PTAM

manual

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1 Introduction

Congratulations on the purchase of your Professional Telephone Answering Machine (PTAM). The PTAM is a quality product of Vidicode Datacommunicatie BV.

The PTAM user interface is easy to understand, so you will rarely have to use this manual.

The PTAM can be used in the following ways:

- Answering Machine
 - Choice of several welcome messages, which can easily be changed.
 - Automatic programming with the help of a daily, weekly, and yearly timetable
 - Message Search function
 - Automatic recording level adjustment
 - ◊ Remote listening to messages, secured by password
 - Oate and time reported when calling in from outside
 - ◊ Remote changing of welcome message possible
 - ◊ Listening and recording secured by password code, if required.
 - ♦ Fast manual operation with on/off switch
- Voice response system
 - O Provides information based on the keys pressed by the user
 - Has space for practically unlimited number of messages
 - ◊ Change of language possible
 - Recorded messages sorted in accordance with user's choice of keys
- Universal high capacity recorder
 - ◊ Records from microphone input
 - High sensitivity due to advanced automatic gain control system
 - Easy to use

- Onlimited recording time
- ◊ Recordings Search function
- ◊ Choice of recording quality
- 'Room monitor function: Starts recording automatically when people speak
- Recordings secured by password code
- Call Recorder
 - Calls made with PTAM or telephone connected to PTAM can be recorded
- Headset telephone
 - Hands free use with headset
 - ♦ Last number repeat
 - 200 number register, accessible by name
 - Overhear function via internal speaker
 - Transfer function
- Remote maintenance
 - PTAM software and settings adjustable by supplier via data connection

1.1 Connecting to the telephone network

There are two ways to connect your PTAM to the telephone network:

1. As a stand-alone telephone. The PTAM functions as a telephone with a built-in answerphone.



used as headset telephone

2. In series with a normal telephone. The PTAM is connected to the telephone line and the telephone to the PTAM.

1.2 Hard disk capacity

The total duration of the recordings the hard disk can store is determined by the recording quality set by the user. This is approximately:

| Standard | High 1 | High 2 |
|-----------|-----------|-----------|
| 900 hours | 185 hours | 140 hours |

The maximum number of recordings on all PTAM models is 65.000.

The capacity has been calculated for the three audiocompression techniques available. The standard quality mode is meant for the storage of messages spoken into the telephone and is comparable in quality to, for instance, a GSM telephone. It is more than adequate for a telephone answering machine. A lower compression factor can be set when the recording quality is of specific importance. It will result in a significant improvement of the quality at the cost of a much lower capacity. The quality improvement will not be noticeable in recorded telephone messages, however, because in that application the telephone line is the determining factor. The high quality modes may come in useful if a meeting is being recorded.

High and low compression modes can be used together; a few high quality recordings will not significantly reduce the total capacity.

When the disk capacity is about to be exceeded, space is automatically created by erasing the oldest recordings.

1.3 Some terminology

For clarity the following terms will always be used for the controls:



| 1: LCD or display | The information display |
|-------------------|------------------------------------------------------------------------------------------------|
| 2: Softkeys | The keys under the display that perform the function indicated on the display |
| 3: Telephone keys | The keys 0 and 1 to 9, * en # |
| 4: Function keys | The keys with the function printed above them , e.g. 'telephone', 'call recorder' or 'menu' |
| 5: Recorder keys | The keys 🦲, ≤, 🔲, 🚬 🔊 and 迹, similar to those found on a cassette or video recorder |

The recording keys use either the symbols, or the usual English terms:

| | Record |
|----------|-------------------------------------------------------------------------|
| « | Rewind |
| 0 | Stop |
| > | Play |
| >>] | Fast forward |
| »» | $\ensuremath{special}\xspace$ PTAM key for selecting the next recording |

1.4 Switching the hard disk on and off

The PTAM contains a hard disk, just like a Personal Computer. When using your PTAM you will notice that the hard disk switches itself on and off. This is mentioned because you may not be used to your PC switching itself on and off. Contrary to a PC, however, the PTAM has to be on permanent standby, and should never be switched off, but left to switch itself on and off as necessary.

The maximum temperature the PTAM can work at is 50 degrees Celsius. If positioned in front of a window in the full summer sun, the PTAM will display a warning and the hard disk will temporarily not work.

1.5 Accessories

The following accessories are available for your PTAM:

Foot pedal, article number 1195

The foot pedal is useful when typing out recordings, in particular when one is making minutes of a meeting. It offers foot operation of the 'play', 'stop', 'fast forward', and 'rewind' functions. The connection for the foot pedal is on the back of the recorder.

Archive Software for Windows (versions '95/'98 and NT 4.0), article number $1186\,$

This software will read the contents of your PTAM into your PC, forming them into a database. This database is then used to search for important recordings that need to be saved permanently (they can be played by the PC straight away).

After the recordings have been marked, they can be stored in your PC, and played at any time, using the PTAM as your output device.

Table top microphone for recording meetings, article 1196

When the PTAM is regularly used for recording meetings, a table microphone may be preferred to the headset microphone. Various models can be used; the article number above refers to a model that has been found to be highly satisfactory.

Multi-media loudspeakers, article number 1197

If the internal loudspeaker of the PTAM does not provide a sufficiently high quality of sound reproduction, multi-media loudspeakers with a built-in amplifier can be connected to the headset.

PC connector cable

Dialling via your computer and using archive software both require a cable to connect the serial port of your PC to your PTAM. The article numbers are:

For connection to a 25 pin PC serial port: article number 4085

For connection to a 9 pin PC serial port: article number 4086

1.6 Guarantee conditions

This section contains a general overview of the guarantee conditions. On request we will send you a copy of the complete text.

Your PTAM has a 12-month factory guarantee. The guarantee is effective for normal use only. The guarantee is not valid under exceptional environmental conditions such as extreme temperatures or humidity levels, nor in the unlikely event of a lightning strike. The guarantee is also invalid if the machine has not been handled properly, e.g. in the case of dropping it, or knocking it against something else. Hard disks are fragile, and not built for such treatment.

To claim under guarantee, you need to contact your supplier, submitting your receipt. If your supplier proves to be unable to help, the manufacturer can be contacted. The manufacturer reserves the right to determine the expiry date of the guarantee based on the production date. Transport costs from and to the supplier and/or manufacturer are for the customer's account.

The guarantee is for parts only. We would like to emphasize that neither the manufacturer nor the supplier can be held responsible for any costs resulting from the breakdown of the PTAM.

1.7 Additional information about your PTAM

The PTAM has various features not described in this manual. Additional information can be ordered, or downloaded from the Vidicode websites (Europe WWW.VIDICODE.NL - USA WWW.VIDICODE.COM). The following section gives an overview. A considerable number of configuration options have not been described here because they are not of interest to the average user, and very technical to explain.

Some of the configuration options have been provided in response to special requirements from our customers. If you have any special wishes you should first ask advice from your supplier. Your dealer or other experienced programmers can assist you in further developing your PTAM's options. For this purpose the PTAM comes equipped with its own programming language, Argus Basic. The Argus Basic manual can be ordered or downloaded from the Vidicode Internet websites.

With additional software the PTAM can also be used as a 'Call Recorder', which has been specifically designed to record telephone conversations. Technically the two systems are identical, but the software and keyboard differ. The PTAM can be changed into a 'Call Recorder' for a fee, if so required.

Your supplier can assist you with the installation of your PTAM via a dataconnection. You will be asked to press the keys of the recorder in a special way, enabling him to make a connection with the built-in modem of your PTAM via the telephone. Needless to say it is only possible to make this connection with your co-operation.

1.8 Millennium compatibility

The year 2000 will not affect the PTAM. At the start of the year 2000 the display will jump to 00. Recordings made in the year 2000 will be recognized as being more recent than those of previous years.

If you decide to apply data from the PTAM in other installations, the millennium compatibility of these applications will be held to be your responsibility.

Guarantee claims as result of a millennium problem will be treated as normal guarantee cases and treated under our registered delivery conditions. A copy of these can be sent to you on request.

2 Installation

2.1 Unpacking

The PTAM comes supplied with the following:

- Headset
- Mains supply adapter
- Telephone cable with 2 jack plugs with 6 contacts (RJ12)
- Adapter plug for local telephone network
- A mounting hook for the headset and a small plastic bag containing the necessary screws and rings
- Manual

The hook for the headset can be fixed to the recorder with the screws supplied.

2.2 Connecting

The way the PTAM is connected depends on the intended use.

The mains supply power adapter should always be used to connect the mains wall outlet to the PTAM input labelled 'POWER'.

The headset should be used as well, unless another microphone or external loudspeakers are present. The headset connection is marked 'HEADSET'.

Use as a telephone

The PTAM is used as your only telephone.

Use the telephone cable supplied, which has RJ12 jacks, to connect the PTAM as a telephone. This is an American type of cable enjoying a growing popularity all over the world. The supplied adapter plug may need to be used to connect the end of this cable to the telephone extension outlet. If your firm uses the so-called RJ 45 telephone outlets, the wiring will differ, and we would recommend you to contact your supplier for advice.

Use together with a telephone

The PTAM and your telephone stand next to one another. Either can be used for telephoning. The phone is connected to the port 'PHONE' at the back of the recorder, which

is connected to the line via the port 'LINE'

If your telephone has a different type of plug, it should be inserted into the adapter plug supplied. This doesn't affect the telephone.



Use as normal audio recorder

When the PTAM

the connetions on the back panel

is used in this way, only the normal microphone port is used.

2.3 Powering on

Connect your mains supply adapter to the 'Power' connector at the back of your PTAM.

Put the plug in the socket. The text:

RESET

followed by:

INIT

with finally, for example:

```
AWAY MO 19-08-98 10:53
Answering Machine
```

will appear on the display. Instead of AWAY it could also say HOME. There is a chance the screen will display:

AWAY SU 01-01-96 00:00 *** Clock is wrong ***

with a wrong date and time, i.e. 01-01-96. In that case the clock has not been set yet, and should be set with the correct date and time first. See 5.3 for this.

2.4 Configuring your PTAM for use

Your PTAM is now ready for the following applications

- Use as an answering machine
- Use as a telephone
- Use as an audio recorder

The PTAM may not yet be set quite the way you want it. The answer message will have to be changed, and the timetable set. The audio recorder is ready for manual use, but if it is to record automatically it will need to be configured.

3 Using the PTAM

This chapter contains the instructions for the various purposes to which the PTAM can be put.

Three different types of recording are discussed: normal recording via the microphone connection; recording of phonecalls, and recording via the answering machine.

3.1 Use as a telephone answering machine

When the PTAM has been connected to the telephone network, it can be used straightaway. If it has not been configured any further, it works like any other telephone answering machine, with only a welcome text after which the message can be spoken in.

Switching on and off

The answering machine can be switched on and off with the 'home/away' key. When the switch is on 'HOME', the display will also say 'audiorecorder', to remind you of the possibility of recording via the microphone

Recording and listening to welcome messages.

First press the 'announcements' key; then press the 'WELCOME' softkey. You will see:

Welcomemessage SYSTEM DELETE STOP

The current message can now be played, or a new one recorded using the recording keys.

Press the 'Record' key (or the 'Record' and 'Play' keys) to record your message. To finish recording press the 'Stop' key. The message can then be listened to by pressing 'Play', or recorded all over again. When you are happy with it, press the softkey 'STORE'. Press 'CANCEL' if the message is not to your liking. A maximum of 30 different welcome messages can be recorded, which can then be selected for recording, playing, or used as your current message, by pressing the following keys:

| 0 - 9 | select welcom | e message 0 to 9 |
|-------|---------------|------------------|
| | | |

*0 - *9 select welcome message 10 to 19

#0 - #9 select welcome message 20 to 29

If any message other than 0 is chosen this will be indicated on the display:

Welcomemessage 14 SYSTEM DELETE STOP

As soon as a welcome message has been chosen, the PTAM will record with that message.

How to use the Timetable and Voice Response will be discussed in the next chapter.

Listening to the messages

If messages have come in during your absence the display will show, for example:

```
AWAY Mon 19-08-98 17:09
32 new messages
```

The messages can be listened to straightaway by pressing the 'answering machine' function key.

After the messages have been played, you have the choice of either storing or deleting them.

Playing back old messages

Press the function key 'Call Recorder'. The display will show

Playback Messages

| SEARCH | LAST | STOP |
|--------|------|------|
| | | |

If the most recent message has not been erased, it can be listened to by pressing the softkey 'LAST'. If you wish to listen to earlier messages, press the soft key 'SEARCH'. The messages can then be searched for by date, or date and search code.

A * sign can be added at the beginning of the date, e.g. 28-09-98 becomes *-09-98, or *-*-98. The search code does not need to be used. An explanation of the use of the search code in sorting messages will follow later.

3.2 Using the PTAM as a normal recorder

Recording

Using the PTAM as a normal recorder is even simpler than using a cassette recorder. There is no need to worry about space for the recording, or about playing over a previous recording, etc. Just press 'Record' and 'Play', and start to record.

Pressing the 'Play' key will pause the recording. While recording , you can break off the old recording and start a new one by pressing the 2000 key.

Pressing 'Stop' will end the recording. The display will show:

| Searchcode |) = | |
|------------|-----|--------|
| STORE | 60 | DELETE |

The recorder will wait 60 seconds to give you time to decide whether the recording is to be saved or erased. If you do not react, the recording will automatically be kept. A search code can be added to facilitate retrieving it later. The recorder will pause counting while the code is being entered.

Playing back

Just as with an answering machine, playing back recordings starts with a search. Press 'memorecorder' and the display will say:

| Playback | Mic.Rec | ords |
|----------|---------|------|
| SEARCH | LAST | STOP |

You can again search by date and code. When searching by date, you do not need to fill in the code, but when searching by code you do have to fill in the date. All recordings with the code can be found by replacing the date with *-*-*.

Searching recordings by code on the PTAM is similar to searching for files in a PC. An * is typed in as a "wildcard" that can represent everything. All recordings starting with an A, for instance, can be found by typing the search code A*, etc.

Settings and special details

When recording, the PTAM automatically adjusts itself to the weakest sound signals. This is why, although the microphone of the headset is meant to be held directly in front of the mouth, every speaker in a room will be easy to understand when recording through the headset microphone. Nevertheless, the sound quality of recorded meetings can be improved by

- Changing the recording quality mode
- Buying a table microphone

When recording via the microphone it is worth changing the quality mode to high. The signal from the microphone is definitely better than that from the telephone line, and the difference in quality is noticeable.

3.3 Use as a telephone

With the headset, the PTAM can be used as a telephone.

It is operated as follows:

Dialling a number

• To make a phonecall, press the function key 'telephone'. The display will show:

| Number: | | |
|---------|--------|--------|
| FLASH | REPEAT | VOLUME |

- Press the softkey under 'REPEAT' to redial the last number, or select a new number with the help of the telephone keys.
- The display will show something like this:

| Number: | 0793617181 | |
|---------|------------|----------|
| FLASH | MUTE | 00:00:30 |

- Another, better, way of making phonecalls is to use the PTAM in the same way as, for instance, a GSM. First key in the number, correcting any mistakes with the Key. Then press 'telephone' to dial the number.
- At the end of the call the line is disconnected by pressing the 'telephone' key.

There are the following options during the call:



Your call will be recorded and saved in the memorecorder.

Pause the recording

Recording can be paused by pressing the 'play' key once. Pressing the key again will re-start the recording.

Stop the recording

Recording can be stopped by pressing the 'stop' key. Now select whether you want to save or delete the call. A new recording of the remainder of the conversation can be started by pressing the 'record' key, or the 'record' and 'play' key simultaneously. (The keys needed to start the recording can be adjusted with the menu)

Save call and start new recording

Press the >>> key to stop the present recording, save the call, and start a new recording. N.B. This key does not allow the addition of a search code.

Playing recordings

When the PTAM is used as a telephone, it is, within limits, possible to play recordings.

You will hear the recording relatively softly, and will be able to hear your conversation partner, but to him the recording will sound normal, and he will be unable to hear you.

Adjusting the sound level

The sound level of a call can be adjusted with the right softkey, even when the word 'VOLUME' doesn't appear on the screen.

Redialling the last number

The functionkey 'redial' lets the PTAM redial the last number, after the 'telephone' key has been pressed.

Saving numbers in the memory

The PTAM has a 200 number memory, in which telephone numbers can be preprogrammed. To operate it follow these steps:

- Type in a number
- Press the 'STORE' softkey ٠
- Type in the name by repeatedly pressing the letter keys
- Press the 'STORE' softkey •
- Check the name and number on the display •
- Press the 'STORE' softkey

When a telephone number is being saved, special effects can be added to it:



Adds a 'hookflash' (connect key)

- Waits for a dialling tone
- Pauses a short while during dialling

The character typed in last can be erased with K and the action can be broken off with

Dialling a number from the Memory

Press the 'telephone directory' function key. Next type the first letter of the name you are looking for: e.g. twice 6 to search for an M. The list with numbers can then be scrolled up and down with the \bigotimes and \bigotimes keys.

Connecting a call through

The softkey 'FLASH' on the left functions as the connect key when the phone is being used. This will be indicated on the display.

Computeroperation CTI

PTAM can have the selection of numbers controlled by a computer. Selecting telephone numbers is a fixed feature of contact database programs and telephone CD's.

3.4 Recording from a telephone

The PTAM can record calls made on another telephone (i.e. not on the PTAM itself), provided this telephone is connected to the telephone port of the PTAM.

Start recording at the beginning of the conversation, in the same way you would start recording from a microphone. The PTAM will sense that this is a telephone conversation and will record from the line rather than from the microphone.

The recordings will be saved in the same way as normal recordings are on the memorecorder, and can be searched for by date, time and search code.

3.5 General information about playing back

Playing back messages and playing back recordings from the microphone are done in the same way, which is why we conclude with a general overview of playback operation.

The recorder keys serve the following functions when playing back:

| > _ | Before play back | Starts to play selected recording |
|---------------------|------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| | During play | Pauses play |
| | During pause | Resumes play |
| ») | Before playback | Selects next recording from the selection |
| | During playback | Fast forward, This will be done with increasing speed, so that the selected place is found quickly even in long recordings |
| <u>>>></u> | Before playback | Starts the sequential playback of all calls |
| | During playback | Starts playing the next call in the selection |

| <<] | Before playback | Selects the preceding record |
|------|-----------------|--------------------------------------------------------------------------------------------------------------------------------|
| | During playback | Fast rewind. This is done with increasing speed, so that the selected place is found quickly even in long recordings. |
| | During playback | Stops recording |

3.6 How the disk is organized and how to erase a recording

The PTAM stores all recordings sequentially. When the disk is full, it will start all over again, always erasing the oldest recordings first. The advantage of this approach is that the disk does not require any further management, unlike a computer. Only when the order 'ERASE' has been given straight after a recording, will the space be used for another recording

Because of this, it is not possible to free space by erasing particular recordings. Every item remains stored, until it is its turn to be written over again.

There may be occasions when you decide only later that a certain recording is so confidential that it should not be stored under any circumstance. Rest assured: it can be erased completely. Erasing a recording from the PTAM differs from erasing recordings from a computer in one important aspect: the PTAM will really erase the recording, so that it cannot be recovered. A PC's erased file can easily be recovered, and is only gone for good when the space happens to have been used for another purpose. The disadvantage of erasing a message like this on the PTAM is that it takes time to clear the disk; the advantage is that you can be certain that the information has disappeared.

To erase a recording, do the following:

- Locate the conversation in the usual way
- Press the 'CODE' softkey

• You will see:

```
Searchcode = 7936171
ERASE BACK ERASE
```

- Press on both 'ERASE' keys simultaneously.
- The display will show:

```
16-04-98 12:50 7936171
BACK ERASE BACK
```

- Press 'ERASE' again to confirm
- You will see:

```
16-04-98 12:50 7936171
One moment please!
```

• As has been said before, it takes time for the PTAM to erase the recording

4 The timetable and voice response

The timetable is an important feature of the PTAM, offering the user a choice of several options.

The timetable makes sure that the PTAM works correctly at any moment of the day. It only works when the PTAM has been switched to 'AWAY'.

Voice response enables callers to ask for information or switch to a different language. The choices they make are stored in searchcodes, enabling you to sort the recorded messages according to the preferences of the callers.

The connection between the timetable and the voice response options is that the timetable determines with which welcome message the PTAM answers the phone. The caller can then choose which referral options mentioned in the welcome message are applicable to him. In this way the timetable and the associated scenario ensure that your callers are always answered in the way you want.

4.1 The timetable

The timetable consists of two parts: a week timetable, and a date timetable.

The PTAM works according to the week timetable, unless the special date timetable is applicable. Please be aware of this when using the date timetable: make sure all the desired variations have been entered

This is how the timetable is adjusted:

Choosing the week or date timetable

Press 'configuration'. Next press the 'TABLE' softkey. Next select 'WEEK' or 'DATE'. Use the 'DAY' softkey to move to the right day of the week. Fill in the date with the date timetable. When you have got this far the display will say:

| 25-12 | 00:00=? | |
|-------|---------|------|
| DATE | EMPTY | BACK |

```
Monday 00:00=?
DAY EMPTY BACK
```

Filling in the timetable

Always indicate the starting time in the timetable, and with it the number of the message that should be spoken from that time onwards.

The message is either a welcome message (from 351 to 379), or a personal system message (from 400 upwards).

If you do not want the PTAM to answer, fill in *. The display will show XXX and the PTAM will not answer until the next starting time.

The entire day is described in the timetable, which is why it always starts with the compulsory filling in of 00:00. When that has been done, you are free to complete the other starting times, e.g.

| 25-12 | 12:30=353 | |
|-------|-----------|------|
| DATE | EMPTY | BACK |

When completing the timetable the \bigotimes and \bigotimes keys are used to scroll between the starting times already filled in and the empty ones.

When completing the date timetable, the 'DATE' softkey is used to scroll between the various dates filled in and the empty ones, allowing you to make changes in each of them.

When completing the week timetable, the 'DAY' softkey is used to scroll through the weekdays.

When 'BACK' is chosen, the PTAM wants to know if the changes are to be saved.

or:

Switching the timetable on and off

The PTAM only works according to the timetable when it has been switched to 'AWAY'. This means the timetable can be switched off by switching the PTAM to 'HOME'. It will not switch itself on automatically again.

It is possible to program the PTAM not to answer when switched to 'AWAY'. This can be done by filling in XXX in the timetable (with *).

If a day or a date has not been filled in on the timetable, the PTAM will function as a normal answering machine that day.

4.2 System messages and options, voice response.

All spoken messages are called 'system messages', and can be numbered from 001 to 999. All numbers above 400 and the numbers of the welcome messages 300, 351 to 379 are free to be used. After a system message has been spoken in, one can indicate which key the caller should press during or after the conversation to achieve a certain result. This is an example of a system message:

This is the telephone answering machine of Vidicode; to continue in English press 1, to continue in German press 2.

If the number of this system message were 401, the next message in English could be in system message 500, and the message in German in 600.

The welcome messages are system messages, too, with the numbers 300 (welcome message 0) and 351 to 379 reserved for them.

How to record a system message

Select 'announcements', next the softkeys 'WELCOME' followed by 'SYSTEM'. Then press the number you have selected. The display might look like this

System message 600

SELECT DELETE STOP

The message can now be recorded, or, if there is an existing message, it can be listened to and re-recorded if necessary.

How to fill in the options

Press 'SELECT' if you are satisfied with the message. Now the corresponding messages can be filled in under 0 to 9,*, #, ?, and ! The question mark and exclamation mark offer particular options.

An optional exclamation mark will result in the caller not having to press a key, the PTAM continuing straightaway with its next assignment.

The optional question mark implies that the PTAM will continue with its next assignment, unless a key has been pressed. The most common assignment in a daytime scenario would be for the caller to be connected through to the telephonist, and in a nighttime scenario for the caller to be asked to leave a message.

When there is no reaction to a message, or the caller presses 0, the message will be repeated, giving the caller the chance to make the correct choice the second time.

Special options

When you enter 0 to 9 instead of the number of the systems message the key press of the caller will have the following special effects:

- 1 Causes nothing to happen after selection (dangerous)
- 2 Records a message
- 3 Gives the opportunity to key in a number (sequence of digits). The number will be stored.
- 4 Speaks the last number filled in
- 5 Connects with 'telephone number 1', see also 5.10
- 6 Connects with 'telephone number 2', see also 5.10
- 7 Lets the telephone bell ring for somebody to answer
- 8 Asks for a password for external management and listening in

9 Breaks off the connection

0 Clears the selection, so pressing the key will have no effect

Special actions such as connecting through (to the telephonist) are often attached to a message without an option (add the referral at the '!'). When, for instance, a spoken menu contains the statement: "to be connected to the telephonist, type 3", the caller referred to 3 may hear a message such as" You are being connected". From this last message you fill in by the referral to ! for example 5 for connection through to the telephonist.

Voice Response scenarios

With the help of referrals attached to the system messages, a relatively complex process can be programmed. The PTAM has been especially designed to provide concise information or to receive requests for information outside office hours. Callers dislike complex and longwinded menus. A few words of advice follow:

- Draw the welcome message and all submenus on paper first, and write out the messages. Check if everything tallies, and make sure there are no options which have no outcome for the caller.
- Avoid choices that are too complex. It too many options are read out, the callers will forget the first ones.
- Avoid complex outcomes. Successful voice response scenarios are small and simple.
- We advise you to let the caller make no more than 3, and preferably 2 choices.
- First mention the option, and then the key to press, e.g.: For information about fax machines, choose 1

For information about telephone exchanges, choose 2

• Offer help to the caller who still has on old-fashioned dial telephone, and connect callers who don't make a choice through to the telephonist, or let them leave a message.

4.3 Connecting through calls

The PTAM can transfer callers to two telephone numbers, either internal or external. This is done by the PTAM via the following procedure:

- Press the 'Connect' key (hook flash or earth flash)
- Choose the number
- Wait a moment
- Disconnect

This transfer possibility is meant for callers who cannot handle voice response. The PTAM does not stack calls. This is done on purpose: if the PTAM were to stack calls, the PTAM would need adjusting to characteristics of the switchboard in various ways, which would make the PTAM too complicated. If you would like calls to be stacked, with or without voice response, you are advised to review some other products of Vidicode, the ARGUS Call Attendant and the ARGUS Telecommunication Centre respectively, which have been specially designed for this purpose.

We have the following advice for internal transfer of calls:

- Have a telephonist receive the call. She will usually be quick to answer, and as it is an internal call, the caller will hear the telephone ring while waiting.
- Use the timetable to ensure that callers are only transferred if there is somebody present to answer the telephone. Give them the opportunity to leave a message outside office hours.

4.4 Working with the information obtained via Voice Response

Voice response offers you the possibility of sorting messages on the basis of the options chosen by the user. This could be especially useful for a company, allowing callers to ask information about a range of products. We also know of a GP using it to split his messages in demands for repeat prescriptions, and requests to be called back.

Sorting messages

The choices made by the user are saved in a searchcode. If one is interested in finding the users who first pressed a two and then a three, press the searchcode 23* when listening to the requests for information and the PTAM will reproduce all the messages from people interested in this product.

Numbers pressed

As was mentioned earlier in this chapter, the PTAM can also record numbers, which will be shown on the display, but stored as messages. If you offer callers the option of typing in numbers after pressing key 3 and key 4, it is enough to select code 34*, for all the numbers typed in to appear. An application of this that we see frequently is to list phonenumbers of people who want to be rung back.

5 Configuration

5.1 Introduction

The functionkey 'configuration' starts a program with which the configuration of the Call Recorder can be changed. There are two groups of settings: one for the system, and one for the timetable. The timetable has been discussed before.

When the key is pressed for the first time, the display will show:

| | Configure | |
|------|-----------|------|
| NEXT | TABLE | STOP |

Press the 'NEXT' softkey to enter a program with which a number of setup preferences can be changed.

The function of the softkeys when changing the settings

The softkeys always have the same three functions:

| NEXT | Choose the next setting |
|--------|--------------------------------------------------|
| CHANGE | Select this menu function and change the setting |
| STOP | Exit, the changes have been made |

The use of the recorder keys in the menu

The menu is operated by the softkeys under the display, their functions being shown at all times. During their use some of the recorder keys have another meaning, allowing experienced users to operate even faster.

Choose previous menu function
 Exit the menu, the changes have been made (STOP)
 Select this menu function and change the setting (CHANGE)
 Choose the next menu function (NEXT)

Starting the VU meter

The VU meter is started by pressing the 'memorecorder' function key. It gives a graphic representation of the recording level, to facilitate choosing threshold values for turning on and turning off. It will only operate when recording automatically, and is based on the level of sound detected.

The VU meter will be discussed at the end of the chapter.

5.2 Use of the password

The next two menu functions are for programming the password, which can be switched on or off for internal use, but is essential for remote use.

One reason to use your password internally would be to prevent unauthorized people from walking into your office, listening to your recordings, and changing your settings. When the password is activated, the PTAM will ask you for your password when you want to listen to recordings.

Switching the password on and off

With 'CHANGE' the 'Password Active' can be changed from 'No' to 'Yes', or the other way round.

Entering the Password

Press 'CHANGE' and the password can be changed.

You can choose your own (numerical) password, with a length from 1 to 7 numbers.

Confirm your choice with 'STORE' or cancel it with 'CANCEL'.

Be aware - very important:

When the password has been activated, it is not possible to de-activate it without entering the same password again. Activate the password only when you have noted it down, or are sure you have remembered it. At delivery the password is: 0000

If the password is entered incorrectly three times, the system will block entry for 15 minutes. If you have forgotten your password you will have to contact your supplier.

When access is closed the display will show:

```
Access denied
For 15 minutes STOP
```

5.3 The clock

The next menu function is for setting the clock.

The day of the weeks can be set with the numeric keyboard:

1=Sunday, 2=Monday, 3=Tuesday, 4=Wednesday, 5=Thursday, 6=Friday and 7 is Saturday.

If an incorrect date and/or time is entered the system will not accept it.

The '>>' and '<<' keys select the next and previous characters respectively.

Once the information has been entered, confirm the changes with 'STORE' or cancel them with 'CANCEL'.

5.4 Number of rings before answering

This function configures the number of rings before the PTAM answers. It is especially useful in determining the possible time you have to answer the call yourself.

5.5 "Always answer" mode

With this function the PTAM can be programmed to answer after a certain number of rings, even when the top left corner of the display shows the word 'HOME'.

After the PTAM has answered a call in this way, for instance because the telephone rang 15 times, it will switch automatically to 'AWAY'. It can only be changed back to 'HOME' manually.

At delivery this function is switched off.

5.6 Ringing settings

When the PTAM is going to be used as a telephone, the ringing sound can be programmed.

Ringing variation

Ringing variation programmes the number of bleeps the PTAM gives for one ring, and how long they will last.

Ringing frequency

Each ring consists of a series of double tones. With this parameter the frequencies of these tones can be set.

Ringing volume

The sound level of the ringing is adjusted with this function. The correct way to switch off ringing is to switch the volume to 0.

5.7 Use of speaker when answering machine is on

It is possible to listen in when somebody is using the answering machine. The speaker options are 'on' and 'off'. When this function is switched 'on', the speaker will automatically be turned on when a message is being spoken into the answering machine, giving you the chance to take the call after all.

5.8 Minimum and maximum length of message

Both a minimum and a maximum length of message can be set on the answering machine.

The minimum time can be set between 1 and 255 seconds; its function is to stop the machine from recording a message if the caller puts the phone down when he hears the beep.

The maximum time can be set between 30 and 7650 seconds, or even be switched off, so that there is no time limit to the message. Setting a long time does not pose the PTAM any problem, as it automatically stops recording when the caller stops speaking or disconnects.

5.9 Duration of the hook-flash

The softkey FLASH is used to activate the internal telephone system. It is normally used to transfer a call, but has other functions too. Unfortunately not all internal telephone systems are the same, so it must be possible to alter the duration of the hook-flash. Unless there is a good reason to change the set-up, it is best to leave the manufacturer's set-up unchanged (100 ms). On rare occasions the telephone system requires an earth connection instead of a hook flash. In this case please consult your dealer who will be happy to configure this for you.

5.10 Connecting through

The PTAM can connect callers to two telephone numbers selected by you. Any internal or external telephone number can be reached by the PTAM via the following procedure:

- Send a hook flash
- Choose the number
- Wait a moment
- Disconnect

Please remember that the PTAM doesn't stack calls. The caller is connected through even if the number is engaged.

These numbers are utilised with voice response, and can be coupled to a message. For more information see: 4.2 and 4.3.

5.11 Number Identification

When Number Identification is switched on, and the PTAM is connected to a port where Number Identification is active, the display will show the telephone number when the message is being played.

5.12 K-break detection

K-break detection is used to find out whether the caller has disconnected. This is important for switching off a message quickly. This facility is only offered on normal telephone lines in the UK, and not on lines connected to internal telephone networks or ISDN AB adapters. It is advisable to switch on K-break detection

only if the telephone is connected to an outside line, and to leave it switched off in all other cases. K-break detection cannot be enabled when another language then English is selected, because it only applies to the telephone network of the United Kingdom.

5.13 Sound characteristics and quality

There are two options here: sound type and recording quality.

Sound type can be set for speech, or all types of sound (audio). The factory setting is for speech.

The recording quality has three settings: Normal, High 1 and High 2. Normal is sufficient when recording from the telephone line. The capacity of the PTAM is reduced by a factor of 6 and 7 respectively with the settings High 1 and High 2. High 1 is the optimum setting for recording speech, High 2 for recording music.

5.14 Recording Amplification

It is possible to adjust the amplification factor. This level is independent of the signal level, but determines the level of output after automatically adjusting it during input. Once your preference has been set, everything recorded will sound equally loud, despite the fact that a voice may sometimes speak directly into the telephone, and at other times may be quite far away. This recording amplification can be switched off if desired.

5.15 Playback Volume

This determines the basic setting of the playback volume. The softkeys can be used to adjust the volume while you are listening.

5.16 Microphone type selection

This setting is determined by the type of microphone to be connected. Some types need DC current, and some need extra sensitivity. Naturally, the PTAM default setting is correct for the headset delivered with it.

5.17 How to start microphone recording

There are two possibilities: Record + Play (factory setting) and only Record.

5.18 The start switch for automatic recording

A start switch is an external signaller for starting and stopping recording of the chosen source. The start switch should be connected to the footpedal port. With the start switch you can determine whether contact should be made or broken to start recording; alternatively you can leave the start switch switched off.

5.19 Starting and stopping by sound

Automatic recordings can start and stop on the basis of the sound level detected. PTAM has four options for this:

Recording starts when the signal exceeds the 'start threshold' level during the (short) 'start period'. When the signal drops below the level of the 'silence threshold' during a (longer) 'silence period' recording is stopped.

With these four options the values can be set, although in practice start threshold and silence threshold will probably be adjusted using the VU meter, which is discussed at the end of this chapter. Normally only the start period and the silence period would be programmed in this way.

5.20 Use of footpedal

The footpedal option can be switched 'on' or 'off'. You should not set the footpedal option if you do not possess one, because a loose connection might influence the working of the recorder.

5.21 Language

With this parameter the language of the messages on the display can be set. The languages you can choose from are English, German, Dutch and American. English and American differ in the way date and time are indicated and also influence the way the PTAM uses calling line identification and K-break detection.

5.22 Reset all values

When you change this parameter into 'yes' all the parameters will go back to the original settings they had when you bought the PTAM.

5.23 The VU meter

As has been discussed before, it is possible to record automatically. Recording can be started by an external switch, or be controlled by the volume of sound. In the latter case, the recorder will wait for speech to start, and when it does, begin to record. When there is little or no sound for some time the PTAM will stop recording.

It is best to set the signal level which stops and starts recording with the VU meter. A graphic image of the signal will be shown on the display when you are not recording. The threshold, or switch-on, value is represented by a dash, while the switch-off value is indicated by a colon. At delivery the switch-on and switch-off value are the same, so that you only see a dash.

Starting the VU meter

To start the VU meter, press 'configure', the softkey 'NEXT' and finally 'memorecorder'. The display will show:



The first line indicates the signal level, and the second shows the numeric values of the start and stop sensitivities in the bottom left-hand corner.

Setting start threshold and silence threshold

To make the VU meter work a sound is made. This will be shown on the display:

```
Millin | .....
8/8 STOP
```

In the display shown above, the PTAM will not switch itself on, because the level of the sound is below the switch-on point.

The switch-on and switch-off point can be changed in the following way:

| » | = | Start threshold + 1 |
|------------|---|-----------------------|
| ‹ < | = | Start threshold - 1 |
| »» | = | Silence threshold + 1 |
| Record | = | Silence threshold – 1 |

Do not forget to take the 'starting period' and the 'silence period' into account. The recorder starts when a sound above the level of start threshold has been perceived during the start period, and stops when no sound above the silence threshold has been heard during the silence period.

6 Remote access

The messages in the PTAM can be listened to remotely. The remote access capability is explained in more detail in this chapter.

6.1 Typing in the password

In order to get remote access, the PTAM's answer function should have been activated. When it has not, access is impossible.

If the manufacturer's settings are active, you should press a 1 during the welcome message to get to the access message. As has been discussed in Chapter 4, you may determine yourself with which message, and via which option, the access message is called up. The access message asks for your password, which is the same code used to limit access via your keyboard. This password should be typed in, followed by a 'wicket" (#).

Next the menu will ask you to choose between the following options:

- 1 Listen to new messages
- 3 Select a welcome message
- 5 Change the password
- 6 Change the welcome message
- 9 Disconnect

6.2 Listening to new messages remotely

When the '1' is pressed, new messages can be listened to.

If the system messages 0 to 9, 188 to 200, and 210 to 259 are present in the system, as they are at delivery, the date and time of each message will be mentioned.

While listening to the messages, you have control options. With the help of the following telephone keys the messages can be played back and forth

| 1 | 2 | 3 |
|---------------------|-----------------|------------------------|
| 10 seconds back | next message | 10 seconds forwards |
| 4 | 5 | 6 |
| 60 seconds back | pause | 60 seconds forward |
| 7 | 8 | 9 |
| 300 seconds back | stop | 300 seconds forward |
| * | 0 | # |
| | | |

Messages listened to remotely, will remain saved as new messages, to ensure you do not miss any messages when you come home. When you call again before you came home you will hear the same messages. This can be forestalled by pressing 'O' five times after listening to the messages, which will mark them as having been listened to.

6.3 Selecting a welcome message

It is possible to select a different welcome message remotely from the maximum of 30 messages that can be stored. After you have opted to do so in the first menu, the recorder will ask you to type in the number of the welcome message.

6.4 Changing the password remotely

Option 5 in the menu gives you the chance to change your password remotely. After you have typed in the new pass word , it will be read to you as a check. Just follow the instructions read out to you.

6.5 Changing the welcome message remotely

The menu also offers you the option of recording a new welcome message or selecting another one of a number of pre-recorded messages. Again, just follow the spoken instructions.

6.6 Switching on the answer machine remotely

The PTAM can be programmed to answer the telephonehen 'HOME' is switched on, if the telephone has been ringing for a long time. Afterwards the PTAM will automatically switch to 'AWAY', and will immediately answer the phone when there is another call. This option has been described in 5.5.

6.7 Changing system messages

When controlling the answering machine remotely, a number of system messages will be used. They have a permanent function, but can be altered any way you want if you wish to do so (this is done via 'announcements').

The following system messages are used. The number of each message has been indicated.

Date and time record

| 0-9 | ' zero' to 'nine' |
|-------------|-----------------------|
| 188 †/m 199 | 'January to 'December |
| 200 | 'hour' |
| 210-259 | 'ten' to 'fifty nine' |

Responses

| 300 | Welcome message 0, at delivery it is: 'This is an answering |
|---------|-------------------------------------------------------------|
| | machine. Unfortunately we cannot help you personally at |
| | the moment. Please leave a message including your name and |
| | telephone number after the beep.' |
| 351-379 | Reserved for your own welcome messages nrs. 1 to 29. |
| 303 | 'Your message has been saved'. |

Remote operation

The following system messages will help the user when operated remotely:

| 303 | 'Your message has been saved. Goodbye' |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 304 | 'No new messages received' |
| 310 | 'To listen to new messages, press 1 To select a different welcome message, press 3 To change your password, press 5 To record a new welcome message, press 6 To disconnect, press 9' |
| 311 | 'Enter your password' |
| 312 | 'Your password is: |
| 313 | 'To save, press 1 To record again, press 2 To cancel, press 3' |
| 314 | 'The new password has been saved' |
| 315 | 'To record a new welcome message, press 1, To play the current welcome message, press 2 To cancel, press 3' |
| 316 | 'To record a new welcome message, press 1, To listen to the newly recorded message, press 2, To cancel, press 3, to enable the new welcome message, press 4' |
| 317 | 'The new welcome message is in use' |
| 318 | 'Make your choice now' (Optional, will be played if the user has not made a choice after a certain period of time) |
| 320 | 'Enter the number of the welcome message' |
| 321 | 'This welcome message does not exist' |
| 322 | 'The selected welcome message is: ' |
| | |

| 323 | 'To confirm your selection, press 1, To play the message for verification, press 2, To cancel, press 3' |
|-----|---------------------------------------------------------------------------------------------------------------|
| 324 | 'The change has been processed |
| 330 | 'These were all the new messages' |
| 335 | 'To listen again, press 1, To go back to the menu, press 3, To disconnect, press 9' |
| 339 | 'You will now be disconnected. Goodbye!' (optional) |

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