

## Clock-IN! by Phone Help

Required to Operate:

Windows 95

12 Megabytes RAM - 1 Line

16 Megabytes RAM - 2 Lines or 1 Line and Real Time Clock-IN!

32 Megabytes RAM - 2 Lines and Real Time Clock-IN!

IRQ5/Com3 must be free for 1 Line

IRQ3/Com2 must be free for 2nd Line

486/66 Minimum - 1 Line

Pentium Minimum - 2 Lines

You must have a Microphone to attach to the Mwave board to record messages. You cannot use the phone handset.

You can have Clock-IN! running and processing new transactions concurrently with By-Phone if you have 16 Megabytes of RAM and a Pentium.

To install:

### Installation:

1. We only support Windows 95 as the Operating System. If you have Windows 3.1 or 3.11 you must upgrade to Windows 95 first. Windows 95 provides a highly reliable telephony platform.
2. Install the modem (s). Put the latest Mwave driver disk in a: and run start.exe This will let you configure and test the modem(s), proving them out before you load Windows. If Windows 95 is already running, shutdown and re-start to MS-DOS on shutdown. Then run start.exe. After you save your configuration, be sure to test it using the diagnostics selections that start.exe will offer.

It may take multiple attempts of shutting down and running start.exe to find a working configuration. We recommend IRQ 5, because most PCs ship with Com1-IRQ 4 and Com2-IRQ 3 already used. Also, select COM3 during installation. If you use 2 lines, then Com2-IRQ 3 must be free for the 2nd line.

Do not proceed to step 2 until you have proved the modems have a working configuratoin.

3. Boot Windows 95, and install your Mwave modem drivers. A:setup. Do not install the other applications that came in the box, e.g. fax, etc. The purpose of the modem must be only to run ByPhone.
4. Load the sndrec32.exe program and record and play sounds using this program that comes with Windows 95 to make sure your microphone and speakers work.
5. If these tests fail, call the Tech Support line for Best Products as indicated on the packaging.
6. With successful testing of the Mwave board and software, you can proceed to install ByPhone.
7. Install Clock-IN! By Phone and pick a directory location. Usually this is c:\clockin.
8. Install Clock-IN! in the same directory as Clock-IN!.
9. Go into Clock-IN! with username SUPERVIS, password MASTER, and select A)admin,

C)onfigure Options, W)orkstation Options. Uncheck the mouse/kb hooks, check Queue Checking, enter 360 seconds for queue checking, and check Logon Security Level 3 automatically.. Exit Clock-IN!

10. Enter ByPhone, H)elp, S)etup. Select IBM Mwave driver and pickup after \_\_ rings. Click OK. Enter and select it again. OK again.
- 11 Drag the ByPhone icon into your startup group. Drag the Clock-IN! icon into your startup group next (if you have the memory to support this). Shutdown and restart and make sure both applications come up for you.

## Customizing Clock-IN! By Phone Voice Files:

Clock-IN! by Phone comes with sound files in standard Windows .wav file format. Use the soundrec.exe program in Accessories to record over these files, if you wish. This allows you to record over the files and personalize the menus in your own voice. These are the files you can customize:

| <b>SOUND FILES</b> | <b>FILE SIZE</b> | <b>DATE</b> | <b>TIME</b> |
|--------------------|------------------|-------------|-------------|
| ACCEPTAT WAV       | 23,812           | 09-14-95    | 9:26 p.m.   |
| SPEAKNM WAV        | 178,956          | 09-15-95    | 3:38 a.m.   |
| GREET WAV          | 100,356          | 09-14-95    | 9:24 p.m.   |
| LEAVEMSG WAV       | 41,564           | 09-14-95    | 9:19 p.m.   |
| CHGMENU WAV        | 112,860          | 09-14-95    | 9:17 p.m.   |
| GETLOC WAV         | 42,244           | 09-14-95    | 9:32 p.m.   |
| NOMSGS WAV         | 30,220           | 09-14-95    | 9:20 p.m.   |
| NOTAUTH WAV        | 45,772           | 09-14-95    | 9:21 p.m.   |
| CAREFUL WAV        | 36,908           | 03-18-94    | 7:00 a.m.   |
| BADID WAV          | 407,692          | 09-15-95    | 3:53 a.m.   |
| MAINMENU WAV       | 207,756          | 09-14-95    | 9:29 p.m.   |
| GETCHARG WAV       | 46,852           | 09-14-95    | 9:28 p.m.   |
| GETHOURS WAV       | 99,876           | 09-14-95    | 9:31 p.m.   |
| GETPIN WAV         | 181,324          | 09-14-95    | 9:40 p.m.   |

When employees leave messages for you, they are stored in voice files (.wav files). You can simply open the files beginning with "\_", these are incoming messages. e.g. An employee has a badge number of 100, and he leaves you a message. Play the sound file \_100.wav to see the message.

Outgoing messages can be recorded using the soundrec.exe program. Save the message as "!"+ badge #+".wav". e.g "!100.wav" is a message for employee badge 100. All messages are recorded/stored in the same directory as Clock-IN!

## Setup For Clock-IN! By Phone:

When you first enter Clock-IN! by Phone, or when you select the H)elp, S)etup menu item you can choose your hardware and the pound sign (shift 3) of rings until you answer the phone. You can also choose to use just your sound card and microphone to evaluate the by phone features.

Typing speed - if you have a 486, your telephone users can type their entries on the telephone keypad at a medium rate. Very fast rates of typing will lose some characters with the IBM mwave

drivers. On a 100Mhz or Pentium, this will not occur.

### **How By-Phone works With Clock-IN! or Other Time/Attendance Software:**

Clock-IN! By Phone, Version 1.0 accepts all Clock-IN! time model attendance and charge transactions. All transactions go into the queue.db database. You can easily browse all the by phone transactions in the spreadsheet view. When you enter the Clock-IN! program, all queued transactions are processed through Clock-IN!'s time engine. You can enter Clock-IN! from the same PC, while By Phone is running, or you can enter the Clock-IN! program from another PC on a network. Either way, the transactions are pulled from the queue database and processed through Clock-IN!'s time engine.

Other Time & Attendance Software - If you have other "open architecture" software for your time and attendance, you only need "pull" the transactions from the ODBC database, queue.db and post them through your own software.

### **Working with the Test Phone in Sound Card Only Mode:**

You dont have the Mwave card, but you still want to demonstrate Clock-IN! by phone? You can!

After you run Clock-IN! by Phone, you can start the test phone. The test phone must be started AFTER BY PHONE. And you must be set up to USE the Sound Card/MPC card mode, not the actual MWAVE or DIALOGIC cards.

Using the test phone, you can still see how By Phone operates:

1. Click the handset button to simulate picking up the phone.
2. Listen to the prompts on your Sound Card Speakers.
3. Speak into the microphone when asked and use your mouse to click digits on the test phone when asked.

Use the badge 100 (one, zero, zero) if you want to use a valid badge number.

You dont have to have Clock-IN! installed at all to review or install Clock-IN! by Phone.

## V)iew - C)lock IN! by Phone



This view provides the status monitoring screen for Clock-IN! by Phone. By Phone is Microsoft Telephone API (TAPI) compatible. By Phone allows up to 32 incoming lines using a TAPI compatible board, such as those made by Dialogic, Rhetorex, or IBMs Mwave and compatible PC add in boards.

- .. Caller Log
- .. Incoming Messages
- .. Location Log
- .. Create Message Button for PIN Numbers
- .. Employee Browse

Please note that all references to badge, PIN, number, or username are all synonymous.

The standard voice script and functions are below.

### Voice Response Menus for Clock-IN! by Phone:

Key- [ ] Brackets indicate a response,  
! is a voice response,  
(Pnn) programmatic action.

Hello, this is Clock-IN! by Phone, key your PIN number followed by the pound key or referred to as the number key (Shift 3), or just hit the pound key for menus: (V01).

[PIN (Shift 3)] Automatically plays waiting messages.  
Accepted at hh:mm:ss (acceptat.wav).  
(P01)-save PIN number as badge number, ATO Speak your name please, then hang-up. (speaknm.wav). Saves message as \_nnnnn.wav where nnnnn is badge help.  
Hang-up

On bad Badge ID (badid.wav) - loops with opportunity for reentry of PIN # using (#) and or bypass this with bad number (\*)

[\*] User is pressing an (\*) asterisk, not an announced selection, but one which allows us to take a group or department number. Press 1 for group, 2 for department. (V15) Accepted at hh:mm:ss (acceptat.wav) (P01)-save PIN number as badge number, ATO Speak your name please, then hang-up (speaknm.wav) (P02)-record voice as badge/date.

PIN or Badge Number saved At This Point:

[Shift 3] Press 1 for charging time, 2 to leave a message, 3 to pick up your messages or work assignments, 4 to enter your location, or 5 for setup. (mainmenu.wav)

[1] Press 1 for Charge Since Last, 2 for Timeslip, 3 for Charge Entered Hours, 4 for Charge Start, 5 for Charge Finish (chgmenu.wav)

[1] Enter your charge number (getcharg.wav) (P03) Record number, CSL. Accepted at hh:mm:ss, Goodbye (acceptat.wav)

[2] Enter your charge number (getcharg.wav) (P03) Record number, TSL. Enter your hours as two digits, hour, and tenths, (gethours.wav) (P04) Record hours Accepted at hh:mm:ss.

Press 1 for more, or Hang-up (acceptat.wav) (branch to [#]{1} again, if more)

- [3] Enter your charge number (getcharg.wav) (P03) Record number, CEH.  
Enter your hours as two digits, hour, and tenths, (gethours.wav)  
(P04) Record hours. Accepted at hh:mm:ss, Press 1 for more, or Hang-up  
(acceptat.wav) (branch to [#]{1} again, if more)
- [4] Enter your charge number (getcharg.wav) (P03) Record number, CST.  
Accepted at hh:mm:ss, Goodbye (acceptat.wav)
- [5] Enter your charge number (getcharg.wav) (P03) Record number, CFN.  
Accepted at hh:mm:ss, Goodbye (V07)

- [2] Enter your PIN number, followed by the pound key. (getpin.wav)  
(P04)-record PIN number and message.  
Enter your message for your dispatcher then hang-up. (leavemsg.wav)
- [3] Enter your PIN number, followed by the pound key. (getpin.wav)  
Play messages back. Goodbye.
- [4] Enter your PIN number, followed by the pound key. (getpin.wv)  
Enter the 10 digit phone number of your location. (getloc.wav).  
(P05) Record Pin/location.  
Goodbye.

[3699.scr]

## Registration



Dean L. Hiller, Mission Critical Software provides this programs and licenses several others when your decide to use application on a single personal computer for \_\_\_ each. Mission Critical Software, 14536 Island Drive, Sterling Heights, MI 48313.

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### ***Please Print or Attach Your Business Card***

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Phone, Evening:

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## Support



Mission Critical Software will provide support via fax at 810-247-8444 for a period of three months following purchase of By Phone! Or call your dealer with your support questions. Or send a mail message on CompuServe to user ID 73127,77.

**Call and register today** and get the latest version. With registration you will also get information on our retail versions of Bar Code IT!, Clock-IN!, and other fine Windows products. You'll also receive information on our customization services, *including how to embed our bar coding technology in your Windows Applications.*

