

OMNIVOX® SYSTEM

for Windows

Getting Started Guide



Release 5.1

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Getting Started



Welcome to the OmniVox Voice Processing System for Windows. This *Getting Started* guide takes you step by step through setting up a basic call processing application. Once you have set up your phone lines and installed the system, you can begin to use the OmniVox Application Builder to build your call processing application.

Before proceeding with this *Getting Started* guide, first install the OmniVox software as instructed in the OmniVox System for Windows *Installation Manual*.

The Application Builder

The OmniVox Application Builder makes your application building tasks simple and easy to use. The Application Builder allows for complete scripting of a call processing application. It includes facilities for voice recording and playback, information retrieval and conversion to voice response, information entry and reporting, call transfer, and call control using touch-tone (DTMF) signaling.

OmniVox simplifies the process of scripting telephony applications by using a series of icons as building blocks representing the separate processes during a call. The icons are linked together to

create a graphical flow diagram of the application. The Graphical User Interface allows cut and paste, copy, highlight, and many other easy-to-use editing tools.

After establishing the basic call flow logic, the user can right-click on an icon to access the underlying command configuration screen.

What can OmniVox Do?

You will want to use your OmniVox System to do the following:

- build an application with the Application Builder.
- record greetings, instructions and other messages with the Speech Editor. (Messages can be recorded on the spot, using a telephone; they can also be professionally recorded and input from audio tape.)
- assign telephone lines to your application.
- start and stop your application.
- check your application using the Monitor option.

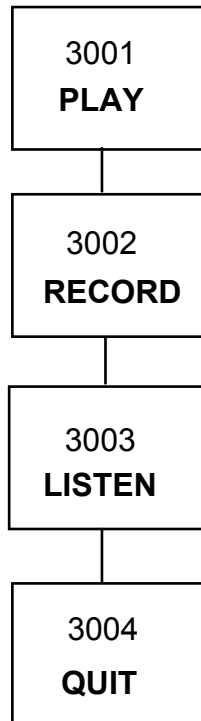
Creating an Application

Creating a new application consists of the following steps:

1. Building the Application
2. Recording the Prompt Messages
3. Assigning the Application(s) to Lines
4. Starting the Application
5. Checking the Application

The sections that follow provide step-by-step instructions for creating your first OmniVox voice processing application.

About Your Application



You will create a simple application that will play a welcome message, prompt the caller to record a message, then record the caller's message, and then play back that message. Finally, the application will quit with a goodbye message. The flowchart at left shows what your application will do.

Four numbered messages will be used to accomplish these tasks. The message numbers and the messages that they will contain are shown in the following table:

Table 1. Sample Messages

3001	Welcome to OmniWorld
3002	Please leave your message after the tone. When you are done recording, press the # (pound) sign.
3003	The message you recorded is.....
3004	Thanks for calling OmniWorld. Goodbye!

Starting OmniVox

The following steps will enable you to access the OmniVox for Windows Application. We assume you are running Windows and are logged onto your system.

- 1 From the Windows *desktop*, click on the *Start* button, then point to *Programs*. The list of folders for your program groups will display.
- 2 Click on the OmniVox folder. The OmniVox group menu will display.
- 3 Click OmniVox to open the OmniVox Main Menu.

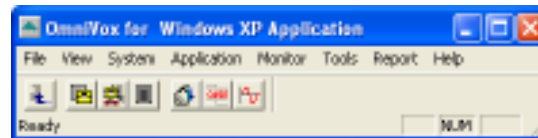


Figure 1. OmniVox main menu and toolbar

Accessing Application Builder

- 1 From the OmniVox main menu, select **Tools | Application Builder**.
The Application Builder screen will display.

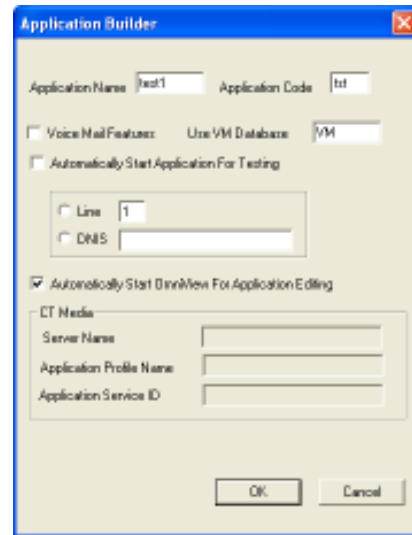


Figure 2. Application Builder screen

- 2 Enter the name of your new application. In this example, enter the name *TEST1* in the **Application Name** field.
- 3 Enter a 3-character code name in the **Application Code** field. In this example, use *TS1*.
- 4 Click on the **Automatically Start Application for Testing** box.
- 5 Click on the **Line** radio button. It will automatically set Line 1.

Note: If this is not the first time that you are using OmniVox, make sure that there are no applications using Line 1. See the *Monitor* menu in chapter 3 of the *OmniVox User's Manual*.

The **Automatically Start OmniView for Application Editing** box is already checked. This will automatically start OmniView.

- 6 Click on the **OK** button.

The Project screen will display (below). It is a “split”

window with a *tree view* (on the left) and a *list view* (on the right). The relative size of the two view areas is adjustable (grab the vertical divider and move it horizontally).

Open the Call Flow

In the *tree* portion of the Project screen (shown below), under the Call Flows folder, click on the *TEST1* entry (or the name you have used). For a new application, the OmniView screen will display a default set of icons in the call flow window as shown in the following typical new application screen:

This screen contains the following sections:

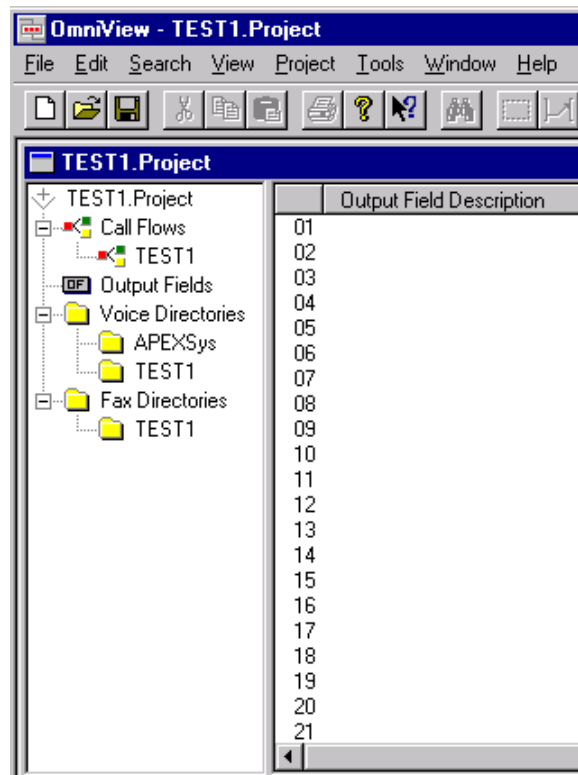


Figure 3. Project screen for TEST1 example

- The top line displays the file name (*TEST1.APP.DAT*).
- The next line contains the OmniView pulldown menus.
- The next line contains the OmniView toolbar icons.
- The large area contains the call flow window with the call flow diagram.

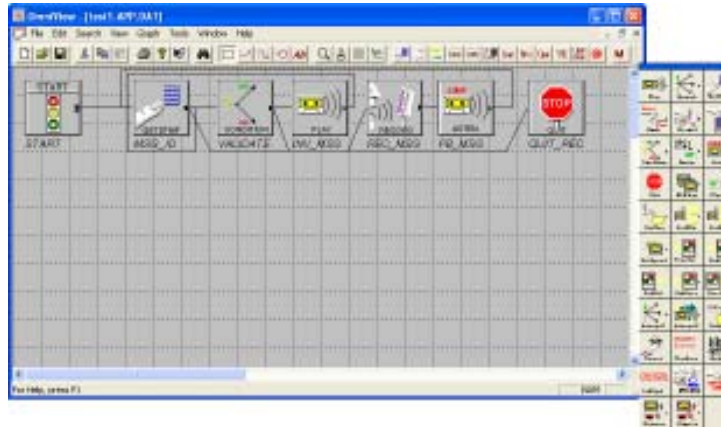


Figure 4. OmniView default application call flow

- The command icon palette is displayed in the lower right section of the call flow window, in this example.

The command icon palette can be moved to other locations on the screen as you like, by grabbing the palette at its topmost blue bar and dragging it to another location.

Configuring and Editing the Application

The call flow diagram on the screen is the default OmniView call flow application. We will modify it to produce the simple application described on page 7.

- 1 Right-click the mouse on the **Start** icon (leftmost in the call flow diagram). The following screen is displayed:

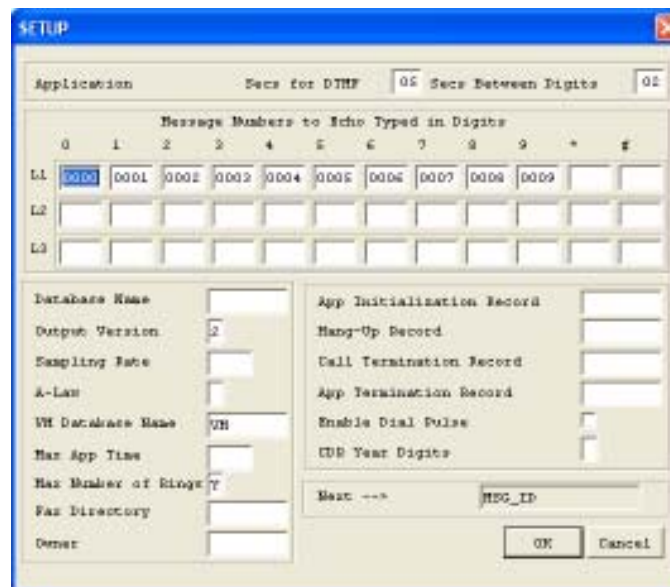


Figure 5. Setup screen

- 2 The fields in the screen are already filled in with the default values. We want to use these values as they are, so click on the **OK** button.
- 3 Next, since we won't be needing the GETDTMF and CONDITION commands in our sample application, we can remove those icons from the call flow diagram.

- Left-click on the GETDTMF icon to highlight it, then press the **Delete** key (or the Cut icon on the toolbar) to remove GETDTMF from the call flow.
- Next, left-click on the CONDITION icon and delete it.



Note: Don't worry about the connector lines in the call flow diagram at this point. We will be placing our own connectors on our sample application later.

- 4 The first thing we want to do in our sample application is play a message. Right-click on the **Play** icon in the call flow diagram.



The following configuration screen will appear:

PLAY	
Name	INV MSG
Message	0701
Next -->	MSG_ID
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	

Figure 6. Play configuration screen

- 5 Enter *playit* in the **Name** field. Enter *3001* in the first **Message** field. Then click the **OK** button.
- 6 The next command (**Record**) in our sample application will allow the caller to record a message. Right-click on the **Record** icon in the call flow diagram.



The following screen will appear:

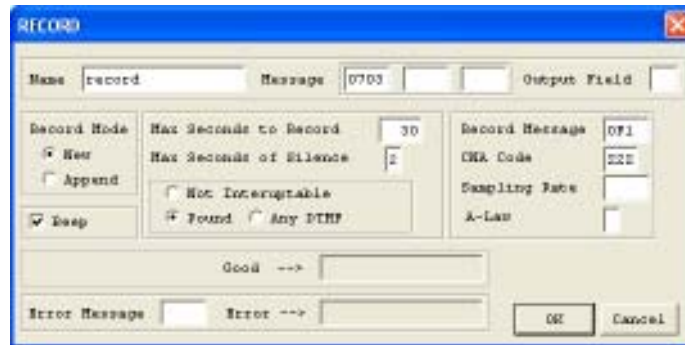


Figure 7. Record configuration screen

- 7 Enter the following information and settings in this screen:
 - Enter *recthis* in the **Name** field. Enter *3002* in the first **Message** field.
 - Click on the **New** radio button, because you are creating a new recording.
 - Enter *60* in the **Max Seconds to Record** field, so that you can record a 60 second message.
 - Enter *2* in the **Max Seconds of Silence** field, so that you will have no more than 2 seconds of silence on your message.
 - Remove **OF1** from the **Record Message** field, and remove **ZZZ** from the **CNA Code** field.
 - Click on the **Pound** radio button. This will allow the caller to press the pound sign when they are finished recording their message.
 - Click on the **Beep** radio button, so that your record message will beep.
 - Click on the **OK** button to save this data.

- 8 Next, we want to be able to hear the message we recorded. Right-click on the **Listen** icon in the call flow diagram.



The following screen is displayed:

The screenshot shows a dialog box titled "LISTEN". It has a blue title bar with a close button (X). The dialog contains three input fields: "Name" with the text "PB_MSG", "Message" with the text "0704", and "Next -->" with the text "MSG_ID". At the bottom right, there are two buttons: "OK" and "Cancel".

Figure 8. Listen screen

- Enter *playback* in the **Name** field. Enter *3003* in the first **Message** field.
 - Click on the **OK** button to save this data.
- 9 The final action in the call processing procedure is to hang up the line and stop the application. Right-click on the **Quit** in the call flow window:



The following screen will appear:


The screenshot shows a dialog box titled "QUIT". It has a blue title bar with a close button (X). The dialog contains two input fields: "Name" with the text "QUIT_REC" and "Message" with the text "0705". At the bottom right, there are two buttons: "OK" and "Cancel".

Figure 9. Quit screen

- Enter *goodbye* in the **Name** field. Enter *3004* in the first **Message** field so that the quit message will be played.
- Click on the **OK** button.

Connecting the Icons

Next, we will connect the icons together. First, we need to remove any existing connectors from the call flow diagram.

- Click on the **Selector** icon  in the OmniView toolbar.
- Move the cursor to a connector line and left-click on it. Two little handles will appear at either end of the line indicating that the line has been selected. Select the **Cut** icon.
- The connector line will disappear.
- Select and cut any remaining connector lines.

Now we will connect the five icons in the call flow diagram.

The two connector icons in the toolbar allow you to select

either free style lines  or square lines .

- 1 Select the line style that you wish to use by clicking on one of these icons.
 - 2 Position the mouse on the **Start** icon. Left-click the mouse button and hold it down while dragging the mouse to the **Play** icon. When you release the mouse button, a line will appear connecting the **Start** icon to the **Play** icon.
 - 3 Repeat step 2 to connect the **Play** icon to the **Record** icon, and then to connect the **Record** icon to the **Listen** icon.
- When you connect the **Record** icon to the **Listen** icon, a connector option dialog box like this will be displayed:



- Click on the **Good** box. A check mark will appear.
Click on the **OK** button.

4. Finally, connect the **Listen** icon to the **Quit** icon.

Your application is now complete. Note that the name you gave to each command is displayed below the corresponding icon:

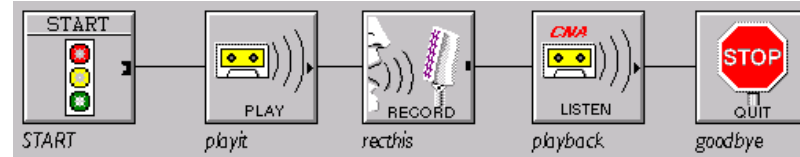


Figure 10. Completed sample application diagram

Saving your Application

To save your application, open the **File** menu and select **Save**. The file will be saved under the path and name `\usr\apex\appdata\appgen\TEST1.APP`.

Recording the Messages

Now we need to record the messages that the sample application will use. The messages are listed in Table 1 on page 8.

- 1 In the Project *tree* area, double click on TEST1 under Voice Directories to open that directory and display its contents. In the list area, *nothing* is displayed (because no voice prompts have yet been recorded for TEST1).
- 2 In the OmniView menu bar, click **File**, then **New**, then click **OmniView Voice Prompt**.

A screen similar to this will display:

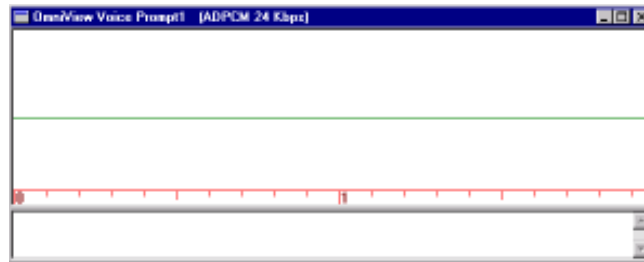


Figure 11. Speech Editor screen

- 3 Activate the telephone line that will be used for recording the messages.
 - From any telephone, dial the line on which OmniVox will be recording.
 - When it rings, select **Open** from the **Line** pulldown menu to activate the line.

The **Set Line Number** screen is displayed:

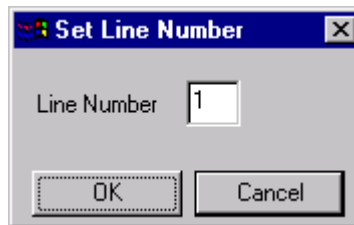



Figure 12. Set Line Number screen

- Click on the **OK** button. This will activate your line number 01, and the phone will stop ringing, indicating that the connection has been made.
- 4 Now record the first message (3001).
 - Make sure that the **Speaker** button is *not* pressed down on your telephone.
 - Click on the **Record** button in the toolbar. 

- At the tone, record your message by saying *Welcome to OmniWorld* directly into the handset. Your message will be recorded.
 - Click the **Stop** button to stop recording.
 - Type a description of your message (or a transcription) into the text DES area at the bottom of the voice prompt screen (*Figure 11*).
 - Save this recorded message and its associated description file. Select **Save As** from the **File** menu. Make sure the path for your file name is correct (in this example it is *usr/apex/voice/TEST1*). Give your voice prompt a file name (3001 in this example). Click the **OK** button.
- 5 The next message number will be 3002. We can have our message numbers set automatically by selecting **Set Start Message Number** from the **Options** menu.

A screen similar to this is displayed:

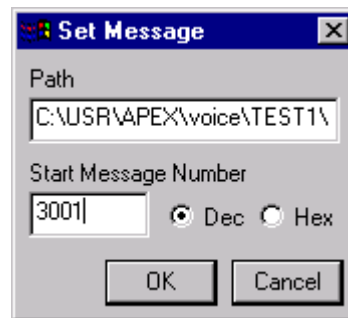



Figure 13. Set Message screen

- Enter *3001* in the **Start Message Number** field. Click on the **OK** button.
- To record the second message, select **File | Open Next**. A blank screen for message *3002* will display.

- Repeat step 4 to record message 3002. Speak directly into the handset to record your message, saying *“Please leave your message after the tone. When you are done recording, press the pound sign.”*
 - Select **File->Save As** to save message 3002.
- 6 Now record the third message.
- Select **File->Open Next**. Note that a blank screen for message 3003 is displayed. Repeat step 4 to record the message *“The message you recorded is ... (pause).”*
- 7 Repeat the above steps to record message 3004, *“Thanks for calling OmniWorld. Goodbye.”*

Playing Back the Messages

Now play back the messages to check them. Each message has a graphic representation on the screen.

- Make sure that the **Speaker** button is pressed down on your telephone.
- 1 Place and click the cursor at the beginning of a message (far left side) to hear the entire message. If you want to hear only a particular section, highlight that section by dragging the cursor through it.
 - 2 Click on the **Play** button. 

Your message will be played back.

You can check each of your messages by activating the window for that message number and positioning the mouse at the beginning of the message, and then clicking on the play button.

Editing Messages

If you want to edit your new message, select the **Edit** pulldown menu and you can cut, copy, and paste sections of your message. For details, see chapter 5, *Speech Editor*, in the *OmniVox User's Manual*.

Deleting a Voice Prompt

If you wish to delete a recorded voice prompt, use Windows Explorer to do so. Locate the directory `\usr\apex\voice\<application name>` and delete both the voice prompt file and its associated .DES file.

Assigning the Application to a Phone Line

The OmniVox System option provides a simple way to assign your new application to a dedicated telephone line.

- 1 Select **System** from the OmniVox main menu. The following screen is displayed:



Figure 14. System menu

- 2 Select **Line Manager** from the System menu to assign your application. A screen similar to this will display:

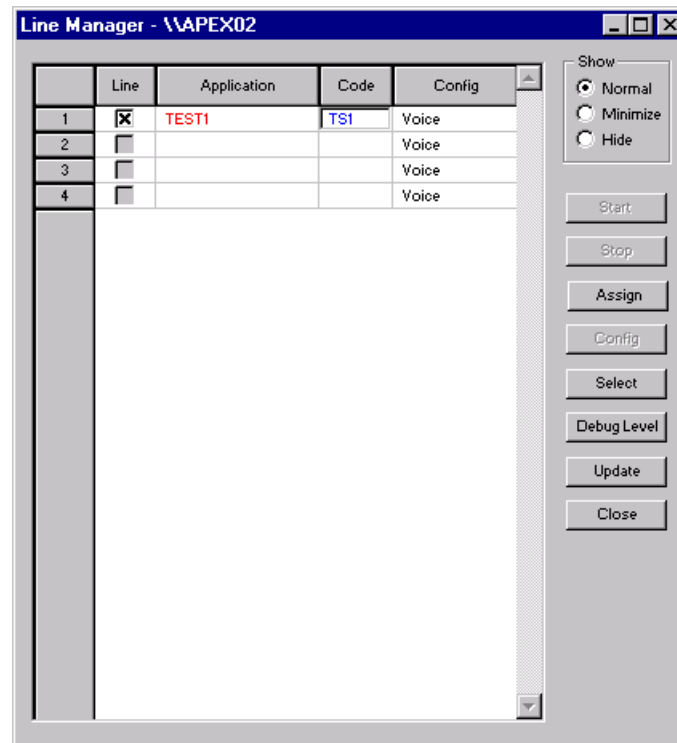


Figure 15. Line Manager screen

In the example above, the line with the TEST1 application is already selected.

- To select a particular line, double-click the mouse on the box in the Line column. An x will appear in the box.
- 3 Click on the **Assign** button to assign a particular application to a line. A screen similar to this will display:

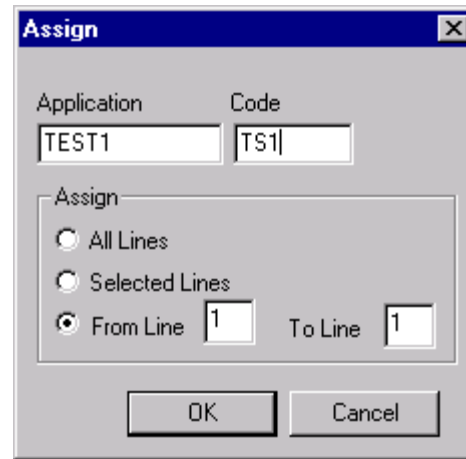



Figure 16. Assign screen

- Enter your application name, *TEST1*, in the **Application** field.
 - Enter *TS1* in the **Code** field.
 - Click on the **OK** button to save this data.
- 4 In the **Line Manager** screen, your application name and code will be displayed. (In the example in Figure 15, the name *TEST1* and the code *TS1* already appear.)
 - 5 Click on the **Config** option (if it is active) to configure your application for either Voice, which is the default, or Voice/FAX, which is used for FAX applications.
-  **Note:** If you do not have the FAX module installed, the **Config** button will not be active. See chapters 9 and 10 of the *User's Manual* for details concerning FAX applications.
- 6 Click on the **Debug Level** button to open the Debug Level options box. A screen similar to this will appear:

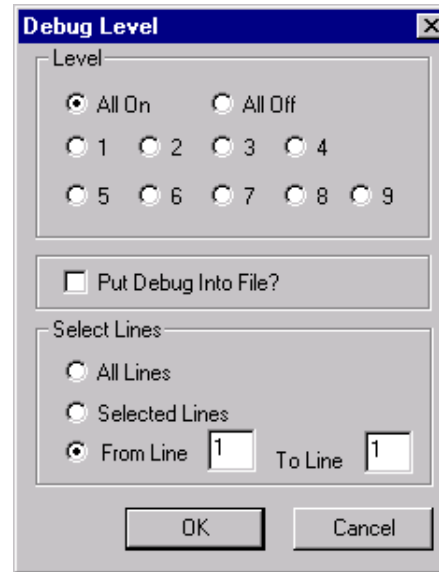


Figure 17. Debug Level screen

- In the **Level** section, click the **All On** to display debugging information for all levels.
 - In the **Select Lines** section, click the From Line _ To Line _ button, and enter the line number that your application is on (line 1, in this example).
 - Then click **OK**.
- 7 In the Line Management screen once again, click the **Update** button to update the database by putting all the information on the screen into the database.
 - 8 In the **Show** section of the screen, click on the **Normal** radio button. (This will open a DOS text window for the debug report screen, when you start your application.)
 - 9 Click on the **Start** button. Your application will be started on the selected line.

- A debug window will appear. This window tells you that your application is running, and is useful in diagnosing any problems. A sample debug window is shown here. Use the vertical scroll bar to view upper portions of the report.

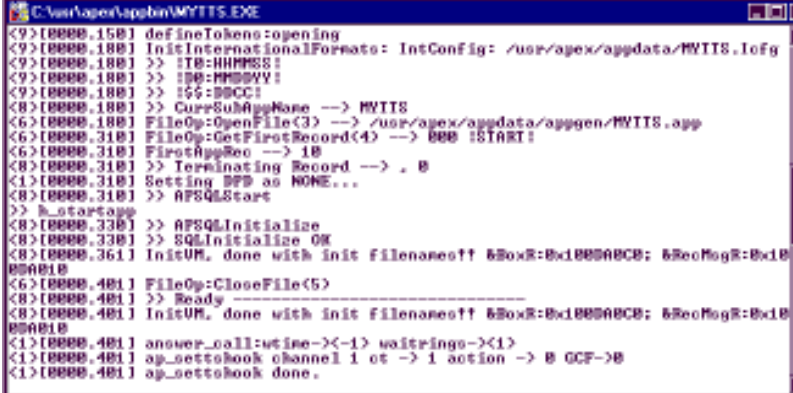


Figure 18. Debug window

- Click the close button to close this window, and then close the Line Management screen.

Checking Your Application

To check to make sure that your application is running properly, use the **Monitor** option, which allows you to see what port your application is running on.

- 1 Select **Monitor** from the OmniVox Main Menu.
- 2 Select **Lines** from this menu, and the following screen is displayed (next page):





Figure 19. Line Information screen

- The application code, *TTS*, appears next to line 1, which is the line that is being used. This screen shows that the application is running and waiting for calls.
 - Use the vertical scroll bar to display lower portions of the lists of lines.
- 3 Dial the line that you have assigned to *Line Number 01* from your telephone handset and your new application messages will play back automatically. Make sure the speaker button is pressed down. Note how the **Record Name** field changes from *playit* to *goodbye* as your

application progresses.

- 4 Click on the **Close** button when you are finished.

Congratulations! You have just completed your first application.