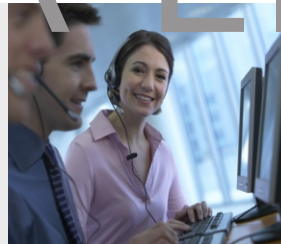


EAR Elite



User's Guide

Release 1.5 Version 1

July 2007

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1. Introduction

Congratulations on purchasing your new Voice Mail System!

This Voice Mail System User Guide describes the different features of your new Voice Mail System (VMS) and explains how to set up your personal VMS mailbox. You should read this manual before installation and operation to take full advantage of available options.

There are two methods you will use to set up your new VMS:

- Personal Mailbox Management (PMM) Utility Program – a specially designed graphic user interface (GUI) that lets you define your mailbox settings (section 2).
- Directly from your telephone extension – which you must use to record your outgoing messages and can be used to hear incoming messages (section 3).

This manual assumes that the global VMS settings that you will choose from have already been defined by your VMS Administrator.

2. Personal Mailbox Management (PMM) Utility Program

The Personal Mailbox Management (PMM) is a utility program that lets you setup and maintain your personal mailbox. Via the Local Area Network (LAN) connection, each mailbox owner can easily change the main voice mail parameters, such as Password, Language and Mailbox type. The PMM also provides mailbox owners with statistics on their own personal mailbox.

2.1 Setting Up the PMM Utility Program

This section describes how to install and start your PMM software on the PC that you will use to set up and manage your personal VMS account.

If you are installing the software from the supplied CD, begin at Step 1.

If you are installing the software from the network, skip to Step 3.

NOTE

The PMM software can be downloaded, installed and used for your Personal Mailbox configuration.

The Mailbox owner's PC must be connected to a TCP/IP protocol based Local Area Network (LAN).

The system administrator provides the mailbox owners with access to the external notification variable parameters.

During installation, the VMS's IP address and Voice Mailbox number are needed. Check this data with your local network administrator. The PMM software will not run If this required data is not entered during installation,

The VMS's IP address and Voice Mailbox number cannot be changed once defined

2.1.1 Installing the PMM Software

- a. Insert the PMM CD in the CD-ROM drive of your PC. The CD should run automatically. If the CD does not run automatically, select **Start → Run** and click **Browse** to view the contents of the CD. Open the **Software** directory, open the **PMM Installation** directory and double-click the **Setup.exe** file. PMM Setup window opens (Figure 1).

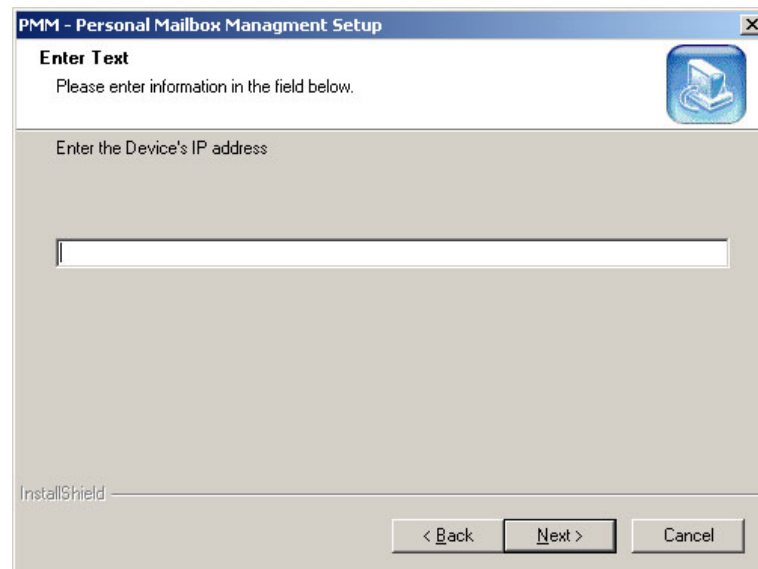


Figure 1: PMM Installation Window: IP Address

- b. Enter the Network IP Address of the VMS in the field. If required, consult your network administrator.
- c. Click **Next**. The next PMM screen opens (Figure 2).

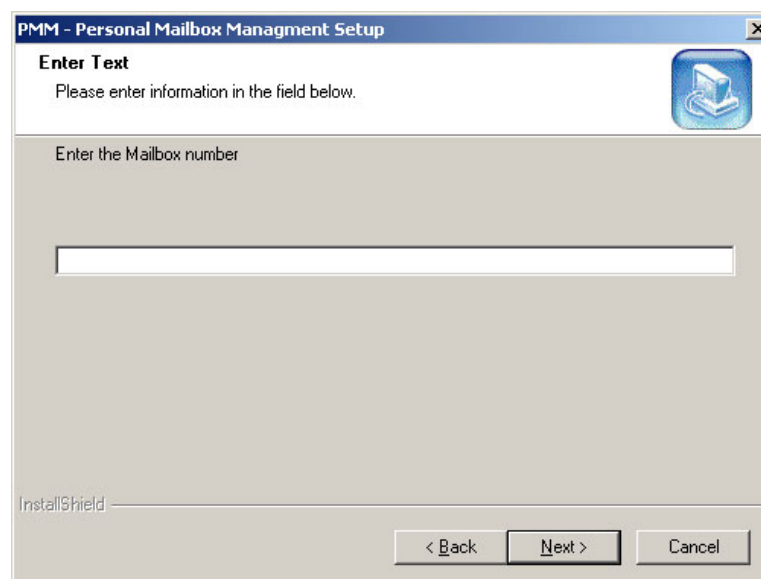


Figure 2: PMM Installation Window: Mailbox Number

- d. Enter the mailbox number in the field.
- e. Click **Next**. The settings are applied and the Installation Complete screen opens (Figure 3).

- f. Click **Finish**. The program is installed and ready to use.

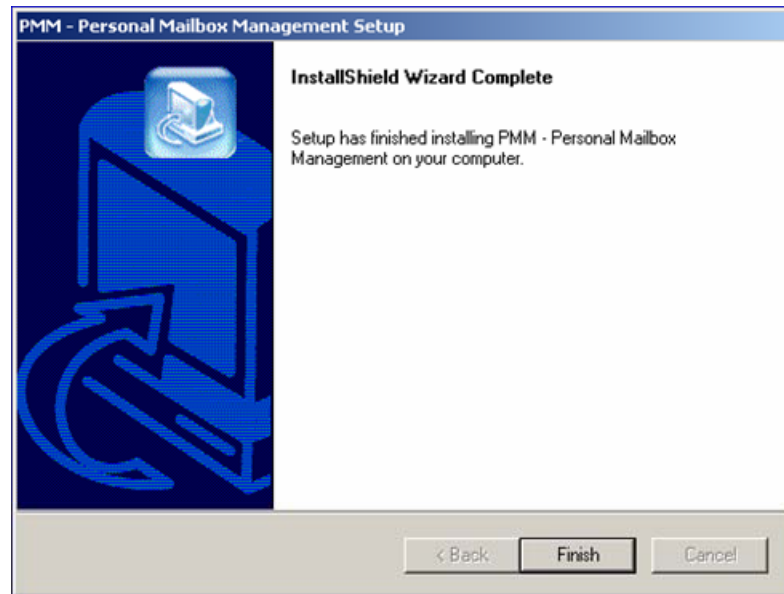



Figure 3: Installation Complete Screen

During your PMM installation, a new driver is added to your PC that lets the PMM software automatically convert an attached .VMF file in an E-mail to a .WAV or a graphic file when you open it. Your Audio Player program (e.g., Windows Media Player) then plays this new .WAV file. Your graphic application, such as MS-Paint, then shows your received new fax message.

PMM Provides the option to save converted files to the specific directory on the local hard disk.

To forward an attached VMS voice message file, you must first open the attached .VMF file (it is converted to a .WAV) and then save it as the new .WAV file. You can now attach this saved .WAV to your E-mail message and forward it.

2.1.2 Starting the PMM Utility Program

- a. To open the PMM operation screen, perform one of the following:
 - Select Start → Run → PMM – Personal Mailbox Management → PMM.
 - Double-click the PMM shortcut on your desktop ( `Pmm.lnk`).
- b. Click **OK** to view your mailbox settings.
- c. Enter your password (default = 1234) and click **OK**. The main PMM screen appears (if not, refer to the note below).

NOTE

Every time the PMM program starts, the Read Parameters action is automatically performed for the mailbox number that was defined during the installation. You are not able to read parameters from a different mailbox.

A message box may prompt you to “Work Off-Line” due to any of the following cases:

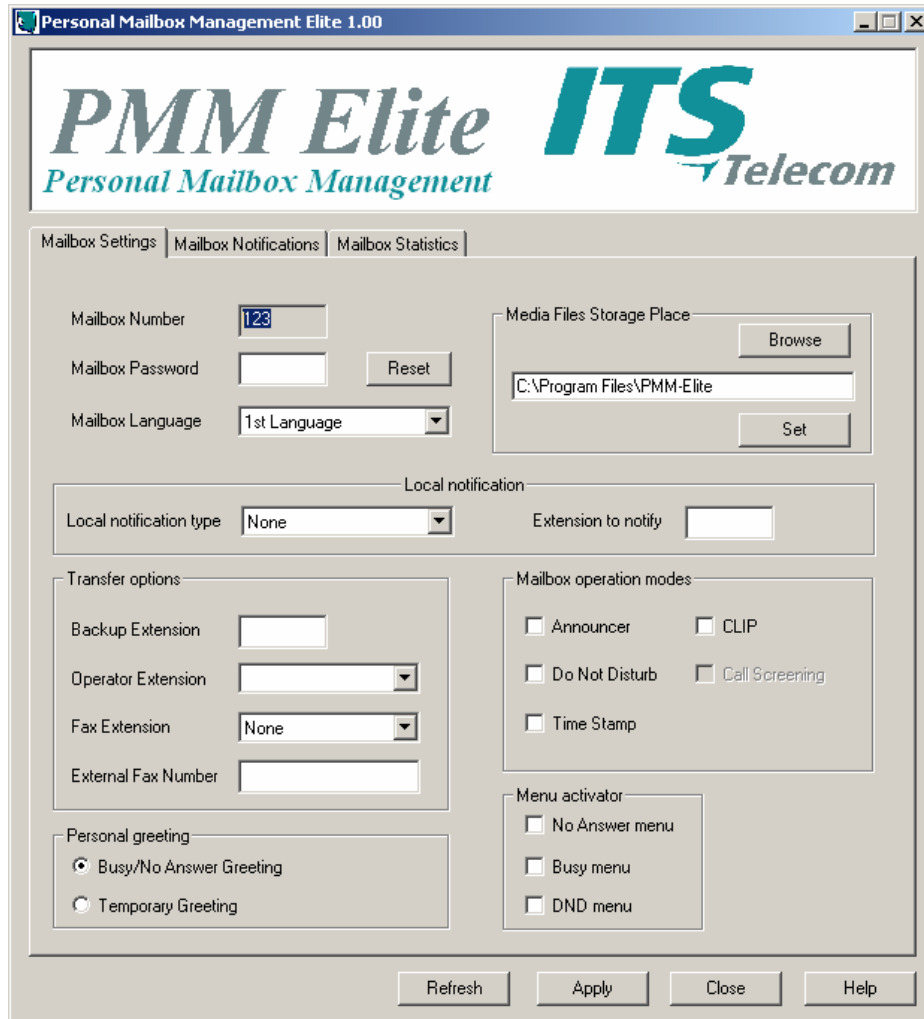
1. The defined mailbox does not exist. Contact the system administrator for help.
 2. An incorrect password has been entered 3 times. Use the off-line state to check if your mailbox number is correct. The system administrator can reset your mailbox password.
 3. There is a communication failure and the PMM failed to read the data. Check with your system administrator if there is a communication failure.
-

2.2 Personal Mailbox Management Screen

The main Personal Mailbox Management screen is divided into three pages: Mailbox Settings, Mailbox Notifications, Mailbox Statistics.

2.2.1 Mailbox Settings

The Mailbox Settings page provides numerous settings for your personal mailbox.



The screenshot shows the 'Personal Mailbox Management Elite 1.00' window. The title bar includes the ITS Telecom logo. The main window has a header with 'PMM Elite' and 'ITS Telecom'. Below the header are three tabs: 'Mailbox Settings', 'Mailbox Notifications', and 'Mailbox Statistics'. The 'Mailbox Settings' tab is active. The settings are organized into several sections:

- Mailbox Settings:** Includes fields for 'Mailbox Number' (123), 'Mailbox Password', 'Mailbox Language' (1st Language), and a 'Reset' button.
- Media Files Storage Place:** Includes a 'Browse' button and a text field showing 'C:\Program Files\PMM-Elite', with a 'Set' button.
- Local notification:** Includes a 'Local notification type' dropdown (None) and an 'Extension to notify' text field.
- Transfer options:** Includes fields for 'Backup Extension', 'Operator Extension', 'Fax Extension' (None), and 'External Fax Number'.
- Mailbox operation modes:** Includes checkboxes for 'Announcer', 'CLIP', 'Do Not Disturb', 'Call Screening', and 'Time Stamp'.
- Menu activator:** Includes checkboxes for 'No Answer menu', 'Busy menu', and 'DND menu'.
- Personal greeting:** Includes radio buttons for 'Busy/No Answer Greeting' (selected) and 'Temporary Greeting'.

At the bottom of the window are four buttons: 'Refresh', 'Apply', 'Close', and 'Help'.

Figure 4: PMM Mailbox Settings Page

The Mailbox Settings page displays the following user-defined parameters:

Parameter	Usage
General	
Mailbox Number	Current Mailbox number (field is read-only).
Mailbox Password	Access code to access the Mailbox's features. Press the Reset button to change this password to default (1234).
Mailbox Language	Select the language the mailbox should use to play system instructions.
Media Files Storage Place	Contains the directory in which media files are stored. Use the Set button to set the currently specified directory or the Browse button to open a standard Windows browser and select another directory.
Local Notification	
Local Notification Type	<p>None No notification is made.</p> <p>MSG Light 1 Turns the telephone light on and changes the dial tone of the extension, depending on the PBX. (This will work only if the VMS Administrator has defined this code.)</p> <p>MSG Light 2 Identical to Message Light 1, but for PBX units that support more than one type of message notification code.</p> <p>Sign Ring System rings the extension number once, to inform the mailbox owner of new messages.</p> <p>Rings System rings an internal or external number for a period of time to inform the mailbox owner of new messages. When the owner of the mailbox calls the mailbox, the unit plays a menu for retrieving the messages. The period of time that the system rings the number is defined by the VMS Administrator.</p>
Extension to Notify	After a new message has been recorded, a local message notification will be sent to this extension number.
Transfer Options	Provides the possibility to transfer a call to another destination while the Personal Opening Greeting is playing.
Backup Extension	<p>Transfers a call to this extension while the Personal Greeting message is playing if the caller dials the specified digit (i.e., Backup Extension ID code).</p> <p>Note: The VMS Administrator must have specified the Backup Extension ID code.</p>
Operator Extension	<p>Transfers a call to one of eight local Operators while the Personal Greeting message is playing if the caller dials the specified digit (i.e., Backup Extension ID code).</p> <p>Note: The VMS Administrator must have specified the Operator ID code to transfer a call.</p>

Parameter	Usage
FAX Extension	If fax data signal is detected during the Personal Greeting message, it automatically transfers the call to the specified fax extension if the Personal Fax feature is disabled. If the Personal Fax feature is enabled, this number can be used for the local fax printing during message retrieving using the telephone access to the mailbox (system administrator corresponds to activate the Personal Fax feature).
External Fax Number	Contains the number of an external fax to which the fax message can be forwarded during retrieving messages via telephone connection.
Personal Greeting	Choice of Busy/No Answer or Temporary greetings.
Busy/No Answer Greeting	Activates the Busy/No Answer greeting for the mailbox.
Temporary Greeting	Activates the Temporary greeting for the mailbox
Mailbox Operation	Special features that help you limit incoming calls. Note: These features are relevant only to incoming external calls, not from extensions within the internal phone system
Announcer	Plays a pre-recorded personal greeting without allowing the caller to leave a message.
Do Not Disturb (DND)	Automatically plays the pre-recorded Do Not Disturb message and prevents the phone from ringing. All calls are automatically diverted to voicemail. Note: No calls can be transferred from an Automated Attendant to an extension in DND mode.
Time Stamp	Plays the time and date that a message was recorded. Time stamp must be enabled for introducing the type of message (voice or fax).
CLIP	Activates the Calling Line Identification Presentation for announcing Source ID (i.e., Caller's ID) number. Note: PBX must support Caller ID using in-band DTMF protocol for this feature to function properly.
Call Screening	Activates the Call Screening function for the mailbox. Note: Works only on condition that the call was routed via an attached Automated Attendant system. When activated, callers are first asked to record their names, after which the extension rings. When the call is answered, the recording with the person's name is played and a choice is offered: Accept Call (the call is put through) or Reject Call (the caller is directed to leave a message). This feature must be enabled by the VMS Administrator. Note: During screening, an incoming calls holds the communication port until the cal is completed.
Menu Activator	This feature enables or disables system default messages playback for specific extension conditions: No answer, Busy and DND.
No Answer Menu	Activates the pre-defined System No Answer menu.
Busy Menu	Activates the pre-defined System Busy menu.
DND Menu	Activates the pre-defined System Do Not Disturb menu.

2.2.2 Mailbox Notifications

The Mailbox Notifications page provides several options for notifying different external numbers that a message has been left.

Mailbox Notifications work on condition that the Local Notifications Type is not None and an Extension to Notify has been entered.

Figure 5: PMM Mailbox Notification Page

NOTE

The mailbox owner can only define the external notification options if the VMS Administrator has provided the permission for this mailbox. The "External notification is Allowed" checkbox always appears disabled.

The Mailbox Notification page displays the following user-defined parameters:

Parameter	Usage
Cascade Notification	Lists 9 numbers to notify that a message was received. Notifications are made in cascading order, based on the From and To hour specified.
Checkbox	Check to enable a notification to an external device by the VMS that the mailbox owner has received a new message.
Notification Kind	<p>Select the type of device you want to notify:</p> <p>Phone (External)</p> <p>Enter the external telephone number for the VMS to call when the mailbox receives a new message.</p> <p>When this number is answered, the VMS announces that a new call has been received.</p> <p>To play the recorded message, enter the correct password.</p> <p>Pager</p> <p>Enter the following <numbers> in this order: <pager number for the VMS to call><\$><subscriber's ID><message code>.</p> <p>The code combination/message helps the person identify the reason for being paged. It can be up to 20 of the following entries: 1234567890*#.</p> <p>Note: A, B, C, D are also acceptable DTMF code options that you can enter. But they will appear only if the pager supports their display.</p>
Number	Enter the required number, as explained in Notification Kind above.
From Hour	Enter beginning range of time that a notification may be sent to this number.
To Hour	<p>Enter ending range of time that a notification may be sent to this number.</p> <p>Note: If a call is received after this time, a notification will only be sent the following day after the From hour and if the message has not yet been heard and no message notification has yet been sent to another number.</p>
Start Notification Delay	Amount of time after which the notification cascade will start. Default is 30 minute.
Notifications Time Interval	Amount of time after which the next notification kind is started. Default is 30 minutes.
Loop Time Interval	Check box to enable, then set the amount of minutes between cascade loops.
E-mail Target Address	Sets up E-mail notification and defines what to do with the recorded incoming message.
Enable Checkbox	Enables E-mail notification.
Email Target Address	Relevant E-mail address to which the VMS will forward messages.

Parameter	Usage
Message Type	<p>Without attachment The E-mail will be sent to the target E-mail address, with information about a new recorded message, but without an attachment.</p> <p>With attached message The E-mail with the attached media file, containing the received message, will be sent to the target E-mail address.</p> <p>Voice/fax message attached and saved The E-mail with the attached media file, containing the received message, will be sent to the target E-mail address and the message will be marked as saved in the VMS.</p> <p>Voice/fax message attached and deleted The E-mail with the attached media file, containing the received message, will be sent to the target E-mail address and the message will be marked as deleted in the VMS.</p>

2.2.3 Mailbox Statistics

The Mailbox Statistics page displays figures on how your mailbox is being used.

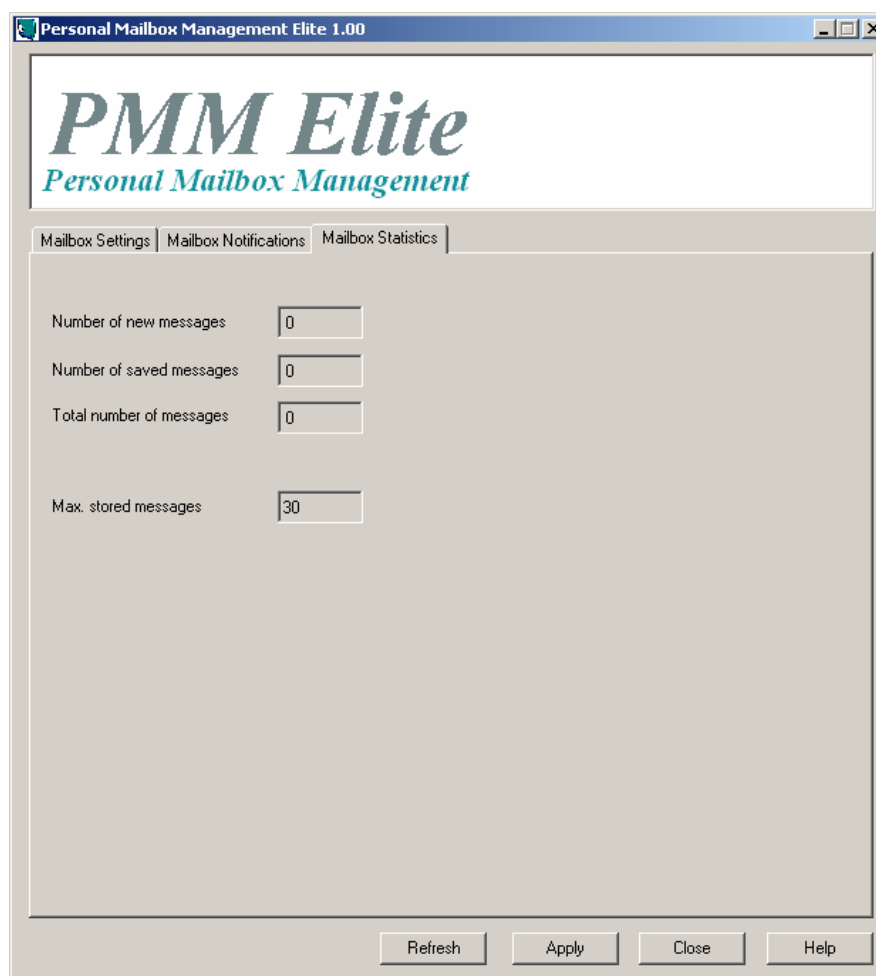


Figure 6: Mailbox Statistics Page

The Mailbox Statistics page displays the following usage figures:

Parameter	Usage
Number of new messages	Shows the number of the new messages that have not been heard.
Number of saved messages	Shows the number of the saved messages.
Total number of messages	Shows the total number of recorded messages.
Max. stored messages	Shows the maximum number of messages that can be recorded in the mailbox.

2.3 Communication

You can refresh your mailbox data and to send changes you make in your personal mailbox settings to the VMS.

➤ **To refresh your mailbox data:**

- a. When inside the PMM program, click **Refresh**.
- b. Click **OK**.

➤ **To upload changes for your mailbox to the VMS:**

- a. Click Apply in the PMM program.
- b. Click **OK**.

3. Mailbox Owner Operations

Each mailbox owner can execute the following operations:

- Retrieve voice messages
- Retrieve fax messages
- Send messages
- Set mailbox greetings

Use the outline in Figure 7 for a quick reference guide to mailbox menus, or continue to the procedures below.

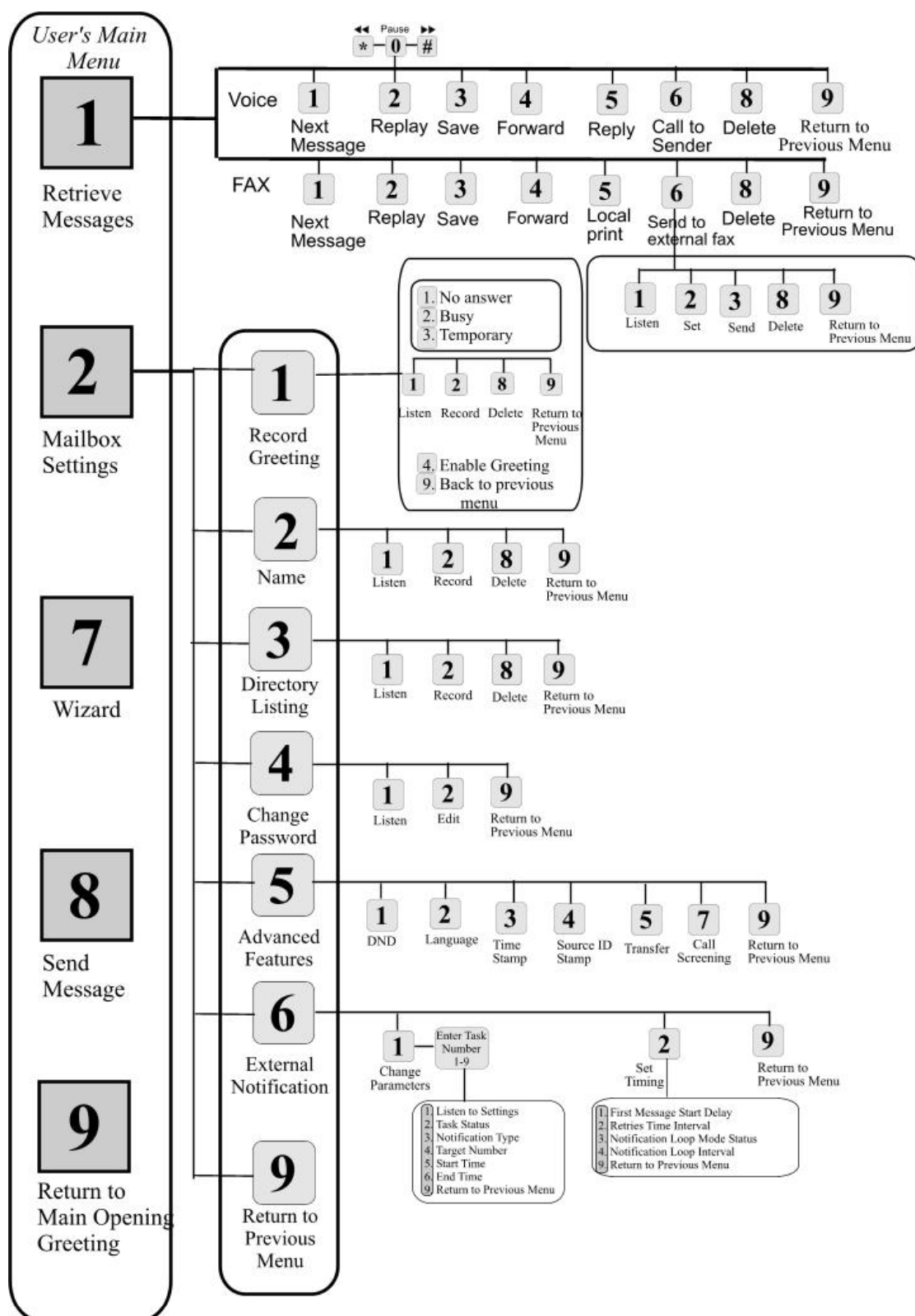


Figure 7: Mailbox Quick Reference Guide: User's Main Menu

3.1 User's Main Menu

➤ To enter the user's main menu, use one of the following methods:

- Enter the Automated Attendant access digits for retrieving messages.
- Press an access digit during the mailbox greeting.
- Dial the voice mail extension and, if the PBX supports the in-band DTMF protocol, enter the mailbox menu automatically.

NOTE

You can also enter the User's Main Menu by dialing the programmed "Key to retrieve messages" while the mailbox greeting is played (Default=9).

When the VMS announces the number of received messages and plays the main menu, press the digit corresponding to the required option. By entering #, an internal caller can reach the Opening Greeting. If the Automated Attendant is programmed to offer a Retrieve Messages option, you can select it and enter a different mailbox number in the VMS (if the Retrieve Messages feature is configured in the Main Script).

Choose from the following Main Menu options:

Digit	Usage
1	Retrieve messages. Automatically plays new messages, then ones that have already been heard.
2	Set the mailbox parameters.
7	Run the Wizard to setup your mailbox.
8	Send a message to a specific mailbox or to a group of mailboxes.
9	Exit the main menu and return to the Automated Attendant.

3.1.1 Retrieving Messages (1)

1 is the access code for retrieving both voice and fax messages. The system distinguishes automatically between voice and fax messages; when the mailbox contains messages of both types, it first directs the user to retrieving the voice messages and then the fax messages.

For retrieving voice messages, after pressing 1 from the Main Menu, choose from the following options:

Digit	Usage
1.1	Play the first/next message.
1.2	Replay the current message.
1.3	Save the current message.
1.4	Forward the current message to another mailbox.
1.5	Reply to the message Note: This feature works only if the attached PBX supports Caller IDs or if the message was left from an internal extension calling through the VMS.
1.6	Call to message sender Note: This feature works only if the attached PBX supports Caller IDs or if the message was left from an internal extension calling through the VMS.
1.8	Delete the current message.
1.9	Return to the User's Main Menu.

NOTE

During message playback the following controls are active:

0 – to PAUSE the message.

* – to REWIND the message by 5 seconds.

– to FAST FORWARD the message by 5 seconds.

Pressing any other key will continue playing the rest of the message. If no key is pressed within 50 seconds after pausing, the call is terminated.

You cannot use PAUSE during the time stamp message.

There are two options to receive a fax message into the mailbox:

- Do not answer a call. The system will automatically identify the fax tone (CNG tone) and direct it to the mailbox.
- If your mailbox is programmed accordingly, you can pick up the receiver, hear the fax tone and manually direct the message to the mailbox.

When a fax message is in the mailbox, you will be notified by a lamp. If your mailbox is integrated with a mail server and accessible by LAN, you will also receive the fax message as an attachment in .vmf format to your mail client (such as Microsoft Outlook), and you can view it as a graphical file using a graphical program, such as Microsoft Paint or Photo Editor. Once deleting the e-mail message, the fax message will also be deleted from the mailbox. This option requires the installation of the PMM software. This program enables to save fax messages and specify a directory to which it must be saved.

For retrieving fax messages, after pressing 1 from the Main Menu, choose from the following options:

Digit	Usage
1.1	Play the first/next message.
1.2	Replay the current message.
1.3	Save the current message.
1.4	Forward the current message to another mailbox. Upon selection, the system will request the user to dial an extension number to which the fax will be forwarded.
1.5	Print the message using a local fax machine, as specified in Fax Extension field.
1.6	Send the fax to the number specified in External Fax Number field.
1.8	Delete the current message.
1.9	Return to the User's Main Menu.

3.1.2 Mailbox Settings (2)

After pressing 2 from the Main Menu, choose from the following options:

Digit	Usage
2.1	Record a Greeting Message for the mailbox.
2.2	Record your name.
2.3	Set the Directory Listing parameters.
2.4	Change the Mailbox Access Password.
2.5	Change advanced features.
2.6	Set the External Notification parameters (if allowed).
2.9	Return to the Main Menu.

3.1.2.1 Mailbox Settings (2) /Record Greeting (1)

Choose from the following options:

Digit	Usage
2.1.1	Record the No Answer greeting.
2.1.2	Record the Busy greeting.
2.1.3	Record the Temporary greeting
2.1.4	Enable one of the Personal Greetings: Busy/No Answer or Temporary
2.1.9	Return to the Mailbox Settings Menu.

After recording your greeting, choose from the following options:

Digit	Usage
1	Play the Current greeting message.
2	Record a new greeting message.
8	Delete the Current message.
9	Return to the Mailbox Settings Menu.

3.1.2.2 Mailbox Settings (2)/Name (2)

Choose from the following options:

Digit	Usage
2.2.1	Play the current recording.
2.2.2	Record a new name.
2.2.8	Delete the current name.
2.2.9	Return to the Mailbox Settings Menu.

3.1.2.3 Mailbox Settings (2)/Directory Listing (3)

The Directory Listing code is how the mailbox owner's name will be listed in an attached Automated Attendant system. You must enter 3 DTMF codes corresponding to the name (i.e., first or last) as defined by the VMS Administrator.

Choose from the following options:

Digit	Usage
2.3.1	Play the current directory listing code.
2.3.2	Record the directory listing code.
2.3.8	Delete the directory listing code.
2.3.9	Return to the Mailbox Settings Menu.

3.1.2.4 Mailbox Settings (2)/Change Password (4)

Choose from the following options:

Digit	Usage
2.4.1	Play the current 4-digit password.
2.4.2	Change the current password. Dial four digits (0 to 9) for the new password. Notes: To disable the password, dial 0000. The VMS Administrator can also reset the mailbox password to the default password.
2.4.9	Return to the Mailbox Settings Menu.

3.1.2.5 Mailbox Settings (2)/Advanced Features (5)

Choose from the following options:

Digit	Usage
2.5.1	Activate Do Not Disturb (DND) (Enabled or Disabled).
2.5.2	Set the Mailbox Language.
2.5.3	Set the Time Stamp Playback Status.
2.5.4	Set the Caller Id Stamp Playback Status.
2.5.5	Set the Transfer options. Press the digit of the selected Transfer Menu option: 1 Backup Extension 9 Go to the Main User's menu
2.5.7	Activate the Call Screening feature.
2.5.9	Return to the Mailbox Settings Menu.

3.1.2.6 Mailbox Settings (2)/External Notification (6)

Choose from the following options:

Digit	Usage
2.6.1	Change the External Notification parameters. See Change Parameters table below for options.
2.6.2	Set the External Notification Timing. See Set Timing table below for options.
2.6.9	Return to the Mailbox Settings Menu.

Change Parameters

After you dial 1 from the External Notification menu, choose from the following Change Parameters options for the external notification of a mailbox:

Digit	Usage
1	Listen to Current Notification settings.
2	Change the Task Status. (Enable = 1, Disable= 2)
3	Change the Notification Type. Note: The Notification Type field can support: None=0 (default), Phone=1, Pager=2, or SMS=3.
4	Set Target Notification Number. Note: The "Phone Number" field supports DTMFs 0-9, *, #. Note: From the PMM screen, you can also add the following: A, B, C, D
5	Set Notification Task Start Time.
6	Set Notification Task Stop Time.
9	Return to the External Notification Menu.

Set Timing

After you dial 2 from the External Notification menu, choose from the following Set Timing options for the external notification of a mailbox:

Digit	Usage
1	1st message start delay.
2	Retries time interval.
3	Notification loop mode status.
4	Notification loop time interval.
9	Return to the previous menu.

3.1.3 Retrieving Messages Using E-mail Client

The VMS enables retrieving voice mail and fax messages received by e-mail.

➤ **To retrieve a voicemail message:**

- a. Access your e-mail account. The voicemail message appears in the inbox (Figure 8).

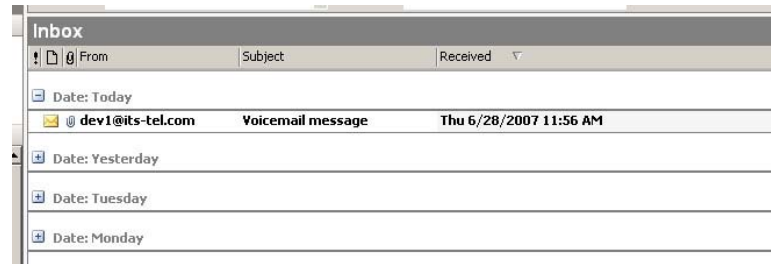


Figure 8: Outlook Client

- b. Double-click the message. The message opens in full format (Figure 9).

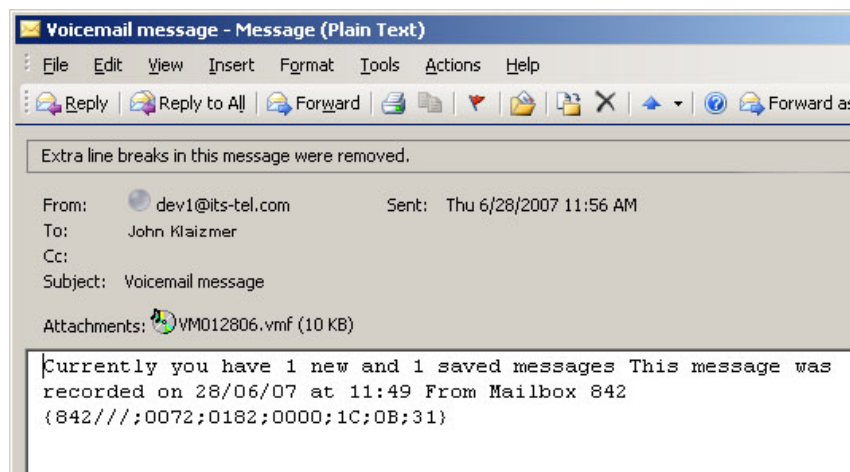


Figure 9: Message in Full Format

- c. Double-click the attachment and click Open in the browser window. The PMM software begins to convert the attached file to WAV format and opens Microsoft Media Player for playback. The converted file is saved in the directory that was defined in the PMM as "Media Files storage place".

NOTE

You can save or delete messages on the VMS system through the dialog box that opens before playback.

➤ **To retrieve a fax message:**

- a. Access your e-mail account. The fax message appears in the inbox and **FAX-Voice Message** appears in the subject field.
- b. Double click the attachment. A graphic TIFF file opens, displaying the fax message (Figure 10).

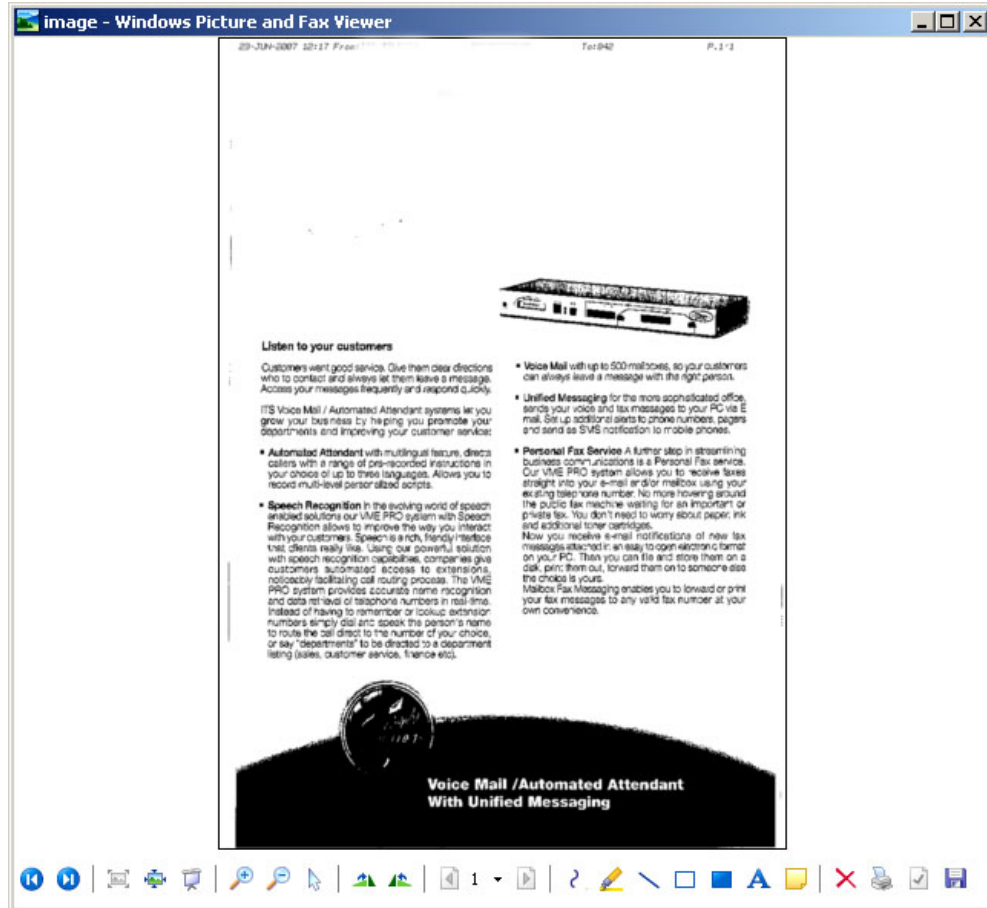


Figure 10: Fax Message in Graphic Format