

Interactive Voice Call Master

Version 1.50

User Guide

**for Nokia 3230 / 6260 / 6600 / 6620 / 6630 / 6670 / 6680 / 6681 / N70 / N90
Panasonic X700 / X800**

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1. Starting Interactive Voice Call Master

Select iVoice Call Master in “Menu” to start Interactive Voice Call Master (abbreviated as IVCM below). If you configure IVCM to auto run, IVCM will start automatically when your phone is turned on every time.

After IVCM starts up, there is an indicator  on top right corner (beside battery pane) to indicate IVCM is running in standby mode and phone’s “Menu” screen.



2. Main View

When IVCM is running, there are seven sub views in main view, including: profiles, IVR (Interactive Voice Response) scenarios (abbreviated as IVR below), managing lists, SMS templates, message box, scheduler and dialog monitor views. When a sub view get focused (highlighted), pressing key “Select” or selecting “Open” from menu will open the selected sub view.

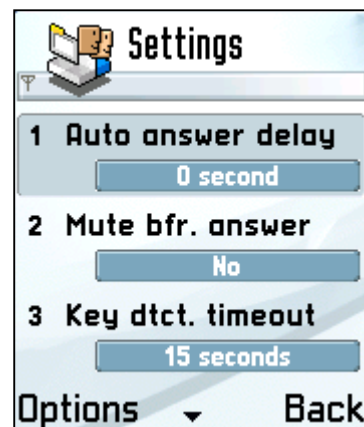
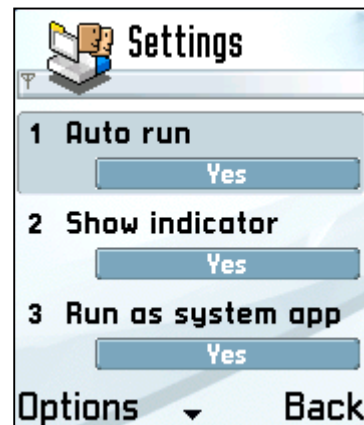
2-1 Menu of main view

- **Open:** Open the highlighted view.
- **View call logs:** View missed, received, dialled call logs.
- **Setting:** Configure global parameters, including: auto run at power on, local recording timeout, miscellaneous parameters of IVR, etc... See section 2-2 “Global parameters setting” for more information.
- **Hide:** Send IVCM to background and keep running.
- **About:** Display information about IVCM’s version, software vender, how to purchase, contact us, etc...
- **Exit:** Stop IVCM and exit now.

2-2 Global parameters settings

Adjustable global parameters include:

- **Auto run:** Whether IVCM run automatically at power-on.
- **Show indicator:** Whether show an indicator to indicate IVCM is running now in standby mode and phone’s “Menu” screen.
- **Run as system app:** If you configure IVCM to run as system application, it won’t be closed by system framework when phone memory is running low or data backup is processing.
- **Local record timeout:** The maximum interval of recording a local sound clip. Local sound clip including “Greetings” and “Sorry prompts” of IVR scenario’s actions (See section 4-3 for more information about “action”).
- **IVR (Interactive Voice Response) settings:** Select this option will open IVR’s advanced setting. These parameters affect the way that IVR respond to incoming callers. Details described bellows:
 - **Auto answer delay:** The interval from ringing of incoming call notification to IVR pickup.
 - **Mute before answer:** Whether mute the ringing tone before IVR pickup.
 - **Key detection timeout:** The maximum interval of IVR waiting incoming callers to press a key to select an action from key tone submenu. When key detection is timed out, IVR will hang up calls automatically, or re-play the greeting of “Key tone submenu” and wait for next caller’s input, depends on the setting of “Detection retry”.
 - **Detection retry:** The retrying times of waiting incoming callers to press a key. Zero time represents hanging up right now once detection timed out.



- **Answer machine timeout:** The maximum duration of a voice message that incoming callers can leave. IVR will play “sorry prompt” then hang up incoming calls automatically once timed out.
- **Call transfer timeout:** When callers select to transfer their calls, this parameter defines the countdown of per call transfer to be accepted by transferred party. IVR will try next phone number once call transfer timed out.
- **Hangup after transferred:** The maximum duration of a successful transferred call.
- **Ringing timeout:** When callers select “Play ringtone” type action, this parameter defines the maximum duration of ringing notification (See section 4-2-d for more information).

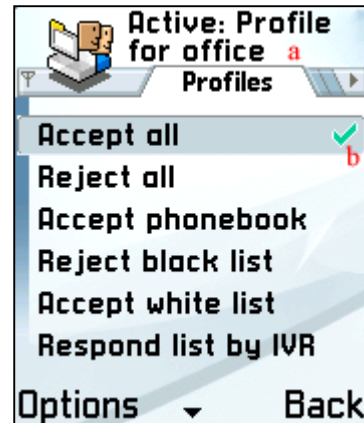
3. Profiles view

In profiles view, you can add, modify, delete and activate saved profiles. A profile is used for storing various pre-defined responses corresponding to different groups to meet your different demands in many situations. You can imagine it as the tools “Profile” on Nokia’s smartphone, that is used for defining ringing and messaging tones. But profiles view in IVCM is used for defining various responses for callers.

IVCM is shipped with a build-in, not erasable and not editable profile “Accept all”, and seven pre-defined, erasable and editable profiles. You can browse them in current view.

3-1 Profile list view, menu and context menu

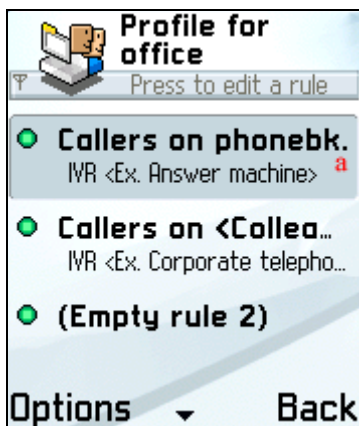
- **Activate:** Set the focused profile as default profile and activate it. Current active profile will appear on the top of every views with texts like “Active: ****”, illustrated with area (a) on Pic. 3-1. Current default profile will be marked as ✓ icon, illustrated with area (b) on Pic. 3-1. The current active profile and default profile may be different, please see section 8-1 for more information.
- **View & edit:** View and edit the focused profile.
- **Create new:** Create a new profile.
- **Delete:** Delete the focused profile. A build-in profiles can’t be deleted.
- **Rename:** Rename the focused profile. A build-in profiles can’t be renamed.
- **Application:** See section 2-1.



Pic. 3-1

Tip! You can press your phone’s “Select” key to show up a context menu when a profile is focused. The context menu consists of menu items “Activate” and “View & edit”.

3-2 Create new, view & edit profile



Pic 3-2



Pic 3-3

You will enter edit mode when create, view & edit a profile. Edit mode is illustrated with Pic. 3-2 and 3-3. You can divide incoming callers up to seven groups by phonebook or custom lists (Or choose not to divide to groups at all), then assign different responses to different groups. The combination of a group and its corresponding response is called a “rule”. For example, the area (a) on Pic. 3-2 is a rule.

Menu items in edit mode include:

- **Edit rule:** Edit the focused rule. You can edit a rule by pressing phone’s “Select” key.

- **Add additional rules:** When adding a new profile, you can only divide callers up to three groups including, callers on phonebook/list, remainder callers and hidden callers. You can add four empty additional rules for editing by choosing this menu item.
- **Delete additional rules:** You can delete all empty additional rules by choosing this menu item when all additional rules are empty.
- **Hide additional rules:** Hide all additional rules. You will see a plus sign on the ball icon at the first line rule when there are hidden additional rules.
- **Show additional rules:** Show all additional rules.
- **New rule:** You can create a new rule when the focused rule is an empty additional rule.
- **Delete rule:** You can delete a rule when the focused rule is an existing additional rule.

3-3 Create, view & edit a rule

When you are creating or viewing & editing a rule, possible edit items include:

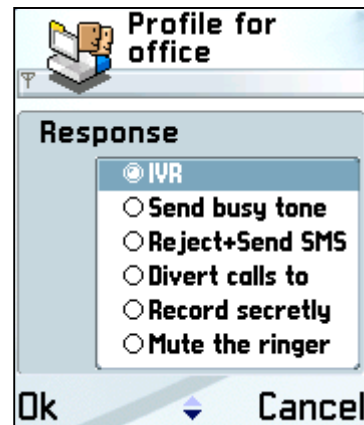
3-3-1 Callers on

- **All callers:** This option means all incoming callers. If you choose this option, all incoming callers are considered as one group.
- **Phonebook:** This option means incoming callers are listed on phonebook.
- **List:** This option means incoming callers are listed on a selected list. When this option is selected, IVCM will let you choose or create a new list.

3-3-2 Response

When incoming callers match the condition of section 3-1, available responses include:

- **Accept (don't handle):** IVCM ignores these incoming calls. It's up to you to accept or reject them.
- **IVR:** Answered by IVR. See section 4 for more information.
- **Send busy tone:** Send busy tone to reject these callers right now.
- **Divert calls to:** Divert callers to a pre-defined phone number. When you choose this option, IVCM will let you input a phone number manually or select one from phonebook. Then send call diversion request to your carrier. **Notice! This function is based on "Call divert if busy" service provide by your carrier, IVCM will send busy tone to callers and the incoming calls will be diverted to the pre-defined phone number. So you may be charged with voice communication or monthly charge of call diversion. Please contact you carrier for more information.**
- **Record conversation:** If you choose this option, IVCM will automatically record conversations of these calls after you picking up calls manually. **Notice! Both parties will hear a beep every five seconds when call record is processing. These beeps are generated by you phone and can't be muted, it is used to remind both parties that call record is on going.**
- **Reject+Send SMS:** First send busy tone to reject these callers right now, then send custom SMS texts to them. A SMS editing screen will show up when you choose this option. You can input SMS texts manually or import SMS texts from existing SMS templates. See section 6-2 for more



information.

- **Mute the ringer:** Mute the ringer right now. Then it's up to you to accept or reject them.

3-3-3 Response of remainder callers

This edit item defines the response to incoming callers who are not on all five rules above. Available responses to these callers are the same as those on section 3-3-2.

3-3-4 Response of hidden callers

When incoming callers disable sending their caller identification, you won't be able to get their phone number. This edit item defines the response to this kind of callers. Available responses to these callers are the same as those on section 3-3-2 (The exception is there is no option "Reject+Send SMS" because IVCM can't retrieve the phone number of a hidden caller)

4. IVR Scenarios view

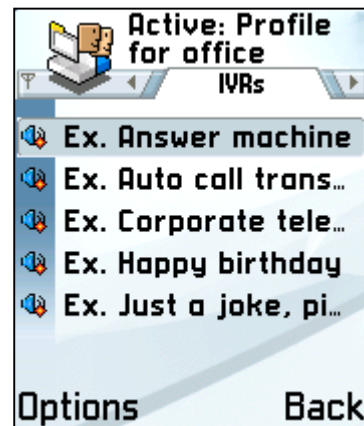
IVR is the central part of IVCM. After IVR answering incoming calls, callers will hear a pre-recorded voice greeting to introduce action of every key. And IVR will wait them to press a key to select the action they desire. It looks like self-help query system or corporate telephony.

The structure of IVR is very similar to the structure of computer file system. It includes a “call in” entry point, this entry point can be defined as a “Key tone submenu” or other actions. When the entry point is defined as “Key tone submenu”, the role of this kind of submenu resembles root directory of file system. You can browse down to unfold the submenu and various actions can be assigned to the components of the submenu. IVR is built on this kind of hierarchical tree structure.

4-1 IVR list view and menu














This screen shows a list of IVRs. When an IVR get focused (highlighted), available menu items include:

- **New scenario:** Create a new IVR scenario.
- **Edit scenario:** Edit the focused IVR scenario.
- **Delete scenario:** Delete the focused IVR scenario.
- **Rename scenario:** Rename the focused IVR scenario.
- **Application:** See section 2-1.








4-2 Create or edit an IVR

IVCM will change to IVR edit mode when you are creating or editing an IVR scenario. The editing screen is showed as the two screenshots on the bottom right corner of this page. Each panes of the screen are explained as follows:

- The name of IVR being edited now.
- The path of current editing screen.
- Left side icons indicate the possible keys. All possible keys include: “call in key” (denoted by ) and twelve keys from 1 to 9, 0, *, and # (denoted by , , , , , , , , , , , ). “Call in” is a virtual key, IVR will trigger corresponding action of this key to respond incoming callers when IVR answers incoming calls every time.
- Right side icons indicate the corresponding action of every key. There are 7 possible actions, including:
 - **Key tone submenu:** This kind of actions is a submenu that consists of twelve sub keys (from 1 to 9, 0, * and #). Each sub key could be assigned to one of six possible actions. IVR will begin key tone (DTMF) detection after a caller selecting this kind of action, then respond the caller with the corresponding action of detected key.
 - **Leave a message:** When incoming callers select this kind of action, IVR will play a voice greeting first, then begin to record their voice message. **Notice! When recording voice**



message is processing, the caller will hear a beep every five seconds. These beeps are generated by your phone and can't be muted. If caller feel confused by these beeps, you can inform them in advanced when greeting is playing.

-  **Transfer to one number:** When incoming callers select this kind of action, IVR will begin to transfer to a pre-defined phone number.
 -  **Transfer to multiple numbers:** When incoming callers select this kind of action, IVR will begin to transfer to up to 3 pre-defined phone numbers. **Notice!** “Transfer to one number” and “Transfer to multiple numbers” are based on the “three way conference call” service provided by your carrier. In order to make these functions work properly, you had better to make sure this service is available, and you may be charged with voice communication or monthly charge of this service. Please contact your carrier for more information.
 -  **Play ringtone:** When incoming callers select this kind of action, IVR will play your default ringing tone to notify you an incoming call is waiting.
 -  **Back to upper menu:** You can define how many levels to back to. This kind of action facilitates incoming callers to navigate through the tree of IVR.
 -  **Key undefined:** The current key isn't associated with any action yet.
- e. Texts on upper middle are the name of corresponding action. Texts on lower middle are the detail information of corresponding action. For examples, the detail information of “Key tone submenu” shows the key plus action abbreviation of all keys in submenu. It facilitates you to look it over at a glance.

Tip! Left side icons become yellow indicates the key is a “Key tone submenu”-type action.

The menu items in IVR editing mode include:

- **New action:** When an undefined action getting focused (highlighted), select this menu item will create a new action. See section 4-3 for detail explanation of creating a new one.
- **Edit action:** When a defined action getting focused (highlighted), select this menu item will edit an existing action. See section 4-3 for detail explanation of editing an existing one.
- **Delete action:** When a defined action getting focused (highlighted), select this menu item will delete the current action. **Notice! Delete a “Key tone submenu”-type action will lead to delete all sub actions in submenu.**
- **Show submenu:** When a “Key tone submenu”-type action getting focused (highlighted), select this menu item will unfold its submenu. **Tip!** Pressing phone's right arrow key will show submenu too.
- **Go up:** When current editing screen isn't on the “call in” entry point screen, select this menu item will go up one level. **Tip!** Pressing phone's left arrow key will go up too.

4-3 Create or edit an action

When you are creating or editing an action, IVCM will change to action editing mode. All possible edit items in this mode are described as fellows (Left * sign denotes a mandatory item):

- **Action type:** See section 4-2-d for available actions. **Tip!** Option “Back to upper level” is only available when current level is at the level deeper than two.
- **Greeting:** The voice greeting before an action begins. For example, you can record a greeting to

introduce the relating action of submenu's keys of a "Key tone submenu"-type action

- **Transfer to one (multiple) number(s):** You can define one or up to 3 phone numbers to be transferred by IVR. This edit item will be available only when action type is "Transfer to one number" or "Transfer to multiple numbers".
- **Return level(s):** You can assign the number of menu level to back to here. This edit item will be available when action type is "Back to upper level".
- **Sorry prompt:** IVR will prompt this sorry prompt when an action is failed. For examples, you can record a sorry prompt to tell callers for a wrong key being pressed at a "Key tone submenu"-type action.



5. Black/White Lists view

Here you can define custom lists used by profiles view to divide incoming callers.

5-1 Lists list view and menu

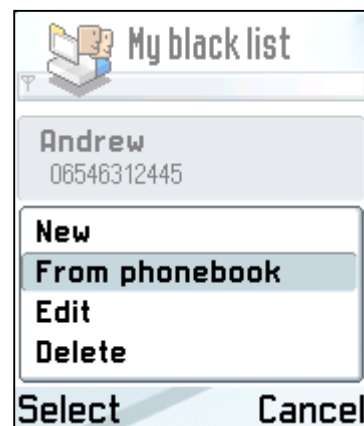
This view shows all your custom lists. When a list get focused (highlighted), available menu items include:

- **New list:** Create a new custom list.
- **Edit list:** Edit the focused list.
- **Delete list:** Delete the focused list.
- **Rename list:** Rename the focused list.
- **Application:** See section 2-1.

5-2 Create or edit a list

You can add, edit or delete contact's names and phone numbers in a list. Available menu items include:

- **New:** Add a contact's name and phone number to the list manually.
- **From phonebook:** Import single or multiple contacts' names and phone numbers from phonebook.
- **Edit:** Edit the focused contact's name and phone number.
- **Delete:** Delete the focused contact's name and phone number.



6. SMS Templates view

You can create some texts as SMS templates here. Then you can import texts from these pre-defined SMS templates when the selected response is “Reject+Send SMS” in profile rule edit mode.

6-1 SMS templates list and menu

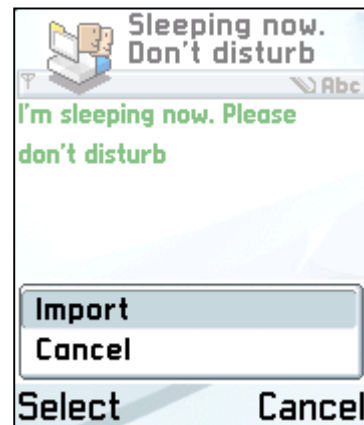
This view shows all your predefined SMS templates. When a template get focused (highlighted), available menu items include:

- **New template:** Create a new SMS template.
- **Edit template:** Edit the focused SMS template.
- **Delete template:** Delete the focused SMS template.
- **Rename template:** Rename the focused SMS template.
- **Application:** See section 2-1.

6-2 Create or edit a template





Ivcm will change to this editing screen when you are creating or editing a template. It resembles the SMS editing screen of “Messaging”, you can input, replace or delete texts here. Available menu items include:

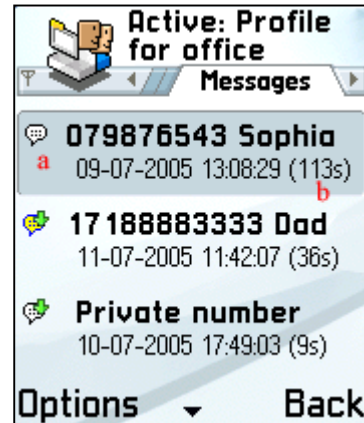
- **Import:** Import texts from existing SMS templates and overwrite the current editing contents.
- **Cancel:** Discard all changes and return to the previous screen.



7. Message Box view

This view shows all voice messages that incoming callers left and recorded conversations of both parties. Each pane are explained as follows:

- a. Left side icon indicates whether the voice message is generated by IVR's "Answer machine" or "Record conversation", and whether it is heard.  denotes it's generated by answer machine and unheard,  denotes it's generated by answer machine and heard.  denotes it's generated by record conversation and unheard,  denotes it's generated by record conversation and heard.
- b. Right side texts, from top to bottom, left to right, described as follow: caller's phone number, caller's name, the starting time of this voice message, the duration of this voice message (unit is second).



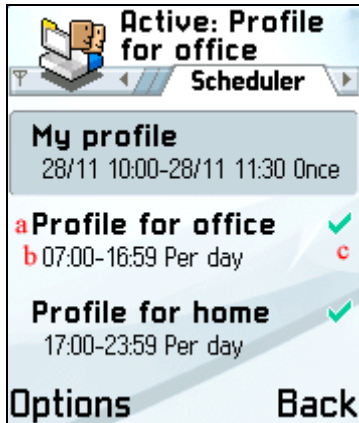
Available menu item of this view include:

- **Play:** Play back the focused voice message.
- **Call back:** Call back to the caller who left the focused voice message.
- **Delete message:** Delete the focused voice message.
- **Application:** See section 2-1.

8. Scheduler view

Scheduler can activate assigned profiles. For example, you can let scheduler activate a specific profile during a fixed period and periodically activate another profile everyday to meet your different demands at different time.

8-1 Schedule list and menu



Pic. 8-1



Pic. 8-2

Pic. 8-1 shows all schedules' list. On Pic. 8-1, area (a) shows the profile name ready to be activated. Area (b) shows the activation period. Activation period can be set as one time or per day activation. In area (c), icon ✓ means the current schedule is enabled, blank means disabled. And you can see the scheduled time to activate next profile in the main view, illustrated with Pic. 8-2, area (a).

Tip! The priority of schedule with one time activation is higher than that of schedule with per day activation. If there is no active schedule now, IVCM will set the default profile as active profile. If we consider effect of scheduler, it may cause the result of active profile being different from default profile.

When a schedule is focused (highlighted), available menu items include

- **Enable current:** Enable focused schedule. IVCM will judge which profile should be activated according to all enabled schedules.
- **Disable current:** Disable focused schedule. IVCM will judge which profile should be activated according to all enabled schedules.
- **New schedule:** Create a new schedule. See section 8-2 for more information.
- **Edit schedule:** Edit the focused schedule. See section 8-2 for more information.
- **Delete schedule:** Delete the focused schedule.
- **Application:** See section 2-1.

Tip! IVCM will re-judge which profile should be activated after editing or deleting an enabled schedule.

8-2 Create or edit a schedule

When create or edit a schedule, IVCM will enter schedule edit mode. Edit items in this mode are described bellows:

- **Profile name:** The profile name ready to be activated.
- **Schedule type:** There are two types of schedule, "one time" and "per day". One time schedule only activates profile once during the assigned period. The schedule will be marked as "Expir." after expiration. "Per day" schedule will activate profile everyday during the assigned period of a day.
- **Start date:** The date scheduled to activate profile. This edit item is available only when schedule

type is "one time".

- **Start time:** The time scheduled to activate profile. Unit is minute.
- **End date:** The date scheduled to de-activate profile. This edit item is available only when schedule type is "one time".
- **End time:** The time scheduled to de-activate profile. Unit is minute. The activated profile will be de-activated at next minute after this time.

Active: Profile for office
Edit a schedule

Schedule type
Per day

Start time (including)
7:00 AM

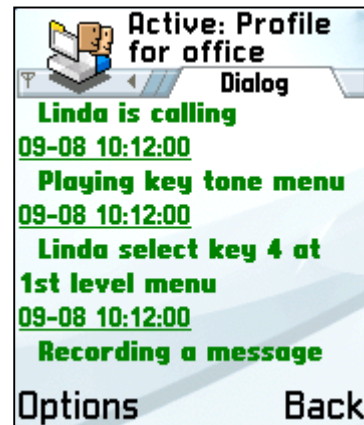
End time (including)
4:59 PM

Options ▾ Back

9. Dialog Monitor view

You can monitor all interactions between IVCM and incoming callers here, including: callers' names, IVCM's responses like sending busy tone, replying a SMS, diverting calls and recording call conversation. This view also shows the process of how IVR answers calls, like which keys callers pressed, actions responded by IVR, detail process of call transfer and returning to upper menu, etc...

You can choose menu item "Page up" or press key 3 to scroll up one page, or choose menu item "Page down" or press key 9 to scroll down one page. It facilitates you to look over the dialog quickly.



Tip! All views will be locked when IVR is still answering an incoming call. You won't be able to select a menu item or edit data. But you can press left soft key (or "Call" key) to intercept this call, or right soft key (or "Hang up" key) to hang up this call.

10. Examples of applications

- **Accept all incoming calls, accept callers from phonebook and reject all incoming calls**
 In profiles view, activate one of pre-defined profiles, "Accept all", "Accept phonebook" or "Reject all".
- **Accept callers on white list, reject callers on blacklist**
 In profile view, edit pre-defined profile "Accept white list" or "Reject black list". Choose a white list or blacklist for edit item "Callers on". Exit edit mode and activate the profile.
- **You are on holiday, you want to divert callers on phonebook to home number and ignore all other callers (So that you can keep your home number in private)**
 In profiles view, edit pre-defined profile "Divert phonebook to", then input a phone number to "Diverted number". Exit edit mode and activated the profile.
- **You want to record conversations with callers on specific list**
 In profile view, edit pre-defined profile "Record callers on list". Choose the list you want to record for edit item "Callers on". Exit edit mode and activate the profile.
- **You want to accept all calls at office, and divert callers on phonebook to home number, then reject all other at home**
 Firstly, create a new schedule for office in scheduler view. Select pre-defined profile "Accept all" for profile name, set schedule type to "per day", and input the working time to "Start time" and "End time", then activate this profile. Secondly, create another new schedule for home in scheduler view. Select pre-defined profile "Divert phonebook to" for profile name, set schedule type to "per day", and input the home time to "Start time" and "End time", then activate this profile also,
- **You are in a meeting now. You want to inform your wife with a voice message of not eating dinner home today. Other callers send a SMS to inform them that you will call them after the meeting**
 In profiles view, create a new profile first, select "List" for "Callers on" and select the list containing your wife only. Then select "IVR" for "response". The settings of selected IVR should like this:
 - a. Type of the IVR's "call in" action should be "Leave a message".
 - b. Record a voice message of not eating dinner home today for edit item "Greeting".
 Select "Reject+Send SMS" for the response of "Remainder callers" rule and input a SMS texts to inform them that you will call them after the meeting. Finally, Select "Send busy tone" for the response of "Hidden callers" rule.
- **You are in a meeting now. You want to let important customers choose to transfer to your secretary or leave a message by themselves, then reject all other callers**
 In profile view, create a new profile first, select "List" for "Callers on" and select the list containing these important customers. Then select "IVR" for "response". The settings of selected IVR should like this:
 - a. Type of the IVR's "call in" action should be "Key tone submenu". Then record a voice message for edit item "Greeting" to tell them you are meeting now, and they can press key 1 to be transferred to your secretary, or key 2 to leave a message.
 - b. In the submenu of "call in" action, create new action for key 1 and 2. The action type of key 1 should be "Transfer to one number" and the type of key 2 should be "Leave a message". Then input your secretary's phone number in the edit item "Transfer to one number" of key 1's action.
 Finally, select "Send busy tone" for the response of "Remainder callers" rule and that of "Hidden

callers" rule.

- **When your girlfriend (boyfriend) is calling you on her (his) birthday, play a happy birthday song to give her (him) a surprise, then answer the call by yourself**

In profiles view, edit pre-defined profile "Respond list by IVR" (or create a new profile), select "List" for "Callers on" and select the list containing your girlfriend (boyfriend) only. Then select "IVR" for "response". The settings of selected IVR should like this:

- a. Type of the IVR's "call in" action should be "Play ringtone".
- b. Then record a voice containing a happy birthday song and your greeting for edit item "Greeting".

Finally, select "Accept" for the response of "Remainder callers" rule and that of "Hidden callers" rule.

- **When buddies are calling you, joke with them first then answer these calls by yourself**

In profiles view, edit pre-defined profile "Respond list by IVR" (or create a new profile), select "List" for "Callers on" and select the list containing your buddies. Then select "IVR" for "response".

The settings of selected IVR should like this:

- a. Type of the IVR's "call in" action should be "Key tone submenu". Then record a voice message for "Greeting" to tell them that they must pass a quiz to reach you. The quiz may like: I breed a pig and a cattle now, I want to slaughter one of them for dinner. Please guess what's the main course tonight. Press 1 for pork, press 2 for beef.
- b. In the submenu of "call in" action, create new actions for key 1 and 2. The action type of both keys should be "Play ringtone". Then record a voice message "The cattle thinks so" for edit item "Greeting" of key 1's action, and a voice message "The pig thinks so" for edit item "Greeting" of key 2's action.

Finally, select "Accept" for the response of "Remainder callers" rule and that of "Hidden callers" rule.