

## VoIP on the ODTVision VRU

Bill Gates once stated, "Our past does not ensure our future." We have always believed that as well. While on many occasions we have referred to our solution as the "Quicken of VRUs"



as it delivers a lot of power and features affordably, we know we have to keep the product current.

That requires us to look at business current trends and where telephony is going. It is paramount that any new generation of our product does two things:

- ◆ Has an easy migration path for existing customers and their applications
- ◆ Meets the trends that the changes in business require

### DEATH OF ANALOG PHONE LINES

Business to Business communications started on copper wires first through the use of the



telegraph. By 1878, there were the first analog electronic communication devices.

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VoIP has been around since 1974 but has grown in popularity in recent years. What is soon approaching is the death of analog phone service. By 2020, national carriers are no longer required to maintain analog phone lines systems. **Current indications are that by 2030, all analog service will be canceled.**

### ODTVISION VRU IS NOW VOIP

Last year we released a new generation of our solution. This was a major change where the ODTVision VRU moved from being a hardware based I/O connected to analog phone lines to a software based interface connected to VoIP systems. If your phone environment is still using analog lines we can use a converter unit between our VRU and those analog lines, but we





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have acknowledged that this type of connection is dying. As stated before, it is critical that any new generation of our solution allows for the easy migration of clients' existing applications to it with minimal effort. There are some changes that have been mandated by the new VoIP environment which required changes in our product. The rest of this newsletter is more for existing customers on the older generations of our solution and should serve as a white paper to provide knowledge for migration.

### WHITE PAPER ON THE VOIP ODTVISION VRU

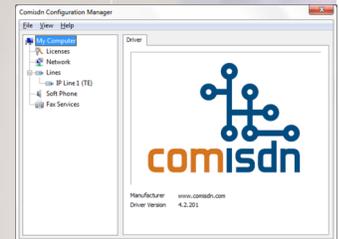


In general, this was a major re-write of our product. During this development period, we had to make major internal changes to the product. First was the move from the Dialogic hardware voice boards that communicated to analog phone lines to a VoIP connection. No longer did the VRU depend on a hardware resource that had physical phone lines connected to the VRU. Now all connections went through the network connection to the VoIP phone system that the client is using. There are multiple benefits from removing this hardware board product. Future increase in capacity doesn't require additional hardware to be installed in the VRU and future upgrades to capacity is just a license issue. Upgrades can be done in any resource number for additional

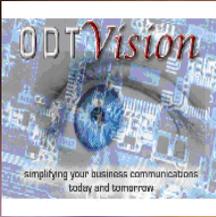
concurrent callers. There is increased reliability as the Dialogic hardware has been removed from the VRU. Additionally we moved the operating system to Windows Professional 7.

### UNDERSTANDING THE VOIP ENVIRONMENT

It is hard to change from talking about lines and scripts tied to those lines as we have done for years to the concept of IP resources. In the previous releases of our product, clients created customization script that executed functions in the Dialogic hardware. Now the VRU has a software interface called ComISDN which is configured to connect to the Client's VoIP network. Our software now communicates with the ComISDN component as it did the voice card in the past. Both the ODTVision VRU and this ComISDN have licensing which determines the number of concurrent sessions (capacity).



In order to define the VoIP environment and determine its functionality, we have partnered with ExceleTel to provide a **"Proof of Concept" Service**. What takes place is ExceleTel personnel make arrangements for you to load temporary testing software on a PC on the network that has access to the VoIP system. They then schedule a



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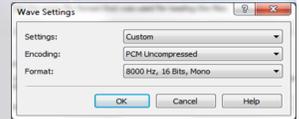


### THINKING OUTSIDE THE BOX IN CUSTOMER SERVICE

Contact us to get your own demonstration of the ODTVision Voice Response Unit. This demo application is a simplistic order entry and shipment status system which is running off a Microsoft Access database. The demo is in the test mode and you will be using the "Test Phone" feature of the ODT VISION VRU to simulate a phone call to the data. Manuals and case studies are also available on the web site.

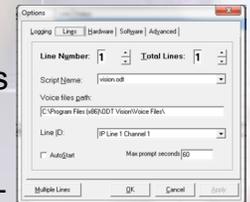
### CHANGE OF VOICE FILE FORMAT

The new VoIP system requires a change in the file parameters of the voice files that you have been using on the older versions of our solution. The good news is that we ship the new unit with a licensed copy of WavePad and it has a conversion utility that makes it easy to convert all voice files to the proper format before they are moved to the new unit.



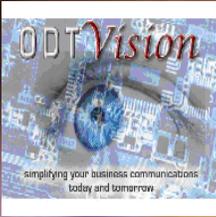
### CHANGE IN RESOURCE SETUP

If you go into the line set-up under the Line Properties icon from the switchboard you will see that the line set-up screen has changed. You must tie the script to the line number and a new field, "Line ID" which is the IP line resource as configured with the ComISDN interface. Note that there is a new Max Prompt that is used to determine if the connection has been lost. In an analog environment when the caller hangs up, current loop drops, which signals to the unit that the call has terminated. Since there is no such signal sent during VOIP calls, we look for a lack of response for the



conference call/support meeting where they use this software to identify the configuration parameters of your VoIP network that the ODTVision VRU will use to connect to your VoIP system. They will also be able to identify whether your VoIP system supports call transfer on a single resource or if you need to purchase addition line resources in order to do call transfer. In the old analog system, we used the syntax of "Putdigits" to initiate a transfer. The transfer went out on the same line the call came in on. The very nature of the VoIP systems is some allow a dial out on the same IP line resource and some don't. This brings up the only real change in syntax to the new generation as the "PutDigits" syntax has been replaced with: "Transfer" is used when the VoIP system allows calling out on the same IP resource line that the call came in on. "Connect" is used when you need to bridge two IP resources. During the "Proof of Concept" ExceleTel personnel can discuss how multiple concurrent calls will work and be configured. For some (maybe most) VoIP phone systems, multiple simultaneous voice paths (for multiple simultaneous calls) may not be possible with SIP extensions. But it should be possible by setting up a SIP trunk on the phone system. This may require different or more licensing on the phone system. We would have to find that out from your phone provider.





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### Improving Customer Service Affordability

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Or Call: 614-586-9320



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configured amount of time as an indication that the call is no longer active.

### NO CHANGES IN THE SYNTAX

Other than the new syntax for call transfer, no other syntax has changed so any existing client's customization script will work in the new VoIP VRU release just by recompiling.

### CONCLUSION



We are pleased to offer the new VoIP release which extends the life of our solution and also allows our current customers to migrate as they replace their analog phone systems. If you have any questions, please feel

free to contact us. ■

### LOCATIONS OF FILES, PROGRAMS AND DATABASES

Type	Old Release	New Release
Program Directory	C:\Program Files\ODT Vision	C:\Program Files (x86)\ODT Vision
System voice files	C:\Program Files\ODT Vision\ System Voice Files	C:\Program Files (x86)\ODT Vision\ System Voice Files
Outbound Voice Files	C:\Program Files\ODT Vision\ Voice Files	C:\Program Files (x86)\ODT Vision\ Voice Files
Location of data table and link for ODBC	odt vision.mdb in the C:\Program Files\ODT Vision	odt vision_data.mdb in the C:\Program Files (x86)\ODT Vision