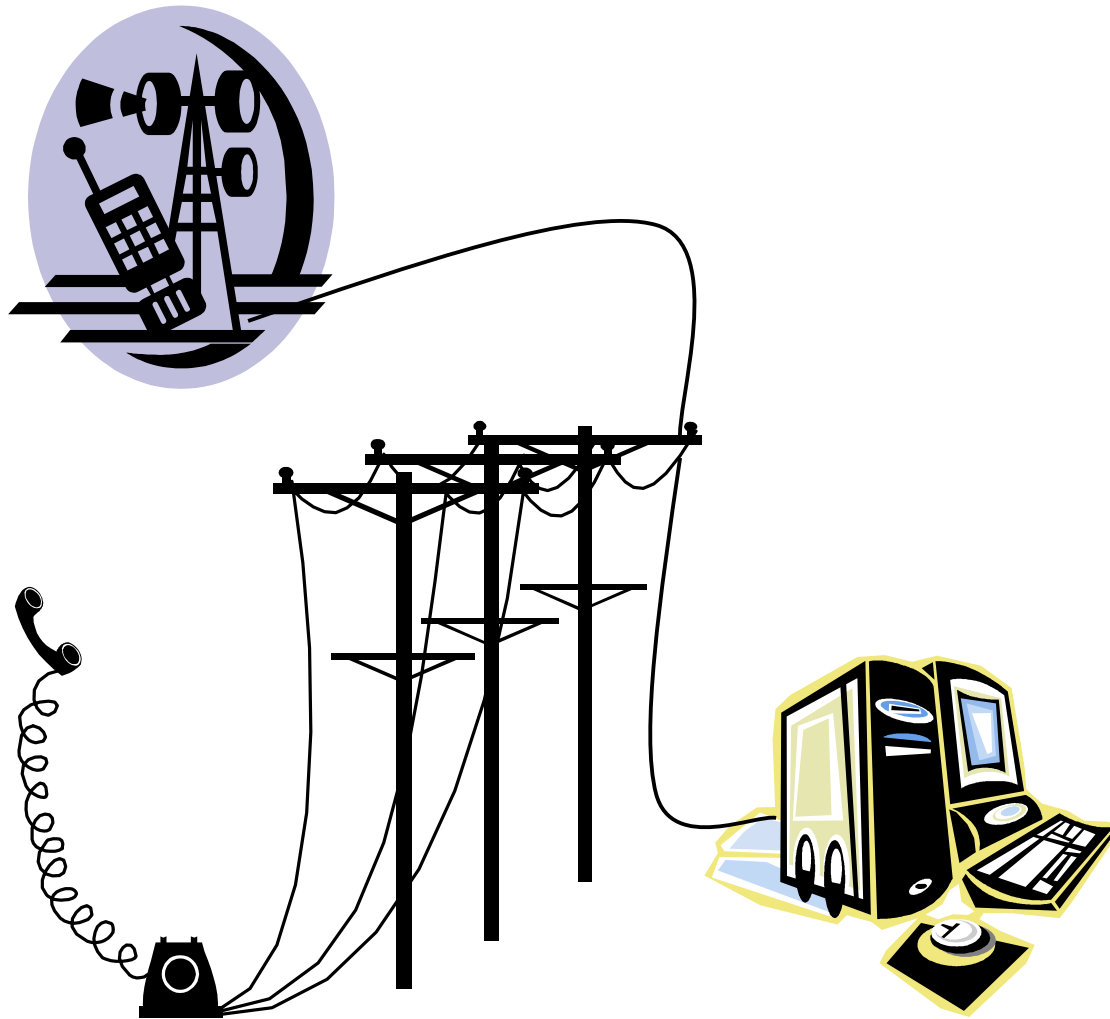


Phone-In System

Technical Manual
Authorized NOVAtime Dealers Use Only





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1. Introduction

NOVAtime Technology, Inc. has teamed-up with a phone-in system hardware provider (a well-established company with a great deal of expertise in certain vertical markets well suited for these systems) to bring our valued dealer channel a new sales tool to help increase their sales and market share. As never before, our dealers can now market and sell to building maintenance/janitorial companies and providers of home health care services. Other areas like construction, plumbing, or any field service markets are great targets as well.

The NOVAtime Phone-In system is comprised of three parts: The first part is the NOVAtime 2000 or NOVAtime 3000 software package. The next part is the Phone-In System module; it allows for the exchange of information between the NOVAtime software and the phone-in system hardware/databases. Finally, the Phone-In system hardware; comprised of a fully functioning PC box (without monitor) with mouse, keyboard, modem and/or dialogic board, and phone-in operating software. The dealer simply needs to configure the system control file in the PC, attach and configure the system for the customer's network, plug it in and turn it on (everything is already installed) and install the NOVAtime software on another PC and connect to the phone-in system via the customer's network.

The NOVAtime Phone-In PC will continue to collect and store punch data when the network is down. The Data Collection process, run from another workstation on the network, will retrieve punches from the phone-in PC database and process the punch information like data from any other NOVAtime time clock.

2. Important Notes

It is **important to note** that the phone-in system PC was designed for this sole purpose. In order to provide for the highest level in system performance and reliability, no other software or hardware may be installed on the phone-in system PC for any reason. Only the phone-in system software is allowed to be used on this PC. Failure to adhere to this policy may cause system issues and will void the 90-day system warranty.

The phone-in system comes with modem line filters. Please be sure to connect and use them to prevent damage to the modem / dialogic cards, and to ensure system reliability.

To help ensure that the phone-in system operates every day without issues, the phone-in system PC needs to be cold-booted daily (except weekends / holidays -- unless staff is available); this will clear the modem / dialogic and CPU memory and prevent instability in the computer memory and operating system.

A UPS (Uninterruptible Power Supply), preferably one that also handles "brownouts" and has quality surge protection, is recommended for use with the phone-in system PC. This will help keep the system operating during minor power failures that may only affect the building in which it is installed. Analog phone line are usually active during a power outage, and with a UPS, employees will still be able to punch in local power interruption situations. Failure to properly protect the phone-in system PC may cause system issues and will void the 90-day system warranty.

Experience in PC network configuration is required to make the phone-in system PC communicate with the customer's network, and is the responsibility of the dealer and customer. Use of a static IP address is required.

If using Windows 98Se PC for data collection or employee maintenance, dealer must install Microsoft's MDAC (Microsoft Data Access Components) version 2.7 service pack 1 from our ftp site. Windows 95, Widows ME, and Windows XP Home Edition are not supported for use with the Phone In System.

3. System Installation/Configuration – Phone-In PC

The following configuration instructions were created to help connect and setup the phone-in system PC. It is strongly recommended that each system be configured and tested live at the dealer office. Dealer must take all static and electrical precautions and follow the following procedures. Failure to do so may void the 90-day system warranty.

3.1 Phone-in System PC Parts List

CPU w/Power Cord	Keyboard & Mouse
Operating System CD	Misc PC Manuals/Drivers
Video Card	Network Card
Modem or Dialogic Card	Support Modem
Line Filters (for each regular line)	Phone-In System User Manual

To help keep the cost of the phone-in PC to a minimum and due to the availability and dealer access to low cost monitors, one is not provided with the system. The dealer will need to attach a monitor there office for testing, and the customer will need to attach one for maintenance and system diagnostics. It is recommended that the customer have a monitor attached to the phone-in system PC full-time—by way of a switch box (for sharing with other PC's) or for exclusive use with the phone-in system PC.

3.2 Installing the Phone-In PC

Attach the mouse, keyboard, monitor, line filter(s) and phone line(s), network cable, and PC power cord to the phone-in system PC. Plug the network cable, phone line(s), and PC and monitor power cords into the customer's resources. Power-up the PC once ready.

3.3 Configuring the Phone-In PC

The first thing to do is configure the PC for use on the customer's network, and make sure that it works properly. Experience in PC network configuration is required to make the phone-in system PC communicate with the customer's network, and is the responsibility of the dealer and customer. Use of a static IP address, is required.

Next, access the **C:\VOICE32\CALLTC1** folder, locate, and edit the "PROMPTS.DAT" file. This file contains the commands that direct how the phone-in system will operate. Each line in the file represents a separate command and is divided into 3 parts separated by a comma; ascending line number, description, and command activation → **0 = Active** **1 = Inactive**. Not all features are currently supported by NOVAtime, and some will require the purchase of additional phone-in system PC modules (as they are made available). A listing of each command and its purpose are listed on the next page. Please refer to "**Appendix A**" for extended information/setup of individual features marked with an * next to the line #.

Prompt.dat (Command Listing)

#	Description	Use
1*	English and Spanish Lang.	For support of multiple languages. Different telephone keys activate different languages.
2*	Badge Number	<u>Always set to "0" (zero) for active.</u> This is the employee ID number – Not CardID!
3*	Voice Mail	Allow the use of voice mail in the system
4*	Verify Caller ID # To Database	Check caller ID. If invalid, system will alert employee and hang up.
5	Play Recorded Value	Playback pre-recorded employee name – Not currently supported
6	Clock IN & OUT	Prompt for 1 = In and 3 = Out. Swipe & Go mode if not active and no group levels active.
7	Building Number	Prompt for NOVAtime Group Level 1 entry.
8	Verify Badge Number	<u>Always set to "0" (zero) for active.</u> If number entered is invalid, the system will not accept it for system access/use. Remember, this is the employee ID number – Not CardID!
9	Verify Building number	Not currently supported. This will eventually all the validate group 1 entries.
10	Prompt For Service Code	Prompt for NOVAtime Group Level 2 entry.
11	Pass The Phone to the next employee loop around	Allows multiple employee to clock IN/OUT, etc, in one phone call. If not used, the system will hang up after each employee transaction—requiring the need to call again.
12	Play Emp. Voice Mail	When an employee gains access to the system, play voice mail messages (if any).
13	Validate Service Code	Not currently supported. This will eventually all the validate group 2 entries.
14	Play the Clock In/Out Time	Plays the time the employee accessed the system after actual punch.
15	Play Confirmation Number	<u>Always set to "1" (one) for inactive.</u> Not currently supported.
16	Call-N Center Prompt	<u>Always set to "0" (zero) for active.</u> This is the Initial system prompt.
17	Play Time	<u>Always set to "1" (one) for inactive – Not Supported.</u>
18	Global Caller ID	<u>Always set to "1" (one) for inactive.</u> Not currently supported
19	Play Voice Mail Prompt	Allows employees to replay voice mail messages
20	Trace	Used to allow diagnostics when the system is having trouble with hearing entered touch-tone phone tones.
21	Allow Punch Code = 2	<u>Always set to "1" (one) for inactive.</u> Not Supported.
22	Plat 1 st greeting to Caller w/o Prompts	Always set to "1" (one) for inactive - Not supported
23	Play the Emp. Badge Number Entered	Replay the ID number entered by the employee. Remember, this is the employee ID number – Not CardID!
24	Prompt Emp. 1 = To return to Main Menu or Any Key to Exit	As info is entered, it replays back.
25	Bypass Leave Prompting Section	Always set to "1" (one) for inactive - Not Supported
26	Verify Area Code and Prefix of Phone Number Only	For use with caller ID feature
27	Post time to DBASEIII Data Base	<u>Always set to "1" (one) for inactive.</u> Not Supported
28*	Number of Posting Prompts	Number of prompts used. If 0, prompt for group level 1 and group level 2 only. 1 = prompt for group level 1, group level 2, and group level 3 only. (etc...)
29	Validate PIN Number	<u>Always set to "0" (zero) for active.</u> This is the CardID field in NOVAtime software. If set to inactive, employees can accidentally punch as the wrong person.
30	Prompt for Employee Schedule	Employees can listen to a recording of a schedule. Not currently supported.
31	Play Job Duties	Employee can listen to a recording of a particular job duty number. Not currently supported
32	PasswordMaster 357789	Master function Password
33	PasswordSupervisor 963852	Supervisor function password

3.4 Using Caller ID

The phone-in system can check for the Caller-ID number for all incoming calls. If line # 4 in the prompt.dat file is set to zero, the system will lookup the system active Caller ID database. To add/maintain the valid phone numbers, go to the phone-in system PC and maximize the JBASS CALL-N program. Go to **Maintenance** and select **Authorized Phone List**. The only field in this database that is required is "PhoneNo." All other fields are for visual reference only.

Example: (505) 244-6634 would be entered as **5052446634**. Do not enter any spaces or other non-numeric characters.

4. System Configuration – NOVAtime Software

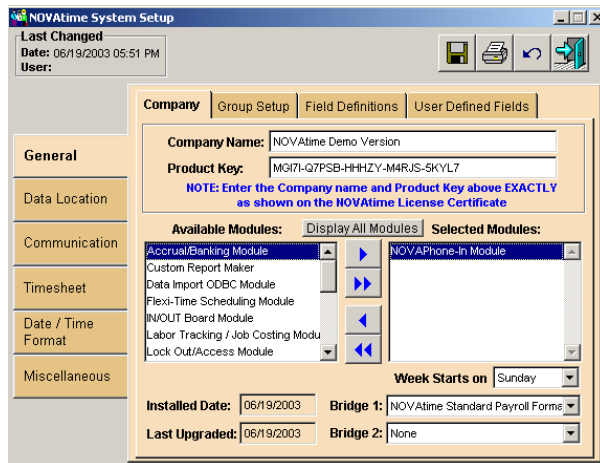
The following configuration instructions were created to help connect and setup the phone-in system PC and NOVAtime software. It is strongly recommended that each system be configured and tested live at the dealer office.

4.1 NOVAtime Data Collection Computer

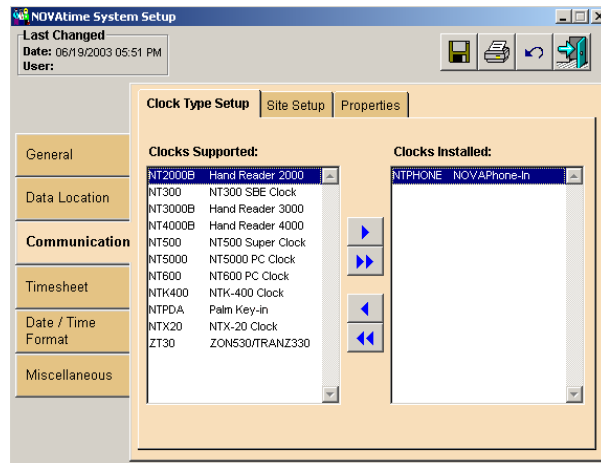
Map a drive letter to the shared drive of the phone-in system PC. The shared drive is already configured, and it is called PHONE-IN

4.2 Configure the NOVAtime Software

The first thing to do is to activate the system with the proper company name and product key and save. Once this has been accomplished, go into system setup and activate the phone-in module by moving the NOVAPhone-In Module over to the Selected Modules list (figure 3.1.1). Next, go to the Communication tab and move the NTPHONE NOVAPhone-In item over to the Clocks Installed list (figure 3.1.2); and save.

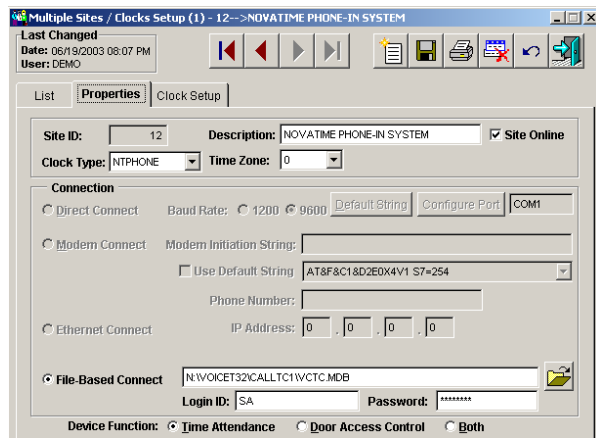


(figure 3.1.1)



(Figure 3.1.2)

Finally, configure the Multiple Sites / Clocks feature for use of the phone-in system as shown (Figure 3.1.3). Locate the “mapped” drive (drive must be mapped with a drive letter at the data-collection PC) location of \\VOICET32\CALLTC1\VCTC.MDB, and use Login ID: **SA** and Password: **NOVATIME**.



(Figure 3.1.3)



5. System Operation – NOVAtime Software

The NOVAtime software uses an ODBC link to the phone-in PC to maintain the employee database in the phone-in PC. With only a couple of exceptions, the NOVAtime maintains the phone-in PC employee database. Note: The phone in system uses the employee number and the CardID number for employees to access the phone-in system. The CardID number is the PIN number. The phone-in system will prompt for the employee number and, if accepted, then prompt for their PIN.

5.1 Adding New Employees to the Phone-in System Database

When adding an employee into the NOVAtime software, the employee is automatically going to have access to the phone-in system by default. If the added employee is not allowed to access the phone-in system, click on the Clock Assignment button located on the required tab and de-select the phone-in site. The employee is added to the phone-in database when you click save.

5.2 Adding Existing NOVAtime System Employees to the phone-in System Database

When an employee exists in the NOVAtime software, he/she does not have access to the phone-in system unless the following: 1) Assigned to the Phone-in site in clock assignment (default is assigned). 2) The employee record has been saved after the phone-in system was operational. The only way to add an existing employee to the phone-in system database is to locate his/her record in employee management, make sure he/she has a number in the CardID field, makes sure they are assigned to the phone-in system in clock assignment, and click save.

5.3 Changing employee PIN in phone-in database.

Go to employee management in the NOVAtime software, locate the employee, change the employee Card ID number, and click save. It will automatically update the phone-in database. The nice thing about this process, is that no matter how often the employee PIN is changed, the system can always post older punches for the employee without the worry of the punches going to unclaimed.

5.4 Changing Employee ID numbers

Special care needs to be taken when changing an employee's ID number (not CardID), if they already have access to the phone-in system. Consider the following: If you change the employee number in NOVAtime, all punches (history or new) that exist in the phone-in system PC will never be able to post to the new employee number. Simply make sure that data collection is completed before changing an employee number, and understand that if the NOVAtime database is ever damaged, the customer will have to post that employee information from the unclaimed database after the phone-in system data restore procedure has been activated.

To change an employee ID number, go to employee management and locate the employee. Change the CardID to 999999 and save. Next, go to tools/Change Employee ID. Finally, go back to employee management, locate the employee, enter in the correct CardID number

5.5 Imported NOVAtime Employees

Employees who are imported into the NOVAtime software are not automatically added to the phone-in system database. After employees are imported into NOVAtime, go to employee management. **For employees who do not have access to the phone in system**, go to clock assignment and de-select the phone-in system site. **For employees who do have access to the phone-in system**, simply save their record and they will then have access.



6. System Maintenance – Phone-In Computer

The phone-in system stores employee punch information for employees long after the punches have made their way into the NOVAtime software for processing. This allows for punch recovery (see appendix “B”) in cases of major NOVAtime database /server failure. However, to keep the system operating at peak efficiency, regular maintenance should be performed to the system. Please remember that the Phone-In PC is for the sole purpose of employee punching. Do not load or run any other software/hardware from this computer. All warranties are void if this policy is not followed, as is NOVAtime’s policy. The warranty on the phone-in PC and related hardware is 90-days from the ship date from NOVAtime.

Daily

To make sure that the phone-in system is error-free and ready to accept calls, it is essential to **cold-boot the computer every day**, if personnel with access to the system are available. This enables the modem/dialogic boards to remain clear and ready, and it will help prevent memory leaks and other operating software related memory issues that may arise from continual use of the system.

Monthly

Maintain the phone-in PC punch and employee databases. Please perform the following function:

The phone-in system keeps all punch records in its database. NOVAtime knows which ones were already collected, but it is a good idea to clear out older records. It would be advisable for the client to perform data collection before performing this process.

On the phone-in system PC, maximize the JBASS CALL N program.

- 1) Go to **Maintenance** and select **Clear the CALL-N Activity Screen** - Enter the starting date and then the ending date for the Transactions that they want to delete. Note: If active punches are accidentally deleted here before they are collected into NOVAtime, they are gone forever. Cold-boot the computer for 20 seconds before restarting the phone-in system.

Annually

On the phone-in system PC, maximize the JBASS CALL-N program. Go to Maintenance and select Employee Badge File. Delete all employees with the 999999 PIN. These were employee who had the Employee ID Changed; following the method on page 9 of this document.



Appendix A

Phone-In System Command Extended Setup/Information

The phone-in system uses a variety of voice prompts to guide the employee through various activities. Sample prompt files are provided, and the dealer can record and create/replace existing prompts as necessary. For the standard, English-only prompts, the names of the prompt files in the c:\VOICET32\CALLTC1 folder are QA1xxx.WAV. (xxx is a number between 001 and 999). Not all numbers are used, and some may not be supported by NOVAtime or the version of the phone-in system that is in use.

1- ENGLISH AND SPANISH LANG. Setup

This feature is useful for companies who employ people whom speak/understand a language other than English. This is used in situations where employees don't understand English too well, and having the voice prompts in their native language will help them use the system effectively.

When activated, this feature will use the prompt file QA7901.WAV to instruct the caller on what buttons to press for which language. To create the non-English prompts, simply create voice files QABxxx.WAV for each non-English language required. B = Prompt number and xxx is a number between 001 and 999 to match the same numbers used for the English prompts. For example: QA1001 prompts the caller to enter their employee number. So if Spanish were to be your prompt # 2 selection (from QA7901.WAV), then the recorder Spanish prompt for employee number should be QA2001.WAV.

2-BADGE NUMBER

Please remember that this is the employee ID number in the NOVAtime software is used for this field in the phone-in system. Use QA1001.WAV for this recording.

3-Voice Mail

Employees can listen to voice-mail messages sent by a supervisor. The system will prompt the employee when a successful access to the phone-in system is achieved. Voice mail messages are created in the supervisor mode—using a touch-tone phone. Use QA1058.WAV for the “No Voice Mail” recording.

1. Call valid phone-in system number.
2. When the system asks you to key in the employee number, key in the supervisor password 963852 (line 33 default) followed by the pound sign.
3. The system will ask you to key in the menu selection number. Key in 10 #.
4. The system will prompt you to enter the employee number followed by the pound sign. Key in the employee number for whom the voice-mail is intended and press the pound sign.
5. the system will prompt you to record your voice mail message. Press the pound sign when you are done.
6. The system will return to step - 4 to allow you record additional voice mail messages. If you are done simply press the pound sign and hang up.

4-Verify caller ID

The phone-in system can check for the Caller-ID number for all incoming calls. If line # 4 in the prompt.dat file is set to zero, the system will lookup the system active Caller ID database. To add/maintain the valid phone numbers, go to the phone-in system PC and maximize the JBASS CALL-N program. Go to **Maintenance** and select **Authorized Phone List**. The only field in this database that is required is “PhoneNo.” All other fields are for visual reference only.

Example: (505) 244-6634 would be entered as **5052446634**. Do not enter any spaces or other non-numeric characters.



Appendix A

(continued)

28-Number of posting prompts

Group 1 is controlled by line # 7, Group 2 is controlled by line # 10. Groups 3-7 (group 8 is not currently supported). The number that you activate in line 28 represent the number of groups (3-7) that you want to prompt the employee. If you use a 2 for example, the system will prompt for group 3 & group 4. Note: At this time, if this feature is used for more than one group (3-7), all group information must be entered for each active level. Example: If an employee is changing group 4, he must enter valid information for group 3 first. QA1701.WAV – QA1705.WAV represent the prompt recording for groups 3-7 respectively.



Appendix B Recording Voice Prompts

By Phone

Record Voice Prompts: 11#

1. Call active phone-in system number.
2. When the system asks you to key in the employee badge number, key in the supervisor password followed by the pound sign.
3. The system will ask you to key in the menu selection number. Enter 11 # record voice prompts.
4. The system will prompt you to enter the prompt number followed by the pound sign.
5. Record the prompt and then press the pound sign.
6. The system will return to step - 4 to allow you to record additional prompts. If you are done simply press the pound sign.

Prompt Number and message:

1001 Enter your Badge number followed by the pound sign.

1002 Invalid Entry.

1003 Enter 1# to Clock IN or 2# to Clock OUT.

1003 Enter 1# to Clock IN or 3# to Clock Out or 8# for Service Duties or 9# for your Work Schedule.

1004 Enter Building Number followed by the pound sign.

1008 Invalid Building Number.

1009 YOUR TIME IS RECORDED. Pass the phone to the next employee or press the # sign to hang up.

1010 Good-bye and have a good day.

1012 Enter prompt number followed by the pound sign.

1013 Pronounce the employee name and the press the pound sign..

1029 Pronounce the building name followed by the pound sign.

1044 Welcome to the Supervisor Menu Selection. Enter your menu selection number followed by the pound sign.

1058 You have no voice mail.

1059 Enter 1 for English 2 for Spanish or 5 for Voice Mail

1684 Enter Service Code followed by the pound sign.

1701 Enter _____ followed by the pound sign. (Additional Group Prompts.)

1702 Enter _____ followed by the pound sign. (Additional Group Prompts.)

1703 Enter _____ followed by the pound sign. (Additional Group Prompts.)

1704 Enter _____ followed by the pound sign. (Additional Group Prompts.)

1705 Enter _____ followed by the pound sign. (Additional Group Prompts.)

1706 Enter Pin Number and # sign.

1707 Your calling from an un-authorized location. Goodbye

1708 Enter the 10-digit phone number followed by the pound sign.

1709 Thank You.

1710 Enter work schedule ID number followed by the # sign.

1711 Record the work schedule followed by the pound sign.

1712 Global Voice message Number and #

1713 Enter Service Duty number followed by the pound sign.

1770 Your confirmation number is

1777 You have not clocked OUT of the previous building. Please Clock out of your last building. Thank you.

1778 You have not Clock IN for this building. You must clock IN to this building. Thank You.

1080 You have no messages.

1081 Enter 1# to continue or 3# to replay the message."

7901 Press 1 for English 2 for Spanish or 3 for Russian or 5 for Voice mail.
Follow your selection with the pound sign.



Appendix C Wav Files

English

QA1001.WAV	Initial recording heard when system answers and asks for you to enter your employee number.
QA1002.WAV	Invalid entry recording.
QA1003.WAV	Recording that instructs employees what keys to press to operate the phone-system Once they have successfully accessed the system with a proper employee number and PIN.
QA1009.WAV	Your time is recorded. Please pass the phone to the next employee or press the pound sign and hand up. Thank you.
QA1010.WAV	Goodbye and have a good day.
QA1012.WAV	Enter prompt number followed by the pound sign. (Prompt recording by phone)
QA1014.WAV	Please pass the phone to the next employee.
QA1018.WAV	Welcome to the supervisor mode. Please enter your menu selection number followed by the pound sign.
QA1022.WAV	Group 2 recording
QA1044.WAZ	Supervisor mode. Please enter your menu selection number followed by the pound sign.
QA1045.WAV	Enter ending date for voice mail followed by the pound key
QA1046.WAV	Enter ending time for voice mail followed by the pound key
QA1047.WAV	Enter a 8-digit voice mail date followed by the pound key
QA1048.WAV	Enter your voice mail time in a military – 2-digit hour 2 digit minutes followed by the pound key
QA1054.WAV	To return to the main menu, press 1 and # sign or any other and # sign to exit
QA1706.WAV	Enter PIN number and press pound
QA7901.WAV	Enter 1 and pound sign for English, or 2 and pound sign for Spanish, etc.