



Private Secretary™ Help Contents

The following help topics are available for Private Secretary by clicking on the underlined text. Use the scroll bar to access topics that extend beyond the page.

For more information on using help, press F1 or select help from the help menu.

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Private Secretary Overview

Functional Description

The primary function of Private Secretary is to monitor the phone via a Hayes compatible auto-dial modem and notify you on your pager and/or at another phone that a call came in. This allows you the freedom to be away from your home or office phone and still respond quickly to incoming calls.

When used with a standard remote call pick up answering machine connected to the same line, Private Secretary provides a powerful and inexpensive voice mail system that can be linked to your pager, used for screening your cellular phone calls, or used as a message center for small groups.

In addition to call notification, Private Secretary can send wakeup calls and routine reminders to keep you on schedule for important events/meetings (or provide an excuse to get out of one).

Private Secretary can also be configured to log all incoming call activity to disk, dispatch calls to small groups, either in rotation or all at once; report when power has been restored after a power failure and even send call notification to other answering machines.

Benefits

Private Secretary **saves you time:** No more calling in to check messages only to find out there are none, Private Secretary only calls you when there really are messages to check.

Private Secretary **saves your reputation:** Within seconds from the time Private Secretary detects a call, you are notified to return the call. The reminders will help you make your meetings on time and get you on your way when another commitment is waiting.

Private Secretary **saves you Money \$\$\$:** Forget paying monthly fees for voice mail paging, use the ol' answering machine instead. If you have a cellular phone, there is no need to give out your number for people to abuse, Private Secretary will make a brief call and you can decide to check and return messages from your cellular phone or the nearest landline. You are free to add/change your **pager or cellular** services **at any time** without having to notify your callers of your new numbers **or** change your business cards and stationary. You simply change the numbers in Private Secretary.



Hardware Configuration

Any system running Windows with at least 1 Hayes(tm)/AT command set compatible auto-dial modem can run Private Secretary. An answering machine with Remote Message Pick Up capability connected to the same line as the modem is required for voice mail capability and use of a pager is highly recommended.

Modem

Private Secretary will operate with any Hayes™ or AT command set compatible modem. The modem may be connected to any one of the serial communications ports COM1-COM4. In order to report calls left on your answering machine, the modem must also be connected to the same phone line as your answering machine.

Note

COM1 and COM3 generally share the same hardware interrupt, as do COM2 and COM4. Therefore, any device which uses the same interrupt, even though connected to a different port, will not be available while Private Secretary is in use. For example; if you have a serial printer connected to COM 2 and the modem is connected to COM 4, the serial printer will not operate while Private Secretary is running.

FAX

If you have a hard copy FAX machine it must be connected to a different phone line or be the type that allows connection of an external answering machine. If you want Private Secretary to report just phone calls, connect the modem's phone line to the same line as the answering machine. If you want Private Secretary to report phone calls and FAXes, connect the modem's phone line to the incoming phone line. If the FAX allows the phone line to ring, even when the call is a FAX, Private Secretary will notify you of both.

If you use a FAX switch, Private Secretary can be configured to report FAX or Voice or Both. If you want it to report just Voice or FAX, connect the modem to either the phone or FAX line accordingly. To have Private Secretary report both, connect the modem to the incoming line.

If your modem is also your FAX and you have no other modem connected, you will not be able to send or receive FAXes while Private Secretary is running. If you need to be able to send and receive FAXes while Private Secretary is running, you will need to install another modem on a port that does not share the same interrupt (see discussion above regarding the ports). This additional modem can be any inexpensive modem that has dialing capability.



Software Configuration

To run the Private Secretary application, no special software configuration is required. The following topics discuss how to utilize or enhance certain features of Private Secretary™.

Power failure (restoration) reporting

In order to report recovery of a power failure, Windows must be set to run when your system boots (usually via a WIN command line in the AUTOEXEC.BAT file) and Private Secretary needs to be in the Windows Start Up group.

To put Private Secretary in the Windows Start Up group, simply click on the Private Secretary icon and drag it over to the Start Up group. Consult your Windows or DOS documentation if you require detailed instructions on how to make Windows start up when your system boots.

Call Log File

To read the Call Log file automatically, you need to assign an association. To do this, launch the Windows File Manager and locate your PS_LOG.DAT file. Click on it to select it and then pull down the file menu and select Associate. You can select notepad.exe or write.exe or a word processor of your choice. This step will need to be repeated for any additional log files created as a result of choosing the Daily or Monthly log file options.

IMPORTANT

All of the "PS" files created by Private Secretary, should be kept in the same directory as the Private Secretary application. The files Private Secretary uses are: PS_STNGS.DAT, PS_NMBRS.DAT, PS_RMDR.DAT and PS_LOG.DAT. Old copies of the log file, no longer needed by Private Secretary can be moved to any location.



Keyboard Controls

Navigation through the various menus of Private Secretary can be accomplished in the usual Windows fashion, using the mouse or by pressing Alt followed by the Underlined Character for the command of your choice.

Pressing **Control-Q** at anytime Private Secretary is the active application (whether displayed or not) will end the program.

Pressing **ESC (escape)** from any menu will close the menu. While in a dialog box, ESC will choose Cancel, if appropriate, without saving any changes and will return you to the menu.

Pressing **ENTER (or return)** while in any dialog box will save any changes and will return you to the current menu.

The **TAB** and **CURSOR (arrow)** keys are used in dialog boxes to navigate from field to field.

The **Space Bar** can be used to toggle selections on and off where appropriate within the dialog box.

All of the instructions contained within the help file assume you are using a mouse to navigate the Private Secretary Menu system and Dialog Boxes and that you are familiar with the use of Windows™.



Quick Start Guide

This discussion is intended to help get you started quickly the first time you run Private Secretary. For information on changing existing settings, use the search button or the topic specified in the [contents](#)

Modem Communications

At the beginning of the program run, Private Secretary will attempt to establish communications with the modem. If the modem does not respond, or the default settings are not supported by your modem, it will direct you to the [modem settings dialog](#) or allow you to turn on the modem and try again. Private Secretary will not proceed unless it can establish modem communication.

The most common reasons for not being able to establish the modem communication link are that the modem is powered off, disconnected, connected to an alternate COM port, poorly connected, or the modem setting are not supported by the modem.

Default Settings

The timing of Private Secretary is initially set up to send call notification to most "direct dial" [digital pagers](#). It is set to send you the Call Number, Time and Number of rings in the following format: 1-0958-2. Where it is call number 1, received at 9:58 AM and the phone rang 2 times. If you have a direct dial pager, just put your pager number in the Numbers Screen accessed under the settings menu, review the section on [Message Retrieval Modes](#) and you're ready to go. If your pager requires a PIN (ID) code or answers with a voice message, review the [Numbers](#) topic for details on formatting the pager number for this type of pager.

If you wish to use Private Secretary to call you at another phone, some changes in the [Dial Timing](#) and [Digital Message](#) will be required.

To test your settings, you can use the [Simulate a Call](#) feature of Private Secretary to force Private Secretary to dial out. Do not give up if your first attempt at setting up the timing does not work. The program has sufficient programmability to set it up for most any application. Review the sections on [Timing](#) and the [Digital Message](#) carefully and if you get stuck, see [Technical Support](#) for ways to contact Integrated Support Technology for assistance.



Entering Pager and Phone Numbers

Private Secretary allows you to enter up to 5 pager or phone destinations for it to dial out to and lets you choose which one(s) should be active at any given time. These numbers are entered and selected as follows:

Number Field

The phone numbers can be entered using numbers, spaces and dashes (-). Examples:
800-555-1234, 800 555 1234 or 8005551234

Entering a "/" character will cause a brief 1/8 second delay in the dialing sequence (on some modems) and can be used to set a delay for an outside line for some phone systems.
Example: 9/800-555-1234

A longer delay of approximately 2 seconds can be achieved by using a comma (,) instead of the "/". You can increase or decrease the delay for a comma by putting S8=N, in the Custom field of the Modem Settings where "N" is the number of seconds you want.

Pager ID and Extention Numbers

If your pager service requires a secondary ID code to access your pager, determine the amount of time typical for your pager service to be ready or the code, measured from the time you dial the last digit and enter one comma for each 2 seconds after the phone number, followed by the ID code. For example, if your pager service is ready for the ID code 8 seconds after you dial then enter:

Pager Number - 8 seconds (4 commas) and the ID Code (1234)
800-555-1212,,,,1234

"Assigned to" Field

The "assigned to" field is used by the program to report who or what it called. You might put "Pager" next to one number, "Home" next to another, or use Names.

Select Field

To activate a number, click on the select box next to it. An X in the select box, indicates that that particular number is selected. Up to 5 numbers can be active at one time to dial your pager, your cellular phone, your home phone or groups of individuals.

When a change is made to the number of selections, the OK button changes to Modes, so that you can verify the Call Retrieval and Group dialing modes without accessing it from the menu.



Call Retrieval and Group Dialing Modes

Click on Topic for detailed information:

[Call Retrieval Modes](#)

[Group Dialing Modes](#)



Call Retrieval Modes

The Call Retrieval mode tells Private Secretary how you want it to recognize you are picking up (or retrieving) your messages from your answering machine, since you may not want it to dial out for this call *and* you want to have all the time you need to listen to your messages. Depending on the number of phone numbers selected and the group dialing modes (explained below), there are 3 or 4 options to choose from.

Dial out for Every Call (Confirm Call Pick Ups)

When this option is selected Private Secretary will dial out to the number(s) selected for each call that comes in regardless if it is you retrieving your messages or not. Therefore, if you use this setting, you should ignore the first call it makes to you after you retrieve your messages or you will be caught in an endless loop dialing in for messages that were just you trying to pick them up.

Note

This option is not recommended if there are more than 1 phone/pager numbers selected.

Assume "N" Pick Ups per Call

This option will assume that for each call there will be "N" message pick ups or message retrieval calls following it and the program will not attempt to dial out for those calls. If you use select this option and all the active phone numbers are yours, you should enter a value of 1. If the active phone numbers belong to different individuals, you should enter a number equal to the number of people who will dial in to check the messages. This may be a single individual or all of them. This setting is best suited for applications where there is typically lots of time between calls.

Use Pick Up Code - (1 Ring, Hang Up, Call Back)

When this mode is selected, Private Secretary looks for a special ring sequence to determine if it is you calling in to pickup your messages and if so, it will not attempt to dial out, thus giving you as long as you need to listen to your messages.

When you select this option you must use the following sequence when you call in to retrieve your messages:

1. Hang Up as soon as the phone rings (and get your money back).
2. Wait 8 seconds minimum, a bit less if you have to dial in a credit card number.
3. Call in again within 25 seconds (or whatever you set the time to be)

Then, stay on the line to retrieve your messages as you normally do.

This "Pick Up Code" mode takes some getting used to but is usually the best for all applications. The key is on the second call, dial the last digit of the number no sooner than 8 seconds and no later than time you set, plus the 8. (ex: 8 + 25 = 33 seconds total).

Toll Saver Mode (Ignore Calls Less Than N Rings)

This mode is designed for use with answering machines that have a "Toll Saver" mode.

For the first call, Private Secretary will always dial out regardless of the number of rings (just in case you forgot to reset previous messages on the answering machine). It will then ignore all subsequent calls of less than 4 rings (or whatever number of rings you set), until you call in and reset the answering machine toll saver function. This mode is a good choice for single user use.

Note

You must remember to reset the toll saver (if your answering machine does not reset automatically) when you pick up your messages.



Group Dialing Modes

When there is more than one phone number selection, the group dialing modes are enabled. When only one number is selected, these options are dimmed and disabled. There are 2 group options to select from:

Dial Selected Numbers in Rotation - 1 per Call (Rotation mode)

When this option is selected, Private Secretary will report the first incoming call to the first phone number selected, allow for a message retrieval call according to one of the available options previously set and report the next call to the next selected number, and so on. It will always start at the top of the phone list. Once a call has been sent to each number in the group, it will start over with the number at the top. If one of the phones is busy it will retry according to the retry options and eventually try the next number in line. If there is no answer, it will call the next number in line immediately, provided your modem is set in a call progress protocol mode in which it can distinguish busy from no answer.

Note

When rotation mode is selected, the Reminder Service is **DISABLED**. When set in rotation mode, if a call comes in before Private Secretary has a chance to dial out, it will dispatch the second call when the first pickup call is received, indicating a "Make Up Call" was sent.

Dial All Selected Numbers After Each Call (Group mode)

When this option is selected, Private Secretary will dial every number selected to report every call.

Note

When group mode is selected, the Reminder Service is **ENABLED**. If Reminders are set to ON, all selected Reminders will be sent to all numbers selected.



Setting up the Digital Message

The digital message is the secondary set of tones or digits that Private Secretary sends after dialing the phone number. The purpose of the digital message is to provide limited information about the call received.

Initially the digital message settings are preset to dial direct dial pagers sending the call number, time and number of rings, digitally.

Private Code

The Private Code is used primarily when using Private Secretary to dial to phones. The digits in the Private Code provide a sort of sign-on tune so that you will recognize it is Private Secretary calling. The default is a short classic tune and may be changed to any digits of your choice.

Call Number

Select this option to have Private Secretary report the Call Number in the Digital Message. If you are using Private Secretary to dial phones, change the Digital/Tones option to tones. When set to tones, the Call Number is reported by tapping out the Call Number using the selected dial tone (0-9).

Time of Call

Select this option to have Private Secretary report the Time of Call in the Digital Message. This option is only practical when dialing pagers and should be replaced by a pause (the next option) when Private Secretary is being used to dial phones.

Pause in Seconds

This option should be chosen when dialing to phones. The pause is used to separate the Call Number from the Ring Count (number of rings).

Number of Rings

Select this option to have Private Secretary report the Number of Rings in the Digital Message. It works the same way as the Call Number (above) and should be set to a different tone value to help distinguish it from the Call Number when dialing to phones.

Terminate with #

Select this option if you are using Private Secretary to dial pagers, otherwise turn it off.

Supports *

Select this option if you are using Private Secretary to dial pagers and your pager system treats a single * (astrisk) in the dial string as a dash. If your pager system supports it, this character is used to separate the Call Number, Time and Number of Rings with a dash. If your pager system does not support it, the Call Number, Time and Rings will be sent as one string so you may want to have just the time sent for better readability.



Dial Timing Settings

Dial Timing establishes the master timing sequence that controls; how long Private Secretary waits for the caller to leave a message before reporting the call, how long it waits before sending the Digital Message, the number of times it will retry and the maximum time allowed for all activity to complete before forcing the modem to hang up.

Click on item below for detailed information on that topic:

[Begin Dialing](#)

[Send the Message Codes](#)

[Retry and Maximum call time](#)



Begin Dialing

This setting tells Private Secretary how long to wait after a call is received before it dials out to notify you of the call. It can be set to report each call or queue up calls and only report them on a regular time schedule.

After Any Call: This option should be selected when you want each new call to be reported as soon as practical after it is received. When used with an answering machine, the time specified should be enough to allow for your outgoing message and the caller to leave his or her message plus some overhead for answering machine tape positioning (if applicable). Typically this is around 2 minutes.

If you find that your callers leave excessively long messages and are getting disconnected when leaving a message, or you have trouble getting all your messages remotely, increase the Begin Dialing time accordingly or install a [line interrupt controller](#).

After 1st Call - (Call Queuing): If you do not wish to be called after each call, but would rather be called only periodically, choose the "After 1st Call" option. In this mode, normally you would set the Begin Dialing time to be 20, or 30 minutes. When this option is selected, you will receive a call from Private Secretary (the number of minutes set) after the first call is received, ignoring any other calls that come in in that time frame. The clock begins again on the first call received after it reports the previous ones.



Send the Message Codes

This setting tells Private Secretary how long to wait after the phone or pager service was dialed to begin sending the secondary Digital Message.

After 5 seconds of Silence: In this mode, the modem waits for 5 seconds of silence before sending the digital message. The modem decides when the time is up and therefore will only work with modems that support this option. This should be your first choice if you find it works well in your application.

__ Secs. After Dialing: If you find that the "After 5 Seconds" option does not work well in your application, set the "__ Secs. After Dialing" option and load in the appropriate number of seconds. In this case there is no way for Private Secretary to determine when the phone or pager service answers and it will "blind dial" the digital message the number of seconds set, after it dialed the number. To determine the best setting for this number, take into account the time your phone service normally takes to process a call and add 6 seconds for each full ring you expect to occur when the call is placed. Some pager services may hang up before 5 seconds of silence and therefore you may want to use this option to set the time manually, anywhere from 3 to 8 seconds.

If your pager requires a secondary code, the amount of time to put in this field is the time from the time the code is entered, until it is ready to accept the callers phone number.

If using this timing still results in your modem falsely detecting busy or not completing the call, change the modem call progress protocol mode to X1 or X2. This setting is accessed by selecting Modem Settings under the Settings menu.

Send Mark-Time Tones: The "Mark Time" option works only when the "__ Secs. After Dialing" option is selected. This setting is designed to be used only when Private Secretary is dialing phones. It tells Private Secretary to send tones repeatedly after dialing so if the call is picked up before the time set, there will be something on the line besides silence (which might cause the person receiving the call to hang up before the digital message is sent). If the "Private Code" is selected in the digital message, the tones sent will be the private code sent repeatedly, otherwise, it will send a single "1", about every second.

Note

This option should not be used when Private Secretary is being used to dial any type of pager system.



Retry and Hang Up timing

Give Up after ____ retries ____ seconds apart:

This setting tells Private Secretary how many times, and how often you want it to retry if it can't get through to you on the the first try. Use small values if you are using it with a pager and larger values, if you are using it to dial another phone.

Force modem to hang up___Seconds after dialing:

This setting tells the modem the maximum time to wait after dialing before hanging up. Normally, this should be set to 30 seconds or more as Private Secretary will tell the modem to hang up as soon as it has sent the last digit. This is more of a precaution in case something goes wrong in the dialing sequence, the modem will not be tying up the phone line. If Private Secretary hangs up before sending the digital message, increase this value.



Simulate a Call (F5)

This function is provided to let you test your Private Secretary dial timing and other settings without having to receive a call. Access this option under the settings menu or by pressing F5.

The call simulator sets the ring count to the Call Number plus 1 and skips the Begin Dialing time to provide quicker testing. All other settings are executed exactly as you have them set.

IMPORTANT

If you have set the Message Retrieval Mode to Toll Saver, the first call will execute but no other test calls will complete until the ring count exceeds the number of rings set in the toll saver mode. The number of rings increments with every call so simply run another test until the ring count is equal to or greater than the toll saver setting or change the Message Retrieval Mode to dial out for every call until you are satisfied the remainder of the settings are working properly.

If the call simulation does not complete properly, review the sections on Dial Timing and the Digital Message. If no solution is found, see the Technical Support Section for assistance.



Modem Settings

The modem settings set up the parameters that allow communication to and from Private Secretary through the modem, the most critical of which is port selection.

Set the speaker to your preference and the baud, parity, data and stop bits to any value supported by your modem. The default settings will work on all Hayes™/AT compatible modems so there is no need to change them.

COM Port

Set the communications port to COM1-COM4. Keep in mind that COM1 and COM 3 generally share the same interrupt as do COM2 and COM4. Any device that shares the interrupt with the modem used by Private Secretary will not be available while Private Secretary is running. Therefore, for example, if your mouse is installed on COM1, your modem should be connected to COM 2 or 4 to avoid conflicts with it.

Call Progress Protocol

This setting controls primarily whether or not the modem senses and reports "Busy" and "Dialtone" to Private Secretary. The table below shows the respective values:

	X1	X2	X3	X4
Busy	NO	NO	YES	YES
Dialtone	NO	YES	NO	YES

In some cases, you do not want to sense Busy. For example, if your pager service answers with a voice message that your modem thinks is a busy signal. In this case you would turn off busy by selecting X2. Of course this means that if the pager service truly is busy, the modem will not detect and report it but, with "some modems", if the 5 seconds of silence is selected in the dial timing settings, the modem will time out and report No Answer to Private Secretary and it will retry anyway.

It is important to note that the reliability of Private Secretary depends greatly on how well your modem detects and reports busy.

Custom

The custom field is used only in unique situations where one of the modems internal registers or settings need to be modified to work properly with Private Secretary. Normally this field should be left blank.

One such case is when you need to change the dialing delay associated with a comma in the dial string. Private Secretary normally sets this value at 2 seconds. If you need to change it, you put "S8=N", where "N" is the new setting in seconds from 0 to 255.

IMPORTANT

Do not preface commands in the Custom field with the normal command prefix "AT". Private Secretary handles this for you and doing so will cause the program to wipe out other settings.

Modem Delay

The custom field also provides a "back door" for adjusting the internal modem delay used by the program whenever it issues a command to the modem. Some modems take longer to process commands than others and may hang if not given sufficient time to process the command. Normally the delay is set to 2 seconds. To change the delay, place a single

digit (0 to 9), with no other command in the Custom field and click OK. This will change the modem delay setting to that number of seconds. However, this setting is not visible once changed and therefore it is up to you to remember what you changed it to. Normally, unless directed to do so by Integrated Support, you should not change this setting.



File Menu

Ignore this Call

This item can be selected to cause Private Secretary to cancel reporting of the current call in case you forgot to terminate or suspend the program after returning to your phone. Ignore this Call can be selected anytime up to the time Private Secretary begins dialing. After reporting of the current call is canceled, Private Secretary will return to the wait state and begin waiting for the next call.

Suspend Reporting/Resume Reporting

This selection provides a way for you to suspend call reporting without terminating the program. When you select "Suspend Reporting", a dialog is presented that allows you to set a time for Private Secretary to automatically resume.

While call reporting is suspended, the modem is available for use by other applications and the menu selection changes to "Resume Reporting". You can resume reporting at anytime by selecting the "Resume Reporting".

Fast Load

When this menu item is checked, Private Secretary will not pause at the beginning of the program to flash the Registered Users name and will proceed directly to the main menu and call log screen.

Exit (cntrl Q)

This selection terminate Private Secretary by selecting the menu item or pressing Control+Q, while Private Secretary is the active application.



Settings Menu

Click on any menu topic below for detailed information regarding its use.

[Phone Numbers](#)

[Call Modes](#)

[Digital Message](#)

[Dial Timing](#)

[Simulate a Call \(F5\)](#)

[Modem Settings](#)



Call Log Menu

Call Log

Each call detected by Private Secretary is assigned a number (call number), starting with 1 each time Private Secretary is loaded. Private Secretary also notes the time the call was received, the number of times the phone rang (ring count) and the result when Private Secretary tried to dial out to report the call. This information is presented in the log window under the main menu and can also be sent to a log file for later analysis by most spreadsheet and word processing programs.

Private Secretary records only the last 100 or so line items on screen but records all calls to the log file, limited only by disk space.

Private Secretary also records and reports calls when in the background or when minimized.

Hide log Window

Calls are recorded whether or not the log window is visible. To hide the Log Window, select Hide Log Window under the Call Log menu. To turn it back on, select Show Log Window under the Call Log menu, (which appears when the log window is hidden). To toggle on/off you can press Control-W.

Log File

To turn on the Log File, select "Log File On" under the Call Log menu. The log file is activated when a checkmark appears next to the "Log File On" selection.

When the log file is on, Private Secretary makes a log entry at the completion of each call, indicating the date, the call number, time (in 24 hour format), ring count and result. The log file is closed between each call to avoid any damage that might occur to the file system if the system is powered down or the power fails while Private Secretary is running.

Mode

Private Secretary allows for 4 different Log file types: Overwrite, Append, Daily and Monthly.

Overwrite, overwrites the log file each time the program is started, using the same file name each time.

Append (default), will append new data to the same file using the same file name each time.

Daily, creates a new log file each day the program is used, appending all calls that occur on that day. The file name includes the day the log file was created.

Monthly, creates a new log file for each month, appending all calls that occur in the current month. The file name extension includes the month (3 letter equivalent) of the month it was created.

Note

When the daily option is turned on, if Private Secretary is used daily, 365 files a year will be created. You should merge or delete these files from time to time if you choose this mode.

Set Path

This option allows you to set a path other than the default Private Secretary directory for the Log file.



Reminder Menu

Private Secretary can be set to send you up to 5 reminders each run. In addition, when configured as outlined under the [Software Configuration](#) topic, it will report when power is restored after a power failure.

Set Times

This menu item opens the main Reminder Setup screen. You may use tab or the mouse to move between fields.

The "CALL AT" field should be loaded with the actual time you want Private Secretary to make the reminder call. The time should be entered in the AM/PM format such as 2:00 PM.

The send message can be any number sequence except "#" (and "*" if your pager service treats this as a clear). The numbers will appear as numbers to a pager and as tones to a phone. One suggestion is to put the time of the appointment such as 2*30, which will appear on a pager as "2-30".

To activate/deactivate click the select box. The reminder is activated when an X is present in the box.

Reminder ON

This is the "Master" switch for the reminder service. When a check mark appears next to this selection, Reminders are on. When reminders are on (checked), all of the reminders selected on the reminders screen will be sent. When reminders are off (unchecked), none of the reminders will be sent **except** the Power Fail if selected.

Power Fail

This selection turns on/off the power failure reporting feature of Private Secretary. In actuality, since the power is off and Private Secretary can't report during that time, what it actually reports is when Power is turned back on. Therefore, it is also referred to as "Power Restoration" reporting.

There are 2 ways to turn Power Failure/Restoration reporting on/off. One is by selecting the Power Fail item in the menu, the other is by selecting the "After Power Failure" option on the Reminder screen. When Power Failure reporting is active, a checkmark will appear next to the Power Fail item on the Reminder menu.

Note: See [Software Configuration](#) for additional notes regarding this feature.



Tips

Using FAX and FAX/Voice Modems

Private Secretary can be configured to operate concurrently utilizing another modem on a COM Port other than the one used by the FAX or FAX/Voice modem. Private Secretary will report all incoming calls received on the line it's modem is connected to. If you use the same line for FAX and voice, it will report voice and FAX calls. If you have a separate line for voice and FAX, it will report calls only on the line it's modem is connected to. If you use a FAX switch, Private Secretary can be configured to report FAX or Voice or Both. If you want it to report just Voice or FAX, connect the modem used by Private Secretary to the Voice or FAX output of the switch accordingly, to have Private Secretary report both, connect the modem to the incoming line.

Line Interrupt Controller

Occasionally you may have callers that leave extremely long messages and their message is cut off when the modem attempts to dial out to notify you. This situation can be corrected by increasing the Begin Dial Timing but also means that it will take longer overall for you to get your call notification.

Alternatively, you can install an inexpensive device called a line interrupt controller, also called a Data Guard or Teleprotector, which prevents the modem from interrupting the line when it is in use. Normally the device is used to prevent the phone from interrupting the modem during a data transfer, but in this case, it is used in reverse. Installation of the controller is also useful if you answer the line having forgotten to turn off Private Secretary or if you have problems retrieving your messages directly. You can purchase the interrupt controller at most telephone stores and Radio Shack.



Technical Support

For technical assistance contact:

INTEGRATED SUPPORT TECHNOLOGY

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CAMPBELL, CA 95008
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Please provide program version and serial number.



Glossary

Click on subject name for definition:

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[Pager](#)

[Pager Service](#)

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A term used to describe the process of executing a file by double clicking on it's icon

The ability to retrieve your messages from a phone at a remote location.

Modem transmission speed expressed in bits per second. Typical Settings include: 1200, 2400, 4800, 9600

Bit set aside in transmitted character to check validity of data. Valid Settings: None, Even, Odd.

Bits that transmit the actual character being transmitted or received. Valid Settings: 7 or 8

Bits at the end of each character for synchronization. Valid Settings: 1 or 2

The Digital Message is the secondary set of tones or digits that Private Secretary sends when it notifies you of a call. The message can include a tune for identification purposes, the call number, time of the call and the number of times the phone rang.

A pocket sized device that beeps or vibrates when accessed by dialing the phone number assigned to it. Also referred to as a "Beeper". **Digital** pagers can display the digits 0-9 allowing the caller to input a return phone number or other digital information.

Alphanumeric pagers can operate as a digital pager with the added capability of displaying text. Text messages require specialized paging equipment and/or software.

A device that prevents the modem from interrupting a conversation on the phone line or a message being left on an answering machine.

To change from one state to another, such as turning a switch or selection ON/OFF.

The timing used by Private Secretary to send call notification to your pager, another phone, or answering machine. Controlled by various parameters set in the dial timing and digital message dialogs and sometimes the use of commas in the phone number.

The service that provides the interface which allows access to your pager. Also used in reference to characteristics of the actual hardware that takes touch tones or alphanumerics and transmits them to your pager.

