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CONNECT²VOICE AND VOICE INFORMATION SYSTEMS AUDIO TOOLBOX™

Connect²Voice controls your audio conversion through a program called Audio ToolBox, created by Voice Information Systems Corporation. Audio ToolBox is licensed software provided by Voice Information Systems Incorporated, 2118 Wilshire Blvd., #973, Santa Monica, CA, 90403, USA (Voice: 1-800-234-VISI, Fax: 800-234-FXIT). Audio ToolBox is Copyright © 1987 - 1995 by authorized agent Voice Information Systems Incorporated which reserves all Copyright protection worldwide. Audio ToolBox is provided to you for the exclusive purpose of running Connect²Voice. Infinite Technologies is exclusively responsible for the support of Connect²Voice. In no event will Voice Information Systems Incorporated be able to provide technical support for Connect²Voice.

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- **Use materials that have the least possible environmental impact.** We use soy-based ink in our printing rather than conventional printing inks that contain petroleum products and volatile organic chemicals.
- **And, as you know, we always produce quality software that helps you communicate better—without paper.**

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1 Introduction to Connect²Voice

Overview

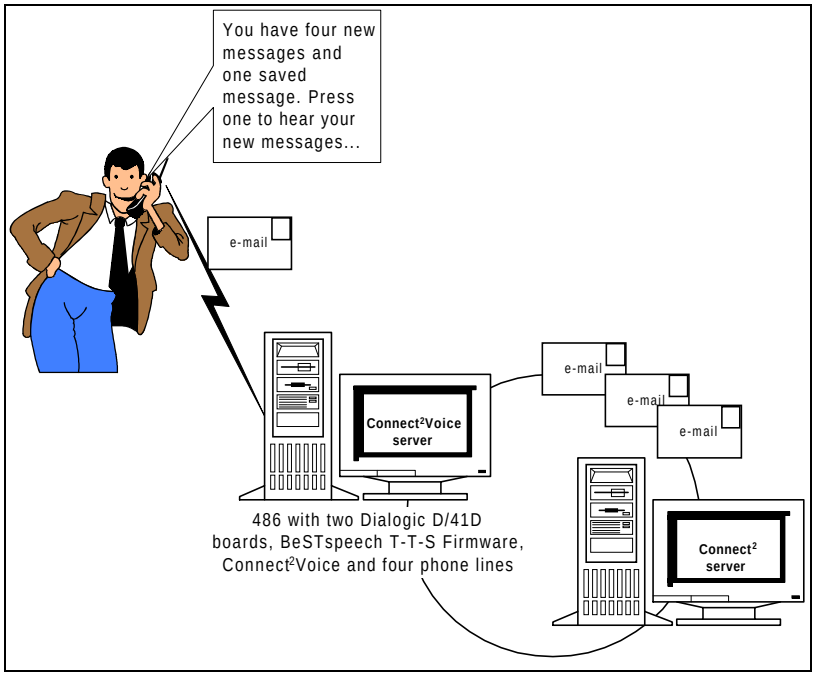
Welcome to Infinite Technologies' Connect²Voice beta testing. This installation and administration guide will help you learn how to use the Connect²Voice software. This guide documents the first beta version of Connect²Voice and does not reflect any subsequent changes made during beta testing. If you have questions about the Connect²Voice software that are not addressed in this guide or the *Connect²Voice User Guide*, address these questions to the Connect²Voice discussion list.

Connect²Voice is designed for LAN e-mail users who require remote access to their e-mail messages. It allows e-mail users to check and respond to their e-mail from any touch tone telephone—including pay phones, cellular phones, and international phones. Connect²Voice provides remote access without requiring a laptop computer and modem for each remote or traveling user.

In addition, Connect²Voice provides a voice mail system that allows people who call into your organization to leave messages. Callers can leave voice messages for a department or for Connect²Voice user. Connect²Voice users can receive these messages through their e-mail or through the telephone.

Because Connect²Voice requires that users type a user ID and a password using the telephone's keypad, e-mail remains confidential.

Connect²Voice is easy to use; virtually no training is required to teach users how to call the system and hear their e-mail.



Connect²Voice Delivering E-mail through the Telephone

How to Use This Guide

This guide provides information on how to install Connect²Voice.

- **Chapter 1, Introduction to Connect²Voice** — Read this chapter first. It tells you about the conventions used throughout the guide, provides an overview of Connect²Voice, and tells you how to get technical support if you have difficulties that you can't resolve.

- **Chapter 2, Installation —** Read this chapter to install Connect²Voice (North American Version). It tells you the system requirements for Connect²Voice and how to install it.

- **Chapter 3, System Administration —** Read this chapter if you must create and maintain Connect²Voice user accounts; configure the system; and start, stop and monitor the system.

- **Appendix A, Customizing Pronunciation —** If your organization has special words that are pronounced in a unique way, you can add them to a custom dictionary so that the Voice will use your pronunciation.

- **Appendix B, Glossary** — Defines many of the terms that are used in this guide.

To learn how to use Connect²Voice, refer to the *Connect²Voice User's Guide*.

Conventions

This guide uses the following conventions:

Bold type	Represents information that you must type exactly as it appears. For example, if you were asked to type the value: **Yes** you would type the characters exactly as they are printed. Keys that you have to press and options to which you must respond are also in **bold type**.
Italic type	Used for special terminology and as a place holder for information that you must provide. For example, if you were asked to type the *authorizationnumber*, you would supply an authorization number.
`Monospaced font`	Used for examples of syntax and for system prompts. For example: `Delay: 1 second`

Technical Support

Connect²Voice beta version is supported only through our discussion list. If you have a newsreader, such as ExpressIT! 2000, subscribe to the Connect²Voice global folder, **infinite.products.c2voice**, on the Infinite Technologies newserver, **news.ihub.com**.

If you do not have a newsreader, send a message to **c2voice@infinite.ihub.com**. Type **Subscribe** in the subject line of the message. You will receive a reply message confirming your subscription to the Connect²Voice discussion list.

2 Installation

Introduction

This chapter provides the following information:

- The system requirements for Connect²Voice
- Installation instructions for Connect²Voice

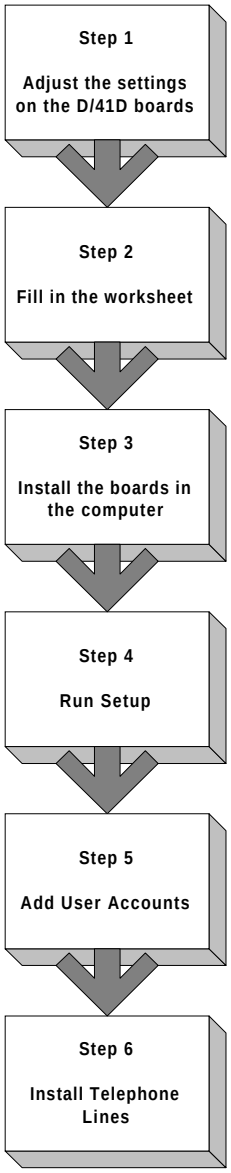
System Requirements

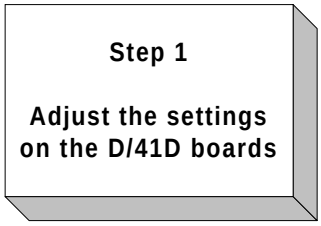
To run Connect²Voice, you need, as a minimum, the following hardware and software:

- Infinite Technologies Connect², NetWare MHS, or NetWare Global MHS
- A dedicated 386-based computer (a 486 or higher is recommended)
- DOS 3.3 or higher
- At least one dedicated phone line (four phone lines is the maximum)
- Two Dialogic D/41D Boards

Installing Connect²Voice

The diagram that follows illustrates the steps that you must follow to install Connect²Voice. The remainder of this chapter details these steps.





Step 1 - Adjust the Settings on the D/41D Boards

1. Prepare a static-safe area.

   The manufacturer of the D/41D boards recommends that the person installing the board use a static-dissipative wrist band during the installation and cover the work surface with a grounded static-dissipative material.

2. Unpack the boards and place them on the work surface that you have prepared.

3. Place the computer on the static-safe work surface. Remove its cover.

4. Because you will adjust the D/41D boards differently, we will refer to one of the boards as *board one* and the other as *board two*. Position them so that you know which is which.

5. Set the switches and jumpers on **board one.** Figure 2.1, which follows, shows the location and recommended settings of the switches and jumpers on board one. Table 2.1 describes how to set them. Note that the **H** in the addresses means that the address is expressed in hexadecimal.

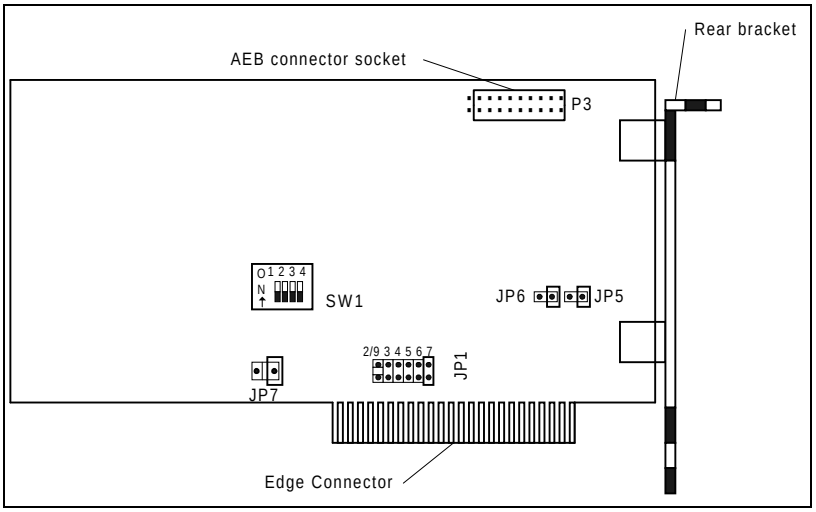


Figure 2.1 D/41D Board One

Table 2.1 Hardware Settings for D/41D Board One

Switch or Jumper	Setting
JP5 and JP6 These programmable jumpers specify the base memory address of the board.	Ensure that the jumpers are in the **out** position. This sets the base memory address segment to D000H. Because this is the factory default, JP5 and JP6 will most likely be in this position. Leave the value set to the D000H unless you have one of the following configurations: • More than eight D/41D boards in this computer. • Devices other than Dialogic that use the D000H segment. Do one of the following actions to change the board's base memory address: • Set jumper JP5 to the **on** position. This will change the address segment to A000H. • Set jumper JP6 to the **on** position. This will change the address segment to C000H. • Set jumpers JP5 and JP6 to the on position. This will change the address segment to B800H.

Table 2.1 Hardware Settings for D/41D Board One (continued)

Switch or Jumper	Setting
SW1 The little red box on the D/41D board is known as Switch Block SW1. The settings of the first three switches on the left determine the board's offset address from the base memory address segment that you set using JP5 and JP6. The fourth switch determines the line state when Connect²Voice is not running.	Ensure that all of the dip switches are in the **off** position. Because this setting is the factory default, the dip switches will most likely be in this position. This sets the offset from base memory address to 0000H and sets the line to ring when Connect²Voice is not running. If you have any expansion peripherals in this computer that use addresses in this memory address segment, set the first three switches to an offset address that does not conflict with these peripherals. Valid offsets are: **Offset** — **Switch Positions** (**1** **2** **3**) 0000H — off off off 2000H — off off on 4000H — off on off 6000H — off on on 8000H — on off off A000H — on off on C000H — on on off E000H — on on on You may change the position of the fourth switch. When the fourth switch is in the off position, the line will be on hook when Connect²Voice is not running. In this case, callers will hear a ring, but no answer. When the fourth switch is in the on position, the line will be off hook when Connect²Voice is not running and callers will hear a busy signal.

Table 2.1 Hardware Settings for D/41D Board One (continued)

Switch or Jumper	Setting
JP1 This setting of this programmable jumper determines the hardware interrupt request level (IRQ).	Move the jumper to position 7 (the rightmost prongs). This sets the interrupt request level to IRQ7. Set this jumper to IRQ7 unless there is a conflict with another non-Connect²Voice voice board. This jumper must be in the same position as the jumper on board two. Valid values range from 2 to 7.
JP7 This is the multiple board configuration jumper.	Move the jumper so that it is in the **out** position covering only one prong.

6. Set the switches and jumpers on **board two.** Figure 2.2, which follows, shows the location of the switches and jumpers. Table 2.2 tells you how to set them.

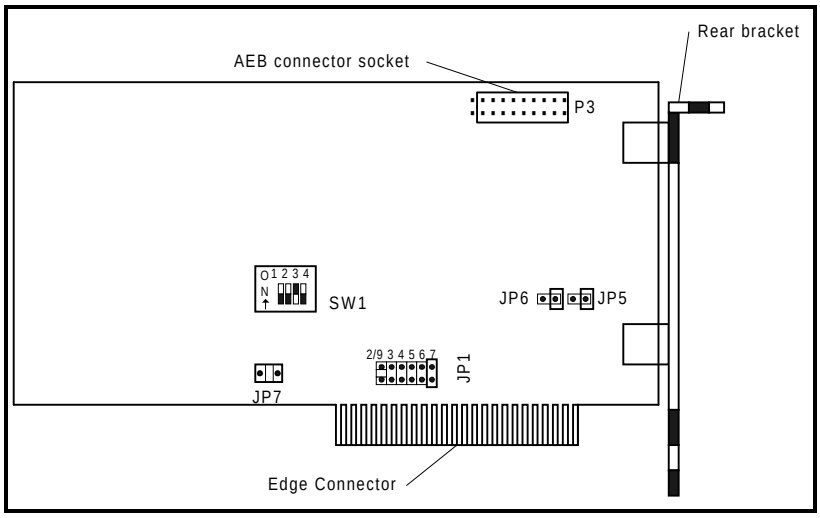


Figure 2.2 D/41D Board Two

Table 2.2 Hardware Settings for D/41D Board Two

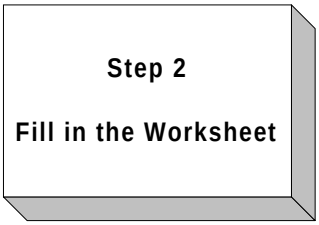
Switch or Jumper	Setting
JP5 and JP6 These programmable jumpers specify the **base memory address** of the board. See Figure 2.2 for the location and setting of JP5 and JP6 on the D/41D board.	Ensure that the jumpers are in the **out** position. This sets the base memory address segment to D0000H. Because this is the factory default, JP5 and JP6 will most likely be in this position. Leave the value set to the D0000H *unless* you have one of the following configurations: • More than eight D/41D boards in this computer • Devices other than Dialogic that use the D0000H segment. Do one of the following actions to change the board's base memory address: • Set jumper JP5 to the on position. This will change the address segment to A0000H. • Set jumper JP6 to the on position. This will change the address segment to C0000H. • Set jumpers JP5 and JP6 to the on position. This will change the address segment to B800H.

Table 2.2 Hardware Settings for D/41D Board Two (continued)

Switch or Jumper	Setting
SW1 The little red box on the D/41D board is known as Switch Block SW1. The settings of the first three switches on the left determine the board's offset address from the base memory address segment that you set using JP5 and JP6. The fourth switch determines the line state when Connect²Voice is not running.	Set the switches to: **off off on off** This sets the offset from base memory address to 2000H and the line will ring when it is busy. If you have any expansion peripherals in this computer that use addresses in this memory address segment, set the first three switches to an offset address that does not conflict with these peripherals and is greater than the offset that you set on SW1 on board 1. Valid offsets are: **Offset** — **Switch Positions** (**1** **2** **3**) 0000H — off off off 2000H — off off on 4000H — off on off 6000H — off on on 8000H — on off off A000H — on off on C000H — on on off E000H — on on on You may change the position of the fourth switch. When the fourth switch is in the off position, the line will be on hook when Connect²Voice is not running. In this case, callers will hear a ring, but no answer. When the fourth switch is in the on position, the line will be off hook when Connect²Voice is not running and callers will hear a busy signal.
JP1 This setting of this programmable jumper determines the hardware interrupt request level (IRQ).	Move the jumper to position 7 (the rightmost prongs). This sets the interrupt request level to IRQ7. Set this jumper to IRQ7 unless there is a conflict with another non-Connect²Voice voice board. This jumper must be in the same position as the jumper on board one. Valid values range from 2 to 7.

Table 2.2 Hardware Settings for D/41D Board Two (continued)

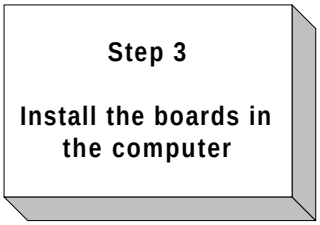
Switch or Jumper	Setting
JP7 This is the multiple board configuration jumper.	Ensure that this jumper is in the **installed** position covering both prongs. Because this is the factory default, the jumper should be in this position when you receive the board.



Step 2 - Fill in the Worksheet

Fill in the worksheet that follows. You will use the information on this worksheet when you install the Connect²Voice software.

Field Name	Description	Write Your Value Here
Dialogic Board 1 Address <hex>	For board one, add the base memory address that you set using JP5 and JP6 to the offset that you set using SW1. The normal value is **D0000**. For example, if you set JP5 and JP6 to D0000 and you set SW1 to 0000, the value would be D0000.	_____
Dialogic Board 2 Address <hex>	For board **two**, add the base memory address that you set using JP5 and JP6 to the offset that you set using SW1. The normal value is **D2000**. For example, if you set JP5 and JP6 to D0000 and you set SW1 to 2000, the value would be D2000.	_____
Dialogic Board Interrupt <2-7>	The value that you set using JP1 on both boards. The normal value is 7.	_____
MHS MV Path	The path to your Connect² mail server. This value is the same as your MV environmental variable.	_____



Step 3 - Install the Boards in the Computer

1. Locate the Analog Expansion Bus (AEB) connector socket on **board one**. See Figure 2.1 for the location of the AEB.

2. Hold the board by its edges and align the holes in the AEB connector to the pins of the AEB connector socket. Ensure that the AEB connecting cable's red line is on the pin 1 side of the socket. Gently push the connector into the socket.

3. Disconnect your computer from the electrical outlet.

4. Remove the screws and the coverplates (if any) from the computer's expansion slots for the boards.

5. Slip **board one** into the expansion slot's guides. Gently press the board's top edge until the edge connector is seated firmly in the expansion slot. If it doesn't seat, rock the board gently from front to back until it is seated.

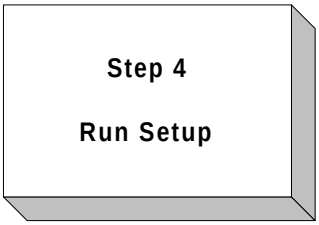
6. Locate the next connector on the AEB connecting cable. Insert it into the AEB connector socket for **board two**.

7. Install **board two** into the next expansion slot.

8. Use the screws that you removed to connect the board brackets to the computer.

9. Fold the cable flat so that it does not get in the way when you replace the computer's cover.

10. Replace the computer's cover and connect the computer.



Step 4 - Run Setup

The procedure that follows tells you how to install Connect²Voice onto your hard drive or a network drive.

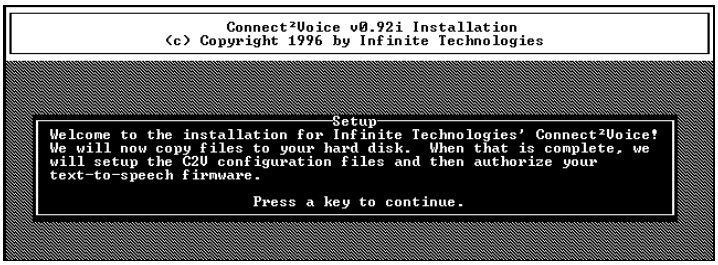
1. Insert the first Connect²Voice diskette into your diskette drive.

2. At the DOS prompt, type:

   ```
   A:\SETUP
   ```

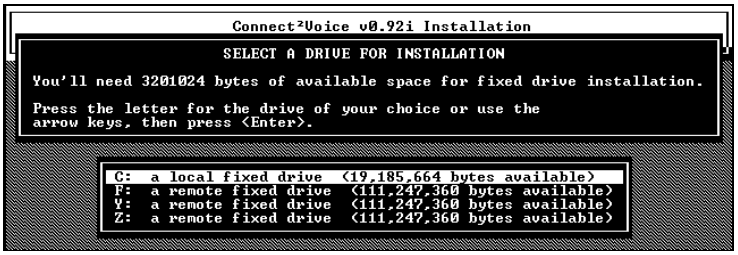
   If your diskette drive is not A:, substitute the letter for your diskette drive.

   Setup displays the Setup screen.



3. Press any key.

   Setup displays the Select a Drive screen.



4. Select the drive on which you want to install the Connect²Voice software. Use the **Enter** key.

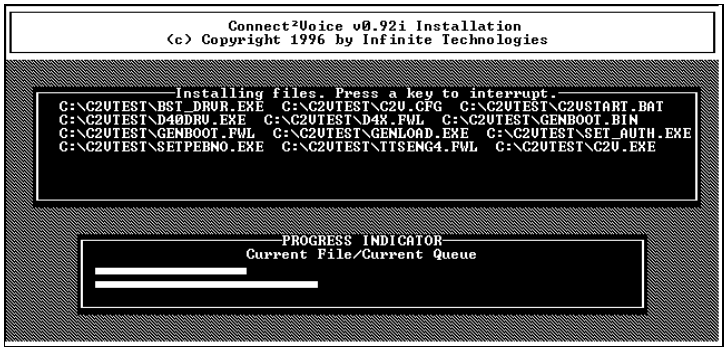
   Setup displays the Choose Installation Directory screen.

5. Type the name of the directory in which you want to place your Connect²Voice software. The default value is **C2V**.

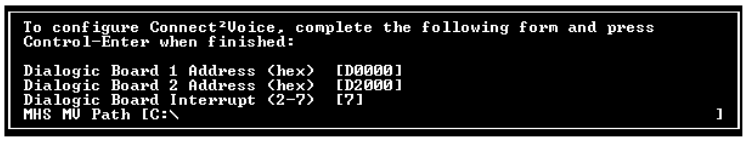
6. Use the **Enter** key.

   (If you are updating your Connect²Voice software, Setup will ask you if you want to overwrite the files that contain your current configuration and user accounts. Type **N** to preserve your current configuration and user accounts. Type **Y** if you want to overwrite your current configuration and user accounts.)

   Setup shows you the files that it is installing and reports on its progress.



Connect²Voice then displays the configuration form.



7. On the configuration form, type the values from the worksheet that you filled in during **Step 2** of this installation if they are different than the values supplied.

8. Press the **Control** key and the **Enter** key simultaneously.

   Setup displays the authorization screen.

Reinstalling Connect²Voice Software?

If you are **reinstalling** Connect²Voice and have authorized your firmware once, **do not** enter your authorization number on the authorization screen. Simply type a **0** and use the **Enter** key.

If you try to authorize your firmware for a second time with your original authorization number, Connect²Voice will not work and you will have to get a different authorization number from Berkeley Speech Technologies.

9. You must now authorize the Berkeley Speech Technologies' firmware. Telephone Berkeley Speech Technologies at the number listed on your screen and tell them that you want to authorize your firmware. The representative will ask for your serial number and your authorization state. Both are listed on the authorization screen. Write them down here for future reference.

   Serial number:_____

   Authorization state:_____

10. The representative will provide you with a new authorization number. Write it down here. Then type it onto your screen.

    New authorization number:_____

11. Press the **Enter** key. Setup then tells you it is authorizing firmware.

12. At the **Should I Proceed** prompt, type **Y**. (If you want to discontinue the setup, type any key except Y.)

13. A new authorization state for the Berkeley Speech Technologies' firmware will appear on your screen. Write it down here.

    New authorization state:_____

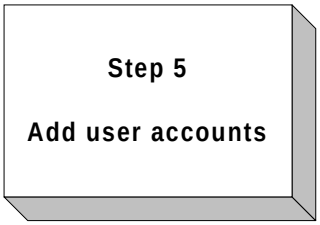
14. At the **Press a Key to Return to the Installer** prompt, press any key. Setup displays the final install screen.

Get an Error Message?

If you received an error message while you were installing Connect²Voice, the jumpers and switches on your Dialogic boards are probably not set correctly, or, your boards are not installed correctly in your computer.

We recommend that you:

- Take the Dialogic boards out of your computer.
- Check the settings.
- Verify that you entered the correct information on your worksheet.
- Place the boards back in position.
- Run Setup again. (Remember not to reauthorize those boards.)



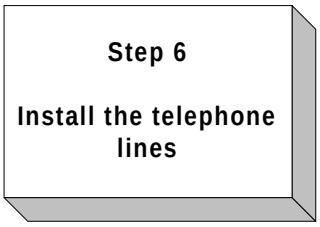
Step 5 - Add User Accounts

Before you can use Connect²Voice, you must register at least one user. Use the following procedure to register a user.

1. From the DOS prompt, go to the directory where you installed Connect²Voice.

2. Type **C2VADMIN** and press the **Enter** key. The Connect²Voice Administrative program starts.

3. Add your user account(s). Connect²Voice functions with the default settings, but we recommend configuring Connect²Voice to fit your organization's needs. Refer to Chapter 3, *System Administration*, which tells you how to add user accounts and configure the Connect²Voice system.



Step 6 - Install the Telephone Lines

Plug up to four telephone lines into the jacks on the back of your computer. Each jack can accept two phone lines.

3 System Administration

Introduction

This chapter is written for the System Administrator responsible for the day-to-day operation and maintenance of Connect²Voice. It contains the following sections:

- **Configuring the System —** tells you how to configure Connect²Voice to meet your organization's needs using the Connect²Voice administrative program.
- **Adding, Modifying, and Deleting User Accounts —** describes how to create a new user account, modify an existing user account, and delete an existing account.
- **Starting Connect²Voice —** tells you how to start Connect²Voice.
- **The Connect²Voice Console —** describes the Connect²Voice console. The console is the interface that allows you to monitor system events.
- **Customizing your System Greeting** — tells you how to create a custom greeting heard by those calling Connect²Voice.
- **Viewing System Information —** tells you how to view information about the copy of Connect²Voice that you are running.
- **Monitoring the System —** describes the Connect²Voice log.
- **Shutting Down Connect²Voice —** tells you how to shut down Connect²Voice.

Configuring the System

Connect²Voice uses a separate administration program for system configuration. The administration program displays a list of the active keys at the bottom of the screen; the keys that it displays depend upon the activity that you are currently performing. Use these active keys to move through the system.

Use the procedure that follows to configure Connect²Voice for your environment.

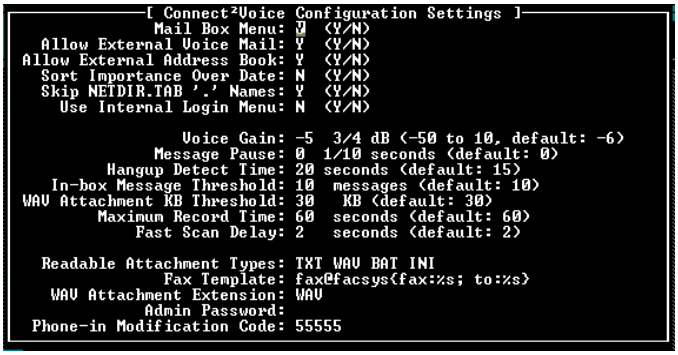
Warning!	Any time you change the configuration settings, be sure to shut down and restart Connect²Voice. Any callers using Connect²Voice will be disconnected when the system is shut down. You must restart Connect²Voice for the configuration changes to take effect.

1. In DOS, go to the directory where you installed Connect²Voice.

2. Run **C2VADMIN**. The administrative program starts and the Connect²Voice Management Options menu displays.

3. Select **Configuration Settings**. Use the **Enter** key.

   Connect²Voice displays the Connect²Voice Configuration Settings screen.



4. Before changing the configuration settings, decide what voice mail options would be best for your organization. For example, you may want to create mailboxes for departments within your organization, such as Sales and Support. Or you may want to create mailboxes for individuals within your organization. Table 3.1 describes the options for voice mail functionality and tells you the corresponding configuration settings.

Table 3.1 Voice Mail Options

Functionality	Description and Settings
Departmental mailboxes and individual mailboxes	Speed dial lets callers leave messages in a departmental voice mailbox quickly and easily using a one-digit number. Callers can also access a company voice mail directory or enter 9 plus the five-digit mailbox number to leave voice mail messages for individuals. Corresponding settings: • Mail Box Menu = Y • Allow External Voice Mail = Y • Allow External Address Book = Y
Departmental mailboxes and individual mailboxes (private)	Speed dial lets callers leave messages in a departmental voice mailbox quickly and easily using a one-digit number. Only users with Connect²Voice accounts can access the company voice mail directory. Other callers can leave voice mail messages for individuals only if they know the user's voice mailbox number. Corresponding settings: • Mail Box Menu = Y • Allow External Voice Mail = Y • Allow External Address Book = N
Departmental mailboxes only, or less than 10 users	Use speed dial for organizations creating nine or fewer Connect²Voice accounts . Callers can leave voice mail messages easily using a one-digit mailbox number as opposed to a five-digit number. A public voice mail directory is not necessary. Corresponding settings: • Mail Box Menu = Y • Allow External Voice Mail = N • Allow External Address Book = N

Table 3.1 Voice Mail Options (continued)

Functionality	Description and Settings
Private Voice Mail	You can establish a voice mail system for use within your organization. Only users with Connect²Voice accounts can access the company voice mail directory. Other callers can leave voice mail messages only if they know the user's five-digit voice mailbox number. Corresponding settings: • Mail Box Menu = N • Allow External Voice Mail = N • Allow External Address Book = N

5. Change the values for the fields that you want to modify. Table 3.2 describes the fields on the Configuration Settings screen.

6. Press the **Ctrl** key and the **Enter** key simultaneously to submit your changes.

   To discard your changes, press the **Esc** key. At the **Save Changes** prompt, type **N**.

   Connect²Voice returns you to the Management Options menu.

7. Add Connect²Voice users as described in "Adding, Modifying, and Deleting Connect²Voice Users" later in this chapter.

Table 3.2 Configuration Settings

Configuration Fields	Description
Mail Box Menu	Set this option to **Y** to have Connect²Voice allow callers to use speed dial numbers from its main menu. Speed dial numbers are one-digit mailbox numbers. You can establish up to nine speed dial numbers. (These mailboxes will be numbered 0 through 8.) If this option is enabled, callers accessing mailboxes without a speed dial number configured will dial 9 plus the five-digit mailbox number. Set this option to N to have Connect²Voice accept only five-digit mailbox numbers. Callers do not need to enter the 9 prefix before the mailbox number. The default value is N.
Allow External Voice Mail	If the **Mail Box Menu** field is set to **Y**, set this option to **Y** to allow callers to leave messages for both speed dial accounts (accessible through a one-digit number) and user voice mailbox accounts (accessible through a company directory or a mailbox number). If the **Mail Box Menu** field is set to **Y**, set this option to N to allow callers to leave messages for speed dial voice mailboxes (0 through 8) only. The default value is N. **Note:** If you set **Mail Box Menu** to **N**, this setting has no impact on your configuration.

Table 3.2 Configuration Settings (continued)

Configuration Fields	Description
Allow External Address Book	Select **Y** to have the system provide a selection that allows all callers to listen to a company directory and leave a message for any of the listed users. Select **N** to have a company directory available only to callers with accounts. If you set **Allow External Voice Mail** to **N**, you can set **Allow External Address Book** to **N** to ensure the privacy of your Connect²Voice system. The default value is N. **Note:** If you set **Mail Box Menu** to **N**, this setting has no impact on your configuration.
Sort Importance Over Date	Select **Y** to have Connect²Voice sort the messages list first by importance and then by date within importance. This means that Connect²Voice will read the most recent urgent message first. Select **N** to have Connect²Voice sort messages by date only. It will present the most recent messages first regardless of importance. The default value is N.

Table 3.2 Configuration Settings (continued)

Configuration Fields	Description
Skip NETDIR.TAB '.' Names	Select **Y** to prevent Connect²Voice from importing user information from accounts beginning with a period in the NETDIR.TAB. Connect²Voice will create Connect²Voice accounts only for those NETDIR.TAB entries that do not begin with a period. Select **N** to have Connect²Voice import information from all accounts listed in the NETDIR.TAB. Connect²Voice will create a Connect²Voice account for each NETDIR.TAB entry. The default value is Y. **Note:** This setting is relevant only if you select **Import NETDIR.TAB records** from the Connect²Voice Management Options menu.
Use Internal Login Menu	Select **Y** to use the default voice mail menu that comes with Connect²Voice. The voice mail menu prompts callers to enter the recipient's mailbox number, press pound for a directory, or the star key for more options. This list of choices may be different depending on the configuration settings for **Mail Box Menu**, **Allow External Voice Mail**, and **Allow External Address Book**. Select **N** to disable the default voice mail menu. You may want to use this setting if you plan to create a system greeting and voice mail menu customized for your organization. Refer to "Customizing your System Greeting" later in this chapter for more information. The default value is Y.

Table 3.2 Configuration Settings (continued)

Configuration Fields	Description
Voice Gain	Determines the overall loudness of the mechanized voice. Valid values range from -50 decibels (extremely quiet) to 10 decibels. The default value is **-6**. If users find they are not able to interrupt the voice while it is reading a message, you may want to lower the value of **Voice Gain**. Because lowering the value for Voice Gain makes the voice softer, be sure that callers can still hear the voice clearly. Note that some distortion may occur at values greater than 5.
Message Pause	Determines the amount of time, in tenths of seconds, that elapses from when a connection is made to when the mechanized voice speaks. This value also determines the amount of time that elapses between a caller's selection and mechanized speech or prompt playback. You may want to increase this value if you cannot hear the beginning of the message. Valid values are in tenths of seconds and range from 0 to 99. The default value is **0**.
Hangup Detect Time	Increase this value if Connect²Voice discards recorded voice mail messages from callers who hang up after leaving a message. Valid values are in seconds and range from 0 to 99. The default value is **15** seconds.

Table 3.2 Configuration Settings (continued)

Configuration Fields	Description
In-box Message Threshold	Connect²Voice takes a small amount of time to prepare the messages in a caller's inbox to be read. The time that it takes increases with each message. If there are a large number of messages in a user's inbox, there will be a noticeable pause before Connect²Voice can begin reading messages. This field determines how many messages should be in a user's inbox before Connect²Voice reads the message: *Please wait while we prepare your inbox.* Valid values range from 0 to 999 messages. The default value is **10**.
WAV Attachment KB Threshold	Connect²Voice takes a small amount of time to prepare a sound attachment to be played. The time that it takes to prepare sound attachments increases with the size of the sound attachment. If the attachment is large, there will be a noticeable pause before Connect²Voice plays the attachment. This field determines the minimum size, in kilobytes, that a sound file should be before Connect²Voice reads the message: *Please wait while we prepare your attachment.* Connect² Voice will not read this message for attachments smaller than the specified file size. Valid values are in KB and range from 0 to 9999. The default value is **30**.
Maximum Record Time	The maximum number of seconds a caller may take to record a message. Connect²Voice stops recording after it reaches this threshold. Valid values range from1 to 999. The default value is 60.
Fast Scan Delay	The number of seconds that the mechanized voice pauses between reading message summaries during Fast Scan. Valid Values range from 1 to 999. The default value is 2. If users feel that they do not have enough time to make a selection when Fast Scan is enabled, increase this value.

Table 3.2 Configuration Settings (continued)

Configuration Fields	Description
Readable Attachment Types	The extensions for the type of e-mail attachments that you want Connect²Voice to read. Connect²Voice refers to this list if the attachment type listed in the SMF header of the message is unknown. For example, if you want Connect²Voice to read INI files, add INI to this list. Regardless of how you set this field, Connect²Voice will always read TXT files and play WAV files. The default value is **TXT**.

Table 3.2 Configuration Settings (continued)

Configuration Fields	Description
Fax Template	If you have a fax gateway, users can route their e-mail messages to your fax gateway for transmission to a fax device. In this field, specify your fax addressing template in the format required by your fax gateway. Substitute %s for the fax number and %s for the extension number. For example, the Connect²FAX gateway has a fax template with the format: fax@fax{/fax:%s /to: %s} *fax@fax* sends the message to a user named *fax* at a gateway named *fax*. When a caller requests that Connect²Voice send an e-mail message to a fax machine, Connect²Voice prompts the user for the fax number and an extension. The first %s is a variable that Connect²Voice replaces with the fax number. The second %s is a variable that Connect²Voice replaces with the extension number. If a caller supplied *14105551212* for the fax number and *234* for the extension number, Connect²Voice would build the following address: fax@fax{/fax:14105551212 /to:234} and send the e-mail message through the specified gateway, which forwards the message to the specified fax device. The extension is printed on the fax to help identify the recipient. The fax template for Connect²FACSys has the following format: fax@facsys{fax:%s; to:%s}

Table 3.2 Configuration Settings (continued)

Configuration Fields	Description
WAV Attachment Extension	The file extension of voice mail attachments to messages. Each time a user or caller records a voice message, Connect²Voice saves that voice message as a sound file and attaches it to an e-mail message. The default value is WAV. Set this value to **C2V** to have a WAV player other than your default WAV player play Connect²Voice attachments from within your e-mail program. **Note:** Connect²Voice file attachments are in WAV file format regardless of the file extension.
Admin Password	The administrative program password. If you set a password, the administration program will prompt you for the password each time you run C2VADMIN. If you leave this setting blank, all users can access the Connect²Voice configuration.
Phone-in Modification Code	The password used to modify the system greeting. We recommend changing this value to prevent callers from changing the Connect²Voice system greeting. The default password is **14323**. For more information, refer to "Customizing your System Greeting" later in this chapter.

Adding, Modifying, and Deleting User Accounts

Before a Connect² user can use Connect²Voice to listen to his/her e-mail and before a caller can leave a message for that person, you must create an account for that person.

Create users first!	If you are setting up a new system, create Connect²Voice user accounts before running Connect²Voice. Connect²Voice loads the configuration settings at startup, so you must restart Connect²Voice any time you add users or make other configuration changes.

When you are creating a user account, the administrative program lets you configure how callers can access the mailbox for that account. There are three ways to access Connect²Voice accounts:

- Enter the voice mailbox number. All accounts have a five-digit voice mailbox number. If speed dial voice mailboxes exist, callers must enter a 9 before entering the five-digit voice mailbox number.

- Enter the speed dial voice mailbox number, which is accessible through a one-digit number. You can establish up to nine speed dial mailboxes.

- Listen to the company directory and select a user from that directory. All users can be accessed through the company directory as long as they have recorded their directory name and greeting.

Note: If you plan on assigning speed dial numbers or using a company voice mail directory, your system must be properly configured. Refer to "Configuring your System" earlier in this chapter for information.

 Press 1 for Sales...	If you have less than ten users for whom you are creating Connect²Voice accounts, or if you would like to create mailboxes for departments within your organization that callers can access quickly and easily, you may want to use speed dial. Speed dial allows callers to enter a one-digit number between 0 and 8 to leave a voice mail message. If an account does not have a speed dial number, callers must enter a five-digit mailbox number or listen to a company directory in order to leave a message. Refer to "Configuring your System" and "Adding a User Account" for instructions on setting up speed dial.

The procedures that follow tell you how to add, modify, and delete accounts and modify the welcome message to new users.

Adding a User Account

Follow this procedure to add a new user account.

1. In DOS, go to the directory where you installed Connect²Voice.

2. Run **C2VADMIN**. The administrative program starts and the Connect²Voice Management Options menu displays.

3. If you are creating accounts for a large number of your e-mail users, select **Import NETDIR.TAB records**. Do not perform this step if you are creating accounts for only a small subset of your users.

   Connect²Voice creates a local file called LOGIN.DB that includes information from your NETDIR.TAB file. If you have a large NETDIR.TAB file, this will take some time to create. If you are adding a large number of users, this step will save some time while you create the individual accounts.

4. Select **Manage Users**. Use the **Enter** key.

   Connect²Voice displays the **Select User to Manage** screen, which lists the users who have accounts.

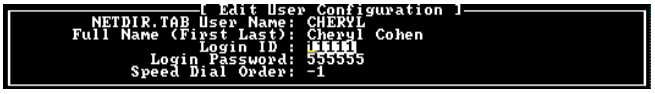
   To see each account's speed dial number, use the **F2** key. The speed dial number appears to the right of the user name. A **-1** appears to the right of accounts that do not have a speed dial number configured.

5. Press the **Ins** (Insert) key.

   Connect²Voice lists your NETDIR.TAB users.

6. Select the name of the user account that you want to add and press the **Enter** key.

   Connect²Voice populates the fields on the Edit User Configuration screen with values from your NETDIR.TAB. If you want to change any of the values, refer to Table 3.3, which describes the fields.



7. Press the **Control (Ctrl)** key and the **Enter** key simultaneously to add the user. (To return to the menu without submitting the user account information, use the **Esc** key.)

   Connect²Voice returns you to the Select User to Manage menu.

8. Use the **Esc** key to return to the main menu.

9. Select **Exit System Configuration** to exit the administrative program. Use the **Enter** key.

10. Restart Connect²Voice for your changes to take effect.

    Connect²Voice sends a message to each new user telling them their Connect²Voice account information. You can modify this message by editing WELCOME.TXT file in your Connect²Voice directory. Refer to "Editing the Welcome Message" later in this chapter for more information.

Table 3.3 Fields on the Edit User Configuration Screen

Field	Description
NETDIR.TAB User Name	The user name for the user as defined in Connect².

Full Name	The user's full name. Valid values have the format:
	`FirstName LastName`
	where *FirstName* is the user's first name and *LastName* is the user's last name.
	For example, the Full Name for *Charles Rose* would be:
	`Charles Rose`
	When you add a new user account, Connect²Voice extracts this value from the NETDIR.TAB.

Login ID	The login ID for the user. Valid values have five numeric characters and must be unique to this user. When you add a new user account, Connect²Voice uses an algorithm to generate this value.
Login Password	The password for the user. Valid values have six numeric characters. The user can change his/her password during a Connect²Voice telephone session.
Speed Dial Order	To establish a speed dial number for this user, type a speed dial number not assigned to another user and press the **Enter** key. Callers can access a the mailbox for this account by pressing this one-digit number. Valid values range from **0** to **8**. To see a menu of available speed dial numbers, delete the default entry and press the **Enter** key. If you do not want to establish a speed dial number for this account, use the default value of **-1**.

Voice Mailbox Numbers	**Note:** A user's login ID is identical to his or her voice mailbox number. If you have speed dial numbers established for any accounts, callers must enter the prefix 9 plus the voice mailbox number when leaving a voice mail message. Be sure to tell Connect²Voice users if callers need to dial the 9 prefix plus the voice mailbox number to leave a voice mail message.

Modifying an Existing User Account

Follow this procedure to change the information in or to view an existing user account.

1. In DOS, go to the directory where you installed Connect²Voice.

2. Run **C2VADMIN**. The administrative program starts and the Connect²Voice Management Options menu displays.

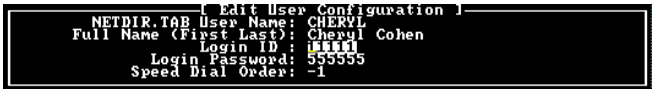
3. Select **Manage Users**. Use the **Enter** key.

   Connect²Voice displays the **Select User to Manage** screen, which lists the users with accounts. To see each account's speed dial number, use the **F2** key. The speed dial number appears to the right of the user name. A **-1** appears to the right of accounts that do not have a speed dial number configured.

4. Select the user account that you want to modify.

5. Press the **Enter** key.

   Connect²Voice displays the Edit User Configuration screen.



6. Modify the user's information. Table 3.3 describes the fields on the Edit User Configuration screen.

7. Press the **Control (Ctrl)** key and the **Enter** key simultaneously to submit your information. (To return to the menu without submitting the user account information, use the **Esc** key.)

   Connect²Voice returns you to the Select User to Manage menu.

8. Use the **Esc** key to return to the main menu.

9. Select **Exit System Configuration** to exit the administrative program. Use the **Enter** key.

10. Restart Connect²Voice for your changes to take effect.

Deleting a User Account

Follow this procedure to delete an existing user account.

1. In DOS, go to the directory where you installed Connect²Voice.

2. Run **C2VADMIN**. The administrative program starts and the Connect²Voice Management Options menu displays.

3. Select **Manage Users**. Use the **Enter** key.

   Connect²Voice displays the Select User to Manage screen, which lists the users with accounts. To see each account's speed dial number, use the **F2** key. The speed dial number appears to the right of the user name. A **-1** appears to the right of accounts that do not have a speed dial number configured.

4. Select the user account that you want to delete.

5. Press the **Del** key.

   Connect²Voice deletes the account that you requested and returns you to the Select User to Manage menu.

6. Use the **Esc** key to return to the main menu.

7. Select **Exit System Configuration** to exit the administrative program. Use the **Enter** key.

8. Restart Connect²Voice for your changes to take effect.

Editing the Welcome Message

Each time you create a new user account, Connect²Voice sends a welcome message to the user's e-mail address. The welcome message contains the user's Connect²Voice account information, including their user ID and password.

The welcome message is based on a template file called WELCOME.TXT located in the Connect²Voice directory. We recommend editing this file to include your Connect²Voice system phone number in the welcome message each user receives. Use the procedure that follows to edit the welcome message.

1. Open the WELCOME.TXT file with a text editor.

2. Change the Connect²Voice phone number listed to the phone number for your Connect²Voice system.

3. Save your changes.

Starting Connect²Voice

At the DOS prompt, go to the directory in which you installed Connect²Voice. Type **C2VSTART** and use the **Enter** key. Connect²Voice will display its console.

Facts for the Curious

C2VSTART Processing

When you run C2VSTART, DOS runs C2VSTART.BAT, which includes the following processes:

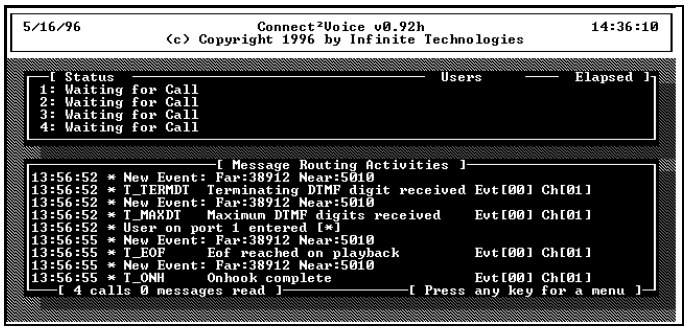
- **genload** – loads the T-T-S (Text-To-Speech) firmware.
- **setpebno** – tells the T-T-S firmware which peripheral expansion bus the D/41D board uses.
- **d40drv** – loads a Dialogic TSR on the computer. This process includes the following parameters:
  - ◊ **-h7** - specifies hardware interrupt 7. (If you set a different IRQ, this number will be different.)
  - ◊ **-y** - allows the software to modify the speed and volume of the voice.
  - ◊ **-j** - displays the jumper/configuration information
  - ◊ **-na** - prevents a search for AMX boards
  - ◊ **-i48** - specifies software interrupt 48h
  - ◊ **-e64** - means to use 64K of expanded memory (EMS)
- **bst_drvr** – loads the T-T-S driver on the computer.
- **c2v** – loads Connect²Voice. The parameter -d puts the system in debug mode, which creates a more detailed log file.

Note: To create a detailed log of Connect²Voice activity, type **C2VSTART -D** at the DOS prompt to start Connect²Voice.

The Connect²Voice Console

The Connect²Voice console is the interface that allows you to monitor system events.

The console displays the status of Connect²Voice and lists recent activities.



The Connect²Voice Console

To view a menu of options, press any key. Connect²Voice displays the Connect²Voice Options menu.

The Connect²Voice Options Menu

When a menu displays, Connect²Voice displays a list of the active keys at the bottom of the screen; the keys that it displays depend upon the activity that you are currently performing. Use these active keys to move through the system.

Customizing your System Greeting

When callers reach Connect²Voice, they hear a greeting that welcomes them to the Connect²Voice system. Connect²Voice includes the following default greeting:

Thank you for calling Infinite Technologies' Connect²Voice mail gateway.

This greeting is followed by additional instructions that tell callers how to leave messages for Connect²Voice users.

You can customize this greeting for use with your organization's Connect²Voice system. If you are using speed dial numbers to create voice mailboxes for departments within your organization, you can include instructions for reaching these mailboxes in your greeting. The following example gives instructions for reaching three speed dial mailboxes.

Thank you for calling the Acme Chocolate Factory. Please press 0 for sales, 1 for customer service, 2 for recipes, or listen for additional options.

Welcome to Connect²Voice	If you set **Use Internal Login Menu** to **N**, callers will hear your customized system greeting and voice mail menu only. Otherwise, Connect²Voice plays the default voice mail menu after your customized system greeting.

Use the procedure that follows to record your own system greeting.

1. From a touch tone telephone, dial the phone number for your Connect²Voice system.

2. After you hear the initial greeting, press the star key (*) and enter your Phone-in Modification Code as configured in the Connect²Voice administrative program. The default value is **14323**.

   You will hear the following prompt:

Press 1 to change the welcome message or press the star key (*) to exit.

3. Press 1. Connect²Voice instructs you to speak your message at the tone and press the pound key (#) when finished.

4. Record your new system greeting after the tone and press the pound key (#). We recommend that you **do not** use a speaker phone to record a greeting.

   Connect²Voice reads the next set of options.

   Press 1 to review, 2 to start over, 3 to save.

5. Do one of the following.

   - To hear your system greeting again, press **1**. Connect²Voice plays back your recording and repeats the last set of options, which allows you to review your greeting, record a different greeting, or save the greeting.

   - To record a different system greeting, press **2**. After the voice prompt, speak your greeting again and press the pound key (#). Connect²Voice allows you to review your greeting, record a different greeting, or save the greeting.

   - To save the system greeting you just recorded, press **3**. Connect²Voice confirms that your system greeting was saved.

6. You may now press the star key (*) and hang up the phone.

Viewing System Information

To view version information and the number of user accounts, select **About Connect²Voice** from the Connect²Voice Options menu on the Connect²Voice console or the Connect²Voice Management Options menu in the administrative program.

Monitoring Connect²Voice

Connect²Voice produces a log that allows you to monitor the system's activities. Each log displays the day's system events. Old log files are stored in the **LOG** directory and are named C2V_*mmdd*.BAK, where *mmdd* is the month and day of the activities recorded in the log. Connect²Voice creates a new log file every day and deletes log files that are two weeks old.

The procedure that follows tells you how to view today's log.

1. At the Connect²Voice console, press any key.

   Connect²Voice displays the Connect²Voice Options menu.

2. Select **View Log File** and use the **Enter** key. (You can also select **View Log File** from the Management Options menu in the administrative program.)

3. To move through the log, use **Page Up**, **Page Down**, **Home**, **End** and the arrow keys.

Log Showing Events

The log records information that is useful if a problem arises that you need to solve. Each log entry describes an *event*. An event might be a caller pressing a key or hanging up the phone. Each entry consists of two lines of information:

The first line contains the time the event occurred in *hh:mm:ss* and the text **New Event Far:***FarHeap***Near:***NearHeap* (where *NearHeap* is the amount of memory, in bytes, local to Connect²Voice's 64K segment and *FarHeap* is the amount of remaining conventional memory that Connect²Voice can allocate).

The second line consists of the time, a short name for the event, a short description of the event. Event data is put in Evt[xx] and the channel in Ch[xx].

For example:

```
15:52:36 * New Event: Far:72704 Near:4118
15:52:36 * T_EOF Eof reached on playback Evt[00] Ch[01]
```

This entry shows that there is about 72K free on the far heap and 4K on the near heap. The short name for the event was T_EOF, which means *Eof reached on playback*. The event occurred on channel (line) 1.

Shutting Down Connect²Voice

You can shut down Connect²Voice from the Connect²Voice console. To shut down Connect²Voice from the console, press any key to display the Connect²Voice Options menu. Select **Shut down Connect²Voice** from the Connect²Voice Options menu and use the **Enter** key.

A Customizing Pronunciation

Overview

Connect²Voice uses Berkeley Speech Technologies' BeSTspeech T-T-S (Text-to-Speech) to convert computer text into spoken output. T-T-S bases the way that it pronounces most of the words that it encounters in your e-mail messages on *letter-to-phoneme rules*. *Letter-to-phoneme rules* are the rules that convert English spelling to phonemic pronunciation. However, some words in English are not pronounced in accordance with the basic rules for English pronunciation. The word *of*, for example, is the only case in English in which a final *f* is pronounced *v*. For words that are exceptions to the letter-to-phoneme rules, T-T-S uses dictionaries. T-T-S has the following main dictionaries:

- The Special Dictionary contains the pronunciations of words that are not spelled according to letter-to-phoneme rules.

- You can add your own entries to the System Dictionary so that Connect²Voice correctly pronounces words that are specific to your organization such as your company name, employee names, unusual abbrieviations, or technical and legal terms.

When T-T-S reads an e-mail message, it checks each word to see if it is listed in one of its dictionaries. If it is, it uses the pronunciation described in the dictionary. If it is not, it uses the standard letter-to-phoneme rules.

Adding Words to Your System Dictionary

The procedure that follows tells you how to add a word to the System Dictionary.

1. Use a text editor to edit SYSTEM.DIC. SYSTEM.DIC is located in your Connect²Voice directory on your Connect²Voice server. SYSTEM.DIC contains one line for each entry.

2. On a new line in SYSTEM.DIC, type your dictionary entry. Refer to "Creating a Dictionary Entry," which follows, for information.

3. Save and close the file.

The excerpt that follows is a sample from a SYSTEM.DIC file.

```
~x]*~t]
~x]-~t]
~x]=~t]
~x]_~t]
~x]po p o s t ' a f I s "~t]
~x]btw b ay ' $W dh ^ ' $W w e "~t]
~x]BTW b ay ' $W dh ^ ' $W w e "~t]
~x]MS m ay k r o ' s O f t "~t]
~x]MSMAIL m ay k r o ' s O f t " $W m e l~t]
~x]ms m ay k r o ' s O f t "~t]
~x]Postoffice p o s t ' a f I s "~t]
~x]<g> b I g $W g r I n~t]
~x]asap = z $W s u n $W = z $W p O s I b l e~t]
~x]<BG> b I g $W g r I n~t]
~x]C2 k = n E ' k t $W t u~t]
~x]C^2 k = n E ' k t $W t u~t]
~x]Connect^2 k = n E ' k t $W t u~t]
~x]C2V k = n E ' k t $W t u $W v oy s~t]
~x]C^2V k = n E ' k t $W t u $W v oy s~t]
~x]Connect2V k = n E ' k t $W t u $W v oy s~t]
~x]Connect^2V k = n E ' k t $W t u $W v oy s~t]
```

Creating a Dictionary Entry

An exact way of representing the pronunciation of a spoken word is to use *phonemic transcription*. Phonemic transcription is a system in which each sound in a language is represented by a special symbol. These distinctive sounds are called *phonemes*. For example, standard dictionaries use a phonemic transcription system to tell you how words are pronounced. T-T-S dictionaries use a phonemic transcription system similar to those used in standard dictionaries. The T-T-S phonemic transcription system allows you to represent precisely the sounds of Standard American English in symbols. In the transcription, each distinctive sound of English—each English phoneme—is represented by a separate symbol made up of one or two keyboard characters.

System Dictionary entries have the following format:

~x]*Word PhonemicTranscription***~t]**

They consist of the following parts:

- A command that begins the entry
- The word itself
- The phonemic transcription of the word
- A command that ends the entry

Table B.1, which follows details the parts of the System Dictionary entry.

Table B.1 System Dictionary Entries

What you type	Description
~x]	All dictionary entries begin with this command. There should **not** be as space between this command and the word itself.
xxxxx	where *xxxxx* is the word itself. When you enter a word in the System Dictionary it should be spelled exactly as it will appear in text of the e-mail. For example, names should have initial capital letters.
p p p p p	where *p p p p p* is the phonemic transcription of the word, with a space between each symbol. To transcribe a word, break the word into its component sounds. For example, the name *Cheryl* has the component sounds *Ch*, *e*, *r*, and *yl*. Then look on the Consonant and Vowel Phoneme tables that follow (Table B.2 and Table B.3). Find a phoneme symbol in the chart that corresponds to each component sound. For example, the phonemic translation for Cheryl is: *sh E r l* In addition to phoneme symbols, you can incorporate stress marks, which add emphasis and mark which syllables are accented in the word. Refer to Table B.4 for a description of these symbols. A space must always follow stress symbols and phoneme symbols. If the phoneme symbol is made up of two characters, keep them together. Use a $W symbol to mark the boundaries between words in multiword transcriptions.
~t]	All dictionary entries end with this command. Note that there is no space between the phonemic transcription of a word and the ~t].

For example, a dictionary entry for a company named Infinite would be:

~x]Infinite I ' n f I n I t~t]

where:

- *~x* — is the command that begins each entry
- *Infinite* — is the word that we want Connect²Voice to pronounce differently
- *I ' n f I n I t* — is the phonemic transcription of the word Infinite
- *~t]* — is the command that ends each entry

Examples:

~x]fettucine f E " t = ch i ' n i~t]

~x]pizza p i ' t s =~t]

~x]*~t] (this entry tells Connect²Voice not to pronounce asterisks)

Symbols for Phonemic Transcriptions

The table that follows contains the symbol for each consonant phoneme in standard American English and illustrates each phoneme with a list of example words that contain the sound.

Table B.2 Consonant Phonemes

Symbol for Phoneme				
w	wet	quit	await	
y	yet	cute		
h	hot		ahoy	
m	met	smile	roomy	limb
n	net	snide	any	win
ng			hunger	sing
l	let	clean	alone	fall
r	root	crew	around	far
f	fat	frog	afar	off
v	vat	view	avow	have
th	thin	threw	ether	booth
dh	then		either	smooth
s	sue	ski	recent	race
z	zoo		easy	buzz
ch	chin		nature	hitch
jh	gin		aging	ridge
sh	shin	shrew	racial	bash
zh			vision	beige
p	pat	prey	opaque	rope
b	bat	brew	obey	robe
t	tin	tray	retake	wrote
d	din	drew	ready	road
k	coat	crew	ocher	pique
g	got	gray	baggy	rogue

Table B.3 Vowel Phoneme Symbols

Symbol for Phoneme		
i	beet	
I	bit	beer[1]
e	bait	
E	bet	bare[1]
ae	bat	dally
u	boot	
U	put	tour[1]
o	boat	
O	bought	store[1]
a	pot	star
^	but	sully
R	Bert	
ay	bite	fire
oy	boy	
aw	bout	
=	about[2]	

[1] These forms contain vowels that are lax due to the **r** that follows them.
[2]This vowel phoneme (called a schwa), occurs only in the unstressed syllables of a word. The other vowel phonemes occur in both stressed and unstressed syllables.

Stress Symbols

Place stress symbols in words after the **vowel** of the stressed syllable. You mark primary stress with a single quote (') and secondary stress with a double quote (").

Table B.4 Stress and Other Symbols

Symbols	Description
'	Use this symbol to mark primary stress in a word. For example: `~x]pizza p i ' t s =~t]`
"	Use this symbol to mark secondary stress in a word. For example: `~x]fettucine f E " t = ch i ' n i~t]`
+dn	Use this symbol if you want a word de-emphasized in a sentence. For example, the word *Company* is not emphasized in the phrase: *The John Smith Company*. Include this symbol before the first phoneme symbol of the word. For example: `~x]Company **+dn** k ^ ' m p = n i~t]`
$W	Use this symbol to mark the boundaries between words in multiword transcriptions. For example: `~x]3BR th r i ' **$W** b E ' d r u " m~t]`

B Glossary

AEB

Analog Expansion Bus. The device used to connect D/41D and D/41E boards to your computer.

base memory address

Designates a memory block within the computer's memory. The computer and the D/41D board use a shared memory block to communicate. This address space is determined by the how you set JP5 and JP6 on theD/41D boards.

console

The interface that allows you to configure and monitor the Connect²Voice system.

D/41D board

The hardware that Connect²Voice uses to receive telephone calls, play back audio files, and implement Text-To-Speech voice processing. Connect²Voice requires two D/141D boards.

D/41E board

The hardware that Connect²Voice uses to receive telephone calls, play back audio files, and implement Text-To-Speech voice processing in systems outside of North America. Connect²Voice requires two of these boards.

firmware

A program that resides on an expansion board. Connect²Voice uses Berkeley Speech Technologies firmware.

jumpers

A device consisting of pins and a cover that allows you to connect a circuit. Jumpers can configure certain functions of your expansion board, such as the base memory address.

NETDIR.TAB

The directory file that contains information on all Connect² or NetWare MHS users.
phoneme
phonemic transciption

phoneme

A distinctive sound that occurs in a language. Each spoken language is composed of many phonemes.

phonemic transcription

An exact written representation of the pronunciation of a spoken word. Berkeley Speech Technologies' BeSTspeech T-T-S (Text-to-Speech) dictionaries use phonemic transcription to control the pronunciation of the T-T-S mechanized voice.

speed dial

A configuration option that allows callers to use a one-digit number to leave messages for a particular mailboxes.

switches

A set of electronic levers that break or connect a circuit. Switches configure certain aspects of your expansion board, such as the base memory address. Switches are either on or off.

SYSTEM.DIC

The Connect²Voice dictionary file. This file contains pronunciation instructions for some words and acronyms.

T-T-S

Text-to-Speech. Technology that converts computer text into spoken output.

voice mailbox

The directory that stores your voice mail and e-mail. Connect²Voice uses the same mailbox directory as Connect² or NetWare MHS.

voice mailbox number

A five- or six-digit number callers use to leave messages in your voice mailbox. If your system uses speed dial, your voice mailbox number is your Connect²Voice user ID and the prefix 9. Otherwise, your voice mailbox number is your Connect²Voice user ID alone.

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