

TML/MSH Microbiology Department Policy & Procedure Manual	Policy # MI\TECH\04\04\v01	Page 1 of 1
Section: Technical Manual	Subject Title: API Voice Response	
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API VOICE RESPONSE

1. Dial (800) 645-7056 from a touch tone phone.
2. Enter product code access number (0-14).
3. Press * symbol.
4. Enter profile number as outlined below.
5. Press # symbol.
6. Press 1# to end the call.
Press 2# to repeat the identification.
Press 3# for the next profile.
Press 4# to speak to a technologist.

ACCESS CODES

Product Code	Access Number	Incubation Time	Profile Number Format
0	API 20E	24 hours	Enter 7 digits
1	API 20E	48 hours	Enter 9 digits only
6	API 20C	48-72 hours	Enter 7 digits
7	Coryne	24 hours	Enter 7 digits
9	STAPH-IDENT	24 hours	Enter 7 digits
12	API NE (Rapid NE)	24/48 hours	Enter 7 digits
35	20 Strep	24 hours	Enter 7 digits