
IBM Augmented Phone Services

Productivity Family



**Personal
Computer
Software**

6489824

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IBM

**Personal
Computer
Software**

First Edition (October 1985)

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Read This First

About This Book

If you want to learn about IBM Augmented Phone Services (AUG), a computer program that lets people with impaired hearing or impaired speech communicate with hearing people who have a touch-tone telephone, this book is for you.

You do not need to know anything about computers to understand this book or to use AUG.

How To Use This Book

IBM Augmented Phone Services User's Guide is divided into six parts:

- Part I. Getting Started
- Part II. Telephone Calls and Conversations
- Part III. Other Things You Can Do
- Part IV. AUG and the Hearing Person
- Part V. Appendixes
- Part VI. Index

Part I. Getting Started is made up of Chapters 1 through 4.

For an overview of AUG, read Chapter 1, “Introducing IBM Augmented Phone Services (AUG).”

If you are not familiar with the IBM Personal Computer, read Chapter 2, “If You Are New to the IBM Personal Computer.”

To set up AUG on your IBM Personal Computer, read Chapter 3, “Setting Up AUG On Your IBM Personal Computer.”

To start using AUG on your IBM Personal Computer, read Chapter 4, “Getting Started with AUG.”

Part II. Telephone Calls and Conversations is made up of Chapters 5 through 8.

To learn how to use AUG to make a telephone call to a hearing person, read Chapter 5, “Making a Telephone Call to a Hearing Person.”

To learn how to get a telephone call from a hearing person, read Chapter 6, “Receiving a Telephone Call from a Hearing Person.”

To learn about having conversations, read Chapter 7, “Having a Conversation.”

To read, print, or remove your conversations, read Chapter 8, “Reading, Printing, and Removing Your Conversations.”

Part III. Other Things You Can Do is made up of Chapters 9 through 15.

To learn how to use prepared messages, read Chapter 9, “Using Prepared Messages.”

To learn how to use the AUG User Name List, read Chapter 10, “The User Name List.”

To learn how to make emergency telephone calls, read Chapter 11, “Making Emergency Telephone Calls.”

To learn how to use AUG to answer your telephone calls automatically, read Chapter 12, “Using AUG as an Automatic Answering Machine.”

To learn about the AUG Telephone Directory, read Chapter 13, “Using Your AUG Telephone Directory.”

To learn about the AUG Word List, read Chapter 14, “Using the Word List.”

To learn how to change the owner information, read Chapter 15, “Changing the Owner Information.”

Part IV. AUG and the Hearing Person is made up of Chapter 16.

To help hearing people use AUG to have telephone conversations with you, read Chapter 16, “Helping the Hearing Person Use AUG.”

Part V. Appendixes contains three appendixes that have useful information.

Appendix A, “How AUG Pronounces What You Type” explains how AUG speaks abbreviations, numbers, punctuation marks, and other special characters.

Appendix B, “AUG Status and Error Messages” explains the status messages and error messages that you might see when you use AUG.

Appendix C, “Words You Need To Know” lists and explains words that you need to know, including words that have a special meaning when you set up or use AUG.

Part VI. Index can help you to find information this User’s Guide contains.

AUG Telephone User’s Reference Card

The *IBM Augmented Phone Services Telephone User’s Reference Card* helps a hearing person use the telephone to communicate with a hearing-impaired AUG user. Several of these cards are packaged with this User’s Guide. You can give them to hearing people you call frequently.

If you have a printer attached to your IBM Personal Computer, you can print more copies of the card. Chapter 16, “Helping the Hearing Person Use AUG” tells you how to do this.

AUG User’s Quick Reference Guide

Also packaged with this User’s Guide is a booklet called *IBM Augmented Phone Services User’s Quick Reference Guide*. You can keep this booklet near your IBM Personal Computer to remind yourself how to use AUG.

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Chapter 1. Introducing IBM Augmented Phone Services (AUG)

This chapter gives you a brief overview of IBM Augmented Phone Services (AUG). You can learn what AUG is and how AUG can help you use the telephone to communicate with hearing people.

What Is AUG?

Augmented Phone Services (AUG) is a computer program that helps people with hearing and speech impairments to communicate with hearing people who are using a touch-tone telephone. AUG is an IBM product that is used on an IBM Personal Computer equipped with the Voice Communications Adapter (VCA).

AUG uses a computer voice to speak to the hearing person the words and sentences that you type on the computer keyboard. Hearing people "talk" to you by spelling words and sentences on the keypad of their touch-tone telephone. AUG changes what the hearing person spells into words that it displays on your computer screen.

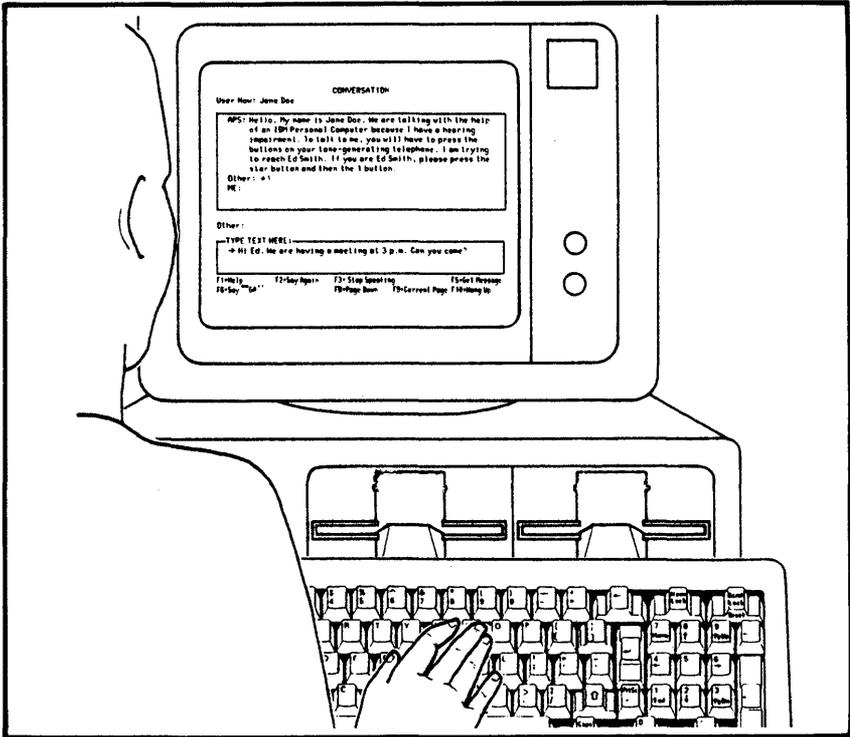
For convenience, we use the word **message** to mean the words and sentences you send to the hearing person and the words and sentences the hearing person sends back to you. So your telephone conversation consists of messages you type on your computer keyboard and messages

the hearing person sends from the telephone keypad. On your computer screen you see both the messages you send and the messages the hearing person sends.

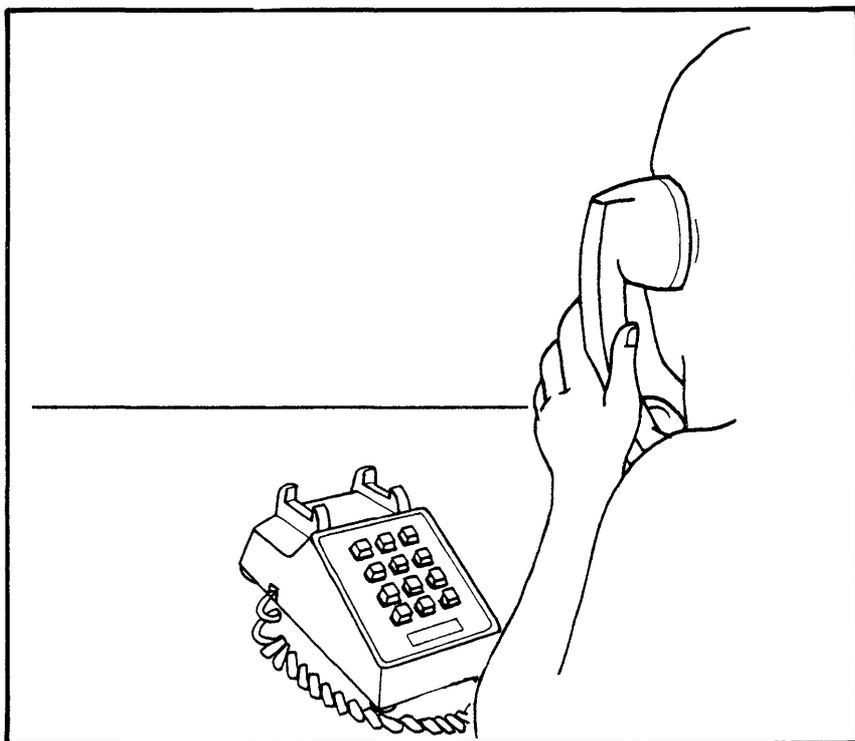
If your speech is impaired, but not your hearing, AUG speaks your messages, but your callers do not have to press buttons on their telephones to talk to you. They use the telephone as they usually do.

How AUG Works

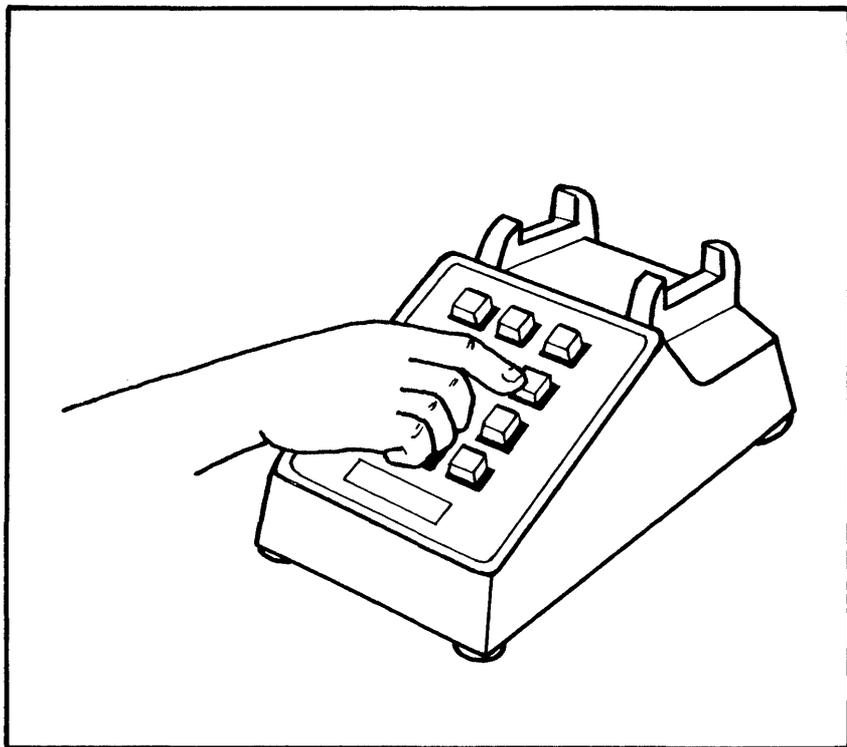
Your message to the hearing person can include words, sentences, numbers, and symbols. When you type your message on the keyboard of your IBM Personal Computer . . .



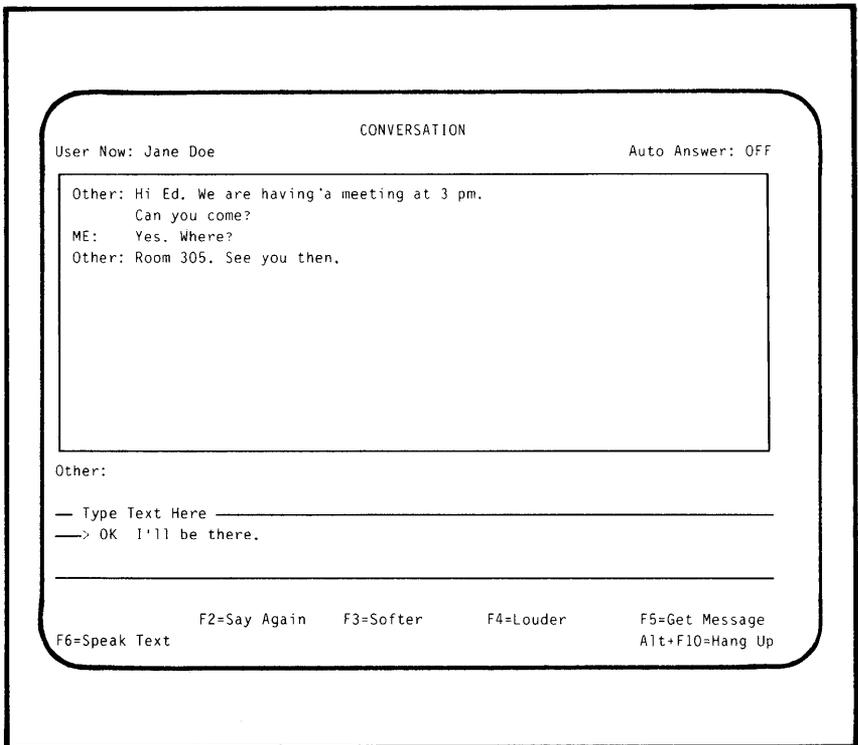
. . . AUG uses the computer voice to speak them to the hearing person.



The telephone user presses the buttons on the keypad of the touch-tone telephone to send a message to you. Because the buttons are labeled with both the alphabet and the numbers 0 through 9, the telephone user can use the buttons either to spell words or to send numbers. In both cases, however, the telephone itself actually sends numbers. AUG changes the numbers into the letters of words, when the telephone user is spelling words, and leaves them as numbers, when the telephone user is sending numbers.



AUG shows you both the words and numbers in a message on your IBM Personal Computer display:



The telephone user uses two special buttons on the telephone— * and # —to tell AUG whether words or numbers are being sent.

For example, if the person on the telephone presses the buttons for H-E-L-L-O-*, the word HELLO appears on the computer display. And if the telephone user presses the buttons for #-1-2-3-4-5-*, the number 12345 appears on your display.

By pressing the right buttons, the telephone user can also send numbers that have decimal points in them and numbers that mean amounts of money.

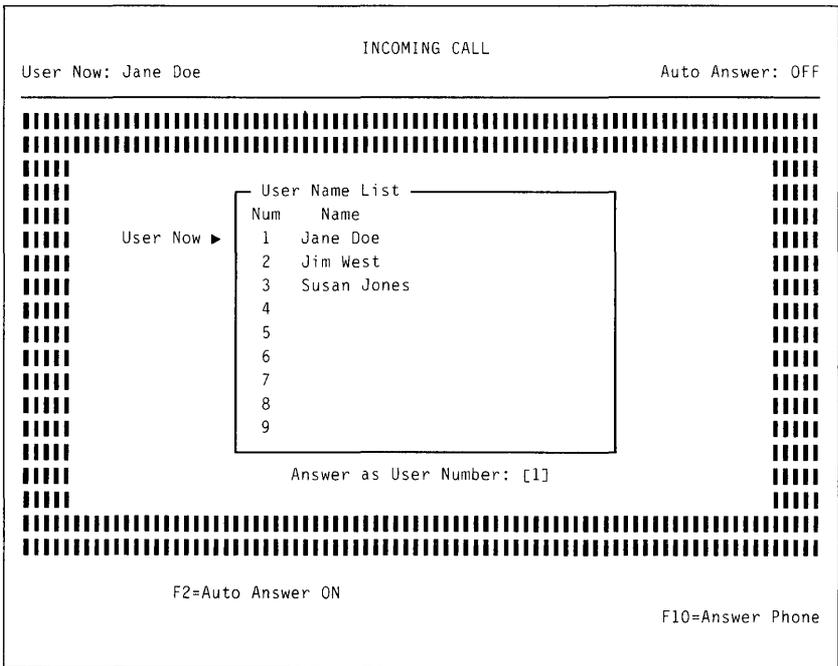
What AUG Can Do For You

Listed below are the things AUG can do for people whose speech or hearing is impaired.

Have Telephone Conversations with Hearing People

AUG lets you communicate over the telephone with hearing people who do not have a Teletypewriter (TTY) or a Telecommunications Device for the Deaf (TDD). AUG can help you communicate with family and friends who do not have one of these devices. You can also use AUG to call doctors, schools, airlines, businesses, and government agencies. In fact, you can communicate with anyone who has a touch-tone telephone available. When you call someone, AUG speaks an introductory message that explains who you are, why you are using an IBM Personal Computer to talk for you, and how to continue the conversation with you.

When someone calls you, the outer edge of your computer screen flashes to let you know the telephone is ringing.



By pressing a key, you tell AUG to answer the phone and speak an introductory message to the caller. If your caller does not need to hear an introductory message, the conversation can start right away.

Make Emergency Telephone Calls

You can use AUG to make emergency telephone calls for you. By pressing just a few keys, you can have AUG call the police or fire department, a doctor, or anyone else you may need in an emergency. AUG then speaks a message that asks for the kind of help you need.

Share AUG with Others

If you share AUG with other people, each one can give AUG his or her own name to be spoken at the beginning of the call.

Answer Calls and Record Messages Automatically

AUG can be an answering and recording machine. AUG speaks a message to your callers, and your callers can leave a telephone number. If they know how, they can also leave a message. (The *AUG Telephone User's Reference Cards* that come with this User's Guide explain how.) AUG records the messages—with the time and date—so you can look at them later. AUG also shows you the number of calls you received and have not been read yet.

AUG Helps You Dial Telephone Numbers

You can create your own telephone directory of up to 32 names with telephone numbers and nicknames. When you want to call a person or place on your list, you just have to type a nickname and press a key. Then AUG gets the dialing information from your telephone directory. You press another key, and AUG dials the number. (You can also call persons and places that you have not put in your AUG telephone directory.)

Using AUG If You Are Speech Impaired Only

If your speech is impaired, but your hearing is not impaired, you use AUG in a slightly different way. The people who use the telephone to have conversations with you can speak to you. They don't have to key their messages on the telephone keypad.

Your callers hear introductory messages that are different from those heard by people who use the telephone to communicate with hearing-impaired AUG users. And AUG does not save what the telephone user says. It saves only the part of the conversation that you type on the computer keyboard.

Where You Go From Here

If you have not used an IBM Personal Computer before, you should read Chapter 2, "If You Are New to the IBM Personal Computer" first. If you are already familiar with the IBM Personal Computer, you may want to skip directly to Chapter 3, "Setting Up AUG On Your IBM Personal Computer."

Chapter 2. If You Are New to the IBM Personal Computer

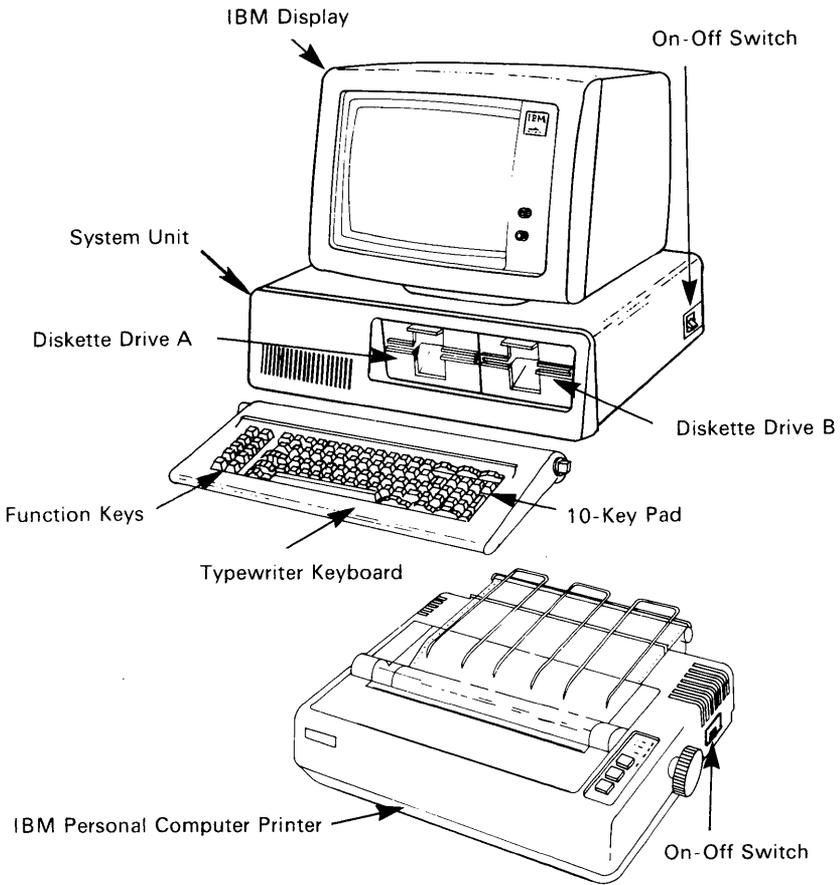
This chapter helps you get ready to use Augmented Phone Services (AUG) if you do not have experience with the IBM Personal Computer. In this chapter, you can learn about these topics:

- the parts of an IBM Personal Computer
- taking care of diskettes
- using the keyboard
- looking at the screen

If you are experienced with the IBM Personal Computer, you do not need this chapter.

Looking at the IBM Personal Computer

You can use AUG even if you have never used an IBM Personal Computer before. The next picture shows an example of what your IBM Personal Computer may look like (there are slight differences between models).



Your IBM Personal Computer has a system unit, one or more diskette drives, a keyboard, and a monitor with a screen (display). You may also have a fixed disk, either inside the system unit or in an expansion unit. You may also have a printer attached.

Programs are stored on diskettes. You use programs by putting the diskettes in the diskette drives and typing on the keyboard.

If you want a step-by-step guide to teach you to use the IBM Personal Computer, look in the *Guide to Operations* that came with your IBM Personal Computer.

About Diskettes

Your IBM Personal Computer uses 5-1/4 inch (133 mm) "diskettes" for storing information. (You may also have heard the terms "floppy diskette," "mini-floppy," or "disk." We will use "diskette.")

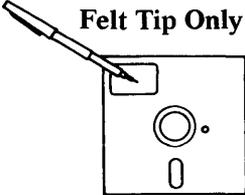
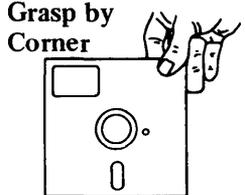
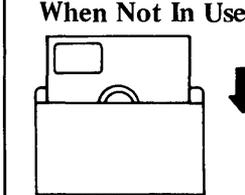
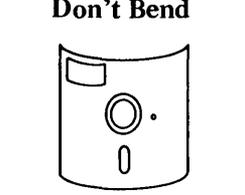
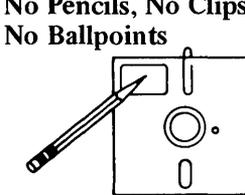
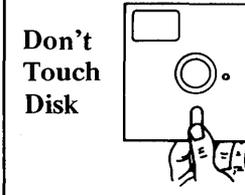
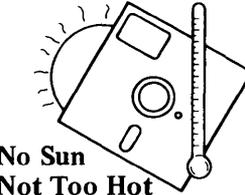
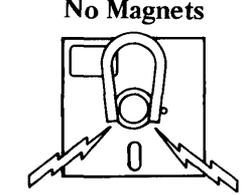
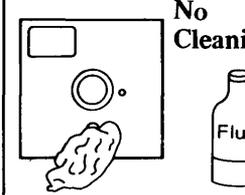
Your IBM Personal Computer may also use a fixed disk for storing information. In this User's Guide, the term "disk" may refer either to a diskette or to a fixed disk, whichever is appropriate for your system.

The permanent protective jacket contains a flexible diskette that is coated with a magnetic material. When in use, the diskette spins inside the jacket, and a moving read/write head comes into contact with the recording surface through the long hole in the jacket, called the "head slot." Information is written to or read from the magnetic surface of the diskette. The information on a diskette can be read by the computer as often as needed, or the computer can write new information on the diskette in an unused space.

Taking Care of Your Diskettes

To properly care for your diskettes, be sure to observe these cautions:

- Always place the diskettes back into the protective envelopes after use.
- NEVER touch diskettes through the head slot, where the magnetic surface of the diskette is exposed.
- Diskettes are sensitive to extremes of temperature. Keep your diskettes out of direct sunlight and away from other sources of heat. They may be stored at temperatures ranging from 10 to 52 degrees Centigrade (that's approximately 50 to 125 degrees Fahrenheit).
- Be sure to use a felt tip (soft tip) pen when writing on a diskette label. You might damage the diskette inside its protective jacket if you use a pencil or a pen that has a hard tip.

DO's		
<p>Felt Tip Only</p> 	<p>Grasp by Corner</p> 	<p>When Not In Use</p> 
DON'Ts		
<p>Don't Bend</p> 	<p>No Pencils, No Clips, No Ballpoints</p> 	<p>Don't Touch Disk</p> 
<p>No Sun Not Too Hot</p> 	<p>No Magnets</p> 	<p>No Cleaning</p> 

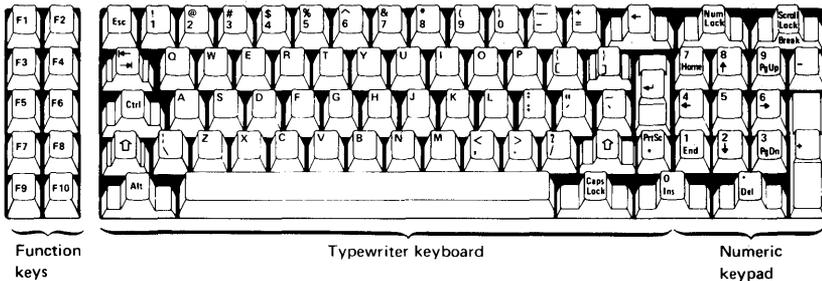
Looking at the Keyboard

The keyboard of your IBM Personal Computer works like the keyboard on a typewriter or a TTY, but some of the computer's keys are in different places. And the computer has more keys than a typewriter.

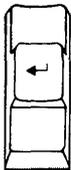
The ten keys on the left side of the keyboard are called **function keys**. These keys, marked **F1** to **F10**, do not type letters, numbers, or symbols like the other keys. They are called function keys because when you press one, AUG does a specific function. (An example of a function is saving what you have typed at the keyboard.)

While you are using AUG, your IBM Personal Computer display shows you a number of different screens. What each function key does depends on which screen is displayed at that moment. So AUG shows you, at the bottom of each screen, what the function keys mean while you are looking at that screen.

The keyboard of your IBM Personal Computer looks like this (there are slight differences on some models):



Shown below are some other keys and what they do. (The descriptions refer to the **cursor** and the **information area**. The cursor is the short blinking line on the screen that shows you where you are typing or where AUG will show what you type. An information area is a place on the screen where you read or type information.)



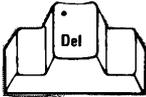
Enter. Moves the cursor to the beginning of the next information area or to the next line and enters information you have typed.



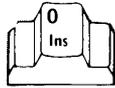
Home. Moves the cursor to the beginning of the information area where you need to type.



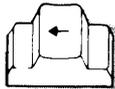
End. Moves the cursor to the position after the last typed character in an information area.



Delete. Removes (deletes) the space or character above the cursor.



Insert. Puts in (inserts) a space or a character above the cursor.



Backspace. Removes (deletes) the space or character to the left of the cursor.



Escape. Clears the information area that you are typing in.



Page Down. Shows you the next page (toward the bottom).



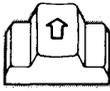
Page Up. Shows you the previous page (toward the top).



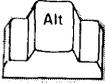
Tab. Moves the cursor to the beginning of the next information area.



Backtab. Moves the cursor to the beginning of the previous information area. (The Backtab key is the same as the Tab key. To use this key as the Backtab key, you press and hold the Shift key, then press the Backtab key.)



Shift. Changes lower case letters to upper case letters or types the top character of keys that have two symbols on them. (Also used with the Tab key to perform the Backtab function.)



Alternate. Used in AUG with the **F10** key to end a telephone call (hang up the telephone).



Cursor Up. Moves the cursor one line up in an information area, toward the top of the screen.



Cursor Down. Moves the cursor one line down in an information area, toward the bottom of the screen.



Cursor Right. Moves the cursor one position to the right in an information area.



Cursor Left. Moves the cursor one position to the left in an information area.

Fixing Your Typing Mistakes

If you make a mistake when typing in an information area, a name or a message, you can correct it easily.

1. Move the cursor one space to the right of the mistake.
2. Press the **Backspace** key.

AUG erases the mistake as you backspace over it.

3. Type the correct characters.

If you want to start over again, you can erase everything you typed in an information area:

- Press the **Esc** key.

AUG clears the information area you are typing in, and you can begin typing again.

Looking at the Screen

While you are using AUG, your IBM Personal Computer display shows you a number of screens, such as the CONVERSATION screen below.

CONVERSATION		
User Now: Jane Doe	Auto Answer: OFF	
<p>AUG: Hello.</p> <p>AUG: This is Jane Doe. You and I are talking, with the help of an IBM Personal Computer, because I have a hearing and speech impairment. To talk to me, you will have to press the buttons on your touch-tone telephone. I am trying to reach Ed Smith. If you are Ed Smith, please press the star button, and then the 1 button. If you are not Ed Smith, press the star button, and then the 2 button.</p> <p>AUG: OK. We can start to talk now.</p>		
Other:		
— Type Text Here _____		
—> hi ed.		

F6=Speak Text	F3=Softer F4=Louder	F5=Get Message Alt+F10=Hang Up

The screen is divided into three parts.

At the top of the screen, you see the name of the screen, the name of the person using AUG, and whether auto answer is turned on or off.

In the middle of the screen, you see the information areas where you type and the messages from your callers. Some information areas are boxes, with room for lines of information. Others are only long enough to type one letter.

At the bottom of the screen, you see a list of the function keys and what they do. Some function keys do different things at different screens, so check this part of the screen before you press a function key.

On your display, you might want to adjust the contrast and brightness of the text you see on the screen. (The *Guide to Operations* that came with your IBM Personal Computer tells you how to do this.)

Where You Go From Here

If AUG has not been set up on your IBM Personal Computer, you need to do that before you can use it. Read Chapter 3, "Setting Up AUG On Your IBM Personal Computer" for instructions on setting up AUG.

If AUG is installed on your IBM Personal Computer and you want to get started right away, read Chapter 4, "Getting Started with AUG."

Chapter 3. Setting Up AUG On Your IBM Personal Computer

This chapter tells you what you need before you can use Augmented Phone Services (AUG), and it tells you how to set up AUG on your IBM Personal Computer. To set up AUG means to copy AUG files and VCOS (Voice Communications Operating Subsystem) files on a fixed disk or a diskette. You need to set up AUG before you can use it.

You can skip this chapter and go to Chapter 4, "Getting Started with AUG" if AUG has already been set up on your IBM Personal Computer.

What You Need To Use AUG

To use AUG you need:

- One of these computers with at least 448KB of memory:
 - IBM Personal Computer, with one or two diskette drives
 - IBM Personal Computer XT
 - IBM Personal Computer AT
- One of these displays:
 - IBM Monochrome Display (or equivalent)
 - IBM Color Display (or equivalent)
 - IBM Enhanced Color Display (with enhanced text mode)

- IBM Personal Computer Voice Communications Adapter (VCA)
- IBM Personal Computer Printer (or equivalent), if you wish to print copies of your conversations
- A telephone line
- IBM DOS Version 2.1 or higher.
- IBM Voice Communications Operating Subsystem (VCOS) Program diskette that comes with the Voice Communications Adapter
- IBM Augmented Phone Services (AUG) Program diskette (at the back of this User's Guide)
- IBM Augmented Phone Services (AUG) Data diskette (at the back of this User's Guide)

You can connect a telephone to the Voice Communications Adapter if you want to, but you are not required to. The telephone works normally when AUG is not making or receiving a call even if the IBM Personal Computer is turned off.

The instructions that come with the adapter explain how to connect the telephone and the telephone line to the IBM Personal Computer. Read the VCA installation instructions regarding External Installation (cables).

- If your IBM Personal Computer (with the VCA installed in it) will be connected to a telephone line *without* an accompanying telephone set, follow the instructions for "Connecting Only Line 1."
- If your IBM Personal Computer (with the VCA installed in it) will be connected to a

telephone line *with* an accompanying telephone set, follow the instructions for "Connecting the Telephone and Line 1."

Before You Begin Setting Up AUG

Important! Before you start to set up AUG, make sure that the Voice Communications Adapter is installed. You cannot use AUG until this adapter is installed.

Before you can use AUG, you must load the files from the AUG Program and AUG Data diskettes into your IBM Personal Computer. How you do this depends on the kind of IBM Personal Computer you are using.

If your IBM Personal Computer does not have a fixed disk:

- Read "Setting Up AUG on a 1.2MB Diskette Drive System" on page 3-16, if you have one or two 1.2MB diskette drives; *or*,
- Read "Setting Up AUG on a 360KB Diskette Drive System" on page 3-6, if you do not have any 1.2MB diskette drives.

If you are not sure whether your IBM Personal Computer has a 1.2MB diskette drive, ask your Authorized IBM Personal Computer Dealer.

If your IBM Personal Computer has a fixed disk:

You will have to decide if you want to set up AUG on your fixed disk or on a diskette drive.

If you set up AUG on your fixed disk, all you have to do to start AUG is turn on your IBM Personal Computer and, when the DOS prompt appears,

- Type AUG

This is a little easier than setting up AUG on a diskette drive, because you don't have to insert a diskette before you start. Also, using a fixed disk gives you more space in your computer for filing user data such as auto answer messages you receive and conversations. (These and other kinds of user data are explained later in this User's Guide.)

Even if you have a fixed disk, you might want to set up AUG on your diskette drive instead.

You might want to do this if more than one person will be using AUG on your IBM Personal Computer. Setting up AUG on a diskette drive allows each person to have a separate diskette to keep his or her user data on. It also means you can take your user data with you. You might want to do this if you have an IBM Personal Computer equipped with a Voice Communications Adapter in your home and another one at your office, or if a friend has one that you can use.

If your IBM Personal Computer has a fixed disk and you decide you want to set up AUG on it, skip to "Setting Up AUG on a Fixed Disk System" on page 3-23.

If your IBM Personal Computer has a fixed disk, but you decide you want to set up AUG on a diskette drive:

- Read “Setting Up AUG on a 1.2MB Diskette Drive System” on page 3-16, if you have one or two 1.2MB diskette drives; or,
- Read “Setting Up AUG on a 360KB Diskette Drive System” on page 3-6, if you do not have any 1.2MB diskette drives.

If you are not sure whether your IBM Personal Computer has a 1.2MB diskette drive, ask your Authorized IBM Personal Computer Dealer.

Setting Up AUG on a 360KB Diskette Drive System

If you are using a 360KB diskette drive system, you need the following two diskettes in addition to the AUG Program and AUG Data diskettes:

- The Voice Communications Operating Subsystem (VCOS) Program diskette
- The DOS diskette

You also need two blank diskettes.

Before you use AUG for the first time, you must make a copy of each of the two AUG diskettes—the AUG Program diskette and the AUG Data diskette. Doing this is easy because you only have to type answers to the questions you see on your screen.

Labeling Your Blank Diskettes

Before you start copying, you need to label your blank diskettes. Label one of your blank diskettes as AUG Program *COPY* and label the other as AUG Data *COPY*. (Be sure to use a felt tip pen if you write on the diskette jacket.) These two diskettes will be the "target diskettes" referred to in the steps below. The "source diskette" refers to the *original* AUG Program and AUG Data diskettes you found at the back of this User's Guide.

You might want to write the word "source" on the two original diskettes and the word "target" on the blank diskettes you labeled as copies. This can help avoid confusion when AUG asks you to insert the source diskette and the target diskette.

Copying the AUG Diskettes

The steps you use to copy your AUG diskettes depend on whether your IBM Personal Computer has one or two diskette drives. If it has one drive, read the following section, "Copying the AUG Diskettes Using One 360KB Drive." If it has two drives, skip to "Copying the AUG Diskettes Using Two 360KB Drives" on page 3-9.

Copying the AUG Diskettes Using One 360KB Drive

Now copy your AUG Program and Data diskettes by following these steps:

1. Insert the DOS diskette into drive A.
2. Turn the IBM Personal Computer on.
3. Type the date when DOS asks for it—for example, **7/12/86**
4. Press the Enter key.
5. Type the time of day when DOS asks for it—for example, **8:10** or **16:10**
6. Press the Enter key.
7. Type **DISKCOPY**

DISKCOPY formats the diskette and copies it.

8. Press the Enter key.

DOS will ask you to insert the source diskette into drive A and to strike a key when you are ready. *Wait* before you do this—do the next two steps first.

9. Remove the DOS diskette from drive A.

10. Insert your *original* AUG Program diskette into drive A.

11. Now press any key.

Some messages about copying will appear on your screen. Wait until DOS asks you to insert the target diskette into drive A.

12. Remove the *original* AUG Program diskette from drive A.

13. Insert your AUG Program *COPY* diskette into drive A.

14. Press any key.

DOS may again ask you to insert your source diskette into drive A. Remove your AUG Program *COPY* diskette. Repeat steps 10 through 14 for as long as you are asked to insert these diskettes.

When the copying is completed, DOS will ask you if you want to copy another diskette.

15. Remove the diskette from drive A.

16. Type **Y** for yes.

DOS will ask you to insert the source diskette into drive A and to strike any key when you are ready. *Wait* before you do this—do the next step first.

17. Insert your *original* AUG Data diskette into drive A.

18. Press any key.

Some messages about copying will appear on your screen. Wait until DOS asks you to insert the target diskette into drive A.

19. Remove the *original* AUG Data diskette from drive A.
20. Insert your AUG Data *COPY* diskette into drive A.
21. Press any key.

DOS may again ask you to insert your source diskette into drive A. Remove your AUG Data *COPY* diskette. Repeat steps 17 through 21 for as long as you are asked to insert these diskettes.

When the copying is completed, DOS will ask you if you want to copy another diskette.

22. Remove the diskette from drive A.
23. Type N for no.

You will see the DOS prompt `A>`.

You have now copied both of your AUG diskettes; put the originals in a safe place, such as the back of your User's Guide. From now on you will be using the copies you have made.

Now you are ready to complete setting up AUG. To do this, skip to "Completing AUG Setup on a 360KB Diskette Drive System" on page 3-12.

Copying the AUG Diskettes Using Two 360KB Drives

Copy your AUG Program and Data diskettes by following these steps:

1. Insert the DOS diskette into drive A.
2. Turn the IBM Personal Computer on.

3. Type the date when DOS asks for it—for example, **7/12/86**
4. Press the Enter key.
5. Type the time of day when DOS asks for it—for example, **8:10** or **16:10**
6. Press the Enter key.
7. Type **DISKCOPY A: B:**
8. Press the Enter key.

DOS will ask you to insert your source diskette into drive A and your target diskette into drive B and to strike a key when you are ready. *Wait* before you do this—do the next three steps first.

9. Remove the DOS diskette from drive A.
10. Insert your *original* AUG Program diskette into drive A.
11. Insert your AUG Program *COPY* diskette into drive B.
12. Now press any key.

Some messages about copying will appear on your screen.

When the copying is completed, DOS will ask you if you want to copy another diskette.

13. Remove the AUG Program *COPY* diskette from drive B.
14. Remove the *original* AUG Program diskette from drive A.
15. Type **Y** for yes.

DOS will ask you to insert the source diskette into drive A and the target diskette into drive B and to strike a key when you are ready. *Wait* before you do this—do the next two steps first.

16. Insert your *original* AUG Data diskette into drive A.
17. Insert your AUG Data *COPY* diskette into drive B.
18. Now press any key.

Some messages about copying will appear on your screen.

When the copying is completed, DOS will ask you if you want to copy another diskette.

19. Remove the AUG Data *COPY* diskette from drive B.
20. Remove the *original* AUG Data diskette from drive A.
21. Type N for no.

You will see the DOS prompt `A>`.

You have now copied both of your AUG diskettes; put the originals in a safe place, such as the back of your User's Guide. From now on, you will be using the copies you have made.

Now you are ready to complete setting up AUG as follows.

Completing AUG Setup on a 360KB Diskette Drive System

Now that you have copied your AUG diskettes, you are ready to complete setting up AUG on your 360KB diskette drive system. To do this, follow these steps:

1. Insert the AUG Program *COPY* diskette into drive A.
2. Type **SETUPAUG**
3. Press the Enter key.

You will see the IBM logo screen.

4. Press the Enter key again.

If your IBM Personal Computer does *not* have a fixed disk, skip the next step and continue at the paragraph that follows it. If it *does* have a fixed disk, then the SETUPAUG program will ask you if you want to use your fixed disk for AUG.

5. Type **N** for no.

You now need to copy some files to your AUG Program *COPY* diskette. If you are using two diskette drives, skip to "If Your IBM Personal Computer Has Two 360KB Diskette Drives" on page 3-14. If you are using one diskette drive, continue as follows.

If Your IBM Personal Computer Has One 360KB Diskette Drive

The SETUPAUG program asks you to insert your Voice Communications Operating Subsystem (VCOS) Program diskette into drive A. To do this, follow these steps:

1. Remove the AUG Program *COPY* diskette from drive A.
2. Insert your VCOS Program diskette into drive A.
3. Press the Enter key.

The SETUPAUG program asks you to insert the AUG Program diskette into drive A.

4. Remove the VCOS Program diskette from drive A.
5. Insert the AUG Program *COPY* diskette into drive A.
6. Press the Enter key.

The SETUPAUG program again asks you to insert the VCOS Program diskette into drive A. Repeat steps 1 through 6 above, and keep repeating them for as long as you are asked to insert these diskettes. (It may take several minutes to finish copying the VCOS files because they are copied one at a time.)

When the SETUPAUG program has finished with setup, you will see the message

```
AUG setup completed.
```

Put your VCOS Program diskette in a safe place, such as the back of your User's Guide.

That's all you have to do to set up AUG using one 360KB diskette drive. Your copies of the AUG Program and Data diskettes now have all the files you need to use AUG.

To start using AUG, read "Starting Up AUG the First Time It Is Used" on page 4-4.

If Your IBM Personal Computer Has Two 360KB Diskette Drives

The SETUPAUG program asks you to insert your Voice Communications Operating Subsystem (VCOS) Program diskette into drive B. To do this, follow these steps:

1. Insert your VCOS Program diskette into drive B.
2. Press the Enter key.

Some messages about copying will appear on your screen.

When the SETUPAUG program has finished with setup, you will see the message

```
AUG setup completed.
```

Remove the VCOS Program diskette from drive B and put it in a safe place, such as the back of your User's Guide.

If you are going to start using AUG right away, leave your AUG Program *COPY* diskette in drive A. If not, remove it and put it in a safe place, such as the back of your User's Guide, until you are ready to use it.

That's all you have to do to set up AUG using two 360KB diskette drives. Your copies of the AUG Program and Data diskettes now have all the files you need to use AUG.

To start using AUG, read “Starting Up AUG the First Time It Is Used” on page 4-4.

Setting Up AUG on a 1.2MB Diskette Drive System

You need these five diskettes:

- Voice Communications Operating Subsystem (VCOS) Program diskette
- AUG Program diskette
- AUG Data diskette
- DOS diskette
- A blank 1.2MB diskette

Formatting Your 1.2MB AUG Diskette

You must prepare a blank 1.2MB diskette for use with AUG. To do this, follow these steps:

1. Insert the DOS diskette into drive A.
2. Turn the IBM Personal Computer on.
3. Type the date when DOS asks for it—for example, **7/12/86**
4. Press the Enter key.
5. Type the time of day when DOS asks for it—for example, **8:10** or **16:10**
6. Press the Enter key.
7. Type **FORMAT A:/S**
8. Press the Enter key.

The DOS format program will ask you to insert your new 1.2MB diskette into drive A and to press Enter when you are ready. Do the next two steps before you press the Enter key.

9. Remove the DOS diskette from drive A.
10. Insert your blank 1.2MB diskette into drive A.
11. Press the Enter key.

Wait until DOS asks you if you want to format another diskette.

12. Type **N** for no.
13. Press the Enter key.
14. Remove the 1.2MB diskette from drive A and label it **AUG**

You now have a formatted 1.2MB diskette to use for AUG.

(It is not necessary to make copies of the original AUG diskettes if you use a 1.2MB diskette to run AUG. Your original diskettes will serve as your backup copies.)

Continue with the next section, "Completing AUG Setup for a 1.2MB Diskette Drive System."

Completing AUG Setup for a 1.2MB Diskette Drive System

Now that you have formatted your blank 1.2MB diskette and labeled it **AUG**, follow these steps:

1. Insert the AUG Program diskette into drive A.

2. Type **SETUPAUG**
3. Press the Enter key.

You will see the IBM logo screen.

4. Press the Enter key.

If your IBM Personal Computer does *not* have a fixed disk, skip the next step and continue at the paragraph that follows it. If it *does* have a fixed disk, then the SETUPAUG program will ask you if you want to use your fixed disk for AUG.

5. Type **N** for no.

If you are using two diskette drives, skip to “If Your IBM Personal Computer Has Two Diskette Drives” on page 3-21. If you are using one diskette drive, continue as follows.

If Your IBM Personal Computer Has One Diskette Drive

The SETUPAUG program asks you to insert your 1.2MB AUG diskette into drive A. To do this, follow these steps:

1. Remove the AUG Program diskette from drive A.
2. Insert your 1.2MB AUG diskette into drive A.
3. Press the Enter key.

The SETUPAUG program asks you to insert your Voice Communications Operating Subsystem (VCOS) Program diskette into drive A.

4. Remove the 1.2MB AUG diskette from drive A.

5. Insert your VCOS Program diskette into drive A.
6. Press the Enter key.

The SETUPAUG program asks you to insert your 1.2MB AUG diskette into drive A.

7. Remove the VCOS Program diskette from drive A.
8. Insert your 1.2MB AUG diskette into drive A.
9. Press the Enter key.

The SETUPAUG program again asks you to insert the 1.2MB AUG diskette into drive A. Keep repeating steps 4 through 9 until you are asked to insert your AUG Data diskette into drive A. Be patient! This will take several minutes.

10. Remove the 1.2MB AUG diskette from drive A.
11. Insert your AUG Data diskette into drive A.
12. Press the Enter key.

The SETUPAUG program asks you to insert your 1.2MB AUG diskette into drive A.

13. Remove the AUG Data diskette from drive A.
14. Insert your new 1.2MB AUG diskette into drive A.
15. Press the Enter key.

The SETUPAUG program again asks you to insert the AUG Data diskette into drive A. Keep repeating steps 10 through 15 until you are asked to insert your AUG Program Diskette into drive

A. Again, be patient! This will take several minutes.

16. Remove the 1.2MB AUG diskette from drive A.

17. Insert your AUG Program diskette into drive A.

18. Press the Enter key.

The SETUPAUG program asks you to insert your 1.2MB AUG diskette into drive A.

19. Remove the AUG Program diskette from drive A.

20. Insert your new 1.2MB AUG diskette into drive A.

21. Press the Enter key.

The SETUPAUG program again asks you to insert the AUG Program diskette into drive A. Keep repeating steps 16 through 21 until you see the message

AUG setup completed.

You now have a 1.2MB diskette that holds all of the files you need to start your IBM Personal Computer and to use AUG. Whenever you want to use AUG, insert this diskette into drive A and turn the computer on.

That's all you have to do to set up AUG using one 1.2MB diskette drive. (Be sure to put the original AUG Program and AUG Data diskettes, along with the VCOS Program diskette, in a safe place—such as the back of your User's Guide.)

To start using AUG, read "Starting Up AUG the First Time It Is Used" on page 4-4.

If Your IBM Personal Computer Has Two Diskette Drives

The SETUPAUG program asks you to insert your 1.2MB AUG diskette into drive A. To do this, follow these steps:

1. Remove the AUG Program diskette from drive A.
2. Insert your 1.2MB AUG diskette into drive A.
3. Press the Enter key.

The SETUPAUG program asks you to insert your Voice Communications Operating Subsystem (VCOS) Program diskette into drive B.

4. Insert the VCOS Program diskette into drive B.
5. Press the Enter key.

Some messages about copying will appear on the screen. The SETUPAUG program asks you to insert your AUG Data diskette into drive B.

6. Remove the VCOS Program diskette from drive B.
7. Insert your AUG Data diskette into drive B.
8. Press the Enter key.

Some messages about copying will appear on the screen. The SETUPAUG program asks you to insert your AUG Program diskette into drive B.

9. Remove your AUG Data diskette from drive B.
10. Insert your AUG Program diskette into drive B.

11. Press the Enter key.

When the SETUPAUG program has finished with setup, you will see the message

AUG setup completed.

12. Remove your AUG Program diskette from drive B.

You now have a 1.2MB diskette that holds all of the files you need to start your IBM Personal Computer and to use AUG. Whenever you want to use AUG, insert this diskette into drive A and turn the computer on.

That's all you have to do to set up AUG using two diskette drives. (Be sure to put the original AUG Program and AUG Data diskettes, along with the VCOS Program diskette, in a safe place—such as the back of your User's Guide.)

To start using AUG, read "Starting Up AUG the First Time It Is Used" on page 4-4.

Setting Up AUG on a Fixed Disk System

If you are using a fixed disk system, you need the original copies of the AUG Program and AUG Data diskettes and the Voice Communications Operating Subsystem (VCOS) Program diskette.

If this is the very first time that you have turned on your fixed disk IBM Personal Computer system, it may not be prepared to use AUG or any other programs. (Check with the Authorized IBM Personal Computer Dealer where you purchased it if you are not sure.) If it is not prepared and you would like to do that now, see the chapter in your DOS manual about preparing your fixed disk before you try to set up AUG.

Follow these steps to set up AUG on your fixed disk:

1. Type the date when DOS asks for it—for example, **7/12/86**
2. Press the Enter key.
3. Type the time of day when DOS asks for it—for example, **8:10** or **16:10**
4. Press the Enter key.

You will see the DOS prompt `c>`.

5. Insert the AUG Program diskette that you found in the User's Guide into drive A.
6. Type **A:SETUPAUG**
7. Press the Enter key.

The SETUPAUG program shows you the IBM logo screen.

8. Press the Enter key.

The SETUPAUG program asks you if you want to use your fixed disk to run AUG.

9. Type Y for yes.

The SETUPAUG program copies the files from the AUG Program diskette to your fixed disk.

The SETUPAUG program then shows you a message asking you to insert the AUG Data diskette into drive A.

10. Remove the AUG Program diskette from drive A.

11. Insert the AUG Data diskette into drive A.

12. Press the Enter key.

The SETUPAUG program copies the files from the AUG Data diskette to your fixed disk.

Some messages about copying will appear on your screen.

If the VCOS files are not copied on your fixed disk, the SETUPAUG program then shows you a message asking you to insert the VCOS Program diskette into drive A.

(If the VCOS Program is already copied on your fixed disk, skip to step 16.)

13. Remove the AUG Data diskette from drive A.

14. Insert the VCOS Program diskette into drive A.

15. Press the Enter key.

The SETUPAUG program copies the files from the VCOS Program diskette to your fixed disk.

Some messages about copying will appear on your screen.

16. Wait for AUG to show you the following message:

AUG setup completed.

17. Remove the diskette from drive A and put your AUG Program, AUG Data, and VCOS diskettes in a safe place, such as the back of your User's Guide.

Your fixed disk now holds all of the files you need to use AUG.

That's all you have to do to set up AUG using a fixed disk.

To start using AUG, read "Starting Up AUG the First Time It Is Used" on page 4-4.

Chapter 4. Getting Started with AUG

This chapter helps you begin using Augmented Phone Services (AUG). You learn about the following topics:

- turning the computer on
- starting up AUG the first time it is used
- starting up AUG after it has been used before
- using the MAIN MENU
- getting back to the MAIN MENU
- getting help while you are using AUG
- leaving AUG

If you do not have experience with the IBM Personal Computer, read Chapter 2, “If You Are New to the IBM Personal Computer” first.

Turning the Computer On

If your IBM Personal Computer has a fixed disk and DOS has been copied on the fixed disk, skip step 1 and start with step 2. (If DOS has not been copied on the fixed disk, do it now, following the instructions in your DOS manual.) If your IBM Personal Computer does not have a fixed disk, start with step 1.

1. Insert the DOS diskette in drive A. (The DOS diskette is at the back of your DOS manual

and is labeled "DOS." Do not use the "DOS Supplemental Programs" diskette.)

2. Turn on the computer.

The switch is on the right rear side of the system unit—the part that holds the diskette drives.

After a few moments, you see a screen to type the date and time. It is important to type the date and time whenever you start up AUG. When you save conversations or use AUG as an automatic answering machine, AUG will record the date and time for you. (If you are using an AUTOEXEC.BAT to start up your IBM Personal Computer, use the Date and Time commands to record the date and time.)

If you need help typing the date or time, continue with the next section, "How to Type the Date and Time." If you already know how to type the date and time, skip to the section, "Typing the Date and Time" on page 4-3.

How to Type the Date and Time

The date:

First, you should type the date with numbers and either the - (hyphen) or the / (slash). For example, if today's date is November 29, 1985, you would type either 11-29-85 or 11/29/85. Use the number keys at the top of the keyboard.

The time:

Use the numbers at the top of the keyboard and the : (colon) to type the time. Just type the hours and minutes, like this:

For afternoon and evening hours—the p.m. hours—add 12 to the hours. For example:

- For ten thirty in the morning, type **10:30**
- For ten thirty in the evening, type **22:30**
- For midnight, type **0**
- For noon, type **12**

Typing the Date and Time

Now follow these steps.

1. Type the date.
2. Press the Enter key.
3. Type the time.
4. Press the Enter key.

After you type the time, you see the following symbol:

```
A>
```

The A> is called the DOS prompt. The letter in front of the > is the letter of the disk drive that you are using now. If you have a fixed disk or more than one diskette drive, the DOS prompt may be a different letter than A.

Starting Up AUG

If you are starting up AUG the very first time, read the section, "Starting Up AUG the First Time It Is Used."

If you have already started up AUG before, skip to "Starting Up AUG After It Has Been Used Before" on page 4-11.

Starting Up AUG the First Time It Is Used

After you have set up AUG on your IBM Personal Computer, as explained in Chapter 3, "Setting Up AUG On Your IBM Personal Computer," there are some things to do before you can use AUG for the first time. You must tell AUG the following:

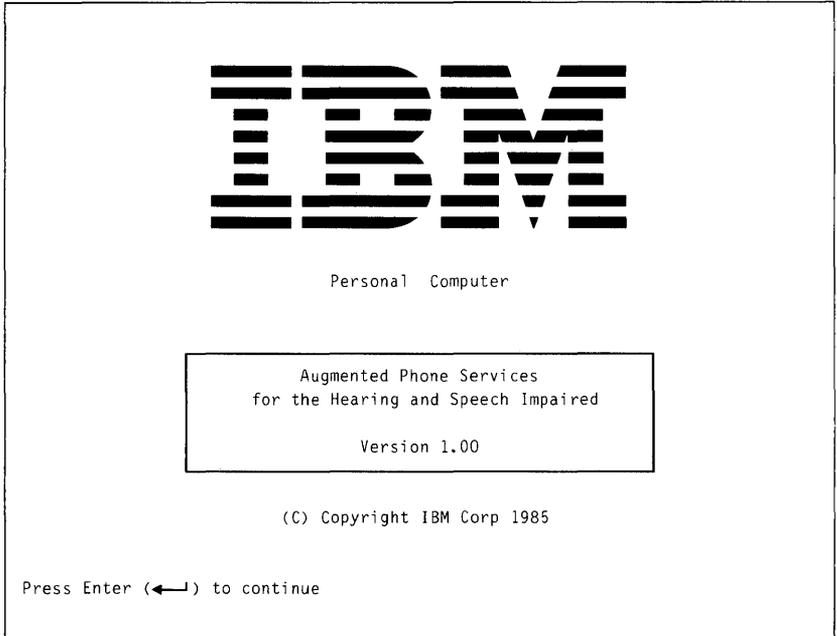
- your name
- your impairments
- your address
- your telephone number
- the kind of telephone you have
- how loud you want the AUG voice to speak

If you have set up AUG on the fixed disk, start with step 3. If you have set up AUG on a diskette, start with step 1.

1. Remove the DOS diskette from the diskette drive.
2. Insert the AUG Program diskette. Warning, you must use the current drive.

3. Type **AUG**
4. Press the Enter key.

AUG shows you a series of messages and then shows you the IBM logo screen.



5. When you see this screen, press the Enter key.

AUG shows you the **AUG LOADING** screen. You do not have to do anything at this screen. If you have set up **AUG** on your fixed disk, skip the next paragraph.

If you have set up **AUG** on a diskette, **AUG** asks you to insert your **AUG Data** diskette in your current drive. Do this now.

on a computer voice unless they hear a reason to continue listening. If AUG did not tell people that it is speaking for a person with a hearing or speech impairment, many people would hang up right away.)

10. Type whether you have a hearing impairment.

- Type **Y** for yes.
- Type **N** for no.

11. Press the Enter key.

12. Type whether you have a speech impairment:

- Type **Y** for yes.
- Type **N** for no.

13. Press **F10** to save what you have typed.

AUG will use this information each time you use AUG. You can change the information whenever you want to.

14. Press **F3**.

AUG shows you the CHANGE OWNER INFORMATION screen.

CHANGE OWNER INFORMATION

User Now: Jane Doe Auto Answer: OFF

Enter the Owner Residence, Telephone and Computer Voice Information.

OWNER RESIDENCE INFORMATION:

Address: [_____]

Phone Number: [_____]

TELEPHONE INFORMATION:

Pulse or touch-tone ? (P/T) [T]

COMPUTER VOICE INFORMATION:

Loud, Normal or Soft ? (L/N/S) [N]

* You must type an Address and Phone Number before you continue. *

F1=Help F3=Return

It is very important to type your address and telephone number before you leave this screen. The cursor is ready for you to type.

15. Type your address. (Put a comma where you want AUG to pause: after your street, city, state, etc. For example, **123, Elm Street, Apartment C, Hyattsville, Maryland**)
16. Press the Enter key.
17. Type your telephone number. (For example, **555-2222**)
18. Press the Enter key.

Now check the other information on the screen. First, AUG needs to know what kind

of telephone you have. If you are not sure whether you have a touch-tone telephone or a pulse-generating telephone, check with the telephone company (or experiment by calling someone you know). Some telephones with buttons on their keypads are NOT touch-tone telephones.

19. Type the kind of telephone you have.

- If you have a pulse-generating telephone, type **P**
- If you have a touch-tone telephone, type **T**

20. Press the Enter key.

AUG also needs to know how loud you want the AUG voice to speak. You can make the voice louder or softer. For now, leave the voice at "normal." Ask the people you call how the voice sounds to them. Later, you can make the voice speak more loudly or more softly.

21. Press **F10** to save the information.

AUG shows you the MAIN MENU.

Now that you have saved the information, you will not have to fill it in the next time you use AUG. The next time you start up AUG, you see the MAIN MENU first, not the screens you see when you start up the first time. (You can change the information on the CHANGE OWNER INFORMATION screen whenever you want to. Read Chapter 15, "Changing the Owner Information" when you want to change the information on this screen.)

Now skip to the section, "Using the MAIN MENU" on page 4-13.

Starting Up AUG After It Has Been Used Before

The steps are a little different depending on whether you use AUG from (1) a 360KB diskette drive, (2) a fixed disk, or (3) a 1.2MB diskette drive. You should follow the steps that apply to you.

If you use AUG from a 360KB diskette drive, follow these steps:

1. Insert your DOS diskette in drive A.
2. Turn on your computer.
3. Type the date.
4. Press the Enter key.
5. Type the time.
6. Press the Enter key.
7. When you see the DOS prompt, remove your DOS diskette from drive A.
8. Insert your AUG Program diskette in drive A.
9. Type **AUG**
10. Press the Enter key.

AUG shows you the IBM logo screen.

11. When you see this screen, press the Enter key.

AUG asks you to insert the AUG Data diskette in drive A.

12. Remove your AUG Program diskette from drive A.
13. Insert your AUG Data diskette in drive A.
14. Press the Enter key.

AUG shows you the AUG LOADING screen. You do not have to do anything at this screen. After a short time, AUG shows you the MAIN MENU.

Now skip to the section, "Using the MAIN MENU" on page 4-13.

If you use AUG from a fixed disk, follow these steps:

1. Turn on your computer.
2. Type the date.
3. Press the Enter key.
4. Type the time.
5. Press the Enter key.
6. Type AUG
7. Press the Enter key.

AUG shows you the IBM logo screen.

8. When you see this screen, press the Enter key.

AUG shows you the AUG LOADING screen. You do not have to do anything at this screen. After a short time, AUG shows you the MAIN MENU.

Now skip to the section, “Using the MAIN MENU” on page 4-13.

If you use AUG from a 1.2MB diskette drive, do this:

- First, insert your 1.2MB AUG diskette in drive A.
- Then, do steps 1 through 8 above (the same as for a fixed disk).

Now continue reading at the next section, “Using the MAIN MENU.”

Using the MAIN MENU

The MAIN MENU is like a menu in a restaurant—it lists choices for you. You begin each AUG function by making your choice at the MAIN MENU, and when you are finished with that AUG function, you press a key that returns you to the MAIN MENU. You make your choices by typing the letter that is next to what you want. Then AUG takes you to another screen, which tells you how to do what you want—for example, make a telephone call, or change your AUG telephone directory. These functions, or MAIN MENU choices, are listed below, along with the name of the chapter where you can find more information.

```
MAIN MENU - AUGMENTED PHONE SERVICES - MAIN MENU
User Now: Jane Doe                               Auto Answer: OFF
-----
A Turn auto answer on or off
C Change lists, directory, or spoken messages
E Make an emergency message telephone call
I Identify who is using AUG now
J Join a conversation in progress
M Make a telephone call
R Read, print, or remove received auto answer messages
S Read, print, or remove saved conversations

Type the letter of what you want to do: [ ]
-----
F1=Help                               F3=Exit AUG
```

A Turn auto answer on or off

Choose **A** to have AUG automatically answer your telephone calls. AUG can record telephone numbers and messages that people leave for you. For more information about auto answer, read Chapter 12, "Using AUG as an Automatic Answering Machine."

C Change lists, directory, or spoken messages

Choose **C** to change the lists, telephone directory, or spoken messages. For more information about the lists, the directory, or spoken messages, look up what you need in the Contents.

E Make an emergency message telephone call

Choose **E** to make an emergency message phone call. For more information about creating emergency messages and making emergency phone calls, read Chapter 11, “Making Emergency Telephone Calls.”

I Identify who is using AUG now

Choose **I** to tell AUG the name of the person who is using AUG. AUG must know what name to speak when making a telephone call or receiving a telephone call. For more information, read Chapter 10, “The User Name List.”

J Join a conversation in progress

Choose **J** to join a conversation that has already started. When you join the conversation, AUG speaks the introductory message to the person on the telephone. For more information about what happens when someone calls you, read Chapter 6, “Receiving a Telephone Call from a Hearing Person.”

M Make a telephone call

Choose **M** when you want to make a telephone call. You can call any person or place that has a touch-tone telephone and have a conversation. For more information, read Chapter 5, "Making a Telephone Call to a Hearing Person."

R Read, print, or remove received auto answer messages

Choose **R** to read, print, or remove the messages that people leave for you. You can also see how many calls you received and the date and time you received them. For more information, read Chapter 12, "Using AUG as an Automatic Answering Machine."

S Read, print, or remove saved conversations

Choose **S** to see a list of all the conversations you have saved. You can read the conversations, remove them, or print them. For more information, read Chapter 8, "Reading, Printing, and Removing Your Conversations."

Using AUG from the MAIN MENU

To begin using AUG from the MAIN MENU,

- At the MAIN MENU, type the letter of your choice.

AUG shows you a screen that allows you to do what you want.

Getting Back to the MAIN MENU

You can get back to the MAIN MENU from any AUG screen the same way:

- Press **F3** until you see the MAIN MENU.

Getting Help While You Are Using AUG

You can get help while using many of the AUG functions. You cannot get help while the telephone is ringing, or while you are having a telephone conversation.

If you need help:

1. Press **F1**.

AUG shows you a screen with helpful information. After you read the Help screen,

2. Press **F3**.

AUG shows you the screen you were looking at when you asked for help.

When You Finish Using AUG

To leave AUG, you must be at the MAIN MENU.
To get to the MAIN MENU:

1. Press **F3** until you see the MAIN MENU.

2. When you see the MAIN MENU, press **F3** again.

AUG asks you,

Are you sure you want to EXIT this program? Type y or n.

3. Type whether you are finished using AUG.
 - If you are finished using AUG, type **Y** for yes.
 - If you are not finished using AUG, type **N** for no.

If you press **Y**, AUG takes you back to DOS. You are back in DOS when you see the DOS prompt.

You can then start another program or turn off your IBM Personal Computer.

If you want AUG to receive telephone calls, be sure that the IBM Personal Computer is turned on and that AUG is ready to use.

Making a Backup Copy of Your AUG Data Diskette

Caution! It is very important that you occasionally make a copy of the AUG Data diskette you are using. Be sure to copy the AUG data diskette you are using, not the original diskette.

The copy you make is called a *backup copy*. You need to keep only the latest backup copy. You should keep it in a safe place where you can get it quickly if you should need it.

The backup copy of your AUG data diskette will protect you from losing all of your saved

information if anything should happen to the AUG data diskette you normally use. Additions and changes to all of the following things are saved on the AUG data diskette:

- Word List
- Telephone Directory
- User Name List
- Owner Information
- Auto answer message
- Prepared messages
- Emergency messages and telephone numbers
- Received auto answer messages
- Saved conversations

(The kinds of information listed above are explained in later chapters of this book.)

If something should happen to the AUG data diskette you are using, you can get the backup copy you made and use it. The only difference in your backup copy and the one you have been using is the changes you have made, the messages received, and the conversations AUG saved since you made your backup copy.

If you do not know how to make a backup copy of your diskette, refer to your DOS manual.

Part II. Telephone Calls and Conversations

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Chapter 6. Receiving a Telephone Call from a Hearing Person	6-1
Chapter 7. Having a Conversation	7-1
Chapter 8. Reading, Printing, and Removing Your Conversations	8-1

Chapter 5. Making a Telephone Call to a Hearing Person

This chapter tells you how to use Augmented Phone Services (AUG) to dial a telephone number and get the person you want on the line. In this chapter, you can learn about the following topics:

- what to do before you make a call
- dialing the telephone number of someone who *is not* in your AUG telephone directory
- dialing the telephone number of someone who *is* in your AUG telephone directory
- typing telephone numbers
- leaving a message if the person you are calling is not available

Chapter 7, “Having a Conversation” tells you how to have a conversation.

Before You Make a Call

Making a telephone call with AUG can be easy if you remember to:

- Tell your family, friends, and fellow workers about AUG before you call them for the first time.

- Give people you will be talking with one of the cards—*IBM Augmented Phone Services Telephone User's Reference Card*.—that came with this User's Guide.
- Make sure your name is in the upper left corner of the screen, beside `User Now:`. If your name is not there, read Chapter 10, "The User Name List" to learn how to put your name on the User Name List.

Making a Telephone Call

At the MAIN MENU, type **M**

AUG shows you the MAKE A CALL screen.

```

User Now: Jane Doe                                MAKE A CALL                                Auto Answer: OFF
-----
Telephone Directory ----- Page 1
Nickname      Name                               Telephone Number
rob           Robert Johnson                             111-1234
will         Willis Edwards                               111-9876
beth         Elizabeth Rogers                             (101) 222-4567

                * * *   E N D   O F   L I S T   * * *

Enter the information requested below.

Name or Nickname: [ed smith                               ]
Telephone Number: [3-7517                                 ]

-----
F1=Help          F2=Identify User F3=Return          F4=Chg Directory F5=Last Number
                                                         F10=Dial Number

```

On this screen, you see an information area where you can type the name and telephone number of the person you want to call.

From this screen, you can choose one of the following:

F1 Get Help

F2 Identify a new User Now

F3 Return to the MAIN MENU

F4 Change the Telephone Directory

F5 Redial the last number you dialed

F7 Show you earlier parts of your telephone directory (if your telephone directory is longer than one screen)

F8 Show you later parts of your telephone directory (if your telephone directory is longer than one screen)

F10 Dial the number

F10 (Dial Number) appears on the screen only after you have typed a name and telephone number in the information field.

Dialing the Telephone Number

The way in which you have AUG dial the telephone number depends on whether the number is in your AUG telephone directory.

Calling Someone Who Is in Your AUG Telephone Directory

You can use your AUG telephone directory to dial numbers that you use often. To learn how to put people's names and telephone numbers in your telephone directory, read Chapter 13, "Using Your AUG Telephone Directory." If you have already put a name and telephone number in your directory, follow these steps to dial the telephone number:

1. At the **MAKE A CALL** screen, type the name or nickname of the person or place you want to call.
2. Press the Enter key.
3. To have AUG dial the number, press **F10**.

Calling Someone Who Is Not in Your AUG Telephone Directory

To make a call to someone who is not in your AUG telephone directory, just follow these steps at the **MAKE A CALL** screen:

1. Type the name of the person you want to call.

(Remember, if you make a mistake, just move the cursor one space to the right of the mistake and press the **Backspace** key to remove it.)

2. Press the Enter key.

The cursor moves down to the next line.

3. Type the telephone number of the person you want to call.

(To learn about typing telephone numbers, read “Typing Telephone Numbers” on page 5-6.)

When you are finished typing the name and telephone number, check your typing. Correct any mistakes you made.

Having AUG Dial the Telephone Number

Now that you have typed the name and telephone number, you can have AUG dial the telephone call. To do this,

- Press **F10**.

AUG dials the number you typed and shows you a status message to let you know what is happening with your call. Here are some examples:

- If the phone is ringing, AUG shows you the message, The telephone is RINGING.
- If the line is busy, AUG shows you the message,
The number you called is BUSY.
- If the phone equipment is busy, AUG shows you the message, The telephone circuits are BUSY.
- If you are waiting for a dial tone, AUG shows you the message, Waiting for DIAL TONE.
- If you are waiting for a long-distance service’s computer tone, AUG shows you the message,
Waiting for Long Distance Service's
Computer Tone.

Appendix B, “AUG Status and Error Messages” shows the messages that AUG may show you.

Typing Telephone Numbers

You can put up to 29 characters (numbers and symbols) in a telephone number that you give to AUG. Here is what you can put in a telephone number, besides numbers:

- , (commas)
- ; (semicolons)
- . (periods)

Use of the comma, semicolon, and period are explained later in this section.

- / (slash)
- - (hyphen)
- () (parentheses)

You can use these marks—/ - ()—between the numbers to help you read them when AUG displays them on your screen.

Here are some hints that can help you type telephone numbers:

- If the person works in the same office or building as you do, you may need for AUG to dial only four or five numbers. For example, if you need to have AUG dial the extension number 5134, type **5134**
- Type a , (comma) where you want AUG to wait for another dial tone.

For example, in many offices you have to dial 9 to get an "outside" line. This means that after dialing 9, people know to listen for a second dial tone and then continue dialing their number. The comma tells AUG to wait for the second dial tone. For example, type

9,555-2222 if you are in an office that uses 9 for an outside line.

- Type a period when you want AUG to pause for one second.

In areas that do not have the latest telephone equipment you may find that you need a one-second delay to allow the telephone equipment enough time to accept the next number that AUG will dial. If you consistently have problems making a successful connection when trying to dial a telephone number, get a hearing friend or family member to help you determine that your problem is timing. If it is, you can use the . (period) to solve the problem. You may use the . (period) as many times as necessary to get the pause the telephone equipment needs to make a successful connection.

Here is an example of using a . (period) in a number that AUG can dial for you:

...-1-800-4357

The three periods (...) will cause a three-second delay to make sure the telephone equipment is ready when AUG dials the number.

- If you are using a long-distance telephone service that is not the local telephone service, it requires a pause during dialing. Type a ; (semicolon) where you want AUG to pause and wait for a long-distance service computer tone.

Here is an example of the numbers AUG dials for you if you use one of these long-distance telephone services:

9,950-0777;111111(512)5552222

9	gets you a telephone line outside of an office or business
,	wait for dial tone
950-0777	a local telephone number for a special long-distance telephone service
;	wait for the long-distance service's computer tone
111111	a number that indicates your right to use this line
(512)5552222	the area code and telephone number of the person you want to call

- You can type letters. Some long-distance help services give you letters instead of numbers. For example, 1-800-999-HELP.

Redialing the Last Number You Called

To redial (call back) the last number that you called, do the following steps:

1. At the MAIN MENU, type M

AUG shows you the MAKE A CALL screen.

2. At this screen, press **F5**.

AUG shows you the last name and number you called.

3. Press **F10** to have AUG dial the number again.

Hanging Up When AUG is Dialing or the Line Is Busy.

You can have AUG hang up (end the call) while it is dialing or when the line is busy:

- To hang up, press **F10**.

When Someone Answers the Telephone

The person who answers the telephone may or may not be the one you called.

If the person who answers the telephone **is** the one you called, the conversation can begin.

If the person who answers the telephone **is not** the one you called, you need to find out if the person you called is available.

In this section, you learn what to do if:

- the person who answers the telephone *is* the one you called
- the person who answers the telephone *is not* the one you called

When someone answers the telephone, AUG speaks an introductory message to the person who answered and shows you the CONVERSATION screen.

CONVERSATION

User Now: Jane Doe

Auto Answer: OFF

AUG: Hello.

AUG: This is Jane Doe. You and I are talking, with the help of an IBM Personal Computer, because I have a hearing and speech impairment. To talk to me, you will have to press the buttons on your touch-tone telephone. I am trying to reach Ed Smith. If you are Ed Smith, please press the star button, and then the 1 button. If you are not Ed Smith, press the star button, and then the 2 button.

Other:

— Type Text Here —

—>

F3=Softer

F4=Louder

Alt+F10=Hang Up

You know AUG is speaking because this word flashes on the screen:

SPEAKING

As you and your telephone callers become used to AUG, you can tell the telephone user how to interrupt these messages when you make and receive calls. (“Interrupting the Introductory Message” on page 16-2 tells you how to do this.)

Speaking the Introductory Message

When someone answers the telephone, AUG speaks an introductory message that explains how to use a touch-tone telephone to talk to you. AUG then asks the person who answered whether he or she is the person you called.

In the following example, the AUG user is Jane Doe. Jane is calling Ed Smith. This is the message the person who answers the telephone hears:

```
Hello. This is Jane Doe. You and I are
talking with the help of an IBM Personal
Computer, because I have a hearing
impairment. To talk to me, you will
have to press the buttons on your
touch-tone telephone.
```

```
I am trying to reach Ed Smith. If you
are Ed Smith, please press the star
button and then the 1 button. If you
are not Ed Smith, press the star button
and then the 2 button.
```

If the other person does not press the buttons or presses the wrong buttons, AUG speaks the instructions with more detail. You see these instructions on your screen also.

If the Person You Called Answers

If the person you called (Ed Smith) answers "yes" by pressing the * (star) button and then the 1 button, AUG tells the person how to use the telephone to talk with you. This takes several seconds and you have to wait for AUG to finish.

These are the instructions that AUG speaks to the person you called. AUG shows you these instructions on your screen.

```
To talk to me, spell your words by
pressing the buttons on your telephone.
Use the star button to put spaces
between your words, just as you would
```

use the space bar on a typewriter. Press the star button two times at the end of a sentence, or a question. If you understand how to talk to me, press the star button now. If you don't press the star button, I will repeat what I have said.

If the person you called does not press the * (star) button, AUG speaks the instructions again with more detail.

If the person you called does press the * (star) button, AUG speaks:

Please remember, I must type the words the computer will say. You will hear a clicking sound while I type. If you need help at any time, tell me. We can start to talk now.

It's important to be ready to type as soon as you see, We can start to talk now. To learn about having conversations, read Chapter 7, "Having a Conversation."

AUG speaks these messages to the person you called, and AUG shows you the same messages on your screen. You must wait for AUG to speak these messages. You cannot begin your conversation until the person you called answers the messages by pressing the proper buttons.

If the telephone user does not press the * (star) button, AUG speaks the instructions with more detail.

If Someone Else Answers

If someone other than Ed Smith (in our example) answers the telephone, AUG speaks:

If I may speak to Ed Smith, press the star button and then the 1 button. If not, press the star button and then the 2 button.

If the Person You Called Is Available

If the person on the telephone answers by pressing the * (star) button and then the 1 button, AUG speaks:

Please call Ed Smith to the telephone.
I will wait.

Now AUG waits for the person you called to come to the telephone. About every five seconds AUG speaks:

This is Jane Doe. I am holding for Ed Smith. Please press the star button and we can talk.

When the one you called comes to the telephone and presses the * button, AUG speaks the message that follows. This takes several seconds and you have to wait for AUG to finish.

Hello. This is Jane Doe. You and I are talking with the help of an IBM Personal Computer, because I have a hearing impairment. To talk to me, you will have to press the buttons on your touch-tone telephone.

I am trying to reach Ed Smith. If you are Ed Smith, please press the star button and then the 1 button. If you are not Ed Smith, press the star button and then the 2 button.

These are the instructions that AUG speaks to the one you called after he or she has pressed the star button and the one button. AUG shows you these instructions on your screen.

To talk to me, spell your words by pressing the buttons on your telephone. Use the star button to put spaces between your words, just as you would use the space bar on a typewriter. Press the star button two times at the end of a sentence, or a question. If you understand how to talk to me, press the star button now. If you don't press

the star button, I will repeat what I have said.

If the person you called does not press the * (star) button, AUG repeats the instructions with more detail.

If the one you called does press the * button, AUG speaks:

Please remember, I must type the words the computer will say. You will hear a clicking sound while I type. If you need help at any time, tell me. We can start to talk now.

It's important to be ready to type as soon as you see, We can start to talk now. To learn about having conversations, read Chapter 7, "Having a Conversation."

If the Person You Called Is Not Available

When the person who answers the telephone is not the person you called, AUG speaks:

If I may speak to Ed Smith, press the star button and then the 1 button. If not, press the star button and then the 2 button.

If the person on the telephone presses the * button and then the 2 button, AUG will ask you if you want to leave a message (Y for yes or N for no). If you type Y (yes), AUG speaks the following message to the person on the telephone:

I would like to leave a message for Ed Smith. If I may do this, press the star button and then the 1 button. If not, press the star button and then the 2 button.

If the person who answered the telephone presses the * button and then the 1 button, AUG speaks:

Please wait while I type the message.

Type the message you want to leave for the person you called. Then, to have AUG speak the message you typed:

- Press **F6**.

AUG speaks:

This is the message for Ed Smith. (Now AUG speaks the message you typed.) If you understand the message, press the star button. If you don't press the star button, I will repeat the message.

If you type N (no) when AUG asks you if you want to leave a message, the conversation ends. The conversation also ends if the person who answered the telephone says you cannot leave a message. In either case, AUG speaks:

Thank you very much. Good bye.

Making a Telephone Call from AUG If You Are Speech Impaired Only

If you are speech impaired but not hearing impaired, you probably will not want the telephone user to press the buttons on the telephone keypad. If you answered "yes" to the speech impairment and "no" to the hearing impairment, AUG speaks:

Hello. This is Jane Doe. You and I are talking with the help of an IBM Personal Computer because I have a speech impairment. The words that I type are spoken to you by my computer but you may speak to me in your normal voice because

I can hear you. I am trying to reach Ed Smith. May I please speak to Ed Smith?

Now the person who answered the phone speaks to you and your conversation can begin. You will want to be ready to respond right away with a short reply to the person on the telephone. If it will take you a while to type your response you might want to have a prepared message ready that says something like, "Please wait while I type my reply." You can read about preparing and changing prepared messages in Chapter 9, "Using Prepared Messages." To learn about having AUG speak these messages, read "Having AUG Speak a Prepared Message" on page 7-6.

Where You Go from Here

If you want to learn how to have a conversation, read Chapter 7, "Having a Conversation."

If you want to learn how to receive a telephone call, read Chapter 6, "Receiving a Telephone Call from a Hearing Person."

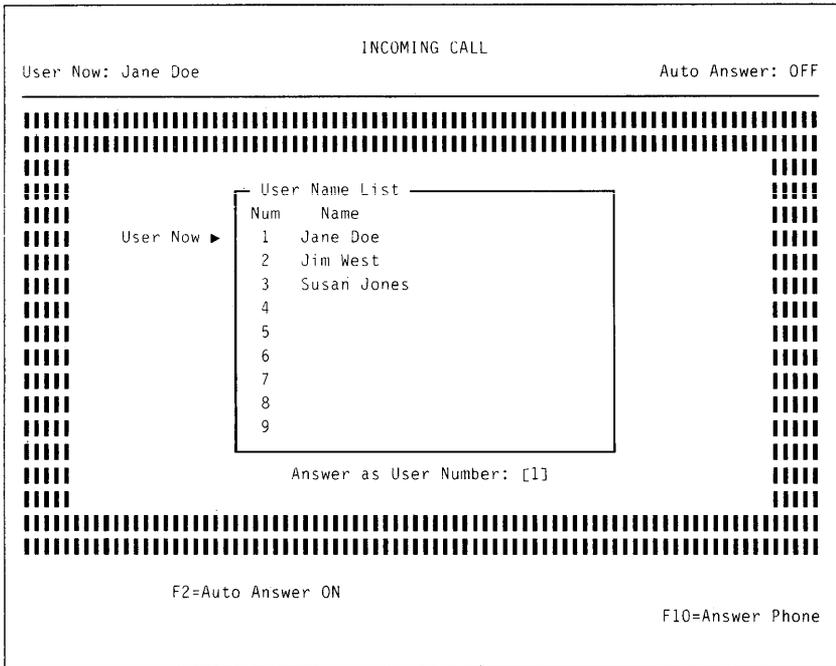
Chapter 6. Receiving a Telephone Call from a Hearing Person

This chapter tells you how to receive a telephone call from a hearing person. You can learn how to answer the telephone yourself, how to have AUG answer the telephone automatically, and how to join a conversation that has already begun.

To receive a telephone call, make sure that your IBM Personal Computer is turned on and AUG is ready to use.

Answering the Telephone Yourself

When someone calls you, AUG shows you the INCOMING CALL screen.



The edge of the screen flashes until you answer the call.

This screen also shows you an information area with a numbered list of people who use AUG. If your name is on the User Name List and is shown beside `User Now:`, you can answer the call.

If your name is on the User Name List and is not next to `User Now:`, type the number that is next to your name.

If your name is not on the User Name List, read Chapter 10, "The User Name List" to learn how to add it to the list.

To answer the telephone,

- Press **F10**.

When you receive a call, AUG speaks:

Hello. This is Jane Doe. You and I are talking with the help of an IBM Personal Computer because I have a hearing impairment. Talking to me is easy. I will explain how if you press the star button on your telephone. If you don't press the star button, I will repeat what I have said.

If the person who answers presses the * (star) button, AUG speaks the same instructions it speaks when you make a call to someone. (Read "If the Person You Called Answers" on page 5-11.)

Answering the Telephone Automatically

To learn more about having AUG answer the telephone automatically, read Chapter 12, "Using AUG as an Automatic Answering Machine."

Joining a Conversation in Progress

If you receive a telephone call and someone else answers the telephone without using AUG, you can join the conversation and begin talking with the caller. AUG can speak the introductory messages to your caller. To join a conversation:

- At the MAIN MENU, type **J**

AUG shows you the CONVERSATION screen.
When AUG is finished speaking the
introductory messages, you can begin talking.

Receiving a Telephone Call If You Are Speech Impaired Only

If your speech is impaired, but not your hearing, you probably will want your callers to speak to you, not type messages on the telephone keypad. AUG lets your callers talk to you directly.

If you are speech impaired only, AUG speaks:

```
Hello. This is Jane Doe. You and I are
talking with the help of an IBM Personal
Computer because I have a speech
impairment. The words that I type are
spoken to you by my computer, but you
may speak to me in your normal voice
because I can hear you. Go ahead when
you are ready.
```

Where You Go from Here

If you want to learn how to have a conversation, read Chapter 7, "Having a Conversation."

Chapter 7. Having a Conversation

This chapter tells you how to:

- create messages
- have AUG speak them
- read messages that you see on the screen
- have AUG speak prepared messages
- end a conversation
- save a conversation

To learn how to dial telephone numbers, read Chapter 5, “Making a Telephone Call to a Hearing Person.”

How It Works

When the hearing person spells words by pressing the buttons on the keypad of a telephone, AUG changes the numbers into words. On your screen, you see numbers for a moment. Then AUG changes them to a word or several words that have been spelled by the buttons the hearing person (the telephone user) pressed.

The combination of keys that the telephone user presses can spell out more than one word. For example, if the person presses H-A-V-E-*, AUG

shows you four words in parentheses: (gave, gate, hate, have). You must choose the one word that best fits the sense of the conversation. Most of the time you can figure out which word is right by knowing what the conversation is about and who you are talking to. You can also guess from the other words around the choices in parentheses. Remember that only one of the words in the parentheses is the word you want.

To learn more about reading the messages you see on the computer screen, read “Reading the Messages You See on the Screen” on page 7-7.

Important! Don't forget to make a backup copy of your AUG Data diskette occasionally, for the reasons explained in “Making a Backup Copy of Your AUG Data Diskette” on page 4-18.

Warning! Do not press the keys labeled **Ctrl** and **Num Lock** at the same time. Doing this will cause the conversation to be interrupted and the telephone user will think you have ended the conversation and hung up. He or she may then hang up also.

When the Conversation Begins

When the conversation begins, AUG shows you the CONVERSATION screen.

CONVERSATION

User Now: Jane Doe Auto Answer: OFF

AUG: To talk to me, spell your words, by pressing the buttons on your telephone. Use the star button to put spaces between your words, just as you would use the space bar on a typewriter. Press the star button two times at the end of a sentence, or a question. If you understand how to talk to me, press the star button now. If you don't press the star button, I will repeat what I have said.

AUG: Please remember, I must type the words the computer will say. You will hear a clicking sound while I type. If you need help at any time, tell me. We can start to talk now.

ME: Hi Ed. How are you today?

OTHER: Okay. Thank you.

ME: I am calling about my spare tire. Is it ready?

Other: Yes. You can get it today.

— Type Text Here —

—> Thank you. Goodbye.

F2=Say Again F3=Softer F4=Louder F5=Get Message
 F6=Speak Text F7=Page Up Alt+F10=Hang Up

There are three labels on the screen to show you who is talking:

AUG shows you that AUG is speaking the introductory message, a prepared message, or instructions to the telephone user

Me shows you the words you typed in your message as AUG is speaking them to the telephone user

Other shows you the message that the telephone user is sending by pressing the buttons on the telephone keypad

While you are having a conversation, you can use the function keys. The function keys work this way:

- F2** repeats the last message you typed
- F3** makes the AUG voice softer
- F4** makes the AUG voice louder
- F5** shows you your list of prepared messages
- F6** tells AUG to speak the message you typed; if the information area is clear, then **F6** says Say "GA" or "go ahead" as on a TTY
- F7** shows you earlier parts of your conversation
- F8** shows you later parts of your conversation
- F9** returns you to where you were before you pressed **F7** or **F8**

Alt + F10 hangs up (ends your call)

Here is how you use the CONVERSATION screen to have a conversation:

1. Type your message in the information area labeled, Type Text Here.

(Remember, if you make a mistake, move the cursor one space to the right of the mistake and press the **Backspace** key.)
2. When you have finished typing your message, press **F6**.

AUG now speaks the message you typed.

Having AUG Speak Your Messages

AUG allows you to speak each sentence as you finish it, or to type more than one sentence before you have them spoken. Remember, people who use telephones are not used to waiting long periods of time to hear a message. It is a good idea to speak each sentence as soon as you finish typing it so that the telephone user hears part of your message while you type the rest. It also lets the telephone user know that you are still there.

AUG is very different from a TTY. Keep these things in mind when you use AUG to have a telephone conversation with someone:

- Hearing people cannot see what you are typing. They listen to the words spoken by the AUG voice.
- Hearing people do not usually use the telephone the way AUG makes them use it. It's a good idea to learn all you can about how AUG works, so you can help people have conversations with you. (Read Chapter 16, "Helping the Hearing Person Use AUG" to learn how you can help telephone users.)
- Hearing people are not used to hearing a computer voice. The voice is good, but sometimes people have difficulty understanding it. It will help to type sentences the way hearing people speak them—not the way you would type them on a TTY.
- While the hearing person presses buttons, you see numbers and letters on the computer screen. But the hearing person cannot see what you are typing. So keep your sentences

short and send them frequently. Do not wait until you have finished typing a long message before you send it.

- Use punctuation between sentences and wherever else you need it (for example, within sentences and numbers).

To have AUG speak your message,

- Press **F6**.

Notice that AUG changes the label on **F6** from Speak Text to Say "GA".

If you want to tell the telephone user that it is his or her turn to speak,

- Press **F6** again.

AUG speaks "go ahead" to the telephone user.

(Whenever the information area is blank, you can have AUG speak "go ahead" by pressing **F6**.)

Having AUG Speak a Prepared Message

While you are having a conversation, AUG can speak a short message that you have already prepared or a message that helps the person using the telephone. To learn how to create a prepared message, read Chapter 9, "Using Prepared Messages." Follow these steps to have AUG speak a prepared message:

1. At the CONVERSATION screen, press **F5**.

AUG shows you a list with the labels you gave the prepared messages.

2. Type the number of the prepared message you want AUG to speak. (If you do not make the selection in about 15 seconds, AUG returns you to the CONVERSATION screen.)

If you change your mind and do not want AUG to speak the prepared message,

- Press **F3**.

When you want AUG to speak the prepared message,

3. Press **F6**.

AUG returns you to the CONVERSATION screen and then speaks the prepared message. Remember, if you do not press **F6** within about 15 seconds, AUG will return you to the CONVERSATION screen and will not speak your message.

Reading the Messages You See on the Screen

The telephone user sends you a message by pressing each letter of the words on the telephone keypad. At first you see numbers, then AUG changes the numbers into words.

If one word matches what the telephone user spelled, then you see only that word. If several words match what the telephone user spelled, then AUG shows you those words in parentheses (.). For example:

The telephone user presses: *You see:*

P-L-E-A-S-E-*.C-A-L-L-* Please (ball, call)

When AUG Does Not Change Numbers into Words

When you see numbers on your screen that AUG does not change into words after a moment, several things might be wrong:

- The telephone user did not finish spelling the word.
- The telephone user did not spell the word right.
- The word is not in the AUG Word List.
- The telephone user forgot to press the * (star) button to separate the words.

Here are several things you can do that may help fix the problem:

- You might have AUG speak one of the prepared Help messages (see Chapter 16, "Helping the Hearing Person Use AUG").
- Ask the person to repeat the word. For example, "What was the word after bicycle?" This works if the telephone user remembers.
- Ask the person to say the same phrase or sentence using different words. If the person uses a different word, it might be in your word list.
- Tell the person how to use the special spelling method to spell the word. (See page 16-12.)
- Ask the person questions about the word that did not change into letters and try to guess the word.

- Write down the numbers that AUG did not change into a word. Later look at the telephone buttons and try to figure out what the word was.

Read the *IBM Augmented Phone Services Telephone User's Reference Card* for help using the special method of spelling words.

Having Successful Conversations

Here are some tips to help you type messages that are easy to understand.

Punctuation is important

The AUG voice recognizes question marks, commas, periods, and other forms of punctuation. For example, if you type a question mark, the AUG voice speaks the sentence like a question. If you type a comma, the voice pauses to indicate that there will be more to say. The voice stops speaking each sentence after the period and then continues with the next sentence.

Spelling is important

A misspelled word might not sound like the word you meant. The person hearing it might not understand it. This can be confusing for the people you are trying to communicate with, so it is important to spell words correctly.

Caution! Do not type all capital letters for messages or names you want AUG to speak. If you do, AUG will not speak the words. It will speak them one letter at a time.

You can type abbreviations, numbers, and amounts of money

To learn how to type abbreviations, numbers, and amounts of money, see Appendix A, "How AUG Pronounces What You Type."

Ending Your Conversation

You can end conversations in different ways. Some people say, "Well, I have to go now...." Others say, "Have a nice day," "See you soon," or "goodbye," and hang up.

To hang up the telephone:

- Hold down the **Alt** key and press **F10** at the same time.

Saving Your Conversation

If you want to keep a copy of your conversations, you can save up to 20 of them on your disk at one time.

When you approach the limit of 20 conversations, AUG shows you a message that warns you that you are approaching the limit. When you see this message, be sure to remove some of the conversations to make room for new conversations.

To learn how to remove conversations, read "Removing a Conversation" on page 8-3.

If you are speech impaired only, you cannot save the spoken part of the conversation. You can only save the part of the conversation that you type on the computer keyboard.

After you press **Alt + F10** to hang up, if you have started a conversation, AUG asks you:

Do you want to save this conversation?
Type y or n.

- If you want to save your conversation, type **Y** for yes.
- If you do *not* want to save your conversation, type **N** for no.

If you type **Y** to save your conversation, AUG changes the TYPE TEXT HERE information area to ask you for a filename. A filename is a name you tell AUG so that it can find your conversation later.

You can use up to eight characters in the filename. Using letters and numbers allows you to make filenames you can easily remember later.

For example, suppose you talk with your mother on July 4th, 1986. You could name the conversation **Mom7486**.

Filename: [Mom7486]

You can also give this conversation a name like one of these:

MOMJul4

M4July85

MomThurs

After you type the filename, to save the conversation:

- Press **F10**.

Later you can use this filename to read your conversation, remove it, or print it.

In AUG (and DOS) filenames, capital letters (M) and small (lowercase) letters (m) are the same. This means that **MOM**, **Mom**, and **mom** are all the same filename. You can type them any way you want. AUG will always show them to you in capital letters.

If you decide not to save your conversation:

- Press **F3**.

When you finish your conversation, AUG automatically returns you to the MAIN MENU.

Warning! If you see a disk error message during a telephone conversation, AUG will not save that conversation when you finish.

Where You Go from Here

To learn how to create prepared messages, read Chapter 9, “Using Prepared Messages.”

To learn how to read, remove, or print a conversation that you have saved, read Chapter 8, “Reading, Printing, and Removing Your Conversations.”

To learn how to help hearing people have conversations with you, read Chapter 16, “Helping the Hearing Person Use AUG.”

Chapter 8. Reading, Printing, and Removing Your Conversations

This chapter tells you how to work with the conversations that you have saved. You can learn how to:

- read a conversation
- print a copy of a conversation
- remove a conversation

Reading a Conversation

Unless you are in the middle of a telephone call, you can read the conversations that you have saved. Follow these steps to read a conversation:

1. At the MAIN MENU, type **S**

AUG shows you a list of saved conversations. Notice that they are listed in the order you saved them, with the most recent conversation at the top. If there are more than ten saved conversations, use **F7** and **F8** to move forward and backward through the list of conversations.

2. Type the number of the conversation you want to read.
3. Press **F2**.

AUG shows you your conversation. If the conversation is longer than one screen, use **F7** and **F8** to move forward and backward through the conversation. **F7** shows you earlier parts of your conversation, and **F8** shows you later parts of your conversation.

To return to the MAIN MENU,

- Press **F3** until you see the MAIN MENU.

Printing a Conversation

Before you print, you need to make sure your printer is set up properly, turned on, and ready to print.

To print a conversation, follow these steps:

1. At the MAIN MENU, type **S**

AUG shows you a list of saved conversations. Notice that they are listed in the order you saved them, with the most recent conversation at the top. If there are more than ten saved conversations, use **F7** and **F8** to move forward and backward through the list of conversations.

2. Type the number of the conversation you want to print.
3. Press **F5**.

AUG prints the conversation. To return to the MAIN MENU,

- Press **F3** until you see the MAIN MENU.

Removing a Conversation

Removing a conversation means it is no longer saved on the disk. You cannot see it again. After you save 20 conversations, you will have to remove some to make room for saving more.

If you want to remove a conversation:

1. At the MAIN MENU, type **S**

AUG shows you a list of saved conversations. Notice that they are listed in the order you saved them, with the most recent conversation at the top.

2. Type the number of the conversation you want to remove.
3. Press **F4**.

AUG asks you:

Are you sure you want to Remove this
Conversation? Type y or n.

4. Make sure that you want to remove the conversation.
 - Type **Y** for yes.
 - Type **N** for no.

To return to the MAIN MENU,

- Press **F3** until you see the MAIN MENU.

Part III. Other Things You Can Do

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Chapter 9. Using Prepared Messages

This chapter tells you how to create, change, read, and remove prepared messages.

What Prepared Messages Are

Augmented Phone Services (AUG) gives you six prepared messages to help the telephone user. (These are explained in “When the Hearing Person Needs Help” on page 16-11.) You can create three other prepared messages up to two lines long. You can have AUG speak prepared messages during your telephone conversations.

The messages that you create can be short messages that you have to say often—for example, “Someone is at the door” or “Hold a moment, please.”

You type the messages any time, at your convenience, and give them a label to help you quickly identify them. Then while you are having a conversation, you can choose messages and have AUG speak them when you want. Here are more examples of the prepared messages that you can create:

- Please repeat the last word.
- Please repeat the last sentence.

- Excuse me for a moment, please, someone needs me.

You can add new messages, change messages you already have, remove messages from the list, and look at the messages whenever you want.

Caution! Do not type all capital letters for messages or names you want AUG to speak. If you do, AUG will not speak the words. It will speak them one letter at a time.

Adding a New Prepared Message

Here is how to add a new prepared message:

1. At the MAIN MENU, type **C**

AUG shows you the CHANGE LISTS,
DIRECTORY, OR SPOKEN MESSAGES screen.

CHANGE LISTS, DIRECTORY, OR SPOKEN MESSAGES

User Now: Jane Doe Auto Answer: OFF

A Auto Answer message
E Emergency call messages
O Owner information
P Prepared conversation messages
T Telephone directory
U User Name list
W Word list

Type the letter of what you want to change: []

F1=Help F3=Return

2. At the CHANGE LISTS, DIRECTORY, OR SPOKEN MESSAGES screen, type **P**

AUG shows you the CHANGE THE PREPARED MESSAGES screen.

CHANGE THE PREPARED MESSAGES

User Now: Jane Doe Auto Answer: OFF

Prepared Message List

Num	Label
1	
2	
3	
Telephone User Help	
4	Basic spelling
5	Star reminder
6	Q and Z
7	Numbers
8	Erase mistakes
9	Special spelling

Type the Message Number and then press the desired function key.

Message Number: []

F1=Help F3=Return F9=Add/Change/Read Message

3. Type a number that has not yet been used.

4. Press **F9**.

AUG shows you the ADD A PREPARED MESSAGE screen.

ADD A PREPARED MESSAGE

User Now: Jane Doe Auto Answer: OFF

Type in the Message Label and the Prepared Message.

Message Label: [Someone at door]

Type Message Here _____

—>

F1=Help F3=Don't Save F10=Save

The cursor is ready at the Message Label information area for you to give the message a name and then type the message.

5. Type a label for the message.
6. Press the Enter key.
7. Type your message.

If you want to save the prepared message,

8. Press **F10**.

Now AUG saves the message and returns you to the CHANGE THE PREPARED MESSAGES screen.

If you do not want to save the prepared message,

- Press **F3**

To return to the MAIN MENU,

- Press **F3** until you see the MAIN MENU.

Changing a Prepared Message

You can change the prepared messages that you have created, but you cannot change the prepared help messages. To change a prepared message that you have created, follow these steps:

1. At the MAIN MENU, type **C**

AUG shows you the CHANGE LISTS, DIRECTORY, OR SPOKEN MESSAGES screen.

2. At this screen, type **P**

AUG shows you the CHANGE THE PREPARED MESSAGES screen.

3. At this screen, type the number of the prepared message that you want to change.

4. Press **F9**.

AUG shows you the CHANGE A PREPARED MESSAGE screen.

CHANGE A PREPARED MESSAGE

User Now: Jane Doe Auto Answer: OFF

Type in the Message Label and the Prepared Message.

Message Label: [Someone at door]

Type Message Here _____
—> Please hold on for a moment. There's someone at the door.

F1=Help F3=Return

The cursor is at the beginning of the information area for you to change the label.

5. Type your changes to the label. (Skip this step if you do not want to change the label.)
6. Press the Enter key.
7. Type your changes to the message.
8. To save your changes, press **F10**.

Now AUG saves the message the way you changed it and returns you to the CHANGE THE PREPARED MESSAGES screen. You can change another message or you can return to the MAIN MENU.

If you do not want to save your changes,

- Press **F3**

To return to the MAIN MENU,

- Press **F3** until you see the MAIN MENU.

Important! Don't forget to make a backup copy of your AUG Data diskette occasionally, for the reasons explained in "Making a Backup Copy of Your AUG Data Diskette" on page 4-18.

Reading a Prepared Message

You can read the prepared help messages (numbers 4 through 9), but you cannot change them. To read a prepared help message, follow these steps:

1. At the MAIN MENU, type **C**

AUG shows you the CHANGE LISTS,
DIRECTORY, OR SPOKEN MESSAGES screen.

2. At this screen, type **P**

AUG shows you the CHANGE THE PREPARED
MESSAGES screen.

3. At this screen, type the number (from 4 through 9) of the prepared help message that you want to read.

4. Press **F9**.

AUG shows you the READ A PREPARED
MESSAGE screen with the message you chose.

5. After reading the message, press **F3**.

AUG returns you to the CHANGE THE PREPARED MESSAGES screen. You can change another message or you can return to the MAIN MENU.

To return to the MAIN MENU,

- Press **F3** until you see the MAIN MENU.

Removing a Prepared Message

You can remove the prepared messages that you have created, but you cannot remove the prepared help messages. If you want to remove a message that you have created, follow these steps:

1. At the MAIN MENU, type **C**.

AUG shows you the CHANGE LISTS, DIRECTORY, OR SPOKEN MESSAGES screen.

2. At this screen, type **P**

AUG shows you the CHANGE THE PREPARED MESSAGES screen.

3. Type the number of the message you want to remove.

4. Press **F4**.

AUG asks you:

Are you sure you want to Remove this Message? Type y or n.

5. Type whether you want to remove the message.

- If you want to remove the message, type **Y** for yes.
- If you do not want to remove the message, type **N** for no.

To return to the MAIN MENU,

- Press **F3** until you see the MAIN MENU.

Chapter 10. The User Name List

This chapter tells you how to use the User Name List. You learn what the User Name List is, how to add names to the list, change names, and remove them from the list. You also learn how to identify who is using AUG now.

What the User Name List Is

Augmented Phone Services (AUG) needs to know the name of the person who is using it. AUG speaks this name in the introductory message.

Once you put your name on the list, AUG uses your name until someone tells AUG to use another name. Other people in your family or in your office can use AUG too. When their names are added to the User Name List, they can then use AUG when they want to. AUG will speak their names in the introductory message. You can put nine names on the User Name List.

Adding a Name to the User Name List

If you have not put your name on the User Name List, you can learn how to add it here. You can also add a general purpose name to the list. For example, you can add "the Doe residence" as one of the nine names.

You must also tell AUG to speak which impairment you have. People tend to hang up on a computer voice quickly unless they are told a reason to continue listening. If AUG did not tell people that it is speaking for a person with a hearing or speech impairment, many people would hang up right away.

Also, you will want people to know about your impairment if you have to make an emergency call.

That's why it is necessary to tell people about your hearing or speech impairment.

To put your name on the User Name List, follow these steps:

1. At the MAIN MENU, type C

AUG shows you the CHANGE LISTS,
DIRECTORY, OR SPOKEN MESSAGES screen.

CHANGE LISTS, DIRECTORY, OR SPOKEN MESSAGES

User Now: Jane Doe Auto Answer: OFF

A Auto Answer message
E Emergency call messages
O Owner information
P Prepared conversation messages
T Telephone directory
U User Name list
W Word list

Type the letter of what you want to change: []

F1=Help F3=Return

2. At this screen, type **U**

AUG shows you the **CHANGE THE USER NAME LIST** screen.

CHANGE THE USER NAME LIST

User Now: Jane Doe Auto Answer: OFF

User Name List

Num	Name
1	Jane Doe
2	Jim West
3	
4	
5	
6	
7	
8	
9	

User Now ►

Press the desired function key.

User Number: [3]

F1=Help F3=Return F4=Remove a Name
F7=User Now F9=Add/Change a Name

On this screen, you see an information area where you can list up to nine people who can use AUG regularly. The cursor is ready for you to choose a number.

3. If no names are listed, type **1**. If there are already names on the list, type any available number.
4. Press **F9**.

AUG shows you the ADD A USER NAME/IMPAIRMENTS screen.

9. Type whether you have a speech impairment.

- Type **Y** for yes.
- Type **N** for no.

10. To save your typing, press **F10**.

AUG adds the name to the User Name List and returns you to the CHANGE THE USER NAME LIST screen.

To return without saving what you typed,

- Press **F3**

To return to the MAIN MENU,

- Press **F3** until you see the MAIN MENU.

Remember, you must answer "yes" to one of the impairments.

Changing a Name on the User Name List

To change a user name, follow these steps:

1. At the MAIN MENU, type **C**

AUG shows you the CHANGE LISTS, DIRECTORY, OR SPOKEN MESSAGES screen.

2. At this screen, type **U**

AUG shows you the CHANGE THE USER NAME LIST screen.

3. Type the number of the user name you want to change.
4. Press **F9**.

AUG shows you the CHANGE A USER NAME/IMPAIRMENTS screen.

5. Type your changes to the name.
6. Press the Enter key.
7. Type your changes to the impairment information.
8. To save your typing, press **F10**.

AUG saves your changes and returns you to the CHANGE THE USER NAME LIST screen.

To return without saving what you typed,

- Press **F3**.

To return to the MAIN MENU,

- Press **F3** until you see the MAIN MENU.

Removing a Name from the User Name List

To remove a user name from the list, follow these steps:

1. At the MAIN MENU, type **C**

AUG shows you the CHANGE LISTS, DIRECTORY, OR SPOKEN MESSAGES screen.

2. At this screen, type **U**

AUG shows you the CHANGE THE USER NAME LIST screen.

3. At this screen, type the number of the user name you want to remove.
4. Press **F4**.

AUG asks you:

Are you sure you want to Remove this User? Type y or n.

5. Type whether you want to remove the user name.
 - Type **Y** for yes.
 - Type **N** for no.

In either case, AUG is ready for you to make other changes to the User Name List or return to the MAIN MENU.

To get back to the MAIN MENU,

- Press **F3** until you see the MAIN MENU.

Identifying Who Is Using AUG Now

Every time you turn on your computer and start AUG, check the upper left corner of the screen to see whose name is beside `User Now:`. If your name is the only name on the User Name List, AUG always identifies you as the user. If there

is more than one name on the list, AUG shows you the name of the person who last used AUG.

You can identify who is using AUG from several screens.

- At the MAIN MENU, type **I**
- At the MAKE A CALL screen, press **F2**.
- At the MAKE AN EMERGENCY CALL screen, press **F2**.
- At the CHANGE THE USER NAME LIST screen, press **F7**.
- At the IDENTIFY WHO IS USING AUG NOW screen, press **F7**.

From the MAIN MENU, the MAKE A CALL, and the MAKE AN EMERGENCY CALL screens, AUG shows you the IDENTIFY WHO IS USING AUG NOW screen. At this screen:

1. Type the number next to the name you want to use.
2. Press **F7**.

AUG puts the name in the upper left corner as the User Now.

At the CHANGE THE USER NAME LIST screen, you follow the same steps:

1. Type the number next to the name you want to use.
2. Press **F7**.

AUG puts the name in the upper left corner of the screen. AUG uses this name to make telephone calls, to receive telephone calls, and to make emergency telephone calls.

To return to the MAIN MENU,

- Press **F3** until you see the MAIN MENU.

Remember, you must identify who is using AUG.
AUG must have a name to make and receive calls.

Chapter 11. Making Emergency Telephone Calls

This chapter tells you how to create emergency messages and how to make an emergency telephone call.

How AUG Can Help You Make Emergency Telephone Calls

Augmented Phone Services (AUG) can help you make emergency telephone calls to the police, the fire department, a hospital, doctors' offices, and other places. After you tell AUG who and where to call, you do not have to be at the computer while AUG speaks your emergency message. AUG speaks your name, address, telephone number, and a message three times.

To use AUG to make emergency telephone calls, you need to create the messages first. Do it right away. Do not wait until you have an emergency. If you create the messages now, they will be ready for you if you ever need them.

Important! Do not make emergency telephone calls to TTY telephone numbers. No one will hear your spoken message.

Creating Emergency Messages

Each emergency message includes your name, address, telephone number, and a message up to three lines long.

AUG gets your name from `User Now:` in the upper left corner of your screen. AUG gets your address and telephone number from the `CHANGE OWNER INFORMATION` screen. AUG gets the message from the `MAKE AN EMERGENCY CALL` screen. (It's a good idea to check the information on the `CHANGE OWNER INFORMATION` screen to be sure it is correct. To learn how to change that information, read Chapter 15, "Changing the Owner Information.")

You can create different messages for different emergencies. The first two messages are already labeled (named) `POLICE` and `FIRE` for you. You can also create messages for family or friends, ambulance services, or crisis hotlines.

To create an emergency message, follow these steps:

1. At the `MAIN MENU`, type **C**

AUG shows you the `CHANGE LISTS, DIRECTORY, OR SPOKEN MESSAGES` screen.

2. At this screen, type **E**

AUG shows you the `CHANGE THE EMERGENCY CALL LIST` screen.

CHANGE THE EMERGENCY CALL LIST

User Now: Jane Doe Auto Answer: OFF

Emergency Call List

Num	Label	Telephone Number
1	POLICE	
2	FIRE	
3		
4		
5		
6		
7		
8		
9		

Type the Call Number and then press the desired function key.

Call Number: []

F1=Help F3=Return F4=Remove Call
F9=Add/Change Call

On this screen is the Emergency Call List, which includes a number, a label, and the telephone number for that message. Notice that the first two messages already have a label—POLICE and FIRE. These labels cannot be changed. You must type a message and telephone number before you can make an emergency call.

First, you create a message for the police department.

3. At the CHANGE THE EMERGENCY CALL LIST screen, type 1
4. Press **F9**.

AUG shows you the ADD AN EMERGENCY CALL MESSAGE screen. This screen has four areas.

- The first area contains the name and impairments of the User Now. During an emergency call AUG speaks the name of the User Now. This area also contains the address and telephone number you saved on the CHANGE OWNER INFORMATION screen.
- The second area contains three lines where you type the message.
- The third area contains the telephone number of the place you want AUG to call.
- The last area is the Call Label, the name you give your emergency message.

ADD AN EMERGENCY CALL MESSAGE	
User Now: Jane Doe	Auto Answer: OFF
Type in the Emergency Message, the Telephone Number and the Call Label.	
Hello. I have a hearing and speech impairment. I am talking with the help of my computer. This is Jane Doe. I am at 123 Main Street. My telephone number is 123-4567.	
Type Message Here	
—>	
Telephone Number: []
Call Label: POLICE	
F1=Help	
F3=Return	

The cursor is ready at the area where you type your message.

Remember that punctuation is important so the voice can be understood. Try to make your sentences short and simple.

Caution! Do not type all capital letters for messages or names you want AUG to speak. If you do, AUG will not speak the words. It will speak them one letter at a time.

Creating a Message for the Police

Here is an example of a message you might use for the police.

Please come as soon as possible. I need help. There is a prowler outside my house. The computer will repeat this message.

1. Type the message you want for the police.
2. Press the Tab key.

The cursor is ready for you to type the telephone number. (In many cities, the number for a police emergency is **911**. However, be sure to type the right number for the police in your city or county.)

Important! Do not make emergency telephone calls to TTY telephone numbers. No one will hear your spoken message.

3. Type the telephone number to call the police in your city or county.
4. Press **F10** to save your message and the telephone number.

To return without saving what you typed,

- Press **F3**.

AUG shows you the CHANGE THE EMERGENCY CALL LIST screen again with the phone number next to POLICE. AUG saves the message you typed and speaks this message when you make an emergency message call to the police.

Creating a Message for the Fire Department

To create a message for the fire department, follow these steps:

At the CHANGE THE EMERGENCY CALL LIST screen,

1. Type **2**
2. Press **F9**.

AUG shows you the CHANGE AN EMERGENCY CALL MESSAGE screen. The cursor is ready for you to type a message for the fire department.

Here is a sample message:

```
My house is on fire. I have two
children in the upstairs right bedroom.
Please come. The computer will speak
this message three times.
```

3. Press the Tab key.
4. Type the telephone number of your local fire department.
5. Press **F10** to save your message and the telephone number.

To return without saving what you typed,

- Press **F3**.

Now your messages for the police and fire department are saved and ready to use.

To create more messages:

1. Type an available number.
2. Press **F9**.
3. Type the message.
4. Press the Enter key.
5. Type the telephone number.
6. Press the Enter key.
7. Type the label.
8. Press **F10** to save the information.

AUG returns you to the CHANGE THE EMERGENCY CALL LIST screen.

Make arrangements to call a family member or a friend and create a practice emergency message to see if it can be easily understood by a hearing person. Remember to remove this message once you have practiced with it.

To return to the MAIN MENU,

- Press **F3** until you see the MAIN MENU.

Creating More Effective Emergency Messages

When you create your emergency messages, think about telling people things like this:

- you need help immediately

- you have special medical problems
- how to reach a relative or friend

Police and fire departments will take these messages seriously and will come to your house after they receive them.

Here are some sample messages that you can change to meet your needs:

For a family member:

Mother, this is Jane. I need your help now. Please come immediately.

For a hospital or ambulance service:

Please come immediately. I need medical attention. I am 75 years old and a diabetic. Please call my grandson, Ed Smith, at 555-2222. This is an automatic message device and the message will be spoken three times.

In the next section, you can learn how to make an emergency telephone call.

Making an Emergency Telephone Call

To make an emergency telephone call, follow these steps:

1. At the MAIN MENU, type **E**

AUG shows you the MAKE AN EMERGENCY CALL screen, and the cursor is ready for you to type the number of the emergency message.

2. Make sure you are the user whose name is in the upper left corner of the screen. If you

are, skip to step 7. If you are not, continue with step 3.

3. At the MAKE AN EMERGENCY CALL screen, press **F2**.

AUG shows you the IDENTIFY WHO IS USING AUG screen.

4. At this screen, type the number next to your name on the User Name List.

If your name is not on the User Name List, read Chapter 10, "The User Name List" to learn how to add it to the list.

5. Press **F7**.

6. When you are finished, press **F3**.

AUG returns you to the MAKE AN EMERGENCY CALL screen.

7. Type the number of the message you want.

AUG changes the screen to show you the emergency message again. If you want to change the message or the telephone number you can do it now. The cursor is ready at the message information area for you to type.

To make an emergency message call,

8. Press **F10**.

AUG dials the call and speaks your message three times.

To return without making a call,

- Press **F3**.

To return to the MAIN MENU,

- Press **F3** until you see the **MAIN MENU**.

Chapter 12. Using AUG as an Automatic Answering Machine

This chapter tells you how to use AUG to answer your telephone calls automatically and speak a message to your caller. AUG can record the telephone number of your caller and the time and date of the call. If the caller knows how to leave a message, AUG can record that message, which you can read later. This chapter tells you:

- how to use auto answer
- how to create an auto answer message
- how to change an auto answer message
- how to turn auto answer on and off
- how to read the messages that callers leave for you
- how to print a message you received
- how to remove a message you received

Using Auto Answer

Before you can use AUG as an automatic answering and recording machine, you need an auto answer message. This message should tell your callers that you are away from the telephone. It can also say anything else that you want to say.

First, AUG says, "Hello." Then it speaks your auto answer message and tells the caller how to leave a phone number so you can return the call. Your callers can also leave a message if they know how to do this. (The *IBM Augmented Phone Services Telephone User's Reference Card* tells how to do this.) AUG speaks this message after it speaks your auto answer message:

Please leave your phone number, at the sound of the tone. To leave your number, press the buttons on your telephone, just as though you were calling your own number.

Creating Your Auto Answer Message

Your auto answer message can be up to three lines long. This is how you create one:

1. At the MAIN MENU, type C
2. At the CHANGE LISTS, DIRECTORY, OR SPOKEN MESSAGES screen, type A

AUG shows you the CHANGE THE AUTO ANSWER MESSAGE screen. The cursor is ready at the information area where you can begin typing. You do not need to begin your message with the word, "Hello," because AUG automatically starts each message with "Hello." Here are some examples of auto answer messages:

You have reached 555-2222. I went to lunch at 11:30 am. I will return at 1:30 p.m. Please call back.

I cannot answer your call. Please leave your telephone number. If you have called me before, you know how to leave

a brief message. I will call you back.
Thank you.

3. Type the auto answer message you want.

When you finish, check your message to make sure it is the way you want it.

When you are satisfied with it,

4. Press **F10** to save it.

To return without saving the message:

- Press **F3**.

Tips on Creating Auto Answer Messages

Here are some suggestions that can help you create auto answer messages:

- Think about telling people the following:
 - your name (if you want callers to know it)
 - your phone number
 - the time you left and what time you will come back

- If you do not want people to know your name, try a message like:

You have reached 555-2222. No one can answer the telephone right now...

- Remember that callers will not know what time you recorded your message, so try not to say, "Call me back in an hour." A better message is: "Call me back after 4:00 this afternoon."

Here are some more sample messages that you can change to meet your needs:

You have reached 555-2222. No one can answer the telephone at the moment. If we have talked before you know how to leave a message. I will call back as soon as I can.

This is the Robinson residence. We're sorry; no one can answer the telephone right now. Please call back after 6:00 this evening. Thank you.

This is Jane Doe. I am in meetings all day, but if you leave your telephone number I will call you back tomorrow. Thank you.

This is Ed Smith. I am working at another office today. You can reach me there at 555-2222. If you know how to leave a message, please do and I will call you back tomorrow. If not, call back tomorrow.

I left for lunch at 11:30 am. I will return at 2 p.m. Please call back.

Remember to save your messages each time you create a new one. To save a message:

- Press **F10**.

Turning Auto Answer On or Off

To turn auto answer **ON**, follow these steps:

1. At the **MAIN MENU**, type **A**

AUG shows you the auto answer message you typed so you can make sure that it is what you want **AUG** to say. The cursor is ready in the information area if you want to change your message.

Auto answer will not work without a message. If you need to create a new message, read "Changing Your Auto Answer Message" on page 12-6.

If you want to use this message,

2. Press **F10**.

AUG takes you back to the MAIN MENU. In the upper right corner of the screen you see:

```
Auto Answer:  ON
```

Now AUG answers your telephone calls and speaks the message you created. AUG records phone numbers or messages from your callers and tells you how many calls you received. When you return, AUG shows you a blinking number in the upper right corner of your screen. That number tells you how many calls you received and have not read yet. If there is no blinking number, you did not receive any calls.

If you return while AUG is answering a phone call, you can turn off auto answer and talk with the person who is calling. To do this:

- Press **F4**.

AUG now begins speaking the introductory message just as if you had answered the call yourself.

Warning! If a disk error message appears while AUG is receiving an auto answer message, AUG stops answering your calls until you return to the computer and solve the problem. Your message will remain on the screen until you return.

Changing Your Auto Answer Message

If you decide to change the auto answer message while you are looking at the TURN AUTO ANSWER ON screen, you can type over the old message or clear the box with the **Esc** key and then type the new message. Make sure the message is right. If you decide you want the old message back instead of the new message:

- Press **F5**.
- Then press **F10** to turn auto answer on and return to the MAIN MENU.

If you want the new message, you must save it. To save the new message:

- Press **F10**.

AUG saves your new message, turns auto answer on, and returns you to the MAIN MENU.

If you want to return to the MAIN MENU without turning auto answer on,

- Press **F3**.

AUG will save your old message.

Reading a Received Message

To read a message you have received, follow these steps:

1. At the MAIN MENU, type **R**

AUG shows you the **READ, PRINT, OR REMOVE RECEIVED AUTO ANSWER MESSAGES** screen.

```

                                READ, PRINT, OR REMOVE RECEIVED AUTO ANSWER MESSAGES
User Now: Jane Doe                                     Auto Answer: OFF [2]
-----
                                Received Messages ----- Page 1
                                Num  Status  Date      Time
                                1  NOT READ  8-14-86   4:05
                                2                8-14-86  10:47
                                3                8-14-86  10:40
                                4  NOT READ  8-14-86  10:37
                                ** END OF LIST **

Type the Message Number and then press the desired function key.

Message Number: [ ]
-----
F1=Help      F2=Read Msg    F3=Return    F4=Remove Msg  F5=Print Msg
```

2. Type the number of the message you want to read.
3. Press **F2** to read the message.

AUG shows you the **READ A RECEIVED MESSAGE** screen. This screen shows you the

telephone number of your caller and a message, if your caller left one.

READ A RECEIVED MESSAGE	
User Now: Jane Doe	Auto Answer: OFF [2]
<hr/>	
AUG: Hello.	
AUG: Jane is not available at this time. She will return at 2:00 p.m.	
AUG: Please leave your phone number, at the sound of the tone. To leave your number, press the buttons on your telephone, just as though you were calling your own number.	
OTHER: 1112345	
* * * E N D O F M E S S A G E * * *	
<hr/>	
F1=Help	F3=Return

If the message is longer than one screen, use **F7** to see earlier parts of the message and **F8** to see later parts of the message.

When you have finished reading the message, press **F3**. This returns you to the READ, PRINT, OR REMOVE RECEIVED AUTO ANSWER MESSAGES screen.

AUG puts the words NOT READ next to each message on the Received Messages List that you have not read yet. When you read a message on the list, AUG removes NOT READ from that message. The top message on the list is the most recent message. Print and then remove any

messages you have read right away if you need them.

If you receive 40 auto answer messages and read some of them, AUG records any new messages over the messages you have read.

Important! If you receive 40 auto answer messages and you do not read any of them:

- AUG will not let you turn auto answer ON.
- AUG will not automatically answer any telephone calls.

When you have finished what you want to do with your auto answer messages, press **F3** to return to the MAIN MENU.

Important! Don't forget to make a backup copy of your AUG Data diskette occasionally, for the reasons explained in "Making a Backup Copy of Your AUG Data Diskette" on page 4-18.

Printing a Received Message

Before you print a received auto answer message, you need to make sure your printer is set up properly, turned on, and ready to print.

To print a received auto answer message, follow these steps:

1. At the MAIN MENU, type **R**

AUG shows you the READ, PRINT, OR REMOVE RECEIVED AUTO ANSWER MESSAGES screen.

2. Type the number of the message you want to print.

3. Press **F5**.

AUG now prints the auto answer message you selected. When you print a message, AUG removes NOT READ from that message.

To return to the MAIN MENU:

- Press **F3** until you see the MAIN MENU.

Removing a Received Message

AUG can save only up to 40 received auto answer messages. When you do not need a message any more, it is a good idea to remove it. Remember that after you remove a message, you cannot read it anymore.

To remove a message:

1. At the MAIN MENU, press **R**

AUG shows you the READ, PRINT, OR REMOVE RECEIVED AUTO ANSWER MESSAGES screen.

2. Type the number of the message you want to remove.
3. Press **F4**.

AUG asks you:

Are you sure you want to Remove this Message? Type y or n.

4. Make sure you want to remove the message.
 - Type **Y** for yes.
 - Type **N** for no.

To return to the MAIN MENU:

- Press **F3** until you see the MAIN MENU.

Chapter 13. Using Your AUG Telephone Directory

This chapter tells you how to use your AUG telephone directory to help you quickly dial telephone numbers of people you call frequently. You can learn how to add, change, and remove names and telephone numbers. You can also learn how to use "nicknames" to quickly dial telephone numbers.

AUG Gives You Your Own Directory

The AUG telephone directory is your personal list of family, friends, and other people you call often. You create a nickname for each person, and type in his or her name and telephone number. Later, when you want to call someone, you just type the nickname. AUG gets the person's name and telephone number from the directory.

You can add, change, or remove names and numbers whenever you want to. You can also add businesses, schools, and other places you call. (For example, you can add "Tony's Pizza Inn" or "Dr. Brown's office.")

To look at the telephone directory:

1. At the MAIN MENU, type **C**

AUG shows you the CHANGE LISTS,
DIRECTORY, OR SPOKEN MESSAGES screen.

2. At this screen, type **T**

AUG shows you the CHANGE THE TELEPHONE
DIRECTORY screen. This directory will hold up to
32 names and numbers. If your telephone
directory is longer than one screen, use **F7** and
F8 to move forward and backward in the
directory.

```

                                CHANGE THE TELEPHONE DIRECTORY
User Now: Jane Doe                                Auto Answer: OFF
-----
Telephone Directory _____ Page 1
Nickname   Name                       Telephone Number
rob        Robert Johnson              111-1234
will       Willis Edwards               111-9876
beth       Elizabeth Rogers             (101) 222-4567

                * * *   E N D   O F   L I S T   * * *

Enter a Nickname and then press the desired function key.

Nickname: [      ]

-----
F1=Help                F3=Return                F4=Remove Entry
                        F9=Add/Change Entry
```

To return to the MAIN MENU:

- Press **F3** until you see the MAIN MENU.

Adding a Nickname, Name, and Telephone Number

Here is how you add a nickname, name, and telephone number to the directory. For example, suppose you want to call your father often. His name is Ken Johnson, and his telephone number is (703) 555-2222. Here is how you could add him to the directory:

1. At the MAIN MENU, type **C**

AUG shows you the CHANGE LISTS, DIRECTORY, OR SPOKEN MESSAGES screen.

2. At this screen, type **T**

AUG shows you the CHANGE THE TELEPHONE DIRECTORY screen. The cursor is ready for you to create a nickname for your father, Ken Johnson. Let's choose **Father**.

3. Type **Father**

4. Press **F9**.

AUG asks you for the name and telephone number. The cursor is ready at **Name** for you to type.

5. Type **Ken Johnson**

6. Press the Enter key.

7. Type **703-555-2222**

To learn more about typing telephone numbers, see "Typing Telephone Numbers" on page 5-6.

Check that the name, nickname, and telephone number are correct. When you are ready,

8. Press **F10**.

AUG adds Ken Johnson to the directory and places it alphabetically according to the last name. Whenever you call your father, you type "Father" where AUG asks for a nickname. AUG looks up the name and telephone number and shows them on the screen. By pressing **F10**, you can call your father and AUG speaks "...I am trying to reach Ken Johnson."

To return to the MAIN MENU,

- Press **F3** until you see the MAIN MENU.

Looking Through the Directory

You can look through the directory to find the names you want. The list is in alphabetical order by last name or by last word. For example, Ken Johnson appears under **J**. Tony's Pizza Inn comes under **I**.

You can look through the directory in two different places:

- the MAKE A CALL screen
- the CHANGE THE TELEPHONE DIRECTORY screen

If you have more than eight names in the telephone directory, use **F7** or **F8** to move forward and backward through your directory.

Changing Information in the Directory

AUG lets you change a name in the directory. Suppose you decide to change "Father" to "Dad." Here is how you would do it:

1. At the MAIN MENU, type **C**

AUG shows you the CHANGE LISTS, DIRECTORY, OR SPOKEN MESSAGES screen.

2. At this screen, type **T**

AUG shows you the CHANGE THE TELEPHONE DIRECTORY screen.

3. Type **Father**

4. Press **F9**.

AUG shows you the nickname, name, and telephone number.

5. At the nickname, type **Dad**

You can type over the old characters to change the nickname. If your new nickname is shorter than the old one, press the **Del** key to remove the extra characters.

6. Press **F10** to save what you have typed.

In the telephone directory information area, the nickname for Ken Johnson changes to "Dad."

You can change the name and the phone number, too. If you want to change the name or number without changing the nickname, follow these steps:

1. Press the Enter key to move to the name or telephone number.
2. Type your changes.
3. To save your changes, press **F10**.

To return to the MAIN MENU,

- Press **F3** until you see the MAIN MENU.

Important! Don't forget to make a backup copy of your AUG Data diskette occasionally, for the reasons explained in "Making a Backup Copy of Your AUG Data Diskette" on page 4-18.

Removing Information from the Directory

You can remove names and telephone numbers from the directory when you do not need them anymore. Let's remove "Dad" from the directory by following these steps:

1. At the MAIN MENU, type **C**

AUG shows you the CHANGE LISTS, DIRECTORY, OR SPOKEN MESSAGES screen.

2. At this screen, type **T**

AUG shows you the CHANGE THE TELEPHONE DIRECTORY screen.

3. At this screen, type **Dad**

To remove the name,

4. Press **F4**.

AUG asks you,

Are you sure you want to Remove this
Entry? Type y or n.

5. Make sure you want to remove the name.

- Type **Y** for yes.
- Type **N** for no.

6. This time, type **Y** for yes.

AUG removes the entire entry from your
directory. The nickname, name, and
telephone number are all removed.

To return to the MAIN MENU:

- Press **F3** until you see the MAIN MENU.

Chapter 14. Using the Word List

This chapter tells you how to use the Word List. You can learn what the Word List is and how to put in special words and abbreviations that you use frequently.

What the Word List Is

Augmented Phone Services (AUG) uses a list of words to match the words your caller spells by pressing the buttons on the touch-tone telephone keypad. The Word List includes many words, but it will not have words that are special to you. You can add words and names to the Word List that the people who call you will use often. For example, you should add:

- the names of your family and friends
- the name of your city and other cities or towns that you will be using
- special words you use in your job
- abbreviations that you use often, like AAD, NAD, IRS
- local places you call often, like the names of hospitals, colleges, airports, restaurants, and other landmarks

Looking at the Word List

You can look to see if a word is already in the word list:

1. At the MAIN MENU, type **C**

AUG shows you the CHANGE LISTS, DIRECTORY, OR SPOKEN MESSAGES screen.

2. At this screen, type **W**

AUG shows you the CHANGE THE WORD LIST screen. The cursor is ready for you to type the word you are looking for.

User Now: Jane Doe	CHANGE THE WORD LIST	Auto Answer: OFF
Type the Word and then press the desired function key.		
Type Word Here: [pumpkins]
F1=Help	F2=Look for Word F3=Return	F4=Remove Word F9=Add Word

3. At the CHANGE THE WORD LIST screen, type the word.

4. Press **F2**.

AUG will look for the word and tell you whether it is in the Word List.

To return to the MAIN MENU,

- Press **F3** until you see the MAIN MENU.

You can add words to the Word List. You can remove the words that you have added, but you cannot remove the words that came with AUG.

Warning! Never use any other personal computer program to try to edit or change the Word List or any other AUG data file. If you do, you will destroy them for AUG use.

If these files are ever accidentally damaged, make a new copy of your latest data diskette backup or of the original AUG Data diskette, if necessary.

Adding Words to the Word List

To add a word to the word list, follow these steps:

1. At the MAIN MENU, press **C**

AUG shows you the CHANGE LISTS, DIRECTORY, OR SPOKEN MESSAGES screen.

2. At this screen, type **W**
3. Type the word you want to add.
4. Press **F9**.

If you are adding a word, be sure the spelling is correct. If you spell the word differently than the telephone user, AUG will only be able to show you numbers.

To return to the MAIN MENU,

- Press **F3** until you see the MAIN MENU.

If you want to add more than one word to the Word List, you must put them in one at a time. Use the **Esc** key to clear the information area so you can type the next word you want to add.

If you add words to the Word List, it's a good idea to back up your data diskette from time to time. Otherwise, if something happens to your diskette, you will have to add all of the words again.

When you are in a conversation, you might see something like this:

(word 1, word 2, word 3...)

When you see the dots appear after the last word, you have too many words in the Word List that are produced by the same sequence of buttons on the telephone keypad. AUG cannot show them all to you on one line on the screen.

AUG shows you the words you added first, then as many other words from the Word List as will fit on the line.

Important! Don't forget to make a backup copy of your AUG Data diskette occasionally, for the reasons explained in "Making a Backup Copy of Your AUG Data Diskette" on page 4-18.

Removing a Word from the Word List

To remove a word from the Word List, follow these steps:

1. At the MAIN MENU, press **C**

AUG shows you the CHANGE LISTS, DIRECTORY, OR SPOKEN MESSAGES screen.

2. At this screen, type **W**
3. Type the word you want to remove.
4. Press **F4**.

AUG asks you:

Are you sure you want to Remove this Word? Type y or n.

5. Make sure that you want to remove the word.
 - Type **Y** for yes.
 - Type **N** for no.

To return to the MAIN MENU,

- Press **F3** until you see the MAIN MENU.

Chapter 15. Changing the Owner Information

This chapter tells you how to change the owner information when you change your address, your telephone number, the kind of telephone you are using or how loud the AUG voice speaks.

You might need to change the owner information for a number of reasons. AUG uses the owner information when speaking introductory messages and emergency messages. If the address, telephone number, or kind of telephone change, it is very important to change the information on the CHANGE OWNER INFORMATION screen. You can also adjust the volume of the AUG voice.

Follow these steps to change the owner information:

1. At the MAIN MENU, type **C**

AUG shows you the CHANGE LISTS, DIRECTORY, OR SPOKEN MESSAGES screen.

2. At the CHANGE LISTS, DIRECTORY, OR SPOKEN MESSAGES screen, type **O**

AUG shows you the CHANGE OWNER INFORMATION screen. The cursor is ready for you to change the address.

CHANGE OWNER INFORMATION	
User Now: Jane Doe	Auto Answer: OFF
Enter the Owner Residence, Telephone and Computer Voice Information.	
OWNER RESIDENCE INFORMATION:	
Address: [123 Main Street]
Phone Number: [123-4567]
TELEPHONE INFORMATION:	
Pulse or touch-tone ? (P/T) [T]	
COMPUTER VOICE INFORMATION:	
Loud, Normal or Soft ? (L/N/S) [N]	
F1=Help	
F3=Return	

3. Type your changes to the address.

If you are changing the address, put commas where you want AUG to pause: after your street, city, state, etc.—for example, **123 Elm Street, Apartment C, Hyattsville, Maryland.**

(Important! Do not abbreviate directions like North, East, South, West, Northwest, etc. Spell them out instead. This lets the AUG voice speak your address more clearly to the hearing person, because the voice will say (for example) North Main Street instead of N Main Street. A clear address is especially important if you ever have to use AUG to send an emergency message.)

4. Press the Enter key.
5. Type your changes to the telephone number.

Use a hyphen or slash—for example,
703-555-2222 or **703/555/2222**

6. Press the Enter key.
7. Change the kind of telephone you have.

If you are not sure whether you have a touch-tone telephone or a pulse-generating telephone, check with the telephone company (or experiment by calling someone you know). Some telephones with buttons on their keypads are NOT touch-tone telephones.

- If you have a pulse-generating telephone, type **P**
 - If you have a touch-tone telephone, type **T**
8. Press the Enter key.
 9. Type your changes to the volume of the AUG voice.
 - If you want the AUG voice to speak as loud as possible, type **L**
 - If you want the AUG voice to speak as soft as possible, type **S**
 - If you want the AUG voice to speak in between loud and soft, type **N**
 10. To save your changes, press **F10**.

To return without saving any changes,

- Press **F3**.

To return to the MAIN MENU,

- Press **F3** until you see the MAIN MENU.

Important! Don't forget to make a backup copy of your AUG Data diskette occasionally, for the reasons explained in "Making a Backup Copy of Your AUG Data Diskette" on page 4-18.

Part IV. AUG and the Hearing Person

Chapter 16. Helping the Hearing Person
Use AUG 16-1

Chapter 16. Helping the Hearing Person Use AUG

This chapter helps you explain to a hearing person how to use the buttons on the telephone keypad to talk to you.

When AUG Calls a Hearing Person

When the hearing person answers the telephone, he or she hears the AUG voice speak the introductory message. In this example, the AUG user is named Jane Doe.

Hello. This is Jane Doe. You and I are talking with the help of an IBM Personal Computer, because I have a hearing impairment. To talk to me, you will have to press the buttons on your touch-tone telephone.

I am trying to reach Ed Smith. If you are Ed Smith, please press the star button and then the 1 button. If you are not Ed Smith, press the star button and then the 2 button.

If the hearing person does not understand, AUG speaks the same facts in different words. When the hearing person understands and presses the star button on the telephone keypad, the AUG voice speaks:

To talk to me, spell your words, by pressing the buttons on your telephone. Use the star button to put spaces between your words, just as you would

use the space bar on a typewriter. Press the star button two times at the end of a sentence, or a question. If you understand how to talk to me, press the star button now. If you don't press the star button, I will repeat what I have said.

If the hearing person you called does not press the * (star) button, AUG speaks the instructions again with more detail.

When the hearing person presses the star button, the AUG voice continues:

Please remember, I must type the words the computer will say. You will hear a clicking sound while I type. If you need help at any time, tell me. We can start to talk now.

Now it is your turn. The hearing person waits for AUG to speak your message. It's a good idea to have AUG speak your messages more frequently than you would if you were using a TTY.

Interrupting the Introductory Message

If the hearing person is familiar with AUG, he or she does not have to listen to the introductory message. To stop the introductory message and begin the conversation right away, the hearing person can press the * (star) button, the Operator button, and the # (number sign) button:

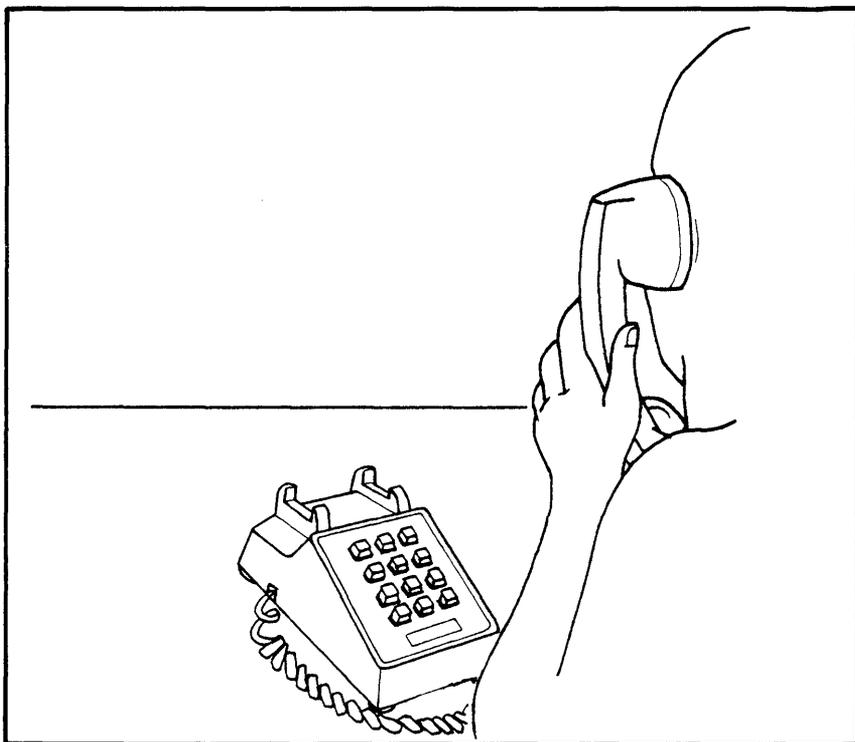
*-Operator-#

AUG says, "OK. We can start to talk now."

The hearing person can press these three buttons any time after AUG says "Hello" to begin the introductory message.

Spelling a Message on the Telephone Keypad

To "talk" to a person using AUG, the hearing person spells out words by pressing the buttons on the telephone keypad. AUG shows the words on the screen. You type a message on the keyboard and the AUG voice speaks the message to the hearing person.



The next several sections cover the following topics:

- basic spelling
- separating words, sentences, and messages
- including numbers, time, and money in a message
- spelling special words
- repeating what the AUG voice speaks
- if the hearing person presses the wrong button
- leaving a message when AUG is on auto answer
- helping the hearing person use AUG

Basic Spelling

The hearing person uses the buttons on the keypad to spell out messages. Notice that each button from 2 through 9 has three letters on it. All the letters of the alphabet except Q and Z appear on a button. To spell Q and Z, the hearing person uses the 1 button.

<i>To spell this letter:</i>	<i>The hearing person presses:</i>
Q or Z	1
A, B, or C	2
D, E, or F	3
G, H, or I	4
J, K, or L	5
M, N, or O	6
P, R, or S	7
T, U, or V	8
W, X, or Y	9

Hello. This is Ed. Can you meet me for lunch today?

The hearing person would press these buttons in this order:

H-E-L-L-O-*-*-T-H-I-S-*-*-I-S-*-*-E-D-*-*-
C-A-N-*-*-Y-O-U-*-*-M-E-E-T-*-*-M-E-*-*-
F-O-R-*-*-L-U-N-C-H-*-*-T-O-D-A-Y-*-*-

Including Numbers, Time, Decimals, and Money in a Message

If the hearing person wants to include numbers in a message—not changing them into words—he or she should type the # (number sign) button and then the number. When the hearing person finishes keying the number, he or she should press the * (star) button to end the number. Here is an example:

B-R-I-N-G-*-*-#-2-5-*-*-C-O-P-I-E-S-*-*-
W-I-T-H-*-*-Y-O-U-*-*-

The hearing person should press the keypad buttons to send the time of day in the same way. Although numbers that stand for a time of day will probably be understood in the context of the conversation, he or she can add a.m. or p.m. after the number to be sure. Here is an example:

B-R-I-N-G-*-*-#-2-*-*-P-E-O-P-L-E-*-*-
A-T-*-*-#-1-2-3-0-*-*-P-M-*-*-

The hearing person can include decimal points in numbers he or she sends to you. To do this, the hearing person sends (1) first, the numbers to the left of the decimal point—for example, # 3 2 *; (2) then the decimal point—# *—(without any numbers between); (3) then the numbers to the right of the decimal point—for example, # 7 6 5 *.

So, for you to see 32.765 on your screen, the hearing person would have to press

First: #-3-2-*
Then: #-*
Then: #-7-6-5-*

If the hearing person wants to talk about money he or she should press the # (number sign) button twice before keying the dollar amount. It will appear on the computer screen with a \$ (dollar sign) before the dollar amount and a decimal point before the last two numbers for cents. Pressing the * (star) button once will end the number. For example,

S-E-N-D-*M-E-*-#-#-3-2-5-*
T-O-M-O-R-R-O-W-*-*

On your screen, you see:

Send me \$3.25 tomorrow.

Special Spelling

The hearing person can spell out words that are not in the Word List. The hearing person should begin spelling by pressing the # (number sign) button three times. For each letter in the word, he or she should press the button with the letter on it and then press the 1, 2, or 3 button to tell which letter is being used. For example, to send the letter S, the hearing person would press the "PRS" button and then the 3 button.

For **Q**, press the 1 button twice.

For **Z**, press the 1 button and then the 2 button.

Here is an example:

Star is spelled #-#-#-S-3-T-1-A-1-R-2-*

If the hearing person is using the special spelling method and presses more than 64 buttons without pressing the * (star) button, AUG speaks:

You have keyed in a word that is too long. Please start over, making sure you separate words using the star button for a space.

If the hearing person makes a mistake keying in a word (for example, *zebra*), you might see something like this on the screen:

<1>ebr<24> or <13>ebra

Tell the hearing person to key the word in again more carefully.

Repeating What the AUG Voice Speaks

If the hearing person wants the AUG voice to repeat a message, he or she can press the # (number sign) button four times. AUG will repeat the last message it spoke after you pressed **F6**. You and the hearing person must wait for AUG to repeat the last message before you can continue the conversation.

If the Hearing Person Presses the Wrong Button

If the hearing person makes a mistake while spelling a word, he or she can correct the mistake by pressing the # (number sign) button before they press the * (star) button that would end the word. After he or she presses the # button, AUG erases back to the last * (star) button that the hearing person pressed. The hearing person can then start to spell the word again. AUG does the same for numbers, money amounts, and special spelling.

Here is an example:

I-*A-M*-H-E-R-E*-T-L-D-A-#-T-O-D-A-Y-*-*

You see:

I am here today.

Helpful Hints for Successful Conversations

Here are some more hints for the hearing person that can help him or her create messages that are easy to key in and easy for the AUG user to understand:

- It is important to spell correctly. AUG cannot decode a word that is spelled incorrectly.
- Remind the hearing person to press the * (star) button once at the end of each word. AUG treats everything from one * (star) button to the next as one word when you are spelling words.
- The hearing person should use several short words rather than a long one. If the long one is not spelled right or if it is not in the Word List that AUG uses, AUG will not be able to show you the word.
- The hearing person should keep the sentences short and remember to press the * (star) button twice (* *) at the end of each sentence.
- Exchange turns often. That gives the hearing person the chance to tell you that he or she understood your message. Remind the hearing person to press the * (star) button

three times (***) to signal the end of his or her message. Pressing the * (star) button three times (***) after a message means "GA" or "Go Ahead" and gives the turn to you, the AUG user.

- The hearing person should ask questions clearly. The hearing person cannot send a question mark to you, the AUG user. If he or she starts questions with a question word, you will know that the hearing person is asking a question. For example, "Do you," "Are you," "When can you," "Where is," "What are," and "Why."

Figuring Out a Word

If AUG does not change the numbers into words and you cannot figure out what the hearing person is trying to say, ask the hearing person for help.

Ask the hearing person to try substituting a different word for the one you cannot read.

If the word is not in the Word List, you can add the word later (not during the conversation). AUG will be able to change the numbers into a word in later conversations.

Leaving a Phone Number When AUG Is on Auto Answer

Explain to the hearing person about auto answer. Explain that the hearing person can leave a telephone number for you. Here is an example of an auto answer message that AUG might speak to a hearing person who calls:

Hello. You have reached 555-2222. I will be in meetings all day. If you will leave your telephone number, I will call you back. Thanks.

Please leave your phone number, at the sound of the tone. To leave your number, press the buttons on your telephone, just as though you were calling your own number.

Tell the hearing person that if he or she knows how to spell words, he or she can leave a message after keying the telephone number and then a * (star).

When the Hearing Person Needs Help

AUG gives you six **prepared help messages** that can help the hearing person use AUG. You can have AUG speak these prepared messages to the hearing person:

Basic spelling

To talk to me, you have to spell each word you want to say. Press a button on your telephone for each letter in the word. After every word, press the star button.

Star button reminder

Remember to press the star button after each word you spell. Press the star button two times at the end of a sentence. Any time you are ready for me to talk, press the star button three times.

Q and Z

To type the letter Q or the letter Z, press the 1 button.

Numbers

To send me a number, first press the number sign. Then each button you press will send a number instead of a letter. When you are finished with your number, press the star button.

Erase mistakes

If you make a mistake in the middle of a word, you can correct it. Simply press the number sign button, without finishing the word. The letters will be erased, and you can start your word over again.

Special spelling

Here is a different way to spell your word. To begin the word, press the number sign button three times. Then, for each letter in the word, you will have to press two buttons. First, press the button with the letter you want. Then, press the 1 button if you want the first letter on that button, the 2 button for the second letter, or the 3 button for the third letter. Do this for every letter in the word. When you have finished spelling your word, remember to press the star button.

Having AUG Speak a Prepared Help Message

To have AUG speak a prepared help message, follow these steps:

1. At the CONVERSATION screen, press **F5**.

AUG shows you a list with the labels for the prepared help messages.

2. Type the number of the prepared help message you want AUG to speak. (If you do not make the selection in about 15 seconds,

AUG returns you to the CONVERSATION screen and does not speak a message).

If you change your mind and you do not want to send a prepared help message, press **F3**.

When you want AUG to speak the prepared help message,

3. Press **F6**.

AUG speaks the prepared help message and returns you to the CONVERSATION screen.

Here also, if you do not press **F6** within about 15 seconds after you have pressed **F5** and selected a prepared message, AUG returns you to the CONVERSATION screen and does not speak the message.

Printing a Copy of the AUG Telephone User's Reference Card

AUG will print the contents of the *IBM Augmented Phone Services Telephone User's Reference Card*, formatted for paper that is 8-1/2 by 11 inches.

If You Are Using AUG From a 360KB or 1.2MB Diskette Drive

To print a copy of the reference card, follow these steps:

1. Put your DOS diskette in drive A.
2. Turn the computer on.

3. Make sure your printer is turned on and ready to use.

When you see the DOS prompt, `A>`,

4. Put your AUG Data (or 1.2MB) diskette in drive A.
5. Type **AUGTEL**
6. Press the Enter key.

If you want to print more than one copy, repeat steps 5 and 6 for each copy you want.

If You Are Using AUG From a Fixed Disk

To print a copy of the reference card, follow these steps:

1. Turn the computer on.
2. Make sure your printer is turned on and ready to use.

When you see the DOS prompt, `C>`,

3. Type **AUGTEL**
4. Press the Enter key.

If you want to print more than one copy, repeat steps 3 and 4 for each copy you want.

Part V. Appendixes

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Appendix B. AUG Status and Error Messages	B-1
Appendix C. Words You Need To Know	C-1

Appendix A. How AUG Pronounces What You Type

This appendix shows you how the AUG voice pronounces the following:

- abbreviations
- the letters of the alphabet
- numbers
- times
- amounts of money
- special characters

When you first start using AUG, it might be a good idea to arrange a telephone call with a friend or family member. Type some of the abbreviations and numbers that you read about in this appendix. Ask the person who is helping you how the AUG voice pronounces them.

Abbreviations

AUG lets you type shorter forms of certain words or groups of words that you use often. These are called abbreviations.

List of Abbreviations

Shown below are the abbreviations that you can type and the way AUG speaks each one.

<i>When you type this:</i>	<i>AUG speaks this:</i>
a.m.	ay em
apr.	April
aug.	August
av.	avenue
ave.	avenue
bc.	bee see
bldg.	building
blvd.	boulevard
cf.	compare
cm.	centimeters
co.	company
ct.	court
cu.	cubic
dec.	December
dept.	department
dr.	doctor or drive
ea	each
eg	for example,
eg.	for example,
e.g.	for example,
e.g	for example,
etc.	et cetera
ext	extension
feb.	February
fig.	figure
fri.	Friday
ft.	fort or feet
gal.	gallons
gen.	general
gov.	governor

gm.	gram
hq	headquarters
hr.	hours
hrs.	hours
hz.	hertz
ie	that is
i.e	that is
ie.	that is
i.e.	that is
in.	inches
inc.	incorporated
Jan.	January
jr.	junior
jun.	June
jul.	July
kg.	kilograms
km.	kilometers
lb.	pounds
lbs.	pounds
ltd.	limited
Mar.	March
mg.	milligrams
mi.	miles
min.	minutes
mins.	minutes
misc.	miscellaneous
ml.	milliliters
mm.	millimeters
mon.	Monday
mr.	Mister
mrs.	Misses
ms.	Miz
mt.	mount
no.	number
nov.	November
oct.	October
oz.	ounces

ozs.	ounces
pl.	place
pm.	pee em
ppd	post paid
rd.	road
rev.	reverend
Sat.	Saturday
sec.	seconds
secs.	seconds
secy.	secretary
sep.	September
sept.	September
sq	square
sr.	senior
st.	saint or street
Sun.	Sunday
thu.	Thursday
thur.	Thursday
thurs.	Thursday
tue.	Tuesday
tues.	Tuesday
univ.	university
vol	volume
vs.	versus
Wed.	Wednesday

Abbreviations at the End of Sentences

When the next letter after a period is in uppercase (a capital letter), AUG usually ends the sentence at the period.

*When you type
this:*

*AUG speaks
this:*

**We drove for hrs. Bill slept. We drove for
hours. Bill slept.**

I saw the bldg. It was tall. I saw the building.
It was tall.

Special Abbreviations

Some abbreviations are special because they are usually followed by a person's name or a place. AUG does not end a sentence with the following abbreviations:

When you type this: AUG speaks this:

Mrs.	Misses
Mr.	Mister
Gov.	Governor
Dr.	Doctor
Ft.	Fort
Ms.	Miz
Rev.	Reverend
Gen.	General
St.	Saint

Some abbreviations are special because they can be abbreviations or whole words. There are two groups of these.

First Group: Some names of months or days of the week.

If the first letter in these abbreviations is a capital letter *and* they end with a period, AUG will speak them as abbreviations. If the first letter is *not* a capital *or* the period is omitted, AUG speaks them as words.

When you type this: *AUG speaks this:*

Mar. March

mar. or (Mar) mar

Jan. January

jan. or (Jan) jan

Wed. Wednesday

wed. or (Wed) wed

Sun. Sunday

sun. or (Sun) sun

Second Group: Other abbreviations that can also be words.

These are spoken as abbreviations if they have a period at the end *and* are followed by a lowercase (small) letter or a number. Otherwise, they are spoken as words.

When you type this: *AUG speaks this:*

fig. B fig Bee

fig. 7	figure 7
fig. b	figure bee
in. Deep	in Deep
six in. deep	six inches deep
no. Dice	no Dice
no. 5	number five
no. five	number five
co.	co
co. b	company bee
gal.	gal
gal. Fri.	gal Friday
4 gal. more	four gallons more

The abbreviations dr., st., and ft. are also special because they can each be abbreviations for two different words. The word AUG speaks for these depends on whether the next letter after them is a capital letter or a lowercase (small) letter.

AUG does not end a sentence when any of these three abbreviations is used.

<i>Abbreviation</i>	<i>Next letter capital</i>	<i>Next letter lowercase</i>
dr.	Doctor	drive
st.	Saint	street
ft.	Fort	feet

Here are some examples:

When you type this: *AUG speaks this:*

dr. Brown Doctor Brown

dr. south drive south

st. Helens Saint Helens

st. beyond street beyond

ft. Lee Fort Lee

7 ft. long seven feet long

Speaking Capital Letter Abbreviations

If you type all of the letters of an abbreviation in uppercase (capital letters), AUG will pronounce each letter of the abbreviation.

When you type this: *AUG speaks this:*

USA you ess ay

TTY tee tee why

You can make an abbreviation plural by adding an **apostrophe** and an **s**. Here are some examples.

When you type this: *AUG speaks this:*

TTY's tee tee wise

ABC's ay bee cees

Speaking the Letters of the Alphabet

When you type any of the letters from *B* through *Z*, AUG pronounces the name of the letter. If you want AUG to speak the letter "A" rather than as the word *A*, type **ay** or **Ay**.

You can type the letters in either uppercase or lowercase. (For example, if you type **B** or **b**, AUG speaks **bee**.)

If you type the letter, an apostrophe, and an **s**, AUG speaks the letter as a plural. (For example, if you type **m's**, AUG says **ems**.)

Speaking Numbers

This is how AUG speaks numbers that you type:

When you type this: *AUG speaks this:*

7 seven

0 zero

+ 10	plus ten
017	zero seventeen

Numbers with Commas

When you type numbers with commas, AUG speaks **hundred, thousand, million, billion,** and **trillion.**

<i>When you type this:</i>	<i>AUG speaks this:</i>
1,017	one thousand seventeen
981,230	nine hundred eighty one thousand, two hundred thirty

For numbers larger than 999,999,999,999,999, AUG speaks each group of numbers between commas.

<i>When you type this:</i>	<i>AUG speaks this:</i>
1,981,234,567,890,123	one, nine hundred eighty one, two hundred thirty four, ...

Numbers with Inconsistent Commas

When you type commas that do not block off three-digit groups of numbers, AUG speaks the groups of numbers separately.

<i>When you type this:</i>	<i>AUG speaks this:</i>
76,34	seventy six, thirty four
53,11	fifty three, eleven

Numbers without Commas

When you type numbers with five or more digits, without commas, AUG speaks each number.

<i>When you type this:</i>	<i>AUG speaks this:</i>
19902	one nine nine zero two
345678	three four five six seven eight
1234	one thousand two hundred thirty four

Numbers with Decimal Points

AUG speaks **point** for the decimal point in the number.

<i>When you type this:</i>	<i>AUG speaks this:</i>
3.5	three point five
0.8	zero point eight

Numbers with Endings Like 1st, 2nd, and 3rd

AUG speaks endings on numbers—like **32nd**, **4th**, and **2nd**.

<i>When you type this:</i>	<i>AUG speaks this:</i>
32nd	thirty second
4th	fourth
2nd	second

Speaking the Time of Day

If you type the time with a colon (:), AUG speaks the numbers as a time.

<i>When you type this:</i>	<i>AUG speaks this:</i>
3:05 a.m.	three oh five ay em
3:00	three o'clock

Speaking Amounts of Money

If you type an amount of money with the dollar sign (\$) and the decimal point (.), AUG speaks the amount the way you would say it.

<i>When you type this:</i>	<i>AUG speaks this:</i>
\$1	one dollar
\$1.25	one dollar and twenty five cents
\$.10	ten cents
\$0.10	zero dollars and ten cents
\$135	one hundred thirty five dollars
\$1,000,000	one million dollars
\$1 million	one million dollars

Speaking the Special Characters

AUG can speak the names of the special characters.

When you type this: *AUG speaks this:*

#	number
%	percent
&	and
*	asterisk
+	plus
<	less than
=	equals
>	greater than
@	at
/	slant
\	back slant
_	underline
˘	grave
	vertical line
\$	dollar
~	tilde

Appendix B. AUG Status and Error Messages

This appendix contains the status and error messages that AUG might show you.

Some of these are error messages that tell you something has gone wrong with the computer or with AUG. Others are error messages telling you that you have made a mistake, such as leaving a diskette drive door open or trying to give two conversations the same name. And still others are just status messages that tell you what AUG is doing now—such as waiting for a dial tone.

After each message you see an "Explanation" paragraph. This tells more about what caused AUG to show you the message. After the explanation you see a "User Response" paragraph. This tells you what you have to do next, if anything.

How to Use This Appendix

Use this Appendix when you get a message you don't understand. First look at the name at the top of the screen where AUG showed you the message. Then look for the name of that screen in this Appendix. (The screen names are listed in alphabetical order.)

After you have found the name of the screen in this Appendix, look under that screen name for the message that matches the one you see on your screen. Then read the explanation and the user response that follow. The user response tells you what to do.

Some messages can appear on many different screens. If you do not see the message you are looking for under the screen name, look under "Miscellaneous Messages" on page B-21.

Some messages are not listed in this Appendix. For example, the message, The telephone is RINGING. is not listed because it only provides information for you. Also not listed are other messages that ask you to answer Yes or No to make sure that AUG is doing what you really wanted it to do.

These are the names of the screens in this Appendix with messages listed for them:

- ADD A DIRECTORY ENTRY (see page B-3)
- ADD AN EMERGENCY CALL MESSAGE (see page B-4)
- ADD A PREPARED MESSAGE (see page B-5)
- ADD A USER NAME/IMPAIRMENTS (see page B-5)
- AUTO ANSWER CALL (see page B-5)
- CHANGE THE AUTO ANSWER MESSAGE (see page B-6)
- CHANGE A DIRECTORY ENTRY (see page B-6)
- CHANGE AN EMERGENCY CALL MESSAGE (see page B-6)
- CHANGE OWNER INFORMATION (see page B-7)
- CHANGE THE PREPARED MESSAGES (see page B-8)
- CHANGE A PREPARED MESSAGE (see page B-8)
- CHANGE THE TELEPHONE DIRECTORY (see page B-8)
- CHANGE THE USER NAME LIST (see page B-9)
- CHANGE A USER NAME/IMPAIRMENTS (see page B-9)
- CHANGE THE WORD LIST (see page B-10)
- CONVERSATION (see page B-11)

- DATA FILE ERROR (see page B-13)
- HELP (see page B-13)
- MAIN MENU (see page B-14)
- MAKE A CALL (see page B-15)
- MAKE AN EMERGENCY CALL (see page B-17)
- READ, PRINT, OR REMOVE RECEIVED AUTO ANSWER MESSAGES (see page B-18)
- READ, PRINT, OR REMOVE SAVED CONVERSATIONS (see page B-19)
- SAVE A CONVERSATION (see page B-20)
- TURN AUTO ANSWER ON (see page B-21)

For example, if you see a message that you do not understand, and you are at the CHANGE THE PREPARED MESSAGES screen, look in the list above for that screen name and turn to the page shown, B-8. Look for the message among those shown under that screen name, then read the Explanation and the User Response given just below the message. If you don't see the message under that screen name, turn to "Miscellaneous Messages" on page B-21 and look for it under the headings that follow ("Starting AUG Messages" on page B-21, "AUG Hardware Errors" on page B-26, "AUG Disk Errors" on page B-26, "AUG Loading Screens" on page B-28, and "Exiting AUG Messages" on page B-28).

Add a Directory Entry Screen

You must type a Nickname before you can Save.

Explanation: You tried to save a telephone directory entry without typing the nickname.

User Response: You must type a nickname to go with the name and telephone number.

The Nickname has already been used - Please type another.

Explanation: The nickname you typed has already been used for another person.

User Response: Type another nickname.

Add an Emergency Call Message Screen

You must type a Call Label before you can Save.

Explanation: You must type a message, a label, and a number before you can save the emergency call.

User Response: Type a Call Label or press F3.

You must type an Emergency Message before you can Save.

Explanation: You must type a message, a label, and a number before you can save the emergency call.

User Response: Type your message or press F3.

You must type a Telephone Number before you can Save.

Explanation: You must type a message, a label, and a number before you can save the emergency call.

User Response: Type a telephone number or press F3.

Add a Prepared Message Screen

You must type a Message before you can Save.

Explanation: You must type a message and a label before you can save a prepared message.

User Response: Type your message or press F3.

You must type a Message Label before you can Save.

Explanation: You must type a message and a label before you can save a prepared message.

User Response: Type your message label or press F3.

Add a User Name/Impairments Screen

The answer to at least one impairment must be Yes.

Explanation: You have attempted to save (F10) with both impairments listed as N.

User Response: You must answer 'Y' to one of the impairments.

You must type a Name before you can Save.

Explanation: The name of the user is blank.

User Response: You must type a name before you save it in the User Name List or press F3.

Auto Answer Call Screen

DISK FULL - CAN NOT save this message.
Press Enter to continue.

Explanation: Your disk is full and AUG cannot store this message on your disk. The message cannot be read or printed later. However, you can still read the last 12 lines on the screen. Auto answer was turned OFF automatically when the disk-full condition occurred.

User Response: After you are finished reading the message, press the Enter key. Remove any conversations and auto answer messages that you do not need. If you have copied anything to your disk that AUG does not use, you should also consider removing that.

Change the Auto Answer Message Screen

You must type an Auto Answer Message before you can Save.

Explanation: You CANNOT save a blank Auto Answer message.

User Response: Type another Auto Answer message or press F3.

Change a Directory Entry Screen

You must type a Nickname before you can Save.

Explanation: You tried to save a telephone directory entry without typing the nickname.

User Response: You must type a nickname to go with the name and telephone number.

The Nickname has already been used - Please type another.

Explanation: The nickname you typed has already been used for another person.

User Response: Type another nickname.

Change an Emergency Call Message Screen

You must type a Call Label before you can Save.

Explanation: You must type a message, a label, and a number before you can save the emergency call.

User Response: Type a Call Label or press F3.

You must type an Emergency Message before you can Save.

Explanation: You must type a message, a label, and a number before you can save the emergency call.

User Response: Type your message or press F3.

You must type a Telephone Number before you can Save.

Explanation: You must type a message, a label, and a number before you can save the emergency call.

User Response: Type a telephone number or press F3.

Change Owner Information Screen

You must type an Address and Phone Number before you can SAVE.

Explanation: You must type your address and telephone number before AUG will allow you to make telephone calls.

User Response: Type your address and telephone number or press F3.

You must type an Address and Phone Number before you continue.

Explanation: Whenever the address or phone number in Owner Information is blank, AUG forces the program to this screen prior to giving you the MAIN MENU. You cannot make calls until you type this information.

User Response: Type your address and telephone number or press F3.

Change the Prepared Messages Screen

You CAN NOT Remove a Help Message.

Explanation: You have typed the number of a help message in the prepared message list. It cannot be removed.

User Response: NONE

Change a Prepared Message Screen

You must type a Message before you can Save.

Explanation: You must type a message and a label before you can save a prepared message.

User Response: Type your message or press F3.

You must type a Message Label before you can Save.

Explanation: You must type a message and a label before you can save a prepared message.

User Response: Type your message label or press F3.

Change the Telephone Directory Screen

The Nickname you entered is not in the Directory.

Explanation: AUG searched the lists of nicknames and names and could not locate the name you typed.

User Response: Add the nickname to your telephone directory or press F3.

The Telephone Directory is FULL - no more entries can be ADDED.

Explanation: You may have up to 32 names in your directory.

User Response: To add new names, you must remove some existing names.

Change the User Name List Screen

There is no User with that number.

Explanation: The number that you typed has a blank name for the user in the User Name List. You can not use a blank user name for User Now.

User Response: Use a number that has a name beside it in the User Name List.

The User Now CAN NOT be Removed.

Explanation: The name that is the User Now cannot be removed from the User Name List.

User Response: You must change users first. Then you may remove the name of the User Now from the User Name List.

You must ADD your name to the User Name List before you continue.

Explanation: You must tell AUG your name by putting it in the User Name List before you can make or receive telephone calls.

User Response: Add your name to the User Name List.

Change a User Name/Impairments Screen

The answer to at least one impairment must be Yes.

Explanation: You have attempted to save (F10) with both impairments listed as N.

User Response: You must answer 'Y' to one of the impairments.

You must type a Name before you can Save.

Explanation: The name of the user is blank.

User Response: You must type a name before you save it in the User Name List or press F3.

Change the Word List Screen

That Word cannot be Removed.

Explanation: You have tried to remove a word that came with AUG. Only words you have added can be removed.

User Response: NONE

That Word is in the Word List.

Explanation: You pressed F2 to Look for a word or F9 to Add a word to the Word List. The word you typed is already in the Word List.

User Response: NONE

WORD NOT ADDED - It has an incorrect letter in it.

Explanation: Only the letters 'A' through 'Z' may be used for words in the AUG Word List. You may also use the apostrophe (') before either of the last two characters in the word.

User Response: Correct the word and press F9 again.

WORD NOT ADDED -- No more room for words with that number of letters.

Explanation: As you add words to your word list, new files are created. Your word list can have up to 96 files. Each file contains only words with the same number of letters in them. After you have 96 files, words can be added only if there is room in the file where the word must be stored.

User Response: Remove some names or words that you do not need and that have the same number of letters as the word you tried to add. Then, try to add that word again.

WORD NOT ADDED - There is not enough room on your disk.

Explanation: AUG could not add the word you typed because your disk was full and there is no place to store the word.

User Response: Remove any conversations and auto answer messages that you do not need. If you have copied anything to your disk that AUG does not use, you should also consider removing that.

Word NOT FOUND in the Word List.

Explanation: The word you typed is NOT in the AUG Word List.

User Response: Press F9 if you want to ADD the word.

Conversation Screen

Conversation list is almost full. Consider removing old conversations.

Explanation: You may only save 20 conversations. Your list is almost full.

User Response: You should print and/or remove some of your saved conversations so you will have room to store new conversations.

Conversation list is FULL. CAN NOT save this conversation.

Explanation: You may only save 20 conversations. Your list is full.

User Response: You must print and/or remove some of your saved conversations so you will have room to store new conversations.

DISK ERROR -- Can not save this conversation.

Explanation: Your AUG data diskette is full, damaged or cannot be written. The conversation file is lost but you may continue with your call.

User Response: You should check your disk drive and/or diskette for problems after your call is completed.

DISK FULL - Conversation cannot be saved.

Explanation: Your disk is full and AUG cannot store any more of the conversation. The conversation file is lost but you may continue with your call.

User Response: After your call is finished, remove any conversations and auto answer messages that you do not need. If you have copied anything to your disk that AUG does not use, you should also consider removing that.

ERROR in text input.

Explanation: Words or characters that AUG does not know how to speak will cause this message.

User Response: Try to send another message. If you still get this message, turn OFF your IBM Personal Computer and start over. Call the other person back and try to talk again. If you are continuing to get this message, try using the diagnostics diskette that came with your Voice Communications Adapter, or call your Authorized IBM Personal Computer Dealer for assistance.

ERROR while speaking text.

Explanation: AUG failed to speak the words you typed. Your Voice Communications Adapter may have failed.

User Response: Try to send a different message. If you still get this message, turn OFF your IBM Personal Computer and start over. If failures continue, try using the diagnostics diskette that came with your Voice Communications Adapter, or call your Authorized IBM Personal Computer Dealer for assistance.

SPEAKING - Telling the other person their word is too long.

Explanation: AUG is telling the other person that he has keyed in a word that is too long for AUG to decode it.

User Response: If this happens often in the same call, consider using the prepared help messages to tell the other person how to use AUG.

The other person is listening to your last message again.

Explanation: The other person has pressed four consecutive # keys on the telephone. The last message you sent by pressing F6 is being repeated for him or her.

User Response: Wait until the repeat of the message is completed.

The other person may have Hung Up.

Explanation: AUG has heard a dial tone on the telephone line. The other person has probably hung up.

User Response: Ask the other person if he is still there. If you do not get an answer, then you should press Alt + F10 to hang up.

Data File Error Screen

Missing or Bad AUG file(s).

Explanation: One or more of the data files for AUG were not found. If the word list files are missing, you may not continue AUG because you cannot understand the words the other person types.

User Response: You should set up AUG following the instructions in your AUG User's Guide.

Help Screen

AUG HELP FILE NOT FOUND. NO HELP AVAILABLE!

Explanation: The file named AUG.HLP which contains the help information that you see on your screen has been erased. AUG could not find that file to give you the help information that you want.

User Response: You should copy the file named AUG.HLP to the AUG subdirectory of the disk in your current drive. You may also follow the AUG setup instructions to replace all of your AUG files.

Main Menu Screen

Auto Answer CAN NOT be turned on - You have 40 unread Auto Answer messages.

Explanation: You have received 40 messages but have not read them. After a message has been read, AUG will replace it.

User Response: You must read or remove some of your messages before you can turn Auto Answer ON. You should print the message if you want to save a record of it.

Auto Answer CAN NOT be turned on - Your disk is full.

Explanation: Your disk is full and AUG cannot store any messages. You can not turn auto answer ON unless you have room on your disk for messages you receive.

User Response: Remove any conversations and auto answer messages that you do not need. If you have copied anything to your disk that AUG does not use, you should also consider removing that. After you have done this, you can turn auto answer ON.

Auto Answer was NOT turned on - Your message was all blanks.

Explanation: You must enter a non-blank Auto Answer message before you can turn Auto Answer ON.

User Response: Press A, then type in your new message.

You MUST have an Owner Address & Phone Number before making Emergency Calls.

Explanation: AUG uses the owner information in the Emergency Call message.

User Response: Enter your address and/or phone number in Owner Information.

You must identify the "User Now" before you can make or answer a call.

Explanation: User Now is blank. AUG must have your name to speak in messages when making or receiving calls.

User Response: Add your name to the User Name List.

Make a Call Screen

Can not dial the number you typed -- Please type another number.

Explanation: You typed the letters 'q' or 'z' in your number or you did not type any number or letter normally found on a telephone.

User Response: Type your number again using numbers, letters besides 'q' or 'z', and the dialing control characters (semicolon, comma, and period).

Conversation list is FULL. Can NOT save this conversation.

Explanation: You have 20 saved conversations, which has filled your list.

User Response: You must print and/or remove some of your saved conversations so you will have room to store new conversations.

Conversation list is FULL. Consider removing old conversations.

Explanation: You have saved 20 conversations on your disk. That is all AUG can save at one time.

User Response: You MUST remove some of your saved conversations so you will have room to store new conversations.

DISK FULL - Conversation cannot be saved.

Explanation: Your data disk is full and AUG cannot store the conversation if you make a call.

User Response: Remove any conversations and auto answer messages that you do not need. If you have copied anything to your disk that AUG does not use, you should also consider removing that.

Received an unexpected DIAL TONE.

Explanation: A dial tone was heard but you did not tell AUG about it.

User Response: Check your number and try your call again. You must tell AUG to expect a dial tone by typing a comma (,) in the number.

Received an unexpected Long Distance Service's Computer Tone.

Explanation: A long distance service's computer tone was detected but you did not tell AUG about it.

User Response: Check the number you typed and try your call again. You must tell AUG to expect this tone by typing a semicolon (;) in the number.

The number you called is BUSY.

Explanation: The person you called is using the telephone.

User Response: Wait a few minutes and try your call again.

There is NO DIAL TONE.

Explanation: AUG did not hear a dial tone.

User Response: Hang up and try your call again.

The telephone circuits are BUSY.

Explanation: The telephone company's equipment could not complete your call.

User Response: Try your call again.

The telephone is NOT ringing - Hang up, check number and call again.

Explanation: AUG did not hear anything on the line after completing dialing.

User Response: You should check the number you typed and try the call again.

Waiting for DIAL TONE.

Explanation: You typed a comma (,) in the number and AUG is waiting for a dial tone before dialing the rest of the number. If the telephone company's equipment is heavily loaded, you may have to wait to get a dial tone. AUG will wait until a dial tone is detected or you hang up.

User Response: Check to make sure that you typed the correct number. If you decide to hang up, you should retype the number, if necessary, and try your call again.

Waiting for Long Distance Service's Computer Tone.

Explanation: You typed a semi-colon (;) in the number and AUG is waiting for the long distance service's tone before dialing the rest of the number. Your long distance service may not give you this tone until it has equipment available for you. AUG will wait until this tone is detected or you hang up.

User Response: Check to make sure that you have typed the correct number. If your number is correct, wait for a while to give the long distance service time to complete your call. If you decide to hang up, you should retype the number, if necessary, and try your call again.

Make an Emergency Call Screen

You must have an Emergency Message before you can Make the Call.

Explanation: You cannot make an emergency call without a message. You have erased the old message.

User Response: Type a new message or press F5 to get the old message.

You must have a Telephone Number before you can Make the Call.

Explanation: You cannot make an emergency call without a telephone number. You have erased the old number.

User Response: Type a new number or press F3 to Return.

Read, Print, or Remove Received Auto Answer Messages Screen

CAN NOT PRINT. Printer may not be turned on.

Explanation: AUG tried to print a message or conversation for you and detected a problem with your printer.

User Response: Check your printer power switch, Online switch, and cables.

Could not find that message.

Explanation: The file containing your message is not on your AUG data diskette. Either you have the wrong diskette, or that message has been erased from your disk.

User Response: You should use F4 (Remove) to remove that message from the received message list.

PRINTER ERROR - Check your Printer and try again.

Explanation: F5 was pressed and your printer was OFF or NOT READY.

User Response: You must make sure that your printer is ON. If so, make sure that it is Online and then press F5 again to restart the print operation from the beginning of the file.

PRINTER OUT OF PAPER. Can not print.

Explanation: Your printer is out of paper. AUG has stopped printing the message or conversation.

User Response: Put paper in your printer and print it again.

There is no Message with that Number.

Explanation: You have typed a number but there is no message for it.

User Response: Type another number.

Read, Print, or Remove Saved Conversations Screen

CAN NOT PRINT. Printer may not be turned on.

Explanation: AUG tried to print a message or conversation for you and detected a problem with your printer.

User Response: Check your printer power switch, Online switch, and cables.

Conversation list is almost full. Consider removing old conversations.

Explanation: You can save up to 20 conversations on your disk.

User Response: You should remove some of your saved conversations so you will have room to store new conversations on your disk. If they are important, print them on your printer first.

Conversation list is FULL. Consider removing old conversations.

Explanation: You have saved 20 conversations on your disk. That is all AUG can save at one time.

User Response: You MUST remove some of your saved conversations so you will have room to store new conversations.

Could not find that conversation.

Explanation: The file containing your conversation is not on your AUG Data diskette. Either you have the wrong diskette, or that conversation has been removed from your disk.

User Response: You should use F4 (Remove) to remove that conversation from the saved conversation list so it can be replaced.

PRINTER ERROR - Check your Printer and try again.

Explanation: F5 was pressed and your printer was OFF or NOT READY.

User Response: You must make sure that your printer is ON. If so, make sure that it is Online and then press F5 again to restart the print operation from the beginning of the file.

PRINTER OUT OF PAPER. Can not print.

Explanation: Your printer is out of paper. AUG has stopped printing the message or conversation.

User Response: Put paper in your printer and print it again.

There is no Conversation with that Number.

Explanation: You have typed a number but there is no conversation file for it.

User Response: Type another number or press F3.

Save a Conversation Screen

That filename has already been used -- Please type another.

Explanation: You have typed a name for your conversation that you have already used.

User Response: You must remove the conversation using that name before using the name again. Use another file name for this conversation.

The filename has an incorrect character in it -- Type another filename.

Explanation: You have typed character(s) that cannot be used for a filename. You can use the letters A thru Z, numbers, or any of the following characters: \$, &, @, #, !, %, ',), (, }, {, -, _ or \.

User Response: Type another name.

Turn Auto Answer ON Screen

You must type an Auto Answer Message before you can Save.

Explanation: You CANNOT save a blank Auto Answer message.

User Response: Type another Auto Answer message or press F3.

Miscellaneous Messages

Miscellaneous messages are those that you may see on many screens, before the AUG MAIN MENU screen, or after you press F3 at the MAIN MENU screen to EXIT to DOS.

Starting AUG Messages

Starting AUG messages are those messages that you can get after you start AUG and before you see the IBM Logo screen. Only error messages are listed here.

Bad command or file name

Explanation: This is a DOS message. A program or information needed by AUG could not be found on your disk when DOS expected it.

User Response: Check to make sure that you used the correct diskettes. Then try to start AUG again. If you still get this message, you should perform AUG setup again to make sure that all files are found.

DOS 2.1 OR HIGHER REQUIRED

Explanation: AUG must have DOS version 2.1 or higher to work properly. You can not use AUG if you have an earlier version of DOS.

User Response: You should purchase a copy of DOS version 2.1 or later to use with AUG.

ERROR - Could not find AUGPROG.EXE on AUG Program diskette.

Explanation: The AUG program file, AUGPROG.EXE, must be on the AUG Program diskette that you use to start AUG.

User Response: Make sure that the AUG Program diskette is in the current drive. Then verify that AUGPROG.EXE has not been erased from the diskette in your current drive. If it has been erased, copy AUGPROG.EXE from your original AUG Program diskette to the diskette in your current drive or setup AUG to create a new AUG Program diskette.

ERROR - Could not find AUGPROG.EXE in AUG subdirectory.

Explanation: The AUG program file, AUGPROG.EXE, must be in the subdirectory called AUG on the current fixed disk drive.

User Response: Make sure that your fixed disk is your current drive. Then check the subdirectory named AUG on the current drive to verify that AUGPROG.EXE has not been erased. If it has been erased, copy AUGPROG.EXE from your original AUG Program diskette to the AUG subdirectory of the disk in your current drive or setup AUG to create a new AUG subdirectory.

ERROR - Could not find VCOS file(s) in VCAPI subdirectory.

Explanation: The VCOS files used by AUG must be in the subdirectory called VCAPI on the current disk drive.

User Response: If you are starting AUG from diskette, make sure that the AUG Program diskette is in the current drive. If you are using fixed disk, make sure that your fixed disk is your current drive. If you still get this message, you should setup AUG to restore all of the necessary VCAPI files.

INVALID ENTRY ON VCAPIDRV COMMAND LINE

Explanation: This error can occur only if changes are made to a file called AUG.BAT on your AUG Program diskette after you set up AUG.

User Response: You should run AUG setup following the procedures in your AUG User's Guide.

INSUFFICIENT STORAGE TO ALLOCATE VCAPI
FUNCTION SET *NW*

Explanation: If you have 448K of RAM (random access memory), you probably have installed some programs that use memory required by AUG.

User Response: You should try turning your IBM Personal Computer OFF and starting over. Run AUG before you run any other programs. If you still get this message, you will have to install more memory in your IBM Personal Computer.

INSUFFICIENT STORAGE TO ALLOCATE VCAPI
FUNCTION SETS

Explanation: If you have 448K of RAM (random access memory), you probably have installed some programs that use memory required by AUG.

User Response: You should try turning your IBM Personal Computer OFF and starting over. Run AUG before you run any other programs. If you still get this message, you will have to install more memory in your IBM Personal Computer.

Program too big to fit in memory

Explanation: This is a DOS message. You do not have enough memory for DOS to load AUG. If you have 448K of RAM (random access memory), you probably have installed some programs that use memory required by AUG.

User Response: You should try turning your IBM Personal Computer OFF and starting over. Run AUG before you run any other programs. If you still get this message, you will have to install more memory in your IBM Personal Computer.

UNABLE TO RESET VOICE COMMUNICATIONS
OPERATING SUBSYSTEM

Explanation: This indicates a failure on your Voice Communications Adapter.

User Response: First, you should turn OFF your IBM Personal Computer and start over. If you get this message again, try using the diagnostics diskette that came with your Voice Communications Adapter or call your Authorized IBM Personal Computer Dealer for assistance.

71XX - VOICE COMMUNICATIONS ADAPTER ERROR

Explanation: This is a failure on your Voice Communications Adapter.

User Response: First, you should turn OFF your IBM Personal Computer and start over. If you get this message again, try using the diagnostics diskette that came with your Voice Communications Adapter or call your Authorized IBM Personal Computer Dealer for assistance.

VOICE COMMUNICATIONS ADAPTER NOT INSTALLED

Explanation: AUG could not find your Voice Communications Adapter.

User Response: Install your Voice Communications Adapter or get someone to help you install it.

VOICE COMMUNICATIONS OPERATING SUBSYSTEM INOPERATIVE. APIDIR.AIC FILE NOT ACCESSIBLE.

Explanation: The file called APIDIR.AIC in the VCAPI subdirectory is missing.

User Response: You should check your VCOS Program diskette or fixed disk to make sure you have this file. If you still get this error message, run AUG setup again.

VOICE COMMUNICATIONS OPERATING SUBSYSTEM INOPERATIVE. INSUFFICIENT MEMORY TO ALLOCATE VCAPI BASE SUPPORT

Explanation: If you have 448K of RAM (random access memory), you probably have installed some programs that use memory required by AUG.

User Response: You should try turning your IBM Personal Computer OFF and starting over. Run AUG before you run any other programs. If you get this message again, try using the diagnostics diskette that came with your Voice Communications Adapter or call your Authorized IBM Personal Computer Dealer for assistance. You may need to install more memory in your IBM Personal Computer.

VCAPIDRV Not Installed

Explanation: The VCOS programs required by AUG have not been loaded in your IBM Personal Computer.

User Response: Review the instructions for setting up and running AUG. If you followed those correctly, your Voice Communications Adapter may have failed. You should turn OFF your IBM Personal Computer and start over to reset the Adapter. If failures continue, try using the diagnostics diskette that came with your Voice Communications Adapter or call your Authorized IBM Personal Computer Dealer for assistance.

<filename> VCAPI FILE NOT ACCESSIBLE

Explanation: The VCAPI file named could not be found. It should be on your fixed disk or AUG Program diskette.

User Response: You should check to make sure that the filename given has not been erased or damaged on your AUG program diskette. You can also use the AUG setup procedures to replace all of the files used by AUG.

VCAPI FUNCTION SET *NV* NOT ACCESSIBLE

Explanation: One or more VCAPI files could not be found.

User Response: You should run AUG setup to make a new program diskette for AUG. You can still use your old data diskette.

VCAPI FUNCTION SET *NV* NOT IN API DIRECTORY

Explanation: The file called APIDIR.AIC in the VCAPI subdirectory is damaged.

User Response: You should copy APIDIR.AIC from your VCOS Program diskette to your AUG Program diskette. You may also run AUG setup again to make a new AUG Program diskette. If you still get this error message, your VCOS Program diskette should be replaced.

AUG Hardware Errors

Messages in this section might occur at any time while you are using AUG. These hardware failures result in AUG exiting to DOS.

NOT ENOUGH MEMORY

Explanation: You need at least 448K of RAM (random access memory) to run AUG.

User Response: If you have loaded any utility programs that use RAM, you can turn OFF your IBM Personal Computer and start over. Run AUG before any other programs. You need to install more memory in your IBM Personal Computer.

VCA HARDWARE FAILURE

Explanation: AUG has detected a failure on your Voice Communications Adapter

User Response: You should turn OFF your IBM Personal Computer and start over. If failures continue, try using the diagnostics diskette that came with your Voice Communications Adapter or call your Authorized IBM Personal Computer Dealer for assistance.

AUG Disk Errors

The messages in this section describe disk errors that might occur on any screen while you are using AUG.

DISK ERROR - Make sure disk is properly inserted.

Explanation: AUG tried to read or write on your disk and detected a problem.

User Response: Check your diskette drive door to see if it is open. Also, you should inspect your diskette for damage.

DISK ERROR - Can not read disk.

Explanation: AUG tried to read on your disk and detected a problem. Your diskette may be damaged or not formatted.

User Response: Run setup following the instructions in your AUG User's Guide to make new diskettes.

DISK ERROR - Can not write on disk.

Explanation: AUG tried to write on your disk and detected a problem. Your diskette may be damaged or not formatted.

User Response: Run setup following the instructions in your AUG User's Guide to make new diskettes.

DISK ERROR - Press Enter to try again or F3 to Exit AUG.

Explanation: AUG tried to read or write on your disk and detected a problem. AUG will not let you continue unless the problem is fixed. You need the disk so AUG can look up words for you during a conversation. Otherwise, you cannot know what the other person is telling you.

User Response: This will be the second DISK ERROR message that you see. You must correct the disk problem and press the Enter key to continue AUG. If you cannot correct the problem, you must EXIT AUG.

ERROR - Disk is Write Protected. Can not save on disk.

Explanation: You have write protection on your diskette.

User Response: Remove the write protect tape from your diskette.

ERROR - Please wait.

Explanation: AUG has detected a problem while reading or writing information on your IBM Personal Computer disk.

User Response: If you have this error, you may have to turn OFF your IBM Personal Computer and start over. If failures continue, try using the diagnostics diskette that came with your Voice Communications Adapter or call your Authorized IBM Personal Computer Dealer for assistance.

AUG Loading Screens

You might see the following message between the time AUG shows you the IBM Logo screen and the MAIN MENU.

DOS 2.1 OR HIGHER REQUIRED.

Explanation: Your DOS diskette is not of the correct version to run AUG.

User Response: You should check the version number on your DOS diskette. Version 2.1 or higher is required for AUG. If it is not version 2.1 or higher, you will have to purchase a DOS program with version number 2.1 or higher.

Exiting AUG Messages

You might see the following message after you press F3 at the MAIN MENU screen to EXIT AUG.

Insert disk with \COMMAND.COM in drive A and strike any key when ready

Explanation: This is a DOS message. DOS is looking for the file COMMAND.COM before you get the DOS prompt.

User Response: Insert your DOS diskette and press any key. You may copy COMMAND.COM from your DOS diskette to your AUG data diskette to prevent this message.

Insert disk with batch file and strike any key when ready

Explanation: This is a DOS message. DOS is looking for the file AUG.BAT before you get the DOS prompt.

User Response: Insert your AUG data diskette and press any key. You may copy COMMAND.COM from your DOS diskette to your AUG data diskette to prevent this message.

Terminate batch job (Y/N)?

Explanation: This is a DOS message. AUG runs from a batch file. DOS has detached an earlier requests to terminate AUG.

User Response: Type Y and you will exit AUG.

Errors Printing the AUG Telephone User's Reference Card

You might see the following message when you are trying to print the AUG Telephone User's Reference Card from your AUG Data diskette. If you get any other message, refer to the messages section in your DOS manual.

The AUG Telephone User's Reference Card file (AUGTEL.TXT) was not found.

Explanation: The text file for the AUG Telephone User's Reference Card that you can print on your printer is called AUGTEL.TXT. It should be on your AUG Data diskette but could not be found.

User Response: You should copy AUGTEL.TXT from the original AUG Data diskette that you received with your AUG User's Guide to your working copy of the AUG Data diskette.

First Time Using AUG Messages

Messages in this section might occur the first time you use AUG. These messages remind you to give AUG your name, address, and telephone number.

You CAN NOT use the phone until you add your name to the User Name List.

Explanation: You did not add your name to the User Name List. AUG must have your name to use in the automatic messages.

User Response: From the Main Menu screen, press F3 to Exit AUG. Follow the instructions under "Starting Up AUG the First Time It Is Used" on page 4-4.

You have NOT put your address & phone number in the Owner Information List.

Explanation: You did not type your address and phone number on the Change Owner Information screen when you started AUG the first time. You can not make Emergency calls unless this information is given to AUG.

User Response: From the Main Menu screen, press F3 to Exit AUG and follow the instructions under "Starting Up AUG the First Time It Is Used" on page 4-4.

SETUPAUG Errors

You might see the following messages when you are trying to setup AUG using the SETUPAUG program.

AUG setup NOT completed.

Explanation: An error occurred during the setup that caused the program to exit to DOS. AUG can not be used until setup is completed.

User Response: You should start setup from the beginning carefully following each of the instructions for your Personal Computer system.

CAN NOT read and write on disk.

Explanation: An error has occurred while SETUPAUG was copying files from one disk to another. One or more files may be damaged.

User Response: You should start setup from the beginning carefully following each of the instructions for your Personal Computer system.

Be sure to use the original AUG and VCOS diskettes when asked.

DISK ERROR - Could not read or write on the disk.

Press Enter to try again or F3 to Exit SETUPAUG.

Explanation: SETUPAUG tried to read or write on your disk and detected a problem. SETUPAUG will not let you continue unless the problem is fixed.

User Response: You must correct the disk problem and press the Enter key to continue SETUPAUG. If you cannot correct the problem, you must EXIT SETUPAUG.

Disk full. SETUPAUG can not continue.

Explanation: The disk that you are using for AUG is full. You may have a bad disk or you may have some files on the disk that AUG does not use.

User Response: After you have removed some files from your disk or replaced your diskette, you should start setup from the beginning carefully following each of the instructions for your Personal Computer system.

ERROR - Could not find the file named *filename*

Explanation: The file that is named could not be found on your current drive. SETUPAUG returns to DOS when a file is missing.

User Response: If the filename is AUGPROG.EXE, you should make sure that your copy of the AUG Program diskette is in your current drive. Then, you should start setup again and carefully follow each of the instructions for your Personal Computer system.

Appendix C. Words You Need To Know

This appendix contains words that have a special meaning when you set up or use AUG.

abbreviation. A shorter form of a word, sometimes followed by a period, for example, Mr. is an abbreviation for Mister.

add. Put in something new, without changing anything (for example, a name, a telephone number, a message).

Alt key. A key on the keyboard that, when pressed and held before you press the F10 key, hangs up the telephone call (ends the call).

AUGTEL. A command used to print additional copies of the IBM Augmented Phone Services Telephone User's Telephone Reference Card.

auto answer. Using AUG to automatically answer your telephone and record messages from your callers.

back up a diskette. Make a copy of a diskette.

box. An information area with four lines drawn around it.

conversation. The messages that you type and the messages that the hearing person keys in on the telephone keypad.

conversation list. The list of conversations that you have saved (you can read them, remove them, and print them).

current drive. The diskette drive or disk drive identified by the letter of the DOS prompt.

cursor. A short, blinking line on the screen that shows you where you are typing or where AUG will show what you type.

default drive. The diskette drive or disk drive identified by the letter of the DOS prompt.

disk error. A failure that occurs when the IBM Personal Computer tries to read or write on the diskette.

diskette. A flexible diskette covered with a magnetic material. Also known as "floppy diskette," "mini-floppy," "disk".

diskette drive. The part of the IBM Personal Computer where you put the diskette.

DOS. Disk Operating System.

DOS prompt. The letter and > that show you in which diskette drive DOS is currently operating (for example, A>, B>, C>, D>).

emergency message. A message you create that you can easily send to people you need in an emergency.

end a telephone call. Hanging up by pressing and holding the Alt key and then pressing F10.

error. Mistake.

error message. A message that AUG shows you when something is wrong (see Appendix B for explanations and suggestions).

Esc key. A key that erases the text in an information area.

exit. Leave AUG and return to DOS, where you can either start up another program or turn off the computer.

file. Information saved by AUG on a diskette or a fixed disk.

filename. The name you give each conversation that you save.

fixed disk. The storage area found in some IBM Personal Computers (also known as a hard disk).

function (F) keys. The ten keys on the left side of the keyboard, F1-F10, that perform specific functions (the bottom of each screen shows you what the function keys do).

GA. "Go ahead," as on a TTY, indicates that it is the other person's turn in the conversation.

hang up. End a telephone call by pressing and holding the Alt key and then pressing F10.

help screen. A screen that gives you helpful information about what you are doing (available on most of the AUG screens).

identify user. Tell AUG the name of the person using it.

information area. A place on the screen where you read or type information (it can be one space, a few lines, a box).

introductory message. The message AUG first speaks to the people you call or who call you.

joining a conversation. Having a conversation with someone who was already on the telephone before you got there and has not yet heard the introductory message.

keypad. The part of the telephone that has the buttons for spelling words and dialing telephone numbers.

label (on a conversation). A name you give to a conversation so that you can read, print, or remove it later.

label (on a diskette). Where you write identifying information about a diskette (with a felt tip pen).

MAIN MENU. Where you choose what you want to do while using AUG (all of the AUG functions begin at the MAIN MENU).

nickname. A short form of a name that you use to help you quickly dial telephone numbers.

phonetic spelling. Spelling something the way it sounds—not necessarily "correct" spelling.

prepared message. A message you create before a conversation to use whenever you want to during conversations.

pulse-generating telephone. A telephone that does not generate a tone (pulse-generating telephones can have buttons on the keypad).

remove. Erase a conversation or message that you have saved (you cannot see it again after you remove it).

return. To go back to the screen where you just were.

save. To keep a permanent record of something (for example, a conversation or a prepared message).

Say "GA". Say "Go ahead," as on a TTY, indicates that it is the other person's turn in the conversation.

screen. The part of the IBM Personal Computer where you see text displayed; also the AUG MAIN MENU and other screens.

set up AUG. Install AUG on a diskette or fixed disk, before you can start up AUG the first time.

SETUPAUG program. The program you use to set up (install) AUG on your IBM Personal Computer.

start up AUG. Begin using AUG (after AUG is already set up on your IBM Personal Computer).

status message. A messages that AUG shows you to let you know what AUG is currently doing (see Appendix B, "AUG Status and Error Messages" on page B-1 to learn more about the status messages).

telephone directory. A list of up to 32 names with telephone numbers.

touch-tone telephone. A telephone that generates tones when you press buttons on the keypad (all telephones with buttons are not touch-tone).

User Name List. The names of the people who use AUG on your IBM Personal Computer.

VCA. Voice Communications Adapter (the circuit card you need before you can operate AUG).

VCAPI. Voice Communications Application Program Interface (the programs that come on the diskette with your VCA).

VCOS. Voice Communications Operating Subsystem.

volume. How loud or soft you want the AUG voice to speak.

Word List. The words AUG uses to match the words typed by the person using the telephone.

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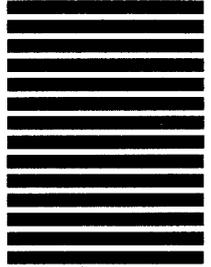
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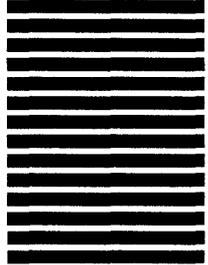


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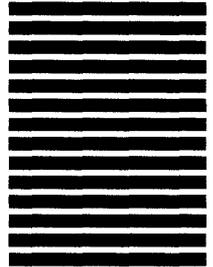
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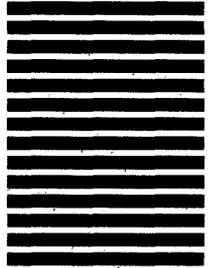
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Addendum to AUG User's Guide for IBM PC Network Users

You need to read this addendum ONLY if you will use IBM Augmented Phone Services (AUG) while your IBM Personal Computer is connected to the IBM PC Network. If you do not plan to use AUG while your personal computer is connected to the IBM PC Network, you do not need the information below.

If you are using the IBM PC Network, you should observe the following limitations for successful telephone conversations using Augmented Phone Services (AUG):

- Log all network messages to disk while using AUG. If you fail to do this, your conversations will be interrupted by each message that you receive. The person you are talking with may think you have hung up the telephone while you respond to messages.
- DO NOT attempt to store your AUG DATA files on a remote disk on the network. Your messages and conversations will be unusable.

If you want to store the AUG PROGRAM files on remote disk on the IBM PC Network, that is permissible. You should follow these steps:

1. Run SETUPAUG for a 360KB Diskette system.
2. Copy the files in the root directory on the AUG Program diskette into the root directory of the remote disk. You can do this using the DOS command

```
COPY X:\*.* Y:\
```

where X is the letter that identifies the local drive where your AUG PROGRAM diskette is inserted and Y is the letter that identifies the remote disk on the IBM PC Network that you are using.

3. You should change the line in the file, AUG.BAT, on the remote disk that reads

```
SET AUG =
```

to read

```
SET AUG = Z
```

where Z is the letter that identifies the local drive on your PC where your AUG DATA files will be found. **Warning:** Your AUG DATA files must ALWAYS be located in this drive when you are using AUG.

4. The Voice Communications Operating Subsystem (VCOS) files must also be copied into the VCAPI subdirectory on the remote disk. Follow the setup instructions for VCOS.
- AUG should NOT be installed on a PC that is acting as the server on the IBM PC Network. Otherwise, you will experience unacceptable delays in performing AUG functions, especially during calls.

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