

Voice Server v4.0



User's Guide

System Requirements

Technical support for this application is available from your local dealer.

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Voice Server

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Chapter 1 **Installing Gatehouse® Voice Server Module**

HARDWARE REQUIREMENTS

Processors and Chipset

Intel® Pentium® III 800 MHz or better processor

Intel® Celeron™ 733 MHz processor with at least 32 KB L1 Cache, 128 KB Internal L2 Cache or better

Memory

128 MB (100 MHz SDRAM DIMMs)

Storage

20 Gig (5400 RPM) Ultra ATA-100 hard drives or better

3.5", 1.44 MB diskette drive

40x max or better variable speed CD-ROM

Audio

SoundBlaster™ or compatible Sound Card

Video and Monitors

17" (13.8" viewable .26 dpi)

Graphics card capable of displaying 16M Colors at 1024x768

Slots

4 PCI slots or more

Ports

1 Parallel port

2 High-speed serial ports

Speaker Phone

1 Voice Modem

Network

1 56K HAYES COMPATIBLE MODEM IS REQUIRED FOR EACH WORKSTATION UTILIZING DIALUP CONNECTIVITY

1 10/100 ETHERNET CARD IS REQUIRED FOR EACH WORKSTATION UTILIZING ETHERNET CONNECTIVITY

(3Com® Etherlink® 10/100 PCI network interface card part# 3CP905B-TX-NM)

1 10/100 ETHERNET HUB/SWITCH IS REQUIRED WHEN CONNECTING MORE THAN ONE WORKSTATION PER SEGMENT

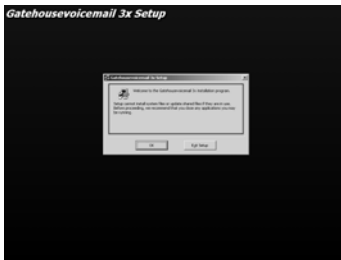
(3Com® OfficeConnect® Dual Speed Switch 8 part# 3C16734B-US) or

(3Com® OfficeConnect® Dual Speed Switch 4 part 3C16733A-US)

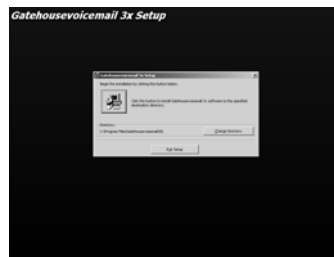
Software Installation

A prerequisite of installing the Voice server is to already have installed the Intel Dialogic Voice board and all the necessary software that accompanies it. If you have not already done this, there are special instructions for installing these pieces of software in the appendix of this manual.

Insert the installation CD ROM into your computer's CD ROM Drive. The setup program should start automatically, if it does not, click on the Start button and select Run. Enter the driver letter that represents your CD ROM drive followed by the word Setup. Example: D:\Setup (enter)



Once the setup program starts click on the 'Ok' button to continue the installation.



Click the large installation button to install **Voice Server Module** in the default system directory



Chapter 2

Starting the Voice Server application

The Voice Server Module, VM for short, consists of the main standalone VM application that works together with the Administrative Interface and Guard Workstation applications. The VM application is presented as an icon in the system tray.

Gatehousevoicemail30.exe

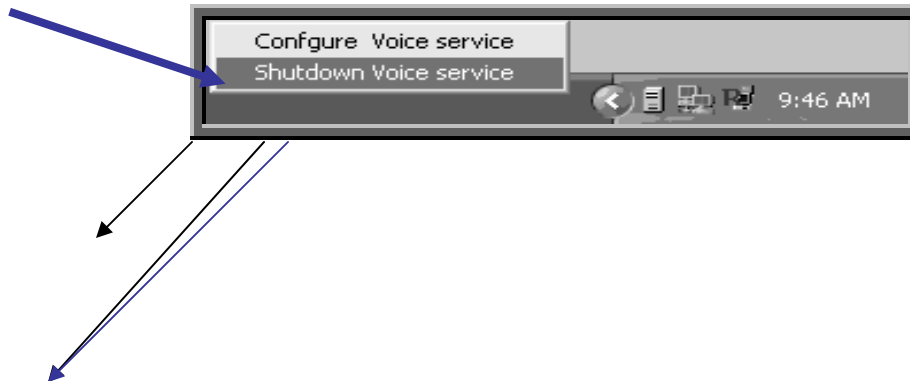
This is the engine that runs in your system icon tray (the group of icons near the clock). This application represents an icon of a small mini-tower PC

Exiting the Gatehouse® Voice Server Application.

Exiting/shutting down the voice server requires 2 programs to be stopped.

If you are using the VM application, click the file menu, and highlight the Exit option.

If you want to stop the voice server driver located in the system icon tray, you would right mouse click on voice server icon (it's displayed as a mini-tower computer icon), and choose "shutdown".



Chapter 3

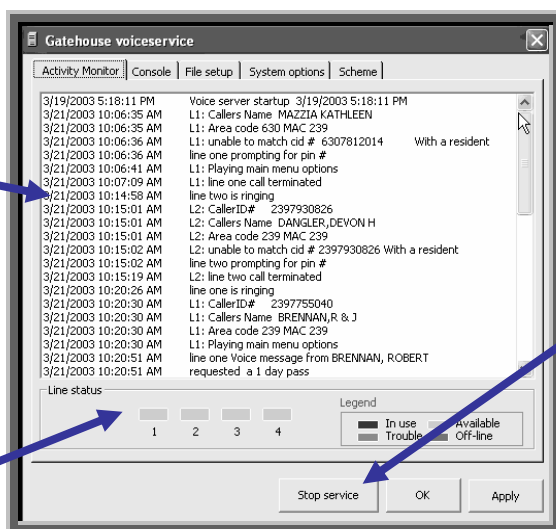
Navigating Gate House® Voice Server Module

The following section is a detailed tour of the 5 tabs of the Voice Server module.

ACTIVITY MONITOR

This screen will display the history of previous calls along with the status of any current live calls. The most recent/live calls will be displayed at the very bottom of the screen, you may need to use the scroll bar to view the current activity.

The information presented in the white display the individual status/history of each line as it's answered from the voice server. It shows the phone number where the call is connected from, the line it's coming in on, and the name of the resident leaving the message.



The button on the bottom of the Voice server allows the system to be shut down or restarted without much user intervention.

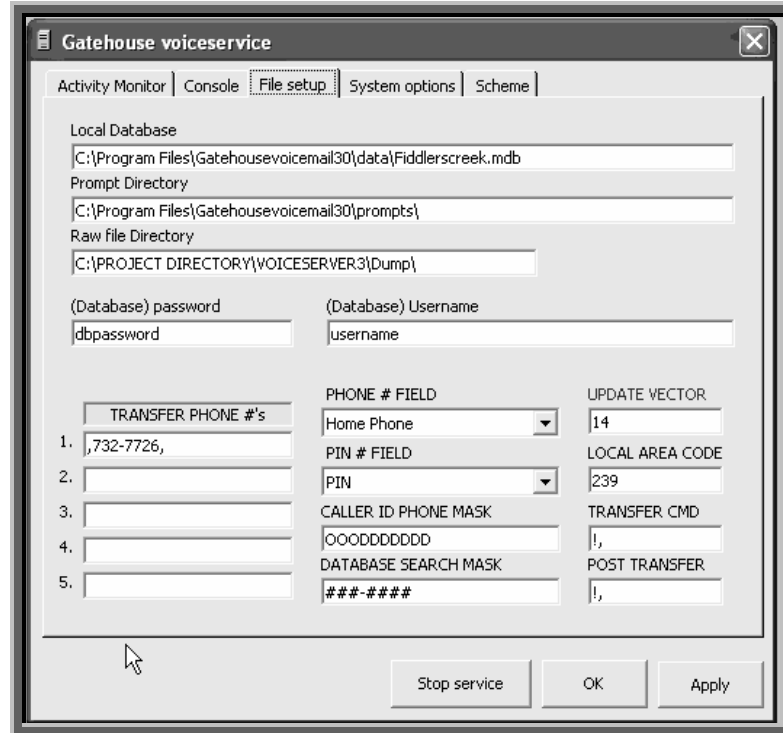
This is a visual indicator of the status of the incoming lines. This shows if the line is in use, if line is available for an incoming call, if the line has a technical problem, or if the line is offline. (Not ready for incoming calls)

CONSOLE

The console screen will allow the user to record or playback the prompts that are used in the system. If you have a playback device such as a computer speakers and a microphone plugged into the voice server computer, you will be able to listen to the prompts and record the prompts directly from this console screen. If you don't have a microphone on the voice server, you can still edit the prompts in the voice server by using any sound recorder application and opening the file and recording them with your computer and then transferring the file over to the voice server by other means.



FILE SETUP



The file setup screen is the main configuration settings for the Voice Server module. This screen contains some very important settings, which if not correct, will cause the program to fail. The key piece of information is to point to the local database.

Local Database

This is the location that Gatehouse Database resides.

Prompt Directory

This is the directory that the prompts for the voicemail server are located. The prompts are the messages that make up your voice server menu.

Raw File Directory

This is the location where the raw voice file is stored before automatically transferring to the database file. This is sort of an intermediate location. As soon as the call is completed, the file is transferred in the background behind the scenes.

Phone # Field

This field is used to match the person calling the voice server phone number to the same number in the database. If the number matches, Caller ID will automatically know who is calling in, otherwise the caller will need to enter their PIN number to proceed.

Pin # Field

The PIN (Personal Identification Number) is used to retrieve the voice server caller's record. This is a secondary means of locating the record, assuming the caller is not calling from a number already in the database. This could be because they are at a neighbor, friend, or calling from their cell phone number.

Caller ID Phone Mask

This is the mask used lookup the number that is outputted by the local telephone company.

Database Search Mask

This is the mask used to do the search, under normal conditions; you will not need to modify the default setting. This is the phone number in your actual database. Depending on if you have "(954)" or "-" symbols in your mask, you may need to modify this to enable correct Caller ID masking.

Update Vector

This is a field that tells the other Gatehouse Modules where the record came from. This should not be changed once originally configured unless workstations are added or deleted from the synchronizer. If you use the forwarding configuration for the transfer of your data, the vector for the voice server should be the total of all the other workstations in bit form. For more information see chapter 9 in the Synchronizer user manual.

Local Area Code

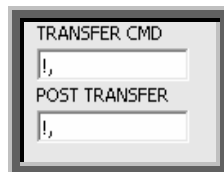
This is the local 3-digit area code for the residents that will be calling into the system.

Transfer Phone Numbers

If you have call forwarding on your phone lines, and you would like to have the caller redirected to another office, guardhouse, etc. You would set a phone number to be used for call forwarding. You would place the number you want to have transferred up to (5) in the Transfer phone number fields.

Transfer command

When the system transfers a call, this is the command to tell the line to transfer the call.



A screenshot of a form with two input fields. The first field is labeled "TRANSFER CMD" and the second field is labeled "POST TRANSFER". Both fields have a small "!" icon to their left, indicating a required field. The form has a grey border and a light grey background.

Post transfer

After the call is transferred, the post transfer command terminates the call.

SYSTEM OPTIONS

The system options screen displays a series of checkboxes that are used to configure the voice server. The important ones to verify that they are checked are the following:

Always require pin validation

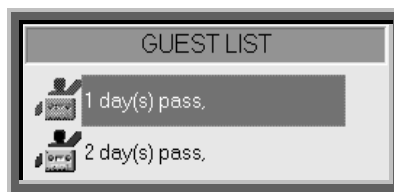
Requires the caller to enter a PIN number regardless if they match on caller ID. This is optional.

Validation on pass menu only

Normally, you would check for the PIN/Caller ID before proceeding to the menu prompts. However, if this selected, the system will allow anyone to listen to the prompts until you get to the “At the tone, please leave a message for the guest you’re admitting”

Show pass day in “Last Name”

This allows the guard to quickly glance and see length of days that the pass the resident created will be.



This feature will show the number of days the pass is good for (see above) instead of the standard message ----- “VOICE AUTHORIZATION – 03/21/03 02:34 PM “

Enable Activity Monitor

This allows the activity monitor to be displayed, if this is not checked, you will not be able to see the ACTIVITY MONITOR screen.

Log system activity

This feature will record to the drive a log of all the system activity from the Voice server.

Enable phone list lookup

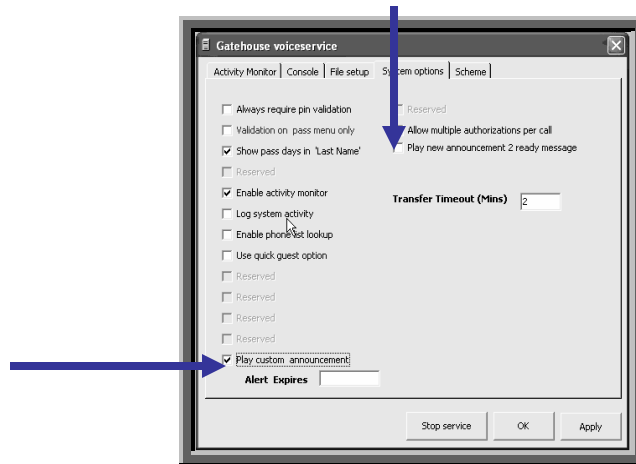
This allows you to quickly enable/disable phone list lookup from the Admin “Phones” button. This feature requires that you have already placed names and numbers into the “Phones” button.

Use Quick Guest Option - The number of days

If you don’t want to have the callers go through any prompts and get right to the point of leaving a message, you would enable this checkbox. You can specify the number of days that the guest pass will last for. You must enter at least a “1” for a 1 day, 24 hour pass. This pass will expire 24 hours from the time it was recorded.

Play custom announcement

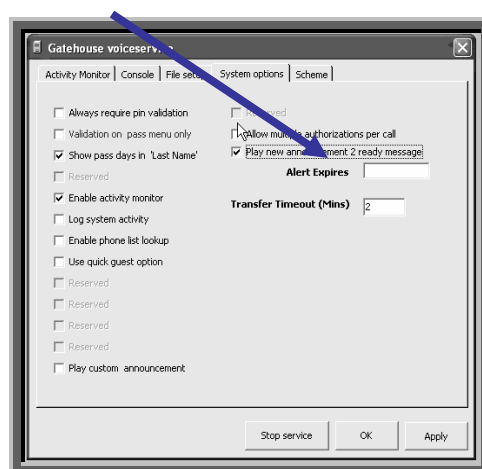
If you would like to play a custom announcement to the callers to announce dated material you may record custom messages that you can set the day that these message will expire. For example, you can use this option to record a message about a special meeting; you can set the expiration date so that the message doesn't continuous play after the meeting has already taken place. Once the expiration date passes, the message will automatically remove itself from the system. This "Play custom announcement" differs from "Play new announcement 2 ready message" because this does NOT prompt the caller asking if they want to play it. They are forced to listen to it.



Play new announcement 2 ready message

Prompts the user that there is a new announcement, do they want to hear it? This is different from "play custom announcement because this prompts the caller, allowing them to choose if they want to play it or not.

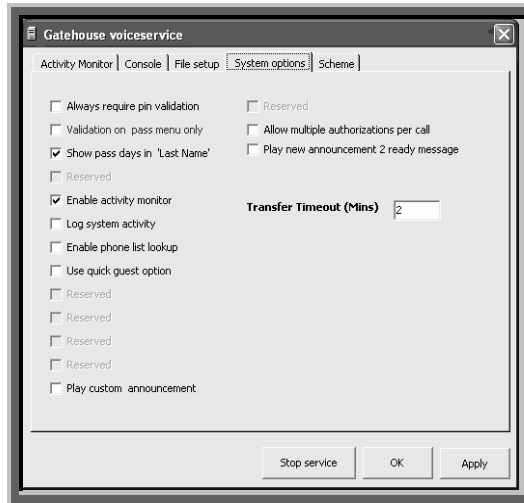
However, both of these options have expirations. If you would like to play a custom announcement to the callers to announce dated material you may record custom messages that you can set the day that these message will expire. For example, you can use this option to record a message about a special meeting; you can set the expiration date so that the message doesn't continuous play after the meeting has already taken place. Once the expiration date passes, the message will automatically remove itself from the system.



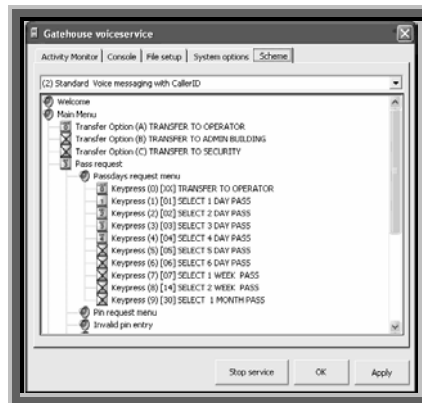
Allow multiple authorizations per call

If you want the resident to be able to leave multiple guests without having to call back, you would enable this option to allow for multiple people to be authorized during a single call.

Transfer timeout (mins):



SCHEME



This is where you choose what type of Voice Server configuration (or scheme) you are using.

Scheme 1

Standard Voice Messaging

Scheme 2

Standard Voice Messaging with Caller ID

Scheme 3

Extended Voice Messaging with Scheduling option

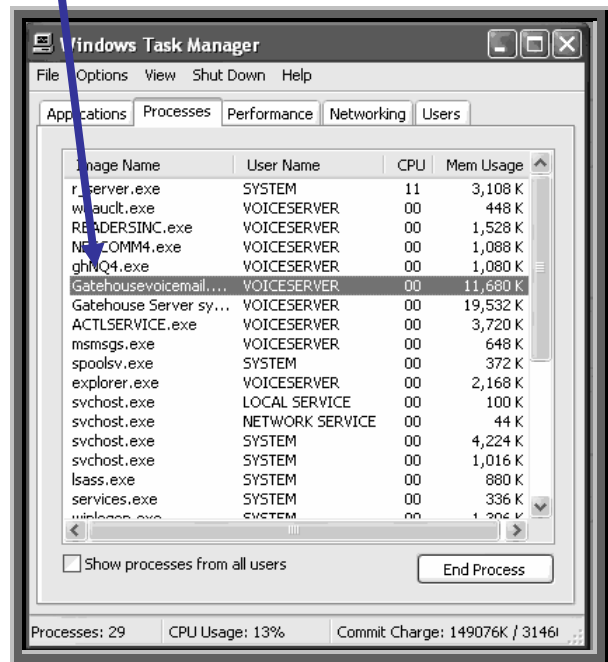
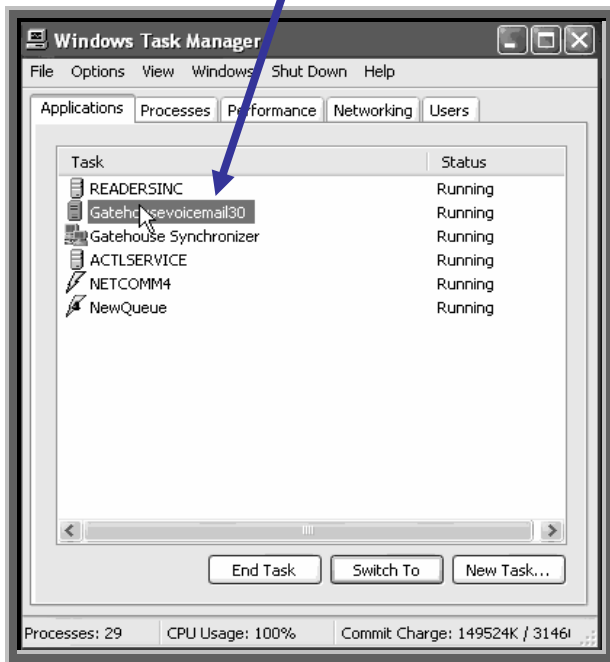
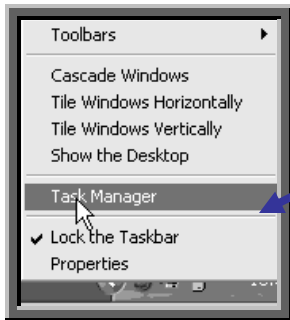
Chapter 4

Troubleshooting

Voice Server Icon Disappears



The display above shows a typical Windows XP status line. The Voice Server is highlighted. In some instances the voice server icon may disappear from the display, if this happens, it doesn't mean the voice server has stopped or crashed. You can verify this by the [Task Manager](#). Right click on any empty spot in the bar. Choose Task Manager from the menu. You should see Voice Server listed as an application. If you don't see it listed, restart the voice server.



Lines Are Not Answering

If the lines are just ringing and not answering, restart the machine/voice server. If after it has been restarted, it still doesn't answer, check the following items:

Verify all the phone lines work – place a call into each number of your voice server. If you find one-line answers and the other line doesn't, plug an ANALOG handset into the RJ-11 jack and verify there is dial tone.

If you don't have dial tone

If you don't have dial tone, you will see contact your LEC (Local exchange company). Make sure they didn't do anything to your hunt group. Have them do a test call (by dialing the number of your voice server).

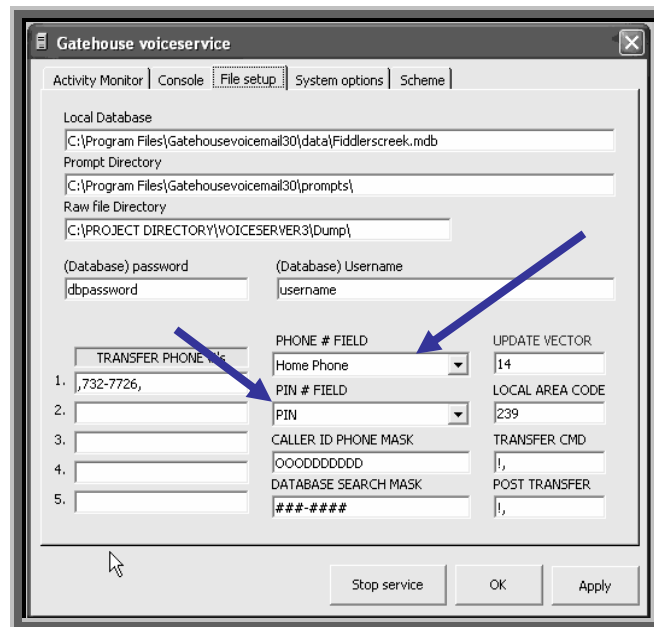
If you have dial tone

If you have dial tone, leave the phone plugged into RJ-11, dial the number of the line you're plugged into; does the phone ring when you hear it ringing? If you don't, you most certainly have a problem with the phone company or the inside wiring. You will need to contact your phone company and explain to them the problem.

Other Issues That May Occur

Make sure the PIN number is in the PIN number field in “File Options”

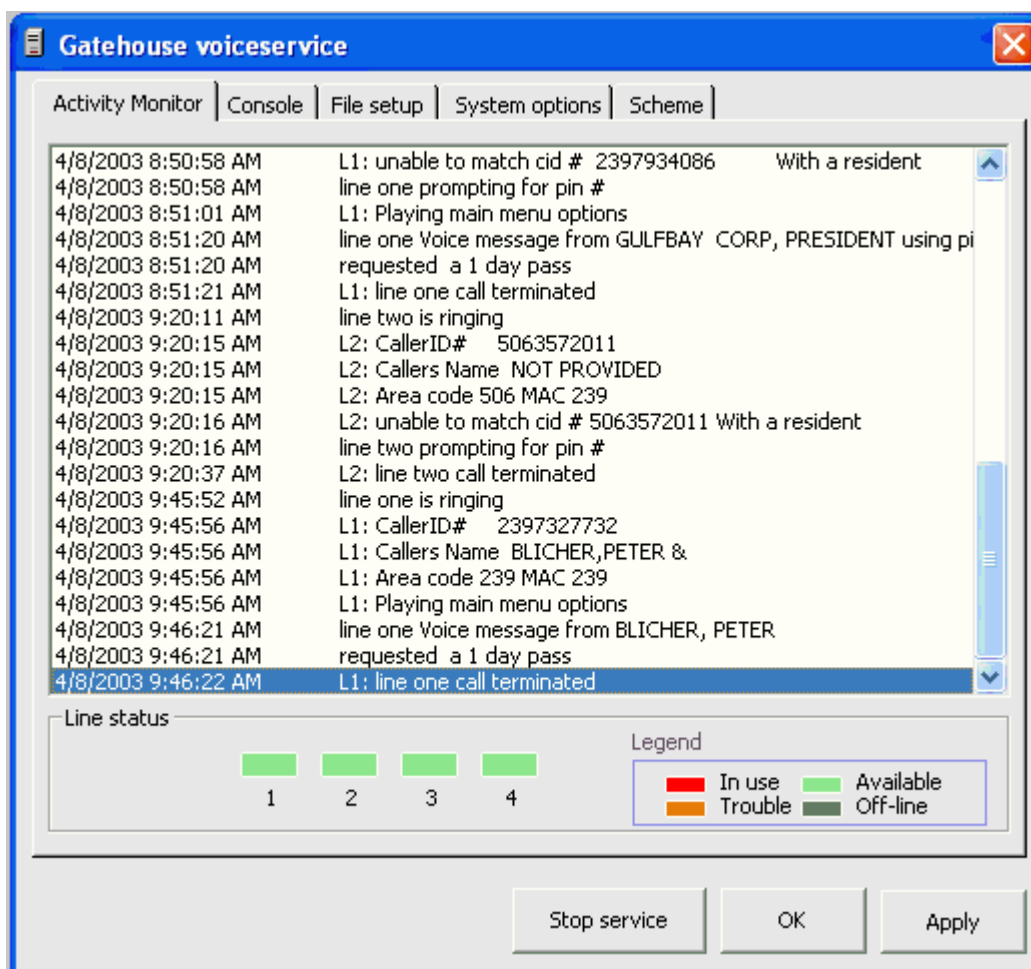
Make sure the Phone number field correctly represents the Phone number in “File Options”



This is highly unlikely, but in the event that the system loses power and there is a failure, the system will shutdown without system control. In some instances, when the system comes back online, these two fields may be blank or show incorrect information in them. It's imperative that they have the correct fields listed in them. The Pin # field is normally called PIN. The Phone # field can be anything from "Home Phone" to "PropertyPhone". If you notice the fields are blank, you will need to click on the arrow and select the proper field from pull down list.

Call Transfer

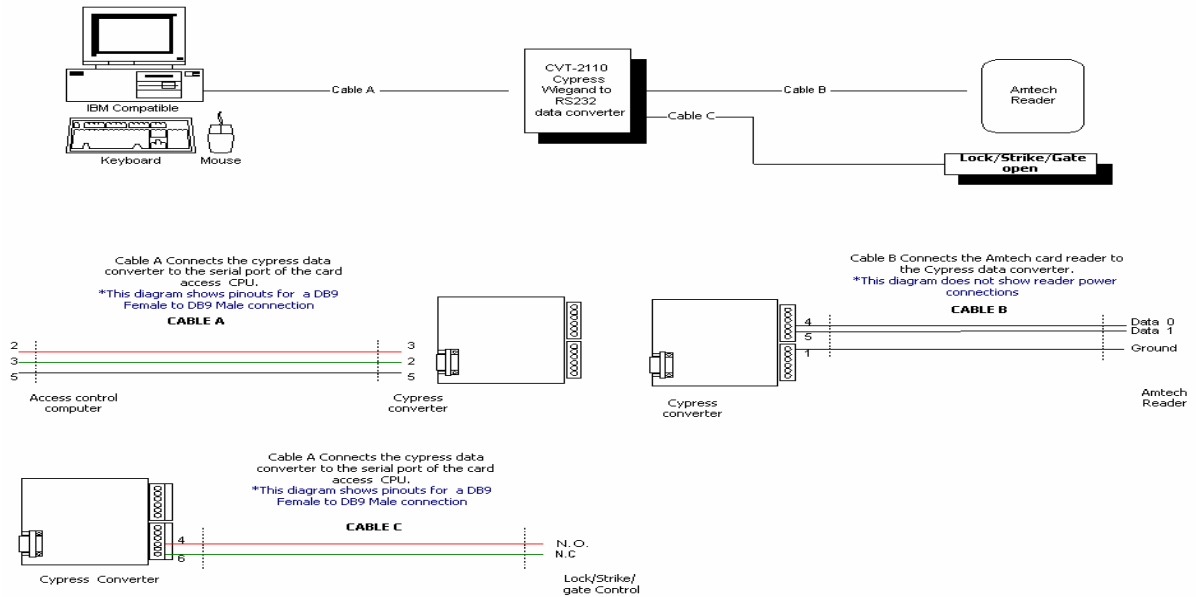
If you are setting up a call transfer, to transfer residents back to the guardhouse or another location make sure you have call transfer on all lines used in the voice server. This feature will not work without this optional feature that you must order on your phone lines.



Chapter 5 Connection Diagrams

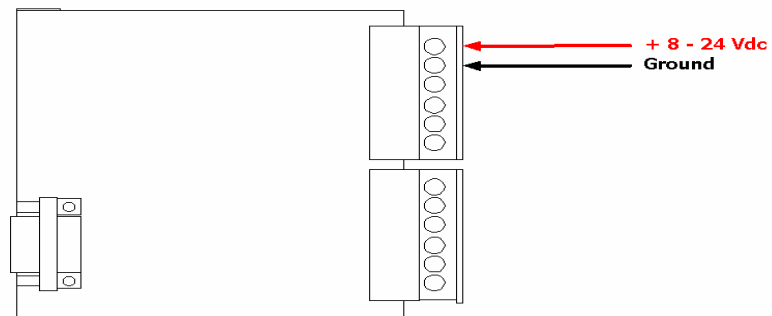
Gatehouse Amtech Connection Diagram

GATEHOUSE AMTECH CONNECTION DIAGRAM



Cypress Board Power Connections

CYPRESS CVT- 2110 POWER CONNECTIONS



Cypress CVT-2110 Amtech Data Connection

CYPRESS CVT- 2110 Amtech Connection

