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.

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

The following is a sample of the default Workstation Report.
To add a workstation to 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 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 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.

<table>
<thead>
<tr>
<th>Fields</th>
<th>Report Filter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order Time</td>
<td>Yes</td>
<td>The date and time the call was made.</td>
</tr>
<tr>
<td>Tag ID</td>
<td>No</td>
<td>The tag associated to the workstation.</td>
</tr>
<tr>
<td>Facility ID</td>
<td>Yes</td>
<td>The Facility ID is alphanumeric.</td>
</tr>
<tr>
<td>Facility Value</td>
<td>No</td>
<td>The Facility Value is numeric only.</td>
</tr>
</tbody>
</table>

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:

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”
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.
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.

<table>
<thead>
<tr>
<th>Component</th>
<th>Compatibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>VSS</td>
<td>VSS 4.1 or later is required to run Call 2.5</td>
</tr>
<tr>
<td>XEP</td>
<td>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</td>
</tr>
</tbody>
</table>

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.