PTAM
Manual

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1 Introduction

The word **PTAM** is an abbreviation for **P**rofessional **T**elephone **A**nswering **M**achine. The PTAM has some exceptional characteristics that separate it from other answering machines in more than one respect. The PTAM has:

- An **internal hard drive**. The storage of recordings is done on an internal hard drive. The advantage of this system is that the recordings are randomly accessible and the capacity is enormous. Compared with a tape recorder you don't need to wind or rewind to find a recording and there is no need for changing tapes. Nor is there the risk of recording over a previous recording.

- An **Ethernet interface**: The Ethernet interface allows you to connect the PTAM to your PC or computer network. The PTAM can be accessed from each workstation on the network and recordings can be downloaded to your PC and listened to. The PTAM has full E-mail functionality incorporated. Through the network interface the PTAM can E-mail recorded messages to any local or external E-mail address. The PTAM has a standard E-mail address to mail , but the PTAM can also be programmed with different E-mail addresses for different extension numbers. See the phone book functions for this option.

- A **programmable voice response system** with timetable. The programmable voice response system allows for the programming of different voice response scenarios. The programming of the timetable allows for the engagement of different voice response scenario's at different times. It is also possible to have the PTAM E-mail messages according to the followed voice response sequence. This way you can have messages for John mailed to John and messages for Nancy mailed to Nancy. See the voice response options for this function.

The PTAM can be operated in different ways all with their own merits:

As large capacity answering machine:

- Selection of thirty welcome messages.
- A maximum of 300.000 messages.
- Versatile message search function.
- Automatic recording level adjustment.
- Remote access with password protection.
- Date and time stamping of messages with remote playback.
- Remote programming features.
- General password protection against unauthorized use.

As voice response system:

- Programmable voice response system.
- E-mailing of messages according to followed response scenario.
- Programmable timetable operation.

As general voice recorder:

- Recording from microphone.
- Recording of telephone calls.
- RTR Call monitoring over the network.

As Headset telephone

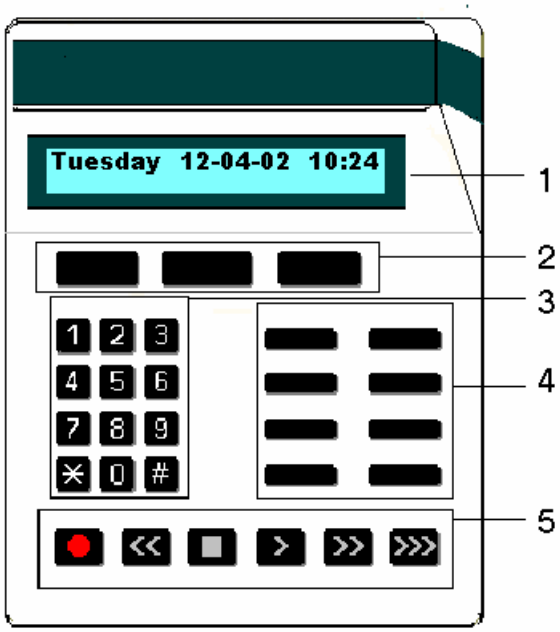
- Last number repeat.
- 200-entry telephone book.
- Speaker function.

1.1 Configuration

The PTAM can be set to different languages. The user of the PTAM can choose between: English, Spanish, Portuguese, Dutch, French, German and Italian. The compression c.q. recording quality can be set as well. A higher compression reflects a reduced audio quality. The standard Digitalk compression resembles general audio quality of mobile telephones.
The PTAM has full network and E-mail capabilities. It is possible to program the PTAM to E-mail messages to particular E-mail addresses according to extension number (Your PBX needs to support this function) or according to the system message. See for a more detailed description § 5.1.
The configuration is divided over several items.

- For general configuration see Chapter 3.
- For Network settings see Chapter 6.
- For Telephone settings see § 7.1.
- and for Recorder settings see §7.2.

2 The PTAM



1. The display.
2. The Softkeys. The softkeys function is determined by text right above the key in the display.
3. The numerical keys.
4. The 8 function keys. See table below.
5. The recorder keys.

The eight function keys:

telephone	On and Off Hook key
speaker	Speaker On/Off key
answ. machine	Message search function key
memo recorder	Microphone recordings search function key
announcements	Welcome messages key
home / away	Network settings menu key
telephone book	Disk info key
configuration	System settings menu key

2.1 What's in the box

The PTAM comes supplied with the following parts:

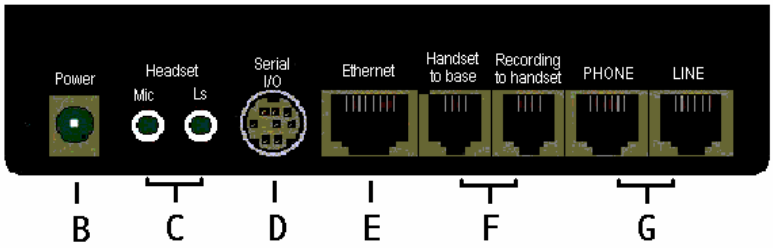
- headset
- mains supply adapter
- telephone cable with 2 jack RJ11 plugs
- adapter plug for the local telephone network (UK only)
- metal rest for the headset, including a small plastic bag with two screws and rings for mounting it
- CD with the CRF-player software to play messages on the PC
- this manual

Mounting the Headset Rest

The headset rest has two square corners on one side. These should be pressed firmly into the L-shaped groove at the bottom of the PTAM, and then tightly screwed in with the two screws and rings supplied.

2.2 Connecting the PTAM

The back plate of the PTAM has the following connections.



The PTAM back plate

B. Power socket.
C. Headset / microphone/external speaker sockets.
D. Serial connection socket for a serial PC connection or connection of a start- or footswitch.

E. Ethernet connection socket.
F. Handset sockets for handset connection to a telephone.
G. Telephone line sockets for the telephone line connection and connection of a telephone to the PTAM.

Connect the PTAM as follows.

- Place the mains supply adapter in the wall socket and connect the power supply to the power socket ***B*** at the back of the PTAM.
- Use the supplied telephone cable with 2 jack RJ11 plugs to connect the telephone line to the Line socket ***G*** at the back of the PTAM.
- If applicable connect the PTAM to your LAN using a UTP cable and connect it to the Ethernet port *E.*

The PTAM can be used as headset telephone or in combination with a standard telephone.

- For use as headset telephone connect the supplied headset to the microphone and speaker sockets ***C*** at the back of the PTAM.
- For use in combination with a standard telephone connect the telephone to the Phone socket ***G*** at the back of the PTAM.

By connecting the PTAM to the power supply it is turned on, the PTAM does not have an On/Off switch. Once the PTAM is turned on it has to be configured for operation. Follow the instructions in the next chapter to configure the PTAM to your personal requirements.

2.3 Operating the PTAM

The top line of the display always reflects the operation or state of the PTAM. The second line of the display will always indicate the function of the three soft-keys right below the display. See example below.

Example

- Press the button below **NEXT** to move on to the next item.
- Press the button below **MENU** to enter the menu.
- Press the button below **STOP** to exit the menu.

3 General Configuration

The PTAM has some system settings that need to be made to ensure comfortable use. Enter the configurations by pressing the **configuration** function-key. The following will appear in the display.

Entering the configuration menu

- Press **NEXT** repeatedly to scroll through the menu items.

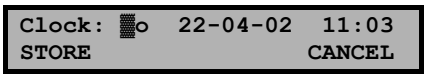
3.1.1 Set the Clock

- Press the **configuration** button.
- Press **NEXT** four times.

The display will show:

The Clock.

- Press **CHANGE** to change the setting of the clock.



Setting the clock.

- Press key's 1-7 to set the day of the week.

The default date and time format is DD-MM-YY andMM: HH (when American has been set as language the format is changed to MM-DD-YY). Use the arrowed keys to move the blinking character left and right. Press softkey **STORE** to store the changes or press softkey **CANCEL** to return to previous values.

3.1.2 Protect the PTAM with a Password

The PTAM can be protected with a password against unautherized use. When password protection has been enabled all actions that change the operation of the PTAM are blocked before the correct password has been entered.

- Press the **configuration** button.
- Press **NEXT** five times.

The display will show:

Setting the Password.

- Press **CHANGE** to enter a password.

Enter a password.

- Press **STORE** to enable the entered password.
- Press **STOP** to exit the menu.

From this point on you will be prompted for the password before entering the menus.

3.1.3 Remove Password protection

- Press the **configuration** button.
- Press **NEXT** once.
- Enter the password and press **CONTINUE**.
- Press **NEXT** four times.

Disable the Password.

- Press **CHANGE** to disable the password.
- Press **STOP** to save and exit the menu.

The password protection has now been disabled.

3.1.4 Set the Language

- Press the **configuration** button.
- Press **NEXT** six times.

The display will show:

Setting the Language.

- Press **CHANGE** multiple times to select the preferred language.
- Press **STOP** to save and exit the menu.

3.1.5 Reset all values

Use **Reset all values** to reset all system values. LAN settings are not affected by the Reset all values operation.

- Press the **configuration** button.
- Press **NEXT** seven times.

The display will show:

Reset all values.

- Press **CHANGE** to enable the Reset all values operation.

Reset all values enabled.

- Press **STOP** to execute the **Reset all values** operation.

Attention: Reset all values operation will disable the password protection.

4 Using the PTAM

In this chapter you will find information on how to use the PTAM as telephone and answering machine. Operation of the voice response system and the programming of the timetable are described in chapter § 5.9.

4.1 Making a phone call

The PTAM can be used as headset telephone. Connect the supplied headset as described in chapter 2.2. Enter the number that you want to call.

The display will show:

Start a telephone call

- Press the **telephone** function key to start the call.

While dialing the display will show:

Dialing the entered number

After dialing has been completed the display will show:

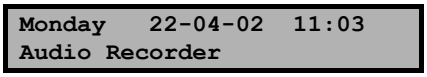
During the call

During the call the softkey below the text **Flash** is the flash key. On the right the duration of the call is displayed.

When you have a normal phone connected to the PTAM the making of a phone call is done the same way you are used to making a phone call as if the phone was connected to the wall socket. The PTAM can be configured to accept a handset instead of the headset. Please contact your supplier for details.

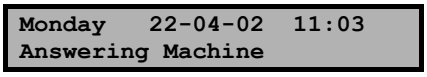
4.2 Turn the answering machine on

When the answering machine is turned off the display will show:



Answering machine Off

Use the **home/away** function key to turn the answering machine On. When the answering machine is On the display will show:



Answering machine On

Use the **home/away** function key to turn the answering machine Off again.

4.3 Record a welcome message

- Press the **announcements** function key.

The display will show:

The announcements menu

- Press **WELCOME** to enter the welcome message menu.

In the PTAM you can record 30 welcome messages that you can set as default welcome message.

- Enter the number of the welcome message that you want to record.

Use the numerical keys to enter the welcome message number. Press 0-9 for welcome messages 0-9. Press ✱0-✱9 for welcome messages 10-19. Press #0-#9 for welcome messages 20-29. For the example we will record welcome message 15 (✱5).

The display will show:

The welcome message menu

- Press to start the recording of the selected welcome message.
- Press to stop the recording.
- Press to listen to the recording before saving. It is possible to record the message again as described above.

The display will show:

Save the recorded welcome message

- Press **STORE** to save the recorded welcome message.

Continue with the example of the voice response system of § 5.2.2, or:

- Press **STOP** to exit the announcements menu.

ATTENTION: The recorded welcome message will automatically be set as default welcome message.

Repeat the above-described sequence to record different welcome messages.

4.4 Selecting a welcome message

- Press the **announcements** function key.

The display will show:

The announcements menu

- Press **WELCOME** to enter the welcome message menu.

In the PTAM you can record 30 welcome messages that you can set as default welcome message.

- Enter the number of the welcome message that you want to select.

Use the numerical keys to enter the welcome message number. Press 0-9 for welcome messages 0-9. Press ✱0-✱9 for welcome messages 10-19. Press #0-#9 for welcome messages 20-29. The display will show:

The welcome message menu

- Press **STOP** to set the selected welcome message as default welcome message and exit the announcements menu.

Enter the **announcements** menu again and press **TEST** to check the selected welcome message.

If no prior voice response menu has been used the PTAM will default record a message after each welcome message. Once a voice response menu has been used the default recording of a message can be restored by deleting all selections for that specific welcome message. For further explanation see chapter 5.1.

4.5 Delete a welcome message

- Press the **announcements** function key.

The display will show:

The announcements menu

- Press **WELCOME** to enter the welcome message menu.
- Enter the number of the welcome message that you want to select.

Use the numerical keys to enter the welcome message number. Press 0-9 for welcome messages 0-9. Press ✱0-✱9 for welcome messages 10-19. Press #0-#9 for welcome messages 20-29. The display will show:

```
Welcome message 15
SYSTEM     DELETE     STOP
```

The welcome message menu

- Press **DELETE** to delete the selected welcome message. Confirm the deleting by pressing **YES**.
- Press **STOP** to exit the announcement menu.

4.6 Listen to new messages

When new messages have been received the display will show:

```
Monday   22-04-02  11:03
3 new Messages
```

Three new messages received

- Press to start playing the messages.

The display will show:

```
1/3   _ _ _ _ _     00:00:24
05-12-02  13:05     00:00:04
```

Playing back message 1

After all the new messages have been played the PTAM will automatically ask to store or delete the messages.

```
3/3        05-12-01  13:05
STORE       59       DELETE
```

Store or delete new messages

In case no choice is made the messages are automatically stored after 60 seconds.

The PTAM can assign a code to every message. This code may be used when searching for particular messages. The code is either the Caller ID or the selection made in a voice response menu. Contact your supplier for more detailes.

4.7 Listen to stored messages

- Press the **answering machine** function key.

The display will show:

Playing stored messages

- Press **LAST** to play the last message.

or

- Press **SEARCH** to search for a specific message.

The display will show:

Search messages according to date

The search for recordings is done according to date and code. Entering the date or code to search for you can use the ✱ key as wildcard. For example enter ✱✱:05:02 to search for all messages from may 2002. To search for a specific code only the date field has to be filled with wildcards only, i.e. ✱✱:✱✱:✱✱. If one wants to search according to date only the code field will need to have a wildcard. This is the case when nothing else has been entered before.

To search for messages from a certain date:

- Enter the date of the recording you want to find.
- Press **SEARCH** to search for the recording of that day.

To search for messages with a certain code:

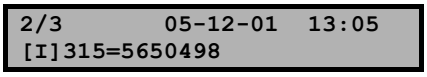
- Enter ✱✱:✱✱:✱✱ in the Date field.
- Press **CODE** to search for a message with a specific code.

The display will show:

Search messages according to code

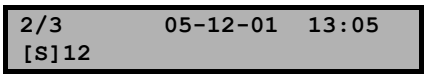
- Enter the code of the recording you want to find.
- Press **SEARCH** to search for the recording of that code.

Once the desired message has been found press the button to start playback of the message. Press the again to pause the playing. If the message contains an input and/or selection sequence this will show up in the display as shown below:



The input of the caller as message

Press the button again to view the options sequence.
The display will show:



The options sequence of the caller

The examples show the number the caller entered after the PTAM executed option 3 after a certain system message. In the example above the caller entered the number 5650498 after system message 315.(Option 3 was entered behind the equals sign of the exclamation mark, see programming of the voice response system in § 5.1.)

The options sequence shows the sequence of keys the caller pressed to arrive at system message 315 (where he entered the number), namely 1 and 2.

4.8 Telephone book

The PTAM has a telephone book function. Read on to find out how to save a contact in the telephone book and how to dial from the telephone book. See § 4.8.1 and 4.8.2. The telephone book is also used to couple extension numbers to system messages, see § 4.8.3. Finally the telephone book is also used to link extension numbers to the E-mail function, see § 4.8.4.

4.8.1 Save a number in the telephone book

Type in the number you want to save just as if you are starting a call, e.g. 1234. See § 4.1.

- Press **STORE** to save the number.

The display will show:

Enter the name of the contact

- Enter the name of the contact, e.g. John.
- Press **STORE** to store the name.

The display will show:

Save a number in the phone book

- Press **STORE** to store the contact in the telephone book.

4.8.2 dial from the telephone book

- Press the **telephone book** function key.

The display will show:

The telephone book

Now press the first character of the name you are looking for and the PTAM will open the telephone book with the nearest entry.
Use the and keys to scroll up and down the telephone book. If you have found the contact you are looking for press the **Telephone** function key to dial the number, or press **CHANGE** to change the name or number of the selected contact.

4.8.3 Coupling extension numbers to system messages

The telephone book is also used to divert incoming calls through extension numbers to different system messages. Enter the extension number as the telephone number in the telephone book and enter the system message number as the belonging name. If a call that comes in to the PTAM through that extension number the PTAM will answer with the entered system message. Of course it is possible to have a voice response scenario coupled to that system message. Your PBX must support the use of extension numbers for this function to work.

4.8.4 E-mail function of the Telephone book

The telephone book can also be used to E-mail saved messages to different E-mail addresses according to extension numbers. Enter an extension number as number in the telephone book and enter an E-mail address as a name belonging to the extension number. (The @ sign and the . (dot) are entered using the ✱ and 1 keys) If a call that comes in to the PTAM through that extension number and a message is saved that message will be E-mailed to the belonging E-mail address. Note that the default E-mail address as configured in the network settings is overruled by this function. Your PBX must support the use of extension numbers for this function to work.

5 Setting up the PTAM

The PTAM can be programmed as voice response system with a timetable operation. The voice response menu and the timetable are programmed separately. The PTAM can also be programmed to E-mail messages to the appropriate addresses. The E-mail function can be programmed separately, but the network properties have to be set correctly for the E-mail to work.

5.1 Setting up the voice response system

Voice response means hat the PTAM allows the caller to make different choices according to the welcome message. A welcome message may say:

"This is the answering machine of Vidicode
To continue in English press one
To continue in Spanish press two"

If the caller presses 1 the caller is played a new welcome message in English. If the caller presses 2 the caller is played another welcome message in Spanish.

The programming of a voice response menu is done by assigning response actions to the key input of the caller. The PTAM can be programmed to play any selected system message after the caller has pressed a specific number. Another response of the PTAM might be to record a message or transfer the caller to a specific extension.

5.2 System message vs. welcome message

The programming of a voice response menu starts with the recording of the first welcome message. The PTAM can use 30 different welcome messages. Welcome messages are a specific kind of system messages. The PTAM can contain 999 system messages. System messages 0-399 are reserved for use by the PTAM itself. System messages 400-999 are free to use by the user. The 30 welcome messages are represented by system messages 350-379. A voice response sequence must always start with a welcome message. Once you have recorded the first welcome message and you press the **SYSTEM** key the PTAM will automatically refer to the system message number of the recorded welcome message. E.g. if you have recorded welcome message 12 and you press **SYSTEM** the PTAM will show the options of system message 362 (Except for welcome message 0 which is system message 300). The recording of a system message is done in the same way as the recording of a welcome message, only from the system message menu instead of from the welcome message menu. See below for detailed explanation.

5.2.1 The system message menu

The system message menu is behind the welcome message menu.

- Press the **announcements** function key.
- Press **WELCOME** to enter the welcome message menu.
- Press **SYSTEM** to enter the system message menu.

The timetable can be programmed to answer with a system message. See § 5.9.

5.2.2 Example of a simple voice response system

Record a welcome message as described in § 4.3. For the example we record the following message:

"This is the answering machine of Vidicode
To continue in English press two
To continue in Spanish press three"

After saving the recording do not exit the announcements menu.

- Press **SYSTEM** to enter the system message menu.

The display will show:

The system message menu

- Press **SELECT** to enter the desired responses to the caller input.

The display will show:

Enter required responses

- Enter the number of the system message you want to play if the caller has pressed 1, for instance 410.
- Press **SELECT** again to move on to option 2.

The display will show:

Enter required responses

- Enter the number of the system message you want to play if the caller has pressed 2, for instance 420.
- Press **SELECT** to move on to the response if the caller has pressed 3 or press **BACK** to save the selections.
- Now record system messages 410(in English) and 420(in Spanish) and select the desired responses as described above.

Pressing **SELECT** repeatedly passes all the options the caller has, i.e. 0-9, **#** and **✱**. Then two more options follow, the (**?**) and (**!**). These two options are different from the other choices for the the caller cannot press ? or ! on his phone.

The questionmark: The selection entered behind the question mark will be executed if the caller doesn't make a selection within 6 seconds(default is the repetition of the system message if no option is programmed). If no selection is entered the PTAM will twice repeat the system message after 30 seconds. After that the PTAM will disconnect.

The exclamationmark: The selection entered behind the exclamation mark will be executed irrespective of the caller's input. The exclamationmark is predominantly used for the selections 2,3 and 4. These options are only allowed behind the exclamationmark.See following paragraph for a more detailed explanation.

IMPORTANT: Remember to select the first welcome message of the voice response menu as default system message after you have finished programming. Follow instruction as descibed in § 4.4.

5.3 More voice response options

Other then playing a new system message the PTAM can respond in a few different ways, for instance record a message. Enter one of the following choices behind the options of the caller.

0: No response, the last welcome message is repeated.
1: No response at all (this response is hardly ever used).
2; Starts the recording of a message(*).
3: Enables the caller to enter a number that will be stored(*).
4: Play's the last input of the caller(*).
7: Lets the PTAM ring for someone to answer.
8: Asks for a code to enter the remote control menu.

9: Disconnects.

(*) **Attention**: Options 2,3 and 4 can only be assigned to the exclamation mark. These options need to have their own system message before the caller can record a message or enter a number. See § 5.8.

5.3.1 Example

Select and record a system message 410 as described in the previous paragraph and have system message 410 say:

"*To leave a message press 1*
To speak to the operator press 2"

Now select system message 410 in the system message menu.

- Press **SELECT** to enter the desired response if the caller presses 1.

The display will show:

Enter required responses

- Enter the number of a next system message e.g. 500. (This will cause the PTAM to play that particular system message if the caller presses one)
- Record the system message 500 with the text "Please record you message after the beep".
- After saving the recording, press **SELECT** multiple times until you arrive at the exclamation (!) mark.

The display will show:

Enter required responses

- Enter 2 behind the equal sign of the exclamation (!) mark. (This will cause the PTAM to record a message after the message was played)

ATTENTION: The voice response option 2 can only be entered behind the exclamation mark. See previous paragraph for details.

Return to the system message 410 and select **SM410 selection 2**.

The display will show:

```
SM410 selection  2=
SELECT     DELETE     BACK
```

Enter required responses

- Enter the number 7 behind the equal sign of caller option 2. (This will cause the PTAM to ring for someone to answer if the caller presses 2)
- Press **SELECT** multiple times until you arrive at:

```
SM410 selection  ?=
SELECT     DELETE     BACK
```

Enter required responses

- Enter the number 9 behind the equal sign of the question mark (This will cause the PTAM to disconnect if the caller doesn't make a selection within 6 seconds).
- Press **BACK** to save the selections.
- Press **STOP** to exit the **announcements** menu.

Other then having the PTAM ring for someone to answer the PTAM can also transfer an automatically answered call to a specific extension. See § 5.5.

5.4 Delete the selected response options

Select a system message as described in the previous paragraph and press **SELECT** to enter the response selection menu.

The display will show:

```
SM510 selection  1=
SELECT     DELETE     BACK
```

Enter required responses

To undo the selection of a response for a certain system message enter a 0 behind the equal sign of the caller's option.

To delete the entire selection of responses of a system message press **DELETE**.

5.5 Extension system messages

The PTAM can tranfer an automatically answerred call to an extension. This is done through an extension system message. Select a system message between 10 and 49. Select system message 20 for example. Record the message saying e.g. "Your call is being transferred". Save the system message and open the SELECT menu. Now you will be prompted to enter te extension number. If you have a system message in a voice response menu refer to system message 20, the recorded message will be played and the call will be transferred to the entered extension number.

5.6 E-mail system messages

The PTAM can E-mail recorded messages. System messages 50-99 are reserved for this purpose. If you direct your voice response system to a system message between 50 and 99 the PTAM will always record a message. There is no selection of options possible for these system messages, you will be prompted to enter an E-mail address instead.

5.6.1 Example

- Make a small voice response system and refer to a system message between 50 and 99 (e.g. 06) saying that a message can be recorded.
- Record system message 60 as described in § 5.2.
- Press **SELECT** after you have stored the recording.
- Enter the desired E-mail address.
- Press **STORE** to save the entered E-mail address.

The @ sign and the . (dot) are entered using the ✱ and 1 keys.

5.7 Test the programmed voice response menu

The PTAM has a TEST modus to test the programmed voice response menus.

- Press the **announcements** function key.
- Press **TEST** to start the voice response menu.

The default welcome message will start playing. You can now enter the menu choices on the PTAM pretending to be a caller. This way you can easily check if the voice response menu performs the way it was meant to.

5.8 Suggestions

The following suggestion might help to create a well functioning voice response system for you.

- Design the voice response menu on paper first before programming. Check if everything tallies, and make sure there are no options that have no outcome for the caller.
- Avoid complex choices. If too many options are given, the caller will forget the first options. Successful voice response scenarios are small and simple.
- We advise to let the caller make no more than 3, preferably 2 choices.
- First read the option, then the key to press, e.g.:
  "*For information about fax machines, press 1, For information about telephone exchanges, press 2".*
- Offer help to the caller who still has an old-fashioned pulse-dial telephone.
- Transfer callers who don't make a choice to the telephonist, or let them leave a message.

The following suggestions might help in the designing a voice response menu:

- You can have the key option for the caller to return to the main menu.
- Options 2,3 and 4 can only be assigned to the exclamation mark. This is useful to announce the caller that he can record a message or enter his account number. When the associated operation is executed the PTAM continues with the selected option behind the question mark. If the question mark doesn't have a selection the PTAM will continue with the # selection. This way you can thank the caller for his input or let him continue in the menu. This way it is also possible to have the caller decide whether he is satisfied with his message or not. If he is not satisfied you can have the caller record a new message. The new message is appended to the first recorded message.
- You can have a key option to repeat the same system message again for the caller to listen to the options once more. (This is standard after 30 seconds if there is not option selected behind the question mark)

5.9 Program the Timetable

By programming the timetable you can instruct the PTAM to respond with different system messages at certain time intervals. For instance during working hours you can transfer calls to different extensions. During lunchtime you can inform callers that during lunch nobody is available and record messages for different employees. After office hours you can have a message

saying the office is closed. The timetable can be programmed by the **days** of the week or by **date**.

Enter the configuration menu by pressing the **configuration** function-key. The following will appear in the display.

Entering the configuration menu

- Press **TABLE** to enter the timetable menu.

The display will show:

Entering the Timetable menu

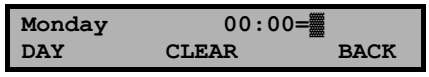
Now follow instructions in one of the examples below to program the timetable.

5.9.1 Example of a weekly timetable

Enter the timetable menu as described in § 5.9.

- Press **WEEK** to program the timetable according to the days of the week.

The display will show:



Entering the Timetable menu

In the PTAM the days run from 00:00 hours to 00:00 hours. Programming begins and starts at these times for each separate day.

- Enter a system message number.
- Press to go to the next time to change the system message.

The display will show:

Entering the Timetable menu

Now you can enter the time that you want the next system message to answer the phone. The ←and→ show whether a previous and following time have been entered. Use the » and « keys to scroll back and forth between the entered times. Be sure to enter sequential times only. The clock works with a 24 hour clock. Impossible time will be discarded by the PTAM.

- Press **BACK** followed by **YES** to save the entered timetable.

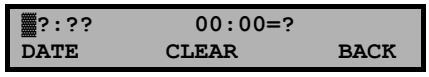
If you choose to press **CLEAR** the entire program for that day will be cleared.

5.9.2 Example of a timetable according to date

Enter the timetable menu as described in § 5.9.

- Press **DATE** to program the timetable according to a specific date.

The display will show:



Entering the Timetable menu

- Enter the date you want to program.
- Enter the system message number.
- Press » to go to the next time to change the system message.

Now you can enter the time that you want the next system message to answer the phone. The ←and→ show whether a previous and following time have been entered. Use the » and « keys to scroll back and forth between the entered times. Be sure to enter sequential times only. The clock works with a 24 hour clock. Incorrect or impossible times entered will be discarded by the PTAM.

- Press **BACK** followed by **YES** to save the entered timetable for that day.

6 The Network configuration

The PTAM has mature Ethernet capabilities. When the network configurations have been made the PTAM can be approached over the network using the Archive software. Messages can be downloaded and listened to with this software. The network configuration is also necessary for the E-mail function to work. See the following paragraph for instructions.

6.1 Network configuration

- Press the **configuration** function key to enter the settings.
- Press **NEXT** three times.

The display will show:

Entering the Network settings

- Press **MENU** to enter the Network settings menu.

The network settings are divided in several items.

- Press **NEXT** to move on to the next menu item.
- Press **CHANGE** to enter or change the value or property of the menu item.
- Press **BACK** to exit the menu.

Press **NEXT** repeatedly to scroll through the menu items. The following sequence of menu items will appear:

6.1.1 Network active

When you enter the Network settings menu the display will show:

Enabling the Network

- Press **CHANGE** to enable the network.
- Press **NEXT** to save and move on to the next menu item.

6.1.2 FTP active

FTP stands for File Transfer Protocol. This is the protocol used by the PTAM to communicate over the network. This is a widely used protocol that is also being used for internet.

Enabling FTP

- Press **CHANGE** to enable FTP.
- Press **NEXT** to save and move on to the next menu item.

6.1.3 FTP user

The Ftp user is user name of the PTAM. It is used by the Archive software to log on to the PTAM.

Set the Ftp user name

- Press **CHANGE** to change the Ftp user name.

Enter the Ftp user name

Use the numerical keys to enter the Ftp user name. Use the to switch between upper case and lower case characters.

- Press **STORE** to save the Ftp user name.
- Press **NEXT** to save and move on to the next menu item.

6.1.4 FTP password

The Ftp password of the PTAM is the password that goes with the FTP user name of the PTAM. It is used by the Archive software to log on to the PTAM.

Set the Ftp password

- Press **CHANGE** to change the Ftp password.

Enter the Ftp password

Use the numerical keys to enter the Ftp password.

- Press **STORE** to save the Ftp password.
- Press **NEXT** to save and move on to the next menu item.

6.1.5 FTP server port

Ftp server port is the port number through which the Archive software can log on to the PTAM. The Ftp server port is default set to 21, as is the setting of the port number in the Archive software. If there is no direct reason to change the Ftp server port it is best left unchanged.

Set the Ftp -server port number

- Press **CHANGE** to change the Ftp server port number.

Enter the Ftp server port number.

Use the numerical keys to enter the Ftp server port number.

- Press **STORE** to save the Ftp server port number.
- Press **NEXT** to save and move on to the next menu item.

6.1.6 DHCP server

In case a DHCP server is used on the network the DHCP server must be enabled. In case a DHCP server is not used on the network the DHCP server must be disabled.

Enable DHCP server

- Press **CHANGE** to enable DHCP server.

DHCP server enabled

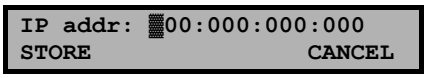
- Press **NEXT** to save and move on to the next menu item.

6.1.7 IP address

As part of the network the PTAM needs an IP address. In case a DHCP server is used (see previous item) the DHCP server will assign the PTAM an IP address. In case a DHCP server is not used a static IP address must be given to the PTAM.

Set the IP address of the PTAM

- Press **CHANGE** to enter the IP address of the PTAM.



Enter the IP address of the PTAM

Use the numerical keys to enter the IP address of the PTAM.

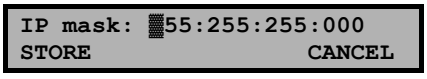
- Press **STORE** to save the IP address of the PTAM.
- Press **NEXT** to save and move on to the next menu item.

6.1.8 IP subnet mask

The IP subnet mask is used by the PTAM if access from outside the network is required. In this case the Gateway will need to be entered as well. In case the used SMTP server is not on the local network the IP mask and gateway need to be entered.

Set the IP subnet mask of the PTAM

- Press **CHANGE** to change the IP subnet mask of the PTAM.



Enter the IP subnet mask of the PTAM

Use the numerical keys to enter the IP subnet mask of the PTAM.

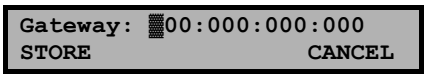
- Press **STORE** to save the IP subnet mask of the PTAM.
- Press **NEXT** to save and move on to the next menu item.

6.1.9 Gateway

The Gateway is used by the PTAM if access from outside the network is required. If so the Gateway and the IP subnet mask will need to be entered. For instance, if the used SMTP server is not on the local network the IP mask and gateway are required.

Set the Gateway of the PTAM

- Press **CHANGE** to enter the Gateway of the PTAM.



Enter the Gateway of the PTAM

Use the numerical keys to enter the Gateway of the PTAM.

- Press **STORE** to save the Gateway of the PTAM.
- Press **NEXT** to save and move on to the next menu item.

6.1.10 IP name

Aside from the IP address the PTAM can also be addressed by an IP name if this function is supported by your DNS server.

Set an IP name for the PTAM

- Press **CHANGE** to enter an IP name for the PTAM.

Enter an IP name for the PTAM

Use the numerical keys to enter an IP name for the PTAM.

- Press **STORE** to save an IP name for the PTAM.
- Press **NEXT** to save and move on to the next menu item.

6.2 Setting up the E-mail function

The E-mail function enables the PTAM to E-mail recorded messages. This can be done to one main E-mail address. If your PBX supports this feature you can direct multiple extension numbers to the PTAM. The PTAM can disriminate between the extension numbers and E-mail messages to different E-mail addresses according to the extension number, see § 4.8.4 for a detailed explanation. Even more versatile is the capability of the PTAM to E-mail messages according to system messages, see § 5.6 for a detailed explanation. The E-mailed messages are in Recording quality format. Standard recording quality is Digitalk. To play a message from your E-mail you will need the CRF Player which is inclosed with the PTAM.

The E-mail settings follow the network settings. If you have made the settings as described above you can proceed with the following items.

6.2.1 E-mail address

The PTAM has extensive E-mail capabilities. All received messages can easily be forwarded to one E-mail address.

Set the E-mail address

- Press **CHANGE** to enter an E-mail address.

Enter the E-mail address

Use the numerical keys to enter the E-mail address. The @ and the . (dot) are entered using the ✱ and 1 keys.

- Press **STORE** to save the E-mail address.
- Press **NEXT** to save and move on to the next menu item.

6.2.2 Reply address

Because the PTAM cannot receive E-mail the E-mails sent by the PTAM require another reply address.

Set the E-mail reply address

- Press **CHANGE** to enter the E-mail reply address.

Enter the E-mail reply address

Use the numerical keys to enter the E-mail reply address.

- Press **STORE** to save the E-mail reply address.
- Press **NEXT** to save and move on to the next menu item.

6.2.3 SMTP server IP address

The PTAM uses the IP address of the SMTP server to send E-mail. In case a local SMTP server is used the IP number can be entered directly. In case of

an SMTP server outside the network both the **Gateway** and the **Subnet Mask** need to be set later on.

Set the IP address of the SMTP server

- Press **CHANGE** to enter the IP address of the SMTP server.

Enter the IP address of the SMTP server

Use the numerical keys to enter the IP address of the SMTP server. Both an IP number or IP name are allowed. In case an IP name is used the DNS server needs to be configured. See § 6.2.6 for details.

- Press **STORE** to save the IP address of the SMTP server.
- Press **NEXT** to save and move on to the next menu item.

6.2.4 SMTP server port

SMTP-server port is the port number through which the PTAM connection is to be made with the SMTP server. The SMTP-server port of the PTAM is default set to 25. Do not change the SMTP-server port number when this value is not explicitly changed in the SMTP server.

Set the SMTP-server port number

- Press **CHANGE** to change the SMTP-server port number.

Enter the SMTP-server port number

Use the numerical keys to enter the SMTP-server port number.

- Press **STORE** to save the SMTP-server port number.
- Press **NEXT** to save and move on to the next menu item.

6.2.5 Domain name

The domain name of the SMTP server is required as domain name in the PTAM. In case the SMTP server is on the network the network domain is required. In case the SMTP server is outside the network the domain name of the SMTP server is required. Contact your provider for more information.

Set the domain of the SMTP server

- Press **CHANGE** to enter the domain of the SMTP server.

Enter the domain of the SMTP server

Use the numerical keys to enter the domain of the SMTP server.

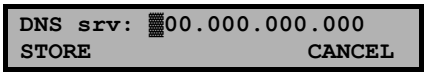
- Press **STORE** to save the domain of the SMTP server.
- Press **NEXT** to save and move on to the next menu item.

6.2.6 DNS server

In case an IP name has been configured for your SMTP server you need to configure the IP number of the Domain Name Server server.

Set the DNS server

- Press **CHANGE** to enter the DNS server.



Enter the the DNS server

Use the numerical keys to enter the DNS server.

- Press **STORE** to save the DNS server.
- Press **NEXT** to save and move on to the next menu item.

6.2.7 Monitor active

The monitor function allows you to listen in to the conversations that take place with the PTAM. This is done with the RTR Call Monitor software, which connects with the PTAM over the network.

Enabling Monitor

- Press **CHANGE** to enable the Monitor.
- Press **NEXT** to move on to the setting of the Monitor password.

The monitor password is a special password that is used to log on to the PTAM. This password is also set in the RTR Call Monitor software.

Enabling Monitor

- Press **CHANGE** to enter a password
- Press **BACK** to exit the network setting menu

7 Telephone and Recorder settings

In the paragraphs below you will find several settings that have to do with the telephone and recorder abilities of the PTAM. For day-to-day use the standard settings will suffice.

7.1 Telephone settings

- Press the **configuration** function key to enter the settings.
- Press **NEXT** once.

The display will show:

Entering the Telephone settings

- Press **MENU** to enter the Telephone settings menu.

The Telephone settings are divided in several items.

- Press **NEXT** to move on to the next menu item.
- Press **CHANGE** to enter or change the value or property of the menu item.
- Press **BACK** to exit the menu.

Press **NEXT** repeatedly to scroll through the menu items. The following sequence of menu items will appear:

7.1.1 Put on hold

The display will show:

Set Hook-Flash

- Press **CHANGE** to switch between Hook-Flash and Earth-Flash.

Check with your PBX or service provider for information. Hook-Flash is most commonly used.

- Press **NEXT** to save and move on to the next menu item.

7.1.2 Flash time

The display will show:

```
Hook-Flash time:     110mS
NEXT      CHANGE      BACK
```

Set Hook-Flash time

- Press **CHANGE** to alter the Hook-Flash time.

Flash time refers to the switch time of the Hook or Earth flash. Standard setting for the Hook-Flash is 110 mSeconds. Check with your PBX or service provider for information.

- Press **NEXT** to save and move on to the next menu item.

7.1.3 Caller ID

The display will show:

```
Caller ID:       DTMF-pola
NEXT      CHANGE      BACK
```

Set Caller ID type

- Press **CHANGE** to set the type of Caller ID.

Choose between DTMF-ring, DTMF-pola, FSK-ring and FSK-pola. You can also turn the Caller ID Off.

- Press **NEXT** to save and move on to the next menu item.

7.1.4 Hang-up detection

The display will show:

```
K-break detection:      No
NEXT      CHANGE      BACK
```

Set Hang-up detection

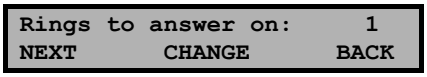
- Press **CHANGE** enable or disable Hang-up detection.

According to the selected language the Hang-up detection is set. For UK this is K-break detection. This service needs to be supported by your PBX or your telephone service provider.

- Press **NEXT** to save and move on to the next menu item.

7.1.5 Rings to answer on

The display will show:



Set Rings to answer on

- Press **CHANGE** to alter the number of rings to answer on.

Sets the amount of rings before the PTAM answers the phone.

- Press **NEXT** to save and move on to the next menu item.

7.1.6 Rings always answer

The display will show:

Set Rings always answer

- Press **CHANGE** to alter the number of rings to always answer on

Set the amount of rings before the PTAM answers the phone when the answering machine is Off. After picking up the phone the answering machine is automatically turned on. If you don't want the PTAM to answer the phone when the answering machine is off select **Off.** It might be sensible to set this option to 20 (the maximum). This way you will always be able to enter the remote control menu for example to turn the answering machine On.

- Press **NEXT** to save and move on to the next menu item.

7.1.7 Ring Variation

The display will show:

Set the Ring variation property

- Press **CHANGE** to change the Ring variation property.

Ring variation determines the variation in the sound of the ring.
Select a value between 1x3 and 3x12.

- Press **NEXT** to save and move on to the next menu item.

7.1.8 Ring Volume

The display will show:

Set the Ring volume property

- Press **CHANGE** to change the Ring volume property.

The Ring volume determines the volume of the ringer
Select a value between 0 and 12.

- Press **NEXT** to save and move on to the next menu item.

7.1.9 Ring frequency

The display will show:

Set the Ring frequency property

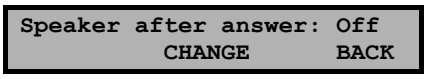
- Press **CHANGE** to change the Ring frequency property.

Ring frequency determines the pitch of the ring.
Select a value between 400+50 and 3400+350.

- Press **NEXT** to save and move on to the next menu item.

7.1.10 Speaker after answer

The display will show:



Set the Speaker after answer

- Press **CHANGE** enable or disable Speaker after answer.

Turns the speaker on when the PTAM answers the phone.

- Press **BACK** to save and exit the Telephone settings menu.
- Press **NEXT** to continue with the Recorder settings menu.

7.2 Recorder Settings

- Press the **configuration** function key to enter the settings.
- Press **NEXT** twice.

The display will show:

Entering the Recorder settings

- Press **MENU** to enter the Recorder settings menu.

The Recorder settings are divided in several items.

- Press **NEXT** to move on to the next menu item.
- Press **CHANGE** to enter or change the value or property of the menu item.
- Press **BACK** to exit the menu.

Press **NEXT** repeatedly to scroll through the menu items. The following sequence of menu items will appear:

7.2.1 Minimum message time

The display will show:

Set the Minimum message time

- Press **CHANGE** to change the Minimum message time.

Select a value between 0 and 255 seconds.

- Press **NEXT** to save and move on to the next menu item.

7.2.2 Maximum message time

The display will show:

Set the Maximum message time

- Press **CHANGE** to change the Maximum message time.

Select a value between 30 and 7650 seconds or select **Off**.

- Press **NEXT** to save and move on to the next menu item.

7.2.3 Silence threshold

The display will show:

Set the Silence threshold

- Press **CHANGE** to change the Silence threshold.

The Silence threshold determines the threshold below which the PTAM will assume the caller has disconnected if the audio level remains below the Silence threshold for a longer period then the Silence period.
Select a value between 1 and 220.

- Press **NEXT** to save and move on to the next menu item.

7.2.4 Silence period

The display will show:

Set the Silence period

- Press **CHANGE** to change the Silence period.

The Silence period is the period that the PTAM uses as reference to detect whether the caller has disconnected.
Select a value between 0.1 and 25.5 seconds.

- Press **NEXT** to save and move on to the next menu item.

7.2.5 REC vs. REC + PLAY

The display will show:

Set the REC vs. REC + PLAY property

- Press **CHANGE** to select the REC or REC + PLAY.

This property determines whether the REC button or both the REC and the PLAY button need to be pressed to start a recording.

- Press **NEXT** to save and move on to the next menu item.

7.2.6 Recording quality

The display will show:

Set the Recording quality

- Press **CHANGE** to alter the Recording quality.

The Recording quality determines the quality of the recording. The quality of the recording reflects in the size of the recorded file. Better quality generates a bigger file. Standard is Digitalk which represents a good balance between recording quality and file size.

- Press **NEXT** to save and move on to the next menu item.

The Recording quality has a direct effect on the E-mail function of the PTAM. The format of the mailed messages is determined by the Recording quality. The standard Digitalk recording quality requires the CRF Player software on the PC to be able to play the messages. To have messages recorded in a format that can be played on any regular PC set the Recording quality to G.711A. Remember though that the size of a G,711A file is up to 8 times larger than your standard Digitalk file!

7.2.7 Microphone amplification

The display will show:

Set the Microphone amplification

- Press **CHANGE** to change the Microphone amplification.

Change the Microphone amplification only when the sound of a recording is too loud. Default the Microphone amplification is set to the maximum of 4. Select a value between 1 and 4.

- Press **NEXT** to save and move on to the next menu item.

7.2.8 Use start switch

The display will show:

Set the Use start switch

- Press **CHANGE** to enable or disable the Use start switch property.

The Use start switch property is used only in combination with a system telephone to start recording the call when the system telephone closes or opens the switch.

- Press **NEXT** to save and move on to the next menu item.

In case the Start switch is enabled you will be prompted to set a Start period.

The Startswitch is connected to the serial port of the PTAM. Please contact your supplier for details.

The Foot switch and Start switch use the same connector at the back of the PTAM. Therefore these two properties cannot be used at the same time!

7.2.9 Playback volume

The display will show:

Set the Playback volume

- Press **CHANGE** to change the Playback volume.

The Playback volume determines the volume of the Playback.
Select a value between 1 and 8.

- Press **NEXT** to save and move on to the next menu item.

7.2.10 Use foot switch

The display will show:

Set the Use foot switch

- Press **CHANGE** to change the Use foot switch property.

The Use foot switch property is used during playback to pause and resume playing.

- Press **BACK** to save and exit the Recorder settings menu.

The Footswitch is connected to the serial port of the PTAM. Please contact your supplier for details.

The Foot switch and Start switch use the same connector at the back of the PTAM. Therefore these two properties cannot be used at the same time!

8 Remote operation of the PTAM

The PTAM can be operated remotely by entering a password. The password is the same password as is used for protection, see § 3.1.2. If Password protection is enabled the PTAM will standard move to the Remote control menu if 1 is pressed during the welcome message. Note that the answering machine function must be enabled to use the remote control function, otherwise it is not possible to connect to the PTAM.
The PTAM can be programmed to enter the remote control menu at whichever necessary moment. Select option 8 behind the equal sign of the key-option. See § 5.1 for more details.

8.1 Enter the Remote Control menu

- Enable the Password protection as described in § 3.1.2.
- Use a telephone with tone-dial to call the PTAM.
- Press 1 when the welcome message is playing.
- Enter the Password followed by #.

You will now enter the Remote Control menu. This menu offers the following choices:

- 1. ➔ Listen to new messages.
- 3. ➔ Select an other welcome message.
- 5. ➔ Change the password.
- 6 ➔ Record an other welcome message.
- 9 ➔ Disconnect.

If one of the options above is selected you need to follow the instructions as given to you by the PTAM.

When you have selected 1 to listen to new messages the keys of your phone have the following functions:

1. 10 seconds backward.
2. next message.
3. 10 seconds forward.
4. 60 seconds backward.
5. pauze.
6. 60 seconds forward.
7. 300 seconds backward.
8. stop.
9. 300 seconds forward.

9 Use the PTAM as a recorder

The PTAM can also be used as call recorder or as memo recorder. It is possible to configure the PTAM to give the option to store or delete the recording when the recording has been stopped. You don't need to worry about enough space on your cassette, nor is there a risk of recording over a previous recording.

9.1 PTAM as call recorder

When a telephone conversation is going on the conversation can be recorded.

- Press the Record button to start the recording.
- Press the Stop button to stop the recording.

Your PTAM can be configured to record every phone call automatically. Please contact your supplier for more details.

9.2 PTAM as microphone/memo recorder

The PTAM can also be used as microphone or memo recorder. Connect a microphone to the microphone connector at the back of the PTAM. See § 2.2 for more details. It is possible to use a foot-switch for a more comfortable use while playing recordings. See § 7.2.10 for more details.

- Press the Record button to start the recording.
- Press the Stop button to stop the recording.

Your PTAM can be configured to automatically start recording when any activity is detected. Please contact your supplier for more details. Your supplier can also advise you on which microphone to use.

10 Acknowledgements

10.1 Guarantee

Your PTAM has a 12-month factory guarantee. The guarantee is effective for normal use only. We would like to emphasize that the guarantee is not valid under exceptional environmental conditions, such as extreme temperatures or humidity levels, nor in the unlikely event of a lightning strike. The guarantee is not valid if the machine has not been handled properly, for example when it has been dropped, or bumped into. In order to qualify for guarantee, you should contact your supplier, and show the receipt. If your supplier cannot help you, you should contact the manufacturer. The manufacturer reserves the right to determine the final date of the guarantee period on the basis of the date of production. Costs of transport to and from the supplier or the manufacturer are for the buyer's account. Guarantee is for parts only and does not cover any costs resulting from the breakdown of the PTAM.

The PTAM has various extra features that have not been described in this manual. Additional information about this is given in a technical information bulletin. Subjects discussed in this technical documentation are further configuration options, remote configuring, and how to update the firmware in the PTAM. The further configuration options concern all aspects of operation. In our experience most people are interested in configurations related to user's access.

10.2 Liability

Correct functioning of the PTAM cannot be guaranteed under all conditions and thus we do not accept any liability for loss of information or other damages due to the use of the PTAM.
Vidicode is not a source of official interpretation of laws of any country or state and shall not be construed as a source for making decisions.

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