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ACMS

Automated Call Management System

USER'S MANUAL

Table of Contents

1. OVERVIEW	2
2. FEATURES	3
3. INSTALLATION	4
3.1. System Requirements	4
3.2. Computer	4
3.3. Your Printer (Not Included with System)	4
3.4. Telephone Interface Board (Dialogic card)	4
3.5. Telephone Lines	4
3.6. The Modem (Optional)	4
3.7. The PR500 (Optional)	5
3.8. The 4-Line Phone (Optional)	5
3.9. Quick Set-up Guide	5
3.10. ACMS Connection diagram	6
4. RUNNING THE PROGRAM	7
5. THE DATABASE	8
5.1. Phone Lines	8
5.2. Telephones	8
5.3. Operators and Call Dispositions	11
5.4. Unknown Phones	11
5.5. Unidentified Calls	11
5.6. Exceptions	11
6. REMOTE PROGRAMMING	12
7. TESTING	13
7.1. Running Diagnostics on Command	13
7.2. Running Diagnostics Automatically	13
7.3. Error Messages	13
8. HANDLING INCOMING ALARM CALLS	16
9. INCOMING TEST CALLS & EXCEPTIONS	17
9.1. Exceptions List	19
10. PRINTING REPORTS	20
11. RECORDINGS	21
12. SOFTWARE CONFIGURATION	22
12.1. ACMS Configuration	22
12.2. Dialogic Software	24
12.3. Database Files	24
13. HOW TO REACH JANUS TECHNICAL SUPPORT	25

1. OVERVIEW

The Automated Call Management System (ACMS) is a PC-based system designed for remote diagnostics, programming, and receiving calls from EMS's / VPP's line of microprocessor-controller telephones. The ACMS manages an unlimited number of telephones and provides the assurance that all of the equipment is in working condition.

The configuration consists of a Windows based PC equipped with a four-port industry-standard telephony board and JANUS's specialized software. Each of the ports can be connected to a telephone line through which calls can be made to – and received from – the telephones. The ACMS can be connected to standard analog phone lines whether they be from a Central Office or a PBX line.

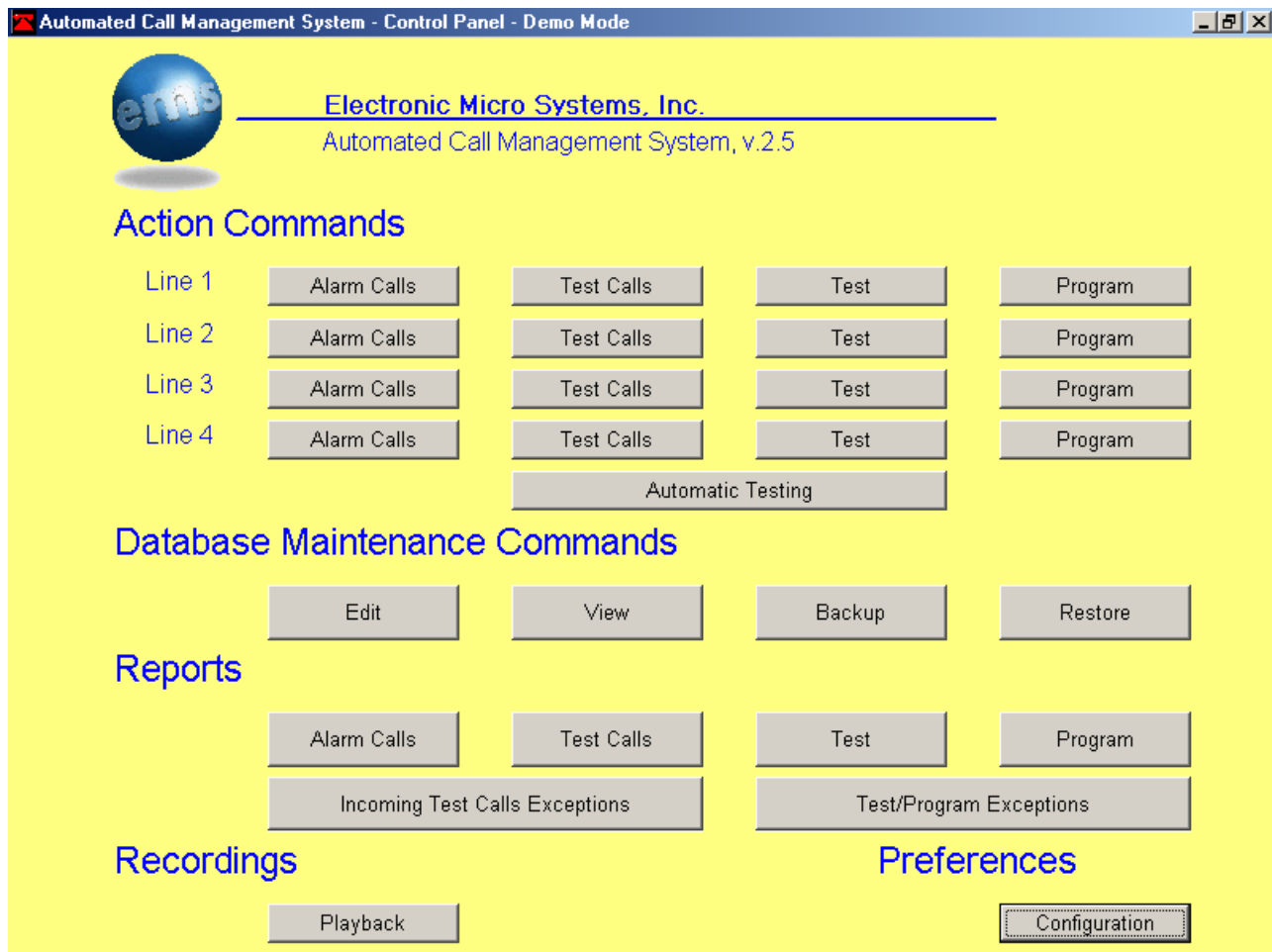


Figure 1. Control Panel

2. ACMS FEATURES

- User friendly Global interface with simple button menus and intelligent Test Call tracking.
- The ACMS is fully Automated, featuring two Exceptions buttons which flash Red and beep when a schedule Test call is not received by the software or a Test or Program Failure has occurred.
- The ACMS can be used with up to 4 phone lines which can be used to answer Alarm or Test Calls from the EMS/VPP line of phones. These lines can also be used to Test or Program a phone if they are not in Answer mode.
- The ACMS can be configured to work with any phone.
- The ACMS can support an unlimited number of telephones.
- The user can Edit, Backup, or restore a Database from any ACMS or PR1150 software system.
- The ACMS includes reports for all incoming and outgoing calls; which can be printed, saved or exported to a different application.
- The ACMS records all incoming Alarm calls for insurance liability protection purposes.
- The ACMS features password protection that supports multiple users.
- The main screen can be configured by the System Administrator, to display a custom logo and/or different colors for background and text.
- The ACMS features custom interface languages that can be chosen by all users. Default choices for languages include English, Spanish, French, German, and Italian.
- The ACMS system can be configured to work on cellular applications or phone systems with a lot of background noise by using fast or slow dialing, as required, when testing or programming.
- The ACMS reports use a 24-hour military clock to comply with universal standards. The time and date format can be changed to the format you want by using the "Regional and Language Options" Window from Control Panel.

3. INSTALLATION

The ACMS system is shipped with the telephone interface board, modem, and software already installed and tested. Installation is simply a matter of unpacking the hardware and plugging everything in.

3.1. System Requirements

- Windows NT/2000/XP or Higher
- Pentium III Processor, 266 MHz or Higher
- 128 MB RAM minimum
- 150MB Free Hard Drive Space
- CD-ROM or DVD-ROM drive
- Intel Dialogic D/4PCI / D/4PCIUF Card installed

3.2. Computer

EMS repacks the computer in its original cartons. To unpack and assemble the computer, follow the manufacturer's instructions included with the system.

3.3. Your Printer (Not Included with System)

The ACMS system is configured with a default printer capable of printing the fonts used in the software's reports. If you are adding a printer to the system, you should change this default to match your printer.

3.4. Telephone Interface Board (Dialogic card)

Unless you're planning to change the hardware configuration, you can skip this section.

The board is configured to use memory addresses and an interrupt request that will not interfere with the hardware configuration and the anticipated use of the machine.

Details about the board's hardware options are thoroughly documented in the board's installation manual, which is packed with the system.

3.5. Telephone Lines

The telephone interface board has four RJ-11 female connectors. One of the connectors is marked with a 1 which stands for the number of the line. You can use the RJ-11 cables packed with the system to connect it to the phone lines.

Do not confuse the telephone interface board with the modem, which has two telephone connectors. The telephone interface board is marked with a Dialogic label.

3.6. The Modem (Optional)

EMS ships certain ACMS system with an internal modem, which provides remote access for installation of software upgrades and for service. The modem has two RJ-11 connectors, one

marked "line" and the other marked "phone". If it becomes necessary for EMS to call your machine, plug a telephone line into the one marked "line". Our technical support department will lead you through the procedure to run the software that will answer the call.

3.7. The PR500 (Optional)

EMS ships certain ACMS systems with an external Current loop detector called PR500. The PR500 is only used if you have the system setup to receive Alarm calls. It has sixteen RJ-11 connectors, four marked for the incoming phone "lines", four marked for the 4-Line Phone and the last four marked for the ACMS DIO card. Follow the quick setup guide below to set up the system for a single line use. (For more details see the connection diagram in the Test Plan Documentation)

3.8. The 4-Line Phone (Optional)

EMS ships a 4-Line telephone with each ACMS system using the PR500 . This telephone connects to the PR500 unit through the RJ11 connectors marked 1, 2, 3 and 4. (If you only use 1 telephone line, connect Line 1 of the telephone to line 1 of the PR500 through the RJ11 jack marked "To 4-Line Phone") This telephone can be used to answer an incoming call or access the phone line.

3.9. Quick Set-up Guide

- 3.9.1. Connect the flat ribbon cable from the PR500 connector marked "Flat Cable to ACMS" to the ACMS PC PCI-PDISO8 card in the back of the PC.
- 3.9.2. Connect a modular RJ11 cord from the PR500 connector marked "To ACMS" line 1 to the ACMS PC D/4PCIUF Dialogic card Line 1 (Looking at the PC from the back, line 1 is on the right).
- 3.9.3. Connect a modular RJ11 cord from Line 1 of the 4-Line telephone to Line 1 from the PR500 connector marked "To 4-Line Phone".
- 3.9.4. Connect a modular RJ11 cord from Line 1 of the PR500 connector marked "Incoming Lines From Co or PBX" to a phone line or PBX switch.
- 3.9.5. Connect a modular RJ11 cord from the Emergency Phone to a Phone line or PBX switch. (It is important the you use a separate line to connect the Emergency phone unit and it must be connected in a way that it can be accessed by the ACMS System)
- 3.9.6. Connect a 12Vdc/500mA Unregulated power supply to the PR500 Connector marked "Power Unregulated 12VDC".

3.10. ACMS Connection diagram

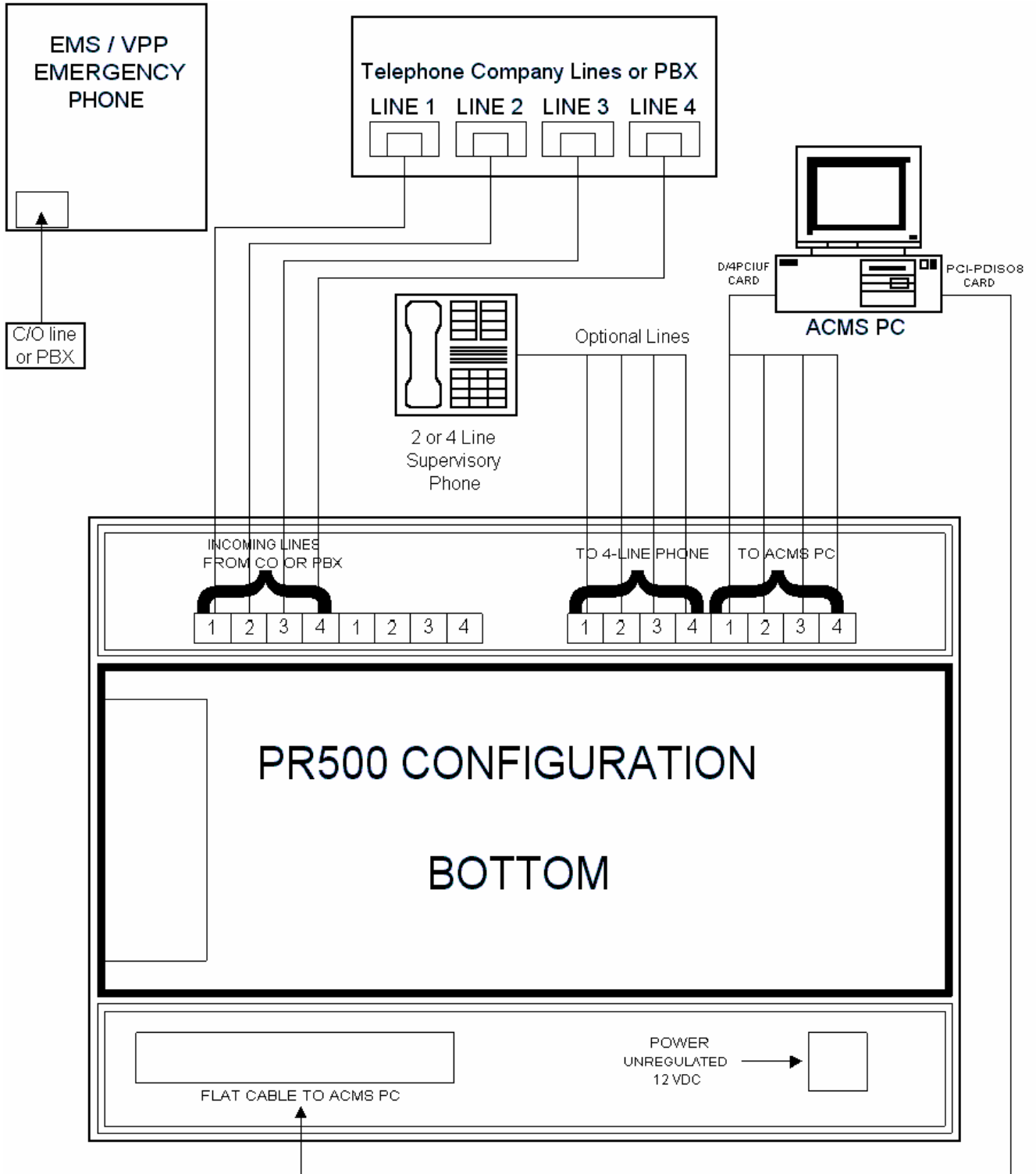


Figure 2. ACMS Connection Diagram

4. RUNNING THE PROGRAM

Start the software by double clicking the red telephone icon (ACMS) on the desktop.



Once the ACMS program has started, its main control panel will display a set of buttons you can click on, to trigger various actions.

The actions are of two basic types: bookkeeping activities, such as telling the program about your telephones, and action commands, which are the software activities that control the Programming and Testing of the telephones, and receiving Alarm and Test calls.

You can run several action commands at the same time, one for each telephone line your system supports. This means that if you have a lot of phones, you can divide up the work. If you have four telephone lines, for instance, you might reserve one line for incoming Alarm calls, use two lines for incoming Test calls (assigning half of your phones to each), and use the fourth line for Programming and Testing new telephones.

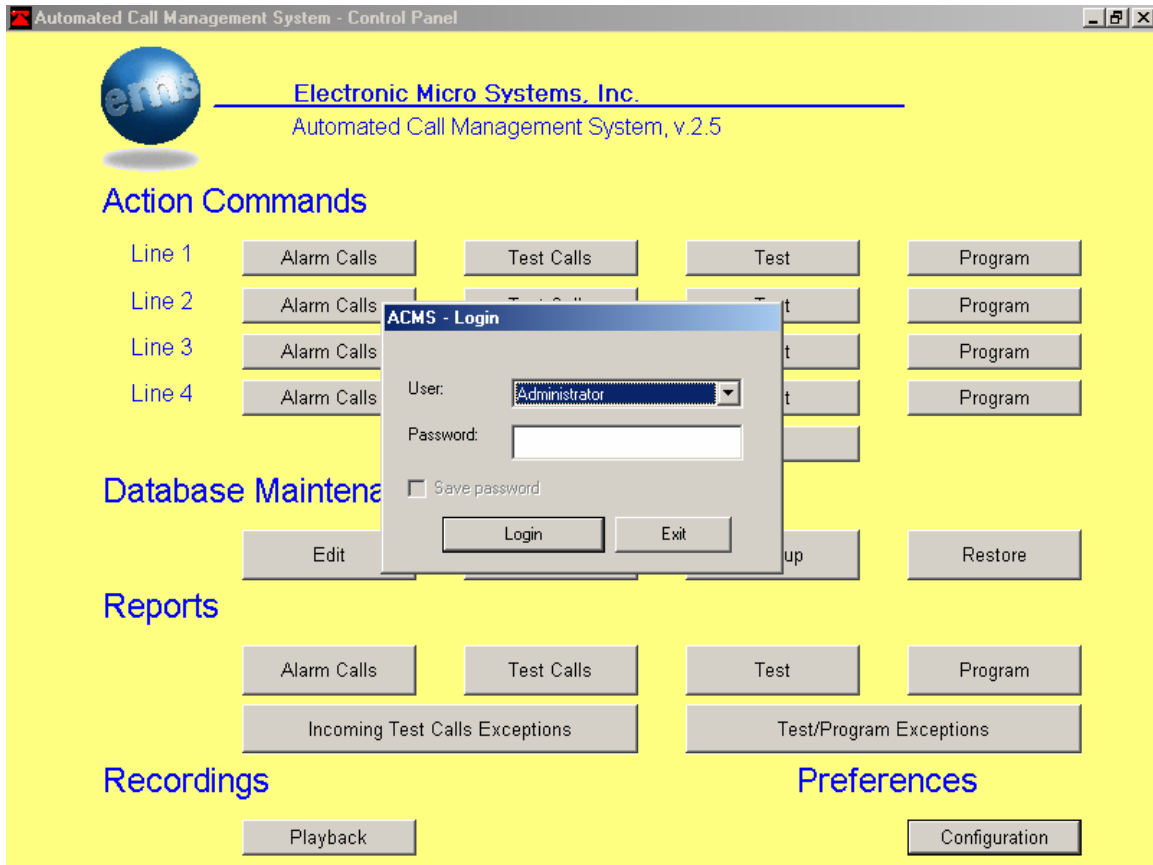


Figure 3. Control Panel – Login screen

5. THE DATABASE

A database is an organized collection of information, usually with relationships among units of information with different types. The ACMS database, for example, contains a list of all the emergency phones that the system supports.

The “View” button on the control panel lets you examine and modify the database. It pops up a box containing six buttons which give you choice of working with “Telephones”, “Operators”, “Call Dispositions”, “Unknown Phones”, “Unidentified Calls” and “Test Exceptions”.

5.1. Lines

The first button “Lines” displays the phone line settings, which allow the proper identification of all incoming calls.

- Internal ID numbers (EMS): Supports all EMS model phones by providing the caller ID of the line and the internal ID of the phone. If the internal ID of the phone is found in the ACMS database the phone’s address and service contact will also be displayed on the line display screen for all incoming alarm calls.
- Internal ID numbers (VPP): Supports all VPP model phones by providing the caller ID of the line and the internal ID of the phone. If the internal ID of the phone is found in the ACMS database the phone’s address and service contact will also be displayed on the line display screen for all incoming alarm calls.
- Caller ID only: Supports all other telephones by providing the caller ID of the line without trying to read the internal ID of the phone.

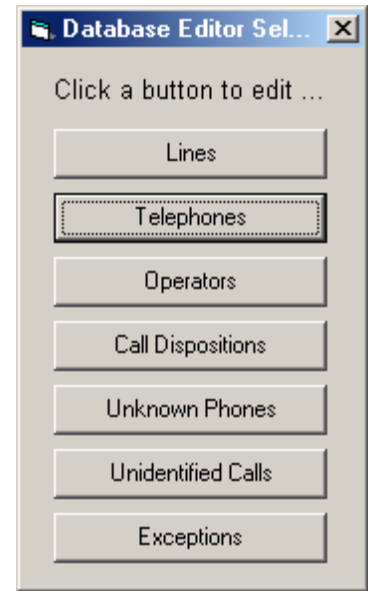


Figure 4. Database Buttons

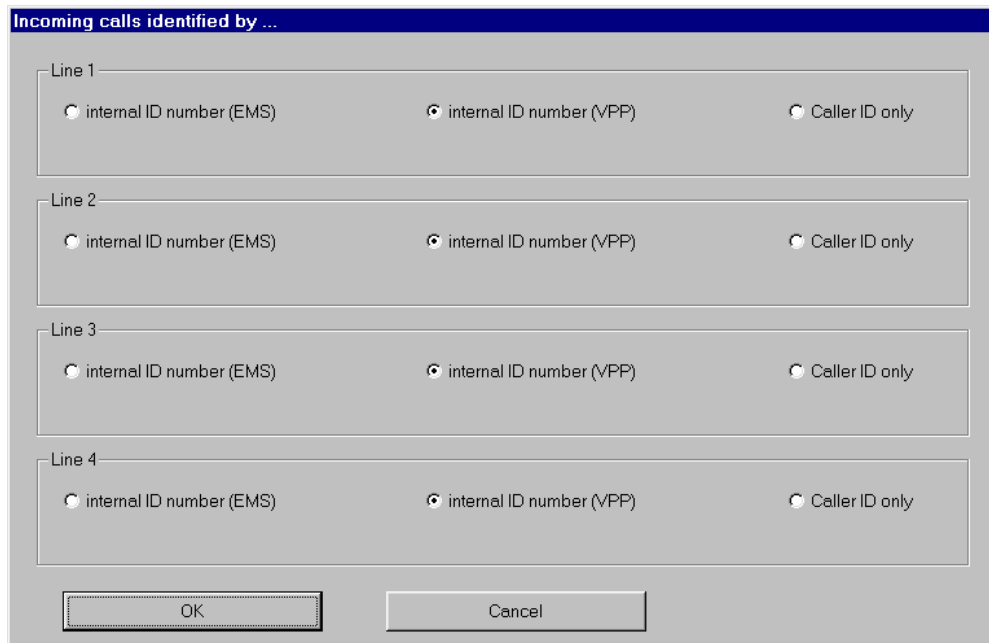


Figure 5. Phone Line Settings

5.2. Telephones

The second button in Figure 4 is “Telephones”, which displays a window listing the groups and sub-groups on the left side and the individual telephones making up groups and sub groups on the right. This is shown in the figure below.

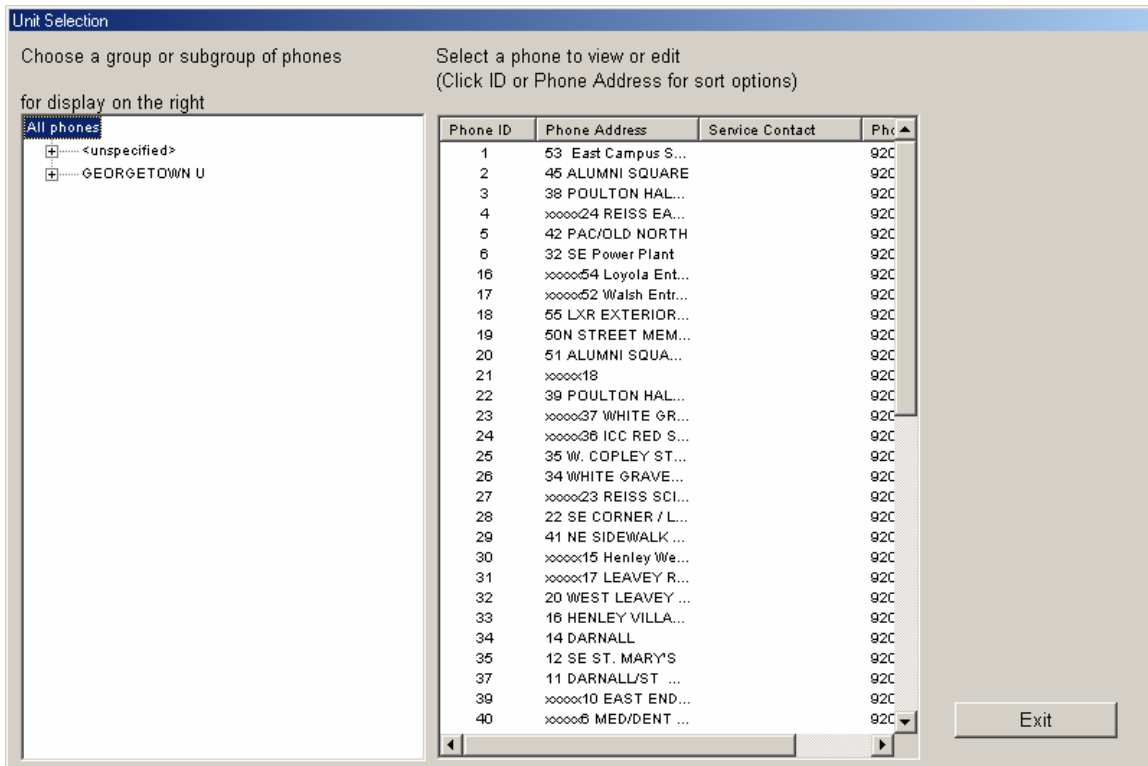


Figure 6. Unit Selection Window

When you select one of the telephones listed in the list on the right, by clicking on it, its characteristics and options appear in the window seen in Figure 7. View/Edit Database Entry which is on the next page. This window will let you examine, and in some cases modify, the part of the database containing basic information about each emergency telephone, including its programmable options.

To add a new phone to the database, click the button labeled “Create a new entry like this one”. The new entry will be as close as possible to a copy of the one that was displayed when you clicked the button, so it’s a good idea to begin by selecting a phone that is similar to the new one. This feature saves time and effort when adding large numbers of phones.

Occasionally you will notice the words “Needs Programming” on the form. This means that some programmable option has changed and hasn’t yet been sent to the phone. Once a phone record has been modified, “Needs Programming” will appear until the phone in question has been successfully programmed.

Figure 7. View/Edit Database Entry

Under “Database Maintenance”, in the control panel (Figure 1 on Page 2), there is a “Backup” button. This will make a copy of the current database, and the “Restore” button will revert the database to a previous version. It is a good idea to make copies periodically, preferably to a removable medium like Zip Disk, USB Drive, or other. A good time to do this is just before you make major changes. That way, if any mistakes are made, you can restore the system to the previous state, where you began the modifications. These are the two windows below.

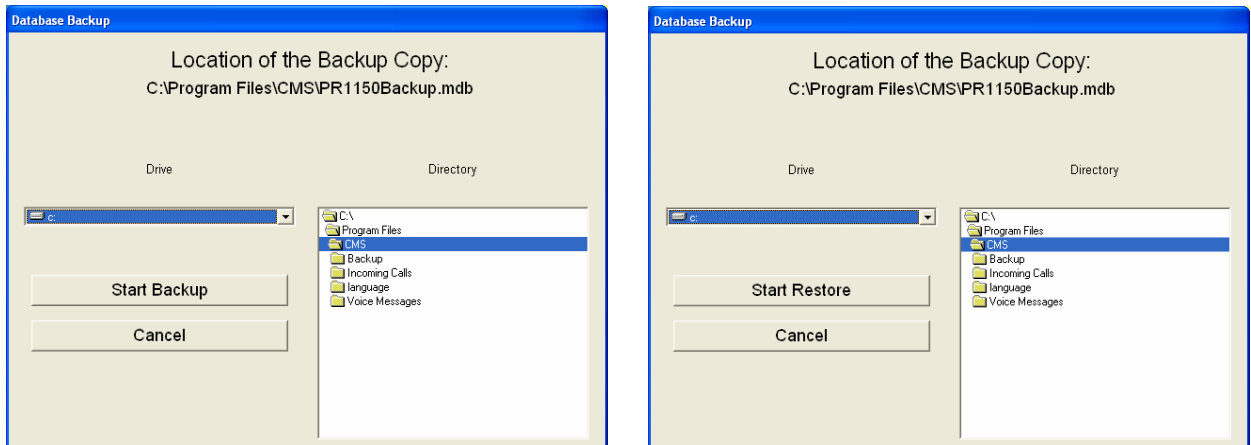


Figure 8. Backup and Restore Copy Location Windows

The “View” button on the control panel under “Database Maintenance” gives you a list of all the telephones in the database, sorted by ID numbers or Phone Address. You can use this screen to Print, Save or Export the database.

5.3. Operators and Call Dispositions

These two buttons allow you to examine and modify the parts of the database containing the options that are presented to an operator who is handling an incoming Alarm call.

5.4. Unknown Phones

The "Unknown Phone" button displays all incoming test calls with the wrong ID. The Caller ID information is displayed, if this is available. You can use the Caller ID to identify where the call originates. You have a choice of adding this phone to the database as a new phone and save it or simply delete this listing.

5.5. Unidentified Calls

The "Unidentified Calls" button displays all incoming test calls without an internal ID number. The Caller ID information is displayed, if this is available. You can use the Caller ID to identify where the call originates. You have a choice of deleting this listing.

5.6. Exceptions

The "Exception" button displays all telephones that have failed either Programming or Testing operations. The button also displays all incoming test calls that were either not scheduled, or that failed to be made at the scheduled test time. (The default is 72 hours)

6. REMOTE PROGRAMMING

In the control panel, select the "Program" button for the line you wish to use for Programming. A unit selection window, Figure 9, will appear, which allows you to choose the telephones to be programmed. All telephones that have not been updated, since you last changed any of their programmable fields in the database editing operation, are preselected. Any telephones which failed programming, during the last programming attempt are also preselected.

To select or deselect an individual telephone, click the check box to the left of its identifier. The other buttons and options on the form are self-explanatory.

After you have selected the telephones you want programmed, click "Proceed". Programming takes approximately 3 minutes per telephone.

Note: *If you are programming a G3X unit read this: When the ACMS has completed the programming the G3X will hang up and call back into the ACMS Test line in 2 minutes. If the ACMS does not receive a call within 5 minutes it will call the G3X again and retry to program it. If the second time the G3X does not return the call within 5 minutes the ACMS creates an "Incoming Test Call Exception" which is listed in the Exceptions button. (see Exceptions for more information)*

Unit Selection

Choose a group or subgroup of phones for display on the right

All phones
 <undefined>

Select a phone to view or edit
 (Click ID or Lift Address for sort options)

Phone ID	Lift Address	Service Contact
<input type="checkbox"/> 1123	lift address	service contact
<input type="checkbox"/> 1124	125 Ricefield lane, Hau...	Chris the Greek
<input type="checkbox"/> 1125	lift address	service contact
<input checked="" type="checkbox"/> 1126	BT TELECOM TEST	Chris the Greek

Entire Group

Select

Deselect

Telephones with test failures

Proceed

Exit

Figure 9. Unit Selection Window

7. TESTING

7.1. Running Diagnostics on Command

In the control panel, select the “Test” button for the line you wish to use for Testing. A unit selection window will appear (Figure 9 on Page 12) which allows you to choose the telephones to be tested. The telephones that were last tested on this line are preselected.

To select or deselect an individual telephone, click the check box to the left of its identifier. The other buttons and options on the form are self-explanatory.

After you have selected the telephones you want to test, click “Proceed”. The test will terminate after testing all the telephones.

7.2. Running Diagnostics Automatically

Click the “Automatic Testing” button on the Control Panel. An “Automatic Testing Options” window will appear. The upper left corner displays an “On/Off” option. When the “On” choice is selected, the scheduled tests will run daily at the times selected. When the “Off” choice is selected, the tests will not run, but you can still modify the options for later use.

Automatic Testing Options

Automatic Testing Options

On Off

Seize lines that are ...

Idle or waiting to answer
 Idle only

Line to seize

Line 1 only
 Line 2 only
 Line 3 only
 Line 4 only
 Any Line

Test Times

<input type="checkbox"/> Midnight	<input type="checkbox"/> Noon
<input type="checkbox"/> 1 A.M.	<input type="checkbox"/> 1 P.M.
<input type="checkbox"/> 2 A.M.	<input type="checkbox"/> 2 P.M.
<input checked="" type="checkbox"/> 3 A.M.	<input type="checkbox"/> 3 P.M.
<input type="checkbox"/> 4 A.M.	<input type="checkbox"/> 4 P.M.
<input checked="" type="checkbox"/> 5 A.M.	<input type="checkbox"/> 5 P.M.
<input type="checkbox"/> 6 A.M.	<input type="checkbox"/> 6 P.M.
<input checked="" type="checkbox"/> 7 A.M.	<input type="checkbox"/> 7 P.M.
<input type="checkbox"/> 8 A.M.	<input type="checkbox"/> 8 P.M.
<input type="checkbox"/> 9 A.M.	<input type="checkbox"/> 9 P.M.
<input type="checkbox"/> 10 A.M.	<input type="checkbox"/> 10 P.M.
<input type="checkbox"/> 11 A.M.	<input type="checkbox"/> 11 P.M.

Continue

Figure 10. Automatic Testing Options

The option on the left side of the form control how the software “seizes” a phone line that is not in use when it is time for an automatic test to run. You can choose the phone line to seize during the test or allow it to use any available phone line.

When you are satisfied with your choices, click the button on the lower right. If automatic testing is turned off, this button will be labeled “Exit to main menu”. If automatic testing is on, it will read “Continue”. If you click continue, you will proceed to a unit selection window. You can select the phones you need to test and click the Proceed button on the button right corner to begin the automated Testing.

The test will run each day at the time you have given, until automatic testing is explicitly cancelled. During the time the test is running, its line is not available for anything else, but whenever the test is idle, you may use the line for another function, such as immediate testing, programming, or receiving calls.

7.3. Error Messages

The following errors may be reported:

- answered by a fax machine
- answered by an answering machine
- answered by voice
- busy for more than 10 minutes. A busy telephone could simply be in use, so the diagnostic spends ten minutes retrying the call before it reports the condition.
- hung up prematurely. This is reported if the telephone hangs up in the middle of the test.
- incorrect model of telephone. Most likely, the wrong model number for this telephone has been selected.
- intercept signal received. An intercept signal is a three-tone sequence usually followed by a recorded message, like “If you’d like to make a call, please hang up and try again”. It is an indication of an error detected by a telephone company central office, PBX, or some other telephone switch. It means that the call could not be placed, most likely because the “phone number” entry in the database is incorrect.
- invalid diagnostic response. The ACMS has succeeded in reaching the telephone, but the telephone is not responding properly. Check to make sure that the telephone’s database entry has the correct model number. If so, the telephone is probably defective.
- neither a ring nor a Touch-Tone response detected. Most likely, the “phone number” entry for this telephone is incorrect.
- no answer. A number of things can cause this error. The “phone number” entry in the database might be wrong, there may be no telephone connected to the line you’re calling, the telephone connected to the line might not be an EMS/VPP emergency telephone, or something might be wrong with the line.
- no dial tone. Most likely, the ACMS is not connected properly to its phone line.

- no ring. Most likely, something is wrong with the line you're calling.
- no Touch Tone response after answer. Either the telephone is defective, or the call has been answered by something other than an EMS/VPP emergency telephone.
- non-volatile memory failure. The telephone is defective.
- not programmed with the correct identifier. The identifier in the database does not match the one programmed into the telephone. Check to make sure the database contains the identifier you want the telephone to have, and then reprogram the telephone.
- program code rejected. Check to make sure the database entry for this telephone contains the correct model number. If it does, and if you're still getting this error, you'll have to reprogram the telephone manually. If manual programming fails too then the telephone is probably defective.
- programming password rejected. The programming password in the database does not match the one programmed into the telephone. Check to make sure the database contains the password you want the telephone to have. If it does, and if you're still getting this error, you'll have to reprogram the telephone manually. If you are unable to access the telephone's programming function because you don't know its current password, EMS can help. Contact technical support.
- speaker/microphone test failure. This test will fail if the speaker or microphone are defective, but it will also fail if there is a lot of background noise (passing trains are frequent culprits) or if a stiff breeze is blowing onto the telephone's face. If this failure is reported frequently, the telephone should be checked.
- Touch-Tone detection failure. The telephone is defective.
- Touch-Tone generation failure. The telephone is defective.
- wrong tone detected by speaker/microphone test. See "speaker/microphone test failure", above.
- wrong Touch Tone response after answer. Either the telephone is defective, or it is not an EMS/VPP emergency telephone.

8. HANDLING INCOMING ALARM CALLS

The ACMS can be used to log and assist with incoming Alarm calls. The operator must click the Alarm Calls button in the Control Panel (Figure 1) for any of the 4 lines to be used to answer incoming calls. The line will then display "Answering Alarm Calls". When this line detects a ring, the computer answers the call, identifies the phone making the call, displays a window with a flashing red button marked "Ringing" and plays a ringing sound through the system's speakers. This is seen in Figure 11 below.

NOTE: It is important to let the system answer the call. If the call is answered on the first ring, before the computer does, the system will not be able to identify the calling phone or log the call. It is a good idea to turn the ringer on your touchtone phone 'OFF'. This way the operator will only answer the call when the computer is ringing and the call has been identified.

When the operator answers the call, the ringing sound stops, a green button marked "connected" is displayed and the operator can talk to the caller. After the call, the operator should select his or her name from the list on the screen (or type it in the box above the list) and select or type the disposition of the call, hitting the "Enter" button each time.

Finally, the operator can hang up and the computer hangs up its extension. Since the computer and operator are on two extensions, the call will not actually end until the operator also hangs up.

The time and date of the call, Phone ID, Phone Address, Service Contact (operator), Caller ID, and all information entered by the operator are stored in the database for subsequent reporting.

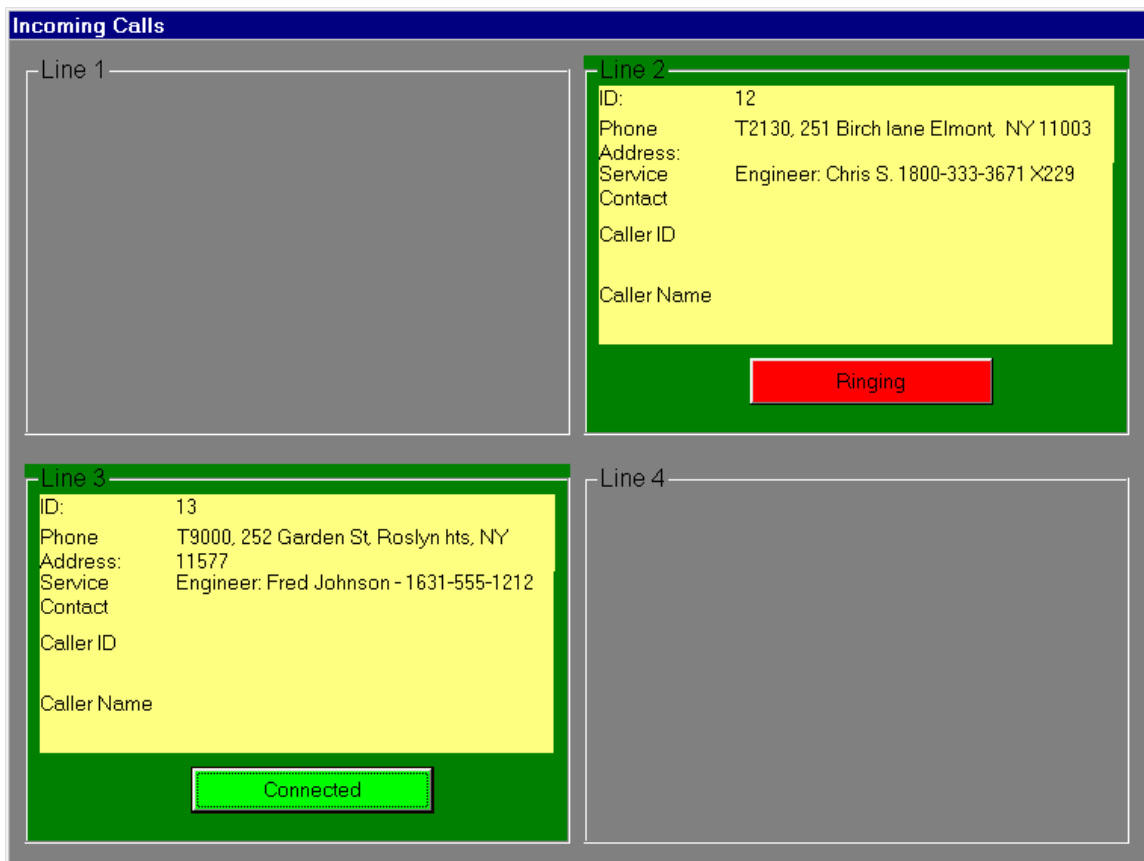


Figure 11. Incoming Calls Window

9. INCOMING TEST CALLS & EXCEPTIONS

The ACMS can be used to log and assist with incoming Test calls. The operator must click the Test Calls button in the Control Panel for any of the 4 lines he would like to use to answer calls. The line will then display "Answering Test Calls". When it detects a ring, the computer answers the call, and automatically tests the phone. This process is fully automated and does not require a users interface.

If the Test call was received on time (as scheduled by the ACMS when the phone was programmed) the PC will record that call, in the incoming test calls report, and will not take further action. If the Test call was not scheduled, it will be recorded into the incoming test calls report and the Test Exceptions. If the call was delayed the PC will call that phone and re-program to reschedule it for another Test call.

If the phone does not answer the call or fails to report back to the ACMS in 7 minutes a Test Exception will be created and the "Incoming Test Calls Exception" button will flash red on the control panel as seen below.



Figure 12. Incoming Test Call Exceptions

The "Test/Program Exceptions" occur only on outgoing Test/Program Calls that have failed and that button will also flash red on the control panel as seen in Test/Program Exceptions (Figure 13).

The operator can view these critical exceptions by clicking the appropriate "EXCEPTION" button. The operator can try to re-program / re-test the phones listed there, and if all the phones report back to the ACMS after they are programmed, the EXCEPTIONS will be automatically removed from the Exceptions button list. If all exceptions are removed, the button will stop flashing red. You can manually remove the Exceptions if you know that the problem has been cleared, by using the Configuration screen - Reports - and Clear Exceptions or from the Database Edit screen - Test Exceptions – select - and remove Exceptions.

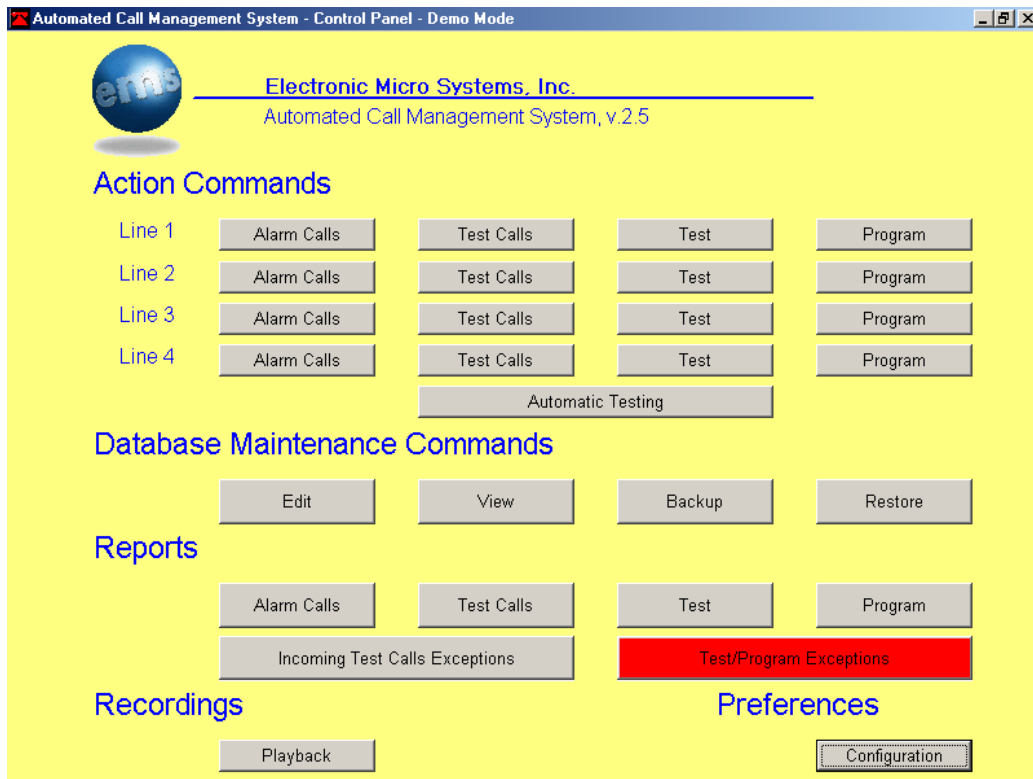


Figure 13. Test/Program Exceptions

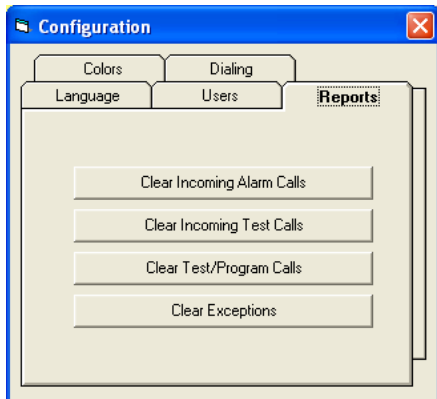


Figure 14. Configurations Screen

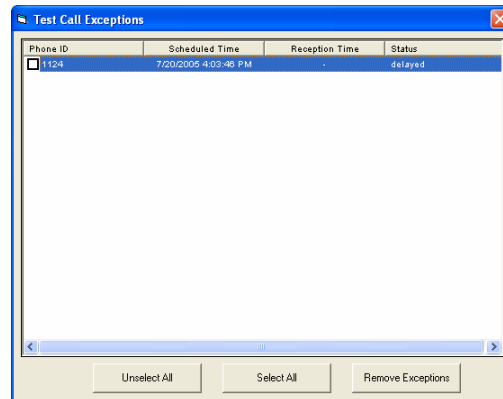


Figure 15. Test Call Exceptions Screen

9.1. Exceptions List

The following exceptions may be reported:

- First call - programming error. Errors were detected during the first phone programming.
- Phone not programmed for test calls, unexpected call. The test call was received from a phone not configured to initiate test calls
- Numbers Changed. The phone numbers stored in the database do not match the number stored in the phone's memory
- Invalid Phone Numbers.
- Failed to enter programming mode. The programming password was rejected
- Failed Testing. The test call failed.
- No Voice Message. There is no voice message recorded into the tested phone.
- End of voice message not detected. There is an error with the voice message stored into the tested phone.
- Caller ID Does Not Match. The Caller ID received from the phone does not match with the one stored in database for the tested phone
- Unexpected call, too soon. Test call received sooner than scheduled for that phone.
- Unexpected call, too late. Test call received too late per the database schedule.
- failed to reschedule (program error). The computer failed to reprogram the phone in order to reschedule the test call
- delayed. The test call has not been received yet and is late per the database schedule.

10. PRINTING REPORTS

Each report that the system can generate is represented by a button on the bottom of the Control Panel. When you select a report, it appears first on the screen, in a window, along with a set of control buttons. The "ALARM CALLS" and "TEST CALLS" reports on the left side of the screen display all incoming alarm and test calls into the system. The "TEST" and "PROGRAM" reports on the right side of the screen will display all outgoing program or test calls performed by the user or by the automated testing.

You can also get a system Status report or a detailed report. The system status report gives you a quick summarized overview of the whole system as well as the latest test or program results of each phone on the database. The detailed report does not include the summarized overview but instead it gives you a complete list of all the test and program calls performed by the system.

Once you have clicked system status or detailed report you will see the screen on figure 16 below.

The buttons on the bottom left navigate through the report's pages. You can move one page at a time or jump to the first or last page. The button showing rectangles of different sizes zooms between a full-page view convenient for navigation and a magnified view that is more readable. The next button sends the report to the system's default printer. The next two buttons export the report to disk files and e-mail facilities using various formats. The "Close" button returns to the Control Panel.

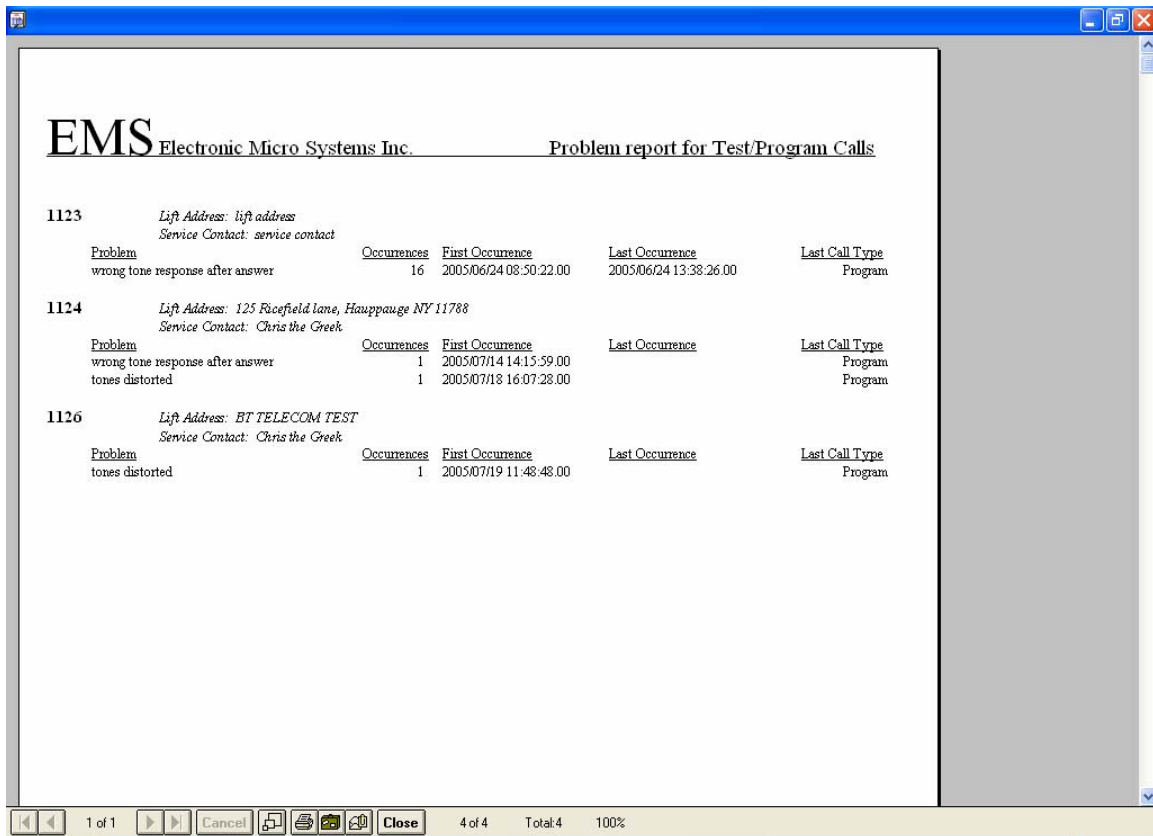


Figure 16. Printing Reports

11. RECORDINGS

The ACMS will automatically record all incoming alarm calls. There is nothing additional you need to do. You must answer the call and speak to the person calling you. When you hang up, the ACMS will send a '#' sign to hang the phone up and also end the recording.

To playback the recorded calls you can click on the 'Playback' button on the 'Recordings' screen. (see Figure 17) The recordings are all listed there by date, phone ID number and what line they came in on.

The ACMS will record calls at an average rate of 356KB per minute. This will mean that it could record approximately 46.8 hours per 1GB of hard drive space. The maximum that it could record depends on the size of the hard drive you use. A typical ACMS hard drive uses a minimum of 80GB hard drive. If more space is needed you could upgrade to a larger drive or just perform a backup when needed.

Note: The recordings are stored in "C:\Program Files\ACMS\Incoming Calls" folder.

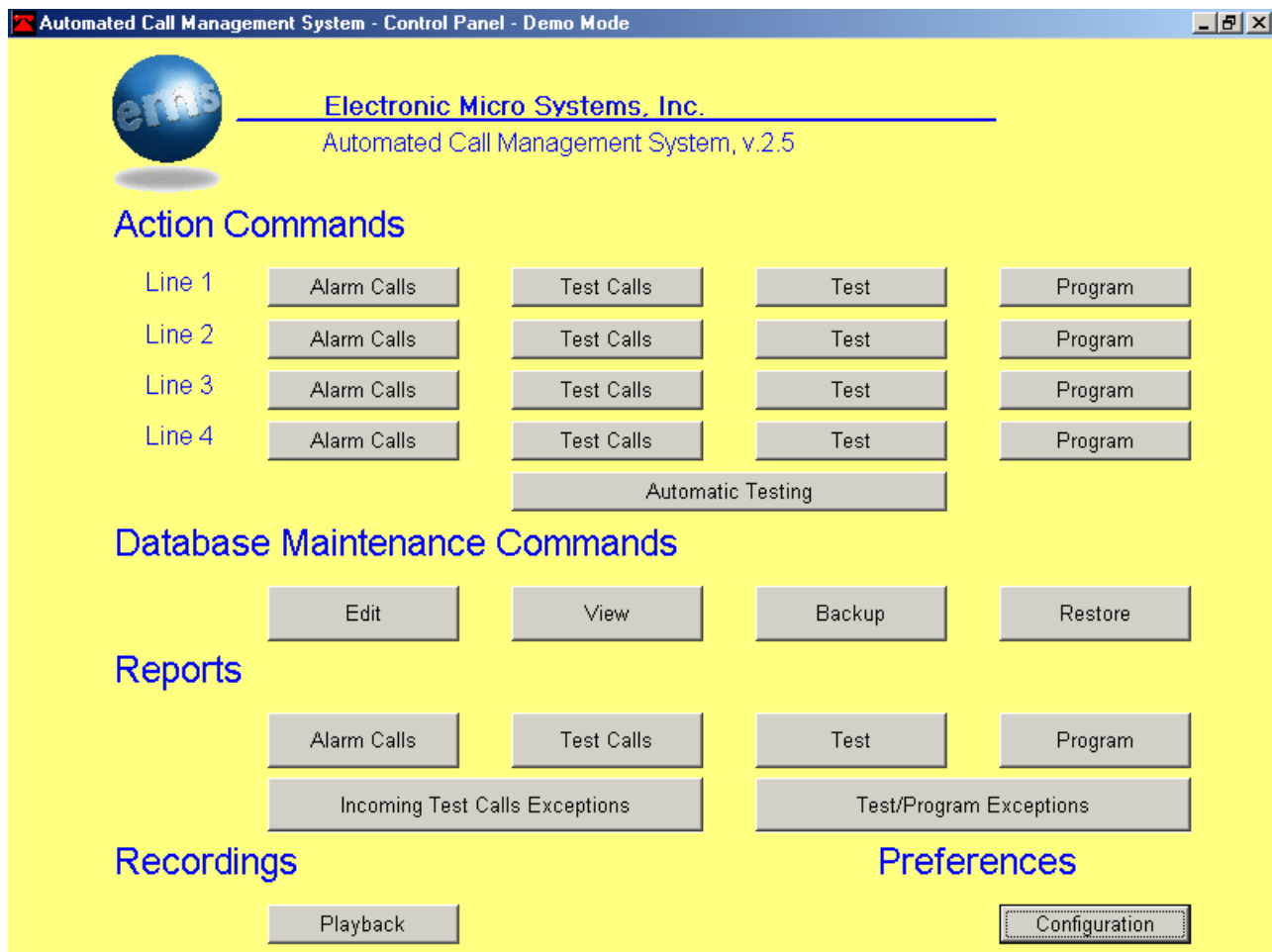


Figure 17. Recordings

12. SOFTWARE CONFIGURATION

12.1. ACMS Configuration

The ACMS can be configured by using the Configuration Screen.

The user can select the language to be used from the list of available languages. New languages can be added to the system. The documentation and the sample files are located inside the “adding_language_support.zip” file in “C:\Program Files\ACMS\language\” folder.

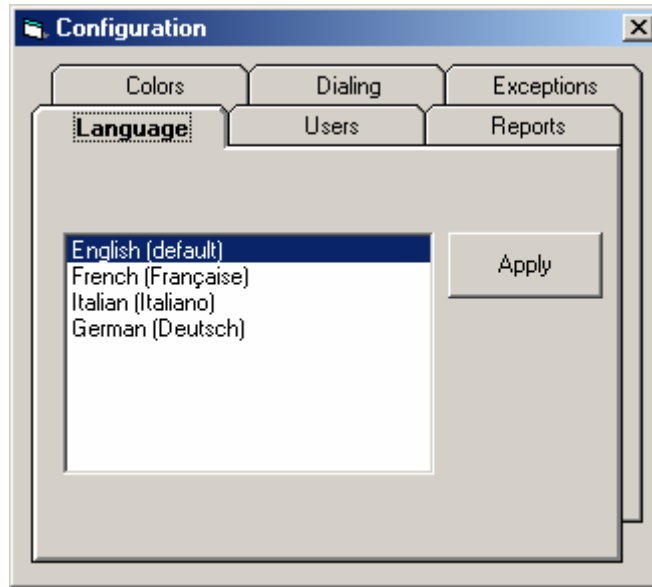


Figure 18. Language configuration

From the Users tab of the Configuration screen you can edit / delete / add new users and configure their access rights.

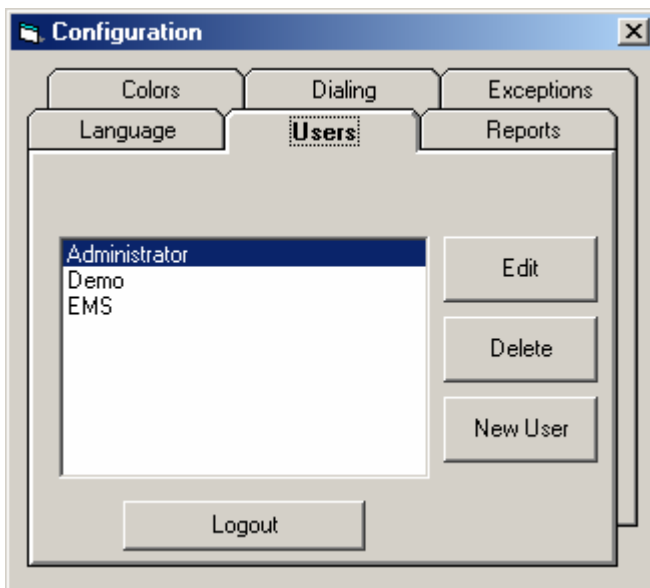


Figure 19. Users configuration

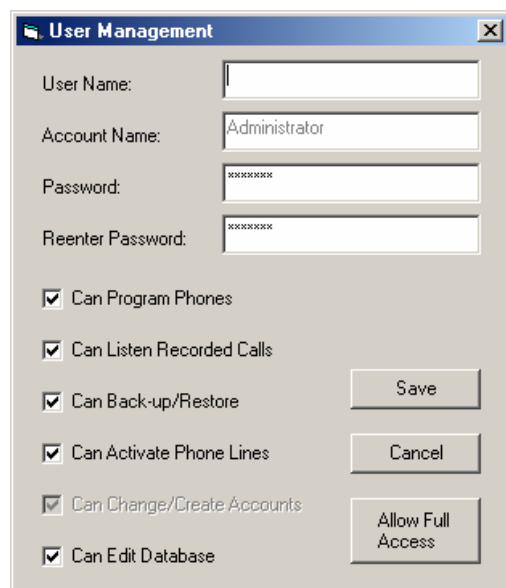


Figure 20. User Management

From the Reports tab you can clear the reports. You may want to make a practice of printing hard copies and/or backing up the database before clearing the reports.

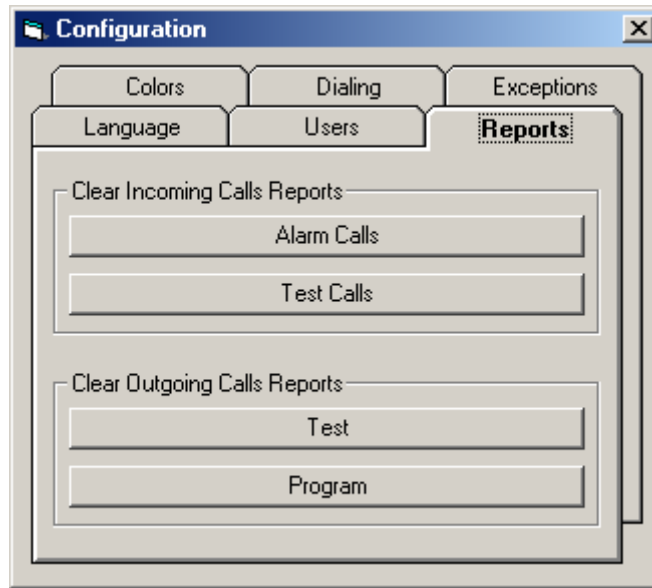


Figure 21. Reports configuration

Only the Administrator has the access right to configure the ACMS colors and logo and to select the dialing speed. The Software can be configured to work on cellular applications or phone systems with a lot of background noise by using fast or slow dialing when testing or programming.

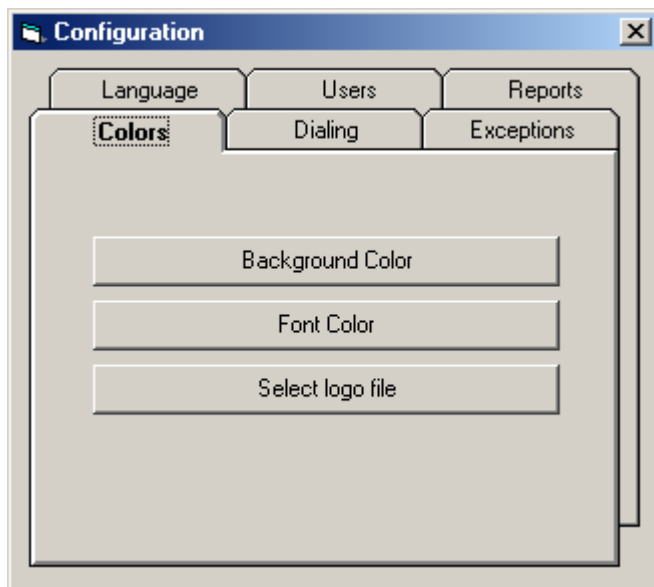


Figure 22. Colors configuration

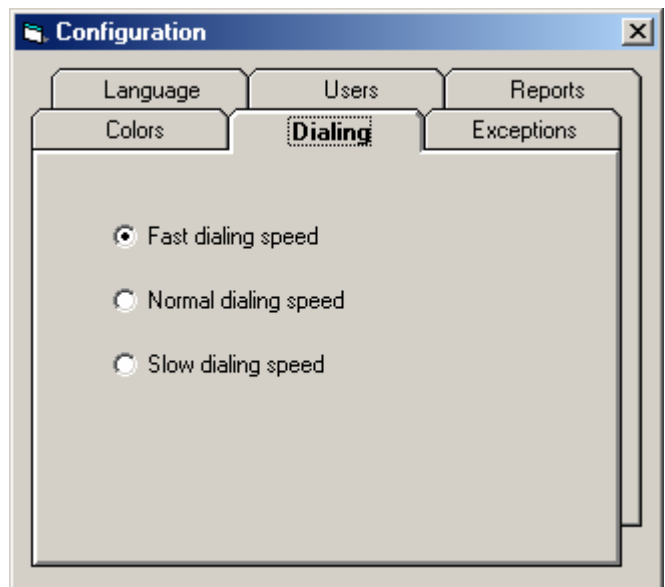


Figure 23. Dialing speed

12.2. Dialogic Software

The interface board is operated by means of a Windows system device driver named Dialogic, that is located in the DIALOGIC directory. The driver is loaded automatically when Windows starts.

The DIALOGIC directory also contains a handy diagnostic program, Universal Dialogic Diagnostic (c:\Program Files\Dialogic\bin\udd.exe), which is documented in the Dialogic manuals.

12.3. Database Files

The database is stored in C:\PROGRAM FILES\ACMS\1150-0.mdb in Microsoft Access format.

13. HOW TO REACH JANUS TECHNICAL SUPPORT

This manual is designed to help you install and operate the ACMS.

However, if you need to contact JANUS Technical Support, we can be reached at:

Toll Free: 1 (800) 527-9156

Phone: 1 (631) 864-3699