

TIGER Auto Dialer Manual



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Installation

After purchasing your Tiger Auto Dialer, you should receive an E-mail with your Customer Number which you will need for this installation.

Step 1: Install TIGER Auto Dialer software:

If you have not already done so, download the latest version of the software at: <http://www.tellacom.net/downloads/tiger>

Then double-click the Tiger icon (shown on the right) which will be installed on your computer's desktop.



Step 2: Enter your Customer Number:



On the top left side of your Tiger screen, click "Account Information" then enter your Customer Number: **DV-----**

Then click the little "Get Key Now" button that should have now popped up above your Customer Number.

Then click the "Save Changes/Close" button at the bottom.



Miscellaneous Information:

You will need a USB or PC microphone to make recordings for your TIGER Auto Dialer.

Whenever you wish to change your 10 digit Caller ID that is displayed when you make calls, go to: www.ZoomCalls.com, then scroll to the bottom and click on "ZoomCalls Caller ID Change Request".

You are now ready to learn how to use your new Tiger Auto Dialer.

Software Operations

Main Screen

Double-click the Auto Dialer's icon on your PC desktop to see the Main Screen below:



TigerDialer

The TIGER Auto Dialer Main Screen is shown below. If you performed the installation correctly, you should see **Registered Successfully**.

TIGER Auto Dialer for VoIP - 1 Line System # DV000 Ver. 1.0.24

File Account Information Offline Phone List Manager Text To Speech Tech Support Site Zoom Calls Login FAQ

Main Screen Call Status System Setting Log / Legal **Registered successfully.**

Step 1: WHO do you want to call? List Total # = 10

Select a telephone list: Members.mdb Parents.mdb Patients.mdb SampleList.mdb Team.mdb

List Name = SampleList

PHONE1	LASTDATE	LASTTIME	C	LC	LASTRESULT	RECNUM
9992228842						
9997422841						
9992224192						
9997692323						
9992585843						
9992556710						
9992238084						
9992221466						
9997422620						

Step 2: WHAT do you want people to hear?

Call Flow of Messages: Recorded Messages:

Live Answer C:\Tella.com\WLang1\LiveAnswer.wav Answering Machine C:\Tella.com\WLang1\AnsweringMachine.wav

Post Live Message Options: Press 1-To Replay the Live Answer.

3-Confirm C:\Tella.com\WLang1\3Confirm.wav

9-Do Not Call C:\Tella.com\WLang1\9DoNotCall.wav

0-Transfer C:\Tella.com\WLang1\0Transfer.wav

System Status: Dialing Status Schedule Is Off...

Play Stop Record Clear

Step 3: WHEN do you want to call? Begin at: 9 am Do not call after: 9 pm

Mil Time: 1719 0900 2100

This List Has Been Called 0 Times. 07/12/2011 05:19:17 PM

Use Schedule Start Schedule Stop

Registering to SIP Proxy...
Trying to register...
Registered successfully.

Overview: How to Use the Auto Dialer

There are three steps to using the Auto Dialer:

Step 1 - WHO do you want to call? - Phone List Management.

The first step is to create your phone lists that you will be calling. Phone lists may be created by manually entering data one record at a time or by importing a file into the Auto Dialer. The best type of file to use for importing is a .csv (comma separated value) text or basic .txt file

Step 2 – WHAT do you want people to hear? - Call Flow Creation and Message Recording.

After you have selected a list to call, it's time to select the call flow options and create the audio recordings.

Step 3 – WHEN do you want to call? – Starting and Stopping the dialer.

The final step in the process is programming the dialer when to start and stop dialing. To start the dialer calling right now, click the green **Start** button. When you are ready to stop dialing, click the red **Stop** button. **Note - If you start the dialer manually, you must stop the dialer manually.**

To program the Auto Dialer to dial on it's own, click the **Schedule** button and then create a schedule to use. Make sure to click the **Use Schedule** feature when using the scheduling.

Important Computer Recommendations

Note: It is very important that the computer's screen saver, power management mode, and Windows update all are turned OFF; your computer must remain ON at all times. If your computer is turned OFF, it won't be able to power itself ON at a designated time. Your software and internet service must also remain up and running on the desktop. For best results with your dialer, we recommend you use your dialing software on a dedicated computer and not perform any other tasks while it is dialing.

Step 1 – WHO do you want to call?

The first step is to create your phone lists that you will be calling. Phone lists may be created by manually entering data one record at a time or by importing a file into the Auto Dialer. The best type of file to use for importing is a .csv (comma separated value) text or basic .txt file.

List Management

There are two methods in getting phone numbers in to the dialer. You can manually type in phone numbers one at a time or import phone numbers from a list. The best type of file to import is going to be .csv, comma delimited text file. The dialer will not accept Excel files; however, .xls file can be converted into .csv files in the Excel program. For more information on how to convert files, please see the tutorial how to convert .xls or .xlsx files to .csv. Once the file is in the proper format, it may be imported into the **Phone List Manager**. Close the **Phone List Manager** and then select your list under the Step 1 section.

Importing a Phone List

To import a phone list into the Auto Dialer, click the Auto Dialer icon and then at the top of the window, click **Phone List Manager**. This will open the **Phone List Manager** where all the data management will take place. There are three tabs at the top of the window. Click the **Import A New List** tab. At the top of the window there will be a **Step 1** and a **Step 2** button. Start by clicking the **Step 1** button and then click the **OK** button on the confirmation window that pops up to import a new phone list.

The **Import List Now** screen will appear. Now you will begin the process of importing a telephone list. At the top is the type of file to import. You will always select **Variable text records**. Next, **Select file to import** by clicking the **Browse** button over on the right. Find the file you want to import by searching your computer and then double-clicking on the file once you've found it. This will return you to the **Import List** window and a small sample of the selected file will be displayed at the bottom of the screen. Click **NEXT** to continue.

This will bring you to a screen where you must confirm that the information from the file you're importing is vertically aligned and that the field name is correct, the field being the data in the vertical column. At the top of the window, "Comma" should be checked and for **Choose a String Delimiter**, a "Quote" should be selected for most .csv files. At the bottom of the window, if the information in your file is all lined up vertically in the same fields, click "NEXT". If the information is not lined up vertically, you will need to select a different Separator character at the top and/or **String Delimiter** at the bottom.

This is now the most important part of the import process as this is where you will map the fields from the selected list (your list at the bottom) into the appropriate fields in the dialer (the top part of the window). If you make a mistake mapping, you will have to delete the list and start the import process over. The top of this

window is called the Target fields and the words will be in blue font. Click the target field **Telephone** at the top of the screen and then click in the field at the bottom of the screen that contains the telephone numbers. Next, click in the target field **Contact** and then click in the field at the bottom of the screen that has the contact names. Continue to map all the information that you need and when you have finished mapping these two fields, click **Finish**.

NOTE: If using the optional Text-to-Speech, map all the data fields that the computer needs to read in order to speak the message before clicking Finish.

The final step is to click-on the **Step 2** button located at the top of the window. This action will remove records with non-numeric data and those with missing phone numbers. This process will assure that your dialer won't attempt to process erroneous or duplicate records or records with blank phone numbers.

NOTE: the telephone field MUST contain 10 digits (Area code + phone number; for example: 5551231234). If the field is less than 10 digits, it will be DELETED.

Once this step has finished, another window will appear. Enter a name to call this list and then click OK to finish the import steps.

Typing the Phone Numbers Manually

Before you enter phone numbers, you must create a name for the list. On the **Import A New List** tab, click the "**Step 1**" button and then click the "**Cancel**" button at the bottom of the window. This action clears the list, preparing it for you to begin manually entering phone numbers. Place your mouse icon over the first cell where you want to begin entering data. Click and a cursor will appear in the cell. You can now enter the data for this record. Remember NOT to type-in dashes or parentheses and do not use spaces between the numbers. When you are ready to enter another record, use the arrows on your keyboard to navigate.

DO NOT CLICK THE ENTER BUTTON ON YOUR KEYBOARD to move to the next record. When you are ready to save this list, go up to the Menu bar and click **File**, then **Name New Phone List**. Enter the name for this list and then click OK. Go back to the **View Dialing List** tab at the top and your new list will appear in the list window to the left. Your list is now saved.

Adding Phone Numbers to an Existing List

There are two ways to add phone numbers to a list that has already been created. The numbers can be manually entered or another list of numbers can be imported.

Manual Entry

To add numbers to a pre-existing list, you must first make sure the list you want to append is **NOT** the list that has been selected for dialing. If that list has already been chosen, select a different list in the **Step 1** section of the dialer software. Now return to the **Phone List Manager** and select the list on the left-hand side to which you want to add phone numbers. After selecting the list, it will appear on the right. Go down to the first blank record and begin typing in phone numbers. Remember to use the arrow keys to navigate. **DO NOT** press the Enter key. When you have finished adding records, click on another phone list on the left to save your changes.

Importing a List to Another List

Importing another list of phone numbers to a dialing list is simple. One item to remember is that the list that you are about to import must be stripped of all non-numeric data from the telephone numbers before you get to this step. The first thing to do is make sure that the list that is about to be modified is the list selected to be dialed.

When you've stripped your file, begin the import process by going to the **Phone List Manager** and then the **Import A New List** tab. Click the **Step 1** button at the top and then proceed as normal to import a list. After you click on the **Finish** button following the completion of the mapping step, your list will appear in the main body of the window. Use the scroll bar at the bottom to make sure your fields have been correctly mapped. If they are not properly aligned, return to Step 1. If all appears correct, click the blue **Append to Dialing List** button at the lower right corner of this window. After the data has been added, a small window will appear indicating that the file has been appended. Click **OK**. Go back to the **View Dialing List** tab and select the appended file on the right, then scroll down to verify that the new data has been inserted correctly. You can now close the **Phone List Manager**.

Creating a Test Phone List

Open the **Phone List Manager** and then click on **File** at the top in the menu bar. Select the **Build A Test List** option. A window will now appear asking you to enter a name to call this test list. After the name has been entered, click the **OK** button. Now enter the phone number that you want the dialer to call and then click the **OK** button. In this last window, enter the amount of times the test phone number will appear. We suggest at least 10 and then click the **OK** button. Your test list will appear in the list window on the left side of the window.

Deleting a Single Phone Number from a List

To delete a record from a dialing list, first make sure that the list you want to modify is **NOT** the active dialing list. If it is, change the list in the **Step 1** section before proceeding, then go to the **Phone List Manager** and select the list you want to modify. After selecting the list, it will appear in the main window. Find the record you wish to delete and click on it. The record will now be highlighted in blue. Click the **red Delete Record** button at the top of the window. This will remove the highlighted record. To finalize the change, select another list on the left.

Deleting a Phone List

To delete a phone list from your software, make sure that the list is not the Active Dialing list. Go to the **Phone List Manager** and highlight the list to delete on the left. Click the orange **Delete Phone List** button and the list will be deleted. Once it is deleted, it cannot be retrieved without importing it in again from the original source.

Recalling a List – Reset the Call Results

To call a list that has already been called, the user must reset the **Call Results** and click the **Retries** option. On the **Main Screen** tab of the Auto Dialer, change the **Active** dialing list to any other dialing list in your list window to the left. Now click the **Phone List Manager** option at the top of the window and select the list that you want to call again from the list window on the left side of the screen. Now that the list is being displayed, click the blue **Reset Call Results** button. This will open the **Reset Phone List Results** window. Select the result that you want to call again, then click the confirmation window to reset the call results for this list. When you have reset the desired results, close the **Results** window and the **Phone List Manager**.

Step 2 – WHAT do you want people to hear?

After you have selected a list to call, it's time to select the call flow options and create the audio recordings under the **Step 2** section. Select the options to use by clicking on the box to the left of the option. Placing a checkmark next to the Post Live Message Option turns that feature on. If it is unchecked, the option is turned off. Now select the recording to use by clicking the blue folder and then double – click the file that you want to use. For help recording your messages, see the section **Make a Recording**. Now go to the **Call Status** tab and select the lines that you want to dial out. When you select a list for the first time, all the settings will be on default. You must proceed through each step and make any required adjustments or changes before starting your outbound dialing.

Call Flow Design & Setup

Call flow describes what happens when a live person or a machine is reached by the dialer. This is accomplished in **Step 2: WHAT do you want people to hear?** There are three parts in this section: **Call Flow of Messages**, **Post Live Messages**, and the **Recording Studio** off to the right.

Call Flow of Messages

Below is the list of the **Call Flow Options** and a description of what each option does. To turn a feature ON, click the gray box. Remember, if a box is unchecked, the desired feature is OFF.

Acceptance – Requires the party that answered the call to press 1 before listening to the Live Answer Message. If any other key is pressed, the dialer will hang up.

Live Answer – The message a live person will hear after saying Hello.

Answering Machine – This is the message that will be played to a voice mail or answering machine. If you do not want to play a message to a machine, select the option, but delete the name of the .wav file to play.

Repeat – Allows the called party to press the 1 key to repeat the Live Message.

Post Live Message Options

These are the options that you allow the called party to press to perform an action. To turn each feature on, click the gray box. If the box is unchecked, the selected feature is turned off.

Main Menu – Plays a menu message to the called party. This is the audio file where you tell the called party what key to press on their phone to continue the call.

Confirm – Allows the called party to press the 3 key on their phone to confirm they received a message.

Do Not Call – Allows the called party to press the 9 key to add their phone number to the user's In-House Do Not Call List.

Transfer – Allows the user to press the 0 key to transfer the called party to a different phone number.

To select any of these options, click the gray box to the left of the name. This action turns the feature ON if checked. If it is not checked, the feature is turned off. If you desire to use one of the **Post Live Message** options, you must select the **Main Menu** option in order to turn on that feature.

Recording Studio

Make a Recording

To make a recording in the dialer, use the built in recording studio on the right side of the **Step 2** section. The dialer only plays audio files recorded in:

8khz.

16 – bit mono

and the file has to be saved in the A/Mu-law wave file format.

If you make your audio in this format, you must drop the file into the C:\Tellacom\VLang1 folder. **Note: The dialer will not play any audio file outside of this folder or created in a different format.**

Select a Recording to Play

To create a new recording under the **Step 2** section, place your mouse in the white box just above the **Play**, **Stop** and **Record** buttons on the right side of the window. You must type in a name to call this new recording and then add .wav to the end of the name. The next step is to click the record button and make your message, then click STOP. If you don't like your recording and want to start over, just click the **Stop** button and then click the record button again.

Re-recording

To re-record over an existing audio file, take your mouse and click the name of the file to record over in the display window next to the Call Flow option. This action will place that .wav file name in the window in the **Recording Studio**. Click the record button to start recording your message and then click the **Stop** button. The file is saved automatically.

Step 3 – WHEN do you want to call?

The final step in the process is programming the dialer when to start and stop dialing. To start the dialer calling right now, click the green **Start** button. When you are ready to stop dialing, click the red **Stop** button. *Note - If you start the dialer manually, you must stop the dialer manually.*

To program the Auto Dialer to dial on it's own, click the **Schedule** button and then create a schedule to use. Make sure to click the **Use Schedule** feature when using the scheduling.

How to Schedule a Dialing Session

Prior to using the scheduler, the user must associate the audio files to use with a specific phone list. Select the phone list that you plan to use and then go to the **Step 2** section and select your outbound call features, audio files, and outbound lines. Once this has been done, click the Scheduler button at the bottom of the window.

After the Scheduler window opens, select the phone list to use on the left and then select the day that you want it to dial on the calendar. If you have a large list and need it to dial over several days, you must create a schedule for each day of the week.

It is possible to dial more than one list during a 24-hour time frame by creating non-overlapping schedules for each day that you plan to dial. For example, if you wanted to dial three different lists during the day, create three different schedules. Create a schedule to dial **list A** from 9AM to 1 PM. Then create a different schedule for the same day to dial **list B** from 1PM to 5 PM and then finish by creating a schedule for **list C** from 5PM to 9PM. The dialer will now call 3 different phone lists throughout the day.

Various Settings

System Settings

The **System settings** tab contains all the settings for the Auto Dialer. The basic settings are located on the upper-left corner of this tab. Email options are located at the upper-right corner. “Secondary” options are highlighted in a blue font and are located at the lower right-hand corner. This is the location where you will select your audio device for message recording and playback. Depending upon the option(s) you’ve selected, all the available settings may not be visible until you’ve selected an option from within the **Step 2** section of the **Main Screen** tab.

Other Settings

Pre-Dial Number – Enter any digit(s) that are required before dialing the telephone number. If dialing through a PBX, a 9 may be required so you would enter 9 and then a comma. The comma is a one second pause so it will listen for the dial tone. You may need to enter a 1 in this box if you are dialing long distance phone numbers.

Rings to Answer – How many rings the dialer will go to before hanging up and dialing the next phone number in the list.

Delay Time Between calls – The minimum amount of time between the end of one call and the start of another call. The speed of your phone service will have a bearing on the timing.

Answering Machine Silence Setting – Determines the difference between a Live person and a Machine answer. **This setting will vary from customer to customer because it is based on your phone lines, not the dialer.** A good starting number is 8. The numbers in this setting are a counter and are not relative to time.

How Many Times to Recall Busy And No Answer

How many times the dialer will retry a phone number because it was busy or no answer the first time through the list. Once the dialer gets a live person or machine, the dialer does not call that number again.

Optional Settings Depending on Call Flow Options Selected

The following options will be visible only if the user has selected the option(s) in the **Step 2** section of the Main Screen tab.

Transfer Settings

Number to Transfer To – The phone number where calls will be transferred if the Transfer option has been selected. Under the System Settings tab, enter the telephone number to which you want calls transferred.

Secondary Settings

Every user will not use these settings and some features are add-ons and must be purchased separately.

Use Text-to-Speech – Select this option to turn on the TTS feature. This is an add-on feature and must be purchased separately. (See section in this manual.)

Audio Settings

Play to this device – Select the device that is used by your computer to play back an audio file.

Record from this device – Select the device on your computer that is used to make an audio recording,

Updates & Help

Check for Updates

This feature will go to the Internet and download and install the latest version of the dialer. It is recommended to do this action only when a dialer technician has requested you to do so.

Help

This option will take you to the www.tellacom.net technical support page. From here, the user may register, create a Help ticket or buy more technical support if expired.

FAQ

Clicking this option will open your default browser and take you to the **Frequently Asked Questions**.

Text To Speech Manual (optional feature)

Installing the **Text-to-Speech (TTS)** package will enable the system to transform text phrases into speech, thus personalizing each call. Synthesized messages that are created will be played by your system to called parties. For example, you might want to call a customer by their name and let them know that a specific product they purchased is being delivered at a specific date and time. To perform such a scenario, you'll select the TTS option once the TTS package has been purchased and installed.

Purchase

Once the **TTS** feature has been purchased, a key will be supplied to allow the dialer to use this option. Call your sales person to purchase this add-on feature.

Steps to Use the TTS Feature

Step 1 - Data Import

You will use the Phone List Manager as you normally would to import phone numbers, but you will also import any data that the dialer will speak to the called party. In this example, along with the phone number you are going to import the customer's name, product name, and the delivery date and time. When you map the file, import the product name into **User 1**, date into **User 2** and time into **User 3**. Once you have imported your data, close the **Phone List Manager**, and select the phone list to use in the **Step 1** window.

Step 2 – Call Flow

To use the TTS you must select (turn on) the **Live Message** and the **Answering machine** message options (it will not play the selected messages). You may also use the Post Live Message options after the TTS message plays by clicking the Menu option and any of the options you desire to use. Verify that you have selected the **TTS** option on the **Setting** tab.

The next step is to setup the TTS. At the top in the Menu bar, click on the **TTS** option. This will open the **TTS** center. Check the setting at the top of this window that shows the list that you selected to dial out. It is called the **List You Are Working On**: The list name will appear to the right.

In the large white window, type what you want the computer to speak. In this example, you want the computer to read the customer's name, product, and delivery date and time. In the white window, type in ***This is a call for*** and then move the mouse to the far right and select <<Contact>>. This action tells the computer to read the information from the data in the Contact field. Then place the mouse after the word For and double-click the mouse, Then type ***Your*** and then select the <<User1>> on the right. Then continue by typing ***will be***

delivered on. Now Select <<User 2>> and then type **at** and then select <<User3>>. Your complete message will look like this:

This is a call for «CONTACT». Your «USER1» will be delivered on «USER2» at «USER3».

The next step is to select the Voice to use. In most cases, that will be Microsoft Anna unless you purchased one of the other voices. Below this option are the volume and the message speed option. Adjust both to your own liking. Next click the green **Speak** button to listen to your message. To listen to the message with data in it, click the **PreView Data** button. Once you are satisfied with the message, select the Save all files now option below the Rate option and then click the **Start Save All** button. This action will make all the .wav files before you start dialing. When using the **TTS** option, the dialer will take longer to start - this is normal.

To save time when the **TTS** option is used again, click the File button at the top and select the **Save As** option. Type in a name to save this **TTS** message and then click **Save**. The next time **TTS** is used, click on File at the top and select the Open option and select this file name. Once you have completed your **TTS** message, close the **TTS** window and you will be back on the Main Screen tab.

Select the lines to dial out

The next step is to click the **Call Status** tab and then select the amount of lines to use on this dialing session. Go back to the Main Screen tab.

Step 3 - When do you want to call

Use this step as you would in a normal dialing session. It does not vary for normal operation to a TTS session.