The record edit area of the Graphics window contains a color palette and a simulation of a reader board. Each of the gray dots on the reader board represent an LED. Filling these LEDs with color produces the image. Include the graphics in the messages of the Messages window for the sign plan or in quick messages through the Quick Messages window.

Components of the Graphics Window

The Graphics window is comprised of three sections: the record area, the toolbar, and the record edit area.

Record Area



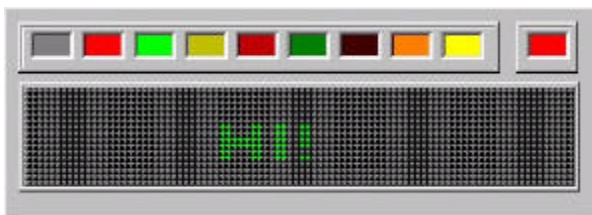
The record area of the Graphics window lists the existing user-defined graphics. Select a graphic from the list for editing or deletion. When selected, a graphic is highlighted in blue and it can be viewed and edited in the record edit area.

Toolbar

The toolbar in the Graphics window is used to create and name new reader board graphics, edit existing graphics, and delete graphics no longer needed. In addition, the toolbar provides the tools for defining the dimensions of the graphic on the reader board, clearing graphics from the drawing platform in the record edit area, and testing graphics on the reader boards.



Record Edit Area




The record edit area of the Graphics window provides the platform and the tools for the creation of reader board graphics. This area is used to create new reader board graphics and to edit the existing graphics.

The color palette provides the drawing tools for the creation of the graphics, while the drawing platform provides a drawing area that is a simulation of a reader board for realistic graphic creation.

Creating Custom Graphics

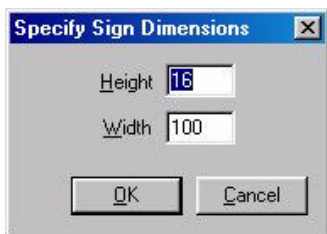
Use the Graphics window to create custom graphic images to include in the reader board messages. The record edit area of the Graphics window contains a color palette and a simulation of a reader board. Each of the gray dots on the reader board represent an LED. Filling these LEDs with color produces the image.

To create a new graphic, complete the following steps:

1. Click the Config button to enable Configuration mode and click  on the main control panel.
2. Click New on the toolbar.
3. Type a Name for the graphic.
4. Click the color you want to use first.
5. Click a gray dot on the simulated reader board to fill the dot with the selected color.
6. Continue filling the dots to create the image, changing colors where required. To erase a mistake, use the gray color to fill the dot with its original color.
7. Click the Update button on the toolbar to save the new graphic.

Setting the Graphic Dimensions

The Dimensions... button is used to specify the dimensions of a graphic on a reader board. The dimensions are measured by the number of LEDs high by the number of LEDs wide. The size of reader boards vary between models, therefore, it is important to know the number of LEDs on the reader board prior to setting the dimensions. The graphic will not function properly if the dimensions are larger than the number of LEDs that physically exist on the reader board.



To set the dimensions of a graphic, click Dimensions... to open the Specify Sign Dimensions dialog box. Input values for the number of LEDs in height and width and click OK.

Making the dimensions larger than the graphic does not distort the graphic. It simply determines how much real estate the graphic will require on the reader board. For instance, to display a graphic at the same time as the message text, set the dimensions to accommodate the size of the graphic, but no larger. However, to display the graphic by itself on the reader board and have the message text precede or follow the graphic, make the graphic dimensions large enough to occupy the entire reader board. If the graphics created for the reader board are not displayed properly on the Spectrum Reader Board, try setting the dimensions to a slightly smaller size.

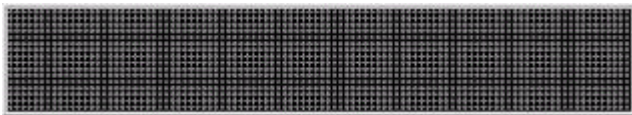
Using the Color Palette



The color palette in the record edit area of the Graphics window provides the drawing colors for the creation of the user-defined reader board graphics. Click on a color in the color palette. The selected color is displayed in the color selection box to the right of the color palette. After selecting a color, fill in the gray dots of the drawing area to create the graphic. Switch colors where applicable and use gray to erase any errors.

Some models of the Spectrum reader boards do not support all of the colors provided in the color palette. Consult the Spectrum Corporation documentation for information on the colors supported.

Using the Drawing Platform to Create Graphics



The drawing platform in the record edit area of the Graphics window is the area where user-defined graphics are created. The drawing platform is a simulation of a reader board. Each gray dot in the drawing platform represents an LED that can be filled with color using the colors of the color palette.

Deleting Custom Graphics

The Delete button on the toolbar of the Graphics window deletes the graphic selected in the record area of the window. It is only possible to delete graphics not referenced in a sign plan. If a graphic is referenced anywhere in a sign plan, all references must be removed prior to deleting the graphic.

To delete a graphic from the Graphics window:

1. Select the graphic to delete in the record area of the Graphics window.
2. Click the Delete button on the toolbar.
3. Click Yes in the Sign dialog box to acknowledge the deletion.
4. If the graphic is not referenced anywhere else in the sign plan, it is deleted immediately. If the Sign dialog box opens with the statement:

The selected element(s) cannot be deleted because they are being referenced by another part of the system.

click OK and search the sign plan for references to the graphic and delete them before attempting to delete the graphic again.