



Creative Voice Solutions, Inc.

# UNIFIED MESSAGING USER'S WEB GUIDE

<b>INTRODUCTION.....</b>	<b>3</b>
<b>INTERNET ACCESS.....</b>	<b>3</b>
<b>1 NEW MESSAGES TAB.....</b>	<b>3</b>
1.1 NEW VOICE MESSAGES.....	4
1.2 NEW FAX MESSAGES.....	4
<b>2 SAVE MESSAGES TAB.....</b>	<b>4</b>
2.1 SAVE VOICE MESSAGES.....	4
2.2 SAVE FAX MESSAGES.....	4
<b>3 DELETE MESSAGES TAB.....</b>	<b>4</b>
3.1 DELETED VOICE MESSAGES.....	5
3.2 DELETED FAX MESSAGES.....	5
<b>4 USER ADMIN TAB.....</b>	<b>5</b>
4.1 MESSAGE NOTIFICATION.....	5
4.1.1 Turn all page notification on/off.....	5
4.1.2 Turn all call notification and delivery on/off.....	5
4.1.3 Notify only for messages marked urgent (post message options must be enabled).....	5
4.2 FORWARD MESSAGE OPTIONS.....	6
4.2.1 Forward all new message to another account.....	6
4.2.2 Forward mailbox DID number.....	6
4.2.3 Save a copy of the forwarded message to the current account.....	6
<b>5 TIME GREETINGS TAB.....</b>	<b>6</b>
<b>6 FAX TAB.....</b>	<b>7</b>
6.1 ENABLE FORWARDING FAX AS E-MAIL ATTACHMENT.....	7
6.2 FAX HEADER DISPLAYED ON EACH SENT PAGE.....	7
6.3 FAX BACK NUMBER.....	7
6.4 REMOVE SAVED FAX IN ___ DAYS.....	7
6.5 REMOVE DELETED FAX IN ___ DAYS.....	7
<b>7 EMAIL TAB.....</b>	<b>8</b>
7.1 E-MAIL ADDRESS.....	8

7.2 E-MAIL NOTIFICATION.....	8
7.2.1 Notify by E-mail of all new messages.....	8
7.2.2 Attach voice file to notification e-mail.....	8
7.2.3 E-mail attachment voice file format.....	8
<b>8 MAILBOX OPTIONS TAB.....</b>	<b>8</b>
8.1 ACCOUNT OPTIONS.....	8
8.1.1 Timed Greeting – .....	8
8.1.2 Name Greeting Only – .....	9
8.1.3 Post Message Options – .....	9
8.1.4 Operator Revert – .....	9
8.2 LISTEN TO MESSAGE OPTIONS.....	9
8.2.1 Express Check-in.....	9
8.2.2 Play new messages in First In First Out (FIFO) order.....	9
8.2.3 Play saved messages in First In First Out (FIFO) order.....	9
8.2.4 Play date/time before each message.....	9
8.2.5 Enable passcode login security alert.....	9
8.3 ACCOUNT SETTINGS.....	10
8.3.1 Login Digit – .....	10
8.3.2 Login Pass Code:.....	10
8.3.3 Current greeting number selected – .....	10
8.3.4 Remove New message time (Hours) (0 to disable):.....	10
8.3.5 Remove Save message time (Hours) (0 to disable):.....	10
8.3.6 Remove Delete message time (Hours) (0 to disable):.....	10
<b>9 MESSAGE NOTIFICATION TAB.....</b>	<b>10</b>
9.1 MESSAGE NOTIFICATION LIST.....	11
9.2 MESSAGE NOTIFICATION TEMPLATE.....	11
9.2.1 Resource.....	11
9.2.2 Prefix.....	11
9.2.3 Outdial #.....	11
9.2.4 Suffix1 #.....	12
9.2.5 Suffix2 #.....	12
9.2.6 Type.....	12
9.2.7 Retries.....	13
9.2.8 Wait (min).....	13
9.2.9 List Retries.....	13
9.2.10 Busy Retries.....	13
<b>10 TIME MSGNOTIFY TAB.....</b>	<b>13</b>
<b>11 IVF LIST TAB.....</b>	<b>14</b>
11.1 IVF INTELLIGENT VOICE FORM LIST.....	14
11.2 INTELLIGENT VOICE FORM (IVF) TEMPLATE.....	14
11.2.1 IVF: ###.....	15
11.2.2 IVF Alias:.....	15
11.2.3 Digit.....	15
11.2.4 T/O.....	15
11.2.5 .....	15
11.2.6 Select Command.....	15
11.2.7 Greeting Quote.....	23
11.2.8 Greet Repeat.....	23
11.3 SELECT CURRENT CRI.....	23
<b>12 SCHEDULE IVF TAB.....</b>	<b>23</b>

<b><u>13 CDR REPORT TAB.....</u></b>	<b><u>24</u></b>
<u>13.1 SELECT FIELDS FOR CALL DETAIL REPORT.....</u>	<u>24</u>
<u>13.2 START STOP DATE AND TIME.....</u>	<u>24</u>
<u>13.3 FILTERS.....</u>	<u>24</u>

## **INTRODUCTION**

There are many definitions for Unified Messaging Systems and here at Creative Voice Solutions we believe a Unified Messaging Center is a truly integrated messaging solution where many types of messages are consolidated to a single place and any type of message can be retrieved by phone or web page. The system enables messaging in the form of universal access (anywhere, anytime via a variety of messaging devices) to an intelligent message center that integrates and manages voice mail, faxes, pages and email delivery.

This guide was written for the average user to familiarize them with the features available to their web account. This includes set-up and access to voice mail, faxes, pages and e-mail.

## **INTERNET ACCESS**

To access your Unified Messaging Center, you may use any of the more popular web browsers like Internet Explorer or Netscape Navigator. There is no other software or plugin's that are required. Just enter the URL where the Unified Messaging Server resides and the login page will appear. To login, enter your account number and password. It's that simple to access voice mail, e-mail and faxes anywhere in the world.

Once logged in, the Unified Messaging Center will take you to the New Messages section. At the top of the web page are tabs to different sections that can be viewed and edited by the user. Access to tabbed sections and individual features in those sections are granted by the system administrator. Not all features in this document may be available to you.

To make changes to your account, select the tab with the feature you would like to change, edit the feature and save using the **update** button.

### **1 New Messages Tab**

This section lists all new Voice Mail and Faxes that can be played, reviewed, saved and deleted. If your computer has speakers, you may listen to your voice mail messages just by selecting the message to play. Message play is very quick and efficient because we use the latest MP3 voice compression technology. You can now read your email or view faxes while listening to your voice mail messages at the same time.

Note that the new messages web page is a static page and does not inform you of any new messages when the page is left open. For your convenience a "CHECK FOR NEW MESSAGES" link has been placed toward the top left of the page to check for new voice or fax messages. The web page has a security session timeout and will automatically log you out if the web page is left idle for more then 20 minutes. This feature is set by your system administrator and may be different then the default specified. Ask your system administrator.

Deleted messages are not really removed from the system until the delete message time has been reached. This is usually seven days but is configured by the system administrator. Ask your system administrator for the correct remove deleted message time. Deleted message can be re-saved from the deleted directory up to the deleted message time.

### **1.1 NEW VOICE MESSAGES**

The voice mail messages are listed in real-time from your voice mail account. This section lists all new voice mail messages that can be played if your computer has speakers. The list of messages shows what date and time the message was received, file size and where the message came from. The COMMAND field allows you to play the voice file and stop playing voice file. It also allows you to save or delete a voice mail message.

### **1.2 NEW FAX MESSAGES**

This section lists all the fax messages received by the CVS Unified Messaging center. The list shows the date and time the message was received, who it was from, the subject of the message and the ability to view, save and delete the fax. To view the fax tiff files a plug-in is required and can be downloaded for free at [www.alternatiff.com](http://www.alternatiff.com) . This plug-in works for Internet Explorer, Netscape Navigator and many other web browsers.

## **2 Save Messages Tab**

The save messages section lists all saved Voice Mail, and Faxes on the Unified Messaging server. Saved messages can be played, viewed, replied, forwarded and deleted.

Deleted messages are not really removed from the system until the delete message time has been reached. This is usually seven days but is configured by the system administrator. Ask your system administrator for the correct remove deleted message time. Deleted message can be re-saved from the deleted directory up to the deleted message time.

### **2.1 SAVE VOICE MESSAGES**

This section lists all saved voice mail messages that can be played if your computer has speakers. The list of messages shows what date and time the message was received, file size and where the message came from. The COMMAND field allows you to play the voice file and stop a playing voice file. It also allows you to delete a voice mail message.

### **2.2 SAVE FAX MESSAGES**

This section lists all the save fax messages.. The list shows the date and time the message was received, who it was from, the subject of the message, where the message came from and the ability to view, reply, forward and delete the fax.

## **3 Delete Messages Tab**

The delete messages section lists all deleted Voice Mail and Faxes on the Unified Messaging server. Deleted messages can be played, viewed and re-saved.

Deleted messages are not really removed from the system until the delete message time has been reached. This is usually seven days but is configured by the system administrator. Ask your system administrator for the correct remove deleted message time. Deleted message

can be re-saved from the deleted directory up to the deleted message time. The deleted message time start at the time the message is moved to the deleted message section.

### **3.1 DELETED VOICE MESSAGES**

This section lists all deleted voice mail messages that can be played if your computer has speakers. The list of messages shows what date and time the message was received, file size and where the message came from. The COMMAND field allows you to play the voice file and stop a playing voice file. It also allows you to re-save a voice mail message.

### **3.2 DELETED FAX MESSAGES**

This section lists all the save fax messages.. The list shows the date and time the message was received, who it was from, the subject of the message, where the message came from and the ability to view and re-save the fax.

## **4 User Admin Tab**

The user administration section allows the user to control Message Notification and Message Forwarding options.

Access to individual features are granted by the system administrator. Not all features in this document may be available.

### **4.1 Message Notification**

The owner can be notified by page, phone call, e-mail or text messaging if a caller left a message in voice mail and if message notification is enabled. The Message Notification section allows the user to turn on and off message types such as page notification, call message notification and urgent only notification that is defined in the Message Notification table. See Message Notify Tab section for more information.

#### **4.1.1 Turn all page notification on/off**

The *Turn all page notification on/off* checkbox gives the ability to turn on and off all page notifications that is configured in the Message Notification table. That is all pager notification types listed in the message notification table will be disabled but will not affect other notification types.

#### **4.1.2 Turn all call notification and delivery on/off**

The *Turn all call notification and delivery on/off* checkbox gives the ability to turn on and off all call notifications that is configured in the Message Notification table. That is all call notification types listed in the message notification table will be disabled but will not affect other notification types.

#### **4.1.3 Notify only for messages marked urgent (post message options must be enabled)**

The *Notify only for messages marked urgent* gives the ability to only be notified for messages that are marked urgent by the caller. The post message options must be enabled to allow the

caller to mark the message urgent. Message notification applies to all notification types listed in the Message Notification table.

## **4.2 Forward Message Options**

Forwarding plays the mailbox greeting from the standard voice mail account but saves the callers message to the voice box account listed in *Forward to Voice Box DID number* field.

When message forwarding is enabled, message notification and E-mail message delivery is disabled on the current account unless *Save a copy of forwarded message* check box is selected. Message notification will be triggered by the forwarded mailbox account if message notification is enabled for that account.

### **4.2.1 Forward all new message to another account**

The *Forward all new message to another account* checkbox enables the message forwarding. A valid DID number must be specified for the forward box and must belong to the same voice mail group or the “General Public” group. Voice mail groups are assigned by the system administrator.

### **4.2.2 Forward mailbox DID number**

The *Forward mailbox DID number* is a text field to place the DID of the voice box that all messages are to be forwarded to. The DID number is usually the last four digits of the forwarded accounts phone number. A valid DID number must be specified for the forward box and must belong to the same voice mail group or the “General Public” group. Voice mail groups are assigned by the system administrator.

### **4.2.3 Save a copy of the forwarded message to the current account**

The *Save a copy of the forwarded message* checkbox enables saving a copy of all forwarded messages to your account. When this option is selected, the local message and e-mail notification is available if notification is enabled.

## **5 Time Greetings Tab**

The time greeting schedule allows different greetings to be played at different times of the day for every day of the week. The time greeting schedule allows you to configure different greetings to be played for up to six times in a day.

Across the top are links specifying Monday through Sunday. Pressing the link shows the schedule for that day. Each day’s schedule shows six periods that can be configured.

The start time greeting is enabled at 12:00AM and ends at the time you specify. The end time is specified by the 24 hour clock which requires an hour, colon and a minute (hh:mm). All end time must be specified in a contiguous order and the last period must specify the end of day time of 23:59. Upon saving, the start time of each period will be calculated for you.

Up to nine greetings can be selected for each time period. The greetings are recorded by the administrator or can be recorded by you when you call to access messages and select main options. From main options, select edit greetings and follow the directions of the prompts.

To here the greeting from the web page, select the play button icon next to the greeting number. The greeting number must be saved first to hear that greeting.

Time greetings have three update buttons. Update only makes changes for the day you are editing. For convenience two more buttons were added to update all schedules from Monday through Friday or Saturday and Sunday in just one push.

## **6 Fax Tab**

The fax section enables specific settings for the fax environment.

This Administrator must enable fax for **Fax Only**, **Voice Mail** and **IVF** account types that want to use fax. It also must be enabled to view faxes on the user's web page. Faxes can be viewed through the user's web page or sent to another fax machine through call in administration of listening to messages.

When this feature is enabled for **IVF** and **Voice Mail** account types, fax tones will be auto detected while playing the greeting and retrieve the incoming fax and place it in the current accounts mailbox.

**Fax Only** account types will generate a fax tone for all incoming calls to receive fax.

This feature must also be enabled for **IVF** account types to use the digit Select Command "Receive Fax" generate fax tones to receive a fax if that digit is pressed.

Note that the mailbox forwarding feature under the User Admin tab works for saving all incoming faxes to another user mailbox account.

### **6.1 Enable forwarding fax as e-mail attachment**

All Faxes can be sent as a tif attachment to the owners e-mail if this check box is selected and a valid "E-mail address:" is set under **Email** tab.

### **6.2 Fax header displayed on each sent page**

This is the text that will be displayed on the header of each fax page sent from the server. Prefix digits, like dialing 9 to get an outside line, is required then they must be included in the fax back number.

### **6.3 Fax back number**

This is the default number used for sending faxes back to another fax machine when calling in to retrieve your faxes.

### **6.4 Remove saved fax in \_\_\_ days.**

This sets the number of days a fax will be kept as a saved fax. The value of 0 will disable removing any saved faxes.

### **6.5 Remove deleted fax in \_\_\_ days.**

This sets the number of days a fax will be kept as a deleted fax. The value of 0 will disable removing any deleted faxes.

## 7 Email Tab

This section has the option to notify the owner by e-mail when new voice mail messages arrive. This works like message notification but is not directly tied to the *Message Notification* section.

### 7.1 E-mail address:

The **E-mail address** text field must contain a valid e-mail address. The E-mail notification section uses the e-mail address to send the e-mail notifications when new messages arrive.

### 7.2 E-Mail Notification

The *E-Mail Notification* section enables the options to notify the owner by e-mail when new voice mail messages arrive.

#### 7.2.1 Notify by E-mail of all new messages.

The *Notify by E-mail of all new messages* checkbox enables the sending of an e-mail message to the address specified in the *E-Mail Notification* field each time a caller leaves a message in the voice mail account.

#### 7.2.2 Attach voice file to notification e-mail

The *Attach voice file to notification e-mail* checkbox enables adding the voice file as an attachment to the e-mail being sent for notification. *Notify by E-mail of all new messages* checkbox must be selected and the voice file attachment will be in the format specified by the *e-mail attachment voice file format* select box.

#### 7.2.3 E-mail attachment voice file format

The *E-mail attachment voice file format* select box at this time only supports the formats of **VOX, WAV and MP3**. If VOX is selected and the system is using Dialogic cards the format will be Dialogic's 32 bit ADPCM with 8000 bit sampling. If WAV is selected the file will be sent in wave format. MP3 files have the best compression and will download faster and save disk space. Both MP3 and WAV can be played on Windows operating systems. Other voice players such as Cool Edit can play VOX files.

## 8 Mailbox Options Tab

The mailbox options section allows the owner to change options and setting for their voice mail account. Access to individual features are granted by the system administrator. Not all features in this document may be available.

### 8.1 Account Options

The *account options* section allows the owner to select options for the greeting section of their voice mail account.

#### 8.1.1 Timed Greeting –

The *Timed greetings* checkbox allows the owner to enable the time greetings schedule. The time greeting schedule allows different greetings to be played at different times of the day for

every day of the week. See the *Time Greetings Tab* for more information. When not enabled, only the active greeting will be played.

### **8.1.2 Name Greeting Only –**

The *Name Greeting Only* checkbox allows the owner to enable a name greeting which the system will tell the callers that they have reached the user's mailbox and to please leave a message.

### **8.1.3 Post Message Options –**

The *Post Message options* checkbox allows the owner to enable the caller to hear options after leaving their message. Post options allows the caller to listen to the message, re-record the message, mark the message urgent, mark the message private or delete the message.

### **8.1.4 Operator Revert –**

The *Operator Revert* checkbox allows the owner to enable the feature for the caller to press 0 during the voice mail greeting and the call will be reverted to another extension, number or operator. The system administrator configures the reverted extension.

## **8.2 Listen to Message Options**

The *Listen to Message Options* section allows the owner to change options when listening to their voice mail messages.

### **8.2.1 Express Check-in**

The *Express Check-in* checkbox enables the feature to skip the main menu after login and start playing voice mail messages.

### **8.2.2 Play new messages in First In First Out (FIFO) order**

The *Play new messages in First In First Out (FIFO) order* checkbox plays oldest new voice mail messages first.

### **8.2.3 Play saved messages in First In First Out (FIFO) order**

The *Play saved messages in First In First Out (FIFO) order* checkbox plays oldest saved voice mail messages first.

### **8.2.4 Play date/time before each message**

The *Play date/time before each message* checkbox enables playing the date and time before each voice mail message.

### **8.2.5 Enable passcode login security alert.**

The *Enable passcode login security alert* checkbox enables a voice mail message to be placed in your account of the date and time when a person unsuccessfully tried to login to your account three times.

## 8.3 Account Settings

The *Account Settings* section allows the owner to change other options to their voice mail account.

### 8.3.1 Login Digit –

The *Login Digit* is a select box that allows you to select the digit pressed while greeting is playing to login into your account.

### 8.3.2 Login Pass Code:

The *Login Pass Code* is a text field containing the password for logging into your account.

### 8.3.3 Current greeting number selected –

The *Current greeting number selected* is a select box, which allows you to select the greeting to be played for all incoming calls. This does not apply if *Timed greetings* option is selected or if it's a IVF account.

### 8.3.4 Remove New message time (Hours) (0 to disable):

The *Remove New message time* text field allows the owner to set the number of hours new voice mail messages will remain in the system before being permanently removed. Setting it to 0 will disable this feature and will not remove any messages from the system.

### 8.3.5 Remove Save message time (Hours) (0 to disable):

The *Remove Save message time* text field allows the owner to set the number of hours save messages voice mail will remain in the system before being permanently removed. Setting it to 0 will disable this feature and will not remove any messages from the system.

### 8.3.6 Remove Delete message time (Hours) (0 to disable):

The *Remove Delete message time* text field allows the owner to set the number of hours deleted voice mail messages will remain in the system before being permanently removed. Setting it to 0 will disable this feature and will not remove any messages from the system.

## 9 Message Notification Tab

The Message Notification section allows the owner to select and change message notification for their voice mail account. Message notification allows users to be notified when messages have been left in their voice mail account. The type of notification can be paging, message notification or message notification with delivery, e-mail notification and e-mail notification with voice attachment. E-mail notification is used for Simple Messaging Service (SMS). See notification types for more information. See notification types for more information.

Access to individual features are granted by the system administrator. Not all features in this document may be available.

## 9.1 Message Notification List

The voice mail account may have more than one message notification template, so a message notification list is displayed when you select the *Message Notification* tab. This section allows you to edit, create or copy a message notification template for the account.

## 9.2 Message Notification Template

The *Message Notification Template* is a form that is filled out, that goes through a process of notifying the voice mail owner of new messages. More than one notification type is available and the owner can be notified multiple times (reminded) until all notification are complete or they log in to access their messages. Described below is how message notification works.

When a message is left, the system will look at the first (*1st*) entry and dial the number using the *prefix* and *Outdial #*. The prefix is used if a front end switch requires a number pressed like "9" to get an outside line. Once the call has been connected any digits in *Suffix 1* and *Suffix 2* are played (this is the pager number or access to the owners extension). After the number is dialed and answered, the process will continue according to the delivery type. Delivery types are defined below. If the user does not call in to retrieve messages by *Wait* minutes, the system will re-try the same number if *Retries* are greater than zero or will continue to the next entry (*2nd*). The (*2nd*) entry will repeat the process and continue to the (*3rd*) process if it exists, etc... If the number dialed is busy and *Busy Retries* is greater than zero, the system will wait *Wait* minutes and try again. The process will continue until all fields with *Outdial #* numbers are dialed.

If a new message is left for the mailbox owner while message notification is in progress, the message notification continues and does not start a second instance of the notification.

The Message Notification Template web page allows you to select *Use Message Notification Template (MNT)* or *Use Timed MNT*. The *Use Message Notification Template (MNT)* allows you to select which template is to be active. The *Use Timed MNT* allows the owner to select message notification templates to dynamically be used for different times of the day and different days of the week.

### 9.2.1 Resource

Resources are a group of ports used to out-dial. More than one outbound resource may be available on your system and is defined by the administrator.

### 9.2.2 Prefix

Prefix is usually used to get an outside line when connected to a front-end switch. Some switches require you to dial 9 or some other number first to get an outside line. If more wait time is needed to get an out side line, add commas after the digit (9,,). Each comma waits one second.

### 9.2.3 Outdial #

This is the number the system will dial for the notification type. For message notification, this is the person's home or office number. For pager notification, this is the pager number. For E-mail this field will be ignored.

## 9.2.4 Suffix1 #

The Suffix1 field is used for dialing additional digits after the phone number dialed has been answered for pager and message notification types or it is used for placing the e-mail address for e-mail notification types.

This field is specifically used for pager accounts that require a PIN# to access the user's account after calling into the pager company. An example is Skypage. If multiple selections are required to reach the pager account, commas may be added for pausing, each comma waits one second. This field may not always be available depending on how the pager type was setup. It can also be used to enter extension number through office auto attendants for message notification delivery.

For e-mail notification types, this field will have the e-mail address where the notification should be sent. The email address can be a simple message service (SMS) address. If this field is left blank, the system will use the ***E-mail address*** placed in the *Email Tab* section. The text message to be sent is contained in suffix2 and is restricted to 40 characters.

For Pager types, this field is restricted to 30 characters.

Note: This field can be used to send numeric message to the pager but suggest using the Suffix2# field instead.

## 9.2.5 Suffix2 #

Suffix2 # is usually used as the numeric message that will be sent to the pager. The digits in this field are sent after the Suffix1 field has been processed.

For e-mail notification types, this field contains the text that will be displayed as the subject of the email. For SMS messages, this is the message that will be sent to the cell phone. If no message is placed here the system will use a default message. This field is restricted to no more then 40 characters.

For Pager types, this field is restricted to 30 characters. If suffix2 is used, the system will automatically terminate the numbers in the field with #. Suffix1 does not do this.

## 9.2.6 Type

The types of message notification are Page, Message Notify, Message Delivery, E-mail Notify and E-mail Delivery. Many pager types may be available to you since they are created and configured by the system administrator. Ask your system administrator what pager type is appropriate for your pager.

### 9.2.6.1 Page Type

Page Type sends a numeric message to your pager. Suffix2 is used for the numeric message.

### 9.2.6.2 Message Notification Type

Message notification is where the voice mail system will try to call you and verbally tell you that you have a voice mail message in your voice box. Suffix 1 and or Suffix 2 can be used

with numbers and pauses (comma ‘,’ for one second) to revert through an extension of an automated attendant if needed.

### **9.2.6.3 Message Delivery Type**

Message delivery the system will call you, verbally notify that you have a message and allows you to login to your account to retrieve the message at that time. Suffix 1 and or Suffix 2 can be used with numbers and pauses (comma ‘,’ for one second) to revert through an extension of an automated attendant if needed.

### **9.2.6.4 E-mail Notification Type**

E-mail notification type delivers an e-mail message to notify you of voice mail messages. Suffix1 holds the e-mail address that notification will be sent to. Suffix2 holds the message that will be displayed as the email subject. If Suffix2 is left blank a default message subject will be used. Suffix2 can only deliver messages no longer then 64 characters.

Email notification is best use for Simple Message Service (SMS) for delivering short messages to SMS devices, like cell phones.

### **9.2.6.5 E-mail Delivery Type**

E-mail notification type delivers an e-mail message to notify you of voice mail messages with the voice mail message attached. Suffix1 is the field where you enter your email address. Suffix2 holds the message that will be displayed as the email subject. If Suffix2 is left blank a default message subject will be used. Suffix2 can only deliver messages no longer then 64 characters.

### **9.2.7 Retries**

Once a message has been left in the user’s mail box and the first message notification attempt has been made, if the user does not call in to retrieve their message by interval minutes, the system will retry the same message delivery again if the number of retries has not been exceeded or it will continue to the next message notification.

### **9.2.8 Wait (min)**

This is the number of minutes the system will wait before re-trying the same notification event for number *Retries* and *Busy Retries* or continuing to the next notification event.

### **9.2.9 List Retries**

This is the number of times the notification list will be repeated before concluding notification.

### **9.2.10 Busy Retries**

This is the number of retries the system will attempt to dial if the number is busy. The system waits *Wait (min)* minutes before trying to redial.

## **10 Time MsgNotify Tab**

The timed message notification schedule allows different Message Notification Templates (MNT) to be active at different times of the day for different days of the week. See **Message Notification Tab** section for template details.

Across the top are links specifying Monday through Sunday. Pressing the link shows the schedule for that day. Each day's schedule shows six time periods that can be configured.

The start time MNT is enabled at 12:00AM and ends at the time you specify. The end time is specified by the 24 hour clock which requires an hour, colon and a minute (hh:mm). All end time must be specified in a contiguous order and the last period must specify the end of day time of 23:59. Upon saving, the start time of each period will be calculated for you.

Message Notification Template details can be viewed in the Message Notification Tab section.

Time Notification Schedule has three update buttons. Update only makes changes for the day you are editing. For convenience two more buttons were added to update all schedules from Monday through Friday or Saturday and Sunday in just one press.

## **11 IVF List Tab**

The IVF account allows a caller to hear a greeting and gives them access to many different features by pressing a digit. The IVF is very flexible because it is a template that can be programmed to tie any button press to many different features. Features include access to voice mail, fax, transferring a call internally or externally, call another IVF template or go to another account. In addition different templates can be configured in a timed scheduler to be active at different times of the day and different days of the week.

Note that if fax is enabled under the **Fax** tab section, that fax auto detect is turned on and will retrieve a fax if fax tones are detected while the IVF greeting is played.

Access to individual features are granted by the system administrator. Not all features in this document may be available.

### **11.1 IVF Intelligent Voice Form List**

The IVF account may have more than one template, so an Intelligent Voice Form (IVF) list is displayed when you select the *IVF List tab*. This section allows you to edit, create or copy an existing *IVF template* for the account.

### **11.2 Intelligent Voice Form (IVF) Template**

The *IVF Template* is a form that is filled out to match button press responses to specific features functionality. To program this template, match a *Digit* press to the *Select Command*. Each option will be explained in detail below with its associated parameters. Each IVF has its own greeting that is played to give the caller instructions how to proceed.

After the IVF template has been set up, the greeting must be recorded. The easiest way to accomplish this is to call in. The account will tell you that the IVF greeting has not been recorded and will allow you to login at that time. After logging in press 7 for editing Passcode and Greetings then press 4 for editing IVF greetings. Follow the instructions and record the current greeting.

### 11.2.1 IVF: ###

The Intelligent Voice Form (IVF) Number assigned to the template is shown just above the word “Digit”.

### 11.2.2 IVF Alias:

The IVF Alias is a short nickname given to the template to help identify its purpose. The nickname can contain up to only 20 characters and is displayed in the Intelligent Voice Form List.

### 11.2.3 Digit

The digits 0–9, \* and # are the telephone keypad digits that will correspond to the feature in the *select command*'s list box.

### 11.2.4 T/O

The time out field is executed if the user does not respond by the end of the last repeated greeting.

### 11.2.5

If your computer has speakers, pressing this speaker icon will play the IVF message if it has already been recorded.

### 11.2.6 Select Command

This is a list of commands that are performed on a button push. Details for each command are listed below. The Command Parameter's field is used in conjunction with the following commands.

#### 11.2.6.1 Go To VoiceBox

If the selected Digit is pressed, the user will be sent to the voice mail account # listed in the *Command Parameter*'s field. If the *Command Parameter*'s field is left blank, the user will be sent to the voice mail account of the current CRI.

Note that this feature only goes to another voice box and not to an account of a different type. This means that if another account is set up as a CRI, you will not get the IVF greeting and options. You will be sent to that account as if it was set up as a standard voice mailbox account and hear the voice mail greeting. Features such as *Post Options* and *Message Notification* will use the settings of the voice mail account that the user is sent to.

Note: This allows the same account number to have both a IVF and a voice mail account.

#### 11.2.6.2 Login VoiceBox

If the selected Digit is pressed, the user is prompted to enter the passcode for the voice mail account number listed in the *Command Parameter*'s field. If the *Command Parameter*'s field is left blank, the user will login to the voice mail account # of the current CRI.

Login immediately asks for the voice mail login password.

### **11.2.6.3 Record in VoiceBox (def msg)**

If the selected Digit is pressed, the user hears a default message “please leave your message at the tone, press 9 when finished” and a tone to start record. The recording is sent to the voice mail account number listed in the *Command Parameter’s* field. If the *Command Parameter’s* field is left blank, the user will record to the voice mail account # of the current CRI. In this case the voice mail greeting is not played. *Message Notification* will work if enabled on the voice mail account that was set. Message forwarding is disabled.

### **11.2.6.4 Record in VoiceBox (no msg)**

If the selected Digit is pressed, the user hears a tone to start record. The recording is sent to the voice mail account number listed in the **Command Parameter** field. If the *Command Parameter’s* field is left blank, the user will record to the voice mail account # of the current CRI. In this case the voice mail greeting is not played. *Message Notification* will work if enabled on the voice mail account that was set. Message forwarding is disabled

### **11.2.6.5 GoTo another CRI**

If the selected Digit is pressed, the user is sent to another IVF indicated by the selected CRI.

Note: You can only go to another IVF that was created by the same account.

### **11.2.6.6 Revert to Operator**

If the selected Digit is pressed, the user is reverted to an operator. Messages that are played for operator reverts are set up in the Administrators *Operator* Tab section. This usually means the caller will be transferred to a help administrator.

### **11.2.6.7 Revert to Extension**

If the selected Digit is pressed, call transfer disconnect is used to revert the call to the extension or number specified in the *Command Parameter’s* field.

Note: A front-end switch must be set up to handle reverting to an extension. The revert can be internal or external to the switch. Also a direct T1 with “call transfer disconnect” feature enabled will allow this feature to work. See Administrators Guide for more details.

### **11.2.6.8 Direct Dial Extension**

Direct dial extension feature allows the caller to enter an extension number and the system will connect them to any internal or external number. This feature allows the setup of many extensions, number and features.

The *Digit* for the feature is the first number of the extension entered by the caller.

Command Parameter field holds how many digits total are needed to complete the extension number to dial. If left blank, the default is 4. This number should match the extension length field when creating new extensions and once the first extension is created, this number should not be changed.

Example: *Digit three* is set for *User Dial Extension* feature and *Command Parameter* is set to 4, then a caller can select extensions 3000, 3001, 3002, 3002, etc... to 3999.

The \*Configure button is used to configure this feature and will bring up a separate window direct dial extension list. This window shows all the extensions registered and allows you to create a new number or edit an existing one. To create a new extension, press the “Create New Call Transfer” button. The following options are available for creating an extension.

#### **11.2.6.8.1 Extension Field Length**

The Extension Field Length is the length of DID extension. This number should also match the number placed in the CRIs Command Parameter field for this feature. This field will only be available for creating the first digits DID extension. After that all DIDs will be forced to be that length. To change this setting, all DID extensions must be deleted.

#### **11.2.6.8.2 Max Dial Field Length**

The Max Dial Field Length is the max number of digits allowed into the dialed field. This will be changed in the future to only be viewed by the administrator.

#### **11.2.6.8.3 Extension**

This is the DID extension entered by the caller to be transferred to another number. The extension includes the first number pressed.

#### **11.2.6.8.4 Prefix**

The Prefix is used if a front end switch is used and requires you to press 9 or some other number for a dial tone or outside line. Commas “,” can also be used as a one second delay each.

#### **11.2.6.8.5 Dial**

This is the number dialed.

#### **11.2.6.8.6 Turn on dial prefix for Two Leg Connection checkbox**

This checkbox turns on the dial prefix if the Connect Type (see below) is set to a Two Leg Connection.

#### **11.2.6.8.7 Turn on dial prefix for Two Way DID and Call Back checkbox**

This checkbox turns on the dial prefix if the Connect Type (see below) is set to a Two way DID or the Call Back feature is used.

#### **11.2.6.8.8 Connect Type**

Connect Type shows how the outbound call will be made. The choices are:

##### *11.2.6.8.8.1 Two Leg Connection*

Two Leg Connection tells the system to allocate an outbound resource (another port) to make the call. Once the call is accepted, the caller’s inbound port and the dialed outbound port are connected together. The two legs of the call will be connected through the system for the duration of the call.

#### *11.2.6.8.8.2 Two way DID*

Two way DID tells the system to use the same port the call came in to make an outbound call. Once the call is accepted, the caller and dialed number are connected but is no longer connected to the system.

Note: The systems network or front end switch must be configured to handle 2 way DID's.

#### **11.2.6.8.9 Number of Rings**

This is the number of rings the system will try for the dialed number.

#### **11.2.6.8.10 Pass ANI checkbox**

If this checkbox is selected, the Automatic Number Identification will be passed to the out dial number. This way the called party can see who is calling if they have caller ID.

Note: The system network or font end switch must have ANI capabilities for this feature to work.

#### **11.2.6.8.11 Show ANI**

This field only works if the Pass ANI checkbox is selected. If left blank, the default called parties ANI is passed to the dialed number. If a number is entered here, the called party will see this number.

Note: The system network or font end switch must have ANI capabilities for this feature to work.

#### **11.2.6.8.12 Mailbox Account Number**

Mailbox account number is the account number of the voice mail box to send to. This field works with the Busy Option and No Answer Option fields only if a voice mail option is selected. If left blank, the system will assume sending the caller to the current voice mail account.

Note: The voice mail account used must belong to the same user group or to the "general public" group.

#### **11.2.6.8.13 Busy Option**

If the out dialed number is busy, the caller can be sent to the following options:

##### *11.2.6.8.13.1 Hang-up Call*

The phrase "Thank you for calling, good bye" is played and the caller is disconnected.

##### *11.2.6.8.13.2 Voice Mail- Regular Greeting*

The caller is sent to voice mail where the voice mail box regular greeting is played before recording. The greeting played can also be a timed greeting if it is set.

##### *11.2.6.8.13.3 Voice Mail- Busy Greeting*

The caller is sent to voice mail where the designated busy greeting is played before recording the caller's message. This is greeting number 8. This greeting must be recorded or a default system greeting will play "Please leave your message at the tone".

#### *11.2.6.8.13.4Voice Mail- No Greeting*

The caller is sent to voice mail and only hears "Please leave your message at the tone".

#### *11.2.6.8.13.5CRI*

All Call Reference Indexes that belong to the account will be listed. The call can be re-routed to another CRI.

### **11.2.6.8.14No Answer Option**

If the out dialed number is no answer, the caller can be sent to the following options:

#### *11.2.6.8.14.1Hang-up Call*

The phrase "Thank you for calling, good bye" is played and the caller is disconnected.

#### *11.2.6.8.14.2Voice Mail- Regular Greeting*

The caller is sent to voice mail where the voice mail box regular greeting is played before recording the caller's message. The greeting played can also be a timed greeting if it is set.

#### *11.2.6.8.14.3Voice Mail- No Answer Greeting*

The caller is sent to voice mail where the designated No Answer greeting is played before recording. This is greeting number 7. This greeting must be recorded or a default system greeting will play "Please leave your message at the tone".

#### *11.2.6.8.14.4Voice Mail- No Greeting*

The caller is sent to voice mail and only hears "Please leave your message at the tone".

#### *11.2.6.8.14.5CRI*

All Call Reference Indexes that belong to the account will be listed. The call can be re-routed to another CRI.

### **11.2.6.8.15Call Screening Checkbox**

If this checkbox is selected call screening is enabled. The called party will be asked to say their name and to wait while they try to find their party. When the called party answers they will be told who is calling and be given a choice to press 1 to accept the call, press 2 to send the caller to voice mail and if callback is enabled to press three for callback.

### **11.2.6.8.16Call Screen Passcode**

Call screening only applies if the call screening checkbox is enabled. If left blank, the default is not to ask the called party for a passcode. If a number or numbers are added to this field, the called party will be asked for the login digit before proceeding.

### **11.2.6.8.17Message On Hold**

The calling party can hear a message while they are waiting to be connected. This feature only works for Two Leg Connection types. The default is a message to please wait and ringing. Otherwise the calling party will hear nothing until they are connected.

#### **11.2.6.8.18 Message On Hold File**

This is the name of the voice file that is played for message on hold. The file must be in VOX format and placed into the accounts greeting directory. The system administrator must perform this task at this time.

#### **11.2.6.8.19 Callback checkbox**

Call back is used to initially find the owner using a Two Leg Connection, then allow them to hang-up and be reconnected using a 2 way DID and be released from the system and continue the call. The advantage is to keep the features of message on hold and to release the call from the system if the call is accepted.

#### **11.2.6.9 Direct Page**

If the selected Digit is pressed, the user can direct dial page to the **account #** listed in the *Command Parameter's* field. If the *Command Parameter's* field is left blank, the user will page the voice mail account # of the current CRI.

The actual pager number is configured in the active Message Notification template as the first pager type in the list.

#### **11.2.6.10 Direct Page with Verification**

If the selected Digit is pressed, the caller hears “Please enter your numeric message, press the pound key when finished”. The numbers will be played back and allow the caller to accept or change the numeric message. The system will direct dial page to the **account #** listed in the **Command Parameter** field. If the **Command Parameter** field is left blank, the user will page the voice mail account # of the current CRI.

The actual pager number is configured in the active Message Notification template as the first pager type in the list.

#### **11.2.6.11 Out Dial Connect**

Feature Not Enabled at this time.

#### **11.2.6.12 Find Me**

Feature Not Enabled at this time.

#### **11.2.6.13 Receive Fax**

If the selected Digit is pressed, a fax tone is generated to accept an incoming fax. *Command Parameter* is ignored at this time.

#### **11.2.6.14 Transfer to Account**

If the selected Digit is pressed, the caller is transferred to the account specified in the *Command Parameter's* field. If the *Command Parameter's* field is left blank, this command will be ignored.

*Transfer to Account* is different than *Go To VoiceBox* because it will transfer the caller to the account exactly as it is setup. The transfer account can be setup as any account type (voice mail, CRI, etc.).

### **11.2.6.13Q&A to Text File**

This option handles questions and answers. *Q & A Text File* allows the system to ask questions and save responses as text to the same file for all questions in the same call session. The response text file is created in the new folder of the owner's account directory and ends with the suffix "txt". Each question response is separated by a comma.

Q&A text file options can be combined with the Q&A Voice File options for a call session but will create two different files with the same name except for the extension .txt and .vox.

Each Q&A *IVF* represents a question and answer and can be linked to another Q&A *IVF* by selecting the IVF link at the end of a response. If the IVF link is left blank for a selected response the call will end.

The caller has 20 seconds to select an answer and 20 seconds between multi number button presses or the IVF will timeout. If no answer is selected the question will go to the T/O (timeout) response which should be set to the same IVF to repeat the question.

To collect responses that require multiple numbers, place the number of responses expected in the *Command Parameter* field. If left blank the default will collect 1 digit.

If collecting a variable number of digits is required, place the max number of digits to collect in the *Command Parameter* field and include in the question recording for the caller to press pound "#" or Star "\*" when finished. Pound or star will always terminate when multiple digits are collected.

Suggested procedure for creating a question and answer text file session.

- 1) Create a new IVF and label the alias name Q1 for question 1, type out the question in the greeting quote area, set the number of greeting repeats to 0, set the T/O (timeout) to link to the same IVF #. Don't worry about the other IVF links at this time. The T/O link will allow the question to repeat forever until an answer is given or hangup. Update to save the settings.
- 2) Repeat step 1 for each question changing the alias name to Q2, Q3, etc... You may want to copy a similar Q&A IVF to save some set up time.
- 3) When all IVF Q&A are created, go back and link the responses for Q1 to Q2, Q2 to Q3, etc... the last question responses should not be linked to any IVF to end the call. Update to save settings.
- 4) Edit IVF Q1 and add *Login voicemail* for the pound "#" selection digit. This must be add to allow access to login and edit the questions. Update to save the settings.
- 5) Make sure a DID is set for this account (See the account type section). Call into the account, the system will indicate the questions have not been recorded and will ask for a passcode. Enter the passcode, choose option 7 (change passcode and greetings) then option 4 (edit IVF greetings). Follow the prompts to enter the IVF #s and

record the questions. Use the Greeting Quote on the web browser IVF page as your recording reference.

- 6) Call back in and check that all questions and responses are behaving as expected.

### 11.2.6.14Q&A to Voice File

This option handles questions and answers. *Q & A Voice File* allows the system to ask questions and save voice responses to the same file for all questions in the same call session. The response voice file is created in the new folder of the owner's account directory and ends with the suffix "vox". Responses can be played back through the voice mail message interface. Answers are separated by a short pause.

Q&A Text File options can be combined with the Q&A Voice File options for a call session but will create two different files with the same name except for the extension .txt and .vox.

Voice data can be captured in two ways. One by pressing the buttons 0-9, \*, # and the system uses a prerecorded prompt to append responses to the voice file. The other way is to use the T/O (timeout) for the caller to record their own response that will be appended to the voice file.

Each Q&A *IVF* represents a question and answers and can be linked to another *IVF* by selecting the IVF link at the end of a response. If the IVF link is left blank for a selected response the call will end.

For the button presses 0-9,\*,# the caller has 20 seconds to select an answer and 20 seconds between multi number button presses or the IVF will timeout. If no answer is selected the question will go to the T/O (timeout) response which should be set to the same IVF to repeat the question.

To collect responses that require multiple numbers, place the number of responses expected in the *Command Parameter* field. If left blank the default will collect 1 digit. The response recorded to the voice file will be a number, not separate digits. For example collecting the 3 digits 123 would append One Hundred Twenty Three to the voice file.

If collecting a variable number of digits is required, place the max number of digits to collect in the *Command Parameter* field and include in the question recording for the caller to press pound "#" or Star "\*" when finished. Pound or star will always terminate when multiple digits are collected.

Recording the caller's response requires using Q&A voice file in the T/O (timeout) section. About 2 seconds after the caller is asked a question, the caller hears a beep to start recording. The length of recording time can be adjusted in the Mailbox tab section in the *Maximum message recording time in seconds* field. Four seconds of silence or max recording time will terminate the response. The response is appended to the voice file.

Suggested procedure for creating a question and answer voice file session.

- 1) Create a new IVF and label the alias name Q1 for question 1, type out the question in the greeting quote area, set the number of greeting repeats to 0, set the T/O

- (timeout) to link to the same IVF # if not recording the callers response. Don't worry about the other IVF links at this time. Update to save the settings.
- 2) Repeat step 1 for each question changing the alias name to Q2, Q3, etc... You may want to copy a similar Q&A IVF to save some set up time.
  - 3) When all IVF Q&A are created, go back and link the responses for Q1 to Q2, Q2 to Q3, etc... the last question responses should not be linked to any IVF to end the call. Update to save settings.
  - 4) Edit IVF Q1 and add *Login voicemail* for the pound “#” selection digit. This must be add to allow access to login and edit the questions. Update to save the settings.
  - 5) Make sure a DID is set for this account (See the account type section). Call into the account, the system will indicate the questions have not been recorded and will ask for a passcode. Enter the passcode, choose option 7 (change passcode and greetings) then option 4 (edit IVF greetings). Follow the prompts to enter the IVF #s and record the questions. Use the Greeting Quote on the web browser IVF page as your recording reference.
  - 6) Call back in and check that all questions and responses are behaving as expected.

### 11.2.7 Greeting Quote

This is an optional place to write out the greeting that is played for the caller.

### 11.2.8 Greet Repeat

This is the number of times the IVF prompt is repeated if the user does not make a selection before going to the time out (T/O) or exiting.

## 11.3 Select Current CRI

You can select which IVF will be played if *Start call using CRI:* radio button is selected or select *Use Timed IVF* to play different CRI's at different times of the day and different days of the week.

Make sure you save your options before leaving the IVF section!

## 12 Schedule IVF tab

The *Time Scheduled IVF* schedule allows different Intelligent Voice Form (IVF) Templates to be active at different times of the day for different days of the week. See **IVF List tab** section for template details.

Across the top are links specifying Monday through Sunday. Pressing the link shows the schedule for that day. Each day's schedule shows six time periods that can be configured.

The start time IVF is enabled at 12:00AM and ends at the time you specify. The end time is specified by the 24 hour clock which requires an hour, colon and a minute (hh:mm). All end time must be specified in a contiguous order and the last period must specify the end of day time of 23:59. Upon saving, the start time of each period will be calculated for you.

IVF Template details can be viewed in IVF List tab section.

Time IVF Schedule has three update buttons. Update only makes changes for the day you are editing. For convenience two more buttons were added to update all schedules from Monday through Friday or Saturday and Sunday in just one press.

A play button will play the message for the saved IVF specified.

## **13 CDR Report Tab**

The CDR or Call Detail Record Report allows the caller to see inbound and outbound records of their calls. The CDR interface allows the owner to create many different reports but restricts them to only access CDR's from their account. Each report generated always shows the total number of records and the call duration total.

### ***13.1 Select Fields for Call Detail Report***

This allows the user to select what fields are to be shown on the generated report.

### ***13.2 Start Stop date and time***

Allows the user to select the start and end date and time for the CDR report.

### ***13.3 Filters***

This allows the user to choose specific information to only be displayed in the CDR report.