



Contents

1	ENGAGE CONFIGURATION GUIDE	- 3 -
2	GETTING STARTED	- 4 -
3	ADMINISTRATION ZONE	- 5 -
4	CONFIGURATION	- 7 -
4.1	CONFIGURING ENGAGE	- 7 -
4.2	APPLICATION	- 8 -
4.3	ENGAGE APPLICATION NAME	- 8 -
4.4	ICONS	- 8 -
4.5	PSTN PHONE RATES LINK	- 9 -
4.6	CONTEXT SENSITIVE HELP	- 10 -
4.7	TABS	- 11 -
4.8	HTML CUSTOMISATION	- 12 -
4.9	FASTTALK TEXT	- 13 -
4.10	IMAGE LIBRARY	- 14 -
4.11	EMAILS	- 15 -
4.12	CREATING AN EMAIL	- 16 -
4.13	EMAIL SEQUENCES	- 17 -
5	ADDITIONAL CONFIGURATION OPTIONS	- 18 -
5.1	DEFINED CONTACTS	- 18 -
5.2	IP BILLING	- 18 -
5.3	LINKS	- 18 -
5.4	LINKING TO SPECIFIC CONTACTS	- 18 -
5.5	OPERATOR GROUPS	- 18 -
5.6	INSTALL SHIELD CUSTOMISATION	- 19 -
5.7	ENGAGE REMOTE ACCOUNT MANAGEMENT	- 19 -
5.8	ENGAGE PROFILE SYSTEM	- 19 -
5.9	PREFERENCES AND ANNOUNCEMENTS	- 19 -
6	ENGAGE CONTENT RULES	- 20 -

1 Engage Configuration Guide

The purpose of this guide is to provide design guidelines and technical assistance in configuring your Engage software that will support your network,

Please read this guide fully before making any changes to your evaluation system.

! IMPORTANT NOTES

Instant Broadcasting

Any changes that you make to your customisation system will affect the look and feel of your product to your live customer base. Remember changes are effective immediately – for example changes of a URL for the home page will be seen by your customers when they next log in, changes in any FastTalk invite wording or graphic will affect the next FastTalk invite created.

Engage Video, audio and text broadcasts are immediate.

Client “Morphing”

Engage will automatically “morph” to the changes that you make during your customisation process. To review your changes you will need to log out and then back in except where you use auto-refresh programs within the HTML customisation areas.

Legal and Copyright Notice

Various features of the Engage client are configurable. Please note that the Engage licence Agreement may specify restrictions on configuration options available to you and you should read the Schedules to your agreement for details on limitations.

Use of the Engage system is subject to the Terms of Use issued by Voice Commerce Group

Consumer and Business clients

Engage, as either a consumer or business solution can be configured differently and will collect specific registration information. This information can be tailored further if the Rapid Account Management tools are used.

When you see this sign! it indicates a point that we think you should read!

2 Getting started

! STOP

Have your registered for a free Engage evaluation licence?

You should have already visited www.voice-commerce.com and completed the registration process for the Engage Free Trial and if so move to step two now.

If you have not completed that process please visit the voice commerce web site and complete the registration now.

Step Two

Install the Engage evaluation system on a sound enable PC running either Microsoft XP or Vista

Follow the on screen prompts from your firewall or security settings and when prompted select ALLOW. If you do not do this the Engage system will not operate.

Step Three

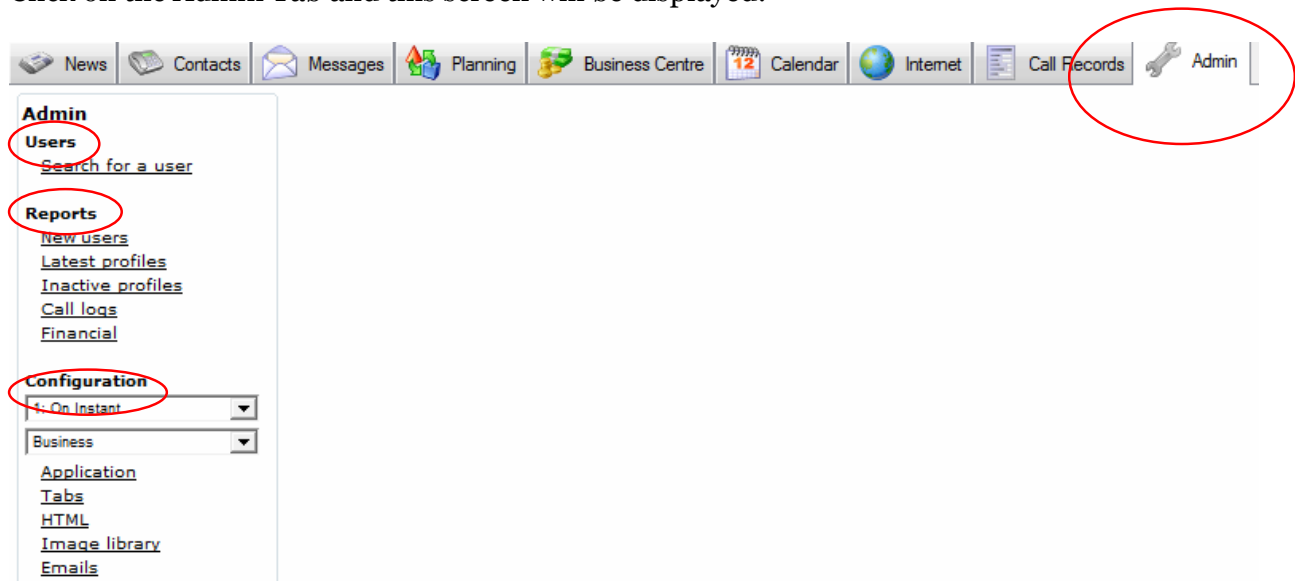
Logging into the Engage client

Using the email that you selected and the password you created log on to the Engage client.

You will see that Engage has already linked in your website home page, and re-named itself to the product name that you created during registration.

3 Administration Zone

Click on the Admin Tab and this screen will be displayed:

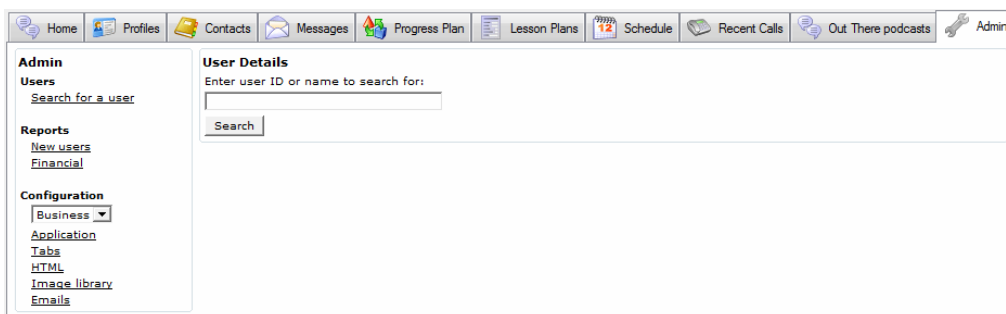


There are 3 separate areas:

1. Users
2. Reports
3. Configuration

1. Users

Using this facility you can search for a particular user to see their individual account activity or history. Just enter a user name, email address or FastTalk ID.



2. Reports

This area provides access to Management Information that you may wish to use and shows details of the financial activity of your user base. There are a range of sections depending on your Engage configuration. All four sections are detailed as follows:

1. **New Users** – provides a list of all new users chronologically

User ID	Username	Nickname	Created (GMT)	Registration IP
891717	jamie.blackman@barabas.eu	jamie	25/Oct/2007 15:48	217.34.78.201 (UK)
891604	nina.pifer@acclaro.eu	Nina Acclaro	25/Oct/2007 09:04	217.34.78.201 (UK)
891207	richard.peppler@barabas.eu	richard	24/Oct/2007 08:46	217.34.78.201 (UK)
889523	fatehfate@yahoo.fr	fatehfate	19/Oct/2007 16:18	41.201.186.205 (DZ)
889175	paola.placido@barabas.eu	paola	18/Oct/2007 15:49	217.34.78.201 (UK)
888818	peter@rankinlawyers.com.au	peter rankin	18/Oct/2007 00:25	202.86.209.186 (AU)
887458	cathal@quingenti.net	Cathal Morrow	15/Oct/2007 09:01	85.49.250.130 (ES)
886009	marina.dinatale@barabas.eu	Barabas	12/Oct/2007 10:24	217.34.78.201 (UK)
884679	jinjin5_1977@126.com	Jane	10/Oct/2007 05:09	218.78.210.92 (CN)
884036	dapangtu@126.com	yaoyao	09/Oct/2007 12:22	218.79.188.177 (CN)
883188	victorialetts@hotmail.com	Tor	07/Oct/2007 23:18	91.104.240.46 (UK)
881827	dos@buuk.co.uk	BUES	04/Oct/2007 16:52	81.155.107.25 (UK)

Clicking on a FastTalk or User ID will display full contact details

User 887458 - cathal@quingenti.net

Nickname: Cathal Morrow

Title: Mr

First name: Cathal

Middle name:

Last name: Morrow

Address:

City:

State:

Country: Spain

Postcode:

Phone: 00 34 666 418 858

Fax:

Mobile: 00 34 666 418 858

Update details

Login details

Account details

User options

User permissions

Event history

2. **Latest Profiles** – (if applicable) provides a list of latest profile changes chronologically
3. **Inactive Profiles** – (if applicable) provides a list of profiles that have been inactive for a period of
4. **Financial** - gives details of all financial activities and revenues as shown below:

Month	New Users	Total Countries	PSTN Calls	SMS Messages	Click to Call	PC-PC chargeable calls	Commission
2007 - Jul	6	2	95	1			0
2007 - Jun	2	2	109	2			0
2007 - May	1	1	160	0			0
2007 - Apr	1	1	79	0			0
2007 - Mar	6	2	1	0			0
2007 - Feb	0	0	0	0			0
2007 - Jan	4	1	1	0			0

Copyright © 2007 Voice Commerce Group Limited.

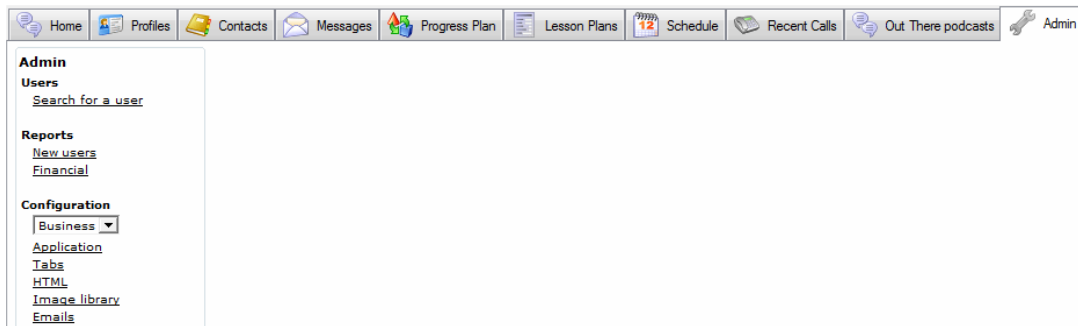
4 Configuration

There are six separate configuration zones plus a drop down box option:

1. **Drop down boxes** – Select the Engage client configuration, personal or business, from the drop down box.
2. **Application** - displays the virtual pages that have been created for personal and business clients and include Registration, Account top-up and FastTalk web pages.
3. **Tabs** – This is the tab management centre and allows you to change add name, and content manage any particular tab on your Engage client.
4. **HTML** – allows you to change URLs which the client software is referencing in the Home and Browse pages, and the fonts and colour schemes for those pages.
5. **Image Library** - contains all graphics you are using in your business and personal clients.
6. **Email** – this zone shows all you to maintain your customised automated emails with your selected brand name such as registration email for new users, password reset email, Invitation and Upgrade email etc.

4.1 Configuring Engage

Select personal or business client configuration and you can then configure the appropriate Engage system from following screen:



The default Engage settings can now be accessed. To change these settings just click on the link that you wish to view or modify.

NB – Some screen shots show additional functionality from the use of the Engage Profiling Systems which are an optional customised addition unless you are using a franchised content Engage solution. See http://www.voice-commerce.com/partner_and_reseller.html for current franchise opportunities.

Once your changes are complete always click on the “Update” button at the bottom of the customisation screen otherwise your changes will be lost.

4.2 Application

The application section enables you to configure the Engage Desktop client, and displays pre-defined URLs. You may change these links if you choose and you can copy them using “CTRL-C” into a browser to view the content.

The screenshot shows the 'Application settings - Business client' configuration page. The 'Application title' field is highlighted with a red circle and contains the text 'Languages Out There'. Other fields include 'Application icon' (lot-App.ico), 'Alert icon' (lot-missed-call.ico), 'Offline icon' (lot-offline.ico), 'Rates URL' (http://www.whitephone.com/rates.html), 'Contact URL' (http://www.whitephone.com/contact.html), 'Support email' (support@whitephone.com), 'Application help URL' (http://www.voice-commerce.com/EngageSupport), 'FastTalk help URL' (http://www.voice-commerce.com/EngageSupport), 'FastText help URL' (http://www.voice-commerce.com/EngageSupport), and 'Download URL' (http://www.voice-commerce.com/releases/Lang). A navigation menu on the left includes 'Admin', 'Users', 'Reports', and 'Configuration'.

4.3 Engage Application Name

You must create or change your Engage application title (**maximum 40 characters**).

The application title is used to name your desktop client and could be your company or a brand name. This wording will appear in all the following locations:

- the title bar for the window (alongside the application icon)
- In the popup list after “About” when you right click on the application icon in the system tray.
- In the drop down list after “About” when you click on Help in the application.
- Before the word “Login” on the Login page, if you have used the application before.
- As the default branding in a number of emails – registration, password, invitation etc.

! Change this heading now and log out of your test client and then back in again – the Application title will change. As you make further changes you can repeat this procedure to check the look and feel of the changes that you are making to the client software.

4.4 Icons

These small icons appear in the system tray and have three states:

- **application** – displays when the user is logged in and Engage is online and able to make and receive calls
- **missed call/message** – displays when there is a missed call or message which has not yet been read. Typically this is a version of the application icon with a very visible difference. The icons are quite small in some resolutions so the variation in icon to show a missed call/message needs to be quite distinct.
- **offline** – displays when Engage is offline. Typically this is a greyed out version of the application icon.

The application icon also appears in the title bar at the top left corner of the client window before the application title.

! It is advisable to create icon images with the background colour filling the complete square. This way you can make sure that your icon will always look the same regardless of the colour settings on a particular display. The icons are quite small in some resolutions so the variation in icon to show a missed call/message needs to be quite distinct.

You can add new icons by clicking on “Images” on the admin page. The Image Library contains all the graphics that you upload. To use the Image Library click on “Add new image”, then locate the graphic by selecting “Browse” and then click “Upload”. The new image file will have been added to your Image Library.

The specifications of the icon files are as follows, and these specifications must be followed exactly:

Application Icon

Colors: Windows XP colors, 256 Index colors, 16 bit colors

Sizes in Pixels: 48x48, 32x32, 24x24, 16x16

File format: (.ico)

The 24x24 icon size is optional so this file should contain 9 or 12 images.

Missed Call Icon

Colors: Windows XP colors, 256 Index Colors, 16 bit colors

Size in Pixels: 16x16

File format: (.ico)

This file contains 3 images

Offline Icon

Colors: Windows XP colors, 256 Index Colors, 16 bit colors

Size in Pixels: 16x16

File format: (.ico)

This file contains 3 images

Information about creating icon files can be found here at:

<http://msdn.microsoft.com/library/default.asp?url=/library/en-us/dnwxp/html/winxpicons.asp>

4.5 PSTN Phone rates link

You may wish to display PSTN phone rates on a separate web site. If so please use the following information and note that it is also necessary to include an alphabetical index row.

Page	Sample HTML	URL
PSTN call rates pages	*rates.html	http://www.whitephone.com/rates/phonerates_a_eg.html

The HTML code sets for the inline frames are as set out below. You can change the frame size, but making it smaller than the specified width will introduce a horizontal scroll bar and affect the layout.

```

<iframe
src=" http://www.whitephone.com/rates/phonerates_a_eg.html "
name="pstnrates"
width=520
height=400
noresize
marginwidth=0
marginheight=0
scrolling=yes
frameborder=0>
</iframe>

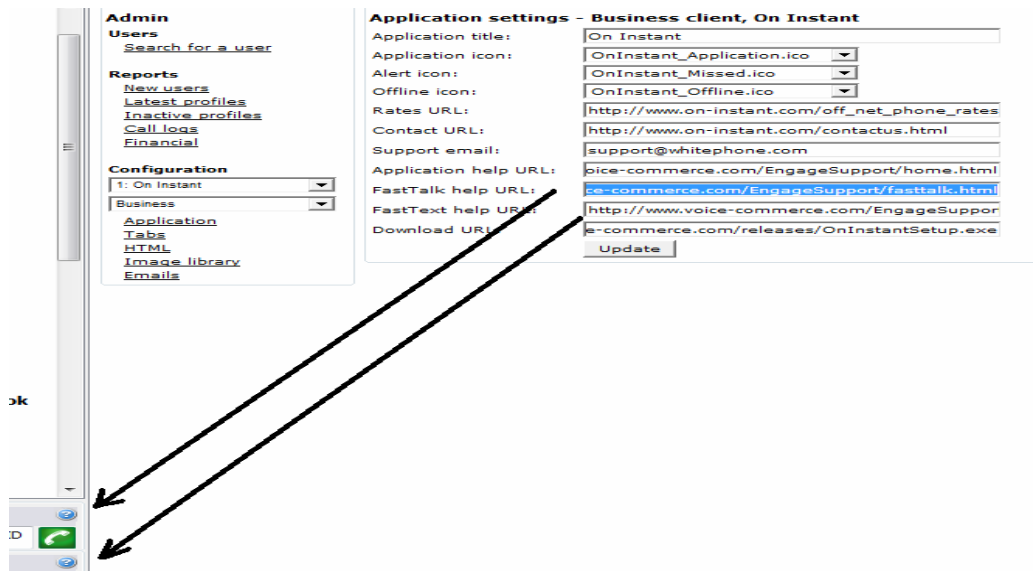
```

In the case of the PSTN rates table it is also necessary to include an alphabetical index row and the sample file rates.html can be used as a basis for this design.

4.6 Context Sensitive Help

The Engage system is pre-populated with context sensitive help. You can change this by replacing the navigation URL in the box marked Application help.

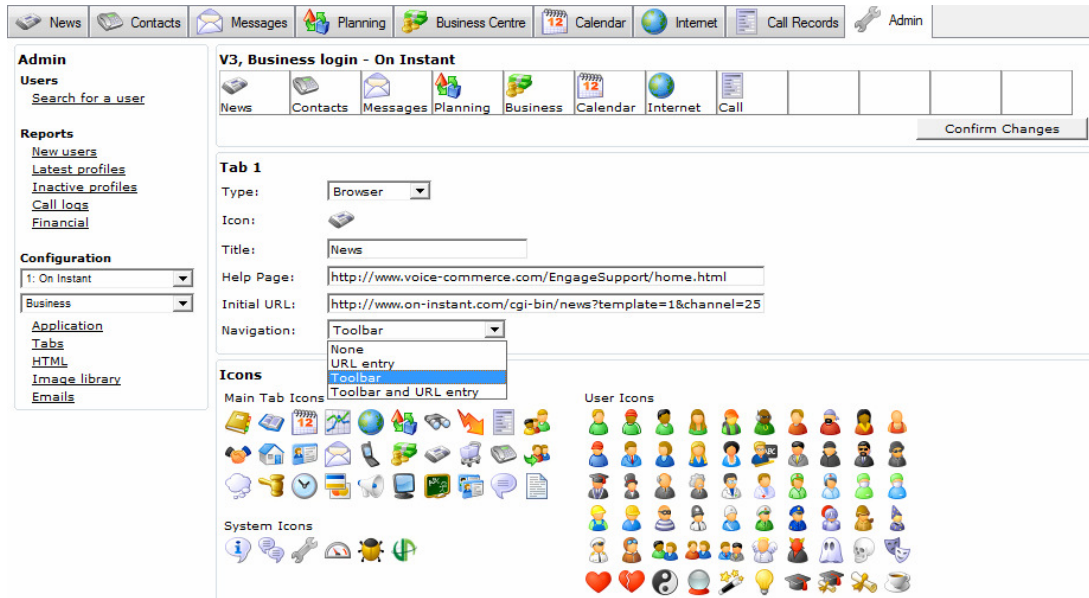
FastTalk and FastText help is linked as shown below:



When you add and create your own tabs and content we recommend that you also create a help page and link it to the appropriate TAB using the help URL.

4.7 Tabs

Are great fun to use and let you completely customise your Engage content.



Tabs link to an external URL, a help page, have defined navigation and are identified by a selectable icon.

The external content of the tab is displayed using Internet Explorer regardless of which browser the user has set as default. The external page can also support Flash, JavaScript, video clips, php, and plug-ins and any other elements which you would normally use for web site design. It is important to note that these features will only work to the extent that they work in that particular user's browser and have not been disabled.

Tab Tips

1. Where a link opens a new browser window you will need to decide if you should open the same window for each link or several windows. Opening several windows can be confusing for the user.
2. Pop up blockers may prevent new windows from opening.
3. If you use JavaScript to open new windows this will only operate where users have configured their browser to enable scripting and the browser supports the particular JavaScript you use.
4. We recommend that your coding complies with W3C standards to be compatible with the vast majority of browsers. See <http://www.w3.org/> for further information.
5. Accessibility features should be considered to assist people with disabilities. Information about this can be obtained here: <http://www.w3.org/TR/WAI-WEBCONTENT/>

4.8 HTML customisation

This section allows you to specify information for the following HTML pages:

The screenshot displays the configuration interface for HTML pages. The left sidebar contains navigation options: Admin, Users (with a search field), Reports (New users, Latest profiles, Inactive profiles, Call logs, Financial), and Configuration (On Instant, Business, Application, Tabs, HTML, Image library, Emails). The main area is titled 'HTML (Registration/Payment/FastTalk pages) - Business client, On Instant' and includes the following fields:

- Registration page title: Registration
- Payment page title: Account top-up
- FastTalk intro text: I've just joined On Instant. Itâ€™s great, we can talk send video and voice mails and make low cost calls and texts anywhere. Itâ€™s just like a virtual office. You can use FastTalk to easily import contacts and find new business in the Trade Centre. When I'm away from my own computer I can also log on to
- Header graphic: on-instant-header.gif (780 x 120) (Max 780 x 150)
- Trailer graphic: None (Max 780 x 60)
- Page background: 899191
- Form background: FFFFFFFF
- Title text: C41D02
- Standard text: 000000
- Link text: C41D02
- Note text: 808080
- Error border: 000000
- Error background: FF0000
- Error text: FFFF80
- Copyright border: FFFFFFFF
- Copyright background: FFFFFFFF
- Copyright text: 000000

An 'Update' button is located at the bottom of the configuration area. A preview window shows an error message with a red border and a title bar, containing the text: 'Error text', 'Title', 'Welcome text...', 'Heading:', 'Text', 'Note', 'Link', and 'Copyright'.

If you wish to make changes in Registration, Payment and FastTalk HTML pages just click **Edit** at the end of the Customisation field to have the access to changeable text boxes.

Page	Customisation options
Registration Page	Page heading (maximum 30 characters) As default there will be written Registration. If you wish to change it click on the Edit button and replace it with your chosen title.
Payment pages	Page heading (maximum 30 characters) As default there will be written Account top-up. If you wish to change it click on the Edit button and replace it with your chosen title.
¹ FastTalk! introduction page	FastTalk! welcome message (limited to 499 characters). See the next section how to customise FastTalk intro text.
All of the above	Graphic heading, footer, and colour scheme – see the form for the dimensions and specific fields. The graphics should be of the maximum dimensions specified (in pixels). The system automatically calculates the dimensions of your images as they are uploaded (see images). Colours are specified in hexadecimal code. It is recommended that you use windows-safe colours to ensure that the look is what you expect.

1. This is the page which someone will arrive at when they click on the FastTalk invitation link – the name will be that of the user who invited them, and the photograph will be the one included (if any) in that user's personal profile.

4.9 FastTalk Text

The FastTalk introduction text is displayed on the web page arrived at from clicking on the link of a FastTalk email invitation.

The FastTalk web page link looks like this:

[Name] has invited you to join [Application Name]

*The FastTalk welcome message you have created appears here
(see HTML customisation for details)*



To accept this invitation, just click the button below, and follow the instructions.

Accept Invitation

Powered by Engage

The FastTalk welcome message will be displayed in a single paragraph ignoring any paragraphing or line spaces you may input.

The last line “ to accept this invitation etc “ is fixed text.

The image displayed will be that of the user that has sent the FastTalk invitation. An important reason for encouraging photo uploads is that they not only add personalisation but clearly confirm that the FastTalk message is not spam and should act as an encouragement to the recipient to join your Engage network.

4.10 Image Library

The screenshot shows the 'Image library - On Instant' interface. The left sidebar contains navigation links: Admin, Users (with a search field), Reports (with links for New users, Latest profiles, Inactive profiles, Call logs, and Financial), Configuration (with a dropdown menu), Application, Tabs, HTML, Image library, and Emails. The main area displays a table of image files:

Filename	Size	Dimensions
header_business.jpg	26 Kb	Width 780, Height 126
header_personal.jpg	11 Kb	Width 660, Height 100
on-instant-header-email.gif	4 Kb	Width 550, Height 95
on-instant-header.gif	4 Kb	Width 780, Height 120
on-instant-header550.gif	4 Kb	Width 550, Height 110
on4_header_email.jpg	10 Kb	Width 560, Height 100
repage-header.gif	9 Kb	Width 660, Height 120
screen.gif	10 Kb	Width 183, Height 140
WPBusiness_Header.jpg	14 Kb	Width 760, Height 91
WPPersonal_Header.jpg	13 Kb	Width 660, Height 91
Icons		
On4_Application.ico	25 Kb	
On4_Missed.ico	3 Kb	
On4_Offline.ico	3 Kb	
OnInstant_Application.ico	15 Kb	
OnInstant_Missed.ico	3 Kb	
OnInstant_Offline.ico	3 Kb	
WPBusiness_Application.ico	25 Kb	
WPBusiness_Missed.ico	3 Kb	
WPBusiness_Offline.ico	3 Kb	
WPPersonal_Application.ico	25 Kb	
WPPersonal_Missed.ico	3 Kb	
WPPersonal_Offline.ico	3 Kb	
22 files found		

Below the table is an 'Upload new image' section with a text input field, a 'Browse...' button, and an 'Upload' button.

Images can be uploaded by browsing for the file, and clicking upload.

Images should be in .jpg, .gif, or .ico formats and the file names should all be in lower case.

! You cannot upload an image with the same name as one already there.

! You cannot delete existing images to avoid the risk of broken links if images are in use.

! Don't use uppercase letters in image file names as this can cause retrieval problems in certain circumstances.

If your list of image files becomes unmanageable contact support@whitephone.com with a list of images to delete, but you MUST ensure that these are not in use before making the request.

4.11 Emails

To customise the Engage standard emails click on “**Email**” and a list of configurable emails will be displayed.

Email Customisation

Emails can be configured for either consumer or business users as indicated below:

Email/page	Header text	Body text	Trailer text	Text Colour	¹ Top graphic	² Side graphic	³ Special Tags	Other
Registration confirmation email	Yes	Yes Limited to 1,999 characters	Yes	Yes	Yes	N/A	Login details URL's	
Password re-set email	Yes	Yes Limited to 1,999 characters	Yes	Yes	Yes	N/A	Login details URL's	
FastTalk Invitation email	Yes	Yes Limited to 1,999 characters	Yes	Yes	Yes	Yes	URL's Name	Layout – side image right or left
Upgrade emails	Yes	Yes Limited to 1,999 characters	Yes	Yes	Yes	Yes	URL's Name	Only used when special communication needed. WhitePhone has to issue the emails.

1. Top graphic: Max 760 x 100, recommended max 560 x 100 pixels
2. Side graphic: Max 200 x 200 pixels
3. The special tags can be included in the body text and (except for login details) in the header text.

All emails are sent in HTML but with a text only version, so that they automatically display if a recipients does not use an HTML viewer or have disabled the option.

Note: not all email clients display non-standard characters as intended, even with HTML emails.

We recommend that you compose your email text in Notepad or WordPad and import it into the email editor from there. Imports from Microsoft Word can product strange characters when published as HTML and your input must be standard ASCII text and will not any interpret HTML commands.

The NAME tags allow you to personalise email by including the name of the recipient. This also works on FastTalk invitations automatically. The NAME tags allow any combinations e.g. Full name (Ms Elis Ruutli), first name (Elis) and last name (Ruutli).

4.12 Creating an email

In the Email Customisation area please click on **Add** or **Edit** (if the email has been edited before and you wish to change the wording) and you will have an access to text only and HTML components configurable email fields as shown below.

Admin

Users
Search for a user

Reports
New users
Latest profiles
Inactive profiles
Call logs
Financial

Configuration
1: On Instant
Business
Application
Tabs
HTML
Image library
Emails

Edit Email - On Instant - Business User - Registration

HTML Email

Subject: On Instant Welcome

Header: Welcome to On Instant, the business world on your desktop

Message: Thank you for joining the On Instant network. Your login details are as follows:
{{LOGIN}}
If you haven't already done so, {{DOWNLOAD download your software from here}} and follow the installation instructions. Then login using your email address and password shown above. Please take care that these details are entered exactly as shown, in

Trailer: This is an automated email, so please do not reply.

Text colour: c41d02

Title image: on-instant-header-email.gif (550 x 95) (Max 760 x 100. Recommended max 560 x 100)

Layout:

Title image	Title image	Title image
Header text line	Header text line	Header text line
Message Text Area	Message Text Area	Message Text Area
Trailer Text Line	Trailer Text Line	Trailer Text Line

Text Email

Message: Thank you for joining the On Instant network. Your login details are as follows:
{{LOGIN}}
If you haven't already done so, download your software from {{DOWNLOAD}} and follow the installation instructions. Then login using your email address and password shown above. Please take care that these details are entered

Cancel Preview

Command sequences

Sequence	Allowed in	Description
{{PARTNER}}	HTML message Header Text only message	Partner name

Emails are always delivered in HTML but with a text only version.

The colour of the text in the HTML version can also be set in hexadecimal form. This will be displayed against a white background.

When you first click on “Add” the email will be populated with default wording.

! When you design your email wording, remember that many emails get blocked by anti-spam filters and junk email features. Certain words (such as free) and styles (such as CAPITAL LETTERS!!) tend to trigger spam filters. We suggest that you check your proposed email against a number of filters and fine tune it to minimise filtering effects.

Once an email has been customised must be maintained independently.

You can reset emails to the latest Engage defaults by clicking the reset button which appears alongside the edit button only after an email has been customised.

4.13 Email Sequences

! Before customising emails, remember that you can use the sequence options to add personalisation to all your emails.

Command sequences		
Sequence	Allowed in	Description
{{PARTNER}}	HTML message Header Text only message	Partner name
{{APTITLE}}	HTML message Header Text only message	Application Title
{{LOGIN}}	HTML message Text only message	Login details (username and password)
{{LINK}}	HTML message	Allows you to insert a link to a web site. The actual command format is: {{LINK[space][full_url][space][description]}} For example, {{LINK http://www.on4.com/ On4 Web Site}}
{{DOWNLOAD}}	HTML message Text only message	Creates a link to the download URL for the application. In the HTML section an optional description can be added, For example {{DOWNLOAD from here}}
*	HTML message	A line starting with * will have the * replaced with a bullet point.

NOTE: Sequences must be entered exactly as shown (with the command in CAPS).

Sequence: **{{FIRST}}** allows you to insert a first name of the person who sent the invitation.
Sequence: **{{LAST}}** allows you to insert a last name of the person who sent the invitation.
It is recommended that the first and last name is used in the personal invitation email.

Sequence: **{{NAME}}** allows you to insert the full name (title, first name, last name) of the person who sent the invitation. It is recommended that the sequence **{{NAME}}** is used in all the business invitation email, registration email and password reset email.

Sequence: **{{LINK}}** allows you to insert a link to a web site. The actual command format is:
{{LINK[space][full_url][space][description]}}

Sequence: **{{APTITLE}}** allows you to insert your Engage Application title (as set in the HTML configuration options) into emails.

Sequence: **{{PARTNER}}** allows you to insert your company or Engage brand name into emails.

For example, {{LINK http://www.on4.com/ On4 Web Site}}

The syntax **must** be followed exactly for these sequence codes to work.

After you have completed the email with all required changes you can preview it. Click on the **Preview** button at the end of the customisation area. Once you are happy with the changes you **MUST** click Confirm Changes otherwise your edits will be lost. Repeat the same process for every client email that you wish to configure.

Sequence codes cannot be used in Footer text and link codes cannot be included in the text version of emails.

5 Additional Configuration Options

5.1 Defined Contacts

By default every new Engage client will display two contacts in their on-line monitor:

Operator – this will call the support team.

Call Test - the call test button runs an automatic sequence to test audio quality and connectivity to our network.

5.2 IP Billing

To set up IP billing please contact support@voice-commerce.com

5.3 Links

Adding additional links is easy. Using a `wpcallto:` tag (see below) it is possible to add a link to call these or other contacts directly from any HTML page.

5.4 Linking to Specific Contacts

The tabs can include a link to call specified Engage users. This link will initiate a call using the Engage client to another user if they are online. If they are offline, the usual Follow Me! And voice mail options will be available.

The syntax of a call link is as follows (without spaces):

```
wpcallto:NNNNNN,“User Name”
```

where NNNNNN is the FastTalk ID. The FastTalk can be found by clicking on any contact record and it is displayed in the bottom left hand corner.

The call link should be entered in exactly the same way as any URL in a hyperlink (no `http://` is required). You can test the link by pasting it directly into an Internet Explorer address bar and clicking “Go”.

The tag to call Engage Technical Help is as follows:

```
wpcallto:345940,“Technical Help”
```

5.5 Operator Groups

Depending upon your deployment of Engage you may wish to establish an operator group so that you can have multiple recipients available to respond to calls.

If you want to create an operator group, contact support@voice-commerce.com for details.

If you use the tag in this way it is, of course, only useable by other Engage users which also include users of Busta www.busta.com.

If you want a general call tag available to all users we recommend the use of our Castalive systems and you should visit www.castalive.com for more information.

5.6 Install Shield customisation

Install shields can be customised and will include a desktop icon. You should supply graphics to the following dimensions. Please note that this work is not undertaken until a contract has been established for your use of an Engage Service and may be chargeable.

Install Shield

- wizard pages top screen - 498x60
- wizard pages side screen - 499x312
- splash screen - 540x220

Desktop Icons

Icons should be in 16, 256 & XP color schemes.

Icons of the following dimensions are required - 48x48, 32x32, 16x16

5.7 Engage Remote Account Management

The Engage Remote Account Management System allows you to design and build a single “sign up” or application from a website that will automatically create your Engage user accounts. This facility is particularly useful where a subscription service is being operated or when a centralised user data repository is required.

This guide explaining how to implement Engage Remote Account Management into your web site is available at <http://www.voice-commerce.com/engage-moduler.html>.

5.8 Engage Profile System

The profile system is a database environment that lets you capture and search against pre-defined criteria. Example of this included finding specific teachers of subjects, consultants who are specialists in a particular field, even people who can cook a particular recipe.

One someone has found a particular contact they can easily communicate with them and if required the conversation can be chargeable and recorded as required.

Engage Profiling Systems are chargeable and built to specification.

The guide explaining how to specify an Engage profile system is available at <http://www.voice-commerce.com/engage-moduler.html>.

5.9 Preferences and Announcements

Alternative lists can be supplied for use in Preferences and Announcements. Once a preference list is set, all users who download that particular Engage version become part of that group for the purpose of announcements. This means that those users will make, search, opt into and receive announcements from each other, from you or from us but cannot receive or make announcements to other users of Engage.

Once new preferences are implemented it is difficult to remove or rename items (although others can be added), as there may be messages in those categories which have not yet expired at the time of the deletion of a listed item.

In view of the technical implications of changing the areas of interest and announcement types, changes to this functionality are only available by request.

6 Engage Content Rules

The content of the tabs must comply with the following design guidelines and the Engage licence terms which state:

1. Pages must not contain content which is likely to bring you or us into disrepute;
2. You will comply with all applicable laws and regulations on what content may be displayed on a web page or distributed by electronic means in any applicable jurisdictions;
3. You will only include content which you have the legal rights to publish in this manner;
4. You will not promote any activity which may constitute a violation of any law or regulation or for any improper purpose or may cause damage to our reputation or subject us to investigation, prosecution or legal action
5. Be consistent with the Terms of Use and not mislead Users in any way. For example, you should not state that something is free, if in fact it is part of a chargeable service;
6. Not combine our Trademarks with your Marks in any way which could confuse or cause either marks to lose protection and not use any other material referring to us without our agreement;
7. Not imply that you are acting or have the authority to act as an agent for Voice Commerce Group or that the software or service belongs to you;
8. When selling any goods or services provide your trading name, address, telephone number to customers.