

# VMail v. 3.11



User's Manual

## Voice & FAX mail

**artix**  

---

**L I N E**

Artix Line  
7 Raymore Dr., Toronto  
ON, M9P 1W6  
Canada.

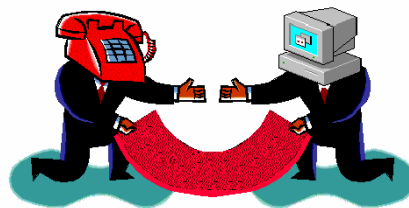
Phone: +1 (416) 732-1543; +1 (416) 824-2017  
E-mail: [sales@artixline.com](mailto:sales@artixline.com), Web: [www.artixline.com](http://www.artixline.com)

## Voice & Fax Mail

# Artix VMail

version 3.11

for MS Windows NT4.0/2000/XP/2003



Artix Line  
Toronto, 2007



**cantata**<sup>™</sup>  
TECHNOLOGY

**eicon.**  
networks



the right  
voice  
**PIKA**  
PIKA TECHNOLOGIES INC.

**Dialogic**

## CONTENTS

1	Introduction Chapter 1 .....	4
1.1	Minimum System Requirements.....	4
1.2	Supplementary Information .....	4
2	System Installation Chapter 2 .....	5
3	VMail System Operation on a Server Chapter 3 .....	5
4	VMail System Operation at a Client Place Chapter 4.....	5
5	Appendixes Chapter 5.....	5
5.1	System Dialogues. Appendix 1.....	5
5.1.1	VMail.....	5



## 1 Introduction

## Chapter 1

Artix VMail is a system of voice and fax mail, designed for providing voice mail services to system users. It is an element of Artix Calliseum program telephone platform.

Number of users is not limited; number of lines can be up to 1024.

### 1.1 Minimum System Requirements

See general system documentation - **Calliseum-Manual.pdf** (Chapter "**Minimum system requirements**")

### 1.2 Supplementary Information

For reference information not present in the documentation or if you have any problems with system operation, refer to a dealer who has supplied this product or directly to the system developer:

Artix Line,  
technical support department

Tel.:               +1 (416) 732-1543  
                      +1 (416) 824-2017  
E-mail:           support@artixline.com  
Web:               www.artixline.com



**cantata**<sup>™</sup>  
TECHNOLOGY

**eicon.**  
networks



**Dialogic**

## 2 System Installation

## Chapter 2

See general system documentation - **Calliseum-Manual.pdf** (Chapter "System Installation")

## 3 VMail System Operation on a Server

## Chapter 3

See general system documentation - **Calliseum-Manual.pdf** (Chapter "System Operation on a server")

## 4 VMail System Operation at a Client Place

## Chapter 4

See general system documentation - **Calliseum-Manual.pdf** (Chapter "System Operation at a client place")

## 5 Appendixes

## Chapter 5

### 5.1 System Dialogues.

### Appendix 1

See general system documentation - **Calliseum-Manual.pdf** (Chapter "System Dialogues")  
Voicemail system uses standard Vmail dialogue:

#### 5.1.1 VMail

File: VMAIL.DLL

Special parameters of the dialogue:

- ❖ **Number of digits in extension** – maximum number of characters, which may be entered by a user/caller to access his/her personal mail box (by default – "3"). If real number of characters in the extension number is less than the set value, the entry may be finished by pressing the tonal key # or after time limit is up "Max response timeout (s)" (see 3). If you specify value "0", the system will put a message to the mail box assigned to the line by default (See general system documentation - **Calliseum-Manual.pdf** (Chapter "Lines (in)")).
- ❖ **Max num of retries in greeting** – the maximum number of repetitions of the greeting message in case of an incorrect entry of the extension of a user (by default – '1')
- ❖ **Use voice branch** – this option allows leaving a voice message in the dialogue (by default – «Yes»)
- ❖ **Use fax branch** – this option allows leaving a fax message in the dialogue (by default – "No")
- ❖ **Use auto-attendant** – this option allows to invoke the auto-attendant feature in the dialogue (currently this feature is supported for analog type of connectivity only), i.e., first, the system tries to connect the caller with the user whose extension has been entered by placing the main call on hold and making a consultation call to the user. If the user answers the consultation call the caller gets connected directly to the user. If the user's phone is not answering or busy, the system switches the caller to the user's mail box. (by default – "No")
- ❖ **Multilanguage support** – this option allows the caller to choose a language of the system prompts. If this feature is turned off the system uses the default prompt language set by the "Prompts language" parameter (See general system documentation - **Calliseum-Manual.pdf** (Chapter "Global")).(by default – "No")
- ❖ **Add. info in messages notes** – this option allows entering supplementary information about received fax such as baud rate and resolution in messages' notes (by default – "No")
- ❖ **Password checking mode** – this parameter shows whether it is necessary to check user's password. Possible values: "Check always" (a password is checked), "Never check" (a password is not checked) and "User defined" (check mode is specified in user's properties) (by default – "User defined")

Operation algorithm of the dialogue's voice menus depends on what entry point was used by the calling party. There are two entry points to the dialogue:



- **Caller**
- **User**

After answering a call, the system plays a general company greeting and prompts the caller to enter an extension.

The caller has the limited number of attempts specified by the "Max num of retries in greeting" parameter to enter a valid extension. If this number is exceeded (that is no user is associated with numbers entered) the system informs the caller about it and hangs up. After a correct extension is entered, the caller listens to a personal greeting of the user (if any); then the caller is offered to leave a voice message after a "beep" tone or to press the "Start" button on the fax machine to send a fax message. The caller's ability to leave both voice and fax messages is affected by special parameters of the dialogue described above.

**!! NB:** The caller's ability to enter an extension is affected by the state of the switch "DTMF- routing" in the window "Line routing" for this line (see 3). When DTMF-routing is off, all voice messages and faxes are directed to the mail box of a user assigned to this line.

To get to the system as a user, you should press the "\*" key before entering your extension; then the system asks you to enter your password (which is set in user settings in the "Administrator" module (see 3)). When entering your personal mail box number, you will be informed by the system, about the time, when you entered your mail box last time; then the user gets to the main menu, containing the following options:

- Voice messages - key "1"**
- Fax messages - key "2"**
- Mail box parameters – key "3"**
- Additional services – key "4"**
- Log-out – key "9"**
- Previous menu – key "#"**
- Main menu - key "0"**

The control escape keys "9", "0" and "#", shown in the main voice menu operate at any place of the dialogue. Menu branches for voice and fax messages have the same submenus, containing the following options:

- Unread messages – key "1"**
- Read messages – key "2"**
- Saved messages – key "3"**

After a voice message is listened to or a fax is received, this message will automatically be moved from unread messages to read messages. Unread and read branches have the same options:

- Next message – key "1"**
- Repeat message – key "2"**
- Previous message – key "3"**
- Delete current message - key "4"**
- Save message – key "5"**
- First message – key "6"**
- Last message – key "7"**
- Delete all messages – key "8"**

The menu branch for saved messages differs from those of unread and read by absence of option №5 – you cannot save already saved message.

The user may edit parameters of his/her box not only on his/her PC connected to the local network, but by the phone through the branch "Mail Box Parameters" of the main voice menu of the dialogue:

- Work with hello message - key "1"**
- Listen to the current hallo message - key "1"**
- Record a new hallo message - key "2"**
- Activate/ deactivate forward-list - key "2"**



- Activate forward-list - key "1"**
- Deactivate forward-list - key "0"**
- Change parameters of phone notification – key "3"**
  - Activate/ deactivate phone notification - key "1"**
  - Change notification phone - key "2"**
- Change password parameters– key "4"**
  - Phone check ON/OFF - key "1"**
  - Change password - key "2"**
- Delete all messages from the mail box – key "5"**

The branch "Additional Services" of the main menu of the dialogue contains such additional services as Precise Time and Alarm Clock:

- Listen to precise time - key "1"**
- Set alarm clock - key "2"**

If you choose option №2, the system will ask you to enter the date, month, hours and minutes when the alarm clock is to go off (when pressing "#" the current date and time is used)

