



<http://www.phonedialerpro.com>

AUTO DIALER PRO (ADP)

Manual

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1. Product Description

1.1. Introduction

Auto Dialer Pro is an automatic call center. It allows the user to make a large number of supervised or unsupervised outbound telemarketing calls.

1.2. Overview

This program is specifically designed for:

- telemarketers and sales leads
- small businesses conducting surveys
- church and community announcements
- engineers testing remote equipment
- political campaigning: robocalls
- fund raising

1.3. Features - main

Main:

- Single-line and multi-line telephone dialer and Skype dialer
- Plays prerecorded message or uses Text-to-Speech to read text
- Uses an Excel spreadsheet as a phone list
- Progressive dialer: voice mail and answering machine detection
- Fully customizable: create your own dialer by using scripts
- Script Simulator:
Test your script in real time without making a phone call
- phone numbers list generator:
generate your own leads, fully customizable
- Firefox and Internet Explorer extensions
- Recognize busy line even when there is no 'classic' busy signal present
- Schedule calls
- Receive calls: automatic secretary
- Playlist: play different messages to different recipients
- Obeys Do-Not-Call list

1.4. Features - detailed

- consecutively dials numbers from a **phone list**;
- automatically plays **prerecorded message (wave file)** over the line, or
- manually plays the message clicked on the **Play List**
- **extended phone list** allows for:
 - selecting different messages (wave file) for each entry
 - individual time scheduling for each call
- **answering machine** and **voice mail** detection:
message will start playing after the silence on the line has been detected (user adjustable parameters)
- when **answering machine is detected**, then the message will be played after the beep
- **text-to-speech**: reads printed words (**text** file) over the line
- **records phone conversation** to wave file
- by using scripts, user has the ability to:
 - **play a different message** depending on the key pressed by the receiving end
 - **record keystrokes** as a response to the played message
- **automatic** or **manual disconnection**
- built-in timer: **starts** and **stops** dialing at the scheduled time
- **automated** dialing from **command prompt**
- **busy** numbers are redialed and can be moved **to the end of the queue**
- **caller ID** capable:
 - displays the incoming caller name and/or phone number
 - when caller ID matches preset value then it launches another external application or plays a message
 - can launch another application with the caller ID as a trailing parameter
 - stores caller ID on clipboard
- **multiple profiles**: each profile contains a phone list and .wav file to be played over the line
- data record keeping:
 - logs are **automatically removed** after specified period of time.
- ADP will not dial numbers stored in **Do-Not-Call list**:
 - telemarketers can download Do-Not-Call list from [here](#)
- Auto Dialer Pro can be used to automatically **test data modems**
(test dial-up numbers). It will log ID and bit rate and can be set to launch alarm.

2. Installation

2.1. General

Auto Dialer Pro is designed to run in all versions of Windows up to Windows 7. It must be installed using administrative privileges.

There are 3 available downloads:

1. full installation: http://www.phonedialerpro.com/adp_setup.exe
2. update: http://www.phonedialerpro.com/adp_update.exe
3. test dialer: http://www.phonedialerpro.com/adp_test.exe

Use full installation when Auto Dialer Pro is not installed.

Update is the convenient way to keep the software up-to-date.

Test dialer is used to help to diagnose hardware or software problems.

To start installation click on download link, select 'Run' and follow the screen.

Depending on your Windows security settings you may be asked to give permission to download and run the file.

2.2. Requirements

To play prerecorded messages or to read text over the line, a TAPI device with voice capabilities is required.

The most popular telephone device is a voice modem for PC computers.

Broadband cable modems or DSL modems used for Internet connectivity are not voice modems and they cannot be used to make phone calls using this dialer.

If there is no voice modem installed, dialer will display a message on startup.

Note:

No modem is required when using dialer as Skype dialer.

2.3. Hardware connections

2.3.1. Using traditional, land based phone line

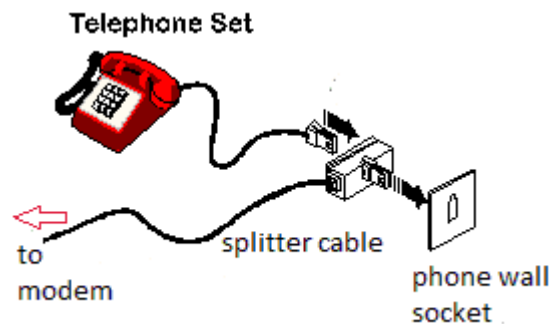
Note:

Modems used for internet connection (cable or DSL broadband modems) cannot be used to make phone calls.

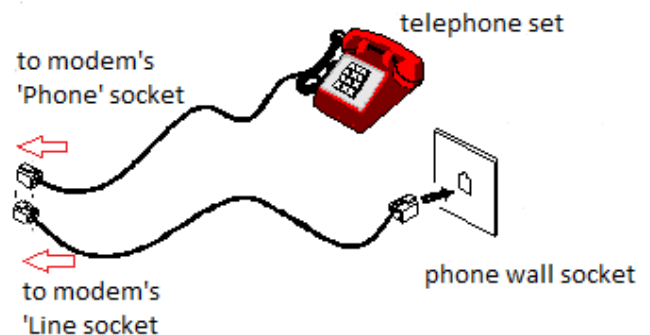
Warning:

In an office environment (public exchange) where phones lines are digital, you need to use a digital-to-analog converter. Connecting an analog device (modem) directly to a digital phone line can damage the modem.

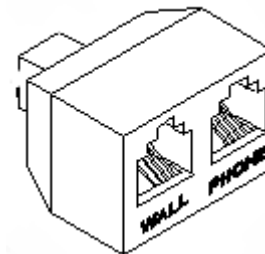
Connect your device (modem or telephony card) to the phone wall socket. Use a Y-splitter or Y-splitter cable to connect your phone set as shown on right.



If your modem comes with 2 sockets ('Line' and 'Phone'), connect it as shown on right.



Y splitter



2.3.2. Using Magic Jack

Connect USB end to the computer and the other end to the PC modem. When using a phone set, connect it using a Y-splitter cable or Y-splitter, sharing modem line as shown above.

More about magic jack read [here](#)



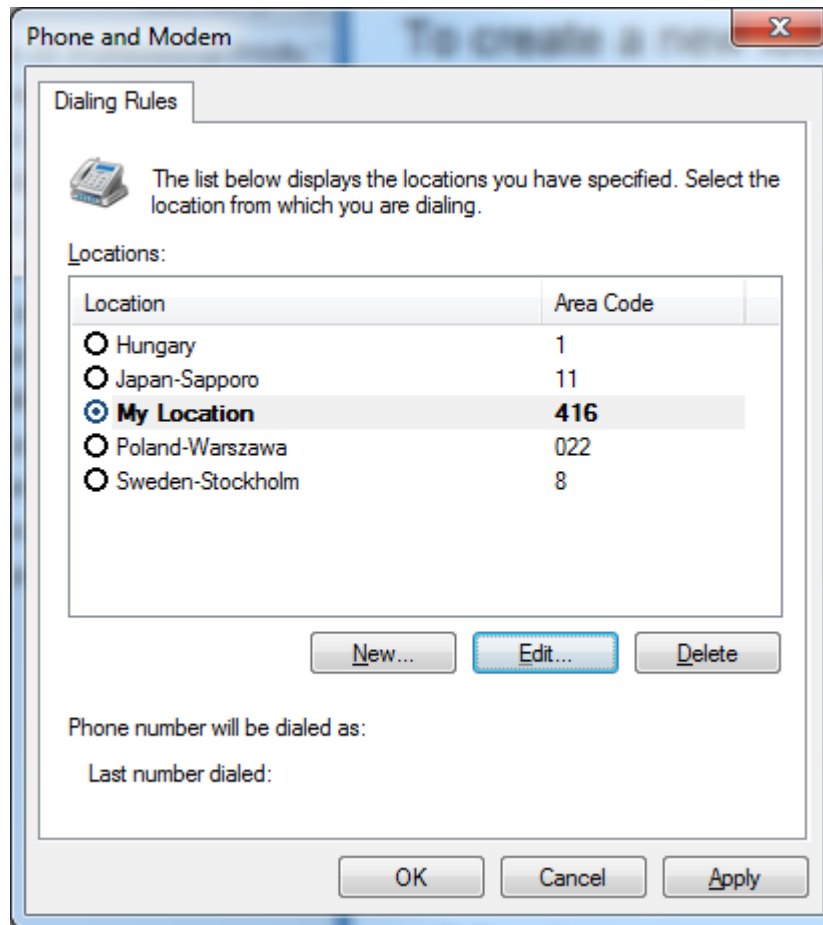
3. Windows Dialing Properties

3.1. Overview

Dialing Properties are the set of parameters that are used to analyze telephone numbers and determine the correct sequence of numbers to dial.

To configure dialing rules, click on **Tools>Dialing Properties** in dialer or use **Phone and Modem Options** in Windows Control Panel.

3.2. Location



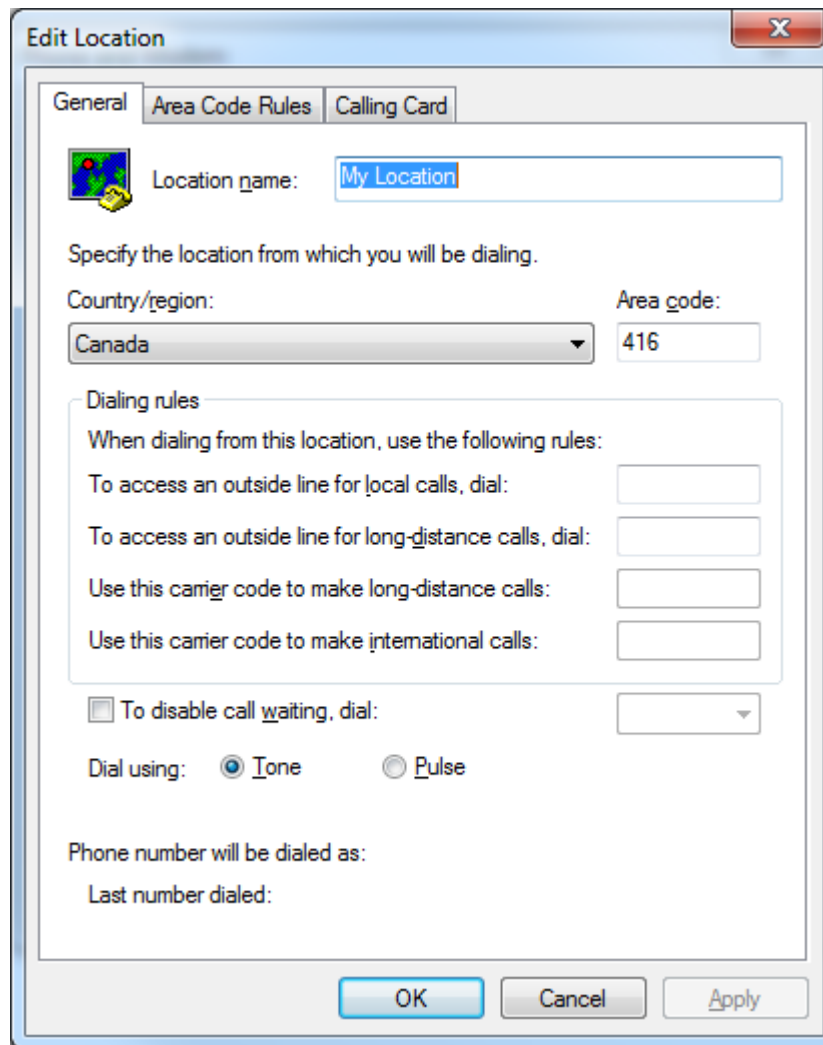
You can create as many dial locations as you need for different dialing requirements.

A dial location can correspond to an actual geographic location, such as an office or hotel room, where you need to include codes for dialing outside of the company or building. If your work takes you to different cities, countries, or regions, you can create a dial location for each area, city, or country/region code.

A dial location can also be created for dialing rules that are not necessarily associated with a geographic location. For example, you can create different dialing rules for different company accounts, calling cards, or long distance services.

Dial locations can be named anything that is helpful for remembering them later. The current dial location is the selected dial location shown in bold characters.

3.3. Location: General Rules



Clicking on **New** or **Edit** button on Dialing Properties first page will open the next window allowing adding the new location or edit the selected one.

General dial location rules specify the name of a location, the country or region, and the local area code. They also enable you to access outside lines from a PBX for local and long distance calls, disable call waiting (so incoming calls do not interrupt connections), and specify either tone or pulse dialing.

The default rules for dialing local, long distance, and international calls are determined by the country or region that you have selected. Dialing rules specify the long distance operator and international prefix that is dialed before domestic long distance or international phone numbers.

3.4. Area Code Rules

Area code rules enable you to change the dialing patterns for calls to numbers in the same country or region. The default area code rule for numbers in another area code often requires the program to dial the long distance operator, the area or city code, and then the phone number. For numbers in the same area code, the program dials only the subscriber's phone number. By default Windows will not include the area code before the phone number.

Windows Dialing Properties

Recently most of the phone companies require the area code before the phone number.

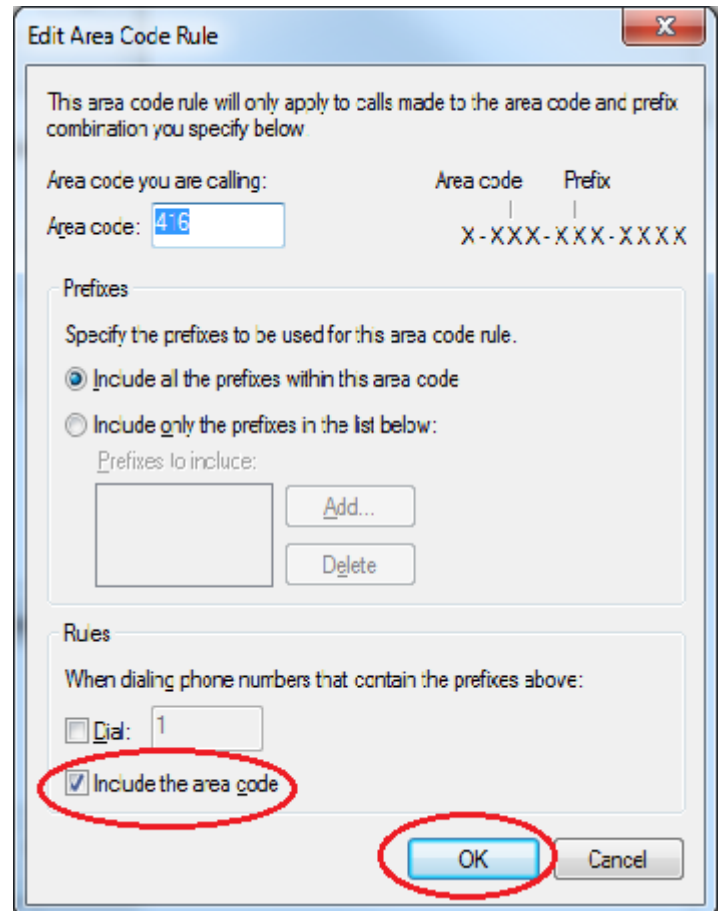
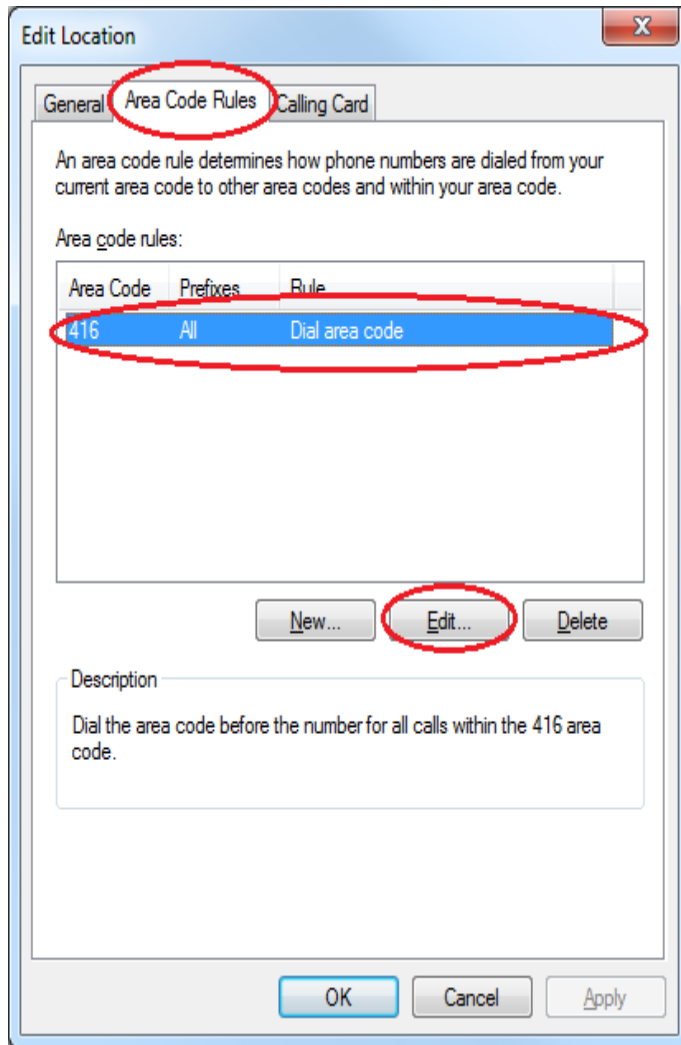
To specify area code rules:

on the **Dialing Rules** tab, click the location to modify, and then click **Edit**.

To create a new location, click **New**.

click the **Area Code Rules** tab

To edit an existing rule, click the rule and then click **Edit**.



In **Area code** enter the area or city code.

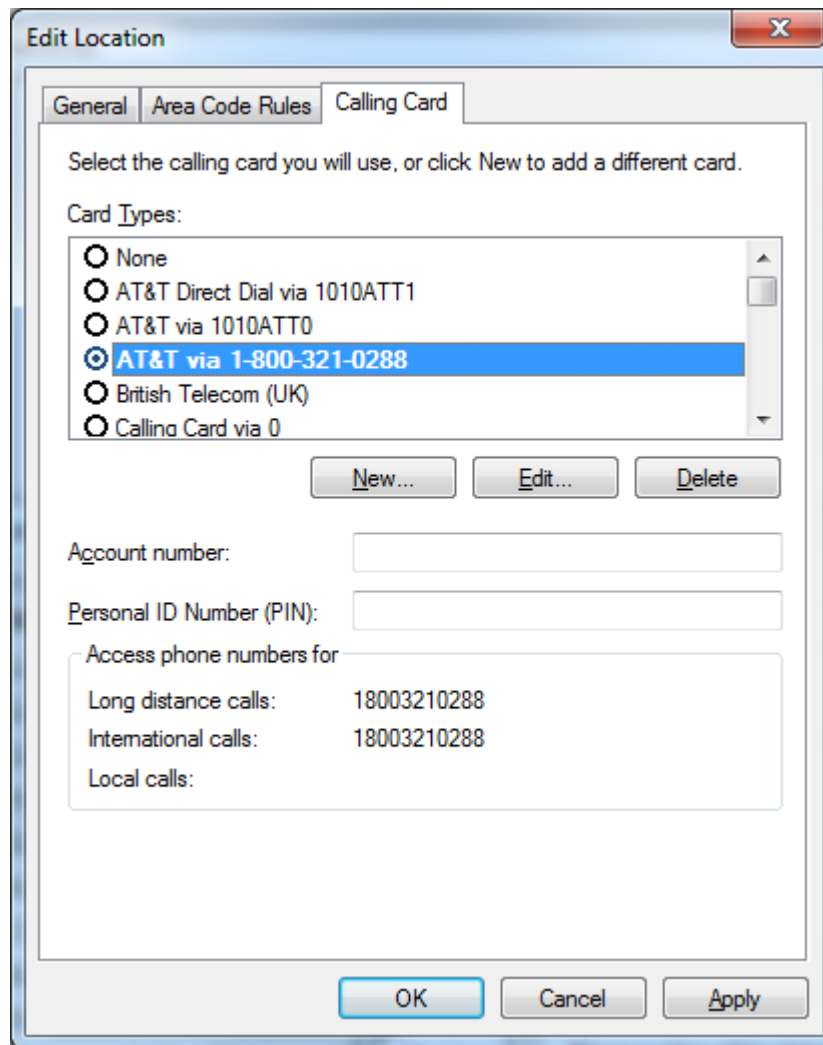
In **Prefixes** select one of the following:

- To apply the rule to all prefixes in the area code, select the Include all the prefixes within this area code check box
- To apply the rule to specific prefixes, select the Include only the prefixes in the list below check box, click **Add**, enter one or more prefix, and then click **OK**.

In **Rules** select one or both of the following:

- To dial a number before the phone numbers that contain these prefixes, select the **Dial** check box, and then type the digits to dial.
- To dial the area code before the phone number, select the Include the area code check box.

3.5. Calling card



A dial location can use a calling card to specify the sequence of numbers to be dialed for a particular calling card or long distance service. You may also choose to use a calling card to specify a different long distance operator or international operator than the default operator for a country or region.

A calling card records the calling card number and any personal identification number (PIN). It defines the access numbers and dialing steps for local, long distance, and international calls. After you create a new calling card, you can use it with any dial location

If you use two or more long distance services with different access numbers, you can create a calling card for each service and a different dial location to use each calling card.

This dialer allows user to change the current location with one mouse click.

When you dial a number, select the current location that corresponds to the long distance service that you want to use.

To change the current location click on the button shown on the next page.

Specify a long distance carrier

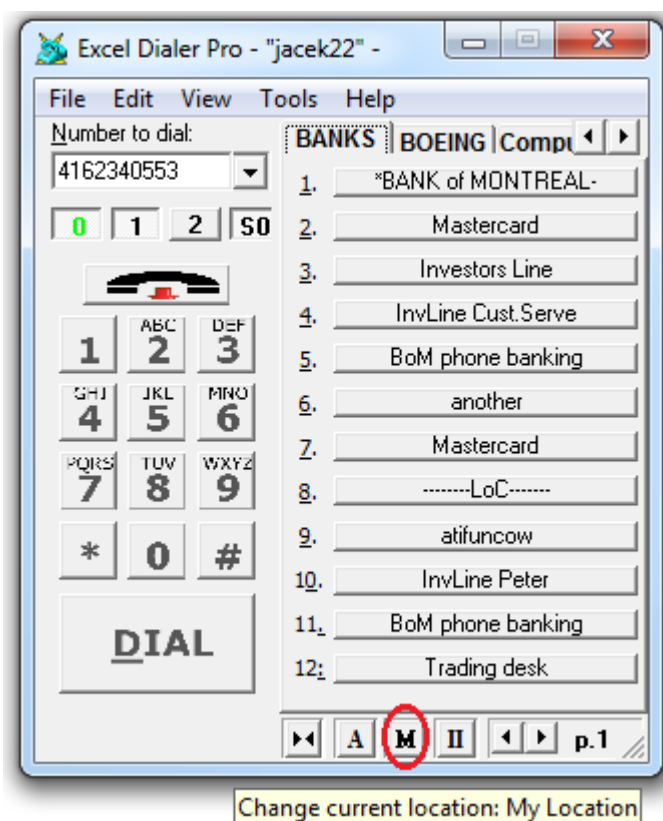
The long distance carrier number, also called the long distance operator, is dialed before the area code or country/region code to dial domestic or international long distance calls. The country/region selection for a current location usually enables programs to dial the correct long distance carrier numbers for domestic and international calls.

Button's face shows the first letter of the name of the current location.

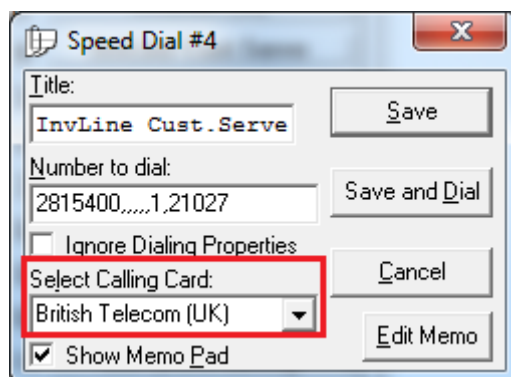
In this example

letter **M** stands for **My Location**.

Placing the mouse cursor over it will display the full name of the current location as illustrated on right.



This dialer provides additional way of using different calling cards when using speed dials buttons. Each speed dial can be programmed with the different calling card associated with it.



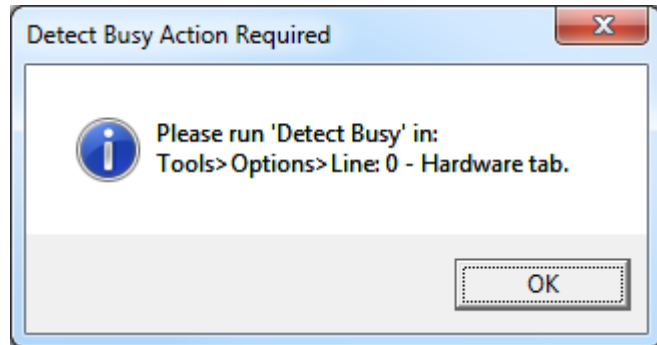
Note:

Selecting calling card associated with the speed dial takes precedence over the calling card selected in Windows Dialing Properties.

4. First time run

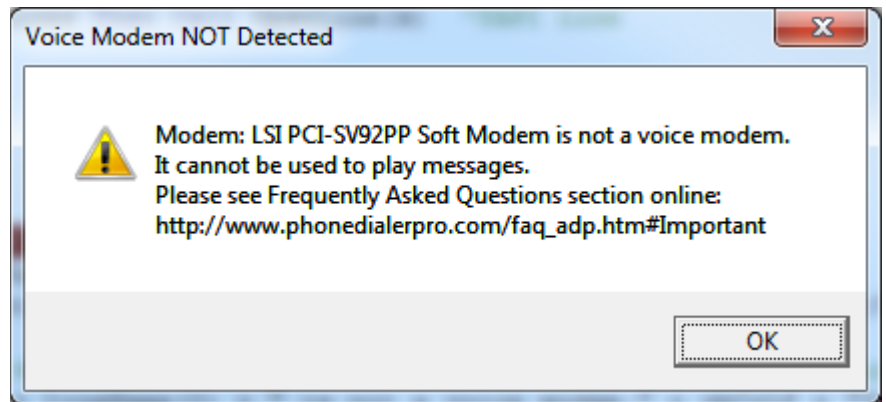
4.1. Startup messages

When running the software for the first time and there is a PC half duplex modem installed in your computer you will be asked to set Detect Busy option.



See Basic Setup below for the detailed instructions.

If the installed modem is not a voice modem, there will be the following message.



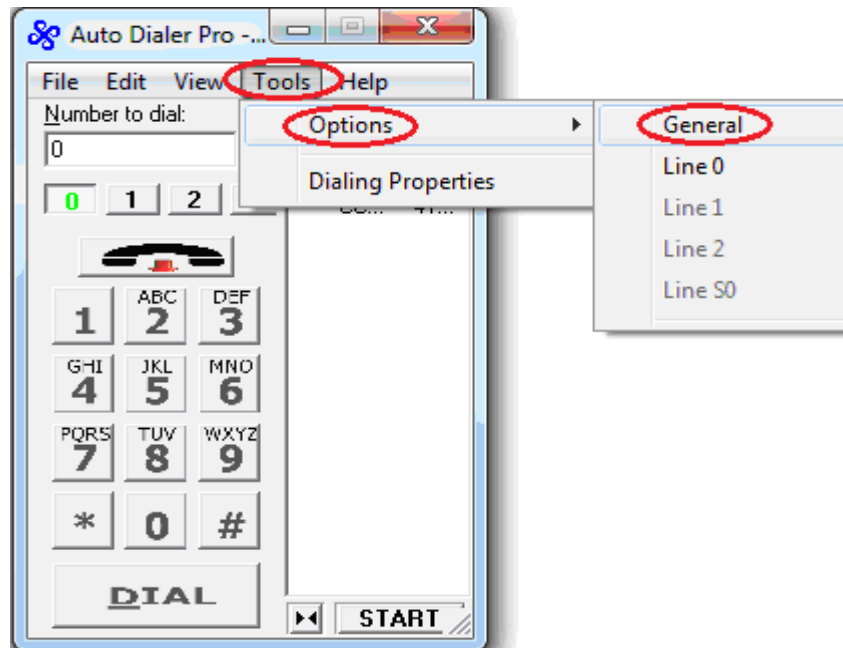
4.2. Basic Setup

For the proper operation of the dialer, there are 3 settings the user has to attend to first.

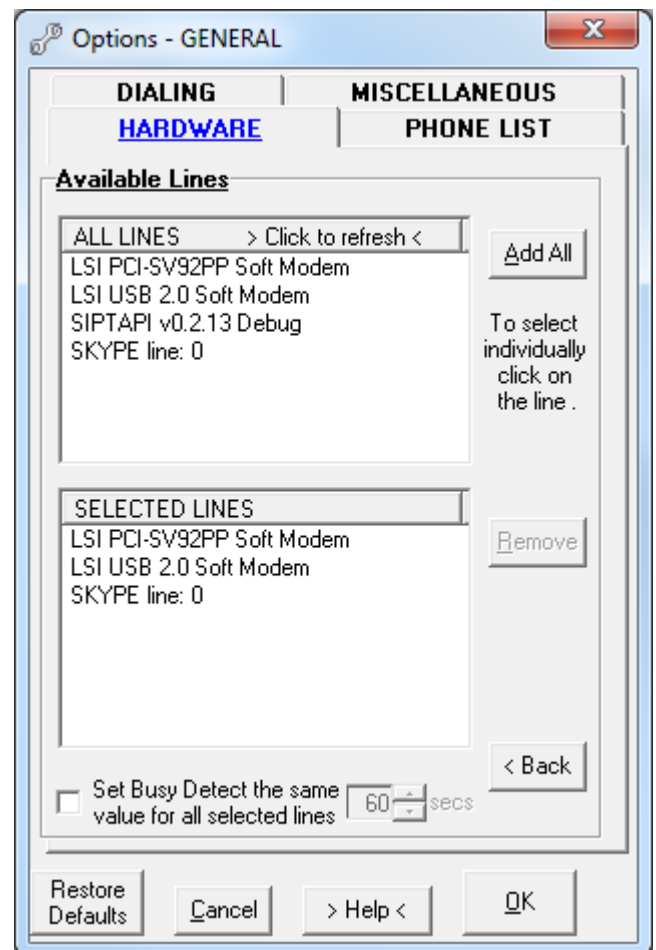
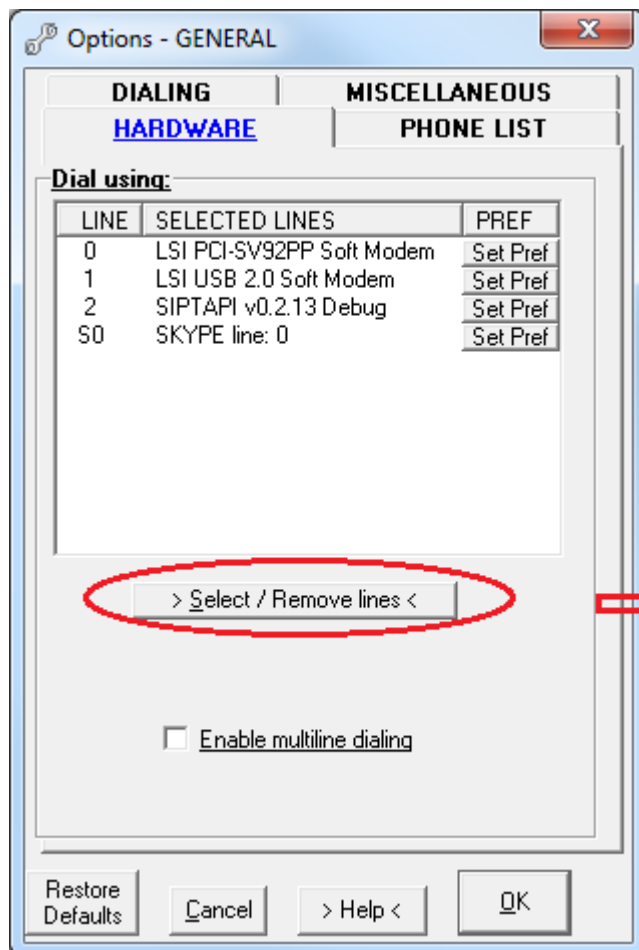
- [Selections of lines](#)
- [Busy detect](#)
- [Dialing Properties](#)

4.2.1. *Selection of lines*

Depending on the system there can be one or more available lines to make phone calls. When Skype is installed on the computer, one of the available lines will be shown as the Skype line. To select lines you want to use go to Tools>Options>General.



In Options>General>Hardware tab click on **Select/Remove lines**



To save your line selection click **OK**.

Selected lines are represented as small pushbuttons above dialer's keypad.

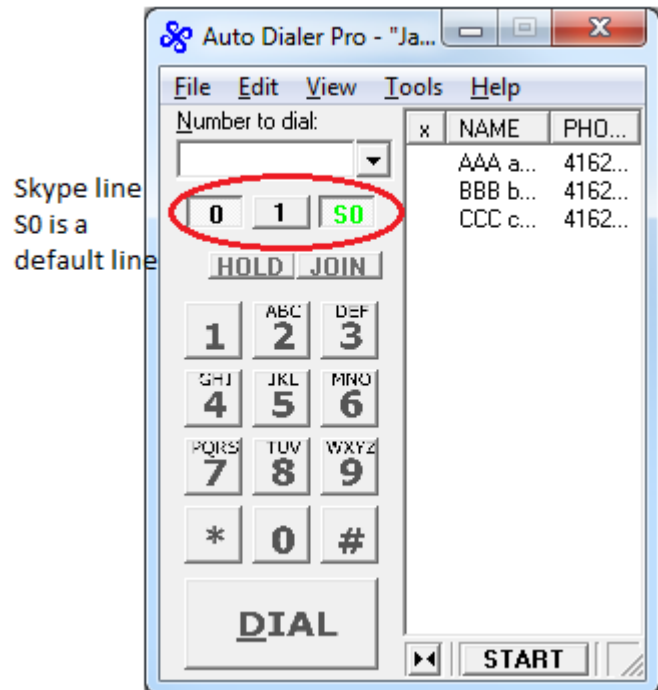
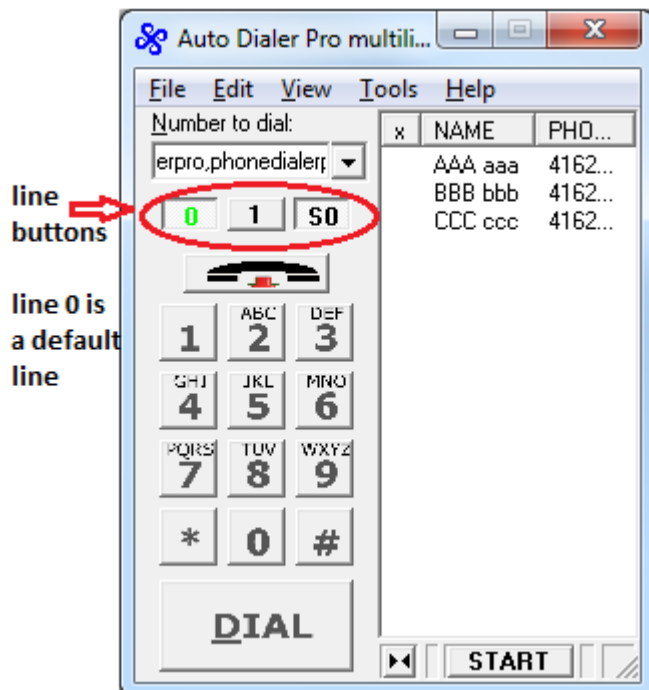
You can activate or deactivate the line by clicking on the buttons.

Only the active line is capable of making or receiving a phone call.

Green fore color denotes the default line.

In the case when there are 2 or more active lines the outgoing call will use the default line.

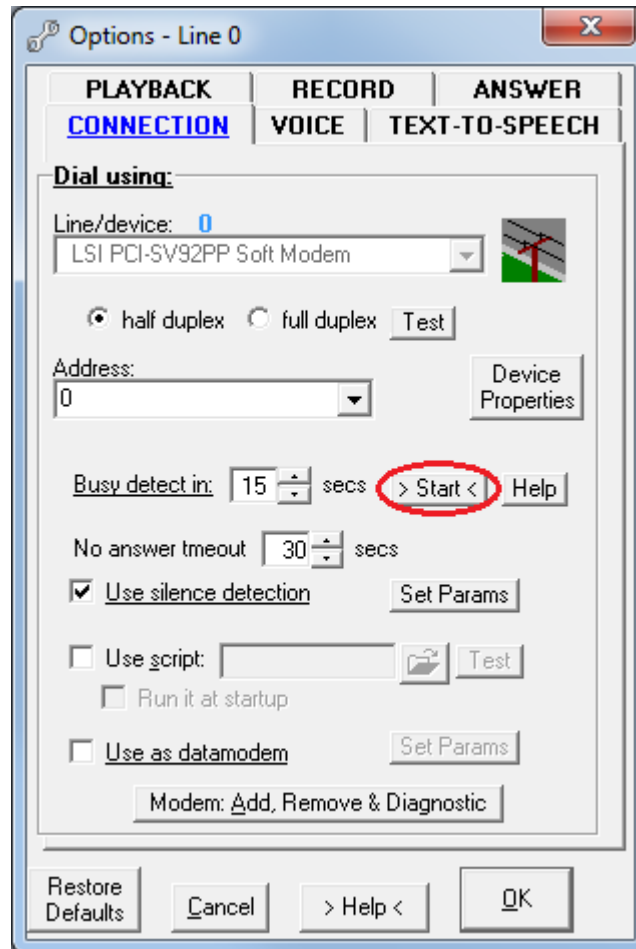
To change the default line, mouse right-click on another (activated) line button.



4.2.2. Busy detect

This setting is very important when a PC modem is used for dialing. Modems do not recognize when the call is answered (connected) but they do recognize a busy signal. The rule of thumb for dialer is to treat a phone call as connected when the busy signal is not detected in the pre-determined time interval.

To set Busy detect click on Tools>Options>Line # (select your line) and in the Connection tab click on **Start** as shown below.



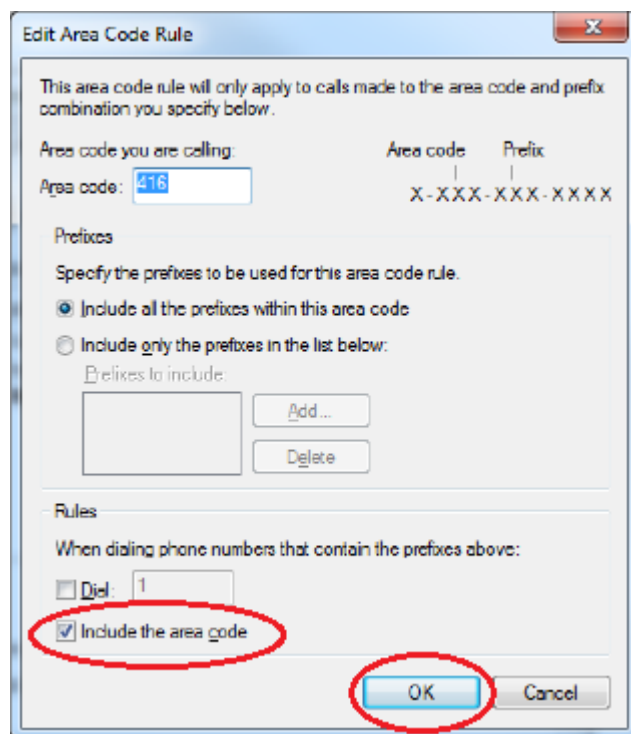
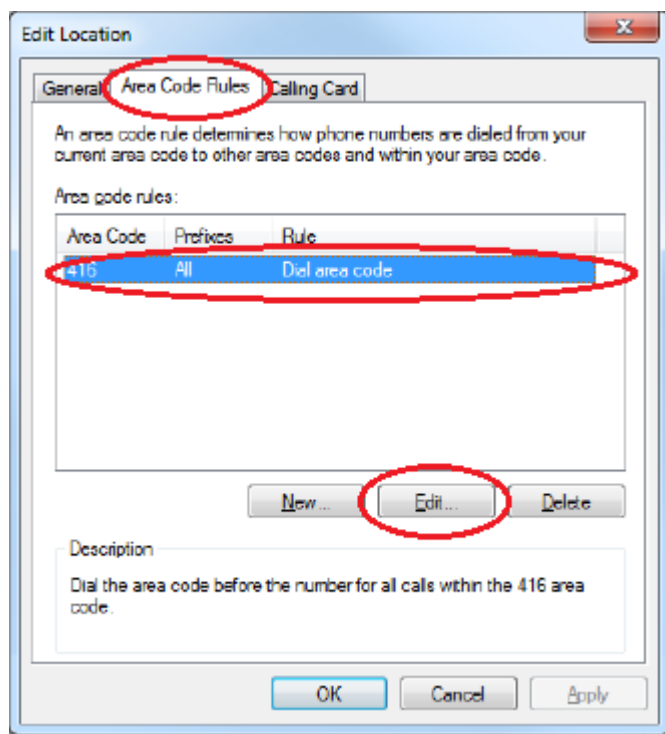
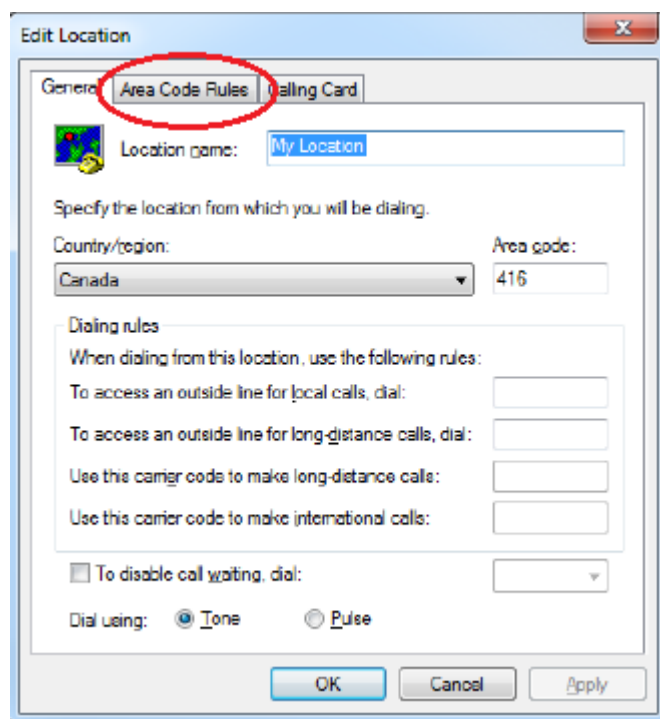
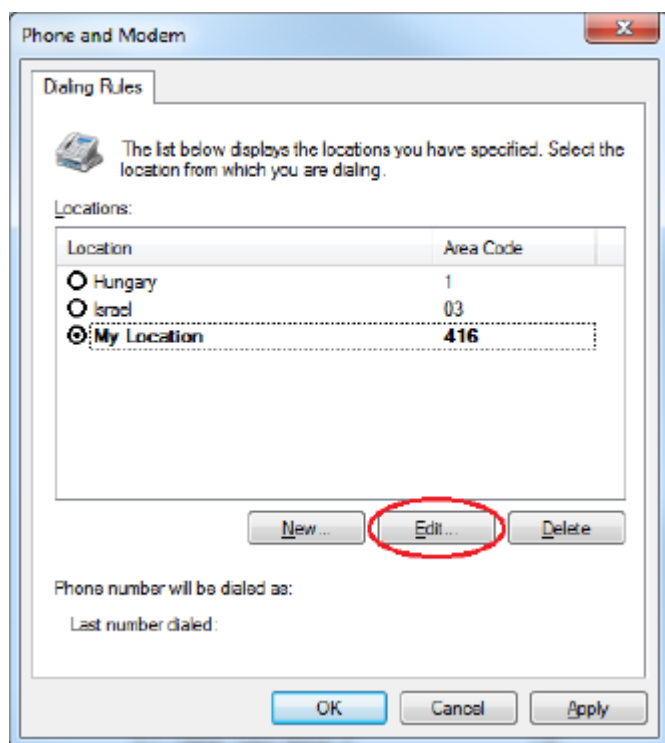
Follow the pop-up screen. You need to provide the phone number, which when calling upon will return the busy signal (the best way is calling the same phone line).

This method works fine when your phone company provides a busy signal. Recently, more and more phone companies have stopped using a busy signal, instead providing a voice message.

In this case there are 2 other methods you can use:

- Disconnect phone line from your modem and click on **Start** beside this option. Enter any number when asked.
Click **OK** and wait until no dial tone detection will end. Real-time call progress is displayed in small box beside the **Start** button.
- Make a phone call and measure the time it takes to the first audible ring.
The value should be between 8-13 seconds for most modems. Manually insert that number into the Busy Detect option and click **OK** to save the options.

4.2.3. Dialing Properties



5. Start Dialing

5.1. Phone List

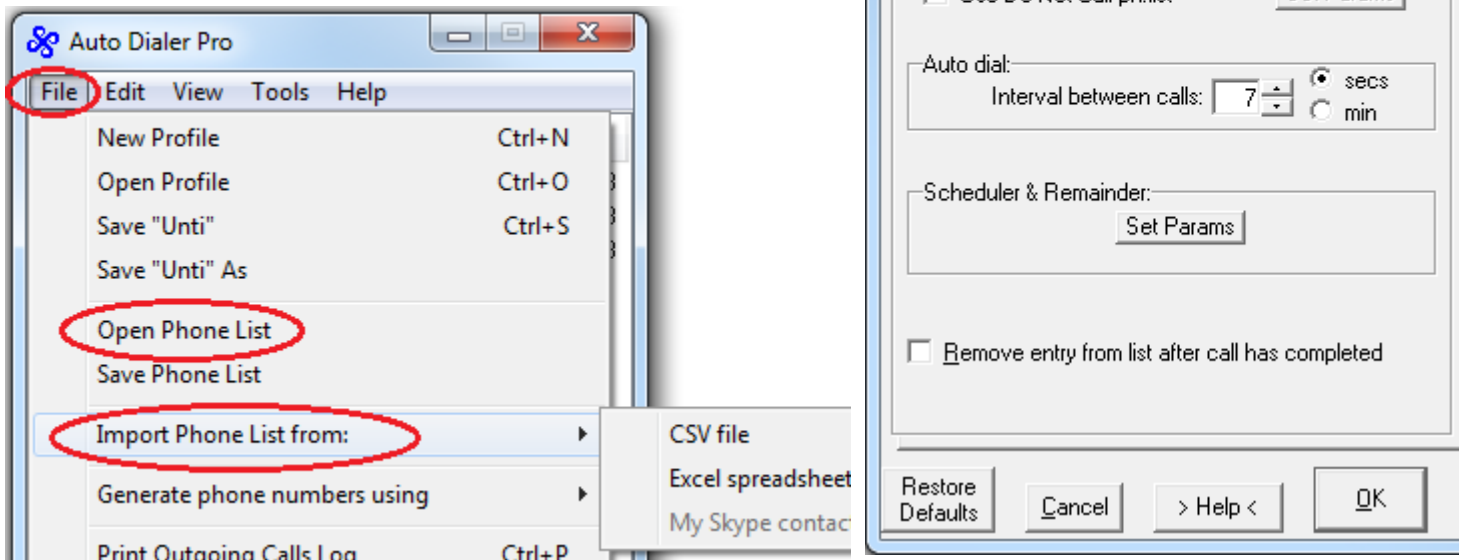
Auto Dialer Pro can dial automatically from:

- the Internal phone list, or
- an Excel spreadsheet

To **select** which list dialer will use, click on Tools>Options>General Phone List tab and select the list (see picture on right).

Also select some specific options available for each list.

To **load** the internal phone list click on File>'Open Phone List' menu or File>'Import Phone List from' menu as shown below.



To **create** phone list, open word editor (Notepad, MS Word) and write your entries, as samples below.

internal regular phone list:

"AAA aaa", "5552340553"

"BBB bbb", "5552340553"

"CCC ccc", "5552340553"

internal extended phone list:

"AAA aaa", "5552340553", "c:\Program Files\Auto Dialer Pro\Data\sampleA.wav", "03/29/2008", "22:35"

"BBB bbb", "5552340553", "c:\Program Files\Auto Dialer Pro\Data\sampleB.wav", "03/29/2008", "17:35"

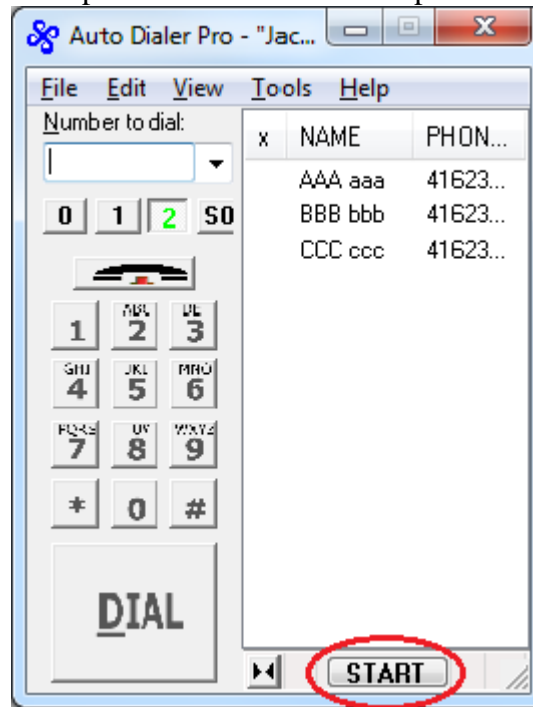
"CCC ccc", "5552340553", "c:\Program Files\Auto Dialer Pro\Data\sampleC.wav", "03/29/2008", "17:00"

Excel spreadsheet:

Save the above sample as .csv file and open it in Excel.

5.2. Start auto dialing

To initialize auto dialing from an Excel spreadsheet or the internal phone list, click on the Start button.



Manual dialing can be done in several ways:

- From command line
- From another application
- From webpage (Internet Explorer or Firefox) (set in Tools>Options>General>Miscellaneous tab)
- Using Dial button on dialer's interface
- Using 'Copy' or 'Hotkey' method (Tools>Options>General>Dialing tab)
- Directly clicking on phone number in Excel spreadsheet (when XL phone list is the selected option)
- Directly clicking on phone number in internal phone list (when internal phone list is the set option)
- Using the script

5.3. Manual dialing

Manual dialing can be done in several ways:

- Using Dial button on dialer's interface
- Using 'Copy' or 'Hotkey' method
- Using 'Dialing from browsers' option
- Directly clicking on phone number in Excel spreadsheet (when XL phone list is the selected option)

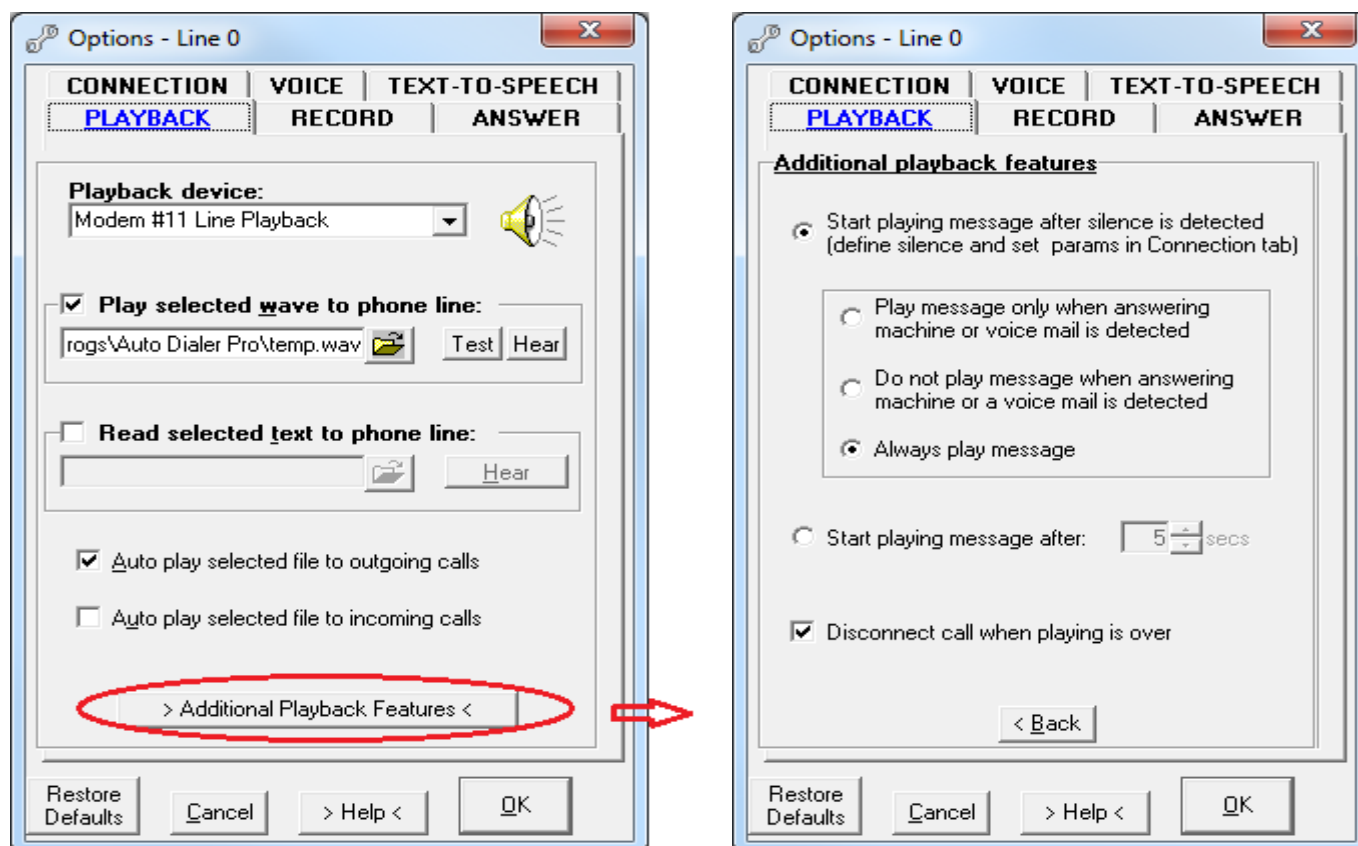
5.4. Playback - automatic

To start playback automatically select this option in Tools>Options>Line #>Playback tab.

There are 2 ways for the automatic playback to start:

- Fixed time delay after call gets connected
- When predetermined silence duration is detected on line

To select the way playback will be used click on Tools>Options>Line #>Playback tab **Additional Playback Features**.

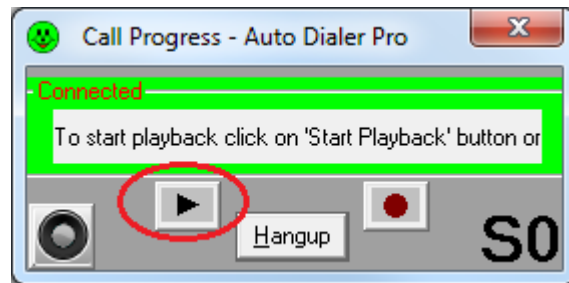


5.5. Playback - manual

There are **2** ways to start playback manually:

1.

By clicking **Play** on the Call Progress window.
This will play the file specified in Playback tab.



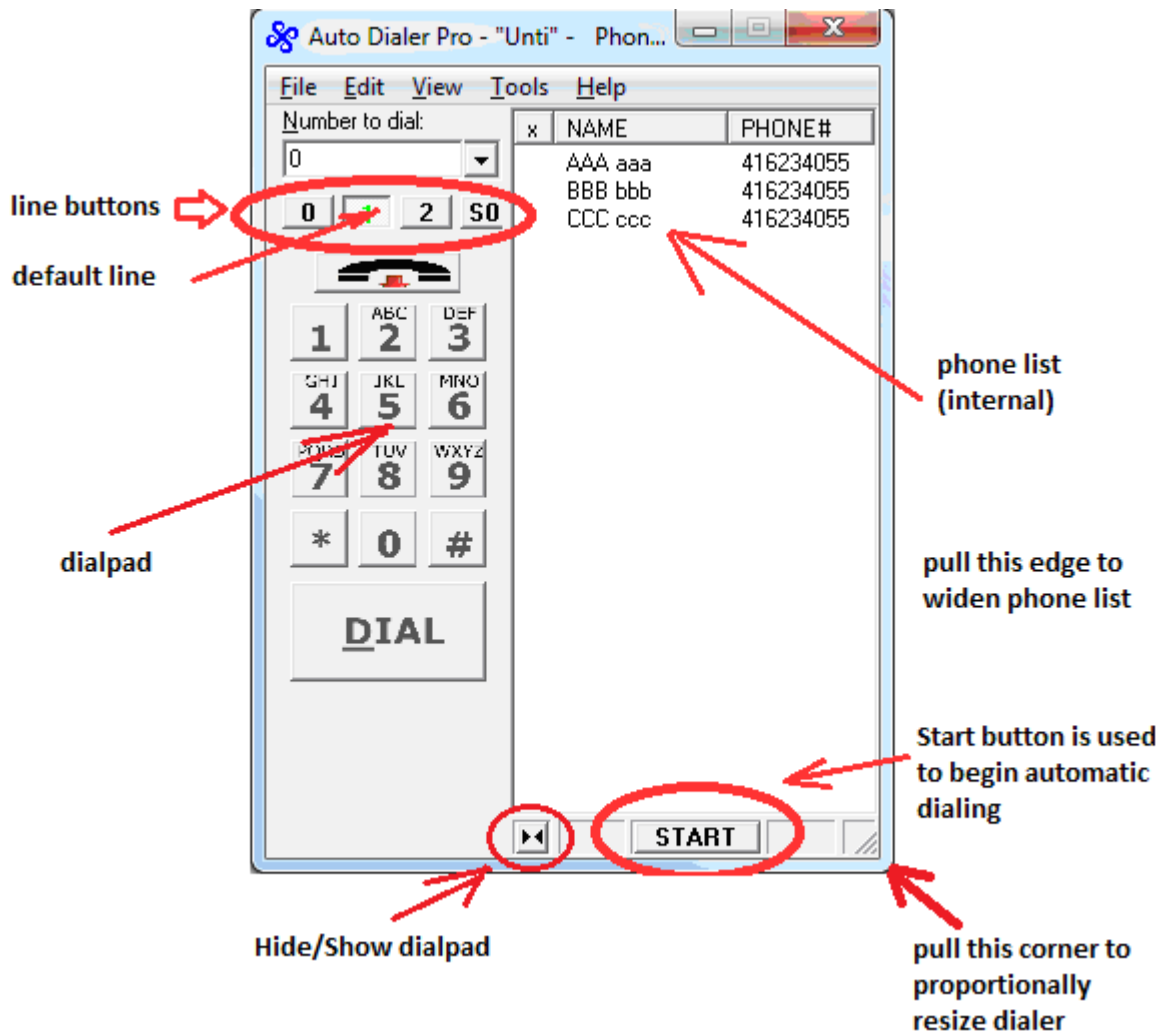
2.

By using the Play List.
Read more about it in [Using Play List](#) chapter.



6. Graphical interface

6.1. Main window

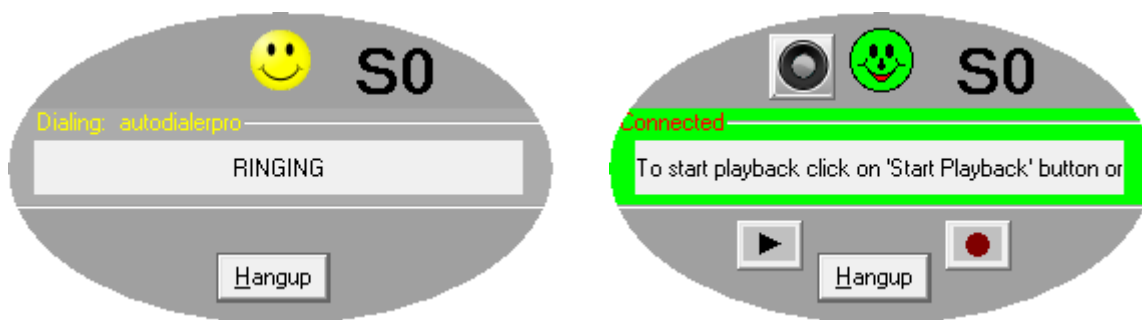


6.2. Call Progress window




Classic window (selectable in Options>General>Miscellaneous tab)



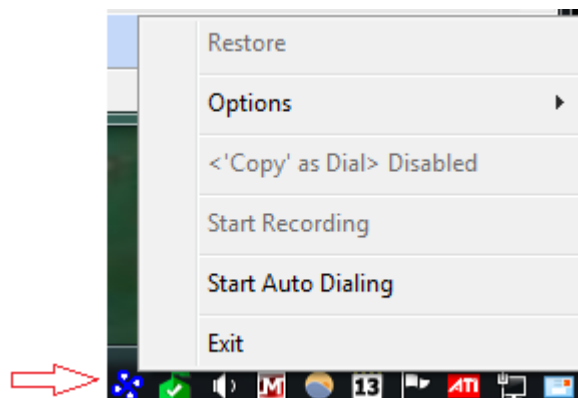
Oval window (selectable in Options>General>Miscellaneous tab)



6.3. Systray icon

<u>Mode</u>		
<u>Regular:</u> outgoing calls only	<u>Monitoring:</u> incoming calls	<u>Automatic</u> answering calls
		

Mouse right-click on the dialer's systray icon to access menu.

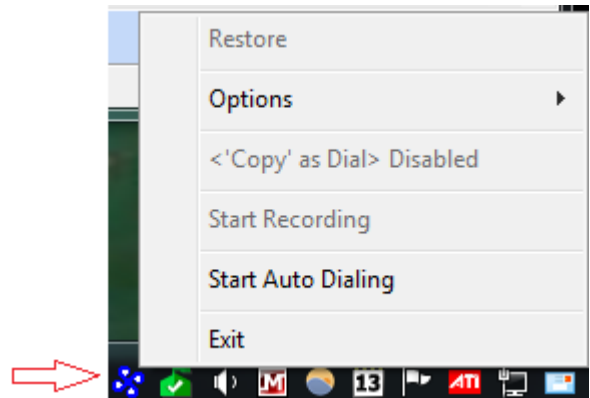
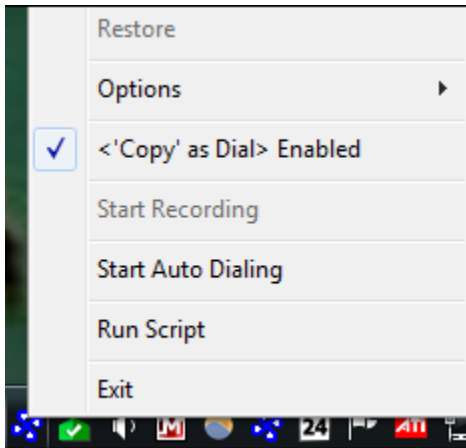


6.4. Mouse right-click

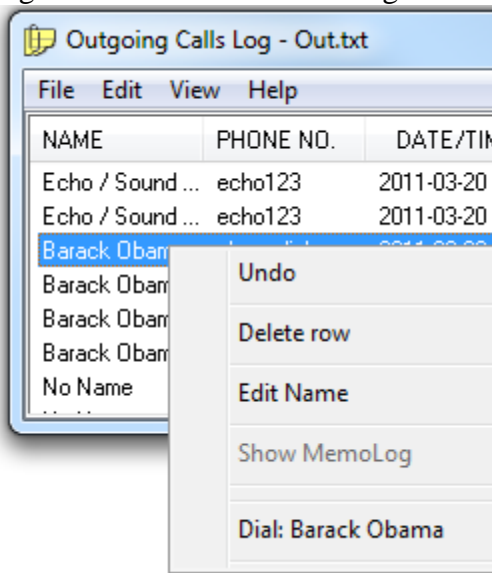
It is recommended to explore mouse right-click whenever it is possible. The pop-up menu depends on the selected option and the real time situation. For example when **Use Script** option is selected, mouse right-clicking on the ADP systray icon will reveal the **Run Script** menu option.

Other pop-up systray menus include convenient access to some features, without the need to open Options window, providing the toggle operation to temporarily enable/disable the feature: **'Copy' as Dial** or **Excel dialing**. Some grayed out menus will become active when the current situation will allow for it. For example, the 'Start Recording' menu will become active when the call transitions to Connected state.

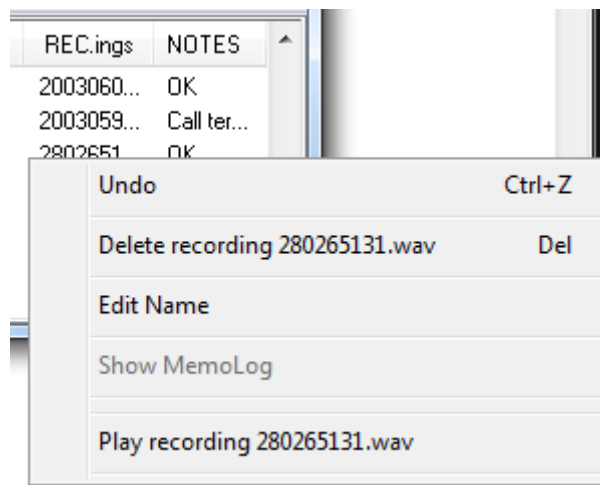
Examples of systray icon pop-up menus:



Right-click on name in calls log:



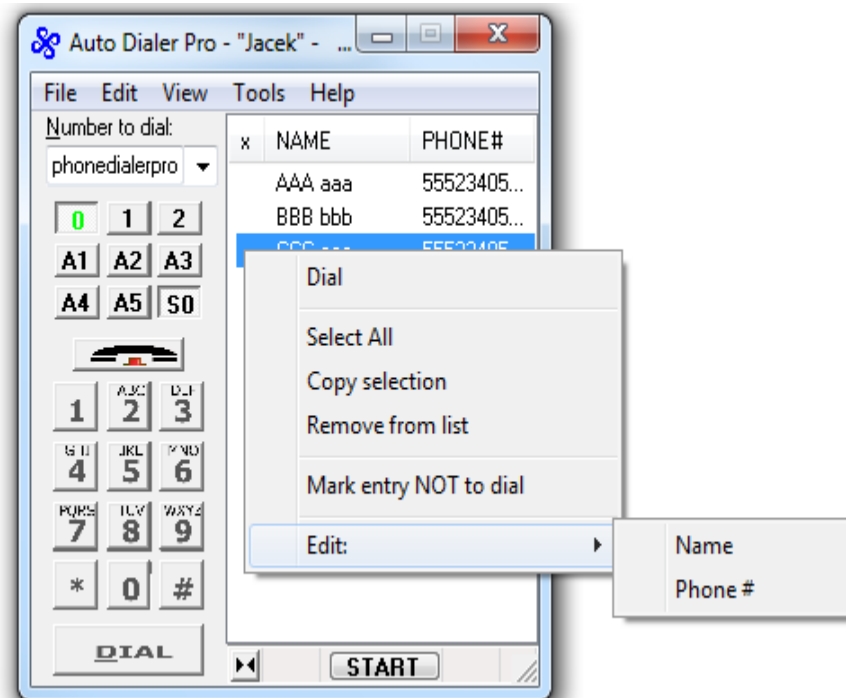
Right-click on recording in calls log:



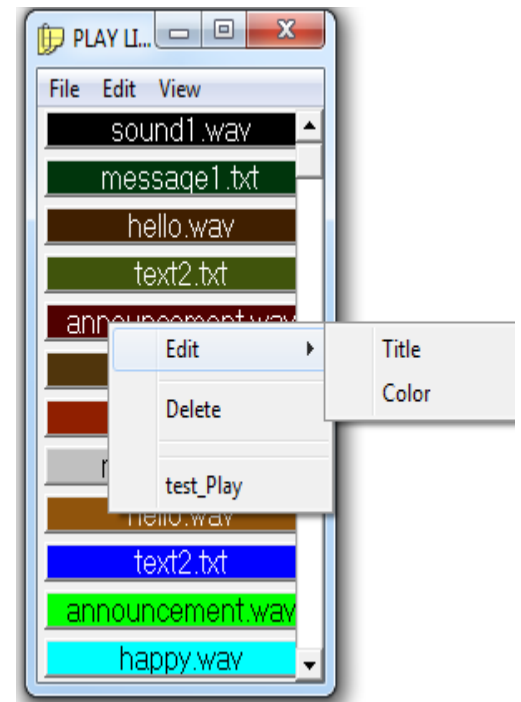
Note:

Sometimes, instead of using mouse right-click it is more advantageous to just double-click on the item. For example, double-click on name or phone No. in calls log will activate dialing that number, and double-click on recordings in calls log will start playing that recording.

Right-click on internal phone list item:



Right-click on playlist item:



Note:

Sometimes, instead of using mouse right-click it is more advantageous to just single- or double-click on the item. For example, double-click on name or phone No. in internal phone list will activate dialing that number, a single-click on X column will mark/unmark that list's entry.

7. Options

7.1. Overview

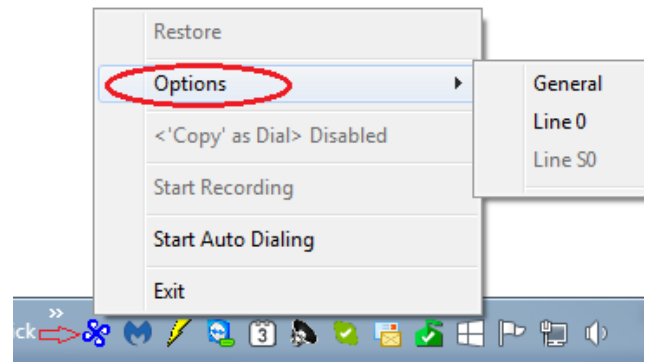
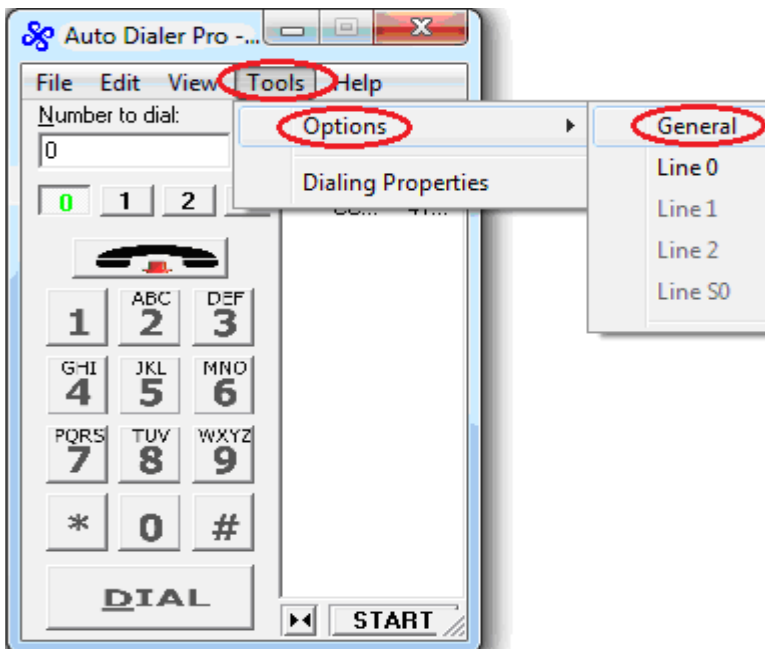
2 options windows are available:

- Options General (common options for all lines)
- Options specific to specified line

To open Options window:

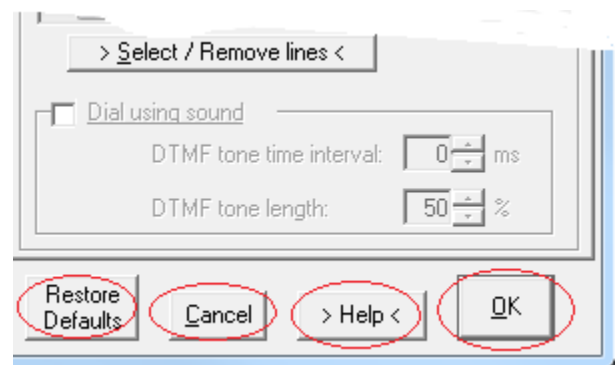
In main window click on Tools>Options and select General or Line # menu

or mouse right-click on systray ADP icon >Options and select General or Line # menu



There are 4 push buttons at the bottom of Options window:

- **Restore Defaults**
This will restore general or line specific options to default values and it will restart the dialer.
- **Cancel**
This will ignore changes made to options and it will close the Options window.
It is the same action as clicking on X.
- **Help**
This will open locally short Help-on-Options browser page.
- **OK**
Saves all changes made to options.

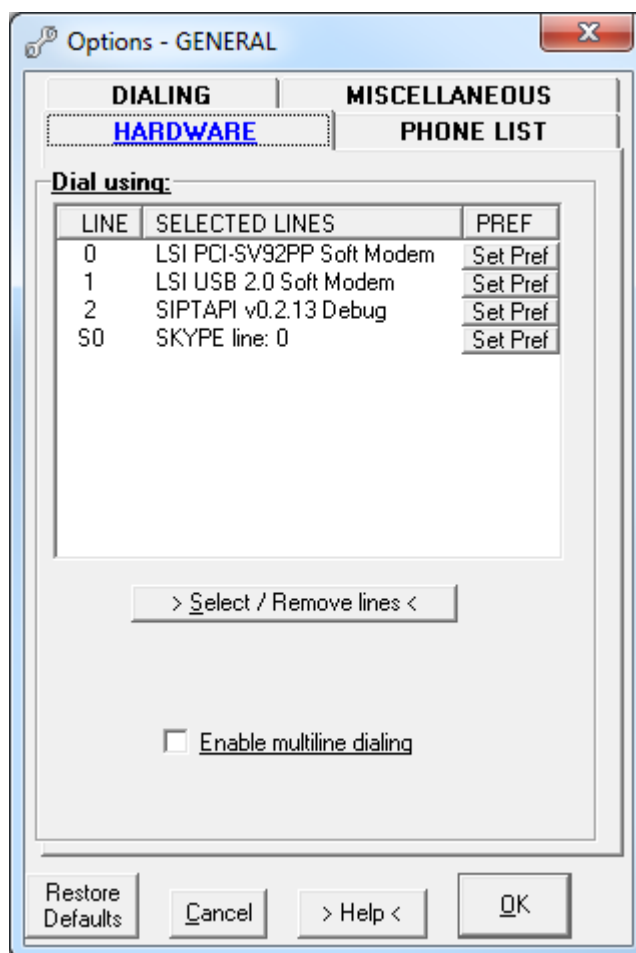


7.2. Options - General

- [Hardware](#)
- [Phone List](#)
- [Dialing](#)
- [Miscellaneous](#)

7.2.1. Hardware tab

- [Select / Remove lines](#)
- [Enable multiline dialing](#)



Select / Remove lines

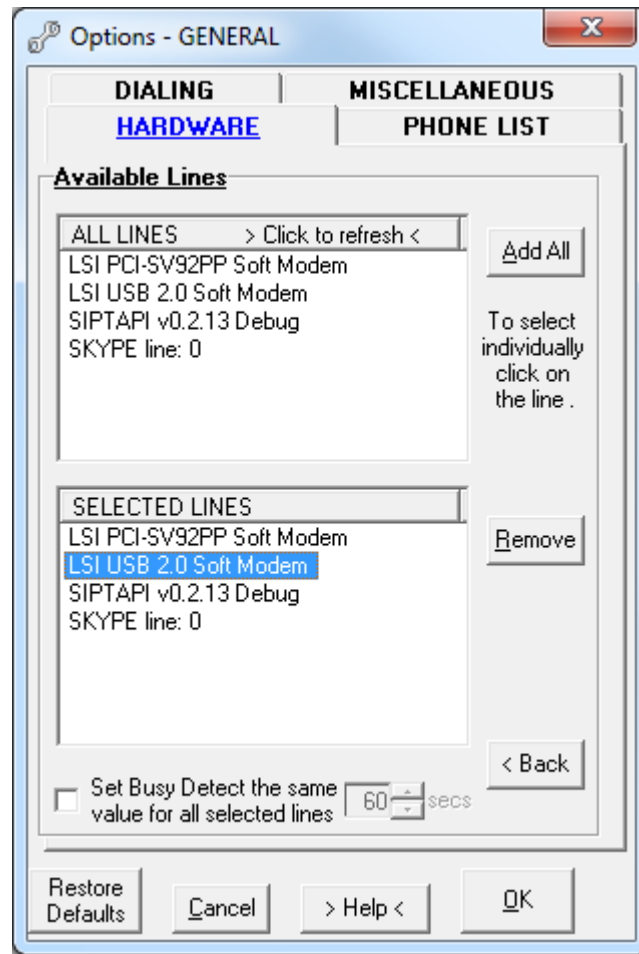
When there is more than one line available for making calls, selecting those lines will create small 'line' buttons just above the dialer's keypad. Those small 'line' buttons can be used to switch between the active lines without the needing to add or remove a different line.

Mouse single-clicking on the line in the All Lines box will add that line to Selected Lines box.

To add all lines at once click on **Add All**.

To remove a line from the Selected Lines box, select the line first, then click **Remove** button.

When all selected lines are of the same type (for example Dialogic lines), use **Set Busy Detect the same value for all selected lines** option.



Enable multiline dialing

Selecting this option allows simultaneous dialing on the selected lines.

The unregistered version of ADP allows for selecting up to 5 lines (3 additional Skype lines will also be added) and a maximum of 5 calls.

It is up to the user to decide which lines to use for multiline dialing:

- Mixed lines: TAPI lines and Skype lines
- TAPI lines only
- Skype lines only

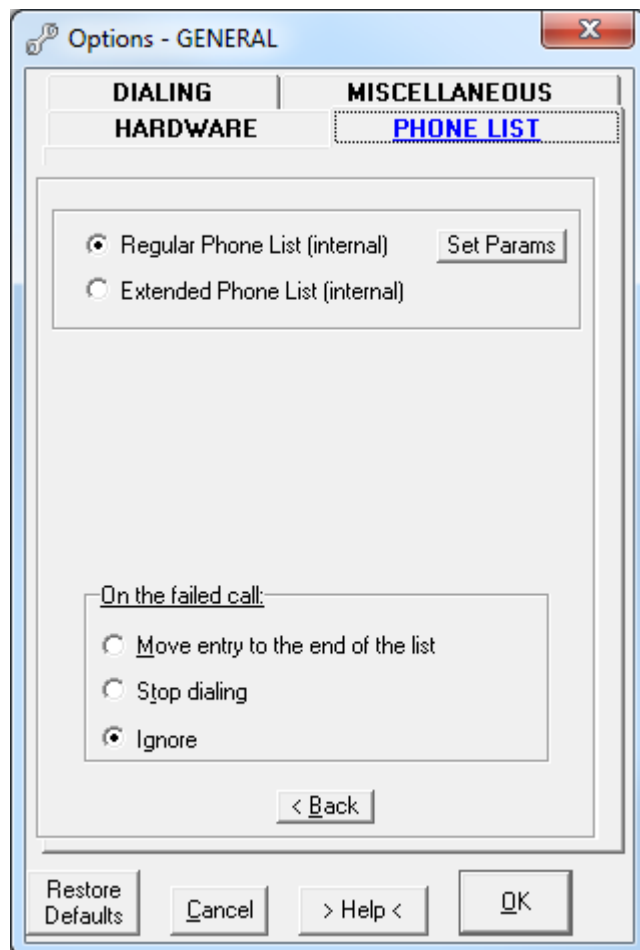
7.2.2. Phone List tab

- [Select phone list: internal](#)
- [Select phone list: external](#)
- [Use Do-Not-Call phone list](#)
- [Auto dial](#)
- [Scheduler & Remainder](#)
- [Remove entry from list after call is over](#)



Internal phone list

- Regular phone list
Regular phone list contains 2 columns:
NAME and PHONE NUMBER
- Extended phone list
Extended phone list option contains 5
columns (NAME, PHONE NUMBER,
WAVE/TEXT, DATE and TIME)



Regular phone list

x	NAME	PHONE#
	AAA aaa	416234055
	BBB bbb	416234055
	CCC ccc	416234055

START

Extended phone list

x	NAME	PHONE#	WAVE/TEXT	DATE	TIME
	AAA aaa	5552340553	sampleA.wav	03/29/2008	22:35
	BBB bbb	5552340553	sampleB.wav	03/29/2008	17:35
	CCC ccc	5552340553	sampleC.wav	03/29/2008	17:00
	DDD ddd	5552340553	sampleD.wav	03/29/2008	14:40
	EEE eee	5552340553	sampleE.wav	03/29/2008	19:25
	FFF fff	5552340553	sampleF.wav	03/29/2008	03:10

Next Call **not today**

External phone list

An Excel spreadsheet can be used as an external phone list. The difference between regular and extended sheets is that the latter can contain, in addition to the standard Name and Phone No column, 2 extra columns: DATE and TIME (the phone call will be made at that specified date and time).

There are several parameters to customize Excel spreadsheet phone lists (regular and extended).

1. Rows:

User can specify the starting and ending rows that dialer will use.

2. Columns:

When the column is specified, dialer will use it for the designated task:

- First Name (display)
- Last Name (display)
- Phone No. (number to dial)
- Call logs (dialer will use this column to log finished calls)
- Wave/Text (dialer will play the file specified (overriding the Play option set for the individual line))
- Log DTMF (dialer will use this column to store the information about the keys pressed by the other side)
- Date (date call will be made – extended Excel sheets only)
- Time (time call will be made – extended Excel sheets only)

3. Use this spreadsheet only.

It is a good practice to designate a spreadsheet as a phone list.

Specifying it in here, it will isolate that sheet from the other Excel operations performed by the user.

Options - GENERAL

DIALING | **MISCELLANEOUS**
HARDWARE | **PHONE LIST**

☒ Excel sheet regular Set Params
☐ Excel sheet extended Set Params

Dial from Excel spreadsheet with:

☒ mouse double click ☐ mouse single click

☐ Column containing alternate script:
☐ Column containing monitoring digits:

On the failed call:

☐ Move entry to the end of the list
☐ Stop dialing
☒ Ignore

< Back

Restore Defaults Cancel > Help < OK

Options - GENERAL

DIALING | **MISCELLANEOUS**
HARDWARE | **PHONE LIST**

Excel spreadsheet specs

Only fields containing data will be used by Auto Dialer f

Rows:

from: to:

Columns:

First Name:	Last Name:	Phone No:	Call logs:
			
Wave/Text:	Log DTMF:	Date:	Time:
			

☐ Use this spreadsheet only:

< Back

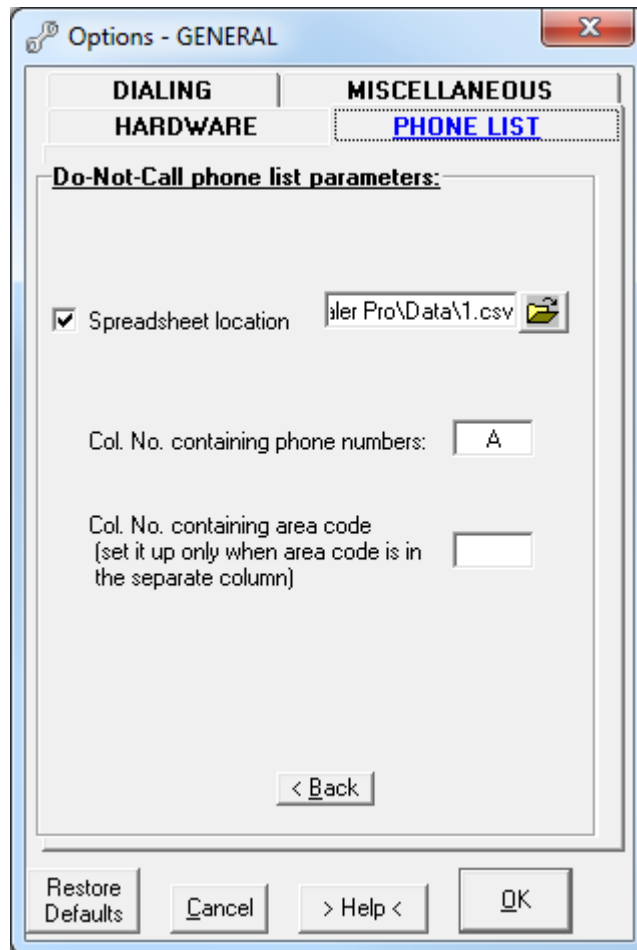
Restore Defaults Cancel > Help < OK

Use Do-Not-Call phone list

Do-Not-Call list should be kept in the separate Excel spreadsheet.

Parameters to set:

- Spreadsheet's location
- Column No. containing phone numbers
- (optional) Column No. containing area code



Auto dial

This option allows setting time interval (time delay) between phone calls, when dialing is in automatic mode.

The next phone call will start after the set time delay

Scheduler & Remainder

Start Auto dialing:

This option allows the user to schedule the start time of automatic dialing.

If the option: Stop dialing (on the failed call) is not selected, the automatic dialing will:

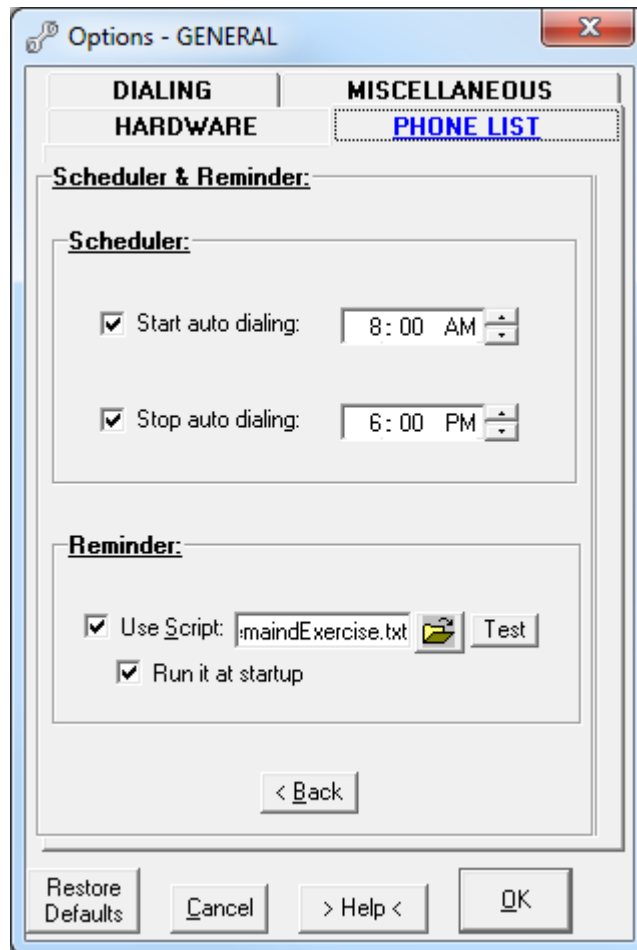
- process all the entries from the list and stop dialing, or
- process part of the list and stop when the Stop auto dialing time is reached, or
- process all the entries from the list, load new list and keep dialing if the option 'Load new phone list' is selected.

Stop auto dialing:

This option allows the user to schedule the end time of automatic dialing.

Dialing will stop, regardless of all other options selected.

Reminder will create a pop-up message (with an accompanying audio message) to remind the user about an impending task.



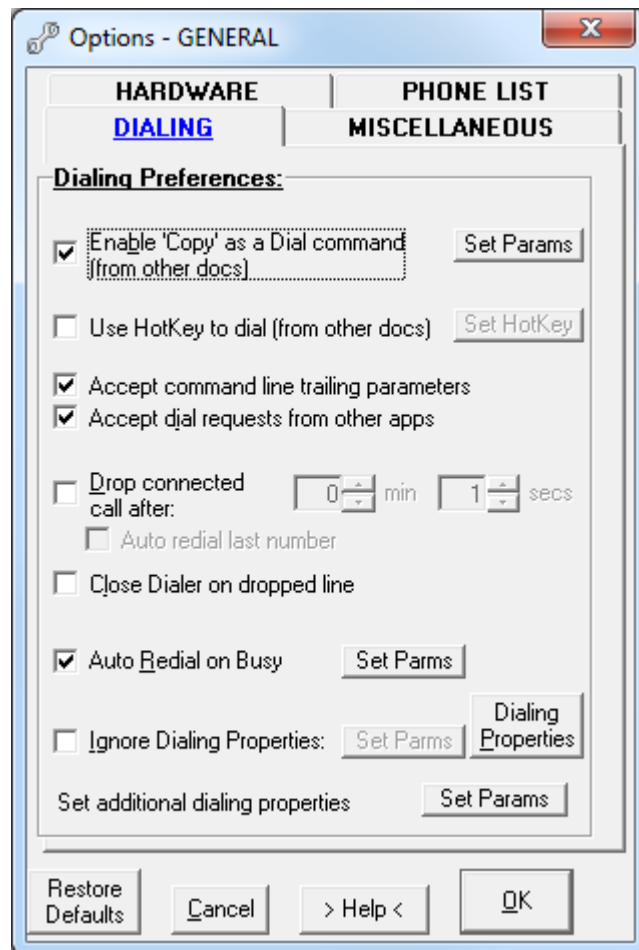
Remove entry from list after call has completed

When the phone call is completed that list entry will be removed from the list.

When this option is not set, each completed list entry will be marked (internal phone list only) by the asterisk (*).

7.2.3. Dialing tab

- [Enable 'Copy' as a Dial command \(from other docs\)](#)
- [Use HotKey to dial \(from other docs\)](#)
- [Accept command line trailing parameters](#)
- [Accept dial requests from other apps](#)
- [Drop connected call after...](#)
- [Auto redial last number](#)
- [Close Dialer on dropped line](#)
- [Auto redial on busy](#)
- [Ignore Dialing Properties](#)
- [Additional Dialing Properties](#)



Enable 'Copy' as a Dial command (from other docs)

When this option is selected, dialing can be invoked by selecting the phone number text in any kind of document and by using one of the following Copy methods:

- mouse right-clicking on 'Copy' from pull down menu
- clicking on Edit > Copy from pull down document menu
- pressing the CTRL+C key combination

To reduce the chance of unwanted dialing, the digits filtering setup is available by clicking on **Set Params**. Setting a minimum and maximum number of digits will prevent dialing numbers outside of that range of digits.

The selected expression does not need to contain only a phone number when the following options are set:

- Copy until first invalid character: Valid dialing characters are: (0-9),(*),(#),(,),(.),(-),((),()),(:),(+)

The selection must start with the valid character but it can be longer than the dialing number.

For example, the selection “(555) 234-0553 Jack's home” will be dialed as 5552340553

- Copy all: The selection can contain any character combination, but all dialable characters will be dialed.

For example, selection “Call (555) 234-0553 between 9 am - 3 pm” will be dialed as 555234055393

Use HotKey to dial (from other docs)

This option allows the use of pre-defined key combinations to invoke dialing when used with the selected text (number) selection. To select hotkey, click on **Set Params** button. For filtering and other options explanation, see above.

Accept command line trailing parameters

Selecting this option will make the program responsive to command prompt parameters.

See [Appendix I](#) for the list of parameters.

Accept dial requests from other apps

Selecting this option will make Auto Dialer Pro the default Windows dialer. When dialing from another application, such as Microsoft Outlook, Access, Time & Chaos etc, Auto Dialer Pro will be invoked rather than the Windows dialer.

Drop connected call after...

This option will disconnect the phone line after the specified time interval, superseding all other setup options.

This time delay is calculated from the moment when the call is connected, not when the dialing started.

Auto redial last number

Together with the 'Drop connected call after...' option this allows for automatic redialing of the last number dialed. If you want to be noticed (and drive someone nuts) use this option.

Instead of using this option the preferred method is using the script option.

Sample script to autodial the same number and play the same message:

```
dial: <phone number>
wait: 3
play: <your message here>
wait: 10
hangup:
wait: 2
go_line: 1
```

Close Dialer on dropped line

Selecting this option will cause the application to terminate after the phone line disconnects.

Auto redial on busy

Selecting this option will cause the dialer to continuously repeat dialing on a busy signal with a preset time interval between calls until the connection is made or the number of redials has reached its limit.

When used in conjunction with the **Audio notify** option, the user can receive audio notification, making it possible to attend other activities while waiting for the call to connect.

Note:

You can use this option even in the case where your phone company provides you with a recorded sales pitch instead of a busy signal.

1. Make a phone call to the busy destination and let the call terminate itself.
2. In the Outgoing Call log check the call duration (in seconds).
3. In Tools>Options>Dialing tab select Auto Redial on Busy and click on **Set Params**.
4. Select 'Treat as a busy when the call is terminated after.... secs' option and set a timer equal to the call length noted in the log (see 2 above).
5. Click **OK** to save options.

Important:

Call progress window will show such call as connected until it is terminated, so the user needs to monitor the status of the call by using PC speaker (a voice modem is required) or by using a telephone handset.

Ignore Dialing Properties

When this option is set, [Windows Dialing Properties](#) (location, country, local area rules and calling card) will be ignored and the phone number will be dialed exactly as entered.

User can select the line (tone or pulse) and use special dialing characters: "W", "@" and "\$".

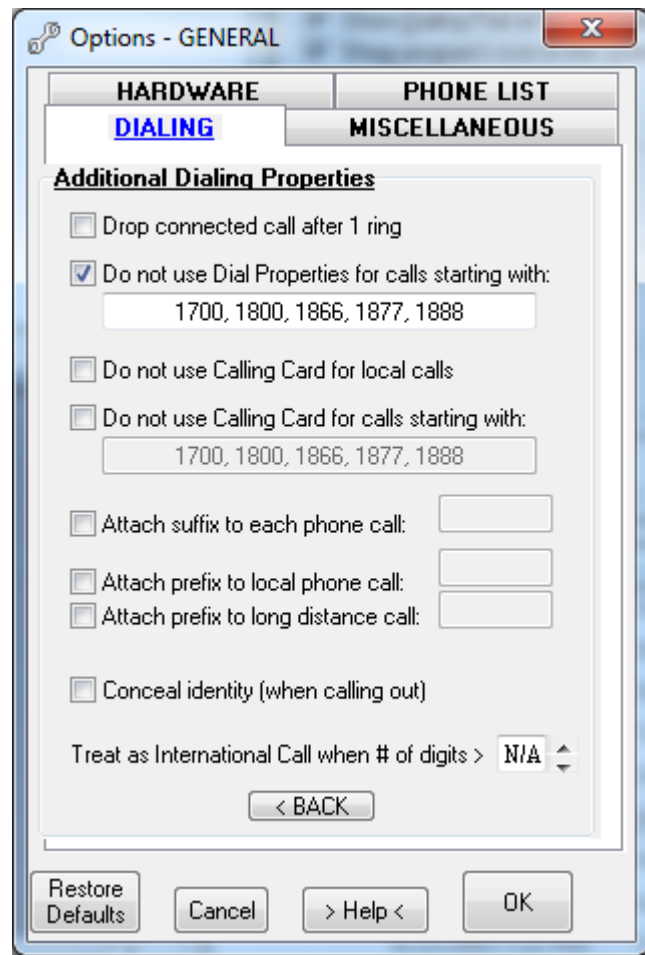
Additional Dialing Properties

The following additional dialing properties can be set:

- Drop connected call after first ring
- Do not use Calling Card for local calls - this will supplement calling card option set in Dialing Properties
- Do not use Calling Card for calls starting with - \$ saving option: calling card will not be used when toll free number is dialed.
- Attach suffix to each phone call - use this option if you want to append specified numbers to every phone number.
- Attach prefix to local phone call - use this option if you want to prefix specified digits to a local phone call.
- Attach prefix to long distance call - use this option if you want to prefix specified digits to a long distance phone call.
- 'Conceal identity' - this will work only if the local phone company supports the option.
- 'Treat as international call when # of digits > ...

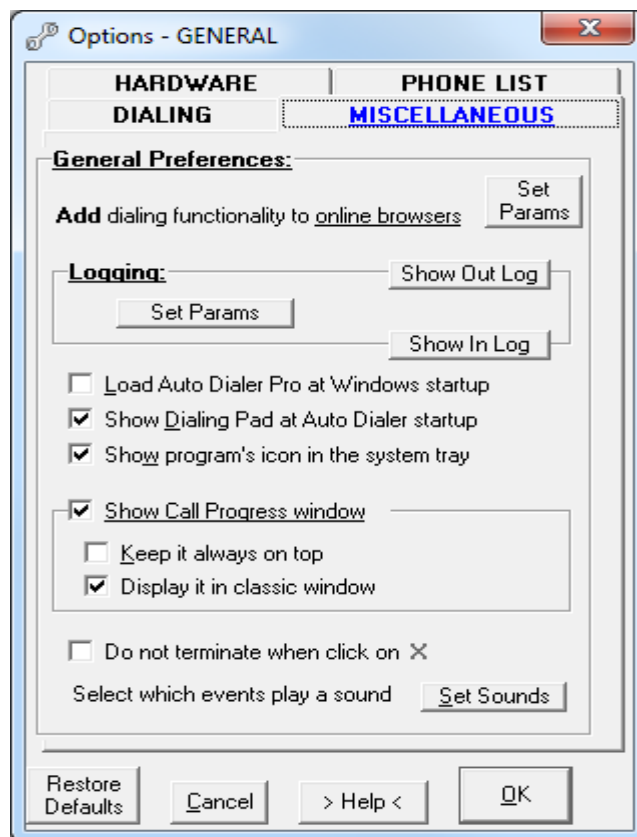
Note:

1. Some of the above options are not available when 'Ignore Dialing Properties' option is set.
2. 'Attach prefix...' options will attach specified digits regardless of the existence of prefixes set in Windows Dialing Properties.



7.2.4. Miscellaneous tab

- [Add dialing functionality to online browsers](#)
- [Logging](#)
- [Load Auto Dialer Pro at Windows startup](#)
- [Show Dialing Pad at Auto Dialer startup](#)
- [Show program's icon in the system tray](#)
- [Show Call Progress window](#)
[Keep it window always on top](#)
[Display it in classic window](#)
- [Do not terminate when click on X](#)
- [Select which events play a sound](#)



Add dialing functionality to online browser

This option extends dialing capabilities to [Internet Explorer](#) and [Mozilla Firefox](#) browsers.

This will create a >>> DIAL <<< command in the Internet Explorer and Firefox context menu (right-click) Mouse right-click on a phone number in a webpage and select DIAL from the menu to initiate dialing that number.

Note:

>>>DIAL<<< menu will be added:

- in Firefox immediately after installing the add-on
- in Internet Explorer to newly opened IE web pages AFTER this option has been saved or after invoking dialer.

Additionally it will hyperlink phone numbers on Firefox opened webpages. For this add-on to work properly the **callto** feature (see below) must be enabled.

Callto feature:

This will allow dialing from Internet Explorer or Firefox by directly clicking on a hyperlinked phone number or icon.

To check how the Callto feature works, first save the options and then click on this icon: 

or click this number: [1 800 555 8355](tel:18005558355)

Note that this number will be dialed by ADP but not by Skype, unless ADP is used as Skype dialer.

Important:

If you have a Skype or Vonage system installed, to make this feature operational this dialer must be started in Windows after Skype (or Vonage) is invoked.

Logging

All outgoing and incoming calls are logged automatically. Logs are kept for the number of days specified under **Set Params**.

Load Auto Dialer Pro at Windows startup

Dialer will load on Windows startup and stay resident.

Show Dialing Pad at Auto Dialer startup

Program will start with dialing pad shown

Show program's icon in the system tray

ADP icon will be displayed in the systray (bottom right corner of screen), when this option is selected.

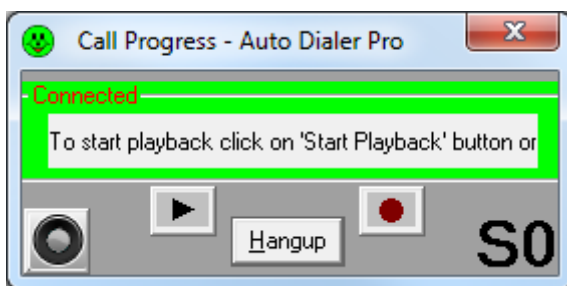
Show Call Progress window

The Call Progress window will only be shown when this option is selected.

- Keep it always on top
- Display it in classic window

The Call Progress window will be always on top of other opened applications when a phone call is in progress.

Classic window



Oval window



Do not terminate when click on X

ADP will not terminate when clicked on **X** (upper right corner of window) when this option is selected. Instead, it will be minimized to the systray. To close the dialer, right mouse-click on the ADP systray icon and select 'Exit' from the menu.

Select which events play a sound

Auto Dialer Pro can play pre-selected sounds depending on the status of the call.

The three audio notifications are:

- connected (after busy signal redials)
- reached the end of redials
- received incoming call

Silent keypad:

Pressing keys on the ADP keypad will not make sounds.

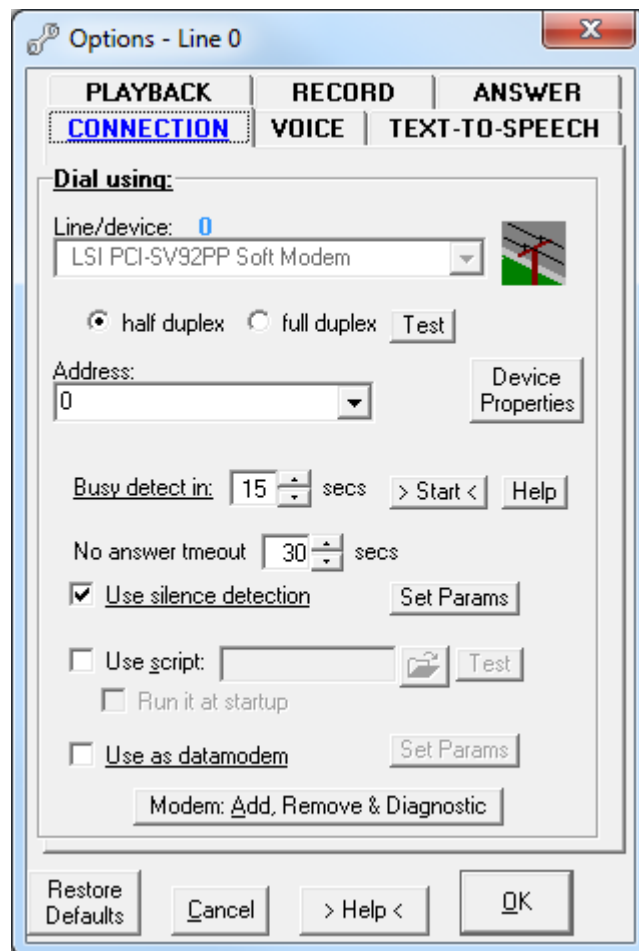
7.3. Options > LINE

There are 4 push buttons at the bottom of Options-Line window:

- **Restore Defaults**
This will restore all line specific options to default values.
It will not change general options.
- **Cancel**
This will ignore changes made to line specific options and close the window.
It is the same action as clicking on X.
- **Help**
The Adobe's Acrobat Reader must be installed to be able to watch Help-on-Options pdf file.
- **OK**
Saves all line specific options.

7.3.1. *Connection tab (Hardware device)*

- [Line/device](#)
- [Half /full duplex](#)
- [Device properties](#)
- [Address](#)
- [Busy detect](#)
- [No answer timeout](#)
- [Use silence detection](#)
- [Use script](#)
- [Use as datamodem](#)
- [Modem: add, remove & diagnostics](#)



Line / device

The name of the line/device recognized by the dialer. In most of the cases it is a PC modem.

Half / full duplex

These are the properties of a voice device.

Most of the voice modems are half duplex modems. Half duplex modems allow for only one-way communication; either using the speaker or using a microphone but not both.

The 'Test' button will determine whether the phone device is full or half duplex.

There are 2 kinds of full duplex phone devices:

- **Speakerphone modems** which come with the outlets for the microphone and speakers. Usually, those are internal PCI voice modems. These modems are good for use as a speakerphone, but for playback or recording purposes these modems can be used only in a half duplex mode. It is possible to do or playback or voice recording, but not both operations simultaneously.
- Truly **full duplex TAPI** devices:
 - Way2Call ---> single line and multiline devices internal (PCI) and external (USB)
 - CallUrl ---> multiline devices internal (PCI)
 - Brooktrout ---> multiline devices internal (PCI)
 - Eicon analog ---> multiline devices internal (PCI)
 - NMS Communication ---> multiline devices internal (PCI)

Important:

Selecting the wrong mode (for example full duplex instead of half duplex) can cause an unpredictable device response. In the case of an external device just unplugging the device from USB port will cure the problem, however for internal devices only powering down the computer will help.

Device properties

Use this utility to check and setup your device's additional properties.

Address

PC modems do not come with addresses but other phone devices such as Cisco, Norstar, Dialogic and others come with multiple addresses. It is important to select the proper address to be able to make or receive a phone call.

Busy detect

PC modems are not very good at detecting when a voice phone call gets connected. Basically, they can recognize only 3 phone line states: No dial tone, Busy, and Disconnected (by the caller). ADP, when used with PC modems, works on this principle: when the line is not busy, then it is connected.

Busy detect time mostly depends on the combination of used line device, computer's CPU, Windows OS and local phone company. In most of the cases it will vary between 7 - 13 seconds.

When using a standard PC modem, correct busy signal detection is critical to determine when the call is connected.

This setup is very important, because the following options depend on it (when not using silence detection option):

- playback automatic startup (Playback tab)
- start playing message after.... (Playback tab)
- auto recording (Record tab)

Note:

This option requires initial set up by first dialing a busy line. Click on Start button beside this option and enter the phone number of:

- residential phone line (no voice mail) users can just dial themselves, or
- when connected to PBX or a company network then dial a number which returns a busy signal, not a voice mail.

Click OK and wait until busy detection will end. Current time progress is displayed in small box beside the button.

Important:

If for some reason your device cannot detect busy (for example, your phone company may provide voice mail instead of a busy signal), there are 3 other methods you can use:

- Disconnect phone line from the modem and click the **Start** button beside this option. Enter any number when asked. Click **OK** and wait until no dialtone detection will end. Real time call progress is displayed in a small box beside the Start button.
- Make a phone call and measure the time it takes to the first audible ring. Manually insert that number into the Busy Detect option in the Tools>Options>Hardware tab and click **OK** to save the options. The value should be between 8-13 seconds for most modems.
- Find the AutoDialer.ini file. Open it in a text editor (Notepad, MS Word) and do the following:
 - change Busy Detect=0 to Busy Detect=1
 - set Busy Delay Timer to the value between 8 to 13 seconds (you need to change that set value when your dialing does not correspond with Call Progress window notifications).

No answer timeout

The time delay after which dialer abandons dialing when the call is not answered.

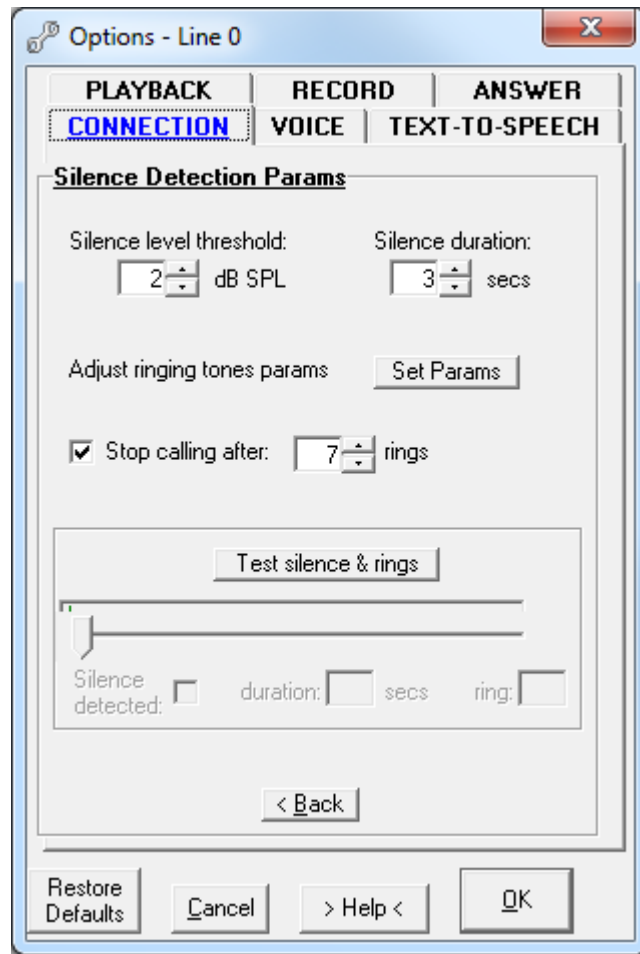
Use silence detection

When using this option the dialer will try to recognize ring tones on outgoing calls to determine the moment when the phone call is answered. It is not necessary to select this option when using a telephony device capable of recognizing when the call is received.

For example, Hi-Phone from [way2call](#) is such device.

- Silence Level Threshold is the allowance for noise on the line (default: 2 dB SPL); set this number higher when the line is noisy
- Silence Duration is the minimum time interval without any noise for silence to be recognized by the dialer (default: 3 seconds)
- Stop Calling after... default: 7 rings.

Ringing Parameters: Ring Duration is 2 seconds and Ring Interval is 4 seconds. These values are good for North American public exchanges (PBX). If you are located in an area where these timings are different then adjust the values appropriately.



Test Silence Detection.

It is advisable to use this utility to test your modem or Skype line. The test will indicate when the silence is detected, how long it lasted and it will count the outgoing call rings.

This test requires the user to make a real phone call. The best place to call is the system with an automatic voice response such as a bank or an office.

When using Skype dial echo123 the automatic voice response from Skype server. It provides the excellent way of testing silence when using Skype line.

Important:

Only when you are satisfied with the Test Silence Detection results you can use **Start playing message after detecting silence** option.

Use script

Use scripts to allow ADP to perform special operations such as responding to specific keys pressed on dialpad. For example, in the case of an automatic answering service or interactive responding: "To confirm the message please press '1', to hear it again press '*', to hangup press...." and so on.

For the [list of the available script commands](#) see [Appendix II](#) and for [sample scripts](#) please see [Appendix III](#). Selecting the 'Run at startup' option will automatically execute the script at ADP startup.

Use as datamodem

Use this option when you want to test or find other modems answering your phone calls.

Note:

The call will disconnect automatically as soon as the connection is established, except when **Retrieve called device ID** option is set (read below).

- **Connection timeout**

Must be long enough to allow modems to connect

- **Retrieve called device ID**

This option will keep the connection opened for few seconds until ID is received. If no ID is offered, the connection will timeout after 10 seconds.

- **Log bitrate**

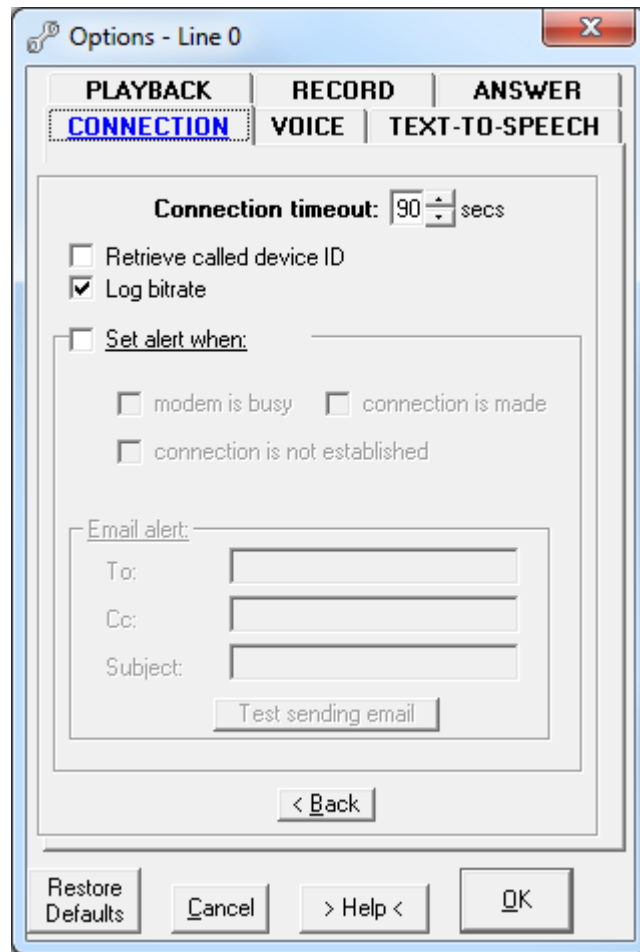
The connection's bitrate will be logged. This option does not influence the connected time.

- **Set alarm**

Set this option when notification about connection is required.

Note:

Called device ID and bitrate can be obtained only after the devices connect.



NAME	PHONE NO.	DATE/TIME	LENGTH	ID	BITRATE
18012365321	1 801 2365321	2012-05-27 21:40:16	5	UQKT2 an2.den10.da.uu...	24000
8057159538	1 805 7159538	2012-05-27 21:22:44	1	Level 3 Comm nas16.lax1 ...	21600
(805)715-9538	1 805 7159538	2012-05-27 16:55:14	76		Line has disconnected..
4169554350	416 9554350	2012-05-27 16:30:05	0	User Access Verification/	24000
12126861258	1 212 6861258	2012-05-27 16:19:39	10	< No ID offered >	24000
9012365321	1 901 2365321	2012-05-27 16:19:22	5	UQKT2 an2.den10.da.uu...	24000

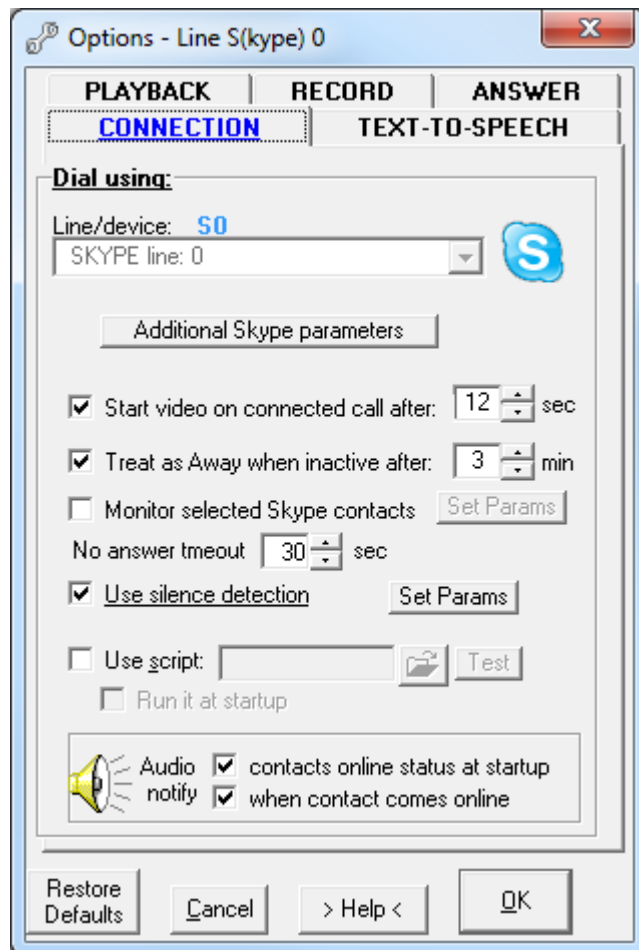
Length of call: When ID column is empty, the call's length shows seconds counted from the start of dialing, otherwise it equals the time connected.

Modem: add, remove & diagnostics

This is the Windows utility for managing telephony devices. You can add a new device, remove an old one or run some diagnostics, query device to check its capabilities and create a device log for troubleshooting.

7.3.2. Connection tab (SKYPE)

- [Line/device](#)
- [Additional Skype parameters:](#)
 - [Keep Skype window minimized](#)
 - [Do not use Skype in multiline dialing](#)
 - [Run Skype in silent mode](#)
- [Start video on connected call after ...](#)
- [Treat as Away when inactive after ...](#)
- [Monitor selected Skype contacts](#)
- [No answer timeout](#)
- [Use silence detection](#)
- [Use script](#)
- [Audio notify](#)



Line / device

Skype

Additional Skype parameters:

Keep Skype window minimized

This will suppress Skype main window from popping up when a call is made or received.

Do not use Skype in multiline dialing

When ADP is used in multiline mode, this option will exclude the Skype line from being used in automatic dialing (from phone list), even in the case when the line is activated. This is useful when the Skype line is designated to perform different tasks (making independent calls or running a script).

Run Skype in silent mode

While this application is running you won't see any notifications of calls, IMs or other Skype events, although you will still hear the ringtone when someone calls you.

Start video on connected call after ...

The webcam will turn on at a specified number of seconds after the call is connected.

Treat as Away when inactive after...

This feature is handy when using a script accepting incoming calls, one script will run when you are online (working on computer for example) and another script will be used when you are away from computer (automatic answering).

Monitor selected Skype contacts

It is possible to time your contacts online status and to start some action when the contact comes online. To monitor contacts online time put a check mark on **Log status** box.

Four actions are available: Call, Chat, Play, and Script.

Audio notify

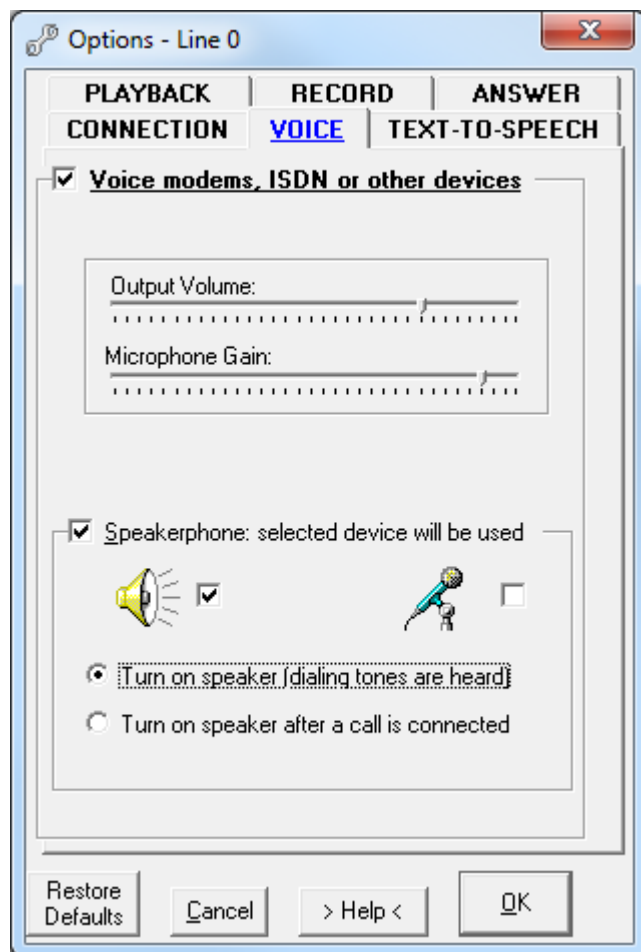
This option uses the default T-T-S voice installed in the computer to alert you about a contact becoming online.

7.3.3. Voice tab

- [Voice modems, ISDN or other devices](#)
- [Output volume](#)
- [Microphone gain](#)
- [Speakerphone](#)
 - [Speaker](#)
 - [Microphone](#)
- [Turn on speaker \(dialing tones are heard\)](#)
- [Turn on speaker after a call is connected](#)

Note:

Voice tab is irrelevant to Skype line, thus no Voice tab is displayed for that line.



Voice modems, ISDN or other devices

This must be enabled in most of cases, such as when:

- playing a message or recording a phone conversation
- using the speakerphone soft mode option
- using this dialer to answer incoming calls
- having a phone device which requires it, such as an ISDN/voice modem combination or hard mode speakerphone device, where microphone and speaker are directly connected to the device.

If you do not do any of the above, it may be beneficial to disable this option. When this option is not selected, you may experience more robust dialing and faster redialing on certain devices.

When this option is selected and there is a speaker and a microphone connected directly to the modem, the modem may work as a full duplex speakerphone.

Output volume

Adjusts volume for speakers connected directly to the modem.

Microphone gain

Adjusts microphone gain for microphones connected directly to the modem.

Speakerphone

Select this option when you want to use computer speakers and/or a microphone (both connected to the soundcard).

Not every voice modem has speakerphone functionality. ADP will not allow you to select this option when your modem does not support it.

Quite a few modems come with the speakerphone feature but because of the bad installation the wave drivers associated with the modem are not installed.

To check if your modem has wave driver installed:

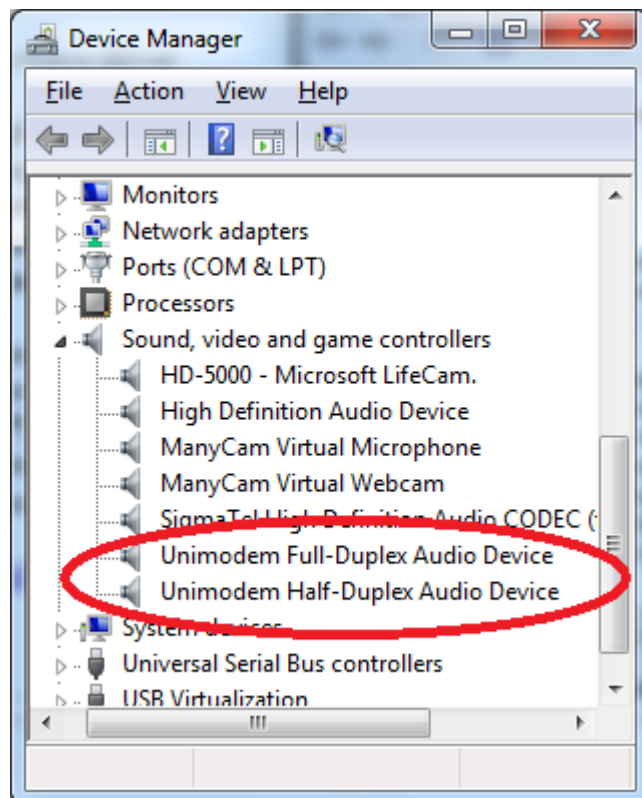
In Windows Control Panel>System, under Hardware, find Device Manager. Then, under **Sound, video and game controllers**, look for **Unimodem Full-Duplex Audio Device** or **Unimodem Half-Duplex Audio Device**.

Note:

Most modems are half-duplex. It means you can use either the microphone or the speakers but not both simultaneously.

I know of only one full duplex single line phone device. It is the Hi-Phone desktop model from www.way2call.com.

See also: [Half duplex and full duplex](#)



Speaker (default)

Select this option when you want to hear the other side through the PC speakers.

Microphone

Select this option when you want to be heard by the other side.

Note:

PC voice modems are mostly half-duplex and it is possible to use speaker or microphone option but not both simultaneously.

Turn on speaker (dialing tones are heard)

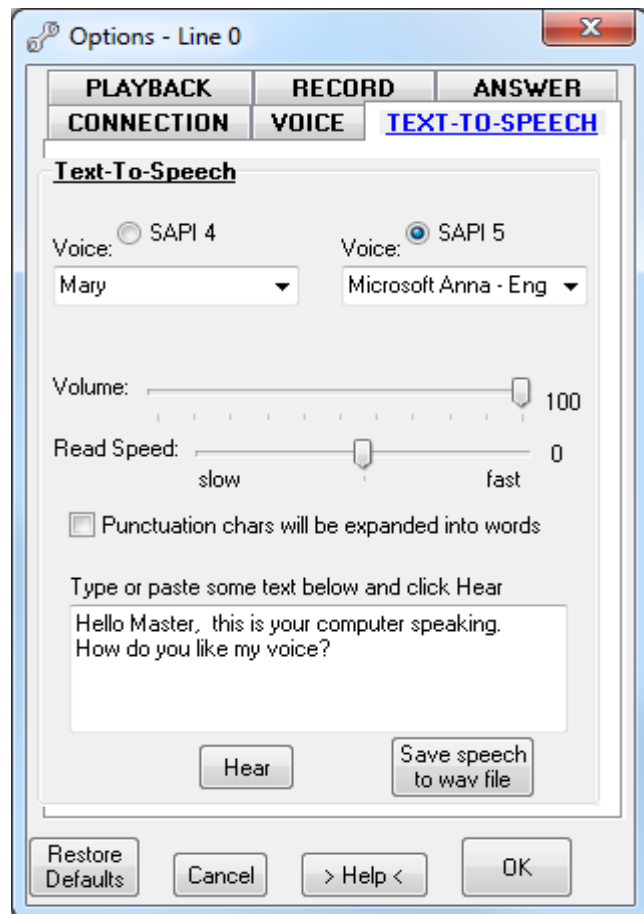
Selecting this option will let you listen to the dialing tones through the PC speakers.

Turn on speaker (after a call is connected)

Selecting this option will turn the speaker on after the call is answered.

7.3.4. Text-to-Speech tab

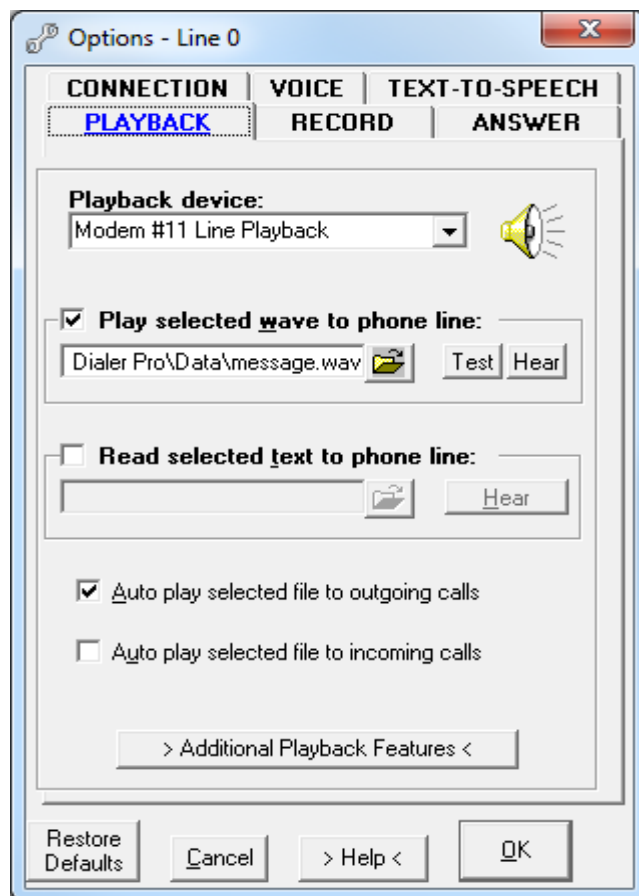
- [SAPI 4 / SAPI 5](#)
- [Voice](#)
- [Volume](#)
- [Read Speed](#)
- [Punctuation chars expanded into words](#)
- [Hear the selected voice](#)



SAPI 4	Windows XP does not come with any SAPI 4 voices. You can download some free voices here .
SAPI 5	Windows XP includes one SAPI 5 voice: Microsoft Sam. Windows Vista and Windows 7 include one female voice: Microsoft Anna.
Voice	Select a voice from the list. If there are none, you need to reinstall the default voice for your Windows or purchase additional voices from a 3rd party. For more information where to obtain additional voices see: Additional voices for text-to-speech
Volume	Voice volume is available only for SAPI 5 voices.
Read Speed	Adjust how quickly text is read.
Read Speed	Adjust how quickly text is read.
Punctuation characters expanded into words	This is used in special situations only. Not every voice supports this option.
Hear the selected voice	Type in some text and click Hear to sample the voice.

7.3.5. Playback tab

- [Playback device](#)
- [Play selected wave to phone line](#)
- [Read selected text to phone line](#)
- [Auto play selected file to outgoing calls](#)
- [Auto play selected file to incoming calls](#)
- [Additional Playback Features](#)



Playback device

The playback device should be displayed automatically in this field.

If this field is empty then it is likely that the modem has no wave drivers installed.

Play selected wave to phone line

Select the wave file you want to play to the phone call.

Click **Test** to check and display the selected wave file format, compare it with the format required by the playback device and play it over the PC speakers using PC soundcard.

Click **Hear** to play the file over the PC speakers using PC soundcard, without testing.

Note:

If the selected wave file format does not conform to the playback device's requirements, you can record your own message using the Recorder under the Record section.

Read selected text to phone line

Select the text file to be read to the phone call.

This option uses the T-T-S engine selected under the Text-to-Speech section.

Auto play selected file to outgoing calls

The specified (wave or text) file will be automatically played to the phone call.

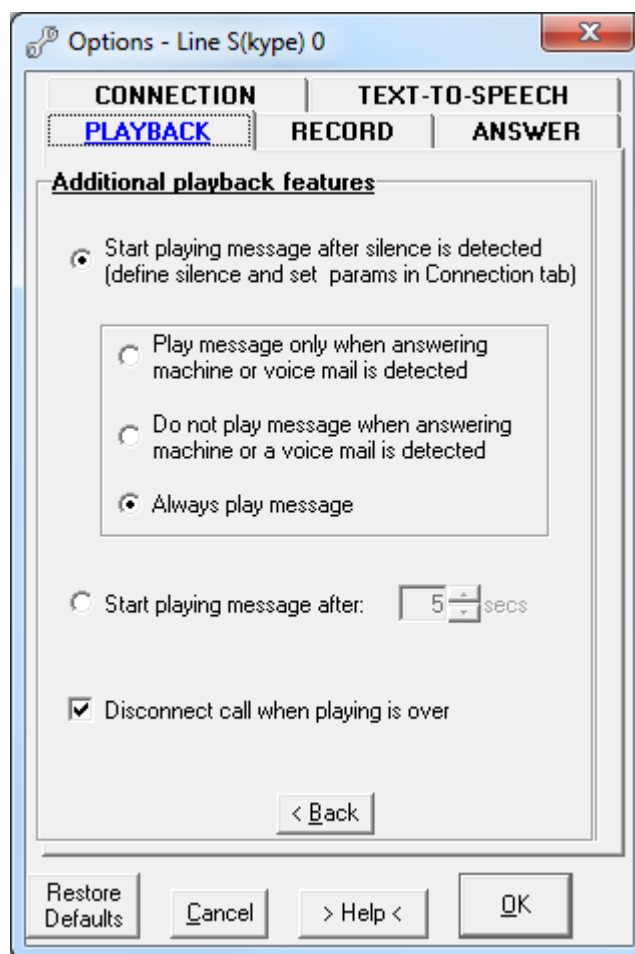
The playback will start according to the selected parameters in [Additional Playback Features](#) window.

Auto play selected file to incoming calls

The specified file (wave or text) will be automatically played to the phone call as soon as the call is answered.

Additional Playback Features

- [Start playing message after silence is detected](#)
- [Play message only when answering machine or voice mail is detected](#)
- [Do not play message when answering machine or a voice mail is detected](#)
- [Always play message](#)
- [Start playing message after ... secs](#)
- [Disconnect call when playing is over](#)



Start playing message after silence is detected

Define the silence (noise level and duration) in Connection section.

Play message only when answering machine or voice mail is detected

Message will be played only when answering machine or voice mail is detected.

Do not play message when answering machine or voice mail is detected

Message will be played only when live person answers the phone.

Always play message

Message will be played regardless of any situation.

Start playing message after ... secs

This is the fixed time delay the message starts playing after the phone call gets connected.

Note:

PC modems are not able to detect when the call is connected. They can only detect a busy signal.

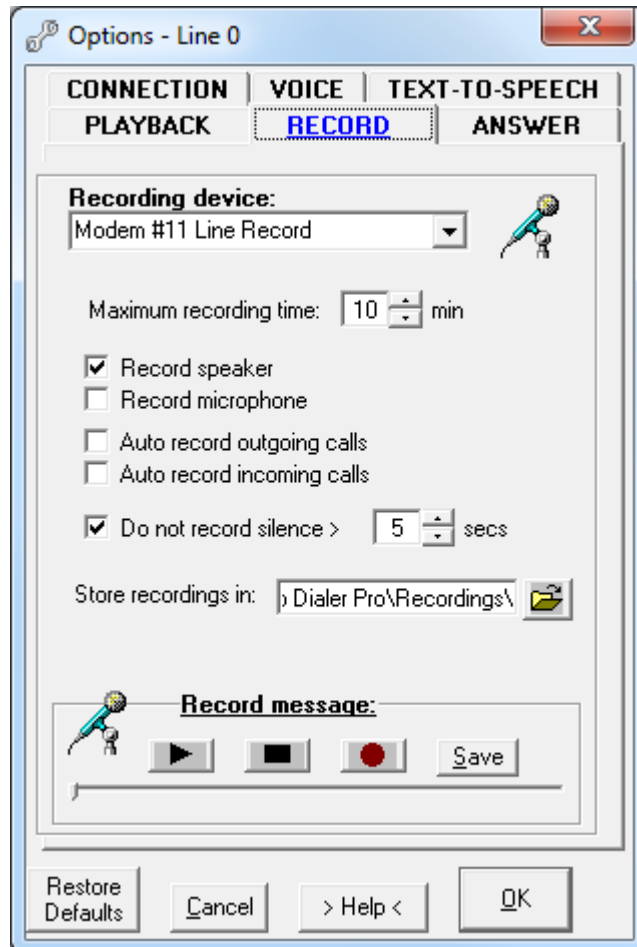
For this option to work properly, the Busy Detect option in Connection section must be set accurately.

Disconnect call when playing is over

After playback is finished, the phone call will be immediately disconnected.

7.3.6. Record tab

- [Recording device](#)
- [Maximum recording time](#)
- [Record speaker](#)
- [Record microphone](#)
- [Auto record outgoing calls](#)
- [Auto record incoming calls](#)
- [Do not record silence](#)
- [Store recording](#)
- [Record message](#)



Recording device

The recording device should be displayed automatically in this field.
If this field appears empty it is quite likely the modem has no wave drivers installed.

Maximum recording time

This option allows you to pre-select the length of the recording.
When this time limit is reached, the recording will stop but the phone call will remain connected.

Record speaker

It is impossible to record simultaneously both ends of the conversation when using a half-duplex device.
Selecting this option will record the remote end of the line.

Record microphone

It is impossible to record simultaneously both ends of the conversation when using a half-duplex device.
Selecting this option will record the user's end of the line.

Auto record outgoing calls

ADP will start recording automatically as soon as the call is connected, and will also record dialing tones when the option Turn on speaker (dialing tones are heard) is selected.

Auto record incoming calls

ADP will start recording automatically as soon as the call is answered by the dialer.

Do not record silence

Silences during the phone call will not be recorded. This will reduce the size of most recordings.

Silence defining parameters are located in Connection section [here](#).

Store recordings in:

Specify the folder's path to store your recordings.

Record message

This utility will allow you to record your own message using a microphone. The microphone must be connected to the soundcard, not the modem. To start recording, click the **red circle** button, to stop press the **black square** button. Play the recorded message by clicking the **black triangle**. When you are satisfied with the result, click **Save**.

The message will be stored as a time-stamped wave file (eg: 011284207.wav) where the first 2 numbers indicate day, next 2 numbers month, and last 5 numbers seconds passed since midnight. The store location is the location specified in the same option's tab.

If you get Error No.4 it means that:

- the soundcard is not set as a default recording device. Check Control Panel>Sounds & Multimedia>Audio tab or
- some other application is using the soundcard at that moment.

Note:

The wave file format accepted by most modems is: **PCM, mono, 16 bit, 8 kHz**.

Skype accepts only this format: **PCM, mono, 16 bit, 16 kHz**.

Skype will not play the message when using a wave file format different from shown above.

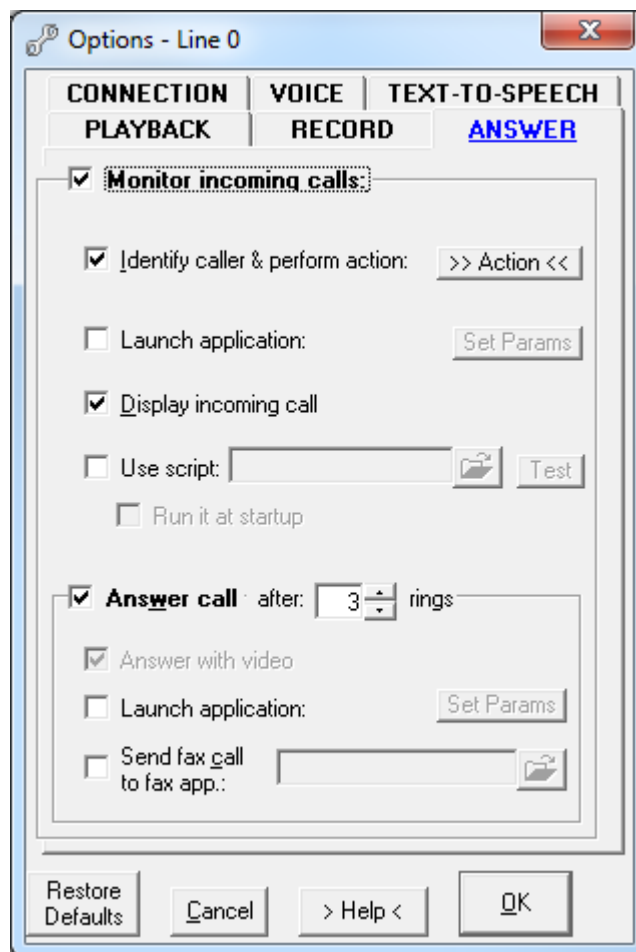
Important:

To record message for modem the Record message utility must be run from Options>Line # window.

To record message for Skype the Record message utility must be run from Options>Line S# window.

7.3.7. Answer tab

- [Monitor incoming calls](#)
- [Identify caller and perform action](#)
- [Launch application](#)
- [Display incoming call](#)
- [Use script](#)
- [Answer call after](#)
- [Answer with video \(Skype line only\)](#)
- [Launch application](#)
- [Send fax call to fax application](#)



Monitor incoming calls

Select this option if you want to monitor and answer incoming calls.

Identify caller & perform action

There are 3 different actions available:

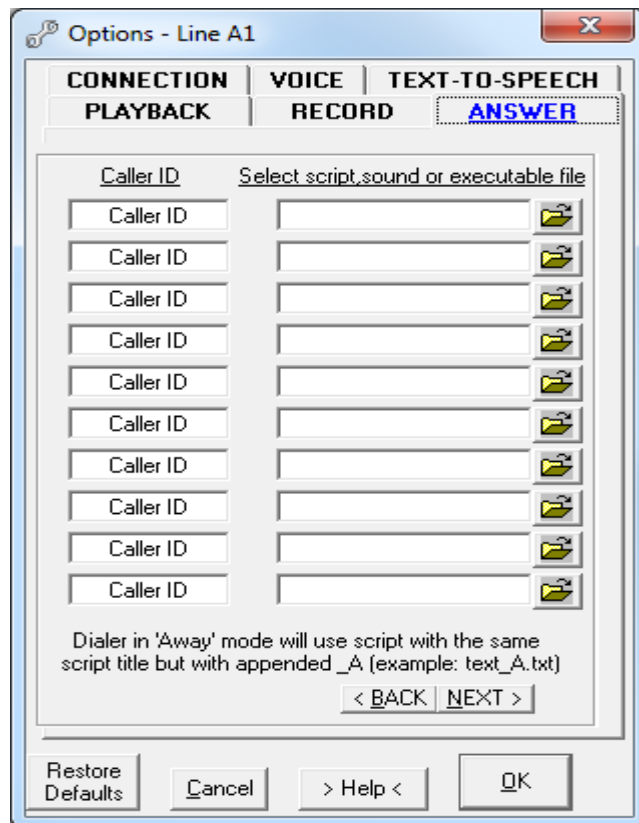
Action for selected Caller ID (see on right)

When using Skype the list will populate automatically with all your contacts.

When using a modem you need to manually insert the caller ID you want dialer to identify.

Select the application to start when the caller is identified.

With Skype in 'Away' mode, it can use a different script. Script file titles appended with "_A" will be played when in 'Away' mode. For example, Skype in normal mode will use script "script1.txt", but in 'Away' mode will use "script1_A.txt", if provided.

Launch application with CallerID as a trailing parameter.**Put CallerID on clipboard****Launch application (incoming call is not answered yet)**

When this option is selected, an incoming call will start an application or will open the specified window's title after a set time delay. The keystrokes will then be sent to the application. (see [Appendix IV](#))

Note:

The incoming call will not be answered. To answer the call you need or to answer it manually. Do not use this option when dialer is set to answer calls automatically.



Display incoming call

Incoming call window will be displayed when there is an incoming call in progress, showing caller ID and number of rings.

Use script

Incoming call will be answered with the specified script. For example, a call can be answered by playing a greeting message recording a response, like an answering machine.

Note:

Script can be invoked:

1. Manually:

- mouse right click on ADP systray icon (bottom right of screen) and select 'Run script' from the menu

or

- start dialer from the command line using one of the following commands:

`<path>autodial.exe /script_in` (script specified in Answer tab will be used)

`<path>autodial.exe /script_in <path>\my1.txt` (script "my1.txt" will be used)

2. Automatically:

- when there is an incoming call

For the list of the available script commands see [Appendix II](#). For sample scripts see [Appendix III](#). Selecting '**Run at startup**' option will automatically execute the script at ADP startup.

Answer call after... rings

Dialer will automatically answer incoming call after set number of rings.

Answer with video (Skype line only)

When using Skype this option will automatically activate the webcam.

Launch application (when the incoming call is answered)

When expected DTMF tones are received, the specified application will be launched. Any specified keystrokes will be sent to the application (see [Appendix IV](#)).

Send fax call to fax application

When an incoming call is a fax call and this option is selected, the call will be sent to the specified fax application if the line device supports it.

8. Voice over IP (VoIP)

8.1. Overview

There are different methods you can employ depending on your VoIP service provider.

- [Magic jack](#)
- [Skype](#)
- [VoIP services \(home phone\), which comes with the gateway box](#)
- [VoIP services \(other\)](#)

Note:

In all cases except Skype the presence of installed PC modem is required.

8.2. Magic jack

Connect your PC modem ('Line' connector) directly to magic jack as shown [here](#).

Important:

Do not use magic jack interface to make phone calls.

Magic jack is only used for the delivery of the dial tone.

The actual dialing will be done by the PC modem connected to magic jack.

8.3. Skype

To use Skype, activate the Skype line by pressing the S0 line button

8.4. VoIP services (home phone)

To use a VoIP provider such as **Vonage, Primus, Rogers Home Phone** and others whose services include a hardware adapter simulating a phone line (VoIP gateway), connect your PC modem ('Line' connector) to the adapter's phone jack (RJ 45). Use a Y-splitter to connect more devices

8.5. VoIP services (other)

There are 3rd party software plugins which work as a software interface, employing Session Initiation Protocol (SIP). After installing a plugin, in the Options>General>Hardware tab select it from the pull-down list of available lines/devices and set its properties according to the specifications which come with the plugin.

Some SIP products available on the internet:

- [TERASIP TSP](#) - A single-line version is free for personal use.
- [Comisdn SIP](#) - Communication Server
- [SipTapi](#) - TAPI driver for SIP. With this TAPI driver you have a click2dial feature with any TAPI enabled application (eg MS Outlook) and any SIP account (eg freeworlddialup or iptel.org).

How to install and configure SIP > [Appendix VII](#)

9. Using Excel spreadsheets

9.1. Overview

Microsoft Excel spreadsheets can be used as phone lists and to log calls. Select this option in Tools>Options>General>Phone List tab.

9.2. Regular phone list

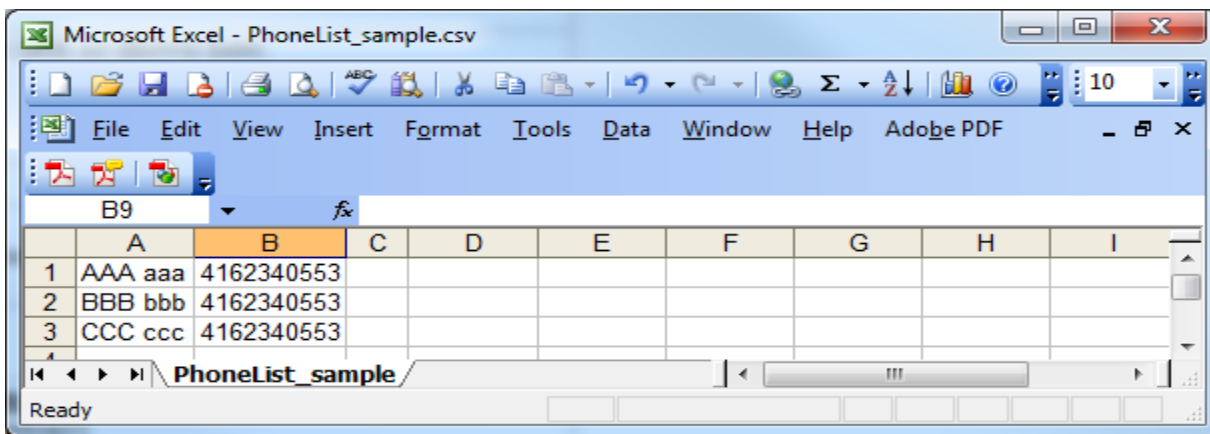
Regular phone list spreadsheet should have one column holding the phone numbers.

To start automatic dialing click on the **Start** button on the ADP interface or mouse right-click on the ADP systray icon and select 'Start auto dialing' from the menu.

Automatic dialing will begin at:

- The start row specified in Options, otherwise
- Current (active) row, otherwise
- The first row

To make a single phone call just click on the cell with the phone number you want to dial.



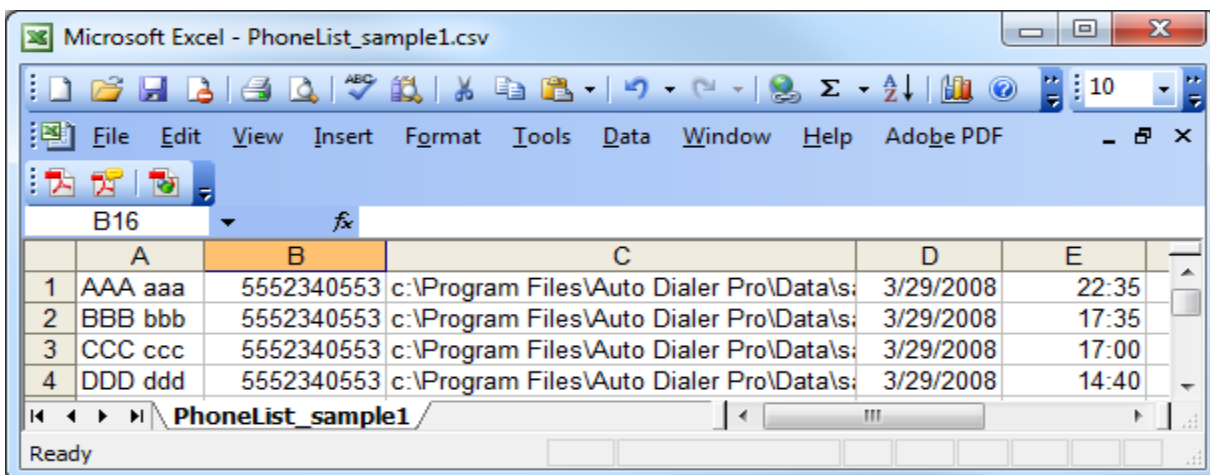
9.3. Extended phone list

Extended phone list spreadsheets should have at least three columns: phone numbers, date, and time (columns B, D & E shown in the image below). The date and time are when the call is to be made.

Optionally, it may also have a column containing a fully qualified path to the message to be played over the phone call (column C). If this column is empty, the message specified in Options will be used.

The user has to specify in Options which column contains which data.

Extended phone lists become active immediately on ADP startup.



9.4. Logging calls

To log call results in the spreadsheet, the user has to specify the column letter to hold the logs in Options (see D column in the sample below).

	A	B	C	D
1	AAA aaa	4162340553		2008-04-21 00:27:13, , Line has disconnected. --> Connection is terminated by the
2	BBB bbb	4162340553		2008-04-21 00:28:21, , Busy: x4, 16
3	CCC ccc	4162340553		2008-04-21 00:28:59, , Line has disconnected. --> Connection is terminated by the

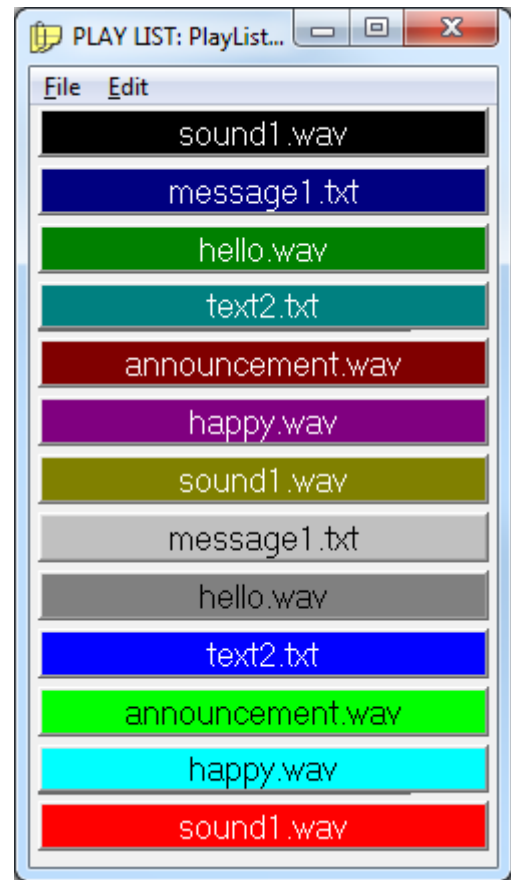
9.5. Do-Not-Call list

Create a separate spreadsheet with a column of phone numbers which you do not want to call and specify it in Options. ADP will skip over any numbers listed here when automatically dialing.

10. Using Play List

10.1. Overview

Use Play List when you want to play different messages to different contacts.
For example, you may want to play a different message to male or female receiving the call, or a different message to a live person or an answering machine.
Double-click message to play it.
To access the last used Play List click on View>Show Play List, or click on View>Open Play List to open a different list.



10.2. Preparing play list

To create play list, open Notepad and create the entries as the sample shown below:

```
C:\Program Files\Auto Dialer Pro\Data\sound1.wav  
C:\Program Files\Auto Dialer Pro\Data\message1.txt  
C:\Program Files\Auto Dialer Pro\Data\hello.wav  
C:\Program Files\Auto Dialer Pro\Data\text2.txt  
C:\Program Files\Auto Dialer Pro\Data\announcement.wav  
C:\Program Files\Auto Dialer Pro\Data\happy.wav
```

Replace the paths with the correct paths to files on your computer. Save it as a text file.
To open your file, click on View>Show Play List menu, then File>Open List menu and point to your file. The play list will contain a table of color push buttons, each button named after the file it represents.

10.3. Editing, adding new entries

To make the changes to all Play List items, use **Edit** menu. The available options are:
Add New Entry, Remove Colors and Change Font.
Right-click an item to make individual changes to it.

10.4. Color coding & grouping entries

Play List items can be color-coded and moved around. To move items, click on it and drag it to the new location.

10.5. Test playing the message

Right-click on a Play List item and click on test_Play to hear the message.

10.6. Playing the message over phone call

When the call is connected, double-click on the Play List item you want to play.

11. Manual dialing – alternative methods

11.1. Overview

There are several methods invoking dialer to start a phone call:

- From command line
- From another application
- Using ‘Copy’ option
- Using ‘Hotkey’ option
- Using dialer’s keypad
- From phone list
- From webpage (Internet Explorer or Firefox)

11.2. From command line

In Tools>Options>General>Dialing tab, **Accept command line trailing parameters** option must be set. See [Appendix I](#) for available commands.

11.3. From another application

In Tools>Options>General>Dialing tab, **Accept dial requests from other apps** option must be set. This option will accept dialing requests from Outlook, WAB, Time & Chaos and other applications.

11.4. Using ‘Copy’ option

In Tools>Options>General>Dialing tab, **Enable Copy as a Dial command** option must be set. To dial, highlight a phone number, right-click on it and select ‘Copy’ from menu in any application.

11.5. Using ‘Hotkey’ option

In Tools>Options>General>Dialing tab, **Use Hotkey to dial (from other docs)** option must be set. To dial, click on a number and then use the pre-programmed key combination.

11.6. Using dialer’s keypad

Type or insert phone number in dialer’s ‘Number to dial’ field and click Dial button.

11.7. From phone list

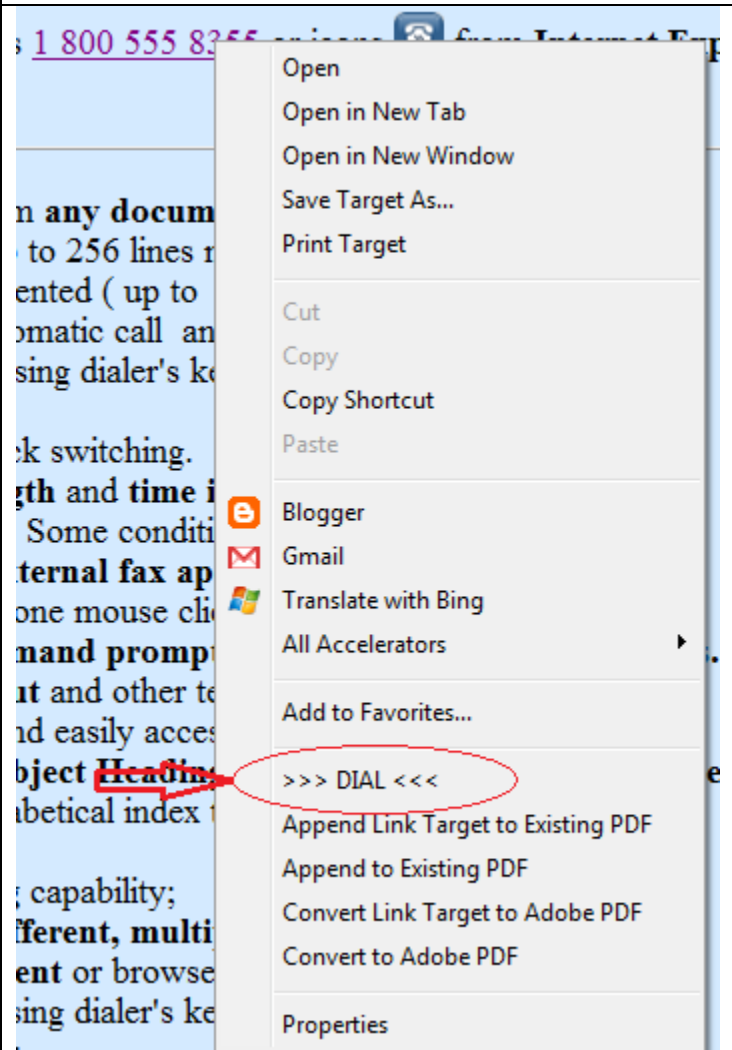
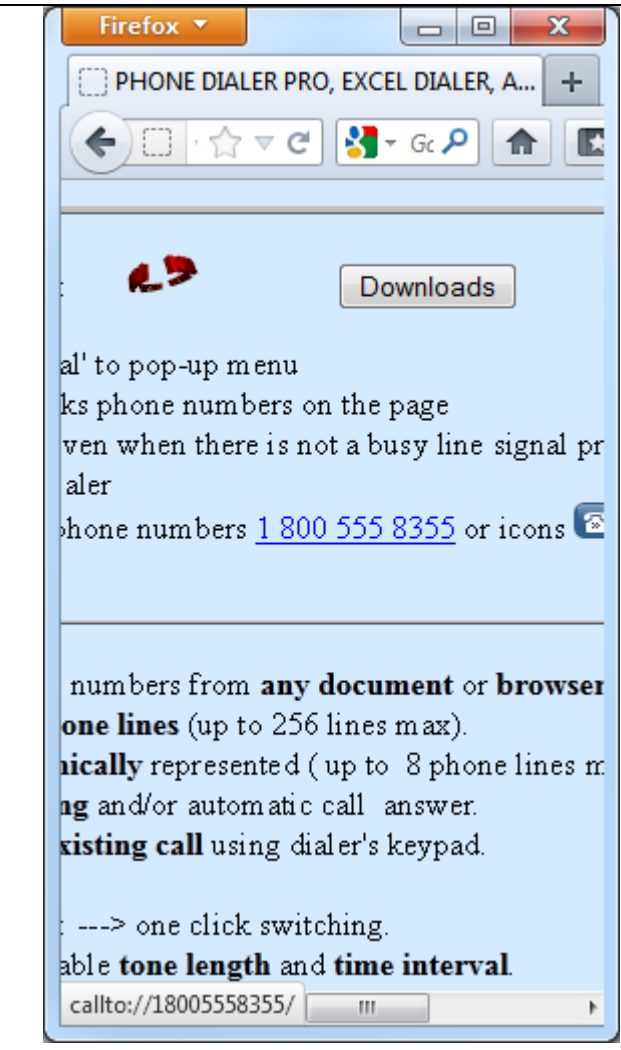
To dial, click on a phone number in an internal or external phone list.

11.8. From webpage (Internet Explorer or Firefox)

In Tools>Options>General>Miscellaneous tab, **Add dialing functionality to online browsers** option must be set for the specified browser.

There are **2** ways to dial:

- When **Enable Callto** feature is set then the phone number on webpage becomes hyperlinked. Click on it to dial (see below right picture).
- When **Dial** option is set, a >>>DIAL<<< menu option will appear when right-clicking on a number on a webpage (see below left picture).

Internet Explorer: right-click pop-up menu	Firefox: callto feature
 <p>A screenshot of the Internet Explorer right-click context menu. The menu is open over a webpage containing the phone number '1 800 555 8355'. The menu options include 'Open', 'Open in New Tab', 'Open in New Window', 'Save Target As...', 'Print Target', 'Cut', 'Copy', 'Copy Shortcut', 'Paste', 'Blogger', 'Gmail', 'Translate with Bing', 'All Accelerators', 'Add to Favorites...', '>>> DIAL <<<', 'Append Link Target to Existing PDF', 'Append to Existing PDF', 'Convert Link Target to Adobe PDF', 'Convert to Adobe PDF', and 'Properties'. The '>>> DIAL <<<' option is circled in red.</p>	 <p>A screenshot of the Firefox browser interface. The address bar shows 'PHONE DIALER PRO, EXCEL DIALER, A...'. The main content area displays a phone number '1 800 555 8355' which is hyperlinked. Below the number, there is a text input field containing 'callto://18005558355/' and a button with three vertical bars.</p>

12. Frequently Asked Questions (FAQ)

1. [How to set dialer to dial or not dial '1' for the selected area codes](#)
2. [How to set dialer to include area code when dialing local number?](#)
3. [Why is the Options>Line # menu grayed out?](#)
4. [How to override options](#)
5. [How to get rid of the 'Run Busy Detect' startup message](#)
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9. [Why can't the played message be heard by the receiving side?](#)
10. [Why does a message start playing too early?](#)
11. [How to check the modem's wave driver](#)
12. [How to check the modem's ability to play a wave file](#)
13. [How to check the modem's ability to generate/receive DTMF tones](#)
14. [How to record my own message](#)
15. [How to correct garbled/distorted sound](#)
16. [How to use ADP as a multiline dialer](#)
17. [How to use dialer as a multiline Skype dialer](#)

12.1. How to set dialer to dial or not dial '1' for selected area codes

See: [Windows Dialing Properties](#)

Note:

Users may encounter a problem when the same area code is used with a local call or a long distance call. For instance: the local area number is "905" but to dial outside the local zone the area number must be prefixed with "1", so the dial number will start with "1 905".

In such a case, user should set in Dialing Properties: "Not to dial '1' for selected area codes" and insert those area codes in the appropriate field.

12.2. How to set dialer to include area code when dialing local number

See: [Windows Dialing Properties](#)

12.3. Why is the Options>Line# menu grayed out?

Only the active line's options can be accessed.

To activate the line, click on the line button located above dialer's keypad.

12.4. How to override options

Find the [autodial.ini](#) file located in:

[Windows XP]

C:\Documents and Settings\<user name>\Application Data\Auto Dialer Pro\autodial.ini

[Windows Vista and Windows 7]

C:\Users\<user name>\AppData\Roaming\Auto Dialer Pro\autodial.ini

Open it in a text editor (eg. Notepad, Word) and edit the entries you are interested in.

To set all options to default values run application with **/default** suffix:

<path>autodial.exe /default

12.5. How to get rid of the 'Run Busy Detect' startup message

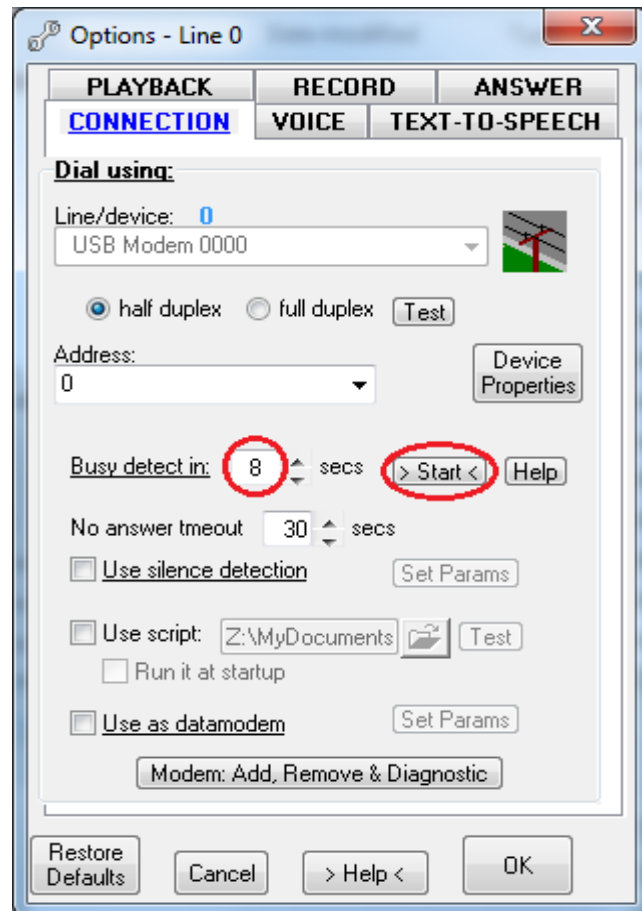
A properly detected busy signal is very important for the determination of the Connected phone line state, which in turn determines the start time for playing a message.

It is recommended to use the Detect Busy utility. Find it in the Tools>Options>General>Hardware tab.

If for some reason your device cannot detect busy (for example, your phone company may provide voice mail instead of a busy signal), there are 3 other methods you can use:

1.
Disconnect phone line from your modem and click on **Start** button beside this option. Enter any number when asked.

Click **OK** and wait until no dialtone detection will end. Real time call progress is displayed in small box beside the **Start** button.



2.
Make a phone call and measure the time it takes to the first audible ring. Manually insert that number into the Busy Detect option in the Tools>Options>Hardware tab and click **OK** to save the options. The value should be between 8-13 seconds for most modems.

3.
Find the autodial.ini file located in:

[Windows XP]

C:\Documents and Settings\\Application Data\Auto Dialer Pro\autodial.ini

[Windows Vista and Windows 7]

C:\Users\\AppData\Roaming\Auto Dialer Pro\autodial.ini

Open it in a text editor (eg. Notepad, Word) and do the following:

- find Busy Detect=0 and change it to Busy Detect=1
- find Busy Delay Timer and change it to Busy Delay Timer=13

12.6. How to recover from errors

Resetting ADP options to default values may help.

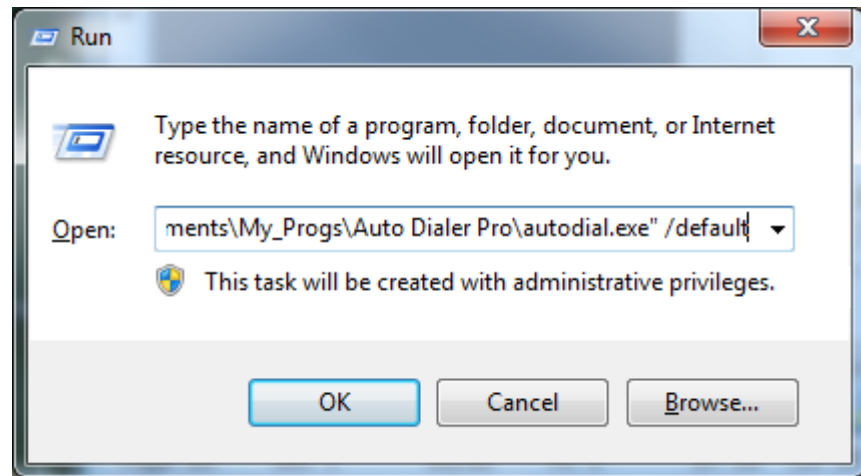
To do that start ADP from the command line with "default" as a trailing parameter:

<path>\autodial.exe /default

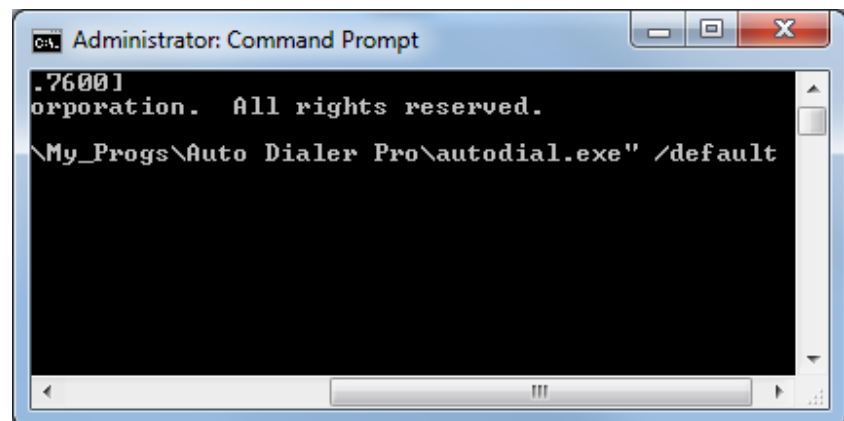
Note:

There are several methods you can start dialer from the command line:

1. Click on
Windows>Start>Run and
mouse drag autodial.exe file
on the empty field or use
Browse button path and
enclose it in quotation marks.
Then at the end of the pasted
string (after the quotation
mark) type a space and
/default and click OK.
See the example on the right.



2. Click on:
Windows>Start>All
Programs>Accessories>Com
mand Prompt.
Drag autodial.exe file to the
black window or type in the
full path and enclose it in
quotation marks. Then at the
end of the string (after the
quotation mark) type a space
and /default and use Enter
key. As shown on the right



12.7. How to restore Windows to an earlier date

Windows 7

Click on Windows Start>Control Panel>Recovery then click on Open System Restore and in System Restore window select an earlier date (preferable the date before the problem has occurred) and click Next. Confirm Restore Point Selection, click Next and follow the screen.

Windows XP

Click on Windows Start>Programs>Accessories>System Tools>System Restore and select 'Restore my computer to an earlier time' option.

Click Next and in Select a Restore Point window select an earlier date (preferable the date before the problem has occurred) and click Next. Confirm Restore Point Selection, click Next and follow the screen.

12.8. How to use the test file to diagnose hardware or software problems

1. Click [here](#) to download the [test file](#) (600 KB)
2. Recreate the problem using this test file
(run it and use it the same way you were using the regular dialer, until the error occurs).
3. Close the test dialer.
4. Find [TapiLog.txt](#) log file in the same folder the test file was run from.
5. Send that file to author.
Please make sure to add your comments what have you done and where you think the problem was.

12.9. Why can't the played message be heard by the receiving side?

Possible causes:

1. *Modem is not capable of playing wave file over the phone line.*
Please see: [How to check that modem has ability to play a wave file?](#)
2. *Options are not set correctly.*
Modem driver should be selected as the playback and recording device in Tools>Options>Line#...>Playback tab and Record tab.
Do not change audio settings in Control Panel. Leave your soundcard as a default device in there.
3. *The wave file has the wrong format.*
The usual file format accepted by most of the modems is: **PCM, mono, 16 bit, 8 kHz.**
Skype accepts only this format: **PCM, mono, 16 bit, 16 kHz.**
Skype will not play the message when using a wave file format different from shown above.
Dialer comes with it's own recording utility:
To record message for modem the recording utility must be run from Options>Line # >Record tab.
To record message for Skype the recording utility must be run from Options>Line S>Record tab

Download sample recording for Skype: 

12.10. Why does a message start playing too early?

Regular PC modems are not capable of detecting when the call is answered.

The principle of modem operation is simple: if signal is NOT BUSY then it is CONNECTED.

ADP provides the user with the option to select approximate time when call is probably connected: in Tools>Options>General>Hardware tab use ['Detect Busy' utility](#).

CONNECTED state is the start of the process determining when ADP should start playing the message.

In Tools>Options>Line#...>Playback tab **Additional Playback Params** there are 2 options to choose from:

- **Start playing message after.. secs** option
ADP will play the message after the specified time delay
- **Start playing message after detecting silence** option
Use this option when automatic dialing will encounter answering machines or voice mails.
The message will be played when silence is detected on the line.
Adjustable parameters are:
Noise Level – input higher number if line is noisy (default: 2)
Silence Duration – minimum interval of time that can be considered silence (default: 3 secs)

12.11. [How to check the modem's wave driver](#)

To check modem's playback capabilities please read this: [How to correct garbled/distorted sound?](#)

To check modem's recording capabilities perform the following test:

1.
In Windows Control Panel find:
(Windows XP/Vista) Sounds, Speech and Audio Devices > Sounds and Audio Devices > Audio tab
(Windows 2000) Sounds and Multimedia
(Windows 98) Multimedia
and select your modem's driver as the default Recording device.
Usually the modem's wave driver will look like this: [Modem #0 Line Record](#)
2.
Open [Sound Recorder](#) (Start Menu>Programs>Accessories>Entertainment>Sound Recorder)
3.
Make a phone call using Auto Dialer Pro (do not select Playback or Recording options).
4.
When the phone call is connected press the [Record button in Windows Sound Recorder](#).
5.
After few seconds disconnect the phone call, stop recording and check what was recorded.
6.
Do not forget to [set back default recording device](#) to what you had before (see (1) above).

12.12. [How to check the modem's ability to play a wave file](#)

In Windows Control Panel >System click on **Device Manager**, and under 'Sound, Video and game controllers' look for **Unimodem Half Duplex Audio Device**

In ADP>Tools>Options>Line#...>Playback tab the modem's wave driver will look like this:

[Modem #0 Line Playback](#) and

in ADP>Tools>Options>Line#...>Record tab the modem's wave driver will look like this

[Modem #0 Line Record](#).

12.13. [How to check the modem's ability to generate/receive DTMF tones](#)

Most voice modems can generate/receive DTMF tones.

To check if your modem has these capabilities:

- Use dialer to make a phone call to an automated voice response system (e.g. a bank) and using [dialer's dial pad](#) try to navigate the system. If you can do this, your modem is capable.
- Use the [test file](#) and send TapiLog.txt log file to [Jacek Kozłowski](#) .

12.14. How to record my own message?

Dialer comes with its own recording utility

- to record message for modem the recording utility must be run from Options>Line # >Record tab,
- to record message for Skype the recording utility must be run from Options>Line S>Record tab

Important:

The microphone must be plugged into soundcard not the modem's microphone jack.

To start recording press the **red circle** button, to stop press **black square** button.

You can hear your message by clicking on the **black triangle** button. When satisfied with the result, click on **Save**.

Click on the **Play** button to play the last recorded message to PC speakers.

Save button will store recorded message as a time stamped wave file in Data subfolder.

The first 2 numbers indicate day, next 2 numbers month, next 2 numbers minutes and the last 2 numbers indicate seconds.

If you have Error No.4 it means that:

- the soundcard is not set as a default recording device, check it in Control Panel>Sounds & Multimedia>Audio tab

or

- some other application is using the soundcard at that moment.

Note:

The usual file format accepted by most modems is: **PCM, mono, 16 bit, 8 kHz**

or **PCM, stereo, 16 bit, 8 kHz** if stereo format is supported by your modem.

Skype line accepts only the following wave format: **16 bit, 16kHz, mono**.

12.15. How to correct garbled/distorted sound?

Perform the following test:

1. In Windows Control Panel find:
(Windows XP/Vista) Sounds, Speech & Audio Devices > Sounds & Audio Devices > Audio tab
(Windows 2000) Sounds and Multimedia
(Windows 98) Multimedia
Then select your modem's driver as a default Playback device.
Usually the modem's wave driver will look like this: Modem #0 Line Playback
2. Open Windows Media Player and open your wave file.
Make sure the wave file's format is compatible with telephony. You can test it by using TEST utility in Tools>Options>Playback tab.
3. Make a phone call using Auto Dialer Pro (do not select Playback or Recording options).
4. When the phone call is connected, press the **Play** button in Windows Media Player and check the sound quality.
5. Do not forget to set back default playback device to what you had before (see (1) above).

12.16. How to use ADP as a multiline dialer?

In Tools>Options>General:

- In Hardware tab, select **Enable multiline dialing** option.
- In Hardware tab, click on **Select lines** and select the lines you are planning to use for dialing and click **OK** to save the selection.
(Non registered version allows to make a maximum of 7 phone calls)

In Tools>Options>Line #:

Select the options you need to use and click **OK** to save the selection.

Press the **line buttons** (just above dialer's keypad) to make selected lines active.

Activated lines should be kept in pressed state.

To start dialing click on the **START** button.

Note:

On the dialer's interface (just above the keypad) the selected lines will be visible.

The line must be active (button in pressed state) to be used in multiline dialing.

The line number shown in green indicates the default line.

The default line will be used when manual dialing (using **DIAL** button), dialing from Windows command line or for receiving incoming calls.

To set the default line, deactivate and reactivate the line you want as the default or mouse right-click on it.

12.17. How do I use ADP as a multiline Skype dialer?

Note: You need to have multiple Skype accounts.

1. In Tools>Options>General
 - In Hardware tab, select **Enable multiline dialing** option.
 - In Hardware tab, select the lines you are planning to use for dialing and click **OK** to save the selection.
(Non registered version allows a maximum of 4 Skype lines and allows to make a maximum of 4 calls)
2. In Tools>Options>Line S#
Select the options you need to use and click **OK** to save the selection.
3. Press **S0** line button (just above dialer's keypad) and wait until line attaches to Skype (if Skype is not running, pressing **S0** will start Skype application).
4. Repeat the same by pressing **S1, S2, S3...** line buttons. Each time you need to use a different Skype account to login into Skype.
5. Activated lines should be kept in pressed in state.
6. To start dialing click on **START** button

Note:

Simultaneous calls will be made on all activated lines.

To deactivate line, toggle the line button to up position.

The line number shown in green indicates the default line.

The default line will be used when manual dialing (using **DIAL** button), dialing from Windows command line or for receiving incoming calls.

To set the default line, deactivate and reactivate the line you want as the default or mouse right-click on it.

13. Messages & Errors

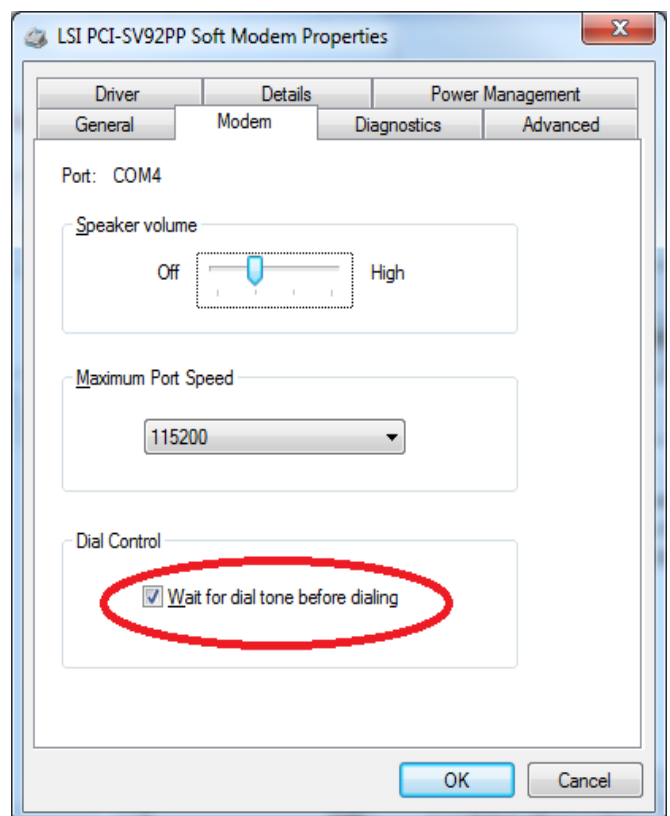
- [No dial tone](#)
- [Dialer shows “Connected” but the call is not made](#)
- [The selected line is in use or it is not connected.](#)
- [Unable to make a call](#)
- [Unable to make a call: Resources unavailable.](#)
- [Connection is terminated by the other side.](#)
- [Excel related messages](#)
- [Skype related messages](#)

13.1. [Modem related messages](#)

13.1.1. *No dial tone*

Check whether the phone line is securely connected to modem.

If that does not help, then click on modem’s properties and uncheck [Wait for dial tone before dialing](#) option.



13.1.2. *Dialer shows “Connected” but the call is not made*

This can occur when using an analog modem on a company’s digital phone network. You need to use a [digital-to-analog phone line converter](#) between the network and your modem.

<p>13.1.3. The selected line is in use or it is not connected;</p> <p>13.1.4. Unable to make a call;</p> <p>13.1.5. Unable to make a call: Resources unavailable;</p> <p>13.1.6. Connection is terminated by the other side</p>	<p><i>These error messages indicate a bad modem or corrupted modem driver.</i></p> <p><i>When you are sure that the line is <u>not in use</u>, <u>connected</u> and the other side <u>did not terminate the call</u> you may try:</i></p> <ol style="list-style-type: none"> <i>1. <u>Reinstalling the modem's driver.</u></i> <i>In Windows Control Panel>Phone and Modem Options, select Modems tab, highlight your modem in the list and click on Remove button. Then restart Windows.</i> <i>2. If the modem is of a common type, Windows will find it and automatically install it. If not, you must install the modem driver from the installation disk which came with the modem.</i> <i>3. <u>Updating the modem's driver.</u></i> <i>Check the make and model number of your device and search the internet for a new driver. A good practice is to start searching on manufacturer's website under the Support section.</i> <i>If you cannot find it there, try</i> <i>http://www.driverguide.com/</i> <i>4. <u>Change the modem.</u></i>
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13.2. Excel related messages

<p>13.2.1. <i>'Dialer cannot connect to Excel'</i></p>	<p>Microsoft Excel is not installed properly on this computer.</p>
<p>13.2.2. <i>'Dialer cannot find any opened Excel phone list'</i></p>	<p>Despite having opened spreadsheet this error indicates some problems with Excel automation. To confirm that, specify the spreadsheet you want to use as a phone list in Tools>Options>Excel tab under <u>Automatic</u> or <u>Manual</u> dialing option. Reinstalling Microsoft Excel should fix the problem.</p>
<p>13.2.3. <i>'Dialer cannot find the < full path > spreadsheet'</i></p>	<p>Ensure that the spreadsheet is located in the same path as inputted in dialer's options.</p>
<p>13.2.4. <i>'Dialer cannot connect to < title > sheet!'</i></p>	<p>Reinstalling Microsoft Excel should fix the problem.</p>
<p>13.2.5. <i>'Dialer cannot use Do-Not-Call list as the calling list'</i></p>	<p>Select different spreadsheets as the calling list and Do-Not-Call list. The same spreadsheet cannot be used as both lists.</p>
<p>13.2.6. <i>'To use callers database as a calling list, callers database must also be specified in Options>Excel tab'</i></p>	<p>Callers database list is a spreadsheet specified in Options>Line #...>Answer tab under <u>Identify caller...</u> option, and it is used to display incoming caller data. To use the callers database as an outgoing calls list specify it in Options>General>Phone list tab under <u>Automatic</u> or <u>Manual</u> dialing option.</p>

13.3. Skype related messages

<p>13.3.1. <i>'Please install Skype Extras. ERROR: Skype4COM.dll not found!'</i></p>	<p>Older versions of dialer use Skype Extras to connect to Skype. Please update your dialer's software.</p>
<p>13.3.2. <i>'Dialer is not attached to Skype.'</i></p> <p>13.3.3. <i>'Dialer cannot attach to Skype.'</i></p> <p>13.3.4. <i>'Dialer does not have Skype permission.'</i></p>	<p>Skype requires user permission for an external program to use Skype. To authorize the program: Click on Skype>Tools>Options>Advanced and at the bottom click on <u>Manage other programs access to Skype</u> and set the permissions.</p>
<p>13.3.5. <i>'Unrecognized identity'</i></p> <p>13.3.6. <i>'Invalid phone number'</i></p> <p>13.3.7. <i>'Skype Error 80020009'</i></p>	<p>Phone number does not conform to Skype format. Dialer will automatically format a phone number when <u>Use Dialing Properties</u> option is selected in <u>Options>General>Dialing</u> tab and Windows Dialing Properties <u>Location</u>, <u>Local Area Code</u> and <u>Local Area Code Rules</u> are correctly set. For how to <u>set Local Area Code Rules</u> see the following Frequently Asked Questions: - How do I set dialer to dial or not dial "1" for numbers from the specified area codes? - Why dialer does not dial the local area code?</p>
<p>13.3.8. <i>'Skype is not running'</i></p>	<p>This is a bug in Skype client version 5.1.0.104 Update Skype.</p>
<p>13.3.9. <i>'Call Missed'</i></p>	<p>With the <u>newer</u> Skype versions it is quite often incurring error. The reason for that is the fact that Microsoft is not happy other, 3rd party dialers using Skype for making phone calls. The remedy is to install <u>older</u> Skype version. For example Skype ver. 6.14.0.104</p>

14.>>> APPENDIXES <<<

I. List of command line parameters accepted by software

Parameter	Task	Examples	Remarks
(555)-2340553	Dial	"[...]\autodial.exe" 5552340553 "[...]\autodial.exe" /5552340553 "[...]\autodial.exe" (555)-2340553	phone number does not need to be formatted, it will be dialed according to Dialing Properties rules
v_<user1>	Skype video call	"[...]\autodial.exe" v_phonedialerpro	valid only for Skype line
confcall:<user1>,<user2>,...	Conference call	"[...]\autodial.exe" confcall:phonedialerpro,5552340553	valid only for Skype line
confcall_v:<user1>,<user2>,...	Video conference call	"[...]\autodial.exe" confcall_v:phonedialerpro,ivona	valid only for Skype line
2340553/c:\wave\xyz.wav	Dial & Play wave	"[...]\autodial.exe" 2340553/c:\wave\xyz.wav	The trailing parameter should contain phone number followed by / and the full path to wave file
list:xyz.csv	Load phone list	"[...]\autodial.exe" /list:xyz.csv	Phone list should be in csv acceptable format
xx	Ignore Dialing Properties	"[...]\autodial.exe" XX5552340553 "[...]\autodial.exe" xx5552340553 "[...]\autodial.exe" /xx5552340553	ignore Dialing Properties and dial phone number (555)-234 0553 exactly as entered
zz###	Select Calling Card	"[...]\autodial.exe" /ZZ065552340553	select 06-th Calling Card
loc#	Select Current Location	"[...]\autodial.exe" /loc25552340553	select 2nd Location in Dialing Properties
0-9,#,*,A-D	DTMF tones	"[...]\autodial.exe" /{any digits combination}	after phone call connection is made sending additional DTMF tones
clear	clears phone list	"[...]\autodial.exe" /clear	clear phone list

start	starts cycle	"[...]\autodial.exe" /start	click on Start button
stop	ends cycle	"[...]\autodial.exe" /stop	click on Stop button
datamodem	dialer will work in datamodem mode	"[...]\autodial.exe" /datamodem	equivalent of Datamodem option
tapilog	displays program execution in real time	"[...]\autodial_test.exe" /tapilog	tapilog suffix will work only with the test file
pager: /"text"	puts dialer into 'pager' mode	"[...]\autodial.exe" /"you have won!!!"	text enclosed in quotation marks will be sent
pager:<path to text file>		"[...]\autodial.exe" /c:\mymail.txt	a content of the specified text file will be sent
script/ <path to wave or text file to be played>	reads and executes script	"[...]\autodial.exe" /script /c:\playme.wav	specified file will be used to play, when 'play' script command is used without a parameter
flash	flash hook	"[...]\autodial.exe" /flash	resetting a phone line
hangup	end phone call	"[...]\autodial.exe" /hangup	drop active connection
setup	access to Options	"[...]\autodial.exe" /setup	opens Options window
default	set default options	"[...]\autodial.exe" /default	all options are set to default values
min	minimize dialer's window	"[...]\autodial.exe" /min	dialer will start in minimize mode
script_<out><in>	run script (outgoing or incoming calls)	"[...]\autodial.exe" /script_out "[...]\autodial.exe" /script_in	will run outgoing call script will run incoming call script
script_out <path to script file>	reads and executes script	"[...]\autodial.exe" /script_out c:\script11.txt	script file specified on command line will be used
commands which work only when the dialer is running WARNING: new, openprofile and import commands will overwrite existing data without prompting			
saveprofile	saves current profile	"... \autodial.exe" /saveprofile	saves current profile
new	creates new profile	"... \autodial.exe" /new	creates new profile (setup options are inherited)
openprofile: <file>	opens new profile	"... \autodial.exe" /openprofile: <file>	opens new profile
import: <file >	imports csv file into phone list	"... \autodial.exe" /import: <csv file >	imported file can be simple phone list or extended phone list
savelist	saves phone list	"... \autodial.exe" /savelist	saves current phone list WARNING: the original file will be overwritten

II. List of script commands used by software

COMMAND	TASK
script commands common for all PRO dialers	
alert:<file>	This is can be used as a stand alone command or as one of the <action>. It will play the selected file to the user.
answer: #	Answers incoming call after specified number of rings. <i>Note:</i> This command is necessary to detect (or send) DTMF tones on incoming calls.
callerid: <number> go_line:#	Monitors incoming call. When CallerID matches <number>, script will jump to the specified script line. <i>Note:</i> it must be the first script line command.
callerid	Copies incoming call's CallerID into Windows clipboard.
delete: script_out delete: script_in	Delete the script file.
dial:<phone number> dial: callerid dial: rx	Makes outgoing phone call using specified number. Makes outgoing call using the last received call's callerID as a phone number. Makes outgoing call using digits received from monitor_dtmf command.
dial_cell: #:#	it will use the spreadsheet's cell specified by row and column number to dial out. Example > dial_cell: 6:H When specifying row number by *, dialer will use the current row Example > :dial_cell: *:H
disable: script_out disable: script_in	Disable scripting option in the current session (dialer must be restarted to enable scripting option again).
end	Ends script processing.
flash	It will perform flash-hook or off-hook.
go_line:#	Jumps to specified script line.
go_line:# loop:#	Repeated jumping to specified line # times (loop #).
go_line:# loop:# go_line:##	After # times (loop #) jumping to script line #, it will continue script execution from line ##.
monitor_dtmf:# <action>	Wait for the specified tone# and perform action. <action> can be any valid script command except <play:> . Often, it will be <go_line:#> or <hangup> This command (or group) must be followed by wait:# command.
monitor_busy: go_line:#	When busy signal is detected then go_line:# action is performed. This command (or group) must be followed by wait:# command. It can be teamed only with monitor_pickup command.
monitor_pickup: go_line:#	When the call pickup is detected then go_line:# action is performed. This command (or group) must be followed by wait:# command. It can be teamed only with monitor_busy: command.

monitor_dtmf:# count_<action>	Waits for the specified tone#, increments the count and performs action. Normally, the action should be <go_line:#> and the target script line should be on_count: # <action> This command (or group) must be followed by wait:# command.
monitor_dtmf	Stores received DTMF tones, which can be used to dial out using dial:rx command. This command must be followed by a wait:# command.
monitor_multi_dtmf:###	Wait for the specified series of DTMF tones ### It can be followed by dial:<number> command. This command (or group) must be followed by wait:# command.
on_count: # <action>	When the count reaches the specified number (#), then the <action> will be performed. The count is produced by monitor_dtmf:# count_<action>
pause	Pause script execution until call is over.
run_app: callerid run_app: <full path to app>	Starts application with title matching incoming Caller ID Start the specified application.
terminate	Terminate dialer.
wait:#	Program waits # of secs before executing next command.
//	Command starting with // is ignored (it is useful for making comments or disable script's line).
script commands specific to Auto Dialer Pro:	
err_key:#	When a specified key is pressed, the <monitor_dtmf: #> or <monitor_dtmf> action will stop and the err_mess will be played.
err_message: <file>	Message to be played when err_key (above) is invoked.
err_wrong_key_message: #	When unexpected key is pressed, the last played message will play again if the value # is 0 <default>.
err_wait: #	Time delay in seconds - must be long enough to play error message (65 seconds maximum).
err_line: #	When err_key is invoked, the script will continue from the specified line after err_wait time delay (above).
err_timeout: #	When no response is received, monitoring DTMF tones will stop after # seconds (default 65 seconds) and the next line command after <wait:# > command will be executed..
autodial: #	Dial from # row in phone list.
detect_silence	Equivalent to Start playing after silence is detected option. Silence detection period must be set in Options>Playback tab.
detect_silence: # go_line: # detect_sound: # go_line: #	After detecting silence of # secs or after detecting sound of # secs, script performs go_line action (it jumps to specified script's line number) <i>Note: both commands must be bundled together.</i>
record_start: #	Starts recording voice (accordingly with the Rec params set in Options). # indicates silence duration in secs which will stop recording.
record_check: go_line: #	Check if recording is not empty and jumps to specified line.
record_save	Saves recording to a wave file.
record_stop	Stops recording (optional).
check_record: go_line:#	When recording is not empty, script execution jumps to the line specified.

	When empty, the next script's line will be executed
play_record	Plays back the just finished recording.
play: <file>	Play specified wave or text file (if the file is not specified then the file selected in Tools>Options>Playback tab will be used).
play_loop: <file>	Play specified wave or text file over and over again until some action is taken or wait time has run out (timeout).
play_sched: mon,tue,wed,thu,fri,sat,sun;<hh:mm> ; <file>	Play the specified file only on the scheduled days and only at or after the specified time (example: one message can be scheduled to play only during the working hours, another one after that).
play_cont: <file>	Unlike play command, this command does not stop script execution until the playing is over, but it <u>will execute the next script command immediately</u> . This command is useful when followed by detect_silence: # go_line: # /detect_sound: # go_line: # script commands.
speakers	Following this command, the play or read command will <u>redirect audio stream</u> to PC speakers (instead of playing to line).
/speakers	Cancel the above command.
start_time: <hh:mm>	Start (or continue) script execution at the specified time. Time must be given in 24 hrs format. Example: start_time:22:05 (script starts at 10:05pm)
repeat_next_day	Stop script execution, wait until midnight and execute the script again.
send_email: <callerID>@?????	This is one of the <action>. It will send email to specified recipient. When <callerID> is a part of address, the last incoming callerID will be used.
send_email: ##	This will send email to the recipient specified in Excel spreadsheet column (first #) including the message contained in sheet's column (second #).
save_log: <text to be logged>	When using Excel spreadsheet and there is a Log column specified in options the indicated text will be logged into sheet.
Script commands related only to Text-to-Speech option (see Script Sample 6 below)	
tts_voice: <full voice name>	Set Text-to-Speech voice. Must match voice name exactly.
tts_volume: #	Set the Text-to-Speech volume. Range 0 – 100.
tts_speed: #	Set the speaking speed. Default value 0.
greet_timely	Depending on the time zone of incoming call (Skype only), speaks a timely greeting: “good (morning/afternoon/evening/night)”. Default is English. greet_timely: pol will pronounce greetings in Polish - ask for another language -
read_cell: ##	Read the text from spreadsheet cell specified by row# and column#. Example: read_cell: 6:H For autodialing, set row number as * Example: read_cell: *:H
read_callerid_nickname: <path to folder>	Speak the name stored in file <u>nickname.txt</u> located in the folder named by callerID. <path to folder> must be the path to folder containing callerID folder.
read_callerid_fullname: <path to folder>	Speak the name stored in file <u>fullname.txt</u> located in the folder named by callerID. <path to folder> must be the path to folder containing callerID folder.
read: <some text here>	Speak some text. The text must be short, no longer than a sentence. For longer text, store text inside a file and use play: command.

III. Script samples

<u>Script sample 1</u> (playing different messages in response to different key pressed)	
Note: each command must contain ':' when more inline information is specified	
script line:	what it will do:
err_key: *	when * key is pressed the <u>monitor dtmf</u> action will be stopped and the file: <u>errmess.wav</u> will be played
err_message: c:\errmess.wav	when * key is pressed the file: <u>errmess.wav</u> will be played
err_wrong_key_message: 1	the last message will NOT play again, when the wrong (not expected) key is pressed.
err_wait: 10	the file: <u>errmess.wav</u> will be played for 10 seconds
err_line: 2	script execution will start from line 2 (after error or timeout)
err_timeout: 15	when no response is received, monitoring DTMF tones will stop after 15 seconds (default is 65 seconds) and the next line after <wait> will be processed.
dial: (555) - 234 0553	make a phone call (script execution will be paused until the call state becomes Connected)
play: <path>\welcome.wav	play ' welcome.wav ' message
monitor_dtmf: 3 go_line: 14	when '3' is pressed, ' option3.wav ' will be played
monitor_dtmf: 1 go_line: 19	when '1' is pressed, ' option1.wav ' will be played
monitor_dtmf: 9 end	when '9' is pressed, line will disconnect and further script execution will end
monitor_dtmf: 5 go_line: 23	when '5' is pressed, 'command< dialdtmf: 357 > will be executed
wait: 10	wait for the key for 10 seconds
go_line: 28	on timeout, 'command< end > will be executed
play: <path>\option3.wav	play ' option3.wav ' message
monitor_dtmf: 3 go_line: 24	when '3' is pressed, 'command< dialdtmf: 357 > will be executed
monitor_dtmf: 1 go_line: 26	when '1' is pressed, 'command< dialdtmf: 2 > will be executed
monitor_dtmf: * go_line: 14	when '*' is pressed, 'command< play:...options3.wav > will be repeated
wait: 10	wait for the key for 10 seconds
play: <path>\option1.wav	play ' option1.wav ' message
monitor_dtmf: 3 go_line: 28	when '3' is pressed, 'command< end > will be executed
monitor_dtmf: * go_line: 19	when '*' is pressed, 'command< play:...options1.wav > will be repeated
wait: 10	wait for the key for 10 seconds
dial: 357	send DTMF tone: 357
end	disconnect, drop the phone line and end script processing
dial: 2	send DTMF tone: 2
wait: 1	pause script execution for 1 second
dial: #	send DTMF tone: #
end_script	disconnect, drop the phone line and end script processing

<p align="center"><u>Script sample 2</u> (autodial using Phone List and using script for each call)</p>	
<p align="center">Note: each command must contain ':' when more inline information is specified</p>	
script line:	what it will do:
autodial: 1	make a phone call starting with the phone number from row No.1 on phone list The column to dial from must be specified in Options
play: <path>\welcome.wav	play ' welcome.wav ' message
monitor_dtmf: 1 go_line: 11	when ' 1 ' is received, ' important.wav ' will be played
monitor_dtmf: 2 go_line: 2	when ' 2 ' is received, ' welcome.wav ' will start playing from the beginning
monitor_dtmf: # alert: <path>\alert.wav	when '#' is pressed, alert will sound through PC speakers
monitor_dtmf: 9 go_line: 8	when ' 9 ' is received, ' hangup ' will be executed
wait: 15	wait for the key for 15 seconds
hangup	<u>disconnects</u> the phone line
wait:3	waits 3 seconds to allow for proper line disconnection
go_line: 1	script execution will start again from line 1. <autodial> it will use the <u>next consecutive</u> phone number from the list
play: <path>\important.wav	play ' important.wav ' message
monitor_dtmf: 9 go_line: 16	when ' 9 ' is received, ' hangup ' will be executed
monitor_dtmf: 2 go_line: 11	when ' 2 ' is received, ' important.wav ' will start playing from the beginning
monitor_dtmf: # alert: <path>\alert.wav	when '#' is pressed, alert will sound through PC speakers
wait: 35	wait for the key for 35 seconds
hangup	<u>disconnects</u> the phone line
wait:3	waits 3 seconds to allow for proper line disconnection
go_line: 1	script execution will start again from line 1. <autodial> and it will use the <u>next consecutive</u> phone number from the list

<u>Script sample 3</u> (answering machine: recording voice)	
Note: each command must contain ':' when more inline information is specified	
script line:	what it will do:
answer: 3	answers incoming call after 3 rings
wait: 1	pause 1 second
play: <path>\welcome.wav	play ' welcome.wav ' message
monitor_dtmf: 1 go_line: 7	when '1' is pressed, it will start recording
monitor_dtmf: * go_line: 10	when '*' is pressed, ' hangup ' will be executed
wait: 15	wait for the key for 15 seconds
record_start	start recording
monitor_dtmf: * go_line: 10	when '*' is pressed, recording ends and ' hangup ' will be executed
wait: 40	wait for the key for 40 seconds
hangup	this command will be executed when * key was pressed or when 40 seconds will pass
wait:3	waits 3 seconds to allow for proper line disconnection
end_script	end of script

<u>Script sample 4</u> (dial four different phone numbers, wait 20 secs to disconnect and repeat that cycle 50 times)	
Note: each command must contain ':' when more inline information is specified	
script line:	what it will do:
dial: (555) - 111 1111	make a phone call (script execution will be paused until the call state becomes Connected)
wait: 20	pause 20 seconds
hangup	disconnects the phone line
wait: 150	pause 150 seconds
dial: (555) - 222 2222	make a phone call (script execution will be paused until the call state becomes Connected)
wait: 20	pause 20 seconds
hangup	disconnects the phone line
wait: 300	pause 300 seconds
dial: (555) - 333 3333	make a phone call
wait: 20	pause 20 seconds
hangup	disconnects the phone line
wait: 80	pause 80 seconds
dial: (555) - 444 4444	make a phone
wait: 20	pause 20 seconds
hangup	disconnects the phone line
wait: 180	pause 180 seconds
go_line: 1 loop: 50 go_line:14	script will start over each time it reaches this line. After the 50th time, it will jump to line 14, which will execute the <end> command.
end_script	disconnect, drop the phone line and end script processing

<u>Script sample 5</u> (incoming calls)	
Note: each command must contain ':' when more inline information is specified	
script line:	what it will do:
callerid:jacek go_line: 5	when call from jacek go to line 5 (answer: 1)
callerid:5552340553 go_line: 15	when call from 5552340553 go to line 15 (answer: 5)
callerid:phonedialerpro go_line: 28	when call from phonedialerpro go to line 28 (hangup)
end_script	script ends with the arrival of any other CallerID
answer: 1	incoming call will be picked up after 1 ring
wait: 1	pause 1 sec
monitor_dtmf	dialer will store all keys received in the next 10 seconds
wait: 10	wait for the keys for 10 seconds
hangup	phone call will be dropped
wait: 1	pause 1 sec
dial:rx	dialer will use the stored numbers as a ph.number to dial out
wait: 10	pause 10 sec
hangup	phone call will be dropped
end_script	script ends
answer: 5	incoming call will be picked up after 5 rings
wait:1	pause 1 sec
monitor_dtmf:3 go_line: 22	when ' 3 ' is pressed go to line 22
monitor_dtmf:5 go_line: 25	when ' 5 ' is pressed go to line 25
wait:7	wait for the key for 7 seconds
hangup	phone call will be dropped
end_script	script ends
run_app: c:\alert.exe	launches <u>c:\alert.exe</u> program
hangup	phone call will be dropped
end_script	script ends
run_app: c:\monitor.exe	launches <u>c:\monitor.exe</u> program
hangup	phone call will be dropped
end_script	script ends
hangup	phone call will be dropped
wait:5	pause 5 secs
dial: 5552340553	dial out
wait:18	pause 18 secs
hangup	phone call will be dropped
end	script ends

<p align="center"><u>Script sample 7</u> (text - to - speech receiving incoming call) > not Away mode Options>Answer tab>Monitor incoming calls>Identify caller & perform action selected option</p>	
Note: each command must contain ':' when more inline information is specified	
script line:	what it will do:
tts_voice: ScanSoft Agata_Full_22kHz	selects tts voice to speak If you have selection of voices, you can use a different voice at different moment.
greet_timely	says "good (morning, afternoon, evening or night)" depending on a caller's time zone
read_callerid_nickname: C:\Auto Dialer Pro\Data	pronounces the name stored in 'nickname.txt' The file must be located in: C:\Auto Dialer Pro\Data\<callerid> folder
play: C:\Auto Dialer Pro\Data\welcome.txt	welcoming message
speakers	redirect audio to PC speakers
read: incoming call from	"incoming call from" is heard on local PC speakers
read_callerid_fullname: C:\Auto Dialer Pro\Data	full name of the caller is heard on local PC speakers the full name must be stored in the file called <u>fullname.txt</u> and placed in the folder, which title is equal to callerID.
/speakers	redirects audio back to the line
end_script	end of script

<p align="center"><u>Script sample 8</u> (text - to - speech outgoing call)</p>	
Note: each command must contain ':' when more inline information is specified	
script line:	what it will do:
tts_voice: ScanSoft Agata_Full_22kHz	selects tts voice to speak If you have selection of voices, you can use a different voice at different moment.
detect_silence	waits, while someone is speaking
greet_timely	says "good (morning, afternoon, evening or night)" depending on a caller's time zone
read_callerid_nickname: C:\Auto Dialer Pro\Data	pronounces the name stored in 'nickname.txt' The file must be located in: C:\Auto Dialer Pro\Data\<callerid> folder
play: <file>	play any message you want
hangup	hangup
end_script	end of script

IV. Sending keystrokes

Each key is represented by one or more characters. To specify a single keyboard character, use the character itself. For example, to represent the letter A, use "A" for the string (without quotes). To represent more than one character, append each additional character to the one preceding it. To represent the letters A, B, and C, use "ABC" for as string.

The plus sign (+), caret (^), percent sign (%), tilde (~), and parentheses () have special meanings. To specify one of these characters, enclose it within braces ({ }). For example, to specify the plus sign, use {+}. Brackets ([]) have no special meaning, but you must enclose them in braces. To specify brace characters, use { { } } and { } }.

KEY	CODE
BACKSPACE	{BACKSPACE}, {BS}, or {BKSP}
BREAK	{BREAK}
CAPS LOCK	{CAPSLOCK}
DEL or DELETE	{DELETE} or {DEL}
DOWN ARROW	{DOWN}
END	{END}
ENTER	{ENTER} or ~
ESC	{ESC}
HELP	{HELP}
HOME	{HOME}
INS or INSERT	{INSERT} or {INS}
LEFT ARROW	{LEFT}
NUM LOCK	{NUMLOCK}
PAGE DOWN	{PGDN}
PAGE UP	{PGUP}
PRINT SCREEN	{PRTSC}
RIGHT ARROW	{RIGHT}
SCROLL LOCK	{SCROLLLOCK}
TAB	{TAB}
UP ARROW	{UP}
F1 to F16	{F1} to {F16}

Appendix IV

Sending keystrokes

To specify keys combined with any combination of the SHIFT, CTRL, and ALT keys, precede the key code with one or more of the following codes:

KEY	CODE
SHIFT	+
CTRL	^
ALT	%

To specify that any combination of SHIFT, CTRL, and ALT should be held down while several other keys are pressed, enclose the code for those keys in parentheses. For example, to specify to hold down SHIFT while E and C are pressed, use "+(EC)". To specify to hold down SHIFT while E is pressed, followed by C without SHIFT, use "+EC".

To specify repeating keys, use the form: {key number}. You must put a space between key and number. For example, {LEFT 42} means press the LEFT ARROW key 42 times; {h 10} means press H 10 times.

Note:

PRINT SCREEN key {PRTSC} cannot be sent to any application.

V. Acceptable .csv file formats

1	Each record contains a name and a phone number enclosed in quotation mark (") and separated by the comma (,)
"Ellen Eliot","(800) 328-8171 x 299" "Lee Dommars","(858) 535-1900" "Wayne Boland","(800) 492-4229" "Laura Bernard","(847) 537-2641" "Robert H Moran","(916) 441-6409" "Mary Adams","(949) 349-1201" "Sharle L., Camp","(732) 469-7725" "Allan Crommett","(949) 888-3327" "Wendy Gainey","(678) 560-2661" "Joseph Goldstein","(818) 243-6451 x 1"	
	When alpha sorting, Mr. or Ms prefix will be ignored
"Mr. Larry O'Shinsky ","805-636-8174" "Mr. Eli Quinones ","213-251-4218" "Ms. Shirley Schouleman ","636-474-2635" "Ms. Patricia Darfitt ","416-389-5267" "Ms. Violette Alahaidoyan ","323-257-8015" "Mr. John Vasinda ","661-385-5900"	
2	Each record contains a name and phone number separated by the comma (,)
Hurley Scott,805-466-0289 Dahl Brenden,818-343-0708 Ferrell Georgia,310-453-8817 Galper Steve,310-829-4566 Anderson Judy,310-453-8815	
3	Each record contains more then 2 fields: csv file should include the header indicating the position of Name and ph.number as shown below (no quotation marks)
Name,,Phone, Barbara,Mobile,5552340553,SC Barbara, HOME,5552340553,NC Adam,Work,5552340553,DC David, Work,5552340553,Texas Langford, Home,5552340553,California	
4	Each record contains more then 2 fields: csv file should include the header indicating the position of Name and ph.number as shown below (quotation marks)
"Name","","Phone" "Barbara","Mobile","555,2340553" "Barbara","HOME","555,2340553" "Adam","Work","555,2340553" "David","Work","555,2340553"	

VI. Developers

Dialer can be controlled by using the following 4 methods:

- from the command line prompt, see [Appendix I](#)
- [Simple VB code sample how to invoke dialer and make a phone call](#)
- [Simple VB script sample using TAPI Assisted Telephony](#)
- [Windows text messaging by using SendMessage\(\) API](#)

VI.1. Simple VB code sample how to invoke dialer.

In visual basic declare:

```
Declare Function ShellExecute Lib "shell32.dll" Alias "ShellExecuteA" (ByVal hwnd As Long, ByVal  
lpOperation As String, ByVal lpFile As String, ByVal lpParameters As String, ByVal lpDirectory As String,  
ByVal nShowCmd As Long) As Long
```

Then in your code when it is ready to dial insert:

```
Dim lpString as String
```

```
lpString = "C:\Program Files\Auto Dialer Pro\autodial.exe"
```

```
ShellExecute 0&, "Open", lpString, "4162340553", "c:\", 7& ' to dial only
```

‘to dial and play a wave file:

```
ShellExecute 0&, "Open", lpString, "4162340553/c:\Record\message.wav", "c:\", 7&
```

VI.2. Simple VB script sample using TAPI Assisted Telephony

In visual basic declare:

```
Declare Function tapiRequestMakeCall Lib "TAPI32.DLL" (ByVal lpszDestAddress As String, ByVal  
lpszAppName as String, ByVal lpszCalledParty as String, ByVal lpszComment as String) As Long
```

Then in your code when it is ready to dial insert:

```
Dim PhoneNumber as String
```

```
Dim rtn as Long
```

```
rtn = tapiRequestMakeCall(PhoneNumber,"","","")
```

if rtn <> 0 then there is an error and you may to provide some error handling.

PhoneNumber is of course the dialing string and must be enclosed in quotation marks.

Example: PhoneNumber = "555 234 9876"

VI.3. Windows text messaging by using SendMessage() API

When using [SendMessage\(\) API](#):

LRESULT SendMessage(HWND *hWnd*, UINT *Msg*, WPARAM *wParam*, LPARAM *lParam*); [hWnd](#)
retrieve and use the handle value stored in Windows registry:

HKEY_CURRENT_USER\Software\Jacek Kozlowski\<Application Title>\hkey

[Msg](#)

use WM_COPYDATA

[wParam](#)

0

[lParam](#)

structure containing information to be send

.lpData should contain command

.dwData = 1 use only with commands: "", "min", "setup", "outlog" and "exit"

.dwData = 2 use only with "script_out" and "script_in" command

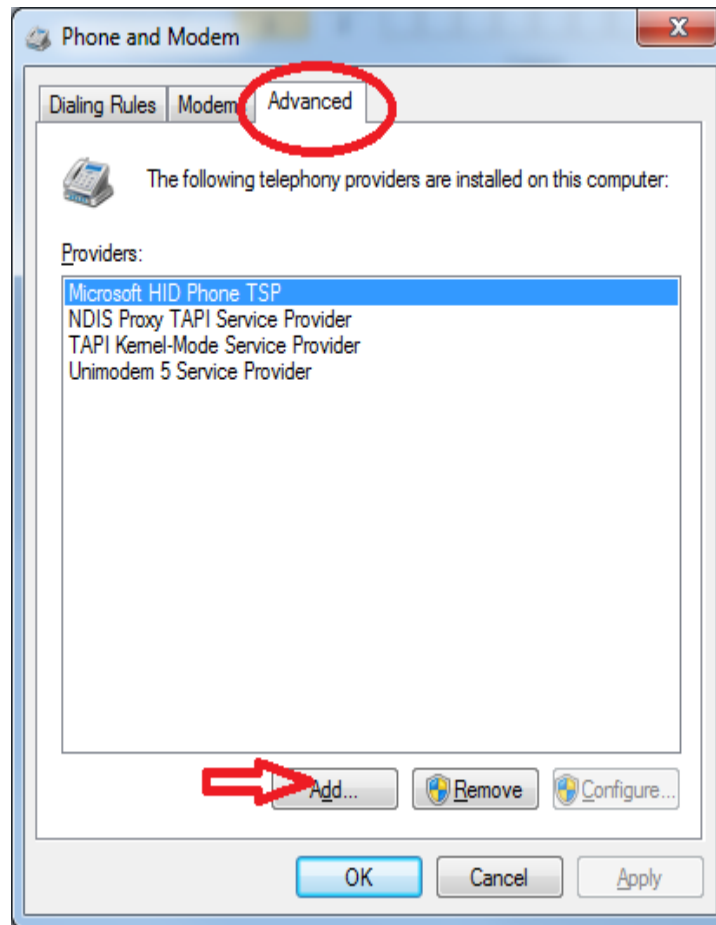
.dwData = 3 use with all other commands

VII. Using SIP

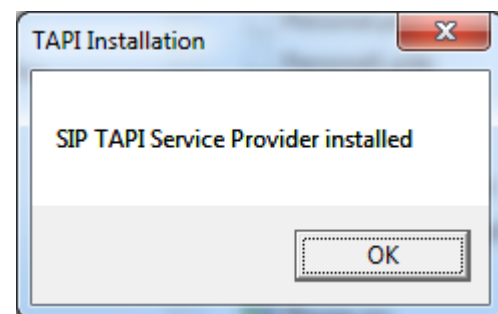
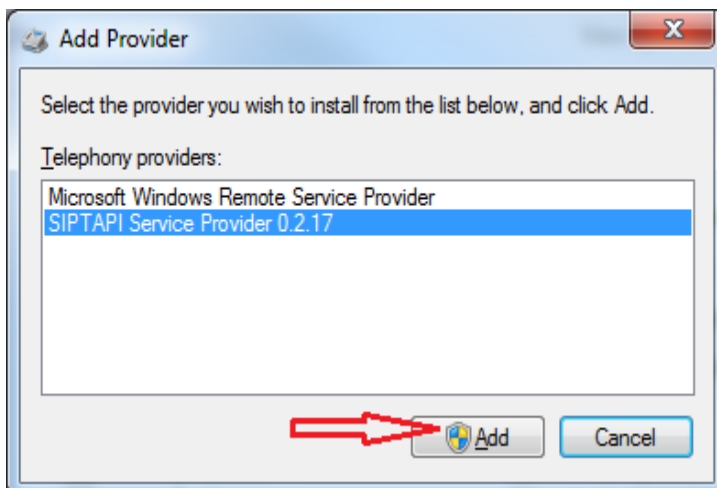
Some SIP drivers come as .tsp file.

To install it, that file must be placed in \Windows\System32 folder.

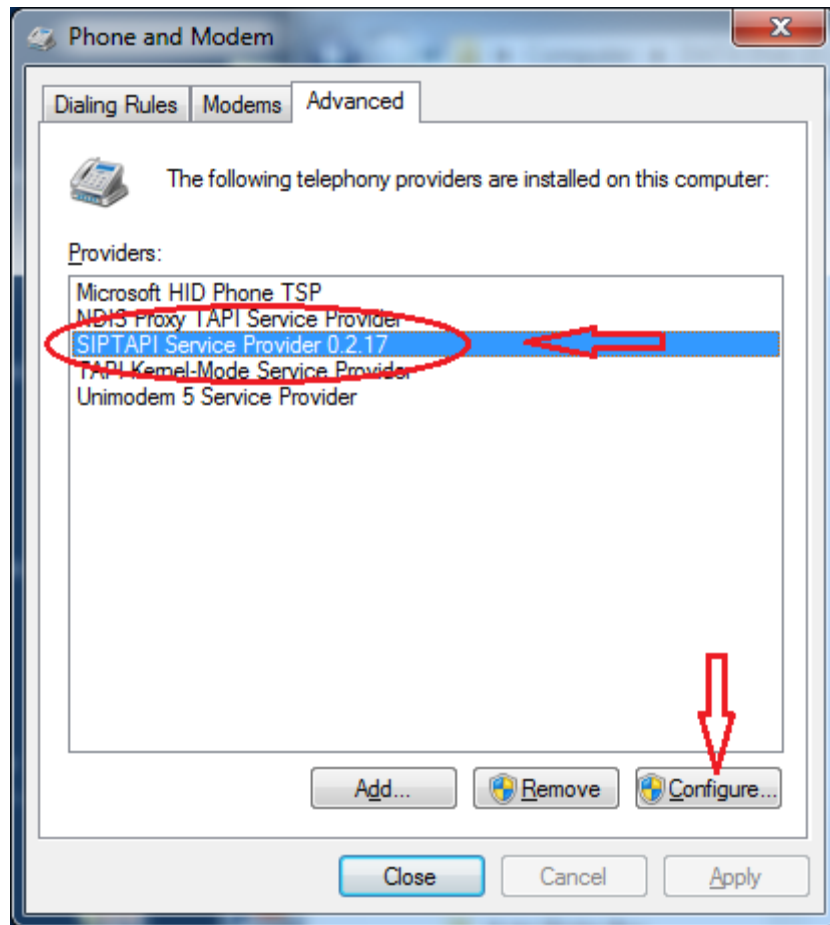
Next, click on Control Panel>Phone and Modem and in Advanced tab click on Add... button.



In Add Provider window select SIP driver you want to install and click on Add button.



There should be the new telephony provider added to the list:
To configure SIP click on Configure button:



SIPTAPI Configuration

SIP Configuration

SIP Domain

SIP Outbound Proxy

Auto Answer (adds a SIP Header to indicate auto answer to phone, choose only one)

☐ Auto Answer: Polycom, SNOM-old

☐ Auto Answer: Siemens, SNOM-new

Advanced Options (do not activate unless you really know what you are doing!)

☐ Reverse Mode (Call target first and transfer to local phone on answer)

☐ Immediate BYE after REFER (Do not wait for NOTIFY with sipfrag 200 OK)

☐ Don't send BYE (Always wait for the peer to send the BYE, except user hangs up)

User Information

User

Password

Authentication-User (optional)

User's extension (optional)

OK Apply Cancel

SIPTAPI: A TAPI Service Provider based on SIP
For help and information got to www.ipcom.at

v0.2.17

Configuration

- **SIP Domain**

This is the SIP domain, either a fully qualified domain name or the IP address of the SIP server. Examples:
sipgate.de
1.2.3.4

- **SIP Outbound Proxy**

This field is optional and usually not needed.

It should only be used if your SIP provider requires you to use an outbound proxy.

In doubt leave this field empty. Examples:

1.1.1.1

2.2.2.2:6060

- **User**

The SIP username (SIP-ID) assigned to you by your SIP provider.

This is just the userpart without the domain. Examples:

klaus.darilion

00431234567

- **Password**

The SIP password

- **Authentication User**

Some systems use a dedicated username for authentication, which is not identical to the SIP username. Usually you can leave this field empty.

- **User's extension**

This field is optional and usually not needed. If a user's extension is specified, the SIPTAPI will call this extension instead of its own extension. This is sometimes needed with Asterisk installations where you have a dedicated SIP account for the SIPTAPI and a dedicated SIP account for the SIP phone, or if the SIP username can not be used for dialing and an extension or phone-number must be used to dial to the SIP phone.

- **reverse mode**

In this mode SIPTAPI will first call the dialed number, and only if the target answers the call, the call will be transferred to the user's SIP phone. Use with caution - you can not hear any in-band messages or ringback tones in this mode!

- **auto answer**

In this mode SIPTAPI will add certain headers to the INVITE request to instruct the phone to answer the phone call automatically. This feature usually only works in the "alternative mode" or if the SIP server is a proxy. When using B2BUAs like Asterisk it won't work. It should work with Grandstream, Polycom and SNOM phones, but needs to be turned on in the web interface of the phone, e.g.: "Allow Auto Answer by Call-Info: Yes" for Grandstream phones.

Dialing

In Phone Dialer open Tools>Options>General>Hardware tab and make sure that SIP line is available. Take a note of the SIP line number.

In below illustration SIP is installed as Line No.1 and to enable SIP calls the Line 1 button must be pressed on the dialer's interface.

