Carter Campbell
Technical Communicator
59 Windermere Road S.W.
Calgary Alberta
Canada T3C 3K6
Ph: (403) 246-7112
Cell: (403) 708-9365
Email: carter@soph-text.com
Website: www.soph-text.com

Professional Technical Communicator

Professional Portfolio

Carter Campbell
Technical Communicator
59 Windermere Road S.W. Calgary Alberta
Canada T3C 3K6
Ph: (403) 246-7112
Fax: (403) 217-1435
Email: carter@soph-text.com
Website: www.soph-text.com

Detailed Information Package Overview

This information package includes my **Detailed Professional Profile** and **seven** writing samples taken from four different manuals. Each sample is an excerpt taken from a chapter of one of the user's manuals listed below.

- The SwimBase Rev. 3.00 Users' Manual
- The Labour Distribution System Users' Guide
- The Fixed Asset Management System Users' Manual
- The GPRS Modem Manager User's Manual
- The Installing the Libra MX User's Manual
- The Configuring the Libra MX User's Manual
- The Operating the Libra MX User's Manual

SwimBase Rev. 3.00

This users' manual was written for a software product called SwimBase Rev. 3.00, which was designed to maintain all swimmers' current and historical event times for a particular swimming club.

Since this programme was designed to be used by coaching staff and volunteers, the experience range of the target audience was assumed to be between novice and moderate.

The section of the chapter that I have provided deals with the programme's data entry module. The layout of sections in the chapter closely follows the order of the menu selections contained in the SwimBase Records Manager main menu.

Labour Distribution System

This users' guide was written for the Peat Marwick Thorne product, Labour Distribution System. Since this product was developed for a single client, I was asked to write a simple users' guide focusing more on using the programme than describing the system that the programme was modeled on.

The section of the chapter that I have provided discusses the Transaction Data Entry module of the programme.

Fixed Asset Management System

This users' manual was written for the Peat Marwick Thorne product, Fixed Asset Management System, for use by roughly eight clients and was designed to be expanded and customized. The

manual was intended to be used as an in-depth reference for users ranging between novice and experienced and had a modular design to allow Peat Marwick Thorne to add material to it as needed.

The section of the chapter that I have provided discusses the installation and setup of the Fixed Asset Management System.

GPRS Modem Manager

This user's manual was written for the Novatel Wireless Technologies Inc. product, Merlin for GPRS. The product is a PC Card GSM/GPRS wireless network modem aimed at the mass market. The user's manual was intended to be an in-depth reference and usage manual for both the modem hardware and its controlling software; like all other documentation at Novatel Wireless Technologies Inc., it was in the process of rapid evolution.

The chapter section provided here is a description of the components of the GPRS Modem Manager software.

Base Station Hardware Installation

This user's manual was second in a suite of four manuals that defined WiLAN Inc.'s wireless networking products. This manual was aimed at a wide audience of hardware installers, ranging from the novice to the experienced installer.

The chapter section provided here describes the steps necessary to perform the initial installation the base station's hardware.

Base Station Software Reference

This user's manual was third in a suite of four manuals that defined WiLAN Inc.'s wireless networking products. This manual was designed to be both a reference for the product's software and a set of procedures, describing how to use the product.

The chapter section provided here defines the menus, screens, and fields that comprise the software user interface for the base station.

Subscriber Station Operations

This user's manual was third in a suite of four manuals that defined WiLAN Inc.'s wireless networking products. This manual was designed to be both a reference for the product's software and a set of procedures, describing how to use the product.

The chapter section provided here defines the procedures used to begin using the subscriber station.

Carter Campbell
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59 Windermere Road S.W. Calgary Alberta
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Ph: (403) 246-7112
Cell: (403) 708-9365
Email: carter@soph-text.com
Website: www.soph-text.com

Detailed Professional Experience

THIRTY YEARS EXPERIENCE writing technical documentation for all sizes of oil and gas, telecommunications, and computer software and hardware development companies. During my career, I have been involved in all areas of technical documentation development in which I have:

- managed technical publications departments
- managed documentation projects, coordinating them with software developers
- defined and implemented the structure for software and hardware technical publications departments, including departmental policies and procedures
- defined and implemented technical publications style guides and a complete set of corporate documentation development standards
- defined hardware and software tool requirements for technical publications departments
- created procedural and reference manuals, now used as corporate document design standards
- designed and implemented the structure of documents, their information content, organization, and layout
- produced useful and meaningful technical documentation under extremely compressed deadlines
- written on-line help for a variety of software systems
- designed and implemented proprietary on-line help software subsystems
- conducted knowledge acquisition sessions with product or service SMEs
- conducted business process analysis as part of the knowledge acquisition sessions
- designed, implemented, and assisted others in the design of software user interfaces
- user acceptance tested client software
- acted as a technical editor for existing manuals
- mentored young technical writers and technical writers new to the department or company
- created and laid out corporate and departmental newsletters
- assisted in the design and implementation of software data interchange standards
- assisted with marketing finished software product

Development Tools Matrix

The following matrix lists the more common development tools and environments that I have used during the course of my career.

Hardware	Operating Systems	Operating Environments/ Servers	Languages	Word Processors/ Editors/ Layout Tools
AS400	DOS	Atlassian Jira	Prolog	Arachnophilia HTML Editor
CDMA Networks	Hand-held 2000	Atlassian Confluence	C	Brief
Compaq iPAQ	Linux (various distributions)	Bugzilla	Lisp	Coffee Cup HTML Editor
DEC Alpha Workstations	Operating System 7	CollabNet Subversion	HTML	Describe 5.0
Ethernet Networks	Operating System 9	CVS	Layout	Frame Maker
GSM/GPRS Networks	OS/2	Desqview	Java	InfoSelect
Hewlett Packard Jornada Series	OSX	Desqview/X	Oracle SQL	Microsoft Front Page
HP Workstations	Palm OS 3, 4, & 5	FogBugs	Sybase SQL	Microsoft Word
IBM Workstations	Pocket PC	IBM FileNET	JavaScript	OpenOffice
Macintosh	UNIX (Sun, DEC, IBM, HP)	Lotus Notes	XML	Oracle EPAK
OFDM Net- works	WinCE 2.11	Mac-X		PC Write
Palm Pilot	Windows 2000	Microsoft SharePoint Portal Server		RoboHelp Office
PC	Windows 7	Motif (X-Window)		ROCKET Mentor Studio
Printers	Windows 95/98	Openlook (X-Window)		Ventura Publisher
Psion Series 5 and 7	Windows NT	SourceSafe		Word 5.0 for Mac
Scanners	Windows Vista	VMWare		Wordperfect for Windows
Sun Workstations	Windows XP	Windows 3.X		XyWrite
		Infor EAM		IBM FileNET
		MS Dynamics AX		OpenText LiveLink

Documentation Development Skills Matrix

The following skills matrix reflects the total man-years of experience I have with the more commonly requested documentation skills and development tools.

Tool, Platform, or Skill	Man-years of Experience	Professional Experience Cross Reference
Managing Technical Publications Departments	2 Years	• QuIC Financial Technologies Inc. on page 25 below. • SYSTEX Corporation on page 46 below.
Managing Technical Documentation Projects	25 Years	• Suncor Energy Inc. on page 19 below. • Dover Operating Corporation on page 21 below. • Teck Coal Ltd. on page 22 below. • Saxon Energy Services Inc. on page 23 below. • Call Genie Inc. on page 24 below. • QuIC Financial Technologies Inc. on page 25 below. • WiLAN Inc. on page 26 below. • Rinax Computer Systems on page 27 below. • Alberta Mental Health Board on page 28 below. • Department of Energy, Government of Alberta on page 29 below. • Novatel Wireless Technologies Inc. on page 30 below. • Sterne Stackhouse Inc. on page 31 below. • DMR Consulting Group Ltd. (for Trans Canada Pipelines) on page 32 below. • ISM-BC Mobility Development Center on page 33 below. • Valmet Automation on page 34 below. • Minerva Technologies Inc. (for Petro Canada) on page 35 below. • Valmet Automation on page 36 below.

Tool, Platform, or Skill	Man-years of Experience	Professional Experience Cross Reference
		• AGT Ltd. on page 37 below. • R.M. Designs Ltd. on page 38 below. • Neotext Sophtwear International Ltd. on page 38 below. • AGT Ltd. on page 39 below. • Peat Marwick Thorne on page 40 below. • Thorne, Ernst & Whinney on page 41 below. • SUNCOR Inc. on page 41 below. • Kakari Systems Ltd. on page 42 below. • Alberta School Of Drafting on page 42 below. • SwimBase on page 43 below. • SophtWear on page 44 below. • Zentec Company Ltd. on page 44 below. • Rakoa Computer Company Ltd. on page 45 below. • Datatech Company Ltd. on page 45 below. • SYSTEX Corporation on page 46 below.
Technical Business Analysis	21 Years	• Suncor Energy Inc. on page 19 below. • Dover Operating Corporation on page 21 below. • Teck Coal Ltd. on page 22 below. • Call Genie Inc. on page 24 below. • QuIC Financial Technologies Inc. on page 25 below. • WiLAN Inc. on page 26 below. • Rinax Computer Systems on page 27 below. • Department of Energy, Government of Alberta on page 29 below. • Sterne Stackhouse Inc. on page 31 below. • DMR Consulting Group Ltd. (for Trans

Tool, Platform, or Skill	Man-years of Experience	Professional Experience Cross Reference
		Canada Pipelines) on page 32 below. • ISM-BC Mobility Development Centre on page 33 below. • Valmet Automation on page 34 below. • S.I Writes (for Anderson Oil) on page 36 below. • Valmet Automation on page 36 below. • AGT Ltd. on page 37 below. • Neotext Sophtwear International Ltd. on page 38 below. • AGT Ltd. on page 39 below. • Peat Marwick Thorne on page 40 below. • Thorne, Ernst & Whinney on page 41 below. • SUNCOR Inc. on page 41 below. • Kakari Systems Ltd. on page 42 below. • SwimBase on page 43 below. • SophtWear on page 44 below.
Documentation Change Management	20 Years	• Suncor Energy Inc. on page 19 below. • Dover Operating Corporation on page 21 below. • Teck Coal Ltd. on page 22 below. • Call Genie Inc. on page 24 below. • QuIC Financial Technologies Inc. on page 25 below. • WiLAN Inc. on page 26 below. • Rinax Computer Systems on page 27 below. • Alberta Mental Health Board on page 28 below. • Department of Energy, Government of Alberta on page 29 below. • Novatel Wireless Technologies Inc. on page 30

Tool, Platform, or Skill	Man-years of Experience	Professional Experience Cross Reference
		below. • Sterne Stackhouse Inc. on page 31 below. • DMR Consulting Group Ltd. (for Trans Canada Pipelines) on page 32 below. • Valmet Automation on page 34 below. • Valmet Automation on page 36 below. • AGT Ltd. on page 37 below. • R.M. Designs Ltd. on page 38 below. • Neotext Sophtwear International Ltd. on page 38 below. • AGT Ltd. on page 39 below. • Alberta School Of Drafting on page 42 below. • SwimBase on page 43 below.
Writing Policies and Procedures	18 Years	• Suncor Energy Inc. on page 19 below. • Dover Operating Corporation on page 21 below. • WestJet Inc. on page 21 below. • Teck Coal Ltd. on page 22 below. • Saxon Energy Services Inc. on page 23 below. • Call Genie Inc. on page 24 below. • QuIC Financial Technologies Inc. on page 25 below. • WiLAN Inc. on page 26 below. • Rinax Computer Systems on page 27 below. • Alberta Mental Health Board on page 28 below. • Department of Energy, Government of Alberta on page 29 below. • Novatel Wireless Technologies Inc. on page 30 below. • DMR Consulting Group Ltd. (for Trans

Tool, Platform, or Skill	Man-years of Experience	Professional Experience Cross Reference
		Canada Pipelines) on page 32 below. • ISM-BC Mobility Development Center on page 33 below. • Valmet Automation on page 34 below. • Minerva Technologies Inc. (for Petro Canada) on page 35 below. • Valmet Automation on page 36 below. • AGT Ltd. on page 37 below. • Neotext Sophtwear International Ltd. on page 38 below.
Oil and Gas Industry	10 Years	• Suncor Energy Inc. on page 19 below. • Imperial Oil on page 20 below. • Dover Operating Corporation on page 21 below. • Saxon Energy Services Inc. on page 23 below. • Department of Energy, Government of Alberta on page 29 below. • Sterne Stackhouse Inc. on page 31 below. • DMR Consulting Group Ltd. (for Trans Canada Pipelines) on page 32 below. • S.I. Writes (for CE Franklin) on page 33 below. • Valmet Automation on page 34 below. • Minerva Technologies Inc. (for Petro Canada) on page 35 below. • S.I Writes (for Anderson Oil) on page 36 below. • Valmet Automation on page 36 below. • RM Designs • Peat Marwick Thorne on page 40 below. • Thorne, Ernst & Whinney on page 41 below. • SUNCOR Inc. on page 41 below.

Tool, Platform, or Skill	Man-years of Experience	Professional Experience Cross Reference
		• Alberta School Of Drafting on page 42 below.
Creating and Maintaining Templates	18 Years	• Suncor Energy Inc. on page 19 below. • Imperial Oil on page 20 below. • Dover Operating Corporation on page 21 below. • WestJet Inc. on page 21 below. • Teck Coal Ltd. on page 22 below. • Saxon Energy Services Inc. on page 23 below. • Call Genie Inc. on page 24 below. • QuIC Financial Technologies Inc. on page 25 below. • WiLAN Inc. on page 26 below. • Rinax Computer Systems on page 27 below. • Alberta Mental Health Board on page 28 below. • Department of Energy, Government of Alberta on page 29 below. • Novatel Wireless Technologies Inc. on page 30 below. • Sterne Stackhouse Inc. on page 31 below. • DMR Consulting Group Ltd. (for Trans Canada Pipelines) on page 32 below. • Valmet Automation on page 34 below. • Valmet Automation on page 36 below. • AGT Ltd. on page 37 below. • AGT Ltd. on page 39 below.
Creating and Maintaining Style Guides	15 Years	• Dover Operating Corporation on page 21 below. • WestJet Inc. on page 21 below. • Teck Coal Ltd. on page 22 below. • Saxon Energy Services Inc. on page 23 below.

Tool, Platform, or Skill	Man-years of Experience	Professional Experience Cross Reference
		• Call Genie Inc. on page 24 below. • QuIC Financial Technologies Inc. on page 25 below. • WiLAN Inc. on page 26 below. • Rinax Computer Systems on page 27 below. • Alberta Mental Health Board on page 28 below. • Department of Energy, Government of Alberta on page 29 below. • Novatel Wireless Technologies Inc. on page 30 below. • Sterne Stackhouse Inc. on page 31 below. • DMR Consulting Group Ltd. (for Trans Canada Pipelines) on page 32 below. • ISM-BC Mobility Development Center on page 33 below. • Valmet Automation on page 34 below. • Minerva Technologies Inc. (for Petro Canada) on page 35 below. • Valmet Automation on page 36 below.
Training Content and Curriculum Specific Development	6 Years	• Dover Operating Corporation on page 21 below. • Teck Coal Ltd. on page 22 below. • Rinax Computer Systems on page 27 below. • Alberta Mental Health Board on page 28 below. • Department of Energy, Government of Alberta on page 29 below. • Sterne Stackhouse Inc. on page 31 below. • R.M. Designs Ltd. on page 38 below. • Alberta School Of Drafting on page 42 below. • SwimBase on page 43 below.

Tool, Platform, or Skill	Man-years of Experience	Professional Experience Cross Reference
Adobe Frame Maker	12 Years	• WestJet Inc. on page 20 below. • WestJet Inc. on page 21 below. • Call Genie Inc. on page 24 below. • QuIC Financial Technologies Inc. on page 25 below. • WiLAN Inc. on page 26 below. • Rinax Computer Systems on page 27 below. • Novatel Wireless Technologies Inc. on page 30 below. • Sterne Stackhouse Inc. on page 31 below. • Northern Telecom on page 34 below. • Northern Telecom on page 34 below. • Valmet Automation on page 34 below. • S.I Writes (for Anderson Oil) on page 36 below. • Valmet Automation on page 36 below.
Adobe Acrobat	16 Years	• Suncor Energy Inc. on page 19 below. • Imperial Oil on page 20 below. • WestJet Inc. on page 20 below. • WestJet Inc. on page 21 below. • Teck Coal Ltd. on page 22 below. • Call Genie Inc. on page 24 below. • QuIC Financial Technologies Inc. on page 25 below. • WiLAN Inc. on page 26 below. • Rinax Computer Systems on page 27 below. • Alberta Mental Health Board on page 28 below. • Department of Energy, Government of Alberta on page 29 below. • Novatel Wireless Technologies Inc. on page 30

Tool, Platform, or Skill	Man-years of Experience	Professional Experience Cross Reference
		below. • Sterne Stackhouse Inc. on page 31 below. • DMR Consulting Group Ltd. (for Trans Canada Pipelines) on page 32 below. • Valmet Automation on page 34 below. • Valmet Automation on page 36 below.
Microsoft Word	18 Years	• Suncor Energy Inc. on page 19 below. • Imperial Oil on page 20 below. • WestJet Inc. on page 20 below. • Dover Operating Corporation on page 21 below. • WestJet Inc. on page 21 below. • Teck Coal Ltd. on page 22 below. • Saxon Energy Services Inc. on page 23 below. • Call Genie Inc. on page 24 below. • QuIC Financial Technologies Inc. on page 25 below. • WiLAN Inc. on page 26 below. • Rinax Computer Systems on page 27 below. • Alberta Mental Health Board on page 28 below. • Department of Energy, Government of Alberta on page 29 below. • Novatel Wireless Technologies Inc. on page 30 below. • Sterne Stackhouse Inc. on page 31 below. • DMR Consulting Group Ltd. (for Trans Canada Pipelines) on page 32 below. • ISM-BC Mobility Development Centre on page 33 below. • S.I. Writes (for CE Franklin) on page 33 below.

Tool, Platform, or Skill	Man-years of Experience	Professional Experience Cross Reference
		• Valmet Automation on page 34 below. • Minerva Technologies Inc. (for Petro Canada) on page 35 below. • S.I Writes (for Anderson Oil) on page 36 below. • Valmet Automation on page 36 below. • AGT Ltd. on page 37 below.
Microsoft Excel	13 Years	• Suncor Energy Inc. on page 19 below. • Imperial Oil on page 20 below. • WestJet Inc. on page 20 below. • Dover Operating Corporation on page 21 below. • WestJet Inc. on page 21 below. • Teck Coal Ltd. on page 22 below. • Saxon Energy Services Inc. on page 23 below. • QuIC Financial Technologies Inc. on page 25 below. • WiLAN Inc. on page 26 below. • Rinax Computer Systems on page 27 below. • Alberta Mental Health Board on page 28 below. • Department of Energy, Government of Alberta on page 29 below. • Novatel Wireless Technologies Inc. on page 30 below. • Sterne Stackhouse Inc. on page 31 below. • DMR Consulting Group Ltd. (for Trans Canada Pipelines) on page 32 below.
Microsoft Visio	12 Years	• Suncor Energy Inc. on page 19 below. • Imperial Oil on page 20 below. • WestJet Inc. on page 20 below.

Tool, Platform, or Skill	Man-years of Experience	Professional Experience Cross Reference
		• Dover Operating Corporation on page 21 below. • WestJet Inc. on page 21 below. • Teck Coal Ltd. on page 22 below. • Saxon Energy Services Inc. on page 23 below. • Call Genie Inc. on page 24 below. • QuIC Financial Technologies Inc. on page 25 below. • WiLAN Inc. on page 26 below. • Rinax Computer Systems on page 27 below. • Alberta Mental Health Board on page 28 below. • Department of Energy, Government of Alberta on page 29 below. • DMR Consulting Group Ltd. (for Trans Canada Pipelines) on page 32 below.
Microsoft Outlook	15 Years	• Suncor Energy Inc. on page 19 below. • Imperial Oil on page 20 below. • WestJet Inc. on page 20 below. • Dover Operating Corporation on page 21 below. • WestJet Inc. on page 21 below. • Teck Coal Ltd. on page 22 below. • Saxon Energy Services Inc. on page 23 below. • Call Genie Inc. on page 24 below. • QuIC Financial Technologies Inc. on page 25 below. • WiLAN Inc. on page 26 below. • Rinax Computer Systems on page 27 below. • Alberta Mental Health Board on page 28 below.

Tool, Platform, or Skill	Man-years of Experience	Professional Experience Cross Reference
		• Department of Energy, Government of Alberta on page 29 below. • Novatel Wireless Technologies Inc. on page 30 below. • Sterne Stackhouse Inc. on page 31 below. • DMR Consulting Group Ltd. (for Trans Canada Pipelines) on page 32 below. • ISM-BC Mobility Development Centre on page 33 below. • S.I. Writes (for CE Franklin) on page 33 below. • Northern Telecom on page 34 below. • Northern Telecom on page 34 below. • Valmet Automation on page 34 below.
RoboHelp Office	4 Years	• Rinax Computer Systems on page 27 below. • Department of Energy, Government of Alberta on page 29 below. • Novatel Wireless Technologies Inc. on page 30 below. • Sterne Stackhouse Inc. on page 31 below. • S.I. Writes (for CE Franklin) on page 33 below. • Valmet Automation on page 36 below.
Paintshop Pro	15 Years	• WestJet Inc. on page 21 below. • Teck Coal Ltd. on page 22 below. • Saxon Energy Services Inc. on page 23 below. • Call Genie Inc. on page 24 below. • QuIC Financial Technologies Inc. on page 25 below. • WiLAN Inc. on page 26 below. • Rinax Computer Systems on page 27 below.

Tool, Platform, or Skill	Man-years of Experience	Professional Experience Cross Reference
		• Alberta Mental Health Board on page 28 below. • Department of Energy, Government of Alberta on page 29 below. • Novatel Wireless Technologies Inc. on page 30 below. • Sterne Stackhouse Inc. on page 31 below. • DMR Consulting Group Ltd. (for Trans Canada Pipelines) on page 32 below. • S.I. Writes (for CE Franklin) on page 33 below. • Northern Telecom on page 34 below. • Valmet Automation on page 34 below. • Valmet Automation on page 36 below.
OpenOffice	1 Year	• Call Genie Inc. on page 24 below.
Microsoft Windows	18 Years	• Suncor Energy Inc. on page 19 below. • Imperial Oil on page 20 below. • WestJet Inc. on page 20 below. • Dover Operating Corporation on page 21 below. • WestJet Inc. on page 21 below. • Teck Coal Ltd. on page 22 below. • Saxon Energy Services Inc. on page 23 below. • Call Genie Inc. on page 24 below. • QuIC Financial Technologies Inc. on page 25 below. • WiLAN Inc. on page 26 below. • Rinax Computer Systems on page 27 below. • Alberta Mental Health Board on page 28 below. • Department of Energy, Government of Alberta

Tool, Platform, or Skill	Man-years of Experience	Professional Experience Cross Reference
		on page 29 below. • Novatel Wireless Technologies Inc. on page 30 below. • Sterne Stackhouse Inc. on page 31 below. • DMR Consulting Group Ltd. (for Trans Canada Pipelines) on page 32 below. • ISM-BC Mobility Development Center on page 33 below. • S.I. Writes (for CE Franklin) on page 33 below. • Northern Telecom on page 34 below. • Northern Telecom on page 34 below. • Valmet Automation on page 34 below. • Minerva Technologies Inc. (for Petro Canada) on page 35 below. • S.I Writes (for Anderson Oil) on page 36 below. • Valmet Automation on page 36 below.
UNIX/Linux	12 Years	• Call Genie Inc. on page 24 below. • QuIC Financial Technologies Inc. on page 25 below. • WiLAN Inc. on page 26 below. • Rinax Computer Systems on page 27 below. • Valmet Automation on page 34 below. • Valmet Automation on page 36 below. • AGT Ltd. on page 37 below. • Neotext Sophtwear International Ltd. on page 38 below. • AGT Ltd. on page 39 below.
HTML	5 Years	• Rinax Computer Systems on page 27 below. • Alberta Mental Health Board on page 28

Tool, Platform, or Skill	Man-years of Experience	Professional Experience Cross Reference
		below. • Department of Energy, Government of Alberta on page 29 below. • Novatel Wireless Technologies Inc. on page 30 below. • Sterne Stackhouse Inc. on page 31 below. • S.I. Writes (for CE Franklin) on page 33 below. • Valmet Automation on page 34 below.
TCP/IP Networks	17 Years	• Teck Coal Ltd. on page 22 below. • Saxon Energy Services Inc. on page 23 below. • Call Genie Inc. on page 24 below. • QuIC Financial Technologies Inc. on page 25 below. • WiLAN Inc. on page 26 below. • Rinax Computer Systems on page 27 below. • Department of Energy, Government of Alberta on page 29 below. • Novatel Wireless Technologies Inc. on page 30 below. • Sterne Stackhouse Inc. on page 31 below. • ISM-BC Mobility Development Centre on page 33 below. • Valmet Automation on page 34 below. • Valmet Automation on page 36 below. • AGT Ltd. on page 37 below. • Neotext Sophtwear International Ltd. on page 38 below. • AGT Ltd. on page 39 below.
Microsoft SharePoint	4 Years	• Imperial Oil on page 20 below. • WestJet Inc. on page 20 below.

Tool, Platform, or Skill	Man-years of Experience	Professional Experience Cross Reference
		• Dover Operating Corporation on page 21 below. • WestJet Inc. on page 21 below. • Teck Coal Ltd. on page 22 below. • Saxon Energy Services Inc. on page 23 below. • QuIC Financial Technologies Inc. on page 25 below.

Professional Experience

During my thirty years as a technical writer, I have worked for the following companies:

Company Suncor Energy Inc.

July 2014 – cont.

Project Develop and Update Safety Policies, Procedures, and Standards

- interview Subject Mater Experts (SMEs) for document content.
- conduct in-field document research/review
- create new policy, procedure, or standards documents
- edit existing policy, procedure, or standards documents
- create new document templates
- maintain existing document templates
- manage OpenText LiveLink work-flow queue
- organize and maintain the Site Wide Services OpenText LiveLink repository
- mentor SMEs in writing and editing
- provide technical assistance to SMEs writing and editing duties
- provide ad hoc writing and editing services to colleagues
- review and assess contractor Safe Work Procedures
- initiate and manage documentation audit and gap analysis
- manage change in department's documentation repository
- manage and coordinate documentation development and maintenance efforts

Documentation Development Environment:	
• Microsoft Windows 7	• Microsoft Word
• Adobe Acrobat	• Microsoft Visio

Company Montana Creative

January 2014 – cont.

Project Work on Marketing Copy

- develop new and maintain existing marketing copy
- mark up and comment PDFs of existing marketing materials

Documentation Development Environment:	
• Microsoft Windows 7	• Macintosh OSX
• Adobe Acrobat	• Microsoft Word
• Microsoft PowerPoint	

Company Imperial Oil

April 2013 – November 2013

Project Develop and Maintain Project Documentation and Documentation Infrastructure

- edit technical documents to ensure clarity and consistency with style, terminology, and organization
- apply project templates to project documents
- oversee template creation following Imperial Oil standards
- compile and edit internal project reports from input from different disciplines
- work with subject matter experts to edit and produce project plans; technical specification documents; engineering, procurement and construction (EPC) contracts; coordination procedures and procedure manuals
- provide solutions to ad hoc documentation issues as they arise

Documentation Development Environment:	
• Microsoft Windows 7	• Microsoft Word
• Adobe Acrobat	• Microsoft Visio
• Microsoft SharePoint	• Microsoft Excel
• Microsoft PowerPoint	

Company WestJet Inc.

November 2012 – March 2013

Project Maintained Regulated Documentation

- maintained documentation regulated by Transport Canada
- other duties as needed

Documentation Development Environment:

Documentation Development Environment:	
• Adobe Acrobat	• Microsoft Visio
• Microsoft SharePoint	• Microsoft Excel
• Microsoft Word	• Corel Paint Shop Pro
• SnagIt	• A variety of utilities for working with images

Company Dover Operating Corporation

August 2012 – September 2012

Project Enterprise Asset Management System Training Repository

- defined documentation development and maintenance plan for both documentation and training
- defined structure and content scope for training material
- defined structure and content scope for system and end-user documentation
- identified business practices which were used to define role and process work-flows for inclusion in policy and systems documentation, and in training content
- conducted knowledge acquisition sessions with SMEs

Documentation Development Environment:	
• Microsoft Windows 7	• Microsoft Word
• Microsoft Visio	• Microsoft Excel
• InfoSelect	• Infor EAM
• Oracle EPAK	• A variety of utilities for working with sound

Company WestJet Inc.

August 2011 – July 2012

Project Maintained Regulated Documentation/Define and Develop Departmental Infrastructure

- maintained documentation regulated by Transport Canada

- created templates for the regulated documentation
- created style guidelines for department
- created standards and policies for department
- defined maintenance procedures for the document maintenance role
- conducted electronic review sessions, primarily using Adobe Acrobat reviews
- involved in the planning phase of the acquisition of a content management system
- other duties as needed

Documentation Development Environment:	
• Microsoft Windows XP	• Adobe Frame Maker
• Adobe Acrobat	• Microsoft Visio
• Microsoft SharePoint	• Microsoft Excel
• Microsoft Word	• Corel Paint Shop Pro
• InfoSelect	• SnagIt
• A variety of utilities for working with images	

Company Teck Coal Limited

March 2010 - June 2011

Project Information Technology Department's ERP Training and Documentation Repository

- managed the documentation project
- defined the structure, policies and procedures, and interdepartmental interfaces for the documentation group
- identified business practices which were used to define role and process work-flows for inclusion in policy and systems documentation, and in training content
- defined structure of ERP documentation and training repository
- defined the development and maintenance policies and procedures for the ERP documentation and training repository
- defined documentation development and maintenance plan for both documentation and training
- created MS Word templates for interim ERP documentation repository

- assisted ERP trainers in development of training content
- interviewed both business and technical Subject Matter Experts
- maintained documentation repository content
- mentored junior technical writers

Documentation Development Environment:	
• Windows Vista	• InfoSelect
• Microsoft Office	• Paint Shop Pro
• Microsoft Visio	• SnagIt
• Adobe Acrobat	• Microsoft SharePoint
• Microsoft Dynamics AX	• CamStudio
• Paint Shop Pro	• A variety of utilities for working with sound, image, and video

Company Saxon Energy Services Inc.

October 2009 - December 2009

Project Information Technologies Department's Network Infrastructure Documentation

Designed, developed, and implemented documentation defining the company's network infra- structure. Additional responsibilities and accomplishments were:

- managed the documentation project
- defined the layout, structure, and data to be recorded, for a network infrastructure description document
- designed and implemented a document repository for the network infrastructure description documents on the company's SharePoint portal
- created a MS Word template, based on the network infrastructure document definition
- created separate network infrastructure description documents for each of Saxon's branch offices in North America
- created a procedures document for the creation and maintenance of new and existing network infrastructure description documents and related template

Documentation Development Environment:	
• Windows XP	• InfoSelect

Documentation Development Environment:	
• Microsoft Office	• Paint Shop Pro
• Microsoft Visio	• Lightscreen
• Microsoft SharePoint	

Company Call Genie Inc.

January 2008 - November 2008

Product Voice Search Engine for Telco Directory Assistance

Developed all technical publications group process and procedures, style guides and templates. Created, maintained, and restructured all corporate user-facing documentation, for both internal and external use. Additional responsibilities and accomplishments were:

- managed all documentation projects, coordinating them with the subject matter experts and system developers
- defined the documentation development work-flow processes, including the interactions between system's developers/subject matter experts and technical writers
- defined the documentation maintenance work-flows and processes
- defined and successfully implemented the documentation review processes for the company
- integrated the use of Atlassian Jira into the documentation development work-flow processes
- defined and created the documentation structure for all internal and external documents
- developed and maintained corporate documentation templates for both internal and external user-facing documents
- rewrote several existing documents to comply with the new structure and template
- maintained legacy documentation
- conducted knowledge acquisition sessions
- successfully implemented the use of OpenOffice Writer as the central documentation development tool, for user-facing documents
- helped define the release notes standards and templates
- distilled user's manuals to PDF format for on-line distribution
- aided in the development of marketing questionnaires
- wrote, reviewed, and copy edited marketing material

- involved in the hiring of contract technical writers
- provided mentoring and guidance for other technical writers
- developed and maintained templates for corporate newsletter
- wrote and compiled monthly corporate newsletter

Documentation Development Environment:	
• Windows XP	• SnagIt
• Linux Red Hat Enterprise 3/4/5	• CollabNet Subversion
• OpenOffice	• TortoiseSVN
• Adobe Acrobat	• Atlassian Confluence (wiki)
• Microsoft Office	• Atlassian Jira (issue reporting software)
• Microsoft Visio	• FogBugs
• InfoSelect	• VMWare
• Frame Maker	• Various Graphics Utilities
• Paintshop Pro	

Company QuIC Financial Technologies Inc.

May 2006 - November 2007

Product Large-scale Market and Credit Risk System

Held the position of Documentation Manager for Calgary. Developed technical publications group process and procedures, style guides and templates, created, maintained, and restructured all user-related documentation. Additional responsibilities and accomplishments were:

- managed the technical publications group
- managed all documentation projects, coordinating them with the subject matter experts and system developers
- designed and wrote Technical Publications Group standards and procedures:
  - documentation templates
  - documentation style guides
  - documentation development procedures
  - documentation maintenance procedures

    - documentation review processes
    - introduced new software tools to fit the new development and maintenance processes
    - educated technical and non-editorial staff on the use of new tools
- designed and developed new documents for new plug-ins and elements of the central product
- conducted knowledge acquisition sessions
- sorted, consolidated, and restructured existing documentation for more efficient access and reference
- converted existing documentation from Microsoft Word to Frame Maker
- maintained and edited existing product documentation
- maintained Technical Publications Group electronic library
- distilled user's manuals to PDF format for on-line distribution
- interacted with Quality Assurance to ensure that documentation development and maintenance were in included in test processes and procedures

Documentation Development Environment:	
• Windows XP	• SnagIt
• Linux Red Hat Enterprise 3/4/5	• Various Graphics Utilities
• Frame Maker	• CollabNet Subversion
• Adobe Acrobat	• TortoiseSVN
• Microsoft Office	• Microsoft SharePoint
• Microsoft Visio	• Bugzilla
• InfoSelect	• Jira
• Paintshop Pro	• Confluence
• VMWare	

Company WiLAN Inc.

July 2004 - April 2006

Product Wireless Network Products

Developed technical publications department process and procedures, style guides and templates, created and maintained all user-related documentation.

Additional responsibilities and accomplishments were:

- managed all user-facing technical documentation projects
- designed, developed, and implemented the technical publications department structure and development processes
- designed and developed the technical publications department data infrastructure
- defined hardware and software tool requirements for the technical publications department
- defined and implemented technical publications style guide for all user documentation
- designed and developed user manual documentation and document templates
- designed and developed technical manual documentation and document templates
- created technical drawings and converted PCB designer drawings for use in both technical documents and user documents
- conducted knowledge acquisition sessions, coordinating documentation development with firmware, software, and hardware engineers
- acted as a technical editor for existing manuals
- defined document publishing schedule and requirements for all user-related documentation
- wrote, reviewed, and copy edited marketing material; distilled user's manuals to PDF format for on-line distribution

Documentation Development Environment:	
• Windows XP	• Microsoft Office 2000
• Paint Shop Pro	• Microsoft Visio
• Frame Maker	• TurboCAD 10.2
• InfoSelect	• Acrobat 6 Pro
• SnagIt	• Linux

Company Rinax Computer Systems

June 2003 - April 2004

Product Rinax, an Accounting and Inventory Control System for the Automotive Parts Industry

Developed and maintained all user-related documentation, style guides and

templates, newsletters, and conducted quality assurance tests. Additional responsibilities and accomplishments were:

- managed all corporate documentation projects
- upgraded the existing user's manual for the legacy product
- ported the existing documentation into the new structure
- outlined and began the creation of the user's manual for the new Windows client-side application
- created an HTML-based FAQ for access through the corporate website
- documented all software releases for the legacy product
- outlined and began the creation of on-line help for the new Windows client-side application
- developed corporate documentation style guide and standards
- performed quality assurance tests on new releases of legacy product
- performed quality assurance tests on the Windows client-side application
- investigated, tested, and documented the reported bugs or problems with the software and/or procedures
- conducted knowledge acquisition sessions
- periodically worked with sales personnel to develop sales materials
- created the company newsletter

Documentation Development Environment:	
• Windows XP	• Acrobat
• SCO UNIX	• InfoSelect
• Microsoft Office	• SnagIt
• Microsoft Publisher	• Microsoft Visio
• Paint Shop Pro	• RoboHelp Office
• Frame Maker 7	

Company Alberta Mental Health Board

January 2003 - March 2003

Project Alberta Regional Mental Health Information System

Developed a simplified on-line, web-based help system and an electronic Getting Started Guide. The client required that I develop a pure HTML help system for

maintenance by non-technical people. Additional responsibilities and accomplishments were:

- managed the documentation project
- coordinated the documentation projects with subject matter experts, and content and technical developers
- designed and developed structure and style for the on-line help system
- designed and developed structure and style for the electronic Getting Started Guide
- migrated existing help and guide content to the new format and new system
- created new help and guide content as needed
- conducted extensive knowledge acquisition sessions
- designed and managed document development process

Documentation Development Environment:	
• Windows XP	• SnagIt
• Microsoft Office 2000	• Info Select 7
• Front Page 2002	• Adobe Acrobat
• Visio 2002	• Arachnophilia HTML Editor
• Paint Shop Pro 7	

Company Department of Energy, Government of Alberta

February 2002 - November, 2002

Project Petroleum Registry

Developed web-based on-line help and tutorials for the Petroleum Registry of Alberta and assisted in the development of a web-based on-line training system. Additional responsibilities and accomplishments were:

- coordinated the documentation project with subject matter experts, and content developers
- designed, developed, and implemented development processes for web-based on-line help system
- designed, developed, and implemented the style and structure of the web-based on-line help system
- defined an on-line help style guide and standards as well as a handover document for maintenance personnel

- defined and developed on-line help templates
- developed template for information acquisition, coordination, and development
- developed and edited content for on-line help
- developed and edited content for on-line training

Documentation Development Environment:	
• Windows 2000	• Microsoft Office 2000
• Paintshop Pro 7	• Arachnophilia HTML Editor
• Adobe Acrobat	• SnagIt
• Edo Rocket Mentor Studio	• Microsoft Visio
• RoboHelp Office	

Company Novatel Wireless Technologies Inc.

September 2000 - September 2001

Products Wireless Network Modems

Required to work on all of the company's products. Responsibilities and accomplishments were:

- managed many of the product-specific documentation projects
- designed, developed, and implemented the technical publications department structure and development processes
- designed and developed the technical publications department data infrastructure
- defined hardware and software tool requirements for the technical publications department
- defined and implemented technical publications style guide for both user documentation
- and on-line help
- designed and developed user manual documentation and document templates
- designed and developed technical manual documentation and document templates
- designed and developed on-line help and help templates
- created technical drawings and converted PCB designer drawings for use in both technical documents and user documents

- conducted knowledge acquisition sessions, coordinating documentation development with firmware, software, and hardware engineers
- acted as a technical editor for existing manuals
- distilled user's manuals to PDF format for on-line distribution
- assisted Quality Assurance with testing
- mentored junior technical writers

Documentation Development Environment:	
• Windows 2000	• Windows 98
• Windows CE	• Macintosh OS9
• Palm OS 3&4	• Epoc
• Frame Maker	• Microsoft Office 2000
• InfoSelect 6	• RoboHelp Office
• Adobe Acrobat	• Paintshop Pro 7
• Arachnophilia HTML Editor	• SnagIt,
• Multiple Specialized Utilities	• Screen Capture Tools for Hand-held and Palmtop Devices

Company Sterne Stackhouse Inc.

October 1999 - September 2000

Products SQL-based Data Mining and Mapping Products

Required to work on all of the company's products. Additional responsibilities and accomplishments were:

- coordinated the documentation projects with subject matter experts, and content and technical developers
- created and assisted in the development of printed How To tutorials for the Petroleum Division of the company
- developed user on-line documentation for the company's Enterprise Divisions products
- assisted in development of promotional and collateral marketing material for both the Petroleum and Enterprise Divisions of the company
- edited the content for the second generation of the company's website

- maintaining existing documentation for all of the company's products
- assisting in GUI design and layout for the company's software products

Documentation Development Environment:	
• Windows NT 4.0	• RoboHelp Office
• Frame Maker 5.5.6	• Paintshop Pro 6
• Microsoft Office 97	• Adobe Acrobat
• InfoSelect 5	• Multiple Specialized Utilities

Company DMR Consulting Group Ltd. (for Trans Canada Pipelines)

January 1999 - September 1999

Product Strategic Marketing System (using Cognos Tools) for Internal Use

Primary duty was design and development the users' manual for the project. Responsibilities and accomplishments were:

- managed the documentation project, coordinating it with the subject matter experts and system developers
- designed and implemented the structure of documents, their information content, organization, and layout
- created document template for use by system administrator, mirroring manual organization and layout
- conducted knowledge acquisition sessions, coordinating documentation development with software engineers
- assisted engineers in the design of software user interfaces
- designed and created a template handover document
- compiled manual to PDF format for on-line distribution

Documentation Development Environment:	
• Windows NT 4.0	• Acrobat 4
• Microsoft Word 97	• Lotus Notes 4.5
• Microsoft Excel 97	• Microsoft Visio
• InfoSelect 5	• Multiple Specialized Utilities

Documentation Development Environment:	
• Paintshop Pro 5	

Company ISM-BC Mobility Development Centre

July 1998 - October 1998

Project Corporate Standards Outline

Duties were to identify issues to be addressed during the development of corporate development standards, to outline those standards, and to provide recommendations.

Documentation Development Environment:	
• Windows 95	• Microsoft Access 97
• Microsoft Word 97	• Lotus Notes 4.6
• Microsoft Excel 97	• IBM AS400

Company S.I. Writes (for C.E. Franklin)

April 1998 - May 1998

Project Reorganize and Edit On-Line Help for Newly Installed J. D. Edwards Accounting System

Primary duty was to reorganize and edit the existing on-line help to reflect the changes made by the client. The source material was supplied by the client. Responsibilities and accomplishments were:

- assisted in the organization of the project
- assisted in the redesign of the help system access
- acted as a technical editor for material supplied by subject matter experts
- conducted knowledge acquisition sessions with subject matter experts

Documentation Development Environment:	
• Windows 95	• RoboHelp Office
• Microsoft Word 97	

Company Northern Telecom

February 1998 - March 1998

Product Mercator Voice Mail/Norstar Voice Mail

Duties were to convert existing Mercator voice mail manual to standard format and style used by Northern Telecom and to assist in the preparation of Norstar voice mail manuals for the British market.

Documentation Development Environment:	
• Macintosh	• Frame Maker + SGML 5
• OS7	• Windows 95

Company Northern Telecom

October 1997 - January 1998

Product Mercator Automated Call Distribution System

Duties were to design an installation manual for a new automated call distribution system. Responsibilities and accomplishments were:

- managed all documentation for product's installation documentation
- conducted knowledge acquisition sessions
- designed and implemented the structure of the new document, based on departmental standard, its information content, organization, and layout
- reviewed source documentation and organized it to match document structure

Documentation Development Environment:	
• Macintosh	• OS7
• Frame Maker + SGML 5	• Windows NT
• Windows 95	• Paint Shop Pro

Company Valmet Automation

Sage Systems Division

March 1997 - September 1997

Product Open Architecture System (OASyS), a SCADA System

Primary duties were to design a reference manual for a new gas application product, continue design of the company's baseline product, and assist company technical writers as necessary. Responsibilities and accomplishments were:

- managed development of new baseline documentation and gas applications product documentation
- designed and implement the structure of new documents, their information content, organization, and layout
- designed and create a document management handover document
- conducted knowledge acquisition sessions
- produced camera copy of manuals created
- trained technical writers new to the company

Documentation Development Environment:	
• UNIX (Sun, DEC, IBM, HP)	• Windows NT
• Microsoft Word 7/97	• Frame Maker 5
• Paint Shop Pro	• Acrobat 3

Company Minerva Technologies Inc. (for Petro Canada)

January 1997

Project Design Maintenance Document for New Accounting System

Duties were to collect information for system maintenance manual and to define the styles to be used for the system's manuals. Responsibilities and accomplishments were:

- managed the documentation project
- conducted knowledge acquisition sessions
- designed manuals' style guide

Documentation Development Environment:	
• Windows 95	• Windows 3.X
• Microsoft Word 6.0	

Company S.I. Writes (for Anderson Oil)

October 1996 - December, 1996

Project Develop Course Material for new Corporate Accounting System

Primary duty was to edit, layout, and structure course material for five course/reference guides. Each guide was to be used as both course guide and subsequent reference guide. The course material was supplied by the trainers of each individual course. Responsibilities and accomplishments were:

- acted as a technical editor for material supplied by trainers
- co-designed and implemented the structure of the documents, their information content, organization, and layout
- conducted knowledge acquisition sessions with course trainers

Documentation Development Environment:	
• Windows 95	• Frame Maker 5
• Windows 3.X	• Paint Shop Pro
• Microsoft Word 6.0	

Company Valmet Automation

Sage Systems Division

April 1994 - July 1996

Product Open Architecture System (OASyS), a SCADA System

Primary duty was to produce and update all product's user oriented documentation. Responsibilities and accomplishments were:

- managed documentation projects, as required, coordinating them with software developers
- conducted peer review sessions for other documentation projects
- acted as a technical editor for existing manuals
- designed and implemented the structure of documents, their information content, organization, and layout
- created procedural and reference manuals that are now used as corporate standards
- conducted knowledge acquisition sessions
- assisted in the definition and implementation of a structure for a software technical publications department, including its information gathering and dissemination methodologies, and a formalization of its internal and external

communications channels

- defined hardware and software tool requirements for the technical publications department
- defined and implemented technical publications style guide and began the development of a complete set of corporate documentation standards
- produced camera copy of manuals created
- trained technical writers new to the company

Documentation Development Environment:	
• DOS	• UNIX (Sun, DEC, IBM, HP)
• Windows NT	• Desqview/X
• Windows 3.X	• Motif (X-Window)
• Openlook (X-Window)	• XyWrite
• Wordperfect	• Microsoft Word 6
• Frame Maker 4	• RoboHelp
• Java	• HTML
• Paint Shop Pro	• Acrobat 3

Company AGT Ltd.

Research and Development

March 1993 – July 1994

Product

Personalized Marketing Tool for Marketing and Business Development Department

Primary duty was to write all design and development documentation, and the users' manual for the project. Responsibilities and accomplishments were:

- managed the documentation efforts for the project
- designed and implemented the structure of documents, their information content, organization, and layout
- conducted knowledge acquisition sessions, coordinating documentation development with software engineers
- assisted engineers in design of software user interfaces
- beta-tested project software
- created, laid out, and published departmental newsletters

- published camera copy of manual and documents created
- coordinated manual publication with AGT's Publications department

Documentation Development Environment:	
• DOS	• XyWrite
• Desqview/X	• QEMM 386
• Sun UNIX	• Openlook (X-Window)
• Operating System 7	• Word 5.0 for Macintosh
• Claris Draw	• Mac-X

Company R.M. Designs Ltd.

June 1992 - July 1992

Project DOS Course Text Book Update

Primary duty was to update an existing course book. Responsibilities and accomplishments were:

- managed the documentation project
- acted as a technical editor for existing manuals
- conducted knowledge acquisition sessions for course changes
- published camera copy of course document created

Documentation Development Environment:	
• DOS	• Desqview
• XyWrite	• Ventura Publisher
• PC Paint	• QEMM 386

Company Neotext Sophtwear International Ltd.

July 1990 - May 1992

Project Electronic Business Communications Network between Russia and Canada

Involved in all aspects of this venture. Responsibilities and accomplishments were:

- initiated business contacts with Russia for the company
- setup and assisted in conducting the preliminary marketing surveys for the proposed services
- assisted in design and implementation of the base network into Russia
- managed all documentation efforts
- wrote all systems and administrative documentation
- maintained a network node, acting as system administrator
- successfully conducted all preliminary negotiations with Russian companies on behalf of NeoText Sophtwear International Ltd.
- beta-tested developed software
- assisted in the design and implementation of software data interchange standards
- designed, implemented, and assisted others in the design of software user interfaces
- assisted with marketing of the finished product

Documentation Development Environment:	
• DOS	• Prolog
• C	• Brief
• Layout	• XyWrite
• Ventura Publisher	• Paintshop Pro
• Procomm+	• WildCat!
• SCO UNIX	

Company AGT Ltd.

Research and Development

September 1990 - August 1991

Project Intelligent Megastream Network Alarm Monitor Programme

Primary duty was to edit all design and development documentation, and write the users' manual for the project. Responsibilities and accomplishments were:

- managed all documentation efforts for the project
- edited the preliminary design specifications for the programme being developed

- conducted knowledge acquisition sessions with the Megastream experts to collect the fundamental data for the programme's rule base
- gathered, and where necessary, created data for testing the programme
- assisted in converting the data into operational rules
- designed and programmed the on-line help sub-system and editor
- wrote all on-line help documentation
- designed programme's user interface
- coordinated documentation development with software developers
- designed and implemented the structure of Users' Manual and System Administrator's Manual, their information content, organization, and layout
- beta-tested client software
- created and laid out project newsletter

Documentation Development Environment:	
• DOS	• Desqview
• QEMM 386	• Prolog
• XyWrite	• Procomm+
• Operating System	• Microsoft Word for Macintosh
• Sun UNIX	• Openlook (X-Window)

Company Peat Marwick Thorne

May 1989 – June 1990

Project Fixed Asset Management System

Primary duty was to create product's user manual. Responsibilities and accomplishments were:

- managed all documentation efforts for the project
- designed and implemented the structure of the document, its information content, organization, and layout
- conducted knowledge acquisition sessions
- coordinated documentation development with software developers
- beta-tested client software
- published camera copy of user's manual created

Documentation Development Environment:	
• DOS	• Desqview
• QEMM 386	• XyWrite

Company Thorne, Ernst & Whinney

February 1989 – September 1989

Project Labour Distribution System Programme

Primary duty was to create product's user manual. Responsibilities and accomplishments were:

- managed all documentation efforts for the project
- designed and implemented the structure of the document, its information content, organization, and layout
- conducted knowledge acquisition sessions
- coordinated documentation development with software developers
- beta-tested client software
- acted as a technical editor for existing manuals
- published camera copy of users' manual created

Documentation Development Environment:	
• DOS	• Desqview
• QEMM 386	• XyWrite

Company SUNCOR Inc.

September 1988 – October 1988

Project Maintenance Engineering Work Order Requisition programme (M.E.W.R.)

Primary duty was to create product's user manual. Responsibilities and accomplishments were:

- managed the documentation effort for the project
- designed and implemented the structure of the document, its information content, organization, and layout
- conducted knowledge acquisition sessions
- coordinated documentation development with software developers

- beta-tested client software
- edited the programme's procedural and error message list
- published final copy of users' manual created

Documentation Development Environment:	
• DOS	• XyWrite

Company Kakari Systems Ltd.

May 1988 – August 1988

Project Property Management Programme

Primary duty was to create product's user manual. Responsibilities and accomplishments were:

- managed all documentation efforts for the project
- designed and implemented the structure of the document, its information content, organization, and layout
- conducted knowledge acquisition sessions
- coordinated documentation development with software developers
- wrote all on-line help documentation
- beta-tested client software
- published camera copy of users' manual created

Documentation Development Environment:	
• DOS	• Desqview
• QEMM 386	• XyWrite

Company Alberta School Of Drafting

June 1988 – July 1988

Project DOS Course Text Book

Primary duty was to create a DOS course book. Responsibilities and accomplishments are:

- managed the documentation project
- designed and implemented the structure of the document, its information content, organization, and layout

- conducted knowledge acquisition sessions for course requirements
- published camera copy of course document created

Documentation Development Environment:	
• DOS	• XyWrite
• Ventura Publisher	• PC Paint

Company Software Integration Services

March, 1988

Project SISMENU, a DOS shell

Duty was to edit, layout and create camera copy of the manual.

Documentation Development Environment:	
• DOS	• XyWrite
• Ventura Publisher	• PC Paint

Company SwimBase

August 1987 – October 1988

Project A swimming club manager and coaching tool called SwimBase

Primary duty was to create product's user manual. Responsibilities and accomplishments were:

- managed all documentation efforts for the project
- designed and implemented the structure of the document, its information content, organization, and layout
- conducted knowledge acquisition sessions
- coordinated documentation development with software developers
- beta-tested client software
- assisted in development of the user interface
- published final copy of users' manual created

Documentation Development Environment:	
• DOS	• Desqview
• Sidekick	• XyWrite

Company SophtWear

June 1987 – November 1987

Project

The Construction Estimator, designed to estimate construction expenses.

Primary duty was to create product's user manual. Responsibilities and accomplishments were:

- managed all documentation efforts for the project
- designed and implemented the structure of the document, its information content, organization, and layout
- conducted knowledge acquisition sessions
- coordinated documentation development with software developers
- beta-tested client software
- assisted in the development of the user interface
- annotated the programme's source code
- published final copy of users' manual created

Documentation Development Environment:	
• DOS	• Sidekick
• XyWrite	• Prolog

Company Zentec Company Ltd.

On-going from January 1986 to October 1986

Products

IBM PC family compatible personal computers and peripheral cards.

Duty was to supply technical writing services on an as needed basis. Responsibilities and accomplishments were:

- managed the documentation effort for the project
- designed and implemented the structure of the document, its information content, organization, and layout
- conducted knowledge acquisition sessions

- coordinated documentation development with hardware developers
- published final copy of users' manual created

Documentation Development Environment:	
• DOS	• XyWrite

Company Rakoa Computer Company Ltd.

On-going from January 1986 to October 1986

Products IBM PC family compatible personal computers and peripheral cards.

Duty was to supply technical writing services on an as needed basis. Responsibilities and accomplishments were:

- managed the documentation effort for the project
- designed and implemented the structure of the document, its information content, organization, and layout
- conducted knowledge acquisition sessions
- coordinated documentation development with hardware developers
- published final copy of users' manual created

Documentation Development Environment:	
• DOS	• XyWrite

Company Datatech Company Ltd.

On-going from January 1986 to October 1986

Products IBM PC family compatible personal computers and peripheral cards.

Duty was to supply technical writing services on an as needed basis. Responsibilities and accomplishments were:

- managed the documentation effort for the project
- designed and implemented the structure of the document, its information content, organization, and layout
- conducted knowledge acquisition sessions
- coordinated documentation development with hardware developers
- published final copy of users' manual created

Documentation Development Environment:	
• DOS	• XyWrite

Company SYSTEX Corporation

December 1985 – October 1986

Products IBM PC family compatible personal computers, peripheral cards and software.

Primary duties were to produce and update all product's user oriented documentation, and to man- age the technical publications department. Responsibilities and accomplishments are:

- managed the technical publications department
- designed and implemented the structure of documents, their information content, organization, and layout
- conducted knowledge acquisition sessions
- managed documentation projects, coordinating them with hardware and software developers
- coordinated the artwork for all manuals
- defined and implemented the structure of the technical publications department, including its information gathering and dissemination methodologies, and a formalization of its internal and external communications channels
- defined and implemented technical publications style guide and began development of a complete set of corporate documentation standards
- coordinated manual publication with publishing contractor
- produced camera copy of manuals created
- coordinated translation to Chinese for all manuals
- conducted most English international correspondence for the company

Documentation Development Environment:	
• DOS	• XyWrite

Extra Professional Activities

In order to explore and keep up to date with new and emerging trends in my profession, and to keep practised in my current skills, I have been engaged in the following extra-professional activities:

- **Spud City Software Inc.**, Boise, Idaho - 3 years, until product was cancelled.
  - I provided minor on-line help consulting and editing services. I was also involved in beta

testing the company's product Desktop Dozen.

- **Society for Technical Communications**
  - I was active in the Society for Technical Communications' mentoring program for approximately eight years.
- **Priori Épée Fencing Club**
  - December 2008 – December 2014
  - Maintained the existing website for the Priori Épée Fencing club
  - Rewrote the website for the Priori Épée Fencing club
  - Write and edit grant proposals for the Priori Épée Fencing club

Associations

- Senior Member, Society for Technical Communications (STC)

Awards

- Received the **Premier's Award of Excellence** in 2004 for my work on the **Petroleum Registry of Alberta**, for the Alberta Energy & Utilities Board.

Education History

Year & Session	Evening Course or Diploma	Institution
1979	High School	McNally Composite High School - Edmonton Alberta
1980 - Spring Session	English - First Year University Equivalency	Alberta Vocational Centre - Edmonton Alberta
1981 - Fall Session	Machining - First Year Apprenticeship Course	Northern Alberta Institute of Technology - Edmonton Alberta
1982 - Spring Session	Machining - Second Year Apprenticeship Course	Northern Alberta Institute of Technology - Edmonton Alberta
1982 - Fall Session	Machining - Third Year Apprenticeship Course	Northern Alberta Institute of Technology - Edmonton Alberta
1983 - Spring Session	Machining - Fourth Year Apprenticeship Course	Northern Alberta Institute of Technology - Edmonton Alberta
1983 - Fall Session	English - Second Year University Equivalency	Alberta Vocational Centre - Edmonton Alberta
1984 - Spring Session	English - Third Year University	Alberta Vocational Centre -

Year & Session	Evening Course or Diploma	Institution
	Equivalency	Edmonton Alberta
1984 – 1985	Mechanical Engineering Technology (1 year only)	Northern Alberta Institute of Technology - Edmonton Alberta
1987 - Spring Session	Business and Technical Writing Northern	Alberta Institute of Technology - Edmonton Alberta
1987 - Fall Session	Assembly Language for Intel Microprocessors Northern	Alberta Institute of Technology - Edmonton Alberta
1988 - Fall Session	C Language	Northern Alberta Institute of Technology - Edmonton Alberta
1990 - Fall Session	Russian Language	Edmonton Public School Board - Continuing Education - Edmonton Alberta
1991 - Fall Session	Russian Language	Edmonton Public School Board - Continuing Education - Edmonton Alberta
1999 - Fall Session	Russian Language	Mount Royal College - Calgary Alberta

CHAPTER 6 - SWIMBASE RECORD MANAGER

This module is where manipulation of all swimmer's records takes place. Here you can input a new swimmer's record, extensively edit a swimmer's record and best times to date, quickly add a swimmer's new event times or backup and restore the database files.

6.1) RECORDS MANAGER MAIN MENU

When moving from the SwimBase Main Menu to the SwimBase Record Manager Main Menu, the procedural message **Loading SwimBase Record Manager Module...** is displayed across the bottom of the screen.

This procedural message indicates that SwimBase is loading the Record Manager module into memory.

When the SwimBase Record Manager has been loaded into memory, the SwimBase Record Manager Main Menu, illustrated in Screen Illustration 6.1, is displayed on the screen.

Screen Illustration 6.1 - SwimBase Record Manager Main Menu

```
                    SwimBase Record Manager

(0)--> Return to MAIN MENU.
(1)--> Add new records.
(2)--> View, browse or edit existing records.
(3)--> QuickAdd new times to existing records.
(4)--> Backup or restore the database via floppy disk.

                    Select action by number: ?
```

The remainder of this chapter is dedicated to a detailed discussion of the features and functions of SwimBase's Record Manager.

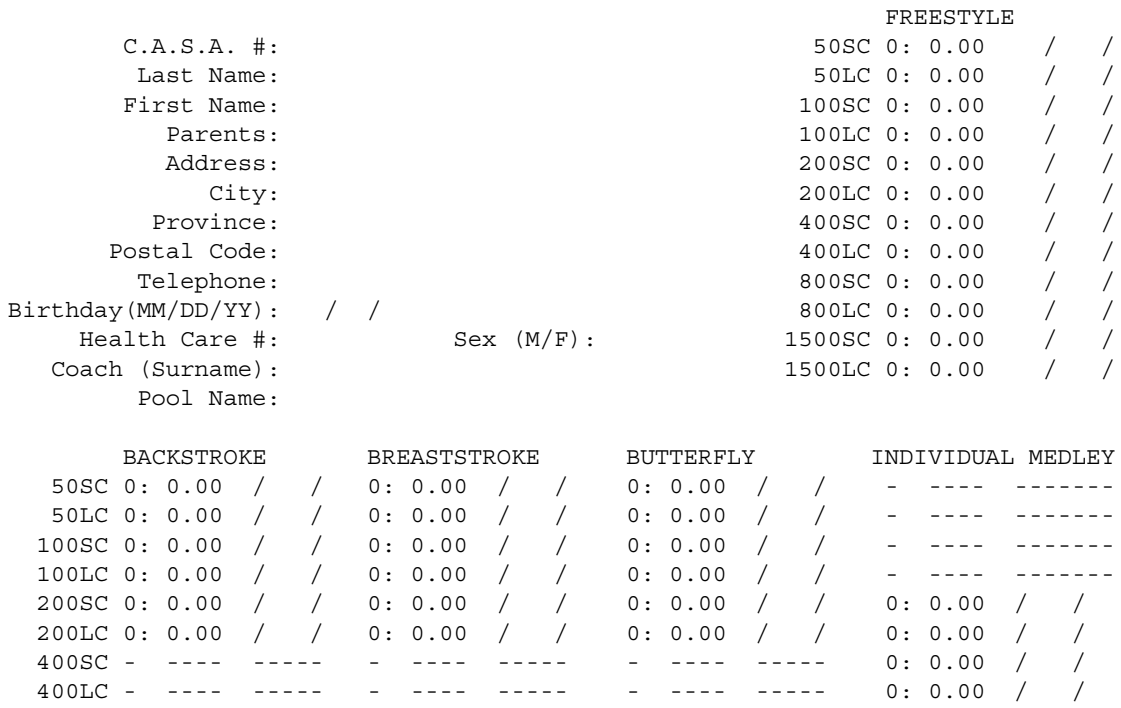
6.2) RETURN TO MAIN MENU

Choosing to return to the SwimBase Main Menu will move you completely out of the Record Manager module. There are two possible routes, for returning to the main menu. The first, a direct exit, will be taken only if you have not entered new records, or completed an extensive edit of an existing record; otherwise you will be moved through the second route, which will take you through the the simple menu and procedural message sequence discussed in Section 6.3.4 and Section 6.5.2.1.

6.3) ADD NEW RECORDS

This screen is used for initial entry of data only and should not be confused with the record editor described in Section 6.5 of this chapter. If you choose this option, you will be moved to the Add New Records entry screen which looks like Screen Illustration 6.2.

Screen Illustration 6.2 - Add New Records Entry Screen



6.3.1) Brief Field Function Description

In fields requiring you to fill them out completely, ie. Date, Birthdate, Telephone Number, etc. the cursor will be moved automatically to the next field, when inputting data is completed. If the other, longer data fields are completely filled in, the cursor will similarly move automatically, but usually, the use of the <Enter> key will be needed to move the cursor to the beginning of the next field.

6.3.2) Data Input Fields

The following fourteen data input fields are used to enter the swimmer's personal information:

6.3.2.1) C.A.S.A. Number Field

The **C.A.S.A. #** field is for the input of the swimmer's Canadian Amateur Swimming Association number. This field can have up to 11 numbers typed into it.

6.3.2.2) Last Name Field

The **Last Name** field is used for input of the swimmer's surname. This field can have up to 20 characters typed into it.

6.3.2.3) First Name Field

The **First Name** field is used for input of the swimmer's first name (and middle initials, if desired). This field can have up to 20 characters typed into it.

6.3.2.4) Parent(s) Field

The **Parent(s)** field is used for input of the swimmer's parent(s) name(s). This field can have up to 20 characters typed into it.

6.3.2.5) Address Field

The **Address** field is used for input of the swimmer's current street address of residence. This field can have up to 20 characters typed into it.

6.3.2.6) City Field

The **City** field is used for input of the swimmer's city of residence. This field can have up to 20 characters typed into it.

6.3.2.7) Province Field

The **Province** field is used for input of the swimmer's province of residence. This field can have up to 20 characters typed into it.

6.3.2.8) Postal Code Field

The **Postal Code** field is used for input of the swimmer's residential postal code. This field should have 6 characters typed into it.

6.3.2.9) Telephone Number Field

The **Telephone** field is used for input of the swimmer's residential telephone number. This field can have up to 10 numbers typed into it.

6.3.2.10) Birthday Field

The **Birthday(MM/DD/YY)** field is used for input of the swimmer's birthdate. This field should have 6 numbers typed into it and is a validated field. The format for entering dates is the standard two-digit number system, ie. 01 for January, 02 for February, etc. and must take the Month-Day-Year format.

6.3.2.11) Health Care Number Field

The **Health Care #** field is used for input of the swimmer's health care number. This field can have up to 11 numbers typed into it.

6.3.2.12) Sex Field

The **Sex (M/F)** field is used for input of the swimmer's sex. This field allows one of two characters to be typed into it, **M)**ale or **F)**emale as it is a validated field.

6.3.2.13) Coach Field

The **Coach (Surname)** field is used for input of the swimmer's coach's surname. This field can have up to 20 characters typed into it. It may be suggested that, if a swimmer is non-competitive or has recently quit the club, enter NON-COMP or QUIT in this field. This will aid in handling the swimmer's times later.

6.3.2.14) Pool Field

The **Pool Name** field is used to input the name of the pool at which the swimmer trains. This field can have up to 20 characters typed into it.

6.3.2.14.1) Validated Fields

The fields listed below are validated fields:

```
1. Birthdate (MM/DD/YY):
2. Sex (M/F):
```

```
3. All time fields.
```

In validated fields, the correct type of data must be entered. This means that if a field requires that only numbers be typed into it, you will not be allowed to move to the next field if a letter or a mixture of letters and numbers has been entered into the field. To clarify this idea, we will look at the sex field.

In the Sex field the cursor will not move to a new field, if either the *M* or the *F* key is not pressed. No other letter is permitted to occupy this field, as it has been validated for the letters M and F only.

6.3.3) Event Time Input Fields

The initial entry of the swimmer's event times are entered on the right side and at the bottom of the screen, under each of the following headings;

- Freestyle
- Backstroke
- Breaststroke
- Butterfly
- Individual Medley

Under these headings, you will notice event lengths are listed and beside each of these event-time fields, following this format:

```
0: 0.00   /   /
```

There are two parts to each event-time field: event time and event date. In the next two sub-sections, we will discuss these.

6.3.3.1) Event Time Entry

This first part records the official time that the swimmer has obtained in a given event; it actually consists of two fields. The small field before the full colon is for the input of minutes and the field following the colon is for the input of seconds and decimals of seconds. The seconds field is validated; it cannot accept any number greater than 60, because there are only 60 seconds in a minute. The minutes field, on the other hand, is non-validated and accepts any number.

There are two possible methods of entering single digit numbers into the minutes field. The first is to type in the minutes as they stand and press the <Enter> key to move you to the next field; the second is to type a zero (0) before the number so that the field is completely filled and SwimBase moves the cursor to the beginning of the next field automatically.

6.3.3.2) Event Date Entry

The second part records the date of the event in which the swimmer received the time. The event date is filled in after the time has been entered and, as usual, the format for entering dates is Month-Day-Year.

This field is also validated, in part; you cannot type in numbers that are larger than 12 in the month sub-field or larger than 31 in the day sub-field, but the year sub-field is open.

6.3.4) Cursor Movement Around The Add Records Screen

Cursor movement around the Add Records screen follows the rules laid out in Sections 1.5.2 and 1.5.3 of Chapter 1. It should be noted now, that once you have entered this screen, you cannot use the <ESC> key to return to the SwimBase Main Menu.

6.3.5) Finishing Adding New Records

When all of the desired fields in the record have been filled, you should save the record. To do this, press the PgDn or PgUp key and a flashing prompt appears at the bottom of the screen, asking the question:

```
INPUT CORRECT? N
```

This reverse video marker is where your choice will be echoed.

If your choice is *N*o, the cursor is returned to the top of the screen, in the first character position of the first field and you may move to the incorrect field and correct it.

If the data was entered correctly the first time or has been corrected, the verification prompt appears again. Pushing the *Y* key (for **Yes**) stores the data in the database. When SwimBase has finished storing the data, a prompt appears at the bottom of the screen that looks like this:

```
MORE RECORDS FOR ENTRY? Y
```

and the reverse video *Y* marker, at the end of the prompt, echoes your choice.

If you press the *Y* key and choose to go on to add more records to the database, the Add New Records Entry Screen will be cleared and the cursor will be moved to the top of the screen, in the first position, of the first field.

6.3.5.1) Quitting Add Records

Pressing the *N* key from the **More Records** prompt, begins a sequence of events that will lead back to the SwimBase Main Menu, starting with the simple menu illustrated in Screen Illustration 6.3.

Screen Illustration 6.3 - Quit Add Records Menu

```
Quit Add Records Menu
```

```
(0)--> Return to enter more records?
(1)--> Quit SwimBase Record Manager.
```

```
Enter choice: ?
```

This menu allows you one last chance to go back to the Add New Records input screen.

If you choose option 0, you will be moved back to the top of the Add Records screen (the screen will be cleared) and you can begin to enter another swimmer's record.

If you choose option 1, the menu is cleared off the screen and replaced with the procedural message illustrated in Screen Illustration 6.4. This message appears in the middle of the screen.

Screen Illustration 6.4 - Quit Add Records Menu System Message

```
Quit Add Records Menu
```

```
Doing database maintenance, this will take a few minutes.
```

At the bottom of the screen, you will see five separate procedural messages, at different times of the maintenance operation. These messages are:

1. Removing Blank Records .... This message tells you that SwimBase is removing any records that were saved with no data in them.

2. Removing Deleted Records ...	This message tells you that SwimBase is removing any records that are marked as deleted. (Deleting records will be discussed further in Section 6.5.1 of this chapter)
3. Updating index files ...	This message tells you that SwimBase is updating all index files, based on the information the user has just entered or removed.
4. Sorting SwimBase ...	This message tells you that SwimBase is adding the new information into the database file or replacing old information with new information, then reorganizing it for easy data access and retrieval.
5. Updating index files ...	This message tells you that SwimBase is re-sorting the new index files, according to the new organization of the database file.

Functions 1 and 2 optimize the amount of storage space available on the hard disk and functions 3, 4 and 5 optimize the actual SwimBase database and its index files.

When these disk maintenance procedures have been completed, you will be returned to the SwimBase Main Menu.

6.4) THE RECORD EDITOR

When you choose this selection from the Records Manger main menu, you are given a menu like the one illustrated in Screen Illustration 6.5.

Screen Illustration 6.5 - Edit Record Menu

```
                Edit Record Menu
------------------------------------------------------
          Choose a record to edit or view.
        (0)--> Return to previous menu.
        (1)--> By last and first names.
        (2)--> By C.A.S.A number.
        (3)--> Browse through SwimBase to choose
------------------------------------------------------
                Enter choice:  ?
```

As you might have noticed, the Edit Record Menu has the same format as Screen Illustration 3.1 in Chapter 3. This simple menu is a Swimmer Selection Facility simple menu and with it go the First/Last Name, the C.A.S.A. Number and the Browse functions. To review the Swimmer Selection facility, refer to Chapter 3.

The Record Editor is a screen having a format almost identical to the **Add Records** screen display. Screen Illustration 6.6, is an example of the Edit Records Screen.

Screen Illustration 6.6 - Records Editor Screen

```
                                                                  FREESTYLE
        C.A.S.A. #: 11252                                  50SC 0: 0.00    /   /
         Last Name: WAITE                                  50LC 0: 0.00    /   /
        First Name: TOM                                   100SC 0: 0.00    /   /
           Parents: DAVE & BESS                           100LC 0: 0.00    /   /
           Address: 10168- 67 AVE                         200SC 0: 0.00    /   /
              City: EDMONTON                              200LC 0: 0.00    /   /
          Province: ALBERTA                               400SC 0: 0.00    /   /
       Postal Code: T6B 5J7                               400LC 0: 0.00    /   /
         Telephone: 434 - 7683                            800SC 0: 0.00    /   /
Birthday(MM/DD/YY): 10/18/74                              800LC 0: 0.00    /   /
     Health Care #: 77734317708   Sex (M/F):M           1500SC 0: 0.00    /   /
   Coach (Surname): SMITH                               1500LC 0: 0.00    /   /
        Pool Name: BONNIE DOON

      BACKSTROKE       BREASTSTROKE      BUTTERFLY         INDIVIDUAL MEDLEY
 50SC 0: 0.00  /   /   0: 0.00  /   /    0: 0.00  /   /    -  ----  -------
 50LC 0: 0.00  /   /   0: 0.00  /   /    0: 0.00  /   /    -  ----  -------
100SC 0: 0.00  /   /   0: 0.00  /   /    0: 0.00  /   /    -  ----  -------
100LC 0: 0.00  /   /   0: 0.00  /   /    0: 0.00  /   /    -  ----  -------
200SC 0: 0.00  /   /   0: 0.00  /   /    0: 0.00  /   /   0: 0.00  /   /
200LC 0: 0.00  /   /   0: 0.00  /   /    0: 0.00  /   /   0: 0.00  /   /
400SC -  ----  -----   -  ----  -----    -  ----  -----   0: 0.00  /   /
400LC -  ----  -----   -  ----  -----    -  ----  -----   0: 0.00  /   /
(D)elete, (U)ndelete, (E)dit, (Q)uit
```

At the bottom of the screen, in the left-hand corner, you will see four command choices: **(D)**elete, **(U)**ndelete, **(E)**dit, **(Q)**uit. The following section discusses their functions.

6.4.1) Edit Record Command Choices

6.4.1.1) (D)elete

This command choice marks a record for deletion. If you wish to remove a swimmer's record from the database, this command will mark the record but it will not be deleted until you leave the Record Manager module completely. When the **D** key is pressed, you are returned to the Browse facility or the Edit Records menu, depending on how you entered the editor.

6.4.1.2) (U)ndelete

This command choice allows you to **UN** mark a record, previously marked for deletion. This is a safeguard, in case you have selected the wrong file for deletion. This command will not bring back records that have been removed from the hard disk, only those records that have been marked for deletion. When you press the **U** key, the record is unmarked and you are returned to the Browse facility or the Edit Records menu, depending on the method you used to enter the editor.

6.4.1.3) (E)dit

This command choice allows you to edit the record that you chose from the Browse function, the C.A.S.A Number function, or the Last/First Name function. When **E** key is pressed, the cursor moves to the top of the screen display, all of the data input fields turn to reverse video and you can use the cursor control keys to move to the field or fields that you want to edit (refer to Chapter 1, Sections 1.5-2 &1.5-3). Note especially that, when you enter the Edit Records screen, you are not allowed to begin editing the chosen record immediately; you must press the **E**dit key first. If you do not press the **E**dit key, or execute any other of the above functions, you can observe the record in its entirety, then leave the Records Manager module without having to move through the screen sequence described in Section 6.4.2.1. It is only when a function is done in the Edit Records screen that SwimBase will have to organize the databases and index files.

6.4.1.4) (Q)uit

This command will move you out of the edit screen and back to either the Browse facility or the Edit Record Menu, depending on how you entered the Edit Record screen.

6.4.2) Leaving The Record Editor

When you leave the Record Editor after entering from either the Last/First Name function or the C.A.S.A Number function, you will be returned directly to the Edit Records menu. When you leave the Record Editor after entering from the Browse option, you will be returned to the Browse screen. This will allow you to select another file to edit or to leave the editing process completely. Quitting the Browse facility will move you back to the Edit Records menu.

6.4.2.1) Quitting The Record Manager Completely

If you elect to quit the SwimBase Records Manager module completely from the Edit Records menu (and you have Edited, Deleted or Undeleted a record), you will be moved back to the Record Manager Main Menu. From the Record Manager Main Menu you will choose option 0 and the following screen sequence appears:

First, the simple menu, illustrated in Screen Illustration 6.7.

Screen Illustration 6.7 - Quit SwimBase Record Manager

```
Quit SwimBase Record Manager

Warning....  All deleted records will be lost!

(0)--> Return to previous menu.
(1)--> Quit SwimBase Record Manager.

Enter choice: ?
```

If you choose the **Return to previous menu** selection, you will be moved to the SwimBase Record Manager Main Menu. From this simple menu, pressing the <ESC> key will move the operation back to the SwimBase Record Manager simple menu. Again, the <ESC> key is operating like the first option.

If you choose the **Quit SwimBase Record Manager** you will be moved to the system procedural message, shown in Screen Illustration 6.8.

Screen Illustration 6.8 - Quit Record Manager System Message

```
Quit SwimBase Record Manager

Doing database maintenance, this will take a few minutes.
```

Where you will encounter the same four procedural messages, discussed in Section 6.3.5.1, of this chapter.

When the database maintenance is complete, the system returns you to the SwimBase Main Menu.

6.5) QUICKADD

The QuickAdd Facility is a feature of SwimBase that is simple to use and greatly reduces the time required to input large lists of event times into one or more swimmer's records.

This facility allows you to quickly enter an individual's new event times without entering the extensive Edit Records screen and searching for the appropriate event time and date fields.

All of the data input through QuickAdd is stored in the Logfile database. When QuickAdd receives a new event time it checks the new event time against the swimmer's best time to date (in that event). If the new event time is better than the best time to date, QuickAdd replaces the best time to date with the new event time, then stores this new best time in the logfile. If the new event time is not better than the best time to date, the new time is simply stored in the Logfile.

NOTE: 6.1 - EVENT TIMES ENTRY

It is necessary to enter all new event times into SwimBase through the QuickAdd facility. If they are not entered into QuickAdd, they will not be stored in the Logfile and the History Reporter will not include them in any reports.

The QuickAdd facility is entered by selecting the third option from the SwimBase Record Manager main menu. Selecting QuickAdd will move you into the simple menu, illustrated in Screen Illustration 6.9

Screen Illustration 6.9 - QuickAdd New Times Menu

```
QuickAdd New Times Menu

Choose a swimmer to QuickAdd times.

-------------------------------------------------------

(0)--> Return to previous menu.

(1)--> By last and first names.

(2)--> By C.A.S.A. number.

(3)--> Browse through SwimBase to choose.

-------------------------------------------------------

Enter choice: ?
```

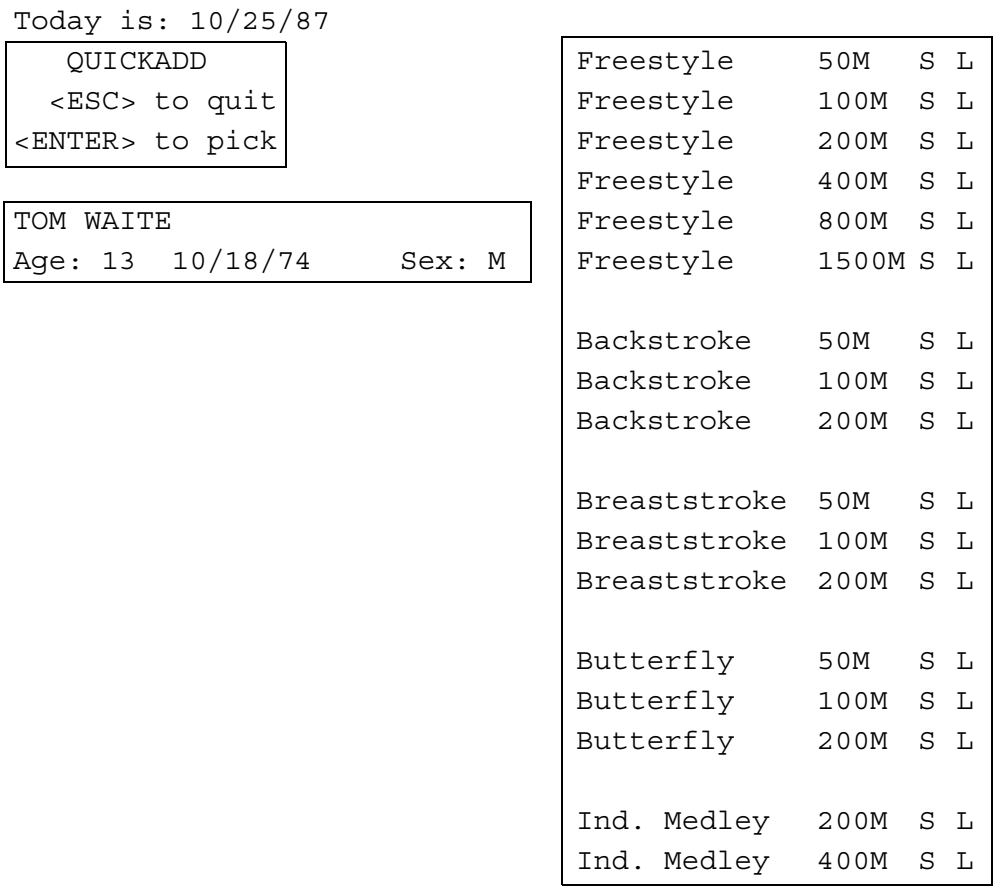
The simple menu, described above, has the same format as the Swimmer Selection simple menu, illustrated in Chapter 3, Screen Illustration 3.1. If you need to refresh your memory on the use of the Swimmer Selection Facility functions please refer back to Chapter 3.

The next two sections are discussions on the QuickAdd screens, in the order they appear.

6.5.1) Description Of The QuickAdd Event Selection Screen

When you have chosen the swimmer to whose record you wish to add times (through C.A.S.A. No., Last/ First Names, or Browse), you are presented with the screen displayed in Screen Illustration 6.10.

Screen Illustration 6.10 - QuickAdd Event Selection Screen



This is the initial QuickAdd screen containing four separate components: the Current Date Message, the Key Command Box, the Chosen Swimmer Box and the Event Selection Table. Below, we will give an explanation of these.

6.5.1.1) Component #1 - Current Date Confirmation Message

The first part of the screen is the Current Date Confirmation Message, located in the upper left-hand corner of the QuickAdd screen and it looks like this.

```
Today is: 10/25/87
```

This message is for your convenience, giving you the opportunity to make sure your computer's date is set correctly and to help you keep track of the date.

6.5.2) Component #2 - Key Command Box

The next part of the QuickAdd screen is located in the upper left-hand corner, immediately under the current date message and looks like this.

```
QUICKADD

<ESC> to quit
<ENTER> to pick
```

CHAPTER 6 - THE TRANSACTION DATA ENTRY MODULE

This chapter discusses the Transaction Data Entry module. It handles all aspects of transaction data entry and is used to define payroll and estimate transaction batches, post transaction batches and produce audit trails.

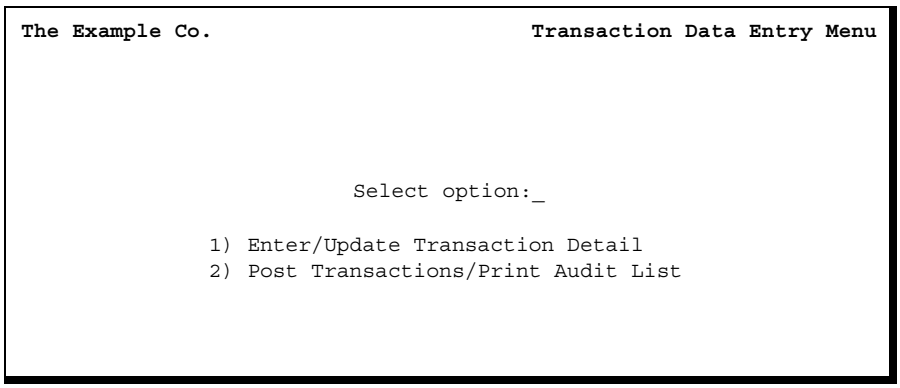
The Transaction Data Entry module is the first menu selection in the Master Menu and contains these two facilities.

Enter/Update Transaction Detail facility - used to define the details of payroll and estimate transaction batches.

Post Transactions/Print Audit List facility - used to post batches and produce an audit trail.

Selecting this module moves programme operation into the Transaction Data Entry module menu, shown in Screen Illustration 6.1.

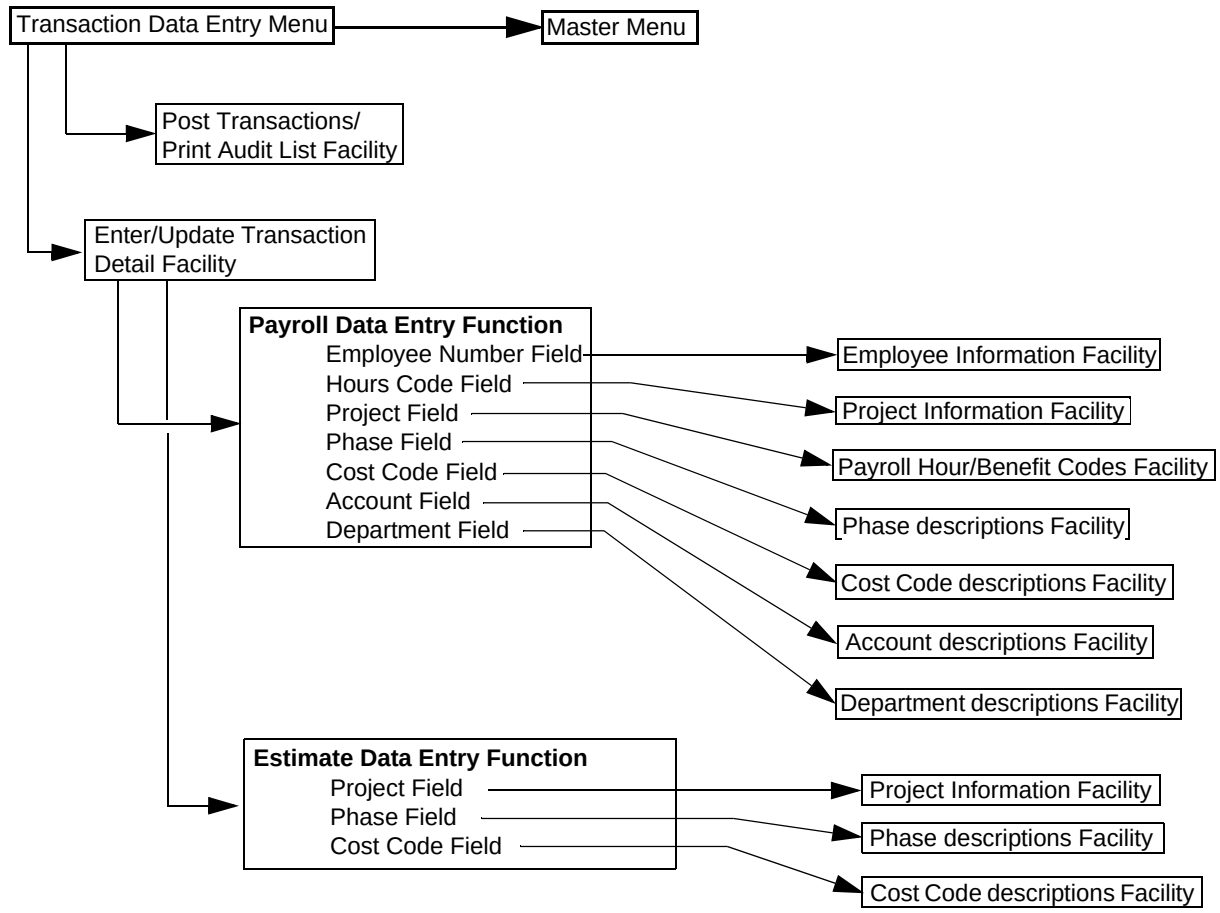
Screen Illustration 6.1 - Transaction Data Entry Menu



6.1) THE TRANSACTION DATA ENTRY FACILITY BOX DIAGRAM

Box Diagram 6.1 illustrates the hierarchical structure of the Transaction Data Entry module and the facility cross references active in this module.

Box Diagram 6.1 - Transaction Data Entry Module Hierarchical Structure



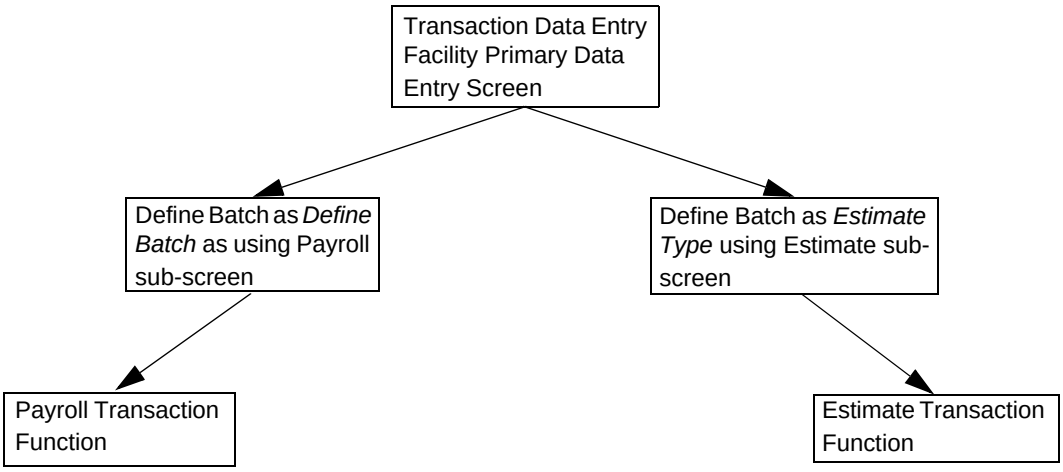
6.2) THE TRANSACTION DATA ENTRY FACILITY

The Transaction Data Entry facility is the first menu selection in the Transaction Data Entry module menu. It is the most complex and heavily cross-referenced facility in the Labour Distribution System programme and is where the majority of the data entry done.

This facility extends to the lowest programme hierarchical level, the key-function level, and consists of two main components, the Payroll Data Entry function and the Estimate Data Entry function.

Box Diagram 6.2 illustrates the relational structure of the Transaction Data Entry facility.

Box Diagram 6.2 - Transaction Data Entry Facility Structure



6.2.1) Some Assumptions

For the remainder of this section, we will assume that the Transaction Data facility is being used for the first time. The order of the following sub-sections is a route normally taken if no batches have been previously defined or if a new batch is currently being defined.

NOTE:

All data entry screens in this facility follow the data entry rules described in Sections 2.2.1.1.1 and 2.2.1.1.2 and use the keys defined in Section 2.1 of Chapter 2.

Selecting this facility from the Transaction Data Entry module menu, displays the Transaction Data Entry base screen, as shown in Screen Illustration 6.2.

Screen Illustration 6.2 - Transaction Data Entry Base Screen

```
The Example Co.                                  Transaction Data Entry




                Batch number:____
                Period end date:
                Batch type:
```

The Transaction Data Entry base screen is used to access the Payroll Transaction function and the Estimate Transaction function. This base screen initially consists of three fields. They are the **Batch number:** field, the **Period end date:** field and the **Batch type:** field.

When this screen is first entered the cursor is placed in the **Batch number:** field and the field is activated.

6.2.2) The Batch number: Field

This field accepts the number of the batch that you wish to define or edit.

6.2.3) The Period end date: Field

This field accepts the date that the batch period ends on.

6.2.4) The Batch type: Field

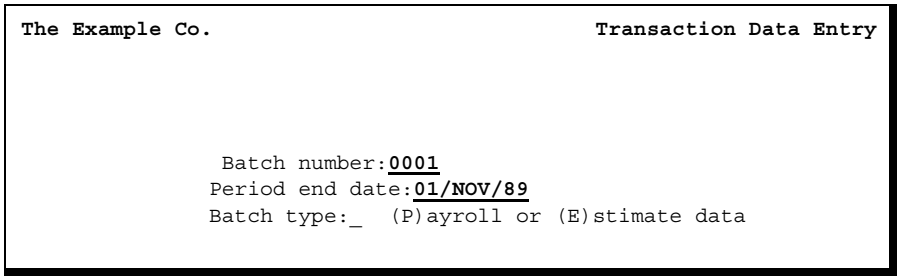
This field is the access field for the Payroll Transaction function and the Estimate Transaction function. Depending on the response given in this field, programme operation will move to one of these two functions.

When the cursor moves to this field, the field is activated and the prompt **(P)ayroll or (E)stimate** data is displayed beside the field in the following manner:

```
Batch type:_  (P)ayroll or (E)stimate data
```

Screen Illustration 6.3 shows the Transaction Data Entry base screen with the Batch type: field activated.

Screen Illustration 6.3 - Batch type: Field Activated



This field accepts one of two keys as a valid response, the <P> key and the <E> key. These responses must be in upper-case.

Pressing the <P> key and then the <Enter> key displays the message **Payroll data** beside the Batch Type: field in the following fashion.

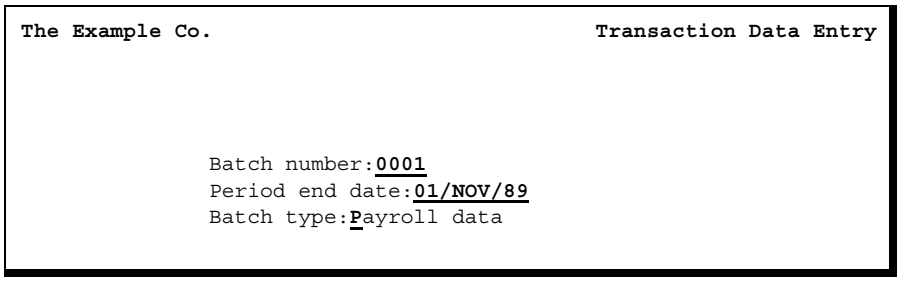
```
Batch type:Payroll data
```

Pressing the <E> key then the <Enter> key displays the message **Estimate data** beside the field in the following manner.

```
Batch type:Estimate data
```

Screen Illustration 6.4 shows the **Batch type:** field message.

Screen Illustration 6.4 - Batch type: Defined as Payroll



Immediately after the **Batch type:** field has been defined and the <Enter> key pressed the pertinent function's sub-screen is displayed underneath the three Transaction Data Entry base screen fields.

The two transaction functions actually begin their operation when their sub-screens are displayed.

For the purposes of example, we will discuss the Payroll Transaction function first and then the Estimated Transaction function.

6.2.5) The Payroll Data Entry Function

If you have chosen the Payroll Transaction function the sub-screen is added to the base screen as shown in Screen Illustration 6.5.

Screen Illustration 6.5 - Transaction Data Entry Sub-Screen

```
The Example Co.                                  Transaction Data Entry




              Batch number:001
              Period end date:27/FEB/89
              Batch type:Payroll data

              Batch description:_____________________________
              Total hours:
```

6.2.5.1) The Payroll Data Entry Function Sub-Screen

The Payroll Data Entry Function sub-screen consists of two fields, the **Batch description:** field and the **Total hours:** field.

6.2.5.1.1) The Batch description: Field

This field accepts a description of the batch being defined.

6.2.5.1.2) The Total hours: Field

This field accepts the total number of hours worked during the batch period.

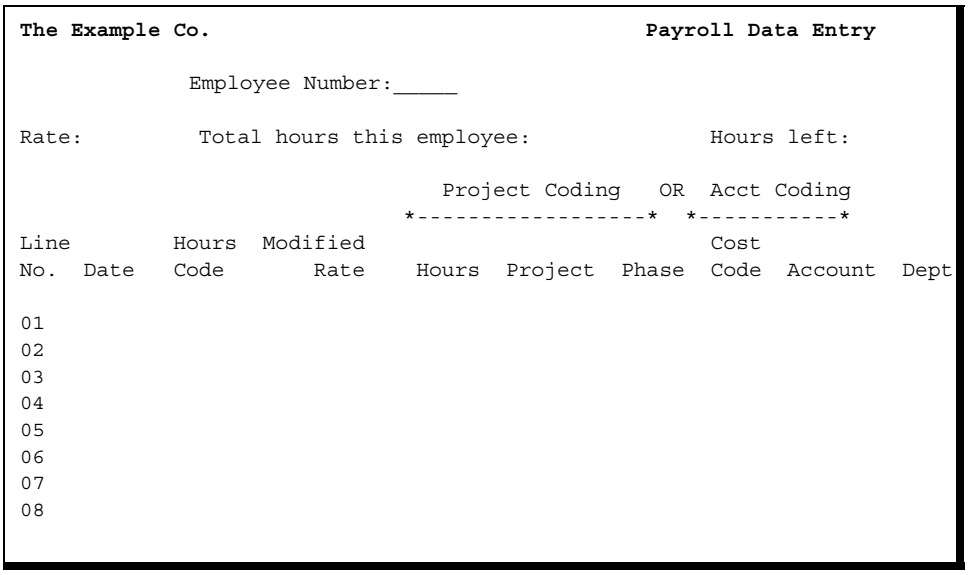
Screen Illustration 6.6 shows the Batch description: field and the Total hours: field containing values.

Screen Illustration 6.6 - Batch description: field and Total hours: field

```
The Example Co.                                  Transaction Data Entry




              Batch number:001
              Period end date:27/FEB/89
              Batch type:Payroll data

               Batch description:Batch Transactions for C
              Total hours:220
```

Once you have entered the desired values into the **Batch description:** and **Total hours:** fields and have pressed the <Enter> key, the Payroll Data Entry function screen, shown in Screen Illustration 6.15, is displayed.

Screen Illustration 6.7 - Payroll Data Entry Function Screen



6.2.5.2) The Payroll Data Entry Screen Layout

The **Payroll Data Entry** screen is initially comprised of four data entry fields, located in the top half of the screen and eight rows containing nine columns, located in the bottom half of the screen.

The top half of the screen contains the **Employee Number:** field, the **Rate:** field, the **Total hours this employee:** field and the **Hours left:** field. This half of the screen is used to define the employee specifics.

The bottom half of the screen contains the column headings **Date**, **Hours Code**, **Modified Rate**, **Hours**, **Project**, **Phase**, **Cost Code**, **Account**, and **Dept** and the row headings are numbered **01** through **08**. This half of the screen is used to allocate the employee's time to the different accounts. For the remainder of the Payroll Data Entry function discussion, these row/column fields will be treated as separate fields.

The bottom half of the screen can be further divided into three groups, the Date/Hours field group, the Project Coding field group and the Account Coding field group.

The Date/Hours field group contains the **Date**, **Hours Code**, **Modified Rate**, and **Hours** fields; the **Project Coding** field group contains the **Project**, **Phase**, and **Cost Code** fields and the **Account Coding** field group contains the **Account**, and **Dept** fields.

The **Date/Hours** field group must always have values entered into the fields; however, the **Project Coding** field group and the **Account Coding** field group do not.

If you enter a value into the **Project** field, you are committed to entering data into the **Project Coding** field group. If you wish to access the **Account Coding** field group, press one of the cursor movement keys or the <Enter> key, leaving the **Project** field blank.

Any key on the cursor movement pad will switch programme operation between the **Project Coding** field group and the **Account Coding** field group.

If it is necessary to define more than eight payroll distributions, the screen will scroll up allowing more distributions to be listed. The maximum number of distribution entries is **99**.

6.2.5.3) The Payroll Data Entry Screen Fields

When this screen is first entered the cursor is placed it the is the **Employee Number:** field and the field is activated.

The following thirteen sub-sections discuss the **Payroll Data Entry** screen fields.

6.2.5.3.1) The Employee Number: Field

This field accepts an employee's reference code. When the code is entered and the <Enter> pressed, the employee's name is displayed beside the field.

This field is cross-referenced to the Employee Information facility of the Masterfile Maintenance module. If an unknown or new employee reference code is entered into this field, programme operation moves to the Employee Information facility.

Refer to Chapter 2, Section 2.4 for more information on cross-referenced fields and to Chapter 5, Section 5.2 for more information on the Employee Information facility.

6.2.5.3.2) The Rate: Field

This field accepts the employee's base rate. When this field is activated, it defaults to the base rate, set in the Employee Information facility of the Masterfile Maintenance module.

Pressing the <Enter> key will accept the default value, typing in a new value will change it.

6.2.5.3.3) The Total Hours This Employee: Field

This field accepts the total hours that the employee worked over the course of the current batch period. When you enter the total hours, the value is echoed in the **Hours left:** field.

6.2.5.3.4) The Hours Left: Field

This field does not allow data entry. It is used to display the remaining hours as the employee's time is allocated to different projects and accounts.

Once a value has been entered into the **Total hours this employee:** field, the cursor is moved to the second half of the Payroll Data Entry screen placed in the **Date** field and the field is activated.

6.2.5.3.5) The Date Field

When the cursor moves into of the **Date** field the default value of the field is the same as the **Period end date:** field previously defined in the Transaction Data Entry base screen. Pressing the <Enter> key accepts this default value, typing in a new date will change this default to the desired date.

For more information on entering values into date fields, refer to Chapter 2, Section 2.3.3.

6.2.5.3.6) The Hours Code Field

This field accepts a payroll premium reference code and is cross-referenced to the Payroll Hour/Benefit Codes facility of the Masterfile Maintenance module.

If an unknown or new payroll premium reference code is entered into this field, programme operation moves to the **Payroll Hour/Benefit Codes facility**.

Refer to Chapter 2, Section 2.4 for more information on cross-referenced fields and to Chapter 5, Section 5.3 for more information on the Payroll Hour/Benefit Codes facility.

6.2.5.3.7) The Modified Rate Field

This field does not allow data entry. It is used reflect the employee's modified rate of payment, calculated from the rate adjustment and rate modifier defined in the Payroll Hour/Benefit Codes facility.

6.2.5.3.8) The Hours Field

This field is used to enter the hours that the specified employee worked on a particular **Project Coding** or **Account Coding** group on the specified date.

The hours entered into this field is subtracted form the **Total hours this employee:** field and the remaining number of hours is displayed in the **Hours left:** field.

6.2.5.3.9) The Project Field

This field accepts the project reference code that the employee's time and rate will be charged against.

This field is cross-referenced to the Project Information facility of the Masterfile Maintenance module. If an unknown or new project reference code is entered into this field, programme operation moves to the Project Information facility.

Refer to Chapter 2, Section 2.4 for more information on cross-referenced fields and to Chapter 5, Section 5.4 for more information on the Project Information facility.

6.2.5.3.10) The Phase Field

This field accepts the phase reference code that the employee's time and rate will be charged against.

This field is cross-referenced to the Phase Descriptions facility of the Masterfile Maintenance module. If an unknown or new phase reference code is entered into this field, programme operation moves to the Phase Descriptions facility.

Refer to Chapter 2, Section 2.4 for more information on cross-referenced fields and to Chapter 5, Section 5.5 for more information on the Phase Descriptions facility.

6.2.5.3.11) The Cost Code Field

This field accepts the cost code reference code that the employee's time and rate will be charged against.

This field is cross-referenced to the Cost Codes Descriptions facility of the Masterfile Maintenance module. If an unknown or new cost code reference code is entered into this field, programme operation moves to the Cost Codes Descriptions facility.

Refer to Chapter 2, Section 2.4 for more information on cross-referenced fields and to Chapter 5, Section 5.6 for more information on the Cost Codes Descriptions facility.

6.2.5.3.12) The Account Field

This field accepts the account reference code that the employee's time and rate will be charged against.

This field is cross-referenced to the Account Descriptions facility of the Masterfile Maintenance module. If an unknown or new account reference code is entered into this field, programme operation moves to the Account Descriptions facility.

Refer to Chapter 2, Section 2.4 for more information on cross-referenced fields and to Chapter 5, Section 5.7 for more information on the Account Descriptions facility.

6.2.5.3.13) The Department Field

When this field is activated, it takes the department reference code, assigned in the Employee Information facility of the Masterfile Maintenance module as its default. This default value can be overwritten if required.

This field is cross-referenced to the Department Descriptions facility of the Masterfile Maintenance module. If an unknown or new department reference code is entered into this field, programme operation moves to the Department Descriptions facility.

Refer to Chapter 2, Section 2.4 for more information on cross-referenced fields and to Chapter 5, Section 5.8 for more information on the Department Descriptions facility.

Screen Illustration 6.8 show a completed Payroll Data Entry Function Screen.

Screen Illustration 6.8 - Payroll Data Entry Function Screen

```
The Example Co.                                        Payroll Data Entry

Employee Number:00001-CARTER CAMPBELL

Rate:25.00    Total hours this employee:220.00        Hours left:00.00

Project Coding   OR Acct Coding
*------------------*  *-----------*
Line         Hours  Modified                            Cost
No.   Date   Code      Rate    Hours  Project  Phase  Code  Account  Dept

01  28/02/89  1       25.00   110.00   000001  00002 00003
02  12/03/89  1       25.00    23.00   000001  00001 00001
03  23/03/89  4       39.00    33.00   000001  00002 00001
04  10/02/89  2       25.00    21.00   000002  00003 00002
05  01/01/89  4       39.00    13.00   000001  00002 00004
06  01/01/89  4       39.00    10.00   000004  00006 00007
07  03/02/89  1       25.00    10.00                          0005   005
08  030289
```

Pressing the <ESC> key at any time during the data entry process will abort the operation and move programme operation back to the Payroll Data Entry function sub-screen.

NOTE:

If you wish to save the information entered into this screen, the amount of hours displayed in the Hours left: field must be 0.00. In other words, all of the employee's time, defined in the Total hours this employee: field must be allocated to their respective projects and accounts.

Once the payroll transaction assignments have been stored in the database, the Payroll Data Entry function screen key-function menu is displayed at the bottom of the screen. Screen Illustration 6.9 shows the location of this key-function menu.

CHAPTER 2

INSTALLING THE FIXED ASSET MANAGEMENT SYSTEM PROGRAMME

This chapter discusses installing the Fixed Asset Management System programme onto a hard disk or floppy disks and is comprised of two main sections, the In-Depth section and the Installation Reference section.

The In-Depth section gives a detailed explanation of the Fixed Asset Management System Installation programme and provides a step-by-step walk-through of the installation process; this section should be read by new users.

The Installation Reference section lists the steps required to install the Fixed Asset Management System programme and a brief description of the data entry fields encountered in the Installation programme. Experienced users or those users who need to begin using the Fixed Asset Management System programme immediately, should refer to this section first.

2.1 Installation In Depth

This section provides a detailed explanation of the Fixed Asset Management System Installation programme and the installation process.

Refer to the glossary at the end of this manual or to your DOS Users' Guide if you do not understand any of the terms or example DOS commands given in this section.

2.1.1 Starting The Installation Programme

Before you begin the installation process, you should make a working copy of the original Fixed Asset Management System distribution disk. This reduces the risk of damaging the distribution disk or destroying the files it contains. To make your working copy, use the DOS **copy** or **diskcopy** commands. If you are unfamiliar with these commands, refer to your DOS Users' Guide.

Begin the installation by inserting your working copy of the Fixed Asset Management System disk in floppy disk drive **A:**, close the drive door and change the default disk drive to drive **A:**. To change the default disk drive to **A:**, type **a:** after the DOS prompt and press the <*Return*> key, as shown below.

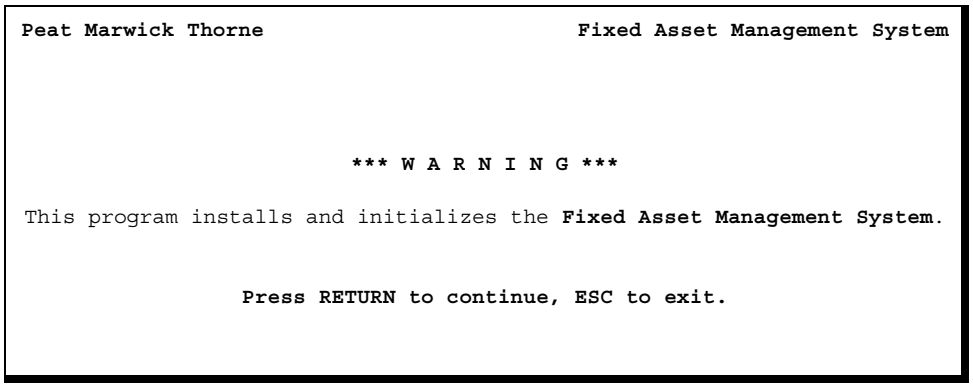
```
C:\>a: <Return>
```

This will change the DOS prompt from **C:\>** to **A:\>**. When the **A:\>** prompt appears, type **install** and press the <*Return*> key, as shown below.

```
A:\>install <Return>
```

This command loads the Fixed Asset Management System installation programme into memory and you are presented with the Installation Programme Initialization Screen, shown in Screen Illustration 2.9.

Screen Illustration 2.9 - Installation Programme Initialization Screen



The Installation Programme Initialization screen displays the **Press RETURN to continue, ESC to exit.** prompt, giving you the option of quitting the installation process or continuing to install the Fixed Asset Management System programme. Pressing the <*ESC*> key will exit the installation programme and return computer operation to DOS; pressing the <*Return*> key will continue with the Fixed Asset Management System programme installation.

WARNING
THE <CAPS LOCK> KEY SWITCH **MUST** BE TURNED ON WHILE USING THE FIXED ASSET MANAGEMENT SYSTEM INSTALLATION PROGRAMME.

2.1.2 Specifying The Target Disk Drives and Directories

The next step in the installation process is to specify where the Fixed Asset Management System programme and its database files will be installed. This is done in the Target Disk Drive and Directory screen, displayed immediately after the Installation Programme Initialization screen.

The Target Disk Drive and Directory screen gives you the flexibility to:

1. Install the programme files and the database files on the same disk drive and directory;
2. Install the programme files in one directory and the database files in another directory of the same disk drive;
3. Install the programme files on one disk drive and directory, and the database files on a separate disk drive and directory.

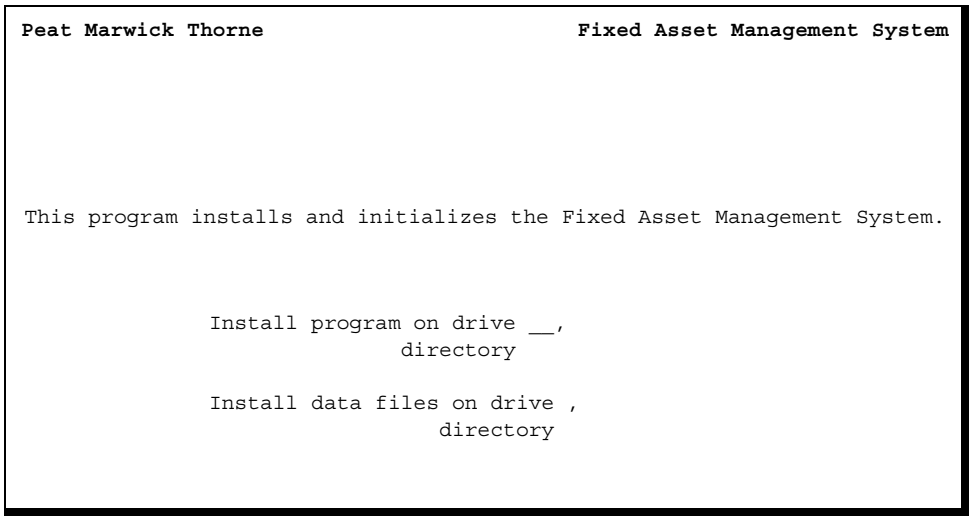
Installing the Fixed Asset Management System programme on a separate disk drive or in a separate directory from the database files allows you to use one copy of the Fixed Asset Management System programme to access more than one set of database files. This provision is useful for maintaining information on more than one company or company division.

For the remainder of this discussion, we will assume that you are installing the Fixed Asset Management System programme and its database files on the hard disk designated as **C:**.

If you wish to install the programme files, or the database files, or both programme and database files on a disk drive other than **C:**, substitute the desired disk drive letter for the letter **C** in the following instructions.

When the Target Disk Drive and Directory screen is first entered, the cursor is placed in the **Install program on drive** field and the field is activated, as shown in Screen Illustration 2.10.

Screen Illustration 2.10 - The Install Program On Drive Field Activated



The Target Disk Drive and Directory screen contains two data entry field sets, the **Install Programme** field set and the **Install Data Files** field set. We will discuss using the **Install Programme** field set first.

2.1.2.1 Designating The Programme Drive And Directory

The **Install Programme** field set contains two fields, the **Install program on drive** field and the **Directory** field. These two fields accept the disk drive letter and the directory name of the target disk drive on which the Fixed Asset System programme will be installed.

2.1.2.1.1 The Install Program On Drive Field

The **Install program on drive** field is used to designate the letter of the target disk drive on which the Fixed Asset Management System programme will be installed. This means if the desired target disk drive is designated as **C**, you will press the <*C*> key and then the <*Return*> key. If you are uncertain which drive to install the programme on, press the <*C*> key.

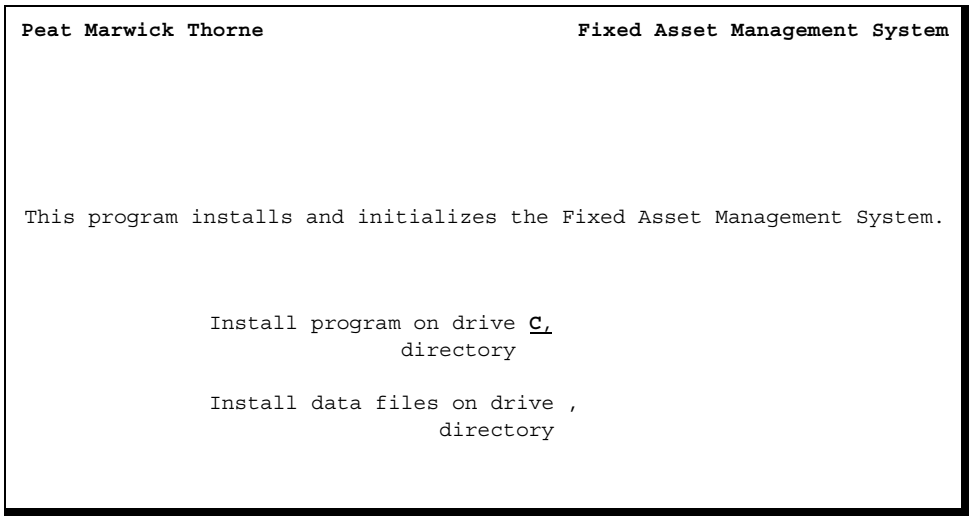
Refer to Section 2.1.4 of this chapter for information on installing the Fixed Asset Management System programme files on floppy disks.

NOTE:

If you designate the drive letter A in this field, the computer will give an error beep and the field will be cleared. You may then enter the correct drive letter.

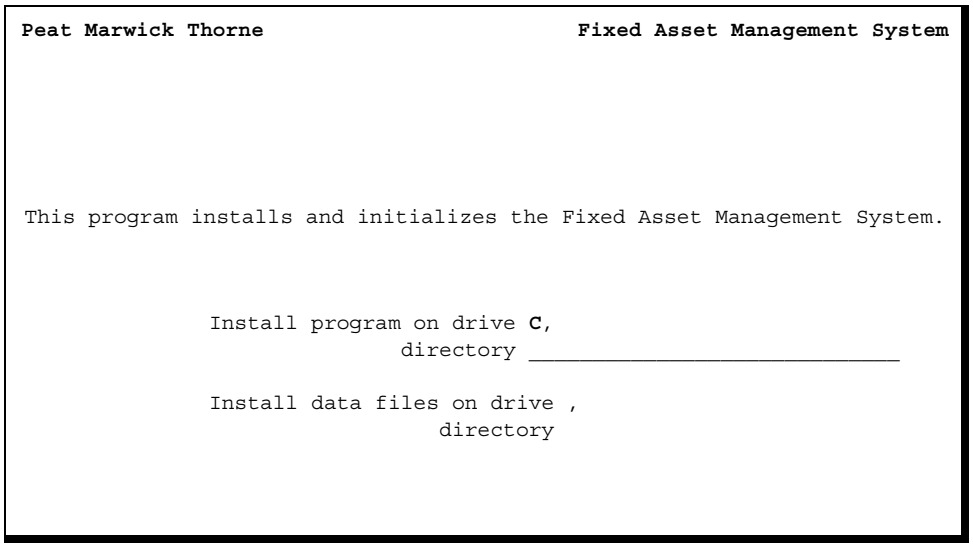
Screen Illustration 2.11 gives an example of the **Install program on drive** field being assigned the target disk drive letter **C**.

Screen Illustration 2.11 - Defining the Programme Files Drive



After you have assigned the desired target disk drive letter and pressed the <*Return*> key, the cursor is moved to the **directory** field, displayed immediately under the **Install programme on drive** field and the field is activated, as shown in Screen Illustration 2.12.

Screen Illustration 2.12 - The Programme Files Directory Active



2.1.2.1.2 The Directory Field

The **Directory** field is used to specify the directory name that the Fixed Asset Management System programme will be installed in; the maximum number of characters accepted by this field is fourty. If the directory name or names typed into this field do not exist on the target disk drive, they are created by the installation programme.

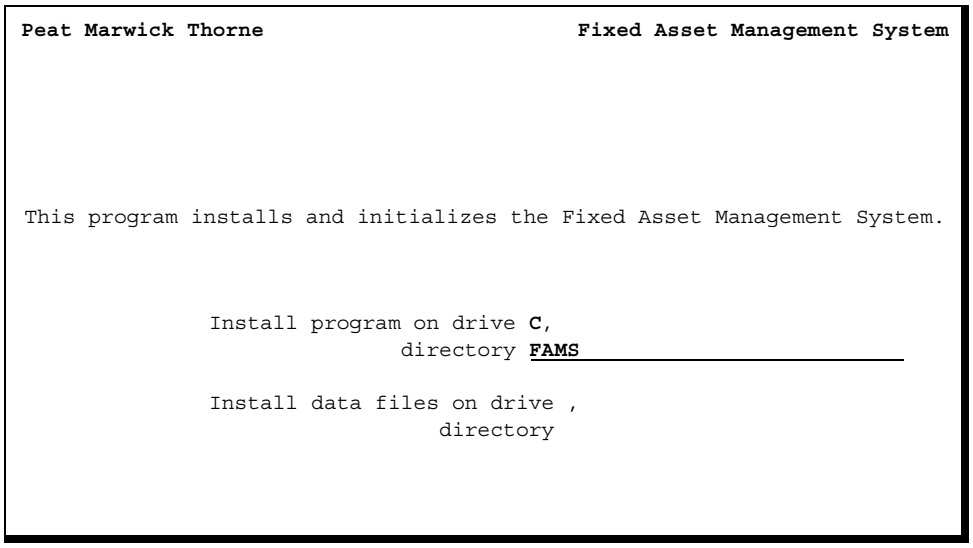
The directory name or names assigned in this field must follow the DOS conventions for naming directories. If you are unfamiliar with these conventions, refer to your DOS Users' Guide.

For example, if you wish to install the Fixed Asset Management System programme in a directory named **FAMS**, you would type FAMS into the **Directory** field and press the <*Return*> key. If you are uncertain which directory to install the programme in, type the directory name **FAMS** into the field.

Refer to Section 2.1.3 of this chapter for information on installing the Fixed Asset Management System programme files in the target disk drive's root directory.

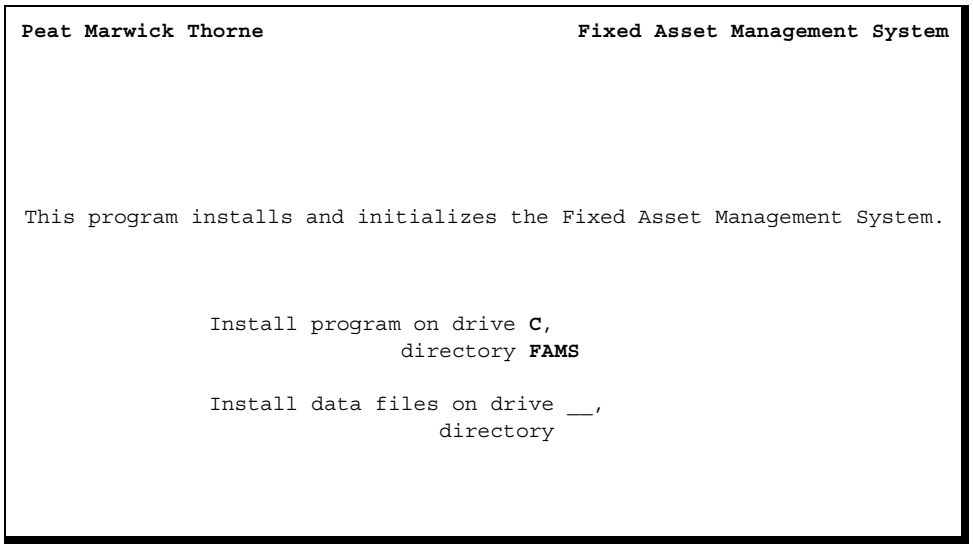
Screen Illustration 2.13 shows the programme files target directory being assigned the directory name **FAMS**.

Screen Illustration 2.13 - Defining the Programme Files Directory



Once you have assigned the target disk drive letter and the directory name for the programme files, the cursor is moved to the **Install data files on drive** field and the field is activated, as shown in Screen Illustration 2.14.

Screen Illustration 2.14 - Install Data Files On Drive Field Activated



2.1.2.2 Designating The Database Drive And Directory

The Fixed Asset Management System database files target disk drive and directory are assigned using the **Install Data Files** field set. This field set contains the two fields, **Install data files on drive** and **Directory**.

2.1.2.2.1 The Install data files on drive Field

The **Install data on drive** field is used to designate the letter of the target disk drive on which the Fixed Asset Management System database files will be installed. This means if the desired target disk drive is designated as **C**, you will press the <*C*> key and then the <*Return*> key. If you are uncertain which drive to install the database files on, press the <*C*> key.

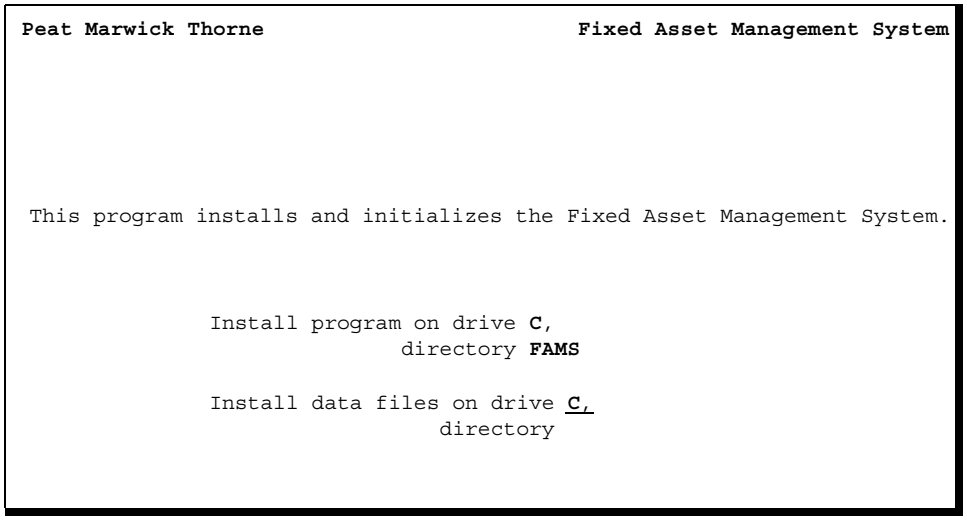
Refer to Section 2.1.4 of this chapter for information on installing the Fixed Asset Management System database files on floppy disks.

NOTE:

If you designate the drive letter A in this field, the computer will give an error beep and the field will be cleared. You may then enter the correct drive letter.

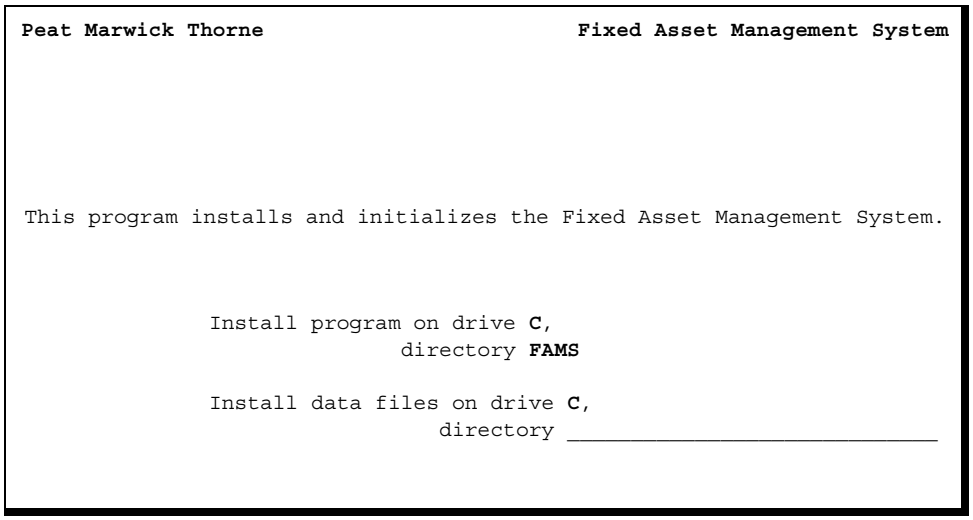
Screen Illustration 2.15 gives an example of the **Install data on drive** field being assigned the target disk drive letter **C**.

Screen Illustration 2.15 - Defining the Database Files Drive



After you have assigned the desired target disk drive letter and pressed the <*Return*> key, the cursor is moved to the **directory** field, displayed immediately under the **Install data files on drive** field and the field is activated, as shown in Screen Illustration 2.16.

Screen Illustration 2.16 - The Database Files Directory Active



2.1.2.2.2 The Directory Field

The **Directory** field is used to specify the directory name that the Fixed Asset Management System database files will be installed in; the maximum number of characters accepted by this field is fourty. If the directory name or names typed into this field do not exist on the target disk drive, they are created by the installation programme.

The directory name or names assigned in this field must follow the DOS conventions for naming directories. If you are unfamiliar with these conventions, refer to your DOS Users' Guide.

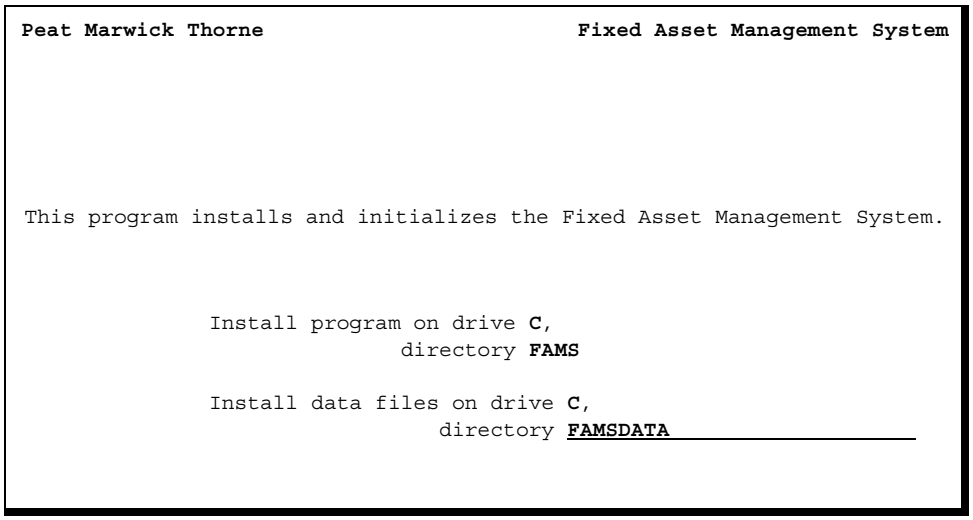
For example, if you wish to install the Fixed Asset Management System database files in a directory named **FAMSDATA**, you would type **FAMSDATA** into the **Directory** field and press the <*Return*> key.

If you are uncertain which directory to install the database files in, type the directory name **FAMSDATA** into the field. However, you should be aware that typing this directory name into the **Directory** field will cause the database files to be installed in a separate directory from the programme files and will require that you alter the **DOS PATH** statement. If you do not wish to alter the **DOS PATH** statement, we suggest that you enter the directory name **FAMS** into this field. This will install the database files in the same directory as the programme files.

Refer to Section 2.1.3 of this chapter for information on installing the Fixed Asset Management System database files in the target disk drive's root directory.

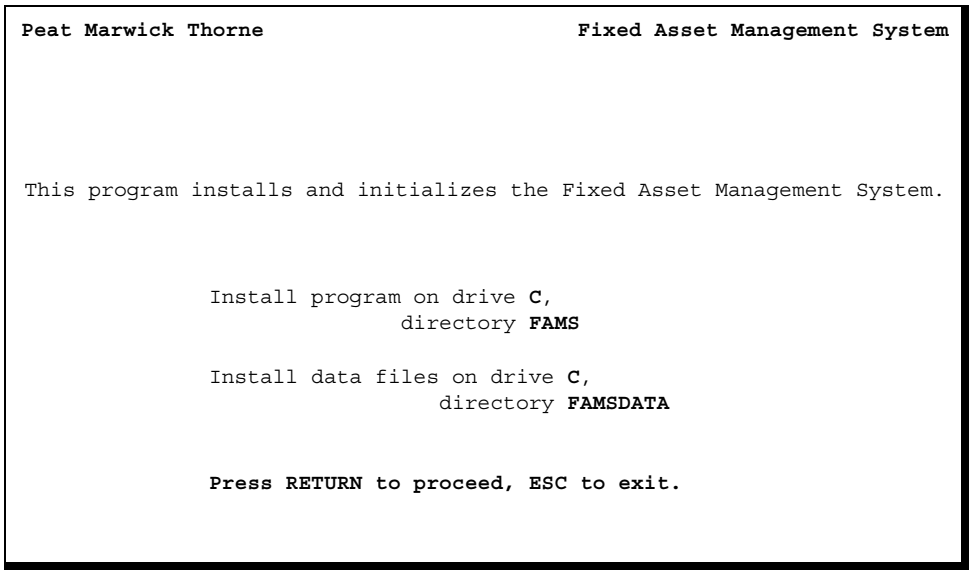
Screen Illustration 2.17 shows the database files target directory being assigned the directory name **FAMSDATA**.

Screen Illustration 2.17 - Defining the Database Files Directory



Once you have assigned the target disk drive letter and the directory name for the database files, the prompt **Press RETURN to proceed, ESC to exit**. is displayed at the bottom of the screen, as shown in Screen Illustration 2.18.

Screen Illustration 2.18 - The Completed Target Disk Drive and Directory Screen



2.1.2.3 Continuing With The Installation Process

The **Press RETURN to proceed, ESC to exit.** prompt instructs you to press the <*Return*> key to continue with the installation process or the <*ESC*> key to leave the installation programme and return computer operation to DOS. If you choose to continue with the installation process, check that the data entered into the Target Disk Drive and Directory screen is correct before you press the <*Return*> key. Programme operation is then moved into the Company Specific Information data entry screen, shown in Screen Illustration 2.13.

2.1.3 Installing The Files In The Drive's Root Directory.

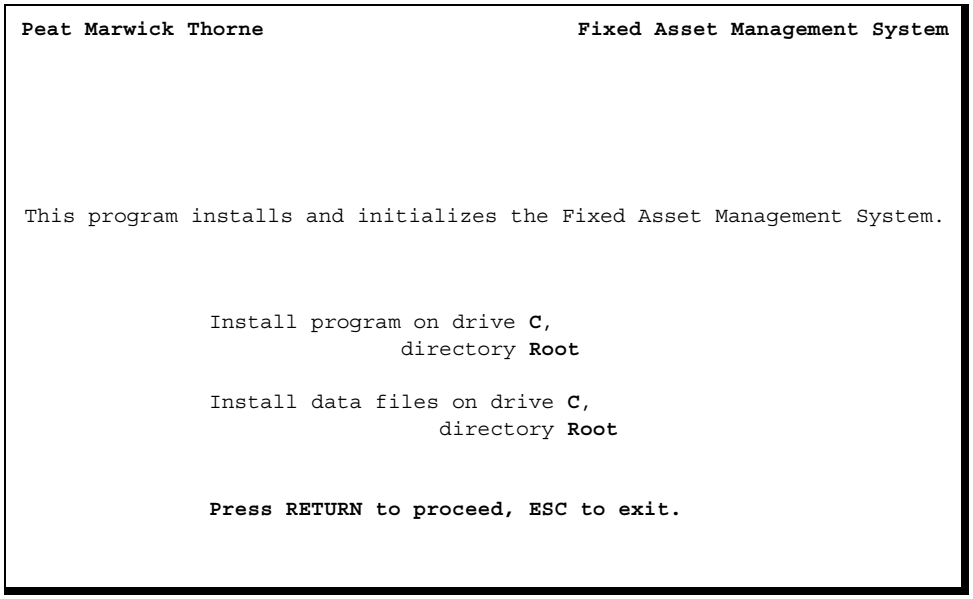
This section discusses installing the programme files, the database files or both the programme and database files in the target disk drive's root directory. This feature is useful if you wish to dedicate an entire hard disk to the Fixed Asset Management System programme and/or database files.

Installing the Fixed Asset Management System programme and database files in the target drive's root directory follows the same procedures used to install the programme and database files in specifically named directories. The only difference is that instead of typing the **directory** name into an active directory field, leave the field blank and press the <*Return*> key.

This places the word **Root** beside the field name and moves the cursor to the next field or displays the **Press RETURN to proceed, ESC to exit.** prompt across the bottom of the screen.

Screen Illustration 2.19 gives an example of both the programme and database files being installed in the root directory of disk drive **C:**.

Screen Illustration 2.19 - Installing Files In The Root Directory of Disk Drive C:



2.1.3.1 Continuing With The Installation Process

The **Press RETURN to proceed, ESC to exit.** prompt instructs you to press the <*Return*> key to continue with the installation process or the <*ESC*> key to leave the installation programme and return computer operation to DOS. If you choose to continue with the installation process, check that the data entered into the Target Disk Drive and Directory screen is correct before you press the <*Return*> key. Programme operation is then moved into the Company Specific Information data entry screen, shown in Screen Illustration 2.13.

2.1.4 Installing The Programme On Floppy Disks

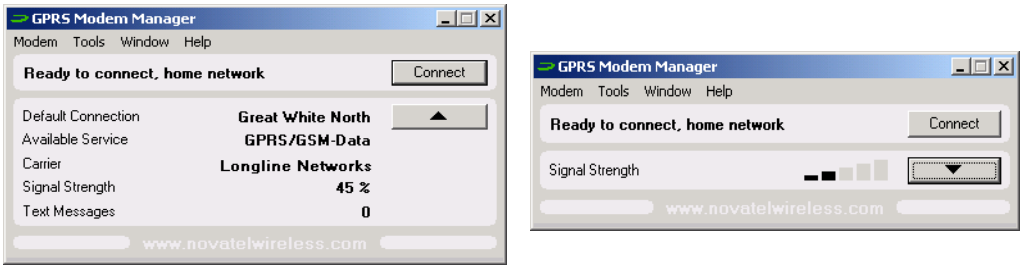
This section briefly discusses the procedures involved in installing the Fixed Asset Management System programme and database files onto floppy disks.

Modem Manager Reference

This chapter describes the user interface components of the Merlin for GPRS's Modem Manager. For information on using the Modem Manager, refer to **Using the Modem Manager**. If you encounter any terms or concepts that you do not understand, refer to the **Glossary** on page 85.

The Modem Manager Main Window

The Modem Manager is the software used to configure and control your modem. The **Main** window of the Modem Manager has two views, expanded and collapsed. Both are displayed in Figure 1.

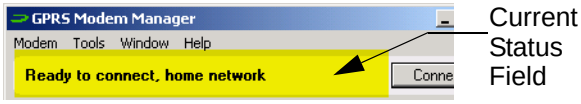


Expanded View Collapsed View

Figure 1 Modem Manager Main Window

Expanded View Status Fields

The expanded view of the **Modem Manager main** window consists of the following five status fields:

Status Field	Field Description
Current Status	The **Current Status** field is located to the left of the **Connect** button, as shown in Figure 2.  Figure 2 The Current Status Field It is used to display the current status of the modem and the network connection.

Status Field	Field Description
Current Status - cont.	The status messages displayed in this field include: • Initializing • Modem cannot be detected • No service found • Not registered • Error • Registration denied • Ready to connect, home network • Ready to connect, roaming • Searching... • No SIM Inserted Refer to **Status Field Messages** on page 78 for a complete list of status field messages.
Default Connection	This field displays the name of the connection profile you have designated as the default connection. Managing your connections is discussed in **The Connection Manager Menu Command** on page 56.
Available Service	This field displays the type of network you are currently using. This status field will display either **GPRS** or **GSM-Data**, depending on which network type you are currently registered on.
Carrier	This field displays the name of the carrier, currently providing you service. The name in this field will change, depending upon who is supplying the network service in the geographical area you are currently in.
Signal Strength	This field displays the modem's signal strength as a percentage of the total signal's strength range. The values of this range lie between -51 dBm and -113 dBm. For more information on dBm, refer to **dBm** on page 85 of the **Glossary**.
Text Messages	This field displays the quantity of received SMS messages.

Collapsed View Status Fields

The collapsed view of the Modem Manager **Main** window consists of the **Current Status** field, discussed above, and the **Signal Strength Gauge,** shown in Figure 3.

Figure 3 The Signal Strength Gauge

The Signal Strength Indicator

The **Signal Strength Gauge** indicates the strength of the modem's signal and consists of five bars. Each bar in the gauge represents roughly 20% of the modem's total signal strength. The percentage ranges that have been assigned to each bar are as follows:

- Bar 1 - 1% to 20%

- Bar 2 - 21% to 40%
- Bar 3 - 41% to 60%
- Bar 4 - 61% to 80%
- Bar 5 - 81% to 100%

If a bar on the gauge is grey, the modem's signal is not strong enough to meet that specific bar's signal strength range. If a bar is black, the modem's signal strength falls within the bar's signal strengh range.

Figure 4 illustrates the appearance that the **Signal Strength Gauge** will have at different modem signal strengths.

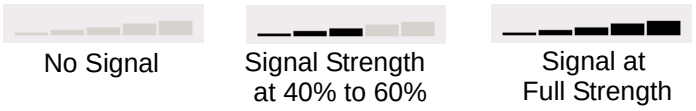
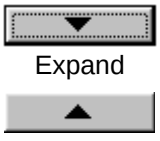


Figure 4 Signal Strength Gauge

Modem Manager Main Window Buttons

The **Modem Manager main** window contains the **Connect/Cancel/Disconnect** button and the **Expand/Collapse** button. These buttons operate as follows:

Button Name	Button Image	Button Description
Disconnect/Connect		This button is primarily used to disconnect from, or connect to the network. • If the modem is disconnected from the network, this button's label will be **Connect**. • If the modem is currently attempting to connect to the network, this button's label will be **Cancel**. • If the modem is connected to the network, this button's label will be **Disconnect**.
Expand/Collapse		This button is used to switch between the **main** window's **Expanded** and **Collapsed** view. • If the **main** window is collapsed, the arrow on the button will point down. • If the **main** window is expanded, the arrow on the button will point up. **Note:** You can also use the following key combinations to expand and collapse the main window: *<Alt+Up Arrow>* - Collapse Main Window *<Alt+Down Arrow>* - Expand Main Window

The Novatel Wireless Web Site Link

The Novatel Wireless web site link is located at the bottom of the **Modem Manager main** window, as shown in Figure 5.

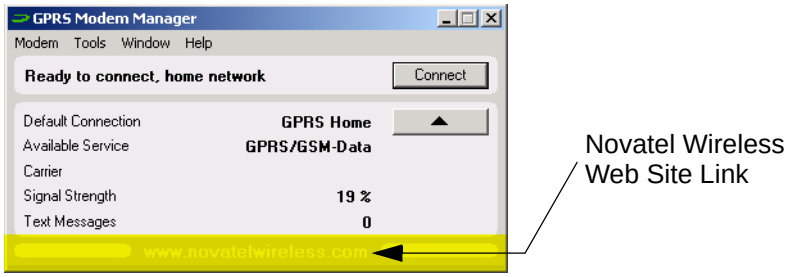


Figure 5 Location of Novatel Wireless Web Site Link

If you are connected to the network, clicking on this link will load your default web browser and display the Novatel Wireless web site.

The System Tray Icon

The Modem Manager uses a system tray icon to provide access to the program. This icon exists in two states, **active** and **inactive**. The icon's functions may be selected from a context menu by right-clicking on the icon. This functionality is discussed below.

Icon State	Icon State Description
Network Session Active	If there is currently an active network session, the **Network Session** icon will appear as shown in Figure 6.  Figure 6 The Network Session Active Icon
Network Session Inactive	If there is currently no active network session, the **Network Session** icon will have a white 'x' in a red circle in its lower right corner, as shown in Figure 7.  Figure 7 The Network Session Inactive Icon

Icon State	Icon State Description
Network Connection Context Menu	The **Network Connection** context menu has four menu commands, as shown in Figure 8.

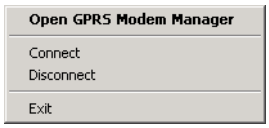


Figure 8 System Tray Context Menu

Open GPRS Modem Manager	This menu command opens the GPRS Modem Manager **Main** window.
Connect	This menu command opens a network session. If there is currently an active network session, this command is unavailable.
Disconnect	This menu command closes a network session. If there is currently no active network session, this command is unavailable.
Exit	This menu command closes the GPRS Modem Manager.

PIN and PUK

You may be required to provide a personal identification number (PIN) before you can begin using your Merlin for GPRS modem with your GSM/GPRS account. This PIN is stored on the SIM card supplied to you by your serivce provider.

Personal Identification Number (PIN)

If you are required to enter a PIN, the **Enter PIN** dialog box, shown in Figure 9, will be displayed the first time you start the Modem Manager.

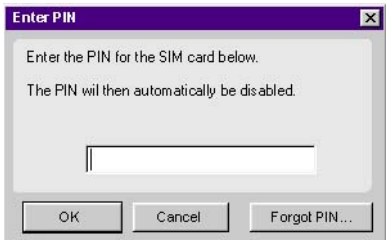


Figure 9 Enter PIN Dialog Box

This dialog box contains the following field and buttons:

Dialog Box Elements	Description
PIN Field	This field is used to type in your personal identification number.
OK Button	This button is used to accept the PIN and compare it to the PIN stored on your SIM card. If the PIN is correct, you are presented with a confirmation dialog box and the PIN is disabled, you will not have to enter it again. If the PIN is incorrect, you will have three chances to enter the correct PIN, then the SIM will be blocked and you will be required to contact your service provider and obtain a **PIN Unblocking Key** (PUK). Refer to **PIN Unblocking Key (PUK)** on page 6 for information on the PUK.
Cancel Button	This button cancels the request for the PIN and removes the dialog box from the screen. The Modem Manager will then terminate.
Forgot PIN Button	This button is used to change the PIN number on the SIM. This will display the **PUK Entry** dialog box, shown in Figure 10.

PIN Unblocking Key (PUK)

If you have incorrectly entered the PIN enough times to lock the SIM card, you will need to obtain a **PIN Unblocking Key** (**PUK**) from your service provider and enter it in the **Enter PUK and PIN** dialog box, shown in Figure 10.

Figure 10 Enter PUK and PIN Dialog Box

This dialog box contains the following fields and buttons:

Dialog Box Elements	Description
Enter the PUK Field	This field is used to type in your PIN Unblocking Key (PUK).
Enter the New PIN Field	This field is used to type in your new PIN. This number is user-definable.
Re-enter the New PIN Field	This field is used to type in your new PIN again. This number is compared against the number typed into the **Enter the New PIN** field.

The Modem Menu

The **Modem** menu, shown in Figure 11, contains all of the menu commands that control the modem's operation.

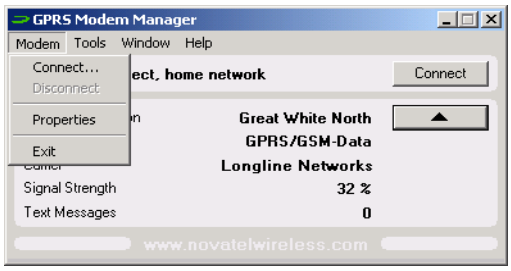


Figure 11 The Modem Menu

The **Modem** menu contains the following four commands:

Menu Command	Command Description
Connect	This menu command is used to connect the modem to the network and open a Point-to-Point (**PPP**) session. This menu command corresponds to the **Connect** button, located to the right of the **Current Status** field. If the modem is already connected to the network, this command is unavailable.
Disconnect	This menu command is used to close the active Point-to-Point (**PPP**) session and disconnect the modem from the network. This menu command corresponds to the **Disconnect** button, located to the right of the the **Current Status** status field. If the modem is already disconnected from the network, this command is unavailable.
Properties	This menu command is used to perform two functions: • display the modem's properties and settings • set your roaming features, if they are activated on your account It is discussed in more detail in **The Properties Menu Command** on page 8.
Exit	This menu command is used to drop the existing connection and quit the Modem Manager.

The Properties Menu Command

The **Properties** menu command displays the **Properties** window and provides you with the manufacturer's information on your modem, shown in Figure 12.

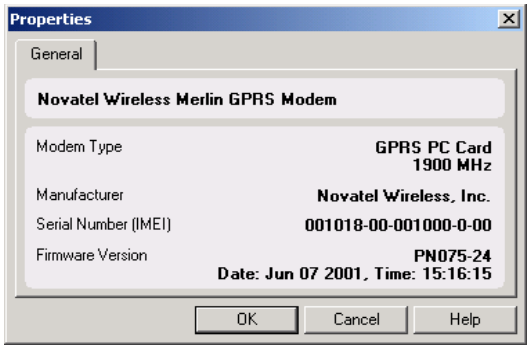


Figure 12 The Properties Window

The General Tab

The **General** tab, shown in Figure 13, displays the manufacturer's information on your modem.

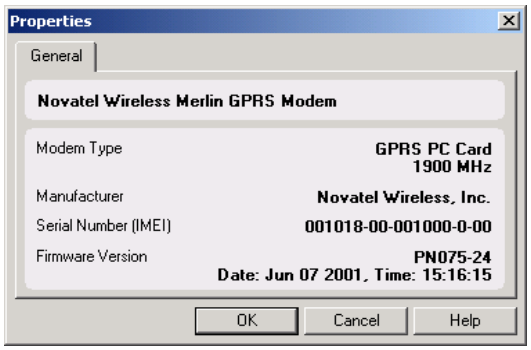


Figure 13 The General Tab

This window contains the following four fields:

Status Field	Field Description
Modem Type	This status field displays the type of modem core that is being used by your PC Card modem.
Manufacturer	This status field displays the name of the company that developed the modem.
Serial Number (IMEI)	This status field displays the serial number of the modem.
Firmware Version	This status field displays the version of the firmware used by the modem.

The Tools Menu

The **Tools** menu, shown in Figure 14, contains all of the menu commands that are used to configure the modem and the network settings.

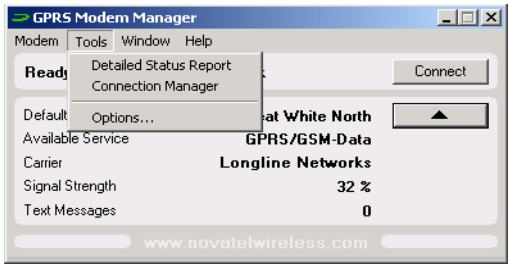


Figure 14 The Tools Menu

The **Tools** menu contains the following three commands:

Menu Command	Command Description
Detailed Status Report	This menu command is used to display the Modem Manager's **Detailed Status Report** window. It is discussed in more detail in **Detailed Status Report Menu Command** on page 9
Connection Manager	This menu command is used to display the Modem Manager's **Connection Manager** window. It is discussed in more detail in <Emphasis>The Connection Manager Menu Command on page 56
Options. . .	This menu command is used to display the Modem Manager's **Options** window. It is discussed in more detail in <Emphasis>The Options Menu Command on page 64

Detailed Status Report Menu Command

The **Detailed Status Report** menu command displays the **Detailed Status Report** dialog box, shown in Figure 15. This dialog box contains all of the necessary fields needed for troubleshooting modem or network problems. Its intended use is to provide information to users to pass on to Novatel Wireless Technical Support, should it be required.

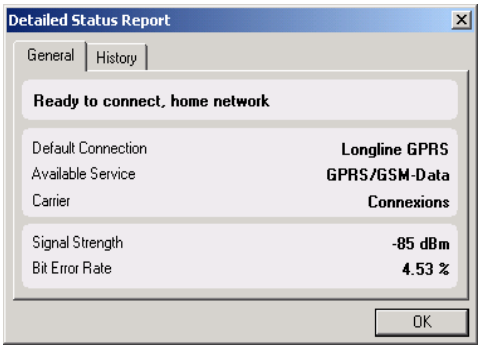


Figure 15 The Detailed Status Report Window

This dialog box is comprised of the two tabs discussed in the following two sections.

The General Tab

The **General** tab, shown in Figure 16, displays the current information on your modem and the network connection.

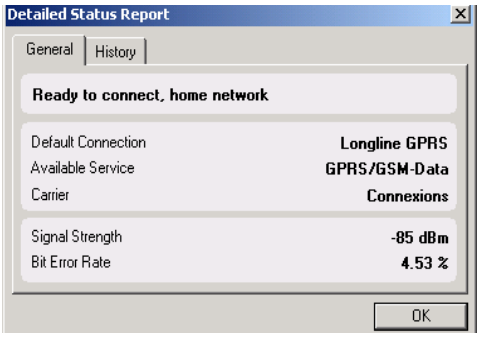


Figure 16 The General Tab

This tab contains the following six fields:

Status Field	Field Description
Current Status	The **Current Status** field, shown in Figure 17, is located at the top of the dialog box and displays the current status of the modem and the network connection.

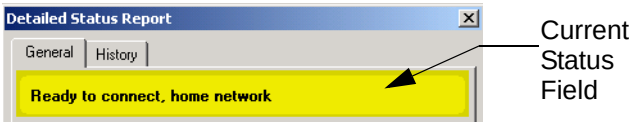


Figure 17 The Current Status Field

The status messages displayed in this field include:

- No modem found
- No service found
- Not registered
- Searching...
- Registration denied
- Ready to connect, home network
- Ready to connect, roaming
- Error

Refer to **Status Field Messages** on page 78 for a complete list of status field messages.

Default Connection	This status field lists the name of the connection profile you designated as the default profile. Maintaining connection profiles is discussed in <Emphasis>The Connection Manager Menu Command on page 56.
Available Service	This status field is used to display the type of network you are currently using. This status field will display either **GPRS** or **GSM-Data**, depending on which network type you are currently registered on.

BASE STATION INSTALLATION

2

This chapter discusses how to install your Libra MX base station equipment. There are four general tasks that you will need to perform when you install your Libra MX base station. They are:

1) base station indoor unit installation
2) base station outdoor unit installation
3) mounting the antenna
4) cabling the base station

Note:	Please review the **Pre-installation** chapter before you begin installing your base station equipment.

Installing the Indoor Unit

Your first task is to install the base station's indoor unit. Before you begin, review the material in the **Pre-installation** chapter of this manual and make certain that you have met all of the conditions laid out there.

Also, when you first receive your Libra MX indoor unit, the power supply, and fan tray and filter should already be installed in the chassis.

If these two components, or any other components, are **not** installed, or if you are adding functional components to the chassis, this procedure will instruct you in their installation. If the components **are** installed from the factory, ignore those steps that deal with component installation.

Note:	Visually inspect the chassis' back plane connector pins, in both the front and rear card bays, before you begin to install your indoor unit's chassis. You need make certain that none of the pins are bent or broken.

To install your base station indoor unit:

1) Install the indoor unit chassis in the rack or cabinet.
   - 1.1 Make certain that you have allowed enough room in the rack or cabinet for proper ventilation.
   - 1.2 Install the 19 inch (48.26 cm) to 23 inch (58.42 cm) mounting extenders on your indoor unit chassis, **if necessary**, as shown in figure 2.1 below.

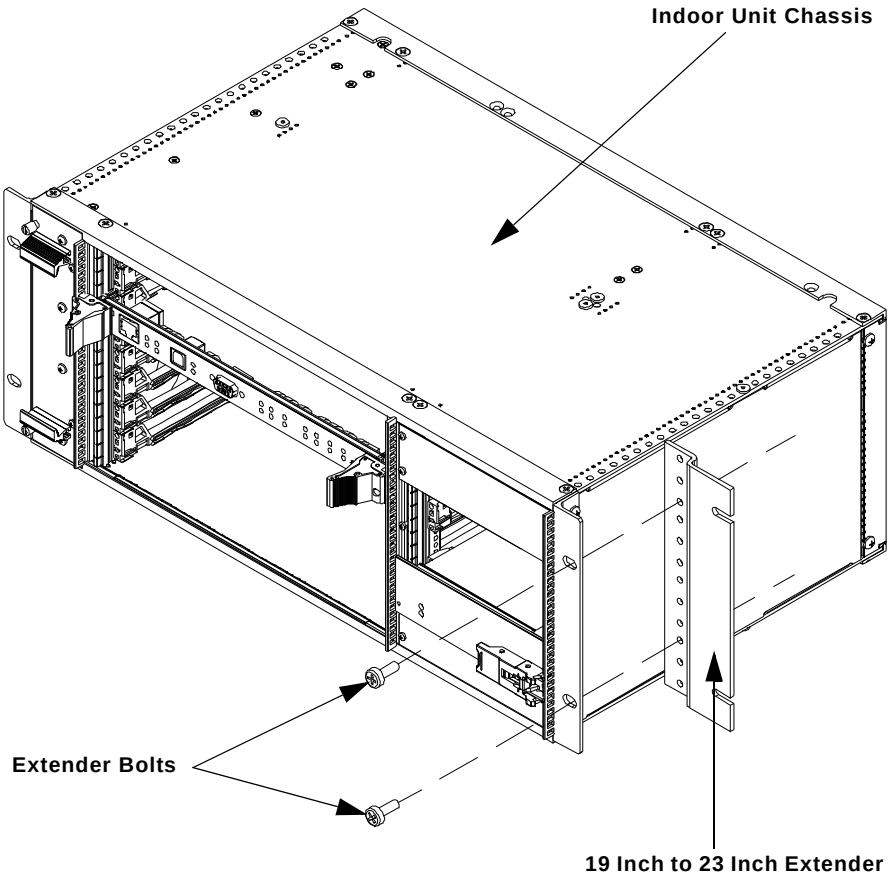


Figure 2.1 Base Station Indoor Unit Extender Installation

1.3 Slide the indoor unit chassis into the desired shelf in the appropriate rack or cabinet, as shown in figure 2.2 below.

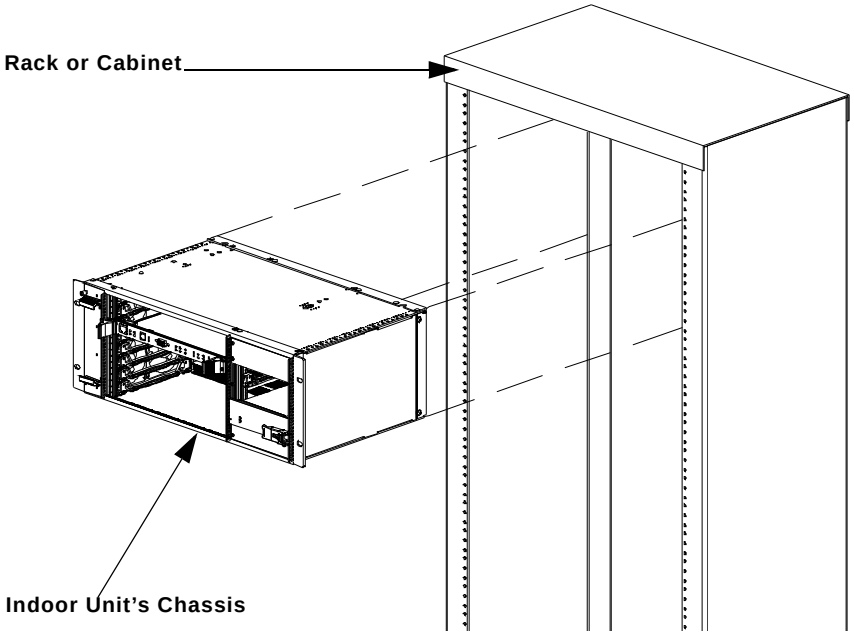


Figure 2.2 Inserting the Indoor Unit Chassis in the Cabinet

Notes:

1.4 Use the mounting bolt kit that was supplied with your chassis to secure the indoor unit chassis in the rack or cabinet, as shown in figure 2.3 below.

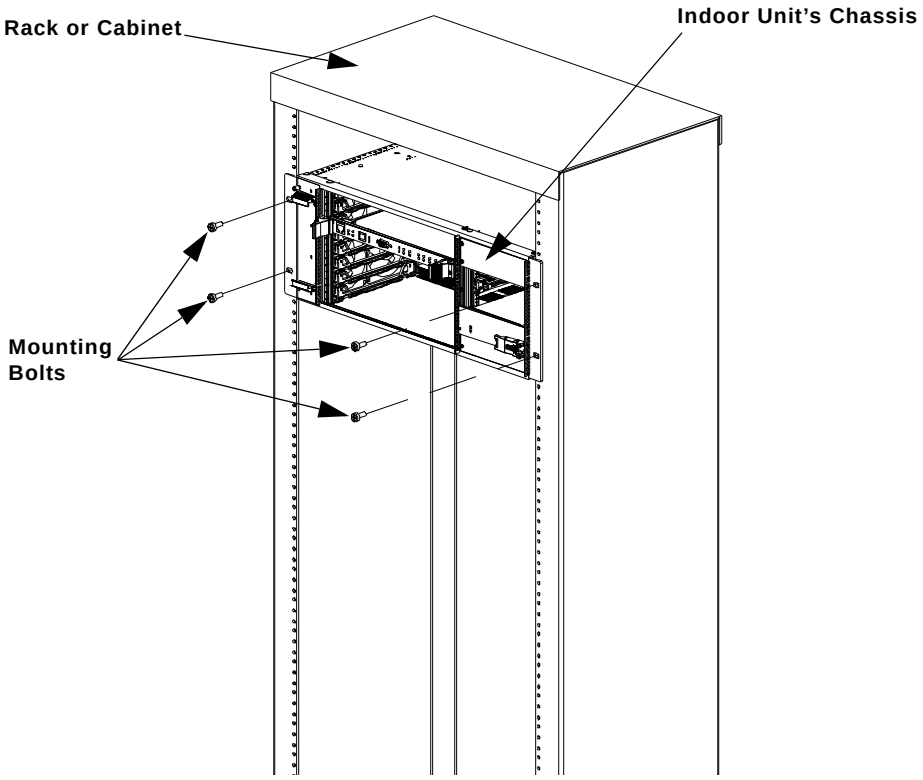


Figure 2.3 Installing the Mounting Bolts

2) Ground the indoor unit's chassis to the rack or cabinet.

2.1 Remove the nut and lock washer from the grounding pole, located at the rear of the indoor unit's chassis, as shown in figure 2.4 below.

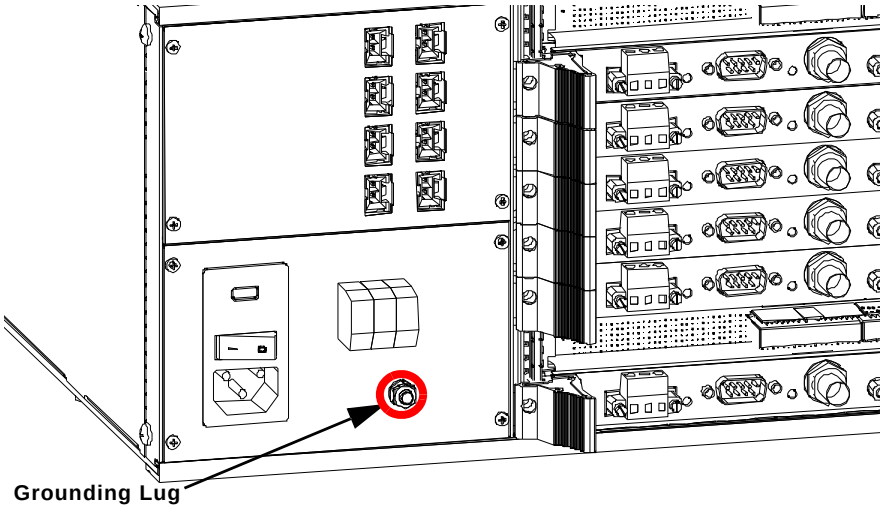


Figure 2.4 Indoor Unit Chassis Grounding Lug Location

2.2 Connect a grounding strap to the indoor unit's grounding pole, as shown in figure 2.5 below. Make certain that this grounding strap

Notes:

is a heavy gauge wire (**10-12 AWG**). You should also have ring terminals at both ends of the strap.

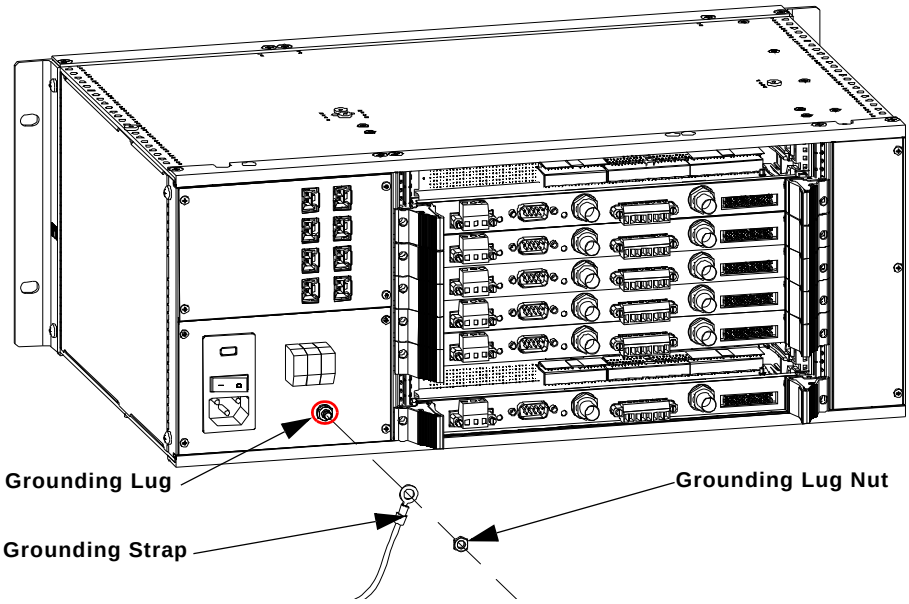


Figure 2.5 Connecting the Grounding Strap to the Indoor Unit Chassis

2.3 Reinstall the lock washer and nut on the grounding pole and tighten them.

2.4 Connect the other end of the grounding strap to the grounding bar of the rack or cabinet.

3) Install the power supply for your indoor unit chassis.

Note:	Before you begin to install components in the indoor unit's chassis, make certain that you are using an anti-static wrist strap. For more information static discharge and grounding, refer to the **ESD Warning** section, on page **1-5** of the **Pre-installation** chapter.

3.1 Slide the power supply into an empty slot on the right side of the chassis, as shown in figure 2.6 below. Make certain that you align the power supply mounting guides on the chassis rails.

Caution:	Make certain that the type of power supply you plug into the chassis matches the chassis. That is, make certain you are plugging an AC power supply into an AC chassis and a DC power supply into a DC chassis. Do not mix the two power supply types.

Notes:

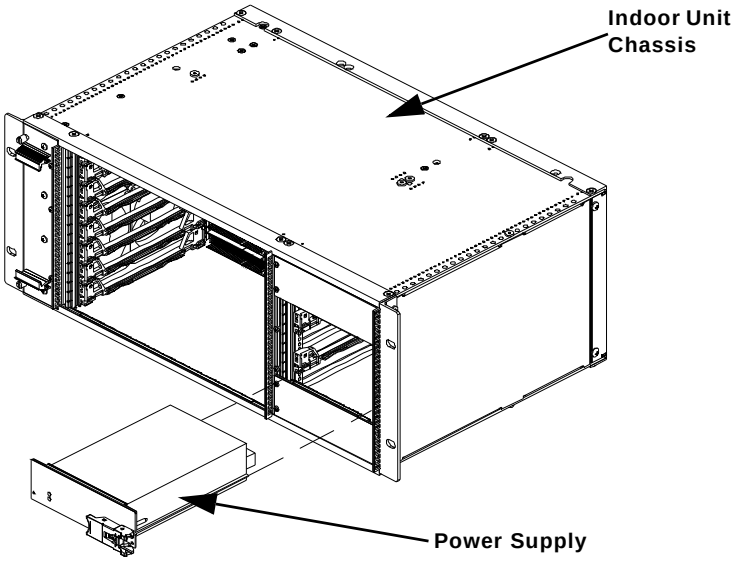


Figure 2.6 Installing the Indoor Unit's Chassis Power Supply

Note:	Make certain that you do not install the power supply into the top-most slot. This slot is reserved for an alarm component.

3.2 Push the power supply into the chassis until it can go no further.

3.3 Push the locking tab against the face plate of the power supply and tighten the locking screws, as shown in figure 2.7 below. This will secure the power supply in the chassis.

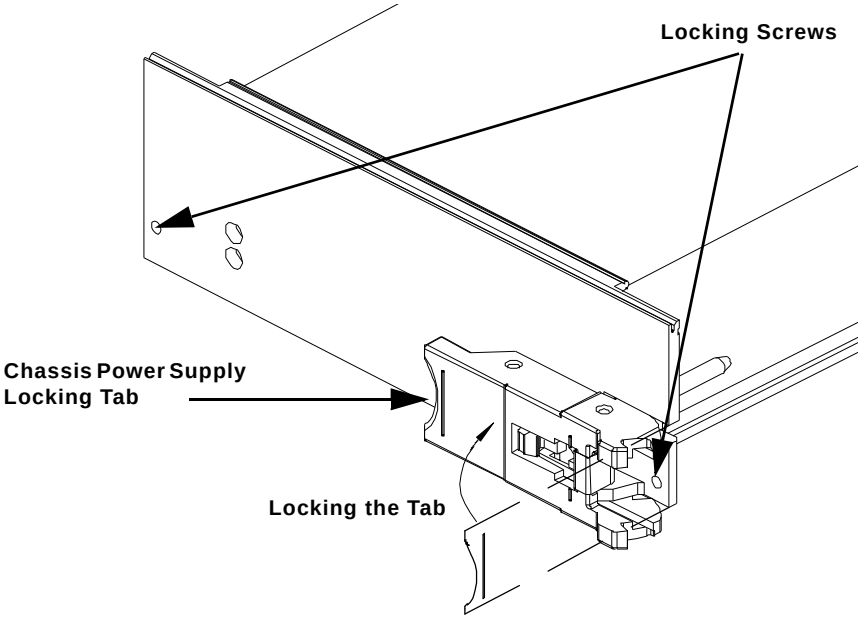


Figure 2.7 Locking the Power Supply Tab

Notes:

4) Install the intermediate frequency card in the indoor unit chassis.

Note:	Make certain that the intermediate frequency card's locking tabs are fully extended to their out-most position before you install your **intermediate frequency** card.

4.1 Slide the intermediate frequency card into an empty **grey** slot in the rear bay of the chassis, as shown in figure 2.8 below. Make certain that you align the intermediate frequency mounting guides on the chassis rails.

Note:	The intermediate frequency card can only be installed in slots 1, 3, 4, 5, 6, and 7.

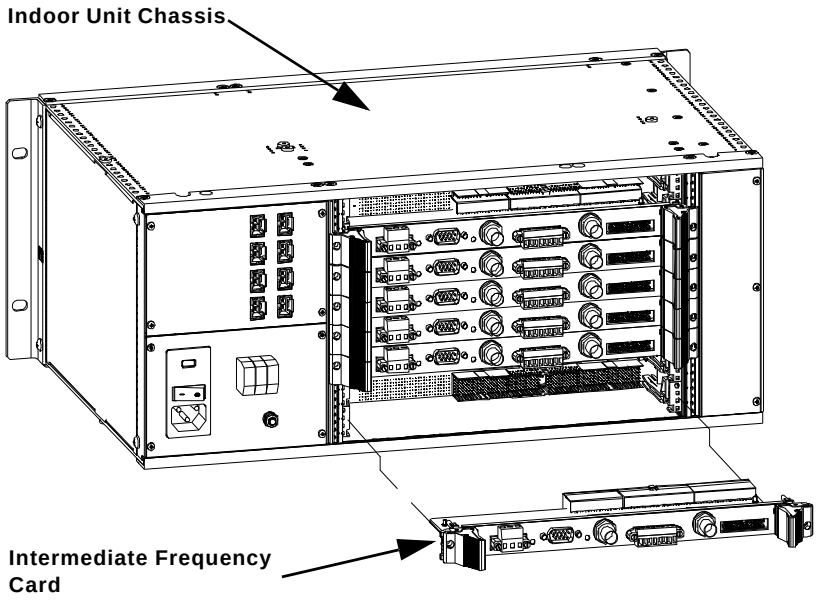


Figure 2.8 Installing the Intermediate Frequency card in the Chassis

Note:	Make certain that you are installing the intermediate frequency card in the same slot number as the associated digital engine card. This means that if you have installed your digital engine card in the second slot from the top of the chassis, you must install the associated intermediate frequency card in the second slot from the top of the rear bay.

4.2 Gently push the intermediate frequency card into the chassis until it can go no further.

4.3 Push the outside of both locking tabs towards the center of the intermediate frequency card's face plate until they stop, as shown in figure 2.9 below.

Notes:

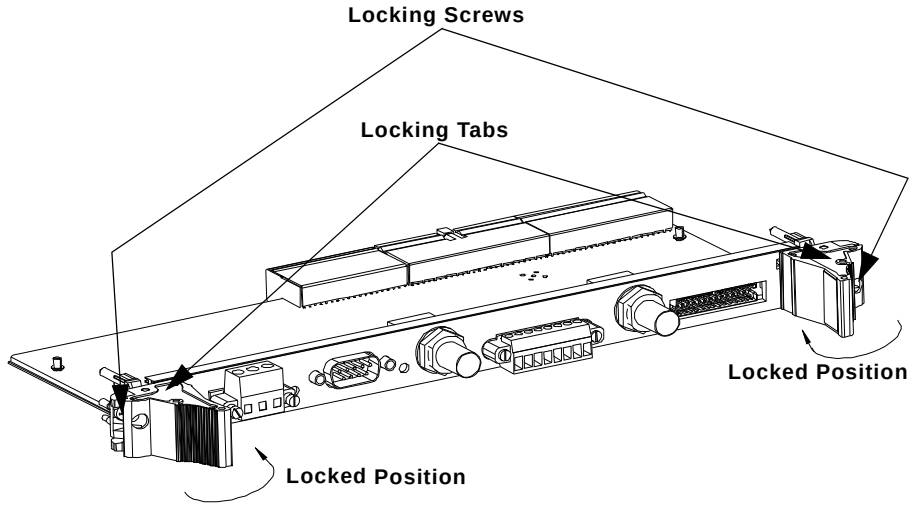


Figure 2.9 Locking the Intermediate Frequency card Tabs

4.4 Tighten the locking screws This will secure the intermediate frequency card in the chassis.

5) Install the digital engine card in the base station's chassis.

Note:	Make certain that the digital engine card's locking tabs are fully extended to their out-most position before you install your **Digital Engine** card.

5.1 Slide the digital engine card into an empty **grey** or **red** coloured slot in the central bay of the chassis, as shown in figure 2.10 below. Make certain that you align the digital engine mounting guides on the chassis rails.

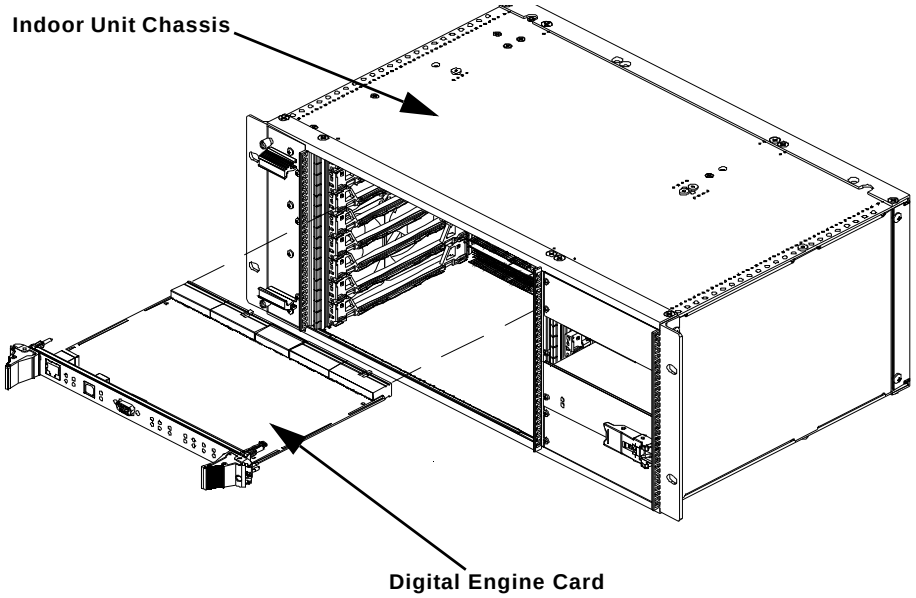


Figure 2.10 Installing the Digital Engine Card in the Chassis

Notes:

Note:	The base station digital engine cards are keyed so that they can only be installed in the appropriate slots. If you attempt to install the digital engine card into a slot that does not allow you to seat the card onto the back-plane's pins, it is possible that you have installed the card in the wrong slot. **Do not force the card!** Check that you have installed the card in the correct slot.

5.2 Gently push the digital engine card into the chassis until it can go no further.

5.3 Push the outside of both locking tabs towards the center of the digital engine card's face plate until they stop, as shown in figure 2.11 below.

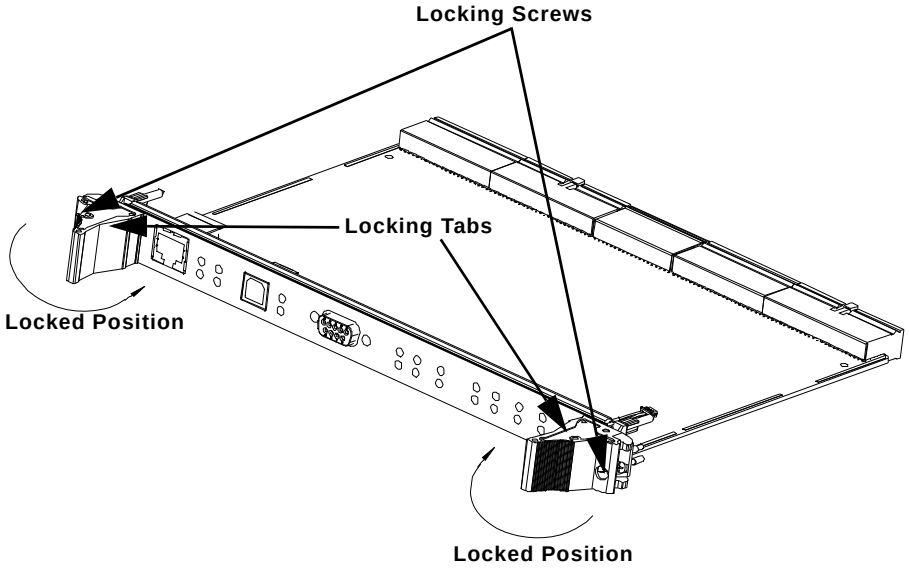


Figure 2.11 Locking the Digital Engine Card Tabs

5.4 Tighten the locking screws This will secure the digital engine card in the chassis.

6) Install any necessary third party cards, such as switches and so on. Make certain that you carefully read the installation instructions that come with your card and that you adhere to any conditions, cautions, and warnings.

7) Install filler panels in **all** of the open slots, for both front and rear card bays, in the indoor unit's chassis.

Note:	Make certain that you install filler panels in all empty slots. This includes any empty digital engine card, intermediate frequency card, or power supply/alarm slots. Installing filler panels is important, as the filler panels ensure proper air flow throughout the indoor unit's chassis.

7.1 Place the filler panel over the empty slot and secure the screws to the chassis, as shown in figure 2.12 below.

Note:	Make certain that the filler panel's spring clip has been properly installed on the top-edge of the panel. The filler panel's top-edge is facing up when the panel's anchor screw holes are on the bottom-side of the panel.

Notes:

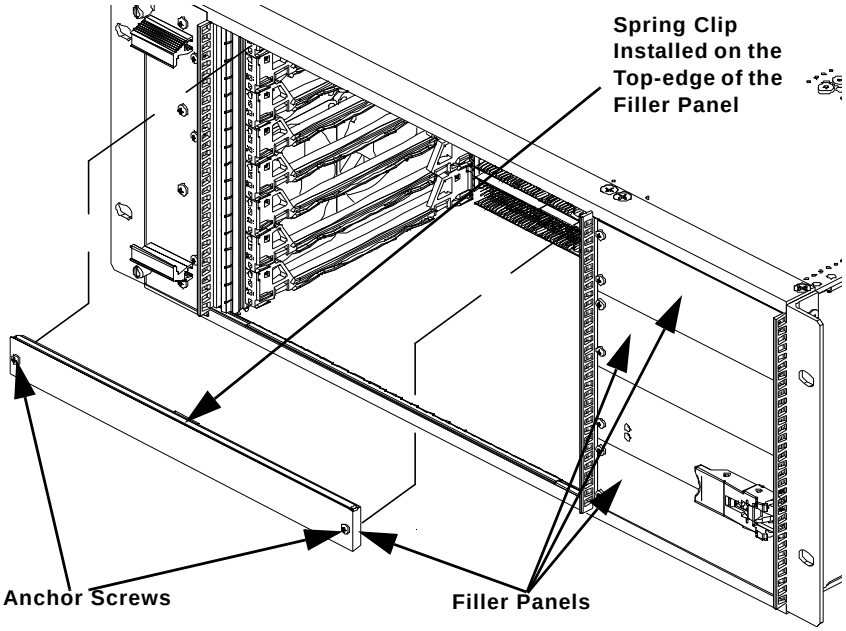


Figure 2.12 Installing Filler Panels on the Indoor Unit's Chassis

Installing the Outdoor Unit

Once you have installed the base station's indoor unit, you will need to install the outdoor unit (ODU). Before you begin, review the material in the **Pre-installation** chapter of this manual and make certain that you have met all of the conditions laid out there. Also, you should make certain that all of the necessary brackets and bolts are included in the box with your outdoor unit.

1) Install the outdoor unit's -48 volt power supply in the rack or cabinet.

Note:	This power supply should be installed near the indoor unit. If possible, it should be installed above or below the indoor unit in the same rack or cabinet.

1.1 Connect the power leads to the DC power connectors, as shown in figure 2.13 below, before you install the DC power supply unit in the rack or cabinet. These leads will be used to connect to the intermediate frequency card.

Notes:

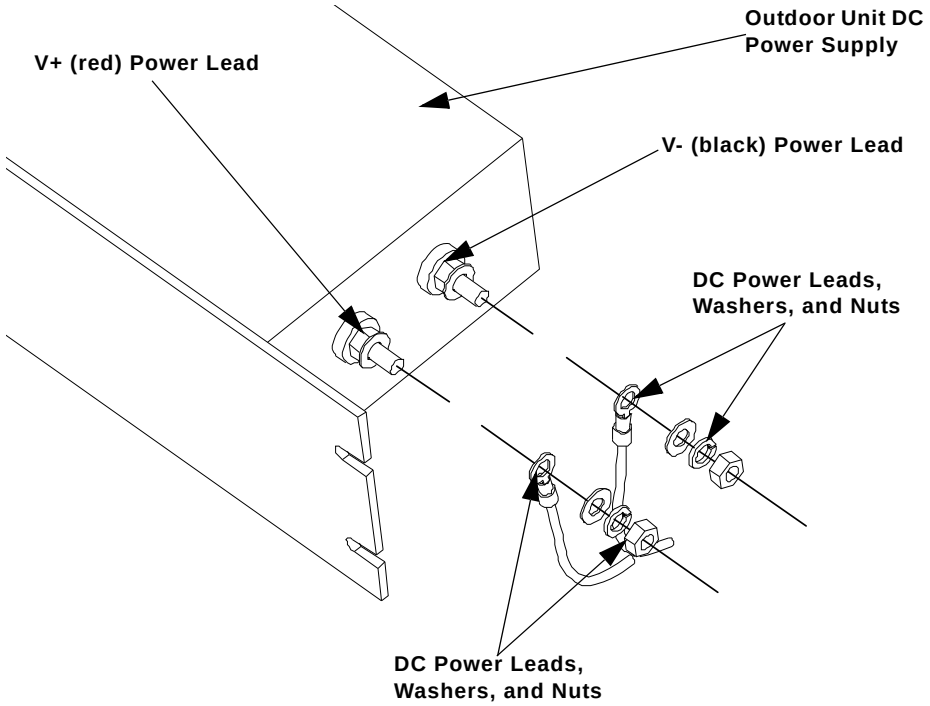


Figure 2.13 Connecting the Intermediate Frequency Power Leads

1.2 Install the 19 inch (48.26 cm) to 23 inch (58.42 cm) mounting extenders on your DC power supply, **if necessary**, as shown in figure 2.14 below.

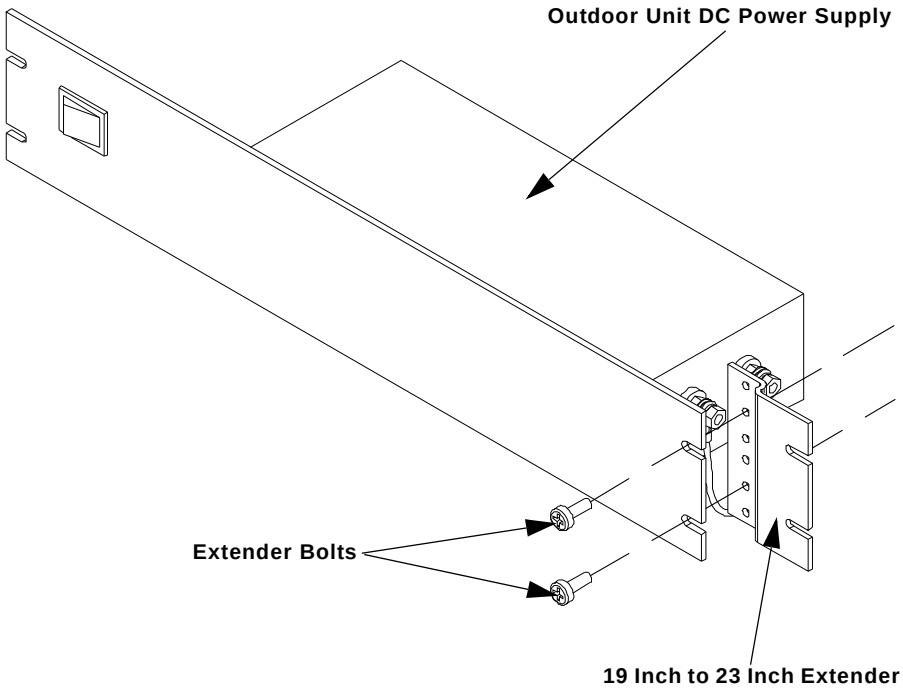


Figure 2.14 DC Power Supply Housing Extender Installation

1.3 Slide the outdoor unit's DC power supply into the desired position in the appropriate rack or cabinet, as shown in figure 2.15 below.

Notes:

BASE STATION SOFTWARE

1

The Libra MX software makes use of both a **menu** driven interface and a **command-line** driven interface.

When you first log into a base station unit, you will be presented with the menu-driven interface. If you have logged in as a **user**, you will be restricted to using the menu driven interface. If you have logged in as a **supervisor**, you will be given access to both user interface types, menu driven and command-line driven.

Note:	In order to make use of the user interface discussed in this chapter, you will need to connect to the base station unit. Refer to the **Base Station Unit Access** section, on page **2-1** of the **Base Station Operations** chapter for instructions on making these connections.

Menu Driven Interface

The menu driven interface consists of the **Main** menu, sub-menus, and data screens. Menus are used to access **sub-menus** or **data screens**, as shown in figure 1.1 below.

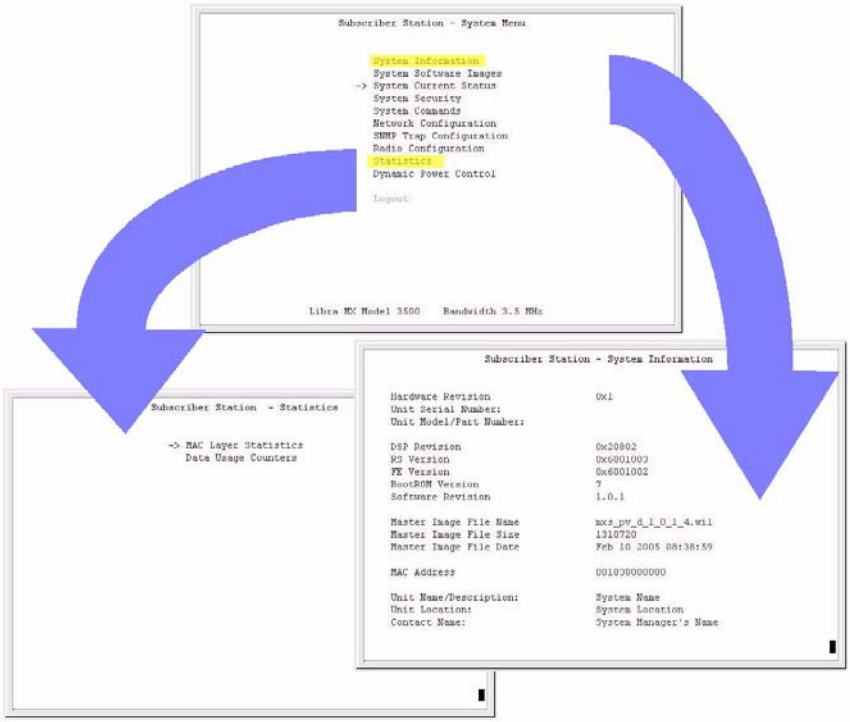


Figure 1.1 Menu Access Structure

Menus use **menu commands** to list the names of the sub-menus or data screens that can be accessed from the current menu; selecting then executing the name of a sub-menu or data screen will display that sub-menu or data screen.

The menu's **cursor** is used to indicate the **selected** menu command and is represented by the symbol `->`.

The example menu, shown in figure 1.2 below, shows the location of the 15 menu commands and the menu's cursor.

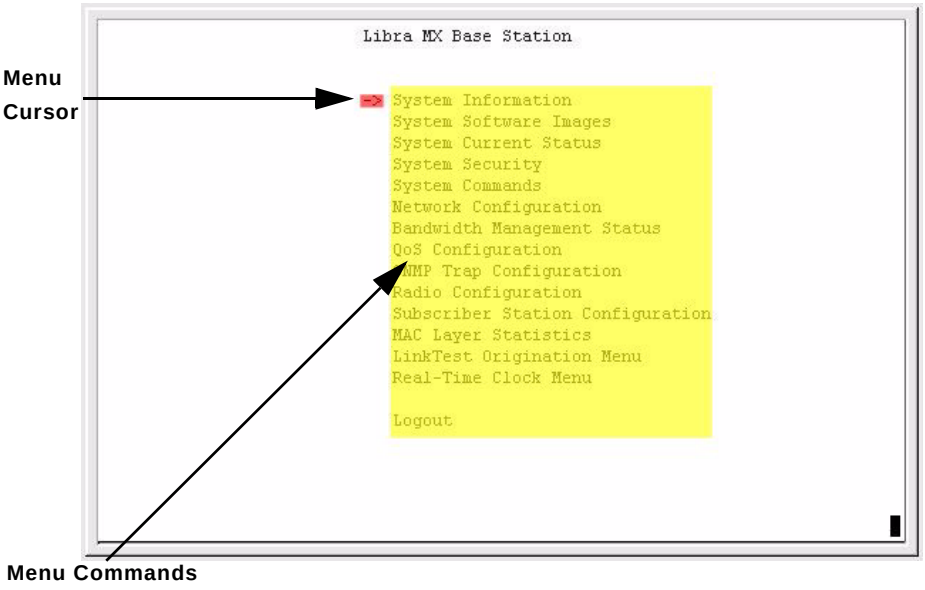


Figure 1.2 An Example Menu

Data Screens

Data screens are used to:

- display information on both the current and historical status of the base station unit and its associated network
- accept user input for configuration, adjustment, and testing purposes
- provide access to other data screens, within the context of the current screen. This use is rare.

Field Types

Data screens consist of different types of fields. This section defines these field types.

Display-only Field

A display-only field does not allow you to type data into it or position the cursor beside it. Its only purpose is to display specific information on the base station unit, such as network statistics.

Notes:

Input Field

Input fields are used by the base station unit to accept your data input. There are six data types that are accepted by the input field. They are:

- **integer** - This data type represents positive and negative whole numbers only. For example, **-10** or **660**. Integer input fields generally have a range of valid numbers that they will accept. For example, **1 to 100** or **-20 to -10**. In the case of negative numbers, you do not have to type the minus sign (-).
- **character** - This data type represents any alphanumeric character. For example, **A** through **Z** and **0** through **9**. Character input fields generally have a specific length of characters they will accept. For example, **1** to **30** in length.
- **date** - This data type displays a date of some kind. This data type is generally used in a display-only field; however, in those instances where you are required to type in a date, you will need to use the format **mm/dd/yy**.
- **hexadecimal** - This data type represents any valid hexadecimal character. The valid numbers for this data type are **0** through **F**.
- **IP address** - This data type represents a legal IP address. IP addresses take the following format: **###.###.###.###**. For example, **192.168.1.1**
- **IP mask** - This data type represents a legal IP mask. IP masks take the following format: **###.###.###.###**. For example, **255.255.255.0**

List Field

List fields are used to provide a list of predefined values. You cannot type a value into this type field, you must select one of the predefined values.

Table Field

Table fields are complex fields that present data in one or more rows and columns. Table fields may incorporate both display-only and input fields.

Note:	The cursor cannot be positioned on a display-only table field or in display-only fields contained within the table field.

Command Field

Command fields are fields that execute a command when they are selected and activated. They can be used, for example, to accept parameters from the surrounding data input screen or reset the base station unit. They can also be used to access sub-menus.

Notes:

Status Bar

Each data screen has a **status bar** displayed at the bottom of the screen, as shown in figure 1.3 below. The purpose of the status bar is to display general messages on the status of the operations being performed.

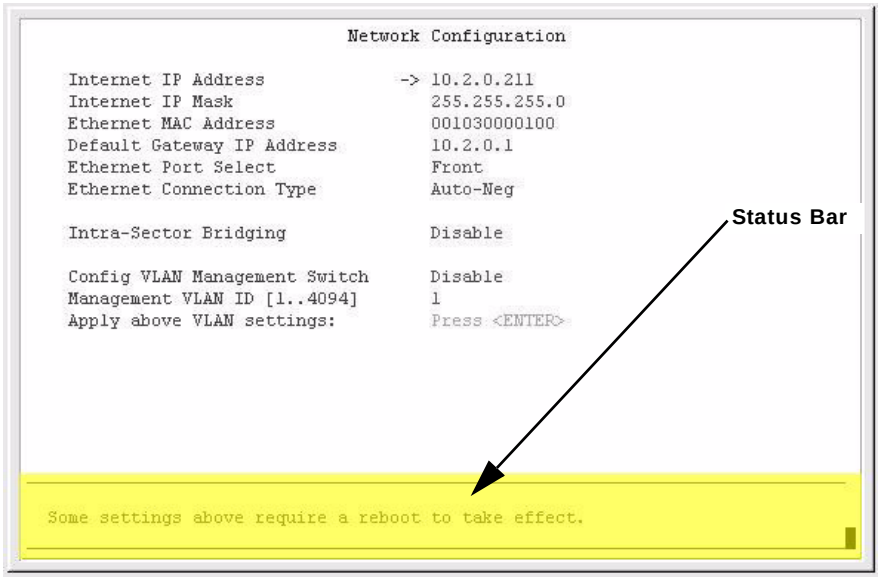


Figure 1.3 Status Bar Example

Menu and Data Screen Navigation

Navigating and using the menus and data screens is straightforward. This section describes how to use the menu-based user interface.

Key Assignments

The following keys are used to move the cursor around menus and data screens.

DOWN ARROW	This key moves the cursor to the next accessible screen element, such as a **menu command**, **input field**, **table field**, or **command field**.
UP ARROW	This key moves the cursor to the previous accessible screen element, such as a **menu command**, **input field**, **table field**, or **command field**.
ENTER	This key executes the **menu command** or **command** field located beside the cursor. It accepts the selected value of a **list** field. This key can activate an **input** field and accepts the value typed into an input field.

Notes:

ESC	This key displays the command-line interface, if the **Main** menu is currently displayed and if you are logged into the **Supervisor** account. If the command-line interface is displayed, pressing the *ESC* key will display the **Main** menu. It is used to move from a child screen to a parent screen or a menu. The *ESC* key is also used to abandon an edit made to an input field.

Notes:

Using Input Fields

To use the base station's input fields:

1) Move the cursor to the desired field, using the *UP ARROW* or *DOWN ARROW* keys.
2) Press the *Enter* key to activate the field.
3) Type the desired value in the field.
4) Press the *ENTER* key to accept the value

   or

   Press the *ESC* key to abandon your edits

Main Menu

The **Main** menu, shown in figure 1.4 below, is displayed immediately after you log into the base station. The **Main** menu is the first screen you will see. It consists of a series of menu commands that lead to screens containing status and statistical information on the Libra MX base station, as well as screens that allow you to configure your unit.

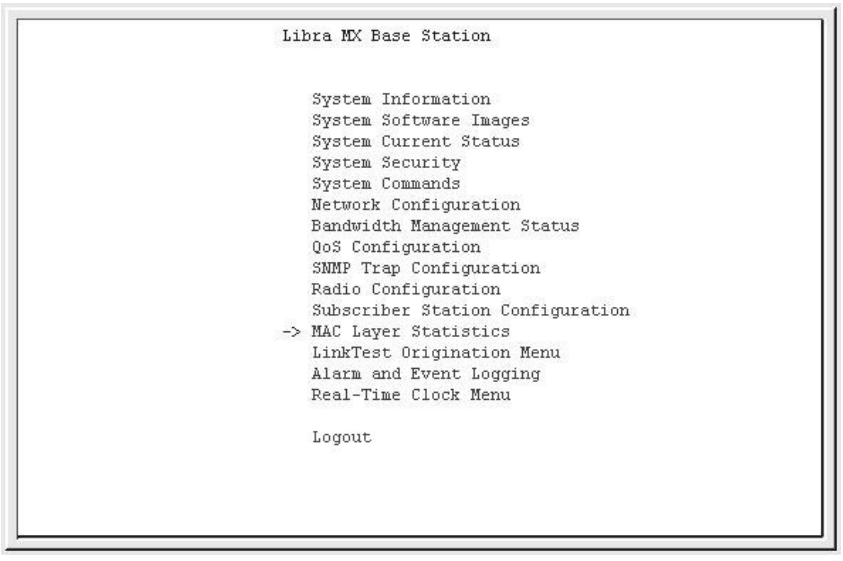


Figure 1.4 The Main Menu

System Information Screen

The **System Information** screen, shown in figure 1.5 below, displays **system revision** and **version information** that is relevant to the **digital engine card**, **intermediate frequency transition card**, and the **outdoor unit**. All the information on this screen is display-only.

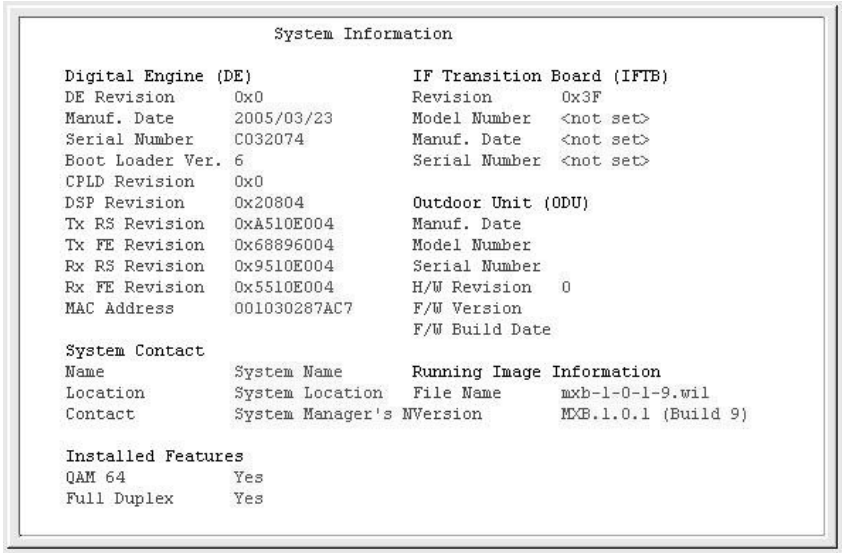


Figure 1.5 System Information Screen

A description of each of the fields on the **System Information** screen is listed below.

Field Name	Data Type	Valid Values	Field Description	SNMP Node Name
Digital Engine (DE) Card				
DE Revision	hexadecimal	N/A	This field shows the revision number of the digital engine card.	deRevision
Manuf. Date	date	N/A	This field shows the production date of the digital engine card.	deProductionDate
Serial Number	character	N/A	This field shows the serial number of the digital engine.	deSerialNumber
Boot Loader Version	integer	N/A	This field shows the boot loader image version.	bootRomRevision
CPLD Revision	hexadecimal	N/A	This field shows the revision of the CPLD.	cpldRevision
DSP Revision	hexadecimal	N/A	This field shows the revision of both DSPs.	dspRevision
Tx RS Revision	hexadecimal	N/A	This field shows the revision of the transmit reed-solomon FPGA.	txFPGARSRevision
Tx FE Revision	hexadecimal	N/A	This field shows the revision of the transmit front-end FPGA.	txFPGAFERevision

Notes:

Field Name	Data Type	Valid Values	Field Description	SNMP Node Name
Rx RS Revision	hexadecimal	N/A	This field shows the revision of the receive Reed-Solomon FPGA.	rxFPGARSRevision
Rx FE Revision	hexadecimal	N/A	This field shows the revision of the receive front-end FPGA.	rxFPGAFERevision
MAC Address	hexadecimal	N/A	This field shows the current MAC address of the digital engine card.	macAddr
System Contact				
Name	character	N/A	This field shows the system name as set in the **System Current Status** screen.	N/A
Location	character	N/A	This field shows the physical location of the system.	N/A
Contact	character	N/A	This field shows the name of the system contact.	N/A
Installed Features				
QAM 64	list	• yes • no	If the QAM 64 feature has been purchased and turned on, this field will display **yes**. Otherwise, it will display the value **no**.	N/A
Full Duplex	list	• yes • no	If the Full Duplex feature has been purchased and turned on, this field will display the value **yes**. Otherwise, it will display the value **no**.	N/A
IF Transition Card (IFTB)				
Revision	hexadecimal	N/A	This field shows the revision of the IFTB hardware card.	iftbRevision
Model Number	integer	N/A	This field shows the model number of the IFTB hardware card.	N/A
Manuf. Date	date	N/A	This field shows the production date of the IFTB hardware card.	iftbProductionDate
Serial Number	integer	N/A	This field shows the serial number of the IFTB hardware card.	N/A
Outdoor Unit (ODU)				
Manuf. Date	date	N/A	This field shows the manufacturing date of the outdoor unit.	oduProductionDate
Model Number	integer	N/A	This field shows the model number of outdoor unit.	oduModel
Serial Number	integer	N/A	This field shows the serial number of the outdoor unit.	N/A

Notes:

Field Name	Data Type	Valid Values	Field Description	SNMP Node Name
H/W Revision	integer	N/A	This field shows the revision number of the outdoor unit's hardware.	oduRevision
F/W Version	integer	N/A	This field shows the image version of the outdoor unit.	oduFWVersion
F/W Build Date	date	N/A	This field shows the date that the outdoor unit's firmware was built on.	N/A
Running Image Info				
File Name	text	N/A	This field shows the name of the software image file that is currently running on the base station's digital engine.	N/A
Version	text	N/A	This field shows the version number of the software image currently running on the base station's digital engine.	N/A

System Software Images Screen

The **System Software Images** screen, shown in figure 1.6 below, lists all the images currently installed in the unit. These images maybe master, FPGA, or DSP images.

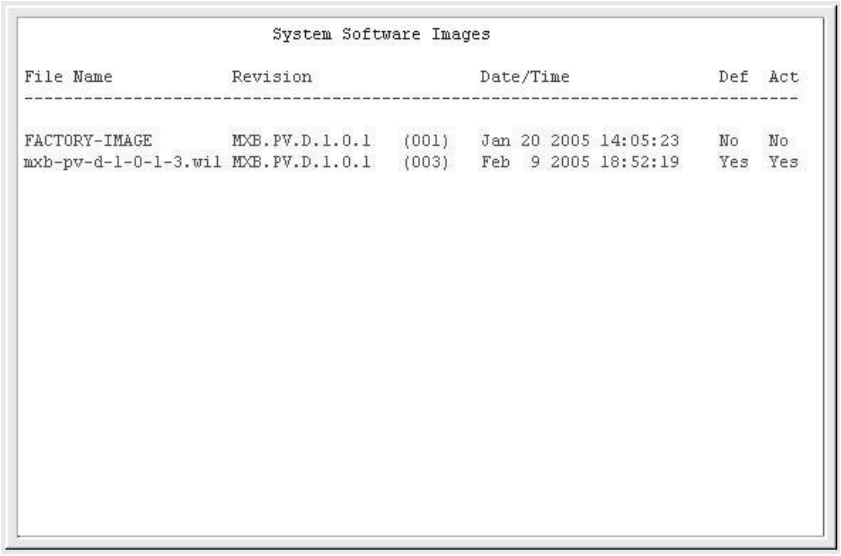


Figure 1.6 System Software Images Screen

Notes:

A description of each of the columns on the **System Software Images** screen is listed below.

Column Name	Data Type	Valid Value	Field Description	SNMP Node Name
File Name	character	N/A	This column displays the name of each image file in the file system.	N/A
Revision	character	N/A	This column displays the revision number of the image file for each image file in the file system.	N/A
Date/Time	character	N/A	This column displays the date and time the image file was last revised for each image file in the file system.	N/A
Def	list	N/A	This column indicates which image file is used to boot the base station unit at power up. This field will have either a value of **yes**, or a value of **no**.	N/A
Act	list	N/A	This column indicates which image file is the active image. This is the image that the system uses to boot with, if the user decides to boot from the **active** image. This field will have either a value of **yes**, or a value of **no**.	N/A

System Current Status Screen

The **System Current Status** screen, shown in figure 1.7 below, displays **run-time**, **user login**, **ODU status**, **Ethernet status**, and **system contact information**.

Notes:

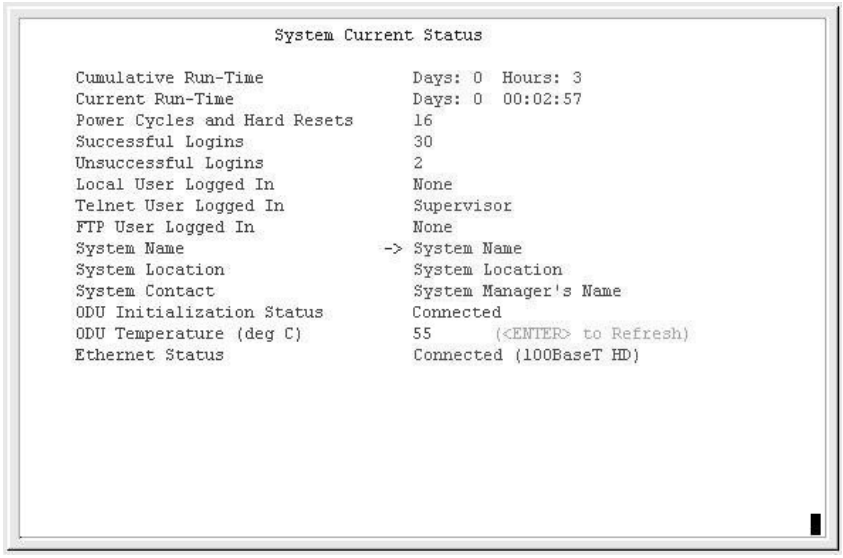


Figure 1.7 System Current Status Screen

A description of each of the fields on the **System Current Status** screen is listed below.

Field Name	Data Type	Valid Value	Field Description	SNMP Node Name
Cumulative Run-Time	integer	N/A	This field shows the number of days and hours elapsed since the unit was first powered up. This field will reset if a new image is used to boot with. This field is display-only.	totalRunTime
Current Run-Time	integer	N/A	This field shows the time and days elapsed since the last reboot. This field is display-only.	runtime
Power Cycles and Hard Resets	integer	N/A	This field shows the number of times the unit has been hard reset or it's power has been cycled. This field is display-only.	powerCycles
Successful Logins	integer	N/A	This field shows the number of successful login attempts. This field is display-only.	loginOkays
Unsuccessful Logins	integer	N/A	This field shows the number of unsuccessful login attempts. This field is display-only.	loginFails

Notes:

SUBSCRIBER STATION OPERATIONS

4

The purpose of this chapter is to define some of the more common tasks that are performed on the Libra MX subscriber station, such as **accessing** the subscriber station, **monitoring** the subscriber station, and **setting the filtering** on the subscriber station.

Subscriber Station Unit Access

There may be times when you will need to perform such tasks as adding a sector to the subscriber station unit, adding subscriber stations to a sector, reassigning the IP addresses in a LAN, and so on. In order to accomplish these tasks, you will need to access the Libra MX subscriber station unit.

There are multiple ways of gaining access to your Libra MX subscriber station and they are discussed in the following subsections.

RS-232 Access

Accessing your subscriber station through an RS-232 connection is generally the simplest method to connect to the unit; however, this means that you have to be physically close to the unit.

To access a subscriber station unit, using RS-232:

1) Connect a serial cable between the COM port of your PC and the serial port of the subscriber station.
2) Start a terminal emulation program, such as HyperTerminal®, shown in figure 4.1 below.

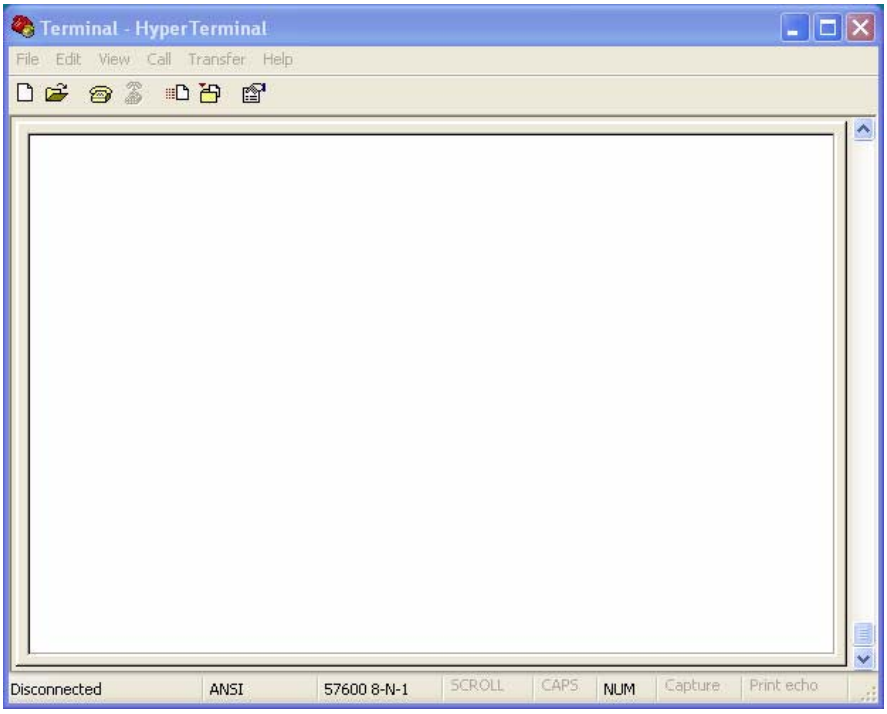


Figure 4.1 Hyper Terminal Window

2.1 Configure the connection to use the following settings:

- 57600 bps
- 8 bits
- no parity
- 1 stop bit
- no flow control

2.2 Once you have configured your connection parameters, press the *ENTER* key to display the Libra MX subscriber station login screen, shown in figure 4.2 below.

```
Started by Boot ROM (Power-On/Hard Reset)


Wi-LAN Libra-MX Subscriber Station Login

Software:      MXS.1.0.1 (Build 10) Jun  9 2005 11:41:22
MAC Address:   00103000DEED
Serial Number:

Enter Password:
```

Figure 4.2 Libra MX Login Screen

Notes:

3) Type your password at the `password` prompt and press the *ENTER* key again. This will display the unit's **Main** menu, shown in figure 4.3 below.

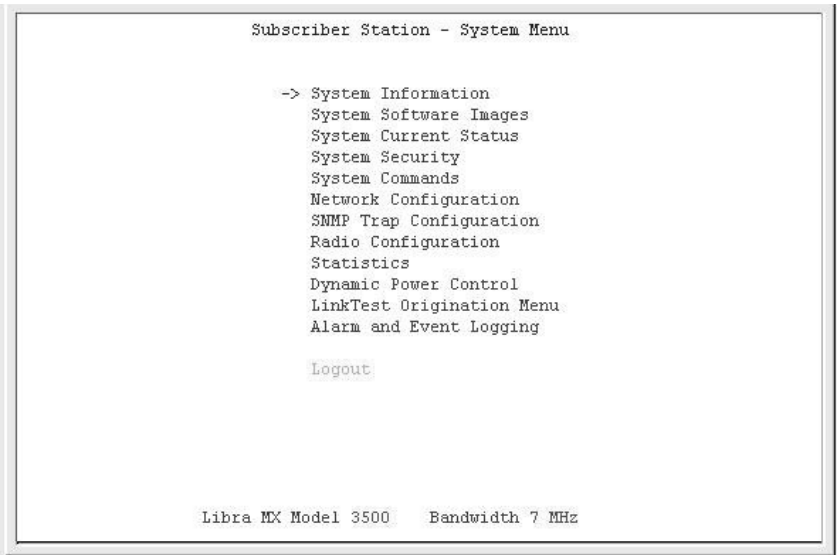


Figure 4.3 Libra MX Main Menu via Serial Connection

Telnet Access

Telnet is used to access the subscriber station's menus, data screens, and command prompt, but is not used for file transfer. Telnet access is available to you if you need to access the subscriber station from a remote location. As long as you have a network connection, you can use telnet.

To access a subscriber station unit, using telnet:

1) Start your telnet client program. For example, you may wish to use Microsoft's® telnet client.

Note:	Your telnet client must support VT100 terminal emulation.

2) At your telnet client's command prompt, use the `open` command and type in the IP address of the subscriber station unit, then press the *ENTER* key. Exactly how you will open the connection to your subscriber station unit will depend on your telnet client.

Note:	The IP address for the subscriber station is set in the **Network Configuration** screen. Refer to the **Setting the Network Parameters** section, on page **4-8** of the **Initial Configuration** chapter in the **Installing the Libra MX** manual for more information on setting the subscriber station's IP address.

Once you have connected to the subscriber station, your screen should look similar to the screen shown in figure 4.4 below.

Notes:

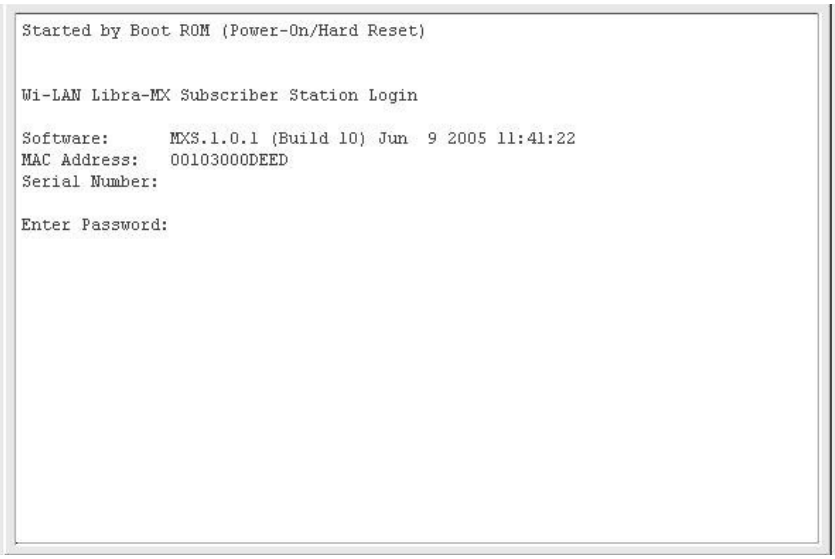


Figure 4.4 Telnet Login Screen

3) Type in your password at the subscriber station's `Enter Password:` prompt and press the *ENTER* key. This will display the unit's **Main** menu, as shown in figure 4.5 below.

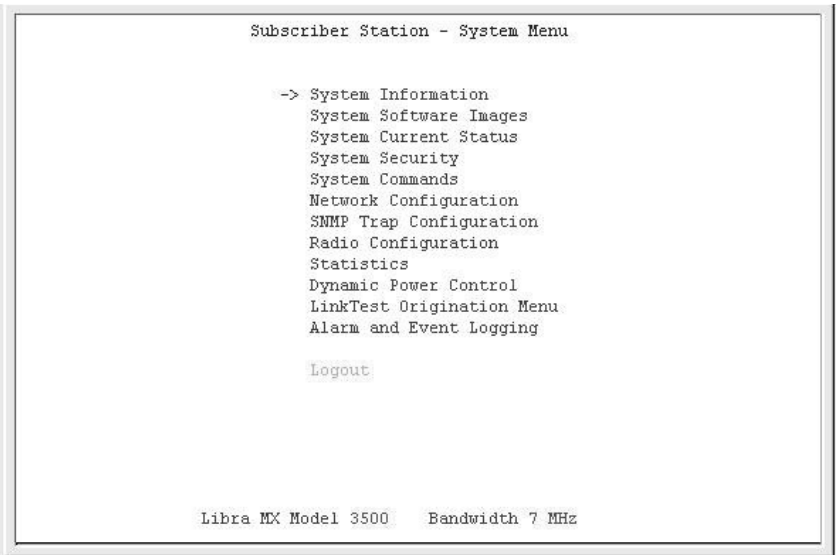


Figure 4.5 Libra MX Main Menu via Telnet

Notes:

SNMP Access

SNMP access is carried out using an SNMP management program. How you compile the MIB file, browse the nodes, and use the **get** and **set** commands will depend on the software you use. You should; therefore, refer to your specific program's user documentation for instruction on using it.

In general; however, in order to gain SNMP access to your Libra MX subscriber station:

1) Open your SNMP management program.

2) If you have not done so, compile and activate the subscriber station's MIB file.

3) Configure your software to use the public community name set in the **Public Community Name** field of the **System Security** screen. Refer to the **System Security Screen** section, on page **3-10** of the **Subscriber Station Software** chapter for more information on the **System Security** screen.

4) Configure your software to use the private community name set in the **Private Community Name** field of the **System Security** screen. Refer to the **System Security Screen** section, on page **3-10** of the **Subscriber Station Software** chapter for more information on the **System Security** screen.

5) Configure your software to use the IP address set in the **Internet IP Address** field of the **Network Configuration** screen. Refer to the **Network Configuration Screen** section, on page **3-15** of the **Subscriber Station Software** chapter for more information on the **Network Configuration** screen.

Notes:

Assigning Community Names

Community names are used to control *Simple Network Management Protocol* (SNMP) access to the subscriber station unit. There are essentially two types of community names, **Public Community Names** and **Private Community Names**.

Any SNMP manager can access and configure any subscriber station unit on the network as long as the unit has the correct community names assigned and Ethernet access has been enabled.

Note:	The **default** community names are **public** knowledge. Ensure you change names during initial configuration and **record** the name changes. If you restore units to factory configurations, you also restore the default (public) names.

Public Community Names

Public Community Names allow display-only access to the subscriber station unit. To set the public community name:

1) Select the **System Security** menu command from the **Main** menu and press *ENTER*. This will display the **System Security** screen, as shown in figure 4.6 below.

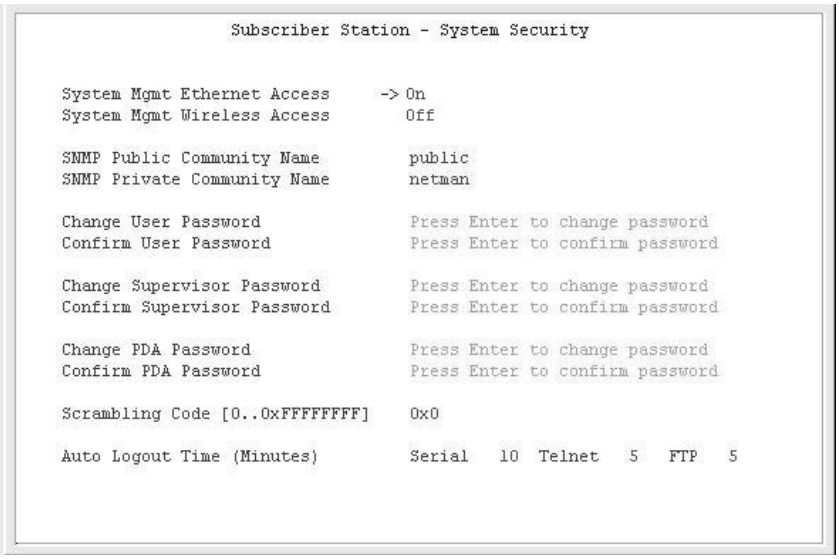


Figure 4.6 System Security Screen

2) Move the cursor to the **SNMP Public Community Name** field and press *ENTER*. This will activate the field.

3) Type a new public community name into the field and press the *ENTER* key to accept the change.

Note:	The default value for the **Public Community Name** is **public**

Private Community Names

Private Community Names allow both read and write access to the subscriber station unit. To set the private community name:

1) Select the **System Security** menu command from the **Main** menu and press *ENTER*. This will display the **System Security** screen, as shown in figure 4.7 below.

Figure 4.7 System Security Screen

Notes:

2) Move the cursor to the **SNMP Private Community Name** field and press *ENTER*. This will activate the field.

3) Type a new private community name into the field and press the *ENTER* key to accept the change.

Note:	The default value for the **Private Community Name** is **netman**.

FTP Access

FTP, which stands for *File Transfer Protocol* is only used to transfer files between systems and to manipulate files and directories on the remote systems. Because of this, **ftp** is primarily used to transfer software images between a remote location and the subscriber station. As long as you have a network connection to the subscriber station, you can use **ftp**.

Note:	The ftp client program that you use **must** be Microsoft's® text-based, command driven program. Windowed programs, such as WS_FTP or Total Commander, cannot understand the subscriber station's file structure and Linux ftp clients cannot read the ftp responses.

To connect to a subscriber station unit, using ftp:

1) Open a command prompt on your computer.

2) Type the command `ftp -i [IP Address]`

where:

`-i` = binary transfer mode. It is very important to use binary mode to transfer your system software image.

`[IP Address]` = the IP address assigned to the subscriber station.

Note:	The IP address was set in the **Network Configuration** screen. Refer to the **Setting the Network Parameters** section, on page **4-8** of the **Initial Configuration** chapter in the **Installing the Libra MX** manual for more information on setting the subscriber station's IP address.

3) At the `User (IP Address):(none)):` prompt, type the user name **ofdm** and press the *ENTER* key.

4) At the `Password:` prompt, type your supervisor password and press the *ENTER* key. Once you have logged in, you will be presented with the `ftp>` prompt.

Monitoring the Unit

The Libra MX system provides you with several tools to monitor the status and performance of your subscriber station. These tools include a **System Current Status** screen and several screens that report different statistical aspects of the unit's operation.

Notes:

Monitoring the Current System Status

The **Monitoring the Current System Status** function allows you to review the current state of the subscriber station unit. This includes details, such as the unit's run-time and the number of users currently logged into the unit.

To display the **System Current Status** screen, select the **System Current Status** menu command from the **Main** menu. This will display the **System Current Status** screen, shown in figure 4.8 below.

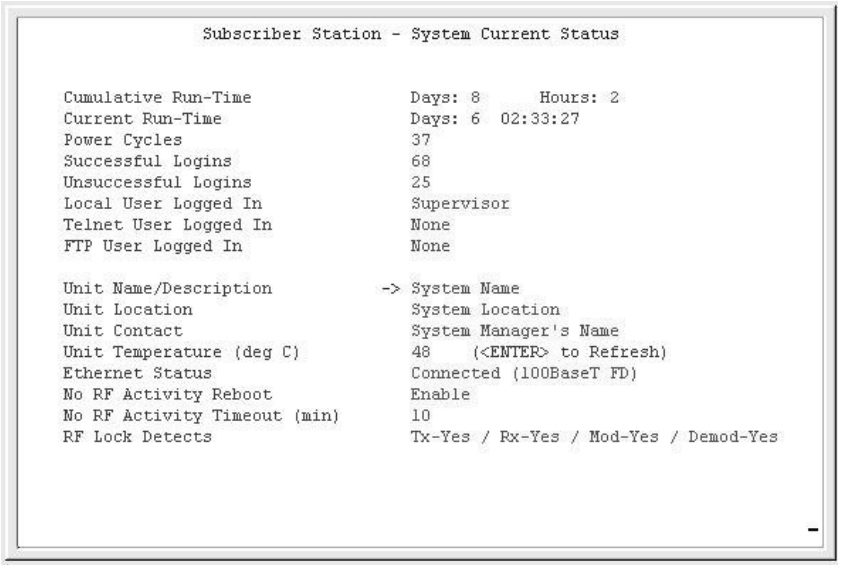


Figure 4.8 System Current Status Screen

Note:	For a full description of the fields displayed on the **System Current Status** screen, refer to the **System Current Status Screen** section, on page **3-8** of the **Subscriber Station Software** chapter.

Reviewing Statistics

The Libra MX subscriber station allows you to view different sets of statistics related to the Ethernet connection and to the radio frequency interface of the unit. The statistical information sets that you can review are the **MAC Layer Statistics** and the **Data Usage Counters**.

All of the subscriber station's statistical information is accessed from the **Statistics** menu.

1) To display the **Statistics** menu, select the **Statistics** menu command from the **Main** menu. This will display the **Statistics** menu, as shown in figure 4.9 below.

Notes:

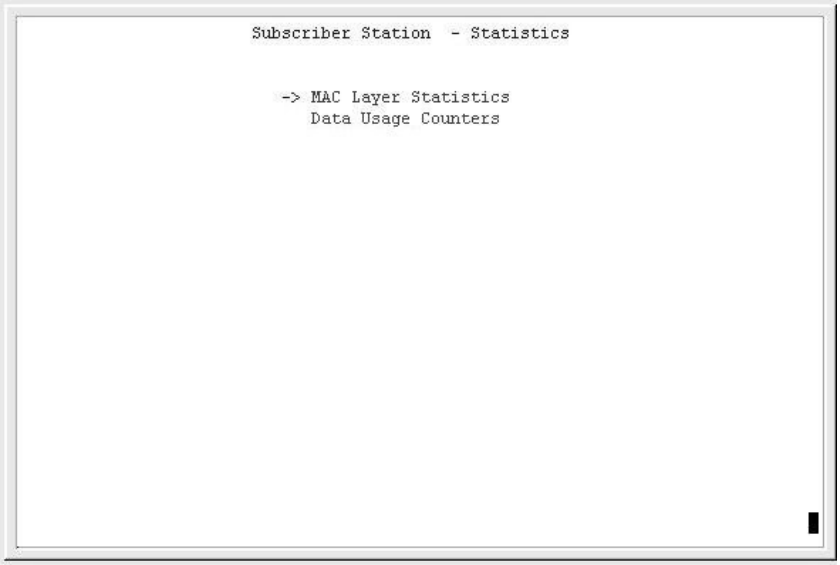


Figure 4.9 Statistics Menu

MAC Layer Statistics

The **MAC Layer Statistics** function displays various statistics about a unit's performance, such as:

- Ethernet receive statistics
- Ethernet transmit statistics
- OFDM decoder statistics
- OFDM encoder statistics
- OFDM channel statistics
- OFDM unpacking statistics
- approximated bit error rate
- throughput statistics

Note:	The statistics for a subscriber station may not match exactly due to link quality.

To view the unit's MAC layer statistics:

1) Select the **MAC Layer Statistics** menu command from the **Statistics** menu and press the *ENTER* key. This will display the **Mac Layer Statistics** screen as shown in figure 4.10 below.

Notes:

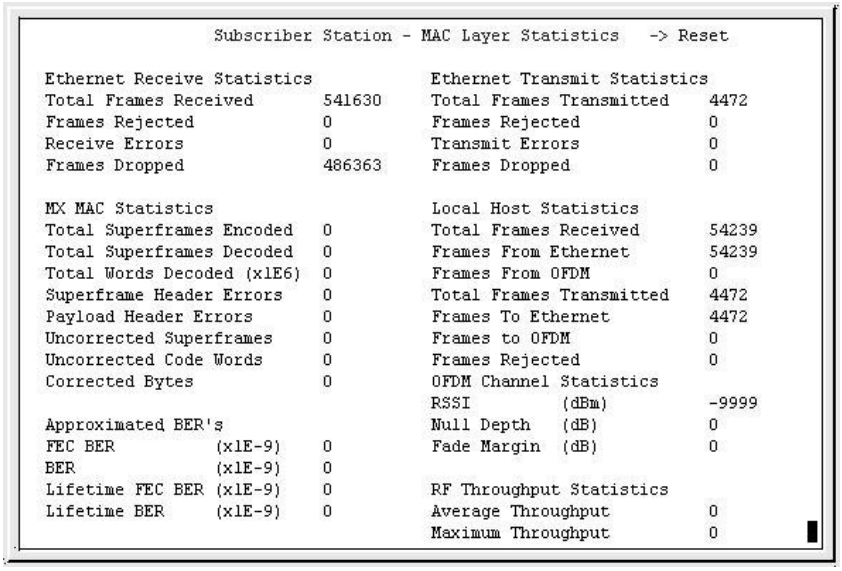


Figure 4.10 MAC Layer Statistics Screen

This screen is display-only, except for the **Reset** command, located at the top-right of the screen. Using this command will reset all of the unit's MAC related counters.

To use the **Reset MAC Layer Statistics** command:

1.1 Press the *ENTER* key.

2) Press the *ESC* key to return to the **Statistics** menu.

Note:	MAC layer statistics are not automatically updated when viewed via telnet.

Data Usage Counters

The **data usage counters** keep track of the amount of the user data transmitted and received through the unit's Ethernet port.

To view the data usage counters:

Select the **Data Usage Counters** menu command from the **Statistics** menu and press the *ENTER* key. This will display the **Data Usage Counters** screen, as shown in figure 4.11 on the next page.

Notes: