



ODT Vision®

System Reference

2.0

ODT Vision®

System Reference Manual

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Notes and acknowledgments

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About this manual

This manual is designed to assist you in the installation, daily usage, and maintenance required for your ODT VISION® system.

What is ODT VISION®?

ODT VISION® is a powerful telephony application builder for the IBM compatible family of computers. Utilizing the power of a PC and your phone system, ODT VISION® gives you the ability to create sophisticated inbound and outbound telephony applications comparable to systems costing thousands of dollars more. It is perfect for small to large business due to its ability to grow as you do by adding more phone interface cards.

Here are some sample applications for ODT VISION® although the applications that can be created is limited only by your imagination.

- Automated Order Entry
- Automated Order Confirmation
- Automated Call Processing
- Automated Telemarketing
- Automated Information Requests
- Voice Messaging
- Automated 900 Line Services
- Automated Directory Services
- Automated Registration and Class Selection
- Automated Attendant
- Automated Polling
- Automatic Emergency Notification
- Automatic Paging

The ODT VISION® system utilizes the Dialogic board(s). The Dialogic boards were specifically designed to implement computer driven telephony applications on the IBM PC and compatibles. It is possible to install as many as 24 lines into a single system. The number of cards that your host system can support are determined by the following items in order of importance.

- Disk access speed
- Processor speed of host PC
- Data transfer rate

The Dialogic board implements a multi-processor design combined with hardware dedicated to speech digitization, call process detection, telephone interface, and audio input, filtering, and amplification. This multi-processor design allows multiple Dialogic boards to perform sophisticated telephony applications while utilizing little of the host PC's resources. The Dialogic cards have the ability to digitally record messages in compressed or uncompressed format from the microphone input, local telephone connection, or either of two telephone lines. These messages are digitized to the hard disk and can be played back through the speaker, local telephone set, or to the telephone lines.

The Dialogic boards are installed in an available slot in the (ISA bus) host PC. Most Pentium PC's can handle at least 4 Dialogic boards for a total of 16 lines that can process both incoming and outgoing communications simultaneously.

ODT VISION® can be used with virtually any phone system available since it works with standard voice grade analog phone lines or analog adapters installed in a digital phone system.

ODT VISION® applications

ODT VISION® applications are created using a script language that is very similar to the scripting or macro languages built into other Windows applications. The ODT VISION® scripting language is simple enough that even non-technical users can start building telephony applications right away, but is powerful enough that developers and system integrators can create complex commercial grade applications. Sample scripts are included with the developer package that can be modified or used as is to get you up and running fast. Custom ODT VISION® applications can be created by your ODT VISION® representative, or you can develop your own by purchasing the optional ODT VISION® script compiler.

Each ODT VISION® application can be tied to individual or multiple lines so different applications can be running concurrently within the same PC.

What is included in the ODT VISION® system

The ODT VISION® System consists of the following components:

- Dialogic digital 4 line voice board (PCI bus compatible)
- ODT VISION® USB port key
- Dialogic software
- ODT VISION Telephony Software for Windows XP
- System Reference Guide and Developer's Guide (Optional AS/400 Addendum)
- ODT VISION® Compiler software and Developers Guide (optional) to create your own ODT VISION® applications

System requirements

- Pentium PC with 400 MHZ
- Available full-size PCI bus slot for every 4-line **Dialogic** board to be installed.
- Monitor
- 500 Meg of Memory or greater
- Disk Drive capacity will vary on applications, (Please consult with your ODT VISION® representative to estimate disk space utilization)
- USB port for the ODT VISION® system key
- Mouse installed for Windows
- Windows XP Professional

Product support

Product technical support is available through your ODT VISION® representative. Call Vision Voice Vantage, Inc., Inc. at (614) 985-3814 if you do not know the name of your ODT VISION® representative.

Notifying the local telephone company

The telephone company should be notified that an FCC registered device has been installed. Standard RJ11 jacks are used to hook-up the local telephone lines. The Ringer Equivalence is .01B. Notify the phone company of the FCC registration number which is:

FCC Part 68: GB2-4D4-10792-VM-N

The local phone company should also be notified when the ODT VISION® system has been disconnected from the telephone line.

The Dialogic boards use Forward Disconnect signals generated by the phone company central offices to signal that a caller has hung up. If you use call waiting, you must turn it off while using the ODT VISION® system. There is a code that can be entered from your touch-tone keypad to toggle call waiting on and off. Ask your phone company for the code in your area.

FCC notice to users

This equipment generates and uses radio frequency energy, and if not used and installed properly in strict accordance with the manufacturer's instructions, it may cause interference to radio and television reception. It has been tested and found to comply with the limits for a class B computing device with the specifications in Subpart J of Part 15 of FCC rules, which are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment ON or OFF, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna of the radio or television set experiencing interference.
- Relocate the computer with respect to the receiver; that is, separate the two pieces of equipment.
- Plug the computer into a different outlet so that it is on a different branch circuit from the receiver.

If necessary, contact an experienced radio/television technician for additional suggestions. You can also write to the Federal Communications Commission (U.S. Government Printing Office, Washington, D.C. 20402) and as for publication number 004000003454 "How to identify and Resolve Radio-TV Interference Problems".

Phone courtesy

The ODT VISION® system was designed as a tool to assist individuals and businesses to more efficiently and expediently deal with telephone management. We encourage that the sophisticated features associated with the ODT VISION® system be used in a responsible manner so as to not interfere with the privacy of others. State telemarketing laws may restrict the use of ODT VISION® as an auto dialer in your area.

Hardware warranty

Vision Voice Vantage, Inc. warrants the products that it manufactured to be free from defects in materials and workmanship for a period of 1 years from the date of purchase. During the 1 year period, ODT will repair or replace, at its option, any defective products or parts at no additional charge provided that the product is returned, shipping prepaid, to ODT.

Additionally, ODT will be responsible for labor costs specifically related to the repairs of hardware manufactured by ODT for a period of three months from the date of purchase. Labor charges after the three month period are set at \$80.00 per hour. All products returned to ODT must have a valid RMA number that is clearly specified on the outside of the package being returned. ODT will not accept parcels without a valid RMA. The sender is responsible for insuring the returned product, and assumes the risk of loss during shipment. Proof of date of purchase must be provided by the purchaser.

This warranty does not extend to any products that may have been damaged as a result of accident, misuse, abuse, or as a result of service or modification by anyone other than ODT or an authorized representative of ODT.

Vision Voice Vantage, Inc. specifically disclaims all other warranties, expressed or implied, including but not limited to implied warranties of merchantability or fitness for a particular purpose with respect to defects in the diskette, documentation, and the program license which has been granted herein in particular, and without limiting operation of the program license with respect to any particular application, use, or purpose. In no event shall Talking Technology, Inc. be liable for any loss of profit or any other commercial damage, including but not limited to special, incidental, consequential, or other damages. In addition, Vision Voice Vantage, Inc., Inc. will in no way be responsible for any telephone equipment or billing liability whether it be personal or commercial.

This agreement shall be construed, interpreted, and governed by the laws of the State of Ohio

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Software program license and warranty

Customer Agreements

Carefully read the following terms and conditions before opening the diskette envelope. Opening the diskette envelope indicates your acceptance of these terms and conditions. If you do not agree with the terms, you should promptly return the complete ODT VISION® system hardware and software package including the unopened diskette envelope and all original packing material, and your money will be refunded.

Vision Voice Vantage, Inc., Inc. (hereinafter referred to as ODTI) provides this software and licenses its use in the United States. You assume responsibility for the selection of the software to achieve the desired results and for the installation, use, and results obtained from the software.

License

You may use the program on any machine that you own or use and may copy the program into any machine readable or printed form for backup support of your use of the program. You may not use, copy, modify, sublicense, or otherwise transfer the software of any copy, modification or merged portion, in the whole or in part, except as expressly provided for in this license. If you transfer possession of any copy, modification, or merged portion of the program to another party, your license is automatically terminated and any attempted sublicense, assignment or other transfer is null and void.

Term

The license is effective until terminated. You may terminate it at any time by destroying the software along with all copies, modification and merged portions in any form. It will also be terminated upon conditions set forth elsewhere in this agreement of if you fail to comply with any term or condition of this agreement. You agree upon such termination to destroy the software together with all copies, modifications and merged portions in any form.

Limited Warranty

This program is provided "as is" without warranty of any kind, either expressed or implied, including but not limited to the implied warranties or merchantability and fitness for a particular purpose. The entire risk as to the quality and performance of the software is with you. Should the program prove defective, you (and not ODTI nor its representative) assume the entire cost of all necessary servicing, repair or correction. Some states do not allow the exclusion of implied warranties, do the above exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state. ODTI does not warrant that the features contained in this software will meet your requirements nor that the operation of the software will be uninterrupted or error free. However, ODTI does warrant the diskette on which the program is furnished to be free from defects in materials and workmanship under normal use for a period of ninety (90) days from the date of delivery to you as evidenced by a copy of your receipt.

Limitations of remedies

ODTI's entire liability and your exclusive remedy shall be the replacement of any diskette not meeting with ODTI's warranty described above and which is returned to ODTI with a copy of your payment receipt, or if ODTI is unable to deliver a replacement diskette which is free of defects in materials or workmanship, you may terminate this agreement by returning the software and any accompanying hardware and your money will be refunded.

In no event will ODTI be liable for any damages including lost profits, lost savings, or other incidental or consequential damages arising from the use or inability to use the software even if ODTI has been advised of the possibility of such damages, or any claim by any other party. Some states do not allow the limitation or exclusion of liability for incidental or consequential damages, so the above limitation or exclusion may not apply to you.

General

This agreement shall be governed by the laws of the State of Ohio. Should you have any questions concerning this agreement, you may contact ODTI in writing. You acknowledge that you have read this agreement, understand it and agree to be bound by its terms and conditions. You further agree that it is the complete and exclusive statement of agreement between you and ODTI which supersedes any proposal or prior agreement, oral or written, and any other communications between you and ODTI relating to the subject matter of this agreement

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Installing Intel/Dialogic Cards

Configuring Windows XP Drivers

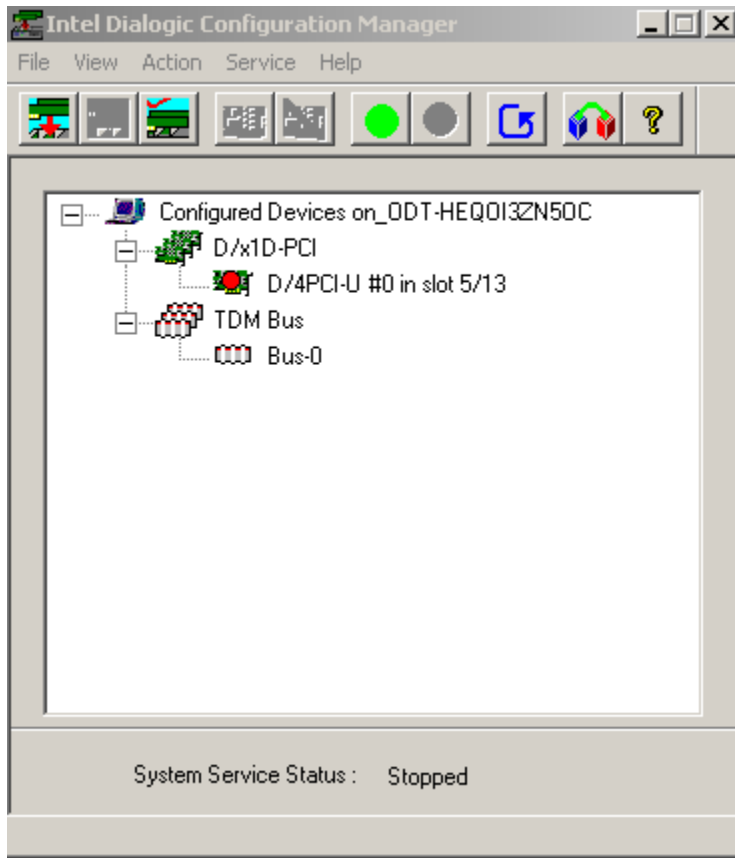
To configure the Dialogic Windows XP drivers:

Load the Dialogic Windows XP DVD and follow list below:

1. Install the Dialogic card, the card is a half sized PCI card.
2. Boot the PC
3. The “Found New Hardware Wizard” will appear, click “Cancel”. (each time you re-boot the computer this wizard will be shown, just click “Cancel: we will fix this problem later on in these instructions.
4. If you do not have the Dialogic system Release CD then download the package from [HTTP://Support.dialogic.com/releases/winnt/index.html](http://Support.dialogic.com/releases/winnt/index.html). At the date of these notes the file is called “Dialogic 5.1 for Windows for Intel”
5. Run “Setup.exe” then click “Next” to proceed with the installation.
6. Enter your Name & Company Name, click “Next”
7. Click the “Custom” button and click the “Clear All” button and then click the following: “Dialogic Drivers, Firmware & Configuration Files”, “Springware TAPI Service Provider”, “Online Documentation”, “GlobalCall API Package” then click “Next”
8. Select “Install Documentation Locally”, then Click “Next”
9. Click “Next” to accept the default installation directory
10. Click “Next” to accept the default program group folder name.
11. Review the installation options selected and click “Next”
12. Check “Run Dialogic Board Configuration (DCM)” click “Next”
13. Select “Local”, click “Connect”
14. After the firmware has been loaded you will see the D/4PCI board slot displayed, select it then click the menu “Service\Startup Mode” select “Automatic”
15. Click the menu “File\Exit”
16. Select “yes, I want to restart my computer now”, click “Ok”
17. Run the Control Panel, click “Printers and other Hardware”, click “Phone and Modem Options”
18. Select the “Advance” tab
19. Click “Add”
20. Select the “Dialogic Generation 2 Service Provider for NT” and click “Add”
21. The “Dialogic TSP Configuration” will appear, if it does not then select “Dialogic Generation 2 Service Provider for NT” then click “Configure”
22. Select each “Channel” in turn entering a local “Telephone Number” or extension number for each of the four lines.
23. Click the “Advanced” button and select the “Call Parameters” tab
24. In the “Configuration” drop down combo select “Custom”
25. Check “Enable Perfect Call”
26. In the “Call progress analysis flags” drop down combo select “DX_DVDENABLE”
27. Change the “Ringback Timeout” value to 700, this should be the default value but it is not
28. Click “Ok” to dismiss the “Configuration Service” dialog
29. Click “Ok” to dismiss the “Dialogic TSP Configuration” dialog
30. Click “Close” to dismiss the “Phone & Modem Options” dialog
31. Run the Control Panel, click “Performance and Maintenance”, click “System”, select the “Hardware” tab, click “Add Hardware Wizard”, click “Next”

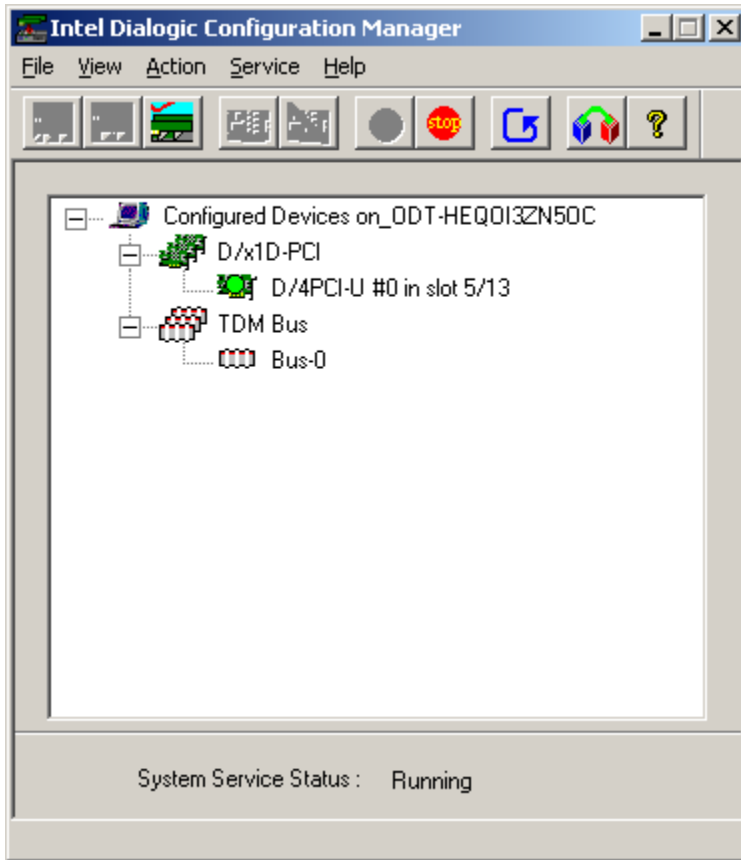
32. Windows will search for new hardware, then Select “yes, I have already connected the hardware”, at the bottom of the list select “Add a new Hardware device”, click “Next”
33. Select “Install the hardware that I manually select from a list”, click “Next”
34. Select “Sound, video and game controllers”, click “Next”
35. Click “Have Disk” and browse to “\Program Files\Dialogic\Lib
36. oemsetup.inf should be displayed, Click “Open”, click “Ok”
37. Click “Continue Anyway” to accept the fact that the driver was not designed for Windows XP”
38. Select the “Dialogic WAVE Driver 1.X” click “Next”, click “Next”
39. Click “Continue Anyway” to accept the fact that the driver was not designed for Windows XP”
40. If the “File Needed” dialog is shown, browse to “\Program Files\Dialogic\Lib” dlgwave.dll should be displayed, click “Open”, Click “Ok”
41. The “Dialogic WAVE Driver Configuration” dialog will appear, change the value in the “Receive buffer threshold” drop down combo to 1024, click “Ok”
42. Click “Finish”, click “yes” to reboot the computer
43. Run the Control Panel, click “Performance and Maintenance”, Click “System”, select the “Hardware” tab, click “Device Manager”
44. You will see a “Other PCI Bridge Device” with a question mark (Windows may detect the Dialogic board as something else depending on what other devices you have installed in the system) indicating that no drivers are installed, right click on this device and select “Disable” confirm that you want to disable the device by clicking “Yes”. Close all dialogs. Windows XP is unable to understand the Dialogic telephony board, the drivers are intended for NT4, and we await updated drivers from Dialogic specifically for use on Windows XP. In order to stop the “Found New Hardware Wizard” dialog being shown every time the PC is Re-booted it is necessary to disable the device as far as Windows XP is concerned.
45. Documentation and various configuration utilities will be found in Start\Programs\Dialogic System Software menu.
1. 46. Test your application

What the card Look like in listing (Not started)



- The card can be started manually by clicking on the green circle start icon or
- By going into the service pull down menu, choosing "Start Up", and setting the default to automatic

What the card looks like started (Active)



Windows Tips:

1. If you have already installed your boards and the Found New Hardware Wizard is asking for a driver, cancel the wizard until after you have installed the drivers as specified below.
2. Once the drivers have been completely installed point the Found New Hardware Wizard to C:\Program Files\Dialogic\DRVR – this is where the inf files are for Windows.
3. Once all drivers have been installed as instructed below, open the Dialogic Configuration Manager – DCM from the Intel System Software group on the Start Menu and let it detect your boards, then click the green button to start the drivers.

Quick install driver setup sequence for Analog systems (I.E. D4PCIUF, D120JCTLS and others):

1. Start installation of System Release 5.1.1 and choose all the default options during setup. FP1 is a required download it is located within SU88.
2. Install Service Update 88 or check Intel's site for latest patches and revisions:
<http://resource.intel.com/telecom/support/releases/serviceUpdates/>
3. No other updates or custom options are required.

Quick install driver setup sequence for T1, VOIP or HDSI based systems:

Start installation of System Release 5.1.1 and choose Custom Install.

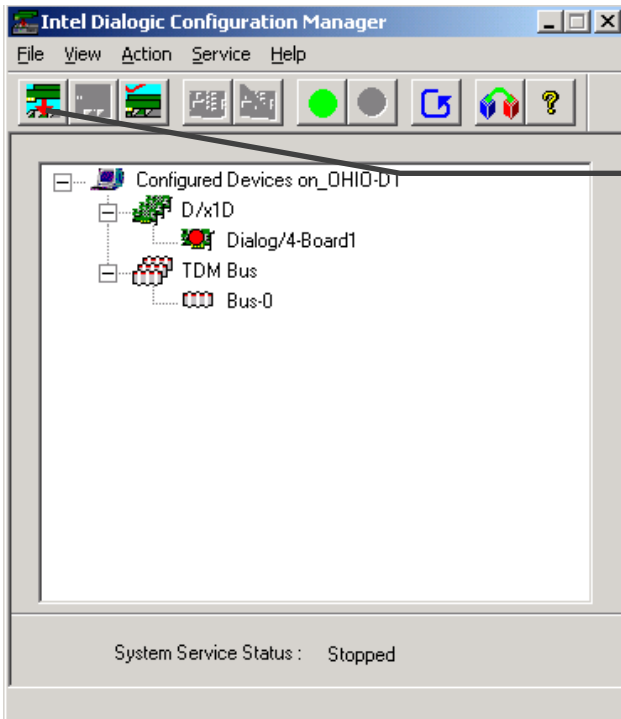
1. **Install every component except** GDK, SCX, BRI, and Antares
2. **ISDN protocols:**
Select All ISDN protocols
3. **DM3 Components:**
IP link, and IP link Analog

If you are using a DMV series board, install the Quadspan components.
If you plan to use the soft fax resources for a DM series card install the DM3 Fax Component.
If you have an HDSI station board, install the HDSI component.
4. Select install documentation locally and proceed with defaults.
5. Install Service Update 88, and all boards should work with Windows XP/2000/2003.
6. If there are any problems please refer to the Dialogic Installation Troubleshooting.doc on the DVD.

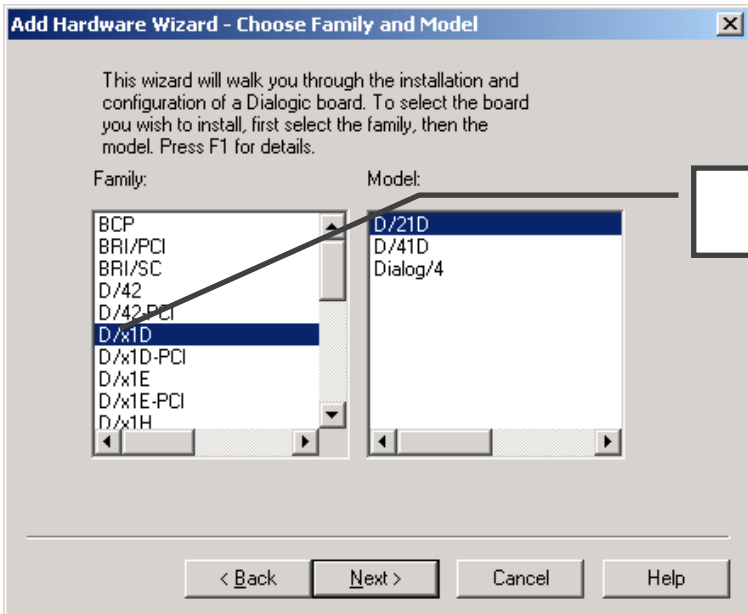
Add Cards

To configure the Dialogic Windows 2000/XP drivers:

1. Install Intel Dialogic Configuration Manager 5.1.1



Click add icon



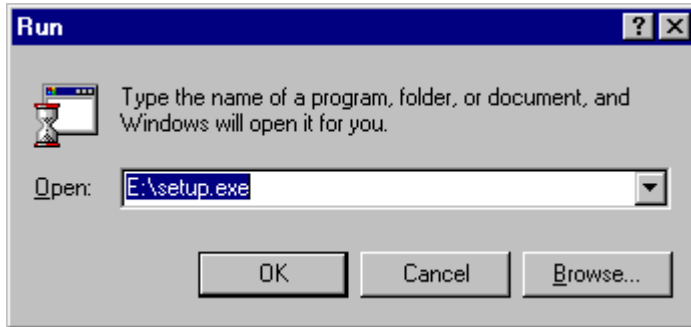
Select board type

ODT VISION® system software installation

The files on the ODT VISION® installation CD are compressed and must be installed using the installation. To install the ODT VISION® system, perform the following steps:

Insert the ODT VISION® Installation CD into the CD drive.

From the Windows Start Menu select the **R**un option. The following window will appear.



Type the drive letter of the floppy drive that the install disk is in followed by SETUP.EXE as in the example above. The installation program will be initialized and the following window will be displayed.

NOTE: It is recommended that the software is installed in the default directory of C:\Program Files\ODT VISION. All references and examples in this manual are based on using this directory name.

Verify that the date, time and version information of the file on the diskette is newer than the existing file on the hard drive. Click the **Yes** button to overlay the version of the file on the hard disk, or click the **No** button to retain the hard drive version of the file. Clicking the **Yes to All** button will copy all files from the diskette without asking for each file for that group of files. The **Cancel** button will cancel the installation of ODT VISION®.

Warning: If you reinstall the sample files, make sure that any modifications that you have made to these files have been backed up first. The installation program will overlay all ODT VISION® files if it is told to do so.

When the installation has completed is successfully, the following window will appear. Click the **OK** button to continue.

Locations of files

Script location

C:\Program Files\ODT Vision

voice files location (Outbound)

C:\Program Files\ODT Vision\Voice Files

Other Outbound Voice files in sub-folder

C:\Program Files\ODT Vision\Voice Files\Spanish

voice files location (System)

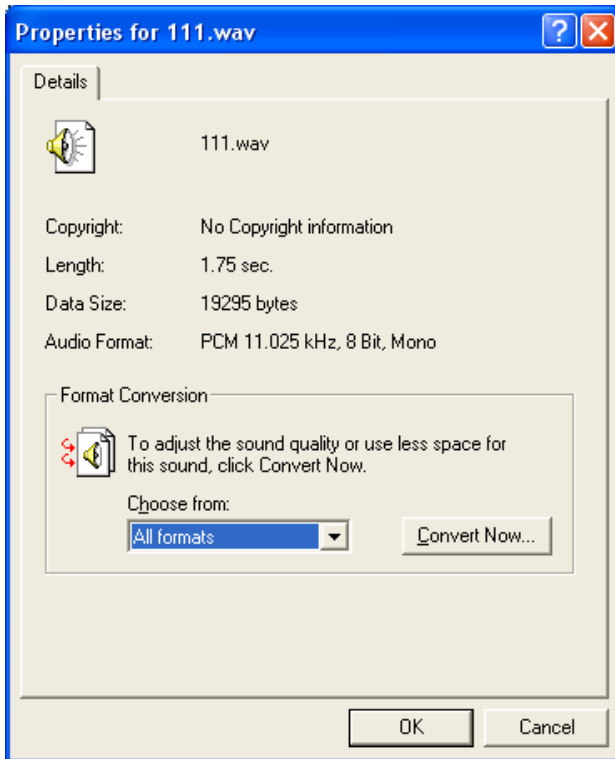
C:\Program Files\SystemVoiceFiles

Other System Voice files in sub-folder

C:\Program Files\SystemVoiceFiles\Spanish

Format of all voice files

Format for all Voice Files



System Voice files listing

(next page)

0.WAV	41.WAV	92.WAV	1943.wav	1994.wav	day3.WAV
01.WAV	42.WAV	93.WAV	1944.wav	1995.wav	day4.WAV
1.WAV	43.WAV	94.WAV	1945.wav	1996.wav	day5.WAV
02.WAV	44.WAV	95.WAV	1946.wav	1997.wav	day6.WAV
2.WAV	45.WAV	96.WAV	1947.wav	1998.wav	day7.WAV
03.WAV	46.WAV	97.WAV	1948.wav	1999.wav	day8.WAV
3.WAV	47.WAV	98.WAV	1949.wav	2000.WAV	day9.WAV
04.WAV	48.WAV	99.WAV	1950.wav	2001.WAV	day10.WAV
4.WAV	49.WAV	1900.wav	1951.wav	2002.WAV	day11.WAV
05.WAV	50.WAV	1901.wav	1952.wav	2003.WAV	day12.WAV
5.WAV	51.WAV	1902.wav	1953.wav	2004.WAV	day13.WAV
06.WAV	52.WAV	1903.wav	1954.wav	2005.WAV	day14.WAV
6.WAV	53.WAV	1904.wav	1955.wav	2006.WAV	day15.WAV
07.WAV	54.WAV	1905.wav	1956.wav	2007.WAV	day16.WAV
7.WAV	55.WAV	1906.wav	1957.wav	2008.WAV	day17.WAV
08.WAV	56.WAV	1907.wav	1958.wav	2009.WAV	day18.WAV
8.WAV	57.WAV	1908.wav	1959.wav	2010.WAV	day19.WAV
09.WAV	58.WAV	1909.wav	1960.wav	2011.wav	day20.WAV
9.WAV	59.WAV	1910.wav	1961.wav	2012.wav	day21.WAV
10.WAV	60.WAV	1911.wav	1962.wav	2013.wav	day22.WAV
11.WAV	61.WAV	1912.wav	1963.wav	2014.wav	day23.WAV
12.WAV	62.WAV	1913.wav	1964.wav	2015.wav	day24.WAV
13.WAV	63.WAV	1914.wav	1965.wav	2016.wav	day25.WAV
14.WAV	64.WAV	1915.wav	1966.wav	2017.wav	day26.WAV
15.WAV	65.WAV	1916.wav	1967.wav	2018.wav	day27.WAV
16.WAV	66.WAV	1917.wav	1968.wav	2019.wav	day28.WAV
17.WAV	67.WAV	1918.wav	1969.wav	2020.wav	day29.WAV
18.WAV	68.WAV	1919.wav	1970.wav	a.WAV	day30.WAV
19.WAV	69.WAV	1920.wav	1971.wav	AM.WAV	day31.WAV
20.WAV	70.WAV	1921.wav	1972.wav	ampersand.WAV	December.WAV
21.WAV	71.WAV	1922.wav	1973.wav	and.WAV	dollar sign.WAV
22.WAV	72.WAV	1923.wav	1974.wav	April.WAV	dollar.WAV
23.WAV	73.WAV	1924.wav	1975.wav	at.WAV	dollars.WAV
24.WAV	74.WAV	1925.wav	1976.wav	August.WAV	e.WAV
25.WAV	75.WAV	1926.wav	1977.wav	b.WAV	equal.WAV
26.WAV	76.WAV	1927.wav	1978.wav	backslash.WAV	euro.WAV
27.WAV	77.WAV	1928.wav	1979.wav	bar.WAV	euros.WAV
28.WAV	78.WAV	1929.wav	1980.wav	billion2.WAV	exclamation mark.WAV
29.WAV	79.WAV	1930.wav	1981.wav	billion.WAV	f.WAV
30.WAV	80.WAV	1931.wav	1982.wav	c.WAV	February.WAV
31.WAV	81.WAV	1932.wav	1983.wav	caret.WAV	Friday.wav
32.WAV	82.WAV	1933.wav	1984.wav	cent.WAV	full stop.WAV
33.WAV	83.WAV	1934.wav	1985.wav	cents.WAV	g.WAV
34.WAV	84.WAV	1935.wav	1986.wav	cl.WAV	greater than.WAV
35.WAV	85.WAV	1936.wav	1987.wav	cm.WAV	h.WAV
36.WAV	86.WAV	1937.wav	1988.wav	colon.WAV	hash.WAV
37.WAV	87.WAV	1938.wav	1989.wav	comma.WAV	hundred hours.wav
38.WAV	88.WAV	1939.wav	1990.wav	d.WAV	Hundred.WAV
39.WAV	89.WAV	1940.wav	1991.wav	dash.WAV	i.WAV
40.WAV	90.WAV	1941.wav	1992.wav	day1.WAV	j.WAV
	91.WAV	1942.wav	1993.wav	day2.WAV	January.WAV

Type:
Bit Rat
Size: E

July.WAV	quote.WAV	
June.WAV	r.WAV	
k.WAV	right bracket.WAV	
l.WAV	right curly bracket.WAV	
left bracket.WAV	right square bracket.WAV	
left curly bracket.WAV	s.WAV	
left square bracket.WAV	Saturday.wav	
less than.WAV	second.WAV	
m.WAV	seconds.WAV	
March.WAV	semicolon.WAV	
May.WAV	September.WAV	
midnight.WAV	slash.WAV	
million2.WAV	star.WAV	
million.WAV	Sunday.wav	
minus.wav	t.WAV	
ml.WAV	the 1.WAV	
mm.WAV	the 2.WAV	
Monday.wav	the 3.WAV	
n.WAV	the 4.WAV	
noon.WAV	the 5.WAV	
November.WAV	the 6.WAV	
null.wav	the 7.WAV	
o.WAV	the 8.WAV	
o'clock.WAV	the 9.WAV	
October.WAV	the 10.WAV	
of April.WAV	the 11.WAV	
of August.WAV	the 12.WAV	
of December.wav	the 13.WAV	
of February.WAV	the 14.WAV	
of January.WAV	the 15.WAV	
of July.WAV	the 16.WAV	
of June.WAV	the 17.WAV	
of March.WAV	the 18.WAV	
of May.WAV	the 19.WAV	
of November.WAV	the 20.WAV	
of October.WAV	the 21.WAV	
of September.WAV	the 22.WAV	
of.WAV	the 23.WAV	
oh.WAV	the 24.WAV	
ohh.WAV	the 25.WAV	
oo.WAV	the 26.WAV	
p.WAV	the 27.WAV	
pence.WAV	the 28.WAV	
percent.WAV	the 29.WAV	
plus.WAV	the 30.WAV	
PM.WAV	the 31.WAV	
point.WAV	the.WAV	
pound.WAV	thousand2.WAV	
pounds.WAV	thousand.WAV	
q.WAV	Thursday.wav	
question mark.WAV	tilde.WAV	
	trillion.WAV	
	Tuesday.wav	
	u.WAV	
	underscore.WAV	
	v.WAV	
	w.WAV	
	Wednesday.wav	
	x.WAV	
	y.WAV	
	z.WAV	

Type: 1
Bit Rate:
Size: 1

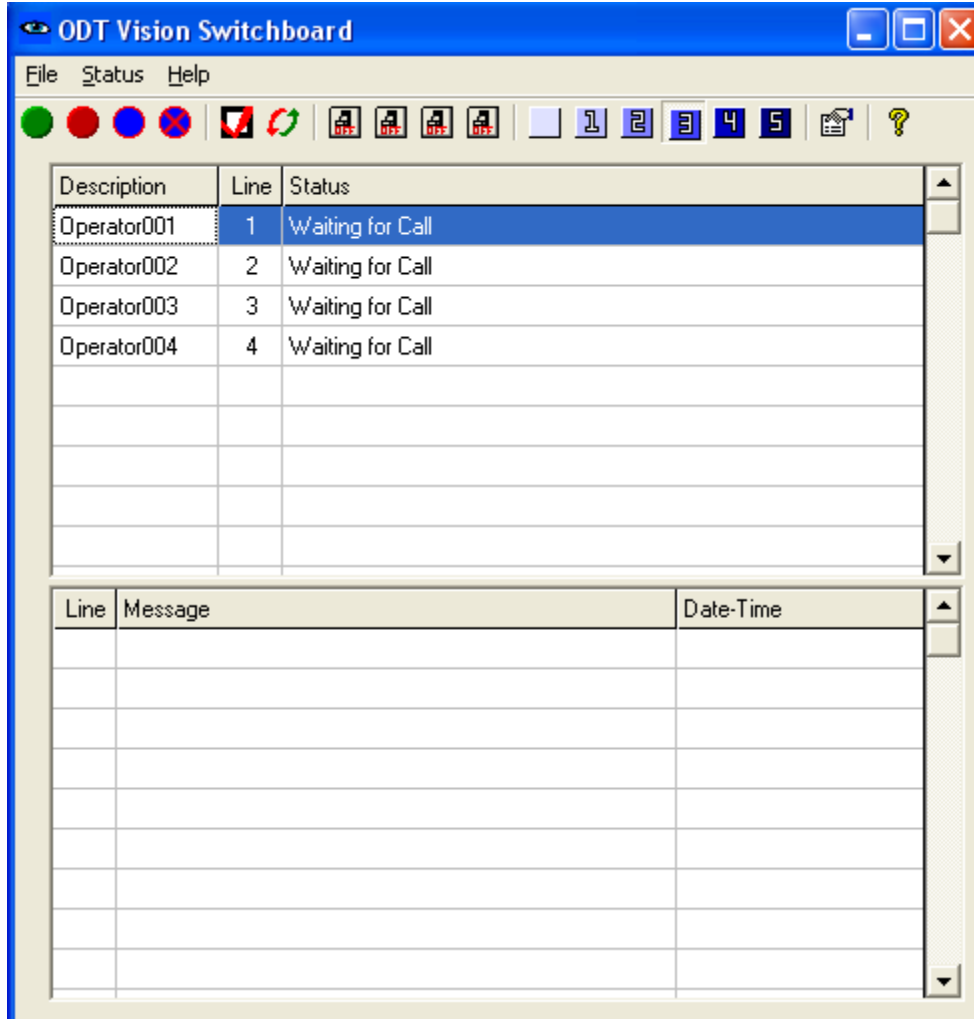
Outbound voice files	These are the most typical voice files used in a ODT VISION® application. Outbound voice files are the voice prompts that are played by your application to the user who has called in. If your application was created by your ODT VISION® dealer, then they will give you a list of the voice files that will need to be recorded.
System voice files	These are the voice files used in a ODT VISION® application for speaking letters, numbers, dollar amounts, dates and times. Sample system voice files are supplied on the ODT VISION® installation disks. The System Voice Files are in their own container. A list of the system voice files used by the ODT VISION® system is provided later in this chapter.
Inbound recordings	These voice files are created when a user leaves a recorded message while using your ODT VISION® application. Note that some applications do not allow the recording of messages.

Chapter 3 Configuring the ODT VISION® Operator program

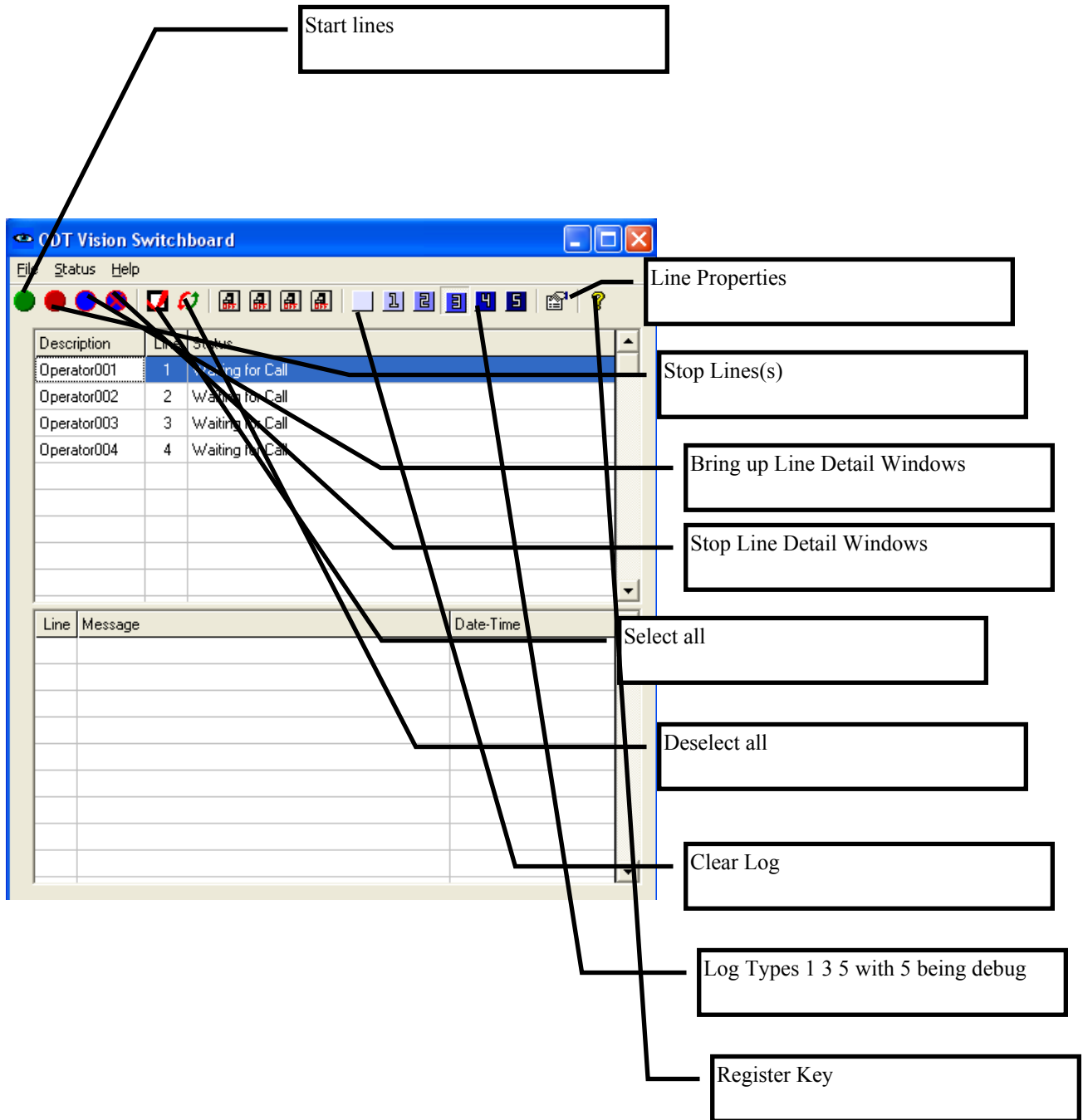
ODT VISION SWITCHBOARD PROGRAM.....	0-25
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






ODT VISION Switchboard Program

After you launch the EVO server, the switchboard will start automatically



The ODT VISION Switch Program is used for a variety of functions including line setup, starting & stopping lines, monitoring lines, temporary line control via switches, view individual line window, and log control. The various functions required can be done from either pull down menus or from button icons.



Menu Pull Down	Function	Icon Button	Hot Key Sequence	Result
File	Start		Ctrl + S	Starts individual, group or all lines
	Stop		Ctrl + O	Stops individual, group or all lines
	View		Ctrl + V	View status window of selected individual, group or all lines
	Hide		Ctrl + H	Hides status window for selected line(s)
	Exit		Ctrl + Q	Quits program Must close all lines before exit, then close EVO messenger
Status	Select All		Ctrl + A	Select all operator lines
	Invert Selection		Ctrl + I	Invert Selection
	Clear Log			Clears Log Window
	Log Level	    	F1 F2 F3 F4 F5	1 (High Priority only) 2 Not functional at this time 3 (Normal) 4 Not functional at this time 5 (Debug Mode)
	Switch		Ctrl + F1, F2, F3, F4, F5	Changes value of log for selected line(s)
	Test Mode			Puts line in test mode
	Properties		Ctrl + P	Brings up Configuration Screen for Logging, Lines, Hardware, Software, Advance (Do not change Hardware, Software, or Advance Settings)
Help	Help			Givers version of ODT VISION and used for registration

Before starting the ODT VISION® Configure program

The ODT VISION® Configure program is used to set the global and individual line characteristics for the ODT VISION® system.

Before starting ODT VISION® Configure, make sure all of the following are true:

- ◆ A ODT VISION.MDB file exists in your ODT VISION® program directory. This file is installed automatically if you elected to install the sample files during the ODT VISION® system installation. Also the ODT VISION® Data Manager can create a new ODT VISION.MDB file. (See the Data Manager Users Guide for more information on creating and maintaining a ODT VISION.MDB file.)
- ◆ At least one script has been compiled. Sample scripts were installed automatically if the option was specified during the ODT VISION® system installation. The ODT VISION® Compiler creates compiled scripts that are used by the ODT VISION® Monitor Operator to control the function of each line. (See the Developer Guide for more information on the ODT VISION® Compiler and the ability to create line scripts.)

NOTE: ODT VISION® Line Configuration must be used to set up the system before using the Operator program in production.

ODT VISION Line Setup Program

- Activate the Monitor Properties function from either the Status Pull Down Bar Menu or the Control Icon Button
- Select the Lines Tab1

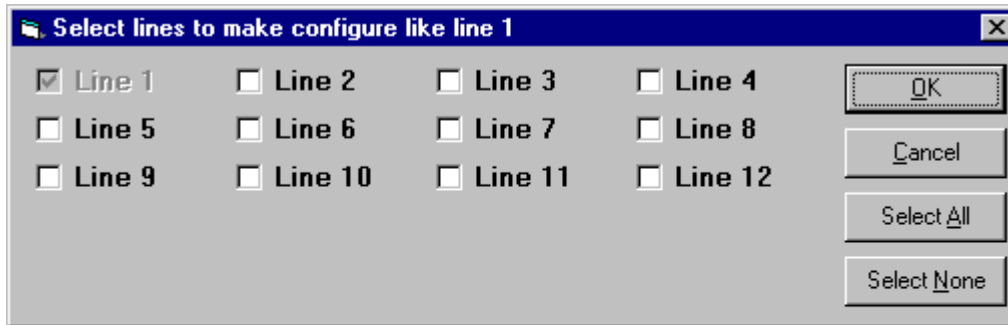
The screenshot shows the 'Options' dialog box with the 'Lines' tab selected. The dialog has several fields and buttons:

- Line Number:** A spinner box set to 1. Callout: "Line Number for this configuration"
- Total Lines:** A spinner box set to 4. Callout: "Total number of lines"
- Script Name:** A dropdown menu showing "Languages.odt". Callout: "Application Script for this line (Must compile script to select)"
- Voice files path:** A text box containing "C:\Program Files\ODT Vision\Voice Files\". Callout: "Location of Application Voice Files"
- AutoStart:** A checked checkbox. Callout: "Set line to Auto Start when Monitor Operator Program Started"
- Buttons:** "Multiple Lines", "OK", "Cancel", and "Apply". Callout for "Multiple Lines": "Select Multiple lines for same configuration"

Total number of lines

This is the total number of lines that the ODT VISION® Operator program will control. This number should be the total number of Dialogic boards installed multiplied by two since each board will handle four lines. Use the scroll bars below the number to change the number of lines.

ODT VISION Multiple Line Setup Screen



You must restart the monitor program for applied changes to take effect.

The ODT VISION® system and line switches



The system and line switches can be used by your ODT VISION® scripts to control the way the application works. Typically these switches are used to vary the way a script operates under certain conditions without having to restart the ODT VISION® Operator with a different line script. The switches on the main button bar may be used to globally control all lines at the same time. The line switches are used to vary options on a selective line. For example, a system switch could be used to signify that the voice operator has left for the day and to take messages instead of transferring a call.

NOTE: These buttons may not be used by your application.

ODT Diagnostics

ODT VISION Monitor Log Program

- Activate the Monitor Properties function from either the Status Pull Down Bar Menu or the Control Icon Button
- Select the Logging Tab

The log is a valuable tool for monitoring your ODT VISION VRU system. You can set the maximum of log entries and view it on the monitor screen in the log view window. You may also select to have the log go to build a Tab Delimited File . You must determine if this will be a circular log file (Add log entries continuously until the maximum file size is reached (size is in kilobytes)) or a Date Stamped log file where the log file is created and saved each day by date. If the latter is selected you must supply path and file name. **You must restart the monitor program for applied change(s) to take effect which is true of any configuration change.**

Procedure for working with log file

There are two ways to track what your callers are doing. First is a flat ascii file where the script will open and close and write the value of variables to it. This is a coma delimited file where you select what variables you want it to track. The second is where we use the logging section under property setup in the ODT monitor section. In this method, you again select what variables you want however system error conditions will also be tracked.

Flat ASCII File File

i.e. in your script

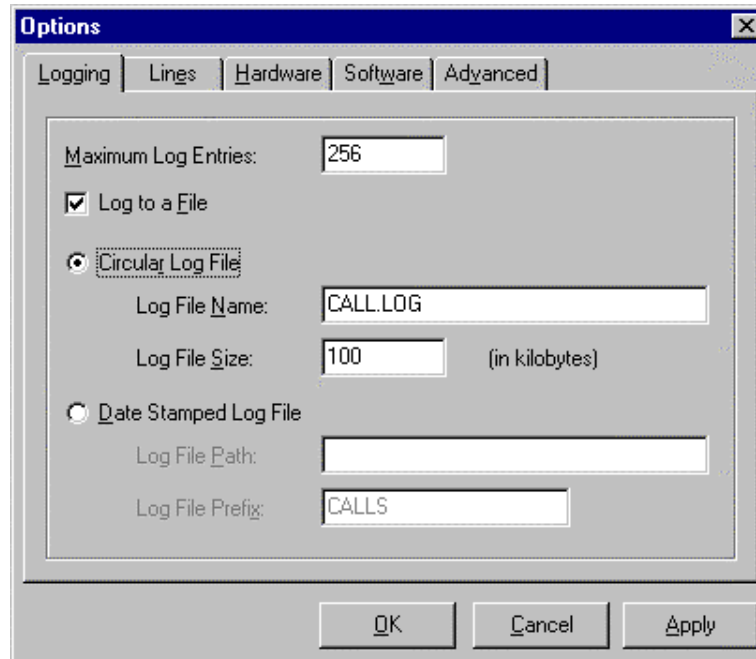
```
comma - ","
Open "custn.dat" for output as OSFile ; open the custn.data file
Output OSfile, callertype, Comma, maxtries, Comma, OptionInput, Comma, Customerno, comma,
Groupno, Comma, Chargeamt, Comma, PayAmt, Comma, Dedamt, comma, CheckNo, Comma, Eob,
Comma, dtvar, Comma, SEffectivedate, Comma, STerminationdate,Comma,LineNo ;write cutomer
number
Close OSFile
```

The above section is how your script is doing logging. This is creating a file "Custn.dat" in the ODT VISION subdirectory. It is a simple task to copy this file to a diskette or somewhere on the LAN to work with it data and to empty the contents of the current file. (May I suggest a batch file tied to an icon where the file is copied and a file with no data is

copied into the existing file in the ODT VISION subdirectory to blank it out. This could be done on a weekly or monthly basis.)

Log on Properties Setup

If you want greater control of you logging you may want to set up logging from the properties manual. You will have to select log to file from the options logging setup and whether you want a circular log file or a date stamped file. (See manual on logging). The script will need to be change to just say log and you do not have to open or close file.)



There is advantages to this as the log entries can then be displayed to the monitor lower window based on how you use the log level icons. Disadvantages is that the system error conditions will also be logged and if all you want is data on the caller work though you AS/400 screens, use method 1.

Concatenation of data string to system log file

You can write each call entry to the system log file but the variables must be concatenated to form a string that is assigned to a variable name.

```
i.e.
x = Var1 & ","
x = x & Var2
x = x & ","
x = x & Var3
x = x & ","
x = x & Var4
```

```
log x
```


This will write to both the log screen and the log file the contents of the variable “x” which is a record line containing the all the listed variables and would look like:


Operator(N) “Var1, Var2, Var3, Var4 Date/Time

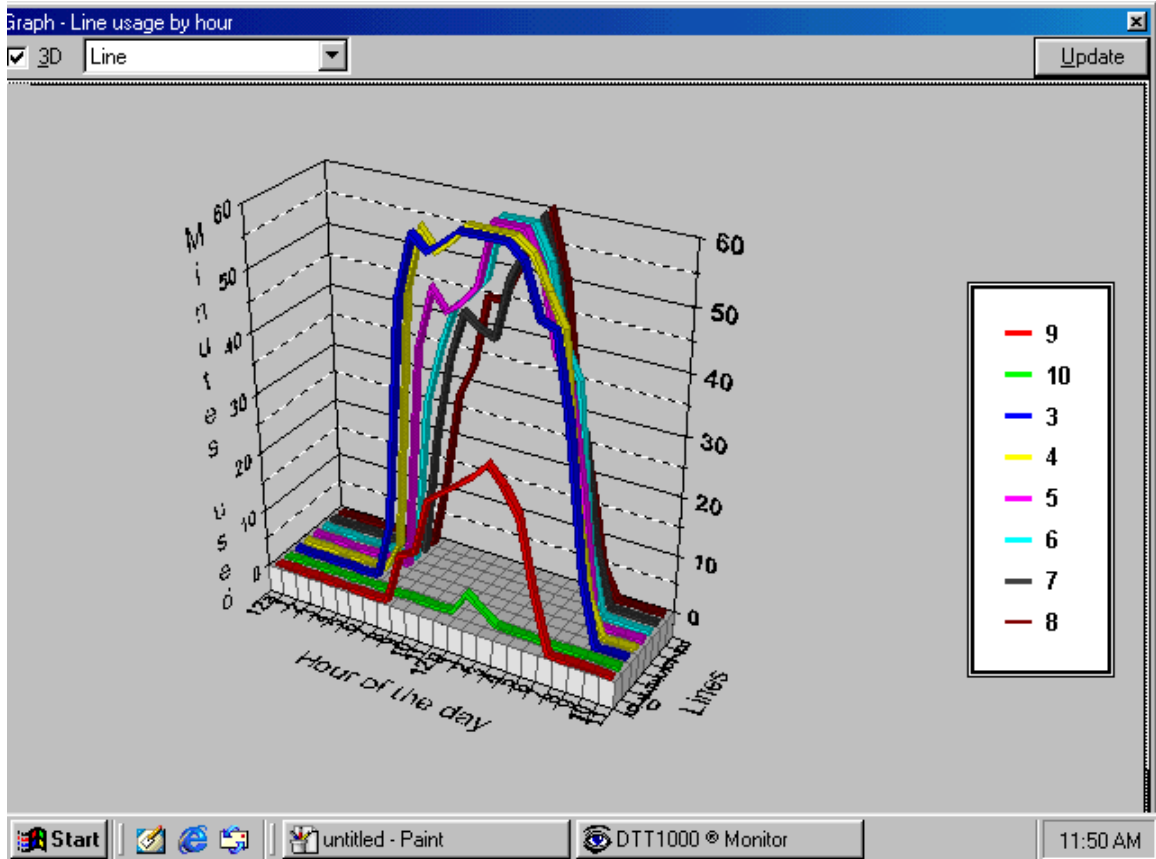
ODT VISION Monitor Line Status Window

You can start the line status window from the Status Pull Down Menu or by selecting the line(s) and using the view icon button. From this window you can view activity, put individual line into switch controlled sub-routines, mark log at any point, hide from view, or view line capacity in user graphical interface.



ODT VISION Monitor Graphical User Interface

From each status windows screen use the  icon to add this line to the graphical user interface which will show line usage. You can choose to have this graph shown as 3D or not and as a line, bar, area, or (2D) pie chart. When the line reaches 60 minutes an hour of usage, you would be getting a constant busy signal when this line is dialed. If your have a four line system where you router up to line 4 and line 4 is busy out----you need for your system to grow. The following chart is a 3D line chart.



Only a maximum of 8 lines can be displayed in this graphical interface at on time

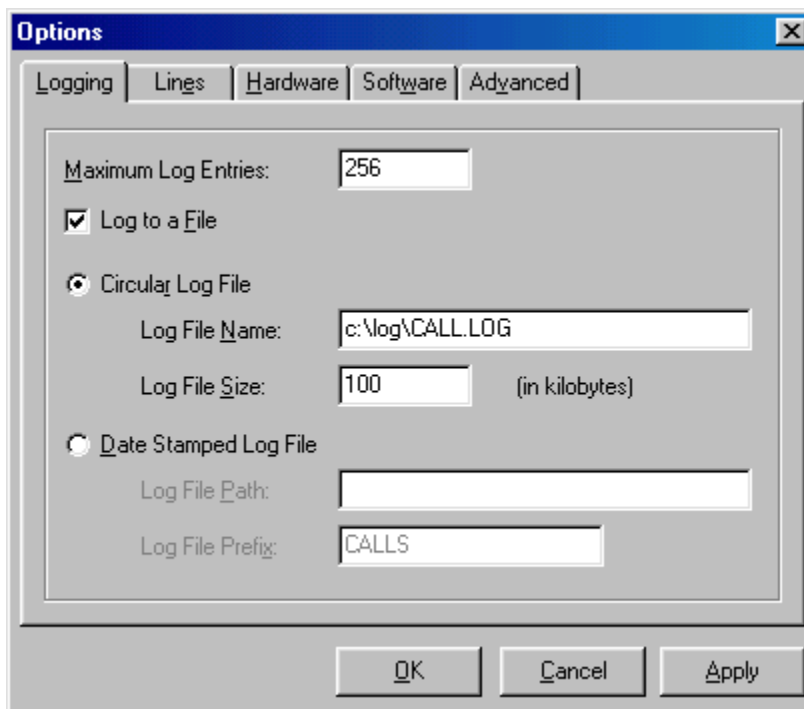
This graphic can be rotated by holding down the “CTRL” Key and dragging with the mouse to better view the values of the image presentation.

Logging operations

Description: Creation of log files can be done automatically through the ODT VISION system logging feature or from commands in the script.

System logging

From the logging window which can be obtained from the properties line setup icon in the monitor program, you can select to turn on the system logging feature by selection of Log to a File. You can then select a circular Log file and select the parameters for that file or a Date Stamped file where you select the path and file name prefix.



Script logging

This method is quite useful for creation of data files which can be uploaded or imported into another system to monitor what data, system areas, system usage, customer number, date/time stamped information, etc. has been used during the call.

Example:

```
Open "custn.dat" for output as OSfile ; open the custn.data file
```

```
Output OSfile, callertype, Comma, maxtries, Comma, OptionInput, Comma, Customerno, comma,
Groupno, Comma, Chargeamt, Comma, PayAmt, Comma, Dedamt, comma, CheckNo, Comma, Eob,
Comma, dtvar, Comma, SEffectivedate, Comma, STerminationdate, Comma, LineNo ;write cutomer
number
```

Close OSFile

History Log date/time format

This is format that the date and time will be displayed in the history log of the Operator program. Select a predefined entry in the drop-down list or enter your own date and/or time format.

The following characters are valid in the date/time format:

Characters	Displays	Description
YY	94	Display the year as two digits
YYYY	1994	Display the year as four digits
M	2	Display the month as either one or two digits
MM	02	Display the month always as two digits
MMM	Feb	Display the month as a three character abbreviation
MMMM	February	Display the month as the full name
D	6	Display the day as wither one or two digits
DD	06	Display the day always as two digits
DDD	Tue	Display the day of the week as a three character abbreviation
DDDD	Tuesday	Display the day of the week as the full name
H	5 or 17 *	Display the hours as one or two digits
HH	05 or 17 *	Display the hours always as two digits
N	3	Display the minutes as one or two digits
NN	03	Display the minutes always as two digits
SS	(seconds)	Display the seconds as two digits
a/p	a or p	Display an a or p after the time and force the time to display in standard notation. If this parameter is excluded from the time format string, the time will be displayed as military time.

ODT VISION® Configure - Date Format Character Table

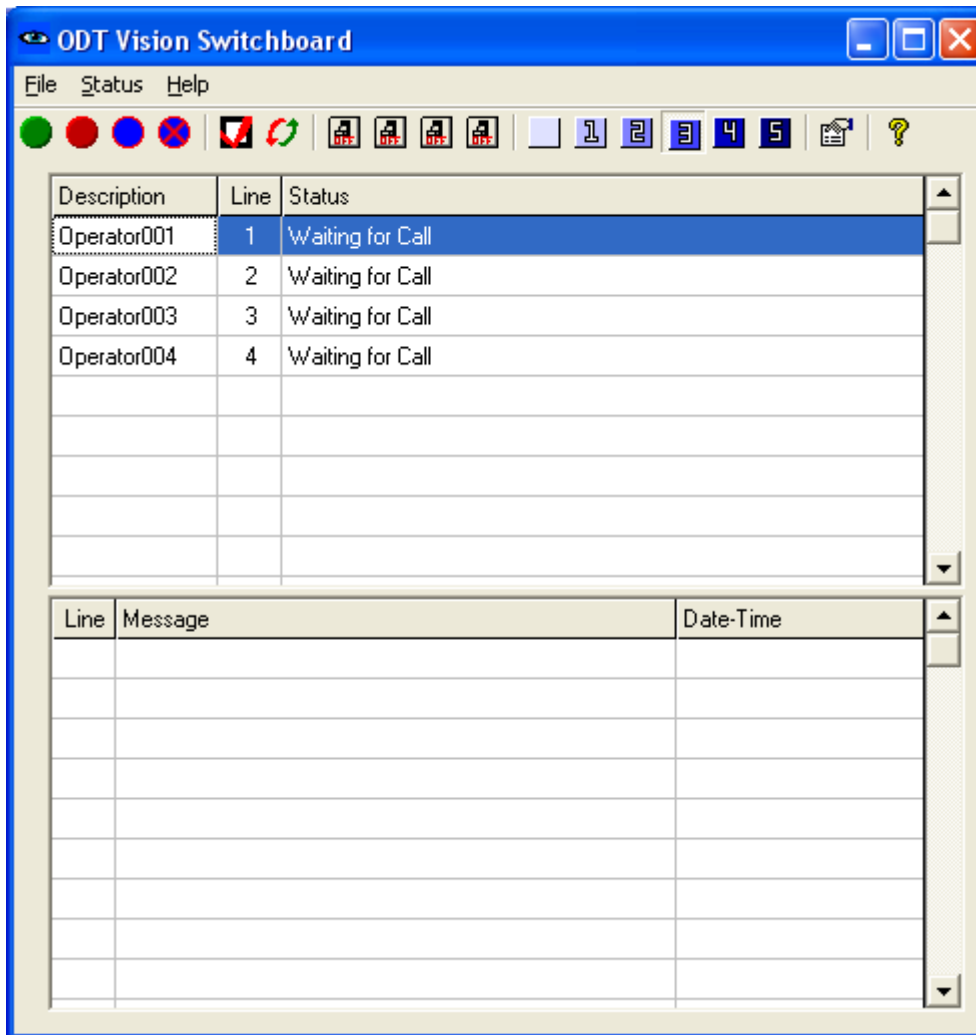
- * **NOTES:**
- * All examples assume log entry made on Tuesday, February 6, 1994 at 5:03pm.
- * Hours will be displayed in military time of an AM/PM indicator is not included in the date/time format.
- * Any other character in the date/time format will display as specified. For example, the format "HH:NN:SS" will display as 17:03:00.

Quitting Switchbaord Program

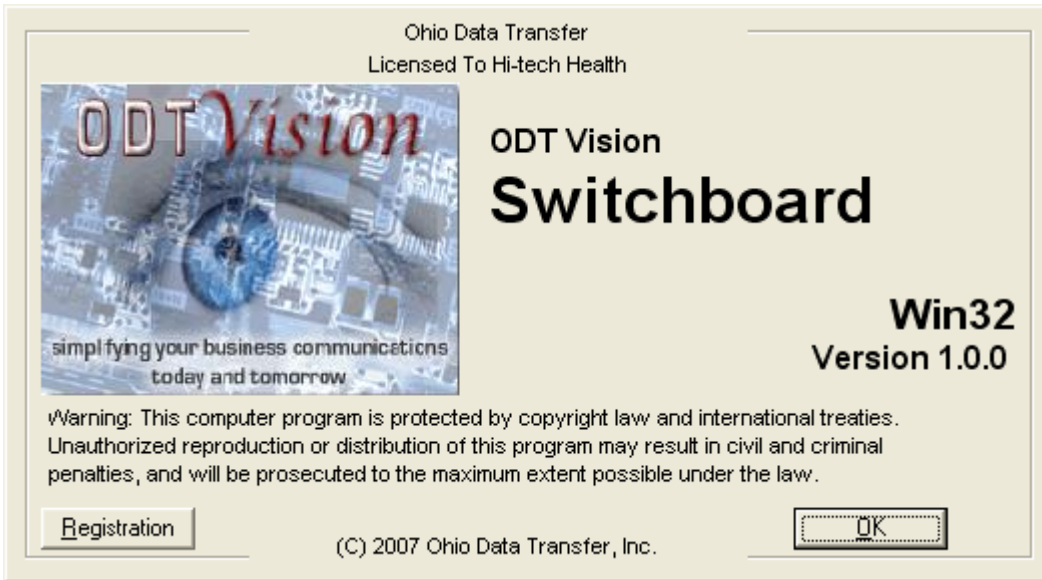
- Select all lines
- Stop all lines
- From File menu select exit
- Exit the EVO messenger

Registration of ODT VISION Security Key

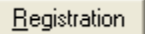
Open Monitor Screen



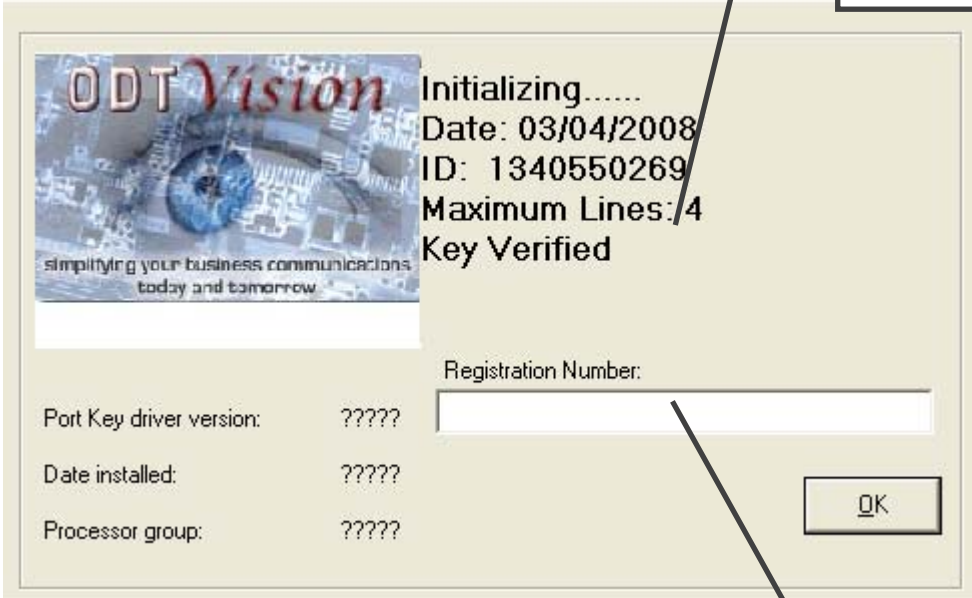
Select Registration Screen 



Click the Registration Button

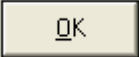


Enter your Registration Code



Date
Key ID
Line number

Click Ok to verify that registration code is accepted



Enter Registration Number

Chapter 4 - ODT VISION® Recorder

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<i>WavePad Batch Processing</i>	43
<i>WavePad Batch Processing</i>	44
<i>Select Files for Batch Processing</i>	45
SYSTEM VOICE FILES	ERROR! BOOKMARK NOT DEFINED.

Setting Up, Starting and Quitting the WordPad® Recorder

Before starting the Recording of ODT VISION® Voice Files

- ◆ The Dialogic card(s) are installed (see Chapter 2 Installation)
- ◆ The SoundBlaster card and software is installed
- ◆ The microphone and speakers are connected to your Sound card
- ◆ A mouse is installed and configured for Windows.

ODT VISION® will use the Sound Card, WordPad, microphone, and speakers that came with your unit. The WavePad had been purchased and can be

used to create and maintain the voice files that are used in your application.

There are two different groups of voice files. Outbound application voice files are the voice banners which are spoken when requested by the script. (i.e. Please enter your 9 digit social security number). System voice files are used to speak information from the variables taken from the screen such as letters, numbers, dates, dollar amounts, characters, time, etc..

Installing the Wave Studio Recorder Software

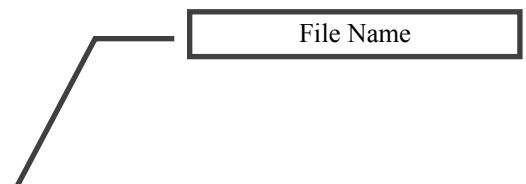
Place the SoundBlaster Software Installation Software in CD drive and follow installation process.

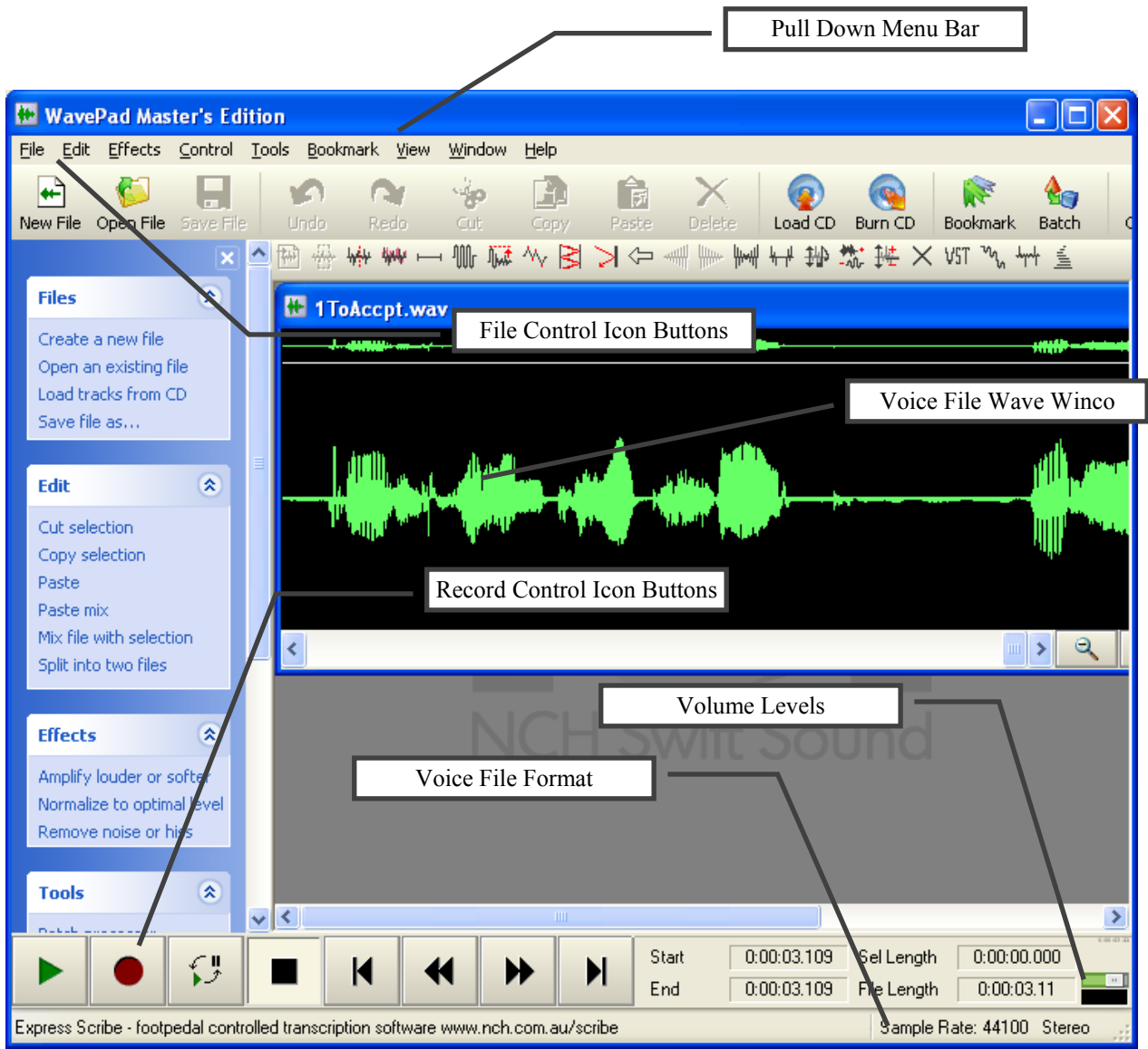
Starting the ODT VISION® Recorder

1. From the program group select WavePad
2. Double click on the WavePad program icon

3. You will need to place the voice files in the sub-directory as outlines during line setup
4. You can Run the Recorder Program from either the pull down menu bars or from the Control Icon Buttons

WavePad Recording Screen





WavePad Batch Processing

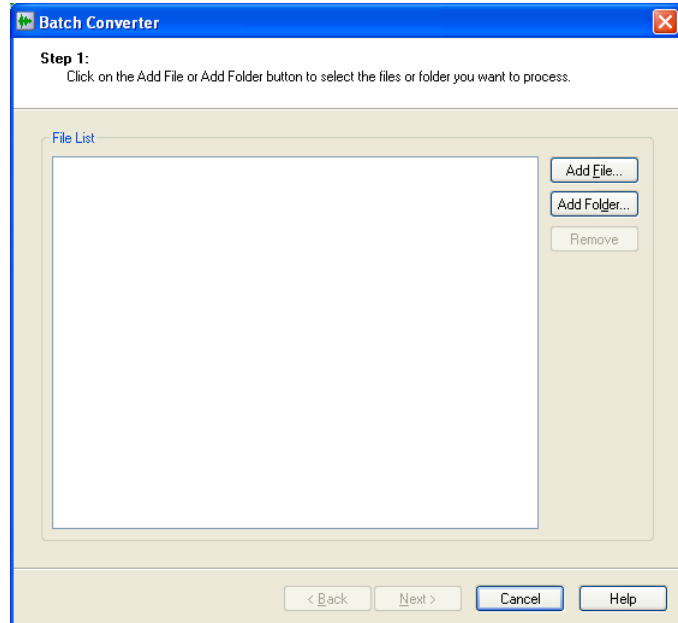
Allows the user to select files run a process on all select files. Example of the processes that the batch processor will allow is to convert parameters, volume, filter noise, change file type, and other functions.

With No file Select
Click on Batch Processing



Select Files for Batch Processing

You can save and then recall common batch processes that you use regularly.



Chapter 5 - ODT VISION® Simulation Mode

Simulation Mode

The ODT VISION Voice Response Unit has two modes of operation. The Simulation mode will allow you to load the ODT VISION Software on a secondary PC for development and customization without being connected to phone lines and provides you a Simulation phone application which simulates a telephone calling that PC. Only one session is supported in the Simulation mode.

In order to run the ODT VISION VRU application in a normal state, you will need a registered security key installed on that system which is encoded for the number of lines installed on the VRU. The “Wav” voice files will also need to be converted using the ODT VISION Voice Manager to “Vox” format.

Simulation Mode On/Off

- From the Operator Window, Pull Down the Status Menu
- Click Simulation Mode On or Off
- If this PC is not Registered (No Key), it will not allow you to go out of Test Mode

Simulator

- Will start automatically when in “Test Mode”



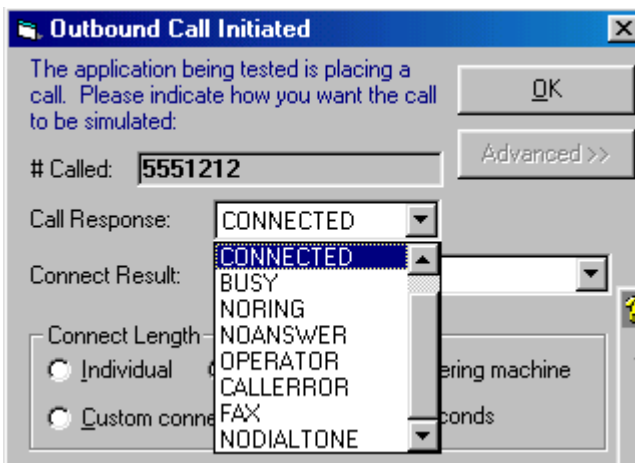
Simulation Mode Functions

Simulates call out to PC in Simulation Mode

Mainly used to simulate a caller calling into the system and used for debugging your application script. Voice files needed are in a “.Wav” format.

Can be use to Simulation your script’s Call Processing Functions

When your script is doing Call Processing, the Simulation phone has a new feature in release 5.0 which will provide a window option box which you can simulate the different results that Call Processing Monitors.



In addition, you may also check for voice, machine, residential, business, or errors. Please see ODT VISION Developer’s Manual under Call Processing

Things to do to go from Simulation Mode to Production Mode

General

In the Simulation mode, the system is using the soundblaster card which uses the “wav” file format.. In the production mode you will be using the dialogic card which need the voice files to be in the “vox” format.

The unit needs to be taken out of the Simulation mode. **You will also need to install the “Security Key” on the printer port.**

Voice Files

Record or Re-Record all voice files (application and system)

Convert all “.wav” files to “vox” files with ODT Voice Manager Utility

Start Dialogic Card

From the Start Button choose Programs, Dialogic, Dialogic Configuration Utility

Start the individual board

You may also select that this is now automatic instead of manual

Phone Connection

- Plug each 2 line RJ14 connection into the two jacks of the Dialogic Card
- Configure lines
- From Monitor Screen choose properties icon
- Select the lines tab
- Configure each line for the script selected and location of voice files
- Apply changes

Take out of Simulation mode

From the Monitor Screen pull down Status Menu & click the Simulation mode off

Start all the lines in Simulation, test, test, test, test, test, test, test, test.....

- Make sure that the call termination character is being passed to the phone extension (*if you hang up at any point, the unit should back out the AS/400 application and reset for next caller*)
- Make sure that every line answers and is working. (*if you are using a hunt group....build a matrix of which extension goes to which port of the dialogic card.*)

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