



Call 2.5 User Manual

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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

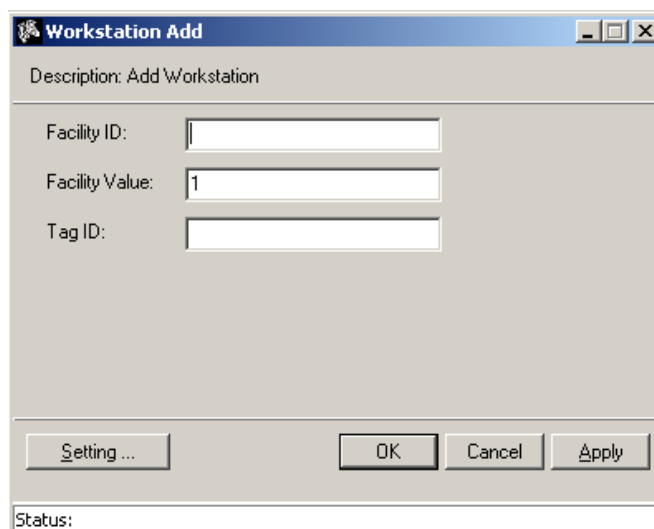
The Workstations report displays the current workstations configured in the system. Workstations are commonly set up as order points for parts replenishment, and are created with the idea of assigning wireless call buttons to the Facility ID in a one-to-one relationship. The Facility ID field is used 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		

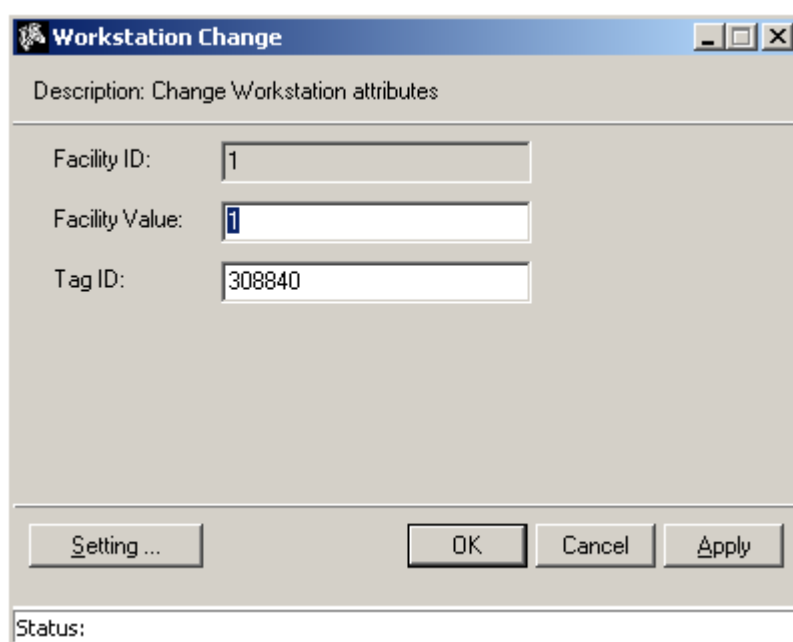
To add a workstation to a the system and associate a tag to the workstations, right-click anywhere on the Workstations report, select **Data Entry** and then select **Workstation Add**. The following pop-up window appears.



The **Workstation Add** dialog box has a title bar with a Zebra logo and the text "Workstation Add". Below the title bar is a description: "Description: Add Workstation". The main area contains three input fields: "Facility ID:" (empty), "Facility Value:" (containing "1"), and "Tag ID:" (empty). At the bottom, there are four buttons: "Setting ..." (disabled), "OK", "Cancel", and "Apply". A "Status:" label is at the very bottom.

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.

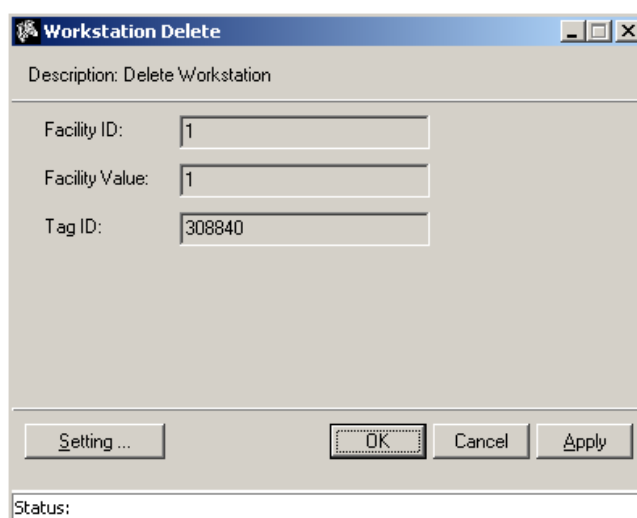
To update the workstation information in the system, right-click on the record (line) to be updated, select **Data Entry** and then select **Workstation Change**. The following pop-up window appears.



The **Workstation Change** dialog box has a title bar with a Zebra logo and the text "Workstation Change". Below the title bar is a description: "Description: Change Workstation attributes". The main area contains three input fields: "Facility ID:" (containing "1"), "Facility Value:" (containing "1"), and "Tag ID:" (containing "308840"). At the bottom, there are four buttons: "Setting ..." (disabled), "OK", "Cancel", and "Apply". A "Status:" label is at the very bottom.

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' window has a title bar with a close button. Below the title bar is a description: 'Delete Workstation'. It contains three input fields: 'Facility ID' with the value '1', 'Facility Value' with the value '1', and 'Tag ID' with the value '308840'. At the bottom, there are four buttons: 'Setting ...', 'OK', 'Cancel', and 'Apply'. A 'Status:' label is at the very bottom.

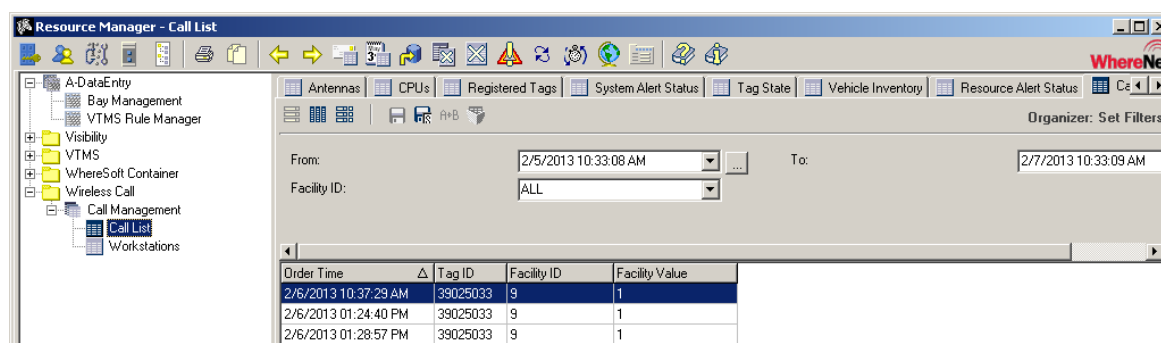
The **Workstation Delete** pop-up window allows the user to remove a workstation from the system.

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



The screenshot shows the 'Resource Manager - Call List' window. The left sidebar has a tree view with 'Call List' selected. The main area has a toolbar with various icons. Below the toolbar, there are filters for 'From' (2/5/2013 10:33:08 AM) and 'To' (2/7/2013 10:33:09 AM), and 'Facility ID' (ALL). Below these filters is a table with the following data:

Order Time	Tag ID	Facility ID	Facility Value
2/6/2013 10:37:29 AM	39025033	9	1
2/6/2013 01:24:40 PM	39025033	9	1
2/6/2013 01:28:57 PM	39025033	9	1

3.2 Customizable fields and field names

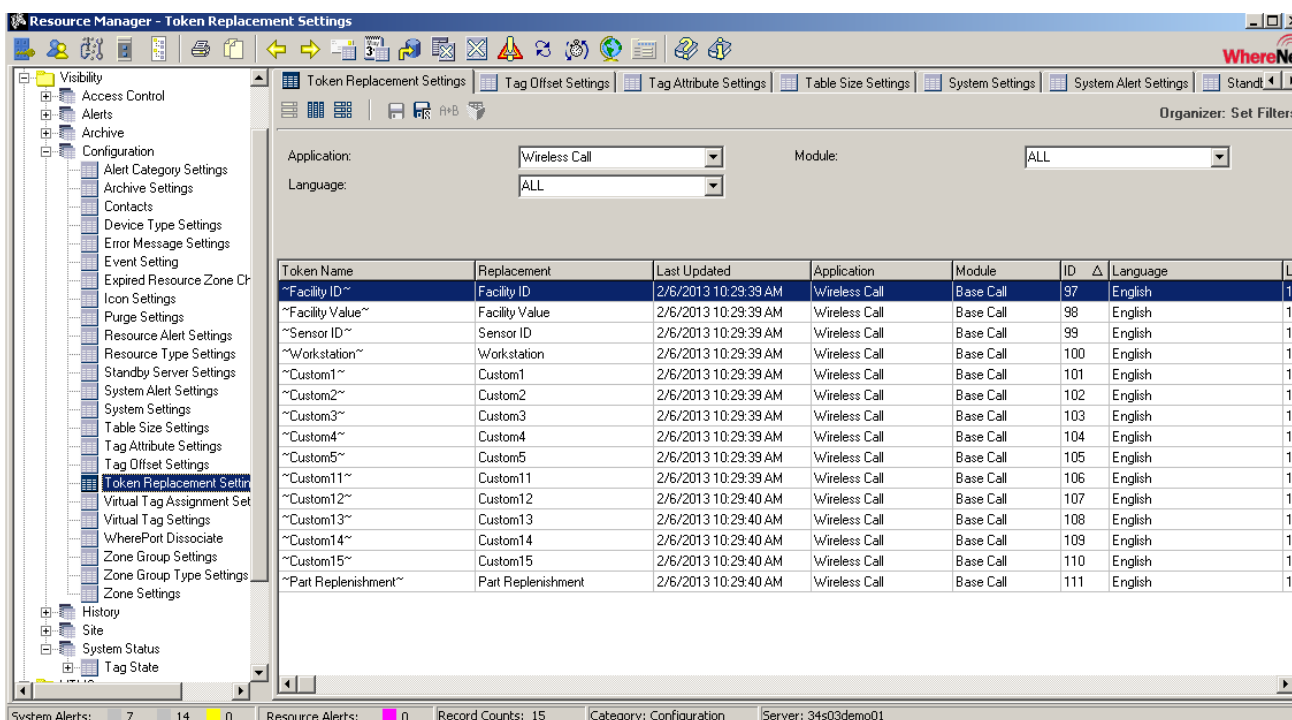
Call 2.5 introduces the ability to customize the names of existing fields and reports as well as the ability to use custom fields to store and pass customer specific information that may not otherwise fit into the logical or formatting confines of the existing structure

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.

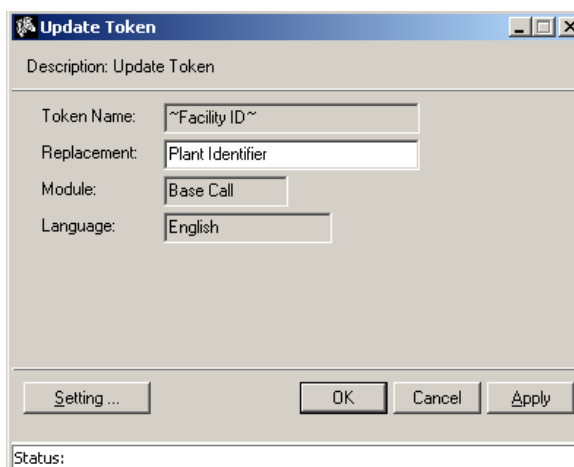
The following screen shot shows the available Token Replacement settings for the Wireless Call application:



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*”

The screenshot shows the 'Resource Manager - Workstations' window. On the left is a tree view with categories like Alert Category Settings, Archive Settings, Contacts, Device Type Settings, Error Message Settings, Event Setting, Expired Resource Zone Ch, Icon Settings, Purge Settings, Resource Alert Settings, Resource Type Settings, Standby Server Settings, System Alert Settings, System Settings, Table Size Settings, Tag Attribute Settings, Tag Offset Settings, Token Replacement Settin, Virtual Tag Assignment Set, Virtual Tag Settings, WherePort Dissociate, Zone Group Settings, Zone Group Type Settings, and Zone Settings. The main area displays a table of workstations with columns: Tag ID, Last Call, Plant Identifier, Facility Value, x (ft), and y (ft). A 'Workstation Change' dialog box is open, showing fields for Plant Identifier (1), Facility Value (1), Tag ID (308840), Custom1, and Custom11. The dialog also has buttons for Setting..., OK, Cancel, and Apply, and a Status field at the bottom.

Tag ID	Last Call	Plant Identifier	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 01:28:57 PM	9	1	32	8
1122334		10	1		
1122456		20	1		

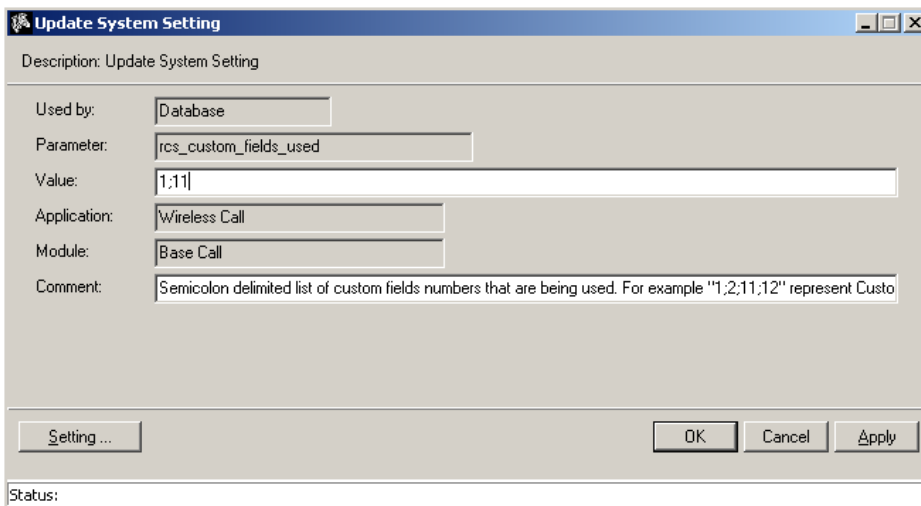
3.2.2 Custom Fields

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

The screenshot shows the 'Resource Manager - System Settings' window. On the left is a tree view with categories like A-DataEntry, Bay Management, VTMS Rule Manager, Visibility, Access Control, Alerts, Archive, Configuration, Alert Category Settings, Archive Settings, Contacts, Device Type Settings, Error Message Settings, Event Setting, Expired Resource Zone Ch, Icon Settings, Purge Settings, Resource Alert Settings, Resource Type Settings, Standby Server Settings, System Alert Settings, System Settings, Table Size Settings, Tag Attribute Settings, Tag Offset Settings, Token Replacement Settin, Virtual Tag Assignment Set, Virtual Tag Settings, WherePort Dissociate, Zone Group Settings, Zone Group Type Settings, and Zone Settings. The main area displays a table of system parameters with columns: Application, Module, Used by, System Parameter, Value, and Comment. The 'rcs_custom_fields_used' system parameter is highlighted.

Application	Module	Used by	System Parameter	Value	Comment
Wireless Call	Base Call	Database	db_RCS_version	2.5.0.1	Version number of RCS Data
Wireless Call	Base Call	Alert System	al_LowBatteryR_BTTagsLimit	1	Limit number of Low Battery
Wireless Call	Base Call	Alert System	al_NoBlinkR_BTTagsLimit	1	Limit number of Non Blinkin
Wireless Call	Base Call	Database	rcs_custom_fields_used		Semicolon delimited list of c

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



Update System Setting

Description: Update System Setting

Used by: Database

Parameter: rcs_custom_fields_used

Value: 1;11

Application: Wireless Call

Module: Base Call

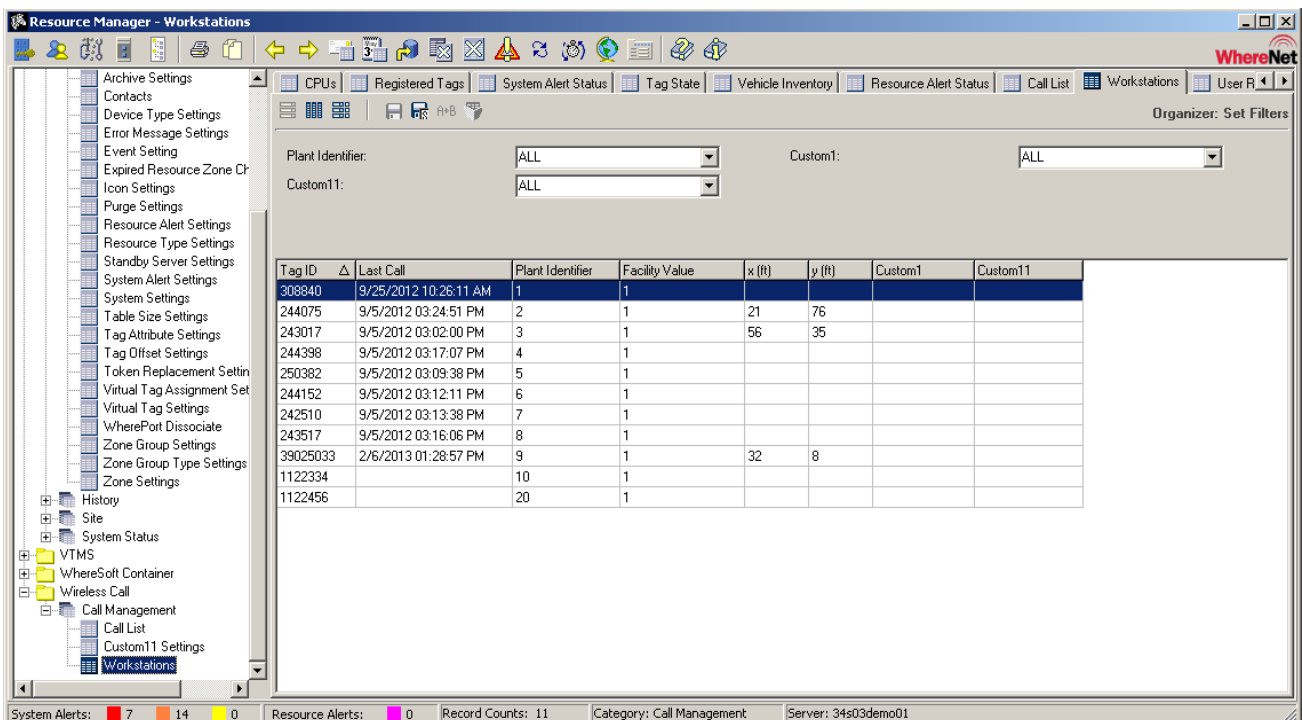
Comment: Semicolon delimited list of custom fields numbers that are being used. For example "1;2;11;12" represent Custom

Setting ... OK Cancel Apply

Status:

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.



Resource Manager - Workstations

Archives Settings
Contacts
Device Type Settings
Error Message Settings
Event Setting
Expired Resource Zone Ch
Icon Settings
Purge Settings
Resource Alert Settings
Resource Type Settings
Standby Server Settings
System Alert Settings
System Settings
Table Size Settings
Tag Attribute Settings
Tag Offset Settings
Token Replacement Settin
Virtual Tag Assignment Set
Virtual Tag Settings
WherePort Dissociate
Zone Group Settings
Zone Group Type Settings
Zone Settings

CPU's Registered Tags System Alert Status Tag State Vehicle Inventory Resource Alert Status Call List Workstations User R

Organizer: Set Filters

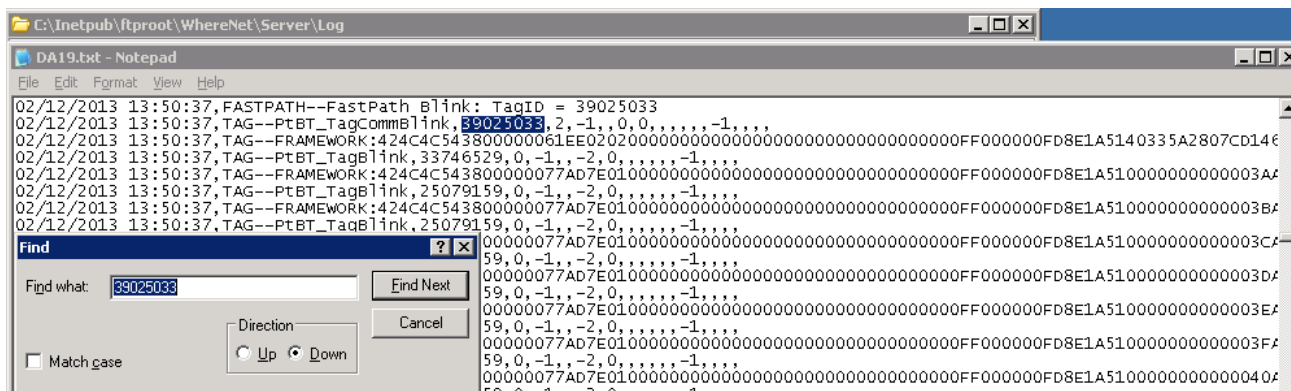
Plant Identifier: ALL Custom1: ALL

Tag ID	Last Call	Plant Identifier	Facility Value	x (ft)	y (ft)	Custom1	Custom11
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 01:28:57 PM	9	1	32	8		
1122334		10	1				
1122456		20	1				

System Alerts: 7 14 0 Resource Alerts: 0 Record Counts: 11 Category: Call Management Server: 34s03demo01

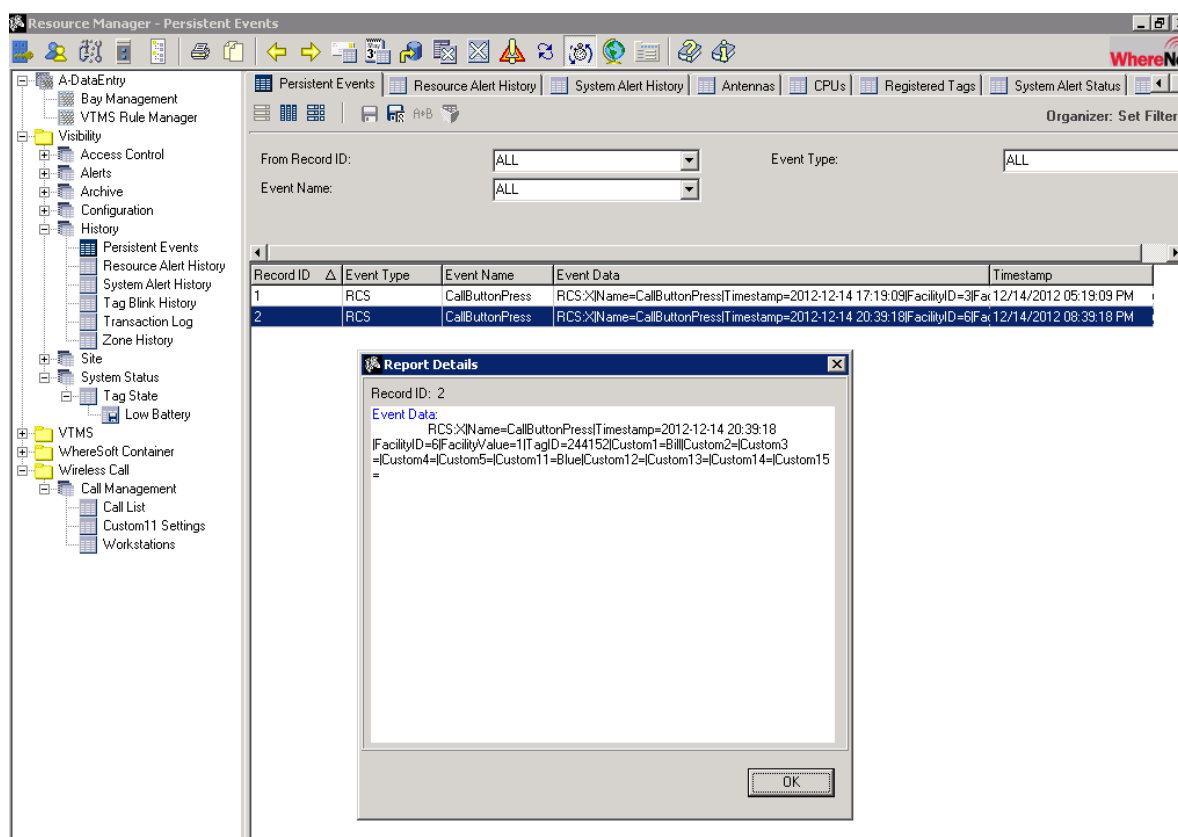
3.3 Log Files

The Call process logs activity to the DA log files; you can find the files in *Drive:\Inetpub\ftproot\WhereNet\Server\Log*. Though you seldom need to refer to these log files, there may be occasions when having every button push logged can help troubleshoot problems.



As the system runs, up to 20 log files are created, each of which can grow to up to 2Mbytes before the next one is created. Once 20 log files have been created, the oldest file gets overwritten by fresh data.

Events that have been sent (and their details) can be viewed in the Persistent Events report under History.



Section 4: Software Compatibility

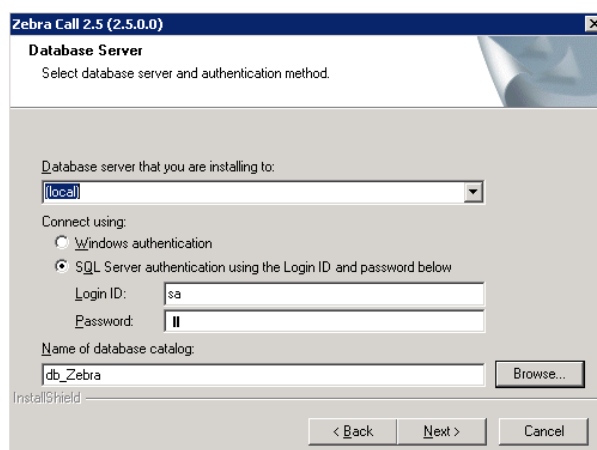
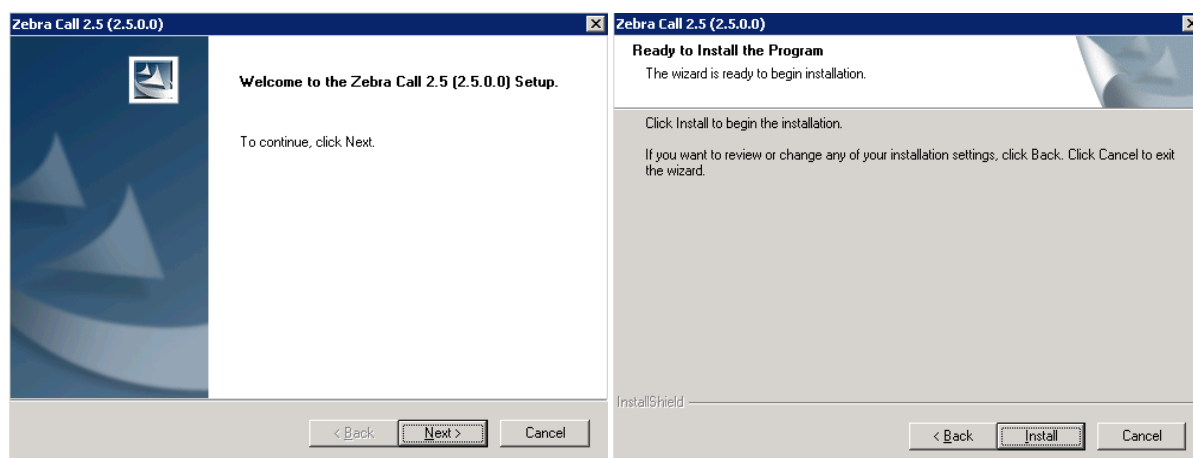
Call 2.5 has the following Zebra Software prerequisites and/or compatibility.

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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