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Parwan Electronics Corporation

DialSaver 2000 Autodialer Software



*Generate sales leads or let the people
know what is going on.*

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About Parwan Electronics Corporation

Founded in 1984, Parwan Electronics Corporation (PEC) has grown to become a leader in the voice processing industry, now located in Aberdeen, New Jersey, U.S.A. a corporate center just outside of New York City, New York.

PEC is the original designer and developer of PC-based voice processing systems. The feature-rich, stable software is designed to run on commercially available PC's and voice processing cards. PEC can provide your company with the software and hardware to convert existing PC's into efficient Voice Processing systems as well as help you decide on a new PC-based telephony solution for your organization.



Since 1984, PEC has been creating innovative, bullet-proof software. With a product line ranging from small scale voice mail systems to high end dial out, and call testing programs, PEC is guaranteed to have a product to suit your computer telephony needs.

PEC has close to 23 years of experience in the Voice Processing industry and has researched and developed feature rich, efficient, cost-effective products. PEC products meet all industry standards and go beyond them to offer you the latest in telecommunication technology. PEC's knowledgeable technical support staff is always available and ready to answer all of your questions.

Milestones

- 1984 Suraj P. Tschand established Parwan Electronics Corporation (PEC) and developed the first multi-line PC based voice mail platform.
- 1985 PEC developed as PC based Check Calls Interactive Voice Response (IVR) system for the trucking companies. This allowed truck drivers to enter data using the Touch Tone telephones.
- 1987 PEC developed Voice Mail and Auto Attendant systems for the trucking companies.
- 1988 International Voice Exchange selected PEC to provide Voice Mail machines for the franchisees of the company.
- 1989 Mobile Data Systems, later acquired by Motorola, started deploying Systems developed by PEC.
- 1990 PEC introduces its line of DialSaver dial out and message delivery software. The software becomes an instant hit and many companies start the platform for telemarketing and notification applications.
- 1991 PEC introduced its line of Digital Voice Processing systems in the United States and Europe.
- 1992 Portugal Telecom certified the digital PEC Voice Products for the Portuguese market.
- 1993 The Czech Republic, Hungary, Poland, and Romania certified all of PEC's products.
- 1994 BPL Telecom of India, the Largest Telecom Group in India, selected PEC Voice processing products for the Indian Market. The systems are used by Coca Cola, Oracle, Texas Instruments, Sheraton hotels, Bombay Cellular, IBM, and many other companies.
- 1996 PEC introduced its line of Windows NT based voice processing products. PEC shipped 60 units after the first month of product introduction.
- 1996 PEC adds the Insight Interactive Voice Response (IVR) applications generator and data base connectivity to VoiceSaver®. The IVR allows one to connect to data bases such as Oracle, SQL, Access, and other ODBC compliant data.
- 1997 PEC enhanced its product to support the Telephony Signaling 7, ISDN Europe. The applications for the product include: Voice Mail, Call Routing, Fax processing, Conferencing, and Interactive Voice Response (IVR).
- 1997 PEC adds fax processing capability to the software. In addition to multi-port fax processing, VoiceSaver can retrieve data from source such as MS-WORD, Word Perfect, and PDF files.
- 1998 PEC added speech recognition to VoiceSaver. This allows callers to connect to subscribers based on spoken instructions.
- 1998 PEC adds Unified Messaging features. This allows a subscriber to connect to VoiceSaver through LAN or dial up network and read his messages on his Personal Computer. He can then transfer the message to other users or store it on his personal computer. Also adds the Voice-to-Email and Fax-to-Email features.

- 1999 PEC adds Text to Speech capability to VoiceSaver. This allows one to read the information stored in text.
- 2000 PEC adds Web management software. This allows the administration to provision mailboxes from an Internet Browser.
- 2001 PEC adds the one number and follow me features. The caller can get hold of the subscriber and get connect to him, or send a fax by dialing the subscriber's only one number. VoiceSaver finds the subscriber and connects him to the caller.
- 2002 PEC adds support for the Voice over Internet (VoIP) feature to its line of voice processing products.
- 2003 PEC introduces its line of VoIP billing and call management software. The software becomes an instant hit and is deployed by more than 300 telecom service providers all over the world.
- 2004 PEC enhances its line of voice processing products to support inbound and outbound call center applications. The platform supports the legacy phone systems and links through the Internet protocol.
- 2005 PEC enhances its Interactive Voice Response (IVR) product line to support the Internet link and XML messages. This feature allows third party developers to develop applications and use the PEC voice processing platform for telephony server.
- 2006 PEC introduces its SwitchSaver software product line. The SwitchSaver is purely Internet based and has three modules: Calling Card, Call Shop, and Call Back. The SwitchSaver obviates the need for expensive VoIP gateways and adjunct hardware.
- 2007 PEC introduces its multi-technology support software, this enables the PEC software to run with different hardware components and application interfaces. For certain operators this software allows the operators to reduce their capital expenditure by 70% .

About DialSaver 2000 Autodialer Software

The DialSaver 2000 from Parwan Electronics Corporation (PEC) is a multi-line power dialing system that is capable of calling up to 4,800 numbers per day per four ports. The advantages of total automation are fully realized in the delivery of your outgoing messages, the most critical aspect of your advertising and promotional efforts. Live telemarketing agents are often unable to properly articulate a well-written script or, at the very least, can become discouraged by the constant rejection inherent to such an advertising medium. The DialSaver™ 2000 will politely deliver your script exactly as desired with each call; independent of any coaching, breaks, absenteeism, tardiness, or management. All of this can be achieved at a capacity three times that of the best of professional telemarketing sales agents without turnover or interpersonal/human resource dilemmas.

Each line of the DialSaver 2000 is six times as productive as a professional telemarketing sales agent. The DialSaver™ 2000 is intended for small and large businesses, applications where larger calling volume is necessary, or applications in which called parties need to be notified in a shorter period of time.

PEC offers the DialSaver Autodialing product designed to explode your sales and take the headache out of lead generation. When DialSaver makes a call, it can either leave an answering machine message or interact with a live caller. The system can obtain responses from people by recording their voice answers, asking them to press touch-tone keys to respond to the questions, or by transferring them to a live operator. The system has the ability to make up to 1,000 per line per day, and you will have the ability to schedule your autodialing campaigns days or weeks in advance. Simply record your message, select which database you would like to call, when you want to start and stop, and let DialSaver go to work for you. You will save a tremendous amount of time while achieving fast results.

DialSaver is great for keeping track of who you called, when you called them, what keys they pressed, whether or not the line was busy, unanswered, or a fax, the message each person left, and the different scripts you have paired with each database. This will be extremely helpful when trying to keep track of all of the leads generated. DialSaver always searches through your Do Not Call Database to ensure that no one is ever called when they asked not to be. With the push of a button, the system will weed out all the Do Not Calls as well as the duplicate records in any database. The system will automatically retry all busy and unanswered numbers without you having to do a thing. This amazing DialSaver system is very user friendly and before you know it, you will be able to operate the dialing system like a pro!

DialSaver 2000 Features:

- **EXTREMELY Simple and User Friendly.**
 - The DialSaver™ 2000 is packed with options and features, but not at the expense of ease of use.
 - Has the look and feel of a windows program without complicated menus and file names.
 - Every feature is accessible from the click of a button on your color screen.
- **Complete Turnkey Automated Autodialing System.** Simply remove the DialSaver™ 2000 from the box, setup it up, plug it in, and use. Set-up time is approximately 10 minutes and lifetime access to highly capable customer service is available free-of-charge. E-mail and fax support 24 hours per day.
- **Hours of Operation** - Courteously set your days and hours for dialing.
- **Holidays** – Specify the holidays. You can optionally tell DialSaver not to dial on holidays. The following screen is used to set the holidays.

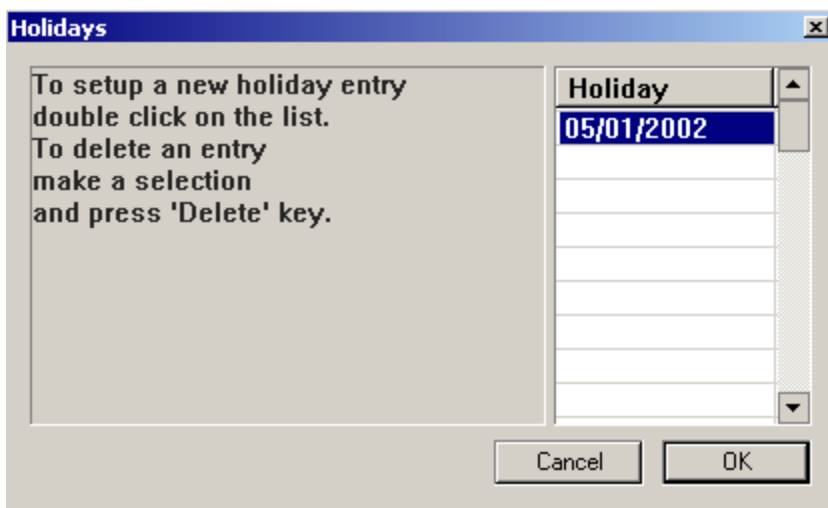


Figure 1 Holidays Data Entry Screen

- **3 Powerful Outbound Calling Options.**
 - **Test Mode.** Calls a single number for the testing and proofing of a real-time call.
 - **Random Numbers Based on Phone Exchange and Area Code.** DialSaver 2000 can generate random phone numbers on the fly based on the telephone exchange and area code. Optionally it allows you not to dial phone numbers that end with 00's or 000's, which most probably correspond to corporations.
 - **Lists/ Database Based.** DialSaver 2000 can store up to 240,000 31 digits phone numbers. No need to go back to the office every day to add more numbers.
- **Many lists of phone numbers** can be maintained separately, only one list at a time can be treated. There is no limits in the number of phone numbers found in a list. The

numbers are called sequentially, using all the available lines in the system (fewer lines call also be used). A list can be configured to **make calls only between certain hours**.

- **Live or Answering Machines Playback.** Playback same or different message on answering machines
- **Maintains a Do-Not-Call List.** Called parties who have requested that their number not be dialed again or reserve numbers (police stations, emergency services, hospitals, schools, etc.) can be automatically excluded from future callings. These numbers can be entered manually or at the click of a button. The Do-Not-Call List is managed graphically. Individual numbers can be included manually or automatically after a specified duration of time. Numbers entered into the Do-Not-Call list will not be called until removed.

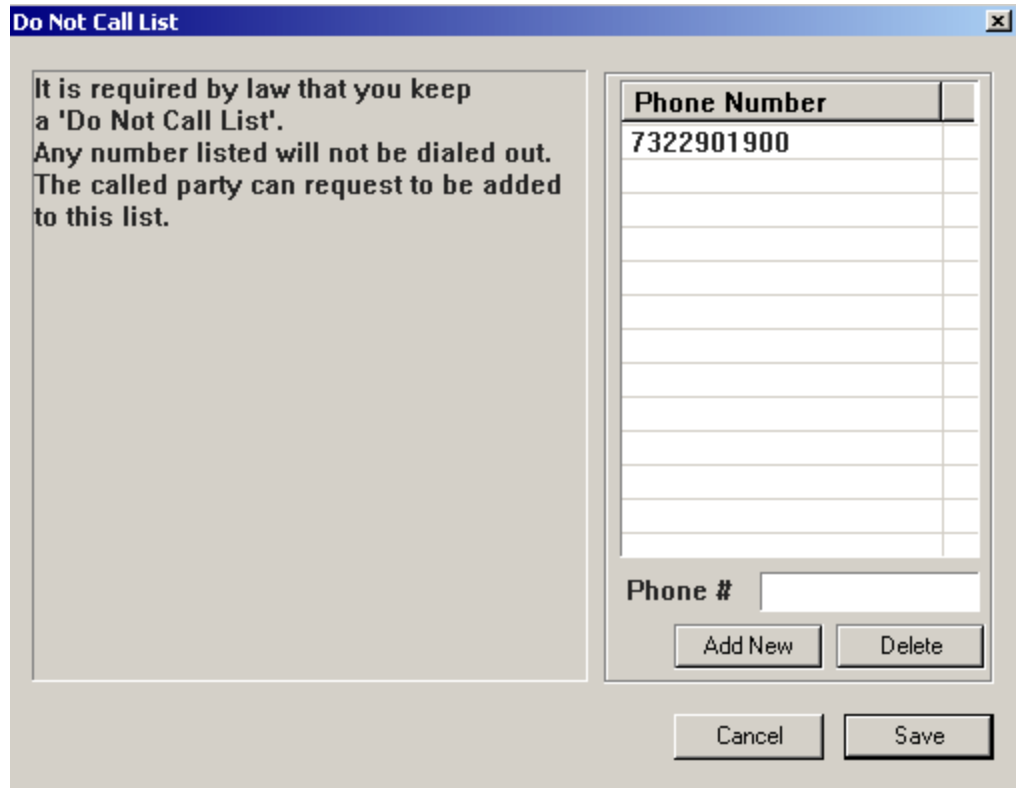


Figure 2 Do Not Call List Dialog Box

- **Automatically add a Phone Number to the Do-Not-Call List.** DialSaver can automatically add a phone number on the Do Not Call List based on a Touch Tone.
- **Direct Transfer.** Route connected calls to a live operator. (Requires Centrex, 3-WAY calling, PBX or Hybrid-Key system)
- **Option to Record Voice Responses** from Called Parties. This is the most common use/ feature. Prospect and record leads from your calling base.
- **Option to Only Broadcast a Message.** Quickly inform a list of individuals or a group of numbers of a new product, event, etc.
- **Option for Consent Calling.** Asks the called party to press "1" to hear a recorded message. You can record/ select the asking message.
- **Option to Redial busy numbers.** Options to change the number of redial attempts and redial frequency.

- **Extremely Powerful Call Analysis Detection.** Complex frequency, tone, voltage, current, and sound monitor algorithms diagnose the answer to distinguish answering machines, recordings, businesses, fax machines, pagers, data lines, unreserved telephone numbers, disconnected telephone numbers, or a live human voice providing a non-business greeting. The default is set to hang-up if the answer is not a live human voice providing a non-business greeting
- **Option to Call Businesses or Leave a Message on an Answering Machine or Voice Mail.**
- **Control per Line Basis -** DialSaver allows you to program each line separately. The following screen sets DialSaver to dial based on an area code and prefix at random:

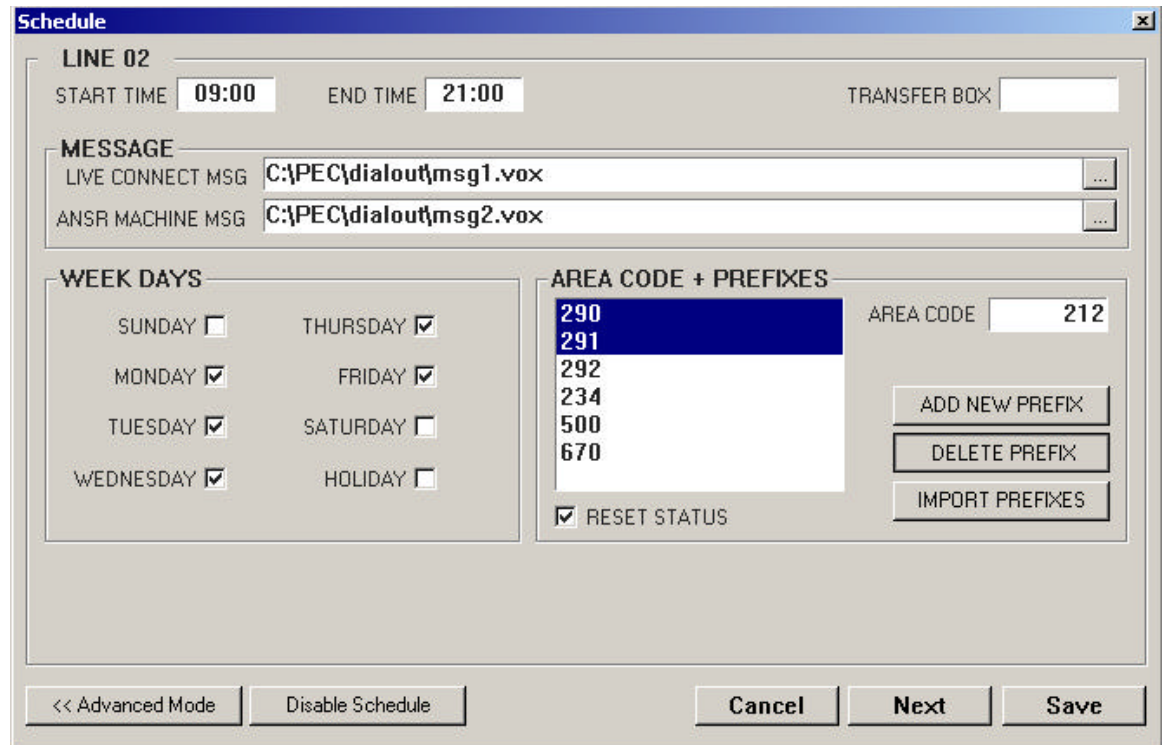


Figure 3 Setting Each Line

- **Option for Pre-Call Modifier.** Elect to dial "*67" to block caller ID, a calling card number and pin, one of the popular 10-10-#### services, etc. No limitations on the Pre-Call Modification.
- **Extremely Stable.** Robust platform and programming is designed to be left on and left alone. Each line's calling program is separate, therefore in the case of unlikely failure or line disconnection of any single line the other lines and functions continue normally.

- **Auto Start/Stop Scheduler.** Dynamic week calendar permits you to choose which days and at what times you wish to place calls. Start and stop the dialing at different times any day of the week. Choose not to dial on certain days, while calling on others. The DialSaver™ 2000 will automatically start and stop itself at the designated time on the designated day without the need for user input. Please note, line 3 is programmed to read the phone numbers from the data base file.

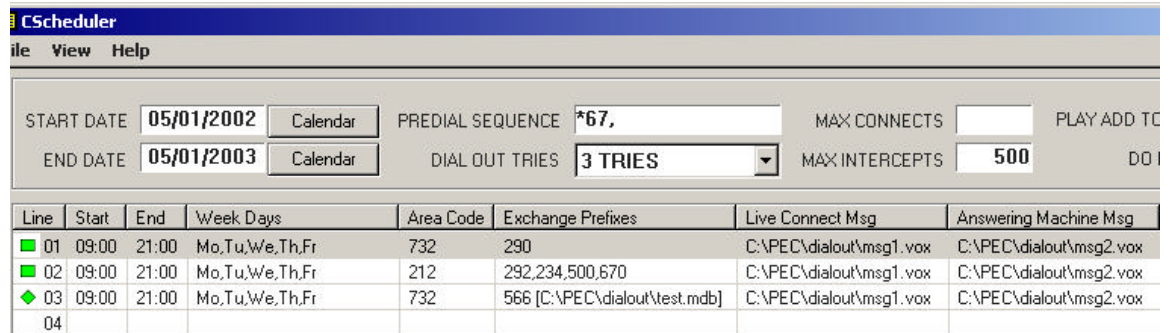


Figure 4 Global view of Line Dialing Setup

- **Powerful Prompt Management.** At a click of the mouse record, play, edit, and store an unlimited number of multiple message prompts. Message prompts are digitally recorded using a super crisp, high-quality file format. Use different prompt groups for inbound calls, different lines, different calling list, or different number groups. You could easily play announcement A on line 1 and announcement B on line 2, and so on.
- **Easy Lead Handling.** Stores an unlimited number of leads that can be retrieved, replayed, saved, or deleted at just the click of a button. Leads are protected against power failure and accidental shutdown.
- **Remote Retrieval of Leads.** Call in to check your leads. Press "*" to bypass the inbound marketing prompts (if you elect to initialize that feature) and enter a 4 digit security code. After security code confirmation, you have the same access to lead retrieval as you would physically being at the calling location.
- **On Screen Statistics.** DialSaver 2000 shows your calls attempted, completed, intercept tones, retries, and busy no answer, all totaled and in view on-screen.
- **Reports.** All calls are logged in a statistic file, which can be used to generate reports.
- **Interactive Voice Response.** DialSaver 2000 based on PEC's Insight IVR technology. The Applications Generator allows you to implement your own call flows and control the call the way you wish.

Product Strengths

- No performance degradation due to multiple call handling.
- Use industry standard Dialogic cards or cards from other manufacturers.
- Very easy to install and setup.
- Fully scalable: 1 to 120 ports.
- Full support for Analog, T1 and E1 lines.
- Fully customizable to suit your needs
- Direct recording of message into a mailbox.
- Automatic re-queue capability for pager busy and no answer.
- Unlimited flexibility and variation in the delivery of prerecorded voice messages as well as a Voice Message Editor.
- Easy to read reports.

DialSaver 2000 Applications

This automated lead generation software will grow your business, and provides excellent leads no matter what your industry! This power dialer/direct marketing software system does it all - mortgage, carpet cleaning, satellite, pest control, MLM, roofing, insurance companies of any type - health, auto, home owners, life, and burial - and many more!

Our high-tech Inbound/Outbound Interactive DialSaver Marketing System will allow you to reach thousands of prospective customers everyday. **NO MORE COLD CALLING!** Traditional ways of marketing such as Yellow Pages, newspaper, TV, radio and telemarketing are too costly to grow your business. Initiate contact with our direct response PC based system while generating the most cost-effective qualified lead possible. Your powerful marketing message will always be broadcast with energy, focus, and enthusiasm, unlike traditional telemarketing. Your DialSaver System power dialer and direct marketing software does not have sick days, get discouraged or frustrated or quit. It continually calls out with a consistent message every time. Your hot prospects will have the opportunity to transfer to a live operator or leave a detailed message with their name, telephone number and the best time to reach them.

- Disaster event notification.
- Bill collection.
- Reminder services.
- Political campaigns.
- Utility service repair notifications.
- Religious event notification.
- Leaving special messages on answering machines.
- Mortgage & Finance Lead Generation
- Insurance Lead Generation
- Carpet and Maintenance Lead Generation
- Real Estate Lead Generation
- Home Improvement Lead Generation
- Pest Control Lead Generation
- Multi Level Marketing Downline Messaging
- Political Marketing
- Follow up with Existing Business Contacts
- Meeting, Seminar and Conference Notifications
- Auto Dealership Service Reminders
- Auto Glass Repair
- Auto-Proofing of an existing Database of Phone Numbers
- Satellite Sales
- CPA'S
- Carpet Cleaning
- Fund Raising

Pricing – Software & Board and System Requirements:

Board, Software and Computer Prices:

Part No.	Description	Price
30-0001-00	<p>DialSaver D-001A – One Port Analog Autodialer System 1-port Analog Autodialer system connects to the PSTN lines and dials from the list of phone numbers in and ODBC compliant database. The scheduler allows the customer to set the dates and times for dialing out and set other dialing options. The report generation features allows the customer to see the results. The system consists of a Pentium based computer, and one 1-port voice processing interface module.</p>	1,295
330-0004-00	<p>DialSaver D-004A – Four Ports Analog Autodialer System 4-ports Analog Autodialer system connects to the PSTN lines and dials from the list of phone numbers in and ODBC compliant database. The scheduler allows the customer to set the dates and times for dialing out and set other dialing options. The report generation features allows the customer to see the results. The system consists of a Pentium based computer, and one 4-port voice processing interface card.</p>	2,400
330-0008-00	<p>DialSaver D-008A – Eight Ports Analog Autodialer System 8-ports Analog Autodialer system connects to the PSTN lines and dials from the list of phone numbers in and ODBC compliant database. The scheduler allows the customer to set the dates and times for dialing out and set other dialing options. The report generation features allows the customer to see the results. The system consists of a Pentium based computer, and two 4-port voice processing interface card.</p>	2,900
330-0120-00	<p>DialSaver D-120D – 120 Port Digital Autodialer System 120-ports Digital Autodialer system connects to the PSTN lines and dials from the list of phone numbers in and ODBC compliant database. The scheduler allows the customer to set the dates and times for dialing out and set other dialing options. The report generation features allows the customer to see the results. The system consists of a Pentium based desktop computer, and one 120-port voice processing interface card.</p>	23,000
330-0120-00	<p>DialSaver D-120S – 120 Port Digital System Server 120-ports Digital Autodialer system connects to the PSTN lines and Internet/Intranet. The client computers from remote send XML transactions for dial out and message deliver. Each client computer uses the client functionality either through browser or installed client software. The database, scheduler, and report generation reside at the client system The system consists of a Pentium based desktop computer, and one 120-port voice processing interface card.</p>	33,000

System Requirements:

- Pentium Dual Core Processor
 - All Intel Motherboard Components
 - 1 GB RAM
 - 150 GB Hard Drive
 - High-End Quality Dialogic or other Telephony Voice Card
 - High Performance Video Port.
 - 10/100/1000 Network Port and Two USB Ports
 - 15" Color LCD VGA Monitor
 - High Performance Stereo Sound Card
 - Quality PC Microphone
 - PC Stereo Speakers
 - Standard Keyboard and Mouse
 - Standard Peripherals (Casings, Power Management, Etc.)
 - Native 32-bit Windows 2000/XP/Vista
-

Deliverables

- Free 24/7 Tech Support to the Dealer
- DialSaver Software with Applications Generator
- Dialogic Card with Computer
- Script Library
- Detailed Manuals
- Phone Cables

Warranty and Customer Support

Parwan Electronics Corporation believes in providing the best customer support to its customers.

Warranty Period:	1 Year from the Date of Purchase. - Unconditional
Customer Support:	1 Year provided by telephone - 20 Hours of Phone Time
Customer Support:	Monday to Friday - 9 to 5 - EST (U.S.A. Time) Hours
Off Hour Support:	Provided by PEC's Overseas support center
Modem Support	10 Hours Maximum
Software Upgrade :	Free for one year
Bulletin Board:	24 Hours a Day - Seven Days a Week
Web Site:	Updated once a week
Hardware Repair:	Within 2 working Days
Customer Support: Phone Numbers	1-732-290-1900 x 777 1-732-290-1900 x 0
Customer Fax:	1-732-692-6587
URL:	www.voicesaver.com
Email:	pec2004@voicesaver.com
Programing Work:	Provided upon request and separate charge.

PEC Key Contacts

Dan Galligan	Manager, Sales and Marketing
Dave Dass	Manager, Technical Support
Suraj Tschand	President

DISCLAIMER:

Some state laws may prohibit the use of auto dialing for specific reasons. Therefore, it is the sole responsibility of the consumer to abide by their particular state's regulations concerning the use of automated dialers and telemarketing software.

Telemarketing State Laws This page provides a list of useful links to sites with information regarding telemarketing laws, applicable to telemarketing dialers and software.



General/National Information

[Contacting Your State's Telecommunications Regulator - Phone Number List by State](#)

[FCC Telemarketing Links](#)

[47 C.F.R. 64.1200 \(Restrictions on Telephone Solicitation\) Code of Federal Regulations Title 47](#)

[Federal Trade Commission PART 310--Telemarketing Sales Rule](#)

[FCC Recording Telephone Conversation Guidelines](#)

[Full-text state statutes and legislation on the Internet](#)

Alabama

[Public Services Commission](#)

[Alabama Telemarketing Act](#)

[Section 8-19A-5 Licensing; application for license](#)

[Alabama Requirements and Laws for Charitable Solicitations](#)

Alaska

[Public Utilities Commission Home Page](#)

[Unlawful, Unwanted Telephone Advertisements and Solicitations](#)

Arizona

[Arizona Corporation Commission](#)

[Automated telephone solicitation](#)

[Solicitation disclosure requirements](#)

[NEW! Telephone Solicitation. A very complete list of documents.](#)

Arkansas

[Public Service Commission Home Page](#)

[List of Laws related to telemarketing type in "telemarketing"](#)

[Automated Telephone Solicitation](#)

California

[Public Utilities Commission](#)

[California Telemarketing Law](#)

Colorado

[Public Utilities Commission](#)

[Telephone Solicitation Definitions](#)

Connecticut

[Department of Public Utility Control](#)

[An Act Requiring Disclosures by Telemarketing Firms](#)

[An Act Concerning Telemarketers who Raise Funds](#)

[An Act Concerning Permissible Hours for Telemarketing](#)

[An Act Concerning Telemarketing](#)

Delaware

[Delaware the First State](#)

Florida

[Public Utilities Commission Home Page](#)

[TELEPHONE SOLICITATION; DISCLOSURE REQUIREMENTS; PROHIBITIONS; EXEMPTIONS; PENALTIES \(Section 106.147, F.S.\)](#)

Georgia

[Public Utilities Commission Home Page](#)

[What You Need To Know About Telephone Solicitation](#)

Kentucky

[Public Utilities Commission Home Page](#)

[Requirements for making telephone solicitation \(PDF File\)](#)

[Person using electronic equipment for solicitation \(PDF File\)](#)

Louisiana

[Public Service Commission Home Page](#)

Acts related to [Telemarketing](#) and [Telephone Solicitation](#)

Maine

[Maine Public Utilities Commission](#)

Maryland

[Maryland Public Service Commission](#)

Massachusetts

[Commonwealth of Massachusetts Dept. of Telecommunication and Energy](#)

Michigan

[Michigan Public Service Commission](#)

Mississippi

[Public Utilities Commission Home Page](#)

[Telecommunications Utility Orders](#)

New Hampshire

[New Hampshire Public Utilities Commission](#)

New Jersey

[New Jersey Board of Public Utilities](#)

New Mexico

[New Mexico Public Regulation Commission](#)

North Carolina

[Public Utilities Commission Home Page](#)

[Restrictions on telephone solicitations](#)

[Telemarketing Sales Rule](#)

North Dakota

[North Dakota Public Service Commission](#)

Ohio

[Public Utilities Commission of Ohio](#)

Rhode Island

[Rhode Island Division of Public Utilities and Carriers and The Public Utilities Commission](#)

South Carolina

[Public Utilities Commission Home Page](#)

[Telemarketing Privacy Act](#)

Tennessee

[Public Utilities Commission Home Page](#)

[List of Bills related to Telemarketing \(PDF Files\)](#)

Texas

[Public Utilities Commission Home Page](#)

[What You Need To Know About Telephone Solicitation \(PDF\)](#)

[Telephone Solicitation Forms](#)

Utah

[Public Utilities Commission Home Page](#)

[Utah Code -- Title 13 -- Chapter 25a -- Telephone and Facsimile Solicitation Act](#)

Vermont

[Vermont Dept. of Public Service](#)

Virginia

[Division of Communications](#)

[New Telemarketing Rules](#)

West Virginia

[Public Service Commission Home Page](#)

[A law creating consumer credit protection for telemarketing consumers](#)

Telemarketing law links are maintained as a public service and do not necessarily reflect the views of PEC. PEC shall not be held liable for the reader's interpretation of material available.