

**VOICE** **TRAK**

**Budget & Classic**

**Voice Mail Auto Attendant**

**System**

**By VoiceTrak LLC**  
[www.voicetrakvm.com](http://www.voicetrakvm.com)

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# Introduction

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Thank you for choosing VoiceTrak for your call processing/voice mail needs.

The following guide provides an overview of system features and instructions on how to accomplish routine system maintenance.

This document is intended for both the end user and the installing dealer. Most VoiceTrak systems are shipped to the dealer with turnkey services provided. All mailboxes, salutations, mapping and spoken names are loaded onto the system. If you received a turnkey system, or if your dealer has provided the turnkey services, you may wish to skip ahead to the section on *System Maintenance*.

Please contact the authorized VoiceTrak dealer listed on the main VoiceTrak screen if you have any questions.

## Technical Support

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Technical support will be provided by the VoiceTrak dealer who sold and installed the system. Technical support will not be provided to the end user by VoiceTrak. This policy is implemented because of the complexity of integration between the VoiceTrak unit and phone system. As a practical matter, most voice mail problems are resolved through programming on the telephone system and not VoiceTrak. Having a dealer service the unit is therefore necessary. The name of the dealer responsible for the support of the VoiceTrak unit should be listed on the main VoiceTrak screen, along with a telephone number.

If the system should stop functioning, please give the dealer the following information:

**All information on the debug window.** This includes the system time and date, VoiceTrak version number, all stars and circles (ports) in use, any error messages, and all system messages on the screen. This information is necessary to determine the cause of the problem.

**DO NOT TURN THE POWER OFF OR RESET THE MACHINE** until instructed to do so by the dealer. You may corrupt files! Never power down or reset the machine until first trying to exit VoiceTrak.

Dealers can call for technical support during normal business hours. Choose the “technical support” option from the main VoiceTrak greeting. Dealers calling after hours should leave a message in the technical support mailbox that includes the name, customer name, telephone number, system number, nature of the problem and whether or not it is an emergency.

Other methods of dealer support available include:

### ***Documentation***

Check the VoiceTrak integration notes, if available, on the phone system and make sure it is programmed properly. A technician will often change a phone system feature for a customer and not realize the effect that change can have on the voice mail system. Review the integration notes! Also note that our integration notes are updated periodically.

### ***Internet:***

VoiceTrak hosts a web page on the World Wide Web at [www.voicetrakvm.com](http://www.voicetrakvm.com). Technical documents and integration notes are available on the web site.

You may also email us orders or tech questions at this address.

[Sales@voicetrakvm.com](mailto:Sales@voicetrakvm.com) - Sales information e-mail

[Tech@voicetrakvm.com](mailto:Tech@voicetrakvm.com) - To reach technical support e-mail

# Trademarks

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# Components

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VoiceTrak turnkey systems are shipped with the following components:

**Computer**--VoiceTrak is configured on a minimum 80486DX100 MHz mini tower computer. The computer will house the appropriate Rhetorex audio processing boards and modem for remote diagnostics (Classic), as well as hard drive.

**Keyboard**--A full-size keyboard is included with all systems.

**Monitor**--A VGA monitor is included.

**Software**--Diskettes containing the VoiceTrak software will be included. This software has already been loaded on turnkey systems. Please store in a safe location. A turnkey disk with information pertinent to this installation may also be included.

**Activator Device**--VoiceTrak software will not work unless the activator device is plugged into the parallel printer port on the back of the CPU. **DO NOT LOSE THE ACTIVATOR DEVICE! YOU WILL BE CHARGED FOR A FULL SET OF SOFTWARE IF THIS DEVICE IS LOST OR STOLEN!** Note that activator units are available as 2-port only, or as 2 to 20-port units. A 2-port activator will only work with 2 ports, regardless of the actual number of ports installed on the system.

**Administration Manual**--This manual will be provided to the authorized VoiceTrak dealer, along with integration notes for the specific phone system and a document, "Read Me First", which discusses initial system setup.

**User Guides**--Ten User Guides will be shipped with each system. Additional User Guides are available from the dealer for a nominal charge.

**User Cards**--Twenty User Cards are enclosed with each system. Additional User Cards are available from the dealer for a nominal charge. These cards easily fit a wallet or purse.

**Peripherals**--Unused hardware components, hardware documentation, MS-DOS, etc. will also be included with the system.

# System Placement

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Place VoiceTrak in an area that is CLEAN, DRY, ACCESSIBLE, WELL VENTILATED and away from other electronic equipment.

VoiceTrak should probably not be installed in the telephone equipment room. These rooms usually lack adequate ventilation, filtration and easy access. We highly recommend that VoiceTrak be installed in an office area to monitor operation and allow easy access for maintaining mailboxes and system backups.

The computer, keyboard and monitor should be situated on a solid surface that will be left undisturbed. If the computer is located on the floor, make sure it will not be bumped by cleaning persons, etc. Do not store the keyboard on top of the mini tower. The hardware warranties may be voided if these instructions are not followed.

A telephone extension must be located near the VoiceTrak system so that we may provide technical support. **You must be able to talk and type at the same time.**

The operating environment must be consistently maintained with a temperature between 50 and 80 degrees Fahrenheit, and the non-condensing humidity should never exceed 80%.

AC power must be between 110 volts and 120 volts, 60 cycles, connected through a three-prong grounding plug. Do not bypass the third grounding pin! VoiceTrak should be connected to a dedicated circuit.

**A BATTERY BACKUP IS HIGHLY RECOMMENDED!** . The VoiceTrak unit should be the only unit on the battery backup. ***You will be charged for support calls that involve data loss or corruption caused by a power failure if your system is not protected by a battery backup unit.*** Purchasing a unit from us is not necessary, but we will provide pricing information upon request.

Surge protectors and battery backup products do not guarantee that equipment and software will be protected from power fluctuations or lightning strikes. It is imperative that your data be backed up regularly for simple system restoration.

A tape backup device is recommended. The tape backup should run automatically each night when VoiceTrak reorganizes. A tape backup unit will help insure against loss of critical messages if your system should fail. Purchasing a tape backup from VoiceTrak is not necessary, but we will provide pricing information upon request.

# Loading VoiceTrak Software

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## Overview

*Please skip this section if you purchased a turnkey system.*

The following information provides step-by-step instructions for loading VoiceTrak software onto a customer or dealer-supplied computer.

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*Important: If we did not sell it we will not support it! If the customer or dealer chooses to purchase his own PC equipment, he also purchases the obligation of configuring and supporting that system. A substantial service charge will be incurred if hardware setup assistance or hardware support is required from VoiceTrak. Please consider that a voice mail system must function 24 hours a day, 365 days a year. The equipment you choose must be of a very high quality. Low-cost, low-quality machines will incur much higher real costs over the long run.*

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## Minimum Hardware Requirements

Computer	Minimum 486 100Mhz using AMI BIOS*
Memory	4MB RAM
Hard Drive	Minimum 200 IDE hard drive**
Floppy Drive	1.44MB 3.5"
Parallel Port	Necessary for activator device
Serial Port	Necessary ONLY for RS-232 integrations
Monitor	VGA color or monochrome***
Keyboard	Full size keyboard recommended
Voice Boards	Appropriate Rhetorex audio processing boards
Battery Backup	Power protection is highly recommended.

\*AWARD BIOS has a more complex setup but is an acceptable alternative to AMI BIOS if configured properly.

\*\*The hard drive size determines messaging time available. The VoiceTrak program consumes approximately 11 MB of disk space. Each hour of *normal* messaging consumes about 11 MB of disk space. A 200MB hard drive equals approximately 17 hours.

\*\*\* VGA is necessary if remote diagnostics will be used.

# Software Requirements

MS-DOS 6.2

VoiceTrak software

Co-Session Remote Package. VoiceTrak systems sold without turnkey services/hardware can be configured for remote maintenance. We support Boca Research 14.4 internal modems. Purchasing a copy of Co-Session Host software by Triton Technologies for the VoiceTrak machine and a copy of Co-Session remote software for the in-house machine from which support will be initiated will also be necessary.

## Audio Processing Boards

### Board Types

VoiceTrak is compatible with Rhetorex or Dialogic audio processing boards. Boards purchased from VoiceTrak will be one of the following Rhetorex boards:

Duet	8-bit half-length board that can be used only for two ports.
232	8-bit half-length board. Full range of port availability.
Quartet	8-bit half-length board that can be used only for four ports.
432	8-bit half-length board. Full range of port availability.
4132	8-bit full length board. Full range of port availability.
9432	16-bit full length board. Full range of port availability.

### SHOWJUMP

Rhetorex provides a utility program that can be found in the C2C:\ directory called SHOWJUMP. SHOWJUMP can be accessed to list jumper settings if multiple boards are being used.

1. From C2C:\, type SHOWJUMP.
2. Using the <Page Up> or <Page Down> keys, choose the board type.
3. Enter the address the board will occupy. (300=ports one through four, 301=ports five through eight, etc.)
4. The correct jumper settings will appear.
5. Pull the correct jumpers on the board and seat them onto the slots on the computer motherboard. Eight-bit boards may be installed on slots that accommodate eight- or 16-bit boards. Sixteen-bit boards must be installed in 16-bit slots.

## **Installation**

Once convinced DOS 6.2 is loaded and working correctly, remove the cover to your PC and get ready to install the Rhetorex board(s).

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*Note: If you are attempting this installation you should be well versed in how to handle expensive computer components. Remember that this board probably costs more than your computer! As with all computer boards, do not touch anything except the edge of the card. Use a grounding strap to discharge any static electricity before handling. Do not attempt to install the card if the computer is running!*

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Carefully place the boards into the correct slots and screw down to the case.

## **Software Installation**

VoiceTrak software is very simple to load. Our installation program will create the necessary subdirectories, copy the system files and install new AUTOEXEC.BAT and CONFIG.SYS files. Your old files will be saved with the OLD extension.

1. From C:\ type A:INSTALL <enter>
2. The following message will appear:  
*Insert Disk 1-Voice 1*  
*Press any key to continue*  
Press <enter>. VoiceTrak will then display the following:  
*Please wait while I copy from the floppy.*
3. When installation of disk 1 is complete, the following will appear:  
*Insert disk 2-Voice 2*
4. Continue this process until all five disks are loaded.
5. After all disks are loaded, execute C2CINIT by typing the following:  
*C:\C2C>C2CINIT <enter>*
6. A warning screen will appear. Continue by pressing <enter>.
7. After the software has been successfully loaded, find the parallel printer port LPT1: on the computer. Attach the VoiceTrak Activator device to the parallel printer port. *VoiceTrak will not operate without this device.*

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*Note: If you plan to print system reports, the parallel printer should be attached to port LPT1: and the Activator Device attached to LPT2:*

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8. If more than four ports are being used, modify VOICE.BAT to reflect the correct number of ports. Please refer to *Software Files* for more information.
9. Press the reset button on the computer and watch for any errors.

## CONFIGUR

The CONFIGUR program modifies the Rhetorex CONFIG file used to change the operating parameters of the Rhetorex board(s) and designate the tone and filter table for the phone system. If more than one Rhetorex board is installed, it will be necessary to use the CONFIGUR.EXE program to modify the CONFIG file.

1. From C2C:\, type CONFIGUR <enter>
2. Choose F2 (ports) and add the appropriate addresses for each Rhetorex board. (8 ports=301, 12-ports=302, etc. Adding H at the end of the address is not necessary.)
3. Choose F3 (memory). EMS memory must be increased 64K for each four ports. (Default is 128K for 4 or 8 ports; 12 ports=192K)
4. Choose F4 for file. Insert the correct tone table for the phone system on which VoiceTrak is being installed.

---

*Note: VoiceTrak defaults with a tone table of Pana-40.DBS (Panasonic DBS) loaded. If you are installing VoiceTrak on a phone system with a tone table already established, it will be necessary to unzip that tone table using the utility PKUNZIP found in the C2C directory. If a tone table already exists in our integration library, the file name will be found on the integration sheet provided with the software. Unzip this file by typing the following:*

*C2C:\PKUNZIP TONE&FIL \_\_\_\_\_ (file name)*

*After unzipping the file, return to CONFIGUR and insert the correct tone table.*

*Accucall will need to be run if a tone table for the phone system does not exist. Please see the section on Accucall.*

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# Connecting VoiceTrak to Phone System

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Connect VoiceTrak to your phone system using standard two-pair base cords. These cords have four wires each. The inner wires (green/red) of the top jack are port one. The outer wires (black/yellow) of the top jack are port two. The inner wires (green/red) of the bottom jack are port three, and the outer wires (black/yellow) of the bottom jack are port four.

---

*Note: Have at least one telephone near you for testing. You will make many test calls and need to be able to see the screen.*

***Important: Never call us for technical support unless you have a telephone at the VoiceTrak system. You will need to talk and type at the same time.***

*Make sure you know the extension numbers of the VoiceTrak ports. If you're using ports 121, 122, 123 and 124 on the phone system, make sure these correspond to ports 1, 2, 3 and 4 on VoiceTrak. (Keeping ports in order makes troubleshooting much easier later.) Note the RJ-11 jack closest to the top of the Rhetorex card is for ports 1 and 2.*

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Make an intercom call to the first VoiceTrak extension port or the main hunt group number. You should hear a default salutation. It should be a greeting similar to, "Thanks for your call. If you know the extension of the person you are calling you may dial it now. To find your party using dial by name please touch 8. Or stay on the line for assistance." (You may hear a different message on phone systems that automatically identify the initiating station - like the Prostar 56/120 and Samsung DCS - depending upon the programming of the phone system.)

When you hear this message, touch the # sign on your telephone a few times and hang up. (The # sign tells the system you are finished. If you do not touch the # sign the software may need to time out, depending upon your phone system, and this reduces system efficiency.)

VoiceTrak is ready to be programmed with the customer's data. Please refer to *System Maintenance* for information on salutations, mapping, mailbox setup, etc.

# Accucall

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## Overview

Accucall is a program written and distributed by Rhetorex. It is used to define the ringback and busy tones of a particular phone system. When the Rhetorex board hears these tones, certain signals are sent to the VoiceTrak software so the call can be handled appropriately. Use of this program is only required when VoiceTrak has not supplied a tone table for your particular phone system, or if your system varies too much from our standard file to operate properly.

## Instructions

All newer VoiceTrak systems include the file ACCUCALL.ZIP. This is a compressed file with the Accucall program. To unzip the program, exit VoiceTrak. From the C2C:\ directory, type: PKUNZIP ACCUCALL and press <Enter>.

---

*Note: The Rhetorex driver must be loaded before running Accucall. If you exited from VoiceTrak to run Accucall, you may proceed. If VoiceTrak has not been started since you turned on the computer, you must start VoiceTrak now. After VoiceTrak loads, exit and proceed.*

---

Before starting Accucall, you must connect port 1 of the Rhetorex board to a single-line (2500 type) extension port on the telephone system to be tested. (If you have already connected the VoiceTrak system to the phone system, this step is already complete.) You must also have a multi-line telephone set or single-line telephone set connected to another port on the same telephone system, and placed near the location for testing. You must know the extension number of this telephone set.

### Start Accucall

ACCUCALL <Enter>

Starts Accucall (Main Menu screen appears)

F6 - Auto Run

Auto Run (Auto Run Menu screen appears)

Type extension number <Enter>

Should be test phone set mentioned above. This phone should be on-hook.

Test RINGING Signal

Make sure phone is ON HOOK.

F9 - Start

Starts testing of ring. Phone should ring and computer should make regular 'buzzing' sound. DON'T ANSWER THE PHONE. Test will run and stop automatically. Wait until test complete. NOTE: System may prompt you to press any key to begin. If so prompted, touch the space bar to begin the test.

F8 - Add tone

Bring up Tone Editing Screen. Cursor should be on first line for NAME of the

tone.

Name the tone <Enter>

Assume you're testing a Panasonic KXT. We would suggest you name the tone KXTRing, or something to identify the equipment and the type of tone.

Change TYPE to RING1

With your cursor positioned on the TYPE line, use the space bar to toggle through the options until you see RING1. After selecting RING1, use your arrow keys to move to TERMINATING.

Change Terminating to YES

With your cursor positioned on the TERMINATING line, use the space bar to toggle to YES. After selecting YES, use your arrow keys to move to PCPM Code.

Change PCPM Code to 8

With your cursor positioned on the PCPM Code line, enter the number 8 and press <Enter>.

F8

Save the screen

F8

Confirm your choice when prompted.

F10

Exit back to the Auto Run Menu

Test BUSY Signal

Note: Make sure phone is OFF HOOK.

F9 - Start

Start Accucall again. Wait until the BUSY test is complete.

F8 - Add Tone

Bring up Tone Editing Screen. Cursor should be on first line for NAME of the tone.

Name the tone <Enter>

Assume you're testing a Panasonic KXT. We would suggest you name the tone KXTBusy, or something to identify the equipment and the type of tone.

Change TYPE to BUSY1

With your cursor positioned on the TYPE line, use the space bar to toggle through the options until you see BUSY1. After selecting BUSY1, use your arrow keys to move to TERMINATING.

Change Terminating to YES

With your cursor positioned on the TERMINATING line, use the space bar to toggle to YES. After selecting YES, use your arrow keys to move to PCPM Code.

Change PCPM Code to 7

With your cursor positioned on the PCPM Code line, enter the number 7 and press <Enter>.

F8

Save the screen

F8

Confirm your choice when prompted.

F10

Exit back to the Auto Run Menu

F10

Exit back to the Main Menu

---

*Important Note: Some phone systems send a busy signal to VoiceTrak when a call has been terminated. VoiceTrak can read that signal and clear the port quickly. If the phone system sends the same busy signal that you tested earlier, no other steps are necessary. Some phone systems send a 'fast busy' signal to the voice mail system when a call has been terminated and VoiceTrak can detect this signal and disconnect the port. If the system sends fast busy, set up a test to determine how Accucall can initiate a call and hear this signal. On many phone systems, Accucall can simply call the same port and hear a fast busy. For example, if you're calling from extension 234, have Accucall dial 234 to read the fast busy. Repeat the steps for determining a busy signal, but instigate a call that will result in fast busy. Instead of naming the tone 'busy', name the tone 'fast busy'. The TYPE will still be BUSY1 and all other settings will be the same. Your list of tones will include ring, busy and fast busy.*

---

## **Entering Filters**

Accucall has determined which frequencies are generated by the telephone system during the ringback tones of 'ring' and 'busy' conditions. You must now define which of those tones the Rhetorex driver will listen for. Sometimes, the 'ring' and 'busy' tones from the telephone system will be very close but not identical. For example, a Panasonic KXT 308 or 616 sometimes generates 341 hertz when ringing and 343 hertz when busy. These frequencies are too close for the Rhetorex driver. However, since there is a margin of error, you can edit either the 'ring' tone or the 'busy' tone so both are the same number. When you are finished with Accucall and give the command to save the file, if you receive the error, "Frequency \_\_\_ hertz too close to \_\_\_ hertz in FILTERS - Hit any key to continue" then you must resolve the conflict.

Assuming that you DON'T have frequencies that are too close together (as described above), follow these steps to establish your filters.

### **F3 Filters**

With your cursor located in the FILTERS box, enter the numbers listed in the Undefined Tone Frequencies box. For example: The numbers 341 and 445 are in the Undefined Tone Frequencies box. Simply type 341 <Enter> and 445 <Enter>. When you have entered all the undefined tone frequencies, the Undefined Tone Frequencies box will be empty and the Filters box will have the listed frequencies.

### **F10 Exit**

Return to the Main Menu. Follow the instructions to SAVE your work.

## **Saving Your Work**

### **F7 Save File**

Prompts for the file name

Name the file <Enter>

We suggest something like KXT1232 for the Panasonic KXT 1232.

### **F8 SAVE File**

If you receive no errors, exit the system.

We will assume your tone table is called KXT1232. Issue the following command:

CONFIGUR <Enter>

Starts Rhetorex Configuration program

F4 <Enter>

PCPM File Name Specification Menu

Enter name of file <Enter>

Using our same example, you would type

KXT1232 <Enter>

F10 <Enter>

Return to Main Menu

F10 <Enter>

Exit system

Y Verify that you wish to save changes.

When you see the C:\C2C prompt, press the RESET button on the computer to reload the Rhetorex driver and start VoiceTrak. All should work properly.

# Software Files

---

The following files can be found in the C2C directory.

## **CONFIG.SYS**

```
DEVICE=C:\DOS\HIMEM.SYS /V
DEVICE=C:\DOS\EMM386.EXE RAM HIGHSCAN I=B000-B7FF I=E000-EFFF 512 X=D000-D7FF FRAME=D800 /V
BUFFERS=20,0
FILES=50
DOS=UMB
LASTDRIVE=E
FCBS=16,8
REM *****
REM Startup sequence for VoiceTrak. BE CAREFUL ABOUT MAKING CHANGES!
REM Lines which start with REM are ignored by DOS. 050696
REM *****
REM Certain computers require slight modifications to the x= and frame=
REM segments of the EMM386.EXE line. You MUST NOT see the error:
REM Warning: Option ROM or RAM detected within page frame.
REM If you see this error STOP and correct the EMM386.EXE line!
REM These alternate settings may be helpful:
REM DEVICE=C:\DOS\EMM386.EXE RAM I=B000-B7FF 512 X=D000-DFFF FRAME=E000 /V
REM DEVICE=C:\DOS\EMM386.EXE RAM I=B000-B7FF 512 x=D000-D400 frame=DC00 /v
REM Also note that the RAM and I= switches may not work on all machines and
REM are used to provide additional memory for remote maintenance.
REM If non-VGA monitors are used, eliminate the I=B000-B7FF portion!
REM *****
REM Some computers can't provide enough conventional memory to run SHARE,
REM HOST, RHETDRV and VoiceTrak at the same time. It may be necessary to
REM remove the HOST program from AUTOEXEC.BAT (or VOICE.BAT)
REM *****
DOS=HIGH
SHELL=c:\DOS\COMMAND.COM C:\DOS\ /E:1024/P
```

# **AUTOEXEC.BAT**

```
@ECHO OFF
Echo Startup sequence for VoiceTrak by VoiceTrak Inc.
REM *****
REM Startup sequence for VoiceTrak.  BE CAREFUL ABOUT MAKING CHANGES!
REM Lines which start with REM are ignored by DOS.
REM *****
path=c:\;c:\dos;c:\c2c
PROMPT $p$g
cd\host
LH host -a
choice /t:n,10 Please wait for modem to load
LH C:\DOS\SMARTDRV.EXE C /V
C:\DOS\SCANDISK /NOSUMMARY /AUTOFIX
C:\DOS\DEFRAG C: /F /S:D
LH c:\dos\share.exe /l:500 /f:6200
cd\c2c
voice.bat
```

# VOICE.BAT

The VOICE.BAT file can be found within the C2C directory. Several VoiceTrak features are controlled by the settings in VOICE.BAT. The file as it appears, as well as a description of the command line, follows.

---

*Note: Lines that begin with REM are ignored. If you wish to have VoiceTrak recognize that command line, remove the REM.*

---

---

*Note: ALWAYS reset the machine after making modifications to the VOICE.BAT FILE.*

---

```
@echo off
echo Copyright VoiceTrak Atlanta, GA
set INTLVL=5
set NAMVERIFY=N
set GETOUT=Y
set DBFILES=48
set NOTIFY=2
REM set PAGEPORT=3
REM mode bw80
REM set inrings=1111
REM set DTMFBUSY=6
REM set PBXTYPE=
REM set comport=
REM set baudrate=
REM set parity=
REM set databits=
REM set stopbits=
REM set datadelay=
REM set star=retrieve
REM set SPOKENLENGTH=10
REM set SCREENLENGTH=10
set PROMPTS=c:\c2c\prompts\
set SAL=c:\c2c\sals\
set DEPT=c:\c2c\dept\
set MSG=c:\c2c\mesg\
set USER=c:\c2c\user\
set CHANNELS=4
cd\c2c
rhedrv
reorg
cd\c2c
c2c
```

<b>Echo</b>	All lines following the echo statement are text messages that appear on the screen.
<b>INTLVL</b>	Software interrupt. (If an interrupt conflict exists, try 2.)
<b>NAMVERIFY</b>	Determines if the box number will be played prior to the spoken name on certain transfers.
<b>GETOUT</b>	Determines if caller will return to opening salutation or exit system after listening to department level recordings.
<b>DBFILES</b>	Do not modify!
<b>NOTIFY</b>	Defines from which port outcall notifications will begin. VoiceTrak will use the last x number of ports, where x is the notify entry. Outcall notification will begin on the port defined and work to the next <i>highest</i> port. If x=3 on an 8 port system, ports 6-8 are used.
<b>PAGEPORT</b>	Defines from which port overhead pages will begin. Paging will begin on the port defined and work to the next <i>lowest</i> port.
<b>INRINGS</b>	Defines the number of rings before VoiceTrak will answer an incoming call. Can be defined by port. Good for phone systems without delay ring capabilities. However, VoiceTrak will answer both internal and external calls based on the number defined. That means internal users wishing to retrieve messages will have to wait the specified number of rings before VoiceTrak answers. Two hunt groups could be established with hunt group 1 set for ports 1-4. This group could be defined to answer after the third ring. Hunt group two could be designated for ports 5-8 and be programmed to answer on the first ring. Internal users could then dial the second hunt group number for quicker access to VoiceTrak. This would be entered as SET INRINGS=33331111.
<b>DTMFBUSY</b>	Optional feature used by phone systems which can identify busy calls in a different way from unanswered calls. This includes Centrex installations using SMDI and the Samsung Prostar 56/120, DCS and other systems. If callers encounter a busy situation at an extension/phone, and if this line is not REMed, callers will be told the extension is busy and be queried as to whether or not they wish to stay on hold or leave a message. It is not recommended that this feature be enabled, since it will mean ports stay busier and result in increased toll charges.
<b>PBXTYPE</b>	Some phone systems require this line be added to activate integration features. Refer to the integration notes shipped with the system.
<b>COMPORT</b>	RS232 integrations only. 1 or 2 for COM1 or COM2.
<b>BAUDRATE</b>	RS232 integrations only. Typically 1200 or 2400.

**PARITY** RS232 integrations only. 0=none, 1=odd, 2=even.

**DATABITS** RS232 integrations only. 5, 6, 7 or 8.

**STOPBITS** RS232 integrations only. 1 or 2.

**Datadelay** RS232 integrations only. Use of this feature has never been necessary. Sets the time to wait between the transmission of each character in the transmit buffer. If datadelay is set to 1, there will be tenth of a second delay between each character sent, typically for MWL information.

**Star/Retrieve** From the opening salutation it is possible to dial the mailbox number + \*. This provides a slight pause, then starts the personal greeting. This is the preferred technique for sending a caller directly to voice mail because it eliminates the problem of the caller not hearing the first few words of the personal greeting. If the telephone system lacks the capability of transferring a caller to a specific voice mail box without first ringing the telephone, the attendant can initiate a transfer, dial the voice mail system, dial the mailbox number, press '\*' and hang up. The calling party will hear the entire personal greeting and can leave a message. (This is the default configuration).

The 'STAR=RETRIEVE' feature allows the technician to change the use of this feature for customers with DID numbers. Some customers with DID want the ability to call their personal DID number, and while their personal greeting is playing dial the star key, their mailbox number and their password to retrieve messages. This disables use of the feature described in the previous paragraph. (This is the optional operation if 'SET STAR=RETRIEVE' is added to the VOICE.BAT file).

**SPOKENLENGTH** Some customers want their spoken name fields longer than the default of 3 seconds so they can include the extension number, such as, "David Smith, extension 203". You can set this by adding the line:

```
SET SPOKENLENGTH=X
```

Where X is the number of seconds desired.

**SCREENLENGTH** If call screening is activated, the calling party is prompted to speak his/her name, and by default this is limited to three seconds. One customer combined this with the Zone Page feature to create a unique feature, and requested the ability to increase this recording time to a higher number. The customer has a satellite building with a separate phone system and VoiceTrak, but no switchboard operator. The customer wants the ability to execute pages in the satellite building without using DISA. The dealer established a VoiceTrak mailbox configured for call screening and zone paging, but with no extension field. The result: the customer can call this mailbox and whatever is spoken at the tone is broadcast via the system paging. This timer allows the paging limit to be increased.

```
SET SCREENLENGTH=X
```

Where X is the number of seconds desired.

<b>Mode bw80</b>	Necessary for some monochrome monitors
<b>PROMPTS</b>	Subdirectory where voice prompts are located.
<b>SAL</b>	Subdirectory where salutation information/recordings are located.
<b>DEPT</b>	Subdirectory where department information/recordings are located.
<b>MESG</b>	Subdirectory where messages are located.
<b>USER</b>	Subdirectory where mailbox information/recordings are located.

---

*Note: The syntax to define directories must be: SET XXX=C:\C2C\YYY\*  
*Where XXX is SAL, DEPT, PROMPTS, USER, MESG and YYY is the directory.*

---

<b>CHANNELS</b>	Defines the number of ports on the VoiceTrak system.
<b>RHETDRV</b>	Tells VoiceTrak to load the Rhetorex driver.
<b>REORG</b>	Tells VoiceTrak to reorganize the system.

## ***Other VoiceTrak Files***

<b>C2C.EXE</b>	Main VoiceTrak program.
<b>C2CINIT.EXE</b>	Creates .DBF files (erases old files).
<b>REORG.EXE</b>	Database reorganization program.
<b>C2CSTATS.EXE</b>	Creates report files from .LOG files.
<b>REPORT.EXE</b>	Creates report files from .LOG files.
<b>C2C.SLB</b>	Menu and help screen images.
<b>*.SCR</b>	System default data associated with C2C.SLB.
<b>*.DAT</b>	Contains parameter information from Global, Custom, Internal, Notify and Busy menus.
<b>*.DBF</b>	Contains user information, including salutations, mailbox information, department mapping, etc.
<b>*.NAM</b>	Spoken name files.
<b>*.GR1</b>	Personal greeting 1.
<b>*.GR2</b>	Personal greeting 2.
<b>*.VOX</b>	System messages. May be modified via the telephone through

system administration area and by referring to FAXTrak document 463.

**\*.MSG** Messages left by callers.

**\*.LOG** System use logs.

**REPORT.\*** System reports.

## ***Rhetorex Files***

<b>RHETDRV.EXE</b>	Loads Rhetorex driver
<b>VOICECNF.EXE</b>	Part of RHETDRV.EXE (loads firmware)
<b>CONFIGUR.EXE</b>	Edits CONFIG file.
<b>CONFIG</b>	Defines driver parameters.
<b>SHOWJUMP.EXE</b>	Shows how to set jumpers for various addresses.
<b>RDSPTTEST.EXE</b>	Used to test for hardware errors on Rhetorex board.
<b>ACCUCALL.EXE</b>	Utility program used to define ringback & busy tones on your switch.

# System Backup

---

The following files change often and should be part of a regular backup procedure to disk, tape drive or hard drive:

- \*.DAT
- \*.DBF
- \*.MSG
- \*.NAM
- \*.GR1
- \*.GR2
- \*.NDX

## Utilities

---

### ***PKUNZIP***

Used to decompress and compress files stored in .ZIP format. To unzip the file PROSTAR.120 from the TONE&FIL.ZIP file, the following command would work:

```
PKUNZIP TONE&FIL PROSTAR.120
```

### ***BROWSE.EXE***

Use extreme caution with this utility. You should have extensive PC experience and understand dBase type files to use. This utility repairs .DBF files. To run:

1. Exit VoiceTrak.
2. From C2C:\, type REORG <enter>. VoiceTrak will reorganize the database files and return to the C2C:\ prompt.
3. From C2C:\, type BROWSE XXXX.DBF (where XXX is the name of the database.)
4. Use left/right arrows to move within a field, or up/down arrows to change rows. Use <Ctrl> left/right arrows to change field groups on the screen. Use Tab/<Shift>Tab to change fields.
5. Use <F6> to delete a row (use extreme caution and only delete corrupted lines!) Use <F10> to save and exit.
6. From C2C:\, type REORG <enter>. VoiceTrak will reorganize the database files and return to the C2C:\ prompt.

## **RDSPTEST**

Rhetorex provides a utility to analyze the Rhetorex boards for problems. To run:

1. Exit VoiceTrak.
2. From C2C:\, type RDSPTEST <enter>
3. The RDSP DIAGNOSTICS screen will appear. The arrow in the upper left-hand corner will point to the board (ports) to be tested. Press F5 for Board Diagnostics.
4. A new screen will appear. Choose F3 Run All Tests. A series of diagnostic tests will be completed and the status of the tests will appear in the upper right-hand window.
5. If any errors appear, write the error down and contact Voice Trak for an RMA number, if the board is in warranty.

## **SCANDISK**

Microsoft includes a utility in MS-DOS which can be used to test your hard disk drive. VoiceTrak runs this utility each night to test the integrity of the file allocation tables (FAT) and other tests, but you can also perform a hard drive surface scan for defects. If you suspect hard drive problems, this may be a good test.

1. Exit VoiceTrak.
2. Type SCANDISK C: /SURFACE  
(This test may take several minutes, depending upon the hard drive size.)

# System Maintenance

---

## Overview

The following sections explain how to maintain and set up mailboxes, salutations and departments. Instructions have been divided into two sections: System Administrator and Technician.

## Password Levels

VoiceTrak uses two password levels: Technician and System Administrator. Users accessing the system with the Technician level password are allowed access to all areas of VoiceTrak and have access to mailbox passwords. The System Administrator password allows access only to Main, User and Mapping. The System Administrator password also allows access to re-record spoken names, salutations and department recordings. Passwords in individual mailboxes are NOT displayed. Systems are shipped with the following default passwords:

9999	Technician
1234	System Administrator

---

*Note: Change the passwords immediately! Users who know the System Administrator or Technician passwords have access to the system messages! A recent survey of VoiceTrak installations found that many customers do not change these passwords. Anyone familiar with the VoiceTrak system has access to all system messages if you don't change your password!*

---

## Keys That Work in All Menus

<b>F1</b>	Help. All menus contain context-sensitive help screens to assist users. Pressing F1 from most parameters within the pull-down menus will display a text box that describes the feature and lists the default setting.
<b>F10</b>	Save. Save changes made to screen.
<b>ESC</b>	Abort. Abandon changes made without saving or return to previous screen.
<b>Tab</b>	Advance to next field.
<b>Shift Tab</b>	Return to previous field.
<b>Arrows</b>	Move throughout the screen.
<b>Ctrl End</b>	Move to next page.

# System Administrator

---

## ***Introduction***

A system administrator should be appointed to provide routine maintenance. The following section provides information on creating and maintaining mailboxes, salutations and department mappings. Additional information about specific mailbox features can be found in the User Guide.

## ***Accessing VoiceTrak***

System maintenance is accomplished via the keyboard and through a touch-tone telephone. Information must be entered on the screen and recordings must be made from the telephone.

## ***Screen Access***

To access the screen, press the ALT key. You will be prompted to enter the password.

Enter the password (which will not display on the screen for security purposes.) A series of pulldown menus will appear. You may now access the menus available to you, based on the password entered.

---

*Note: Any changes made to screens must be saved by pressing F10 after the changes have been entered.*

---

---

*Note: If you entered the system via the System Administrator password, the Setup menu will display, but you will not have access to this area.*

---

## ***Phone Access***

To access VoiceTrak via the telephone, dial the VoiceTrak number or press the pre-programmed button on the phone so that you hear the main VoiceTrak salutation. Press \*\* and you will be prompted to enter the master password. You now have access to system setup and may choose one of the keypresses for system maintenance.

## Press 1 to re-record system prompts.

Important Note: All system prompts are set as 'read only' when shipped. This prevents accidental erasure. You must "unprotect" the prompts before the recordings can be changed.

1. Exit VoiceTrak.
2. At C2C:\, type CD PROMPTS <enter>
3. At C2C:\PROMPTS>, type ATTRIB \*.\* -R <enter>
4. At C2C:\PROMPTS>, type CD .. <enter>
5. At C2C:\, type C2C <enter>

System will restart and prompts can now be recorded. Prompts can be obtained by calling VoiceTrak.

Enter system setup as explained above and then dial the prompt number followed by the \* to listen or # to record. After recording prompts:

1. Exit VoiceTrak.
2. At C2C:\, type CD PROMPTS <enter>
3. At C2C:\PROMPTS>, type ATTRIB \*.\* +R <enter>
4. At C2C:\PROMPTS>, type CD ..<enter>
5. At C2C:\, type C2C <enter>

**Press 2 to record spoken names.** This is an expeditious way to record all spoken names during initial setup. Enter the mailbox number, begin recording at the tone and touch # when finished. Continue recording all spoken names.

**Press 4 for department recording maintenance.** See *Recording Departments*.

**Press 5 for salutation recording maintenance.** See *Recording Salutations*.

**Press 6 to set the system date and time.**

- 1 plays the current system date.
- 2 plays the current system time.
- 3 sets the current date in six- or eight-digit format.
- 8 sets the current system time in four- or six-digit format.

---

*Note: The system time/date may also be set by using MS-DOS commands. Exit VoiceTrak and type TIME <enter>. Using the format listed, enter the current time and press <enter>. Follow the same procedure by typing DATE and follow the above instructions.*

---

# Salutation Maintenance

---

## Overview

Salutations are the main greetings callers hear when they call the system. One salutation can be programmed to play 24 hours a day, 365 days a year, or multiple salutations can be programmed to play based on time, date, day or port called. Turnkey systems shipped to the customer will include all recordings and salutations requested prior to installation. Most companies using full or overflow auto attendant usually opt to have an open and closed salutation. Companies using auto attendant after hours usually opt to have one salutation play 24-hours a day.

Salutations are defined by two-digit numbers. The following choices are available:

- 00 Default salutation shipped with systems. It is recommended that the "closed" salutation for the company be defined as salutation 00 that plays seven days a week, 24-hours a day. Other defined salutations will overwrite this salutation.
- 01-79 Salutation numbers with all features.
- 80-89 Voice mail ports only. When the mailbox number is dialed from one of these ports, VoiceTrak will not attempt to ring an extension, but will transfer directly to the mailbox personal greeting regardless of the DND setting for that box. This is an alternative approach for phone systems that are capable of forwarding a caller to voice mail, but can't include a prefix digit in the forwarding sequence.
- 90-99 Salutations defined in this range will play the greeting, then disconnect the caller. No input will be allowed by the caller. Some companies use this for after-hours technical support lines, or 800 numbers, thereby reducing toll charges.

## Setup

Develop scripts for the salutation(s). Determine when the salutations will play. If you have multiple companies using VoiceTrak, determine which ports will play which salutations. Also see S Boxes, for an alternative approach.

Access VoiceTrak and choose Mapping/Salutation Maintenance from the pulldown menus. Press <enter> until you see the Salutation Maintenance screen.

<b>Sal Number</b>	The salutation number assigned.
<b>Board Channel</b>	The board port on which the salutation will play. If ports are not being "split" for different companies, set for 00.
<b>Day On</b>	The day the salutation will begin playing. Expressed as a date (Jan. 1=0101, Dec. 21=1221) or a day: *100=Sunday *200=Monday *300=Tuesday *400=Wednesday

	*500=Thursday
	*600=Friday
	*700=Saturday
<b>Time On</b>	The time the salutation will begin playing. Expressed in military time (IE 8:00 a.m.=0800, 8:00 p.m. = 2000.)
<b>Day Off</b>	The day the salutation will stop playing. Expressed as a date (Jan. 1=0101, Dec. 21=1221) or a day: (See Day On for codes: *100=Sunday, etc.)
<b>Time Off</b>	The time the salutation will stop playing. Expressed in military time (IE 8:00 a.m.=0800, 8:00 p.m. = 2000.)

## **S Boxes**

S boxes can provide an efficient way to route callers to the correct salutation if multiple companies share a VoiceTrak system. THE PHONE SYSTEM MUST SUPPORT DIRECTING INCOMING CALLS TO A HUNT GROUP OR STATION THAT CAN THEN FORWARD TO A SPECIFIC VOICETRAK MAILBOX. If you are unsure if the phone system supports this feature, please contact your dealer.

If the phone system does not support this feature, the S box feature will not work.

To set up:

1. Establish a phone system hunt group (or phone system extension) and direct the incoming calls to this hunt group.
2. Forward the hunt group (or extension) to a specific mailbox set up in VoiceTrak.
3. Establish a VoiceTrak S-type mailbox. (See User/Mailbox for instructions on how to set up a mailbox.) The extension field will contain the number of the desired salutation.
4. Enter the salutation number in Mapping/Salutation Maintenance. It is not possible to define the time or days/dates an S Salutation will play, since calls directed to this box are controlled by the phone system. Day On/Off should be defined as 0000 and times on/off should also be defined as 0000.

Salutation recording is accomplished in the normal manner, from system setup.

It is possible to repeat this process as necessary, and the limitations on the number of companies that can be established will probably be based on the number of hunt groups available on your phone system.

## **Recording Salutations**

Salutations are recorded via the telephone.

1. Call into the VoiceTrak system and then press \*\*.
2. Enter the master password.
3. You will then be advised that you have selected system setup and given a list of options. Choose option 5, then option 1 for salutation recording maintenance.
4. Enter the two-digit salutation number followed by the # to record or \* to hear the salutation if you have already made a recording.
5. When you are satisfied with the recording, press the # to exit.

---

*Note: Do not attempt to record salutations while the system is running. Callers will hear you recording, which can be very embarrassing! Also, changes made to the salutation maintenance screen will not take effect immediately.*

---

# Department Maintenance

---

Department mapping determines where callers will be transferred if they press keys while hearing a salutation. **EVERY SALUTATION MUST HAVE A CORRESPONDING DEPARTMENT MAPPING.** All departments begin at the 000 level and proceed accordingly, with three-digit numbers assigned.

Mapping can also be developed from the mailbox. Please see *Mailbox Mapping*.

## Department Setup

Determine what options callers will be given during the main salutation. Use a turnkey worksheet and develop scripts and "trees" for each salutation.

Access VoiceTrak and choose Mapping/Salutation Maintenance from the pulldown until you see the Menus. Salutation Maintenance screen.

Enter the root salutation number to be mapped. **EVERY SALUTATION MUST HAVE A CORRESPONDING DEPARTMENT MAPPING, even if the caller will not be given the option to transfer to extensions or departments.** Enter the department number. A warning box will appear asking if you would like to add a new record. Press Y.

### DTMF Key

The keypress corresponding to the telephone touch-tone pad. If nothing is mapped for the DTMF key, the caller will hear, "I'm sorry. That is not a valid entry."

### Action Code

Determines what type of transfer will be made.

- M Transfer to a mailbox or mailbox recording.
- D Transfer to another department.
- A Transfer to a department of recorded audiotext information, then return to opening salutation. (Please see *I Boxes* for an easier approach.)
- H Transfer to a recorded department of audiotext information and disconnect after message played. (Please see *I Boxes* for an easier approach.)
- F FAXTrak ONLY. Fax one document only. Pressing this key will prompt you to enter a fax number at the tone and then send the document defined in destination.
- P FAXTrak ONLY. Fax documents picked. Pressing the key will route callers to FAXTrak Press <enter> prompts to begin entering document numbers, etc. No destination is defined.
  
- @ Transfer to a function number. Valid function numbers are:
  - 30 Thank you for calling goodbye.
  - 55 Dial by name.
  - 400 "Please enter your extension number." (Just like pressing \* from the main

	greeting.)
<b>Destination</b>	Where the caller will be transferred when he chooses the keypress. Enter the mailbox number, not the extension number (if they are not the same), the department number if the caller will be given another directory of choices or the function number.

---

*Note: The DTMF entry for 0 defines the "drop" operator where the caller will transfer if he presses 0 or stays on the line without interacting with the system. A different drop operator can be defined for each salutation, department or mailbox (see Mailbox Mapping). Settings here override the Drop Operator defined in the Setup/Custom menu screen. If no drop operator is defined, callers pressing 0 or staying on the line will be disconnected after the salutation is played.*

---

---

*Note: Dial-through, the ability of callers to bypass salutations or personal greetings by entering mailbox numbers, is available from salutations and mailbox greetings. Dial-through is NOT available from department recordings. Customers can only access the one-touch mailboxes/departments defined for the keypresses in the department. A caller can choose a one-touch keypress from a mailbox greeting based on the mapping for the salutation in effect when the caller was transferred to the mailbox or by designating mapping based on the mailbox. Please see Mailbox Mapping.*

---

## **Recording Departments**

Department recordings are accomplished from the telephone.

1. Call into the VoiceTrak system and then press \*\*.
2. Enter the master password.
3. You will then be advised that you have selected system setup and given a list of options.
4. Choose 4 for department recording maintenance.
5. Enter the root salutation number for the department mapping.
6. Touch 1 for department recording maintenance.
7. Enter the department number followed by the # to record or \* to hear.
8. When you are satisfied with the recording, press the # to exit.

## **Mailbox Mapping**

Mapping may also be designated from one or several mailboxes. This allows mailbox users to define one-touch keypresses for transfers from individual mailboxes or audiotext boxes, different from the department maps. It also allows one-touch fax access for users of FAXTrak.

## **Setup**

Access the mailbox from which mapping will be established. Define the department number (can be a unique number exclusively for the mailbox or other groups of

mailboxes) in the MB Dept field on the Mailbox Setup Screen.

From Mapping/Department Maintenance, establish a salutation MB with the department number listed as the number defined above in the mailbox setup screen. Fill in the blanks accordingly.

<b>DTMF Key</b>	The keypress corresponding to the telephone touch-tone pad. If nothing is mapped for the DTMF key, the caller will hear, "I'm sorry. That is not a valid entry."
<b>Action Code</b>	Determines what type of transfer will be made. M Transfer to a mailbox or mailbox recording. D Transfer to another department.

---

*Note: Mailboxes may be mapped to transfer to another salutation or department for the salutation. The Action Code should be D with the destination as the five-digit number that identifies the root salutation and the department number (ie root salutation 00, department number 000 would be defined as 00000. Root salutation 00, department number 100 would be 00100.)*

---

- A Transfer to a department of recorded audiotext information, then return to opening salutation. (Please see *I Boxes* for an easier approach.)
- H Transfer to a recorded department of audiotext information and disconnect after message played. (Please see *I Boxes* for an easier approach.)
- F FAXTrak ONLY. Fax one document only. Pressing this key will prompt you to enter a fax number at the tone and then send the document defined in destination.
- P FAXTrak ONLY. Fax documents picked. Pressing the key will route callers to FAXTrak prompts to begin entering document numbers, etc. No destination is defined.
  
- @ Transfer to a function number. Function numbers are:
  - 30 Thank you for calling goodbye.
  - 55 Dial by name.
- 400 "Please enter your extension number." (Like pressing \* from the main greeting.)

**Destination** Where the caller will be transferred when he chooses the keypress. Enter the mailbox number, not the extension number (if they are not the same), the department number if the caller will be given another directory of choices, the function number or the salutation/department number.

## Examples

### Department Mapping

The XYZ Company uses VoiceTrak for full automated attendant with FAXTrak and offers callers different options, based on the time of the day (open/closed hours.) Here is how the system would be mapped.

Open salutation: Thank you for calling the XYZ Company. If you know your party's extension number, please dial it now. To find your party using dial by name, press 8. For the sales department press 1. For customer service press 2. For directions to our office, press 3. To speak with an operator, press 0 or stay on the line.

When callers press 1 for the sales department, they will hear:

For John Smith, press 1.

For Sally Jones, press 2.

For Mary Martin, press 3.

For Jack Best, press 4.

For Sam Adams, press 5.

To speak with an operator, press 0.

Closed salutation: Thank you for calling the XYZ Company. The offices are closed. If you know your party's extension number, you may dial it now to leave a message. To find your party using dial by name, press 8. To leave a message in the company's general mailbox, press 0 or stay on the line.

The salutation maintenance screen would appear as follows, where salutation 00 is the closed salutation and salutation 01 is the open salutation (assuming business hours are Monday through Friday from 9 a.m. to 5 p.m.)

Salutation Maintenance  
VoiceTrak

Sal Number	Board Channel	Day On	Time On	Day Off	Time Off
00	00	*100	0000	*700	2400
01	00	*200	0900	*600	1700

<Edit Mode>

<Esc>Abort Program    <Tab>Next Field    <F1> Help  
<F10>Save    <Shift> <Tab> Previous Field    <Shift><F1> General Help

The department maintenance screens would appear as follows:

Closed salutation:

Department Maintenance  
VoiceTrak

Root Number 00	Department Number 000	
DTMF Key	Action Code	Destination Dept. or Destination Mailbox (not extension)
0	M	100
1		
2		
3		
4		
5		
6		
7		
8		
9		

<Esc>Abort Program      <Tab>Next Field                      <F1> Help  
<F10>Save   <Shift> <Tab> Previous Field   <Shift> <F1> General Help

In the closed salutation, callers are given only three options: Touch 0 or stay on the line to leave a message in the company mailbox; dial the party's extension; or use dial by name by touching 8. Since VoiceTrak automatically defaults to recognize 8 as the dial by name digit, it is not necessary to map this keypress. The above example only requires one mapping--0 to designate where a call will be transferred if the caller presses 0 or stays on the line. In this example, callers will transfer to mailbox 100.

Department Maintenance  
VoiceTrak

Root Number 01

Department Number 000

DTMF Key	Action Code	Destination Dept. or Destination Mailbox (not extension)
0	M	100
1	D	200
2	M	150
3	M	400
4	D	201
5		
6		
7		
8		
9		

~~<Esc> Abort Program      <Tab> Next Field      <F1> Help  
<F10> Save   <Shift> <Tab> Previous Field   <Shift> <F1> General Help~~

Open salutation: In the above example, callers will transfer to mailbox 100 if they press 0 or do nothing; department 200 (see below) if they choose 1 for the sales department; mailbox 150 if they press 2 for customer service; mailbox 400 if they press 3 for directions to the company; and department 201 (FAXTrak) if they press 4. (See *instructions on FAXTrak for information on how to set this up.*)

Department Maintenance VoiceTrak		
Root Number 01	Department Number 200	
DTMF Key	Action Code	Destination Dept. or Destination Mailbox (not extension)
0	M	160
1	M	161
2	M	162
3	M	163
4	M	164
5	M	165
6		
7		
8		
9	D	000
<del>&lt;Esc&gt; Abort Program      &lt;Tab&gt; Next Field      &lt;F1&gt; Help</del> <F10> Save <Shift> <Tab> Previous Field <Shift> <F1> General Help		

The above example defines where callers will transfer if they have pressed 1 from the open salutation and then choose a keypress for a particular salesperson. Note that the operator defined for this department is not the same as the company operator. VoiceTrak can route callers to different operators for different departments. If the caller presses 1, they will transfer to mailbox 161 for John Smith; 2 to 162 for Sally Jones; 3 to 163 for Mary Martin; 4 to 164 for Jack Best; 5 to 165 for Sam Adams.

## Mailbox Mapping

In the above example, callers transferring to John Smith's mailbox (161) will hear the following personal greeting:

"Hi. This is John Smith. I will be out of the office until March 31, but you may leave a message at the tone or choose from one of the following options: To speak to another sales rep, press 1. To receive a list of current specials via your fax machine, press 2. To listen to directions to our office, press 3. To find your party using dial by name, press 4. To speak with an operator, press 0."

### Department Maintenance VoiceTrak

Root Number	MB	Department Number 161
DTMF Key	Action Code	Destination Mailbox or Destination Dept. (not extension)
0	M	160
1	M	162
2	F	301
3	M	400
4	@	55
5		
6		
7		
8		
9		

# Mailbox Setup

This section will give a description of mailbox types, instructions on maintenance and how to setup mailboxes. Please refer to the User Guide for more specific information on mailbox setup. Mailboxes will already be entered on turnkey systems. **IF YOU NEED TO MODIFY THE MAILBOX USER'S NAME, YOU MUST DELETE THE OLD MAILBOX AND RE-ENTER WITH THE NEW INFORMATION.** Failure to do this may result in dial by name database corruption.

## ***Mailbox Types***

The following mailbox types are available:

### ***N (Unsupervised User Mailbox)***

When dialed, this type of mailbox will transfer the caller to the station without monitoring the phone line for ringback or busy tones. Should be used only on phone systems that allow calls to call forward back to VoiceTrak with the inclusion of follow-on ID (also referred to as trailing digits. See Glossary.) The best box type to use, if possible, since the VoiceTrak ports are cleared during the transfer process and the call does not have to be monitored for busy/no answer conditions.

### ***R (Supervised User Mailbox)***

When dialed, this type of mailbox will monitor the line for ringback and busy tones, and listen for a human voice to answer during the transfer process. Necessary on older phone systems that do not allow calls to be forwarded to voice mail with the inclusion of trailing digits. VoiceTrak must monitor the call and hold the port to await for information from the phone system as to the state (busy/no answer) of the call. More VoiceTrak ports may be necessary for phone systems requiring R mailboxes. *Advantages:* call screening; callers can remain on hold for busy extensions; and the number of times a phone will ring before forwarding to the personal greeting can be controlled by mailbox. *Disadvantages:* Slower transfers; called party must say 'hello' twice (on most phone systems); system stays busier and may require more ports.

### ***I (Audiotext System Mailbox)***

Mailbox designed to provide recorded information that is easy to record and maintain. I boxes play the recorded information (\*.GR1) then either return the caller to the main salutation, or transfer to another mailbox listed in the "Forward To" field. While the recording is playing, callers may dial through to another extension or press the skip key to advance to the next message. I mailboxes can't receive or retrieve information. Passwords for I mailboxes must be entered from the screen. To record I boxes: Access VoiceTrak and enter \* plus the mailbox number. Because the box has been established as an I box, VoiceTrak will immediately prompt you to enter a password and then proceed to the record

tone.

### **Z (Audiotext System Mailbox)**

Same as I mailbox, but caller allowed to leave a message. Z mailboxes must be sponsored to other N or R mailboxes so that messages may be retrieved. (Useful for real estate applications so messages for several properties will be left in one box.) See I box for information on how to record.

### **J (Audiotext System Mailbox)**

Same as I mailbox, but disconnects caller after message has been played. See I box for information on how to record.

### **X (Fast Transfer Mailbox)**

Transfers to extension immediately with no informational prompts, releases call and does not monitor for call state. Useful for transfers to fax machines, modems, etc. **Many dealers establish an X box for the VoiceTrak modem so remote maintenance is simplified.**

### **Y (Fast Transfer Mailbox with password)**

Same as X mailbox, but caller is prompted to enter a password for access. Provides additional level of security for modem access.

### **S (Salutation System Mailbox)**

See S boxes under Salutation Setup. This box is also used on the Samsung 56/120 to forward overflow calls to the main salutation.

### **T (Time System Mailbox)**

When dialed, plays the system time.

### **Q (Queuing System Mailbox)**

Calls transferred to Q box will play personal greeting 1, then transfer to the number defined in the extension field.

### **O (Advanced Queuing Mailbox)**

Transfers (and alerts) callers based on their position in the queue. Callers will hear a recording (the mailbox personal greeting) and a transfer will be initiated.

If other calls are in the queue, the caller will hear MESS047.VOX or MESS048.VOX. "There is(are) "X" call(s) ahead of you. To remain on hold do

nothing. Your call will be handled in the order in which it was received.” The caller will hear a random recording of MESS501.VOX through MESS507.VOX.

If no other calls are in the queue or the caller becomes the oldest caller in the queue, the caller will hear, “Thank you. I’m connecting your call to <spoken name of mailbox>.”

If the call is transferred to the station and a busy signal is encountered, the caller will hear MESS051.VOX. “All agents are assisting other customers. Your call is next in line. Please stay on the line and you will be connected shortly.”

### ***D (Disconnect System Mailbox)***

Similar to X box, but monitors call for busy/no answer state. Upon receipt of the state, plays message then disconnects. This box is used for applications where messages will not be left, but the caller must know if the station was not answered or was busy.

### ***W (Wats Mailbox- Dialed number transfer with password)***

When dialed, the user is prompted to dial the password, then is prompted to dial a telephone number followed by a pound sign. VoiceTrak then executes a flash, dials the numbers in the “Forward To” field, then dials the number input by the caller. This may be used for internal calls (DISA with a password), external calls on WATS lines, or beeper numbers without giving out the actual beeper number.

# Mailbox Configuration

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Access VoiceTrak and choose User/Mailbox from the pulldown menus.

Press <enter> and a blank mailbox setup screen will appear. Enter the mailbox number and press <enter>. You will then be advised if the mailbox does not exist and be asked if you would like to add a mailbox. Respond accordingly. Fill in the following fields accordingly:

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*Note: After entering Box Type, default values for all mailboxes will be set by pressing F10. However, you must enter a first or last name in the Name field and an alternate spelling for the first name if the ALT Spell field, if you wish to have the mailbox included in dial by name. You must also add a password if the box is to be password protected.*

---

## Extension

The physical phone extension to ring when the mailbox number is dialed. It is strongly recommended that this number match the mailbox number. Some phone systems require an additional code after the extension number to force the extension to ring instead of making an off-hook voice announcement. Message waiting lights are keyed off the mailbox number, not the extension number. Therefore, if the mailbox number does not match the extension number, a message waiting light will not be lit.

## Box Type

See preceding descriptions.

## Rings

Can be set only for R box types. Default is 4. Mailbox parameter overrides Custom Parameter.

## Name

Mailbox name. Two fields available. VoiceTrak automatically adds the first three letters of the last name to the dial by name database. You must add the first three letters of the first name in the Alt. Spell field. Once this information is entered, you may not make changes by typing over the entries. YOU MUST DELETE AND RE-ENTER BOXES that require changes to this field. If users do not wish to be in the dial by name directory, precede the last name with XXX.

## Password

The unique password for this mailbox. The password can be entered from the screen only by accessing VoiceTrak via the Technician level password. Passwords are also not visible on the screen unless VoiceTrak was accessed via the Technician level password. Can be entered via the telephone.

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*Note: ALL mailboxes should be password protected. Turnkey systems ship with the passwords matching the box number. Encourage users to change passwords*

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### **Greet Length**

The number of seconds allowed for recording personal greetings. Defaults to 120. May be set as high as 999.

### **DND Status**

Do Not Disturb Status. If set to N, VoiceTrak will attempt to ring the extension. If set to Y, VoiceTrak will immediately transfer the caller to the personal greeting. Must be set to Y for mailboxes not tied to extensions. Set to F if Forward To feature is to be used (see below). Can be controlled from the phone.

### **DND Change Allow**

Controls whether or not the DND status can be changed via telephone. Defaults to Y. Must be set to N for mailboxes not tied to extensions.

### **Screening Status**

Determines whether callers will be queried as to their name prior to transfer. Defaults to N. Can be controlled via the phone. If screening status is Y in an R box, callers will be asked to "state their name". VoiceTrak will make the transfer and announce the name to the mailbox holder. The mailbox holder will then be asked to accept or reject the call. Rejected calls are forwarded to voice mail. If screening status is to be used with N boxes, it must be accomplished via the overhead paging of the phone system. The paging must be turned on for the mailbox (see below). As with R boxes, VoiceTrak will query the caller for his name. VoiceTrak will play the spoken name of the mailbox being called and then the name of the calling party. If the mailbox holder chooses not to accept the call, he doesn't answer and the call forwards to the personal greeting of the mailbox.

### **Screen Allow**

Determines whether box holder will be allowed to use call screening.

### **Fwd To**

Think of the Fwd To field as a much larger extension field to understand the actual use. It does the same thing but provides more room.

Fwd To can be used to transfer a caller to a different extension or to an offsite location (dependent upon the capabilities of the phone system.) DND Status must be set for F. The Box Type must be X or N if the caller is transferred to an outside number.

Sample use 1: If the phone system is installed behind Centrex lines, the system could transfer a call using Centrex. The forward to field would be: <Centrex hookflash sequence>, <number to call>. To blind transfer a call on a Panasonic DBS, the code would be: 87,xxxxyyyy. The same transfer on a Prostar 56/120 would be: 49,xxxxyyyy.

Sample use 2: If the phone system supports transferring an *intercom call* to an outside line and dialing a phone number, Forward To could be similar to 9,xxxxxxx. (Most phone systems don't allow this capability.)

Sample use 3: If the phone system identifies the attendant console as 0 and won't allow a two- or three-digit extension number, a mailbox can be established that is forwarded to 0.

If mailboxes need to be restricted so that users may only retrieve and save or delete messages, *RESTRICT* may be added to this field. This feature is typically used for hotel / motel applications.

### **Sponsor Box**

Messages that appear in the mailbox will be transferred automatically to the mailbox listed in the sponsor field, and the appropriate message waiting light will be lit. Z boxes must be sponsored. The spoken name of the sponsored box will play prior to the actual message when messages are retrieved.

### **MB Dept**

Designates what department map the mailbox will follow. Please see *Mailbox Mapping*.

### **Alt. Spelling**

If mailbox users wish to be listed in the dial by name directory, the first three letters of the first name must be entered here. Also enter any possible spelling alternatives. VoiceTrak automatically picks up the first three letters of the last name. Leave blank if mailbox holder does not wish to be in dial by name.

### **Message Status**

Total, new and old messages in the mailbox.

### **Auto Forward/DND**

Automatically places a mailbox in Do Not Disturb or forwards the mailbox to the destination defined in Fwd To field. This feature may be set only from the screen. Choose from one of the following options:

1 - Forward the calls to the destination defined in Fwd To field, seven days a week at times defined in Start Time/Stop Time (see following).

2 - Forward the calls to the destination defined in Fwd To field, Monday through Friday at times defined in Start Time/Stop Time (see following).

3 - Place mailbox in Do Not Disturb at times defined in Start Time/Stop Time (see following), seven days a week.

4 - Place mailbox in Do Not Disturb at times defined in Start Time/Stop Time (see following), Monday through Friday.

6 - Feature turned off.

## Start Time

Time, expressed in military format, Auto Forward/DND will begin.

## Stop Time

Time, expressed in military format, Auto Forward/DND will end.

Example: XYZ Company offers technical support to customers Monday through Friday, from 9 a.m. to 5 p.m. Callers use the auto attendant to transfer to the technical department. The VoiceTrak mailbox assigned to the technical department is 100. The following parameters would be set so that after-hour callers would transfer immediately to a closed greeting:

Auto Forward/DND 3  
Start Time 1701      Stop Time 0900

## Zone Page During Call Transfer

VoiceTrak can be configured to announce the spoken name of the called party over the speakers on the phone system if the phone system supports this feature. This is a useful feature for users who aren't always at their desk, but don't want to miss calls.

To implement:

Enter Y for Y/N  
Enter the phone system page code. (See dealer for more information.  
Codes vary based on phone system and software levels.)

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*Note: If VoiceTrak appears to be cutting off part of the spoken name during the page, add a comma in the mailbox screen at the end of the phone system page code.*

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## Outcall Notification

When a message is left in a mailbox, VoiceTrak can notify the mailbox holder of the pending message. The notification may be accomplished via a digital or voice pager, another extension or phone number. VoiceTrak can be programmed to call a series of pagers when the message has been left. Or, VoiceTrak may be setup to call different numbers based on the time of day. Descriptions of the fields found in the outcall notification section of the mailbox screen are:

**Date Start** The date the outcall notification will begin. Outcalls are typically set to call 365-days a year, 24-hours a day.

**Date Stop** The date the outcall notification will stop.

**Time Start** The time, in military format, the outcall will begin.

**Time Stop** The time, in military format, the outcall will stop.

**Telephone Num To Call** The telephone number to dial for notification. If the number is not exactly 7 digits long, the sequence to get an outside line is required (typically 9,).

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*Note: A total of nine outcall entries may be listed. Five can be entered from the*

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## **Notify Limit**

Restricts the number of digits that may be dialed for an outcall notification Defaults to 7. VoiceTrak automatically detects if the call is being made to a digital pager, so it is not necessary to increase the notify limit to accommodate the additional digits. VoiceTrak also automatically detects toll-free numbers so that mailboxes may be restricted to 7, but still allow outcall to the 800 number.

2-6	Limits calls to internal extensions.
7	Allows local calls and 1-800 calls.
8	Allows local toll calls (1xxxyyyy)
11	Allows full toll calls.

## **Retry**

The number of minutes before VoiceTrak will attempt to retry an outcall notification if the message has not been retrieved. Can be defined from 5 to 99 minutes. This will override the Custom Parameter setting.

## **MWL**

Y (default) if VoiceTrak will light a light when a message has been left. N for no. Use N for those mailboxes not tied to extensions or for those extensions that do not have message waiting lights. (Improves system efficiency.)

## **Digital Pagers**

Dial strings to notify digital pagers are set up to access an outside CO line, dial the digital pager, pause, send an identifying string to identify the mailbox, then disconnect. A typical entry for mailbox 100 would be:

9,2554050;100\*100\*100#

In this example, 9 is the number dialed to access an outside line, a comma is a pause, 2554050 is the pager number, ; tells VoiceTrak to wait until it detects an answer by the pager company, \* is a space and # is the terminating code used by most digital pagers.

Outcall notifications for digital pagers may also be established from the telephone. The following special characters are valid when establishing an outcall notification from the phone:

- \*0 "&" / Hook Flash (Not recommended)
- \*1 ", " / Pause
- \*\* "\*" / Space code used by some digital pagers
- \*8 "; " / Split digits for call to digital pager
- \*9 "#" / Terminating code used by most pagers

VoiceTrak will attempt to call the pager when a new message has been left and continue to call the pager until the message has been retrieved. The duration between attempts is set in the Retry field. If VoiceTrak calls a pager and detects that the pager is not answered or busy, the outcall will be placed in a queue and attempted until an answered condition has been met.

Two additional characters may be added to the end of the dial string. The "N"

character turns off VoiceTrak line monitoring. This means VoiceTrak will not monitor the line for ringing, busy or answer conditions. This is necessary with more and more pager systems.

The “S” character tells VoiceTrak to dial the number a single time only.

### **Voice Pagers**

VoiceTrak can call a voice pager, play the message, save the new message and not call again until another message is received. Voice pager entries must be made from the keyboard and are as follows:

9,2554040V (V identifies the pager as a voice pager)

### **National Paging Systems**

VoiceTrak can call 800 pagers, wait for a connection, send the PIN number, pause, send the identifier and disconnect. A typical entry would be:

9,180055521234;12345,,100\*100\*100#

Note that 12345 is the PIN number and 100\*100\* is the display.

If the customer wished to disable line monitoring (which is quite likely with newer pager equipment), the string could be:

9,180055521234;,,,,,12345,,100\*100\*100#N

Experimentation is probably necessary.

### **Other Extensions**

If the phone system does not support message waiting lamps or stutter tones, VoiceTrak may be designed to call an extension and notify the user a message has been left. A typical entry would be: 100

### **Phone Numbers**

VoiceTrak can call a phone number. A typical entry is: 2554050

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*Note that a seven-digit number does not require a dial string to access an outside line, as long as the correct dial sequence is defined in Setup/Custom Parameters.*

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### **Cascade Feature**

If VoiceTrak will call multiple numbers until the message is retrieved, all entries should include 9999 for date start/stop and time start/stop. This is a useful feature for service people on call or to insure that emergency messages are retrieved.

VoiceTrak will attempt the number listed in the first field and continue down the list of up to five numbers, until the message is retrieved. The amount of time between attempts is defined in the Retry field.

## ***Establishing Mailboxes Without Extensions***

Some companies employ a workforce outside of the office that requires mailboxes not tied to phone extensions. To set up mailboxes for these employees:

- √ Enter a unique mailbox number in a numerical series different from the extension numbers on the phone system.

- √ Leave the extension field blank.
- √ Enter the box type so that it matches the other box types on the system.
- √ Enter a first and last name of the boxholder if you wish him to be listed in dial by name.
- √ DND Status must be set for Y
- √ DND Change Allow must be set for N.
- √ Set MWL for N.
- √ All other parameters can be set for the default values.

## ***Very Long Name Lists--An Alternative to Mapping***

Companies employing a large workforce that wish to give callers a list of the names and extensions of employees can do so through I boxes (see above.) Set up an option from the root salutation to make a one-touch keypress to hear a directory. Map the keypress to transfer to an I box. Record the I box greeting to list all employees and the mailbox number to dial to reach them.

# Technician

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## Introduction

The following information can be accessed only through the Technician level password. Most settings should not be changed. If changes are made, please document change made, date and reason. A changed parameter may have unpredictable results with your particular phone system.

## Global Parameters

Changes should never be made to Global Parameters unless instructed by VoiceTrak. Global Parameters control systemwide features for integration with the phone system. Default values are found in parentheses.

<b>Flash Character</b>	(&) Dial string flash hook character. Causes a system flash hook.
<b>Flash Duration</b>	(50) Duration of ONHOOK state during flash hook. Expressed in 10 ms ticks: $50 \times 10 \text{ ms} = .5 \text{ sec}$ . Change only as a last resort if the phone system can't be modified!
<b>Pause Duration</b>	(200) Dial string pause duration. A dial string pause is caused from a ',' in the dial string. Example: '&,' Expressed in 10 ms ticks: $200 \times 10 \text{ ms} = .2 \text{ secs}$ .
<b>Pulse Break</b>	(6) Duration of break interval during pulse dial. Expressed in 10 ms ticks: $6 \times 10 \text{ ms} = 60 \text{ ms}$ .
<b>Pulse Make</b>	(4) Duration of make interval during pulse dial. Expressed in 10 ms ticks: $4 \times 10 \text{ ms} = 40 \text{ ms}$ (.4 sec).
<b>Pulse Delay</b>	(100) Interval between pulse digits. Expressed in 10 ms ticks: $100 \times 10 \text{ ms} = 1 \text{ sec}$ .
<b>DTMF Delay</b>	(5) Interval between DTMF digits during tone dialing. Expressed in 10 ms ticks: $5 \times 10 \text{ ms} = 50 \text{ ms}$ .
<b>Offhook Delay</b>	(50) Delay before posting offhook event. Expressed in 10 ms ticks: $50 \times 10 \text{ ms} = .5 \text{ secs}$ . While forwarding a call to VoiceTrak, a small number of phone systems send DTMF tones very quickly after VoiceTrak has answered and it may be necessary to reduce this number to 10 or 20.
<b>Minimum In Ring</b>	(3) Minimum duration of inbound ring ON for valid ring. Expressed in 100 ms ticks: $3 \times 100 \text{ ms} = .3 \text{ secs}$ .
<b>Minimum In RingOff</b>	(5) Minimum duration of inbound ring OFF for valid ring. Expressed in 100 ms ticks: $5 \times 100 \text{ ms} = .5 \text{ secs}$ .
<b>Ring Reset</b>	(80) Maximum no ring signal before RINGS (Fcn_7) is reset. Expressed in 100 ms ticks: $80 \times 100 \text{ ms} = 8 \text{ secs}$ .
<b>Minimum Silence</b>	(4) Minimum duration of silence for sound to silence

	transition information event. Expressed in 10 ms ticks: $4 \times 10 \text{ ms} = .4 \text{ sec}$ .
<b>DTMF On</b>	(10) Duration of DTMF tone when dialing. Be sure this is compatible with your telephone system. Expressed in 10 ms ticks: $10 \times 10 \text{ ms} = .1 \text{ sec}$ .
<b>Minimum Pulse On</b>	(2) Minimum duration ON for valid loop pulse digit. Expressed in 10 ms ticks: $2 \times 10 \text{ ms} = .2 \text{ sec}$ .
<b>Minimum Silence</b>	(2) Minimum duration OFF for valid loop pulse digit. Expressed in 10 ms ticks: $2 \times 10 \text{ ms} = .2 \text{ sec}$ .
<b>Minimum Digit Separation</b>	(25) Minimum separation OFF for valid loop pulse digit. Expressed in 10 ms ticks: $25 \times 10 \text{ ms} = .25 \text{ sec}$ .
<b>Lc Off</b>	(-1) Minimum duration loop current off to generate event 20. Default is -1. Expressed in 10 ms ticks: $25 \times 10 \text{ ms} = .25 \text{ sec}$ .

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*Note: The Lc Off parameter should be used if VoiceTrak is connected directly to telephone company (CO) lines or to a PBX which sends a loop current drop upon disconnection. For example, if VoiceTrak is connected to standard CO lines, and a caller calls the system and hangs up the phone while listening to a message, the phone company will supply a brief drop in loop current. VoiceTrak can read that drop on loop current and terminate the call instantly instead of waiting for a time out. The Panasonic DBS also provides an analog card with loop current drop. Set the VoiceTrak parameter for the same value specified on the DBS. If VoiceTrak is connected directly to phone company lines (without a phone system) or to a phone system which has this capability, set LcOff = 10. The Prostar 56/120 provides DTMF disconnect - do not use Lc Off with the 56/120.*

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<b>Max Pulse On</b>	(50) Maximum duration ON for valid loop pulse digit. Expressed in 10 ms ticks: $50 \times 10 \text{ ms} = .5 \text{ sec}$ .
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# Custom Parameters

Two pages of Custom Parameters are available. To access page 2, press the Page Down key.

## Page 1

Custom Parameter Menu Screen - Page 1

### **Mailbox**

#### **Length**

Sets the default mailbox length for your VoiceTrak system. If all extensions are the same length (2 to 4 is typical), set this parameter. (See also Custom Parameters, page 2 "Fix/Var Box Num".) All mailboxes should be the same length. The mailbox number should be the same as the extension number.

#### **Timeout**

Number of seconds before system disconnect upon no response.

### **Technician**

#### **Password**

Technician password, up to 15 numerical digits. This password is required to enter the menu system (when the ALT key is pressed). System default is '9999'. A long password should be used for security and your password should never be less than seven digits. Consider a telephone number or Social Security number. Entering VoiceTrak via this password allows access to all menus.

### **Default**

#### **Drop Ext**

The systemwide mailbox dialed if callers touch the '0' key or make no response during the initial salutation. Important: The Department Mapping screen entry supersedes this entry. The Default Drop Ext. is an optional default. If both the DTMF digit 0 entry and the Default Drop Ext. on this screen are left blank, VoiceTrak will play the opening salutation, say "Thank you for calling, goodbye" and disconnect the caller if no action is taken by the caller. All functions operate while the salutation plays. This feature may be helpful if night messages in the drop box are not desired.

### **Ring No**

#### **Answer**

Number of rings at an extension before callers are directed to voice mail. Individual mailbox setting overrides this default. Only applies to R (supervised) transfers. N (unsupervised) transfers are controlled by the phone system.

**Hold** Sequence to place a caller on hold. In most cases, a flashhook followed by a pause. Almost always set for "&,"

**No Answer Return** Sequence to return to a holding caller when the extension has not been answered. (Supervised transfers only.) In most cases, a flashhook followed by a pause. Listed as "&,"

**Busy Return** Sequence to return to a holding caller when the extension is busy. (Supervised transfers only.) In most cases, a flashhook followed by a pause. Listed as "&,"

**Return Destination** After a caller completes a 'transaction' with the system, he can be prompted to continue or the system can hang up.

---

*Note: If your telephone system is old and does not provide a 'termination tone' if a caller hangs up, your drop operator may receive 'dead' calls if this is set to zero. We recommend a setting of 1.*

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0 = Returns to ACTION TO TAKE prompt.

1 = Returns to "Thank you for calling. Goodbye." prompt.

**Fastbusy Action** 0 = Hang up on fast busy detect, 4 = Off

**Transfer Prompt** Controls play of, "I'm transferring a call to your extension" during supervised "R" type calls. 0 = Off and 1 = On. If this feature is turned on, the caller will hear, "I'm transferring your call to..." + the spoken name. The system user will hear, "I'm transferring a call to your extension." If this feature is turned off, the system user will be connected to the caller immediately without a prompt. The caller will hear MESS000.VOX, which is a non-existent prompt. If desired, you can record MESS000.VOX with a special message.

### **Retrieve Message**

**Key** In most cases, the \* button is used by subscribers to enter their individual mailbox. When the \* is pressed, VoiceTrak prompts for the mailbox number and password. In some phone systems the \* key is used for other purposes. This parameter allows use of an additional DTMF key to enter the mailbox setup area.

**Call Queue** When call queue is turned on, callers will be informed of their place in line while waiting for busy extensions. This feature can reduce the efficiency of your system and increase your long distance costs on toll-free 800 telephone numbers. We recommend 1 for off. This function only applies with R (supervised) mailboxes. 0=On 1=Off.

### **Department**

**Digit** Digit dialed to send caller to previous menu. The digit 9 is recommended unless mailboxes or extensions must begin with 9. Make sure mailboxes do not begin with the digit chosen for this function.

### **Maximum Record**

**Time** Maximum record time allowed for each message, in seconds. 180 is good. You may use up to 999 seconds.

### **Max**

**Silence** Maximum length of silence in seconds to be considered a disconnect, typically during a record session. If there is silence for this length of time, the system will terminate the recording.

**Max Noise** Maximum length of noise in seconds to be considered a disconnect.

### **Days to Keep**

**Message** Master message purge control, set to the number of days a message is held before automatic system purge. This is a systemwide parameter affecting all mailboxes.

### **DTMF**

**Disconnect** Allows definition of DTMF digit to signal disconnect. More than one digit may be defined, but must be calculated using help screen.

### **Direct**

**Insertion** When calls are forwarded to VoiceTrak from a station, we prefer that the phone system can send # plus the station number. This tells VoiceTrak to play the personal greeting of the called party and not ring the station. If the # key can't be used because of the phone system, another vacant key may be assigned with this parameter. The DTMF tone selected must not conflict with RETRIEVE MSG KEY or DEPT DIGIT (both on this menu screen). Note that the # key is also used to disconnect from VoiceTrak. While the opening salutation plays, pressing the # key will start the recording "Thank you for calling, goodbye." If a mailbox is dialed during the "Thank you..." prompt, the caller will hear the personal greeting of the mailbox dialed. This allows us to get 'double duty' from the # key.

This same sequence of # + extension can be used by the switchboard operator to manually forward callers to a personal greeting. However, this presents three problems. First, the operator may delay too long between pressing the # key and dialing the station disconnecting the caller. Second, the operators tend to panic when they hear the "Thank you... Goodbye" prompt. Third, the caller doesn't hear the first portion of the personal greeting because the phone system must still connect the call.

An alternative approach is the ability to dial the mailbox number then press the \* key. This provides a slight pause, then begins playing the personal greeting. An operator can manually transfer a caller to a VoiceTrak mailbox by following these steps: Confirm the caller wishes to leave a voice mail message, press the appropriate hold or transfer key, dial VoiceTrak, when the salutation begins to play dial the mailbox number and press \*, then hang up. VoiceTrak will provide a slight pause which allows the calling party to connect, then begin playing the personal greeting.

**Inter Digit  
Delay**

Delay in seconds between entering DTMF and termination.

## **Page 2**

Custom Parameter Menu Screen - Page 2

**Reorganize**

**Time** Hard disk reorganize time, in military time. Example: 3:00 am = 0300, 3:00 pm = 1500. We recommend 0100, which is 1:00 a.m.

**Local Call** Sequence to obtain an outside line, usually '9,'.

**Outcall**

**Retry** Time in minutes between standard outcall retries. Used with Outcall Notification feature. Note that each mailbox has an individual outcall retry setting which overrides this setting.

**Message Light**

**On** PBX dial string sequence to turn on the message waiting light. Individual mailbox setup outcall variable must be set to equal or exceed the number of digits required for this to occur. Setup of this feature may require trial and error for a particular PBX. You must know the sequence to activate the message waiting light for a proprietary PBX phone set from a single line telephone. A sample sequence is '\*4E'. This sequence dials '\*', '4' and the mailbox number. (This sample is for the Panasonic DBS system.)

**Message Light**

**Off** PBX dial string sequence to turn off the message waiting light. Individual mailbox setup outcall variable must be set to equal or exceed the number of digits required for this to occur. This feature may require trial and error for a particular PBX. You must know the sequence to deactivate the message waiting light for a proprietary PBX phone set from a single line telephone. A sample sequence is '\*5E'. This sequence dials '\*', '5' and the mailbox number.

**Grunt**

This parameter is used to prevent dead calls from going to the default operator. On PBX's that do not provide loop current, a dead

call will yield either silence or dial/reorder tone. If your PBX yields silence, set the grunt to 1 (ON). This setting will query the caller to determine if he is still on the line before transferring. If your switch yields dial/reorder tone, set grunt to 0 (OFF). This setting will transfer the call if it detects silence, or disconnect if dial/reorder tone is detected. Important: We strongly suggest this be set to '1'.

**Threshold**

**Grunt** Determines noise threshold for grunt, if on (set to 1). Range from 100 to 9,999. Important: Set to '9000'.

**Digit Trap**

Used for certain phone systems. Provides a window of silence when VoiceTrak answers. If a mailbox number is dialed during the silence, caller is sent to personal greeting. If the same mailbox number is dialed after the silence ends, the caller will be transferred to the extension. The number entered controls the amount of silence. Don't play with this parameter!

**Min Record Length**

Sets the MINIMUM recording length for messages, in seconds. Messages shorter than this parameter are discarded. This should be set for at least three seconds to avoid transferring dead calls to the operator. If callers leave a message that is shorter than the time allotted in this parameter, they will hear "I'm sorry. Your message was too short and nothing was recorded. Please try again." after hitting the # sign. Adjust the parameter accordingly or instruct callers in the personal greeting to leave detailed messages.

**Operator Transfer**

Normally blank. If transfer to an operator uses a different protocol, set this to the dial string setting for that action.

**DND**

**Override** 0 = Override the Do-Not-Disturb setting on an individual mailbox to invoke an outcall notify. 1 = Do not override the Do-Not-Disturb setting on an individual mailbox to invoke an outcall notify. Important: Set to 0 if message waiting lights are used. If no message waiting lights are available on your phone system, set to 1 and use an outcall notification to the extension to inform the subscriber of new calls. When the box is set for Do Not Disturb = On, VoiceTrak will NOT call the extension (or other outcall numbers) to inform the subscriber of new messages.

**Fixed / Variable Box**

**Number** Allows variable length mailbox numbers. If set to 1, all mailbox lengths equal the Mailbox Length set in the Global Parameters Menu, Mailbox Length option. If set to 0, variable length mailbox numbers can be used. Note that variable length mailbox numbers can increase connect time while the system times out. Fixed

mailbox number lengths are more reliable and will result in faster connections. See also "Extension Length" parameter at the top of Customer Parameters - Page 1 on the computer screen. We STRONGLY recommend fixed length mailbox numbers.

**Distribution List Prefix**

**Number** When internal messages are sent to a distribution list they must be preceded by a digit. If you use mailbox numbers which begin with a 7, you must use a different digit as the prefix digit for distribution lists. It is strongly recommended that you reserve the number 7 for distribution lists and begin mailbox numbers with 1, 2, 3, 4, 5 or 6.

**Administrator**

**Password** Password assigned for administrator-level access. Defaults at 1234.

**Skipkey** Digit defined to allow callers/users to "skip" personal greeting and proceed directly to the record tone.

**Dial By Name**

Digit defined, system wide, to allow callers to access dial by name directory.

# Tips, Troubleshooting and Solutions

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*Note: If VoiceTrak is running and you want to exit, **NEVER** just power down or reset the computer. To exit VoiceTrak, touch the ALT key until the system asks for your password. After you type the password and touch <Enter>, a menu bar will appear. Select Main and press <Enter>. Two options are available for system shutdown: Exit VoiceTrak while system idle or Exit VoiceTrak immediately. Choose the option you desire. You have safely stopped the system. Any other shutdown will corrupt data files. We very strongly recommend a battery backup unit, dedicated solely to the VoiceTrak CPU. .*

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*Note: The vast majority of installations experience none of the problems mentioned in this guide.*

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## **Always establish department mapping for each salutation.**

If you choose to add salutations (and most people will not) you must have a Department Mapping of Department Number 000 for EACH Salutation. For example, if you add Salutation 05, you must have a Department entry for Root Salutation 05 and Department Number 000. It is not necessary that you map any of the DTMF keys 1-9 in this mapping. A blank entry is fine, but you must have an entry.

## **VoiceTrak keeps saying, "I'm sorry. I do not understand your request. Please try again."**

The department mapping associated with the current salutation is either corrupt or was not entered

OR

The selected mailbox has not been entered into the system.

## **Rhetorex driver won't load but EMM386.EXE loads OK.**

If you can't load the Rhetorex driver at this point but the EMM386.EXE driver is loading correctly, you may have a conflict with your video card. Try the following change:

- a) From the C:\C2C directory type CONFIGUR and press <Enter>
- b) Note the setting for ENTRYPOINT. It should be 6d or 6e.
- c) Touch F5 for the Symbols menu.
- d) Press the down arrow until you reach the line:  
The RDSP driver entry point is through software interrupt  
The interrupt should be set for 6d or 6e.
- e) Change the number from 6d to 6e, or from 6e to 6d.
- f) Press F10 to return to the main menu.
- g) Press F10 to exit the program
- h) When asked, "Save current changes?" press Y for yes.
- i) Re-boot the computer and see if this solves the conflict.
- j) If this doesn't work, try other interrupts which may be free. (60)

### **VoiceTrak won't answer the call.**

If you don't see data moving on the main screen and can't hear voices:

- √ Is VoiceTrak physically connected to your phone system? **MAKE SURE.** Repeat this test for each PBX port you plan to use: Connect a single line telephone to the PBX port. Call that extension. Does it ring? Can you make calls from the extension? Have you correctly connected to the VoiceTrak RJ14 ports? Did a rodent chew through the base cord (it happens!)
- √ You may have another software conflict. Use a text editor (like EDIT in MS-DOS 6.2) to modify the file C:\C2C\VOICE.BAT. One line should read set intlvl=5. Try changing this line to set intlvl=2. Save your changes and restart the system. This may solve the problem.

If you see data moving on the main screen but can't hear voices:

- √ You probably don't have an opening salutation. VoiceTrak was shipped with a default salutation SAL000.VOX but you may have erased the file. Call VoiceTrak again and when you 'see' the system answer on the screen touch the \* key. If you now hear voices you just need to configure the system. (This means enter mailboxes, record salutations and establish mapping.)
- √ You may have an Expanded Memory conflict at location D000. Did you see an error about "*RAM or ROM conflict within Page Frame*"? Even if you didn't get the error your system **MAY** have the conflict.

If you can't resolve the situation with these steps, please call our technical support department.

### **Message waiting lamps won't light or extinguish.**

- √ Are the correct codes entered in Setup/Custom Parameters?
- √ Are the right base cords attached to the correct VoiceTrak ports? VoiceTrak lights and extinguishes lamps from the last VoiceTrak port. If the base cords are not connected correctly, the port will not be available. Is the base cord damaged? Test by switching base cords.
- √ Is the last VoiceTrak port connected to the phone system?
- √ Leave a message and monitor the screen to see if VoiceTrak is attempting to light the light.
- √ Can you connect a single line phone to the phone system port connected to the last VoiceTrak port and manually light the lights by dialing the light codes? Inability to do this means there are problems with the phone system.

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*Note: If VoiceTrak is upgraded to include more ports, all message waiting lights must be cleared before installing the new Rhetorex board(s)!*

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### **Outcall notifications don't work.**

- √ Has the information been entered correctly in the User/Mailbox screen? Remember that toll calls to pagers must be set up with a notify limit of 40.
- √ Does the VoiceTrak screen show that the outcall is being attempted?

VoiceTrak will show the number being dialed and the state of the call-- answered or busy.

- √ Does the class of service on the phone system trunk allow outside calls? Can you connect a single line phone to the last VoiceTrak port and make the outcall manually?

It may be necessary to monitor the port with a test set to determine the problem.

### Random Tips

- √ Mailbox numbers should be the same as extension numbers.

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*Note: If your system supports message waiting lights or stutter tones, the mailbox number will be the number dialed. For example, if you have entered mailbox 112, extension 123, and the message light on sequence is "#E", VoiceTrak will dial "#112" to activate the MWL.*

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- √ If the phone system is in the 'voice announce' mode and you're using supervised transfers, it may be necessary to modify the dial string used when transferring calls. Many phone systems require a '1' after the extension number. The mailbox number may be 234, but the dial string may be 2341. The 1 at the end of the extension number is necessary to force the phone to ring. Check the documentation of the phone system if necessary. Remember: This is only necessary on SOME phone systems where intercom calls are in the 'voice announce' mode, and VoiceTrak is using supervised transfers.
- √ The system administrator should record the spoken name and a generic greeting for each mailbox user (unless this was provided by VoiceTrak). Experience shows that some people NEVER record a spoken name and greeting. Most people will choose to re-record their spoken name and personal greeting in their own voice. *Encourage system users to personalize their mailbox as soon as possible.*
- √ Always enter a FIRST AND LAST NAME for each mailbox entry. If you don't want a name, enter ZZZ as the first name and ZZZ as the last name. Blank entries may confuse the dial by name feature!
- √ VoiceTrak boots every night to reorganize the database files and perform other functions. If MS-DOS 6.2 is used, use the SCANDISK program with the following execution line:  
C:\DOS\SCANDISK /NOSUMMARY /AUTOFIX  
This line will cause the SCANDISK program to fix any errors it finds and continue VoiceTrak operation.

# FAXTrak

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FAXTrak is an optional add-on module available with VoiceTrak. FAXTrak requires a special fax board and special VoiceTrak software. FAXTrak allows callers to transfer via VoiceTrak's automated attendant to a special department. From this department, callers may enter a document number, then follow the system instructions to enter their fax number.

Some companies prefer to provide a master document list. VoiceTrak uses this approach. Callers are prompted to enter the document number or press 1 for the master document. After the caller receives the master document, he may call back in a request a specific document.

A personal mailbox greeting can even include one-touch fax documents using the MB Dept feature. The credit manager of a company could have a personal greeting which says, "This is Betty and I'm away from my desk right now. *To have a credit application sent to your fax machine, touch 1 now. To have a master document list sent to your fax machine, touch 2.* To speak with our receptionist touch 0. Otherwise, please leave a message and I'll return your call as soon as possible."

## **Configuring the PC**

VoiceTrak can operate with the multiple drivers required for the Rhetorex board, fax board and network interface board -- but not all computers or technicians can make it happen. Memory management is tricky and each computer system is unique. We have provided, and will provide, information which works with equipment provided by us. Customers who provide their own PC equipment are on their own as it is not remotely possible to be acquainted with every PC ever built! However, we service and support what we sell.

To configure the PC for use with the VoiceTrak fax service, first obtain a special version of VoiceTrak that includes the fax service capabilities.

## Mapping

Map a keypress from the main salutation to transfer to a department. The following action codes are available:

- Action Code F      One-touch keypress to access specific document. Only a few fax documents can be offered this way. It makes sense to include only the most popular fax requested - typically the master document which lists all other fax documents.
- Action Code P      Dial a three-digit number and add a fax to the selection list. When the action code "D" is executed, the caller is prompted to enter a 3 digit fax selection number. If the fax document does not exist the caller will be informed.
- Action Code L      (Used only with RFAX boards) Replays the list of selected fax documents.
- Action Code S      (Used only with RFAX boards) Starts the fax sequence by prompting the caller to enter their fax number. In the local calling area this should be a 7 digit number. If the number is 7 digits or greater, the entry for "Local Call" will be added automatically. This parameter is located on the Custom screen, page 2, and generally is set for "9," to obtain an outside line and pause. If the caller enters a 10-digit number (toll call) the system will automatically add a "1" for long distance access, if one has not been entered by the caller. If the caller enters "7702703884" the system will automatically change it to "9,17702703884".

## FAXTrak Prompts

The following voice prompts are required and may be altered to fit your operation. Please see *Phone Access*, for information on how to re-record prompts.

- 370    You must now enter your fax number. Outside the Atlanta metro area enter your 3 digit area code and 7 digit fax number followed by the pound sign. In the Atlanta metro area, dial your 7 digit fax number and the # sign.
- 373    Was this the correct telephone number for your fax machine? Touch 1 for yes, 2 for no.
- 376    Please enter the document number. If you are finished selecting documents touch the # sign.
- 377    I'm sorry. The fax document number you selected is not in the system.
- 521    Please press the start button on your fax machine. (This prompt applies ONLY to the 4 port Rhetorex RFAX board, not the Intel board!)

- 522 No faxes have been selected.
- 523 The faxes you selected are...
- 524 End of list.
- 525 The fax documents you requested will be sent shortly. FAXTrak will make two attempts to call if the fax machine is busy or not answered. Thank you for using FAXTrak by VoiceTrak.

## ***Creating Fax Documents***

Documents must be converted or created using ASCII, PCX or DCX format and imported to the VoiceTrak machine. Documents should be saved with a DCX or PCX extension and then copied to the C:\FAXDOCS or the network drive.

Be sure your word processor can save documents in the PCX format, or that you have access to a software utility which can convert your documents to the PCX or DCX format.

## ***Locating Fax Files on a Network***

It is possible to locate the fax files on a file server. The files should be located in their own directory on the network. If you wanted to use the F:\ drive and the FAXSETUP directory, it would be necessary to add the following line to the VOICE.BAT file:

```
SET FAXPATH=F:\FAXDOCS\
```

You may establish any valid path as the FAXTrak document path.

**Be sure adequate network rights to these files have been assigned.**

# VoiceTrak Prompts

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These recordings may be re-recorded via telephone. Access VoiceTrak and touch "\*\*\*\*". Enter the master password. Touch 1 for Voice Prompt maintenance.

*Note: These recordings were produced with professional equipment and recordings made via telephone will not have the same sound quality of the originals. To discuss modification of these prompts, or recording customized greetings for your company, contact VoiceTrak at 770-945-17760.*

005 - I'm sorry, that extension is busy. Please try another extension, or touch zero for the operator.

007 - Please hold while I transfer you to the switchboard operator.

009 - Thank you for calling. Goodbye.

010 - Please hold while I try that extension for you. (This prompt plays ONLY if the VoiceTrak customer parameter 'Transfer Prompt' has been changed to '0'. If no prompt is desired during a transfer, delete MESS010.VOX and change the Transfer Prompt parameter to '0'.

011 - Thank you, I'm connecting your call to...

012 - You're the next caller in line. Please hold while I dial the number for... (Optional O box prompt)

013 - I am transferring a call to your extension.

014 - I'm sorry, I did not understand your request. Please try again.

015 - I'm sorry, that extension is busy. Please try another extension, touch 0 for the operator or call back later.

016 - I'm sorry, there is no answer at that extension. Please try another extension, touch 0 for the operator, or call back later.

021 - You have no more messages.

022 - Let me repeat your choices, so you may start over.

024 - Please enter another extension, touch 0 for the operator, or call back later.

035 - Whom may I say is calling? Please state your name at the tone.

040 - Please touch 2 to Acept this call, or 3 to Forward the call to voice mail.

043 - There are...

044 - There is ...

045 - ...call ahead of you. To remain on hold, touch the # sign. To leave a message, touch 3. To disconnect, touch star.

046 - ...calls ahead of you. To remain on hold, touch the # sign. To leave a message, touch 3. To disconnect, touch star.

050 - I'm sorry, that extension is busy. To try another extension just dial the extension number. If you

don't know the extension, touch 8 for dial by name. To remain on hold for this extension, touch the # sign. To leave a message, touch 3. To disconnect, touch star.

052 - That extension is busy. Touch the pound sign to remain on hold, 3 to leave a message, enter another extension, or touch star to exit.

053 - ..notification entry. Touch 1 to review, or 2 to proceed. Touch the pound sign to exit.

055 - Using the letters on your telephone, enter the first three letters of your parties' first or last name. For the letters Q or Z, use the number 1.

057 - I'm sorry, I did not recognize that name. Using the letters on your telephone, enter the first three letters of your parties' first or last name. For the letters Q or Z, use the number 1. For more options, touch the pound sign.

061 - Touch 1 for ...

062 - Touch 2 for ...

063 - Touch 3 for ...

064 - Touch 4 for ...

065 - Touch 5 for ...

066 - Touch 6 for ...

067 - Touch 7 for ...

068 - Touch 8 for ...

069 - Touch 9 for more options...

070 - No one is available to take your call. Please leave a message.

075 - I'm sorry. There is no recording for that mailbox.

080 - At the tone, leave your message. When finished touch the pound sign for more options or hang up.

080A - At the tone, leave your message. When finished, touch the pound sign.

082 - To send your message, touch #. To hear your message, touch 1. To erase and record again, touch 2. To add more to this recording, touch 3. To cancel this message, touch star.

083 - To send your message, touch #. To hear your message, touch 1. To add more to this recording, touch 3. To cancel this message, touch star.

085 - Are you still holding? If so, please say yes at the tone.

090 - Thank you. Your message has been sent.

102 - For new messages, touch 1. For old messages, touch 2. To send a message, touch 3. For mailbox setup functions, touch 4. For user options, touch 5.

103 - Using the letters on your telephone, enter the first three letters of your parties' first or last name. For the letters Q or Z, use the number 1.

105 - I'm sorry, I did not recognize that name. Using the letters on your telephone, enter the first three letters of your parties' first or last name. For the letters Q or Z, use the number 1.

108 - I'm sorry, you do not currently have access to that feature. Please see your system administrator.

109 - I'm sorry, that is not a valid entry.

110 - You have ...

112 - ... new messages

113 - ... new message

114 - ... old messages

116 - ... old message

121 - You have no more messages.

122 - To review your message, touch 1. To save this message touch #, or to erase this message, touch star. To transfer this message to another user, touch 8.

123 - To save this message, touch #. To erase this message, touch star.  
To review your message, touch 1. While reviewing your messages, touch 5 to pause. To rewind, touch 4. To fast-forward, touch 6. To reply, touch 7. To transfer this message to another user, touch 8.

124 - I'm sorry, you can't reply to an outside message.

125 - ... received your message on ...

132 - To send this message "standard", touch 1. To send this message "certified" touch 2.

133 - Your message has been sent "certified".

134 - Message Saved.

135 - Message Deleted.

139 - To cancel this operation, touch \*. Please enter the next recipient's mailbox number or touch pound to finish addressing.

140 - Please enter the mailbox number of the person to receive this message.

142 - That is an invalid mail box. Please try again.

143 - Begin speaking at the tone. To review your message, touch 1. To finish touch the pound sign.

145 - To review your message, touch 1. To erase and start over, touch \*. To send your message touch the pound sign.

147 - Your message was too short and nothing was recorded. Please try again.

148 - Entry Deleted

150 - You have ...

152 - ...notification entries. To review, touch 1. To proceed, touch 2. To exit, touch the pound sign.

153 - ...notification entry. To review, touch 1. To proceed, touch 2. To exit, touch the pound sign.

155 - Blank.

160 - To add an outcall entry, touch 1. To modify, touch 2. To delete, touch 3. To exit, touch the pound

sign.

162 - Your outcall notification table is full.

163 - Please enter the outcall telephone number for notification.

166 - Is this correct? If yes, touch 1. If no, touch 2.

170 - Record your notification prompt at the tone. Touch the pound sign when finished.

172 - You must now enter the start time of your message notification. Use military time to enter the four digit notification start time with hour and minute. 9:30 AM would be entered as 0 9 3 0.

173 - Enter the four digit date to begin this notification. January 15 would be entered 0 1 1 5.

174 - Enter the stop time of your message notification. Use military time to enter the four digit notification stop time with hour and minute. 5:30 PM would be entered as 1 7 3 0.

175 - Enter the four digit date to stop this notification. December 30 would be entered as 1 2 3 0.

176 - Please enter the outcall notification entry to be changed.

177 - That's an invalid out call notification entry.

178 - Enter the outcall notification entry to delete. To delete all entries, touch \*. To exit, touch the pound sign.

186 - Hello. This is VoiceTrak. One of our system subscribers has a new message requiring attention. Please advise the subscriber of this call. Thank you.

200 - Enter the mailbox number of the person you wish to send this message to.

202 - I'm sorry, that's an invalid mailbox number.

203 - Do you wish to add comments? If yes, touch 1. If no, touch 2.

205 - Your message request has been forwarded. What would you like to do with the original message?

230 - To hear existing lists, touch 1. To add a list, touch 3. To change a list, touch 5. To delete a list, touch \*. To return to the main menu, touch 9.

233 - There is no distribution list at this time.

235 - End of lists.

240 - Enter the list number to modify

242 - There is no such list.

245 - To hear list members, touch 1. To add members, touch 3. To change the list name, touch 5. To delete list members, touch \*. To return to the main menu, touch 9.

248 - End of list.

255 - Enter the message box number to be added.

260 - Please enter the message box number to be deleted.

265 - The next available list number is.

267 - At the tone, please record a name for this list of users. When finished, touch the pound sign.

270 - To cancel and re-record, touch \*. To accept, touch #. To return to the main menu touch 9.

272 - Do you wish to add names to this list? If yes, touch 1. If no, touch 2. To return to the main menu, touch 9.

275 - Enter the list number to be deleted.

281 - Your message has been sent.

300 - You have selected system setup. Please enter the master password or touch # to reenter your box number.

305 - Please select a maintenance function. For department recording maintenance, touch 4. For salutation recording maintenance, touch 5. To set the system date and time, touch 6. To record system voice prompts, touch 1. To record spoken names touch 2. For remote parameter maintenance touch 3. To exit, touch the pound sign.

308 - To listen to a voice prompt, enter the voice prompt number followed by a star. To return to the previous menu, touch the pound sign. To record a voice prompt, enter the voice prompt number followed by the pound sign. Begin recording at the tone. When finished, touch the pound sign.

310 - I'm sorry. There is no such voice prompt.

326 - For department voice prompt maintenance, Touch 1. Touch the pound sign to exit.

327 - To listen to a department voice prompt, enter the department number, followed by a star. To record a new department voice prompt, enter the department number, followed by the pound sign. Begin recording at the tone. Touch the pound sign to exit.

328 - Department maps must be entered from the computer keyboard.

329 - To listen to a salutation, enter the two digit salutation number followed by the star. To record a salutation, enter the salutation number followed by the pound sign. Begin recording at the tone. Touch the pound sign to exit.

330 - For salutation recording maintenance, touch 1. Touch the pound sign to exit.

332 - Salutation maps should be entered from the computer keyboard.

340 - To hear the current system date, touch 1. To hear system time, touch 2. To set the system date, touch 3, followed by a six or eight digit date. To set the system time, touch 8, followed by the four or six digit time. Touch the pound sign to exit.

343 - I'm sorry. You have entered an invalid date or time format.

350 - Please enter the number of the segment to be recorded.

355 - To record a spoken name, enter the mailbox number and begin recording at the tone. When finished, touch the # sign.

360 - Please enter the Root Salutation Number for this department mapping.

400 - Please enter your extension number

405 - Please enter your password.

408 - To control day/date/time stamp, touch 1. For message replay order, touch 2. To control "Do Not Disturb", touch 3. For call screening, touch 5. For call forwarding, touch 6.

412 - To review call forwarding, touch 1. To cancel current call forwarding, touch star. To enter a new call

forwarding extension, touch 3. To activate call forwarding, touch 5, or touch 9 to return to the main menu.

413 - Call Forwarding is turned off.

414 - Your calls will be forwarded to...

415 - Please enter the mailbox number of the person that you wish to have your calls forwarded to.

417 - Call Screening is turned off.

418 - Call Screening is turned on.

419 - To set call screening for your extension, touch 1 for off, or 2 for on.

451 - For your personal greeting, touch 1 for greeting 1, and 2 for greeting 2. To change your password, touch 3. For your Spoken Name, touch 4. For Distribution Lists, touch 7. For Outcall Notification, touch 8.

453 - To listen to your personal greeting, touch 1. To record a greeting, touch 3 and begin at the tone. Finish by touching the pound sign.

454 - To change this greeting, touch star. To activate this greeting, touch 5. To return to the main menu, touch 9.

456 - Personal greeting number 1 is now active.

457 - Personal greeting number 2 is now active.

458 - Your messages will be played Last In, First Out order.

459 - Your messages will be played First In, First Out order.

460 - To listen to your spoken name, touch 1. To record your name, touch 3 and begin at the tone. Finish by touching pound.

461 - To listen to what you have recorded, touch 1, or to cancel and start over, touch Star. Finish by touching the pound sign.

470 - To listen to your existing password, touch 1. To enter a new password, touch 3. To remove your password protection, touch star, or touch 9 to return to the main menu.

472 - Your mailbox is no longer password protected.

473 - Please enter your new password, from 2 to 15 digits.

475 - Confirm the same new password.

476 - I'm sorry, those digits did not match your first entry.

477 - Your new password is now active.

478 - Time stamp is now on.

479 - Time stamp is now off.

480 - Do Not Disturb is turned on.

481 - Do Not Disturb is turned off.

490 - Touch zero to repeat these prompts, or 9 to return to the main menu.

495 - I'm sorry, you have exceeded your allowable record time. Please listen to, and delete, all unnecessary messages.

500 -507 Reserved for customer provided commercial messages. Note: These will ONLY play for callers placed on hold by VoiceTrak, and only when the caller has chosen to remain on hold for a busy extension, instead of leaving a message. These messages do NOT play during normal 'hold' through the telephone system.

SAL000.VOX - This prompt should be replaced with a recording that includes the company name.

Thank you for calling. If you know the extension number of the person you are calling you may dial it now. If you don't know the extension, use our Dial By Name feature by touching 8. If you require assistance, please stay on the line for an operator.

The following voice prompts are required for the optional FAXTrak module and should be altered to fit your operation.

370 You must now enter your fax number. Outside the Atlanta metro area enter your 3 digit area code and 7 digit fax number followed by the # sign. In the Atlanta metro area, dial your 7 digit fax number and the # sign.

373 Was this the correct telephone number for your fax machine? Touch 1 for yes, 2 for no.

376 Please enter the document number. If you are finished selecting documents, touch the # sign.

377 I'm sorry. The fax document number you selected is not in the system.

525 Your fax document will be sent shortly. FAXTrak will make 2 attempts to call if the fax machine is busy or not answered. Thank you for using FAXTrak by VoiceTrak.

NOTE: The following prompts are used only by the RFAX board and not the Intel board.

521 Please press the start button on your fax machine.

522 No faxes have been selected and there is nothing to send.

523 The faxes you selected are...

524 End of list.

# Limited Warranties

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## ***Computer Equipment***

VoiceTrak computers carry a LIMITED MANUFACTURER'S WARRANTY.

Components include the keyboard, monitor and all parts inside the case, excluding the Rhetorex audio processing board. These components are warranted from defect for one-year from the date purchased from VoiceTrak. Please refer to the RMA policy for information about returns/replacement.

## ***Software***

The obligations of VoiceTrak Inc. in regards to VoiceTrak software are listed in the Software License Agreement. Certain features of VoiceTrak software are dependent on the phone system on which the software is installed, as well as the phone system software. Please contact your dealer for information about system features and limitations in reference to the phone system that will be integrated to VoiceTrak.

## ***Rhetorex Audio Card***

All Rhetorex audio cards include a MANUFACTURER'S LIMITED WARRANTY of three years from the date of shipment from the factory to VoiceTrak.

# RMA Policy

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## **Hardware**

Each VoiceTrak system is tested extensively prior to shipment. We have specific tests for memory, hard drives and Rhetorex boards. Each system is also placed in a continuous test mode for several hours. Since Random Access Memory (RAM) can cause problems that are difficult to diagnose, we have special electronic test equipment to test each RAM chip prior to installation. It is our goal that all systems be 100 percent defect free.

Problems may occur in shipping, and on occasion, flaws get past our testing procedures. It is important that you unpack the VoiceTrak unit and test everything as soon as possible. Federal Express limits claim time to 15 days from shipment. Therefore, dealer claims must be filed in that time frame. Test the unit before going to the customer site!

The following policies are a combination of those required by our vendors. Any equipment returned by you to our offices must also be handled by our vendors, so your understanding and cooperation are appreciated.

## **Returning Defective Hardware**

You must obtain an RMA (Return Material Authorization) number before returning any hardware! All hardware warranties are depot warranties. Equipment must be returned to VoiceTrak for repair.

DOA (Dead On Arrival) Period - Any component that is initially defective or inoperable, or becomes inoperable up to 30 (thirty) days from the date of the invoice, will be considered DOA. We will replace the defective component when an RMA number has been issued during the 30-day DOA period. When requested, VoiceTrak will put forth its best efforts to make a cross-shipment on a DOA return. Exception: No activator devices will be replaced until the defective device has been received by VoiceTrak.

Warranty Repairs - Any component that becomes inoperable after the DOA period must be returned to VoiceTrak for repair. See RMA Procedures.

## **Shipping Damage**

Notification of damaged equipment must be made to VoiceTrak within 48 hours of your receipt of the damaged shipment. When you receive your shipment, please inspect the boxes and contents for any physical damage. If you can detect any physical damage to the contents, CALL VoiceTrak IMMEDIATELY! The damage claim must be handled

from our location. We will immediately call the shipper and arrange for inspection of the damage. Do not throw away the box or any packing material. You will still need to obtain an RMA number for any necessary replacement.

## ***RMA Procedure***

RMA numbers are issued ONLY to VoiceTrak dealers. We do not issue directly to end users. Call VoiceTrak at 800-966-4446 and select customer service to request an RMA number before you return the item. You must provide the following information: Dealer name, invoice number and date, defective component and serial number, and the specific nature of the problem. (Our vendors require this information before they will authorize a return for us. We must require that you provide the same information when calling for an RMA number.)

Ship the defective component and all accessories in the original box with the original packing materials prepaid to VoiceTrak within 20 days. RMA numbers are valid only for 20 days from the date of issue. The RMA number must be prominently displayed on the shipping label. All manuals, cables, and other accessories originally shipped must be included with the returned component. You may be charged a restocking fee if any of these items are missing. DOA returns must be in the original packaging and in unused condition. Any component returned without an RMA number displayed on the shipping label will be refused.

Never return the activator device unless a specific RMA number has been issued for it. The device is necessary for the operation of VoiceTrak. If it is lost or stolen, you will be required to purchase a new software license. DO NOT return this device to us unless you receive written authorization from us for the return.

The dealer is responsible for paying shipping charges on components returned for warranty repair. When requested, VoiceTrak will credit the dealer the UPS Ground freight expense for DOA and shipping damage RMA's returned to us. The credit will be applied to your next order. Under no circumstances will refunds be issued. VoiceTrak will pay the shipping charge to return the repaired component to the dealer. All RMA shipments will be sent UPS Ground unless the dealer chooses to pay the difference in ground rates and priority rates.

Components returned under an RMA number are thoroughly tested at VoiceTrak. On occasion, a dealer will determine that a problem is caused by VoiceTrak when it's actually caused by the phone system, central office, premises wiring, pager company, user error or another cause. Please be sure the problem is caused by VoiceTrak. Duplicate the problem on another switch or CO lines before arranging for a return! If no problem is found, the component will be returned to the dealer as a C.O.D. shipment with a minimum service charge.

# VoiceTrak License Agreement

By installing VoiceTrak, you indicate your acceptance of the following VoiceTrak Software License Agreement. This is a legal and binding contract between you, the end user, and VoiceTrak. By accepting and installing VoiceTrak, you agree to be bound by the terms of this agreement. If you do not agree to the terms of this agreement, you should immediately return the software and all accompanying items for a full refund.

## Software License

1. **Your rights.** VoiceTrak hereby grants to you the right to use a single copy of the enclosed VoiceTrak software (the "SOFTWARE") on a single terminal connected to a single computer (i.e., with a single CPU). You may not use it on more than one computer or terminal at the same time.

2. **Copyright.** The SOFTWARE is owned by VoiceTrak and is protected by United States copyright laws and international treaty provision. Therefore, you must treat the SOFTWARE like any other copyrighted material (i.e., a book or musical recording) except that you may either (a) make one copy of the SOFTWARE solely for backup or archival purposes, or (b) transfer the SOFTWARE to a single hard disk provided you keep the original solely for backup and archival purposes. You may not copy the written materials accompanying the SOFTWARE.

3. **Other restrictions.** You may not rent or lease the SOFTWARE, but you may transfer the SOFTWARE and accompanying written materials on a permanent basis provided you retain no copies and the recipient agrees to the terms of this Agreement. You may not reverse engineer, decompile, or disassemble the SOFTWARE that is provided. If the SOFTWARE is an update, any transfer must include the update and all prior versions. You retain the right to change the voice prompts supplied by VOICE TRAK.

**Limited Warranty.** The diskette(s), manual and sentinel device that make up this software product are warranted by VoiceTrak to be free from defects in materials and workmanship for a period of 30 days from the date you purchase this product. If you notify VoiceTrak within the warranty period of such defects in materials or workmanship, VoiceTrak will replace the defective diskette(s), manual or sentinel device.

Within 30 days of your purchase of this software package, if the package does not do what we advertise in our marketing materials, you must notify VoiceTrak of the problem, in writing, or by telephone with a written confirmation. If VoiceTrak does not correct the problem within 10 working days of receiving your notification, you will be given a return authorization number and you may return the software to VoiceTrak or your dealer for a refund of your purchase price for the software. VoiceTrak will not accept returns of opened software without a return authorization number.

The sole remedy for breach of this warranty is limited to replacement of defective materials and/or refund of purchase price and does not include any other kinds of damage.

Apart from the foregoing limited warranty, the software programs are provided "AS IS", without warranty of any kind, either expressed or implied. The entire risk as to the performance of the programs is with the purchaser. VoiceTrak does not warrant that the operation of the programs will be uninterrupted or error-free. VoiceTrak assumes no responsibility or liability of any kind for errors in the programs or documentation of/for the consequences of any such errors.

The laws of the State of Georgia govern this agreement. Any litigation to enforce or interpret this Agreement shall be filed and heard only in the state or federal courts for Hall County, Georgia.

Should you have any questions concerning this agreement, or if you wish to contact VoiceTrak for any reason, please write: VoiceTrak, 5089C Bristol Industrial way, Buford, GA 30084, or call 770-945-1776.

# FCC Registration

The following information applies to the Rhetorex audio processing boards. This information is provided for agencies that may require an FCC registration number as part of the RFP process.

--VoiceTrak

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This device has been granted a registration number by the Federal Communications Commission, under part 68, Rules and Regulations for Direct connection to the Telephone Lines:

1. Direct connection to the telephone lines may be made only through the standard plug-ended cord furnished to the utility-installed jack. No connection may be made to party or coin phone lines. Prior to connecting the device to the telephone lines, you must know the following conditions:
2. Customers connecting terminal equipment or protective circuitry to the telephone network, shall, upon request of the telephone company, inform the telephone company of the particular line(s) to which such connection is made, the FCC registration number, and ringer equivalence number of the registered terminal equipment or the registered protective circuitry.
3. Repairs may be made only by the manufacturer or his authorized service agency. Unauthorized repairs void registration and warranty. Contact seller or manufacturer for details of permissible user-performed routine repairs, and where and how to have other than routine repair work done.
4. If, through abnormal circumstances, harm to the telephone lines is caused, the equipment should be unplugged until it can be determined if it or the telephone line is the source. If the equipment is the source, it should not be reconnected until necessary repairs are effected.
5. Should the telephone company notify you that your device is causing harm, the device should be unplugged. The telephone company will, where practical, notify you that temporary discontinuance of service may be required. However, where prior notice is not practical, the telephone company may temporarily discontinue service, if such action is reasonably necessary. In such cases, the telephone company must a) promptly notify you of such temporary discontinuance, b) afford you the opportunity to correct the condition, and c) inform you of your rights to bring a complaint to the FCC under the rules.
6. The telephone company may make changes in its communication facilities, equipment, operations, or procedures where such action is reasonably required in the operation of its business and is not inconsistent with FCC rules. If such changes can be reasonably expected to render any customer's devices incompatible with telephone company facilities or to require modification or alteration, or otherwise to materially affect the equipment's performance, written notification must be given to the user to allow uninterrupted service.

FCC Registration	IA92PV-10975-NM-E
Jack	RJ14
Ringer Equivalence	0.34 0.3B

# Glossary

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<b>Action Code</b>	Used in department mapping to define if a DTMF keypress will transfer to a mailbox (M), department (D), FAXTrak (F and P) or a function (@).
<b>Audiotext</b>	Pre-recorded information offered to callers. Typically accomplished through the use of I boxes.
<b>Box Type</b>	Set from User/Mailbox to define the type of mailbox. Mailbox types are dependent upon the type of phone system, as well as the application.
<b>BROWSE.EXE</b>	Utility program used to check databases for corruption.
<b>Call Processing</b>	The ability of a system to take calls and route the calls to the appropriate area, depending upon the caller input.
<b>Call Screening</b>	Feature that allows mailbox users to hear who is calling them and then choose to accept or reject the call.
<b>Cascade</b>	Outcall notification feature to call a series of numbers in a specified amount of time, if the message is not retrieved.
<b>Co-Session</b>	A package by Triton Technologies and licensed by VoiceTrak for maintenance of VoiceTrak systems via modem. The HOST portion of Co-Session is installed on the VoiceTrak machine. The REMOTE portion of Co-Session is used to connect with a HOST enabled system.
<b>Days to Keep Message</b>	Systemwide setting for automatic purge of all messages.
<b>Delay Ring</b>	Technique so callers ring first at one location, then another. Many phone systems allow overflow from one hunt group to another, generally an operator hunt group overflows to the VoiceTrak hunt group.
<b>Department</b>	The areas where DTMF keypresses offered in a salutation are defined.
<b>Dial Through</b>	The ability to bypass a salutation or personal greeting by directly dialing a mailbox or department digit.
<b>Digit Trap</b>	Also see Follow-On ID. Certain phone systems can forward a call to VoiceTrak with trailing digits, but the digits contain only the

station number without a preceding '#' sign. When activated, the Digit Trap feature provides a brief silence immediately prior to VoiceTrak playing the opening Salutation. If the station number is received during this silence, the caller will hear the personal greeting of the called mailbox. If the station number is received after the silence the caller will transfer to the station. This allows full automated attendant / voice mail which is transparent to the user. This technique is required on several phone systems.

<b>Direct Insertion</b>	Feature to allow callers to be directly routed to the personal greeting of the mailbox holder. Typically accomplished by receptionist who answers calls and then offers the option for the caller to leave a message in a mailbox.
<b>Disconnect</b>	<ol style="list-style-type: none"><li>1. Signal (or lack of) sent when caller hangs up. The most common types are a) Loop Current drop, an electrical signal from the phone company or the phone system, b) Busy or Fast Busy tones, c) DTMF string indicating disconnect, d) dial tone, e) silence.</li><li>2. Keypress (#) that must be made for VoiceTrak to clear immediately.</li></ol>
<b>Do Not Disturb</b>	Mailbox feature that allows caller to proceed directly to the personal greeting, without first ringing the phone extension.
<b>MS DOS</b>	Computer operating system developed by Microsoft.
<b>Drop Ext.</b>	The extension callers will transfer to if they press 0 or stay on the line.
<b>EMM386</b>	MS-DOS program used to establish expanded memory.
<b>Extension</b>	The physical phone tied to the mailbox.
<b>FAXTrak</b>	An add-on module available with VoiceTrak. This fax-on-demand system allows callers to call into VoiceTrak and be given the option to transfer to the fax system. Callers may then request a series of documents or a master document listing all creations on the system.
<b>Fixed/Variable Box Number</b>	Parameter to be activated if extension numbers will not be the same length.
<b>Follow-On ID</b>	Sometimes called 'trailing digits'. Refers to the ability of the phone system to forward a call to VoiceTrak, and after VoiceTrak answers the call, send additional DTMF tones which identify the station forwarding the call. The preferred method is '# + extension number'. Also see Digit Trap.

<b>Getout</b>	Controls the path the caller will take if he presses # while a department recording is playing. If yes, caller disconnected. If no, caller goes to opening menu.
<b>Global Parameters</b>	Parameters which define the Rhetorex board characteristics.
<b>Grunt</b>	Feature activated in Setup/Custom Parameters used to prevent "dead" calls from transferring the drop extension.
<b>HIMEM.SYS</b>	MS-DOS program which allows the PC to use more than 1MB of memory.
<b>HOST.EXE</b>	HOST is part of the Co-Session package by Triton Technologies. HOST is the portion of Co-Session loaded on the VoiceTrak machine. A copy of REMOTE is required for remote access of a HOST system. See Co-Session.
<b>Inrings</b>	Variable set in VOICE.BAT file to control the amount of rings before VoiceTrak will answer. Used for delay answer on older phone systems.
<b>Interrupt</b>	Method used by software or hardware to get the attention of the CPU. The default RDSP driver entry point is through software interrupt 6E and is changed in the CONFIG file by the CONFIGUR program. VoiceTrak initializes the RDSP driver with an interrupt set in the VOICE.BAT file with the line SET INTLVL=x where x is an interrupt from 2 to 7. Defaults to 5.
<b>Loop Current Drop</b>	An electrical signal sent by a phone system or the CO to inform VoiceTrak that a call has been disconnected.
<b>Mailbox</b>	The unique area of the system where users store messages.
<b>Notify Limit</b>	The number of characters allowed in a dial string for an outcall notification.
<b>Outcall Notification</b>	Feature to alert users via another phone extension, phone number, digital, voice or national pager that a message has been left in their mailbox.
<b>Password</b>	Unique number assigned to protect certain areas of VoiceTrak. <b>Mailbox</b> Allows access to mailbox. <b>System Administrator</b> Allows access to Main, User and Mapping areas. <b>Technician</b> Allows access to all areas.

<b>PKUNZIP</b>	A copyrighted program by PKWare which decompresses files stored in the ZIP format. VoiceTrak has licensed use of this program.
<b>Reorganize Time</b>	Time, expressed in military format, when system shuts down to reorganize databases and make routine system checks. Must be set for after midnight in order to reset on-screen stats.
<b>Retry</b>	The time between notifications. Retry Interval
<b>Return Destination</b>	Controls where caller will be routed when finished leaving a message.
<b>REMOTE.EXE</b>	See Co-Session and HOST.
<b>Root Salutation</b>	The main greeting callers will hear when they first access the system.
<b>Sponsor</b>	Messages left in a mailbox that is sponsored will appear in the mailbox listed in this field. Necessary for Z boxes. Useful for company mailboxes or applications where one person is responsible for checking several boxes. (Used in real estate listing systems so agent checks one box.)
<b>Trailing Digits</b>	See Follow-On ID and Digit Trap.
<b>Tonetable</b>	A unique set of tones for the phone system, needed by VoiceTrak to insure proper call processing.
<b>Zone Paging</b>	Feature that plays spoken name of called party through the paging zones established on the phone system.

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