



VoiceMaster User's Guide

**NETphone[®] VoiceMaster[®] for Microsoft NT Servers,
Release 2.4**

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About VoiceMaster

NetPhone's VoiceMaster provides a full set of voice mail functions. Users can access messages through the handset or NetPhone's PhoneMaster client application. VoiceMaster's integrated messaging functions allows pager notification and/or e-mail delivery of voice mail messages.

This document will guide you through the VoiceMaster installation process, including software installation and mailbox configuration. For additional information, refer to VoiceMaster's on-line help, as well as the NETphone Installation and Administration on-line manual.

It is assumed that the person installing and administering VoiceMaster will have some experience with Microsoft NT Server and NETphone administration.

Getting Started

Hardware/Software requirements

In order to install and use VoiceMaster, you must have a valid NETphone system running NETphone NT Server Software V2.4

Documentation

The **NetPhone 2.4 Release Notes** file (**Readme24.txt**) is located in the NetPhone CD's Documentation/NetPhone folder. Please read these notes for additional late-breaking information before beginning your installation.

The following **manuals** are available on the NetPhone CD as Adobe Portable Document Format (PDF) files. These files are located in the CD's Documentation/NetPhone folder, and can be installed on your system, along with the Adobe Acrobat Reader, during the NetPhone installation process.

- NetPhone PBX for Microsoft NT Servers Installation and Administration Guide (NetPhone NT Installation.pdf)
- PhoneMaster User's Guide (PhoneMaster.pdf)
- VoiceMaster User's Guide (VoiceMaster.pdf)

Installing VoiceMaster Software

Preparing for installation

Make sure that you have the following before starting the installation:

- An Administrator account and password for the server (An account with administrator privileges is **not** sufficient).
- A working extension for testing purposes.
- NETphone 2.4 installation CD.

Additional information can be found in the NETphone release notes (readme24.txt) available on the NETphone CD (located in NETphone/Documentation). Please read these notes before starting your installation

Upgrade Installations

If you are upgrading an existing VoiceMaster installation, you must perform the following steps before beginning your upgrade:

- If the VoiceMaster service has been set to interact with the desktop, change this before upgrading.
- Stop the NP618 driver (in the Control Panel's Devices folder) before starting installation. (This will also stop the NetPhone Utility, TSAPI Telephony Services and VoiceMaster services.)

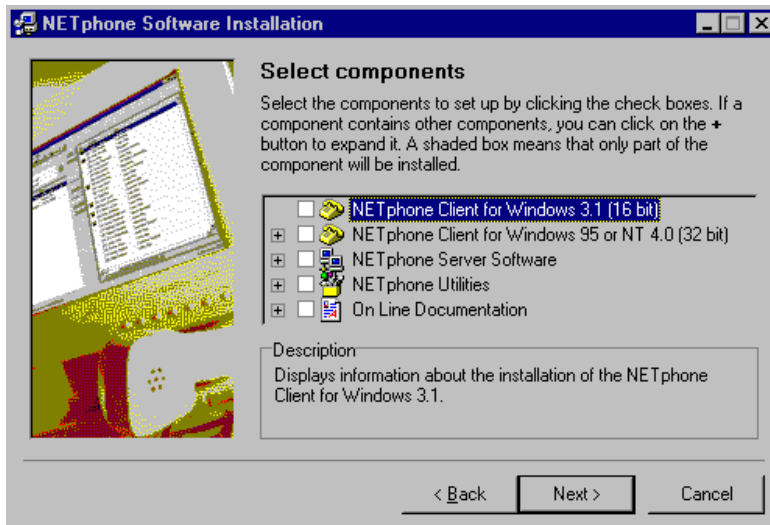
VoiceMaster software installation is easy, since the installation wizard will prompt you through the process. As the installation proceeds, you will be prompted for selections or input. When your entries are complete, click Next to proceed, or click Back to return to a previous screen and review/modify your entries. You can click Cancel to stop the installation.

1. **IMPORTANT: You must log on as ADMINISTRATOR, or your installation will not be successful.** (An account with administrator privileges is **not** sufficient.)
2. **Exit all windows programs, then insert the NetPhone Installation CD in the server to auto-run the installation wizard (or double-click or run the file Npsetup.exe).**

The Welcome screen will display. Click Next to proceed to the NetPhone License

Agreement. If you agree with the license terms, click Next. If you do not agree, click Cancel to stop the installation.

3. **Select VoiceMaster Software component.** When the Select Components window appears, click the checkbox for NetPhone Utilities to display sub-options. Select VoiceMaster, then click Next.



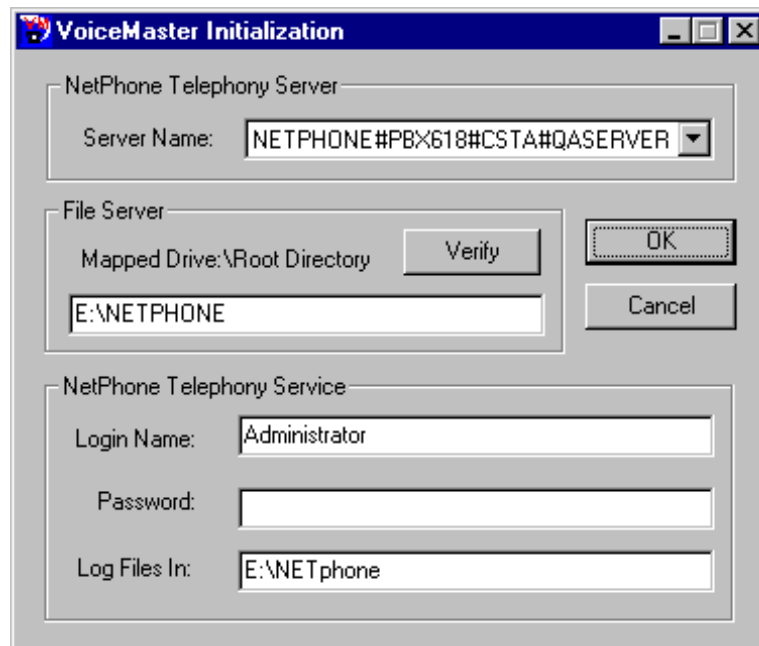
4. The next windows displayed will prompt you for VoiceMaster file locations. These should be installed in the same area as the NetPhone software.
5. **VoiceMaster installation** provides options for VoiceMaster and Voice Files. For new installations, the selection boxes for both options must be checked. If you are upgrading, and have customized dialog files, you should de-select the Voice Files option.
6. When setup completes, click Close.

Upgrade Note: A NetPhone supplied voice dialog file has been modified to include “To play previous message, press 5”. If you did not install the voice files as part of your upgrade installation, you may wish modify this file. This voice file is located on the fileserver at: \\NetPhone\Vm\Dialog\Npv00201.mu. Refer to page 24 for information about customized voice dialogs.

VoiceMaster Startup and Configuration

If you installed VoiceMaster, you will need to start the VoiceMaster service and configure the voice mailboxes.

1. From the Start menu, navigate to Programs/NetPhone/VoiceMaster/Register Voice Mail Service. The VoiceMaster Initialization window will display, with the server path filled in. You must edit this if not the correct location. Click Verify to make sure this is a valid location. If you enter a user name and password, it must be the same as that for the NetPhone server.



2. Click OK. You will be prompted to start the VoiceMaster service. Click Yes.
3. When installation is complete, close the windows. You can test your installation by pressing *6 on the handset. If your installation was successful, a VoiceMaster dialog will play.

Starting and Stopping VoiceMaster

The voice mail manager service on a Windows NT server should be configured to start automatically. If you do stop VoiceMaster manually, make sure that there is no current voice mail activity or callers will be disconnected.

To start VoiceMaster manually

1. From the Start menu, navigate to Programs/NETphone/VoiceMaster/Register VoiceMaster Service.
2. The VoiceMaster Initialization window will display. Click Start.
3. At the prompt to start the VoiceMaster service, click Yes.

To stop VoiceMaster manually

From the Start menu, navigate to Programs/NETphone/VoiceMaster/Unregister VoiceMaster Service.

VoiceMaster Administration

VoiceMaster provides an administration interface to be used for configuring your system and managing voice mailboxes.

From the start menu, navigate to Programs/NETphone/VoiceMaster/VoiceMaster Administration.



The VoiceMaster Administrator window displays the following voice mail status information.

Objects Served

- **Active Boxes** - The number of boxes currently in service, that is, capable of receiving messages.
- **Device Monitors** - The number of trunks and extensions being monitored by VoiceMaster.
- **Active Calls** - The number of calls currently being controlled by VoiceMaster.

Logging Information

- **Error Count** - The number of errors generated since last startup.
- **View Error Log** - Allows you to see a report of voice mail errors. This option is not available if there are no errors.
- **Trace Log on/off** - Used to gather diagnostic information when you experience problems with voice mail. Normally, this is only used under the direction of the NetPhone Customer Support.

Server Information

- **Telephony Server** - Name of the server presented by the NetPhone PBX to clients on the network.
- **Link Status** - Shows the status (either OK or Down) of the connection between the VoiceMaster application and the telephony server.

VMMGR.INI

VoiceMaster installation creates the file VMMGR.INI. This file contains configuration information, including:

- Error and information log locations
- Maximum length and number of messages.
- Server information

This file is located on the server in \WINNT\SYSTEM32.

VoiceMaster Troubleshooting

VoiceMaster maintains an Error Log and a Trace Log. These log files provide useful information for system troubleshooting. Error logging is always on. To enable trace logging click VoiceMaster Administration's Trace Log On button.

The Status Report section of VMMGR.INI specifies the directory and file where you want to store the voice mail error logs.

Each time voice mail is started, a new Trace Log file is created by replacing the last character of the file name with a digit beginning with "1" and incrementing with each start. After reaching "9" it will begin again with "1".

This file is renamed when:

- VoiceMaster is started.
- The file exceeds 50K bytes (this keeps files small enough to read with Notepad).
- The Trace Log buttons are switched from "Off" to "On."

You can investigate problems by refreshing the log file. Immediately after experiencing a problem, click the Trace Log buttons Off button, and then click the Trace Log On button. This will isolate the error information in the previous Trace Log file.

Specifying the maximum number of messages

You can specify the maximum number of messages allowed in the voice mailboxes. This setting is for all voice mailboxes, and is not configurable on a per-mailbox basis. The default

maximum number of messages is 99. You change by editing the following line in the VmParams section of the VMMGR.INI file:

```
MaxNumMessages=99
```

You can change this number at any time. The change takes effect immediately. Any mailbox with more than the new maximum number of messages will not be able to accept new messages until a sufficient number of messages are deleted.

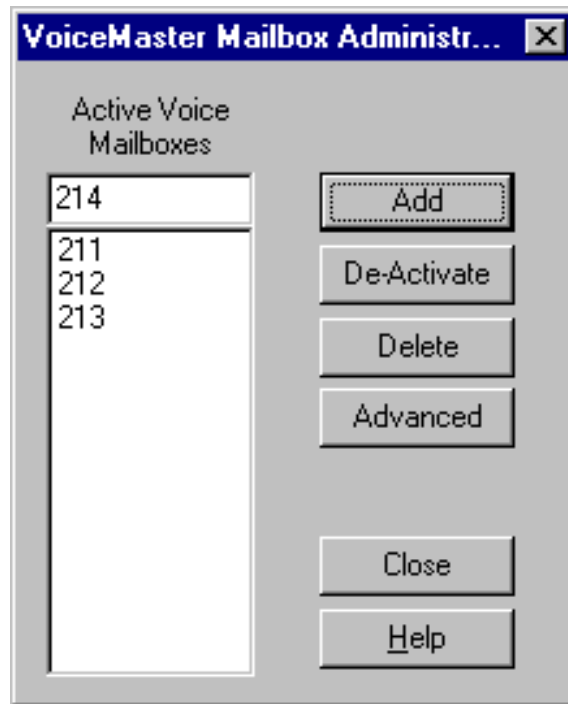
Specifying maximum message length

You set the default maximum message length for new mailboxes in the file VMMGR.INI. If you want to set a maximum message length different from the default of 300 seconds, modify VMMGR.INI file **before** creating mailboxes. If you have already created mailboxes, you will need to delete and re-add them in order for them to have the new maximum message length. When you create a new mailbox, it uses the number defined in the file VMMGR.INI, but existing voice mailboxes have the maximum length set when they were created.

Adding and Removing Mailboxes

The VoiceMaster Mailbox Administrator manages voice mailbox assignments.

- **Add** creates a new mailbox for an extension, or a “virtual mailbox,” that is, a mailbox not associated with a specific extension. When a mailbox is added, a folder is created on the server under the NetPhone\VM folder. The mailbox folders are named by mailbox number, and contain folders for annotations, greetings and messages.
- **De-activate** turns off a mailbox without deleting its messages.
- **Delete** removes both the mailbox and its messages. A confirmation message appears before deletion takes place.



Adding mailboxes:

1. From the start menu, navigate to Programs/NETphone/VoiceMaster/VoiceMaster Administration.
2. Click Edit Mailbox List to open the VoiceMaster Mailbox Administrator window .
3. Enter a mailbox (extension) number in the box (maximum 5 digits).
4. Click Add.
5. If successful, a confirmation message will display. An error message will display if you have entered an invalid mailbox ID.
6. Click OK to acknowledge the confirmation.
7. When you are finished, click Close.

Tip: After adding a mailbox, an additional mailbox number appears in the box. This number is the previous box number incremented by one. This is helpful during initial installation or when setting up a new range of boxes.

Deleting mailboxes:

1. From the start menu, navigate to Programs/NETphone/VoiceMaster/VoiceMaster Administration.
2. Click Edit Mailbox List to open the VoiceMaster Mailbox Administrator window .
3. Select a mailbox (extension) number in the box.
4. Click Delete. A confirmation message will display.
5. Click OK to acknowledge the confirmation.
6. When you are finished, click Close.

De-activating mailboxes:

1. From the start menu, navigate to Programs/NETphone/VoiceMaster/VoiceMaster Administration.
2. Click Edit Mailbox List to open the VoiceMaster Mailbox Administrator window .
3. Enter a mailbox number in the box, or select one from the list.

4. When the box number you want appears, click **De-Activate**.
5. When you are finished, click **Close**.

Integrated Messaging

VoiceMaster's integrated messaging allows voice mail messages to be delivered to an e-mail address, with .WAV file attachments so that they can be played through the PC. Integrated messaging also provides pager notification for new voice mail messages.

VoiceMaster's E-mail Link application uses MAPI (Messaging Application Program Interface) to allow VoiceMaster to send messages to a user's e-mail account.

To enable messaging you will first need to configure the VoiceMaster e-mail link, then configure the individual mailboxes that will be using this option.

Configuring the VoiceMaster E-mail Link

1. Navigate to Programs/NETphone/VoiceMaster/VoiceMaster E-mail Link.
2. The first time this application is run it will try unsuccessfully to start up MAPI, and will display an error dialog box because the registry hasn't been set up for it.
3. Click OK on the "cannot run" message box, then click the Configure button to display the MAPI Link Configuration window and enter the following configuration information:
 - a) Check "Enable Email Link". VoiceMaster will not send any e-mail messages unless this box is checked.
 - b) Enter the MAPI profile name. You can find available MAPI profile names in the control panel's "Mail" or "Mail and Fax" application. If no profiles are available, click Add and use the wizard to build a profile.
 - c) Enter Originator Transport protocol to be used (SMTP is the only transport currently supported).
 - d) Enter an originator name and address. This information will be used as a return address for the e-mail messages.
 - e) You may specify a value (in seconds) in the "Block attachments larger than" field. If a value is specified, VoiceMaster will not send attachments if they are larger than the number entered. (E-mails are still sent, but with "Attachment

Omitted” in place of the attachment). Leave this field blank to allow all attachments, no matter how large. (Note: this is subject to the limitations on voice mail message size set in the vmmgr.ini file.)

- f) Click OK to apply changes and close the MAPI Link Configuration window.
4. Click Start on the VoiceMaster E-mail Link dialog box to start messaging. (The VoiceMaster E-mail Link Start button will change to “Stop” when VoiceMaster e-mail delivery is in operation.)

Note: The VoiceMaster E-mail Link application must be left running in order to have e-mail and pager notification.

Configuring notification options

1. Navigate to Programs/NETphone/VoiceMaster/VoiceMaster Mailbox Administrator.
2. Sselect a mailbox from the VoiceMaster Mailbox Administration window
3. Click **Advanced** to display the VoiceMaster Advanced Features window. The mailbox being modified will display in the title bar of the window.

Setting up e-mail notification

1. Enter a name in the Display Name Field (optional).
2. Enter the address in the E-mail Address field (example: yourname@company.com)
3. Click Add.
4. You can add additional addresses if you want the mail or notification to be sent to multiple addresses.

Setting up pager notification

1. Enter a pager address in the Pager Address field.
2. Click Add.
3. You can add additional addresses if you want the notification sent to multiple pagers.
4. Click Close when finished.

Removing an e-mail or pager notification:

Select the address in the appropriate window and click Delete.

VoiceMaster Handset Commands

VoiceMaster also lets you access and manage your voice mail messages through the PhoneMaster Desktop Call control, or from any push button phone. While using the phone handset you can:

- Press star (*) at any time while in voice mail for help hints.
- Press pound (#) during a prompt to end the prompt.
- Press pound (#) during message play to return to the main VoiceMaster menu.

For information about using VoiceMaster with PhoneMaster, refer to the PhoneMaster online help and/or the PhoneMaster User's Guide.

VoiceMaster Express

You can quickly and easily leave a message at any mailbox by using "VoiceMaster Express."

1. Access VoiceMaster Express from an extension by entering *7 at the dial tone. From an outside line, press *7 during the auto-attendant message.
2. When VoiceMaster Express prompts you, enter the extension number followed by the pound (#) key.
3. Record your message when prompted.
4. When done, hang up or wait for the prompt to enter additional voice mail messages.

You can press "0" at any time to transfer to another extension.

Accessing your mailbox

To access your voice mailbox from an extension:

1. Press *6. You will be prompted for a mailbox number.
2. Enter the mailbox number, followed by the pound (#) key. If you are using your own extension, you can omit the mailbox number and just press the pound key.
3. Enter your password when prompted, followed by the pound key (#). If you enter an incorrect password, the system re-prompts for up to two additional attempts. If you are still unsuccessful VoiceMaster plays a "goodbye" message and hangs up.

To access your voice mailbox from an outside phone, for example, from home or while traveling, do one of the following:

- Dial your main number and connect to your extension. Press star (*) while your voice mail greeting is playing. When prompted, enter your password.
- Dial your number and enter *6 while the auto-attendant message is playing.

Once you enter your password successfully, the voice mail system announces whether or not you have messages, and offers menu choices for playing messages, sending messages, or changing your voice mail greeting and password options.

- If you have new messages, VoiceMaster announces the number of new (unread) messages, and a menu of voice mail options.
- If you have no new messages, VoiceMaster announces the number of old (read) messages, and a menu of voice mail options.
- If you have no messages (new or old) the system announces “Your mailbox is empty,” and then provides you with your voice mail options.

Playing messages

If you have messages, VoiceMaster presents you with the following options:

- Press **1** to listen to your messages.
- Press **2** to send a voice mail message.
- Press **3** to change mail box options.
- Press **0** to dial another extension.

If you press **1** to select the listen option, the oldest new message plays. During message play you can:

- Press **7** to rewind five seconds.
- Press **8** to pause message play.
- Press **9** to skip forward five seconds.

During or after message play, you can:

- Press **1** to replay.
- Press **2** for the next message.
- Press **3** to delete the message.

- Press **4** to forward the message.
- Press **5** to play the previous message.

Forwarding messages

You can forward a voice mail message to one or more mailboxes, with the option of adding an annotation message. VoiceMaster prompts for destination and annotation options.

1. After playing a message, press **4** to forward.
2. When prompted for a forwarding destination, enter one or more mailboxes to forward to. Separate individual mailboxes with a pound key. End the list with the pound key.
3. Press **3** to forward the message without an annotation, press **4** to cancel, or press **2** to add an annotation to the message (optional). When the annotation has been recorded, you can replace (press **1**), use (press **2**) or delete (press **3**) the annotation.
4. When the annotation is complete, press **3** to forward the message, or press **4** to cancel.

VoiceMaster Passwords and Greetings

Changing a voice mail password

When you create a voice mailbox, it has a default password of 0 digits. Encourage users to change this password immediately.

1. Access the voice mailbox through the handset.
2. Press **3** for personal options, and then press **2** to select the “Change password option” from VoiceMaster’s main menu.
3. After the prompt, enter a new password that is between 0 and 9 characters in length, followed by the pound (#) key.
4. VoiceMaster will prompt you to verify the password by re-entering it. Re-type the new password. If it matches, your new password is installed.

Recording a voice mail greeting

Access your voice mail box and select the greeting option from VoiceMaster’s main menu

If you do not have a greeting, you will hear options to record a greeting. If you already have a greeting you will hear options to keep or replace the current greeting.

- Press **1** to hear your current voice mail greeting.
- Press **2** to keep your current voice mail greeting.
- Press **3** to replace your current voice mail greeting

If you choose to replace your greeting, VoiceMaster prompts you to record a greeting then offers choices to:

- Press **1** to hear your new greeting
- Press **2** to install your new greeting
- Press **3** to erase your new greeting.

Note: The last voice mail greeting “installed” is the one that will play when callers reach your voice mail.

VoiceMaster Dialog Files

You can customize the default voice mail dialogs by creating your own voice files and using them in place of the default files supplied with NetPhone. These files belong to the default voice which resides on the file server in the directory:

FileServerNetphoneRoot/NPVOICE/NPV000*.MU

Replace the asterisk (*) as shown in the example above with the part number from the listing below, for example :

SERVER/SYS:/NETPHONE/NPVOICE/NPV00001.MU

Number	Content
01	"That key is invalid."
02	"Enter your password, ending with the pound key."
04	"That password is incorrect."
05	"Record your message now. When done, hang up, or press the pound key."
06	"Thank you, good-bye."
07	"Pausing. To resume, press any key."
09	"That key is not allowed as the first key."
10	"To submit your entry, press the pound key. To cancel, press the star key."

The following voice part numbers refer to the dialog needed to support this application. These voice files are located on the fileserver at:

FileServerNetphoneRoot /VM/DIALOG/NPV00*.MU.

101	"That mailbox is full. Please try again later."
102	"Your mailbox is empty."
106	"Message deleted."
112	"Your call is being transferred."
113	"To confirm message deletion, press the pound key."
127	"Your new greeting was not recorded. Please try again."
128	"Your new greeting is installed."
129	"Your old greeting has been marked for deletion."
130	"Your old greeting has been reinstalled."
131	"Enter your new password. End it with the pound key."
132	"Enter your new password again. End it with the pound key."
133	"Your new password is installed."
134	"Those passwords do not match. No change was made."
135	"For new messages, press 1. For old messages, press 2. To change options, press 3."
136	"For new messages, press 1. To change options, press 3."
137	"For old messages, press 2. To change options, press 3."
138	"To change options, press 3."
139	"Your password can be zero to nine digits long. You must enter it twice to ensure accuracy."
145	"You have no new messages."
146	"You have one new message."
155	"You have ten new messages."
156	"You have more than ten new messages."
157	"You have no old messages."
158	"You have one old messages."
167	"You have ten old messages."
168	"You have more than ten old messages."
169	"Record your new greeting at the tone. When done, quickly press the pound key."
170	"Your message has been delivered."
171	"The person at that extension is not available at this time. You may leave a message. To exit voice mail, press zero."
172	"To exit voice mail, press zero."
173	"To dial another extension, enter it now. For the operator, press zero."

174 "That number is not allowed."
175 "Your message has been delivered. To exit voice mail, press zero. To record
more, press the pound key or stay on the line. If you are finished, please
hang up."
181 "Mailbox number?"
182 "Extension number?"
183 "That number is not an active mailbox."
184 "Welcome to VoiceMaster."
185 "VoiceMaster Express"
186 "Password?"
187 "End it with the pound key. To cancel, press the star key."

Uninstalling VoiceMaster

NetPhone provides uninstall utilities for removing the executable files for VoiceMaster.

1. From the Start menu, navigate to Programs/NetPhone/VoiceMaster/Unregister VoiceMaster Service.
2. From the Start menu, navigate to Programs/NetPhone/VoiceMaster/Uninstall VoiceMaster.
3. The Uninstall wizard will remove VoiceMaster executable files. Files created by the user, such as mailboxes, must be removed manually.
4. You may now remove the voice mailbox folders, either individually or by deleting the server's VM folder.

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