

TELECOMponent Help Contents

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TELECOMponent Basics

The TELECOMponent can be accessed by running it as a stand-alone program (V3TELMCP.EXE) or from within the COMponent Workspace. If run from within the COMponent Workspace the user mode (Novice vs. Advanced) effects the amount of information in windows that the TELECOMponent will allow you to create.

There are a few major differences when the TELECOMponent is run in Novice vs. Advanced mode. In Novice mode the Mailbox/Log view is not displayed automatically, you must access the Mailbox/Log view from the Telephony menu or the button bar. You are also only allowed to have one TELECOMponent Window up at any one time. This means only one modem will be able to answer incoming VoiceMail call or place outbound Telephony calls. In Advanced mode all features are available.

A TELECOMponent Window file (.TEL) is the document that provides access to your modem and its settings. There is a one to one relationship between TELECOMponent Windows and installed modems. In order to receive VoiceMail calls or dial Telephony calls, you must create or open a TELECOMponent Window for each modem you have installed. You can create a new TELECOMponent Window by selecting "New.." from the "File" menu. If you have more than one modem installed, you will be prompted to select which modem you want to associate with the window. Once the modem has been associated with the window, the line will be initialized and made operational.

TELECOMponent Environment

The TELECOMponent application is another module in the suite of COMponent modules.

It can be run as a stand-alone application, but it also is automatically integrated into the COMponent Workspace. All of the functionality provided by the TELECOMponent is available no matter how it is run or where it is accessed from.

The TELECOMponent, like other COMponent modules allows you to create any number of windows within its workspace. This capability is called the "Multiple Document Interface" and is a standard user-interface model which is used in many other Windows applications and should be familiar to the Windows user with only a small amount of experience.

The "Multiple Document Interface" (MDI) is a powerful user interface model that allows you to open more than one document, in this case, TELECOMponent window simultaneously. This allows you to run multiple modems on different lines simultaneously.

There is one type of document that the TELECOMponent can create or edit:

TELECOMponent Window (.TEL)

A TELECOMponent window can be created for each voice capable modem you have installed in your system. All of the many VoiceMail related settings for each modem are stored in the TEL file. This capability allows you to store different settings in different TEL files and open them at a later time without having to recreate special settings. The TELECOMponent window consists of three different views in Advanced Mode. In Novice Mode the Mailbox/Log View is not available:

Mailbox/Log View

Displays the available mailboxes and log entries. This view contains a hierarchical list box on the left and detailed log list on the right. For each folder or subfolder that is selected on the left pane, the corresponding log entries are displayed on the right. You can use SHIFT+LEFTCLICK and CTRL+LEFTCLICK to select more than one folder or sub-folder at a time. This allows you to view log entries for more than one mailbox or of more than one type at a time. And perform operations such as View and Delete on multiple log entries.

Status View

Allows you to easily see details of the current Telephony or VoiceMail call. Also allows you to close down the COM port associated with the document by simply selecting the On/Off button. Users who use other COM programs such as RAS or internet applications will find the function invaluable. This view also allows you to easily leave voice memos and play and view receive fax and voice messages. If you have multiple mailboxes configured you can switch between mailboxes to see whether messages have been received or to change the mailbox greeting.

Keypad View

Displays the speed dial list and Keypad use to dial outbound telephony calls.

The TELECOMponent is automatically configured to "remember" the position and information contained in the documents you have open when you close it down. Moreover, when you restart the application, the previously opened documents will be automatically re-opened for you and any TELECOMponent Windows you had open will attempt to open a connection to your modem. You can turn this capability off in the Workspace dialog from the Options menu.

As with the other COMponent modules, the TELECOMponent contains a Tools menu and an Options menu that are always available. The Tools menu, among other things, provides access to showing and hiding toolbars. The Options menu can be used to alter settings related to the TELECOMponent itself, such as the Workspace settings described above

Getting Started With VoiceMail

The TELECOMponents VoiceMail Module can be run in two distinct modes. It is important to note that the mode in which the VoiceMail system is running is completely independent of the user mode in which COMponents is running (Novice vs. Advanced). You can set the appropriate mode in the [Voice System Setup - Prompts Tab](#).

Simple Answering Machine Mode

This mode is enabled by default when COMponents is first installed. This mode makes the TELECOMponent behave as a simple answering machine. When an incoming call arrives a simple greeting message (a default one is supplied, but you can record your own) is played to the caller and then the caller is given the opportunity to leave a message. The message is stored in the *System Mailbox* which is also created for you by default and which has the mailbox number of 0.

Simple mode only refers to how the VoiceMail system operates with regard to incoming voice calls. All other features such as recording greetings, leaving memos, archiving messages and listening to messages are the same whether running in Simple or in Advanced Mode.

VoiceMail System Mode

This mode provides the caller with all the features that TELECOMponents supports. For more specific information on the voice tree architecture please see: [Voice Tree Specification](#). In this mode the user will be able to send and receive faxes to specific mailboxes, retrieve Fax-on-Demand documents, leave messages, retrieve messages remotely, and make use of many other options.

Since COMponents does not ship with default message files for all of the required prompts that exist in advanced mode, you must record all prompts before advanced mode will function. To learn more about recording prompts for the Voice Tree, please see: [Voice System Setup - Prompts Tab](#).

Assuming that you have recorded the appropriate prompts for the Voice Tree mode that you would like to run in, you should be ready to receive VoiceMail calls.

Note: In order to be able to send or receive faxes from VoiceMail, you must also have a FAXCOMponent window up and running on the same line that you are running the TELECOMponent on. If you are running the Queue Server to answer your calls, a Fax line is opened for you automatically.

There is currently no way to “test” the functionality of the Voice Tree locally (without calling in). This feature will be included in the next major release. For now, we suggest that after you have recorded all of the required prompts, that you call in and try various things in the VoiceMail system to get a feel of how it operates. Specific documentation on the VoiceMail Tree structure is available in the following topic: [Voice Tree Specification](#).

We encourage you to explore all of the dialogs and interface to get a complete idea of what TELECOMponents is capable of.

File Menu

New ...
Open ...
Close
Save
Save As ...
Save All
Print Setup...
Exit

New

Creates a new TELECOMponent window and attaches it to a communications line.

In advanced mode you may open as many windows as you would like. Keep in mind that each TELECOMponent Window, however, must be connected to a unique line.

Open

Opens an existing TELECOMponent document.

You would use this feature to open documents that you had previously saved, perhaps containing particular settings that you would like to use again.

Close

Closes the active document window.

Although several documents may be open at once, this command closes only the active document (you make a document active by clicking on its title bar.)

Save

Saves the active document to the directory and filename associated with it when the file was opened.

Although several documents may be open at once, this command closes only the active document (you make a document active by clicking on its title bar.)

Save As

Saves the active document to a different directory and/or filename than it was associated with when it was opened.

Although several documents may be open at once, this command closes only the active document (you make a document active by clicking on its title bar.)

Save All

Saves all open documents at once.

Printer Setup

Opens the Print Setup dialog box which allows you to change the printer you wish to print to or the print characteristics of your current printer before you print a document.

Print characteristics are things like print quality, paper type, media size, etc.

Exit

Exits from the TELECOMponents program.

Help Menu

[Index](#)

[Using Help](#)

[About TELECOMponent](#)

About TELECOMponent

Display system, version and distribution information about the TELECOMponent.

Options Menu

[Location ...](#)

[Workspace ...](#)

[Language ...](#)

[Line/Modem Setup...](#)

[o.tel.o Multi-Fax...](#)

Location

This dialog allows you to change settings specific to your current physical location. These settings are used when sending faxes or calling other modems to build the proper dialiable phone number and for text substitution on the cover pages and headers.

See Also: [Location Tab](#)

Workspace

You may customize the look and feel of the applications windows from this dialog. In addition to changing the background color and displaying bitmaps on the background you may also choose the user-mode, Novice or Advanced.

See Also: [Workspace Tab](#)

Language

Use this dialog to switch the language the user-interface is currently using. If you have more than one language installed, you will be presented with all available languages in a list. When you change the language, the user-interface will instantly change to the new language. No rebooting or restarting the software is necessary.

See Also: [Language](#)

Line/Modem Setup

If you wish to add, remove, or modify lines/modems from COMponents this is the correct option to select. This dialog allows you to auto-detect and Add newly installed modems as well as edit the configuration of exsisting modems.

See Also: [Line/Modem Setup Dialog](#)

Workspace Settings - Colors Tab

Use this dialog to specify the colors to use in the TELECOMponent status display. Select the item you wish to change the color for in the combo box and then use the color button to select the desired color.

Changing colors in this dialog will only modify the color for the active COMponent application. For example, if you would like the colors changed in both the COMponent Workspace and in the Queue Server, you must invoke the Workspace Dialog from each application independantly.

o.tel.o Multi-Fax

o.tel.o Multi-Fax is the service for sending high volume faxes from this client through o.tel.o Multi-Fax service. You can design your faxes in your favorite Windows application, and print it through the fax component printer driver. You can as well attach TIFF, and ASCII files.

See Also: [o.tel.o Multi-Fax Service Setup](#)

Tools Menu

This is a customizable menu which allows you to add your own tools and show or hide toolbars in TELECOMponent.

When you add tools to the menu, they will appear as menu commands below the Toolbars and Customize commands.

- [Toolbars ...](#) - Show or hide TELECOMponent toolbars.
- [Customize ...](#) - Add or remove commands to the Tools menu.

Toolbars

This dialog allows you to turn TELECOMponent toolbars on or off.

With this function, you can arrange toolbars anywhere on the TELECOMponent display.

The Toolbars listbox shows all of the available tool bars. To change the tool bar status:

- 1) Select the toolbar you want from the list.
- 2) Click on **[SHOW]** to make the toolbar visible or **[HIDE]** to remove the toolbar from the display.

If you turn on Tool Tips, a brief description of each tool is shown when you leave the mouse cursor over its icon for one second.

Customize

In Tools Menu Customization, you add new commands to the Tools menu.

A tool is a program or command external to COMponents, which you may want to use while in COMponents. You may customize the Tools menu using this dialog to add any programs you like.

The customize dialog includes the following areas:

Menu Items:

Listbox - Contains a list of your added tools.

[New](#) - Add a new tool.

Remove - Delete the selected tool.

Move Up - Moves the list up.

Move Down - Moves the list down.

Tabs:

[General](#) - Basic information for the added tool.

[Window](#) - Defines the size and position, etc. for the tool window.

[Console](#) - Defines a color scheme for the tool window.

[Options](#) - Other items that define the behavior of the tool.

View Menu

[Normal View](#)

[Mailbox View](#)

[Status View](#)

[Dialer View](#)

Normal View

Selecting this option positions the splitter bars in the TELECOMponent window at default positions enabling you to see the Mailbox/Log View, VoiceMail Status View, and Dialer View all at the same time.

Note: You can change the size of the panes by clicking the LEFT mouse button on a splitter bar and dragging it to the desired position.

Mailbox View

Selecting this option positions the splitters so that the entire TELECOMponent Window is occupied by the Mailbox/Log View.

Note: You can change the size of the panes by clicking the LEFT mouse button on a splitter bar and dragging it to the desired position.

Status View

Selecting this option positions the splitters so that the entire TELECOMponent Window is occupied by the VoiceMail Status View.

Note: You can change the size of the panes by clicking the LEFT mouse button on a splitter bar and dragging it to the desired position.

Dialer View

Selecting this option positions the splitters so that the entire TELECOMponent Window is occupied by the Telephony Dialer and Keypad View.

Note: You can change the size of the panes by clicking the LEFT mouse button on a splitter bar and dragging it to the desired position.

Window Menu

[Cascade](#)
[Tile Horizontally](#)
[Tile Vertically](#)
[Arrange Icons](#)

VoiceMail/Telephony/Paging Error Codes

- 300** -- Modem initialization failed.
- 301** -- Modem not turned on.
- 302** -- Failed to configure COM port.
- 303** -- No remote answer.
- 304** -- No local dialtone.
- 305** -- No carrier.
- 306** -- Remote line busy.
- 307** --User cancelled operation.
- 308** -- Unable to communicate with paging service.
- 309** -- Paging service Login failed.
- 310** --Paging service timed out in protocol.
- 311** -- Paging service failed to acknowledge paging data.

Error 300: Modem Initialization Failed

Problem:

Your modem could not be initialized properly for VoiceMail.

Solution:

Check to make sure your modem is turned on if it is an external model. Also check to make sure that the line and COM port associated with the modem are accurate. Check the options in the line/modem configuration dialog (accessible from the Options menu) to ensure that the appropriate modem settings are enabled.

Finally, make sure that the line is based on a configuration file that matches or is compatible with your modem.

Error 301: Modem Not Turned On

Problem:

Your modem could not be initialized properly for VoiceMail, it may be turned off.

Solution:

Check to make sure your modem is turned on if it is an external model. Also check to make sure that the line and COM port associated with the modem are accurate. Check the options in the line/modem configuration dialog (accessible from the Options menu) to ensure that the appropriate modem settings are enabled.

Finally, make sure that the line is based on a configuration file that matches or is compatible with your modem.

Error 302: **Unable To Configure COM Port**

Problem:

The COM port could not be properly configured to send the page or initialize VoiceMail.

Solution:

Make sure that if you are sending a page, the COM port settings are supported by your modem. Try sending the page again. If the error continues to occur you may have a hardware problem with your serial port or internal modem. Check your owners manual to ensure that the modem is configured properly and that there are no IRQ or COM port conflicts on your machine.

Error 303: No Remote Answer

Problem:

The paging service never answered the phone.

Solution:

Resend the page. You may adjust the number of times the TELECOMponent will attempt to redial a page number when it does not answer.

See Also: [Phone List Record - Special Tab](#)

Error 304: No Local Dialtone

Problem:

Your modem did not detect a dialtone prior to dialing.

Solution:

Make sure that your phone line is plugged into the proper jack on the back of your modem.

Usually there are two RJ-11 phone jacks:

TELCO which is used to connect another phone through your modem

LINE which is where the phone line should be plugged in.

See Also: [Phone List Record - Special Tab](#)

Error 305: **No Carrier**

Problem:

After dialing, the paging service answered but the two modems were unable to establish a communications link.

Solution:

Unusually high levels of “noise” on the phone line can often cause this to occur. Try sending the page again. If the problem persists, there may be a problem with your phone service.

See Also: [Phone List Record - Special Tab](#)

Error 306: **Remote Line Busy**

Problem:

The destination was busy each time connecting was attempted.

Solution:

Re-schedule the event for when the line is not busy. You may also increase the number of retries when a line busy through the Special Tab in the phone list record.

See Also: [Phone List Record - Special Tab](#)

Error 307: User Cancelled Operation

The operation was abruptly terminated on the local modem when the user clicked the Abort button in the status window.

Error 308: Pager Service Attention Failed

Problem:

A communications link was successfully established with the paging service, however, the service did not respond.

Solution:

Check with your paging service provider and make sure that you have the appropriate COM port settings (i.e. Baud Rate, Parity, Data Bits) configured in the phone record that you using to send the page to. Try resending the page.

Also, ensure that the proper settings for AlphaNumeric paging are configured in the phone record.

Error 309: Pager Service Login Failed

Problem:

The paging service provided was successfully contacted, however, login failed.

Solution:

Make sure that your Pager ID and Password (if any) are properly setup in the phone list record you are paging to. Check the settings in the phone record. Try resending the page.

Error 310: Pager Service Transaction Timeout

Problem:

A communications link was successfully established with the paging service, however, part way through the page, the service stopped responding.

Solution:

Try resending the page. Check the COM port settings for the phone record you are paging to and make sure that they are compatible with those that your paging service provider requires.

Error 311: **Too Many NAKS from Pager Service**

Problem:

A communications link was successfully established with the paging service, however, part way through the page, the service refused to accept information being sent to it.

Solution:

Poor line quality might be the culprit. Try resending the page.

Dialer Menu

[Make Call...](#)

[Answer Call](#)

[Hang Up](#) [Flash](#)

[Mute](#)

[Hold](#)

[Do Not Disturb](#)

[Wait](#)

[Send Fax Now...](#)

[Create/Edit PhoneBooks](#)

[Access PhoneBooks](#)

[Access Logs](#)

[Enable Telephony Answer](#)

[Speed Dial Setup...](#)

[Settings...](#)

Make Call

Selecting this menu option allows you to make an outbound telephony call.

See Also: [Dial Dialog](#)

Answer Call

This option causes the line to be picked up and the normal answer sequence is initiated.

Hang Up

If a Telephony call is in progress, selecting this option hangs up the phone connection and causes an entry to be logged into the current default mailbox.

Flash

If a Telephony call is in progress, selecting this option Flashes the phone.

Mute

Select this option to mute/un-mute the microphone of speaker phone when online with a telephony call.

Note: Your hardware must support this functionality for this option to work!

Hold

Select this option to place the active call on hold or off hold.

Note: Your hardware must support this functionality for this option to work!

Do Not Disturb

Select this option to disable local sounds.

For example: With this option turned on, any local operator pages requested by incoming VoiceMail calls will be suppressed.

Wait

Select this option to prevent the VoiceMail system from answering any incoming calls.

When this option is turned on, the phone will be allowed to ring and will never be automatically answered.

Send Fax Now

Select this option to add a new fax to the schedule queue for sending. This option will not allow you send a fax out on the same call! To do this you will have to manually dial the number and select the "Manual Dial" option from the Fax Wizard.

See Also: [Send Fax Dialog](#)

Create/Edit PhoneBooks

This dialog is used to create and maintain phone lists; it consists of three sections:

- [Phone Lists Window](#) - shows existing phone lists you previously created and allows you to delete and reorder them and create new ones.
- [Fields Tab](#) - for changing the structure of a phonenumber database.
- [Options Tab](#) - for changing the way a phonenumber is displayed.

Access PhoneBooks

This dialog is for maintenance of records within the phone lists you have created. Use this dialog to add or edit new records and groups.

Access Logs

Use the logs to view information about all previous VoiceMail/Fax/Data and Paging operations. This is a convenient dialog to access when you want to view, print, or re-send any sent or received fax file documents. You can also view detailed information about any particular log entry, including the type of error that occurred if any.

This dialog can be re-sized. The size and position is retained from session to session.

See Also: [MailBox/Log Access](#)

Enable Telephony Answer

When this option is toggled on, speaker phone calls will be automatically answered if the VoiceMail auto-answer is not enabled. If VoiceMail Answer is enabled, it always takes priority to Telephony answer.

Note: Your hardware must support this functionality for this option to work!

Speed Dial Setup

This tabbed dialog allows you to create and modify speed dial lists.

Unlike other software packages that limit the total number of speed dial lists and/or entries that you can create, TELECOMponents allows you to create an unlimited number of speed dial lists each containing an unlimited number of entries. For example, you can create a speed dial list consisting of only business numbers and another consisting of only personal numbers. Only one list can be selected in the Dialer Keypad View at any one time, but by using the convenient drop down combobox, you can switch between lists and any time.

Upon selecting the list you would like to use, you are presented with a list of all of the phone records that you have added to that particular speed dial list. An unlimited number of records can be added to each speed dial list.

Creating a New Speed Dial List

1. Select the "New..." button on the Speed Dial Setup tabbed dialog.
2. You will be prompted to enter a unique description of the list being created. Enter a name that describes the list, for example, "Business Numbers" or "Personal Numbers. See [Speed Dial List Description](#)
3. Use the "Entries" and "Options" tabs to specify the contents of the list you just created.

-OR-

1. If you already have an existing list, you can duplicate the entire list by selecting the list you wish to duplicate from the "Speed Dial Lists:" list box, then click the "Duplicate" button.
2. You will be prompted for a unique description (See [Speed Dial List Description](#)) of the new list.
3. You now have an exact duplicate speed dial list. You can add or remove entries as desired.

Deleting an Existing Speed Dial List

1. Highlight the list you wish to delete from the "Speed Dial Lists:" list box on the left side of the dialog.
2. Click on the "Delete" button. This will permanently remove the list from your system.

There are 2 tabs used to define and create speed dial lists in this dialog:

- | | |
|-------------------------|--|
| Entries | - Add/Remove phone records to the selected speed dial list. |
| Options | - Change the speed dial list description and sorting order.. |

Telephony Settings

This tabbed dialog allows you to modify settings related to VoiceMail/Telephony operations. This dialog works like many other dialogs in COMponents. When in advanced mode, you can select from all open documents using the list box on the left of the dialog. By selecting more than one item in the list, you can modify settings for more than one document simultaneously.

The Model Telephony entry represents the “default” settings that will be used when “New” documents are created.

There are 2 tabs in this dialog:

- Telephony - Select the line/port to associate with the selected document. Also select the “default” mailbox to use for logging of Telephony related operations.
- General - Configure general VoiceMail/Telephony options.

Dial Dialog

Use this dialog to specify a number to dial for outbound Telephony calls. A list of the last 10 dialed numbers is maintained from session to session for easy re-dialing. Also the list of previously dialed numbers is shared with the "Number To Dial" drop-down combo box in the Dialer/KeyPad view.

Modify entries in the Redial Options group to specify how and when a number should be redialed if the number is busy, or if there is no answer.

For hardware that supports Speaker Phone capability, the speaker phone will be enabled. Otherwise your modem is used as a "dumb" dialer to dial the number. Once the modem has dialed the number, you will be prompted to pick up your hand-set to continue the call.

Speed Dial Setup - Entries Tab

This Tab consists of two distinct areas and is designed to allow existing phone list records to be easily added to speed dial lists:

The Phone List Area -	Provides access to all existing phone books.
The Speed Dial Entries Area -	Allows you to add/remove phone list records from the speed dial list and specify exactly which phone number from the corresponding phone list record is to be used when speed dialing.

The Phone List Area

All available phone lists are displayed in individual tabs. To access a particular phone list, simply click on the tab containing the description of the phone list you would like to access.

Once you have selected the list you wish to work with, you can Add new records, Edit existing records, or create temporary records. Temporary records are NOT added to the phone list. They are only added to the speed dial list and cannot be edited once they are created.

Note: Adding new records to the phone list will not automatically add them to the speed dial list. However, any edits to phone list records that are also speed dial list entries WILL be picked up by the speed dial list. So if you modify the phone number in a phone record, this new number will be picked up when you try to speed dial that number by using the speed dial list.

The Speed Dial Entries Area

All records that have been added to the speed dial list are displayed in this area. Records can be added in four separate ways:

1. Double-click on the record you would like to add from the Phone List Area. The record will be automatically added to the list of speed dial entries.
2. Highlight the record you wish to add in the phone list, then use Ctrl-Left-Click to drag-and-drop the record you wish to add from the phone list to the speed dial entries list box. Note: You can also drag-and-drop entire groups from the phone list as well.
3. Select the "Quick Record" button in the phone list area to add a record only to the speed dial list and not add it to any phone list. See also [Temporary Speed Dial Entry](#)
4. Highlight the record or group you wish to add in the phone list, then select the "Add Record" or "Add Group" buttons.

Records can be removed from the "Speed Dial Entries" list box by double-clicking them or selecting them and clicking on the "Remove Entry" button.

What Number Gets Dialed By The Speed Dialer?

Once a record has been added to the speed dial list there are several options that are available with determine exactly how the speed dial entry will be dialed.

Each phone record can contain multiple phone numbers (e.g. Home1, Home2, Business1, etc.). To specify the number from the phone record that you would like to be dialed when using the speed dialer, select the proper number from the "Number To Dial" combo box. Once you have selected the number, the number as it will actually be dialed based upon the current location settings, will be displayed in the "Dialable Number" field.

There are 3 special options in the "Number To Dial" combo that can be used as well:

- Pager --** When selected as the Number To Dial, then speed dialing the entry will actually attempt to queue and send a page to the specified number. The content of the page is controlled by how the paging options are setup in the phone list record.
- User Defined --** Allows you to specify a "hard-coded" number to dial. The number is speed dialed exactly as it is entered.
- Prompt When Dialing --** Causes a dialog box to be displayed when speed dialing which allows you to choose which number you wish to speed dial on-the-fly.

Speed Dial Setup - Options Tab

This tab allows you to modify the description of the selected speed dial list. It also allows you to specify the order in which the entries are sorted when displayed in the Speed Dial List box. The entries are always sorted based upon the "Name" field of the phone list record.

To change the description, simply type in a new unique description for the speed dial list.

To change the sorting order, simply click on the order in which you would like the list displayed.

Speed Dial List Description

This dialog allows you to specify a unique description for a New or Duplicated speed dial list. You will not be allowed to enter a non-unique description

When duplicating lists, a unique name based on the original list name will be created for you.

Telephony Settings - Telephony Tab

Use this tab to configure the line/port to which the selected documents are to be connected. Be sure that any line you select to associate with your TELECOMponent documents is capable of VoiceMail functionality.

You may also modify settings for the modem that the current document is currently connected to by selecting the **[Configure...]** button.

Also, use the InBox and OutBox combo boxes to select which default mailbox you wish to associate with the currently selected line. The default mailbox is the mailbox to which outbound and inbound telephony calls are logged.

See Also: [Configure Line/Modem](#)

Telephony Settings - General Tab

Use this tab to configure general options for the selected document(s).

If “Automatically Save Telephony Settings” is checked, any changes to the settings for the selected document(s) will be saved without prompting the user when the document is closed. If it is unchecked and settings change, the user will be prompted with a “Save” dialog when trying to close down the document window.

VoiceMail can store a detailed Call Event History for Inbound VoiceMail calls. This feature allows you to review, in detail, exactly what actions a caller took while on-line with the VoiceMail system. It is important to note that with this feature enabled, more disk space will be occupied for VoiceMail log entries. This feature is enabled by default, uncheck this option if you do not want detailed logging.

Quick Speed Dial Record

Filling out the fields in this dialog to complete a temporary record that will be stored in the speed dial list.

For proper dialing, you should be sure to complete the “City/Area Code”, “Number”, “Name”, and “Country” fields.

Note: The new record will be added to to speed dial list only, NOT the phone list.

VoiceMail Menu

[Play](#)
[Play New](#)
[Forward...](#)
[Archive](#)
[Un-Archive](#)
[Delete](#)
[Record Memo...](#)
[Record Greeting...](#)
[Enable VoiceMail Answer](#)
[Mailbox Setup...](#)
[Voice System Setup...](#)

Play

This option “Plays” all of the currently selected log entries. You may select one or more log entries from the Log/Mailbox View of the active TELECOMponent window and execute the play function automatically for each entry by selecting this option.

Log entries of different types interpret “Play” differently. For VoiceMail log entries, any messages left by callers are played. For Fax log entries, any received faxes are viewed. Note that some log entry types do not support the concept of “Play” at all.

Note: This option is not available from the menu in Novice Mode. You must access the log dialog to use this function.

Play New

This option “Plays” all of the NEW log entries. Log entries are considered to be NEW if their status is not “Viewed”. This option is useful if you want to view, in sequence, all entries that have been logged on your system since the last time you checked.

Log entries of different types interpret “Play” differently. For VoiceMail log entries, any messages left by callers are played. For Fax log entries, any received faxes are viewed. Note that some log entry types do not support the concept of “Play” at all.

Note: This option is not available from the menu in Novice Mode. You must access the log dialog to use this function.

Forward

This option is enabled if there are any selected log entries in the Log/Mailbox View.

Use this option to copy logged entries to one or more other mailboxes. You can also copy logged entries by Ctrl-Left-Click and dragging them from one mailbox and dropping them onto a different mailbox. Entries can be “moved” by just performing a Left-Click and drag (no Ctrl).

Note: This option is not available from the menu in Novice Mode. You must access the log dialog to use this function.

See Also: [Forward Log Entry](#)

Archive

This option is enabled if there are any selected log entries in the Log/Mailbox View.

Use this option to move logged entries to the Archive folder of the mailbox in which they reside. Archiving provides a mechanism that you can use to separate log entries that you would like to hold on to from new incoming entries.

Note: This option is not available from the menu in Novice Mode. You must access the log dialog to use this function.

Un-Archive

This option is enabled if there are any selected log entries in the Archive folder of the Log/Mailbox View.

Use this option to move logged entries from the Archive folder of a mailbox back into the associated InBox or OutBox folders.

Note: This option is not available from the menu in Novice Mode. You must access the log dialog to use this function.

Delete

This option is enabled if there are any selected log entries in the Log/Mailbox View.

Use this option to delete logged entries from the MailBox/Log. Once entries are deleted they cannot be retrieved. All temporary files (including received fax files) will be deleted along with the log entry.

Note: This option is not available from the menu in Novice Mode. You must access the log dialog to use this function.

Record Memo

This option allows you to record a memo which will be logged to the current default InBox. The default InBox is specified in the [Telephony Tab](#) of the [Settings Dialog](#).

Record Greeting

This option allows you to record the greeting for the default mailbox that will be played when a called phones in. This option is provided to allow you to easily change the greeting. The default mailbox is specified in the [Telephony Tab](#) of the [Settings Dialog](#).

Enable VoiceMail Answer

When this option is toggled on, the VoiceMail system will answer any incoming calls. VoiceMail has higher priority than fax or data. If the incoming call is a voice call, the user will be immediately prompted with the system greeting. If the call is a fax, it will be received. If it's a data call it will be connected. Note that to answer for fax or data, a FAXCOMponent or DATACOMponent window will need to be running.

Mailbox Setup

This tabbed dialog allows you to create, delete, and modify mailboxes.

There is no practical limit on the number of mailboxes that you can create and have active.

This dialog works like many other dialogs in COMponents. There are two areas:

The Mailbox List Area - Displays the existing mailboxes. Allows you to choose which mailbox you will be modifying settings for or deleting. Also allows you to create and delete existing mailboxes.

Note: You cannot delete mailbox number zero. You can, however, modify its settings.

Mailbox Settings Tabbed Area - Allows you modify the settings for the selected mailbox..

There are 6 tabs in this dialog:

- | | |
|--------------------------------------|--|
| <u>Name</u> | - Specify the name of the mailbox, give it a description, and/or assign a password to the mailbox. |
| <u>Settings</u> | - Select the basic options for the mailbox. |
| <u>Limits</u> | - Specify the maximum length of messages, etc. that can be stored in this mailbox.. |
| <u>Notification</u> | - Configure options for notification when messages or faxes are left in the selected mailbox. |
| <u>Fax-on-Demand</u> | - Configure Fax-on-Demand lists and documents that are private to the selected mailbox. |
| <u>Remote Access</u> | - Configure options and password for remote message retrieval and mailbox access. |

Mailbox Setup - Name Tab

This tab displays information related to the identification of the selected mailbox.

Each mailbox must be assigned a unique number. Mailbox 0 is created by default and cannot be deleted, however, it can be renamed.

The full path where inbox and outbox files are stored is displayed. This path is hard-coded and defined by the mailbox number. Using this scheme allows you to specify a descriptive name to the mailbox and not have to worry about the mailboxes location on your hard drive.

You may also enter a description and owner for the mailbox.

By selecting "Require Password To Access Mailbox" and specifying a password, VoiceMail callers will be automatically prompted and required to enter a password when trying to access the mailbox.

Mailbox Setup - Settings Tab

This tab allows you to modify basic settings that govern how the mailbox behaves when it is accessed by a VoiceMail caller.

You can specify whether or not the mailbox will allow callers to leave messages, and the recording quality of the messages.

You can also specify whether or not the operator paging option will be available for this mailbox. When enabled, a VoiceMail caller will be able to cause the system to beep, alerting the operator to his presence.

Play Mailbox Greeting

When enabled, plays a personalized greeting when a VoiceMail caller accesses the mailbox. For your convenience, a primary and secondary greeting can be recorded. You can then easily switch between the two by selecting the appropriate radio button.

Play Informational Message

When enabled, the VoiceMail caller will be given a menu option to playback the informational message.

Recording of Mailbox Name as it is Spoken

The VoiceMail system uses this recording to identify your mailbox by name to a caller.

Note: All messages in this dialog can be recorded by selecting the [...] button. The paths of the messages are displayed in read-only edit fields so that you can scroll to see the full path of the message. These paths are determined by the software and cannot be modified through these edit fields.

Mailbox Setup - Limits Tab

Use this tab to implement limitations on the length and/or size of voice messages that callers can leave.

You can also limit the quantity and size of faxes that are received.

Once these limits have been established no more messages or faxes will be allowed.

To allow unlimited messages and faxes set all values to 0.

Mailbox Setup - Notification Tab

Use this tab to specify remote pager notification of received messages and faxes.

You can specify a list of pagers to be notified separately for messages and faxes.

Select the Setup... button to create or modify pager lists. Pager list setup is nearly identical to Speed Dial List setup. See [Speed Dial List Setup](#) for more information on how to configure lists of pagers.

You can also specify local notification of incoming messages or faxes via playing a wave file.

Mailbox Setup - Fax-on-Demand Tab

This tab allows you to enable private Fax-on-Demand for the selected mailbox. When enabled, the caller will be given a voice menu option allowing them to access and retrieve the Fax-on-Demand documents that you have configured using this tab.

You can create an unlimited number of Fax-on-Demand lists, which can each contain an unlimited number of documents.

Use this tab to select the list you want to be active through the VoiceMail system. The list box displays all of the documents contained in the currently selected list and is for informational purposes only.

To create, delete, or modify Fax-on-Demand lists, select the Setup... button.

For more information on Fax-on-Demand List setup see [Fax-on-Demand Setup](#).

Fax-on-Demand Setup

This tabbed dialog allows you to create, delete, and modify Fax-on-Demand lists.

Unlike other software packages that limit the total number of Fax-on-Demand lists and/or documents that you can create, TELECOMponents allows you to create an unlimited number of Fax-on-Demand lists each containing an unlimited number of fax documents. Only one list can be selected at a time for each mailbox, however, by using the convenient drop down combobox, you can switch between lists and any time.

Creating a New Fax-on-Demand List

1. Select the “New...” button on the Fax-on-Demand Setup tabbed dialog.
2. You will be prompted to enter a unique description of the list being created. Enter a name that describes the list. See the [Descripton Dialog](#).
3. Use the “Documents” and “Options” tabs to specify the contents of the list you just created.

-OR-

1. If you already have an existing list, you can duplicate the entire list by selecting the list you wish to duplicate from the “Lists:” list box, then click the “Duplicate” button.
2. You will be prompted for a unique description.
3. You now have an exact duplicate Fax-on-Demand list. You can add, remove or modify documents as desired.

Deleting an Existing Fax-on-Demand List

1. Highlight the list you wish to delete from the “Lists:” list box on the left side of the dialog.
2. Click on the “Delete” button. This will permanently remove the list from your system.

There are 2 tabs used to define and create Fax-on-Demand lists in this dialog:

- [Documents](#) - Add/Remove fax documents to/from the selected Fax-on-Demand list.
- [Options](#) - Change the Fax-on-Demand list description.

Fax-on-Demand Setup - Documents Tab

This tab consists of three distinct areas and is designed to allow existing fax documents to be easily added to Fax-on-Demand Lists:

The Documents Area -	Use the Add and Remove buttons to add or remove preconverted fax documents to/from the selected Fax-on-Demand list.
The Document Information Area -	Specify a unique number for the selected document. Also specify a text description for the document and reset the access information on the selected document.
The Retrieval Options Area	Specify whether or not retrieval is allowed, whether a password is required, and a message to play to the caller when the document is selected for fax back.

The Documents Area

All documents currently in the selected list are displayed in the list box. A yellow check next to the document means that it is will be available for fax back through the VoiceMail system. Use the Add and Remove buttons to modify the content of the list. Note that you may only add pre-converted fax documents (.CPF).

The currently selected document in this area is used to populate the information of the other two areas.

The Document Information Area

All documents that are added have a unique number assigned to them. Additionally, you can specify a text description for the document.

Use the Reset button to reset access information for the selected document.

The Retrieval Options Area

The allow document retrieval option allows you to enable/disable the ability of a user to retrieve the document without having to remove it from the list altogether.

By specifying a password, the caller will be prompted to enter the password before he will be allowed to retrieve the document.

Finally, you can record a message that will be played for the user when he selects the document for retrieval.

Fax-on-Demand Setup - Options Tab

This tab allows you to modify the description of the selected Fax-on-Demand list.

To change the description, simply type in a new unique description for the Fax-on-Demand list.

You may also record a voice message that describes the currently selected list. This message will be played to the caller when he is accessing the Fax-on-Demand Voice Menu.

Mailbox Setup - Remote Access Tab

Use this tab to enable the types of operations that will be allowed when dialing into the system from a remote location.

You can also specify that remote access only be allowed upon entering the appropriate password. You can use the same password that you selected in the [Mailbox Settings Name Tab](#) or define a new, separate one.

Voice System Setup

This tabbed dialog allows you to modify settings that are global to the VoiceMail system, rather than specific to a particular mailbox. To modify settings for an individual mailbox see [Mailbox Setup](#).

There are 7 tabs in this dialog:

- [System](#) - Configure basic VoiceMail system settings.
- [Mailbox](#) - Select the basic message related options for the mailboxes.
- [Line](#) - Configure line related settings such as input and output volume.
- [Settings](#) - Configure settings related to message recording and document retrieval.
- [Prompts](#) - Configure and/or record the prompts that the VoiceMail system will use.
- [Quick Fax](#) - Select a single fax document that will be made available for retrieval by people calling in.
- [Fax-on-Demand](#) - Configure Fax-on-Demand lists and documents that are available to the caller without having to be in a specific mailbox.

Voice System Setup - System Tab

Use this tab to specify basic behavior of the VoiceMail system.

The Remote Access Options define parameters used to determine when to automatically hang up on a caller.

If Multiple mailboxes exist, you can have the VoiceMail system play an additional prompt. This becomes the very first prompt played when a caller calls in.

Voice System Setup - Mailbox Tab

The mailbox options on this tab allow you to define overriding values for number of messages, message length, and disk space used.

If the values in a mailbox exceed the values listed here, the values listed here take precedence.

Voice System Setup - Line Tab

Use this tab to specify settings related to the voice line.

Use caller ID enabled, to enable caller ID processing. When caller ID processing is enabled the name and phone number of the incoming call is displayed in the status window if the phone line support caller ID.

Enabling monitor incoming call cause the current phone call to be played audibly so you can listen in. Note that this feature is only functional if your hardware supports it.

When toll saver is enabled, the phone will answer on 2 additional rings regardless of the number of rings to answer that is setup in Line/Modem Setup. Note that when toll saver on, the phone will not answer in fewer than 2 rings!

Auto-detect remote hangup is disabled by default. If your hardware supports this feature, the VoiceMail system will reset immediately when the remote caller hangs up. Otherwise the system waits for the timeout period or uses silence detection to determine that the remote caller has hung up. Note that this feature may be unreliable under certain conditions even if the hardware supports it. If your callers are being hung up on by the VoiceMail system, turn this option off.

You can set the volume levels that are used when playing and recording voice messages over the phone line.

Voice System Setup - Settings Tab

Use this tab to specify the sound quality of recorded messages. The higher the quality the more disk space is consumed for messages.

Silence detection level allows you to specify how sensitive your modem is to silence.

Silence duration allows you to specify how many seconds of silence are required before it is detected as silence.

The document retrieval options allow you to specify the behavior of the VoiceMail system when the user is negotiating the Fax-on-Demand menus.

Voice System Setup - Prompts Tab

Use this tab specify the mode in which the VoiceMail system runs and to record all of the prompts and menus that the VoiceMail system uses while it is running.

The “Use Advanced Mode Prompts” checkbox determines how the VoiceMail system runs.

The VoiceMail system runs in two disinct modes:

- Simple Mode** -- Acts like a very simple answering machine. Plays a single greeting and immediately goes into record mode to record a message.
- Advanced Mode** -- Provides complete and comprehensive VoiceMail functionality including support for multiple mailboxes and Fax-on-Demand.

You can select the language that the VoiceMail system uses if you have recorded prompts in each language.

The message prompt level determines verbosity of the messages to be used.

You can record messages for all languages and all verbosity levels if you wish and use this dialog to specify which one you want the VoiceMail system to use.

See Also: [Record Message Prompts](#)

Voice System Setup - Quick Fax Tab

Use this tab to select a single pre-converted (.CPF) fax document and make it available through the VoiceMail system.

Quick Fax is an option on the main system menu in the voice tree when running in advanced mode.

Voice System Setup - Fax-on-Demand Tab

Use this tab to specify which Fax-on-Demand list you wish to be available from outside of any mailbox when running in advanced mode.

For more information on configuring Fax-on-Demand Lists see [Fax-on-Demand Setup](#).

Record Message Prompts

This dialog allows you to record all message prompts that the VoiceMail system plays when somebody calls in.

Unlike many other products, you can maintain different groups of prompts for different languages. Simply select the language that you will be using when recording the prompts. You can then select in which language the VoiceMail system will run. See the [Voice System Setup - Prompts Tab](#) for more information. Also prompts of 3 distinct levels of verbosity can be recorded. You can then select which level of verbosity will be used by the VoiceMail system.

The “Show Unrecorded Prompts” checkbox allows you to quickly see which prompts have not yet been recorded. The unrecorded prompts are displayed in the “Prompt” combo box.

Each prompt that the VoiceMail system requires is displayed along with suggested text for the prompt in the “Prompts” section of the dialog. We suggest you run through and record all of the prompts in one sitting.

The Play/Record control area allows you to control recording and playback of the currently selected prompt.

The input and output volume and devices can be selected using the slider controls and the toggle buttons which step through all of the hardware devices supported by the current line.

Record Dialog

Use this dialog to record specific prompts, memos or greetings. You can modify the input and output volume and devices.

Play Back Dialog

Use this dialog to play back previously recorded messages. Use the volume controls to specify output volume and to control the output device used for playback.

Description Dialog

This dialog allows you to specify a unique description for a New or Duplicated Fax-on-Demand list. You will not be allowed to enter a non-unique description.

When duplicating lists, a unique name based on the original list name will be created for you.

VoiceMail System Working Specification

Abstract

The purpose of this document is to describe some of the characteristics of the voice tree, its menu structure and its operation. Also, some of the design decisions are documented.

Acronyms and Abbreviations

DTMF	Dual-Tone Multiple-Frequency - Touch tones from the phone.
PCIN	Personal Caller Identification Number
FOD	Fax-On-Demand

Documentation Notes:

- DTMF selections which are unavailable in the initial release have been marked with underlined text.

Limitations

1. Once the voice tree has switched to a non-voice mode, it will not switch back to a voice mode. For example, once the voice tree has begun receiving a fax or sending a fax, the termination of the fax operation will result in the termination of the call.
1. The system has two distinct access modes for Fax-On-Demand. The Global Fax-On-Demand set is accessed directly from the *Main System* menu and is a set of document lists shared by the entire system. A Private Fax-On-Demand set of document lists is accessed only after entering a specific *Mailbox* menu. The caller can not directly switch between different Private Fax-On-Demand sets, he must exit the current mailbox and then enter a different mailbox to select a different Private Fax-On-Demand set.

Fax-On-Demand Document Hierarchy

The Fax-On-Demand documents are grouped into lists, and the lists are grouped into a set. This offers the system administrator a second grouping level. Each document can have its own descriptive voice message. Each list has can have its own descriptive voice message and document index. The set index is automatically generated by compiling the descriptions of each list item into a text file and then converting the text file to a fax file. The message is generated by playing each list descriptive message in sequence until complete or canceled by the caller. There is one Global Fax-On-Demand set and each mailbox can have a single Private Fax-On-Demand set. There will not be any provision to select different sets. The Global Fax-On-Demand and each Mailbox Fax-On-Demand will have only one set. Each set, however, can have one or more lists; only one list can be selected as the default list. See [Fax-on-Demand Setup](#) for more information on configuring Fax-on-Demand lists.

Voice Tree Operating Modes

The voice tree can be in one of several operating modes at any particular time. The modes listed here are not in any particular order, nor are the transitions from one mode to another listed.

1. Playing message file. The voice tree is currently playing a message file.
2. Recording message file. The voice tree is currently recording a message file.
3. Get next action. The voice tree is currently waiting for the caller to indicate which action should be taken next.
4. Get caller input. The voice tree is waiting for caller input, such as a numeric entry or a password.

Voice Tree Menu Structure Specification

The voice tree is traversed by caller-initiated action and actions automatically invoked if the time out period elapses. The actions correspond to DTMF tones entered from the caller's handset. In a later release, the system will also respond to keyboard equivalents for DTMF commands, so that the user's configuration of the system can be tested locally.

Where possible, the 'STAR' button has been reserved to mean replay prompt or else to mean cancel operation, so that the user can readily obtain help or escape from the current action.

The voice tree can be run in 2 distinct modes:

- Simple answering machine mode**
- Advanced voicemail system mode**

See the [Voice System Setup - Prompts Tab](#) on how to configure the system for simple vs. advanced mode.

Simple Mode Voice Tree

Menu : SimpleSystem

The *Simple System* menu is the default configuration when the system is first installed. This menu greets the caller with the system mailbox greeting message and then prompts them to wait for the beep to leave a message. After the system begins recording, the recording will automatically be saved if the user disconnects from the system or if the user stops talking for the quiet detection period.. The message will be recorded and logged into the system mailbox. Since the space on the floppy disks is limited, only a single prompt file is supplied. The retrieval of faxes or messages from remote is not possible when the *Simple System* menu is active.

Prompt File	Action
Event	
DTMF 1	Record message into 'system' mailbox
DTMF 2	
DTMF 3	
DTMF 4	
DTMF 5	
DTMF 6	
DTMF 7	
DTMF 8	
DTMF 9	
DTMF 0	
DTMF *	
DTMF #	
Time Out	Record message into 'system' mailbox
Fax Tone	Receive fax to 'system' mailbox
Data Tone	Negotiate data call and receive data files to 'system' mailbox

Advanced Mode Voice Tree

Menu : Main System

The *Main System* menu is the first menu presented after the primary system greeting has been played. This menu is optional, and if it is disabled, it is assumed that the user will provide the caller with relevant prompt information in the primary system greeting message. If the main system menu times out, the tree will assume that the caller is not calling from a touch-tone phone, so the tree will go into message record and will optionally post an alert to the local operator.

Prompt File	Action
Event	

DTMF 1	Record message to system mailbox
DTMF 2	Access specified <i>Mailbox</i> menu
DTMF 3	Switch to fax file receive mode
DTMF 4	Transmit any queued fax documents now
<u>DTMF 5</u>	Switch to data call / host mode
DTMF 6	Access <i>Global Fax-On-Demand</i> menu
<u>DTMF 7</u>	Access <i>General Setup</i> menu
DTMF 8	Quick fax send (fax poll)
<u>DTMF 9</u>	Quick file download
DTMF 0	Local operator attention
DTMF *	Replay <i>Main System</i> menu prompt message
DTMF #	Replay system greeting message
Time Out	Go to <i>Record Message</i> for 'system' mailbox
Fax Tone	Receive fax to 'system' mailbox
Data Tone	Negotiate data call and receive data files to 'system' mailbox

Explanations:

- DTMF 1 - Record message to system mailbox
- DTMF 2 - Prompt caller for mailbox number, then run *Mailbox* menu for specified mailbox.
- DTMF 3 - Caller will immediately transmit a fax file to the system. System will exit voice tree and switch to fax receive mode.
- DTMF 4 - If the caller has queued any fax documents, they will be transmitted to him after this menu selection has been made. This selection will result in exit of the voice tree and a switch to fax transmit mode. After the fax transmission, the call will be terminated.
- DTMF 5 - When we develop data host mode capability, this menu item will switch to the data host mode after negotiating a data link. In the meantime, it will switch to data mode and negotiate a data communications session.
- DTMF 6 - Access the *Global Fax-On-Demand* menu. Only Fax-On-Demand operations are available from this menu. User must return to *Main System* menu to do anything else.
- DTMF 7 - Access the *General Setup* menu.
- DTMF 8 - The system has a pre-designated fax file ready for transmission. This fax file and feature corresponds to the 'fax polling' mode of stand alone fax machines. The FAXCOMponent fax protocols should also be modified to support fax polling. The document transmitted by this feature would correspond to the same document transmitted by fax polling.
- DTMF 9 - The system has a pre-designated data file ready for download to the caller. The DATACOMponent Z-Modem file transfer protocol would be used for sending the file after negotiating a data link.
- DTMF 0 - The caller is paging the local operator. This feature is unavailable if the local operator has activated DO NOT DISTURB.
- DMTF * - Replay system greeting message. If the operator has disabled the main greeting, then the *Main System* menu prompt message will be played.
- DTMF # - Replay *Main System* menu prompt message.
- Time Out - Apparently the caller is incapable of generating DTMF tones, it is an older data modem that does not support data calling tones, or an older fax machine that does not generate CNG tones. The system will go into 'answering machine mode' and record a message into the system mailbox.

Menu : Message Play

The *Message Play* menu is used to play a message to the caller. There are no sub-menus.

Prompt File	Event	Action
	DTMF 1	
	DTMF 2	
	DTMF 3	
	DTMF 4	
	DTMF 5	

DTMF 6	
DTMF 7	
DTMF 8	
DTMF 9	
DTMF 0	
DTMF *	Replay associated voice message
DTMF #	Skip remainder of associated voice message
Time Out	
Fax Tone	Receive fax to 'current' mailbox
Data Tone	Negotiate data call and receive data files to 'current' mailbox

Explanations:

- DTMF 1 -
- DTMF 2 -
- DTMF 3 -
- DTMF 4 -
- DTMF 5 -
- DTMF 6 -
- DTMF 7 -
- DTMF 8 -
- DTMF 9 -
- DTMF 0 -
- DMTF * - Replay associated voice message so caller can hear it again.
- DTMF # - Skip remainder of associated voice message and go to next action.
- Time Out -

Menu : Prompt Message Play

The *Prompt Message Play* menu is used to prompt the caller for the requested input. There are no sub-menus.

Prompt File	
Event	Action
DTMF 1	
DTMF 2	
DTMF 3	
DTMF 4	
DTMF 5	
DTMF 6	
DTMF 7	
DTMF 8	
DTMF 9	
DTMF 0	
DTMF *	Replay associated prompt message
DTMF #	Skip remainder of associated prompt message
Time Out	
Fax Tone	Receive fax to 'current' mailbox
Data Tone	Negotiate data call and receive data files to 'current' mailbox

Explanations:

- DTMF 1 -
- DTMF 2 -
- DTMF 3 -
- DTMF 4 -
- DTMF 5 -
- DTMF 6 -
- DTMF 7 -

- DTMF 8 -
- DTMF 9 -
- DTMF 0 -
- DMTF * - Each prompt has its own message. This option will replay the prompt message.
- DTMF # - Skip remainder of associated prompt message and begin next action.
- Time Out -

Menu : Play Recording

The *Play Recording* menu is used to play a message that has been recorded to the caller. There are no sub-menus.

Prompt File	Event	Action
	DTMF 1	
	DTMF 2	
	DTMF 3	
	DTMF 4	
	DTMF 5	
	DTMF 6	
	DTMF 7	
	DTMF 8	
	DTMF 9	
	DTMF 0	
	DTMF *	Replay recorded voice message
	DTMF #	Skip remainder of voice message
	Time Out	
	Fax Tone	Receive fax to 'current' mailbox
	Data Tone	Negotiate data call and receive data files to 'current' mailbox

Explanations:

- DTMF 1 -
- DTMF 2 -
- DTMF 3 -
- DTMF 4 -
- DTMF 5 -
- DTMF 6 -
- DTMF 7 -
- DTMF 8 -
- DTMF 9 -
- DTMF 0 -
- DMTF * - Replay recorded voice message so caller can hear it again.
- DTMF # - Skip remainder of voice message and go to next action.
- Time Out -

Menu : Simple Record Message

The *Simple Record Message* menu contains actions that are valid while a simple message record is in progress. If message is canceled, then the 'recording canceled' message is played. If message is saved, then the 'recording saved' message is played. There are no sub-menus.

Prompt File	Event	Action
	DTMF 1	Save recording and exit <i>Simple Record Message</i> menu
	DTMF 2	Save recording and exit <i>Simple Record Message</i> menu
	DTMF 3	Save recording and exit <i>Simple Record Message</i> menu
	DTMF 4	Save recording and exit <i>Simple Record Message</i> menu
	DTMF 5	Save recording and exit <i>Simple Record Message</i> menu

DTMF 6	Save recording and exit <i>Simple Record Message</i> menu
DTMF 7	Save recording and exit <i>Simple Record Message</i> menu
DTMF 8	Save recording and exit <i>Simple Record Message</i> menu
DTMF 9	Save recording and exit <i>Simple Record Message</i> menu
DTMF 0	Save recording and exit <i>Simple Record Message</i> menu
DTMF *	Erase recording and exit <i>Simple Record Message</i> menu
DTMF #	Save recording and exit <i>Simple Record Message</i> menu
Time Out	Save recording and exit <i>Simple Record Message</i> menu
Fax Tone	Receive fax to 'system' mailbox
Data Tone	Negotiate data call and receive data files to 'system' mailbox
Time Limit	Save recording and exit <i>Simple Record Message</i> menu

Menu : Record Message

The *Record Message* menu contains actions that are valid while a message record is in progress. Unless the recording is canceled, the subsequent menu will be *Record Message Save*.

Prompt File	Action
Event	
DTMF 1	
DTMF 2	
DTMF 3	
DTMF 4	
DTMF 5	
DTMF 6	
DTMF 7	
DTMF 8	
DTMF 9	
DTMF 0	
DTMF *	Do not save message and exit <i>Record Message</i> menu
DTMF #	Stop recording and go to <i>Record Message Save</i> menu
Time Out	
Fax Tone	Receive fax to 'current' mailbox
Data Tone	Negotiate data call and receive data files to 'current' mailbox
Time Limit	Stop recording and go to <i>Record Message Save</i> menu

Explanations:

- DTMF 1 -
- DTMF 2 -
- DTMF 3 -
- DTMF 4 -
- DTMF 5 -
- DTMF 6 -
- DTMF 7 -
- DTMF 8 -
- DTMF 9 -
- DTMF 0 -
- DMTF * - Cancel : If not in the simple modes, do not save message and exit *Record Message* menu.
- DTMF # - Done : If not in the simple modes, stops recording and goes to *Record Message Save* menu.
- Time Out -
- Time Limit - Done : Stops recording and goes to *Record Message Save* menu. If in simple mode and the recording was activated by a main system menu time out, this causes a disconnect. If in simplest mode and the recording is complete, this results in a disconnect.

Menu : Record Message Save

The *Record Message Save* menu contains actions that are valid immediately after a message has been

recorded and the *Record Message Save* menu prompt has been played. Messages are assigned the 'Normal Default' priority. The caller can toggle to a different priority. There are no sub-menus. If message is canceled, then the 'recording canceled' message is played. If message is saved, then the 'recording saved' message is played.

Prompt File

Event	Action
DTMF 1	Replay recorded message
DTMF 2	Replay original message, if available
DTMF 3	Toggle message priority
DTMF 4	
DTMF 5	
DTMF 6	
DTMF 7	
DTMF 8	
DTMF 9	
DTMF 0	Erase message and exit <i>Record Message</i> menu
DTMF *	Replay <i>Record Message Save</i> menu prompt message
DTMF #	Save message and exit <i>Record Message</i> menu
Time Out	Replay <i>Record Message Save</i> menu prompt message
Fax Tone	Receive fax to 'current' mailbox
Data Tone	Negotiate data call and receive data files to 'current' mailbox

Explanations:

- DTMF 1 - Play recorded message to caller and run *Record Message Save* menu again.
- DTMF 2 - Replay original message, if available. For example, when recording a new greeting, you could go back and listen to your 'old' greeting before choosing whether to save or erase the new recording.
- DTMF 3 - Toggle priority of the message. Rotate from 'Normal Default' to 'High Default' to 'Low Default' back to 'Normal Default'.
- DTMF 4 -
- DTMF 5 -
- DTMF 6 -
- DTMF 7 -
- DTMF 8 -
- DTMF 9 -
- DTMF 0 - Cancel : Do not save message and exit *Record Message* menu.
- DMTF * - Replay *Record Message Save* menu prompt message.
- DTMF # - Done : Save message and exit *Record Message* menu.
- Time Out - Replay *Record Message Save* menu prompt message.

Menu : Get Caller Input

The *Get Caller Input* menu is invoked when the system requires some input from the caller. The caller is expected to supply DTMF tones. There are no sub-menus.

Event	Action
DTMF 1	Store 1
DTMF 2	Store 2
DTMF 3	Store 3
DTMF 4	Store 4
DTMF 5	Store 5
DTMF 6	Store 6
DTMF 7	Store 7
DTMF 8	Store 8
DTMF 9	Store 9
DTMF 0	Store 0

DTMF *	Clear and enter new information
* - *	Clear and replay prompt
* - #	Cancel
DTMF #	Accept / Done
Time Out	Clear entry and replay associated prompt message
Fax Tone	Receive fax to 'current' mailbox
Data Tone	Negotiate data call and receive data files to 'current' mailbox

Explanations:

- DTMF 1 - Add digit 1
- DTMF 2 - Add digit 2
- DTMF 3 - Add digit 3
- DTMF 4 - Add digit 4
- DTMF 5 - Add digit 5
- DTMF 6 - Add digit 6
- DTMF 7 - Add digit 7
- DTMF 8 - Add digit 8
- DTMF 9 - Add digit 9
- DTMF 0 - Add digit 0
- DMTF * - Clear any existing data and enter information again.
- DTMF # - Done. If there is no data entry, then it is treated as a cancel.
- Time Out - Clear entry and replay prompt message

Menu : Get Password

The *Get Password* menu is invoked when the system requires a password from the caller. The caller is expected to supply DTMF tones. There are no sub-menus.

Event	Action
DTMF 1	Store 1
DTMF 2	Store 2
DTMF 3	Store 3
DTMF 4	Store 4
DTMF 5	Store 5
DTMF 6	Store 6
DTMF 7	Store 7
DTMF 8	Store 8
DTMF 9	Store 9
DTMF 0	Store 0
DTMF *	Clear and enter new information
* - *	Clear and replay prompt
* - #	Cancel
DTMF #	Accept / Done
Time Out	Clear entry and replay associated prompt message
Fax Tone	Receive fax to 'current' mailbox
Data Tone	Negotiate data call and receive data files to 'current' mailbox

Explanations:

- DTMF 1 - Add digit 1
- DTMF 2 - Add digit 2
- DTMF 3 - Add digit 3
- DTMF 4 - Add digit 4
- DTMF 5 - Add digit 5
- DTMF 6 - Add digit 6
- DTMF 7 - Add digit 7
- DTMF 8 - Add digit 8
- DTMF 9 - Add digit 9

- DTMF 0 - Add digit 0
- DMTF * - Clear any existing data and enter information again.
- DTMF # - Done. If there is no data entry, then it is treated as a cancel.
- Time Out - Clear entry and replay prompt message

Menu : Get Phone Number

The *Get Phone Number* menu is invoked when the system requires a phone number from the caller. The caller is expected to supply DTMF tones. There are no sub-menus.

Event	Action
DTMF 1	Store 1
DTMF 2	Store 2
DTMF 3	Store 3
DTMF 4	Store 4
DTMF 5	Store 5
DTMF 6	Store 6
DTMF 7	Store 7
DTMF 8	Store 8
DTMF 9	Store 9
DTMF 0	Store 0
DTMF *	Clear and enter new information
* - *	Clear and replay prompt
* - #	Cancel
DTMF #	Accept / Done
Time Out	Clear entry and replay associated prompt message
Fax Tone	Receive fax to 'current' mailbox
Data Tone	Negotiate data call and receive data files to 'current' mailbox

Explanations:

- DTMF 1 - Add digit 1
- DTMF 2 - Add digit 2
- DTMF 3 - Add digit 3
- DTMF 4 - Add digit 4
- DTMF 5 - Add digit 5
- DTMF 6 - Add digit 6
- DTMF 7 - Add digit 7
- DTMF 8 - Add digit 8
- DTMF 9 - Add digit 9
- DTMF 0 - Add digit 0
- DMTF * - Clear any existing data and enter information again.
- DTMF # - Done. If there is no data entry, then it is treated as a cancel.
- Time Out - Clear entry and replay prompt message

Menu : Global Fax-On-Demand and Private Fax-On-Demand

The *Global Fax-On-Demand* (FOD) menu list is accessed from the *Main System* menu.

The *Private Fax-On-Demand* (FOD) menu list is accessed from a *Mailbox* menu.

Prompt File

Event	Action
DTMF 1	Add a specified fax to queue
DTMF 2	Remove a specified fax from queue
DTMF 3	Add all faxes in current list to queue
DTMF 4	Play a specified fax description message
DTMF 5	Play all fax descriptions for current list
DTMF 6	Add a fax of faxes available in current list to queue
<u>DTMF 7</u>	Select a different Fax-On-Demand list

<u>DTMF 8</u>	Play descriptive message of available Fax-On-Demand lists
DTMF 9	Add a fax of available Fax-On-Demand lists to queue
<u>DTMF 0</u>	Enter/Modify fax callback phone number
DTMF *	Replay <i>Fax-On-Demand</i> menu prompt message
DTMF #	Done selecting faxes, exit <i>Fax-On-Demand</i> menu
Time Out	Replay <i>Fax-On-Demand</i> menu prompt message
Fax Tone	Receive fax to 'current' mailbox
Data Tone	Negotiate data call and receive data files to 'current' mailbox

Explanations:

- DTMF 1 - Prompt for document number from current list and then add specified document to queue.
- DTMF 2 - Prompt for document number from current list and then remove specified document from queue.
- DTMF 3 - Add all the documents available in the current list to the queue. Documents which are password protected will not be added.
- DTMF 4 - Prompt for document number from current list and then play descriptive voice message which is associated with document.
- DTMF 5 - Play descriptive voice message for each document in current list.
- DTMF 6 - Add the document which is an index of documents in current list to the queue.
- DTMF 7 - Prompt caller for number of desired document list and then switch to that list.
- DTMF 8 - Play a descriptive message which describes all of the available document lists.
- DTMF 9 - Add the document which is an index of all available document lists to the queue.
- DTMF 0 - Enter or modify the callback number. If the caller chooses callback, the system will prompt for the number at that time. This option gives him the chance to change the number.
- DMTF * - Replay *Fax-On-Demand* menu prompt message.
- DTMF # - Done selecting documents.
- Time Out - Replay *Fax-On-Demand* menu prompt message.

Menu : Fax-On-Demand Item Descriptive Message Access

The *Fax-On-Demand Item Descriptive Message Access* menu. The caller is listening to descriptive messages of the documents in the current list.

Prompt File

Event	Action
DTMF 1	Restart current item's description
DTMF 2	Play next item's description
DTMF 3	Play previous item's description
DTMF 4	Remove this item if it is in queue
DTMF 5	Add this item if it is not already in queue
DTMF 6	
DTMF 7	Decrease volume
DTMF 8	Normal volume
DTMF 9	Increase volume
DTMF 0	
DTMF *	Replay menu prompt message
DTMF #	Exit menu
Time Out	Replay menu prompt message
Fax Tone	Receive fax to this mailbox
Data Tone	Negotiate data call and receive data files to this mailbox

Menu : Fax-On-Demand List Descriptive Message Access

The *Fax-On-Demand List Descriptive Message Access* menu. The caller is listening to descriptive messages of the lists which are available.

Prompt File

Event	Action
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DTMF 1	Restart current item's description
DTMF 2	Play next item's description
DTMF 3	Play previous item's description
DTMF 4	Remove all items from this list that are in queue
DTMF 5	Add all items from this list to the queue
DTMF 6	Select this list as the current list
DTMF 7	Decrease volume
DTMF 8	Normal volume
DTMF 9	Increase volume
DTMF 0	
DTMF *	Replay <i>Mailbox Voice Message Access</i> menu prompt message
DTMF #	Exit <i>Mailbox Voice Message Access</i> menu
Time Out	Replay <i>Mailbox Voice Message Access</i> menu prompt message
Fax Tone	Receive fax to this mailbox
Data Tone	Negotiate data call and receive data files to this mailbox

Menu : Fax-On-Demand Queued Item Descriptive Message Access

The *Fax-On-Demand Queued Item Descriptive Message Access* menu. The caller is listening to descriptive messages of the documents which are already queued.

Prompt File

Event	Action
DTMF 1	Restart current queued item's description
DTMF 2	Play next queued item's description
DTMF 3	Play previous queued item's description
DTMF 4	Remove current item from the queue
DTMF 5	
DTMF 6	
DTMF 7	Decrease volume
DTMF 8	Normal volume
DTMF 9	Increase volume
DTMF 0	
DTMF *	Replay <i>Mailbox Voice Message Access</i> menu prompt message
DTMF #	Exit <i>Mailbox Voice Message Access</i> menu
Time Out	Replay <i>Mailbox Voice Message Access</i> menu prompt message
Fax Tone	Receive fax to this mailbox
Data Tone	Negotiate data call and receive data files to this mailbox

Menu : Mailbox

The *Mailbox* menu is accessed after the mailbox greeting has been played. If the mailbox greeting has been disabled, then the *Mailbox* menu prompt will be played immediately.

Prompt File

Event	Action
DTMF 1	Leave a message in this mailbox
DTMF 2	Play mailbox greeting
DTMF 3	Play mailbox information message
DTMF 4	Access <i>Private Fax-On-Demand</i> menu for this mailbox.
DTMF 5	Leave a fax in this mailbox
DTMF 6	Access <i>Mailbox Remote Access</i> menu for this mailbox
DTMF 7	Access <i>Private Message Retrieval</i> menu for this mailbox
DTMF 8	Access <i>Private Voice-On-Demand</i> menu for this mailbox
DTMF 9	
DTMF 0	Local operator attention
DTMF *	Replay <i>Mailbox</i> menu prompt message
DTMF #	Exit <i>Mailbox</i> menu

Time Out	Replay <i>Mailbox</i> menu prompt message
Fax Tone	Receive a fax to this mailbox
Data Tone	Negotiate data call and receive data files to this mailbox

Explanations:

- DTMF 1 - Record a message and leave it for the owner of this mailbox.
- DTMF 2 - Play mailbox greeting message if enabled.
- DTMF 3 - Play mailbox information message if enabled.
- DTMF 4 - Access *Private Fax-On-Demand* menu for this mailbox.
- DTMF 5 - The caller wants to target this mailbox for subsequent fax reception. The system will exit the voice tree and enter fax receive mode. The system will disconnect after the fax has been received.
- DTMF 6 - Enter the *Mailbox Remote Access* menu if enabled. A password might be required.
- DTMF 7 - Access *Private Message Retrieval* menu for current mailbox. This is where the caller will access the message which identifies the current location of the mailbox owner, among the other private messages which can be added to the list.
- DTMF 8 - Access *Private Voice-On-Demand* menu for current mailbox.
- DTMF 9 -
- DTMF 0 - Get operator attention for this mailbox if enabled.
- DMTF * - Replay *Mailbox* menu prompt message.
- DTMF # -Exit *Mailbox* menu.
- Time Out - Replay *Mailbox* menu prompt message.

Menu : Mailbox Remote Access

The *Mailbox Remote Access* menu is used to listen to personal messages and retrieve faxes. Also, the caller can access menus to remotely configure the mailbox. Get item counts allows the caller to hear a message which counts up the number of voice, fax, data, and mail items in the mailbox.

Prompt File

Event	Action
DTMF 1	Play new voice messages
DTMF 2	Play all voice messages
<u>DTMF 3</u>	Play new voice messages sorted by priority
DTMF 4	Retrieve new fax documents
DTMF 5	Retrieve all fax documents
<u>DTMF 6</u>	Retrieve specified fax documents
DTMF 7	
DTMF 8	
DTMF 9	
DTMF 0	Access <i>Mailbox Remote Configuration</i> menu
DTMF *	Replay <i>Mailbox Remote Access</i> menu prompt message
DTMF #	Exit <i>Mailbox Remote Access</i> menu
Time Out	Replay <i>Mailbox Remote Access</i> menu prompt message
Fax Tone	Receive fax to this mailbox
Data Tone	Negotiate data call and receive data files to this mailbox

Explanations:

- DTMF 1 - Play new voice messages.
- DTMF 2 - Play all voice messages that are not archived.
- DTMF 3 - Play new voice messages sorted by priority.
- DTMF 4 - Retrieve new fax documents. *Fax Retrieval* menu will be invoked.
- DTMF 5 - Retrieve all fax documents. *Fax Retrieval* menu will be invoked.
- DTMF 6 - Retrieve specified fax documents. *Fax Document Select* menu will be invoked and then *Fax Retrieval* menu will be invoked.
- DTMF 7 -
- DTMF 8 -

- DTMF 9 -
- DTMF 0 - Access *Mailbox Remote Configuration* menu.
- DMTF * - Replay *Mailbox Remote Access* menu prompt message.
- DTMF # - Exit *Mailbox Remote Access* menu.
- Time Out - Replay *Mailbox Remote Access* menu prompt message.

Menu : Mailbox Voice Message Access

The *Mailbox Voice Message Access* menu. The caller is accessing the personal messages in the mailbox.

Prompt File

Event	Action
DTMF 1	Restart current voice message
DTMF 2	Play next voice message
DTMF 3	Play previous voice message
DTMF 4	Mark voice message as new
DTMF 5	Delete voice message
DTMF 6	
DTMF 7	Decrease volume
DTMF 8	Normal volume
DTMF 9	Increase volume
<u>DTMF 0</u>	Access <i>Mailbox Voice Message Options</i> menu
DTMF *	Replay <i>Mailbox Voice Message Access</i> menu prompt message
DTMF #	Exit <i>Mailbox Voice Message Access</i> menu
Time Out	Replay <i>Mailbox Voice Message Access</i> menu prompt message
Fax Tone	Receive fax to this mailbox
Data Tone	Negotiate data call and receive data files to this mailbox

Explanations:

- DTMF 1 - Play the current voice message again.
- DTMF 2 - Play next voice message in the list of available messages.
- DTMF 3 - Play the previous voice message in the list.
- DTMF 4 - Mark the current voice message as new. Otherwise, the message is automatically marked as 'old'.
- DTMF 5 - Delete voice message.
- DTMF 6 -
- DTMF 7 - Decrease volume.
- DTMF 8 - Reset volume to normal level.
- DTMF 9 - Increase volume.
- DTMF 0 - Access *Mailbox Voice Message Options* menu so additional operations can be performed on the current message.
- DMTF * - Replay *Mailbox Voice Message Access* menu prompt message.
- DTMF # - Exit *Mailbox Voice Message Access* menu.
- Time Out - Replay *Mailbox Voice Message Access* menu prompt message.

Menu : Mailbox Remote Configuration

The *Mailbox Remote Configuration* menu. Accessed from the *Mailbox* menu.

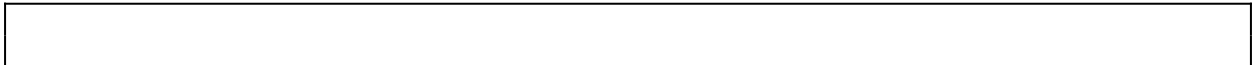
Prompt File

Event	Action
DTMF 1	Record different greeting
DTMF 2	Record different information message
<u>DTMF 3</u>	Access <i>Mailbox Remote Voice Configuration</i> menu
DTMF 4	
DTMF 5	Enable/Disable fax auto-forward to remote number
<u>DTMF 6</u>	Access <i>Mailbox Remote Fax Configuration</i> menu

DTMF 7	
DTMF 8	
DTMF 9	
<u>DTMF 0</u>	Room monitor mode
DTMF *	Replay <i>Mailbox Remote Configuration</i> menu prompt message
DTMF #	Exit <i>Mailbox Remote Configuration</i> menu
Time Out	Replay <i>Mailbox Remote Configuration</i> menu prompt message
Fax Tone	Receive fax to this mailbox
Data Tone	Negotiate data call and receive data files to this mailbox

Explanations:

- DTMF 1 - Record a different greeting. The caller will be prompted whether to record over the primary or the secondary greeting.
- DTMF 2 - Record a different information message.
- DTMF 3 - Access *Mailbox Remote Voice Configuration* menu.
- DTMF 4 -
- DTMF 5 - Enable or Disable fax auto-forward to remote number. The caller can toggle the state of the fax auto-forward.
- DTMF 6 - Access *Mailbox Remote Fax Configuration* menu
- DTMF 7 -
- DTMF 8 -
- DTMF 9 -
- DTMF 0 - If the hardware supports the option, the room monitor mode will allow the caller to listen to the aural activity where the modem is located.
- DMTF * - Replay *Mailbox Remote Configuration* menu prompt message.
- DTMF # - Exit *Mailbox Remote Configuration* menu.
- Time Out - Replay *Mailbox Remote Configuration* menu prompt message.



Add Phonenumber Entry - Telephony Tab

Use this tab to specify which phone number you would like to dial when using the phone list record to initiate and outbound telephony call.

You can select any of the available phone numbers or have the system prompt you for the number at the time of dialing, or specify a user-defined hard coded number.

The settings in this dialog are used to dial if you double-click a phone entry when in the TELECOMponent window or if you drag and drop the phone entry onto any window in the TELECOMponent.

Add Phonenumber Entry - Pager Tab

Use this tab to specify a pager record that can be used by the speed dial list or the message notification function of the VoiceMail tree. You must specify the number of your service provider in the "Pager:" field of the Personal Tab.

First specify the type of pager that is going to be represented by this record.

For numeric pagers you can specify the time between dialing and actually starting to send out the page. A prefix and suffix field are also provided to allow for sending pages to services that also include voice mail. For example, if the paging service message requests a 1 to leave a message or 2 to leave a page, you would put the number 2 in the prefix field (perhaps followed by a comma or two to provide a delay). The software will then dial the service, wait for the timeout period, send the 2 to start the page, send the page itself, then send the suffix to terminate the page which is usually the "#" character.

For alpha numeric pages, be sure that your ID and password are accurate if your service requires them. Also, make sure that the COM port settings on the right hand side of the dialog match the settings required by your paging service.

Once you have your pager properly defined, anywhere components asks for a pager record it is asking you to select the phone record where you have defined the pager details.

Fax Header Gallery

The Fax Header Gallery is a collection of your favorite fax headers.

You can add fax headers you have created to the gallery and it will provide a list of them that allows you to easily access any fax header you need.

Coverpage Gallery / Fax Header Gallery

NOTE:

The Cover Page Gallery and Fax Header Gallery use the same dialog box style, so this help document covers both of them.

A gallery is a collection of documents you use frequently presented as a list for easy access.

To use the gallery:

- Select the document you want to use from the list and click **[OK]** to get it.
- If you want to see what the selected document looks like before you get it, click the **[PREVIEW >>]** button.
- Add new documents to the list by clicking on **[ADD...]**
- Clear a document from the list by selecting it and clicking on **[DELETE]**.

