

# Dialer Manager Documentation

- **SYSTEM INFORMATION TAB:**

Displays your company information and license information at time of purchase.

**Modifiable fields:**

Password - set the password for this account when calling into the system to schedule a job.

Email - Set the email address that messages will be sent to when a call recipient opts to leave you a voicemail.

Dial Me In - Notification / Announcement Dialer

System Information | Dialing Lists | Voice Files | Scheduler | Reports | Tutorials

### Customer Information

Subscriber ID:	<input type="text" value="104"/>	Version #	1.9.5
Password:	<input type="text" value="555555"/>	License Info:	b59Y5
Web Username:	<input type="text" value="555555"/>		

Company Name:	<input type="text" value="MyCompany Name"/>	Contact Phone:	<input type="text" value="4405555555"/>
First Name:	<input type="text" value="John"/>	Contact Phone2:	<input type="text"/>
Middle Name:	<input type="text" value="G."/>	Contact Email:	<input type="text" value="John@dialmein.com"/>
Last Name:	<input type="text" value="Doe"/>		
Address1:	<input type="text" value="123 Pleasant Avenue"/>		
Address2:	<input type="text"/>		
City:	<input type="text" value="HomeTown"/>		
State:	<input type="text" value="OH"/>		
Zip:	<input type="text" value="44077"/>		

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## • DIALING LIST TAB:

*\* Manipulating Large Dial Lists while your Dialer is dialing may result in adverse effects to your system, as the dialer requires a lot of resources to work correctly. To Import or work with large lists, STOP DIALING FIRST !!*

This tab contains your Dialing Lists. A Dial List Header Record exists for each group of Dial List Numbers.

A Dial List Header Record MUST Exist before you can add any numbers to dial.

Dial Me In - Notification / Announcement Dialer

System Information | **Dialing Lists** | Voice Files | Scheduler | Reports | Tutorials

1 of 9 | Navigate Dial Lists

Subscriber ID: 1043 | 1111  
Header ID: 83  
Call List Number: 1111 | Key: 10431111  
Call List Description: Test List 1111  
Caller ID Number: 555555555  
Dialer(s) to Use: 1,2  
Service Type: 200-Marketing | Daily Schedule  
Broad Cast Options: 6  
Add Min Busy: 10  
Add Min No Answer: 10  
Max Attempts: 3  
Call Time Out sec.: 50  
Created Date: 4/10/2008 7:36:48 PM  
Modified Date:  
Last Scheduled:

Save Dial List Header Changes

Add New Dial List | Delete Dial List

Dialing Lists | People View | Device View | Nbr of Records: 8

PhoneNumber	Name1	Name2	IsCellPhone	Building	RoomNbr
5555555551	jon	boy	<input type="checkbox"/>	Bldg1	Room1
5555555552	Eric	Man	<input checked="" type="checkbox"/>	Bldg2	Room2
5555555553	Boy	jon	<input type="checkbox"/>	Bldg3	Room3
5555555554	Man	Eric	<input type="checkbox"/>	Bldg3	Room4
5555555555	jon	boy	<input type="checkbox"/>	Bldg1	Room1
5555555556	Eric	Man	<input checked="" type="checkbox"/>	Bldg2	Room2
5555555557	Boy	jon	<input type="checkbox"/>	Bldg3	Room3
5555555558	Man	Eric	<input type="checkbox"/>	Bldg3	Room4

Save Dial List Numbers Changes

Import Numbers | Export Numbers

### **ADD NEW DIAL LIST Button:**

- Press this button to add a new Dial List, you will be prompted for a unique 4 digit Dial List Number between 1001 - 9999, and a Dial List Description.

### **DELETE DIAL LIST Button:**

- Press this button to delete the currently displayed Dial List and all the Dial List Numbers Associated with it. You will be prompted to confirm your deletion as this not reversible.

### **SAVE DIAL LIST Button:**

- Press this button after you have made any changes to the Dial List Header

## Modifiable fields: (Call List Header)

**Call List Description** - Description of Dial List

**Caller ID Number** - The Phone Number that will be displayed as Caller ID to the Called Number

**Dialer(s) to Use** - If you have more than 1 Dialer in your system, a job can be handled by multiple dialers, separate each dialer with a comma. (i.e. 1,2 ) .

**Service Type** - Select the Priority of this List. 911-Emergency is the Highest Priority. When multiple jobs are being dialed at the same time, the dialer will service them according to this priority.

**Broad Cast Options** - Select the options that will be made available to the called party after your message plays.

**1** - Deliver the message to a Live Person or Answering Machine and then Hang Up.

**3** - After Delivering the Message to a Live Person, Prompt the called party to 'Press 9 to be added to your Do Not Call List. Your Do Not Call List is universal to all you Call Lists.

**6** - After Delivering the Message to a Live Person, Prompt the called party to 'Press 9 to be added to your Do Not Call List, OR 'Press 5' to leave you a voicemail. If they leave you a voicemail, it will be available to you under the \Voicemail directory of your account or if EMail server has been enabled on your dialer, a .wav file will be emailed to your email listed on the Subscriber Tab.

**Add Min Busy** - The minimum number of minutes the dialer will wait after encountering a Busy when calling a number

**Add Min No Answer** - The minimum number of minutes the dialer will wait after encountering a No Answer when calling a number

**Max Attempts** - The Maximum number of attempts to call a number when encountering No Answers and Busy.

**Call Time Out**: Maximum length in seconds of the call. Must be greater than your message length plus options or your call will be cut short.. Used as a fail safe to prevent a call from not ending or not hanging up.

200-Marketing Daily Schedule

This Schedule is Only Active When Service Type is Set to '200-Marketing'

\* Calls will always be confined to 9am - 9pm of the TimeZone of the Called Number REGARDLESS of if you extend it on with this schedule !!

Call List Number: 1111

Call List Description: Max Test List 1111

Dial On Monday ?     Dial On Tuesday ?     Dial On Wednesday ?     Dial On Thursday ?     Dial On Friday ?

Start Time 01:06 PM    Start Time 12:06 PM    Start Time 12:06 PM    Start Time 12:06 PM    Start Time 12:06 PM

Stop Time 08:55 PM    Stop Time 08:55 PM    Stop Time 08:55 PM    Stop Time 08:55 PM    Stop Time 08:55 PM

Dial On Saturday ?     Dial On Sunday ?

Start Time 12:06 PM    Start Time 03:06 PM

Stop Time 08:55 PM    Stop Time 07:55 PM

Save and Exit

### **Daily Schedule Button:**

- Used ONLY when Service Type is 200-Marketing to provide for a detailed daily start and stop dialing time.

**Dial Me In - Notification / Announcement Dialer**

System Information | **Dialing Lists** | Voice Files | Scheduler | Reports | Tutorials

1 of 9 | Navigate Dial Lists

Subscriber ID: 1043 | 1111  
 Header ID: 83  
 Call List Number: 1111 | Key: 10431111  
 Call List Description: Test List 1111  
 Caller ID Number: 5555555555  
 Dialer(s) to Use: 1,2  
 Service Type: 200-Marketing | Daily Schedule  
 Broad Cast Options: 6  
 Add Min Busy: 10  
 Add Min No Answer: 10  
 Max Attempts: 3  
 Call Time Out sec.: 50  
 Created Date: 4/10/2008 7:36:48 PM  
 Modified Date:  
 Last Scheduled:

**Dialing Lists** | People View | Device View | Nbr of Records: 8

PhoneNumber	Name1	Name2	IsCellPhone	Building	RoomNbr
5555555551	jon	boy	<input type="checkbox"/>	Bldg1	Room1
5555555552	Eric	Man	<input checked="" type="checkbox"/>	Bldg2	Room2
5555555553	Boy	jon	<input type="checkbox"/>	Bldg3	Room3
5555555554	Man	Eric	<input type="checkbox"/>	Bldg3	Room4
5555555555	jon	boy	<input type="checkbox"/>	Bldg1	Room1
5555555556	Eric	Man	<input checked="" type="checkbox"/>	Bldg2	Room2
5555555557	Boy	jon	<input type="checkbox"/>	Bldg3	Room3
5555555558	Man	Eric	<input type="checkbox"/>	Bldg3	Room4

Save Dial List Header Changes | Save Dial List Numbers Changes

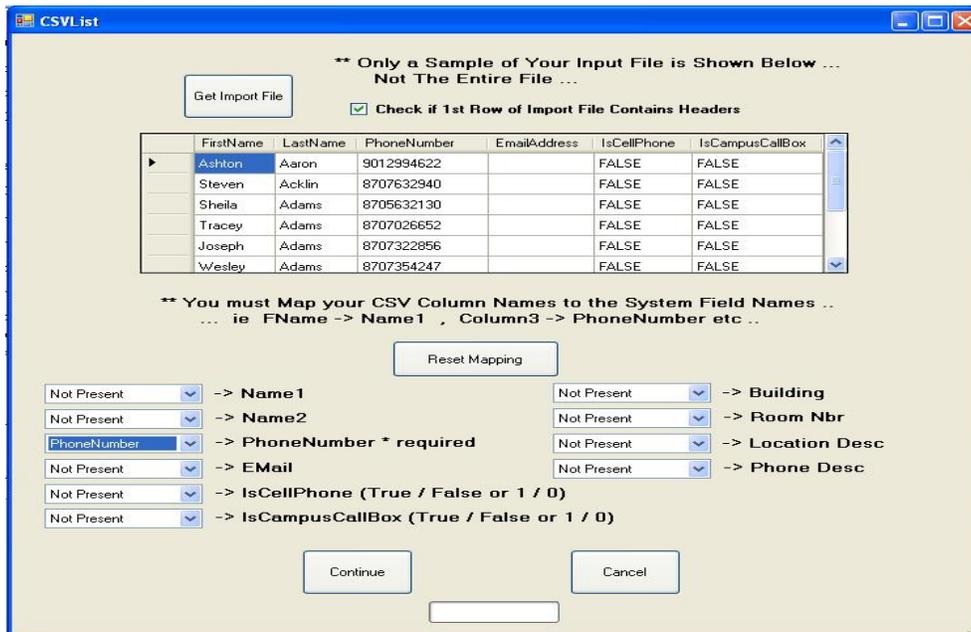
Add New Dial List | Delete Dial List | Import Numbers | Export Numbers

**Import to Dial List**

PhoneNumber	Name1	Name2	IsCellPhone	IsCampusCallBox	Building	RoomNbr	LocationDesc	PhoneDesc
9012994622	Ashton	Aaron	<input type="checkbox"/>	<input type="checkbox"/>				
8707632940	Steven	Acklin	<input type="checkbox"/>	<input type="checkbox"/>				
8705632130	Sheila	Adams	<input type="checkbox"/>	<input type="checkbox"/>				
8707026652	Tracey	Adams	<input type="checkbox"/>	<input type="checkbox"/>				
8707322856	Joseph	Adams	<input type="checkbox"/>	<input type="checkbox"/>				
8707354247	Wesley	Adams	<input type="checkbox"/>	<input type="checkbox"/>				
9012771097	Maria	Adams	<input type="checkbox"/>	<input type="checkbox"/>				
9012883470	Logan	Adams	<input type="checkbox"/>	<input type="checkbox"/>				
9017345509	Shawn	Adams	<input type="checkbox"/>	<input type="checkbox"/>				
8707325327	Kynvie	Ailsworth	<input type="checkbox"/>	<input type="checkbox"/>				
9017342378	Kynvie	Ailsworth	<input type="checkbox"/>	<input type="checkbox"/>				
8707326277	Katherine	Albers	<input type="checkbox"/>	<input type="checkbox"/>				
6628389336	Susan	Albert	<input type="checkbox"/>	<input type="checkbox"/>				

Nbr of Records: 2466

STEP 1: Get Import File(s) | STEP 2: Strip Phone Number | STEP 3: Remove Dupes | STEP 4: Append To Dial List | Cancel Import



### IMPORT NUMBERS Button:

- Press this Button to begin the number import process
- The Import to Dial List Form will appear
- Follow the steps on the form to import your numbers. You can perform step 1 a number of times before the other steps to keep appending imported numbers together.
- **STEP1** - Will select a .csv file from you system and allow you to map the fields. CSV stands for Comma Separated Values. This type of file can be created from excel and / or is an industry standard format for importing data.
- **STEP 2** - Will strip any non-numeric characters from the phone number field. (i.e. ()-, ...)
- **STEP 3** - Will remove any duplicate phone numbers from the list (optional)
- **STEP 4** - Will complete the import by appending the remaining numbers into the current Dial List.
- On the Dialing Lists Tab form, Dialing List entries can be edited by clicking in the cell to edit. You can also delete an entry by clicking the gray cell to the left of the entry and pushing the delete button on your keyboard. An entire list of numbers can be selected for delete by clicking the upper left most gray cell to select all records.
- Be Sure to Click Save Dial List Numbers to Commit your changes.!!

***\*\* The dialer will not call outside of 9 am - 9 pm of the called area code unless the Dial List is a 911-Emergency service type !! Please ensure the Dialer Time Zone is set properly for the system to accurately determine what time it is in a given time zone***

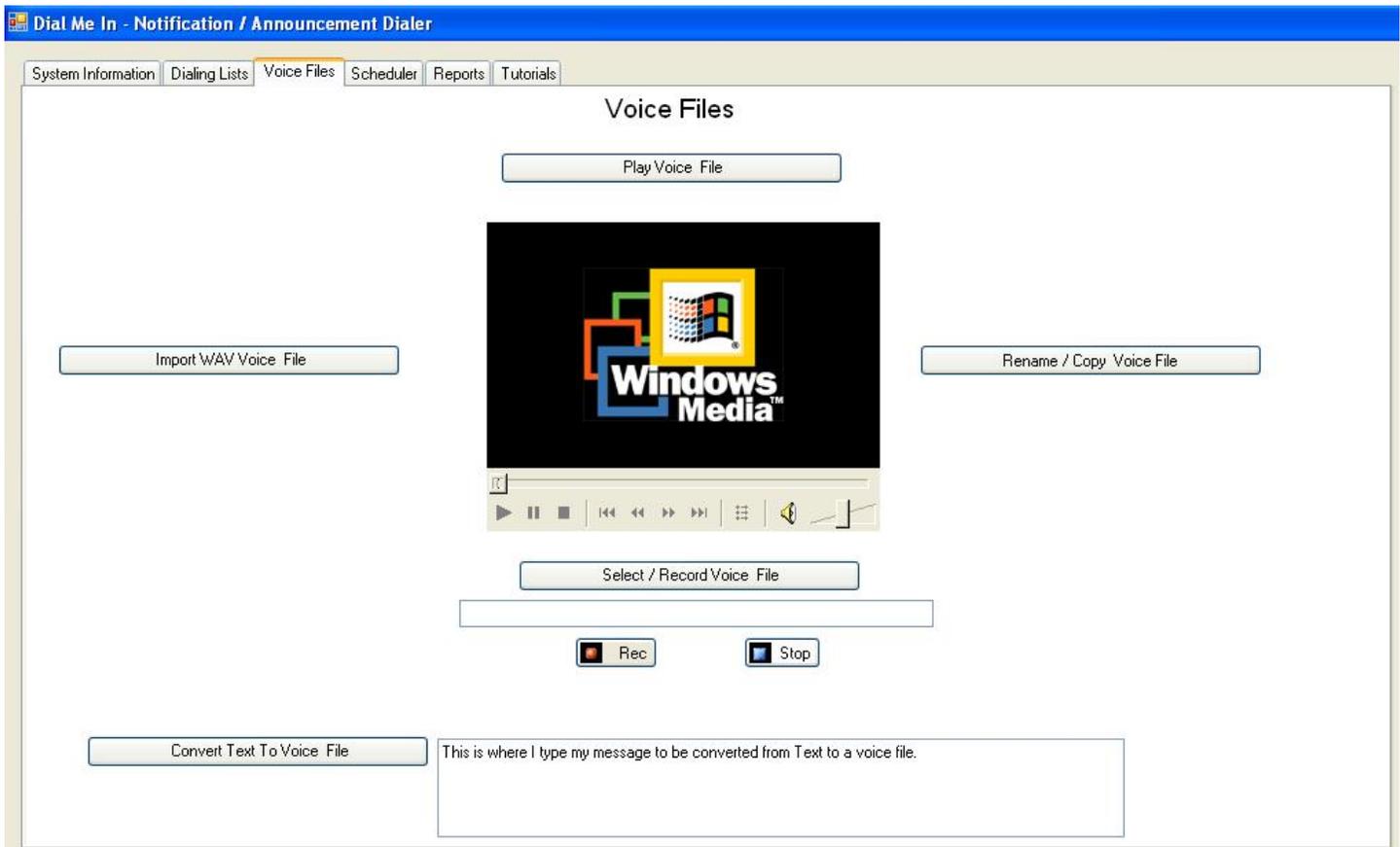
***\*\* Dial Lists should only contain area codes of a similar time zone due to this!! When any record within a List is determined to be outside of the 9am - 9pm range during dialing, the entire job is re-scheduled to the next day..***

### EXPORT NUMBERS Button:

Press this button to export your current Dialing List to a .csv file on your computer. Use this to Archive and Backup lists prior to modifying. After exporting, you can turn around and import the same file.

### SAVE DIAL LIST NUMBERS Button:

Press this button after you have made any changes to the Dial List Numbers.



## VOICE FILES TAB:

- This form allows you to Listen to, record, rename, import and create voice files used and created by the dialer.

The system uses .vox files internally, so a lot of the processing involves getting voice files into and out of this format

- **Play Voice File** - will play the .vox file selected with the Windows Media Player
- **Import WAV File** - Allows you to have pre-recorded messages in .wav format be imported into the system and saved in .vox format.
- **Rename / Copy Voice Files** - Allows you to rename / copy voice files to a more meaningful name.
- **Select / Record Voice File** - Allows you to name and then record a voice file right from this form. A microphone will be needed.
- **Convert Text To Voice File** - Allows you to type your message into the text box, press the button and have your text converted to a high quality voice file that can be used by the system.

**Dial Me In - Notification / Announcement Dialer**

System Information | Dialing Lists | Voice Files | **Scheduler** | Reports | Tutorials

**Scheduled Jobs**

**Dialing Should Be Stopped Before Manipulating Active Jobs !**

**Start / Stop Dialing Instruction**

Refresh Job Status

View All | View New | View Active | View Done | View Paused | View Cancelled

Status Legend	Status	SubscriberID	PhoneListID	Scheduled_Dial_Descr	Date_Scheduled	Date_To_Start_Dialing	Date_To_Stop_Dialing	Date_Modified	Date_Cancelled
▶	2	1043	1111	Call In BroadCast	4/20/2008 5:01 PM	4/20/2008 5:01 PM			
0 -New	2	1043	1111	DataManger Initiated BroadCast	8/2/2008 9:24 PM	8/12/2008 10:23 AM			
1 -Active	3	1043	1111	DataManger Initiated BroadCast	8/2/2008 10:09 PM	8/2/2008 10:09 PM			
2 -Done	1	1043	1234	test daily scheduler	9/8/2008 4:55 PM	9/8/2008 4:55 PM			
3 -Paused	1	1043	1111	test	9/17/2008 9:16 PM	9/17/2008 9:16 PM			
4 -Cancelled									

Add Job | Pause Job | Resume Job | Cancel Job | Delete Job

Report | Export

## **SCHEDULER TAB:**

- From this form you are able to schedule the dialing of a Dial List at a predefined date and time.
- From this form you can also view your scheduled jobs and obtain reporting on them.

### **VIEW Buttons:**

- Select which Jobs you would like to view by clicking the appropriate View Button

### **REFRESH JOB STATUS Button:**

- Select a scheduled job from the list by clicking on the gray cell to the left of it in order to view report

### **PAUSE JOB Button:**

- Will Pause an Active Job.

### **RESUME JOB Button:**

- Will Resume a Paused Job.

### **CANCEL JOB Button:**

- Will Cancel a Paused Job.

### **DELETE JOB Button:**

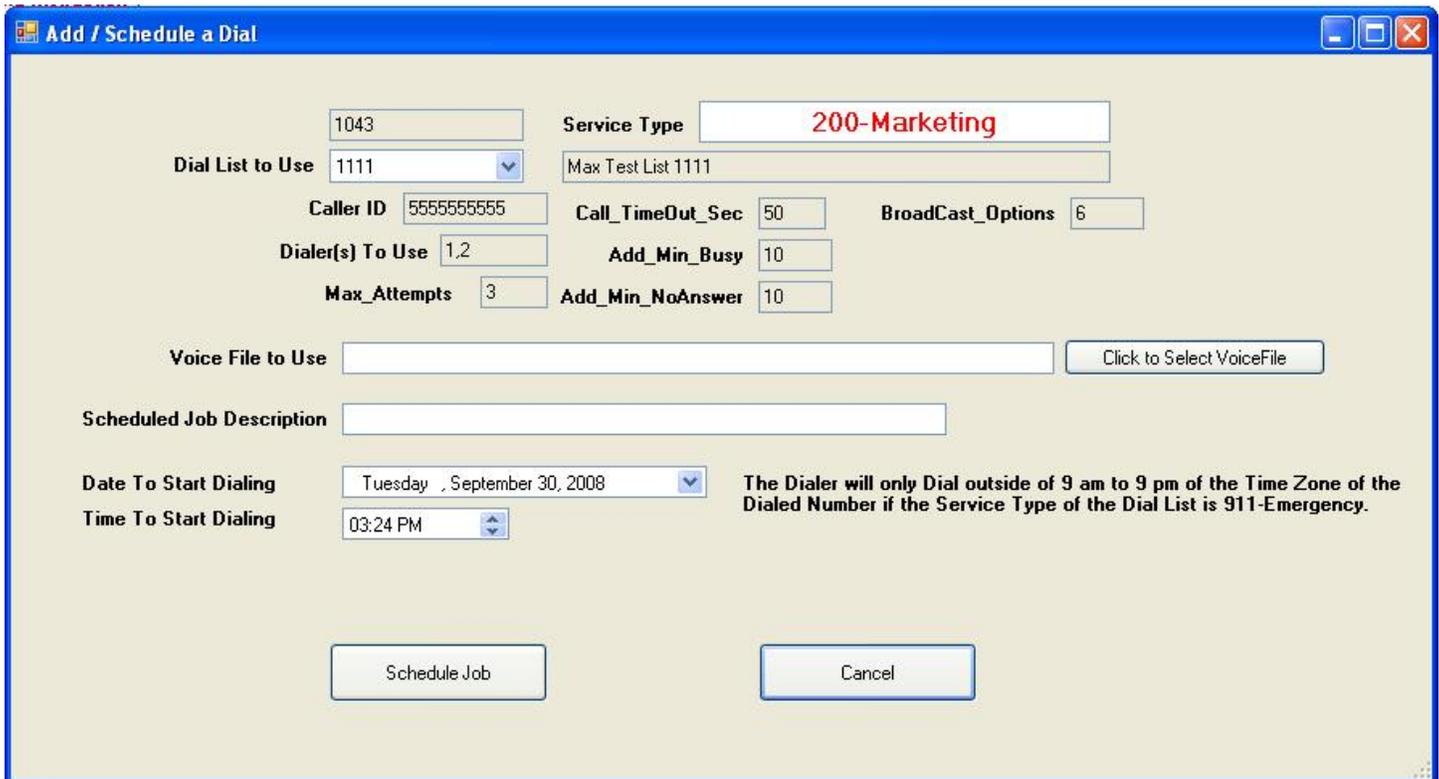
- Will Permanently Delete a Cancelled or Done Job.

### **REPORT Button:**

- Select a Job from the list by clicking on the gray cell to the left of it in order to view report

### **EXPORT Button:**

- Select a Job from the list by clicking on the gray cell to the left of it in order to Export the Job Details to a CSV file for further reporting or History.



1043      Service Type      200-Marketing

Dial List to Use      1111      Max Test List 1111

Caller ID      5555555555      Call\_TimeOut\_Sec      50      BroadCast\_Options      6

Dialer(s) To Use      1,2      Add\_Min\_Busy      10

Max\_Attempts      3      Add\_Min\_NoAnswer      10

Voice File to Use     

Scheduled Job Description     

Date To Start Dialing      Tuesday , September 30, 2008      The Dialer will only Dial outside of 9 am to 9 pm of the Time Zone of the Dialed Number if the Service Type of the Dial List is 911-Emergency.

Time To Start Dialing      03:24 PM

### ADD JOB Button:

- Click this button to add a scheduled job.
- Select the Dial List to Use from the drop down selection.
- Select the Voice File to use by clicking on the Select Voice File Button
- Enter a Description for this scheduled job
- Click in the Date and Time fields to select when to start dialing..
- Click the Schedule Job button to submit

*\* To modify any of the other delivery parameters displayed, you must go back to the Dialing List Tab and make the changes to the delivery parameters there !!*

*\* The dialer will not call outside of 9 am - 9 pm of the called area code unless the Dial List is a 911-Emergency service type!! Please ensure the Dialer Time Zone is set properly for the system to accurately determine what time it is in a given time zone*

*\*\* Dial Lists should only contain area codes of a similar time zone due to this!! When any record within a List is determined to be outside of the 9am - 9pm range during dialing, the entire job is rescheduled to the next day..*

**Dial Me In - Notification / Announcement Dialer**

System Information | Dialing Lists | Voice Files | Scheduler | **Reports** | Tutorials

### Reports

Subscriber ID: 1043      Scheduled\_Dial\_Desc: test

Select Scheduled Dial To Report On:

Phone List ID:

Date\_To\_Start\_Dialing:

Date\_Scheduled:

Date\_Modified:

Date\_Paused:

Voice\_FileName:

StatusNumber	StatusDescription	StatusCount
0	Done Trying	0
0	Still Trying	8
3	Live Answer	0
6	Disconnect	0
7	Hang Up	0
9	Answering Mach	0
10	DNC Selected	0
11	VoiceMail Selected	0
55	Paused	0
66	Cancelled	0

Total Records 8

Select A Row Above To View Detail Report On

## REPORTS TAB:

- This form will allow you to select scheduled jobs to view overview and detailed reports on.
- Select a scheduled job from the drop down box to display overview reporting.

### **PRINT Button:**

- After you select a scheduled job, press Print to send a copy to your installed printer.

### **DETAIL REPORT Button:**

- Select a status from the Overview Report by clicking on the gray cell to the left of the desired status.
- A detail report will be generated for that status including the Phone Numbers in that Status and Call Length
- Press Print Report on the Detail Report Screen to send a copy to your installed printer.

- ***Repeated use of Reporting while your Dialer is dialing may result in adverse effects to your system, as the dialer requires a lot of resources to work correctly.***

## TUTORIALS TAB:

This form contains links to VCR like tutorials that will visually walk you through performing actions..