Computer Telephony

You have just installed VBVoice, Win 32 Edition evaluation software for developing computer telephony applications.

Computer telephony application building requires an application software and the hardware (voice cards) on which processing and communications are supported. The Pronexus - Rhetorex combination of software and hardware provides you with the fastest, most flexible platform for developing CT applications in the industry.

A wide variety of systems, applications, and Visual Basic toolkits will be on display in the Pronexus Booth # 104.

PRONEXUS

Advanced Windows Telephony Tools

PRONEXUS is a leading provider of Windows component-based computer telephony and fax tools. The company is committed to a mission of delivering highly productive computer telephony tools to all levels of Windows-based developers.

Thank you for evaluating VBVoice, Win32 Edition. Please see below for information on using this evaluation version and for more information on all of our products.

Overview

VBVoice Win32 Edition is a component-based software development toolkit that provides a graphical design environment for interactive voice systems for Windows 95 and NT. VBVoice is the only product to combine the open Windows ActiveX software component architecture with a truly visual design interface. The component-based architecture allows developers to build applications or ActiveX application components in Microsoft Visual Basic.

The VB*Voice*, Win32 Edition Evaluation Kit

Notes about Installation

Run Setup.exe to initiate the installation of VBVoice. The installation of VBVoice, Win32 Edition will load a set of files to the VBV32ev directory on your c:\ drive by default.

This program installs a functional version of VBVoice, Win32 Edition onto your computer. There are no design size or line number limits in the evaluation system, allowing
you to test as large a system as you want. You will need Visual Basic 4.0 installed before you can install and run this program. This demo system is a fully functional version of VBVoice, Win32 Edition with these exceptions:

1) The voice card driver is not included. You can run the demo programs, and design and test your own application using the simulation mode which uses a sound card or your PC speaker. When the simulation mode meets a situation where it normally gets status information from the telephone system, a dialog pops up to ask you which response you would like to test.

2) A limited set of voice prompts and examples are included. A large library of prompts and samples are available from PRONEXUS.

The evaluation system contains an extensive Help facility, accessible from any dialog within the system.

We encourage you to read the **Getting Started** document which presents an overview of the development process with **VBVoice, Win32 Edition** and a sample application to build.

Sound Card Support
VBVoice, Win 32 Edition uses a sound card to play compressed voice files recorded at 8000Hz. Most sound cards will accept this format. If yours does not, please let us know.

Computer Speaker Support
If you do not have a sound card, you can use your computer's built-in speaker to play the voice files. To do this, you will need to use a speaker driver. If the driver is not included with this evaluation system, it can be downloaded from our FTP site at http://ftp.pronexus.com or from our BBS @ (613) 839-0034. The file is SPEAKDRV.ZIP.

VB*Voice*, Win32 Edition

Computer Telephony Made Easy

VB*Voice,* Win32 Edition gives you the power to create Visual Basic applications to answer the phone, make calls, play greetings and prompts, take messages, collect touch-tone digits, access databases, speak data, and much, much more! The type of applications that you can easily create with VBVoice is limited only by your imagination! Just a few examples are:

automated telephone attendant

voice mail
talking classifieds
info hotlines
reservation systems
automated outcalling from a database
touch-tone order entry
automated telephone survey
course information and touch-tone registration
product literature fax-on-demand (together with VB*Fax*)

VBVoice is Fast
VB*Voice,* Win32 Edition is the only truly graphical voice and fax application generator for Visual Basic. Just point and click, drag and drop to visually build an application. Its that easy. Most applications require no code and **VB*Voice,* Win32 Edition** comes with sample applications for auto-attendant, voicemail, and database access, among others. **VB*Voice,* Win32 Edition** also offers sophisticated testing, error handling and debugging capabilities to further reduce your development time.

VBVoice is Flexible
VB*Voice,* Win32 Edition allows you to customize your application with Visual Basic at any point during a call and to create your own controls. It also provides an interface to allow you to change the characteristics of the voice controls on a call-by-call basis.

VBVoice is Powerful
VB*Voice,* Win32 Edition gives you the power to handle the most demanding voice processing applications with ease. Your application can handle as many lines as you need, each running a different scenario. **VB*Voice,* Win32 Edition** is written in C and compiled into a DLL engine for fast and efficient operation. Read on to discover how **VB*Voice,* Win32 Edition** fully optimizes system development by integrating the Windows 95 and Windows NT operating platform and the power of 32-bit ActiveX technology…

The Power of 32-bit ActiveX Technology

VB*Voice*, Win32 Edition builds on an award-winning graphical design interface and incorporates the latest in 32-bit ActiveX component-based software technology, allowing developers to easily create modular applications using Visual Basic 4.0 that can be dynamically deployed on Windows 95 or Windows NT platforms.

VB*Voice*, Win32 Edition leverages the ActiveX technology featured in Microsoft Visual Basic 4.0, enabling developers to create partitioned applications across a network in a scaleable, distributed manner. By supporting the development of applications for both Windows 95 and NT, the Win32 Edition offers developers 32-bit multi-tasking operating platforms, which dramatically extends the range of Computer Telephony applications that can be created in Visual Basic and offers improved stability for mission-critical applications.

Together, **VB*Voice*, Win32 Edition** and Visual Basic 4.0 provide developers the ability to create

distributed three-tier client/server applications while supporting team-based rapid application development. The Professional and Enterprise Editions of Visual Basic 4.0 allow developers to easily create reusable ActiveX Automation server applications with **VB*Voice*, Win32 Edition**.

The use of native Windows 95 and NT voice card drivers eliminates the overhead of DOS, improving system performance. Fast file access, the absence of file fragmentation, and the support for multiple Pentium processors under Windows NT further enhances performance. These platform factors, combined with the efficient voice engine featured in **VB*Voice*, Win32 Edition,** make possible the deployment of Visual Basic computer telephony applications that handle many more simultaneous calls in a single computer than is possible under Windows 3.x. **VB*Voice*, Win32 Edition** can easily handle 60 lines on an NT server, making it possible to create dual T-1 or E-1 systems.

VB*Voice*, Win32 Edition supports the operation of multiple VBVoice applications in one computer. This allows for the dynamic deployment of applications. For example, modifications to a running application can be made off-line then started alongside the old version, taking control of inbound calls without missing a beat. Multitasking also allows for the deployment of unrelated VBVoice applications on a single computer, as is common in service bureau settings.

Support for ActiveX allows developers to partition computer telephony applications into reusable "ActiveX server" components that can be shared and distributed across a network. For example, a touch-tone order entry system can now share a credit card validation module across a network and an auto-attendant application can pass control of calls to voice mail, fax-on-demand, or IVR server components - true "erector set computer telephony."

Each voice processing channel is given its own execution thread. Applications can support multiple channels and multiple applications can run on one computer. This deployment flexibility allows developers to match the multi-tasking capabilities of the Win32-based operating systems with specific application requirements. In high-density situations, efficiency gains can be realized by running all channels in a single application. In service bureau settings, multiple applications can be dynamically deployed on a single computer without interrupting service.

VBVoice is Economical

VB*Voice*, Win32 Edition starts at just $795 for a system supporting up to 4 lines with no royalties and a 30 day money-back evaluation period! PRONEXUS also sells a wide variety of voice cards and offers competitively priced hardware/software packages.

If you are upgrading from VBVoice…

If you are upgrading from VBVoice, you will find new innovations in the user interface have made it faster than ever to create sophisticated computer telephony applications. **VB*Voice*, Win32 Edition** running on the Windows 95 / NT platforms provide an unbeatable combination

for line handling capacity and system stability.

Look for these enhancements in **VB*Voice*, Win32 Edition**:

- A new container dialog with tabbed pages forms the design booklet into which your flowchart is drawn, allowing many more flowchart elements to be located on a single Visual Basic form. Connections between pages are easily made with pop-up connection dialogs.
- A new Outline view shows the interconnection of all pages in the container dialog. These new features make it easy to manage large applications with complicated call flow logic.
- The connections between elements are automatically highlighted as the mouse passes over the input and output nodes of the elements, further aiding in flowchart navigation.
- The greeting text for each element is automatically displayed as the mouse passes over the Enter node.
- The play format for voice files is configurable on a greeting by greeting basis.
- Global error and digit handlers are provided in the LineGroup control, greatly simplifying the design for many applications.
- Control property referencing is now extended to include all control properties.
- Configuration data and directories can be defined on a per project basis.
- The new LineGroup control eliminates the use of multiple Phone controls, simplifying the design of multi-line applications that handle a common scenario.
- Easier-to-understand tabbed setup dialogs are now used for all elements.
- The VBVoice test dialog and setup dialogs are now conveniently accessed through right-click pop-up menus.
- Extensive drag and drop capability is provided to reduce the time required to set properties.

VB*Voice,* Win32 Edition Options

Multi-Language Module

The optional Multi-language module provides syntax-correct support for any language. It allow developers to specify the concatenation rules for automatically speaking numbers and other types of phrases based on a small set of recorded phrase elements. With the multi-language module, VBVoice can support up to 24 different languages simultaneously. Contact PRONEXUS for details and pricing.

Product Catalog

VBVoice, Win32 TAPI Edition

The 32-bit development toolkit for TAPI applications, providing developers access to any TAPI-compliant voice telephony card.

VBVoice for Win3.x

Create all your 16-bit applications using **VBVoice for Win3.1**, winner of prestigious awards including Product of the Year from Computer Telephony Magazine. Contains the equivalent set of VBX controls as Win32 Edition , and is compatible with the 16-bit Visual Basic 3.0 developing environment only..

VB*Fax*

VB*Fax* is a Visual Basic VBX control that allows developers to create fax applications. It can be used stand-alone or as an integral part of VBVoice. VBFax allows developers to create Windows applications to: open and view fax documents, send faxes during a voice call, queue faxes for later transmission, receive faxes during a voice call, and receive faxes off-line. VBFax also provides a control link to a Windows printer driver for formatting and incudes a fax viewer to preview, modify and maintain inbound and outbound faxes.

Using the same award-winning user-interface as VBVoice, VBFax provides high-level building blocks that can be quickly configured to build custom call flow paths and menu structures. Most applications require no code and users can customize applications by setting control properties or attaching code to the VBFax control events. VBFax can control up to 10 fax modems in one computer and currently supports Intel SatisFAXion and Gammalink fax cards. VBFax accepts DCX, PCX, and ASCII format files.

Together, VBVoice and VBFax provide users with a complete toolkit for the creation of sophisticated voice and fax applications, including fax-on-demand and fax store-and-forward. VBFax comes with sample applications for fax-back and other fax services.

Announce! Win32 Edition

Announce! Win32 Edition is a Windows 95-based voice editor designed specifically for creating and editing high-quality voice prompts for voice response systems. Record directly onto a voice card or sound card using a hands-free voice prompter. Useful features include automatic phrase recording using silence detection, bulk phrase processing capability, script prompting during recording, drag and drop from the file manager, sampling rate conversions, file format conversions, multi-windowed user-interface, unlimited length of phrase names,

Voice editing effects of ***Announce!*** include cut and paste operations from phrase to phrase or from phrase file to voice editor, and vice versa. Voice editing has a preview button so you can hear a phrase prior to saving it in a file and displays all changes graphically. Other features include echo, filter, clean silence, pad-silence, insert silence, insert tones, merge, gain, fast/slow, change sampling rate, fade in/out.

Announce! supports all Windows sound cards and most voice cards. It also supports multiple voice file formats, including:OKI ADPCM, mu-law PCM, Windows WAV files in 8-Bit and 16-Bit linear format, and VAP (VBASE40) indexed files.

For more information about PRONEXUS or to place an order:

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WWW Home Page: http://www.pronexus.com

PRONEXUS is a value added reseller of Rhetorex voice processing components. For special bundle pricing, including voice card and software, call PRONEXUS.

RHETOREX

Rhetorex, Inc. was founded in March 1988 with the specific goal of becoming the voice processing industry leader in the design, development, manufacturing and marketing of micro-computer-based Digital Signal Processing (DSP) hardware and software.

Rhetorex computer telephony platforms are known throughout the world as the highest performance, lowest-cost products available. All Rhetorex-based voice processing platforms are based on state-of-the-art DSP technology, providing superior functionality and flexibility. Rhetorex offers three computer telephony hardware product groups- voice processing platforms, telephone network interface cards, and companion technologies. Products include the top-of-the line Vantage voice component series, available in 2 to 32-port per slot configurations; the mid-range RDSP series, in 2 to 24-port full-size and half-size configurations; and the low-cost Prelude series, available in 2 or 4-port half-card versions.

Rhetorex provides open architecture through support of the Multi-Vendor Integration Protocol (MVIP) , The MVIP bus integrates RDSP and Vantage voice platforms with other technologies such as fax, speech recognition, and data communications devices. The MVIP standard includes digital telephony bus, switching capability within the PC, and software protocols.

All Rhetorex boards include a set of high-performance software algorithms. These algorithms provide all functions required to develop state-of-the-art voice processing systems. The AccuTalk advanced software algorithm provides high-fidelity audio compression and reproduction with automatic gain control, record cue, voice-activated record and dual channel record. Accudigit provides reliable DTMF detection. AccuCall provides precise programmable call-progress monitoring with quick disconnection, which provides unsurpassed PBX integration capabilities. With the AccuCall Plus utility, a system can be automatically 'trained' to recognize signals generated by specific PBXs, Key systems, or the Public network. AccuRate provides a linear speed control option for voice, allowing users to control the speed-up or slow-down of recorded messages through DTMF control. AccuSwitch is a software utility that provides switching capability through the MVIP protocol. AccuPulse provides on-board rotary pulse detection.

All Rhetorex algorithms operate simultaneously, but independently of each other in real time, allowing Rhetorex platforms to perform multiple functions concurrently. All algorithms are downloaded at run-time, and allow upgrading without hardware modifications to the voice platform.

From the simplest voice mail application to the largest and most sophisticated systems, our platforms will allow you to build systems with superior sound, high performance, and a wide selection of features at a very competitive price.You can contact Rhetorex at:

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For orders and special bundle pricing, including voice card and software, call PRONEXUS.