



QUICK START GUIDE

RELEASE 7

VOICENT AUTOREMINDER™
VOICENT BROADCASTBYPHONE™
VOICENT AGENTDIALER™
VOICENT FLEX PBX™
VOICENT IVR STUDIO™
VOICENT TELEPHONY CRM™
VOICENT GATEWAY™

TABLE OF CONTENT

- I. Install Voicent Software
- II. System Requirements
- III. Install and Configure SIP
- IV. Install and Configure Skype
- V. Install and Configure Voice Modems
- VI. Product Walkthrough
- VII. Request Product License Key
- VIII. License Key Setup
- IX. Useful Resources
- X. Contact Support

I. INSTALL VOICENT SOFTWARE

Installing from CD

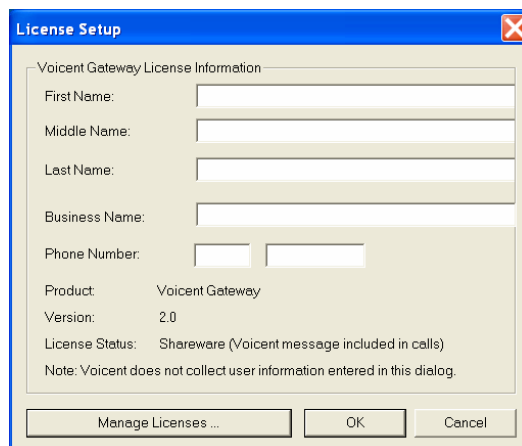
Insert Voicent Installer CD into your computer's CD drive. The setup program should run automatically. If not, click on the **setup.exe** to run the installer.

Install from a Download Package

Download Voicent software from <http://www.voicent.com/download>. Click the **Install Voicent Programs** button after download is completed.

Enter User Information





The license setup window is automatically invoked during installation. If you don't have a license, just fill the information in the dialog window and click OK. You can install your license key later.

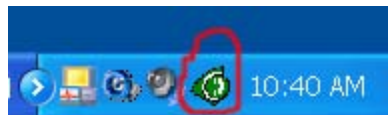


The image shows a 'License Setup' dialog box with the following fields and information:

- Voicent Gateway License Information
- First Name: [text box]
- Middle Name: [text box]
- Last Name: [text box]
- Business Name: [text box]
- Phone Number: [text box] [text box]
- Product: Voicent Gateway
- Version: 2.0
- License Status: Shareware (Voicent message included in calls)
- Note: Voicent does not collect user information entered in this dialog.
- Buttons: Manage Licenses ..., OK, Cancel

Check Software Installation

After installation, the Voicent AutoReminder icon , Voicent BroadcastByPhone icon , and Voicent AgentDialer icon  should appear on your Windows Desktop. The Voicent Gateway icon  should appear on the Windows toolbar at the right bottom corner of the screen. On the Windows XP or Vista taskbar, the Gateway icon is usually hidden. Click on the < button to expose hidden icons including the Gateway icon. To invoke Voicent Gateway, simply click on the Gateway icon.



Checking Phone Line Availability

If no phone service is specified yet, Voicent Gateway starts without a phone line. It shows the following status: **Error: No Phone Line. Cannot make phone call.**

In order for Voicent software to make automated phone calls, you must have any one of the following: (1) SIP based VOIP service, (2) Skype, or (3) traditional phone service. The following section explains each in detail.

II. SYSTEM REQUIREMENTS

Phone Service

Voicent software is for managing inbound and outbound phone calls and it works with the following phone services:

1. **SIP based VOIP service**

SIP is a voice-over-IP (VOIP) standard with wide industry support. Voicent software can directly work with a SIP service provider, or a SIP compatible PBX/Gateway system, for making/receiving phone calls to/from regular landline or cell phones. For more information, please see <http://www.voicent.com/sip>.

SIP is recommended for Voicent software. SIP requires no hardware installation, offers the best scalability for simultaneous calls, and provides the best audio quality based on available internet bandwidth. Being an industry standard, SIP also allows a wide selection of service providers.

2. **Traditional phone service (PSTN)**

This is the traditional landline phone service. If you do not have broadband internet, this maybe your only choice. Using the PSTN service requires a [voice modem](#), which is a device capable of playing and recording audio over a telephone line. *The number of modem lines (for simultaneous calls) is severely limited by the number of PCI slots available on the computer. In addition, voice modem only works on Windows 2000/2003/XP.*

To avoid modem limitations, setup a SIP compatible PBX system like Asterisk, connect phone lines to PBX, and configure Voicent software as SIP softphone(s) of the PBX. If you already have a SIP PBX, then this is the best configuration.

3. **Skype**

Skype is a proprietary VOIP service. For more information, please see <http://www.voicent.com/skype>. Recommended for inbound applications like Voicent FlexPBX and IVR Studio. Like SIP, Skype requires no hardware installation. It is easy to use and inexpensive, but its "unlimited" plan is [limited to 50 outbound phone calls per day](#).

4. **VOIP service with analog phone adapter**

Some none SIP based VOIP services, such as Vonage and MagicJack, provide analog phone adapter for connecting regular phone or modem. The adapter enables Voicent software to use these VOIP services like traditional PSTN service.

Hardware and Software Requirements

1-Line System

Using SIP/Skype:

- Windows 2000/2003/XP/Vista/Later
- Intel Pentium IV, 1G RAM
- Basic Broadband Internet

Using a Voice Modem:

- Windows 2000/2003/XP
 - Intel Pentium IV, 512M RAM
 - A voice modem
 - An analog phone line
-

4-Line System

Using SIP/Skype:

- Windows 2000/2003/XP/Vista/Later
- Due Core Pentium IV, 1.5G RAM
- Fast DSL/Cable Broadband Internet

Using a Voice Modem:

- Windows 2000/2003/XP
 - Intel Pentium IV, 1G RAM
 - 4 voice modems
 - 4 analog phone lines
-

30-Line System

Using SIP/Skype:

- Windows 2000/2003/XP/Vista/later (SIP)
- Windows 2000/2003/XP (Skype)
- Multi-CPU, Xeon, 4G RAM
- Gigabit Ethernet adapter
- Multiple T1 lines or T3 Internet Connection

Using a Voice modem:

Typically, cannot scale up to 30 lines due to the limited number of PCI slots available on a computer

Generally, the more phone lines (for simultaneous phone calls) you use, the more hardware resources (CPU and physical memory) and internet bandwidth you need.

Text-to-Speech is a CPU and memory intensive application. Normally, you need to add at least 512M memory to your base system and increase your CPU processing power.

Internet Bandwidth Requirement

If you use VOIP service, each line requires 128Kbps for both upload and download. A typical residential DSL service with 1.5 Mbps download/512 Kbps upload speed can support 3-4 simultaneous phone calls.

Additional Requirement for Call Transfer

Call transfer for SIP and Skype outbound call is implemented as a conference on the Voicent dialing computer. Basically you need to count each call transfer as one additional phone line.

III INSTALL AND CONFIGURE SIP

Skip this section if you do not use SIP

First, you need: 1) a SIP service provider, or b) a SIP compatible PBX system (like Asterisk). Search Google for "SIP Termination" or "SIP trunking". You should be able to find plenty of SIP services online. SIP termination refers to calling landline or cell phone from the internet. (Since SIP support is new for Voicent, we do not have preferred SIP service providers at this time. Once we collect enough customer feedbacks, we'll publish the list)

After getting a SIP account from your service provider or your PBX system administrator, you should be able to make phone calls using a *SIP soft-phone*, which is a piece of software capable of making phone calls over the Internet. There are many free SIP soft-phones, such as X-lite, available for download. Once installed, try to make a few phone calls to make sure it works. *Voicent software starts each SIP line as a SIP soft-phone*. So as long as your SIP soft-phone is working, you should be able to use Voicent to make phone calls.

** If you need call transfer, you need to have a SIP service that does not limit the number of channels, i.e., simultaneous phone calls using the same SIP account. **

To setup SIP for Voicent, select Voicent Gateway main menu **Setup > Options**, then select the **SIP** tab, click the **Add** button to specify your SIP account information.

The SIP account information should be the same information you use for setting up a soft-phone. If you are not sure, call your service provider and ask for help to setup a soft-phone. (Please do not call Voicent since we do not have that information)

The STUN server is used for firewall traversal. If there is a router/firewall between your service provider and your computer, you normally need to set this value. Otherwise, you might not hear audio for your phone call. You can use the free STUN server listed in the Window.

SIP Account

Account Information

SIP ID: sip.myaccount@sip.rapidvox.com

SIP Proxy: sip.rapidvox.com

User: myaccount

Password: *****

Realm: rapidvox.com

* Please get the above values from your SIP service provider

Lines

Use this account for 2 lines

* Please note that your SIP service provider must support multiple channels if you want to use one account for multiple lines

OK Cancel

For more information, please see <http://www.voicent.com/sip>

IV. INSTALLING AND CONFIGURING SKYPE

Skip this section if you do not use Skype

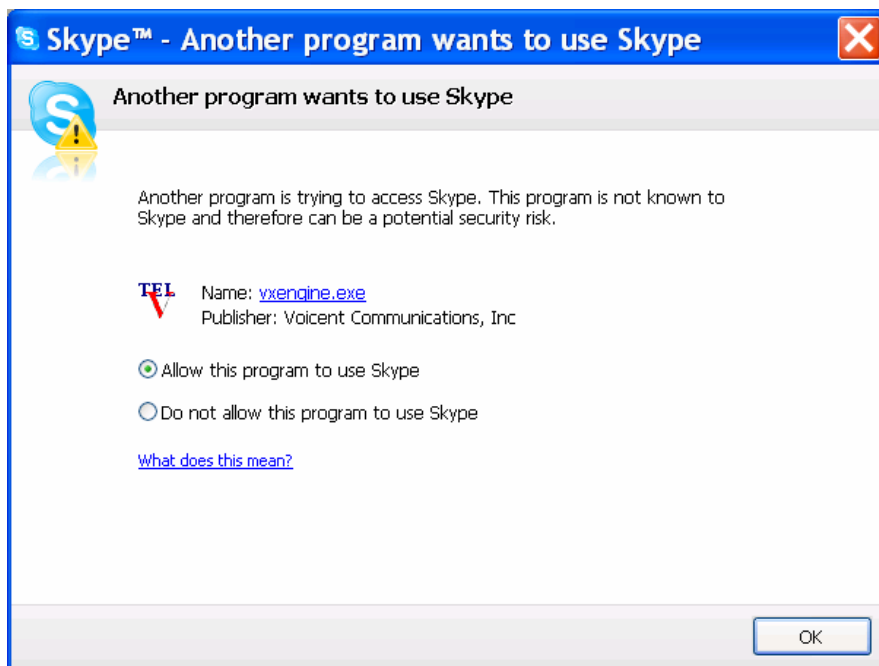
First, download and install Skype software. For more information please see <http://www.voicent.com/skype>. Once installed, try to make a few phone calls to make sure it works.

To call regular landline or cell phone numbers, you must have SkypeOut credit. You can purchase a Skype monthly subscription, which offers unlimited calling to the US and Canada. (Fair usage restrictions apply). You can also get a SkypeIn number. With SkypeIn, people can call your Skype account as if it is a regular phone number.

To configure Skype for Voicent, select Voicent Gateway main menu **Setup > Options**, and then select the Skype tab. Click the link to see a video demo of [Using Skype with Voicent](#). Choose Manually Start Skype.

1. Click the Skype Icon to run Skype, then sign in
2. Click the Voicent Gateway icon, click the Stop/Start button to restart

The first time you restart, Skype will ask you to allow access for Voicent Gateway (vxengine.exe). Select 'Allow this program to use Skype' as shown below.



For more information, please see <http://www.voicent.com/skype-faq>

V. INSTALL MODEM AND CONNECT PHONE LINE

Skip this section if you do not use voice modem

If you use SIP or Skype, there is no need for a voice modem or a physical phone line. But if you have no internet connection and no SIP compatible PBX system, you must use a voice modem and physical phone line for telephone calls.

What is a **voice modem**? A voice modem is a device capable of playing and recording audio over a telephone line. If you are not sure whether your computer has a voice modem or not, proceed with the installation. The software will inform you if it cannot find a voice modem. **We only support Voicent 3025 Data/Fax/Voice PCI modem.** You can get this modem from <http://www.voicent.com/store>.

Voice modem only works on Windows 2000/2003/XP.

Using multiple phone lines

Each voice modem card can support one telephone line. You can use multiple modems on one computer. This allows making simultaneous phone calls from a single computer. An internal PCI modem card occupies one PCI slot on the computer motherboard; hence the number of PCI slots determines the number of supported phone lines. Normally a computer has 1 to 4 PCI slots. To use more lines, use SIP or Skype.

Using a laptop computer


The supported voice modem is an internal PCI voice modem and it cannot be installed on a laptop computer. We recommend using Modem Blaster DE5671 or Zoom 2985 USB modem (Voicent do not sell these modems). Though they have been reported to work well for many of our customers, your mileage may vary (especially for multi-line systems). It is recommended to use SIP/Skype instead of a modem on a laptop.

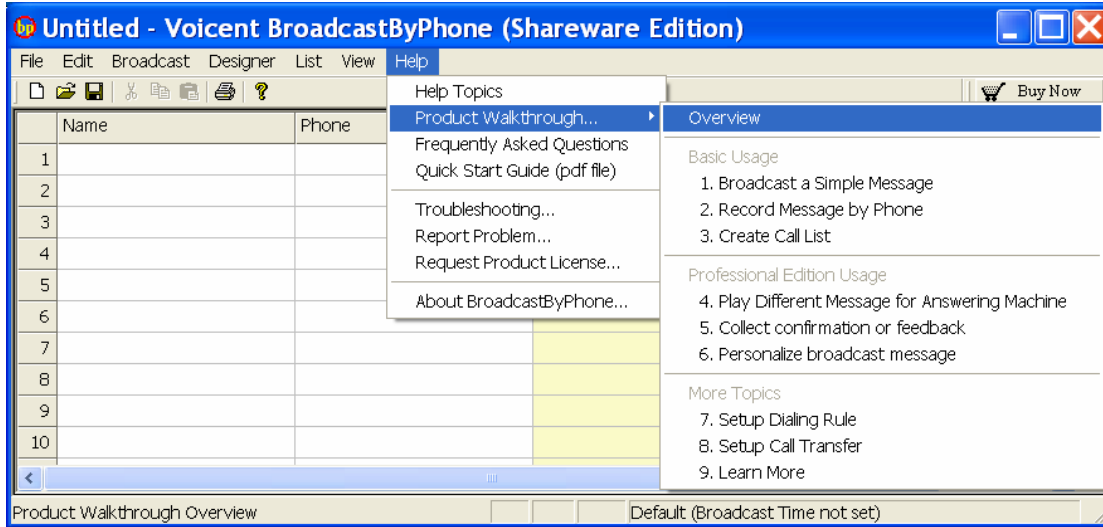
Analog Phone Lines

Voice modems require analog phone lines. (a) Most residential phone lines are analog lines. (b) If your line is connected to a corporate PBX system, your phone line is likely to be digital. A voice modem cannot work with a digital line. However, these PBX boxes usually support analog lines too. If you have a fax machine in your office, the line connected to the fax line is analog. Ask your system administrator for a fax (analog) line. (c) Voice over IP services like Vonage provides an analog line through a router/adaptor. Your modem should be connected to the line jack of the voice terminal.

For more information, please see <http://www.voicent.com/modem-faq>.

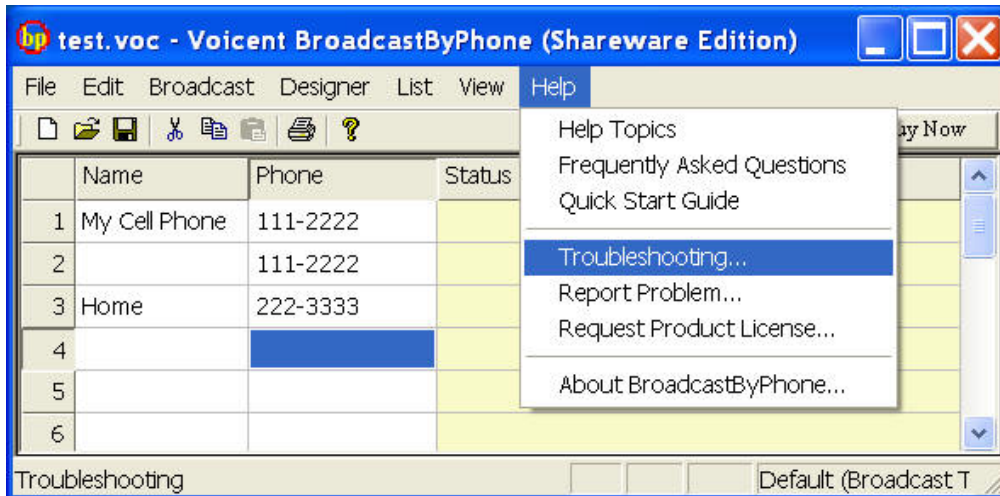
VI. PRODUCT WALKTHROUGH

To invoke the Voicent program, click on the program icon (AutoReminder , BroadcastByPhone , AgentDialer , IVR Studio ) on Windows desktop. Please follow the Product Walkthrough to learn the product usage. **This is the best place to get started with the Voicent product.**



VII. TROUBLESHOOTING

The best place to start troubleshooting is from your program Help menu. More than 90% of the problems can be solved using the troubleshooting tips and by checking [knowledge base articles and product documentation online](#).



Other Resources

If you have the Enterprise edition, please refer to the **Voicent Enterprise Edition Setup Guide** for more details. To setup predictive dialing, please refer to the **Voicent Predictive Dialer and Remote Agent Setup Guide**. You can access these two guides from the Windows Start Button > All Programs > Voicent.

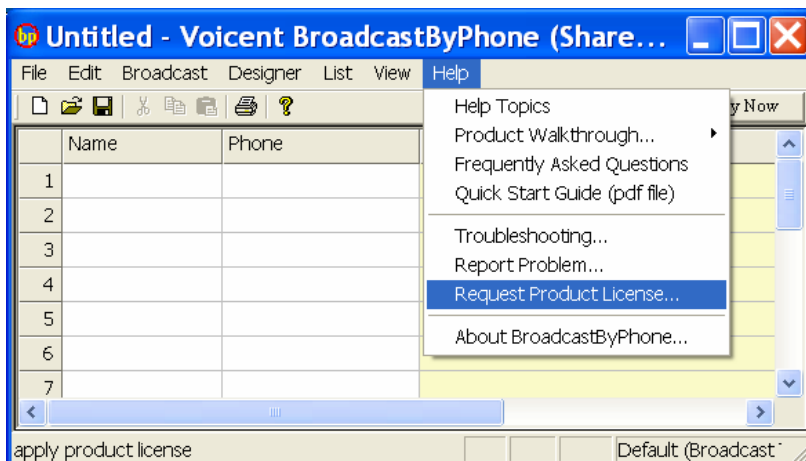
For more product info: <http://www.voicent.com/support>

For developer info: <http://www.voicent.com/devnet>

VIII. REQUEST PRODUCT LICENSE KEY

You must first request your product license key before Voicent can issue one. To apply for your license key, please select **Help > Request Product License** from your program's main menu.

The software will launch your internet browser and direct it to the Voicent license request web page. You must have an internet connection in order to request your license key. From the Browser window, fill in as much information as you can. Lack of information will delay getting your license key file. After you submit your license request, your license key will be sent to you via email within one business day.



IX. SETUP PRODUCT LICENSE KEY

Your license key is sent as an attached file in the email message. Save the attached file to a directory of your choice, such as C:\temp. Please note that some email programs include the license file in the message body. In this case, please follow instructions described in section B.

Select the Voicent Gateway main menu, click **Setup > Setup License....** From the Setup License dialog, click the **Manage Licenses ...** button

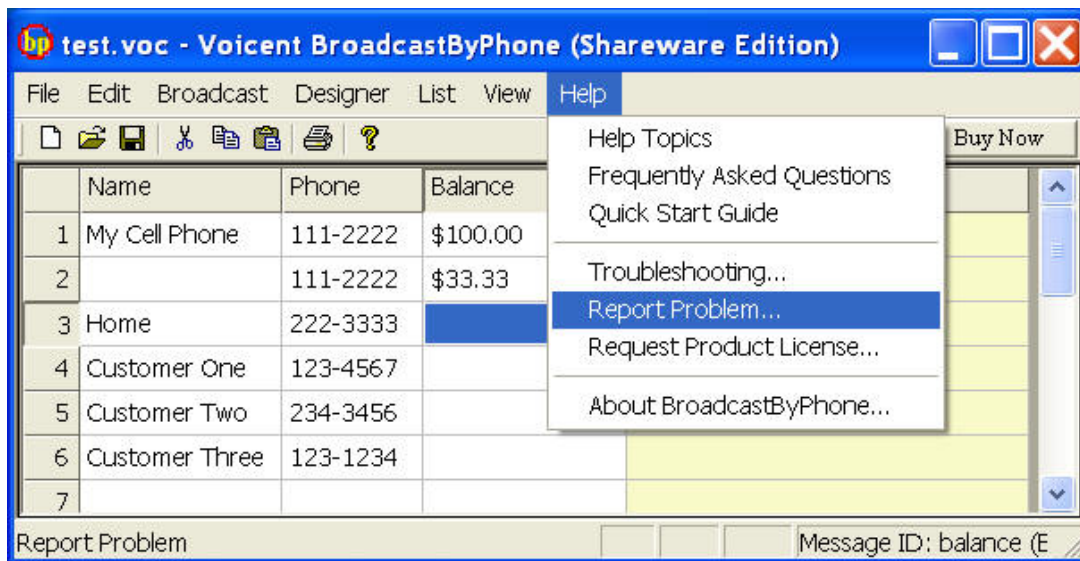
A). Click the Browse button. In the Open File dialog, select the license file you saved from the email attachment. Click **Install New License** Button. The installed license should appear in the Installed Licensed window. Click the **Done** button.

B). If your email program includes the license file directly in the email message, please select the **copy paste lines** radio button. Then copy the lines from "##### VOICENT LICENSE BEGIN #####" to "##### VOICENT LICENSE END #####" (include these lines); then paste it into the text window below the copy paste lines radio button (right mouse click on the text window and select Paste from the pop up menu). Click **Install New License** button, then click Done.

X. CONTACT SUPPORT

The preferred way of contacting support is to submit your log file along with your question. Our support engineers need these log files to better diagnose problems. You will get a faster response when the log files are attached.

Please also note that if you stop and restart the gateway, the log file will be overwritten. Only one backup copy is kept. You should send us the log files right after you experience any problem.



Contacting Support by phone

Though email support is free, phone support is not. You must have a support contract before calling technical support. If you would like to purchase a support contract or purchase per incident support, please purchase it from <http://www.voicent.com/store> before calling support.