

**TOP 22 AUTODIALER FAQs**

	QUESTION	ANSWER
1	Will local agencies receive technical support for our existing Teletask autodialer if we have a problem?	Yes. Contact the State WIC ISIS Help Desk at 1-800-224-7472, if you have any problems with your current autodialer system.
2	Will State WIC provide funds to my agency to purchase a new autodialer system, including maintenance services?	Yes. The State has provided funds in your WIC telecom/technical support budget for FFY 2006 for autodialers.
3	Do I have to buy a new autodialer system if my existing autodialer works?	No, however, most of the autodialer systems now in use were purchased in 1998 or in 2000 and are due to be replaced. Now is a good time for you to consider buying a new autodialer, before your existing one fails.
4	What are my options, if I want to purchase a new autodialer system?	<p>1) You may conduct research on the internet to find other qualified vendors.</p> <p>2) You may want to network with other local agencies that have purchased a new autodialer. NOTE: The local agency Yahoo web page is a source to find out what other local agencies are doing.</p> <p>3) You may contact Teletask to purchase a new system (hardware and software) and maintenance services if you wish.</p>
5	Should I buy a new autodialer system from Teletask?	The State cannot endorse any one particular product and/or vendor. If you are comfortable with Teletask's product and services, you have the option of purchasing a new system and maintenance services from them.
6	What do I do if my current autodialer system fails and the State ISIS Help Desk cannot help me get it back up and running?	We will be able to provide you with an autodialer PC to borrow while you replace or fix your existing autodialer. You may contact Teletask or any other qualified vendors to buy a new system.
7	Will the State ISIS Help Desk provide me with a recommended vendor or list of autodialer vendors?	<p>No. The State cannot endorse any one particular product and/or vendor.</p> <p>NOTE: See questions 4 and 5 above.</p>
8	What do I do with my old autodialer PC?	If your old autodialer PC is still in working order, please ship it back to the State WIC Branch, attention ISIS Help Desk. Contact the Help Desk to make arrangements.
9	Will back-up autodialer PCs be available while I buy a new one or acquire a replacement part?	Yes. We are establishing a "pool" of working autodialer systems as emergency back-ups. These will be made available for agencies to "borrow" if you need it until you can replace parts or buy a new system.
10	Can I purchase maintenance services from Teletask to support my existing autodialer?	No. Teletask will not provide maintenance services for these old systems; however, you may contact them or any other vendor to purchase a new system.

11	If I need to replace a piece of hardware on my current autodialer PC, who will install the replacement hardware?	The State WIC ISIS Help Desk will assist you over the phone on how to install the replacement hardware or your IT staff can help.
12	If I have a prospective vendor and they are asking me technical questions I cannot answer, what do I do?	The State WIC ISIS Help Desk is available to answer vendor questions regarding current autodialer functionality and specifications.
13	Can the State WIC ISIS Help Desk determine what features I want in a new autodialer system?	No. The best resources to obtain this information are your local IT staff, other local agencies and the autodialer vendors.
14	Can the State WIC ISIS Help Desk determine what my network requirements are for a new autodialer system?	No. The best resource to obtain this information is your local IT staff.
15	Can we sell or give our existing autodialer system to another WIC agency.	No. If you replace your existing autodialer, please ship the old system back to the State WIC Branch, attention ISIS Help Desk.
16	If I want to buy replacement parts for my existing autodialer system, who do I contact to acquire parts?	Contact the State WIC ISIS Help Desk. We can refer you to a vendor who can provide replacement parts at a discount.
17	Why is the State WIC Branch no longer continuing its autodialer maintenance contract with Teletask?	The Teletask systems are between 5-7 years old and Teletask would no longer continue the contract to provide maintenance services as we've done for the last several years.
18	Will State WIC Branch support my new autodialer system, whether it is a Teletask system or some other vendor?	No. When you purchase a new autodialer system, you are responsible to support and acquire maintenance services if you need it.
19	Will the new funds provided in my WIC telecom/technical support line item in 2006 be sufficient for me to buy a new autodialer, including maintenance services?	Yes, this amount should be sufficient.
20	When I purchase a new autodialer system, do you recommend I purchase maintenance services?	This decision is yours to make. It depends on what level of expertise and internal technical support you have and your past experience with your current system.
21	When will the autodialer funds be available for local agencies to spend?	All local agencies are being provided autodialer funds during FFY 2006, which begins on October 1, 2005.
22	When will the autodialer funds be available for local agencies to spend?	All local agencies are being provided autodialer funds during FFY 2006, which begins on October 1, 2005.  If you have funds now, you can buy an autodialer or you can purchase an autodialer after October 2006. The funds

		are being allocated in the Telecom/Technical Support budget.
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