



TeleButler 6.0

User Manual

Voxtron N.V.
Hoogkamerstraat 233
B-9140 Temse, Belgium
Phone: +32 3 760 40 20 Fax: +32 3 760 40 21
Website: www.voxtron.com

Copyright 2006 Voxtron N.V.. All rights reserved.

TeleButler 6.0

User Manual

October 2006 TBL-UM-0610-60-00-00

The content of this document is subject to change without notice and does not represent any commitment on the part of Voxtron N.V. Every effort has been made to ensure the correctness of this information. However, due to ongoing product improvements and revisions, Voxtron N.V. cannot guarantee the accuracy of this material, nor can it accept responsibility for errors or omissions.

No warranties of any nature are extended by the information contained in these copyrighted materials.

The software referred to in this document is provided under a Software License Agreement. Refer to the Software License Agreement for details governing the use of the Software.

This software and the accompanying documentation are copyrighted. Unauthorized copying of the software, including software that has been merged or included with other software, or of the documentation is expressly forbidden.

All names, products, and services mentioned herein are the trademarks of registered trademarks of their respective organisations and are the sole property of their respective owners.

Voxtron and TeleButler are registered trademarks of Voxtron N.V.

Contents

INTRODUCTION	1
ADMINISTRATION CENTER.....	3
Introduction	3
Starting up	3
Extensions	5
All extensions are valid	5
Define valid extensions	5
Voicemail	7
Voicemail defaults	7
Define mailboxes.....	8
Change password.....	11
Export to file	12
Import from file	14
VOICEMAIL MANIPULATION BY PHONE.....	15
Accessing your Mailbox.....	15
Listening to your Messages	16
Actions while listening to your voice mail messages.....	16
Editing your Personal Settings	17

INTRODUCTION

As an end-user you have limited control over extensions, voicemail and mailbox functionalities of your TeleButler application. You can change these settings on a daily basis through the Administration Center and via your phone.

Both methods will be discussed subsequently in the chapters “Administration Center” and “Voicemail Manipulation by Phone”.

ADMINISTRATION CENTER

Introduction

The Administration Center is a web based tool that is installed together with your Voxtron application and used to administrate your Voxtron application at the lowest level. Contrary to the Configuration Center it can be used on user level (not on system administrator level) to control the daily operations of your Voxtron application.

Starting up

You can start it up by clicking the Start button, pointing to Programs, selecting Voxtron and clicking **Administration Center** from the drop-down menu.



The screenshot shows the Voxtron Administration Center interface. At the top, the Voxtron logo is displayed, consisting of the word "VOXTRON" in black capital letters with a red oval shape around the "O" and "N". Below the logo, the text "Administration Center" is written in a black, italicized serif font. The main area contains a form with three fields: "Select product:" with a dropdown menu showing "TeleButler 6.0", "Password:" with an empty text input field, and "Language:" with a dropdown menu showing "English". An "Ok" button is located at the bottom right of the form.

The list appearing in the **Select product** List box contains all Voxtron applications that are installed on your system.

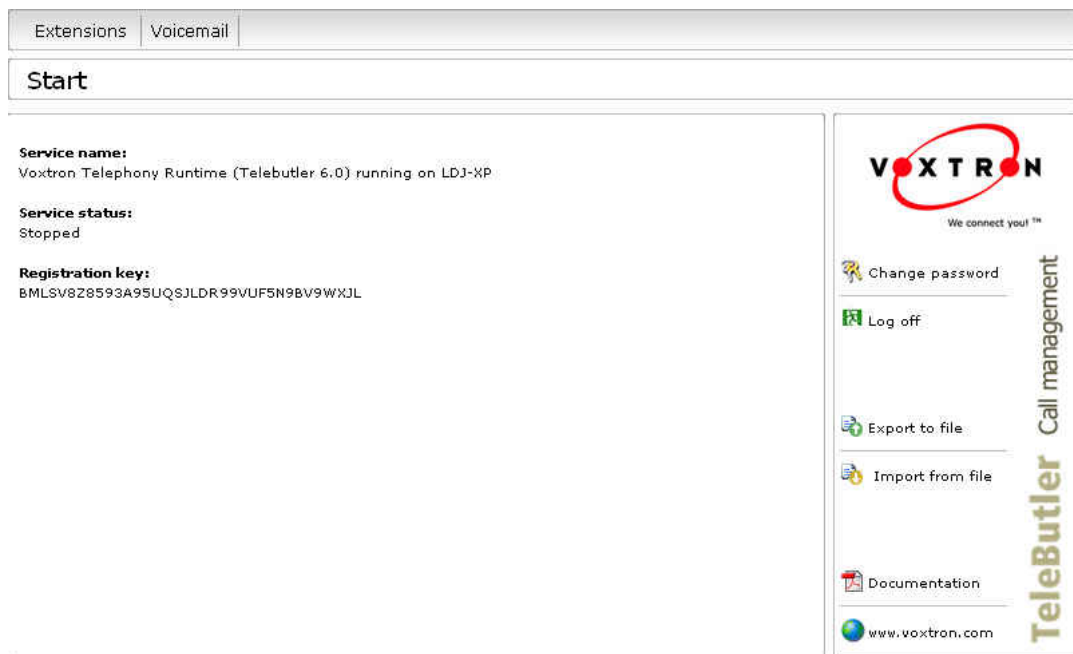
You should enter a **password** in the appropriate edit field in order to log on to the Administration Center.

The initial default password is `voxttron`.

Select your working language from the **Language** drop-down list.

The languages supported at this stage are English and German (Deutsch).

Click the **OK** button and the Administration Center for the selected Voxtron application will be opened in the selected language.



The first web page gives an overview of the Voxtron application selected (**Service name**) and the system it is running on (computer name).

It will also display the status of the Voxtron application (Service status) which might be "Stopped" or "Started".

Finally the **Registration key** for your installed Voxtron application is displayed.

Extensions

All extensions are valid

Extensions | Voicemail

[Start](#) / [Extensions](#) / **Define valid extensions**

All extensions are valid
 Define valid extensions

VOXTRON
We connect you™

Change password
Log off
Export to file
Import from file
Documentation
www.voxtron.com

TeleButler Call management

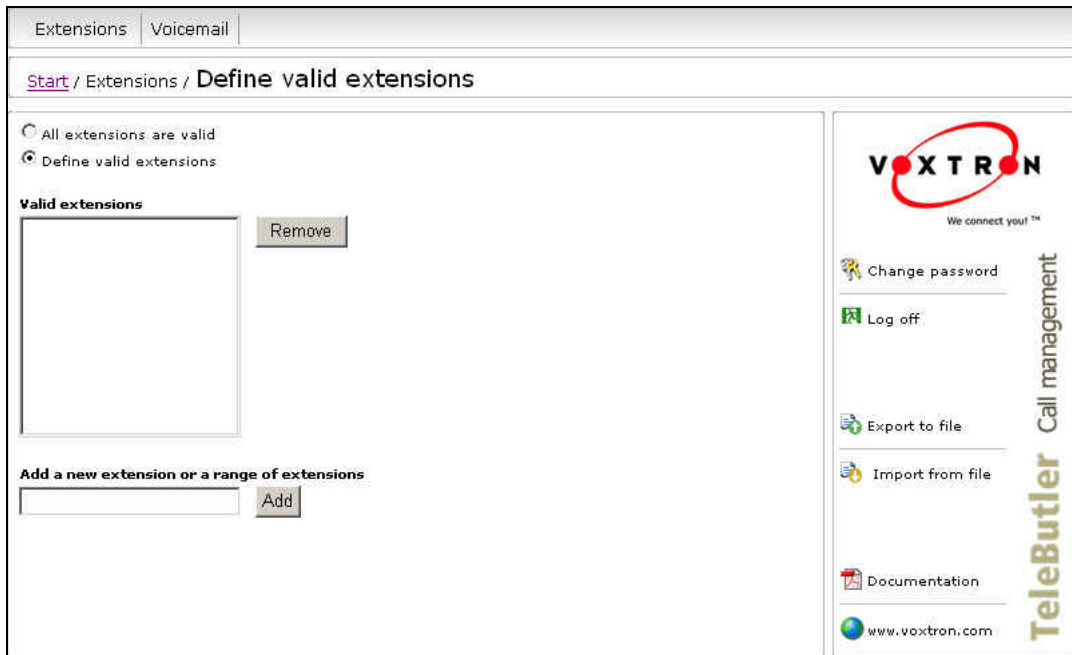
“Valid extensions” are internal numbers that can receive the calls that came in through TeleButler and to which TeleButler can transfer those calls to.

You can either define all extensions to be valid or you can define a restricted list.

Extensions not appearing in that list will be treated as invalid; i.e. the incoming calls coming in via TeleButler will not be transferred to those numbers.

Define valid extensions

Here you can define a list of extensions to which TeleButler can transfer the incoming calls it receives.



You can add valid extensions by typing extensions in the appropriate edit field and clicking the **Add** button.

You can either enter those extensions one by one (typing one and clicking the Add button subsequently and repeating the process for each individual extension),

or,

you can enter a range of extensions. E.g.: 13-20

You can delete valid extensions by selecting one from the Valid extensions edit field and clicking the **Remove** button.

Voicemail


Voicemail defaults

Extensions | Voicemail

[Start](#) / Voicemail / Voicemail defaults

The default maximum number of messages is 20

Set new default for maximum number of messages:



Change password

Log off

Export to file

Import from file

Documentation

www.voxtron.com

TeleButler Call management

Enter a number in the **Set new default for maximum number of messages** and click the **Update** button if you want to change the default value of 20. Here you actually define the default maximum number of messages that will be allowed in a mailbox.

Define mailboxes

Extensions
Voicemail

[Start](#) / Voicemail / **Define mailboxes**

[Configure a new range of mailboxes...](#)

Mailbox overview

	Range	Max. messages	Action	Redirected to	Email addresses		
+	2-10	33	Messages are stored in the mailbox			Edit	Remove
+	11-14	6	Messages are stored in the mailbox			Edit	Remove
	15-19	Default (20)	Messages are stored in the mailbox			Edit	Remove
	20	23	A notification email is sent	123	kdc@voxtron.com	Edit	Remove
+	21-25	Default (20)	Messages are stored in the mailbox			Edit	Remove
+	26-30	450	Messages are stored in the mailbox			Edit	Remove
	50-59	89	A notification email is sent	401	jan@voxtron.com	Edit	Remove
	60-65	Default (20)	Messages are stored in the mailbox			Edit	Remove
	68-80	Default (20)	Messages are stored in the mailbox			Edit	Remove

We connect you!™

[Change password](#)

[Log off](#)

[Export to file](#)

[Import from file](#)

[Documentation](#)

www.voxtron.com

Call management
TeleButler

Initially, there are already 99 mailboxes defined (if the “number of digits in extension” is 2).

This means a range “1-99” with default maximum messages (20) stored in those mailboxes.

The window above is a result of an individually customized overview of extensions and possible mailboxes linked to them.

If there is a plus sign in the utter left column it means that the data can be expanded, in which case you might have a situation as in the next window:


Extensions | Voicemail

[Start](#) / Voicemail / Define mailboxes

[Configure a new range of mailboxes...](#)

Mailbox overview

Range	Max. messages	Action	Redirected to	Email addresses																
<input checked="" type="checkbox"/> 2-10	33	Messages are stored in the mailbox			Edit	Remove														
<input checked="" type="checkbox"/> 11-14	6	Messages are stored in the mailbox			Edit	Remove														
<input type="checkbox"/> 15-19	Default (20)	Messages are stored in the mailbox			Edit	Remove														
<input type="checkbox"/> 20	23	A notification email is sent	123	kdc@voxtron.com	Edit	Remove														
<input type="checkbox"/> 21-25	Default (20)	Messages are stored in the mailbox			Edit	Remove														
<table border="1"> <thead> <tr> <th>Mailbox</th> <th>Nbr. of messages</th> <th>Username msg.</th> <th>Greeting msg.</th> <th>Phone number</th> <th>Pager number</th> <th></th> </tr> </thead> <tbody> <tr> <td>25</td> <td>0</td> <td>no</td> <td>no</td> <td></td> <td></td> <td>Reset Remove</td> </tr> </tbody> </table>							Mailbox	Nbr. of messages	Username msg.	Greeting msg.	Phone number	Pager number		25	0	no	no			Reset Remove
Mailbox	Nbr. of messages	Username msg.	Greeting msg.	Phone number	Pager number															
25	0	no	no			Reset Remove														
<input type="checkbox"/> 26-30	450	Messages are stored in the mailbox			Edit	Remove														
<table border="1"> <thead> <tr> <th>Mailbox</th> <th>Nbr. of messages</th> <th>Username msg.</th> <th>Greeting msg.</th> <th>Phone number</th> <th>Pager number</th> <th></th> </tr> </thead> <tbody> <tr> <td>28</td> <td>0</td> <td>yes</td> <td>yes</td> <td>789456</td> <td>0123456</td> <td>Reset Remove</td> </tr> </tbody> </table>							Mailbox	Nbr. of messages	Username msg.	Greeting msg.	Phone number	Pager number		28	0	yes	yes	789456	0123456	Reset Remove
Mailbox	Nbr. of messages	Username msg.	Greeting msg.	Phone number	Pager number															
28	0	yes	yes	789456	0123456	Reset Remove														
<input type="checkbox"/> 50-59	89	A notification email is sent	401	jan@voxtron.com	Edit	Remove														
<input type="checkbox"/> 60-65	Default (20)	Messages are stored in the mailbox			Edit	Remove														
<input type="checkbox"/> 68-80	Default (20)	Messages are stored in the mailbox			Edit	Remove														



We connect you™

[Change password](#)

[Log off](#)

[Export to file](#)

[Import from file](#)

[Documentation](#)

www.voxtron.com

TeleButler Call management

Clicking the **Edit** link, results in a window similar to the example window below:

Extensions | Voicemail

[Start](#) / Voicemail / Mailbox definition

Range:


Single value or a range (e.g. 1000-2000)

Maximum size: Use default Custom size (Nbr. of messages)

Action:

Email address:

Redirect to:



We connect you™

[Change password](#)

[Log off](#)

[Export to file](#)

[Import from file](#)

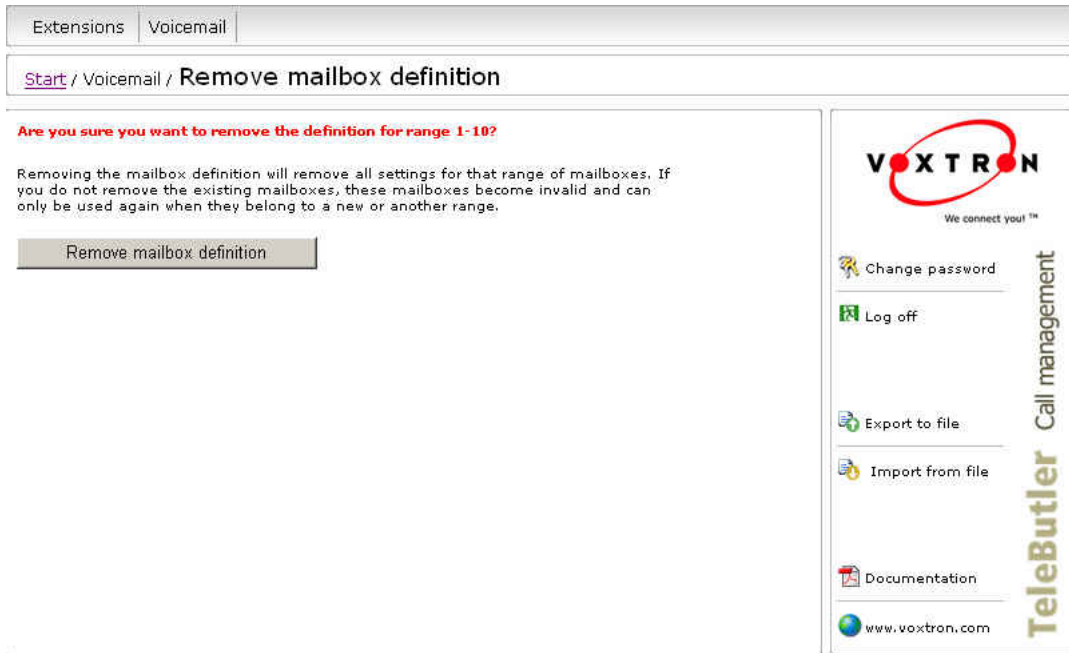
[Documentation](#)

www.voxtron.com

TeleButler Call management

After clicking the **Update definition button**, you have modified the specifications for the selected extension or range of extensions.

After clicking the **Remove** button in the “Define mailboxes” window, you get the window below.




Adding a mailbox definition is quite similar to modifying one:
You can add a mailbox definition by clicking the **Add** button in the “Define valid extensions” window on page 5.

Extensions	Voicemail
------------	-----------

[Start](#) / Voicemail / Mailbox definition

Range	<input type="text"/>	Single value or a range (e.g. 1000-2000)
Maximum size	<input checked="" type="radio"/> Use default	
	<input type="radio"/> Custom size <input type="text"/> (Nbr. of messages)	
Action	Messages are stored in the mailbox	
Email address	<input type="text"/>	
Redirect to	<input type="text"/>	
<input type="button" value="Add definition"/>		



We connect you!™

[Change password](#)

[Log off](#)

[Export to file](#)

[Import from file](#)

[Documentation](#)


www.voxtron.com

TeleButler Call management

Change password


By clicking the **Change password** link in the right pane of an Administration Center page, the web page is opened where you should fill in the necessary edit fields and click the **Change password** button.

Extensions Voicemail	
Start / General / Change password	
Enter the current password	<input type="text"/>
Enter the new password	<input type="text"/>
Enter the new password again	<input type="text"/>
	<input type="button" value="Change password"/>


[Change password](#)
[Log off](#)
[Export to file](#)
[Import from file](#)
[Documentation](#)
www.voxtron.com
TeleButler Call management

Export to file


You might want to export extensions, voicemail defaults or mailbox definition for system backup purposes or to transfer the data to another system. You can do so by first selecting the appropriate check boxes and clicking the **Create export file** button.

Extensions	Voicemail
Start / General / Export to file	
Select the settings you want to export:	
<input checked="" type="checkbox"/> Extensions	
<input checked="" type="checkbox"/> Voicemail defaults	
<input checked="" type="checkbox"/> Mailbox definitions (mailboxes are not exported)	
<input type="button" value="Create export file"/>	
	
<input type="button" value="Change password"/>	
<input type="button" value="Log off"/>	
<input type="button" value="Export to file"/>	
<input type="button" value="Import from file"/>	
<input type="button" value="Documentation"/>	
www.voxtron.com	
TeleButler Call management	

After having clicked the “Create export file” button, you will get the following web page with a link containing the name of the file.

The name of the export .xml file contains a prefix “Administration” and the date and time of the export.

Right-clicking this link will give you the opportunity to save the export file to your own preferred location.

Extensions	Voicemail
Start / General / Export to file	
Select the settings you want to export:	
<input checked="" type="checkbox"/> Extensions	
<input checked="" type="checkbox"/> Voicemail defaults	
<input checked="" type="checkbox"/> Mailbox definitions (mailboxes are not exported)	
<input type="button" value="Create export file"/>	
The export file is created. Right click the following link to save the file to disk.	
Administration.LDJ-XP.2006-10-5.10h1m.xml	
	
<input type="button" value="Change password"/>	
<input type="button" value="Log off"/>	
<input type="button" value="Export to file"/>	
<input type="button" value="Import from file"/>	
<input type="button" value="Documentation"/>	
www.voxtron.com	
TeleButler Call management	

Import from file

You might want to import extensions, voicemail defaults or mailbox definition for system backup purposes or importing data from another system.

You can do so by first selecting the appropriate check boxes, browsing to the desired .xml file and clicking the **Import file** button.

If the import file contains more items than the check boxes you selected, only the info with respect to the selected check boxes will be imported.

The screenshot shows a web interface for 'Import from file'. At the top, there are tabs for 'Extensions' and 'Voicemail'. Below the tabs, the breadcrumb 'Start / General / Import from file' is visible. The main content area contains the instruction 'Select the settings you want to import (if they are present in the selected file):' followed by three checked checkboxes: 'Extensions', 'Voicemail defaults', and 'Mailbox definitions'. Below these is the instruction 'Select the file to import:' with an empty text input field and a 'Browse...' button. At the bottom of the main area is an 'Import file' button. On the right side, there is a sidebar with the 'VOXTRON' logo and the tagline 'We connect you!™'. Below the logo are several menu items: 'Change password', 'Log off', 'Export to file', 'Import from file', 'Documentation', and 'www.voxtron.com'. A vertical banner on the far right of the sidebar reads 'TeleButler Call management'.

VOICEMAIL MANIPULATION BY PHONE

The end-user (owner of a mailbox on the system) can manage his/her voice mail when entering a voice mail out State. Refer to **PART TWO: DESIGNING YOUR PROJECT, Voice Mail State**. The voice mail manipulation capabilities can be broken down in three major categories that will be discussed subsequently:

- Accessing your mailbox
- Listening to your messages
- Editing your personal settings

Note:

When set up as such by your system administrator, all your voice mail messages will be sent to your e-mailbox. This is called **Voice to e-mail**.

You receive an email in your e-mailbox with the voice mail as an attachment. To listen to your message, you simply have to open the attachment.

Accessing your Mailbox

When prompted for, enter your mailbox number and your password.

The password consists of 4 digits, representing your extension (if applicable), preceded by zeros to make up a total of 4 digits.

For example

Extension	35	will have password	0035
Extension	123		0123

Note:

If your extensions have more than 4 digits, only the last 4 digits will be retained as a password.

E.g. extension 54308 will have 4308 as initial password.

You can, however, change your password at any time by selecting the menu "Edit your personal settings". Refer to the section **EDITING YOUR PERSONAL SETTINGS**, on page 17.

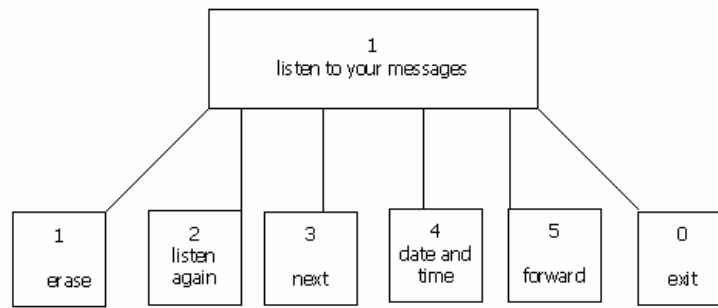
Now, in the Main Menu, you have three possibilities. You can:

- | | |
|----------------------------|---------------------|
| Listen to your messages | Press 1 |
| Edit your personal mailbox | Press 2 |
| Exit your mailbox | Press * or 0 |

Listening to your Messages

After you have pressed **1** ("listen to your messages") in the Main Menu, you receive information regarding the number of messages in your mailbox.

Your first message will be read automatically and you will hear a menu offering 6 options:



- | | | |
|--|--|----------------|
| Erase a message | Erase the message you just heard. | Press 1 |
| Listen again | Listen again to the message you just heard. | Press 2 |
| Listen to next message | Listen to the next message in your mailbox. | Press 3 |
| Listen to the date and time | Listen to the date and time of the message you just heard. | Press 4 |
| Forward a message to another extension | Enter the mailbox number of the person you want to forward the message to. You will get a confirmation that the recipient received your message. | Press 5 |
| Exit this voice mail menu | | Press 0 |

Actions while listening to your voice mail messages

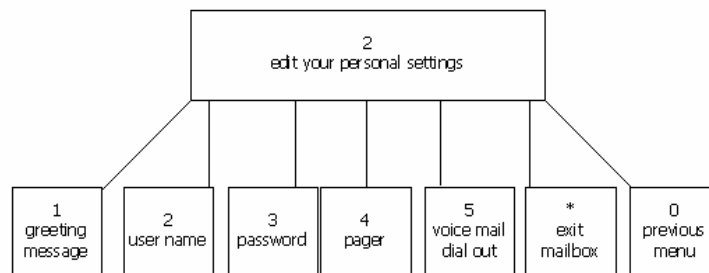
- | | | |
|-------------------|---|----------------|
| Back to beginning | Go back to the beginning of the message. | Press 1 |
| Rewind | Rewind the message approximately 2 seconds. | Press 4 |

Pause	Stop playing the message temporarily. To resume, press 5 again.	Press 5
Forward	Forward the playing of the message. Your message will advance approximately 2 seconds.	Press 6
Fast rewind	Rewind your message approximately 10 seconds.	Press 7
Fast forward	Forward the playing of the message. Your message will advance approximately 10 seconds.	Press 9
End	Stop playing the message and go back to the menu with the options for this message.	Press 0 or 3

Editing your Personal Settings

After you have pressed **2** ("edit your personal settings") in the Main Menu, you can easily change specific settings, such as your password, your greeting message, etc.

You will hear a menu offering 7 options:



Record your greeting message	After the beep, record your greeting message and terminate by pressing # (hash key). Each caller who arrives at your mailbox to leave a message will hear this greeting. After recording, the system asks you if you want to keep the message or re-record it. You will return to the menu.	Press 1
------------------------------	---	----------------

Record your user name	After the beep, record your user name and terminate by pressing #. Each caller who arrives at your mailbox to leave a message will hear: "This is the mailbox of <recorded user name>". After recording, the system prompts you to keep the message or re-record it. You will return to the menu. By default, the caller will only hear your mailbox number.	Press 2
-----------------------	--	---------

Note:

Only one of the two (recording your greeting message or recording your user name) will have effect.

Recording your greeting message removes your user name and vice versa. Every caller will only hear one recording.

Change your password	Enter a new 4-digit password. You will be prompted to enter it a second time to confirm. If both entries are the same, your new password is registered as valid. If not, the system informs you that you entered 2 different passwords, and you will return to the menu.	Press 3
----------------------	--	---------

Enter your pager settings	Enter the pager number you want your message waiting indication sent to. Terminate by pressing the # key. When you receive a new voice mail message, you will get a warning message on your pager.	Press 4
---------------------------	--	---------

Use voice mail dial-out	To delete any existing pager setting, simply press the # key. Using voice mail dial out, gives you the opportunity to access your voice mailbox from your mobile phone or any other phone. Enter the phone number you want your message waiting indication sent to. Terminate by pressing the # key.	Press 5
-------------------------	---	---------

Exit your mailbox	When a new voice mail message arrives, you will receive a call on the specified phone number. Enter your password to get access to your voice mailbox. To delete any existing voice mail dial-out setting, simply press the # key.	Press *
-------------------	--	---------

End

Go back to the previous menu.

Press **0**
