

Getting Started and Programming the Year

Thank you for selecting Touch Tone Tales for your library, and welcome to the happy tribe of Sound Safari Theater listeners!

Now let's get started. You need to purchase the IVM attendant online and install it on the computer you will be using for Touch Tone Tales.

During the **install** it will ask you how you want to use IVM. Set the attendant as an answering machine.

IVM will automatically detect your telephony system. If it doesn't, see IVM "help" and look under "troubleshooting problems." Their help section is the best! The "Call Simulator" button will guide you through a test procedure if desired.

Create a few folders on the same computer that has the IVM installed and phone line plugged into the voice modem. Give the folders the same name as each of the CDs. It will make it easy for you to keep track of where they are. Copy the CD stories into each corresponding folder.

Now click the "**Settings**" button on the IVM. You will see the "General" tab. Select Run IVM Automatically as Tray icon on System Startup. (Under Run Mode) Here you can also adjust how many rings till it answers. (Recommend 2) Also you can adjust the volume of the stories playback. Sometimes the volume is too loud and the IVM may hang up halfway through the story. (Some of the noises of the stories sound like a dial tone.) Lowering the volume should help if you have this problem. Or you can modify the compressor at the bottom.

The **compressor** can improve playback where the levels or the messages are inconsistent (too soft or too loud) or where the line quality is poor and louder signals are distorting.

The default threshold is 0dB (almost off). If you find the levels of the playback are a problem, a compressor threshold of say -15dB might improve this. For now you don't need to modify it.

That is all for settings. If you do need to add a **Device**, the IVM help offers thorough explanations. It should be your computers main modem.

Click OK and now you are back at the main screen.

Make sure the big button says "ON", and is red.

Note at the bottom of the IVM there is a blue box. It is a activity log. It is on military time and has a record of activities. This is how you can see what is going on with the IVM.

Now click the "**OGM**" button. After the OGM Manager opens, select the "Default Answering Message" (the only one in the box) and delete it.

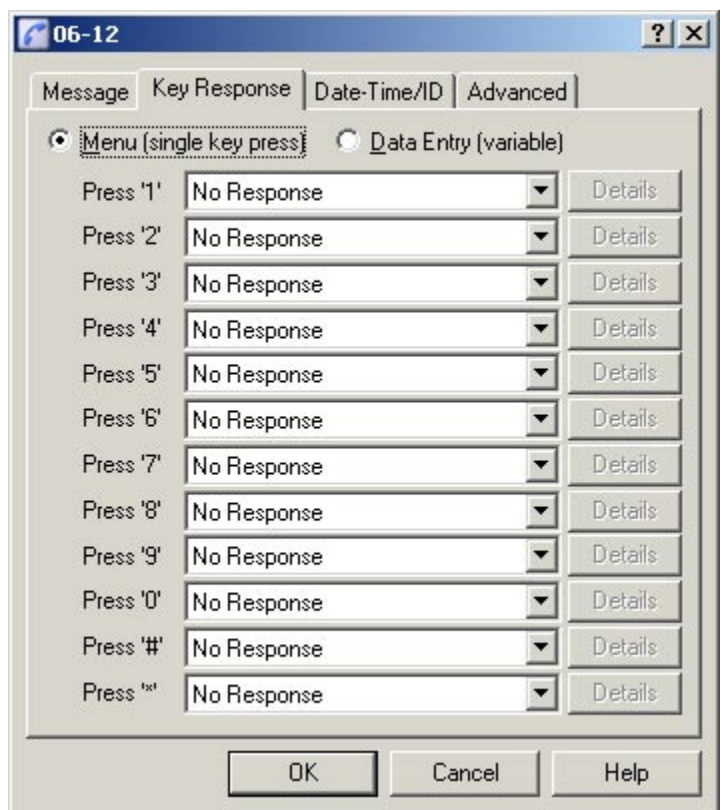
We will now fill up that empty box with 52 OGM's for the year!

To play the stories by date. (Programming the year)

First off, read “OGM Properties: Date-Time / ID” in the IVM Help notes (F1) for more information.

You schedule the date and time in OGM Properties you will need to create a new OGM for each story.

1. Click the OGM button on the main IVM window.
2. Click the “New” button. Name it by week to play. For example “06-12”.
3. On the message tab click the “Change Message Audio” button and select Load mp3 or WAV, then browse for your selected story. It will take a few seconds to upload.
4. Where it says “End of Message” be sure it reads “Wait -5 (or 6) seconds”, (to give the IVM a chance to see the story is done, and not just pausing dramatically) “Repeat -0”, “Then -Hang up!”.

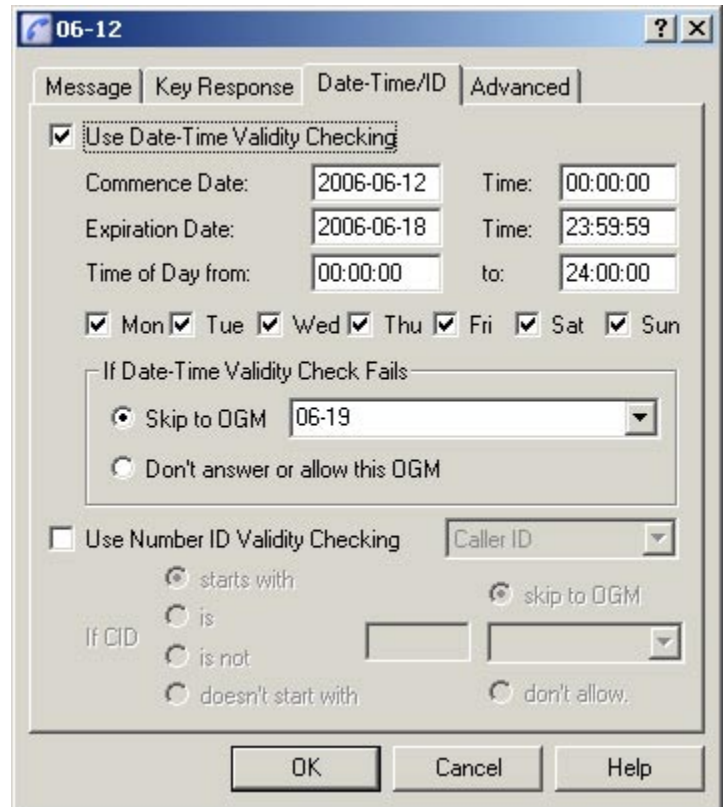


5. Now go to the “Key Response” tab. Make sure they all read “No Response.” You don’t want anyone bouncing around in the system.

6. Now go to the “Date-Time/ID” tab. Check the box that says “Use Date Time Validity Checking”

7. Enter the commence date, and time. (it’s on military time)
Enter the expiration date and time leaving a second for them to switch over. Enter “Time of day” as shown.
Be sure to use YYYY-MM-DD! One wrong dash and it won’t read!

“If Date-Time Validity Check Fails” is a safeguard so that if something goes wrong- it will play the next story. (in this case OGM “06-19”.)



8. Now go to the “Advanced” tab.

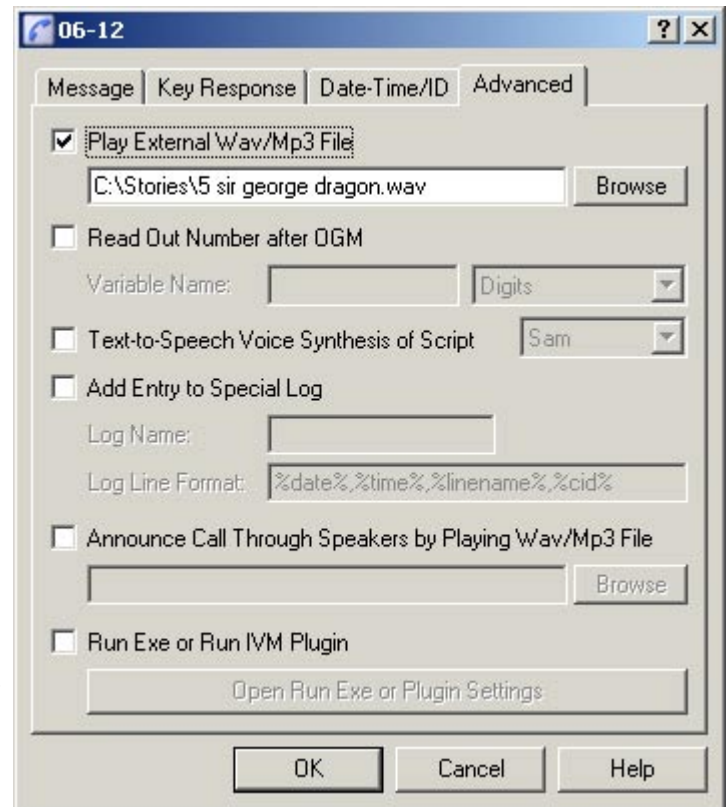
Check the box “Play External Wav/Mp3 File.”
Browse for the same file you uploaded earlier in step 3.
Make sure the rest of the boxes are unchecked.

IMPORTANT!

You will have to create a separate OGM for each weekly story! You will have to change the dates and load the stories for each OGM. Just sit down with your calendar and a cup of coffee and spend an afternoon doing data entry. But when it’s done, it’s done! And next year you only have to change the last digit of the year!

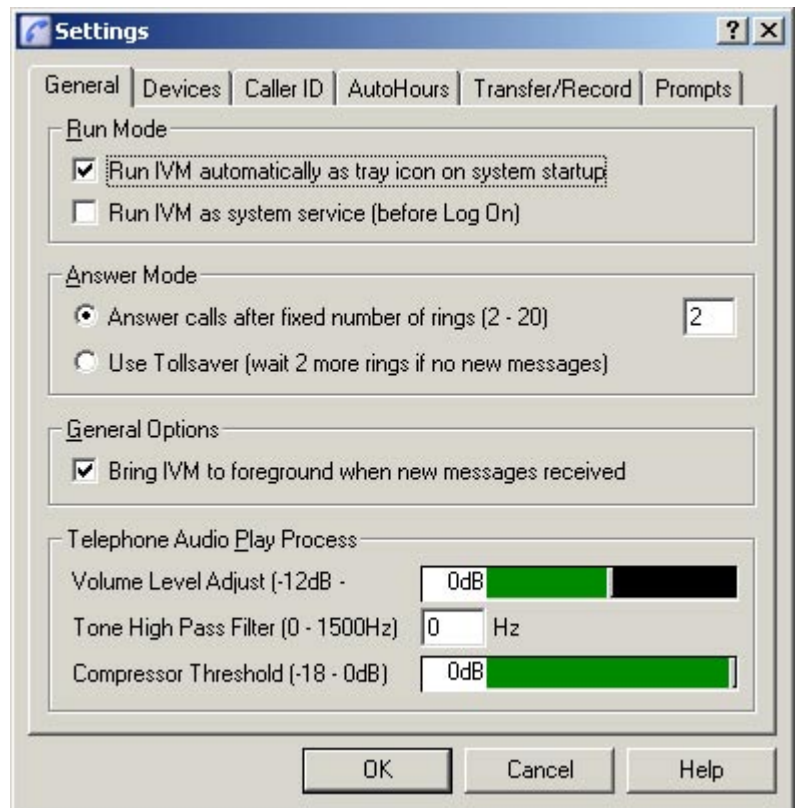
You can test your work by using the Call Simulator.
If you get an annoying computer voice talking over the story, see Page 5.

If it’s not even answering, (blue activities box says “Not Answered”)see the bottom of page 5. (autohours)

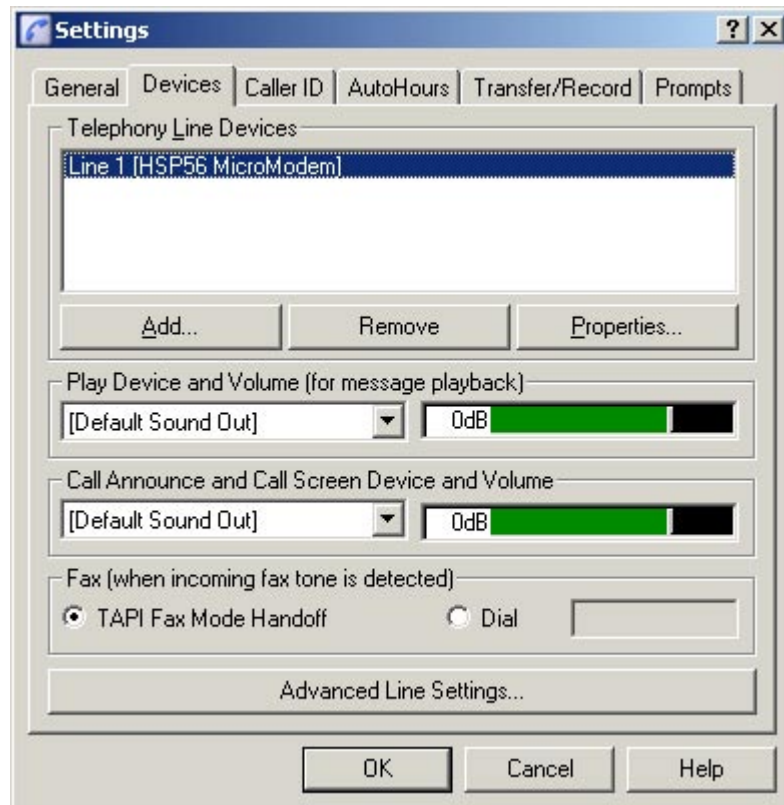


Still having problems? See the help section troubleshooting.
They have most everything there. It may take a little adjusting, but you’ll get it.

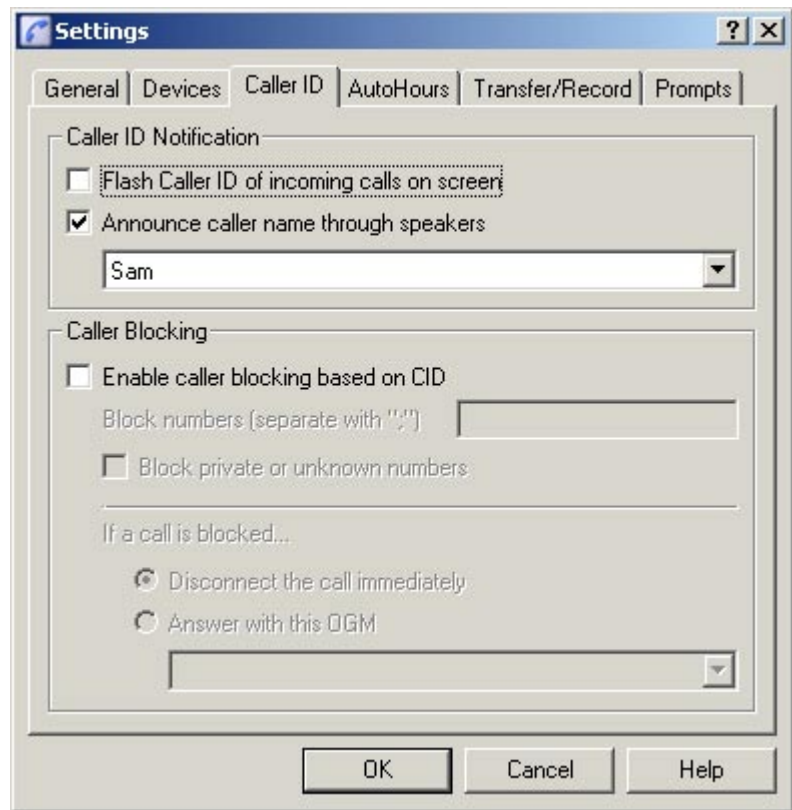
Here are examples of the Settings!



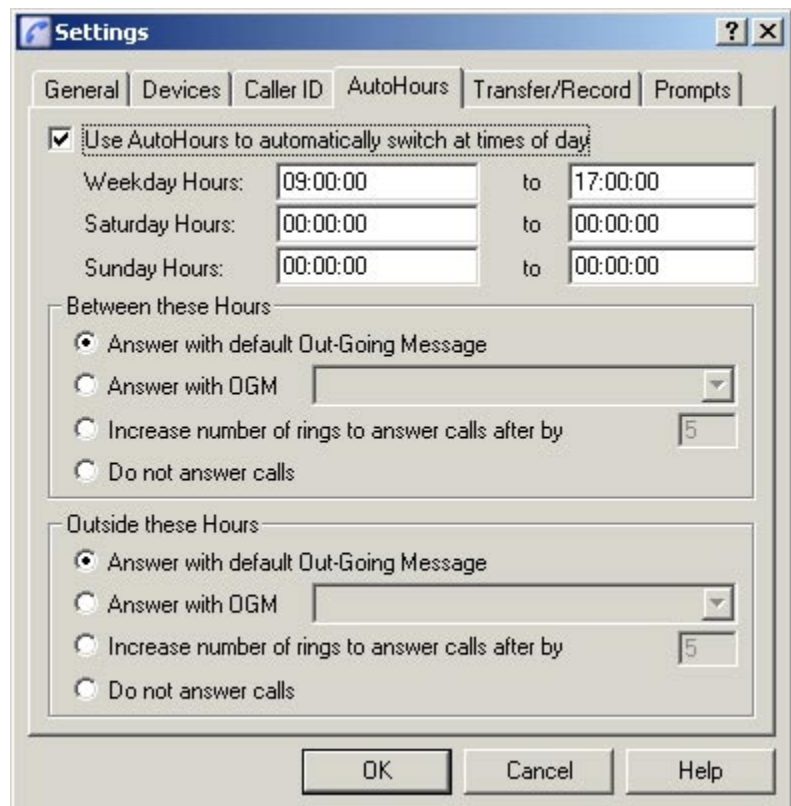
Your modem may vary.



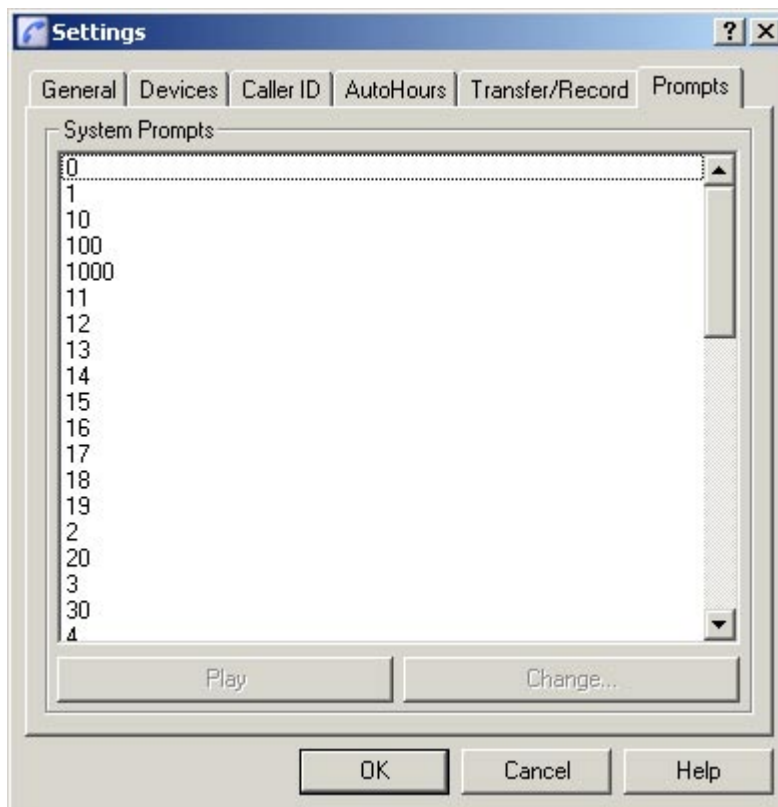
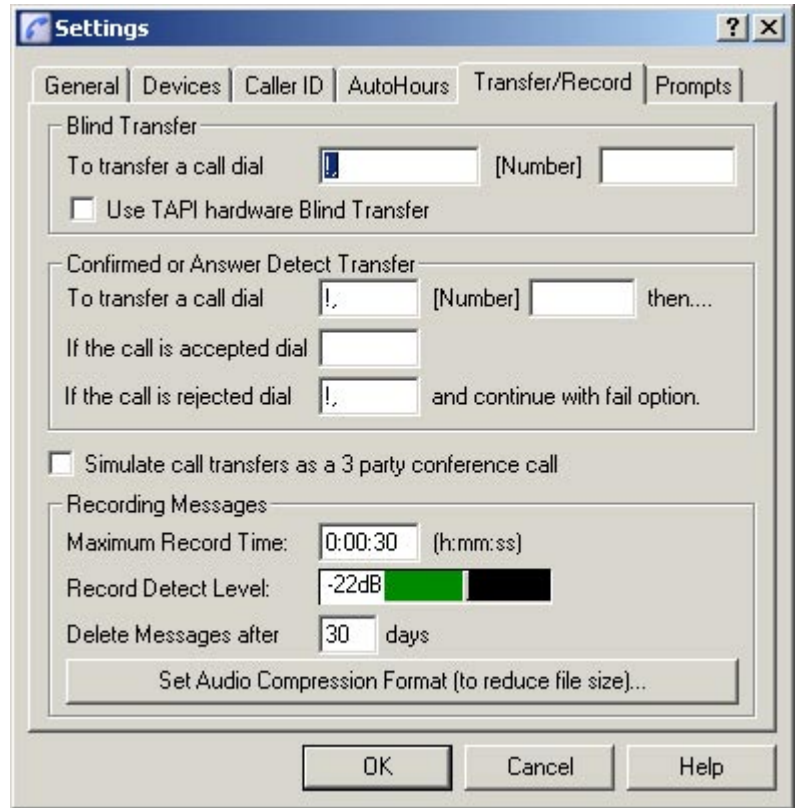
Annoying computer voice. Uncheck the Announce voice if he gets overly annoying.



Auto Hours is fickle. (That's a technical term for 'I don't understand it'.) If your OGM's are not playing when they are supposed to, uncheck the box and turn it off. This has been a problem for programming the dates.



Nothing that critical here.



Counting calls by week or month or day.

This is a little complicated- I suggest reading “Call Logs” in the IVM Help notes (F1) and “find” Call Logs. Read the section on special logs.

Go to “File”, then open “view or print call logs” you’ll get a list of logs. I believe it keeps track until you specifically delete them.

To create a **Special Log**, tick the “Add Entry to Special Log” option on the Advanced tab of OGM Properties. Enter the log name and the log line format. The log name is usually a name but can be a full file path. (like: my documents, charlie’s folder, call log) The log line format can include any data field variables (between two % characters). You can also use the call variables %time%, %date%, %cid%, %callername%. If you are intending to import the log directly into a database or spreadsheet, we recommend you use commas to delimit each variable.

Default [?] [X]

Mailbox General Properties

- Use Call Screening (monitor recording of messages)
- Sound beep through speakers when new messages

Message Delivery Options

- Remote Access (check messages by telephone)
Access Code: Read Time of Message
- Send to Email
 Send audio file as attachment
 Delete message after sending
 Use speech recognition *
- Upload to Internet Webpage using FTP
FTP Server:
User Name: Password:
Directory:
- Send to (LAN) Folder
- Forward to Telephone Number
Number of Attempts: Wait Time (mins): AutoAnswer

Mailbox Personal Greeting (only used if selected for OGM)

Mailbox Properties