



# Voice Assistant

## System Administration Manual

**Version 4.0**  
6/04/2003

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## Product Overview

*Voice Assistant* application *Voice Assistant* by *Computer Telephony Solutions, Inc.* is a flexible CTI-based IVR (Interactive Voice Response) product that can be used by itself or with other companion CTI programs to implement a wide variety of different voice processing functions. *Voice Assistant* runs as a service under the *OAISYS Net Server*. *Voice Assistant* is flexible in a number of ways including its (1) size, as it can grow from 2 to 96 ports, (2) programmability, as it has a powerful scripting language, and (3) compatibility, as it works with a variety of different CTI programs.

The many different functions that *Voice Assistant* can perform include:

- *make announcements to callers*
- *play announcements to overhead paging*
- *log information to files*
- *place a call to a phone number and determine if answered*
- *prompt callers for information to attach to phone calls*
- *validate user information in a database*
- *record telephone conversations*
- *trigger beeper messages*
- *play a menu of choices to a caller and act on the responses*

**Note:** *All of the features mentioned in this document are not available on all types of PBXs.*

*Voice Assistant* works with a number of different products including *Park & Page*, *Auto Call Record*, *ACD Manager*, *Database Assistant*, *Call Router*, and other products under development. Also, *Voice Assistant* can be and has been used in a number of different custom CTI installations.

*Voice Assistant* is a combination of hardware and software that runs in a Windows environment on a PC. *Voice Assistant* will run on Windows NT 4.0 and Windows 2000. It has from 2 to 96 telephone voice ports that connect to standard analogue telephone lines, single-line ports from a PBX, or a digital T1 span. The software includes: (1) *Voice Script Editor* that allows the installer or programmer to design custom applications in the scripting language, and (2) *Voice Assistant*, which is the 'IVR engine' that manages all of the voice ports and executes the various script programs as directed by other companion products and/or by the installation configuration.

## What's New in Voice Assistant Version 4

Voice Assistant 4.0 has been enhanced to make it more powerful than ever. The following is a list of new features and enhancements:

### *Voice Assistant*

- Group Statistics can be run on specific port groups.
- Script Statistics can be run on individual scripts. For example, you can see how many times callers reached your callback script.
- Fail Safe Transfer allows you to send a call to an extension if a voice port can not be obtained.
- Round Robin Port Selection allows you to use ports in a round robin manner .
- Email Voice Assistant statistics to someone such as your system administrator. This can be set up to recur monthly or on an as needed basis.
- Dial Out—test your voice ports by telling them to dial a specific extension.

## What Was New in Voice Assistant Version 3

Since Version 2.3, the *Voice Assistant* product has been further enhanced to make it a more powerful product and allow it to run as a service under the *OAISYS Net Server*. The following is a list of new features and enhancements:

### *Voice Assistant*

- Runs Windows NT 4.0 and Windows 2000
- Supports up to 96 ports
- Supports Dialogic hardware (both analog cards and digital T1 cards)
- Runs as a service under the *OAISYS Net Server* (i.e., *Net Server* is required)
- Communicates to the Net Server via TCP/IP
- Is backward compatible with existing Voice Assistant scripts
- Supports OAI integration with Inter-Tel's AXCESS phone system (this feature requires the Level2OAI Service)
- Has an Auto-Configuration feature for setting the voice port extension numbers
- Has the ability to send OAI events from a script
- Has the ability to modify call information from a script

### *Voice Script Editor*

- Format Variable Command: This action was added to format a variable using predefined or custom format expressions
- Trim Variable Command: This action can be used to trim blank spaces from the beginning and/or end of variables
- Add Date Command: This action allows addition and subtraction with date and time values
- Ten additional variables were added for use in Voice Script Editor 3.0 (W0 through W9)
- Editing tools have been added to copy, move, and delete blocks of lines from the script
- A real-time code-line count is displayed at all times
- Jumping to and from Labels in a script can be easily done using Ctrl-G and Ctrl-B

**The differences between the 32-bit *Voice Assistant* and the 16-bit *Voice Assistant* are summarized in the following table.**

	<b>16-bit Voice Assistant</b>	<b>32-bit Voice Assistant</b>
Voice Boards	Rhetorex Boards	Dialogic Boards
Size	2 to 24 ports	2 to 96 ports
Operating System	Win 3.1 or Win '95	Win NT or Win 2000
Text to Speech	No	Yes (an option)
Recording Format(s)	Rhetorex WAV	Dialogic VOX, Standard WAV (48k, 68k)
Net Server Integration	No	Yes
Scripting	VA Scripts	VA Scripts (backward compatible)

**NOTE:** Because the voice boards are different, there is no easy field upgrade path. On a Voice Assistant upgrade, all existing Rhetorex boards need to be removed and replaced with Dialogic boards.

## Requirements

### PC Requirements

*Voice Assistant* is a combination of hardware and software that runs on Windows NT 4.0 or Windows 2000. *Voice Assistant* runs as a service under the *OAISYS Net Server*. *Voice Assistant* does not necessarily need to be installed on the same PC as the *OAISYS Net Server*, however, it must be able to communicate with the *OAISYS Net Server* via TCP/IP.

*Voice Assistant* requires a minimum of one free 8-bit ISA expansion slot in the PC dedicated to its operation. The exact number of slots required depends on the number of voice boards being installed. Although other configurations are possible, generally one slot is needed for every four analog voice ports or for every 24 digital voice ports. *Voice Assistant* can be purchased and installed with anywhere from 2 to 96 voice ports.

Hardware requirements for *Voice Assistant* vary considerably based on such factors as the version of Windows, the number of voice ports, the number of other applications running simultaneously on the same PC, and the quantity and size of the voice files being used by the application. The following table offers suggestions for some recommended configurations:

Microsoft no longer provides official support for Windows 95.

TASKE and CTS no longer support Server applications on Windows 95 or 98.

Voice Assistant Configuration	Windows NT / Windows 2000 <sup>2</sup>	
	Minimum	Recommended
No ports	Pentium II 266 128Mb RAM	Pentium II 350 128Mb RAM
12 ports or less <sup>3</sup>	Pentium II 266 128 Mb RAM	Pentium II 350 128Mb RAM
Between 12 and 24 ports	Pentium II 266 128Mb RAM	Pentium III 600 128Mb RAM
Over 24 ports	Pentium II 266 256Mb RAM	Pentium III 600+ 256Mb+ RAM

Notes to the Table

1. NT Workstation or Windows 2000 Professional is generally acceptable but NT Server / Windows 2000 Server is required if TASKE is using 10 or more supervisor/agent desktop licenses and recommended for any OASYS configuration of 24 ports or more.
2. Dialog/4, Proline/2V, and ISA T1 voice cards require 1 ISA per card. D/4-PCI and PCI T1 cards require one PCI slot per card. All T1 boards require a full-length slot.

Other Requirements:

- 1 RS-232 Communications Port
- 1 Standard Parallel Port
- CD ROM Drive
- 3 ½" Floppy Drive
- Network Interface Card
- Hard Drive (size/ disk access requirements vary dramatically based on the applications being run)

Other Recommendations:

- Industrial grade hardware components appropriate to a mission-critical server
- Additional RS-232 communications ports as may be required

Hard Disk Requirements can vary dramatically with *Voice Assistant* depending on the application. The table below provides an estimate for the amount of disk space required by each of the file formats supported by *Voice Assistant*.

Recording Format	Setting	Kbps	Minutes/MB	Bytes/Second	MB/Hour
VOX ADPCM 6KHz	0	24	5.83	3000	10.8
VOX ADPCM 8KHz	1	32	4.37	4000	14.4
VOX PCM 6KHz	2	48	2.91	6000	21.6
VOX PCM 8KHz	3	64	2.18	8000	28.8
WAV ADPCM 6KHz <sup>1</sup>	4	24	5.83	3000	10.8
WAV ADPCM 8KHz <sup>1</sup>	5	32	4.37	4000	14.4
WAV PCM 6KHz (default)	6	48	2.91	6000	21.6
WAV PCM 8KHz	7	64	2.18	8000	28.8
WAV PCM 11KHz <sup>2</sup>	8	88	1.59	11000	39.6

1. File formats 4 and 5 are non-standard WAV files. They are not recognized by the Windows Media Player or most Windows-based WAV file editors.
2. File format 8 is not supported by the DIALOG/4 board.

## Telephone System Requirements

### Analog Voice Boards

- *Voice Assistant* requires analog extensions from the Telephone System when using low-density analog voice boards. The number of extensions required will be equal to the number of voice ports being installed with *Voice Assistant*.

### Digital Voice Boards (Not available for every phone switch)

When the *Voice Assistant* is using high-density, digital T1 voice boards, it requires one T1 span from the telephone system for each T1 voice board. Use the following table for the AXXESS phone settings for T1 span in the telephone system.

- \* T1 Cross over cable
- \* T1 should be D4/AMI
- \* The T1 card on the AXXESS should be programmed as "Masters for Private Network"
- \* The individual circuits on the T1 card should be configured as "OPX"
- \* Each T1 port should have it's "Send T1 OPX Disconnect Flash" flag enabled

### Power-Up

Typically, the *Voice Assistant* will run on the same PC as the *OAISYS Net Server*. Since the *Voice Assistant* runs as a service under the *OAISYS Net Server*, it is automatically started when the *OAISYS Net Server* is started. Therefore, when the *Voice Assistant* and the *OAISYS Net Server* are running on the same PC, it is no longer necessary for the *Voice Assistant* to be launched from the STARTUP folder in Windows.

If the *Voice Assistant* is running on a different PC from the *OAISYS Net Server*, then the *OAISYS Net Server* cannot automatically start the *Voice Assistant*. In this configuration, the *Voice Assistant* should be configured to launch from the STARTUP folder in Windows.

## Installation

*Voice Assistant* consists of the following elements:

- Dialogic voice board drivers (software)
- One or more Dialogic voice boards (hardware)
- *Voice Assistant* (software)

Install the Dialogic drivers first, as detailed in the section below. Next, install the voice board(s). Then, install the software for *Voice Assistant* and *Voice Script Editor*.

**N.B.** It is very important that you install the Dialogic Drivers prior to installing the voice boards or the *Voice Assistant* software.

### ***Obtaining and Installing the Dialogic Drivers (All Cards)***

Prior to the hardware installation, you will need to install the Dialogic drivers and the Dialogic service pack, which can be found in the \3<sup>rd</sup> Party\Dialogic folder on the OAISYS CD. They are also available for download from Intel's website at the following web addresses:

<http://resource.intel.com/telecom/support/releases/winnt/dna33/index.htm>

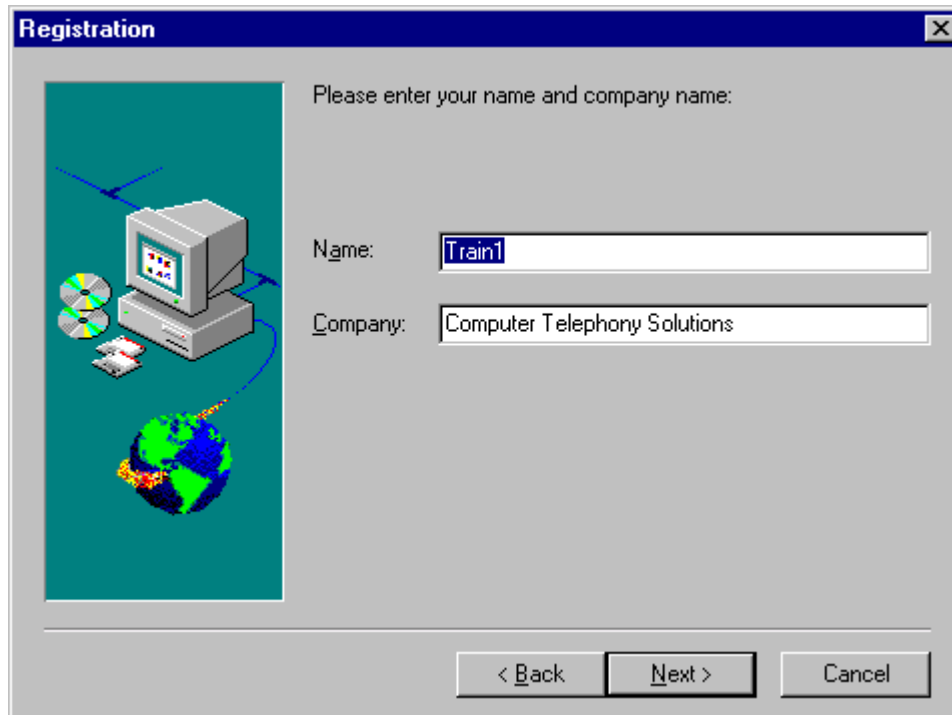
<http://resource.intel.com/telecom/support/releases/winnt/dna33sp1/index.htm>

If you are not a member of Intel's web site, you will need to sign up for a username and password prior to downloading the software.

Once downloaded, run the first setup.exe file and choose the type of installation you wish to have. It is possible to just install the drivers necessary for the function of the card, without installing the sample programs included in the setup file. See the screen shots on the following pages for a step-by-step explanation of the installation. After the installation of the DNA3.3 release, you will need to run the setup for the service pack.

### ***Installing the Voice Board Drivers (Cont.)***

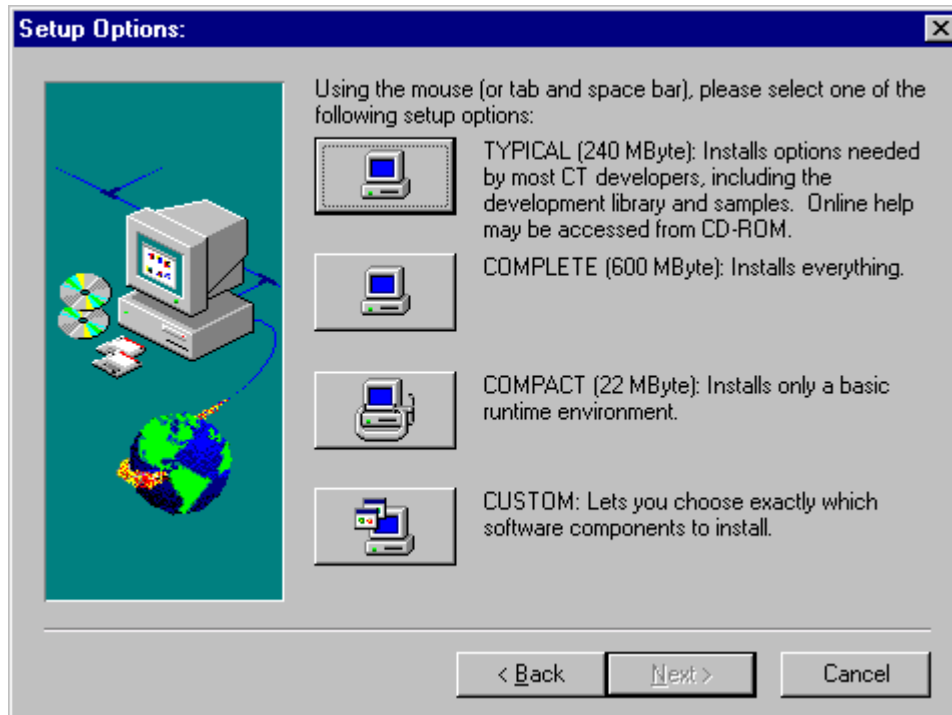
1. Insert the OAISYS CD and browse to 3<sup>rd</sup>\_party\Dialogic\nt-dna-3.3, or run the setup.exe from the download you performed earlier.
2. The Welcome box will appear. Click on **Next**.
3. The registration dialog box will appear. Complete the registration fields and click **Next**.



4. Confirm the information you have entered. If it is correct click on **Yes** to continue. *Note: If an older version of the Dialogic driver is detected on your PC, a warning message appears. Exit the installation and select Settings > Control Panel > Add/Remove Programs. Remove the previous Dialogic driver. Then restart the new Dialogic driver installation.*

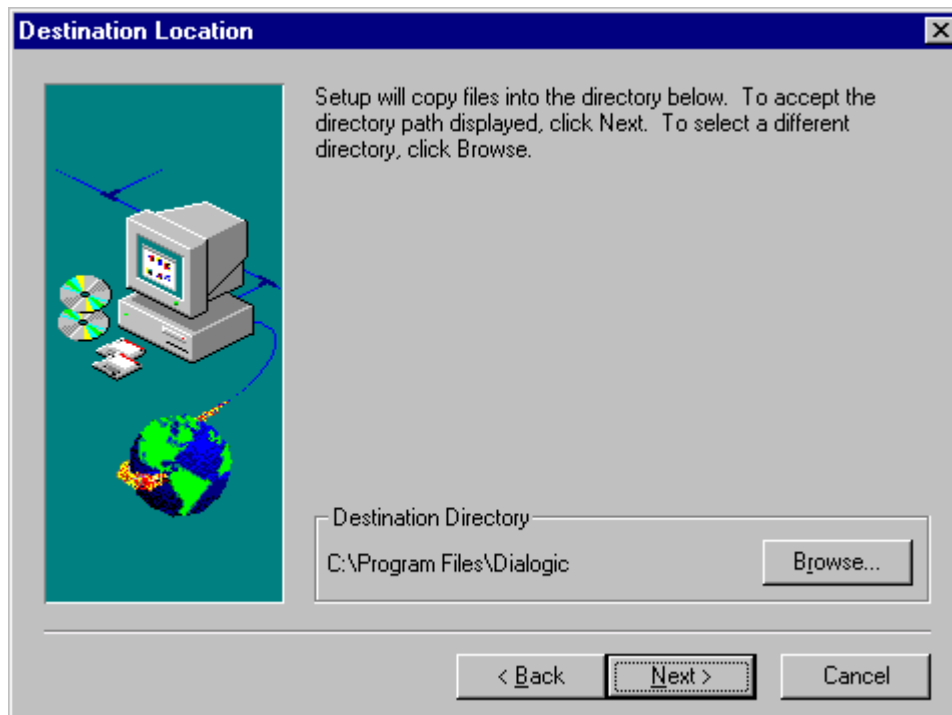
### ***Installing the Voice Board Drivers (Cont.)***

5. The **Setup Options** dialog box will appear. Select **Typical** (default). This will install the Dialogic software. Click **Next**. *\*Note: If you choose "Custom", you will be able to specify that only the drivers be installed (20meg as opposed to 240meg for the Typical installation). Select Typical unless disk space is a concern for you.*

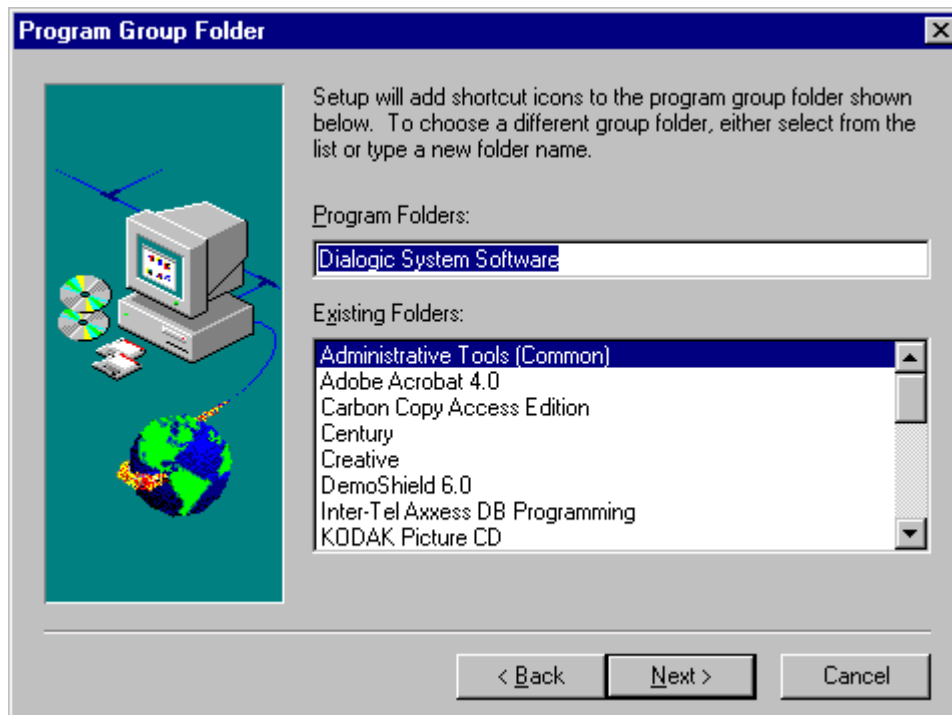


### ***Installing the Voice Board Drivers (Cont.)***

6. The **Destination Location** dialog box will appear. Select the default destination, or click **browse** to select a location. Click **Next** to continue.

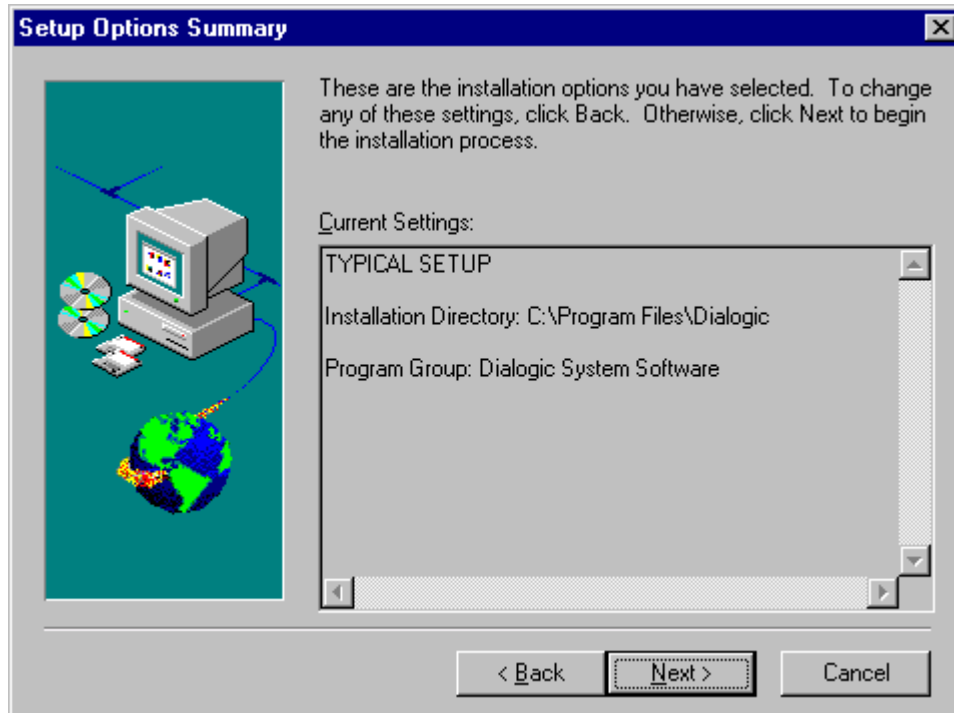


7. The **Program Group Folder** dialog box will appear. Click **Next** to continue or **Back** to return to the previous dialog box.



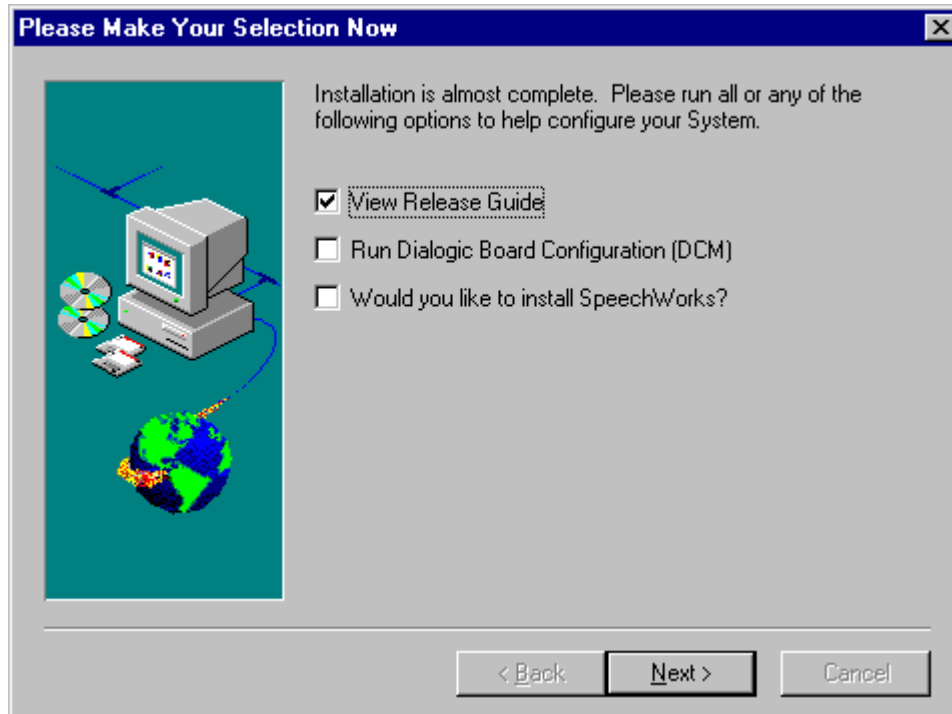
### ***Installing the Voice Board Drivers (Cont.)***

8. The **Setup Options Summary** dialog box will appear. Confirm your settings and click **Next** to continue installation of the Dialogic files.

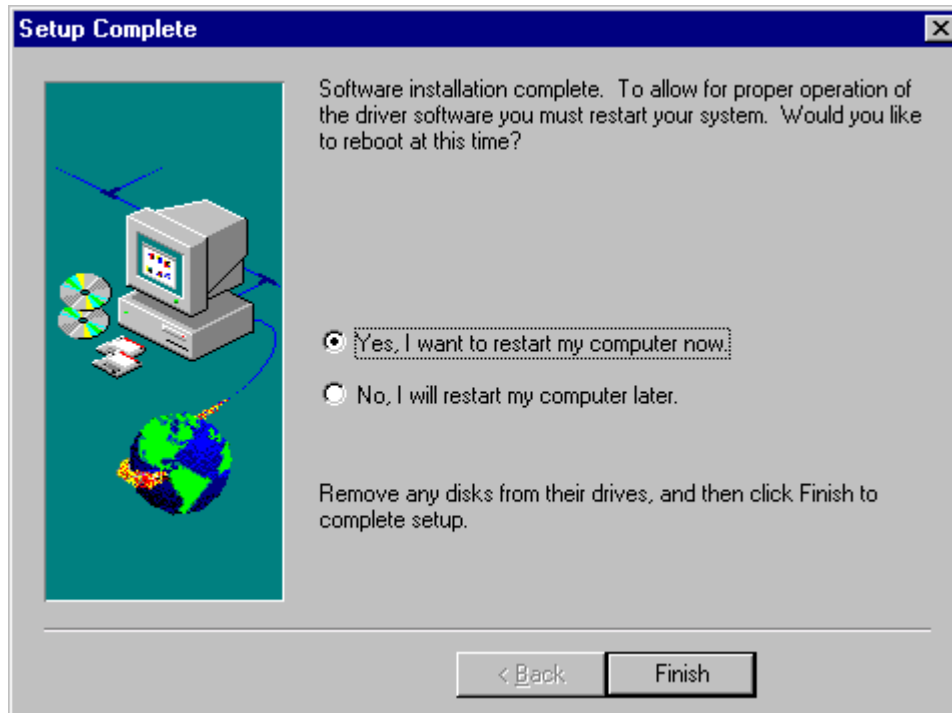


### ***Installing the Voice Board Drivers (Cont.)***

9. You can review the release notes at this time. Once you've read the notes, click **Next**.



10. The **Setup Complete** dialog box appears. Select, **No**, I will restart my computer later and click on **Finish**.



***Installing the Voice Board Drivers (Cont.)***

After the installation is complete, you will need to run the service pack setup.exe and then reboot.

Browse to 3<sup>rd</sup>\_party\Dialogic\w2k-dna-3.3-SP1, or run the setup.exe from the download you performed earlier. The service pack installation is straightforward, so we will not cover the steps here.

Once you have completed the service pack installation, please shut down the PC and continue on to the next page in this document.

## ***Installing the Dialog/4 Board(s)***

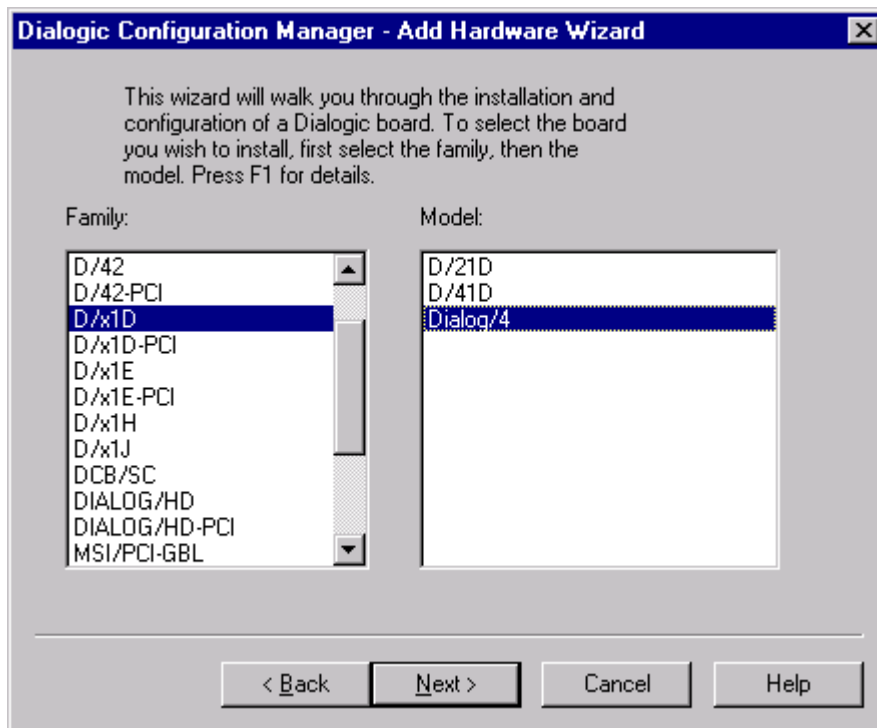
**Important:** Any time you are working inside your PC, make sure that all power has been disconnected and that you have discharged all static electricity from yourself by touching a metal part on the PC such as the metal cover to the power supply. The voice board has EPROMS, which are very sensitive to static electricity, and should be handled carefully.

1. After the computer has completely shut down, remove the power cable from the back of the system.
2. Unscrew the side panel to allow access to the motherboard.
3. Find an open ISA slot (the long ones) and unscrew the metal cover attached to the back of the computer. Do not use the shared ISA/PCI slot, as it can sometimes cause installation problems.
4. Before inserting the card into an available ISA slot, change the IRQ from the default setting (2/9) to 5 or 7. 7 will usually work best with systems that are equipped with sound cards. Refer to the Dialogic Installation Manual provided with the card for specific information on jumper and DIP switch settings.
5. After changing the IRQ, push the card into the available ISA slot, making sure that it is level and that it is as far down as it can go. Secure the card to the computer with a screw on the top of the metal attached to the card.
6. If you are installing more than one voice board you will need to remove the JP7 jumper from all of the boards except for one. Leave the JP7 jumper on the first board.
7. If you are installing more than one board, you must change the offset addresses on all cards except Board1 using the white DIP switches (Board1 = d0000, Board2 = d2000, etc.) Consult the Dialogic Installation Manual that is packaged with the cards for diagrams and information on the settings.
8. If you are installing more than one card, you may need to designate a particular IRQ in BIOS to only allow "Legacy ISA" (for example, change the IRQ settings from auto to manual, and set IRQ 7 to Legacy ISA). *\*You will only need to do this if you receive a particular error during the addition of the 2<sup>nd</sup> card in the Dialogic Configuration Manager (if you receive errors, refer to the Troubleshooting section for assistance, or contact your Dialogic reseller). Consult your motherboard manual for information specific to the PC hardware.*
9. Replace the side cover of the computer and reattach the power cable.
10. Start the computer.

## Configuring Dialog/4

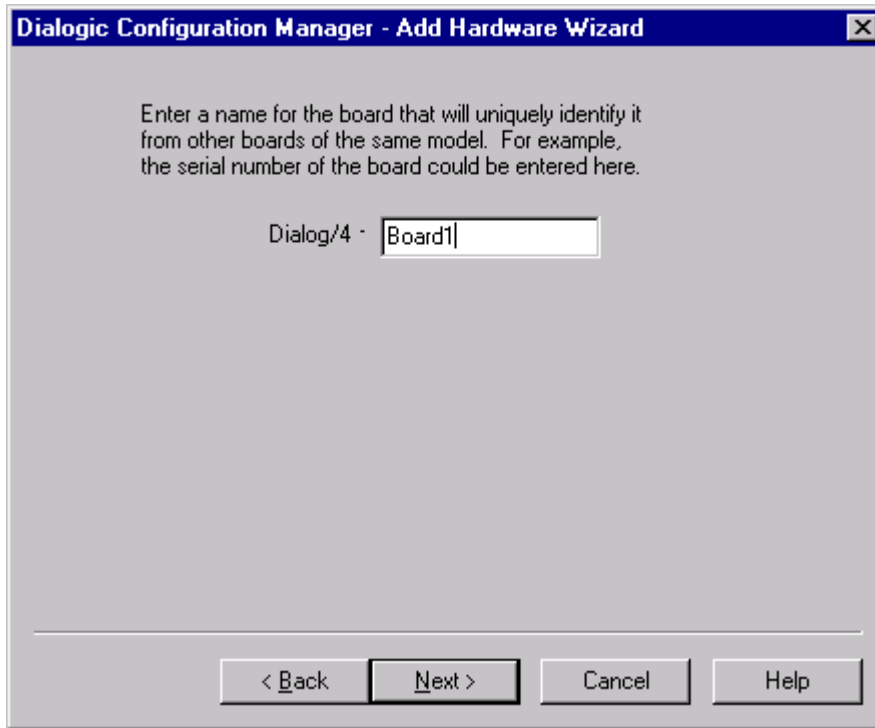
Once you have your Dialog/4 board(s) properly installed, you must configure the board(s) using the Dialogic Configuration Manger.

1. Restart the computer and log into NT using an account with Administrative privileges.
2. Go to Start > Programs > Dialogic System Software > Dialogic Configuration Manager.
3. Add your board(s) by clicking on 'Add New Device'.
4. The Add Hardware Wizard box will appear.



### Configuring Dialog/4 (Cont.)

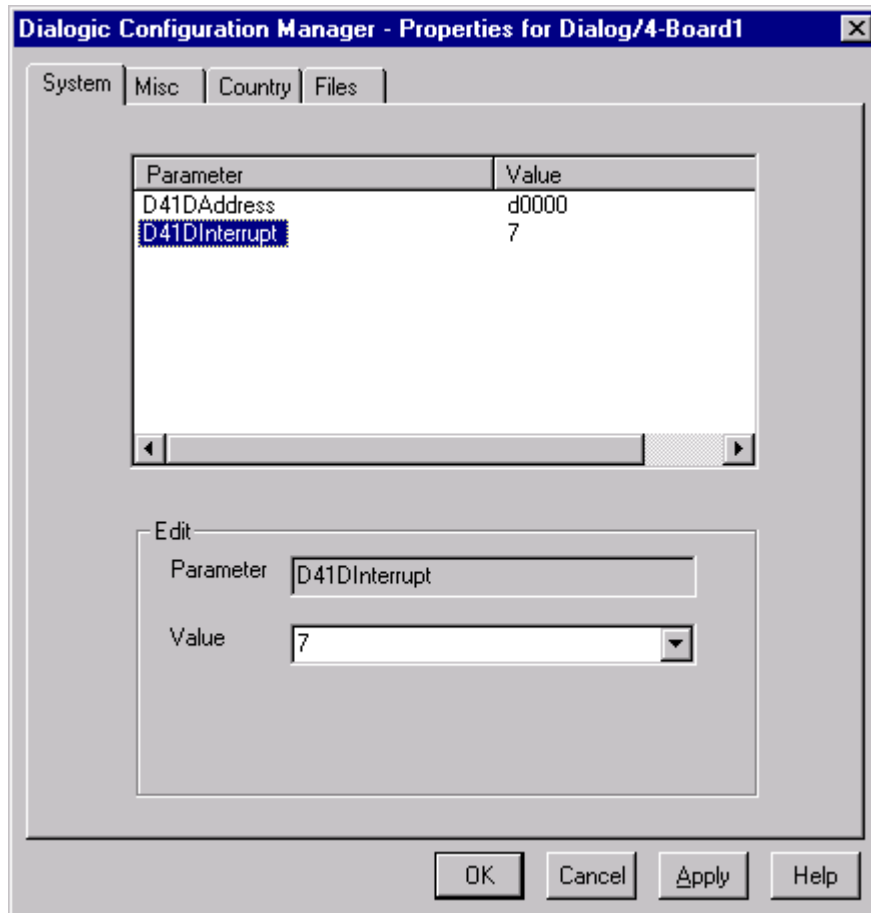
5. Select “D/x1D” for the Family, and “Dialog/4” for the Model. Click “Next”.
6. Type in the name of the card (“Board1” for example) and click “Next”.



7. The board properties box will appear. The address should default to “d0000” which is the default address of a single board installation.

## Configuring Dialog/4 (Cont.)

- Click on the second line, “D41Dinterrupt” and change the IRQ to what you set the card to (usually 5 or 7) by entering a digit in the “Edit” section, in the “Value” field and click “OK”.

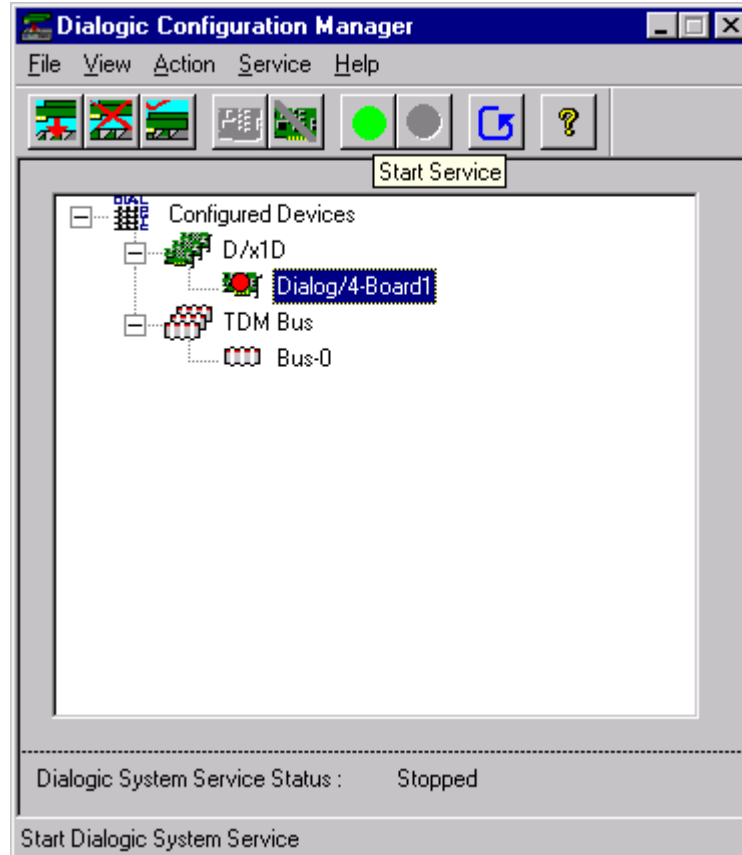


- If you installing more than one board repeat the above procedures, designating different offset addresses for each card. For example, “Board1” should be set to “d0000” on the card and in the DCM; “Board2” should be set to “d2000” on the card and in the DCM, etc. The addresses must be sequential; do not skip an address block.

The IRQs will remain the same for every card. JP7 must be removed on all cards except “Board1”. Consult the Dialogic Manual that is packaged with the cards for further information.

## Configuring Dialog/4 (Cont.)

10. You should be back at the Dialogic Configuration Manager. You are now ready to start your board. Highlight your board listed in the DCM. It should appear as “Dialog/4-Board1”.



11. Click on the green light at the top of the DCM window to start the board. After a few seconds, you should see a message that tells you the card is started. If you received an error, view the error log and refer to the Troubleshooting section for details.
12. If the card starts successfully, click the Service menu.
13. Select “Startup Type,” and choose “Automatic.” This allows Windows to start the Dialogic Service automatically when the PC starts.

## ***Installing the Proline/2V Card(s)***

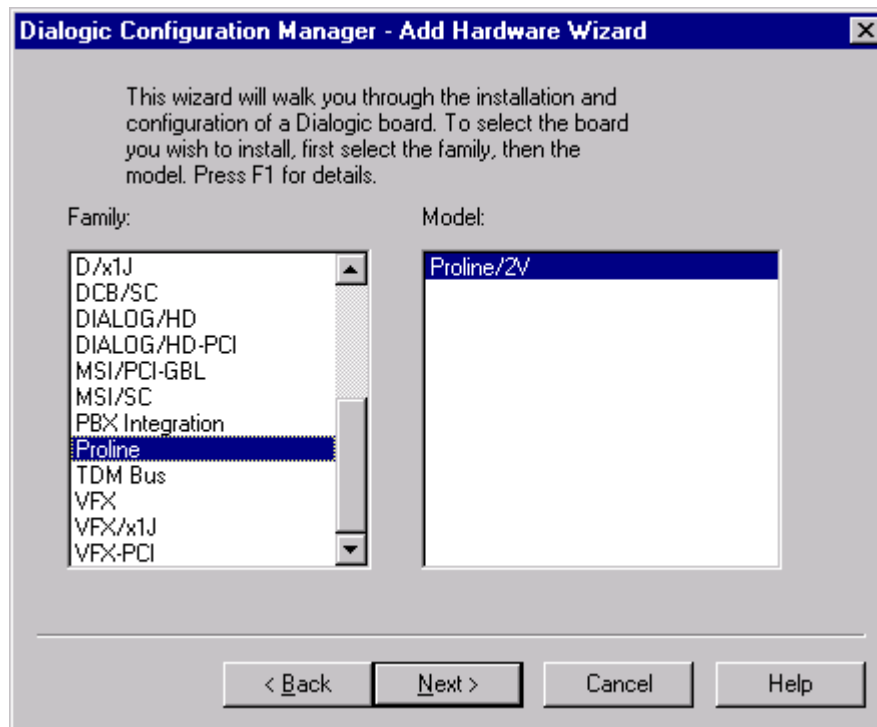
**Important: Any time you are working inside your PC, make sure that all power has been disconnected and that you have discharged all static electricity from yourself by touching a metal part on the PC such as the metal cover to the power supply. The voice board has EPROMS, which are very sensitive to static electricity, and should be handled carefully.**

1. After the computer has completely shut down, remove the power cable from the back of the system.
2. Unscrew the side panel to allow access to the motherboard.
3. Find an open ISA slot (the long ones) and unscrew the metal cover attached to the back of the computer. Do not use the shared ISA/PCI slot, as it can sometimes cause installation problems.
4. Before inserting the card into an available ISA slot, change the IRQ from the default setting (2/9) to 5 or 7. 7 will usually work best with systems that are equipped with sound cards. Refer to the Dialogic Installation Manual provided with the card for specific information on jumper and DIP switch settings.
5. After changing the IRQ, push the card into the available ISA slot, making sure that it is level and that it is as far down as it can go. Secure the card to the computer with a screw on the top of the metal attached to the card.
6. If you are installing more than one voice board you will need to remove the JP7 jumper from all of the boards except for one. Leave the JP7 jumper on the first board.
7. If you are installing more than one board, you must change the offset addresses on all cards except Board1 using the white DIP switches (Board1 = d0000, Board2 = d2000, etc.) Consult the Dialogic Installation Manual that is packaged with the cards for diagrams and information on the settings.
8. If you are installing more than one card, you may need to designate a particular IRQ in BIOS to only allow "Legacy ISA" (for example, change the IRQ settings from auto to manual, and set IRQ 7 to Legacy ISA). *\*You will only need to do this if you receive a particular error during the addition of the 2<sup>nd</sup> card in the Dialogic Configuration Manager (if you receive errors, refer to the Troubleshooting section for assistance, or contact your Dialogic reseller).* Consult your motherboard manual for information specific to the PC hardware.
9. Replace the side cover of the computer and reattach the power cable.
10. Start the computer.

## Configuring Proline/2V

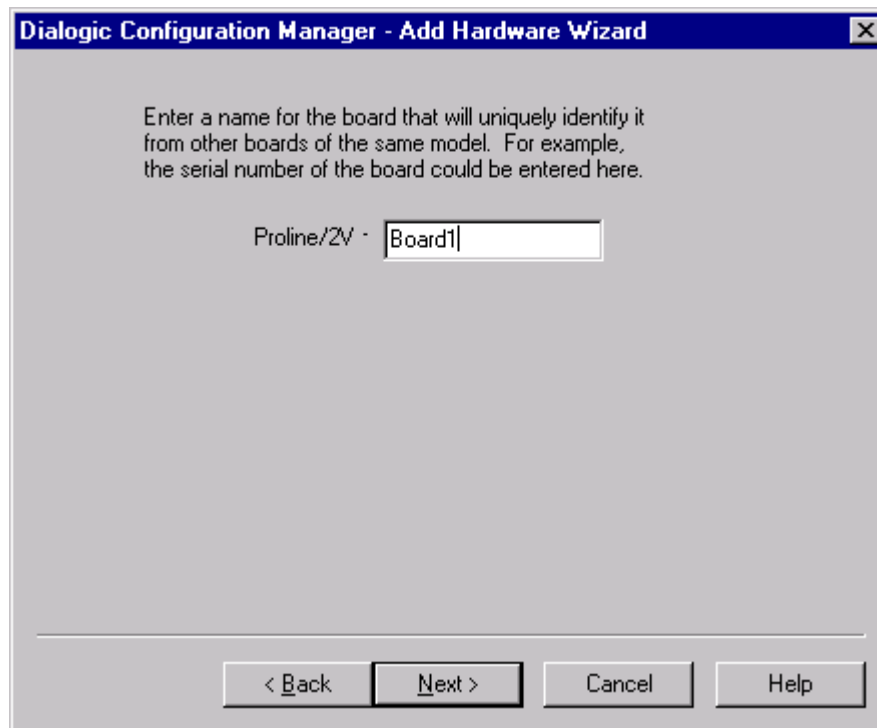
Once you have your Dialog/4 board(s) properly installed, you must configure the board(s) using the Dialogic Configuration Manger.

1. Restart the computer and log into NT using an account with Administrative privileges.
2. Go to Start > Programs > Dialogic System Software > Dialogic Configuration Manager.
3. Add your board(s) by clicking on 'Add New Device'.
4. The Add Hardware Wizard box will appear.
5. Select "Proline" for the Family, and "Proline /2V" for the model. Click "Next".



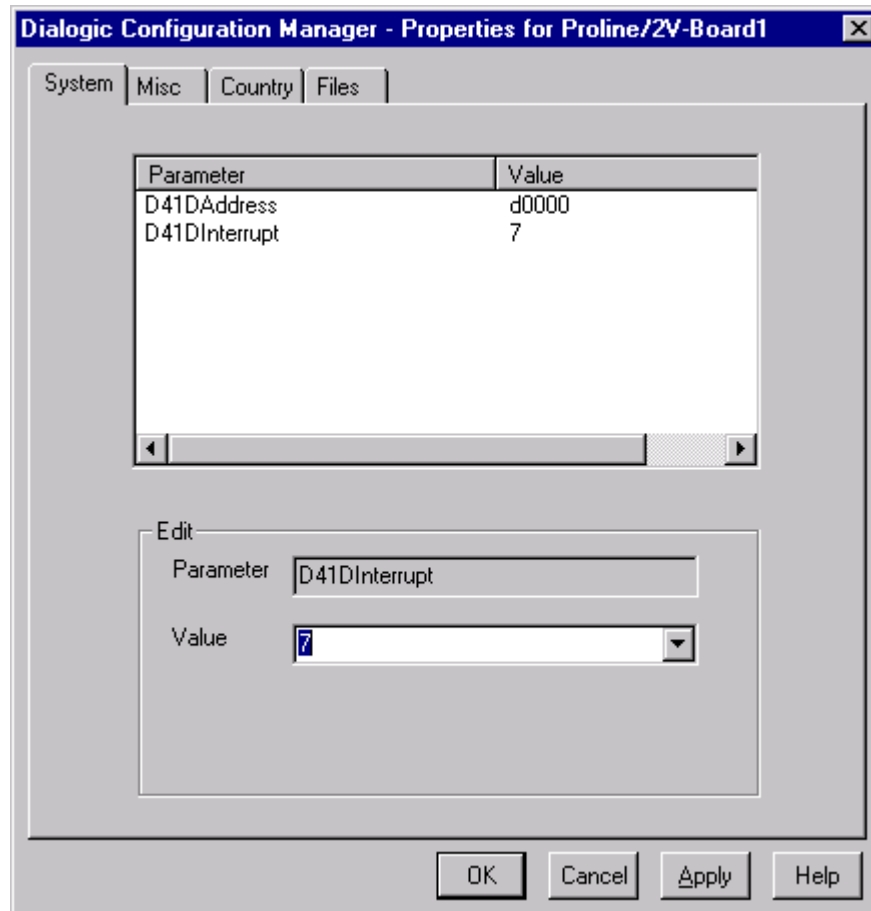
## Configuring Proline/2V (Cont.)

6. Type in the name of the board (Board1 for example) and click “Next”.



## Configuring Proline/2V (Cont.)

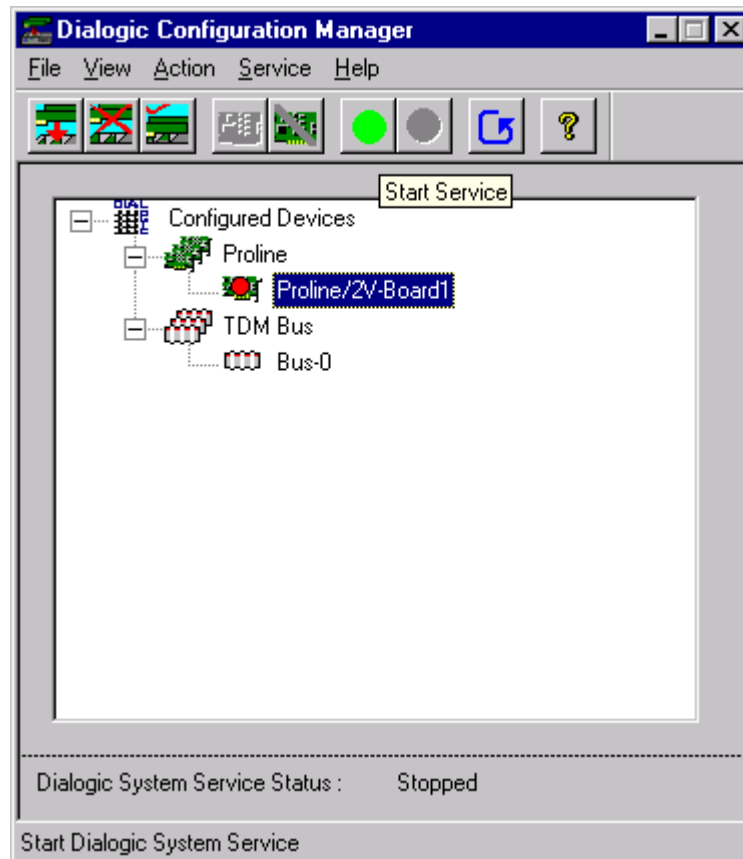
- The address should default to “d0000” which is the default address of a single board installation. Click on the second line, “D41DInterrupt” and change the IRQ to what you set the card to (usually 5 or 7) by entering a digit in the “Edit” section, in the “Value” field and click “OK”.



- If you installing more than one card, repeat the above procedures, designating different offset addresses for each card. For example, “Board1” should be set to “d0000” on the card and in the DCM; “Board2” should be set to “d2000” on the card and in the DCM, etc. The addresses must be sequential; do not skip an address block.
- The IRQs will remain the same for every card. JP7 must be removed on all cards except “Board1”. Consult the Dialogic Manual that is packaged with the cards for further information.

## Configuring Proline/2V (Cont.)

10. Now you are ready to start your board. Highlight the board listed in the DCM. It should appear as “Proline/2V-Board1”.
11. Click on the green light at the top of the DCM window to start the board. After a few seconds, you should see a message that tells you the card is started. If you received an error, view the error log and refer to the Troubleshooting section for details.



12. If the card starts successfully, click the Service menu. Select “Startup Type,” and choose “Automatic.” This allows Windows to start the Dialogic Service automatically when the PC starts.

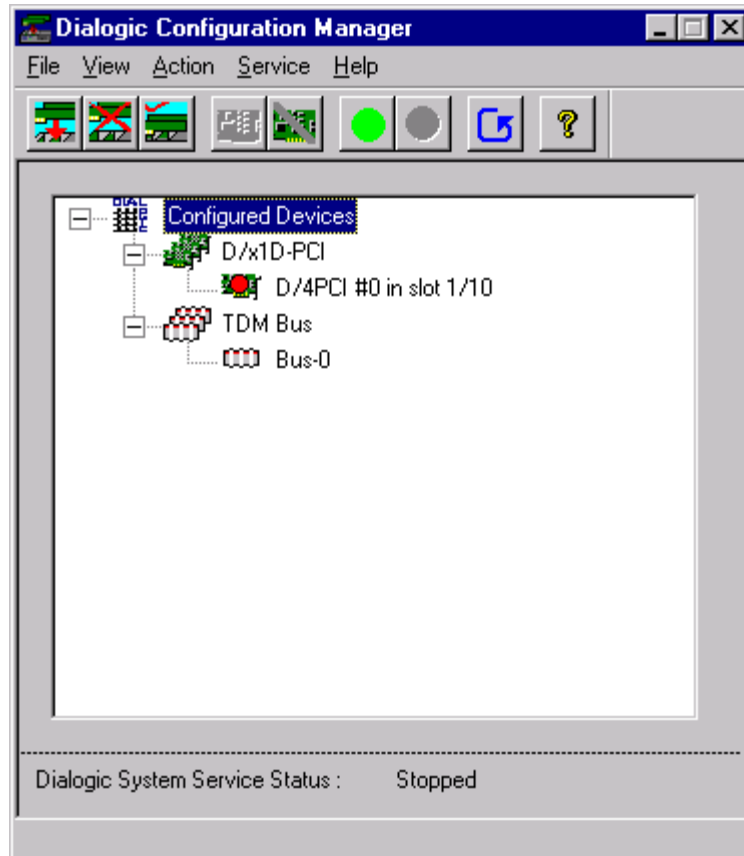
## ***Installing the D/4PCI***

**Important: Any time you are working inside your PC, make sure that all power has been disconnected and that you have discharged all static electricity from yourself by touching a metal part on the PC such as the metal cover to the power supply. The voice board has EPROMS, which are very sensitive to static electricity, and should be handled carefully.**

1. After the computer has completely shut down, remove the power cable from the back of the system
2. Unscrew the side panel to allow access to the motherboard.
3. Find an open PCI slot (the short ones) and unscrew the metal cover attached to the back of the computer.
4. If you are installing a 2<sup>nd</sup> or 3<sup>rd</sup> card, you will have to rotate the gray switch on top of the other cards to designate their own card number. For example, the first card defaults to "0"; the second card should be set to "1", and so on.
5. Push the card into the available PCI slot, making sure that it is level and that it is as far down as it can go. Secure the card to the computer with a screw on the top of the metal attached to the card.
6. Replace the side cover of the computer and reattach the power cable.
7. Start the computer.

## Configuring the D/4PCI

1. Restart the computer and log into NT using an account with Administrative privileges.
2. Go to Start > Programs > Dialogic System Software > Dialogic Configuration Manager.
3. Start the Dialogic Configuration Manager. It should auto-detect your PCI card(s).



4. Click on the card listed in the DCM. It should appear as "D/4PCI...".
5. Click on the green light at the top of the DCM window to start the board. After a few seconds, you should see a message that tells you the card is started. If you received an error, view the error log and refer to the Troubleshooting section for details.
6. If the card starts successfully, click the Service menu.
7. Select "Startup Type," and choose "Automatic." This allows Windows to start the Dialogic Service automatically when the PC starts.

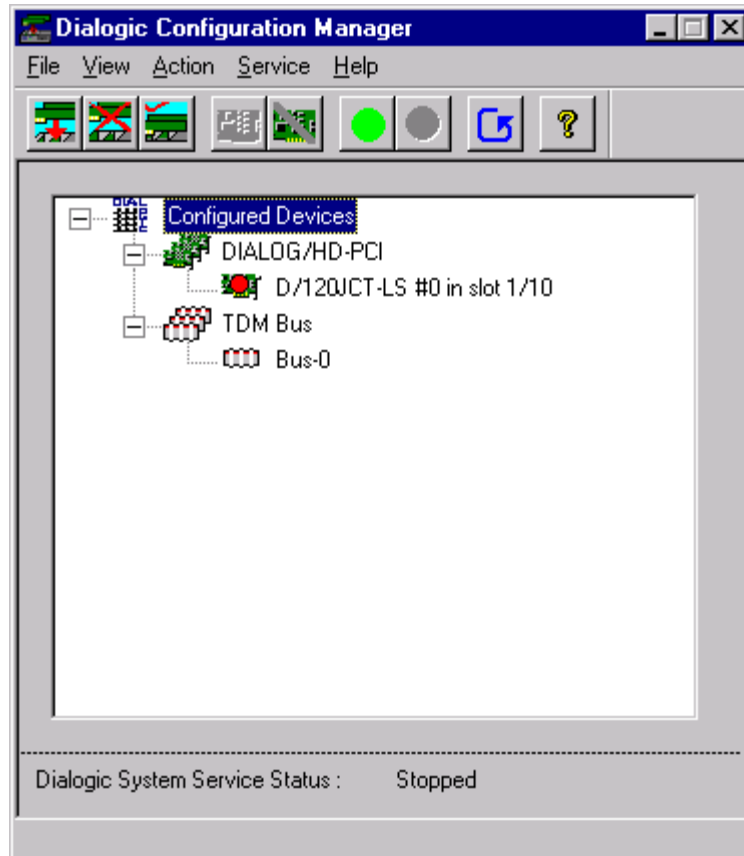
## ***Installing the D/120JCT-LS***

**Important: Any time you are working inside your PC, make sure that all power has been disconnected and that you have discharged all static electricity from yourself by touching a metal part on the PC such as the metal cover to the power supply. The voice board has EPROMS, which are very sensitive to static electricity, and should be handled carefully.**

1. After the computer has completely shut down, remove the power cable from the back of the system
2. Unscrew the side panel to allow access to the motherboard.
3. Find an open PCI slot (the short ones) and unscrew the metal cover attached to the back of the computer.
4. If you are installing a 2<sup>nd</sup> or 3<sup>rd</sup> card, you will have to rotate the gray switch on top of the other cards to designate their own card number. For example, the first card defaults to "0"; the second card should be set to "1", and so on.
5. Push the card into the available PCI slot, making sure that it is level and that it is as far down as it can go. Secure the card to the computer with a screw on the top of the metal attached to the card.
6. Replace the side cover of the computer and reattach the power cable.
7. Start the computer.

## Configuring the D/120JCT-LS

1. Restart the computer and log into NT using an account with Administrative privileges.
2. Go to Start > Programs > Dialogic System Software > Dialogic Configuration Manager.
3. Start the Dialogic Configuration Manager. It should auto-detect your PCI card(s).



4. Click on the card listed in the DCM. It should appear as "D/120JCT-LS...".
5. Click on the green light at the top of the DCM window to start the board. After a few seconds, you should see a message that tells you the card is started. If you received an error, view the error log and refer to the Troubleshooting section for details.
6. If the card starts successfully, click the Service menu.
7. Select "Startup Type," and choose "Automatic." This allows Windows to start the Dialogic Service automatically when the PC starts.

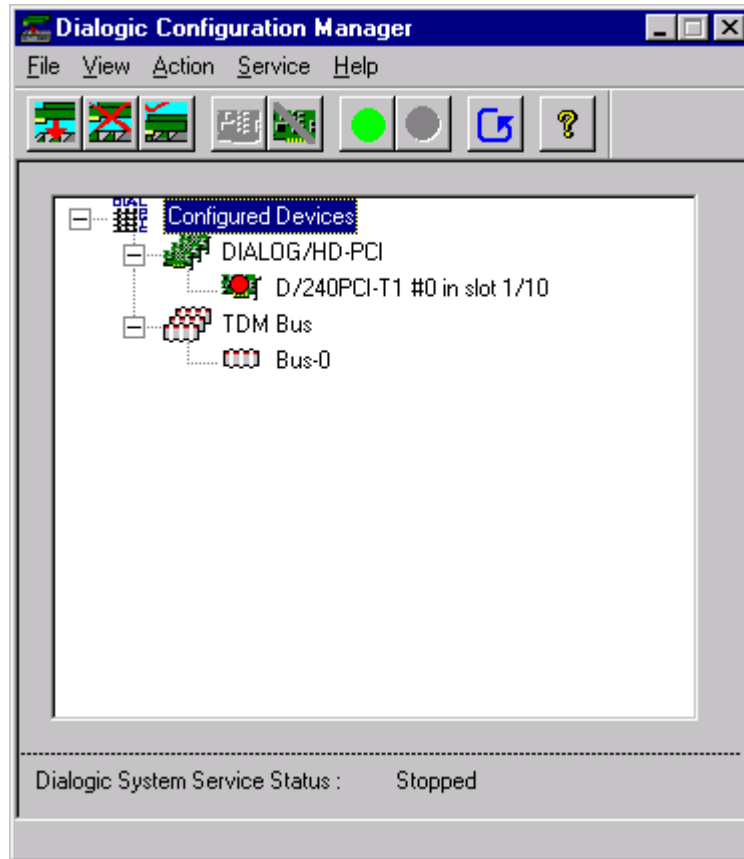
### ***Installing the D/240PCI-T1***

**Important:** Any time you are working inside your PC, make sure that all power has been disconnected and that you have discharged all static electricity from yourself by touching a metal part on the PC such as the metal cover to the power supply. The voice board has EPROMS, which are very sensitive to static electricity, and should be handled carefully.

1. After the computer has completely shut down, remove the power cable from the back of the system
2. Unscrew the side panel to allow access to the motherboard.
3. Find an open PCI slot (the short ones) and unscrew the metal cover attached to the back of the computer.
4. If you are installing a 2<sup>nd</sup> or 3<sup>rd</sup> card, you will have to rotate the gray switch on top of the other cards to designate their own card number. For example, the first card defaults to "0"; the second card should be set to "1", and so on. Also, you will need a CTBus cable to connect the cards together (connector located at the rear of the card, on the top).
5. Push the card into the available PCI slot, making sure that it is level and that it is as far down as it can go. Secure the card to the computer with a screw on the top of the metal attached to the card.
6. Replace the side cover of the computer and reattach the power cable.
7. Start the computer.

## Configuring the D/240PCI-T1

1. Restart the computer and log into NT using an account with Administrative privileges.
2. Go to Start > Programs > Dialogic System Software > Dialogic Configuration Manager.
3. Start the Dialogic Configuration Manager. It should auto-detect your PCI card(s).



4. Click on the card listed in the DCM. It should appear as "D/240PCI-T1...".
5. Click on the green light at the top of the DCM window to start the board. After a few seconds, you should see a message that tells you the card is started. If you received an error, view the error log and refer to the Troubleshooting section for details.
6. If the card starts successfully, click the Service menu.
7. Select "Startup Type," and choose "Automatic." This allows Windows to start the Dialogic Service automatically when the PC starts.

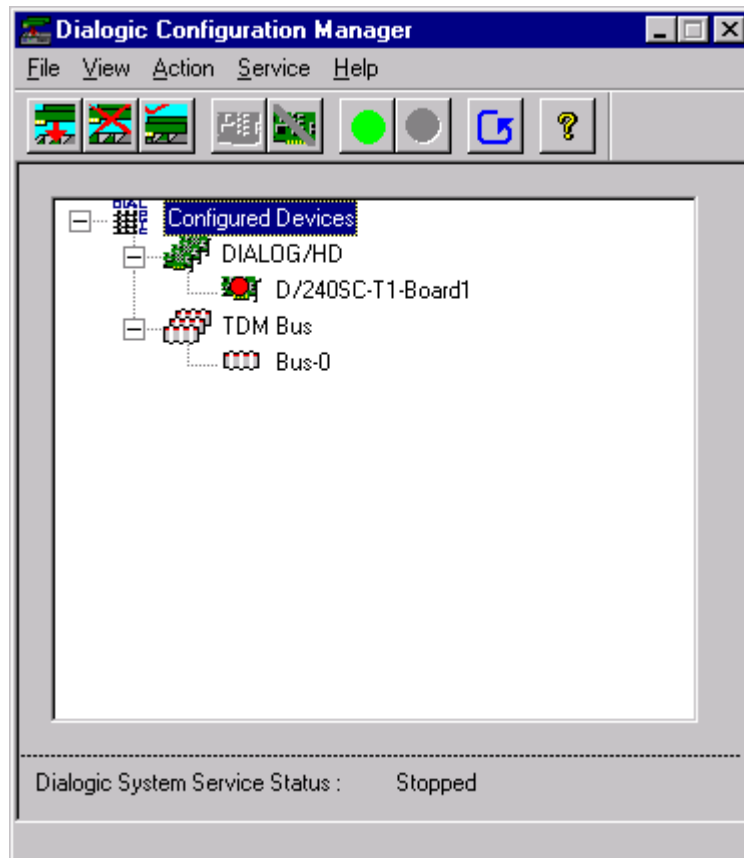
### ***Installing the D/240SC-T1***

**Important:** Any time you are working inside your PC, make sure that all power has been disconnected and that you have discharged all static electricity from yourself by touching a metal part on the PC such as the metal cover to the power supply. The voice board has EPROMS, which are very sensitive to static electricity, and should be handled carefully.

1. After the computer has completely shut down, remove the power cable from the back of the system
2. Unscrew the side panel to allow access to the motherboard.
3. Find an open ISA slot (the long ones) and unscrew the metal cover attached to the back of the computer.
4. If you are installing a 2<sup>nd</sup> or 3<sup>rd</sup> card, you will have to rotate the gray switch on top of the other cards to designate their own card number. For example, the first card defaults to "0"; the second card should be set to "1", and so on. Also, you will need an **SCBus** cable to connect the cards together (connector located at the rear of the card, on the top).
5. Push the card into the available ISA slot, making sure that it is level and that it is as far down as it can go. Secure the card to the computer with a screw on the top of the metal attached to the card.
6. Replace the side cover of the computer and reattach the power cable.
7. Start the computer.

## Configuring the D/240SC-T1

1. Restart the computer and log into NT using an account with Administrative privileges.
2. Go to Start > Programs > Dialogic System Software > Dialogic Configuration Manager.
3. Start the Dialogic Configuration Manager. It should auto-detect your PCI card(s).



4. Click on the card listed in the DCM. It should appear as "D/240SC-T1...".
5. Click on the green light at the top of the DCM window to start the board. After a few seconds, you should see a message that tells you the card is started. If you received an error, view the error log and refer to the Troubleshooting section for details.
6. If the card starts successfully, click the Service menu.
7. Select "Startup Type," and choose "Automatic." This allows Windows to start the Dialogic Service automatically when the PC starts.

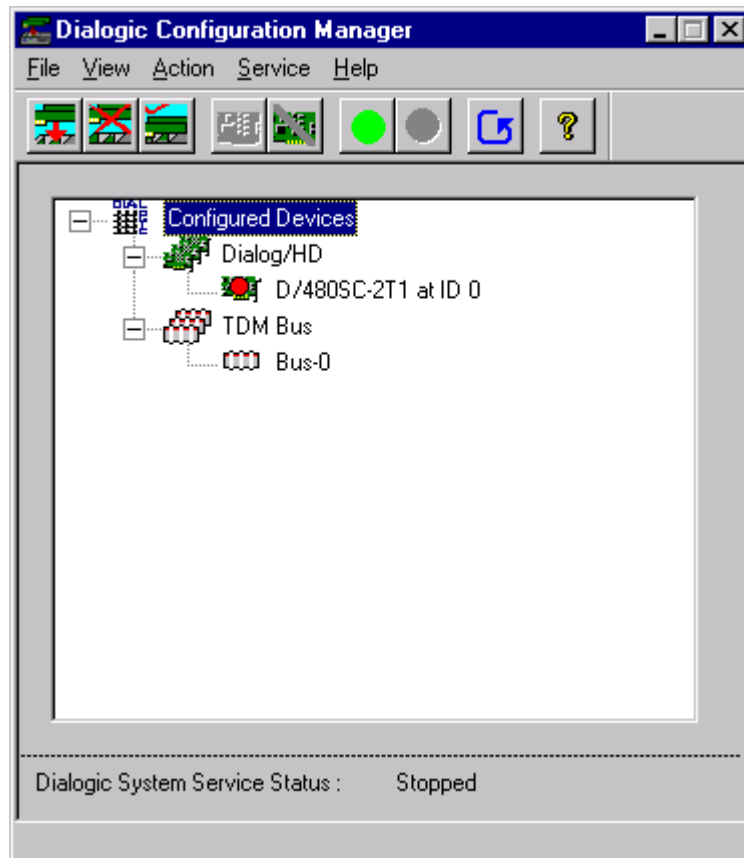
### ***Installing the D/480SC-2T1***

**Important:** Any time you are working inside your PC, make sure that all power has been disconnected and that you have discharged all static electricity from yourself by touching a metal part on the PC such as the metal cover to the power supply. The voice board has EPROMS, which are very sensitive to static electricity, and should be handled carefully.

1. After the computer has completely shut down, remove the power cable from the back of the system
2. Unscrew the side panel to allow access to the motherboard.
3. Find an open ISA slot (the long ones) and unscrew the metal cover attached to the back of the computer.
4. If you are installing a 2<sup>nd</sup> or 3<sup>rd</sup> card, you will have to rotate the gray switch on top of the other cards to designate their own card number. For example, the first card defaults to "0"; the second card should be set to "1", and so on. Also, you will need an **SCBus** cable to connect the cards together (connector located at the rear of the card, on the top).
5. Push the card into the available ISA slot, making sure that it is level and that it is as far down as it can go. Secure the card to the computer with a screw on the top of the metal attached to the card.
6. Replace the side cover of the computer and reattach the power cable.
7. Start the computer.

## Configuring the D/480SC-2T1

1. Restart the computer and log into NT using an account with Administrative privileges.
2. Go to Start > Programs > Dialogic System Software > Dialogic Configuration Manager.
3. Start the Dialogic Configuration Manager. It should auto-detect your T1 card(s).

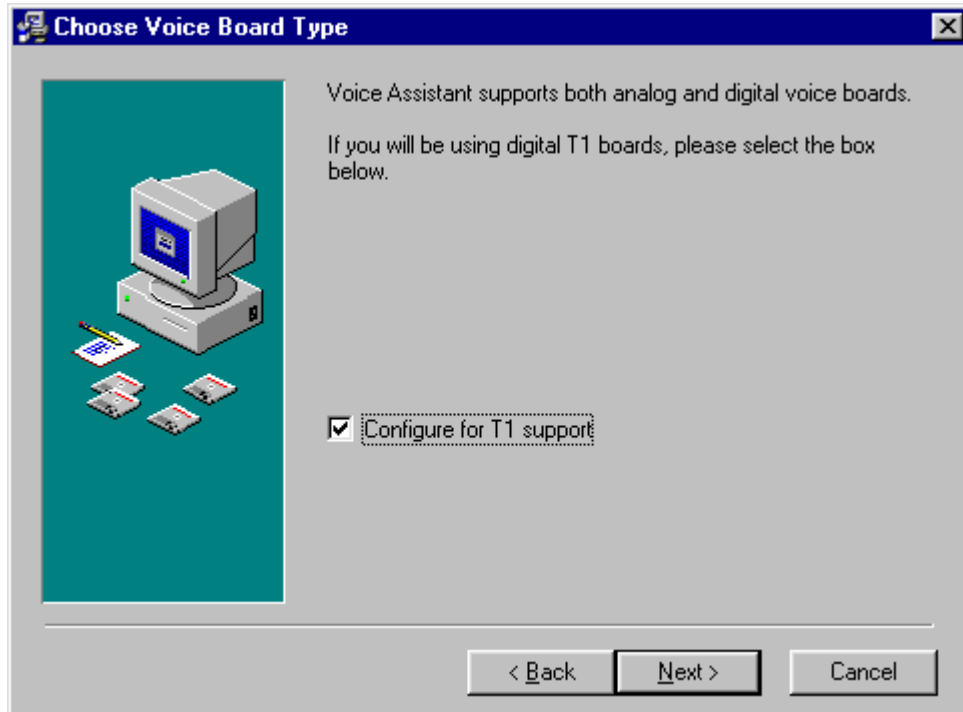


4. Click on the card listed in the DCM. It should appear as "D/480SC-2T1...".
5. Click on the green light at the top of the DCM window to start the board. After a few seconds, you should see a message that tells you the card is started. If you received an error, view the error log and refer to the Troubleshooting section for details.
6. If the card starts successfully, click the Service menu.
7. Select "Startup Type," and choose "Automatic." This allows Windows to start the Dialogic Service automatically when the PC starts.

## Installing Voice Assistant

Insert the *OAISYS Net Suite* CD into the CD drive of your computer. Locate *Voice Assistant* from the menu under the **OAISYS Applications**. The installation wizard will guide you through installation. The default options should be used throughout the installation process.

If you have installed a digital voice card, or a combination of digital and analog voice cards, the **Configure for T1 Support** option should be checked on the *Choose Voice Board Type* screen as shown below.



## Installing Voice Script Editor

**Voice Script Editor is installed automatically if Voice Assistant 3.3.x is installed.** If you are installing an older version of Voice Assistant, you will need to install *Voice Script Editor* separately.

*Voice Script Editor* installs in much the same way as *Voice Assistant*. If you are installing it on the same PC as *Voice Assistant*, then it should be installed into the same directory.

*Special Note: If the PC dedicated to Voice Assistant is on a network which allows one PC to access the hard drive of another PC, it is possible to install Voice Script Editor on a different PC altogether. The installation procedure would be just the same as that described for the Voice Assistant PC, only it would be performed at the other location. The first time that Voice Script Editor is run, it will have to be informed of the Drive and Directory location of the script files, which will be in the Drive and a Sub-Directory called SCRIPTS of the Directory where Voice Assistant was installed (PROGRAM FILES\CTS\V\_ASSIST32 by default).*

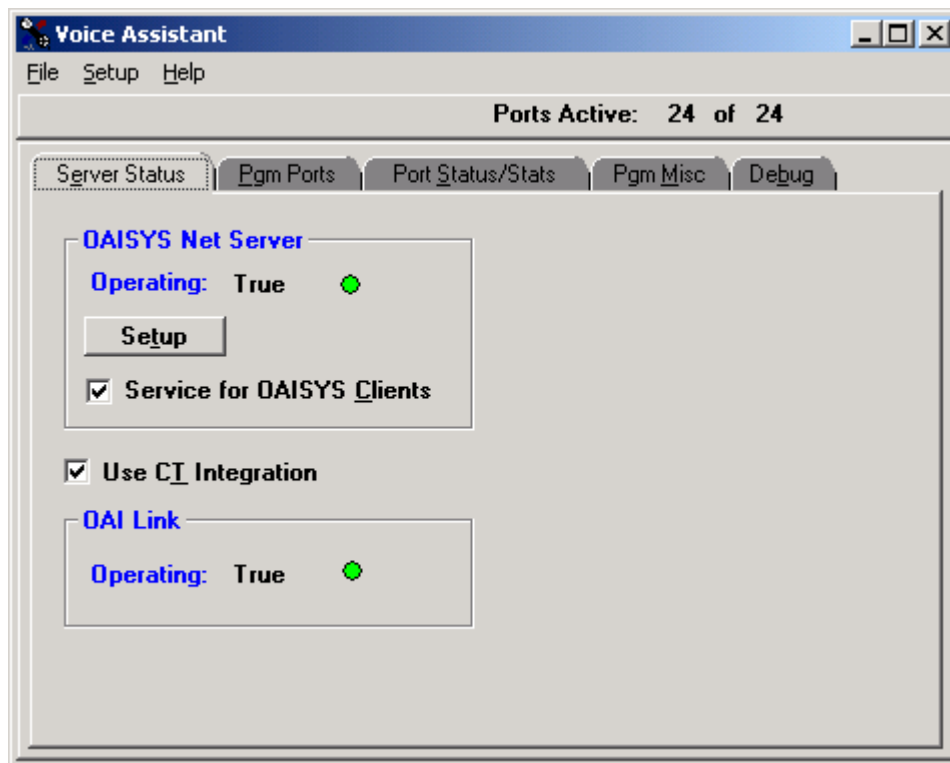
*Note: If you install Voice Script Editor on a different PC on the network, you may also want to install it on the dedicated, Voice Assistant PC as well since there are certain functions in Voice Assistant which use Voice Script Editor. There is no harm in installing this application in as many different locations as necessary.*

## Voice Assistant

If your voice board(s) are installed properly, and you do not get any error messages, then the program automatically launches the *Voice Ports* and *Voice Assistant*. These applications are run minimized by default.



You can double-click any of these icons to view the application associated with them. To reduce clutter on the toolbar, the *Voice Port* icons can be automatically hidden when *Voice Assistant* is launched by selecting the **Hide Port Icons on Startup** option described below.



### Menu Commands

#### *File*

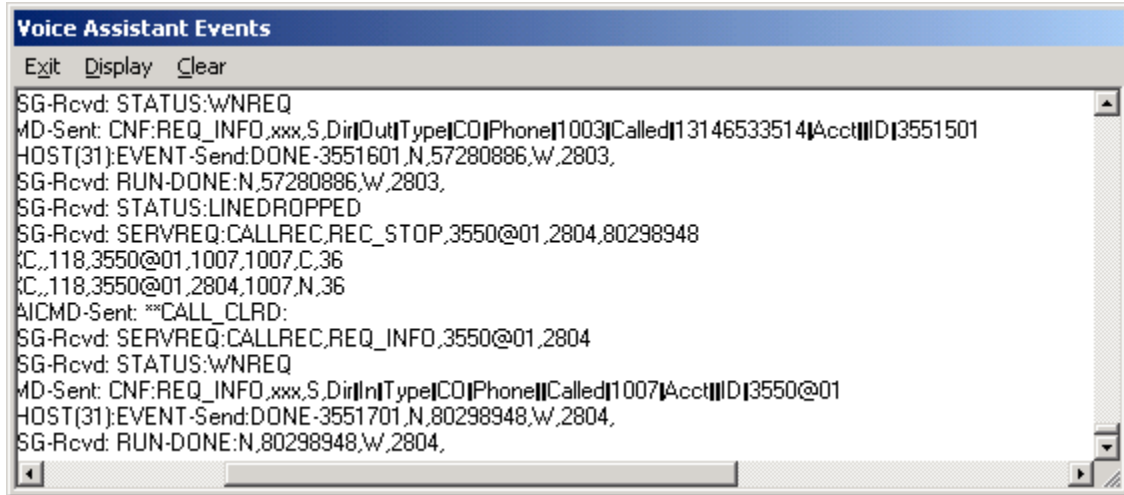
#### Exit

This menu selection will close *Voice Assistant* and all the *Voice Ports* currently active.

## Setup

### Show Events

This selection opens a window that scrolls event information as it occurs.



The *Exit* selection is used to exit the *Voice Assistant Events* window.

The *Display* selection allows you to turn on the Host Comm Events, Vport Comm Events, Idle Events, and/or the OAI Events.

The *Clear* selection allows you to clear the *Voice Assistant Events* screen.

You can right click anywhere in the *Voice Assistant Events* window to bring up a menu of options. The menu includes the following options:

Find – This is useful when looking for a specific event.

Copy Selection—Use to copy a highlighted section of events.

Save Selection As—Use to save selection.

Mail Selection To—Use to email events to OAISYS tech support or any mail recipient.

Print Selection –Print the highlighted selection.

Clear Buffer—Clear the buffer size.

Set Log Sizes—Determine a specific size for your log file.

Set Font—Select the font you wish to use for your display.

Stop Log—Start a log file of events.

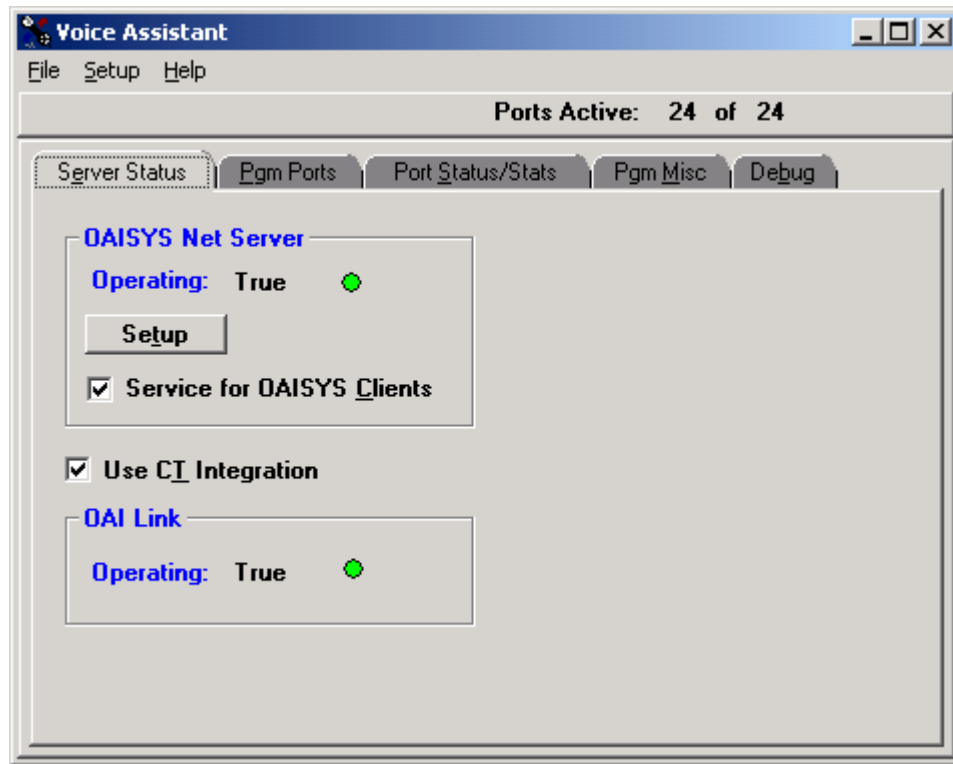
## Help

Use the Contents menu selection to access the on-line Help files for *Voice Assistant*.

Use the About menu selection to view Version and System information.

## Tab Choices

### Server Status



### OASYS Net Server

*Voice Assistant* requires the *OASYS Net Server* to run. To operate successfully, *Voice Assistant* must be allowed to access the *OASYS Net Server* using a TCP/IP connection. The green light indicates that a good connection to the *Net Server* was made. If the light is not green, click the **Setup** button to define the connection as demonstrated below:

**OAISYS Net Client Logon Settings**

Client Information:

The Login Name, Password, and Extension, below, apply to the OAISYS Net Suite of products only and have no correlation to your computer Login Name.

Typically, the Login Name is the name that appears on your Net Phone and the name others can see for chat sessions.

Login Name:

Password:

Extension:

Server Information:

Hostname:

Remote Server

OK Cancel

The default settings in this dialogue box will work in most situations.

The *Hostname* field should contain the network name (or IP address) of the Net Server PC. Some network software packages do not allow the use of the special “Localhost” name. You may need to use the Windows NetBIOS name ([\\NetServer](#)) or the full TCP/IP hostname (Netserver.mycompany.com).

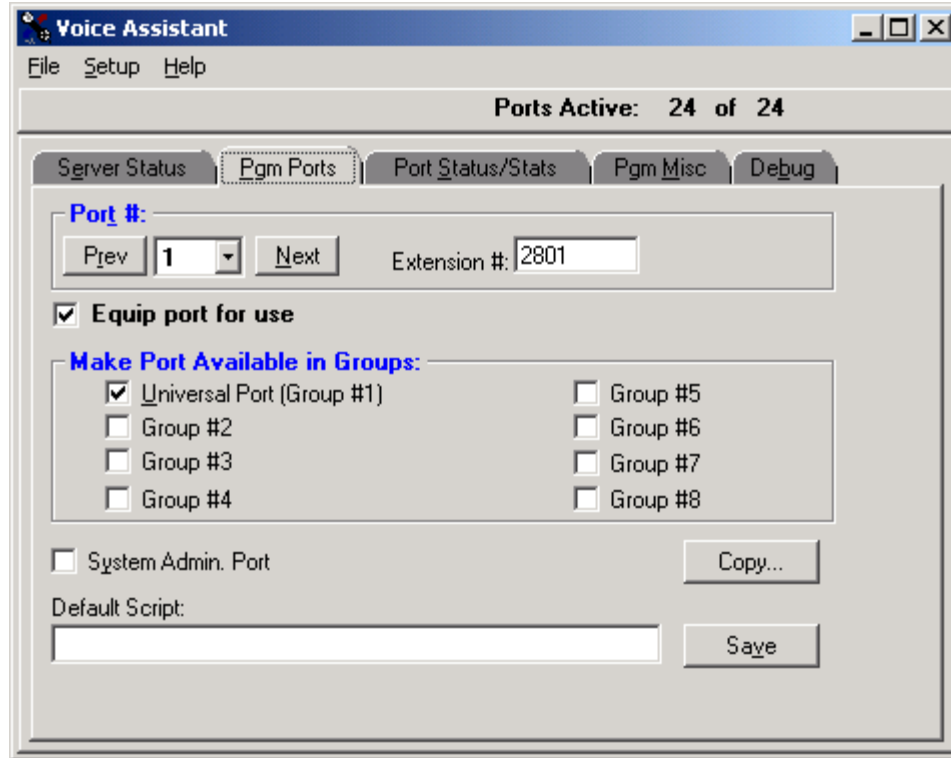
## OAI Link

*Voice Assistant* can run as a standalone IVR platform, or it can take advantage of an OAI connection to the PBX if one exists. The *Use OAI Integration* checkbox should be turned on or off according to the situation of the particular installation. If it is enabled, the green light will indicate that a valid OAI connection has been established.

If the OAI Link is being used, the *LVL2OAI Service* will have to be installed and enabled. This is a Service that comes with the *OAISYS Net Server* and provides the OAI connection for all OAISYS applications.

The following *Voice Assistant* script commands require an OAI connection to the PBX:

- Send Service Request (SERVREQ)



This screen is used to program the available Voice Ports. Select the Port to be programmed by clicking the **Previous** or the **Next** button, or click on the dropdown box to view optional choices. Keep in mind that changes made to individual port settings will not take effect or be saved until the **Save** button is clicked.

**Extension Number:** - **Important** - Enter the extension number of this Voice Port. This **must** be the correct extension number as recognized by the Telephone System in order for the *Voice Assistant* to work properly. (You will not need to do this if you use the Auto Program feature unless you are programming the first port.)

**Equip port for use:** - Apply a checkmark to use the port. There may situations in which you do not want to enable a port for use. For example, you may have a four port board, but you only have two ports of Voice Assistant software.

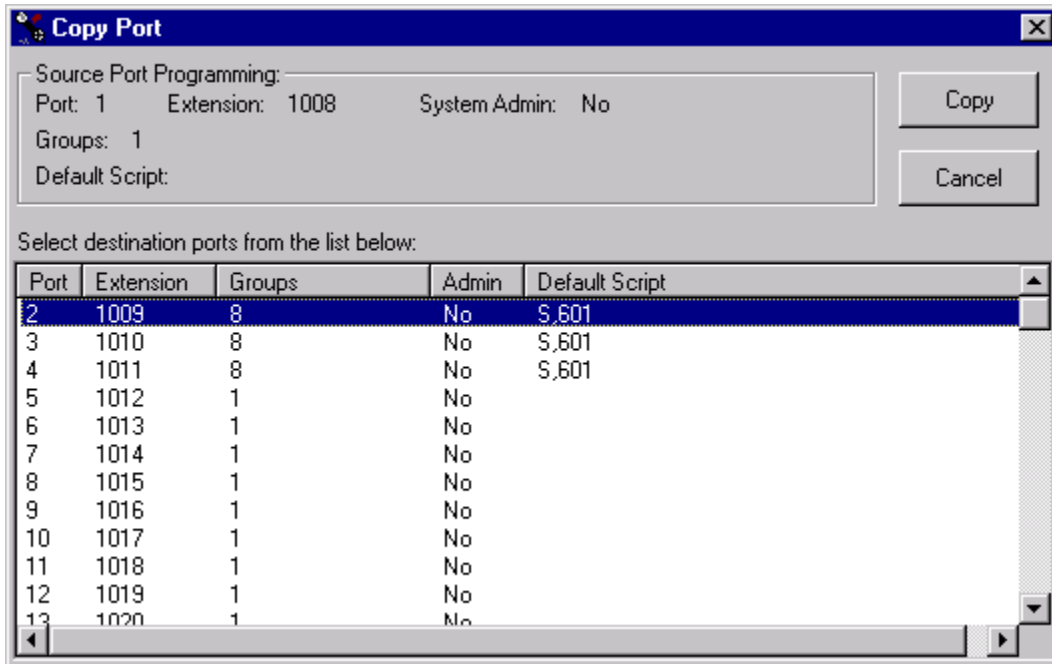
**Universal Port (Group #1):** Under most circumstances, all Voice Ports should be designated as Universal Ports, which means available for all functions. In a situation in which you want to dedicate a Voice Port to Administration only, or if a port is not being used, this option should be disabled.

**Port Groups:** Each port can be assigned to one or more groups of ports (instead of just the single "Universal Port" group). Using these groups, you can manage the ports better by allocating specific ports to specific groups and then having an application use ports solely from that group. In this way you can prevent a single application from consuming all of the ports while forcing other applications to wait for ports. For example, for an ACD Callback application you may want to setup group #2 to contain 4 of the available 8 equipped ports and have the ACD Callback only use that group #2.

**System Admin Port:** At least one available Voice Port should also be designated as the System Administration Port. This is the Port that will be used to review, change, and add *Voice Prompt Recordings*. Selecting this option over-rides any entry in the *Default Script* box. *see System Administration for more information.*

**Default Script:** Enter the Script for this Port to use as a default if no script is sent to it by the calling application. This Script is optional and if it is omitted any stray call to this port will go unanswered. *see Voice Action Scripts for additional information.*

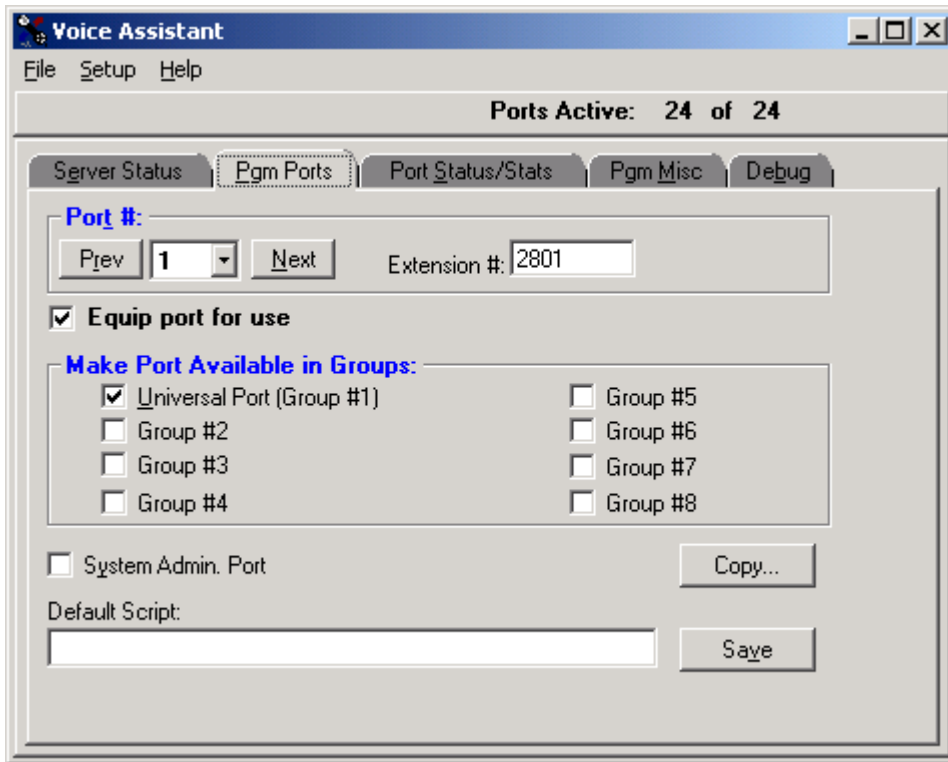
*Copy*: This is a new feature in *Voice Assistant*. This feature provides an easy and fast way to program multiple ports with the same settings. Pressing the *Copy* button displays the screen below which is used to select one or more destination ports for the copy operation.



## Testing the Ports

Now that the Dialogic boards are operational and the Voice Assistant software has been installed and configured, it is good practice to verify that the ports are functional. Refer to the *Pgm Vports* section on the previous page for help with configuring the port extensions.

Once you have the boards connected to the PBX and the extensions configured, click on the *Pgm Vports* tab, select Port #1 from the drop-down list, put a check in the **System Admin** checkbox, and then click **Save**.



Click **Next** to select Port #2, and then follow the same procedure as above to set the port as a **System Admin** port. Repeat the procedure for the remaining ports.

Click on the *Vport Status/Stats* tab. The drop down has three options: Port Status, Group Statistics, and Script Statistics. Select Port Status from the drop down. The tab displays the current state of each of the voice ports.

Call the extension corresponding with Port #1. You should hear the prompt “Enter the password, then press pound” and see the status of Port #1 become **Busy**.

### ***Testing the Ports (cont.)***

If you hear the prompt, but see activity on more than just one port (for example, Port #1 and #3 become 'Busy'), the likely cause is that the phone lines connected to the Dialogic board are connected to the wrong jacks. Change the cords' positions then try calling Port #1 again.

Once you have Port #1 answering and showing activity, repeat this process on the remaining extensions. When all extensions answer and show activity correctly, uncheck the **System Admin** checkbox and click **Save** on each port on the *Pgm Vports* tab.

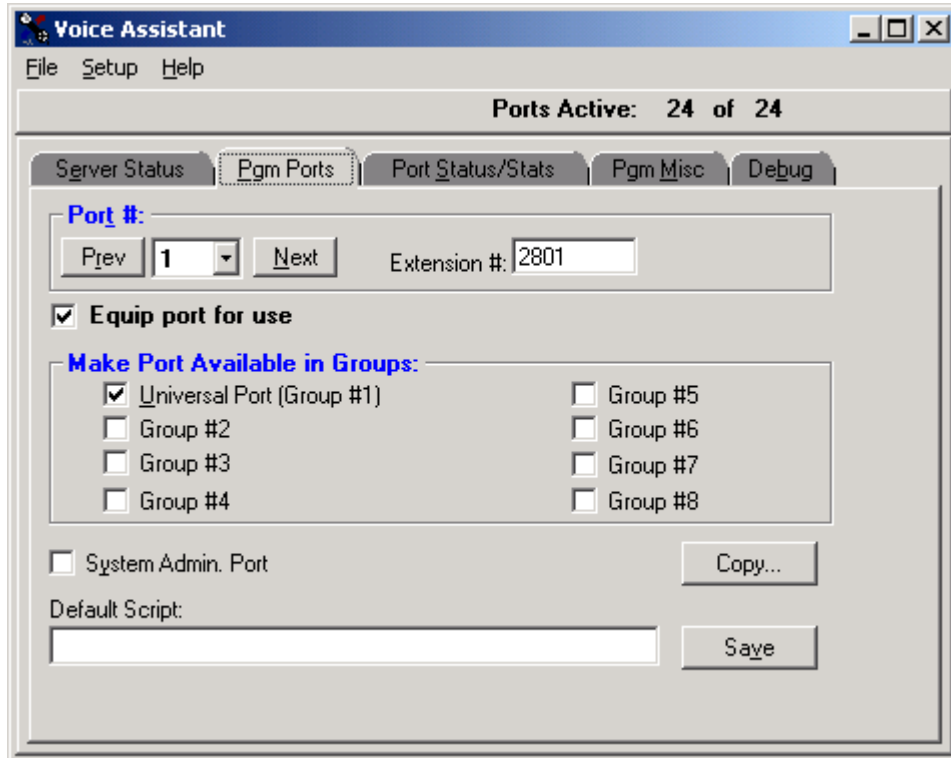
Refer to the Debug section for more testing options.

If all else fails, please contact CTS Technical Support at 480-496-9040 x4 or [support@oaisys.com](mailto:support@oaisys.com)

## Recording New Prompts

It is sometimes necessary to rerecord existing prompts, or to create entirely new ones. For example, if the Callback feature will be enabled in ACD Manager, new prompts must be created for each hunt group that will offer Callbacks. The new prompts will be named based on each hunt group's extension number (for hunt group 2000, prompt 2000 must be created.)

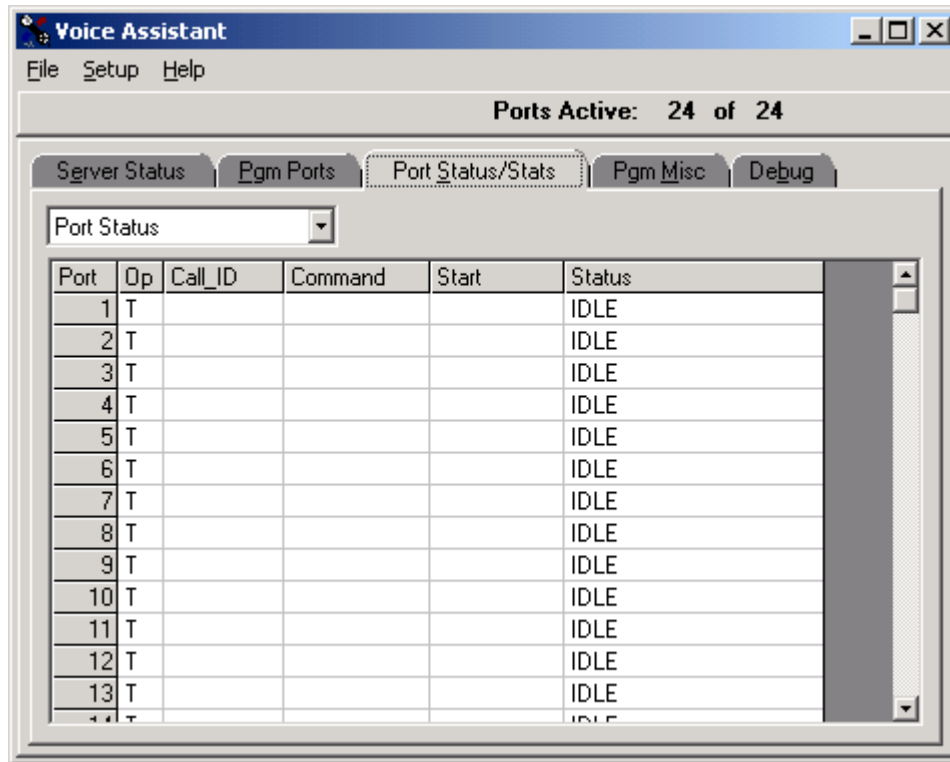
To record a prompt, select the last available port from the **Pgm Vports** tab, place a checkmark in the **System Admin** checkbox and click **Save**. The window should now look like the following screenshot:



Call the extension number associated with that port, and when prompted, enter **1234** as the password and then press pound. When asked, enter the prompt number you wish to record, then press pound. If the prompt has not yet been created, you will now have the opportunity to do so. If the prompt has already been recorded, you will have the opportunity to rerecord it.

When finished recording prompts, uncheck the **System Admin** checkbox and click **Save**.

## Vport Status/Stats



This screen will tell you the Status of the Voice Ports on the Voice Board.

*Port* – This column lists the port numbers.

*Op* – This column indicates whether or not the port is operational. This column will have either a T for true or an F for false.

*Call\_ID* – This column provides Call ID information.

*Command* – This column displays the last command sent to the specified port.

*Start* – This column lists the Start time of the last command for this port.

*Status* – This column provides the status of the port. *Idle* indicates that the Port is available and ready to receive calls and it should be accompanied by a *T* for *True* in the column headed *Op*. *Unequipped* indicates that there is a Port on the Voice Board but that it is not usable and it should be accompanied by an *F* for *False* in the column headed *Op*. *??* indicates no Port exists. *Unequipped* under Status and a *T* for true under the column *Op* may indicate there is an IRQ Conflict.

See Appendix C: Errors & Troubleshooting page 61.

## Statistics

### Group Statistics

Select **Group Statistics** from the drop down box in the *Port Status/Stats* tab to view specific statistics on your Voice Assistant Port Groups.

*Statistics since:* The start date and time for the displayed statistics.

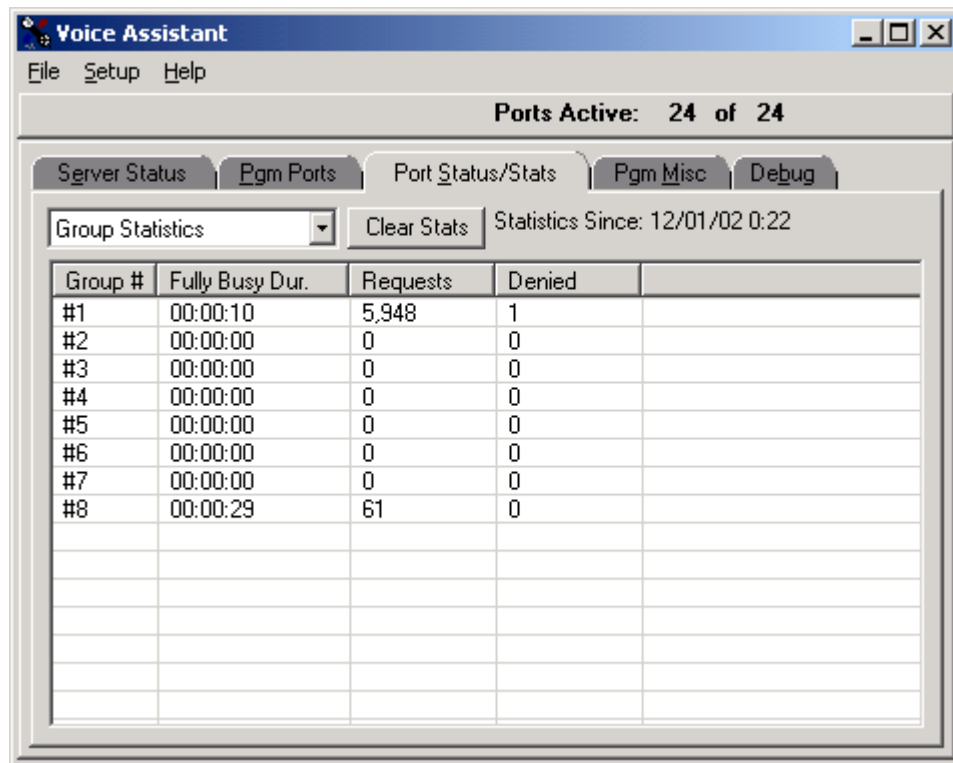
*Group #:* The Voice Assistant Group #.

*Fully Busy Dir:* The total time all ports in the group were busy (hh:mm:ss).

*Requests:* Number of times a port in the group was requested by an application.

*Denied:* Number of times a port in the group was requested but denied.

*Clear Stats:* Clear current statistics.



Group #	Fully Busy Dur.	Requests	Denied
#1	00:00:10	5,948	1
#2	00:00:00	0	0
#3	00:00:00	0	0
#4	00:00:00	0	0
#5	00:00:00	0	0
#6	00:00:00	0	0
#7	00:00:00	0	0
#8	00:00:29	61	0

## Script Statistics

Select **Script Statistics** from the drop down bo in the *Port Status/Stats* tab to view statistics on Voice Assistant Scripts. Script Statistics can be useful information. For example, your call center provides information via a script. You may use script 901 for your Spanish speaking customers and script 902 for your English speaking customers. You want to know how many customers called for information in Spanish and how many called for the information in English. You can use the Script Statistics to obtain this information.

*Statistics since:* The start date and time for the displayed statistics.

*Script #:* The Voice Assistant script number. For example, if you are using vascr801.scr for overhead paging, the Script # will be displayed here as 801.

*Requests:* Number of time the script was requested.

*Denied:* Number of time the script was requested, but not accessed, or denied.

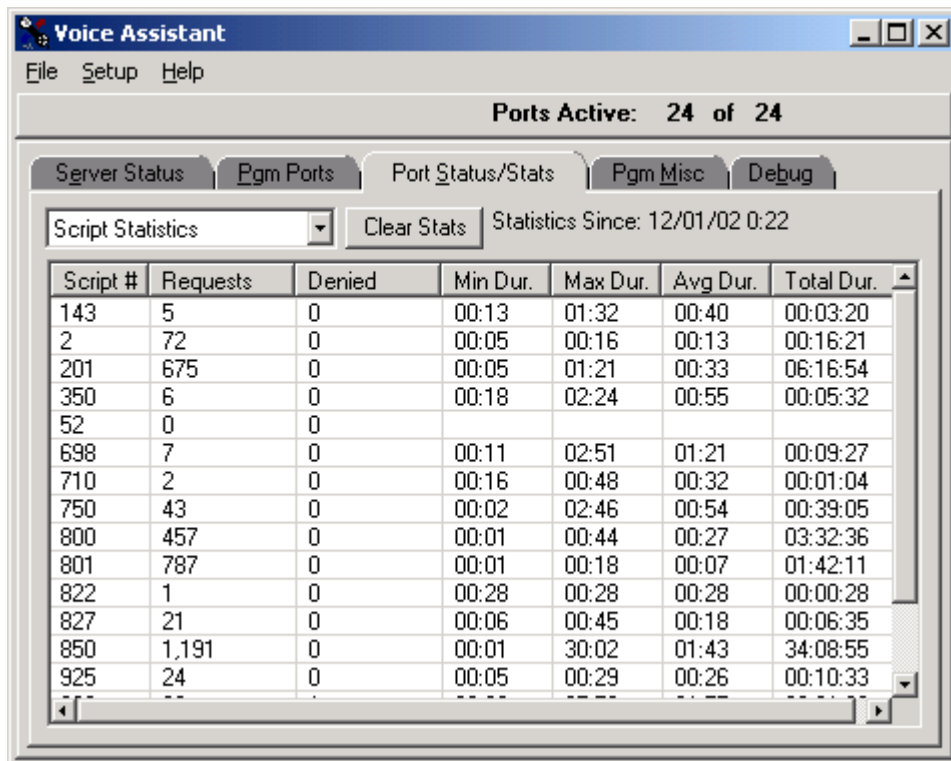
*Min Dur.:* Minimum duration a port was used for a script. (hh:mm)

*Max Dur.:* Maximum duration a port was used for a script. (hh:mm)

*Avg. Dur.:* The average time a port spent on a script.

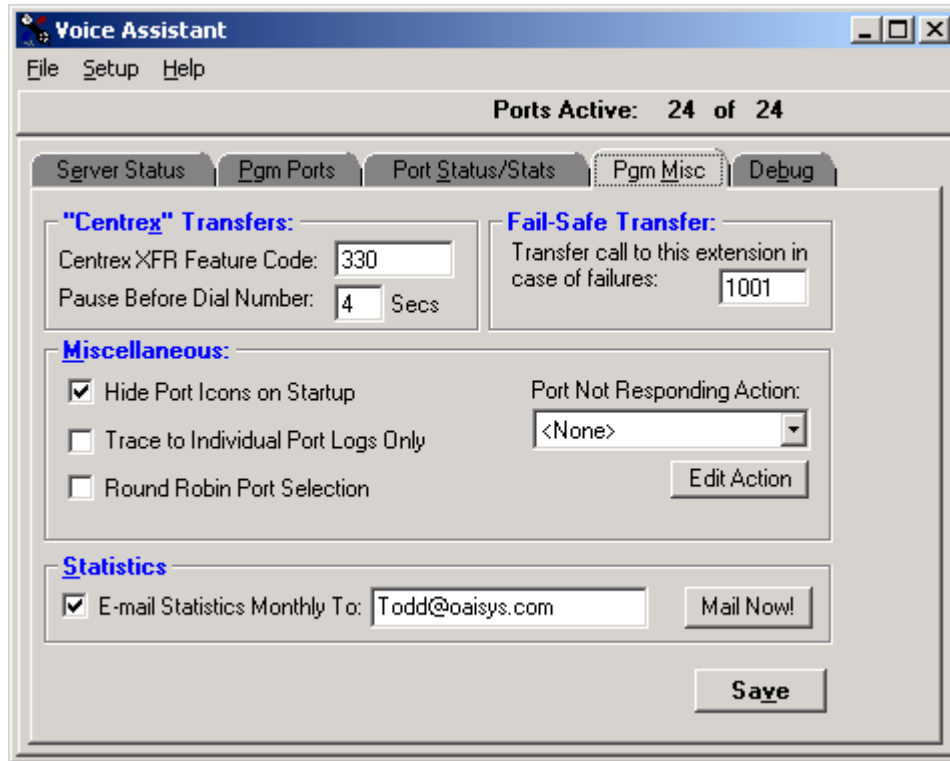
*Total Dur.:* The cummlative time all ports spent on a specific script. (hh:mm:ss)

*Clear Stats:* Clear current statistics.



Script #	Requests	Denied	Min Dur.	Max Dur.	Avg Dur.	Total Dur.
143	5	0	00:13	01:32	00:40	00:03:20
2	72	0	00:05	00:16	00:13	00:16:21
201	675	0	00:05	01:21	00:33	06:16:54
350	6	0	00:18	02:24	00:55	00:05:32
52	0	0				
698	7	0	00:11	02:51	01:21	00:09:27
710	2	0	00:16	00:48	00:32	00:01:04
750	43	0	00:02	02:46	00:54	00:39:05
800	457	0	00:01	00:44	00:27	03:32:36
801	787	0	00:01	00:18	00:07	01:42:11
822	1	0	00:28	00:28	00:28	00:00:28
827	21	0	00:06	00:45	00:18	00:06:35
850	1,191	0	00:01	30:02	01:43	34:08:55
925	24	0	00:05	00:29	00:26	00:10:33

## Pgm Misc



### Centrex Transfers

*Feature Code:* The Telephone System Centrex Transfer Feature Code is programmable and whatever code has been chosen should be entered here.

*Pause Before Dial Number:* A variable combination of the Telephone System and Central Office System will delay the return of dial tone once the Centrex Transfer has been initiated. This entry allows you to program how long the system will pause before it tries to dial the transfer phone number. Every situation will have a slightly different requirement here and this number should be adjusted until it is neither too long or too short a pause. If this value is set to zero, the program will wait for audible dial tone from the central office before dialing the phone number (instead of a fixed-length pause).

### Fail-Safe Transfer

Enter the extension number calls should go to in case of voice port failure.

### Miscellaneous

*Hide Port Icons on Startup:* When this option is checked and *Voice Assistant* is started, the Voice Port icons will not appear as icons on the screen or taskbar. This is especially useful in reducing the clutter on the screen on installations with a large number of ports.

*Trace to Individual Port Logs Only:* When this option is checked the Traces from scripts are sent only to the individual port logs. This option aids in debugging busy sites where many ports are active at the same time. The filename for the ports is VAPortXX\_.log where XX is the number of the port (01 to 96).

**Round Robin Port Selection:** When this option is checked Voice Assistant will grant voice ports in a round robin manner. For example, port 1 would be granted upon request. Once free, port 2 would be granted for the next request and so on. Port 1 would not be granted again until all ports have been granted at least once.

#### *Port Not Responding Action*

Select an action from the drop down list. This action will be taken if a voice port fails. Click Edit Action to edit or add an action. Available action types are Run a Program, Send a DDE Message, Log an Event, and Run a VA Script.

## Statistics

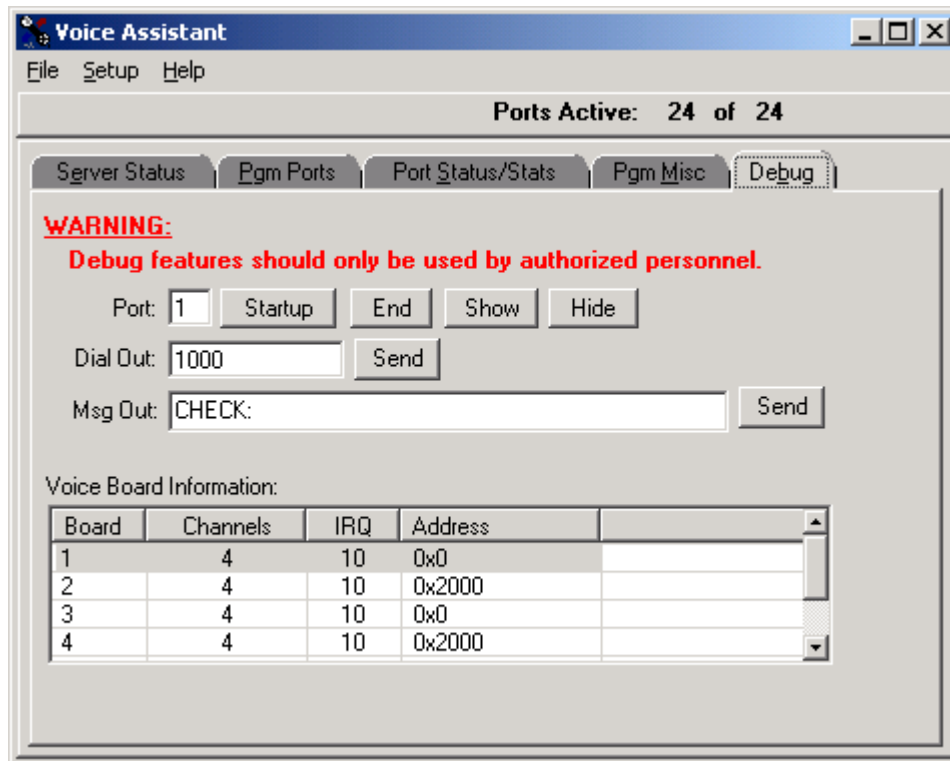
**Email statistics monthly to:** When checked, Voice Assistant will email a monthly statistics report to the email address entered. To mail the report immediately, click the Email Now button.

## Limit Port Usage

**Use All 24 Ports:** By selecting this radio button, *Voice Assistant* will use all ports. (This number dynamically changes, for example if there are 24 ports it will read *Use All 24 Ports*, if there are 48 ports it will read *Use All 48 Ports*.)

**Limit Port Usage To The First \_\_ Ports:** By selecting this radio button, you tell *Voice Assistant* that you want to limit the number of ports it allocates. This is helpful if you have a T1 card and you want to take advantage of the faster connection times and digital voice quality, but you don't want to use all 24 ports. Type in the number of ports you want to use, then click on **Save**. You will only use feature points for the ports used.

## Debug



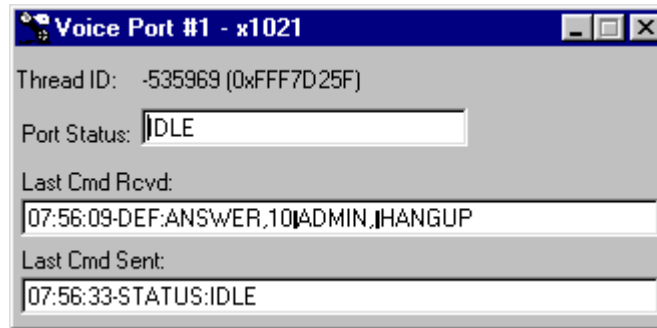
This screen can be used to send messages to the available ports on the voice boards and observe the response or to tell a specific port to dial a specific extension.

It is used primarily for debugging problems and should be used by authorized personnel only. This screen is where you can show or hide individual ports as needed.

This screen provides valuable information about your voice board(s). The Voice Board Information section of this screen lists how many boards you have, how many ports are on that board, what the IRQ of the board is, and what Address the board is using. This information can be valuable when troubleshooting voice board conflicts.

## Voice Ports

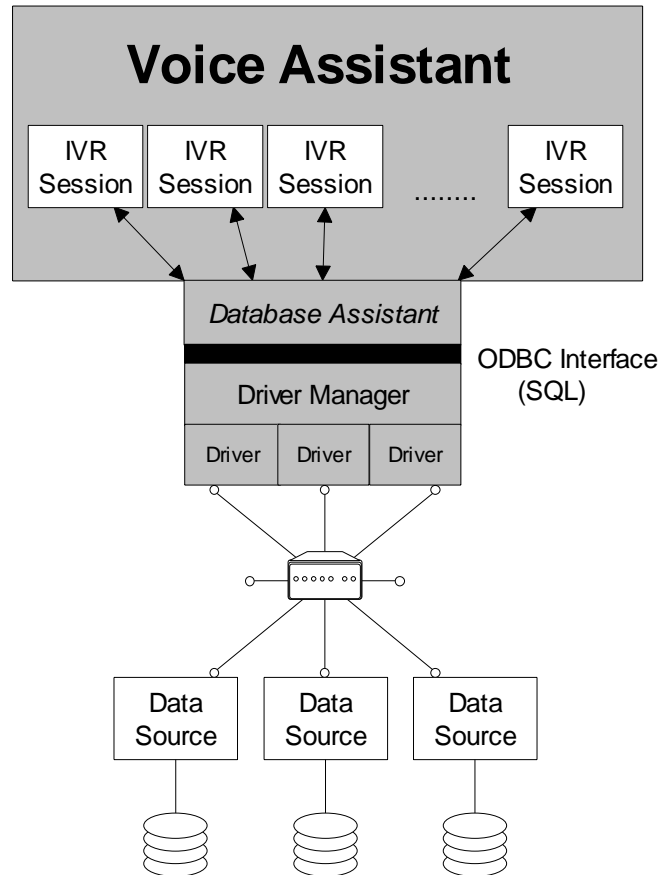
If you click on a Voice Port icon, it will open to a screen like this:



This application is strictly informational and no action is possible.

## Database Assistant

*Database Assistant* is a separate software product that can be used in conjunction with *Voice Assistant* to allow ODBC connectivity between a *Voice Assistant* script and an ODBC compliant database. *Database Assistant* uses the industry-standard ODBC protocol, as demonstrated in the following diagram.

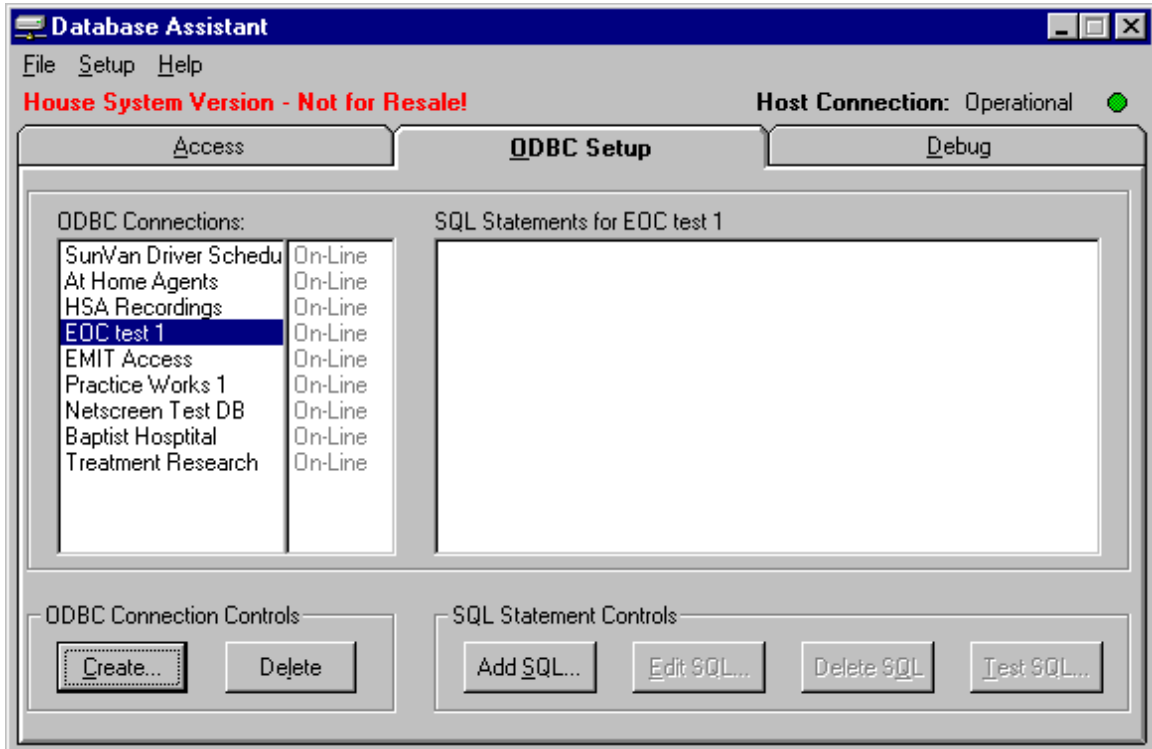


## ODBC Drivers

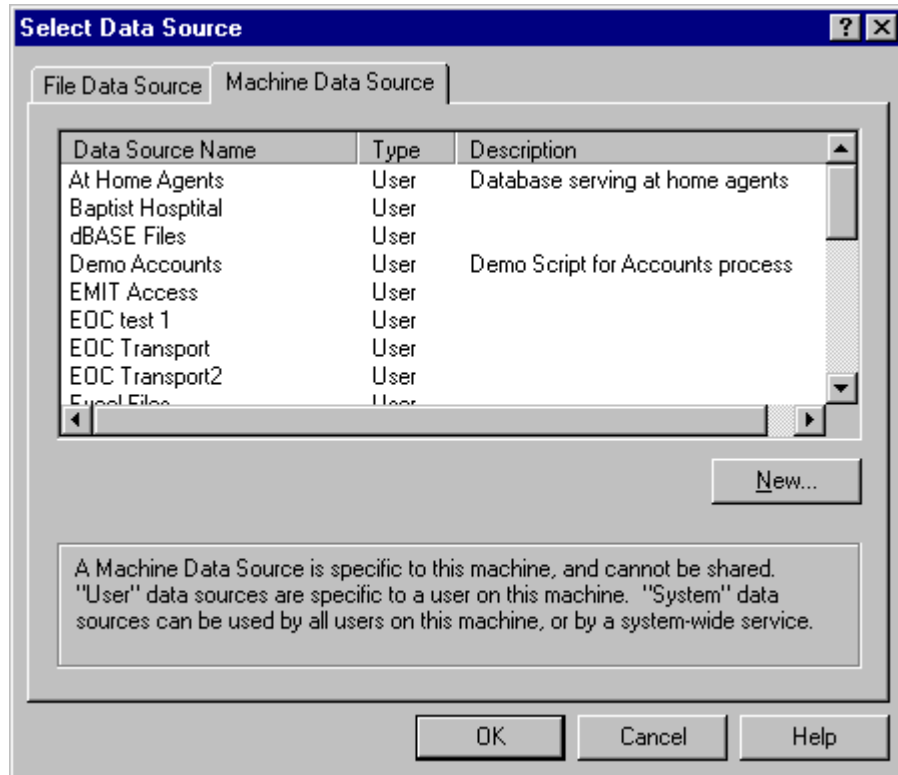
ODBC Drivers are like Windows Printer Drivers. They provide the interface between the Windows standard (Structured Query Language) and the particular database that they are built to service. ODBC Drivers are, generally, provided by the manufacturer of the database product and should be loaded on to the PC running *Database Assistant*. Once the ODBC Driver has been successfully loaded, you can begin the configuration of the *Database Assistant*.

## Creating a new Data Source Name (DSN)

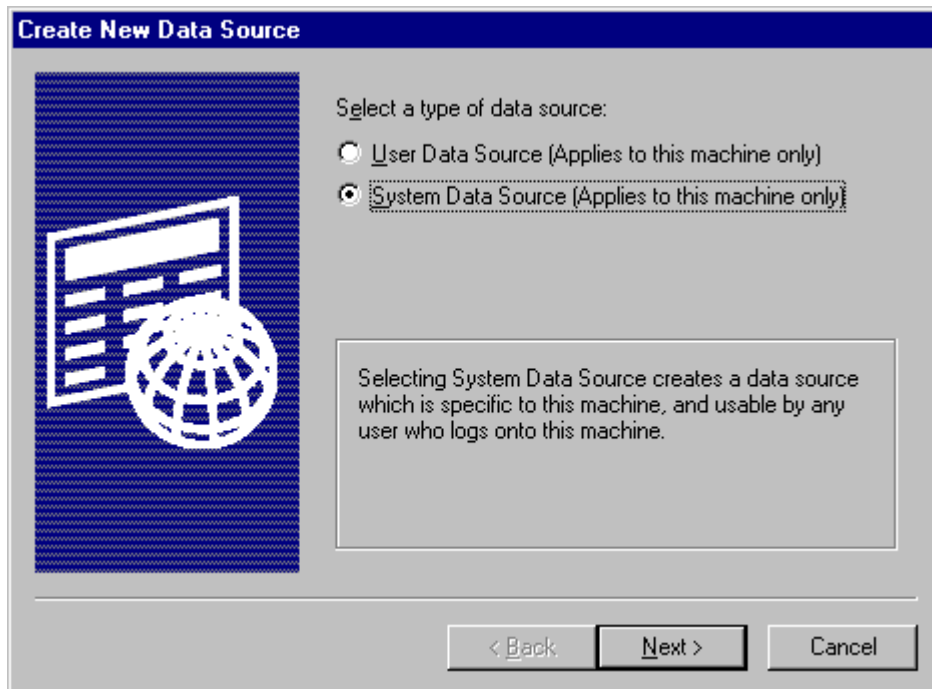
The first step in configuring *Database Assistant* is to create a new Data Source Name for the database connection using the appropriate ODBC Driver. This is done by selecting the *ODBC Setup* tab and clicking on the **Create** button under *ODBC Connection Controls*.



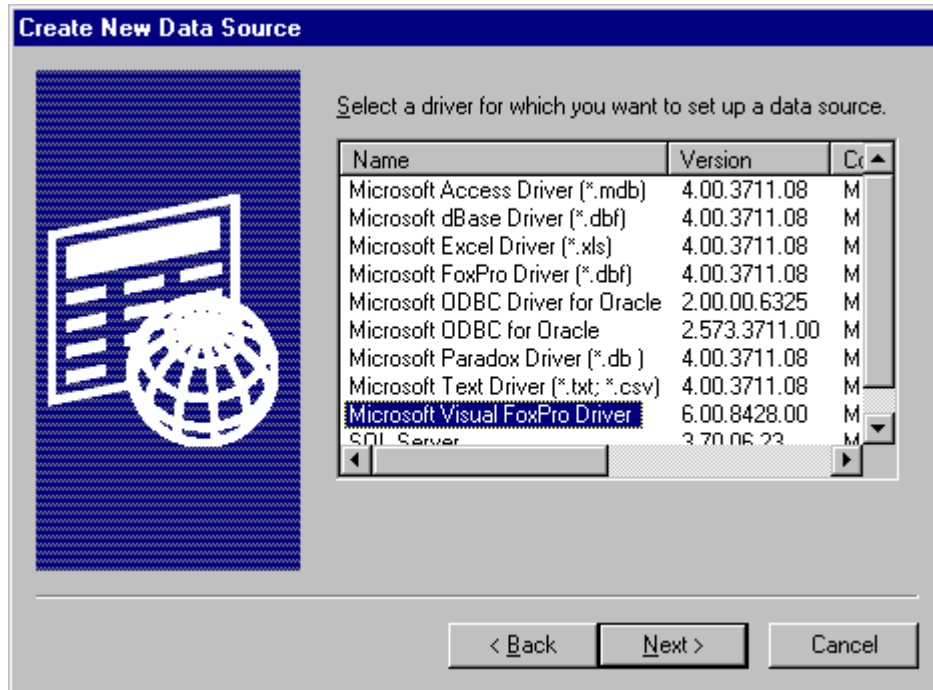
The following DSN Wizard will walk you through the configuration.



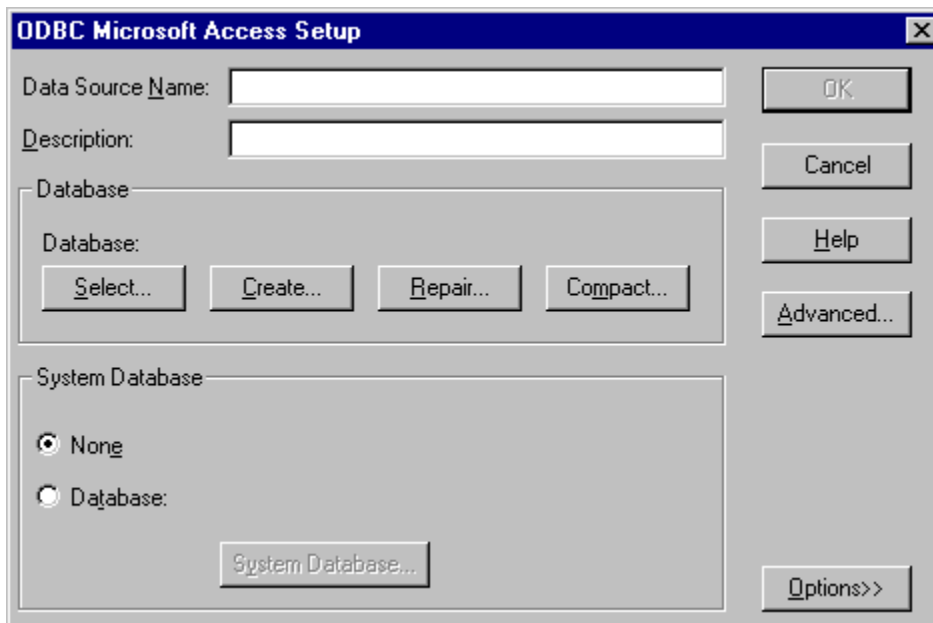
Click **New** to create a new DSN.



A list of installed ODBC Drivers will be displayed. If your Driver is not on the list, then it was not successfully installed.



Create your own *Data Source Name* and *Description* for this connection, and then click the **Select** button in the *Database* section to select the database to which you will be connecting. The *Voice Assistant* PC must have all the appropriate Network Shares and database privileges to be able to read and write to the database over the Network.



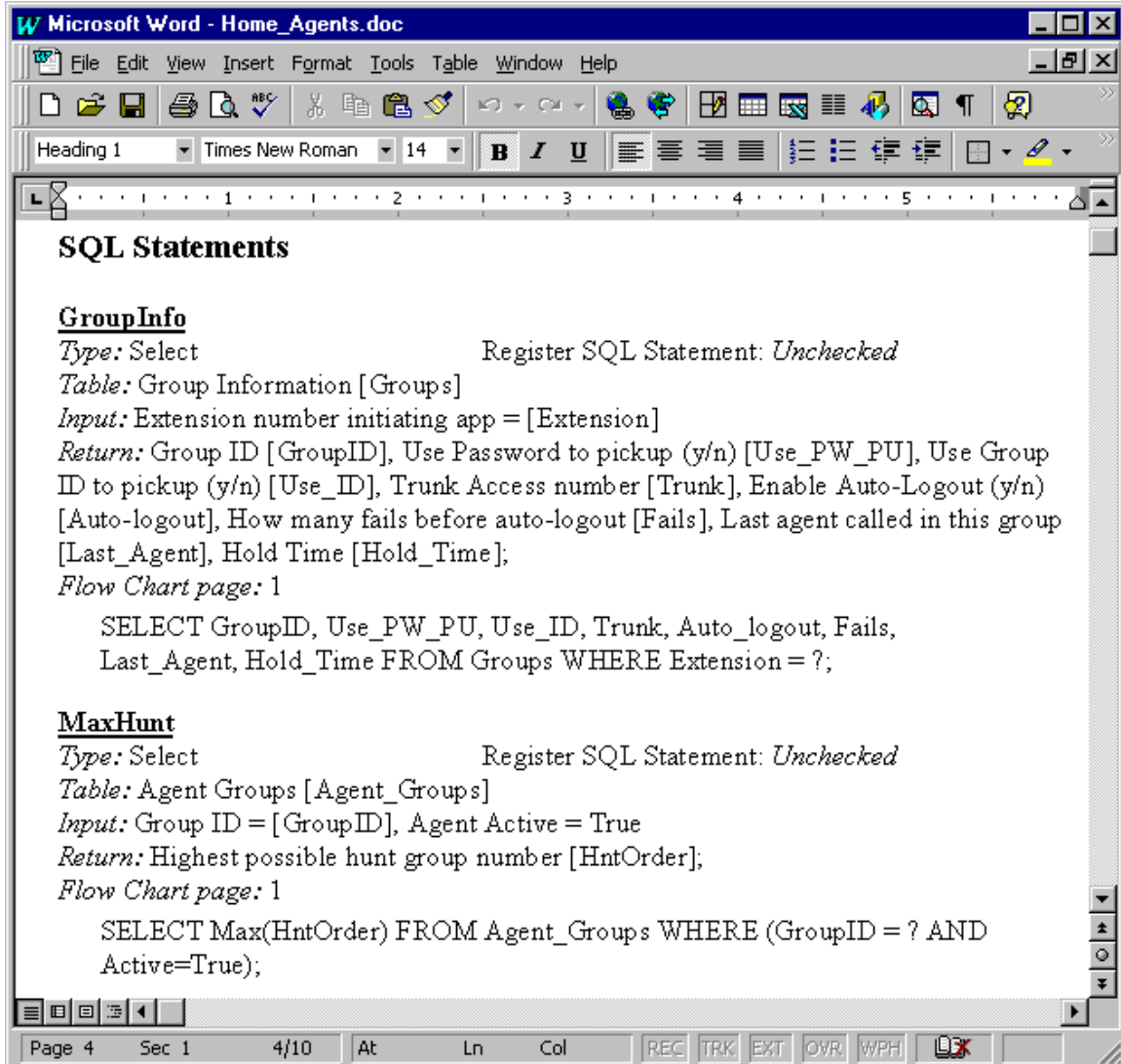
There is no practical limit to the number of DSN connections you can create for *Database Assistant*.

## SQL Statements

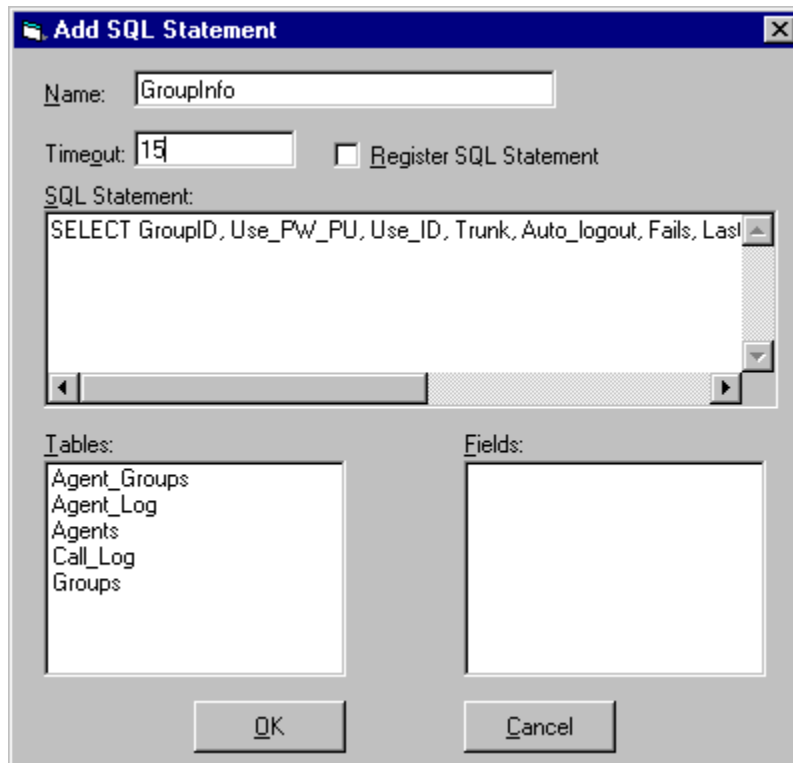
Once your database connection has been created, then you need to create all the SQL statements for that connection that will be used by the *Voice Assistant* script. Typically, these SQL statements will be written by the script and / or database developer and will only need to be copied into the program as described below.

### Add a SQL Statement

You might receive from the script developer in a Word document or Notepad text file some SQL statements such as these:



You can cut and paste these SQL statements from the document into *Database Assistant* using the **Add SQL** button.

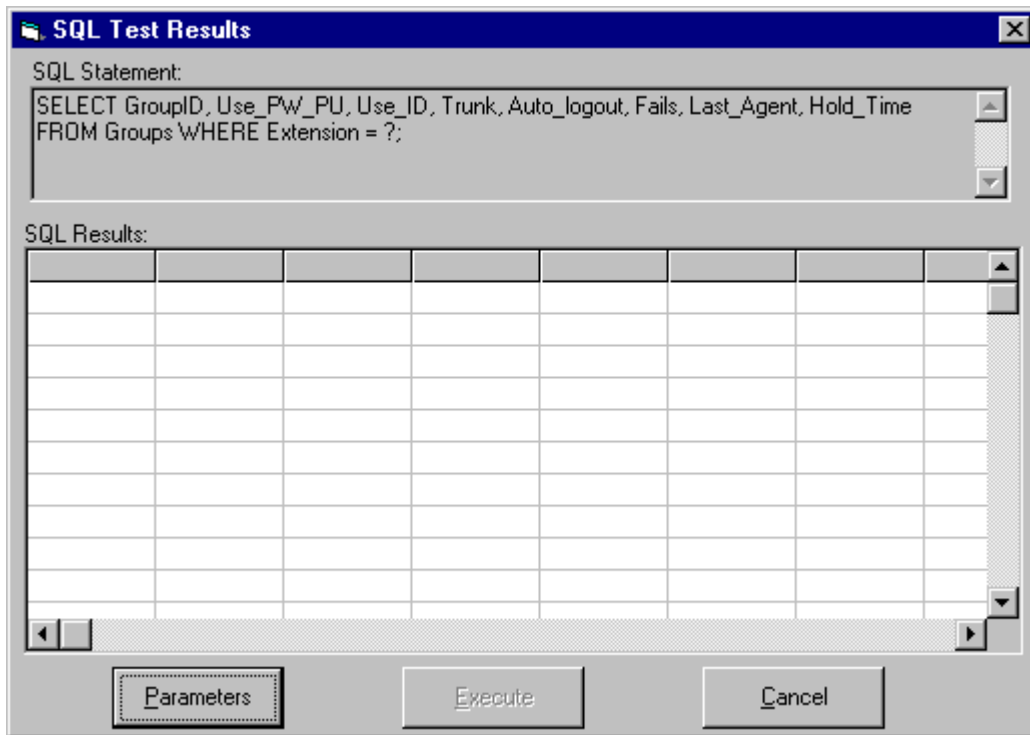


The SQL statement *Name* must be unique, and it must be exactly the same as the name used in the *Voice Assistant* script for calling this statement.

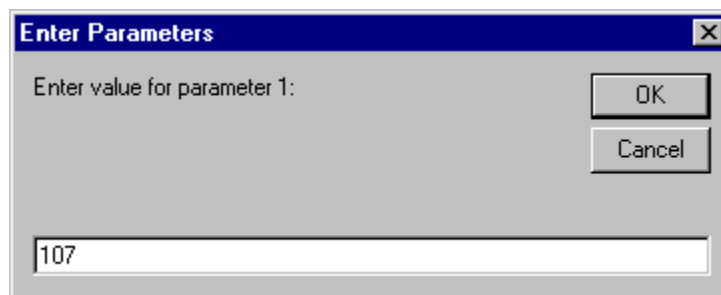
### Test a SQL Statement

Once you have entered all your SQL statements, it is a good idea to test them before you start using your *Voice Assistant* script. Using the *Test SQL* feature of *Database Assistant* will tell you if you have any problems with your database connection or with your SQL grammar and settings.

Choose a SQL statement and click on the **Test SQL** button. If there are parameters in the SQL statement the **Parameters** button will be active and the **Execute** button will be grayed out. Parameters are represented in the SQL statements by question marks and they stand for values that will be passed to *Database Assistant* by the *Voice Assistant* script at run-time.

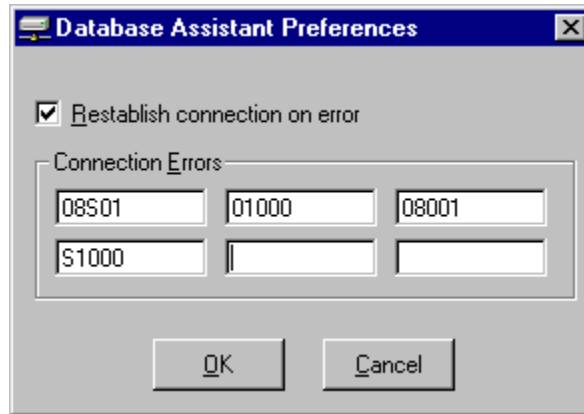


Click the **Parameters** button and enter a valid value in the dialogue box.



Once you have entered all your parameters, click on the **Execute** button and see the results of your test.

## Preferences



The *Preferences* settings represent connection error numbers that will cause *Database Assistant* to retry its database connection. Any one of the above four numbers represents some critical connection problem that might have been caused by a temporary network failure or database shutdown. When *Database Assistant* receives one of the error numbers in its *Preferences* listing, it will try to restart the database connection.

It is recommended that at least the four error numbers above be listed in the *Connection Errors* boxes and that the **Re-establish connection on error** check box be turned on.

## Appendix A: Additional Installation Information

### *Installing more than one Voice Board*

When installing more than one DIALOG/4 and compatible voice boards in a system you must do the following:

- Leave the jumper on JP7 (default) on the first board. (Only one board can have the jumper on JP7.)
- Remove the jumper on JP7 from the other board(s).
- Set the IRQs. All boards must have the same IRQ. Change the IRQ by moving the jumper block JP1 if the default interrupt is in use by another device.
- Set the memory address. Each voice board installed must have a unique memory address consisting of a base memory address segment and an offset address.
- Set the base memory address segment. The default base memory address segment for the DIALOG/4 is D000H. You should use this default unless there are more than eight boards in your system or if other non-Dialogic devices in your system must use the D000H segment. Select the base memory segment with jumpers JP5 and JP6 as follows:

Base Address (Hex)	JP6	JP5
D000 (default)	Removed	Removed
A000	Removed	Installed
B000	Installed	Installed
C000	Installed	Removed

- Set the Offset Address (SW1:1, 2 3). The default offset address for the DIALOG/4 board is 0000H. If you need to change an offset address, set the switches 1, 2, and 3 on SW1 as follows:

Offset Address (Hex)	SW1: Switch 1	SW1: Switch 2	SW1: Switch 3
0000 (default)*	Off	Off	Off
2000*	Off	Off	On
4000*	Off	On	Off
6000*	Off	On	On
8000	On	Off	Off
A000	On	Off	On
C000	On	On	Off
E000	On	On	On

\*Base memory address segment B000H does not support offset address settings 000H-6000H.

- While you can set only one DIALOG/4 board to an offset, you can set multiple DIALOG/4 and compatible voice boards to consecutive offsets within a base memory segment as shown below:

<b>Board</b>	<b>Base:Offset (Hex)</b>	<b>Lines</b>
1	D000:0000	1-4
2	D000:2000	5-8
3	D000:4000	9-12

## Appendix B: Voice Assistant Errors & Troubleshooting

Problem	Cause	Solution
1 port was showing active while the others were showing as shutdown in the status screen.	Could be a hardware conflict.	Check NT diagnostics (under the "Resources" tab) for hardware conflicts. If there is one, change the IRQ of the voice boards to an open IRQ (consult the Dialogic Manual.pdf for assistance) and update the DCM to reflect the new IRQ address (consult the Dialogic Installation and Configuration Guide for assistance).
	You may have inadequate feature points to run Voice Assistant.	Click "Copy Key" tab in NetServer and click on "Refresh" to check the SFES (System feature points) installed. Voice Assistant requires 22 SFES per port. If you need to purchase more feature points, please contact CTS Sales. If you have recently purchased feature points, but they are not displaying correctly, please contact CTS Tech Support for assistance.
	You may not have NT Service Pack 6 installed.	Check NT diagnostics (under the "Version" tab) for the Service Pack installed. Install SP6 if needed from the Oaisys CD (\3rd Party\Microsoft).
	You may need to reinstall Voice Assistant.	Delete voice32.ini and reinstall the VA software from the Oaisys CD or download the latest release from our website: <a href="http://www.oaisys.com">http://www.oaisys.com</a> .
I installed two 4 port analog voice boards, but only one is showing idle.	You may not have removed JP7 on board2.	Consult the Dialogic Manual.pdf for a diagram of the removal of JP7 on board2.
	You may not have set both boards to the same IRQ.	Consult the Dialogic Installation manual for a diagram of the IRQ settings (both boards should be set to IRQ 5 or 7 depending on your system...check NT Diagnostics for available IRQs).
	You may not have changed the memory address on board2.	Consult the Dialogic Manual.pdf for a diagram of the configuration of memory addresses with the dipswitches. Board1 should be set to D0000, board2 should be D2000.
How do I test my voice ports to make sure they are working?		Go to pgm vports in VA, make the first port System Admin, call the port directly, make sure System Admin answers. Uncheck System Admin on port one and check it for port two, then three, etc.... If they answer, then they are working.
What do I do if none of the ports pick up when set to Sys Admin?	The ports may not be numbered correctly.	Make sure the ports are programmed exactly as they are in the switch and that the lines are plugged into the correct ports on the voice card.
	You may not have clicked "Save" after setting the port to Sys Admin.	After checking the Sys Admin box, you have to click "Save" for the change to take effect.
		Check the VPort Status to make sure that all ports are "True" and "Idle". If they are not True and Idle, there may be a hardware conflict or some other issue. (See the first issue in this guide for help.)
VA is running, however, user can not see it on the screen.	The window may be hidden.	Go to Net Server and click on "Services", right-click on "VA-Host", click "Show Service Window". That should bring the window up.

	There may have been a problem with the VA software installation.	Delete voice32.ini and reinstall the latest version of Voice Assistant from our website <a href="http://www.oaisys.com">http://www.oaisys.com</a> . After the install, go to NetServer, click on "Services" then click on "Show Service Window". That should show the window.
How can I raise/lower the volume in VA scripts?		You will need to bring up Voice Script Editor, click "File", click "Open", select the script you would like to edit, select "Play and Record" on the left of the Script Editor window, click on the line after "Offhook" in the script, click "Set Volume Level" under the "Play and Record" menu, enter a selection in the "Volume Level" box ranging from "-8" (for a really low volume) to "+8" for a really high volume. Click "Save" when you are finished. Click "File" at the top left, click "Save", click "File" again, and click "Exit" and you are finished.
Dialogic analog Boards not recognized by Voice Assistant.	There may be an IRQ conflict.	You will more than likely want the board(s) to be on IRQ 5 or 7 instead of the default which is 2/9. To change/check this, consult the Dialogic Manual.pdf file for assistance. You will also need to update the DCM with the new card IRQ; consult the Dialogic Installation and Configuration Guide for assistance).
	There may be a memory address conflict.	If you are using one board, the memory address should be correct in the default position (D0000). If you are using more than one board, you will first of all want to remove JP7 from all boards except board1. Then, you will want to change the memory address on all boards except board1. Consult the Dialogic Manual.pdf for instructions. You will also need to update the DCM with the new offset addresses; consult the Dialogic Installation and Configuration Guide for assistance).
When testing the sys admin port, two Dialogic boards pick up at the same time.	There is more than likely a memory address conflict.	Board1 should have an address of D0000, Board2 should have D2000, Board3 should have D4000...etc. These can be changed through the dipswitches on the board. Consult the Dialogic Manual.pdf for assistance.
Is there a specific order I should follow for the installation of Oaisys apps and the Dialogic boards?		Yes, you should install mdac2.1 from the Oaisys CD (\3rd Party\Microsoft) first, then IE5 (same folder), then the Dialogic Drivers (\3rd Party\Dialogic), then install the voice board(s), then install NetServer, NetServer Admin, Voice Assistant, and then any other Oaisys software you wish to install.
What is the password for the Sys Admin port?		1234 is the default password.
The Dialogic T1 board is not being recognized on my Win95 computer, why not?		The T1 boards have to be installed on a WindowsNT machine.
VA won't start, it says "Waiting for Dialogic Service to start".		Verify that the Dialogic drivers have been installed.

	The Dialogic System Service may not be started.	Click "Start", go to "Settings", click "Control Panel", double-click "Services", click "Dialogic", click "Startup", click "Automatic", click "OK", click "Close", restart the PC.
	There may be an IRQ conflict.	The default interrupt setting for the Dialogic 4 port analog boards is 2/9. You will want to change this to 5 more than likely. Check NT Diagnostics (Start, Programs, Administrative Tools (Common), NT Diagnostics) for available IRQs. To change the IRQ on the board(s), consult the Dialogic Manual.pdf. You will also need to update the DCM with the new card IRQ; consult the Dialogic Installation and Configuration Guide for assistance.
	There may be a memory address conflict.	The default memory address for Dialogic 4 port analog boards is D0000. Board1 should have this address, the rest of the boards should be set to D2000, D4000, etc. Consult the Dialogic Manual.pdf for help with the settings.
	You might not have removed JP7 on board2, board3, etc.	Refer to the Dialogic Manual.pdf for assistance in locating and removing JP7 on all boards except Board1.
	You may need to reinstall the board through the Dialogic Configuration Manager.	Open the Dialogic Configuration Manager (DCM) and remove all boards listed. Then, add each board according to the board's model number. Delete c:\windows\vvoice32.ini and reinstall the latest release of VA software from our website <a href="http://www.oaisys.com">http://www.oaisys.com</a> .
	You may need to reinstall the VA software.	Delete vvoice32.ini and install the latest release of Voice Assistant from our website: <a href="http://www.oaisys.com">http://www.oaisys.com</a> .
VA doesn't work after NetServer upgrade from version 2.4 (or below) to 3.0 (or above).	NetServer 2.4 and below used Rhethorex voice boards, version 3.0 and above uses Dialogic boards.	You will need to speak with a CTS Sales Engineer to obtain Dialogic boards.
Getting a runtime error on script 355 (Q&A script)	If you are running build 103 of VA, you will need to upgrade to the latest version.	Download the latest version of VA (and any other software you have installed - NetServer, etc.) from our website <a href="http://www.oaisys.com">http://www.oaisys.com</a> . Delete c:\windows\vvoice32.ini. Copy c:\progra~2\CTSV_assist32\scripts and paste it on your desktop. Install the new version of VA. Cut the Scripts folder from the desktop and paste it back into the c:\progra~1\cts\v_assist32 directory. Restart the server. Everything should function fine now.
The Axxess cannot find newly installed Dialogic T1 boards		The T1 needs to be programmed for "Masters for Private Network".
		The circuits need to be OPX, and each circuit has to have the "Send T1 OPX Disconnect Flash" flag enabled.
		The T1 needs to be configured to use spandti.prm located in the c:\progra~1\CTSV_assist32 directory.
		The T1 needs to be set to D4, AMI, and must use a cross-over cable.

After a Power Failure, the server rebooted and now the Dialogic Cards won't start.	The Dialogic Drivers may have been corrupted.	Re-install the Dialogic Drivers from the Oaisys CD (located in \3rd Party\Dialogic\)
Some ports that are not actually busy are displaying as busy.	There may be an IRQ conflict.	Check NT Diagnostics for available resources. Verify that the Dialogic board(s) is set to an available IRQ. If it is not, and there is a conflict, you will need to change the IRQ on the board (consult the Dialogic Manual.pdf) and in the Dialogic Configuration Manager (consult the Dialogic Installation and Configuration Guide for assistance). IRQ 5 or 7 are usually good choices.
I installed a Dialogic board and booted my computer up to auto-detect, but it freezes.		You need to install the Dialogic drivers first, then the board(s). Install the Dialogic software from the Oaisys CD (\3rd Party\Dialogic), then install the board(s).
Voice Assistant coming up in Demo Mode.	You may not have enough feature points to run VA.	Bring up the NetServer window and click on the "Copy Key" tab. Click on Refresh; this will display a list of the programs running and the feature points used. Voice Assistant required 22 system feature points (SFES) per port. If you don't have enough, you will need to speak with a Sales Engineer at CTS to purchase some. If you have recently purchased more points, but they are not showing up on the copykey, call CTS Tech Support for assistance.
	You may not be connected to the L2OAI service.	Bring up the NetServer window and click on the "Services" tab. In the window to the left, right-click on "LVL2OAI" and click "Show Service Window". If there are red lights anywhere, then you have a connection problem. Click the "Setup" button in the NetServer section of the L2OAI window and make any necessary changes to the hostname or IP address. That address should be the IP address of the computer that has NetServer installed on it (127.0.0.1 usually works fine - that is a loopback address for the local computer that you are on.)
	You may not be connected to the NetServer.	In the Server Setup of VA, make sure that you have the correct IP address or hostname for the Oaisys NetServer computer. If it is installed on the same computer as VA, you can use 127.0.0.1 instead of a hostname.
Getting a run-time error in the VA events on version 3.0.		You will need to upgrade to the most recent release of VA from our website: <a href="http://www.oaisys.com">http://www.oaisys.com</a>
Installed a second Dialogic T1 card and it won't start.	You may not have the SCBus cable installed on the two boards.	You will need to purchase a SCBus cable to connect the two boards (it is not supplied with the boards).
Prompts playing in "PLAYFORMAT,7" will not work on VA version 3.0.106.		You need to upgrade to the latest version of VA from our website: <a href="http://www.oaisys.com">http://www.oaisys.com</a>
Which Dialogic Boards will work with Voice Assistant?		<b>Analog:</b> Proline 2V - 2 ports (ISA); DIALOG/4 - 4 ports (ISA) [not with Trunk Recorder]; D/4PCI - 4 ports (PCI); D/120JCT-LS - 12 ports (PCI); D/160SC-LS - 16 ports (ISA).
		<b>Digital:</b> D/240SC-T1 - 24 ports (ISA); D/240PCI-T1 - 24 ports (PCI); D/480SC-2T1 - 48 ports (ISA).

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VA Ports are generating lots of offhook errors.	This error is generated by the Axxess when a station stays offhook listening to reorder tone too long (> 60 seconds).	Enable 'Send OPX Disconnect Flash' in Axxess programming for each T1 circuit connected to the Dialogic card. This will likely solve most, if not all of the offhook errors.
		Upgrade Voice Assistant to the latest release from our website: <a href="http://www.oaisys.com">http://www.oaisys.com</a> - you must delete the \winnt\vvoice32.ini before you re-install the new version. The new .ini file contains some new tone-detection strings, but the setup file will not overwrite the old one (to protect any aftermarket customizations...)

## Appendix C: Troubleshooting Voice Board Conflicts

### Troubleshooting Windows 95/98 Drivers

Symptom	Possible Cause	Solution
Using a D/21D, a D/41D Revision 3, or a Dialogic /4 board, you call into one of the Dialogic sample programs and the call is not answered.	The ring detection threshold is too high.	Lower the ring detection threshold, channel-by-channel, by setting the JP101-JP104 jumpers "In." These jumpers are normally in the Out position.
Unable to select a memory address from the D0000-DFFFF range.	Memory range is excluded with the X parameter in Emm386.exe in Config.sys. Or Basic Configuration 1 was created by Windows 95/98.	See if range D000-DFFF was excluded in Emm386. If it was, remove the exclusion. Select the Dialogic card in the Device Manager and choose the Resources tab. Choose Basic Configuration 0 from the list.
Duplicate board ID specified	Two boards have been assigned to the same board locator ID.	Check the hardware settings on the boards and edit the software settings with the configuration utility to match the hardware settings.
Genstop failed error code = -1	This status message shows the Dialogic boards could not be stopped because a channel was open on one of the boards.	Close all channels and exit any applications running on the boards, then stop the board using Dialogic Configuration Manager.
Warning line ####:XXXXXXXX.	You are installing programming libraries without a development package on your system.	Install the C development package and restart installation.
No board(s) found-check system configuration.	The downloader has not found any boards to download. Or There is a memory conflict or the assigned memory address is not supported.	Check that all the Ids, firmware load files, and parameter files in the board's configuration are correct. Change the base memory address assigned to the board.
Feature name must be followed by ON or OFF.	The Dialogic.cfg file contains a parameter that is a feature name and can only take the value ON or OFF.	Correct the configuration file and restart Genload.

Symptom	Possible Cause	Solution
<p>GENBOOT not responding on board &lt;n&gt;.</p> <p>GENBOOT failed on board &lt;n&gt;.</p>	Genboot.bin may have been corrupted, or the board may not have been properly installed.	Reinstall Genboot.bin from the software release disk. Verify that the board is properly seated in the slot.
Error reading boot file.	The file Genboot.bin may have been corrupted.	Reinstall Genboot.bin from the software release disk and retry the download.
Memory conflict at address <XXXXX>	<p>Two or more voice boards are installed at the memory address (XXXXX).</p> <p>OR</p> <p>A non-Dialogic expansion board is installed in the specified address.</p> <p>OR</p> <p>Another shared RAM device (such as a network controller), an EMS driver or memory manager, BIOS shadowing, or caching may be using memory at the specified address.</p>	<p>Change the memory address using the board configuration utility.</p> <p>Either change the Dialogic board address or the non-Dialogic board address to eliminate the conflict.</p> <p>Disable the feature, exclude the memory address from the feature, or select another memory address for the Dialogic board. Re move the memory manager from Autoexec.bat or Config.sys if it is causing this conflict.</p>
This IRQ is already being used by voice boards - #.	The interrupt assigned to D/41ESC and Dialogic/4 voice boards cannot be shared by other Dialogic boards. The IRQ conflict is displayed in the #.	Assign a new IRQ using the board configuration utility, and configure the board to match the new IRQ.
Timeout occurred waiting for ack/nak.	<p>A communication error between the board and the downloader occurred.</p> <p>OR</p> <p>Genboot.bion may have been corrupted.</p>	<p>Reinstall the .fwl file you are using for this board from the Dialogic drivers and retry the download.</p> <p>Reinstall Genboot.bin from the software release disk and retry the download.</p>

Symptom	Possible Cause	Solution
WSB0008: Memory Conflict at Address XXXX.	The memory address assigned to the Dialogic board conflicts with another program or device in your computer.	Remove any memory managers from Config.sys or Autoexec.bat (For example, Himem.sys, Emm386.exe, or Qemm.exe). Change the settings assigned to the Dialogic boards.
Error configuring memory at address <XXXXX>.	The board identification number setting on the board does not match the board's ID value set in the configuration utility.	Check that the ID specified for this board in the configuration utility matches the board identification number settings on the board.
Error in <FWL filename>.	The indicated .fwl file may have been corrupted.	Reinstall the .fwl file from the Dialogic drivers and retry the download.
No boards configured.  Nothing to start.	These messages are shown in the Resources Allocated list and Status Messages list of the Configuration Manager when no Dialogic boards have been configured.	Click the Add board button to add the board to the configuration.
ESB0010: No boards found-check system configuration.	The Dialogic boards are configured but disabled, so they can not be downloaded.  OR The memory address assigned to the Dialogic boards may not be supported.	Enable the boards with the Enable Board button.  Change the settings assigned to the Dialogic boards. Refer to the section on setting the base memory address for help.

## Troubleshooting NT Drivers

Windows NT contains an event log that records warnings and errors as well as other messages from the operating system, security system, and applications. It may be useful to view the log for any messages from the Dialogic device drivers or configuration program.

### To view the Windows NT event log:

1. Select Programs > Administrative Tools from the Start menu.
2. Click the Event Viewer icon.
3. From the Event Viewer select Menu > System.
4. Double-click the dlgc\_log file to view the message description.

## Troubleshooting

Symptom	Possible Cause	Solution
Running the Dialogic Multi-threaded GUI application causes an error: C:\Usr\Dialogic\Bin\Voxcl: Error: 4109 cannot start board: DxxxB1”.	The interrupt assigned to the Dialogic board is conflicting with another piece of hardware.	Resolve the interrupt conflict. Refer to the section on Determining available IRQs and Memory.
Running the Dialogic Multi-threaded GUI application causes NT to hang or exit.	The interrupt assigned to the Dialogic board is conflicting with another piece of hardware.	Resolve the Interrupt conflict.
Running the Dialogic Multi-threaded GUI application causes an error: “KMODE_EXCEPTION_NOT_HANDLED from Streams.sys.”	The interrupt assigned to the Dialogic board’s IRQ is conflicting with another piece of hardware.	Resolve the Interrupt conflict.
Error configuring memory at address <XXXXX>.	D/xxD: JP5/JP6 and offset SW1 settings on the board do not match the board’s ADDR=parameter in the Dialogic.cfg file. OR D/41E, VFX/40, or Dialogic/4: The identification number on the board does not match the ID parameter in the Dialogic.cfg file. OR D/12x and D/8x: I/O port settings on board do not match entry in Dialogic.cfg file. OR Another device on the PC may be using the memory at the specified address	Make sure the address specified by the ADDR=parameter in the Dialogic.cfg file matches the jumper settings on the board.  Make sure the ID specified for this board matches the ID=parameter in the Dialogic.cfg file.  Make sure the I/O port address matches PORT=parameter in the Dialogic.cfg file.  Disable the feature, exclude the memory address from the feature, or select another memory address for the Dialogic board.
Error reading boot file.	The file Genboot.bin may have been corrupted.	Reinstall Genboot.bin from the software release disk and retry the download.

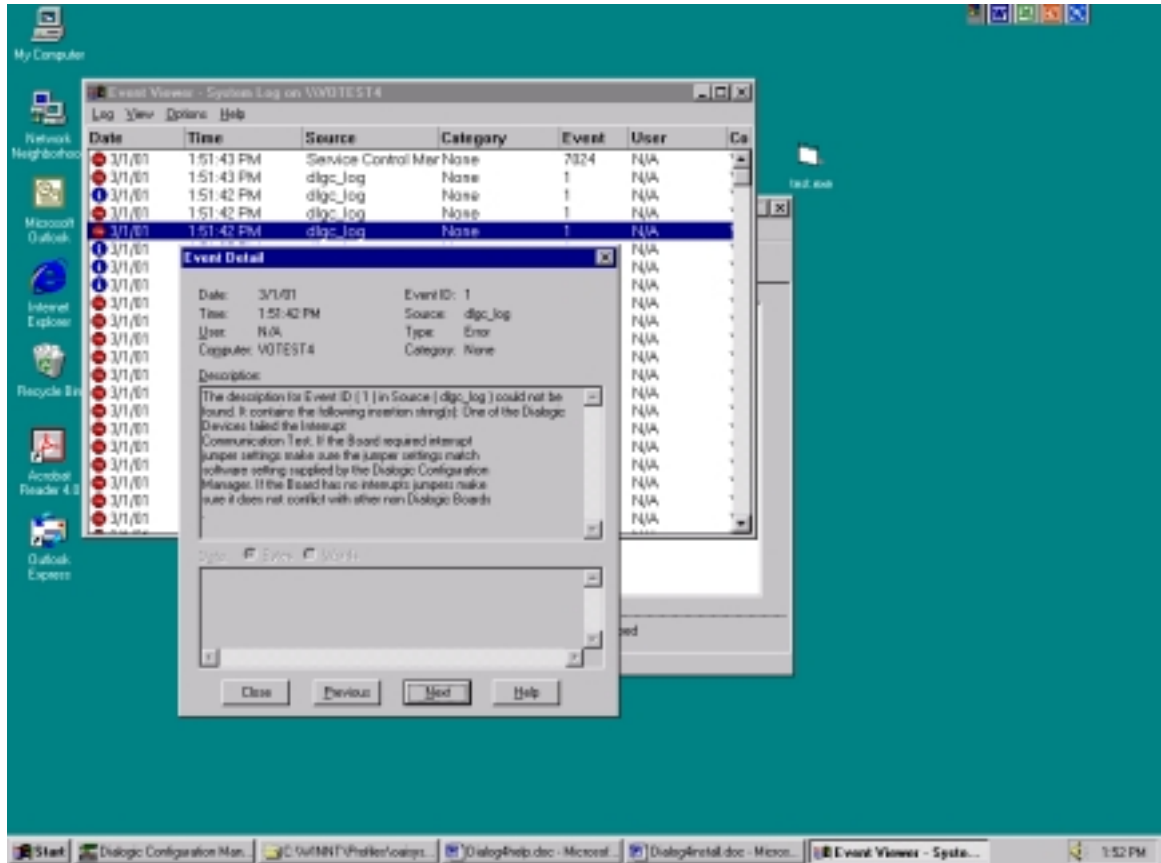
## ***Troubleshooting Voice Board Conflicts (Cont.)***

### **IRQ Settings**

The default IRQ setting on most cards (2/9) must be changed in order to avoid IRQ conflicts with other devices in the system. If you select an IRQ that is already in use, starting the drivers will generate an error that refers you to the *Event Viewer*. See the screen-shots on the following pages for details on the error and resolution.

## IRQ Settings (Cont.)

After you receive the Dialogic Configuration Manager error, it will prompt you to view the Event Logs. Once you click “Yes”, Event Viewer will pop up on the screen and allow you to view events relating to the Dialogic Card. Below is the event referring to the IRQ request.



To fix this issue, you will need to do three things:

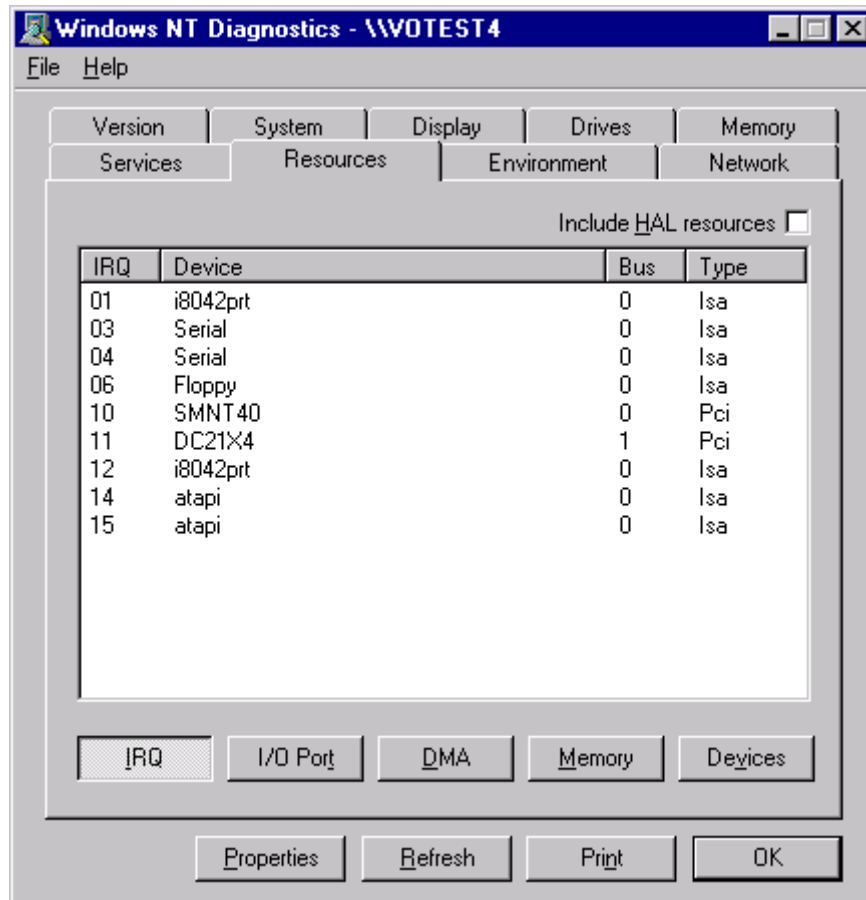
1. Check the Resources section of NT Diagnostics for available IRQ addresses.
2. Check/change the IRQ setting on the card itself to match one of the available addresses.
3. Change the card's IRQ setting in the Dialogic Configuration Manager.

On the following pages, you will find screen-shots guiding you through the process of finding an available IRQ address, checking/changing the address on the card, and changing the IRQ setting in the DCM

## IRQ Settings (Cont.)

### Checking NT Diagnostics

1. Open *Windows NT Diagnostics*. Start → Programs → Administrative Tools → Windows NT Diagnostics.
2. Click on the *Resources* tab.



3. The above screen shows all of the IRQs that are used. Since IRQ 7 does not appear in the list, you may safely configure your Dialogic boards for IRQ 7. IRQ 5 would also be a valid choice.

**Note:** IRQ 7 is universally accepted as the default IRQ for printer port 1 (LPT1.) If you plan to use a printer on your server PC, you must select an IRQ other than 7.

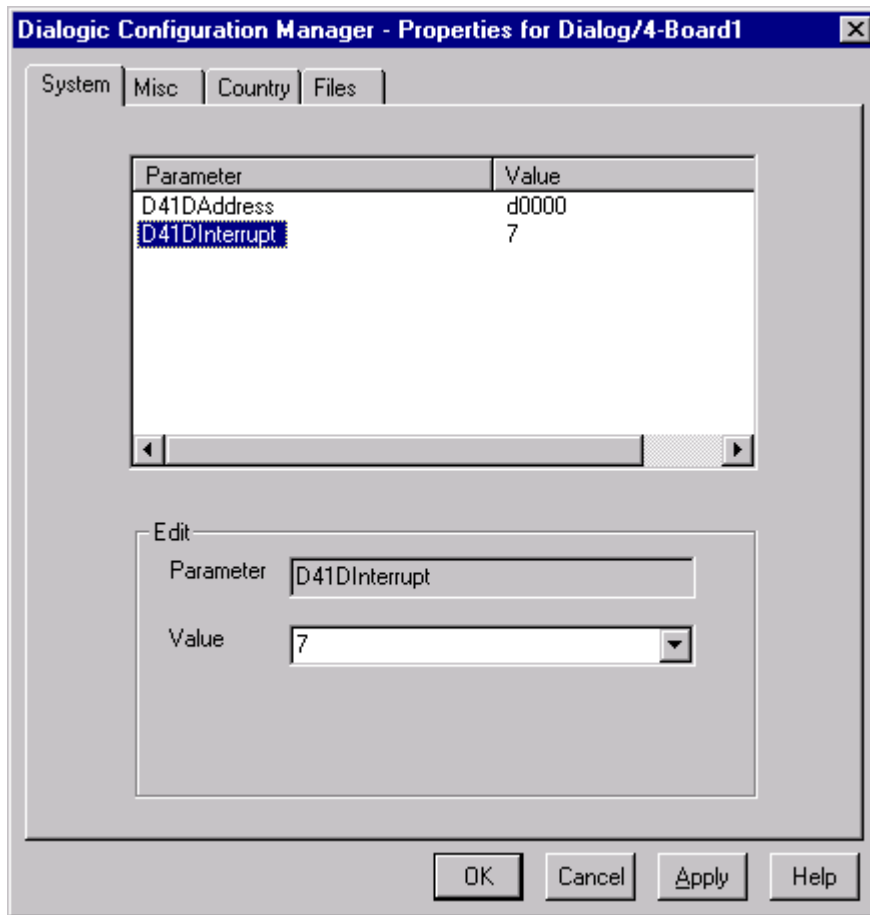
### ***Checking/Changing the IRQ Setting on the Card***

To check/change the IRQ on the card, consult the Installation Manual that is packaged with the card.

### ***Changing the IRQ Setting in the DCM***

Now that you have found an available IRQ and made the necessary change on the card(s), it is time to open the DCM and update the IRQ that is listed for the card(s).

1. Start the DCM.
2. Highlight the card and click on the “Configure Device” button at the top of the window.
3. Highlight the “D41DInterrupt” line then click on the digit listed next to “Value” in the “Edit” section. Type in the address of the new IRQ (for example, “7”) then click “OK”.



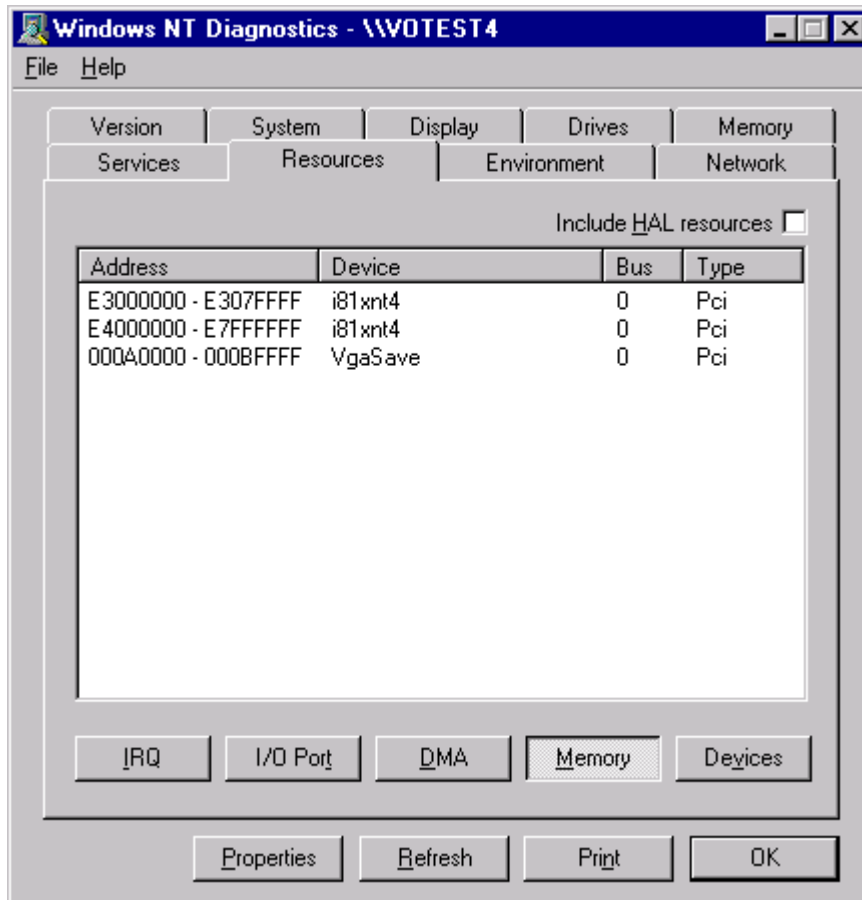
4. Now you need to test the card to make sure that it will start. To do this, highlight the card (listed as “Dialog/4-Board1”).
5. Click on the green light at the top of the window. After a few moments, you will see a window pop up that reads “Success: Dialogic Service Started”.

If you did not receive a “Success: Dialogic Service Started”, please proceed to the next section: *Offset Address Settings*.

## Offset Address Settings

In this section, we will look at the setting for Offset Addresses. Each *Dialog/4* and *Proline/2V* card requires a unique offset address in order for the DCM to recognize that they are installed. If an address that is specified on the card conflicts with an address of an existing device in the computer, you will receive an error when attempting to start the card. You can look at the *Event Viewer* to see the error returned.

To fix this situation, look at the *Resources* tab in *NT Diagnostics*, click on the “Memory” button at the bottom and find an available offset address. See the screen-shot below for an example:



The default setting for offset addresses on the *Dialog/4* cards is “D0000”. As you can see from the screen-shot above, that address is open. Consult the Dialogic Installation Manual packaged with the card for instructions on configuring the DIP switches on the card. Each card must have a unique address, and the addresses should be sequential.

D0000 = Board 1  
 D2000 = Board 2  
 D4000 = Board 3  
 D8000 = Undetected (D6000 was skipped...)

## **Multiple Card Systems**

Analog cards require special configuration for multiple card installations.

### ***Card Settings***

- 1) Remove JP7 from all cards except Board1.
- 2) Set all cards to the same IRQ (for example, 7).
- 3) Give each card its own unique offset address (for example, Board1 – D0000, Board2 - D2000, etc.)

### ***DCM Configuration***

- 1) Make sure you change the IRQ setting to reflect what is on the cards.
- 2) Make sure the DCM displays the correct offset address for each card.

After you have made these configuration changes, your cards should now start.

## **Miscellaneous Issues**

Some systems do not allow the use of IRQ 5, even when there is no sound card. Experiment with reserving IRQs for Legacy ISA in the motherboard BIOS.

For further assistance, contact your Dialogic Reseller. CTS does not provide support for boards purchased from other vendors.

## Appendix D: Interfacing with Other Programs

### *Command File Interface*

A command file interface is supported to allow other applications to request *Voice Assistant* to run IVR scripts. *Voice Assistant* monitors its "\REQ" subdirectory for command request files to appear with the filename <fname>.REQ or an <fname>.RER. It will then open the file and read one line for a command (in the format below) and attempt to execute the command and delete the command file. If the request file ends with ".RER" it indicates the requesting application desires a 'Return Response', so *Voice Assistant* will return communication via a response file with the same <filename> but with a ".RTN" file suffix.

#### "Request Port" Command:

This must be the first command for a 'call'. This command requests a port and gives a starting script for the call. If the request is granted, the voice port will immediately begin running the IVR script, so if it is to answer a call, the requesting application must transfer the call immediately to the voice port extension returned.

**REQ:<port>,<Call\_ID>,<RtnInfo>,<Script/Funct.>,<Script #>,<Parm1>,... <Param'n'>**

Where;

<port> - specific Port Number, or "\*" = any port (in Group #1), or "G1" for Group #1, "G8" for Group #8, etc.

<Call\_ID> - String identifying call -- used to identify the call in return communication - this can be left blank

<RtnInfo> - Return Info -- 'W'-waits allowed, +Ext to Return calls to,

<Script/Function> - "S"cript or "F"unction

<Script #> - Number identifying function to be performed

<Param'n'> - comma-delimited parameters to be passed to the Script

#### **Example:**

Request any *Voice Assistant* port to run script #599 with parameter 1007...

**REQ: \*, 1, W, S, 599, 1007**

#### **RESPONSES:**

**GRANT:<Call\_ID>,<Ext>,<Rtn>**

Where;

<Ext> - extension of the port to perform the function, you must transfer call to this port within 'x' seconds or a Timeout error will occur

<Rtn> - Expect this call to return after VA processing ("Y"es/"N"o/"W"ait)

**DENY:<Call\_ID>,<Reason>**

Where;

<Reason> - Reason for being denied: "B"usy, "I"nvalid port, "S"cript invalid, "P"ort Error

**DONE:<Call\_ID>,<ParamID1>,<Param1>... //Sent when Script was run successfully**

Where;

<ParamID> - ID of next parameter: "P"hone, "A"ct, "N"ame, "W"aiting

<Param> - Parameter being returned by the Script

**FAILED:<Call\_ID>,<Reason> //Sent when Script run failed for some reason.**

Where;

<Reason> - Reason that Call Failed: "T"imeout,