



PHONE DIALER PRO (PDP)

Manual

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1. Product Description

1.1 Introduction


Phone Dialer Pro is TAPI and VoIP phone dialer.

1.2 Overview

To make the phone calls a PC modem must be present.

In the absence of the modem, another way to make the phone calls is to use Skype.

1.3 Features - main

- It has the ability to dial phone numbers from **any document** or **browser page**.
- Incoming **call monitoring** and/or automatic call answer.
- Extend **dialing on the existing call** using dialer's keypad.
- **Call transfer**.
- **Secondary phone book**: ---> one click switching.
- **DTMF tones** ---> selectable **tone length** and **time interval**.
- **CallBack**: save on cellular phone toll. Some conditions apply.
- Call Center: **redirects a fax call to external fax application**.
- **Select the current location** with the one mouse click.
- Dialing can be invoked from the **command prompt** with [predetermined parameters](#).
- Compatible with **Dialogic**, **Brooktrout** and other telephony cards.
- **multiple user**, full capacity profiles and easily accessible address books;
- phone books with entries listed by **Subject Heading** tabs or tabbed **Alphabetical index**;
- **27** Subject Heading tabs and **27** Alphabetical index tabs per user's profile,
- **996** total speed dials per tab;
- tabs & speed dials **alphabetic sorting** capability;
- speed dials programmable with the **different, multiple calling cards**;
- dial phone numbers from **any document** or browser page;
- extend **dialing on the existing call** using dialer's keypad;
- phone line **busy automatic redialing**;
- **10 digit local call** numbers-easy;
- **audio** notification for: connected call, connected call after busy redials, incoming call;
- **show/hide** the dialing keypad, space saving toggle to display only speed dial buttons;
- **caller ID** capable:
 - displays the incoming caller name and/or phone number;
 - when CallerID matches preset value then it launches another external application
 - can launch another app with the caller ID as a trailing parameter
 - stores caller ID on clipboard
- **answer incoming calls** after a specified number of the rings;
- then **launch selected application**, sending **keystrokes** to it;
- it will **accept** and **queue** the **dialing requests** coming from other applications;
- **logs** outgoing and incoming calls;
- **speakerphone**;
- it can also dial a phone number **without a modem**;
- **Resizable window** and the ability to change **font size**:
 - suitable for **visually-impaired persons** or people with other disabilities.
- Can be used as the **emergency phone dialer**.
- New option to **hide all controls** leaving only Speed Dial buttons exposed.
After resizing them, the visible interface can be used as a [Control Panel](#) or [Touch screen](#) display.
- compatible with [Time & Chaos](#) (Contact Manager and Time Management Software) 
- compatible with [VIC \(Vital Information Center\)](#)

2. Installation

2.1 General

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

There are 3 available downloads:

1. full installation: http://www.phonedialerpro.com/pdp_setup.exe
2. update: http://www.phonedialerpro.com/pdp_update.exe
3. test dialer: http://www.phonedialerpro.com/pdp_test.exe

Use full installation when Phone 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

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

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

Note:

No modem is required when using dialer as Skype dialer dialer or using 'sound dialing' option.

2.3 Hardware connections

2.3.1 Using traditional, land based phone line

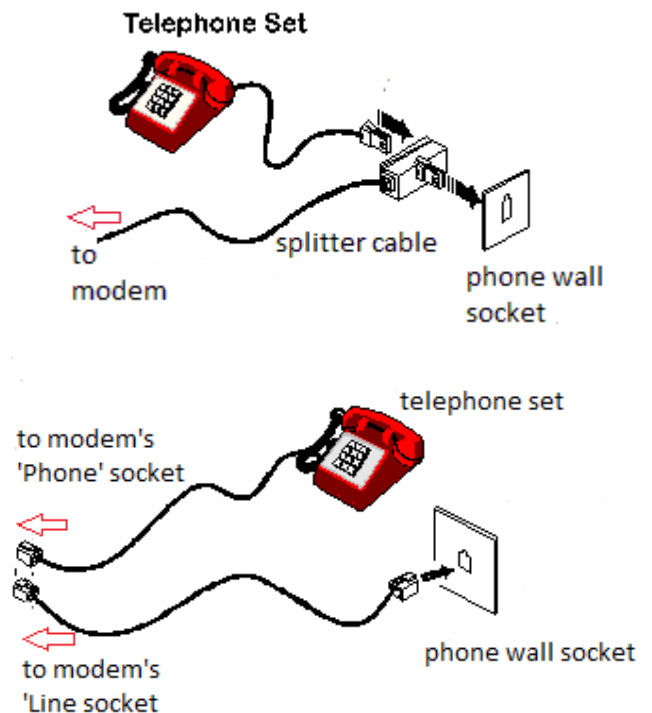
Note:

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

Warning:

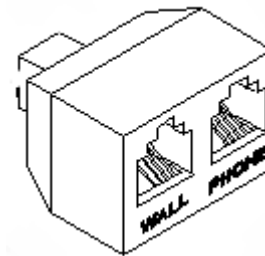
In an office environment (public exchange) where phone lines are digital, you need to use a digital-to-analog converter. Connecting an analog device (modem) directly to a digital phone line can damage the modem.

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](#).



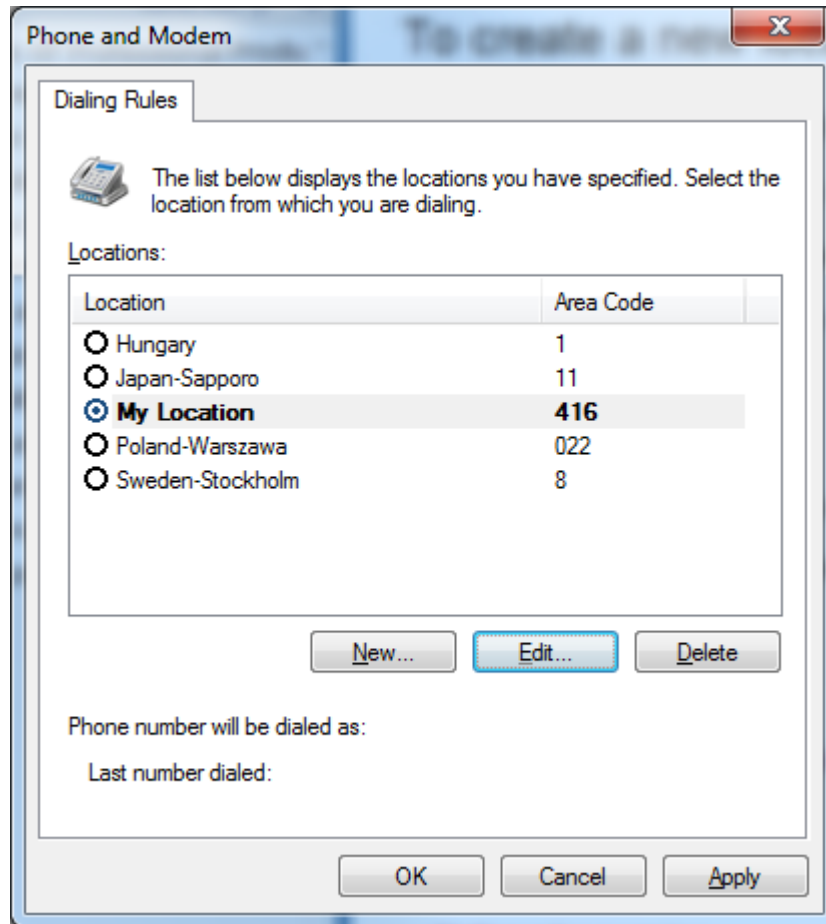
3. Windows Dialing Properties

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

3.2 Location



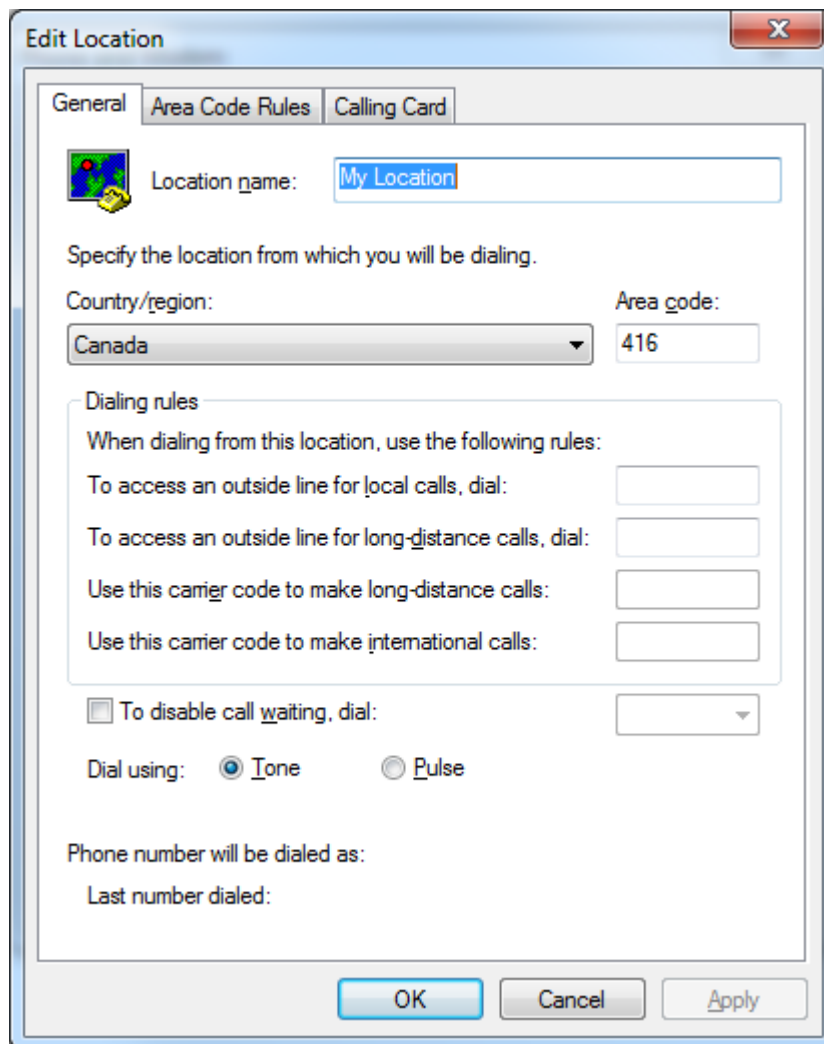
You can create as many dial locations as you need for different dialing requirements.

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 General dial location 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.

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

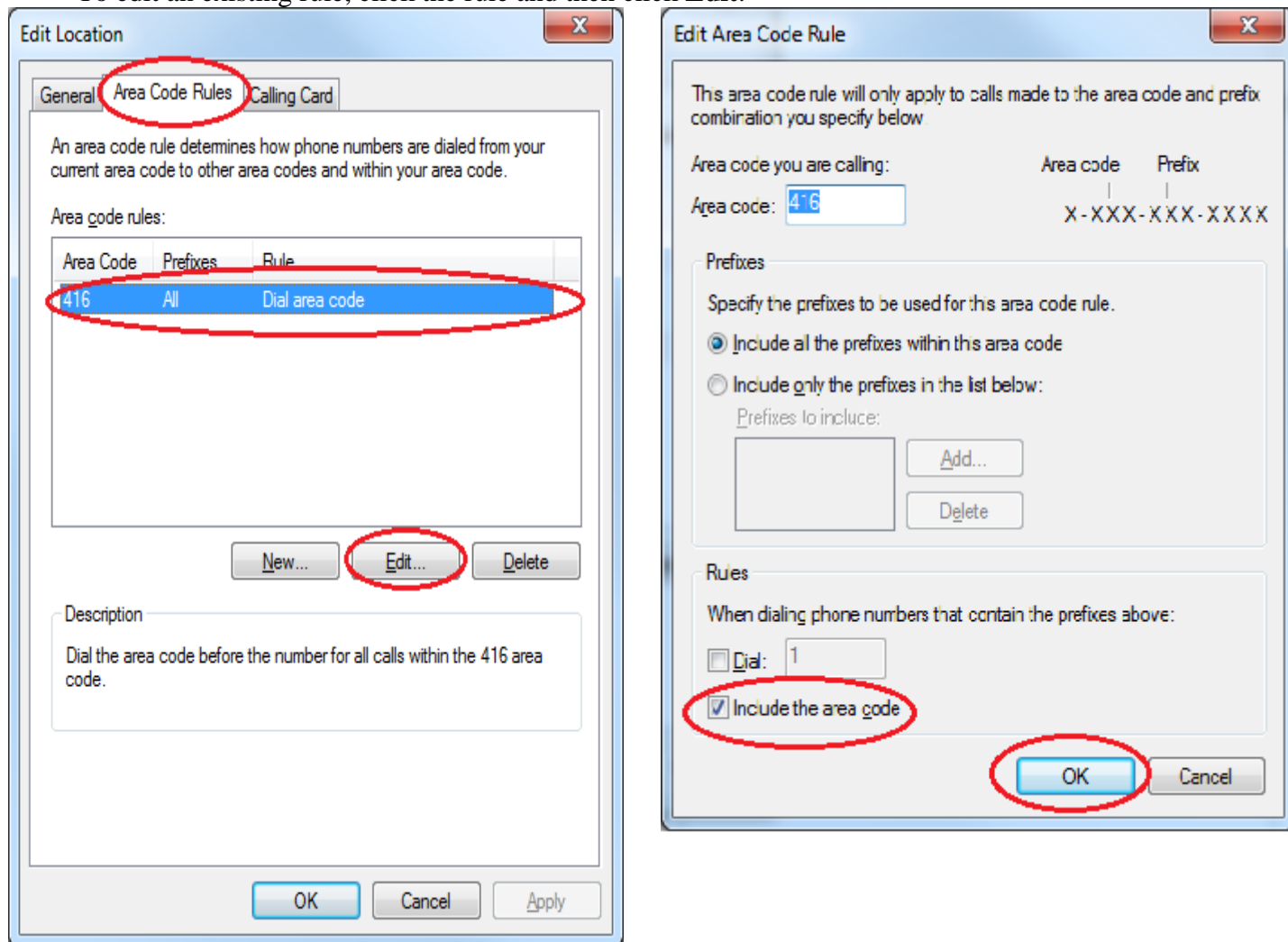
To specify area code rules:

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.

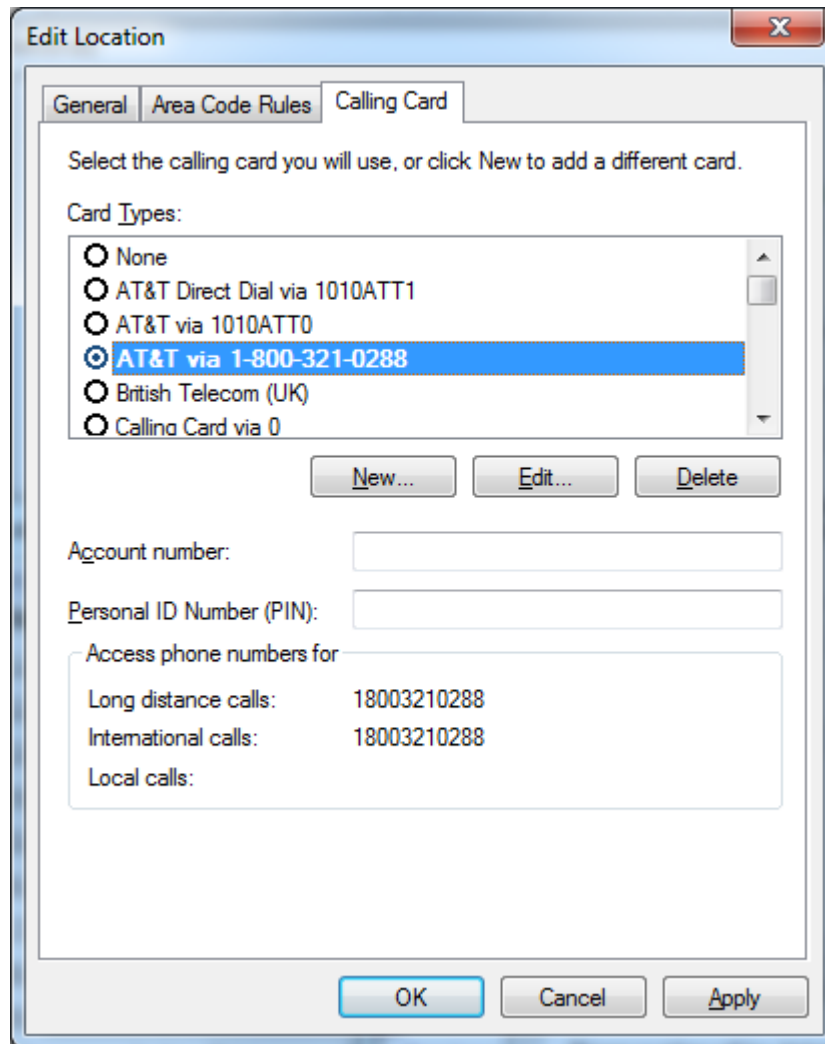
In **Prefixes** select one of the following:

- 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..

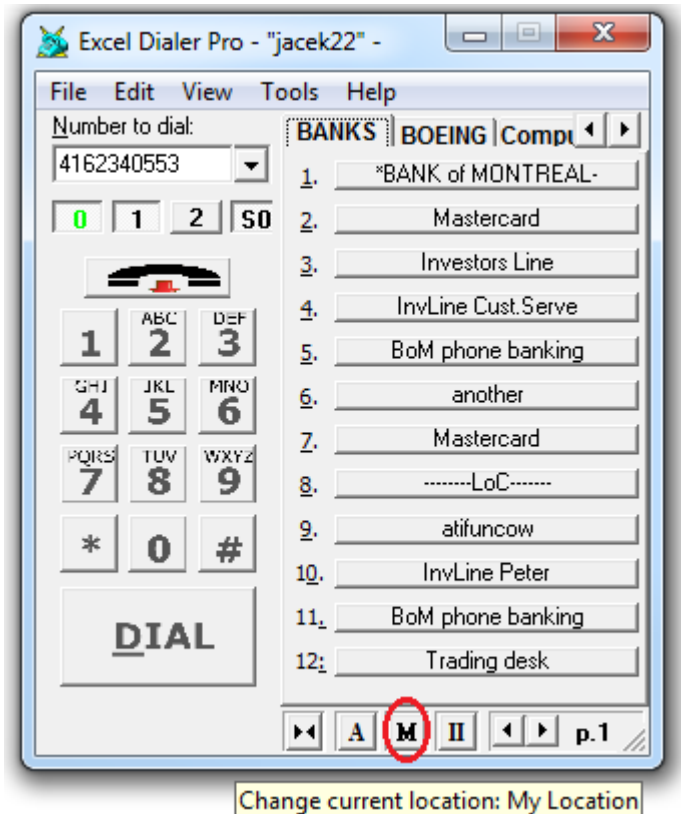
Specify a long distance carrier

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.

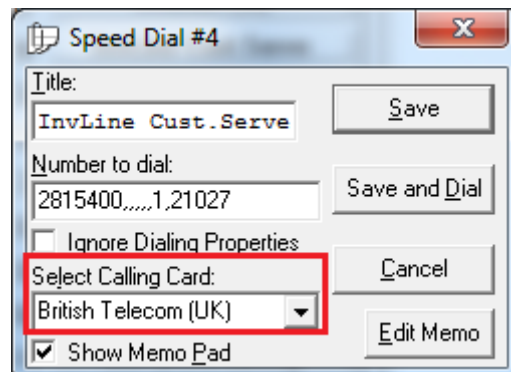
Button's face shows the first letter of the name of the current location.

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.



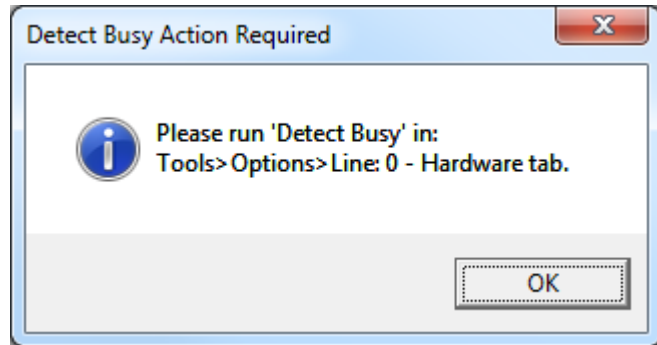
Note:

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.

4.2 Basic Setup

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

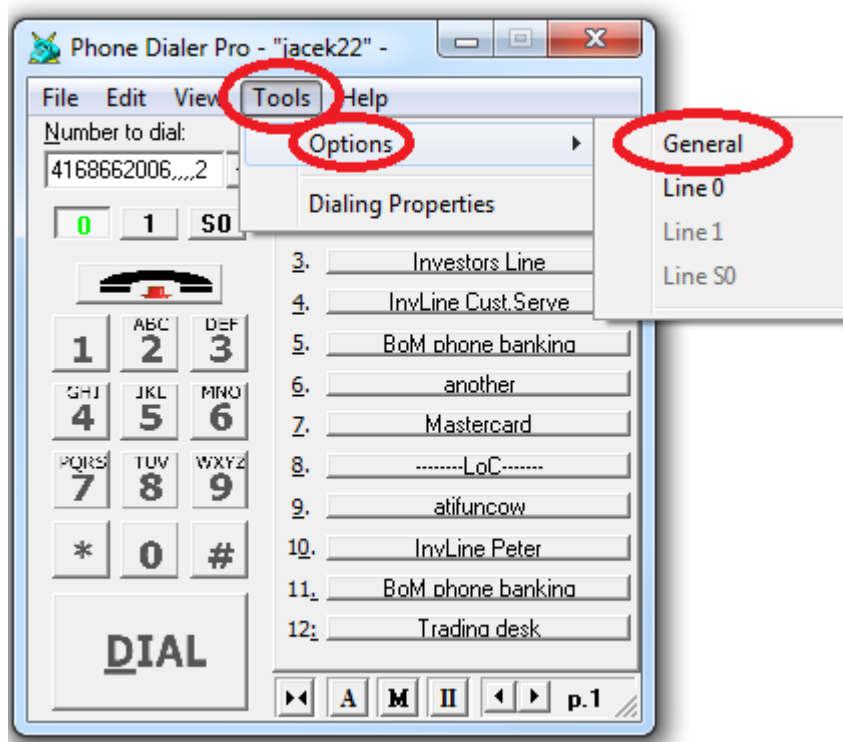
- [Selections of lines](#)
- [Busy detect](#)
- [Dialing Properties](#)

4.2.1 [Selection of lines](#)

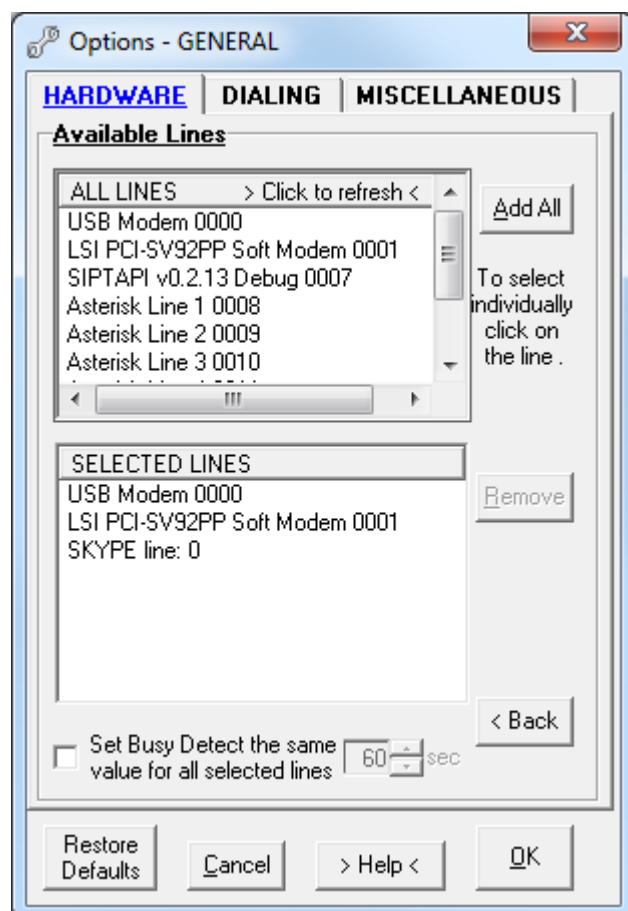
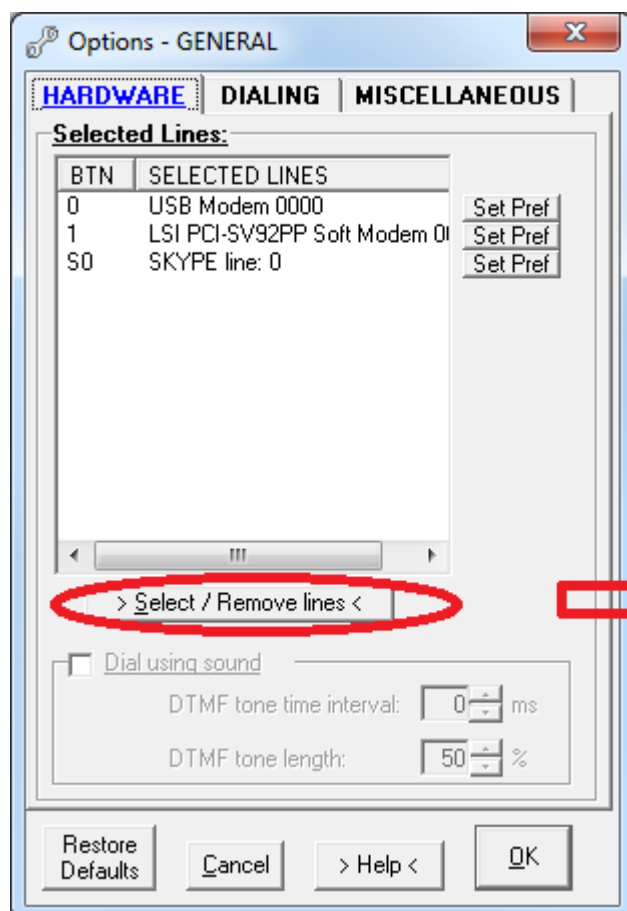
Depending on the system there can be one or more available lines to make phone calls. When Skype is installed on the computer, one of the available lines will be shown as the Skype line. To select lines you want to use go to **Tools>Options>General**.

First time run

Basic Setup



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



First time run

Basic Setup

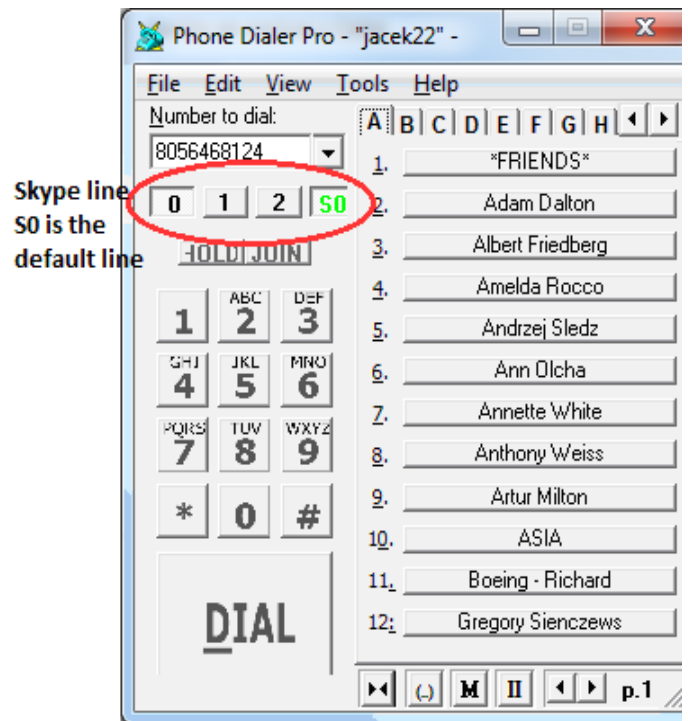
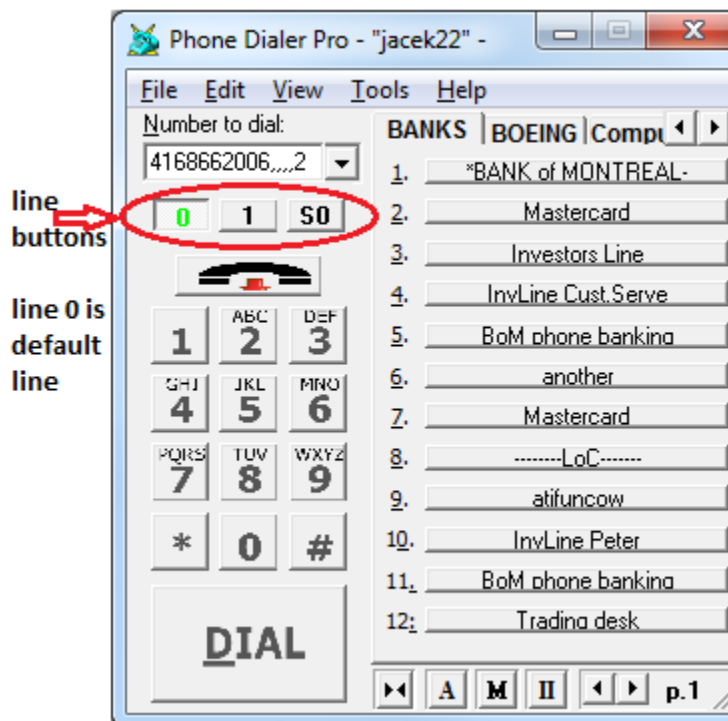
To save your line selection click **OK**. Selected lines are represented as small pushbuttons above dialer's keypad. You can activate or deactivate the line by clicking on the buttons.

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.

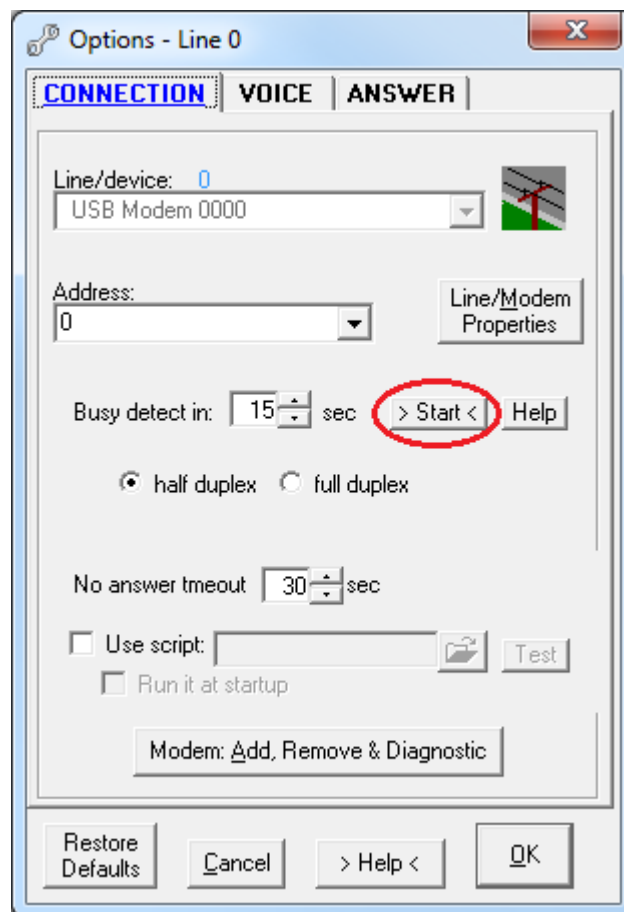


Basic Setup

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).

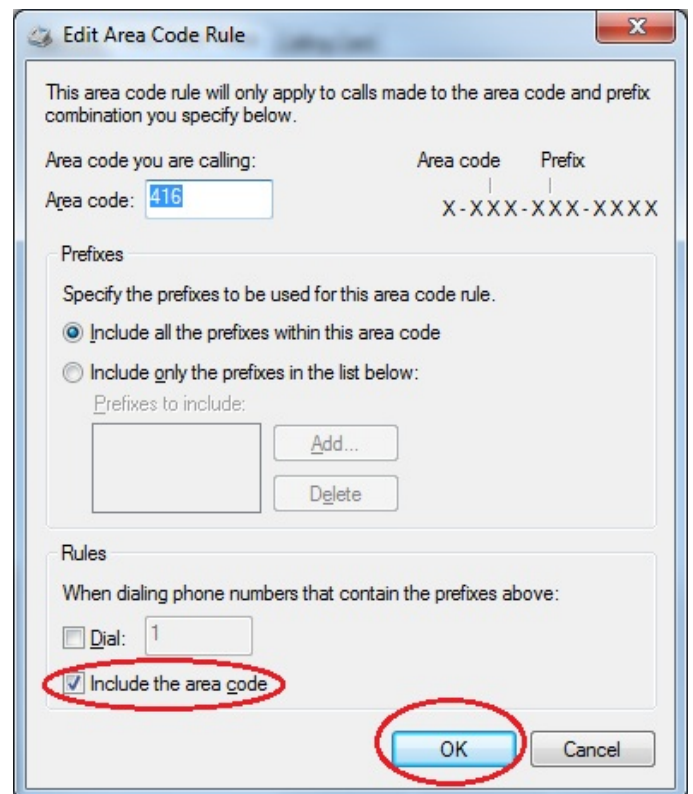
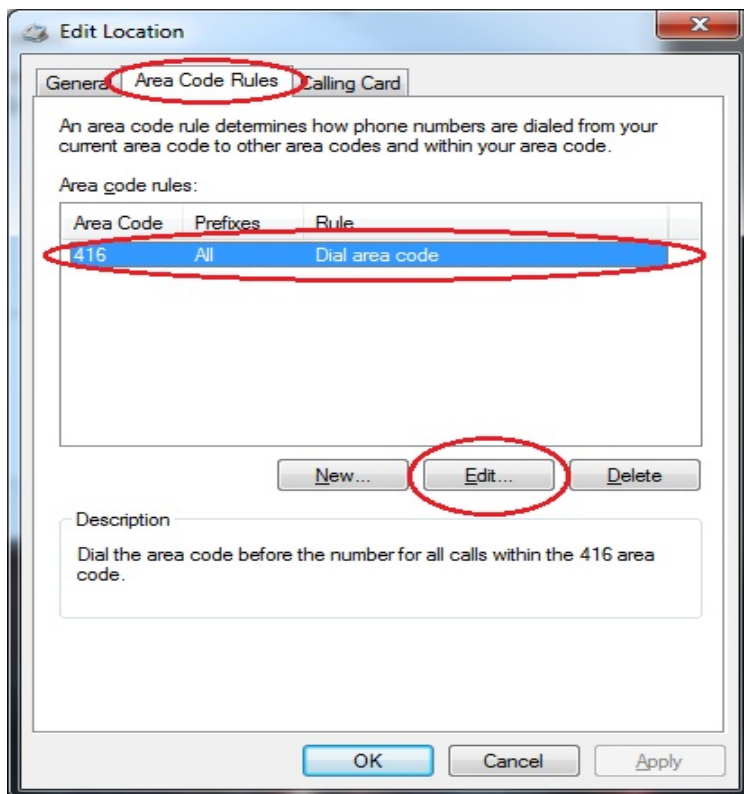
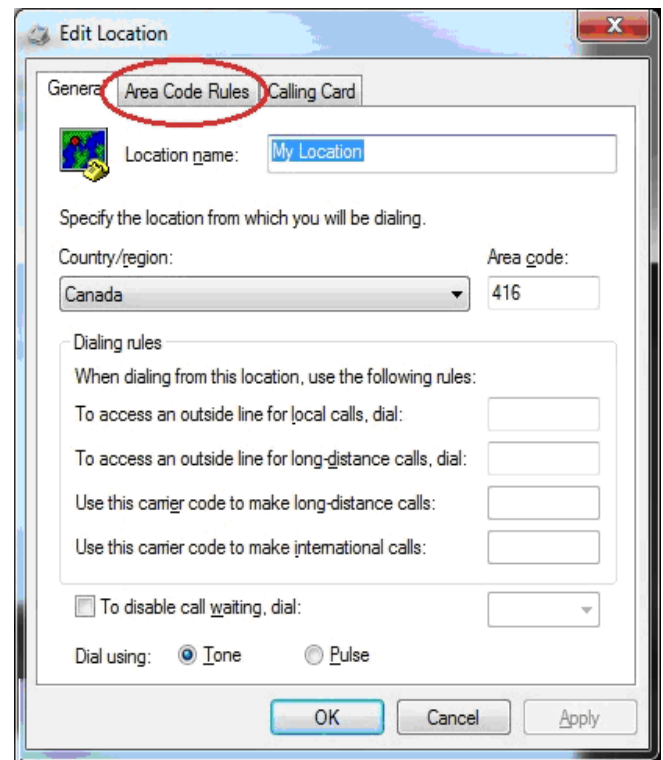
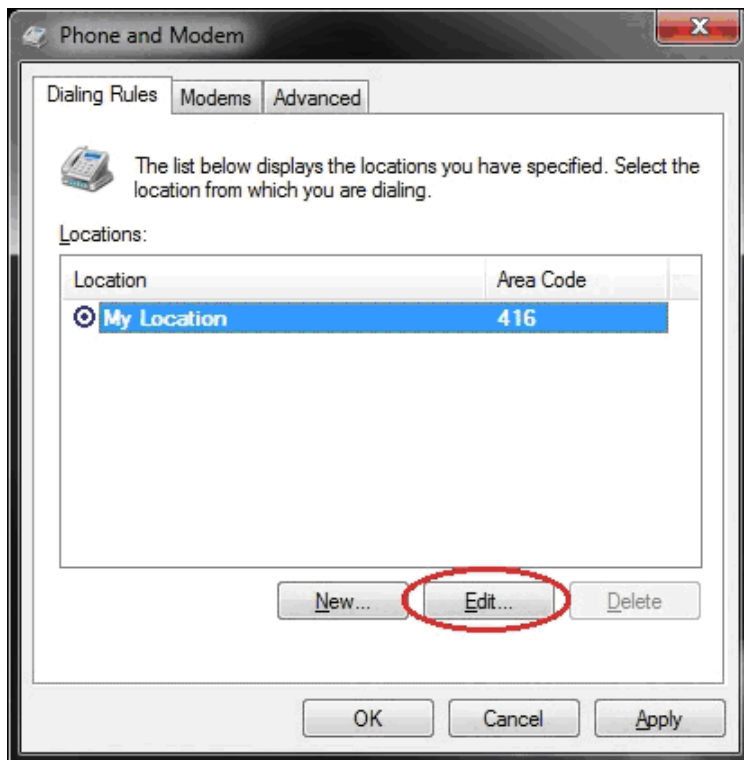
This method works fine when your phone company provides a busy signal. Recently, more and more phone companies have stopped using a busy signal, instead providing a voice message.

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 dialtone 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

It is very important to set Dialing Properties properly for the dialer to obey area code rules.
To open it click on dialer's Tools>**Dialing Properties** and follow as the illustrations below show.
For detailed information see [Windows Dialing Properties](#)

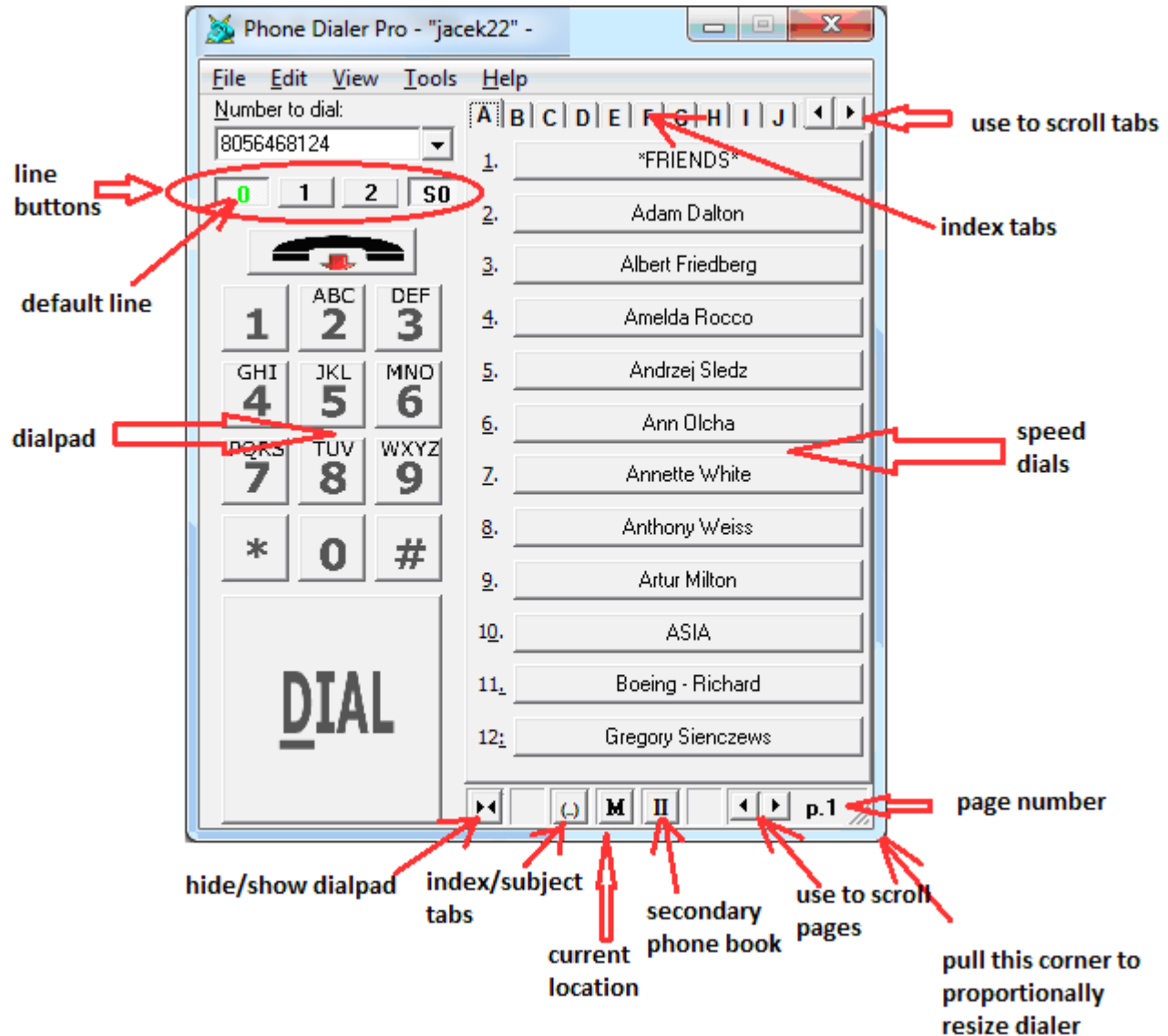


5. *Start Dialing*

- Use Dial button on dialer's interface
- Use the speed dials (dialer's own phone book)
- Use 'Copy' or 'Hotkey' method (Tools>Options>General>Miscellaneous tab)
- Use 'Dialing from browsers' option (Tools>Options>General>Miscellaneous tab)

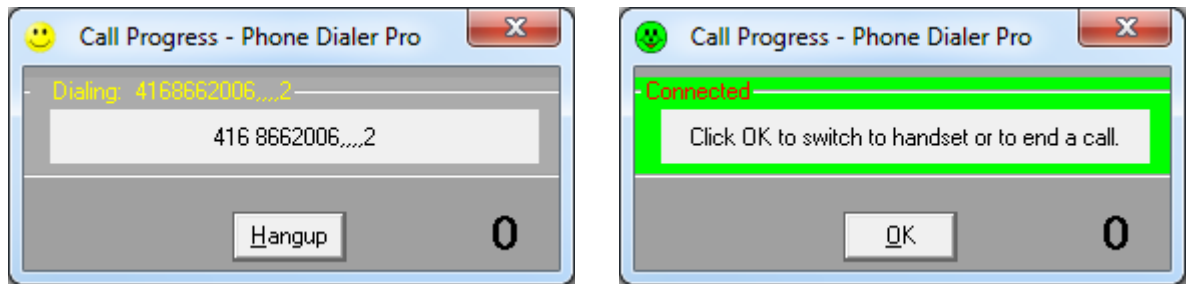
6. Graphical interface

6.1 Main window

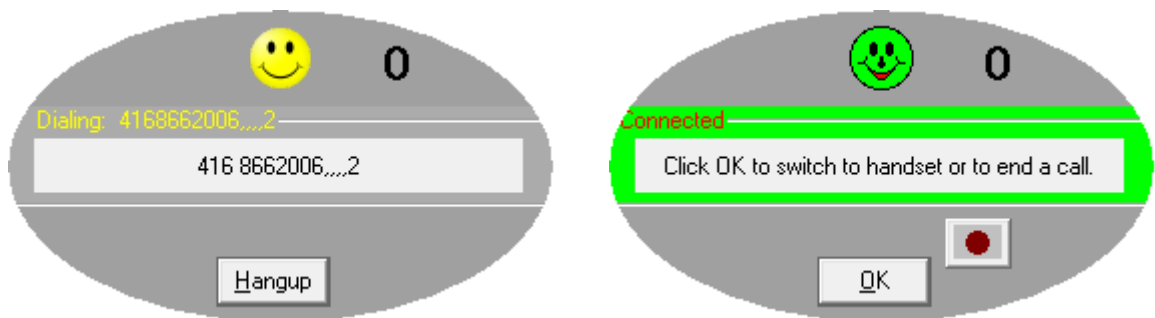


6.2 Call Progress window

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



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



6.3 Systray icon

Mode

Regular:
outgoing calls only



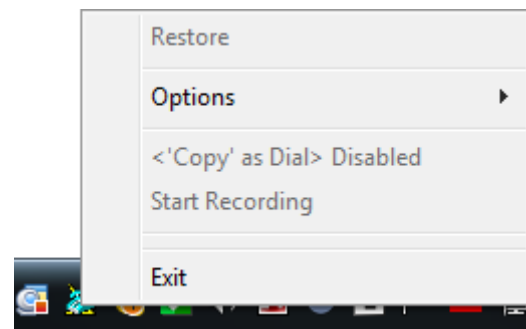
Monitoring:
incoming calls



Automatic
answering calls



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

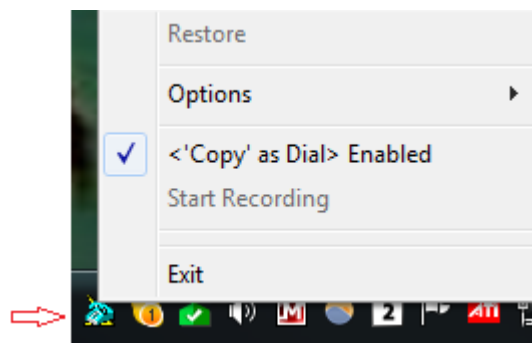
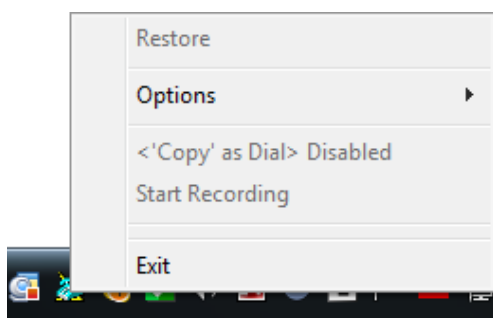


6.4 Mouse right-click

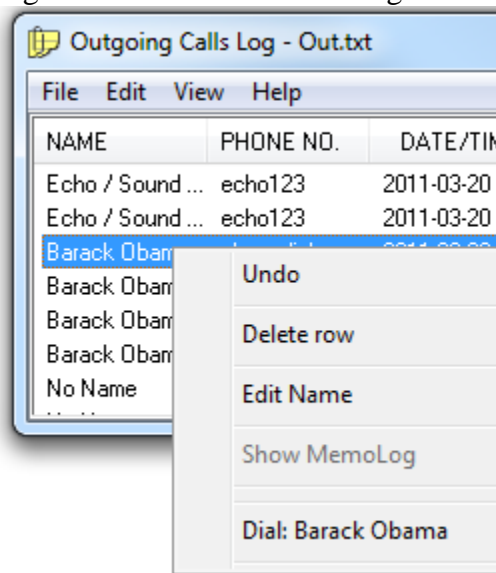
It is recommended to explore mouse right-click whenever it is possible. The pop-up menu depends on the selected option and the real time situation. For example when **Use Script** option is selected, mouse right-clicking on the PDP systray icon will reveal the **Run Script** menu option.

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**. 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 and that is the call made on Skype line.

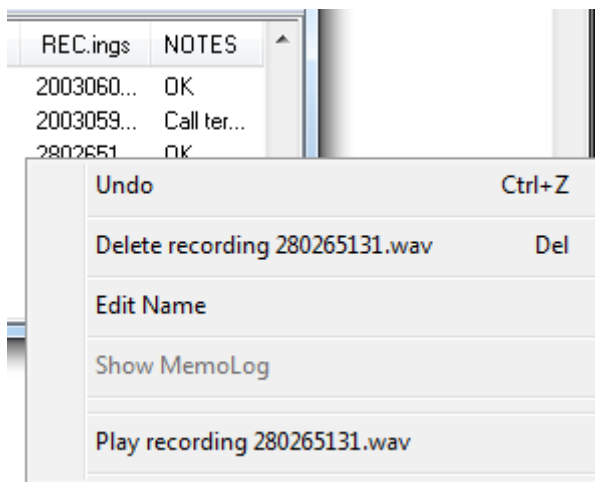
Examples of systray icon pop-up menus:



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.

Graphical Interface

Mouse right click on selected speed dial will reveal options related to that selected speed dial.



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

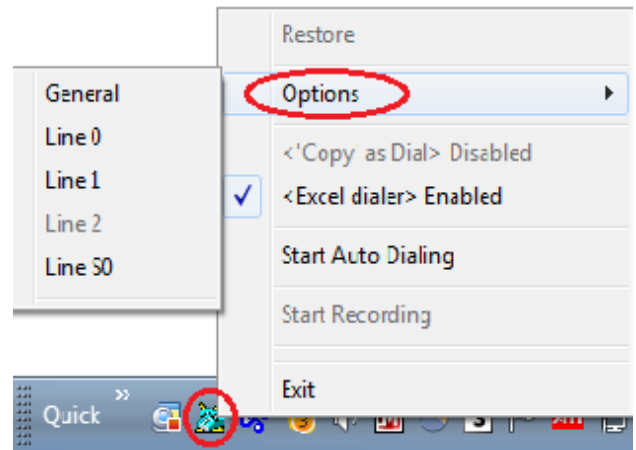
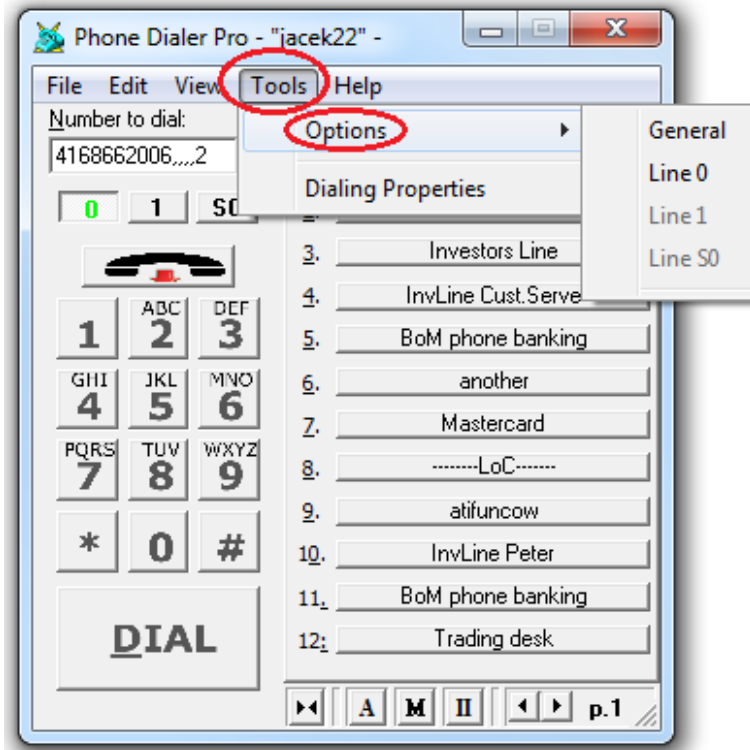
2 options windows are available:

- 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 PDP icon >Options and select General or Line # menu



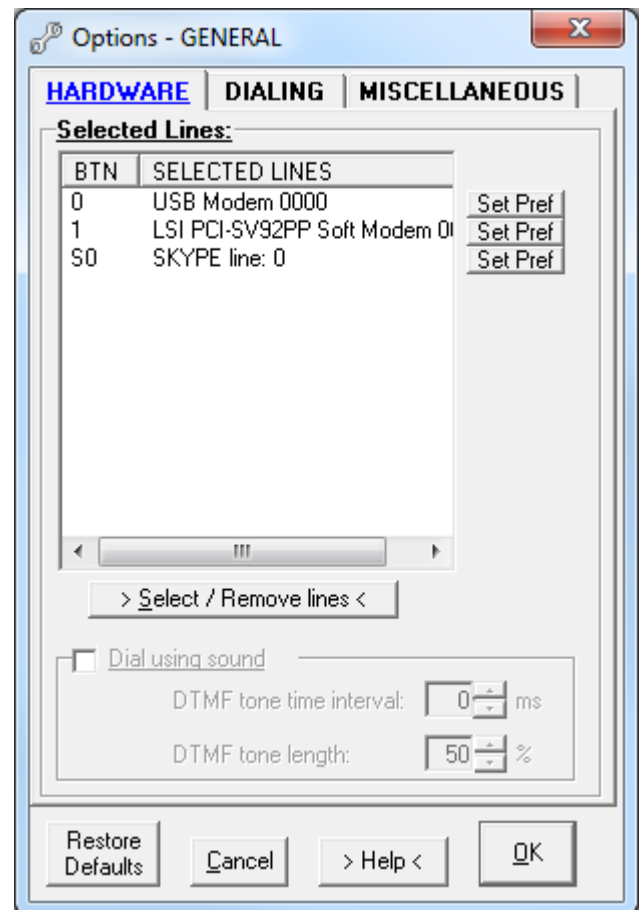
7.2 Options - General

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

- **Restore Defaults**
This will restore all general options to default values and will restart dialer.
It will not change line specific options.
- **Cancel**
This will ignore changes made to general 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 general options.

7.2.1 [Hardware tab](#)

- [Select / Remove lines](#)
- [Dial using sound](#)



Select / Remove lines

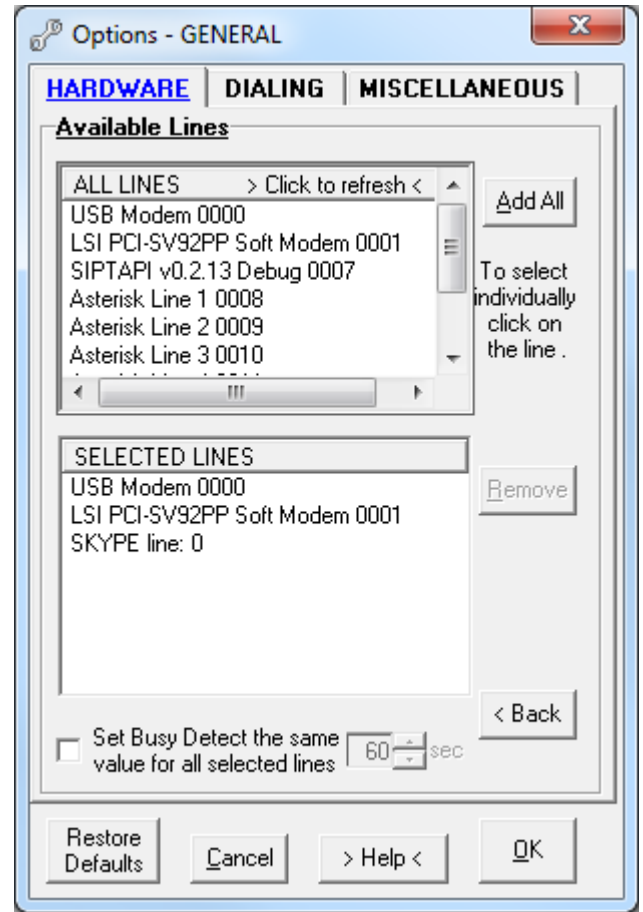
When there is more than one line available for making calls, selecting those lines will create small 'line' buttons just above the dialer's keypad. Those small 'line' buttons can be used to switch between the active lines without the needing to add or remove a different line.

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.



Dial using sound

If you do not have or do not want to use a device (modem) you can dial out using sounds generated by this dialer. Just pick up the handset and place it close to your PC speaker (you may adjust speaker volume).

There are 2 available setup parameters:

- DTMF tone time interval (default value 0 ms) used to slow down DTMF tones generation
- DTMF tone length (default value 50%) used to increase/decrease DTMF tone length > older phone equipment may require increased tone length.

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...](#)
- [Close Dialer on dropped line](#)
- [Redial last number every...](#)
- [Auto redial on busy](#)
- [Enable call transfer](#)
- [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 Phone Dialer Pro the default Windows dialer. When dialing from another application, such as Microsoft Outlook, Access, Time & Chaos etc, Phone 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.

Close Dialer on dropped line

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

Redial last number every ...

That option will redial the last dialed number in specified time intervals.

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.

Make a phone call to the busy destination and let the call terminate itself.

In the Outgoing Call log check the call duration (in seconds).

In Tools>Options>Dialing tab select Auto Redial on Busy and click on **Set Params**.

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).

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.

Enable call transfer

When that option is selected, the PDP second phone book (II) becomes Call Transfer Phone Book. To transfer the call, PDP has to make an outgoing call or receive an incoming call.

When the oval Progress Call Window displays that call, clicking on the Speed Dial button in the Call Transfer Phone Book should transfer the call.

Note:

That option may not be supported by some hardware (modems) and/or by the phone company.

Ignore Dialing Properties

When this option is set, [Windows Dialing Properties](#) (location, country, local area rules, calling card etc.) 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 "\$".

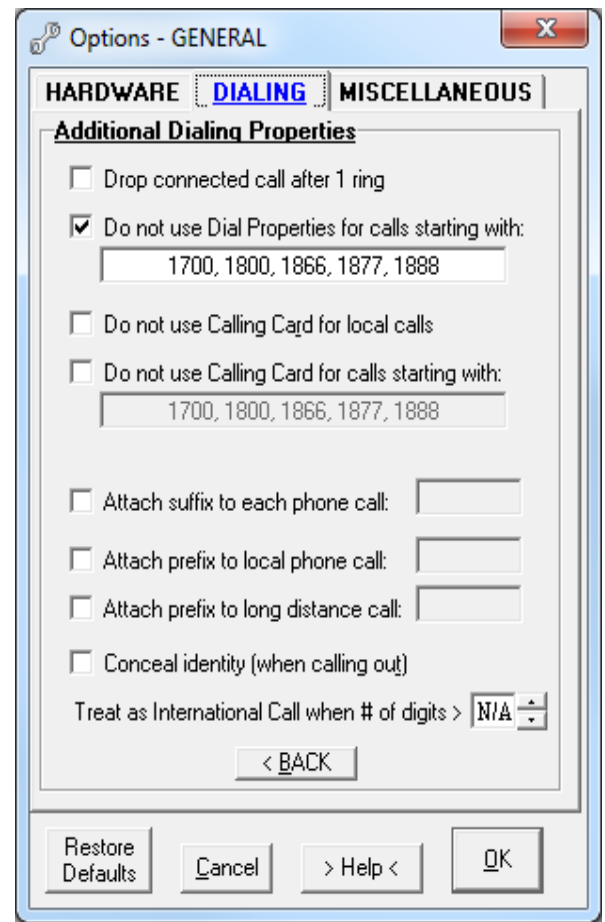
Additional Dialing Properties

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 >...

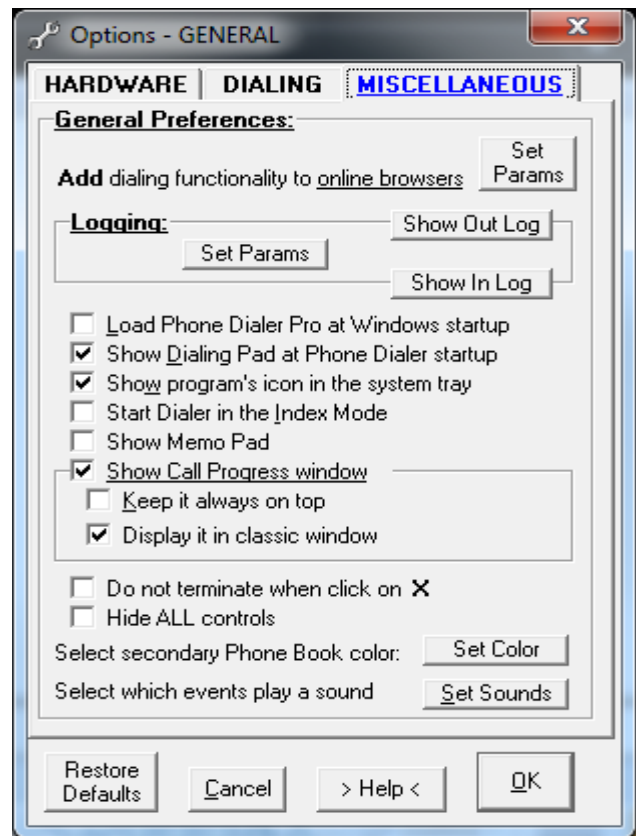
Note:

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 Phone Dialer Pro at Windows startup](#)
- [Show Dialing Pad at dialer startup](#)
- [Show program's icon in the system tray](#)
- [Show dialer in Index mode](#)
- [Show Memo Pad](#)
- [Show Call Progress window](#)
[Keep it window always on top](#)
[Display it in classic window](#)
- [Do not terminate when click on X](#)
- [Hide All controls](#)
- [Select secondary phone book color](#)
- [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 this number: [1 800 555 8355](tel:18005558355)

Note that this number will be dialed by PDP but not by Skype, unless PDP 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.

Options

Logging

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

Load Phone Dialer Pro at Windows startup

Dialer will load on Windows startup and stay resident.

Show dialing pad at dialer's startup

Program will start with dialing pad shown

Show program's icon in the system tray

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

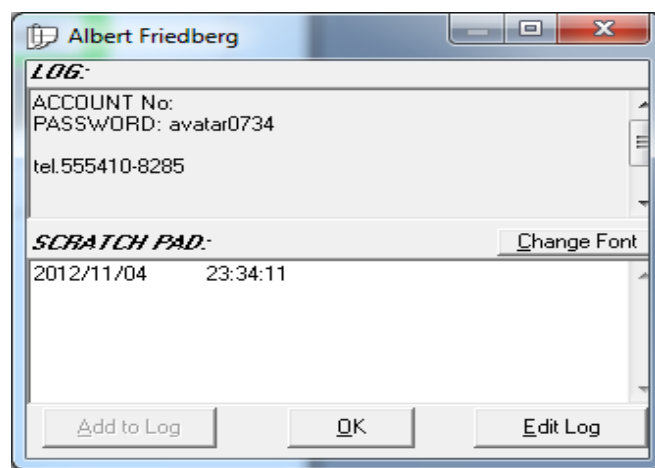
Show dialer in Index mode

Dialer will start with the phone book displaying index tabs.

To switch to subject tabs use index/subject toggle button.

Show Memo Pad

The memo pad will be displayed during the outgoing phone call.



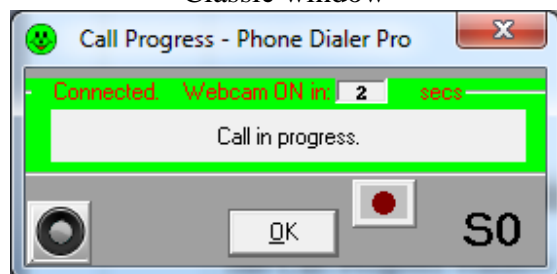
Show Call Progress window

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.
See below

Classic window



Oval window



Do not terminate when click on X

PDP 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 PDP systray icon and select 'Exit' from the menu.

Hide All controls

This option is primarily used for touch screen applications.

Only speed dials are visible.

To resize proportionally dialer pull the bottom right corner.

Dialer with visible controls



Dialer with hidden controls



Select secondary phone book color

Selecting a different background color for the 2nd phone book makes easier to notice which phone book is currently displayed.

Select which events play a sound

Phone 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 PDP keypad will not make sounds

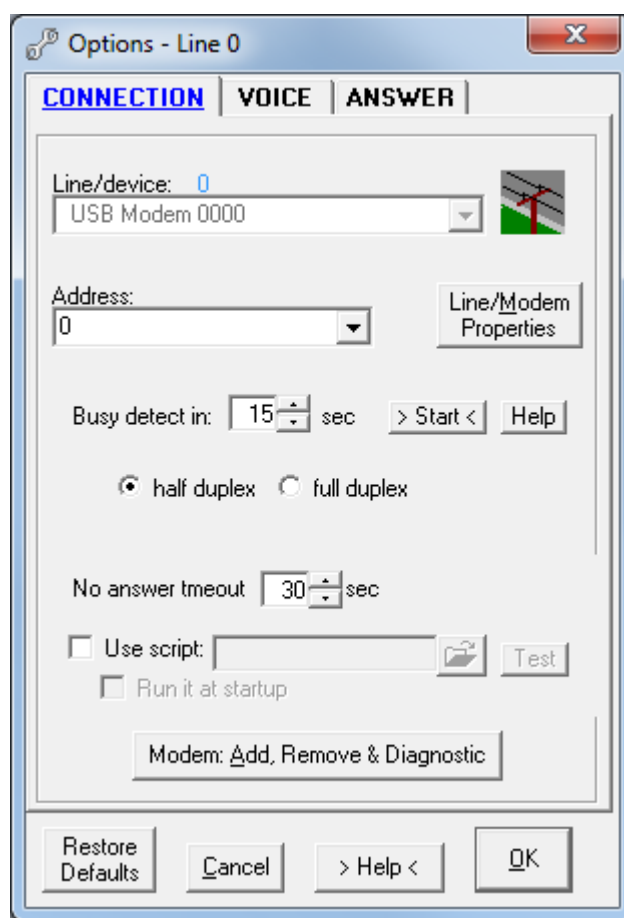
7.3 Options > LINE

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](#)
- [Device properties](#)
- [Address](#)
- [Busy detect](#)
- [Half /full duplex](#)
- [No answer timeout](#)
- [Use script](#)
- [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.

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). PDP, 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.

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 [phonepro.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.

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.

Use script

Use scripts to allow PDP 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.

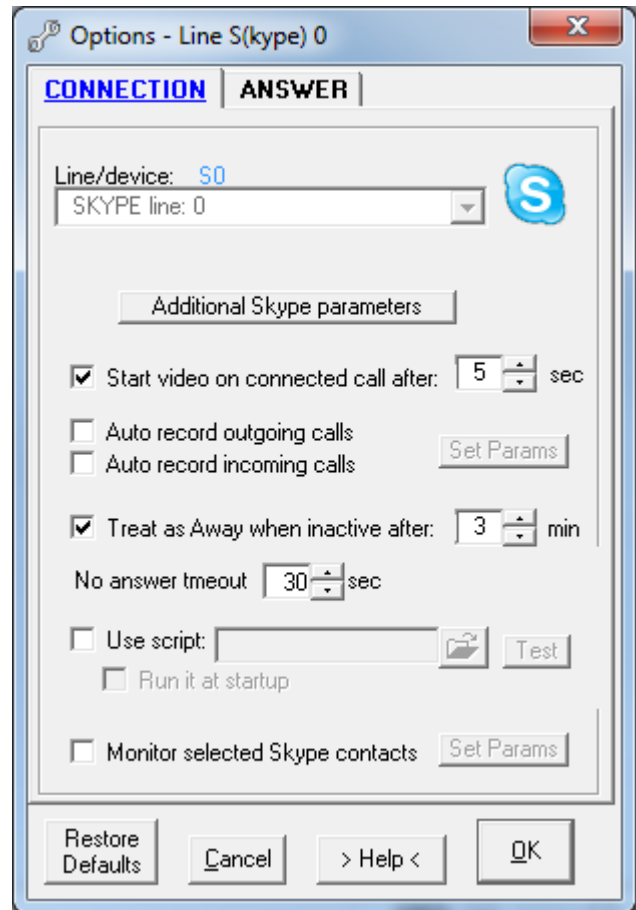
For the list of the available script commands see [Appendix II](#) and for sample scripts please see [Appendix III](#). Selecting the 'Run at startup' option will automatically execute the script at PDP startup.

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.

7.3.1.1 Connection tab (SKYPE)

- [Line/device](#)
- [Additional Skype parameters:](#)
 - [Keep Skype window minimized](#)
 - [Run Skype in silent mode](#)
- [Start video on connected call after ...](#)
- [Treat as Away when inactive after ...](#)
- [No answer timeout](#)
- [Use script](#)
- [Monitor selected Skype contacts](#)



Additional Skype parameters:

Keep Skype window minimized

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

Pop-up Skype window on calling error.

When there is an error on Skype side it will restore Skype window when it was in minimized state.

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

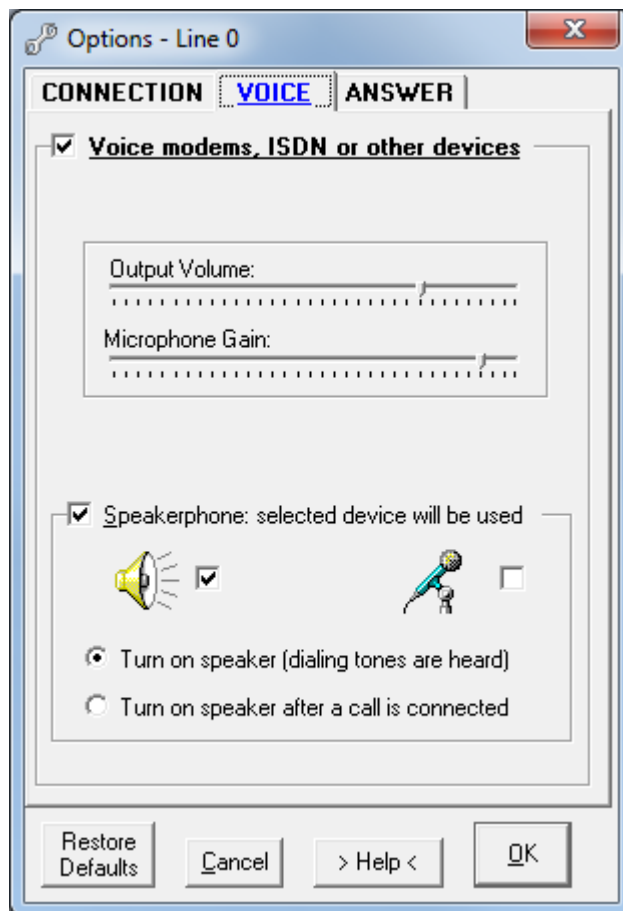
It is possible to time your contacts online status and to start some action when the contact comes online. To monitor contacts online time put a check mark on **Log status** box. Four actions are available: Call, Chat, Play, and Script.

7.3.2 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. PDP 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:

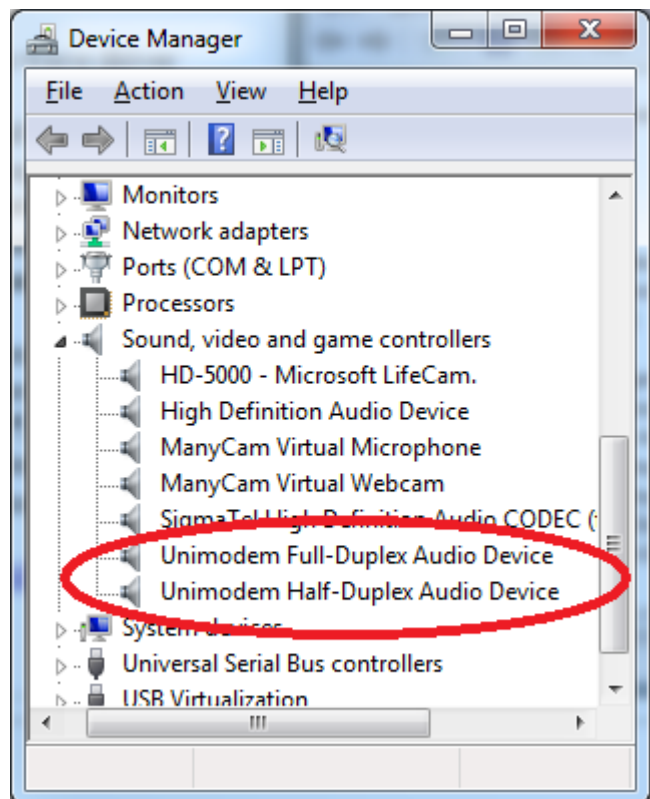
In Windows Control Panel>System, under Hardware, find Device Manager. Then, under **Sound, video and game controllers**, look for **Unimodem Full-Duplex Audio Device** or **Unimodem Half-Duplex Audio Device**.

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](#)



Options

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)

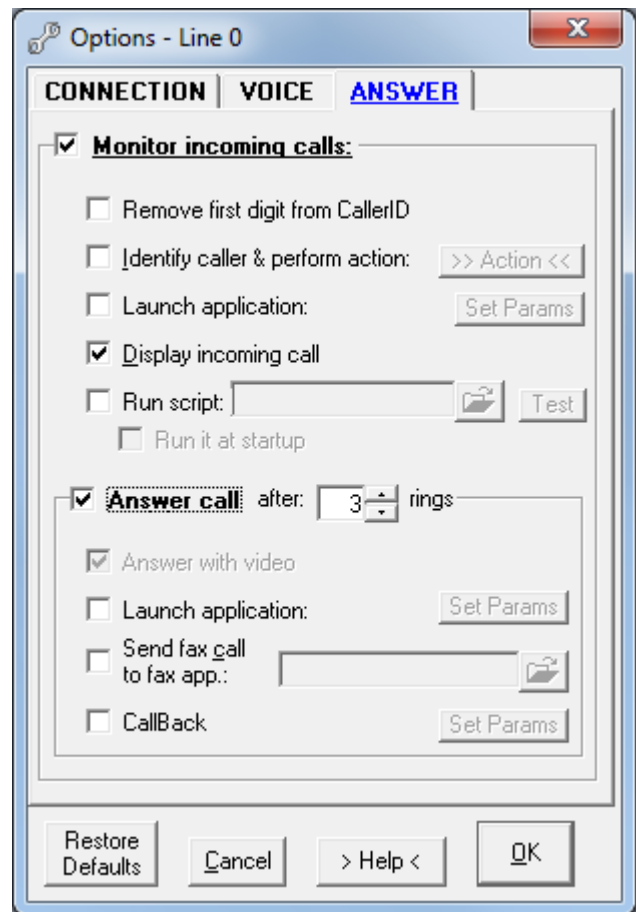
Selecting this option will let you listen to the dialing tones through the PC speakers.

Turn on speaker (after a call is connected)

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

7.3.6 Answer tab

- [Remove first digit from CallerID](#)
- [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](#)
- [Callback](#)



Remove first digit from CallerID

Some phone systems append extra character to the front of callerID. Use this option to strip that extra character.

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:

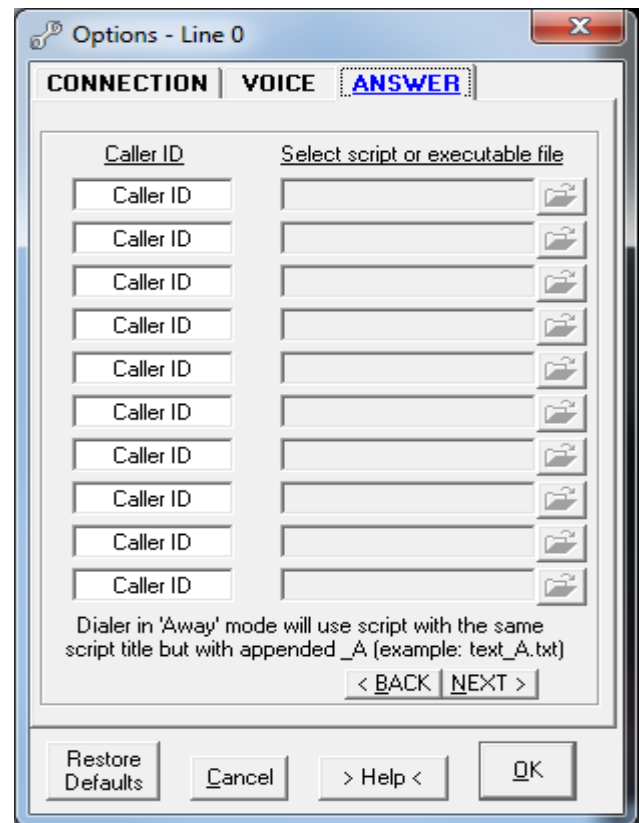
Action for selected Caller ID (see on right)

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.

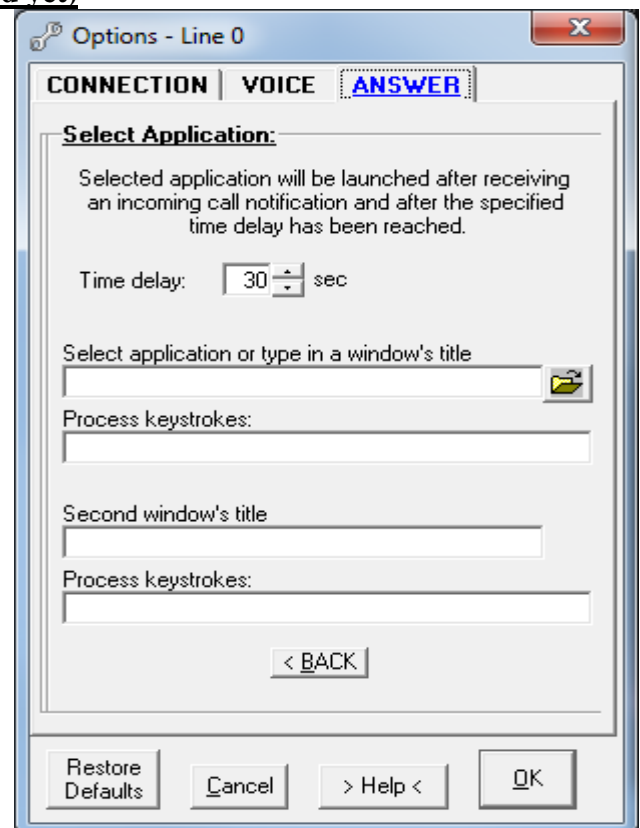
With Skype in 'Away' mode, it can use a different script. Script file titles appended with "_A" will be played when in 'Away' mode. For example, Skype in normal mode will use script "script1.txt", but in 'Away' mode will use "script1_A.txt", if provided.

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.

Note:

Script can be invoked:

1. Manually:

- mouse right click on PDP 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>phonepro.exe /script_in (script specified in Answer tab will be used)`

`<path>phonepro.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 PDP 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.

Callback

This option allows calling back a pre-assigned phone number when an expected (pre-programmed) incoming phone number occurs.

If your cellular phone service allows receiving incoming calls for free, this option is for you.

Note:

Extra requirements: Caller ID and 3 way service enabled on home line.

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](#)

10. Using Phone Book

10.1 Overview

Dialer comes with 2 phone books: primary and secondary phone book. Secondary phone book can be color coded to help distinguish between both books.

Both phone books have the very extensive number of entries (speed dials):

27 index tabs and 27 subject tabs, each tab holding 996 speed dials per one user profile.

There is possible to create the unlimited number of user's profiles.

Index tabs are single letter tabs following the alphabetical order.

Subject tabs are customizable tabs: each tab's title is created by the user.

Index tabs



Subject tabs



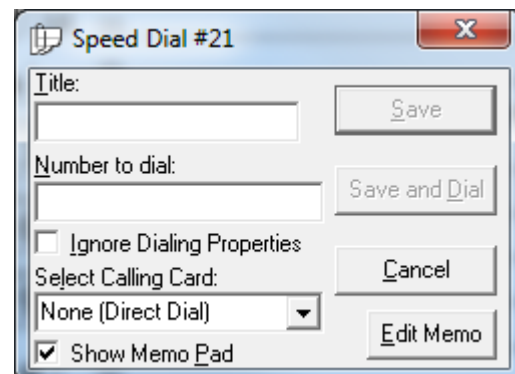
Single click on speed dial will start a phone call.

10.2 Creating / editing phone book

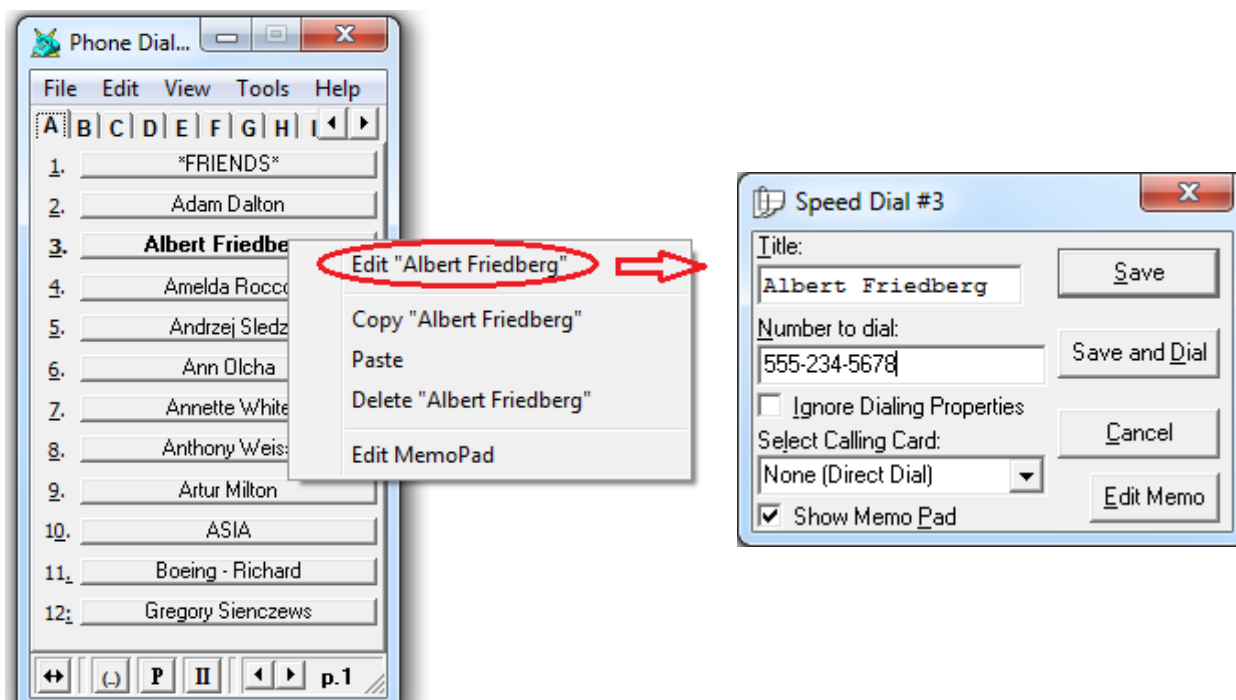
Creating phone book

Clicking on empty speed dial will open a small window (shown on right).

Fill in the fields. The name (title) will be shown on speed dial button face.

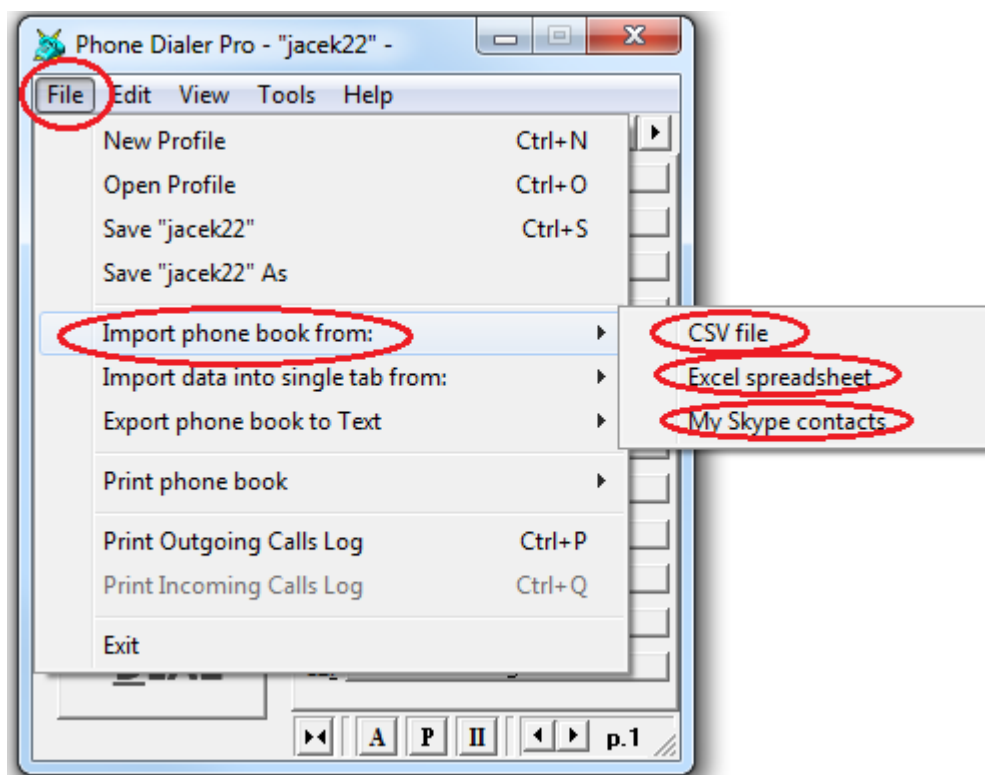


Editing speed dial



To edit speed dial mouse right click on selected button and select 'Edit...' from pop-up menu.

10.2 Importing phone book



To import phone book click on File>Import phone book from: and select the source. Imported entries are put into index tabs and sorted alphabetically.

Importing data from csv file

For acceptable csv file formats see [Appendix VI](#)

Note:

To import Windows Address Book (WAB):

- Open WAB and export data to text file (csv file)
- Click on File>Import phone book from: >CSV file and point to the previously saved file.

Warning:

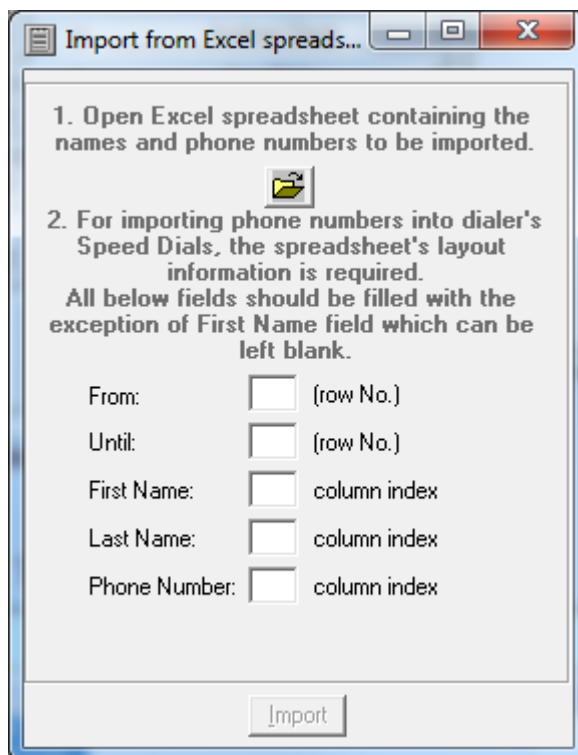
Importing phone book will **erase** all existing programmed Speed Dial buttons. To preserve existing buttons save the current profile, create the new profile and then import phone book into it..

Importing data from Excel spreadsheet

Imported entries are inserted into index tabs and sorted alphabetically.

Warning:

Importing phone book will **erase** all existing programmed Speed Dial buttons. To preserve existing buttons save the current profile, create the new profile and then import phone book into it.



Importing Skype contacts

Dialer must be attached to Skype for that menu to be enabled.

This operation will import all your Skype contacts into one subject tab titled "Skype".

No existing speed dials will be affected.

Importing data into selected, single tab

Data can be imported in any index or subject tab of your choice and it will be sorted alphabetically and added to the existing entries.

Note:

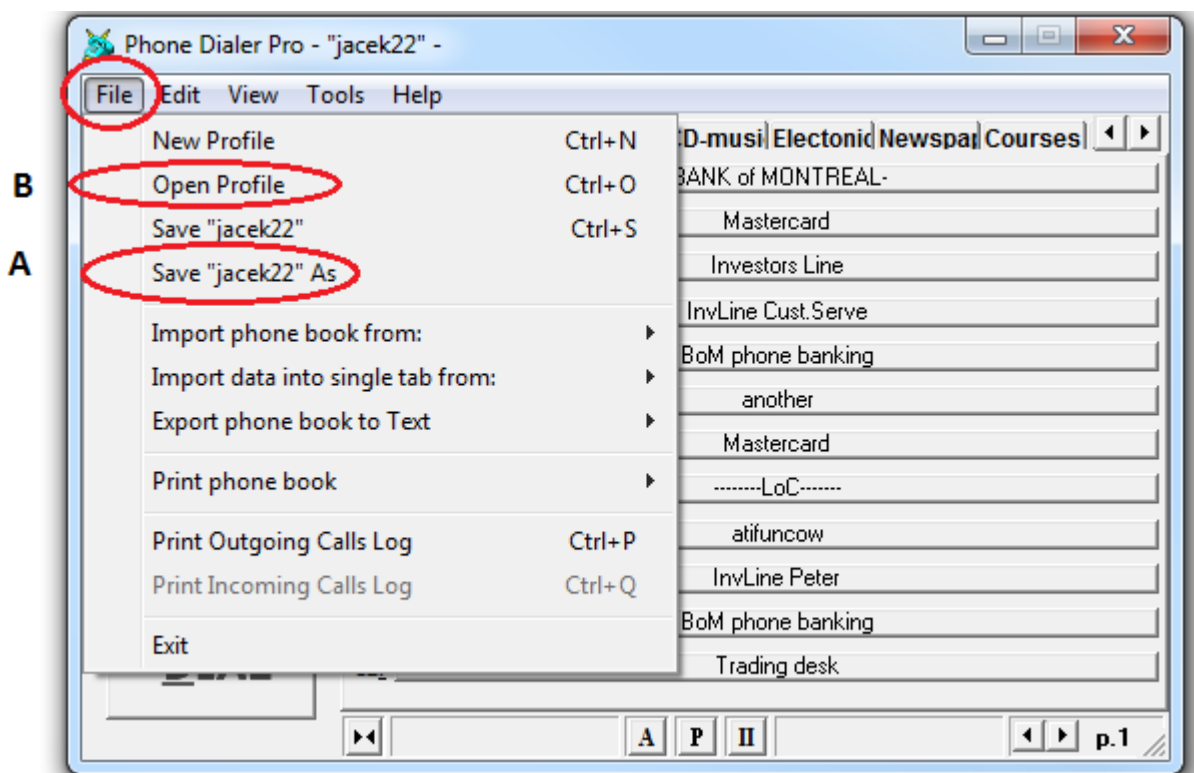
No existing Speed Dials will be erased.

10.3 Transferring phone book to the another computer

A.

Exporting

In old computer click on **File > Save <profile name>** and save the profile to the file.



B.

Importing

Bring the saved (above) file to the new computer. Click on **File > Open Profile** and point to that file.

Note:

In the case when you are unable to start old computer, but there is an access to files located on hard disk:

1. In old computer find and copy the **phonepro.ini** file located in:
Windows XP:
C:\Documents and Settings\<user name>\Application Data\Phone Dialer Pro\phonepro.ini
Windows Vista and Windows 7:
C:\Users\<user name>\AppData\Roaming\Phone Dialer Pro\phonepro.ini
2. In new computer put that **phonepro.ini** file in the same location and start the dialer.

10.4 Sorting speed dials alphabetically

To be able to sort Speed Dials alphabetically the dialer should have at least one Sub-Title button, always the first speed dial button on any page, which has had an asterisk (*) typed in as the first character - with or without any other name or instead of a name.

Note:

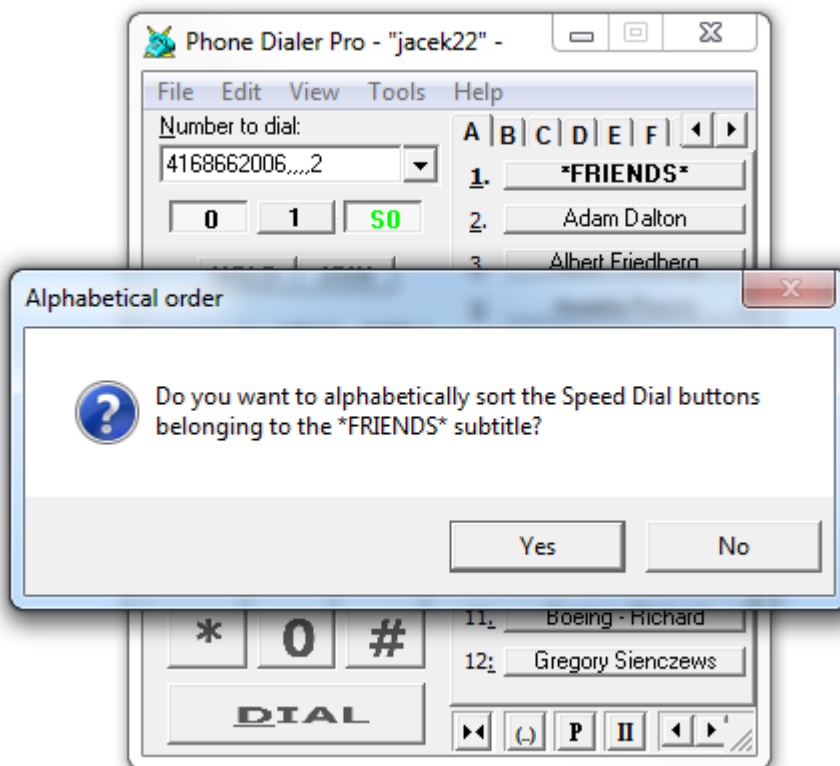
Sorting happens between one asterisk button and the next, If you prefer to have any first page (either in alphabetical or Subject Heading modes) unsorted to display speed dial buttons you do not wish to be sorted and to remain at the start of that page as you entered them by choice, do not place an asterisk in the first speed button of that page.

Upon clicking on the Asterisk button the dialer should ask for permission to sort all the underlying Speed Dials. Underlying means all buttons belonging to that subtitle. If there is only one Sub-Title Button all the Speed Dials buttons under that single Tab will be put in alphabetical order (starting from button #2 to the last button #996).

If you have marked another Sub-Title - under the next Subject Heading tab for example, then only those Speed Dials belonging to that Sub-Title and Heading will be sorted. Thus, between the speed dial button you have clicked to trigger the sort and the next valid Asterisk button.

A Sub-Title can only be the first Speed Dial button on any page which will not be used to dial but to trigger sorting of your Speed Dials within a Tab/Heading.

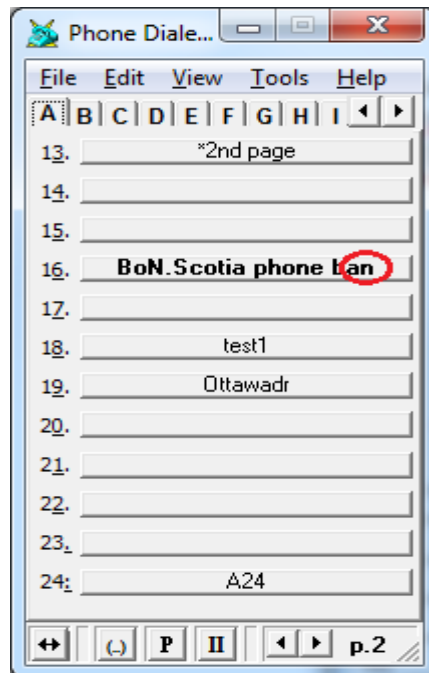
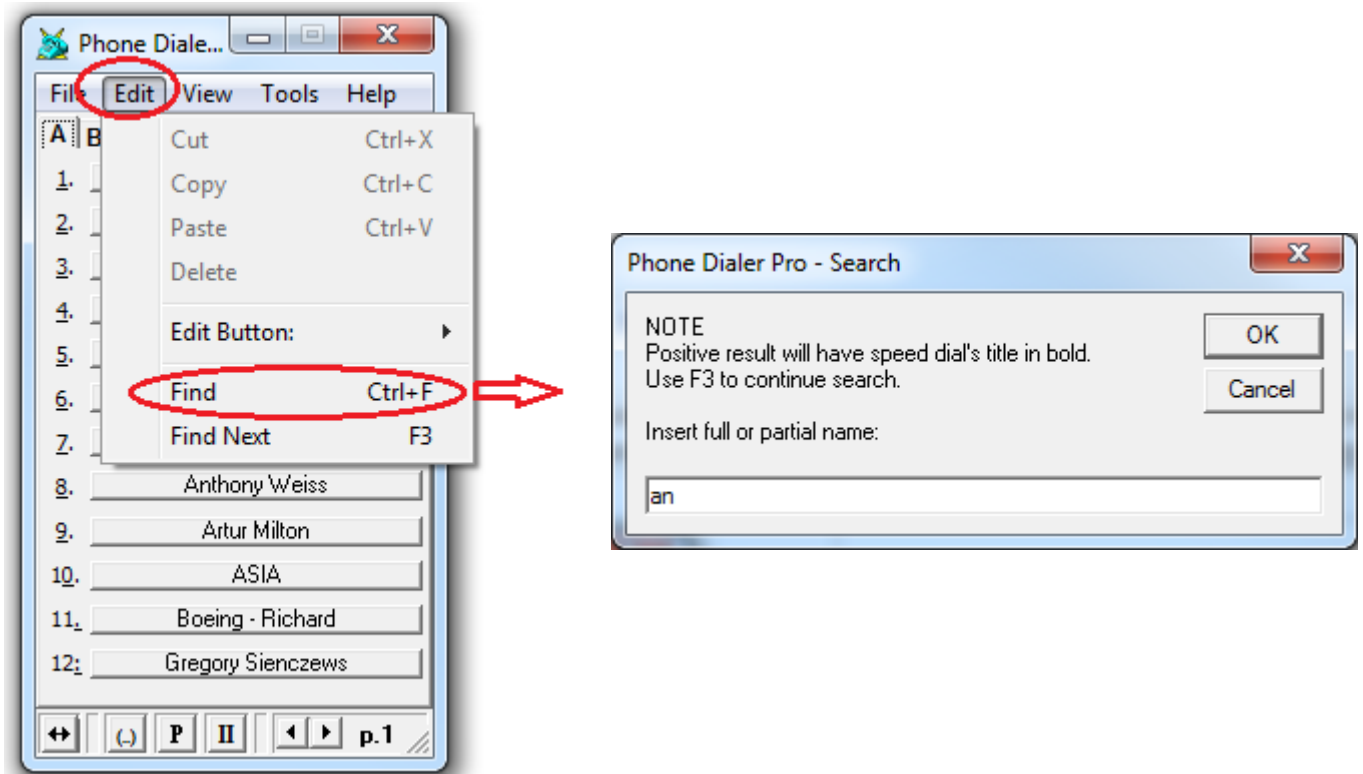
Again, to create a Sub-Title simply place an asterisk (*) in front of the first Speed Dial button's title, in the same way you would enter a name. Clicking on the Sub-Title button will reveal a new window asking for confirmation to sort, see the picture below:



In the above example the first speed dial Friends has asterisk in front of it, marking the starting point of sorting operation.

10.5 Finding specific name inside the phone book.

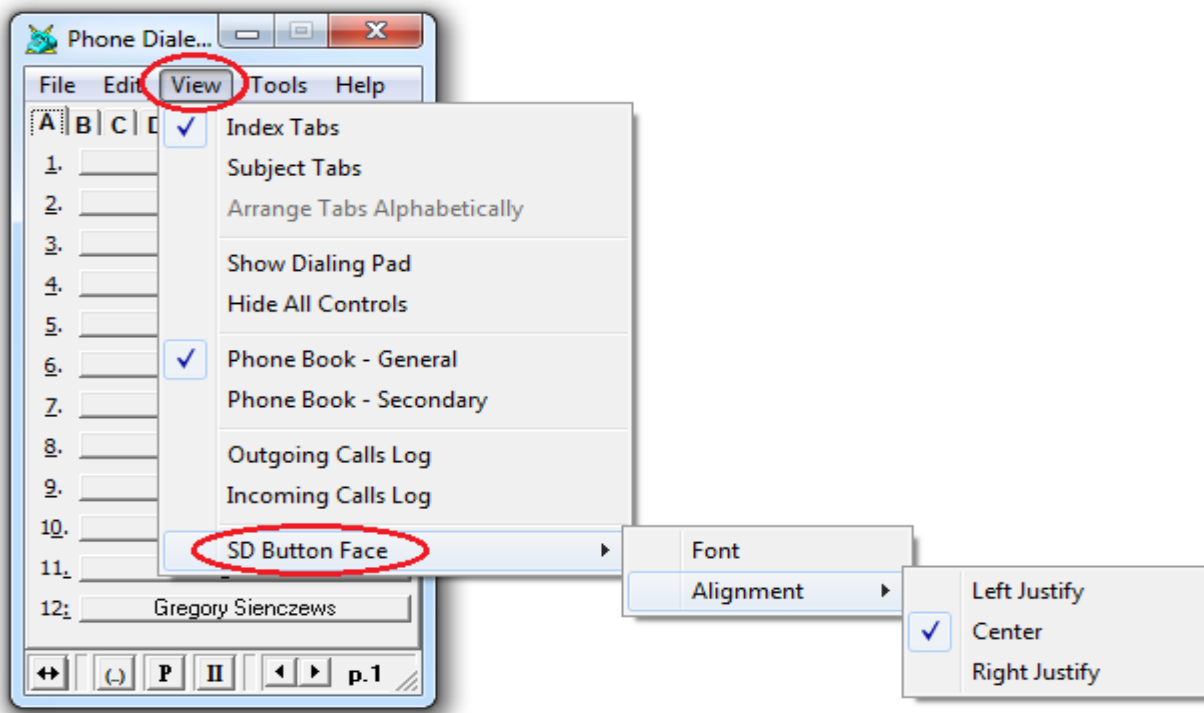
To find the name or partial name inside the phone book click on Edit>Find and fill in your search criteria. Use **F3** button to continue search. The found entry will be shown in bold font characters.



As illustrated above the partial name search “an” resulted in find on page 2.

10.6 Speed dials graphical variances

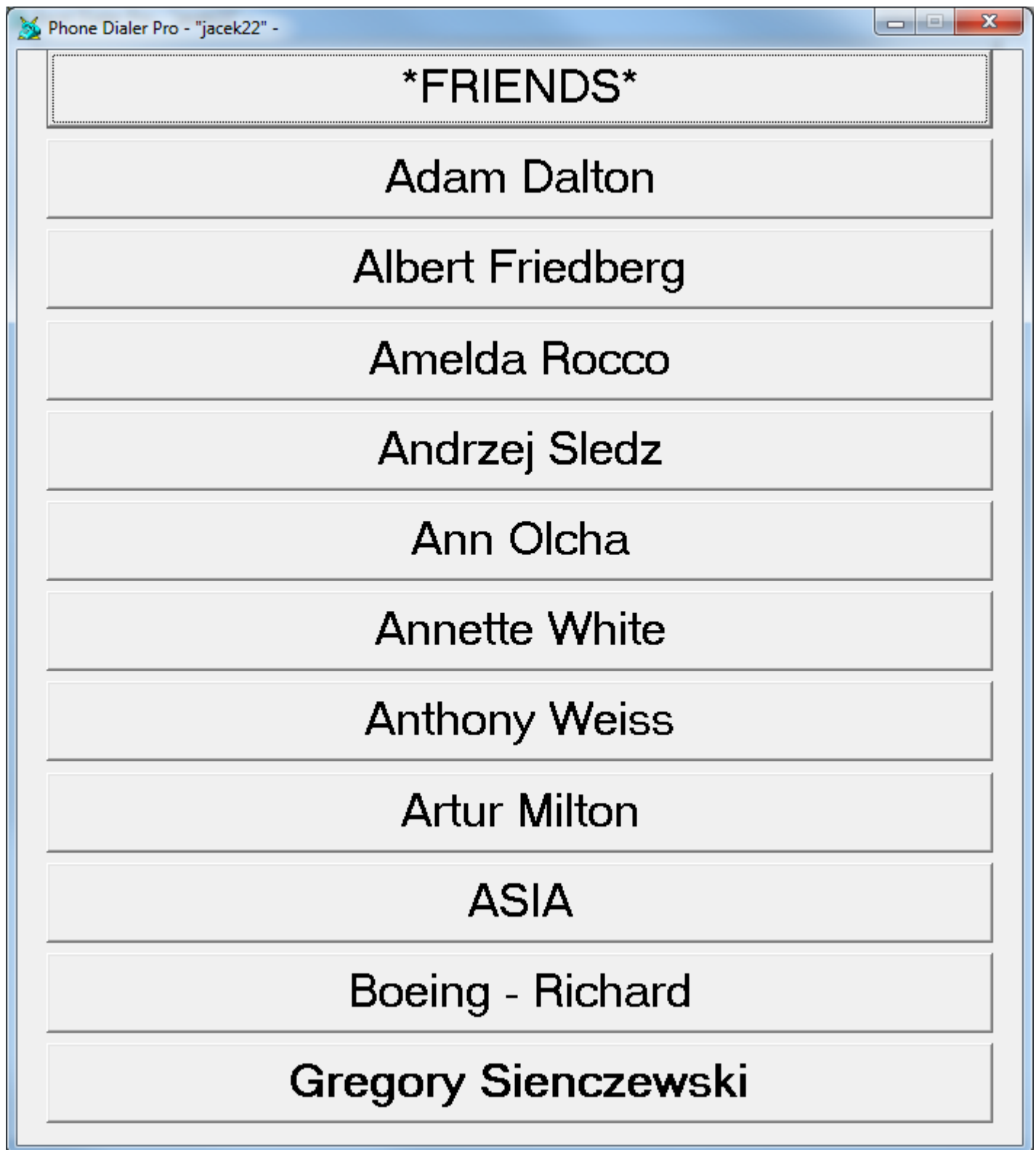
There are some graphical settings, which apply to speed dials face, such as Font and Alignment.



The illustration below shows speed dials alignment as left justify.



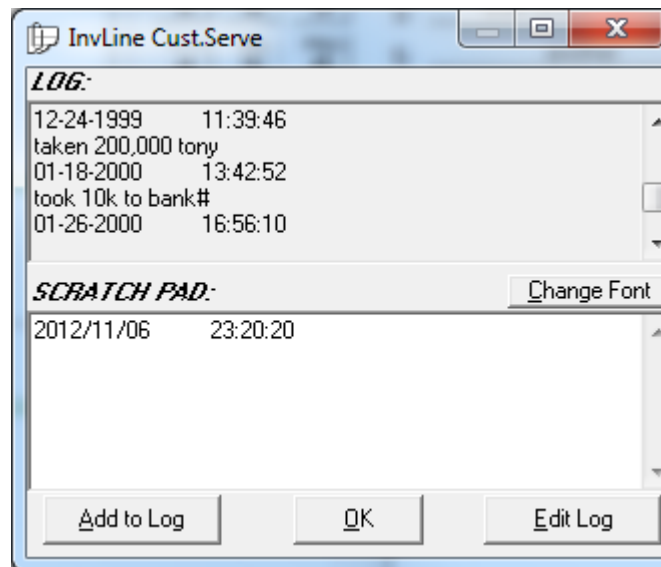
The below illustration shows speed dials font set to 24 pts in conjunction with Hide All Controls option. Such setup can be used for example in touch screen applications.



11. Memo Pad

11.1 Overview

Memo Pad is the integral pop-up window tied to the specific speed dial. MemoPad displays user' notes and comments relevant to the phone number the pad is tied to. It appears on screen when the phone call is made.



Layout:

Memo Pad is divided in middle for two panels.

Upper panel is titled LOG and that is the place were the data is stored.

Lower panel called SCRATCH PAD is date and time stamped and that is the place to put down your notes.

Important:

For notes to be saved they must be added to LOG (upper panel) using Add to Log button.

11.2 Enabling Memo Pad

There are 2 settings:

1. Tools>Options>General Miscellaneous tab – ‘Show Memo Pad’
2. As one of speed dial setting parameters.

First setting takes preference in disabling Memo Pad. When Memo Pad is not enabled in Tools>Options>General Miscellaneous tab then the setting inside a speed dial does not matter: Memo Pad won't be shown.

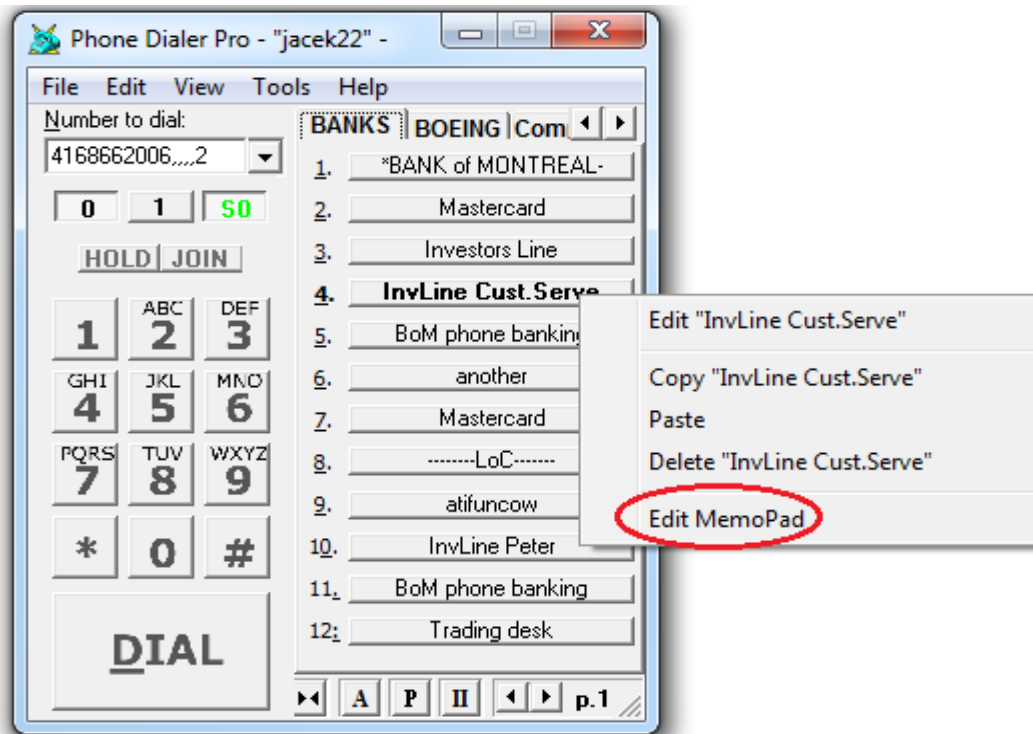
Note:

Memo Pad is enabled by default. When importing a new phone book all speed dials are set to show Memo Pad. To disable them all it is just enough to disable that option in Miscellaneous tab

11.3 Using Memo Pad

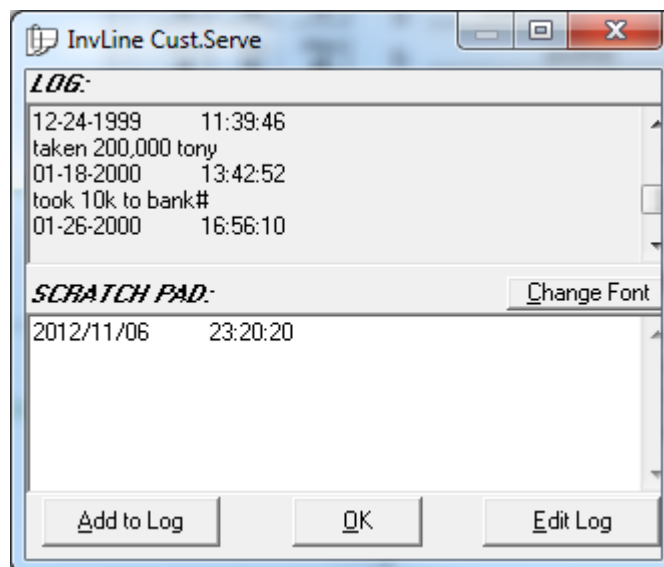
Memo Pad is designed to pop-up during the phone call.

To access it during different times mouse right click on selected speed dial and from menu select 'Edit Memo Pad' option.



Note:

To enable grayed out 'Edit Memo Pad' menu, 'Show Memo Pad' option must be set in speed dial parameters.



Enter the notes in Scratch Pad and add to log. To edit entries in LOG section click on **Edit Log** button. Forget adding notes to log? Memo Pad will ask you to save them when clicking OK button or when terminating Memo Pad window.

12. Manual dialing – alternative methods

12.1 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)

12.2 From command line

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

12.3 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.

12.4 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.

12.5 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.

12.6 Using dialer’s keypad

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

12.7 From phone list

To dial, click on a phone number in Excel spreadsheet phone list.

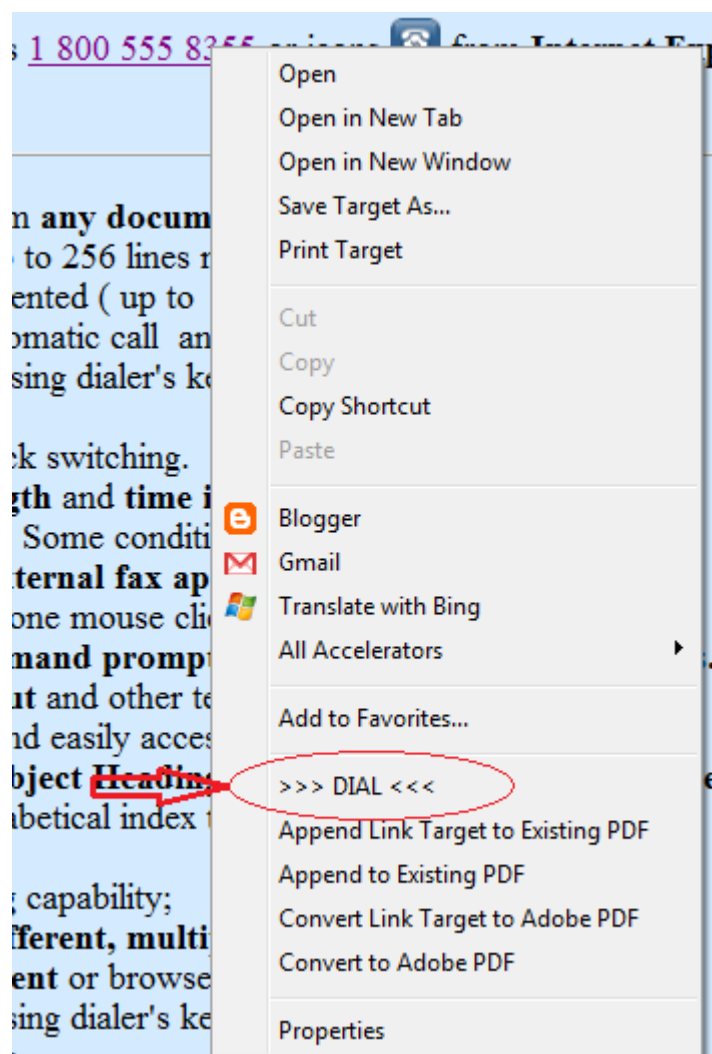
12.8 From webpage (Internet Explorer or Firefox)

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

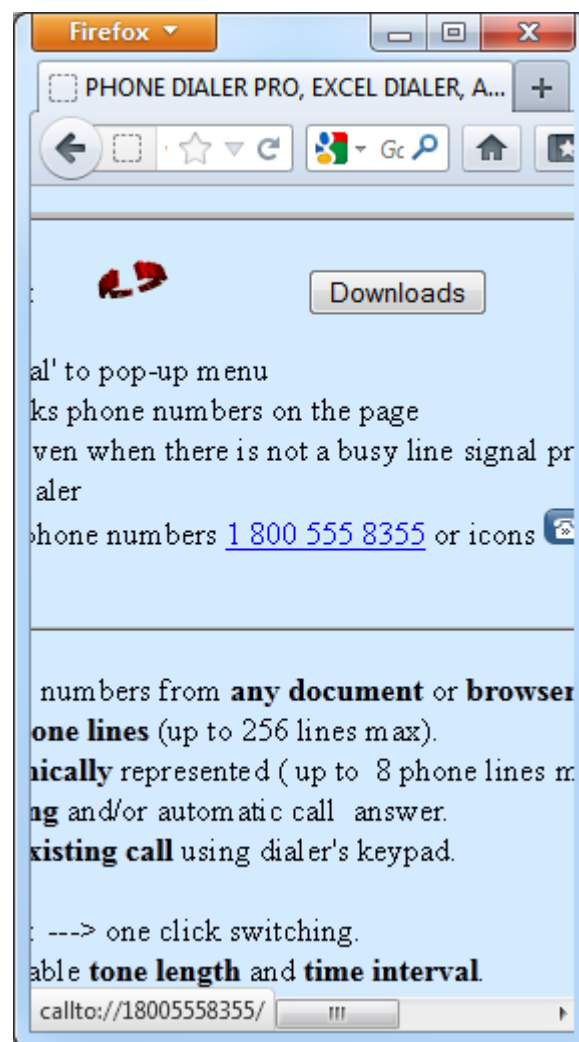
There are 2 ways to dial:

- 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



13. *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](#)
6. [How to recover from errors?](#)
7. [How to restore Windows to an earlier date](#)
8. [How to use the test file to diagnose hardware or software problems](#)
9. [How to use multiple calling cards within the same "Location"](#)
10. [How to use the dialing pad to dial on the existing phone call?](#)
11. [How to transfer a phone call?](#)

13.1 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.

13.2 How to set dialer to include area code when dialing local number?

See: [Windows Dialing Properties](#)

13.3 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.

13.4 How to override options?

Find the phonepro.ini file located in:

[Windows XP]

C:\Documents and Settings\\Application Data\Phone Dialer Pro\phonepro.ini

[Windows Vista and Windows 7]

C:\Users\\AppData\Roaming\Phone Dialer Pro\phonepro.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><phonepro.exe /default

13.5 How to get rid of the 'Run Busy Detect' startup message?

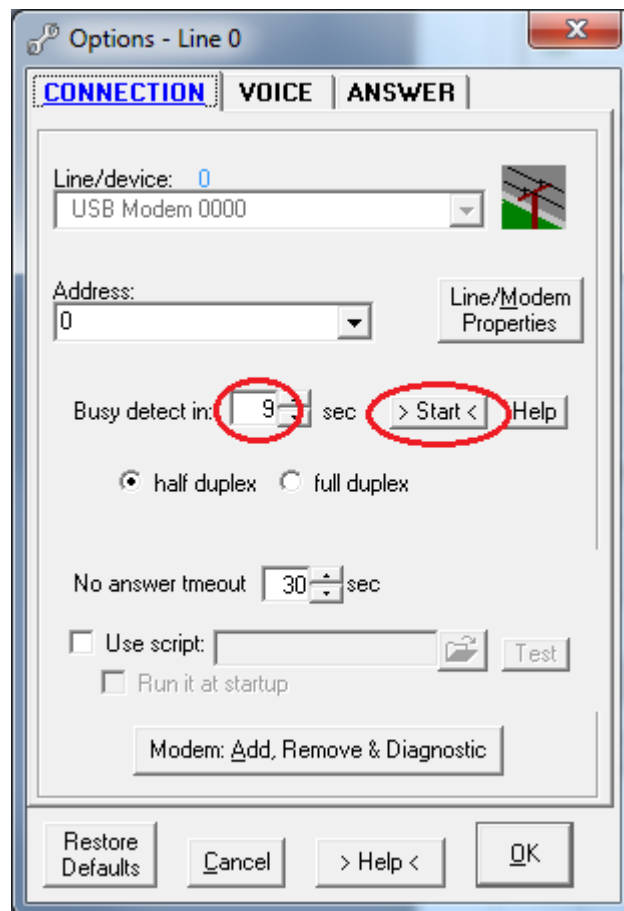
A properly detected busy signal is very important for the determination of the Connected phone line state, which in turn determines the start time for playing a message.

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 phonepro.ini file located in:

[Windows XP]

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

[Windows Vista and Windows 7]

C:\Users\<user name>\AppData\Roaming\Phone Dialer Pro\phonepro.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

13.6 How to recover from errors?

Resetting PDP options to default values may help.

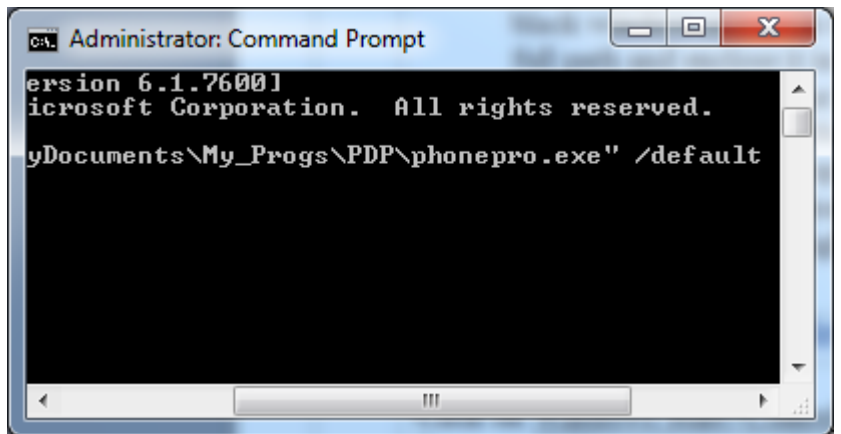
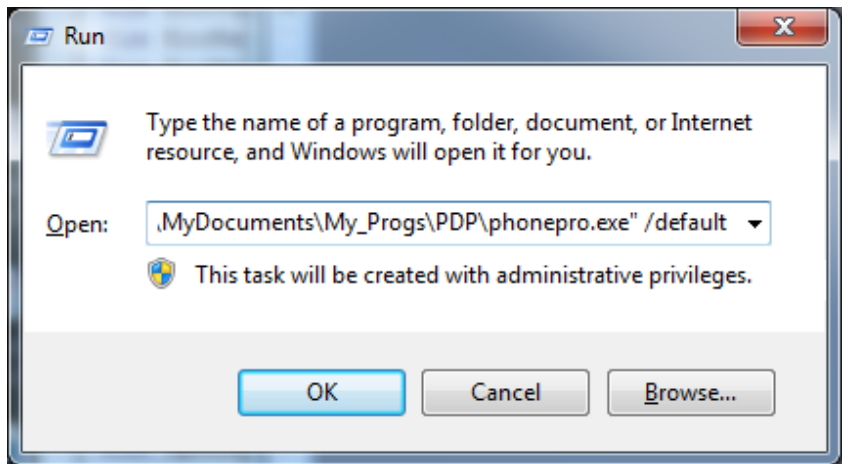
To do that start PDP from the command line with "default" as a trailing parameter:

<path>\phonepro.exe /default

Note:

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

1. Click on
Windows>Start>Run and
mouse drag phonepro.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 phonepro.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



13.7 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.

13.8 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 comments saying what you are doing externally and where you think the problem was.

13.9 How to use multiple calling cards within the same “Location”?

Each Speed Dial can be programmed to use a different Calling card available from pull down list in Speed Dial Edit window, however customizing, changing or adding a new Calling card should be done prior to it inside Dialing Properties window.

Selected Calling card in Speed Dial Edit window has priority over Calling card selected in [Windows Dialing Properties](#) but if "None (Direct Call)" is chosen in Speed dial Edit and there is a selected Calling Card in Dialing Properties the latter one takes over. For the dialer not to use the Calling Card at all, both places should have be selected "None (Direct Call)"

13.10 How to use dialing pad to dial on the existing phone call?

User can send additional digits using the dialing pad when:

- modem supports sending DTMF tones
- phone call was made in 'Voice' mode (Tools>Options>Line#>Voice tab).

When a modem does not support that feature, another way to do that is to append extra digits to the phone number, separating them with commas (comma is equal to about 2 seconds pause)

13.11 How to transfer a phone call?

In Tools > Options >General >Dialing tab, the option: "Enable Call Transfer" must be selected.

When that option is selected, the PDP second phone book (II) becomes Call Transfer Phone Book.

To transfer the call, PDP has to make an outgoing call or receive an incoming call. When the oval Progress Call Window displays that call, clicking on the Speed Dial button in the Call Transfer Phone Book should transfer the call.

Note:

That option may not be supported by some telephony hardware.

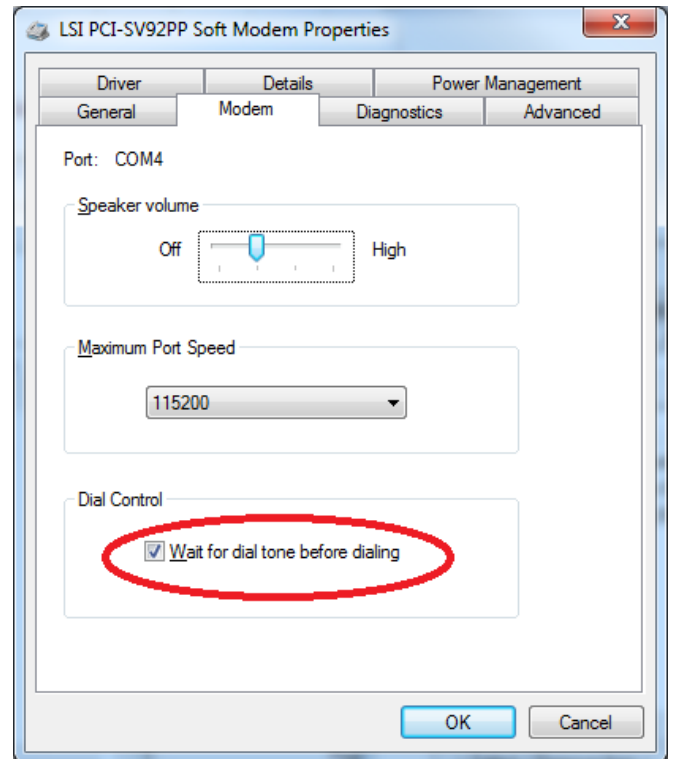
PC modems do not have the ability to transfer a phone call.

14. Messages & Errors

- [No dialtone](#)
- [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.](#)
- [Skype related messages](#)

No dialtone

Check whether the phone line is securely connected to modem.
If that is not enough, then click on modem’s properties and uncheck **Wait for dialtone before dialing** option.



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.

**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**

These error messages indicate a bad modem or corrupted modem driver.

When you are sure that the line is not in use, connected and the other side did not terminate the call you may try:

1. Reinstalling the modem's driver.

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.

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.

2. Updating the modem's driver.

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.

If you cannot find it there, try <http://www.driverguide.com/>

3. Change the modem.

Skype related messages

'Please install Skype Extras. ERROR: Skype4COM.dll not found!'

Older versions of dialer use Skype Extras to connect to Skype.

Please update your dialer's software.

'Dialer is not attached to Skype.', "Dialer cannot attach to Skype." or "Dialer does not have Skype permission.'

Skype requires user permission for an external program to use Skype.

To authorize the program:

Go to Skype>Tools>Options>Advanced and at the bottom click on **Manage other programs access to Skype** and set the permissions.

'Unrecognized identity' or 'Invalid phone number' or 'Skype Error 80020009'

Phone number does not conform to Skype format.

Dialer will automatically format a phone number when **Use Dialing Properties** option is selected in **Options>General>Dialing** tab and [Windows Dialing Properties](#) Location, Local Area Code and Local Area Code Rules are correctly set.

For how to set Local Area Code Rules 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?**

'Skype is not running'

This is a bug in Skype client version 5.1.0.104

Update Skype.

>>> APPENDIXES <<<

I. List of command line parameters accepted by software

Commands accepted by Phone Dialer Pro			
Command	Task	Example	Remarks
(555)-2340553	Dial Phone No	"....\phonepro.exe" 5552340553 "....\phonepro.exe" /5552340553 "....\phonepro.exe" (555)-2340553	phone number does not need to be formatted: it will be dialed according to Dialing Properties rules
xx	Ignore Dialing Properties	"....\phonepro.exe" XX5552340553 "\phonepro.exe" xx5552340553 "\phonepro.exe" /xx5552340553	ignore Dialing Properties and dial phone number (555)-234 0553 exactly as entered
zz##	Select Calling Card	"....\phonepro.exe" /ZZ065552340553	select 06-th Calling Card
loc#	Select Current Location	"....\phonepro.exe" /loc25552340553	select 2nd Location in Dialing Properties
sds#####	Select Speed Dial (subject mode)	"....\phonepro.exe" /sds13657	select Speed Dial: Subject mode Tab=13, Button=657
sdi#####	Select Speed Dial (index mode)	"....\phonepro.exe" /sdi0144	select Speed Dial: Index mode Tab=01, Button=44
loc#sds#####	using simultaneously	"....\phonepro.exe" loc2sds13657	2nd Current Location Speed Dial: subject mode Tab=13, Button=657
loc#sdi#####	using simultaneously	"....\phonepro.exe" loc1sdi0144	1st Current Location Speed Dial: index mode Tab=01, Button=44
0-9,#,*,A-D	DTMF tones	"....\phonepro.exe" /{any digits combination}	after phone call connection is made sending additional DTMF tones
flash	flash hook	"....\phonepro.exe" /flash	resetting a phone line
hangup	end phone call	"....\phonepro.exe" /hangup	drop active connection
setup	access to options	"....\phonepro.exe" /setup	opens Options window
default	set to default GENERAL options	"....\phonepro.exe" /default	GENERAL options are set to default values
default_line#	set to default selected line options	"....\phonepro.exe" /default_line0	Line 0 options are set to default values
min	minimize dialer's window	"[...]\phonepro.exe" /min	dialer will start in minimize mode
ver	shows current version	"[...]\phonepro.exe" /ver	it will display current version and revision

hideall	hides all controls	"[...]\phonepro.exe" /hideall	same action as View>Hide Controls menu
showall	restores hidden controls	"[...]\phonepro.exe" /showall	reverse 'hideall' action
script_<out><in>	run script (outgoing or incoming calls)	"[...]\phonepro.exe" /script_out "[...]\phonepro.exe" /script_in	will run outgoing call script will run incoming call script
script_out <path to script file>	reads and executes script	"[...]\phonepro.exe" /script_out c:\script11.txt	script file specified on command line will be used
<p>commands which work only when there is a dialer running</p> <p>WARNING: new, open and import commands will overwrite existing data without prompting</p>			
save <file>	saves current profile	".\phonepro.exe" /save <name of file >	saves current profile
new	creates new profile	"....\phonepro.exe" /new	creates new profile (setup options are inherited)
open <file>	opens new profile	".\phonepro.exe" /open <name of file>	opens new profile
import < file >	imports csv file into Address Book	".\phonepro.exe" /import <path to csv file >	It automatically creates <u>new profile</u> and imports data from csv file. (setup options are inherited)

II. List of script commands used by software

Script commands accepted by Phone Dialer Pro	
COMMAND	TASK
dial: <phone number or Skype name>	make outgoing phone call. When a call already exists this command will dial on the opened line (sending DTMF tones).
dial_cell: #: #	it will use the spreadsheet's cell specified by row and column number to dial out. Example > dial_cell: 6:H When <u>autodialing</u> specify row number by * Example > :dial_cell: *:H
monitor_dtmf: # <action>	wait for 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_dtmf	store all keystrokes in file tones.txt, until # (pound) key is pressed. 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.
dial_dtmf: <0...9,#,*>	send DTMF tones
dial_dtmf: rx	it will dial the DTMF tones received by monitor_dtmf command
wait: #	program waits # of secs before executing next command
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 ##.
record_start	starts recording voice (accordingly with the rec params set in Options)
record_stop	stops recording
alert: <file>	this is one of the <action>. It will play the selected file <u>over PC speakers</u> to alert the operator.
callerid: <CallerID> <go_line:#>	when the Caller ID matches expected value, then the script execution will jump to the specified script line
callerid	this command will put Caller ID on clipboard
answer: <#>	incoming call will be answered after # of rings
run_app: <path to executable>	it will launch the specified file
run_app: <path to executable>/callerid	it will launch the specified file with the Caller ID as a trailing parameter
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.
flash	it will perform flashhook or off-hook
hangup	disconnect and drop the phone line
disable: <inscript><outscript>	disable scripting option in the current session (dialer must be restarted to enable scripting option again)
end_of_call_cont: go_line:#	when this command is not included, the script execution will end when the call is over. It does not matter, where in the script this command is placed. Note: Do not use this command when autodial command is used.

delete	delete the script file
end or end_script	disconnect, drop the phone line and end script processing
terminate	dialer's application is terminated
//	this line is ignored (it is used for making comments)

Ask us, if you need another command or action.

|

III. Script samples

<u>Script sample 1</u> (incoming calls)	
Note: each command must contain ':' when more information is specified.	
<u>script line:</u>	<u>what it will do:</u>
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_dtmf: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
endscript	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

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"

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\Phone Dialer Pro\phonepro.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 "" : 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

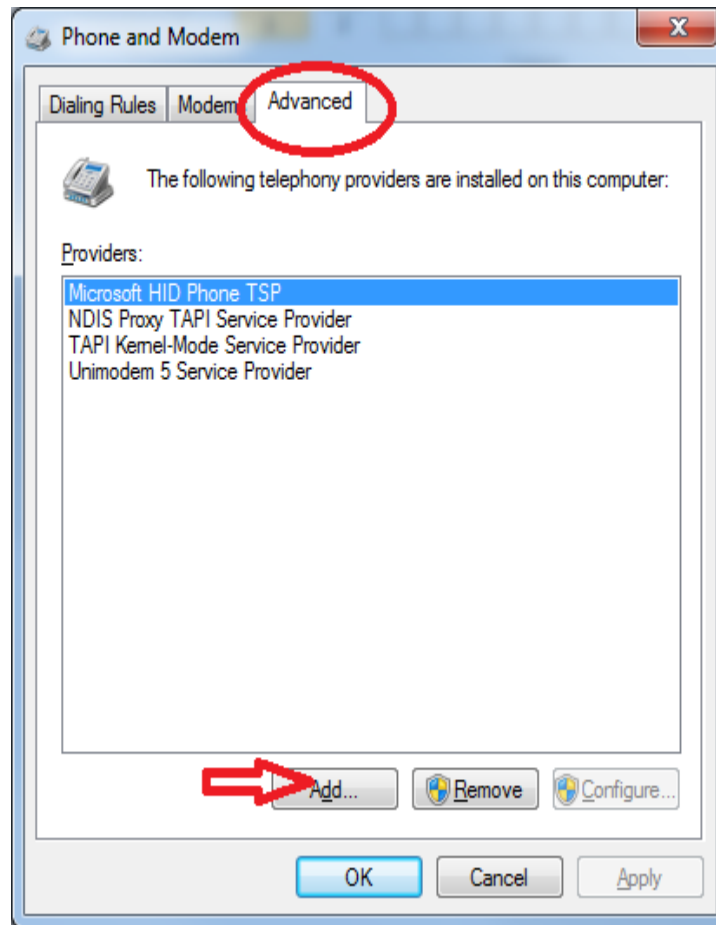
.dwData = 3 use with all other commands

VII. Using SIP

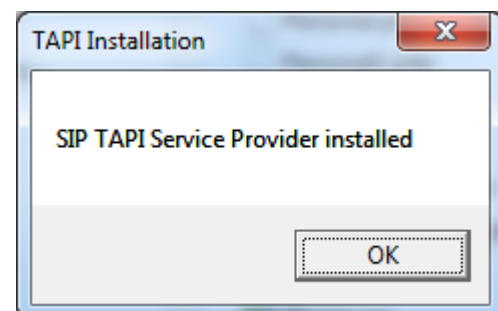
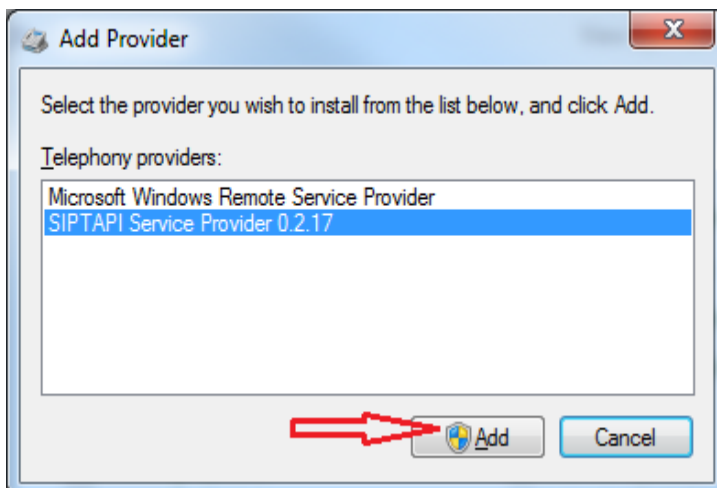
Some SIP drivers come as .tsp file.

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

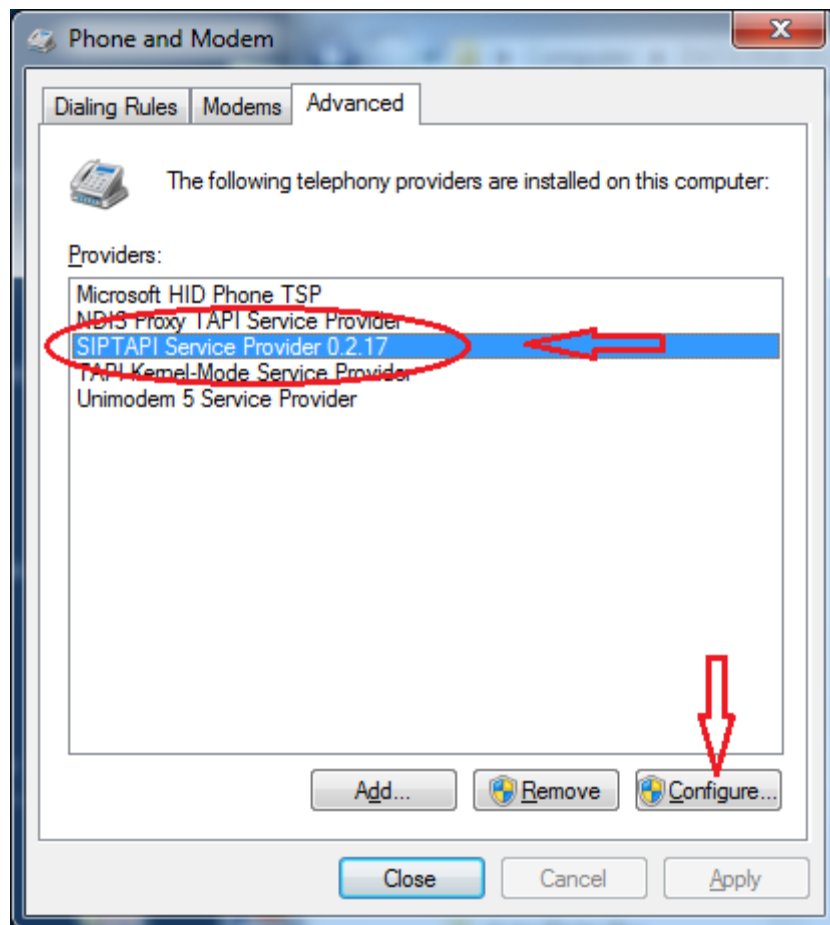
Next, click on Control Panel>Phone and Modem and in Advanced tab click on Add... button.



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:

siggate.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.

