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Call 2.5 User Manual

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Product: Wheresoft Call 2.5
Release Number: 2.5

Section 1: Overview

Zebra's Wheresoft Call is a material replenishment trigger system used in manufacturing facilities, based on Zebra's wireless WhereCall button tags and infrastructure. When a worker on the assembly line requires parts, he or she pushes the button on the WhereCall tag assigned to a particular part in his or her workstation. The tag sends a sequence of radio transmissions that are received by Zebra WhereLAN antennas and relayed to the Zebra VSS server. Processes on the Zebra server associate the call button tag id received to a unique identifier which designates which cell on the assembly line requires parts, and which parts they require. These processes then log the parts call, capture the call in a report visible on the server, and send the call request via the XML Event Publisher or other interface to a system controlled by the manufacturing company responsible for parts deliveries.

2.5 is the latest release of WhereSoft Call, which allows for more flexible configuration and data storage. With many custom fields and customizable field names, a customer can set up the call system to reflect a large variety of workstation replenishment scenarios.

Section 2: Process Structure

Call 2.5 is a more configurable version of the original Call application in which the application functionality and the delivery method of the information have been separated to allow for usability with more customers. VSS is a required element for Call to be installed, but beyond that, the output of the call events and the reporting structures have been modified to be more configurable and usable by 3rd party systems. Using the VSS reporting and alerting structure as a base, the new call system can make its events available in report form or as events through Zebra's XML Event Publisher or VSS API.



Section 3: Resource Manager Reports

Like other VSS-based applications, Call can be viewed and managed from the Resource Manager interface provided with the base VSS installation. The Call Management category contains two reports by default. The Workstations report displays the current workstations configured in the system. The Call List report displays the calls made in the system. Other reports will appear in the tree view on the left if any of 5 list-based custom fields (Custom fields 11-15) are enabled so that the lists can be managed. These custom fields can be enabled or disabled in a system setting field that is covered in section 3.4.

3.1 Default Reports

The following reports are available with the default installation of Call.

3.1.1 Workstations Report

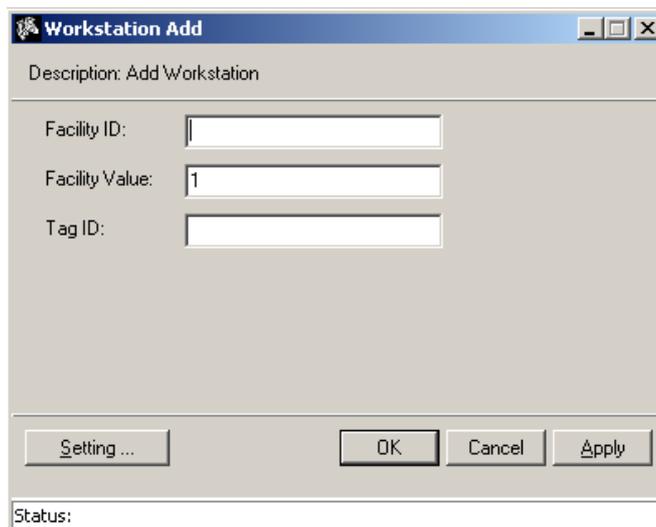
The Workstations report displays the current workstations configured in the system. Workstations are commonly set up as order points for parts replenishment, and are created with the idea of assigning wireless call buttons to the Facility ID in a one-to-one relationship. The Facility ID field is used to assign a unique business-specific identifier that can adhere more closely to the customer's business model naming convention. The Add, Change and Delete data entries linked to this report allow the user to configure the workstations accordingly. The following describes the columns of the Workstation report and the linked data entries.

Fields	Report Filter	Description
Facility ID	Yes	The facility ID is alphanumeric.
Facility Value	No	The facility value is numeric only.
Tag ID	No	The tag associated to the workstation.
Last Call	No	The time and date the last call was made for this workstation.
X	No	Horizontal Mapping Coordinate (if used in a locating environment)
Y	No	Vertical Mapping Coordinate (if used in a locating environment)

The following is a sample of the default Workstation Report.

Tag ID	Last Call	Facility ID	Facility Value	x (ft)	y (ft)
308840	9/25/2012 10:26:11 AM	1	1		
244075	9/5/2012 03:24:51 PM	2	1	21	76
243017	9/5/2012 03:02:00 PM	3	1	56	35
244398	9/5/2012 03:17:07 PM	4	1		
250382	9/5/2012 03:09:38 PM	5	1		
244152	9/5/2012 03:12:11 PM	6	1		
242510	9/5/2012 03:13:38 PM	7	1		
243517	9/5/2012 03:16:06 PM	8	1		
39025033	2/6/2013 10:37:29 AM	9	1	80	53
1122334		10	1		
1122456		20	1		

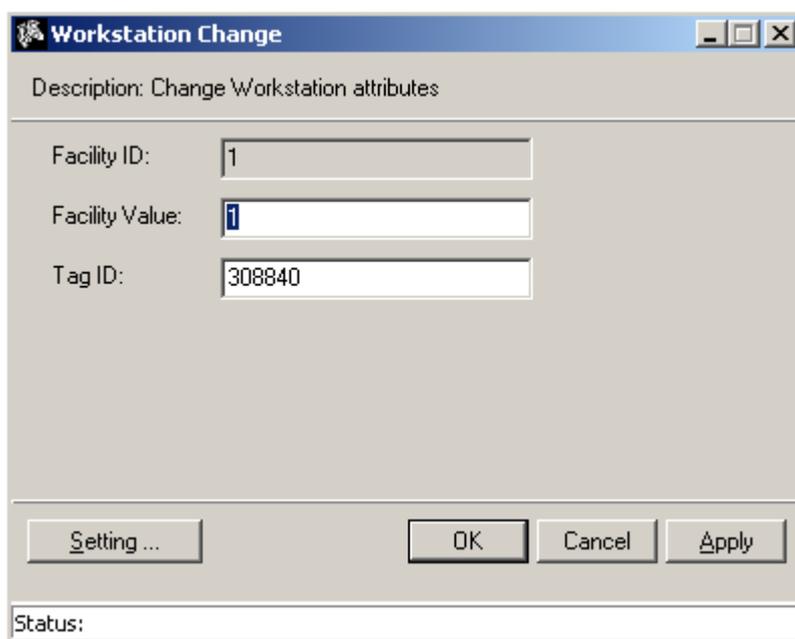
To add a workstation to a the system and associate a tag to the workstations, right-click anywhere on the Workstations report, select **Data Entry** and then select **Workstation Add**. The following pop-up window appears.



The screenshot shows a dialog box titled "Workstation Add" with a description "Add Workstation". It contains three input fields: "Facility ID:" (empty), "Facility Value:" (containing "1"), and "Tag ID:" (empty). At the bottom, there are buttons for "Setting ...", "OK", "Cancel", and "Apply". A "Status:" label is visible at the very bottom of the dialog.

The **Workstation Add** pop-up window allows the user to enter the workstation's facility ID, (a required unique numerical identifier) and facility value. The data entry also allows the user to associate a tag to the workstation. A workstation cannot be added to the system without assigning a tag to it.

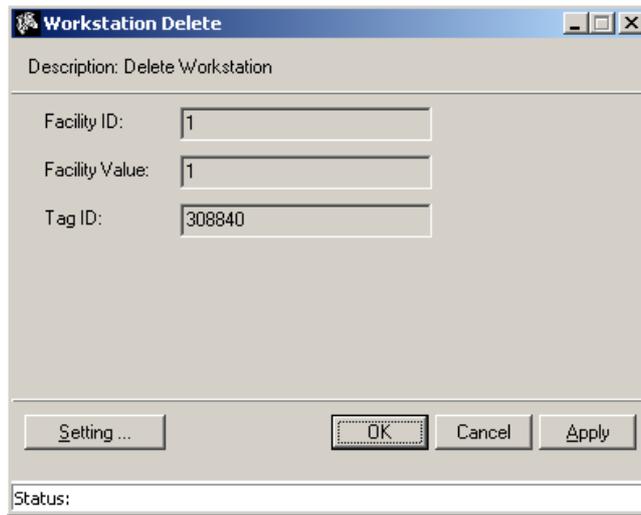
To update the workstation information in the system, right-click on the record (line) to be updated, select **Data Entry** and then select **Workstation Change**. The following pop-up window appears.



The screenshot shows a dialog box titled "Workstation Change" with a description "Change Workstation attributes". It contains three input fields: "Facility ID:" (containing "1"), "Facility Value:" (containing "1"), and "Tag ID:" (containing "308840"). At the bottom, there are buttons for "Setting ...", "OK", "Cancel", and "Apply". A "Status:" label is visible at the very bottom of the dialog.

The **Workstation Change** pop-up window allows the user to change information about the workstation's facility value and tag ID.

To delete the workstation information in the system, right-click on the record (line) to be updated, select **Data Entry** and then select **Workstation Delete**. The following pop-up window appears.



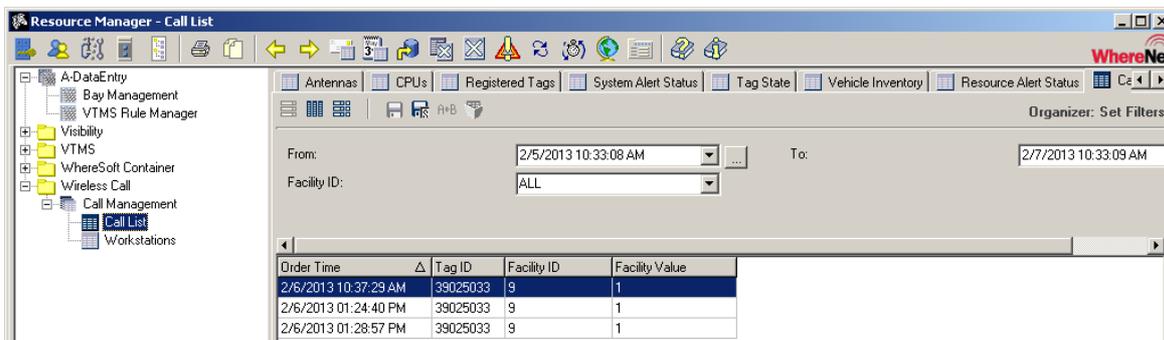
The **Workstation Delete** pop-up window allows the user to remove a workstation from the system.

3.1.2 Call List Report

The Call List report displays the list of calls made in the system. By default this report keeps a maximum of 5000 rows, with the oldest data being purged automatically. The purge job can be modified by the Purge Settings report.

Fields	Report Filter	Description
Order Time	Yes	The date and time the call was made.
Tag ID	No	The tag associated to the workstation.
Facility ID	Yes	The Facility ID is alphanumeric.
Facility Value	No	The Facility Value is numeric only.

The following is a sample of the Call List Report



3.2 Customizable fields and field names

Call 2.5 introduces the ability to customize the names of existing fields and reports as well as the ability to use custom fields to store and pass customer specific information that may not otherwise fit into the logical or formatting confines of the existing structure

3.2.1 Token replacement of field names

By utilizing the Token Replacement capability within VSS the Administrative user can change the names of reports and fields as they appear in the application without making changes to the underlying program.

In the Visibility section of the tree view on the left, navigate to the Visibility – Configuration – Token Replacement Settings report and filter by the Wireless Call application. This will provide you with a list of all of the tokens that can be replaced in the Call application.

The following screen shot shows the available Token Replacement settings for the Wireless Call application:

Token Name	Replacement	Last Updated	Application	Module	ID	Language	
~Facility ID~	Facility ID	2/6/2013 10:29:39 AM	Wireless Call	Base Call	97	English	1
~Facility Value~	Facility Value	2/6/2013 10:29:39 AM	Wireless Call	Base Call	98	English	1
~Sensor ID~	Sensor ID	2/6/2013 10:29:39 AM	Wireless Call	Base Call	99	English	1
~Workstation~	Workstation	2/6/2013 10:29:39 AM	Wireless Call	Base Call	100	English	1
~Custom1~	Custom1	2/6/2013 10:29:39 AM	Wireless Call	Base Call	101	English	1
~Custom2~	Custom2	2/6/2013 10:29:39 AM	Wireless Call	Base Call	102	English	1
~Custom3~	Custom3	2/6/2013 10:29:39 AM	Wireless Call	Base Call	103	English	1
~Custom4~	Custom4	2/6/2013 10:29:39 AM	Wireless Call	Base Call	104	English	1
~Custom5~	Custom5	2/6/2013 10:29:39 AM	Wireless Call	Base Call	105	English	1
~Custom11~	Custom11	2/6/2013 10:29:39 AM	Wireless Call	Base Call	106	English	1
~Custom12~	Custom12	2/6/2013 10:29:40 AM	Wireless Call	Base Call	107	English	1
~Custom13~	Custom13	2/6/2013 10:29:40 AM	Wireless Call	Base Call	108	English	1
~Custom14~	Custom14	2/6/2013 10:29:40 AM	Wireless Call	Base Call	109	English	1
~Custom15~	Custom15	2/6/2013 10:29:40 AM	Wireless Call	Base Call	110	English	1
~Part Replenishment~	Part Replenishment	2/6/2013 10:29:40 AM	Wireless Call	Base Call	111	English	1

When you right click on a line of the report, you can select **Data Entry → Update Token**.

The **Update Token** pop-up data entry form appears. In the example here, the “Replacement” text value has been changed from “Facility ID” to “Plant Identifier”

Update Token

Description: Update Token

Token Name: ~Facility ID~

Replacement: Plant Identifier

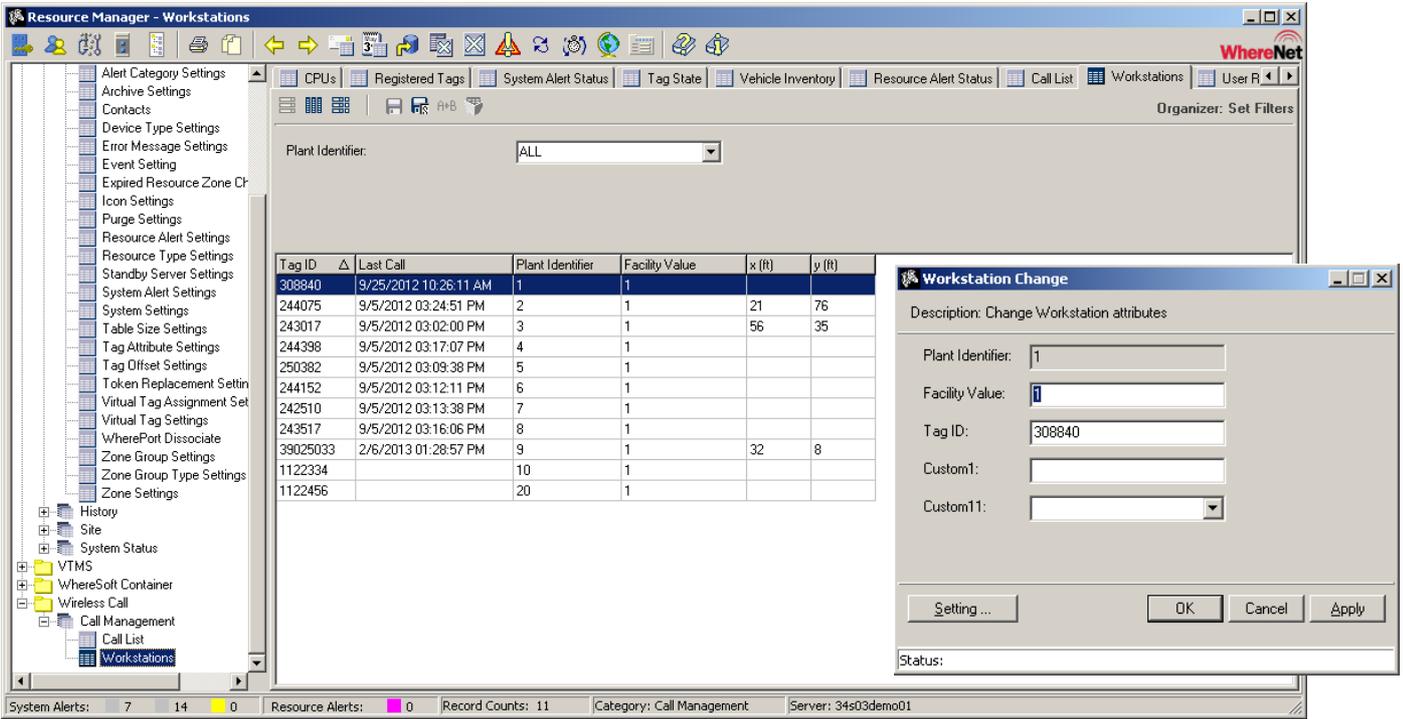
Module: Base Call

Language: English

Setting ... OK Cancel Apply

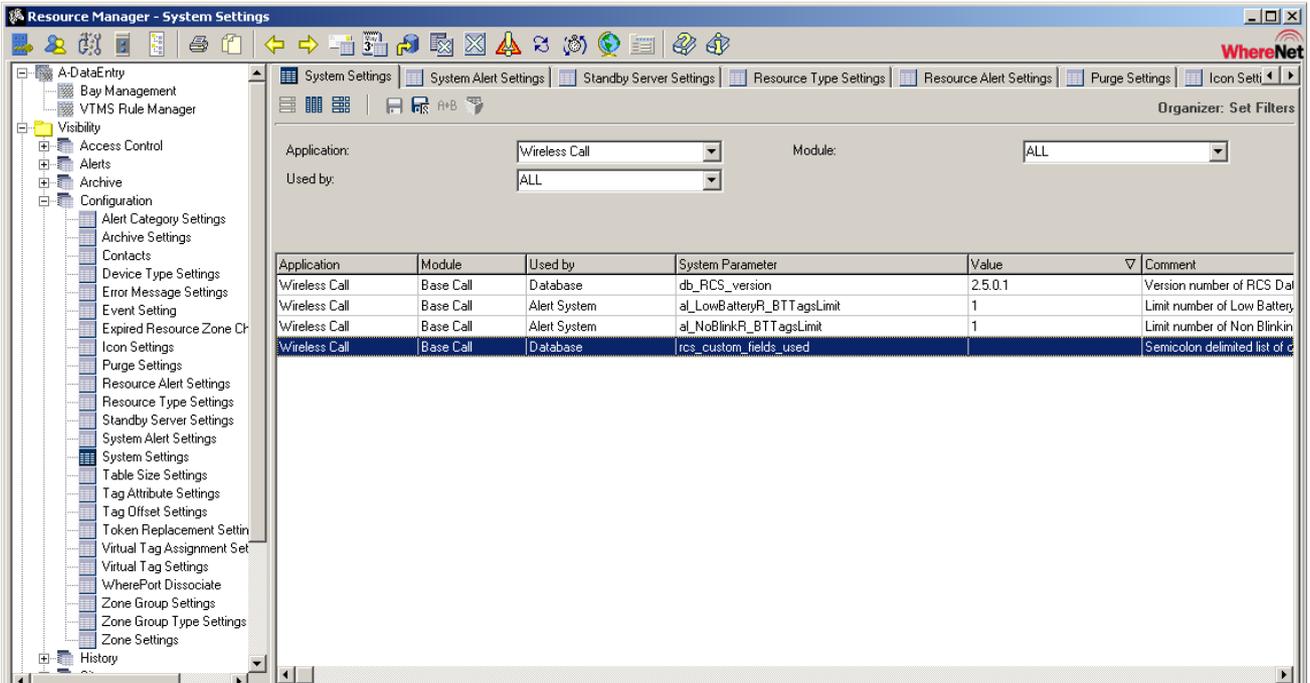
Status:

You will see the “*Facility ID*” Field in the Workstation report has also been renamed to “*Plant Identifier*”

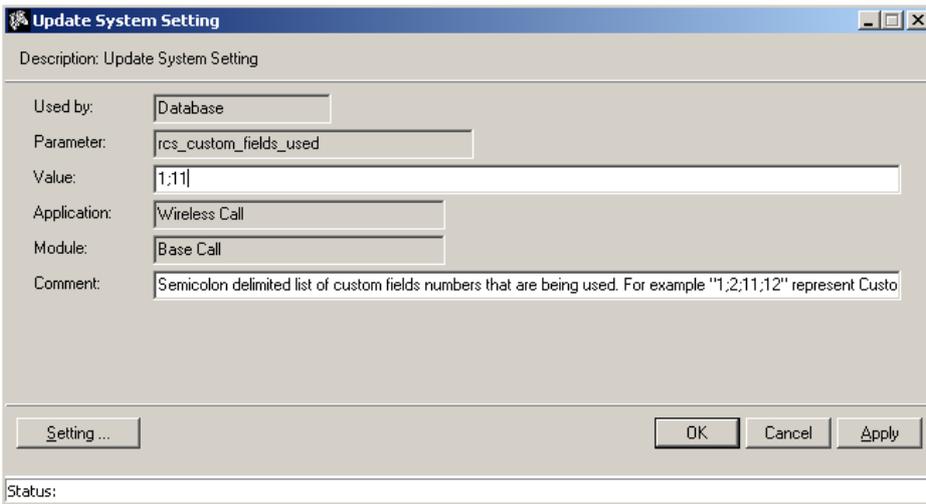


3.2.2 Custom Fields

Using the `rcs_custom_fields_used` system settings, administrative users can activate up to 10 custom fields that can be associated with each workstation.

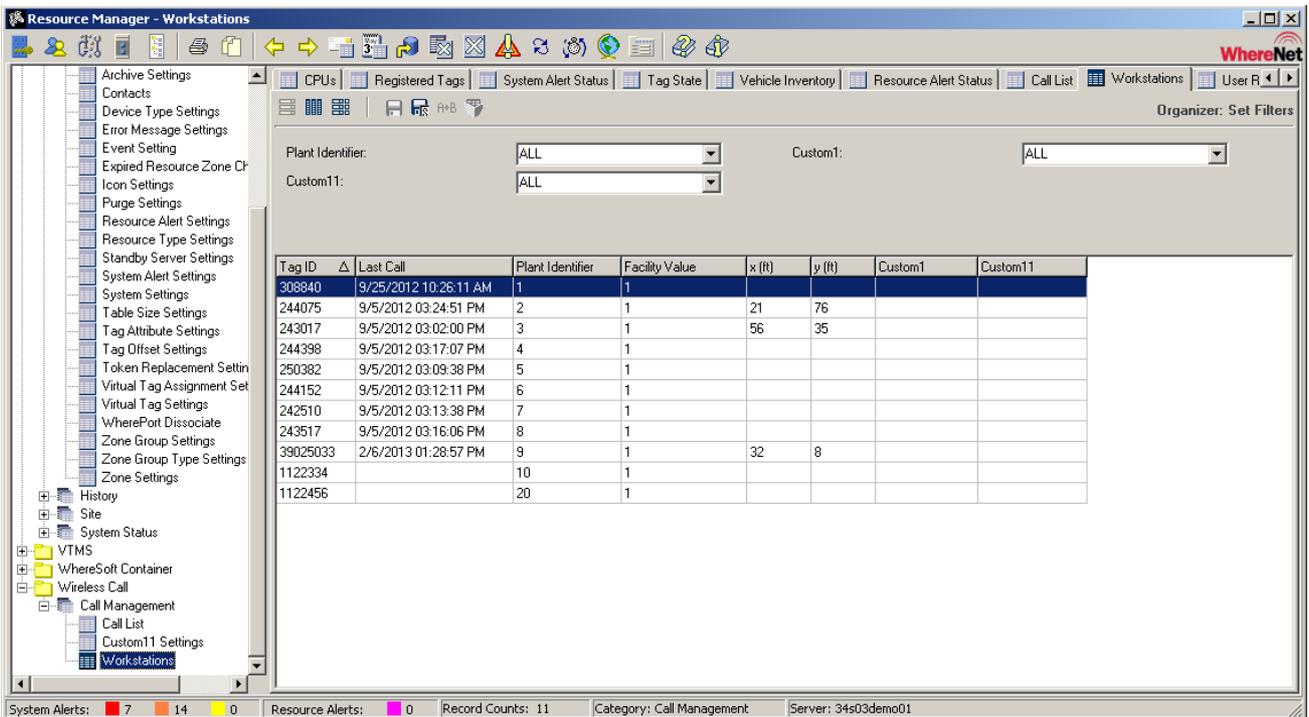


Right-click on the system setting `rcs_custom_fields_used` and select **Data Entry** and **Update System Setting**.



Once configured for use, the custom fields become available as columns in the reports, data entry fields and filters. Custom fields 11-15 are limited to lists of items for population (which appear as reports in the tree menu when enabled) while 1-5 are open text fields where free-form text can be entered.

Through a combination of replacement tokens and the enabling of custom fields a wide range of user specific configurations are possible. Field names can be replaced to suit the customer's specific terminology, and business or process specific data can be stored, maintained and passed on to the customer's other systems.



Section 4: Software Compatibility

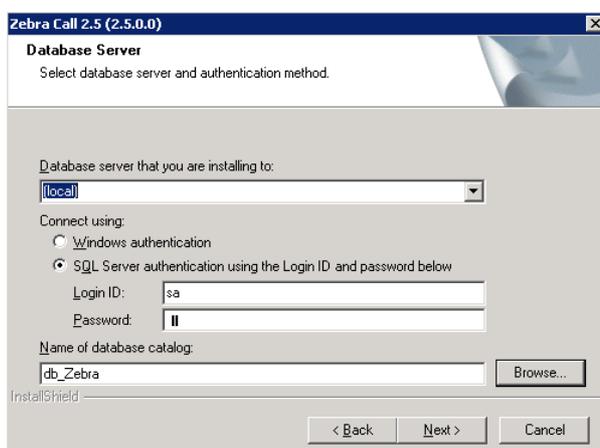
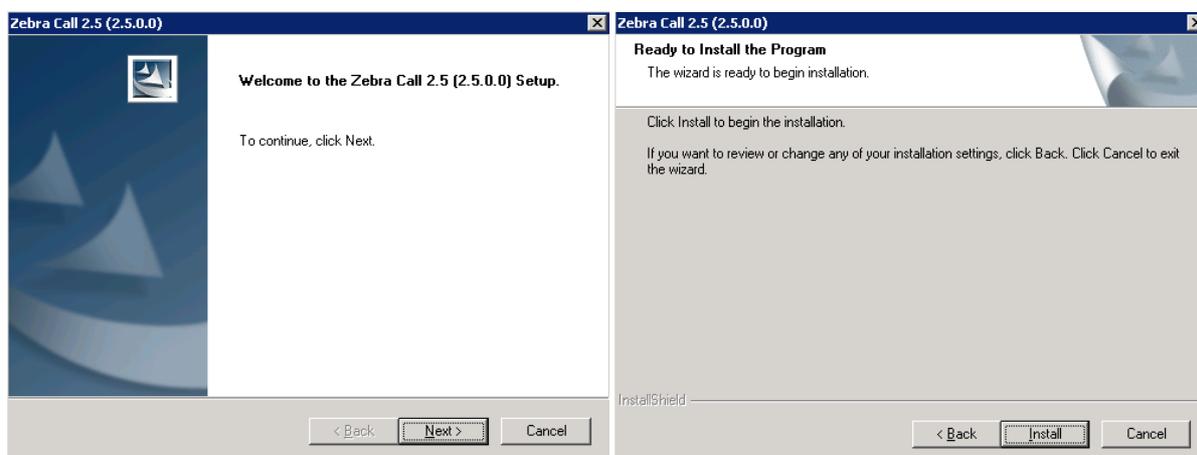
Call 2.5 has the following Zebra Software prerequisites and/or compatibility.

Component	Compatibility
VSS	VSS 4.1 or later is required to run Call 2.5
XEP	If the events are to be sent to another system via the Zebra XML Event Publisher, then Call 2.5 requires XML Event Publisher 2.2.0.0 or later

Section 5: Software Installation

Call 2.5 Installer

- For those familiar with traditional Zebra installers, this is a very simple one to follow.
- Run the installer, input the SQL database account credentials for the SA (or similar) account, and complete the installation.





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