



Technical Bulletin

2013-00024

Recall every conversation using the power of your PC >

Call Tracker Answering Machine Mode

The Call Tracker has the ability to play an announcement and take a message during specified hours. An example of when this may be used is during lunch or after hours. The Call Tracker answers the call after a specified number of rings, plays a message and then records for a specified period of time up to 120 seconds. A beep tone is not provided so you will need to incorporate that into your message if it is required.

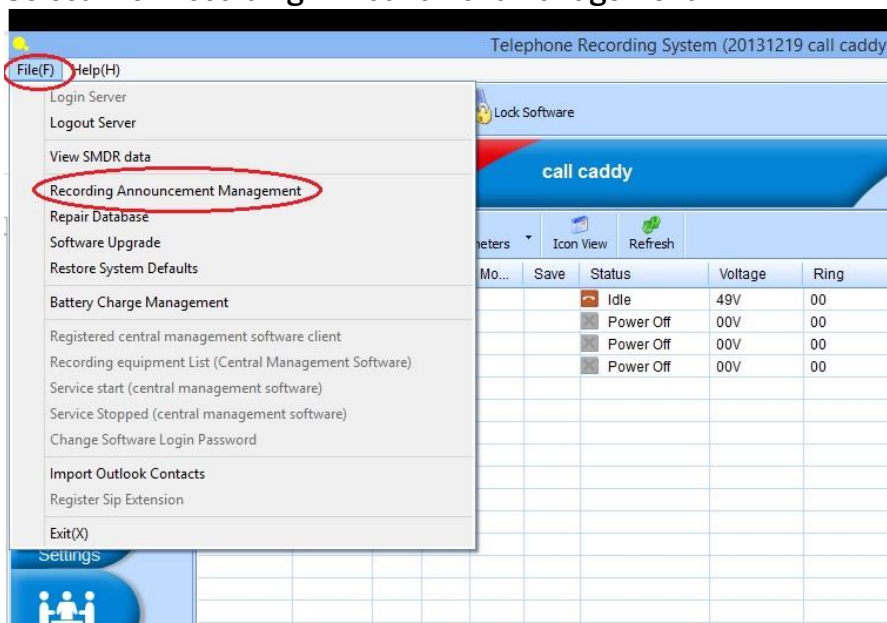
To utilize this function:

Create the Announcement Recording file, the format for the audio files must be:

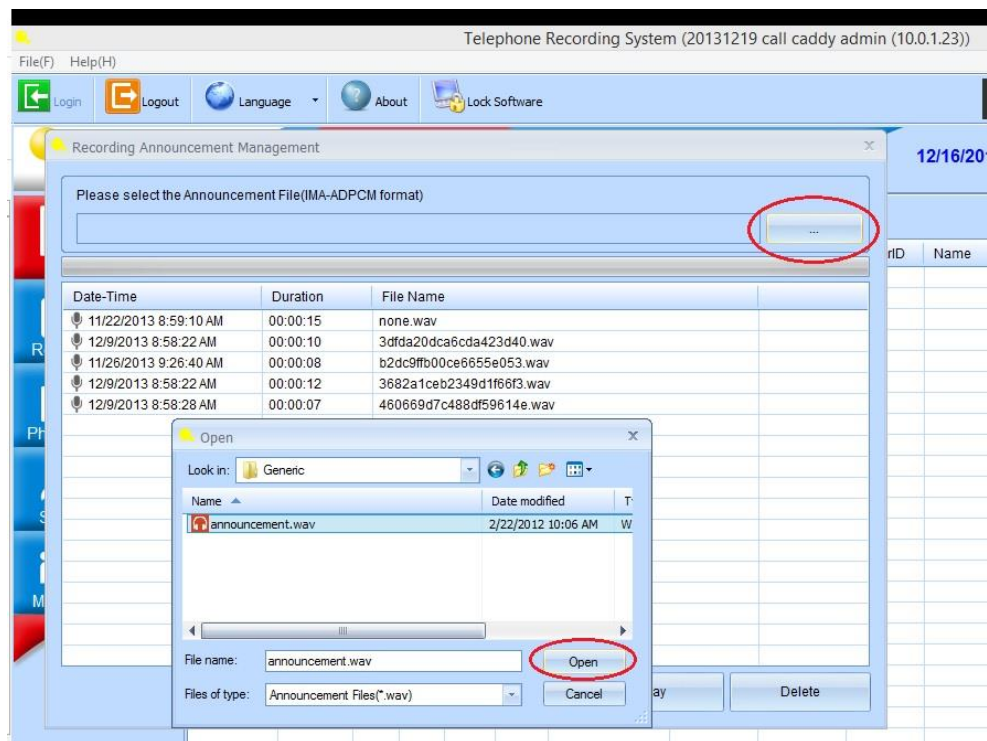
Codec - IMA-ADPCM
Sample Rate - 8000 Hz
Channels - Mono
Sample Size - 16 Bit
Bitrate - 32 kbps

Upload the file to the Call Tracker using the Call Tracker Manager software:

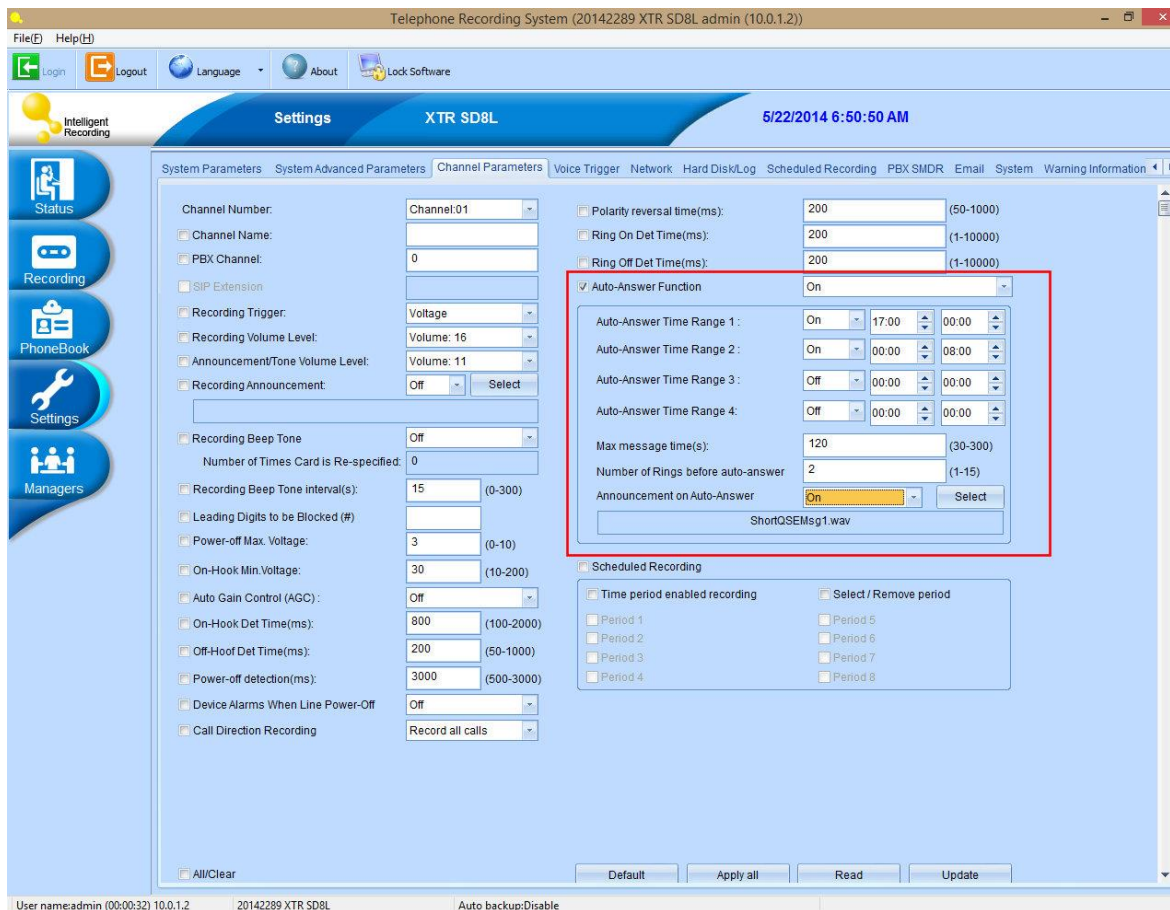
Select File>Recording Announcement Management



Browse to the storage location of your audio file, select and then click “Upload”



Apply the recordings to the channels by going to the Settings Tab >Channel Parameters.



Click the check box by Auto-Answer Function and select On from the dropdown list

Set the Answer Time Ranges: Set the time that the Call Tracker should answer and take messages based on a 24 hour day. Example – if the Call Tracker should answer before opening at 8:00 AM – During lunch from 12:00 to 1:00 and after closing at 5:00 you would set the answer times as:

Time Range 1	00:00 to 08:00
Time Range 2	12:00 to 13:00
Time Range 3	17:00 to 00:00

Max Message Time – this is a set duration during which the device will record. Set this to the maximum time you would like callers to be allowed to leave a message.

Number of Rings before Auto Answer – number of rings before the Call Tracker will answer and play the message.

Announcement on Auto-Answer – set this to On and use the Select button to choose the message you want played.

These settings must be applied to all channels – you can choose the Apply All button to update all channels at one time.