

Automatic Answering and Voice Recording

Automatic Answering and Voice Recording

EverFree[®]/AA

User's Manual

Korea MutaTech, Inc

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1. About EverFree/AA

1.1 Service Type

① Characteristics

EverFree/AA(Automatic Answering) is a PC controlled system that performs many functions including automatic answering and voice recording. Especially it plays the content of the calls during conversation and through the remote access.

◆ Functions and Advantages

- Auto dialing
- Voice recording
- Call list
- Group management
- Memo/Diary
- Send SMS
- Auto answering
- Booking call
- Customer management
- Key number
- Send e-mail
- Data compatibility

◆ System Composition

The system composition of EverFree/AA is shown in the figure below.



② Product Package

Open the package box and see if the composition of package is as shown in the table below and if there is any damage on the appearance.

Model	EverFree/AA
Product Composition	Program CD:1 Gateway: 1 RJ11 6P2C Phone line: 1 USB cable A-B: 1 User's manual: 1

1.2 Use Environment

Following PC environment must be provided to use EverFree/AA. Check on the box if you confirm the items.

Item	Basic Requirements	Cheek
CPU	Pentium 166MHZ or above	
Memory	64MB or above	
OS	Windows 98, 2000, XP	

1.3 After Service

Korea MutalTech, Inc. is doing its best to provide the best after sales service to its customers. Customers can get after sales service and customer support through Korea MutalTech, Inc. homepage (www.mutaltech.com), e-mail(webmaster@mutaltech.com), phone, or mail.

◆ Questions and Technical Support

- If you have any questions regarding the use of EverFree/AA, please first refer to this User's Manual and the Electronic Manual.
- If you refer to the Product Q&A on Korea MutalTech, Inc. homepage and send questions, we will reply quickly.
- For other matters, please use e-mail, phone, or mail.

◆ Electronic Manual

- To provide better services, the User's Manual contained in the product package can be partially modified.
- If you visit Korea MutalTech, Inc. homepage for the Electronic Manual, you can view the updated and detailed Electronic Manual.

2. Installing

2.1 Installing Main Program

Step 1 If you insert the program CD into CD-ROM, 'Setup' screen automatically pops up. Click <Installing Main Program> button.



Step 2 Starting installation. Click <Next>.

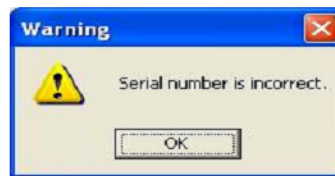


Step 3 Input user name(PC ID) and product number. Click <Next>.

The screenshot shows the 'Enter user information' step of the InstallShield Wizard. The window has a blue title bar with 'InstallShield Wizard' and a close button. Below the title bar is a sub-header 'Enter user information.' with a small icon of a computer. The main area contains the text 'Enter your name and serial number.' followed by two input fields: 'Name:' and 'S / N:'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted.

When user name or product number is incorrect, the window below shows up.

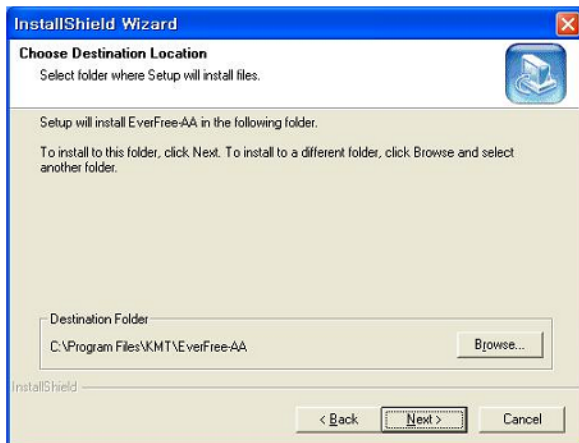
Caution



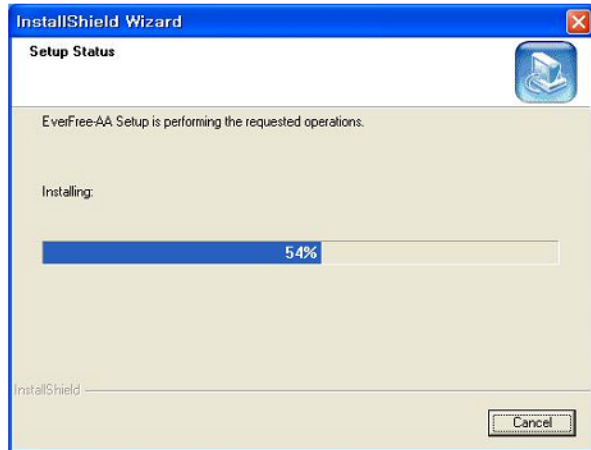
Caution

Installing program with same product number at more than two PCs, the execution of the program is hung up because of program bomb.

Step 4 Click <Next>

The screenshot shows the 'Choose Destination Location' step of the InstallShield Wizard. The window has a blue title bar with 'InstallShield Wizard' and a close button. Below the title bar is a sub-header 'Choose Destination Location' with a small icon of a computer. The main area contains the text 'Select folder where Setup will install files.' followed by 'Setup will install EverFree-AA in the following folder.' and 'To install to this folder, click Next. To install to a different folder, click Browse and select another folder.' Below this is a text box labeled 'Destination Folder' containing the path 'C:\Program Files\KMT\EverFree-AA' and a 'Browse...' button. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted.

Step 5 Installation is in progress. Wait till completed.



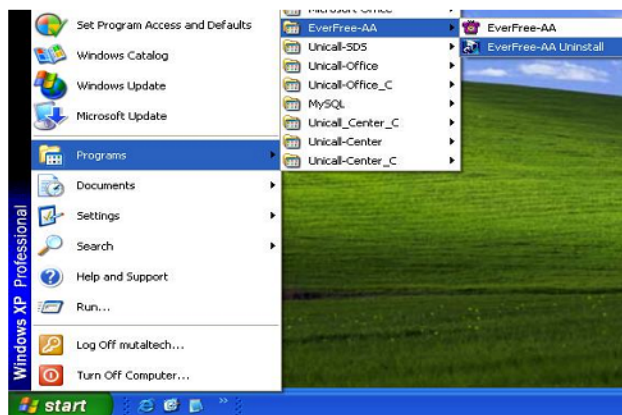
Step 6 Click <Finish>. The installation of the main program is completed.



2.2 Reinstallation

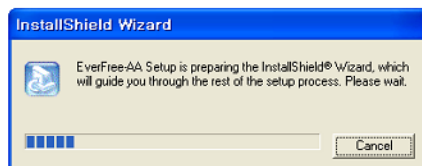
Reinstallation is needed when the program is updated or the existing program is deleted for reinstallation because EverFree/AA does not properly operate.

※ Following is the method of deleting on Windows XP. The method is the same on Windows except some differences in window composition.



Step 1 Click <EverFree/AA uninstall> from the Windows screen(Start -> Programs -> EverFree/AA)

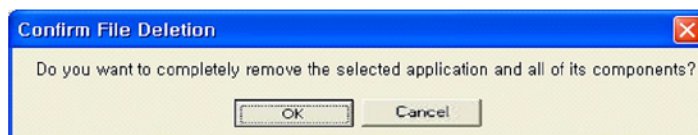
Step 2 It is preparing for uninstallation. Please wait.



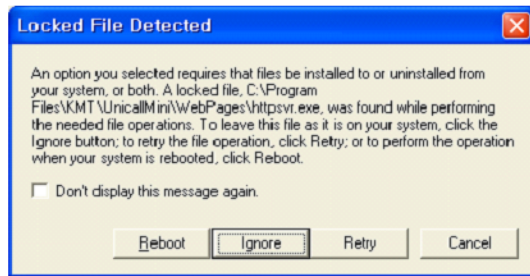
Step 3 Select Remove and click <Next>.



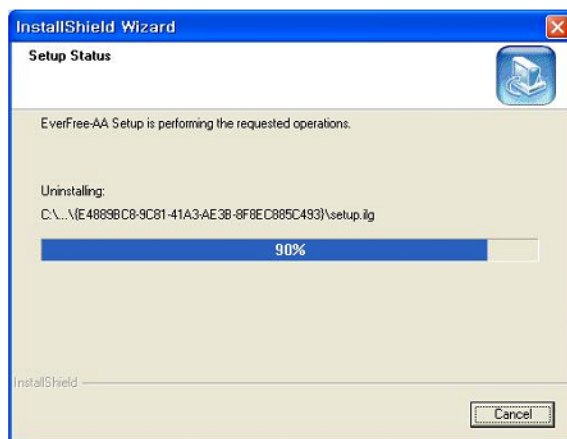
Step 4 Click <OK>.



Step 5 Click <Ignore>.



Step 6 Uninstalling in progress. Please wait till completed.



Step 7 Uninstallation is successfully completed. Click <Finish>



Step 8 Confirm uninstallation of EverFree/AA from the Windows screen(Start->Programs)

Step 9 Though the program is uninstalled, the DB files is not deleted. When you reinstall the main program, you can still use the existing DB. To completely remove the DB file, run the Windows Explorer in the Windows screen(Start -> Programs -> Accessories). Navigate the location of 'C:\Program Files\KMT\EverFree\AA\dbm' to delete the 'EverFree\AA.mdb' file by the Windows Explorer.

◆ Reinstallation

Reinstall according to the procedure for 2.1 Installing Main Program.

2.3 Gateway Installation

Do gateway installation according to the procedure of 'Gateway Installation Manual'.

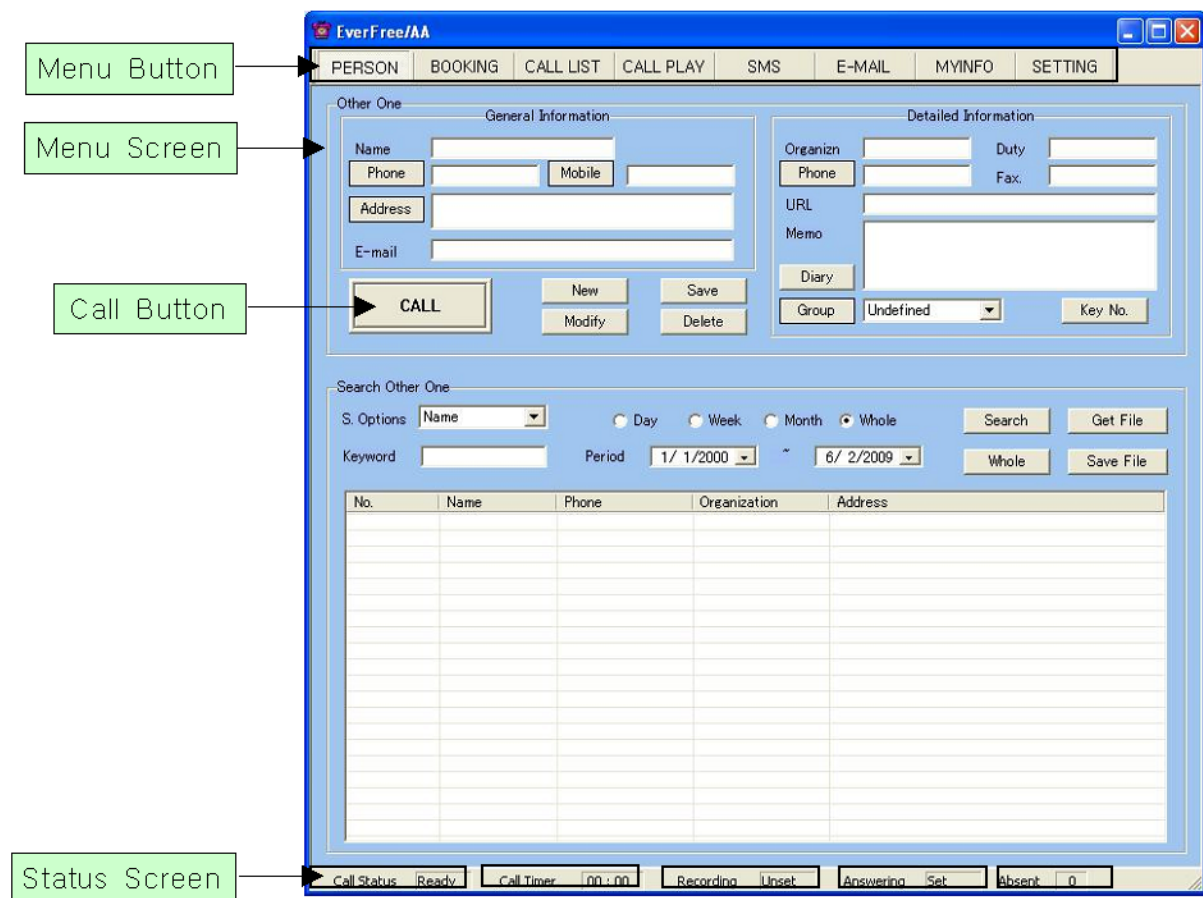
3. Starting

3.1 Basic Display

The following shows basic display of EverFree/AA and its components. Getting used to basic display is very helpful in making the most use of EverFree/AA.

◆ Menu Button and Menu Screen

The menu screen for each function is displayed if the menu button is pressed. The menu screen of the basic display is the person screen.



◆ Call Button

When calling or quitting a call, you can use 'Call' button.

◆ Status Screen

- Call Status

Depending on the current state of the call, 'Ready', 'Busy' or 'Recording' is displayed.

- Call Timer

The duration of the call time is displayed.

- Recording

'Recording' is displayed if it is set in 'Setting Screen'.


- Answering

'Auto Answering' is displayed if it is set in 'Setting Screen'.

- Absent


It shows the count of the absent call and will be cleared if one confirms the call in 'Call List'.

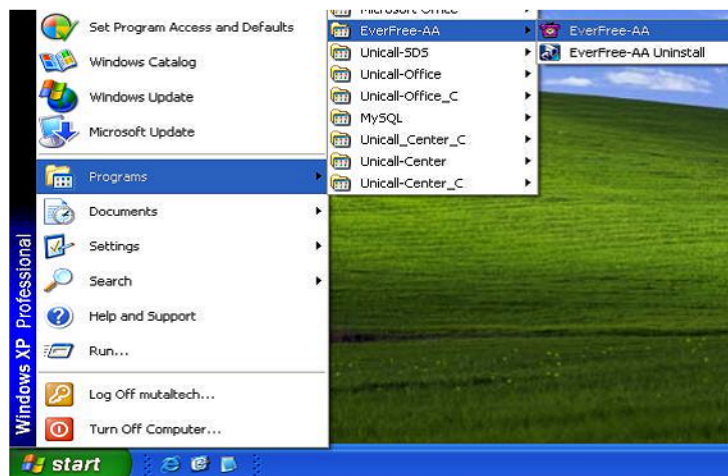
3.2 Starting

When the installation is successfully completed, double-click on the desktop  and run the program.

EverFree - AA



◆ When  icon is not on the desktop, click <EverFree/AA> from the Windows screen (Start -> Programs -> EverFree/AA) to run it.



◆ This screen is shown when EverFree/AA is run properly.

3.3 Setting

Before using EverFree/AA, it is necessary to set necessary information in 'Myinfo' and 'Environment Setting'.

① My Information

<My Info Screen>

◆ User Registration

This part is to register the user information. Input homepage, e-mail, address, fax, phone number and name.

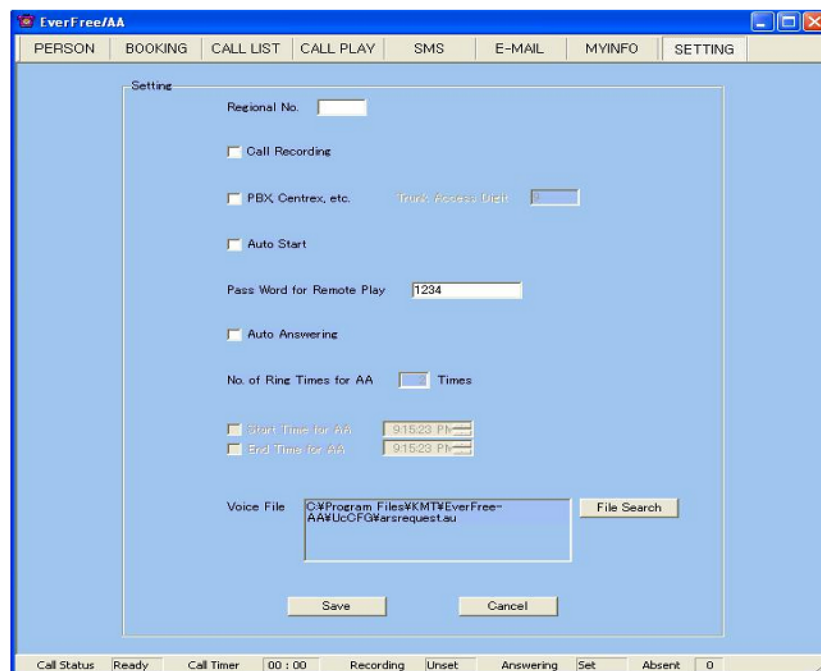
◆ SMS Setting

This part is to input the ID and password that is needed to send SMS to other person.

- Save ID: If it is set, you are not required to enter ID.
- Auto Login: After login once, you are not required to login again if it is set.

② Environment Setting

- Ring times: The number of ring times to start auto answering service.
- Start time: The time to start auto answering service if set.
- End time: The time to end auto answering service if set.



<Setting Screen>

4. Using

EverFree/AA has the auto answering, voice recording, phone secretary and connection management function. For efficient use of each function, it is necessary to know the way of using.

4.1 Auto Answering and Voice Recording

① Auto Answering

It works when the 'Auto Answering' is set in 'Setting Screen'. For playing the voice recording, refer to ② Voice Recording.

◆ Setting Answering Comment

Select and set the voice file among the saved voice files.

◆ Answering Comment Change

- Voice file recording and saving

Open 'Start → Programs → Accessories → Entertainment → Sound Recorder' and save with 'another name' after recording the answering comment. → Click 'Change' format → Select format: ITU u-law → Save as file name.au.

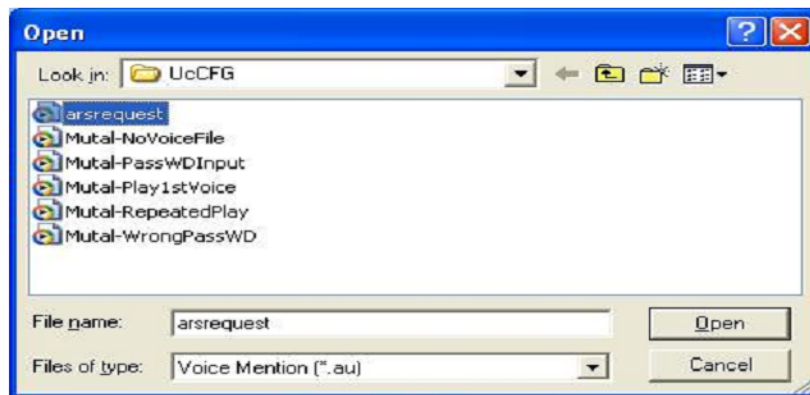
- Voice file change

Click the 'File Search' button in 'Setting Screen' =>



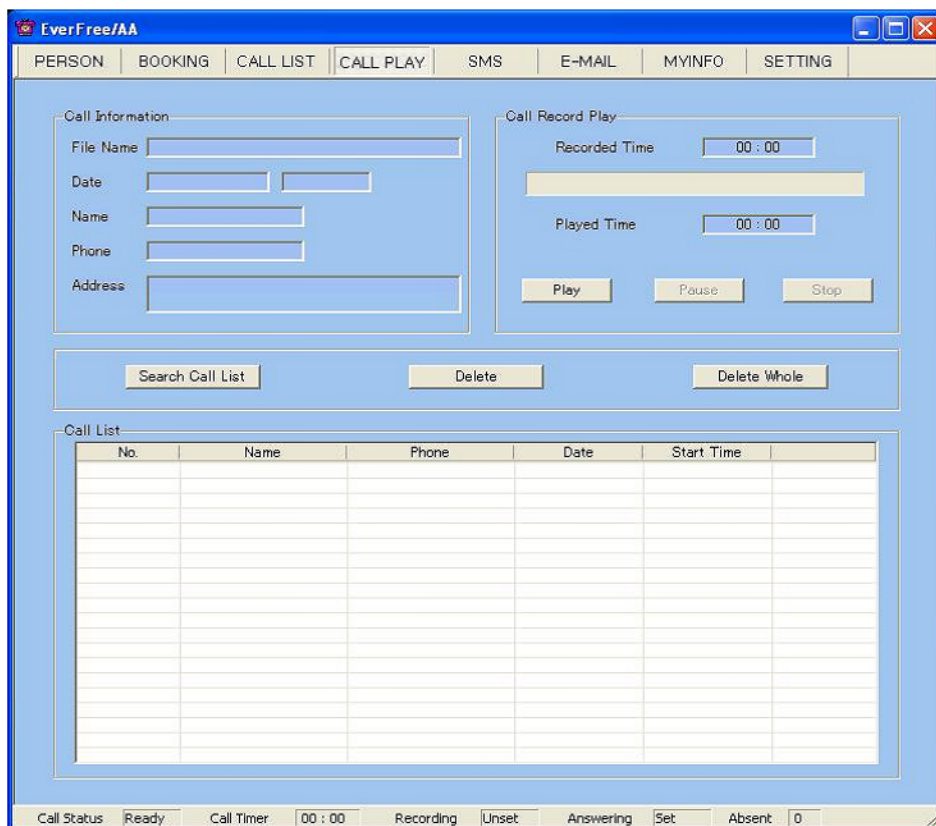
Go to the location of the saved files and select a 'file name.au', and click Open =>

Click the 'Save' button in 'Setting Screen'



② Voice Recording

It works if 'Auto Answering' or 'Voice Recording' is set in 'Setting Screen' and you can play the recorded voice. 'Call Play Screen' is displayed if the 'Call Play' button is pressed.



<Call Play Screen>

◆ Select Call List

If the 'Search Call List' button is pressed, the call list will be displayed in the order of the recent call. Select the item in the call list and you can see the detailed information of the each call.

◆ Playing Voice File

Press the 'Play' button and you can hear the recorded file through the headset or speaker of the computer. You can confirm the total recorded time and playing time up to now. You can also operate the 'Pause' and 'Stop' button.

◆ Playing Voice File in Conversation

Select the voice file and press the 'Play' button in conversation, and you can hear the recorded file with your call partner together.

◆ Deleting Voice File

Select the item to delete in the call list and press the 'Delete' button. You can delete in block with the 'Shift' and 'Ctrl' key. When the 'Remove All' button is pressed, the all items in the list will be deleted.

③ Playing Voice File in Remote

Make a call by the phone number. => You may hear the answering comment. => Press '0' button on your phone.(Be sure not to be late) => You may hear the comment to enter the password. => Input the password set in 'Setting Screen' and '*' button. => You may hear the voice file in the order of the recent call.

4.2 Telephony Function

① Auto Dialing

Select other one to make a call by clicking in the 'Other One List' or double clicking in 'Call List Screen'. => The dialing will be finished by

clicking the 'Phone' or 'Mobile' button. => Conversation.

The screenshot shows a web form titled 'Other One' with two tabs: 'General Information' and 'Detailed Information'. In the 'General Information' tab, there are fields for Name, Phone, Mobile, Address, and E-mail. The 'Phone' field has a value of '8252535' and the 'Mobile' field has a value of '01012345678'. Below these fields are buttons for 'CALL', 'New', 'Save', 'Modify', and 'Delete'. In the 'Detailed Information' tab, there are fields for Organizin, Phone, Duty, Fax, URL, Memo, and a Group dropdown menu. The 'Phone' field in this tab also has a value of '8252535'. A blue circle highlights the 'Phone' button in the 'General Information' tab, and a blue arrow points from it to a callout box labeled 'Auto Dial button'.

② Booking

The screenshot shows the 'EverFree/AA' application interface. The 'BOOKING' tab is selected. The 'Call Booking List' table is empty. The 'Call Booking' form on the right has the following fields: Date (6/ 2/2009), Time (10:21:37 PM), Booked No. (empty), Phone (8252535), Name (gildong), Mobile (01012345678), Memo (empty), and Book Memo (call please). The 'Other One Search' section at the bottom shows search criteria for Name, Date, and Period. The 'Call Status' bar at the bottom shows: Ready, Call Timer, 00 : 00, Recording, Unset, Answering, Set, Absent, 0.

<Booking Screen>

◆ Other One Search

Refer to ① Person Management Function of 4.3 Connection Management Function.

◆ Setting Call Booking

Select a person in the other person list => Input booking date, booking time and memo/diary => Click the 'Booking' button to book in the 'Call Booking List'

◆ Modification and Deletion

– Modification

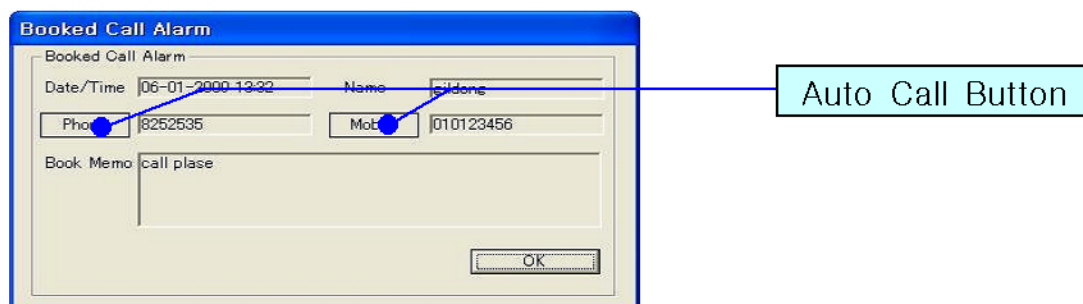
Select the item to modify in the 'Call Booking List' => Modify the date, time, memo/diary and contents => Press the 'Modify' button

– Deletion

Select the item to delete in the 'Call Booking List' => Press the 'Delete' button

◆ Booked Call Alarm

'Booked Call Alarm Screen' will be displayed if time is up, and the item is deleted in the 'Call Booking List'.



Press the 'Auto Call Button' to make the call and press the 'OK' button to end it.

⑥ Call List

Displays the call list. 'Call List Screen' is displayed if the 'Call List' button is pressed.

4.3 Connection Management Function

① Person Management Function

The registered person and a new one can be distinguished by displaying and managing individual information, and it is possible to search by various criteria.

[illegible]

<Person Screen>

◆ Personal Information Registration

- New One registration

Press the 'New' button(Not needed if there has been a call) => Enter one's information => Press the 'Save' button.

- Registering person in call list

Select a person in 'Call List Screen' and double click it => Automatically shifted into 'Person Screen' => Enter one's necessary information => Press the 'Save' button.

- Using an existing file

Refer to ⑤ Data Portability of 4.3 Connection Management Function.

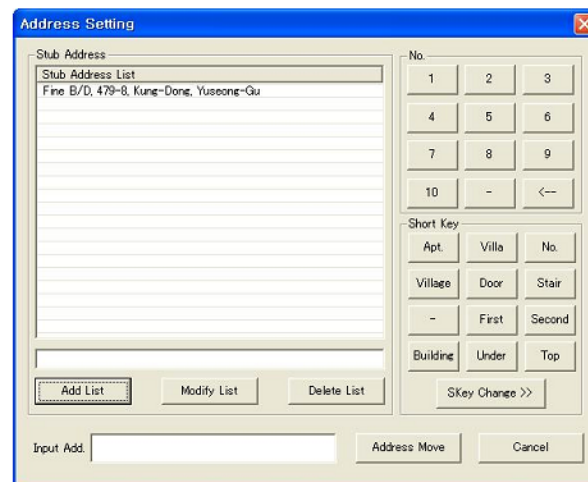
◆ Inputting Addresses

– Input address directly

Input the address directly in the 'Address' column.

– Using the 'Address' button

Press the 'Address' button => The frequent stub address can be added by the 'Add List' button => Input the stub address and detailed address in 'Input Add.' column => Press the 'Address Move' button => The address automatically inputted in the 'Address' column of 'Customer Screen'.



◆ Other One Search

– Search options

• Select one among the 'Name', 'Phone', 'Address', 'Organization' and 'Group' in 'Option' column => Input Keyword => Press the 'Search' button (You can search in part of the keyword).

• Select the 'Reg. Date' in 'Option' column => Select period => Press the 'Search' button.

– Search all

Displays all of the registered persons if 'Whole' button is pressed.

◆ Other One Information Management

– Modification

• Select the item to modify in the list => Modify the contents=> Press the 'Modify' button.

– Deletion

• Select the item to delete in the list => Press the 'Delete' button.

– Group management

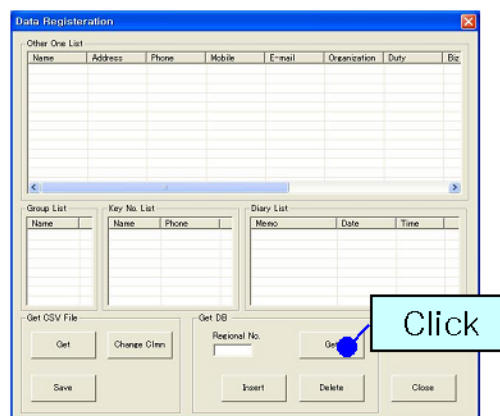
Press the 'Group' button => Add, modify or delete the group.

– Key number management

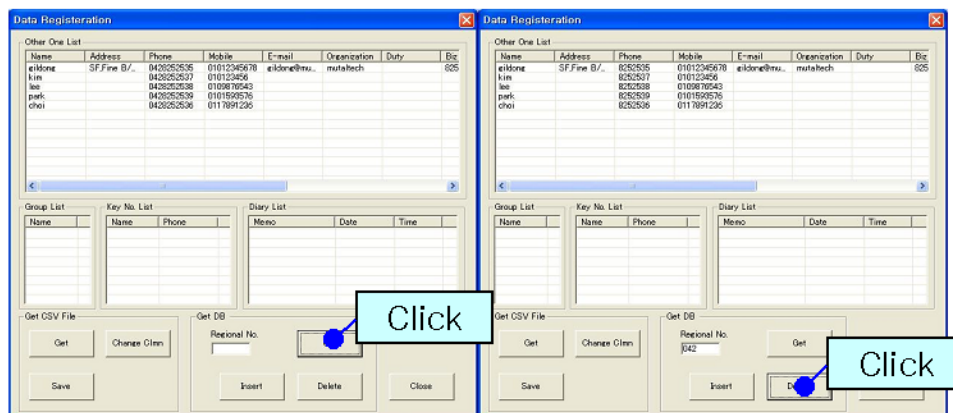
Select the person in the list => Press the 'Key No.' button => Enter the phone number that is not registered in the group(The number registered in 'Person Screen' is the key number).

– Adding and deleting the regional number

Press the 'Get File' button => Click 'Get' in the 'Get DB' and the person's information will be displayed.



Press the 'Insert' or 'Delete' button after entering the regional number.



② Memo/Diary

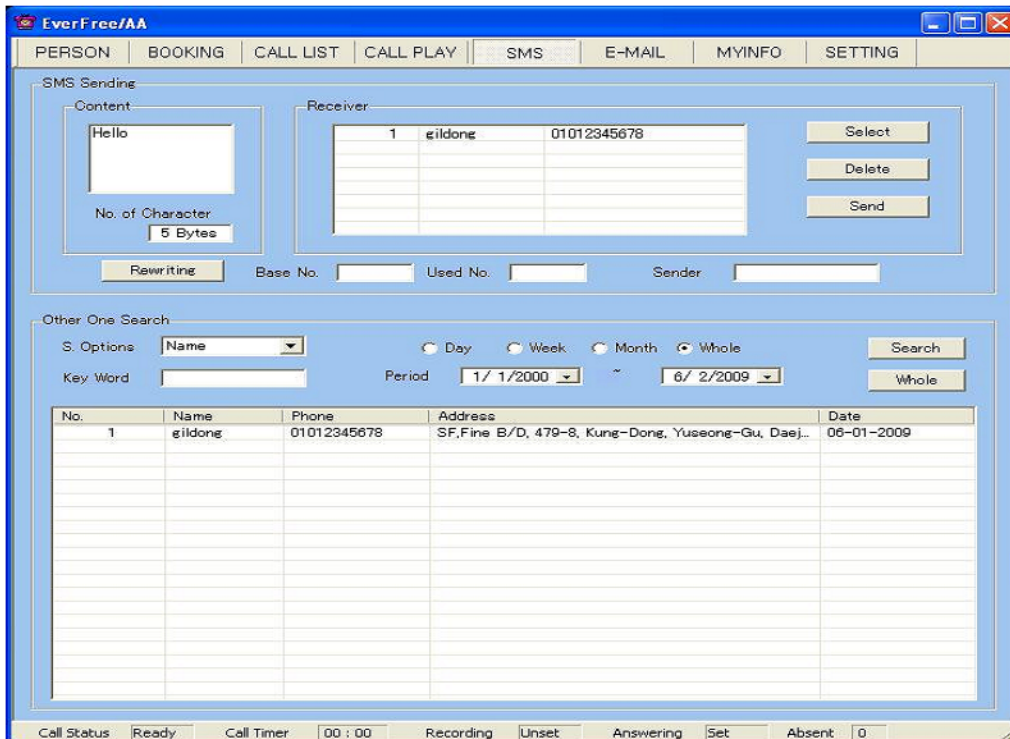
Input the memo/diary for each person. The memo/diary will be displayed with each person.

◆ Diary Management

Press the 'Diary' button => It is possible to add note or to edit, or to delete it. The registered notes will be saved with the date and time.

③ SMS Sending

Pressing the 'Subscribing' button in 'MyInfo Screen' and getting a membership, then SMS can be used. Press the 'SMS' button to see 'SMS Screen'.



No.	Name	Phone
1	gildong	01012345678

No.	Name	Phone	Address	Date
1	gildong	01012345678	SF, Fine B/D, 479-8, Kung-Dong, Yuseong-Gu, Daej..	06-01-2009

<SMS Screen>

◆ Other One Search

Refer to ① Person Management Function of 4.3 Connection Management Function.

◆ Receiver Input

– Search customer => Select the customer in the list => Press 'Select' button(the number of people may be selectable)

– Re-entering receiver

Press the 'Delete' button => Do as 'Receiver Input'

◆ Contents Input

– Directly inputting contents

You can input message in 'content' box not exceeding 80 bytes. 'Used' is the number of used SMS characters.

– Re-inputting contents

You can re-input any new message by pressing 'New' button.

◆ Sending SMS

Press 'Send' button to send SMS.(All who are in 'Receiver' will be sent simultaneously.)

④ E-mail Sending

If Outlook is installed on your PC, you can use E-mail with your account. Press 'E-MAIL' button to see the 'E-mail Screen'.

◆ Other One Search

Refer to ① Person Management Function of 4.3 Connection Management Function.

◆ Receiver Input

– Directly inputting receiver

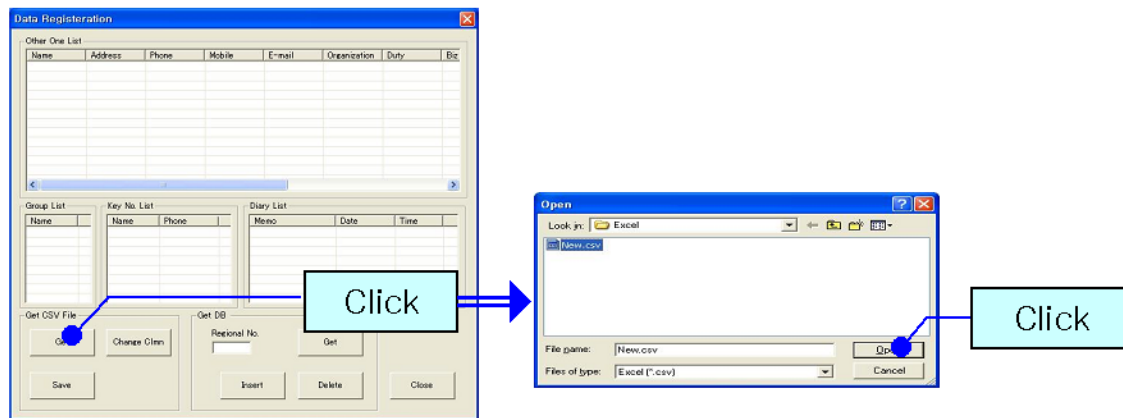
Input directly the customer's E-mail in 'Receiver'.

– Inputting receiver by search

Search customer => Select customer in the list => Press 'Select' button

– Re-entering receiver

Press the 'New Address' button => Do as 'Receiver Input'

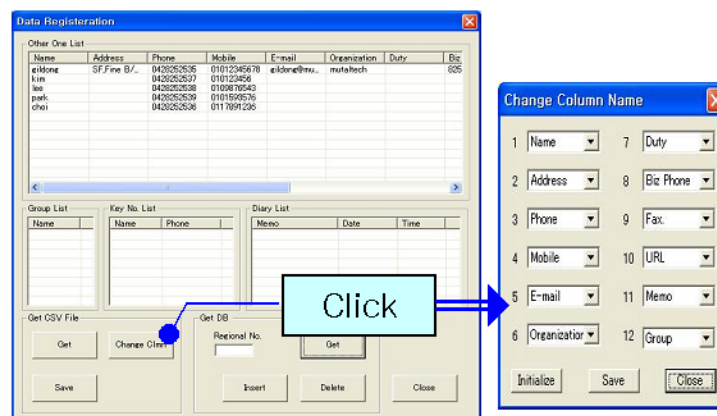


– CSV file conversion

The .csv file can be registered in DB. Press the 'Get File' button and then 'Data Registration' will be displayed.

Press the 'Get' button => Select the file to open => Press the 'Open' button

The contents of the file displays in 'Data Registration' screen. Press the 'Change Clmn' button, and then column's name change and save in 'Change Column Name'. If Press the 'Initialize' button, the column's name be initialize.



◆Excel Compatibility

– Saving Excel

Press the 'Save File' button in 'Customer, Receipt and Search Screen' =>
Select the path and file name => If you press the 'Save' button, items will
be saved in .xls file. The file name is created by the date and time.

Ex.) 'StatisticsInfo_06m01d2009Y 14H03M.xls'

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