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Guide to Messaging Configuration

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Table of Contents

1 About This Document.....	4
1.1 Intended Audience.....	4
1.2 Conventions Used In This Document.....	4
1.3 Disclaimer.....	4
1.4 Logging In.....	4
2 Configuring Messaging.....	5
2.1 Email Message Queue.....	5
2.1.1 Deleting Email Messages.....	6
2.2 Voicemail Accounts.....	6
2.2.1 Adding Voicemail Accounts.....	6
2.2.2 Changing Voicemail Accounts.....	9
2.2.3 Deleting Voicemail Accounts.....	10
2.3 Voicemail Lists.....	10
2.3.1 Adding a Voicemail List.....	11
2.3.2 Changing Voicemail Lists.....	12
2.3.3 Deleting Voicemail Lists.....	15
2.4 Voicemail Message Queue.....	15
2.4.1 Viewing Voicemail Message Details.....	16
2.4.2 Deleting Voicemail Message from Queue.....	17
2.5 Voicemail Settings.....	17
2.5.1 Selecting Audit Start Time.....	20
2.6 XML Messages.....	20
2.6.1 Adding XML Messages.....	21
2.6.2 Changing XML Messages.....	22
2.6.3 Deleting XML Messages.....	22

1 About This Document


1.1 Intended Audience


This document is intended for installers and administrators of a Cheetah PBX. It is a user's guide document designed to provide you with information on using configuring the Messaging section.

1.2 Conventions Used In This Document

This manual uses several conventions to help you learn to use the program quickly and easily.

Menus and dialog options that have an underlined letter in their name represent the shortcut key assigned to the menu or option. Pressing the shortcut keys assigned to the menu or option is equivalent to clicking the menu or option. For example, the following figure shows a sample menu that uses shortcut keys. Procedures in this manual reflect shortcut keys if they are available.

The Caution and Warning symbol, , indicates information or a step that could be potentially dangerous, such as a step that could permanently affect the database or a user's access to the program.

The light bulb, , indicates a tip or information that will help you in using this document.

1.3 Disclaimer

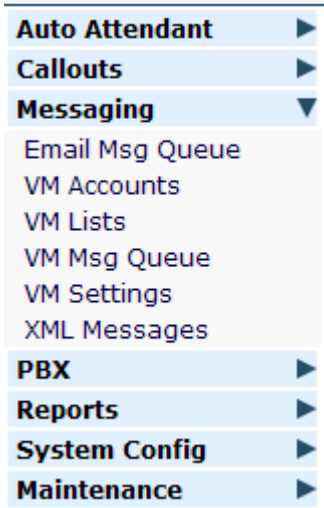
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1.4 Logging In

To log in to the System Management Console refer to the Logging In Guide.

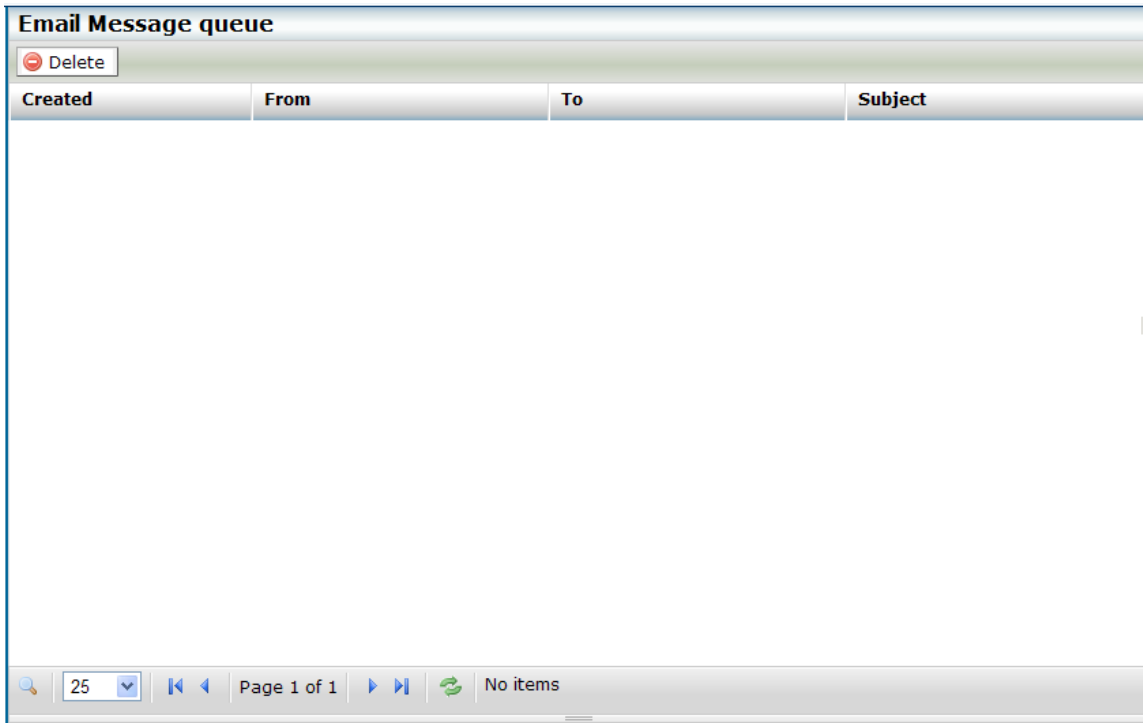
2 Configuring Messaging

To begin configuring Messaging, log into the System Management Console and click on the Messaging tab featured in the left hand menu, this will reveal the Messaging sub menu. The following is an image of the expanded menu:



2.1 Email Message Queue

To view email messages in the queue click on the Email Msg Queue item in the Messaging submenu. The following image shows a sample grid for Email Msg Queue:



2.1.1 Deleting Email Messages

To an email message first select the row(s) to delete then click the Delete button.

2.2 Voicemail Accounts

To add, change, or delete voicemail accounts click on the VM Accounts item in the Messaging submenu. The following image shows a sample grid for Voicemail Accounts:

VM ID	Enabled	First Name	Last Name	Unheard Messages	Saved Messages	Max Size	Max Days	Text Msg Enabled
100	✓	Michael	Keilhofer	3	0	50	60	
101	✓	Brigid	O'Connor	0	0	50	60	
102	✓	Karen	Shelton	0	0	50	60	
103	✓	Paul	Ngo	0	0	50	60	
104	✓	Edan	Kencayd	0	0	50	60	
105	✓	Tom	Dellinger	0	0	50	60	
106	✓	Greg	Bruenning	0	0	50	60	
107	✓	Warehouse	South	0	0	50	60	
108	✓	Warehouse	South	0	0	50	60	
109	✓	Tom	Dellinger	0	0	50	60	
110	✓	Tom	Dellinger	0	0	50	60	
111	✓	Greg	Bruenning	0	0	50	60	
112	✓	Test	131	0	0	50	60	
113	✓	Warehouse	South	0	0	50	60	
114	✓	Test	131	0	0	50	60	
115				0	0	50	60	
116				0	0	50	60	
117				0	0	50	60	
118				0	0	50	60	
119				0	0	50	60	

2.2.1 Adding Voicemail Accounts

To add a voicemail account, click on the Add button. The following is a sample image of the Voicemail Accounts dialogue box:

Guide To Messaging Configuration

VoiceMail Accounts - Add Record x

General

VoiceMail ID

Password

Account Enabled

Disable Administrative Access

First Name

Last Name

Postal Address

Max Message Size

Max Message Days

Main Greeting Active

Allow Urgent

Callout List ID

Text Message Feature

Text Messaging Enabled

Send Text Urgent

Send Text Normal

Cell Phone Carrier

Cell Phone Number

Email

Email Enabled

Send Email On New Message

The following is an explanation of fields in this dialogue:

Field	Description
Voicemail ID	Voicemail ID for this voicemail account
Password	Password for this voicemail account
Account Enabled	Check this box when you want this entry to be active
Disable Administrative Access	Check this box when you want to prohibit accessing this voicemail account via phone
First Name	First name of user
Last Name	Last name of user
Postal Address	Postal address of user
Max Message Size	Maximum number of MB of storage allowed for messages left for this account. Each second of storage uses 8,000 bytes
Max Message Days	Number of days unsaved messages will remain before automatically being removed
Main Greeting Active	Check this box when you want the main greeting to be active
Allow Urgent	Check this box when you want to allow urgent message delivery

Guide To Messaging Configuration

Field	Description
Callout List ID	Callout list ID associated with this voicemail ID
Text Messaging Enabled	Check this box when you want to enable the sending of a text message when new messages arrive
Send Text Urgent	Check this box when you want to enable the sending of a text message on urgent messages only
Send Text Normal	Check this box when you want to enable the sending of a text message on normal messages
Cell Phone Carrier	Cell phone service provider of user. Only enter data when you want to enable SMS notifications of new voicemails
Cell Phone Number	Cell phone number of user. Only enter data when you want to enable SMS notifications of new voicemails
Email Enabled	Check this box when you want to enable use of email messages
Send Email on New Message	Check this box when you want to enable the sending of an email message when a new voicemail arrives
Email Address	Email address of user
Include Voice File	Check this box when you want to enable the sending of the voicemail file as an attachment to the email notification

After all values have been entered and selected click the Submit button.

2.2.1.1 Selecting Cell Phone Carrier

To select desired cell phone carrier first click on the menu's down arrow which will display carrier options. Select cell phone carrier. The following is a sample image of the carrier options:

The screenshot shows a window titled "VoiceMail Accounts - Add Record". It contains several configuration fields:

- Password: [masked]
- Account Enabled:
- Disable Administrative Access:
- First Name: [text box]
- Last Name: [text box]
- Postal Address: [text box]
- Max Message Size: 50
- Max Message Days: 15
- Main Greeting Active:
- Allow Urgent:
- Callout List ID: [dropdown]

A section titled "Text Message Feature" contains:

- Text Messaging Enabled:
- Send Text Urgent:
- Send Text Normal:
- Cell Phone Carrier: [dropdown menu open showing: ATT, Bell South, Cingular, Nextel, Sprint, T-Mobile, Verizon, VoiceStream]
- Cell Phone Number: [text box]

Below this section are:

- Email Enabled:
- Send Email On New Message:
- Email Address: [text box]
- Include Voice File:

2.2.2 Changing Voicemail Accounts

To change voicemail account settings first select a row to change then click the Change button. The following is a sample image of the Voicemail Accounts dialogue box:

VoiceMail Accounts - Edit Record

General

VoiceMail ID: 104

Password: •••••

Account Enabled:

Disable Administrative Access:

First Name: Edan

Last Name: Kencayd

Postal Address:

Max Message Size: 50

Max Message Days: 60

Main Greeting Active:

Allow Urgent:

Callout List ID:

Text Message Feature

Text Messaging Enabled:

Send Text Urgent:

Send Text Normal:

Cell Phone Carrier: ATT

Cell Phone Number:

Email

Email Enabled:

Send Email On New Message:

You will only be able to change the data for the row you selected. After changing desired data click the Submit button.

2.2.3 Deleting Voicemail Accounts

To delete a voicemail account first select the row(s) to delete then click the Delete button.

2.3 Voicemail Lists

To add, change, or delete Voicemail Lists click on the VM Lists item in the Messaging submenu. The following image shows a sample grid for Voicemail Lists:

VoiceMail Lists		
VoiceMail ID	List Number	List Name
35	2	Advertising
34	3	Graphic Design
32	4	Accounting

25 Page 1 of 1 Displaying 1 to 3 of 3 items

2.3.1 Adding a Voicemail List

To add a voicemail list, click on the Add button. The following is a sample image of the Voicemail List dialogue box:

VoiceMail Lists - Add Record

* VoiceMail ID

* List Number

List Name Text

List Name File

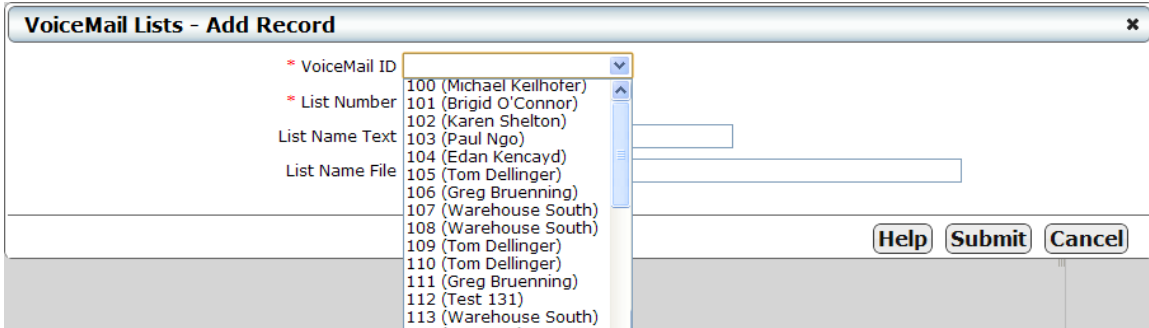
The following is an explanation of fields in this dialogue:

Field	Description
VoiceMail ID	VoiceMail ID for this voicemail list
List Number	VoiceMail list number (1-9)
List Name Text	VoiceMail list name
List Name File	Audio file to say this voicemail list's name

After all values have been entered and selected click the Submit button.

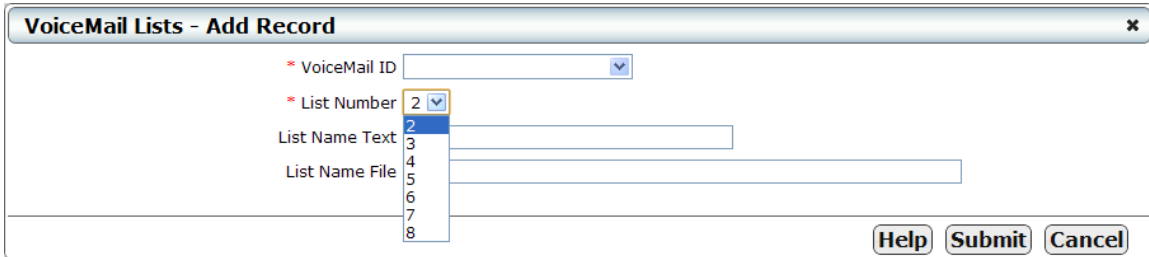
2.3.1.1 Selecting Voicemail ID

To select voicemail ID first click on the menu's down arrow which will display ID options. Select desired voicemail ID. The following is a sample image of the ID options:



2.3.1.2 Selecting List Number

To select list number first click on the menu's down arrow which will display number options. Select desired list number. The following is a sample image of the list number options:



2.3.2 Changing Voicemail Lists

To change a voicemail list, first select a row to change then click the Change button. The following is a sample image of the Voicemail Lists dialogue box:

You will only be able to change the data for the row you selected. After changing desired data click the Submit button.

2.3.2.1 Adding List Details

To add a list detail, click on the Add button. The following is a sample image of the List Details dialogue box:

The following is an explanation of fields in this dialogue:

Field	Description
Voicemail ID	Voicemail ID for this list detail
Entry Number	Entry number for this list detail (1-255)
Target Voicemail ID	Target voicemail ID for this list detail
Entry Name Text	Name text for this list detail

Guide To Messaging Configuration

Field	Description
Entry Name File	Name file for this list detail

2.3.2.1.1 Selecting Target Voicemail ID

To select target voicemail ID first click on the menu's down arrow which will display ID options. Select desired target voicemail ID. The following is a sample image of the voicemail ID options:

VoiceMail Lists - Add Entry

* VoiceMail ID

* Entry Number

* Target VoiceMail ID

Entry Name Text

Entry Name File

100 (Michael Keilhofer)
101 (Brigid O'Connor)
102 (Karen Shelton)
103 (Paul Ngo)
104 (Edan Kencayd)
105 (Tom Dellinger)
106 (Greg Bruenning)
107 (Warehouse South)
108 (Warehouse South)

Submit **Cancel**

2.3.2.2 Deleting a List Detail

To delete a list detail first select the row(s) to delete then click the Delete button.

2.3.3 Deleting Voicemail Lists

To delete a voicemail list first select the row(s) to delete then click the Delete button.

2.4 Voicemail Message Queue

To view and delete voicemail messages in the queue click on the VM Msg Queue item in the Messaging submenu. These are messages waiting to be sent to email. The following shows a sample grid for the Voicemail Message Queue:

VoiceMail Message Queue				
<input type="button" value="Delete"/> <input type="button" value="Details"/>				
MailBox ID	Mail Type	Destination First Name	Destination Last Name	Caller ID
100	Email	Michael	Keilhofer	4698531746
100	Email	Michael	Keilhofer	4698531746
100	Email	Michael	Keilhofer	9727847408
100	Email	Michael	Keilhofer	
100	Email	Michael	Keilhofer	
100	Email	Michael	Keilhofer	9727847408
100	Email	Michael	Keilhofer	9727847408

25 Page 1 of 1 Displaying 1 to 7 of 7 items

2.4.1 Viewing Voicemail Message Details

To view details of a voicemail message first click the row you would like to view and click the Details button. The following is a sample image of a particular voicemail message’s details:

VoiceMail Message Queue - Edit Record	
VM Recid	155
Mail Boxid	100
Mail Type	Email
Destination First Name	Michael
Destination Last Name	Keilhofer
Caller ID	4698531746
Msg Length	4613
Audio Path	/zeus/voicemail/10/0/zeus-0-1292519552.wav
Created	2010-12-16 11:12:56

Close

The following is an explanation of fields in this dialogue:

Field	Description
VM Rec ID	ID of this message
Mail Box ID	Mail box ID in receipt of message
Mail Type	Mail type
Destination First Name	First name of message's recipient
Destination Last Name	Last name of message's recipient
Caller ID	Caller ID from incoming call
Msg Length	Length of message in seconds
Audio Path	Audio path to voicemail message
Created	Creation date

2.4.2 Deleting Voicemail Message from Queue

To delete a voicemail message from the queue first select the row(s) to delete then click the Delete button.

2.5 Voicemail Settings

To view and edit voicemail settings click on the VM Settings item in the Messaging submenu. The following image shows a sample dialogue box for Voicemail Settings:

Guide To Messaging Configuration

VoiceMail Settings - Edit Record

* Messages Directory

Max Record Time

Min Record ms

Collect Password

Allow Admin Access

Log Email Msgs

SMTP Settings

Enable SMTP

SMTP Server

SMTP Account

SMTP User ID

SMTP Password

SMTP Timeout

Email From

Audit Settings

Run VM Audit

Audit All Day

Audit Start Time

Phone Main Administration Menu

Say Saved Msgs Count

Say Private Msgs Count

Say Deleted Msgs Count

The following is an explanation of fields in this dialogue:

Field	Description
Messages Directory	Directory where voicemail messages are stored
Max Record Time	Maximum number of allowed recorded seconds
Min Record ms	Minimum number of recorded seconds considered a valid message
Collect Password	Check this box if you want to require a password to administer voicemail accounts
Allow Admin Access	Check this box if you want to allow access to voicemail administration via phone
Log Email Msgs	Check this box if you want to log all voicemail to email actions
Enable SMTP	Check this box if you want to log all exchanges with a SMTP mail server
SMTP Server	Name of SMTP server to use when sending email messages
SMTP Account	Name of email account to use when sending email messages
SMTP User ID	User ID to use when sending email messages
SMTP Password	Password to use when sending email messages

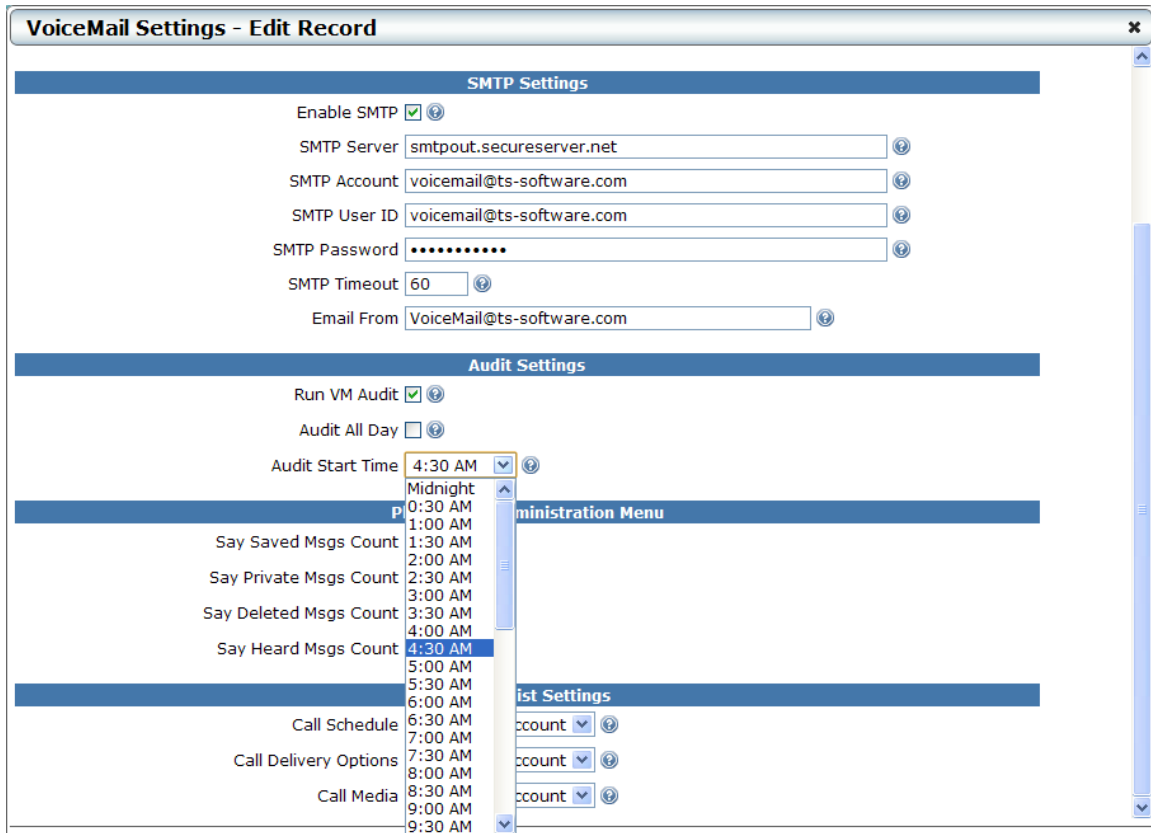
Guide To Messaging Configuration

Field	Description
SMTP Timeout	Timeout seconds when communicating with a SMTP server
Email From	Information sent in the "from" field when sending a voicemail to email
Run VM Audit	Check this box when you want to run voicemail audits
Audit All Day	Check this box when you want to run voicemail audits all day
Audit Start Time	Time of day voicemail audits are to start
Say Saved Msgs Count	Check this box when you want the number of saved messages to be spoken when announcing a new voicemail message
Say Private Msgs Count	Check this box when you want the number of private messages to be spoken when announcing a new voicemail message
Say Deleted Msgs Count	Check this box when you want the number of deleted messages to be spoken when announcing a new voicemail message
Say Heard Msgs Count	Check this box when you want the number of already listened to messages to be spoken when announcing a new voicemail message
Call Schedule	Callout list schedule to use to send all new voicemail message announcements
Call Delivery Options	Callout delivery options to use to send all new voicemail message announcements
Call Media	Call media to use to send all new voicemail message announcements

After all values have been entered and selected click the Submit button.

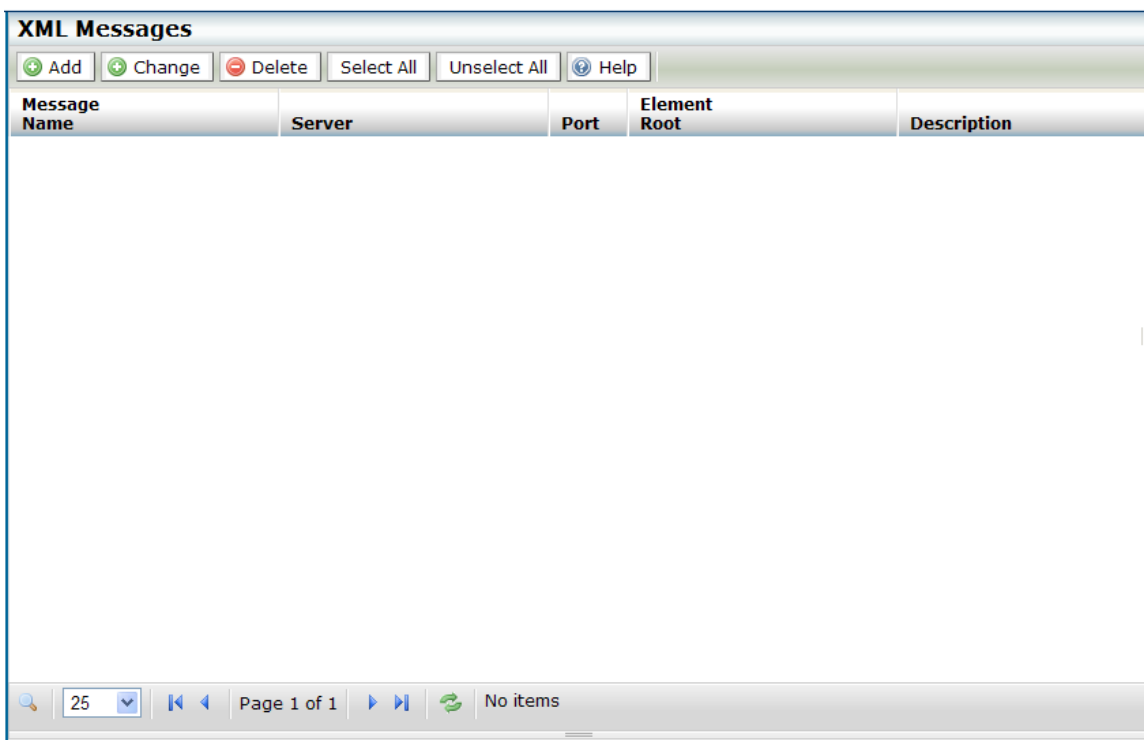
2.5.1 Selecting Audit Start Time

To select audit start time first click on the menu's down arrow which will display time options. Select desired audit start time. The following is a sample image of the audit start time options:



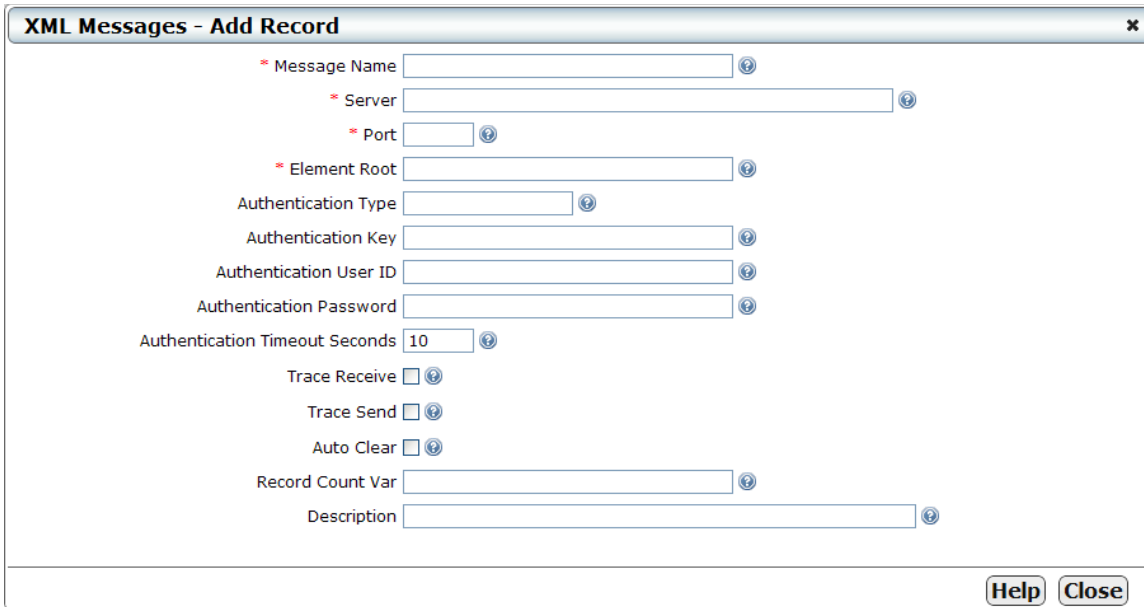
2.6 XML Messages

To add, change, or delete XML messages click on the XML Messages item in the Messaging submenu. The following image shows a sample grid for XML Messages:



2.6.1 Adding XML Messages

To add a XML message, click on the Add button. The following is a sample image of the XML Messages dialogue box:



The following is an explanation of fields in this dialogue:

Field	Description
Message Name	Name of this XML message
Server	IP address or network name of XML service being connected
Port	IP port to use for XML service being connected
Element Root	Name of root XML element
Authentication Type	Type of authentication when communicating with XML server
Authentication Key	Authentication key
Authentication User ID	Authentication user ID
Authentication Password	Authentication password
Authentication Timeout Seconds	Maximum number of seconds to wait for a response from XML server
Trace Receive	Check this box if you want to trace received messages from XML server
Trace Send	Check this box if you want to trace sent messages from XML server
Auto Clear	Check this box if you want to automatically clear all XML variables with each request
Record Count Var	Name of script variable that gets the count of received XML records
Description	Description of XML message

After all values have been entered click the Submit button.

2.6.2 Changing XML Messages

To change an XML message, first select a row to change then click the Change button. You will only be able to change the values for the row you selected. After changing desired data click the Submit button.

2.6.3 Deleting XML Messages

To delete a XML message first select the row(s) to delete then click the Delete button.

Evaluation

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Guide To Messaging Configuration
100-6.1-084-001-1.1
Software Release 6.1, Document Issue 1.1