PDF Printer Driver is Released!

Black Ice Software is releasing the new PDF Printer Driver for Windows 2000, XP and NT 4.0. The output of the printer driver is the popular Adobe Portable Document Format (PDF) file format. The PDF files can be opened (viewed) by Adobe Acrobat Reader or by any application that can handle the PDF file format. The printer driver will generate monochrome images embedded in the PDF file using CCITT Group 4 compression. The CCITT Group 4 compression output files are small, usually 30-40kb for a Letter size page.

When printing multi-page documents, the PDF printer driver can generate single page PDF documents from each page of the original document or the PDF printer driver can create one multi-page PDF document that contains all the pages from the original document.

Dialogic MSI support in the Voice C++/ActiveX!

Version 9.0 of the Voice C++ / ActiveX SDK now supports Dialogic's MSI product line. With MSI support, Voice C++ now lets C, C++, Visual Basic, Delphi and other software developers access features that were not available before.

A few of the new application types that can be written based on MSI boards include:

- Predictive dialing
- Teleconferencing
- Call monitoring
- Software PBX applications
- Telemarketing applications
- Automatic Call Distribution (ACD) applications

The MSI support is an addition to the existing Voice C++ / ActiveX SCBus architecture as a new resource type. MSI resource management is similar to the existing line, voice and fax resource management. Existing Voice C++ SCBus applications can be easily modified or expanded to support MSI stations.

Caller ID support is here for Voice Modems!

Voice C++ now can report incoming Caller ID information for Rockwell, Lucent, Cirrus Logic, and Connexant HCF chipset modems. The new feature fills a major gap in the Voice C++ feature list. Caller ID for Dialogic and Natural Communication boards has already been supported by the Voice C++. US Robotics modems are not supported, because they cannot detect Caller ID when the modem is in voice mode. Caller ID

information is sent by the PSTN at 7200 samples per second and all of the US Robotics modems are using 8000 samples per second for voice mode.

PDF Printer Driver

The new PDF printer driver is fully compatible with the existing Black Ice printer driver user interfaces, installation, messaging interfaces and programming interfaces. The Resource Toolkit comes with the same sample applications for the messaging interface and installation. Some examples are the BlackIceDEVMODE.DLL and the BlackIceDEVMODE.OCX that allow developers to easily change the printer settings from their application. Also, the full source codes of the Message Capture Samples are included in the Resource Toolkit. The current release does not include 8-bit color or grayscale support.

For an example, take a look at the PDF file below that was generated from Microsoft Word. The original Word document is printed to the PDF printer the same way you print to any other printer.

PDF Driver Features:

- **Royalty free!**
- 121 Different page sizes supported. 41 standard paper sizes, 77 extended paper sizes and 3 Black Ice and engineering paper sizes.
- Developers can now create their own user interface DLL for the driver. This feature is critical for OEMs to prevent mix-up with other vendors using the same driver.
- The driver is shipped with the Printer Driver Resource Toolkit.
- Resolution by pixel for publishing.
- Custom resolutions up to 1500 DPI.
- Capable of launching an application before or after printing.
- ActiveX Custom Control included.
- Eastern language support:
- For example: Chinese, Japanese,
- Hebrew and more…
- Multi-Page File Support.
- Store every page in a single file.
- Adobe Acrobat text output. **This new feature is only available from Black Ice**.

7 different file name generation options:

1. Using the Document name.
2. Exact file name from the registry.
3. Exact file name from the INI file.
4. Name generation using a prefix from the DEVMODE.

5. File name generation using a prefix from the registry.
6. File name generation using a prefix from the INI file.
7. Exact file name from the DEVMODE data structure

Overview of the Dialogic MSI product line

The Dialogic MSI board is a modular station interface board that adds analog devices, such as phone sets, modems, fax machines, and audio equipment, into new or existing systems based on the Dialogic SCbus architecture. With the MSI board, users can extend the range of their inbound and outbound telemarketing centers. The MSI boards and software allow an application program operating in the host PC to communicate between SCbus-compatible devices and analog station devices.

Applications for MSI boards include:

- Predictive dialing
- PBX applications
- Inbound/outbound telemarketing
- Operator services such as billing automation, directory assistance, and intercept treatments
- Customer service
- Automatic call distribution (ACD)
- Dictation / transcription
- Local information services

Conferencing resources serve the SCbus with features like:

- Two to eight-party conferencing.
- Up to 32 resources of total conferencing (4 to 16 conferences)
- Conferences of any combination of stations and network channels.
- Hidden training for smooth entry of new participants without disruptive training noise.
- Monitoring an agent without disrupting the conversation.
- Coaching feature to allow a supervisor to speak to an agent without the client hearing the supervisor.

Tone generation:

- Zip tone indicates incoming call to agents using headsets.
- Notification tones when a party is added to or removed from a conference
- User programmable periodic notification tones to indicate units of time that expired during a call.
- Programmable volume control for station devices.

- Programmable ring cadences.

Dialogic MSI Boards:

Model	Channels
MSI/80-GBL	8
MSI/160-GBL	16
MSI/240-GBL	24