



CurbTalker 1.0

*User Guide*

# Table of Contents

Overview .....	1
System Requirements.....	2
Installation .....	2
Installing CurbTalker.....	2
Running CurbTalker for the First Time .....	3
Multiple Line Configurations .....	4
Running PhoneValet and CurbTalker Together .....	4
CurbTalker Concepts .....	6
The Call-in Experience .....	6
About Property Management.....	6
Configuring your Greetings and Caller Actions .....	7
Setting Up Lead Sources .....	8
Setting Up a Property Listing .....	9
Viewing Property Info and Calls History .....	11
Printing a Property Report.....	12
Exporting Property and Call Data.....	13
Property Exports.....	13
Call Exports .....	13
Lead Source Export.....	13
Changing Greetings .....	14
Backup and Restore .....	15
Appendix A: Technical Details .....	16
Audio File Formats .....	16
Email Settings.....	16
Verifying that the Telephone Adapter is Functioning.....	16
About USB Ports and Hubs .....	17
OpenBase Database .....	17
Technical Support.....	17
Software Updates.....	17
Appendix B: Certification and Warranty Information .....	19

## **Overview**

CurbTalker is Parliant's solution for real estate agencies to promote their properties on the phone. Prospective buyers can call in to find out about properties they find from street-side signs, print advertising or other listings. CurbTalker provides a cost-effective way to get information to interested buyers as well as track the relative success of your listings and methods of advertising. CurbTalker can also be used alongside *PhoneValet Message Center* for integrated voice mail and call logging/recording even on the same phone lines.

Inside your CurbTalker package is the Parliant Telephone Adapter, a USB cable for connecting it to your computer, a telephone cable, and a telephone line splitter (to plug in both the

Telephone Adapter and a telephone into one wall socket). Also included are a Quick-Start guide, and the software on a CD.

Visit the Parliant's web site if you need more help with CurbTalker. Go to <http://www.phonevalet.com/support/> for up-to-date technical support resources, and software updates.

## System Requirements

CurbTalker requires at least this configuration:

- Computer that meets Apple's system requirements for MacOS X
- Mac OS X 10.4 or higher installed (CurbTalker is a Universal Binary)
- QuickTime 6.5.3 or higher installed
- Available USB port
- Standard (analog) phone line with touch tones. Vonage and similar Voice-over-IP lines are supported if you can connect regular phones.
- Caller ID service is required if you want to see the names/numbers of callers
- Call transfer service is required if you want to enable external transfers (e.g. to let callers transfer to an agent's cell phone)

## Installation

### Installing CurbTalker

The first thing to do is to plug in the Telephone Adapter device – all the cables are included, so all you need to do is connect the USB cable to our device and to a port on your Mac, and use the phone cable to connect the device to any telephone wall-jack. If you have a telephone already plugged in to the wall, plug the splitter (included) into the wall and connect both the device and the telephone to it.

If you have purchased any additional copies of CurbTalker (to allow CurbTalker to receive calls on multiple phone lines), please connect all those devices as well. If you are using a USB hub, make sure that it has its own wall-power supply – see page 17 for details.

CurbTalker software installation is also simple – simply insert the product CD, review the “*Read Me*” file for last-minute updates, and then double-click on the **CurbTalker Installer** icon. Follow the on-screen instructions to complete the installation of CurbTalker. You will need to restart the computer after installation.

If you are also a user of PhoneValet Message Center (Parliant's voice mail and call logging/recording software), you should upgrade to the latest version of PhoneValet at the same time as installing CurbTalker. Consult our support web site for information on whether an upgrade of PhoneValet is required.

If you are currently using the OpenBase database software on your computer, you may be prompted to upgrade it. Please see page 17 for information about the OpenBase database that is included with CurbTalker if you get any such message.

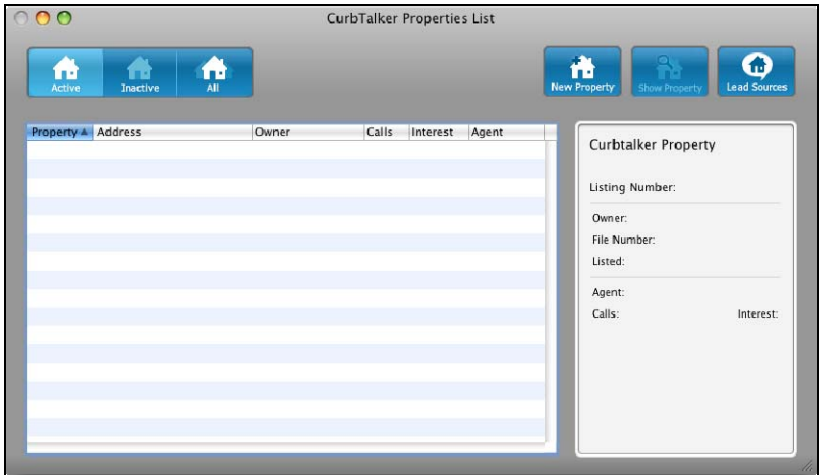
## Running CurbTalker for the First Time

Once you have successfully installed the CurbTalker hardware and software, it's time to run the program! To run it, simply double-click on the **CurbTalker Application Alias** icon on your desktop, or use the Finder to navigate to the Applications folder, and double-click on **CurbTalker**.

The first time you run CurbTalker, you will need to select the country that you are using CurbTalker in. Click **Next** to enter your line license code(s) for the software, which you will find on a sticker on the back cover of this manual, or on the sleeve for the product CD. Enter your license code on the panel, and edit the line-name if you want.

Click on **Next** after entering your license code(s). You are now asked to enter your local area code, and whether you want CurbTalker to automatically number your properties (you can change this later on). Click **Save** to complete the installation.

Once you've completed the above, you will end up on the main window that looks like this:



Now you're ready to start setting up your property listings!

## Multiple Line Configurations

You can connect more than one Telephone Adapter to your computer (one for each line) so that CurbTalker can answer calls on more than one phone line at a time. If you anticipate a high volume of calls for real estate information, you can add extra lines at any time. The CurbTalker product is sold by line, and you can obtain additional lines directly from Parliant at <http://www.curbtalker.com/>, or by phone at 1-866-864-2334.

If you have additional Telephone Adapters, you install them the same way as you do with the first one. If you are doing a first-time installation, connect all of them before doing the software installation. When you are asked to enter line licenses to use CurbTalker, you will enter one line license code per Adapter you have installed.

If you are adding a new adapter to an existing installation of CurbTalker, simply connect it to the computer and phone line, and then go into the CurbTalker Preferences, click on the **Lines** tab and enter your licenses. If your new device does not show up in the preferences screen, click the **Refresh List** button; CurbTalker will then show your new Telephone Adapter.

## Running PhoneValet and CurbTalker Together

PhoneValet is Parliant's business-class voicemail and auto-attendant system that includes call recording and detailed call logging capabilities. You can use PhoneValet Message Center and CurbTalker to have both voice mail and the real estate information system on the same Mac computer, and even on the same phone line. If you are using only CurbTalker, skip this section.

If you use separate lines for each product, there is nothing you need to do – you can run it all on one Mac. PhoneValet will answer on the lines it is licensed for, and CurbTalker will take property calls on the lines it is licensed for.

If you intend to use the two products on the same line, the telephone adapter will be shared between both products – you can purchase a software-only license for one software product to go with a line of the other product. When you use PhoneValet on a line along with CurbTalker, you get access to all of PhoneValet's features including advanced call and message management for all your property-related CurbTalker calls.

When using the products together on a shared line, PhoneValet will initially answer the call. In the menu of choices you offer your caller on that line, you should include an option to go into the real estate information system. For instance, you might have a set of choices on a menu like this: "To speak to agent Bob Smith, press 1. To speak to agent Jane Doe, press 2. If you are calling to get information about a specific property, press 3 to enter our real estate system".

When the caller selects "3", you would configure that choice in PhoneValet as a "Go To" choice, and set it to go to the **CurbTalker Call Tree**. This tree is made available automatically in PhoneValet whenever you have CurbTalker installed as well. After the caller presses 3, they

are played the main greeting you set for CurbTalker, and can then enter the code for the property they want to know about.

For more elaborate configurations, you can also use PhoneValet's profiles feature and voice mail overrides to send callers into the CurbTalker Call Tree automatically. See the PhoneValet manual for how to use these advanced features.

# CurbTalker Concepts

The CurbTalker application is structured into these basic components:

- A **Property List window**, which provides central access to main features, as well as overview information about property listings
- **Properties** in which you set up the telephone listing for a given address, messages to deliver to callers and demographic information
- **Lead Sources**, which allow you to track how callers found the property's telephone listing

## The Call-in Experience

When you list a house with CurbTalker, you will print the phone number and house code on your signs and ads. When an interested person reads your ad or sees your sign, they can call the number. They are greeted with an introductory message you set about your agency which invites them to dial in the house code. The caller enters their house code, and then CurbTalker plays then your custom message about the property. At the end of the message, the caller can press a digit to follow up – for instance, pressing 1 to leave you a message, pressing 2 if they want to be transferred to an agent, or hang up if they don't want a follow-up.

## About Property Management

The **Property List Window** is the window that comes up when you first run the CurbTalker application (as you saw above). It shows you your properties in various ways – you can view **Active Properties** that are currently available to call in for and **Inactive Properties** which are no longer available to access by phone, but are kept in the system so you can report on their call history.

Before creating a property, you will set up a numbered list of **lead sources**. You should create a separate lead source for each type of advertising you want to track. For instance, you might create lead sources like 1 for lawn signs, 2 for newspaper ads, 3 for web site listings and so on...

An active property is one that is available to the call-in system. Each property is assigned one or more codes for you to print in your ads and on your signs. The code starts with the property's base code, and has the specific lead source's extra digits added to the end. For instance, you might have a property with base code 123. For a lawn sign, the code to print would be 1231 and for a newspaper ad, the code would be 1232 and so on...

When you are done listing a property because it is sold or withdrawn from the market, you make it **inactive** it in CurbTalker. This keeps the property's information and call history in the software, but makes it no longer available for calls. In this way, you can keep track of your call history for reports.

# Configuring your Greetings and Caller Actions

The first step in preparing CurbTalker for calls is to set your standard greetings and configure the options available to callers. There are four greetings to set – a main greeting, a message to play after callers have heard a property message, and prompts that the caller hears if they opt to leave a message or have their call transferred. CurbTalker includes default greetings for these that you can use.

These can all be set in the Preferences (click on the menu **CurbTalker -> Preferences...**) under the **General** and **Caller Actions** tabs.

The **main system greeting** is the initial message played when CurbTalker answers the phone – it should welcome the caller to your agency, and ask the caller to enter the house code they found on a sign/ad.

The **post-property menu** is a message played right after the caller listens to the property-specific message. This message should encourage the caller to dial a “1” on their phone if they want to leave a message to request a call-back or more information. The default message provided is correct for this basic case. If you change the digits or enable the transfer option, you should re-record your greeting to tell the user what the digits are for leaving a message and/or transferring the call as you have configured those options.

The **voice message** is played if the caller presses the digit to leave a message. This prompt should tell the caller to leave a message and explain how/when the caller may be called back by an agent. Under this setting in the Preferences, you can also set the maximum length for the message the caller can leave – after this time, CurbTalker will hang up.

The **transfer prompt** is played to the caller after they press the digit for a transfer. The prompt should simply tell the caller to wait on the line while their call is being transferred. The transfer is initiated right after your prompt is played to the caller.

Parliant has partnered with a leading voice service for professionally recorded greetings that work well with CurbTalker. If you want professionally recorded greetings and property descriptions made, you can visit the web site for more details: <http://www.parliant.com/audio/>

# Setting Up Lead Sources

Setting up lead codes is simple. Just click **Lead Sources** on the property list window's toolbar or select **Lead Sources...** from the **CurbTalker** menu.



On the Lead Sources window, click the [+] and [-] buttons to add and remove lead sources. Enter one or more digits into the suffix column, and enter a name for each code. The suffix is added to the end of a property's code to make the code that you put onto your ads. You should use a single digit number if you have less than 10 lead sources to track, so that the numbers you print on your ads/signs are shorter and easier to remember for callers.

You can create as many lead sources as you want to track your various methods of advertising. In exports and charts in the software, the lead sources can be used to show you how well each type of advertising works, based on the number of calls you get for each code.

If you change the lead sources, the list will only be applied to new properties that you create. All existing properties will continue to use the same dial-in codes and lead sources as before, since it may be difficult or impossible for you to remove listing numbers from printed signs or advertisements easily.

For reports and exports, CurbTalker will consolidate same-named lead sources. This means that if you edit the digits for lead sources, or remove and re-create lead sources with the same name, exports and reports will equate the old and new lead sources together.

# Setting Up a Property Listing

After creating lead sources, it's time to make properties to list. To create a property, click the **New Property** item on the property list window's toolbar, or select **Property -> New...** from the menu.

123 Anystreet Road / Anytown

View Property Info Edit Property

Listing Setup

This property is active for calls  
 Send email for property messages

Specify email addresses of recipients separated by commas

gunther@friendlyrealty.com

Message for Callers

created using text-to-speech

Change Message...

Property Image:

Import Image...

House Data

Address: 123 Anystreet Road  
City/Area: Anytown  
Owner: Marianne Klein  
File No.: 123412-2  
Listing No.: 101  
Agent: John Gunther  
Listed: 18/04/2007  
Notes:

Lead Source Management

Base Code: 8888

Code	Lead Type
88882	Homefront sign
88881	Real Estate Flyer
88880	Ottawa Citizen

This will open the New Property screen as above. On this screen, you can set the basic information about the property (address, owner, file and listing numbers and the agent's name). Only the address and listing date are actually required – you don't need to fill in the other information if you don't need to track it. The file number and listing number are provided for you to match your CurbTalker database to your other computer databases and MLS numbers, and are optional.

For each property, you also need to create the property description that your callers are calling in to hear. Click on the **Change Message...** button to create the greeting. You can record a greeting using your computer's microphone, use a text-to-speech voice or import a sound file you've already recorded. See page 14 for details on how to set greetings.

If you want to receive emails with messages that callers leave for you, check the **Send email for property messages** box and then type in one or more email addresses into the field. Put a comma between each address if you want to send to more than one.

If you want messages for all properties emailed to the same people, then you can leave the property email setting off, and use the email option in the preferences. The preferences allows you set one or more email addresses that will receive all messages left in CurbTalker, no matter what property they are for. This is ideal for small offices or for single agents. For larger agencies, you can combine both settings – you can have all messages directed to an office manager or telephone representative, and also allow each agent to receive copies of messages regarding the properties that they are selling.

The last thing to set is the property's base code, which is the start of the code that callers will use. A code may have been automatically chosen for you (if you enable the auto-numbering preference), or you can type a code of your choice. Press *return* on your keyboard after typing the code, and the list of codes below will update. The codes in the table are the numbers you should print on your signs and ads.

When you are done with editing, simply close the window with the (X) button on the window's top-left, or click **Property -> Save** from the menu. You will then see your property listed under Active Properties on the property list window, and it will be immediately available for you to call in.

# Viewing Property Info and Calls History

Once you have created your properties and calls have come in, you can review the calls history for properties.

On the property list window, you will see the number of calls and messages from callers there have been for each property. To view the details for a property, double-click on the property in the list, or highlight the property and click the **Show Property** toolbar item.

On the screen that comes up, you can view the details of the property and calls, as well as make changes to the property. (To make changes, click the **Edit Property** tab. Refer to the previous section on how to edit the property's fields.)

Date/Time	Number	Name	Code	Lead Source	Note	Msg
02/12/08 12:22	555-2224	Randall Savage	88880	Ottawa Citizen		
05/03/07 14:05	555-2337	Keith Alexander	88881	Real Estate Flyer		
05/03/07 10:43	555-3336	Jenny Jones	88881	Real Estate Flyer		
05/01/07 14:19	555-8889	Carolyn Wilson	88881	Real Estate Flyer		
05/01/07 14:17	555-8877	Peter Jones	88881	Real Estate Flyer		
04/30/07 17:17	555-4567	Robert Jenkins	88881	Real Estate Flyer		
04/18/07 11:44	555-1253	SHARON SMITH	88882	Homefront sign		

On the **View Property Info** tab, there are three information sections. On the top-left is a summary of the property info that you entered. On the right is a chart section that shows you statistics about the calls that have been received for this property. There are two charts – an **Outcomes** chart that shows you the rate of callers who left a message asking for follow-up after hearing your property message. The **Lead Sources** chart shows how the calls for the property are divided between the different codes. This chart can help you see how effective your different advertising methods are.

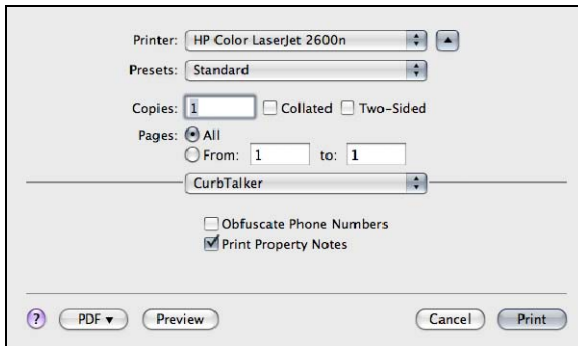
At the bottom of this view is a table with the complete history of calls for this property. You can click on the column headings to sort the calls in different ways. The table shows you the date/time of the call, the caller's name and number and the code and lead source that they entered. If the caller left a message, you will see a small cassette-tape icon in the last column. If the call was transferred, you will see an arrow icon in that column. If you click on a row in the table, a drawer will open to the right. On the drawer you can see the duration of the call and there are controls for playing the message. There's also a text area where you can type notes about this call if you want. If you do enter notes, a small pencil icon will appear in the **Note** column, so you can see what calls you've made notes for.

After you've written notes for one or more calls, you need to save them. If you close the property window, it will prompt you to save, or you can pick **Property -> Save** from the menu.

## Printing a Property Report

CurbTalker includes the ability to print a presentable report of all calls for a given property. This report includes the call summary graphs, photo of the property (if set) and your basic property-related data fields on the first page, and then a list of all the calls in a table that can span multiple pages as needed. You can use this report as a handy work-list for a member of your agency to make calls with, or you can also present it to the property seller if desired to show how the property's listing is performing.

To print a report, first open the desired property screen as above. Then click on **Property -> Print**. The standard Macintosh print panel will appear to let you select your printer and other print settings.



Note the two printing options available. The **Obfuscate Phone Numbers** option will put "X" marks in place of the phone numbers for privacy – you might use this option when printing reports for viewing with people outside your agency to protect the privacy of the callers. The other option **Print Property Notes** controls whether or not to include your typed-in notes about the property; you can turn this off if the notes contain confidential or internal information.

# Exporting Property and Call Data

CurbTalker includes features that allow you to export the data for properties and/or call details. These are saved as comma-separated text files suitable for use with spreadsheets and/or your custom database software. There are three kinds of exports:

- an export showing multiple property listings (along with counts of calls for each property)
- an export of detailed calls about one or more properties
- an export listing lead sources along with numbers of calls and messages for each source, suitable for judging effectiveness of advertising methods

## Property Exports

A property export includes the fields that you entered into the property as well as the number of calls and messages for each property. You can select properties for export by either selecting a group on the left side of the property list window, such as **Active Properties**, **All**, and so on, or you can select individual properties by highlighting them in the table on the right side – you can use shift-click and command-click to select more than one property.

To export, click on the **Export** menu, and select the property export item. The title of the menu item reflects how many properties are selected for export – it will read **Export 1 property** or **Export 15 Properties** for instance. You will then be prompted to save the report file.

## Call Exports

You can export the list of calls about one or more properties. The export includes details about each call, including time and date, duration of the call, whether or not there was a message and how long the message was, which lead source led to the call, and the notes you entered for the call (if any). If you are exporting calls for more than one property, then a selection of property fields are added to each call in the file to help you identify which calls are for which property.

Just as for a property report (see above), you select one or more properties for the report and then click on the **Export** menu. Click the **Export Calls for <#> Properties** menu item – the title is customized to the number of properties you have selected.

The software will prompt you for a date range for calls – the export will include calls within the specified window of time. Then, you will be prompted for a file name to save the file.

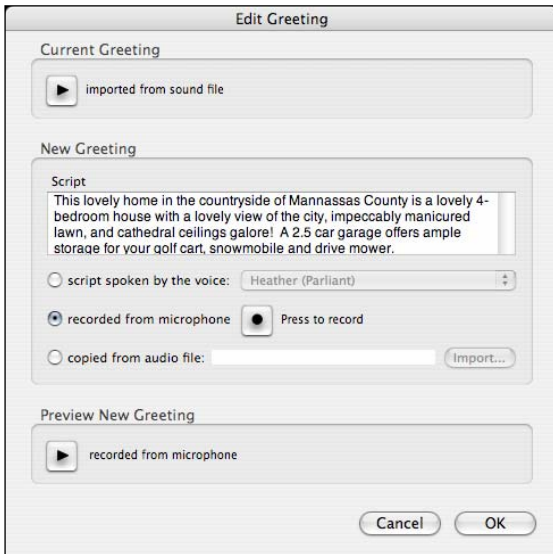
## Lead Source Export

The lead source export is a simple comma-separated file that shows you the relative effectiveness of your different lead sources. This report considers calls for all properties within

a defined date range and gives you the number of calls, messages and the percentage of calls with messages for each lead source.

## Changing Greetings

The Edit Greeting screen lets you listen to the current set greeting/prompt, and to change it. This same panel is used to set your main greetings in the preferences, as well as to set the message for each property listing. There are three ways to set a greeting – by recording one on your computer’s microphone, by using Apple’s text-to-speech system, or by using a pre-made sound file that you already have.



To record a greeting, make sure you have a microphone connected, click the radio button to the left of the **recorded from microphone** option, and then click the record button (●). Start speaking right away into the microphone, and then click stop (■) when you’re done. To hear your recording, click the play button at the bottom of the panel.

To use text-to-speech for your greeting, simply type the greeting text into the space provided, and click the radio button to the left of the “script spoken by” option. After you’ve typed the greeting in,

click the play button at the bottom of the panel to hear it.

To select a pre-made audio file, click the radio option named “copied from audio file” and then click the **Import...** button to pick a sound file. PhoneValet supports a wide variety of sound file formats for greetings, including WAV, AIFF, MP3, AAC, and others.

In all cases, you may enter a script to remember what you said in your message – you may type in there even if you’re not using text-to-speech as your greeting type.

Parliant has partnered with a leading voice service for professionally recorded greetings that work well with CurbTalker. If you want professionally recorded greetings and property descriptions made, you can visit the web site for more details: <http://www.parliant.com/audio/>

# Backup and Restore

CurbTalker provides a backup and restore feature. The backup allows you to store a copy of all the data associated with calls, properties and preferences in a single file. A backup can also be used if you want to move your CurbTalker setup to a different Macintosh computer.

To make a backup, click on the **CurbTalker** menu and select **Backup CurbTalker...** This will prompt you for a file name, and then write the backup data to that file. In order to completely back up CurbTalker, you should copy the backup file as well as your audio files to your backup storage device (optical disc, external hard disk, etc..) Your audio files (greetings, property messages and caller messages) are not included in the backup file – these are stored in the folder **/Library/Application Support/Parliant/Messages**. You should copy the contents of that folder onto your backup device as well.

CurbTalker makes automatic backups every 24 hours and stores these files in the **/Library/Application Support/Parliant/Backups** folder. The software automatically keeps the last 5 backups in that location. If you back up your computer to disk, tape, DVD, or other media, make sure to include the above Backups folder in your backup profile, as well as your messages and greetings that are stored in **/Library/Application Support/Parliant/Messages**, and also any AppleScripts you may have written. Your messages and greetings are not included in the database backup file.

If you lose your data (due to a hardware failure or other problem) and need to restore CurbTalker, re-install the CurbTalker software if needed, license it again, and then click on the **CurbTalker** menu and select **Revert to CurbTalker Backup...** A restore will delete your current database and replace the data with the contents of the backup file. To complete the restore, copy back the Messages folder that you backed up as above into the **/Library/Application Support/Parliant/Messages** folder.

If are using PhoneValet and CurbTalker on the same computer, the backup will contain your data for both PhoneValet and CurbTalker. You can make your backup with the PhoneValet application or the CurbTalker application – in either case, the data from both programs will be stored in the one backup file.

# Appendix A: Technical Details

## Audio File Formats

CurbTalker supports recording messages in one of a few file formats. You select these from the CurbTalker application's Preferences panel, under the **Audio Files** tab. Parliant strongly recommends selecting the 3GPP format, since it offers superb audio quality and very small files (76 KB/minute). The AAC format (300 KB/minute) is provided for compatibility, and is not recommended unless you have a specific need for that file format. The final option is the WAV format which is the largest (470 KB/minute). You might select WAV format if you intend to edit or convert the audio yourself for other uses, since this is a lossless uncompressed audio format.

The 3GPP and AAC formats require a recent version of QuickTime (6.5 or higher) or other third-party sound software to be played. 3GPP and AAC files can also be played on Windows computers with QuickTime installed, and on some multi-media capable mobile telephones. If QuickTime won't be available on the computer you're copying or emailing the file to, then the WAV format is recommended – that format can be played on virtually any Mac (including Mac OS 8/9) or Windows computer with no extra software installed.

## Email Settings

If your computer is connected to the Internet, and you want to use the email features in CurbTalker, you need to set up the CurbTalker email-sending preferences.

To set your email-sending preferences, click on the **Email** tab in the Preferences and enter the information your Internet service provider gave you for email sending. If your email settings require a password, an SSL secure connection, or an alternate port setting, click on the **Advanced...** button to access these settings. For password-required connections, you should set the Authentication type to **Plain** if you are not sure what to pick. If you don't need a username or password, make sure to leave these fields empty – you can still select SSL or alternate port settings as required.

## Verifying that the Telephone Adapter is Functioning

The small light on the top of the Telephone Adapter can be used to verify proper operation.

The light will be on solid green and will flicker red when the device is communicating with the computer. During a call, the light may stay on solid red – this is normal.

If the light does not come on (or does not stay on), the most common reason is that the line license code (9 characters beginning with P) has not been correctly entered. Access the CurbTalker preferences and click the **Line** tab, and then enter the license as described in the installation section of this manual. If the license code is visible on the lines panel then, this

indicates a bad connection to the computer, or that the software is not running on the computer correctly. Please contact Parliant technical support for assistance.

## About USB Ports and Hubs

The CurbTalker Telephone Adapter is a USB 1.1 device. As such, it must be connected to full-speed USB 1.1 or 2.0 ports, such as those which are built into your Macintosh.

If you use a USB hub (which gives you extra ports), make sure to use one that has its own power supply that plugs into a wall socket. You may have USB ports on your keyboard or monitor - these may be low-power ports intended only for devices like keyboards, mice, or joysticks, and may not work with CurbTalker.

## OpenBase Database

CurbTalker includes the OpenBase 10 database, and uses that database to store your property info, call history, preferences and so on. Users do not need to interact with the database to use CurbTalker – it is completely managed by CurbTalker. OpenBase is a powerful SQL relational database.

For developers and other advanced users, Parliant's arrangement with OpenBase permits users to have read-only access to run SQL statements against our database. Parliant does not provide technical support for database access. If you are developing a vertical market product that would benefit from more access to our database, please contact Parliant for information at <http://www.parliant.com/contact/>.

To connect to the database, use the username **phonevalet** and the password **phonevalet**. The database is called **ParliantCTI**. Connections are possible via OpenBase's Manager software, the `openisql` command-line tool, and via many different client libraries and query tools. Visit <http://www.openbase.com/> for more information about the capabilities of OpenBase.

## Technical Support

If you need help with Parliant's CurbTalker, the place to start is our web site for all sorts of technical resources, including updated documentation, frequently asked questions and other information about USB and telephony issues. If you don't find your answer on our web site, there is a form you can fill out to send a message to Parliant's Technical Support team. Simply click on the **Contact Us** link that's on every page of the Parliant site.

**Web Site:** <http://www.parliant.com/support/>

## Software Updates

CurbTalker has the built-in ability to find and download updates to the software over the Internet. You can check for updates by selecting **Check for updates** from the **CurbTalker** menu. The software will see if there's a new version by contacting Parliant's Internet server. If

there is a new version, you will be asked if you want to download and install it. Simply say yes to the upgrade and you will be taken to our web site directly.

Updates and improvements will be made continuously, and are free of charge. For major revisions, or for additions of whole new feature sets, there may be an upgrade charge.

# **Appendix B: Certification and Warranty Information**

## **Hardware Certification Information**

### **FCC Part 15: Radiated & Conducted Emissions (USA)**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### **FCC Part 68 (USA)**

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. PRL-VDM-II-C has a REN of 0.1B

If this equipment PRL-VDM-II-C causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment PRL-VDM-II-C, for repair or warranty information, please contact Parliant Corporation, by phone 613 321 9923 or web site at [www.parliant.com](http://www.parliant.com). If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

There are no user serviceable parts in the device.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this PRL-VDM-II-C does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

### **Industry Canada ICES-003 (Class B) – Radiated & Conducted Emissions**

This Class B digital apparatus meets the requirements of the Canadian Interference-Causing Equipment Regulations ICES-003.

## **Warranty Information**

The warranties described below are extended only to the original purchaser and are not transferable.

### **LIMITED WARRANTY: Software**

PARLIANT warrants that the Software will perform substantially in accordance with its accompanying documentation for a period of one (1) year from the date of purchase. Product support is provided throughout the warranty period, and shall be conducted electronically through Parliant's website at [www.parliant.com/support](http://www.parliant.com/support).

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#### **LIMITED WARRANTY: Hardware**

##### 1. Customer Obligations:

A. CUSTOMER assumes full responsibility that the product purchased and any copies of software included with it or licensed separately, meet the specifications, capacity, and other requirements of the customer.

B. CUSTOMER assumes full responsibility for the installation and effectiveness of the operating environment in which the product and software are to function.

##### 2. Limited Warranties And Conditions Of Sale:

A. Manufacturer warrants that this product is free from all defects in materials and workmanship for one (1) year from the date of purchase from an authorized dealer.

B. Except as provided herein no employee, agent, franchise, dealer or other person is authorized to give any warranties of any nature on behalf of manufacturer.

##### 3. Repairs And Service:

A. In the event of malfunction or failure attributable directly to faulty workmanship and/or materials, the product should be taken to the original authorized dealer it was purchased from or sent to manufacturer, along with proof of purchase and the return merchandise authorization number (RMA) provided by manufacturer.

B. If the product is sent by mail or freight company, the purchaser agrees to pay shipping charges, insure the product or assume the risk of loss or damage which may occur in transit, and to use a shipping container equivalent to the original packaging.

C. Once a product is returned, manufacturer will at its option, repair or replace the defective product or components, to whatever extent it deems necessary to restore the product or component to proper operating condition.

D. Manufacturer shall not be liable for any damages caused by delay in delivering or furnishing equipment and/or software.

##### 4. Limitation Of Liability:

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Parliant Corporation  
6 Tangmere Ct.  
Ottawa, ON, Canada  
K2E 7H6

[www.parliant.com](http://www.parliant.com)

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