


 **Voice Solutions**

**System
Installation Manual**

**Apptec Corporation
Digital Accessories Corporation**

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INTRODUCTION

It is recommended that you read this entire manual prior to engaging in any service activities (including system installation, upgrading system software, or installing additional voice boards).

Voice Solutions Dictation System offers phone-in access from anywhere there is a touch-tone telephone.

In addition it can be accessed through input stations that have control buttons on the handset or microphone, and output stations that have headset and foot-pedal connections. These input and output stations can be connected directly to the system or via telephone lines.

Every Voice Solutions system comes to you pre-tested with its software and voice cards preinstalled per your specifications. Upon its arrival plug the local stations and/or telephone wires into its voice cards, enroll its users, and its ready for use! It's that simple.

This manual provides important information on the following topics:

- Installing the system.
- Configuring the system to meet your needs.
- Maintaining the system at peak performance.
- Upgrading the system software.
- Installing additional voice boards.



INSTALLATION CHECKLIST

To help insure a smooth and swift installation you should adhere to the following checklist:

Assign a System Administrator

The first step to preparing to install the system is to speak with the persons whom selected it and whom are familiar with where it is to be installed, who its users will be, and how the work will flow through it. Ask them to assign a person to be its System Administrator. The System Administrator is usually either the department manager or the lead transcriptionist. It is important that this person be selected as a first step because you will train this person to be locally responsible for the system. The System Administrator will be responsible for enrolling new users, fine tuning system configurations (such as record gains and playback volumes), monitoring the workflow, and engaging certain maintenance tasks.

Perform a Site Survey

The second step is to go to the site to meet the System Administrator and walk through the site. Assist the System Administrator in choosing the best location for the system and **prepare a written diagram of the system's location in relation to the placement of the local stations and that of the external telephone lines.**

The system should be placed in an air-conditioned area, preferably in a rack or on a table (where it is less likely to be bumped into and is away from the static of a rug and the dust of a floor). It is also preferable to locate the system in a secure room so that only the System Administrator or other authorized persons will have direct access to it.

Always connect the system to an uninterruptable power supply (UPS) to maintain its operation through power glitches, surges, brownouts and short term power loss.

With the assistance of the System Administrator **compile a list of the system's users, assign i.d. numbers to each, and decide upon a configuration to make the best use of the system's workflow capabilities.**

Prepare a Schedule



The third step is to prepare a schedule in conjunction with the System Administrator for the physical wiring tasks, the system installation and checkout, and the user training.

Allow slack in each step of the schedule to allow for some delays so as not to slip the user-training schedule.

Specify Telephone Line Requirements

Speak with the telephone company (or those in-house responsible for the telephone system) to make sure they understand the quantity, type, configuration, and location of the telephone lines you'll need.

The type of telephone lines required are Analog (not Digital) whether they be from extensions or direct central office lines, and most times you'll want them setup in a hunt group. In a hunt group a user will need to dial just one telephone number to reach the system, then the telephone system will automatically hunt (rollover) to the next extension or telephone number when one line is already in use. **Write down the main telephone number and also each separate telephone numbers or extension numbers.**

Most often the telephone company will supply the lines at a patch panel and you will have to supply the necessary cable to transition from the patch panel to the RJ connections on the voice boards.

Specify to the telephone company that each line, upon hang-up should return one of the following (in order of preference):

- CPC (calling party disconnect) signal. This is a line break for a few milliseconds upon the calling party hang-up.
- Dial Tone, or Busy Tone, or Trunk Busy Tone upon the calling party hang-up.

It's fine if they can supply both. In rare circumstances they can not supply either, in which case upon the calling party hang-up the line might simply go silent.

The voice board can be configured to sense the calling party hang-up by any of these means.

Power-up and Configure



When the system first arrives, prior to installation, you should quickly open its case and insure that all components, boards and cables are securely fastened. This is important because it is possible for some of these to be loosened during shipment.

You should then connect the system and power it up. Using the user data and workflow configuration you gathered during your site survey, pre-configure the System Manager with this information. Then record some dictations and check that the work is flowing to the transcriptionists in the desired manner.

Create customized laminated instruction sheets for the authors and transcriptionists to refer to.

Deliver, Connect, and Fine Tune

Now you are ready to deliver the system, connect its wiring, and test each telephone line.

Label all cables with source and destination and add this to your system diagram.

Using a cell phone (to simulate someone calling in from an outside line) call each individual telephone (or extension) number that you gathered earlier. On each line, log-in as an Author and make a short recording speaking the telephone (or extension) number into the recording. Now using a direct wired station log-in as a transcriptionist and listen to each recording, noting the relative loudness or weakness of each recording. For those that playback weaker than the others, compensate for those weaker telephone lines by raising the Record Gain of the Channel from which that recording was made.

Direct wired stations should have their Record Gain and Playback Volume settings for the Channel they are connected to set to 0 dB or perhaps -1 or -2 dB because there is generally no signal attenuation when stations are direct wired to the voice board.

Channels that are connected to telephone lines generally do experience some signal attenuation and so their Record Gain and Playback Volume may need to be set a few dB's positive to compensate for a weak telephone line. ***If you notice a decrease in the response to touch-tone commands when recording, lower that Channel's and/or Author's Record Gain.***

The next step is to fine tune the record gain and playback volume in



each user's profile to compensate for the differences in an individual user's hearing and voice characteristics. If they are soft or loud speakers you may want to compensate for this by raising or lowering the Record Gain in their individual user profile. If their hearing is weak you may want to compensate for this by raising the Playback Volume in their individual user profile.

If the telephone system is configured in a hunt group you should now test to insure all telephone lines are rolling over as desired.

System Administrator Training

Prior to training the system's users, you should train the System Administrator. Familiarize the System Administrator with how to shutdown the system and what the startup process looks like. Show the System Administrator how to enter the System Manager, how to enroll new users, describe those features which he or she will need to fine tune the system configuration on their own, how to use the Navigator's filter mechanism, and a description of the statistics window. And of course instruct the System Administrator in how the system interacts with the Authors and with the Transcriptionists through recording and transcribing a few samples.

The time invested in properly training the System Administrator is well worth it. A properly trained System Administrator will result in a much lower number of times you are consulted for fine tuning needs and recalled to the site to provide remedial user training.

Transcriptionist Training

Now you are ready, with the System Administrator's help to train the transcriptionists.

Author Training

And finally you are ready, with the System Administrator's help to train the authors.

User Training Follow-up

It is important to be available throughout the first training day and as necessary into the day after to monitor how well the authors and transcriptionists are adapting to their new system. You should also plan to give the System Administrator a follow-up call a week or so later to check how everyone is adjusting to the system.

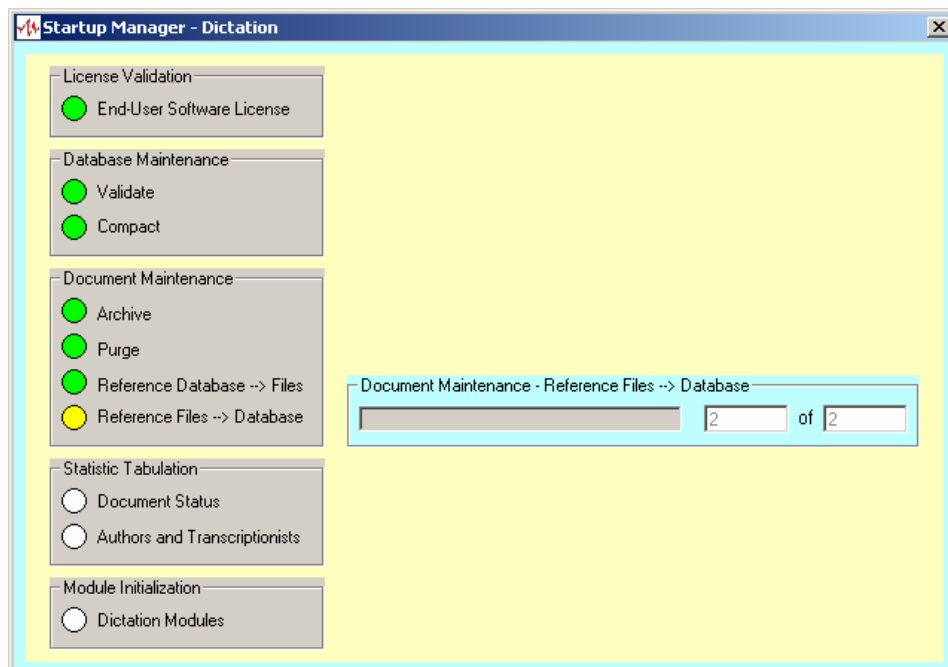


SYSTEM STARTUP

Once the system has been fully configured, it will automatically start each time the computer is powered-on or re-booted.

The system startup sequence is as follows:

- Windows boots-up
- Startup Manager is started
 - Maintenance tasks are engaged
 - License Validation
 - Database Maintenance
 - Document Maintenance
 - Statistic Tabulation
 - Module Initialization
 - File Manager is started
 - Channels are started
 - Navigator is started
- Startup Manager runs the System Sentinel or exits





SYSTEM CONFIGURATION

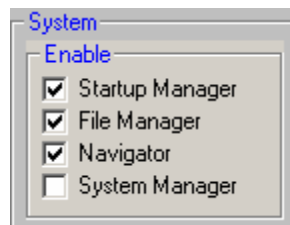
The following information highlights the minimum parameters you'll need to configure before you commence system operations. **Please refer to the Dictation System User Manual for complete details on all System Manager settings.**

System Manager Log-in:

At the Log-In prompt, click on Log-In without entering a Password as the Administrator's password is initially turned off.

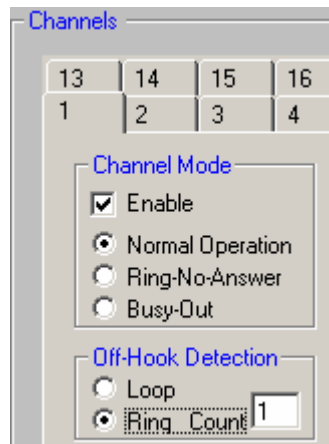
Set System Parameters:

Enable Startup Manager, File Manager and the Navigator.



Set Channel Parameters:

Enable each physical channel, set each to Normal Operation, and then set each to Loop or Ring mode as appropriate.



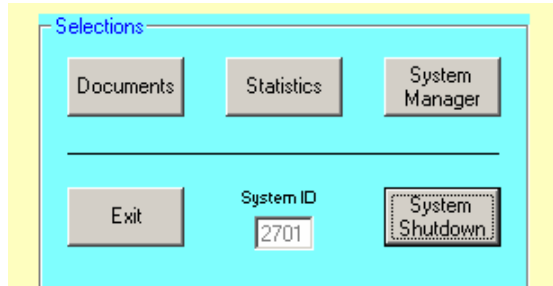
Exit:

Exit the System Manager. Upon the next re-boot the system will be ready for use.

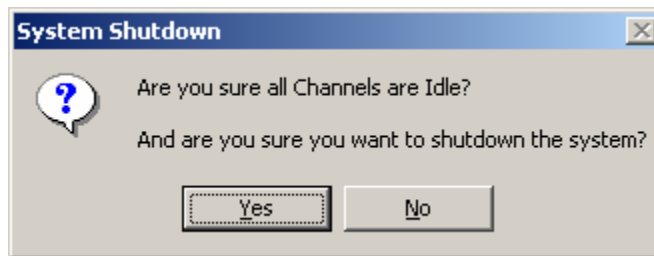


SYSTEM SHUTDOWN


Use the Navigator's "**System Shutdown**" command key to shutdown the system automatically.



Please check that all Channels are Idle before you continue with the system shutdown. If you shutdown the system while a Channel is not Idle that user will be hung-up on without warning. Those documents that are In-Dictation or In-Transcription during shutdown will become In-Queue at system startup.



To manually shutdown the system follow this sequence to properly shutdown the system:

- a) Exit the System Manager (if it is open).
- b) Exit the Navigator.
- c) Click on each  icon on the task bar (at the bottom of the screen) to maximize the File Manager and each Channel.
- d) Wait until a Channel state shows "Idle" (this tells you that no one is using that channel), then exit that Channel.
- e) Once all Channels have been exited, exit the File Manager.
- f) Shutdown Windows ("Start, Shutdown, OK").
- g) After Windows presents the message "It is now safe to turn off your computer", you may power the computer off.

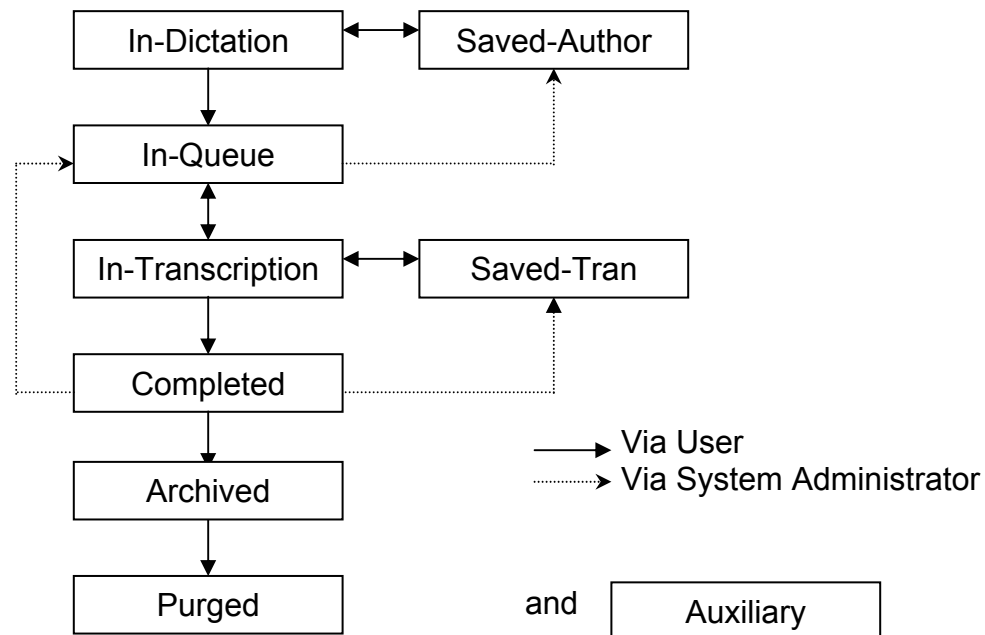


SYSTEM MAINTENANCE

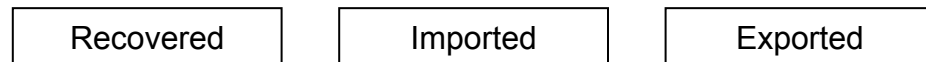
The system is designed to be virtually self-maintaining. Voice files traverse through various states during their life cycle. They are created by an author, completed by a transcriptionist, and then archived and purged by the system. Voice files can be temporarily suspended from this cycle when they are saved.

Life Cycle of a Voice File:

The primary states are:



The secondary states are:





Automatic Archive and Purge:

It is recommended to enable the Archive and Purge features. Enabling these features allows the system to retain completed voice files and their database entries only as long as desired. After which the system will delete the completed voice files (archive) to free-up hard drive space, and later on delete their database entries (purge) to maintain the efficiency of the database.

Scheduled Warm-boot:

It is recommended to enable the Scheduled Warm-boot feature. *Enabling this feature provides a daily or weekly opportunity for Windows and the Voice Solutions Startup Manager to perform certain automatic maintenance tasks that only take place during system startup.*

These startup maintenance tasks include:

- a) Windows initialization.
- b) Archive and purge (if they are enabled).
- c) Compaction of the voice file & system management databases.
- d) Verification and update of the content of the voice file database. *A voice file entry that is in an "In-Dictation" or "In-Transcription" state will be returned to an "In-Queue" state. A voice file entry which does not have a corresponding voice file will be transferred to an "Auxiliary" state.*
- e) Verification of the completeness of the records in the voice file database. *A voice file that does not have a corresponding entry in the voice file database (such as one that was transferred to an "Auxiliary" state) will have a new entry created, thus restoring it into the database.*
- f) Verification and update of the system's statistics.

System Sentinel:

It is recommended to enable the System Sentinel feature. *Enabling this feature (by enabling Automatic Module Reinitialization) enables the Startup Manager to monitor and secure the operational status of the File Manager, the Channels, and the Navigator.*

Four times per minute the Sentinel monitors the operational state of the File Manager, each Channel, and the Navigator. If after 1 minute the File Manager, or a Channel or the Navigator has not confirmed its operational state the Sentinel will automatically reinitialize it.



Windows Maintenance Tasks:

To maintain the system at peak performance Windows maintenance tasks should be performed at routine intervals. The required interval depends on how active the system is.

The Windows maintenance tasks consist of running Windows Disk Cleanup and Disk Defragmenter utilities.

To run these tasks manually, shutdown the system. Then reboot the computer and Cancel the startup of the Startup Manager. Then you can exercise the following two Windows system tools to remove temporary files and defragment the hard drive:

- Disk Cleanup
- Disk Defragmenter

If you use Windows Task Scheduler to perform these tasks automatically, ensure they are run when the system is expected to be least busy and at a time that will not overlap with the system's archiving, purging, or warm-boot schedule.



SYSTEM SOFTWARE UPGRADE

FTP Site: “216.199.167.79” User i.d. and Password “DACFTP”

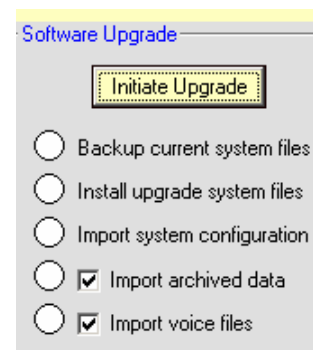
Software upgrade files (prepackaged in an Upgrade folder) and the latest documentation are available on Digital Accessories Corporation’s FTP site. **Copy the entire Upgrade folder onto a removable medium so that it may be transferred in its entirety to the system to be upgraded.**

File Transfer Medium:

Files can be transferred using floppy diskettes or a USB memory card reader (example: “ZIO” from www.microtechint.com or “FlashGo!” from www.imation.com. Use at least a 64-MB memory card.

Software Upgrade Sequence:

1. Backup the old C:\Mercury\Upgrade folder.
2. Copy the new Upgrade folder to C:\Mercury.
3. Shutdown the system and cold-boot it (power it off, wait a few seconds and then power it on).
4. The Startup Manager will automatically open Support Manager’s Software Upgrade menu.
5. Click on “**Initiate Upgrade**” and follow the instructions it presents.
6. The upgrade process is automated. When it displays the “...completed successfully” message it will then cold-boot the system.
7. After the system starts up confirm that it is fully operational and verify that the documents and system configuration were accepted.
8. Then shutdown the system, cold-boot it, “Cancel Startup”, run Windows maintenance tasks (Disk Cleanup and Disk Defragmenter) as described on the preceding page, and then cold-boot the system again. The system is now ready for operation.





PERSONAL NAVIGATOR UPGRADE

Windows 2000

To upgrade the Personal Navigator with Windows 2000, overlay the Personal Navigator files (Mercury_Personal_Navigator_Project.exe and Mercury_PersonalNav.mdb found in the subfolder "C:\Mercury\Upgrade\2000PersonalNavigator" into the workstation's C:\PersonalNavigator folder.

Windows 98/Me/Nt/Xp

To upgrade the Personal Navigator with Windows 95 or Windows 98 or Me or Nt or Xp, overlay the Personal Navigator's .exe and .mdb files found in the "C:\Mercury\Upgrade\9598MeNtXpPersonalNavigator" subfolder into the workstation's C:\PersonalNavigator folder.



ADDING AI-LOGIX VOICE BOARDS

Voice Board Handling:

Voice boards are packaged in anti-static or static shielded bags to protect them from the damage of ESD (Electro Static Discharge). You can recognize these bags by their distinctive shiny look and silver-gray color.

Prior to installing or removing a voice board from the computer connect a grounding wrist strap from the computer chassis to your wrist. The power cord should be plugged in (so the computer is grounded) with the power switch in the **OFF** position. Connect the grounding strap to a non-painted part of the computer chassis. **Handle the board by its nonconductive edges and do not touch the board's connectors.**

If a grounding strap is not available, touch both of your hands to a non-painted surface of the computer to discharge any static electricity. Then carefully handle the board only by its nonconductive edge. Do not move your feet or walk while handling the board until it is installed in the computer or until it is placed into an anti-static or static shielded bag or a double layer of aluminum foil.

ISA or PCI:

The voice boards can be either ISA style or PCI style. More than one voice board can be installed in a system, but a system must use either all ISA or all PCI style voice boards.

PCI Voice Board:

The PCI voice board automatically registers itself with the computer through the PCI bus therefore it has no address switches to set.

ISA Voice Board:

The ISA voice board has switches, one jumper, and a driver that must be set for the computer to acknowledge its existence. The jumper must be in place to select 16-bit mode, and the address switches must be set so that each ISA voice board is set to a unique address.

This is accomplished through the four-position switch block SW1 or SW1A. Typically you would set the first board to the lowest address, and then the next board to the next higher address. On some computers you may have to skip a particular address if that address is already used by an existing hardware configuration of the computer.

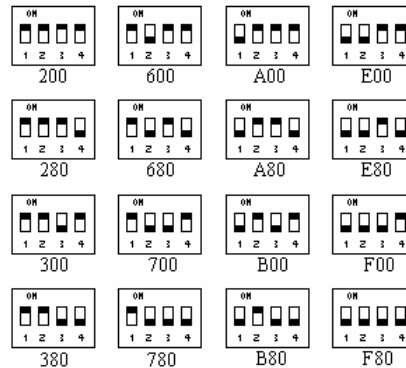


ISA 16-bit Jumper:

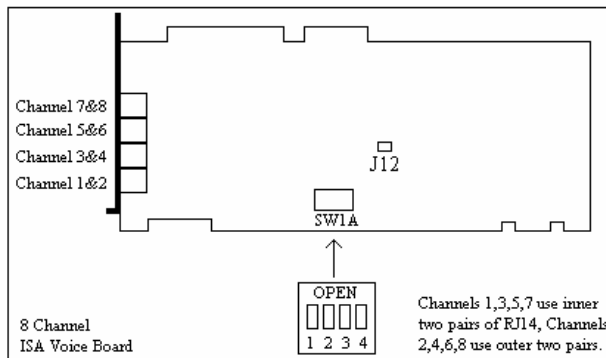
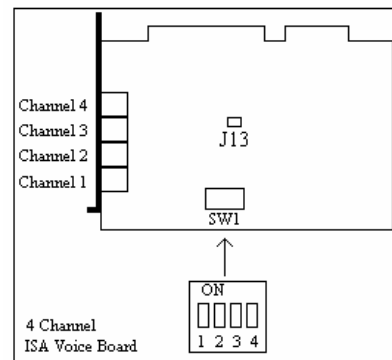
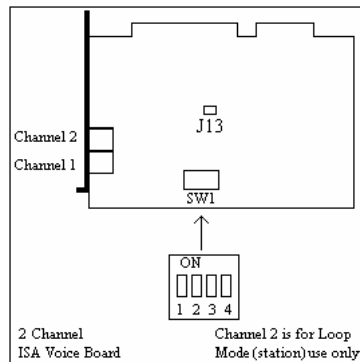
The 2 channel and 4 channel ISA voice boards should have the jumper labeled J13 in place, and the 8 channel ISA voice board should have the jumper labeled J12 in place.

ISA Address Switch:

“ON” reads “OPEN” on the ISA 8 Channel board’s switch “SW1A”.



Voice Board Layout:



The layout diagrams above also reflect the Channel configurations on the PCI voice boards.

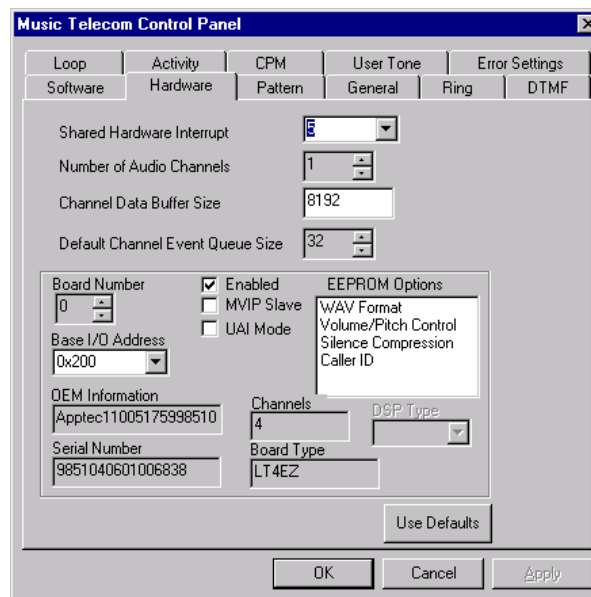


ISA Driver:

Upon system power-up, the ISA voice board driver will automatically assign the channel numbers to each ISA voice board (from Channel 1 to Channel “n”) beginning with the board set as Board 0, working its way up through the next higher Board Number. Thus the physical assignment of the channel numbers to a particular ISA voice board is not dependent on how you set the address for each board, but on the Board Number assignment as set in the ISA voice board driver.

To configure the ISA Voice Board Driver, open Windows’ Control Panel and double click on the “Mu-Tel DSP” icon and then select its Hardware tab. **Note that the first ISA voice board is BOARD 0, the second is BOARD 1, and so on.** Begin with Board 0, click on ENABLE, then select the BASE I/O ADDRESS which you set on the board itself. Continue with each additional board in the same manner. When complete close the Device Driver’s window.

The EEPROM Options will remain empty until you click Apply then choose a different board number and then back to the previous board number. The display of items in the EEPROM Options section is a confirmation that the board’s interrupt and address settings refer to a voice board that is physically available.



A cold boot is required for ISA driver changes to take effect.

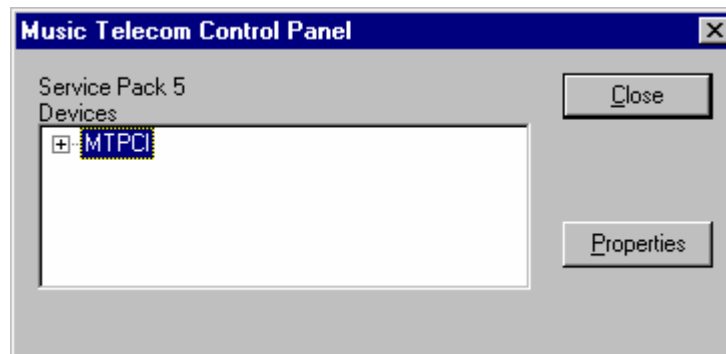


PCI Driver:

The PCI voice board driver automatically assigns each PCI voice board an appropriate address based on its PCI slot number. Therefore there are no hardware addresses to set on a PCI voice board or on the PCI voice board driver's control panel. Though during PCI voice board installation you may want to note the slot numbers (if any) are silk-screened on the computer's motherboard next to each PCI slot. The slot number will be used to correlate the physical channel numbers to each PCI voice board installed.

In the future if you should be instructed to change a PCI driver setting, find and run "MTPCI Device Driver Kit" and then its "Control Panel" from Windows' Start, then Program menu. Click on the "+" sign next to MTPCI and the installed PCI voice boards should then show as MTPCI0, MTPCI1, etc. Highlight one board, then click on Properties to open the properties window.

The EEPROM Options may remain empty until you cold boot the system and then look into the device driver's control panel again. The display of items in the EEPROM Options is a confirmation that the PCI board selected is physically available.



A cold boot is required for PCI driver changes to take effect.

ADDING BROOKTROUT VOICE BOARDS

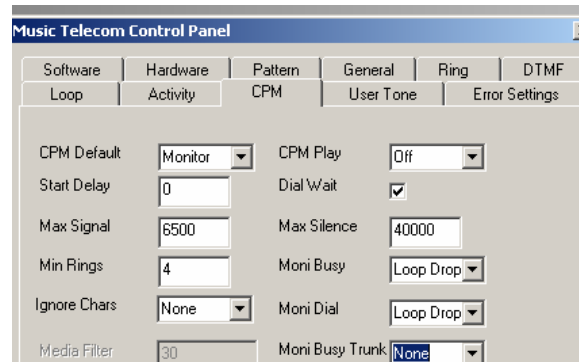
Please ask Digital Accessories Corporation about the latest information describing the installation of Brooktrout voice cards.



ADDITIONAL INFORMATION

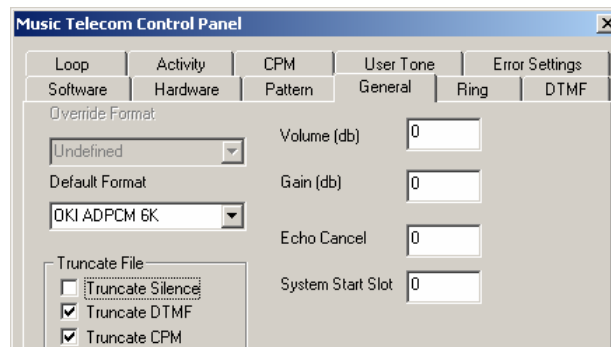
Dial or Busy or Busy Trunk Tone Setting for AI-LOGIX boards:

If the telephone lines return a Dial or Busy or Busy Trunk tone upon hang-up, then set the “Moni Busy” (monitor busy signal) or “Moni Dial” (monitor dial tone) or “Moni Busy Trunk” (monitor busy trunk tone) parameters to “Loop Drop” instead of to “None”.



Truncate Silence for AI-LOGIX boards:

It is recommended to uncheck the Truncate Silence feature.



Module Reinitialize:

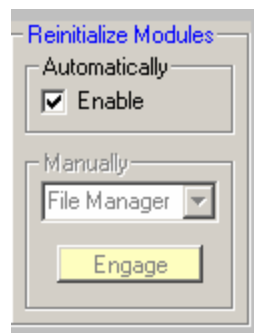


“Manually”

The System Sentinel or Navigator or File Manager or a Channel can be manually reinitialized without shutting and restarting the system. To reinitialize one, select it and click “Engage” in the System Manager’s Maintenance menu. **The password to enter the Maintenance menu is “Mercury”.**

“Automatically”

It is recommended to enable the **System Sentinel** feature. *Enabling this feature (by enabling Automatically Reinitialize Modules) enables the Startup Manager to monitor and secure the operational status of the File Manager and the Channels.*



Redundancy: “Dupli-Disk”

A redundant system contains a special hard drive controller card and two hard drives. In this configuration the controller card mirrors (writes to both) hard drives and reads from one to maintain continuous system operation even if one hard drive fails.

The hard drive controller in a redundant system provides status LED’s that can be seen from the front of the computer. The System Administrator should be instructed in their meaning and to routinely monitor them for a fault indication.

Please refer to the hard drive controller’s documentation for specific details regarding its status LED’s and its maintenance procedures.

Upgrade Folder:

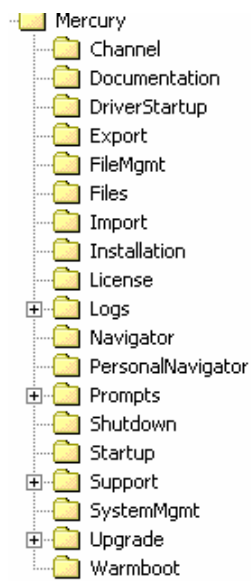


The Upgrade folder contains the following subfolders and files:

2000PersonalNavigator	File Folder
9598MeNtXpPersonalNavigator	File Folder
AutoUpgrade	File Folder
Documentation	File Folder
DriverStartup	File Folder
NewPrompts	File Folder
Shutdown	File Folder
Warmboot	File Folder
AutoUpgrade	1 KB Text Document
License	19 KB Rich Text Format
Mercury_Channel_Project	196 KB Application
Mercury_FileMgmt	122 KB Microsoft Access Database
Mercury_FileMgmt_Project	184 KB Application
Mercury_Installation_Project	116 KB Application
Mercury_Navigator_Project	236 KB Application
Mercury_Startup_Project	116 KB Application
Mercury_Support	88 KB Microsoft Access Database
Mercury_Support_Project	184 KB Application
Mercury_SystemMgmt	218 KB Microsoft Access Database
Mercury_SystemMgmt_Project	432 KB Application
Nvdspcx.ocx	652 KB ActiveX Control
Upgrade Version 00.07.00	1 KB Text Document

Mercury Folder:

The Mercury folder includes the following subfolders:



In addition it includes a PendingExport, PendingGroupExport and PCPMToneTables subfolder.

Create Custom Greetings:



To create custom greetings for each user, log-in as the System Administrator using User ID 990 and follow the spoken step-by-step instructions.

Connecting Stations:

There are three ways to connect our Dictate and Transcribe Stations directly to our system. The first is to dedicate a system port for each station connecting through our junction boxes. The second is to distribute system ports to multiple stations connecting through our junction boxes. The third is to distribute system ports to multiple stations connecting through our junction boxes and an automatic port selector.

In addition our Dictate and Transcribe Stations can be connected remotely to our system through the customer's telephone switch.

Direct Connection Junction Boxes:

To facilitate direct connection of our Dictate and Transcribe Stations to our system we produce various styles of junction boxes. Some styles of our junction boxes just provide "talk-battery". Other styles provide "talk-battery" as well as Work Waiting (Global or Exclusive) indications to the transcribe stations connected to them.

Exclusive Work Waiting Test:

The Support Manager's "**Hardware Analysis**" menu incorporates a utility to assist you in testing the wiring between an Exclusive Work Waiting style Junction Box and the Transcribe Stations.

