Manual

WinLink 4.1

Installation Guide & User Manual

Nel-Tech Labs, Inc.

101 Zachary Road
Manchester, NH 03109
(800) 344-4685

sales@nel-techlabs.com
service@nel-techlabs.com
support@nel-techlabs.com

http://www.nel-techlabs.com

This manual was produced by Nel-Tech Labs, Inc. Information in this document is subject to change without notice. Companies, names, and data used in examples herein are fictitious unless otherwise noted. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Nel-Tech Labs, Inc.

WinLink 4.1 was developed by Nel-Tech Labs, Inc. WinLink 4.1 is copyright of Nel-Tech Labs, Inc. © 1997-2005 All rights reserved.

WinLink 4.1 is a trademark and Nel-Tech Labs, Inc. and the Nel-Tech Labs logo are trademarks of Nel-Tech Labs, Inc. in the United States and other countries.

Manual written by:

Keith Rodrigue
keithr@nel-techlabs.com

Rev. 4.1a
Last updated: June 15, 2005

Printed in the U.S.A

CONTENTS

CHAPTER 1 - INTRODUCTION 7

1.1 Overview 7

1.2 WinLink 4.1 New Features 9

1.3 WinLink 4.1 Summary 10
WinLink Management Module 10
WinLink Distribution Module 10
WinLink Server Module 10

1.4 TELink FLASH Summary 12
TELink 700 FLASH 12
TELink 700 FLASH Night Answer 12
TELink 750 FLASH 12
TELink 1200 FLASH 13
TELink 1400 FLASH 13

1.5 Tel-A-Greeter Summary 14
Tel-A-Greeter 251 14
Tel-A-Greeter 252 14
Tel-A-Greeter 263 14
Tel-A-Greeter 267 14
Other Tel-A-Greeters 14

1.6 Call Manager Summary 15

CHAPTER 2 – TECHNICAL INFO 16

2.1 Minimum System Requirements 16
Management / Distribution / Server Module PC 16

2.2 Recommended System Requirements 16
Management / Distribution Module PC 16
Server Module PC 16

2.3 Additional Equipment Required 17

CHAPTER 3 – INSTALLATION 18

3.1 Preparation 18
Plan Your Network First 18
Daily Backups 18
Virus Scanning Software 18

3.2 WinLink V4 Client Module Install 19

3.3 WinLink V4 Server Module Install 23
Windows 2000 or Windows XP 23
Windows 98 Second Edition 26

3.4 Creating Your WinLink V4 Databases **27**
WinLink V4 Config 27
WinLink V4 DB Maintenance 30

3.5 Converting Your Old WinLink 3.0 Databases **32**
WinLink V4 Config 32
WinLink V4 DB Maintenance 35

3.6 WCA Installation **37**

CHAPTER 4 - OPERATION **42**

4.1 WinLink V4 Management Module **42**
Direct Connect 42
Direct Connect – Customer Info View 44
Direct Connect – Unit Info View 47
Direct Connect – Messages View 51
Direct Connect – TELink Night-Answer View 56
Direct Connect – TELink 1400 View 58
Direct Connect – Tel-A-Greeter 251/252 View 59
Direct Connect – Tel-A-Greeter 263 View 61
Direct Connect – Tel-A-Greeter 267 View 63
Direct Connect – Call Manager View 65
Direct Connect – Holiday Event Schedule View 67
Management 68
Management – Customer Record – Customer Info View 70
Management – Customer Record – Unit Info View 75
Management – Customer Record – Transaction View 79
Management – Customer Record – Messages View 80
Management – Customer Record – TELink Night-Answer View 83
Management – Customer Record – TELink FLASH 1400 View 85
Management – Customer Record – Tel-A-Greeter 251/252 View 86
Management – Customer Record – Tel-A-Greeter 263 View 88
Management – Customer Record – Tel-A-Greeter 267 View 90
Management – Customer Record – Call Manager View 92
Management – Customer Record – Holiday Event Schedule View 94
Management – Group Editor 95
Management – Load Record – Customer Info View 96
Management – Load Record – Unit Info View 100
Management – Load Record – Transaction View 104
Management – Load Record – Messages View 105
Management – Load Record – TELink Night-Answer View 110
Management – Load Record – TELink FLASH 1400 View 112
Management – Load Record – Tel-A-Greeter 251/252 View 113
Management – Load Record – Tel-A-Greeter 263 View 115
Management – Customer Record – Tel-A-Greeter 267 View 118
Management – Load Record – Call Manager View 120
Management – Load Record – Holiday Event Schedule View 122
Management – Quick Load Record 123
Management – Group Load Editor 129
Management – Call-Back Record – Customer Info View 135
Management – Call-Back Record – Unit Info View 139
Management – Call-Back Record – Transaction View 143
Management – Call-Back Record – Messages View 144
Management – Call-Back Record – TELink Night-Answer View 149

Management – Call-Back Record – TELink FLASH 1400 View 151
Management – Quick Call-Back Record 152
Management – Group Call-Back Editor 158
Management – Audio Registry 164

4.2 WinLink V4 Distribution Module 167
Distribution 167
Distribution Window 168
Channel Settings 170
Channel Windows 172
Channel Status Indications 173
Log File 174
Using The Log File 174

CHAPTER 5 – DB MAINTENANCE 175

5.1 WinLink V4 DB Maintenance 175
Daily Backups 176

CHAPTER 6 – HOW DO I…? 177

6.1 Add a New TELink Unit to my Database? 177

6.2 Schedule Loads and Call-Backs? 178

APPENDIX A 179

A.1 Audio Files 179

A.2 Audio Directories 179

APPENDIX B 180

B.1 US Telephone Networks 180

B.2 Local Area 180

B.3 Long Distance 180

B.4 Customer Premise 180

B.5 "T" Carrier 181

B.6 DID Line 181

B.7 Hunt Groups 181

B.8 Centrex 181

B.9 Fax Machines 182

B.10 Auto Attendants 182

B.11 Modems 182

APPENDIX C 183

C.1 Is it a Standard Analog Telephone Line? 183

C.2 Dedicated Line 184

C.3 Sharing Fax Lines / Sharing Modem Lines 185

C.4 Sharing Voice Lines (No Night Answer) 186

C.5 Night Answer 187

APPENDIX D 188

D.1 Restrictions On Software Use 188

D.2 Ownership Of Software 188

D.3 Termination Of License 188

D.4 Software Limited Warranty 189

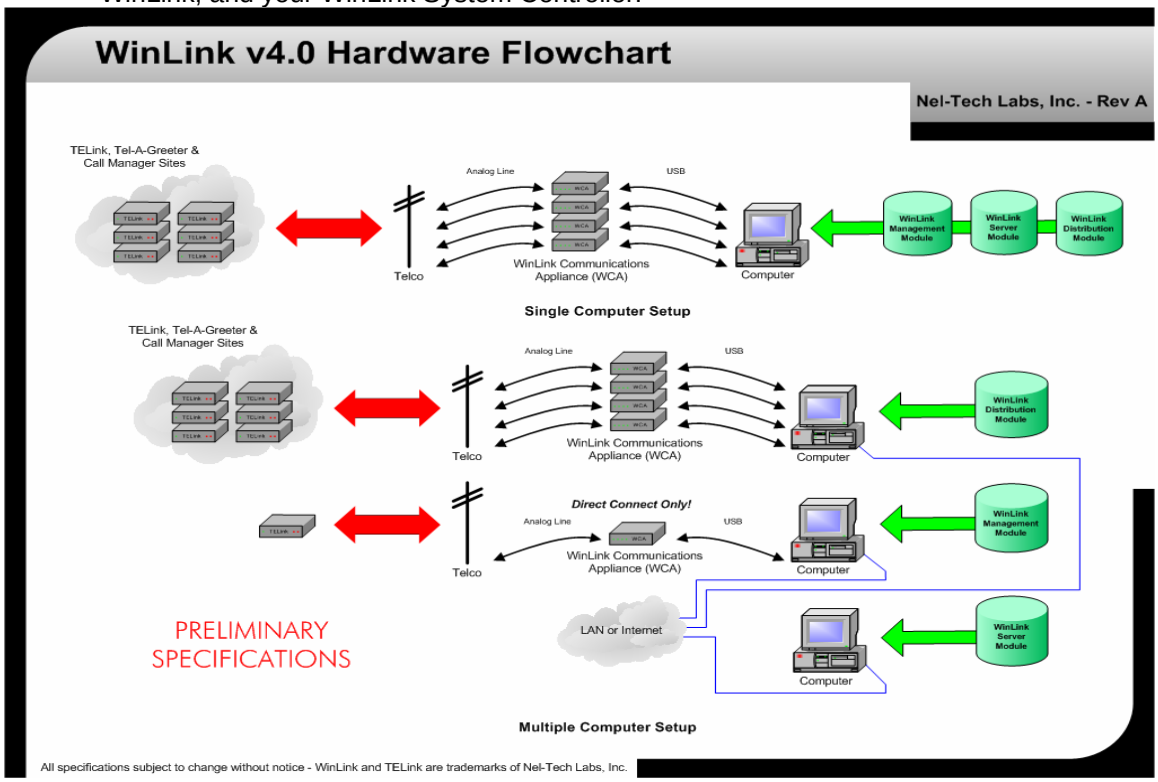
CHAPTER 1 - Introduction

1.1 Overview

For those of you new to remote load technology, you are probably asking yourself “What is a TELink?”, “What is WinLink?”, “What does it exactly do?”, or “What is it for?”. In a nutshell, a TELink is the Music On Hold (MOH) repeater which is installed in every customer’s location and WinLink is the software suite, or your Graphical User Interface (GUI) for downloading and managing your customers and their TELink downloads.

When you connect to a TELink using your WinLink System Controller, you simply type in the telephone number that the installer installed the TELink on and you are connected within seconds! Once you are connected, you update your customer’s address and name etc., then you download the MOH message in real time. That means if your production is 3 minutes long, your entire telephone call to the TELink may be roughly 3.5 minutes long; presto, your customer now has updated Music On Hold playing! Wow, much cheaper and quicker then sending a tape in the mail!

There is no such thing as a tape when you are talking TELinks! Everything that your customer hears on hold with a TELink MOH repeater must be digitally, remotely downloaded via telephone lines, WinLink, and your WinLink System Controller.



What is Direct Connect?

With your remote-load equipment, there are three ways to download your messages over telephone lines. The first and most popular method is called Direct Connect. As you will see later, Direct Connect allows you to type a telephone number and Directly Connect to any unit around the world in real time. This means that any changes are instantly sent to that unit. When the Direct Connect session is completed, that unit that you just dialed now has updated Music-On-Hold or messages playing.

Direct Connect is great for Customer Support calls and allows you to access your customer's unit to change the volume or messages etc. while your customer is talking to you and waiting for you on the telephone.

What is a Load?

Ok, so what if I have 8,000 Customers to download overnight? In this case, using Direct Connect to complete this would be nearly impossible. This is where Management, Loads, and Call-Backs come into play.

A Load is the second method of downloading your units over telephone lines. A Load is actually an after-hours automatic Direct Connect download to the unit. For example, if you had 500 identical locations to download overnight, you could create a Group for that chain and then schedule one Group Load to automatically take place from 10 p.m. until 4 a.m. the next morning!

A Load is created in Management and then uses the Distribution application to complete the dialing process. You can have as many Distribution channels as you wish, providing you have several PC's and a dedicated telephone line for each channel.

What is a Call-Back?

A Call-Back is very similar to a Load. The only difference here is that the units are calling your office to download messages rather than you calling them. Using Call-Backs is more difficult because it involves several more steps. It can save you lots of money in long-distance calls, but I would recommend this method only to experts.

Audio Conversion

So how do you digitize your production? There are many ways this can be done. WinLink requires that your production be a .wav file in a micro-law (µ-law) format with a sample rate of 8,000 Hz. Most dealers have access to a studio where all productions are recorded, and for the most part, this will automatically be done for you. However, if you are upgrading to TELinks and your productions are stored on a tape, you can easily convert them into digital .wav files by using any audio editing software such as GoldWave™ which is included on your WinLink 4.1 CD as share ware. If all of your productions are stored in an .mp3 format or on a CD, they, too, can be easily converted to a .wav file using GoldWave™.

1.2 WinLink 4.1 New Features

- ✓ ***Latest Windows Compatibility*** - WinLink is a full 64-bit application and is Windows 98 SE, 2000 & XP compatible.
- ✓ ***Client/Server Database Engine*** - Allows for faster and more stable Database access.
- ✓ ***TCP/IP LAN or Internet Access*** - Allows for remote access to your WinLink Database worldwide!
- ✓ ***Email Notification*** - Sends user or customers an email once your TELink has been downloaded!
- ✓ ***Query Database*** - Gives user access to anything you are looking for in the database.
- ✓ ***Improved Search Features*** - Allows user to search by Unit ID, Customer, Group, Etc.
- ✓ ***Plug and Play Hardware*** - ***USB WinLink Communications Appliance (WCA).*** No additional hardware needed! Now you can be doing downloads from your laptop in Sydney, Australia while your databases are hosted at your office in Boston, Massachusetts!
- ✓ ***New GUI*** – User-friendly GUI including radio buttons, sliders, check boxes and new colors.
- ✓ ***Faster Audio Registry*** - Performance has been greatly increased over previous WinLink versions.
- ✓ ***Improved Help Files*** - Extensively improved and easy-to-use help files.
- ✓ ***Pop-Up Tips*** - Allows new users to reduce the learning curve by having pop-up tips to guide the way.
- ✓ ***Instant Audio Sample*** - Allows user to listen to any audio file instantly within WinLink.
- ✓ ***Auto-Update*** – Checks that you have the latest version of WinLink via the Internet.
- ✓ ***Virtual Support*** - Allows Nel-Tech to give remote on-screen WebEx support and training via the Internet.

1.3 WinLink 4.1 Summary

WinLink 4.1 Software Suite is Client/Server based and is composed of 3 main modules, all of which can be installed on the same PC or spread among several PC's via TCP/IP protocol on a 100 Mbps LAN or WAN such as the internet, to relieve the load that would be placed on a single PC. WinLink 4.1 protects your database better than it did in WinLink 3.0 because your database is not always completely open. When the software demands information, it connects to the database server, which in turn queries the database, all of which results in a more stable operation.

WinLink Management Module

This module is one that you use most. For existing WinLink users, this is your Direct Connect and Management combined into one!

WinLink Management Module allows you to do several things. These include a quick dial to a TELink to check its status and scheduling a Load or Call-Back to take place after hours. The WinLink Management Module is also where you manage your customers, your database, and your audio files, allowing you to listen to the audio with the touch of a button before it gets downloaded to your customer!

WinLink Distribution Module

WinLink Distribution Module is an automatic module that runs after hours. This module takes all of your scheduled Loads and Call-Backs that you created in the WinLink Management Module and downloads them automatically.

WinLink Server Module

WinLink Server Module is a 24/7 service dedicated to serving Management and Distribution database needs. This is where your database is hosted. It is recommended that this module be installed on a PC that runs a daily backup.

WinLink v4.0 Glossary

Nel-Tech Labs, Inc. - Rev A

WinLink v4.0 Software Suite - This suite consists of three distinct software modules : WinLink Management Module, WinLink Distribution Module & WinLink Server Module.

WinLink Management Module - This software module is basically the part of the WinLink v4.0 Software Suite that you see on your screen. It allows you to view the database, add customers, access TELinks, Tel-A-Greeters and Call Managers, schedule Loads and Call-Backs, etc. It basically allows you to control all aspects of the units you have in the field.

WinLink Distribution Module - The software module runs in the background and processes all the requests made by the WinLink Management Module. It will schedule all the Loads and Call-Backs for the TELinks, Tel-A-Greeters and Call Managers in the field.

WinLink Server Module - The software module holds the database. Access to this database information is done from the WinLink Management or Distribution Modules.

All three modules can coexist on the same computer or can be spread out onto separate computers. In larger configurations you may have more than one WinLink Management Module and/or WinLink Distribution Module computers. On any size configuration there is only one WinLink Server Module.

WinLink Communications Appliance - This is the communications hardware that connects the WinLink Distribution and WinLink Management computer(s) via a USB port to the outgoing telephone lines.

PRELIMINARY
SPECIFICATIONS

All specifications subject to change without notice - WinLink and TELink are trademarks of Nel-Tech Labs, Inc.

1.4 TELink FLASH Summary

If you have spoken to one of our highly knowledgeable sales representatives, you may already be familiar with the types of TELinks available. After all, that is why you have this software, to do downloads and manage the TELinks you already own.

If you are not 100 percent up to speed on what units WinLink 4.1 manages, here is a brief description of each. You may contact your sales representative or visit our web page for more information and manuals on each unit etc.

TELink 700 FLASH

The TELink 700 FLASH is the basic and most common TELink installed at customer locations. The TELink 700 FLASH allows you to download 1 MOH message up to 32 minutes @ 34 kbps, 16 minutes @ 69 kbps, or 12 minutes @ 92 kbps. This MOH messages loops continuously until a new message is downloaded. The TELink 700 FLASH has volume controls on the front so that the customer can adjust MOH message volume. This unit may be installed on a voice or a fax/data line.

TELink 700 FLASH Night Answer

The TELink 700 FLASH Night Answer is an exact replica of the TELink 700 FLASH except it has an additional slot for you to download a Night Message, which answers and plays to callers after hours, then hangs up. The Night Answer runs on a time schedule which is programmed via WinLink 4.1 or can be turned on manually by the customer via a switch on the front of the unit. The Night Message size can be 15, 30, 45, or 60 seconds long and subtracts from the total MOH message time available. This unit must be installed on the first incoming voice line.

TELink 750 FLASH

The TELink 750 FLASH is the newest addition to the TELink series and is becoming very popular worldwide. The TELink 750 FLASH allows you to download 16 MOH Voice-Over messages and 1 Music Bed message up to a total length of 16 minutes @ 69 kbps, or 12 minutes @ 92 kbps. There is no 34 kbps setting on the TELink 750 FLASH. The TELink 750 will automatically fit the 16 Voice-Over messages into the Music Bed smoothly fading it up and down at the time interval that you specify! The TELink 750 FLASH has volume controls on the front so the customer can adjust MOH message volume. This unit may be installed on a voice or a fax/data line.

TELink 1200 FLASH

The TELink 1200 FLASH allows you to download 16 MOH messages up to a total of 32 minutes @ 34 kbps, 16 minutes @ 69 kbps, or 12 minutes @ 92 kbps. The MOH messages loop constantly in numerical order until a new message is downloaded. The TELink 1200 FLASH also has a Background Music Input (BGM) which can play between each message at a set Interval Time from 0 to 9999 seconds. The TELink 1200 FLASH has volume controls on the front so the customer can adjust MOH message volume. This unit may be installed on a voice or a fax/data line.

TELink 1400 FLASH

The TELink 1400 FLASH allows you to download 16 MOH messages up to a total of 32 minutes @ 34 kbps, 16 minutes @ 69 kbps, or 12 minutes @ 92 kbps. The TELink 1400 FLASH has two individual outputs which are used for playing messages to two different locations at the same time. You can program the TELink 1400 FLASH to play different messages to each output or the same messages to both outputs. The TELink 1400 FLASH also has Background Music Input (BGM) which can play between each message at a set Interval Time from 0 to 9999 seconds. Messages can be loaded via WinLink or via the optional handset which plugs into the front of the unit. The TELink 1400 FLASH has volume controls on the front so that the customer can adjust MOH message volume. This unit may be installed on a voice or a fax/data line.

1.5 Tel-A-Greeter Summary

The Tel-A-Greeter Series from Nel-Tech are somewhat different. They work as auto attendants and only some models will play Music On Hold. There are three Tel-A-Greeter models.

Tel-A-Greeter 251

The Tel-A-Greeter 251 has 1 Day message greeting, 1 Night message greeting, and 1 Hold message. The Tel-A-Greeter 251 is designed to answer 1 line, play the appropriate Day or Night message greeting, then allows the caller to hear 8 auxiliary messages by pressing 1-8 on the keypad. After the caller listens to the auxiliary messages, the call will either be disconnected or will hold the caller while it transfers the call to a live customer service representative.

Tel-A-Greeter 252

The Tel-A-Greeter 252 is an exact replica of the Tel-A-Greeter 251 but is designed to answer two lines rather than one.

Tel-A-Greeter 263

The Tel-A-Greeter 263 has 1 Greeting message, 1 Hold message and 4 Aux messages. The 263 also has a dedicated Music-On-Hold Output. The Tel-A-Greeter 263 is designed to answer 2 lines, play the appropriate Greeting message, and then allows the caller to hear up to 4 different Aux messages. After the caller listens to the Aux messages, the call can be transferred to a live customer service representative, or can be forwarded to a different telephone line when using Centrex Telecommunications.

Tel-A-Greeter 267

The Tel-A-Greeter 267 has 10 Greeting messages, 1 Hold message and 4 Auxiliary Information messages. The 267 has a dedicated Music-On-Hold Output. The Tel-A-Greeter 267 is designed to answer up to 5 lines, play the currently scheduled Greeting message, and play an Information message based on 4 Input options. After the caller listens to the Aux messages, the call can either be transferred to a live customer service representative, or hung up.

Other Tel-A-Greeters

You may occasionally come across a Tel-A-Greeter 201/202 or a Tel-A-Greeter 204. The Tel-A-Greeter 201/202 works exactly the same as the Tel-A-Greeter 251/252, but does not support downloads from a WinLink Controller. The Tel-A-Greeter 204 also cannot be controlled from the WinLink Controller. Refer to your unit's User Guide for more information.

1.6 Call Manager Summary

The Call Manager is similar to the Tel-A-Greeter 251 but has 4 Auxiliary messages and forwards the call rather than transferring it. The Call Manager will answer one line with a greeting, then allows the caller to hear 4 auxiliary messages by pressing 1-4 on the keypad. After the caller listens to the auxiliary messages, the call will either be disconnected or will hold the caller while it dials another number and forwards the call.

CHAPTER 2 – Technical Info

2.1 Minimum System Requirements

Management / Distribution / Server Module PC

CPU	Pentium II 350 MHz or equivalent
RAM	64 MB RAM
Hard Drive	10.0 GB IDE or SCSI
CD ROM Drive	24x or higher
3.5” Floppy Drive	1
Embedded USB Port	1
Video Card	2 MB
Sound Card	PCI 16 bit or higher
Operation System	Windows 98 SE

2.2 Recommended System Requirements

Management / Distribution Module PC

CPU	Pentium III 800 MHz or equivalent
RAM	128 MB RAM
Hard Drive	20 GB IDE or SCSI
CD ROM Drive	24x or higher
3.5” Floppy Drive	1
Embedded USB Port	2 and/or USB hub
Video Card	4 MB
Ethernet Card	100 Mbps
Sound Card	PCI 16 bit or higher
Operation System	Windows XP

Server Module PC

CPU	Pentium III 800 MHz or equivalent
RAM	128 MB RAM
Hard Drive	20 GB IDE or SCSI
CD ROM Drive	24x or higher
3.5” Floppy Drive	1
Video Card	4 MB
Ethernet Card	100 Mbps
Operation System	Windows XP

2.3 Additional Equipment Required

- ✓ One compatible WinLink Communications Appliance and phone line for each desired channel.
- ✓ Suitable audio source: CD player, cassette deck, mixing board, DAT player or other line-level audio source.
- ✓ Audio recording software. (GoldWave Shareware Included)
- ✓ 100 Mbps Ethernet switch and cat 5 wires required for client/server setup.
- ✓

CHAPTER 3 – Installation

3.1 Preparation

Plan Your Network First

Before you begin, plan out your installation and decide where you want to install the Server Module and where you want to install the Client Module(s). Keep in mind that both modules may be installed on the same machine. Check to make sure that the machine(s) you wish to install the Client/Server on meet the System Requirements listed in the previous chapter. Map your network and write down the IP Address of all machines that will be involved with WinLink V4. You can find the IP Address of any machine by using the DOS Command **ipconfig/all**.

Daily Backups

It is imperative that your WinLink V4 Server Module is installed on a machine running daily backups of your **C:\CodeBase\Server** directory. **NOTE: As of January 1, 2003, Nel-Tech Labs, Inc. will no longer support dealers with database problems if they have failed back-ups on a daily basis!**

Virus Scanning Software

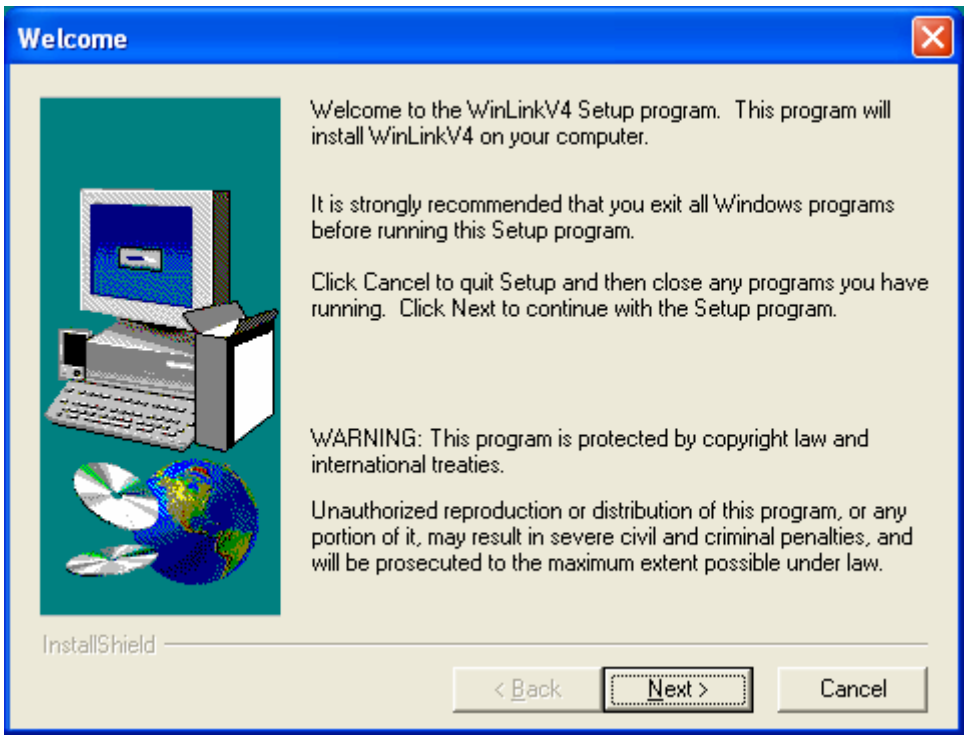
It is recommended that all machines running the Client and Server Modules have any type of virus scanning software turned off or completely removed from the machine. Virus scanning software constantly runs in the background and may cause damage to your databases. Nel-Tech Labs, Inc. **will not** support any software that is running on a machine with Virus Scanning Software.

3.2 WinLink V4 Client Module Install

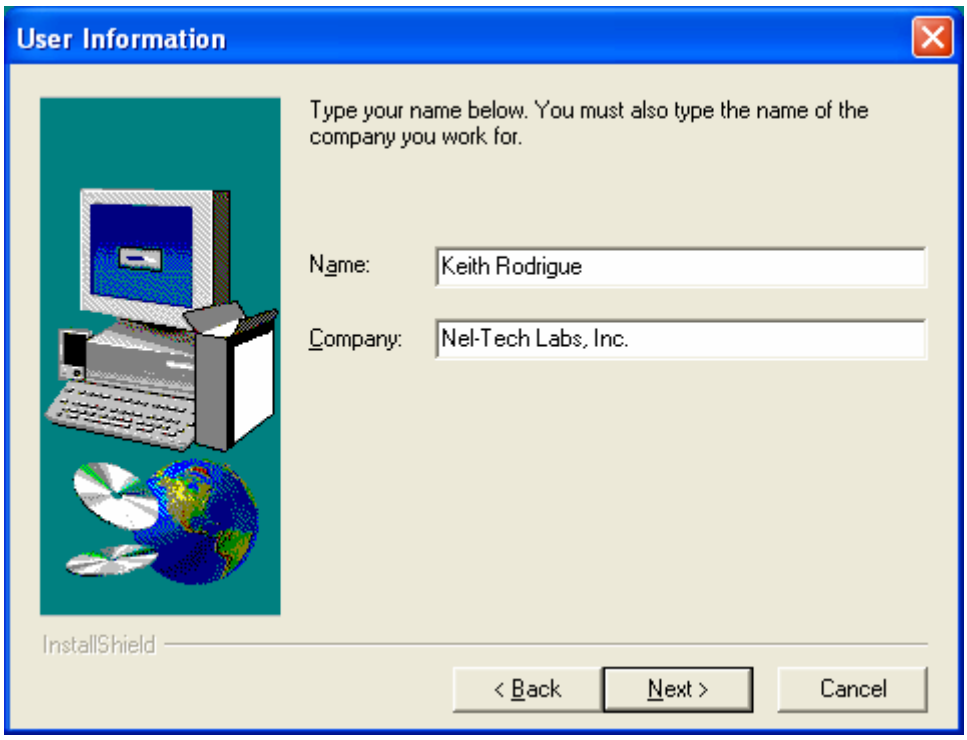
The first step is the WinLink Client Module Install on every Client machine. You must install at least one Client Module before the Server Module because the Client Install extracts the Server Module installation files.

To begin, turn off any virus scanning software and insert the Nel-Tech WinLink V4 CD ROM.

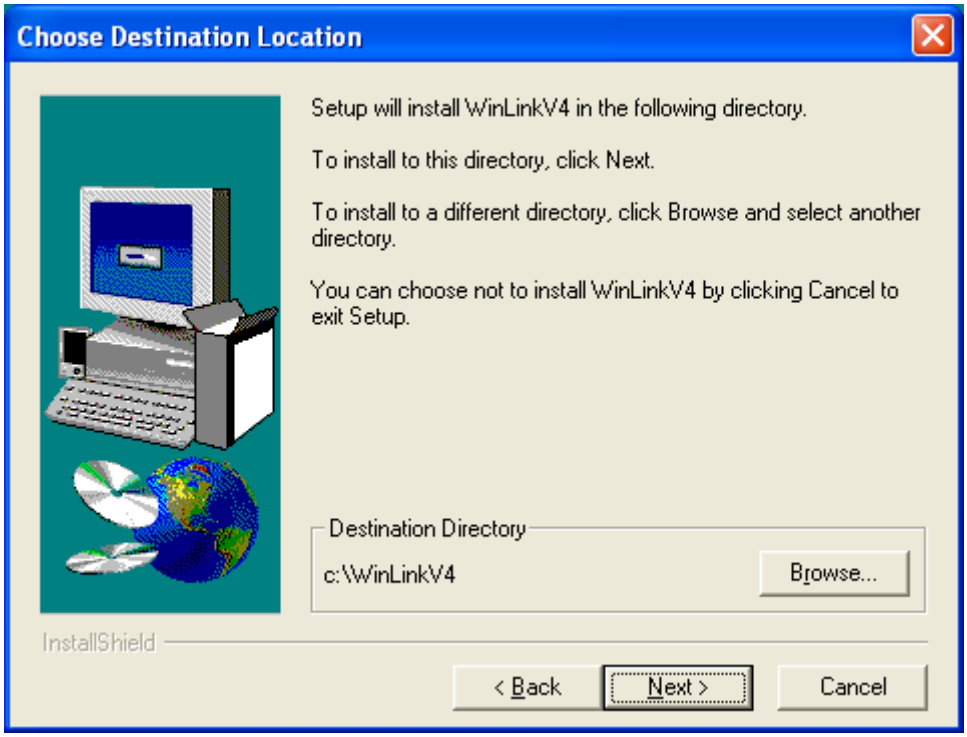
The window below should appear on your screen. If it does not, browse to your CD ROM drive and run D:\WinLink\Setup.exe



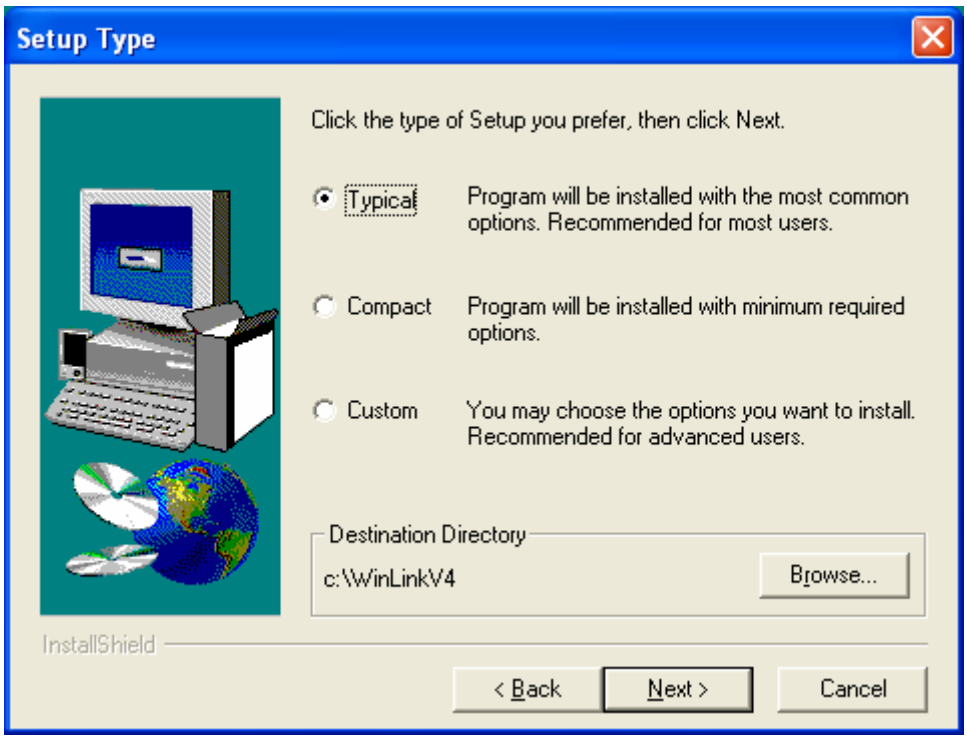
Click **Next**



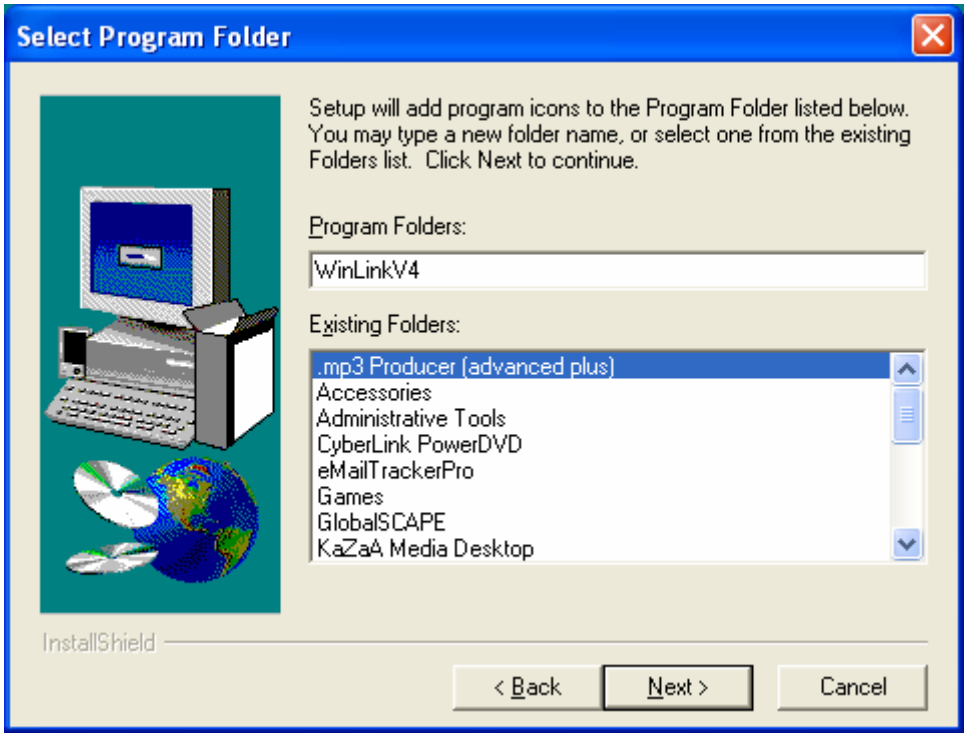
Type your **Name** and **Company**, then click **Next**.



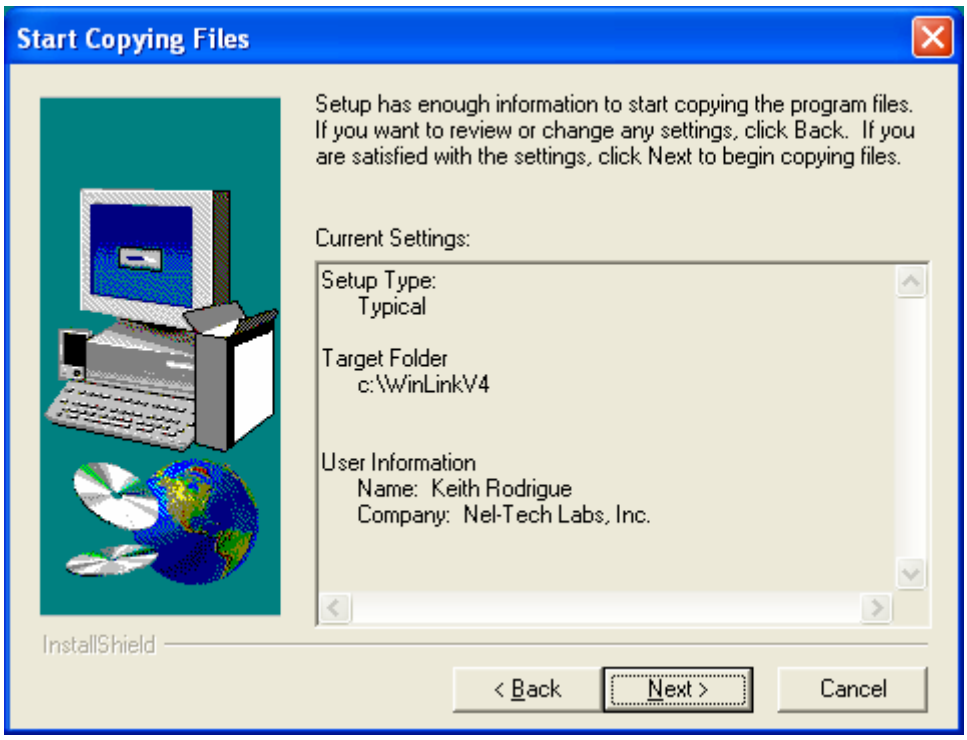
Click **Next**



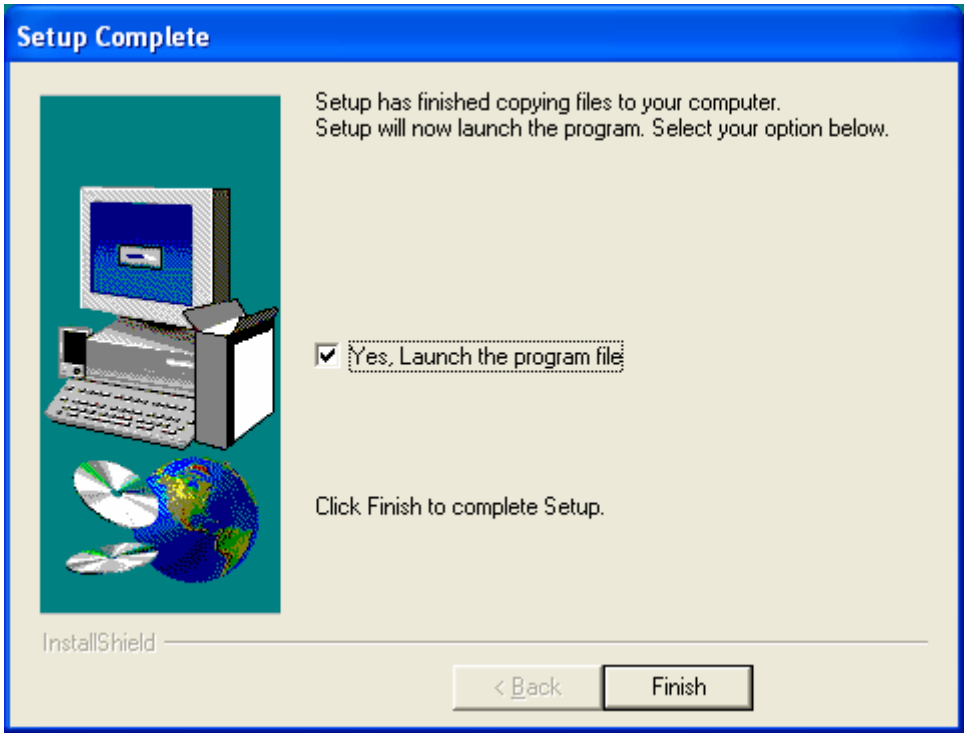
Select **Typical**, then click **Next**.



Click **Next**



Click **Next**



Check the Launch box only if the Server Module is installed. Click **Finish.** That will complete the Client Module Installation.

3.3 WinLink V4 Server Module Install

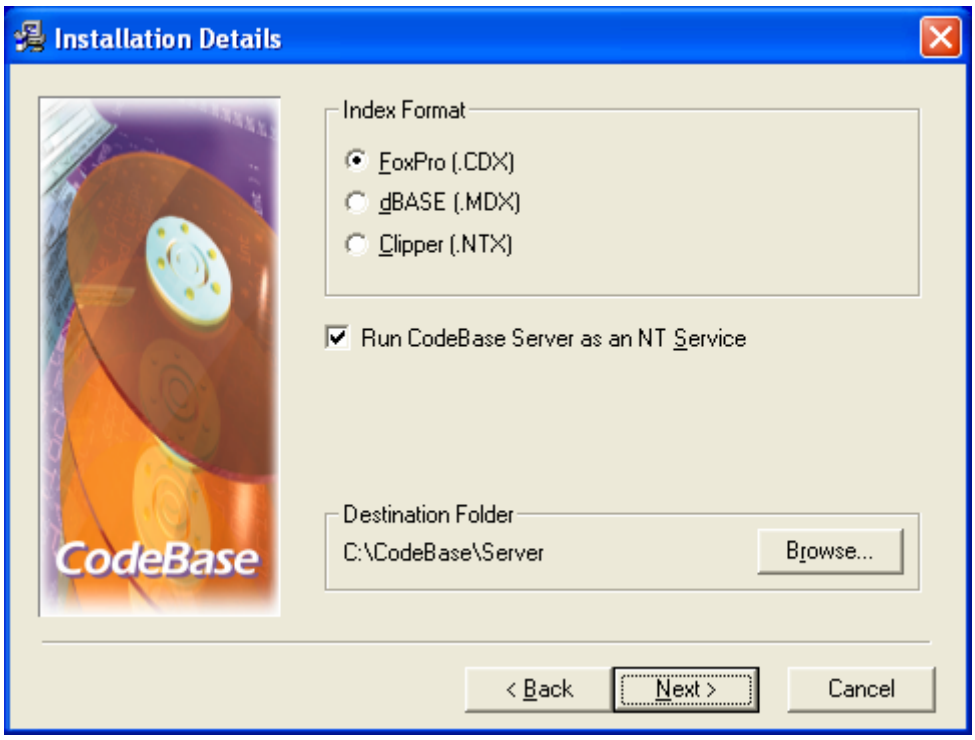
Windows 2000 or Windows XP

After you've installed the WinLink V4 Client on each machine, the next step is to install the WinLink V4 Server Module.

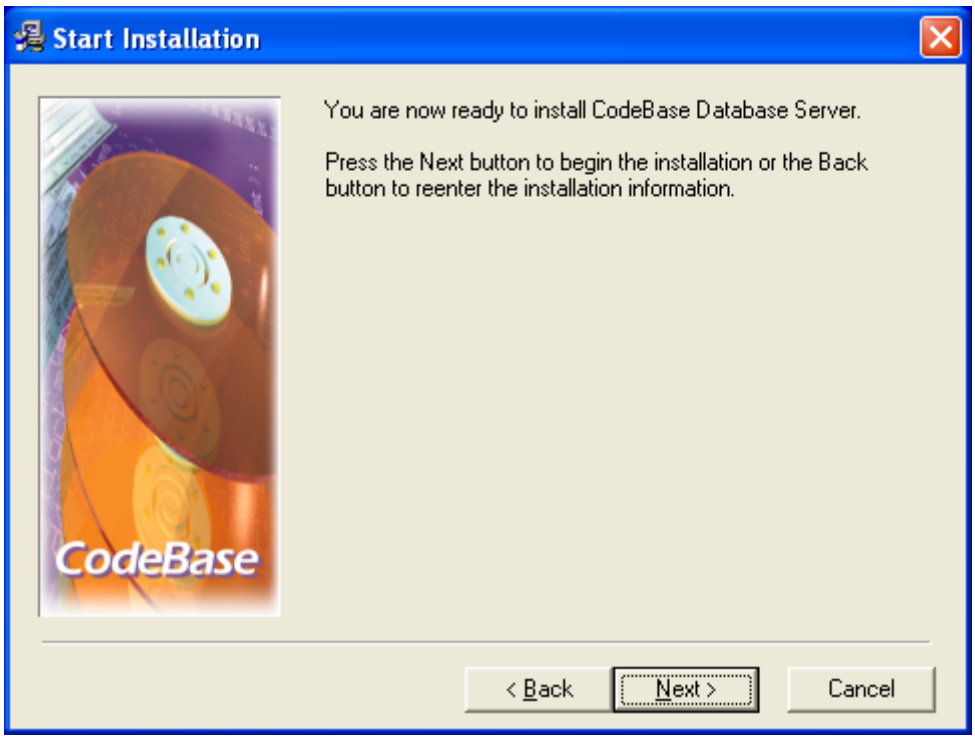
Browse to a WinLink V4 Client machine using Windows Networking or any FTP Client. The WinLink V4 Client Install should have created a **C:\WinLinkV4\Server** directory. In there is a file called **server_setup.exe**. Run this file to begin the Server Module Install.

The window below should appear on you screen.

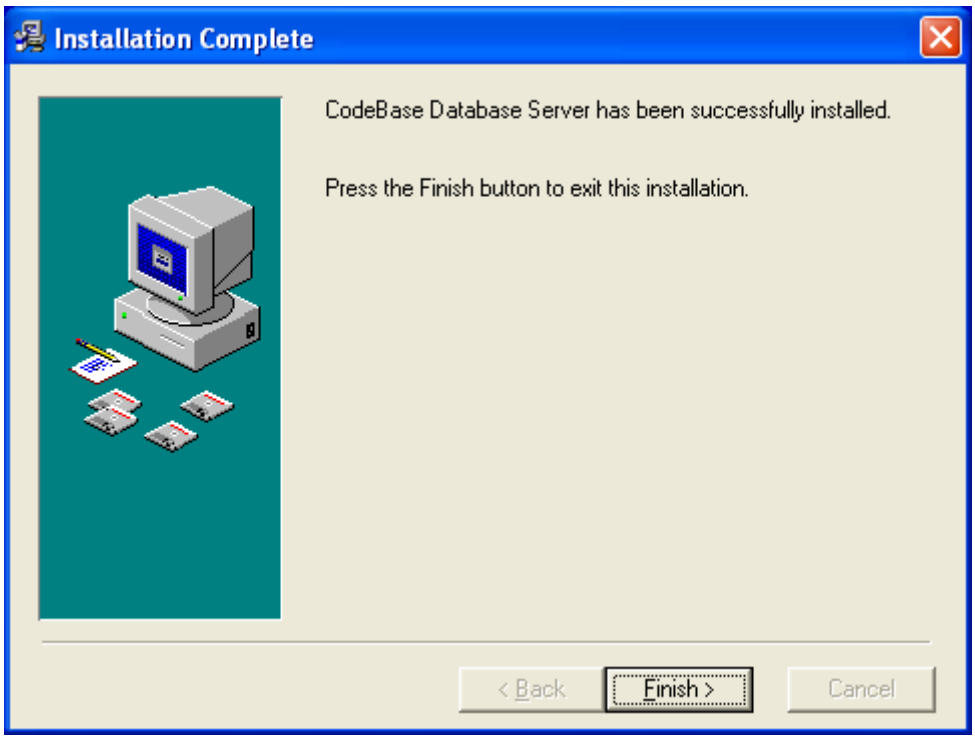
Click **Next**



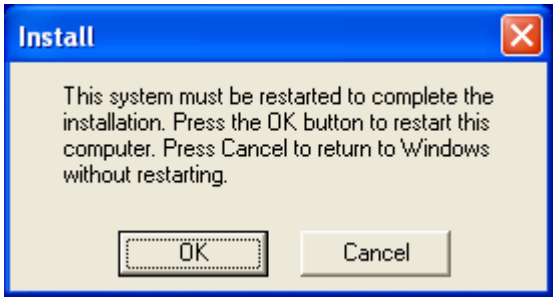
Select **FoxPro (.CDX)** and check **Run CodeBase Server as an NT Service**, then click **Next**.



Click **Next**



Click **Finish**



Click **OK** to restart. That will complete the Server Module Installation.

Windows 98 Second Edition

To install WinLink V4 Server Module on a Windows 98 machine, complete the above setup for Windows 2000 or Windows XP.

NOTE: The WinLink V4 Server Module will run as a service only in Windows 2000 or Windows XP. In Windows 98, you will need to start the WinLink V4 Server Module before using the WinLink V4 Client(s). To start the WinLink V4 Server Module in Windows 98, go to your Start menu, click Programs, choose CodeBase 6.5 and select CodeBase Database Server.

The first time that you start the WinLink V4 Server Module, you must type in the following Serial Number.

SERIAL NUMBER: QCE103.642

3.4 Creating Your WinLink V4 Databases

After completing the WinLink V4 Server install, you should now have a **C:\CodeBase\Server** directory on the WinLink V4 Server machine.

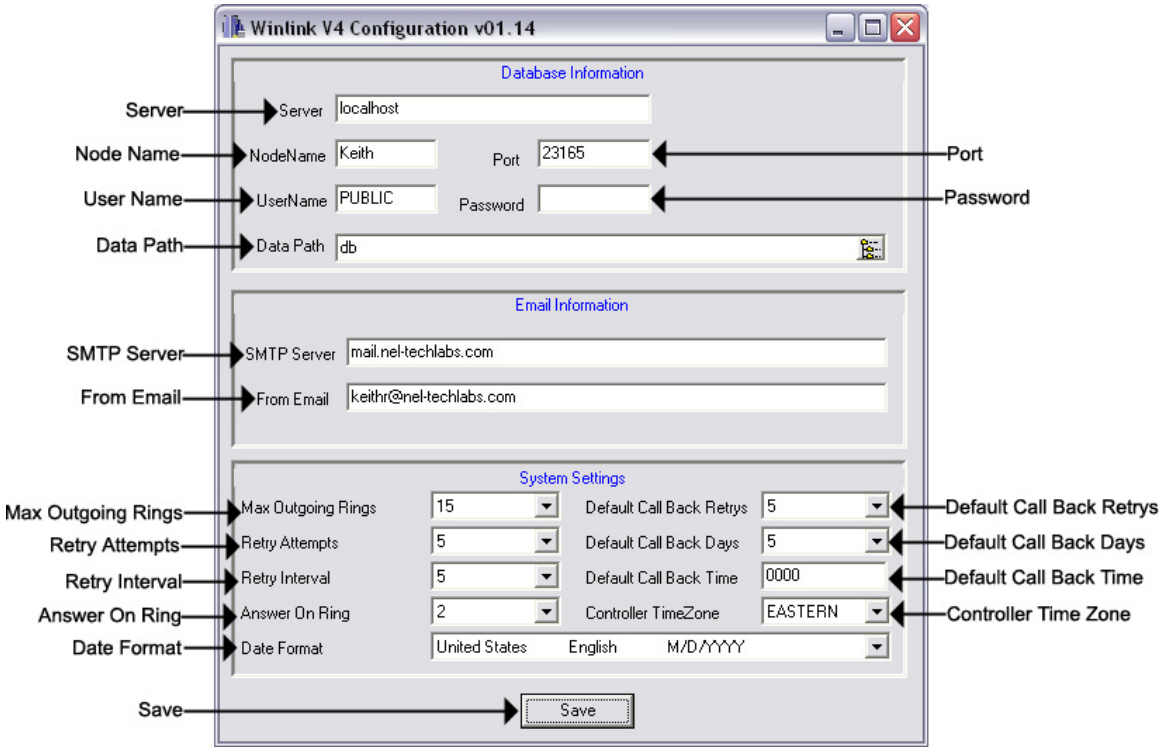
Browse to that directory and create a New Folder called **Db**. This is where your WinLink V4 databases will reside.

You are now fiinished with the WinLink V4 Server Module machine. Always make sure the Server is running before using the WinLink V4 Client.

WinLink V4 Config

The WinLink V4 Config is where you indicate your Systems Settings.

To start your WinLink V4 Config, open the WinLink V4 Config on the WinLink V4 Client Module. The WinLink V4 Config window will look similar to this.



Server – The Name or IP Address of the WinLink V4 Server Module.
NOTE: Use "localhost" for this field if the WinLink V4 Server Module is installed on the same PC. If the WinLink V4 Server Module is located in a different location, you must enter its Global Public IP Address and make sure that port "23165" is open in the Server Module's firewall. You may also use Host Names in this field if your WinLink V4 Client is connected to a DNS Server. See your Network Administrator for help.

Node Name – Sets the Node Name for that WinLink V4 Client.

User Name – Set this to the WinLink V4 Server Module's User Name.
NOTE: This field should stay at the default setting of "PUBLIC".

Password – Set this to the WinLink V4 Server Module's Password.
NOTE: This field should stay at the default setting of "no password".

Port – Set this to the WinLink V4 Server Module's Port. **NOTE: This field should stay at the default setting of "23165"**.

Data Path – Set this to the location of your database directory on the WinLink V4 Server Module. A blank field here starts the search in the **C:\CodeBase\Server** directory of the WinLink V4 Server Module machine.

SMTP Server – Your company's SMTP Server. See your Network Administrator for help.

From Email – The From Email address that your customers will see upon a load completion. See your Network Administrator for help.

Max Outgoing Rings – This field specifies the number of rings the WCA waits for a remote TELink to answer. After the amount of rings expires, the modem terminates the call. The Distribution Application marks the call as no answer and reschedules for another attempt.

Retry Attempts – This field specifies the number times the System Controller reschedules an individual load attempt. Rescheduling takes place on events such as the line being busy, no answer, or if something other than the TELink unit answers the phone.

Retry Interval – This field specifies the interval time, in minutes, used in rescheduling another attempt to contact a remote TELink unit.

Answer On Ring – This field sets the number of rings that the WCA counts prior to answering an Incoming call.

Default Call-Back Retries – Call Back Retries represents the number of attempts the unit makes to establish communications with the System Controller for units loaded by the default records.

Default Call-Back Days – This field sets the number of days from today that the TELink unit will be programmed to Call On Schedule for units loaded by the default records.

Default Call-Back Time – This field sets the time of day that the TELink unit will be programmed to Call On Schedule for units loaded by the default records.

Controller Time Zone – This field specifies the time zone where the System Controller is located.

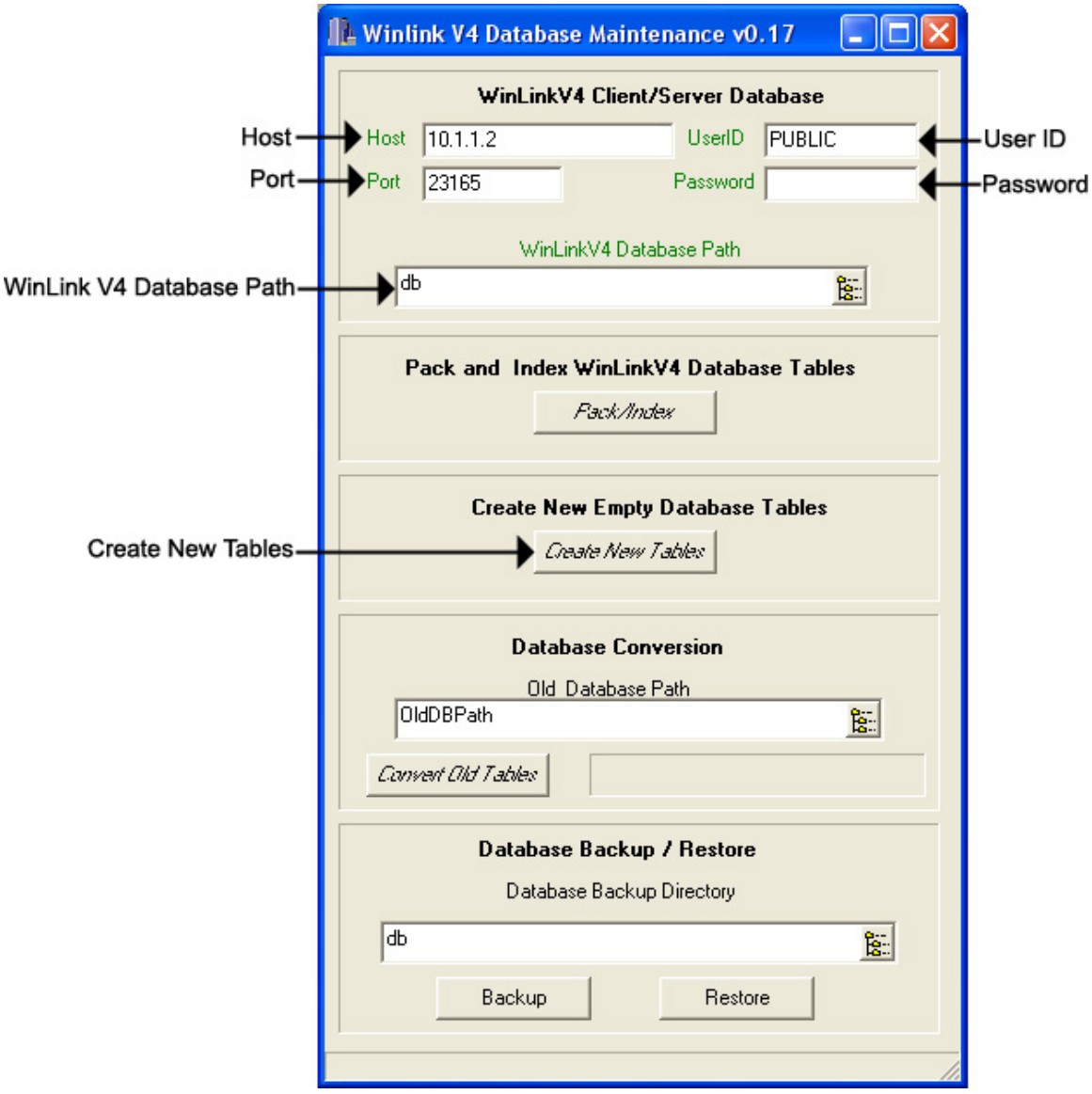
Date Format – This field specifies the Country and Date Format where the System Controller is located.

Save – Saves any changes made to the WinLink V4 Config.

WinLink V4 DB Maintenance

The WinLink V4 Maintenance is where you create your WinLink V4 Databases.

To start your WinLink V4 Maintenance, open the WinLink V4 Maintenance on the WinLink V4 Client Module. The WinLink V4 Maintenance window will look similar to this.



Host – The Name or IP Address of the WinLink V4 Server Module. **NOTE: You cannot change this field. You must set this in the WinLink V4 Config.**

User ID – The WinLink V4 Server Module's User Name. **NOTE: You cannot change this field. You must set this in the WinLink V4 Config.**

Password – The WinLink V4 Server Module's Password. **NOTE: You cannot change this field. You must set this in the WinLink V4 Config.**

Port – The WinLink V4 Server Module's Port. **NOTE: You cannot change this field. You must set this in the WinLink V4 Config.**

Create New Tables – Click here to create new tables.

3.5 Converting Your Old WinLink 3.0 Databases

After completing the WinLink V4 Server install, you should now have a **C:\CodeBase\Server** directory on the WinLink V4 Server machine.

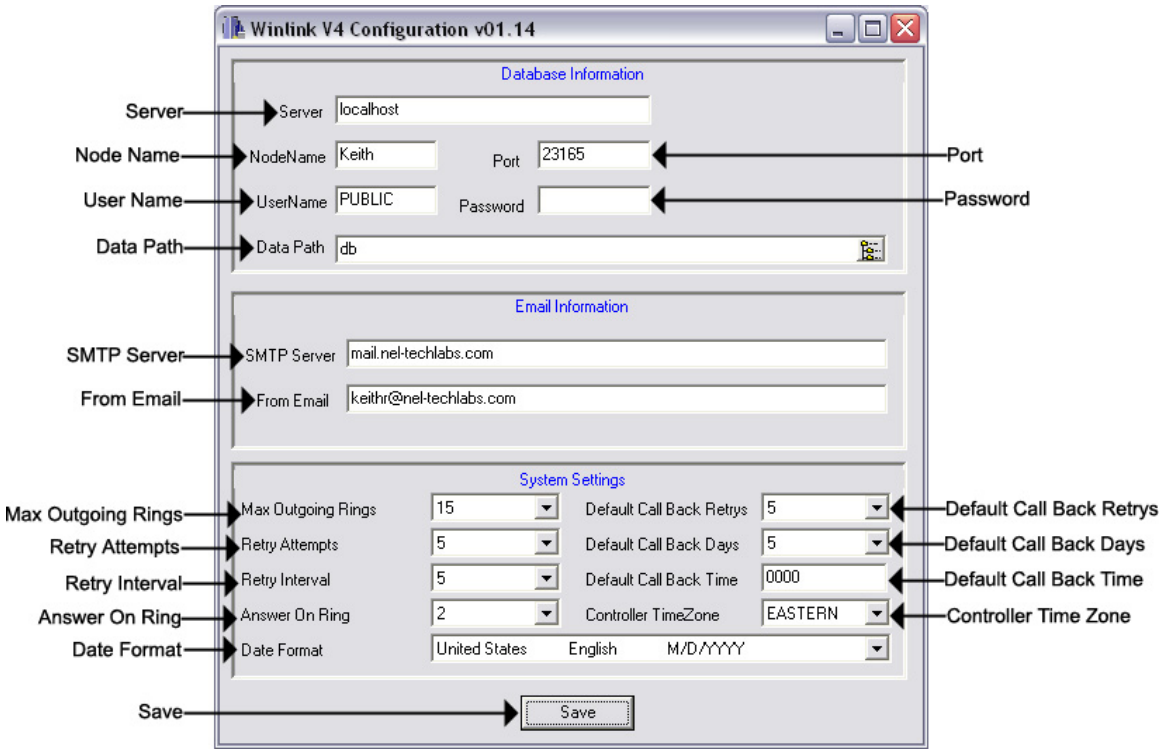
Browse to that directory and create a New Folder called **Db** and a New Folder called **Old**. The **Db** folder is where your WinLink V4 databases will reside. Pack your existing WinLink 3.0 databases in Management, then using Windows Networking or an FTP Client, copy your old databases from the **C:\WinLink\Db** directory to your **C:\Codebase\Server\Old** directory.

You are now completed with the WinLink V4 Server Module machine. Always make sure the Server is running before using the WinLink V4 Client.

WinLink V4 Config

The WinLink V4 Config is where you indicate your Systems Settings.

To start your WinLink V4 Config, open the WinLink V4 Config on the WinLink V4 Client Module. The WinLink V4 Config window will look similar to this.



Server – The Name or IP Address of the WinLink V4 Server Module.
NOTE: Use "localhost" for this field if the WinLink V4 Server Module is installed on the same PC. If the WinLink V4 Server Module is located in a different location, you must enter its Global Public IP Address and make sure that port "23165" is open in the Server Module's firewall. You may also use Host Names in this field if your WinLink V4 Client is connected to a DNS Server. See your Network Administrator for help.

Node Name – Sets the Node Name for that WinLink V4 Client.

User Name – Set this to the WinLink V4 Server Module's User Name.
NOTE: This field should stay at the default setting of "PUBLIC".

Password – Set this to the WinLink V4 Server Module's Password.
NOTE: This field should stay at the default setting of "no password".

Port – Set this to the WinLink V4 Server Module's Port. **NOTE: This field should stay at the default setting of "23165"**.

Data Path – Set this to the location of your database directory on the WinLink V4 Server Module. A blank field here starts the search in the **C:\CodeBase\Server** directory of the WinLink V4 Server Module machine.

SMTP Server – Your company's SMTP Server. See your Network Administrator for help.

From Email – The From Email address that your customers will see upon a load completion. See your Network Administrator for help.

Max Outgoing Rings – This field specifies the number of rings the WCA waits for a remote TELink to answer. After the amount of rings expires, the modem terminates the call. The Distribution Application marks the call as no answer and reschedules for another attempt.

Retry Attempts – This field specifies the number times the System Controller reschedules an individual load attempt. Rescheduling takes place on events such as the line being busy, no answer, or if something other than the TELink unit answers the phone.

Retry Interval – This field specifies the interval time, in minutes, used in rescheduling another attempt to contact a remote TELink unit.

Answer On Ring – This field sets the number of rings that the WCA counts prior to answering an Incoming call.

Default Call-Back Retries – Call Back Retries represents the number of attempts the unit makes to establish communications with the System Controller for units loaded by the default records.

Default Call-Back Days – This field sets the number of days from today that the TELink unit will be programmed to Call On Schedule for units loaded by the default records.

Default Call-Back Time – This field sets the time of day that the TELink unit will be programmed to Call On Schedule for units loaded by the default records.

Controller Time Zone – This field specifies the time zone where the System Controller is located.

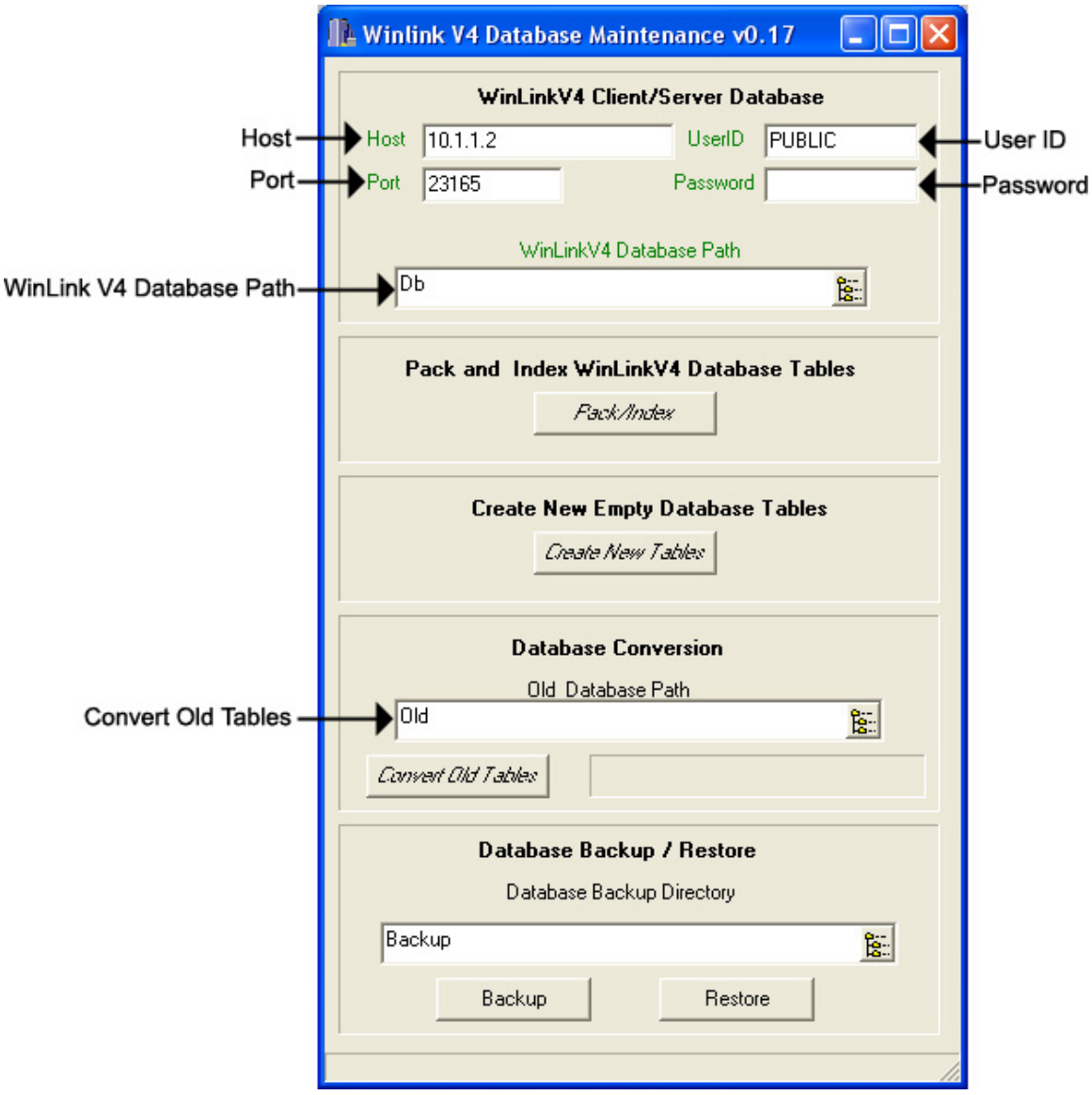
Date Format – This field specifies the Country and Date Format where the System Controller is located.

Save – Saves any changes made to the WinLink V4 Config.

WinLink V4 DB Maintenance

The WinLink V4 Maintenance is where you convert your WinLink 3.0 Databases.

To start your WinLink V4 Maintenance, open the WinLink V4 Maintenance on the WinLink V4 Client Module. The WinLink V4 Maintenance window will look similar to this. **NOTE: You must create new databases before you convert your WinLink 3.0 databases. Refer to section 3.4.**



Host – The Name or IP Address of the WinLink V4 Server Module. **NOTE: You cannot change this field. You must set this in the WinLink V4 Config.**

User ID – The WinLink V4 Server Module's User Name. **NOTE: You cannot change this field. You must set this in the WinLink V4 Config.**

Password – The WinLink V4 Server Module's Password. **NOTE: You cannot change this field. You must set this in the WinLink V4 Config.**

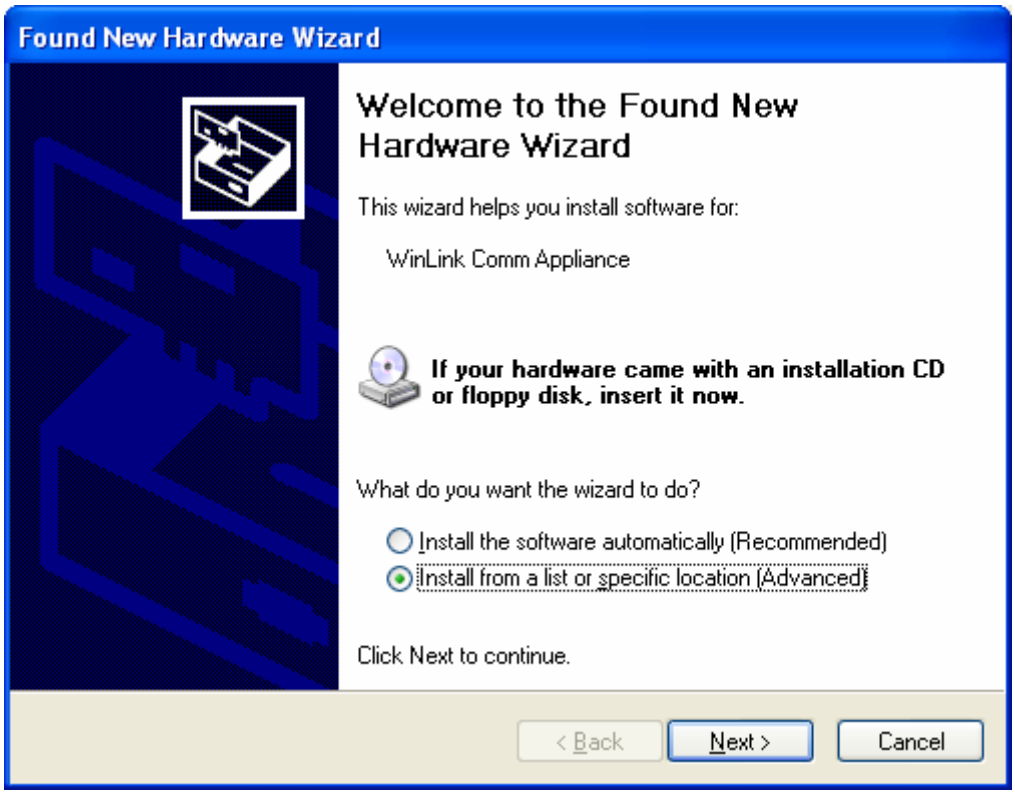
Port – The WinLink V4 Server Module's Port. **NOTE: You cannot change this field. You must set this in the WinLink V4 Config.**

Convert Old Tables – Type in **Old** here and then click here to convert your old databases. **NOTE: This process may take several minutes**.

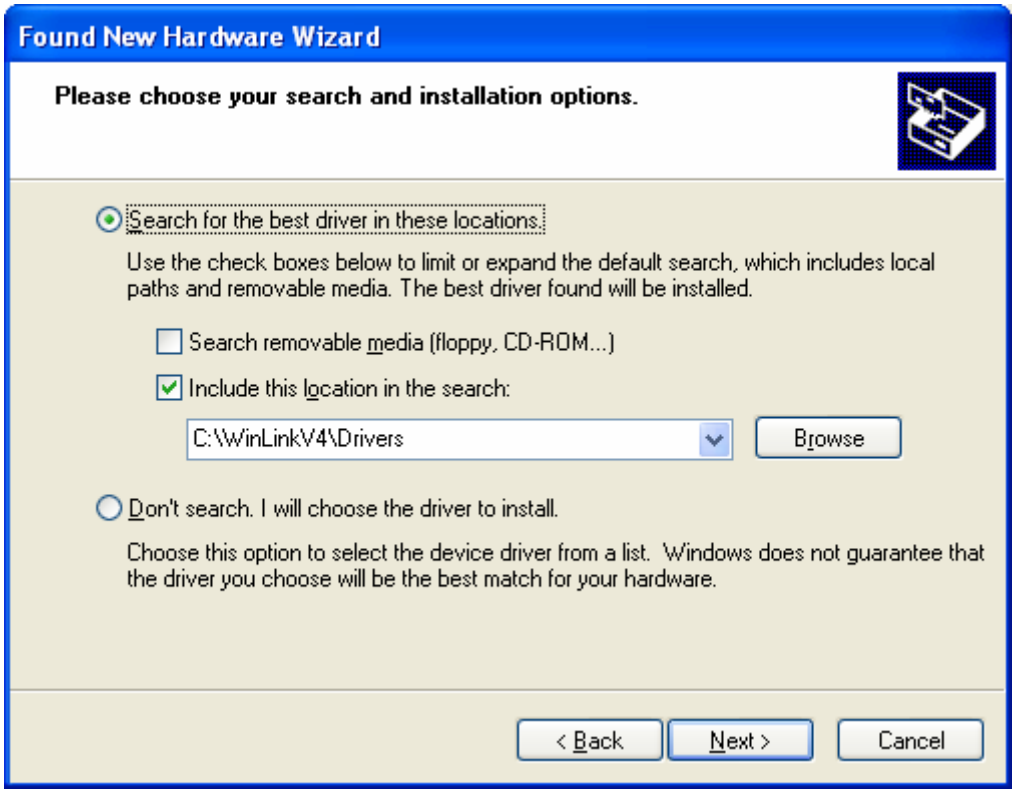
3.6 WCA Installation

The final step is to install the WinLink communications Appliance. (WCA)

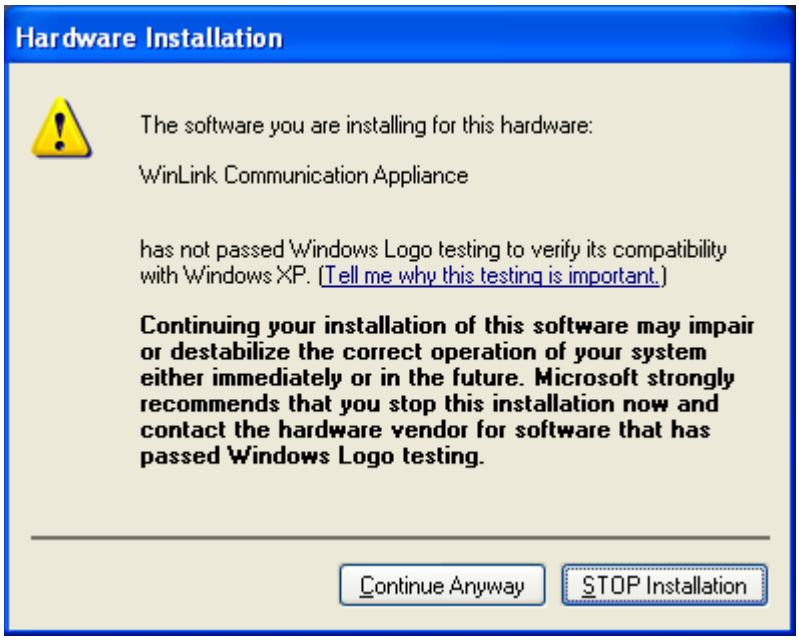
Connect power, telephone, and USB cables, then turn the power switch on the WCA to the **On** Position. The following window should appear.



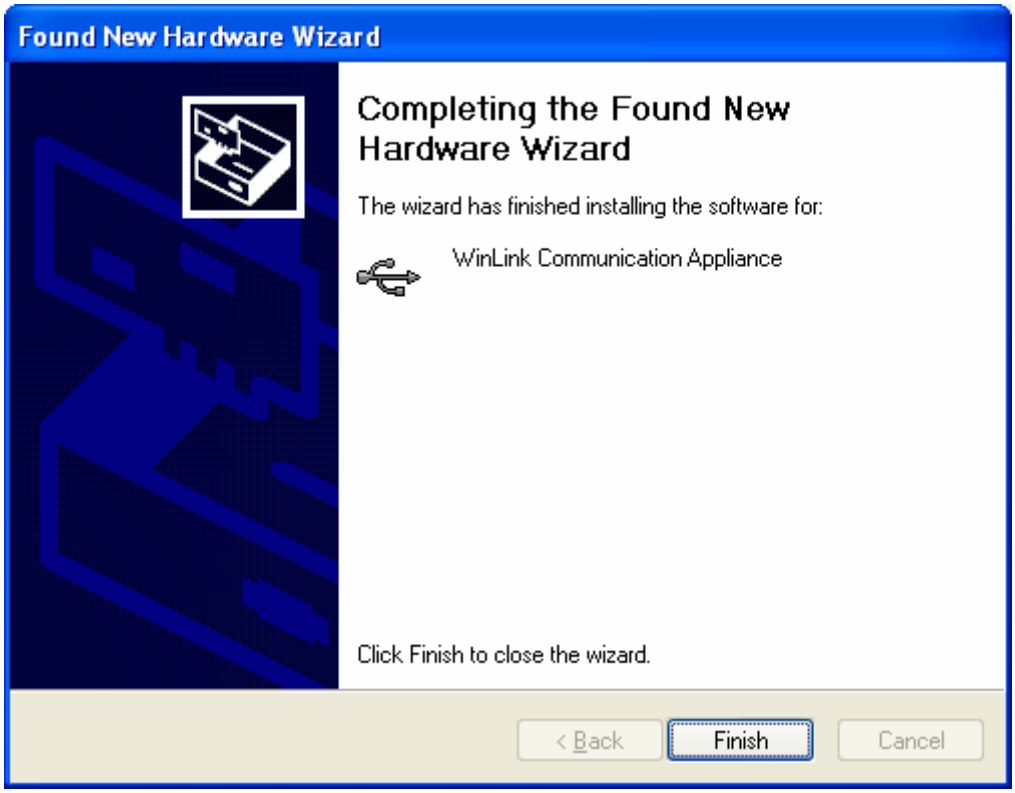
Click **Next**



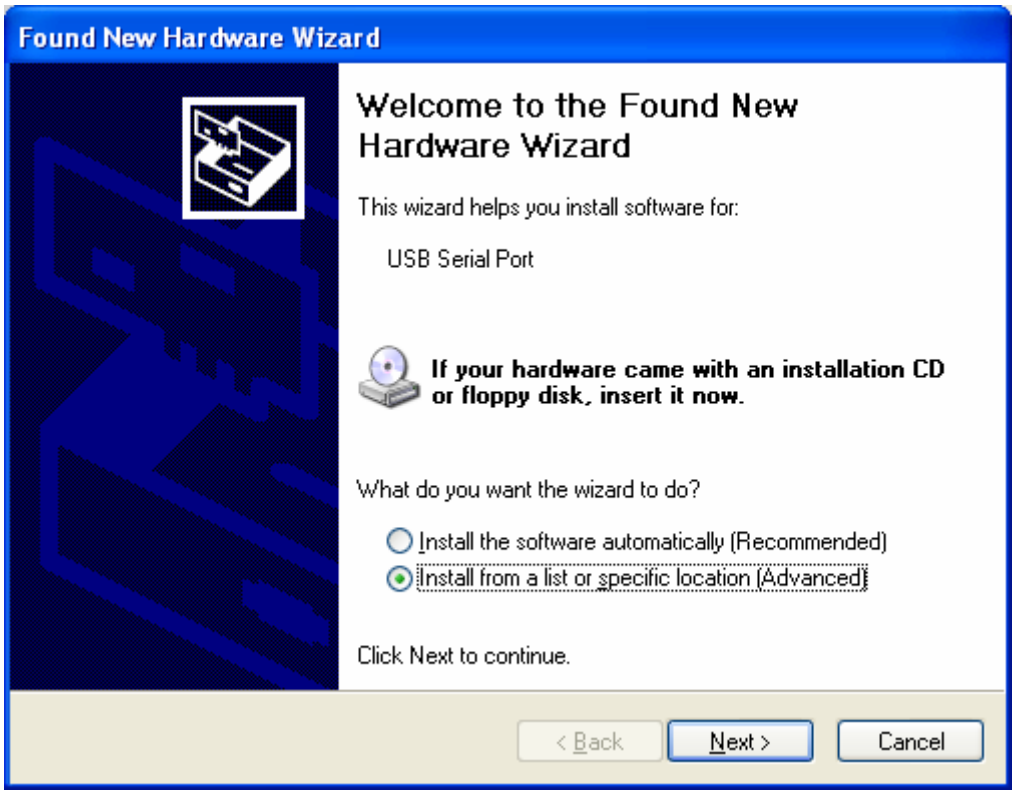
Click **Next**



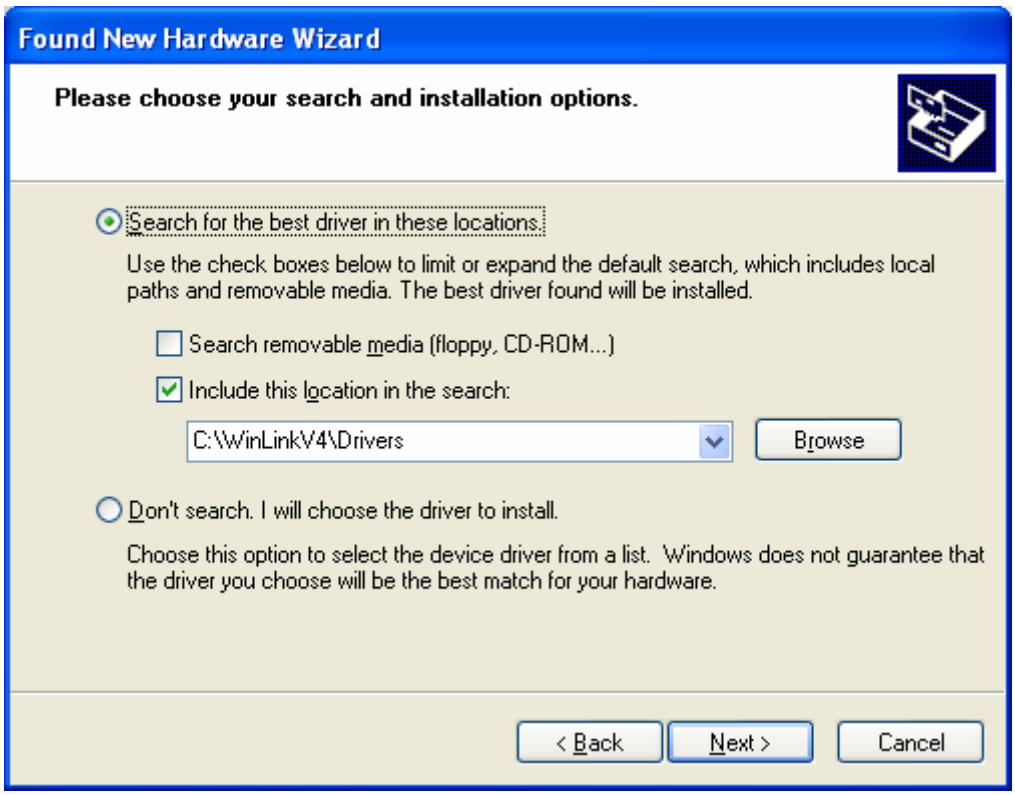
If installing in Windows XP, you get the following error window. Just click **Continue Anyway**.



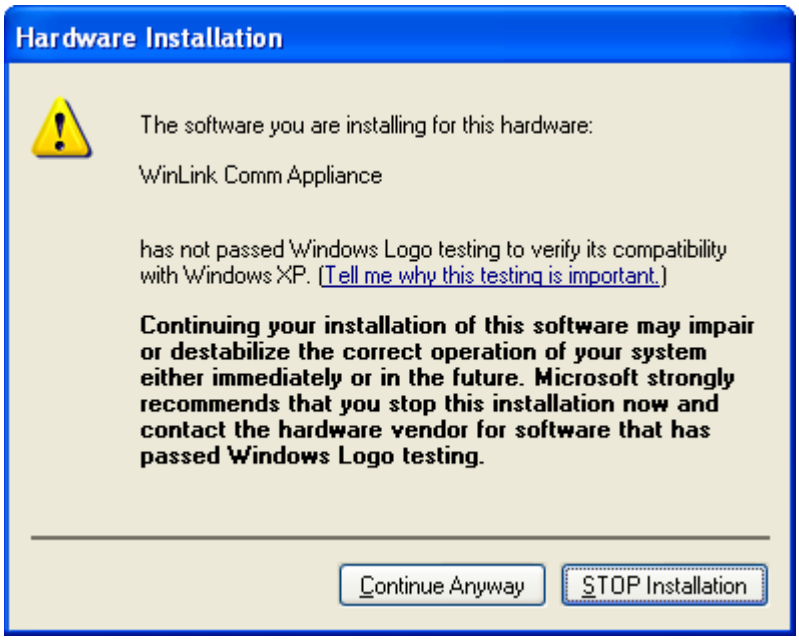
Click **Finish**



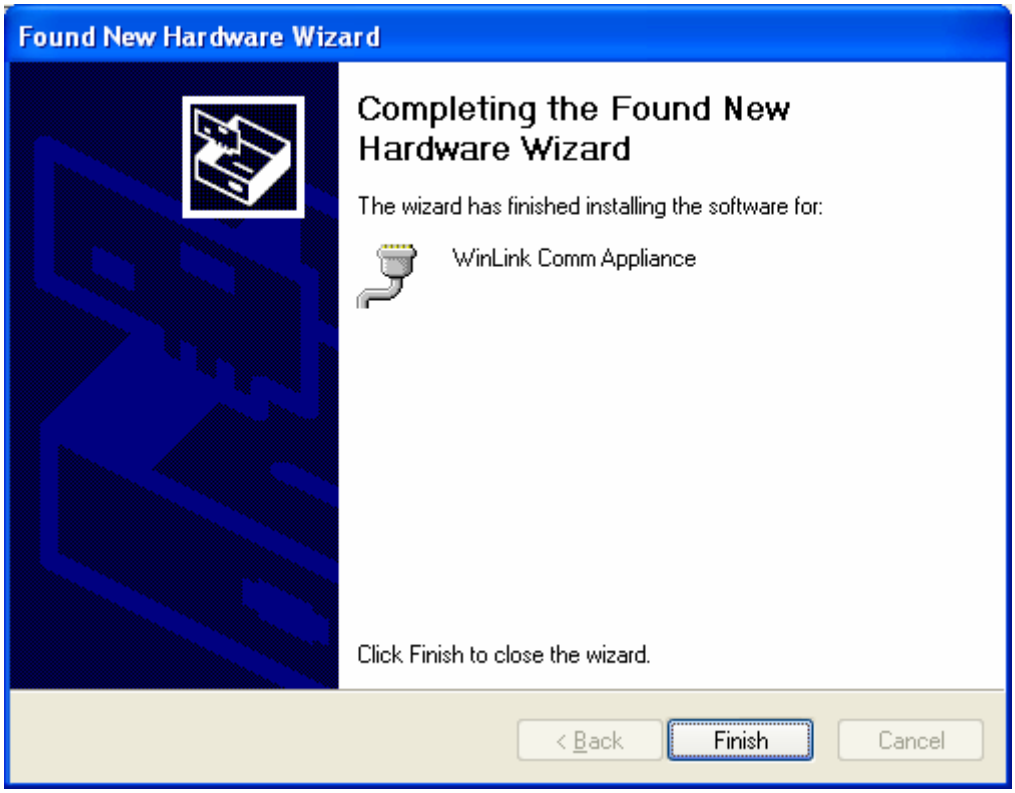
Click **Next**



Click **Next**



If installing in Windows XP, you get the following error window. Just click **Continue Anyway**.



Click **Finish.** That will complete the WCA Installation.

Congratulations! You have completed the entire installation process!
You are now ready to begin using WinLink V4!

CHAPTER 4 - Operation

4.1 WinLink V4 Management Module

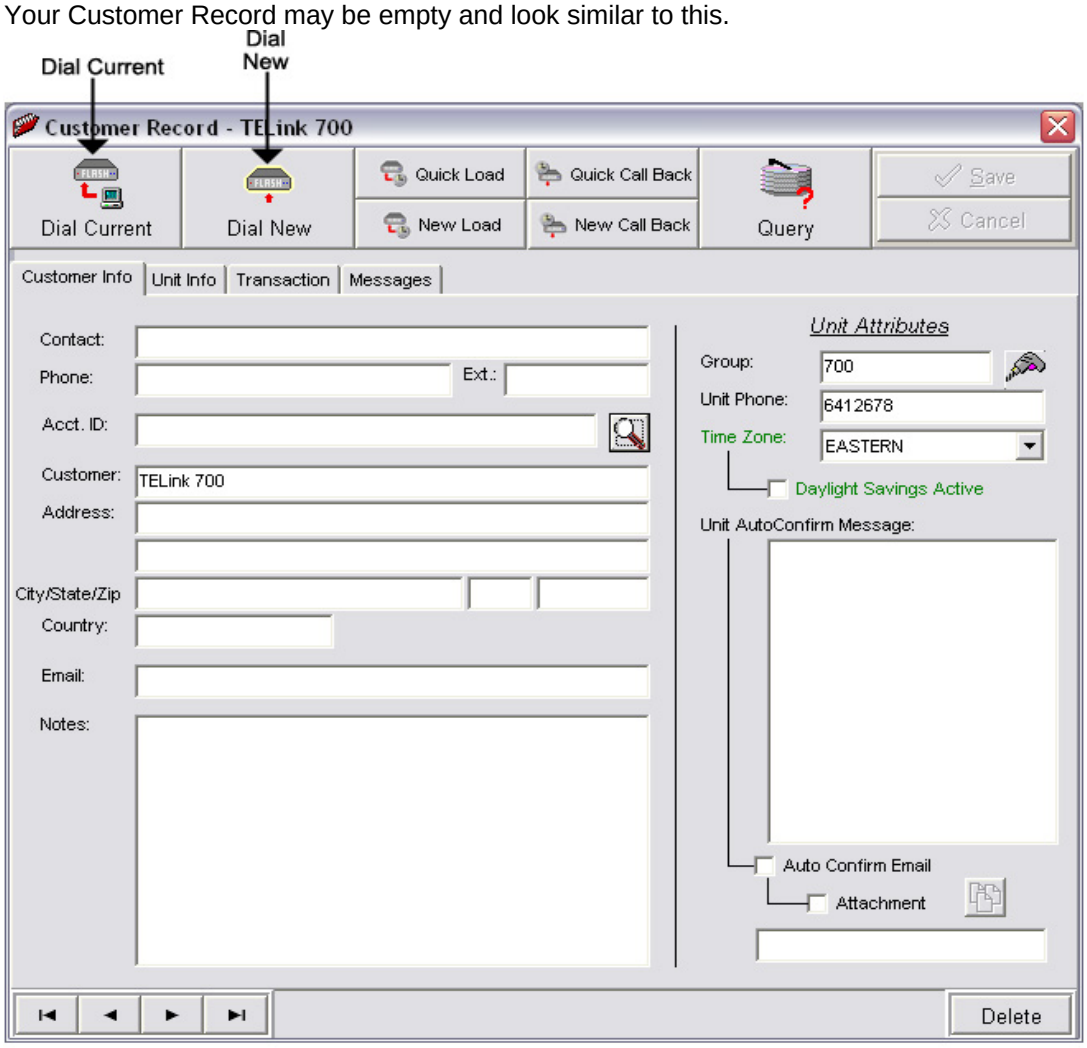
Direct Connect

Direct Connect is the first of two parts included with the WinLink V4 Management Module. It allows you to type in a telephone number and directly connect to a unit to check or change its status. It is also how you add new Customers to your database, which is the first thing that you want to do with a new unit.

To start Direct Connect, open your WinLink V4 Management Module:

1. Choose your **Customer** menu and select **Customers…**

Your Customer Record may be empty and look similar to this.

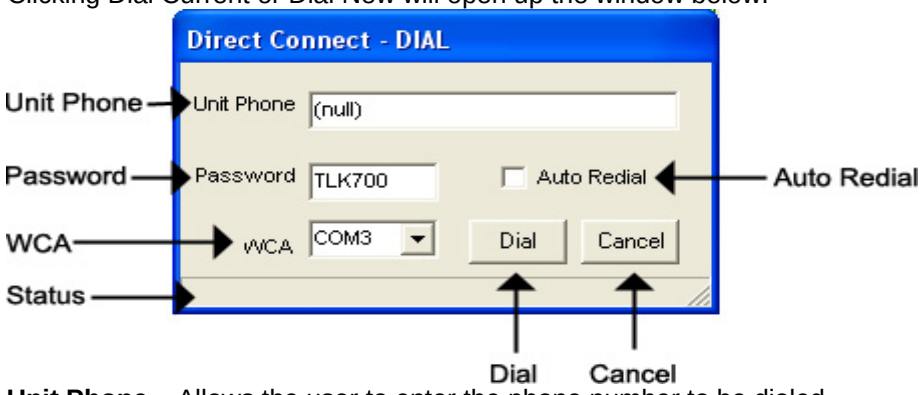


Select **Dial Current** or **Dial New.**

Dial Current – Dials the current Customer in the Customer Record.

Dial New – Dials a recently installed unit not currently in your database.

Clicking Dial Current or Dial New will open up the window below.



Unit Phone – Allows the user to enter the phone number to be dialed. Dial uses the last number dialed as a default so that re-dialing is made easier. **NOTE: Dial the number as if you were dialing it from a telephone. DO NOT include dashes or spaces.** The number to be dialed may be up to 20 digits, in length, including any of the following special characters:

8 or 9 Prefix – Grabs an outside line on Centrex Systems.
, (Comma) – Inserts a 2-second pause.
; (Semicolon) – Inserts an 8-second pause.
*** 67 (Star 67) –** Blocks your telephone number from caller ID's.
*** 82 (Star 82) –** Unblocks your telephone number from caller ID's

The above may not apply to all lines in all areas. Check with your local telephone provider for more information.

Password - Allows the user to enter the password to the unit. Dial uses the last password dialed as a default so that re-dialing is made easier. The password may be up to 6 characters in length. **NOTE: The default factory password for all TELinks is *TLK700*. The default factory password for all non-TELinks is *TLKTAG*.**

WCA (WinLink Communications Appliance) – Allows the user to select the COM Port in which to dial. **NOTE: COM Ports used by a WCA are the only ones that appear in this list. If using Windows 98, you will have to manually type in the Com Port that is being used by the WCA. Check your Com Port settings in your Windows Control Panel.**

Auto Redial – Check this to automatically redial to the unit if line is busy.

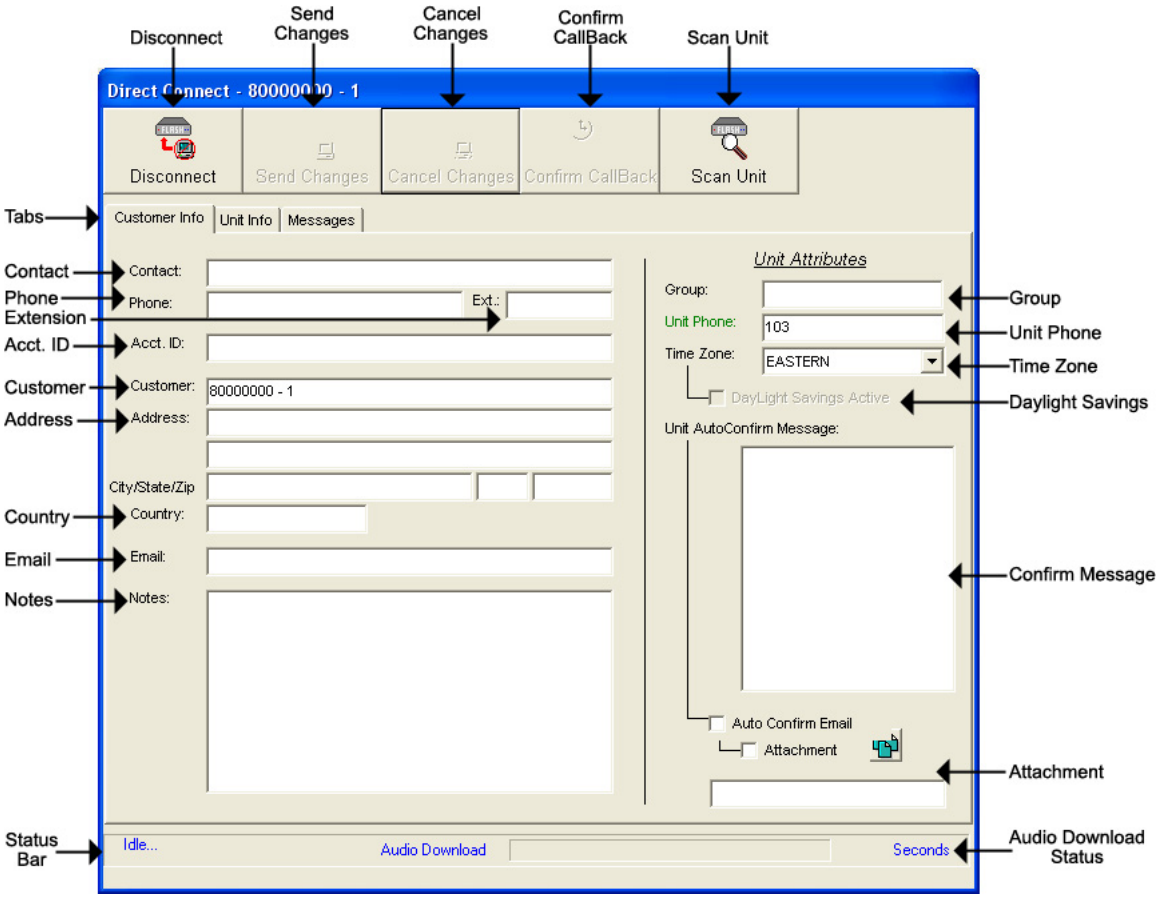
Dial – Starts the dialing process. **NOTE: Do not Maximize any other window on your Desktop during the dial process.**

Cancel – Cancels the dialing process.

2. Type the **Unit Phone** Number, select your **WCA**, and click **Dial**.

Direct Connect – Customer Info View

Once you are connected to a unit, the Direct Connect window will come up and look similar to this.

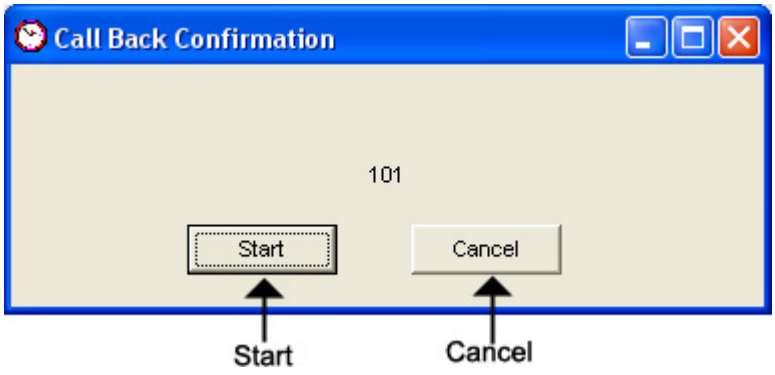


Disconnect – Disconnects from the unit.

Send Changes – Sends all changes to the unit. (Highlight or Red)

Cancel Changes – Cancels changes made. (Highlight or Red)

Confirm Call-Back – Click to Confirm a Call-Back number. The following window will appear: **NOTE: Call-On-Schedule, Call-On-Demand, or both must be enabled and a Call-Back number must be programmed to enable Confirm Call-Back and the Call-Back feature. (see pages 18, 20)**



Start – Starts the Confirm Call-Back process.

Cancel – Cancels the Confirm Call-Back process.

Scan Unit – Reads the current settings on the unit.

Tabs – These tabs will vary according to the type of unit that you are dialed into.

Status Bar – The status of the connection to the unit.

Audio Download Status – The status of an audio download to the unit.

You will notice four different colored fields in Direct Connect:

Black – Indicates a field that can be changed.
Highlight or Red – Indicates a field that is a pending change.
Green – Indicates a field that is read only and can't be changed.
Gray – Indicates a field that is inactive on that unit.

The Customer Info View allows the user to change/view information about the customer.

Contact – The name of the person most responsible for the unit. This will most likely be the name of the Customer's IT Employee.

Phone – This is the voice telephone number where the Contact can be reached.

Extension – This is the telephone extension number where the Contact can be reached.

Account ID – The account number for the Customer.

Customer – Your Customer's company name.
Address – Your Customer's Street Address. Includes a second address line with City, State, and Zip fields.
Country – The Country where your Customer is located.

Email – The Contact's Email Address.

Notes – Any Notes pertaining to that Customer or that installation.

Group – The Group to which the Customer belongs.

Unit Phone – The unit's telephone number.

Time Zone – The Time Zone where the Customer is located. **NOTE: United States Time Zones Only.**

Daylight Savings – Check this box if your Customer observes Daylight Savings Time. **NOTE: Most states observe Daylight Savings Time.**

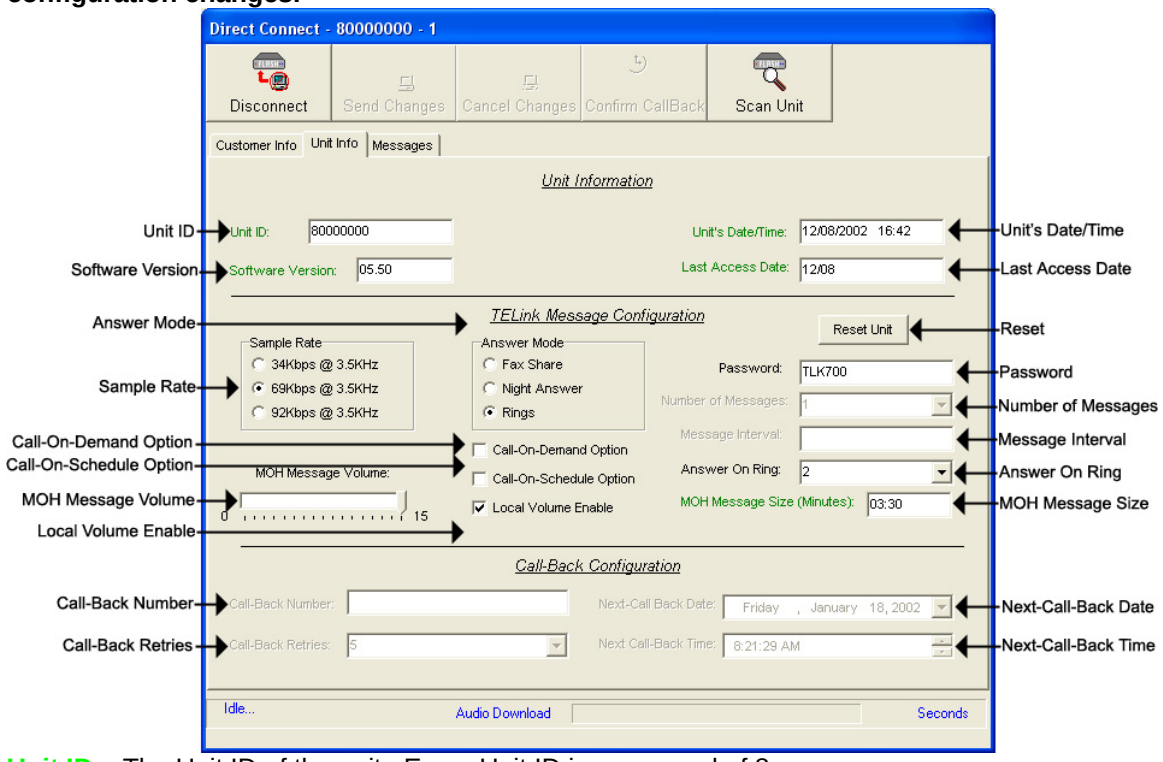
Unit Auto Confirm Message – This is the message that will be emailed to the Contact upon completion of a Distribution Load. Be sure to check off the box if you want this message sent.

Attach Confirm Email – Check this box to enable the Auto Confirm Email.

Attachment – Check this box to attach a report to the Auto Confirm Email. Click the button to browse or type the file path in the box below.

Direct Connect – Unit Info View

The Unit Info View allows the user to change/view information about the unit. **NOTE: Most of the fields in the Unit Info View pertain to that unit's settings. Use your unit's appropriate tab to make additional configuration changes.**



Unit ID – The Unit ID of the unit. Every Unit ID is composed of 8 numbers and is unique.

First Number:

7 – TELink 700 DRAM
8 – TELink 700 Flash, TELink 700 Flash Night Answer
5 – TELink 750 Flash
9 – TELink 1200 Flash
4 – TELink 1400 Flash
U – Call Manager
T – Tel-A-Greeter 251, Tel-A-Greeter 252

Second & Third Number:

YY – Year that the unit was manufactured

Fourth & Fifth Number:

WW – Week number during which the unit was manufactured in that year.

Sixth, Seventh, & Eighth Number:

FLS – Unit number manufactured that week of that year.

Software Version – The Software Version of the unit.

Unit's Date/Time – The current Date/Time of the unit.

Last Access Date – The last day that the unit was accessed.

Sample Rate – The Sample Rate at which the unit samples the audio. A higher Sample Rate will give you a better sound quality but will sacrifice memory capacity and vice-versa.

34 kbps – Gives you your full memory capacity.

69 kbps – Reduces your full memory capacity by 50%.

92 kbps – Reduces your full memory capacity by 63%.

For example, a standard 16 minute unit will give you 16 minutes at 34 kbps, 8 minutes at 69 kbps, and 6 minutes at 92 kbps.

Answer Mode – Sets the Answer Mode for the unit.

Fax Share – Use this mode if the unit is installed on a fax line. **NOTE: If you are using Fax Share mode, you must set the Answer On Ring to 5 and the Fax to 3 rings.**

Night Answer – Enables Night Answer on a TELink 700N.

Rings – Unit responds to normal rings.

MOH Message Volume – The Music On Hold Message Volume. Slide the bar to make adjustments from 0 to 15 (highest volume level).

Call-On-Demand Option – Check this if you wish to enable the Call-On-Demand feature. Call-On-Demand allows the customer to force a call-back to the user's PC to download the current messages for that unit. Call-On-Demand is activated by powering the unit while holding the Volume Down button. Call-On-Demand requires that the Distribution Module on the users PC be started. Older DRAM units use this feature upon a power failure. **NOTE: A Call-Back Number must be programmed and confirmed in the unit for this to work successfully.**

Call-On-Schedule Option – Check this if you wish to enable the Call-On-Schedule feature. Call-On-Schedule allows the user to schedule a time and date for the unit to call the user's PC and download new messages. Call-On-Schedule requires that the Distribution Module on the users PC be started with a pending Call-Back record. **NOTE: A Call-Back Number must be programmed and confirmed in the unit for this to work successfully.**

Local Volume Enable – Check this if you wish to allow volume adjustment locally using the volume controls on the front of the unit.

Reset – Click here to restore the factory defaults to the unit.

Password – Allows you to change the password to the unit. Passwords must 6 characters in length.

Number Of Messages – Allows you to select the number of messages on the unit.

TELink 700 – This field is gray and cannot be changed.

TELink 700 Night - This field is gray and cannot be changed.

TELink 750 – Can be set to 1, 2, 4, 8, or 16 messages.

TELink 1200 – Can be set to 1, 2, 4, 8, or 16 messages.

TELink 1400 – Can be set to 1, 2, 4, 8, or 16 messages in Single Ad List mode. Can be set to 2, 4, 8, or 16 messages in Dual Ad List mode.

Message Interval – Allows you to select the interval time in seconds between each message.

TELink 700 – This field is gray and cannot be changed.

TELink 700 Night - This field is gray and cannot be changed.

TELink 750 – Can be set from 0 to 9,999 seconds. (167 hours)

TELink 1200 – Can be set from 0 to 9,999 seconds. (167 hours)

TELink 1400 – Can be set from 0 to 9,999 seconds. (167 hours)

Answer On Ring – The ring count that the unit will answer on.

Distinctive – Unit answers to a distinctive ring only. Distinctive ring is a service provided by your local telephone company.

2…15– 2 rings to 15 rings.

MOH Message Size – The music on hold message size in minutes.

Call-Back Number – The call-back number or the WCA telephone number of the user's PC. **NOTE: Dial the number as if you were dialing it from a telephone. DO NOT include dashes or spaces.** The number to be dialed may be up to 20 digits, including any of the following special characters:

8 or 9 Prefix – Grabs an outside line on Centrex Systems.
, (Comma) – Inserts a 2-second pause.
; (Semicolon) – Inserts an 8-second pause.
*** 67 (Star 67) –** Blocks your telephone number from caller ID's.
*** 82 (Star 82) –** Unblocks your telephone number from caller ID's

The above may not apply to all lines in all areas. Check with your local telephone provider for more information. **NOTE: Call-On-Schedule, Call-On-Demand, or both must be enabled.**

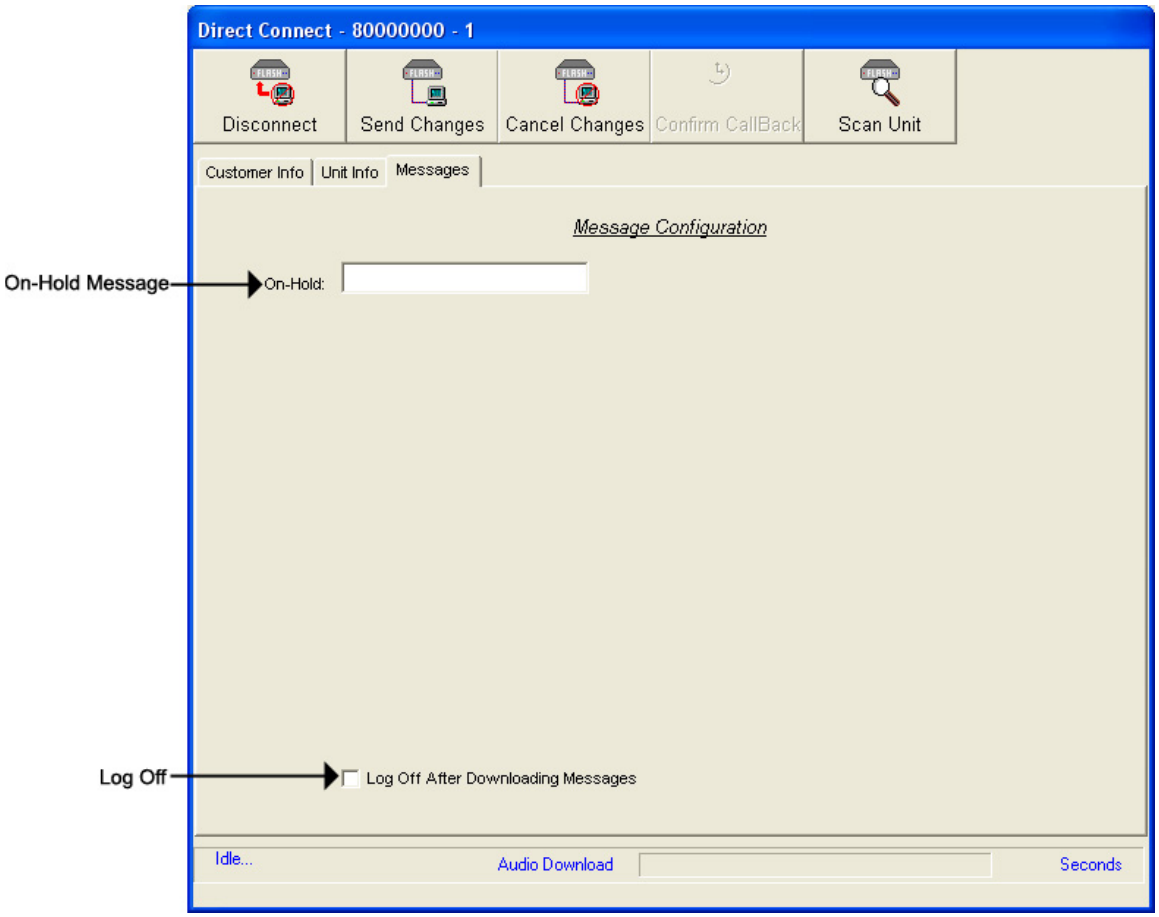
Call-Back Retries – The number of retries that the unit will attempt to connect with the user's PC in Call-On-Schedule mode. This field can be set from 0 to 99 retries. **NOTE: Call-On-Schedule must be enabled.**

Next Call-Back Date – The date you wish for the unit to initially call-back. Call-backs after the initial call-back date are loaded from the pending call-back record, not Direct Connect. **NOTE: Call-On-Schedule must be enabled.**

Next Call-Back Time – The time you wish for the unit to initially call-back. Call-backs after the initial call-back time are loaded from the pending call-back record, not Direct Connect. **NOTE: Call-On-Schedule must be enabled.**

Direct Connect – Messages View

The Messages View allows the user to change/view the messages.
NOTE: This window will look different for every type of unit.



Below are your message options for the following units.

TELink 700 – 1 On Hold message. (Pictured Above)

1 On-Hold Message – Your Music On Hold message.

TELink 700 Night – 1 On-Hold message and 1 Night message.

1 On-Hold Message – Your Music On Hold message.

1 Night Message – Your Night Answer message.

TELink 750 – Up to 16 On Hold messages and 1 Music Bed message.

Up To 16 On Hold Messages – Your Music On Hold messages.

1 Music Bed Message – Your Music behind the messages.

Fade Level – Your Music to Message Fade Level.

TELink 1200 – Up to 16 On Hold messages.

Up To 16 On Hold Messages – Your Music On Hold messages.

TELink 1400 – Up to 16 Left and/or Right messages.

Up To 16 Messages – Your broadcast messages.

Left – Messages play to the Left Output.

Right – Messages play to the Right Output.

Tel-A-Greeter 25X – Day, Night, Hold, and up to 8 messages.

Day – Your Day Greeting message.

Night – Your Night Greeting message.

Hold – Your Hold message that plays to callers On-Hold.

Up To 8 Messages – Your messages that play when the caller presses 1 through 8 on the keypad.

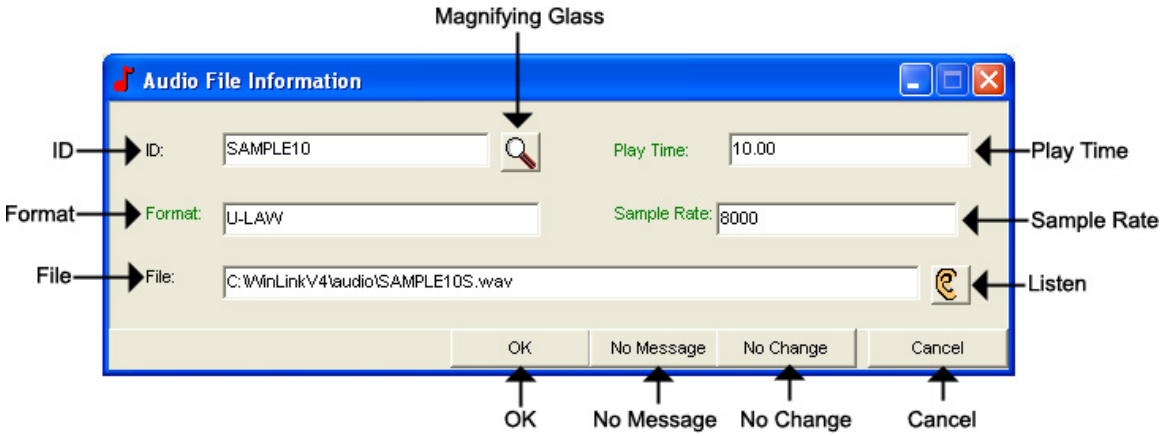
Tel-A-Greeter 26X, Call Manager – Greeting, Hold, and up to 4 Aux messages.

Greeting – Your Greeting message.

Hold – Your Hold message that plays while the call is being transferred.

Up To 4 Aux Messages – Your Auxiliary messages that play when the caller presses 1 through 4 on the keypad.

To download an Audio File, double-click in the message's text box. This will open the following window:



NOTE: Your audio files must be added to the Audio Registry in Management before you can download them.

ID – The Audio ID for the following file.

Magnifying Glass – Opens the Select Audio search window.

Format – The Audio Format of the following file.

File – The location of the following file.

Listen – Opens the Audio Preview window.

Play Time – The length of the following file in seconds.

Sample Rate – The Sample Rate of the following file.

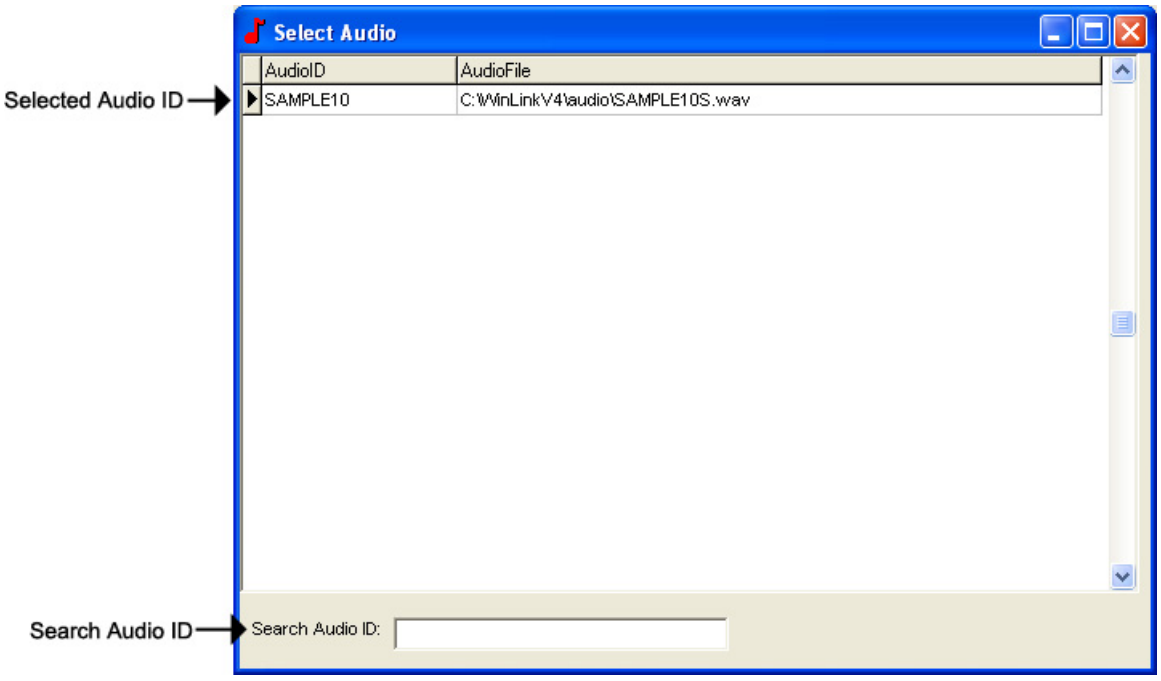
OK – Selects the following audio file for download.

No Message – Deletes the current audio file on the unit.

No Change – Leaves the current audio file on the unit.

Cancel – Closes the Audio File Information window.

To search for files in your Audio Registry, click the button. Clicking the magnifying glass will open the following search window.

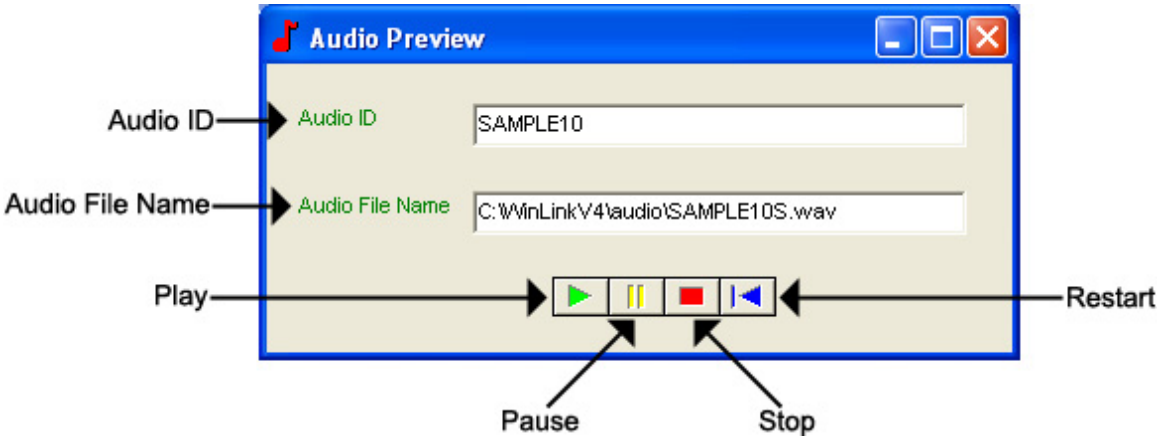


Selected Audio ID – Your selected Audio ID will have an arrow to the left of the name.

Search Audio ID – Type the name of your Audio ID to search here.

Double-click the selected Audio ID line to choose that message.

To listen to the selected Audio File, click the button. Clicking the ear will open the following preview window.



Audio ID - The Audio ID for the selected file.

Audio File Name - The location of the selected file.

Play – Starts playback of the selected file.

Pause – Pauses playback of the selected file.

Stop – Stops playback of the selected file.

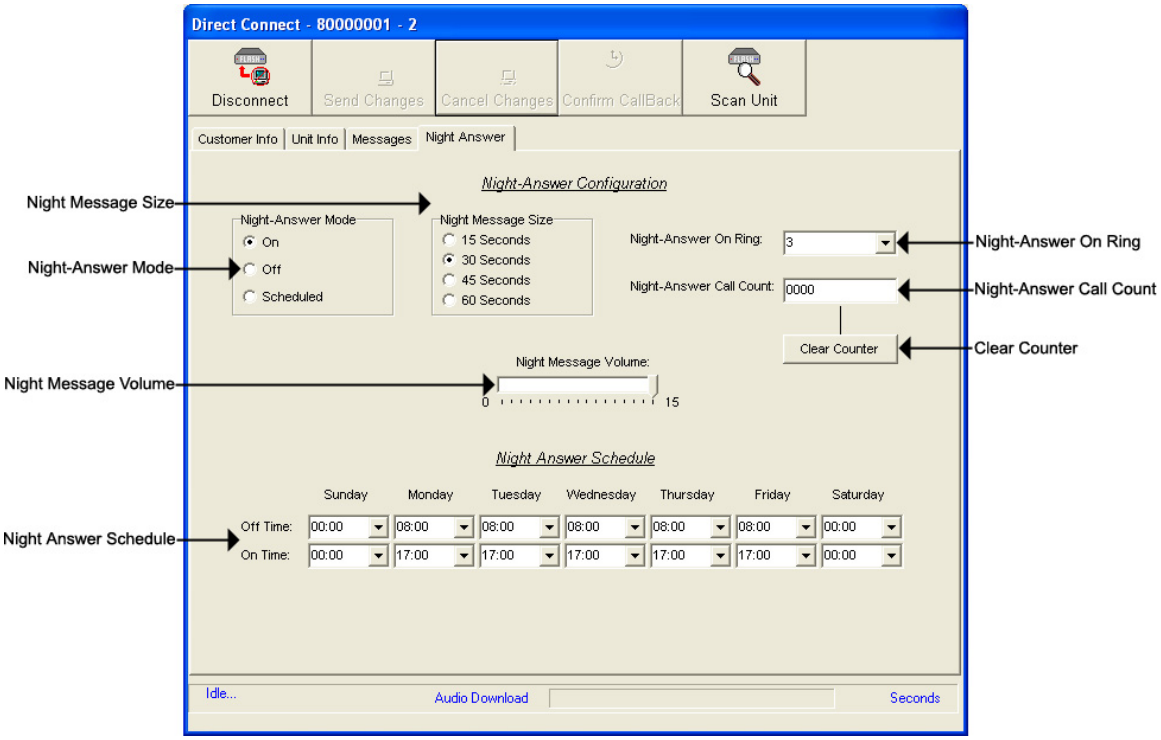
Restart – Restarts playback of the selected file.

Close this window to return to the Audio File Information window. Click **OK** and **Send Changes** to download the message.

Log Off – Click this to automatically disconnect after the message downloads.

Direct Connect – TELink Night-Answer View

The TELink 700 Night-Answer View allows you to change/view a TELink 700 Night-Answer unit. Refer to your unit's User's Guide for more information.



Night-Answer Mode – TELink 700 Night-Answer Mode.

On – The Night-Answer message will always answer and play.

Off – The Night-Answer message will never answer and play.

NOTE: If the Night-Answer Mode is turned off, the unit will not answer. You must turn the Night-Answer mode to On by depressing the Night button on the front of the TELink to access the unit remotely.

Scheduled – The Night-Answer message will answer and play according to the Night-Answer Schedule.

Night Message Size – Your Night Message size.

15 Seconds – The Night Message size is 15 seconds.

30 Seconds – The Night Message size is 30 seconds.

45 Seconds – The Night Message size is 45 seconds.

60 Seconds – The Night Message size is 60 seconds.

Night-Answer On Ring – The Night-Answer Ring count.

Night-Answer Call Count – The number of calls the unit has answered since the counter was last reset.

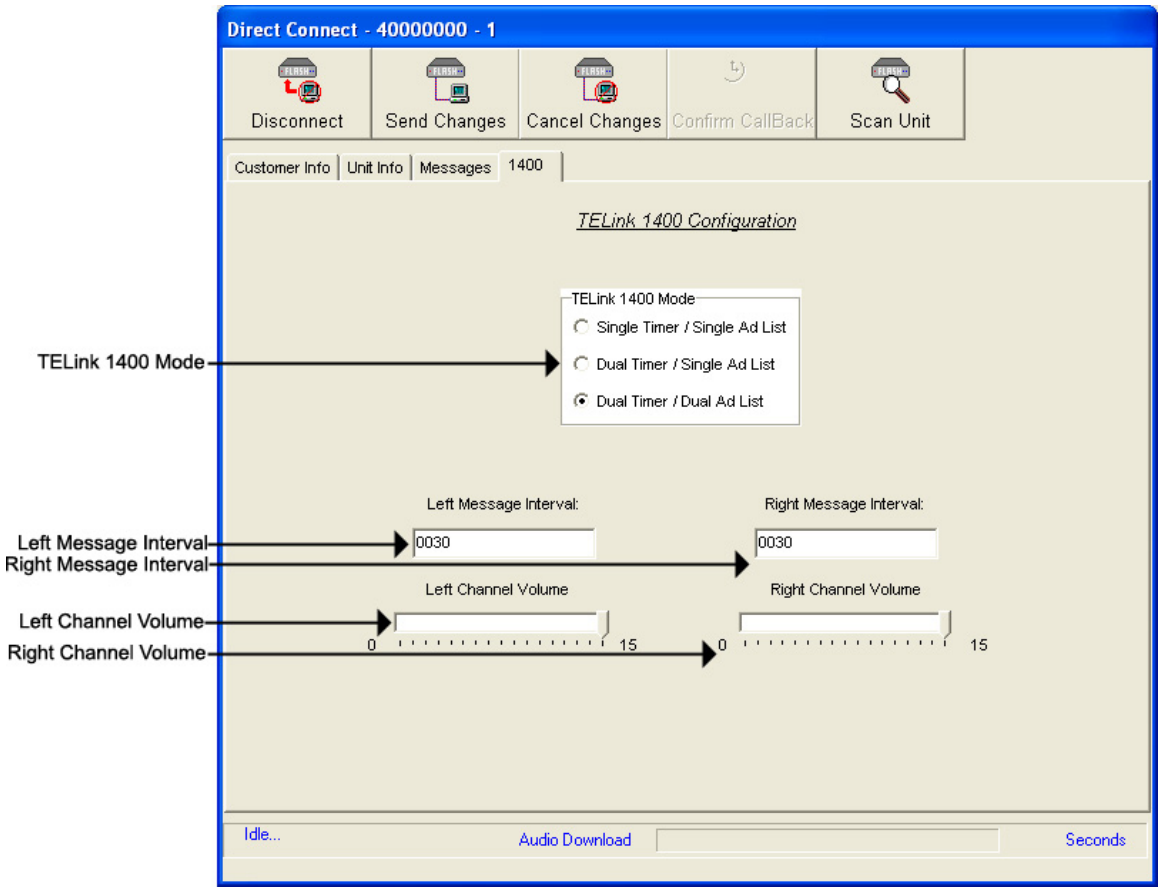
Clear Counter – Resets the Night-Answer Call Counter.

Night Message Volume – The Night Message Volume level.

Night-Answer Schedule – The Night-Answer Schedule.

Direct Connect – TELink 1400 View

The TELink 1400 FLASH View allows you to change/view a TELink 1400 FLASH unit. Refer to your unit's User's Guide for more information.



TELink 1400 Mode – TELink 1400 message configuration.

Single Timer / Single Ad List – Use this setting to have all 16 messages play out of both outputs on the same interval.

Dual Timer / Single Ad List – Use this setting to have all 16 messages play out of both outputs on different intervals.

Dual Timer / Dual Ad List – Use this setting to have 8 messages play out of the Left output and 8 messages to play out of the Right output, on different intervals.

Left Message Interval – Your Left Message Interval time.

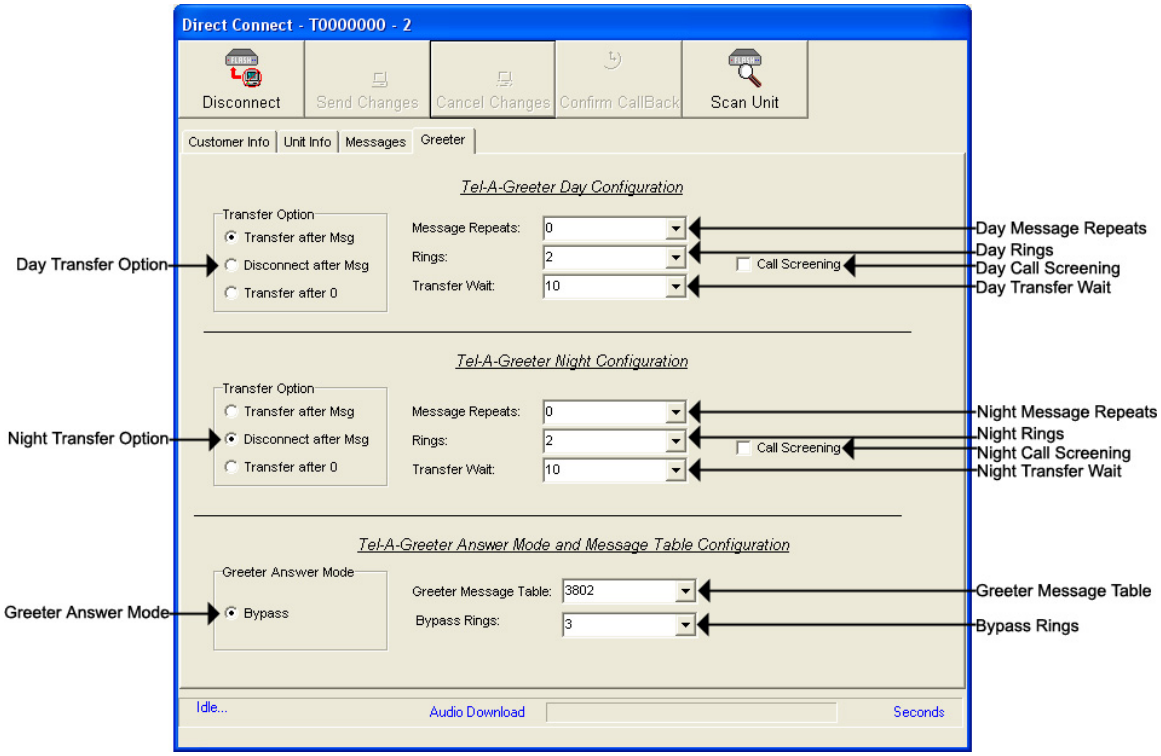
Right Message Interval – Your Right Message Interval time.

Left Channel Volume – Your Left Message volume.

Right Channel Volume – Your Right Message volume.

Direct Connect – Tel-A-Greeter 251/252 View

The Tel-A-Greeter 251/252 View allows you to change/view a Tel-A-Greeter 251/252 unit. Refer to your unit's User's Guide for more information.



Day Transfer Option – Tel-A-Greeter 251/252 Transfer Option.

Transfer after Msg – Use this setting to transfer all calls after message play.

Disconnect after Msg – Use this setting to disconnect all calls after message play.

Transfer after 0 – Use this setting to transfer calls only when the caller dials 0.

Day Message Repeats – The number of Day Greeting repeats.

Day Rings – The Day ring count.

Day Transfer Wait – The amount of time in seconds between the end of the Greeting and the Transfer Option.

Call Screening – Enables Call Screening.

Night Transfer Option – Tel-A-Greeter 251/252 Transfer Option.

Transfer after Msg – Use this setting to transfer all calls after message play.

Disconnect after Msg – Use this setting to disconnect all calls after message play.

Transfer after 0 – Use this setting to transfer calls only when the caller dials 0.

Night Message Repeats – The number of Night Greeting repeats.

Night Rings – The Night ring count.

Night Transfer Wait – The time in seconds between the end of the Greeting and the Transfer Option.

Call Screening – Enables Call Screening.

Greeter Answer Mode – Sets the Greeter Answer Mode

Day – Unit answers with Day Greeting.

Night – Unit answer with Night Greeting

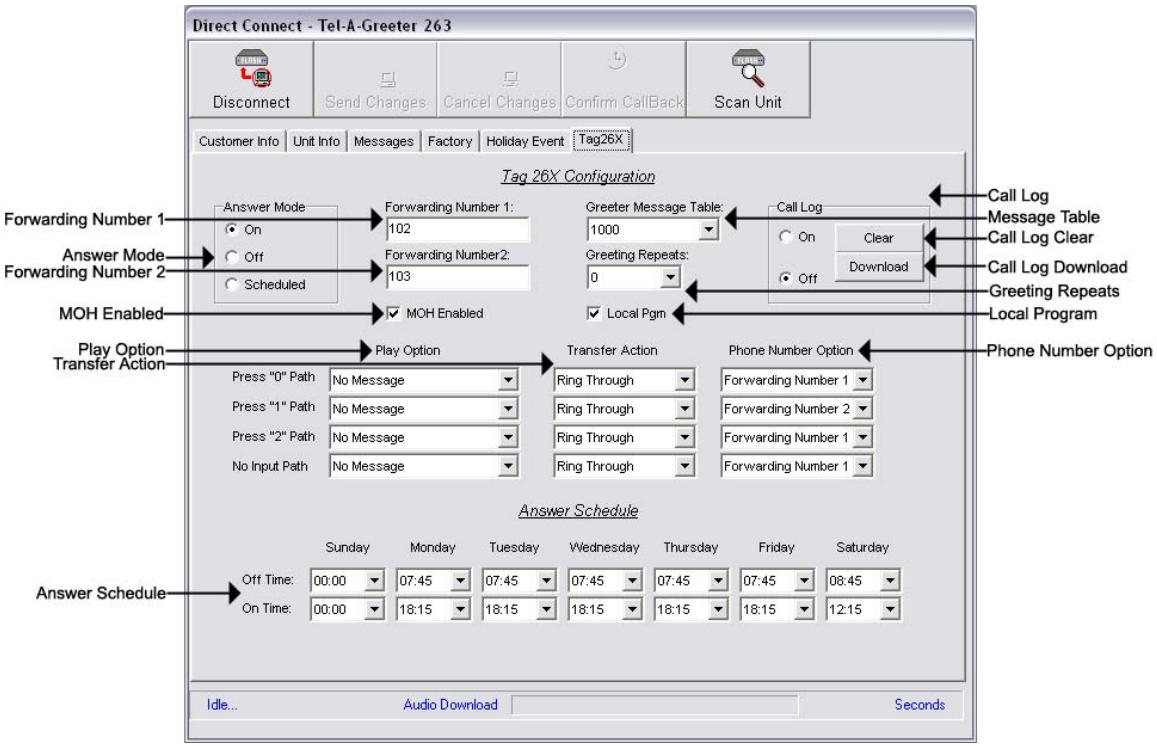
Bypass – Unit bypasses calls but answers on Bypass Rings to enter Command Mode.

Greeter Message Table – Sets your unit's Message Configuration.

Bypass Rings – The Bypass ring count.

Direct Connect – Tel-A-Greeter 263 View

The Tel-A-Greeter 263 View allows you to change/view a Tel-A-Greeter 263 unit. Refer to your unit's User's Guide for more information.



Forwarding Number 1 – The first Forwarding Number.

Forwarding Number 2 – The second Forwarding Number.

Greeter Message Table – Sets your unit's Message Configuration.

Answer Mode – Tel-A-Greeter Answer Mode.

On – The Night-Answer message will always answer and play.

Off – The Night-Answer message will never answer and play.

NOTE: If the Night-Answer Mode is turned off, the unit will not answer. You must turn the Night-Answer mode to On by depressing the Night button on the front of the TELink to access the unit remotely.

Scheduled – The Night-Answer message will answer and play according to the Night-Answer Schedule.

Play Option – Tel-A-Greeter Play Option.

No Message – The Tel-A-Greeter will not play a message after the Greeting. The caller is immediately faced with the Transfer Option.

Info Message 1 – The Tel-A-Greeter will play Info Message 1 after the Greeting and before the Transfer Option.

Info Message 2 – The Tel-A-Greeter will play Info Message 2 after the Greeting and before the Transfer Option.

Info Message 3 – The Tel-A-Greeter will play Info Message 3 after the Greeting and before the Transfer Option.

Info Message 4 – The Tel-A-Greeter will play Info Message 4 after the Greeting and before the Transfer Option.

Transfer Action – Tel-A-Greeter Transfer Action.

Ring Through – The Tel-A-Greeter will transfer the caller after the Play Option.

Hook Flash – The Tel-A-Greeter will forward the caller to the Phone Number Option after the Play Option.

Hang-Up – The Tel-A-Greeter will Hang-Up after the Play Option.

Phone Number Option – Tel-A-Greeter Phone Number Option.

Forwarding Number 1 – The first Forwarding Number.

Forwarding Number 2 – The second Forwarding Number.

Answer Schedule – The Answer Schedule.

Call Log – Sets your Tel-A-Greeter's Call Log feature. The Call Log is a log file of all activity which took place upon the last reset.

On – Enables your Tel-A-Greeter's Call Log feature.

Off – Disables your Tel-A-Greeter's Call Log feature

Clear – Clears the Call Log.

Download – Allows you to browse for a location to save the Call Log.

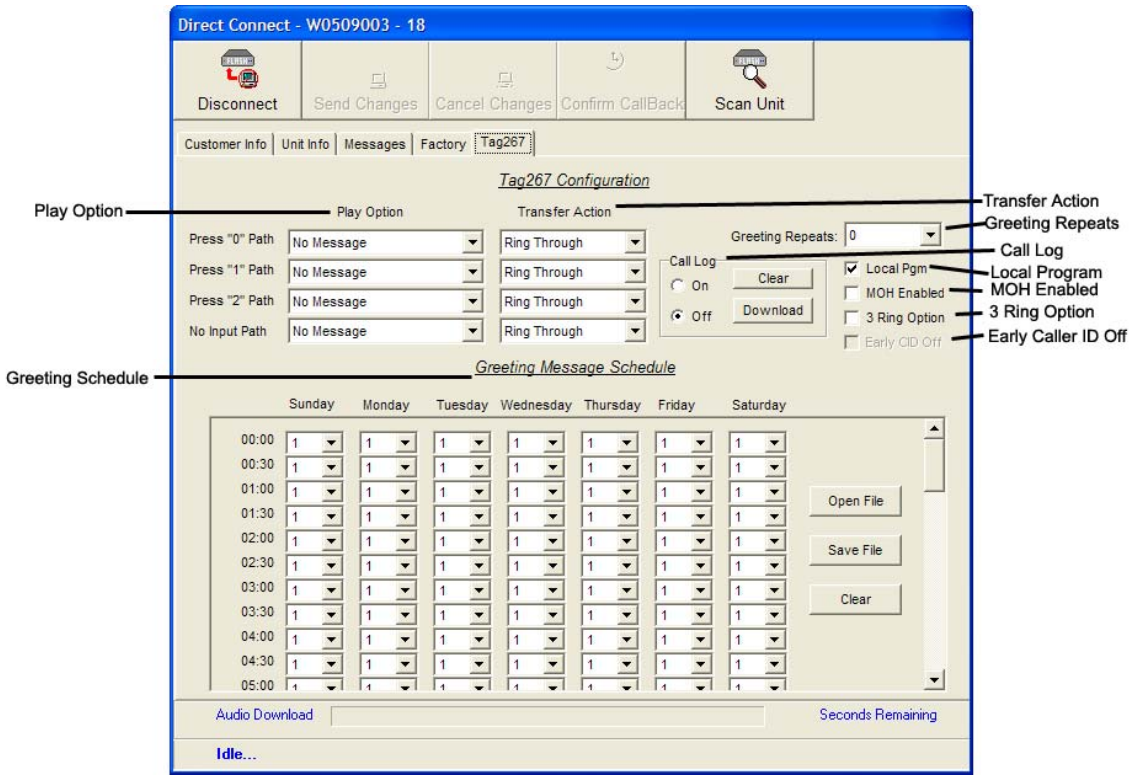
Greeting Repeats – The number of Greeting Repeats.

MOH Enabled – Enables Music-On-Hold.

Local Program – Allows the Tel-A-Greeter to be programmed via the telephone using touch-tones.

Direct Connect – Tel-A-Greeter 267 View

The Tel-A-Greeter 267 View allows you to change/view a Tel-A-Greeter 267 unit. Refer to your unit's User's Guide for more information.



Play Option - Tel-A-Greeter Play Option.

No Message – The Tel-A-Greeter will not play a message after the Greeting. The caller is immediately faced with the Transfer Option.

Info Message 1 – The Tel-A-Greeter will play Info Message 1 after the Greeting and before the Transfer Option.

Info Message 2 – The Tel-A-Greeter will play Info Message 2 after the Greeting and before the Transfer Option.

Info Message 3 – The Tel-A-Greeter will play Info Message 3 after the Greeting and before the Transfer Option.

Info Message 4 – The Tel-A-Greeter will play Info Message 4 after the Greeting and before the Transfer Option.

Transfer Action – Tel-A-Greeter Transfer Action.

Ring Through – The Tel-A-Greeter will transfer the caller after the Play Option.

Hook Flash – The Tel-A-Greeter will forward the caller to the Phone Number Option after the Play Option.

Hang-Up – The Tel-A-Greeter will Hang-Up after the Play Option.

Greeting Repeats – The number of Greeting Repeats.

Call Log – Sets your Tel-A-Greeter's Call Log feature. The Call Log is a log file of all activity which took place upon the last reset.

On – Enables your Tel-A-Greeter's Call Log feature.

Off – Disables your Tel-A-Greeter's Call Log feature

Clear – Clears the Call Log.

Download – Allows you to browse for a location to save the Call Log.

Local Program – Allows the Tel-A-Greeter to be programmed via the telephone using touch-tones.

MOH Enabled – Enables Music-On-Hold.

3 Ring Option – Enables answering on 3 rings instead of 2.

Early Caller ID Off – Disables early caller id detection.

Greeting Schedule – Allows setting specific messages playing at specific intervals throughout each day of the week.

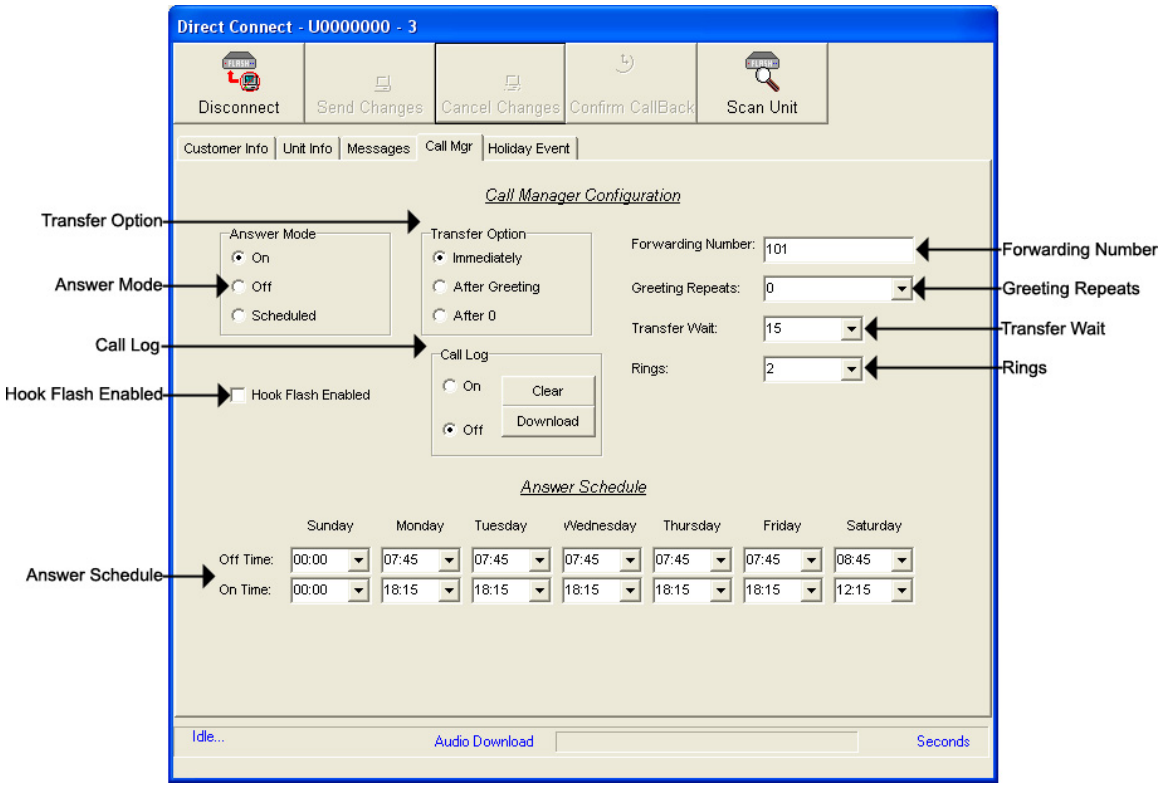
Open File – Opens a saved greeting schedule.

Save File – Saves greeting schedule for future use.

Clear – Resets the greeting schedule to default setting.

Direct Connect – Call Manager View

The Call Manager View allows you to change/view a Call Manager unit. Refer to your unit's User's Guide for more information.



Answer Mode – Sets your Call Manager's Answer Mode.

On – The Call Manager is set to answer.

Off – The Call Manager is set to not answer.

Scheduled – The Call Manager is set to Scheduled Answer.

Transfer Option – The Call Manager Transfer Option.

Immediately – The Call Manager will immediately forward all calls without a Greeting.

After Greeting – The Call Manager will transfer all calls after the Greeting.

After 0 – The Call Manager will forward calls only when the caller dials 0.

Hook Flash Enabled – Enable Hook Flash for Centrex installations.

Call Log – Sets your Call Manager's Call Log feature. The Call Log is a log file of all activity which took place upon the last reset.

On – Enables your Call Manager's Call Log feature.

Off – Disables your Call Manager's Call Log feature

Clear – Clears the Call Log.

Download – Allows you to browse for a location to save the Call Log.

Answer Schedule – Allows you to set your Call Manager's Answer Schedule.

Forwarding Number – The telephone number to which the Call Manager forwards the call.

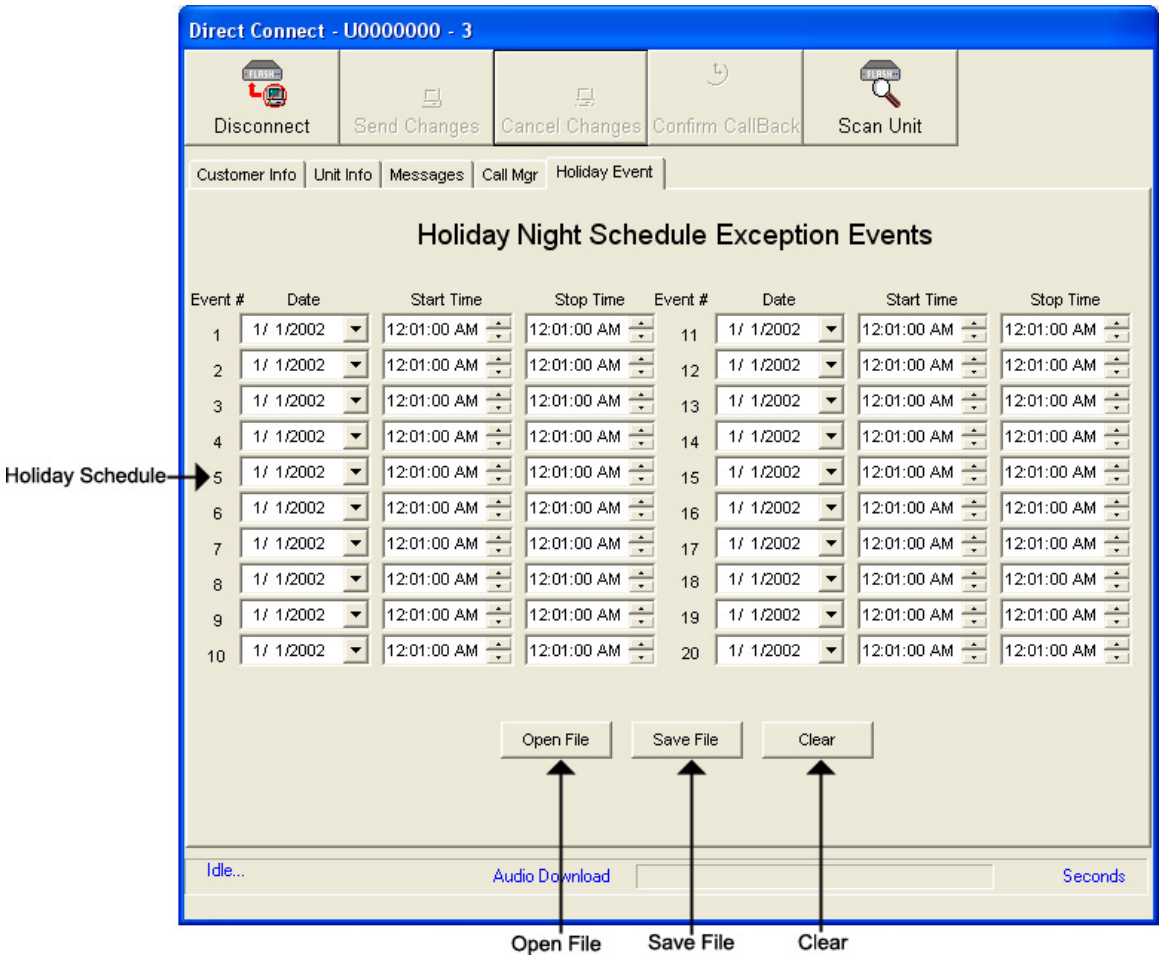
Greeting Repeats – The number of Greeting repeats.

Transfer Wait – The time in seconds between the end of the Greeting and the Transfer.

Rings – The Answer Ring count.

Direct Connect – Holiday Event Schedule View

The Holiday Event Schedule View allows you to change/view a unit's Holiday Schedule. Refer to your unit's User's Guide for more information. Changes made here will override you regular Night Answer Schedule. Refer to your unit's User's Guide for more information.



Holiday Schedule – The Holiday Schedule in which you wish to override the normal Answer Schedule.

Open File – Click here to browse for a previously saved Holiday Schedule.

Save File – Click here to save the current Holiday Schedule to a file.

Clear – Click here to clear the entire Holiday Schedule.

Management

Management is the second of two parts included with the WinLink V4 Management Module. It allows you to manage your units offline and create new Loads or Call-Backs for your units.

To start Management, open your WinLink V4 Management Module. Management is composed of the following six main menus:

Customer Menu – Allows access to your Customer Record and Groups.

Customers… - Opens your Customer Record.

Groups… - Opens your Group Editor.

Exit – Closes the WinLink V4 Management Module.

Loads Menu – Allows access to your Loads.

Loads… - Opens your Load Record.

Group Loads… - Opens your Group Load Editor.

Statistics… - Opens your Load Statistics Window.

Delete… - Allows you to Delete Loads.

All Loads… - Deletes All Loads.

Pending Loads… - Deletes All Pending Loads.

Completed Loads… - Deletes All Completed Loads.

Active Loads… - Deletes All Active Loads.

Errored Loads… - Deletes All Errored Loads.

Not Scheduled Loads… - Deletes All Not Scheduled Loads.

Call-Backs Menu – Allows access to your Call-Backs.

Call-Backs… - Opens your Call-Back Record.

Group Call-Backs… - Opens your Group Call-Back Editor.

Statistics… - Opens your Call-Back Statistics Window.

Delete… - Allows you to Delete Call-Backs.

All Loads… - Deletes All Call-Backs.

Pending Loads… - Deletes All Pending Call-Backs.

Completed Loads… - Deletes All Completed Call-Backs.

Active Loads… - Deletes All Active Call-Backs.

Errored Loads… - Deletes All Errored Call-Backs.

Not Scheduled Loads… - Deletes All Not Scheduled Call-Backs.

Audio Menu – Allows access to your Audio Registry.

Audio Registry… - Opens your Audio Registry.

Settings Menu – Allows access to your System's Settings.

Hints On/Off… - Turns your Hints On or Off.

Help Menu – Allows access to help files.

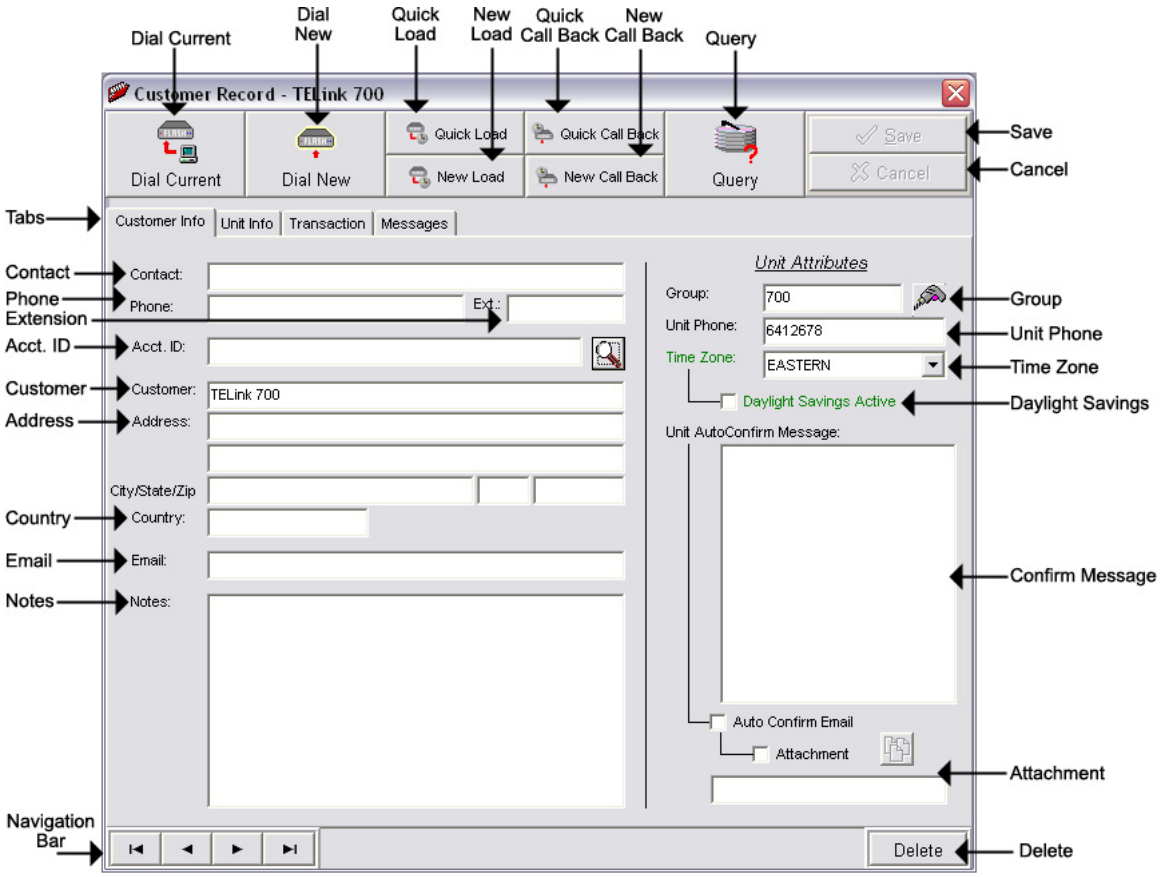
About… - Opens WinLink V4 About window.

Management – Customer Record – Customer Info View

To access your Customer Record, open your WinLink V4 Management Module:

1. Choose your **Customer** menu and select **Customers…**

Your Customer Record may be empty and look similar to this.



Dial Current – Dials the current Customer in the Customer Record and opens a Direct Connect session.

Dial New – Dials a recently installed unit not currently in your database and opens a Direct Connect session.

New Load – Creates a New Load for that unit. **NOTE: Refer to the Loads section of this manual for more information.**

Quick Load – Creates a Quick Load for that unit. **NOTE: Refer to the Quick Loads section of this manual for more information.**

New Call-Back – Creates a New Call-Back for that unit. **NOTE: Refer to the Call-Backs section of this manual for more information.**

Quick Call-Back – Creates a Quick Call-Back for that unit. **NOTE: Refer to the Quick Call-Backs section of this manual for more information.**

Query – Allows you to Query the database for specific information.

Save – Saves any changes. (Highlight or Red)

Cancel – Cancels any changes. (Highlight or Red)

Tabs – These tabs will vary according to the type of unit you are dialed into.

Navigation Bar – Allows you to browse through your Customers in your database.

Delete – Deletes that Customer Record from your database.

You will notice four different colored fields in the Customer Record:

Black – Indicates a field that can be changed.
Highlight or Red – Indicates a field that is a pending change.
Green – Indicates a field that is read only and can't be changed.
Gray – Indicates a field that is inactive on that unit.

The Customer Info View is almost identical to the Customer Info View in Direct Connect. It allows the user to view/change information about the customer.

Contact – The name of the person most responsible for the unit. This will most likely be the name of the Customer's IT Employee.

Phone – This is the voice telephone number where the Contact can be reached.

Extension – This is the telephone extension number where the Contact can be reached.

Account ID – The account number for the Customer.

Customer – Your Customer's company name.

Address – Your Customer's Street Address. Includes a second address line with City, State, and Zip fields.

Country – The Country where your Customer is located.

Email – The Contact's Email Address.

Notes – Any Notes pertaining to that Customer or that installation.

Group – The Group to which the Customer belongs.

Unit Phone – The unit's telephone number.

Time Zone – The Time Zone where the Customer is located.

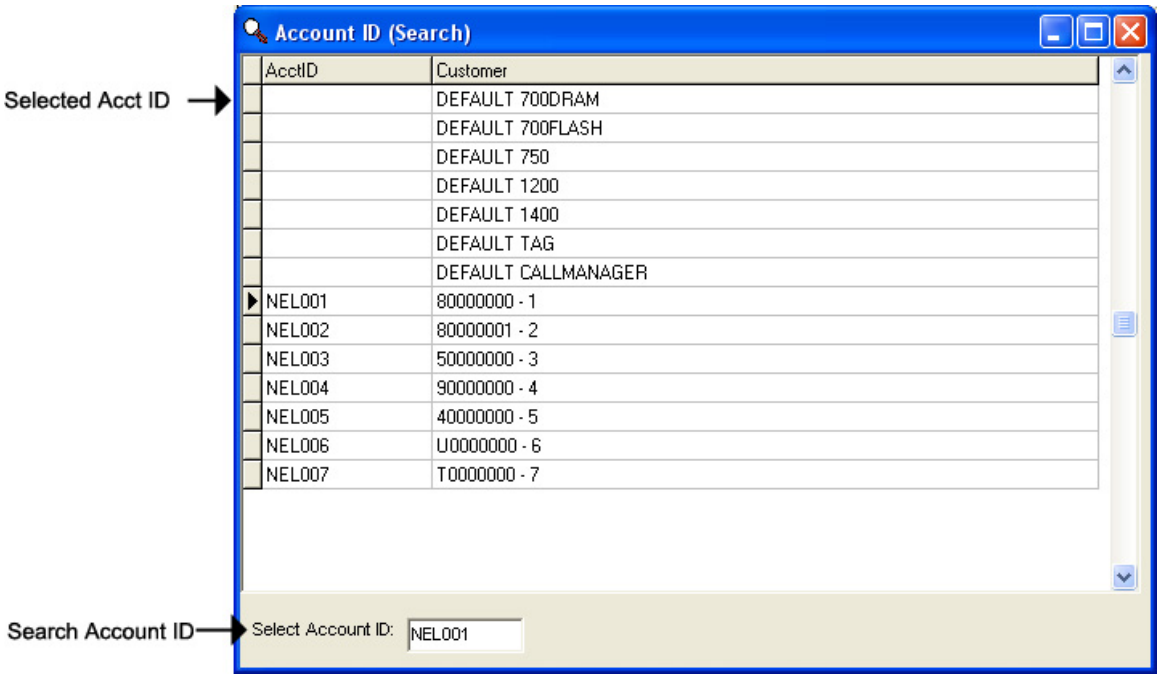
Daylight Savings – Check this box if your Customer observes Daylight Savings Time. **NOTE: Most states observe Daylight Savings Time.**

Unit Auto Confirm Message – This is the message that will be emailed to the Contact upon completion of a Direct Connect change or a single Load. Be sure to check off the box if you want this message sent.

Attach Confirm Email – Check this box to enable the Auto Confirm Email.

Attachment – Check this box to attach a report to the Auto Confirm Email. Click the button to browse or type the file path in the box below.

To search for a Customer Record by Account ID, click the button to the right of the Account ID field. Clicking the magnifying glass will open the following search window.

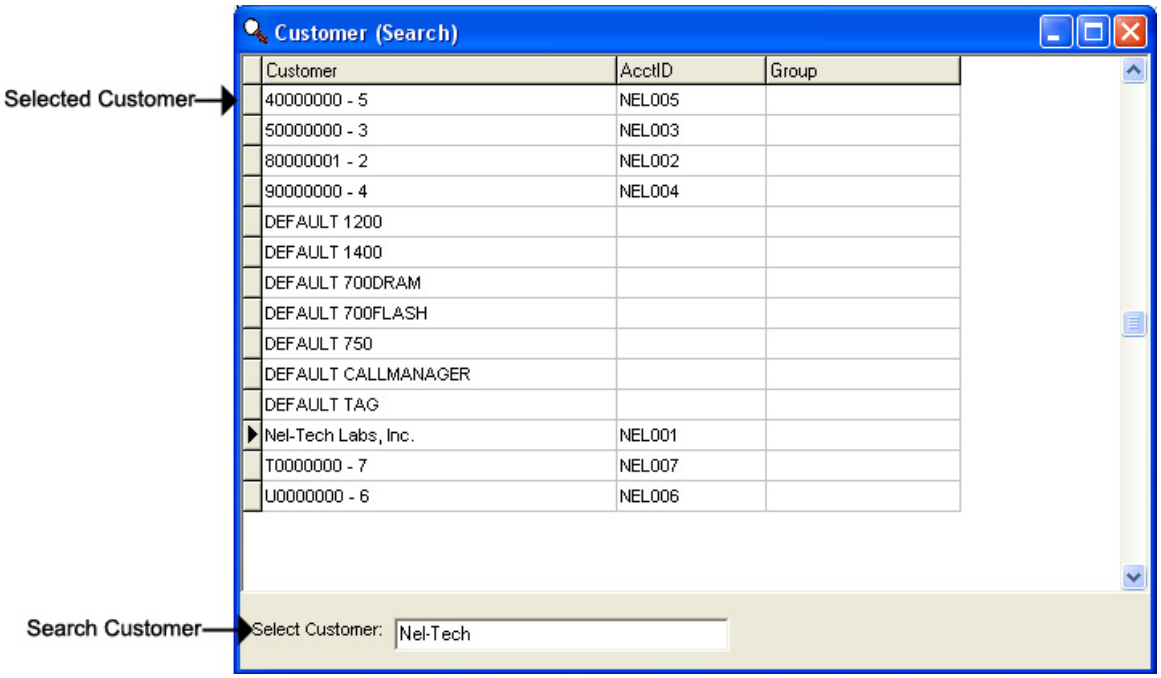


Selected Account ID – Your selected Account ID will have an arrow to the left of the name.

Search Account ID – Type the name of your Account ID to search here.

Double-click the selected Account ID line to choose that Customer.

To search for a Customer Record by Customer, click the button to the right of the Customer field. Clicking the magnifying glass will open the following search window:



Selected Customer – Your selected Customer will have an arrow to the left of the name.

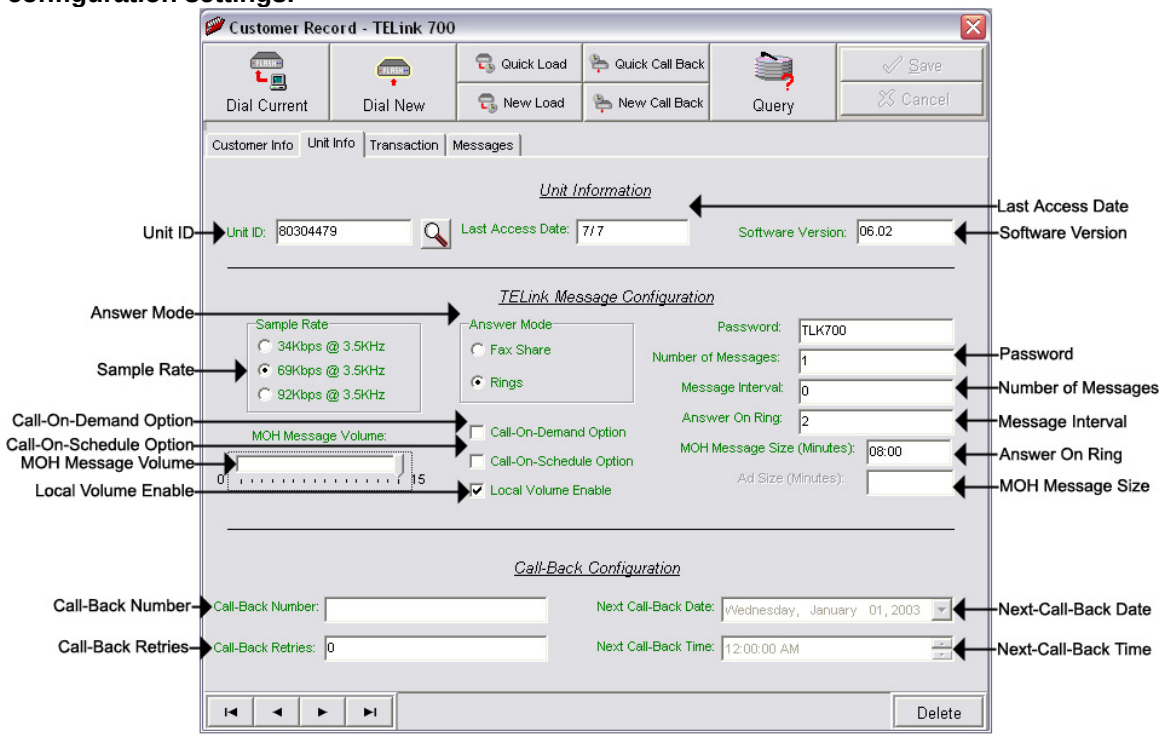
Search Customer – Type the name of your Customer to search here.

Double-click the selected Customer line to choose that Customer.

Clicking the button to the right of the Group field will open a list of all the Customers in that group.

Management – Customer Record – Unit Info View

The Unit Info View is almost identical to the Unit Info View in Direct Connect. It allows the user to view information about the unit. **NOTE: Most of the fields in the Unit Info View pertain to the type of unit viewed. Use your unit's appropriate tab to view additional configuration settings.**



Unit ID – The Unit ID of the unit. Every Unit ID is composed of 8 numbers and is unique.

First Number:

7 – TELink 700 DRAM
8 – TELink 700 Flash, TELink 700 Flash Night Answer
5 – TELink 750 Flash
9 – TELink 1200 Flash
4 – TELink 1400 Flash
U – Call Manager
T – Tel-A-Greeter 251, Tel-A-Greeter 252

Second & Third Number:

YY – Year that the unit was manufactured

Fourth & Fifth Number:

WW – Week number during which the unit was manufactured in that year.

Sixth, Seventh, & Eighth Number:

FLS – Unit number manufactured that week of that year.

Last Access Date – The last day that the unit was accessed.

Software Version – The Software Version of the unit.

Sample Rate – The Sample Rate at which the unit samples the audio. A higher Sample Rate will give you a better sound quality but will sacrifice memory capacity and vice-versa.

34 kbps – Gives you your full memory capacity.

69 kbps – Reduces your full memory capacity by 50%.

92 kbps – Reduces your full memory capacity by 63%.

For example, a standard 16 minute unit will give you 16 minutes at 34 kbps, 8 minutes at 69 kbps, and 6 minutes at 92 kbps.

Answer Mode – The Answer Mode for the unit.

Fax Share – Use this mode if the unit is installed on a fax line.

Night Answer – Enables Night Answer on a TELink 700N.

Rings – Unit responds to normal rings.

MOH Message Volume – The Music On Hold Message Volume from 0 to 15 (highest volume level).

Call-On-Demand Option – Call-On-Demand allows the customer to force a call-back to the user's PC to download the current messages for that unit. Call-On-Demand is activated by powering the unit while holding the Volume Down button. Call-On-Demand requires that the Distribution Module on the user's PC be started. **NOTE: A Call-Back Number must be programmed and confirmed in the unit for this to work successfully.**

Call-On-Schedule Option – Call-On-Schedule allows the user to schedule a time and date for the unit to call the user's PC and download new messages. Call-On-Schedule requires that the Distribution Module on the users PC be started with a pending Call-Back record. **NOTE: A Call-Back Number must be programmed and confirmed in the unit for this to work successfully.**

Local Volume Enable – The Local Volume configuration. When this is checked, the volume adjustment can be changed locally using the volume controls on the front of the unit.

Password – The Password for the unit.

Number Of Messages – The number of messages on the unit.

TELink 700 – This field is gray and cannot be changed.

TELink 700 Night - This field is gray and cannot be changed.

TELink 750 – Can be set to 1, 2, 4, 8, or 16 messages.

TELink 1200 – Can be set to 1, 2, 4, 8, or 16 messages.

TELink 1400 – Can be set to 1, 2, 4, 8, or 16 messages in Single Ad List mode. Can be set to 2, 4, 8, or 16 messages in Dual Ad List mode.

Message Interval – The interval time in seconds between each message.

TELink 700 – This field is gray and cannot be changed.

TELink 700 Night - This field is gray and cannot be changed.

TELink 750 – Can be set from 0 to 9,999 seconds. (167 hours)

TELink 1200 – Can be set from 0 to 9,999 seconds. (167 hours)

TELink 1400 – Can be set from 0 to 9,999 seconds. (167 hours)

Answer On Ring – The ring count that the unit will answer on.

Distinctive – Unit answers to a distinctive ring only. Distinctive ring is a service provided by your local telephone company.

2…15 – 2 rings to 15 rings.

MOH Message Size – The music on hold message size in minutes.

Call-Back Number – The call-back number or the WCA telephone number of the user's PC. **NOTE: Dial the number as if you were dialing it from a telephone. DO NOT include dashes or spaces.** The number to be dialed may be up to 20 digits, including any of the following special characters:

8 or 9 Prefix – Grabs an outside line on Centrex Systems.
, (Comma) – Inserts a 2-second pause.
; (Semicolon) – Inserts an 8-second pause.
*** 67 (Star 67) –** Blocks your telephone number from caller ID's.
*** 82 (Star 82) –** Unblocks your telephone number from caller ID's

The above may not apply to all lines in all areas. Check with your local telephone provider for more information. **NOTE: Call-On-Schedule, Call-On-Demand, or both must be enabled.**

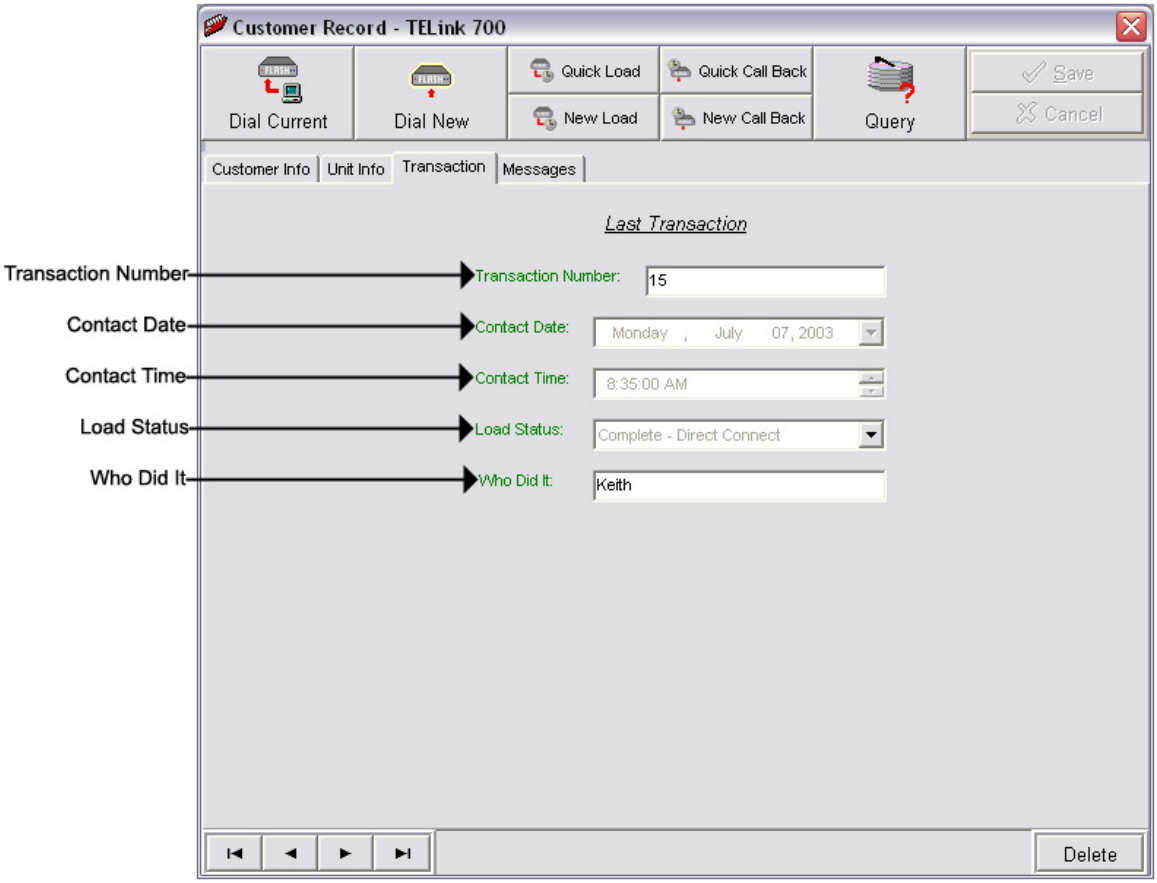
Call-Back Retries – The number of retries that the unit will attempt to connect with the user's PC in Call-On-Schedule mode. This field can be set from 0 to 99 retries. **NOTE: Call-On-Schedule must be enabled.**

Next Call-Back Date – The date you wish for the unit to initially call-back. Call-backs after the initial call-back date are loaded from the pending call-back record, not Direct Connect. **NOTE: Call-On-Schedule must be enabled.**

Next Call-Back Time – The time you wish for the unit to initially call-back. Call-backs after the initial call-back time are loaded from the pending call-back record, not Direct Connect. **NOTE: Call-On-Schedule must be enabled.**

Management – Customer Record – Transaction View

The Transaction View allows the user to view information about the unit's transaction number.



Transaction Number – The latest Transaction Number**. NOTE: The Transaction Number is a number that is incremented after every change completed in WinLink V4. It is normal for this number to get very large.**

Contact Date – The last day that this unit was contacted.

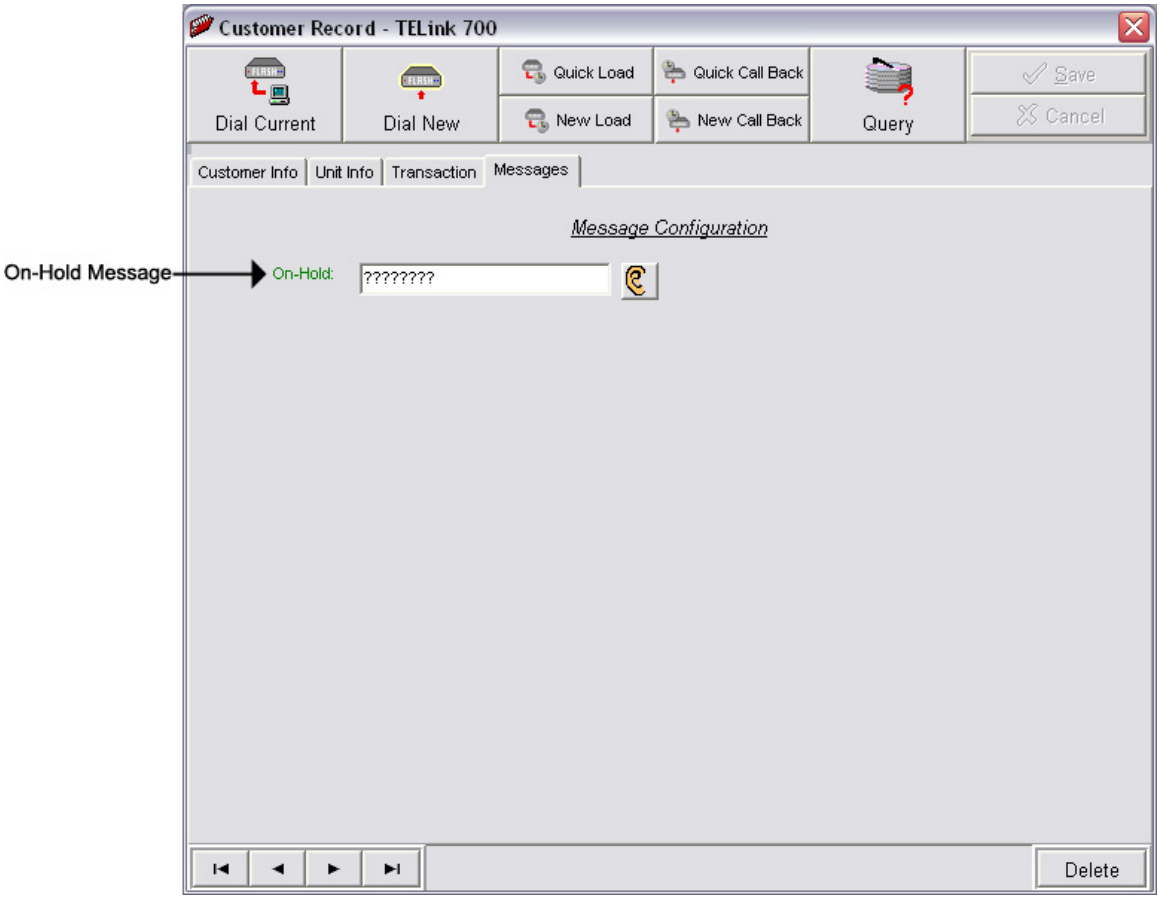
Contact Time – The last time that this unit was contacted.

Load Status – The last method used to contact this unit.

Who Did It – The Node Name that was the last to contact this unit.
NOTE: The Node Name is set in the WinLink V4 Config.

Management – Customer Record – Messages View

The Messages View is almost identical to the Messages View in Direct Connect. It allows the user to view the messages. **NOTE: This window will look different for every type of unit.**



Below are your message options for the following units.

TELink 700 – 1 On Hold message. (Pictured Above)

1 On-Hold Message – Your Music On Hold message.

TELink 700 Night – 1 On-Hold message and 1 Night message.

1 On-Hold Message – Your Music On Hold message.

1 Night Message – Your Night Answer message.

TELink 750 – Up to 16 On Hold messages and 1 Music Bed message.

Up To 16 On Hold Messages – Your Music On Hold messages.

1 Music Bed Message – Your Music behind the messages.

Fade Level – Your Music to Message Fade Level.

TELink 1200 – Up to 16 On Hold messages.

Up To 16 On Hold Messages – Your Music On Hold messages.

TELink 1400 – Up to 16 Left and/or Right messages.

Up To 16 Messages – Your broadcast messages.

Left – Messages play to the Left Output.

Right – Messages play to the Right Output.

Tel-A-Greeter 25X, 26X – Day, Night, Hold, and up to 8 messages.

Day – Your Day Greeting message.

Night – Your Night Greeting message.

Hold – Your Hold message that plays to callers On-Hold.

Up To 8 Messages – Your messages that play when the caller presses 1 through 8 on the keypad.

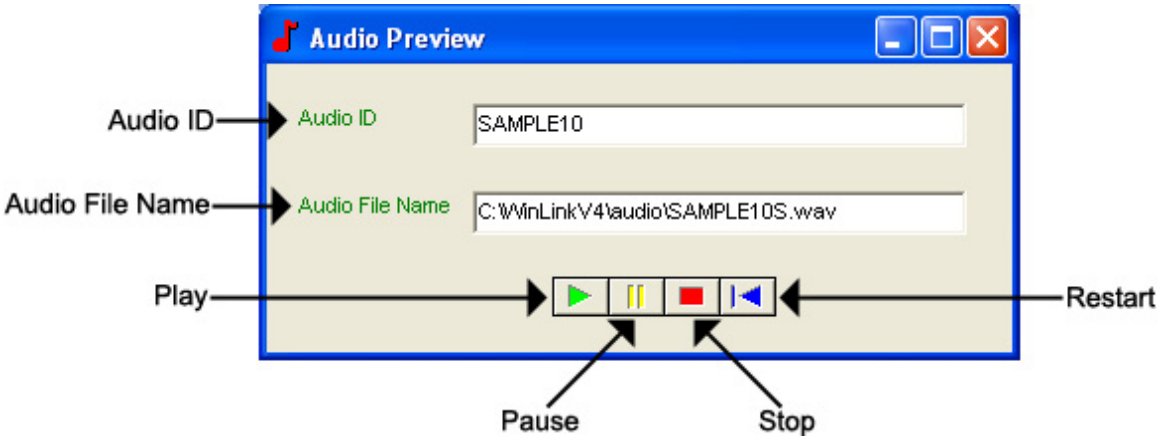
Call Manager – Greeting, Hold, and up to 4 Aux messages.

Greeting – Your Greeting message.

Hold – Your Hold message that plays while the call is being transferred.

Up To 4 Aux Messages – Your Auxiliary messages that play when the caller presses 1 through 4 on the keypad.

To listen to the current Audio File for that unit, click the button.
Clicking the ear will open the following preview window:



Audio ID - The Audio ID for the selected file.

Audio File Name - The location of the selected file.

Play – Starts playback of the selected file.

Pause – Pauses playback of the selected file.

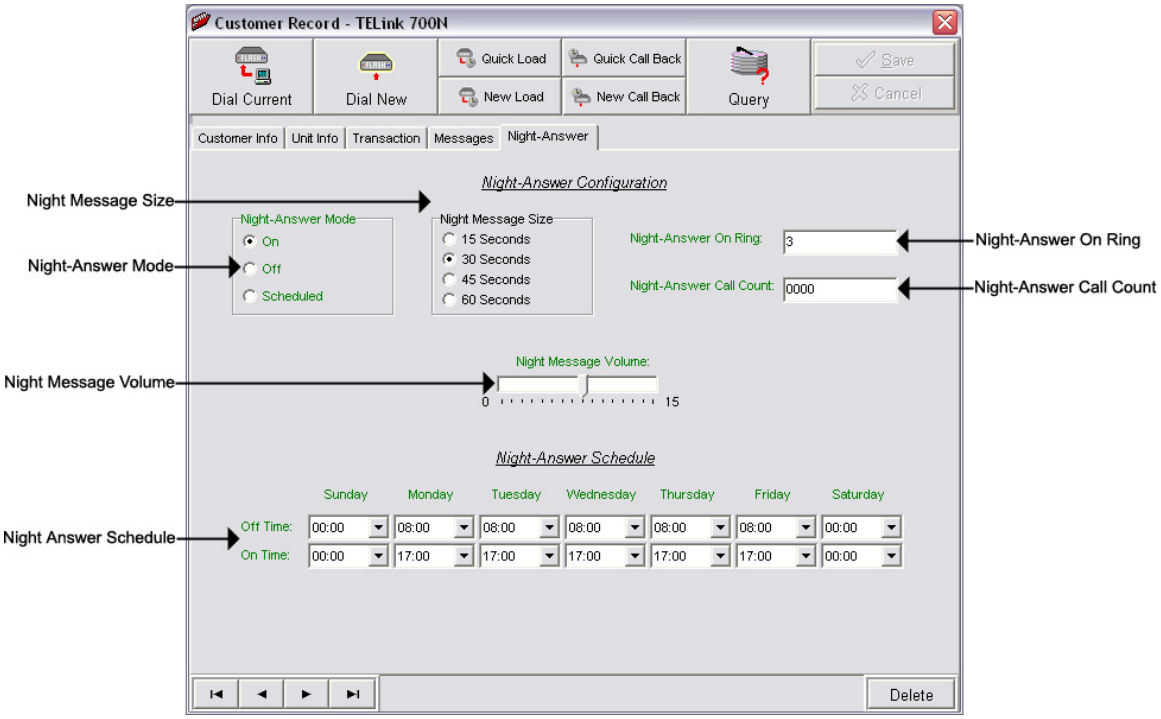
Stop – Stops playback of the selected file.

Restart – Restarts playback of the selected file.

Close this window to return to the Messages View window.

Management – Customer Record – TELink Night-Answer View

The TELink Night-Answer View is almost identical to the TELink Night-Answer View in Direct Connect. It allows you to view a TELink Night-Answer unit. Refer to your unit's User's Guide for more information.



Night-Answer Mode – TELink 700 Night-Answer Mode.

On – The Night-Answer message will always answer and play.

Off – The Night-Answer message will never answer and play.
NOTE: If the Night-Answer Mode is turned off, the unit will not answer. You must turn the Night-Answer mode to On by depressing the Night button on the front of the TELink to access the unit remotely.

Scheduled – The Night-Answer message will answer and play according to the Night-Answer Schedule.

Night Message Size – Your Night Message size.

15 Seconds – The Night Message size is 15 seconds.

30 Seconds – The Night Message size is 30 seconds.

45 Seconds – The Night Message size is 45 seconds.

60 Seconds – The Night Message size is 60 seconds.

Night-Answer On Ring – The Night-Answer Ring count.

Night-Answer Call Count – The number of times the Night Message was played since the counter was last reset.

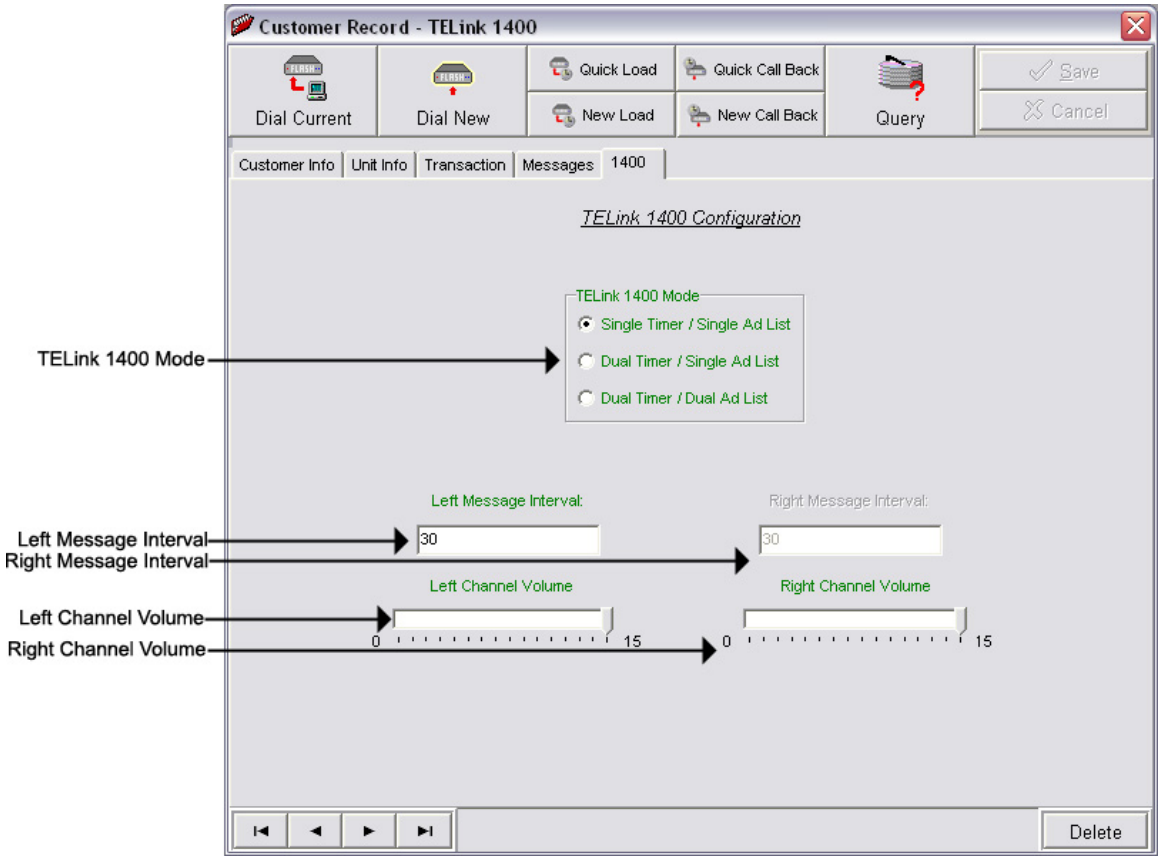
Clear Counter – Resets the Night-Answer Call Counter.

Night Message Volume – The Night Message Volume level.

Night-Answer Schedule – The Night-Answer Schedule.

Management – Customer Record – TELink FLASH 1400 View

The TELink 1400 FLASH View is almost identical to the TELink FLASH 1400 View in Direct Connect. It allows you to view a TELink 1400 FLASH unit. Refer to your unit's User's Guide for more information.



TELink 1400 Mode – TELink 1400 message configuration.

Single Timer / Single Ad List – Use this setting to have all 16 messages play out of both outputs on the same interval.

Dual Timer / Single Ad List – Use this setting to have all 16 messages play out of both outputs on different intervals.

Dual Timer / Dual Ad List – Use this setting to have 8 messages play out of the Left output and 8 messages to play out of the Right output, on different intervals.

Left Message Interval – Your Left Message Interval time.

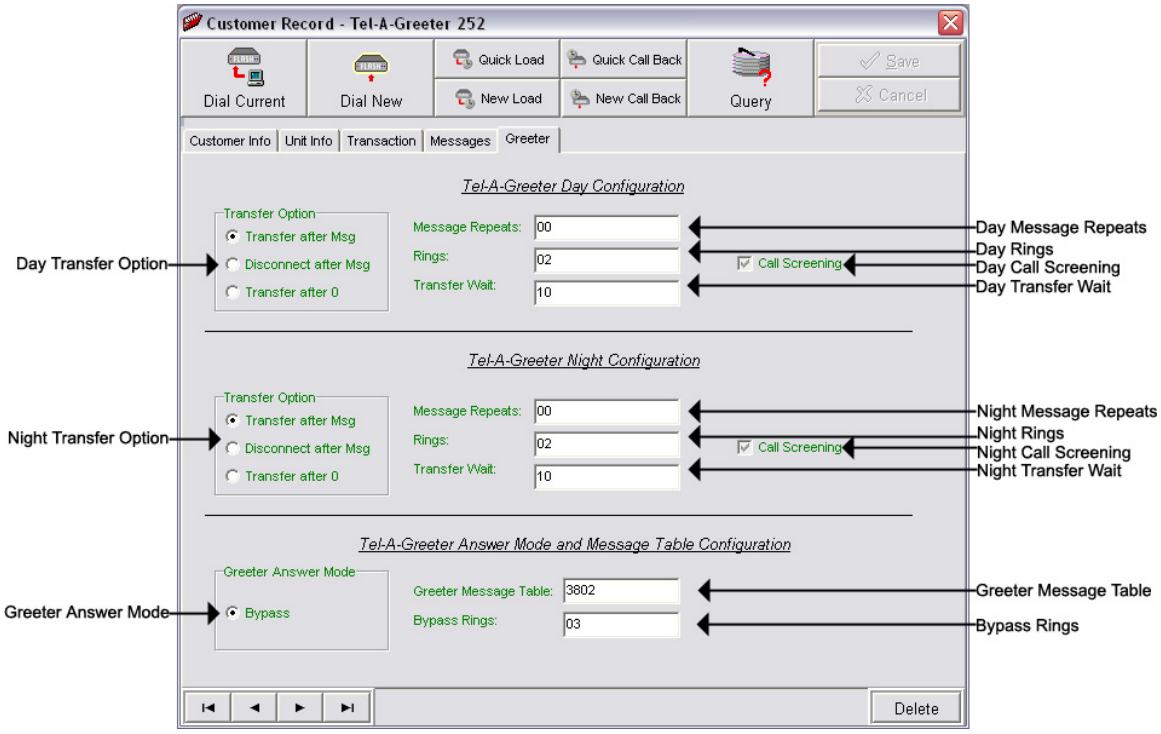
Right Message Interval – Your Right Message Interval time.

Left Channel Volume – Your Left Message volume.

Right Channel Volume – Your Right Message volume.

Management – Customer Record – Tel-A-Greeter 251/252 View

The Tel-A-Greeter 251/252 View is almost identical to the Tel-A-Greeter 251/252 View in Direct Connect. It allows you to view a Tel-A-Greeter 251/252 unit. Refer to your unit's User's Guide for more information.



Day Transfer Option – Tel-A-Greeter 251/252 Transfer Option.

Transfer after Msg – Use this setting to transfer all calls after message play.

Disconnect after Msg – Use this setting to disconnect all calls after message play.

Transfer after 0 – Use this setting to transfer calls only when the caller dials 0.

Day Message Repeats – The number of Day Greeting repeats.

Day Rings – The Day ring count.

Day Transfer Wait – The time in seconds between the end of the Greeting and the Transfer Option.

Call Screening – Enables Call Screening.

Night Transfer Option – Tel-A-Greeter 251/252 Transfer Option.

Transfer after Msg – Use this setting to transfer all calls after message play.

Disconnect after Msg – Use this setting to disconnect all calls after message play.

Transfer after 0 – Use this setting to transfer calls only when the caller dials 0.

Night Message Repeats – The number of Night Greeting repeats.

Night Rings – The Night ring count.

Night Transfer Wait – The time in seconds between the end of the Greeting and the Transfer Option.

Call Screening – Call Screening configuration.

Greeter Answer Mode – The Greeter Answer Mode

Day – Unit answers with Day Greeting.

Night – Unit answer with Night Greeting

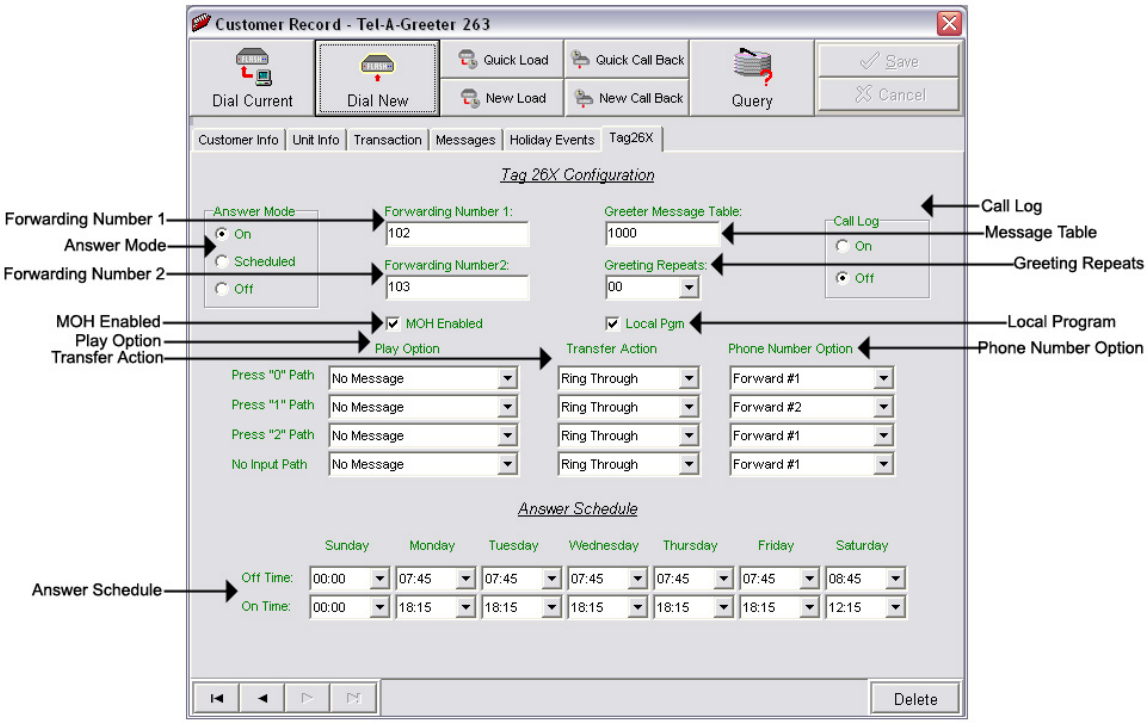
Bypass – Unit bypasses calls but answers on Bypass Rings to enter Command Mode.

Greeter Message Table – The unit's Message Configuration.

Bypass Rings – The Bypass ring count.

Management – Customer Record – Tel-A-Greeter 263 View

The Tel-A-Greeter 263 View allows you to change/view a Tel-A-Greeter 263 unit. Refer to your unit's User's Guide for more information.



Forwarding Number 1 – The first Forwarding Number.

Forwarding Number 2 – The second Forwarding Number.

Greeter Message Table – Sets your unit's Message Configuration.

Answer Mode – Tel-A-Greeter Answer Mode.

On – The Night-Answer message will always answer and play.

Off – The Night-Answer message will never answer and play.

NOTE: If the Night-Answer Mode is turned off, the unit will not answer. You must turn the Night-Answer mode to On by depressing the Night button on the front of the TELink to access the unit remotely.

Scheduled – The Night-Answer message will answer and play according to the Night-Answer Schedule.

Play Option – Tel-A-Greeter Play Option.

No Message – The Tel-A-Greeter will not play a message after the Greeting. The caller is immediately faced with the Transfer Option.

Info Message 1 – The Tel-A-Greeter will play Info Message 1 after the Greeting and before the Transfer Option.

Info Message 2 – The Tel-A-Greeter will play Info Message 2 after the Greeting and before the Transfer Option.

Info Message 3 – The Tel-A-Greeter will play Info Message 3 after the Greeting and before the Transfer Option.

Info Message 4 – The Tel-A-Greeter will play Info Message 4 after the Greeting and before the Transfer Option.

Transfer Action – Tel-A-Greeter Transfer Action.

Ring Through – The Tel-A-Greeter will transfer the caller after the Play Option.

Hook Flash – The Tel-A-Greeter will forward the caller to the Phone Number Option after the Play Option.

Hang-Up – The Tel-A-Greeter will Hang-Up after the Play Option.

Phone Number Option – Tel-A-Greeter Phone Number Option.

Forwarding Number 1 – The first Forwarding Number.

Forwarding Number 2 – The second Forwarding Number.

Answer Schedule – The Answer Schedule.

Call Log – Sets your Tel-A-Greeter's Call Log feature. The Call Log is a log file of all activity which took place upon the last reset.

On – Enables your Tel-A-Greeter's Call Log feature.

Off – Disables your Tel-A-Greeter's Call Log feature.

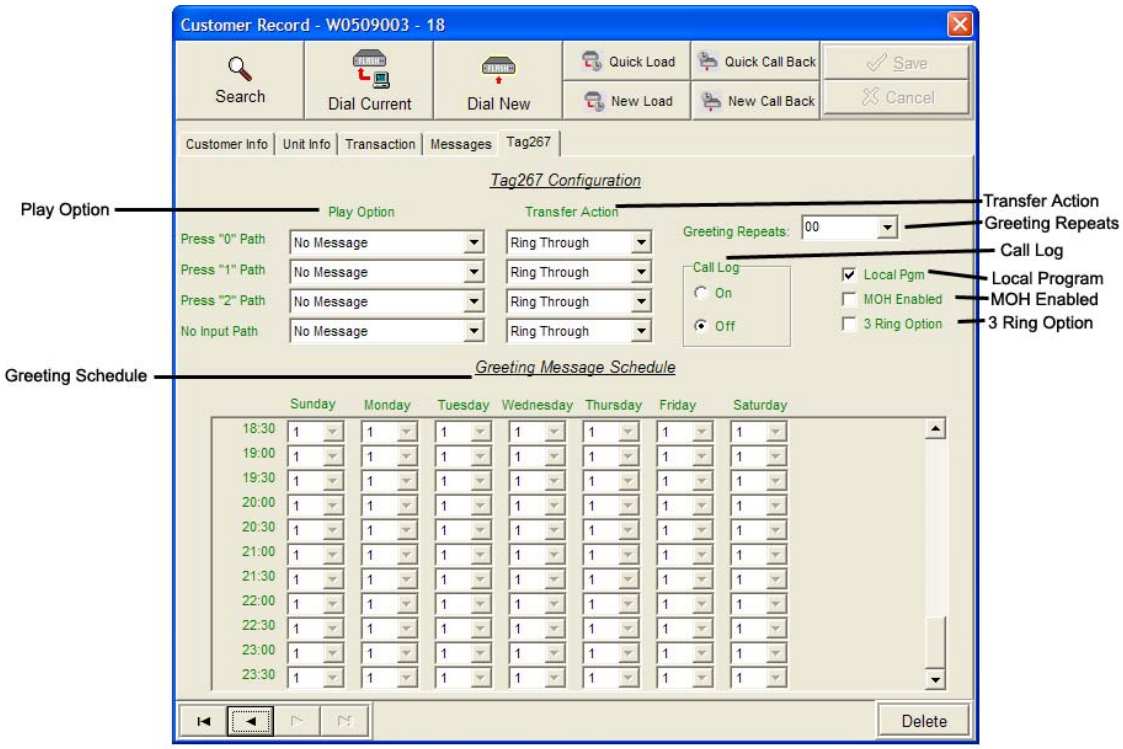
Greeting Repeats – The number of Greeting Repeats.

MOH Enabled – Enables Music-On-Hold.

Local Program – Allows the Tel-A-Greeter to be programmed via the telephone using touch-tones.

Management – Customer Record – Tel-A-Greeter 267 View

The Tel-A-Greeter 267 View allows you to change/view a Tel-A-Greeter 267 unit. Refer to your unit's User's Guide for more information.



Play Option - Tel-A-Greeter Play Option.

No Message – The Tel-A-Greeter will not play a message after the Greeting. The caller is immediately faced with the Transfer Option.

Info Message 1 – The Tel-A-Greeter will play Info Message 1 after the Greeting and before the Transfer Option.

Info Message 2 – The Tel-A-Greeter will play Info Message 2 after the Greeting and before the Transfer Option.

Info Message 3 – The Tel-A-Greeter will play Info Message 3 after the Greeting and before the Transfer Option.

Info Message 4 – The Tel-A-Greeter will play Info Message 4 after the Greeting and before the Transfer Option.

Transfer Action – Tel-A-Greeter Transfer Action.

Ring Through – The Tel-A-Greeter will transfer the caller after the Play Option.

Hook Flash – The Tel-A-Greeter will forward the caller to the Phone Number Option after the Play Option.

Hang-Up – The Tel-A-Greeter will Hang-Up after the Play Option.

Greeting Repeats – The number of Greeting Repeats.

Call Log – Sets your Tel-A-Greeter's Call Log feature. The Call Log is a log file of all activity which took place upon the last reset.

On – Enables your Tel-A-Greeter's Call Log feature.

Off – Disables your Tel-A-Greeter's Call Log feature

Local Program – Allows the Tel-A-Greeter to be programmed via the telephone using touch-tones.

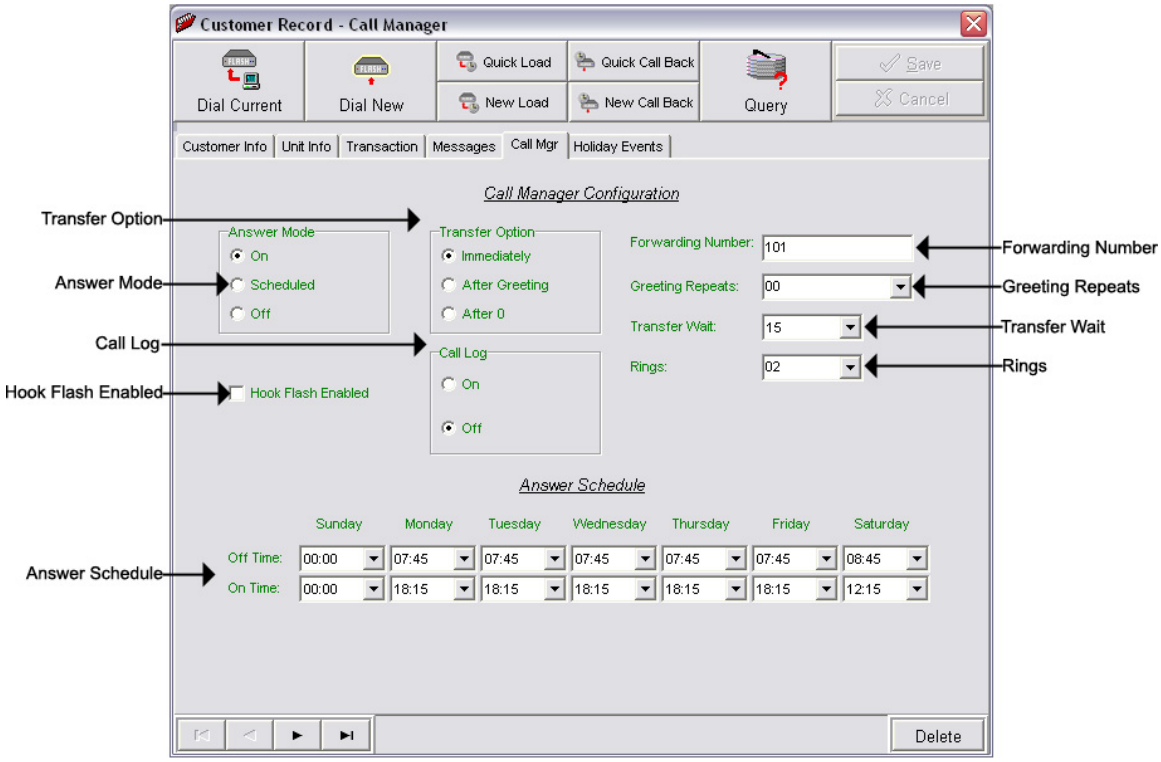
MOH Enabled – Enables Music-On-Hold.

3 Ring Option – Enables answering on 3 rings instead of 2.

Greeting Schedule – Allows setting specific messages playing at specific intervals throughout each day of the week.

Management – Customer Record – Call Manager View

The Call Manager View is almost identical to the Call Manager View in Direct Connect. It allows you to view a Call Manger unit. Refer to your unit's User's Guide for more information.



Answer Mode – Your Call Manager's Answer Mode.

On – The Call Manager is set to answer.

Off – The Call Manager is set to not answer.

Scheduled – The Call Manager is set to Scheduled Answer.

Transfer Option – The Call Manager's Transfer Option.

Immediately – The Call Manager will immediately forward all calls without a Greeting.

After Greeting – The Call Manager will transfer all calls after the Greeting.

After 0 – The Call Manager will forward calls only when the caller dials 0.

Hook Flash Enabled – Hook Flash configuration.

Call Log – Your Call Manager's Call Log feature.

On – Enables your Call Manager's Call Log feature.

Off – Disables your Call Manager's Call Log feature

Clear – Clears the Call Log.

Download – Allows you to browse for a location to save the Call Log.

Answer Schedule – Your Call Manager's Answer Schedule.

Forwarding Number – The telephone number to which the Call Manager forwards the call.

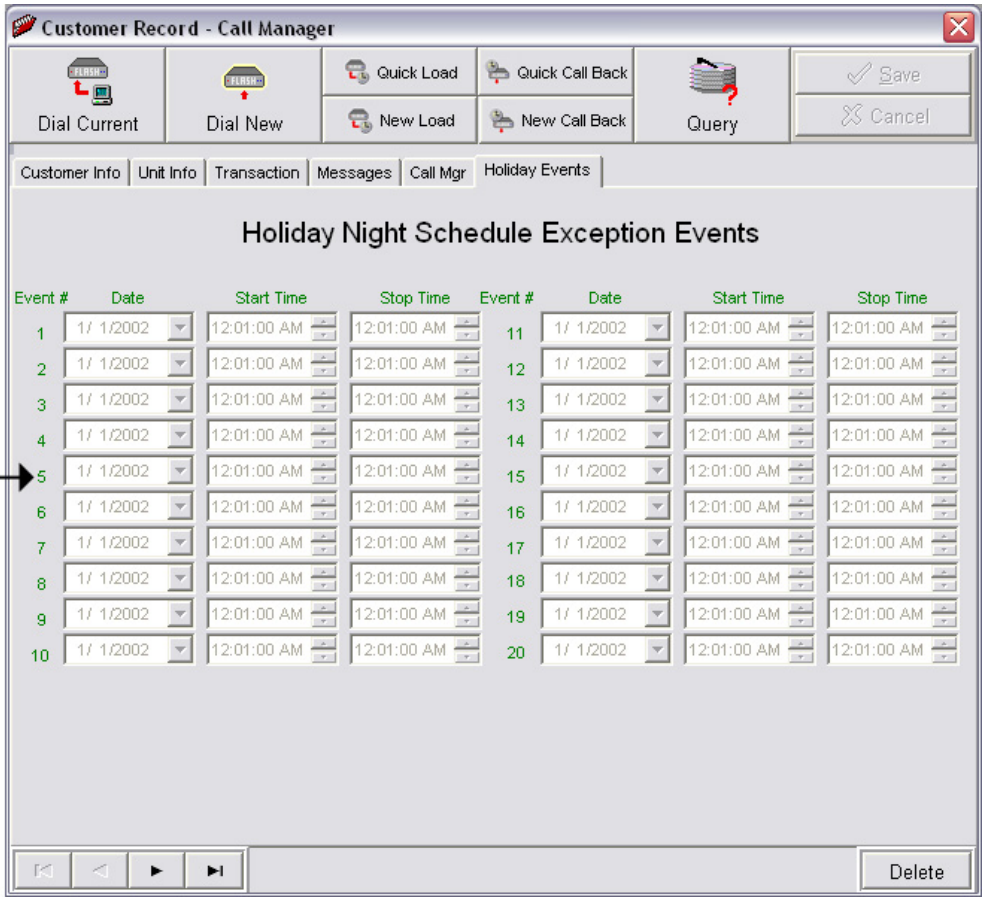
Greeting Repeats – The number of Greeting repeats.

Transfer Wait – The amount of time in seconds between the end of the Greeting and the Transfer Option.

Rings – The Answer Ring count.

Management – Customer Record – Holiday Event Schedule View

The Holiday Event Schedule View allows you to view a unit's Holiday Schedule. Refer to your unit's User's Guide for more information. Changes made here will override you regular Night Answer Schedule. Refer to your unit's User's Guide for more information.



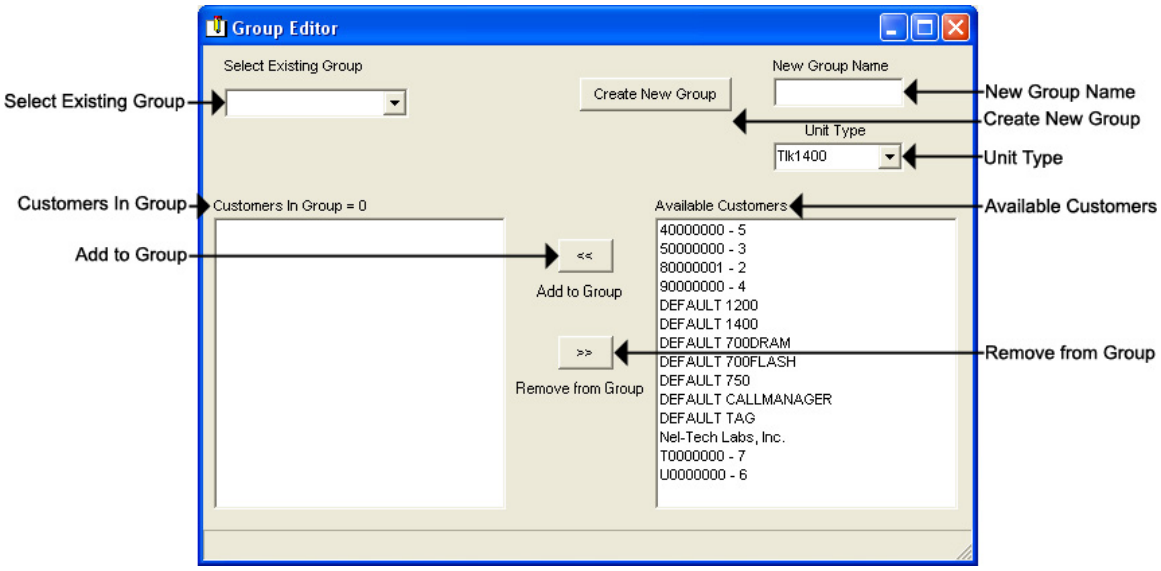
Holiday Schedule – The Holiday Schedule in which you wish to override the normal Answer Schedule.

Management – Group Editor

To access your Group Editor, open your WinLink V4 Management Module:

1. Choose your **Customer** menu and select **Groups…**

Your Group Editor may look similar to this.



New Group Name – Allows you to type the Name of a new Group.

Create New Group – Creates that New Group Name.

Unit Type – Creates a New Group of that Unit Type. **NOTE: You may only group units of the same Type.**

Select Existing Group – Selects an existing Group to which you can add or remove Customers.

Available Customers – All Customers not currently a member of any Group.

Customers In Group – All Customers currently a member of that selected Group.

Add to Group – Adds Customers from the Available Customers list on the right to the selected Group on the left.

Remove from Group – Removes Customers from the selected Group on the left to the Available Customers list on the right.

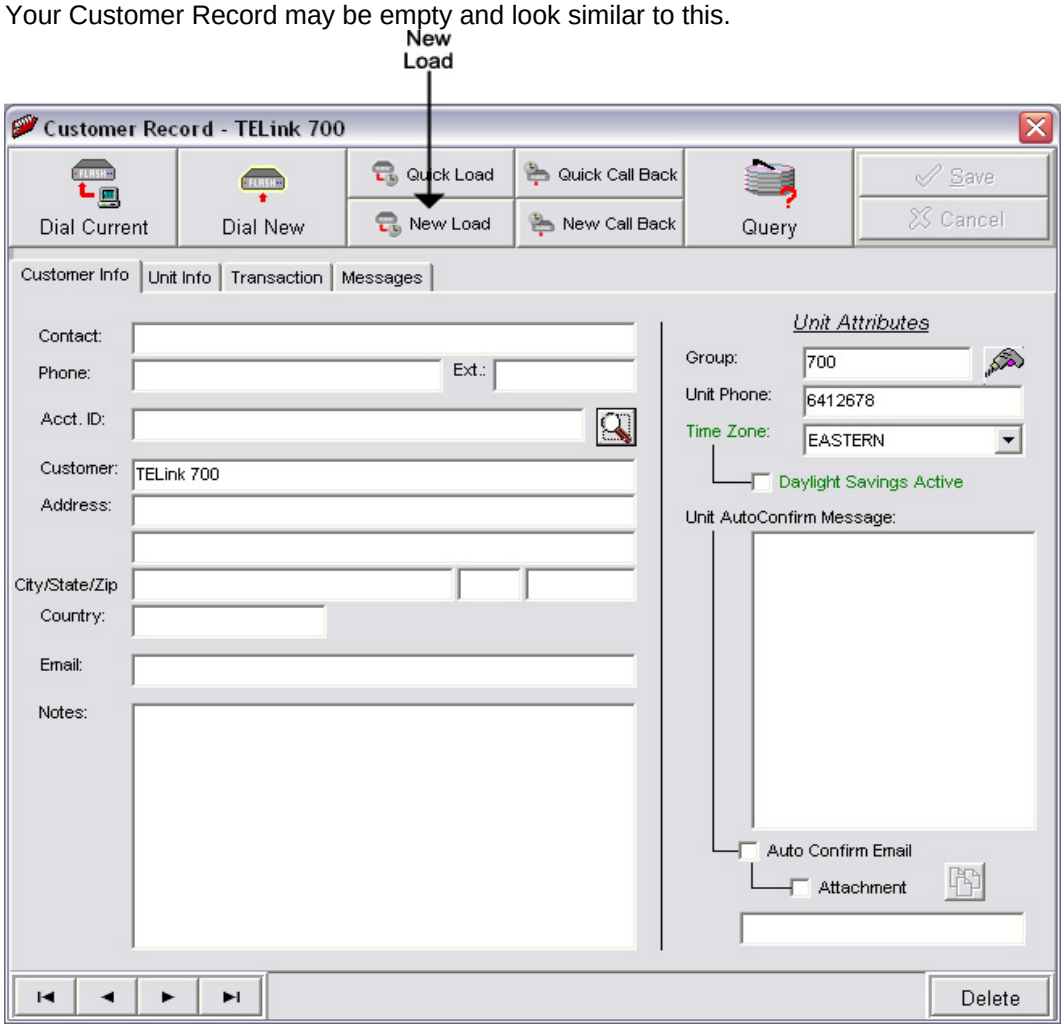
Management – Load Record – Customer Info View

To access your Load Record, open your WinLink V4 Management Module:

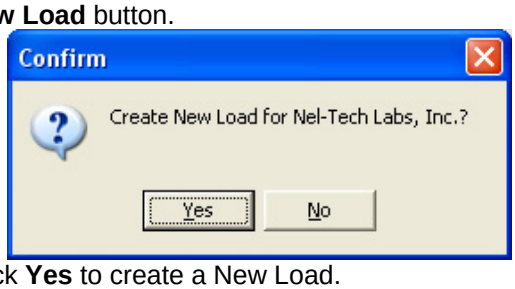
If you have not yet created any pending loads, you will need to complete the following prior to opening your Load Record. If you have already created pending loads, skip to step **5**.

1. Choose your **Customer** menu and select **Customers…**

Your Customer Record may be empty and look similar to this.



2. Select the Customer for whom you wish to do a Load, then click the **New Load** button.

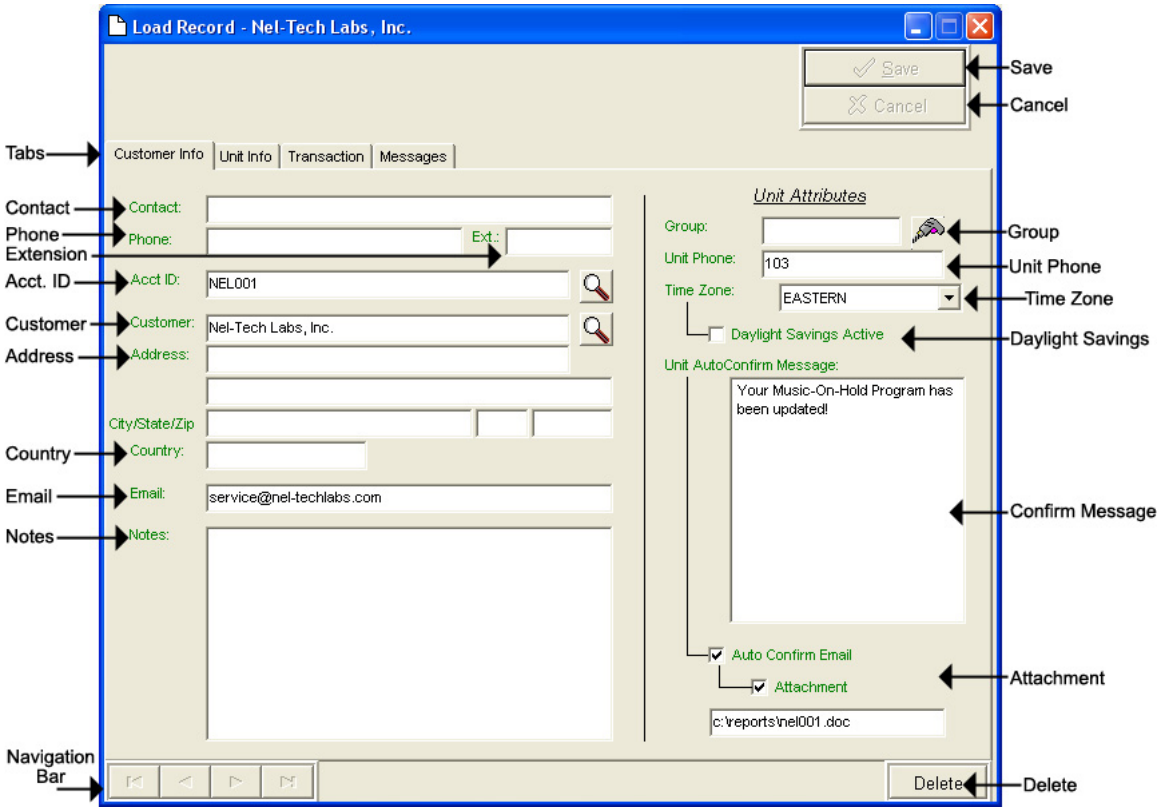


3. Click **Yes** to create a New Load.

4. Close your Customer Record.

5. Choose your **Load** menu and select **Loads…**

Your Load Record may be empty and look similar to this:



Save – Saves any changes. (Highlight or Red)

Cancel – Cancels any changes. (Highlight or Red)

Tabs – These tabs will vary according to the type of unit you are dialed into.

Navigation Bar – Allows you to browse through your Loads in your database.

Delete – Deletes that Load Record from your database.

You will notice four different colored fields in the Load Record:

Black – Indicates a field that can be changed.
Highlight or Red – Indicates a field that is a pending change.
Green – Indicates a field that is read only and can't be changed.
Gray – Indicates a field that is inactive on that unit.

The Customer Info View is almost identical to the Customer Info View in Management and Direct Connect. It allows the user to view information about the customer.

Contact – The name of the person most responsible for the unit. This will most likely be the name of the Customer's IT Employee.

Phone – This is the voice telephone number where the Contact can be reached.

Extension – This is the telephone extension number where the Contact can be reached.

Account ID – The account number for the Customer.

Customer – Your Customer's company name.

Address – Your Customer's Street Address. Includes a second address line with City, State, and Zip fields.

Country – The Country where your Customer is located.

Email – The Contact's Email Address.

Notes – Any Notes pertaining to that Customer or that installation.

Group – The Group to which the Customer belongs.

Unit Phone – The unit's telephone number.

Time Zone – The Time Zone where the Customer is located.

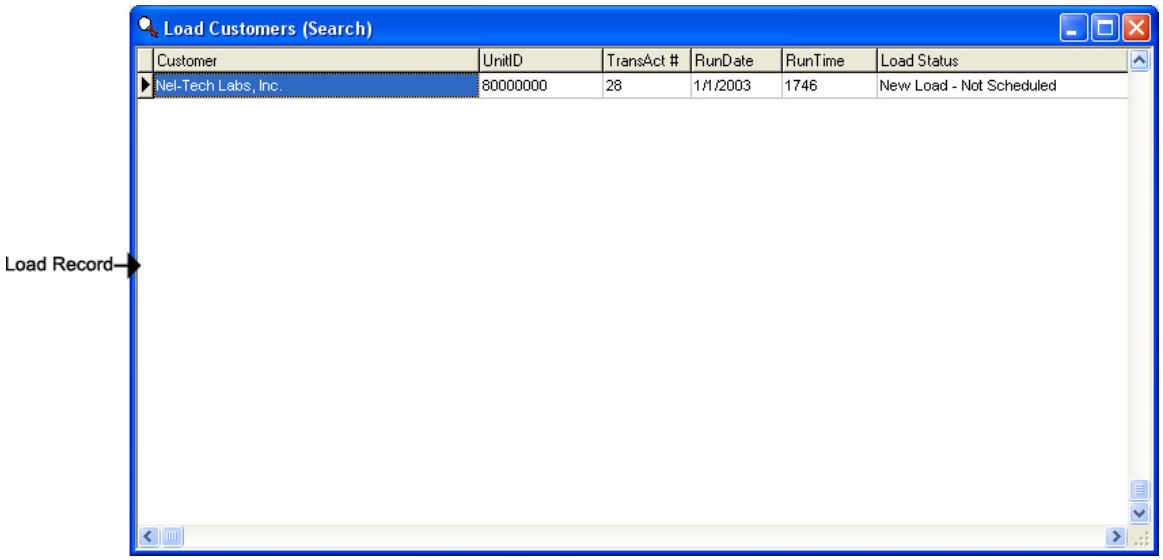
Daylight Savings – Check this box if your Customer observes Daylight Savings Time. **NOTE: Most states observe Daylight Savings Time.**

Unit Auto Confirm Message – This is the message that will be emailed to the Contact upon completion of a Direct Connect change or a single Load. Be sure to check off the box if you want this message sent.

Attach Confirm Email – Check this box to enable the Auto Confirm Email.

Attachment – Check this box to attach a report to the Auto Confirm Email. Click the button to browse or type the file path in the box below.

To search for a Load Record by table format, click the button to the right of the Account ID or the Customer fields. Clicking the magnifying glass will open the following search window.



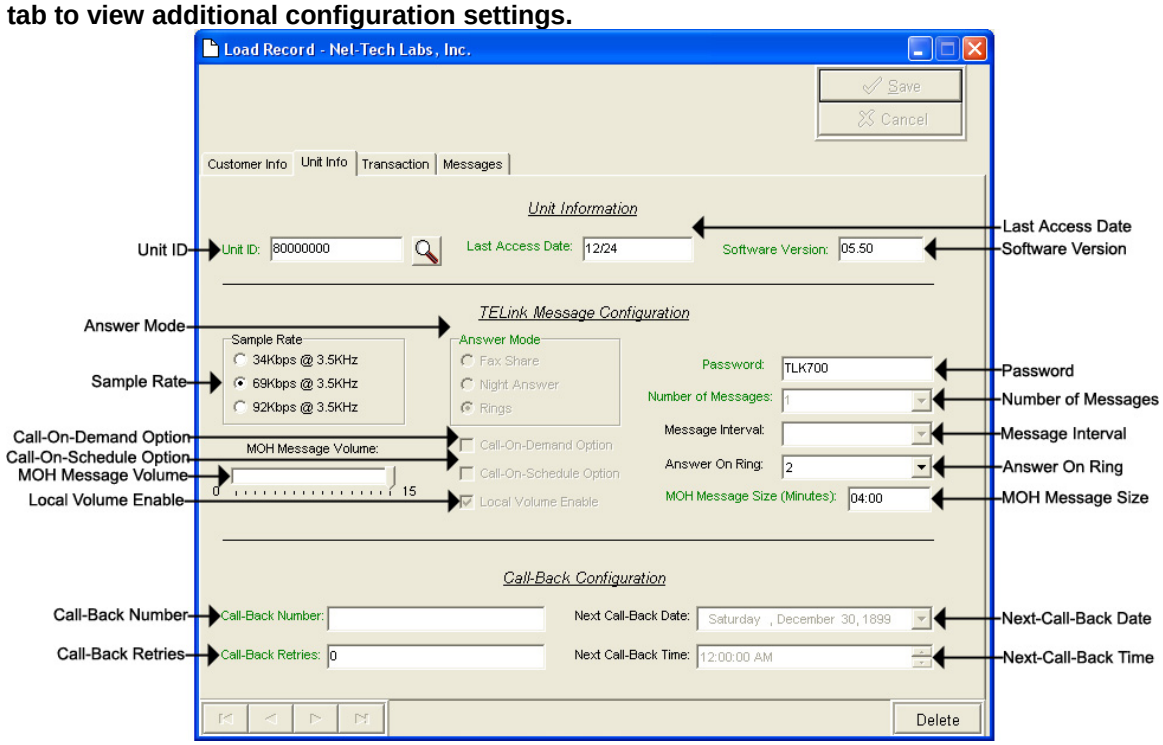
Load Record – All of the Customers in the Load Record.

Double-click the selected Account ID line to choose that Customer.

Clicking the button to the right of the Group field will open a list of all the Customers in that group.

Management – Load Record – Unit Info View

The Unit Info View is almost identical to the Unit Info View in Management and Direct Connect. It allows the user to change/view information about the unit. **NOTE: Most of the fields in the Unit Info View pertain to the type of unit viewed. Use your unit's appropriate tab to view additional configuration settings.**



Unit ID – The Unit ID of the unit. Every Unit ID is composed of 8 numbers and is unique.

First Number:

7 – TELink 700 DRAM
8 – TELink 700 Flash, TELink 700 Flash Night Answer
5 – TELink 750 Flash
9 – TELink 1200 Flash
4 – TELink 1400 Flash
U – Call Manager
T – Tel-A-Greeter 251, Tel-A-Greeter 252

Second & Third Number:

YY – Year that the unit was manufactured

Fourth & Fifth Number:

WW – Week number during which the unit was manufactured in that year.

Sixth, Seventh, & Eighth Number:

FLS – Unit number manufactured that week of that year.

Last Access Date – The last day the unit was accessed.

Software Version – The Software Version of the unit.

Sample Rate – The Sample Rate at which the unit samples the audio. A higher Sample Rate will give you a better sound quality but will sacrifice memory capacity and vice-versa.

34 kbps – Gives you your full memory capacity.

69 kbps – Reduces your full memory capacity by 50%.

92 kbps – Reduces your full memory capacity by 63%.

For example, a standard 16 minute unit will give you 16 minutes at 34 kbps, 8 minutes at 69 kbps, and 6 minutes at 92 kbps.

Answer Mode – The Answer Mode for the unit.

Fax Share – Use this mode if the unit is installed on a fax line. **NOTE: If you are using Fax Share mode, you must set the Answer On Ring to 5.**

Night Answer – Enables Night Answer on a TELink 700N.

Rings – Unit responds to normal rings.

MOH Message Volume – The Music On Hold Message Volume from 0 to 15 (highest volume level).

Call-On-Demand Option – Call-On-Demand allows the customer to force a call-back to the user's PC to download the current messages for that unit. Call-On-Demand is activated by powering the unit while holding the Volume Down button. Call-On-Demand requires that the Distribution Module on the user's PC be started. **NOTE: A Call-Back Number must be programmed and confirmed in the unit for this to work successfully.**

Call-On-Schedule Option – Call-On-Schedule allows the user to schedule a time and date for the unit to call the users PC and download new messages. Call-On-Schedule requires that the Distribution Module on the user's PC be started with a pending Call-Back record. **NOTE: A Call-Back Number must be programmed and confirmed in the unit for this to work successfully.**

Local Volume Enable – The Local Volume configuration. When this is checked, the volume adjustment can be changed locally using the volume controls on the front of the unit.

Password – The Password for the unit.

Number Of Messages – The number of messages on the unit.

TELink 700 – This field is gray and cannot be changed.

TELink 700 Night - This field is gray and cannot be changed.

TELink 750 – Can be set to 1, 2, 4, 8, or 16 messages.

TELink 1200 – Can be set to 1, 2, 4, 8, or 16 messages.

TELink 1400 – Can be set to 1, 2, 4, 8, or 16 messages in Single Ad List mode. Can be set to 2, 4, 8, or 16 messages in Dual Ad List mode.

Message Interval – The interval time in seconds between each message.

TELink 700 – This field is gray and cannot be changed.

TELink 700 Night - This field is gray and cannot be changed.

TELink 750 – Can be set from 0 to 9,999 seconds. (167 hours)

TELink 1200 – Can be set from 0 to 9,999 seconds. (167 hours)

TELink 1400 – Can be set from 0 to 9,999 seconds. (167 hours)

Answer On Ring – The ring count that the unit will answer on.

Distinctive – Unit answers to a distinctive ring only. Distinctive ring is a service provided by your local telephone company.

1…15 – 1 ring to 15 rings.

MOH Message Size – The music-on-hold message size in minutes.

Call-Back Number – The call-back number or the WCA telephone number of the user's PC. **NOTE: Dial the number as if you were dialing it from a telephone. DO NOT include dashes or spaces.** The number to be dialed may be up to 20 digits, including any of the following special characters:

8 or 9 Prefix – Grabs an outside line on Centrex Systems.
, (Comma) – Inserts a 2-second pause.
; (Semicolon) – Inserts an 8-second pause.
*** 67 (Star 67) –** Blocks your telephone number from caller ID's.
*** 82 (Star 82) –** Unblocks your telephone number from caller ID's

The above may not apply to all lines in all areas. Check with your local telephone provider for more information. **NOTE: Call-On-Schedule, Call-On-Demand, or both must be enabled.**

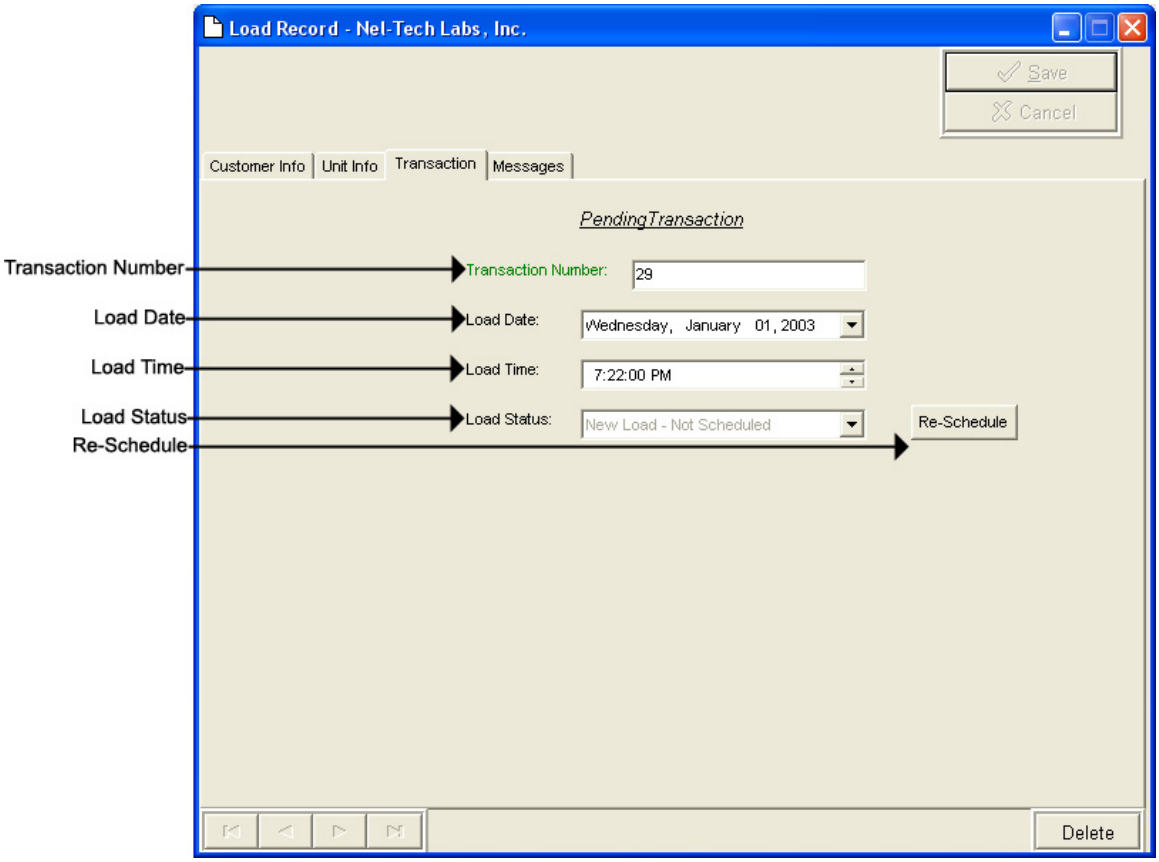
Call-Back Retries – The number of retries that the unit will attempt to connect with the user's PC in Call-On-Schedule mode. This field can be set from 0 to 99 retries. **NOTE: Call-On-Schedule must be enabled.**

Next Call-Back Date – The date you wish for the unit to call-back. Call-backs after the initial call-back date are loaded from the pending call-back record, not Direct Connect. **NOTE: Call-On-Schedule must be enabled.**

Next Call-Back Time – The time you wish for the unit to call-back. Call-backs after the initial call-back time are loaded from the pending call-back record, not Direct Connect. **NOTE: Call-On-Schedule must be enabled.**

Management – Load Record – Transaction View

The Transaction View is almost identical to the Transaction View in Management. The Transaction View allows the user to change/view information about the unit's transaction number.



Transaction Number – The latest Transaction Number**. NOTE: The Transaction Number is a number incremented after every change completed in WinLink V4. It is normal for this number to get very large.**

Load Date – The run-date of the load.

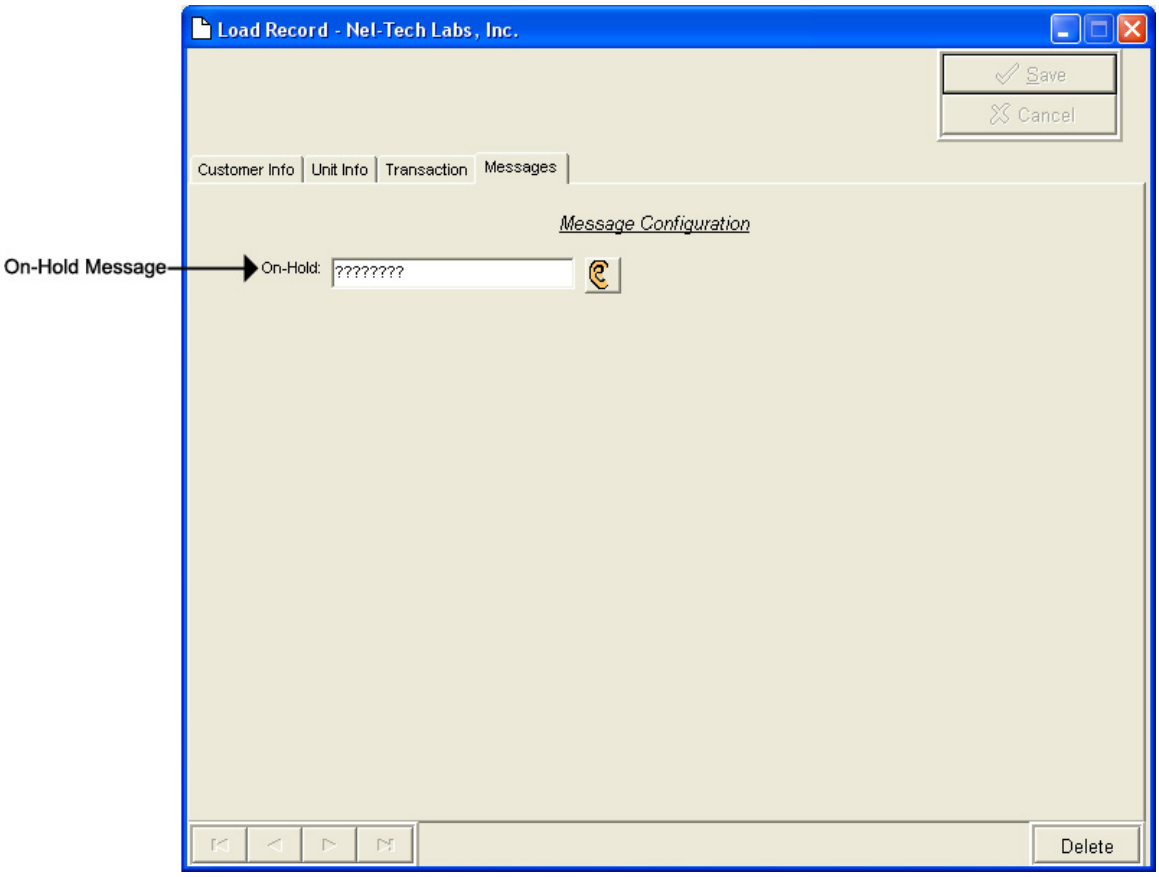
Load Time – The run-time of the load.

Load Status – The status of the load.

Re-Schedule – Click this button to activate or re-activate the load for download.

Management – Load Record – Messages View

The Messages View is almost identical to the Messages View in Management and Direct Connect. It allows the user to change/view the messages. **NOTE: This window will look different for every type of unit.**



Below are your message options for the following units.

TELink 700 – 1 On Hold message. (Pictured Above)

1 On-Hold Message – Your Music On Hold message.

TELink 700 Night – 1 On-Hold message and 1 Night message.

1 On-Hold Message – Your Music On Hold message.

1 Night Message – Your Night Answer message.

TELink 750 – Up to 16 On Hold messages and 1 Music Bed message.

Up To 16 On Hold Messages – Your Music On Hold messages.

1 Music Bed Message – Your Music behind the messages.

Fade Level – Your Music to Message Fade Level.

TELink 1200 – Up to 16 On Hold messages.

Up To 16 On Hold Messages – Your Music On Hold messages.

TELink 1400 – Up to 16 Left and/or Right messages.

Up To 16 Messages – Your broadcast messages.

Left – Messages play to the Left Output.

Right – Messages play to the Right Output.

Tel-A-Greeter 25X – Day, Night, Hold, and up to 8 messages.

Day – Your Day Greeting message.

Night – Your Night Greeting message.

Hold – Your Hold message that plays to callers On-Hold.

Up To 8 Messages – Your messages that play when the caller presses 1 through 8 on the keypad.

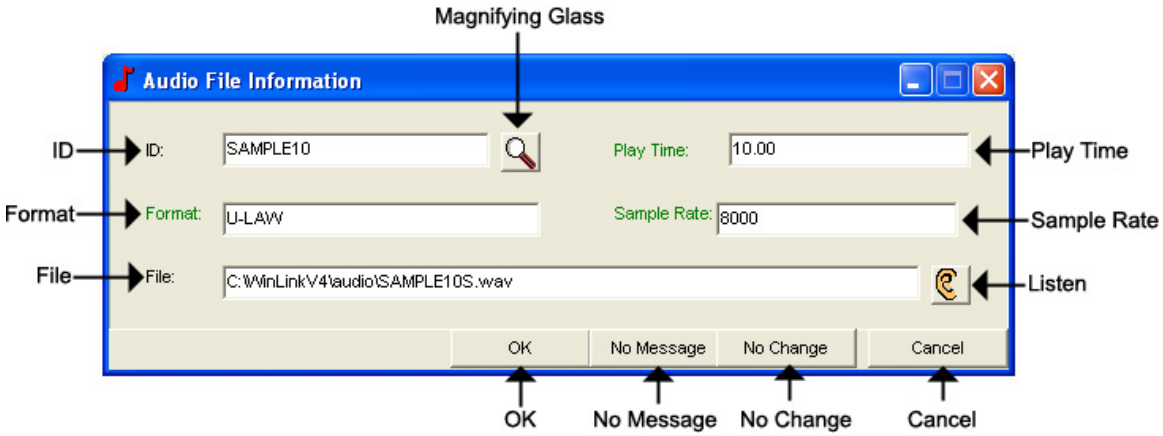
Tel-A-Greeter 26X , Call Manager – Greeting, Hold, and up to 4 Aux messages.

Greeting – Your Greeting message.

Hold – Your Hold message that plays while the call is being transferred.

Up To 4 Aux Messages – Your Auxiliary messages that play when the caller presses 1 through 4 on the keypad.

To load an Audio File, double-click in the message's text box. This will open the following window:



NOTE: Your audio files must be added to the Audio Registry in Management before you can download them.

ID – The Audio ID for the following file.

Magnifying Glass – Opens the Select Audio search window.

Format – The Audio Format of the following file.

File – The location of the following file.

Listen – Opens the Audio Preview window.

Play Time – The length of the following file in seconds.

Sample Rate – The Sample Rate of the following file.

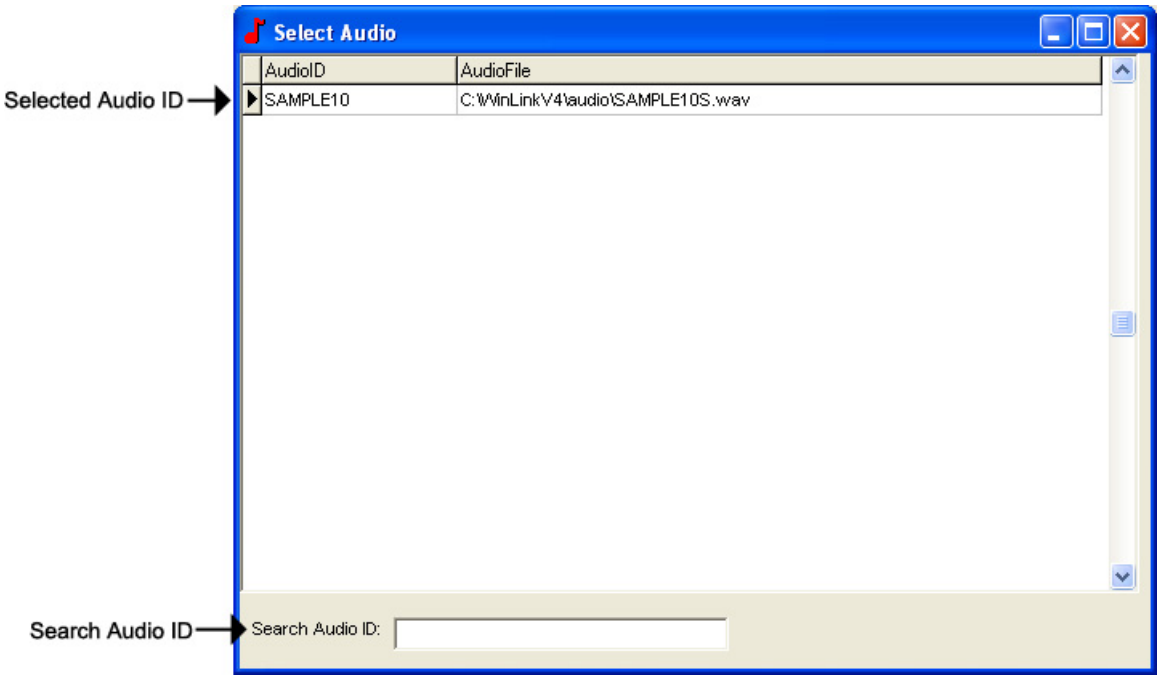
OK – Selects the following audio file for download.

No Message – Deletes the current audio file on the unit.

No Change – Leaves the current audio file on the unit.

Cancel – Closes the Audio File Information window.

To search for files in your Audio Registry, click the button. Clicking the magnifying glass will open the following search window.

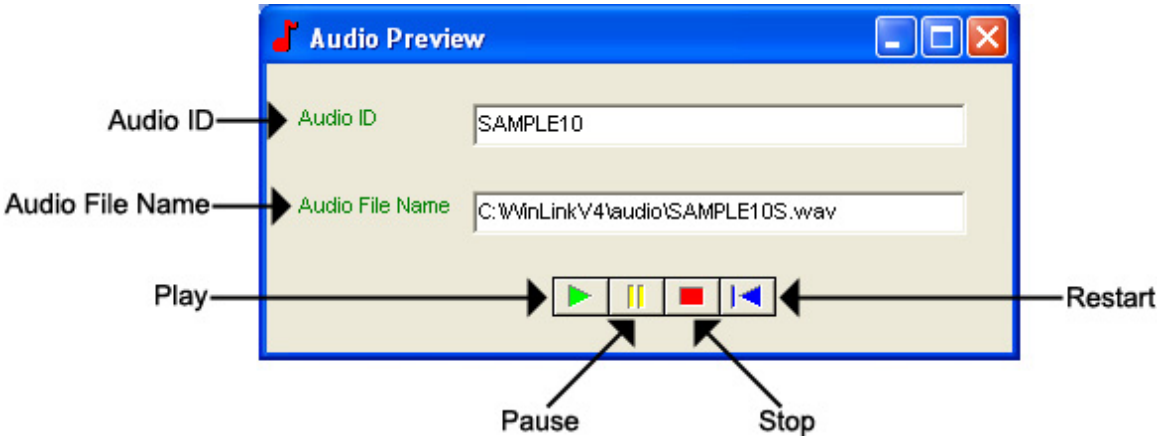


Selected Audio ID – Your selected Audio ID will have an arrow to the left of the name.

Search Audio ID – Type the name of your Audio ID to search here.

Double-click the selected Audio ID line to choose that message.

To listen to the selected Audio File, click the button. Clicking the ear will open the following preview window.



Audio ID - The Audio ID for the selected file.

Audio File Name - The location of the selected file.

Play – Starts playback of the selected file.

Pause – Pauses playback of the selected file.

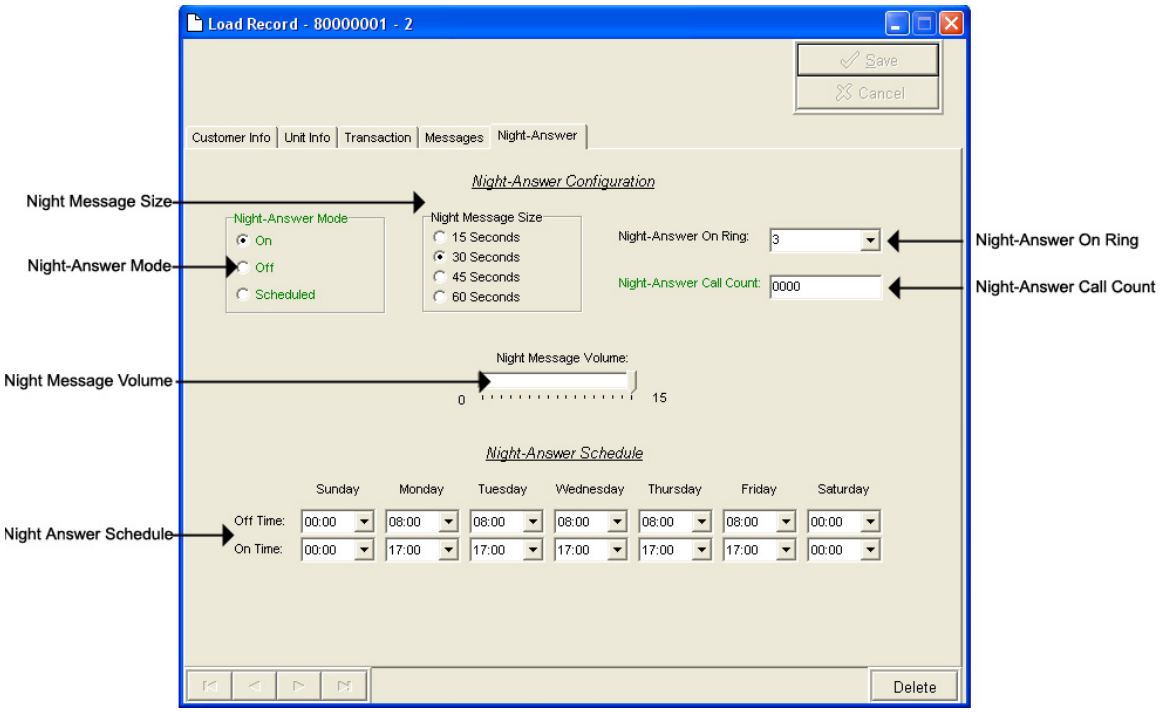
Stop – Stops playback of the selected file.

Restart – Restarts playback of the selected file.

Close this window to return to the Audio File Information window.

Management – Load Record – TELink Night-Answer View

The TELink Night-Answer View is almost identical to the TELink Night-Answer View in Management and Direct Connect. It allows you to change/view TELink Night-Answer unit. Refer to your unit's User's Guide for more information.



Night-Answer Mode – TELink 700 Night-Answer Mode.

On – The Night-Answer message will always play.

Off – The Night-Answer message will never play. **NOTE: If the Night-Answer Mode is turned off, the unit will not answer. You must turn the Night-Answer mode to On by depressing the Night button on the front of the TELink to access the unit remotely.**

Scheduled – The Night-Answer message will play according to the Night-Answer Schedule.

Night Message Size – Your Night Message size.

15 Seconds – The Night Message size is 15 seconds.

30 Seconds – The Night Message size is 30 seconds.

45 Seconds – The Night Message size is 45 seconds.

60 Seconds – The Night Message size is 60 seconds.

Night-Answer On Ring – The Night-Answer Ring count.

Night-Answer Call Count – The number of calls since the counter was last reset.

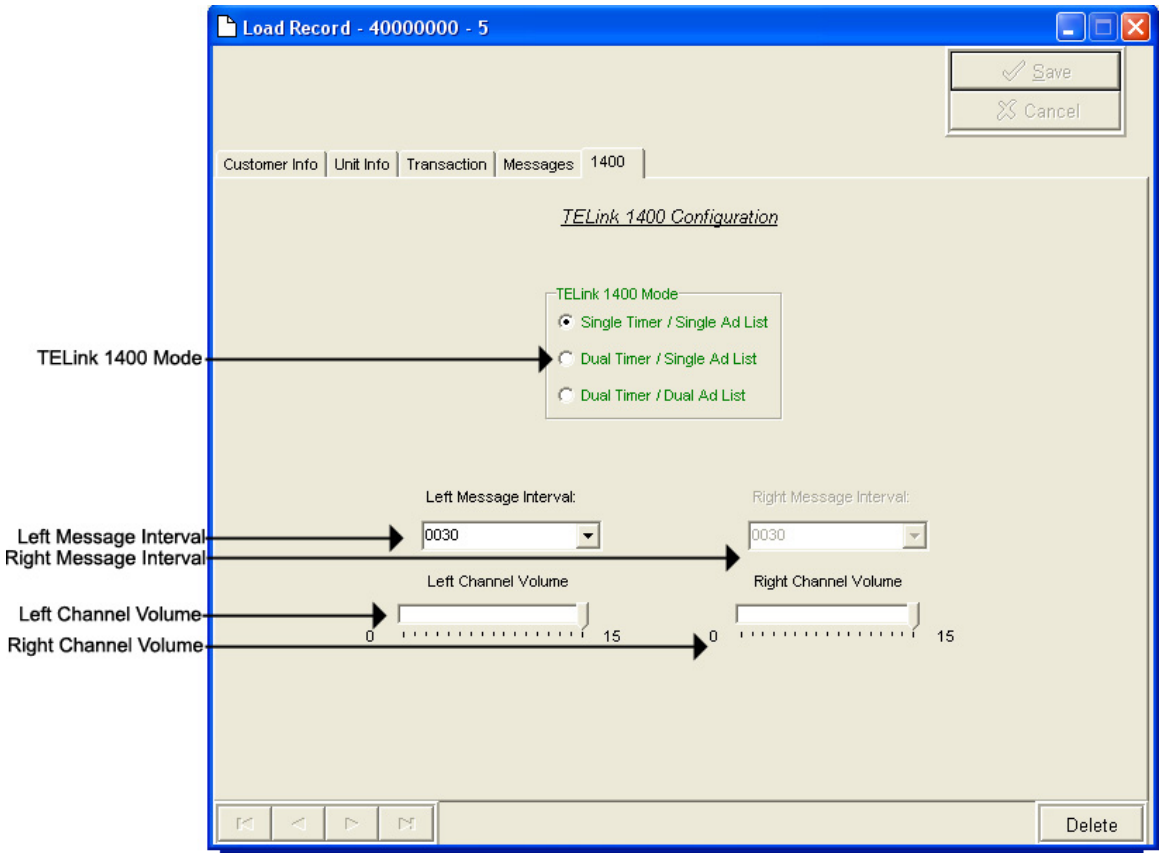
Clear Counter – Resets the Night-Answer Call Counter.

Night Message Volume – The Night Message Volume level.

Night-Answer Schedule – The Night-Answer Schedule.

Management – Load Record – TELink FLASH 1400 View

The TELink 1400 FLASH View is almost identical to the TELink FLASH 1400 View in Management and Direct Connect. It allows you to change/view a TELink 1400 FLASH unit. Refer to your unit's User's Guide for more information.



TELink 1400 Mode – TELink 1400 message configuration.

Single Timer / Single Ad List – Use this setting to have all 16 messages play out of both outputs at the same interval.

Dual Timer / Single Ad List – Use this setting to have all 16 messages play out of both outputs at different intervals.

Dual Timer / Dual Ad List – Use this setting to have 8 messages play out of the Left output and 8 messages to play out of the Right output, at different intervals.

Left Message Interval – Your Left Message Interval time.

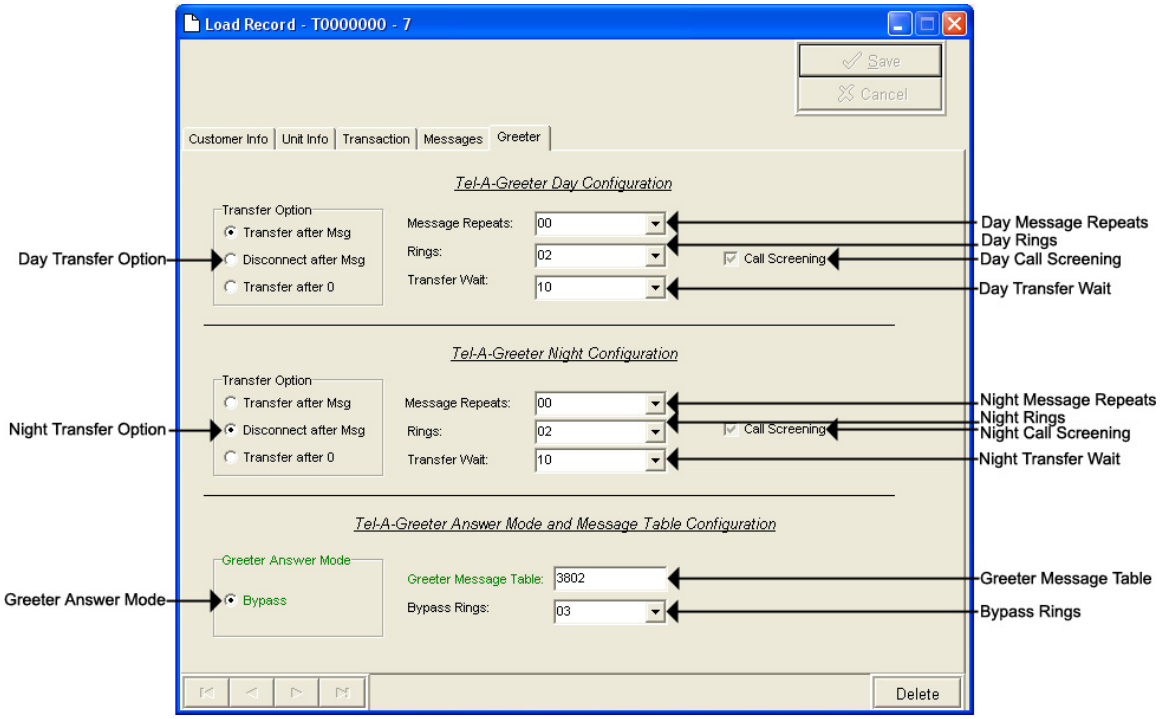
Right Message Interval – Your Right Message Interval time.

Left Channel Volume – Your Left Message volume.

Right Channel Volume – Your Right Message volume.

Management – Load Record – Tel-A-Greeter 251/252 View

The Tel-A-Greeter 251/252 View is almost identical to the Tel-A-Greeter 251/252 View in Direct Connect. It allows you to view a Tel-A-Greeter 251/252 unit. Refer to your unit's User's Guide for more information.



Day Transfer Option – Tel-A-Greeter 251/252 Transfer Option.

Transfer after Msg – Use this setting to transfer all calls after message play.

Disconnect after Msg – Use this setting to disconnect all calls after message play.

Transfer after 0 – Use this setting to transfer calls only when the caller dials 0.

Day Message Repeats – The number of Day Greeting repeats.

Day Rings – The Day ring count.

Day Transfer Wait – The amount of time in seconds between the end of the Greeting and the Transfer Option.

Call Screening – Enables Call Screening.

Night Transfer Option – Tel-A-Greeter 251/252 Transfer Option.

Transfer after Msg – Use this setting to transfer all calls after message play.

Disconnect after Msg – Use this setting to disconnect all calls after message play.

Transfer after 0 – Use this setting to transfer calls only when the caller dials 0.

Night Message Repeats – The number of Night Greeting repeats.

Night Rings – The Night ring count.

Night Transfer Wait – The time in seconds between the end of the Greeting and the Transfer Option.

Call Screening – Call Screening configuration.

Greeter Answer Mode – The Greeter Answer Mode

Day – Unit answers with Day Greeting.

Night – Unit answer with Night Greeting

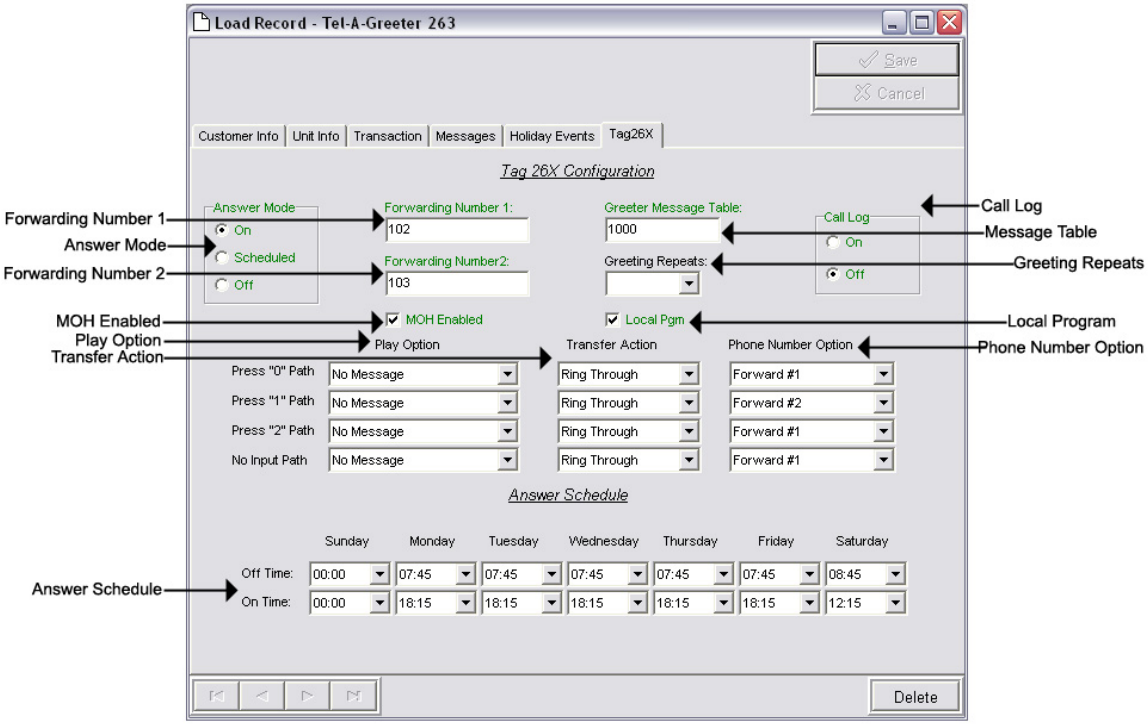
Bypass – Unit bypasses calls but answers on Bypass Rings to enter Command Mode.

Greeter Message Table – The unit's Message Configuration.

Bypass Rings – The Bypass ring count.

Management – Load Record – Tel-A-Greeter 263 View

The Tel-A-Greeter 263 View allows you to change/view a Tel-A-Greeter 263 unit. Refer to your unit's User's Guide for more information.



Forwarding Number 1 – The first Forwarding Number.

Forwarding Number 2 – The second Forwarding Number.

Greeter Message Table – Sets your unit's Message Configuration.

Answer Mode – Tel-A-Greeter Answer Mode.

On – The Night-Answer message will always answer and play.

Off – The Night-Answer message will never answer and play.

NOTE: If the Night-Answer Mode is turned off, the unit will not answer. You must turn the Night-Answer mode to On by depressing the Night button on the front of the TELink to access the unit remotely.

Scheduled – The Night-Answer message will answer and play according to the Night-Answer Schedule.

Play Option – Tel-A-Greeter Play Option.

No Message – The Tel-A-Greeter will not play a message after the Greeting. The caller is immediately faced with the Transfer Option.

Info Message 1 – The Tel-A-Greeter will play Info Message 1 after the Greeting and before the Transfer Option.

Info Message 2 – The Tel-A-Greeter will play Info Message 2 after the Greeting and before the Transfer Option.

Info Message 3 – The Tel-A-Greeter will play Info Message 3 after the Greeting and before the Transfer Option.

Info Message 4 – The Tel-A-Greeter will play Info Message 4 after the Greeting and before the Transfer Option.

Transfer Action – Tel-A-Greeter Transfer Action.

Ring Through – The Tel-A-Greeter will transfer the caller after the Play Option.

Hook Flash – The Tel-A-Greeter will forward the caller to the Phone Number Option after the Play Option.

Hang-Up – The Tel-A-Greeter will Hang-Up after the Play Option.

Phone Number Option – Tel-A-Greeter Phone Number Option.

Forwarding Number 1 – The first Forwarding Number.

Forwarding Number 2 – The second Forwarding Number.

Answer Schedule – The Answer Schedule.

Call Log – Sets your Tel-A-Greeter's Call Log feature. The Call Log is a log file of all activity which took place upon the last reset.

On – Enables your Tel-A-Greeter's Call Log feature.

Off – Disables your Tel-A-Greeter's Call Log feature

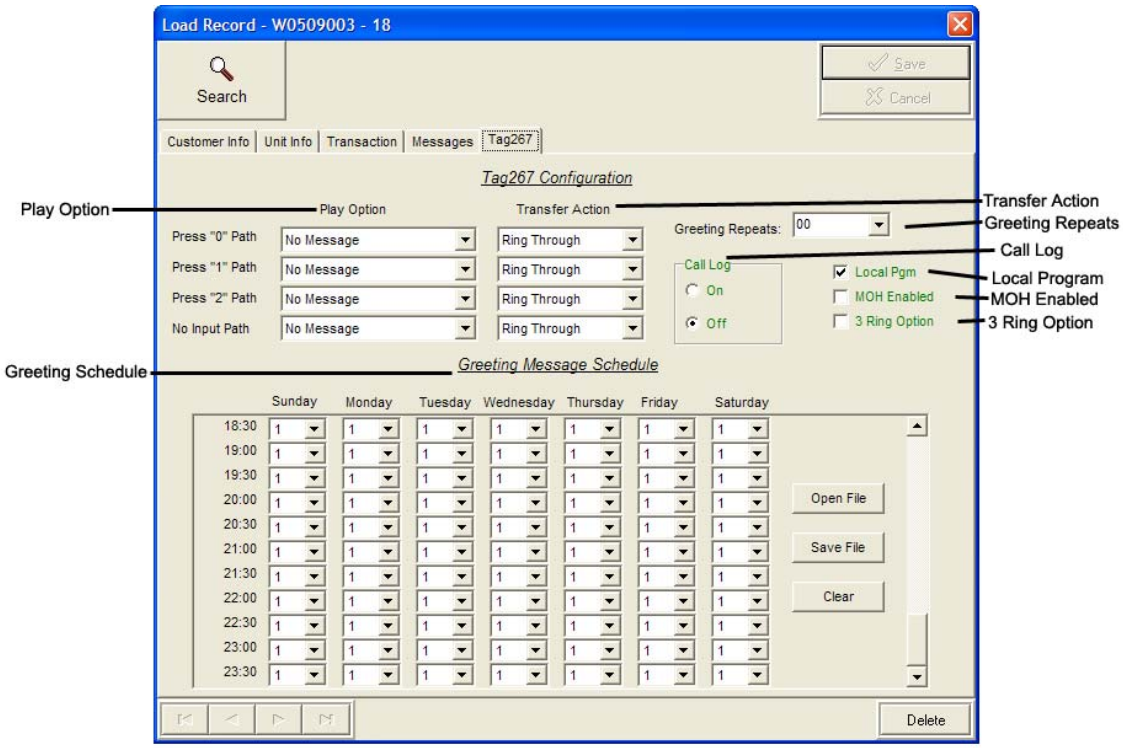
Greeting Repeats – The number of Greeting Repeats.

MOH Enabled – Enables Music-On-Hold.

Local Program – Allows the Tel-A-Greeter to be programmed via the telephone using touch-tones.

Management – Customer Record – Tel-A-Greeter 267 View

The Tel-A-Greeter 267 View allows you to change/view a Tel-A-Greeter 267 unit. Refer to your unit's User's Guide for more information.



Play Option - Tel-A-Greeter Play Option.

No Message – The Tel-A-Greeter will not play a message after the Greeting. The caller is immediately faced with the Transfer Option.

Info Message 1 – The Tel-A-Greeter will play Info Message 1 after the Greeting and before the Transfer Option.

Info Message 2 – The Tel-A-Greeter will play Info Message 2 after the Greeting and before the Transfer Option.

Info Message 3 – The Tel-A-Greeter will play Info Message 3 after the Greeting and before the Transfer Option.

Info Message 4 – The Tel-A-Greeter will play Info Message 4 after the Greeting and before the Transfer Option.

Transfer Action – Tel-A-Greeter Transfer Action.

Ring Through – The Tel-A-Greeter will transfer the caller after the Play Option.

Hook Flash – The Tel-A-Greeter will forward the caller to the Phone Number Option after the Play Option.

Hang-Up – The Tel-A-Greeter will Hang-Up after the Play Option.

Greeting Repeats – The number of Greeting Repeats.

Call Log – Sets your Tel-A-Greeter's Call Log feature. The Call Log is a log file of all activity which took place upon the last reset.

On – Enables your Tel-A-Greeter's Call Log feature.

Off – Disables your Tel-A-Greeter's Call Log feature

Local Program – Allows the Tel-A-Greeter to be programmed via the telephone using touch-tones.

MOH Enabled – Enables Music-On-Hold.

3 Ring Option – Enables answering on 3 rings instead of 2.

Greeting Schedule – Allows setting specific messages playing at specific intervals throughout each day of the week.

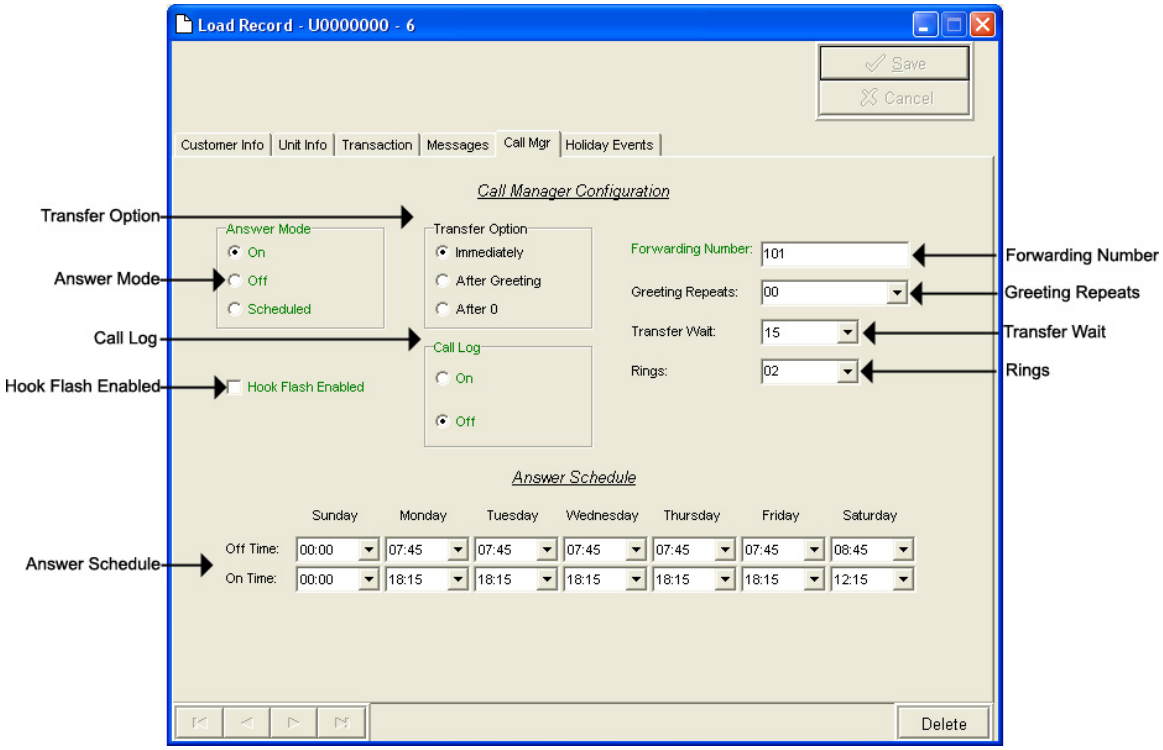
Open File – Opens a saved greeting schedule.

Save File – Saves greeting schedule for future use.

Clear – Resets the greeting schedule to default setting.

Management – Load Record – Call Manager View

The Call Manager View is almost identical to the Call Manager View in Direct Connect. It allows you to view a Call Manager unit. Refer to your unit's User's Guide for more information.



Answer Mode – Your Call Manager's Answer Mode.

On – The Call Manager is set to answer.

Off – The Call Manager is set to not answer.

Scheduled – The Call Manager is set to Scheduled Answer.

Transfer Option – The Call Manager's Transfer Option.

Immediately – The Call Manager will immediately forward all calls without a Greeting.

After Greeting – The Call Manager will transfer all calls after the Greeting.

After 0 – The Call Manager will forward calls only when the caller dials 0.

Hook Flash Enabled – Hook Flash configuration.

Call Log – Your Call Manager's Call Log feature.

On – Enables your Call Manager's Call Log feature.

Off – Disables your Call Manager's Call Log feature

Clear – Clears the Call Log.

Download – Allows you to browse for a location to save the Call Log.

Answer Schedule – Your Call Manager's Answer Schedule.

Forwarding Number – The telephone number to which the Call Manager forwards the call.

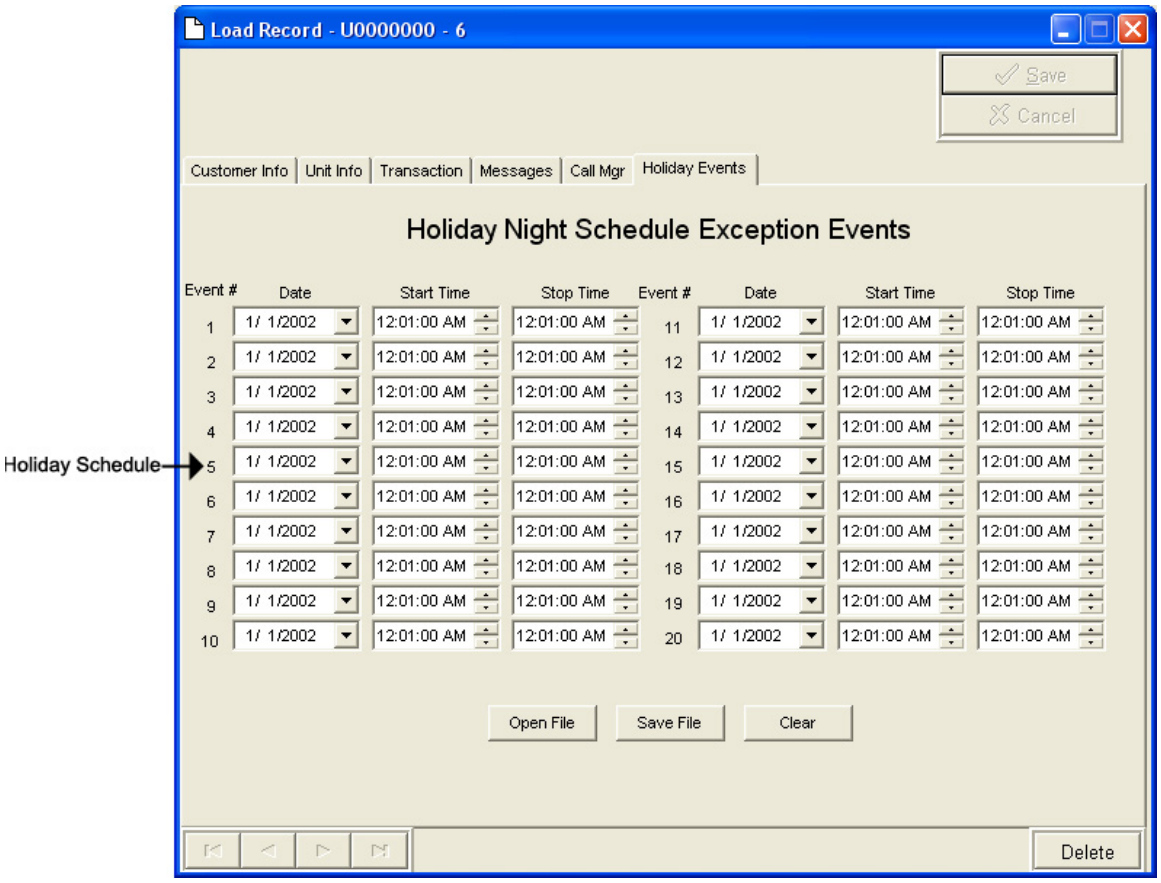
Greeting Repeats – The number of Greeting repeats.

Transfer Wait – The time in seconds between the end of the Greeting and the Transfer Option.

Rings – The Answer Ring count.

Management – Load Record – Holiday Event Schedule View

The Holiday Event Schedule View allows you to view a unit's Holiday Schedule. Refer to your unit's User's Guide for more information. Changes made here will override you regular Night Answer Schedule. Refer to your unit's User's Guide for more information.



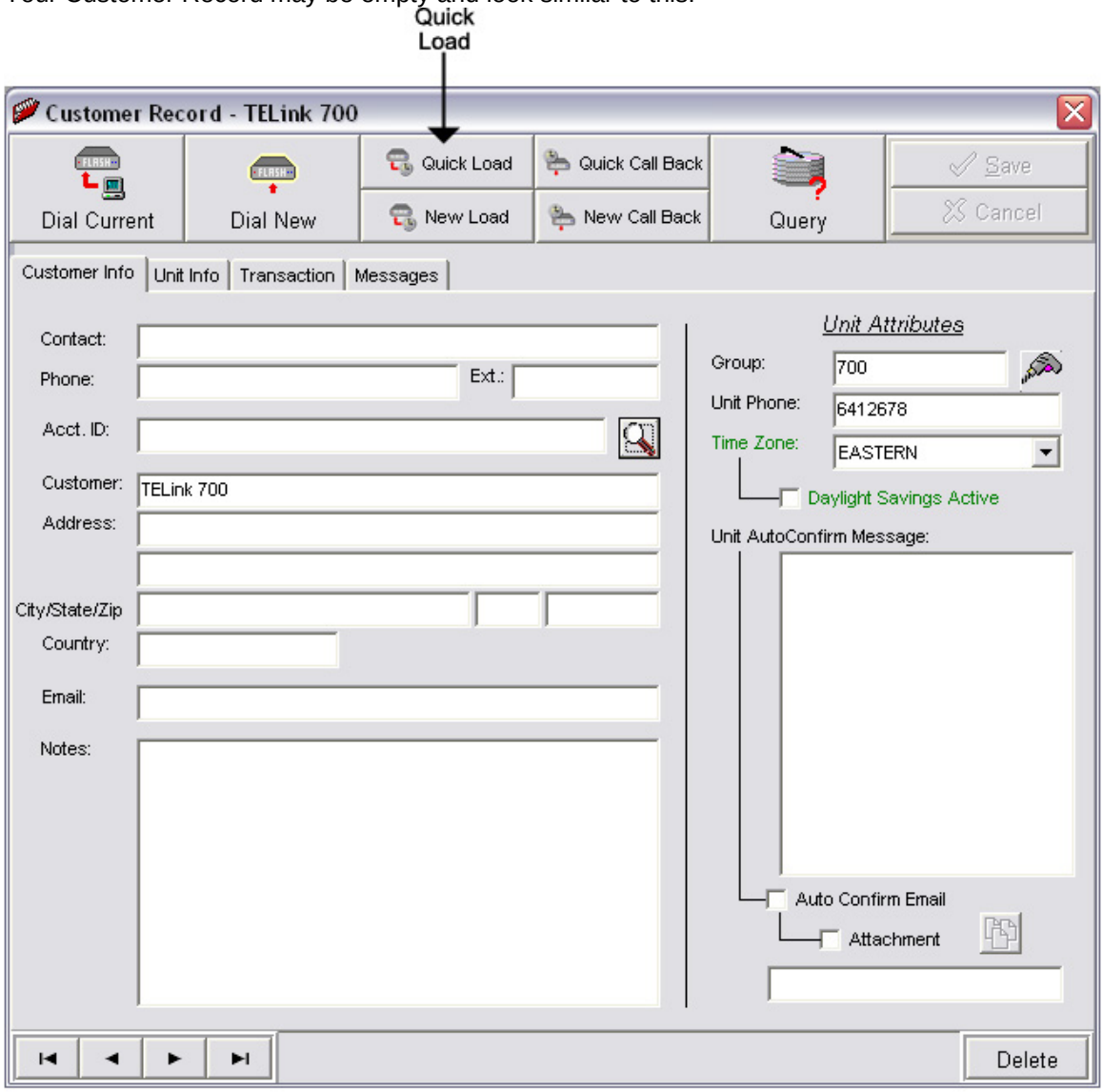
Holiday Schedule – The Holiday Schedule in which you wish to override the normal Answer Schedule.

Management – Quick Load Record

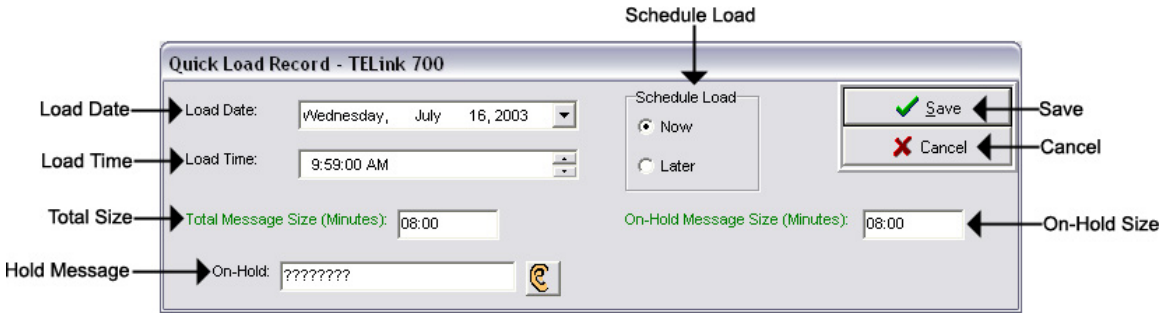
To access your Quick Load Record, open your WinLink V4 Management Module:

1. Choose your **Customer** menu and select **Customers…**

Your Customer Record may be empty and look similar to this.



Your Quick Load Record may look similar to this:



Save – Saves any changes. (Highlight or Red)

Cancel – Cancels any changes. (Highlight or Red)

You will notice four different colored fields in the Quick Load Record:

Black – Indicates a field that can be changed.
Highlight or Red – Indicates a field that is a pending change.
Green – Indicates a field that is read only and can't be changed.
Gray – Indicates a field that is inactive on that unit.

Load Date – The run-date of the load.

Load Time – The run-time of the load.

Schedule Load – Your Schedule Load feature.

Now – Activates the current Load.

Later – Creates the Load but does not activate it.

Total Message Size – The Total Message Size for that unit.

On-Hold Message Size – The Individual Message Size for that unit.

Below are your message options for the following units.

TELink 700 – 1 On Hold message. (Pictured Above)

1 On-Hold Message – Your Music On Hold message.

TELink 700 Night – 1 On-Hold message and 1 Night message.

1 On-Hold Message – Your Music On Hold message.

1 Night Message – Your Night Answer message.

TELink 750 – Up to 16 On Hold messages and 1 Music Bed message.

Up To 16 On Hold Messages – Your Music On Hold messages.

1 Music Bed Message – Your Music behind the messages.

Fade Level – Your Music to Message Fade Level.

TELink 1200 – Up to 16 On Hold messages.

Up To 16 On Hold Messages – Your Music On Hold messages.

TELink 1400 – Up to 16 Left and/or Right messages.

Up To 16 Messages – Your broadcast messages.

Left – Messages play to the Left Output.

Right – Messages play to the Right Output.

Tel-A-Greeter 25X – Day, Night, Hold, and up to 8 messages.

Day – Your Day Greeting message.

Night – Your Night Greeting message.

Hold – Your Hold message that plays to callers On-Hold.

Up To 8 Messages – Your messages that play when the caller presses 1 through 8 on the keypad.

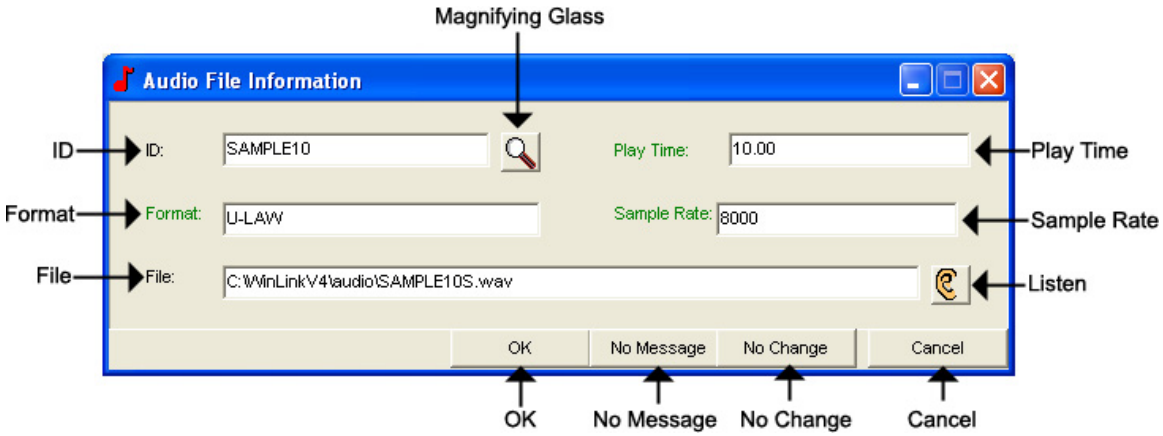
Tel-A-Greeter 26X , Call Manager – Greeting, Hold, and up to 4 Aux messages.

Greeting – Your Greeting message.

Hold – Your Hold message that plays while the call is being transferred.

Up To 4 Aux Messages – Your Auxiliary messages that play when the caller presses 1 through 4 on the keypad.

To load an Audio File, double-click in the message's text box. This will open the following window:



NOTE: Your audio files must be added to the Audio Registry in Management before you can download them.

ID – The Audio ID for the following file.

Magnifying Glass – Opens the Select Audio search window.

Format – The Audio Format of the following file.

File – The location of the following file.

Listen – Opens the Audio Preview window.

Play Time – The length of the following file in seconds.

Sample Rate – The Sample Rate of the following file.

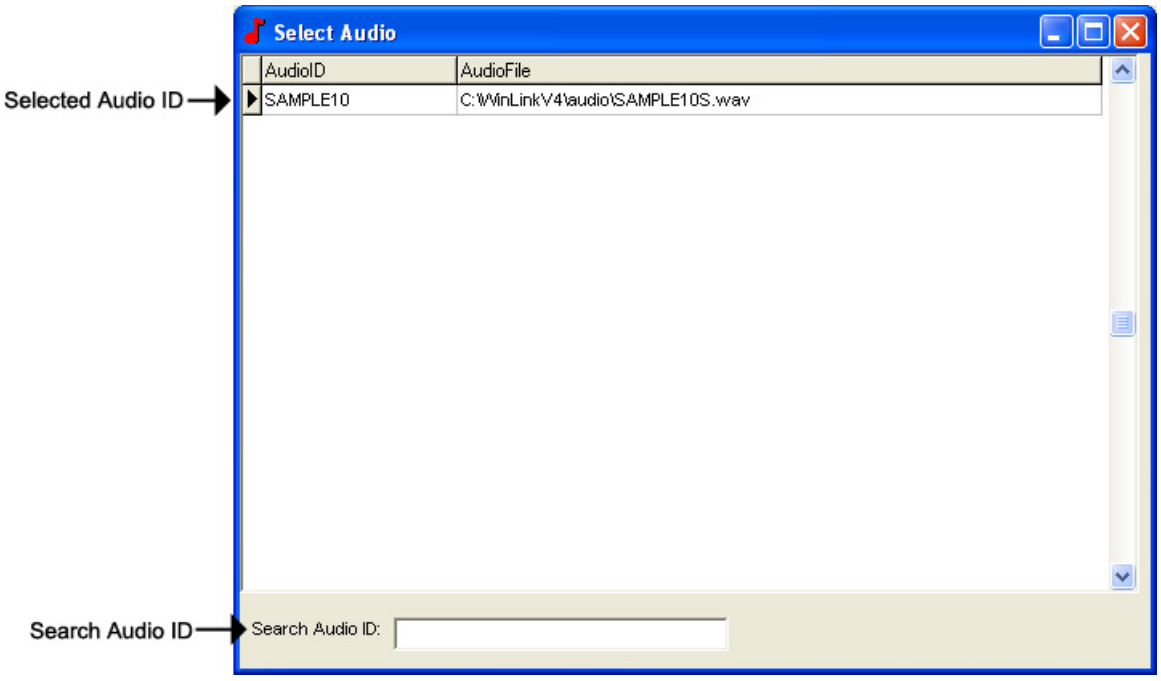
OK – Selects the following audio file for download.

No Message – Deletes the current audio file on the unit.

No Change – Leaves the current audio file on the unit.

Cancel – Closes the Audio File Information window.

To search for files in your Audio Registry, click the button. Clicking the magnifying glass will open the following search window.

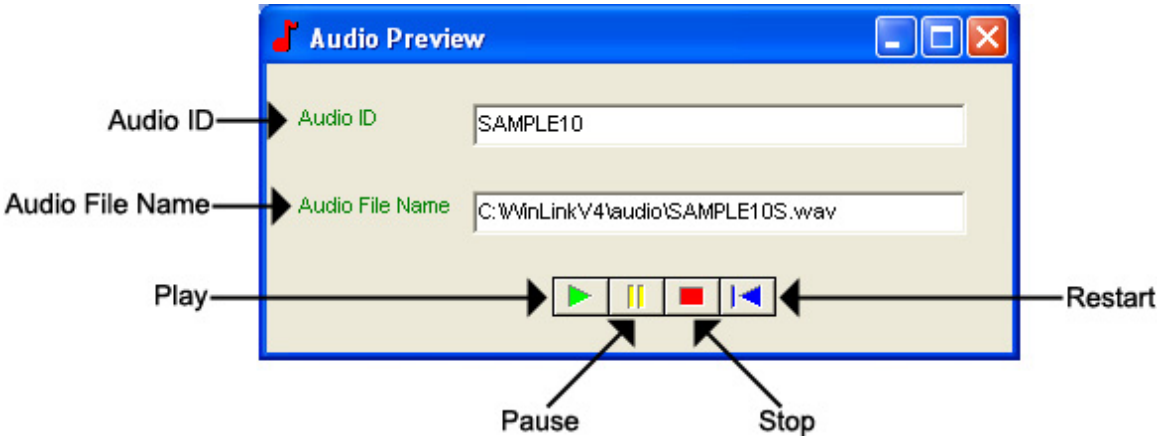


Selected Audio ID – Your selected Audio ID will have an arrow to the left of the name.

Search Audio ID – Type the name of your Audio ID to search here.

Double-click the selected Audio ID line to choose that message.

To listen to the selected Audio File, click the button. Clicking the ear will open the following preview window.



Audio ID - The Audio ID for the selected file.

Audio File Name - The location of the selected file.

Play – Starts playback of the selected file.

Pause – Pauses playback of the selected file.

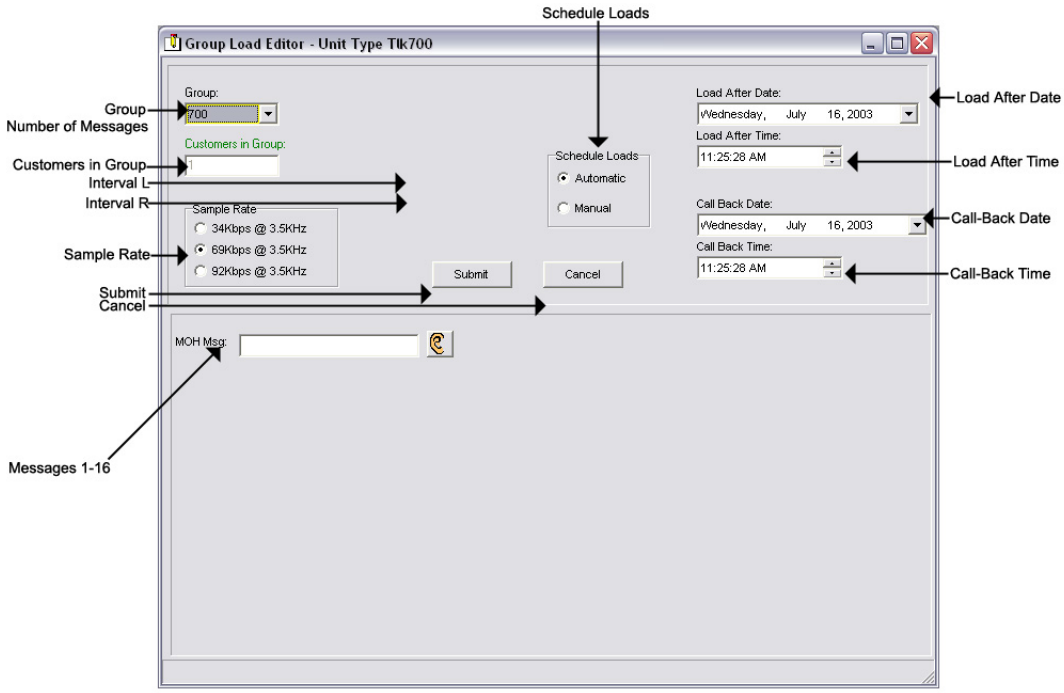
Stop – Stops playback of the selected file.

Restart – Restarts playback of the selected file.

Close this window to return to the Audio File Information window.

Management – Group Load Editor

The Group Load Editor allows you to schedule a Load for an entire group of Customers.



Group – The name of the group for which you wish to create a Group Load.

Number of Messages – The number of messages you wish to have for the selected group.

Customers in Group – The total number of Customers in the selected group.

Interval L – Your Left Message Interval time.

Interval R – Your Right Message Interval time.

Sample Rate – The Sample Rate at which the unit samples the audio. A higher Sample Rate will give you a better sound quality but will sacrifice memory capacity and vice-versa.

34 kbps – Gives you your full memory capacity.

69 kbps – Reduces your full memory capacity by one 50%.

92 kbps – Reduces your full memory capacity by 63%.

For example, a standard 16 minute unit will give you 16 minutes at 34 kbps, 8 minutes at 69 kbps, and 6 minutes at 92 kbps.

Submit – Submits the Group Load for download.

Cancel – Cancels the Group Load for download.

Messages 1-16 – The messages in which you wish for the entire group to have.

Music Bed – The Music Bed you wish for the entire group to use.

Greeter Message Table – The Message Configuration you wish for the entire group to use.

Call-Back Date – The date you wish for the units to call-back. **NOTE: For Call-Backs Only. Call-On-Schedule must be enabled.**

Call-Back Time – The time you wish for the units to call-back. **NOTE: For Call-Backs Only. Call-On-Schedule must be enabled.**

Load After Date – The date on which the Load should be active.

Load After Time – The time at which the Load should be active.

Schedule Loads – The Schedule Loads feature.

Automatic – Activates all Loads in the Group.

Manual – Creates Loads but does not activate them.

Below are your message options for the following units.

TELink 700 – 1 On Hold message. (Pictured Above)

1 On-Hold Message – Your Music On Hold message.

TELink 700 Night – 1 On-Hold message and 1 Night message.

1 On-Hold Message – Your Music On Hold message.

1 Night Message – Your Night Answer message.

TELink 750 – Up to 16 On Hold messages and 1 Music Bed message.

Up To 16 On Hold Messages – Your Music On Hold messages.

1 Music Bed Message – Your Music behind the messages.

Fade Level – Your Music to Message Fade Level.

TELink 1200 – Up to 16 On Hold messages.

Up To 16 On Hold Messages – Your Music On Hold messages.

TELink 1400 – Up to 16 Left and/or Right messages.

Up To 16 Messages – Your broadcast messages.

Left – Messages play to the Left Output.

Right – Messages play to the Right Output.

Tel-A-Greeter 25X – Day, Night, Hold, and up to 8 messages.

Day – Your Day Greeting message.

Night – Your Night Greeting message.

Hold – Your Hold message that plays to callers On-Hold.

Up To 8 Messages – Your messages that play when the caller presses 1 through 8 on the keypad.

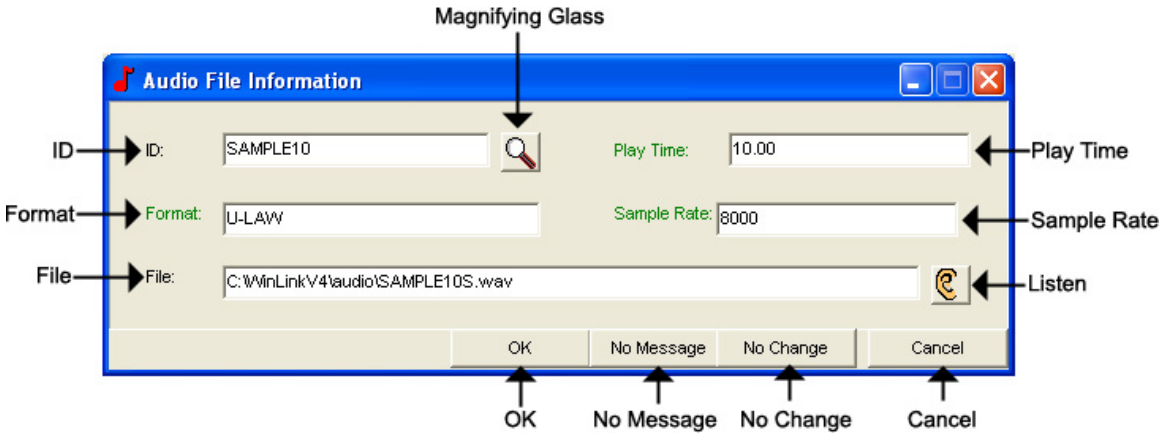
Tel-A-Greeter 25X, Call Manager – Greeting, Hold, and up to 4 Aux messages.

Greeting – Your Greeting message.

Hold – Your Hold message that plays while the call is being transferred.

Up To 4 Aux Messages – Your Auxiliary messages that play when the caller presses 1 through 4 on the keypad.

To load an Audio File, double-click in the message's text box. This will open the following window:



NOTE: Your audio files must be added to the Audio Registry in Management before you can download them.

ID – The Audio ID for the following file.

Magnifying Glass – Opens the Select Audio search window.

Format – The Audio Format of the following file.

File – The location of the following file.

Listen – Opens the Audio Preview window.

Play Time – The length of the following file in seconds.

Sample Rate – The Sample Rate of the following file.

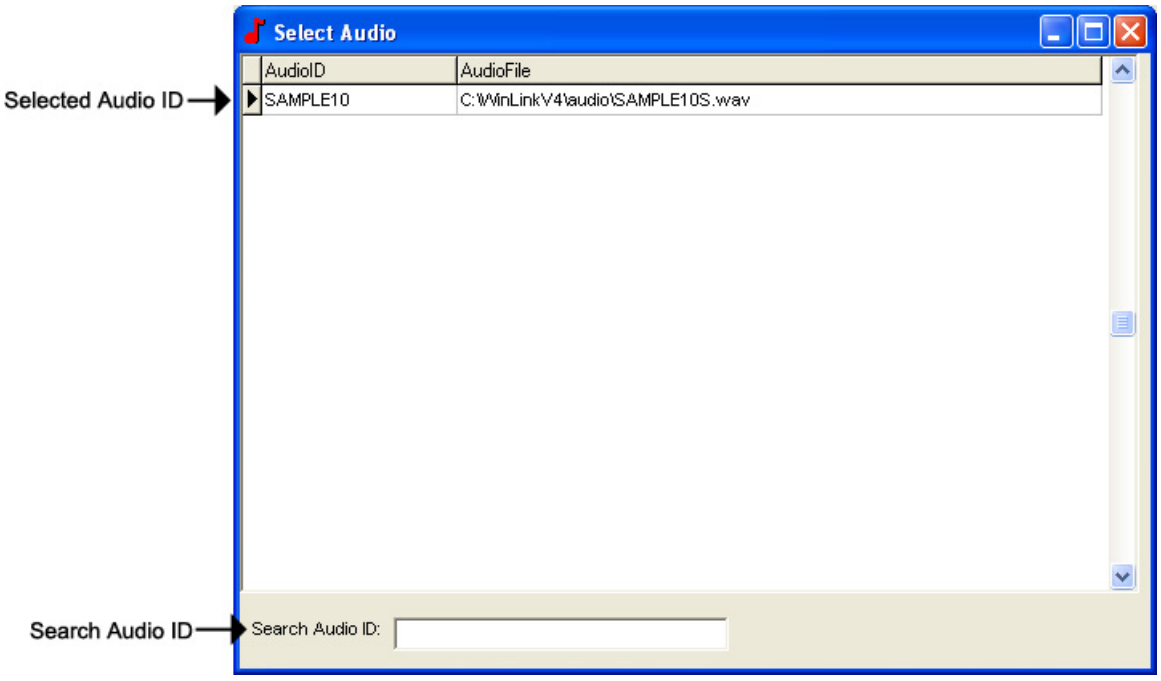
OK – Selects the following audio file for download.

No Message – Deletes the current audio file on the unit.

No Change – Leaves the current audio file on the unit.

Cancel – Closes the Audio File Information window.

To search for files in your Audio Registry, click the button. Clicking the magnifying glass will open the following search window.

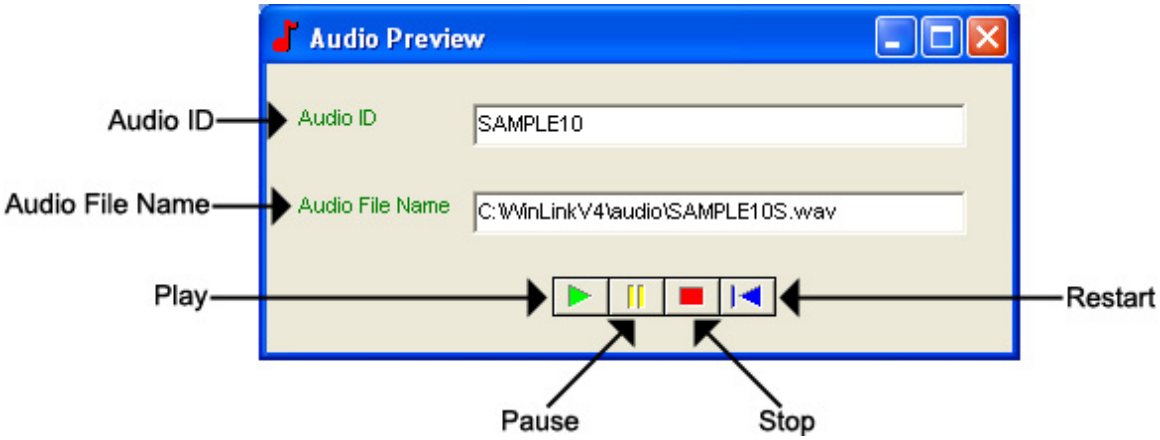


Selected Audio ID – Your selected Audio ID will have an arrow to the left of the name.

Search Audio ID – Type the name of your Audio ID to search here.

Double-click the selected Audio ID line to choose that message.

To listen to the selected Audio File, click the button. Clicking the ear will open the following preview window.



Audio ID - The Audio ID for the selected file.

Audio File Name - The location of the selected file.

Play – Starts playback of the selected file.

Pause – Pauses playback of the selected file.

Stop – Stops playback of the selected file.

Restart – Restarts playback of the selected file.

Close this window to return to the Audio File Information window.

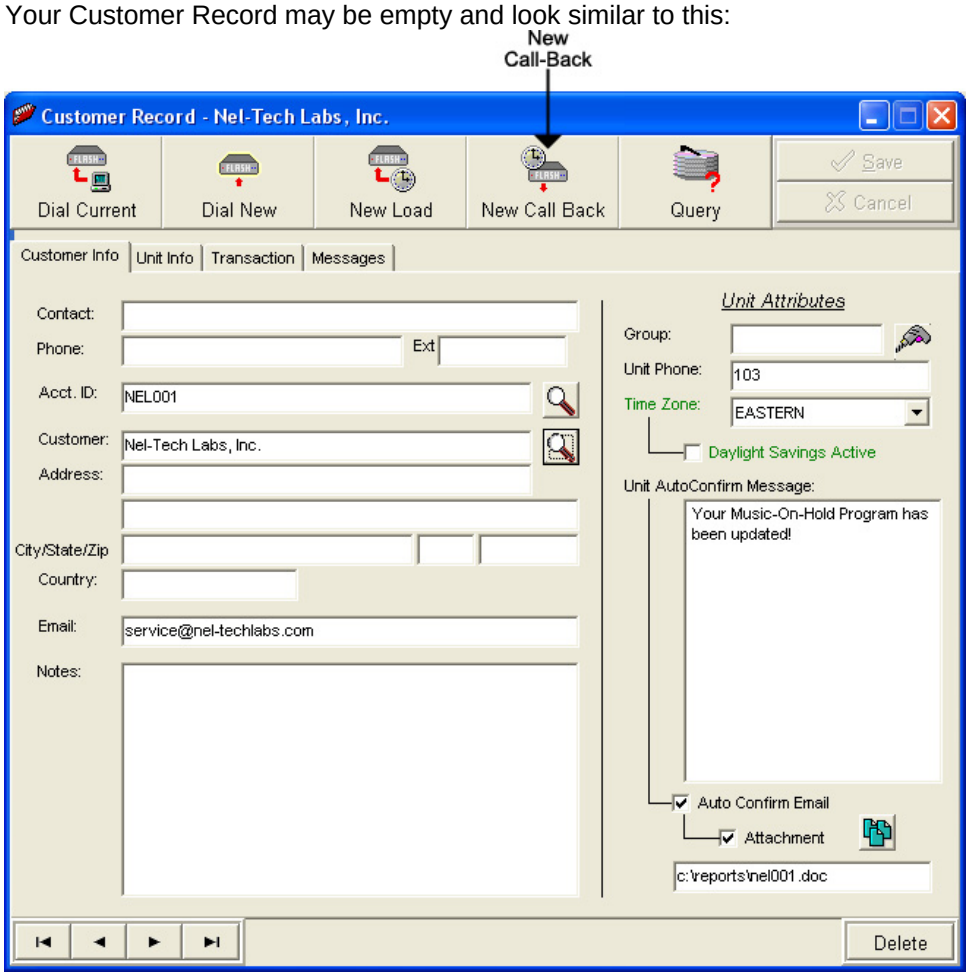
Management – Call-Back Record – Customer Info View

To access your Call-Back Record, open your WinLink V4 Management Module:

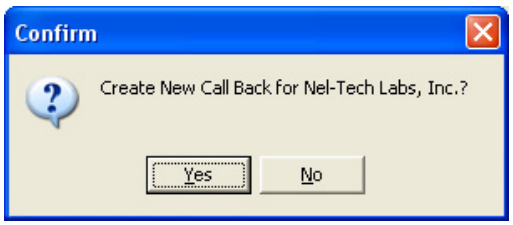
If you have not yet created any pending call-backs, you will need to complete the following prior to opening your Call-Back Record. If you have already created pending call-backs, skip to step **5**.

1. Choose your **Customer** menu and select **Customers…**

Your Customer Record may be empty and look similar to this:



2. Select the Customer for whom you wish to do a Call-Back, then click the **New Call-Back** button.

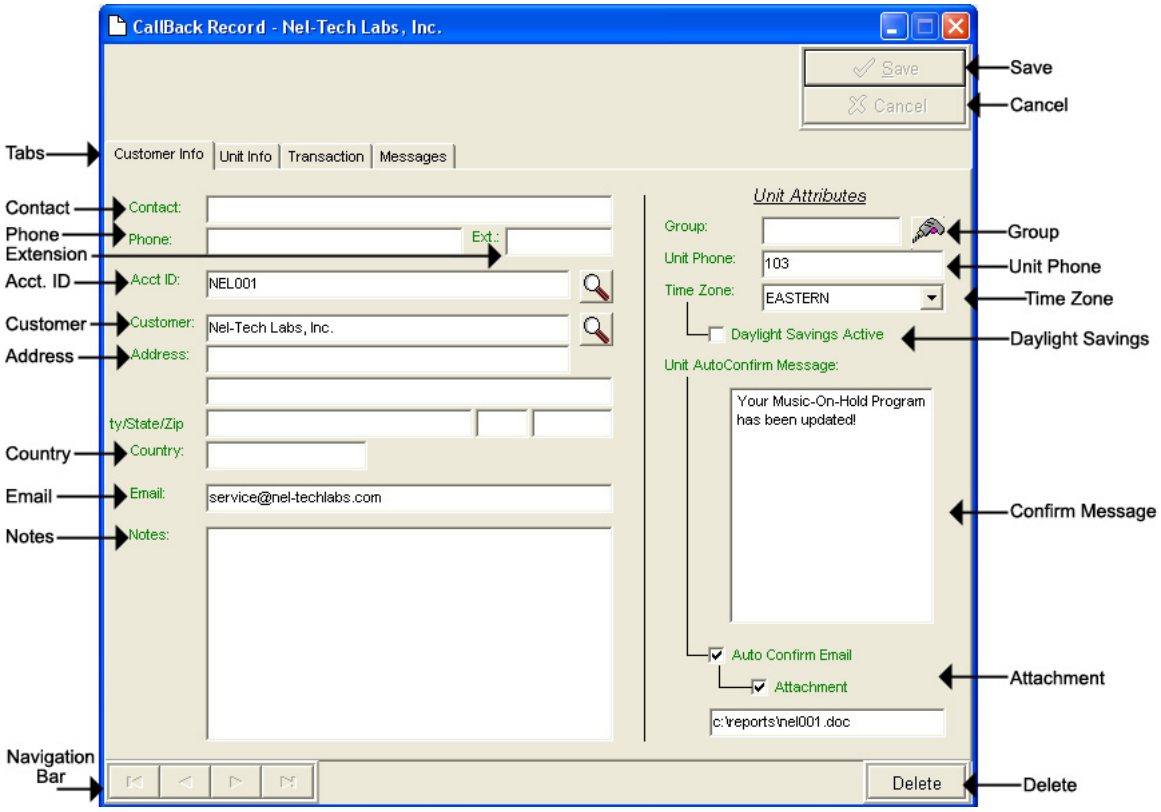


3. Click **Yes** to create a New Call-Back.

4. Close your Customer Record.

5. Choose your **Call-Back** menu and select **Call-Backs…**

Your Call-Back Record may be empty and look similar to this.



Save – Saves any changes. (Highlight or Red)

Cancel – Cancels any changes. (Highlight or Red)

Tabs – These tabs will vary according to the type of unit into which you are dialed.

Navigation Bar – Allows you to browse through your Loads in your database.

Delete – Deletes that Load Record from your database.

You will notice four different colored fields in the Call-Back Record:

Black – Indicates a field that can be changed.
Highlight or Red – Indicates a field that is a pending change.
Green – Indicates a field that is read-only and can't be changed.
Gray – Indicates a field inactive on that unit.

The Customer Info View is almost identical to the Customer Info View in Management and Direct Connect. It allows the user to view information about the customer.

Contact – The name of the person most responsible for the unit. This will most likely be the Customer's IT Employee.

Phone – This is the voice telephone number where the Contact can be reached.

Extension – This is the telephone extension number where the Contact can be reached.

Account ID – The account number for the Customer.

Customer – Your Customer's company name.

Address – Your Customer's Street Address. Includes a second address line with City, State, and Zip fields.

Country – The Country where your Customer is located..

Email – The Contact's Email Address.

Notes – Any Notes pertaining to that Customer or that installation.

Group – The Group to which the Customer belongs.

Unit Phone – The unit's telephone number.

Time Zone – The Time Zone where the Customer is located.

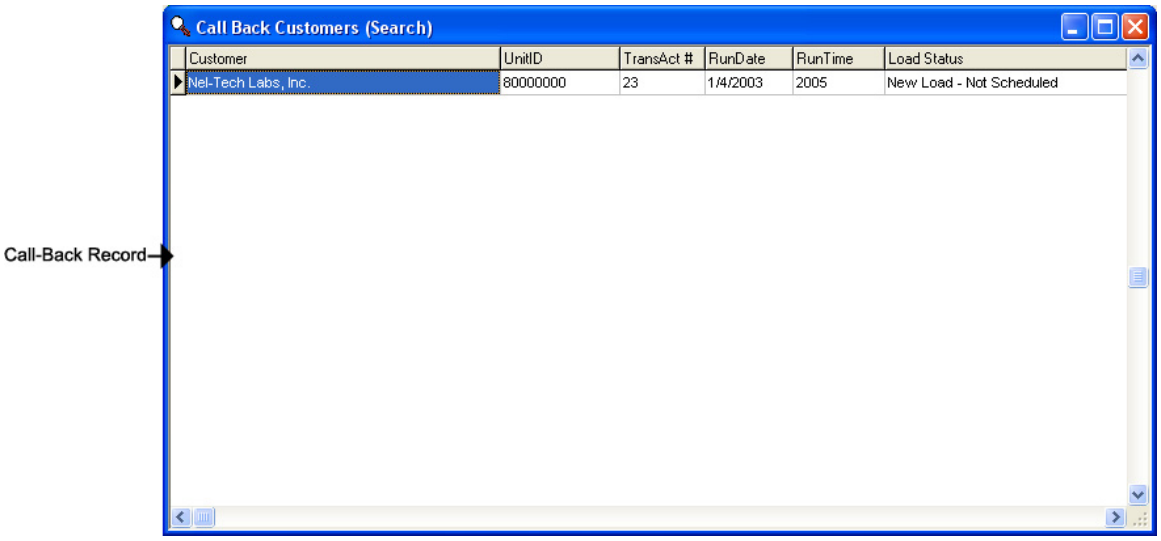
Daylight Savings – Check this box if your Customer observes Daylight Savings Time. **NOTE: Most states observe Daylight Savings Time.**

Unit Auto Confirm Message – This is the message that will be emailed to the Contact upon completion of a Direct Connect change or a single Load. Be sure to check off the box if you want this message sent.

Attach Confirm Email – Check this box to enable the Auto Confirm Email.

Attachment – Check this box to attach a report to the Auto Confirm Email. Click the button to browse or type the file path in the box below.

To search for a Call-Back Record by table format, click the button to the right of the Account ID or the Customer fields. Clicking the magnifying glass will open the following search window.



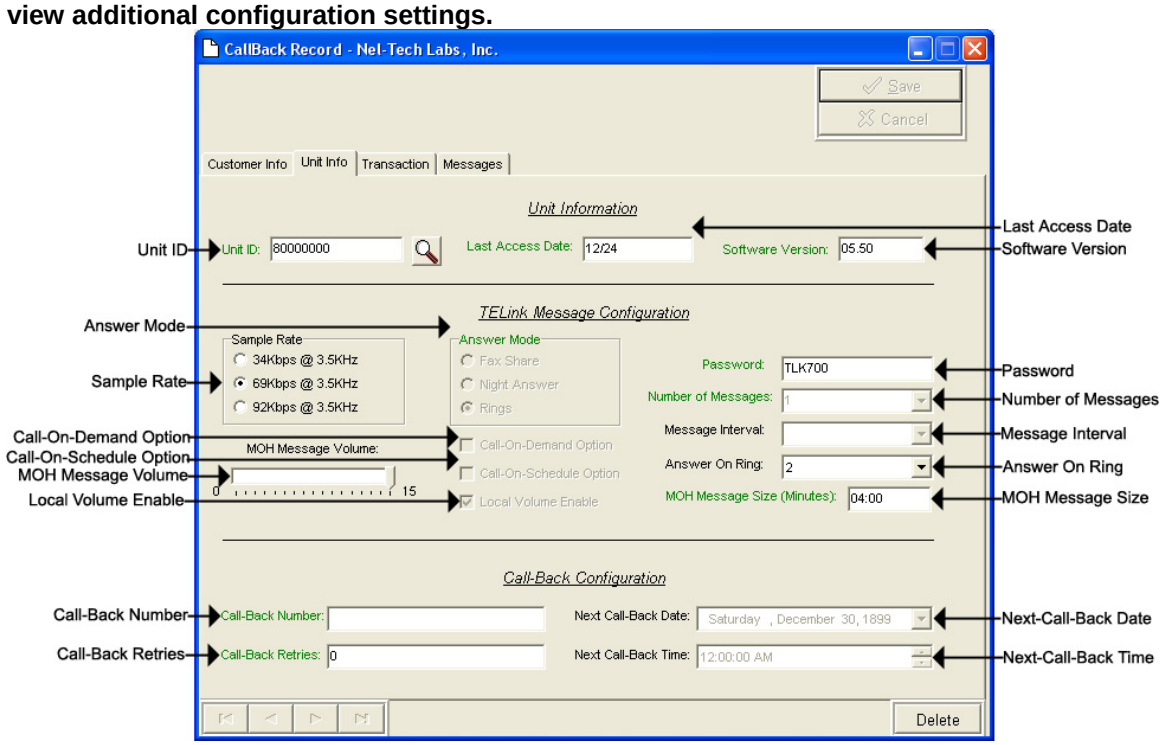
Call-Back Record – All of the Customers in the Call-Back Record.

Double-click the selected Account ID line to choose that Customer.

Clicking the button to the right of the Group field will open the Group Editor.

Management – Call-Back Record – Unit Info View

The Unit Info View is almost identical to the Unit Info View in Management and Direct Connect. It allows the user to change/view information about the unit. **NOTE: Most of the fields in the Unit Info View pertain to TELinks only. Use your unit's appropriate tab to view additional configuration settings.**



Unit ID – The Unit ID of the unit. Every Unit ID is composed of 8 numbers and is unique.

First Number:

7 – TELink 700 DRAM
8 – TELink 700 Flash, TELink 700 Flash Night Answer
5 – TELink 750 Flash
9 – TELink 1200 Flash
4 – TELink 1400 Flash
U – Call Manager
T – Tel-A-Greeter 251, Tel-A-Greeter 252

Second & Third Number:

YY – Year that the unit was manufactured

Fourth & Fifth Number:

WW – Week number during which the unit was manufactured in that year.

Sixth, Seventh, & Eighth Number:

FLS – Unit number manufactured that week of that year.

Last Access Date – The last day that the unit was accessed.

Software Version – The Software Version of the unit.

Sample Rate – The Sample Rate at which the unit samples the audio. A higher Sample Rate will give you a better sound quality but will sacrifice memory capacity and vice-versa.

34 kbps – Gives you your full memory capacity.

69 kbps – Reduces your full memory capacity by 50%.

92 kbps – Reduces your full memory capacity by 63%.

For example, a standard 16 minute unit will give you 16 minutes at 34 kbps, 8 minutes at 69 kbps, and 6 minutes at 92 kbps.

Answer Mode – The Answer Mode for the unit.

Fax Share – Use this mode if the unit is installed on a fax line. **NOTE: If you are using Fax Share mode, you must set the Answer On Ring to 5.**

Night Answer – Enables Night Answer on a TELink 700N.

Rings – Unit responds to normal rings.

MOH Message Volume – The Music On Hold Message Volume from 0 to 15 (highest volume level).

Call-On-Demand Option – Call-On-Demand allows the customer to force a call-back to the user's PC to download the current messages for that unit. Call-On-Demand is activated by powering the unit while holding the Volume Down button. Call-On-Demand requires that the Distribution Module on the user's PC is started. **NOTE: A Call-Back Number must be programmed and confirmed in the unit for this to work successfully.**

Call-On-Schedule Option – Call-On-Schedule allows the user to schedule a time and date for the unit to call the user's PC and download new messages. Call-On-Schedule requires that the Distribution Module on the user's PC is started with a pending Call-Back record. **NOTE: A Call-Back Number must be programmed and confirmed in the unit for this to work successfully.**

Local Volume Enable – The Local Volume configuration. When this is checked, the volume adjustment can be changed locally using the volume controls on the front of the unit.

Password – The Password for the unit.

Number Of Messages – The number of messages on the unit.

TELink 700 – This field is gray and cannot be changed.

TELink 700 Night - This field is gray and cannot be changed.

TELink 750 – Can be set to 1, 2, 4, 8, or 16 messages.

TELink 1200 – Can be set to 1, 2, 4, 8, or 16 messages.

TELink 1400 – Can be set to 1, 2, 4, 8, or 16 messages in Single Ad List mode. Can be set to 2, 4, 8, or 16 messages in Dual Ad List mode.

Message Interval – The interval time in seconds between each message.

TELink 700 – This field is gray and cannot be changed.

TELink 700 Night - This field is gray and cannot be changed.

TELink 750 – Can be set from 0 to 9,999 seconds. (167 hours)

TELink 1200 – Can be set from 0 to 9,999 seconds. (167 hours)

TELink 1400 – Can be set from 0 to 9,999 seconds. (167 hours)

Answer On Ring – The ring count on which the unit will answer.

Distinctive – Unit answers to a distinctive ring only. Distinctive ring is a service provided by your local telephone company.

1…15 – 1 ring to 15 rings.

MOH Message Size – The music-on-hold message size in minutes.

Call-Back Number – The call-back number or the WCA telephone number of the user's PC. **NOTE: Dial the number as if you were dialing it from a telephone. DO NOT include dashes or spaces.** The number to be dialed may be up to 20 digits in length, including any of the following special characters:

8 or 9 Prefix – Grabs an outside line on Centrex Systems.
, (Comma) – Inserts a 2-second pause.
; (Semicolon) – Inserts an 8-second pause.
*** 67 (Star 67) –** Blocks your telephone number from caller ID's.
*** 82 (Star 82) –** Unblocks your telephone number from caller ID's

The above may not apply to all lines in all areas. Check with your local telephone provider for more information. **NOTE: Call-On-Schedule, Call-On-Demand, or both must be enabled.**

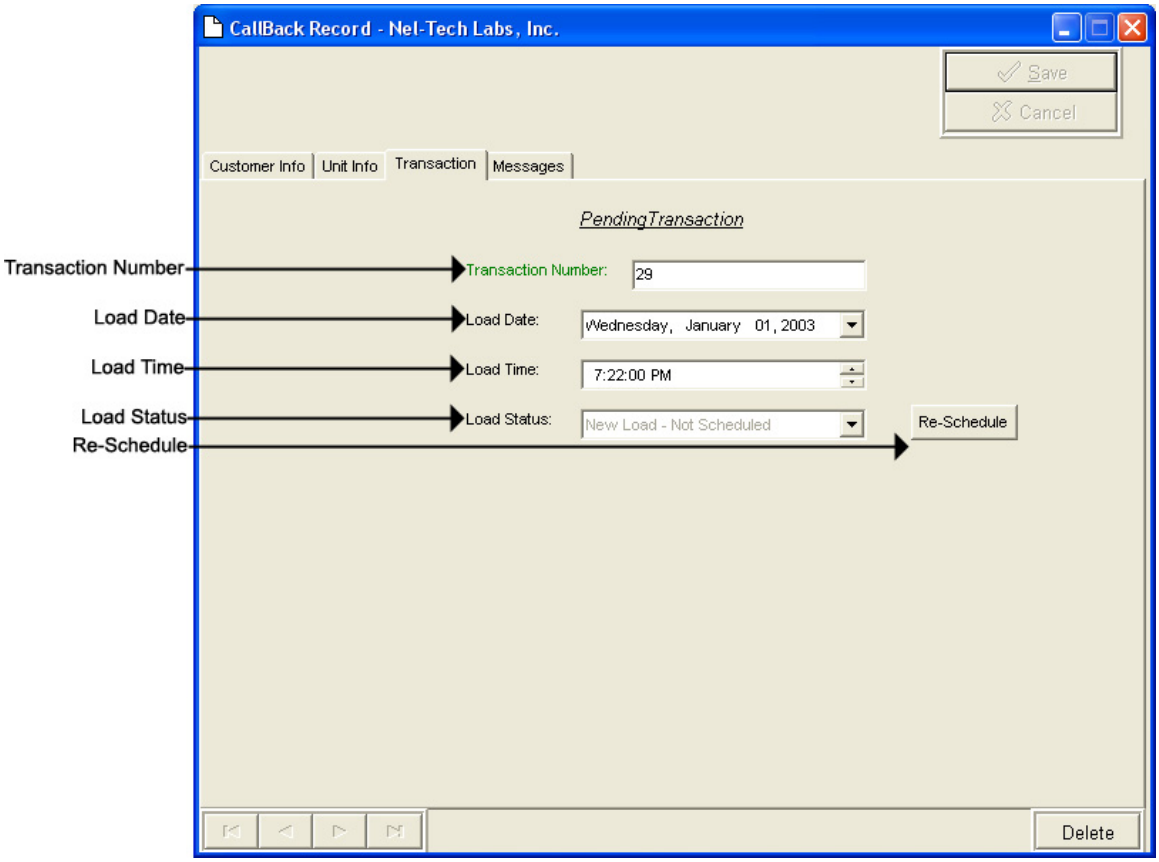
Call-Back Retries – The number of retries that the unit will attempt to connect with the user's PC in Call-On-Schedule mode. This field can be set from 0 to 99 retries. **NOTE: Call-On-Schedule must be enabled.**

Next Call-Back Date – The date you wish for the unit to initially call-back. Call-backs after the initial call-back date are loaded from the pending call-back record, not Direct Connect. **NOTE: Call-On-Schedule must be enabled.**

Next Call-Back Time – The time you wish for the unit to initially call-back. Call-backs after the initial call-back time are loaded from the pending call-back record, not Direct Connect. **NOTE: Call-On-Schedule must be enabled.**

Management – Call-Back Record – Transaction View

The Transaction View is almost identical to the Transaction View in Management. The Transaction View allows the user to change/view information about the unit's transaction number.



Transaction Number – The latest Transaction Number**. NOTE: The Transaction Number is a number incremented after every change completed in WinLink V4. It is normal for this number to get very large.**

Load Date – The run-date of the load.

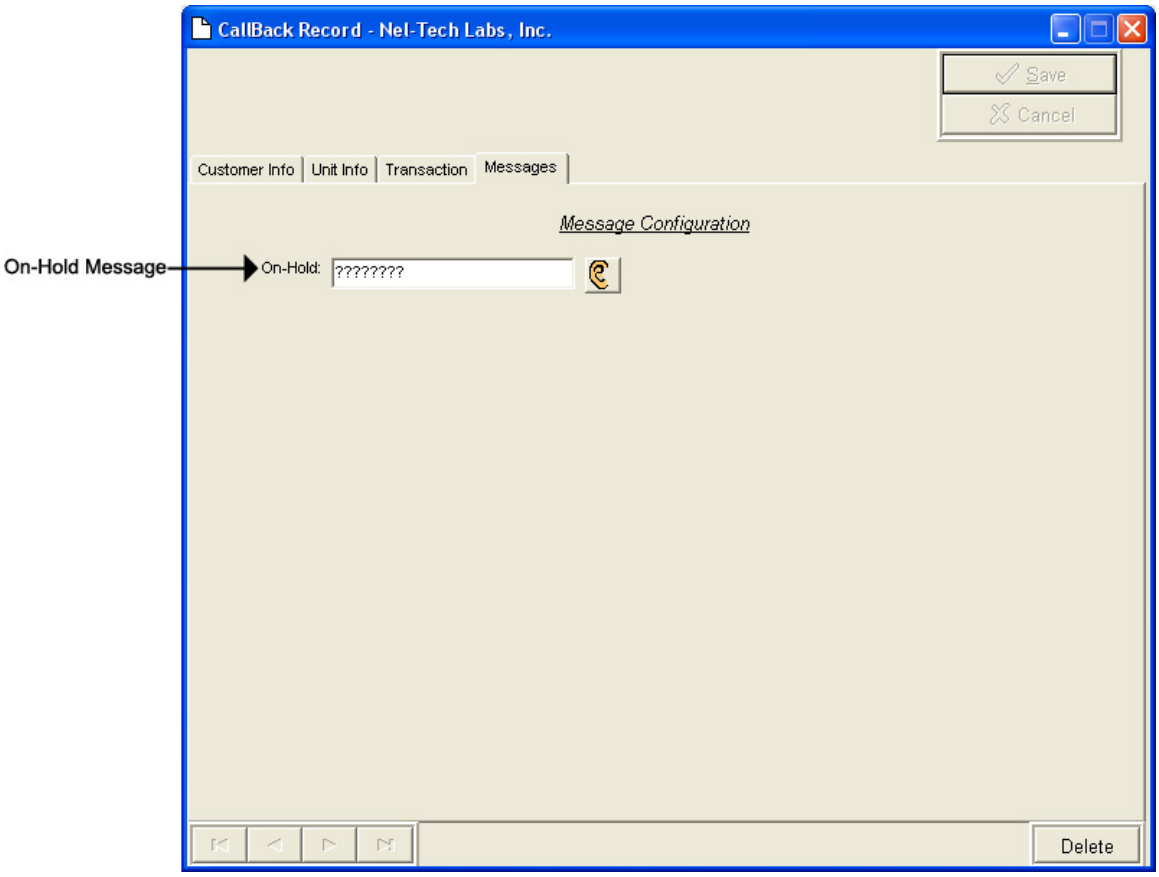
Load Time – The run-time of the load.

Load Status – The status of the load.

Re-Schedule – Click this button to activate or re-activate the load for download.

Management – Call-Back Record – Messages View

The Messages View is almost identical to the Messages View in Management and Direct Connect. It allows the user to change/view the messages. **NOTE: This window will look different for every type of unit.**



Below are your message options for the following units.

TELink 700 – 1 On Hold message. (Pictured Above)

1 On-Hold Message – Your Music On Hold message.

TELink 700 Night – 1 On-Hold message and 1 Night message.

1 On-Hold Message – Your Music On Hold message.

1 Night Message – Your Night Answer message.

TELink 750 – Up to 16 On Hold messages and 1 Music Bed message.

Up To 16 On Hold Messages – Your Music On Hold messages.

1 Music Bed Message – Your Music behind the messages.

Fade Level – Your Music to Message Fade Level.

TELink 1200 – Up to 16 On Hold messages.

Up To 16 On Hold Messages – Your Music On Hold messages.

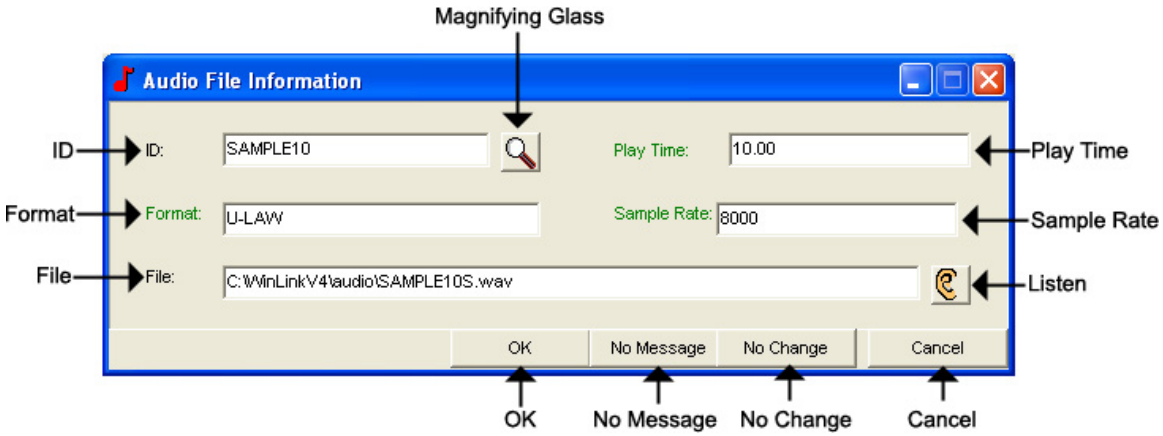
TELink 1400 – Up to 16 Left and/or Right messages.

Up To 16 Messages – Your broadcast messages.

Left – Messages play to the Left Output.

Right – Messages play to the Right Output.

To load an Audio File, double-click in the message's text box. This will open the following window.



NOTE: Your audio files must be added to the Audio Registry in Management before you can download them.

ID – The Audio ID for the following file.

Magnifying Glass – Opens the Select Audio search window.

Format – The Audio Format of the following file.

File – The location of the following file.

Listen – Opens the Audio Preview window.

Play Time – The length of the following file in seconds.

Sample Rate – The Sample Rate of the following file.

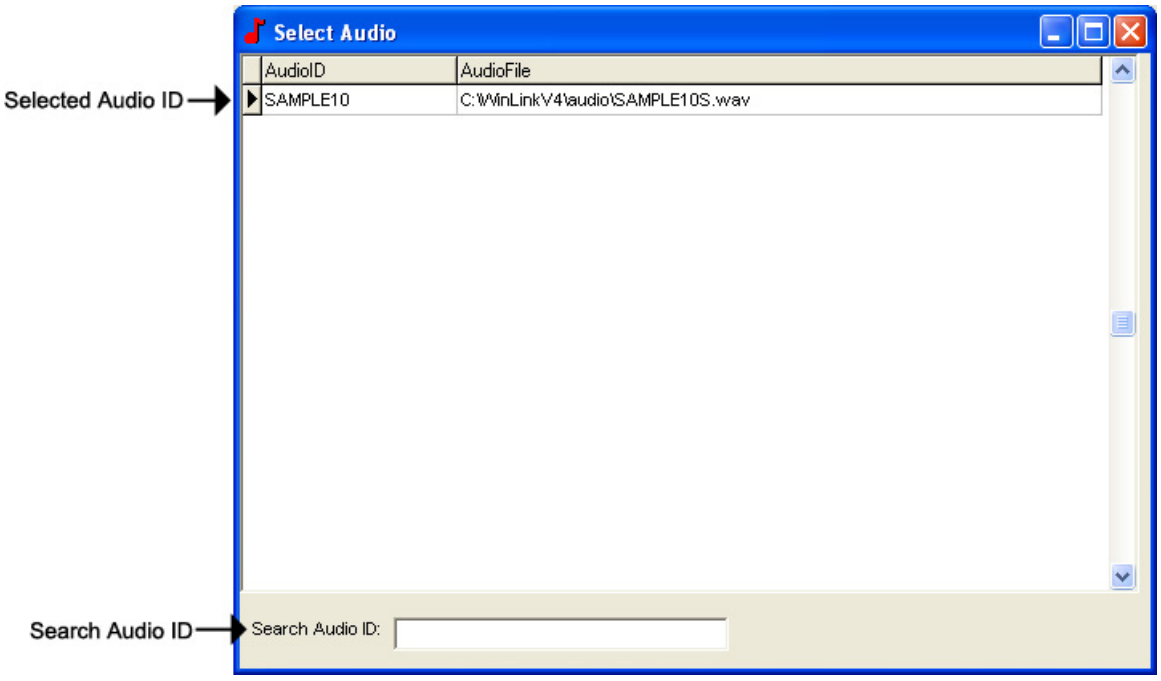
OK – Selects the following audio file for download.

No Message – Deletes the current audio file on the unit.

No Change – Leaves the current audio file on the unit.

Cancel – Closes the Audio File Information window.

To search for files in your Audio Registry, click the button. Clicking the magnifying glass will open the following search window.

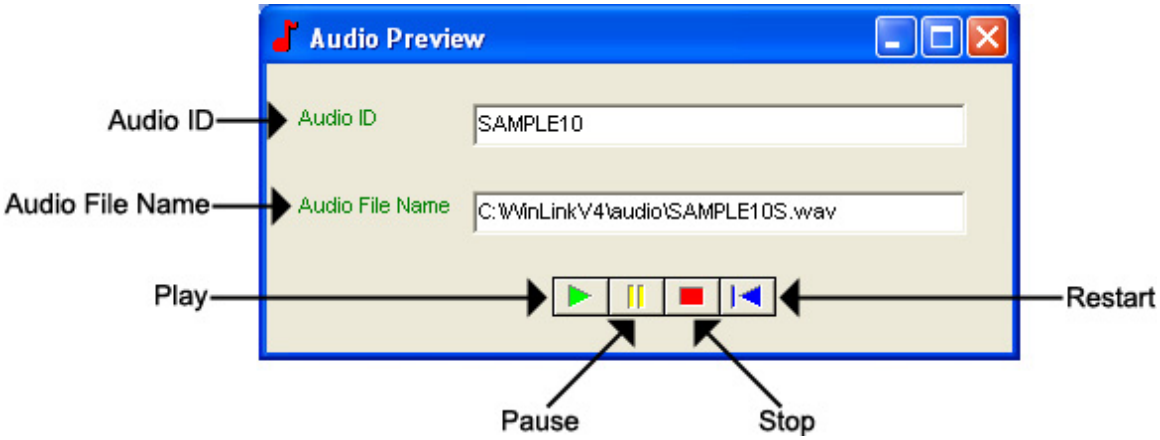


Selected Audio ID – Your selected Audio ID will have an arrow to the left of the name.

Search Audio ID – Type the name of your Audio ID to search here.

Double-click the selected Audio ID line to choose that message.

To listen to the selected Audio File, click the button. Clicking the ear will open the following preview window.



Audio ID - The Audio ID for the selected file.

Audio File Name - The location of the selected file.

Play – Starts playback of the selected file.

Pause – Pauses playback of the selected file.

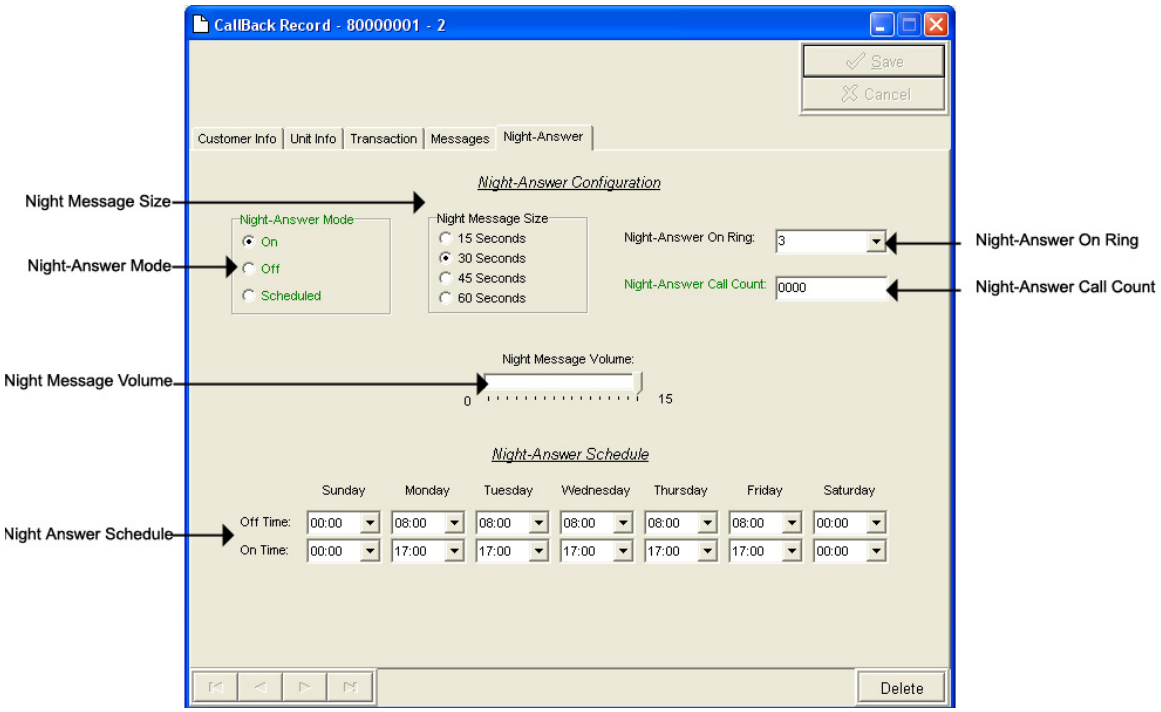
Stop – Stops playback of the selected file.

Restart – Restarts playback of the selected file.

Close this window to return to the Audio File Information window.

Management – Call-Back Record – TELink Night-Answer View

The TELink Night-Answer View is almost identical to the TELink Night-Answer View in Management and Direct Connect. It allows you to change/view TELink Night-Answer unit. Refer to your unit's User's Guide for more information.



Night-Answer Mode – TELink 700 Night-Answer Mode.

On – The Night-Answer message will always play.

Off – The Night-Answer message will never play. **NOTE: If the Night-Answer Mode is turned off, the unit will not answer. You must turn the Night-Answer mode to On by depressing the Night button on the front of the TELink to access the unit remotely.**

Scheduled – The Night-Answer message will play according to the Night-Answer Schedule.

Night Message Size – Your Night Message size.

15 Seconds – The Night Message size is 15 seconds.

30 Seconds – The Night Message size is 30 seconds.

45 Seconds – The Night Message size is 45 seconds.

60 Seconds – The Night Message size is 60 seconds.

Night-Answer On Ring – The Night-Answer Ring count.

Night-Answer Call Count – The number of times the Night Message was played since the counter was last reset.

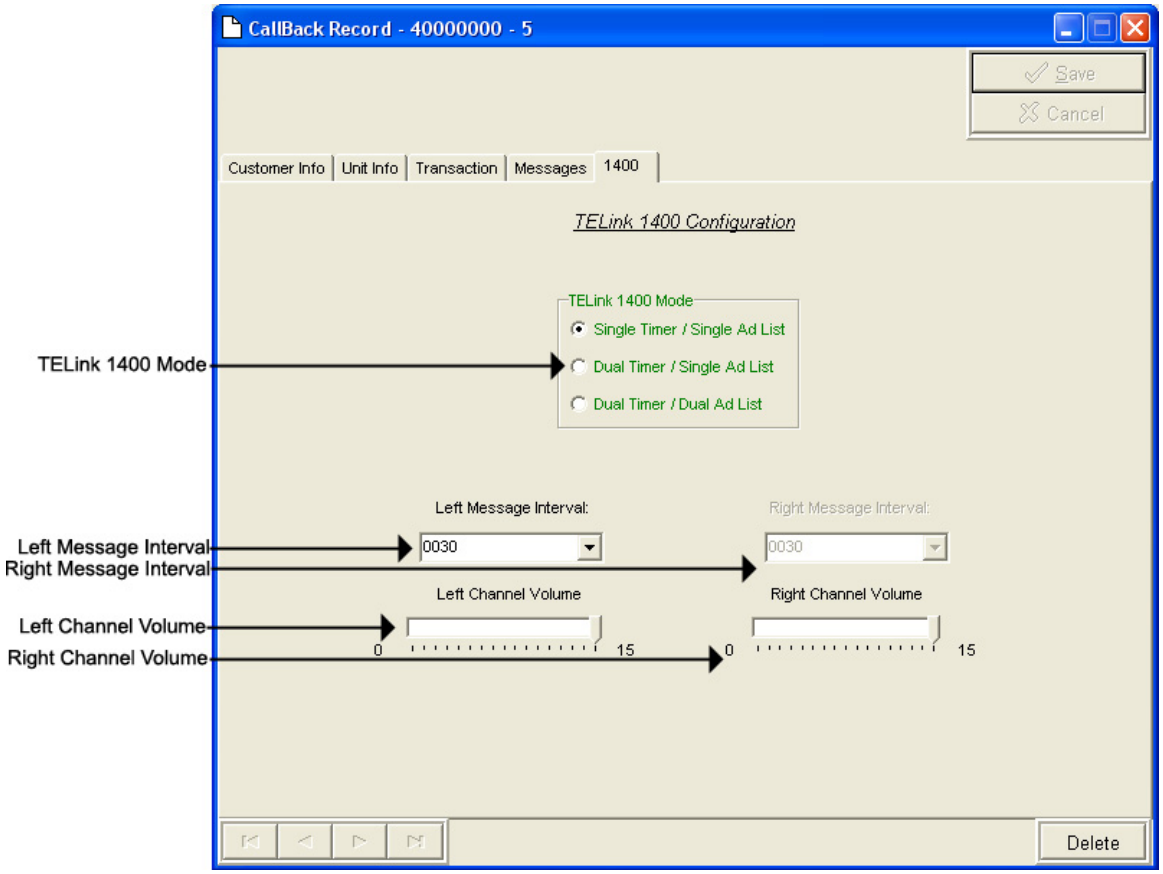
Clear Counter – Resets the Night-Answer Call Counter.

Night Message Volume – The Night Message Volume level.

Night-Answer Schedule – The Night-Answer Schedule.

Management – Call-Back Record – TELink FLASH 1400 View

The TELink 1400 FLASH View is almost identical to the TELink FLASH 1400 View in Direct Connect. It allows you to change/view a TELink 1400 FLASH unit. Refer to your unit's User's Guide for more information.



TELink 1400 Mode – TELink 1400 message configuration.

Single Timer / Single Ad List – Use this setting to have all 16 messages play out of both outputs on the same interval.

Dual Timer / Single Ad List – Use this setting to have all 16 messages play out of both outputs on different intervals.

Dual Timer / Dual Ad List – Use this setting to have 8 messages play out of the Left output and 8 messages to play out of the Right output, on different intervals.

Left Message Interval – Your Left Message Interval time.

Right Message Interval – Your Right Message Interval time.

Left Channel Volume – Your Left Message volume.

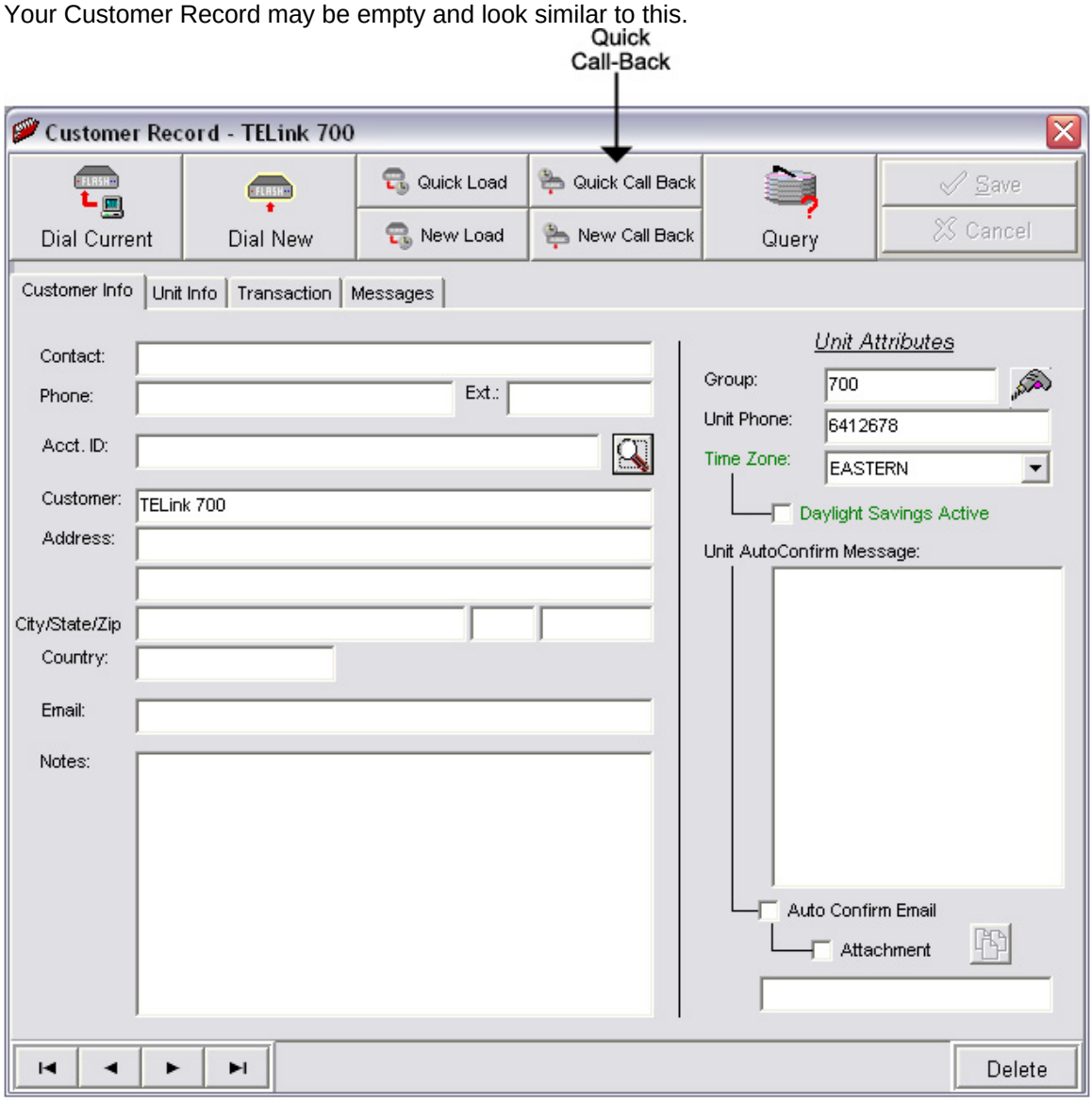
Right Channel Volume – Your Right Message volume.

Management – Quick Call-Back Record

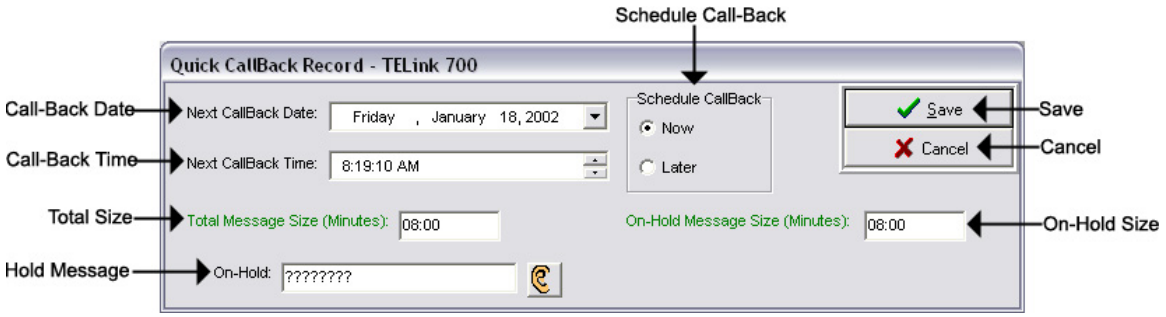
To access your Quick Call-Back Record, open your WinLink V4 Management Module:

1. Choose your **Customer** menu and select **Customers…**

Your Customer Record may be empty and look similar to this.



Your Quick Call-Back Record may look similar to this:



Save – Saves any changes. (Highlight or Red)

Cancel – Cancels any changes. (Highlight or Red)

You will notice four different colored fields in the Quick Call-Back Record:

Black – Indicates a field that can be changed.
Highlight or Red – Indicates a field that is a pending change.
Green – Indicates a field that is read only and can't be changed.
Gray – Indicates a field that is inactive on that unit.

Call-Back Date – The run-date of the load.

Call-Back Time – The run-time of the load.

Schedule Call-Back – Your Schedule Call-Back feature.

Now – Activates the current Call-Back.

Later – Creates the Call-Back but does not activate it.

Total Message Size – The Total Message Size for that unit.

On-Hold Message Size – The Individual Message Size for that unit.

Below are your message options for the following units.

TELink 700 – 1 On Hold message. (Pictured Above)

1 On-Hold Message – Your Music On Hold message.

TELink 700 Night – 1 On-Hold message and 1 Night message.

1 On-Hold Message – Your Music On Hold message.

1 Night Message – Your Night Answer message.

TELink 750 – Up to 16 On Hold messages and 1 Music Bed message.

Up To 16 On Hold Messages – Your Music On Hold messages.

1 Music Bed Message – Your Music behind the messages.

Fade Level – Your Music to Message Fade Level.

TELink 1200 – Up to 16 On Hold messages.

Up To 16 On Hold Messages – Your Music On Hold messages.

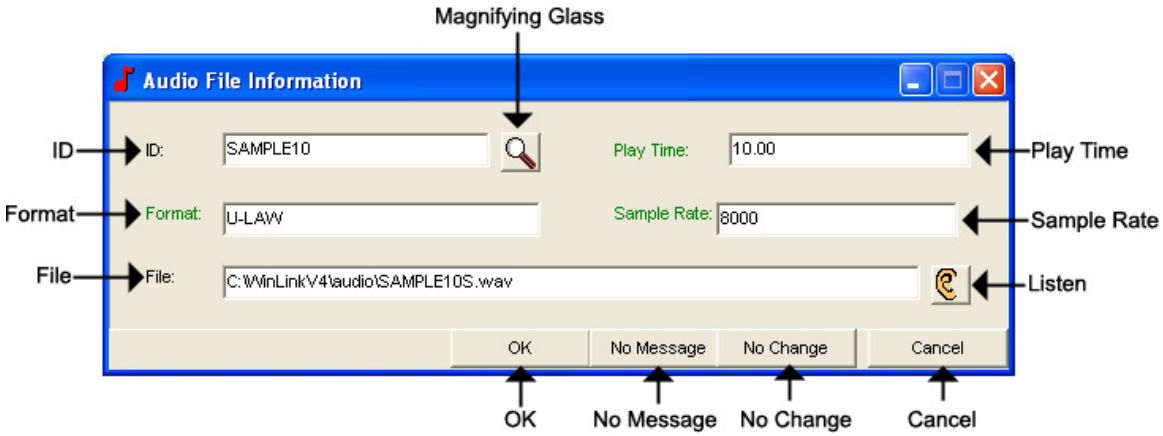
TELink 1400 – Up to 16 Left and/or Right messages.

Up To 16 Messages – Your broadcast messages.

Left – Messages play to the Left Output.

Right – Messages play to the Right Output.

To load an Audio File, double-click in the message's text box. This will open the following window:



NOTE: Your audio files must be added to the Audio Registry in Management before you can download them.

ID – The Audio ID for the following file.

Magnifying Glass – Opens the Select Audio search window.

Format – The Audio Format of the following file.

File – The location of the following file.

Listen – Opens the Audio Preview window.

Play Time – The length of the following file in seconds.

Sample Rate – The Sample Rate of the following file.

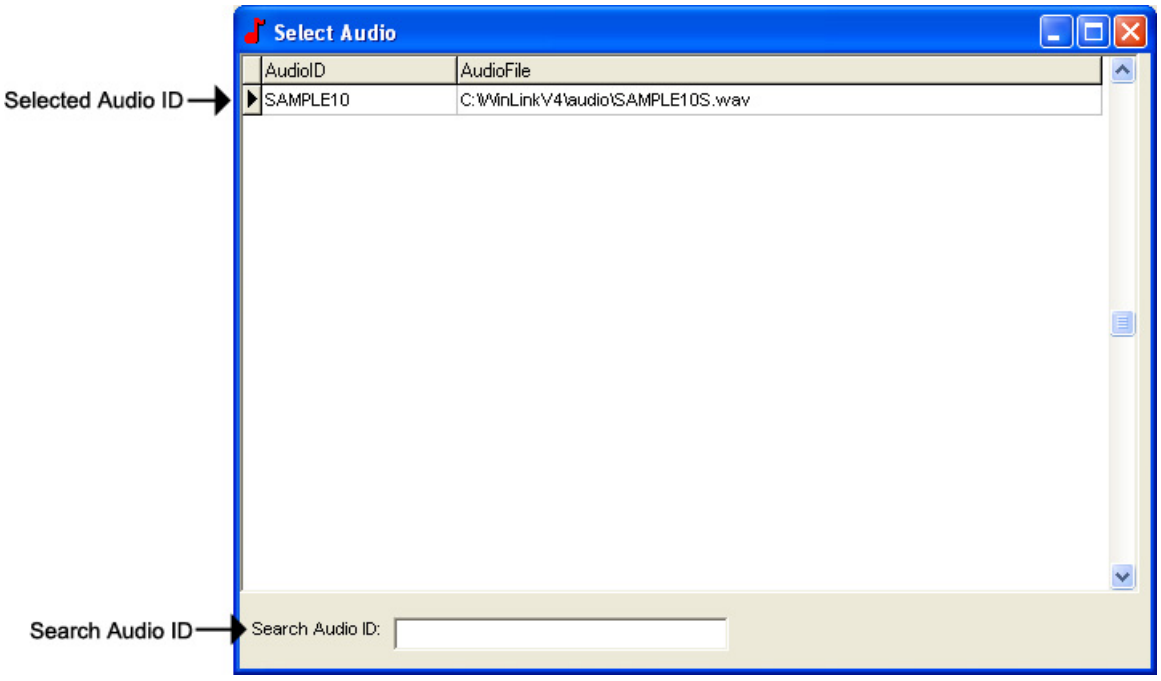
OK – Selects the following audio file for download.

No Message – Deletes the current audio file on the unit.

No Change – Leaves the current audio file on the unit.

Cancel – Closes the Audio File Information window.

To search for files in your Audio Registry, click the button. Clicking the magnifying glass will open the following search window.

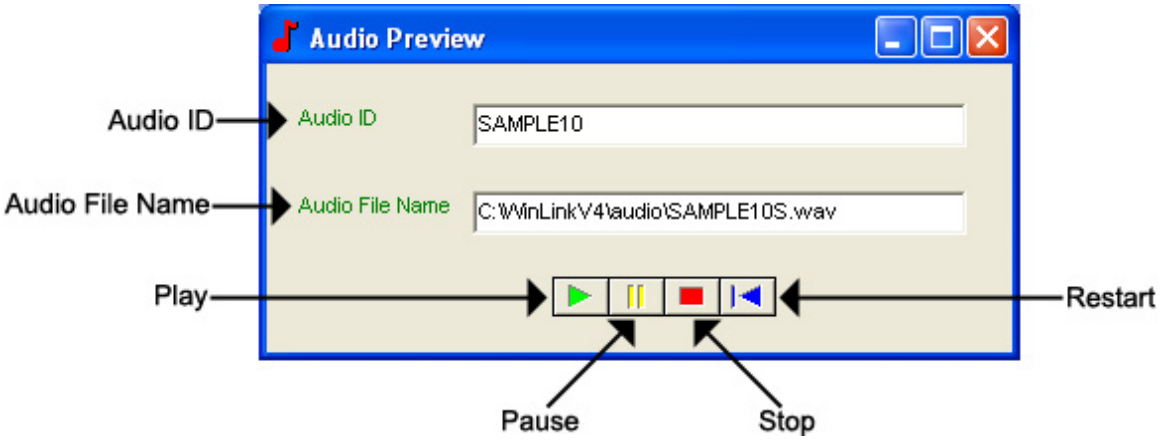


Selected Audio ID – Your selected Audio ID will have an arrow to the left of the name.

Search Audio ID – Type the name of your Audio ID to search here.

Double-click the selected Audio ID line to choose that message.

To listen to the selected Audio File, click the button. Clicking the ear will open the following preview window.



Audio ID - The Audio ID for the selected file.

Audio File Name - The location of the selected file.

Play – Starts playback of the selected file.

Pause – Pauses playback of the selected file.

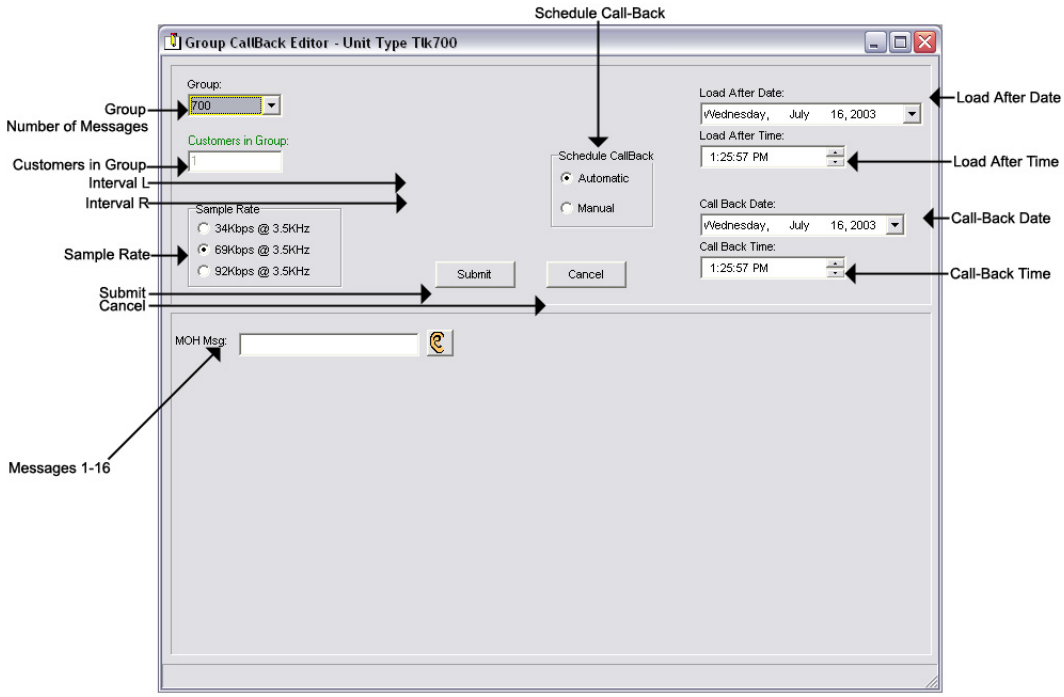
Stop – Stops playback of the selected file.

Restart – Restarts playback of the selected file.

Close this window to return to the Audio File Information window.

Management – Group Call-Back Editor

The Group Call-Back Editor allows you to schedule a Call-back for an entire group of Customers.



Group – The name of the group in which you wish to create a Group Call-Back for.

Number of Messages – The number of messages you wish to have for the selected group.

Customers in Group – The total number of Customers in the selected group.

Interval L – Your Left Message Interval time.

Interval R – Your Right Message Interval time.

Sample Rate – The Sample Rate at which the unit samples the audio. A higher Sample Rate will give you a better sound quality but will sacrifice memory capacity and vice-versa.

34 kbps – Gives you your full memory capacity.

69 kbps – Reduces your full memory capacity by one half.

92 kbps – Reduces your full memory capacity by 3/8's.

For example, a standard 16 minute unit will give you 16 minutes at 34 kbps, 8 minutes at 69 kbps, and 6 minutes at 92 kbps.

Submit – Submits the Group Call-Back for download.

Cancel – Cancels the Group Call-Back for download.

Messages 1-16 – The messages you wish for the entire group to use.

Music Bed – The Music Bed you wish for the entire group to use.

Greeter Message Table – The Message Configuration you wish for the entire group to use.

Call-Back Date – The date you wish the units to call-back. **NOTE: Call-On-Schedule must be enabled.**

Call-Back Time – The time you wish the units to call-back. **NOTE: Call-On-Schedule must be enabled.**

Load After Date – The date on which the Call-Back should be active.

Load After Time – The time at which the Call-Back should be active.

Schedule Call-Back – The Schedule Call-Back feature.

Automatic – Activates all Call-Backs in the Group.

Manual – Creates Call-Backs but does not activate them.

Below are your message options for the following units.

TELink 700 – 1 On Hold message. (Pictured Above)

1 On-Hold Message – Your Music On Hold message.

TELink 700 Night – 1 On-Hold message and 1 Night message.

1 On-Hold Message – Your Music On Hold message.

1 Night Message – Your Night Answer message.

TELink 750 – Up to 16 On Hold messages and 1 Music Bed message.

Up To 16 On Hold Messages – Your Music On Hold messages.

1 Music Bed Message – Your Music behind the messages.

Fade Level – Your Music to Message Fade Level.

TELink 1200 – Up to 16 On Hold messages.

Up To 16 On Hold Messages – Your Music On Hold messages.

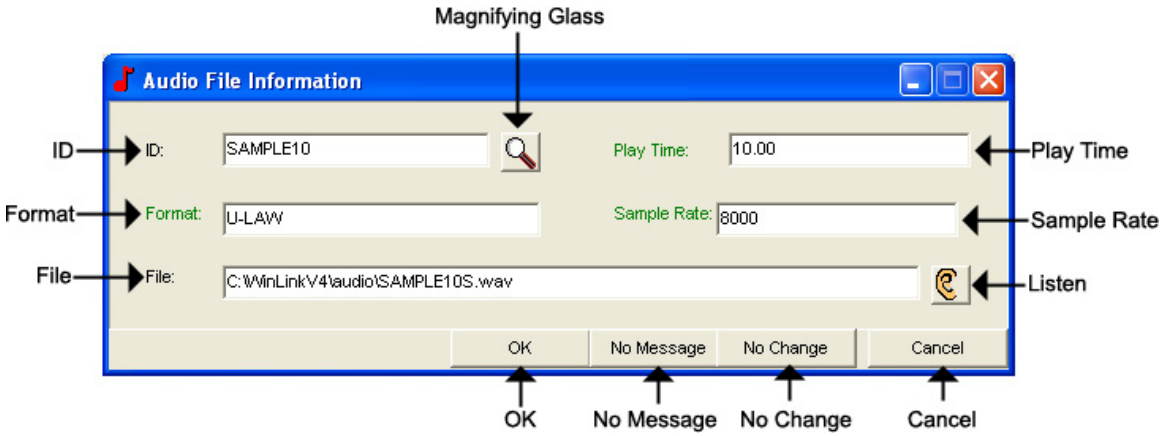
TELink 1400 – Up to 16 Left and/or Right messages.

Up To 16 Messages – Your broadcast messages.

Left – Messages play to the Left Output.

Right – Messages play to the Right Output.

To load an Audio File, double-click in the message's text box. This will open the following window:



NOTE: Your audio files must be added to the Audio Registry in Management before you can download them.

ID – The Audio ID for the following file.

Magnifying Glass – Opens the Select Audio search window.

Format – The Audio Format of the following file.

File – The location of the following file.

Listen – Opens the Audio Preview window.

Play Time – The length of the following file in seconds.

Sample Rate – The Sample Rate of the following file.

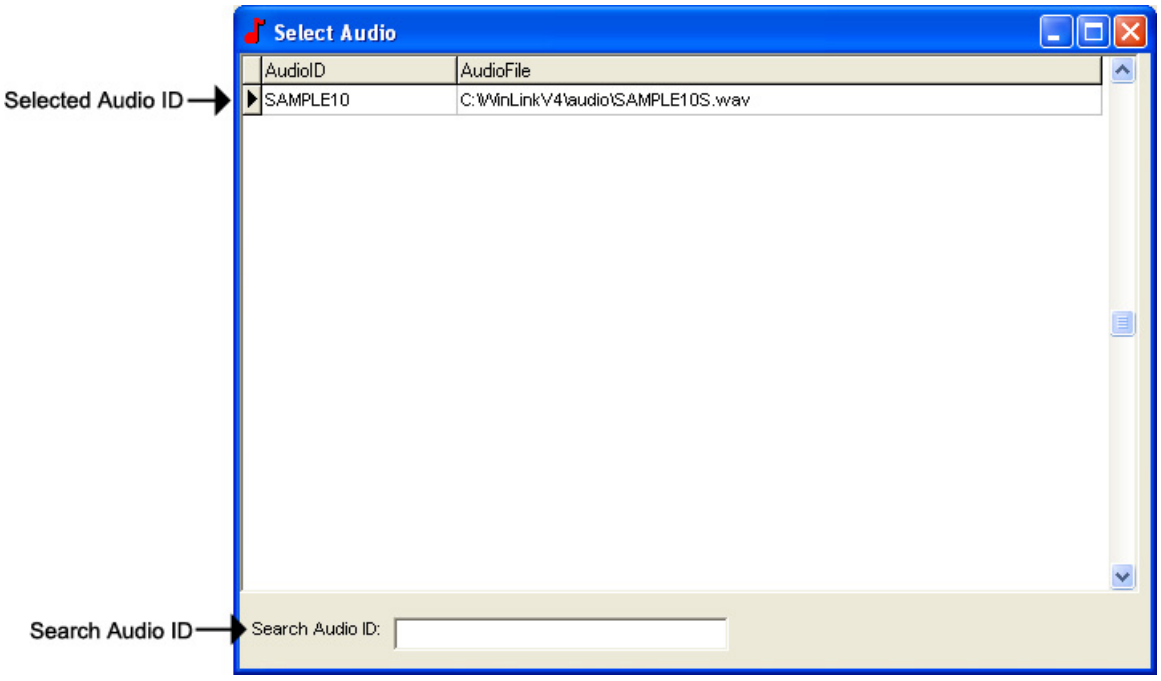
OK – Selects the following audio file for download.

No Message – Deletes the current audio file on the unit.

No Change – Leaves the current audio file on the unit.

Cancel – Closes the Audio File Information window.

To search for files in your Audio Registry, click the button. Clicking the magnifying glass will open the following search window.

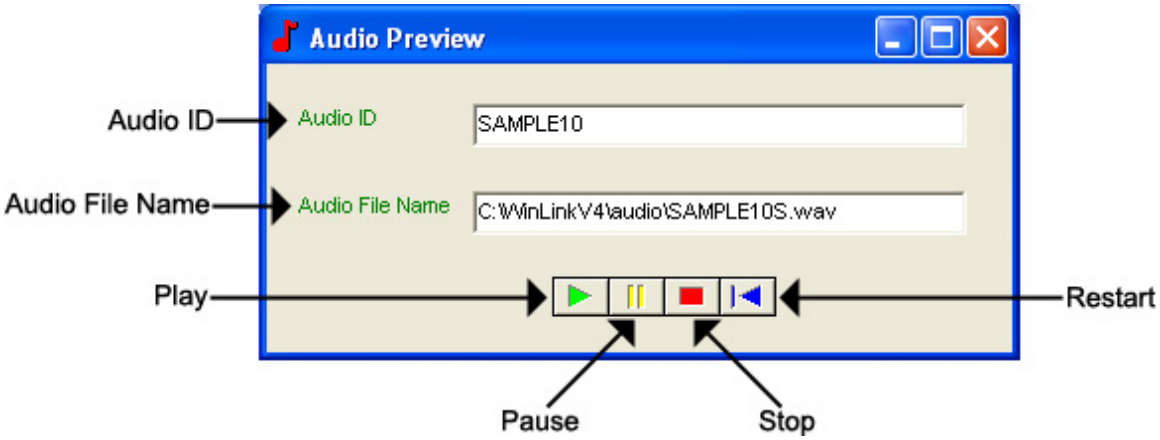


Selected Audio ID – Your selected Audio ID will have an arrow to the left of the name.

Search Audio ID – Type the name of your Audio ID to search here.

Double-click the selected Audio ID line to choose that message.

To listen to the selected Audio File, click the button. Clicking the ear will open the following preview window.



Audio ID - The Audio ID for the selected file.

Audio File Name - The location of the selected file.

Play – Starts playback of the selected file.

Pause – Pauses playback of the selected file.

Stop – Stops playback of the selected file.

Restart – Restarts playback of the selected file.

Close this window to return to the Audio File Information window.

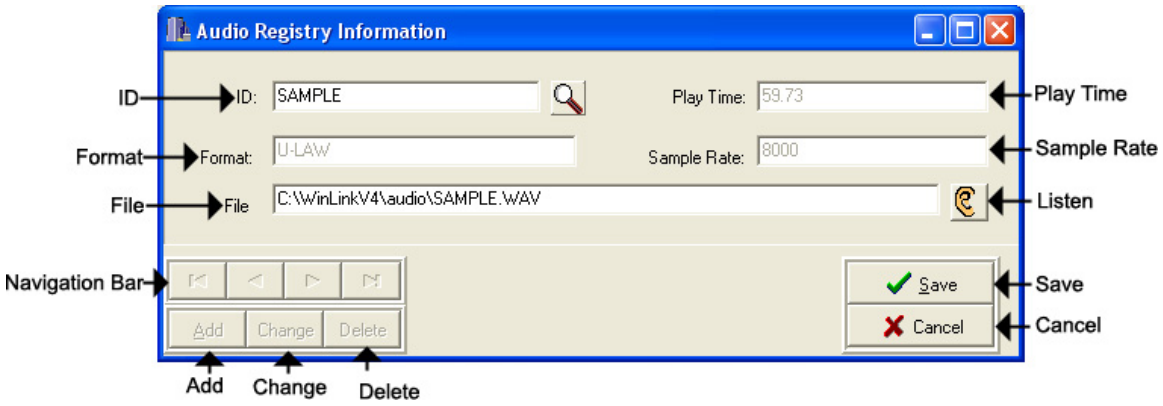
Management – Audio Registry

The Audio Registry in Management is where you must register every audio file before it is downloaded. The Audio Registry is a mapping between the WinLink Audio ID and the actual Windows file location.

To access your Audio Registry, open your WinLink V4 Management Module:

1. Choose your **Audio** menu and select **Audio Registry…**

Your Audio Registry will look similar to this:



ID – The Audio ID for the following file.

Magnifying Glass – Opens the Select Audio search window.

Format – The Audio Format of the following file.

File – The location of the following file.

Listen – Opens the Audio Preview window.

Play Time – The length of the following file in seconds.

Sample Rate – The Sample Rate of the following file.

Navigation Bar – Allows you to browse through your Audio Registry.

Add – Adds the selected audio file to the Audio Registry.

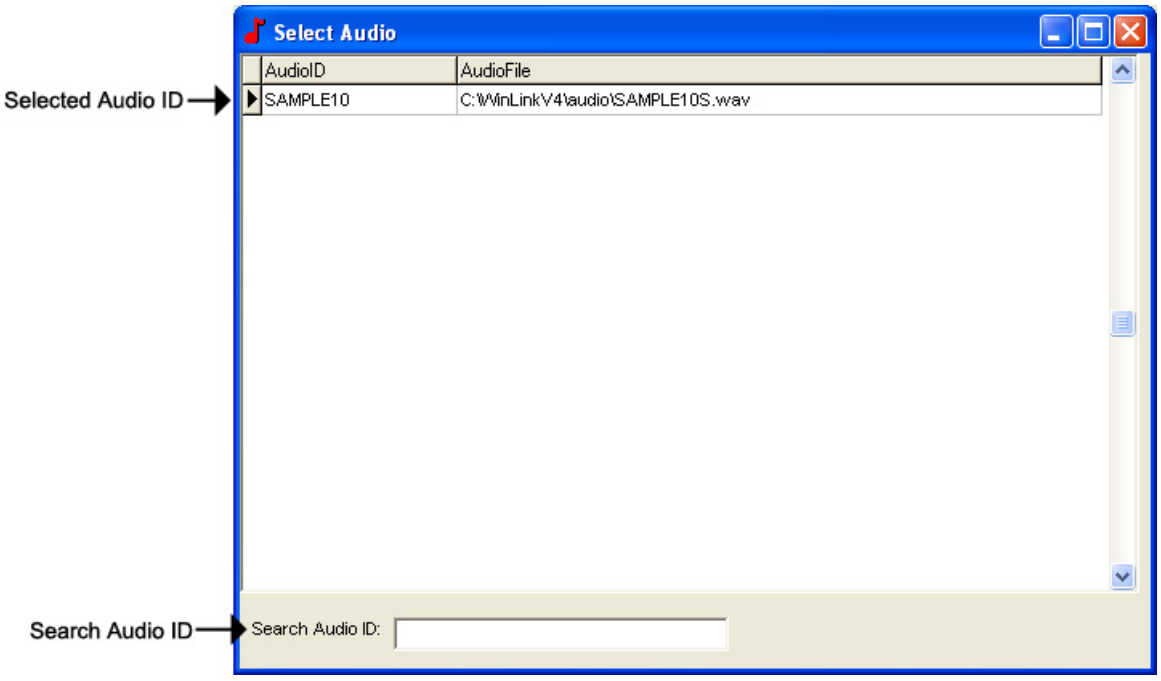
Change – Changes the selected audio file to the Audio Registry.

Delete – Deletes the selected audio file from the Audio Registry.

Save – Saves changes made to the Audio Registry.

Cancel – Cancels changes made to the Audio Registry.

To search for files in your Audio Registry, click the button. Clicking the magnifying glass will open the following search window:

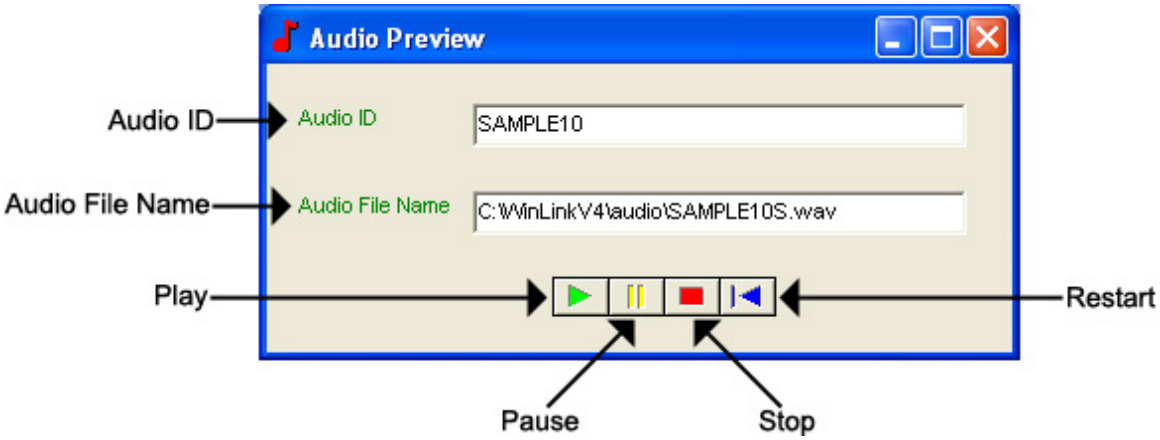


Selected Audio ID – Your selected Audio ID will have an arrow to the left of the name.

Search Audio ID – Type the name of your Audio ID to search here.

Double-click the selected Audio ID line to choose that message.

To listen to the selected Audio File, click the button. Clicking the ear will open the following preview window:



Audio ID - The Audio ID for the selected file.

Audio File Name - The location of the selected file.

Play – Starts playback of the selected file.

Pause – Pauses playback of the selected file.

Stop – Stops playback of the selected file.

Restart – Restarts playback of the selected file.

4.2 WinLink V4 Distribution Module

Distribution

The Distribution Application carries out the instructions placed in the Load Table, and is the application that receives the calls that result from the unit's Call Back features. Once the Distribution Application is running, no further interaction with the user is necessary and the application runs continuously until stopped by the user.

The Distribution Application can be configured to support up to four simultaneous calls. Each call is carried out over a phone line and WCA connected directly to the PC that we refer to as a channel. The Distribution Application allows channels to be configured as In Bound, Out Bound or I/O (In Bound/Out Bound), controlling whether Loads, Call Backs or both are to be performed. This flexibility allows the dealer to configure the channels to best meet particular requirements.

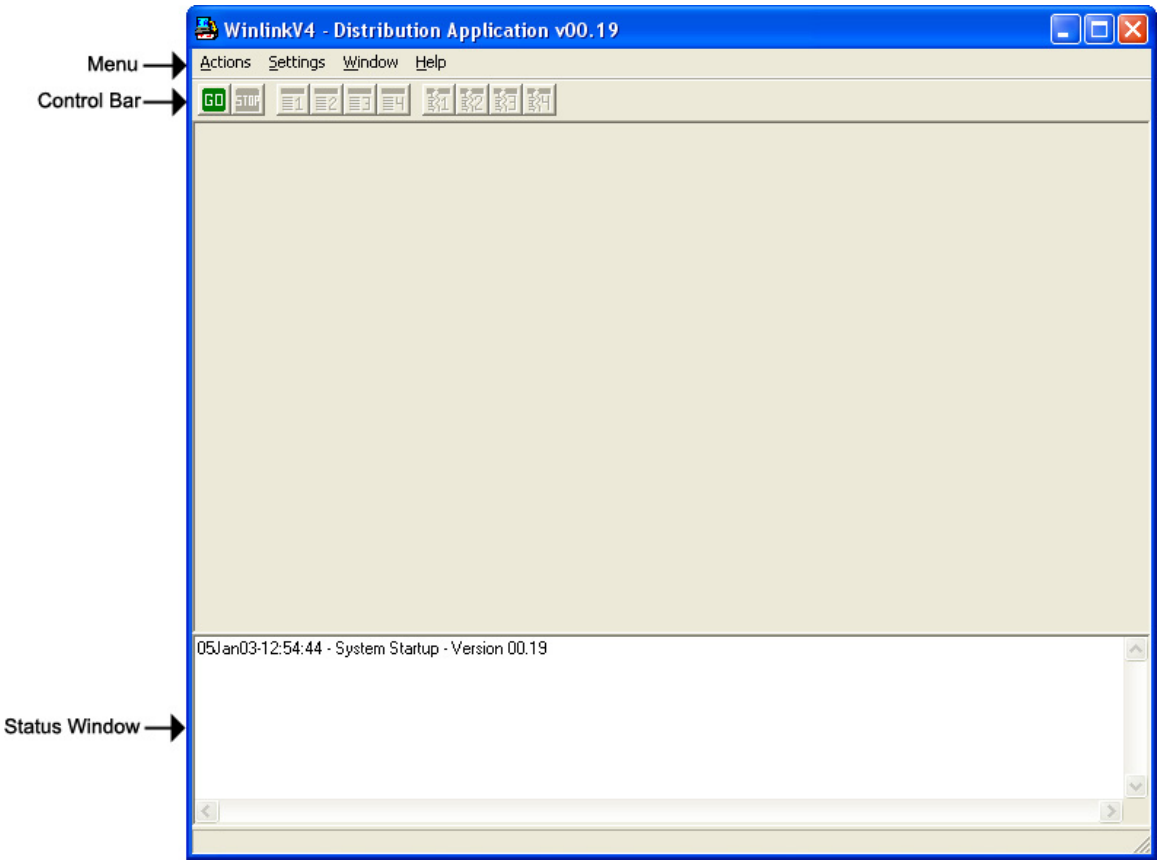
Once running, each active channel configured for Out Bound or I/O use continuously searches the Load Table for Loads with elapsed "Load After" dates and times. If an elapsed Load is found, the channel next makes a local copy of any audio files needed for that Load. After fetching the local copies, the channel places the call and downloads the audio and any Setting changes listed in the scheduled Load.

When receiving an incoming call, the Distribution Application searches the Call Back Table to determine if the calling unit has a scheduled Call Back with elapsed "Load After" date and times. If an elapsed Call Back is found, the channel makes a local copy of any audio files needed for that Call Back. After fetching the local copies, the channel then downloads the audio and any Setting changes listed in the scheduled Call Back. If the calling unit does not have a scheduled Call Back, or its scheduled Call Back has yet to elapse, the channel then searches the Customer Table to determine whether the call is from a new or existing unit. If the call is from an existing unit, it is made to match the information in the Customer Table by downloading or deleting any messages and changing any Settings necessary. If the call is from a new unit it is made to match the information in the Default Records for the unit's type by downloading or deleting any messages and changing any necessary Settings.

After each successful TELink Load or Call Back, the Distribution Application marks the Load as successful and updates the information in the Customer Table to reflect the actual information contained in the remote TELink unit. If the Load or Call Back was unsuccessful, the application reschedules or marks the Load or Call Back as an error based on the reason for the failure: problems like a busy signal are rescheduled while problems arising from missing audio files are not. The Distribution Application also keeps a log of activity in a file (c:\winlinkv4\winlinkda.log). This file provides considerable information useful in tracing both successful and unsuccessful Loads or Call Backs.

Distribution Window

The Main Window contains a row of Control Bar buttons and a Status Window. To start Management, open your WinLink V4 Distribution Module. Your Distribution window will appear and look like this:



Distribution is composed of the following four main menus:

Actions Menu – Allows access to your Customer Record and Groups.

Start All – Starts all the configured Distribution Channels

Stop All – Stops all running Distribution Channels. All Channels must finish the current transaction before closing.

Start – Starts a specific Distribution Channel 1 – 4.

Stop – Stops a specific Distribution Channel 1 – 4.

Exit – Exits the Distribution Application. All Channels must be stopped before exiting.

Settings Menu – Allows access to your Loads.

Channel Settings - Opens the Channel Settings to allow individual setting of each channel.

System Settings - Opens the Administration Settings windows to allow viewing of certain System Settings.

Window Menu – Allows access to your Call-Backs.

Arrange - Arranges Channel windows side-by-side so they are all fully visible.

Cascade - Layers Channel windows on top of each other so their title bars are visible.

Help Menu – Allows access to your Audio Registry.

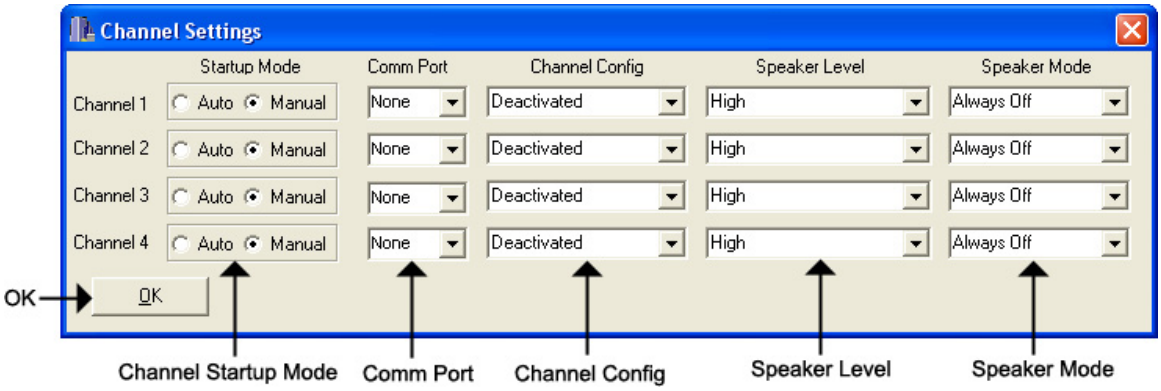
Contents - Starts Window's help utility and gives a list of contents for the TELink Applications help.

Check Update – Checks for the latest version.

About - Displays version and copyright information.

Channel Settings

Channel Settings allows you to set each channel. Your Channel Settings Window will look similar to this:



Startup Mode – Your channel's Startup Mode.

Auto – Automatically starts the channel when Distribution is opened.

Manual – Starts the channel manually.

Comm Port – Your channel's WCA Comm Port.

Channel Config – Your channel's operation.

Inbound – Sets the channel to answer Call-Backs only.

Outbound – Sets the channel to dial Loads only.

Inbound & Outbound – Sets the channel to answer Call-Backs and dial Loads.

Deactivated – Deactivates the channel.

Speaker Level – Your channel's Speaker Level.

Off – The Speaker is turned off.

Low – The Speaker Volume is set to Low.

Medium – The Speaker Volume is set to Medium.

High – The Speaker Volume is set to High.

Speaker Mode – Your channel's Speaker Mode.

Always Off – The Speaker is always turned off.

On Until Connect – The Speaker remains on until you are connected with the unit.

Always On – The Speaker is always turned on.

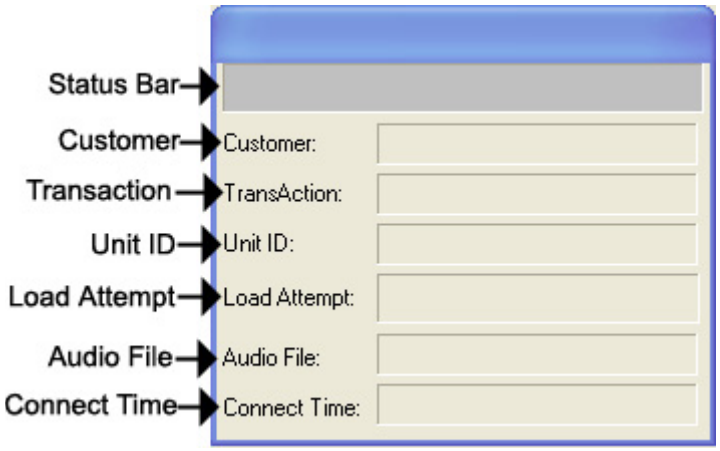
On During Answer & Download – The Speaker remains on until you are connected with the unit and while downloading.

On During Download – The Speaker remains on while downloading only.

Channel Windows

Channel Windows are created when you start a channel. These windows have the channel name and number at the top, a status bar showing the specific state of the channel, and an animated icon indicating communication flow between the System Controller and the WCA for that channel. The Channel Windows display information pertaining to the channel's status.

Your Channel Windows will look similar to this.



Status Bar – Displays the current Channel Status.

Customer – Displays the Customer currently downloading.

Transaction – Displays the Transaction # currently downloading.

Unit ID – Displays the Unit ID currently downloading.

Load Attempt – Displays the Unit's Load Attempt.

Audio File – Displays the Audio File currently downloading to that unit.

Connect Time – Displays the Connect Time to that unit.

Channel Status Indications

Below is a list of Status Indications you may see in your Status Bar while downloading.

Channel Status	Description
Line Idle	Channel is waiting for an incoming call and/or there are no scheduled loads.
Search xxxx	Out Bound - The Distribution Application is searching the Load Table for next scheduled load.
Line Dialing	Out Bound - System is dialing a unit.
Line Failed	There was a Modem or Telephone line failure. The Distribution Application will attempt to restart the channel in one hour.
Line Halted	The Channel has been stopped.
Line Answer	In Bound - In the process of answering an incoming call
Incoming New	In Bound - Call from a new TELink Unit not currently registered in your database
Scheduled Load	Out Bound - Performing a scheduled download
Power Up Load	In Bound - Call from a Registered TELink unit, found no schedule Call Back
Fetching Audio Files	Channel in the process of caching the audio files for download
No Carrier	Line was answered but never received Modem Data Carrier
No Dial Tone	Modem started to place call but no dial tone was detected
Busy	Call dialed but line was busy
No Answer	Call Dialed but never answered
Answer Time-out	Line rang but never answered
Line Active	System is communicating with a remote unit.
Comm Port Failure	Problem with PC communications port
Modem Failure	Problem with WCA
Loading Audio	The system is transferring audio information to a remote unit.
Acquiring Data Session	After downloading an audio message, Controller & TELink Unit must reestablish data communications.
Call Complete	The current call is complete. This channel will shortly become available
Modem Ver Error	The WCA software is an early version. Upgrade.
Modem Problem	Controller PC not communicating with the WCA
Line – Out Of Service	The channel has been configured but not activated.
Incoming ID Error	Remote TELink call-back data communications problem
Comm Link Failure	Excessive error in communicating with a Remote TELink - Noisy line?
Copyright Missing	Remote unit Not a TELink unit

No Default Record	Cannot find the default unit record
Modem Init Error	WCA not responding properly
Login Fail - ID	Remote TELink data communications problem
Audio File Problem	Problem in fetching or copying audio file
Audio Copy Problem	Problem copying audio file to local cache
Comma Failure	Communications problem
Channel Halted	Distribution Channel shutdown

Log File

The Distribution Application keeps a detailed log of each transaction it processes. Viewing the log file c:\winlinkv4\winlinkda.log with a text viewer such as Notepad provides the user with additional information on system operation.

Below is a sample log file.

```
05Jan03-14:48:01 - System Startup - Version v00.19
05Jan03-14:48:01 - Starting Channel 2
05Jan03-14:48:42 - Starting Channel 1
05Jan03-14:54:17 - Line 1; UnitID: 50000000 ; Trans#: 113 - Ad 1: TEST0180
05Jan03-14:54:23 - Line 1; UnitID: 50000000 ; Trans#: 113 - Delete Ad Slot 2
05Jan03-14:54:35 - Line 1; UnitID: 50000000 ; Trans#: 113 - Load Successful
05Jan03-14:55:00 - Line 2; UnitID: 50000000 ; Trans#: 115 - Ad 1: TEST0045
05Jan03-14:55:05 - Line 2; UnitID: 50000000 ; Trans#: 115 - Delete Ad Slot 2
05Jan03-14:55:17 - Line 2; UnitID: 50000000 ; Trans#: 115 - Load Successful
05Jan03-14:57:16 - Line 2; UnitID: 50000000 ; Trans#: 116 - Ad 1: TEST0045
05Jan03-14:57:21 - Line 2; UnitID: 50000000 ; Trans#: 116 - Delete Ad Slot 2
05Jan03-14:57:33 - Line 2; UnitID: 50000000 ; Trans#: 116 - Load Successful
```

Using The Log File

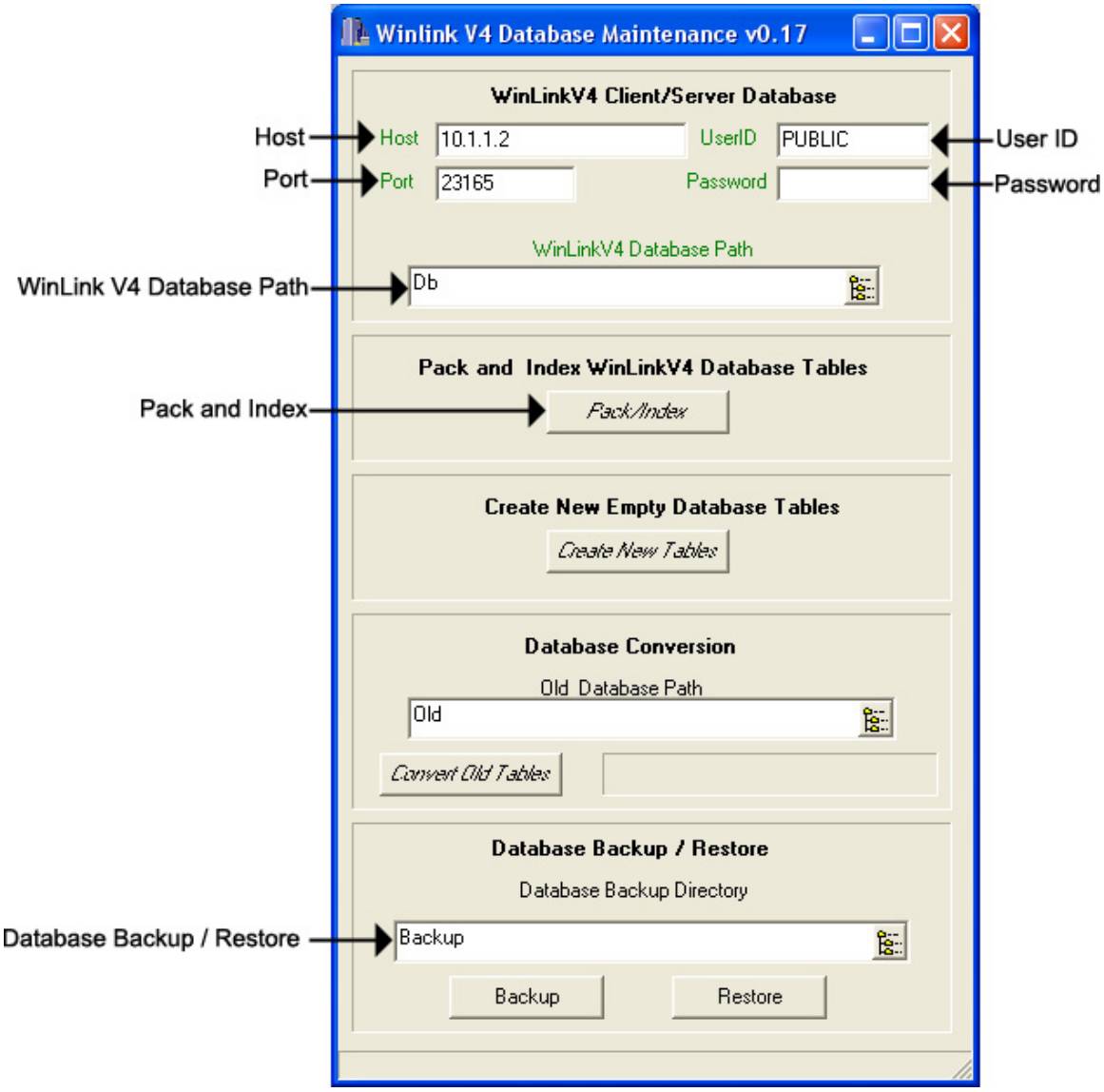
The Distribution Application log presents, in detail, information about each transaction. The log file c:\winlinkv4\winlinkda.log is automatically created if it doesn't exist and is continuously appended if it does exist. Considerable information about the success of the run and reasons why units failed to load can be seen here. The best use of the log can be achieved if the log file is deleted prior to beginning a run and examined after the run. This way, the log should be small enough to be viewed with standard windows text editors such as Notepad or Write . Should the log file become larger than Notepad or Write can open, another commercial windows text file editor may be required. **NOTE: When opening the log file with Write, do not convert the file.**

CHAPTER 5 – DB Maintenance

5.1 WinLink V4 DB Maintenance

WinLink V4 has a Database Maintenance utility.

To start your WinLink V4 Maintenance, open WinLink V4 Maintenance on the WinLink V4 Client Module. The WinLink V4 Maintenance window will look similar to this:



Host – The Name or IP Address of the WinLink V4 Server Module. **NOTE: You cannot change this field. You must set this in the WinLink V4 Config.**

User ID – The WinLink V4 Server Module's User Name. **NOTE: You cannot change this field. You must set this in the WinLink V4 Config.**

Password – The WinLink V4 Server Module's Password. **NOTE: You cannot change this field. You must set this in the WinLink V4 Config.**

Port – The WinLink V4 Server Module's Port. **NOTE: You cannot change this field. You must set this in the WinLink V4 Config.**

Pack and Index – Click here to Pack and Re-Index your databases.

Database Backup / Restore – Click here to Backup / Restore to or from the Backup directory. **NOTE: You must first create a New Folder called Backup in your WinLink V4 Server's C:\CodeBase\Server directory.**

Packing and Re-Indexing re-organizes the structure of your database. It is recommended that this process is completed at least **once per week**.

Backing Up your database makes exact copies of your databases and places them into the Backup folder. It is recommended that this process is completed at least **once per day**.

Restoring your databases may be necessary if you encounter problems within the WinLink V4 program. It is recommended that this process is completed **only when you experience database problems**.

Daily Backups

As always, it is imperative that your WinLink V4 Server Module be installed on a machine that is running external daily backups of your **C:\CodeBase\Server** directory. **NOTE: As of January 1, 2003, Nel-Tech Labs, Inc. will no longer support dealers with database problems if they have failed to perform back-ups on a daily basis!**

CHAPTER 6 – How Do I…?

6.1 Add a New TELink Unit to my Database?

Simply calling the unit with Direct Connect automatically creates a new record for the particular unit. The record contains the unit's current configuration and status, as well as the phone number where the unit is installed. While on-line with the unit, selecting the **Customer Info** tab allows you to add specific information about the customer, voice phone number, and company name and address.

Units ship from the factory with Fax Share disabled. If the installation requires the unit to share the line with a fax machine, be sure to enable the option. Turn off or disconnect the fax machine, go on-line with the unit, select the **Unit Info** tab and enable the option.

Units ship from the factory without containing a Call Back number and with the Call Back options disabled. To activate the Call On Power feature, the option must be enabled. While on-line with the unit, select the **Unit Info** tab and enable the option. In addition to activating the option, a valid Call Back number must be entered. While on-line with the unit, select the **Unit Info** tab. Enter the phone number of the System Controller, be sure to enter any access code (like 9) and area codes as necessary. After the number is entered, select **Confirm Call-Back** and the System Controller disconnects the session with the remote TELink unit. The Controller waits for the remote TELink unit to place a call back to the System Controller. If the Controller does not receive the call before timing out, a warning is issued indicating that the Call Back number entered into the unit is not verified. The user may then reconnect to the unit to check or change the Call Back number.

The Call Back number verification process may fail for a number of reasons;

1. The Call Back number is entered incorrectly.
2. The phone line blocks out long distance calls.
3. Number(s) must be dialed to get outside line.

The verification process must be completed without any warnings or errors before the features become active. This prevents the unit from retrying an incorrect phone number multiple times. Once the verification process completes, it is safe to log off the TELink unit.

6.2 Schedule Loads and Call-Backs?

The first step in scheduling Loads or Call-Backs is adding the unit to the database using Direct Connect. Once the unit is in the database you can open the Management application and schedule.

To schedule a Load or Call Back open the appropriate Customer in the Customer Record and click **New Load or New Call-Back.** Once the new Load or Call Back record has been created, the user may edit it as needed. The record will start, filled with the information from the Customer Record. Use the tabs at the top of the window to change between categories of unit settings. Only the fields in **Black** type may be changed via a Load or Call Back; all other fields must be changed with the Direct Connect application. Use the Messages tab to select what message or messages are to be downloaded by double clicking on the currently displayed message. This opens the Audio Files Information window. See the section on Loads and Call-back for more information.

Once any changes have been made, the Load or Call Back record can be scheduled by changing to the Transaction tab and entering the desired Load After date and time. The Distribution Application will only process this record after this date and time have elapsed. After the Load After date and time have been adjusted, select the save button to make your changes permanent.

The last step is to start the Distribution Application. The Distribution Application must be running for the system to process Loads and Call Backs. Start the application and open at least one channel window from the Action menu or button bar. Be sure that the title bar on the channel window shows In / Out Bound in order to process both Loads and Call Backs on that channel. If the title bar on the channel window shows In Bound, only Call Backs are processed. If the title bar on the channel window shows Out Bound, only Loads are processed.

Once started, the Distribution Application scans the Load table waiting for Load After dates and times to elapse. Once this occurs the application will call out and attempt to perform the load. While scanning, the application is also looking for incoming calls. Once a call comes in it will be checked to see if it matches any Call Back records, and if so, it will be processed.

NOTE: The unit only calls in to get the new Call Back record if previously scheduled to call by Direct Connect or a previous Load or Call Back.

APPENDIX A

A.1 Audio Files

Audio information is stored for use by the System Controller as digitized audio files. The System Controller is capable of supporting a variety of audio formats and sampling rates. However, for multi-channel operation, the audio files must all be the same format and sampling rate. Selecting a format and sample rate isn't simple. Generally, the higher the sample rate and the higher the bandwidth, the more bits per sample, the higher the audio quality, and also the more storage capacity required. One must keep in mind that TELink is a telephone-loaded unit whose bandwidth is limited by the telephone network to 300Hz - 3400Hz. Using CD quality would consume enormous amounts of disk space for no purpose. It is Nel-Tech's recommendation that audio files be recorded at 8000 samples per second @ µ-Law PCM. µ-Law is the equivalent of 12 bit sampling and is the standard used by the telephone network for encoded audio.

A.2 Audio Directories

Audio information is stored in the Audio Registry and allows audio files to be located anywhere. The Audio Registry identifies each audio file by an 8-character ID associated with full path location of an audio file. Audio files can be grouped in customer directories or however you prefer.

APPENDIX B

B.1 US Telephone Networks

It isn't the intention of this section to attempt to describe the US telephone network, but rather to present a simplified overview of the concepts and terms specifically as they apply to the TELink System. Today's telephone network is a highly complex multi-layered, multi-company arrangement which works and works well, mostly. In general, placing a telephone call to another state involves essentially three entities: your local loop, a long distance carrier and the called-parties local loop. The amount and type of equipment used to place the call vary widely; however, if all the pieces meet their specifications, things will work well.

B.2 Local Area

Local area access is that section of the telephone network which connects your telephone to the central office. There can exist a variety of telephone lines to connect to the central office. Typically, a TELink unit must connect to a standard telephone line such as you would have in your home, typically called "Ring Start" or "Loop Start". Generally, if a standard home telephone works on the telephone line, so will TELink.

B.3 Long Distance

Today there exist a great number of long distance companies. It has been our experience that not all long distance carriers are created equal.

B.4 Customer Premise

This is the area for greatest diversity of equipment. Generally, standard telephone lines connect the customer with the central office. Once inside the customer office, their telephone environment typically consists of a Key System or PBXs with fancy multi-button telephones with lights, bells, paging ... It is normally safe to assume that most of the telephones in a corporate environment are not compatible with the telephones in our homes. The TELink units are designed to operate on standard telephone lines. These lines usually exist in the telephone closet where the telephone switching equipment is located. The telephone switching equipment converts these normal telephone lines into special lines for connecting to fancy desktop telephones. In addition, fax machines also require a normal telephone line, which is why it is generally a good idea to install the TELink unit on the same telephone line as the fax machine.

B.5 “T” Carrier

In larger businesses, the local access connection can be digital “T” carrier lines. “T” carrier allows 24 individual telephone lines to share a single pair of wires by digitally encoding the telephone conversations. TELink cannot connect directly to a “T” carrier line. Where “T” carrier lines are used, converting equipment, PBX or channel bank, is located at the customer site to convert these digitally encoded channels to individual analog channels. TELink can be connected to the converted standard analog telephone line. As always, if you can plug your home telephone into the line to send and receive telephone calls, TELink will work.

B.6 DID Line

Another method of connecting to a business is via DID lines. DID, Direct Inward Dialing, is a special type of telephone line which when used in conjunction with a PBX, allows the caller to directly ring at the desk of the person he is calling without the use of an attendant or automated attendant. As with “T” carrier, TELink cannot connect directly to a DID telephone line. Instead, use a standard analog extension off the PBX.

B.7 Hunt Groups

A typical business has several voice telephone lines, all tied to a “Company” telephone number. Hunt groups provide the capability of switching incoming calls to the next free company telephone line. Calls are generally presented to line 1 first, line 2 should line 1 be busy, 3 should 1 & 2 be busy... Under these circumstances, line 1 is the busiest line, and the last line the least busy. A TELink Night Answer Unit must be installed on line 1 in order to catch an incoming call at night. However, should the TELink Night unit receive a call on line 1 and another call comes in, it will be directed to line 2 by the central office equipment and will not receive the Night Answer message. In situations where the TELink unit (Not Night Answer) must share a voice line, always install it on the last line in the group. This provides a greater chance that the line will be available, you will call this line when you downloadnot with the published company telephone number, but with the telephone number of that specific line.

B.8 Centrex

Centrex allows the central office to afford PBX features to businesses that have no PBX of their own. The central office switching equipment provides the features by using special telephone lines. Generally, TELink is not compatible with Centrex operation except for sharing the fax line.

B.9 Fax Machines

TELink is compatible with all fax machines. The TELink Fax Share option allows TELink to use the fax telephone line without any additional equipment. In order for TELink's fax share to work properly, the telephone line must pass through the TELink unit before the fax machine and the fax machine must be set to answer on 3 rings.

B.10 Auto Attendants

The TELink System is not recommended for operation with automated attendants.

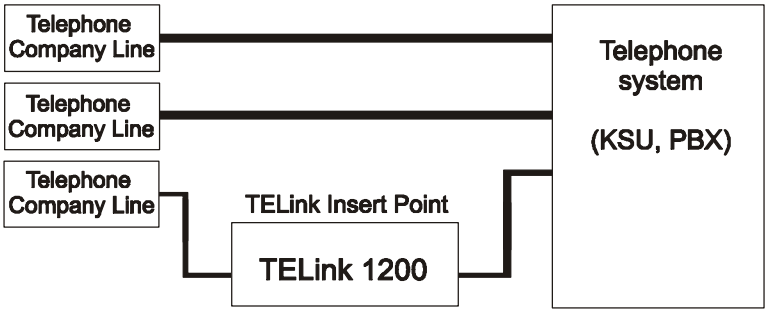
B.11 Modems

TELink Fax Share option can also work with modems.

APPENDIX C

C.1 Is it a Standard Analog Telephone Line?

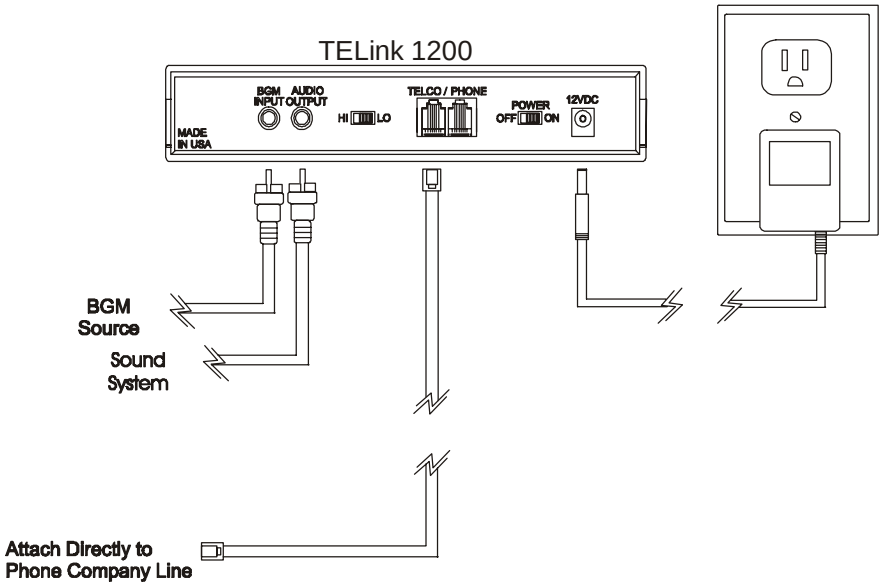
To ensure proper operation, the TELink unit must be connected to an analog telephone line and must be installed on the first incoming telephone line before any other telephone devices.



While the TELink unit can be installed to operate in a variety of manners, it only operates on “standard analog” telephone lines. The simplest test is to use a standard “home-type” telephone, connect the telephone to the telephone line, place a telephone call from that line and receive a telephone call from that line. No installation should be performed until this basic test has been performed. Connecting the TELink unit to a non-standard telephone line could result in damage to either the telephone equipment or the TELink unit. This type of damage is specifically not covered by Nel-Tech product warranty. *Installers should carry their own standard telephone and not use telephones supplied by the customer for this test.*

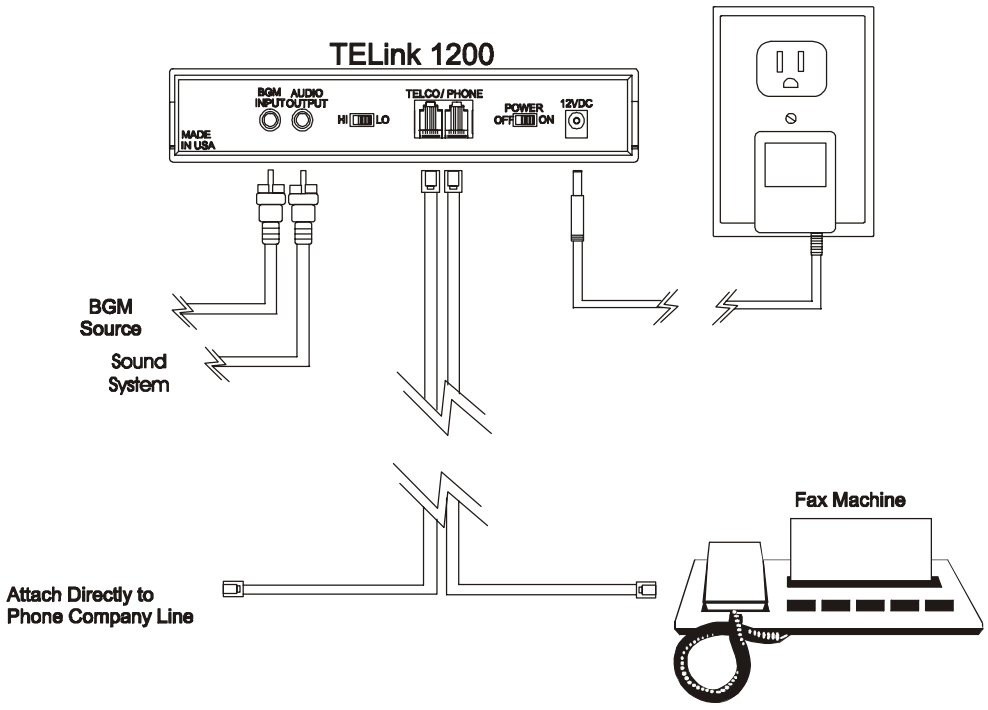
C.2 Dedicated Line

Installing TELink on a dedicated line is the simplest of all installations. After ensuring that the telephone line is a standard analog telephone line, the TELink unit is connected to the telephone line via a standard modular cord. Since there is no sharing of this line, no connection is required from the "Phone" port of the TELink unit. The TELink unit can be programmed for any number of rings.



C.3 Sharing Fax Lines / Sharing Modem Lines

The TELink units have been specifically designed to share the telephone line with a fax machine. Since fax machines operate on standard analog telephone lines, installation is a matter of selecting the location for mounting the TELink unit, locating the fax telephone line and rewiring it to pass through the TELink unit. The TELink shares a fax telephone line by monitoring the audio information after the fax machine answers the telephone line. Unless the fax telephone line passes through the TELink unit, this monitoring can not happen. Once properly installed, the TELink and the fax machine both operate without interference, the fax places and receives calls normally, and the TELink unit can receive Controller calls and place call backs. Prior to placing a call back, the TELink unit first checks whether the telephone line is in use.



C.4 Sharing Voice Lines (No Night Answer)

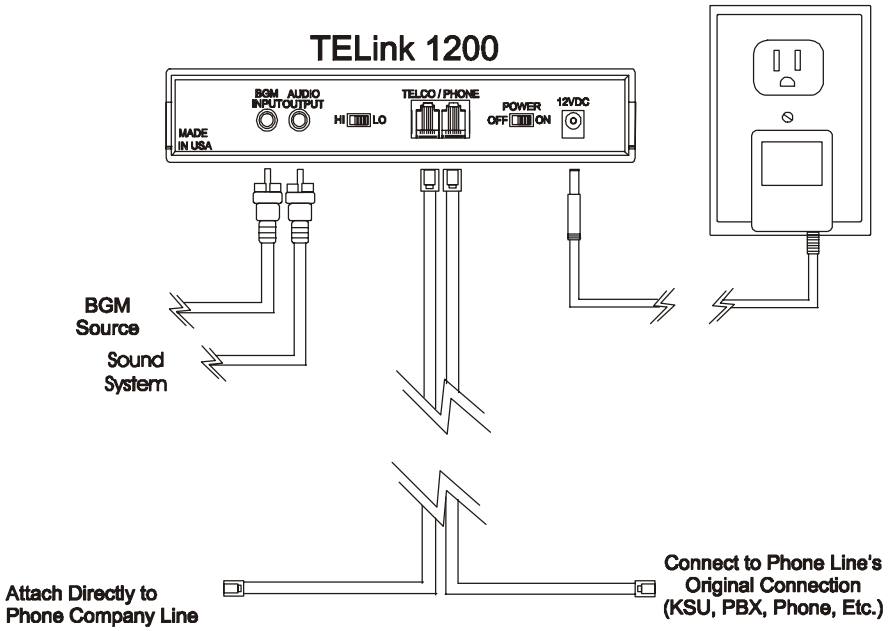
The TELink can share a company's voice line; however, this installation option has limitations. Calling into the unit during business hours rings the business telephone line and normally results in the call being answered by someone in the business. We suggest you place a call to the business prior to placing the Controller call, inform the business personnel that the next call will be a data call, and request they not answer that call. In addition, the number of rings which the TELink unit is set to answer, must be set high enough to give the business personnel adequate time to answer the caller and not let the call be answered by the TELink unit. In addition, most business have several voice telephone lines, which sometimes complicates the task of determining which particular line you have used to install the TELink. There may be an uncertainty as to which line the TELink unit is connected to. With these limitations in mind, use the following recommendations for sharing voice lines.

If multiple voice lines exist, attach the TELink unit to the last line (see Hunt Groups). This line is typically the least used line. The System Controller calls the unique telephone number for that specific telephone line, not the business's published telephone number.

1. Set the number of rings to 15, to prevent the TELink unit from answering business calls.

2. Use the call back features to have the TELink unit place calls to the Controller, reducing the number of times the internal business operation will be disturbed.

3. Schedule calls into the TELink unit after normal business hours.



C.5 Night Answer

To achieve a successful installation of a TELink Night Answer unit, consider these two points:

1. The TELink Night Answer unit can answer only the telephone line on which it is connected. Under night answer operation, this should be the customer's 1st or main telephone line. This is the line which gets the first call into the business. If this line is busy, the next call is placed on line 2 by the telephone company and cannot be answered by the TELink unit.

2. The TELink Night Answer unit only answers calls when the Night mode is "on" or when the unit is "on" under scheduled operation. With the unit "off" , the TELink Night Answer will never answer telephone calls.

APPENDIX D

D.1 Restrictions On Software Use

This Agreement grants you (the “Licensee”) a license only:

- To use the NTL TELink Controller Software program (“Software”) on a single computer.
- To make one copy of the “Software” in machine readable form solely for back-up purposes.

You may not distribute copies of the Software to others or electronically transfer the Software from one computer to another. You may not use the Software from multiple locations of a multi-user or networked system at the same time. The Software contains trade secrets. In order to protect them you may not copy, decompile, reverse engineer, disassemble or otherwise reduce the Software to human-perceivable form. You may not copy, modify, adapt, translate, rent, lease, loan, resell, distribute, network or create derivative works based upon the Software or any part thereof nor remove or obscure NTL’s copyright notices. Except as expressly provided in this license agreement, all rights not expressly granted to you are reserved by and to NTL.

D.2 Ownership Of Software

As Licensee, you own the magnetic or other physical media on which the Software is originally or subsequently recorded or fixed. NTL retains title to and ownership of the Software recorded on the original media, as well as ownership of any subsequent copies of the Software, irrespective of the form of media on or in which the Software is recorded or fixed. This License is not a sale of the software or any copy of it.

D.3 Termination Of License

This Software License is effective until terminated. This License will terminate automatically without notice if you fail to comply with any provisions hereof. Upon termination you will destroy the written materials and all copies of the Software.

D.4 Software Limited Warranty

With regard to the software, NTL warrants only that the media upon which the Software is furnished (and not the Software itself) will be free from defects in materials or workmanship under normal use and service for a period of one (5) years from the date of delivery to the first user. The PC Controller Software is sold with no warranty, but upgrades will be distributed to all customers up to one (1) year from the date of purchase. Defective does not mean that the Software does not operate as rapidly as you may desire or that it does not perform all of the functions that you may desire it to perform or that it does not perform its functions in a way that you would prefer.