

# AP-5000

Voice Activated Telephone Dialer



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## **A word from us**

This product is the new successor in the Dialer line of products. Years of experience, market feedback, and use of the latest voice-recognition technology have enabled us to build the most advanced voice-recognition phone dialer in the world. We appreciate your trusting us by purchasing this product, and we wish you a long and enjoyable experience with it.

Voice recognition is breaking new ground every day and is being used in more and more everyday appliances and devices. But we ask you to keep just one limitation in mind when using Dialer: The machine cannot hear better than we do. It cannot understand the human voice when loud noises are present. Sometimes it even needs to hear something twice, just as we do. With this in mind, we are confident that you will use Dialer successfully!

Here are the new features that were not present in earlier versions of Dialer:

- High-quality name recording and playback.
- Missing-line detection and audio warning.
- 45 digits per number to allow for all international and/or calling-card based numbers.
- Menu-based microphone sensitivity setting (headset/speakerphone).
- A prefix digit and delay can be easily added or removed from all numbers (at once) to enable, and wait for, outside line access.
- During a call, voice dialing can be activated again. This feature enables you to use the dialer in online banking services, etc.
- Menu-based language selection.
- Menu-based mode change to allow Dialer to work independently or coupled to a speaker phone, like the Clarity RC200, for a totally hands-free telephone system.
- Remote online support using the telephone line.

## **About this manual**

This manual is divided into three main chapters:

- Chapter One describes how to install Dialer, add names, erase a name or all names, listen to stored names and, most importantly, dial a name using only your voice!
- Chapter Two describes how to dial a number during a call, work with a speakerphone, work when connected to a Private Branch eXchange (PBX), and change the spoken language.

- Chapter Three answers Frequently Asked Questions, and provides technical details, important notices, and warranty information.

## Chapter One

This chapter describes how to install Dialer, add names, erase a name or all names, listen to stored names, and, most importantly, dial a name using only your voice!

### Installing Dialer

To use Dialer, install it by following these three steps:

- A. Connect the supplied power adaptor to the AC wall outlet and to the Dialer jack marked 'Power'. When the power is applied, you should see two bright blue lights light up, one on the 'phone' jack and the other on the 'line' jack of the Dialer unit. They indicate that the power is ON. If you do not see these lights, please see the 'Frequently Asked Questions' section in Chapter Three for assistance.
- B. Connect the modular cord from your telephone to the Dialer jack marked 'Phone'.
- C. Connect the supplied modular cord from the Dialer jack marked 'Line' to the modular phone jack on your wall.

That's It! Dialer is now ready to be used.

### Adding names & numbers

Once Dialer is connected, you can start adding names. Please follow these steps:

- A. Make a list of the names and numbers you wish to add to Dialer. This list is important because it will simplify training Dialer. Consider these tips:
  - Do not use very short names like 'Joe'. Instead, use both first and last names.
  - If two names are very similar (first name, or last names, are the same in both names), try training one of the names in reverse order.

- B. Choose a quiet moment, when no TV sounds or other background noises are present. Training the unit in a noisy environment will result in poor recognition later.
- C. Dialer is shipped with a blank memory. Pick up the handset. The unit will play back the main menu. Press '1' to add a new name.
- D. When asked, say the name to be added. Speak clearly but as normally as possible. When prompted to repeat the name, do so. If the training of the name has been successful, Dialer will ask you for the corresponding phone number. If the training has failed, Dialer will issue a sound that means a general error has occurred, or Dialer will state the specific problem that has occurred.
- E. When prompted, enter the number using your phone's keypad. You can enter up to 45 digits. You can program pauses (3 seconds each) within the phone number (to be used by calling cards or other advanced services) by pressing the star key (\*) twice. Press the pound key (#) when you are done entering the number. Dialer will read back the phone number you have just entered and then will store the name and its number.
- F. Dialer will automatically ask you for the next name. If you do not wish to continue, simply hang up or press the pound key (#) to get back to the main menu.

### **Voice dialing**

That's all! Dialer is now ready to listen to your voice and dial for you. Please follow these easy steps to dial:

- A. Pick up the handset. At the prompt, say the name you wish to call.
- B. Dialer will play back the recognized name and will dial the corresponding number.
- C. At the end of the call, simply hang up.
- D. If Dialer did not recognize the name you said, you will be asked to repeat it. If Dialer does not recognize the name after two more attempts, please see the 'Frequently Asked Questions' section in Chapter Three for assistance.

### **Please also note these following general important remarks:**

1. You can disconnect Dialer from AC power whenever needed, without concern. The names and numbers will not be lost, and

your phone will continue to operate normally. The same applies for a power outage.

2. If you are using a cordless phone, please verify that the sound on the line is 'clean' with no 'white' noises. These 'white' noises, usually occur when the mobile part of the cordless phone is far from its base. Such noises can make it difficult for Dialer to recognize names.
3. To access the main menu, once memory has at least one name stored in it, do the following:
  - a. Pick up the handset.
  - b. After Dialer prompts you for a name to call, press the pound key (#).
4. If you would like to dial a number manually, do the following:
  - a. Pick up the handset.
  - b. After Dialer prompts you for a name to call, press any of the dialing keys except the pound key (#). Dialer will connect you directly to the telephone line so that you can dial manually.
5. Dialer is based on speaker-dependent voice-recognition technology. This means that only the person who trained Dialer can use it. However, two or more users can share Dialer. Each user can store his/her own names and numbers, and then can call them independently.
6. Dialer works only with the phone plugged into it, and not with other phones on the same phone line. Dialer will recognize names best if the phone used for training continues to be the one used with Dialer. Substituting another phone for the one used for training can lead to poor recognition results. Multiple copies of Dialer can be used on the same phone line, each working independently with the phone to which it is connected.

### **Erasing a single name**

Erasing a single name from memory can be accomplished in two different ways, as described below:

#### **Method 1:**

- A. Pick up the handset. Dialer asks for a name to call. Press the pound (#) key. The main menu will be played.

- B. Press the '2' key. Dialer asks for a name to erase. Say the name you wish to erase.
- C. If the name is found, Dialer asks you to confirm the erasure of the name by pressing the '5' key. [Any other action (for example, hanging up) will cause the name not to be erased.]
- D. Press the '5' button. The name will be erased and Dialer will return to the main menu. If this was the last name remaining in memory, a 'Memory Empty' prompt and a sound will be heard.

**Method 2:**

- A. Pick up the handset. Dialer asks for a name to call. Press the pound key (#). The main menu will be played.
- B. Press the '4' key. Dialer will start playing back the names it has stored in its memory.
- C. When you hear the name you wish to erase, press any of the dialing keys, except the pound key (#). Dialer asks you to confirm the erasure of the name by pressing the '5' key. [Any other action (for example, hanging up) will cause the name not to be erased.]
- D. Press the '5' button. The name will be erased and Dialer will return to the main menu. If this was the last name remaining in memory, a 'Memory Empty' prompt and a sound will be heard.

**Erasing all names**

**Warning: Erasing all names is an irreversible operation. Use it with care!**

- A. Pick up the handset. Dialer asks you for a name to call. Press the pound key (#). The main menu will be played.
- B. Press the '3' key. Dialer will prompt you with a warning message.
- C. Press the '9' key to confirm the erasure. Any other action (for example, hanging up) will cause the names not to be erased.
- D. Press the '9' button. All the names will be erased, and a 'Memory Empty' prompt and a sound will be heard. Dialer will then return to the main menu.

## Playback of all names

Whenever needed, you can hear all the names and numbers stored in Dialer's memory by following these steps:

- A. Pick up the handset. Dialer asks for a name to call. Press the pound key (#). The main menu will be played.
- B. Press the '4' key. Dialer will playback all the stored names. Press the pound key (#) or hang up to finish the playback. Press any other dialing key to erase the played name. See the section entitled "Erasing a single name" above for more details.

## Chapter Two

This chapter describes how to dial a number *during* a call, work with a speakerphone, enable Dialer to work when connected to a Private Branch eXchange (PBX), and change the spoken language.

### Dialing a number during a call (currently works only with the US / UK languages selected)

While in a call, you can activate the name-dialing function again in order to transmit DTMF tones needed for online banking services, calling cards, etc. To activate this feature, do the following:

- A. Pick up the handset. Dialer asks you for a name to dial. Say the name you wish to dial. Dialer dials that name.
- B. While in the call, stay silent for a second (make sure the other party is silent as well), and say "activate dialing".
- C. Dialer will now engage again and will ask you for a name to dial. Say the name you wish to dial during the call. Dialer will transmit its number to the line.

**Example:** Say you wish to access your account status using your bank's automatic telephone service. You can store your bank telephone number under the name "bank", your account number under the name "account", and your pin code under the name "pin".

Then voice dial to your bank; and, when asked to punch in your account number, simply say "activate dialing". Dialer will ask you for a name to dial. Say the name "account", and Dialer will transmit the tones of your account number to your bank. Then, when asked to punch in your pin number, say "activate dialing" again followed



by the name "pin". This method can be used in other situations that require dialing a number during a call.

### **Working with a Speakerphone**

Dialer can be connected and used with a speakerphone. Since working with a speakerphone usually means that the voice signal level coming from the user will be lower than when working with a handset, it is recommended (but not mandatory) that you change Dialer's microphone mode by following these steps:

- A. Pick up the handset. If names are stored, Dialer asks you for a name to call. Press the pound key (#).
- B. While hearing the main menu, press the '7' key to toggle between 'handset mode' and 'speakerphone mode'. Select 'speakerphone mode'.

### **Working with the Clarity RC200 speakerphone**

Dialer has a unique operational mode, called "Basic" which is specifically designed to work with the RC200 speakerphone. In this mode, after you press the speakerphone button (or pick up the handset), Dialer will silently wait for the pound key (#) to be pressed. Only after that key has been pressed will Dialer resume normal operation, such as asking for a name to dial or reading the menu. This pound key (#) will be transmitted from the RC200. Follow these easy steps to activate the "Basic" mode:

In Dialer:

- A. Pick up the handset. If names are stored, Dialer asks you for a name to call. Press the pound key (#).
- B. Upon hearing the main menu, press the '9' key to toggle between 'Basic mode' and 'Freedom mode'. Select 'Basic mode'.

In the RC200:

- A. Follow the manufacturer's instructions on how to set up the RC200; and make sure that the phone, the remote control, and any other optional accessories work. Be sure to turn off the scan feature, as described on page 5 of the manufacturer's instructions for the RC200.
- B. Program only the first memory location with a single pound key (#).

Now connect the RC200 to Dialer, as described in Chapter 1 of this manual for any other telephone. Please note that, if you wish to add names, you will be required to use the RC200 keypad.

To place a call, give the remote control a short press and wait for Dialer to ask you for a name to call. To end the call, press the remote control again.

### **Working with a PBX**

There are situations where Dialer is not connected directly to a phone line, but rather to a Private Branch eXchange (PBX). A good example is a nursing home. To get an outside line, one usually needs to dial a prefix digit, such as 9, and only then dial the actual number. If there is a need to set a prefix digit for all the stored numbers (as when moving from a private residence to a nursing home), do the following:

- A. Pick up the handset. If names are stored, Dialer asks you for a name to call. Press the pound key (#).
- B. Upon hearing the main menu, press the '8' key. Dialer will now ask you to set the digit that will serve as the external line access digit. Press the desired digit. To abort this feature, press the star key (\*).

### **Changing the spoken language**

In order to change the language that Dialer uses, do the following:

- A. Pick up the handset. If names are stored, Dialer asks you for a name to call. Press the pound key (#).
- B. Upon hearing the main menu, press the '0' key to enter the language menu. Listen, and press the digit that represents your desired language.

This chapter answers Frequently Asked Questions and provides technical details, important notices, and warranty information.

## Frequently Asked Questions

The following is a list of the most common questions and problems encountered when using Dialer. If you cannot find a solution to your problem here, please do contact us.

**Question:** I have connected the unit as described in this manual; but, when I pick up the handset, I hear nothing. What can be wrong?

**Answer:** Dialer may be set to work in "Basic" mode. Pick up the handset, press the pound key (#) and listen. If you now hear the unit speaking, then set Dialer back to the "Freedom" mode. See the section entitled "Working with the Clarity RC200 speakerphone" in Chapter Two for details.

If that did not help, make sure the power is on. You should see two bright blue lights turned on. Then check that all of the connections from the phone to Dialer and from Dialer to the line are both correct and secure. Check especially that you have connected your phone to the 'phone' jack and the line to the 'line' jack on Dialer. If you reverse these connections, Dialer will not work and you will hear nothing. If you still cannot hear anything, connect the phone directly to the line, without Dialer. If you do not hear a dial tone now, then either your phone or cable is at fault

**Question:** When I try to add a new name, I keep hearing 'please repeat' or a warning sound, and the name will not train. What am I doing wrong?

**Answer:** This symptom usually has two main causes:

1. You are trying to train the name while background noise is present. This can be any noise from people in the room with you, a TV or radio working in the same room, or even loud noises coming from construction taking place near you. As mentioned above, you should try and train names in a quiet environment.
2. You are not repeating the name consistently during programming. Try to say the name the same way when asked for it twice during programming.

**Question:** When I try to dial a name or to erase a name, Dialer says "Name not recognized". What can be wrong?

**Answer:** Assuming you have trained this name in a quiet environment as mentioned above, you may not be saying the name the same way you did during programming. To listen to a playback of the name, use key '4' while in the main menu. (Please refer to Chapter One of this manual for exact instructions.)

**Question:** Dialer now speaks in a language I do not understand. How can I change it back to my desired language?

**Answer:** Pick up the handset. Press the pound key (#) to reach the main menu. When you do, press the '0' key to reach the language menu. Listen to