

Voice Mail- Automated Attendant Operating Manual



HOW TO GET HELP

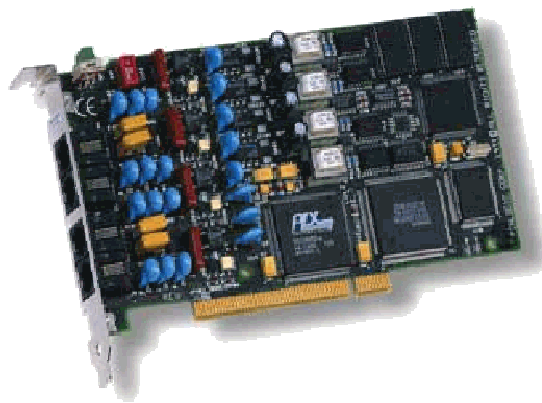
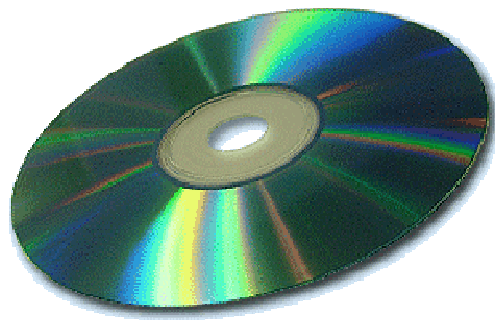
When you receive this product, you must REGISTER by going to:
www.tellacom.net

Then follow the instructions on that web site for Technical Support.

Table of Contents

Section	Page
* Cover Page-How To Get Help & Table of Contents	1
* Software & Hardware Installation	2
(skip this section if hardware & software are already installed)	
Dialogic Voice Board & Driver Installation	3
Software & Key Installation	10
* Telephone Line Requirements	14
Telephone Lines	15
* Voice Mail-Automated Attendant Operations	17
System Setup	18
Mailbox Types	19
Mailbox Information Tab	21
Notification Information Tab	29
Mailbox Setup Button	30
Voice Mail Buttons	31
Voice Mail Settings	32
Area Code Dictionary Tab	34
Email Server Tab	40
Remote Access	41
Stop System To Speak Live	41

Hardware & Software Installation



Dialogic Voice Board & Driver Installation

Important Notes:

Please **skip** this INSTALLATION section if you received a computer that has already had the software and hardware installed.

Please do **NOT** re-install anything that is already installed, unless Technical Support instructs you to do so.

Please follow the installation steps as outlined in this section. To ensure that the software and the Dialogic board(s) are installed correctly, **it must be done in this order:**

Installation of the Dialogic Drivers (System Release)

The drivers for your Dialogic board are installed with the Dialogic System Release software CD. It's important to install the Dialogic Software CD (System Release) before installing the Dialogic board into your computer to ensure that when the card is installed, the proper Dialogic drivers will already be on your PC.

The version of the Dialogic Drivers that you have received depends on the model of the Dialogic voice board that you will be using. The installation of the various versions of Dialogic Drivers is essentially the same, with a few minor differences. Note: System Release **SR6.0** is covered in this manual as a guide, though you may have a different version for your board.

TIP: If the CD doesn't auto-start, click **Start** in your computer's task bar, then click **Run**. Next, type **D:\SETUP.EXE** and press **<ENTER>** (If your CD-Rom's drive letter is not D, substitute the appropriate drive letter).

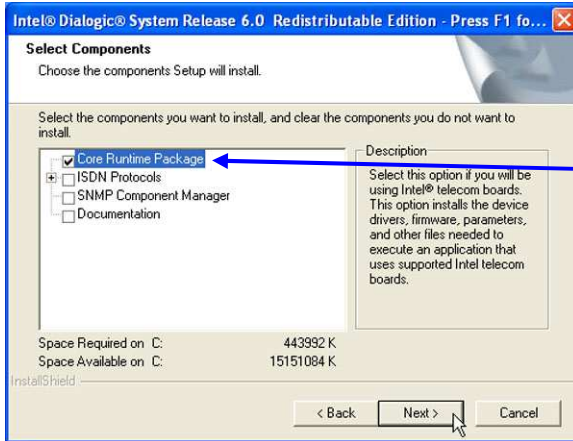
If you need to determine which Dialogic voice boards require which Drivers and which Windows Operating System, please go to our web site page:

http://www.tellacom.net/dialogic_compatibility_chart.htm

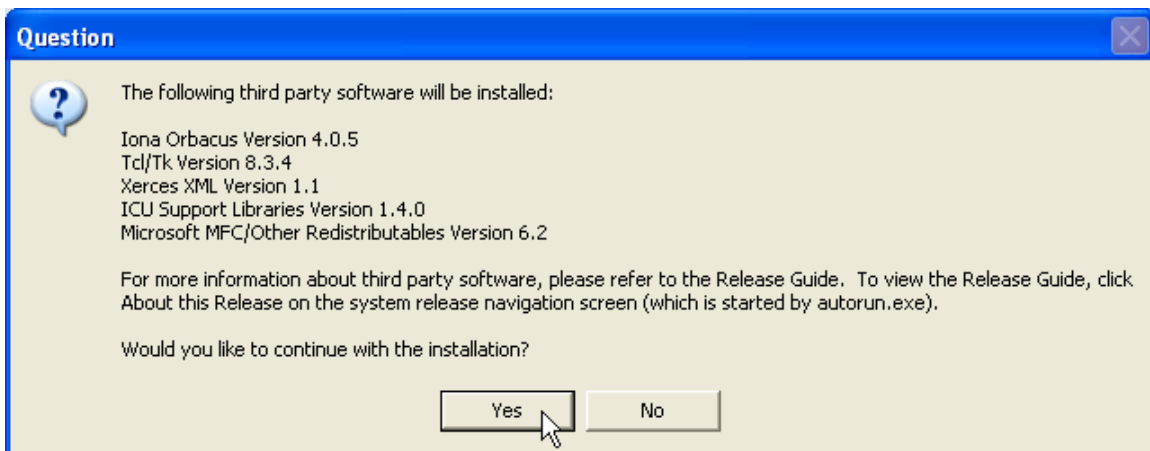
Insert your "**Dialogic Voice Board Drivers**" CD into your CD ROM drive. The installation program should automatically start.

NOTE: If you are going to be using PRI digital T-1 lines, contact Technical support for special installation instructions.

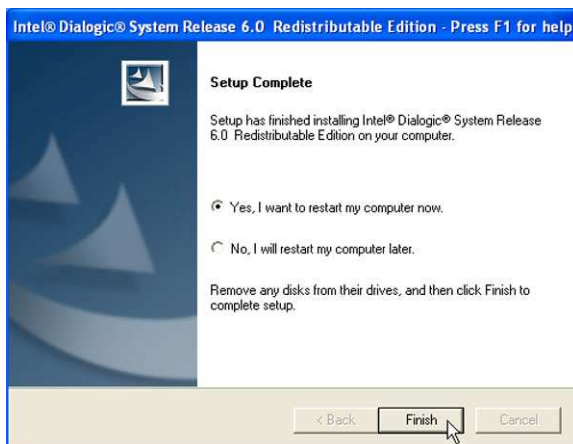
Once the installation starts, just follow the on-screen instructions to complete the installation. Outlined below are a few differences in the Dialogic SR6.0 installation:



This is the fourth screen you'll come to; just click the box next to "Core Runtime Package" and click **Next** on this screen. This only applies to Dialogic System Release 6.0.



The next screen is this one outlining third party software that is installed along with the Dialogic software; just click **Yes** to continue. This only applies to Dialogic System Release 6.0.



You will be asked if you want to restart your computer. Select **No**, then click **Finish**.

Then click on **Start** in the taskbar, select **Turn Off Computer**, then **Shut Down**.

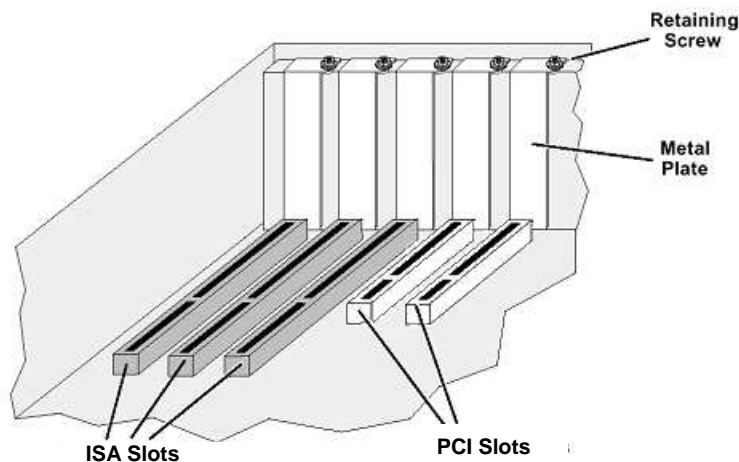
When the PC is shut down, the next step in the process is to install your Dialogic board into the PC chassis.

Installing the Dialogic Board into the PC

Please follow the steps in this section to install and configure the following Dialogic Voice Board-Models: D/4PCI, D/4PCI-UF, D/41JCT-LS, D/41E-PCI, D/120JCT-LS, D/240PCI-T1, and other PCI boards. These steps also work for Dialogic ISA Voice Board Models: D/160SC-LS, D/240SC-T1, D480SC-2T1

For Dialogic 2 or 4 telephone line ISA slot models: **Proline/2V, D/21D, D/41D, D/41ESC, Dialog/4, D/41H**, go to <http://www.tellacom.net> and click on the "Voice Board Installation Guidelines" link, or contact technical support for installation instructions of those models.

The model name of your board is located on a label on the silver plate on the end of the board where the telephone lines plug in.



This illustration shows **ISA & PCI** slots. **ISA** slots are the longer of the two types and colored black. **PCI** slots are shorter and normally colored white, though they can be different colors, such as purple, on some motherboards. Insertion of the voice board will be the same for either type of slot.

Step 1.

- a) Prepare a static-safe work area prior to handling the voice board.
- b) Switch off the computer, and disconnect the computer's power cords from electrical outlets.

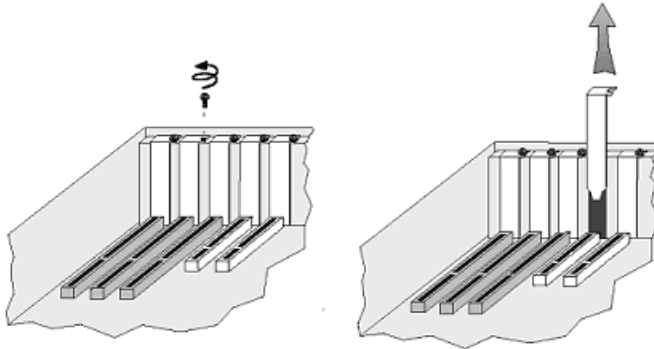


WARNING:

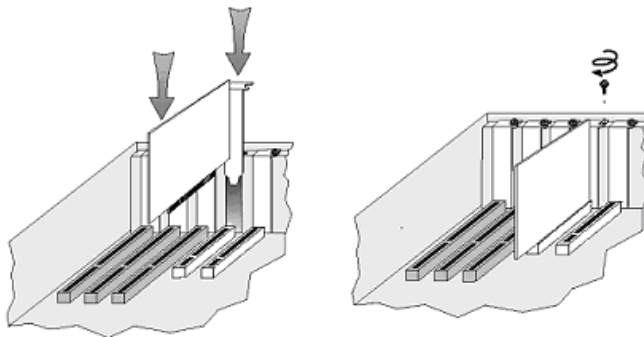
To avoid electric shock, confirm the computer's power switch is OFF and unplug all power cords before opening the computer case.

- c) Remove the computer cover to expose the ISA or PCI bus slots as shown in the picture above.

- d) Ground yourself to discharge any static electricity by touching the bare metal portion of your computer case, or connect an anti-static wrist strap to a bare metal portion of the computer case and slip it on your wrist.
- e) Select an empty, ISA or PCI expansion bus slot, and remove the corresponding retaining screw and metal plate, as shown below.



- f) Insert the voice board edge connector into the bus slot and press firmly until the board is securely seated in the slot. Replace and tighten the retaining screw.



- g) Repeat steps e) and f) for each voice board you are installing.

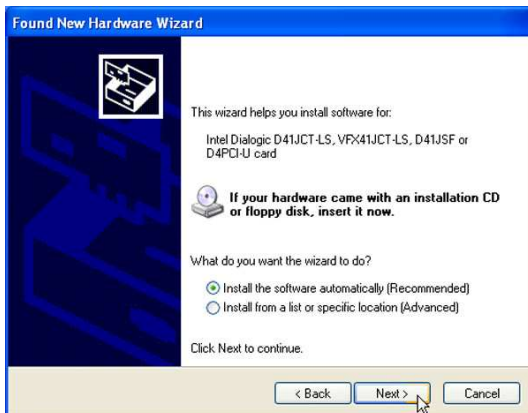
Note: With multiple board systems, verify the Rotary Switch on each board is set correctly. The first board is set to 0, second board is set to 1, third board is set to 2, etc.

Replace the computer cover when finished, and reconnect the power cords.

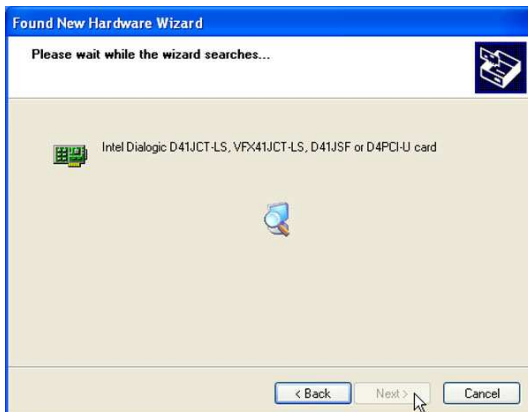
- Step 2.** Restart the computer after the boards have been installed.
- Step 3.** If installing a PCI board, Windows will detect new hardware and automatically launch the Found New Hardware Wizard. Follow the instructions below to install the driver for Windows.



Select **No, not this time**, then click **Next** on this screen to begin.



Select **Install the software automatically**, then click **Next** to continue.



You will see this screen while the Found New Hardware Wizard searches for the proper driver file.

Note: If the Wizard fails to locate the correct driver, it should be located in c:\Program Files\Dialogic\Drivers

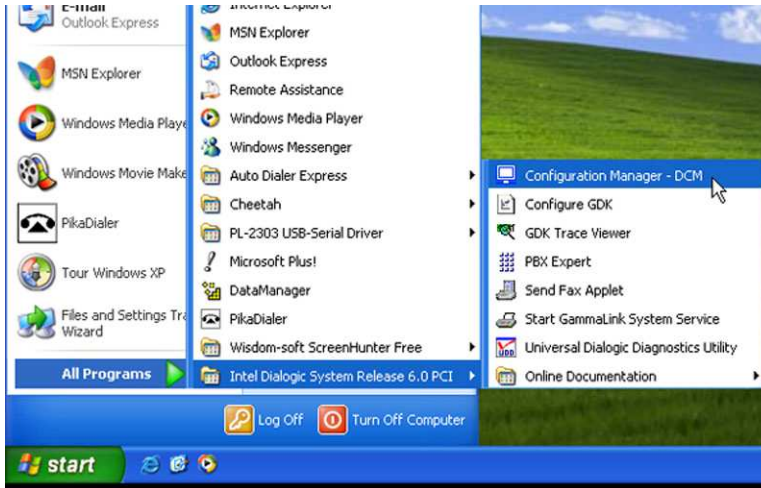


When the driver installation is complete, this screen will be displayed. Click **Finish** to close the window.

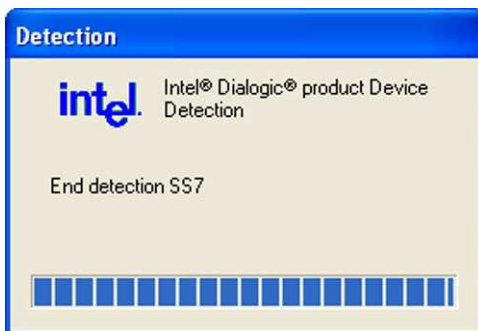
Dialogic Configuration Manager

The next step is to detect and start the board using the Dialogic Configuration Manager (DCM). DCM is what actually makes the board function; if the board isn't started in DCM it will not work in the telephony application.

To run DCM, click on **Start >Programs>Intel Dialogic System Release 6.0 PCI>Configuration Manager - DCM**



Make sure the dot is next to **Local**, then click **Connect**.



You'll see this screen during the detection process, which can take up to one minute.

Once the detection process is complete, the DCM screen will appear as shown in the 4 images below. Follow the steps outlined on this page to start the Dialogic board.

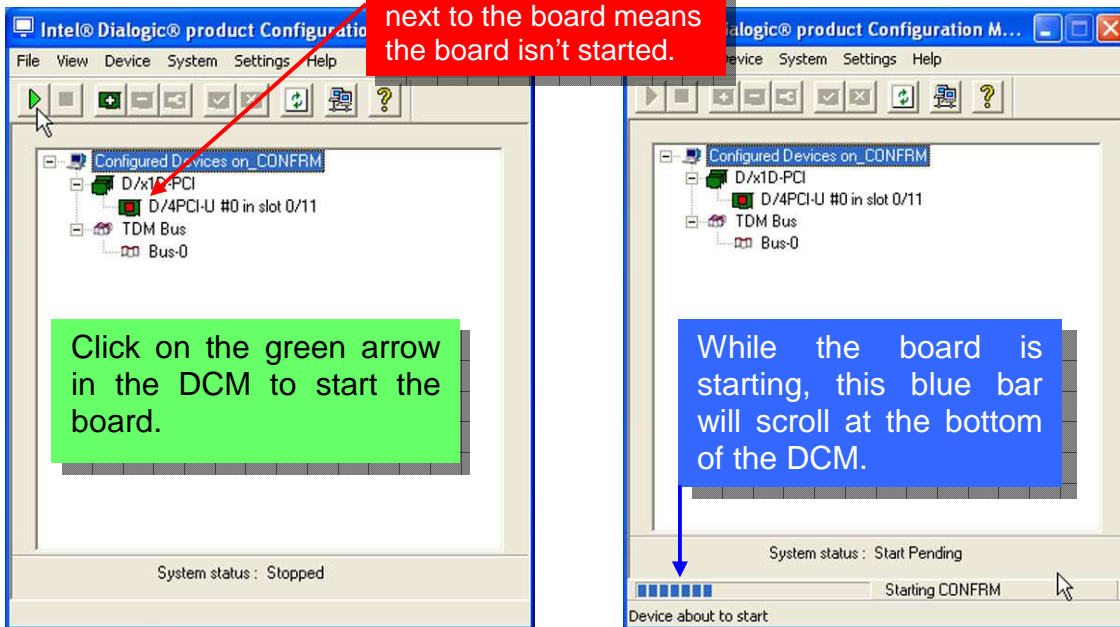


Figure 1

Figure 2

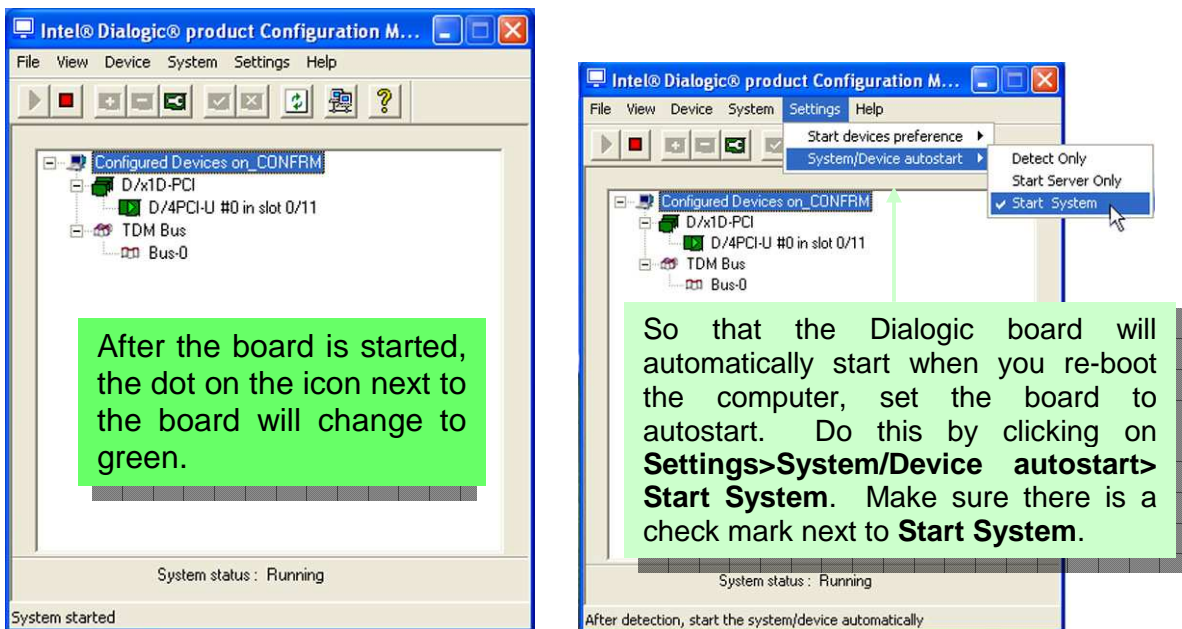


Figure 3

Figure 4

After this is completed, close the DCM by clicking on **File>Exit**.

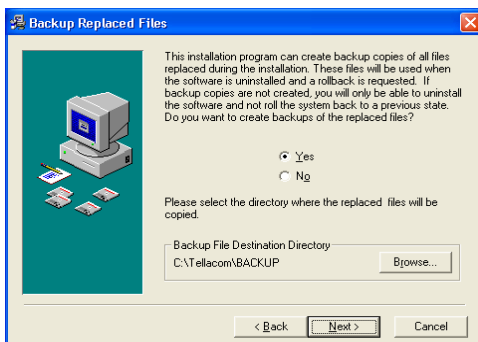
Software & Key Installation

NOTE: If you have not installed the Dialogic System Release software yet, please do so before continuing. (See section above)

To begin, insert the software CD (label side up) into the CD-Rom drive. The installation program should automatically start. If it does not, click **Start** in your computer's task bar, then click **Run**. Next, type **D:\AUTORUN.EXE** and press **<ENTER>** (If the CD-Rom's drive letter is not **D**, substitute the appropriate drive letter).



A welcome screen is displayed. Click “Next” to continue with the installation procedure.



If you are loading this program for the first time, click **NO**, then click “Next”. If you have previously used this program on the same computer, click **YES** to create a backup copy of all files replaced during the installation.



To enter the Program Manager group name, accept the default by clicking “Next”.

Select the type of voice board used in the computer:

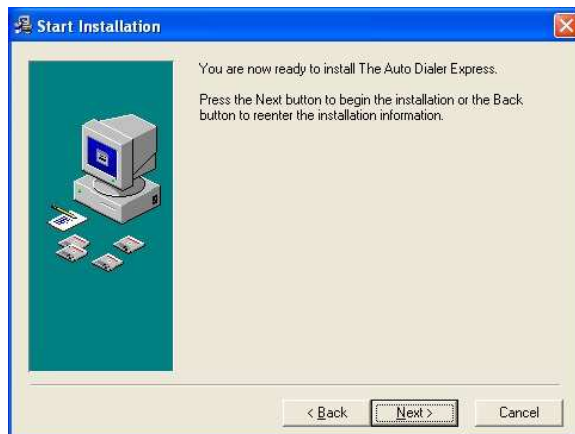


If using Analog lines, click Next

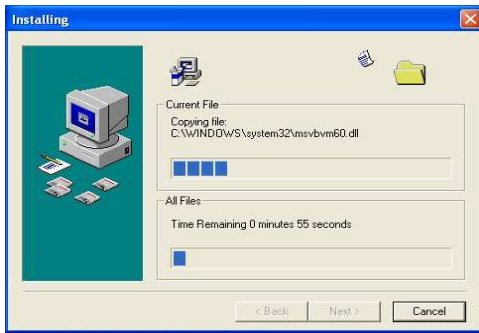
If using Digital lines, click Next



If using a Digital board, select the type of T1 lines and click Next.



The Start Installation screen is displayed. Click "NEXT" to continue with the installation process.



During the installation of the software, a screen, much like the one shown to the left, is displayed. This shows the overall progress of the installation.

We have provided a “Software Key” for your new system. The software will not run without this Software Key (also called a “dongle”). Attach the Software Key to your computer’s **parallel port** (printer port). You can then plug your printer into the Software Key. It should not interfere with your printer. If your computer does not have a parallel port, contact your sales person to exchange for a software key designed for a **USB** port. If you change computers, move the Software Key to the new computer.

IMPORTANT: Replacing a lost or stolen Software Key is very expensive. Protect your investment!



Verify that the **Software Key** is attached to the parallel port of your computer, then click **OK** to complete the installation.

Note: If you get a Software Key error, go to www.tellacom.net and look under the “Miscellaneous Information & Help” section or contact one of our Technicians for help.



After the software installation is completed, click **Finish**.

The last step is to register this product at: <http://www.tellacom.net> to be eligible to receive technical support.

Troubleshooting

1. Turn off the “Plug and Play (PNP)” feature in the BIOS and then go back to the DCM. If you see the board at that point, start from step 7 above to finish setup.
2. If you have a BIOS that has no PNP option, contact your computer motherboard manufacturer for a possible BIOS update or utility.

If your motherboard only has ISA slots (black slots on the motherboard) or you cannot get the board to start, contact technical support for assistance.

If you need assistance with your computer’s hardware, please contact your computer vendor or technician. If you need assistance with our software or voice board, please contact one of our technicians at www.tellacom.net.

Important Safeguards

Your Computer’s Clock: Verify that your computer’s clock is set to the correct date and time, including AM or PM.

Protection: A surge protector and/or uninterruptible power supply is needed to protect your investment of hardware and software. Your files should be saved onto tape, CD, or DVD periodically.

Telephone Line Requirements



Telephone Lines

Your local telephone company should install telephone lines, with any desired features, to the location of your computer. Our systems vary in use from 1 to 96 lines, using standard analog telephone lines or digital T-1, PRI, or E-1 lines. Most of our systems use either “Dialogic” or “PIKA Technologies” voice boards, which are available in either analog or digital models, depending on whether you are using analog or digital telephone lines. Our Speedy Dialers use only analog telephone lines.

Analog Lines

Standard analog residential or business telephone lines may be used with any of our products.

Features For Inbound and/or Outbound Lines From Your Telephone Company:

(Our software works with a variety of features that are available with telephone service you can order from your telephone company.)

* **Roll-Over (also called “hunting”):**

You’ll need to order that service from your telephone company if you want your **inbound** lines to hunt for the next available line..

* **Caller ID:**

If you want to capture **Caller ID** on **inbound** calls, you will also need that service from your telephone company.

* **Call Waiting & Call Notes Voice Mail:**

These features should NOT be on your telephone lines because they interfere with calls.

* **Live Call Transfers:** (Predictive dialer customers can ignore this section.)

This feature is available with several of our **inbound and outbound** products. If you need the “call transfer” function (transferring someone to another telephone line to speak to a live person), you’ll need either the “3-way calling” or “call transfer disconnect” feature from your phone company. Different phone companies have different names for this service. See below for the difference between these features:

Call Transfer Disconnect (or Centrex)

Once the call is transferred, the call is disconnected from the original telephone line, freeing it up to receive or place more calls.

...Or...

3-Way Calling

Once the call is transferred, the original phone line remains in use during the conversation and is not available to receive or place more calls until the conversation has ended. (This may be used with any of our products, except when Auto Dialing with Speedy Dialer; in which case “call transfer disconnect” is required.)

Note: If you cannot get the call transfer service you need from your telephone company, our Technicians can explain using “**call bridging**” (connecting 2 channels together). Call bridging is available with our systems using certain Dialogic and PIKA voice boards.

VoIP Telephone Service

Voice Over Internet Protocol services (such as Vonage) using broadband internet connections often **do not work well with auto dialing or predictive dialing**. The effectiveness of an auto dialer or a predictive dialer relies upon properly determining how a call is answered (by a live person, an answering machine, etc.). VoIP lines often do not provide high enough quality to make those determinations accurately. This is due to the speed of the service, band width fluctuations, amount of activity on the VoIP service, number of lines, etc. Also, most VoIP companies have restrictions against the use of auto dialers, predictive dialers, and fax broadcasting.

(“Telephone Lines” continued on next page)

Digital Lines

* **T-1** and **PRI** lines are used with **Dialogic** 24-line and 48-line voice boards. **PRI** lines are used with **PIKA** 24-line and 48-line voice boards.

* **T-1** and **PRI** lines are available for long distance only or for local only calls. When ordering these lines from a telephone company, make certain you understand local vs. long distance features and pricing.

Outbound vs. Inbound Lines:

Digital telephone lines are available in most locations as 1) outbound only or 2) inbound only 3) or both outbound and inbound. In addition, outbound is usually available for local calling only or long distance calling only. Our inbound products, such as the Voice Mail-Automated Attendant, will work directly with either analog or PRI lines, but T1 lines require a channel bank to convert from digital to analog.

Roll-Over or Hunting:

If you will need “roll-over” (also called “hunting”) on inbound calls, be sure to inquire about the availability of that service with your digital telephone company.

Caller ID:

If you need to frequently change the Caller ID displayed on your calls, PRI lines are required.

Live Call Transfers: (Predictive dialer customers can ignore this section.)

If you need “live call transfers” (which requires either “3-way calling” or “call transfer disconnect”) on T1 lines, be sure to inquire about the availability of those services with your T1 telephone company. PRI lines have the capability of “live call transfers” by **bridging** the calls, without any special service from your telephone company.

DSU/CSU Power Module: (highly recommended)

Check with your digital telephone line provider to see if you will need to provide this power module. This keeps your lines turned on, even if your computer is turned off.

Channel Bank:

A channel bank is a device that can convert digital telephone lines into separate analog lines. It makes all the lines available as separate lines, rather than in one cable. This is useful if you want to achieve any of the following:

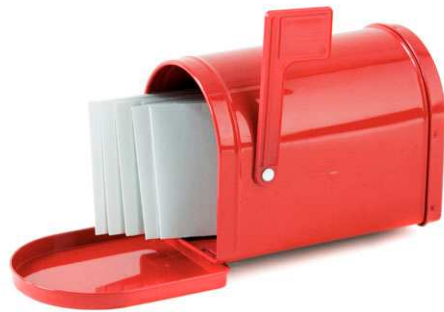
- * Use an analog voice board rather than a digital voice board.
- * Use some of the telephone lines for other uses than with a voice board.
- * Get “Call Transfer” service, which is not available on T1 long distance digital lines.
- * Need “inbound” lines, yet you only have T1 or E1 lines. (PRI or analog lines don’t require a channel bank for inbound.)

Very Important: Before ordering **T-1** or **PRI** lines from a telephone company, we highly recommend that you contact our Technical Support at 972-248-0341 or email: help@tella.com.net. When ordering digital telephone lines, give your telephone company the following:

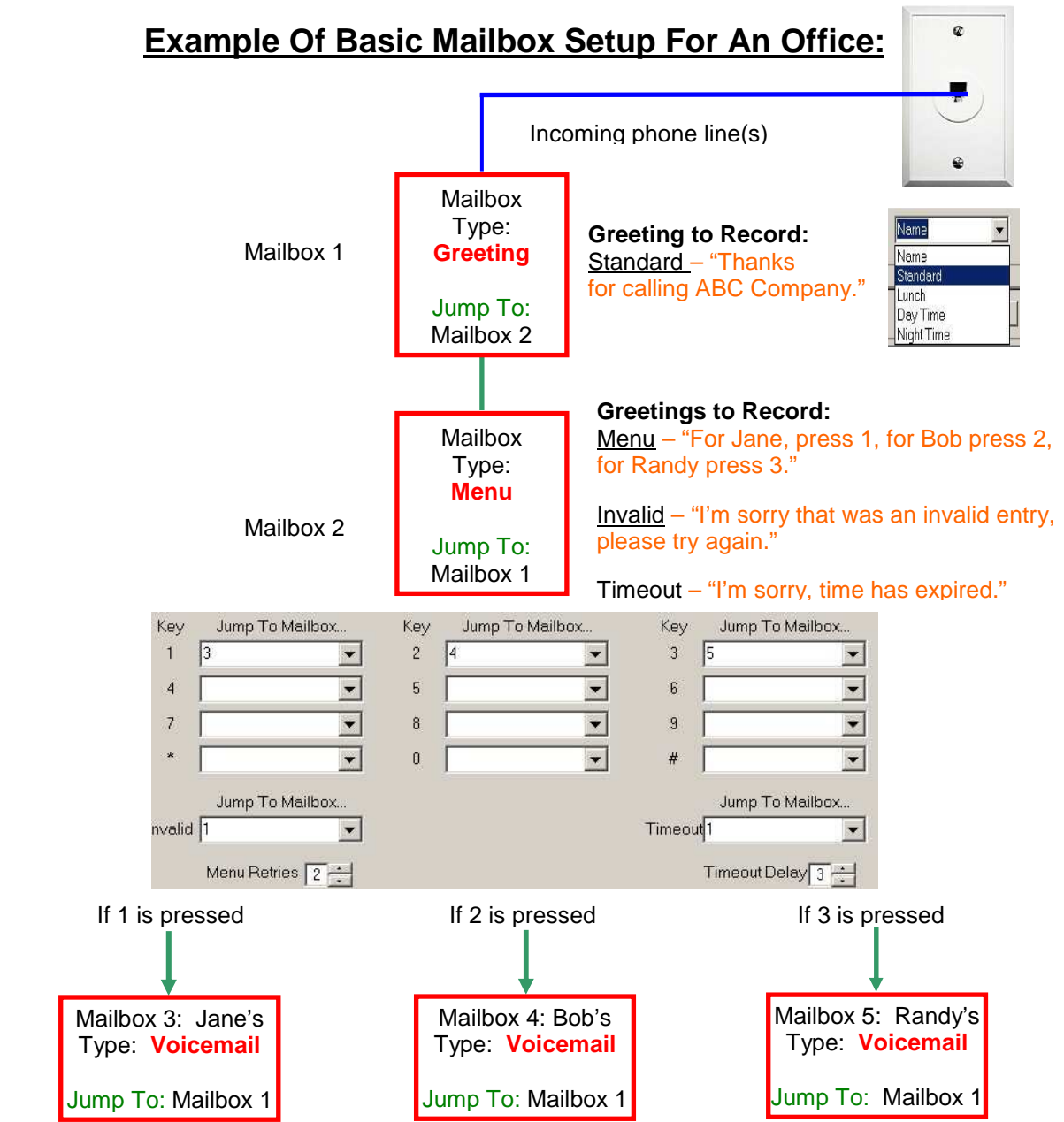
Provisioning of Digital Telephone Lines

Provisioning	T1 Line	PRI Line
Framing:	SF (Super Frame)	ESF (Extended Super Frame)
Line Coding:	D4 AMI	B8ZS
Start:	Immediate	Not applicable
Signaling Type:	E & M	Not applicable
ISDN Protocol:	Not applicable	Any one of the following: NI2, 5ESS, 4ESS, NT1, DMS
Number of Pathways:	24 CAS (Channel Associated Signaling)	23 and a D channel on each PRI
Pulse Mode:	DTMF	DTMF
Inbound & Outbound:	Outbound only	Outbound or Inbound or Both
Jack Type:	RJ45 or RJ48X	RJ45 or RJ48X
If using Nortel switch:	Not applicable	CRC check turned on within SPANDTI.PRM file

Voice Mail- Automated Attendant Operation



Example Of Basic Mailbox Setup For An Office:



Greetings to Record for each mailbox:



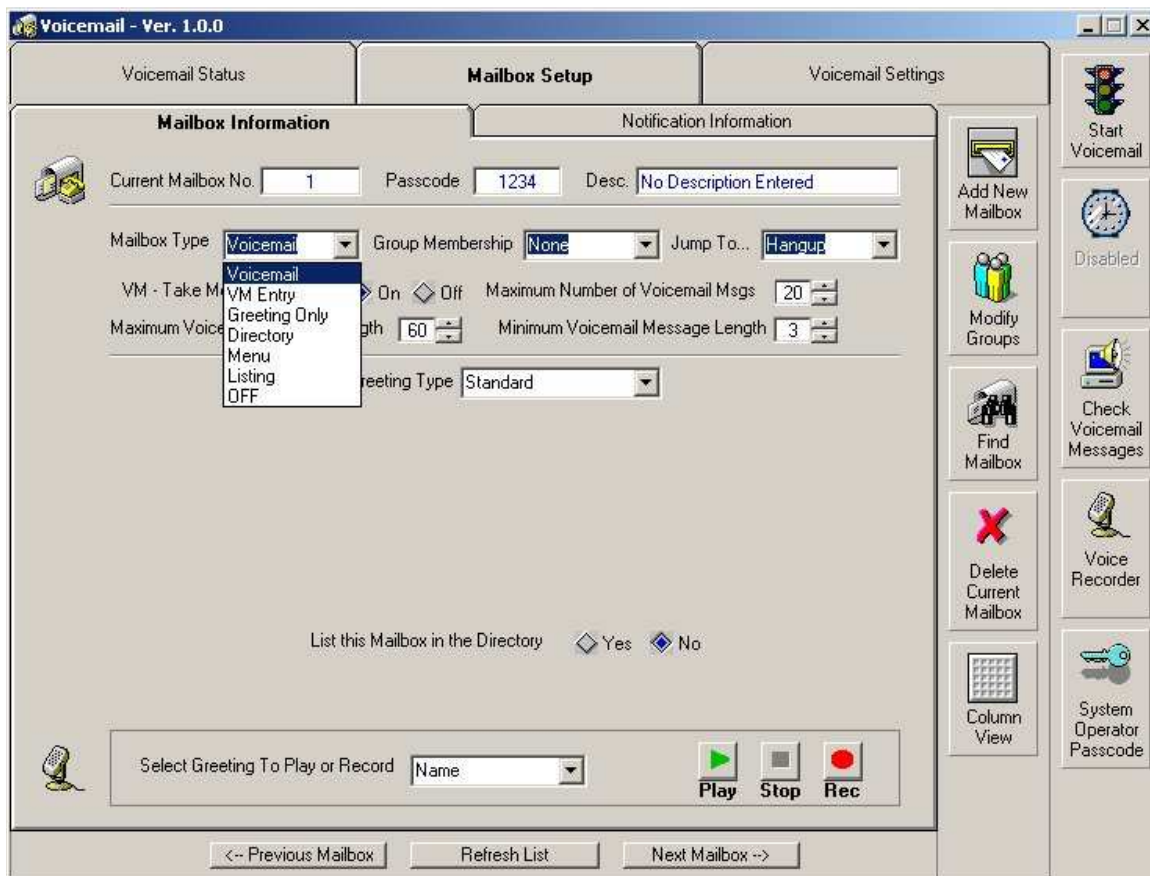
Name – This is the mailbox owner’s name. For example: Randy
Record “Randy”, saying his own name.

Standard – “This is Bob Johnson with ABC Company. I’ve either stepped away from my desk or I’m on the phone. Please leave your name, phone number and message and I will return your phone call as soon as I can.”

In this example, you need to setup all three of the voice mailboxes before you set up the menu. In the Jump To box, have the system jump back to mailbox 2 (Menu), in the event the caller wants to leave a message for another user. The timeout and Invalid Entry should jump back to mailbox 1 or 2 to allow the caller another opportunity to leave a message.

MAILBOX TYPES

First you need to decide what type of Mailbox that you want. You can change the type of mailbox that you want whenever it is necessary, so you can experiment to find the best solution for your needs. Here is a list of the different types of mailboxes available:



Voice Mail

This is a standard mailbox that can take an incoming message. For this option, please go to Quick Setup 1

VM Entry (Voicemail Entry)

This is a mailbox menu option that allows the caller to directly access a mailbox by entering the mailbox number. For example: "Using your keypad, enter the mailbox number."

Greeting Only

Plays a designated greeting, it will not record a message. For example: This setting can be used during the holidays or vacations

if you will not be available for a long period of time and do not want to take any messages.

Directory

This option allows the caller to find a mailbox owner based on the mailbox number or first and last name.

Menu

This option is used to setup multiple “jump to” options.

Listing

This option can be used with a real estate listing service in mind.

Allows the person calling in to search for a specific mailbox or information based on a number, first and last name. After the desired mailbox is selected, the caller can leave a message for that specific listed mailbox user.

Off

Turns off all available functions for the mailbox.

The voicemail program must be stopped before making any changes; after a change is made to a mailbox, the user must click the Refresh List button at the bottom of the screen for the change to take affect.

MAILBOX INFORMATION TAB

Current Mailbox

The mailbox number of the user.

Passcode

The code that allows the mailbox user to remotely access the mailbox from outside the system.

Desc. (Description)

The description of the current mailbox, such as "ABC Sales Department".

Mailbox Type

Select the appropriate mailbox from these options:

- Voice Mail
- VM Entry
- Greeting Only
- Directory
- Menu
- Off

Options available with the Voice Mail Type Mailbox

Group Membership

Group membership can be used to identify your mailbox with a particular department or group, such as sales, marketing, and administration. This is an optional field. To setup a Group Membership, click on the "Modify Groups" button.

Jump To:

This is used to "jump" to another mailbox within the voice mail system.

VM Take Message Status

Select "**ON**" to give the mailbox the ability to take a message(s) or select "**OFF**" to disable the voice mail box from taking a message.

Maximum Number of Voice Messages

The maximum number of messages the selected mailbox can receive.

Maximum Voice Mail Message Length

The maximum number of seconds for an incoming recorded message.
 Example: If it is set for 15 seconds, the maximum length of an incoming message can only be 15 seconds in length.

Minimum Voice Mail Message Length

The minimum number of seconds for an incoming recorded message to be considered a valid message. The voice mailbox will not save any message that is less than the designated amount of seconds. For example: If this is set to five seconds, the voice mailbox will not save any message(s) less than five seconds in length.

Greeting Type

Standard

The normal greeting that plays all the time.

Time Sensitive

A different greeting can be played according to three different time slots.

List This Mailbox in the Directory.

This option makes this mailbox available to the directory Mailbox Type option.

Select Greeting to Play or Record

The following is a brief description of each greeting:

Name	The mailbox owner's name. This name is heard by the caller if the owner has selected the Directory option, for example: "For Jim, press....."
Standard	The greeting a caller hears before leaving a message for the mailbox owner. For example: "Sorry I missed your call, please leave a short message and I will return your call as soon as possible."

If the Time Sensitive option is selected:

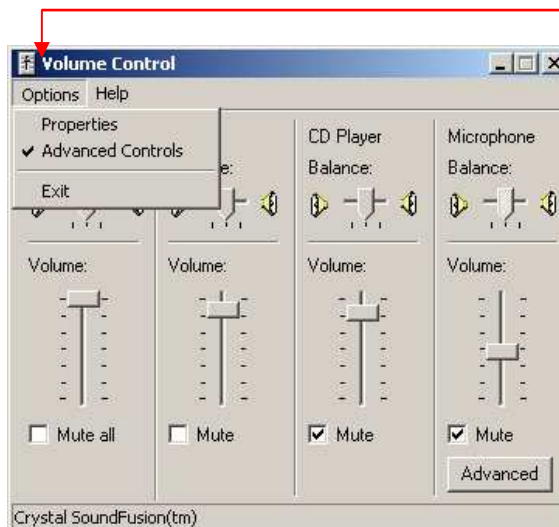
The mailbox owner has the capability to set up three different greetings for up to three different time slots.

Daytime	The greeting the caller hears with the "Daytime" time slot.
Lunch Time	The greeting the caller hears with the "Lunch Time" time slot.

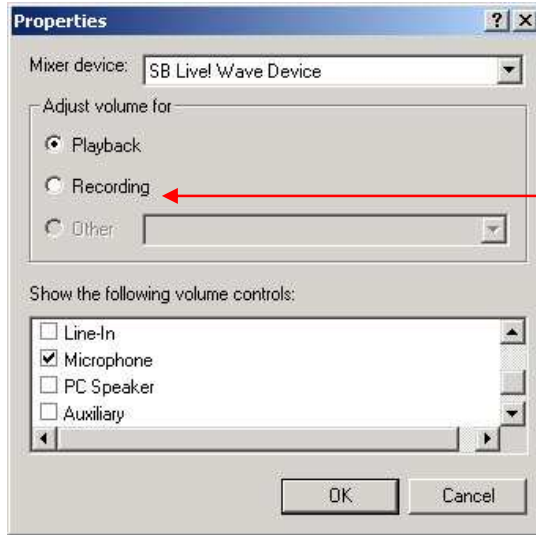
Night Time The greeting the caller hears with the “Night Time” time slot.

To record a message:

Select the greeting you want to record from the drop down menu. Hold your microphone two to three inches away from your mouth. Click the red circle to begin the recording, then click the black square to end the recording. To listen to your prompt, click the green triangle. If your recording sounds too soft or too loud, adjust the recording properties in Windows. To do this: Double click the speaker icon in the lower right corner of the monitor, and select Properties in the menu bar. Select Recording, verify that your microphone is selected in the bottom, and then click OK. The recording properties will appear. Click the Advanced button at the bottom of the microphone controls. If the Advanced button is not visible, click Options in the menu bar and select the Advanced button. Click the Advanced button, then select the Mic. Boost or the +20 db option at the bottom of the menu, and close the screen. Return to the Voice Mail- Attendant and re-record your outgoing messages.



This is your Volume Control Property window. Select Options, then select Properties.



Select the Recording option, then verify that the microphone is selected at the bottom.

Options available with the VM Entry Type Mailbox

The mailbox menu option allows the caller to directly access a mailbox by entering the mailbox number.

Select Greeting to Play or Record

Entry Instructions The greeting a caller hears to access the mailbox(es). For example:
 “Using your keypad, enter the mailbox number.”

Options available with the Greeting Only Mailbox

Greeting Type

Standard

The normal greeting that plays all the time.

Time Sensitive

A different greeting can be played according to three different time slots.

Select Greeting to Play or Record

Where the user records or listens to the greeting.

A brief description of each greeting follows:

Name

The mailbox owner’s name. This name is heard by the caller if the owner has selected the Directory option, for example: “For Jim, press.....”

Standard The greeting a caller hears before leaving a message for the mailbox owner. For example: “Sorry I missed your call, please leave a short message and I will return your call.”

If the Time Sensitive option is selected:

The mailbox owner has the capabilities to setup three different greetings for up to three different time slots.

Daytime The greeting that the caller hears with the “Daytime” time slot.

Lunch Time The greeting that the caller hears with the “Lunch Time” time slot.

Night Time The greeting that the caller hears with the “Night Time” time slot.

Options available with the Directory Mailbox

This option allows a caller to find a mailbox owner based on the mailbox number or first and last name.

**Note: This will only list mailbox owners who have opted to be included in the directory menu search.*

Select Greeting to Play or Record

Directory Menu “To listen to a list of mailboxes press 1, to find a mailbox by name press 2 or to exit press the star key.”

Options available with the Menu option

This option is used to setup multiple “jump to” options.

Select Greeting to Play or Record

**Note: The mailbox owner must record all three messages for the following greetings. If a menu message is not recorded, the caller will be misdirected according to the “jump to” options.*

Menu Greeting This greeting needs to give the caller all the options that are going to be made available using the “jump to” options. For example:

“Please press 1 to go to the main menu, press 2 to go to the mailbox directory or press 0 to go to the operator.”

Menu Invalid	The greeting a caller hears if an invalid option was pressed on the caller’s key pad. For example: “I’m sorry, that was an invalid option.”
Menu Timeout	This is the greeting a caller hears if an option was not pressed within a specified time. For example: “I’m sorry, no option was selected, you will be forwarded to the main menu.”

Group Membership

Group membership can be used to identify your mailbox with a particular department or group such as sales, marketing, and administration. This is an optional field. To setup a Group Membership, please click on the “Modify Groups” button.

Jump To:

“Jumps to another mailbox within the voice mail system.

VM Take Message Status

Select “**ON**” to give the mailbox the ability to take a message(s) or select “**OFF**” to disable the voicemail box from taking a message.

Maximum Number of Voice Messages

The maximum number of messages that the selected mailbox can receive.

Maximum Voicemail Message Length

The maximum number of seconds for an incoming recorded message. Example: If it is set for 15 seconds, the maximum length of an incoming message can only be 15 seconds in length.

Minimum Voicemail Message Length

The minimum number of seconds for an incoming recorded message to be considered as a valid message. The voice mailbox will not save any message that is less than the designated amount of seconds. For example: If this is set to five seconds, the voice mailbox will not save any message(s) that are less than five seconds in length.

Jump To Options

The menu can be setup to redirect the caller to 12 different mailboxes based on the input from the caller. These options need to be recorded in the Menu Greeting recording so the caller knows which options are available. In the drop-down options, select the mailbox where the call will be directed

In this example the caller is directed to mailbox 2 if the caller presses the “1” key on their phone. If the caller presses “5” (which is an invalid option based on the menu settings), the caller is directed to a mailbox that was specified in the Invalid drop-down option. Likewise, if the caller does not select any key, a “timeout” event will occur and the caller is directed to a mailbox that was specified in the Timeout drop-down option.

Menu Retries

The Menu Retries can be set to a specific number. After that number of retries has been reached, the caller is directed to a specified mailbox.

Timeout Delay

The Timeout Delay can be set to a specified number of seconds. After the specified timeout delay has been reached, the caller is directed to a specified mailbox.

Options available with the Listing option

**NOTE: With the listing option, the greetings are divided in two parts: the first is the "Listing Greeting" and the second is "Listing Options."*

It is recommended that the mailbox owner record the "Greeting" before setting up any other option(s) for this mailbox type.

Select Greeting to Play or Record

Listing Greeting

The mailbox owner discloses any information he/she wants the caller to know about the product(s) listed. For example: "The house located on 1308 NE Simmons was built in 2003 and is a 3 bedroom, 2 bath house with a basement and two car garage. Jennifer Gram is the agent for this house. "

Listing Options

Three options are available to the caller: Press 1 to transfer to the mailbox owner, press 2 to leave a message for the mailbox owner, press 3 is a "jump to" option and press "*" to exit the listing menu. For example: "Press 1 to transfer to Jennifer Gram, press 2 to leave a message for Jennifer Gram, the agent for this house, press 3 to go to next options or press the "*" key to exit this menu."

Group Membership

Group membership identifies the mailbox with a particular department or group, such as sales, marketing, or administration. This is an optional field. To setup a Group Membership, click on the "Modify Groups" button.

Jump To:

"Jumps" to another mailbox within the voice mail system.

VM Take Message Status

Select "**ON**" to give the mailbox the ability to take a message(s) or select "**OFF**" to disable the voicemail box from taking a message.

Maximum Number of Voice Messages

The maximum number of messages the selected mailbox can receive.

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The maximum number of seconds for an incoming recorded message.
Example: If it is set for 15 seconds, the maximum length of an incoming message can only be 15 seconds in length.

Minimum Voicemail Message Length

The minimum number of seconds for an incoming recorded message to be considered as a valid message. The voice mailbox will not save any message that is less than the designated amount of seconds. For example: If this is set to five seconds, the voice mailbox will not save any message(s) less than five seconds in length.

Options available with the Off option

The “Off” option disables the mailbox from taking any type of messages. The “Jump To” option is still a valid option for this type of mailbox.

NOTIFICATION INFORMATION TAB

Owner's information

The personal information of the mailbox owner.

Call Transfer

To transfer a call to a different extension or different phone number, select the Call Transfer. The incoming call will be transferred.

Transfer Types:

Blind	Transfers the call and releases the line
Supervised	Verifies the call is completed before releasing
Announced	Says callers name when transferring
Follow Me	Will hunt a list of phone numbers provided by the mailbox owner before completing the transfer

To transfer a phone extension, type that extension in the **Transfer Extension** field. To transfer to an outside telephone number, select the type of transfer, then type in the telephone number to transfer to in the appropriate field and check the box for that telephone number. Any telephone numbers used must be set up in the Area Code Dictionary.

Message Paging

Allows the mailbox owner to have messages forwarded to a pager. Set the Message Paging option to “On” and fill out your pager information.

Message Forwarding

Allows the mailbox user to forward the message to any phone number. Set the option to “yes” and enter the telephone number to forward the message.

Email Notification

Allows the user to send recorded messages to an email address.

Attach Voice Mail Message

Attaches the recorded message to the email as a .wav file

Attach Caller ID to Subject

Attaches the caller’s phone number to the subject line of the email.

Attach Box # to Subject

Attaches the mailbox owner’s number to the subject line of the email.

MAILBOX SETUP BUTTONS

Add New Mailbox button	Click the button to create a new mailbox. Type the number to be assigned to the mailbox and click the “OK” button.
Modify Groups button	Mailboxes can be associated with a group. Messages can be directed to members to a particular group or to a group owner’s mailbox.
Find Mailbox button	Enter the mailbox number to find and click the “OK” button.
Delete Current Mailbox button	Permanently deletes the current mailbox.
Column View / Detailed View	Allows the administrator or mailbox user to view all mailboxes and their settings without accessing each mailbox separately.

VOICE MAIL BUTTONS

Start button	Starts the Voice Mailbox Attendant so that it will take messages.
Disable Autostart	After the timer reaches zero, the Voice Mail-Automated Attendant will automatically start. After you enter the system, click this button so that it will not start by itself. This will allow you time to configure your mailbox settings.
Check Voicemail Messages button	Click this button to listen to the message(s) in the current mailbox.
Voice Recorder	<p>Click the folder and browse for the file to be recorded and/or played.</p> <p><i>Record</i></p> <p>Click the red circle to begin recording, then click the black square to end the recording.</p> <p><i>Play</i></p> <p>To listen to your prompt, click the green triangle.</p>
System Operator Pass code button	Click this button to passcode protect the Mailbox Setup tab and Voice Mail Settings tab. Enter desired Passcode, then click the "OK" button. Click "Yes" to make the passcode required.

VOICEMAIL SETTINGS TAB

The screenshot shows the 'Voicemail Settings Tab' interface. It includes sections for 'General Settings', 'Area Code Dictionary', 'Transfer Flash Sequences', 'PBX / Phone System Settings', and 'Global Options'. A sidebar on the right contains various utility icons. Labels with arrows point to specific elements: 'Area Code Dictionary' points to the grid of lines and mailboxes; 'General Settings' points to the 'Ring Number to Answer On' field; 'Voicemail Settings Tab' points to the top tab header; 'Legal Notice' points to the 'Legal Notice' sub-tab; and 'Email Server' points to the 'Email Server' sub-tab.

General Setting Tab

Rings to Answer

The number of rings before answering. Select the number of rings by clicking the arrows up or down.

System Phone Volume Level

Controls the volume level of messages heard by the caller.

Line To Answer and Mailbox Begin Calls On.

Select the telephone line (for example, line 1) by placing a check mark beside the line number, then click the drop-down box to select the mailbox in which to begin.

Transfer Flash Sequences

The set of flash hooks and pauses required to execute a transferred phone call. First verify this feature is available and working on the phone line(s). Some phone companies have the feature available on the telephone lines, but do not have the feature activated. The settings are used by most phone companies, but the sequence may differ due to your phone company and/or your in-house telephone system

PBX / Phone System Settings

Message Lamp Notification is not available at this time.

Predial Prefix

Allows the selection of an option so an outside telephone line can be accessed to forward a message via a pager or to another telephone number. Type the numeric character needed to access an outside line or select an option by clicking the drop-down box.

Dial Prefix when dialing Extensions

Allows the pre-dial prefix to be dialed when calling an in-house phone extension. Select "Yes" for this option.

Directory Should be Read Back As

Allows the voice mail box to be read as a mailbox number or as a phone system extension when a caller is going through the directory. If the mailbox option is selected, the caller hears the mailbox number and is able to select it to leave a message. If the extension is selected, the caller hears an in-house phone system extension and is able to press a key to go to the mailbox.

Global Options

Maximum number of Digits for Voice Mail Boxes

Sets the total amount of digit places used to identify a voicemail box. If two are selected, the highest number used to identify a voice mail box is 99. If four are selected, the highest number is 9999.

Default Maximum Number of Messages Per Mailbox

The total number of messages that the mailbox will hold when it is created. This amount can be changed for each individual mailbox.

Allow Long Distance Forwarding & Paging

If this option is set to "yes", it allows all users to forward any message to a long distance number. If this option is set to "no", it does not allow any user to forward a message to a long distance number, even if the mailbox owner has either feature set to "yes" in their mailbox.

AREA CODE DICTIONARY TAB

There are 4 parts to a phone number:

1-(530)-758-8864

The “1” represents the long distance or pre-dial prefix.

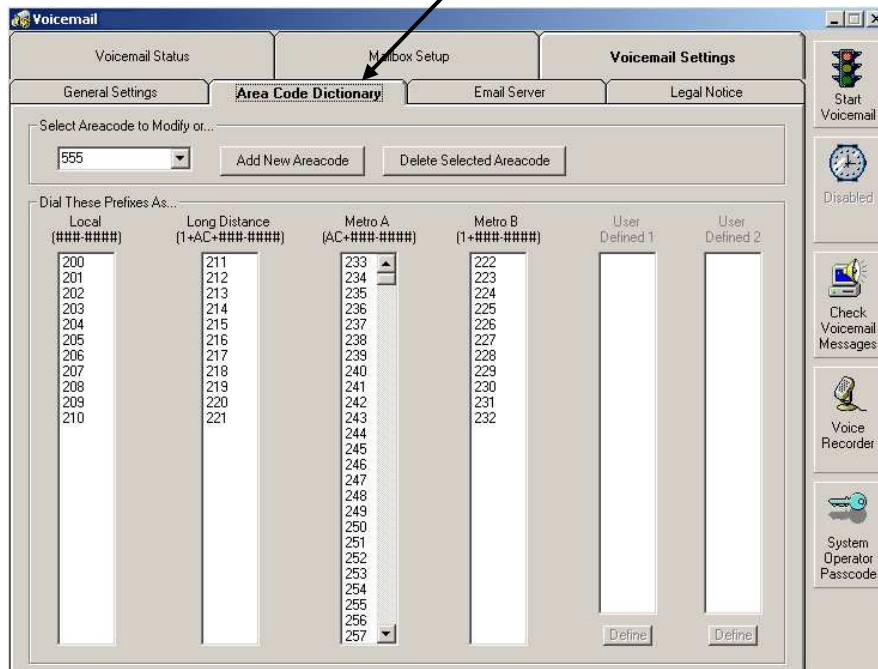
The “(530)” represents the area code.

The “758” represents the phone number prefix.

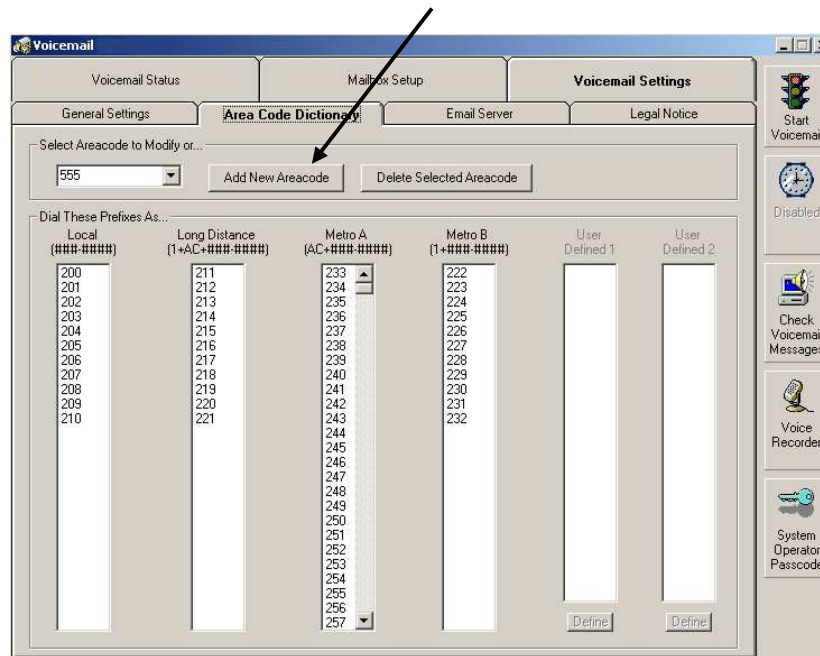
The “8864” represents the local extension.

The area code dictionary allows the user to define which area code prefixes must be dialed within a specific area code. For example if you live in the 530 area code and you wish to dial 530-758-8864 you only need to dial 758-8864 in order for the call to be placed. However, if you wish to dial 530-661-1234 you must dial 1-530-661-1234. The area code dictionary will enable you to setup each area code prefix so the software knows how to dial it correctly. After an area code is setup and each prefix is properly configured you will not have to adjust it unless your phone company makes changes to the way you must dial specific prefixes.

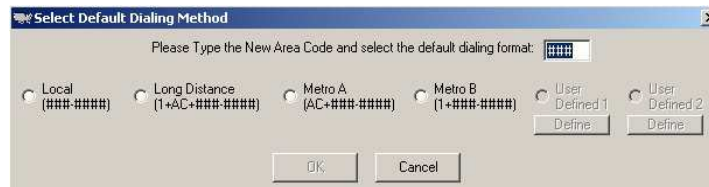
The area code dictionary is found in the Dialer portion of the software under the **Dialer Setting** and then select the **Area Code Dictionary Tab**.



To add a new Area Code, click **Add New Area Code**.



The **Select Default Dialing Method** screen is displayed.



If the area code selected has already been added to the database, the following error window is displayed.



Click **OK**. To edit the prefixes for this area code proceed to the **Change Prefix Protocol** portion of this section.

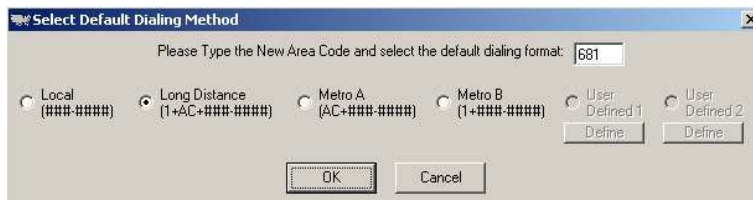
Type the new area code in the box displaying the three pound signs, “###”.

Select how the *majority of the phone numbers* within that area code are dialed.

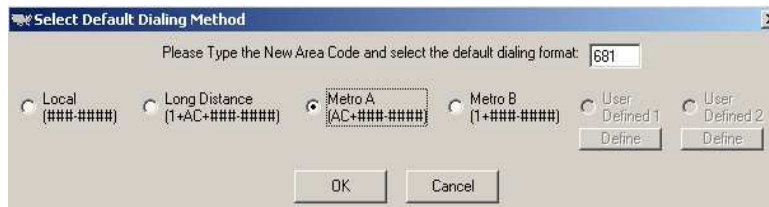
OPTION 1: To dial a 7-digit number (example 555-1234), click **Local**, the first radio button, then click **OK**.



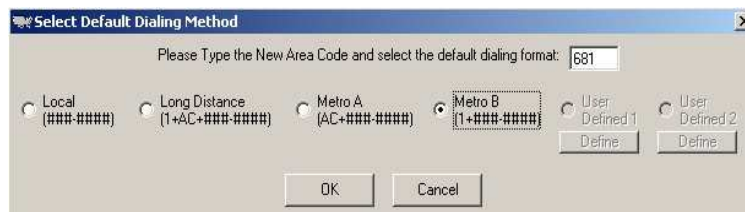
OPTION 2: To dial 1, the area code, and then the 7 digit number, select **Long Distance**, the second radio button, then click **OK**.



OPTION 3: To dial just the area code and 7 digit phone number (without anything else in front of it), select **Metro A**, the third radio button, then click **OK**.



OPTION 4: To dial 1 before the 7 digit phone number (without dialing an area code), select **Metro B**, the fourth radio button, then click **OK**.

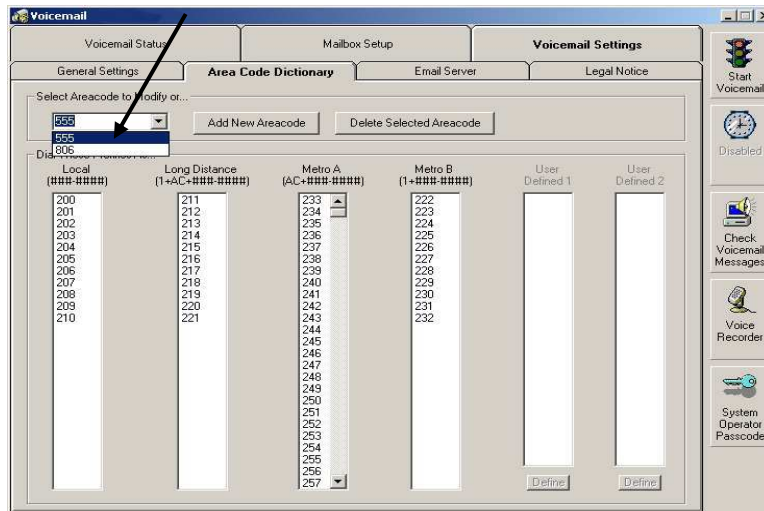


The area code is now in the area code dictionary, and the computer will dial each area code as you have indicated in the **Select Default Dialing Method** window.

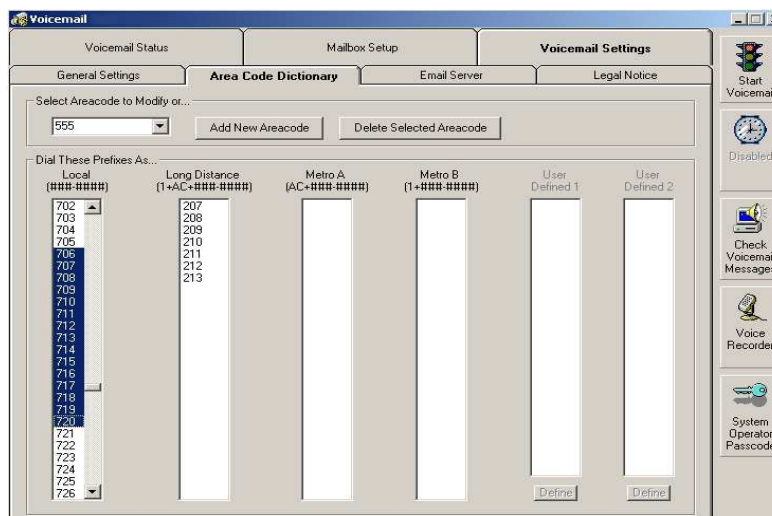
Note: Different phone number prefixes may have different dialing methods. For example: When dialing within the 530 area code you may only need to dial a seven digit number except when dialing into the 662 prefix. When dialing into the 662 prefix you must dial 1-530-662-1234. With the Area Code Dictionary you can set any area code prefix to have any calling protocol.

Change Prefix Protocol

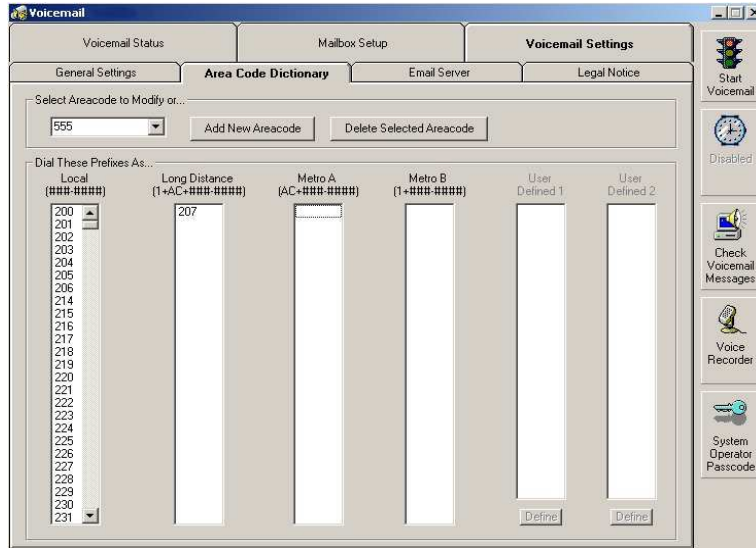
To change the prefix protocol, select the area code drop-down menu as shown below.



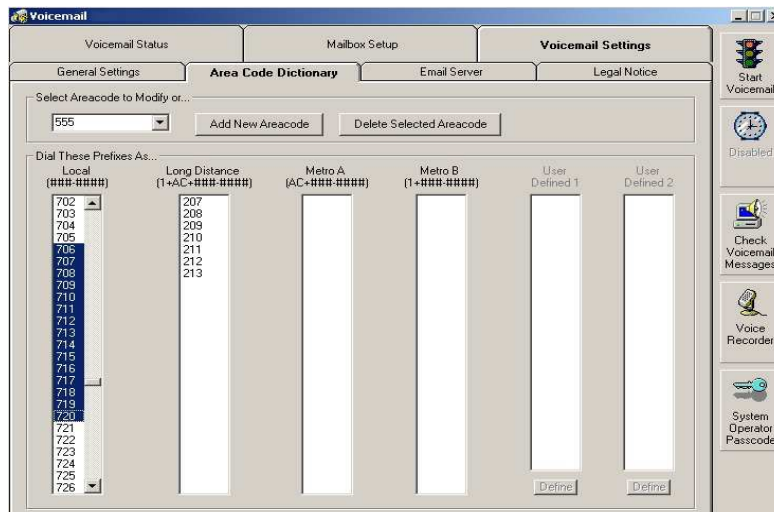
“Drag and drop” the calling prefixes within the proper protocol boxes by clicking the prefix (it turn blues). Click on it for a second time, hold down the left mouse button dragging the prefix to the correct prefix protocol box, and release the mouse button.



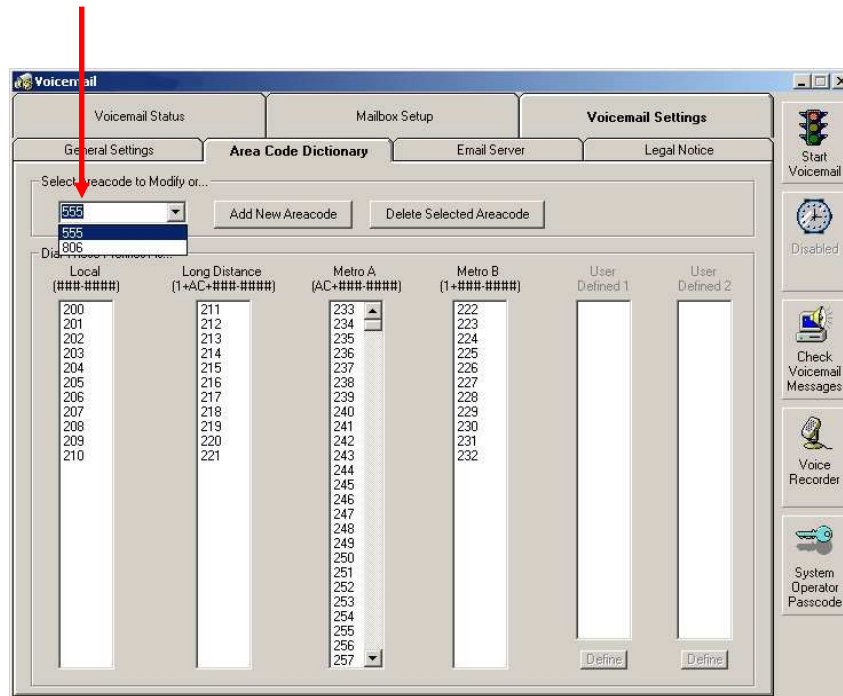
The prefix moves from one box to the other, as shown below:



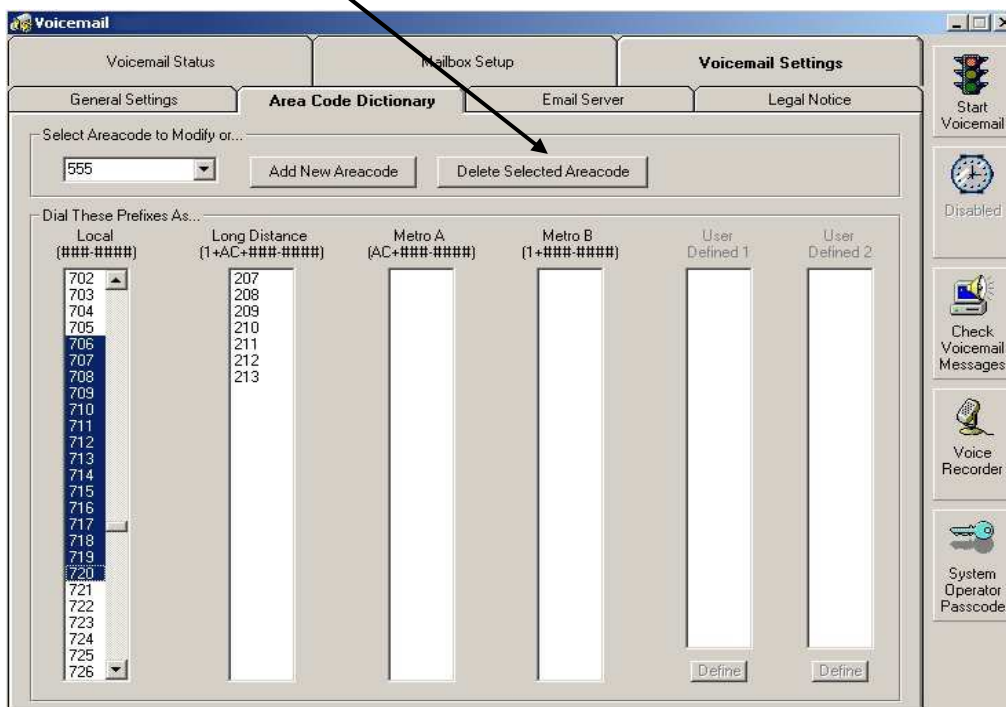
To move a group, select and highlight a group of prefixes and repeat the process:



To Delete an Area Code, select the area code in the drop-down menu box:



Click the **Delete Selected Area Code** button.

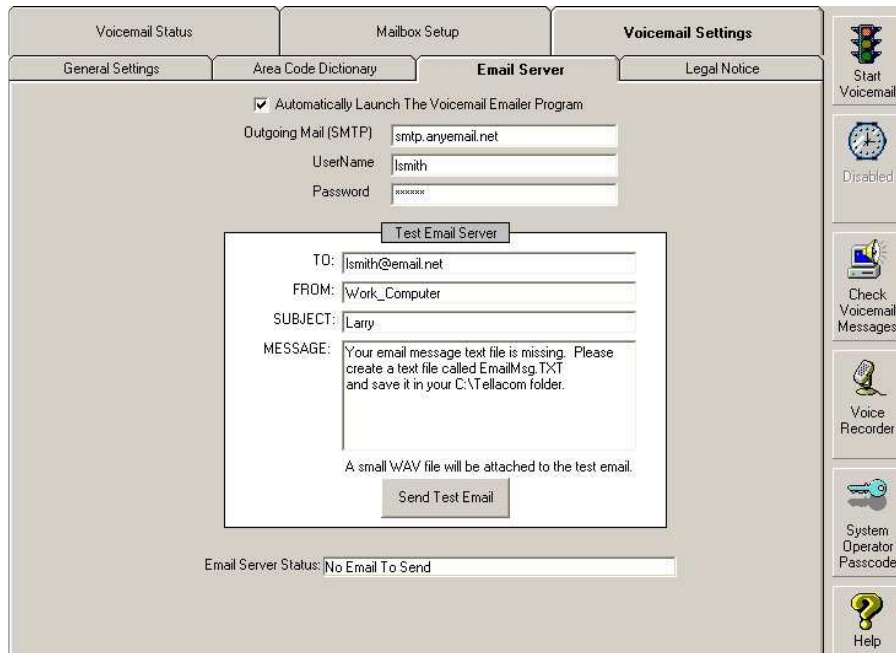


The following window appears:



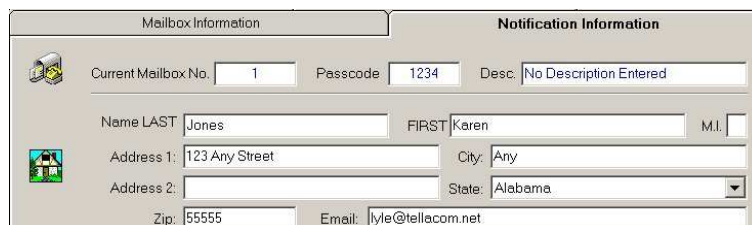
Select the **Yes** button and the area code is deleted.

EMAIL SERVER TAB



To be able to use the email forwarding system, a high speed internet service must be used. This will not work with dial-up internet service.

To activate the email feature, complete the following 4 tasks: 1) Turn the email forwarding feature on and select the options. 2) Type the email forwarding address in the "Mailbox Owners" tab.



3) Select the “Automatically Launch The Emler Program” on the top of the General Settings Tab.

The screenshot shows a software interface with four tabs: 'General Settings', 'Area Code Dictionary', 'Email Server', and 'Legal Notice'. The 'General Settings' tab is active. It contains a 'Ring Number to Answer On' field with the value '2' and a checkbox labeled 'Automatically Launch The Voicemail Emler Program' which is checked. A red arrow points to this checkbox.

4) Set up the email server information.

The screenshot shows the 'Email Server' tab. It contains a checkbox labeled 'Automatically Launch The Voicemail Emler Program' which is checked. Below it are three input fields: 'Outgoing Mail (SMTP)' with the value 'smtp.anyemail.net', 'UserName' with the value 'lsmith', and 'Password' with the value '*****'.

Enter the “Outgoing SMTP” server information and include “smtp” as shown in the example above: smtp.tellacom.net. If the SMTP information is not known, please contact your internet provider or your IT professional for assistance. After the SMTP entered, enter the user name and password for the email account. The actual password will not be viewable, but will show as ***** in the field. This information can be found by calling your internet provider or IT professional. Depending on your internet provider, this information may not be necessary in forwarding the messages, but some providers do require this information. When finished, perform a test email to verify that it is working properly.

In the Test Email Section, fill in TO, FROM, SUBJECT and type a short message in the MESSAGE area. When this has been completed, click the Send Test Email button. At the bottom of the tab is Email Server Status where it shows the status of the email test. If there are problems with the email test, first verify that the user name and password are correct, then make sure the SMTP server information is correct.

REMOTE ACCESS

To access a voicemail box from another location, call your mailbox and after the outgoing greeting has played, press the # key, and enter the passcode to access the messages.

STOPPING THE SYSTEM TO SPEAK LIVE TO CALLER

If your system answers the telephone, but you wish to speak to the caller live, pick up the telephone and press touchtone keys # and then * to discontinue the system operation. You will then be able to carry on a conversation without interference from the system.